

Advisory Committee of Council Staff Report



To Accessibility Advisory Committee
Date Thursday, May 30, 2024
Subject **Update 2 – Introduction of Chime Sound on Conventional Buses**

Recommendation

1. That the Accessibility Advisory Committee receive the report named “Update 2 - Introduction of Chime Sound on Conventional Buses” provided by Laura Catalano-Bragues.
2. That the Accessibility Advisory Committee support the selected chime sound that will be introduced for priority messages.

Executive Summary

Purpose of Report

Guelph Transit communication with the Accessibility Advisory Committee regarding the planned implementation of a chime sound for priority messages.

Key Findings

Guelph Transit is planning to implement a chime sound that will play before priority messages. A priority message is a message played by the operator on board to provide information to customers or request an action from customers. These announcements do not play regularly or at each stop and are only used when an operator chooses to play them.

This report is to outline the request for the Accessibility Advisory Committee to endorse the final selection of chime sound for the priority messages.

Strategic Plan Alignment

Guelph plans and strategies identify Transit as an integral part when moving throughout the City. The planned implementation of a chime sound for priority messages aligns with the following theme:

- City Building – Make it easier to get around.

Financial Implications

No financial implications will be incurred with this change.

Report

Guelph Transit is planning to implement a chime sound that will play before priority messages.

What is a priority message?

This is a message played by the operator on board to provide information to customers or request an action from customers. These do not play regularly or at each stop and are only used when an operator chooses to play them.

Current priority messages include:

- Please fill all seats. If standing, please move back as far as possible.
- Headphones are required for telephone calls, video calls, music and games. Quietly use cellphones only when necessary.
- The bus will depart shortly at its scheduled time. Thank you for your patience.
- Please do not distract driver while the vehicle is in motion.
- This route is currently on detour and may experience delays, visit guelphtransit.ca for more details.
- If possible, please exit through the rear doors.
- As a friendly reminder, please refrain from putting your feet or shoes on seats inside the vehicle.
- Be sure to take all belongings and be careful when exiting the bus.

What is planned to change?

There will be an audible chime added before the priority messages shown above.

What is not going to change?

As the chime is only intended to be added to priority messages, there are several things that will not be changing:

- Next stop announcements will not change: the chime will not play prior to these announcements.
- Next stop written information will not change: the display will still show visually what is being said audibly.
- Priority message written information will not change: the display will still show visually what is being said audibly.

What does the chime sound like?

Guelph Transit has discussed this introduction with the Transit Advisory Committee (TAC) in March 2024 and the Accessibility Advisory Committee (AAC) in April 2024. During the April 2024 presentation to the AAC, a selection of 3 chimes were shared.

After hearing the chime sounds, feedback from the AAC moved the following motion:

- That the Accessibility Advisory Committee receive the report named "Introduction of Chime Sound on Conventional Buses" provided by Laura Catalano-Bragues. And, that AAC recommends that staff do further investigation into more variety of accessible tones, looking across the spectrum of hearing related disabilities and neurodivergence.

Guelph Transit will share 2 chime sound options with the AAC for recommendation at the June 18, 2024 meeting.

Financial Implications

No financial implications will be incurred with this change.

Consultations

- Guelph Transit
- Strategic Initiatives & Intergovernmental Service-Equity & Community Investment
- Accessibility Advisory Committee
- Transit Advisory Committee
- Grand River Transit

Attachments

Attachment 1 – Presentation_Update2 Introduction of Chime Sound

Attachment 2 – Chime Option 1

Attachment 3 – Chime Option 2

Departmental Approval

Robin Gerus, General Manager, Guelph Transit

Report Author

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This report was approved by:

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