



Increasingly, riders have also been impacted by overcrowding on vehicles, including instances of critical overcrowding leading to denied boardings; GRT reported record ridership levels in the first week of September 2023, with 150,000 boardings per day. Unfortunately, the issues of vehicle crowding and service delays exacerbate each other.

Regional Council has identified service reliability and meeting demand as a priority; however, GRT has indicated that their biggest constraint is hiring and training bus drivers — a challenge compounded by “COVID-related turnover” — as well as that at peak times, service has been ultimately limited by the size of its fleet and required auxiliary infrastructure.

Students have also been impacted by transit worker strikes which disrupted service and prevented students from accessing public transit for essential trips.

In January 2020, a GRT workers’ strike resulted in twelve days without bus service (with continued ION service), affecting an estimated 17,000 students at the University of Waterloo each day and in many cases resulting in unexpected transportation costs, inability to attend classes, and extended walks in winter temperatures.

Similarly, in May 2023, a workers’ strike was triggered and in place for eleven days, impacting the Region’s bus ridership and forcing students to find alternate means of transportation. While fares were waived for the following twelve days, the impact on students was significant. (36(o)14f70003/TJE)

Micro-mobility and adequate networks for active transportation modes (such as walking, biking, and use of mobility aids) are necessary to facilitate an effective public transit system. Active transit networks limit excess load on public transit routes by

An ongoing priority for transit users in the region is 2-Way All-Day GO (2WADGO), a campaign to increase train service along the Kitchener line beyond peak commuter

disruption or decrease of students' access to accessible, reliable, and cost-effective transit options.

ATTACHMENT(S) AND REFERENCES:

[Performance measures - Grand River Transit](#)

[Grand River Transit Business Plan 2017 - 2021](#)

OUSA Housing,