

To All Commissioners

Re: Draft 2017 Conventional Service Plan

Recommendations

That the Commission:

- i) APPROVE, in principle, the draft 2017 conventional service plan;
- ii) DIRECT administration to finalize the 2017 service plan, including, where appropriate, meeting with affected communities regarding the potential changes and forward a copy of the draft service plan report to Members of Council; and
- iii) PRESENT the final 2017 service plan report and recommendations at the Commission's January 25, 2017 meeting.

Background

At the April 29, 2015 meeting, the Commission approved the Route Structure and Service Guidelines Review as a framework document for service changes over the five year period covering 2015-2019. The 2017 draft service plan takes direction from the recommendations in the report. In addition, the 2017 draft conventional service plan process includes assessments pertaining to:

- existing service performance issues and demands
- the 12 month assessment of the 2015 service plan changes
- early assessment of the 2016 service plan changes
- new growth areas
- customer requests

It should be noted that while the 2017 draft conventional service plan takes direction from the Route Structure and Service Guidelines Review, the recommendations for any given year will continue to be subject to further review and assessment based on the annual service plan review process. Enclosure I sets out the revised implementation plan and associated timelines compared to the Route Structure and Service Guidelines Review Plan.

12 Month Assessment of the 2015 Service Plan Changes

Historically an eight month assessment of the previous years' service changes would be completed as part of the draft service plan report in the following year. Due to the change in timing of the service planning process to accommodate the increase in the number of service changes as well as the additional time required to implement the changes, only a four month review of the 2015 service changes was completed as part of the 2016 final service plan report presented to the Commission at the January 30, 2016 meeting.

The 2015 service plan was the first to utilize the framework set out in the System Review. The plan sought to address service issues that were considered to be most pressing and in-turn provide the greatest benefit to passengers. A significant number of off-peak service hours were added to help address long standing service concerns during these time periods.

A full 12 month assessment of the 2015 service plan modifications has been completed, a summary of which is set out in Enclosure II. The summary includes a high level assessment of each change compared to its intended impact on ridership and service quality.

Overall the changes have been met with positive reviews and are performing above current boarding/revenue-vehicle-hour (rev-veh-hr) performance standards. Three of the changes (Routes 12/28, 24 & 92) are facing varying degrees of challenges and are discussed in Enclosure II.

2 Month Assessment of the 2016 Service Plan Changes

With the end of the traditional vacation period and the return of the students, the beginning of September always brings heightened activity on the conventional system resulting in a temporary period of congestion and overcrowding. There is generally a three to four week settling down period as travel patterns become more routine and customers familiarize themselves with the system. The significant, city-wide changes made with the implementation of the 2016 service plan, while intended to help address the service quality and performance issues in the long term, contributed to the heightened activity associated with the service as customers became familiar with the changes and the impact on their respective travel needs.

At the September 28, 2016 meeting, a three week assessment of the service change impacts was presented to the Commission (see Staff Report #6, September 28, 2016). Over the past month, administration has continued to monitor the service changes and associated customer contacts.

Public contacts have risen with respect to complaints about the Route 2 changes, which has been worsened by lane restrictions at the Wharnccliffe and Oxford intersection. Minor scheduling adjustments will be made on Route 2 effective November 27, 2016 to help to address some of the noted concerns. Additionally, proposed changes to the east end routings are being assessed as part of the 2017 service plan review. Positive comments have been received regarding the implementation of early morning trippers on Routes 4 and 26 to address crowding on specific trips.

Staff will continue to monitor the impacts of the 2016 service plan changes over the next 11 months, making minor adjustments to improve scheduling if required and adding tripper buses as necessary and as resources allow. A detailed assessment of the 2016 service plan changes will be presented to the Commission in the fall of 2017.

Draft 2017 Service Plan Changes

The 2017 service changes set out for consideration in the Route Structure and Service Guidelines Review total approximately 26,900 hours, 17,500 of which are new with the remaining affecting changes that will contribute to the ultimate “right sizing” of the system.

The proposed 2017 service changes as set out in the Route Structure report are provided in the table below:

Route Structure and Service Guidelines Report			
Route	Proposed 2017 Recommendations	Service Hours	New Peak Buses
Route 4	Route Modification – Modify route south of Southdale	0	0
Route 40 (formerly 13 Grenfell)	Route Modification - Split Route 13 - Grenfell from Route13 – Wellington Rd. and create own route. Extend to Stackhouse Avenue as area develops. Weekday - Operate a 30 min frequency (6 am to 12 am), Saturday - Operate a 30 min frequency (6 am to 12 pm), Sunday - Operate a 30 min frequency (9 am to 11 pm).	6,330	1
Route 13	Route Modification - Terminate route at Masonville Mall in the north end. Create a second branch to the south west of Wellington Road (13B). Weekday - Increase frequency from 30 min to 20 min (6 pm to 9 pm). Saturday – increase frequency from 30 min to 20 min (5 pm to 9 pm).	(4,729)	-2
Route 25	Route Modification - Extend route to travel to Masonville Mall via Glenora Drive and Fanshawe Park Road. Weekday - Introduce service at a 60 min frequency (6 am to 7 am and 9 pm to 12 pm). Saturday – Introduce service at a 60 min frequency (6 am to 10 am and 7 pm to 12 am) and at a 30 minute frequency (10 am to 7 pm). Sunday – Introduce service at a 60 min frequency (9 am to 11 pm).	6,694	1
Route 26	Route modification - Realign route east of Wharnccliffe Road.	0	0
Route 90	Weekday – Increase frequency from 15 min to 10 min (7 am to 11 am and 2 pm to 7:30pm). Weekday – Increase frequency from 30 min to 20 min (11 am to 2 pm)	6,705	3
Route 91	Weekday – Increase frequency from 20 min to 15 min (7 am to 11 am and 2 pm to 7:30 pm).	2,488	1
Total		17,488	4

While the changes included in the table above represent the starting framework for the 2017 service plan, current operational issues warrant reconsideration of a number of the changes, the details of which are set out below.

Routes 4, 13(B), and 26

Currently all routes that serve White Oaks Mall serve the main terminal (off Wellington Road), with the exception of Routes 4 and 26 which serve the mall via the back side of the mall off Jalna Boulevard. The Route Structure Review proposed that all transit routes serve the main White Oaks Mall terminal in order to facilitate better transfers and passenger movement.

The existing terminal layout is not ideal for the routes that currently serve this location. Routes 30 and 90 serve Stop 2 which is located on a curve. This can create issues with vehicles being unable to lower the ramp as they cannot square to the curb which can lead to issues with accessibility. Expanding use of this terminal area will only exacerbate the existing issues. Further, there are proposed frequency improvements on some existing routes serving the terminal which will add to the congestion issues.

Administration and White Oaks Mall representatives have been in consultation since February 2016 regarding the changing terminal needs at the mall. The mall has agreed to provide an additional stop location to ease congestion at the front and allow Route 90 to be relocated to an accessible location (which will be in service by the end of October 2016, once current construction is completed).

A new terminal to accommodate all routes at the same location is not a possibility for the 2017 service plan. Mall Administration is open to working with London Transit on an alternative terminal design, however they have indicated building a new terminal is not likely to commence within the next 5 years and may be better suited as part of the Rapid Transit initiative. As a result, Administration is recommending that the proposed changes for Routes 4, 13(B) and 26 be postponed until a proper terminal is in place.

In light of this delay, administration has identified a number of other service improvements to be included in the 2017 draft service plan. As set out in Enclosure III (Proposed 2017 Transit Service Plan Explanation), the draft service plan focuses on priority changes to 18 routes accounting for approximately 32,700 hours of changes including approximately 19,000 new service hours. It should be noted that through the service planning process, further refinement of the recommendations in the Route Structure and Service Guidelines Review report may occur. Additional items warranting further assessment may also arise through the public consultation process. As a result, new or revised recommendations for service changes in 2017 may be included in the final recommended service plan scheduled for presentation to the Commission at its January, 2017 meeting.

The discussion in Enclosure III includes high level consideration of budget limitations, and provides what is considered to be the most effective and efficient means to resolve each issue.

Rerouting of Buses off Dundas

Municipal Council, at its September 13, 2016 meeting, resolved that the following actions be taken with respect to local public transit

- a. the Civic Administration BE DIRECTED to work with the London Transit Commission to move the existing bus routes on the Downtown core section of Dundas Street by September 2017; and
- b. the Civic Administration BE DIRECTED to explore the opportunity for including the capital costs of the additional buses as a Project Funding Request to the Phase 1 intake of the Public Transit Infrastructure Fund.

This resolution has the effect of moving up the implementation date for the removal of buses from Dundas Street from January 2018 to September 2017. A total of nine of LTC's current routes will be impacted by the removal of buses from Dundas Street, all of which are subject to critical assessment in order to define the most effective revised routing. Generally, all eastbound buses will operate along King Street and all westbound buses will operate along Queens Avenue. Scheduling of eastbound/westbound and northbound/southbound buses will be critical for transfers due to the split on-street terminal. Further commentary with respect to these changes is provided in Enclosure III.

Next Steps

Over the next three months, staff will further assess the identified priorities and refine the recommended service changes included in the final 2017 Service Plan, with changes being implemented in September 2017.

London Transit will be promoting the draft service plan priorities through on-board notifications, the LTC website, radio ads, public information sessions and community associations. Social media messaging will also be utilized to inform the public about the draft plan and related public information centres.

Five public information sessions have been scheduled in the affected communities with one additional general session scheduled in the downtown area. Further, the Commission's annual drop-in sessions are scheduled for November 23, 2016 at the Central Library. The information sessions will take place between November 23 and December 8, 2016, the details of which are set out below.

Central Library	November 23, 2016
Masonville Public Library	November 24, 2016
Jalna Public Library	November 29, 2016
Stronach Recreation Centre	December 1, 2016
YMCA Family Centre Argyle	December 5, 2016
Lambeth United Church	December 7, 2016
Central Library	December 8, 2016

All of the information sessions will be held from 2 to 4 pm and 6 to 8 pm.

Consistent with the recommendations, this report will be shared with all Members of Council.

As referenced, the final recommendations respecting the 2017 Conventional Service Plan are scheduled to be presented to the Commission for approval at its January 25, 2017 meeting.

Enclosures

- I - Route Structure Review – Revised Implementation Plan
- II - 2015 Service Plan Twelve Month Assessment
- III - Explanation of 2017 Draft Conventional Service Plan Change Considerations

Recommended by:

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5 Year Route Structure Review Revised Implementation Plan							
Route	Initial Recommendation	Revised Recommendation	Service Hour Impact	New Peak Buses	Initial Recommended Implementation year	Revised Recommended Implementation Year	Actual Implementation
2015 Route Structure Review Recommended Changes							
6A Richmond	Weekday- Reduce Headway from 15 min to 10 min from 1:30 pm to 7:00 pm (5.5 hours)- Fall/Winter Signup only		465	1	2015		September 2015
9 Whitehills	Sunday- Operate Route 9A/B between 9:00 am and 7:00 pm (10 hours, 30 min combined headway- 60 min each). Replaces 9C and requires service hour increase on route 6 to ensure clock face scheduling		610		2015		September 2015
10 Wonderland	Sunday- Reduce headway from 60 min to 30 min from 9:00 am to 7:00 pm (10 hours)		900		2015	2016	2016
18 Western Rd	Route Modification- Split from existing route 2A/B to create own route				2015		September 2015
19 Oakridge	Sunday- Introduce service from 9:00 am to 7:00 pm (10 hours; 60 min headway)		600		2015		September 2015
24 Baseline	Route Modification- Extend route to Colonel Talbot to the west and eliminate service east of Victoria Hospital. Weekday- Reduce headway from 35 min to 30 min during weekday PM peak period				2015		November 2015
29 Capulet Lane	Route Adjustment- Separate route 10 Wonderland schedule and create own route				2015		September 2015
31 Orchard Park	Sunday- Introduce service from 9:00 am to 7:00 pm (10 hours; 60 min headway)		600		2015		September 2015
32 Windermere	Sunday- Introduce service from 9:00 am to 7:00 pm (10 hours; 60 min headway)		600		2015		September 2015
34 Medway	Weekday- Introduce service from 9:00 am to 2:00 pm (5 hours, 40 min headway)		1,265		2015		September 2015
36 Airport Industrial	Weekday- Introduce weekday base service from 9:00 am to 2:30 pm (5.5 hours, 30 min headway)		1,278		2015		September 2015
38 Stoney Creek/ 39 Fanshawe West	Weekday- Increase service by 1 trip from 9:00 pm to 10:00 pm (1 hour, 30 min headway)		253		2015		September 2015
91 Express	Weekday- New peak period service from 7:00 am to 11:00 am and 2:00 pm to 7:00 pm during Spring/Summer signup (9 hours, 20 min headway). Weekday- New base service from 11:00 am to 2:00 pm (3 hours, 30 min headway).		4		2015		September 2015
92 Express	New Route- Peak period Express Route on Adelaide between Masonville Mall and Victoria Hospital from 7:00 am to 10:00 am and 3:00 pm to 6:00 pm (6 hours, 20 min headway)		7,084	4	2015		September 2015

**5 Year Route Structure Review
Revised Implementation Plan**

Route	Initial Recommendation	Revised Recommendation	Service Hour Impact	New Peak Buses	Initial Recommended Implementation year	Revised Recommended Implementation Year	Actual Implementation
2016 Route Structure Review Recommended Changes							
1	Route Modification- Eliminate Route 1 Kipps/Thompson south of Downtown.	Maintain existing route alignment			2016	Not Recommended for implementation	Not Implemented
	Annual Service Planning Process	Increase round trip time weekdays between 6:00 am and 2:00 pm, and 6:00 pm and 9:00 pm (11 hours); Saturdays between 8:00 am and 10:00 am, and 6:00 pm and 9:00 pm (5 hours); Sundays between 9:00 am and 7:00 pm (10 hours)	3,526		2016		2016
	Annual Service Planning Process	Weekday - reduce frequency from 15 min to 20 min between 6:00 am and 7:00 am (1 hour)	(504)		2016		2016
	Weekday- Base period frequency improvements 20 min to 15 min between 9:00 am and 2:00 pm	Not recommended in final			2016	Not recommended for implementation	Not Implemented
2	Route Modification- Split route at Hale St (Route 2A Modification). No change to Route 2B	Same recommendation as in the Route Structure and Service Guidelines Document			2016		2016
	Weekday- frequency improvement from 30 min to 20 min between 7:00 am and 9:00 am and 2:00 pm and 6:00 pm (6 hours- Summer period only)	Same recommendation as in the Route Structure and Service Guidelines Document	528		2016		2016
	Sunday- Eliminate service to Masonville Mall on Sunday	Same recommendation as in the Route Structure and Service Guidelines Document	(558)		2016		2016
3	Route Modification- Branch route so one branch terminates at Argyle Mall on weekdays between 6:00 am and 6:00 pm and both branches terminate at Argyle Mall at all other periods.	Same recommendation as in the Route Structure and Service Guidelines Document	6,371	1	2016		2016
	Saturday- reduce frequency from 60 min to 30 min from 6:00 am to 8:00 am (2 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	504		2016		2016

**5 Year Route Structure Review
Revised Implementation Plan**

Route	Initial Recommendation	Revised Recommendation	Service Hour Impact	New Peak Buses	Initial Recommended Implementation year	Revised Recommended Implementation Year	Actual Implementation
4	Route Modification- Split route at Baseline Road to service Chelsea Green.	Maintain existing route alignment			2016	Not recommended for implementation	Not Implemented
	Annual Service Planning Process	All-Year - reduce frequency Weekdays from 15 min to 30 min between 6:00 am and 7:00 am (1 hour), and Weekdays from 15 min to 20 min between 9:30 am and 2:00 pm (4.5 hours); Fall/ Winter/ Spring Only - reduce frequency Weekdays from 10 min to 15 min between 7:00 am and 9:30 am, and 2:30 pm and 6:00 pm (6 hours), and Saturdays from 15 to 30 min between 8:00 am and 6:00 pm (10 hours)	(8,472)		2016		2016
	Saturday- Improve frequency from 30 min to 20 min between 5:00 pm and 9:00 pm (4 hours).	Not recommended in final			2016	Not recommended for implementation	Not Implemented
	Sunday- Improve frequency from 30 min to 20 min between 9:00 am and 7:00 pm (12 hours).	Not recommended in final			2016	Not recommended for implementation	Not Implemented
	Annual Service Planning Process	reduce frequency from 15 minutes to 30 minutes Weekdays between 6 am and 7 am and Saturdays between 8 am and 6 pm; from 15 minutes to 20 minutes weekdays between 9:30 am and 2 pm	(4,800)		2016		2016
	Annual Service Planning Process	Reduce frequency from 10 minutes to 15 minutes weekdays between 7 am and 9:30 am and between 2:30 pm and 6 pm (Fall/winter/spring only)	(3,672)		2016		2016
	Annual Service Planning Process	increase round trip time from 90 minutes to 105 minutes weekdays between 7 am and 9:30 am (Summer only)	120		2016		2016
104	Annual Service Planning Process	Fall/ Winter/ Spring Only - Introduce new route operating at a 30 min frequency on Weekdays between 6:00 am and 6:00 pm (12 hours) and on Saturdays between 8:00am and 6:00pm (10 hours) connecting Fanshawe College with Downtown	4,172	2	2016		2016
6	Route Modification- Implement two-way loop south of downtown	Maintain existing route alignment			2016	Not recommended for implementation	Not Implemented
	Weekday- Improve frequency from 20 min to 15 min between 7:00 am and 9:00 am (Fall/Winter only, 2 hours)	Not recommended in final			2016	Not recommended for implementation	Not Implemented
	Saturday- New service from 6:00 am to 8:00 am (2 hours, 30 min headway- 60 min per branch).	Not recommended in final			2016	Not recommended for implementation	Not Implemented
	Annual Service Planning Process	Weekday - All Year - Reduce frequency from 20 min to 30 min between 8:00 am and 2:00 pm (6 hours); Fall/Winter Only - reduce frequency from 15 min to 30 min between 2:00 pm and 7:00 pm; Spring/Summer Only - Reduce frequency from 20 min to 30 min between 2:00 pm and 7:00 pm	(4,926)	(3)		2016	2016

5 Year Route Structure Review Revised Implementation Plan							
Route	Initial Recommendation	Revised Recommendation	Service Hour Impact	New Peak Buses	Initial Recommended Implementation year	Revised Recommended Implementation Year	Actual Implementation
106/102	Annual Service Planning Process	(Fall/ Winter Only) Weekday - Introduce service at a 40 minute frequency between 6:00 am and 8:00 am (2 hours)	310			2016	2016
102/106	Annual Service Planning Process	(Fall/Winter Only) Weekdays - Introduce clockwise Routes 102/106 operating on a 10 min frequency between 8:00 am and 11:00 am (3 hours), on a 12 min frequency between 2:30 pm and 6:30 pm (4 hours), on a 15 min frequency between 11:00 am and 2:30 pm (3.5 hours), and on a 40 min frequency between 6:30 pm and 10:00 pm (3.5 hours)	6,324	4		2016	2016
7	Route Modification- Realign route west of Highbury to operate along Florence/York instead of along Dundas	Same recommendation as in the Route Structure and Service Guidelines Document			2016		2016
8	Route Modification- Eliminate route	Same recommendation as in the Route Structure and Service Guidelines Document	(3,200)	(2)	2016		2016
9	No recommendation in draft	Weekday - Increase round trip time from 60 min to 75 min between 6:00 am and 2:00 pm	2,016				2016
10	Weekday- Peak frequency improvement from 30 min to 20 min between 7:00 am and 9:00 am and 2:00 pm and 6:00 pm (6 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	3,036	3	2015		2016
	Saturday- Frequency improvement from 60 min to 30 min between 6:00 am and 8:00 am (2 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	312		2016		2016
	Sunday- Frequency improvements from 60 min to 30 min between 9:00 am and 7:00 pm (10 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	930		2016		2016
	Sunday- Extend Service to Masonville Mall between 9:00 am and 6:00 pm (9 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	558		2016		2016
10A	Route Modification- Eliminate route from service	Same recommendation as in the Route Structure and Service Guidelines Document	(1,716)	(1)	2016		2016
11	Route Modification- Route no longer interlined with route 7 Wavell- Service hour adjustments	Route 7 is maintained and interline will continue			2016	Not recommended for implementation	Not Implemented
	Sunday- Frequency improvement from 60 min to 30 min between 9:00 am and 7:00 pm (10 hours).	Same recommendation as in the Route Structure and Service Guidelines Document	620		2016		2016
14	Route Modification- Terminate route at Fanshawe College Terminal.	Maintain existing route alignment			2016	Not recommended for implementation	Not Implemented
	Weekday- Peak frequency improvement from 30 min to 20 min between 7:00 am and 9:00 am and 2:00 pm and 6:00 pm (6 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	1,512	1	2018	2016	2016
	Saturday- Frequency improvement from 60 min to 30 min between 6:00 am and 8:00 am (2 hours).	Same recommendation as in the Route Structure and Service Guidelines Document	104		2016		2016
	Sunday- Frequency improvement from 60 min to 30 min between 9:00 am and 7:00 pm (10 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	620		2016		2016
16	Saturday- Improve frequency from 30 min to 20 min between 5:00 pm and 9:00 pm (4 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	416		2016		2016

5 Year Route Structure Review Revised Implementation Plan							
Route	Initial Recommendation	Revised Recommendation	Service Hour Impact	New Peak Buses	Initial Recommended Implementation year	Revised Recommended Implementation Year	Actual Implementation
17	Route Modification- Split route at Hyde Park to service Byron and Riverbend during the weekday peak and base periods.	Same recommendation as in the Route Structure and Service Guidelines Document			2016		2016
	Route Modification- Terminate route at Fanshawe College to the east.	Route Modification - Terminate route at Argyle Mall to the east.	(504)	1	2016		2016
	Weekday- Base period frequency improvement from 25 min to 20 min (5 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	1,260		2016		2016
	Saturday- Frequency improvements from 60 min to 45 min between 8:00 am and 10:00 am (2 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	156		2016		2016
	Sunday- Frequency improvement from 60 min to 30 min between 9:00 am and 7:00 pm (10 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	1,240		2016		2016
	Sunday- Frequency improvement from 60 min to 45 min between 7:00 pm and 11:00 pm (4 hours)	Sunday- Frequency improvement from 60 min to 40 min between 7:00 pm and 11:00 pm (4 hours)	310		2016		2016
18	No recommendation in draft	Eliminate Route 18	(6,939)	(4)			2016
20	Weekday- Improve frequency from 20 min to 15 min between 7:00 am and 9:00 am and 2:00 pm and 6:00 pm (6 hours).	Same recommendation as in the Route Structure and Service Guidelines Document	3,024	2	2016		2016
	Weekday- Frequency improvement 30 min to 20 min between 9:00 am and 2:00 pm (5 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	2,520		2016		2016
	Weekday- Improve frequency from 30 min to 20 min between 6:00 pm and 9:00 pm (3 hours).	Not Recommended for Implementation			2016	Not recommended for implementation	Not Implemented
	Saturday- Frequency improvement from 30 min to 20 min between 9:00 am and 5:00 pm (8 hours).	Same recommendation as in the Route Structure and Service Guidelines Document	832		2016		2016
22	Route Modification- Eliminate route	Same recommendation as in the Route Structure and Service Guidelines Document			2016		2016
26	Route Modification- Remove service from Homeview Road and extend further east along Ferndale to Dundalk	Same recommendation as in the Route Structure and Service Guidelines Document			2017		2016
27	Weekday- Improve frequency from 20 min to 15 min between 7:30 am and 6:00 pm (10.5 hours- fall/winter signup only).	Same recommendation as in the Route Structure and Service Guidelines Document	1,722	1	2016		2016
30	Weekday- Increase service by 2 additional trips in the AM peak and 2 additional trips in the PM peak (2 hours).	Same recommendation as in the Route Structure and Service Guidelines Document	506		2016		2016
	No recommendation in draft	Weekday - Reduce frequency from 30 min to 40 min					2016

5 Year Route Structure Review Revised Implementation Plan							
Route	Initial Recommendation	Revised Recommendation	Service Hour Impact	New Peak Buses	Initial Recommended Implementation year	Revised Recommended Implementation Year	Actual Implementation
32	Route Modification- Extend route to Argyle Mall (120 min run time).	Maintain existing route alignment			2016	Not recommended for implementation	Not Implemented
	Weekday- Frequency improvement from 6:00 pm to 11:00 pm (5 hours, 60 to 30 min frequency).	Not Recommended for Implementation			2016	Not recommended for implementation	Not Implemented
	Weekday- Introduce service from 11:00 pm to 12:00 am (1 hour, 60 min frequency)	Not Recommended for Implementation			2016	Not recommended for implementation	Not Implemented
	Saturday- Introduce service from 6:00 am to 8:00 am and 9:00 pm to 12:00 pm (5 hours, 60 min headway).	Not Recommended for Implementation			2016	Not recommended for implementation	Not Implemented
	Sunday- Introduce service from 7:00 pm to 11:00 pm (4 hours, 60 min frequency)	Not Recommended for Implementation			2016	Not recommended for implementation	Not Implemented
33	Annual Service Planning Process	(Fall/Winter Only) Weekday - Increase frequency from 20 to 15 minutes between 1:00 pm and 6:00 pm	784	1	2016		2016
34	Route modification- Realign route to McGarrell Dr; frequency reduction 30 to 40 min	Maintain existing route alignment			2016	Not recommended for implementation	Not Implemented
35	Route modification- realign route to provide Route 2A passengers with service to Argyle Mall.	Route modification - realign route to provide Route 2A passengers with service to Argyle Mall and to maintain service to Bonaventure			2016		2016
	Weekday- Introduce service from 7:00 pm to 9:00 pm (2 hours, 30 min headway).	Same recommendation as in the Route Structure and Service Guidelines Document	504		2016		2016
	Saturday- Introduce service from 6:30 pm to 9:00 pm (2.5 hours, 30 min headway)	Same recommendation as in the Route Structure and Service Guidelines Document	130		2016		2016
	Sunday- New service from 9:00 am to 7:00 pm (10 hours, 30 min headway).	Same recommendation as in the Route Structure and Service Guidelines Document	620		2016		2016
90	Weekday- Frequency improvement from 20 min to 15 min between 7 am and 11 am and 2 pm and 6:30 pm (8.5 hours)	Same recommendation as in the Route Structure and Service Guidelines Document	2,142	1	2016		2016
92	Weekday- new base service from 10:00 am to 3:00 pm (5 hours, 30 min headway).	Same recommendation as in the Route Structure and Service Guidelines Document	3,780		2016		2016
	Weekday- extend PM peak service by 1 hour from 6:00 pm to 7:00 pm (20 min headway)	Not Recommended for Implementation			2016	Not recommended for implementation	Not Implemented

**5 Year Route Structure Review
Revised Implementation Plan**

Route	Initial Recommendation	Revised Recommendation	Service Hour Impact	New Peak Buses	Initial Recommended Implementation year	Revised Recommended Implementation Year	Actual Implementation
2017 Route Structure Review Recommended Changes							
4	Route Modification- Modify route south of Southdale	Maintain existing alignment			2017		
40	Route Modification- Split Route 13 Grenfell from 13 Wellington road and create a separate route. Extend to Stackhouse Ave as area develops. Weekday- operate a 30 min headway from 6:00 am to 12:00 am (18 hours) Saturday- Operate at 30 min headway from 6:00 am to 12:00 pm (18 hours) Sunday- operate a 30 min headway from 9:00 am to 11:00 pm (14 hours)	Route Modification- Split Route 13 Northridge from 13 Wellington road to create a separate route operating between the Northridge neighbourhood and Masonville Mall Weekday- Operate a 30 min headway from 6:00 am to 6:30 pm (12.5 hours) Weekday- interline with Route 34 between 6:30 pm and 12 am (5.5 hours) on a 60 minute headway Saturday- Operate at a 30 minute headway from 6:00 am to 6:00 pm (12 hours) Saturday- interline with Route 34 between 6:00 pm and 12:00 am (6 hours) on a 60 minute headway Sunday- Interline with Route 34 between 9:00 am and 11:00 pm (10 hours) on a 60 minute headway	3,800	1	2017		
34	No recommendation in Route Structure and Service Guidelines document	Interline route 34 with Route 40 after 6:30 pm on Weekdays, after 6 pm Saturday and all day Sunday on a 60 minute frequency Introduce Saturday service between 6 am and 6 pm on a 30 minute frequency	2,912				
13	Route Modification- Terminate route at Masonville Mall to the north. Create a second split tail to the south west of f Wellington road (13B) Weekday- reduce headway from 30 min to 20 min from 6 pm to 9 pm (3 hours) Saturday- Reduce headway from 30 min to 20 min from 5 pm to 9 pm (4 hours)	Terminate Route a Masonville Mall Do not add the 13B Branch in the south end	(4,215)	(2)	2017		
25	Route Modification- extend route to travel to Masonville Mall via Glenora and Fanshawe Weekday- Introduce service from 6 am to 7 am and 9 pm to 12 pm (4 hours, 60 min headway). Saturday- Introduce service from 6 am to 10 am and 7 pm to 12 am (11 hours, 60 min headway) and from 10 am to 7 pm (9 hours, 30 min headway) Sunday- Introduce service from 9 am to 11 pm (15 hours, 60 min headway)	Route Modification- extend route to travel to Masonville Mall via the Grenfell Neighbourhood Maintain the service hour increases as laid out in the initial recommendation	7,690	1	2017		
26	Route Modification- realign route east of Wharncliffe Road.	Maintain existing alignment			2017		
90	Weekday- Reduce headway from 15 min to 10 min from 7 am to 11 am and 2 pm to 7:30 pm (9.5 hours)/ Weekday- reduce headway from 30 min to 20 min from 11 am to 2 pm (3 hours)	Weekday- reduce headway from 30 minutes to 20 minutes from 11:00 am to 2:00 pm (3 hours) Saturday- Introduce service between 8:00 am and 6:00 pm (10 hours) on a 30 minute frequency Sunday- Introduce service between 10:00 am and 6:00 pm (8 hours) on a 30 minute frequency	4,056	3	2017		

**5 Year Route Structure Review
Revised Implementation Plan**

Route	Initial Recommendation	Revised Recommendation	Service Hour Impact	New Peak Buses	Initial Recommended Implementation year	Revised Recommended Implementation Year	Actual Implementation
91	Weekday- Reduce headway from 20 min to 15 min from 7 am to 11 am and 2 pm to 7:30 pm (9.5 hours)		2,205	1	2017		
2017 Draft Changes per Annual Service Planning Process							
27	Add a vehicle in the spring/summer to alleviate capacity issues weekdays between 7:00 am- 6:00 pm (10.5 hours)		935		N/A		
33	Add a vehicle in the spring/summer to alleviate capacity issues weekdays between 8:00 am and 10:00 am and 1:00 pm and 6:00 pm) 7 hours		623		N/A		
12/28	Operate route 28 Peak periods only (6:00 am - 10:30 am and 3:00 pm to 7:00 pm) 8.5 hours Remove route 12 interline to Lambeth (8.5 hours) Modify the route to operate along Sunray Ave instead of Outer Drive		(882)		N/A		
26	Extend weekday and Saturday service to midnight (2 hours) Add a weekday PM peak period vehicle to improve frequency to 30 minutes		1,216 1,008		N/A 1		
38	Route Modification- realign route to eliminate the unprotected crossing of Adelaide at Blackwater				N/A		
92	Start the AM Peak period service later to utilize the resources to start the PM Peak frequency earlier				N/A		
3	Route Modification- Extend the route to operate to the Bonaventure neighbourhood				N/A		
2B	Route Modification- No longer serve the Bonventure neighbourhood and extend route to serve Trafalgar Heights				N/A		
2A	Route Modification- No longer serve the Trafalgar Heights neighbourhood and extend route to operate along Clarke Road to Argyle Mall				N/A		
2	Improve Sunday Frequency from 30 minutes to 15 minutes (11 am to 7 pm) 8 hours		1,488		N/A		

**5 Year Route Structure Review
Revised Implementation Plan**

Route	Initial Recommendation	Revised Recommendation	Service Hour Impact	New Peak Buses	Initial Recommended Implementation year	Revised Recommended Implementation Year	Actual Implementation
2018 Route Structure Review Recommended Changes							
18	Weekday- Reduce headway from 6 min to 5 min from 8 am to 9:00 am and from 2:00 pm to 6:00 pm (6 hours)	Route 18 was eliminated as part of the 2016 service plan	780	1	2018		Will not be implemented
9	Weekday- Operate route 9 at a 30 min headway between 7:00 pm and 11:00 pm (4 hours, 60 min headway for 9A and 9B- combined 30 min), Replaces route 9C and required serve hour increase on route 6 Richmond to ensure clockface scheduling.		956		2018		
	Saturday- Operate Route 9 at a 30 min headway between 7:00 pm and 11:00 pm (4 hours, 60 min headway for 9A and 9B- Combined 30 min). Replaces 9C and requires service hour increase on route 6 Richmond to ensure clockface scheduling		191		2018		
12	Sunday- Reduce headway from 60 min to 30 min from 9:00 am to 7:00 pm (10 hours)		630		2018		
14	Weekday- Reduce headway from 30 min to 20 min from 7:00 am to 9:00 am and 2:00 pm to 6:00 pm (6 hours)		1,645	1	2018	2016	2016
15	Weekday- Reduce headway from 30 min to 20 min from 5:00 pm to 9:00 pm (4 hours).		759		2018		
17	Weekday- Reduce headway from 30 min to 20 min from 6 pm to 9 pm (3 hours)		506		2018		
	Saturday- Reduce headway from 30 min to 20 min from 8 am to 9 pm (13 hours).		1		2018		
21	Weekday- Reduce headway from 30 min to 20 min from 5 pm to 9 pm (4 hours).		759		2018		
25	Saturday- Reduce headway from 60 min to 30 min from 6 pm to 9 pm (3 hours).		208		2018		
26	Sunday- Extend service from 6:30 pm to 11:30 pm (5 hours, 60 min headway).		310		2018	2015	2015
	Sunday- Reduce headway from 60 min to 30 min form 8:30 am to 6:30 pm (10 hours).		620		2018	2017	
	Weekday- Extend service from 10 pm to 11 pm (60 min headway, 1 hour).	Weekday & Saturday- Extend service from 10 pm to 12 am	1,216		2018	2017	
31	Weekday- Reduce headway from 60 min to 30 min 6 pm to 11 pm; Introduce service from 11 pm to 12 am (60 min headway, 1 hour).		1,518		2018		
31	Saturday- Reduce headway from 60 min to 30 min from 6 pm to 9 pm (3 hours).		312		2018		
	Weekday- Reduce headway from 15 min to 10 min from 7 am to 11 am and 2 pm to 7:30 pm (9.5 hours).		5,608	2	2018		
	Weekday- Reduce headway from 30 min to 20 min from 11 am to 2 pm (3 hours).						

**5 Year Route Structure Review
Revised Implementation Plan**

Route	Initial Recommendation	Revised Recommendation	Service Hour Impact	New Peak Buses	Initial Recommended Implementation year	Revised Recommended Implementation Year	Actual Implementation
2019 Route Structure Review Recommended Changes							
17	Sunday- Reduce headway from 30 min to 20 min form 9:00 am to 7:00 pm (10 hours).		1,200		2019		
24	Sunday- Introduce service from 9:00 am to 7:00 pm (10 hours; 60 min headway).		600		2019		
	Saturday- Introduce service from 6:30 pm to 9:00 pm (2.5 hours, 60 min headway).		130		2019		
31	Route Modification- Realign route to Tokala Trail				2019		
92	Weekday- Reduce headway from 20 min to 15 min from 7:00 am to 10:00 am and 2:00 pm to 7:00 pm (8 hours)		3,542	1	2019		
System Wide	Service Hour Change- Extend Sunday routes to start at 7:00 am to 9:00 am system-wide (same headway as 9:00 am run)- Routes 1,2,3,4,5,6,7,9,10,11,12,13,14,15,16,17,20,21,22,26,32		4,200		2019		
System Wide	Service Hour Change- Extend weekday routes to end an hour later form 12:00 am to 1:00 am system wide (same headway as hour prior).		8,300		2019		

12 Month Assessment of 2015 Service Changes

In September 2015, London Transit made 20 routing, frequency and operational changes accounting for 17,821 annual service hours and the addition of 5 peak period vehicles. Since the implementation of the 2015 Service Plan, performance standards and ridership have been monitored over a 12 month period in accordance with the Route Structure and Service Guidelines document. Table I, below, provides a summary of the 12 month assessment by route.

Table I – 2015 Service Change Assessments

Route	Service Change	Boardings/Revenue Service Hour		Assessment of Changes			Status
		Service Standard	2016 Actual	Ridership	Public Feedback	Overall Assessment	
24	Routing	25	17.7				
16	Routing	50	52.6				
12	Routing	25	28.1				Assessed as part of 2017 Draft Service Plan
28	Routing	20	12.3				Assessed as part of 2017 Draft Service Plan
92	New	30	28.8				Assessed as part of 2017 Draft Service Plan
6	Routing	25	58.2				
6A (106)	PM Peak	(25)	(74.7)				Replaced by Route 106 as part of 2016 Service Plan
6A(106)/2C (102)	Routing	(25/50)	(74.7/88.7)				Replaced by Routes 102/106 as part of 2016 Service Plan
9	Routing	10	39.4				
18 (102/33)	Routing	(50/20)	(88.7/73.6)				Replaced by Route 102 and improvements to Route 33 as part of 2016 Service Plan
19/31/32	Sunday	15/10/10	15.8/38.6/38.9				
26	Sunday	15	17.4				
29	Routing	50	67.4				
30	Base	15	19.4				
34	Base	20	48.4				
34	Routing	20	60				
36	Routing	15	29				
38	Trip	15	12				
39	Trip	20	24				
38/39	Sunday	10/20	18.9/34.2				
91	Peak (Spr/Sum)	30	25.4				
91	Base	30	57.2				

LEGEND

Ridership	- Meets/Exceeds Standard	- Lower than Standard	
Public Feedback	- Positive	- Mixed	- Negative
Assessment	- Positive	- Monitoring	- Under Review

Each of the service changes are discussed in more detail below including a high level assessment of the change compared to its intended impact. The following assessment of the changes is broken into two sections, major route changes and frequency changes/ hours of operation/ minor routing changes.

Major Route Changes

Route 24 Base Line service change was a result of 'right sizing' transit service on corridors with a duplication of services. By eliminating the east leg of 24 Base Line, service was introduced into the Talbot Village community which also increased coverage area. Talbot Village was considered a 'New Growth Area' and had numerous requests for new service since 2009. Public response has been mixed with positive comments focused around new service to Talbot Village and negative comments concerning the removal of direct service to specific destinations and the presence of buses in the Talbot Village community. To mitigate the loss in direct service between Summerside and Victoria Hospital, Route 16 was modified to enter the Hospital during Route 24's operating hours.

Overall Route 24 has performed below performance standards before and after the change. Ridership is higher in the Talbot Village community than Summerside, though there is a net ridership loss on the route due to the removal of service on Commissioners Road. Talbot Village is a growing community with increasing development along Colonel Talbot and Southdale, including a YMCA. It is expected that as development continues ridership will increase.

Route 16 Adelaide service change was a routing change to maintain direct service to Victoria Hospital from Summerside, which the 24 Base Line previously provided. Frequency along the Adelaide corridor was reduced from 15 minutes to 20 minutes in the Peak periods and service in the Pond Mills and Summerside communities saw a reduction in frequency from 30 minutes to 40 minutes. Public feedback has been limited, with comments mainly stemming from the reduction in frequency.

Performance data shows that ridership on the Adelaide corridor has remained stable, noting the introduction of Route 92 Express and that east of Adelaide ridership has fallen which may be due to the reduction in frequency, deviation to the hospital for through riders (north on Adelaide) or changing travel patterns and routing options with Route 1 or 14.

Route 28 Lambeth has been a low performing route, since its inception, that suffers from schedule adherence issues in the Peak periods. The 2015 change had, during the Peak periods (6 am to 9 am and 2 pm to 6 pm), the 12 Wharnccliffe operating on the 28 Lambeth routing south of Wonderland and returning to the regular Route 12 routing to downtown at the Wonderland/Wharnccliffe intersection. This offered Lambeth residents a direct routing to downtown and an increase in frequency from 30 minutes to 20 minutes in the weekday Peak periods. The 28 Lambeth operates in the weekday Base period (9 am to 2 pm) along the original alignment and frequency. There has been negative feedback regarding the change. Limited comments from Lambeth have been received, but centre around the loss of direct service to Saunders. The impact on Route 12 has garnered more negative responses, primarily those living on Belmont or travelling to the Wonderland/Southdale Power Centre that could have an additional 21 minutes added to their trip. Over the last 12 months no appreciable increase in ridership has been seen and indications suggest that Route 28 will continue to not meet the minimum productivity standards. Routes 12 and 28 are reviewed as part of the 2017 Draft Service Plan.

Route 92 Express was introduced as a semi-express route operating during the weekday Peak periods (6am to 9am and 2pm to 7pm). The service operates from Masonville Mall to Victoria Hospital utilizing the Fanshawe, Adelaide, and Commissioners corridors. Public feedback has been mixed. Passengers enjoy the express nature of the route and requests for additional stop locations have been received. Negative contacts stem around passengers waiting at stops on Adelaide that the 92 does not serve and the vehicles pass them by. Route 92 currently operates at 96% of the performance standard. The Route has been assessed as part of the 2017 Draft Service Plan with a proposed modification to the operational hours which should improve the utilization of the route.

Table II illustrates Fall 2016 ridership to the minimum service standard for boardings per revenue vehicle service hour (rev-veh-srv-hr).

Table II - 2015 Conventional Service Plan Frequency, Hour of Operation and Looping Changes

Route	Service Standard Boardings/rev-veh-serv-hr	2016 Fall Boardings/rev-veh-serv-hr
24 Baseline	25	17.7
16 Adelaide	50	52.6
12 Wharnccliffe	25	28.1
28 Lambeth	20	12.3
92 Express	30	28.8

Frequency, Hour of Operation and Minor Changes

Route 6 Richmond service change has the route operate clockwise through the Western University all day. Several contacts have been received that are negative towards the change as the southbound trip can take longer as the bus leaves the University campus via Windermere rather than University Gates. These comments were addressed by Route 106 which was implemented as part of the 2016 Service Plan.

Route 6A Richmond introduced two changes. The first service change was to increase frequency from 15 minutes to 10 minutes to match the PM Peak to address many service quality complaints, namely 'overcrowding' and 'missed passenger'. Public response has been favourable to the northbound changes. The second service change was to operate the 6A 'in service' from downtown to the University and as a 2C Dundas from the University to downtown in a counter-clockwise loop all day. Public feedback has been mixed with positive comments regarding the frequent northbound service, while negative comments voice concern about the loss of southbound capacity. The loss of southbound service was addressed by Route 106 as part of the 2016 Service Plan.

Route 9 Whitehills service change modified routing to provide direct service to downtown on Sundays. Public feedback has been limited.

Route 18 Western service change operated the route counter-clockwise (Platts Lane/Woodward, Riverside, Wharnccliffe/Western) all day to facilitate students looking to reach campus directly. Ridership on portions of the route were very high, while other sections are quite low. As a result, Route 18 was assessed as part of the 2016 Service Plan and replaced by Route 102 and frequency improvements on Route 33 in September 2016.

Route 19/31/32 service change provided the addition of Sunday service as passengers along Hyde Park (between Oxford and Fanshawe) and Doon Drive, as well as employees and shoppers to the Hyde Park Power Centre had no available transit service within 400 metres. Sunday service was implemented on Routes 19/31/32 on a 60 minute frequency between 9 am and 7 pm. Public feedback has been positive regarding the change and ridership continues to increase.

Route 26 Jalna service change extended Sunday service to 11 pm to match the Sunday operating hours for most other routes. Public feedback has been limited.

Route 29 Capulet service change was to operate counter-clockwise (Beaverbrook, Capulet Lane, Oxford, Wonderland) all day to allow for added capacity northbound on Wonderland and provide consistent service to the area. Public feedback has been limited.

Route 30 Newbold service change was to operate clockwise during Peak periods. The PM looping contained several long left turn queues which contributed to schedule adherence issues. While the change has improved adherence, the trip time is still quite tight and as a result, the frequency on Route 30 was modified as part of the 2016 Service Plan from 30 minutes to 40 minutes. Public feedback has been minimal, and were generally concerning schedules compared to shift start/end times.

Route 34 Medway introduced two changes. The first service change was to introduce Base period service. The second service change was to operate the 34 Medway clockwise (Western, Ambleside, Pinnacle) all day rather than alternating peak direction. This reduced route complexity and reduced issues of 'missed passenger'. Public feedback was minimal immediately after the change with a few comments regarding longer trip times to their destination. As part of the 2016 Service Plan, Route 34 schedule was modified to better accommodate class start times.

Route 36 Airport/ Industrial service change added weekday Base service (9:00am to 2:30pm). Fanshawe College purchased a former Air Canada Jazz maintenance hangar to expand their Aviation program at London International Airport. There was also a growing demand as Aviation classes were expected to double enrolment in September 2015. Public feedback has been limited.

Route 38 Stoney Creek /39 Fanshawe incorporated two service changes. The first service change was to extend service by a half hour as many of the businesses in the Hyde Park Power Centre close at 9 pm. Many employees could not arrive at the transit stops before the last Route 39 bus left at 9:05 pm. The second service change was the introduction of Sunday service at a 60 minute frequency as passengers in Stoney Creek and along Fanshawe Park Road between Masonville Mall and Stanton Drive had no available transit service within 400 metres on Sundays. Limited feedback has been received, but ridership is performing well.

Route 38 benefited as a result of being interlined with Route 39. The original schedule had the last 38 trip leaving Masonville Mall after 9 PM which the majority of Masonville employees were able to board, as a result the additional trip is not utilized to the extent as the added trip for Route 39. Administration will continue to monitor the additional trip on Route 38 as the current performance is 80% of the minimum standard.

Route 91 Express introduced two service changes. The first was the addition of Peak period service for Spring and Summer schedules. Spring/Summer 2016 was the first time this service was implemented. The second service change introduced Base service (9 am to 2 pm). Public feedback has been limited. Performance of the Base service is well above the standard. Peak spring and summer service is operating at 85% of the standard and will be reviewed during the Spring/Summer 2017 schedule.

Explanation of 2017 Draft Conventional Service Plan Change Considerations

The draft 2017 Service plan has prioritized 19,000 new service hours, which will be subject to further refinement during the public consultation process in order to be within the budgeted 17,700 new service hours for 2017. Table I below provides a summary of the proposed 2017 draft service plan changes.

Table I – 2017 Draft Conventional Service Plan Summary

Route	Description	Service Hour Impact	Peak Bus Requirements
40	Serving Northridge to Masonville. Weekdays & Saturdays (6:00 am-6:30 pm) on a 30 minute frequency	3,800	1
34/40	Interline route 34 with route 40 evenings Monday to Saturday (6:30 pm-12:00 am) and Sunday (9:00 am-11:00 pm) on a 60 minute frequency	2,288	0
34	Introduce Saturday Service 6:00 am-6:00 pm- 30 minute frequency	624	0
13	Terminate at Masonville Mall. Maintain 13A. No frequency improvements.	(5,986)	(1)
25	Extend Route 25 to Masonville via Grenfell. 60 min frequency during off-peak periods (Weekdays 6:00 am-7:00 am, 9:00 pm-12:00 am; Saturdays 6:00 am-10:00 am, 7:00 pm-12 am; Sundays 9:00 am-11:00 pm). 30 min frequency during peak periods (Weekdays 7:00 am-9:00 pm, Saturdays 10:00 am-7:00 pm).	7,690	1
91	Improve frequency to 15 minutes on weekdays between 7:30am-11:00 am, 2:00 pm-7:15 pm	2,205	1
90	Improve Frequency of Weekday base service from 30 minutes to 20 minutes (11:00 am-3:00 pm, 4 hours, 1 vehicle)	1,008	0
90	Introduce Saturday Service 8:00 am-6:00 pm (30 minute frequency 3 buses)	1,560	0
90	Introduce Sunday Service (10:00 am-6:00 pm) 30 minute frequency 3 buses	1,488	0
27	Add vehicle in spring to alleviate capacity issues. Spring/summer weekdays between 7:00 am-6:00 pm (10.5 hours)	914	0
33	Add vehicle in spring/ summer peak periods (8:00 am-10:00 am and 1:00 pm-6:00 pm) 7 hours	609	0
28/12	Operate Route 28 Peak Periods Only(modified peak period from 6:00 am-10:30 am and 2:00 pm-6:00 pm) Remove route 12 interline to Lambeth (8.5 hours) Modify the route to operate along Sunray Ave instead of Outer Drive	(882)	0
26	Extend weekday and Saturday service to midnight (4 daily hours)	1,216	0
26	Add peak period vehicle to improve frequency to 30 minutes (weekdays 2:00 pm-6:00 pm)	1,008	1
38	Modify routing to eliminate unprotected crossing at Adelaide and Blackwater	-	-
19 31 32	Change Sunday schedule to insert and take out buses off of Route 32 side instead of 19	-	-
92	Have buses start later on 92, and insert them into peak afternoon service earlier	-	-
3	Operate to Bonaventure after going to Argyle Mall	-	-
2B	No longer serve Bonaventure and extend to serve Trafalgar Heights	-	-
2A	No longer serve Trafalgar Heights- Operate up Clarke Road to Argyle Mall	-	-
2	Improve Sunday frequency (30 minutes to 15 minutes; 11:00 am-7:00 pm, 8 hours)	1,488	0
	Total	19,030	3

The following provides a detailed explanation for each of the recommended draft service plan changes for 2017. The recommendations have been broken down into two categories. The first section discusses route modifications and groups route changes by area to provide a complete picture of service changes and service coverage. The second section provides a discussion on all recommended schedule modifications (frequency/operational hours) including changes to routes previously discussed in the route modifications section.

ROUTE AND SCHEDULE MODIFICATIONS

Route 13 Northridge/Grenfell, Route 25, Route 34, Route 40 (New Route)

Description of Service/Issues

Route 13 is a Base Arterial route that serves the White Oaks/Westminister Park communities in the south and the Masonville/Northridge/Grenfell communities in the north via Wellington, Richmond and Fanshawe Park Road. Northridge/Grenfell are residential loops on either side of Fanshawe Park Road (Fanshawe Park & Adelaide area). These loops connect residents in the north to Masonville Mall. Ridership along Grenfell and Northridge is significantly less than the main Wellington/Richmond corridor and 13A loop.

Route 25 is a Minor Arterial route connecting northeast residential areas along Highbury Avenue to Fanshawe College. This route provides limited service on weekdays from 7:00am to 6:00pm. Productivity on the route is one of the highest in the system due to high volume utilization associated with Fanshawe College.

One of the challenges is that Route 25 provides service to/from only one major destination to an area with limited residential coverage (though developing). Extending the route to Masonville Mall would provide Fanshawe students and transit users with an attractive travel alternative to another destination and will extend the market potential by traversing through a larger residential neighbourhood.

Route 40 is a proposed new local route which will operate between Masonville Mall and the Northridge neighbourhood currently served by Route 13.

The proposed changes address the unbalanced demand along Route 13, provide improved connections to major origins and destinations and enhance overall service levels while minimizing the impact on existing passengers.

Route 34 is a local route that serves the Masonville area along Ambleside, Fanshawe Park and Richmond. The main ridership base on the route is Western University students. Currently the route operates weekdays only until 6 pm. During the post-secondary school period two additional late evening trips are added Monday to Thursday. Student based services are seeing additional pressure for additional service hours and weekend service.

Proposed Service Changes

1. Route 13 – Northridge / Grenfell
 - a. Restructure Route 13 to terminate at Masonville Mall separating the Northridge and Grenfell loops from the route.
 - b. Weekday (6 pm to 9 pm) increase frequency from 30 min to 20 min. Saturday (5 pm to 9 pm) increase frequency from 30 min to 20 min.
2. Route 25
 - a. Restructure Route 25 to extend to Masonville Mall. From Fanshawe College maintain existing alignment north on Highbury (travelling north on Fanshawe College Blvd., west on Huron Street and north on Highbury Avenue). Travel on Highbury to west on Fanshawe Park Road, north on Trossacks, west on Grenfell Drive/Phillbrook Drive to Fanshawe Park Road to travel west to Masonville Mall. The one-way travel time between Masonville Mall and Fanshawe College will be 60 minutes.
 - b. Weekday - Introduce service at a 60 minute frequency (6 am to 7 am and 9 pm to 12 pm). Saturday – Introduce service at a 60 minute frequency (6 am to 10 am and 7 pm to 12 am) and at a 30 minute frequency (10 am to 7 pm). Sunday – Introduce service at a 60 min frequency (9 am to 11 pm).
3. Route 34
 - a. Introduce Evening service (6 pm to 12 am) at a 60 minute frequency
 - b. Introduce Saturday service (6 am to 6 pm) at a 30 minute frequency and Saturday evening service (6 pm to 12 am) at a 60 minute frequency
 - c. Introduce Sunday evening service (6 pm to 11 pm) at a 60 minute frequency
4. Route 40
 - a. Separate Route 13 Northridge to create its own route (Route 40). The route would travel from Masonville east along Fanshawe Park Road to McLean, south on McLean, west on Glenora, north on Adelaide back to Fanshawe Park Road to travel west back to Masonville Mall. Operate weekday service (6 am to 6 pm) at a 30 minute frequency and Saturday (6 am to 6 pm) at a 30 minute frequency
 - b. Interline Route 40 with Route 34 evenings Monday to Saturday (6 pm to midnight) and Sunday (9 am to 11 pm) on a 60 minute frequency.

Impacts

The proposed routing is a change from the recommendations in the Route Structure report. The report recommended that Route 40 serve the Grenfell loop, however this neighbourhood has a higher level of ridership and as a result it is recommended to have Route 25 complete the Grenfell loop rather than the

Northridge loop. This would result in a higher number of passengers benefitting from the direct connection to Highbury Avenue, Northland Mall and Fanshawe College.

Passengers on Fanshawe Park Road between Phillbrook and Trossacks will see a reduced frequency during all operating periods (e.g. 15 minute headway to a 30 minute headway during the peak periods). The passenger boardings on this section of the corridor are not high enough to justify the current level of service. Residents along the current Northridge/Grenfell loops will now have to transfer at Masonville Mall to travel along the Wellington/Richmond corridor. Service is removed from Killarney Road, which will affect approximately 18 riders. These passengers will be well within the standard 400 metre walking distance, average of 250 meters to a Route 25 or Route 40 stop.

Passengers on Route 25 (including Fanshawe College students) will have a direct connection to Masonville Mall. See Figure I for the proposed changes.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Route 13	(4,215)	(1,627)	(1)
Route 25	7,690	2,502	1
Route 34	624	264	-
Route 40	3,800	1,225	1
Route 34/40	2,288	848	-

Route 38

Description of Service / Issues

Route 38 is a Local route that travels along Fanshawe Park Road servicing the Stoney Creek neighbourhood in the east acting as a feeder service for transfers at Masonville Mall and is interlined with Route 39.

The routing is being reviewed for two reasons. The first, as development continues in the north part of the City, traffic levels along Adelaide has increased. Route 38 crosses Adelaide south of Sunningdale on Blackwater at an intersection that is not currently signalized. Operational safety concerns have been raised with regard to crossing Adelaide at an un-signalized intersection due to a hill on Adelaide causing site line issues. London Transit has spoken to the City of London and Adelaide and this location is scheduled to be widened in 2021 where the intersection may receive upgrades such as signals. The second reason for the route modification is to better serve the YMCA on Sunningdale, east of Adelaide.

Proposed Service Changes

- a. Three options will be provided for public review, set out in Figures II, III and IV.

Impacts

The three routing options have varying impacts on the community with the potential for service to be removed from some areas and travel times to be modified.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Route 38	-	-	-

Route 2 & 3

Description of Service/Issues

Route 2 Dundas is a Base Arterial route that operates along the Dundas corridor from Western University in the west (via Western Road) and the Trafalgar Heights and Bonaventure neighbourhoods in the east. The route branches (2A/2B) at Dundas and Hale, providing service along Trafalgar Street to the Trafalgar Heights neighbourhood and Dundas/Argyle Mall to the Bonaventure neighbourhood. This route is one of the highest performing routes in the system. The boardings per revenue vehicle hour exceed the service standards during all time periods. On Sundays, the mainline frequency of 30 minutes provides a 60 minute frequency on the branches.

Route 3 Hamilton Rd. serves as a Minor Arterial route providing direct service from downtown along Hamilton Road to Argyle Mall via the Fairmont and Parkview residential neighbourhoods. The route is structured as a corridor service connecting residents to downtown and Argyle Mall.

With the change to service as part of the 2016 Service Plan, Route 2A no longer serves Argyle Mall. Route 35 received a service hour increase and the introduction of weekend service. As a result of the 35 changes, residents in Trafalgar Heights have direct access to/from the mall until 9 PM each day. Residents along Trafalgar west of Clarke lost a direct connection to the mall, but now have service 7 days a week with service hours matching Route 2. Of the comments received regarding the 2016 changes,

those along Trafalgar lost the direct connection with the mall and those in Trafalgar Heights lost the direct late night service.

In order to maintain an even 15 minute frequency along Hamilton Road between Hale and downtown and to provide enough operating time to serve Argyle Mall, long layovers are required at Argyle Mall. This time has potential to be put to better use as an in service vehicle.

Proposed Service Change

1. Route 2
 - a. Improve Sunday (11 am to 7 pm) frequency from 30 minutes to 15 minutes
 - b. Branch 2A – No longer serve the Trafalgar Heights neighbourhood, operating along Trafalgar, to Clarke, to Argyle Mall
 - c. Branch 2B – No longer serve the Bonaventure neighbourhood, serve Argyle Mall, to Clarke and serve the current 2A loop in Trafalgar Heights
2. Route 3
 - a. Extend route to serve the Bonaventure neighbourhood (current 2B loop)

Impacts

The changes for Route 2 would give those along Trafalgar Street west of Clarke direct service to Argyle Mall and give those in the Trafalgar Heights neighbourhood direct late night service to and from the Mall.

The change for Route 3 would result in those boarding in the Bonaventure community to transfer if their ultimate destination is west of Argyle Mall towards downtown or Western University. This would be mitigated as both Route 2 branches and Route 7 would serve Argyle Mall (8 buses per hour in Peak). Operational hours for Route 3 are similar to Route 2. See Figure V for the proposed changes.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Route 2	1,488	528	-
Route 3	-	-	-

Route 12 & 28

Description of Service / Issues

Route 12 Wharncliffe is a Minor Arterial route operating between downtown and the Power Centre at Wonderland and Southdale utilizing Wharncliffe, Viscount, Wonderland and Southdale, travelling through the Norton Estates and Glendale neighbourhoods, serving the Lambeth community during weekday Peak periods only.

Route 28 Lambeth is a Local route operating between Westmount Mall and Lambeth operating during the weekday Base period only utilizing Wonderland, Wharncliffe, Campbell, Outer, Colonel Talbot and Main Street.

As part of the 2015 Service Plan changes, Route 12 was modified to serve Lambeth during Peak periods (6 am to 9 am and 2 pm to 6 pm), routing south of Wonderland and returning to the regular Route 12 routing to downtown at the Wonderland/Wharncliffe intersection. The change offered Lambeth residents a direct routing to downtown, an increase in frequency from 30 minutes to 20 minutes in the weekday peak periods and addressed schedule adherence issues with Route 28 during the peak periods. Route 28 continued to operate in the Base period (9 am to 2 pm) along the original alignment and frequency.

Since the service changes, ridership has declined to 6.3 boardings/rev-veh-hr (14.5 in 2014). With a performance standard of 20 boardings/rev-veh-hr for a 'Local' service in the weekday Peak, the 12/28 is performing well under target.

There has been negative feedback regarding the change. Limited comments from Lambeth have been received, but centre around the loss of direct service to Saunders. The impact on Route 12 has garnered more response, primarily those living on Belmont or travelling to the Wonderland/Southdale Power Centre that potentially have up to an additional 21 minutes added to their trip.

Neither early indications, nor the 12 month assessment suggest that the revised 2015 routing will improve the ridership on the route enough to meet the minimum productivity standard for local routes. As set forth in the Route Structure and Service Guidelines report in regards to the evaluation of service performance, if the performance at the end of each period has not reached at least 75 percent of the targeted values, the route should be re-examined to identify potential changes or corrective actions to improve its performance. Ridership will continue to be monitored however, it is not anticipated that ridership will improve to meet the minimum service standard.

Proposed Service Change

1. Route 12
 - a. Remove weekday Peak period service to Lambeth and return to pre-2015 Service Plan alignment – south on Wharncliffe, to north on Wonderland
2. Route 28
 - a. Operate Lambeth on a modified weekday Peak period only service (6 am to 10:30 am and 3 pm to 7 pm) at a 30 minute frequency
 - b. Modify route to travel along Sunray Avenue removing service along Outer Drive

Impacts

Route 12 passengers from Belmont or destined to the Wonderland/Southdale Power Centre during the peak periods will no longer have to travel through Lambeth (savings of 21 minutes).

For Lambeth passengers, the added frequency and downtown destination will be lost. Peak period service along the 28 routing will benefit Saunders students and it is anticipated the modified weekday Peak service hours will benefit commuters as well. Lambeth will lose weekday Base period service (17 boardings and 8 alightings). To address weekday Peak period schedule adherence concerns, the modified routing to Sunray will shorten the length of the trip and passengers boarding on Outer Drive will lose service, noting the majority of boardings on Outer are currently taking place as a courtesy stop at Outer and Sunray. With the change to Sunray, the London Seniors Housing Corporation development on Howard will be approximately 50 meters away from transit service, currently the closest stop is approximately 530 meters See Figure VI for the proposed changes.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Route 12	-	-	(1)
Route 28	(882)	(283.5)	1

SERVICE HOUR AND FREQUENCY IMPROVEMENTS

A number of frequency improvements were identified to support ridership growth and address crowding issues and demand for services by customers. Service level improvements were checked against the productivity targets and recommendations that follow are anticipated to continue to meet minimum boarding/revenue vehicle hour targets. The following section identifies a number of service level improvements to enhance service frequency and service periods.

Route 24

Recommended Service Frequency Improvements

- a. Add additional trip from Victoria Hospital westbound to Talbot Village

Rationale

Route 24 is a Minor Arterial route providing service from Victoria Hospital to Talbot Village along Base Line via Westmount Mall. The service operates Monday to Saturday with the last trip leaving the hospital at 6:45 pm weekdays. London Transit has had requests to add an extra trip to correspond with shift change at the hospital. The extra trip would leave the hospital at approximately 7:10 pm allowing staff to catch the last westbound bus.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Add additional run from Victoria Hospital	327	103	-

Route 26

Recommended Service Frequency Improvements

- a. Extend weekday and Saturday service to midnight
- b. Improve weekday PM Peak period (2 pm to 6 pm) frequency to 30 minutes

Rationale

Route 26 is a Minor Arterial route which connects White Oaks/Jalna Boulevard residents to downtown via Wharncliffe Road. With the extension of Sunday service in 2015, Route 26's longest operational hours are on Sunday. The changes aim to have the service end at the same time all week. Current PM Peak frequency is 35 minutes, which is due to the required actual in service drive time. The change to a 30 minute frequency aids trip planning as the route will now be on a clock-face headway.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Route 26 Weekday and Saturday	1,216	388	0
Route 26 PM Peak	1,008	324	1

Route 27**Recommended Service Frequency Improvements**

- a. Add additional vehicle during Spring and Summer schedule (7 am to 6 pm)

Rationale

Route 27 is a Local route providing direct service to Fanshawe College from the Kipps Lane neighbourhood where a number of students reside. The route experiences the highest instances of crowding in the system, which was especially apparent during the Spring/Summer of 2016 through public contacts and overcrowding reports. Route 27 will continue to experience ridership demand as the student population expands and additional summer courses on offer at Fanshawe College.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Route 27	979	979	-

Route 33**Recommended Service Frequency Improvements**

- a. Add additional vehicle during Spring and Summer schedule (8 am to 10 and 1 pm to 6 pm)

Rationale

Route 33 is a Minor Arterial route which connects residents in the Proudfoot and Cherryhill neighbourhoods with the University and the commercial area at Wonderland and Oxford. Demand during the summer months has increased in recent years as more students stay through the summer or attend summer classes at Western.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Route 33	623	623	-

Route 90**Recommended Frequency Improvements**

- a. Improve weekday Base period (11 am to 3 pm) frequency from 30 minutes to 20 minutes
- b. Introduce Saturday service (8 am to 6 pm) at a 30 minute frequency
- c. Introduce Sunday service (10 am to 6 pm) at a 30 minute frequency

Rationale

Route 90 was the first Semi-Express service implemented. It has been successful and ridership continues to grow. Route 90 operates in the Richmond and Wellington corridors which form part of the Frequent Transit Network and Strategic Corridors.

The recommended change from what is proposed in the Route Structure report (Peak frequency to 10 minutes) is a result of those service hours being better utilized to serve passenger demand and support the high ridership on Route 13 on Sunday especially. The Base service improvement increases capacity in two high demand corridors and was recommended in the Route Structure Report.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Route 90- Weekday Base	1,008	324	-
Route 90- Saturday	1,560	510	-
Route 90- Sunday	1,488	240	-

Route 91

Recommended Frequency Improvements

- a. Improve frequency to 15 minutes on weekdays between 7:30 am to 11 am and 2 pm to 7:30 pm

Rationale

Improving frequency on the Oxford corridor allows for increased options for trip planning and improves capacity along this busy corridor. Matches peak service frequency on Route 90.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Route 91	2,205	709	1

Route 92

Recommended Service Frequency Improvements

- a. Modify service hours to start Route 92 at approximately 7:30 am (currently 5:51 am) and begin PM Peak service at 1:30 pm (currently 3 pm)

Rationale

Route 92 is a semi-express route that serves Masonville Mall to Victoria Hospital via Fanshawe Park Road, Adelaide and Commissioners corridors. A ridership evaluation revealed that Route 92 was not effectively being used early in the morning and had a ridership increase during the PM peak. With Route 92 performing slightly below the service performance target for an Express route, it is anticipated that the re-allocation of service hours will improve ridership on the route.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2016)	Peak Bus Requirements
Route 92	-	-	-

BUSES OFF DUNDAS

Description of Service/ Issues

At the Municipal Council meeting on September 13, 2016 it was resolved that all bus service would be removed from Dundas Street between Wellington and Ridout in September 2017 to advance the "My Dundas" flex street project.

This change requires the realignment of 9 routes which currently use Dundas Street in the downtown. The affected routes include 2, 5, 7, 9, 11, 12, 19, 20 and 23.

Proposed Service Changes

Generally all eastbound buses will operate along King Street and all westbound buses will operate along Queens Ave. The exact alignment for each route is currently under review and will be presented at the January 25, 2017 Commission Meeting.

Impacts

With the eastbound and westbound buses now proposed to operate two blocks apart consideration will need to be given to scheduling of transfers in the downtown core to mitigate the inconvenience to passengers as much as possible.

Additional round trip time will be required on some routes due to an increase in the distance travelled as well as additional left hand turns.

Service Hour and Vehicle Requirements

Proposed Service Change	Annual Service Hour Impact	Service hour impact (2017)	Peak Bus Requirements
Buses off Dundas	4,198	1,400	3

Figure 1

2017 Proposed Routing Modifications - Routes 13, 25 & 40



Figure II

2017 Proposed Routing Modifications- Route 38

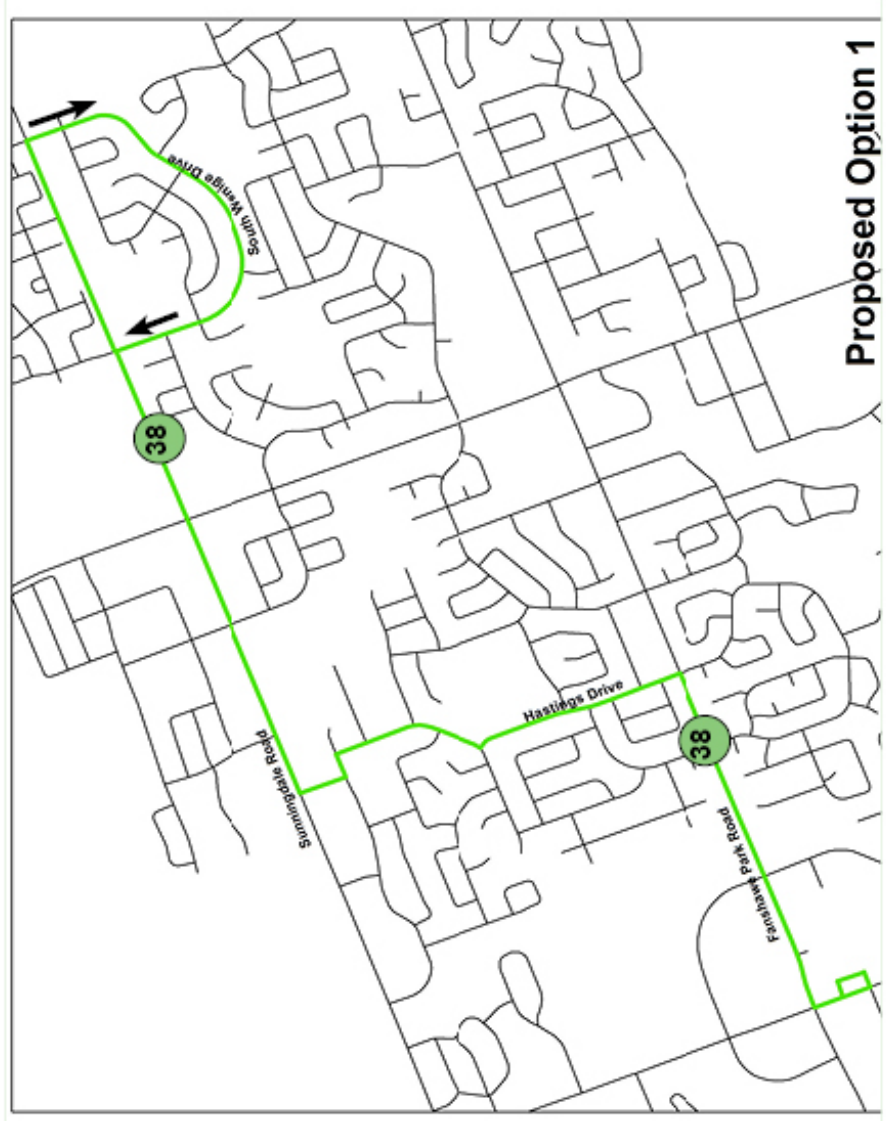
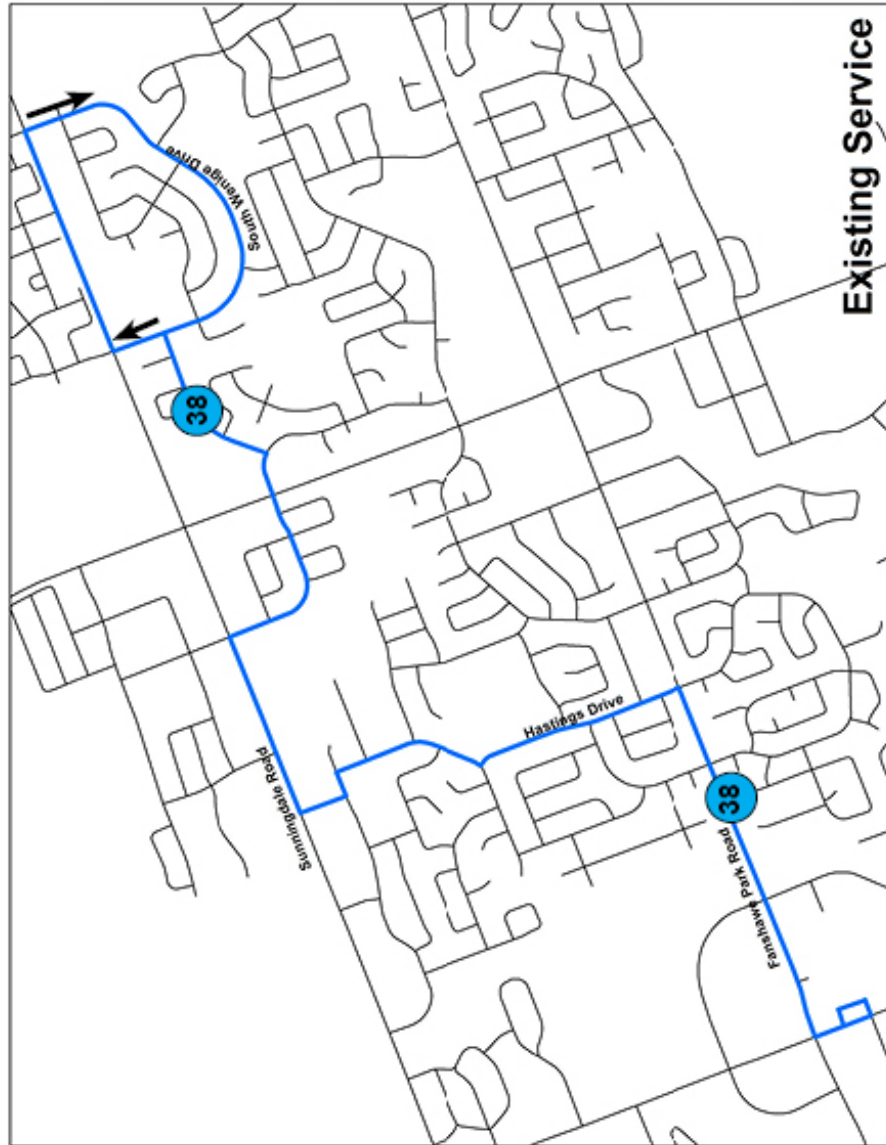


Figure III

2017 Proposed Routing Modifications- Route 38

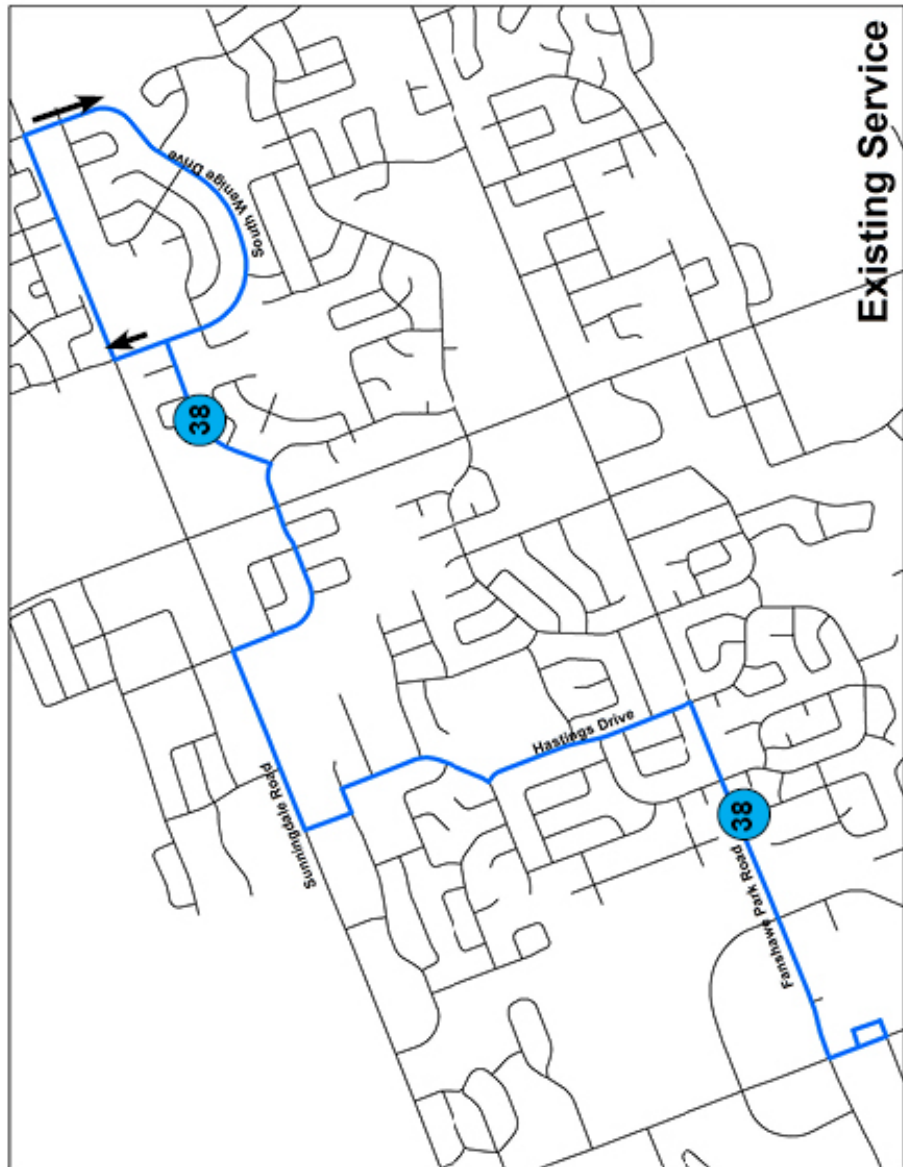
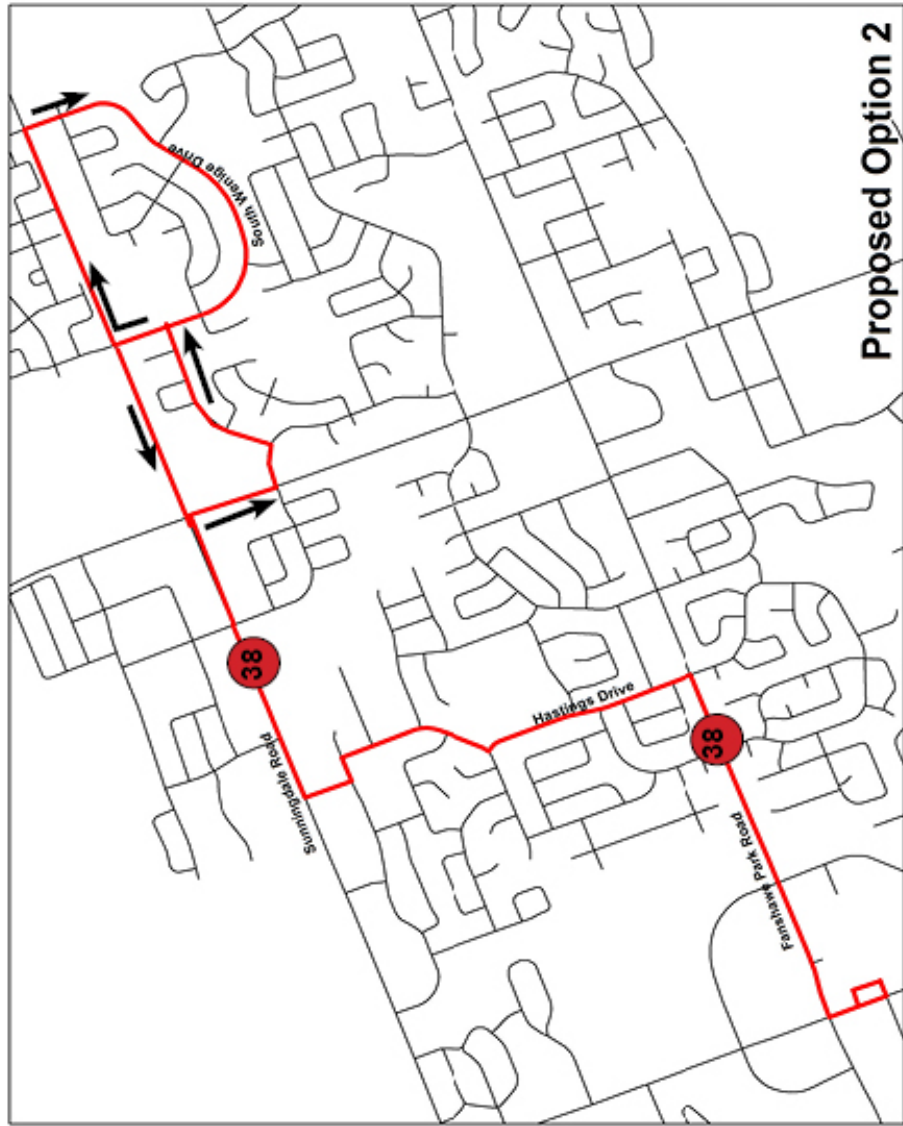
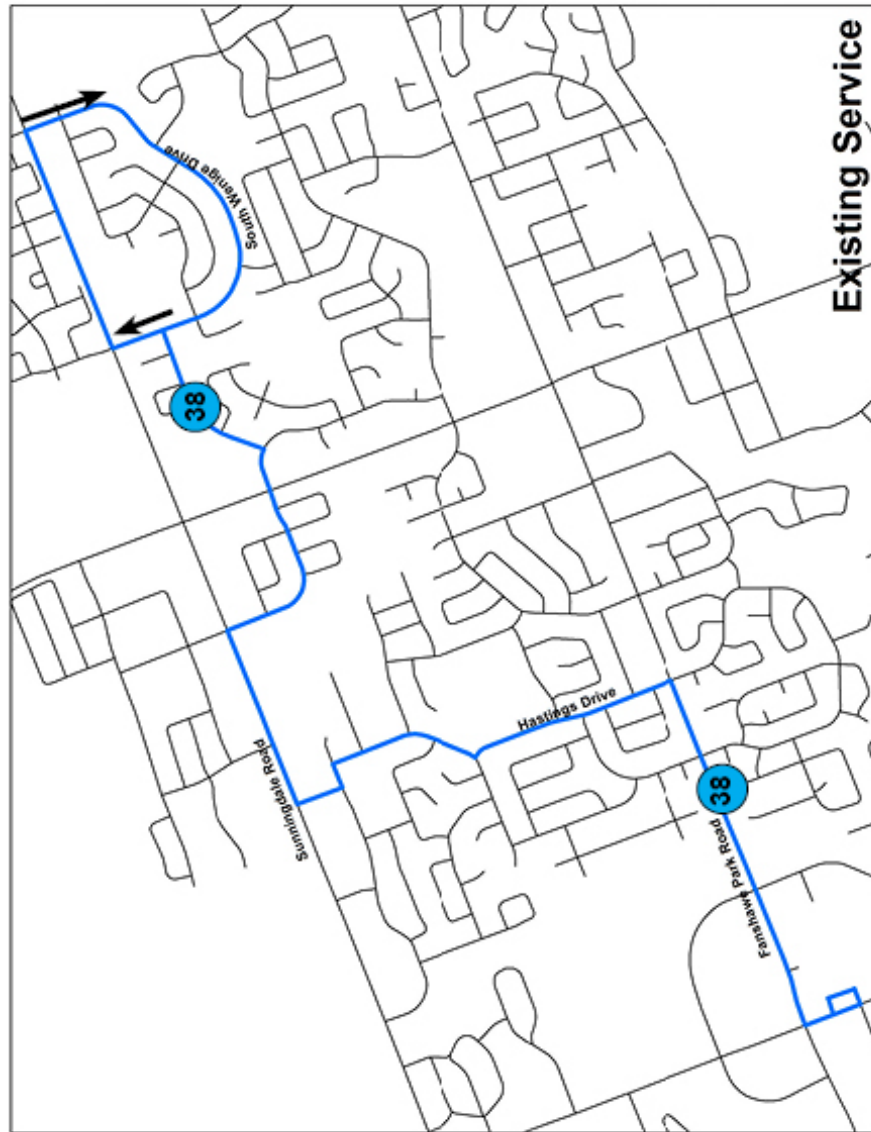
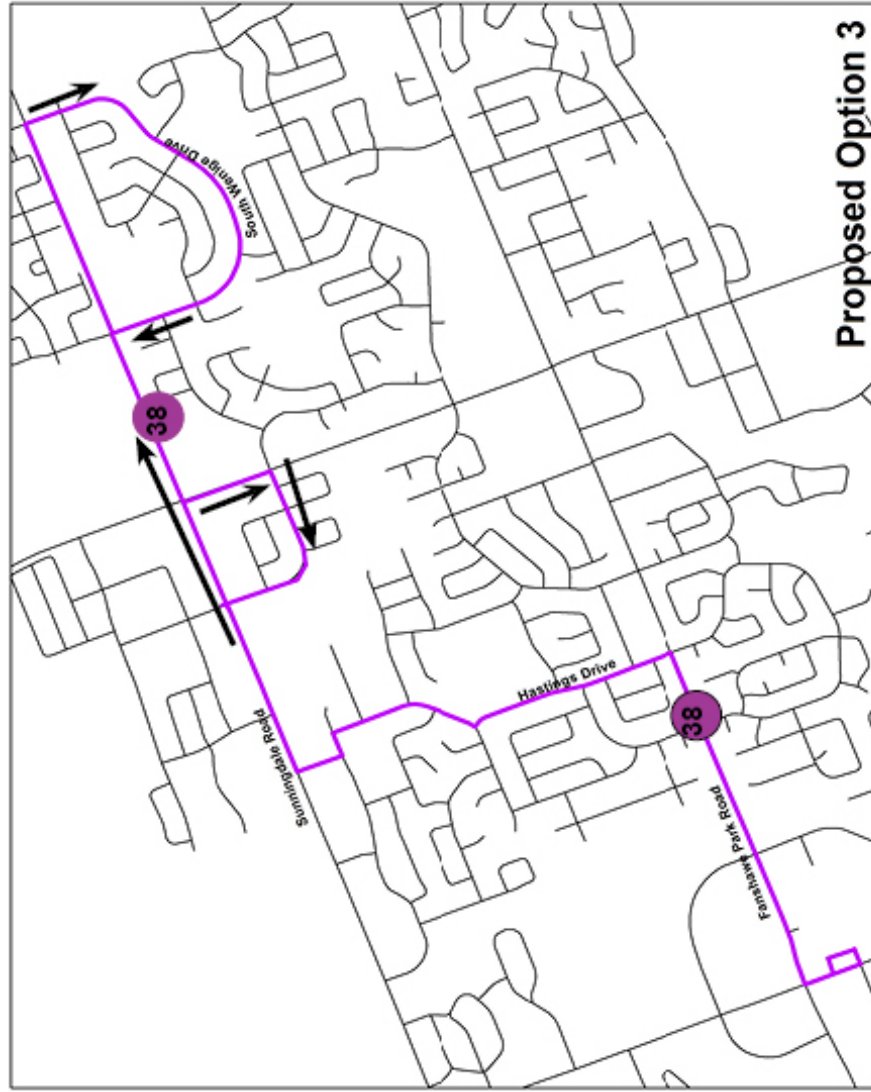


Figure IV

2017 Proposed Routing Modifications - Route 38



Existing Service



Proposed Option 3

Figure V

2017 Proposed Routing Modifications - Routes 2 & 3



Figure VI

2017 Proposed Routing Modifications- Routes 12 and 28

