

Memorandum

To: Operations Committee
From: Heidi Jennen, Supervisor of Environmental Services
Date: November 21, 2024
Subject: Bus Stop and Route Change from East Bayshore Route to Crosstown Route

City staff regularly meet with Voyago staff to discuss transit operations and identify opportunities for improvement. Recently, Voyago staff proposed adjustments to optimize the City's transit routes and enhance on-time performance.

Currently, all four transit routes meet at the transit terminal to facilitate passenger transfers. However, delays frequently occur as buses wait for all routes to arrive. According to data from the CONSAT system, buses are on schedule less than 60% of the time, with "on-time" defined as arriving within five minutes of the scheduled time. The East Bayshore (EBS) Route is often the primary source of these delays. To address this, Voyago proposes shifting the hospital stop from the EBS Route to the Crosstown Route.

The Crosstown Route currently travels along 9th Avenue East to 8th Street East before returning to the transit terminal. Under the proposed change, instead of turning west at 8th Street East and 9th Avenue East, it would turn east on 8th Street East to the hospital, loop around the hospital, and pick up the stops from the hospital to 9th Avenue East, which are currently picked up by the East Bayshore Route. It would then continue along 8th Street East from 9th Avenue East westerly to 3rd Avenue East and back to the transit terminal. The Crosstown Route would continue to pick up the stops that currently overlap with the East Bayshore Route.

The East Bayshore (EBS) Route currently travels from the Walmart area to 16th Avenue East to the hospital before travelling along 8th Street East on its way to return to the transit terminal. Under the proposed change, the EBS route would travel from the Walmart area to 16th Avenue East, turning west onto 10th Street East, and proceed along 10th Street to the transit terminal without making any stops.

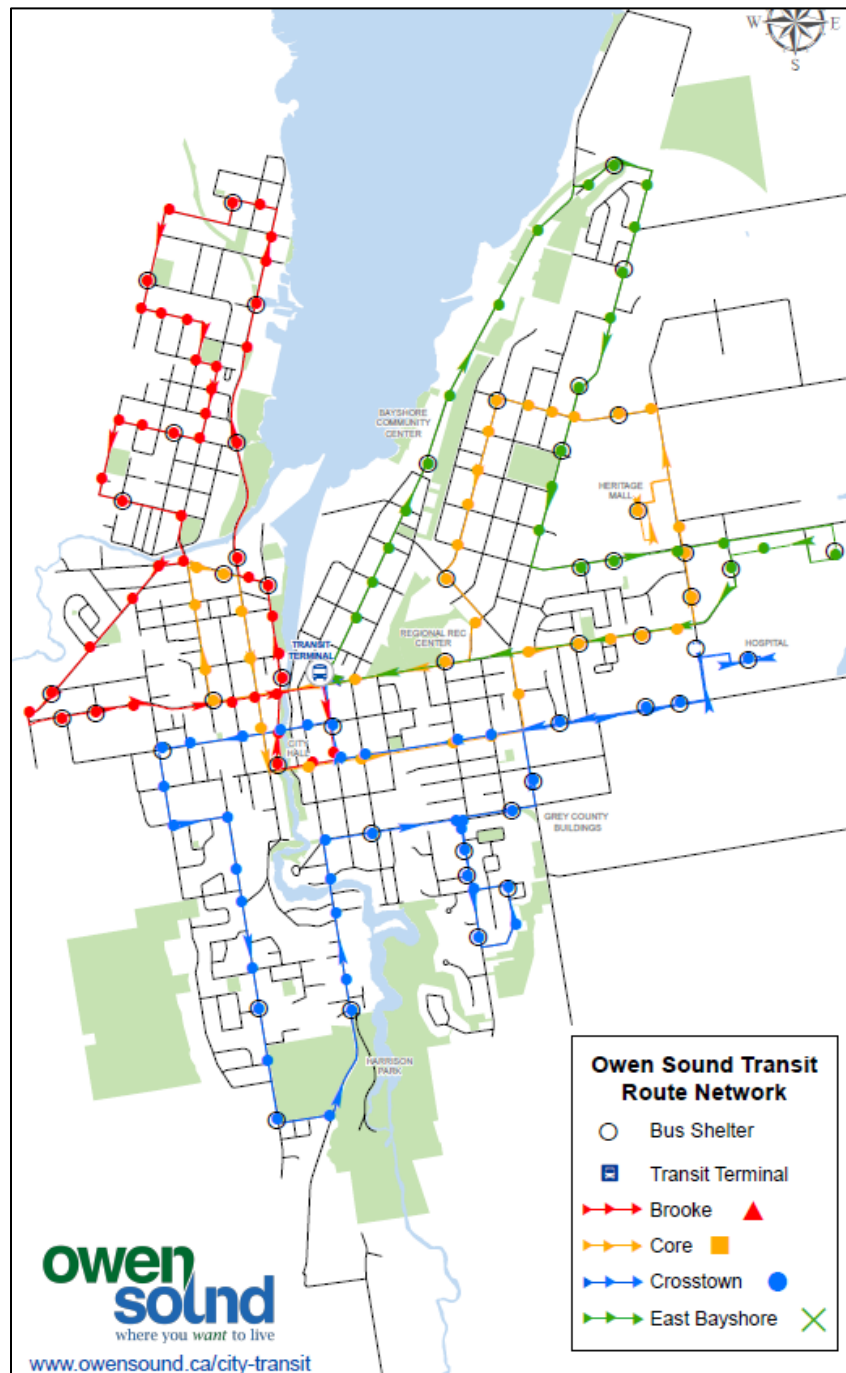
This adjustment is expected to help reduce overcrowding on the EBS Route and reduce route timing. Test runs conducted by Voyago indicate that this change could reduce the EBS Route time by 5 minutes, while the Crosstown Route would continue to remain on schedule, completing its loop in under 30 minutes.

Staff will be implementing a three-month trial beginning January 6, 2025, with an option to extend to six months if weather impacts the results. Riders will be

notified of the changes in advance, and a survey will collect feedback during the trial. As part of this adjustment, the bus stop and shelter located across from the hospital on the West side of 16th Avenue East, which has served only 15 riders in 2024 to date, would be temporarily removed from service.

If the trial proves successful, further adjustments may be considered, such as situating a bus stop along 10th Street East near 16th Avenue East to better serve riders.

Heidi Jennen
Supervisor of Environmental Services



Map of Owen Sound Transit Routes