

Proposed 2020 Draft 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 17

Proposed Service Changes:

1. Saturday – Increase frequency from 40 minutes to 30 minutes between 6 and 10 am
2. Sunday – Increase frequency from 45 minutes to 30 minutes between 6 and 9 am
3. Sunday – Increase frequency from 40 minutes to 30 minutes between 6 and 9 pm

Issue/Rationale:

Frequencies on Route 17 are proposed to be improved to 30 minutes during periods that are currently operating on 40 to 45 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 for 30 minute headways or better system-wide by the end of the five-year period.

Proposed Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Saturday – Increase frequency to 30 minutes between 6 and 10 am	208	69	0
Sunday – Increase frequency to 30 minutes between 6 and 9 am	186	62	0
Sunday – Increase frequency to 30 minutes between 6 and 9 pm	186	62	0

Route 31

Proposed Service Changes:

1. Weekday – Increase frequency to 20 minutes between 6am and 6pm
2. Weekday – Increase frequency to 30 minutes between 6pm and 12am
3. Saturday – Increase frequency to 30 minutes between 8:30am and 10am
4. Saturday – Increase frequency to 30 minutes between 6pm and 11pm
5. Sunday – Increase frequency to 30 minutes between 8:30am and 8pm

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.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency to 20 minutes between 6 am and 6 pm	3,024	1,008	0
Weekday – Increase frequency to 30 minutes between 6 pm and 12 am	1,512	336	0
Saturday – Increase frequency to 30 minutes between 8:30 and 10 am	130	43	0
Saturday – Increase frequency to 30 minutes between 6 pm and 12 am	312	69	0
Sunday – Increase frequency to 30 minutes between 8:30 am and 8 pm	713	238	0

Route 34

Proposed Service Changes:

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

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	756	252	0
Saturday – Increase frequency from 60 minutes to 40 minutes between 8 and 10 am	104	34	0
Saturday – Increase frequency from 60 minutes to 40 minutes between 9 and 11 pm	104	34	0
Sunday – Increase frequency from 60 minutes to 40 minutes between 6 am and 11 pm	992	330	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 from 4-6pm
2. Sunday – Increase frequency to 20 minutes from 9-11am
3. Sunday – Increase frequency to 20 minutes from 6-10pm

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.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase Round Trip Time to 135 minutes from 4-6pm	504	168	1
Sunday – Increase frequency to 20 minutes from 9-11am	248	41	0
Sunday – Increase frequency to 20 minutes from 6-10pm	496	83	0

Route 4

Proposed Service Changes:

1. Weekday – Increase frequency from 20 minutes to 17 minutes between 12 and 2 pm

Issue/Rationale:

The proposed increase in frequency to 17 minutes is to accommodate a growing ridership base during this period. Increasing the frequency will improve capacity along the corridor and reduce current overcrowding issued experienced during this time period.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Increase Weekday frequency from 20 minutes to 17 minutes between 12 and 2 pm	504	168	0

Route 10

Recommended Service Changes:

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

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Sunday – Increase frequency to 30 minutes from 5-10pm	930	310	0
Sunday – Increase frequency to 40 minutes from 10-11pm	186	62	0

Route 12-

Recommended Service Changes:

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

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 recorded run times since the 2019 service changes were implemented. This change will provide riders with a shorter wait time when travelling in the late evening.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency to 45 minutes from 9pm – 12am	756	252	0
Saturday – Increase frequency to 30 minutes from 8am – 12pm	208	70	0
Saturday – Increase frequency to 30 minutes from 6pm – 9pm	156	52	0
Saturday – Increase frequency to 45 minutes from 9pm – 12am	156	52	0

Routes 13

Proposed Service Changes:

1. Weekday – Increase frequency from 30 minutes to 25 minutes between 9 pm and 12 am

Issue/Rationale:

Frequencies during the weekday Late Evening period are proposed to be improved to 25 minutes from 30 minutes (50 minutes in the branches). The proposed change will provide riders with a shorter wait time when travelling during the late evening period.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency to 24 minutes from 9pm – 12pm	756	252	0

Route 20

Proposed Service Changes:

1. Weekday – Increase frequency from 20 minutes to 15 minutes between 9am and 4pm.
2. Weekday – Increase frequency from 20 minutes to 15 minutes between 6 and 9 pm

Issue/Rationale:

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

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Increase frequency from 20 minutes to 15 minutes between 9am – 4pm	4,032	1,344	0
Increase frequency from 20 minutes to 15 minutes between 6pm – 9pm	1,512	504	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 50 minutes to 20 minutes between 8 am and 6 pm
6. Saturday – Increase frequency from 60 minutes to 24 minutes between 6 pm and 9 pm
7. Saturday – Increase frequency from 60 minutes to 30 minutes between 9 pm and 2 am
8. Sunday – Increase frequency from 60 minutes to 21 minutes between 9 am and 12 pm
9. Sunday – Increase frequency from 60 minutes to 27 minutes between 12 pm and 3 pm
10. Sunday – Increase frequency from 60 minutes to 23 minutes between 5 pm and 10 pm
11. Sunday – Increase frequency from 60 minutes to 21 minutes between 10 pm and 11 pm
12. 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 7am. The earlier start continues to expand on the extended Sunday service hours implemented on 9 routes in 2018.

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	504	336	0
Weekday – Increase frequency from 30 minutes to 20 minutes between 9 am and 12 pm	756	252	1
Weekday – Increase frequency to 20 minutes from 12-4 pm	1008	336	0
Weekday – Increase frequency to 20 minutes from 6-9pm	756	252	0
Saturday – Increase frequency to 20 minutes from 8am – 6pm	520	173	1
Saturday – Increase frequency to 24 minutes from 6-9pm	156	52	0
Saturday – Increase frequency to 30 minutes from 9pm – 12am	310	103	0
Sunday – Increase frequency to 21 minutes from 9am – 12pm	186	62	0
Sunday – Increase frequency to 27 minutes from 12-3pm	186	62	0
Sunday – Increase frequency to 23 minutes from 5-10pm	310	103	0
Sunday – Increase frequency to 21 minutes from 10-11pm	62	20	0
Sunday – Extend service on 41 minute frequency to 7am	124	41	0

Route 27

Proposed Service Changes:

1. Weekday frequency to 11 minutes from 9am an 12pm
2. Weekday – Increase frequency from 11 minutes to 10 minutes between 3:30 and 6 pm

Issue/Rationale:

Route 27 has shown the highest ridership among all routes in the weekday afternoon. The proposed increase in frequency is in response to the continued ridership growth along the route.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency to 11 minutes between 9am and 12pm	756	252	0
Weekday – Increase frequency from 11 minutes to 10 minutes between 3:30 and 6 pm	630	210	1

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 (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.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency to 15 minutes from 6:30-9am & 2-6pm	1,764	588	0
Weekday – Extend service to 7:30pm on a 30 minute frequency	252	84	1

Route 90

Proposed Service Changes:

1. Sunday – Extend service on a 30 minute frequency between 7 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.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Sunday – Extend service on a 30 minutes frequency between 7 pm and 9 pm	124	41	0

Route 102

Recommended Service Changes:

1. Weekday – Increase frequency to 11 minutes from 4-6pm
2. Weekday – Decrease frequency to 40 minutes from 9-11pm
3. Weekday – Decrease frequency to 22 minutes from 6-9pm
4. Weekday – Decrease Round Trip Time by 5 minutes from 8am – 1130pm
5. Saturday – Decrease Round Trip Time by 5 minutes from 11am – 1130pm
6. Sunday – Decrease Round Trip Time by 5 minutes from 11am – 10pm

Issue/Rationale:

Route 102 frequencies and Round Trip Time will be adjusted from Weekdays to Sunday. These adjustments are to improve schedule reliability based on route data recorded after service changes were implemented. This route’s actual run time is longer than originally scheduled during the Weekday AM-Peak & Noon times,

as well as the Weekday Early and Late Evening times. This adjustment is also true for the Weekday Peak PM time, in creating a more reliable schedule.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Increase frequency to 11 minutes from 4-6pm	326	108	1
Weekday – Decrease frequency to 40 minutes from 9-11pm	(326)	(108)	0
Weekday – Decrease frequency to 22 minutes from 6-9pm	(489)	(163)	0
Weekday – Decrease Round Trip Time by 5 minutes All Day	(2,604)	(859)	0
Saturday – Decrease Round Trip Time by 5 minutes All Day	(433)	(17)	0
Sunday – Decrease Round Trip Time by 5 minutes All Day	(455)	(20)	0

Route 104

Recommended Service Changes:

1. Weekday – Decrease frequency to 33 minutes from 4-6pm
2. Saturday – Increase frequency to 25 minutes from 10am – 12pm

Issue/Rationale:

Route frequencies are proposed to be adjusted on both Weekdays and Saturdays. These adjustments are to improve schedule reliability based on route data recorded after the 2019 Service Plan changes were implemented. These changes will better reflect actual run-times during these two periods.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday – Decrease frequency to 33 minutes from 4-6pm	(326)	(108)	0

Route 106

Recommended Service Changes

1. Weekday- Increase frequency from 20 minutes to 15 minutes between 6 pm and 9 pm

Issues/Rationale:

Route 106 has seen a steady increase in ridership since implementation and as a result is currently experiencing overcrowding concerns during the weekday early evening period. Increasing the frequency to 15 minutes between 6 and 9 pm will help elevate these issues.

Recommended Service Change	Annual Service Hour Impact	Service Hour Impact (2020)	PM Peak Bus Requirements
Weekday- Increase frequency to 15 minutes between 6 and 9 pm	756	250	0

Figure I

