

**Report to
Rapport au:**

**Transit Commission
Commission du transport en commun
20 March 2019 / 20 mars 2019**

**Submitted on March 11, 2019
Soumis le 11 mars 2019**

**Submitted by
Soumis par:**

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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2019-TSD-TS-0001

**SUBJECT: READY FOR RAIL O-TRAIN CONFEDERATION LINE
OPERATIONAL READINESS**

**OBJET: PRÉPARATION OPÉRATIONNELLE DE LA LIGNE DE LA
CONFÉDÉRATION – PRÊTS POUR L'O-TRAIN**

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.

EXECUTIVE SUMMARY

In the lead up to the opening of O-Train Line 1, the Confederation Line, OC Transpo wants to ensure a positive end-to-end customer travel experience starting on day one of service for its customers. This report presents OC Transpo's plan to transform the current transit service into a world-class multimodal transit system and is being presented to the Transit Commission for information.

Since Stage 1 of the Confederation Line project was approved in 2012, staff have been working with partners from across the city to ensure a seamless integration and transition to a multimodal transit system. In order to ensure operational readiness for the launch of the new train service, the customer's experience and journey has remained at the forefront. This report provides an overview of the customer experience highlighting bus-rail connection routes and frequency, wayfinding concept and design, modern fare gates and ticketing systems, safety, security and accessibility features, and progress to date on customer education as part of the City's Ready for Rail campaign.

OC Transpo's overall approach ensures a positive end-to-end customer travel experience starting on day one. Customer feedback and perspectives were gathered through the comprehensive Customer Journey Mapping consultation activities in 2014-15. In addition, further focus group testing was conducted in January 2016 to validate wayfinding concepts and designs for the new bus network.

There are no financial implications for this report.

BACKGROUND

The opening of O-Train Line 1, the Confederation Line, will mark a historic transformation in the way transit service is delivered in Ottawa. Bus routes that have previously operated on the Transitway and downtown streets between Blair and Tunney's Pasture stations will be replaced by high-frequency, high-capacity, and high-quality rail service. Most transit trips will become multimodal, meaning customers will be using a combination of bus, train, bicycle, walking or mobility device for different parts of their journey.

This report presents the key elements and information customers need to know to ensure a safe and positive transition to Ottawa's new multimodal transit system.

DISCUSSION

The Customer Experience

Stage 1 of the Confederation Line project was approved in 2012, and since then, staff have been working extensively with partners from across the City to ensure a seamless integration and transition to a multimodal transit system. In order to ensure operational readiness for the launch of Line 1, the customer's experience and journey has remained at the forefront. The shift towards creating an integrated operation begins with ensuring that customers are taken care of every step of the way. In support of this goal, OC Transpo completed the Multimodal Customer Journey project to help put the interests of customers at the heart of all decision making.

Initiated in 2014, the Multimodal Customer Journey project was put in place to help OC Transpo better understand the customer experience, and to identify and document all the interaction points customers currently experience with OC Transpo service, how with their input they anticipate their commute will change, and what elements of their journey were most important to them as customers. The results of the Multimodal Customer Journey Mapping project also highlighted what customers need to know so that they are prepared and excited for their new journey on the system. Using the results and themes drawn from the Multimodal Customer Journey project and an extensive review of best practices and visits to other multimodal operations across North America, the following ten priority topics were identified:

- Bus, cycling, walking and riding connections to stations;
- Bus routes and multimodal stations;
- Ticket machines with customer help points;
- Fare gates;
- Fare-paid zones for transaction-free connections;
- Frequency of service;
- "Ready for Rail" online travel planner;
- Train capacity and doors;
- Accessibility features; and,
- Safety and security features.

Bus, Cycling, Walking, and Riding Connections to Stations

O-Train Line 1, the Confederation Line will connect 13 stations from Tunney's Pasture Station in the west to Blair Station in the east, replacing current Transitway service through central Ottawa. Customers can connect with Line 1 by bus, bicycle, walking, or mobility device at all 13 stations and via O-Train Line 2, the Trillium Line at Bayview Station.

More than 100 bus routes will connect to Line 1; and at the busier stations, integrated bus loops and fare-paid zones will facilitate quick and easy connections. At Tunney's Pasture, Hurdman, Blair, and St-Laurent stations, buses will drop off customers close to the access point to the train platform and will pick up customers at designated stops along the bus platform. At Bayview, Pimisi, Lyon, Parliament, Rideau, and Lees stations, customers will transfer at bus stops located on-street adjacent to the station entrances. Customers' experiences at all these bus stops will be improved from the current conditions along the downtown streets, as there will be fewer routes serving each stop, and more space available for customers to wait, either outside or in sheltered waiting areas. Many bus shelters will be equipped with digital transit information screens to show the next scheduled departure time of each bus route.

Customers can also access Line 1 stations by the many multi-use pathways or integrated pedestrian and cycling routes. Within stations, signage will also direct customers to nearby pathways.

All stations have bicycle parking, and within the station, channels beside the stairs let customers easily walk their bike up and down the stairs. Customers with a bicycle will wait for their train in the green marked area on the station platform, enter the train through the first door of the train, and then ride the train with their bicycle in the shared cooperative seating section adjacent to the door where they entered.

Bus Routes

Staff have been planning the required changes to the bus route network to integrate with Line 1, since the Confederation Line project was approved in 2012. Some route changes were made with the staged closure of the Transitway to facilitate light rail construction, while others were made through 2017 and 2018 in the lead-up to the launch of Line 1. This included the renumbering of some routes to improve identification for customers and the realignment of some routes to make connections at the stations on Line 1.

As outlined in the June 2016 report to the Commission entitled “*Bus Service Identification – Evolution to coordinate with the O-Train Confederation Line multimodal operations*” ([ACS2016-CMR-OCM-0018](#)) staff have also been adapting OC Transpo’s wayfinding systems in preparation for the opening of Line 1. New route numbers, route types, and bus stop graphics were introduced in stages, starting in January 2017. The rollout of the changes was made gradually, to ease the transition for customers.

Bus route changes in preparation for the opening of Line 1 have been made in stages, with some changes implemented at each quarterly service change during 2017 and 2018. With the initial delay of the opening of the new line from before to after the summer of 2018, the sequencing had to be adjusted, to ensure that the network remained feasible to operate within the available fleet size and staff complement. This meant that some route changes which had been planned for implementation after the opening of the new line in fact had to be put in place in June and September 2018, before the opening of the line. In addition, because of the continued delay in revenue service availability, bus route changes which had been expected to be implemented in the weeks before the new line was to open have instead been operating for several months without the train service in place. In October, November, and December 2018, additional bus service changes were implemented to improve service for customers in the interim period.

A final transitional period will be in place for approximately three weeks following the opening of Line 1, as described in the report entitled *2018 Operating and Capital Budget – Q1 Transit Commission Status Report* ([ACS2018-CSD-FIN-0011](#)), which was received by the Transit Commission at its meeting May 16, 2018. This approach allows for the management of risks associated with this major change in service with the volume of customers using the system.

During this transitional period, though train service on Line 1 will have begun, parallel bus service will continue to operate on the same routes and schedules that are currently in place today. Crosstown bus routes and bus routes that operate to and from downtown will continue to do so and will also make connections at major stations on Line 1.

The remaining bus route adjustments will be made following the commencement of Line 1 service and the transition period outlined above. The adjustments will include:

- Revising routes from Orléans, Blackburn Hamlet, Beacon Hill, and other areas in the east so that they end at Blair Station, where they will connect with Line 1;

- Revising routes from Alta Vista, Hunt Club, Greenboro, Blossom Park, Leitrim, Riverside South, and other areas in the south so that they end at Hurdman Station, where they will connect with Line 1, and,
- Revising routes from western Ottawa, Barrhaven, central Nepean, Bells Corners, Kanata, Stittsville, and other areas in the southwest and west so that they end at Tunney's Pasture Station, where they will connect with Line 1.

The current major crosstown bus routes will become major feeder routes to Line 1. Several of them will be changing so that they operate as two separate eastern and western routes, as outlined in Document 1. Maps and schedules for the complete revised bus route network are available on octranspo.com.

In the 2019 budget, Council approved the purchase of 12 additional buses and the allocation of \$5.1 million in operating funding per year to expand transit service in communities across the city. Those service improvements will be implemented after the opening of Line 1.

Stations

The stations on O-Train Line 1 have been designed with customer needs and comfort in mind. Some examples of station features include ticket machines with an integrated audio and video connection to a customer service representative; elevators at all 13 stations and escalators at nine stations; bicycle stairway channels; and 100- metre long train platforms that can accommodate large groups of transit customers.

Wayfinding at Line 1 stations will be consistent, intuitive and easy to follow. A large red illuminated "O" symbol will identify the station entrance, either on a tall freestanding pylon showing the way to the station entrance or on the bright "lanterns" which are a feature of the architecture at each station. Once customers enter the station, whether from the street, from an adjoining building with an integrated entrance, or connecting from a bus route, a system of directional signs and maps will help customers find their way to the train or bus platform. Clear wayfinding signage throughout the station, digital transit information screens displaying bus and train departure times, and audible station announcements will help guide customers through their multimodal journey at each station.

Ticket Machines

Customers can perform a variety of fare transactions at ticket machines at every O-Train station: load a monthly pass to their Presto card, add money to their e-purse, buy

a new Presto card, check the status of their Presto card, or buy a single-ride ticket, a daypass, or a multi-day pass. Ticket machines are accessible, easy to use and have a built-in screen for a clear audio and video chat with an OC Transpo customer service representative.

Customers can also continue to use prestocard.ca or visit participating City Client Service Centres, Shoppers Drug Mart, Loblaws, and Real Canadian Superstore locations to manage their Presto cards. As always, customers can continue to visit the four OC Transpo customer service centres for help with their fares.

Fare Gates

Customers walking to a station will enter through a fare gate to gain access to the platform and the train. To get through the fare gate, customers can tap a Presto card, U-Pass or STO Multi card. They can also scan a bar-coded ticket or bus transfer. There are multiple fare gates at each station to allow for maximum passenger flow. There is no need to tap when exiting the station; customers just walk through the gate and the barrier will open automatically.

Customers using a mobility device or travelling with luggage, a stroller or a bicycle can use a wider accessible fare gate that has an additional card reader at accessible height.

Fares remain free for seniors on Wednesdays, and Council has approved as part of the 2019 budget that fares for seniors will also be free on Sundays. On these days, customers who are seniors just tap their Presto card at the fare gate. No fare will be deducted, and the gates will open. To travel for free on these days, customers need to have a Presto card set with the seniors' discount. Anyone can have the seniors' discount set on a Presto card at any OC Transpo customer service centre, or any participating Shoppers Drug Mart, Loblaws, and Real Canadian Superstore location.

To travel at the seniors' discounted fare on other days of the week, customers can pay cash at ticket machines or on buses, or can use their Presto card with stored e-purse value or a discounted monthly pass. Customers need to carry proof of age with them while travelling, for fare inspection purposes.

Children five and under ride OC Transpo for free at all times. Adults travelling with young children (0 to 5) may carry them through the fare gate as they tap or scan their fare. For children who are walking into the station and are not being carried, adults purchasing a single-ride fare for themselves at the ticket machine may also get free single-ride tickets for the children (0 to 5) who are travelling with them, or they can get a

special smartcard for the child by submitting an application at the Rideau Customer Service Centre.

To travel at the discounted children's fare (children ages 6 to 12), customers can pay cash at ticket machines or on buses, or can use their Presto card with stored e-purse value or a discounted monthly pass. On buses, adults can pay for a child's fare with their Presto card with stored e-purse value after paying their own fare.

Fare-Paid Zones

Once through a fare gate, customers are in a "fare-paid zone", and will not need to show their ticket or pass as they board the train. At Tunney's Pasture, Hurdman and Blair Stations, where connection volumes will be greatest, most customers will transfer inside a fare-paid zone. Buses will drop customers off at a platform inside the fare-paid zone, bypassing the fare gates because the customers have already paid their fare, and allowing customers to go directly to the train platform for boarding. Heading in the other direction (from train to bus), buses will pick customers up in the fare-paid zone with all doors open for fast boarding and no need to show their ticket or tap their pass again. Customers transferring between O-Train Line 1 and Line 2 at Bayview Station will also do so within a fare-paid zone.

Connections with STO Service

Lyon Station has been designed to make connections with le Société de transport de l'Outaouais (STO) services to and from Gatineau quick, easy, and comfortable, and will be the primary connection point between OC Transpo and the STO. Some STO services will operate through downtown to Mackenzie King Bridge, some STO services will make connections at Parliament Station, and some at Tunney's Pasture Station. STO will adjust their bus routes downtown in the months following the opening of Line 1.

Frequency of Service

Travel time end-to-end on Line 1 will be under 25 minutes and the service will operate from early morning to late at night, as outlined in the table below.

Monday - Thursday	5 a.m. – 1 a.m.
Friday	5 a.m. – 2 a.m.
Saturday	6 a.m. – 2 a.m.
Sunday	8 a.m. – 11 p.m.

During peak times, trains will arrive at every station every 5 minutes or less. Service will be frequent all day, and every 15 minutes or better after 11 p.m. When the train is not running overnight, select rapid bus routes will be extended downtown from the east, west and south, like the overnight service now provided by Transitway routes 95 and 97.

“Ready for Rail” Online Travel Planner

The test version of the Ready for Rail Travel Planner is available on octranspo.com. Customers are able to generate a trip plan with Line 1 as part of their travels to see what their new journey will look like when the service is launched.

Train Capacity and Doors

O-Train Line 1 will be served by 17 trains, each made up of two Alstom Citadis Spirit cars. Trains are designed for reliable and comfortable year-round operation in the Ottawa climate, and are safe, accessible, and environmentally friendly. The trains are also spacious – almost 100 metres in length and with room for 600 passengers.

With 14 fully accessible double doors per train, and long and spacious platforms, boarding will be quick and easy. When the train stops at the station, customers can open the train doors from the inside or outside by pressing the green button on the door when it lights up. Customers should know that although it may seem polite, holding the doors for other passengers is unsafe and will cause delays to service. Please never hold the doors for others – another train will be coming along very soon.

Accessibility Features

Stations and trains along Line 1 will be fully accessible.

All trains will have cooperative seating areas beside every door; grab bars easily reachable from all positions within the train; door controls and intercoms at accessible heights; bilingual audio announcements and digital signage providing information about the train’s destination and next station; and audio tones signaling when the doors are opening and closing.

Accessibility features at every station include: level entry boarding; cane-detectable tactile wayfinding strips embedded in the station floor; tactile platform edge warning strips; braille, tactile and visual signage; audio announcements; accessible fare gates; and dual elevators.

Safety and Security Features

All stations have an open-concept design, open sightlines, and are well-lit. Designated Transecure waiting areas on both the bus and train platforms are equipped with emergency phones, and stations and train interiors are monitored by cameras at all times. Trains have on-board emergency passenger intercoms, and as always, Special Constables and other staff monitor and patrol the entire length of the system.

OC Transpo staff and our partners have developed and implemented a comprehensive coordinated emergency response program including training emergency services personnel about the safety and security features of the rail corridor, and conducting a series of tabletop and modelling exercises, technical drills and dress rehearsals.

Integrated Operations

The Transit Operations Control Centre (TOCC) has been transformed into a state-of-the-art multimodal integrated control centre which oversees the entire transit system including:

- O-Train Lines 1 and 2;
- Conventional bus operations;
- Para Transpo; and,
- Special Constables.

The TOCC also provides 24/7 monitoring of transit operations and monitors over 2,200 CCTV cameras, including more than 1,200 cameras added as part of our transition to light rail.

The TOCC also actively monitors on-street activity, bus operations and rail service, allocating and managing resources and implementing measures to facilitate the seamless delivery of service; coordinates major events and incidents that may impact service of any mode; and coordinates maintenance response to issues affecting rail service in collaboration with Rideau Transit Maintenance.

Responding to Service Disruptions

The design of the Confederation Line, complemented by extensive procedures allows OC Transpo to quickly respond to incidents that result in service disruptions and in most cases, maintain some level of service.

All rail operations need to have a plan to respond to potential incidents or events that may interrupt train service or in the event that the rail line or a portion of the rail line is unavailable or experiencing delays. Based on best practices and lessons learned from other transit systems, OC Transpo has developed procedures to ensure planned and unplanned disruptions to rail service are managed consistently and effectively.

Depending on the nature of the disruption, some bus routes may be extended or additional transfers may be required. Bus stops used for replacement bus service when Line 1 is out of service will be clearly marked as R1 and will be located close to rail stations. Accurate and detailed information outlining the nature of the delay or issue and providing alternative transportation options will be communicated to customers on a timely basis, and supervisory and customer service staff will be deployed to assist customers.

It is important to note that rail replacement bus service will mitigate the impact to customers until rail resumes normal operations, but will be unable to match the capacity, speed and reliability of the train service depending on the timing and nature of the disruption.

Customer Assistance During Line 1 Launch

OC Transpo is committed to ensuring a seamless transition when Line 1 opens. While operations staff are focused on ensuring that the trains operate safely and reliably, as well as ensuring that the connecting bus routes provide efficient service, OC Transpo customer service staff will be present to help customers with their journey.

During the launch of train service, staff will be in place at all 13 stations at all times during scheduled operations. For the remainder of the transition period until the major bus route changes are implemented, staff will be on hand at most times, generally between 5 a.m. and 11 p.m. on weekdays and from 8 a.m. to 9 p.m. on weekends.

Customers will be able to recognise the staff that are there to assist them, as they will be wearing bright red vests with the “O” symbol for the O-Train. Customers will also be able to reach OC Transpo staff for help by using the information phones near the ticket machines, the video chat help option at ticket machines, by phoning the transit information line at 613-741-4390, or via Twitter (@OC_Transpo).

All customer service channels will continue to be available whenever customers are travelling on buses or trains:

- Travel planning, schedules and fares at octranspo.com;

- Real-time information on transit information screens or through the OC Transpo iPhone app, independent apps using open data, and the 560560 SMS texting service;
- Service alerts by email subscription at octranspo.com or on Twitter @OCTranspoLive / @OCTranspoDirect;
- Transit information at 613-741-4390 or by pressing the “information” button on any pay phone in OC Transpo stations;
- Information phones near the fare gates at Line 1 stations;
- Video chat on ticket machines at O-Train stations;
- In person at the four OC Transpo customer service centres at the Rideau Centre and at Place d’Orléans, St-Laurent, and Lincoln Fields Stations;
- Twitter @OC_Transpo;
- Lost and found at 613-563-4011; and,
- Special Constable Unit – Let OC Transpo know at 613-741-2478 or using the online incident reporting tool at octranspo.com.

Ready for Rail

The “Ready for Rail” customer readiness campaign is a comprehensive communication, marketing, information and education campaign that is helping to prepare customers and build excitement for the new multimodal transit service. The campaign has been structured to equip customers with the information they need to adapt to the network transformation and seamlessly transition to their new journey, and to create awareness and excitement for the launch of Line 1.

Since the launch of Ready for Rail in April 2017, City staff have conducted extensive outreach. Staff have provided presentations to internal and external City stakeholders, have hosted information booths at local events, and ran the successful “Name the Trains” contest, where children and youth were given the opportunity to name each of the 40 train cars on O-Train Lines 1 and 2.

The Ready for Rail campaign focuses on the ten themes outlined in this report and began with graphic depictions of each theme. Currently, the campaign is transitioning to live action depictions of these same themes and will also include a component that generates excitement closer to the launch date.

Customers will see videos, photos and web content that answer the following questions:

- Where will it go?

- How often will it come?
- How many will it carry?
- How will I get to it?
- How will it change my trip?
- Where will I buy my fare?
- How will I get through the fare gate?
- How will I transfer?
- Built for accessibility
- Built for safety

As part of the outreach associated with Ready for Rail, a number of initiatives have been undertaken to increase awareness of the educational campaign and provide additional information to our customers. These activities include:

- Presentations to community groups, associations and professional organizations;
- Outreach to school boards offering materials and presentations;
- Presentations to schools;
- Activity sheets and other resources geared to school-aged children;
- Name the Trains Contest to engage youth in naming the trains and learning about the system;
- Booths at college and university campuses during their orientation week and U-Pass distribution;
- Posters and digital displays in university and college common areas;
- 360-degree virtual tour videos (i.e. Lyon Station and a train) to help familiarize transit customers with the station and vehicles prior to launch;
- Booths at community events, including Doors Open 2018, Parent/Child Expo Fair and Canada Day;
- Participation in Rail Safety Week activities;
- Content included in various organizational newsletters; and,

- Service change outreach to transit customers.

The information and education campaign is continuing and will be augmented in the coming weeks. Councillors will receive packages containing frequently asked questions, key messages, social media posts and graphics that will help to educate residents about their new multimodal journey. Ready for Rail outreach staff will continue to host booths, handing out material and speaking with members of the public at locations across the City to help familiarize them with the new system and how to use Line 1. Staff are also available to attend information sessions that Councillors may wish to host for their constituents.

Ready for Rail messaging will also appear in newspaper ads in print and online, on social media and online platforms, digital billboards and screens and on the radio. The campaign will also be promoted on video screens in City facilities, interior bus cards and posters and onboard bus announcements. Information will also be mailed to every address in the City of Ottawa so that residents can become familiar with the new multimodal system and bus route adjustments.

RURAL IMPLICATIONS

With the new multimodal transit system, all rural bus routes will connect to one of the major transfer stations on O-Train Line 1. The customer readiness campaign includes information for customers in rural areas, to ensure that all customers are prepared to seamlessly transition to their new journey on day one of Line 1 service.

CONSULTATION

Customer input on the design process of the 2018 network was provided through the comprehensive Multimodal Customer Journey Mapping consultation activities in 2014-15. The project objective was to understand the customer's transit experience from their perspective, clearly understand and articulate the interests of the customer, and put them at the centre of all decision making, and then to understand how customer interactions work together to contribute to the customer's overall perceptions and experience of the new multimodal experience. Further focus group testing was conducted in January 2016 to validate wayfinding concepts and designs for the new bus network.

Customer outreach was conducted through all service changes so that customers were fully aware of when and how their trips were changing. Staff have supported Councillors with communications assistance with constituent questions. Outreach staff have

presented information on O-Train Line 1 to dozens of community groups, businesses, schools, and City stakeholders.

LEGAL IMPLICATIONS

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

RISK MANAGEMENT IMPLICATIONS

There are no risk implications.

FINANCIAL IMPLICATIONS

There are no financial implications associated with the recommendations in this report.

ACCESSIBILITY IMPACTS

The O-Train Confederation Line system and service is designed with accessibility in mind. All O-Train Confederation Line stations and the Alstom Citadis Spirit trains are fully accessible. All transit signage and communication materials are assessed according to the Accessibility for Ontarians with Disabilities Act (AODA) and the City of Ottawa Accessibility Design Standards, and meet the specifications contained therein. The Ready for Rail customer readiness campaign has a theme dedicated to educating customers about the accessibility features of the Confederation Line titled “Built for Accessibility.”

ENVIRONMENTAL IMPLICATIONS

The O-Train Confederation Line will reduce greenhouse gas emissions by about 38,000 tonnes CO₂e (carbon dioxide equivalent) per year by 2031, and will also reduce air and noise pollution.

TERM OF COUNCIL PRIORITIES

This report supports the following 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.

Financial Sustainability – Practice prudent fiscal management of existing resources, and make sound long-term choices that allow City programs and services to be sustainable.

Sustainable Environmental Services – To provide sustainable environmental services that balance protection of our natural resources and support the planned growth of the city with the duty to ensure fiscal sustainability and meet legislative requirements in the delivery of municipal services.

DISPOSITION

Staff will undertake any further direction from the Transit Commission.

Note: Minor corrections were made to this report pursuant to the City Clerk and Solicitor's Delegated Authority to correct clerical, spelling, or minor errors of an administrative nature as set out in Schedule C, Subsection 36 of Delegation of Authority By-Law 2018-397, to correct a reference to "Route" R1 on page 11 of the report.

Document 1 – Major feeder Routes – Post Confederation Line Implementation

The current major crosstown bus routes will become major feeder routes to O-Train Line 1. Several of them will be changing following the transition period so that they operate as two separate eastern and western routes.

Current Route	New Routes
61	61 Stittsville–Tunney’s Pasture
62	62 Stittsville–Tunney’s Pasture
63	63 Briarbrook–Tunney’s Pasture
87	87 Baseline–Tunney’s Pasture 90 Greenboro–Hurdman
91	39 Millennium–Blair 74 Riverview–Tunney’s Pasture 75 Cambrian–Tunney’s Pasture
94	25 Millennium–Blair 74 Riverview–Tunney’s Pasture
95	39 Millennium–Blair 75 Cambrian–Tunney’s Pasture
97	57 Bells Corners–Tunney’s Pasture 97 Airport–Hurdman
98	98 Hawthorne–Hurdman
99	99 Barrhaven Centre–Hurdman
101	55 Elmvale–Bayshore, connecting at Lees