



University Students' Council
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London Transit Commission
450 Highbury Ave N,
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To London Transit Commission (LTC),

On behalf of The University Students' Council (USC) at Western University, and the 37,000 students we represent across Western and the Huron and King's affiliates, we would like to thank the City's ongoing work in incorporating student feedback into constructing an affordable, sustainable, and mobile future for London. As a student advocacy organization, it is our duty and honour to relay our students' voices to our partners, ensuring that London builds and improves infrastructure with its student population in mind. Since the implementation of the Route 10 change in September, our students have consistently reflected their dissatisfaction with the new route. In response to the high volume of complaints, the USC introduced the 'Bring Back the 10 to Western' Campaign, to help our students voice their dissatisfaction directly. **We would recommend that the commission allocate an appropriate amount of service hours to bring Route 10 back to Western campus, to alleviate the adverse impacts of this change.**

Our students who call the south-end of London home have seen their daily commute become a daily frustration, as many now have to take two buses, when previously Route 10 took them directly to and from school or work. In particular, the return trip from Western campus to the South End has become increasingly challenging. This one-way trip has increased from an average of 35 minutes to over 1.5 hours; this is due to long transfer wait times (up to 1 hour) in the transition from a high frequency corridor along Sarnia, to a lower frequency route down Wonderland. Even though schedules were created in an attempt to reduce these wait times, Londoners have yet to see these reductions materialize. This disproportionate impact caused by the Route 10 change has resulted in underserved South Londoners feeling even more disconnected to the rest of the city. Though Routes 13 and 93 provide direct service from White Oaks Mall/ Westminster Park to Western, these routes are not accessible to many South Londoners who do not reside in zones within a reasonable walking distance to the stops for these routes. While a system-wide approach analyzing demand for service is necessary for

To enhance the educational experience and quality of life for all undergraduates at Western University.



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determining service changes, it is also crucial to use an equitable framework to ensure that service changes do not disproportionately impair the mobility of residents living in a specific area, especially one that is already underserved.

Due to the rerouting of Route 10, other Routes that service Western University to Masonville Mall have been significantly strained by a sudden surge in ridership. This high ridership, high productivity corridor between Western and Masonville, has lost 3 buses per hour during peak AM times. The demand for buses to campus has not faltered nor subsided; instead, Routes 13 and 93 are now overloaded, with our students reporting alarming overcrowding and unreliable conditions. These secondary impacts of the changes to Route 10 were not addressed in the original staff report or survey regarding the changes¹, and steps to alleviate these impacts have yet to be taken. While frequency improvements for Route 93 included in the Draft 2026 Service Plan² are appreciated, the current proposal will only add 1 additional bus during peak times. The end result for Londoners is 2 fewer buses from Masonville to Western during peak times, even after planned improvements.

The USC believes that there was a disconnect between the intentions of the Route 10 change with the introduction of Route 127, and the execution of it. This can be attributed to the public consultation process that lacked representation from user groups who were not able to readily access and participate in the consultation. Though the LTC shared an online survey, which the USC amplified for our students via social media, the survey was only open for a short period of time, meaning that many of our students did not get an opportunity to share their feedback on this proposed change. At the conclusion of the public consultation, the total number of survey respondents was less than 600, which pales in comparison to LTC's user base and ridership. Moreover, the results showed that a significant portion of respondents did not favour a change in Route 10 (34% of responses were not in favour). This suggests that future public consultations should run longer, and explicitly seek more student feedback, as students were not directly consulted for the Route 10 change despite being the primary user group of London's public transit. The average fare per ride paid by a Western undergraduate student is \$2.24³,

¹ <https://www.londontransit.ca/staff-report-2-2025-service-plan-conventional-transit/>

² <https://www.londontransit.ca/2026-draft-service-plan/>

³ Unpublished internal data (Total amount paid by the USC/Total number of rides Sept 2024-Aug 2025)



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which is higher than London's average fare per ride of \$2.18⁴, dispelling the common misconception that our students are being subsidised more than the average Londoner. As per our latest contract, our fees have increased by 5% over the past year, yet service has not increased proportionate to increased cost. Unfortunately, for many of our students, service has decreased compared to last year.

The USC acknowledges the dedication of the current commissioners, and has seen an improvement in responsiveness and desire to improve consultations, through the commission's direction of LTC staff to host on campus consultation sessions and improve access to performance data. We hope that this commission continues on this trajectory of improvements to resolve the complaints we have brought forward on behalf of our students today.

For these reasons, the USC would recommend that the commission allocate an appropriate amount of service hours to bring Route 10 back to Western's campus.

We would like to thank the City for its initiative on making London more accessible, liveable, and mobile for its residents, including the 37,000 undergraduate students at Western, Huron and King's. The USC is keen to collaborate with the LTC and the City so that infrastructure and mobility networks are developed with the student voice in mind, ensuring it is safe, efficient, and future-ready for decades to come.

Thank you,

University Students' Council at Western University

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⁴ <https://www.londontransit.ca/staff-report-8-financial-update-conventional-transit-services-operating-budget-july-31-2025/>