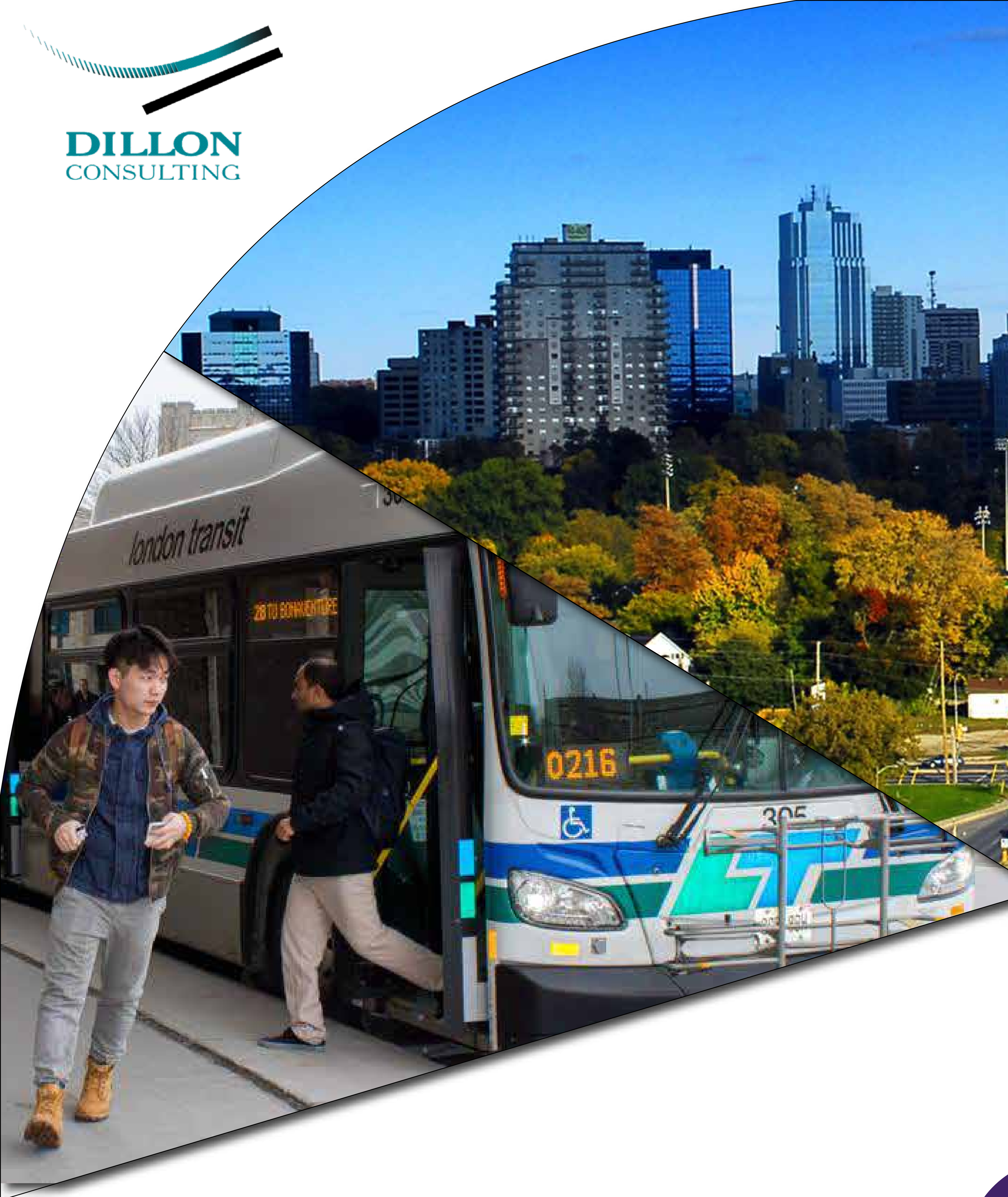


DILLON
CONSULTING



RAPID TRANSIT INTEGRATION STRATEGY FIVE-YEAR SERVICE PLAN

***london
transit***

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

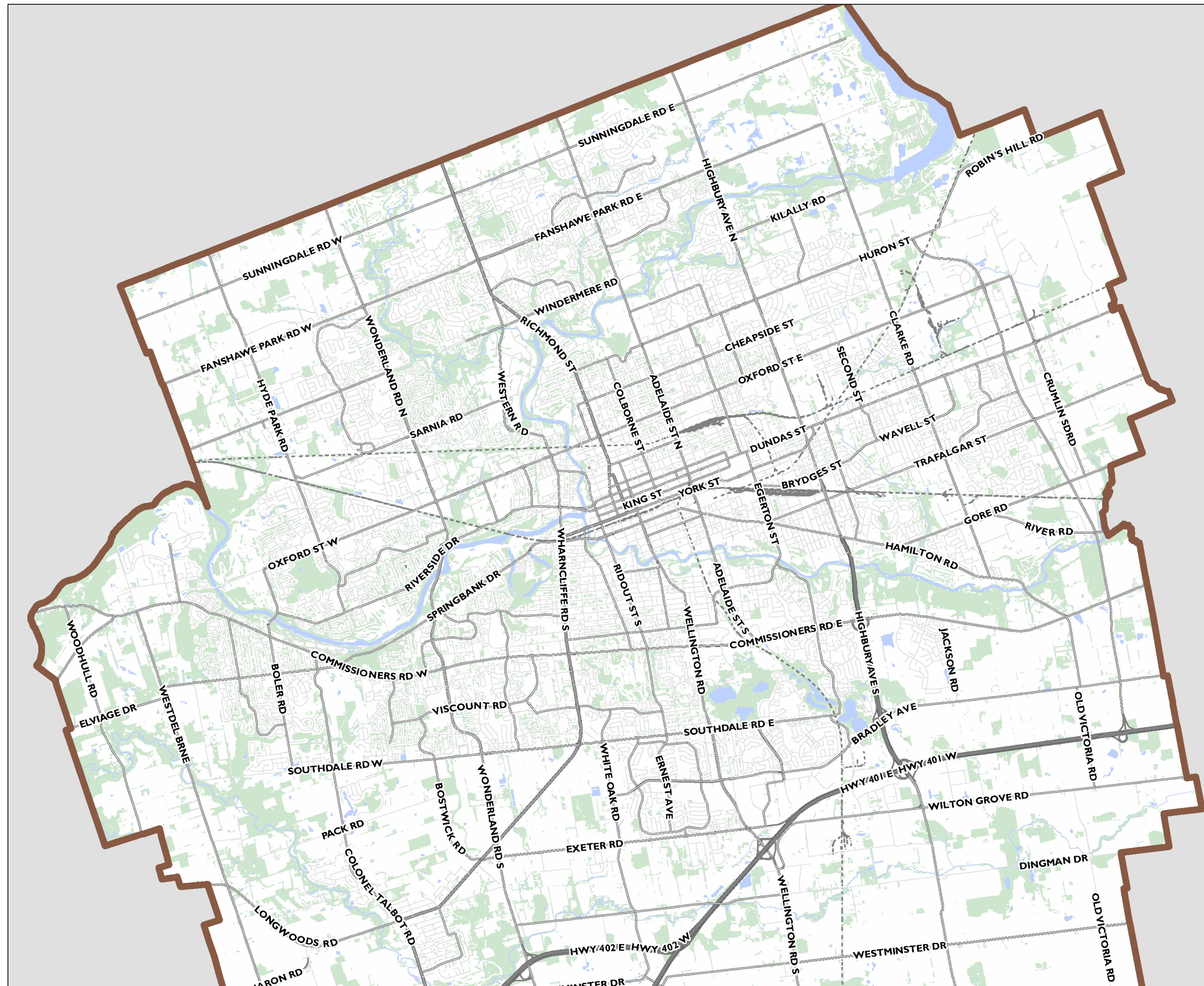


Where should we go?

Instructions:

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

DOWNTOWN



Rapid Transit Integration Strategy Five-Year Service Plan

Would you rather have...

Direct Travel

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)

OR

Shorter Walking Distance

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)

Peak Period Service

More frequent weekday peak service (6:00am – 9:00am and 4:00pm – 6:00pm) that addresses overcrowding issues.

OR

Off-Peak Period Service

More frequent off-peak (midday, evening and weekend) service that reduces my waiting time.

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)



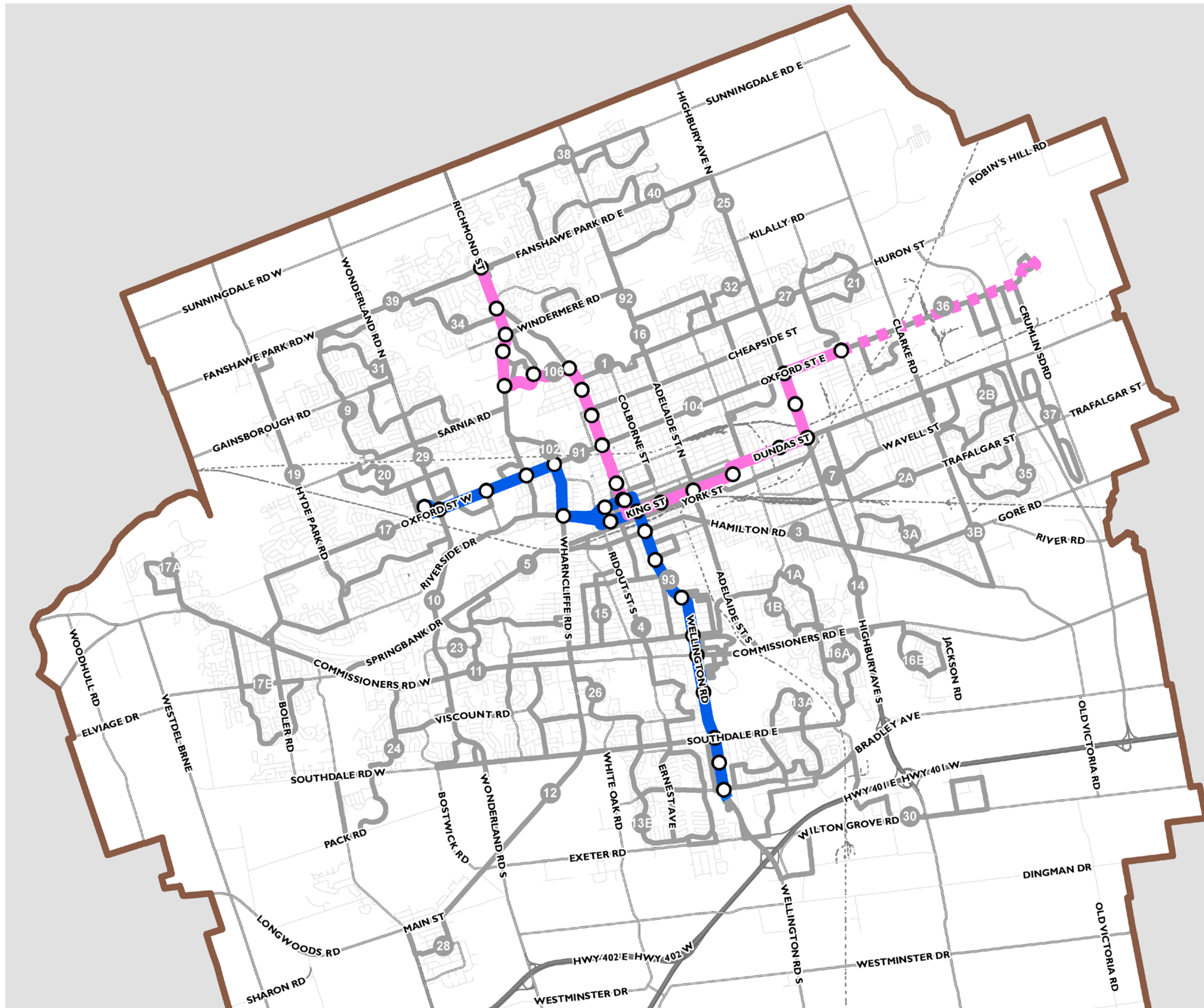
TRANSIT MANAGER FOR A DAY

Instructions:

On a sticky note, write down your thoughts and place them on a board



Rapid Transit Integration Design Principles



- Future "L" Line BRT
- Future "7" Line BRT
- Existing Transit Routes

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



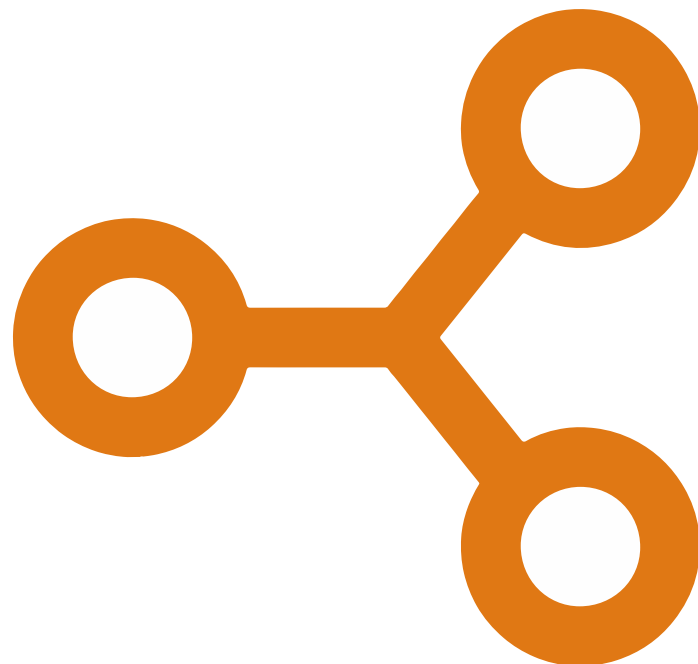
THE SIX SERVICE DESIGN PRINCIPLES

Objective

Policy

#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.



“When re-designing local service to connect with bus rapid transit, direct connections to key destinations on the existing route should be maintained”

#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*.

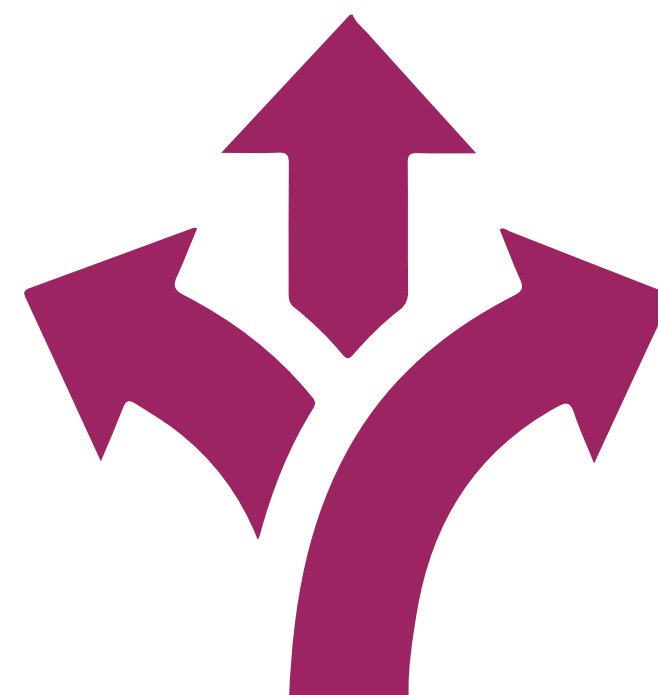
*This principle will may not be met on lower ridership routes that do not meet minimum productivity standards.



“The frequency of local bus routes should not be more than double the frequency of a connecting Bus Rapid Transit routes during weekday peak and midday periods. (e.g. local route should operate every 20 minutes or less if the Bus Rapid Transit routes operates every 10 minutes).”

#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).



“Route changes that connect customers to Bus Rapid Transit should be avoided if it results in a longer travel time to major destinations (greater than 10%).”



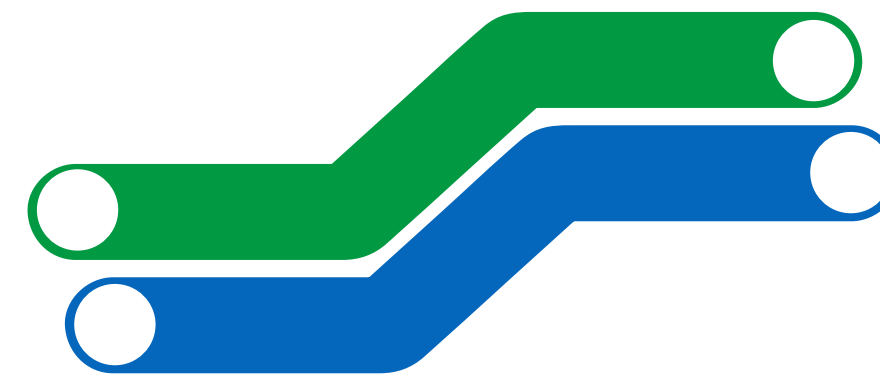
RAPID TRANSIT INTEGRATION PRINCIPLES

Objective

Policy

#4: MINIMIZE DUPLICATION

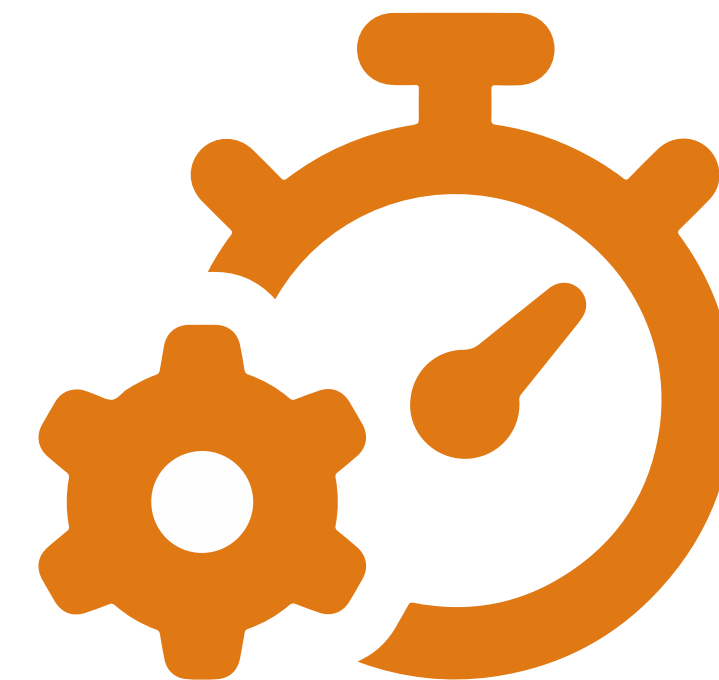
Bus Rapid Transit will provide high frequency and faster service along key corridors in London. To make the best use of this investment, duplication with local services should be minimized and reinvested to other areas of the City. Some duplication will be permitted where Bus Rapid Transit routes do 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”

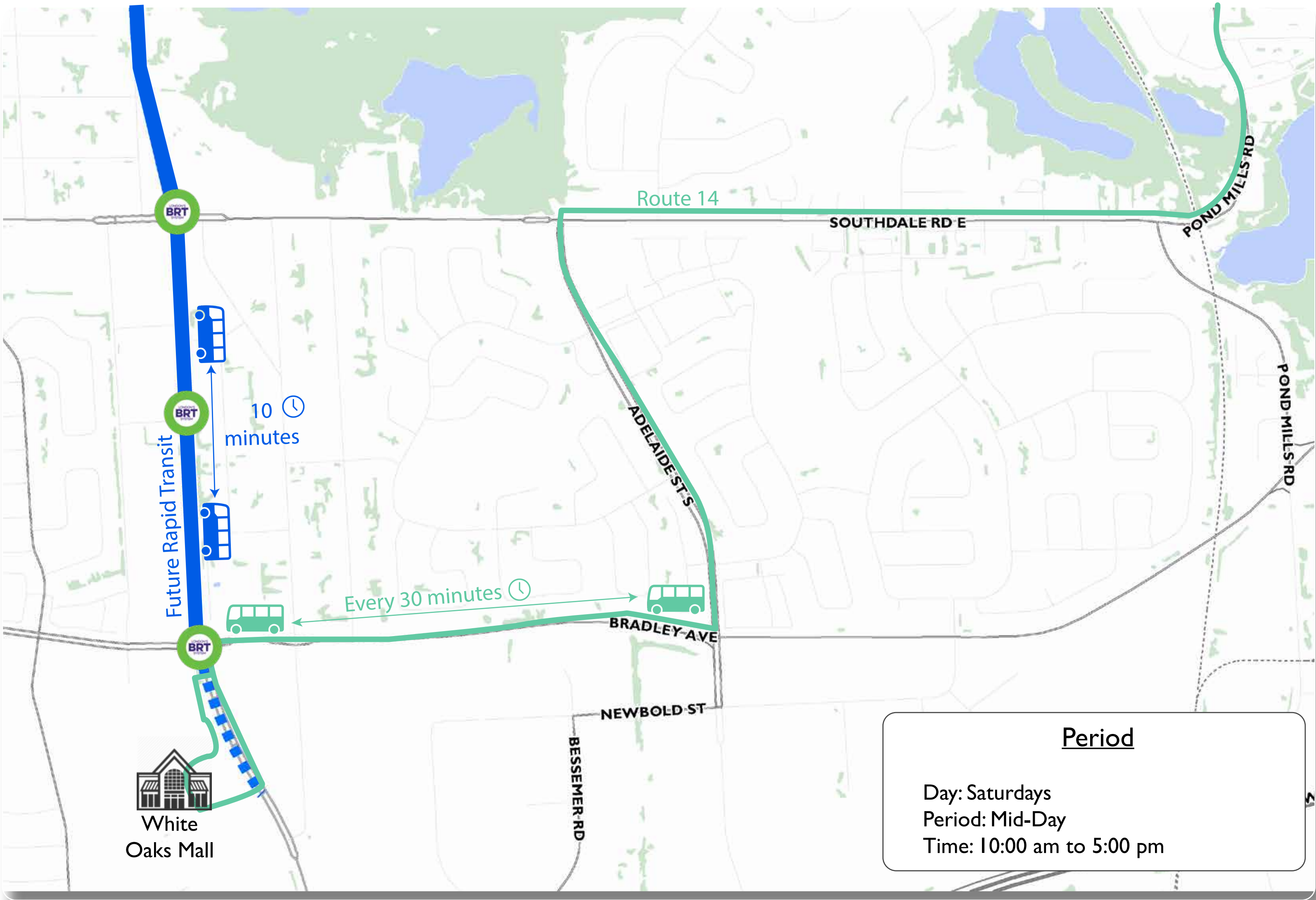
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RAPID TRANSIT INTEGRATION PRINCIPLES

Application of Design Principles:

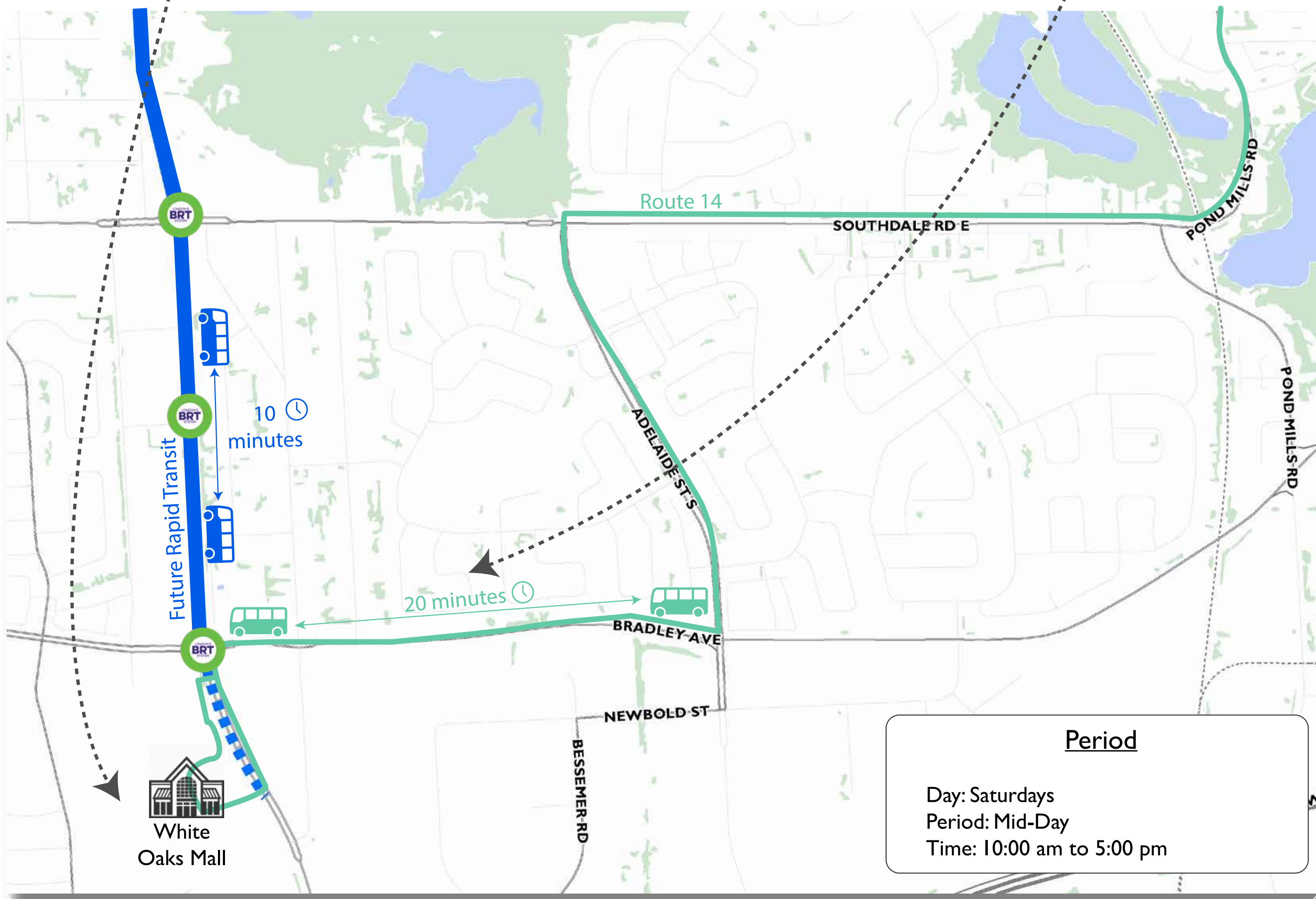
Existing Network



#2: PROVIDE FREQUENT SERVICE

#3: ENSURE DIRECTNESS

Future Network



Note: For illustration purposes only



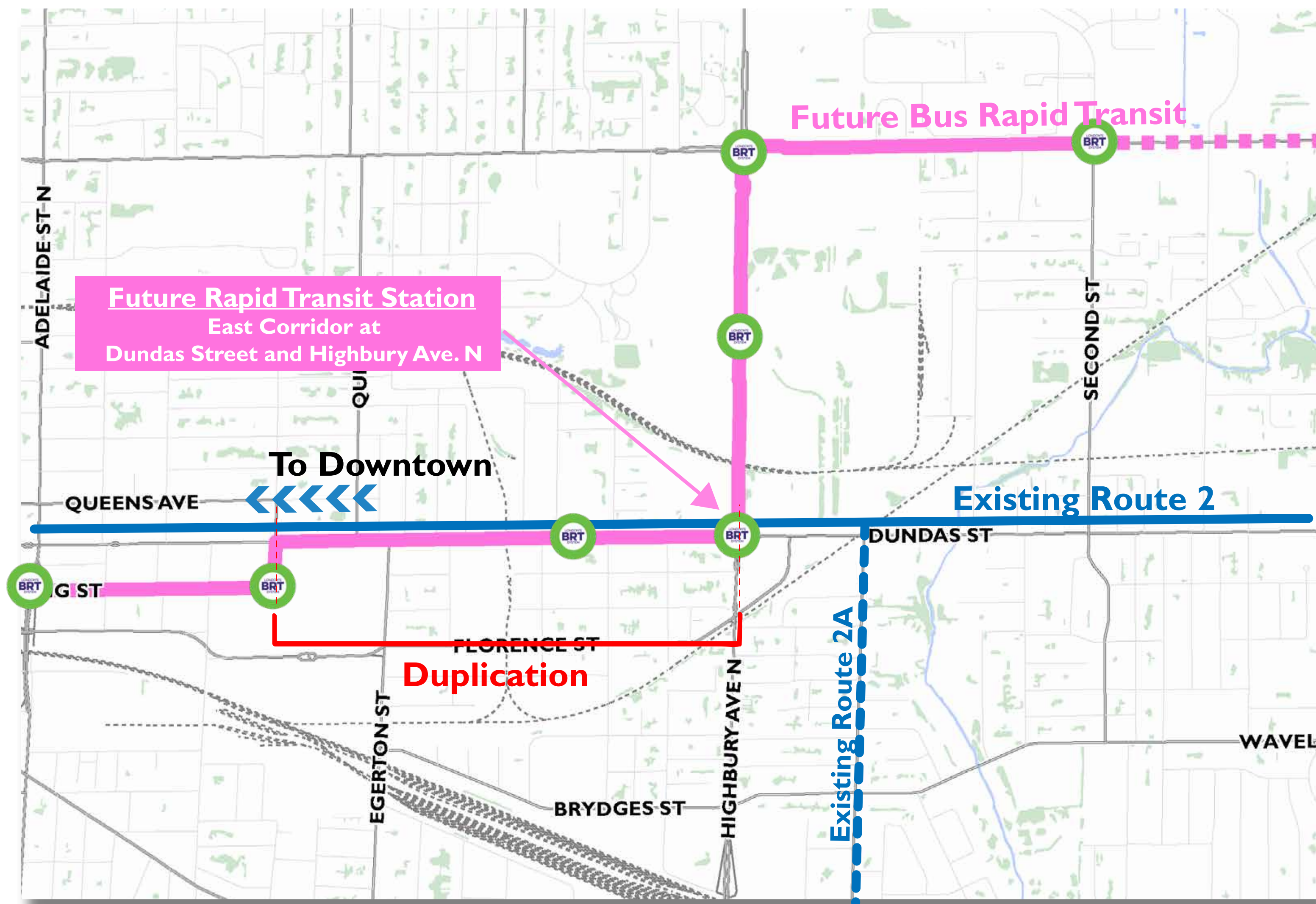
RAPID TRANSIT INTEGRATION PRINCIPLES

Application of Design Principle:

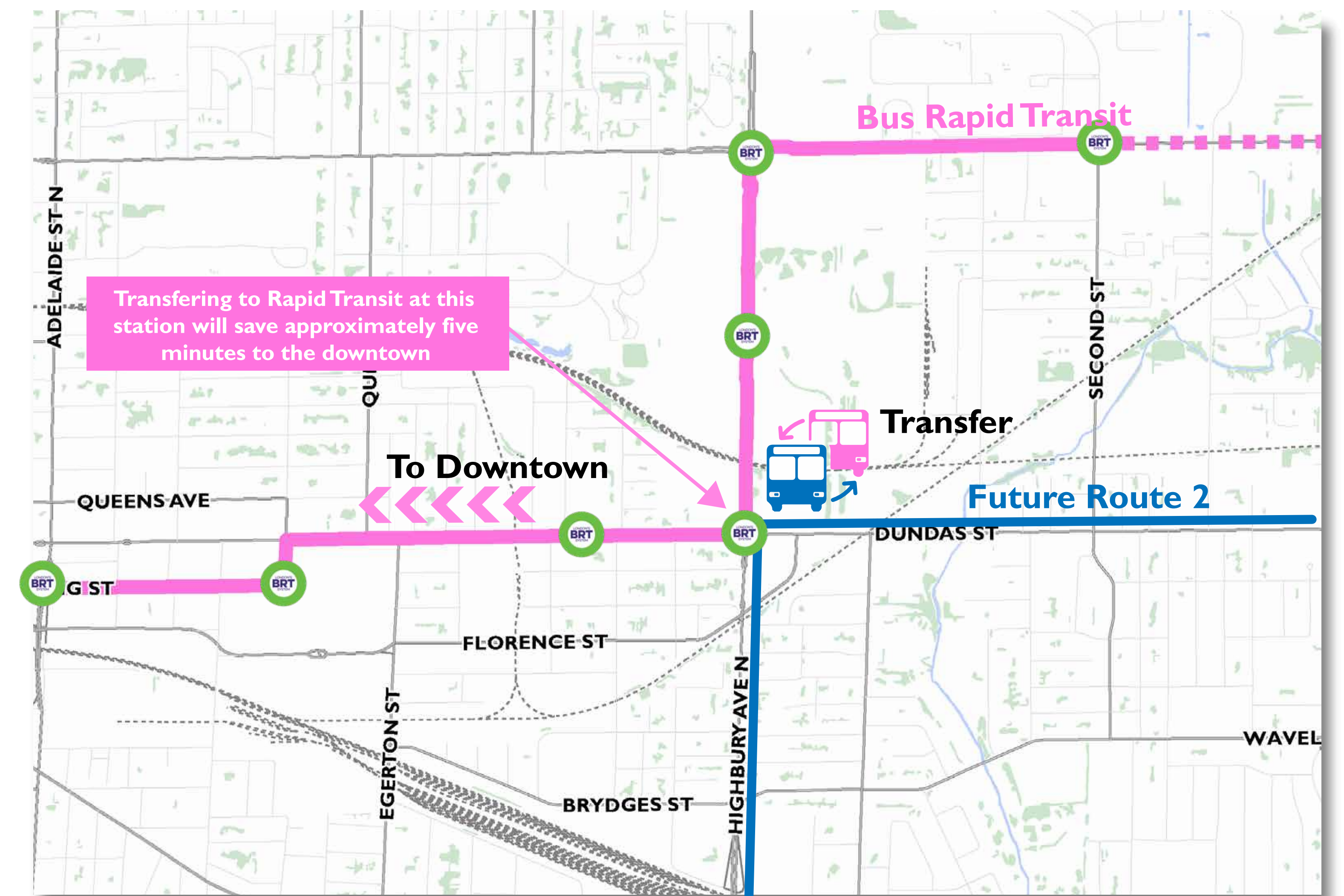
#4: MINIMIZE DUPLICATION



Existing Network



Future Network



Note: For illustration purposes only

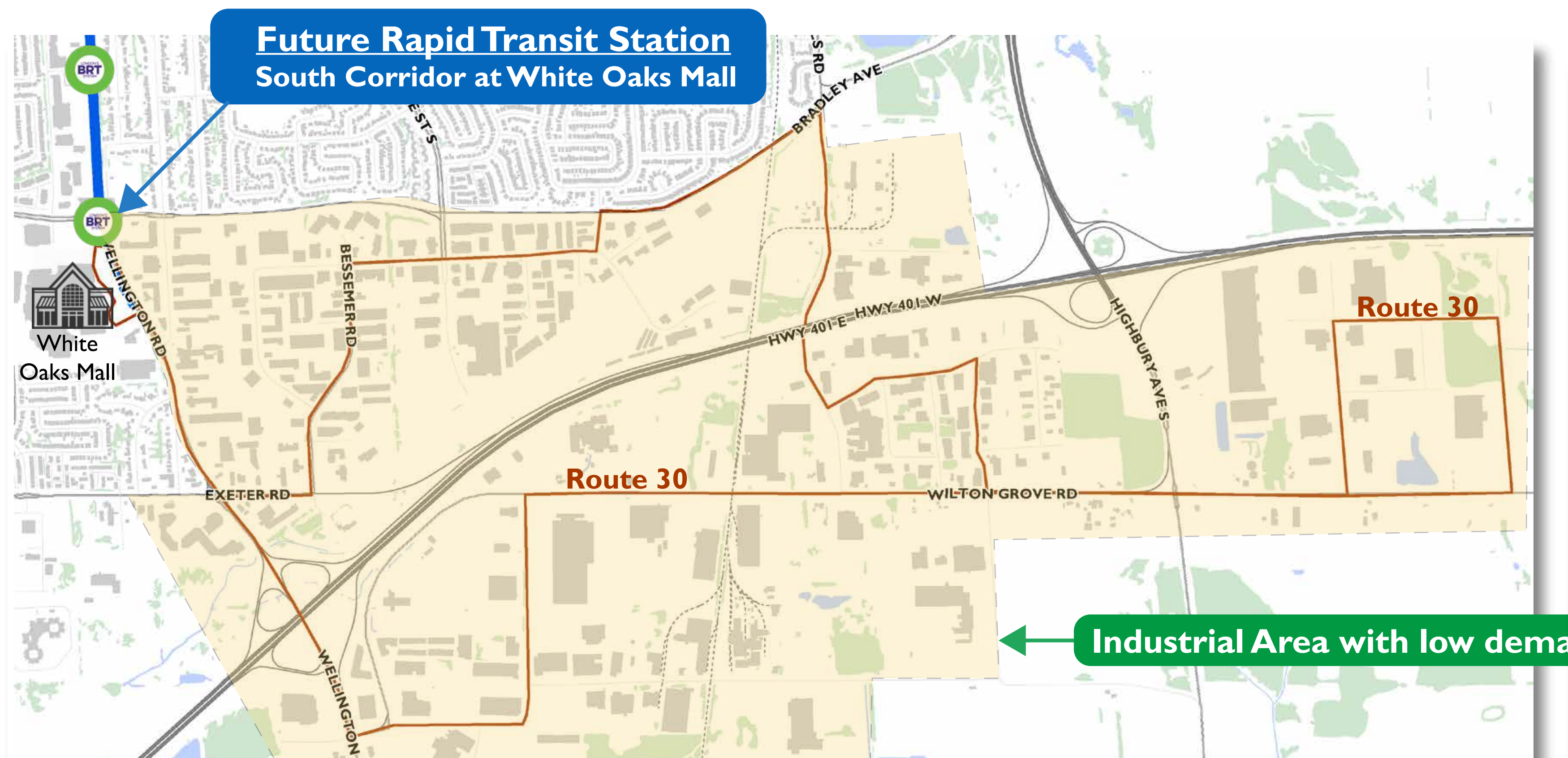
RAPID TRANSIT INTEGRATION PRINCIPLES

Application of Design Principles:

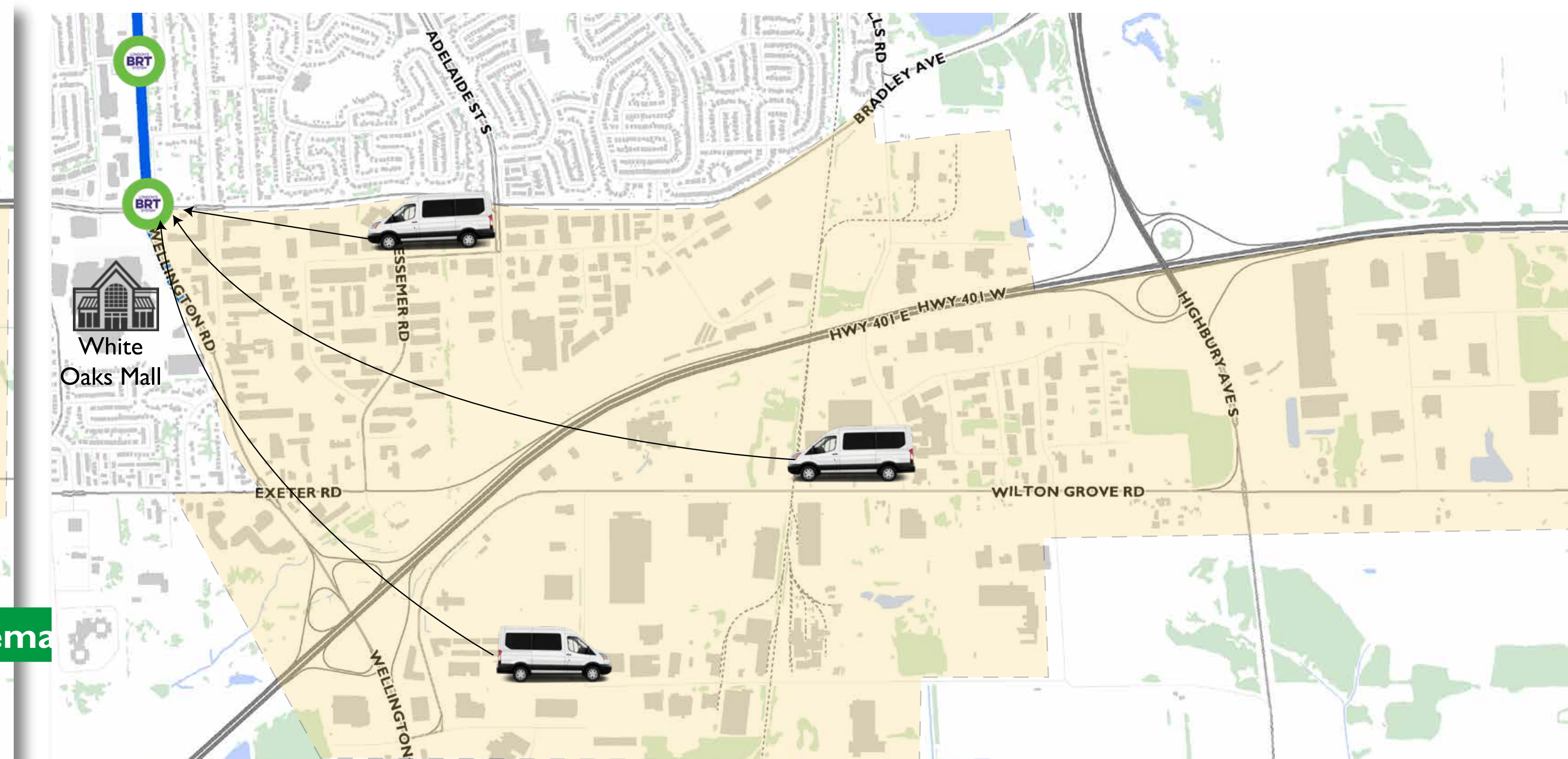
#6: EXPLORE ALTERNATIVE SERVICE MODELS IN LOW DEMAND AREAS



Existing Network



Future Network



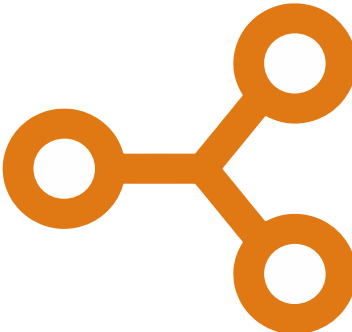

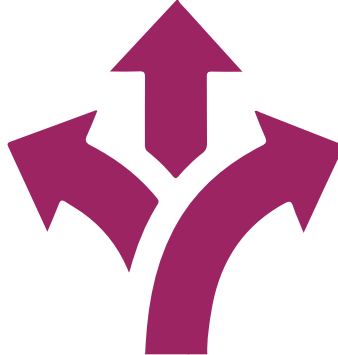



Note: For illustration purposes only

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transit

Rapid Transit Integration Strategy
Five-Year Service Plan

DESIGN PRINCIPLES FEEDBACK

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

	#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 reducing the frequency of connecting local bus services where applicable	
	#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).	
	#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.	
	#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.	
	#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.	



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!



**Rapid Transit Integration Strategy
Five-Year Service Plan**