

Five Year Transit Service Plan Development

The London Transit Commission is developing a plan to **improve transit service** between 2025 and 2029.

We need your help!

The Purpose of the Plan:

- To understand the strengths and shortcomings of the existing LTC network;
- Identify priorities for service improvements for the next five years to improve the customer experience; and
- Set the stage for the roll out of Rapid Transit service.

What to Expect:

The Plan will suggest **incremental changes** to today's transit network, based on the budget approved by London City Council.

Recommendations prioritize **improving the experience of existing customers** by addressing overloaded buses, and routes that are not running on time, while also planning for changes to the network required to roll out Bus Rapid Transit.

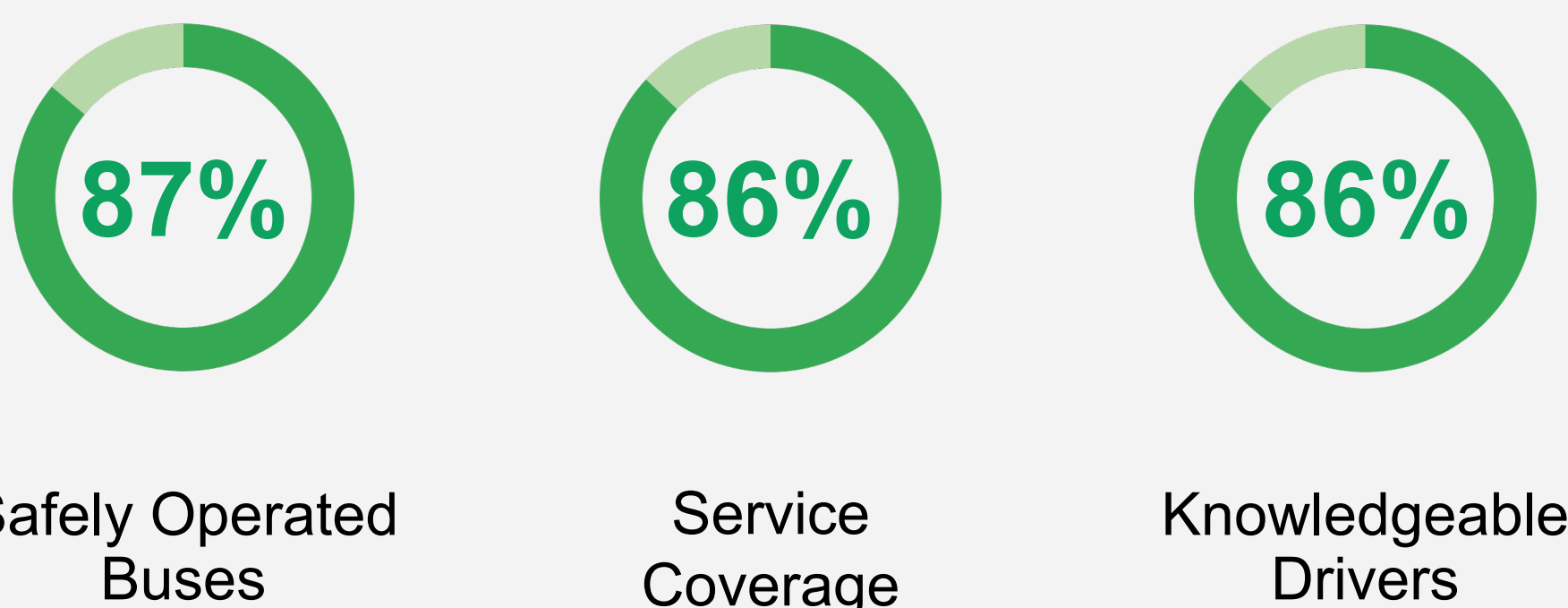
What We've Heard

Between November and December 2023, **1,155** London Transit customers were surveyed to better understand passenger priorities. **Here's what we learned:**

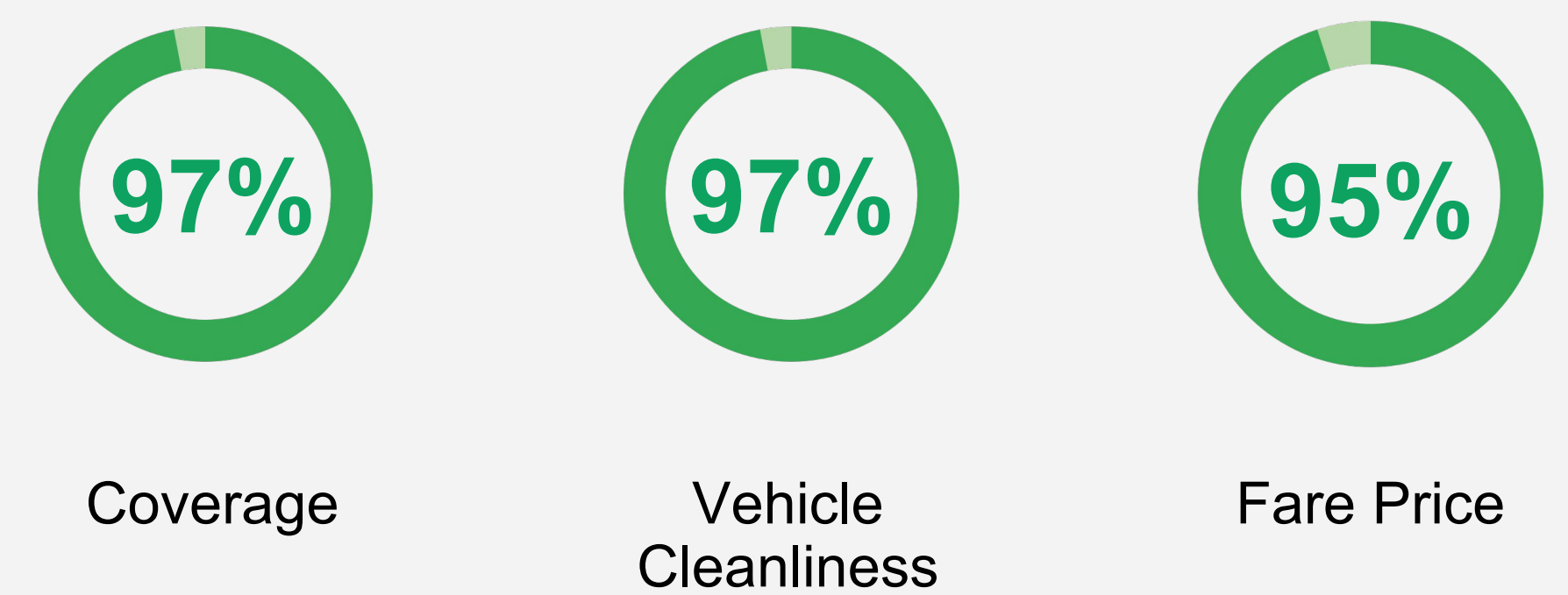
72% of **804 conventional** customers surveyed are satisfied with London Transit bus service.

91% of **351 specialized** customers surveyed are satisfied with London Transit specialized service.

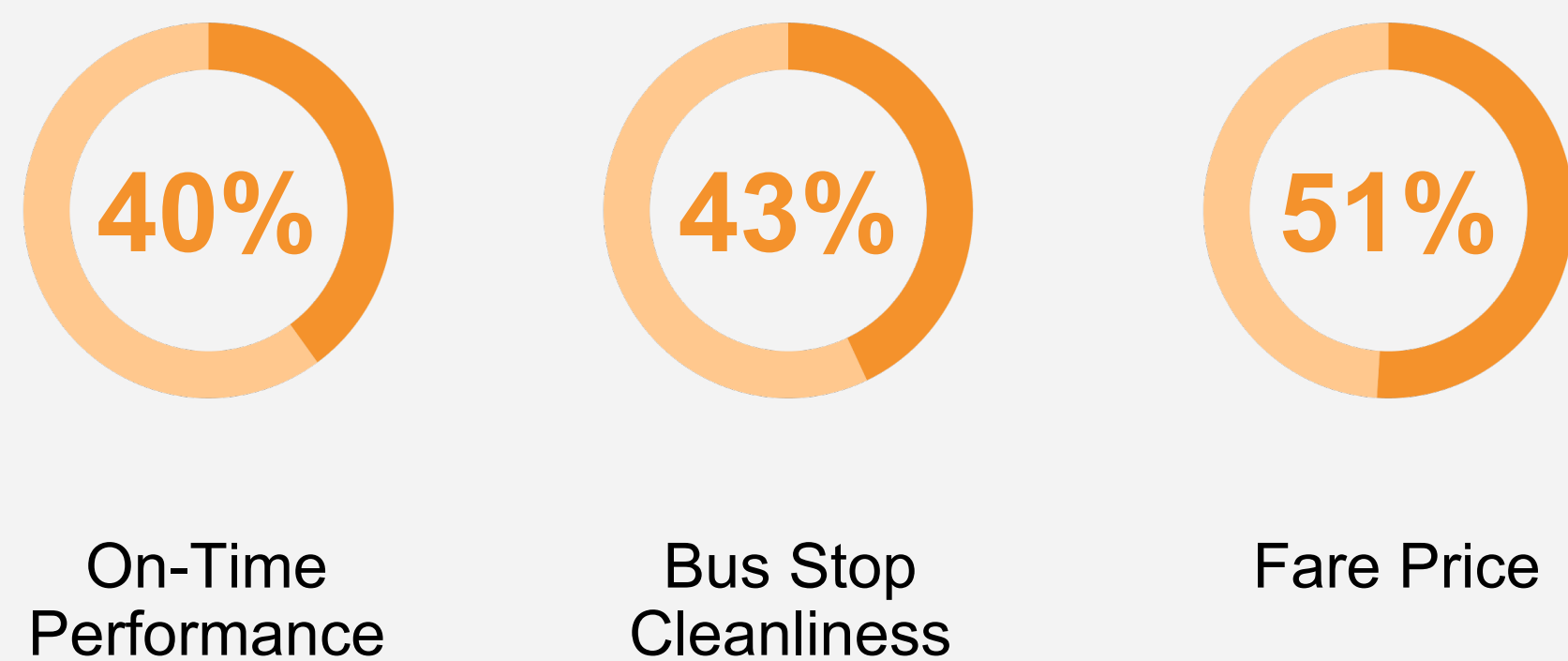
Customers are **most** satisfied with:



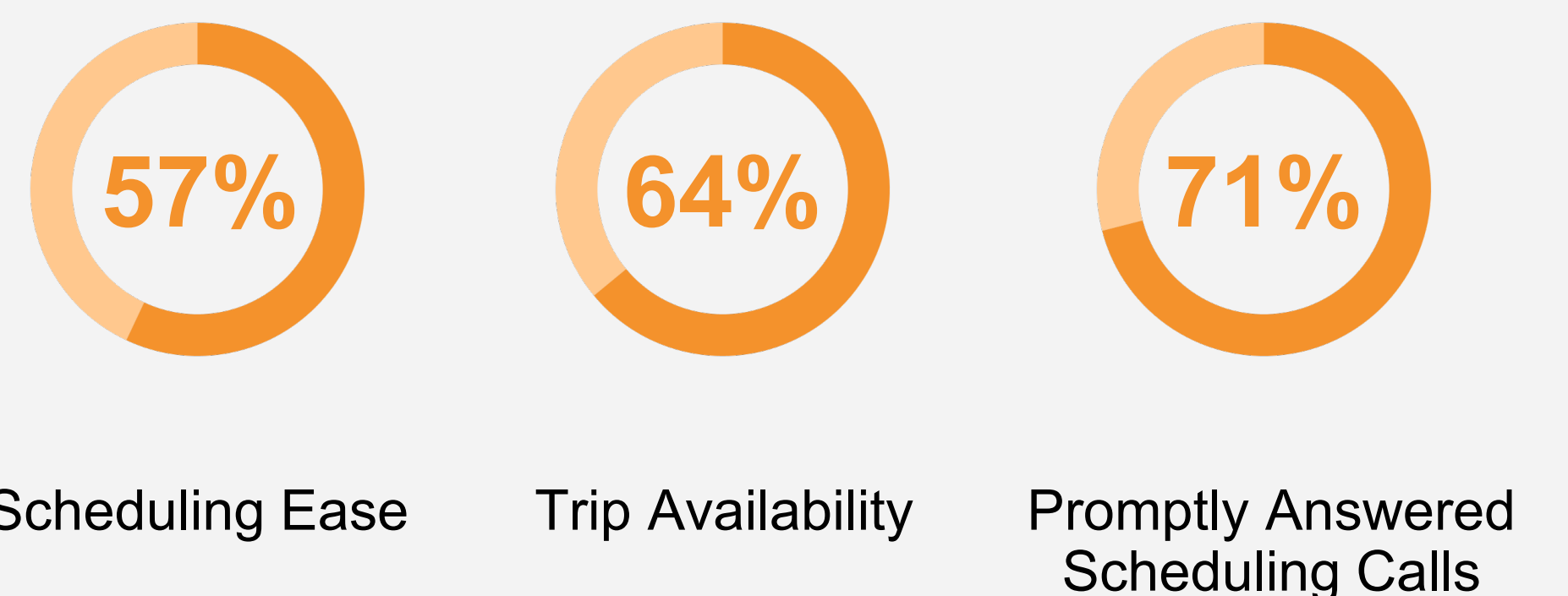
Customers are **most** satisfied with:



Customers are **least** satisfied with:



Customers are **least** satisfied with:



Most Important Factors to Bus Customers

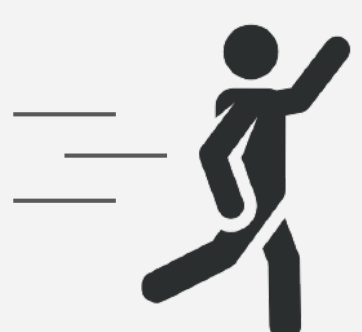
1. On time performance
2. Frequency
3. Realtime timeliness info

Most Important Factors to Bus Customers

1. Trip Availability
2. Promptly Answered Scheduling Calls
3. Coverage

Ridership

On average, London Transit routes have **high ridership**, often surpassing service standards. The buses were punctual **69%** of the time.



15% Early

69% On Time

16% Late

How Did We Get Here?

London Transit wants to invest approved budget dollars in what's **most important** to transit users.

Here are the priorities at the heart of this Five Year Plan:



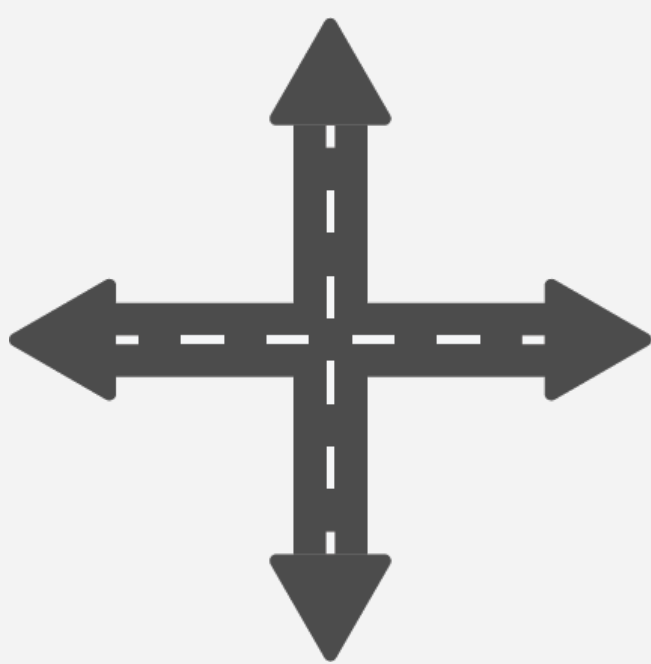
Improve the Experience of Existing Transit Users:

These changes invest in the service already on the street to make sure conventional transit service is running on time, and that buses aren't too crowded. This means adding capacity where there are already challenges in the network. This also means prioritizing service hours for Specialized Transit by making more resources available during the busiest times of the day and week.



Prepare the Conventional Network for Rapid Transit:

By the end of this Plan Horizon (2029), Rapid Transit will be in operation, providing an enhanced quality of transit service for Londoners. Some routing changes outlined here are intended to feed into the Rapid Transit network.



Expanding the Network:

The City of London is growing rapidly, and the need for transit service continues to increase. Several changes to the network are proposed which would see new service into areas which are currently unserved by LTC.

Why now?

This is an integral part of our Service Planning process, ensuring that **new trends and expectations of stakeholders** are incorporated.

Do I need to get involved?

We want to hear from you whether you walk, bike, take transit, or drive! **Get involved no matter how you move.**

How can I help?

We want your feedback to make sure we have **your priorities in mind** as changes are proposed.

Specialized Transit Recommendations

The following summarizes recommended changes for the Specialized Transit Network

Evaluate the Trip Booking Window

- Consider increasing the maximum booking window to 7 days in advance and identify a minimum trip booking window of 1 hour.
- This means passengers can book trips between 1 hour and 7 days of their desired trip pick-up. Make this adjustment based on further stakeholder consultation after additional service hours are added.

Move Towards an Integrated Service

- Integrated trips can be used by Specialized Transit passengers that have the ability to use conventional transit for the majority of their trip but need specialized transit to get them from their home to the closest transit hub. This can create more travel choices and allow for more same-day trip requests.
- Should only be completed when additional service is invested in the conventional transit network to address crowding and schedule delays

Integrated Transit (Conventional and Specialized)



Book your Trip

By phone, online or using a smartphone app. Options for door-to-door and integrated trips will be provided



Ride Pick-Up

Get picked up by a Specialized Transit vehicle

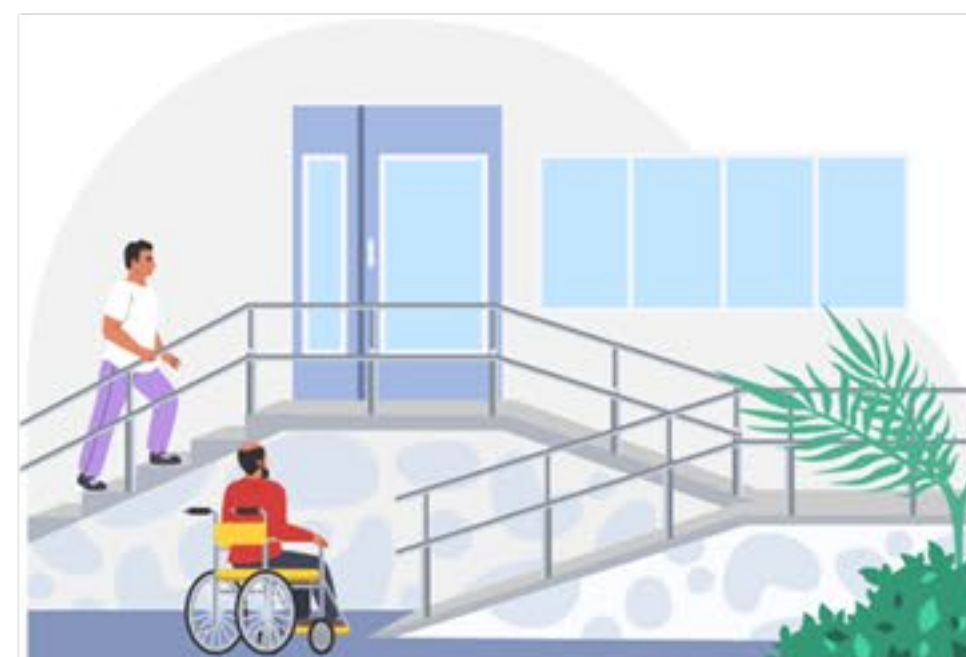


Transit Drop-off

Get dropped off at a transit terminal or accessible bus stop



Board an accessible Conventional bus
Join a regular bus-on its route



Travel to destination
Disembark at an accessible stop at your destination

Option for longer or reoccurring trips where stops are accessible

Will NOT mean loss of access to specialized transit

Will increase availability to book same-day trips

Client choice to decide if this option is suitable

Specialized Transit Recommendations (continued)

The following summarizes recommended changes for the Specialized Transit Network

Improve the Application Process

- Increase the use of conditional eligibility, by identifying other conditions that may prevent a passenger from using conventional transit (e.g. weather, time of day, proximity to an accessible stop and cognitive unfamiliarity).
- Add an online application form option for registrants
- Recertify registered passengers every 3-5 years based on the new application form to confirm the type of transit service registrants are eligible for continues to match their needs.

Off-Peak Pass

- Monitor the effectiveness of the Off Peak Pass in light of continued overcrowding of the conventional transit service during off-peak periods.

Add Additional Service

- Add 10,000 service hours in 2025, with a focus on weekdays between 8:00am and 6:00pm and additional hours on weekends.
- Add 8,000 to 10,000 service hours per year between 2026 and 2028, focused during periods where there are unaccommodated trips.

Conventional Transit Recommendations

The following summarizes the types of changes proposed for the Conventional Transit Network.

Increase Capacity on the Busiest Transit Routes

- Add service where there are overloads in the transit network to ensure that passengers are able to access transit when they need it.

Improve Schedule Adherence

- Modifications to help LTC vehicles run on time - this could include schedule or routing changes.

Introduce On Demand Service

- Consider the introduction of On Demand service for areas that are currently unserved or as a replacement for a fixed route transit service in areas where ridership is low.

Preparing for Bus Rapid Transit

- Modifications to bus routes to ensure alignment with future Rapid Transit service. This includes frequency improvements on routes connecting with the Rapid Transit corridors as well as some route modifications to reduce or eliminate duplication of services.

Conventional Transit Recommendations

Service in New Areas

- Several routes are proposed to be realigned to serve communities which are not currently served by LTC. The impacted routes are: **22** (new), **23** (new), **25**, **39** (new), **40** (new).

Routes Realigned to Serve Rapid Transit

- Some route changes are recommended in order to support the roll out of Rapid Transit. The impacted routes are: **4**, **13**, **15**, **90**, **91**, **92**, **94**, **104**.

Route Changes to Improve Directness or Improve Performance

- Some route changes were recommended to improve the operation of the route by making it more direct, or to reduce likelihood of delays along the way. The impacted routes are: **3**, **5**, **7**, **10**, **17**, **19**, **24**.

Service Replaced with On Demand

- Demand for transit in some areas is low. In order to provide a service more tailored to ridership, the following routes would be considered for On Demand Transit: **28** and **38**.

Level of Service Improvements

- As part of the service changes, a number of routes will see increases in service in order to meet service standards, or to provide increased capacity on bus routes and during busy times of day. **The table below shows the minimum level of service passengers can expect by route type:**

Minimum Level of Service by day Type (in minutes)										
	Weekday					Saturday			Sunday	
	Early Morning	Rush Hour	Midday	Early Evening	Late Evening	Base Service	Saturday- Early Evening	Saturday- Late Evening	Sunday- Base AM	Sunday- Evening
RT	10	5/10	10	10	10	10	10	10	10	10
Core	30	20	30	30	30	30	30	30	30	30
Local	30	30	30	30	30	30	30	30	30	30

Community Bus, Express Routes, and Industrial Routes subject to demand and resource availability

Conventional Transit Route Types

BRT: Direct service between transit villages in dedicated lanes. Highest level of service.

Core Routes: Frequent & direct service along major corridors where RT is not operating.
Routes: 5, 10, 16, 17, 19, 24, 25, 27, 102, 106

Express Routes: A faster and more direct service with limited stops along high ridership corridors.

Routes: 90, 91, 92, 94, 95

Local Routes: Service focused on providing coverage and connecting passengers to local destinations, as well as Core and BRT routes.
Routes: 15, 20, 22, 23, 31, 32, 33, 34, 35, 39, 40

Industrial Routes: Service to industrial and employment areas scheduled specifically around shift times.

Routes: 30, 36, 37

Community Bus: A hybrid specialized and conventional service designed to meet the needs of seniors and people with mobility challenges.

**Community buses are not changing as part of this plan*

Next Steps

As the project progresses, we will continue to engage with London Transit users at every step of the way. **Here's what to expect next:**

We will be engaging community members and London Transit users through pop-up events, an online survey, and a public meeting.

May 2024

June 2024

The Final Conventional Service Plan and Specialized Service Plans will be presented to Commission.

September 2025

Expect to see incremental changes to London Transit services.

Stay in touch

Reach out with questions or comments to:

eblay@dillon.ca

Let us know your thoughts!

Now that we have developed the draft service plan - **we want to hear from you!** Let us know if we got it right, and if you have any feedback.

Grab a sticky note and share your answers to the questions below:

1 Does this route network fit with your transportation goals?

2 Have we prioritized correctly?

3 Are there any gaps?

More ways to share your thoughts

Scan the QR Code to fill out our online survey!

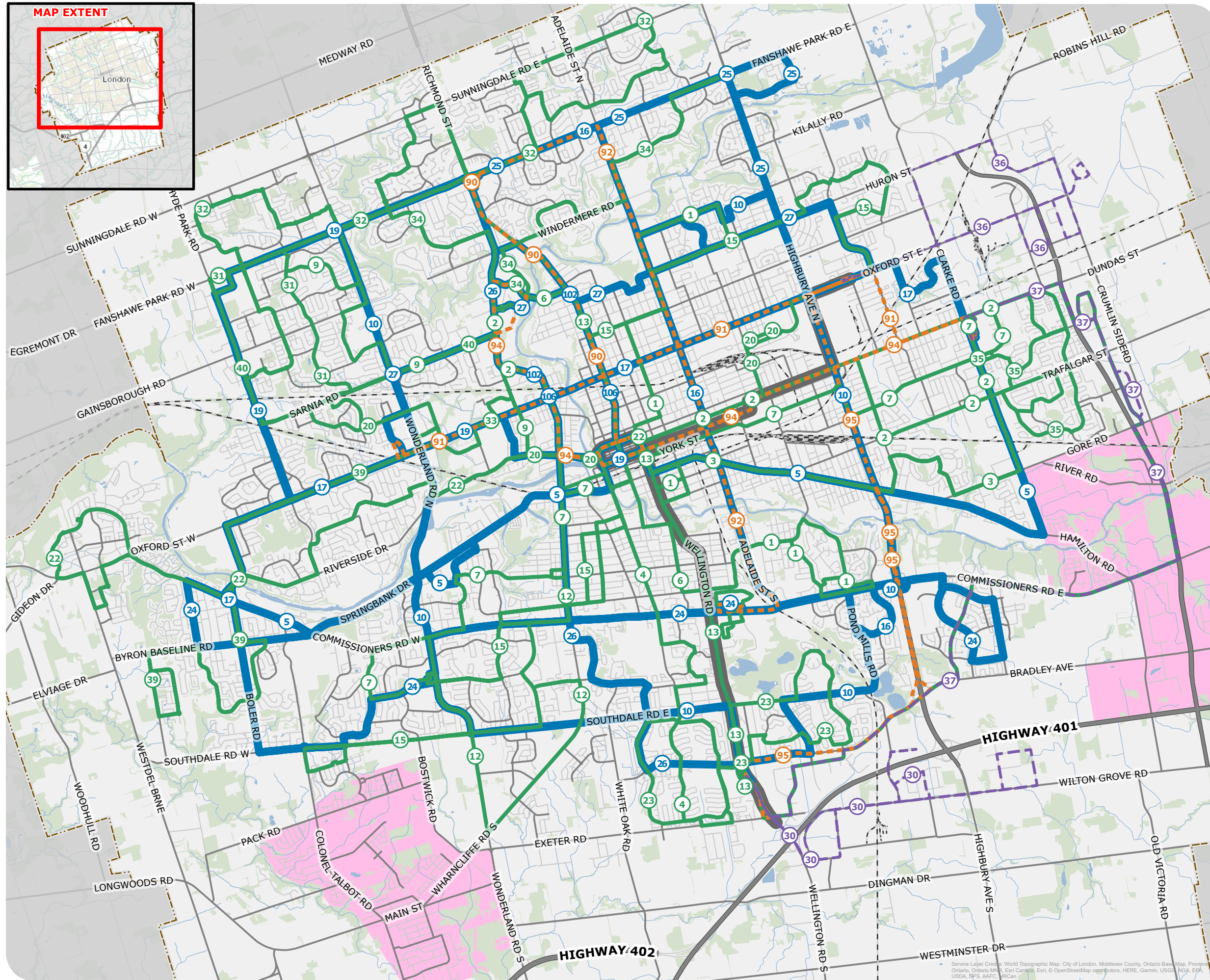


MAP EXTENT



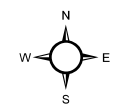
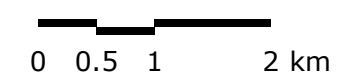
LONDON TRANSIT COMMISSION
FIVE-YEAR SERVICE PLAN (2025 - 2029)

PROPOSED TRANSIT NETWORK



- City of London Municipal Boundary
- Railway
- Highway
- Major Road
- Local Road
- Water Feature
- Wooded Area
- BRT Route
- Proposed Route**
 - Core
 - Express
 - Local
 - Industrial
 - ASD (On-Demand) Zone

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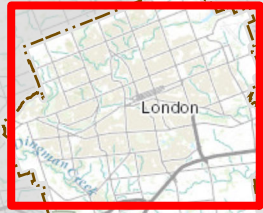
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DATA PROVIDED BY MNRF, LTC

MAP CREATED BY: LK
MAP CHECKED BY: JT
MAP PROJECTION: NAD 1983 UTM Zone 17N



PROJECT: 23-5710
STATUS: DRAFT
DATE: 2024-05-08

MAP EXTENT



LONDON TRANSIT COMMISSION
FIVE-YEAR SERVICE PLAN (2025 - 2029)

PROPOSED TRANSIT NETWORK
LOCAL/INDUSTRIAL ROUTES

- City of London Municipal Boundary
- Railway
- Highway
- Major Road
- Local Road
- Water Feature
- Wooded Area
- ASD (On-Demand) Zone

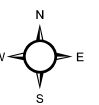
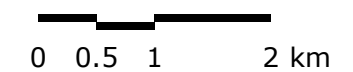
BRT Route

- East London Link BRT
- Wellington Gateway BRT

Proposed Local/Industrial Route

- | | | | |
|--|----|--|----|
| | 1 | | 22 |
| | 2 | | 23 |
| | 3 | | 30 |
| | 4 | | 31 |
| | 6 | | 32 |
| | 7 | | 33 |
| | 9 | | 34 |
| | 12 | | 35 |
| | 13 | | 36 |
| | 15 | | 37 |
| | 20 | | 39 |
| | | | 40 |

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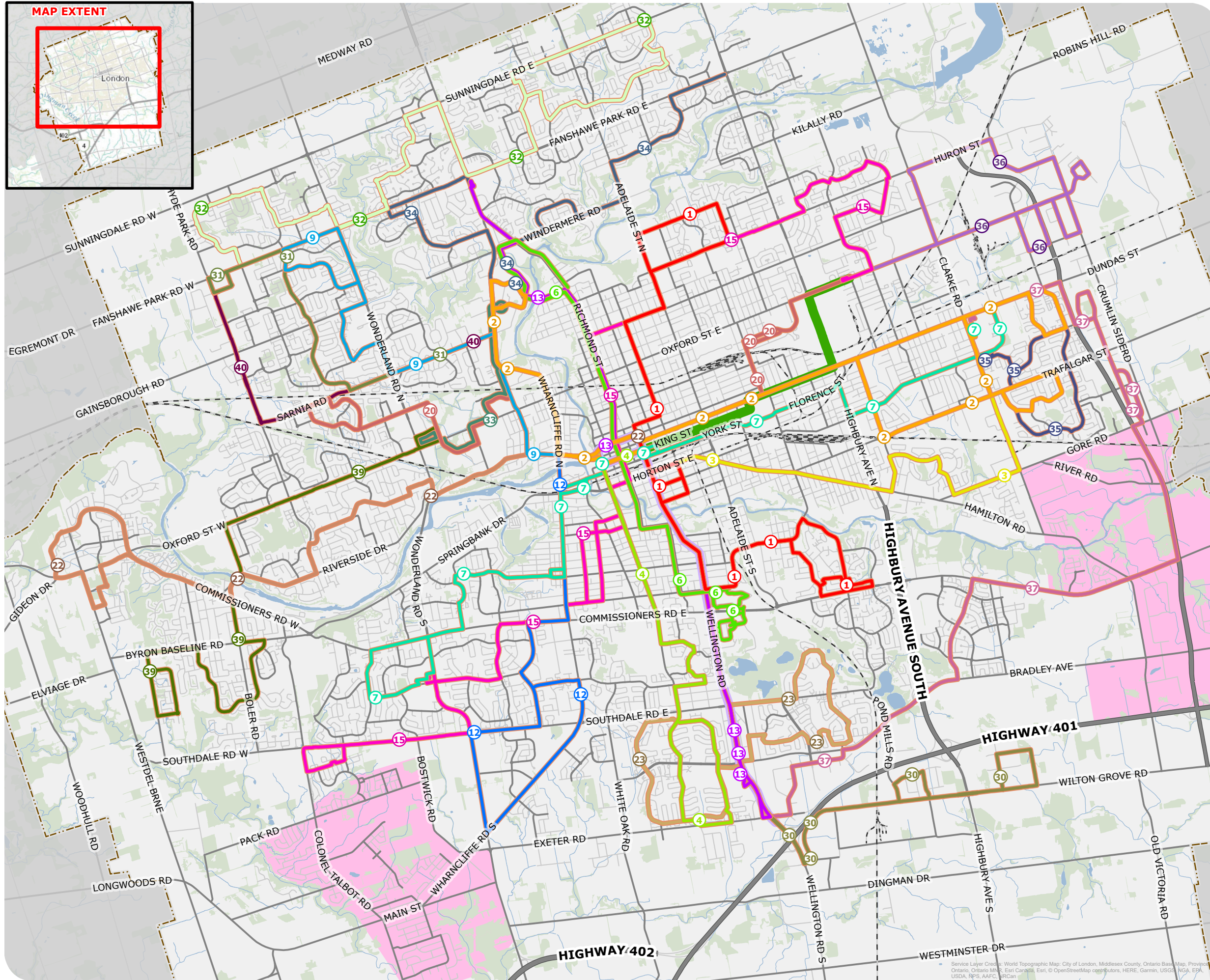


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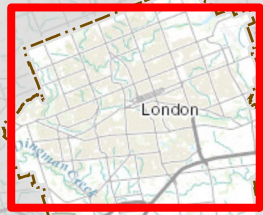
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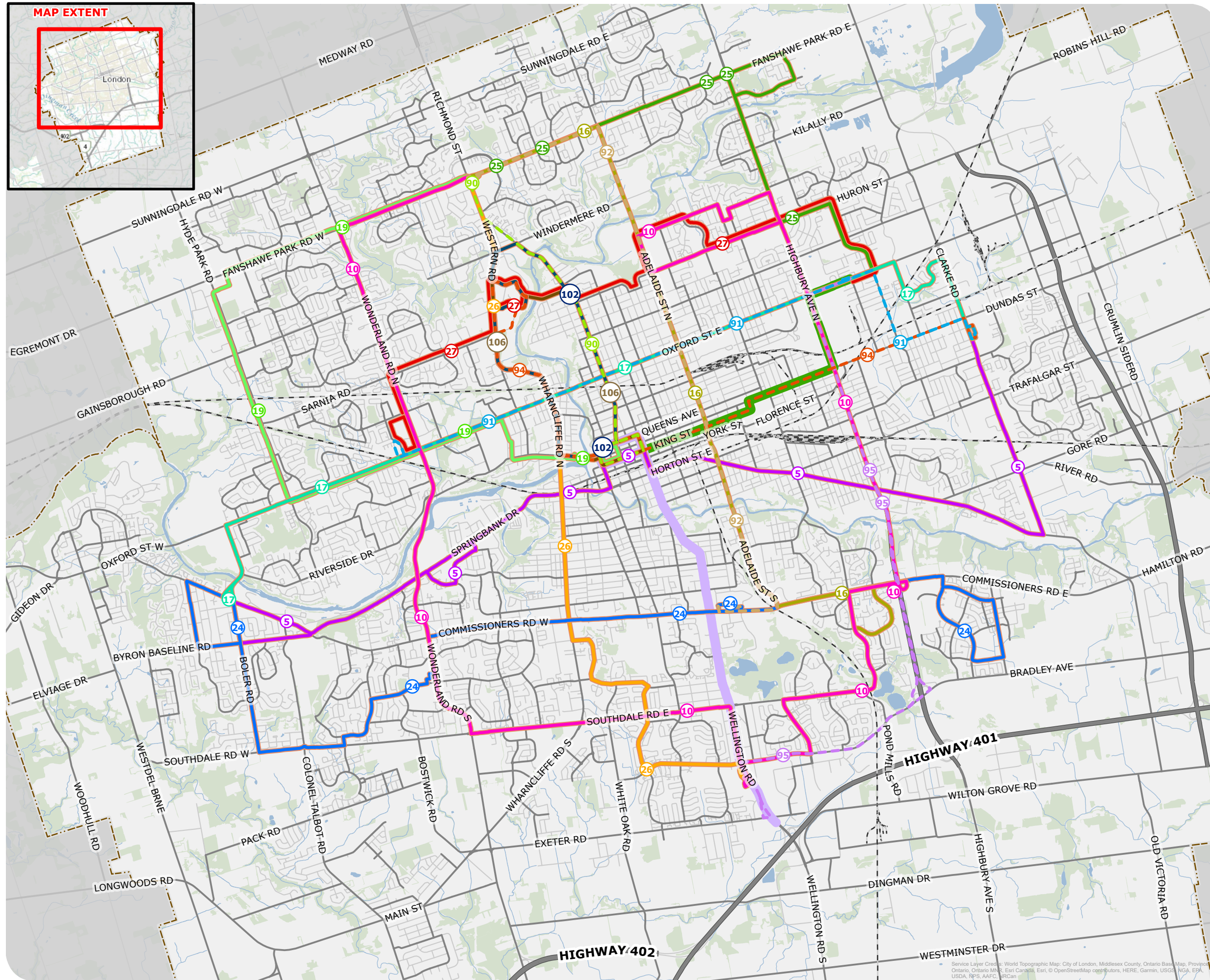


MAP EXTENT



LONDON TRANSIT COMMISSION
 FIVE-YEAR SERVICE PLAN (2025 - 2029)

PROPOSED TRANSIT NETWORK
 CORE/EXPRESS ROUTES



City of London Municipal Boundary

Railway

Highway

Major Road

Local Road

Water Feature

Wooded Area

BRT Route

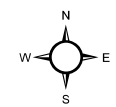
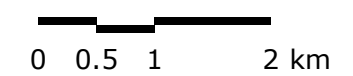
East London Link BRT

Wellington Gateway BRT

Proposed Core/Express Route

- 5
- 27
- 10
- 90
- 16
- 91
- 17
- 92
- 19
- 94
- 24
- 95
- 25
- 102
- 26
- 106

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