

Advisory Committee of Council Staff Report



To	Accessibility Advisory Committee
Date	Tuesday, April 16, 2024
Subject	Introduction of Chime Sound on Conventional Buses

Recommendation

1. That the Accessibility Advisory Committee receive the report named "Introduction of Chime Sound on Conventional Buses" provided by Laura Catalano-Bragues.
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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 inform the Accessibility Advisory Committee of this upcoming implementation and what is included in this change.

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 was able to present this topic to the Transit Advisory Committee (TAC) in March 2024. During this presentation, one specific chime was shared – a chime with three tones (for example, “Ding, Ding, Ding” – followed by the priority message). This chime is currently used for priority messages at Grand River Transit.

After hearing the chime sound, feedback from TAC was:

- Guelph Transit will present several options of chimes for consideration at the April 2024 meeting
- Add the word "Important" onto the display screen when it plays, along with on the audio file played. Consider adding a star (*) before and after the word important.
 - For example, "*Important* Be sure to take all belongings and be careful when exiting the bus."

Guelph Transit will be sharing the multiple chime options with the AAC for consideration as well.

Financial Implications

No financial implications will be incurred with this change.

Consultations

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

Attachments

None.

Departmental Approval

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