

Commonly Asked Questions and Misconceptions

London Transit strives to perform to the highest levels possible and operate with complete transparency. The following provides responses to commonly asked questions.

Why do all buses service the downtown?

Currently 19 of the system's 40 fixed route services go downtown. The downtown is a key transit generator and transfer facility, supporting passengers' access/travel to other areas of the city. There are in excess of 12,000 trips to/from the downtown every weekday.

Why doesn't London Transit operate on a grid?

London's geography and urban development does not support operating on a grid system. Effective and efficient route design is a balance between providing service to where people live and providing fast and direct travel where people want to go. London Transit strives to deliver transit service that enables 90% of connected urban development to be within a walking distance of no more than 400 metres to public transit.

When big buses run at under capacity, why aren't smaller buses used for greater efficiency?

Fleet size and makeup is based on periods of highest demand. The use of smaller buses to address the perception of "too much bus" simply results in the need for two fleets, one fleet of large buses for periods of high demand, and another fleet of small buses for periods of less demand.

Why is it such a challenge to service the industrial areas?

Industrial areas are a challenge to service given their location at the periphery of the city, their site design with large setbacks, and limited pedestrian amenities. Further, with the nature of employment typically being 24/7 with multiple shifts and employees who travel from all areas of the city, it creates the need for passenger transfers and challenges for route scheduling and frequency.

Does London Transit operate out of the Wonderland facility?

London Transit has been operating out of the Wonderland facility since 2011. Currently, on a Monday to Friday basis, 40 buses are dispatched from and serviced at the facility. The facility operates as a satellite with capacity for 100 buses. Construction was fully funded by Provincial and Federal investment.

What is the makeup of the London Transit fleet?

There are currently 199 buses in the fleet: 181 40' buses, 4 30' buses and 14 60' buses. The 60' buses are assigned to routes with the greatest demand.

What happens when I contact customer service with a complaint, compliment or request?

All contacts to customer service are assigned a number and tracked from the time of initial contact until the matter is considered closed. If a customer requests a follow up, they receive a response via phone or in writing. Complaints are researched, and where appropriate, reviewed with the employee. Compliments are shared with the identified employees. Requests for service are forwarded to the planning department for inclusion as part of the annual service planning process.

How does LTC decide where to implement service improvements?

In the spring of each year, the planning department compiles a list of recommended service improvements for LTC to consider. The recommended list is made up of existing routes that need adjustments given service issues, requests for service from customers, and potential new routes that are deemed necessary to meet demand. LTC assesses and prioritizes improvements that can be accommodated within the annual budget. The factors taken into consideration when assessing service improvements include: nature of development in the area, demands on service in other areas, the likelihood of the service meeting minimum ridership and related revenue return, proximity to existing transit service and availability of public funding.