



Council Report

Report Number:	TR2022-001
Meeting Date:	July 19, 2022
Title:	Proposed Amendments and Implementation of Fourth (Orange) Route Lindsay Transit Service
Description:	Proposed route location and implementation plan for the fourth Lindsay Transit Route (Orange Route) and a transit operational update.
Author and Title:	Rod Porter, Manager of Fleet and Transit Services
Co- Author and Title:	Robert Horvat, Supervisor Lindsay Transit

Recommendation(s):

That Report RD2022-002, **Proposed Amendments and Implementation of Fourth (Orange) Route Lindsay Transit Service**, be received; and

That the recommended Fourth Route (Orange Route) concept and implementation plan be approved.

That the recommended route modifications described for the Red Route, Blue Route and Green Route be approved.

Department Head: _____

Financial/Legal/HR/Other: _____

Chief Administrative Officer: _____

Background:

At the Council Meeting of Tuesday, October 20, 2020, Council adopted the following resolution:

CW2020-149

That Report TR2020-002, **Addition of Fourth Route to Lindsay Transit**, be received; and

That Council approve expansion of transit service within Lindsay in alignment with the Transit Master Plan to commence January 2022 including required staffing and equipment needs.

Carried

The City of Kawartha Lakes retained the services of Transit Consulting Network to develop a Transit Master Plan in 2018. The Master Plan included a strategy for the Lindsay Transit Service for the period of 2018 to 2027. The plan was built to improve service reliability, accessibility and expand transit's reach within the City, all of which was supported by a sound business case. Alternatives to improve upon the existing routes and route network design were investigated. Implementation of the plan recommendations included the addition of a fourth route (Orange Route), which has been deferred from January 2022 until September 2022 as a result of Covid-19 pandemic challenges. Mr. Wally Beck, President, Transit Consulting Network, was again retained in the fall of 2021 to assist City of Kawartha Lakes staff with the implementation of the new route and to provide advisory services related to building on the transit ridership growth strategies identified in the 2018 Transit Master Plan.

The objective of this report is to approve the new Orange Route concept and other minor changes to enable service to be introduced in September 2022. Once approved, the route concept will be presented to the public for further input.

Rationale:

The City of Kawartha Lakes has experienced continued and steady growth over recent years. With new subdivision development coupled with the City's population growth and continued ridership increases, Lindsay Transit Service has reached the point of requiring additional routes and route coverage.

Pre-pandemic Transit ridership had increased significantly over the 5-year period from 2015 to 2019, summarized as follows:

Year	Hours of Service	# of Passengers
2015	15,027 hours	92,248
2016	15,027 hours	95,511
2017	15,027 hours	102,631
2018	15,027 hours	105,842
2019 Sunday service was introduced	19,851 hours	122,030

The impressive 33% increase in Transit use over the 5-year period has stretched Transit resources in terms of the ability to maintain safe speeds and reliable schedules. The increased enrolment of students at Fleming College will increase transit use further.

Lindsay Transit and LIMO

Lindsay Transit is a well-established service that consists of three separate routes (Green Route, Red Route and Blue Route) (See Figure A) that connect at an on-street transit terminal in the central business district of Lindsay. These three routes provide service to the different areas of the community. The service is well utilized. The fixed three-route service operates from 0700 hrs. to 1900 hrs. Monday through Saturday and from 0900 hrs. to 1600 hrs on Sunday. Lindsay Transit also operates a Specialized Transit system called LIMO that provides accessible door to door transportation within the Town of Lindsay to residents that are unable to use Lindsay Transit. Both services have experienced an increase in ridership, operational efficiencies and community acceptance.

Community Engagement Process

A critical and extensive community engagement process was initiated in 2017 to determine community priorities within the City of Kawartha Lakes to help guide the study. The engagement process included:

- Questionnaire survey undertaken by Lindsay Transit staff during Spring 2017 (199 responses received)
- Lindsay Employer Survey (32 businesses representing 868 employees)

- Bus Operator focus group
- Municipal Staff focus group
- Business Community focus group
- Bus Ride-along/ passenger interviews (22)
- Fleming College student interviews
- Accessibility Committee
- Transit Advisory Board (TAB) focus group
- TAB Six Sigma Exercise Meeting

The information gleaned in 2017 that led to the 2018 Transit Master Plan recommendations was recently updated to include more recent input from the Accessibility Advisory Committee, discussions with Fleming College representatives and with 22 bus operators in a specially held meeting to discuss issues and opportunities that can be addressed with the new route coupled with minor changes to existing routes.

Summary of Proposed Changes to Existing Routes

Bus operators - the front-line ambassadors to Lindsay Transit and LIMO – were able to identify a number of key issues and experience with more recent changes made, namely:

- Blue Route:
 - The expanded service area of the Blue Route along Logie St. has worked well
 - Residents along Wallace Drive/ Bond Street and Commercial Drive are well beyond an acceptable walk distance to bus service
 - Service on the Blue Route does not start early enough to accommodate 7:00 am shifts in the industrial area
- Green Route:
 - Some schedule reliability issues and a safety concern with buses travelling into the Giant Tiger Mall involving both inbound and outbound directions, namely the left turning movement made onto Angeline St. N.
 - The bus travel way east of William St. N. along Colborne St. W/ Lindsay St. N. has too many turning movements and the roadway needs repair. One-way service along this section of travel would improve route reliability and wear and tear on the buses.

- Red Route:
 - The least reliable schedule due to having far too many turning movements, notably, between Melbourne St. W. and Mary St. W.
 - Red Route- Proposed Stop Removal
 - Cambridge @ Durham
 - Hamilton @ George
 - Lindsay @ George

Orange Route (NEW)

The development of the Orange Route concept (See Figure A & B) was designed to address:

- Schedule and safety issues outstanding with the Blue, Green and Red routes
- Introduction of service to existing unserved subdivisions (Springdale Gardens) to meet Transit service guidelines approved in the 2018 Transit Master Plan
- The ability to expand service area coverage north of Colborne St. W. and west of Angeline St. N. in the long-term without adding an additional route
- The provision of the first direct service between the downtown and Lindsay Square Mall
- A more direct service to Fleming College from more areas of Lindsay since the growing number of students will be living off-campus and are more dispersed throughout the community

The Orange Route has been designed to connect with buses in the downtown to enable passengers on the other routes with the option to transfer and travel directly to Lindsay Square Mall in 5 minutes or stay on their bus and take up to 20 to 30 minutes to reach the mall. The section of the Orange Route between Fleming College and the downtown provided an opportunity to streamline the Red Route and remove a number of turns. Passengers at 3 stops would be marginally affected by requiring to walk less than 100 metres to a new bus stop.

Existing Three Routes (Blue, Green Red)

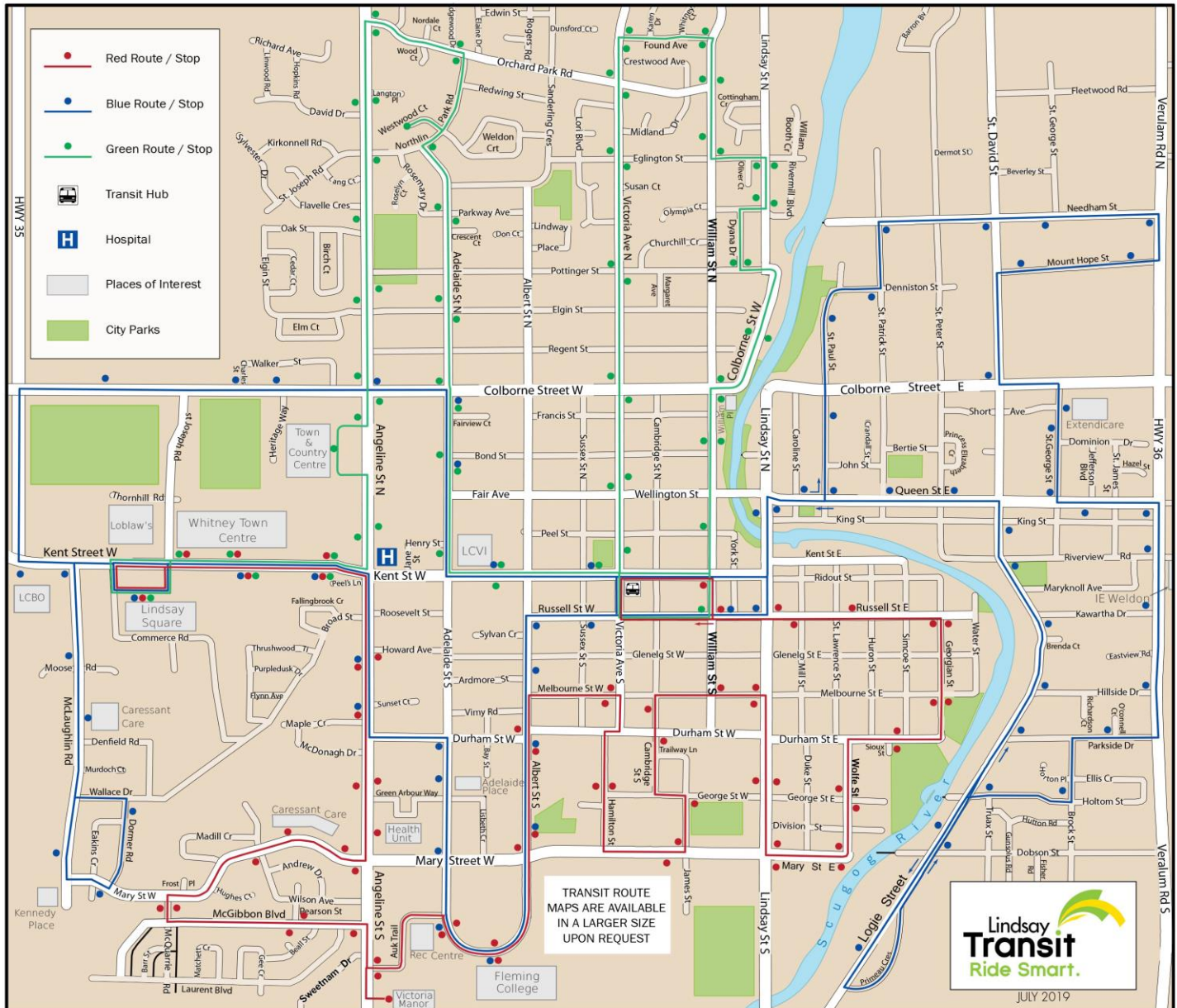


Figure A

Fourth Route (Orange Route)

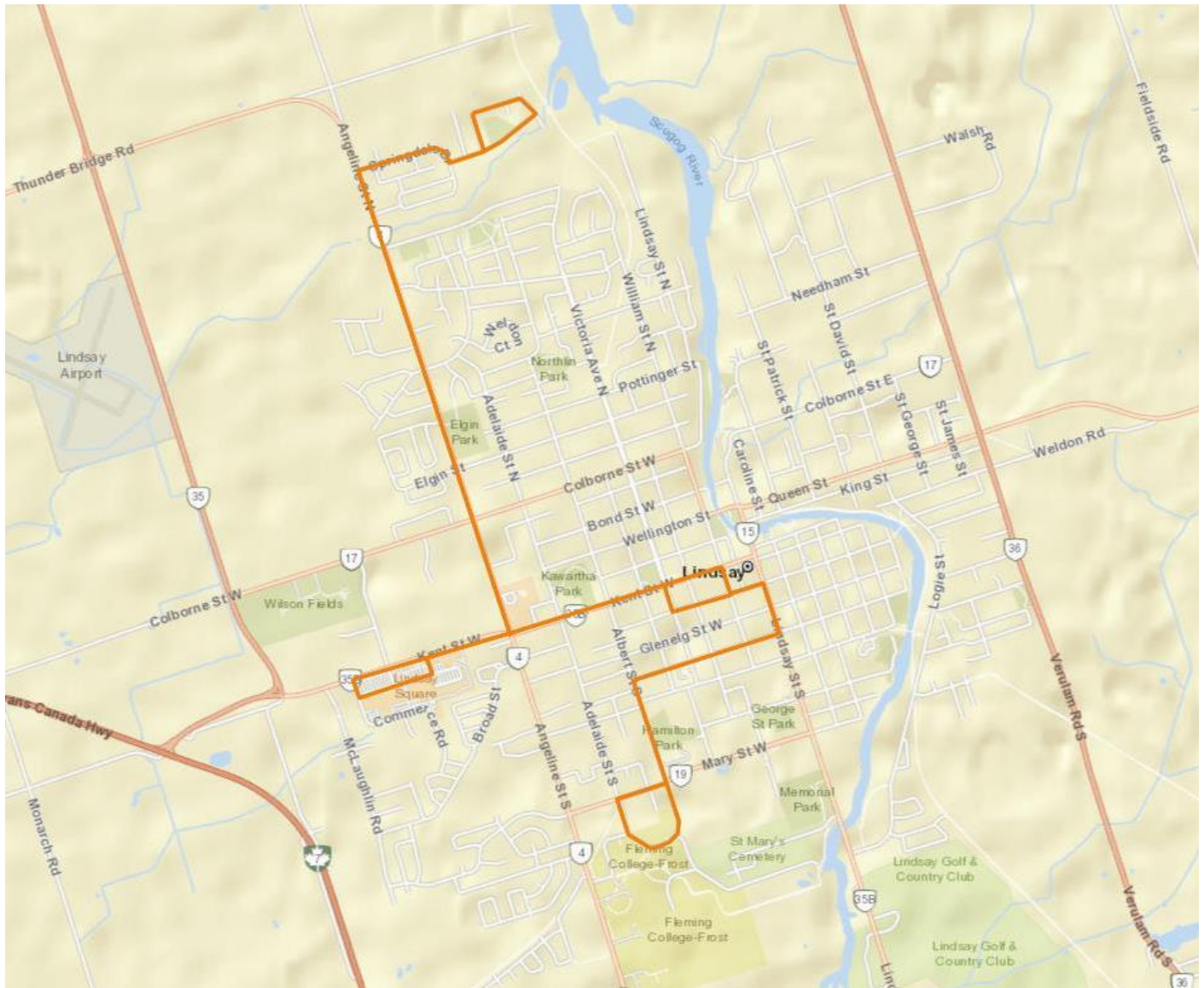


Figure B

All Four Routes

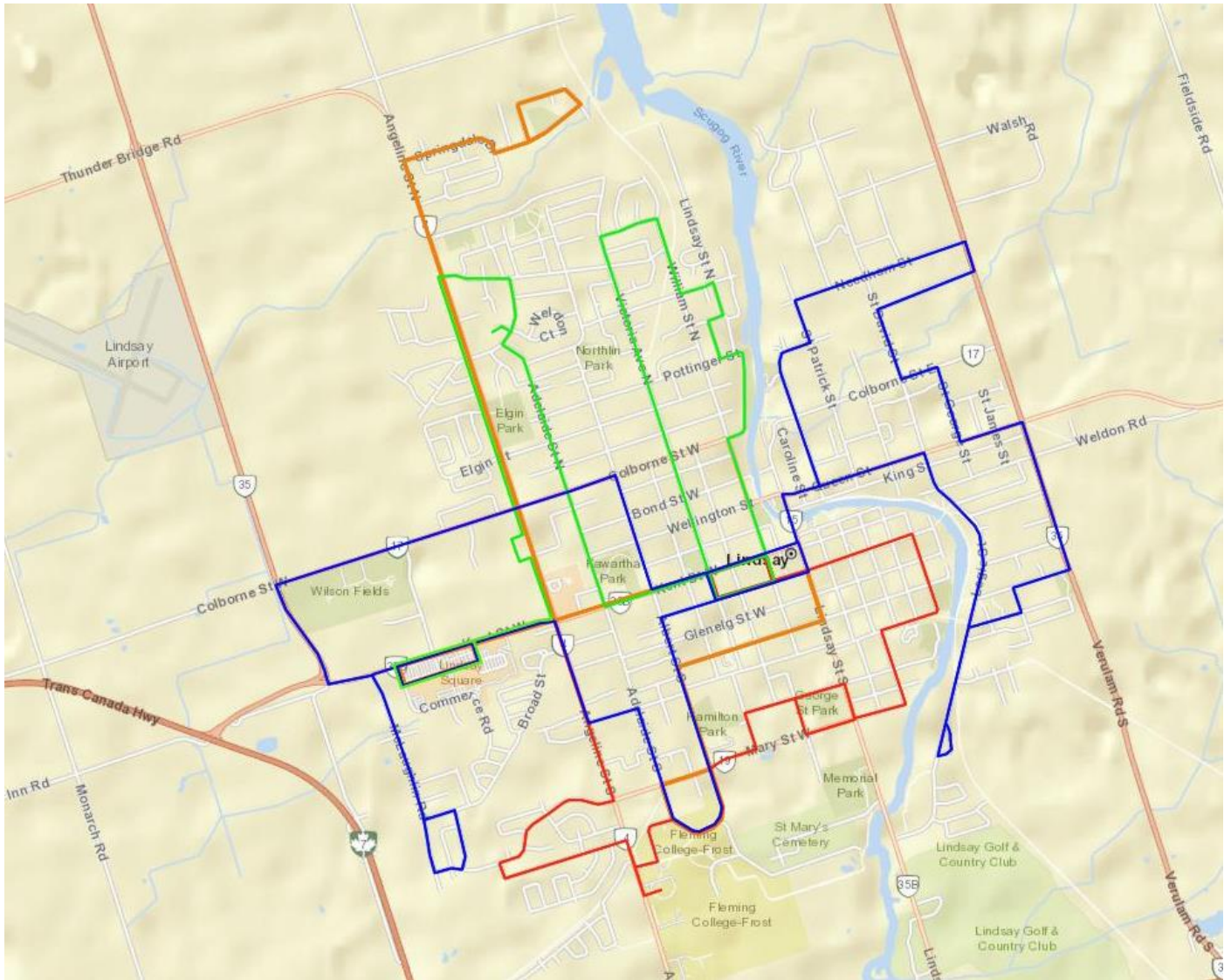


Figure C

Implementation Plan

Upon approval of the recommendations, City of Kawartha Lakes staff will initiate:

- Public consultation
 - Direct Consultation- complete a face to face review of the service with current riders on public transit while on the service
 - Wide Community Out Reach- provide a community survey utilizing the City's Communications, Advertising and Marketing Division as support
- Prepare new individual route schedules and update the Lindsay Transit route map
- Prepare bus operator work schedules in time to meet union deadlines
- Identify and install new transit bus stops and amenities
- Prepare to remove some existing bus stops
- Secure appropriate equipment and Staffing requirements for the fourth route
- Review of the 2018 Transit Ridership Growth Plan strategies for potential implementation

Other Alternatives Considered:

Council could choose to defer commencement of the service expansion. Council has already endorsed the recommendation for the Addition of the Fourth Route to Lindsay Transit in alignment with the Transit Master Plan. As such, deferral is not recommended by Staff.

Alignment to Strategic Priorities

Healthy Environment

Promotes active transportation and builds ridership. Further, a comprehensive public transit system provides an alternative to car ownership while reducing greenhouse gas emissions and gives residents opportunities to experience the Kawartha Lakes.

An Exceptional Quality of Life

Affordable public transit assists the general well-being of residents and customers promoting activity, health, education, and employment.

A Vibrant and Growing Economy

A healthy transit system enables commuters to get to work, school and activities that support the growth of our City.

Good Government

We serve our community with pride. We seek to understand and meet the needs of those we serve within our available resources. Lindsay Transit is committed to accessible, timely, knowledgeable, courteous and fair transit services.

Financial/Operation Impacts:

It is estimated the annual cost to implement the additional route (4500 hours of labour) would be \$108,162.50 in salary and the maintenance cost for equipment would be \$42,500. The initial capital cost of the bus of \$200,000 would be covered by the Investing in Canada Infrastructure Program (ICIP). All financial impacts have been included and approved in previous capital and operating budgets.

Consultations:

Accessibility Coordinator

Accessibility Advisory Committee, Public spaces working group

Front Line Transit Operators/Drivers

Mr. Wally Beck, President, Transit Consulting Network

Cheri Davidson, Manager of Communications, Advertising and Marketing

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Department Head: Bryan Robinson

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