

**TRANSIT SERVICES DEPARTMENT  
REPORT FAQs**

REPORT TITLE	<b>Transit Service During Confederation Line Construction – Updates for 2016</b>	
DIVISION:	Customer Systems and Planning	
BRANCH	Service Planning	
REPORT AUTHOR	Pat Scrimgeour, Assistant General Manager, Customer Systems and Planning	Date: Updated June 16, 2016
<b>SCHEDULED DATES FOR REPORT</b>		
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 2016 phases for service adjustments?**

A1. The O-Train Confederation Line is scheduled to open in 2018. Service adjustments have taken 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 2016 Transitway closures are:

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

Service adjustment plans will be implemented as the final closure between Tunney's Pasture Station and Merton Street takes 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 closed in April 2016.

**Q2. What are the 2016 main highlights of transit service adjustments during Confederation Line Construction?**

A2. The following are the main highlights of the 2016 transit service adjustments during O-Train Confederation Line Construction:

- On April 24, 2016, the Transitway closed between Laurier Station and Lees Station. Most transit service along this section of the Transitway has been relocated to Nicholas Street and Highway 417, using the bus-only lanes that were built for this purpose. Some transit service now travels via King Edward Avenue.
- On Friday, June 24 at 7 p.m., the Transitway between Tunney's Pasture Station and Merton Street will permanently close. Bus service along this segment will be relocated to bus-only lanes on Scott Street, between Merton Street and Holland Avenue. Tunney's Pasture Station will remain open, but the lower level will close.

- 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 exception of Campus Station, which closed on April 24, 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 service adjustments will take place from March 20 to June 24 between Tunney's Pasture Station and Merton Street? What about Westboro Station to Tunney's Station from June 24 to 27?**

A3. From March 20 until June 27, the Tunney's Pasture Station Transitway ramp will remain closed to facilitate construction of the new Tunney's Pasture Station bus ramp and loop. During this timeframe, Routes 86 and 176 will continue to be detoured to travel along Scott Street and will serve the upper level of Tunney's Pasture Station in the eastbound direction only. In the westbound direction, these routes will continue to serve the bus stop at Holland/Scott. There will be no additional travel time for customers, under normal traffic conditions.

From Friday, June 24 at 7 p.m. until 2:59 a.m. on Sunday, June 26, all service that normally travels along the Transitway from Westboro Station to Tunney's Pasture Station will be on detour along Scott Street. The temporary weekend detour will facilitate the opening of the new ramp that will connect the Transitway with the upper level of Tunney's Pasture Station. The temporary weekend detour will have minimal impact on travel time and has been planned in conjunction with all nearby special events taking place during the weekend of June 24-26.

Due to the closure of the Sir John A. MacDonald Parkway in the vicinity of Tunney's Pasture Station for a cycling event on the same weekend, there may be higher than normal weekend auto volumes on Scott Street. The bus-only lanes on Scott Street east of Holland Avenue will help to mitigate any potential impacts of additional auto traffic volume on Scott Street.

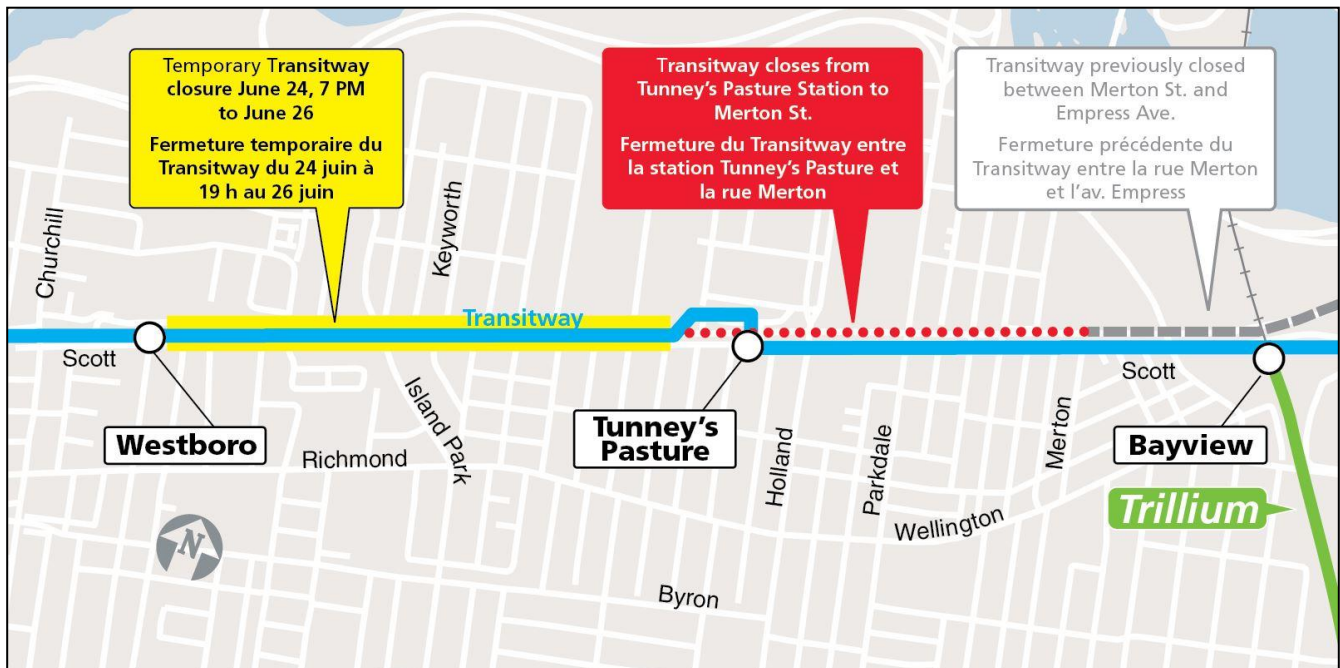
On Monday, June 27, the temporary weekend detour ends and the Transitway will reopen for buses between Westboro and Tunney's Pasture stations.

**Q4. What are the service change highlights associated with the Transitway closure between Tunney's Pasture Station and Merton Street on June 24, 2016?**

A4. Highlights of the June 24, 2016 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 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.



**Q5. How will customers be affected by the Tunney's Pasture Station to Merton Street closure?**

A5. The Tunney's Pasture Station to Merton Street service adjustments will mean that of the 340,000 network-wide typical daily customer-trips, 14 per cent or 47,600 customer-trips will have approximately one minute added to their travel time.

**Q6. 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?**

A6. 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.

#### **Q7. How are pedestrian and cycling networks impacted by the Transitway closure between Tunney's Pasture Station and Merton Street and the resulting service adjustments?**

A7. 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.

#### **Q8. Will any Transitway stations close?**

A8. Campus Station closed in April.

#### **Q9. What happens if these service adjustments cause more significant delays than projected?**

A9. OC Transpo monitors travel times through the affected corridor and continually adjusts schedules to improve schedule adherence. In the event that revealed travel times do not reflect projected travel times, schedules will be adjusted with less or more travel time, accordingly, at the next opportunity.

In addition, 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.

**Q10. How will OC Transpo communicate these changes to customers?**

A10. A comprehensive communication program will continue to be utilized through 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 “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. provide some long-term plans and benefits of the O-Train Confederation Line*).

**Q11. When will these service adjustments be communicated to customers?**

A11. The information campaign began in February 2016. The campaign started by building awareness of the upcoming changes, and then provided more detailed information in early March. Communication activities will continue to utilize various communication channels and will carry on after transit service adjustments are implemented.

Anticipated timelines for various activities are outlined below.

Awareness Building Activities:

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

Information Sharing Activities:

- Updates to travel planner and online schedules: mid-March;
- Updated bus stops and signage: April and June;
- Targeted Next Stop Announcement System Messages: March;
- 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; and,
- Ongoing support through normal channels.

**Q12. How were route adjustments determined?**

A12. OC Transpo has planned the 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.

**Q13. How many new buses are required for the service adjustments during O-Train Confederation Line construction?**

A13. 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 they will all arrive by summer 2016.

**Q14. What is the total cost of these service adjustments (i.e. to run this service until 2018) and where is the funding coming from?**

A14. 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.

**Q15. Will there be any further service changes to accommodate Confederation Line construction after June 2016?**

A15. 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 fall 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, and all buses will serve

the new bus platform. Also in fall 2016, LeBreton Station will be relocated back to Booth Street in order to allow for Confederation Line construction to continue across Preston Street.

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](http://octranspo.com) or [confederationline.ca](http://confederationline.ca).