Conventional and Specialized Transit System Review Study

City of Elliot Lake

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Interim Report

Project Number:
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1. Study Context

In 2022, The City of Elliot Lake initiated a comprehensive review of its transit system, both conventional and specialized, seeking proposals with the objective of improving access to transit as well as the quality of routes and associated infrastructure. This major initiative is designed to update the city's transit network, tackling the specific issues that arise from the city's smaller size and the presence of older populations. The overarching objective is to establish a comprehensive framework that supports the mobility of all residents and also prioritizes the qualitative, financial, and accessibility dimensions of transit services.

EXP was hired in July 2023 to conduct the study. This study seeks to provide comprehensive data for informed decision-making to align transit services with community needs better and address accessibility challenges. The initiative emphasizes the importance of accessible transportation and reflects the city's commitment to improving transit infrastructure, aiming to ensure that all residents can use transit services without barriers while balancing accessibility with financial responsibility.

Key aspects of the study include:

- Conventional and Specialized Transit Systems Review- Assessing the current state of transit routes and infrastructure to identify areas for improvement and modernization.
- Community-Centric Approach: Integrating the specific transportation needs of the community into the system's design by engaging with local stakeholders. Collaborating to ensure the transit system aligns with the community's needs and preferences.
- Accessibility Improvement: Focusing on making the transit system more accessible, ensuring that all residents can use the services without barriers.
- Alternative service delivery models: Investigating delivery models such as on-demand micro-transit
- Financial Oversight and Infrastructure Management: Developing a capital plan to meet the required service levels, including acquiring additional buses, creating new stops, and improving existing stops for better accessibility while considering environmental factors such as the impact of road traffic (noise, vibration, emissions).

Exhibit 1: Public Transit Vehicles in Elliot Lake[1]

[1] Extracted from https://www.myespanolanow.com/ and https://cptdb.ca/

1.1. Study Scope

The study consisted of a number of key milestones summarized as follows:

Milestone	Objective	Milestone Description
Service Delivery Review, including Community and Stakeholder Consultation	To align with community growth and incorporate inclusive planning To address system gaps and have data-driven decisions	It involves assessing the performance of existing transit services from an operational perspective and identifying gaps and opportunities for change based on a comprehensive range of community stakeholder perspectives. This includes a thorough review of the city's plans alongside an analysis of demographic data from the latest Statistics Canada census to understand age distribution, employment, income, and household composition. Synthesizing input from key stakeholders on conventional and specialized transit needs and regional connectivity in developing a detailed profile of transportation movements and needs, enabling a review of services and the development of a customized transit solution for Elliot Lake.
Route Review and Potential Redesign	To assess service alternatives and support transit ridership growth strategies To create a customer-friendly and compliant service model	It involves a comprehensive evaluation of current transportation services and assets and analyzing fixed-route and specialized services, including transit routes, taxi services, and accessible transit, focusing on service frequency, area, cost, booking mechanisms, convenience, and accessibility.
Capital and Operations Plan	To develop a fare structure, identify alternative revenue streams, and conduct comprehensive financial assessments on revenue-cost analysis. To identify strategies to secure funding To draft marketing strategies to enhance community engagement and transit use.	It includes creating a simple and affordable fare structure, exploring non-fare revenue sources, and conducting a detailed revenue-cost analysis. It involves identifying funding sources, such as gas tax funding from the province of Ontario, fare revenue, and other federal and provincial contributions, and additionally drafting a marketing strategy to boost community engagement and promote transit use.

1.2. Interim Report

The interim report incorporates milestones one and two, consolidating the feedback collected from the transit study survey conducted as part of community and stakeholder consultation. It provides a comprehensive evaluation of current transportation services, existing routes and assets and establishes guiding principles to shape recommendations and support the finalization of the Conventional and Specialized Transit System Review Study.

The report presents the findings from the survey, which engaged stakeholders and the broader community to understand specific transit needs and preferences in Elliot Lake. It incorporates diverse viewpoints, ensuring that all voices are heard in the transit planning process. The report outlines foundational principles that will guide the development of actionable recommendations, reflecting the community's aspirations for its transit system. Based on the consolidated feedback and guiding principles, it proposes strategic recommendations to enhance the city's transit services. These recommendations contribute to the comprehensive completion of the transit study, providing a roadmap for future transit initiatives.

1.3. Community Overview

The City of Elliot Lake is a city in Algoma District, a municipality located in Northern Ontario, Canada. It is situated north of Lake Huron; the surrounding cities are Sudbury to the east and Sault Ste. Marie to the west in the Northern Ontario Region. The City encompasses an area of 698.1 km², and the population year-round is estimated at 11,372 (2021).

Exhibit 2: Image of the local lake and surrounding areas of the City of Elliot Lake[2]

Elliot Lake is a former northern Ontario mining community that is now a year-round retirement residence for many. The City of Elliot Lake combines the hospitality of a small town with the services of a larger urban center surrounded by dense forest, over 4,000 lakes, rivers, and hills of Precambrian bedrock. The geographical area of Elliot Lake extends over 698 square kilometres; it poses an opportunity for eco- and geo-tourism, including angling, hunting, ATV and snowmobiling, and cross-country and downhill skiing, with hundreds of kilometres of hiking trails. The city is redeveloping itself as a tourist destination. There are signs of growth throughout the community, with public and private sector investments being made in many sectors, including tourism, retail, manufacturing, health care, residential and commercial. The City's Transit needs are also changing with a changing economic environment.

[2] Extracted from Northern Ontario Business, published on Dec 19, 2018

Exhibit 3: Image overviewing the city's commercial areas [3]

1.4. Overview and Requirements of Elliot Lake's Transportation System

Elliot Lake Transit operates a comprehensive network featuring four routes, Westhill, Central, Lakeside and Esten routes, with two bus loops encompassing 117 bus stops and a fleet of minibuses. The system also includes a Handilift service for individuals with mobility challenges. For areas beyond the city's core, Ontario Northland ensures vital links to Sudbury and Sault-Sainte-Marie.

The transit system's adaptability is key as Elliot Lake's economy shifts, ensuring it can respond to changes in industry, employment, and demographics. The system's full accessibility and high service level are vital for supporting both the workforce and residents, ready to grow with the city's economic future. Public transportation is integral to economic development, providing efficient connectivity that supports businesses and enhances community life.

In Elliot Lake, the transit service is more than mere transportation; it's a lifeline that binds the community together. It represents a commitment to universal mobility access, allowing everyone to navigate the city freely, regardless of car ownership, physical ability, or economic means. For many in Elliot Lake, the transit service is vital to their autonomy.

The city's transport services are currently tailored to its residents' varied needs, particularly catering to a large retiree demographic. These services provide convenient access to shopping, healthcare, and leisure activities. The Lakeside route is especially popular, serving areas with dense senior populations and including several critical stops in one journey. In contrast, the lower usage of the Central route indicates

[3] Extracted from https://www.myespanolanow.com/, published on Dec 21, 2021, Photo by Goran Vinko

a disconnect with community needs, signaling the need for reassessment to align the transit system with local travel patterns and to maintain accessible public transportation for all residents.

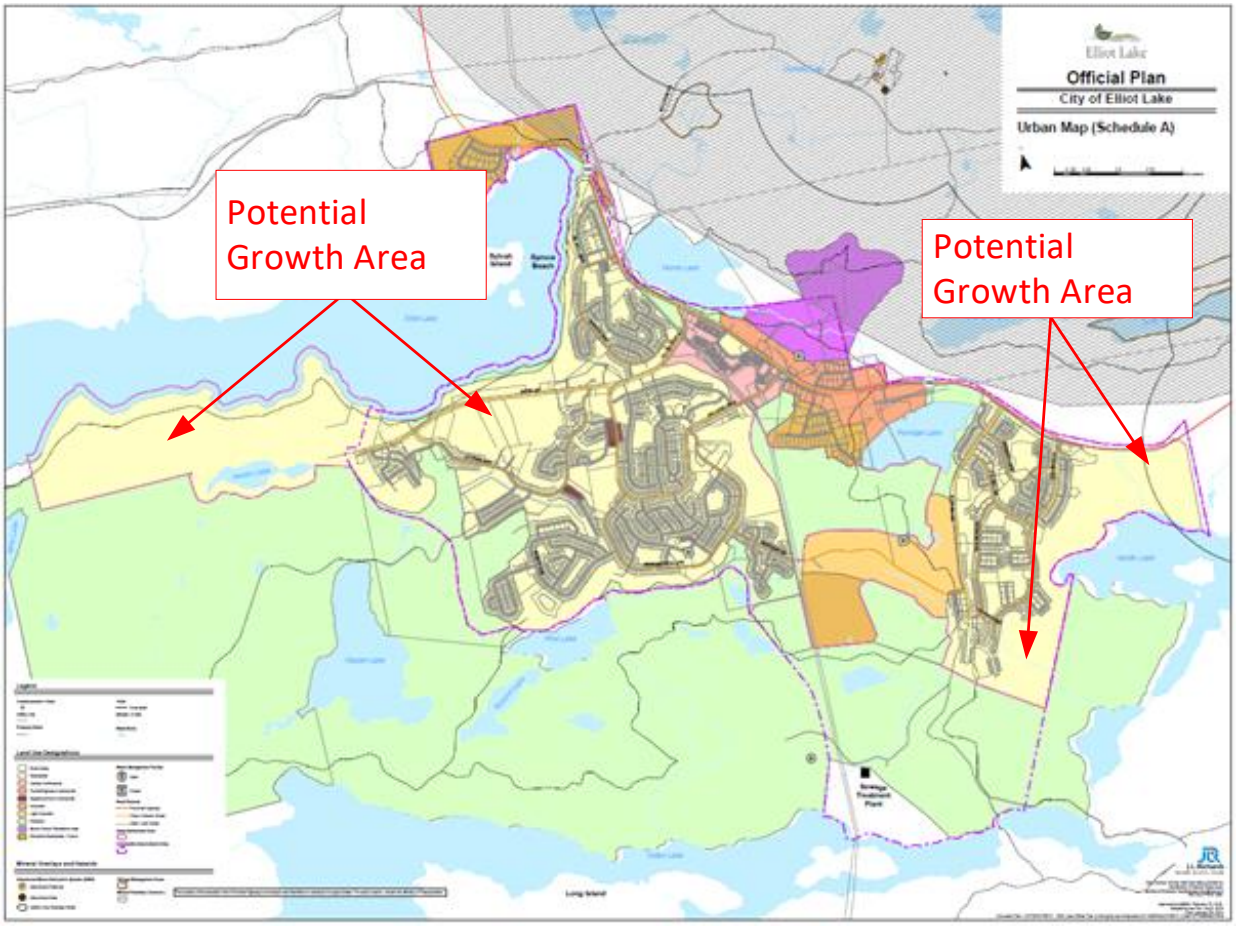


Exhibit 4: Map of Elliot Lake highlighting areas of potential growth[4]

[4] Extracted from the City of Elliot Lake Official Plan

2. Strategic Justification

EXP conducted a thorough review of key planning documents to understand Elliot Lake's current and future transit objectives. These documents form the foundation of the city's comprehensive transportation and transit strategy. The study aligns with Elliot Lake's existing transit planning policies, enhancing ongoing initiatives by aligning with the specified transit goals. This section aims to summarize the established public policies within the context of transit system planning.

2.1. Official Plan-2018 Update, City of Elliot Lake

The Official Plan-2018 update emphasizes the importance of a robust transit system as part of the city's commitment to improving the quality of life for its residents. Section 7.3 of the Official Plan is dedicated to Transit, outlining the following components:

- The public transit system in Elliot Lake is designed to be safe, eco-friendly, and energy efficient.
- Road planning will incorporate features for public transportation use, including land allocations for bus bays at intersections.
- Roads will be planned and constructed to support transit vehicles, ensuring they are transit ready.
- The design will aim for maximum service coverage across the community.
- Future improvements to the transit system will consider the specific needs of youth and seniors in the community in determining schedules, transit stop locations, security, and bus shelters.

The Official Plan of Elliot Lake envisions a public transit system that is safe, environmentally conscious, and energy efficient. It includes infrastructure plans for public transportation provisions and aims for comprehensive service coverage. The plan also focuses on the needs of youth and seniors, influencing transit schedules, stop locations, security, and shelters. This vision aligns with the ongoing Conventional and Specialized Transit System Review Study for the City of Elliot Lake, which seeks to improve transit access and quality by updating routes and infrastructure.

2.2. City of Elliot Lake Strategic Plan 2023

The City of Elliot Lake Strategic Plan 2023 is a comprehensive blueprint that aims to enhance the quality of life for all residents through a series of targeted actions. It focuses on:

- **Economic Development and Diversification:** Emphasizing marketing the city's unique strengths and establishing investment readiness.
- **Infrastructure Revitalization**: Including plans to optimize the waste management system and increase airport use, potentially expanding transit options.
- **Strong Partnerships, Environmental Stewardship, And Robust Municipal Governance:** Fostering a culture of excellence and innovation.
- **Financial Stability:** Prioritizing support for these initiatives alongside a commitment to arts, culture, and community wellness.

These strategies collectively underscore Elliot Lake's vision of being a modern, resilient, and affordable community that embraces future opportunities.

The City of Elliot Lake's Strategic Plan for 2023 justifies its targeted actions and goals for enhancing the transit system by emphasizing a community-centric approach that prioritizes residents' needs and

preferences. The plan commits to reviewing the transit system's direction, focusing on user-friendliness, competitive fare rates, and effective cost management for the municipality.

The Plan highlights:

- Improving user experience to ensure accessibility and convenience,
- Assessing and revising fare structures for competitiveness and affordability,
- Managing costs to align with the city's budget for financial sustainability and
- Developing targeted marketing strategies to promote transit benefits.

The plan includes continued investment in infrastructure, such as new bus shelters and vehicles, and emphasizes community involvement by integrating public feedback into future planning.

2.3. 2020-2025 City of Elliot Lake Multi-Year Accessibility Plan

The 2020-2025 City of Elliot Lake Multi-Year Accessibility Plan is a strategic initiative designed to enhance the city's transit system and overall accessibility. It aims to:

- Improve the accessibility of taxis and ensure that public spaces are user-friendly.
- Incorporate accessibility considerations in the procurement of new equipment.
- Provide clear and comprehensible information to facilitate easy use of the transit system by all, including individuals with disabilities.
- Support the employment of people with disabilities by improving their access to transportation.

Elliot Lake is committed to becoming a barrier-free, age-friendly community, following federal and provincial laws like Bill C-81 ACA and the Accessibility for Ontarians with Disabilities Act (2005). These laws aim to remove barriers and create inclusive environments. The plan's actions show the city's dedication to inclusivity and accessibility for all residents.

2.4. Capital and Operational Budget

2.4.1. Infrastructure Improvements:

Elliot Lake received approval for more than $900,000 from the Investing in Canada Infrastructure Program (ICIP) for transit. This funding is being utilized for a detailed review of the transit system. Additionally, a part of this funding is designated for acquiring new bus shelters and buses, as well as exploring the possibility of introducing a smart card payment system. These improvements are part of the city's strategic efforts to modernize and enhance public transportation for its residents. With the funding approved through the Investing in Canada Infrastructure Program (ICIP), Elliot Lake has planned specific improvements and upgrades for its transit system, which include:[5]

- **Comprehensive Transit System Review**: A full review of the transit system to improve access and quality of routes and associated infrastructure.
- **Bus Shelters:** The purchase of new bus shelters to enhance the comfort and safety of transit users.
- **Transit Bus:** The acquisition of new buses to modernize the fleet and provide a more reliable service.

[5] Extracted from Staff Report dated June 14, 2022, Report of the director of Public Works for the consideration of council re: specialized and conventional transit services contract

- **Smart Card System:** The potential implementation of a smart card system to streamline fare collection and improve the user experience.

Table 1: 2024 Capital Budget for Transit System[6]

Item	Budget (CAD)
Comprehensive Transit System Review	$61,056
Bus Shelters	$105,830
Transit Bus	$160,455
Implementation of Smart Card System	$79,373

2.4.1. Operational Cost for Existing Transit System

The City of Elliot Lake has strategically planned for the operational costs associated with its transit system within the 2022 operational budget. A detailed breakdown of the operational costs for running the City of Elliot Lake Transit System is presented in a tabular format below.

Table 2: Operational costs for running the City of Elliot Lake Transit System [7]

Service Type	Provider	Annual Increase	Period of Extension	Annual Cost (Before Taxes)
Specialty Transit	Huron Lodge	2.5%	Sep 1, 2022 - Aug 31, 2023	$176,966
Conventional Transit	AJ Bus Lines	3.5%	Sep 1, 2022 - Aug 31, 2023	$316,870

The city has accounted for these cost increases in the 2022 operational budget to ensure the continued provision of both specialty and conventional transit services.

2.4.2. Asset Management Plan for Maintenance and Renewal of Transit Infrastructure

The 2013-2022 Asset Management Plan of Elliot Lake emphasizes the importance of systematic asset management, particularly for maintaining and renewing transit infrastructure. In the 'Fleet' section, the plan outlines strategies for the upkeep of transit vehicles, including preventative maintenance and necessary repairs to meet safety and operational standards. Although the plan is now dated, its principles remain vital. It emphasizes consistent infrastructure renewal and maintenance, which is essential for safeguarding the city's financial stability and complying with Ontario's Regulation 588/17.

[6] Extracted from 2024 Reserves Report and Capital Forecast, City of Elliot Lake
[7] Extracted from staff Report dated June 14th, 2022- Report of the director of public works for the consideration of Council re: specialized and conventional transit services contract

3. Current State Analysis

3.1. Existing Service Review

3.1.1. Transit System

Elliot Lake Transit commenced operations in September 1980, following the municipal government's decision to establish a local public transportation system. Initially managed by the City's Transportation Department, it wasn't until 1987 that the service was officially branded as Elliot Lake Transit. Providing reliable bus services within the city limits of Elliot Lake, the transit system also extends its routes to service the adjacent area of Blind River under a mutual agreement. Elliot Lake Transit remains committed to facilitating mobility and connectivity for its residents and visitors.

The City of Elliot Lake's current transit system faces significant accessibility challenges, particularly affecting seniors and individuals with mobility aids like walkers. Residents often highlight difficulties with steep bus steps and note that newer buses acquired in 2019, equipped with lifts and drop-down steps, are underutilized.[8]

3.1.2. Transit Route

The current routing system in the City of Elliot Lake features four routes running hourly from a central area, providing comprehensive coverage across the city.

1. **Westhill Route:** This route begins and ends at Pearson Plaza, with departure times starting at 7:30 am and ending at 5:30 pm from Monday to Saturday. On Thursdays and Fridays, additional services run until 8:30 pm. On Sundays, the route operates from 8:30 am to 3:30 pm. It includes stops such as Rexall Pharmacy, Horne Walk, and various points along Dieppe Ave, Axmith Ave, Westhill Rd, and Mississauga Ave.

2. **Central Route:** Departing from Pearson Plaza at similar times to the Westhill Route, the Central Route includes stops like Veterans' Way at Legion Hall, Centennial Arena, the Hospital at Spine Rd., Hillside Dr. N, and Highway 108.

3. **Esten Route:** This route departs from Pearson Plaza at 7:00 am and ends at 6:00 pm from Monday to Saturday. On Thursdays and Fridays, additional services run until 9:00 pm. On Sundays, it operates from 9:00 am to 4:00 pm. This route ensures connectivity to key destinations such as City Hall and the Hospital, covering areas like Esten Dr. S and Pearson Drive.

4. **Lakeside Route:** Similar to the Esten Route in terms of departure times from Pearson Plaza, the Lakeside Route provides scenic views and access to lakeside communities, covering areas like Spine Road, Hillside Drive South, Roman Avenue, and Ontario Avenue.

These routes follow a synchronized schedule, ensuring that buses return to the terminal simultaneously. Passengers expect buses to run either hourly or half-hourly to meet their commuting needs. All existing routes have less than half an hour travel time, except for the Esten Route, which may occasionally take longer. While the city successfully covers all areas, the abundance of stops can contribute to longer routes. This extensive coverage ensures accessibility but may impact overall efficiency.

[8] Elliot Lake bus service: New study finds good and not-so-good - Elliot Lake News (elliotlaketoday.com)

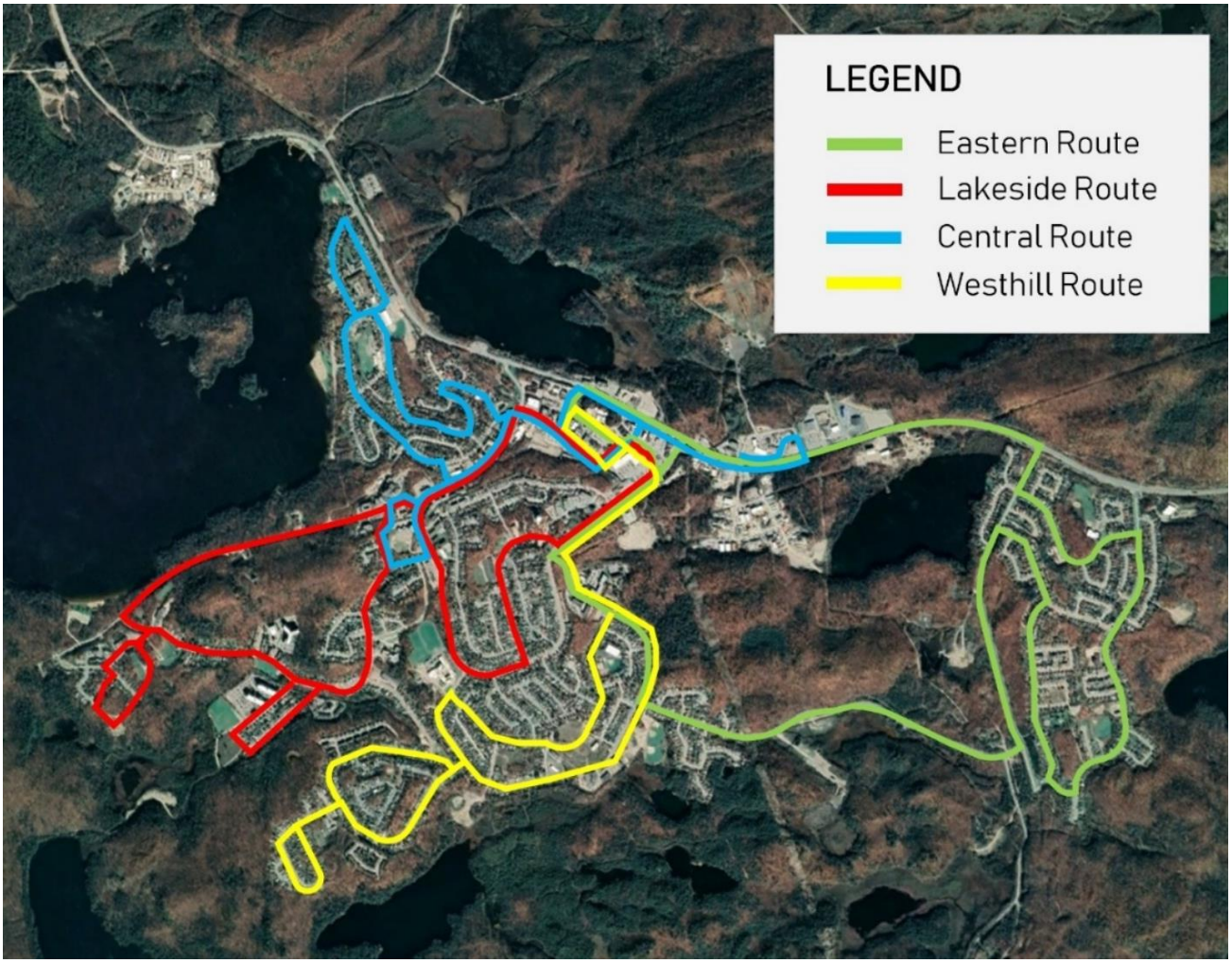


Exhibit 5: Map of Elliot Lake's Transit Routes

3.1.3. Schedules and Fares

The City of Elliot Lake's transit system operates on a continuous loop schedule, offering service from Monday to Saturday between 7:00 am and 6:00 pm. With four routes in a half-hour cycle, transportation is frequent and reliable throughout the day, enhancing accessibility for residents and visitors. The transit station, conveniently located at Pearson Plaza on Hillside Drive South, serves as a central hub for all routes, facilitating ease of use. Fares are structured to accommodate various demographics, with adult fares set at $2.50 per ride and seniors and students at $2.25 per ride. Additionally, discounted options include blocks of 12 tickets for $24 and monthly passes priced at $62.00 for adults and $52.00 for seniors and students. Passengers using bus passes are required to possess Pass ID cards, obtainable at City Hall with proper identification.

Transit fares

- Adults: $2.50
- Seniors: $2.25
- Students: $2.25

Monthly passes

- Adults: $62.00
- Seniors: $52.00
- Students: $52.00

3.1.4. Vehicle types used in Elliot Lake (Transit Fleet and Facilities)

The City of Elliot Lake's transit system relies on 28-foot fully accessible buses to cater to the diverse transportation needs of its community. These buses are carefully designed to prioritize comfort and safety for all residents, including those with disabilities, promoting inclusivity in the city's transit services.

Elliot Lake's preference for using high-floor buses aligns with industry trends that prioritize durability and reliability, essential for navigating challenging terrains commonly found in communities of similar size.

While there is a growing industry trend towards low-floor vehicles to improve accessibility, concerns about their durability and limited availability in Canada remain. Despite potential advancements, practical challenges such as harsh winter conditions are significant for Elliot Lake, highlighting the city's emphasis on reliability alongside accessibility in its transit solutions.

Exhibit 6: Transit Vehicles in Elliot Lake

3.1.5. Ridership

The City of Elliot Lake's transit system caters to a diverse ridership, providing essential connectivity within the community.

Within the city, each transit route covers the city in all directions, offering service in high-density populations and in areas with high concentrations of services and amenities. The main, central locations of public transit are Pearson Plaza and nearby stops. These stops provide access to recreation and services and function as key transfer points for ongoing travel.

Ridership levels at these stops vary slightly based on route destination, but they show peak usage at these locations, which serve as the starting and ending points for most users.

Appendix 1 illustrates the average ridership at each stop location on each route. This data suggests ridership trends towards employment centers at Pearson Plaza, shopping areas at Oakland Boulevard, and high-density residential zones around Mississauga Avenue, Ottawa Avenue, and Hillside Drive South. Mississauga Avenue, in particular, has a notably high ridership. Detailed ridership data for each of these corridors has been recorded in Appendix 1.

Table 3 presents the average monthly ridership statistics for September from 2021 to 2023, showing the number of passengers on board for each route. These statistics indicate that the current transit vehicle capacity may be insufficient to meet demand.

Table 3: Average Monthly Ridership Per Trip for September (2021-2023)

Route	Max # On Board	Min # On Board	Average # Onboard
Central	18	2	3
Westhill	19	2	3
Lakeside	20	2	4
Esten	21	2	4

3.1.6. Accessibility of the Current Transit System in Elliot Lake

The City of Elliot Lake has established Handilift, an accessible transit service, to facilitate transportation for riders with disabilities or mobility limitations within the city. Handilift is a specialized transit service designed to cater to individuals who face challenges using regular buses due to disabilities or difficulty walking long distances. It offers a convenient alternative for those who cannot walk a distance of 500 feet (approximately 150 meters) or who are unable to board standard buses. Handilift plays a crucial role in providing accessible transportation options for residents of Elliot Lake who face mobility challenges or disabilities. By offering a specialized transit service with convenient booking procedures and accommodating service hours, Handilift ensures that all individuals can travel safely and comfortably throughout the city.

3.1.7. Intercity bus service - Connection to Ontario Northland

The transit system in Elliot Lake partners with Ontario Northland to provide a shuttle bus service for passengers travelling to or from Elliot Lake. This service is facilitated through the Ontario Northland website, where tickets can be purchased, and the shuttle bus is coordinated to meet intercity buses at a transfer station in Spragge, 30 minutes away from the city. Based on our stakeholder interviews, the system is efficient with communication protocols in place to ensure buses are not dispatched unnecessarily if passengers do not show up. Drivers communicate well to ensure trips are made only when passengers are expected.

AJ Bus Lines operates this shuttle service, using school buses due to the dedicated use of transit buses for city operations during the day. The shuttle runs twice a day, except on Saturdays. Passengers can purchase tickets online or at Jack's Bike Shop on Ontario Street, which closes early. The pickup point is at the entrance to Rexall Pharmacy. For passengers requiring accessible transportation, AJ Bus Lines has mini school buses equipped with lifts, although the need for such vehicles is reportedly infrequent.

Ontario Northland is also working on integrating ticket purchases for other transit agencies through its website. This integration aims to streamline the process for passengers transferring from Ontario Northland to local transit services, such as those in Elliot Lake, allowing them to book their entire journey, including the shuttle bus, in one transaction without additional payments upon transfer.

There are ongoing discussions about the possibility of transit agencies adding a premium to intercity bus tickets to cover local bus fares, which would facilitate seamless travel for passengers to their final destinations.

Exhibit 7: Major City Connections to Elliot Lake

3.2. Demographic Analysis

This section describes Elliot Lake Transit's existing condition. The analysis focuses on demographic and travel demand characteristics influencing the city's public transit operations to develop a network tailored to the growing community's mobility needs and requirements. As a recently popular retiree community, this section outlines factors specific to this demographic that influence the configuration of prospective public transit services. The results obtained are used to determine community needs and establish recommendations to improve service for the residents of Elliot Lake

A demographic analysis of Elliot Lake utilized the 2021 Census data from Statistics Canada at the Dissemination Area (DA)[9] level. This analysis aimed to geospatially determine the communities and groups acutely in need of public transit services within the city. The assessment considered various factors, including population density, employment rates, and income levels, to pinpoint areas where public transportation could be most effectively improved and expanded.

3.2.1. Population Density of Elliot Lake

Elliot Lake, a small municipality surrounded by dense forests and a welcoming community, has a significant population density despite its primarily rural nature. The central neighbourhoods are situated around several lakes adjacent to Provincial Highway 108, which offers various services and opportunities.

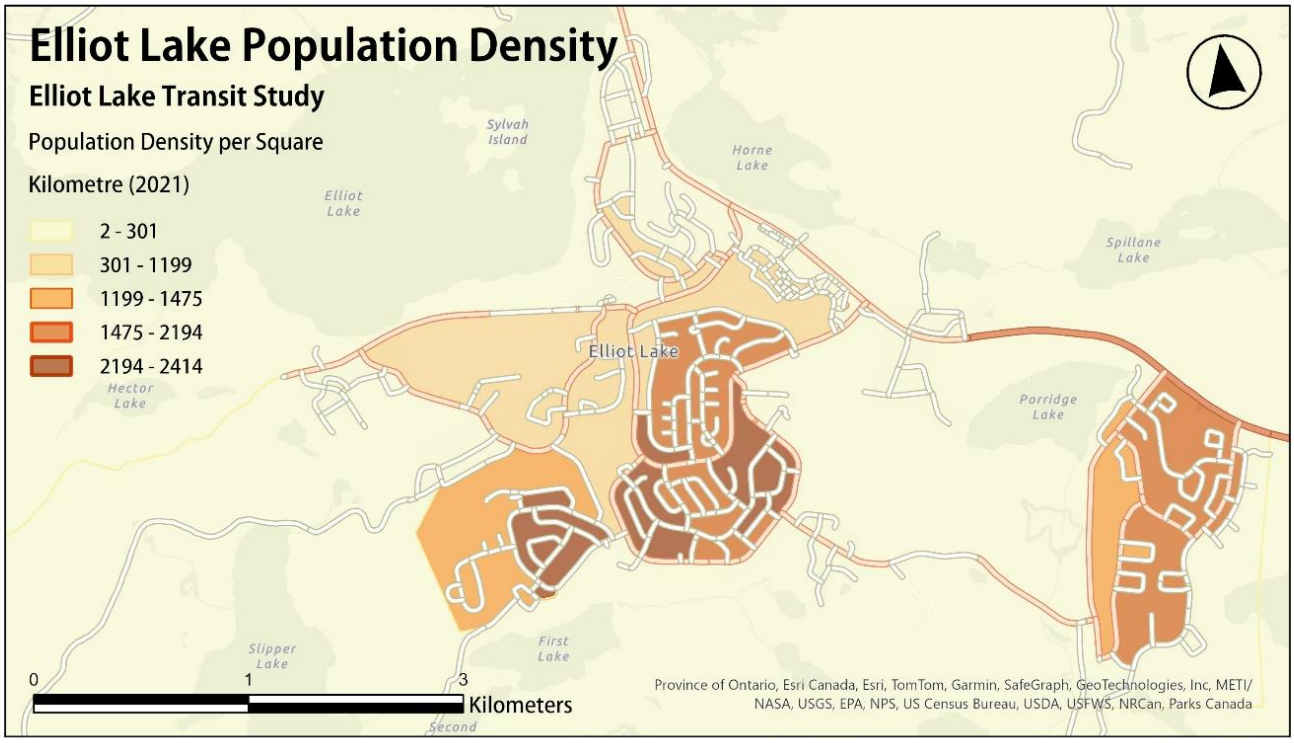


Exhibit 8: Population Density per square km in Elliot Lake

[9] Specific geographic units defined by Statistics Canada

The lower income populations tend to reside in the more rural localities situated to the south of Elliot Lake.

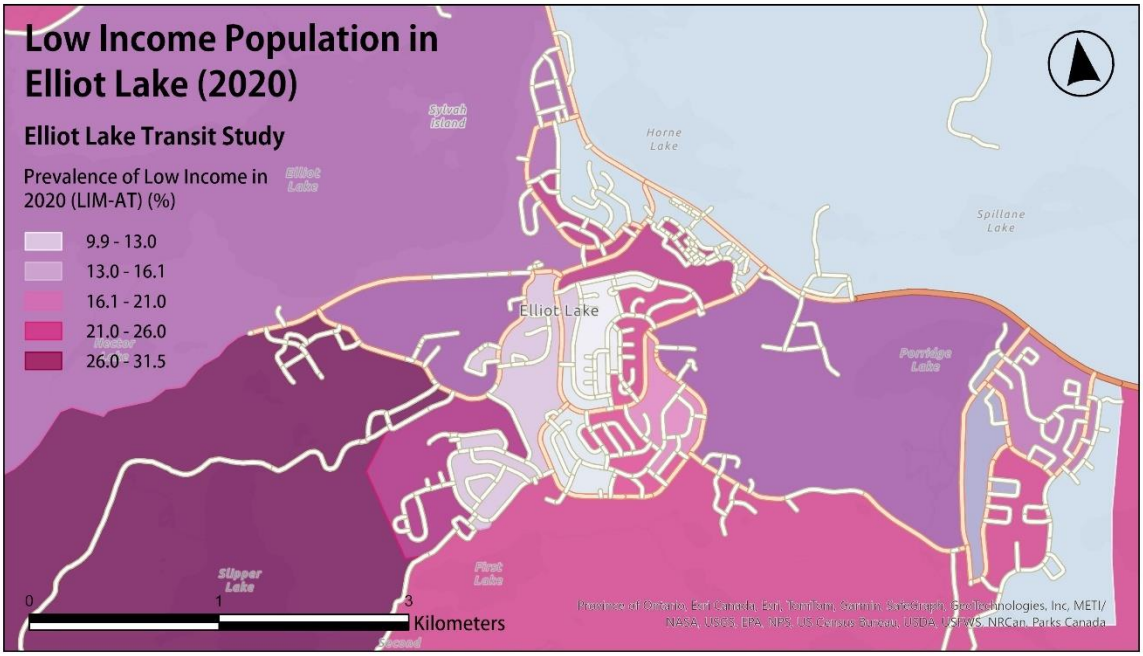


Exhibit 9: Low Income Population in Elliot Lake

Transportation remains a significant challenge for seniors and the elderly, impacting their ability to access and utilize essential services. Developing transportation systems to cater effectively to their needs is an ongoing concern that is crucial for supporting their public and social health as elderly populations rise around the country.

Depending on age, many seniors are less car-dependent, causing them to rely on public transit. If active infrastructure is available within comfortable proximity to allow eased public transit connections, seniors are prone to regularly use public transit to travel to desired destinations.

In Elliot Lake, a significant segment of the population is over the age of 65, making retirees the primary users of the town's transit system. The city is home to several retiree communities, with concentrations around Warsaw Place, Willoughby Road and Hillside Road, showing dense senior populations.

Further, most trips in Elliot Lake are typically for medical appointments, grocery shopping and recreational activities, attributing to a variety of travel needs. Elliot Lake is characterized by its centralization of services, which improves its centralization of services, its centralization of services to accommodate a variety of travel needs, which contributes to improving the overall accessibility of services and amenities for its residents.

Younger groups, including those under 14, also contribute to the existing demand for transit services.

During Elliot Lake's emergence as a mining community in the 1950s and 60s, employment opportunities attracted families, leading to the establishment of numerous single-family neighborhoods in the town and surrounding rural areas. These communities are centered around Central Avenue, Frobel and Esten Drive, Hillside Drive and Mississauga Avenue. In contrast to the elderly populations, younger groups have a greater demand for travel related to education and employment purposes.

Exhibit 10 illustrates the population distribution of seniors, youth and employment in 2021 as percentages.

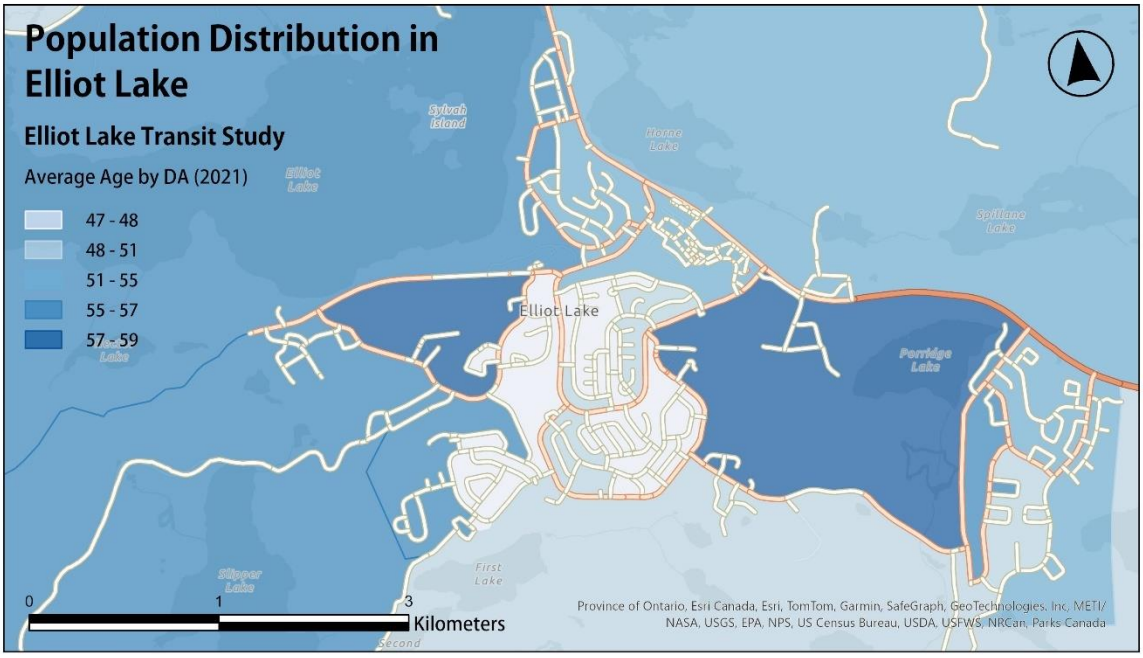


Exhibit 10: Population Distribution in Elliot Lake

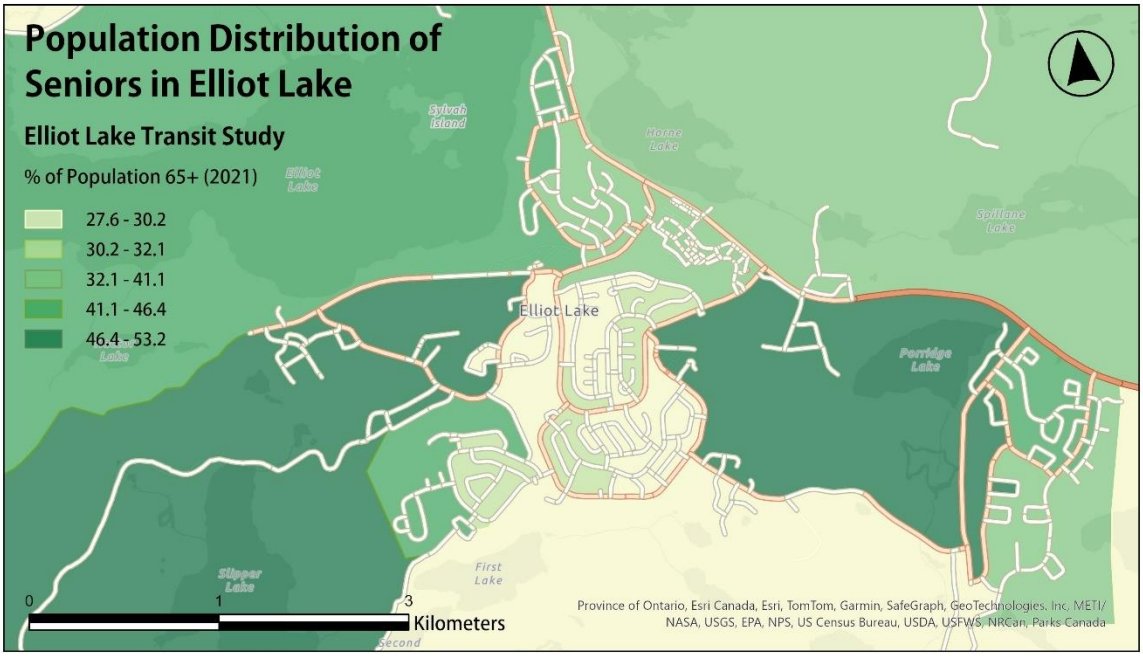


Exhibit 11: Population Distribution of Seniors in Elliot Lake, 2021

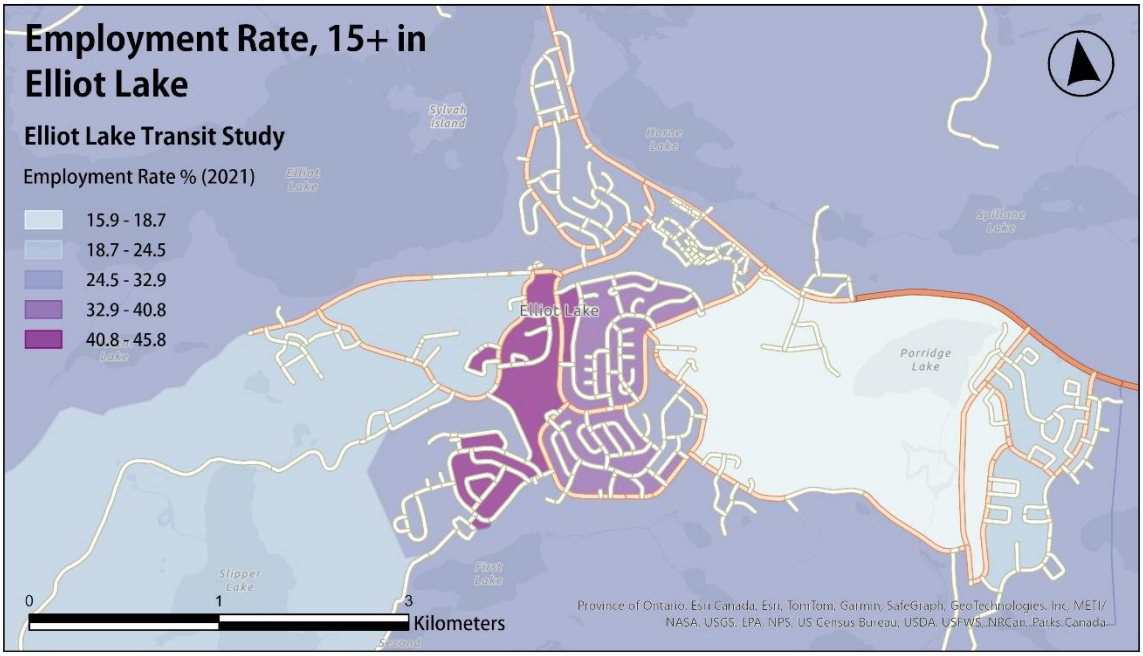


Exhibit 12: Employment Rate, 15+ in Elliot Lake, 2021

3.3. Travel Demand Analysis

To understand how, where and when residents and visitors travel in Elliot Lake, an analysis covering travel patterns has been conducted. Maps showing high-demand locations have been created to show where travel is frequent along Elliot Lake Transit. Additionally, a service area analysis was also conducted to determine walkability and spacing between stops.

How many people are travelling in the City of Elliot Lake, and When?

The conducted travel demand analysis develops an understanding of the current utilization of existing travel routes, showing where and potentially why people travel. It discloses high-demand areas and accessibility patterns, all indicative of latent usage patterns based on extracted ridership volumes from the city.

3.3.1. Most frequented Routes

Exhibit 13 shows the average transit ridership on Elliot Lake from 2021 to 2022covering onboard passenger counts for each day in September during AM and PM peak times. Given that the selected analysis period covers the month of September over a three-year period, the data is meant to capture regular transit and trip patterns beyond seasonal and recreational activities. As seen in Exhibit 13, the Central and Lakeside Routes stand out for opposing reasons. The Central route, amongst the four routes, has the lowest ridership over all three years for both AM and PM travel. The route serves the north end of the city, offering service to public schools, Centennial Arena, Spruce Beach and St. Joseph's General Elliot Lake Hospital. Despite connecting to many prime destinations, the service area is home to many families with a significantly low retirement population. Generally, the regular transit system offering connections to these specific land uses would generate significant ridership; however, in a city with high retirement levels, these destinations are not attractive to seniors and, therefore, stimulate low ridership levels. Contrary to Central, the Lakeside Route which travels through several areas with high senior populations along corridors providing access to shopping, medical appointments and recreation on the same route. Due to its wide service area coverage, it offers a variety of travel opportunities, allowing riders to access multiple amenities in one trip.

Ridership on the Westhill and Esten Routes maintain equivalent ridership levels. The Westhill Route traverses from east to west, passing through residential areas along Axmith and Mississauga Avenue and ending at Pearson Plaza. It attracts an annual ridership of an average of 1250 to 2000 passengers each year between 2021-2023.

Westhill Route primarily caters to family-oriented communities and doesn't intersect with major service areas, except for the neighbourhoods it serves, resulting in lower usage compared to the Esten Route.

The Esten Route, on the other hand, provides access to FreshCo located on the city's northwest side.

Feedback from public engagement indicates that both routes function as feeder routes, facilitating access to essential services and locations throughout the city. Our observations confirm that the Lakeside and Esten routes are the most frequently used, which is understandable given their extensive coverage and long operating hours.

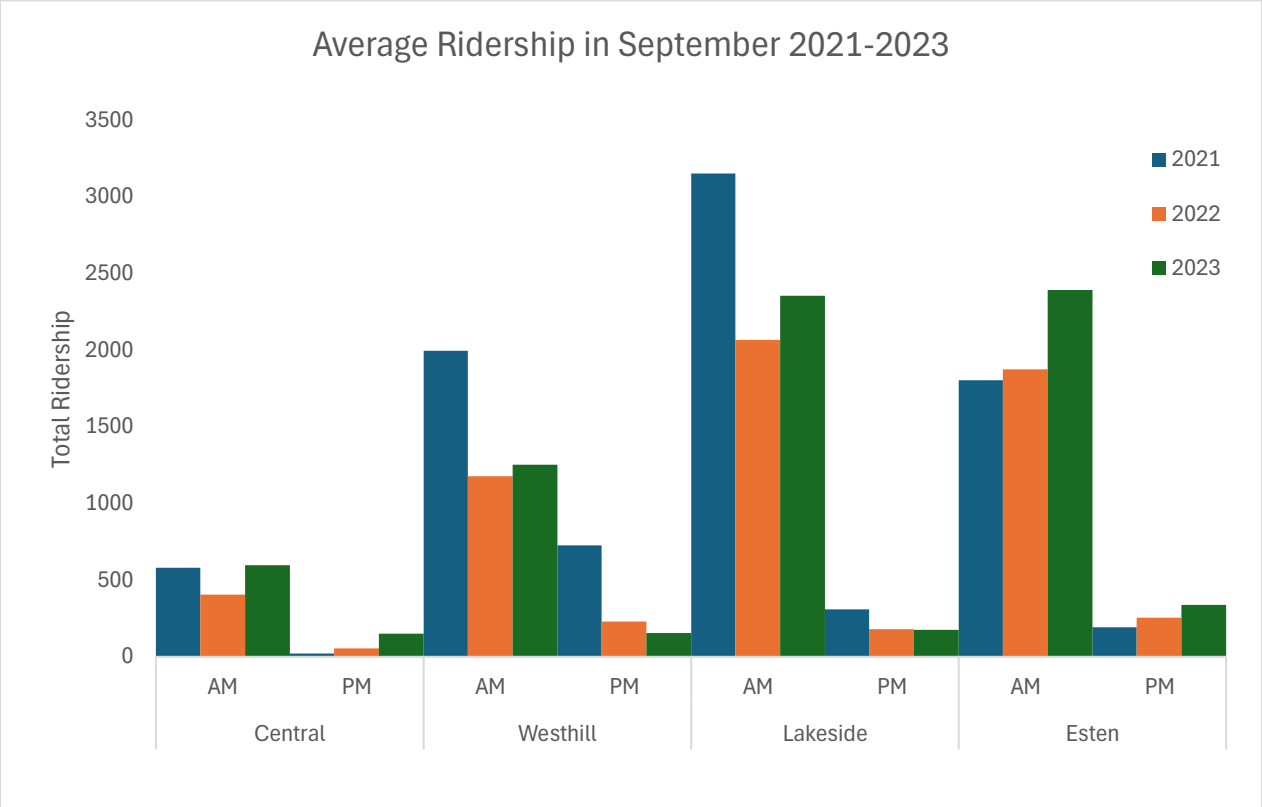


Exhibit 13: Average Ridership Volume in Four Routes in Elliot Lake, 2021- 2023

3.3.2. High Transit Demand in Elliot Lake

Exhibit 14 illustrates high transit demand points in Elliot Lake, highlighting places of interest that attract many trips based on average transit ridership data collected in September from 2021 to 2022. As seen in Exhibit 14, these high-demand areas include places around Pearson Plaza, Paris Plaza and Oakland Boulevard, which are mixed retail centres with a high concentration of a variety of shops, recreational opportunities and services, and St. Joseph's General Elliot Lake Hospital. Other high-demand areas include key retirement communities. While all transit routes serve these locations, Exhibit 15 indicates that the high-demand areas are primarily served by the Lakeside or Esten routes.

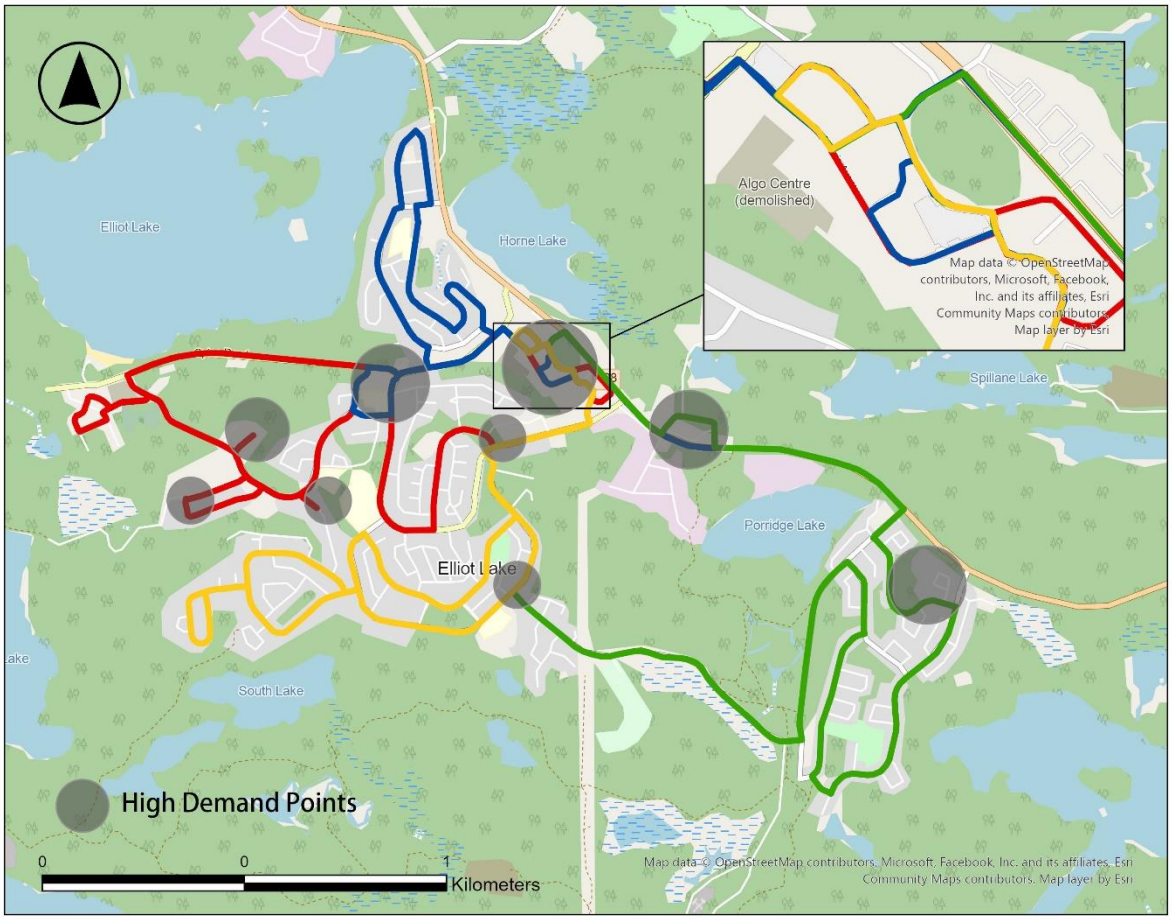


Exhibit 14: High Transit Demand Points in Elliot Lake

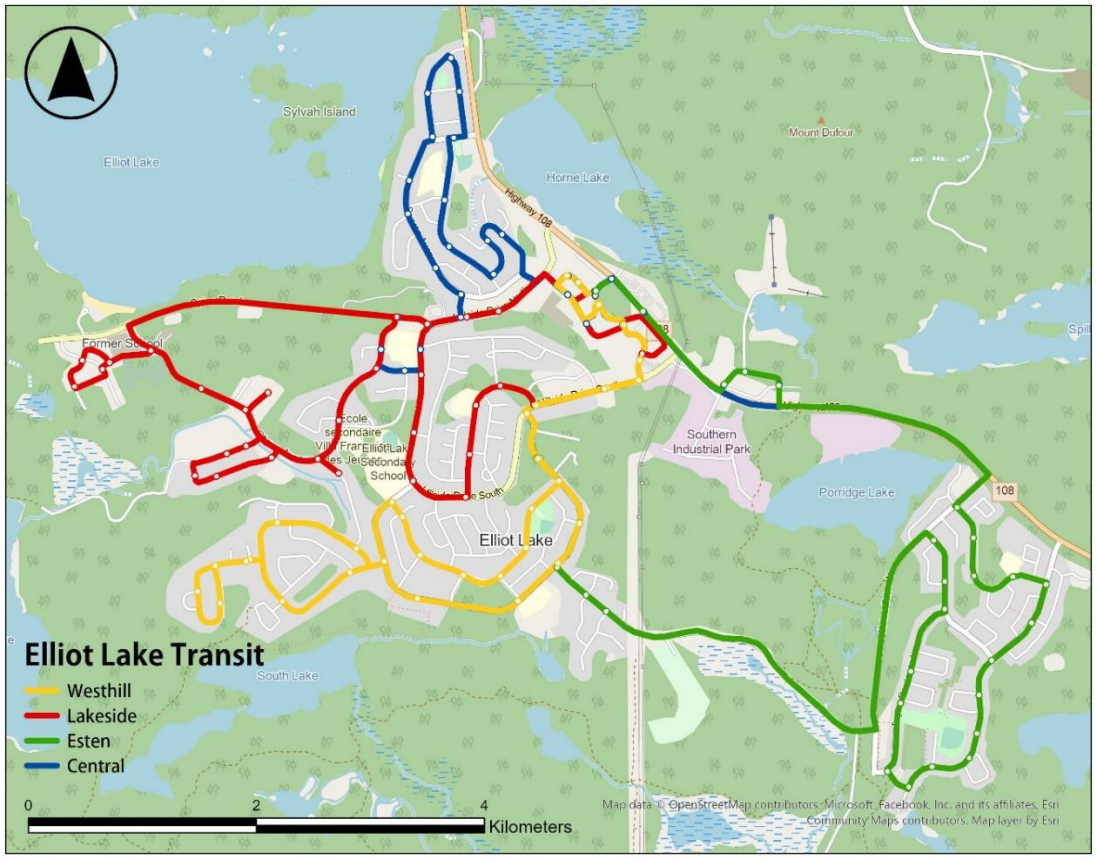


Exhibit 15: High Transit Demand Points in Elliot Lake's Existing Route

3.3.3. Proximity of Transit Locations in Elliot Lake

A reasonable walking distance for older adults to access transit locations is defined by a 150-metre radius. However, guidelines recommend an upper limit of 250 to 400 metres to ensure adequate accessibility and efficient service coverage for all groups. Elliot Lake Transit has a total of 123 bus stops distributed over four routes, covering all areas of the city.

A service area analysis, based on census data, was conducted to determine the concentration of bus stops within a 250 and 400-metre buffers, assessing service coverage specifically for elderly populations and the general public. The concentration of bus stops in the census boundary shows an average of seven stops in each census boundary, indicating a high density of stops and, without considering distance, suggesting high transit accessibility and connectivity.

In terms of walking distance, the service area analysis showed that within a 250-metre buffer, about four or more stops are accessible, while within a 400-metre buffer, eight or more stops are accessible within walking distance of a Dissemination Block census boundary. Therefore, it is reasonable to conclude that Elliot Lake already has optimal service coverage, offering a level of connectivity and access that meets the walkability standards required for most residents.

3.3.4. Transit-Linked Health Care Accessibility in Elliot Lake

This study by Rachel Barber from Queens University assesses the accessibility of healthcare facilities for older adults using public transportation in Elliot Lake. The study found that the two main healthcare facilities are not conveniently within walking distance for most neighborhoods with significant older adult populations. However, a buffer analysis revealed that 76% of older adults live within 150 meters of a bus stop, and 96% live within 400 meters.

Using the Older Persons Walking and Transit Audit, the study identified that inconsistent age-friendly amenities, such as bus shelters, sidewalks, and proper lighting, hinder the use of public transportation by older adults, limiting their access to healthcare services. To address these issues, the study proposes municipal-level recommendations to improve healthcare access through public transportation.

Despite the challenges posed by its unique situation and the accelerated aging due to the decline of the mining industry, Elliot Lake is committed to becoming a healthy, age-friendly community. The city's transportation services to its main healthcare facilities are generally accessible to older residents and include various age-friendly elements. The suggested improvements, along with ongoing initiatives in the Age-Friendly Action Plan, aim to make Elliot Lake a leading example of age-friendly transportation for other shrinking cities and rural areas.

4. Public Engagement

4.1. Stakeholder Interviews

EXP conducted an interview with stakeholders who contributed to the delivery of transit services in Elliot Lake. These interviews were used to gain insights into transit operations and to understand the experiences and needs of transit customers. Interviews were held with the following stakeholders:

- A.J. Bus Lines (Louis Ucci and Tracy Beckerton).
- Huron Lodge (Norman Mann); and
- Ontario Northland (Bob Sloss, Jennifer Buchanan).

The interviews were used to gain insight into the following topics:

- Customer Needs (including who typically uses Elliot Lake's transit service, typical feedback the stakeholders have received from customers, issues faced by customers and potential solutions);
- Accessibility (including insight into the types of accessibility issues faced by customers and how they might be addressed);
- Handilift booking and routing (including the successes and challenges related to the ability for customers to either book rides on Handilift or access transit); and
- Feedback on the transit vehicles.

A summary of the feedback received is provided below.

4.1.1. Customer Needs

Transit and Handilift Users

- It was reported that average transit users do not own or have access to a vehicle and, as such, rely on transit services for transportation.
- Bus transit customers belong to a wide range of ages, including young people and young families, as well as seniors. About half of the bus transit users were said to have some mobility challenges.

- Handilift customers are primarily seniors, especially those who have mobility issues, use assistive devices, or need door-to-door service. It was noted that some Handilift customers also make use of the regular bus service.
- Most customers seem to live in rental housing. For example, it was noted that the Lakeside Route is the busiest route, largely due to the apartment buildings along the route. The Central Route was said to be the least used route. Handilift customers were said to be distributed across the city, with some clusters living in senior high-rise buildings, long-term care facilities, retirement homes, and clinics.
- The reasons for using transit vary, but the common reasons appear to be going to medical appointments and grocery shopping, or other destinations in the city. It was also observed that it also provides an opportunity for social interaction.

Customer Feedback / Issues

- Accessibility of the buses – in particular, getting on and off the bus – was said to be a common issue raised by the public and observed by the operators. The current buses are difficult for someone with mobility challenges to get on and off the bus without assistance.
- Bus delays are another source of complaints. The causes of delays vary, but they can be due to mechanical issues or due to additional time required to help customers get on or off the bus. It was recommended by stakeholders that if a bus is going to be more than 15 or 20 minutes late, then the route may be cancelled until the next one.
- A lack of amenities and infrastructure at the bus stops were noted, such as shelters, benches, or signage, which may affect the comfort and safety of the customers.
- Some customers complain that those who require additional help should use Handilift because the additional assistance required can create delays.
- A limited availability of Handilift for certain times or destinations was noted, especially when there are multiple customers with conflicting requests.

4.1.2. Accessibility

- While the interview did not delve into the specific mobility challenges faced by customers, it was noted that they are experienced by all ages, ranging from senior citizens to those who are younger.
- It was also noted that the accessibility or mobility challenges are not limited to health-related challenges, but also include passengers navigating the transit system with children or heavy belongings.
- It was reported that the physical nature of the buses contributes to the accessibility challenges, for example:
    - There is limited space on the buses compared to those the city used previously. As many customers rely on the transit system for grocery shopping trips, there are often times when there are crowded buses and complaints about insufficient space for carts and belongings.

  - The aisle is too narrow for many, in particular those with portable folding shopping carts, walkers or canes. Customers who use them are not able to store them outside of the aisle.
  - The steps make it difficult to get on and off the bus through the front, and the ramp at the rear of the bus can be slow and loud to use.

- Additionally, safety concerns were raised regarding the use of metal-sided shopping carts, which have been banned from buses due to incidents of injuries caused by their sharp edges. The stakeholders mentioned that passengers are now encouraged to use soft-sided carts to mitigate safety risks.

4.1.3. Handilift booking and routing

- It was reported that the bus routes cover most of the city and allow the main destinations to be reached every half-hour. Delays are known to happen, however, which can cause customers to be late.
- It was also noted that some bus stops might not be close enough to some customers' homes or addresses, especially if they live on steep or rough streets that are not well-serviced by plows or sidewalks.
- Operational issues such as vehicle breakdowns and inefficient bus switching were said to contribute to delays. It was suggested that improved coordination with maintenance teams and timing adjustments may help address this.
- An issue was raised regarding the routing of the Lakeside route through a parking lot in order to minimize the distance passengers need to walk. This route passes by two large apartment buildings. Delays can occur when navigating through the parking lot. Drivers have expressed their reluctance to continue using this route due to the time it adds to their journey, especially considering that the buses are often near capacity when approaching the plaza. The delay can be exacerbated by encountering other vehicles within the narrow lanes of the parking lot.
- The ability for passengers to purchase tickets is limited; for example, passengers are not to purchase tickets after library hours.
- Suggestions for improving routing and access to buses included:
  - Add a third location where tickets or passes could be purchased that are open later, such as a community center.
  - Consider adjusting the scheduling of routes and/or the spacing of stops to minimize the potential for delays, such as those caused by boarding passengers in wheelchairs or with walkers.
  - Adjust the spacing of stops to minimize the potential for delays.
  - Relocate the stop in the parking lot from the Lakeside route to the West Hill route, which travels on a different street and has fewer passengers. This may alleviate congestion and delays associated with navigating through a parking lot while still maintaining availability to passengers.

4.1.4. Transit Vehicles

- The current, smaller buses lack the accessibility features of the pervious, larger buses, which had had ramps and kneelers to accommodate passengers with mobility issues.
- The current buses can also be uncomfortable, especially over bumpy roads.
- Stakeholders emphasized the importance of addressing accessibility issues in transit operations to ensure the safety and comfort of all passengers, particularly those with mobility challenges. This could include retrofitting buses with ramps or kneelers.
- Options for low-floor vehicles available may be available, but there are concerns about their durability and performance, especially in harsh winter conditions. For example, low-floor vehicles may face challenges in snowy or icy conditions, potentially leading to issues with getting stuck.

4.2. Survey

An online survey was conducted from April 29 to May 20, 2024. The survey was promoted through local media releases and the City's social media platforms. City staff also provided in-person assistance to residents to help them complete the survey. In total, 359 surveys were completed. The results of the survey are summarized below.

4.2.1. Use of Transit Services

The survey asked respondents if they were current or past users of the Handilift Service and of the City's bus transit service. About 43 respondents (14%) said that they were current or past users of the Handilift Service, while 253 (72%) said that they were current or past users of the bus.

Of those who used the Handilift service, most of them (30, or 70% of reported Handilift users) said that they also used the bus. Seven of the 43 Handilift users (16%) reported not using the bus, while the remaining 6 Handilift users (14%) did not say.

Table 4 summarizes the respondents' reported use of Handilift and Transit.

Table 4: Handilift and Bus Usage

Handilift and Bus Usage	Respondents	Percent
Use neither handilift nor bus	90	25%
Use handilift and bus	30	8%
Use handilift but not bus	7	2%
Use bus but not handilift	223	62%
Use handilift, bus use unknown	6	2%
Does not use handilift, bus use unknown	3	1%
Total	**359**	**100%**

4.2.2. Handilift

Frequency of Use

A majority of those who reportedly still use Handilift were found to be regular users of the service, with 19 (58%) of the 33 respondents saying they used it twice a week or more. Figure ## presents the frequency of use by those who use or used to use Handilift.

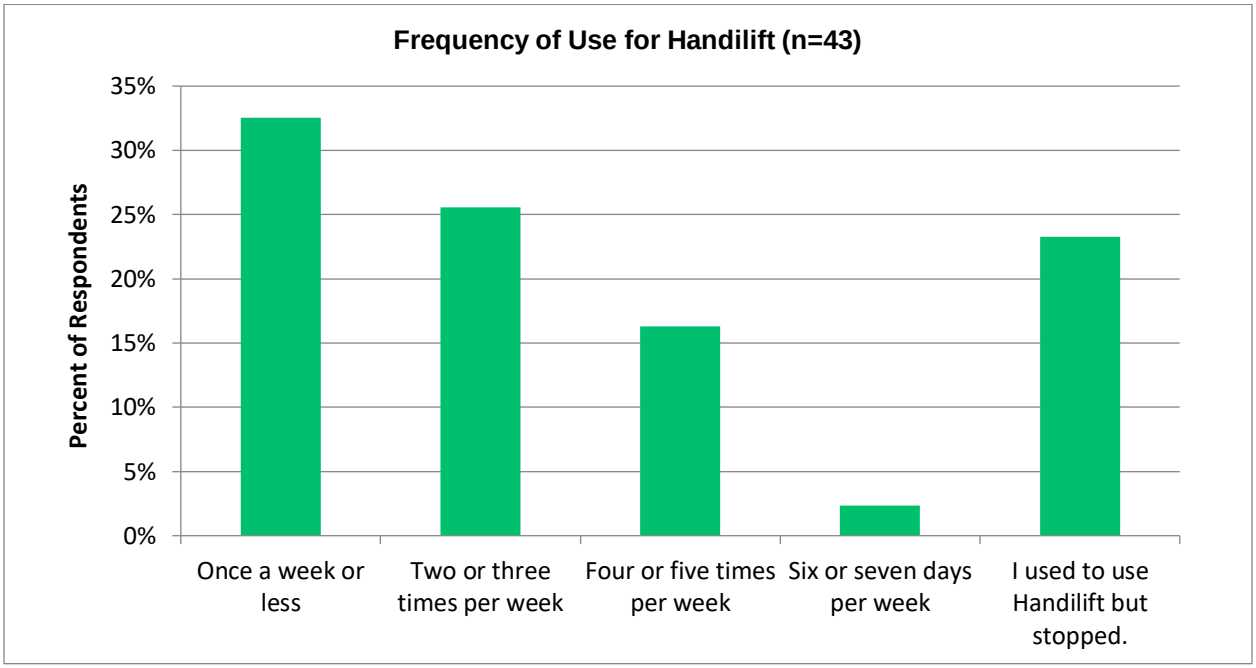


Exhibit 16: Frequency of Use for Handilift

There were ten respondents who indicated that they used to use Handilift but stopped. The reasons given included:

- Schedule was inconvenient (four respondents).
- Using Handilift was inconvenient (two respondents).
- No longer needed the service (two respondents).
- Past unpleasant experience(s) while taking Handilift (one respondent).
- Use of a stroller for infants/toddlers made using Handilift difficult (one respondent).
- Did not feel safe on Handilift (one respondent).

Thirty-five respondents shared how often they use (or used to use) Handilift for certain trips. The most common trips that occurred either occasionally (every two to four weeks) or often ((once a week or more) were:

- Grocery shopping (20 respondents, or 57%);

- Other shopping (18 respondents, or 51%); and
- Medical visits (17 respondents, or 49%).

The most common use noted for Handilift was medical visits, as 34 of the 35 respondents (97%) indicated that they used Handilift either infrequently, occasionally or often. Table ## provides a breakdown of trip use.

Table 5: Frequency of Trips made using Handilift

	Often (once a week or more)		Occasionally (once every two to four weeks)		Infrequently (less than once a month)		Total	
	Percent (n=35)	Count	Percent (n=35)	Count	Percent (n=35)	Count	Percent (n=35)	Count
Medical visit	14%	5	34%	12	49%	17	**97%**	**34**
Visit family or friends	23%	8	9%	3	17%	6	**49%**	**17**
Work	6%	2	0%	0	17%	6	**23%**	**8**
School	0%	0	3%	1	20%	7	**23%**	**8**
Grocery shopping	46%	16	11%	4	9%	3	**66%**	**23**
Other shopping	26%	9	26%	9	11%	4	**63%**	**22**
Attend religious service/ceremony	6%	2	3%	1	26%	9	**34%**	**12**
Joyride	3%	1	9%	3	23%	8	**34%**	**12**
Recreation/Gym/Park	9%	3	9%	3	17%	6	**34%**	**12**
Connect to Ontario Northland bus service	0%	0	3%	1	26%	9	**29%**	**10**
Other							**20%**	**7**

Notes:
- *Medical visits include family doctor, hospital, outpatients, emergency, etc.*
- *Items listed for 'other' included the bank, Club 90, the pharmacy, a surgical test, and Huron Lodge Day Program.*

Ease of Use

Current and past users of Handilift were asked if they agreed with the following statements:

- Booking a Handilift trip is convenient; and
- Booking a Handilift trip is easy to do.

As Figure ## illustrates, the level of agreement was broadly distributed among all four levels of agreement. For example, the percentage of respondents who strongly agreed, somewhat agreed, somewhat disagreed and strongly agreed with the statement that "Booking a Handilift trip is convenient" ranged between 21% and 25%. The distribution of agreement was somewhat wider for the statement "Booking a Handilift trip is easy to do", which ranged between 22% and 30% for those that strongly or somewhat agree or somewhat disagree, with 15% strongly disagreeing.

The results were broken out by age group to assess whether specific age groups may find booking more or less convenient or easy to do than others. However, as Table ## shows, this was not observed.

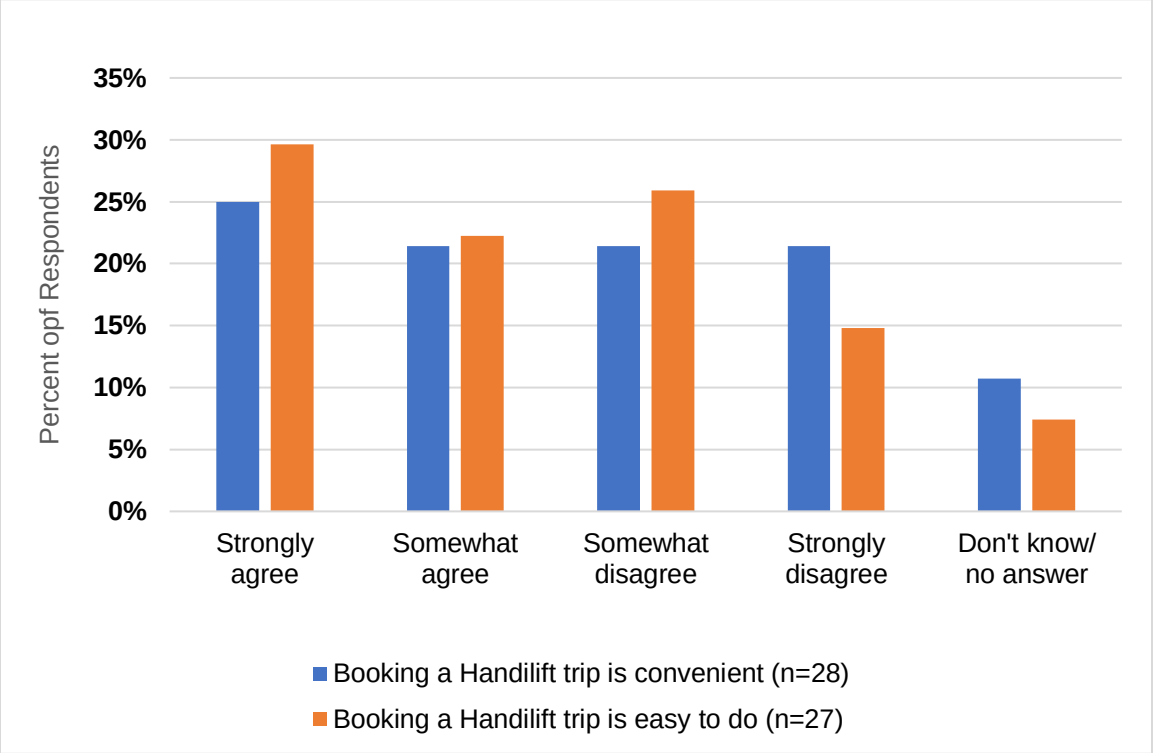


Exhibit 17: Perspective on the Convenience and Ease of Booking Handilift

Table 6: Perspective on the Convenience and Ease of Booking Handilift (by age demographic)

	Level of Agreement										
	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Don't know/ no answer		Total
Statement: Booking a Handilift trip is convenient											
Age Demographic	**Count**	**Percent (n=28)**	**Count**	**Percent (n=28)**	**Count**	**Percent (n=28)**	**Count**	**Percent (n=28)**	**Count**	**Percent (n=28)**	
31-60	1	4%	1	4%	2	7%		0%		0%	**4**
61-70	2	7%	1	4%	3	11%	2	7%		0%	**8**
71 or older	3	11%	4	14%	1	4%	4	14%	2	7%	**14**
Prefer not to answer	1	4%		0%		0%		0%	1	4%	**2**
Total	**7**	**25%**	**6**	**21%**	**6**	**21%**	**6**	**21%**	**3**	**11%**	**28**
Statement: Booking a Handilift trip is easy to do											
Age Demographic	**Count**	**Percent (n=27)**	**Count**	**Percent (n=27)**	**Count**	**Percent (n=27)**	**Count**	**Percent (n=27)**	**Count**	**Percent (n=27)**	
31-60	1	4%	2	7%	1	4%		0%		0%	4
61-70	2	7%	1	4%	3	11%	2	7%		0%	8
71 or older	3	11%	3	11%	3	11%	2	7%	2	7%	13
Prefer not to answer	2	7%		0%		0%		0%		0%	2
Total	**8**	**30%**	**6**	**22%**	**7**	**26%**	**4**	**15%**	**2**	**7%**	**27**

4.2.3. Bus Transit

Frequency of Use

A majority of bus transit users were found to be regular users, with 129 respondents (56%) saying they used it twice a week or more. Figure ## presents the frequency of use by those who use or used to use Handilift.

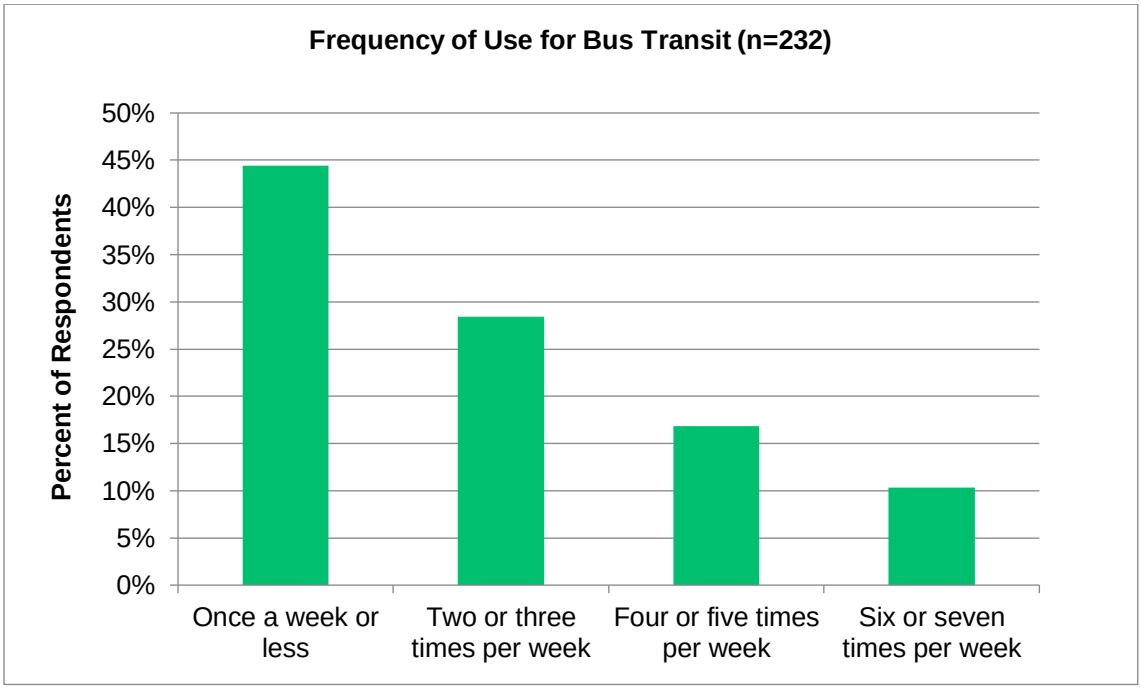


Exhibit 18: Frequency of Use for Bus Transit

A total of 223 respondents shared how often they use (or used to use) the bus transit for certain trips. Similar to the reported Handilift trips, the most common trips said to occur either occasionally (every two to four weeks) or often (once a week or more) were:

- Grocery shopping (149 respondents, or 67%);
- Other shopping (135 respondents, or 61%); and
- Medical visits (83 respondents, or 37%).

The most common use noted for taking bus transit was grocery shopping, as 196 of the 223 respondents (88%) indicated that they used bus transit either infrequently, occasionally or often for that purpose. Table ## provides a breakdown of trip use.

Table 7: Frequency of Use for Bus Transit

	Often (once a week or more)		Occasionally (once every two to four weeks)		Infrequently (less than once a month)		Total	
	Percent (n=35)	Count	Percent (n=35)	Count	Percent (n=35)	Count	Percent (n=35)	Count
Medical visit	9%	20	28%	63	48%	107	**85%**	**190**
Visit family or friends	15%	33	17%	38	36%	80	**68%**	**151**
Work	21%	46	3%	7	31%	69	**55%**	**122**
School	5%	12	2%	5	36%	81	**44%**	**98**
Grocery shopping	43%	95	24%	54	21%	47	**88%**	**196**
Other shopping	37%	83	23%	52	22%	48	**82%**	**183**
Attend religious service/ceremony	5%	11	4%	8	39%	86	**47%**	**105**
Joyride	5%	11	7%	16	36%	81	**48%**	**108**
Recreation/Gym/Park	10%	23	12%	26	32%	71	**54%**	**120**
Connect to Ontario Northland bus service	3%	7	6%	13	46%	103	**55%**	**123**
Other							**9%**	**21**

Notes:
- *Medical visits include family doctor, hospital, outpatients, emergency, etc.*
- *The main items listed for 'other' included the bank, the pharmacy, accessing trails, the library, and when their vehicle is unavailable.*

Bus Trips

Respondents were asked to list their most common trips, including where they got on the bus and where they exited. A total of 443 trips were shared. Table ## presents a summary of the routes where the trips began and ended. The data in the table indicates that the majority of reported trips (64%) began and ended on the same route, while about 36% ended on the different route. While this conceivably would mean a transfer, it may not mean that a use would need to exit and then reboard a different bus, as the bus would generally be continuing as a different route.

The route where trips began most commonly was the Lakeside route (36% of reported trips), while the Central Route was the route where trips would most commonly end (35%). The Lakeside route also had the most trips that started and ended on the same route (25% of all reported trips).

Table 8: Trip Distribution - by Route (n=443)

Bus Stop - Exiting (Route) / Bus Stop - Boarding (Route)	Central Route	Esten Route	Lakeside Route	Westhill Route	Total
Central Route	15%	3%	3%	2%	**22%**
Esten Route	6%	15%	1%	1%	**24%**
Lakeside Route	9%	1%	25%	1%	**36%**
Westhill Route	5%	4%	1%	9%	**18%**
Total	**35%**	**23%**	**30%**	**13%**	

4.2.4. Motivation to Use Transit

Reasons for Using Handilift and Bus Transit

The respondents were asked why they choose to use the bus transit or Handilift. As Figure ## shows, the most common reasons were:

- No motor vehicle at the home (54%);
- It is cost-effective (45%);
- A motor vehicle is not available to me for use (40%); and
- Travel distance is too far for walking or moving with a mobility aid, such as a walker, wheelchair, etc. (40%).

The main reasons for using a different mode of transport instead of Handilift or bus transit were:

- Motor vehicle more convenient (49%);
- Transit takes longer than driving (34%); and
- Schedule is inconvenient (32%).

Figure ## presents the distribution of reasons provided.

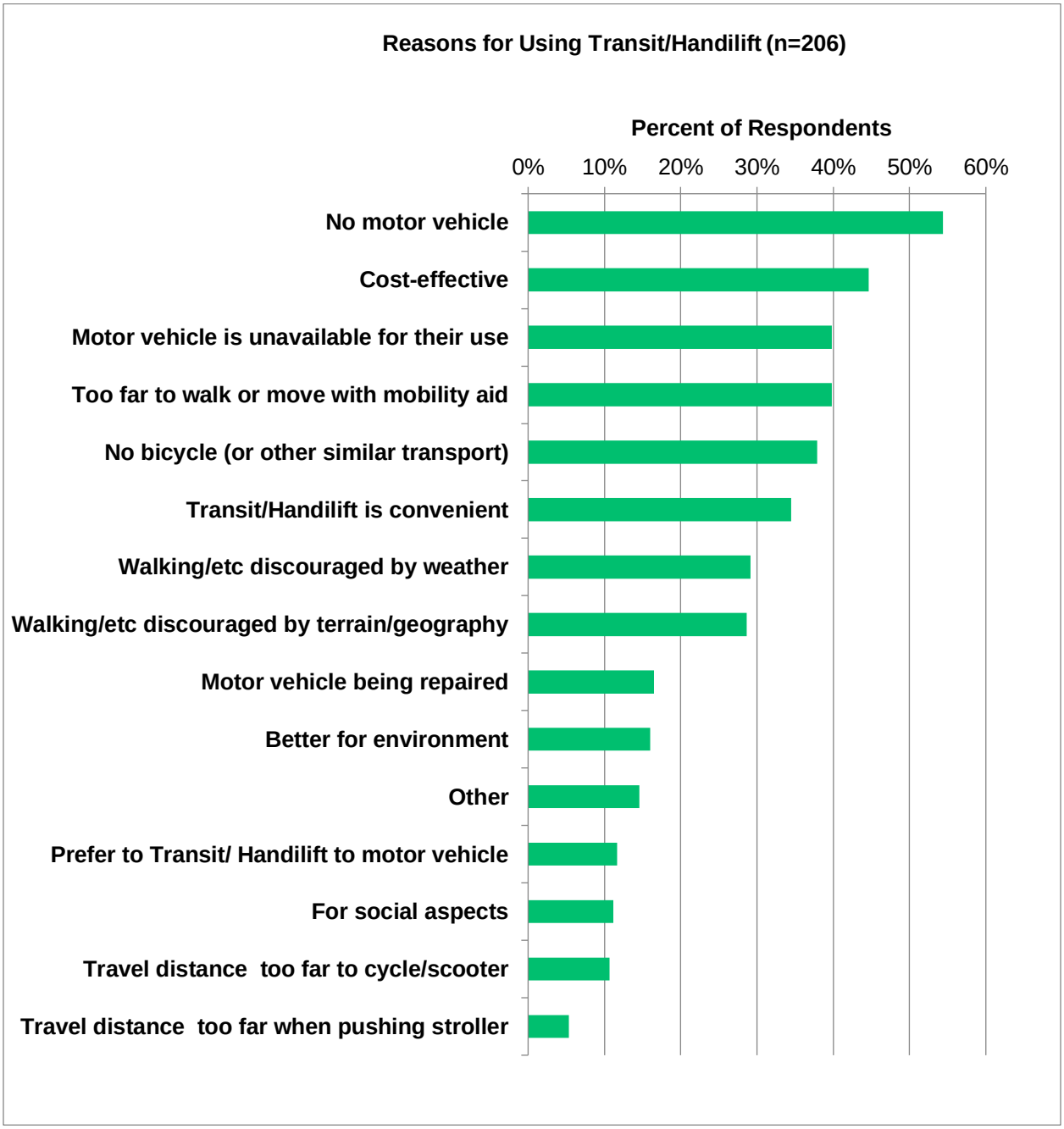


Exhibit 19: Reasons for Using Handilift and Bus Transit

Exhibit 20: Reasons Given for Not Using Handilift / Transit

4.2.5. Additional Feedback

Respondents were provided an opportunity to share additional feedback at the end of the survey. Key issues or concerns raised included:

- **Uncomfortable ride:** Some respondents noted the buses were uncomfortable, with rough suspension and poor shock absorption. This can cause bouncing and jarring over bumps and potholes on rough roads, which is uncomfortable and painful.

- **Inadequate accessibility:** Accessibility of the buses was reported to be an issue. Respondents said passengers with mobility issues find it difficult to board the buses due to steep steps and narrow aisles. It was reported that the buses are not designed to accommodate walkers or shopping carts, and this presents a challenge to bring belongings on board.
- **Infrequent schedule:** It was suggested that the buses run more frequently, as waiting times of one hour or longer between buses are considered too long, especially when respondents have time-sensitive commitments.
- **Lack of bus shelters:** It was noted that many stops do not have shelters, which in the winter means passengers have to wait on the street, and this was said to be dangerous. Buses were described as cramped with insufficient seating and limited space for belongings.
- **Bus stop safety concerns:** It was noted some bus stops have safety concerns due to their location or lack of amenities. For example, the stop near the Curling Rink was mentioned as being on a hill with heavy and fast traffic, and the stop at Mountain@Oakland was said to be far from No Frills, making it difficult for passengers to carry their groceries that distance, especially in the dark and if there are bears in the area. The stop on Saskatchewan Street is mentioned as a location where vehicles often go around the bus despite signage, endangering pedestrians crossing at the crosswalk. The curb area at this stop is also described as uneven and not suitable for passengers to walk on.
- **Inadequate maintenance:** It was noted that bus shelters need to be better maintained and were described as dirty and neglected.

Suggestions for improvements included:

- **Improved accessibility:** Make the buses more accessible for individuals with mobility issues by implementing kneeling buses or ramps. This would make it easier for passengers with walkers, canes, or wheelchairs to board and disembark from the buses. Buses with wider aisles and designated spaces for walkers and shopping carts were also noted.
- **Enhanced comfort:** Improve the suspension of the buses to provide a smoother and more comfortable ride.
- **Expanded bus routes and schedule**s: Provide more frequent bus service, particularly during peak hours and on weekends. Suggestions include running buses every half hour instead of every hour, extending hours of operation until later, and providing service on holidays. New stops were suggested the north industrial park, Cousins Garden Center, the Sheriff Creek walking trails, and closer to City Hall and No Frills.
- **Upgraded bus stops and shelters:** Improve bus stops, including installing more shelters to protect passengers from the weather. Add larger and more visible bus stop signs that include important information, such as smoking restrictions and safety guidelines. Additionally, there are requests for bus stops to be located in more convenient and accessible areas, such as
- **Better communication and information:** implement real-time GPS tracking or a notification system to inform riders of any delays or cancellations. Include bus routes on Google Maps.

- **Consideration for specific needs:** Some suggestions focus on catering to specific needs, such as providing more handilift services for individuals with disabilities, ensuring handilift applications are easily accessible, and offering more seating options for seniors and individuals with mobility challenges.

4.3. Integration of Stakeholder and Community Feedback

The feedback received from the community and the stakeholders provides useful insight into the relationship between the City's transit system and its customers, including who uses it and why and the challenges they face in doing so. The main observations from the feedback can be distilled into these two main points:

- The City's transit system provides a critical link between its customers and the services they require. Many customers rely on the transit system as their primary source of transportation.
- Accessibility of the bus transit service is a significant issue for those with permanent or temporary mobility challenges. A primary reason for this is the physical nature of the existing buses as well as the physical infrastructure at bus stop locations. Another factor is the geography of the City. The hilly terrain and winter conditions impact the ability of transit users to access the bus stops and limit the suitability of buses that may be better suited for accessibility.

The results of the consultation will be integrated into this study through the development of a set of guiding principles, which will shape the development of recommendations and the completion of the transit study. The proposed Guiding Principles include:

1. **Accessibility:** Prioritize transit solutions that enhance accessibility to key destinations while catering to the diverse needs of the community, including individuals with disabilities and those with limited mobility.
2. **Reliability and Frequency:** Ensure transit services are reliable and frequent to accommodate varying schedules and promote seamless connectivity within the transit network.
3. **Affordability:** Develop cost-effective transit options to ensure accessibility for all socio-economic groups, thereby promoting inclusivity and equitable access to transportation.
4. **Sustainability:** Integrate sustainable technologies and practices into transit operations to minimize environmental impact and contribute to long-term environmental sustainability goals.
5. **Safety and Security:** Implement robust safety and security measures across transit infrastructure and operations to safeguard passenger well-being and instill confidence among commuters.
6. **Community Engagement:** Foster transparent communication and active community engagement throughout the transit study process to solicit feedback, build trust, and ensure alignment with community needs and preferences.

5. Transit Service Recommendations

Community feedback through public engagement on existing services and analysis of collected ridership data between 2019 and 2021 have led to recommendations for adjustments to existing transit routes. It has also been suggested to transition the evening service to an on-demand transit model. This section will detail the proposed changes and explain the rationale behind their implementation. The adjustments aim to enhance service efficiency and meet the evolving transportation needs of the community.

5.1. Conventional, Fixed Route Transit Service

Optimizing bus routes in Elliot Lake involves careful consideration of passenger needs and operational efficiency. Enhancing efficiency involves suggestions such as reducing the number of routes and balancing passenger loads to better meet the community's transportation needs. Decisions must be made by synthesizing data and understanding rider preferences while maintaining a balance between coverage and operational efficiency.

5.1.1. Guiding Principles Considered for Optimizing Existing Service

To enhance the efficiency of Elliot Lake's conventional service, the following guiding principles were considered to optimize the existing service and cater to passenger needs.

Streamlining Options:

- Reduce the number of routes to three or possibly two with regular departures, adjusting routes for balanced passenger distribution to improve efficiency
- Explore the possibility of operating only two routes, departing hourly or half-hourly, prioritizing coverage and efficiency.
- Aim for half-hour loops due to the compact nature of the community.

Identify Transit Corridors with Poor Road Conditions and Low Ridership:

- Assess roads with low ridership and determine if they can be bypassed
- Ensure reasonable walking distances to bus stops, ideally within 400 meters
- Existing service changes to be based on the current service frequency of the system, route length and speed, operational efficiency, stakeholder feedback, mapping and scheduling considerations, underused portions and deviations and headways.

5.1.2. Current Operations and Proposed Changes for Fixed Route Transit Service

The current operations of Elliot Lake Transit involve buses departing from Pearson Plaza every half-hour.

Proposed changes to the current route structure will aim to maintain this scheduling pattern. Under this arrangement, the buses cover their routes in approximately thirty minutes, travelling at a service speed of around 30 km/h. Adjustments to reduce service speed may be considered to prioritize safety and ensure reliable scheduling if necessary.

Proposed changes were determined considering various relevant factors:

- **Maintaining Service Frequency**
  - The existing service relies on short, half-hour loops, with buses dispatched from Pearson Plaza every half-hour, offering a predictable schedule. Any changes to the route structure aim to maintain or enhance this predictability for passengers.
- **Preserve 15-18 km route lengths for route efficiency and optimal, safe service speeds throughout the network**
  - The Central Route covers approximately 15 kilometers, while the other routes range from 15 to 18 kilometers. Buses complete their loops in about half an hour, which implies an average speed of roughly 30 kilometers per hour. It is suggested to potentially reduce the average speed to 20 kilometers per hour to ensure service reliability and safety, particularly along Spine Road.
- **Maintain Operational Efficiency**
  - The current system allows for flexibility in schedule recovery by cancelling less-used trips on the central route. A restructured route system would need to maintain some level of operational flexibility to manage delays and ensure consistent service.
- Reducing the number of routes from four to three, or possibly two, with regular departures adjusted for balanced passenger distribution.
- Exploring the operation of only two routes with departures either hourly or half-hourly, prioritizing coverage and efficiency.
- Maintaining half-hour loops to suit the compact nature of the community.
- Assessing route corridors with low ridership to redistribute demand and propose new corridors.
- Identifying underused stops.
- Transferring bus stops between routes.

Each of these options, as described, was evaluated based on their feasibility in the matrix below for each route.

Option / Route	Streamlining through route reduction	Streamlining through route consolidation	Adjusting for half-hour routes	Identified underused stops for potential removal	Transferal of bus stops between routes	Route redirection
Lakeside	Route is long, for increased efficiency and less delays there is potential to decrease service.	Any route consolidated with Lakeside would exceed 30 min travel time.	Due to providing direct service to high demand areas, the route often experiences delays which exceed the 30 min limit	Route serves areas with high ridership, stops should not be removed.	Service overlaps with the Central route, providing eased opportunities to move stops	Move service through Hutchinson Avenue. Redirect service from Spine Road to Ottawa Avenue enroute communities at Spine Beach.
Esten	Route is long, for increased efficiency and less delays there is a potential to decrease service.	Any route consolidated with Esten would cause loop to exceed 30 min travel time.	Due to providing direct service to high demand areas, the route often experiences delays which exceed the 30 min limit	Stops are spaced at effective distances where there is a potential to move stops.	Ridership at Oakland Boulevard could potentially be transferred to the Central route, but may increase passenger loads substantially.	Add stop at Willoughby Road to accommodate senior residence.

Option / Route	Streamlining through route reduction	Streamlining through route consolidation	Adjusting for half-hour routes	Identified underused stops for potential removal	Transferal of bus stops between routes	Route redirection
Westhill	Service is already under a half-hour and service is isolated around Axmith and Mississauga Avenue	Route is central to Axmith and Mississauga Avenue, with minimal overlaps to adjacent routes.	Route regularly runs under half an hour	Route stops are spaced at effective distances where there is a potential to move stops.	Service is isolated around Axmith and Mississauga Avenue. Removing, or transferring service would create a gap in the existing network.	Unnecessary.
Central	Service is already under half hour.	Service is under half an hour, with connections to Esten and Lakeside	Route regularly runs under half an hour	Route stops are spaced at effective distances where there is a potential to move stops.	Service overlaps with the Central route, providing eased opportunities to move stops	Redirect service through Hillside Drive South.

Yes = **No =** **Under Consideration =**

Exhibit 21: Feasibility Matrix for Route Evaluation

Opportunities for consolidating routes to improve efficiency were considered, but these must be balanced with community preferences and the need for customized solutions that address specific transit needs. The unique characteristics of a smaller community pose challenges to further streamlining routes. While increasing efficiency, such as reducing the number of routes or increasing frequency, may be considered, these changes may not align with the preferences or practical needs of residents reliant on the current routing system. Therefore, route consolidation was not pursued due to route times exceeding 40 minutes. To maintain route efficiency, this study aimed to preserve and optimize existing half-hour routes to include adequate recovery time between loops and deter scheduling issues and route cancellations due to operational delays. The current system's flexibility in cancelling trips on the central route for schedule recovery is seen as beneficial. Any new system should consider how to handle service disruptions without significantly impacting passengers.

Options to consolidate the Lakeside Route with the Central Route or the Esten Route with the Central Route were considered based on the Central Route's configuration, overlapping service areas and low ridership frequencies. However, since consolidating the routes added an additional service time of 20-30 minutes, further analysis on route consolidation was not pursued.

Route optimization is a key focus for improving the transit system in Elliot Lake. The goal is to enhance service by implementing practical changes that benefit the community without addressing every minor issue. To ensure route optimization, maintaining effective half-hour routes was prioritized throughout this study. Suggestions included identifying new transit corridors to redirect transit activity, removing underserved transit stops, and transferring exchange bus stops between routes. These considerations predominantly affected Lakeside, Central and Esten routes.

Based on public consultation results, many survey participants relayed safety issues concerning unsafe roadway conditions along Spine Road. As Spine Road is only used to connect the Lakeside route to communities at Spine Beach, the corridor does not serve any stops along the road. Therefore, it was suggested that this connection could be provided through Ottawa Avenue instead, with the inclusion of more stops on the north side of Ottawa Avenue while still maintaining service at Spine Beach.

The Lakeside route was further modified to alleviate service around Hillside Drive South and up towards Roman Avenue. Service on the Lakeside route is now proposed to travel through Hutchinson Avenue, while the Central Route is redirected through Hillside Drive South and Roman Avenue. Moving these corridors to the Central Route decreases the total travel time and distance on Lakeside while increasing service opportunities on the Central Route. Additional proposed route modifications include adding a stop beside the senior residence at Willoughby Road on the Esten Route. This addition was prompted by residents conveying difficulties accessing stops at Roman Avenue and Hillside Drive South due to the incline on Willoughby Road.

Other route modifications included removing stops from well-serviced areas with a high density of stops and optimal spacing between stops. Two stops were, therefore, removed on Valley Cresent on the Central Route. Two more stops were also removed from the Esten Route at Hergott for the same reason. No changes were applied to the Westhill Route as it is considered to operate efficiently and independently of the other routes.

In assessing current conditions, route lengths, operating speeds and ridership volumes were analyzed to determine the feasibility and potential for future optimization. Opportunities to redirect routes and eliminate underused corridors were identified. The following route changes and cuts have been recommended for the existing service are summarized below.

- Lakeside
  - Redirect route from Spine Road to Ottawa Avenue
  - Redirect route from Hillside Drive South to Hutchinson Avenue
- Central
  - Remove Stops at Valley Crescent
  - Redirect route from Hillside Drive South to Roman Avenue onto Hillside Drive South and HWY 108
- Esten
  - Remove Stops at Hergott Avenue

The recommended service changes, reflecting the city's transit needs for each route are mapped in Exhibit 22-24 below. These adjustments aim to enhance efficiency by offering direct service from high-density residential areas to key destinations such as the hospital, recreational facilities, and shopping plazas within the city. The new concentration of bus stops within a 250-metre and 400-metre service area remains the unchanged, with additional details reflected in Table 9.

Table 9: Current and Proposed Route Travel Times and Route Lengths

Service Speed @ 30 km/h	Existing			Future	
Route Name	**Travel Time (min)**	**Route length (km)**	**Median Dwell Time (s)**	**Updated Travel Time (min)**	**Updated Route Length (km)**
Lakeside	32:25	17.4	6	29:27	15.9
Esten	36:06	18.5	6	36:06	18.5
Central	29:08	14.9	6	31.11	16.0
Westhill	29:02	15.1	7	-	-

Our recommendations could lead to changes in the transit system. It's recognized that the current routes have their merits, particularly for passengers accustomed to the current routes. Even so, there is a need to balance efficiency with community preferences. Yet, it's important to find the right mix of running things efficiently and meeting what the community wants

Exhibit 22: Proposed Route Options for Lakeside

Exhibit 23: Proposed Route Options for Esten

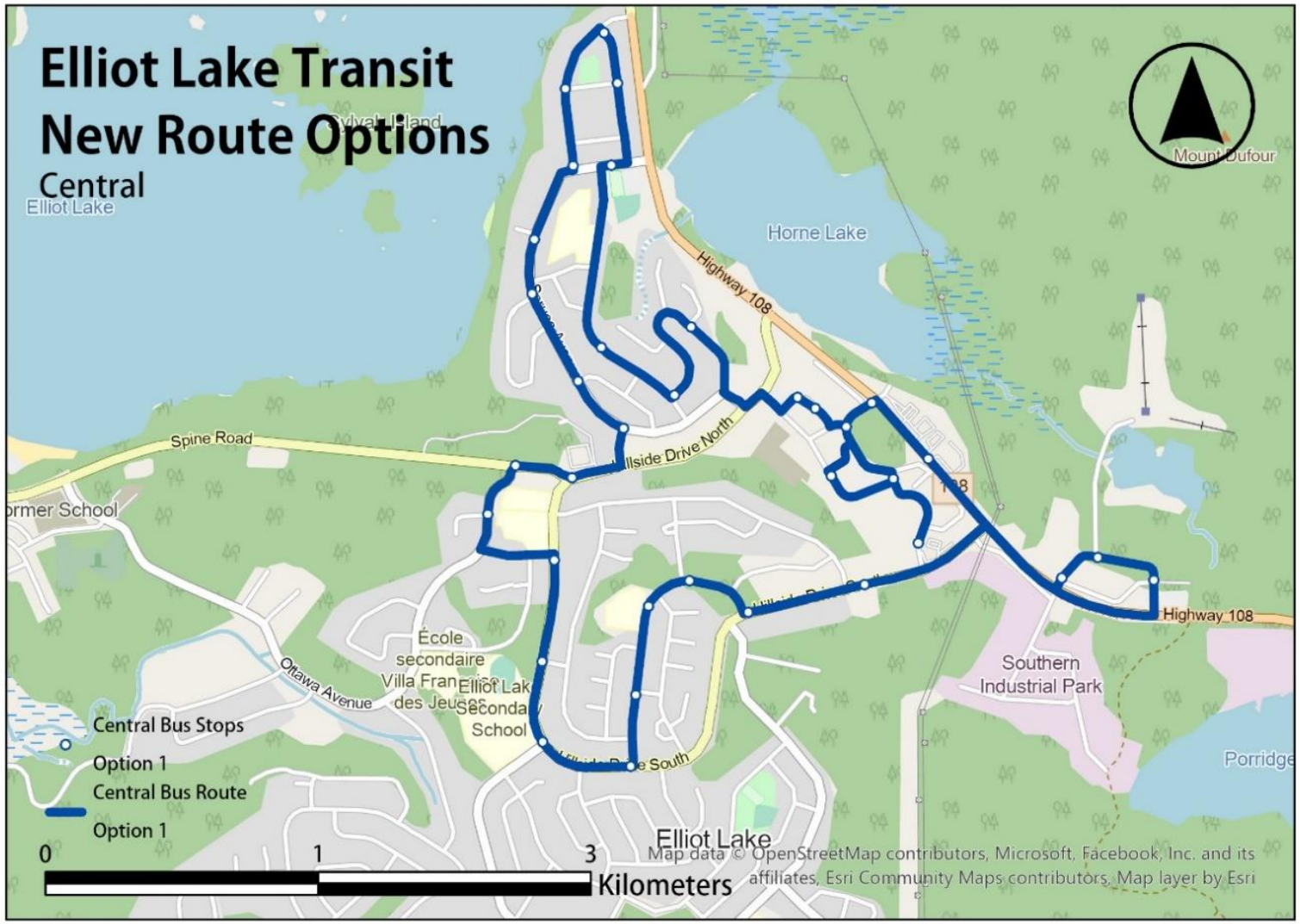
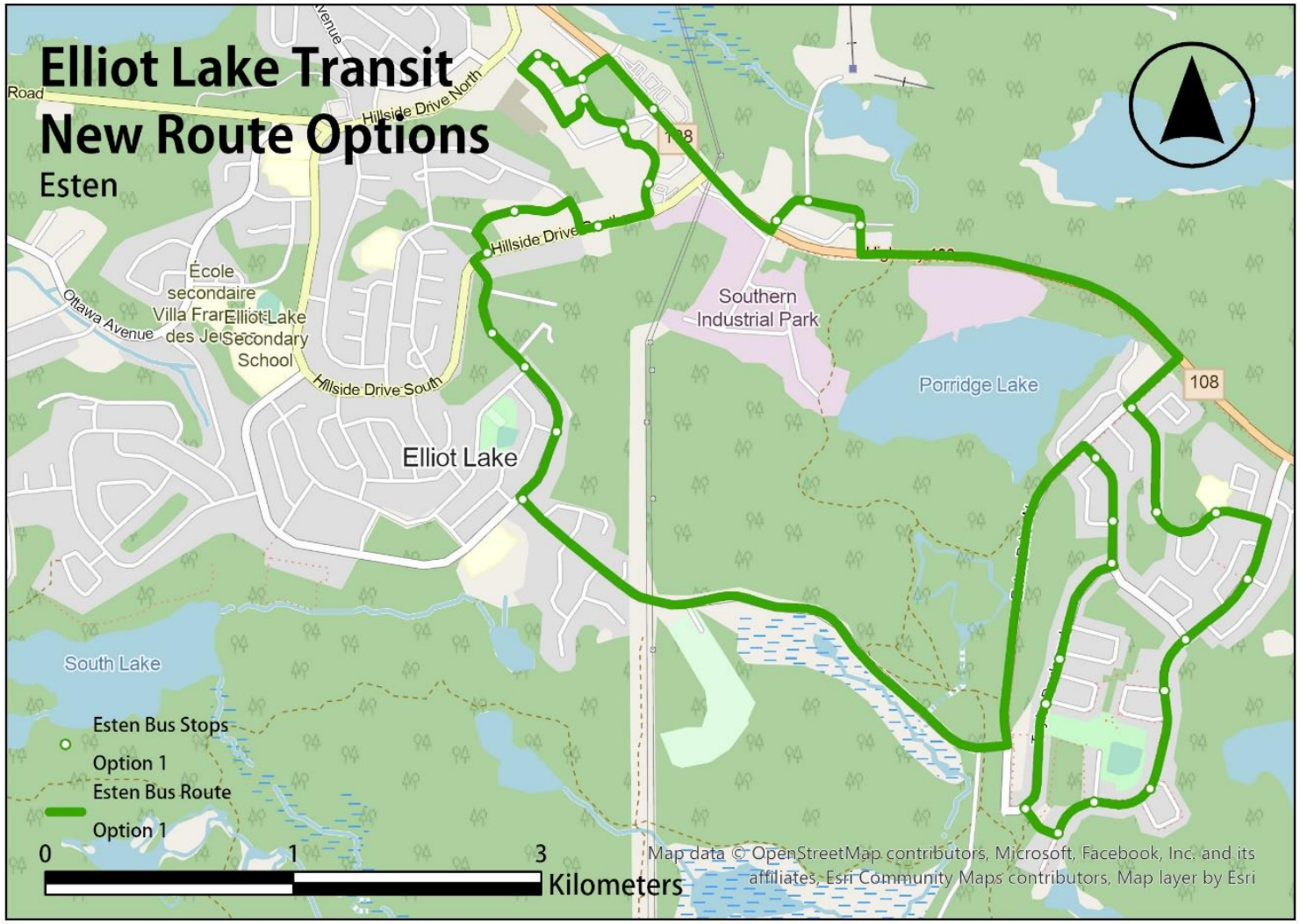


Exhibit 24: Proposed Route Options for Central



5.2. Specialised On-Demand Transit Service

Currently, Elliot Lake's established fixed-route service meets the city's demands. However, transitioning to an on-demand service could be a cost-saving measure, offering a direct, transfer-free experience similar to ride-sharing platforms like Uber. The feasibility of this approach depends on accommodating the maximum number of passengers per hour during evening service.

EXP conducted an analysis to guide the decision-making process regarding whether to retain fixed routes or shift to an on-demand system, considering ridership patterns and operational efficiency.

1. **On-Demand Service Considerations**
   - **Pilot Project:** The recommendation is to initiate on-demand service during evenings as a pilot project, potentially extending to weekends based on community reception.
   - **Community Preferences:** Recognize that the community may prefer existing fixed-route services over new models.
2. **Benefits of On-Demand Service:**
   - **Flexibility and Cost:** On-demand service offers The route is long; for increased efficiency and fewer delays,**oor-to-door Service:** This model enables door-to-door service without the need for transfers, utilizing an algorithm similar to ride-sharing services like Uber, likely to enhance customer satisfaction.
3. **Implementing On-demand Transit Services**
   - **Varying Demand:** Address varying levels of demand throughout the day, particularly during off-peak hours and weekends. This approach, similar to ride-hailing services, could allow passengers to schedule trips using a smartphone app, optimizing service efficiency during lower demand periods.
   - **Technology Utilization:** Use technology to schedule rides in real-time based on demand, communicated to drivers via a smartphone application. This could help avoid overcrowding and provide better service for those with disabilities.
   - **Balancing Cost and Reliability:** Aim to maintain a balance between cost-effectiveness and providing reliable service, especially for those without alternative transportation options. Reducing the number of vehicles to save costs could decrease service convenience and potentially lose riders.
4. **Operational Feasibility:**
   - **Evening Service Analysis:** Easier determination of service feasibility during evenings when only two days operate late.
   - **Maximum Capacity:** Establish the maximum number of passengers per hour to assess the viability of on-demand service.

     Evaluating the maximum number of passengers per hour using the service will inform decisions regarding the feasibility of on-demand service. The decision to implement on-demand service will depend on whether it can adequately meet service demand.

5. Comparative Analysis:

- **Regional Trends:** Other cities in the area have adopted on-demand services.
- **Elliot Lake's Unique Position:** Elliot Lake's fixed-route service currently covers the entire area, presenting a unique challenge for transition.

Similar cities in the region have transitioned to on-demand transit services, suggesting it as a reasonable option for Elliot Lake. Despite the potential benefits of on-demand service, the existing fixed-route service currently provides comprehensive coverage of the area.

While on-demand services offer flexibility and cost-effectiveness, concerns regarding vehicle capacity and customer satisfaction need to be addressed. Additionally, the decision to implement on-demand service will depend on an assessment of service demand and community preferences.

The potential transition to an on-demand service, particularly for evenings and possibly weekends, is considered as it offers flexibility and cost-saving benefits. However, the decision may hinge on community preferences and the perceived need for change versus maintaining fixed-route services. It is recommended that the City of Elliot Lake consider adopting an on-demand transit service as a more adaptable and economical option as a pilot project.

5.3. Transit Vehicle Capacity

This section focuses on the capacity of transit vehicles, examining the suitability of current vehicle sizes, analyzing peak passenger numbers, and exploring the impact on future vehicle procurement and service operations.

1. **Evaluation of the Current Fleet and Service Model:**

- **Introduction of Low-Floor Vehicles:** The network-wide adoption of fully low-floor vehicles provides increased space but reduces seating capacity.

- **Addressing Capacity Concerns:** It's essential to ensure these vehicles have enough capacity to avoid the necessity for passengers to stand.

    The spaciousness of low-floor vehicles is appreciated, yet the reduced seating may lead to passengers standing for longer durations, which is less than ideal.

2. **Balancing Vehicle Size and Passenger Comfort:**

- **Seating vs. Space in Low-Floor Vehicles:** Despite their roominess, low-floor vehicles offer fewer seats than traditional high-floor buses, potentially impacting customer satisfaction if standing becomes commonplace.

3. **Assessing the Need for Larger Vehicles:**

- **Investment Decisions:** The choice between acquiring larger purpose-built buses or continuing with smaller 28-foot cutaway vans depends on the analysis of maximum passenger loads.

- **Capacity Analysis:** The decision hinges on assessing the maximum passenger load on current vehicles and determining if it consistently exceeds capacity. If the load consistently exceeds 15 passengers, consideration should be given to acquiring larger vehicles.

4. **Analyzing Maximum Passenger Load:**

- **Data Collection:** Gathering information on the maximum ridership at any given time is vital

- **Vehicle Size Consideration:** Persistent counts exceeding 15 passengers, especially in the 20 to 30 range, would justify larger vehicles to maintain comfort and safety.

    The low-floor vehicles offer more space but fewer seats. The key concern is whether these vehicles can accommodate the maximum passenger load without resorting to standing room only. Data on peak ridership numbers will be crucial in determining if a shift to larger, 30-foot purpose-built buses is necessary, as opposed to the current 28-foot cutaways built on a van platform. If ridership consistently exceeds 15 passengers, larger buses may be required to ensure comfort and capacity.

5. **Operational Considerations for Trasnit Services:**

- **Leisure Ridership Impact:** The transit service experiences instances where passengers ride for leisure, contributing to increased ridership numbers.

- **Hourly Fare Policy:** Current policy allows passengers to ride for up to an hour, with fare payment required for longer durations.

- The social dimension of bus travel, including leisurely rides, must be factored into capacity planning. The existing fare policy, which allows for an hour's travel before additional payment, is another aspect to consider when analyzing ridership patterns.

5.4. Improving Accessibility

The proposed shift towards an improved accessibility model for Elliot Lake's public transportation involves several critical factors:

- **Integrating low-floor Low-Floor Vehicles:** This aims to improve access for all passengers, particularly those with mobility challenges.

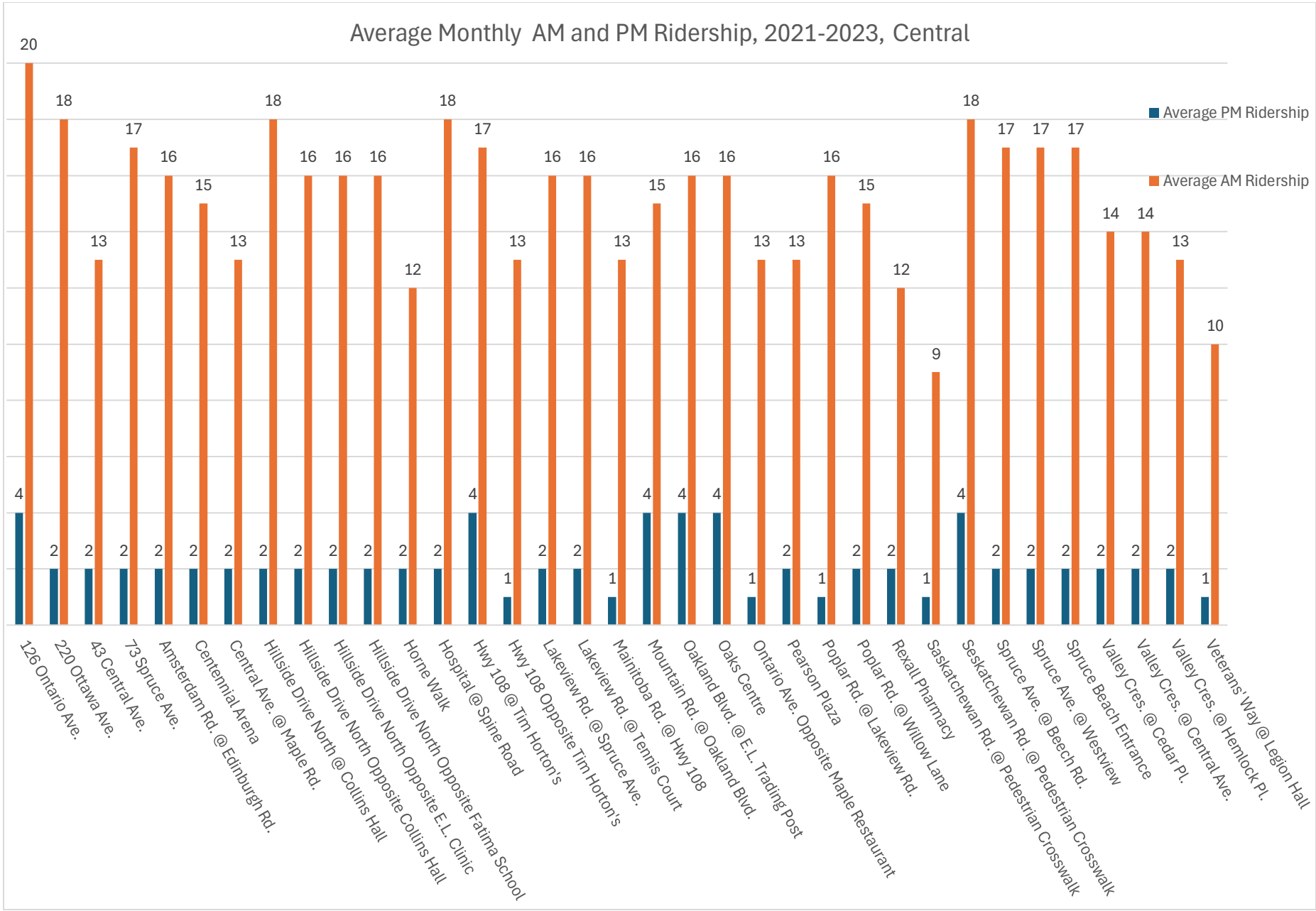
- **Effective Capacity Management:** Ensuring that vehicles can accommodate all passengers comfortably, especially during peak hours.

- **Improving Handlift Services:** By increasing the use of handlift-equipped vehicles during less busy times, the system can better serve passengers with disabilities and offer more adaptable options for all riders.

The goal is to find a balance between cost-efficiency and high-quality service by considering factors like usage trends, passenger convenience, and overall accessibility.

Pilot projects are recommended to explore new solutions to innovate and refine the transit service. These projects are crucial for gathering community feedback and tailoring the service to meet the distinct needs of Elliot Lake's residents.

Appendix A: Detailed Ridership Statistics for Each Corridor


Average Monthly AM and PM Ridership, 2021-2023, Central
Average PM Ridership
Average AM Ridership
126 Ontario Ave.
220 Ottawa Ave.
43 Central Ave.
73 Spruce Ave.
Amsterdam Rd. @ Edinburgh Rd.
Centennial Arena
Central Ave. @ Maple Rd.
Hillside Drive North @ Collins Hall
Hillside Drive North Opposite Collins Hall
Hillside Drive North Opposite E.L. Clinic
Horne Walk
Hospital @ Spine Road
Hwy 108 @ Tim Horton's
Hwy 108 Opposite Tim Horton's
Lakeview Rd. @ Spruce Ave.
Lakeview Rd. @ Tennis Court
Manitoba Rd. @ Hwy 108
Mountain Rd. @ Oakland Blvd.
Oakland Blvd. @ E.L. Trading Post
Oaks Centre
Ontario Ave. Opposite Maple Restaurant
Pearson Plaza
Poplar Rd. @ Lakeview Rd.
Poplar Rd. @ Willow Lane
Rexall Pharmacy
Saskatchewan Rd. @ Pedestrian Crosswalk
Seskatchewan Rd. @ Pedestrian Crosswalk
Spruce Ave. @ Beech Rd.
Spruce Ave. @ Westview
Spruce Beach Entrance
Valley Cres. @ Cedar Pl.
Valley Cres. @ Central Ave.
Valley Cres. @ Hemlock Pl.
Veterans' Way @ Legion Hall
4 2 2 2 2 2 2 2 2 2 2 2 2 2 4 1 2 2 1 4 4 4 1 2 1 2 2 1 4 2 2 2 2 2 2 1
20 18 13 17 16 15 13 18 16 16 16 12 18 17 13 16 16 13 16 15 16 16 13 13 16 15 12 9 18 17 17 17 14 14 13 10

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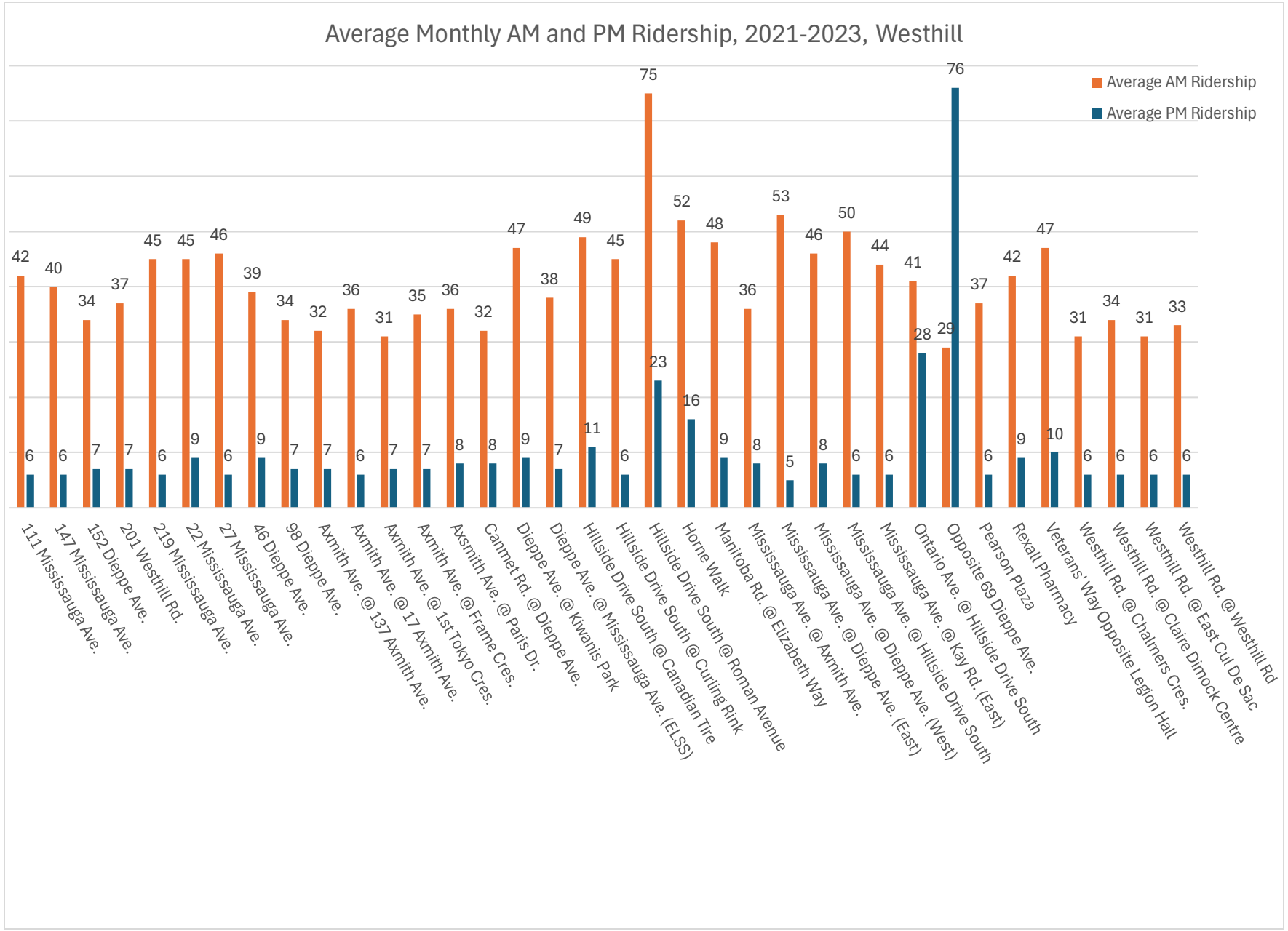
Average Monthly AM and PM Ridership, 2021-2023, Westhill
Average AM Ridership
Average PM Ridership
111 Mississauga Ave.
147 Mississauga Ave.
152 Dieppe Ave.
201 Westhill Rd.
219 Mississauga Ave.
22 Mississauga Ave.
27 Mississauga Ave.
46 Dieppe Ave.
98 Dieppe Ave.
Axmith Ave. @ 137 Axmith Ave.
Axmith Ave. @ 17 Axmith Ave.
Axmith Ave. @ 1st Tokyo Cres.
Axsmith Ave. @ Frame Cres.
Cammet Rd. @ Paris Dr.
Dieppe Ave. @ Dieppe Ave.
Dieppe Ave. @ Kiwanis Park
Hillside Drive South @ Mississauga Ave. (ELSS)
Hillside Drive South @ Canadian Tire
Hillside Drive South @ Curling Rink
Horne Walk
Manitoba Rd. @ Elizabeth Way
Mississauga Ave. @ Axmith Ave.
Mississauga Ave. @ Dieppe Ave. (East)
Mississauga Ave. @ Dieppe Ave. (West)
Mississauga Ave. @ Hillside Drive South
Ontario Ave. @ Kay Rd. (East)
Opposite 69 Dieppe Ave.
Pearson Plaza
Rexall Pharmacy
Veterans' Way Opposite Legion Hall
Westhill Rd. @ Chalmers Cres.
Westhill Rd. @ Claire Dimock Centre
Westhill Rd. @ East Cul De Sac
Westhill Rd. @ Westhill Rd
42 6
40 6
34 7
37 7
45 6
45 9
46 6
39 9
34 7
32 7
36 6
31 7
35 7
36 8
32 8
47 9
38 7
49 11
45 6
75 23
52 16
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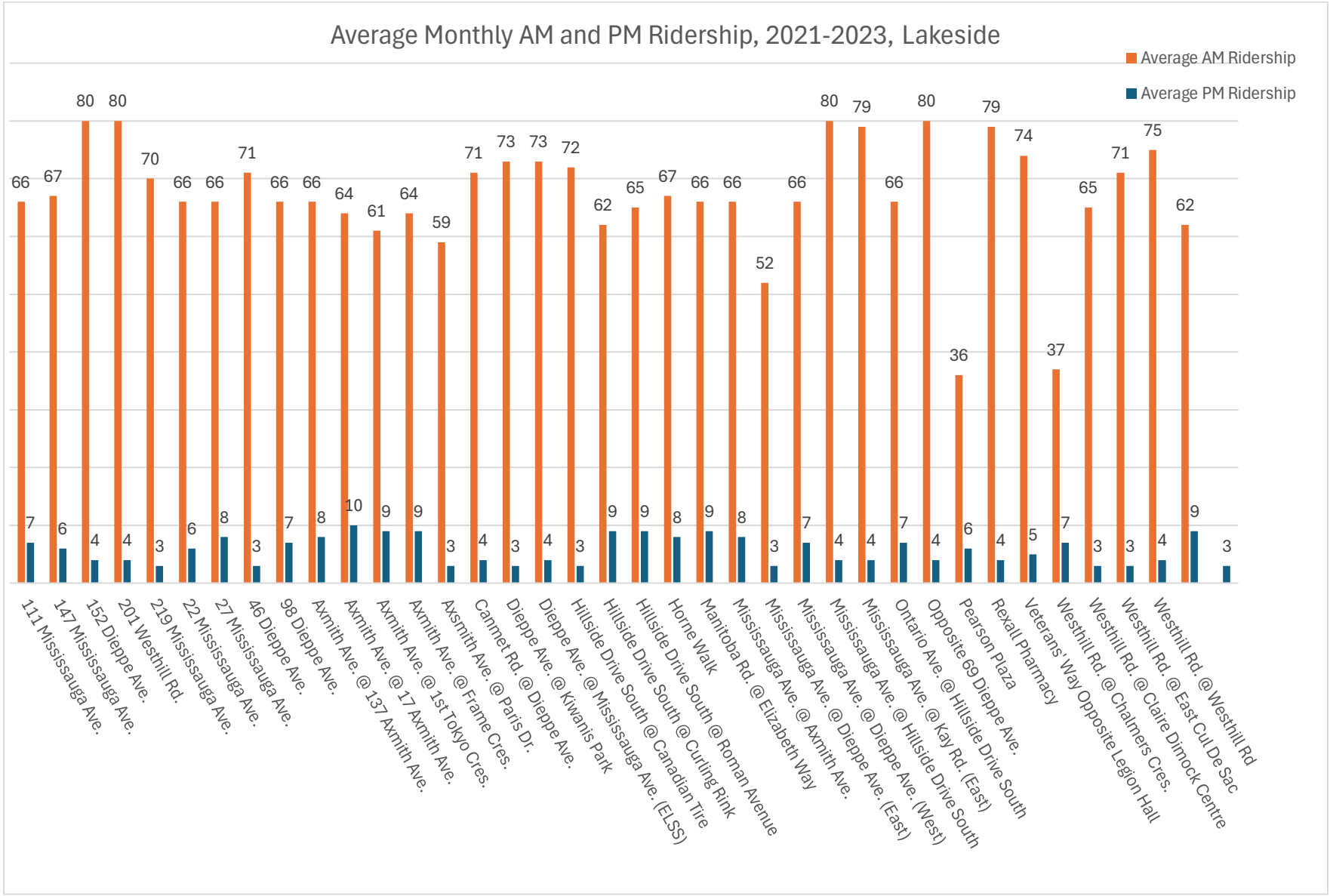
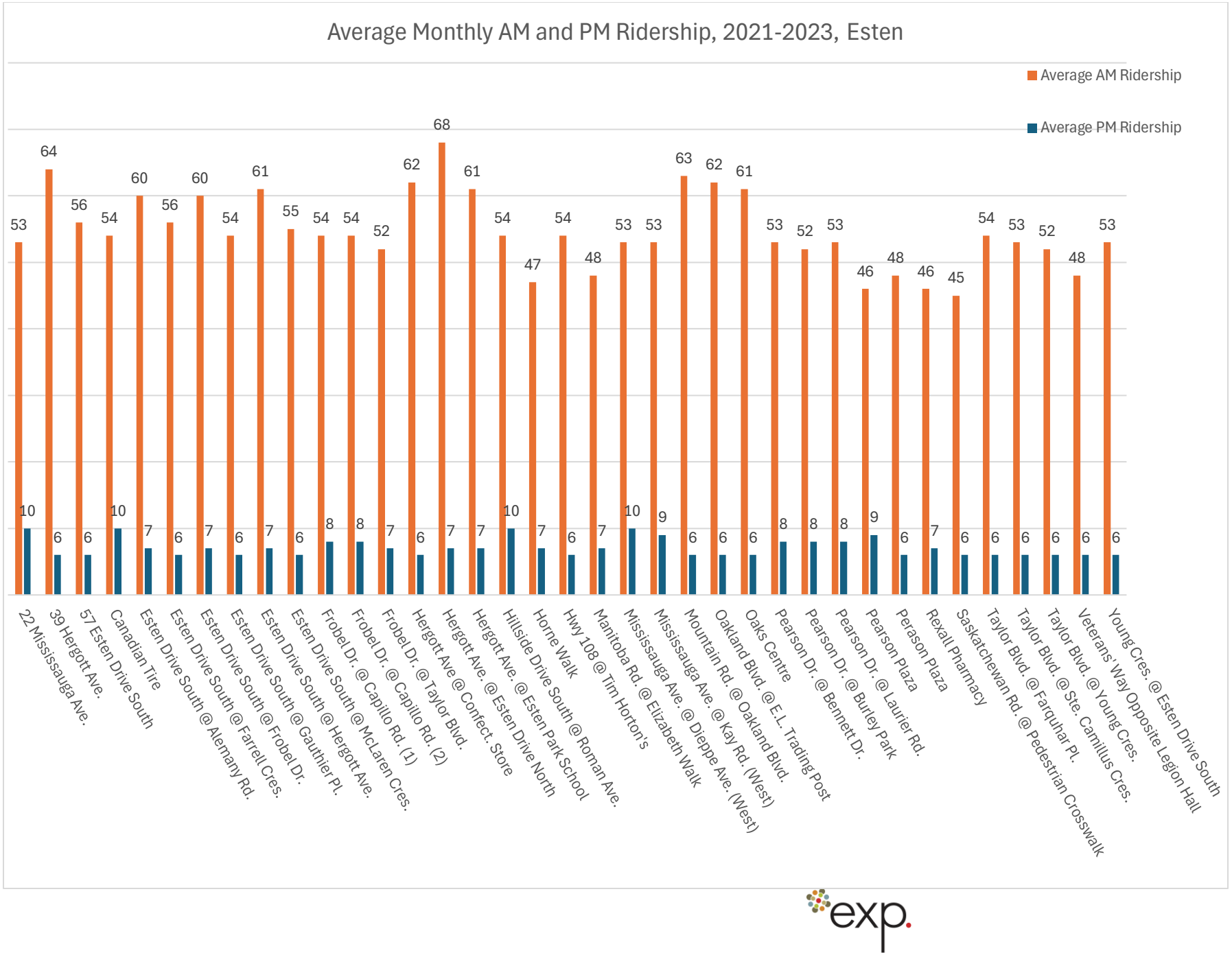
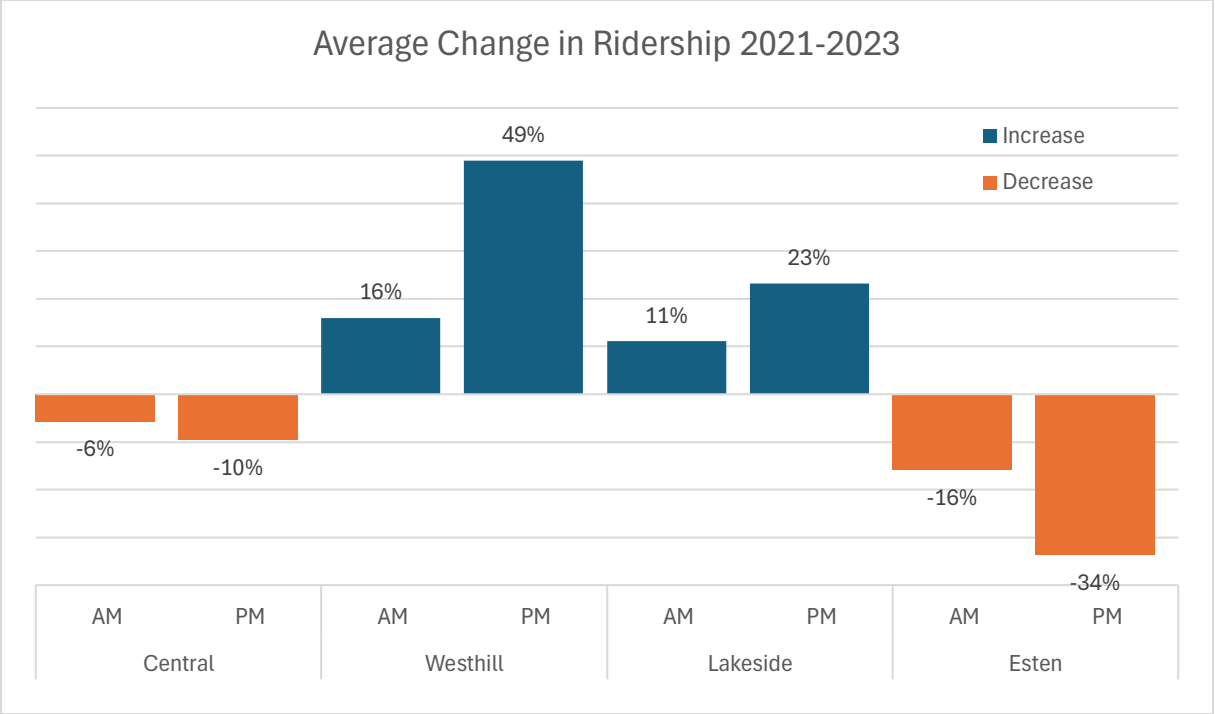
47 10
31 6
34 6
31 6
33 6


Average Monthly AM and PM Ridership, 2021-2023, Lakeside
Average AM Ridership
Average PM Ridership
66 67 80 80 70 66 66 71 66 66 64 61 64 59 71 73 73 72 62 65 67 66 66 52 66 80 79 66 80 36 79 74 37 65 71 75 62
7 6 4 4 3 6 8 3 7 8 10 9 9 3 4 3 4 3 9 9 8 9 8 3 7 4 4 7 4 6 4 5 7 3 3 4 9 3
111 Mississauga Ave.
147 Mississauga Ave.
152 Dieppe Ave.
201 Westhill Rd.
219 Mississauga Ave.
22 Mississauga Ave.
27 Mississauga Ave.
46 Dieppe Ave.
98 Dieppe Ave.
Axmith Ave.
Axmith Ave. @ 137 Axmith Ave.
Axmith Ave. @ 17 Axmith Ave.
Axmith Ave. @ 1st Tokyo Cres.
Axsmith Ave. @ Frame Cres.
Canmet Rd. @ Paris Dr.
Dieppe Ave. @ Dieppe Ave.
Dieppe Ave. @ Kiwanis Park
Hillside Drive South @ Mississauga Ave. (ELSS)
Hillside Drive South @ Canadian Tire
Hillside Drive South @ Curling Rink
Horne Walk
Hillside Drive South @ Roman Avenue
Manitoba Rd. @ Elizabeth Way
Mississauga Ave. @ Axmith Ave.
Mississauga Ave. @ Dieppe Ave. (East)
Mississauga Ave. @ Dieppe Ave. (West)
Mississauga Ave. @ Hillside Drive South
Ontario Ave. @ Kay Rd. (East)
Opposite 69 Dieppe Ave.
Pearson Plaza
Rexall Pharmacy
Veterans' Way Opposite Legion Hall
Westhill Rd. @ Chalmers Cres.
Westhill Rd. @ Claire Dimock Centre
Westhill Rd. @ East Cul De Sac
Westhill Rd. @ Westhill Rd


Average Monthly AM and PM Ridership, 2021-2023, Esten
Average AM Ridership
Average PM Ridership
22 Mississauga Ave. 53 10
39 Hergott Ave. 64 6
57 Esten Drive South 56 6
Canadian Tire 54 10
Esten Drive South @ Alemany Rd. 60 7
Esten Drive South @ Farrell Cres. 56 6
Esten Drive South @ Frobel Dr. 60 7
Esten Drive South @ Gauthier Pl. 54 6
Esten Drive South @ Hergott Ave. 61 7
Esten Drive South @ McLaren Cres. 55 6
Frobel Dr. @ Capillo Rd. (1) 54 8
Frobel Dr. @ Capillo Rd. (2) 54 8
Hergott Ave @ Taylor Blvd. 52 7
Hergott Ave. @ Confect. Store 62 6
Hergott Ave. @ Esten Drive North 68 7
Hillside Drive South @ Roman Ave. 61 7
Horne Walk 54 10
Hwy 108 @ Tim Horton's 47 7
Manitoba Rd. @ Elizabeth Walk 54 6
Mississauga Ave. @ Dieppe Ave. (West) 48 7
Mountain Rd. @ Oakland Blvd. 53 10
Oakland Blvd. @ E.L. Trading Post 53 9
Oaks Centre 63 6
Pearson Dr. @ Bennett Dr. 62 6
Pearson Dr. @ Burley Park 61 6
Pearson Dr. @ Laurier Rd. 53 8
Pearson Plaza 52 8
Rexall Pharmacy 53 8
Saskatchewan Rd. @ Pedestrian Crosswalk 46 9
Taylor Blvd. @ Farquhar Pl. 48 6
Taylor Blvd. @ Ste. Camillus Cres. 46 7
Taylor Blvd. @ Young Cres. 45 6
Veterans' Way Opposite Legion Hall 54 6
Young Cres. @ Esten Drive South 53 6



		2021	2022	2023	Average change
Central	AM	6594	4936	6745	-6%
	PM	72	147	463	-10%
Westhill	AM	21666	13221	14142	16%
	PM	2199	700	492	49%
Lakeside	AM	38325	25122	28191	11%
	PM	949	565	531	23%
Esten	AM	21585	22431	28686	-16%
	PM	572	759	1023	-34%