

October 20 2025

Bus 10 Student Survey Report

In light of the recent changes in the Bus 10 route, namely the discontinuation of the campus stop at Western University, students from primarily the **Southwest area** have expressed concern, worry, and frustration with regards to their trip to school and back. A survey aims to capture student concerns and propose potential solutions.

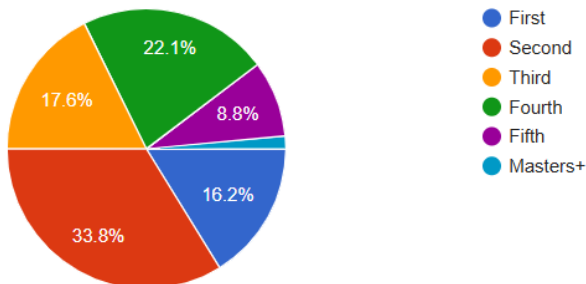
Survey Findings

The survey was conducted between September 20 and October 20 2025, and was circulated on social networks, and through in person conversations at bus stops. Total responses = 68.

Demographics

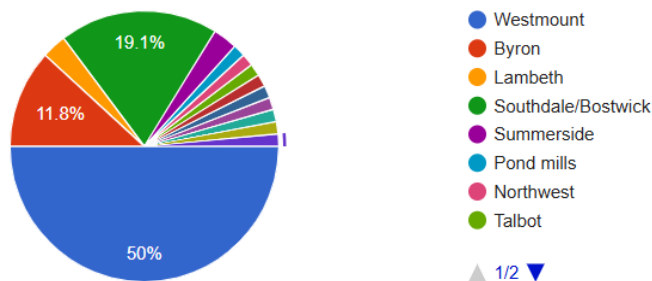
Q: University year

50% of respondents are in their first or second year of University.



Q: Area of residence

1 in 2 respondents live in the Westmount area.



Logistics

Almost 70% of students used to take one bus to university before the route switch. After the switch, that drastically dropped to 3%.

After the switch, 58% of students report having to take 2 buses, and 39% have to take 3 (97% combined total with no direct route to university)

The longest time students reported taking to get to campus or home was 2 hours, reported four times. The longest time on average was 83 minutes or 1 hour 23 minutes, and the longest time waited between buses was 35 minutes on average.

Concerns

95% of students report the rerouting of bus 10 **negatively affecting** their **wellbeing**.

97% of students express that the rerouting of bus 10 **negatively affects** their **outlook on LTC**.

94% of students state that the rerouting of bus 10 **poses difficulty** on their **transportation** to campus

Almost 90% of students had to **arrange alternate forms of transportation** at least once as a result of the change (driving, getting rides)

80% of students report the rerouting of bus 10 made them **consider skipping class more** than before, with almost 70% saying their **attendance was affected** at school.

100% of students express **concern** about their ride to campus during the **winter** months.

Student Stories

My 10 bus got delayed 35 minutes. I got there 10 minutes early (bc accuracy is non existent) and ended up having to get an uber bc I wasn't gonna catch my next bus on time for class.

Bus 10 kept delaying immensely and my father had to step out of work to drive me to campus, even then bus 10 was not seen anywhere on the roads. Another day I wasn't able to get a ride and had to wait 20 minutes for the bus in 25°C then another 15 minutes for the second bus and came close to being late for class.

I just think that school is already so isolating to off campus students, and this has made it feel like there is even less care towards them. I'm a soph at Western and I've had so many complains from my off campus frosh who live in my area.

The change in bus schedule has made it difficult to get to classes on time as it requires waking up much earlier to catch the bus and then it takes a lot longer to get home after classes. It can be especially hard early morning or late at night. It's also difficult because I need to switch between 2 or sometimes 3 busses. In these situations I usually need to wait for quite some time and this can be very discouraging. It will also be hard bussing in these circumstances during winter months.

I don't like having to leave earlier than needed just because I now have to change busses. And it will be horrible during the winter time. It takes longer to get home and harder having to switch

Bus 10 timings never align with the 24 and I have to wait at least 25 minutes and usually more between busses. The service for bus 24 is extremely slow and timings are sometimes inaccurate causing long wait times till the next bus. The bus 10 took a long time to get to campus and gets packed around Sarnia road causing people to stand. Recently, I had to take bus 24 from my neighborhood (bostwick/southdale) to the other side of the city (Victoria hospital) just to catch the bus 13 to campus, which I believe is a very inefficient route however I had no other options.

Having to wait for extra long times for my bus to come, as well as my bus ride, has impacted my attendance and performance at school

It's mainly annoyance and multiple students share the same sentiment. There's always long wait times and people swapping onto the 10 during the Sarnia and wonderland stop. I just don't understand why they would add bus 127 which directly negatively affects the south west and only benefits the north west.

I moved from argyle mall to Westmount with the purpose of having a shorter commute to school. But that doesn't seem to matter now that my commute is more or less the same amount of time with transfers involved.

After an incredibly long day, I had to wait 30mins for the initial bus (127) to come due to delays and then, once I was dropped off, I had to wait another 45 minutes. By the time I got home I was in tears and I only had five minutes to eat dinner before I had to go to work

I used to have 2 options to get to campus the 10 and the 13. With scheduling times it worked very well because the busses do not run very frequently and class times vary. The two options of bus routes also allowed me 2 different routes for different places on campus, now I am stuck

with 1 route that takes over an hour without delays and requires me to walk 10+ minutes on campus just to get to class.

I got off the 127 at Wonderland South of Sarnia stop and checked my LTC Live app to check the wait time, after waiting about 30 mins in traffic on Western road to find that the next 10 bus wouldn't come for over 20 minutes, even though that was never an issue when it connected to campus. I rely on my parents to drive me home from the bus stop and it is incredibly inconvenient for the bus to be so unpredictable. Where it would usually take ~35 mins to get home, now I cannot provide a time at all for my parents to come get me. Most days, it ends up being over an hour ride home, the boost usually coming from the time waiting for the transfer. I don't know if the change has caused the 10 to be more sparse, but I feel like increasing numbers on/off campus but not to the main line elsewhere (10) is incredibly inconvenient and leaving people stranded in the middle of nowhere, where very few buses actually come.

I live in Westmount and because of my program I'm often at school for very long days. I feel a lot of stress about the idea of having to take two buses home late at night which extends my commute by almost 40 minutes because the buses are unpredictable after a certain time and often go very out of the way. I end up in the middle of the city waiting for another bus late at night, and I'm dreading the winter. Furthermore, many off-campus students carry around a lot more than the average student (books for all classes, food for the whole day, even instruments, etc.) and hauling those items around the city just to get to school is hugely inconvenient, especially in bad weather. Lately I've been under-sleeping because it takes me so long to get to and from school. I feel frustrated and I feel like the students who live in that area are being overlooked. The other day I was late for business class because traffic was bad and I missed the transfer bus and had to wait for the next. It affected my attendance. Thank you for considering making a change, I really hope it comes to fruition.

I was late to my second day of work because I was waiting for the 10 to come after switching off of the 127. Put me in a tough spot at work.

It's is the most awful situation. I'm commuting three hours a day which leaves me with no time for anything else. Because of the toughness of my classes, I'm having to quit my job too. This commute is eating up so much time from my week that I can't manage school work and a job at the same time.

The bus is always extremely full by the time it gets to Rippleton and there's a huge line at that stop that goes from the bus stop all the way past the crosswalk, so I'm always super anxious if I'm even going to fit on the bus and make it to my 8:30am lecture. I'm also anxious for the duration of the ride because we are all tight in there like sardines and it's full... people are standing all the way from the back of the bus to the front door.

Bus 10 is convenient and less populated

Since i live near masonville, there's a lot of people always waiting for the bus, and oftentimes busses will pass my stop without stopping because it is full, leading to us having to wait for the next bus which often gets us to school late for our classes. i would take the earlier bus, but then i would get to school before 9am for a 9:30am class. the bus comes infrequently and is almost always full, waiting for the bus takes so so long while the bus ride itself is usually less than 8 minutes, yet leaving my house to arriving at school can take anywhere from 20-50 minutes just because of the wait. please reinstate bus 10's previous route

It sucks. Like fr I would rather walk the 2 hours to get home then wait 1 hr for my bus and then be told it's full 😊

IM JUST TIRED OF TAKING TWO BUSES BETWEEN MASONVILLE, CAMPUS & MY HOUSE WHEN IT CAN BE ONE BUS omg yea and before it would go to costco and now 127 makes u walk like Ugh bring back the 10 it genuinely would solve all my problems

I am feeling frustrated.

Had to bus downtown and switch buses there at like 9pm. I was nervous for my safety, when usually I would just take the 10 home and have a 3min walk to my doorstep.

I was waiting for my bus on bus stop id 2322 and there was this homeless girl which made me and one other guy feel so scared and she actually flashed both of us which was very uncomfortable and scary.

I have found that it's more or less random how long it will take for me to get home based on whether my busses link up. Plus, the cumulative time it takes for two buses to traverse the same distance has increased. Lastly, I have felt unsafe waiting for the bus with a person on drugs yelling at me and flashing me while I waited for a transfer from the 27 to the 127.

This is very frustrating. Living in Byron already puts me at a disadvantage as we get less frequent busses. Now, I need to wait for a longer time at more than one bus stop. This also concerns me when I leave campus after the sun sets. As a woman, I don't choose to spend time alone in public without the security of my own home, or vehicle.

Recommendations

Primary recommendation: The students need a **direct bus line** from the southwest area of London to Western University.

Proposed solution ideas:

1. Connect bus 10 to campus again (4.76/5 rating by students)
2. Create an express bus line between Westmount mall and campus with few stops (4.46/5)
3. Connect the new bus line 127 to Westmount mall (3.94/5)

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