

Calvin Henry-Cotnam

Scarborough, ON M1E 5E6

July 5, 1996

TTC Customer Service
1900 Yonge Street
Toronto, ON
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Dear Sir/Ms:

I wish to bring to your attention an incident that I found very disturbing that occurred last Sunday, June 30, on a northbound run of route Birchmount-17, on bus number 8718 at about 6:00 pm. I described this problem by telephone when I called for your mailing address, and stated that I would be following up in writing.

Prior to the first stop before Ellesmere, a woman rang the bell for her stop. As she was sitting near the front door, she got up and waited at the white line to the right of the driver. Instead of stopping for her request, the bus continued as if no request had been made. Upon seeing that the bus was not stopping, the woman rang the bell a second time, but the driver continued as if nothing happened. The woman left the bus at Ellesmere without complaining and walked back.

At the second stop before Sheppard, another passenger had rung for his stop and waited at the rear doors. Just as the bus was reaching the stop, the driver looked in his rear-view mirror and made a sudden stop that resulted in the rear doors being in the location where normally the front doors are for loading.

Our stop was the next one, so my son rang the bell as we pulled away from that stop. As I had a stroller with me, we moved to the front of the bus to wait for our stop. My son, the stroller with my daughter, and myself all waited at the white line for our stop. It became very clear that this driver had no intension of stopping, so I began repeatedly ringing the bell until the bus finally came to a full stop, completely to the north of Cass Avenue.

It really bothers me that the operator of any vehicle, let alone one the size of a bus carrying paying passengers, can be doing so with his or her mind in some other location that he or she cannot be aware of passengers awaiting a stop who are close enough to whisper to him or her. All other aspects of this driver's conduct seemed reasonable, though he was faced with no unusual situations that would involve the need for sudden defensive driving actions. It strikes me that this lack of full, undivided attention to the surroundings could very well lead to another August 11, 1995 situation.

I do hope that something is done to improve this situation.

Sincerely yours,

Calvin Henry-Cotnam