

To All Commissioners

Re: Industrial Service Strategy Update

Recommendation

That the Commission:

- i) DIRECT administration to include consideration of modifications to Routes 28 and 30 in the Draft 2019 Service Plan, noting the intent of these modifications would be to provide enhanced transit service to the Exeter/White Oaks and Wilton Grove industrial areas;
- ii) DIRECT administration to issue a Request for Proposal for the provision of a TransCab/Dial-a-Ride service from both Fanshawe College and Argyle Mall, noting the intent of providing connections from each of these terminal points to the Airport, Sovereign/River Road and Innovation Park industrial areas; and
- iii) DIRECT administration to report back on the estimated costs of the TransCab/Dial-a-Ride service subsequent to the closing of the Request for Proposal in ii) above, including potential sources of funding for the service.

Background

In November 2017, the Commission directed administration to review the Industrial Service Strategy and include consideration of service improvements in industrial areas as part of the 2019 Service Plan. The review of the strategy included the following:

- online and telephone interviews of Industrial area employers conducted by the London Economic Development Corporation (LEDC) and London Transit
- a peer review of industrial and/or periphery service offered by other transit agencies across the country conducted by Dillon Consulting
- an Industrial Transit Summit which included industrial employers, Members of Council, agencies representing job seekers, the City of London and other key stakeholders
- existing industrial transit experience

Results of the above review were presented to the Commission at the June 2018 meeting (see Staff Report #1, dated June 27, 2018). At that time the Commission approved three alternative service delivery models to proceed with further analysis for the potential implementation of pilot programs in Industrial areas in London. A brief description of each of the three alternative models is set out below.

TransCab/Dial-a-Ride - are very similar delivery models in which a third party delivers the service through a pre-arranged financial and operating agreement with the transit provider. Passengers are required to share a vehicle with other passengers as needed and the service generally operates between a transit hub and employment area within a defined geographical boundary. There are two main distinctions between the Dial-a-Ride and TransCab delivery models;

- a. **Determination of the amount of service provided** - In Dial-a-Ride, the transit agency specifies the applicable service parameters including how much service is to be provided, while in TransCab models, the taxi companies determine how much service to supply
- b. **Vehicle Size** - typically Dial-a-Ride can include larger, accessible vehicles while TransCab is generally limited to taxi cars or vans with limited accessibility

Employment Shuttles - As noted above, employment shuttles are another alternative model that warrants further assessment for possible implementation. This model is usually adopted in partnership with the employers, who will request pick-up and drop-off transit service for their workers during peak shift periods. The shuttles would service only employees of the partnering employers, picking them up at either pre-determined "stops" or at their homes, and dropping them off at the entrance to their place of employment (with the reverse trip being completed at the end of a shift). Employment or industrial shuttles do not run outside of the shift start and end-times and do not typically serve the general public.

This option will require further discussion with employers in the various industrial areas to determine the level of interest in partnering with London Transit to provide a service of this nature. Generally employment shuttles are run by the transit property; however, third party options will also be assessed.

Trippers - While London Transit does already operate tripper services, the existing trippers are generally utilized to supplement existing service that is experiencing overcrowding. Trippers in industrial areas would generally be focused on employee shift times and not necessarily an extension of existing routes.

Should trippers be selected as a model option, they would be run by London Transit and not a third party contract; additional vehicles may be required to add the service for PM Peak shift times.

Subsequent to the June 27, 2018 meeting, administration reached out to employers in each of the designated areas (Wilton Grove, Innovation Park, White Oak/Exeter, Airport and Sovereign/River Road) in an effort to determine meeting dates that best suited each of the groups. Once meeting dates were finalized, confirmations were sent to all employers who responded to the initial invitation. As part of the meeting confirmation notice, employers were asked to come to the meeting prepared to discuss the following:

- number of employers in the area looking to participate in the pilot programs
- level of participation from employers (i.e. cost sharing, communications, etc.)
- shift times, and related travel times for employees in each area
- estimates of actual ridership from each industrial area

Each of the meetings started with an overview of the options being considered as well as a description of the transit service that is currently in or near the area. Participants were led through a discussion on each of the options in an effort to determine the level of buy-in and support that could be expected going forward. A summary from each of the meetings is set out in Enclosure I.

Key summary findings from the meetings include:

- current transit operating times do not work for existing shift times in many of the industrial areas (not early or late enough to accommodate start and end times), with the exception of the White Oaks/Exeter area
- many of the employers are not able to alter shift times due to contractual obligations or supply/demand requirements
- ability to partner with London Transit and contribute financially to provide an alternative service model into the industrial areas was not known by many employers at this time as firm costs cannot currently be determined
- the demand for service in the industrial areas has not been quantified as existing employees have found alternative modes of transportation to get to work currently

Consideration was given to both individual meeting feedback as well as the overarching findings set out above when determining recommendations for next steps in each of the areas which is set out below and reflected in the report recommendations.

Airport – consider TransCab/Dial-a-Ride option that would provide first/last mile trips to/from Fanshawe College. This option is being recommended given the limited information available with respect to the number of employees who would utilize this service. It should be noted that none of the options, including the one being recommended, will address employees with a 6am shift start time or a 12am shift finish time.

Exeter/White Oaks – consider modifying Route 28 which currently operates between Lambeth and Westmount Mall to instead service the White Oaks/Exeter area and White Oaks Mall, noting that the service would still maintain the existing alignment through Lambeth. Further details and impacts will be presented as part of the Draft 2019 Service Plan at the October 31, 2018 Commission meeting.

Wilton Grove – consider implementing a late evening Tripper for Route 30 that would accommodate shift times (similar to that provided on Route 36). It should be noted that none of the options, including the one being recommended will address employees with a 6am shift start time or a 12am shift finish time. Further details and impacts will be presented as part of the Draft 2019 Service Plan at the October 31, 2018 Commission meeting.

Sovereign/River Road – consider TransCab/Dial-a-Ride option that would provide first/last mile trips to/from Argyle Mall. This option is being recommended given the limited information available with respect to the number of employees who would utilize this service. It should be noted that none of the options, including the one being recommended will address employees with a 6am shift start time or a 12am shift finish time.

Innovation Park – consider TransCab/Dial-a-Ride option that would provide first/last mile trips to/from Argyle Mall. This option is being recommended given the limited information available with respect to the number of employees who would utilize this service. It should be noted that none of the options, including the one being recommended will address employees with a 6am shift start time or a 12am shift finish time.

Next Steps

Recommendations with respect to the Exeter/White Oaks and Wilton Grove areas will be further assessed and included in the Draft 2019 Service Plan report, scheduled to be presented to the Commission in October 2018.

Recommendations with respect to the Airport, Sovereign/River Road, and Innovation Park areas will require the issuance of a request for proposal in order to determine potential third party providers for this service. Once the request for proposal closes, administration will have the ability to provide cost estimates for the services being proposed, noting that the usage level of the services will also have an impact on costs.

Enclosure

I – Individual Meeting Notes

Recommended by:

Katie Burns
Director of Planning

Concurred in by:

Kelly S. Paleczny
General Manager

Airport – Meeting Notes

Meeting Date: August 16, 2018

Attendees: Representatives from Cargill, Clintar, Great Lakes Copper, Ideal Pipe (Thorndale), Stein Industries Inc., LEDC, Liberty Staffing

Current Transit Routes Serving or Near the Area

Route 36 – noting some employers in the area are between 530m and 1.3km to the closest transit route

Level of participation from employers (i.e. cost sharing, communications, etc.)

- Moderate level of interest to contribute financially if it would mean new/increased service to the area
- Companies that thought there was a possibility to provide financial contributions needed more information as to cost and how many of their employees needed the service.
- More analysis is required before firm commitments can be made

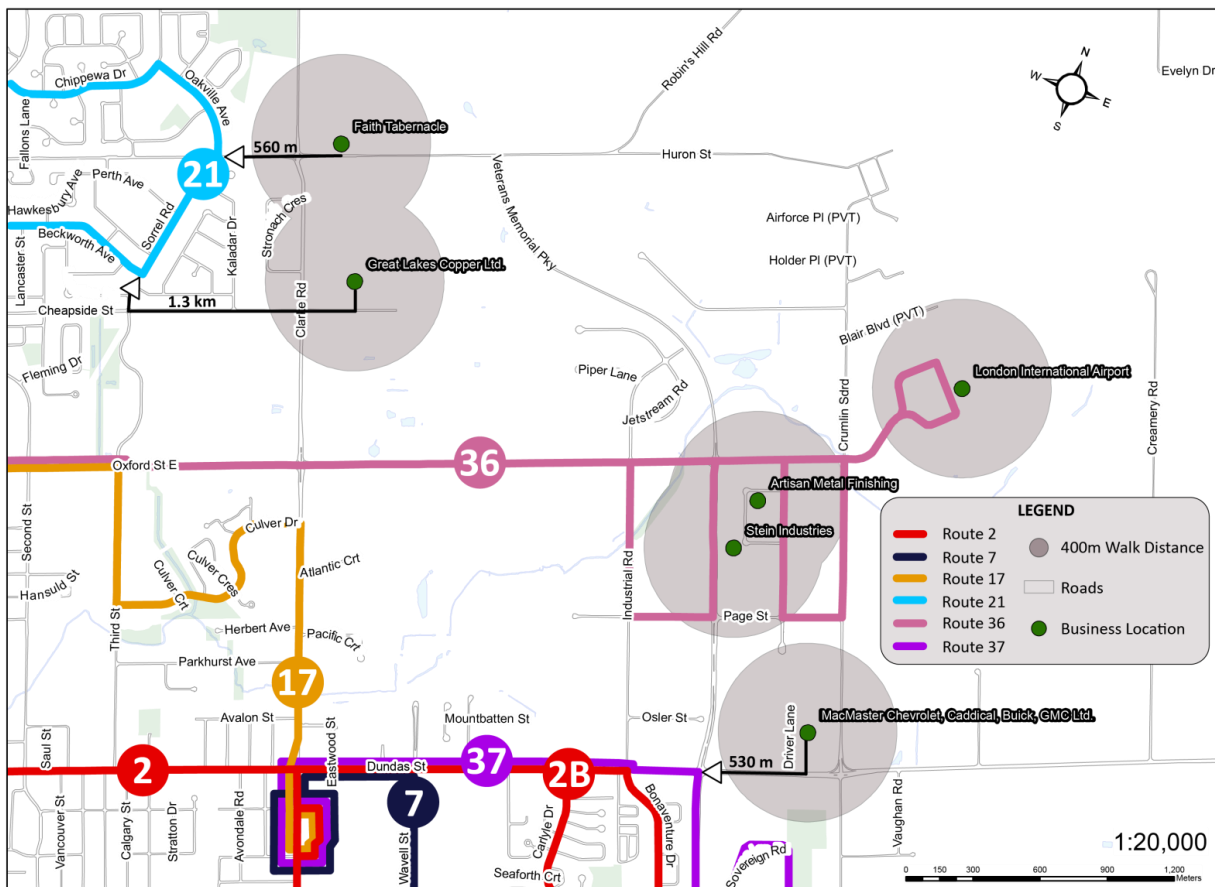
Shift times in each area

- Shift times start as early as 6 am to 10 am, afternoon shifts start between 2 pm and 4 pm and end as late as midnight
- Noting some companies work 24/7 depending on the season

Estimates of actual ridership from each industrial area

- Current Ridership on Route 36 averages approximately 458 passengers per day
- Increase in ridership is not known as employers did not have a good sense of how many employees would require transit service outside of the current hours of operation or to areas outside of the current coverage area.

Airport Industrial Area Service Coverage



Exeter/White Oaks – Meeting Notes

Meeting Date: August 16, 2018

Attendees: Representatives from Candut Industries, Hanwha, Goodwill Industries, Cardinal Fine Cabinetry, LEDC, Liberty Staffing

Current Transit Routes Serving or Near the Area

Closest transit service are Routes 4 and 26 noting stops are between 800m and 1.4km to the Exeter/White Oak area

Level of participation from employers (i.e. cost sharing, communications, etc.)

- Level of participation was unknown as financial investments would have to be reviewed with members of senior management.
- Some companies thought that there may be interest, but were unsure of how much they could commit.

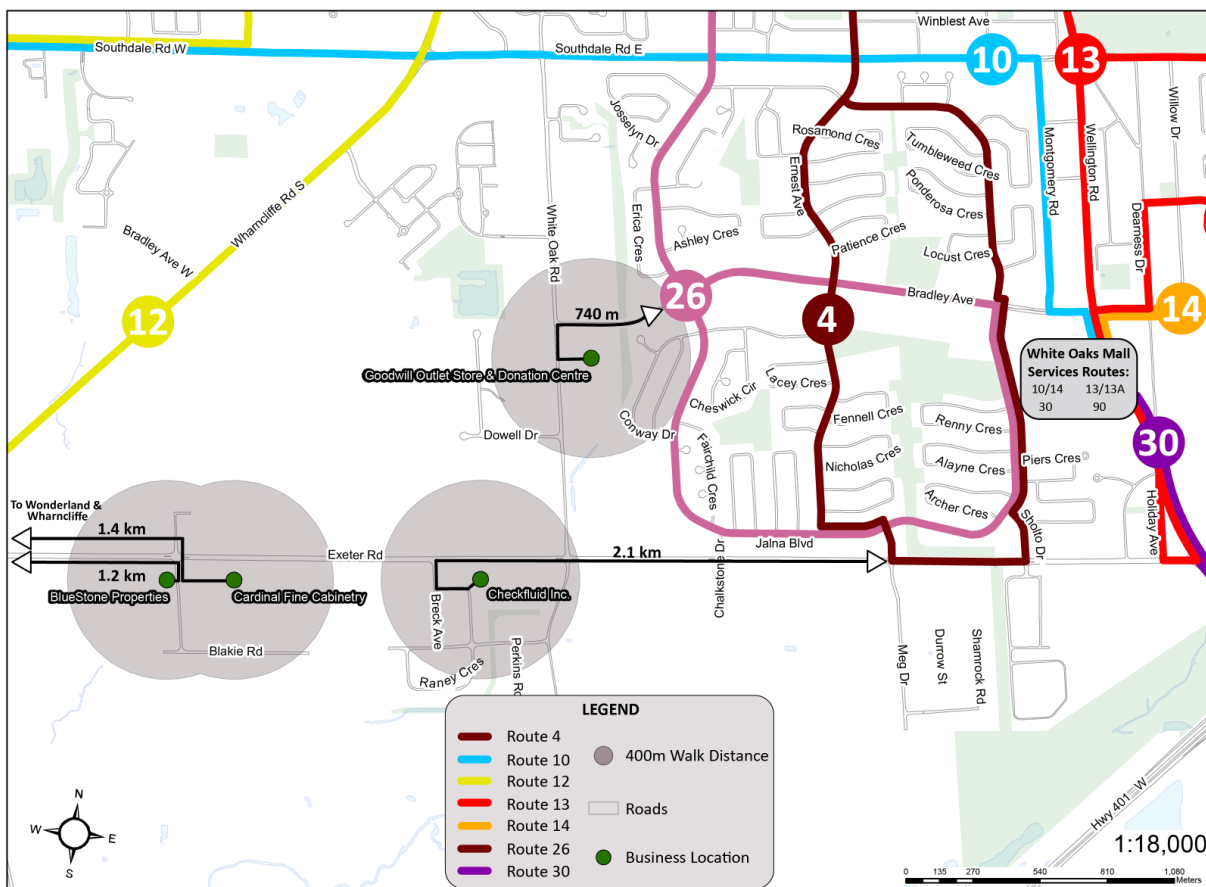
Shift times, and related travel times for employees in each area

- Shift times generally start between 7am and 8 am and end between 3 pm and 5 pm
- Most companies represented indicated they have flexibility with start and end times with some companies already offering various shifts for those that take transit and walk the remaining distance to their business.

Estimates of actual ridership from each industrial area

- Many employees are currently walking from the closest transit stop (Meg and Exeter) out to the White/Oak Exeter area, however exact number of employees was not known
- Anticipate that more employees would utilize the service if it was provided closer and worked with shift start and end times
- Of the companies that attended there were approximately 300 employees and generally from industrial areas there is a transit usage of 10% of total employees in the area
- Based on the nature of the businesses in this area, there is potential for ridership growth due to customers also utilizing the service.

Exeter/White Oak Industrial Area Service Coverage



Wilton Grove – Meeting Notes

Meeting Date: August 21, 2018

Attendees: Representatives from Elgin Motor Freight, Transform Automotive, Science Tech, ZTR Control Systems, Nestle, LEDC and Job Developers Network, Fanshawe College

Current Transit Routes Serving or Near the Area

Route 30

Level of participation from employers (i.e. cost sharing, communications, etc.)

- Mixed level of participation from employers represented (employees would be expected to pay the full cost of transportation) to willingness to discuss further when more cost details are available
- Interest to help with the cost of a shelter in the area

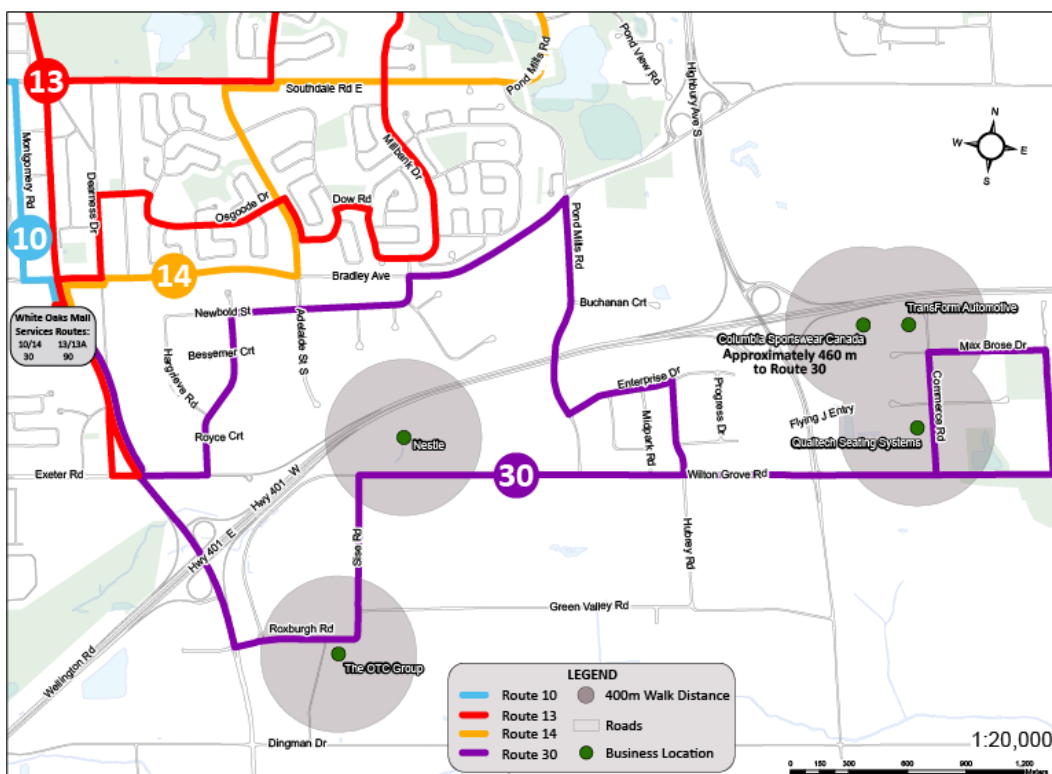
Shift times, and related travel times for employees in each area

- Varying shift times including companies that operate 24/7
- Earliest shift start times are approximately 6am to about 9am
- Latest shift end times (with the exception of 24/7 operations) approximately 11pm
- Most companies have at least two shifts (days and afternoons) with some companies also having an evening or overnight shift
- Some companies also run shifts on weekends depending on the time of the year and the demand

Estimates of actual ridership from each industrial area

- Currently Route 30 has 253 daily boardings
- Increase in ridership based on an extension of service hours to the area is not known as companies did not have estimates as to how many people require transit outside of the current Route 30 operating hours
- Many companies looking at expansion over the next few years and companies feel that an extension of service hours would help with the recruitment process for new employees
- Fanshawe College finds it difficult to place co-op students in this area due to limited transit availability and an increase would provide more opportunity for students to gain experience from the companies in the area

Wilton Grove Industrial Area Service Coverage



Sovereign/River Road – Meeting Notes

Meeting Date: August 21, 2018

Attendees: Representatives from VoyaGo, Talbot Marketing, LEDC, Pathways

Current Transit Routes Serving or Near the Area

Route 37

Level of participation from employers (i.e. cost sharing, communications, etc.)

- Limited to no availability to be able to contribute financially

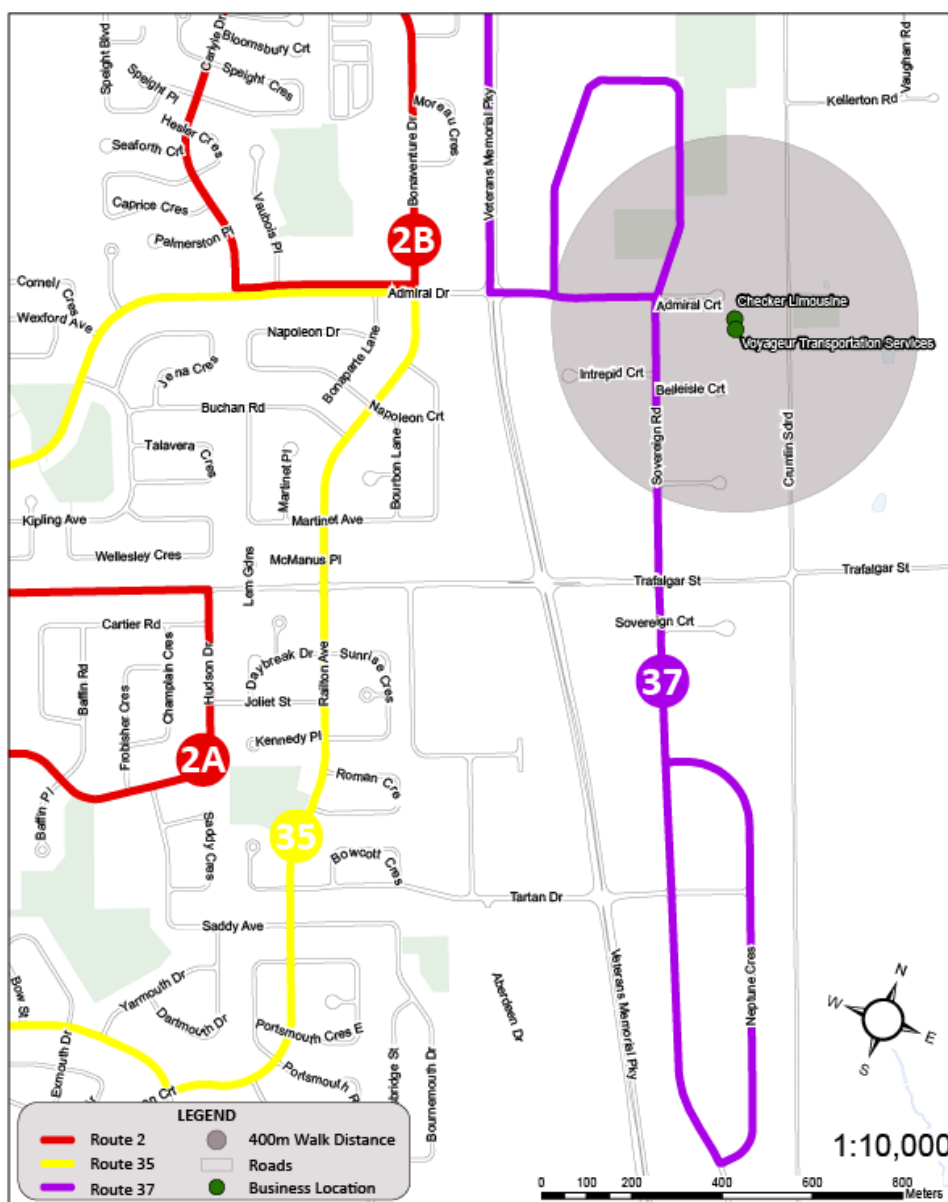
Shift times, and related travel times for employees in each area

- Varying shift times Monday to Saturday with staff arriving throughout the day

Estimates of actual ridership from each industrial area

- Currently Route 37 has 88 daily boardings
- Of the companies represented there are limited number of employees (approximately 20 total) and the need for transit among the current employees was unknown

Sovereign Road Industrial Area Service Coverage



Innovation Park – Meeting Notes

Meeting Date: August 30, 2018

Attendees: Representatives from Original Cakerie, Canada Tube Form, Hanwha, CS Auto, Job Development Network, City of London, LEDC

Current Transit Routes Serving or Near the Area

Routes 3 and 16 are the closest, noting the closest stops are between 2.6km and 4.6km from the area

Level of participation from employers (i.e. cost sharing, communications, etc.)

- Very limited to no availability to contribute financially

Shift times, and related travel times for employees in each area

- Shift times range between 5:30am start times and 2:30am end times
- Very limited availability to change start times

Estimates of actual ridership from each industrial area

- Currently there is no transit service in this area and employers did not have a good sense at this time of how many employees would actually use or require transit to get to work
- Current employees generally have their own transportation or have made arrangements to get to work.
- Transit service would help with the recruitment process

Innovation Park Industrial Area Service Coverage

