

ROUTE REVIEW

LONDON TRANSIT COMMISSION

Service Standards

The New Service Standards Document will provide London Transit with an important planning and decision making tool to design services, measure performance and quality and provide a transparency in the decision making process.

Design Criteria

- Route Directness
- Service Levels (minimum service hours and frequency)
- Proximity to Service

Performance Measures

- Service Quality (e.g. on-time performance, vehicle load)
- Effectiveness (e.g. utilization)
- Efficiency (e.g. cost per hour)
- Financial Performance (e.g. revenue to cost ratio)

Part 1 – Five Year Service Plan

- Builds on existing modified radial network connecting key origins and destinations
- Focuses service on a Frequent Transit Network and Strategic Corridors connecting Transit Villages and major destinations
- Addresses immediate issues and opportunities identified through consultation, peer review and review of services
- Allocates approximately up to 17,700 new annual revenue service hours to the network to address issues and grow ridership



Network Review

What we Heard and Discovered

- Complaints about overcrowding and missed trips near Post-Secondary Institutions
- Difficult to get around on weekends and late evenings (not enough service)
- Schedules can be confusing to new riders
- The Express Routes are a Success!
- Ridership growth has stabilized and there is a need to do more to continue to meet mode share targets
- Transit resources need better balance - certain areas have too much service and others too little
- London is planning for Rapid Transit and the system must be ready

What the Route Review will Address (Guiding Principles)

- Add capacity to busy routes that experience chronic overcrowding
- Improve weekend and late evening service
- Simplify the network
- Continue to Build on existing Express Routes and identify new opportunities
- Identify a Frequent Transit Network as a Catalyst for Ridership Growth
- Address Underperforming Routes and Route Segments and 'Right-size' the system
- Enhance connections to the future Rapid Transit network

Major Arterial Routes



What we Heard

- Ridership growth has stabilized and there is a need to do more to continue to meet mode share targets

ACTIONS

- Build on Base Arterial Routes as the spine – providing direct travel to multiple destinations
- Connect to Transit Villages and Major Destinations

Address Underperformance



What we Heard

- Transit resources need better balance - certain areas have too much service and others too little

ACTIONS

- Restructure or eliminate routes that do not meet productivity targets
- Minimize impact on existing ridership
- Recommendations save ~4,000 annual service hours which are reinvested back into the system

Address Duplicate Service



What we Heard

- Transit resources need better balance - certain areas have too much service and others too little

ACTION

- Reduce duplication on corridors that do not require high levels of service
- Recommendations save ~10,000 annual service hours which are reinvested back into the system

Address Unbalanced Routes



What we Heard

- Transit resources need better balance - certain areas have too much service and others too little

ACTION

- Identify and restructure routes where ridership is unequally distributed along the route
- Recommendations save ~29,000 annual service hours which are reinvested back into the system

Simplify the Network



What we Heard

- Schedules can be confusing to new riders

ACTION:

Separate branch routes from network where they have little to do with the main route (e.g. Route 2C and 10B)



Enhance Connections



What we Heard

- London is planning for Rapid Transit and the system must be ready
- Ridership growth has stabilized and there is a need to do more to continue to meet mode share targets

ACTION:

- Enhance connections to key destinations including Argyll Mall, Fanshawe College, White Oaks Mall, Victoria hospital, Western University



Expand on the Express Network



What we Heard

- The Express Routes are a Success!
- Ridership growth has stabilized and there is a need to do more to continue to meet mode share targets

ACTION:

- Expand on the success of Route 90 and 91
- Introduce new Express Route on Adelaide connecting Masonville Mall with Victoria Hospital
- Enhance service levels during peak periods (10 min frequency) and midday period (20 min frequency)



Expand to New Residential/Commercial Areas



What we Heard

- Ridership growth has stabilized and there is a need to do more to continue to meet mode share targets

ACTION:

- Extend existing routes to new residential/ commercial areas



Enhance Weekday Peak and Midday Period Service Levels



What we Heard

- Complaints about overcrowding and missed trips near Post-Secondary Institutions
- Ridership growth has stabilized and there is a need to do more to continue to meet mode share targets
- London is planning for Rapid Transit and the system must be ready

ACTION:

- Addresses overcrowding and missed trips
- Enhance service on Base Arterial Routes the provide direct travel to multiple destinations (build ridership)
- 10 to 20 min peak service on Base Arterial Routes

Improve Sunday Service



What we Heard

- Difficult to get around on weekends and late evenings (not enough service)

ACTION

- Introduce new Sunday service
 - Routes 9A/B, 19, 22, 24, 25, 31, 32, 35, 38 and 39
- Increase frequency on key routes that have 60 min headways
- Start service early at 7:00am (from 9:00am)

Improve Saturday Service



What we Heard

- Difficult to get around on weekends and late evenings (not enough service)

ACTION:

- Introduce service to new areas
- Improve frequency on routes that that have 60 min headways
- Improve early evening service
- End service on key routes at 1:00am

Improve Weekday Evening Service



What we Heard

- Difficult to get around on weekends and late evenings (not enough service)

ACTION:

- Introduce service to new areas
- Improve frequency on routes that have a 60 min headway
- Improve early evening service
- End service on key routes at 1:00am

Part 1 – Implementation Plan

- A phasing plan has been developed to distribute the suggested improvements over a five year period
- The priority in 2015 was to continue to enhance the Express Route network, address capacity issues and underperforming routes and implement additional weekend service
- Major routing changes were pushed to 2016 and 2017 to allow for adequate public consultation

Part 2 – Route Structure with Rapid Transit

- Builds on the 2019 Five-Year Service Plan
- Assumes Rapid Transit corridors are in place
- Assumes a 'connection-based' system design where local routes do not operate on Rapid Transit lanes but connect passengers to Rapid Transit

Part 2 Network



- Use 2019 Five-Year network as a base and modify to connect to Rapid Transit
- Rapid Transit corridors provide enhanced services
- Eliminate routes that duplicate Rapid Transit services
- Modify London Transit routes to connect to Rapid Transit
- Enhance service levels for routes connecting to Rapid Transit

Recommended 2019 Route Network

