

2021 Service Plan Recommendations

Elimination of 60-minute Frequencies

The service plan recommendations set out below focus on the strategic direction set out in the Framework to eliminate 60-minute frequencies by the end of 2024. Due to the impacts of COVID-19, it is believed that improving the foundation of frequencies across the system will have the most positive impact at this time by improving service frequencies to be more attractive to passengers to begin to rebuild ridership. Additionally, improving 60-minute frequencies across the system will continue to build on the local transit network to ensure it is well positioned when rapid transit begins to come online.

Route 6

Recommended Service Changes:

1. Saturday – Increase frequency from 55 minutes to 30 minutes between 6am and 8:30am

Issue /Rationale:

Frequencies on Route 6 are proposed to be improved to 30 minutes during the Early AM period on Saturday, which currently operates on a 55-minute headway. While not initially set out in the Framework, it is considered a priority improvement to ensure that all hour frequencies are eliminated.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Saturday – Increase frequency from 55 minutes to 30 minutes between 6am and 8:30am	122	30	0

Route 7

Recommended Service Changes:

1. Saturday – Increase frequency from 60 minutes to 35 minutes between 6am and 8am

Issue/Rationale:

Frequencies on Route 7 are proposed to be improved to 35 minutes during the Early AM period on Saturday, which currently operates on a 60-minute headway (originally planned for 2024).

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Saturday – Increase frequency from 60 minutes to 35 minutes between 6am and 8am	117	29	0

Route 9

Recommended Service Changes:

1. Saturday – Increase frequency from 60 minutes to 30 minutes between 6am and 8am
2. Sunday – Increase frequency from 60 minutes to 35 minutes between 6am and 9:30am

Issue/Rationale:

Frequencies on Route 9 are proposed to be improved to between 30 and 35 minutes during the Early AM period on Saturday and Sunday, which currently operates on 60-minute headways (originally planned for 2024).

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Saturday – Increase frequency from 60 minutes to 30 minutes between 6am and 8am	139	35	0
Sunday – Increase frequency from 60 minutes to 35 minutes between 6am and 9:30am	217	53	0

Route 10

Recommended Service Changes:

1. Sunday – Increase frequency from 55 minutes to 30 minutes between 6:30am and 8:30am
2. Sunday – Increase frequency from 60 minutes to 30 minutes between 6:30pm and 11:30pm

Issue/Rationale:

Frequencies on Route 10 are proposed to be improved to 30 minutes during the Early AM and Evening period on Sunday, which currently operates between 55 to 60 minute headways (originally planned for 2022).

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Sunday – Increase frequency from 55 minutes to 30 minutes between 6:30am and 8:30am	372	90	0
Sunday – Increase frequency from 60 minutes to 30 minutes between 6:30pm and 11:30pm	837	203	0

Route 12

Recommended Service Changes:

1. Weekday – Increase frequency from 60 minutes to 30 minutes between 9:30pm and 12:30am
2. Saturday – Increase frequency from 60 minutes to 35 minutes between 6am and 8am
3. Saturday – Increase frequency from 60 minutes to 30 minutes between 8am and 12:30pm
4. Saturday – Increase frequency from 60 minutes to 30 minutes between 6pm and 12:30am
5. Sunday – Increase frequency from 60 minutes to 30 minutes between 8am and 10pm

Issue/Rationale:

Frequencies on Route 12 are proposed to be improved to between 30 and 35 minutes during several periods during the week, which currently operate between 50 to 60 minute headways (originally planned for 2024).

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase frequency from 60 minutes to 30 minutes between 9:30pm and 12:30am	756	195	0
Saturday – Increase frequency from 60 minutes to 35 minutes between 6am and 8am	104	26	0
Saturday – Increase frequency from 60 minutes to 30 minutes between 8am and 12:30pm	234	59	0
Saturday – Increase frequency from 50 minutes to 30 minutes between 6pm and 9 pm	338	85	0
Sunday – Increase frequency from 60 minutes to 30 minutes between 8am and 10pm	868	210	0

Route 15

Recommended Service Changes:

1. Sunday – Increase frequency from 55 minutes to 30 minutes between 6am and 9am

Issue/Rationale:

Frequencies on Route 15 are proposed to be improved to 30 minutes during the Early AM period on Sunday, which currently operates on a 55-minute headway (originally planned for 2023).

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Sunday – Increase frequency from 55 minutes to 30 minutes between 6am and 9am	341	83	0

Route 19

Recommended Service Changes:

1. Weekday – Increase frequency from 47 minutes to 35 minutes between 10 pm and 1am
2. Saturday – Increase frequency from 50 minutes to 35 minutes between 8am and 10am
3. Saturday – Increase frequency from 52 minutes to 40 minutes between 6pm and 9pm
4. Saturday – Increase frequency from 47 minutes to 40 minutes between 9pm and 11pm
5. Sunday – Increase frequency from 50 minutes to 35 minutes between 8:30am and 12pm
6. Sunday – Increase frequency from 52 minutes to 40 minutes between 12pm and 5pm
7. Sunday – Increase frequency from 50 minutes to 35 minutes between 5pm and 8pm

Issue/Rationale:

Frequencies on Route 19 are proposed to be improved to between 35 and 40 minutes during several periods during the week, which currently operate between 47 to 52 minute headways (originally planned for 2023).

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase frequency from 47 minutes to 35 minutes from 10pm and 1am	630	163	0
Saturday – Increase frequency from 50 minutes to 35 minutes from 8am and 10am	91	23	0
Saturday – Increase frequency from 52 minutes to 40 minutes from 6pm and 9pm	156	39	0
Saturday – Increase frequency from 47 minutes to 40 minutes from 9pm and 11pm	104	26	0
Sunday – Increase frequency from 50 minutes to 35 minutes from 8:30am and 12pm	217	53	0
Sunday – Increase frequency from 52 minutes to 40 minutes from 12pm and 5pm	310	75	0
Sunday – Increase frequency from 50 minutes to 35 minutes from 5pm and 8pm	156	45	0

Route 25

Recommended Service Changes:

1. Weekday – Increase frequency from 60 minutes to 25 minutes between 9:30pm and 12am
2. Saturday – Increase frequency from 60 minutes to 25 minutes between 6am and 8:30am
3. Saturday – Increase frequency from 50 minutes to 25 minutes between 7:30pm and 11:30pm
4. Sunday – Increase frequency from 60 minutes to 25 minutes between 9am and 3pm
5. Sunday – Increase frequency from 60 minutes to 30 minutes between 7:30pm and 10pm
6. Sunday – Increase frequency from 60 minutes to 30 minutes between 10pm and 11:30pm

Issue/Rationale:

Frequencies on Route 25 are proposed to be improved to between 25 and 30 minutes during several periods during the week, which currently operate between 55 to 60-minute headways (originally planned for 2021).

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase frequency from 60 minutes to 25 minutes between 9:30pm and 12am	567	146	0
Saturday – Increase frequency from 60 minutes to 25 minutes between 6am and 8:30am	117	29	0
Saturday – Increase frequency from 60 minutes to 25 minutes between 7:30pm and 11:30pm	208	52	0
Sunday – Increase frequency from 60 minutes to 25 minutes between 8am and 3pm	372	90	0
Sunday – Increase frequency from 60 minutes to 30 minutes between 7:30pm and 10pm	155	38	0
Sunday – Increase frequency from 60 minutes to 25 minutes between 10pm and 11:30pm	93	23	0

Route 31

Recommended Service Changes:

1. Weekday – Increase frequency from 55 minutes to 30 minutes between 6:30pm and 9pm
2. Weekday – Increase frequency from 48 minutes to 30 minutes between 9pm and 11:30pm
3. Saturday – Increase frequency from 50 minutes to 25 minutes between 8am and 10am
4. Saturday – Increase frequency from 52 minutes to 25 minutes between 6pm and 9pm
5. Saturday – Increase frequency from 48 minutes to 25 minutes between 9pm and 11:30pm
6. Sunday – Increase frequency from 50 minutes to 25 minutes between 8am and 10:30pm

Issue/Rationale:

Frequencies on Route 31 are proposed to be improved to between 25 and 30 minutes during several periods during the week, which currently operate between 48 to 55 minute headways (deferred from 2020).

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase frequency from 55 minutes to 30 minutes between 6:30pm and 9pm	630	163	0
Weekday – Increase frequency from 48 minutes to 25 minutes between 9pm and 11:30pm	567	146	0
Saturday – Increase frequency from 50 minutes to 25 minutes between 8am and 10am	91	23	0
Saturday – Increase frequency from 52 minutes to 25 minutes between 6pm and 9pm	169	42	0
Saturday – Increase frequency from 48 minutes to 25 minutes between 9pm and 11:30pm	130	33	0
Sunday – Increase frequency from 50 minutes to 25 minutes between 8am and 10:30pm	775	188	0

Route 34

Recommended Service Changes:

1. Weekday – Increase frequency from 60 minutes to 40 minutes between 6am and 7am
2. Weekday – Increase frequency from 60 minutes to 40 minutes between 1pm and 11pm
3. Saturday – Increase frequency from 60 minutes to 40 minutes between 8am and 10 am
4. Saturday – Increase frequency from 60 minutes to 40 minutes between 7pm and 11pm
5. Sunday – Increase frequency from 60 minutes to 40 minutes between 10am and 9pm

Issue/Rationale:

Frequencies on Route 34 are proposed to be improved to between 40 and 45 minutes during several periods during the week, which currently operate on 60-minute headways (deferred from 2020).

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2021)	PM Peak Bus Requirements
Weekday – Increase frequency from 60 minutes to 40 minutes between 6am and 7am	461	119	0
Weekday – Increase frequency from 60 minutes to 40 minutes between 1pm and 11pm	2,457	634	0
Saturday – Increase frequency from 60 minutes to 40 minutes between 8am and 10am	126	31	0
Saturday – Increase frequency from 60 minutes to 40 minutes between 7pm and 11pm	221	55	0
Sunday – Increase frequency from 60 minutes to 40 minutes between 10am and 9 pm	682	165	0

In addition to eliminating 60-minute frequencies, it is anticipated that school routes will be some of the first to start to recover ridership post-pandemic and as such, recommendations are being made to increase frequency and/or modify some routes serving post-secondary institutions to meet anticipated demand as set out below.

Other Frequency Improvements

Route 106

Recommended Service Changes:

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

Issue/Rationale:

The proposed increase in frequency to 15 minutes during the early evening 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
Weekday – Increase frequency from 20 minutes to 10 minutes between 6pm and 9pm	540	195	0

Routing Modifications

Route 95

Recommended Service Changes:

1. Weekday – Introduce a Semi-Express Peak Period service operating on a 30 minute frequency between 6am and 9am and 2pm and 6pm

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 semi-express route will help relieve strain on Route 10 and provide an express service from the Fanshawe Main 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 between 6am and 9am, and 2pm and 6pm	3,528	910	2

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 the route will be able to maintain schedule adherence and improve reliability. 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