

**From:** Cathy Cassidy  
**Sent:** Wednesday, 15 April 2026 23:56:53  
**To:**  
**Subject:** [EXTERNAL] On going frustration with late busses and missed transfers

I am truly hoping someone will listen and fix my on-going frustration with London Transit bus times and delays, the miss transfers. I have had only one successful trip home from work in two weeks. In the last two weeks I have missed more transfers because drivers were longer at their rest stops making them late for my stop. I thought the breaks were built into the scheduled run times? This morning I went out to my bus stop 1425 for 8:47. I checked the real time web site at 8:33 and it is sitting idle at Farmboy (Sorry, no info available) and it is running 7 minutes late. Its usual scheduled time for 1425 is 8:40. The bus showed to stop 1425 at 8:57. I was planning to transfer to the 94 at stop 1600 Wharncliffe and Riverside but missed the transfer by a minute! I watched the 94 turn left onto Riverside and keep on going. I was out at my bus stop on time. This has been my experience daily for the last two weeks going to work and heading home.

One driver explained to me that the bus is NOT allowed to be more than 90 seconds ahead of schedule or the receive an alert. Which I heard because he was a couple minutes ahead of schedule, he was helping me and others get to our transfer point so we could make our bus transfers. Another day going home from work, I was on a #2B on Dundas heading West watching my #20 bus ahead of me get further and further ahead. When I spoke with the driver and explained I needed to transfer to the #20 (that was right in front of us) he was not able to help me out. He had to slow down because he was ahead of schedule and had to start stopping to slow his bus down. Another day I attempted to take the 94 EXPRESS home, stop #546 @ Second and Dundas. The 2B running 10 minute late. I watched the #94 bus pass me going East to Argyle mall while I walked to the #546 bus stop at 3:48. I called customer service to make sure the 94 was running on time, and would be at the stop at 3:59 - the bus got to the stop 4:05. Again I mention to the driver I need to transfer to the #20 at stop 1442 Queen and Clarence. #94 scheduled to that stop for 4:18, the #20 scheduled for 4:23. The driver of the #94 tells me he is running 5 minutes late. I missed that transfer, we got downtown 4:27 and I believe that driver had no intention of making his time up or helping me out. I spoke with a rider who regularly takes this bus if there was a reason the bus was so late? Her response was "this driver always runs late, he gets to the mall and goes to get his coffee or something to eat and takes his time. That he never leaves on time". The #94 Express has been a huge disappointment, it has the easiest run - King street straight through - its own lane, the only bus and a long run time from the U.W.O to Argyle and it runs late and is never ever 20 minutes as it was advertised on the news. The idea of the Express bus is a good one, but no one seems want this route to succeed.

Why is there so much pressure put on the drivers not to run minutes ahead of schedule but they can be late - more than 5 minutes and it not an issue at all. It is my understanding that it is easier for drivers to be late (sitting longer at their rest stops - U.W.O, Argyle mall, Farmboy, Fanshawe) than to be on time or at times in their route be a couple minutes early. I even found out that the slowdown spots for bus can be illogical - example would be the #20 has to stop at Cherryhill and Oxford if they are ahead of schedule - the problem is Cherryhill circle is full of seniors and people who have mobility issues that could easily slow the bus down and put the bus behind schedule. The other slow down point is Riverside at Woodward, why can't it be Riverside and Wharncliffe - stop #1600. At that stop there is room for the bus to wait and people transfer to busses going East and South. When the bus stops at Riverside and Woodward we are more likely to miss our transfers because of getting caught in traffic and the light at Wharncliffe and Riverside.

No one is taking responsibility for the bad service. It has been my experience in the last couple of years that there is no person stepping up to take onus of the poor service. I haven't heard of anyone being asked for their resignation, or suspensions.

On going frustrations with bus delays, missed transfers, who does the customer, client go to for any kind of resolution for issues that never get resolved? I have called customer service at London Transit looking for my bus, I have called when I have been stuck on a bus. I have sent emails, only to receive the standard and repeated response of bus delay because of traffic, road closures, unannounced route changes....

Was I surprised of the recent article on the decline of ridership on London Transit, No. I am looking for someone to help resolve the on going issues of late busses, busses not showing up when expected if at all. It has been unbelievable frustrating these last few weeks, all I want to do is leave my home and get to work on time and be able to leave work and be home in a reasonable amount of time.

Cathy Cassidy