

Grandview-Woodland Area Council  
Britannia Community Centre  
1661 Napier Street  
Vancouver, BC  
V5L 4X4

September 14, 2009

Mr. Mark Henderson, Manager, Service Delivery  
Coast Mountain Bus Company  
9149 Hudson Street  
Vancouver, BC  
V6P 4N5

CC: Mr. Thomas Prendergast, Chief Executive Officer

Dear Mr. Henderson:

Once again, we want to call to your attention the problems with service on the No. 20 Victoria/Downtown bus line. As fall and winter are approaching, we are deeply concerned that passengers, many of whom are seniors or disabled, will have to wait for long periods—often up to a half hour—for a bus to arrive. As we pointed out in a previous letter, the long wait usually results in the arrival of three or four buses. Again, this seems to be a wasteful and completely inefficient use of these large articulated buses.

In your letter dated April 23rd you stated “We are exploring permanent schedule solutions which we are hoping to implement this fall...” Fall will very soon be here, and we have seen no improvement in service. One might argue that waiting for the bus for a half hour on a nice sunny day isn’t all that bad, but waiting in the cold and rain of fall and winter is a far different story. When may we expect to see regular dependable service and reasonable adherence to published timetables?

Yours truly,