

**TRANSIT SERVICES DEPARTMENT
REPORT FAQs**

REPORT TITLE	Transit Service During Confederation Line Construction – Updates for 2016	
DIVISION:	Customer Systems and Planning	
BRANCH	Service Planning	
REPORT AUTHOR	Pat Scrimgeour, Assistant General Manager, Customer Systems and Planning	Date: January 26, 2016
SCHEDULED DATES FOR REPORT		
GM's REVIEW OF REPORT	TRANSIT COMMISSION	COUNCIL
January 19, 2016	February 17, 2016	N/A

Q1. How long will the Confederation Line construction service adjustments last for? What are the next phases for service adjustments?

A1. The O-Train Confederation Line is scheduled to open in 2018. Service adjustments will take place in sequential phases as sections of the Transitway undergo construction work. Each section of Transitway that closes for conversion to light rail will never reopen for bus operations. The remaining Transitway closures are:

- April 2016 – Laurier Station to Lees Station; and
- June 2016 – Tunney's Pasture Station to Merton Street.

Timelines will be updated as information becomes available. Service adjustment plans will be implemented as these closures take effect. Stations will remain open during the construction period, with the exceptions of Cyrville Station, which was closed in June 2015, and Campus Station, which will close in April 2016.

Q2. What are the main highlights of upcoming transit service adjustments during Confederation Line Construction?

A2. The following are the main highlights of upcoming transit service adjustments during O-Train Confederation Line Construction:

- On April 24, 2016, the Transitway will close between Laurier Station and Lees Station. Most transit service along this section of the Transitway will be relocated to Nicholas Street and Highway 417, using the bus-only lanes that have been built for this purpose.
- On June 19, 2016, the Transitway will close between Tunney's Pasture Station and Merton Street. Service will be adjusted to continue travelling on the bus-only lanes on Scott Street between Merton Street and Holland Avenue.
- These sections of the Transitway will remain closed until 2018 when the O-Train Confederation Line officially opens for light rail service. Stations will remain open

during the construction period, with the exceptions of Cyrville Station, which was closed in June 2015, and Campus Station, which will close in April 2016.

- For these service adjustments, the level of service is set to match projected ridership demand and ensure sufficient capacity is provided.
- The goal of the transit service adjustments is to maintain key connection points as well as keep transit routes as close as possible to current routes, minimizing additional travel time for transit users and buses.

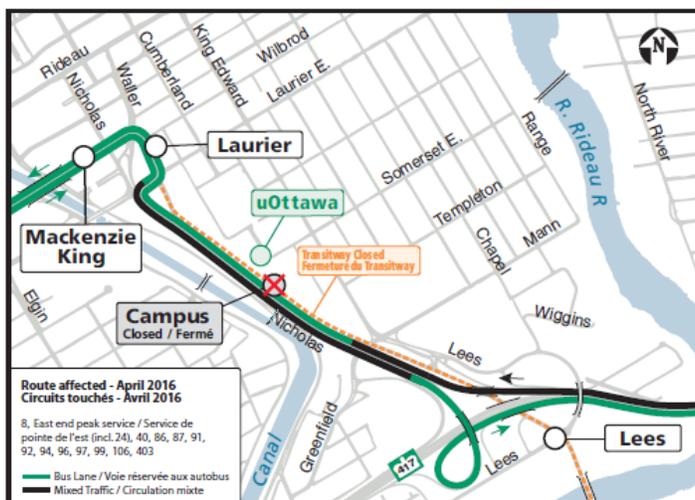
Q3. What are the service change highlights associated with the Transitway closure between Laurier Station and Lees Station in April 2016?

A3. Highlights of the service adjustments are as follows:

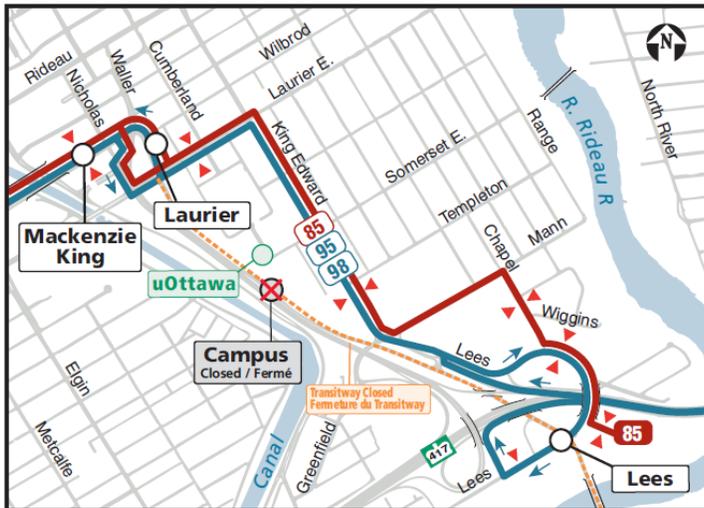
- Most bus service that operates between Laurier and Lees Stations will be relocated to use Nicholas Street and Highway 417, bypassing Lees Station. The following routes will be affected:
 - East-end peak period routes; and,
 - Routes 8, 40, 86, 87, 91, 92, 94, 96, 97, 99 and late evening Route 106.
- Campus Station will close, requiring all west-end express routes and Route 176 to start at Mackenzie King Station in the afternoon. The morning trips will continue to end at Mackenzie King Station as they do now.
- Routes 95 and 98 will serve King Edward Avenue to maintain good transit connections to the main campus of the University of Ottawa. Route 85 will continue to provide service on King Edward Avenue as it does today.

The following maps illustrate the service adjustments due to the Transitway closure between Laurier and Lees Stations:

Service via Nicholas Street



Service to the University of Ottawa via King Edward Avenue



Q4. How will customers be affected by the Laurier Station to Lees Station closure?

A4. The Laurier Station to Lees Station service adjustments will mean that of the 340,000 network-wide typical daily customer-trips, 6% or 20,400 customer-trips will have a longer travel time of up to 4 minutes.

Q5. With the closure of Campus Station, how will OC Transpo ensure that the main campus of the University of Ottawa continues to be well served by transit?

A5. All east-end peak period routes, as well as Routes 8, 40, 86, 87, 91, 92, 94, 96, 97, 98, 99 will continue to serve Laurier Station, which is within walking distance of many University of Ottawa campus buildings. In addition to Routes 16 and 85, Routes 95 and 98 will also provide service along King Edward Avenue to ensure that the entire main campus of the University of Ottawa is within a five minute walking distance to transit.

Q6. Have stakeholders in the area been consulted regarding the Laurier to Lees changes?

A6. Yes, OC Transpo and Rail Implementation Office staff have met with University of Ottawa representatives to address concerns and ensure students will be able to travel between the university's main campus and Lees Campus to meet scheduled class times. In addition, OC Transpo staff continues to work with University of Ottawa staff to ensure that sufficient capacity is available at the times required. Monthly stakeholder meetings are held with the University of Ottawa to discuss service adjustments and impacts on travel to and from the university.

Old Ottawa East and the Action Sandy Hill community associations have been advised of the closure, along with the high rise towers surrounding Lees Station.

Q7. What service adjustments will be taking place from March and June 2016 between Tunney's Pasture Station and Merton Street?

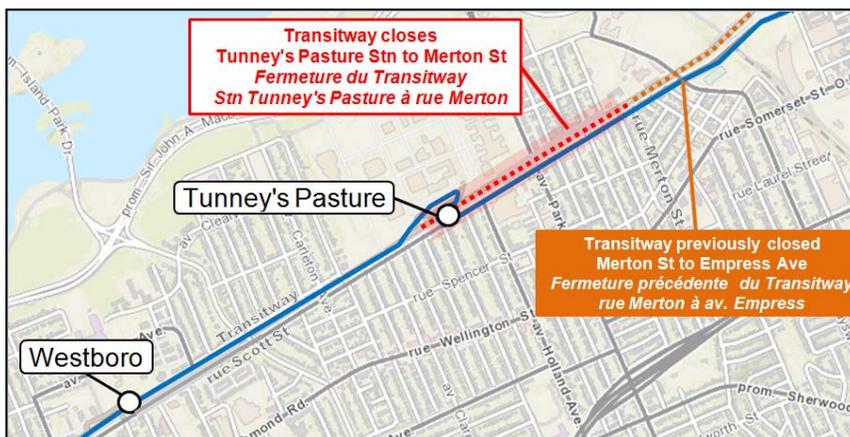
A7. From March 2016 until June 2016, the Tunney's Pasture Station Transitway ramp will be closed to facilitate construction of the new Tunney's Pasture Station bus loop. Tunney's Pasture Station will remain open and construction staging will allow for transit service through the station. Routes 86 and 176 will be detoured to travel along Scott Street. There will be no additional travel time for customers, under normal traffic conditions.

Q8. What are the service change highlights associated with the Transitway closure between Tunney's Pasture Station and Merton Street in June 2016?

A8. Highlights of the service adjustments are as follows:

- West-end express routes and Routes 67, 86, 87, 91, 92, 94, 95, 96, 97, 98, 105, and 176 will continue to travel on the bus-only lanes on Scott Street between Tunney's Pasture Station and Merton Street; and,
- Transit service will be maintained at the upper level of Tunney's Pasture Station with the opening of the new Transitway ramp and bus loop. The lower level of Tunney's Pasture Station will close.

The following map illustrates the service adjustment to accommodate the closure of the Transitway between Tunney's Pasture Station and Merton Street.



Q9. How will customers be affected by the Tunney's Pasture Station to Merton Street closure?

A9. The Tunney's Pasture Station to Merton Street service adjustments will mean that of the 340,000 network-wide typical daily customer-trips, 14% or 47,600 customer-trips will have approximately 1 minute added to their travel time.

Q10. Have stakeholders in the area been consulted regarding the Tunney's Pasture Station to Merton Street changes? What is being done to minimize bus volumes on the Scott / Albert Street corridor?

A10. Yes, OC Transpo and Rail Implementation Office staff have met with local Councillors and community groups from the area around the Tunney's Pasture Station to Merton Street Transitway closures. The community suggested adding a stop at Bayview Road and to reduce the number of buses using Scott Street.

In addition to Route 16, Route 95 will serve the existing bus stops at Bayview Road in order to provide better transit access for Hintonburg and Mechanicsville residents.

Ideas from local Councillors and community groups helped shape the strategy to reduce bus volumes along the Scott/Albert Street corridor. This strategy includes:

- In-service buses using new bus-only lanes along Scott and Albert streets;
- Express routes from the east ending at Bay Station during the morning; and,
- Out-of-service buses using the Sir John A. Macdonald Parkway.

City staff has also been working closely with Public Works and Government Services Canada and the National Capital Commission to ensure they are in support of the changes, including the out-of-service buses using the Sir John A. Macdonald Parkway.

City staff continues to meet monthly or as required with the affected Ward Councillors, as well as support monthly Councillor-led community meetings.

Q11. How are pedestrian and cycling networks impacted by the Transitway closure between Tunney's Pasture Station and Merton Street and the resulting service adjustments?

A11. Design features were identified and have been introduced to address safety concerns related to pedestrians and cyclists in the corridor between Tunney's Pasture Station and Merton Street. These features are based on best practices and community input received via the several community meetings held regarding the West Transitway Detour.

Pedestrian features include:

- New signalized pedestrian crossings at Merton Street, Smirle Avenue, and City Centre Avenue;
- New 2.25m buffer area between the south-side curblin e and the bus-only lane on Scott Street, located between Smirle Avenue and Bayview Road;
- A chain link fence has been installed along Albert Street to help delineate the pedestrian sidewalks and pathways;
- Additional signage and pavement markings to increase pedestrian safety at crosswalks;
- Pathway improvements including resurfacing and widening;

- New multi-use pathways on the south side of Albert Street that connects to the north side under the O-Train overpass, as well as on the north side of the Transitway between Bayview Road and the O-Train platform; and,
- Removal of pedestrian crosswalk across Albert Street at Bayview Station to keep pedestrians off the roadway and to maintain transit service.

Cycling features include:

- On-street cycling lane between Smirle Avenue and Bayview Road, protected by seasonal flexible delineators (pylons) in the summer; and,
- “Bike-boxes” (i.e. designated spaces identified with green pavement paint for cyclists to wait in front of cars at a red light) on the northbound approaches at Smirle Avenue and at Bayview Road.

Roadway changes include:

- Roadway resurfacing;
- Removal of right-hand turn channelized lanes; and,
- Signal timing adjustments at signalized intersections where required.

Q12. What Transitway Stations will be affected by the service adjustments in April 2016 and June 2016?

A12. Campus Station will close.

Q13. What happens if these service adjustments cause more significant delays than projected?

A13. The following stakeholders are meeting regularly to discuss how to mitigate delays/incidents in order to avoid impact to transit service reliability:

- OC Transpo;
- Public Works (Traffic Management, Traffic Operations);
- Rail Implementation Office;
- Ottawa Police Service (OPS);
- Ontario Provincial Police (OPP); and,
- Ontario Ministry of Transportation.

This group continues to discuss:

- OC Transpo operating procedures for highway operations;
- Collision clearing, and priorities for clearing collisions that could affect transit service;
- OPS/OPP jurisdiction;
- Potential conflicts in transit lanes (e.g. disabled vehicles);
- Plans for emergency detour routes for buses and activation of these plans;
- Transit prioritization during incidents on the highway; and,

- Key ‘hotspot areas’, and possible mitigation methods.

Meetings and communication will continue throughout all phases of the construction period of the O-Train Confederation Line. We also had a few months to observe service adjustments and evaluate customer feedback. This has given us a precedent to keep in mind for future adjustments.

Q14. How will OC Transpo communicate these changes to customers?

A14. A comprehensive communication program will be utilized for various channels to ensure that all customers are aware of the upcoming changes in a timely manner. Customers are encouraged to look for “*Our Transit Future is On Track*” messages, and messages related to the “April and June Service Changes”.

The communication campaign has three main objectives:

- Create awareness of the changes and how individual customers are affected;
- Provide travel planning and schedule information; and,
- Convey why the changes are required (*e.g. providing some long-term plans and benefits of the O-Train Confederation Line*).

Q15. When will these service adjustments be communicated to customers?

A15. The information campaign will begin in February 2016. The campaign will start by building awareness of the upcoming changes, and then provide more detailed information beginning in early March. Communication activities will utilize various communication channels and will continue after transit service adjustments are implemented.

Anticipated timelines for various activities are:

Awareness Building Activities:

- Use of mainstream media platforms and social media: beginning mid-February;
- Display of posters and other print materials: April and May and,

Information Sharing Activities:

- Updates to travel planner and online schedules: mid March;
- Updated bus stops and signage: April and June 2016;
- Targeted Next Stop Announcement System Messages: early April;
- Outreach and information display at key destinations (e.g., uOttawa): April; and,
- In-station outreach at affected stations: April and June.
 - Social media to support outreach sessions (e.g. find out how the upcoming station closures affect you).

Support Activities:

- Customer Service: April and June;
- In-station: April and June; and
- Ongoing support through normal channels.

Q16. How were route adjustments determined?

A16. OC Transpo has planned service adjustments in order to continue to deliver a reliable, safe, accessible and customer-focused transit service. There were several main considerations involved in determining service adjustments:

- Minimize travel time for customers;
- Maintain connectivity and minimize connections;
- Maintain consistency with current routes;
- Ensure major destinations are served; and
- Transition to the 2018 route network.

We also received valuable feedback from customers, local Councillors, and the community.

Q17. How many new buses are required for the service adjustments during O-Train Confederation Line construction?

A17. A total of 37 new double-decker buses were ordered to be used in connection with the transit service adjustments that will be required during the entire construction period of the O-Train Confederation Line. These buses began arriving this past fall and it is expected that they will all arrive by summer 2016.

Q18. What is the total cost of these service adjustments (i.e. to run this service until 2018) and where is the funding coming from?

A18. When City Council approved the Ottawa Light Rail Transit project in December 2012, it established a funding source of \$63 million for the continuity of transit service during the construction of the O-Train Confederation Line. This was to provide for a transitional operating and capital budget to provide transit service during the construction period.

In November 2013, the approval of the 2014 Transit Services Operating and Capital Budget included an additional \$11 million to fund the early replacement of buses that will be life-expired in 2019-2021. This bus purchase provides additional buses for service during the O-Train Confederation Line construction period.

Q19. Why are these service adjustments being implemented in April 2016 and June 2016?

A19. These service adjustments are required to allow for O-Train Confederation Line construction along these Transitway corridors, and are being coordinated with OC Transpo's spring and summer service changes, two of the four service changes that occur every year.

Q20. Will there be any further service changes to accommodate Confederation Line construction after June 2016?

A20. There will be no further major service changes to accommodate O-Train Confederation Line construction after June 2016. There will be small adjustments as new facilities are completed.

In September 2016, the new bus platform at Hurdman Station will be relocated to its final location adjacent to the future O-Train Confederation Line Station platforms. All buses will serve the new bus platform starting on Sunday, September 4, 2016.

As construction work on the O-Train Confederation Line continues, there may be minor, temporary adjustments to service leading up to 2018. Any temporary adjustments will be planned so as to minimize impacts to customers, ensuring good transit service is maintained. Customers can keep up-to-date on any temporary service adjustments by visiting octranspo.com or confederationline.ca.