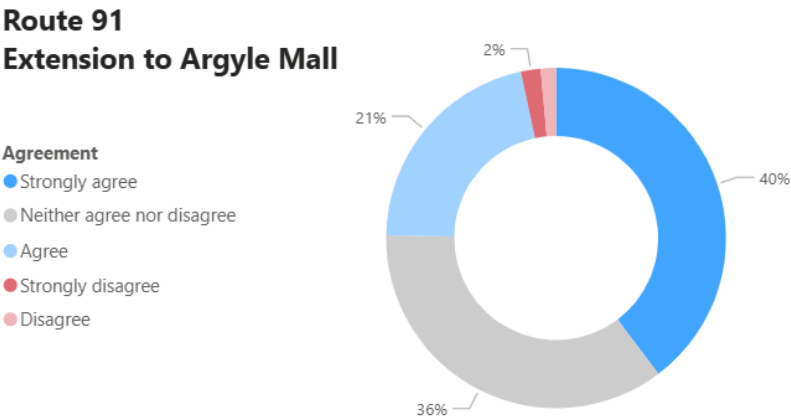


PUBLIC ENGAGEMENT FEEDBACK

London Transit has heard from frustrated passengers whose preferred service improvements, either from the draft plan, or their own proposed changes, were not included in the recommendations outlined in the final Conventional Service Plan report. The frustration is understandable given that each year's final service plan must defer several changes in order to fit within the approved budget. In an effort to provide greater clarity with respect to the feedback received and resulting recommended service plan, the following report provides a summary of the common themes heard through each of the public engagement channels available for the 2026 Conventional Service Plan. It serves to acknowledge passengers' requests for improvement, even if their preferred changes did not fit within the approved operating budget after the priorities of all riders were considered. This information will also be utilized as part of the communication program regarding the 2026 Service Plan which will highlight the feedback received as well as the final recommended changes.

Route 91 Argyle Mall Extension

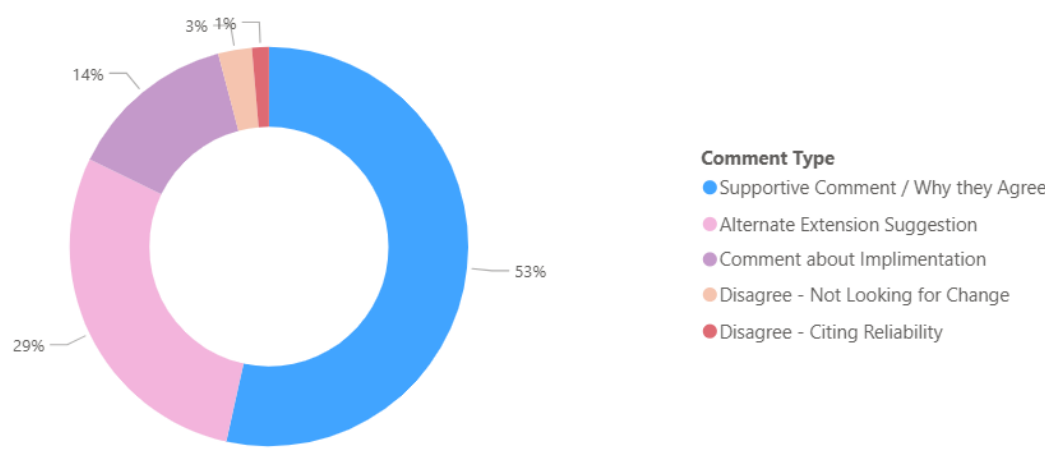
With respect to Route 91's proposed extension to Argyle Mall, survey respondents were firmly in support of the proposed change. Of the 513 total online survey responses, 481 answered the question asking them to rate their support of the change. A total of 61% of respondents were supportive, with 40% strongly agreeing with the change. A further 36% stated they had no preference, and 3% disagreed with the proposed extension.



Of the comments received regarding Route 91, 39 respondents elaborated on their support for the change. Many comments echoed the rationale included in the draft service plan, especially the benefits of increased options between Argyle and Fanshawe, and the spreading out of passengers that are currently crowding onto Route 17. This was consistent with conversations held at public meetings, where attendees were very thankful to see the proposed change.

A further 21 commentors suggested an alternative extension. The most common alternatives included extending Route 91 west to Hyde Park or Byron, extending the route to the airport to form an Oxford corridor route, and lastly, some respondents recommended different alignments between Fanshawe College and Argyle Mall. These included following Oxford directly to Clarke or travelling straight along Third between Oxford and Dundas. Of those who suggested alternatives, most still indicated support for the change, though they were less likely to strongly agree. The recommended route alignment focuses on extending service in the areas that we are currently seeing the most crowding and subsequently reliability issues. At this time ridership is not to a point where extension of service to Hyde Park and/or the London Airport is warranted. The recommended alignment along Second Street also extends service coverage to an area currently not served by transit, allowing more residents to be able to access service within a 400 meter travel distance.

On the other hand, the respondents who disagreed left seven comments falling into three categories. Some comments raised concern with decreased reliability, while others stated the route was perfect without the change. Lastly, some respondents presented their own extension alternatives and disagreed with the change as proposed.

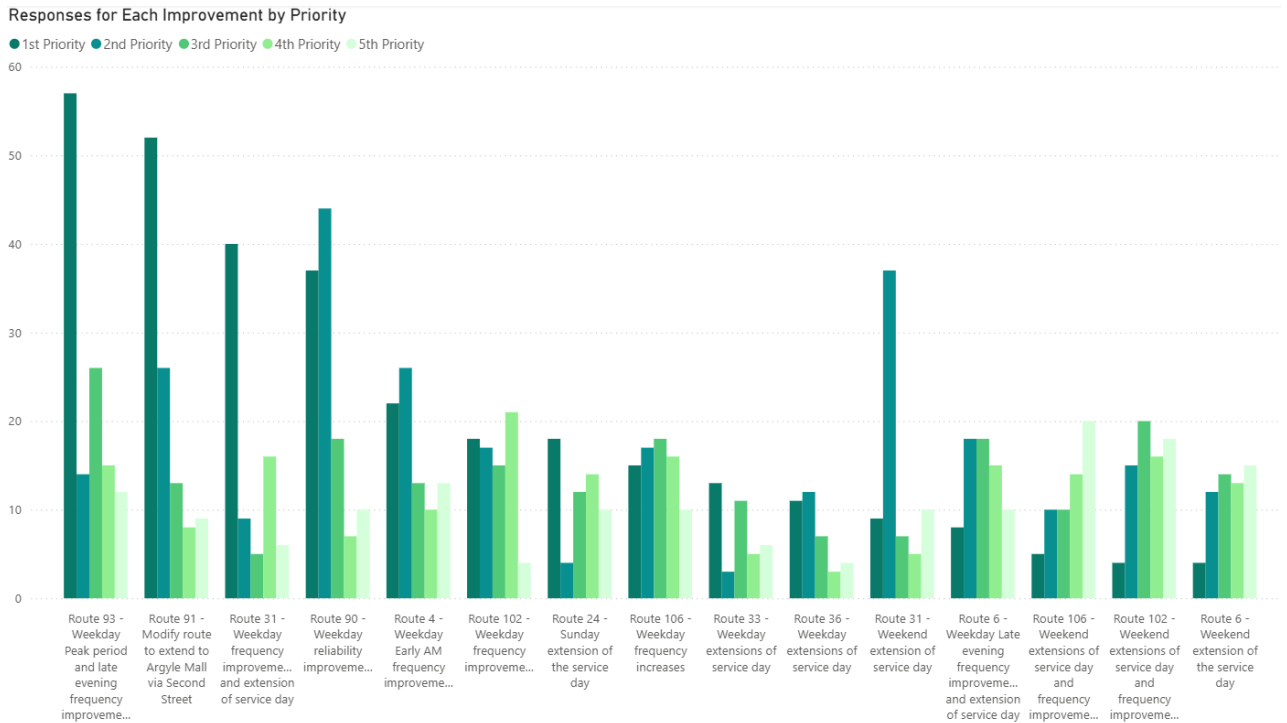


Prioritizing Recommended Changes

Both at in-person events and the online survey, attendees/respondents were asked to prioritize the recommended service improvements. By setting a limit on how many changes could be included, respondents were required to decide what changes were most important to them. Through this process, a wide consensus of the respondents selected the proposed improvements to Routes 93, 90, 91, 31 and 4 on weekdays as their highest priorities. This matched the top five proposed changes when ranked by inclusion within all responses, regardless of priority.

Beyond the top five recommended service improvements, many of the remaining options received similar levels of support. These proposed changes were each listed as a priority by 7-15% of respondents, although there were some proposed changes that saw elevated importance among their supporters. These included extensions to service span on Routes 24 and 36 on weekdays, and Route 31 on weekends. In each case, passengers who listed these improvements as a priority often included them as their first or second choices. Conversely, the proposed improvement to Route 6 on weekday evenings received elevated support at the in-person events relative to the online survey. At these events, it was selected as a priority nearly as often as the top five proposed changes.

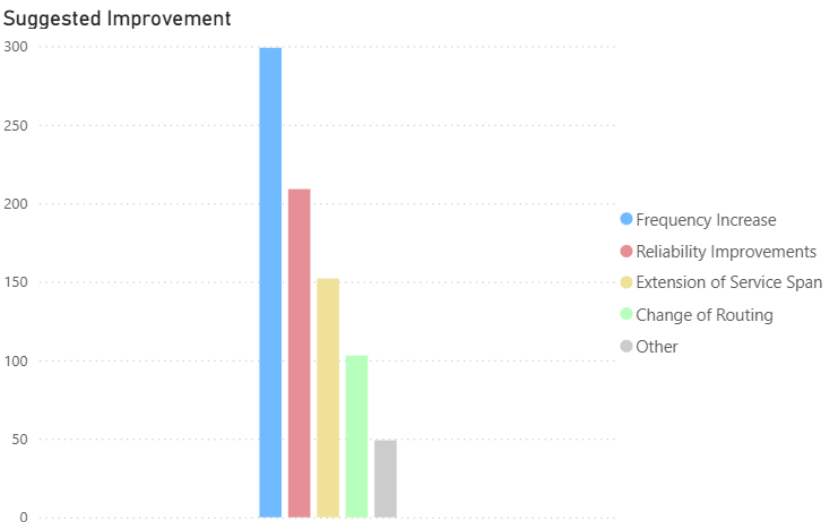
When presented with the question of why they selected their top priorities, respondents of the survey most often described poor experiences with crowding, reliability or service span for their justification.



Open-Ended Question

Respondents to the online survey, and attendees of the in-person meetings also had an opportunity to share their thoughts on items they felt were missed in the proposed changes listed in the Draft Service Plan. Their responses were categorized by Route, Service Level (M-F/Sat/Sun) and Service Period (Early Morning, AM Peak, etc.). They were then further broken down into areas of concern such as frequency, reliability, and service span, as well as suggested improvements, like increasing frequency to address crowding, or extending the service span to ensure safe travel options when returning home late.

Assessing the system as a whole, answers primarily focused on frequency and reliability, which is consistent with the 5-Year Plan’s priority of improving service for existing riders as well as what is heard through the annual Voice of the Customer survey. Most responses described a combination of concerns, where low frequency causes crowding or unreliability due to full buses passing stops. Respondents were able to select multiple suggested improvements (increased frequency / longer service span, etc.), depending on how they felt their concern would be best resolved. The vast majority included increased frequency to their chosen routes to either limit full buses or shorten the time until the next bus arrives.



The rate specific routes were mentioned did vary, with Routes 10, 31 and 93 being the most cited; however, the relative reach of these routes was considered when evaluating the volume of comments. For instance, Route 31 was the second most mentioned among all routes, but its daily boardings are a fraction of Routes such as the 10 or 27. This would suggest the concerns of Route 31 riders are widely shared and frequent enough for respondents to list them as their top comment. Notably, of the remaining routes with proposed service changes, Routes 36 and 24 had the highest rate of comments outlining concerns when scaled to their proportion of the system’s daily boardings.

Additionally, the relative distribution of improvement types passengers selected, whether it be frequency improvement or service span extension, changed based on the routes they were discussing. Below are the common themes for routes that differed from the system as a whole.

- Route 31 - Respondents that selected Route 31 cited crowding concerns at an elevated rate and requested increased frequency.
- Route 10 – Respondents requested a routing change at an elevated rate, with some suggesting the reverse of 2025’s service change.
- Route 24 and 38 - Respondents that mentioned Routes 24 and 38 more frequently requested an extended service span.
- Routes 4 and 13 – Responses that discussed Routes 4 and 13 saw higher rates of reliability concerns.

Planning staff also initiated 48 follow-up conversations by email or phone with respondents of the survey that indicated they would like to continue the discussion. Several of these conversations centered around bringing service closer to King’s College or adding service to new areas such as Victoria on the River, Elson Rd / Coronation Dr and Bateman Trail.

As noted in the covering report, there was widespread support of the proposed changes in the 2026 Draft Service Plan, indicating that the changes deferred for future consideration are still important to passengers and warranted for implementation. With an additional 18,000 hours already proposed for implementation in 2027 as a part of the Five-Year Service Plan, the deferred changes will again have to be considered along with emerging requests and operational concerns to determine what is to be implemented in future years. This will result in a cascading effect of changes that would be considered warranted being unrealized.