
PUBLIC ENGAGEMENT FOLLOW-UP

In November and December, 2018, London Transit conducted public engagement for the 2019 Draft Service Plan to inform London Transit's Final 2019 Service Plan. Further consultation was conducted on several items in February and March 2019. Public engagement included 10 public information sessions, 8 "popup" sessions at major bus stops and two online surveys.

In total, the feedback received included **1,580** survey responses, **28,160** social media impressions and had **320** attendees at the open houses.

The following provides a summary of the feedback and how it influenced decision-making on the final plan.

Overall, the most public response surrounded the proposed routing modifications in three areas including, Route 1 in Old North, replacing Route 26 with Route 93 Express and removing Route 16B from Summerside.

Route 1 Changes

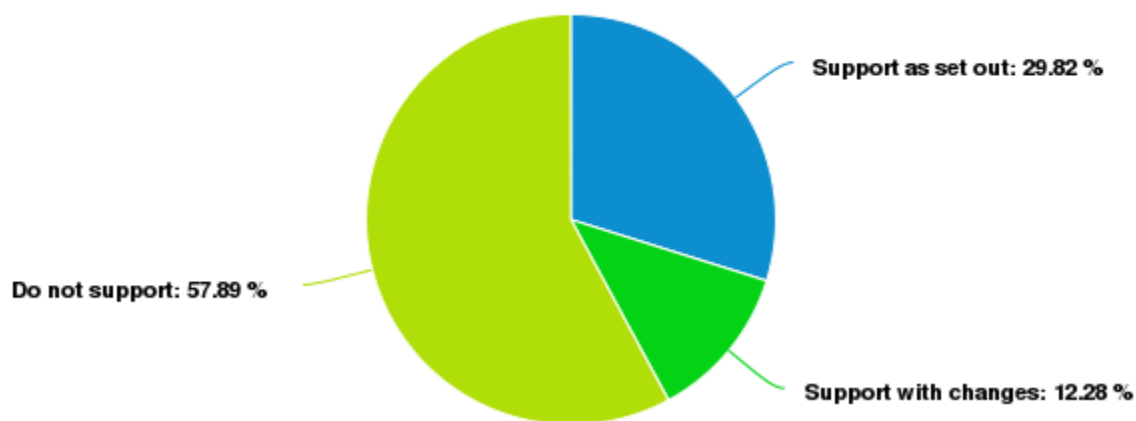
WHAT WE HEARD

Do Not Operate Route 1 on Colborne St. North of Oxford St. E.

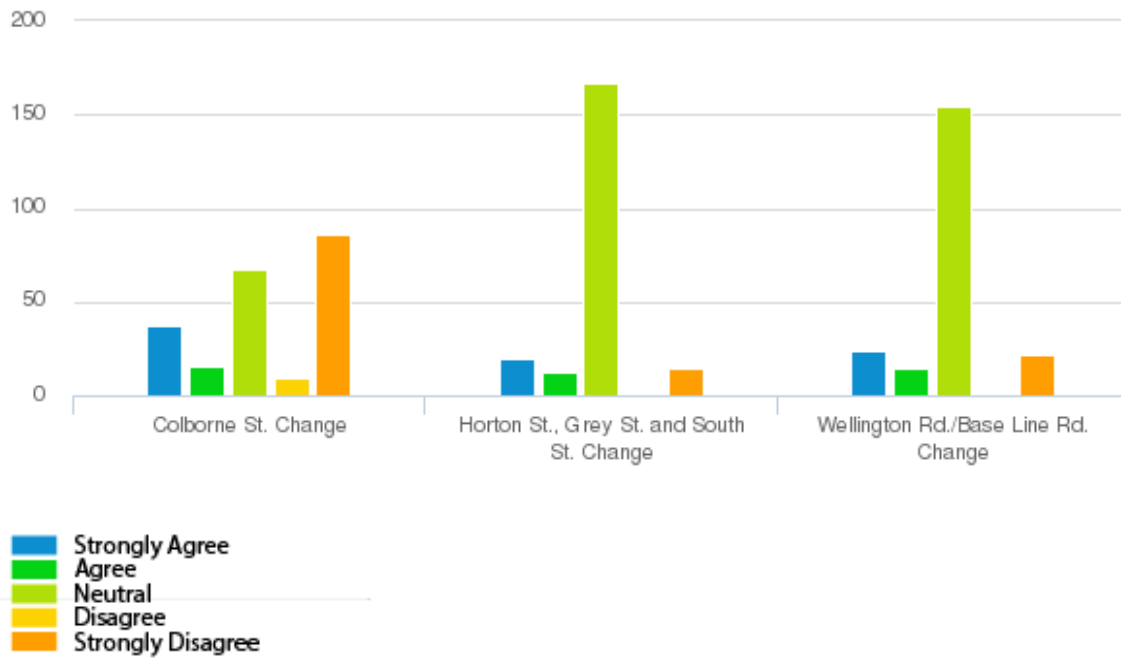
The following charts display survey results

Initial Consultation – Nov/Dec 2018

What is your opinion of the proposed changes for Route 1?

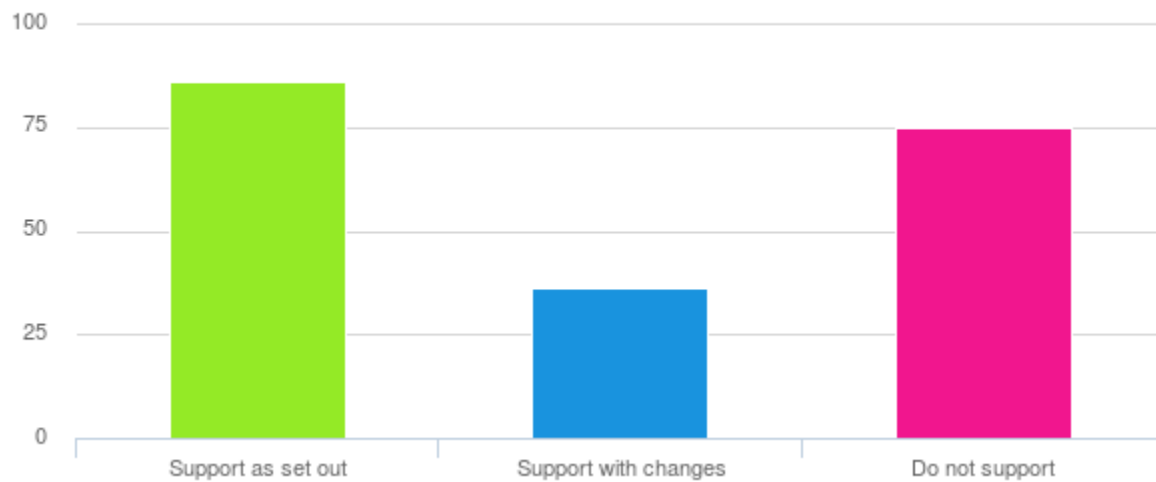


What is your support for each change?

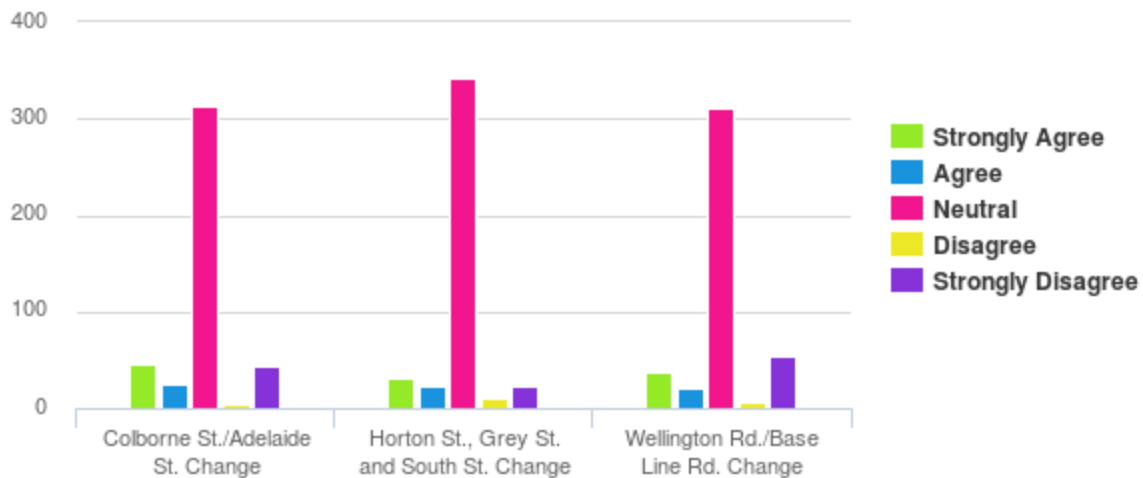


Secondary Consultation – Feb 2019

What is your opinion of the proposed changes for Route 1?



What is your support for each change?



In the initial round of public consultation, the majority of feedback received did not support the proposed changes for Route 1. However, this result was skewed by the overwhelming response to the changes in Old North. While there was some concern about moving Route 1 out of the Rowntree neighbourhood due to increased walk distances, the majority of respondents supported both this change and the SoHo neighbourhood route modification.

Results in the second round of consultation varied significantly from the initial round. Responses in the second were much more supportive of the changes, particularly the changes in Old North.

HOW WAS FEEDBACK USED

The opposition in the initial round of consultation in conjunction with the concerns regarding service to Richmond St. and King's University College resulted in a more extensive assessment of transit efficiency in the area with a focus on the latter two locations. The further analysis resulted in modifying routing to Cheapside and Adelaide. While the routing adjustment is projected to be slower than the routing in the Draft Plan, it effectively balances time travel with greater projected ridership productivity by enhancing service on Adelaide north of Cheapside.

The analysis confirmed that while the change will negatively affect some of those travelling to/from Richmond St. and King's University College from the south end of the Route (Woodfield/Pond Mills/King Edward), it will positively affect many more. The recommended routing will significantly reduce transit times for riders on Kipps, Huron, Adelaide, Cheapside and Colborne and reduce transfers for all riders travelling to/from Adelaide, Cheapside and Colborne.

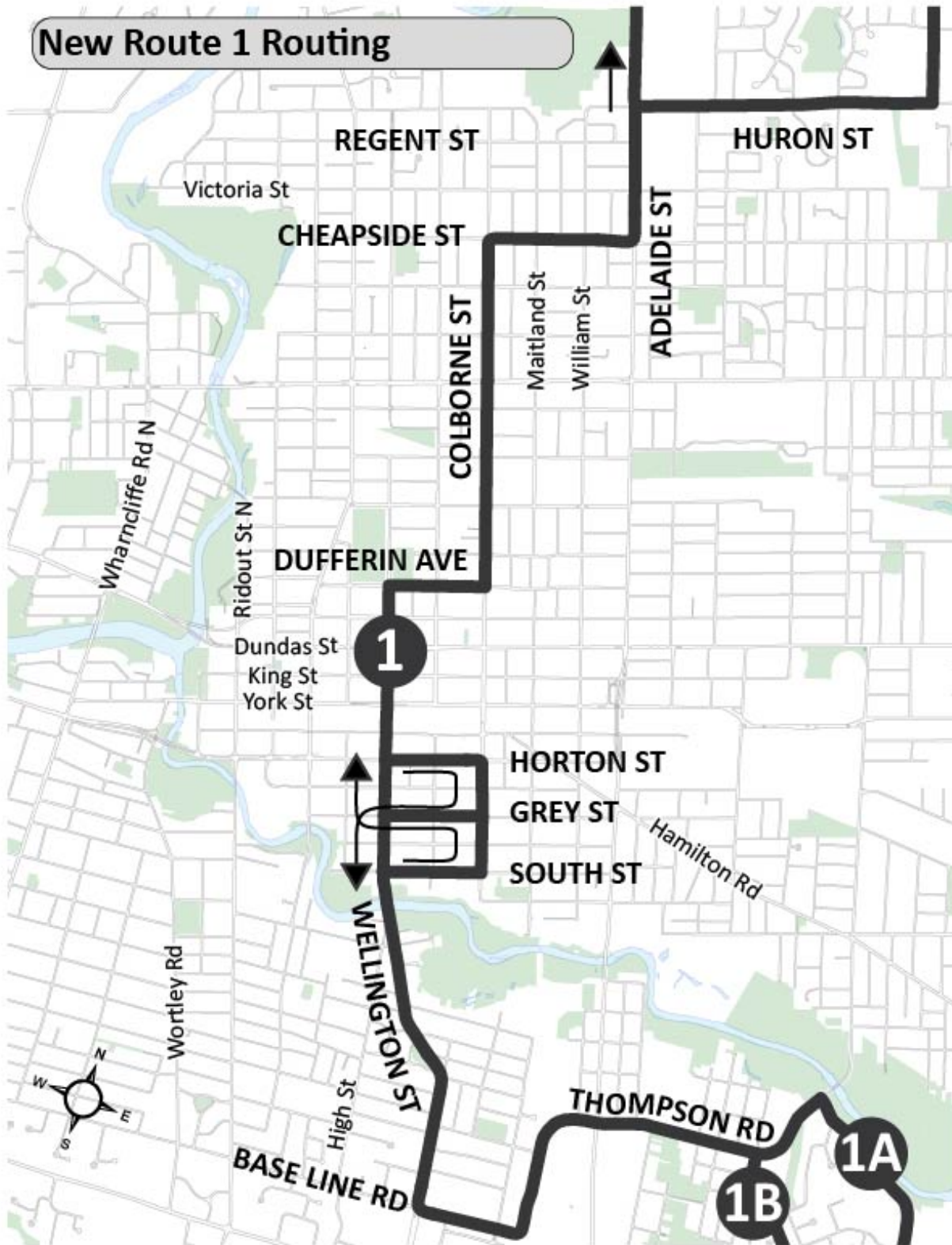
Many concerned about service to King's University College did not recognize the Route 27-29 changes and its travel implications, especially for passenger in the Kipps Lane area.

The concerns of residents from the Rowntree neighbourhood caused an evaluation of potential options to keep Route 1 in the neighbourhood. However, the alternative options were only slightly more appealing in terms of service efficiency and would not have provided the time savings the majority of Route 1 respondents wanted. The proposed routing kept a significant portion of the neighbourhood within London Transit's guideline of 400m to a transit stop, bringing service provision here on par with that of the rest of the City.

WHAT WAS APPROVED

The routing modified after the initial consultation to Cheapside and Adelaide was approved. The following map displays the approved routing.

New Route 1 Routing



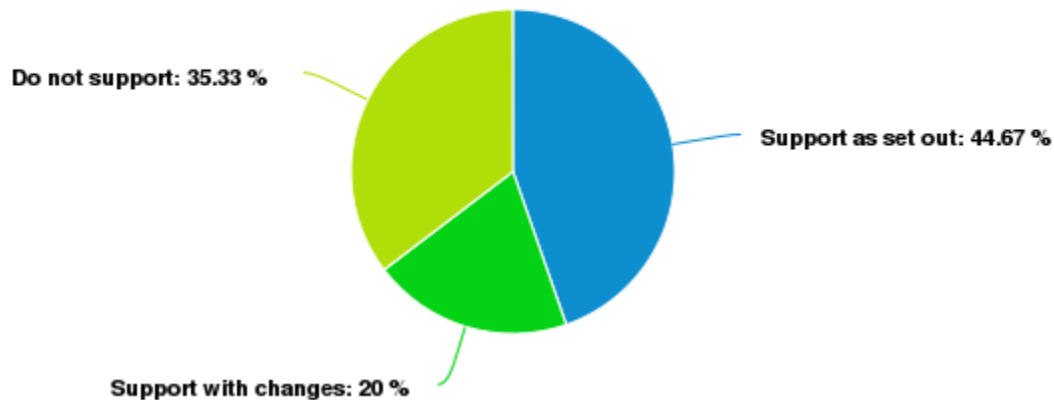
Route 26/93 Changes

WHAT WE HEARD

Route 93 Will Save Us So Much Time! / Do not Remove Route 26 Service to Downtown

The following chart displays survey results

What is your opinion of the proposed Route 26 & 93 changes?



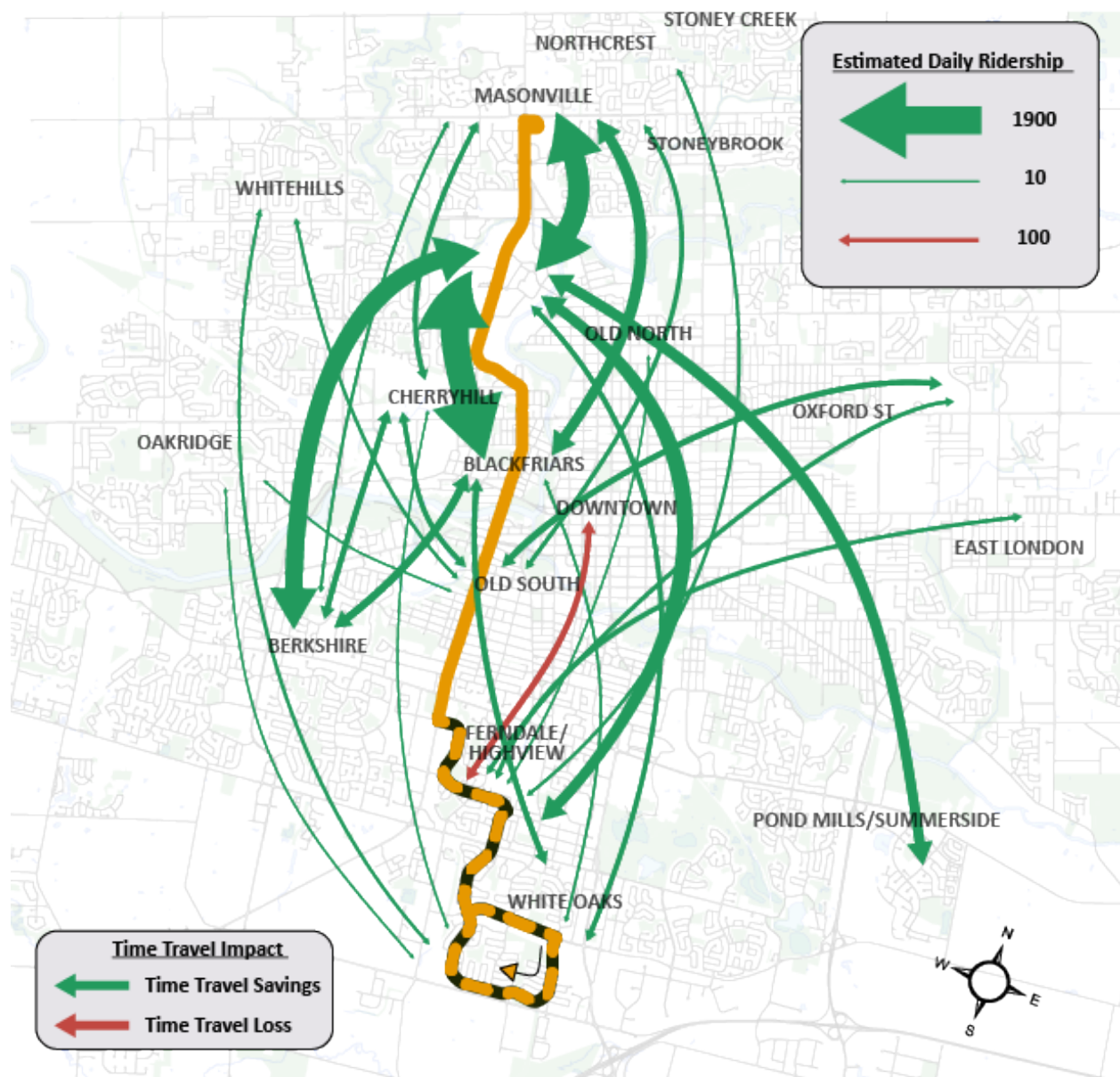
The Route 26/93 changes elicited the second highest rate of feedback during the consultation process. While numerous responses were received that did not support the changes or wanted downtown service maintained, 59% of respondents in the online survey supported replacing Route 26 with Route 93. This 59% support includes the 45% that supported the changes as set out and 14% who supported the proposal contingent on changes that did not include keeping Route 26 or routing the 93 downtown. Of those that supported the change, people were most excited about the elimination of transfers and faster service from the Blackfriars area to Masonville, South London and White Oaks. They also supported the faster service to Western University.

With the recommended introduction of Route 93 to the Masonville Terminal, concerns regarding insufficient space at the Terminal were raised.

HOW WAS FEEDBACK USED

The feedback supports projections that indicated the change in routing will increase ridership productivity, reduce overall passenger travel time and generate ridership growth. The map and chart below highlights the projected time travel savings from the change.

Time Travel Implications of Route 26, 93 Change



Route 26, 93 Changes - Travel Time Implications			
Travel Pattern	Estimated Daily Ridership	Round Trip Time Travel Differential (Minutes, - = Savings)	Total Daily Passenger Travel Impact (Minutes, - = Savings)
Masonville/Northeast - Blackfriars	135	-15	-1958
Masonville/Northeast - Cherryhill	75	-9	-694
Masonville/Northeast - UWO	1325	-7	-9275
Masonville/Northeast - Old South	55	-37	-2008
Masonville/Northeast - Berkshire/Woodbank/Manor Park	35	-14	-490
Jalna West of Ernest/Ferndale/Highview - Downtown	95	10	903
White Oaks/Ferndale/Highview - Masonville/Northeast	30	-46	-1365
White Oaks/Ferndale/Highview - Blackfriars	20	-42	-840
White Oaks/Ferndale/Highview - UWO	85	-57	-4803
White Oaks/Ferndale/Highview - Whitehills	30	-3	-90
White Oaks/Ferndale/Highview - Oakridge	5	-16	-78
White Oaks/Ferndale/Highview - Cherryhill	10	-28	-275
UWO - Blackfriars	1925	-3	-5775
UWO - South London	180	-23	-4140
UWO - Berkshire/Woodbank/Manor Park	250	-17	-4125
UWO - Pond Mills/Summerside	185	-3	-555
Blackfriars - South London	90	-23	-2070
Blackfriars - Berkshire/Woodbank/Manor Park	120	-6	-660
Cherryhill - Old South	70	-5	-315
Cherryhill - Berkshire/Woodbank/Manor Park	90	-1	-90
Old South-Whitehills	30	-15	-450
Jalna West of Ernest/Ferndale/Highview - Oxford	45	-20	-878
Jalna West of Ernest/Ferndale/Highview - Old North	10	-15	-145
Jalna West of Ernest/Ferndale/Highview - East London	40	-8	-300
Old South - Oxford	95	-5	-428
Total			-40901

WHAT WAS APPROVED

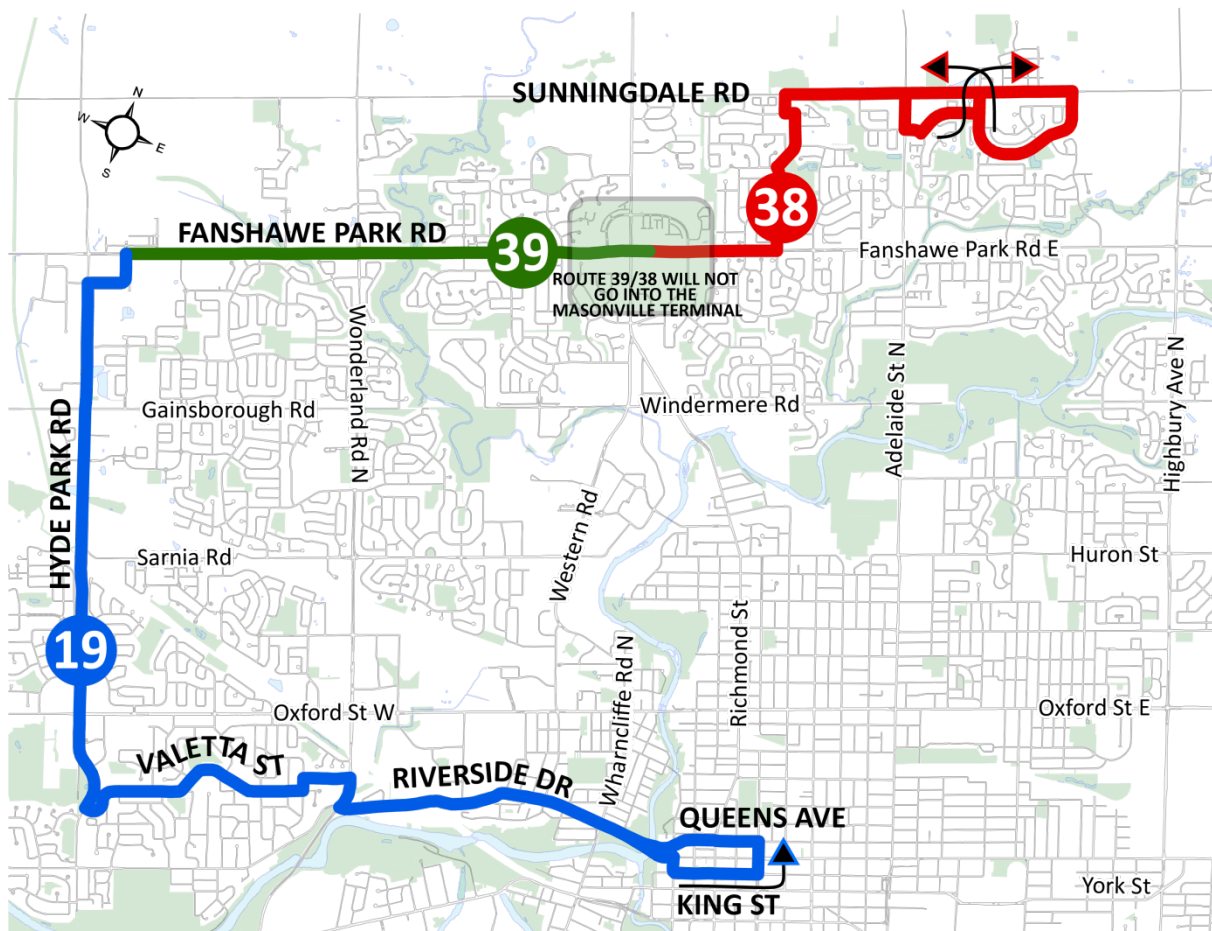
The following map displays the approved routing.



Maintain the introduction of Route 93 and eliminate Route 26 as per the draft plan.

To address Masonville Terminal capacity concerns, reduce travel time, increase frequency and improve ridership productivity, Route 38/39 will not directly serve the Masonville Terminal. Instead, the Route will remain on Fanshawe Park Rd.

The following map displays the approved routing.



Route 16, 24 & 92 Changes

WHAT WE HEARD

Maintain Evening Service in Summerside

Responses to the changes in Summerside were almost exclusively in opposition to the draft proposal. This was to be expected as the proposed changes reduced service hours to the area in an effort to better match service to ridership. However, the extent of the response was not

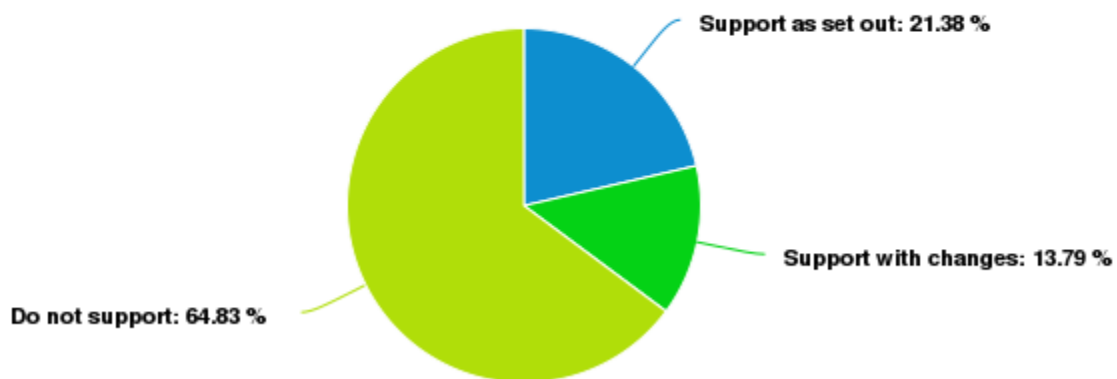
expected. The principal concern was the loss of weekday evening service as Route 24 was proposed to operate until 7pm.

Generally, those outside of the Summerside area were supportive of the extension of Route 24 on Commissioners. This includes feedback from the Pond Mills area where there was support for the significant frequency increase and more diverse travel options.

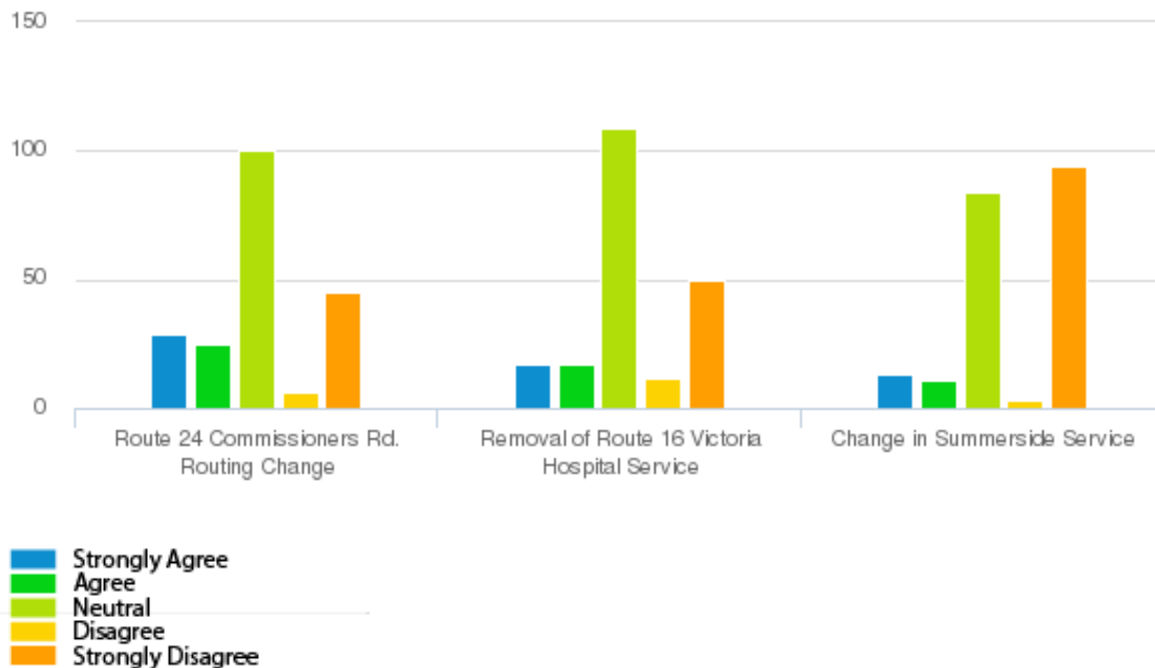
In Talbot Village, riders voiced support for the introduction of Sunday service. Less than 10 people were concerned regarding the move of service from Settlement Trail to Raleigh Blvd.

The following charts displays support from the online survey for the Route 16, 24 and 92 Changes.

What is your opinion of the proposed changes?



What is your support for each change?



HOW WAS FEEDBACK USED

Further assessment of the Route 24 operating hours was conducted in an attempt to address the concerns of Summerside residents while still 'right sizing' the route to match service with demand.

While the majority of feedback did not support the removal of Route 16 Victoria Hospital service, the low ridership productivity on this deviation and the minimal impact on service from its removal do not warrant the routing being maintained. Route 24 will still provide the connection to the hospital from Summerside and Route 92 will continue to provide the connection along the Adelaide corridor.

WHAT WAS APPROVED

It was recommended to extend weekday evening service from 7pm in the draft plan to 8:30pm. Maintain as set out in the draft plan, all other changes on Routes 16, 24 and 92.

Route 2/94 Changes:

WHAT WE HEARD

Implement the 94!

The Route 2/94 change largely elicited positive feedback. Concern for the change was mostly due to the slight reduction in peak period frequency in the Bonaventure and Trafalgar Heights neighbourhoods.

HOW WAS FEEDBACK USED

Plans to implement Route 94 were solidified throughout the public engagement process.

WHAT WAS APPROVED

Maintain the draft plan.

WHAT WE HEARD

Route 3/5 is too confusing

The Route 3/5 interline was frequently referred to as “too confusing” during the public engagement process. Central to that confusion is the inconsistency in interline routing. Route 5 is currently interlined with only Route 3A during all time periods with the exception of Saturdays 10am - 6pm, when it is also interlined with Route 3B.

HOW WAS FEEDBACK USED

Feedback on Route 3/5 focused attention on eliminating the Saturday exception and creating a more consistent routing pattern.

WHAT WAS APPROVED

It was recommended to increase Route 3's Saturday frequency from 30 to 17 minutes between 10am and 6pm and decrease Route 5's frequency from 30 to 32 during that same time period. The proposed frequency changes during this time period enable Route 5 to be interlined with only Route 3A during all time periods, thus simplifying the route. The change also reduces confusion by enabling the creation of two distinctly named routes. All buses travelling between Argyle Mall and downtown (Currently 3B) will be renamed Route 3 and all buses travelling between Argyle Mall and Byron (Currently 3A/5) will be renamed Route 5.

Route 6 Changes

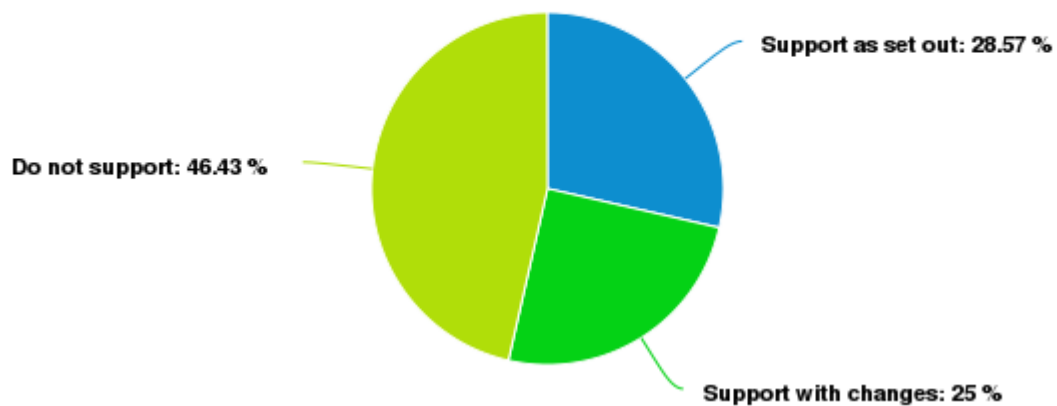
WHAT WE HEARD

Support for the University routing modification was split. Some were supportive of what they perceived to be improved transit efficiency. Those opposed were concerned about increased walk distances to various destinations on Western University campus and wanted service to Natural Sciences and Alumni Hall to be maintained.

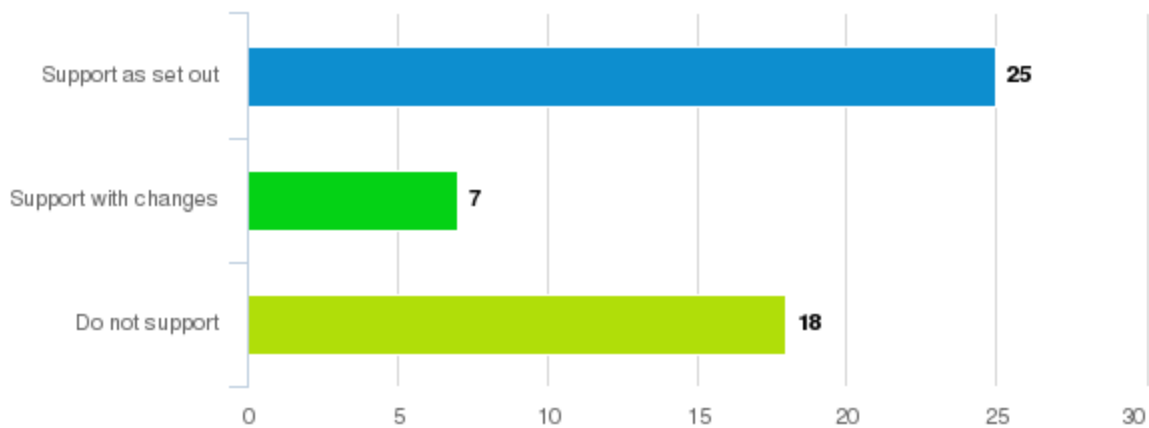
The split of the 6/9c evening interline received favourable comments.

The following charts display support from the online survey for the Route 6 changes.

What is your opinion of the proposed routing changes for Route 6?



What is your opinion of the proposed split of the Route 6/9c interline?



HOW WAS FEEDBACK USED

The opposition to the proposed changes was expected as it would decrease service at certain times and add inconvenience to some riders. However, the changes would better match service with transit demand and improve ridership productivity. Additionally, Route 106 is recommended to have improved frequency and will continue to provide service to Natural Science.

WHAT WAS RECOMMENDED

Maintain the draft plan.

Route 9, 31 Changes

WHAT WE HEARD

52% of the survey respondents did not support the changes in Whitehills. Public feedback in the initial consultation period indicated the proposed routing would run counter to travel patterns with the majority of riders in the Limberlost area destined for Western University while the majority of Aldersbrook riders are destined for downtown.

As a result, two alternative routings in Whitehills were returned for additional public consultation in February 2019. Option 1 was what was set out in the draft plan. In option 2, Route 31 would operate along Limberlost and Blackacres to the Wonderland and Fanshawe intersection and Route 9 operating along Aldersbrook and extended to serve the Hyde Park Power Centre.

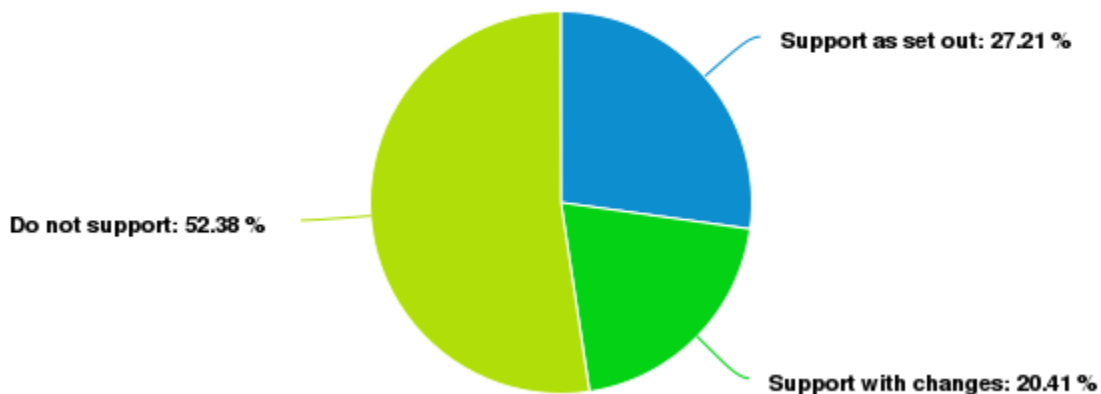
Through the second public consultation period, responses were almost evenly split with 51% of respondents in favour of option 1 and 49% of respondents in favour of option 2.

The recommended extension to Fanshawe Park Rd. and Wonderland Rd. N had broad support. Support was also largely positive for the recommended change to Blackacres Blvd service.

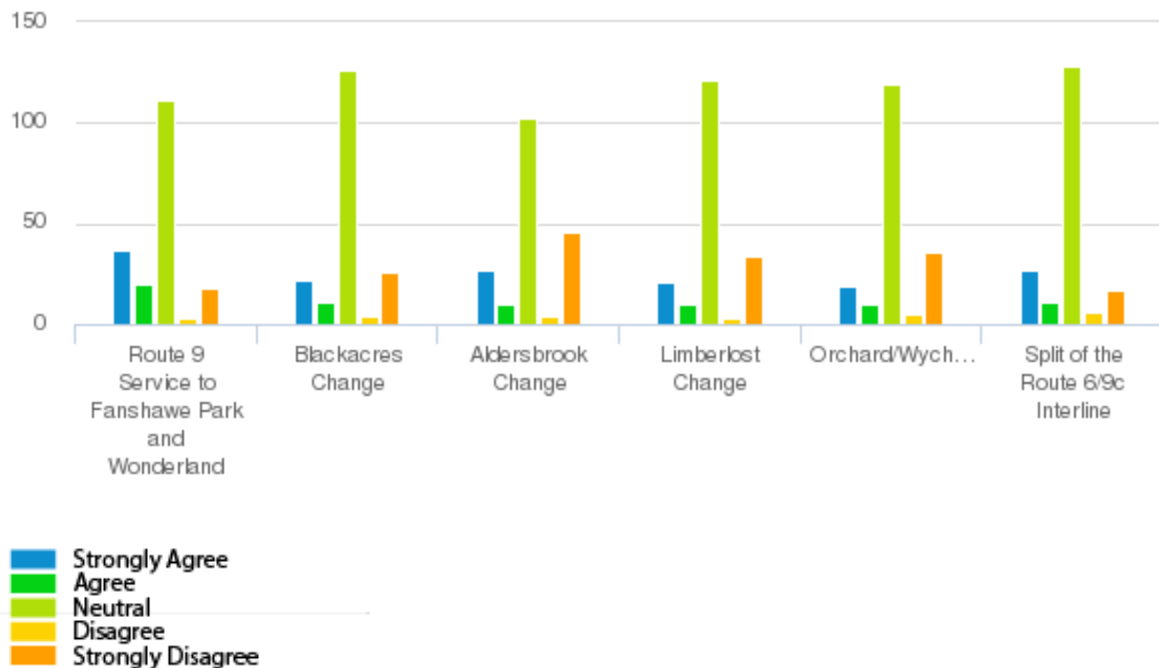
The majority of feedback from Orchard Park wanted transit service removed from the neighbourhood. Feedback was also received from those that wanted to maintain service including maintaining a direct connection to Western University.

The following charts display support from the initial online survey for the Whitehills Changes.

What is your opinion of the proposed Route 9 & 31 changes?



What is your support for each change?



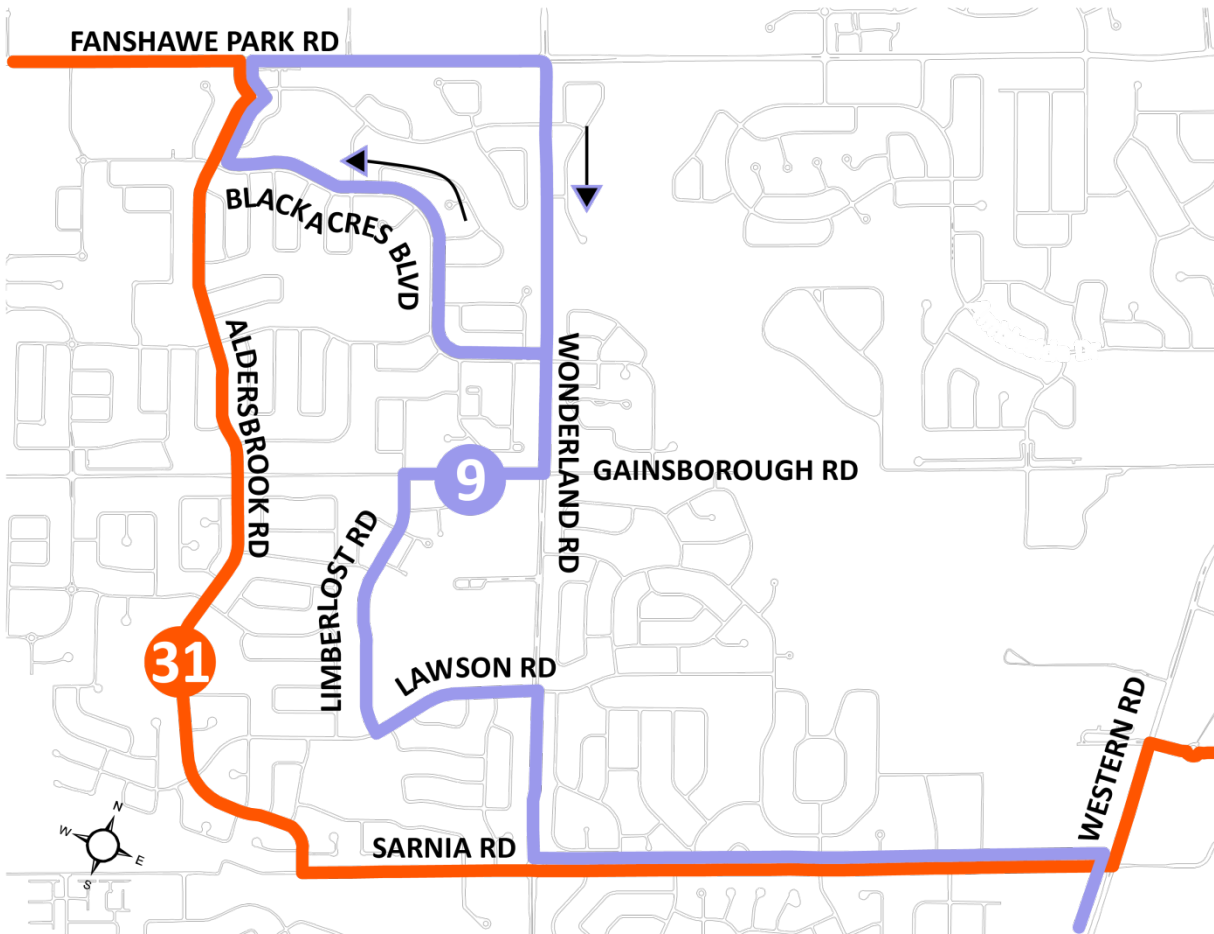
HOW WAS FEEDBACK USED

Since there was no clear preference for either option, option 1 was recommended as the network impact was smaller and it was more likely to have positive support that did not engage in the survey. Reaction to routing modifications is more common than to frequency changes and Option 2 had more negative frequency implications in areas with no routing modifications.

WHAT WAS APPROVED

Option 1 that represented the original draft plan was recommended.

The following map displays the approved routing.



Route 32 Changes

WHAT WE HEARD

Do not Eliminate Direct Kipps Ln – Western University Service

57% of respondents did not support the proposed Route 14 and 32 routing modifications in the draft plan, mostly due to the loss of direct service from Kipps Lane to Western University.

Homeowners on Briarhill Ave. were concerned about property values, safety and traffic due to the proposed introduction of two-way transit service. Homeowners on Preston St. and Hillcrest Ave. had similar concerns due to the proposed introduction of Route 32 service.

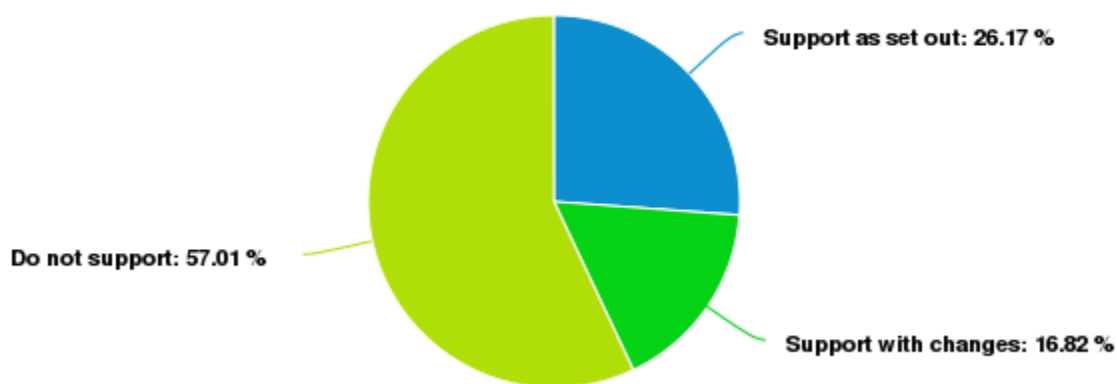
Riders travelling between Huron St. and Western University were the most supportive of the changes.

A common request resulting from the proposal was to extend Route 32 farther east to Fanshawe College creating a direct connection to Western University.

Feedback was largely supportive of the route modification in the Doon/Windermere area. Those that did not support the recommended changes were opposed to the loss of direct service to Kipps Ln. and Huron St. as well as the decreased frequency.

The following charts displays support from the online survey for the Route 32 Changes.

What is your opinion of the proposed Route 31/32, 14 changes?



HOW WAS FEEDBACK USED

The opposition to the loss of direct Kipps Ln – Western University service and the suggestions to extend Route 32 to Fanshawe College resulted in further analysis of routing in this area. The principle focus of the analysis was to enhance direct service between major origins and destinations while reducing total passenger time travel.

WHAT WAS APPROVED

Through the extended analysis, an interline of Route 27 and 29 in conjunction with the elimination of Route 32 was found to be a more optimal routing configuration as compared to the draft plan. The recommended Route 27-29 interline addresses the majority of concerns raised in consultation, enhances direct connections and reduces total passenger time travel. Direct service between Kipps Ln and Western will continue while a new direct service between the two post-secondary institutions will be introduced.

NORTHRIDGE/ GRENFELL/ AMBLESIDE/ PLANE TREE AREA

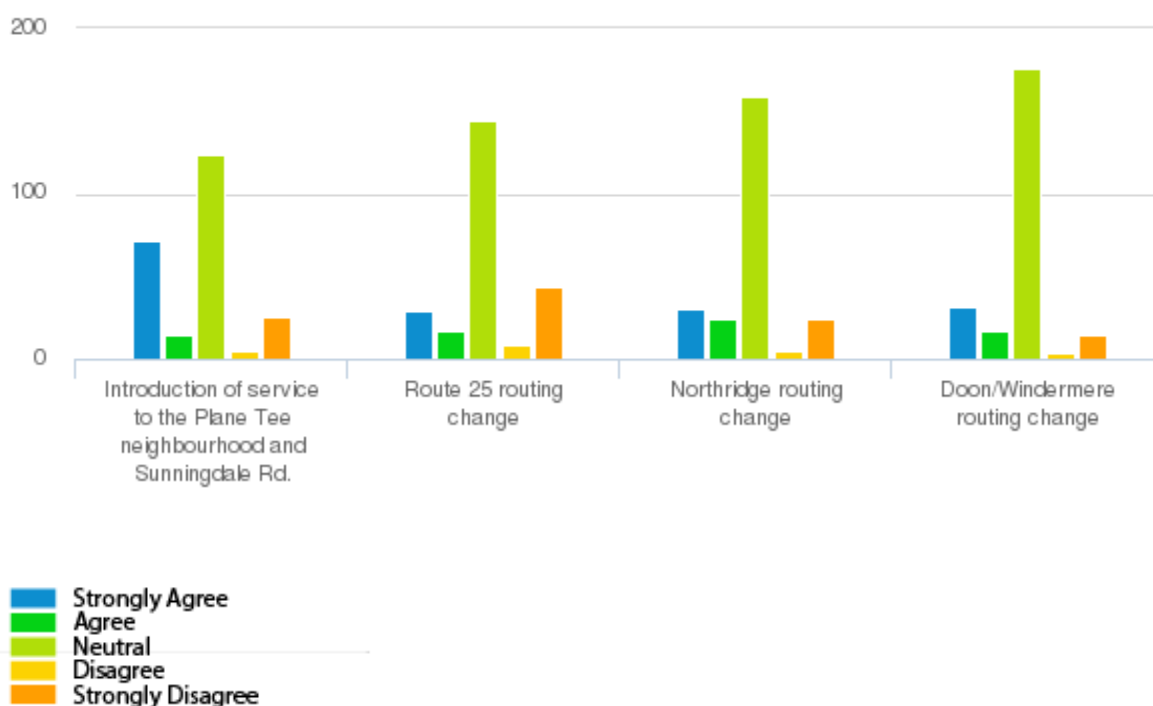
WHAT WE HEARD

Please Introduce Service to the Plane Tree Neighbourhood

The recommended changes to the 25, 34 and 40 had significant support with 65% support in the online survey.

The following charts displays support from the online survey for the Northridge/Grenfell/Ambleside/Plane Tree Area Changes.

What is your support for each change?



Some homeowners in the Plane Tree neighbourhood were concerned about the introduction of transit service on property values, safety and traffic. However, 74% of survey respondents were supportive of the recommended service. Those in support were mostly parents of high school and post-secondary students.

The largest criticism of the draft plan came from Fanshawe students in the Grenfell area who would lose a direct bus connection. In contrast, Western students were supportive of a re-instated direct university service. University service in conjunction with the introduction of two-

way service made the changes very popular in the Northridge area. The introduction of two-way service was likewise supported in Ambleside.

Route 34 service would be removed from Richmond St. and Western Rd. between Masonville and Ambleside Dr. Some University students expressed concern that this would impair their travel between the Masonville area and the southern end of Western University campus, especially for early morning classes.

HOW WAS FEEDBACK USED

Feedback on Route 34 reinforced the need to introduce service into the Plane Tree neighbourhood.

Opposition to the Route 25 and 40 changes was not sufficient enough to indicate that projections of improved ridership productivity from the proposal were not accurate.

While the removal of Route 34 from Richmond St. south of Masonville was opposed by many, the introduction of Route 93 will mitigate these concerns. Route 93 will improve travel on this corridor with increased frequency, faster travel time and comparable stop locations. Routes 10 and 13 will also continue to connect Masonville to the University.

WHAT WAS APPROVED

Maintain the draft plan.

Route 10 – Montgomery Rd Modification

WHAT WE HEARD

A significant majority of respondents supported this routing modification. The minority was opposed to decreases in transit access to Jalna Blvd. and concerns that the recommended routing would be slower in peak periods.

HOW WAS FEEDBACK USED

The Wellington Rd. routing is projected to be comparable in time travel to the current routing during peak periods and faster during base and off-peak periods. The modified routing also improves connections at Wellington and Southdale to Routes 13 and 90. Support for the routing modification reinforced its inclusion in the final plan.

WHAT WAS APPROVED

Maintain the draft plan.

Route 28 Changes

WHAT WE HEARD

Feedback to the recommended Route 28 was limited and generally supportive. Support was largely from the employment areas on Exeter Rd. and White Oak Rd. Opposition was due to the loss of direct service to Westmount area and Saunders Secondary School. Several respondents requested improving transfers at Wharncliffe and Wonderland to ensure better service between Lambeth and Westmount.

HOW WAS FEEDBACK USED

Route 28 has consistently been an underperforming route with respect to ridership productivity, which is well below the minimum standard. The routing change allows for the opportunity to enhance efficiency on the route while extending service to a commercial/industrial area currently outside London Transit's 400 meter travel distance standard.

WHAT WAS APPROVED

Maintain the draft plan.

Berkshire Village/Base Line Rd W. Community Bus

WHAT WE HEARD

Take us to White Oaks Mall on Wednesday!

The design of the community bus service, including where and when to operate, was developed through input from the Baseline/Berkshire Village residents. The survey responses favoured to operate on Wednesday's with service to White Oaks Mall. Giant Tiger and Food Basics will also be served.

WHAT WAS APPROVED

Starting May 2, 2019, Wednesday service will be provided between White Oaks Mall and various residential buildings on Base Line Rd W., Commissioners Rd. and Berkshire Village.

UWO – Oxford Dr. Changes

WHAT WE HEARD

The majority of feedback on the removal of service from Oxford Dr. was supportive. Respondents liked that the changes would provide consistency and travel time savings. Those that were opposed to the changes were concerned about safety and increased walk distances.

HOW WAS FEEDBACK USED

The general support for the proposal reinforced the recommendation to remove service from Oxford Dr.

WHAT WAS RECOMMENDED

Maintain the draft plan.

Service Reductions

WHAT WE HEARD

As expected, feedback was almost exclusively opposed to the proposed service reductions. Opposition to specific reductions aligned closely with route ridership and had little correlation to the actual impact on service. One notable exception was opposition to the removal of the first weekday southbound Route 25 trip. Respondents were concerned about the ability to reach their work in airport industrial area in time for their shift.

HOW WAS FEEDBACK USED

Feedback on the Route 25 trip highlighted an important transfer connection that we had overlooked in the initial draft plan and caused a reassessment of the service reductions.

WHAT WAS RECOMMENDED

Maintain the first southbound Route 25 trip on weekdays. Maintain the remaining service reductions.