

---

# **MANITOBA INTERCITY BUS PROJECT:**

PUBLIC  
CONSULTATION  
REPORT

Manitoba Intercity Bus Project  
June 2011



# TABLE OF CONTENTS

1.0 Introduction	4
1.1 Consultation Format	4
1.1.1 Public workshops	5
1.1.2 Surveys	6
1.1.3 Stakeholder Focus Groups	7
1.1.4 General Public Feedback	7
2.0 Results	8
2.1 Individual Transportation Patterns and Use of Intercity Buses	8
2.1.1 Profile of a typical trip	8
2.1.2 Transportation Patterns	8
2.1.2 Personal Experience Using Bus Service	10
2.1.2.1 Barriers to increased bus use	12
2.2 Ideas for Increasing Bus Use	13
2.2.1 Service Improvement	13
2.2.2 Role of Government	13
2.3. Community impacts of intercity bus service	14
2.3.1 Mobility disadvantaged rely on bus service	15
2.3.2 Freight services important for communities and stakeholders	5
2.3.3 Importance to Northern communities	16
2.3.4 Retaining rural population	16
2.3.5 Economic benefits	16
2.3.6 Potential for new economic opportunities	16
2.3.7 Citizens find alternatives to bus service	16
2.4 Solutions for Sustaining Bus Service	17
2.4.1 Schedules that meet local needs	17
2.4.2. Affordability of service, flexible fares and trip planning	17
2.4.3 Government policy of supporting bus use	17
2.4.4 Improve bus and depot amenities and accessibility	17
2.4.5 Regulatory changes	18
2.4.6 Funding for rural public transportation	8
2.4.7 Local solutions and community input	20
2.4.8 Cost considerations for northern routes	20
2.4.9 Advertising	20
4.0 Performance Measurement	20
Appendices	22
Appendix A - Public Workshop Detailed Comments	23
1.0 Minnedosa – May 26, 2010	23
2.0 Thompson– June 2, 2010	25
3.0 The Pas – June 8, 2010	27
4.0 Swan River – June 9, 2010	28
5.0 Powerview-Pine Falls – June 22, 2010	30
6.0 Morden – September 1, 2010	33

Appendix B – Stakeholder Focus Groups Detailed Comment . . . . .	35
1.0 Rural and Northern Youth . . . . .	35
2.0 Northern Tribal Councils . . . . .	37
3.0 Northern Educational Institutions . . . . .	39
4.0 Regional Health Authorities and Resource Companies . . . . .	42
5.0 Local Business Groups . . . . .	46
6.0 Seniors’ Groups and Organizations Representing the Mobility Disadvantaged . . . . .	48
7.0 Organizations Involved in Economic Development . . . . .	50
8.0 The Intercity Bus Industry . . . . .	52
9.0 Agricultural Organizations . . . . .	55
10.0 Assembly of Manitoba Chiefs . . . . .	56
11.0 Southern Tribal Councils . . . . .	58
12.0 DOTC and NACC . . . . .	61
Appendix C – Public Feedback Results and Comments . . . . .	63
1.0 Individual Survey Results . . . . .	63
1.1 Demographics . . . . .	63
1.2 Travel Patterns . . . . .	63
1.3 Experience Using Bus Service . . . . .	65
1.4 Ideas for Increasing Bus Use . . . . .	70
1.5 Bus Service and the Role of the Community . . . . .	73
2.0 Additional Public Feedback . . . . .	90
Appendix D – Stakeholder Focus Group Invitee and Attendee Listing . . . . .	95

## LIST OF FIGURES

Figure 1: Participants at the Minnedosa Public Workshop . . . . .	5
Figure 2: Public workshops used interactive displays to engage citizens . . . . .	6
Figure 3: Social and recreational trips (all modes) . . . . .	9
Figure 4: All trips made by bus . . . . .	9
Figure 5: All trips for medical reasons . . . . .	10
Figure 6: Shopping trips (all modes) . . . . .	11
Figure 7a: All commuter trips (all modes) . . . . .	11
Figure 7b: Commuter trips in Southern Manitoba (all modes) . . . . .	12

## LIST OF TABLES

Table A: Public workshop schedule . . . . .	6
Table B: Survey support for service improvement as a way to increase bus use . . . . .	13
Table C: Key ideas for community level input and action . . . . .	19
Table D: Consultation performance measures . . . . .	21

# 1.0 INTRODUCTION

Many Manitoba communities depend on intercity bus service. As important as bus service is to Manitobans, access to it is not guaranteed. In late 2009, the industry announced reductions in intercity bus service in a number of Canadian jurisdictions, including Greyhound's decision to abandon scheduled passenger service in Manitoba. In March 2010, the Province of Manitoba announced that it would invest \$3.12 million for a one-year service maintenance agreement with Greyhound Canada. This investment ensured passenger buses kept operating across Manitoba until a permanent solution was found. However, this was considered a temporary measure allowing Manitoba Infrastructure and Transportation (MIT) staff and other provincial officials to develop a properly researched and carefully considered strategy for sustaining intercity bus service in Manitoba on a long-term basis.

One component of the development of a long-term provincial strategy included stakeholder consultations in communities throughout the province. Stakeholders were actively solicited for ideas to increase bus ridership and make the intercity bus industry in Manitoba sustainable.

Identified external stakeholders included:

- a. Transport Canada;
- b. Municipalities;
- c. School boards;
- d. Higher educational organizations;
- e. Seniors' organizations;
- f. Organizations representing the mobility-disadvantaged;
- g. Rural community economic development organizations and agencies;
- h. Local Planning Districts;
- i. First Nations communities;
- j. Bus manufacturing companies (e.g. Motor Coach Industries);
- k. Greyhound Canada Transportation ULC;
- l. Other bus service providers;
- m. Rural youth groups;
- n. Local businesses;
- o. Local tourism industries;
- p. Health organizations;
- q. Agricultural organizations;
- r. Natural resource groups;
- s. Groups advocating alternative transportation options; and
- t. The general public.

The following consultation report provides a summary of what was said during public workshops, stakeholder meetings and submissions to the Intercity Bus Project team (via survey or other method). In order to protect the confidentiality of participants, this report does not use the names of individuals. For stakeholder focus groups, the names of the organizations that were invited and attended are listed in Appendix D.

## 1.1 CONSULTATION FORMAT

The consultation strategy sought to be inclusive of all stakeholders with an interest in intercity bus services in Manitoba. The consultation strategy accepted input in a variety of formats including public workshops, online and paper-based surveys, stakeholder meetings, emails and written submissions, and telephone calls to a toll-free number.

Figure 1: Participants at the Minnedosa public workshop



Although the engagement methodologies were different, the structure of the public workshops, surveys and stakeholder meetings were designed to collect the same information from participants. Participants were asked to consider:

- personal and community transportation needs;
- personal experience using bus service;
- ideas for increasing bus use; and
- economic and social implications of bus service for their community.

### 1.1.1 Public Workshops

The workshop structure included:

- demographic survey;
- short presentations outlining the current state of intercity bus service in Manitoba;
- three interactive displays designed to engage, educate, and engender ideas and solicit information from participants;
- group discussion on the social and economic importance of intercity bus service to the participants' communities; and
- participant evaluation of workshop format.

**Table A: Public workshop schedule**

Location	Date	Attendance*
Minnedosa	May 26, 2010	15
Thompson	June 2, 2010	19
The Pas	June 8, 2010	6
Swan River	June 9, 2010	22
Powerview-Pine Falls	June 22, 2010	11
Morden	September 1, 2010	13
Total Attendance		86
Average attendance		14

\* this number includes Greyhound officials that attended the workshops, which averaged three per workshop

### 1.1.2 Surveys

Public input was also sought via survey, allowing citizens and organizations unable to attend a workshop to complete a survey. Two types of surveys were prepared:


- **Individual Surveys** – Intended for individual citizens to provide input. This survey was designed to capture the same information as the public workshops.

- **Group Surveys** – Intended to be completed by groups and organizations. The information captured is similar to that sought in the public meetings, but from the perspective of an organization or community representative.

Group surveys were returned by 9 organizations representing more than 12,300 citizens. 272 individual surveys were submitted.



Figure 2: Public workshops used interactive displays to engage citizens.



Surveys were distributed online, at public workshops and stakeholder meetings, and were sent to municipal governments, First Nations communities, and identified stakeholder groups.

### **1.1.3 Stakeholder Focus Groups**

Focus groups were used to engage specific stakeholder groups. Stakeholder meetings were organized by invitation and typically had less than 10 participants. Approximately 125 groups and organizations were invited to participate in one of 14 stakeholder meetings. Of the 53 groups who participated in the stakeholder meetings, those who completed the evaluation form self-identified as representing over 30,000 Manitobans. For a listing of the groups that were invited and participated in stakeholder focus groups, please refer to Appendix D.

The format of the meeting was intended to be driven largely by the stakeholders, but the Intercity Bus Project team was interested in hearing the ideas and concerns of the stakeholders on the following issues:  
Economic and social implications of bus service in the communities represented by the stakeholder organizations;

- Stakeholder ideas for improving bus use; and
- Stakeholder ideas for developing a sustainable long-term solution for bus service in Manitoba.

### **1.1.4 General Public Feedback**

Emails, letters and submissions were also accepted as input to the Manitoba Intercity Bus Project. Between 30 and 40 telephone comments, written submissions and letters were also received as part of the public input process. (In some cases follow-up comments were received when the Intercity Bus Project team acknowledged the input and thanked the participant. Consequently the exact number is dependent on how the input is counted.)

## 2.0 RESULTS

Since the public workshops, surveys, and stakeholder meetings were designed to gather similar information, the results are summarized in three main topics:

1. Individual transportation patterns and use of intercity buses;
2. Ideas for increasing bus use; and
3. Community impacts of intercity buses.

### 2.1 INDIVIDUAL TRANSPORTATION PATTERNS AND USE OF INTERCITY BUSES

Information on individual transportation patterns and use of intercity buses was collected at all public workshops, by surveys and in comments forwarded to the Manitoba Intercity Bus Project team via mail, email, or telephone. Individual bus use was examined in terms of overall transportation patterns (i.e. where people go and when) and why and how they use intercity buses.

#### 2.1.1 Profile of a typical trip

Survey participants were asked to provide details about frequent trips made more than 50 km from home. A typical trip is made by personal vehicle more than 80% of the time. People spend less than 8 hours at their destination (57%) and they make this trip 2-3 times per month. The most frequently reported reasons for travel are to visit friends and family (27%) or for work (19%). Shopping (16%) and medical visits (14%) were also frequently cited as reasons for travel.

#### 2.1.2 Transportation Patterns

Overall, citizens participating in the intercity bus consultations indicated a relatively regional pattern of transportation; this was supplemented by less frequent trips to larger centres outside of their region. This pattern is represented in both the public workshops and in the individual surveys.

Northern and Southern public workshop participants indicated similar transportation patterns, although Northern Manitoba residents do appear to favour bus travel more than Southern Manitoba residents. For example, in Minnedosa, a personal vehicle was used 85% of the time, while bus service was used only rarely. In Powerview-Pine Falls and Morden, nearly 100% of trips reported were made by personal vehicle. Personal vehicle use continued to outpace bus travel in the North, but not as heavily. For example, in the Thompson and Swan River public workshops, the personal vehicle outweighed bus travel by a 2:1 ratio, while in The Pas bus travel and personal vehicle travel were about equal.

The destination of travel for participants at each of the public workshops varied. Travel within the region appeared to be favoured more heavily, as participants indicated that they travel within their region on a more regular basis. Participants also traveled to centres outside the region (such as Winnipeg, Brandon or Thompson), and centres outside of the province.

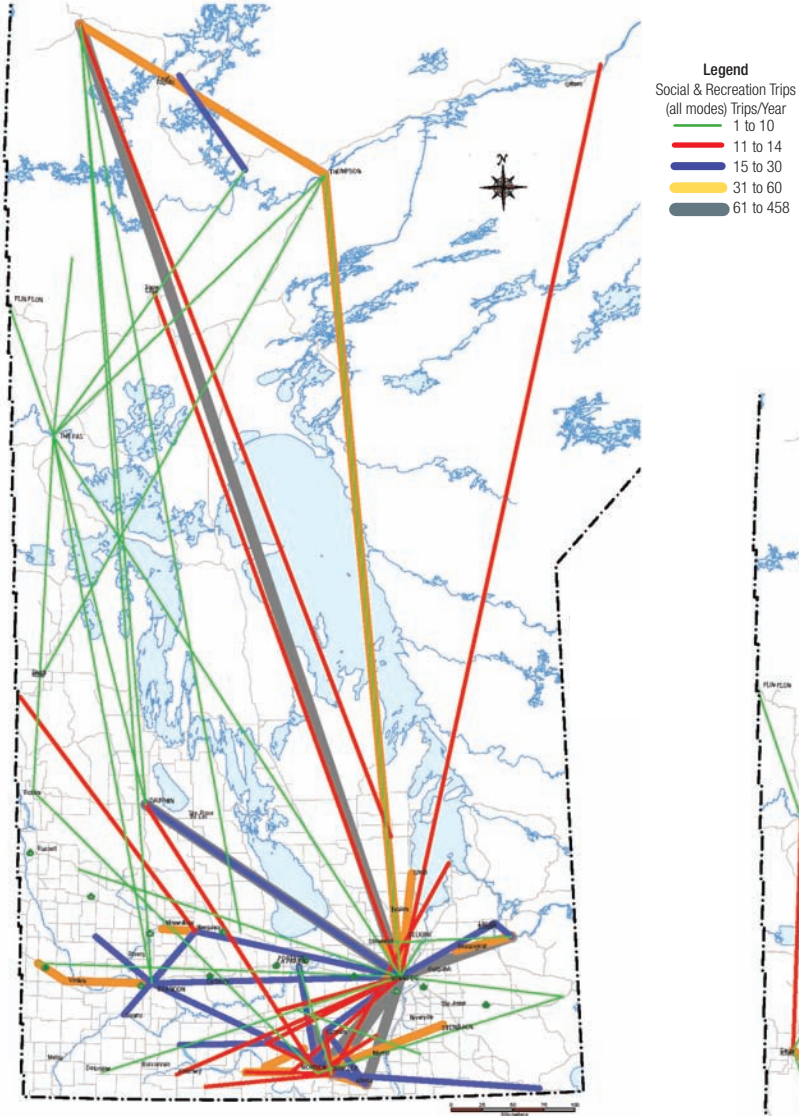


Figure 3: Social and recreational trips (all modes)

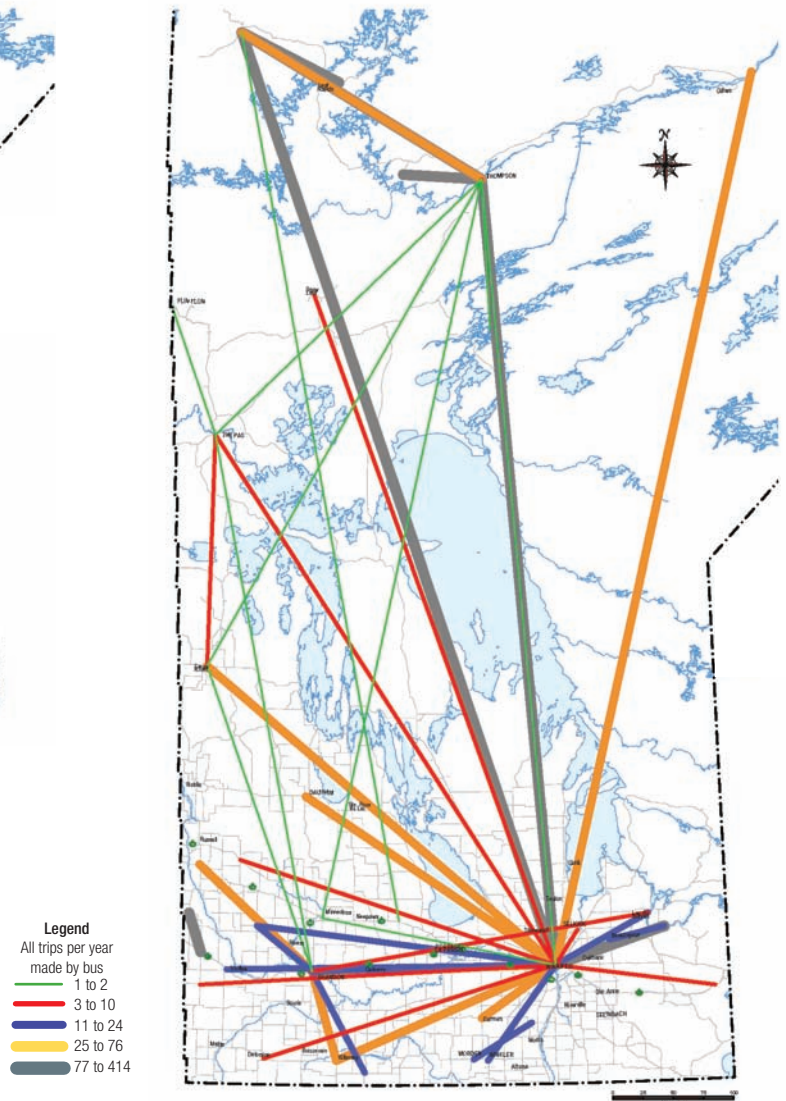


Figure 4: All trips made by bus

Survey and public workshop trip reporting was broken down by mode and purpose of trip and mapped by origin and destination. When these travel patterns are examined, some differences are noted. Survey participants indicated that 27% of their trips are for social and recreational reasons. While these trips do indicate a strong draw to Manitoba's major urban centres, these trips demonstrate a much more varied travel pattern than trips made for medical or shopping reasons. Trips made by bus demonstrate a pattern of movement more closely related to the social and recreation patterns, than the shopping and medical patterns.

Trips where the traveler stays at the destination for 8 hours or less are defined as commuting trips. These trips indicate a strong regional pull to major urban centres in Manitoba, but trip distances are typically 200 kilometres or less. Few long distance commuting trips are noted, unless air travel is used.

### 2.1.2 Personal Experience Using Bus Service

Generally speaking, participants in both Northern and Southern public workshops indicated a preference for personal automobiles because they provide them with on-demand, door-to-door service, with convenient departure times and shorter travel times. However, the importance of bus service was noted for those who do not have access to a personal vehicle (lower income and/or students) and/or who could not drive themselves (the elderly and mobility disadvantaged).

At the Northern Manitoba public workshops, more participants indicated that they use bus service regularly due to the longer travel distances, but they also indicated that they would choose bus transportation

even more frequently if the schedules were more convenient, if bus service provided a comparable travel time to the personal vehicle and if buses were more modern, reliable and comfortable. In both Northern and Southern Manitoba, workshop participants indicated that personal automobile travel is more frequently interchanged with bus travel when the weather is inclement.

The survey and public workshops indicated similar reasons for choosing bus service and barriers to increased bus use.

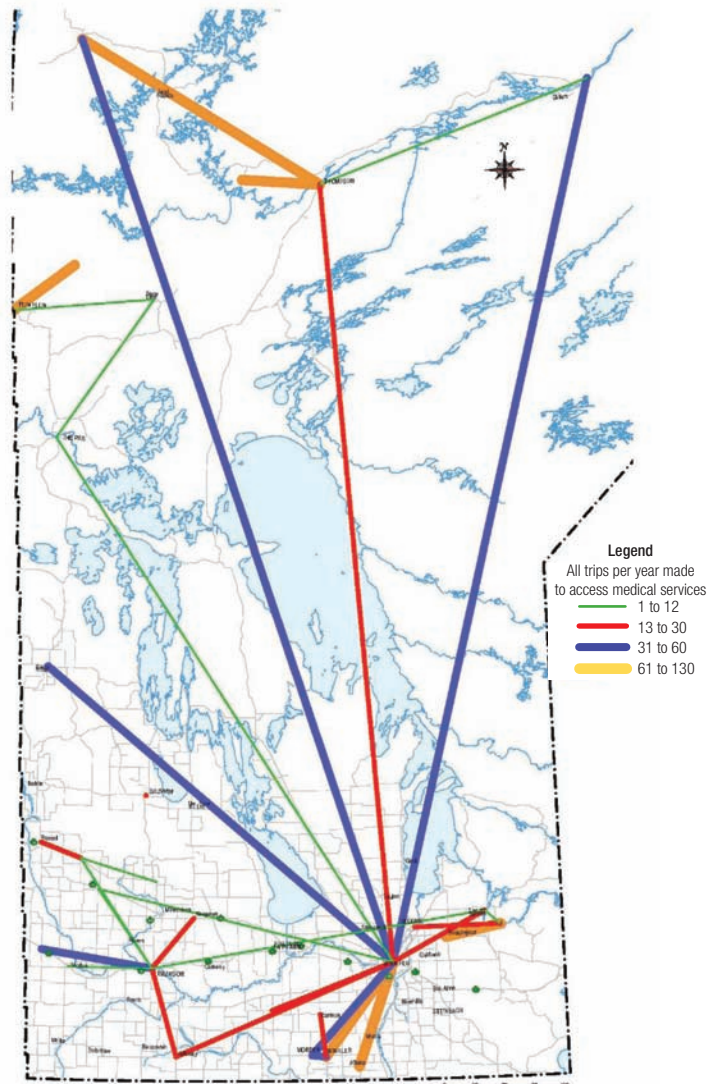


Figure 5: All trips for medical reasons

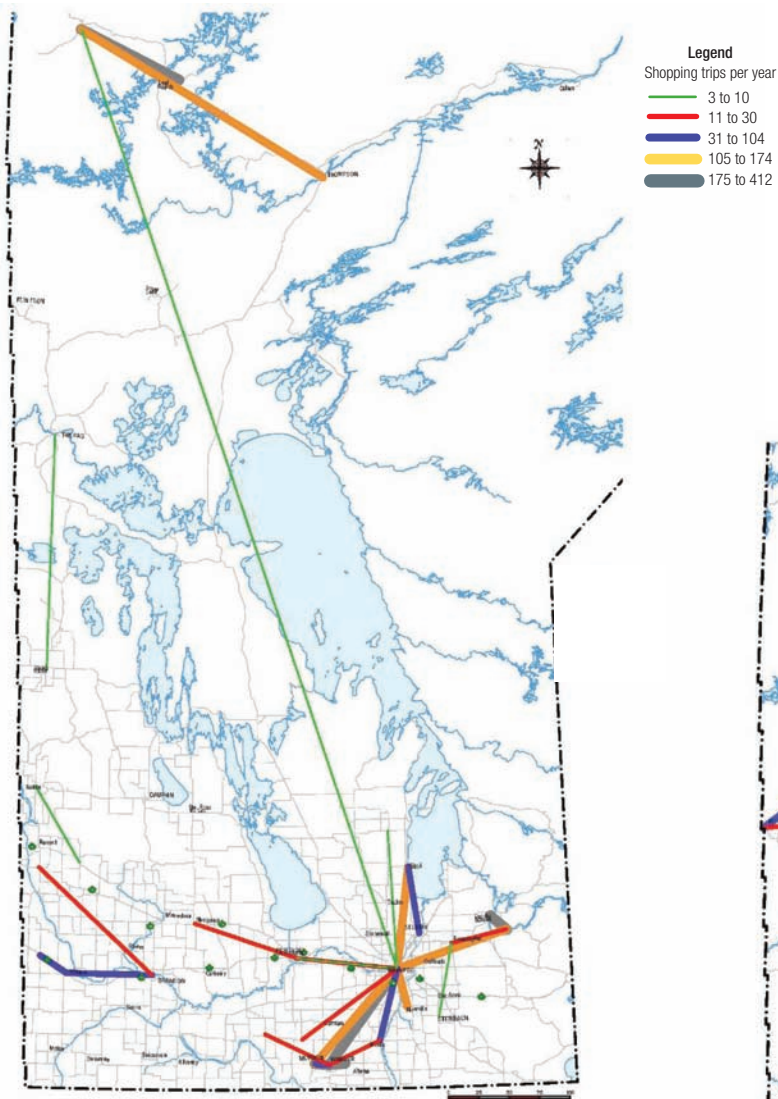


Figure 6: Shopping trips (all modes)

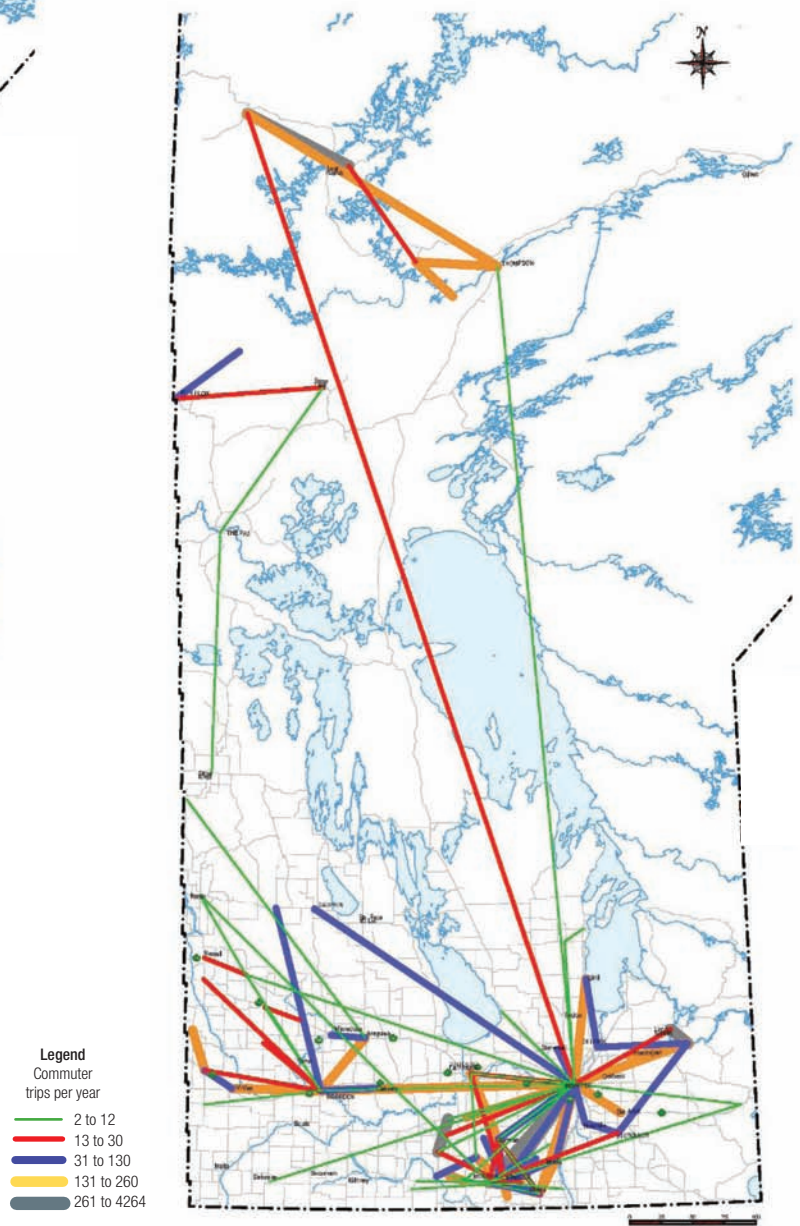
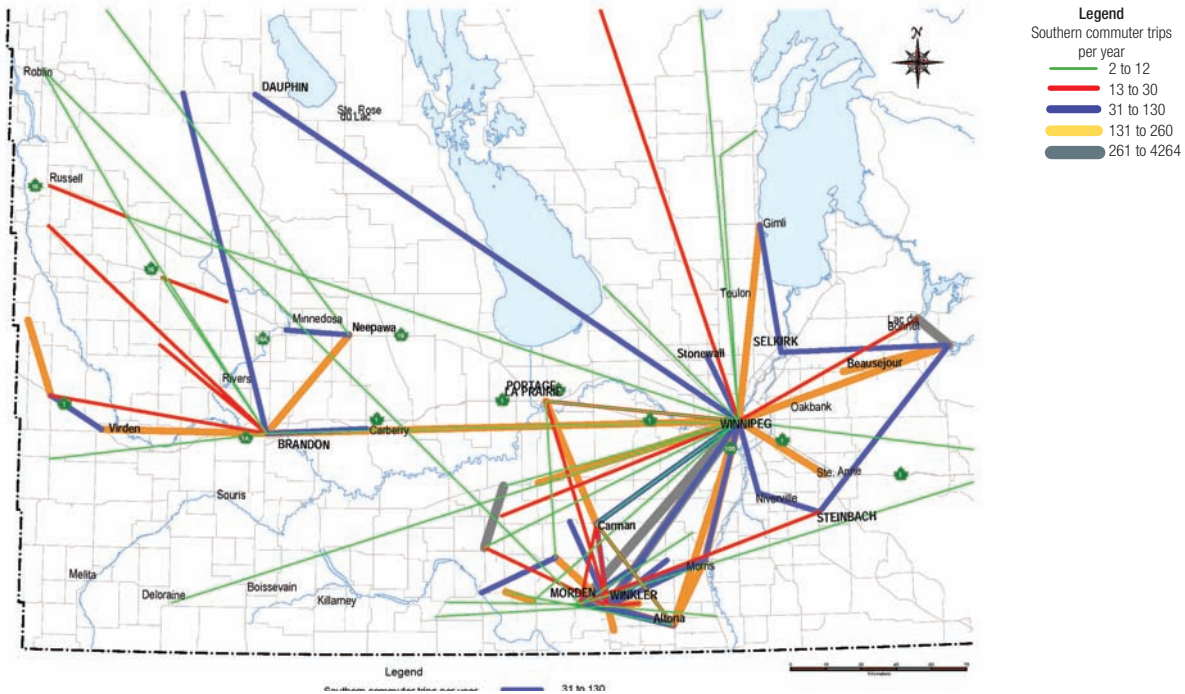


Figure 7a: All commuter trips (all modes)

Figure 7b: Commuter trips in Southern Manitoba (all modes)



### 2.1.2.1 Barriers to increased bus use

The most frequently cited barriers to increased bus use indicated in the survey responses were related to inconvenient schedules (47%), length of trips (12%) and safety (11%).

A further 19% of respondents provided additional comments. 35% of these additional comments were related to convenience in terms of the need to travel from location to location at destinations, inconvenient scheduling of buses, and the location/hours of operation of the bus depots. Another 35% of comments indicated a complete lack of bus service in their community was a barrier to their use of bus service. Additional safety concerns were cited in 16% of these comments.

Public workshop results support the survey responses. In the public workshops, people frequently indicated the following reasons for **not using** bus service:

- Inconvenient schedules for passenger service

- Unreliable mode of travel due to bus breakdowns and delays
- Uncomfortable buses/unclean buses
- Lack of amenities/entertainment on buses
- Have found other ways to ship parcels/goods (truck)
- Prefer to drive and/or faster to drive a personal vehicle
- Does not provide convenient service to other destinations
- Personal security concerns on the bus
- Pick up and/or drop off locations are inconveniently located and with constricted operating hours. Depots often not open when passengers are waiting for a bus, or when they arrive at a destination.
- Too expensive, especially if more than one person is traveling
- Have found alternative means that suit needs better
- Finding schedule and route information is difficult

## 2.2 IDEAS FOR INCREASING BUS USE

Participants in public workshops and stakeholder meetings were asked to provide their ideas for increasing bus use. In public workshops participants were also asked to rank the ideas presented. There exists good correlation between the survey results and what citizens indicated in the public workshops and stakeholder meetings.

### 2.2.1 Service Improvement

The top four ideas for improving bus use were directly related to improving the service provided by intercity bus companies. Citizens felt companies should provide users with more comfort and convenience, and better customer service.

1. Provide lower fares or different types of fare incentives - frequent rider passes, companion fares, seniors' fare specials, and income tax credits
2. Provide better customer service – more personable drivers, assist elderly passengers, better training for agents, better information about schedules and services, multiple drop-off points in larger centres, reliable service, provide tourist announcements on buses, provide a user-friendly website that is capable of linking municipal transportation with intercity bus transportation for complete trip planning
3. Provide better scheduling – more frequent service, more convenient pick up/drop off times, faster trip times or more direct routes, better regional schedules
4. Increasing rider comfort – providing more leg room, more comfortable seating, cleaner buses, working lights, fold-down trays, and entertainment/WIFI

These ideas were supported by survey results where respondents were asked to indicate if they thought a particular improvement might increase bus use. Percentages provided indicate those respondents who felt that an improvement would “probably” or “definitely” increase bus use.

*Table B: Survey support for service improvement as a way to increase bus use*

Survey options similar to public meeting suggestions for improving bus use	% of survey respondents who agreed (probably or definitely)
more convenient schedules	70%
increased bus frequency	57%
lower fares	53%
more routes	47%
more amenities	37%

### 2.2.2 Role of Government

Although the top-ranked ideas for improving bus service are linked to improvements to the service provided to bus users, a number of other ideas for improving bus use were brought forward which have implications for government. Regulatory changes, government subsidies, and local service provision were seen as solutions to sustain bus service in Manitoba.

- Regulatory changes allowing flexibility for bus service providers to respond to market demands as well as allowing new service providers to enter the market more readily, or alternatively allowing other providers, such as handivans or First Nations medical transport, more flexibility in the type of service they provide.

- Alternate service provision included the use of alternative vehicle types and providing services such as door-to-door service, providing connectivity to urban transit systems and allowing intercity buses to stop in multiple locations in urban regions (i.e. using city bus stops as drop off points).
- Subsidies for rural transportation were likened to subsidies to urban transit systems. Financial support for local service providers was favoured more than an ongoing subsidy to Greyhound, who is perceived to be providing poor service by some participants.
- Suggestions included subsidies for business proposals for alternative service providers or to purchase buses. Many participants stated that they believed local providers could provide better service, if given the chance and appropriate funding.

In terms of intercity bus fares, many people noted that it is more cost-effective to travel by personal automobile if more than one person is traveling. Further, it was frequently noted that people traveling on medical warrants are not provided with a companion fare for intercity bus use. However, a companion is allowed when traveling by car.

### **2.3. COMMUNITY IMPACTS OF INTERCITY BUS SERVICE**

Workshop and stakeholder group participants were asked to provide their thoughts on the importance of bus service to the community they represent and how their community could help to sustain bus service in their region and Manitoba as a whole.

Four questions were discussed at each public workshop and similar considerations were discussed at the stakeholder meetings. Survey participants also provided comments on the same issues. In general, the questions considered were:

- what is the social importance of bus service to the region;
- how is bus service used to support economic activities in your community;
- what role do you think your community should have in the decisions that change the service levels (or fares) for bus service in your community; and
- what can you do in your community to sustain bus service.

The results from the consultations are compiled together, but where regional or demographic differences exist, they are noted.

This section provides an overall summary of what was said at the consultation meetings in Manitoba. More detail is recorded in the Appendices.

### **2.3.1 Mobility disadvantaged rely on bus service**

Two groups of mobility disadvantaged citizens rely on bus service; those who are mobility disadvantaged due to a lack of economic resources, and those who are mobility disadvantaged due to physical limitations. It was noted that both mobility disadvantaged populations rely on bus service to retain their independence, access educational opportunities and medical services, and to maintain important social connections.

Stakeholder groups in general talked about the importance of access to bus service for the populations they represent. Groups such as educational institutions and seniors/mobility disadvantaged organizations talked about the necessity of bus services to their members. Often, students, seniors/mobility disadvantaged and lower income populations have no alternative to bus travel and need bus service to retain their independence. In the North, many students who need to return home on the weekends use bus service, but have to miss classes on Fridays and Mondays due to inconvenient bus scheduling.

Many stakeholder groups also noted an aging population will increase demand for bus services in the future. Because medical services are not always located near the community, older populations rely on transportation providers to bring them to their appointments. Anecdotally, many participants stated that aging populations rely on family members to drive them to medical appointments, but with more dual income families and an increasing senior population, this may become more difficult in the next ten to 15 years.

Some First Nations organizations noted that federally funded medical transportation services in their communities are limited to status citizens only. This leaves community members without First Nation status reliant on intercity bus service, or friends and family, if they do not own an automobile.

### **2.3.2. Freight services important for communities and stakeholders**

Many communities depend on bus service to provide freight shipping to their communities at a reasonable cost. Other shipping alternatives may not provide the same network coverage or reasonable cost as intercity bus shipping. Small and start-up businesses rely on the service as an affordable shipping and receiving network that allows their businesses to be competitive.

Many stakeholder groups used bus service for freight services as well as passenger services. For agricultural groups, bus service provides timely, convenient, widespread and reasonably priced service. At harvest time, when timely repairs to farm machinery are critical, bus service is often the best option to ship parts for agricultural machinery. Educational institutions use bus service to ship exams and for other supplies related to distance education. Communities rely on freight service to ship parts for community equipment. Freight is used to ship tests and supplies, allowing results to come back in a reasonable time period.

### **2.3.3 Importance to Northern communities**

In the North especially, the importance of bus service was stressed due to the larger travel distances between communities and the remoteness of communities. Bus service allows people to maintain important social connections and remain connected with the rest of the province. Freight shipping is also particularly important in the North because it brings goods to the communities at a reasonable cost. In some of the more remote communities, people use the bus to travel to larger centres like Thompson to purchase groceries and supplies because it is significantly cheaper than buying them in their own community.

### **2.3.4 Retaining rural population**

Many public workshop participants agreed that bus service was important to keeping people in smaller communities. If there are no transportation options for people outside larger centres, people may decide to move to larger centres in order to be close to the services they need. In addition, some participants thought that transportation options such as bus service may keep younger people in the community, or at least would bring students back to their home community for weekends and holidays.

### **2.3.5 Economic benefits**

Intercity bus service in a community provides a transportation option that supports economic activity in communities. Connection to a passenger and freight transportation system brings tourists to communities to support local business and might allow alternative businesses to thrive in the community. For example online businesses could use bus for shipping. Bus service within a community can also act as a draw for potential residents and local transportation providers benefit from

providing transportation service from the bus depot to other destinations in the area (e.g. taxis, transit, etc.).

In Thompson, it was noted that the sustainability of bus service requires flow from regional communities, which supports local industry and businesses. Bus service is used by area employers to bring employees or potential employees to work sites.

### **2.3.6 Potential for new economic opportunities**

Some organizations viewed the abandonment of scheduled bus service as an economic development opportunity. Some believed that it may provide local economic opportunities for alternative transportation providers if Greyhound no longer operates in Manitoba.

Although a number of organizations noted a willingness to be economically engaged in intercity bus service, concern was also expressed that alternative service providers need to maintain a good record of safety and reliability. Additionally, it was noted that funding should be available to support rural public transportation as it is available for urban transit.

### **2.3.7 Citizens find alternatives to bus service**

Many have found alternative transportation modes as bus service does not always meet their needs. For example, seniors have found volunteer groups to transport them to medical appointments in larger centres because bus scheduling does not usually allow them to go to an appointment and return in the same day. In the North, there are reports of many people hitching rides because of the lack of bus service.

## **2.4 SOLUTIONS FOR SUSTAINING BUS SERVICE**

### **2.4.1 Schedules that meet local needs**

Consultation participants had a number of suggestions for improving bus use in their community and region. Many suggestions focused on scheduling and providing schedules that meet local demand. A number of groups suggested that ridership is negatively affected by schedule reductions, and in order to increase ridership, frequency of bus service should be increased. The length of bus trips is also much longer than by vehicle on some routes, and this issue should be addressed in order to increase ridership. Many groups stated that the current schedule simply does not meet the needs of their members but believe bus service would be used more if scheduling was tailored to local demand.

### **2.4.2. Affordability of service, flexible fares and trip planning**

Affordability of bus service was also mentioned. Bus fares are a cost barrier for some users and may persuade some users to drive their own vehicles, especially if there is more than one passenger traveling. Providing fare deals and specials was also suggested as a way of increasing bus use. One bus service provider indicates that they have some experience with providing commuter passes and it seems to have helped with ridership somewhat, although it has not worked to reverse the general ridership decline.

Some participants indicated that Manitoba should have a complete transportation “trip planner” that would allow people to navigate the transition from one mode of transportation to another. For example, if a passenger comes to Winnipeg by bus, it should be possible for them to plan their urban transit travel as well.

Additionally, intercity bus passengers could automatically get a daily urban transit pass allowing them to travel around Winnipeg without additional expense.

### **2.4.3 Government policy of supporting bus use**

Some stakeholder groups thought that the provincial government should make a point of using bus services to move passengers and goods whenever possible. Currently, regional health authorities (RHAs), especially those in the North, spend a lot of money on transporting northern patients for medical reasons. In some cases, stakeholders stated that RHAs provide cash to purchase bus tickets and some patients may choose to spend that money in another way. RHAs could buy bus tickets for transporting patients rather than handing out cash.

Both the provincial and federal medical warrant structure could be examined to support a companion traveling by bus with a patient. This will help support the choice to use bus transportation when the patient wants a friend or family member to attend a medical appointment with them.

### **2.4.4 Improve bus and depot amenities and accessibility**

Providing more modern buses was stated as a possible way to increase ridership. In the North, many participants expressed the sentiment that the oldest and most run down buses seem to be reserved for the North. Other groups noted that providing WIFI and entertainment on board may help to increase ridership.

Increasing the accessibility of bus service was also cited as a way to increase ridership among certain populations. Stakeholder groups representing seniors and mobility disadvantaged argued that if accessibility

of intercity buses was better, they may get used more often. For people in wheelchairs, accessible bus options are not always available and have to be booked in advance. Even when booked, they are not always reliable. Drivers do not always know how to operate the wheelchair lift. Seniors may find it difficult to get up the steps of an intercity bus.

More convenient locations for depots and drop offs were also raised as an idea to increase bus use. Some stakeholder groups noted that depots may be located outside of town and are inconvenient to travel to, especially when users do not have access to a vehicle. Depot locations are often closed entirely when the bus arrives to pick up or drop off. Some depots have closed and the bus needs to be flagged down on the highway, which poses a difficulty for all users, especially those who are mobility disadvantaged. In addition to smaller centres, a few groups noted that the new depot location in Winnipeg at the airport is not as convenient for users, while other groups commented that they liked the airport location better.

#### **2.4.5 Regulatory changes**

Regulatory changes were seen as one solution to sustaining bus service in Manitoba. Some participants believed that the Motor Transport Board must be more accommodating to proposed schedule changes and service reductions. Other participants believed the regulations should allow local handivan providers to provide bus service to the community as a whole, and not just limit operations to transporting mobility disadvantaged. A similar statement was made regarding First Nations transportation providers who are currently limited to providing transportation for medical purposes. Deregulation was cautioned as a regulatory option since the experience with intercity bus deregulation

in the United States led to a significant loss of service for many rural communities. However, many groups argued that allowing other businesses and providers to enter the bus market may help to increase ridership as new providers may offer a service that is different than current service. A number of communities already provide shuttle service for medical trips and an expanded market for these services may offset some of their losses.

#### **2.4.6 Funding for rural public transportation**

Subsidies were also suggested as an option for sustaining bus service in Manitoba. Many stakeholder groups suggested that intercity bus service is like a rural and northern public transportation and should be subsidized like urban transit. It was suggested providing subsidies for rural routes and allowing bus companies to bid on the routes may sustain service. Many stakeholders noted that if subsidies are being provided, the subsidies should be used to fund local transportation companies rather than Greyhound, and many did not feel that a long-term subsidy to Greyhound is the answer. Providing subsidies for business proposals for alternative service providers or to purchase buses (capital subsidies) were also suggested as options.

### 2.4.7 Local solutions and community input

Many participants noted that community-focused service providers may offer better customer service and safety, rather than focusing on making profits. A common theme among consultation participants was that a company like Greyhound may have a role in transportation along major corridors, such as the TransCanada highway, but local feeder routes should be established to feed into the main line and may be better provided by local or regionally-based service providers.

Some participants suggested that communities should have more of a financial role to play in sustaining bus service. It was suggested that local communities, or even the Province, could buy buses and lease them to Greyhound or another company to operate. This is currently done in some American states. Another suggestion made was that if a community wants intercity bus service, it may be fitting to have community subsidies to maintain service funded by a local levy or local tax. Only those communities wanting bus service would pay to maintain the service.

Participants in the public workshops considered what role their community should have in decisions around bus service. Some participants felt that local input and support for new bus services should be taken into consideration. In the North, participants felt as though their input was not taken into consideration for previous schedule reduction decisions and felt “jaded” by the process. Many participants felt that municipal governments should lobby other levels of government so that local communities have more input over service changes.

*Table C: Key ideas for community level input and action*

Summary of key ideas for community input
Local service providers would provide better local/regional intercity bus services.
Local communities could provide financial support for local/regional intercity bus service.
Local input into decisions around local bus services are key for successful bus operations in the local/regional context.
Other community level action suggested
Communities could undertake consultations with residents to decide what service is necessary for the community and provide this information to the service providers.
Communities could decide to provide local funding for bus services if they are considered to be essential to the community.
Communities could undertake local advertising for bus service or advertise on the local public access channels, community newsletters, websites or bulletin boards.
Communities can consider bus transportation when planning municipal and/or town development and can adopt policies to ship freight by bus whenever possible, and sending staff for training.

### 2.4.8 Cost considerations for northern routes

It was also noted that the infrastructure in the North leads to very high maintenance costs for buses traveling on unpaved roads and part of the solution will be to pave Northern roads so that maintenance costs do not continue to eat into operator profits.

Partnerships among the three levels of government may also help to sustain some level of bus service for certain groups. Manitoba could consider replicating B.C. Transit, a transit system that covers the entire province of British Columbia. A crown corporation, B.C. Transit provides low-cost transit passes for seniors and the mobility disadvantaged to attend medical and other necessary appointments in larger centres. The program is funded by three levels of government and RHAs to help to ensure that people have the transportation available to access medical services, wherever they live.

### 2.4.9 Advertising

Advertising the benefits of intercity bus travel may help to capture the younger market and encourage bus use. One bus industry representative stated that youth today are very concerned about the environmental friendliness of travel and intercity buses are by far the most environmentally-friendly mode of travel, compared to rail, personal vehicle or air. In addition, with the new cell phone legislation, people may be drawn to use the bus so that they can remain in touch while traveling. Stakeholders also note that advertising should be locally targeted as national campaigns are not useful ways to influence local and regional travel patterns.

## 4.0 PERFORMANCE MEASUREMENT

Prior to beginning the stakeholder and community engagement process, the Manitoba Intercity Bus Project Team proposed some measures to gauge the success of the public input process.

The stated purpose for the stakeholder and community engagement process is:  
To gather information from communities to inform option development;

- To educate communities regarding alternative intercity bus service models; and
- To engage communities to generate their own solutions for long-term sustainable intercity bus service.

Two types of meetings were used to achieve stated objectives. These were:

- **Public Workshops** – were open to all citizens and were advertised on community radio in the north, and in local and provincial newspapers in both the south and north and on the Manitoba Intercity Bus Project website.
- **Stakeholder Focus Groups** – were used to ensure participation from specific stakeholder groups. These meetings ran in a typical focus group format and were populated via targeted invitations.

There are four stated measures of success for the stakeholder and community engagement. The table below compiles the stated measures of success, the result achieved and a sentence or two of explanation.

**Table D: Consultation performance measures**

Stated performance measure	Result	Explanation
20 people attending each of 6 public meetings (120 total)	83 total	Although public meetings did not attract 120 participants, the quality of input from participants was exceeding high.
Focus group attendance of 1-10 people/ focus group (14-140 participants)	53 total	The focus group meetings were very productive. Participants self-identified as representing a total of 30,000 Manitobans.
MIT staff increase knowledge of Manitoba's bus transportation needs	New knowledge	An informal poll of Intercity Bus Project staff indicates that new knowledge of MB bus transportation needs resulted from the stakeholder and public consultations.
One new idea for sustaining bus transportation per public meeting (6 new ideas)	Many new ideas	Although citizens did indicate very similar concerns at public meetings throughout the province, the six meetings resulted in many more than 6 creative ideas suggested by participants.

---

# APPENDICES

---

**Note:** The comments recorded in Appendix A, B, and C are recorded as indicated in a public workshop, stakeholder meeting, survey, or via another input method. Although recorded here, there is a possibility the comment has not been recorded exactly as it was intended. This is unintentional on the part of the Manitoba Intercity Bus Project team. Additionally, the information recorded may not be reliable as the public may have a misunderstanding of the situation they are commenting on. It is assumed that this is also unintentional. Recording in this fashion has value by highlighting misconceptions and misunderstandings that may need to be examined more carefully.

## APPENDIX A - PUBLIC WORKSHOP DETAILED COMMENTS

### 1.0 Minnedosa – May 26, 2010

#### Transportation Patterns

- A personal vehicle (car or van) is the dominant mode of transportation. 34 out of the 40 trips noted were made by personal automobile. Only four trips were made by “bus,” (including charter or scheduled bus service).
- Trips were made primarily within the region and to larger centres within and outside the region (Brandon and Winnipeg). Some trips were made to centres outside of the region, like Thompson or outside the province (Calgary, Ottawa and Regina).
- Using smaller vehicles was tied with deregulation as the #1 option to improve bus service (7 dots).
- More competition for bus service providers (6 dots)
- Provide tourist announcement on the buses (i.e. point out points of interest or provide a list of events in the area travelled. (6 dots)
- Provide service to the door in smaller communities (6 dots).
- Provide companion rates for users (like VIA rail, 6 dots).
- Implement more safety/security measures to improve the confidence of riders (e.g. surveillance cameras) (4 dots).

#### Personal Experience Using Bus Service

##### **Use:**

Many participants use the bus for different reasons, including freight shipping, accessing medical services, lack of personal vehicle and visiting family.

##### **Do Not Use:**

Many participants do not use the bus for different reasons, including inconvenient schedules, use trucks for shipping instead, prefer to drive, do not feel safe on the bus, seats provide inadequate leg room, NAPA and Piston Ring have started to ship auto parts.

#### Increasing Bus Use

- Deregulation was tied for the top ranked option to improve bus service (7 people endorsed this idea in the ranking exercise).

#### Other ideas were endorsed by 2 or fewer participants:

- Provide localized service for community groups
- Provide more convenient schedules
- Better advertising is necessary of schedules and freight options
- Provide on-bus entertainment, newer buses to attract riders (WIFI)
- Provide better customer service
- Transfer ownership of Greyhound to drivers
- Provide better prices (special rates for larger groups and/or seat sales)
- Provide snacks on buses
- Provide more freight space and less passenger space on vehicles
- Provide subsidies for bus service as it is a “rural transit service”

**a. What is the social importance of bus service to the region?**

- Access to medical services – many participants stressed the importance of bus service to allow the elderly to get to medical appointments – many medical services are located outside of the community. This will be more important as the population ages.
- Handivan services also provide transportation options for elderly/mobility disadvantaged; however many communities only have one vehicle. Bus service is needed to take the load off handivans.
- It is important to keeping younger people in the community as they may decide to stay in the community if there are options for transportation to educational institutions outside the community.

**b. How is bus service used to support economic activities in your community?**

- Freight services are important for community businesses. Garages ship auto parts, agricultural dealerships use buses, Avon shipping, etc. Not many trucking companies will ship smaller loads.
- Charter buses are used for school teams, and for tourism and entertainment (e.g. many ski trips are organized for the Russell area).

**c. What role do you think your community should have in decisions that change the service levels (or fares) for bus service in your community?**

- There should be local input for Motor Transport Board hearings on who gets new licences for bus service. Currently, the MTB does not consider local input.

- Municipal officials need to continue networking with MLAs and MPs in decision making so that municipalities have more say in service changes to their communities.
- Local communities should apply pressure to promote deregulation as businesses should be able to change schedules and fares based on their business case.
- More communication is necessary before fare and freight changes are announced. Local radio ads should be taken out or advertising on local public access channel.

**d. What can you do in your community to sustain bus service?**

- More people should have attended this public workshop. Only four people attended from the Town of Minnedosa.
- Community council needs to be better educated about bus service in order to think of options to sustain service.
- Communities could provide an incentive program for community-based service. Another handivan may help with transportation of seniors/mobility disadvantaged. Also, communities could help with local agents to provide the bond required to become a Greyhound agent.
- Local communities could advertise schedules, fares, freight services and promotions on local website, public access channel, local information sheets, and local billboards to help promote bus service.

## 2.0 Thompson– June 2, 2010

### Transportation Patterns

- The personal vehicle is the dominant mode of transportation; however, it is not as heavily favoured as it was in Minnedosa. Approximately two-thirds of trips were made by personal vehicle.
- The bus was used more frequently than in the Minnedosa meeting. Approximately one-third of trips were made by bus.
- A very small percentage of trips were made by airplane
- Trips within the region were made primarily to other regional centres (The Pas, Flin Flon, Cross Lake, Nelson House, Norway House). Trips outside of the region were mainly to Winnipeg.

### Personal Experience Using Bus Service

#### **Use:**

Participants use the bus for a variety of reasons, including: school, visiting family, do not want to travel in winter, relaxing, convenient schedules, to travel to the Winnipeg airport, freight, affordability, don't have access to a vehicle, and good choice of destinations.

Compared to the Minnedosa meeting, there seems to be a lot more use of the bus for passenger travel rather than freight in Thompson.

#### **Do Not Use:**

Participants do not use the bus for a variety of reasons, including: inconvenient schedule times, uncomfortable buses, too expensive, does not provide convenient service to other Northern communities, no access to

vehicle at the destination, no entertainment on buses, frequent bus breakdowns, faster to drive one's own vehicle, safety concerns and inappropriate behaviour by other passengers.

### Increasing Bus Use

- Providing more leg room on buses was the highest ranked answer by participants (7 dots).
- Lowering fares and providing group pricing for families was the second highest ranked answer (5 dots).
- Providing WIFI/Internet services on buses was the third highest ranked answer (4 dots).
- Three different suggestions each received 3 dots:
  - 1) advertising schedules and links/transfers at drop off points
  - 2) providing daily service to improve freight use
  - 3) fare specials to target specific groups to use the bus (e.g. "seniors month.")

### ***Other Ideas were endorsed by two or fewer participants:***

- Improved security on buses (more thorough checks of passengers)
- Fare specials on specific days or to specific destinations
- Create a Crown corporation to provide bus service
- Provide frequent user discounts
- Provide entertainment on buses
- Provide Internet/computer ports
- Different seat configurations (have seats face each other)
- Provide seats that recline more

- Cleaner buses
- Provide non-stop service to Winnipeg and back
- Advertise schedules and fares better
- Advertise the train link from Gillam to Churchill
- Provide “travel anywhere” passes for a period of time
- Improve regional connections (e.g. Thompson to Snow Lake)
- Work with RHA to schedule medical appointments on specific days
- Deregulation of bus services
- Collaboration between northern employers, government, bus carriers and northern communities to provide commuter services for northern Manitoba
- Have attendants on buses to assist passengers and deal with unruly passengers
- Improve customer service to make people feel like guests
- Use smaller vehicles for areas with low ridership
- Have drivers announce stop lengths so passengers don’t delay the bus

## **Bus Service and the Community**

### ***a. What is the social importance of bus service to the region?***

- Bus service is important to access family members and other communities. Many communities do not have access to rail or air as a travel option.
- Many people do not have access to a vehicle or do not want to rely on others to drive them.
- Bus is a safer way to travel in the winter.
- Buses provide unique social experience (e.g. Christmas party on the bus).

### ***b. How is bus service used to support economic activities in your community?***

- Mining companies use bus service to ship samples.
- Small community shops use freight services.
- Alternate service providers are too expensive.
- RHAs use bus service to ship supplies and samples
- The sustainability of Thompson requires flow from regional communities.
- Thompson is the regional hub and needs bus service to maintain its hub status
- Tradespeople use bus service to travel to jobs in Thompson
- Bus service provides a network to access the whole province.

### ***c. What role do you think your community should have in decisions that change the service levels (or fares) for bus service in your community?***

- People feel jaded because they have attended schedule reduction meetings in the past and feel their concerns were not taken into consideration.
- Community should lobby MLAs.
- Province should subsidize bus service for the North
- Economic resources generated by the North are important to the Province.

### ***d. What can you do in your community to sustain bus service?***

- Communities can communicate with service providers on service required in the community.
- Undertake community consultations to examine ways to improve service for client needs
- Engage RHAs in the dialogue.

- May need more accessible buses or attendants to help people onto/off the bus
- Burntwood RHA runs its own bus service, as well as Norway House. Cross Lake is considering.
- Lobby for overnight service from The Pas to Gillam and Lynn Lake
- Provide a warm space for bus and driver when they have to stay overnight
- Survey bus passengers to get their feedback on bus service
- Talk to communities about potential revenue sources for providing bus service
- Communities can help to improve the image of buses.
- Province should subsidize bus service in the north as they do municipal transit
- Community should work with Greyhound to improve service
- Make contact between local tourism groups and Greyhound
- Provide community tour guides/pamphlets on buses
- Use Greyhound facilities more multiple purposes.

### 3.0 The Pas – June 8, 2010

#### Transportation Patterns

- Of the trips listed by participants, about half were made by the bus.
- The balance of the trips made by participants were either by car, or were not specified.
- Many of the trips were made to larger southern Manitoba centres, like Winnipeg and Brandon. A smaller percentage of trips were made to other regional centres (Swan River, Flin Flon) or outside of the province.

#### Personal Experience Using Bus Service

##### Use:

Participants noted that they use the bus for:

- medical reasons (e.g. eye appointments)
- to visit family/friends
- to attend meetings
- for holidays
- to shop.

##### Do Not Use:

Participants noted that they do not use the bus for a number of reasons including:

- cost (too expensive on a fixed income)
- no direct service to destination
- uncomfortable seating for older people
- dirty bathrooms
- cranky drivers.

#### Increasing Bus Use

Participants provided ideas for increasing bus use and then ranked them.

The highest ranked idea was:

- to provide fare incentives such as ride anywhere for \$10 for seniors (like in Saskatchewan)

As there were 3 participants at this meeting, most responses were endorsed by two or fewer participants. Other ideas included:

- Reduced fares
- Frequent rider pass with reduced fares

- Clean bathrooms
- Personable drivers
- Offer better food at stops
- More direct routes
- More comfortable seating with foot rests that work
- Good lighting that works
- Helpful drivers (especially in assisting seniors)
- Attention to personal belongings when loading and unloading baggage
- Improved scheduling (have to leave at 5:00 a.m. to go to Flin Flon)
- Improved air circulation and air conditioning
- Companion fares to encourage helpers for medical patients or family travels
- Family rates

- Subsidies for various groups (e.g. fixed/low income riders)
- Do not charge for extra bags (within reason)
- Shuttle from depot to downtown Winnipeg
- Provide a place for smokers once they have cleared security at Winnipeg depot
- Fold down trays on buses ((like airplanes)
- Local advertising of schedules and fares
- Bus depot locations outside of town increase transportation costs i.e. need to take a taxi to and from depots (The Pas, Winnipeg).

### **Bus Service and the Community**

Not available.

## **4.0 Swan River – June 9, 2010**

### **Transportation Patterns**

- approximately 60% of trips were made by personal vehicle
- under 40% of trips were made by the bus
- airplane constituted the smallest minority of trips made
- trips were evenly spread among other regional centres (Dauphin, Flin Flon, Neepawa), centres outside of the region (Winnipeg, Brandon, Thompson) and centres outside of the province.

### **Personal Experience Using Bus Service**

#### **Use:**

Participants use the bus for a number of reasons, including:

- no access to a vehicle, medical appointments

- visit family, attend concerts,
- prefer not to drive in Winnipeg
- cannot drive for medical reasons
- use freight to ship and receive parcels
- inclement weather
- do not have to pay for parking at Winnipeg airport
- cheaper than car
- more relaxing to be a passenger rather than a driver.

#### **Do Not Use:**

Participants do not use the bus for a variety of reasons, including:

- the convenience of using a car
- bus trip is too long
- not enough space for bags from shopping trips
- inconvenient schedules

- car is cheaper than the bus if driving two or more passengers
- feel unsafe after July 2008 incident.

### Ideas for Increasing Bus Use

Participants provided ideas for increasing bus use and then ranked them.

The highest ranked ideas were:

- Provide fare incentives like in Saskatchewan (seniors ride the bus for \$10) (5 participants)
- Use Tim Horton's to pick up/drop off passengers when the depot is closed (3 participants)
- Advertising group and companion rates (3 participants)

Other ideas were endorsed by two or fewer participants:

- Provide better training for Greyhound agents
- Better scheduling
- Provide better information on services
- Advertising special rates (companion/student rates)
- Provide incentive programs for riders, like
- Help elderly people get onto the bus or provide a stool to step on the bus
- Provide an express bus service
- Maintain and clean bathrooms on long-haul trips
- Schedule to allow time for medical appointments and return on the same day
- Easy access onto the bus and clean/comfortable seats
- Provide shuttle service from Winnipeg depot to downtown
- Provide family/small group rates
- Provide a direct medical shuttle in larger centres, like Dauphin, Brandon and Winnipeg
- Provide warrants/subsidies for people traveling for medical appointments

- Provided "open jaw" tickets
- Provide discounts on return trip tickets
- Better tracking of freight so package arrives when it says it will

### Bus Service and the Community

#### a) *What is the social importance of bus service to the region?*

- bus service is a lifeline for many people
- important for those who don't have cars or cannot drive or on a fixed income
- busing is cheaper than a car
- important for visiting family, shipping goods, medical appointments, shopping
- Most medical services are located out of town
- Busier times of the year make it harder to find space on the bus
- Buses provide an essential community service
- No bus service would lead to rural depopulation
- Roblin has closer ties to Dauphin/Yorkton

#### b) *How is bus service used to support economic activities in your community?*

- Agricultural businesses and vehicle dealership need parts shipped
- Sending packages is important
- Motels use bus service to send items back to guests that forget things
- Medical tests, water tests
- Vet clinic uses buses for supplies
- Pharmasave and COOP use bus service daily
- Bus service brings tourists for the rodeo/Trappers festival
- Taxi services benefit from serving bus depot

**c) What role do you think your community should have in decisions that change the service levels (or fares) for bus service in your community?**

- Daily ad placed on the radio by agent
- Agent should provide adequate schedule information
- Community should have input into service changes
- Town council should be informed 2-4 weeks in advance for service changes
- Time required for notice of changes should vary – more time for schedule changes, less time for fare changes
- Hospitals ship by bus and courier
- Information should be in the local paper

**d) What can you do in your community to sustain bus service?**

- advertise bus service in the local paper
- agents could do more advertising
- advertise in the local news minute
- Town council could promote the service
- Advertise on buses purchased by the town
- Give community tourism brochures to Greyhound
- Provide daily news information to buses
- Must consider subsidy because transportation is essential
- There is a long distance for services but too close to receive warrants.
- Cannot drive to Winnipeg for necessary medical
- Baby boomers continue to age and will need bus service more than ever
- Do not always need full-size buses

## 5.0 Powerview-Pine Falls – June 22, 2010

### Transportation Patterns

- The personal vehicle is the dominant mode of transportation; almost every trip was made by personal vehicle.
- There were very few trips reported by bus; only when road conditions were bad was the bus taken.
- Trips within the region were made primarily to Beausejour, Selkirk, and Steinbach. Trips outside of the region were mainly to Winnipeg and a few to Brandon.

### Personal Experience using Bus Service

**Use:**

Participants use the bus for a variety of reasons, including: medical appointments, school, visiting families, shopping, do not want to drive in Winnipeg, do not want to travel in winter, freight, do not have access to a vehicle, facilitates independence, and commuting to work.

**Do Not Use:**

Participants do not use the bus for a variety of reasons, including: inconvenient schedule times, depot locations are inconvenient, handivans are more convenient, negative

perception of buses, fare specials are not advertised, poor customer service, finding schedule and route information is not user-friendly, faster to drive one's own vehicle, enjoy driving.

### **Ideas for Increasing Bus Use**

The two top choices of participants, with three dots each were:

- Monthly pass to allow people to claim Federal tax credit; and
- Multiple drops in large central communities (Winnipeg, Brandon)

Other ideas endorsed by two or fewer participants were:

- A user-friendly website
- People answering the phone
- Special fares available for rural travel
- Smaller shuttle buses with more comfortable seating
- Advertising by agents
- Seamless Manitoba transportation system
- Subsidize transportation for all of Manitoba – not just cities
- Centrally located depots
- Available charter services
- Coordinate intercity and municipal transit into 1 location to make it necessary to only have to make 1 phone call or look at one website
- Pass that is good for Intercity and municipal transit
- Several pick-up points in communities
- Get rid of Greyhound
- Local feeder system run by local business people
- Promote on local TV

### **Bus Service and the Community**

#### **a) *What is the social importance of bus service to the region?***

- Bus service is important to access family members and other communities.
- Bus service offers seniors mobility options they otherwise would not have to attend medical appointments or do shopping in larger centres.
- Bus is a safer way to travel in the winter.
- The ability to connect to other modes of transportation
- Buses provide unique social experience (travel the country, bus tours, unique community)
- Allows people to partake in cultural activities that are not in their community and usually only available in Winnipeg.
- Bus allows people to make an environmental choice not to use a single-occupancy vehicle
- Allows people to live in a smaller community but still work in a larger centres
- The presence of bus service in a community attracts new residents and retains existing residents to the communities

#### **b) *How is bus service used to support economic activities in your community?***

- Economic opportunities for people to get jobs in other communities
- Brings in bus tours for regional attractions, then people spend money in the communities
- Eastman area is a cottage country area and has lots of tourism for a rural area, and bus is an important part of that.
- The freight service is essential for 3 parts of the community – hospital, dental clinic, and private businesses.

- People using freight service occasionally is on the rise
  - Timely supply of essential parts required for farming and seasonal operations is essential
  - Some in home businesses rely on the bus to transport their products. Without the cheap distribution network that the bus offers, those people would not be able to start up or sustain their business
  - Keeps young people in or attached to the rural areas when they go away for schooling or training
- c) *What role do you think your community should have in decisions that change the service levels (or fares) for bus service in your community?***
- It is not the role of the community to tell a business what they can charge or if they must continue to lose money
- d) *What can you do in your community to sustain bus service?***
- Communities need to look forward in the need for bus service in the future with a continuing and growing aging population
  - The community can inform citizens of decisions and how to participate
  - Let government officials know that communities can reach smaller communities within their town/village and generate more engagement than the Province can
  - Let government know how they feel about bus service and whether it should be a private service or a public necessity
  - If the government wants to regulate the bus industry, then they should also support it. If they do not want to financially support the industry, then they should not be an obstacle to businesses
  - Fight to maintain it because if it goes, the service will never come back
  - Find out what people use bus service for
  - Consider bus transportation when planning municipal or town development
  - Towns and municipalities can adopt policies to use the bus to ship freight and passengers by bus whenever possible
  - Advertise local schedules and routes on local websites and TV channels
  - Community needs to step back and consider what it would do if there was no bus service
  - Organize community carpools to link to bus routes

## 6.0 Morden – September 1, 2010

### Transportation Patterns

- The personal vehicle is the dominant mode of transportation; almost every trip was made by personal vehicle.
- There were a few trips reported by bus, with several people indicating they interchange their car and bus service..
- Trips within the region were made primarily to Brandon or Winkler. Trips to Winnipeg were the primary destination outside of the region.

### Personal Experience using Bus Service

#### **Use:**

- Travel from Winnipeg to home
- Visit family and friends
- Send samples to labs in Winnipeg
- Used for freight services in past (now retired)
- Don't like driving in the City (used to drive – no longer comfortable)
- Convenient – no driving pressure on the trip
- Economical transportation

#### **Don't Use:**

- Have a car/truck
- Not as frequent and other freight services are available
- Lack of frequent service
- Poor marketing of freight services
- Elimination of some services have led to customer confusion and transfers to other freight providers
- Find their car more convenient
- Depot at airport is perceived as less convenient
- Scheduling is not advertised well

### Ideas for Increasing Bus Use

The top choices with three dots each were:

- Provide same day service to Winnipeg and back for medical appointments
- More consistent scheduling of service
- Provide service on demand

The choices with two dots each were:

- Advertise schedules better
- Advertise routes and destination better (does the bus still get to downtown Winnipeg)
- Offer reduced fares
- More local advertising of services available

Options selected by at least one participant were:

- Provide service information to those starting business in the community (especially freight services)
- Advertise freight services in the community
- Lighten economic regulations- allow bus providers to adjust routes and schedules as passenger loads dictate.

One option was not selected as a best idea.

This was:

- Have more bus trips on the schedule rather than reducing service

Bus Service and the Community Economic and Social Implications of Bus Service:

- Allows people to stay in their communities instead of moving to larger cities
- Aging population need will increase
- New Canadians may not know about Greyhound and how it affects people and businesses

- Build Bus ridership through municipal transit
- Have commuter services in the region
- Long distance is not so important. Shorter distances are for example
- Altona, Morden, Winkler, Carman
- Medical shuttle service / commuter in region
- Have to have convenient schedules
- Freight is very important
- Businesses rely on bus service
- Winkler dept takes freight into Winnipeg 3 times a week
  - Van is full
  - Picks up freight in Morris and Altona
- Promote affordability of bus service
- Downtown stops by Greyhound are not well advertised

#### Role of the Community for Supporting Bus Service

- MTB's role
- Change structure, be more provincially based. Have a true Manitoba board.
- With a regional system MTB not needed
- De-regulate industry
- Discuss with Greyhound to run more specialized services with help from the government

#### Ideas for improving ridership:

- Need to subsidize bus like government does with air, rail etc.
- Cheaper to subsidize some with existing infrastructure, i.e: Greyhound
- Have to look at what you get in SK vs. MB
- Cities get public transit but no RM's

#### Community can do to increase ridership:

- More info to people explaining the importance of bus service
- Subcommittees for regions to present to larger MTB
- Council should get info from Greyhound or other companies and create promotions
- Communities should advertise service
- Annual ads in community paper – provide wide ads
- Need more advertising about the event
- There is a local volunteer system that pays drivers to take people to Winnipeg- gas, parking
- Penalize single occupant vehicle transportation ( would have to be substantial)

## APPENDIX B – STAKEHOLDER FOCUS GROUPS DETAILED COMMENT

### 1.0 Rural and Northern Youth

The Intercity Bus Project consultation team met with senior high school students at two high schools: William Morton Collegiate in Gladstone and RD Parker Collegiate in Thompson. The Intercity Bus project team ran the stakeholder focus groups in a similar style to the public workshops due to the larger size of this particular stakeholder group.

#### Transportation Patterns

The majority of students attending the Gladstone meeting used personal vehicle as their primary mode of travel. Few, if any, students indicated that they had ever taken a scheduled inter-city bus. Some students indicated that they had used chartered buses or school buses in the past to attend sporting events.

At the Thompson meeting, students focused on when and how they used intercity bus service versus personal vehicle, as many students had recent experience with intercity bus travel or freight service. Students travelled mainly to Winnipeg or to other destinations within the North, such as Flin Flon or The Pas. Some students indicated a preference for travel by personal automobile (speed of travel) while some students preferred intercity bus travel (comfort, cost).

#### Personal Experience Using Bus Service

##### *Use:*

- The bus is used for a variety of reasons, including freight shipping, returning lost luggage, group travel to an event, no driver's licence/automobile, to travel for school, to travel to play sports, air travel is too expensive, bad road travel conditions, and medical appointments

##### *Do Not Use:*

- Bus service is not used for a number of reasons, including the bus has a bad reputation for providing for personal safety, people prefer personal vehicles, schedules are difficult to find, too many stops on longer Northern routes, the bus is too expensive, the bus is uncomfortable and there is no entertainment on board, and the bus does not travel to the destinations I need to get to.

#### Increasing Bus Use

- Put the bus depot in town rather than on the highway
- Better advertising in the community
- More frequent schedules
- More convenient stops (e.g. Polo Park in Winnipeg)
- Provide entertainment and amenities on buses
- Provide group pricing
- Reduce fares in the winter months
- Ensure the personal safety of passengers
- More private booths
- Provide metal detectors

- Address frequent bus breakdowns in the winter
- Allow more competition from other carriers
- Improve public infrastructure (roads/bridges to remote communities)

### **Bus Service and the Community**

#### **a) *Why is bus service important to your community?***

- Businesses and people rely on shipping
- Only mode of transportation for some people
- Important to ship supplies
- Needed to get around
- Students need to travel to school
- Families need it to travel together
- Needed to travel to Winnipeg
- Used for shipping computers to smaller communities
- People come by bus to shop in Thompson

#### **b) *How is bus service used to support economic activities in your community?***

- Bus service supports other businesses (e.g. taxis)
- Bus service is less expensive than air travel
- Supports airlines by bringing passengers to Thompson
- Supports medical tests / shipping blood samples
- Supports hospitality industry / local shopping
- Shipping for autoparts
- Businesses transport employees to other locations or potential employees to Gladstone
- Tourism

#### **c) *What can you do in your community to sustain bus service?***

- Take the bus more often and encourage others to do so
- Buy advertising space on buses
- Provide a community shuttle service to bus depot
- Talk to council and Mayor
- Get the mayor to ride the bus to raise the profile
- Advertise schedules on public access channels
- Advertise at the bus depot
- Mail schedules to homes once per year
- Advertise bus service at the airport
- City council could communicate with Greyhound
- Put up signs indicating how to get to the local transit stop in the bus depot.

## 2.0 Northern Tribal Councils

The Intercity Bus Project team met with members of Northern Tribal councils in Thompson. Representatives from Swampy Cree Tribal Council, Manitoba Keewatinowi Okimakanak, Keewatin Tribal Council, Marcel Colomb First Nation, and Fox Lake First Nation were present.

MIT staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to comment on the importance of bus service to their organizations and communities and to ask questions.

### Discussion of Greyhound situation

- Sentiment expressed that if Greyhound reduces any service they need to go completely.
- First Nations are willing and capable to take over the services.
- Charter Service through Greyhound is unreliable and people must remind Greyhound to have buses available from the Winnipeg shop.
- Why does the government of Manitoba continue to deal with Greyhound? Why doesn't the government deal with First Nations' people?
  - Stakeholders indicated they are frustrated with how long they are left in the dark about the fate of service in the north.
  - Government should be able to work with First Nations to provide a solution.
  - Stakeholders have heard that Greyhound purchased buses in Texas and they did not even make it to Winnipeg before they broke down.
- If public money is being used to purchase buses for Manitoba, we need to place conditions on the expenditure of that money to fund buses in Manitoba.
  - Service standards should be tied to public money. These standards and conditions should benefit Manitobans.
- Stakeholders repeated the sentiment that Greyhound does not seem to be a viable company in this province. The question was asked: "Why do we keep plugging up a sinking ship?"
- Greyhound regularly breaks down on Northern highways – between Thompson and Flin Flon or Lynn Lake
- Buses are in very poor condition
- You can always tell which buses are being sent to the North. It is always the oldest buses in the fleet.
- Focus on route problems tends to focus on traveling to and from Winnipeg, but service reductions have crippled the run from Thompson to Flin Flon.
- Greyhound service in the North is grossly inadequate and the province should not continue to fund it.

### Economic Opportunities for Northern Communities

- Stakeholders indicated that this is an economic development opportunity for Northern and First Nations communities.
- The government should find a way to support an economic opportunity in the North and allow a solution to come from the north.

- Given the short timelines, there must be a way to fund First Nations organizations to work in a consortium to prepare an alternative plan to continuing to fund Greyhound in the long-term.
- First Nations want an opportunity to develop a proposal to compete with Greyhound
  - Stakeholders want to present a solution, but need some financial support in order to do so.

### **Northern Capacity to Support a Northern Proposal**

- Northern Manitoba Round Table is united and would be a venue to gain support for a Northern solution
- Most First Nations communities already offer transportation services
  - Class 4 drivers are already in place
  - Some have motor coaches – OCN
- Stakeholders noted that Parkland RHA has their own transportation, so Southern groups may want similar opportunities.
- In order to keep the north connected to other networks, the consortium would entertain service agreement with Greyhound and Purolator.
- It is an opportunity to invest in Manitoba
  - Put people to work
  - Company owned by Northerners
  - Need to invest in the North
  - Phase out Greyhound
- To get a northern plan off the ground, groups funding is required for developing a business plan
  - Estimated around \$100,000 for such an extensive issue.
  - This is an economic development initiative.

- 10% - 15% of the amount going to Greyhound should be allocated to a northern business proposal. This could be part of the Northern strategy for development.
  - There is a plan in place like this for Mines when it affects traditional territory

### **Timeliness**

- Need the funding very soon in order to develop the proposal.
- Legislation and regulation will need to be modified.
- Research and regulatory bodies will take time.
- How long will it take to provide information to interested groups/companies; the government is not known to be forthcoming with information in a timely way.

### **Strategies for a Northern Proposal**

- Bus service from Thompson to Flin Flon, The Pas, and Cranberry Portage needs to be improved to accommodate University College of the North.
- The government should be prepared to entertain a proposal from one or more First Nations/First Nations groups and they should be strongly considered.
- Proposal will focus on service and safety, and not on profits. Profits will be reinvested in the North and not be used to pay out shareholders.
- First Nations want to be major participants in transportation industry as owners and partners.
- This is a new opportunity and it can be done the right way, but the government should be prepared to support this opportunity.

### 3.0 Northern Educational Institutions

The Intercity Bus Project Team met with representatives of northern educational institutions in Thompson. Representatives attended from University College of the North, Keewatin Adult Education, Campus Manitoba, Nelson House Educational Authority, and University of Manitoba (Faculty of Social Work, Thompson Campus).

MIT staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to comment on the importance of bus service to their organizations and programming.

#### Importance of Bus Service for Educational Institutions

- Educational institutions (EIs) feel that there is a real need for bus service in Northern Manitoba and the service needs to be continued.
- Some EIs relies on the bus for freight more than passenger service, because courses are primarily online.
- Assignments and exams are shipped via bus service to profs teaching via distance from the southern universities
- Delivery speed of these assignments and exams is important in order for students to get feedback in timely manner
- The reduction in scheduled buses that has already occurred has impacted the timeliness of assignment delivery. This also has a negative impact on student outcomes.
- Students have also used the bus to travel to southern universities for their graduation ceremonies.
- Some EIs uses the bus service for delivery of interdepartmental mail. Schedule reductions between The Pas and Thompson have created delays for the mail system.
- Student attendance is impacted by bus schedules. An example given was a student who regularly misses class on Monday morning as the bus comes in from Split Lake too late for the student to attend morning classes.
- A similar thing happens on Fridays. In order for some students to go to their home communities they need to take the bus on Thursday evening. This results in them missing all of Friday's classes
- Transportation cost and staff time are negatively impacted by inconvenient schedules.
- Professors who are teaching courses in outlying campuses might chose to take the bus if it provided convenient scheduling. Usually it is not possible to take the bus, teach the class and return on the same day.
- Consequently some EIs maintain a fleet of vehicles for staff use.
- Some EIs have discussed the high cost of transportation. If the bus schedule was more convenient, professors might choose to take the bus for teaching instead of driving as this reduces the risk of traveling in the winter.
- There is no bus to Nelson House any more. This means that people need to drive 90 kilometers to pick up packages shipped by bus or to pick up students returning home from school.

- Some EIs support post-secondary students in Winnipeg, Brandon, The Pas and in other institutions in Canada. There is only so much money available. EIs are incurring extra transportation costs to get students to school and home for the necessary social supports.
- Extra transportation costs have resulted in fewer students being supported for educational opportunities.
- The majority of students in the Social Work program seem to have their own cars. Of the 60 students, only one uses the bus service. If people don't have cars, usually their family members or someone from their community will pick them up. This may be because the bus schedule is not convenient.
- The social work program is a little different as it is a 4-year program and students live in Thompson and do not go home to their home communities as often.
- Students will go out to the Walmart and wait to find someone from their home community to give them a ride home.
- U of M uses courier services for paper transfers, rather than bus freight. However, heavy freight is sent by bus. For example, textbooks are shipped by bus and a local courier brings the books from the depot to the U of M office.

### **Discussion of Student Impacts of Reduced Bus Service**

- In some cases, students live in Thompson to go to school, but have children or grandchildren that they must see on the weekends to maintain important family connections.
- Sometimes students are separated from their families. They have children or grandchildren they are caring for in

their home communities. These students need to go home every weekend.

- We will never get scheduling perfect, but service needs to address the educational needs for students. For example, meeting student needs to access post-secondary education.
- Stakeholders have noticed a significant hardship due to the reductions of a daily bus between The Pas and Thompson.
- Some students have to leave on Thursday in order to go home for the weekend.
- It is important for students to go home to meet their social needs; this helps them to remain connected to their home community and their family supports.
- The drop in service levels has affected educational programs.
- The decline in service affects student retention in educational programs. They miss their families and need to be able to come home regularly.
- It was noted that students from Nelson House will charter a taxi service to take them to home.
- Loss of bus service will have a larger impact on the lower socio-economic groups such as students and the elderly.

### **Discussion of Bus Service Alternatives**

- It was noted that First Nations in the north already have experience running their own shuttles for medical purposes and some communities have full size motor coaches that are used for different purposes in the community.
- A shuttle service should be run from Cross-Lake, Nelson House, Split Lake, ect.

- The bus service should look at a people based format. For example the Keewatin Tribal Council has a municipal shuttle.
- Bring in other companies that have experience with providing service.
- The need for a hub and spoke type of transportation system was raised. Small commuter service to outlying communities connecting passengers and freight more frequently to regional centres like Thompson.
- The lack of bus connections to the ferry services was also noted. This causes more stress on students from the remote communities.
- Questions were raised if we were looking at other countries and provinces for examples of how service is provided in more remote areas.
- It was noted by MIT staff that cuts had also been experienced in BC's interior and in Northern Ontario.
- Questions raised on why there is such a big deficit from Winnipeg to Flin Flon? There may be more freight to Thompson and the passenger load is lower to Flin Flon.

### **Ideas for Improving bus use**

- Affordability is important factor. Cost is a barrier for some people. The fare is \$120 one way. If families are going, it is cheaper to take a car.
- Timing and scheduling is another barrier. The timing makes it difficult. Need to look at best time to get students to school and home again.
- People find the buses uncomfortable.
- Smaller, flexible vehicles
- Loss of bus freight will impact the local courier services.

- Educational organizations in the north try to accommodate this, but some course scheduling is done by other academic institutions.
- Connections are poor and costs money and safety.
- Usually the bus is cheaper than flying, but sometimes the rates are competitive if you get a seat sale.
- A contract with northern stores could be pursued to aid the freight and passenger services.
- A number of First Nation communities or organizations already provide shuttle services from their communities into Thompson for medical purposes. Perhaps these shuttles can be employed for other reasons.
- A big bus may not be needed in some cases, perhaps a smaller vehicle might provide the needed service.
- Spillover into local transit. Not many people use the local municipal transit service. It also does not seem to have a schedule that meets the needs of students. Sometimes people take taxis instead of paying for food.
- Local transit is shoddy (run by Greyhound). If Greyhound pulls out, local transit may be gone

### **Organizational Statements**

- Bus services are definitely needed.
- Loss of bus service will affect people and increase costs to individuals, for example higher costs for accommodation and food. This will disproportionately affect those who are already experiencing significant socio-economic disadvantage.
- You cannot make the service more sustainable by cutting the service. The result will be similar to VIA service.

- The east-west connection between The Pas and Thompson is an inadequate connection but is very important to the North.
- This is a north-south issue. The north cannot be forgotten. We need to respect the viability of Northern communities and to provide transportation options for northern residents.
- Intercity bus service is the transit service for rural and Northern communities.
- Transportation costs for passengers need to come down
- Deregulation or subsidize
- Deregulation and/or subsidy to maintain services if required.
- Improvements are needed in service to remote communities, such as Nelson House. In most cases the bus does not come into the community and this presents a hardship for those who need to take the bus. Often people who need to take the bus do not have cars.
- Maybe we need smaller shuttle services to smaller communities. Coordinate shuttle services with primary line.
- Strong communities in the north and viability of communities is dependent on transportation sector

## 4.0 Regional Health Authorities and Resource Companies

The Intercity Bus Project team met with regional health authorities (RHAs) and resource companies in Flin Flon. Representatives included Alexis Minerals, the City of Flin Flon, the Town of Snow Lake, Community Futures Greenstone, Manitoba Hydro, Norman RHA, and the Flin Flon Chamber of Commerce.

MIT staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to ask questions and comment on the importance of bus service to their organizations.

### General Statements from Participants

- Communities in the North need bus service
- Changes in scheduling/routing has negatively affected the passenger loads on the Flin Flon route.
- Additional travel time due to scheduling changes has resulted in NorMan RHA resorting to air travel over bus service.
- Snow Lake representatives noted that the community feels a great sense of frustration. A debate between politician and Greyhound may be profitable, but at the end of the day Snow Lake needs bus service. If this requires a subsidy, then so be it. It is possible the province is starting to show a willingness to pickup a bus service subsidy.
- The time delay is adding to frustration levels. Need more than just a few months. Need to know that bus service to community will be sustained in the long term.
- The mandate of the MTB is involved in the discussion. The mandate must be up for discussion in order to move forward to a solution.

- One of the main issues is the federal government provides subsidies to the rail and not to bus. This disadvantages bus service.

## How the Groups Represented Use Bus Service

### Alexis Minerals

- timely delivery for monthly water samples
- Receive weekly supplies – sometimes more frequently
- 200 jobs coming and potentially 400 more with Hudbay.
- spin-offs from mines will likely follow and need bus service
- If no bus service will have to re-organize supplies and water samples that would increase costs considerably

### Town of Snow Lake

- Water and sewer samples
- Public works and recreation products
- Tourism materials
- Patient transfers
- Canada Post is not fast enough and other couriers are not available
- Sending legal documents for small business start-ups
- Shipping other documents
- Bus has door-to-door delivery service that is subcontracted to local courier
- For medical appointments the patient may receive a flight, but family members use the bus to stay with them once they are admitted to the hospital.
- 35% of population are seniors, also many single parents and people on social assistance that do not have access to a vehicle
- University and college students travel back to Snow Lake 3-4 times per year
- Ship Christmas presents to family across province

- Bus is a form of emergency service – it stops regularly and helps stranded people in the winter

### Hudson's Bay Mines/Minerals

- Expanding operations in the region
- Currently ship 500 pieces of freight/month by bus and will be increasing that number in the future.
- Time sensitive water samples that are required by the province
- Core samples from Snow Lake to Flin Flon
- Currently there is no viable alternative to Greyhound – they are cost effective.
- No Greyhound would increase costs considerably

### Manitoba Hydro

- Ships freight, workers and family members
- Office Supplies
- would have to fly shipments in or pay someone else to drive them from Winnipeg.
- Medical costs would skyrocket without bus service

### NorMan Regional Health Association

- 120 annual passengers out of Snow Lake for medical purposes – 25% are medically necessary appointments. No bus service would mean another method would have to be arranged
- Supplies – lab results, blood work,
- Patient safety and increased patient wait times would result from no bus service
- Administrative Freight
- No scheduled fleet service by way of Snow Lake

### **City of Flin Flon**

- Many social and economical issues similar to Snow Lake, but on a larger scale
- Parts for city equipment come from Winnipeg
- Air transport is a huge cost
- Local Flin Flon transit is essential to the city and it runs at a huge deficit, but the city realizes the importance and necessity of it and will continue to operate it. It is the same issue with Intercity bus service - the Province needs to fund it.
- Intercity Bus service is essential and any reduction is not considering the human element of the issue.
- The parts needed by the City of Flin Flon are essential for citizens to get around the city as the streets need to be plowed and salted/sanded for people to move – otherwise impossible because of hills in community.
- Parts for water and sewer system
- Legal documents from the Land Titles Office in Winnipeg
- The remoteness and isolation of Churchill is a good example of what may become of other Northern Communities without bus service

### **The Economic and Social Importance of Bus Service to Communities**

- Northern Region contributes huge \$ to provincial tax base
- No bus service would isolate communities in the North even further
- Local Flin Flon Arts Council makes bus trips several times per year. This council would not exist without bus service as it operates on a shoestring budget.
- University students rely on it
- 1 of the attendants family uses the bus 20 times per year themselves

- Bus makes many things possible that would not be otherwise
- It allows people in remote and Northern region to participate in provincial activities.
- It is a link to the other citizens of the province
- The changes to the bus scheduling in 2005 made newspaper frequency decrease from 5 times per week to 3 times per week
  - Further reduction may mean frequency decreased to once per week resulting in potential loss of 3-4 jobs
- Huge amount of businesses and jobs rely on getting supplies and products in and out of the community
- Without bus service there would be a faster hollowing out of smaller communities as people would move to communities closer to medical facilities

### **Important Regional Connections to Consider**

- Strong connection between Flin Flon and Saskatoon – partially because STC comes to the border
- Most freight does not come from Saskatchewan for city of Flin Flon
- Hudson Bay has 200 suppliers in Saskatoon and 2000 in Winnipeg
- The Prince Albert – Creighton route is heavily used by the local population
- Health Connections are in Winnipeg
- Hydro relies on Winnipeg and Thompson as its hubs
- Hydro has its own freight division because of size and weight of some supplies and have scheduled 1 time per week between Winnipeg and Gillam
- Snow Lake – Flin Flon has historical connection because of the mines and families have travelled back and forth between those communities for years

- Hudson's Bay rep: Snow Lake mining operation will be larger than Flin Flon's within 30 months

### **Ideas for Increasing Bus Use**

- Length of trip from Snow Lake to The Pas is prohibitive
- Express trips via Hwy 60 to Winnipeg would be good idea
- Smaller vehicles – it is easier to sell a shorter ride on a smaller bus than a longer ride
- Different styles of buses – kind of like air cargo where front section is just for parcels and back half is for seating
- The cargo hold under the belly of the bus isn't always enough, need a trailer to be available as well
- Need a Northern service subsidy – transportation is more expensive and is a larger daily issue in the North than in the South
- Look at different providers
- Consider Cheaper rail service
- Capital investment by government to purchase buses and lease back to companies at a reduced rate
- Reduced rate for bulk travelling
- Seat sales
- Shortening ride on the bus is issue number 1 for passengers on Winnipeg – Flin Flon corridor
- Companion deal – 2 for 1 for medical warrants so it is cheaper than a car
- RHA's pay for an escort most of the time therefore making a car cheaper than 2 bus tickets
- Scheduling and customer service need to be considered
- Extra security
- More room available based on medical and disability needs
- Amenities and entertainment should be present
- Advertising deals and packages

### **Final Remarks**

- North always gets older buses and feel they are getting the left-overs every time
- Would like security of a Crown Corporation
- Need to separate Rural/Northern Interests from Urban
- Intercity bus service is rural and Northern equivalent of urban transit and therefore it should be subsidized if need be.
- People in the region need a sustainable commitment from the province regardless of the cost
- An Audit should be a condition for any more money provided to Greyhound
- Schedules should be conducive to scheduling appointments – arrive in the morning, leave in the afternoon
- Need to target potential and existing clients
- Other carriers say they can operate cheaper
- Greyhound is either in or they are out completely
- Service Maintenance Agreement is better than STC model

## 5.0 Local Business Groups

The Intercity Bus Project team met with members of the local business community in The Pas. Representatives from The Pas and District Chamber of Commerce, Manitoba Keewatinowi Okimakanak Inc (MKO), Paskawayak Business Development, Norman Regional Development Corporation, and The Pas Community Renewal Corporation were present.

MIT staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to comment on the importance of bus service to their organizations and communities and to ask questions.

### Economic and Social Implications of Bus Service

- The Snow Lake to The Pas connection is strong (well utilized)
- Bus service is used for shipping lumber and medical appointments
- Freight is well used (packages for cement plants, automotive parts)
- Schedule is not great
- People are often looking for a ride alternatively to taking the bus
- More medical services are provided in Thompson and The Pas, so people don't have to travel like they used to
- Manitoba is being bullied by Greyhound – should find a better solution
- Bus is the most economical solution for those without vehicles
- Moose Lake and Mathias Colomb use buses for medical purposes

### Ideas for Improving Bus use

- The service west from The Pas is bad
- Reducing the price of a trip may increase ridership
- Greyhound needs to find a new way to make the model work
- STC seems to be a much better operation – should emulate that in Manitoba
- Bus depot is 1.5 miles from downtown and not accessible
- All routes are important for riders
- Make bus service more convenient to increase ridership
- Perhaps changing bus regulations would help
- Improve the customer service on the bus
- Government focus should be on service/safety, not profit, for bus service
- Bad quality of Greyhound service is the reason they're losing money
- Bringing people to major centres in the North is not the issue – regional transportation is needed
- Prevost buses are better on the gravel roads in the North
- Greyhound lost lots of freight business when it announced service elimination in 2009
- People shop more online
- It takes 14 hours by bus for a drive that take 6 hours by car
- Grey Goose had a much better reputation than Greyhound (customer service was better)

## Important Regional Social and Economic Community Connections

- Population distribution in the North is a big issue
- The North shares a large portion of the economy based on a percentage of the population
- Transportation is a huge issue for the North
- Mining will play a large role in the Northern economy in the next 10 years
- Transportation costs to provide food to the North are expensive – it is often cheaper to take a \$50 cab ride to The Pas to buy groceries
- Post baby boomer complex built in Snow Lake so not as much commuter traffic
- Cost of housing is cheaper in the North and may lead to increase in population
- There are existing commuter runs in the North
- People are soliciting rides on a regular basis because of lack of service
- University College of the North has 12 regional centres and two campuses and has transportation needs

## Creating a Sustainable Solution to Bus Service in Manitoba

- Provide funding to First Nations for business proposals as alternative service providers instead of service maintenance agreement with Greyhound
- One business organization is developing a commuter strategy for the region
- Local carriers are more desirable in the North – region does not want to do business with Greyhound
- Made in the North solution is required for bus service. It is essential for community and regional health

- Need more affordable service and interconnected service
- Vans might work better or modified buses with ½ freight and ½ passengers
- Need to develop network of bus service for the region
- Strict regulation may be a factor in bus decline
- Transportation is a human issue – Greyhound does not realize this
- Self-sufficiency is a huge concern for First Nations and Aboriginal communities
- Professionalism is important for independent contractors
- Should be a regional governing body to share successes and failures
- Cost effective solution is needed for transportation
- Safety regulation is most important
- First Nation company should set up service for northern transportation based on existing infrastructure (buses) and could incorporate scheduled and charter service

## 6.0 Seniors' Groups and Organizations Representing the Mobility Disadvantaged

The Intercity Bus Project team met with members of organizations representing seniors and the mobility disadvantaged in Winnipeg. An additional meeting was set up in Lac du Bonnet, in order to get a rural seniors/mobility disadvantaged perspective. At the Winnipeg meeting, representatives from Age and Opportunity, the Council of Canadians with Disabilities, the Disabled Women's Network, were present.

MIT staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to ask questions and comment on a number of questions related to intercity bus service in Manitoba.

### Economic and social implications of bus service

- Travelling to the family cottage – only way to get there is by bus
- Access to transportation borders on human rights issues for people in the North
- Handi-transit in Winnipeg only
- Only option coming into city from rural areas is bus
- Private transportation is too expensive
- Scheduling is not great and the trips are too long compared with a personal vehicle on longer routes
- People are isolated in Northern communities
- People need bus service for medical appointments, otherwise rely on family members

### Issues for Persons With Disabilities

- Persons with disabilities – many do not drive
- More disabled people use power chairs that will not fit in most vehicles
- Bus service is critical in Manitoba
- Many health services are being spread across province - can mean shorter wait times if you can get there
- Many frustrations with Greyhound accessibility
- Trying to organize Greyhound service for people with power wheelchair. The accessible bus does not always show up when it says it would
- GH has sent passengers in accessible taxi to cover for the mistake of the accessible bus not showing up.
- Not sure how many accessible buses Greyhound has
- Lift often does not work or driver does not know how to operate
- Need to book 2-7 days in advance with Greyhound for the accessible bus
- Communication between Greyhound and drivers about picking up people in rural areas that have booked accessible buses
- Stairs on bus are extremely steep and high and very hard for elderly people to get on and off the bus
- Washrooms are not accessible for wheelchairs
- For stops in Brandon, driver rarely offers to get people off if they're in a wheelchair
- Driver training is lacking for how to use wheelchair lift
- Some handivans operate outside guidelines

## Ideas for Improving Bus Use

- Other providers are not wheelchair accessible
- Beaver does not have any accessible buses
- If accessibility was better it would get used more often
- More difficulty at the new bus depot in Winnipeg for seniors
- Many do not know that Greyhound still drops off downtown
- Publicize security measures after July 2008 incident or publicize downtown shuttle option in Winnipeg
- Freshen image of new location
- People use it because of new location
- Advertise package deals more
- Compete with other modes
- More agencies
- Not much confidence in Greyhound
- Any new carriers should be expected to have accessible buses
- Communities should maybe look at offsetting costs for community members – discounts for tickets
- Paving costs of bad roads
- Have feeder transportation that was accessible
- Have express service – 1 bus that makes the milk run, 1 with express
- Incentives/points/rewards system for Greyhound users
- No transportation options may lead to people not wanting to stay in Manitoba
- Large steps are problem (could pneumatically lower buses). Lowering process of transit buses is a problem when it is cold
- Partnerships for bus service with AFN – MB Chiefs
- SMD may contribute to accessibility features on buses, e.g. [maintenance of lift, etc.
- Training – should be sensitivity training or disability awareness training for Greyhound drivers.
- Used to be an executive bus between Winnipeg and Portage that was full of business people – services like that seemed profitable.
- In British Columbia, they have established B.C. Transit, which involves all three levels of government and RHAs. It funds medical rides for seniors that live in smaller communities and travel to larger centres for medical reasons. RHAs have a duty to provide health resources to all of Manitoba, and if someone has to travel to access medical services, the RHA should help pay for the costs of transportation (like First Nations communities).

## Income tax reduction like transit for intercity transit

- Creating a Sustainable Solution to Bus Service in Manitoba Have to drive long distance in Manitoba
- All options considered, there have accessible options
- Promoting Manitoba as an age-friendly province – access to transportation is portion of that

## 7.0 Organizations Involved in Economic Development

The Intercity Bus Project team met with representatives of the Association of Manitoba Municipalities, Communities Economic Development Fund, Manitoba Agriculture, Food and Rural Initiatives, Manitoba Cooperative Association, the Macdonald-Richot Planning District, the Neepawa and Area Planning district and Economic Development Winnipeg.

MIT staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to ask questions and comment on a number of questions related to intercity bus service in Manitoba.

### Economic/Social Implications of Bus Service

- There is a huge social impact for any loss of bus service for people with low incomes
- Lab tests and required water tests are sent daily on the bus because the bus has a consistent schedule and is reliable.
- Bus service is a quality of life issue and needs to be considered as such when considering options.
- Can't cut service to small communities because the result will be a system like the current rail lines that only serve cities.
- Bus service is more important in the service of remote areas than urban or more populated areas.
- No bus service means that people in isolated areas remain isolated and communities will suffer.

- As demographics shift, more issues relating to transportation will arise. There will be more baby boomers needing transportation and less availability of families to transport them.
- This is a transportation and access issue, and not so much a bus issue

### Important Regional Social and Economic Community Connections

- In the last few years, rural Manitoba has seen an influx of immigration and that trend is continuing. Many of the rural communities do not have a variety of cultural groups. So many new immigrants are travelling to Winnipeg via bus to engage with their respective cultural communities.
- The issues with bus service are very different with the north because of the distances between points.

### Ideas for Increasing Bus Use

- Improving routes and schedules is important. Neepawa - Brandon service is necessary, especially for medical purposes, but currently that route does not exist
- The national network component of bus service is essential and should be expanded.
- What is needed is a commitment to rural transit to provide people with confidence in the system, which is not currently the case.
- More convenient schedules than Greyhound currently provides
- More service will result in more ridership
- Make it easier for competitors to gain entry into the marketplace

## Ideas for Creating a Sustainable Solution to Bus Service in Manitoba

- There needs to be a financial incentive for operators in any new system or else there will be poor quality equipment being used.
- Social and economic costs of bus service need to be determined in order to evaluate appropriate response.
- Financial accountability for any carrier (including Greyhound) is essential before any agreements that provide public money are considered.
- Current bus model is broken and a new system is needed
- Examine Handivan programs operated in communities because they have been relatively sustainable and have not had escalating costs.
- Any option that involves a partnership with communities would need a commitment by the province because the communities would be reluctant to partner with a private company in fear of being left holding the bag.
- Consider another North American company to take over for Greyhound
- Greyhound's one size fits all model does not work
- Examine models to see what has worked
- Need to consider a flexible system
- From the outside Brandon air shuttle appears to work
- Examine larger regional transportation system – East-West (SK/MB/NW ONT) or North-South (MB/SD/ND)
- Different buses cost less
- Transportation solution can not be Greyhound because nobody knows if they will be around in the future and therefore could be dangerous partners for anyone to be involved with.
- Obvious issue is the costs per mile – need to determine method to reduce that number
- When looking at potential options, need to adapt a mindset where there is an evaluation and value statement on quality of life issue.
- Need a market-flexible solution
- Actual knowledge of the cost of providing service would be an important evaluation tool.
- Need to determine current demand somehow and provide that access
- Trip customizations may be option
- Solutions should be local.
- There are currently volunteers in communities that drive people to Winnipeg and return for medical purposes for no monetary remuneration except for the cost of the trip.-Should look at all of the volunteer transportation services that currently exist in rural and Northern communities and incorporate those somehow
- Some for of bulk fuel tax incentive where in order to qualify you need to provide more service
- Consider purchasing buses and have Greyhound run them
- Subsidize local carriers and not national carriers
- Innovation should drive the new model – no traditional solution currently exists and Manitoba needs to be ahead of the curve on this issue
- Consider partnering with groups like the Northwest Company and Tribal Council Investment Group.
- Perhaps tying service into supply chain demands – especially in the North
- Flexible vehicles with passenger and freight space – like Calm Air

## 8.0 The Intercity Bus Industry

The Intercity Bus Project team met with representatives of the bus industry and Motor Transport Board in Winnipeg. Representatives included Greyhound Canada ULC, Beaver Bus Lines Ltd., Boutin Bus Lines Inc., Northern Bus Lines Ltd., Interlake Transit and Tours, Brandon Air Shuttle, the Motor Transport Board, and Motor Coach Industries.

MIT staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to ask questions and comment on a number of questions related to intercity bus service in Manitoba.

### Ridership Trends

- Affordability of the service plays a large role – economic downturn affects ridership
- People without vehicles use the bus and it seems like more and more people own cars and prefer personal vehicles over bus service
- Location of Greyhound depot in Winnipeg has affected ridership – not as accessible to downtown
- People want modern conveniences on buses i.e. WIFI, charge for devices, satellite T.V., etc., especially on longer trips
- Inconvenience is a big factor in why buses are not used – timing is never perfect for people. On Selkirk commuter route, used to move 900 people 25 years ago, now lucky to move 450.
- Gas prices do not seem to factor into people's decision to take the bus
- Location of more services within smaller regional centres has affected travel to Winnipeg
- North depends on bus service more than southern areas of Manitoba
- Bus travel decreased by 30% along TransCanada highway after incident in July 2008. Ridership has still not recovered (still down 17-20%). Regional routes were not affected as much by this incident.
- First Nations buses are taking away business from inter-city – some First Nations have huge coaches. They are operating like public service vehicles but are not licenced by the Motor Transport Board
- First Nations bus providers are exempted under regulation, but strictly for medical transport purposes
- Regional Health Authorities (RHAs) decide who rides the bus and who flies for medical warrants.
- The RHAs provide funding to patients to take the bus, but patients take the money and decide to drive instead. This happens a lot and is taking away business from intercity buses. If RHAs are giving cash for bus tickets, it should ensure it is spent on bus tickets
- It was estimated that 40% of travel from the North is on travel warrants funded by RHAs
- It was estimated that Norman and Burntwood RHAs each have a \$15 million travel budget
- In the Interlake, people with lower incomes and without their own vehicle ride the bus
- Private vehicles seem to be transporting passengers illegally

- Many companies provide bus service (Safeway, casinos, etc.), which erodes the charter market. Many scheduled bus service providers also have charter services and a loss on one side of the business impacts the business as a whole.
- Buses for personal care homes and field trips by handivan providers are eroding business

### Ideas for Improving Bus Use

- Deregulation did not work in the United States – many smaller communities lost bus service and did not regain it
- Need to provide amenities for the bus e.g. WIFI, T.V., plug-ins, etc.
- The green benefits of intercity bus should be advertised – the younger population are very concerned about environmental friendliness of travel.
- Other benefits of the bus should be advertised more (now cannot talk and text or talk on the phone)
- The bus is underutilized, and this is why people do not know about it
- Advertising schedules, etc. has not work well to increase ridership
- Bus service providers have used things like commuter books and cheaper return fares, but it has not worked to reverse the ridership decline (it has helped though)
- Restrictions on where people can be dropped off in Winnipeg (closed door policy) so cannot drop off at Polo Park.

### Creating a Sustainable Solution to Bus Service in Manitoba

- The decline of intercity bus service and its sustainability is a national issue and requires a national solution
- To sustain long-term a re-regulation is required, where bus companies bid on rural routes and subsidies are in place to subsidize rural routes

- Municipal transit is heavily subsidized by governments – should be the same for intercity bus service
- Deregulation is not the answer (70% of rural towns in the U.S. lost service under deregulation)
- The U.S. provides \$250 million per year to states to fund rural bus service
- Some U.S. states purchase buses and lease back to Greyhound to operate
- Any solution requires some level of government funding
- If no subsidies are provided in Canada, it is likely that most intercity bus carriers would disappear within 5 years
- Manitoba government needs to ensure that it hands out bus tickets and not cash for travel warrants to ensure money is spent on bus service
- Charter revenue cross-subsidizes scheduled bus service. More companies are operating outside of their authority and it is eating into charter profits
- Historically in Manitoba, charter buses had to have a regular route to operate and this is no longer the case. Enforcement is a problem in the charter market.
- In Northern Manitoba, you cannot make a profit running on unpaved Northern roads. Roads are not made for intercity buses.
- It costs about \$100,000 to maintain buses that run on unpaved Northern roads – you cannot make money due to operating costs of maintaining those buses. Buses operating on gravel have half the lifespan of buses on paved roads
- Providers have retrofitted buses to sustain the damage caused on Northern roads and therefore use older buses for these roads to protect other buses from damage.

- Need service cuts on Northern routes to improve business; however, reducing miles has been a lengthy process in Manitoba.
- Abandonment of routes has been unsuccessful in Manitoba.
- Modest frequency changes does have some affect on ridership
- Having local transportation options available from depots and a fully connected inter-modal hub in Winnipeg would help with ridership.
- Levying a tax on municipalities that receive bus service may be an option to help sustain service
- A one-time capital injection to help upgrade the bus fleet would help, but it is not a sustainable solution. Operating funding is required
- Need to find ways to encourage the public to use bus service
- Need to provide modern services on buses to attract younger riders – WIFI, plug-ins, T.V., etc.

## Feedback on Ideas Suggested by the Public

### Deregulation

- Deregulation was mentioned in Minnedosa as the number one idea to improve bus use – residents do not understand that deregulation will likely mean their community will not receive bus service.
- Government should explain the pitfalls of deregulation

### Smaller Vehicles

- Using smaller vehicles is not a cost savings for bus service providers. People want to ride on coaches because they have bathrooms, are safer and more comfortable, especially on long trips.

- One provider uses smaller vehicles and it is useful for their needs, but only for shorter trips (under 2 hours)
- STC went the route of smaller vehicles a while ago – phased them out because maintenance was almost as expensive as large coaches
- Smaller vehicles typically have a service life of less than 300,000 miles while motor coaches have a service life of 2,000,000 miles or more, making them last much longer
- Motor coaches are much more durable on Manitoba highways
- Motor coaches do not cost anymore to manufacture than smaller vehicles (30 ft.)

### Security Concerns of Passengers

- Greyhound was able to secure some risk assessment funding from the Federal Government
- Implemented random wand scans of luggage at major depots. At smaller depots, require luggage to be stored under the bus.
- Most incidents on the bus relate to unruly passengers that are intoxicated.
- In the U.S., intercity buses are equipped with cameras, GPS tracking equipment, panic buttons (bus companies receive a lot of funding from Homeland Security)
- One service provider uses GPS to track vehicles, but it is expensive
- Currently use fleet radios with direct connection to RCMP in the event of an emergency

## 9.0 Agricultural Organizations

The Intercity Bus Project team met with representatives of the agricultural industry, including Keystone Agricultural Producers (KAP) and Manitoba Agriculture Food and Rural Initiatives.

MIT staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to ask questions and comment on a number of questions related to intercity bus service in Manitoba.

### Economic and social implications of bus service

- Bus service brings families to major centres
- Freight is faster and more economical by bus
- Most agricultural families have access to a vehicle for transportation
- Greyhound has an established drop in town
- Don't use it often, but when you do, it is essential
- Reduced service has an impact
- Come right to the local town without having to drive to a major centre to drop parcels
- University students traveling
- People on the fringes of society and dependents of farm families depend on bus service
- People will have to drive families
- Strong pull for people to drive seniors for medical
- Impact of aging population to families
- Reduction of services in rural areas have created further distances

- Many rural people prefer not to drive in Winnipeg
- St. B and HSC are in difficult to get to
- Expanded services at Boundary Trails and Brandon helped to take some of the medical services out to other areas
- Maternity wards are only in other areas
- Transferring services (medical) to rural areas
- Traveling to Boundary Trails is a problem

### Ideas for Improving Bus Use

- Look at demands for local transportation
- University student scheduling – local demand
- Smaller vehicles are used in Ukraine (10 passenger vans). Costs a few dollars for a two-hour trip
- Bus service should offer commuter services to regional hubs
- Brandon Air Shuttle is having huge impact on Greyhound on the Brandon to Winnipeg corridor. It offers exceptional customer service.
- More commuter runs should be established – many people travel one hour or more to work each day
- Skeptical of Crown Corporation

### Creating a Sustainable Solution to Bus Service in Manitoba

- Economics will drive us to solutions
- If local bus service becomes the option, local companies would have to maintain freight service
- Greyhound could provide booking network – province could pay for that to ensure viability

- Access for all is essential to any sustainable solution
- Look at creating regionally-based systems that feed into a mainline (hub and spoke)
- Integrating school buses/handivans into a new system
- Consider using school buses for intercity bus service
- School buses are running anyways – it would lessen the overall environmental impact
- School buses sitting idle from 9-3 – why not make a commuter service
- School divisions trying to lessen costs as well
- School division becomes customers instead of operators
- Could try a pilot project in western Manitoba to see if school buses as intercity would work
- Business and AMM would accept it (probably)
- Handivans and other methods meets transportation needs but currently separate entities – need to coordinate
- Examine models like the Brandon Air Shuttle to see what is working so well for them
- May be acceptable to subsidize Greyhound for a year or two while we come up with solutions
- Regulatory framework needs to be examined as well

## 10.0 Assembly of Manitoba Chiefs

The Intercity Bus Project team met with representatives of the Assembly of Manitoba Chiefs.

Manitoba Infrastructure and Transportation (MIT) staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to ask questions and comment on the importance of bus service to their organizations.

### **Economic and social implications of bus service**

- Road are very bad, which has implications for bus service.
- First Nations want the opportunity to start their own business, but get under funded when given the opportunity. This has implications on the chance of success.
- Freight is timely but is still costly for some businesses and individuals.
- Some First Nations are able to have their own buses to transport people from there communities but there are some First Nations that will never be able to afford that (ex. Marcel Colombe).
- Hydro claims provide a lot more money to First Nations in the North. Southern First Nations do not have the same resources typically.
- Service levels have dropped since Grey Goose left Manitoba.

- Difficult for people to get in and out of their communities; individuals with medical issues and who need dialysis have not been getting that attention they need and in many cases this has cost them their lives.
- Ultimately we want service and access, but it should be a provincial solution so services level do not continue to get cut.
- Situation is very difficult for areas that are only served by gravel roads.
- Having a network is essential for people: ex. Thompson – Split Lake is an important connection.
- Need to cross subsidize to ensure that service levels are maintained.
- Almost half operate without highway/ bus service, 19 without rail, yet communities continue to grow and the east side is begging for an east road.
- We should not assume that if you do not provide services to communities that community members will choose to live elsewhere.

### **Ideas for Improving Bus Use**

- There is currently a taxi service from Grand Prairie to Easterville to The Pas; there is much money that comes from the medical component
- East side road consideration for future bus service planning.
- Manitoba structure could run main routes by province and use the profits as a way to subsidize small guys on smaller routes.
- Interline bus tickets with daily transit passes in urban centres.
- Have small entrepreneur services run from the smaller communities into the larger centres in a hub and spoke type of system.
- Modify the schedule to provide services towards the end of the day as well.

### **Creating a Sustainable Solution to Bus Service in Manitoba**

- Services cannot be reduced beyond what currently exists. The service now is so sparse that it is almost not useful to First Nations communities.
- Economic opportunities exist for regional carriers. For example, Moose Lake provides bus service from Moose Lake to The Pas.
- Subsidies might be required and should be floating subsidies. A maintenance subsidy could be used to ensure equity for providing service.
- Cost of fuel should be part of the subsidy
- Have Handivans as part of the solution. Perhaps expand the mandate allowed by medical vans operated by First Nations communities.
- Regional routes are very important for First Nations. Connections are not all with Winnipeg.
- Have pickup points around communities and multiple drops around the city to facilitate the medical and social purposes of the bus trips. For example: various medical facilities and shopping centres.
- Continue to use buses for freight and perhaps expand the freight services.
- Generally opposed to only keeping service on profitable routes - Very poor optics.

### **Summary Comments**

- In general, Assembly of Manitoba Chiefs (AMC) wants to ensure that bus service provided to First Nations communities not eroded further.
- Service and access are the primary concerns.

- The solution needs to be a provincial solution and should be properly funded.
- It is important that business opportunities are not sacrificed by lapses in service.
- The opportunity for First Nations communities/businesses to provide bus services to their communities and other Manitoba communities would be welcome in terms of economic development opportunities. However it is important that this opportunity is provided with the necessary funding to make it successful to ensure that the failure is not assigned to poor management on the part of the group(s) who are providing the service.
- This happens frequently to First Nations organizations. They are offered the opportunity to provide a service, but are given less funding than what was provided previously and are invariably under-funded.
- It is important to note that transportation issues are of great concern to many First Nations communities. This concern is not only related to bus service, but basic infrastructure like roads.
- We have more remote and isolated First Nations than any other place in Canada (19 communities without transportation) how do we support that?

## 11.0 Southern Tribal Councils

The Intercity Bus Project team met with representatives of the Southern Tribal Councils and including the representatives of the Southern Chiefs Association and the Interlake Reserves Tribal Council Inc.

Manitoba Infrastructure and Transportation (MIT) staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to ask questions and comment on the importance of bus service to their organizations.

### Economic and social implications of bus service

- Medical transportation (blood transport & test transport) as well as students are the primary use for the bus.
- Freight is used by Tribal Council and First Nations communities.
- Transit services do not go directly to the hospitals
- Need public transportation in most communities, for example Rolling River to Minnedosa.
- Need an alternative for medical van for non-treaty status members.
- Personal safety is a very large concern and affects the use of bus services.
- Non status individuals with family living on reserve are not able to medical vans funded by federal government.

- Cost is also a big issue. Having the bus depot at the airport is a disadvantage for those who are on income assistance. A return ticket costs more than driving.
- Shuttle services should spread out more to various locations
- Accommodations on buses are not very good, they are uncomfortable, Poor buses which are break down on a regular basis. Also receive poor service from the drivers.
- "Take Care" service was eliminated in favour of taxis; this has made it more difficult for people.
- Some First Nations taxi services have indicated that they used to get lots of referrals for medical transport, but do not anymore. There seems to be a preference for non-aboriginal taxis now. Operators are told they are called in rotation, but they do not seem to be getting any calls.
- People take taxis and then meet up with Greyhound at the nearest connection point.
- People would rather commute for medical treatments than move to Winnipeg.
- Grey Goose was much better than Greyhound.
- Route on HWY 6 is a problem because it only runs 3 days a week.
- Customer service is impossible with Greyhound. You can't get a person on the line, even if they offer a service, it is difficult to arrange.
- Many First Nations community member receive poor treatment by Greyhound.

### **Ideas for Improving Bus Use**

- Take feeder services into consideration.
- Bus depot is hard to get to. Transportation costs within the city can be very expensive for some people.
- Try to coordinate social activities and medical needs so both can be accommodated with a single trip.
- Have multi-use vehicle running daily, not only for medical trips.
- Have more shuttle services from locations around the city to the bus depot.
- Try tying shuttle services into existing services such as Beaver Bus Lines, this would benefit patients that do not qualify for medical transport
- Reduce restrictions so that patient transport can be used for other purposes.
- Use medical buses for freight as well.
- Have transit day passes, when people come into the city or other towns they need to go to many places and are often referred to different hospital ( dialysis patients). This is linked to tying into existing services.
- Allow communities to start shuttle services, this will allow people to get to major centers and have handi-cabs with wheelchair access. At the same time allowing this will create job opportunities and increase economic development
- Take Care Medical Transport amalgamation of all First Nations communities in MB

## Creating a Sustainable Solution to Bus Service in Manitoba

- Public transportation is responsibility of government. Bus service in non-urban areas is not supported by either the Federal or Provincial governments, but it should be.
  - Licence adjustments are needed to allow multi-purpose shuttles to provide service for non-medical purposes and freight.
  - Accessibility on all buses, multiple/better locations for pick-up and drop-off, feeder services, central organization of services, including linking to urban transportation services.
  - Examples are 15 passenger vans with space for wheelchairs and rows of seats for other passengers.
  - Keewatin Rail Service model shows how communities servicing communities can help
  - We need an evaluation/breakdown of subcontract costs, and bus service costs in general. This will help organizations and entrepreneurs who might want to provide alternative services with the necessary knowledge to go forward with the plan.
- The government should look at the overall economic opportunities that can be realized when services are not offered in silos. For example, when one participant's mother was ill and needed dialysis 3 x per week, the family were willing to support her in a larger centre in their home. It cost \$800/month to transport her from her home community to the larger centre, but the medical services would not provide any support to the family if she moved in with them. A cost/benefit analysis should be considered in these situations.
  - Look at regulatory and licensing issues. See about possibly reimbursement of gas, or subsidy.

## 12.0 DOTC and NACC

The Intercity Bus Project team met with representatives Dakota Ojibway Tribal Council (DOTC) and the Northern Association of Community Councils (NACC). Both organizations had been invited to previous meetings, however due to scheduling conflicts were not able to attend.

Manitoba Infrastructure and Transportation (MIT) staff introduced the current situation with intercity bus service in Manitoba. The information presented is included in the public discussion paper circulated prior to the meeting. Following the presentation, stakeholders were invited to ask questions and comment on the importance of bus service to their organizations.

### Economic and social implications of bus service

- The biggest issue that is currently affecting the Northern and Southern communities is transportation. A lot of intercity transportation involves medical visits, and schooling. They often have financial constraints that limit the amount of money they can pay for travel.
- The Weather and Geography are very compelling in the North.
- Greyhound is used frequently for sending freight. Canada Post and Courier Services are not used because of time limitation and cost. Greyhound will deliver a package in one and a half days where Canada Post will take five to seven days. Courier services will not go into the Northern Communities at all.
- Transportation is an issue in general whether it is in the North or South Regions. People will walk two or three miles to get to where they need to go or find a ride.
- Some of the social implications that are affecting the North is that secondary and post-secondary students are missing up to two days of classes in order to travel to home communities to visit friends and family. Many people would rather pay shipping cost and have food sent than purchase it in their community because it is too expensive.
- Many First Nations have their own medical transportation and services. There is a big concern that if alternate transportation is started by First Nations that the other communities will not benefit from it.
- Medical Transportation is a big issue.
- Economic impact is \$800 to \$1000 to take air services from Thompson to Winnipeg as opposed to Greyhound service.
- Buses are not going into the communities anymore to pick up people, they are staying on the main road which now forces the people to either walk or find a ride to the pick up and drop off points.

## Ideas for Improving Bus Use

- Deregulation, this way other companies can get in and help.
- More convenient drop-offs in the communities would help. They have re-routed and dropped services and made the pickup and drop-off locations very inconvenient for people without cars.
- Giving Greyhound the main routes and letting the smaller communities be serviced by other companies or local transportation services.
- The role of the Tribal Councils should be the starting point of discussion with First Nations communities. Tribal Councils are not as political as other organizations and are more concerned with service delivery.
- Participants suggested that MIT should deal more with the seven Tribal Councils to coordinate transportation solutions. Tribal Councils are closer to the communities and know how to best help their communities and know what they need.
- It was suggested that one solution would be to get rid of the shorter routes and keep longer routes. If any routes have to be dropped it was suggested to drop some of the routes in the south that are closer together. For example either the route along PTH 42 through Shoal Lake, or along PTH 45 through Oakburn.
- Regional connections between Thompson, The Pas, Portage and Brandon, to Winnipeg should be kept.
- Allow locals to start up a transportation business of their own to service the communities that Greyhound will not go to.
- Increase freight capacity on buses to increase profit.

## APPENDIX C – PUBLIC FEEDBACK RESULTS AND COMMENTS

### 1.0 Individual Survey Results

#### 1.1 Demographics

##### *What is your age?*

under 18	0%
18 – 34	12%
35 – 49	27%
50 – 64	42%
65 or older	8%

##### *Gender?*

Male	38%
Female	62%

##### *What is your annual household income?*

Under \$30,000	24%
\$30,000 - \$49,999	24%
\$50,000 - \$74,000	25%
\$75,000 - \$99,999	20%
\$100,000 or more	7%

##### *Do you currently rent or own your own home?*

Rent	29%
Own	71%

##### *What is your current employment status?*

Student	1%
Unemployed	4%
Self-employed	14%
Employed	60%
Retired	21%

##### *How many vehicles does your household own or lease?*

0	16%
1	37%
2	37%
3	7%
4	0%
5 or more	3%

##### *Do you have daily use of a vehicle?*

###### *Never 6%*

Rarely	4%
Occasionally	15%
Frequently	18%
Always	56%

##### *How frequently do you use any form of public transportation?*

Daily	7%
Weekly	8%
Monthly	21%
2-3 times per year	56%
Never	8%

#### 1.2 Travel Patterns

##### *In an average month, how many times do you travel to a community more than 50 km from your home?*

Less than 3 times	54%
4 - 6 times	30%
7 - 10 times	0%
More than 10 times	13%
Not Sure	3%

**Which of the following types of transportation do you use most often when traveling more than 50 kms from your home?**

Personal vehicle	73%
Bus	21%
Taxi	0%
Community transportation service	0%
Other	6%

**Why do you usually travel to communities outside of your own? (please select all that apply)**

Visit family or friends	66%
Entertainment	33%
Medical	82%
Connect to another mode of transportation	27%
Work	31%
Shopping	72%
Accessing services (other than medical)	36%
Other (please specify)	10%

**Thinking of the trips you take outside of your community most often, please provide the details of each trip.**

**a. Destination** **% of Respondents going to Destination**

Winnipeg	35%
Thompson	25%
Brandon	14%
Leaf Rapids	3%
Beausejour	2%
Dauphin	2%
Flin Flon	2%
Lac du Bonnet	2%
Regina	2%
The Pas	2%
Winkler	2%
Arborg	1%
Edmonton	1%
Erickson	1%

Estevan	1%
Gladstone	1%
Kinoosao	1%
Lynn Lake	1%
Medicine Hat	1%
Moosomin	1%
Pelican Lake	1%
Portage	1%
Roblin	1%
Sussex, New Brunswick	1%

**b) Frequency** **% of Responses**

More than one time per day	1%
One time per day	1%
2 - 3 times per week	5%
One time per week	5%
2 -3 times per month	16%
One time per month	25%
Less than one time per month	36%
Other (please specify)	11%

**c) Mode** **% of Responses**

Personal vehicle	56%
Bus	35%
Taxi	2%
Community transportation service	1%
Other	6%

**d) Purpose** **% of Responses**

Visit family or friends	21%
Entertainment	2%
Medical	30%
Connect to another mode of transportation	3%
Work	10%
Shopping	22%
Accessing services (other than medical)	5%
Other	8%

<b>e) Time Spent</b>	<b>% of Responses</b>
Less than 2 hours	3%
2 - 4 hours	16%
5 - 8 hours	18%
1 day	24%
2 days	16%
3 - 5 days	16%
1 week or more	5%
Other	2%

### 1.3 Experience Using Bus Service

*Using a scale of 1 – 5, what is your overall impression of bus service in Manitoba.*

1	11%
2	17%
3	30%
4	22%
5	11%
Not Sure	8%

*How satisfied have you been with your personal use of passenger bus service in your community?*

Very Satisfied	21%
Somewhat Satisfied	30%
Neutral	13%
Somewhat Dissatisfied	19%
Very Dissatisfied	10%
Not applicable	8%

*The following companies are bus operators in Manitoba. On a scale of 1 - 5, please indicate your level of satisfaction with each company.*

<b>Bus operator</b>	<b>Average grade:</b>
Greyhound	3.2
Shilo Taxi	-
Beaver Bus Lines	4.6
Boutin Bus Lines	3.5
Richard Geauvreau	-
Southwestern Bus Lines	-
Interlake Transit and Tours	-
Brandon Air Shuttle	3.0
Northern Bus Lines	3.3

*What prevents you from using bus service more frequently?*

Not affordable for you	11%
Inconvenient schedules	58%
You do not feel safe using the service	19%
Difficult time entering or exiting the bus	2%
The length of trips are too long	10%
None, I use passenger bus service when needed	31%
None, I don't use passenger bus service	8%
Other	18%

***If you have used passenger bus service in the past, what did you like most?***

- The bus travels overnight allowing me to be in the city in the morning
- Affordability & access to the service
- As we cannot drive to and from Winnipeg, bus service is essential. The schedule of three times weekly is inconvenient as it requires a hotel stay or two to three nights depending on what day our appointments fall. I have no problem with the actual bus rides. I can get to either Brandon or Winnipeg on the same bus schedule.
- Bus drivers are helpful and friendly.
- Comfort on bus Provides service to those who do not drive in Winnipeg
- Comfy seats
- Convenience and opportunity to rest
- Convenience of not having to drive
- conversation with driver
- Cost - was reasonable
- Daily availability - no longer the case
- Did not have to drive
- DVD players for each passenger. Sorry they no longer have this service
- Ease of effort getting to destination
- Easy accessibility in Glenboro. Time was acceptable
- Friendly Drivers
- Friendly, courteous bus drivers... but they often struggle with buses that don't work well and breakdown
- Friendly, helpful service of the bus drivers
- Greyhound/Latest Motor Coach Fleet, and friendly Operators.
- I appreciate having an alternative to driving my vehicle especially during the winter months.
- I can sit back, read, relax, sleep, snack, look out the windows and enjoy the scenery. I can go out for a breath of fresh air (and part of a smoke) at stops.
- I do not like driving in Winnipeg. Taking the bus into city is convenient
- I like Monday to Friday service
- I like the bus drivers who are doing best job with greyhound very old bus.
- It was comfortable and the driver was very nice
- Just the fact that transportation was available without me asking friends to provide it.
- Most drivers are polite and courteous; the every two hour stops at bus depot, good drivers departures and arrivals are as per schedule; one time the bus had problem with the wipers and we were delayed in arriving at Winnipeg; I told the driver I have to take the Winnipeg bus back to Lynn lake, but we would not make it because it was raining hard and bus couldnt go any faster. The driver requested Winnipeg bus bound for Lynn Lake to wait for me and the bus did wait for me even if we were about 20 minutes late.
- Not being the driver - chance to rest
- Not having to drive
- Not much
- Nothing
- On time and the bus arrives in Binscarth - 4 p.m.
- Quiet time to think, read, and do paperwork.
- Relatively reasonable cost.
- Schedules that fit my needs.
- Service is good I can't drive the distance needed We need bu service
- That I could catch up on my rest while getting to my destination, if the road conditions are fairly good that is
- That I don't have to drive - when the road is in bad shape it's good to know the larger vehicle will make the trip safely.

- The bus ride is comfortable. I prefer to use the bus service when weather conditions are unfavorable because I am a senior & prefer to drive only when the weather conditions are good. My husband frequently remains at home when I need to get to Winnipeg so taking the bus is a better option for me than driving alone.
- The driver was very courteous. Upon my connecting bus, he was a great help to me and my sister.
- The man driving the bus was very nice.
- The need not to drive
- The scenery is beautiful the schedule is not very convenient
- When traveling from Swan River to Wpg. to catch an Air Canada flight, the bus broke down in Dauphin at 2 am. The driver told us that we would have to wait on the bus in Dauphin until at least 1 pm the next afternoon as that was the soonest that a replacement bus could be dispatched from Wpg. to come and get us. I would have missed my flight by at least 6 hours. When one of my fellow passengers complained vociferously and indicated that she refused to spend the night on the bus, the driver asked each of us if we had deadlines in Wpg. When it was discovered that not only did I have a plane to catch, but 2 of my fellow passengers had important medical appointments, arrangements were made for a Dauphin Taxi mini-van to take us to Wpg. We were out of Dauphin by 3:15am and arrived at the airport bus depot only approx. 30 mins. behind our original schedule. I caught my flight, and my fellow passengers made it to their medical appointments.

- Unable to drive to the cities where medical care by specialists is offered. Uncomfortable riding in small vehicles due to medical condition so hiring drivers is not an option.
- City centre to city centre service. Affordability.

***If you have used passenger bus service in the past, what did you like least?***

- Amount of time to wait for connecting bus
- Bad hours for leaving Binscarth - 4 am daily
- Breakdown of bus; schedule has the bus traveling from Thompson to Lynn Lake in the evening;
- Children walking up and down the aisle and snooping into everyone else's stuff, no parental supervision, parents are sleeping and children running all over the place
- Cramped quarters, uncomfortable seating, duration of trips
- delays
- Discomfort of seats, bus breaking down.
- Drunk passengers allowed on bus, terrible road condition and driver driving too fast for the conditions.
- Drunks
- Excessive time spent covering other passenger's needs to travel to their destination
- Grey Goose unreliable MotorCoaches, running late! Arriving late at Destination.
- Having so much difficulty in buying a bus ticket due to hours of businesses.
- In the past, some of the drivers were very unpleasant to myself and others that are of my nationality
- No complaints

- No weekend service in Lynn Lake.
- Buses that don't work well and break-down.
- Noise and overcrowding, inability to stretch out on very long trips
- Noisy, crying kids.
- Not all the lights are available for passengers to read
- Not being able to travel to and from at the same times and arrival at the same times (round trip)
- Not enough days of service are offered. Three times a week is very inconvenient as specialists work only on certain days.
- Not safe in Winter, unreliable
- Other passengers, no movies on a 13 hour trip
- Overcrowding on bus - no leg room - very important if traveling all night on a crowded bus
- Poor quality of bus - rattling. No video/ movie
- Seats not comfortable
- Smell & dirty washrooms
- Some bus drivers drive too fast for road conditions
- Some passengers were drunk and / or drinking on the bus
- Some trips to Winnipeg do not allow enough time to conduct the business or appointments necessary. I have to prolong my stay overnight for a couple of days or make my trip brief due to the lack of time from drop to pick up
- Sometimes the bus is unclean, also the schedule is poor, I have to wait hours to get back home.
- Takes longer than personal vehicle
- The bus depot in Thompson closes at certain hours; we have to leave the terminal and return for the departure of bus to Winnipeg. Twice I was outside the terminal for 30 minutes on a cold

winter evening. My fault, though I came by taxi, early, did not have the correct time. The violent crimes on passengers of Greyhound bus, make trips quite scary. I used to be able to sleep on the bus, but not anymore, even night times.

- The bus service has decreased considerably over the last 5 years. The bus no longer comes into Rosburn & the frequency of bus travel has declined considerably. In order to get the first bus I must drive to Shoal Lake for pick-up at 4:35 am. at a gas station. None of the businesses are open at that time so I am waiting for the bus in a desolate place in the dark. The last bus leaves Shoal Lake at 5:00 pm & arrives in Wpg. between 9:30 & 10:00 pm. That is a late arrival & I find that trip to be very tiring. All of the afternoon services have been cut.
- The bus was literally falling apart. Often, the bus that is used on the run I need to use it on is barely roadworthy, and often un-safe. While drivers are not responsible for the maintenance of the buses they drive, they take it personally when their bus breaks down and passengers are mad at them. When it's -30C and the bus breaks down in the middle of nowhere, it's an argument to get your bag from the baggage compartment and get additional clothing, and another argument about whether or not the driver will "allow" you to exit the bus and light a fire for warmth.
- The Connection was too rushed
- The cramped overcrowded seating, the long trips, the poor customer service
- The little kids can be trying at times but I had kids and I'm sure the trip is every bit as trying for their parents.

- The only problem I have is that the schedule is only three times weekly. Both my husband and we have had to rely on the Greyhound bus service for the past ten years. The drivers are exceptionally accommodating but now that the bus depot is out at the airport, it involves extra costs for taxis. They will transport passengers to a shelter on the corner of Portage and Fort but this is a very poor option. It involves standing in a miserable bus shelter with luggage, purse etc. and waiting for a taxi to take one to the hotel. Not nice but even worse in winter. All of our appointments and surgeries are in downtown Winnipeg. The taxis add greatly to the cost of getting medical treatment. It seems if one lives outside the perimeter, we have to pay greatly for medical care.
- The smell
- The times when bus service is available. I have a grandmother that uses the bus, and when she leaves our house to go to her home she has to have someone meet her at the bus depot at midnight in Russell. She doesn't feel safe doing this.
- The washroom too small and dirty
- Trip from Flin Flon to Winnipeg is long
- uncertainty of who I'm riding with; the depots or area of the depot doesn't feel like a safe place, the depot may not be open except for the exact time the bus pulls in
- Very old/Poor conditioned buses.
- Awkward schedules. No amenities aboard, such as movies, blankets, food/drinks. Uncomfortable seats. No provision for people with reduced mobility.

***When was the last time you used passenger bus service?***

Within the past week	6%
Within the past month	16%
Within the past 6 months	23%
Within the past year	19%
Within the past 2 - 3 years	11%
More than 3 years ago	21%
Never	3%

***The last time you used passenger bus service, which company did you use?***

Greyhound	74%
Grey Goose	15%
Shilo Taxi	0%
Beaver Bus Lines	0%
Boutin Bus Lines	5%
Richard Geauvreau	0%
Southwestern Bus Lines	0%
Interlake Transit and Tours	0%
Brandon Air Shuttle	0%
Northern Bus Lines	0%
Don't know	2%
Never used passenger bus service	3%
Other	2%

## 1.4 Ideas for Increasing Bus Use

**Would any of the following increase your use of passenger bus service?**

Options	% of Definitely or Probably Responses
Increased bus frequency	68%
Lower fares	73%
More amenities	57%
More convenient schedules	94%
More routes	49%

**What is the most you would pay to travel 100 km by bus?**

Options	% of Definitely or Probably Responses
Less than \$10.00	5%
\$10.00 - \$19.99	37%
\$20.00 - \$24.99	27%
\$25.00 - \$29.99	13%
\$30.00 or more	7%
Not sure	12%

**If it was affordable for you, would you use scheduled service from any of the following types of vehicles?**

Vehicle Type	Yes	No
Small bus	71%	11%
15 Passenger van	62%	22%
Minivan	48%	31%
Car	40%	26%

**a.) If you answered no in the previous question, please explain why you would not use that type of service.**

- A 15 passenger van would seem too crowded
- Amenities

- Because when we go down to Thompson, it would be to get groceries or to take our animals to the vet, which would make it very crowded on a minivan or car with other people in it as well.
- Besides a small bus, all of the other options offer too cramped quarters
- Doesn't make sense
- I think a minivan or a car would be unusual since it would be public transportation
- I will be comfortable in a minivan or a car with my family or personal friends and people I know well
- I would feel uncomfortable having that close of contact with people.
- If I was driving, then yes to all. I have lived in Northern Manitoba my entire life. I've driven PR391 in a "Small Bus" (14 passenger, 1 Ton w/ bus body and dual rear wheels) hauling high school kids on many occasions. I've driven the same number of kids in a 15 passenger Van (also a 1 Ton w/ single rear wheels) and I feel I am qualified to say that NEITHER is suitable for fully loaded use on this road. It is dangerous to transport that many persons plus their luggage in those types of vehicles. Adding a trailer only further amplifies the risk. I prefer to travel in my own passenger vehicle, but if need be, I would much rather not be packed into a mid sized vehicle that is short on room. A full-size (Class 1/2) Highway Coach is the only public transportation I will use on these roads here because the vehicle type REQUIRES a professional driver like myself.
- Not enough room for shopping
- Not interested in being in close quarters with strangers on very long trips from Thompson to Wpg.
- Not safe

- Safety reasons on our road conditions
- Safety Record of 15 passenger vans.
- Safety and convenient
- The roads is too rough and the wear and tear on the vehicle.
- Too uncomfortable due to medical condition.
- Unsafe

***If a regularly scheduled commuter service were to be set up to a community you travel to frequently, how likely would you be to use it?***

Very likely	44%
Somewhat likely	35%
Unlikely	2%
Very unlikely	8%
Not sure	11%

***Do you have any other ideas that would help increase the number of passengers using bus service in Manitoba?***

- Accessibility for those with disabilities
- Advertising that one can stay at the Holiday Inn downtown at very reasonable rates and get to all medical facilities by public transportation. A method of getting to the Holiday Inn downtown hotel with luggage other than having to be dropped at a bus shelter and wait for a taxi. More days of scheduled runs. Most specialists work only certain days of the week.
- Affordable fees special destinations such as the hospital or clinic. special events are destinations like Brandon Fair
- As many of us in Gillam have to shop in either Thompson or Winnipeg it would be nice to be able to bring home more merchandise/groceries/etc. Perhaps having the option to bring large containers on the bus would give some the

incentive to go to Wpg more often to get their large shopping done.

- Better screening of intoxicated passengers
- Bus in good condition
- Daily consistent service at designated times
- Decreased cost
- Hard to use bus service for shopping as the transportation is not available to get around to the stores and to keep the bags.
- Having a bus service that runs on the weekend.
- Improve the schedule by adding smaller buses or vans when passenger numbers are low
- Increase comfort on buses
- Lower costs realize that most people who really need this service in Lynn Lake (have no vehicle) will not likely respond to this survey ...you are missing communication with most of our population. We bus service to deliver our prescriptions too.
- Lower fares and safety and security of passengers and cargo
- Lower or Subsidize costs
- More affordable charter service for seniors & church groups, music groups, school functions.
- More affordable bus fares
- More services for seniors travelling.
- New MotorCoaches.
- Offering am and pm travel to and from work between Carman/Winkler/Morden
- Provide an affordable and reliable bus service by government of manitoba
- Road conditions and safety on bus. Many drivers drive to fast than hit a uge bump and break the bus then you are stranded in the middle of no where.
- Same as above
- Schedule & Lower rates

- Security re passengers boarding at rural depots.
- Since the Bus Depot in Wpg. has moved to the airport, we need another method of reaching downtown where most of the medical services are located other than being DROPPED in the bus shelter at the corner of Portage Ave. and Fort Street. This is totally unacceptable when one has luggage, a purse etc. as one must then wait for a taxi to be transported to the hotel.
- Tell Greyhound to pack up and go back to the USA where they belong. Manitoba bus service by Manitobans for Manitobans. Also if there was a way to better coordinate the bus travel from Thompson with the flights from the airport. Either the bus arrives first thing in the morning or in the late evening which that would require me to overnight in Winnipeg. The return times are worse with either me having to overnight to take a morning bus or me having to wait all day in Winnipeg for the evening bus and then I arrive so tired I must rest that day. That is why I prefer travelling by Calm Air.
- Treat Bus Travel the way other travel industries do and keep the buses clean.
- Advertise, Advertise, Advertise and use promos (see CN/CP rail's methods in the 1950s-60s). Sell people on less pollution. Make bus travel comfortable – even prestigious (as aboard tour buses).

***Do you have any ideas that you think would increase the number of passengers using bus services in your community?***

- If there was more convenient times for service and it was locally owned and operated.
- Advertise! I don't even know where it stops in Winnipeg now.
- Better advertising of schedules, regular drivers, cleaner buses.
- Better departure times
- Bus service in our own community - Village of Somerset
- cater to senior citizens
- Daily, consistent service at designated times
- Have at least one day of the week when the bus comes into town for pick-up so that those who cannot get a ride to a pick-up point can still access the bus service.
- Having group rates,...cheap enough to attract the school for school trips
- Increased amt. of packages allowed per person leaving here saturday am coming back friday pm
- Low rates and better departure and arrival times
- Lower fares, no baggage charges, tickets good for whatever day you wish to travel, shorter routes to destination
- Lower fares, security and safety of passengers and cargo
- Lower or Subsidize costs
- More affordable bus fares
- More appropriate departure time - 10 a.m. Reliable vehicle cheaper freight charges, fares
- More convenient departure/arrival location in Shoal Lake would be helpful.
- More convenient schedules
- More convenient schedules and fewer delays

- More convenient times for seniors traveling.
- Movies on the bus from Gillam to Winnipeg and back
- New MotorCoaches
- Offer the service and people will use it
- Offering something to the universities (U of M and U of W) in the a.m. and p.m. back home M-F
- Perhaps driving the long trips at night instead of the day. Right now the bus leaves Gillam at 7:30 a.m. and gets to Wpg at 9:30 p.m. - you waste the entire day on the bus. Driving at night and being able to sleep would make the trip seem shorter plus you're not wasting a whole day on the bus.
- Provide an affordable and reliable bus service by government of Manitoba
- Provide phone service on arrival or taxi service for those who need it (especially young mothers arriving with newborns)
- Reduce bus fare
- Regular service. Decent service Winnipeg and Brandon
- Reliable Equipment Daily Service Clean Equipment
- Reliable service and lower cost from Lynn Lake to Thompson
- Same day shuttle from Virden to Winnipeg, Brandon and Regina Better service depot, traveling security
- Schedule & lower rates
- Service offered five days a week.
- With an aging population, the dependence on bus transportation to major centers will become more critical.
- Increase speed by innovative express scheduling. Add tickets by reservation to emphasize value. Enhance freight/courier services via bus.

## 1.5 Bus Service and the Role of the Community

***Using the scale of 1 - 5, rate the current economic importance of bus service to your community***

1	5%
2	3%
3	10%
4	15%
5	60%
Not Sure	7%

***In the past year, have you used bus freight service to ship or receive a parcel through bus freight service?***

Yes	80%
No	19%
Not Sure	2%

***a) If yes, approximately how many times in the past year did you use bus freight service to ship a parcel?***

Less than 3 times	34%
4 - 7 times	22%
8 - 12 times	14%
13 - 19 times	6%
20 times or more	22%
Not sure	2%

***b) If yes, approximately how many times in the past year did you receive a parcel through bus freight service?***

Less than 3 times	20%
4 - 7 times	37%
8 - 12 times	12%
13 - 19 times	8%
20 times or more	16%
Not sure	8%

***Approximately how much money did you spend in the past year on bus freight service?***

Less than \$100	33%
\$100 - \$499	41%
\$500 - \$999	17%
\$1,000 - \$2,499	6%
\$2,500 - \$4,999	0%
\$5,000 or more	0%
Don't know	4%

***To the best of your knowledge, how is bus service used most in your community?***

Visit family or friends	68%
Entertainment	17%
Medical	86%
Connect to another mode of transportation	42%
Work	17%
Shopping	59%
Accessing services (other than medical)	29%
Freight service	80%
Not sure	2%
Other (please specify)	3%

***In your opinion, what is the most important aspect of bus service to your community?***

- Freight
- Being able to travel into town for shopping- it is terrible that there is no bus service on the weekends when it would be needed the most.
- #1 - Freight #2 - Travel for Medical reasons (especially for older people)
- Accessibility
- Allows people without vehicles to access travel to medical appointments and connecting to other modes of transportation. The hospital also sends its blood work through the bus service as

does the pharmacy who sends in prescriptions via the bus.

- As public transit and for freight services
- Bus service in Pinawa allows all residents to travel to Winnipeg when required regardless of weather or age of the resident.
- Clean, safe and trouble free buses Offer customer friendly hours of service for freight pickup and delivery. Currently very poor operating hours in Thompson.
- Connects people to medical services and bring our Prescriptions here.
- Daily Transportation to the nearest major center including freight service (because when you're at the end of the road, sometimes you MUST have the person/part/equipment the next day).
- Enables a lower income bracket demographic to have the capabilities to travel and use parcel services
- Enables those without vehicles to access the community services
- For my husband and me it is being able to access medical care in Winnipeg MB and Brandon MB.
- For those with no vehicle, this is the only mode of transport
- Freight
- Freight - lots of large companies use for shipping (Hydro, hospital, school, etc) local residents connect between neighbouring communities. Not everyone has access to a vehicle and depend on the bus to get to larger communities for medical appointments.
- Freight and access medical services
- Freight and accessibility to destinations
- Freight and medical services
- Freight and people traveling across Canada or to Winnipeg
- Freight service, and passenger service is the most important aspect of bus service.

- Getting people to Dr's appointments without having to fly This is how prescriptions come to Lynn Lake
- Gives access to transportation to those people who can't drive
- In our community several of the residents do not have vehicles and the bus is their only transportation. Most medical appointments are in Thompson or Winnipeg and patients travel by bus.
- In that it connects the community to the rest of the province, country, etc
- It allows medical travel to see specialists in Winnipeg affordable and with less hassles than flying.
- It is the only affordable way to get out of the community
- It is the only means of transportation for those without access to a vehicle or that are unable to drive.
- It offers a mode of transport to those people who do not have one otherwise.
- medical appointments and shopping
- Medical care in Thompson and Winnipeg
- Medical reasons
- Medical transportation
- Medical transportation, and shopping
- Mobility for those unable to drive personal vehicles and freight
- Passenger service and freight.
- Providing rural citizens with access to medical services in larger centres.
- Rosburn has a very high senior population & access to medical appointments in Winnipeg, Winkler, or Yorkton is very important. The bus service to these places has decreased significantly in the last 5 years making it very difficult for residents to travel to these appointments.
- This is our only commercial transportation within the financial reach of most residents. Flight costs are outrageous.

There is no longer rail service and many residents do not drive or are of an age that a long drive is not an option. (Minimum 4 hours 1 may to Thomsp-son).

- To ensure that senior are able to access medical appointments in Winnipeg and visit family.
- To get people to and from appointments on a timely manner.
- To keep people able in attending medical appointments in other communities.
- Transportation Freight.
- Travel to Winnipeg Freight service.
- Visit family or friends especially during winter months.
- We are a retirement community with no public transportation.
- It's accessible to youth/children and seniors who cannot drive their own cars. Less polluting than cars. Options to use which are now not available.

***Do you think that there is anything you can do to help keep bus service in your community?***

- No
- Use it more often
- I would just as soon see the current bus service end and it be replaced by a company who would provide it seven days a week and invests in the community.
- 1. Fill out this survey
- 2. Use it when I am unable to use a personal vehicle
- 3. Encourage others to use the service whenever possible
- A massive rethinking of "cost effective" predispositions and refunding to enable cheap affordable travel as a staple in life. Go green movements!
- Advertise user friendly affordable service. The service is NOT promoted here or in the region

- Can't think of anything
- Daily, consistent service on current schedule
- Don't know
- Encourage students, seniors to use services to travel to Winnipeg and Winkler, school and shopping
- Find out about the schedule
- Greyhound does not listen to our complaints when they want to cut service. They only use passenger \$ when making their case and exclude income from freight. A Manitoba bus company would understand the needs Greyhound's Texas based operation does not
- I don't think I can do much - it's pretty much in the hands of the busline and the government. Perhaps operating a smaller bus that can run fewer passengers would be better between Gillam and Thompson. It seems the buses we get are the ones that always break down - i'm sure they find the oldest buses possible to send on this road so they don't wear out a new bus - but with lots of breakdowns the service is undependable at times.
- I presently volunteer at the community bus depot one week per month. Many others are also committed to this project to keep bus service in our community
- I would not hesitate to promote the benefits of using the bus service if the schedule was more convenient. Residents in Rosburn have a very negative attitude towards the Greyhound Bus Service because it has decreased so drastically over the past 5 years causing a great deal of stress & inconvenience to the people who counted on the regular bus service. Students attending Brandon University were not able to come home on weekends & adults were not able to get to medical appointments in Winnipeg, Winkler, & Yorkton because the bus stopped coming into Rosburn each week. It is not always possible to get a ride from neighbors or relatives in town.
- If the fares were reduced we would prefer to take the bus to Thompson or Winnipeg.
- Lower fares. fix the road so the bus doesn't keep breaking down
- Make use of bus as often as possible. Freight or passenger
- No comment.
- Patronize the bus service to serve energy
- Pay higher fares
- Perhaps a smaller bus or van could be used on a regular basis. It needs to work properly and be reliable.
- Probably not. I have lobbied loud and clear in the past and feel my opinions were never considered. This happened to many others on this route.
- Ride more often if the service was offered.
- Use bus service more often
- Use it more often.
- Yes, kick the private corporations the hell off the roads I pay for and restrict them to the Trans-Canada Highway only. Establish a provincially run, provincially owned service like STC in Saskatchewan.
- N/A – Don't have such service now.

***In your opinion, what can your community or municipal government do to help keep bus service in your community?***

- There are two companies that provide taxi service to Thompson- they make several trips a day into town and they are used more than the Greyhound. The fare is \$25 one way. Why couldn't the government provide a fare subsidy to make it equal to what Greyhound would charge for the same trip into town? The two taxi companies provide much better service in that they also deliver items out to Nelson House. Greyhound doesn't even come in but stops at the highway (10km out of town) so it would not be a loss to this community if Greyhound ceased operations.
- 1. Retain one, keep it services, charge reasonable rates. Community owned - community used
- A massive rethinking of "cost effective" predispositions and refunding to enable cheap affordable travel as a staple in life.
- Assist in funding
- Bus company must be a good corporate citizen. Sponsor local events. Lobby Province to improve gravel roads that are hard on buses.
- Don't know
- Ensure that it is used as often as possible for both freight and passenger service
- fight for improved schedules and buses.
- Fill out surveys. Use it for freight
- Fund for public transit
- If a deal cannot be made with Greyhound, then the Province must come up with a solution – perhaps government run transportation.
- I'm sure the government could help support the bus service with the money that is made from the casinos & other gambling establishments throughout the country. Community members would consider increases in fares if they were reasonable in order to keep the bus service accessible to our small town.
- Keep it running daily and have it run on weekends again
- Keep using the service
- Lobby for provincial subsidies for the non-profitable routes.
- Lobby, lobby, lobby
- Lower rates for freight and passenger service!
- Municipal government (LGD) subsidizes a town business to operate bus depot
- not allowing greyhound to pull out of this run Our medical trips are paid for by the govt.----\$230 for bus \$1000 for plane
- Not sure, but I believe that municipal and provincial should take into consideration the cost and time impact if we lose this service.
- Nothing at present, the Greyhound shareholders say we're un-profitable and will screw us out of service altogether as soon as they can.
- Promote bus service in our community - use bus service for freight as much as possible
- Promote the bus service posting the schedule, attract better service to the depot, subsidize those who cannot afford to travel or do not have a car.
- Promote through advertising
- Provide consistent service - would increase ridership Better schedule to schools and government offices
- Repair and maintain our roads so the buses do not break!

- Subsidize
- Subsidize support it as an essential service
- The municipal governments have many responsibilities and to keep bus service would require usage by customers! Otherwise it's not useful
- They try - but it seems to fall on deaf ears
- Use it to
- Use the bus service more often.
- N/A – Don't have such service now. If we did, model rural service on urban service (ie. modest municipal funding.)

***Considering the area of Manitoba in which you live, do you have any ideas for a regional public transportation system (not previously mentioned in this survey)?***

- No
- I think that the best mode of transportation between Thompson and the smaller communities would be shared taxis such as what we have in Nelson House- they would be able to send freight between the communities and provide more frequent service than Greyhound does. It would also stimulate the economy if they were locally owned and operated and it would be a community building thing as I am inclined to use local service whenever possible. Perhaps the Government of Manitoba could follow the example of Ontario Northland or the Saskatchewan Bus Company and provide scheduled bus service between Thompson and Winnipeg. Subsidizing an American company that does not care for us is a foolish move and I think we should be investing in Manitoba companies.
- 1. Retain one, keep it services, charge reasonable rates. Community owned - community used
- Cheaper airfare
- Gondolas?
- Government run bus lines
- Government run bus service which would be run more frequently.
- Grey Goose provided reliable service. Any Canadian based operation would be preferable to Greyhound. Trying to explain a problem to some operation in Texas is totally frustrating
- Handy vans
- Have it connect better to the west (Saskatchewan) without having to go through Winnipeg.
- It's 330kms to Thompson, and only 200kms to Flin Flon, but no road exists.
- Manitoba owned service provider
- Privatise the bus, let anyone operate, the best businessman will survive
- Provide a non stop/express service for those riders who are going all the way through to their destination ie Winnipeg. Put in a rapid transit route from Winnipeg to Thompson
- Smaller buses, frequent trips or at least daily
- Smaller vehicles to travel between smaller communities
- Star Trek's Beam Me Up or Down
- Support smaller regional carriers instead of Greyhound. They are too large, not interested in municipal participation.
- Tie the service in with a serviced depot; provide smaller shuttles tied in to the main destinations, such as shuttle to hospital/clinic areas in Brandon & Winnipeg, & to shopping centres and rink complexes in those centres; seek business financial participation at shopping centres or rinks etc.
- Use of a van type shuttle

- [1] Inequality in urban/rural options – With no or limited intercity bus service in rural Manitoba, the province discriminates against its rural citizens:
  - a) Urban people have public transit systems that do not have to break even nor be profitable enterprises. They have urban public transit, which is heavily subsidized by municipal and provincial treasuries. Rural service, on the other hand, is left to the mercy of private carriers who have to make a profit to maintain their fleets.
  - b) Whereas school aged children and youth in rural areas can use school buses, a service that is wholly funded from taxes, adults in rural areas can NEITHER use the school buses to get to and from town for work or shopping for necessities NOR rely on a school bus that serves the entire population at times when schools are not in session. Again, rural people lack public transit options that urban people take for granted. (Also, school buses are not coordinated with other transportation.)
  - c) Access to shopping, medical services, concerts, etc. is severely limited where people do not have the opportunity to use public transit, but have to rely on private cars, thus impacting the general population and all their amenity providers – including commercial and retail services – in rural communities.
  - d) Mobility via public transit appears to be regarded as an absolute right in cities but not in rural areas.
- [2] Lost opportunities the province should consider – Huge opportunities are being missed in Manitoba because the provincial government has not yet seen fit to provide public transit services outside the major cities:
  - a) Flyer Industries is a company in which the Province of Manitoba has invested significantly in the past, and Flyer builds buses used extensively in many cities including Vancouver. But where are the Flyer buses in the public transit and commercial fleets in Manitoba, both in rural and urban markets in this province? The provincial government could surely mandate Flyer to design and build prototypes of vehicles whose size and amenities could fill the gaps left by commercial carriers in rural Manitoba, including rural public transit.
  - b) It is well known that urban public transit mitigates the pollution created by people who would otherwise drive their cars. Where cars are the only option for getting about, the opportunity to reduce the emission of greenhouse gases and other pollutants in the transportation sector is unnecessarily curtailed. With the provincial government's commitment to mitigating climate change and the emissions that are responsible for this threat, the province should lead by example by (i) enabling more people to abandon their cars in favour of public transit and (ii) innovating in this field through the novel design and deployment of public transit vehicles.

- c) By “contests” and other incentives to innovate, vehicles that meet the special needs of rural Manitobans in all kinds of weather can – and should – be developed to boost the provincial economy while improving affordable public services.

***What would be the best way of notifying you or your community of potential service changes to bus service?***

Mail	24%
E-mail	16%
Community newspaper advertisement	44%
Advertisement in daily newspaper	5%
Other	11%

**2.0 Additional Public Feedback**

**Key Ideas in Comments:**

***Communication Type: Emails (May be edited to maintain anonymity)***

- More people would ride the bus if the service was better. Rossburn passengers have the option of going to Winnipeg by getting on the bus in Shoal Lake at either 5p.m. or 4.30 a.m. The early trip has been late a lot and on one occasion we don't know if it ran as we waited until six and decided to drive to Brandon and catch a bus there. To go west you meet the bus in Russell around midnight and when you return someone has to pick you up around 3 a.m. The sad part is that in this day and age Greyhound is not able to tell you where the bus is or if it is late. Personally, I believe that Greyhound is allowing its service to deteriorate so that we will quit using it

and they will then be justified in getting out. Thank you, sorry I could not make it to the workshop.

- We are a contractor located in Neepawa, MB. We strongly depend on bus service to receive freight for ourselves and our customers. It is very difficult to maintain the retail sector of our business without depending on daily bus service from the larger centers. Our customers could easily drive to Brandon (1 hour away) for emergency parts, if parts did not arrive overnight on Greyhound. If they have to drive to Brandon, they will do other shopping as well. This has been discussed over and over again within our business community. We NEED to keep the people shopping in our small town. Please provide what is necessary to keep the Greyhound service operating. Thank you.
- Good Morning, I attended yesterday's Public Workshop in Thompson. After leaving I had a few more thoughts:
  - 1) Has a study been done on the routes that are losing money? It would be interesting to know by what percentage the ridership would have to increase in order to be profitable. Secondly, if the ridership did not increase, how much would the fares have to be to arrive at a break even position. What percentage increase would that be? Maybe then, each community could determine what it could do to help. Perhaps increasing the rates by 20% - 30% is acceptable.
  - 2) Alternately, if rate increases are not acceptable, perhaps the community needs to make a commitment to increase ridership. While it seems

that you cannot force people to take the bus, maybe the convenience of having a bus service available is a necessity that the municipal governments factor into their property tax. It would just be another service the local government offers. It could be comparable to a city having a recreational facility or swimming pool. A portion of the costs would probably be covered by the local government. Additional costs are covered by charging the public a fee for use.

- 3) Can the buses sell advertising? There are many buses in cities that are covered in ads by various businesses? How much additional revenue could be brought in by selling ad space on the outside of the bus? The bus could keep a certain area clear for their advertising logo or trademark. What is it worth to retail businesses to keep the buses running? Maybe every bus passenger can receive a package of promotional items from various businesses when he/she purchases their ticket. Many businesses have discount cards or newspaper advertising with discount coupons. Perhaps hotels and restaurants could include some promotional items enticing passengers to utilize their services. The promotional items would need an identifier to track the success or failure of this type of endeavour.
- 4) What would make the buses more enticing for Southern passengers to travel North? What would make the passengers traveling to Winnipeg want to visit one of the smaller communities in the South? Is there

an opportunity for Travel Manitoba to promote some Manitoba treasures? I believe if it was convenient, passengers would take the bus on short weekend junkets to visit communities that have unique festivals, museums, etc. Many times there are bus tours or concert tours that are popular. Could some promotional trips be planned to a neighbouring community? Communities would welcome the tourism and could possibly incorporate some fundraising food booths, etc. This may also introduce new riders to the option of taking the bus instead of driving.

- Why is it more expensive to take the bus than it is to get a ride with a friend (and pay for gas and a meal) to the same location? I am referring to the route from Winnipeg to Minnedosa and back. Are there any plans in the future to reduce costs and have the routes to Minnedosa structured for faster arrival times? I really do not like 4 hour trips, especially when it only takes 2-2.5 hrs to reach Minnedosa by vehicle. Also, why is there no security screening at rural stops? I am not worried about security, but I and others do find it strange that only large population centres (like Winnipeg, maybe Portage) have security screening. I would take the bus more frequently if the cost were lowered and if I had the chance to arrive in Minnedosa long before 10PM. Thank you for your time.

**Communication Type: Telephone Calls**  
**(note: although more than 30 calls were recorded on the intercity bus phone line, many of those calls were requests for information rather than input to the process)**

- Comments on bus service. Cost is prohibitive, can run a 4x4 pickup cheaper to the city. Scheduling is not convenient - overnight. Inconvenience of needing a vehicle to get to the bus depot; depots is closed much of the time when buses run. The seats are too small, only 20% full. The bus to Edmonton has larger seats, and every second seat is turned around like on trains.
- Comments Regarding Government Role: The government is not doing enough, should do away with fuel taxes, have leeway for fair prices. Should subsidize or take over the bus service and make it a government enterprise. Used to take the bus, found it uncomfortable, could not slouch to put head back, the seats should be farther apart.
- Call from representative of group of volunteers who run the bus depot in Pinewa. If they did not have this depot, clients would have to purchase their tickets in Beausejour, and freight would arrive and be sent to Lac du Bonnet. Used to be a bus depot at the garage in Pinewa, but owner decided not to keep it. The volunteer group sent out surveys in 2008 to see if they needed a bus depot, and determined they did; hospital and businesses use freight, not so much passenger travel. Caller indicated that they would submit this survey from 2008, plus a report on their position. Caller also indicated that volunteers have pushed the surveys out to the community and have received them back. They will entered the results into their database and will mail the hard-copies to our office shortly.
- Caller's personal opinion is that transportation needs the government's commitment; it is necessity for some who don't have cars or are not able to drive. Questions if all rural residents in this situation are expected to move to Winnipeg.
- A citizen with experience in trucking called to indicate that the Greyhound numbers disclosed in "The Public Discussion Paper" bother him. Citizen indicated that the cost are too high based on his experience in the trucking business; he felt they should be about \$4/mile to Thunderbay.
- The caller also indicated that he frequently ships by bus. While the receipt show door to door service, he still needs to drive 1.5 miles to pickup. This makes bus shipping less desirable than using a courier service. In terms of passenger service use, his mother used to use bus frequently to Winnipeg. She would stay in a motel downtown, go to stay in an apartment and return the next day.
- Caller indicated this service is very important. The current Greyhound agent in his community advertise bus schedules to the community, but this appears to be the agent's choice. The previous agent provided such poor service the caller began to ship boxes via a competitor's trucking company to avoid dealing with previous agent.

- Several months later the same citizen called again to share a story of one of his truck drivers who was denied a pickup by a Greyhound bus driver in a small town in Ontario after his truck broke down. The small town did not have a Greyhound agent, so the truck driver could not buy a ticket in the town. He was denied Greyhound pickup because he did not have a ticket; bus driver refused to sell him a ticket. The truck driver had to hitch-hike a ride with another trucker to get to Thunderbay in order to purchase a ticket to Winnipeg.
- Staff member from Employment and Immigration Program (EIP) called and indicated that they are reviewing their expenses related to transportation costs in the Parkland Region. Their program currently uses a taxi for transportation to Winnipeg for medical appointments, because the bus schedule is very inconvenient in that area. EIP staff member indicated that the use of taxis is a very expensive transportation form and very costly for the program.
- Caller would like to encourage us to keep the bus line working/operating. Perhaps it would be a good idea to have incentives for people to ride the bus, so we could have bus service like the good old days when more people took the bus. Unfortunately, so many people today have cars, and we are hesitant to take the bus, but incentives may help increase ridership.
- Caller is in favor of some sort of bus service in her area for seniors. It's really terrible to go to Brandon, having to wait for 2 hours there; getting to Winnipeg at a late hour, while leaving Minnedosa at an early hour. This called indicated that she relies on the bus and needs it badly. However, the bus comes at 5:30 am; there is a 2 hour wait in Brandon. The bus depot in Winnipeg now at the airport is very inconvenient. She has to travel to Brandon regularly. She does not want to drive in the winter.
- Call from a representative of "Services to Seniors" in Swan River. Caller indicated that two board members had attended to public meeting in Swan River the "Services to Seniors" group would like to provide a submission, but will provide input via the telephone due to time constraints. Key issues raised by caller include:
  - transportation costs via current bus service are too expensive for many seniors in community. Additionally, due to the limited schedule provide by Greyhound, seniors may also incur hotel, meals and taxi expenses when traveling by bus for medical appointments. These added expenses make the choice of using the intercity bus even less of a viable option. When these seniors cannot find a more affordable option for transportation, they will opt to not attend some medical appointments.
  - even traveling to from Swan River to Dauphin for a medical appointment can result in an overnight stay under the current Greyhound schedule.
  - seniors will use the volunteer transportation services "Services to Seniors" offers. This service is a more affordable option and the senior benefits from having door-to-door service and a traveling companion who will help them in and out of buildings, etc.

- Caller indicated that running a smaller van with more frequent service might be a better option for her community. However, she still cautioned that the cost needs to be lower for some seniors who are on a very limited income.
- Caller indicated that the handivan service in her community has limited hours and is not available to more mobile seniors.
- Caller also touched on the important social connections that are lost when seniors cannot afford to travel to see friends and family members. These seniors have time to travel, while their family may be busy with work. However, they are not able to afford the transportation costs and become socially isolated.
- Transportation must be affordable and should not be a barrier to accessing healthcare.

***Communication Type: List of Letters and Submissions***

- City of Thompson
- Town of Lac du Bonnet
- Pinawa Bus Depot Volunteers
- Selkirk and District Planning Area Board
- Mayor of Winkler
- Town of Neepawa
- RM of Argyle
- Neepawa/Gladstone Coop
- RM of Piney
- Mayor of Portage
- Town of Lynn Lake

## APPENDIX D – STAKEHOLDER FOCUS GROUP INVITEE AND ATTENDEE LISTING

### Rural Youth (May 27, 2010 – Gladstone and June 1, 2010 - Thompson)

Groups Invited	Attended
William Morton Collegiate Institute, Gladstone (Southern Meeting – May 27)	✓
RD Parker Collegiate, Thompson (Northern Meeting – June 1)	✓

### Northern Tribal Councils (June 1, 2010 – Thompson)

Groups Invited	Attended
Swampy Cree Tribal Council (SCTC)	✓
Keewatin Tribal Council	✓
Fox Lake First Nation	✓
Manitoba Keewatinowi Okimakanak (MKO)	✓
Marcel Colomb First Nation	✓
Northern Association of Community Councils (NAAC)	✗
Engineering and Operations, Manitoba Infrastructure and Transportation	✗

### Northern Educational Institutions (June 2, 2010 – Thompson)

Groups Invited	Attended
Campus Manitoba - Thompson office	✓
University of Manitoba, Faculty of Social Work	✓
The Nelson House Education Authority	✓
University College of the North	✓
Inter Universities Services North/UCN	✗
Prior Learning Assessment Centre	✗
Manitoba First Nations Education Resource	✗
Frontier School Division	✗
Mystery Lake School Board	✗

## d Resource Companies (June 7, 2010 – Flin Flon)

Groups Invited	Attended
Alexis Minerals Corporation	✓
MB Hydro, Generation North Division	✓
Norman Regional Health Authority	✓
Town of Snow Lake	✓
The City of Flin Flon	✓
Hudson Bay Mining and Smelting Co., Ltd	✓
Flin Flon Daily Reminder	✓
CF Greenstone	✓
Flin Flon Neighbourhood Revitalization Corporation	✗
Thompson Unlimited	✗
Tolko Industries	✗
Conservation/Regional Operations - The Pas	✗
Manitoba Conservation, Regional Operations Division, Northeast Region, Thompson	✗
Waugh's Woods	✗
Mining Association of Manitoba	✗
Manitoba Trapper's Association	✗
Burntwood Regional Health Authority	✗
Town of The Pas	✗
City of Thompson	✗
Innovation, Energy and Mines	✗
The Flin Flon & Area District Chamber of Commerce	✗
Indian Metis Friendship Association Inc.	✗

## Local Business Groups (June 8 – The Pas)

Groups Invited	Attended
The Pas and District Chamber of Commerce	✓
Manitoba Keewatinowi Okimakanak Inc (MKO)	✓
Paskawayak Business Development	✓
Norman Regional Development Corporation	✓
The Pas Community Renewal Corporation	✓
Manitoba Metis Federation, The Pas Region	✗

## The Intercity Bus Industry (June 15, 2010 – Winnipeg)

Groups Invited	Attended
Interlake Transit and Tours	✓
Greyhound Union	✓
Motor Coach Industries	✓
Northern Bus Lines	✓
Greyhound	✓
Brandon Air Shuttle	✓
Beaver Bus Lines	✓
Boutin Bus Lines	✓
The Highway Traffic Board, The Motor Transport Board	✓
Transport Canada	✗
21st Century	✗
Geauvreau	✗

## Seniors Groups and Organizations Representing the Mobility Disadvantaged (June 16, 2010 – Winnipeg and June 23, 2010 – Lac du Bonnet)

Groups Invited	Attended
Transportation Options Network for Seniors	✓
Winnipeg River Senior Service/North Winnipeg Handivan	✓
Disabled Womens Network (DAWN)	✓
Winnipeg River Handivan	✓
Lac du Bonnet Seniors Housing Committee	✓
Manitoba League of Persons with Disabilities	✓
Age & Opportunity	✓
Creative Retirement Manitoba	✗
La Fédération des aînés franco-manitobains, Inc.	✗
Manitoba Society of Seniors	✗
Society of Manitobans with Disabilities	✓
Council of Canadians with Disabilities	✓
Lac du Bonnet Lions Club	✓
Manitoba Association of Multi-purpose Senior Centres (MAMSC)	✗
Edgewater Recreation Commission	✗
Morris Handivan	✗
Springfield Handivan	✗
St. Pierry Jolys	✗
Stead New Horizons	✗
Steinbach Handivan	✗
Whitemouth Handivan	✗
Emerson Handivans	✗
Pioneer Seniors Club	✗
Reynolds Senior Citizen's Club	✗

## Organizations Involved in Economic Development (June 17, 2010 – Winnipeg)

Groups Invited	Attended Neepawa and Area
All Manitoba Planning Districts (PD)	PD
Association of Manitoba Municipalities	✓
Manitoba Cooperative Association (MCA) Inc.	✓
Manitoba Chambers of Commerce	✓
Communities Economic Development Fund (CEDF)	✓
Policy Analysis Knowledge Centre, Manitoba Agriculture, Food and Rural Initiatives	✓
Norman RDC	✗
Eastman Regional Development Inc	✗
Community Futures Manitoba (CFM)	✗
Canadian Community Economic Development Network (CCEDNet) Manitoba	✗
Economic Development Council for Manitoba Bilingual Municipalities (CDEM)	✗
Economic Developers Association of Manitoba (EDAM)	✗

## Agricultural Organizations (June 21, 2010 – Steinbach)

Groups Invited	Attended
Keystone Agricultural Producers	✓
Policy Analysis Knowledge Centre, Manitoba Agriculture, Food and Rural Initiatives	✓
Manitoba Food Charter	✗
Manitoba Pork	✗
University of Manitoba	✗
Manitoba Canola Growers Association	✗
Manitoba Farmer's Market	✗
Manitoba Organic Farm Marketplace Trade Association	✗
Organic Producers Association of Manitoba	✗
Manitoba Cattle Producers Association	✗
Manitoba Egg Farmers	✗
Dairy Farmers of Manitoba	✗
Keystone Potato Producers Association	✗
Manitoba Beekeepers Association	✗
Manitoba Bison Association	✗
Manitoba Corn Growers Association	✗
Manitoba Equine Ranching Association	✗
Manitoba Forage Seed Association	✗
Manitoba Pulse Growers Association	✗
Manitoba Seed Growers Association	✗
Manitoba Sheep Association	✗
Manitoba Turkey Producers	✗
Vegetable Growers Association of Manitoba	✗
Peak of the Market	✗

### Assembly of Manitoba Chiefs (June 28, 2010 – Winnipeg)

Groups Invited	Attended
Assembly of Manitoba Chiefs	✓

### Southern Tribal Councils (June 30, 2010 - Winnipeg)

Groups Invited	Attended
Southern Chiefs Organization Inc	✓
Dakota Ojibway Tribal Council	✗
Interlake Reserves Tribal Council	✓
Island Lake Tribal Council (Northern)	✗
South East Tribal Council	✗
West Region Tribal Council	✗

### DOTC and NACC (July 13, 2010 – Winnipeg)

Groups Invited	Attended
Dakota Ojibway Tribal Council	✓
Northern Association of Community Councils (NAAC)	✓

