

Approved 2020 Service Plan Recommendations

The service plan recommendations set out below were originally approved for implementation as part of the 2020 service plan. Due to the impacts of COVID-19, the service plan changes were deferred for re-consideration as part of the 2021 service plan review. The changes set out below are still considered priority changes based on an updated review of all approved changes given current on-road needs.

Route 2

Recommended Service Changes:

1. Weekday – Increase Round Trip Time from 120 minutes to 135 minutes between 4pm and 6pm

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.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase Round Trip Time from 120 minutes to 135 minutes between 4pm and 6pm	504	168	1

Route 10

Recommended Service Changes:

1. Sunday – Increase frequency from 60 minutes to 30 minutes between 5pm and 10 pm
2. Sunday – Increase frequency from 60 minutes to 40 minutes between 10pm 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 in the five-year plan is to target 30-minute headways or better across the system by the end of the period.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Sunday – Increase frequency from 60 minutes to 30 minutes between 5pm and 10pm	930	310	0
Sunday – Increase frequency from 60 minutes to 40 minutes between 10pm and 11pm	186	62	0

Route 12

Recommended Service Changes:

1. Weekday – Increase frequency from 60 minutes to 45 minutes between 9pm and 12am
2. Saturday – Increase frequency from 60 minutes to 30 minutes between 8am and 12pm
3. Saturday – Increase frequency from 60 minutes to 30 minutes between 6pm and 9pm
4. Saturday – Increase frequency from 60 minutes to 45 minutes between 9pm and 12pm

Issue/Rationale:

Route frequencies are proposed to increase on weekdays and Saturdays from 60 minutes to 45 minutes between 9pm – 12pm. These adjustments are to improve schedule efficiencies on round trip times since the 2019 service changes were implemented. This change will provide riders with a shorter wait time when travelling during the late evening.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase frequency from 60 minutes to 45 minutes between 9pm and 12am	756	252	0
Saturday – Increase frequency from 60 minutes to 30 minutes between 8am and 12pm	208	70	0
Saturday – Increase frequency from 60 minutes to 30 minutes between 6pm and 9pm	156	52	0
Saturday – Increase frequency from 60 minutes to 45 minutes between 9pm and 12am	156	52	0

Routes 13

Proposed Service Changes:

1. Weekday – Increase frequency from 30 minutes to 20 minutes between 9pm and 12am

Issue/Rationale:

Frequencies during the weekday Late Evening period are proposed to be improved to 20 minutes from 30 minutes (40 minutes in the branches). The proposed change will provide riders with shorter wait times when travelling during the late evening period.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase frequency from 30 minutes to 20 minutes between 9pm and 12pm	1,512	504	0

Route 20

Proposed Service Changes:

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

Issue/Rationale:

Weekday mid-day frequencies are proposed to increase from 20 minutes to 15 minutes. This adjustment is based on a demand based growth ridership and crowding during these periods. This change in frequency is designed to alleviate crowding and provide better service to a growing ridership area.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Increase frequency from 20 minutes to 15 minutes between 9am and 2pm	2,880	960	0

Route 25

Proposed Service Changes:

1. Weekday – Increase frequency from 30 minutes to 20 minutes between 7am and 9am
2. Weekday – Increase frequency from 30 minutes to 20 minutes between 9am and 12pm
3. Weekday – Increase frequency from 30 minutes to 20 minutes between 12pm and 2pm
4. Weekday – Increase frequency from 30 minutes to 20 minutes between 6pm and 9pm
5. Saturday – Increase frequency from 60 minutes to 30 minutes between 6pm and 9pm
6. Saturday – Increase frequency from 60 minutes to 30 minutes between 9pm and 2am
7. Sunday – Increase frequency from 60 minutes to 30 minutes between 9am and 12pm
8. Sunday – Increase frequency from 60 minutes to 30 minutes between 12pm and 3pm

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.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase frequency from 30 minutes to 20 minutes between 7am and 9am	504	168	0
Weekday – Increase frequency from 30 minutes to 20 minutes between 9am and 12pm	756	252	1
Weekday – Increase frequency from 30 minutes to 20 minutes between 12pm and 2pm	504	168	1
Weekday – Increase frequency from 30 minutes to 20 minutes between 6pm and 9pm	756	252	0
Saturday – Increase frequency to from 60 minutes 30 minutes between 6pm and 9pm	156	52	0
Saturday – Increase frequency to from 60 minutes 30 minutes between 9pm and 12am	156	52	0
Sunday – Increase frequency from 60 minutes to 30 minutes between 9am and 12pm	186	62	0
Sunday – Increase frequency from 60 minutes to 30 minutes between 12pm and 3pm	186	62	0

Route 31

Proposed Service Changes:

1. Saturday – Increase frequency 50 minutes to 30 minutes between 8:30am and 10am
2. Saturday – Increase frequency from 60 minutes to 30 minutes between 6pm and 11pm
3. Sunday – Increase frequency from 50 minutes to 30 minutes between 8:30am and 8pm

Issue/Rationale:

Frequencies on Route 31 are proposed to be improved 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, with one of the strategic directions to target 30-minute headways or better across the system by the end of the five-year period.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Saturday – Increase frequency from 50 minutes to 30 minutes between 8:30am and 10am	78	26	0
Saturday – Increase frequency from 60 minutes to 30 minutes between 6pm and 12am	208	69	0
Sunday – Increase frequency from 50 minutes to 30 minutes between 8:30am and 8pm	713	238	0

Route 33

Recommended Service Changes:

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

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Saturday – Introduce service on a 34 minute frequency between 11am and 7pm (Fall / Winter Only)	277	139	0
Sunday – Introduce service on a 34 minute frequency between 11am and 6pm (Fall / Winter Only)	290	121	0

Route 36

Proposed Service Changes:

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

Issue/Rationale:

Route 36 is currently experiencing crowding conditions, especially in the AM and PM Peak periods. Frequency increases are proposed to help reduce the crowding conditions on the route, specifically during these time periods. Requests have also been received to extend service later to accommodate shift and class times.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase frequency from 30 minutes to 15 minutes between 6am and 9am and 2pm and 6pm	1,764	588	1
Weekday – Extend service to 730pm on a 30 minute frequency	126	84	0

Route 102

Recommended Service Changes:

1. Remove the downtown loop and operate South on Richmond to Queens Westbound.
2. Weekday – Increase frequency from 12 minutes to 10 minutes between 9am and 6pm

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.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
All days – Remove Downtown Loop	0	0	0
Weekday – Increase frequency from 12 minutes to 10 minutes between 9am and 6pm	1,512	504	1

Route 106

Proposed Service Changes:

1. Weekday – Increase frequency from 20 minutes to 10 minutes from 6pm to 9pm

Issue/Rationale:

The proposed increase in frequency to 10 minutes during the early evening is to accommodate a growing ridership base during this period. Increasing the frequency will improve capacity along the corridor.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase frequency from 20 minutes to 10 minutes between 6pm and 9pm	504	168	0

2021 Service Plan Recommendations

Through the Service Planning process, proposed changes for 2021 as set out in the Five-Year Service Plan were assessed to determine if they were currently warranted to be implemented given the current environment. Additionally, other ongoing service issues were also assessed and prioritized for 2021.

Route 4

Recommended Service Changes:

1. Weekday – Increase Weekday frequency from 20 minutes to 15 minutes between 9am and 4pm

Issue/Rationale:

The proposed increase in frequency to 15 minutes during the weekday base is to accommodate a growing ridership base during this period. Increasing the frequency will improve capacity along the corridor and reduce current crowding conditions experienced during this time period.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Increase Weekday frequency from 20 minutes to 15 minutes between 9am and 4pm	3,528	1,176	0

Routes 16

Proposed Service Changes:

- Weekday – Increase round trip time from 80 minutes to 90 minutes and increase frequency from 17 minutes to 15 minutes between 9 am and 2 pm

Issue/Rationale:

Route 16 is currently experiencing schedule adherence issues between 9 am and 2 pm as a result of decreased round trip time. The addition of 10 minutes to the round trip time will allow for a more reliable service and in turn increases the frequency slightly from 17 minutes to 15 minutes.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase round trip time from 80 minutes to 90 minutes and Increase frequency from 17 minutes to 15 minutes between 9pm and 12am	1,260	420	0

Route 95

Proposed Service Changes:

1. Weekday – Introduce a Weekday Peak Period Semi Express service operating on a 30 minute frequency (See Figure 2)

Issue/Rationale:

Route 95 is proposed to be introduced as a semi-express route from White Oaks Mall to Fanshawe College, as set out in the initial 2021 recommendations in the Five-Year Service Plan document. The new proposed express route will help relieve strain on Route 10 and provide an express service from the Fanshawe London Campus to the Fanshawe South Campus. The introduction of another express route expands on the existing Express network, building on a strategic direction set out in the five-year plan.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Introduce Weekday Peak Period service operating on a 30 minute frequency	3,528	1,176	2

Figure I

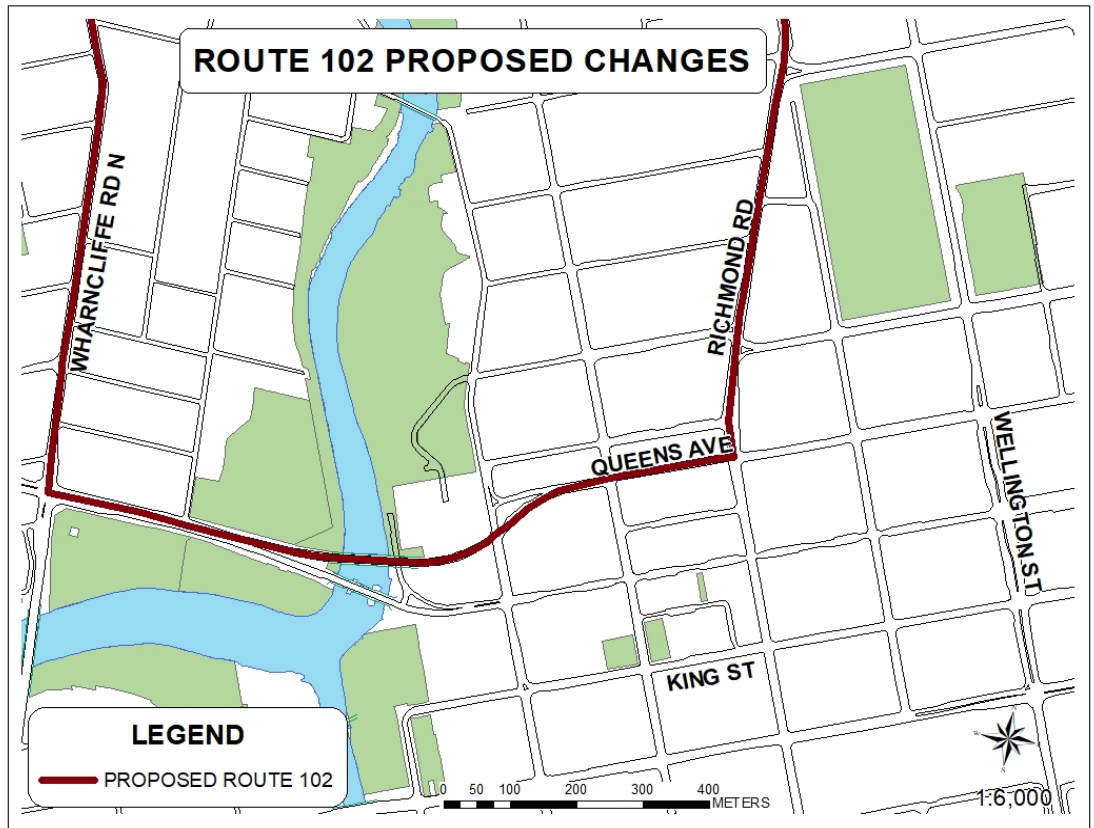
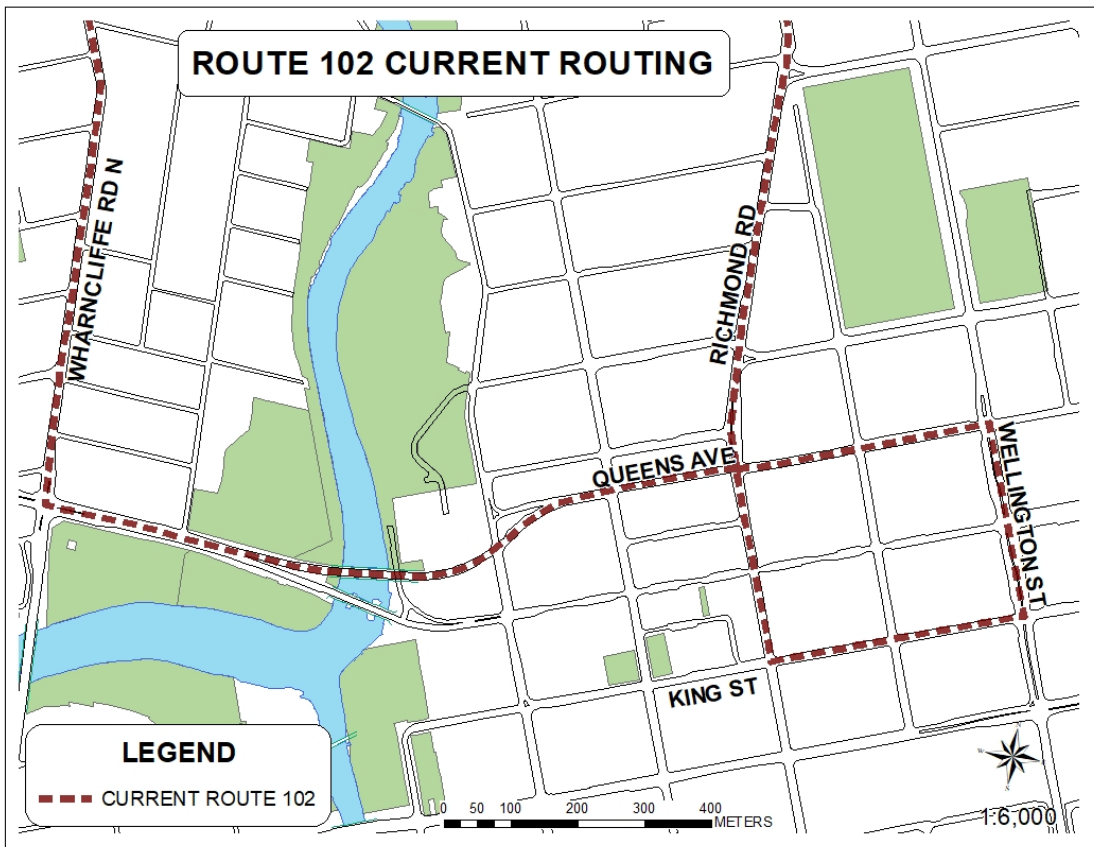


Figure II

