



## KING STREET TRANSIT ONLY LANE PILOT PROJECT

Appendix "A"

**Stakeholder Comments Summary** 

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Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	Fading TOL markings	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
10-Oct-13	Cycling in TOL					Х												
11-Oct-13	Bikes using TOL					Х												
14-Oct-13	Requests full length TOL for B Line																	х
14-Oct-13	Safety; Inquiring about consideration for motorists merging onto Hwy 403 after the TOL; Concern about the new Tim Hortons drive thru at Dundurn.													x				
16-Oct-13	Pushing cyclists into another lane is dangerous.					х												
16-Oct-13	Inquiring about Cycling in TOL; Inquiring about alternate Cycling route					х												
18-Oct-13	Inquiring about Cycling in TOL; Recommends sharrows in general purpose lane					x												
19-Oct-13	Cycling in TOL					Х												1
21-Oct-13	Cyclists should be better integrated into the pilot project, Hamilton should accommodate Cycling					х												
21-Oct-13	Inquiring about emergency vehicles																	х
21-Oct-13	Inquiring about alternate Cycling route					х												
22-Oct-13	Cycling in TOL					Х												
22-Oct-13	How much of the TOL pilot cost is for the new parking machines and other parking related costs																	x
22-Oct-13	Does not agree with banning cyclists from using TOL					х												

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Date	Comments/Notes	2 lanes for buses	elowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
22-Oct-13	Frequently Cycling with 3-yr old son. The only safe route requires an illegal left turn from York onto a sidewalk on Bay that leads to Napier. Not for dismounting bicycle. Converting Bay to two-way would greatly improve Cycling routes through northern part of downtown. Raises concern of where bike lanes should be, such as Main but King is more convenient					x											
22-Oct-13	Cyclists must be able to access destinations on king, sharrows insufficient					х											
23-Oct-13	The bus lane starts where there is a lane end into a bus lane and where one turns right only - one lane through downtown to start				X												x
23-Oct-13	Congestion on King Street				Х												
23-Oct-13	Tuesday at 2:30 PM: Congrats on another stupid idea; Complete disaster. Why does government cater to the minority? Would like to be on a panel to review information.																x
23-Oct-13	Believes that bus drivers think they have the right of way. Believes that the downtown is not getting built up.					х							x				
23-Oct-13	Requests disability sticker exception for stopping in TOL									x							x
23-Oct-13	9:00- glad to hear we are addressing																х

Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	No parking	TOL Should be Part time	Reduced business	Signal timing	Speeding buses	TOL empty	Other
23-Oct-13	Drives from Rosedale to McMaster (10-15mins) but took 40 mins instead and saw no bus drive by in that time. Would like to know how to fight this new lane				x											
23-Oct-13	12:30 PM: 10 minutes late because of congestion; 3 minutes for 6 blocks				х											
23-Oct-13	Confused at decision to ban cyclists on transit lane; Impedes city goal in Shifting Gears.					х										
23-Oct-13	185(2) and bike closest to curb					х										
23-Oct-13	Notified Coun. Jason Farr of the left turn lane at King and Catherine; advising for it to be changed															х
23-Oct-13	Concerned about King between Mary and Catherine regarding the left turn lane onto Catherine.															x
23-Oct-13	Traffic started at 7:30AM and is backing up to Wentworth st and the Clairmont access because they can't turn onto King St. Bus lane should start west of John St where King st widens to 4 lanes				x											
23-Oct-13	Inquiring about right turns															Х
23-Oct-13	John to King to 403 was 20 minutes and it not 45-50 minutes. Cannon now backlogged too, consider Charlton or LINC.				х											
23-Oct-13	Diverts from downtown							Х								
23-Oct-13	Usually has a 7 minute commute from Ward 3 to 100 King St W and was now 30 mins. Will continue to find other routes but bussing is not an option				x											
23-Oct-13	Inquiring about the long-term plan for TOL															х

Date	Comments/Notes	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
23-Oct-13	Inquiring about right turns; Buses in other lanes		х													
23-Oct-13	Police given wrong information about private cars dropping off passengers (i.e. okay). Right Turn education: \$350.								x							x
23-Oct-13	Excited about the new bus lane but had difficulty driving in it. Recommends it to be fixed before Hunter and Charlton experience the traffic			x		х										
23-Oct-13	Got in 15 mins late to open store and customers had difficulty coming to the location. UPS and other courier trucks were unable to drop off packages			x		x										
23-Oct-13	Pavement marking for right turn lanes															х
23-Oct-13	Recommends TOL be in north curb lane. Preliminary rate for transit riders in TOL. Rate decrease															x
23-Oct-13	TOL Info															Х
23-Oct-13	No parking								х							
23-Oct-13	Congestion; TOL empty; Idling = pollution; No change to bus operations			х											х	
23-Oct-13	Cycling in TOL; Concern about dooring				х											
23-Oct-13	Speeding buses (reported in media)													х		
23-Oct-13	Congestion; Buses slowed	х		х												
23-Oct-13	Sheraton using extra lane. 500 vehicles exit Jackson Square daily															х
23-Oct-13	Turns from King Street, using Transit Only Lane															х
24-Oct-13	Inquiring about emergency vehicles															х

Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	Fading TOL markings	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
24-Oct-13	Disapproves of lane restrictions on streets such as Burlington, Barton and King Street. Took him 45 mins to travel from Wellington to Bay. Did not understand as to when Hamilton is growing, Council would impose lane restrictions downtown				x													
24-Oct-13	Has to cross 2 lanes to park underground and was almost rear-ended										х			х				
24-Oct-13	Vendors can't park in front of his store						х											
24-Oct-13	Hamilton is not like Toronto - We don't have wide streets or many buses				х													
24-Oct-13	Requesting additional signage at the exit from Jackson Square garage Motorists exiting the parking garage exit into the curb lane and get pulled over by police for driving in the bus lane																	x
24-Oct-13	Suggesting to turn Wellington into 2 way traffic and put a set of lights on West at King so cars can get across King to pick up elderly.																	x
24-Oct-13	Drove from Wellington to Dundurn (10mins; 8:46-8:56). Slow up to James, average speed of 50km/h after James				х													
24-Oct-13	Suggestion to remove parking at TimHortons due to sightlines										х							х
24-Oct-13	Cycling					Х												
24-Oct-13	Congestion on King; drive times				х													
25-Oct-13	Police ticket for RT's																	Х
25-Oct-13	congestion - no other options than driving				х													
25-Oct-13	TOL Inquiries												,					Х

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Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Fading TOL markings	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
25-Oct-13	Taxi driver says that some of the cab drivers have been issued \$65 tickets already.																х
25-Oct-13	RTS? Ask public first. "Malaskey"																Х
25-Oct-13	Congestion				Х												
25-Oct-13	Congestion; Diverts from downtown; Pushing car traffic into two lanes for the occasional bus is not a good solution.				х			х									
25-Oct-13	Received a call from Steve of TCS Legal Services about TOL. Told that Police would be enforcing it, with a \$65. fine and 2 demerit points (and that it was part of the Highway Traffic Act).																x
25-Oct-13	Congestion; Confusion; Deters from downtown; Inquiring about right turns				х												
25-Oct-13	Inquiring about right turns				Х												
25-Oct-13	20 minutes late for work, 3 min with no buses in TOL				х											х	
27-Oct-13	Congestion; Deters from downtown; backed up to Wellington Sunday 2pm				х												
28-Oct-13	No parking at rush hour; Informed councillor McHattie that vehicles are parked on the left side of King past Locke.									х							
28-Oct-13	Bicycles and transit users do not bring money to city, only home owners drive and pay property taxes. Cars deserve lanes, not bicycles and buses because they use them all year					x											x

Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
28-Oct-13	Congestion; Reduces car use; Disapproves of transit; Trying to force us out of our cars. Transit has a schedule and is not as efficient. People continue driving their cars and get fines.				x												
28-Oct-13	Opposed																Х
28-Oct-13	Congestion				Х												
28-Oct-13	Cyclists in TOL; No alternate Cycling route; Add sharrows; Speeding motorists; Current curb lane can accommodate motorists and cyclists. Add sharrows to indicate that the lane next to the transit lane is for cyclists. Lack of alternatives for getting from westdale to downtown. Parallel routes are complicated & doubles commute times for cyclists.					x											
28-Oct-13	Congestion; Bus Unreliability; Traffic from Queen St to Victoria St. 26 minute to 40 minute commute. Create buffer from Mary St and King St E where the bus-only lane starts currently.				x												
28-Oct-13	Congestion				Х												
28-Oct-13	Construction at Queen blocking lane. Close company and leave Hamilton.																х
28-Oct-13	Cycling in TOL; Winter maintenance; Cycling on King is dangerous; Witnessed road rage; Winter driving conditions on King Street will be a nightmare.					x											
28-Oct-13	Inquiring about taxi access to TOL																Х

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Date	Comments/Notes	2 lanes for buses	Buses	Buses in other lanes	Congestion	Cycling	Deliveries	Non-Adherence to TOL		TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
28-Oct-13	Cars parked on left side of King Street, past Locke								х							
29-Oct-13	Infringement; Buses in other lanes; Great idea but not only 50% for general purpose and then buses use it!							x								
29-Oct-13	Inquiries about Sheraton, turning right, emergency vehicles															х
29-Oct-13	Signal timing												Х			
29-Oct-13	Tweeting that public works is intentionally congesting King between John and James				х											
29-Oct-13	Part time TOL									х						1
29-Oct-13	Congestion; TOL empty				Х										Х	
29-Oct-13	Congestion; Buses slowed		х		х											
29-Oct-13	Waiting at John Street for 30 minutes. Queue started at the back of First Place.				х											
30-Oct-13	Requests justification, benefits, long term plan for TOL, ridership (current/projected); "Closing 2 lanes is not beneficial for anyone"	x														х

Date	Comments/Notes	2 lanes for buses	elowed	Buses in other lanes	Congestion	Cycling	Deliveries	Non-Adherence to TOL	Fading TOL markings	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
30-Oct-13	Several operators using the TOL are cutting over at MacNab. Many operators continue to make the left turn from John onto King from the left lane instead of from the second (right) lane (a greater risk of accident). Operators have suggested that we may want to see if a separate bus lane signal along King at James and MacNab. Also, delaying the light at Hughson for a minute after it has changed at James- allow for clearing of traffic. The King stop at Hughson was to move it back to east side mid block (Hughson and John for the King buses going to the Go Station). Allowing the 1A King buses to continue to use the stop on the west side of the intersection. Straight through on King to the west end is that while it has been an improvement. TOL from Bay St and on, Mary caused congestion and delays.			x													
30-Oct-13	Buses in other lanes; Congestion on Johnston			х	х												
30-Oct-13	Buses in other lanes; Deters from downtown Almost hit turning right by			х													
30-Oct-13	someone in bus lane Took him 18 green cycles, up from 2-3 pre-bus lane. 25 minutes for 1.7 km from Wellington to Queen				Х			X					х	х			

Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	Fading TOL markings	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
30-Oct-13	Congestion; Part time TOL; Increased communication; Reduced business; Diverts from downtown; Requests radio ads that state "expect delays". Queues at 10 AM in front of store.				x			x				x	x					
31-Oct-13	Signal timing; Congestion turning onto King from Hughson				х										х			
31-Oct-13	Lives in Binbrook and works in downtown core. General comments regarding road work timing such as mountain access closures and the revitalization of the downtown core. Describes her experience of the TOL and how it is an accident waiting to happen.												x					
31-Oct-13	Congestion; No parking at rush hour; Safety				х						х			х				
31-Oct-13	Local resident- an ambulance. Police stopped her. Nervous about driving in TOL to get gas. Only PM rush?											x						
31-Oct-13	"Gridlock" from King St E to Wellington. Customers do not want to line up to drive into parking lot. Shoppers are complaining of wait times. Buses turn from John to King, they stay in vehicle lane. Rescind TOL from Wellington to Bay.				x													
31-Oct-13	Congestion; Deters from downtown; "2 lanes for buses"; Nobody knows how far back is legal to make lane change for RT	х			х													
31-Oct-13	Congestion; Speeding buses; Pay and display along walk for elderly				х											х		

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1-Nov-13	Congestion				Х													
1-Nov-13	Responded to by Bob Bratina				х								х					
1-Nov-13	Support of TOL and complete streets																	х
1-Nov-13	Congestion; No parking at rush hour; Right lane at Queen cannot turning on red now because of traffic saturation.				х						х							
1-Nov-13	Safety concern for drivers and pedestrians due to dual turning lanes from Queen; Congestion; TOL empty; Safety				x									x			х	
2-Nov-13	Quicker Commute				Х													Х
2-Nov-13	Congestion; Signal timing; Deters from downtown				х										х			
2-Nov-13	Support of TOL and LRT																	Х
4-Nov-13	Congestion; Deters from downtown; Business reduced				х													
4-Nov-13	Fading TOL markings; Kelly Anderson wants to know if there will be a repaint in the spring.									x								
4-Nov-13	No parking at rush hour										Х							
4-Nov-13	No parking at rush hour										Х							
4-Nov-13	1 ¼ hours to drive downtown from King/Grays, up from 30 min				х													
4-Nov-13	Congestion; TOL empty; MacNab bus congestion; Buses in other lanes; Recommends TOL on Main Street E			х	х												х	
4-Nov-13	Inquiring about right turns												,					Х
4-Nov-13	Requests feedback on TOL from Christine																	х
4-Nov-13	Congestion; Buses slowed; Took the King bus this morning during the rush hour (8AM) and it took an extra 30+ min to get downtown		x		x													

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Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
4-Nov-13	Congestion				Х												
4-Nov-13	Congestion; Diverts from downtown				х			х									
4-Nov-13	Congestion; Part time TOL				Х						Х						
5-Nov-13	Support of TOL and LRT																Х
5-Nov-13	One lane of traffic is ridiculous. Hughson to King: waited 4 lights to turn. Thinking of making one TOL not two. Snow will make it worse	x			x												
5-Nov-13	Congestion				Х												
5-Nov-13	Buses abuse rights with TOL.																х
5-Nov-13	Ancaster employees saw a 15min increase in commute.				х												
5-Nov-13	TOL is "taking away half of his business" and making it very difficult and dangerous for his suppliers to deliver product.						x					x					
5-Nov-13	Improper English on signs, should be ONLY BUS not BUSES ONLY																х
5-Nov-13	Has been in contact with Coun. Farr regarding the congestion on King from Mary to Wellington. Main issue is not with the bus only lane, but with the congestion being caused. Has been notified that Al Fletcher would contact him, has not received contact.				x			x									
7-Nov-13	Requesting modifications planned for the TOL																Х
7-Nov-13	Survey for the BIA for the TOL: REFER TO EMAIL																Х

		2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	Fading TOL markings	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
Date	Comments/Notes			ianes						_		Part time						
7-Nov-13	Caller who has a business at 2 King St. W. says this Transit Only Lane is slowing all traffic (including buses) on King Street during the daytime hours. He also says that's he's got some feedback from customers that they won't keep coming downtown (as the travel time has increased) if this experiment continues for very long.				x			x					x					
7-Nov-13	Claims sales have dropped 50-60% due to TOL. Other business owners along this strip are also losing sales. He said this can't go on for a year trial as many of the businesses will have to close down												x					
7-Nov-13	15-30 minutes slower				Х													
7-Nov-13	Opposed to TOL and LRT																	Х
7-Nov-13	Solution is to put transit only light at King & McNab and King & James. Pull Back stopping line for traffic			х														
8-Nov-13	No parking at rush hour										Х							
11-Nov-13	Took from 6:10 to 6:50 to get from King & Wentworth to King & Dundurn.				х													
11-Nov-13	Suggested car-free downtown shopping streets																	х
12-Nov-13	Reduced business; Improved bus speed; People unaware of south side parking   Students are saying that bus only arrives at McMaster 3 min faster. Do something to identify parking, paint stalls?												x					

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Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Non-Adherence to TOL	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
12-Nov-13	Hamilton does not have width of average street in Toronto & buses are driving fast in TOL.; Congestion; Speeding buses; Reduced business				X						x			x		
12-Nov-13	Opposed to TOL															Х
12-Nov-13	Opposed to TOL															Х
	Support; Inquiring about use of bus lane															х
13-Nov-13	Congestion; Reduced business				х											
13-Nov-13	Bus lane prevents Cycling to my bike shop					х										
14-Nov-13	Reduced business; Requests reduction in property tax; Increase awareness of relocated parking; sales are down 60-70%. Has been at location for 30 yrs. Wants a reduction in property tax to compensate. Wants Mayor and Councillors to be aware of his concerns. At the very least to do something about parking – large signs so that people know parking is relocated to the south side. Perhaps offer free parking vouchers for the municipal lot.										х					
15-Nov-13	Congestion; TOL empty				Х										Х	
16-Nov-13	Permit taxis in bus lane															Х

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17-Nov-14	Caller called to say that the Transit Only Lane (especially during the rush hours) is causing severe congestion on King Street – causing many people to avoid King Street altogether. He feels that if things continue this way, many people (who have money, and drive cars) will move away from Hamilton.				x													
18-Nov-13	MacNab bus congestion; Buses in other lanes; Cycling in TOL; Create a dedicated left turn signal for buses into MacNab Terminal from the TOL			x		x												
20-Nov-13	Improving traffic flow; operating better now that Queen St Hill is open - not too bad, only adding about 3 min to my commute now				х													x
20-Nov-13	Requests shorter trial period; hopefully evaluated in less than 1 yr																	х
20-Nov-13	I've biked in the bus lane exclusively and have had zero conflict with buses yet					x												
20-Nov-13	Cycling in TOL  Requests TOL promotion; City promote an image showing how many cars are avoided with a bus full of					х												
20-Nov-13 20-Nov-13	riders Cycling in TOL					Х												Х
22-Nov-13	Congestion; Diverts from downtown; Insufficient education				х			х										
26-Nov-13	Insufficient parking at Queen; TOL empty; Diverts from downtown; Reduced business							x					х				х	

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Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	Fading TOL markings	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
	Inquiring whether disabled parking permit allows stopping in the bus lane to										.,							
29-Nov-13	unload passenger										Х							
29-Nov-13	Disabled Parking Permit - does this allow you to stop in the Transit Only Lane										х							x
2-Dec-13	Congestion; Part time TOL; Buses in other lanes; 15 min from Wellington to Queen			x	x							x						
3-Dec-13	Supports bus lanes, but concerned about business impact												х					
3-Dec-13	Reduced business												Х					
4-Dec-13	Backed up to Victoria & Wentworth, waited 5 - 10 minutes at lights - 1 lane for busses is fair	х			х													
7-Dec-13	Narrow sidewalks too crowded (bus passengers + bicycles)																	х
9-Dec-13	Congestion; Idling = pollution; Reduced business; City is too sprawling for transit				х								x					
10-Dec-13	Inquiring about monitoring methodology, funding of LRT																	x
11-Dec-13	Opposed to TOL																	Х
11-Dec-13	Congestion; Macnab bus congestion; Buses in other lanes			х	х													
11-Dec-13	Congestion - does not improve bus service				х													
12-Dec-13	Safety; "2 lanes for buses"; Frequent conflicts between Catherine and Bay	x												x				
12-Dec-13	Inquiring about monitoring details, parking usage, vibration, business input										х							х

Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	Fading TOL markings	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
Date	Private vehicles using this																	
	lane at will weaving in and out																	
	which is making it a																	
	dangerous situation and																	
18-Dec-13	requested more patrol								Х					Х				
	must cross 4 lanes of traffic to deliver; The loading zones																	
	provided in that area are																	
18-Dec-13	useless to me.						х											
19-Dec-13	Fading TOL markings									Х								
	g																	
	An Anti-anti-bus lane																	
	campaign is now underway.																	
	King St businesses rallying																	
23-Dec-13	FOR the TOL																	Х
26-Dec-13	Congestion; "2 lanes for buses"	х			х													
	10 new Cycling in TOL																	
5-Jan-14	petition signatures					Х												
6-Jan-14	Infringement; Fading TOL markings								х	х								
0-3411-14	markings								^	^								
	Fading TOL markings;																	
8-Jan-14	Requests increased signage									х								
15-Jan-14	Inquiry about vibration																	х
	<u> </u>																	
	Paint guide lines at Catherine																	
	(https://twitter.com/mkuplens/																	
	status/425820914958090240/																	
21-Jan-14	photo/1)																	Х
00 1 44	Inquiries about trial duration, project info																	х
28-Jan-14																		^
	Congestion; Buses in other lanes; Macnab bus																	
	congestion; Reduced																	
	business; Bus lane should																	
29-Jan-14	start after Macnab			х	х								Х					
30-Jan-14	Inquiry about project budget																	Х
30-Jan-14	45 min from Bay to Dundurn				х													
3-Feb-14	Safety; Fading TOL markings; Infringement								х	х				х				
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10-Feb-14	Requests additional signage																	х

Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries	Diverts from downtown	Non-Adherence to TOL	No parking	TOL Should be Part time	Reduced business	Safety	Signal timing	Speeding buses	TOL empty	Other
12-Mar-14	Petition to end pilot and return parking to north side of street									х							x
20-Mar-14	Vibration; Pothole repair insufficient: there are major cracks in the wall																х
9-Jun-14	Congestion at all hours in downtown; exhaust fumes from buses while idling; buses not using bus lane (for buses going to MacNab terminal)	x		x	x											x	
29-May-14	Customer said he represents a group of 30-50 retired seniors. They do not like the traffic congestion that is being caused by the bus only lane on King St. He said he will also call his counillor to voice the groups concerns and hopefully trigger them to decline a permanent placement of this lane when the one year trial period is over				x												
7-Jul-14	Congestion; bad signal timings; cars getting stuck in intersections				х								х	х			
10-Jul-14	Customer said it used to take her 15 minutes to get to work from Stoney Creek to downtown and not it's taking 45-60 minutes because of the traffic back up due to the bus only lane.				X												
10-Sep-14	back up of traffic on King St				Х												<u> </u>
	3 lights at Dundurn. 10-15 min takes 40 min on Friday Winter maintenance concern; Requests moving TOL to Burlington Street to revitalize it				х												x
	Congestion				Х												
	Vibration																Х

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Date	Comments/Notes	2 lanes for buses	Buses slowed	Buses in other lanes	Congestion	Cycling	Deliveries		Non-Adherence to TOL		NO narking	IShould be	Reduced business	Safety	. •.	Speeding buses	TOL empty	Other
	TOTALS	7	3	11	79	26	5	8	5	5	16	5	14	10	5	3	8	66