RAPID TRANSIT INTEGRATION STRATEGY
FIVE-YEAR SERVICE PLAN

Public Open House
Study Objectives

• Identify what works well and address the quality and performance of existing bus routes and services
• Understand travel patterns of Londoners and what motivates their travel choices
• Recommend options that will attract more customers to transit
• Develop a 2020 to 2024 service plan framework that responds to changes in the City and improves the customer experience
• Identify changes to local routes that need to take place with the introduction of Bus Rapid Transit
Where should we go?

Instructions:
Draw a line between your home and your most frequent destination in London

Rapid Transit Integration Strategy
Five-Year Service Plan
<table>
<thead>
<tr>
<th>Would you rather have...</th>
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<tbody>
<tr>
<td><strong>Direct Travel</strong></td>
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<tr>
<td>Direct and frequent routes along major collector and arterial streets with few deviations. (longer walks to bus stops to access direct and frequent bus service are acceptable)</td>
</tr>
<tr>
<td>OR</td>
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<td><strong>Shorter Walking Distance</strong></td>
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<tr>
<td>Service closer to my home and/or final destination. (short walks to bus stops – less than 5 minutes – are needed even if it results in less direct (longer travel time) or infrequent service in some parts of the city)</td>
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<tr>
<td><strong>Peak Period Service</strong></td>
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<tr>
<td>More frequent weekday peak service (6:00am – 9:00am and 4:00pm – 6:00pm) that addresses overcrowding issues.</td>
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<tr>
<td>OR</td>
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<tr>
<td><strong>Off-Peak Period Service</strong></td>
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<tr>
<td>More frequent off-peak (midday, evening and weekend) service that reduces my waiting time.</td>
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</tbody>
</table>

**Instructions:** Place a sticker on the option you prefer for each question

| **Local Bus Route Connect to BRT** |
| A local fixed route on an LTC bus to connect with BRT |
| OR                     |
| **On-Demand Connection to BRT** |
| An on-demand option which uses a phone or smartphone application (e.g. calling in, ridehailing technology) during off peak periods or in areas with low-demand to connect with BRT |
| **Current Fares** |
| Passenger fares to remain low. (which may result in the existing level of service remaining the same) |
| OR                     |
| **Service Improvements** |
| Service improvements, such as more frequent service or extended hours of service. (which may require periodic increases to passenger fares) |
If I were transit manager for a day, I would make London Transit an even better service by . . .

Instructions:
On a sticky note, write down your thoughts and place them on a board.
The introduction of Bus Rapid Transit will require a number of bus routes to change to improve connections to Bus Rapid Transit, reduce duplication of service between Bus Rapid Transit routes and local bus services.

The following six design principles are proposed to be used to guide any modifications to local bus service once Bus Rapid Transit is in place:

#1: Maintain Connections
#2: Provide Frequent Service
#3: Ensure Directness
#4: Minimize Duplication
#5: Conserve Effective Operations
#6: Explore Alternative Service Delivery Models in Low Demand Area
THE SIX SERVICE DESIGN PRINCIPLES

#1: MAINTAIN CONNECTIONS
Ensure routes connect directly to key origins and destinations - between places where people live and where people can work, shop, learn, socialize and do business.

#2: PROVIDE FREQUENT SERVICE
Local routes that connect to Bus Rapid Transit should be designed to minimize waiting times when customers transfer between services. This will involve improving the frequency of connecting local bus services where applicable*. *This principle will not be met on lower ridership routes that do not meet minimum productivity standards.

#3: ENSURE DIRECTNESS
Local bus routes and connections to Bus Rapid Transit should be designed to maintain direct travel and reduce travel time to major destinations (e.g. downtown London).

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Five-Year Service Plan
#4: MINIMIZE DUPLICATION

Bus Rapid Transit will provide high frequency and faster service along key corridors in London. To make the best use of this investment, duplication with local services should be minimized and reinvested to other areas of the City. Some duplication will be permitted where Bus Rapid Transit routes do not service local stops along the corridor, which would otherwise result in longer walking distance for customers.

“Local bus service should be designed to minimize duplication with Bus Rapid Transit routes. Limited local bus service will be permitted for providing access to local stops that are not serviced by Bus Rapid Transit vehicles.”

#5: CONSERVE EFFECTIVE OPERATIONS

Any changes to local bus routes to connect to the Bus Rapid Transit Network must be considered at a ‘system-wide’ level, ensuring all routes work together from an operations and customer perspective. This includes maintaining on-time performance (the ability to perform according to a scheduled time), connectivity to other routes and maintaining legible frequencies.

“Service modifications should consider how all routes work together and maintain effective operation of the system.”

#6: EXPLORE ALTERNATIVE SERVICE MODELS IN LOW DEMAND AREAS

Provide effective connections between Bus Rapid Transit and low-demand areas through the use of Alternative Service Delivery (ASD) models. ASD models are demand-responsive services which use smaller vehicles that do not rely on a fixed route or schedule. Customers can book a shared-ride by calling London Transit or using a mobile app.

“Explore alternative service delivery models in areas with low ridership demand to provide cost-effective and attractive connections to local transit and the BRT network.”
RAPID TRANSIT INTEGRATION PRINCIPLES

Application of Design Principles:

#2: PROVIDE FREQUENT SERVICE

#3: ENSURE DIRECTNESS

Note: For illustration purposes only
RAPID TRANSIT INTEGRATION PRINCIPLES

Application of Design Principle:

#4: MINIMIZE DUPLICATION

Existing Network

Future Network

Note: For illustration purposes only
Application of Design Principles:

#6: EXPLORE ALTERNATIVE SERVICE MODELS IN LOW DEMAND AREAS

Existing Network

Future Network
Please place a **one (1) sticker** in the right column to signify which rapid transit integration principle that is most important to you.

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THANK YOU FOR YOUR FEEDBACK

NEXT STEPS

1. Adjust Rapid Transit Integration Design Principles based on comments received
2. Identify long-term route modifications with Bus Rapid Transit in place based on approved design principles
3. Assess existing routes and services
4. Identify service improvements for the period between 2020 and 2024.
5. Review service options with the public in the early 2019 and seek feedback
6. Recommend service plan
7. Present to Commission in March 2019

We appreciate all of your comments and input. We encourage you to send further comments or questions regarding this study by emailing LTC@dillon.ca.

You can provide more feedback by filling out our Online Transit Survey at https://www.surveymonkey.com/r/LondonTransitSurvey or a comment sheet at this meeting

Survey QR Code!