



45 Ormond St.:

This map details the adventure we took part in with our participant, Mary. We have created three different maps that highlight significant locations we encountered with Mary during our trip to Costco. Our adventure began at the 45 Ormond Street South building, identified as a red star in the map. Located inside the building is another point effectively labeled the as “common room”. Mary stated she usually waits in that room until close to the scheduled bus arrival time as there is no shelter at the stop itself. This is also the place where she waits while she does her laundry. Across the street from Mary’s building is the bus stop. During our trip to the bus stop, we noted the path Mary took to get there, which was long as we had to walk North away from the building to reach a cut in the sidewalk. Mary expressed her desire for a crosswalk near the building so she doesn’t have to walk the long distance to cross. Additionally, she stated that she does not like the narrow and slanted sidewalks. Upon our arrival at the bus stop, we observed the absence of a bus shelter. We waited approximately five minutes in the wind and cold weather with cars driving by at a high rate of speed before the arrival of the bus.

Transportation:

Highlighted on the map are the bus routes that we took to get to our destination, Costco. The bus routes are highlighted in three different colours, with each colour indicating a different bus that we took. It is important to note that some bus rides took longer than the others. Indeed, the bus rides to and from Mary’s residence took longer than the actual grocery shopping itself. Mary stated that the long bus rides were one of the contributors to her back pains, also having to transfer on and off multiple busses with her walker was difficult as she had to ask for the bus to be knelt and the ramp to be extended, which appeared to cause frustration for other passengers. She stated on multiple occasions that she rarely goes out alone and has extra difficulties in the winter. As such, she prefers to use the paratransit services at this time of year. A pitfall of these services is that the bus must be scheduled 2 weeks in advance with no option of emergency or spur of the moment services.

Costco:

While at Costco, Mary was noted to be slightly annoyed at the heavy crowd volume. She also asked the researchers to walk on the left side because it was easier for her to see. She made a conscious effort to avoid crowded areas because she did not want to “runover” people with her walker. She asked researchers for assistance a few times with placing items into her basket. Moreover, Mary had difficulties with opening fridge doors and had repeatedly hit the walker with the fridge door. By the end of the shopping trip at Costco, Mary stated that she was sore and tired and couldn’t wait to go home and sleep.

On the way to the bus stop after shopping at Costco, Mary asked the researchers if they could assist her with lifting her walker over the curb as there were no curb cuts to facilitate access to the bus stop, which was located across the road from Costco. Mary stated that when she’s extremely tired, she sits in the McDonald’s located inside the Fairview mall and waits for the bus there.

Bus Terminal:

Meghan Robinson & Leinah Abdelsamed

Waiting at the bus terminal to transfer busses was very uncomfortable and inhospitable. Walking through the building was difficult as the doors were heavy and had no automatic openers. There benches located inside the bus terminal were very low and Mary stated that if she sat and waited she would be more uncomfortable and she "may not be able to get up." Mary stated that she does not feel safe in the bus terminal, especially during the nighttime.