

London Transit Commission Update

October 31, 2023

LTC Business Planning Process

The Commission's Business Plan (Plan) and related planning process, developed in the mid-1990's have provided the crucial direction for London Transit as an organization and a transportation service. The Plan, which is updated every four years, serves:

- ▶ as a reflection of today, and as a starting point for the future;
- ▶ to focus resources on prioritized challenges and expectations;
- ▶ as a communication tool, supporting the development of informed relationships; and
- ▶ to promote accountability, transparency and continuous improvement

In an effort to ensure alignment of the Commission's Business Plan with that of the Council's Strategic Plan, the Commission approved the extension of the 2019-2022 Business Plan to cover 2023, resulting in the next Business Plan covering the period of 2024 through 2027 which aligns with the multi-year budget. Development of the 2024-2027 Business Plan is underway, with the expectation that it will be finalized subsequent to Municipal Council's approval of the 2024-2027 Operating and Capital budget programs.

LTC Business Planning Process

The 2024-2027 Business Plan will include strategies to address the areas of Council's 2023 to 2027 Strategic Plan which relate to public transit services as set out below:

- ▶ Wellbeing and Safety - item 1.7b - Assess opportunities to enhance garbage collection in bus shelters
- ▶ Wellbeing and Safety - item 2.3b - Provide, enhance, and promote access to municipal subsidy programs, including public transit
- ▶ Safe London for Women, Girls, and Gender-Diverse and Trans People - item 1.3b - Increase the capacity of the City of London, agencies, boards, and commissions to recognize, address, and prevent sexual violence
- ▶ Mobility and Transportation - item 1.2c - Continue to support the London Transit Commission's Zero Emission Bus Fleet Implementation Framework
- ▶ Mobility and Transportation - item 1.3a, 1.4a and 1.6a - Support greater access to affordable, reliable public transit and paratransit through the implementation of the London Transit Commission's 5 Year Service Plans, including growth hours
- ▶ Mobility and Transportation - item 1.4b - Support implementation of the London Transit Commission Ridership Growth Strategy initiatives
- ▶ Mobility and Transportation - item 1.4c - Support transit rider survey initiatives to improve rider satisfaction
- ▶ Mobility and Transportation - item 1.4d - Implement London's Rapid Transit Corridors to improve reliability for current and future transit.
- ▶ Mobility and Transportation - item 1.6b - Support the implementation of Alternative Service Delivery options to areas of the city not currently served by transit

City of London Strategic Plan Update

Wellbeing and Safety - item 1.7b - Assess opportunities to enhance garbage collection in bus shelters

- ▶ London Transit's shelter cleaning and maintenance is undertaken by a contractor as part of the shelter advertising contract.
- ▶ Through the contract renewal process for shelter advertising, administration requested the costs associated with enhancing the cleaning cycles for shelters from the current bi-weekly schedule to a weekly schedule as well as the option to include garbage bins and pick up in shelters. The shelter contractor does not provide garbage disposal nor pickup as part of their business model; however, they did provide a cost to increase the frequency of shelter cleaning from bi-weekly to weekly.
- ▶ The cost associated with this service enhancement is \$107,900 per year, expressed as a decrease in the annual revenue guarantee provided under the contract. This item has been included in the Commission's growth budget request for 2024, noting the change can be implemented immediately upon approval of the budget request.

City of London Strategic Plan Updates

Wellbeing and Safety - item 2.3b - Provide, enhance, and promote access to municipal subsidy programs, including public transit

- ▶ Growth in the use of public transit fare subsidy programs will occur as growth in services is implemented resulting in overall growth of ridership.
- ▶ Growth in each of the subsidized fare categories will be measured and reported on annually.

Safe London for Women, Girls, and Gender-Diverse and Trans People - item 1.3b - Increase the capacity of the City of London, agencies, boards, and commissions to recognize, address, and prevent sexual violence

- ▶ London Transit administration is represented on the Safe Cities Working Group, and participates in planning sessions and regular meetings.
- ▶ LTC Travel Safe Program has been shared with various partners to raise awareness of programs already in place

City of London Strategic Plan Update

Mobility and Transportation - item 1.2c - Continue to support the London Transit Commission's Zero Emission Bus Fleet Implementation Framework

- ▶ Commission is participating in a joint procurement initiative for the purchase of up to 10 battery electric buses and 7 charging units (4 depot and 3 opportunity) as well as any works associated with the installation of same
- ▶ The Commission-approved status quo operating budget includes provision for two full-time equivalent positions in 2024 which will be shared between the Zero-Emission Bus project and the Highbury Facility Rebuild Project.
- ▶ The Commission's Growth Business Case includes the addition of three full-time equivalent positions in 2025 that will provide the appropriate resources to both the Zero-Emission Bus Implementation and the Highbury Facility rebuild.
- ▶ In addition, the Growth Business Case also includes the capital costs associated with the fleet transition, including the incremental costs of zero-emission buses versus diesel buses as well as the related charging infrastructure required for battery electric buses.

City of London Strategic Plan Updates

Mobility and Transportation - item 1.3a, 1.4a, 1.4b, 1.4d, 1.6a and 1.6b - Support greater access to affordable, reliable public transit and paratransit through the implementation of the London Transit Commission's 5 Year Service Plans, including growth hours, London Transit Ridership Growth Strategy and Alternative Delivery Implementation Strategy, and implementation of London's Rapid Transit Corridors

- ▶ The Commission's 2023 operating budget did not include any growth in either conventional or specialized service given the outstanding growth elements from the 2021 and 2022 had yet to be fully implemented.

City of London Strategic Plan Updates

Conventional Transit Service Outstanding Service Improvements

Service Improvement	Issues Addressed	Estimated Annual Service Hour Requirement
Earlier service for all routes (starting at 5am)	<ul style="list-style-type: none"> Improved access to employment 	24,000
Extend remaining routes to 1am Mon-Sat	<ul style="list-style-type: none"> Improved access to employment 	20,000
Extend Sunday Service to midnight on all routes	<ul style="list-style-type: none"> Address increased ridership and demands Improved access to employment 	20,000
Start remaining routes at 7am on Sundays	<ul style="list-style-type: none"> Address increased ridership and demands Improved access to employment 	18,000
Extend service into new growth areas including: <ul style="list-style-type: none"> Cedarhollow Hamilton/Old Victoria area Hyde Park between Sunningdale, Wonderland and Fanshawe Park Road South Byron Wickerson Road area West 5 Southwinds 	<ul style="list-style-type: none"> Improved access to the community to areas that are currently not served by public transit 	44,800
Improve frequencies on existing routes to be no more than two times the frequency on connecting Rapid Transit routes	<ul style="list-style-type: none"> Improved reliability and viability of services 	184,000
Improve operating times/frequencies of routes currently serving industrial areas	<ul style="list-style-type: none"> Improved access to industrial areas 	13,000
Total Estimated Outstanding Service Hour Requirements		323,800

City of London Strategic Plan Updates

- ▶ With respect to Specialized Transit Services, in response to stakeholder requests and direction from Municipal Council for increased service levels, the Commission's Growth Business Case includes the request for a total of 58,000 service hours to be added incrementally with 20,000 hours added in each of 2024 and 2025, followed by 10,000 hours in 2026 and 8,000 hours in 2027.
- ▶ Service improvements for both Conventional and Specialized Services will be confirmed subsequent to the budget approval process, and will be incorporated into the Commission's 2024-2027 Business Plan and related Service Plans.

City of London Strategic Plan Updates

Mobility and Transportation - item 1.4c - Support transit rider survey initiatives to improve rider satisfaction

- ▶ The annual Voice of the is scheduled to resume in 2023 and has been included in the status quo budget for future years.
- ▶ Results of the surveys will be included as input in the Commission's 2024-2027 Business Plan, Service Plans, and Accessibility Plan Updates, all of which will be finalized in early 2024 subsequent to finalization of the Commission's 2024-2027 Operating and Capital budget programs.

Updates on Other LTC Initiatives

Implementation of Outstanding 2021 and 2022 Service Improvements

- ▶ The plan for 2023 has been to implement the deferred service improvements as resources became available throughout the year, versus waiting until September to implement all changes at once. Conventional service updates to date include:
- ▶ In April 2023, approximately 12,000 of the 36,000 hours of outstanding service were implemented focusing on improving frequency during periods where routes were operating at 60-minute headways and reducing this to 30-minutes.
- ▶ In June 2023, changes included adding additional round trip time on Route 2 and frequency improvements on Route 20. In addition, Route 38 was introduced in June to provide service to the Innovation Park Industrial area.
- ▶ In September 2023, changes were implemented to increase running time on Route 16, and increase frequencies on Routes 25, 102 and 106. Saturday service was introduced on Route 24, and a new branch to Route 36 was introduced providing service operating north of Oxford along Clarke Road, Huron and Robin's Hill Road.
- ▶ In February 2024, service changes will be made to Route 25 during the AM Peak and early evening periods to improve frequency from 30 minutes to 20 minutes.
- ▶ The remainder of the service improvements (approximately 5,000 hours) will be implemented in 2024 as resources are available

Updates on Other LTC Initiatives

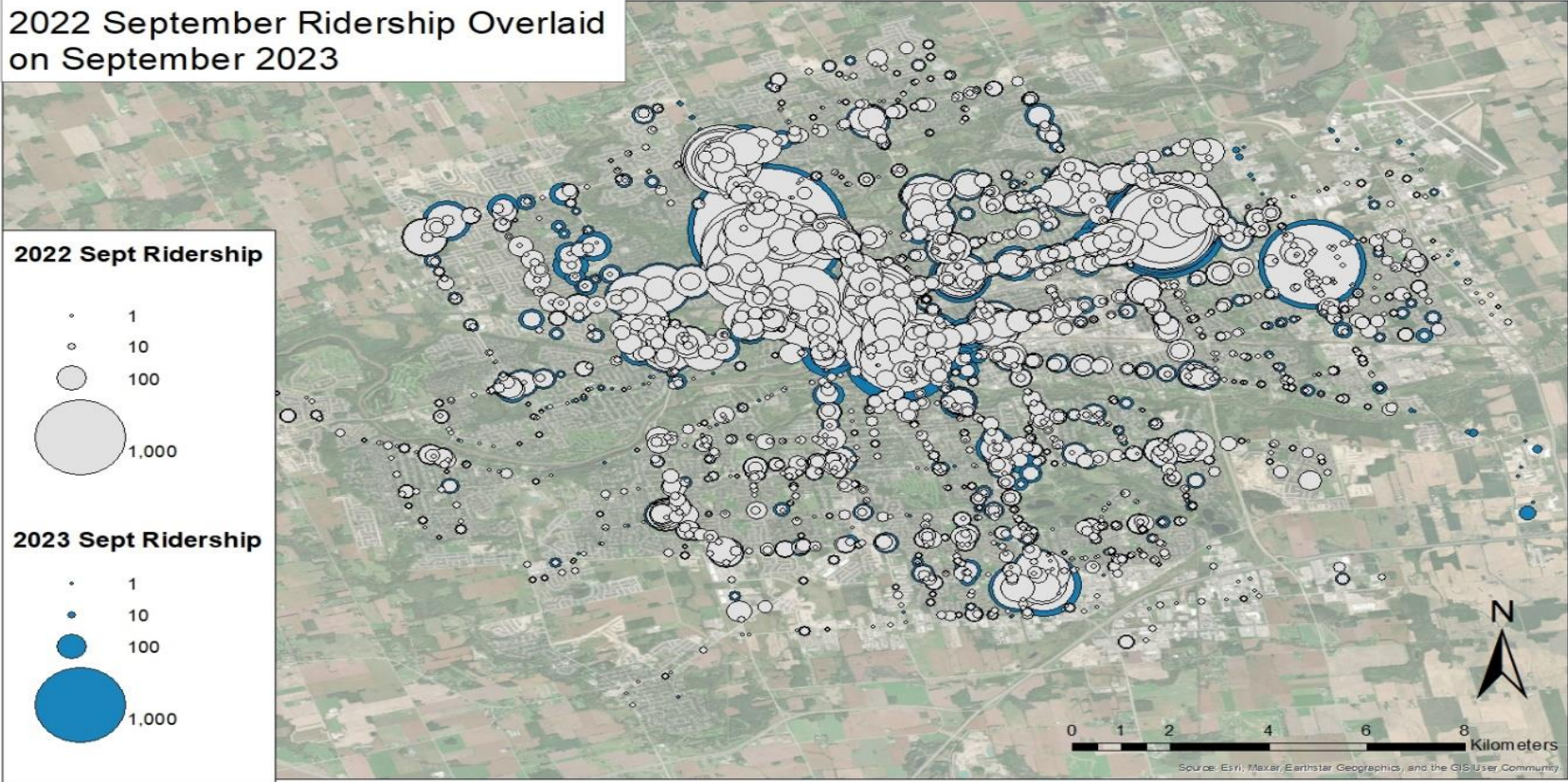
Administration has worked with the contractor throughout 2023 to identify solutions to the resource and supply chain issues impacting their ability to increase service levels. Commission approval of an alternative vehicle for use in the delivery of the specialized service will see 10 additional vehicles added to service by the end of 2023, which will bring service levels to the level approved for 2023 (including all outstanding growth hours). The table below sets out a high level overview of the progression to date as well as the planned full service levels by the end of 2023.

	Jan	Aug	Oct	End of 2023
Average Weekday Scheduled Service Hours	395	450	475	570
Average Weekday Rides	830	945	998	1,200
% Increase		14%	6%	20%

All outstanding hours for the remainder of 2023 will be assigned to schedules during the period of 8:00am to 6:30pm on weekdays noting this is the period of highest demand. With these remaining vehicles in place, service levels will be reflective of all of the growth hours outstanding from the 2021 and 2022 service plans. These service levels will remain in place for 2024, noting that some adjustments to the shifts may be undertaken to better align service with demand.

Updates on Other LTC Initiatives

2023 Conventional Service Monitoring



Updates on Other LTC Initiatives

2023 Specialized Service Monitoring

- ▶ collection of data with respect to completed trips, requested trip times and common pick up and drop off locations has been ongoing through 2023 in an effort to identify the days/times that additional resources will be dedicated to as they become available. The review indicated that the highest demand for trips is occurring from 8am to 6pm Monday through Friday. Additionally, the Sunday morning time period was identified as a period of increased demand. As increased resources have become available, they have been applied to vehicle shifts for the following time periods:
 - ▶ 8:00am to 6:30pm on weekdays
 - ▶ 8:00am to 2:00pm on Saturdays
 - ▶ 8:00am to 6:00pm on Sundays
- ▶ Currently there are 38 vehicles scheduled per day Monday through Friday, with two additional show up vehicles staffed to offset any lost time that may occur on the day of service.

Updates on Other LTC Initiatives

Responding to Construction-Related Service Impacts

- ▶ Through the majority of 2023, 19 Conventional Service routes have been impacted by ongoing construction projects resulting in extended and often inconvenient detours for transit riders. A number of the detours during the 2023 construction season have been significant with routes detoured further away from the regular routing than would traditionally be expected due to multiple construction projects occurring in the same area at the same time. A special construction connector for Route 20 was implemented to allow service to be provided to the Mornington area during the Quebec and East London Link Phase II projects were underway.
- ▶ While many of the detours have been long term in nature, there have also been a significant number of road closures (for construction, parades, utility work, etc.) as well.
- ▶ Responding to detours (both planned and last minute) has required approximately 75% of the planning department's resources, which in turn has placed pressure on the 2024 service planning process. During 2023, every Conventional transit route has been impacted by a detour for some period of time.
- ▶ Given ongoing resource challenges, the ability to add additional buses or additional time to affected routes to mitigate schedule adherence issues has not been possible. This has resulted in significant reliability issues system wide, throughout the majority of 2023.
- ▶ The nature and extent of construction across the City has also negatively impacted the schedule adherence of the specialized service as well as the ability to get customers as close as possible to their destination while ensuring an accessible drop off location and pathway to their final destination.

Updates on Other LTC Initiatives

Upgrade of Scheduling, Automatic Vehicle Location and Interactive Voice Response Software - Conventional Transit Services

- ▶ The software utilized for scheduling, automatic vehicle location and interactive voice response for the Conventional Transit Service will be updated in 2024. In addition to increased system stability, this upgrade will provide enhanced features allowing for better communication of detours as well as more accurate vehicle location positioning and more precise real time bus arrival information.

Implementation of Smart Card Infrastructure on Specialized Service

- ▶ The initiative to implement portable smart card readers on the Specialized Service was carried forward from 2022 as the result of supply chain issues relating to the hardware required for implementation. A purchase order has been issued to the vendor and work is currently underway on this project. The vendor is aware this is a priority item and has indicated Q1 2024 as the timeframe for project completion.

Assessment of Specialized Service Booking System and Booking Window

- ▶ Given the status of the current system, administration has determined that a replacement system is necessary and is assessing various options moving forward. LTC administration is currently in the process of assessing options associated with replacing the software, noting the requirements that the replacement software include the following features at time of implementation:
 - ▶ Customer portal that allows for on-line trip management including trip booking and cancellation.
 - ▶ Real-time arrival information available to customers via customer portal, text/email notification.
 - ▶ Ability to ensure equal access in trip booking between customers utilizing online booking with those utilizing telephone.
 - ▶ Customizable parameters for trip scheduling that align with LTC service targets (length of time on vehicle, schedule adherence, etc.).
 - ▶ Detailed reporting of key service metrics (same day bookings, split between demand and subscription bookings, non-accommodated by time of day, etc.).

Updates on Other LTC Initiatives

Highbury Facility Rebuild

- ▶ London Transit administration has continued to work closely with civic administration on the funding request for the Highbury Facility Rebuild Project. The project has been submitted to the Federal Government by the Province of Ontario; and staff have responded to a number of follow up questions. At this time, no confirmation of funding has been received.
- ▶ Subsequent to funding approval, the next steps in the process will be to undertake the detailed design of the replacement facility followed by a request for proposal and contract award for the work.

Updates on Other LTC Initiatives

London Transit Commission Fare Adjustment Effective January 1, 2024

Fare Category/Type	Current Fare	New Fare (Jan 1, 2024)	Increase
Cash			
Adult	\$3.00	\$3.50	17%
Child ⁽¹⁾	\$1.50	\$1.75	17%
Ticket (Stored Value)			
Adult	\$2.25	\$2.65	18%
Senior ⁽²⁾	\$1.70	\$2.00	18%
Youth (13-17)	\$1.80	\$2.12	18%
Child ⁽¹⁾	\$1.30	\$1.53	18%
Monthly Pass			
Citipass	\$95.00	\$112.00	18%
Weekday	\$81.00	\$95.00	18%
Post Secondary	\$82.00	Eliminated	N/A
Student Summer	\$95.00	Eliminated	N/A
Park & Ride	\$70.00	\$83.00	18%
Youth ⁽²⁾	\$61.00	\$72.00	18%
Income Related ⁽²⁾	\$61.00	\$72.00	18%

Updates on Other LTC Initiatives

Public Transit Advocacy

- ▶ London Transit is a member of both the Ontario Public Transit Association (OPTA) and the Canadian Urban Transit Association (CUTA). In addition to providing opportunities for the sharing of best practices with peer transit systems, these Associations undertake advocacy efforts at both the Provincial (OPTA) and Federal (CUTA) levels.
- ▶ On October 30, 2023, OPTA will be holding an advocacy day at Queens Park during which transit system members will meet with Ministers and Ministry staff to discuss the need for increased provincial funding which will enable transit systems to grow to meet the current and future demand associated with continued growth in population across the province. The final materials for this advocacy effort were not finalized at time of report writing; however, administration is participating in the creation of same and will also be participating in this event.

Updates on Other LTC Initiatives

Public Transit Advocacy - Federal

- ▶ Recommendations from CUTA's recent Advocacy day in Ottawa include:
 - ▶ Shifting the start date of the Permanent Public Transit Fund into the 2024 budget (currently scheduled for the 2026 budget) to assist transit systems in addressing infrastructure deficits;
 - ▶ Open the intake process for the Permanent Public Transit Fund in 2024 so transit systems can begin the planning and application process in advance of the funding being made available;
 - ▶ Encourage the Federal Government to take a leadership role in an upcoming national taskforce, along with provinces, local governments, and transit agencies, to develop a national public transit strategy with a new funding model for Canada's public transit agencies;
 - ▶ Establish an application-based transit safety and security fund that allocates \$75 million per year for two years to assist transit agencies with the specific expenditures needed to prevent, combat, and respond to safety and security incidents on their systems; and
 - ▶ Strengthen penalties for assaults on transit workers by amending subsection 269.01 of the Criminal Code, expanding beyond its current definition of transit operators to include all transit workers.