

MEMO / NOTE DE SERVICE



To / Destinataire	Mayor and Members of Council Chair and Members of the Transit Commission	File/N° de fichier: T12-01 SER
From / Expéditeur	General Manager Transit Services Department	
Subject / Objet	Spring 2016 Transit Service Changes	Date: February 29, 2016

This memo provides an overview of the Spring 2016 transit service changes that will be starting on Sunday, April 24. These changes are part of OC Transpo's regular schedule adjustments, which take place four times a year – April, June, September and December. Transit Commission and City Council members are provided with a summary of the service changes in advance of each new schedule period.

The Spring service changes include three types of modifications:

- Service adjustments during Confederation Line construction;
- Transit network improvements and adjustments; and,
- Seasonal adjustments to service levels and capacity.

Transit Service during Confederation Line Construction

The Tunney's Pasture Station Transitway ramp will be closed from March 2016 until June 2016 to complete construction of the Tunney's Pasture Station bus loop. Routes 86 and 176 will be detoured to travel along Scott Street, but will still serve Tunney's Pasture Station, which remains open during construction.

On Sunday, April 24, the Transitway will close between Laurier and Lees Stations. Campus Station will close, and Routes 95 and 98 will be adjusted to operate, along with Route 85 (adjusted in December 2015), on King Edward and Laurier Avenues to maintain good service to the University of Ottawa, serving limited stops between Mackenzie King and Lees Stations. All other transit service along this section of the Transitway will be relocated to use Nicholas Street to connect with the bus-only lanes on Highway 417. Campus Station will close, and west end express routes and Route 176 will start at Mackenzie King Bridge in the afternoon. In addition, more early and late service will be added on Route 85 for customers traveling from Lees Station to Mackenzie King Station.

Bus route adjustments have been designed to minimize customer and resident inconvenience, continue to serve customers' destinations, maintain key transfer points, and provide a cost-effective service. The level of service is set to match projected ridership demand and ensure sufficient capacity is provided. These service changes will be evaluated based on feedback we collect from customers and operating staff, as well as ridership and operational data measurements.

The service adjustments and the related communication strategies were presented at a technical briefing on February 10, and to the Transit Commission on February 17.

Improvements to the Transit Network:

Staff continue to make service improvements across the system, where possible and where warranted by ridership levels, based on input from customers and discussions with Councillors.

Kanata:

- Route 182 will be revised to bring transit service closer to businesses along Terry Fox Drive east of Helmsdale Drive in the Kanata North Business Park.

Orléans:

- Adjustments are being made to the afternoon schedules of eastbound express Routes 20, 21, 22, 24, 27, 30, 31, 34, 35, 37, 38, 221, 231, and 232 to improve reliability and on-time performance.
- Two morning and two afternoon trips on Route 38 will be extended to Trim Road and Highway 174, which will result in all Route 38 trips serving the customers along Jeanne d'Arc Boulevard North.

West Hunt Club:

- Route 116B will be revised on Sundays between 10:00 and 14:00 to provide service to the Sikh Temple on Gurdwara Road.

Ottawa Southeast:

- A new morning trip and a new afternoon trip will be provided on Route 9 between Hurdman Station and De la Salle Secondary School to provide improved connections.

Other Service Adjustments

In order to meet customers' travel needs and ensure the long-term financial sustainability of the transit system, staff continuously monitor the ridership on all routes across the network and adjust service to match actual levels of ridership. Adjustments will be made to the following routes based on observed ridership levels:

- As approved by Council as part of the 2016 Operating Budget, some early and late trips will be cancelled on Routes 16, 92, 93, 94, 98, 99, 111, 112, 114, 116, 120, 121, 122, 128, 130, 131, 132, 134, 135, 136, 137, 143, 144, 147, 149, 150, 151, 152, 170, 172, 173, 175, 176, 177, 182, 189, and 193 due to very low ridership.
- Based on observed ridership levels, the number of school trips will be reduced on Routes 86, 168, 613, and 669.
- Route 188 will be cancelled due to very low ridership.

The schedules of Routes 98 and 262 will be adjusted to make use of higher capacity double-decker buses on key trips. The schedules of Routes 8, 12, 86, 87, and 114, as well as school service on Routes 114, 124, 681, and 691 will be adjusted to make use of higher capacity articulated buses on key trips.

Seasonal Service Changes:

Changes to post-secondary service – Every year, ridership declines on routes serving post-secondary institutions as the school year ends and the summer semester begins in late April. The frequency of service will be reduced on Routes 4, 104, and 111 and the O-Train Trillium Line serving Carleton University, and on Route 129 serving the main campus of La

Cité. Sufficient capacity will continue to be available for expected ridership levels, and there will be no change to the times of the first or last trips.

Rack and Roll Program – The Rack and Roll program of bicycle racks on buses will be reinstated this spring, running through to the fall. The Rack and Roll network is made of Routes 12, 85, 91, 92, 94, 95, 96, 97, 99, 101, 106, and 118, to provide this service on frequent routes across the City. The majority of trips on these routes will operate with a bus equipped with a bike rack. Cyclists may also bring their bicycles aboard trains on the O-Train Trillium Line.

Construction Detours – Several major road construction projects will affect transit service this spring. Routes will continue to be detoured around work on Queen Street, Lyon Street and Main Street.

Holidays – During the spring, holiday service will be provided as follows:

- Victoria Day – On Monday, May 23, a Sunday service will operate.

Full details of these service changes will be communicated to customers throughout March and April with the use of print, electronic and audible materials. The Next Stop Announcement System will be used to alert customers on specific routes leading up to the service change. Other materials will be posted closer to the change. There will also be direct outreach to customers on platforms during the service change period. Please direct customers to octranspo.com or to the OC Transpo Customer Service Centre (613-741-4390) for more information. Once the new service begins, customers can find up-to-date schedules by using octranspo.mobi or the MyTransit iPhone app, by calling 613-560-1000, or by texting 560560.

These service changes will be evaluated based on feedback we collect from customers and operating staff, as well as ridership and operational data measurements. Our goal continues to be to provide excellent service for customers as their travel needs change.

Should you have any questions or comments, please contact Pat Scrimgeour, Assistant General Manager, Customer Systems and Planning, at ext. 52205 or myself at ext. 52111.

*Original signed by
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cc: Executive Committee
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