

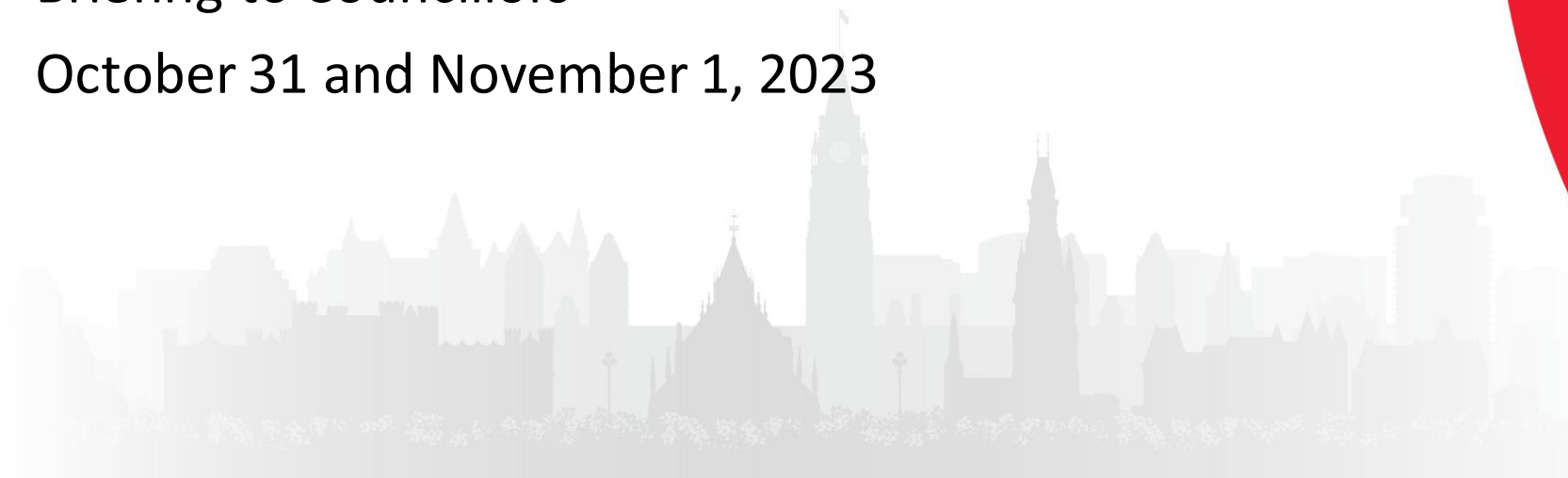


OC Transpo Bus Route Review

Status Update November 2023

Briefing to Councillors

October 31 and November 1, 2023



OC Transpo's guiding principles

Vision

Proud to be your choice to get there

Mission

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



Bus Route Review



Part of OC Transpo's Five-Year Roadmap



Responding to changes in travel patterns following the pandemic



Preparing connections to new O-Train stations



Based on consultation with customers, Councillors, and others



Based on previous policy direction from Council



Consultation methods

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	Over 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	- Over 285 surveys completed on staff tablets - Over 100 customers scanned the QR code for future completion of the survey
Councillor-led open houses (general transit discussions)	<i>Virtual Open House hosted by Councillors King, Plante and Troster: May 10, 2023</i>
	<i>In-person Open House hosted by Councillor Plante: May 25, 2023</i>
Email to the Bus Route Review inbox (routereview@ottawa.ca)	Over 190 emails received
Internal consultation	Review team 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). Review team met with the Service Planning team within the department to collect feedback.

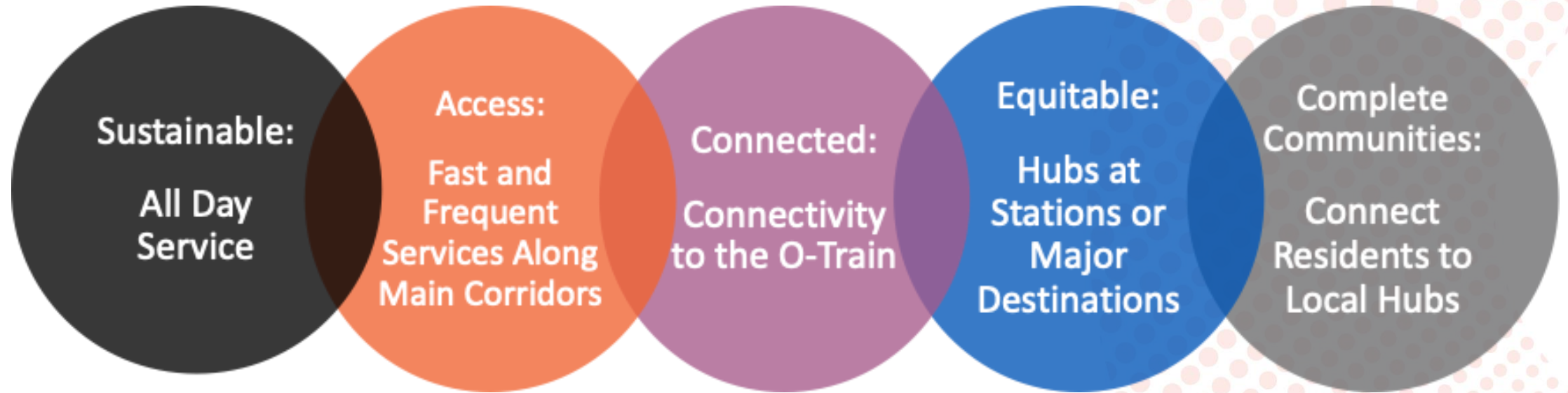


Consultation results

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 Re-instate 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



Designing a better bus route network



Service reliability – 99.5 percent

- All OC Transpo processes are being reengineered to achieve and maintain **99.5 percent** service delivery
- This means that of approximately 8000 trips each weekday, no more than 40 trips will be cancelled and not covered
- The 99.5 percent target is based on transit best practices worldwide
- This target guides the Bus Route Review
- This target also guides operations practices, maintenance methods, budgeting, recruitment, and many other internal processes



Network design principles

- Service reliability – 99.5 percent service delivery
- Mobility for everyone, to and from all parts of the urban area
- Access to important community hubs, including grocery shopping
- O-Train and Transitway as the spine of the network
- Daytime service at least every 15 minutes on Rapid and Frequent bus routes
- Service at least every 30 minutes on most remaining Local and Connexion routes



Overall themes

- Adapted capacity to/from downtown, aligned with current ridership levels and travel needs
 - Many Connexion routes (200-series) removed
 - Rapid routes (Transitway routes) continue
 - Sufficient capacity to carry all current customers; buses will be more crowded than currently
- More frequent service on many important routes in all parts of the City
 - 15-minute service at most times of the week
- Improved connections to O-Train Line 2
 - Taking advantage of the quick, high-capacity service from Riverside South to Central Ottawa
- Improved connections between and to community hubs
 - More connections to shopping areas
- Service redirected from some streets
 - Streets with low ridership or that are close to other streets where service will continue



Travel changes for customers

- Frequency/waiting time
 - More frequent service on some major routes, improved to 15 minute service
 - Reallocating surplus capacity from some downtown-oriented routes
- Travel time
 - Faster trips for some customers, taking advantage of O-Train Line 2
- Connections
 - More connections to community hubs and destinations such as transit stations and grocery stores
- Walking distance
 - To provide a streamlined service, some customers will need to walk further to their nearest bus stop
- Transfers
 - With improved local routes, some customers will need to make an additional transfer



A closer look by sector of the City

- Kanata and Stittsville
- West Ottawa and North Nepean
- Barrhaven, Riverside South, Richmond, and Manotick
- Central Ottawa
- South Ottawa and Alta Vista
- East Ottawa and Orléans



Kanata and Stittsville



Improvements in Kanata and Stittsville

Main routes

- Route 62, Stittsville—Tunney's Pasture **1** adding improved connections at Eagleson, new service on Campeau west of Terry Fox
- Route 63, Kanata North—Tunney's Pasture **1** improved to all day 15-minute service by combining with Route 64; also adding improved connections at Eagleson
- Route 67 increased to 7 days a week, Terry Fox—Cope, retaining peak trips to/from Tunney's Pasture **1**
- New Route 68 replacing Route 88 Terry Fox—Baseline
- Route 110 extended, Kanata North—Limebank **2** via Barrhaven



Improvements in Kanata and Stittsville

Local routes

- New all-day Route 162 Palladium/Campeau—Terry Fox Stn
- New all-day Route 163 Carp/Kittiwake—Terry Fox Stn via Abbott and Castlefrank
- New all-day Route 164 from Eagleson/Cope—Terry Fox Stn via Castlefrank
- Route 165 improved to all-day service and extended to serve Katimavik between Terry Fox and Castlefrank
- Route 168 revised to add service on Maritime Way, Kanata Ave, Beaverbrook
- Connexion Route 261 revised to add new service on Kimpton
- Connexion Route 263 extended to add new service from Richmond to Tunney's Pasture **1** via Stittsville
- Connexion Route 265 revised to operate two ways on Penfield, Leacock, Varley
- New Connexion Route 266 Stittsville—Tunney's Pasture **1**, replacing parts of Route 261
- Connexion Routes 261, 263, 266 revised to operate via Palladium to/from Highway 417



Other changes in Kanata and Stittsville

- Removing non-event services from Canadian Tire Centre loop and closing leased park and ride lot
- Route 61 trips to/from Gatineau replaced by new connecting Route 13 from Tunney's Pasture **1**
- Route 61 "61C" and "61D" variants removed
- Route 66 revised to remove service on Solandt east of Legget
- Limited Route 158 to Haanel replaced by special trips on Route 63
- Route 161 revised, serving Hope Side Road, Bridlewood, Fernbank/Terry Fox, Eagleson, Campeau
- Route 168 replaces Route 161 on Rothesay, Sheldrake, Abbeyhill
- Route 110 replaces Route 165 on Klondike, Marconi, Shirley's Brook, Helmsdale
- Connexion Route 256 revised, serving Cope, Equestrian, Steeple Chase, Bridgestone, Summergaze, and Bells Corners
- Connexion Routes 252, 257, 267, 268 removed, with nearby service provided by other routes



Readiness for future changes

- Routes 61, 62, 63, 66, 67 to connect with O-Train at Moodie 3
- Connexion Routes 256, 261, 262, 263, 265, 266 to connect with O-Train at Moodie 3
- Route 68 to connect with O-Train at Algonquin 1



West Ottawa and North Nepean



Improvements in West Ottawa and North Nepean

Routes 11-88

- Routes 11 and 87 to operate via Ambleside
- Route 51 Lincoln Fields—Tunney's Pasture revised via Richmond Rd, Woodroffe
- Route 53 expanded Tunney's Pasture **1** —Baseline via Laperriere, Woodward, Maitland, Merivale, Woodfield, Medhurst, Woodroffe, replacing parts of Routes 50, 83
- Route 56 Tunney's Pasture **1** —King Edward via Dow's Lake **2**, Lees **1** all day, 7 days a week
- Route 81 expanded Tunney's Pasture **1** —Baseline via Westboro Beach, Carlington, Iris, Craig Henry, replacing parts of Routes 16, 50, 58, 82
- Route 86 extended to Auriga
- Route 87 to operate via Richmond Road, Lincoln Fields, Carlingwood
- Route 88 revised to end at Bayshore; section west of Queensway-Carleton to be new Route 68



Improvements in West Ottawa and North Nepean

Routes 111-189

- Route 111 to operate directly along Meadowlands, Prince of Wales, Heron, Mooney's Bay 2 to Billings Bridge
- New all-day Route 112 between Baseline and Billings Bridge via Viewmount, Prince of Wales, Heron, Mooney's Bay 2, replacing parts of Routes 89, 111
- New weekday peak period Route 115 between Greenboro 2 and Baseline via Slack, MacFarlane, and Hunt Club replaces Route 80 on MacFarlane
- New all-day Route 116 between Greenboro 2 and Baseline via Hunt Club replaces Route 96, more frequent
- Route 187 extended to Auriga
- New weekday Route 189 from Baseline to Colonnade, replacing part of Route 89



Other changes in West Ottawa and North Nepean

- Route 50 service on Churchill between Scott and Carling removed
- Route 51 service to Britannia replaced by new Route 52
- Route 54 service in Tunney's Pasture campus and on Parkdale removed
- Route 58 service from Crystal Bay shortened to end at Bayshore
- Route 58 service on Morrison reduced to weekday peak periods on Route 82
- Route 82 service on Dumauiier, Banner, McLellan, Bellman reduced to weekday peak periods
- Route 84 reduced to weekday peak periods
- Route 111 service on Chesterton removed
- Route 111 service to Carleton replaced by O-Train connection at Mooney's Bay ²
- Route 153 replaced by more frequent service on parts of Routes 11, 81, and 87
- Limited service on Routes 114, 154, 155, 186 removed
- Connexion Routes 258, 282 removed, with nearby service provided by other routes



Readiness for future changes

- Routes 57, 58, 66, 256 to connect with O-Train at Moodie 3
- Routes 11, 57, 58, 85, 88 to connect with O-Train at Bayshore 3
- Routes 81, 82 to connect with O-Train at Pinecrest 3
- Routes 53, 68, 73, 74, 75, 81, 82, 84, 87, 88, 111, 112, 115, 116, 189 to connect with O-Train at Algonquin 1
- Connexion Routes 275, 276, 277 to connect with O-Train at Algonquin 1
- Route 81 to connect with O-Train at Iris 1
- Routes 11, 51, 52, 57, 85, 87 to connect with O-Train at Lincoln Fields 1 3
- Routes 11, 51, 87 to connect with O-Train at New Orchard 1 3
- Routes 11, 87 to connect with O-Train at Sherbourne 1 3
- Routes 11, 81, 87 to connect with O-Train at Westboro 1 3



Barrhaven, Riverside South, Richmond, and Manotick



Improvements in Barrhaven, Riverside South, Richmond, and Manotick

- Route 73 extended, Limebank **2** —Tunney's Pasture **1** via Leikin
- Route 74 extended, Limebank **2** —Tunney's Pasture **1** via Nepean Woods
- Route 110 extended, Kanata North—Limebank **2** via Barrhaven, replacing replacing part of Route 99
- New all-day Route 117, Citigate—Limebank **2**, replacing part of Route 171
- New all-day Route 119 between Barrhaven Centre and Limebank **2** via Borbridge, Spratt
- Route 170 revised, Citigate—Fallowfield via Jockvale, Laming
- Route 173 revised, Citigate—Fallowfield via Kennevale, Sherway, Foxfield
- Connexion Route 263 extended, Richmond—Tunney's Pasture **1** via Stittsville
- New Connexion Route 275, Halfmoon Bay—Tunney's Pasture **1**, replacing Route 175
- New Connexion Route 276, Manotick—Tunney's Pasture **1**, replacing Route 176
- Connexion Route 283 revised, Munster Hamlet and Richmond to Limebank **2**



Other changes in Barrhaven, Riverside South, Richmond, and Manotick

- Route 75 service to Gatineau replaced by new connecting Route 13 from Tunney's Pasture **1**
- Limited service on Route 199 removed, service to Leikin replaced by extended Route 73
- Connexion Routes 270, 271, 272, 273, 278 removed, with nearby service provided by other routes



Readiness for future changes

- Routes 73, 74, 75 to connect with O-Train at Algonquin ①
- Connexion Routes 275, 276, 277 to connect with O-Train at Algonquin ①
- Route 75 to be extended to operate via Elevation when road construction and conditions permit



Central Ottawa



Improvements in Central Ottawa

- Route 5 extended, Rideau ① —Elmvale via Smyth, replacing part of Route 55
- New all-day Route 8, Gatineau—Dow's Lake ② via Preston, replacing part of Route 85
- Route 9 revised to provide two-way service on Sussex between Boteler and Murray
- Route 9 extended to Carleton ② via Billings Bridge, replacing part of Route 10
- Route 11 revised via Bayswater, Bayview ① ②, Preston
- Route 11 extended, Bayshore—St-Laurent ①, replacing Route 18
- Route 12 extended, Blair—Hurdman ① via Carleton ②, replacing Route 10
- New weekday peak period Route 13 between Gatineau and Tunney's Pasture ① replacing parts of Routes 16, 61, 63, 66, 75
- Route 16 extended, Parliament—Billings Bridge via Sandy Hill, Lees ①, Riverdale, replacing part of Route 5
- New weekday peak period Route 17, Wateridge—Rideau ① via Montréal Rd, Brittany
- Route 20 extended, St-Laurent—Rideau ① via Vanier, Lowertown
- Route 56 Tunney's Pasture ① —King Edward via Dow's Lake ②, Lees ① all day, 7 days a week
- Route 85 extended, Bayshore—Lees ① via Chamberlain/Catherine, replacing part of Route 55



Other changes in Central Ottawa

- Route 15 service to Gatineau via Portage replaced by connection to STO at Lyon **1**
- Route 16 replaced by Route 12 through downtown



South Ottawa and Alta Vista



Improvements in South Ottawa and Alta Vista

- Route 40 revised, St-Laurent **1** —Greenboro **2** via Queensdale, Albion, Bridlepath
- New all-day Route 41 Billings Bridge—St-Laurent **1** via Heron, Walkley, Russell, Elmvale, replacing part of Route 46
- Route 48 extended, Hurdman **1** —Carleton **2** via Elmvale, Billings Bridge, Sunnyside
- Route 49 extended, Elmvale—Carleton **2** via Billings Bridge, Sunnyside
- Route 90 revised, via McCarthy, Cahill, Uplands
- New all-day Route 91, Uplands **4** —Greenboro **2** via Uplands Dr, replaces Route 197
- Route 93, Findlay Creek—Leitrim **2** extended east of Bank St
- New weekday peak period Route 94, Findlay Creek—Leitrim **2** , replaces Route 294
- New weekday peak period Route 115 between Greenboro **2** and Baseline via Slack, MacFarlane, and Hunt Club, replacing Route 80 on MacFarlane
- New all-day Route 116 between Greenboro **2** and Baseline via Hunt Club replaces Route 96



Other changes in South Ottawa and Alta Vista

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



East Ottawa and Orléans



Improvements in East Ottawa and Orléans

- New weekday peak period Route 17, Wateridge—Rideau ① via Montréal Rd, Brittany
- Route 24 extended, St-Laurent ① —Chapel Hill via Ogilvie, Jasmine Crescent, Beacon Hill, Blackburn Hamlet
- Route 25 extended, Millennium—Wateridge via Innes, Blair ①, La Cité, replacing Route 27
- Route 30 revised, with all trips via Montmère
- Route 131 revised, Innes—Place d'Orléans via des Épinettes, Charlemagne, St-Joseph
- New all-day Route 133 Tenth Line—Place d'Orléans via Meadowglen, Forest Valley, Fortune, St-Joseph
- Blackburn Hamlet – On demand service on weekends to start in December 2023



Other changes in East Ottawa and Orléans

- Closing leased park and ride lot at Telesat Court (Blair¹)
- Route 26 reduced to weekday peak periods
- Route 28 service removed from Tauvette, Southpark
- Route 31 limited service removed from St-Joseph between Bearbrook and Jeanne d'Arc
- Route 33 revised to operate via Tompkins, Chartrand/Duford
- Route 35 revised to operate via Bottriell north of Merkley, removed from Merkley, Charlemagne
- Route 37 replaced by revised Route 234, operating weekday peak periods
- Route 39 service to La Cité replaced by Route 25
- Route 138 revised, St-Louis Residence—Place d'Orléans via St-Joseph
- Connexion Routes 232, 236 removed, with nearby service provided by other routes



Readiness for future changes

- Routes 38, 39, 221 to connect with O-Train at Trim **1** **3**
- Routes 32, 33, 35, 38, 131, 133, 138*, 231, 237 to connect with O-Train at Place d'Orléans **1** **3**
- Routes 34*, 133, 138* to connect with O-Train at Convent Glen **1** **3**
- Routes 30, 34*, 38, 133, 237 to connect with O-Train at Jeanne d'Arc **1** **3**
- Routes 12, 21, 24 to connect with O-Train at Montréal **1** **3**

* Possible further changes to these routes when O-Train opens to Trim



Summary tables, lists



Frequent Route Network

15 minute service at most times

Route	Destinations	O-Train Connections
5	Rideau-Elmvale	1
6	Greenboro-Rockcliffe via Downtown	1 2 4
7	Carleton-St-Laurent via Downtown	1 2
11	Bayshore-St-Laurent via Downtown	1 2
12	Hurdman-Blair via Carleton, Downtown	1 2
14	Tunney's Pasture-St-Laurent via Downtown	1 2
25	Wateridge-Millennium via Blair	1
40	Greenboro-St-Laurent via Elmvale	1 2 4
41	Billings Bridge-St-Laurent via Elmvale	1
44	Billings Bridge-Hurdman via Heatherington	1
45	Hurdman-Hospitals	1
61	Stittsville-Tunney's Pasture via Katimavik	1
62	Stittsville-Tunney's Pasture via Campeau	1
63	Kanata North-Tunney's Pasture	1
68	Terry Fox-Baseline	Future with Stage 2
74	Limebank-Tunney's Pasture	1 2
75	Cambrian-Tunney's Pasture	1
80	Barrhaven Centre-Tunney's Pasture	1
85	Bayshore--Lees via Carling	1 2
87	Baseline-Tunney's Pasture via Carlingwood	1
88	Bayshore-Hurdman via Baseline	1 2
90	Greenboro-Hurdman via McCarthy, Springland	1 2 4
98	Hawthorne-Hurdman	1 2 4
111	Baseline-Billings Bridge via Meadowlands	2



All Routes

Route	Destinations
5	Elmvale-Rideau
6	Greenboro-Rockcliffe
7	Carleton-St-Laurent
8	Gatineau-Dow's Lake
9	Carleton-Rideau
11	Bayshore-St-Laurent
12	Blair-Hurdman
13	Gatineau-Tunney's Pasture
14	St-Laurent-Tunney's Pasture
15	Blair-Parliament
16	Billings Bridge-Parliament
17	Wateridge-Rideau
19	Hurdman-Parliament
20	St-Laurent-Rideau
21	Canotek-Blair
23	Rothwell Heights-Blair
24	Blackburn Hamlet-St-Laurent
25	Millennium-Wateridge
26	Pineview-Blair
30	Millennium-Blair
32	Chapel Hill-Blair
33	Portobello-Place d'Orléans-Blair
34	Chapel Hill-Blair
35	Harvest Valley-Blair
38	Trim-Blair
39	Millennium-Blair

Route	Destinations
40	Greenboro-St-Laurent
41	Billings Bridge-St-Laurent
42	Blair-Hurdman
43	Greenboro-Karsh
44	Billings Bridge-Hurdman
45	Hospital-Hurdman
47	Hawthorne-St-Laurent
48	Hurdman-Carleton
49	Elmvale-Carleton
51	Lincoln Fields-Tunney's Pasture
52	Britannia-Lincoln Fields
53	Baseline-Tunney's Pasture
56	King Edward-Tunney's Pasture
57	Crystal Bay-Tunney's Pasture
58	Crystal Bay-Bayshore
61	Stittsville-Tunney's Pasture
62	Stittsville-Tunney's Pasture
63	Innovation-Tunney's Pasture
66	Innovation-Tunney's Pasture
67	Cope-Terry Fox-Tunney's Pasture
68	Terry Fox-Baseline
73	Limebank-Tunney's Pasture
74	Limebank-Tunney's Pasture
75	Cambrian-Tunney's Pasture
80	Barrhaven Ctr-Tunney's Pasture
81	Baseline-Tunney's Pasture

Route	Destinations
82	Bayshore-Baseline
84	Centrepointhe-Baseline
85	Bayshore-Lees
86	Auriga-Tunney's Pasture
87	Baseline-Tunney's Pasture
88	Bayshore-Hurdman
90	Greenboro-Hurdman
91	Greenboro-Uplands
92	Greenboro-Billings Bridge
93	Findlay Creek-Leitrim
94	Findlay Creek-Leitrim
97	South Keys-Hurdman
98	Hawthorne-Hurdman
110	Innovation-Limebank
111	Baseline-Billings Bridge
112	Baseline-Billings Bridge
115	Baseline-Greenboro
116	Baseline-Greenboro
117	Citigate-Limebank
119	Barrhaven Centre-Limebank
131	Innes-Place d'Orléans
133	Tenth Line-Place d'Orléans
138	St-Louis-Place d'Orléans
161	Terry Fox-Rothesay
162	Campeau/Palladium-Terry Fox
163	Carp/Kittiwake-Terry Fox

Route	Destinations
164	Eagleson/Cope-Terry Fox
165	Innovation-Terry Fox
168	Hope Side Road-Terry Fox
170	Citigate-Fallowfield
173	Citigate-Fallowfield
187	Auriga-Baseline
189	Colonnade-Baseline
198	Riverview-Greenboro
221	Cumberland-Blair
222	Vars-Blair
228	Sarsfield-Blair
231	Tenth Line-Blair
234	Harvest Valley-Blair
256	Fernbank-Tunney's Pasture
261	Stittsville-Tunney's Pasture
262	Stittsville-Tunney's Pasture
263	Richmond-Tunney's Pasture
265	Terry Fox-Tunney's Pasture
266	Stittsville-Tunney's Pasture
275	Halfmoon Bay-Tunney's Pasture
276	Manotick-Tunney's Pasture
277	Nepean Woods-Tunney's Pasture
283	Munster Hamlet-Limebank
299	Manotick-Limebank

Table does not include summer or school routes



Alternative service

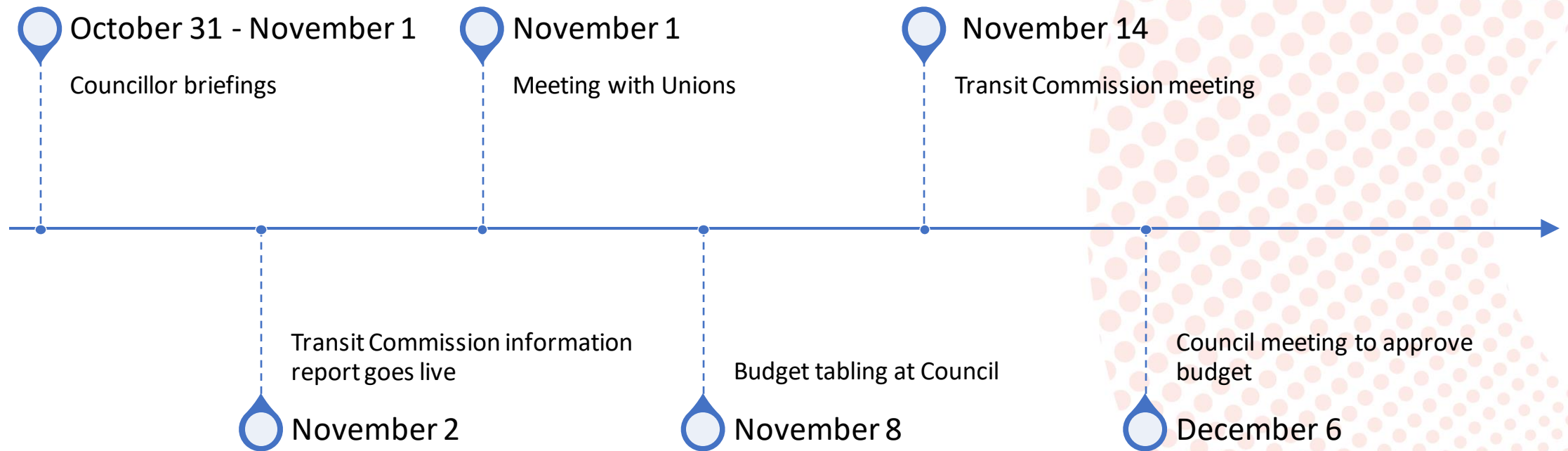
(List is not yet confirmed as final)

- Akerson → Cope
- Amiens → Prestone, Duford
- Athans → Queensdale
- Brookfield East → Heron
- Chesterton → Meadowlands, Viewmount
- Churchill (Scott-Carling) → Clare, Dovercourt
- Clover → Heron
- Featherston → Heron, Kilborn
- Grandview → Carling
- Jefferson → Heron
- Kaladar → Heron
- Knudson (Weslock-Campeau) → Weslock, Campeau
- McClellan (south of Bellman) → McLellan at Bellman
- Palomino → Eagleson
- Parkdale (north of Scott) → Scott at Parkdale
- Pine Hill → Steeple Chase, Stonehaven

- Prestone (south of Tompkins) → Tompkins
- Prestwick (north of des Épinettes) → St-Georges, des Épinettes
- Princess Louise (south of Montcrest) → Charlemagne, Montcrest
- Ryder → Walkley
- Siskin → McLellan at Bellman
- Sixth → Queensdale
- Southpark → Innes
- Stittsville Main St (north of Kimpton) → Kimpton
- Stonemeadow → Stonehaven
- Tavette → Innes
- Tunney's Pasture campus → Tunney's Pasture Station



Key Legislative dates



Draft Communications Plan

- Communications on multiple channels over several months to increase customer understanding and awareness
- Specific tactics and timing will vary to maximize reach and value

Elected officials

Group briefings

Councillor package
(FAQs, route information)

Support additional
Councillor-led public
information sessions

Web/mobile

Transit app alert
messages

OC Transpo web page

Route maps updated

Social media

Advertising

Social media and web

Digital screens

Bus stop ads

Bus ads

Stakeholders

Customer information
sessions

BIAs, universities and
colleges

Media key messages

Print

Shelter maps

Bus stop signs
changed

Info panels

Take-ones

Questions?

