

2020 Conventional Transit Service Plan Changes

Route Structure and Service Guidelines Review

The following recommended changes were included for consideration as part of the 2020-2024 Service Plan Framework.

Route 31

Proposed Service Changes:

1. Weekday – Increase frequency from 30 minutes to 20 minutes between 6 am and 6 pm
2. Weekday – Increase frequency from 55 minutes to 30 minutes between 6 pm and 12 am
3. Saturday – Increase frequency from 50 minutes to 30 minutes between 8:30 am and 10 am
4. Saturday – Increase frequency from 50 minutes to 30 minutes between 2 pm and 6 pm
5. Sunday – Increase frequency from 50 minutes to 30 minutes between 8:30 am and 8 pm

Issue/Rationale:

Frequencies on Route 31 are proposed to be improved to 20 minutes during periods that are currently operating on a 27 to 28-minute frequency and to 30 minutes during periods that are currently operating on 48-55 minute headways. The improvements were recommended as part of the 2020-2024 Five-Year Service Plan Framework, with one of the strategic directions to target 30 minute headways or better system-wide by the end of the five-year period.

Frequency (proposed changes are shown in bold)

Weekday Time Period	Early AM	AM Peak	Base	PM Peak	Early Evening	Late Evening
Recommended Headway	20	20	20	20	30	30
Existing Headway	48	28	27	30	55	48

Saturday Time Period	Early AM	Base	Peak	Early Evening	Late Evening
Recommended Headway		30	27	30	48
Existing Headway	-	50	27	52	48

Sunday Time Period	Early AM	Base	Peak	Evening
Recommended Headway	-	30	30	30
Existing Headway	-	50	50	50

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency from 30 minutes to 20 minutes between 6 am and 6 pm	2,394	798	1
Weekday – Increase frequency from 55 minutes to 30 minutes between 6 pm and 12 am	1,626	542	0
Saturday – Increase frequency from 50 minutes to 30 minutes between 8:30 and 10 am	85	28	0
Saturday – Increase frequency from 50 minutes to 30 minutes between 2 pm and 6 pm	334	111	0
Sunday – Increase frequency from 50 minutes to 30 minutes between 8:30 am and 8 pm	713	238	0

Route 34

Proposed Service Changes:

1. Weekday – Increase frequency from 60 minutes to 40 minutes between 6 pm and 7 am
2. Weekday – Increase frequency from 60 minutes to 40 minutes between 6 pm and 9 pm
3. Saturday – Increase frequency from 60 minutes to 40 minutes between 8 pm and 10 am
4. Sunday – Increase frequency from 60 minutes to 40 minutes between 10 am and 8:30 pm

Issue/Rationale:

Frequencies on Route 34 are proposed to be improved to 40 minutes during periods that are currently operating on 60 minute headways. The improvements were recommended as part of the 2020-2024 Five-Year Service Plan Framework, with one of the strategic directions to target 30 minute headways or better system-wide by the end of the five-year period. Currently the ridership on Route 34 during these periods does not warrant 30-minute frequency and as such 40 minute headways are proposed.

Frequency (proposed changes are shown in bold)

Weekday Time Period	Early AM	AM Peak	Base	PM Peak	Early Evening	Late Evening
Recommended Headway	40	40	40	45	40	60
Existing Headway	60	40	40	45	60	60

Saturday Time Period	Early AM	Base	Peak	Early Evening	Late Evening
Recommended Headway	60	40	45	60	60
Existing Headway	60	60	45	60	60

Sunday Time Period	Early AM	Base	Peak	Evening
Recommended Headway	-	40	40	40
Existing Headway	-	60	60	60

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency from 60 minutes to 40 minutes between 6 and 7 am	252	84	0
Weekday – Increase frequency from 60 minutes to 40 minutes between 6 and 9pm	504	168	0
Saturday – Increase frequency from 60 minutes to 40 minutes between 8 and 10 am	104	34	0
Sunday – Increase frequency from 60 minutes to 40 minutes between 10 am and 8:30 pm	472	157	0

Proposals based on the Annual Service Planning Review Process

The following recommendations are the result of current operational concerns, public feedback, and Operator input. The proposed changes are intended to increase frequency, improve schedule adherence and/or address overcrowding concerns; however, were not included in the 2020-2022 Service Plan Framework.

Routing Modifications

Route 102

Recommended Service Changes:

1. Remove the downtown loop and operate South on Richmond to Queens Westbound.

Issue/Rationale:

Route 102 is currently experiencing schedule adherence issues, mainly as a result of the increased traffic volumes through the downtown core. By shortening the downtown loop to only operate as far south as Richmond and Queens (see Figure 1) the round trip travel time will be significantly increased and improve reliability of the route. The impact to passengers is minimal as there is currently limited ridership between Queens and King. There are also alternative routes operating along this section for travel to Western University.

Impacts:

Affected passengers will have alternate route options in order to commute to or from their downtown location.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
All days – Removal of Downtown Loop	0	0	0

Frequency and Service Span Improvements

Routes 2

Recommended Service Changes:

1. Weekday – Increase Round Trip Time from 128 minutes to 135 minutes between 2 pm and 6pm
2. Sunday – Increase frequency from 30 minutes to 20 minutes between 9 am and 11 am
3. Sunday – Increase frequency from 30 minutes to 20 minutes between 6 pm and 10 pm

Issue/Rationale:

Route 2 is currently experiencing schedule adherence issues during the weekday PM Peak period. To improve the reliability on the route it is proposed that the round trip time would increase to 135 minutes, noting the current frequency would be maintained.

An increase in frequency on Sunday is being recommended to better service a growing ridership during the above listed times, and closer reflecting the route’s RTT.

Sunday Time Period	Early AM	Base	Peak	Evening
Recommended Headway	30	20	15	20
Existing Headway	30	30	15	30

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase Round Trip Time to 135 minutes between 4 pm and 6 pm	987	329	1
Sunday – Increase frequency from 30 minutes to 20 minutes between 9 am and 11am	294	98	0
Sunday – Increase frequency from 30 minutes to 20 minutes between 6 pm and 10 pm	462	154	0

Route 10

Recommended Service Changes:

1. Sunday – Increase frequency from 60 minutes to 30 minutes between 5 pm and 10 pm
2. Sunday – Increase frequency from 60 minutes to 40 minutes between 10 pm and 11 pm

Issue/Rationale:

Route 10 frequencies are proposed to increase from 60 minutes to 30-40 minutes on Sunday evening. One of the strategic directions to target 30 minute headways or better across the system by the end of the five-year period.

Sunday Time Period	Early AM	Base	Peak	Evening
Recommended Headway	50	30	30	30 (40 after 10 pm)
Existing Headway	50	30	30	60

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Sunday – Increase frequency to 30 minutes between 5 pm and 10 pm	598	199	0
Sunday – Increase frequency to 40 minutes between 10 pm and 11 pm	120	40	0

Route 12

Recommended Service Changes:

1. Weekday – Increase frequency from 60 minutes to 45 minutes between 9 pm and 12 am

Issue/Rationale:

Route frequencies are proposed to increase on weekdays from 60 minutes to 45 minutes between 9pm – 12pm. This change will provide riders with a shorter wait time when travelling in the late evening.

Weekday Time Period	Early AM	AM Peak	Base	PM Peak	Early Evening	Late Evening
Recommended Headway	30	30	30	25	30	45
Existing Headway	30	30	30	25	30	60

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency from 60 minutes to 45 minutes between 9 pm and 12 am	567	189	0

Route 20

Recommended Service Changes:

1. Weekday- Increase frequency from 20 minutes to 15 minutes between 9 am and 2 pm

Issue/Rationale:

Route frequencies are proposed to be increased during the weekday peak period due to increased ridership demand and overcrowding issues during this time period.

Weekday Time Period	Early AM	AM Peak	Base	PM Peak	Early Evening	Late Evening
Recommended Headway	20	15	15	15	20	30
Existing Headway	20	15	20	15	20	30

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency from 20 minutes to 15 minutes between 9 am and 2 pm	2,520	840	0

Route 25

Proposed Service Changes:

1. Weekday – Increase frequency from 30 minutes to 20 minutes between 7 am and 9 am
2. Weekday – Increase frequency from 30 minutes to 20 minutes between 9 am and 12 pm
3. Weekday – Increase frequency from 30 minutes to 20 minutes between 12 pm and 2 pm
4. Weekday – Increase frequency from 30 minutes to 20 minutes between 6 pm and 9 pm
5. Saturday – Increase frequency from 60 minutes to 30 minutes between 6 pm and 9 pm
6. Sunday – Increase frequency from 60 minutes to 30 minutes between 9 am and 12 pm
7. Sunday – Increase frequency from 60 minutes to 30 minutes between 12 pm and 3 pm
8. Sunday – Extend service on 41-minute frequency starting at 7 am

Issue/Rationale:

Frequencies on Route 25 are proposed to be increased during most time periods. The proposed increases are based on rapid ridership growth on the route and current overcrowding issues being experienced during many time periods.

In addition to increasing frequency, service is proposed to be extended on Sunday mornings to 7 am. The earlier start continues to expand on the extended Sunday service hours implemented on 9 routes in 2018.

Weekday Time Period	Early AM	AM Peak	Base	PM Peak	Early Evening	Late Evening
Recommended Headway	20	20	20	20	20	30
Existing Headway	30	30	30	20	30	60

Saturday Time Period	Early AM	Base	Peak	Early Evening	Late Evening
Recommended Headway	60	30	30	30	55
Existing Headway	60	60	30	60	55

Sunday Time Period	Early AM	Base	Peak	Evening
Recommended Headway	41	30	30	60
Existing Headway	-	60	60 (27 between 3 pm and 7 pm)	60

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency from 30 minutes to 20 minutes between 7 am and 9 am	550	183	0
Weekday – Increase frequency from 30 minutes to 20 minutes between 9 am and 12 pm	825	275	1
Weekday – Increase frequency from 30 minutes to 20 minutes between 12 and 2 pm	550	183	0
Weekday – Increase frequency from 30 minutes to 20 minutes between 6 and 9pm	825	275	0
Saturday – Increase frequency to 30 minutes between 6 and 9 pm	140	46	0
Sunday – Increase frequency to 30 minutes between 9 am and 12 pm	173	57	0
Sunday – Increase frequency to 27 minutes between 12 and 3 pm	174	58	0
Sunday – Introduce service on 41 minute frequency starting at 7 am	112	37	0

Route 33

Recommended Service Changes:

1. Saturday – Introduce service on a 34-minute frequency between 11 am and 7 pm (Fall / Winter Only)
2. Sunday – Introduce service on a 34-minute frequency between 11 am and 6 pm (Fall / Winter Only)

Issue/Rationale:

The proposed introduction of weekend service on Route 33 is a result of significant ridership growth as well as long standing requests for weekend service on the route. The introduction of Route 33 service on weekends will also help to alleviate some of the current overcrowding issues experienced on Route 20 during these periods.

Saturday Time Period	Early AM	Base	Peak	Early Evening	Late Evening
Recommended Headway	-	-	34	34	-
Existing Headway	-	-	-	-	-

Sunday Time Period	Early AM	Base	Peak	Evening
Recommended Headway	-	-	34	-
Existing Headway	-	-	-	-

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Saturday – Introduce service on a 34 minute frequency between 11 am and 7 pm (Fall / Winter Only)	277	138	0
Sunday – Introduce service on a 34 minute frequency between 11 am and 6 pm (Fall / Winter Only)	290	121	0

Route 36

Proposed Service Changes:

1. Weekday – Increase frequency from 30 minutes to 15 minutes between 6 am and 9 am and 2:00 pm and 6 pm
2. Weekday – Extend service to 7:30 pm on a 30-minute frequency

Issue/Rationale:

Route 36 is currently experiencing overcrowding issues, especially in the early morning and early afternoon periods. Frequency increases are proposed to help reduce the overcrowding issues on the route, specifically during these time periods. Requests have also been received to extend service later to accommodate shift and class times.

Weekday Time Period	Early AM	AM Peak	Base	PM Peak	Early Evening	Late Evening
Recommended Headway	15	15	30	15	30	30
Existing Headway	30	30	30	30	-	30

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency to 15 minutes between 6 am and 9 am and 2 and 6 pm	1,743	581	0
Weekday – Extend service to 7:30 pm on a 30 minute frequency	147	74	1

Route 90

Proposed Service Changes:

1. Sunday – Extend service on a 30-minute frequency between 7 pm and 9 pm

Issue/Rationale:

Frequencies on Route 90 are being increase from Weekdays to Sunday. The increase is to promote greater use of express routes across London and to ensure that greater service is brought to this route. The lower wait times will encourage travelers to use this route for faster travel along the north-south corridor. In addition to increasing frequency, service will be extended on Sunday mornings to 7am. This extension will provide a new level of service for Sunday evening travellers.

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Sunday – Extend service on a 30 minute frequency between 7 pm and 9 pm	127	42	0

Route 102

Recommended Service Changes:

1. Weekday – Decrease frequency from 20 minutes to 22 minutes between 6 pm and 9 pm
2. Weekday – Decrease frequency from 35 minutes to 40 minutes between 9 pm and 11 pm

Issue/Rationale:

Route 102 is currently experiencing schedule adherence issues during the weekday early and late evening periods. As ridership is not significant during these time periods adding an additional bus is not currently warranted. To improve the reliability of the service during these periods it is recommended to decrease the frequency slightly to allow for more round trip time.

Weekday Time Period	Early AM	AM Peak	Base	PM Peak	Early Evening	Late Evening
Recommended Headway	-	10	10	12	22	40
Existing Headway	-	10	10	12	20	35

Service Hours

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Decrease frequency to 40 minutes between 9 pm and 11 pm	0	0	0
Weekday – Decrease frequency to 22 minutes between 6 pm and 9 pm	0	0	0

Route 104

Recommended Service Changes:

1. Weekday – Decrease frequency from 30 minutes to 33 minutes between 4 pm and 6 pm

Issue/Rationale:

Route frequencies are recommended to be adjusted Weekdays during a portion of the PM Peak period. The recommended adjustment to slightly decrease the frequency will improve schedule reliability during this period by providing more round trip time in the schedule.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Decrease frequency from 30 minutes to 33 minutes between 4 pm and 6 pm	0	0	0

Figure I

