

Subject: OC Transpo Bus Route Review

File Number: ACS2023-TSD-TCSP-0023

Report to Transit Commission on 14 November 2023

Submitted on November 2, 2023 by Renée Amilcar, General Manager, Transit Services Department

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Ward: Citywide

Objet : Examen des circuits d'autobus d'OC Transpo

Numéro de dossier : ACS2023-TSD-TCSP-0023

Rapport présenté au Commission du transport en commun

Rapport soumis le 14 novembre 2023

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Quartier : À l'échelle de la ville

REPORT RECOMMENDATION

That the Transit Commission receive this report for information.

RECOMMANDATION DU RAPPORT

Que la Commission du transport en commun reçoive ce rapport pour information.

EXECUTIVE SUMMARY

In January 2023, aligned with the Transit Services 5-Year Roadmap ([ACS-2023-TSD-TS-0011](#)), OC Transpo launched the Bus Route Review. The review was designed to examine and confirm transit service planning principles, determine network design changes related to the opening of the Stage 2 O-Train extensions, and be reflective of changes to customers' transit use and travel patterns since the onset of the COVID-19 pandemic. O-Train Line 2 and Line 4 are set to be operational in early 2024 and the bus route network needs to reflect the connections that it provides to customers.

Since January 2023, the project team has received feedback from across the entire city through various consultation methods. This feedback from residents, advocacy groups, businesses and other stakeholders was shared with the consultant, Dillon Consulting, to facilitate their review of the bus service network. Dillon Consulting is a recognized expert in public transit with a presence in Ottawa.

The proposed new bus route network follows the principles set by the Transit Commission and Council in the report "Transit Service Evaluation Criteria" adopted by Council on April 21, 2021 ([ACS2021-TSD-TS-0008](#)), and uses themes agreed upon by both staff and the consultant. Upon implementation of these changes from the bus route review, it is anticipated that some customers will experience a range of impacts to their transit trips; many customers will have no substantial change to the trips they make day to day and the overall reliability of the system will see improvements. Specific details about trips in various areas of the city are outlined in the report.

OC Transpo will communicate changes to the bus route network using multiple communication channels over several months to increase customer understanding and awareness. Specific tactics and timing will vary to maximize reach and value.

Changes help ensure that a sustainable bus route network is available, with a reliable target of 99.5 per cent. This reliability target would align OC Transpo with transit best-practices from around the world.

The Bus Route Review, presented in this report, strives to:

- Deliver 99.5 per cent of the scheduled service.
- Follow best-practices after the COVID-19 pandemic to adapt our customer's behaviors.
- Prepare for the launch of the Line 2 and Line 4.

- Prepare for the opening of Line 1, eastbound and westbound.
- Align the transit system with the feedback received from customers and stakeholders.

OC Transpo commits to providing Transit Commission and Council with ongoing updates throughout the implementation of the bus route updates. Customers will have extensive opportunities to provide their feedback on the updated system through OC Transpo's communication channels.

RÉSUMÉ

En janvier 2023, OC Transpo a lancé l'examen des circuits d'autobus qui s'arrime sur la feuille de route quinquennale des services de transport en commun (ACS-2023-TSD-TS-0011). L'examen visait à examiner et à confirmer les principes de planification des services de transport en commun, à déterminer les modifications à apporter à la conception du réseau en lien avec l'ouverture des prolongements de l'Étape 2 de l'O-Train, et à refléter les changements dans les habitudes d'utilisation et de déplacement des usagers du transport en commun depuis le début de la pandémie de COVID-19. Les Lignes 2 et 4 de l'O-Train doivent entrer en service au début de 2024 et il faut que le réseau de circuits d'autobus reflète les correspondances qu'il offre aux clients.

L'équipe du projet a reçu depuis janvier 2023 un retour d'information de toute la ville grâce à diverses méthodes de consultation. Ces commentaires, qui provenaient des résidents, des groupes de défense des intérêts, des entreprises et d'autres parties prenantes, ont été partagés avec Dillon Consulting pour faciliter son examen du réseau de service d'autobus. Dillon Consulting est un expert-conseil reconnu dans le domaine du transport en commun, qui a une présence à Ottawa.

Le nouveau réseau de circuits d'autobus proposé suit les principes établis par la Commission du transport en commun et le Conseil dans le rapport intitulé « Critères d'évaluation du service de transport en commun », qui a été adopté par le Conseil le 21 avril 2021 ([ACS2021-TSD-TS-0008](#)), et utilise les thèmes convenus par le personnel et l'entrepreneur. Une fois mis en œuvre, les changements découlant de l'examen des circuits d'autobus devraient avoir une série de répercussions sur les trajets de certains clients; pour bien des usagers, cela n'entraînera pas de grands changements aux déplacements qu'ils effectuent au jour le jour. Les détails spécifiques concernant les trajets dans divers secteurs de la ville sont présentés dans le rapport.

Les changements apportés au réseau de circuits d'autobus seront annoncés par de nombreux canaux de communication pendant plusieurs mois afin d'accroître la compréhension et la sensibilisation des clients, et d'en maximiser la portée et la valeur.

Les changements sont nécessaires pour avoir un réseau de circuits d'autobus adéquatement financé et durable, qui est fiable et qui peut atteindre une cible de disponibilité de 99,5 pour cent. Cette cible de fiabilité permettrait à OC Transpo de s'aligner sur les meilleures pratiques de transport en commun qui ont cours dans le monde.

L'examen des circuits d'autobus, qui est présenté dans ce rapport, vise à :

- Répondre à la volonté ferme d'OC Transpo de fournir 99,5 pour cent du service promis
- Suivre des pratiques exemplaires à la suite de la pandémie de COVID-19 afin de s'adapter aux comportements de nos clients.
- Se préparer pour le lancement de la Ligne 2 et de la Ligne 4.
- Se préparer pour l'ouverture de la Ligne 1 en direction est et ouest.
- Créer un réseau de transport en commun qui introduit et met en œuvre les idées et les commentaires des clients et des parties prenantes.

OC Transpo s'engage à fournir à la Commission du transport en commun et au Conseil des mises à jour continues tout au long de la mise en œuvre des changements apportés aux circuits. Les clients auront également l'occasion de faire part de leurs commentaires sur le système actualisé par les canaux de communication d'OC Transpo.

BACKGROUND

On June 29, 2023, staff presented to the Transit Commission OC Transpo's 5-Year Roadmap ([ACS-2023-TSD-TS-0011](#)), which outlines OC Transpo's strategic initiatives, designed to embrace opportunities for change and renewal to help align the City's transit service with the new Strategic Plan and Term of Council Priorities. The Roadmap included OC Transpo's approach for stabilizing service delivery and increasing service reliability by reviewing all bus routes and by managing operations through data and key performance indicators (KPIs). The review of transit routes into OC Transpo's Roadmap was informed by a number of factors, including:

1. The commitment to meet a target of 99.5 per cent service delivery, aligning with transit best practices worldwide.
2. Listening to the needs of our customers.
3. Our recognition of the need, following the pandemic, to align our service to reflect post-pandemic travel patterns. Peer transit agencies in Boston, Calgary, Edmonton, Longueuil, Montréal, Vancouver, and other cities have completed or are completing a similar exercise.
4. The imminent launch of O-Train Lines 2 and 4 to the south.
5. Being ready for the east and west expansion of our rail network with the opening of the extended O-Train Line 1 and the new O-Train Line 3.

Staff use KPIs for monitoring and diagnosis of service delivery, and regularly provide selected KPIs to the Transit Commission regarding on-time performance and bus service delivery, among others. Staff constantly review service levels against ridership and other demand data, and make daily and quarterly adjustments through the Spring, Fall, Summer and Winter service schedule adjustments.

In January 2023, aligned with the 5-Year Roadmap, OC Transpo launched this Bus Route Review, designed to examine and confirm transit service planning principles, determine network design changes that should be considered related to the opening of the Stage 2 O-Train extensions, and be reflective of changes to customers' transit use and travel patterns since the onset of the COVID-19 pandemic. O-Train Lines 2 and 4 are set to be operational in early 2024 and the bus route network needs to reflect the faster more convenient connections that it provides to customers.

As outlined in more detail in this report, staff conducted consultations with transit customers and others to inform the Bus Route Review, and engaged a consultant, Dillon Consulting, for the network analysis. Dillon are experts in the field of transit planning and have a long history of work for the City of Ottawa. Consultation was an integral step in the bus route review and feedback was received from across the entire city, including from residents, advocacy groups, businesses, and other stakeholders. This feedback was shared with the consultant to facilitate their review of the bus service network. Dillon also reviewed Ottawa's transit service planning policies and guidelines against those of peer agencies.

This network alignment is necessary to help ensure reliability and to meet an availability target of 99.5 per cent. This reliability target would align OC Transpo with transit best practices from around the world.

DISCUSSION

OC Transpo 5-Year Roadmap

Received by the Transit Commission at its meeting of June 29, 2023, and having evolved from OC Transpo's Annual Business Plan, the 5-Year Roadmap ([ACS-2023-TSD-TS-0011](#)) embraces opportunities for change and renewal within OC Transpo. Pressured by the pandemic recovery, the 5-Year Roadmap aligns the Transit Services Department with the new City Strategic Plan and Term of Council Priorities using original perspectives from the departmental leadership team. OC Transpo's vision is defined in the 5-Year Roadmap as, "Proud to be your choice to get there." While the vision speaks to two key elements: pride and choice, the mission speaks to the commitments our organization makes to move us closer to our vision, "We connect and build Ottawa's communities. We promise to deliver safe, clean, dependable, and accessible public transit. We put our people and our customers first."

Supporting the vision and mission are five foundational pillars that outline the strategic initiatives staff have committed to undertake to realize the department's vision and mission. One of these pillars is "Our Service". Within that pillar, OC Transpo commits to "stabilizing our service delivery and increasing reliability by reviewing our transit routes and managing operations through data and KPIs."

The Bus Route Review is one of the strategic priorities within the "Our Service" pillar, and along with the alignment of service with customers' current travel needs, it is one of several initiatives to improve the reliability of service delivery. As the Transit Commission is aware, a major focus is and continues to be the recruitment of operators and maintenance staff. In addition, a staff focus is also in place to review maintenance activities and to identify long-term actions to support service reliability. All of this work is focused on achieving and maintaining 99.5 per cent service delivery.

Previous Major Changes to the Bus Route Network

Staff regularly review service based on ridership and demand while making quarterly adjustments through the Spring, Fall, Summer and Winter service schedule adjustments. Previous thorough and fundamental reviews of OC Transpo's service standards and service delivery were undertaken in 1997, 2005, 2011, and 2016. The

most recent review in 2016 identified how bus routes and the fare system would be changed in connection with the opening of O-Train Line 1, to be consistent with Council's directions on building the new rail line.

This Bus Route Review

With new direction outlined in the 5-Year Road Map, in early 2023, OC Transpo launched the Bus Route Review to re-establish transit planning principles, such as service frequency, service hours, area coverage, and walking distances to transit. Part of this work was also to determine network design changes that should be considered related to the opening of the Stage 2 O-Train extensions and be reflective of changes to customers' usage and travel patterns since the onset of the COVID-19 pandemic.

Consultant for Bus Route Network Design

To undertake the current review, OC Transpo engaged Dillon Consulting who has a long presence in Ottawa. Dillon has worked on the Transitway system, road network, and numerous residential communities in the region. As part of their work, Dillon assessed the challenges and opportunities facing public transportation in Ottawa. To do so, Dillon:

- Reviewed Ottawa's existing transit policy framework;
- Compared the public transit system performance in Ottawa against peer agencies in Waterloo, Ontario; Winnipeg, Manitoba; Calgary, Alberta; Portland, Oregon; and Canberra, Australia; and,
- Recommended changes to Ottawa's policy framework which align to network design, service levels, and service reliability.

Dillon concluded that Ottawa compared very well to its peer agencies with network planning policies, but service delivery needs to be improved and included in the planning guidelines.

Consultation for the Bus Route Review

To facilitate Dillon Consulting's review of OC Transpo's bus service network and to understand what the residents of Ottawa want from their transit system, the Bus Route Review project team consulted with internal and external stakeholders using a variety of tactics. Several in-person and one virtual open house saw over 160 attendees; a survey launched in May collected over 8,200 responses; and many internal conversations with

bus operators detailed how staff could best redesign the bus route network. Supporting Document 1, the “As We Heard It Report”, summarizes the feedback collected from these consultations. This information was shared with Dillon Consulting for their consideration when redesigning the bus route network. The key themes as noted by residents through the various consultation tactics are outlined here:

What people asked for	Key themes
More direct routes	Direct routes to schools, O-Train, Park and Rides Fewer transfers
Routes / connection to major hubs	Crosstown routes Suburb-to-suburb routes Better connections
More route options	Expand service area More local, rural, Connexion routes Reinstate pre-O-Train routes Parallel service to the O-Train On-demand service
Service hours	24/7 service Start earlier End later More weekend hours
Increase frequency	Off-peak During peaks On weekends
No change	Some respondents said no changes were needed

Network Design Principles

The proposed new bus route network follows the principles set by the Transit Commission and Council in the report “Transit Service Evaluation Criteria,” adopted by Council on April 21, 2021:

1. Retain transit mobility to and from all parts of the urban area, as funding allows.
2. Continue to have the O-Train and Transitway as the spine of the network.
3. Retain daytime service at least every 5 minutes* on O-Train Line 1.
4. Retain daytime service at least every 15 minutes on Rapid and Frequent bus

routes.

5. Retain service at least every 30 minutes on most remaining Local and Connexion routes.

(* Note that weekend service on O-Train Line 1 is currently reduced to every 10 minutes to match current post-pandemic ridership levels.)

The proposed new bus route network also puts a strong emphasis on service reliability, consistent with the results of consultation, and even more important with the current service levels on many routes, reduced in frequency to align with current ridership levels, influenced by the current levels of working from home.

For the network redesign, Dillon Consulting focused on five goals:

1. **Sustainable Transit:** prioritizing a mode shift to sustainable modes including all day service.
2. **Access to Transit:** fast and frequent service along main transit corridors.
3. **Connected Transit:** Ensuring strong connectivity to encourage a shift away from driving as people outside of the urban center will also rely on transit and good active transportation connections.
4. **Equitable Transit:** Enabling easier trip chains between multiple destinations and providing access to more local amenities. Bus routes serving all parts of the urban area and linking to all major destination provide mobility for all.
5. **Complete Communities:** Supporting the City's plans for 15-minute neighbourhoods where most daily amenities are provided locally so that people are able to accomplish most daily tasks without needing to drive.

Overall Themes of the Proposed New Bus Route Network

To implement a network that addresses these five goals, Dillon Consulting and staff agreed on overall themes that were used to design the new bus route network. Greater detail on these changes are found further in the report. Once the new bus route network is implemented, customers will see:

- Adapt the capacity to/from downtown to align with current ridership levels and travel needs:
 - Many Connexion routes (200-series) replaced by other routes;

- Rapid routes (Transitway routes) continue; and
- Sufficient capacity to carry all current customers; however, buses will be more crowded than current levels as capacity is aligned with actual ridership.
- More frequent service on many important routes in all parts of the city:
 - 15-minute service at most times.
- Improved connections to O-Train Line 2 and Line 4:
 - Taking advantage of the quick, high-capacity service on Line 2 from Riverside South to Central Ottawa and the connection with Line 1 at Bayview Station; and
 - Making it easy to reach South Keys Station, where Line 4 connects with Line 2 to bring customers to the Ottawa International Airport.
- Improved connections between and to community hubs:
 - More connections to commercial and employment areas, especially newer shopping areas, developed since the current bus routes were established.
- Redirecting service away from some streets:
 - Streets with low ridership or that are close to other streets where service will continue.

Upon implementation of changes from the bus route review, it is anticipated that some customers will experience a range of impacts to their transit trips. With the route changes outlined in this report, most customers will have no substantial change to the trips they make today.

With the proposed new bus route network, customers would experience these changes:

1. Frequency/waiting time – More frequent service on some major bus routes, improved to 15-minute service. Also, reallocating surplus capacity on 200-series downtown-oriented connexion routes due to the reduction in travel following COVID-19 and work-from-home policies.
2. Travel time – Faster trips for some customers, taking advantage of O-Train Line

- 2.
3. Connections – Main line routes to make more connections to community hubs and transit stations. Local routes to make more connections to community destinations, particularly grocery stores.
4. Walking distance – To provide a more reliable service, some customers would need to walk further to their nearest bus stop, to make the routes simpler and to guarantee a more direct and quick connection to the rapid transit network, the backbone of the system.
5. Transfers – Many customers have asked for more and better local routes. The revised bus route network will deliver these improvements, however, in some cases customers on these routes would have longer travel times, and some would have an additional transfer.

Proposed Route Changes

The results of the consultation (As We Heard It Report) and the network design work carried out by Dillon Consulting are listed below, outlined geographically.

Kanata and Stittsville

Improvements

- **Route 62** would operate from Tunney's Pasture Station to Stittsville, adding improved connections at Eagleson Station and new service on Campeau west of Terry Fox.
- **Route 63** would operate from Tunney's Pasture Station to Kanata North, improved to all-day 15-minute service by combining with the current Route 64, and adding improved connections at Eagleson Station.
- **Route 67** would be increased to operate seven days a week, between Terry Fox Station and Cope, with the current peak-period extended trips to Tunney's Pasture Station continuing.
- New all-day **Route 68** would replace the section of the current Route 88 west of Queensway-Carleton Hospital and would operate from Terry Fox Station to Baseline Station, overlapping Route 88 to provide increased capacity on the busy section between Queensway-Carleton Hospital and Baseline Station.

- **Route 110** would be extended to operate from Kanata North to Limebank Station via Barrhaven, providing north-south connections within Kanata, connections to the Citigate employment area from Kanata, Barrhaven, Riverside South, and O-Train Line 2, and providing the primary east-west connection between Barrhaven and O-Train Line 2 in Riverside South.
- New all-day **Route 162** would provide local service between Terry Fox Station and the commercial area at Campeau/Palladium.
- New all-day **Route 163** would provide local service between Carp/Kittiwake and Terry Fox Station via Abbott and Castlefrank.
- New all-day **Route 164** would provide local service from Eagleson/Cope and nearby commercial areas to Terry Fox Station via Castlefrank.
- Together, Routes 61, 163, and 164 would provide frequent service on Castlefrank.
- **Route 165** would be increased to 7-day service between Innovation Station and Terry Fox Station and would be extended to serve Katimavik between Terry Fox and Castlefrank.
- **Route 168** would be revised to add service on Maritime Way, Kanata Avenue, and Beaverbrook.
- Connexion **Route 261** would be revised to add new service on Kimpton and to remove service on the short section of Stittsville Main Street north of Kimpton.
- Connexion **Route 263** would be extended to add new service from Richmond to Tunney's Pasture Station via Stittsville, and would operate with two morning trips and two afternoon trips.
- Connexion **Route 265** would be revised to operate two ways, rather than as a one-way loop, on Penfield, Leacock, and Varley.
- New Connexion **Route 266** would operate from Amberwood and Granite Ridge in Stittsville to Tunney's Pasture Station and would replace parts of the current Route 261.
- Connexion **Routes 261, 263, and 266** would be revised to operate via Palladium to and from Highway 417 to better serve nearby residents, and would no longer

stop at the Canadian Tire Centre bus loop.

Other Changes

- Non-event services would be removed from the Canadian Tire Centre bus loop and the leased park and ride lot there would be closed.
- Route 61 trips to and from Gatineau would be replaced by new connecting **Route 13** from Tunney's Pasture Station.
- The "61C" and "61D" variants would be removed from the Route 61 schedule, making service more consistent through the day.
- The current limited service on current Route 158 to Haanel would be replaced by special trips on **Route 63**.
- **Route 66** would be revised to remove service on the section of Solandt east of Legget.
- **Route 161** would be revised to serve Hope Side Road, Bridlewood, Fernbank/Terry Fox, Eagleson, and Campeau.
- **Route 168** would replace Route 161 on Rothesay, Sheldrake, and Abbeyhill.
- **Route 110** would replace Route 165 on Klondike, Marconi, Shirley's Brook, and Helmsdale.
- Connexion **Route 256** would be revised in Kanata South, to serve Cope, Equestrian, Steeple Chase, Bridgestone, Summergaze, and Moodie through Bells Corners.
- Connexion Routes 252, 257, 265, 267, 268 would be removed, with nearby service provided by other routes.

West Ottawa and North Nepean

Improvements

- **Route 11** and **Route 87** would operate via Ambleside.
- **Route 51** Lincoln Fields to Tunney's Pasture revised via Richmond Road and Woodroffe.

- **Route 53** would be expanded to operate from Tunney's Pasture Station to Baseline Station via Laperrière, Woodward, Maitland, Merivale, Woodfield, Medhurst, and Woodroffe, replacing parts of Routes 50 and 83.
- **Route 56**, operating between Tunney's Pasture Station and King Edward via Dow's Lake and Lees stations, would be increased to operate all day, seven days a week, over the full route.
- **Route 81** would be expanded to operate between Tunney's Pasture Station and Baseline Station via Westboro Beach, Carlington, Iris, and Craig Henry, replacing parts of Routes 16, 50, 58, and 82.
- **Route 86** would be extended south on Fisher and Prince of Wales to Auriga/Antares.
- **Route 87** would be revised to operate via Richmond Road, Ambleside, Lincoln Fields shopping centre, Lincoln Fields Station, and Carlingwood.
- **Route 88** would be revised to operate between Hurdman Station and Bayshore Station, with the section of the route west of Queensway-Carleton Hospital to be replaced by new Route 68.
- **Route 111** would be revised to operate directly along Meadowlands, Prince of Wales, and Heron, via Mooney's Bay Station, to Billings Bridge Station.
- New all-day **Route 112** would operate between Baseline Station and Billings Bridge Station via Viewmount, Prince of Wales, and Heron, with a connection to O-Train Line 2 at Mooney's Bay Station; this route would replace parts of current Routes 89 and 111.
- New weekday peak period **Route 115** would operate between Baseline Station and Greenboro Station via Slack, MacFarlane, and Hunt Club, replacing Route 80 on MacFarlane and providing additional connections and capacity.
- New **Route 116** would operate from Baseline Station to Greenboro Station via Hunt Club, replacing current Route 96, improving connections and making service more frequent.
- **Route 187** would be extended to Auriga/Antares.
- New weekday **Route 189** would operate from Baseline Station to Colonnade,

replacing part of current Route 89.

Other Changes

- Route 50 service on Churchill between Scott and Carling would be removed.
- Route 51 service between Lincoln Fields Station and Britannia would be replaced by new **Route 52**.
- Route 54 service in the Tunney's Pasture campus and on Parkdale north of Scott would be removed.
- **Route 58** would be revised to operate from Crystal Bay to Bayshore Station only.
- Route 58 service on Morrison would be reduced to weekday peak periods and would be provided by revised **Route 82**.
- **Route 82** service on Dumaurier, Banner, McLellan, and Bellman would be reduced to weekday peak periods.
- **Route 84** would be reduced to weekday peak periods.
- Route 111 service on Chesterton would be removed.
- Route 111 service to Carleton would be replaced by the O-Train connection at Mooney's Bay Station.
- Route 153 would be replaced by more frequent service on parts of Routes 11, 81, and 87.
- Limited service on Routes 114, 154, 155, and 186 would be removed.
- Connexion Routes 258 and 282 would be removed, with nearby service provided by other routes.

Barrhaven, Riverside South, Richmond, and Manotick

Improvements

- **Route 73** would be extended to operate from Limebank Station to Tunney's Pasture Station via Leikin.
- **Route 74** would be extended to operate from Limebank Station to Tunney's Pasture Station via Nepean Woods Station.

- **Route 110** would be extended to operate from Kanata North to Limebank Station via Barrhaven, providing connections to Kanata and the Citigate employment area, providing the primary east-west connection between Barrhaven and O-Train Line 2 in Riverside South, and replacing part of current Route 99.
- New all-day **Route 117** would operate between the Citigate commercial area and Limebank Station, replacing part of current Route 171.
- New all-day **Route 119** would operate between Barrhaven Centre and Limebank Station via Borbridge and Spratt.
- **Route 170** would be revised to operate from the Citigate commercial area to Fallowfield Station via Jockvale and Laming.
- **Route 173** would be revised to operate between the Citigate commercial area and Fallowfield Station via Kennevale, Sherway, and Foxfield.
- Connexion **Route 263** would be extended to add new service from Richmond to Tunney's Pasture Station via Stittsville, and would operate with two morning trips and two afternoon trips.
- New Connexion **Route 275** would operate from Halfmoon Bay to Tunney's Pasture Station via Stonebridge, replacing Route 175.
- New Connexion **Route 276** would operate from Manotick to Tunney's Pasture, replacing current Route 176.
- Connexion **Route 283** would be revised to operate from Munster Hamlet and Richmond to Limebank Station on O-Train Line 2.

Other Changes

- Route 75 service to Gatineau would be replaced by new connecting **Route 13** from Tunney's Pasture Station.
- Limited service on Route 199 would be removed, with service to the employment area on Leikin replaced by extended **Route 73**.
- Connexion Routes 270, 271, 272, 273, and 278 would be removed, with nearby service provided by other routes.

Central Ottawa

Improvements

- **Route 5** would be extended to operate from Rideau Station to Elmvale via Smyth, replacing part of Route 55.
- New all-day **Route 8** would operate between Gatineau and Dow's Lake Station via Preston, replacing part of Route 85.
- **Route 9** would be modified to provide two-way service on Sussex between Boteler and Murray.
- **Route 9** would be extended to Carleton Station via Billings Bridge Station, replacing part of Route 10 and supplementing the revised Route 12.
- **Route 11** would be revised to operate via Bayswater and Albert to provide a new connection to O-Train Lines 1 and 2 at Bayview Station, and return to Somerset via Preston.
- **Route 11** would be extended to operate from Bayshore Station to St-Laurent Station, replacing current Route 18.
- **Route 12** would be extended to operate from Blair Station to Hurdman Station via downtown and Carleton Station, replacing current Route 10.
- New weekday peak period **Route 13** would operate between Gatineau and Tunney's Pasture Station, replacing parts of Routes 16, 61, 63, 66, and 75.
- **Route 16** would be extended to operate from Parliament Station to Billings Bridge Station via Sandy Hill, Lees Station, Main, and Riverdale, replacing part of current Route 5.
- New weekday peak period **Route 17** would operate from Wateridge Village to Rideau Station via Montréal Road and Brittany.
- **Route 20** would be extended to operate between St-Laurent Station and Rideau Station via Vanier and Lowertown.
- **Route 56**, operating between Tunney's Pasture Station and King Edward via Dow's Lake and Lees stations, would be increased to operate all day, 7 days a week, over the full route.
- **Route 85** would be extended to operate from Bayshore Station to Lees Station

via Chamberlain/Catherine, replacing part of Route 55.

Other Changes

- Route 15 service to Gatineau via Portage would be removed, replaced by the connection to STO services at Lyon Station.
- The section of Route 16 west of Parliament Station would be removed, with nearby service provided by other routes.

South Ottawa and Alta Vista

Improvements

- **Route 40** would be revised to operate from St-Laurent Station to Greenboro Station via Queensdale, Albion, and Bridlepath.
- New all-day **Route 41** would operate between Billings Bridge Station and St-Laurent Station via Heron, Walkley, Russell and Elmvale, replacing part of Route 46.
- **Route 48** would be extended to operate from Hurdman Station to Carleton Station via Elmvale, Billings Bridge Station, and Sunnyside.
- **Route 49** would be extended to operate from Elmvale to Carleton Station via Billings Bridge Station and Sunnyside.
- **Route 90** would be revised to operate via McCarthy, Cahill, and Uplands.
- New all-day **Route 91** would operate from Uplands Station to Greenboro Station via Uplands Drive and replacing current Route 197.
- **Route 93** would be revised to extend to the residential area east of Bank Street and to operate only to Leitrim Station.
- New weekday peak period **Route 94** would operate on Kelly Farm in Findlay Creek to Leitrim Station, replacing Connexion Route 294.
- New weekday peak period **Route 115** would operate between Baseline Station and Greenboro Station via Slack, MacFarlane, and Hunt Club.
- New **Route 116** would operate from Baseline Station to Greenboro Station via Hunt Club, replacing current Route 96, improving connections and making

service more frequent.

Other Changes

- New weekday peak period **Route 43** would operate from Karsh to Greenboro Station via Johnston and Tapiola, replacing part of Route 40.
- Route 90 service would be removed from Riverside Drive between Walkley Road and Uplands Drive.
- **Route 92** would be revised to operate in weekday peak periods between Greenboro Station and Billings Bridge Station via Plante, Walkley Station, Herongate, and Clementine.
- Route 93 service would be removed from Bank, Athans, and Sixth.
- Route 97 service to the Airport would be replaced by **O-Train Line 4**.
- Route 99 service to Riverside South would be replaced by **O-Train Line 2**.
- Route 140 service would be removed from Jefferson, Featherston, and Ryder.
- Route 141 service would be removed from Kaladar, Brookfield, and Clover.
- Route 190 limited service to St. Patrick's Home would be removed.
- Connexion Routes 290 and 291 would be removed, with nearby service provided by other routes.

East Ottawa and Orléans

Improvements

- New weekday peak period **Route 17** would operate from Wateridge Village to Rideau Station via Montréal Road and Brittany.
- **Route 24** would be extended to operate between St-Laurent Station and Chapel Hill Station via Ogilvie, Blair Station, Jasmine Crescent, Beacon Hill, and Blackburn Hamlet.
- **Route 25** would be extended to operate from Millennium Station to Wateridge Village via Innes, Blair Station, and La Cité, and would replace Route 27.
- **Route 30** would be revised to operate via Montmère on all trips.

- **Route 31** revised to operate between Innes and Place d'Orléans via des Épinettes, Charlemagne and St-Joseph.
- New all-day **Route 133** operating from Tenth Line to Place d'Orléans via Meadowglen, Forest Valley, Fortune, St-Joseph.
- In Blackburn Hamlet, the demonstration pilot project of on-demand service on weekends is expected to start in December 2023.

Other Changes

- The leased park and ride lot at Telesat Court (near Blair Station) would be closed.
- **Route 26** would be reduced to weekday peak periods.
- Route 28 service would be removed from Tauvette, and Southpark,
- Route 31 limited service would be removed from St-Joseph between Bearbrook and Jeanne d'Arc.
- **Route 33** would be revised to operate via Tompkins and Chartrand/Duford.
- **Route 35** service would be revised to operate via Bottriell north of Merkley, and service would be removed from Merkley and Charlemagne.
- Route 37 would be replaced by revised **Route 234**, operating weekday peak periods.
- Route 39 service to La Cité would be removed, replaced by **Route 25**.
- **Route 138** would be revised to operate only between St-Louis Residence and Place d'Orléans Station via St-Joseph.
- Connexion Routes 232 and 236 would be removed, with nearby service provided by other routes.

Readiness For Future Changes

The new bus routes proposed in this report are, for the most part, ready to connect to the forthcoming extensions of O-Train Lines 1 and 3 to the west and to the east without further major change. Most of the frequent and Connexion routes from Kanata and Stittsville will connect to O-Train Line 3 at Moodie Station. The north-south frequent and

Connexion routes in Barrhaven will connect to O-Train Line 1 at Algonquin Station. Most of the routes in Orléans will connect to O-Train Lines 1 and 3 at the stations in Orléans. And many of the routes in east Ottawa, central Ottawa, and west Ottawa will connect to the new stations there on O-Train Lines 1 and 3. Some routes will have further changes to best connect to the O-Train extensions.

In Barrhaven South and in Kanata North, the current state of new road construction does not yet allow for the new routes to properly serve all the new residential areas. Further changes to routes in these areas would be made in consultation with the ward Councillors as development continues.

OC Transpo staff will continue to work with Development Approval staff to shape the transit-supporting conditions of approval for new development in all parts of the urban area.

Communications

OC Transpo will communicate the changes to the bus route network using multiple communication channels over several months to increase customer understanding and awareness. Specific tactics and timing will vary to maximize reach and value. The following tactics are currently planned:

Elected Officials

- Group briefings
- Councillor packages (FAQ's, route information, etc.)
- Support for any additional Councillor-led public information sessions

Web / Mobile

- Transit App alert messages
- OC Transpo web page
- Update route maps
- Social media

Advertising

- Social media and web
- Digital screens at stations
- Bus stop ads
- Bus ads

Stakeholders

- Customer information sessions
- Briefings with BIAs, universities, and colleges
- Media key messages

Print

- Shelter maps
- Bus stop signs
- Information panels
- Take-one (brochures)

FINANCIAL IMPLICATIONS

The financial impact of the proposed bus route changes, as outlined within the report, will be included as part of the Transit Services Department 2024 Operating Budget for Council’s consideration and approval.

LEGAL IMPLICATIONS

There are no legal impediments to receiving this report for information.

COMMENTS BY THE WARD COUNCILLOR(S)

This is a City-wide report. Feedback from Councillors has been received through the consultation process, in addition to in-person meetings in May 2023 and on November 1, 2023.

CONSULTATION

Transit Services Department staff continue to consult with customers, staff and Council regarding the changes outlined in the Bus Route Review. OC Transpo will continue to provide regular updates to Transit Commission and participate in the Transit Advisory Working Group.

The information from the consultations were shared with Dillon Consulting for their consideration when redesigning the bus route network.

Consultation Type	Details
Online survey	Approximately 8,200 respondents initiated the survey. 6,700 respondents completed the survey in full, while 1,500 respondents partially completed the survey.
Three in-person open houses	More than 90 attendees in total, with several Councillors in attendance at various open houses.

Virtual open house – May 23, 2023	Approximately 70 attendees with several Councillors in attendance.
Outreach staff at major transit hubs – various days between May 13 and May 18	More than 285 surveys completed on staff tablets More than 100 customers scanned the QR code for future completion of the survey.
Councillor-led open houses (general transit discussions)	Virtual Open House hosted by Councillors King, Plante and Troster: May 10, 2023.
	In-person Open House hosted by Councillor Plante: May 25, 2023.
Email to the Bus Route Review inbox (routereview@ottawa.ca)	More than 190 emails received.
Internal consultation	Staff spent three hours at each of OC Transpo’s garages and had open conversations with operators. Times were coordinated with shift changes (after morning peak period).
	Staff met with the Service Planning team within the Transit Services Department to collect feedback.
Councillor consultations	In-person meetings took place in May 2023 to gather feedback.
	Briefings with councillors on the outcomes of the bus route review took place on October 31 and November 1, 2023.

ACCESSIBILITY IMPACTS

One of OC Transpo’s mission statements, as outlined in the 5-Year Roadmap is: “We promise to deliver safe, clean, dependable and accessible public transit.” All components of the transit system, including buses, Para Transpo, O-Train Line 1, and future Stage 2 O-Train extensions, meet or exceed all applicable accessibility legislation and standards.

Through consultation with accessibility stakeholders and advocacy groups, many customers have asked for more and better local routes. The revised bus route network will deliver these improvements; however, in some cases, customers on these routes will have longer travel times, and some will have an additional transfer. To provide a more reliable service, some customers will need to walk further to their nearest bus stop. This will make the routes simpler and guarantee a more direct and quick

connection to the rapid transit network.

A multitude of accessibility stakeholders, including the Accessibility Advisory Committee, were consulted through the survey.

Of note, the Bus Route Review does not affect Para Transpo service.

Customer communications and public engagement required as a result of the changes outlined in this report will include the application of the City's Equity and Inclusion Lens.

Staff will ensure that any applicable accessibility legislation, standards, and guidelines are adhered to during the execution of the changes and initiatives identified in this report. Staff will continue to engage persons with disabilities and accessibility stakeholders to ensure that their perspectives are considered and incorporated, and to promote inclusion.

ASSET MANAGEMENT IMPLICATIONS

OC Transpo's assets are identified as one of the five pillars in the 5-Year Roadmap.

OC Transpo's new and existing assets will be maintained and managed through systematized departmental administrative processes. As noted in the Roadmap, one initiative, the Core Business Review, will identify all key assets to ensure that Transit Services is making the best use of each of them.

The City of Ottawa's Comprehensive Asset Management program uses widely accepted asset management practices and long-range financial planning, in compliance with provincial asset management regulations, to manage the City's infrastructure portfolio worth over \$70 billion to provide for the safe delivery of reliable and affordable services to the community.

Asset management is an internationally recognized and implemented practice that supports informed, transparent decision making, giving Council a framework to provide direction on the appropriate balance of service delivery, cost, and risk, through a process of optimizing the lifecycle management of the City's assets which support the services it delivers.

The implementation of the Comprehensive Asset Management program enables the City to effectively manage existing and new infrastructure to maximize benefits, reduce risk, and provide safe and reliable levels of service to community users. The report identifies potential improvements to the Business Case and Project Management Policy

and Project Management Framework. These are guiding documents to the Comprehensive Asset Management program, and as such, any changes to these core documents will be reviewed and reflected in the program.

CLIMATE IMPLICATIONS

Ottawa's Climate Change Master Plan established greenhouse gas (GHG) reduction targets of 100 per cent by 2050 for the city as a whole and 100 per cent by 2040 for the municipal corporation. The transportation sector contributes 44 per cent of Ottawa's overall GHG emissions, so achieving these targets will require significant shifts in vehicle technology and travel behaviour as outlined in the City's Energy Evolution Strategy. The City of Ottawa has set a target to convert all OC Transpo buses to zero-emission buses by 2036.

The Bus Route Review, as outlined in this report, creates a financially sustainable transit network that will promote ridership, resulting in long-term climate benefits.

DELEGATION OF AUTHORITY IMPLICATIONS

Under by-law no. 2023-67, the General Manager, Transit Services, is delegated the authority to make adjustments to bus and O-Train service in response to operational needs and requirements, including changes to individual O-Train schedules and bus routes schedules and bus stops, provided such changes are in compliance with applicable City by-laws and in accordance with the policies of Transit Commission and Council.

INDIGENOUS, GENDER AND EQUITY IMPLICATIONS

The Bus Route Review consultation process, in conjunction with the priorities of the 5-Year Operation Roadmap, included a strong focus on equity and builds on OC Transpo's commitment to create an equitable public transit system. As noted in the April 2023 Transportation Master Plan Update ([ACS2023-PRE-TP-0001](#)), an equitable transportation system is "one that enables everyone to access the destinations they need to reach and that helps to address systemic barriers to social and economic participation". Accordingly, OC Transpo, and the priorities outlined in this report, aim to create a long-term sustainable transit system for all customers.

Following from the City's Equity and Inclusion Lens, the changes to the transit network outlined in this report include consideration of the mobility needs and constraints of

women, children, older adults, people with disabilities, people living in poverty, Indigenous peoples, members of racialized communities, and other equity-deserving groups.

RISK MANAGEMENT IMPLICATIONS

Risk management implications are outlined in the report.

RURAL IMPLICATIONS

Rural implications have been taken into consideration in the development of the Bus Route Review. The City's transportation network, including light rail transit, is designed to provide options for all residents.

TERM OF COUNCIL PRIORITIES

The 2023-2026 Term of Council Priorities include:

- A city that is more connected with reliable, safe and accessible mobility options.
- A city that it is green and resilient.

SUPPORTING DOCUMENTATION

Document 1 – Bus Route Review - “As We Heard It”

Document 1A – Examen des circuits d'autobus – “Ce que nous avons entendu”

Document 2 – Frequent Route Network

Document 3 – List of all routes

DISPOSITION

Staff will continue with the development of the network, and all routes, schedules, bus stops, and customer information. Staff will engage with Councillors on additional details, as required, and may make appropriate adjustments to the new bus routes outlined in this report. Staff will follow any additional direction provided by the Transit Commission and Council. Following the implementation of the new bus routes, staff will continue to provide updates to the Transit Commission to provide key performance indicators and metrics related to service, performance, availability and finances of the transit system. Any recommendations for further change would also be brought to the Transit Commission during the year or in the development of the 2025 transit budgets.