

**Report to
Rapport au:**

**Transit Commission
Commission du transport en commun
21 October 2015 / 21 octobre 2015**

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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2015-CMR-OCM-0028

**SUBJECT: TRANSIT SERVICE DURING CONFEDERATION LINE
CONSTRUCTION – UPDATE FOR DECEMBER 2015 AND JANUARY
2016**

**OBJET: SERVICE DE TRANSPORT EN COMMUN DURANT LA
CONSTRUCTION DE LA LIGNE DE LA CONFÉDÉRATION – MISE À
JOUR POUR DÉCEMBRE 2015 ET JANVIER 2016**

REPORT RECOMMENDATION

That the Transit Commission receive this report for information.

RECOMMANDATION DU RAPPORT

Que la Commission du transport en commun prenne connaissance de ce rapport.

BACKGROUND

On December 19, 2012, City Council approved the Ottawa Light Rail Transit (LRT) project to build the Confederation Line. The construction of the LRT requires a number of significant service adjustments to the bus system.

To date there have been three changes to Transitway corridor segments requiring service adjustments to accommodate Confederation Line construction:

- June 2013, Laurier / Nicholas realignment;
- December 2014, LeBreton Station relocation; and,
- June 2015, Transitway closure Hurdman to Blair Stations.

The remaining Transitway closures are:

- December 2015 – Lees Station to Hurdman Station;
- January 2016 – Merton Street to Empress Avenue;
- Future – Laurier Station to Lees Station; and,
- Future – Tunney's Pasture Station to Merton Street.

This report outlines the service adjustments associated with the construction of the LRT project during the months of December 2015 and January 2016.

DISCUSSION

Effective December 20, 2015, and January 17, 2016, OC Transpo will implement further service changes to routes affected by Confederation Line construction. Adjustments will include:

- Improvements in response to customer feedback associated with Hurdman / Blair;
- Changes to accommodate the closure of the Transitway between Lees Station and Hurdman Station; and,
- Changes to accommodate the closure of the Transitway between Merton Street and Empress Avenue and Bayview Station construction.

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.

Improvements in Response to Customer Feedback – Hurdman / Blair

Based on the valuable customer feedback and observed changes in customers' travel patterns, the following improvements to service will be implemented:

- Improve afternoon travel times on express routes to Orléans by eliminating the stop at Blair Station. Approximately 5,000 customer-trips per day will have a faster travel time of between three and four minutes in the afternoon peak period; and,
- Reduce the travel time for some customers on Route 101 by creating a new peak period Route 103 to bypass Hurdman Station in both directions and bypass St-Laurent Station on eastbound trips, en route to and from Place d'Orléans Station. Route 101 will continue to operate all day long between St-Laurent and Bayshore Stations.

These route changes will begin on Monday, December 21, 2015.

Improvements to Address Operating Constraints

The intersection of Riverside Drive and Industrial Avenue is a very busy intersection on the road network and is now also an important point for transit service, used by all services operating to Hurdman Station to and from the north, west and east. In order to reduce conflicts and congestion at this location, new transit priority measures are being put in place for buses connecting from Hurdman Station to the Highway 417 interchange. Buses will use Terminal Avenue and Sandford Fleming Avenue, and will use new bus-only lanes on Industrial Avenue and Riverside Drive to reach the Highway 417 interchange.

The route changes that are described in this report will reduce the number of buses operating at Hurdman Station, and thus will reduce congestion and the likelihood of delays at that location.

Lees Station to Hurdman Station

The closure of the Transitway between Lees and Hurdman Stations will occur earlier than previously forecast due to additional work required for the Transitway bridge over the Rideau River. Transit service along this section of the Transitway will be relocated to use bus-only lanes on Highway 417. Transit service will be maintained at Hurdman Station and the upper level of Lees Station. To reduce travel time for customers and to avoid congestion at key locations, Route 95 will no longer serve Hurdman Station, and a new Route 104 will be implemented to continue to provide connections from Hurdman Stations to points east. Route 85 will be changed to serve the Lees Station area. Other changes will affect several other routes in the area of Hurdman Station.

As a result of the proposed service adjustments to accommodate the closure between Lees and Hurdman Stations, of the 340,000 network-wide daily customer-trips:

- Two per cent of customers will have a faster travel time of up to four minutes; and,
- Approximately 13 per cent will have a longer travel time of up to four minutes.

These route changes will begin on Sunday, December 20, 2015.

Merton Street to Empress Avenue

The closure of the Transitway between Merton Street and Empress Avenue will require buses to travel along newly constructed bus-only lanes on Scott Street and Albert Street. Bayview and LeBreton Stations will be relocated to bus platforms on Albert Street. Approximately 14 per cent of the 340,000 network-wide daily customer-trips will have a longer travel time of up to three minutes.

Based on ideas generated from the local communities, plans were developed in 2014 to reduce the number of buses operating along Scott and Albert Streets. Out-of-service buses will be routed via the Sir John A. Macdonald Parkway. Morning trips on east-end express routes will end at Bay. OC Transpo will continue to manage the transit service along Scott and Albert to ensure that there are no more buses operating than required to provide the established service for customers.

In order to accommodate construction at Bayview Station, the O-Train Trillium Line platform will be relocated slightly south of its present location. A multi-purpose pathway will be constructed to connect the new Trillium Line platform to the new eastbound bus platform on Albert Street.

These route changes will begin on Sunday, January 17, 2016.

Risk Management Implications

Risks associated with the provision of the infrastructure required to allow for implementation of this service plan are being managed by the Rail Implementation Office. As part of the Project Agreement between the City and Rideau Transit Group (RTG), strong financial incentives have been placed on RTG to minimize construction impacts on transit service.

A multi-agency team has been assembled to manage the operation of the revised service, to respond to any delays or incidents immediately, and to ensure that “lessons learned” are quickly built into the standard operating procedures for the road network, the provincial highway, and the transit system. From the City, this team includes staff from OC Transpo, Public Works (Traffic Services), the Rail Implementation Office, and the Ottawa Police Service. From the province, this team includes staff from the Ministry of Transportation and the Ontario Provincial Police.

OC Transpo staff will bring further reports to the Transit Commission as preparations are finalized for future phases of the Confederation Line construction service adjustments.

RURAL IMPLICATIONS

Customers on Route 283 from Richmond and customers from the rural section of Route 263 will be affected by the Transitway closure between Merton Street and Empress Avenue. Customers on Route 221 to Cumberland will have a shorter travel time in the afternoon, as the route will bypass Blair Station.

CONSULTATION

Consultation on the need for transit service adjustments during construction was carried out as part of the approval process for the Confederation Line project. The current adjustments are based, in part, on the results of that previous consultation.

The service adjustments have been adapted to address comments and suggestions that have been made by participants in stakeholder consultation.

Affected Councillors were briefed on specific route changes in their respective wards.

Information regarding the specific details of the transit service plan will be communicated to customers prior to implementation.

ADVISORY COMMITTEE(S) COMMENTS

This report has not been considered by advisory committees.

LEGAL IMPLICATIONS

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

RISK MANAGEMENT IMPLICATIONS

There are risk implications. These risks have been identified and explained in the report, and are being managed by the appropriate staff.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

All temporary station facilities have been designed according to current accessibility standards. All OC Transpo buses are fully accessible.

TERM OF COUNCIL PRIORITIES

The recommendations in this report support two of the 2015-2018 Term of Council priorities:

Transportation and Mobility – Meet the current and future transportation needs of residents and visitors through Phase 1 and Phase 2 of the Transportation Master Plan, including ensuring the City's transit services are reliable and financially sustainable. Continued focus on improving mobility during the LRT implementation, and support for alternative transportation methods including cycling and walking, as well as transit.

Service Excellence – Improve client satisfaction with the delivery of municipal services by measurably strengthening the culture of service excellence at the City, by improving the efficiency of City operations, and by creating positive client experiences.

DISPOSITION

Staff will undertake any further direction from the Transit Commission.