

**Report to  
Rapport au:**

**Transit Commission  
Commission du transport en commun  
19 June 2019 / 19 juin 2019**

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**Submitted by  
Soumis par:**

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**Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE      File Number: ACS2019-TSD-TS-0002**

**SUBJECT: Confederation Line: Customer Service Operational Readiness**

**OBJET: Ligne de la Confédération : Préparation opérationnelle du service à la clientèle**

**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

The opening of O-Train Line 1, the Confederation Line, will mark an exciting and historic transformation in the way transit service is delivered in the city of Ottawa. OC Transpo has been working with the Rideau Transit Group (RTG) and partners from across the city to transform the current transit service into a world-class multimodal transit system and ensure a positive end-to-end customer experience starting on day one.

The opening of Line 1 and the major changes to the bus route network that will follow, will be the largest service change ever for OC Transpo customers. Because our customers are our priority and their experience through and beyond this transitional period is important to us, OC Transpo staff are committed to ensuring that customers are prepared, comfortable and knowledgeable about these changes and the transition period in which they will occur.

At the Transit Commission meeting on March 20, 2019, staff presented the Ready For Rail O-Train Confederation Line Operational Readiness report ([ACS2019-TSD-TS-0001](#)) that provided information about the ten priority topics customers need to know about so that they are prepared for their new journey on Line 1.

Further to the information that was presented in March 2019, this current report provides additional information about the preparations that OC Transpo staff are undertaking to support our customers through the transition to the multimodal service as well as the changes that will occur and the supports in place once Line 1 service is launched to the public.

First, the Rideau Transit Group (RTG) must complete the testing and commissioning of the Confederation Line system. This includes achieving Substantial Completion, conducting the 12-day Trial Running performance test, and providing the Revenue Service Availability Notice.

In anticipation of the completion of these milestones, OC Transpo has been carrying out thousands of tasks to prepare customers, staff and infrastructure. Over the past two years, operators, controllers, supervisors, customer service staff and management for the new line have been hired, trained, and certified for their new roles. Staff have conducted hundreds of practices, drills, and exercises to ensure that they are fully knowledgeable and ready to respond to any situation that could occur.

Staff are currently replacing bus stops, system maps, and bus stop timetables at thousands of bus stops across all parts of the City, in preparation for the opening of O-Train Line 1 and for the major changes to the bus route network that will follow. The

octranspo.com website and the OC Transpo iPhone app have both been redesigned to provide information more easily about the new multimodal transit network, the test version of the Travel Planner has been available since February 2019, and the Ready for Rail education campaign has been providing information to customers, so they can easily transition to their new multimodal journey.

Following the opening of Line 1, there are additional activities that will be undertaken to complete the transition to the new multimodal service. On opening day, some bus routes will have minor route changes to make good connections with Line 1 train service. For three weeks following the opening of Line 1 to the public, the current bus route network will continue to operate and all current bus detours, including bus-only lanes and transit priority measures will remain in place during this time. This period of parallel bus service allows customers to gradually transition from the current bus route network to the future multimodal service and allows time for staff to work out any operational adjustments that may be required.

At the end of the three-week parallel service period, the new bus route network will be implemented across the entire City - the largest service change ever for OC Transpo customers. OC Transpo staff are excited to help customers through and beyond the transitional period of parallel bus service, and to support this goal, hundreds of staff will be present at all stations to answer questions and provide information to our customers.

Following the opening of O-Train Line 1 to the public and the three-week parallel service period, the Transitway detours that have been in place for several years will be lifted and construction will begin on multiple corridors to bring the affected roadways to their final configurations.

## BACKGROUND

The opening of O-Train Line 1, the Confederation Line, will mark an exciting and historic transformation in the way transit service is delivered in the city of Ottawa. OC Transpo has been working with the Rideau Transit Group (RTG) and partners from across the city to transform the current transit service into a world-class multimodal transit system and ensure a positive end-to-end customer experience starting on day one.

The opening of Line 1 and the major changes to the bus route network that will follow, will be the largest service change ever for OC Transpo customers. About two-thirds of all customers will use the trains on Line 1 for their everyday trips, and about two-thirds of all customers will see a change to their bus routes, such as the station where it ends, its number, or a more-significant change to the routing it follows. Because our customers are our priority and their experience through and beyond this transitional period is important to us, OC Transpo staff are committed to ensuring that customers are prepared, comfortable and knowledgeable about these changes and the transition period in which they will occur.

At the Transit Commission meeting on March 20, 2019, staff presented the Ready For Rail O-Train Confederation Line Operational Readiness report ([ACS2019-TSD-TS-0001](#)) that provided information about the ten priority topics customers need to know about so that they are prepared for their new journey on Line 1:

- 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.

Further to the information that was presented in March 2019, this current report provides additional information about the preparations that OC Transpo staff are undertaking to support our customers through the transition to the multimodal service as well as the activities that will be implemented and the supports that will be in place following the opening of Line 1 to complete the transition to the new multimodal service.

## **DISCUSSION**

Before Line 1 can open to the public, there are many activities that the Rideau Transit Group (RTG) and City must complete. These activities are being managed through a complex and well coordinated plan that includes meeting all Project Agreement requirements; making bus stop, route and customer service information changes; implementing Council-approved service expansion; planning for connections with STO; and providing customer communications throughout.

### **Rideau Transit Group's Steps To Delivery**

In order to achieve Revenue Service Availability (RSA) and handover to the City, the Rideau Transit Group (RTG) must demonstrate compliance with the Project Agreement and complete the construction and testing and commissioning of the Confederation Line system, including:

1. Providing Substantial Completion Notice;
2. Conducting Trial Running (12-day performance test); and,
3. Providing Revenue Service Availability Notice.

### **Substantial Completion**

Substantial Completion is a significant milestone of the Confederation Line project as it signifies that the project has advanced to the point where construction and testing is effectively complete. When this significant milestone is achieved and certified by the Independent Certifier, the remaining steps for handover to the City will be initiated, including Trial Running.

### **Trial Running**

Following the issuance of the Substantial Completion Certificate, RTG will begin Trial Running of the Confederation Line system. The objective of trial running is to complete 12 days of regularly scheduled service and confirm system readiness for passenger service by exercising the Confederation Line system at full functionality.

Trial Running has the following additional key objectives:

- Validate the operating schedules and operational performance requirements;
- Exercise and confirm the operating reliability of the system and subsystems; and,
- Verify and demonstrate vehicle reliability and availability.

RTG has developed a service plan that replicates a typical 12-day regular level of service, which will be assessed against a series of criteria to validate the performance of the system each day. The performance criteria includes:

- Safety of the system;
- Operations of the system, including end-to-end travel times and the frequency of service during different operation scenarios (peak and off-peak periods);
- Maintenance activities;
- Vehicle performance;
- Customer systems (public address systems, etc.); and,
- Other systems (CCTV, Tunnel Ventilations Systems, etc.).

A Trial Running Review Team made up of representatives from RTG, Rideau Transit Maintenance, City staff and the Independent Certifier will review the performance of the system throughout the Trial Running period. Each day of Trial Running will be assessed and data will be compiled for final verification. After the final day of Trial Running, the Independent Certifier will confirm whether the fully integrated system and operations are ready for revenue service.

On occasions during Trial Running, the public might not see trains running on the Confederation Line. Not seeing any vehicles everyday on the Confederation Line during the 12 Day Trial Running period is normal as there are many different systems being tested at different times throughout the Trial Running period.

Once RTG has achieved all Trial Running requirements, staff will inform the Transit Commission and Council accordingly.

### **Revenue Service Availability**

Revenue Service Availability (RSA) represents the last major milestone for the Confederation Line project, as it demonstrates that the system is ready for handover to the City. In order to achieve RSA, compliance with the safety requirements at the completion of Trial Running needs to be approved by the Independent Safety Auditor, and the Independent Certifier must be satisfied that RTG has fulfilled the requirements of the Project Agreement.

Following the issuance of the Substantial Completion Certificate and the successful Trial Running period, the City is required by the Project Agreement to provide an opinion to the Independent Certifier within five days as to whether the City believes that RTG has met the conditions of RSA.

Within five days after the City submits its opinion to the Independent Certifier, the Independent Certifier, in consultation with both the City and RTG, will decide whether the conditions for RSA have been satisfied or not. If the Independent Certifier decides that the conditions have been met, the Independent Certifier will issue the RSA Certificate. If not, the Independent Certifier will submit a report detailing the matters that are required to be performed by RTG to satisfy the conditions for the issuance of the RSA Certificate.

The City, in coordination with the Independent Safety Auditor and the Independent Certifier, will endeavour to issue their opinion and determination on RSA as efficiently as possible in order to permit the issuance of the RSA Certificate shortly following the end of Trial Running. Upon achievement of RSA, the system will be handed over to the City for completion of the final preparations for passenger service as outlined below.

### **OC Transpo Preparations**

In advance of the opening of O-Train Line 1, OC Transpo staff are carrying out thousands of tasks to prepare customers, staff, infrastructure, and support services for the major changes that the new railway line will bring to Ottawa.

Over the past two years, Operators, Controllers, Supervisors, and management staff for the new line have been hired, trained, and certified for their roles. Before and after Trial Running, staff have been and are engaged in hundreds of practices, drills, and exercises to ensure that they are fully knowledgeable and ready to respond to any event that may occur. Two major dress rehearsals will be carried out with hundreds of City staff and members of their families, for real-life practices and exercises in stations and on trains.

Staff have conducted tests of bus operations at Hurdman, Tunney's Pasture, and Blair Stations, the three busiest bus-train transfer stations, and have used the results of these tests to confirm computer modelling, to adjust operating plans, and to prepare operating procedures and instructions for staff.

Over 100 customer support staff have been hired, to be joined by hundreds of seconded City staff members, and all are being trained to provide information to customers as they learn about and use Ottawa's new rail service.

Staff are replacing bus stops, system maps, and bus stop timetables at thousands of bus stops across all parts of the City, in preparation for the opening of O-Train Line 1 and for the major changes to the bus route network that will follow. The [octranspo.com](http://octranspo.com)

website has been redesigned to provide information more easily about the new multimodal transit network, and a redesigned iPhone app is coming soon. Extensive advertising and printed material is in process to ensure that everyone in Ottawa has all the information they need to understand and to be ready to use O-Train Line 1 and the revised bus routes.

The ongoing Ready for Rail customer information campaign will be augmented with the opening of Line 1 to assist customers to learn how best to use the train service, how to stay safe, and how to help keep the service reliable and comfortable for all.

### *Minor Changes Before Line 1 Opening*

The following minor service changes will be implemented in advance of Line 1 opening. Customers will be advised of the timing and details through all normal information channels:

- The new southbound train platform at Bayview Station for O-Train Line 2 will be opened, the westbound bus stop on Scott Street will be relocated slightly further west, and the station entrance location will be revised;
- The pedestrian route through Blair Station between Telesat Court and the Gloucester Centre will be reopened;
- Bus stop locations on the platforms at Tunney's Pasture and Hurdman Stations will be changed; and,
- Routes 11 and 19 will be revised to operate on Queen Street at Parliament Station.

### *Fare Control System*

When O-Train Line 1 opens, the new fare control system will begin operation at all 13 stations, joining four stations on Line 2 which have had fare gates and ticket machines since November 2017.

Customers entering any O-Train station will need to have a valid fare. Customers with smartcards – whether a Presto card, a U-Pass, a-Card or an STO Multi card encoded with a pass or transfer – need only tap their card on the card reader on any fare gate, and then walk through the open gate. Customers who have paid with cash and are transferring from OC Transpo or STO buses will scan their bus transfer on any fare gate and then enter the station. Customers who are starting their trip at the station can use the ticket machines at the entrance to purchase a single-ride fare or a DayPass or a

number of other types of fare, and then scan their ticket at the fare gate and enter the station. Details of all fare types available for sale at the ticket machines are available at [octranspo.com](http://octranspo.com).

Customers leaving the station will walk directly through any fare gate, which will open automatically. Customers who have purchased a single-ride ticket and who are transferring to a bus should show the ticket to the bus operator and retain it as proof of payment, as they do today with a bus transfer.

Customers who are using a mobility device, who are carrying a child under five, or who are travelling with a bicycle, a stroller, or luggage are asked to use the wider fare gates, marked with the international symbol of access.

When inside the fare-paid zone of the station, customers should retain their pass, ticket, or transfer, and be ready for fare inspection. Customers who are travelling at a discounted fare should carry their proof of age (for child, youth, and seniors' fares) or proof of identity (for EquiPass, Community Pass, and Access Pass) when they are on the OC Transpo system.

### *Fare-Paid Zones*

The O-Train platforms at every station are within a fare-paid zone. Customers tap or scan their passes, tickets, or transfers to enter into the fare-paid zone, and no further fare transactions are required to board the train or while on the train. Fare inspection by OC Transpo staff may be conducted inside the fare-paid zone.

Bayview Station has a single fare-paid zone that includes the eastbound and westbound platforms for O-Train Line 1 on the upper level and the southbound platform for O-Train Line 2 on the lower level. Buses connecting at Bayview Station are outside the fare-paid zone.

Tunney's Pasture, Hurdman, and Blair Stations have fare-paid zones that include the platforms for O-Train Line 1 and also platforms for most bus routes. Customers who are transferring between buses and trains within the fare-paid zones do not need to pass through any fare barrier, nor do they need to tap or scan their fares when boarding buses. Customers will be encouraged to board buses at these stations through all doors on all types of buses, so that the buses can pick up all customers and get them on their way promptly. At Tunney's Pasture Station, connecting STO buses are outside the fare-paid zone. At Blair Station, local bus routes 12, 23, 24, 26, 42, 302, select school trips and routes and regional partner service are outside the fare-paid zone.

Overnight, when trains are not operating, select Rapid bus routes are extended downtown, so that there is 24-hour service provided along the corridor. At Tunney's Pasture and Hurdman Stations, overnight bus service will operate from the bus platforms, but the fare-paid zones will not be in effect. At these times, there will be a separate gate that will be open for customers to walk directly to the bus platform without passing through the station building or the fare gates.

#### *Minor Bus Route Changes with Line 1 Opening*

Starting with the opening of O-Train Line 1, some bus routes will have minor route changes to make good connections with Line 1 train service. Major bus route changes will be made three weeks later, following the period of parallel bus service.

Afternoon services to Orléans will be revised to add a stop at Blair Station on their way east. This will allow customers to transfer from trains on Line 1 to the bus routes to their destination. Customers who are travelling through from downtown to Orléans may remain on board. This procedure will be in place for only the three weeks of parallel bus service. Along with this change, all routes at Blair Station will be adjusted to use the new platform configuration.

With the reopening of the Tremblay Road entrance into St-Laurent Station, the no-charge service to St-Laurent Station that is currently provided on Routes 18, 61, and 62 will end on the day after Line 1 opens.

#### *Parallel Bus Service*

For three weeks following the opening of Line 1, the current bus route network will continue to operate, subject to the minor changes described above. All current bus detours, including bus-only lanes and transit priority measures will remain in place for this three-week period.

For customers, the period of parallel bus service allows for a gradual transition from the current bus route network to the future multimodal service. OC Transpo customer support staff will be available at all stations through and beyond the transitional period of parallel bus service.

This period of parallel bus service will also serve as contingency plan in case of last-minute delays to the full functioning of Line 1 or in case of any train or system issues during the first weeks of the new service. This period allows time for staff to work out any operational adjustments that may be required.

## **Network Service Changes**

### *Bus Network Change*

The implementation of the new bus route network across the entire City begins the day following the end of the three-week parallel bus service. This network has been designed to take full advantage of the speed, capacity, and reliability of O-Train Line 1 as it replaces the Transitway bus service as the main spine of the OC Transpo system for people travelling to or through downtown. The new bus route network has been developed over the course of several years, with many points of consultation with Councillors and through them with customers, and with many adjustments made based on this extensive consultation. Information about the new bus route network has been available to customers on [octranspo.com](http://octranspo.com) since August 2018, and a test version of the online travel planner with the full new multimodal network of trains and buses has been available since February 7, 2019.

Because this major bus network change will be the largest change ever in the history of Ottawa and OC Transpo, staff are committed to implementing a comprehensive plan that fully supports all transit customers. Approximately 240,000 customer-trips every day will change in some way from this date. One hundred bus routes are changing, including 16 current bus routes replaced by new routes, 19 new bus routes and 22 bus routes extended or modified to improve connections, and 43 bus routes shortened so that they no longer operate through downtown. All OC Transpo staff are excited and looking forward to welcoming customers to the new multimodal transit system on day one and in the long-term as we continue to build a world class system.

From the west and southwest, the primary connection point between buses and trains will be Tunney's Pasture Station. From Barrhaven, Routes 94 and 95 will be replaced by the new Rapid Routes 74 and 75 to Tunney's Pasture, and Connexion routes in the 270-series will be revised to end at Tunney's Pasture. From Kanata and Stittsville, Rapid Routes 61, 62, and 63, along with Connexion routes in the 250- and 260-series will be revised to end at Tunney's Pasture. From central parts of Nepean and western parts of old Ottawa, Rapid Route 57 will replace Route 97, Frequent Route 51 will replace the western part of Route 16, Frequent Route 53 will replace the western part of Route 14, and these, along with other Frequent, Local and Connexion routes will be revised to end at Tunney's Pasture Station.

Bayview Station will be the connection point between Ottawa's two light rail lines, the new east-west O-Train Line 1, the Confederation Line, and the existing north-south O-Train Line 2, the Trillium Line. Both lines will have new platforms, Line 1 on the upper

level of the station and Line 2 on the lower level of the station. Customers changing between the two O-Train lines will do so seamlessly within a single fare-paid zone, with no need to pass through fare gates.

At Pimisi Station, customers can connect between O-Train Line 1 and the frequent OC Transpo service that is provided along Booth Street and across the Chaudière Crossing to employment locations in Gatineau. All-day service seven days a week is provided by the revised Route 85, supplemented in peak periods by Routes 61, 63, 66, and 75. Route 85 also extends south along Preston Street and then west on Carling Avenue to Bayshore Station.

Lyon Station is the station for connections to employment locations in Gatineau via the Portage Bridge. Initially, OC Transpo Local Routes 15 and 17 will provide this connection during peak periods and STO Route 20 will provide this connection during peak periods. Additional STO service will operate from Lyon Station beginning on a future date yet to be determined. Lyon Station is also the connection point for OC Transpo Frequent Route 10, serving Bronson Avenue, and Local Route 16, serving Albert and Scott Streets west of downtown.

Many bus routes serving the central part of Ottawa connect with the O-Train at Parliament Station. Frequent Routes 6, 7, and 11 extend south on Bank Street. Frequent Route 6 extends east via Rideau Station and then into Lowertown. Frequent Route 7 and Local Routes 15, 17 and 18 extend east via Rideau Station to Rideau Street. Local Routes 16 and 19 also connect at Parliament Station, and Frequent Route 12 is one block away at Metcalfe Street.

Rideau Station will remain the main connection point for customers travelling to points in Lowertown, and one of two connection points for customers in Sandy Hill and for customers in Vanier and Overbrook. Frequent Route 6 operates north on Dalhousie, Local Route 9 operates north on Sussex, Frequent Routes 7, 12, and 14 and Local Routes 15, 17, and 18 operate east on Rideau Street, and Local Route 5 connects to the north part of the uOttawa campus from here. Local Routes 16 and 19 connect into Sandy Hill from bus stops on Mackenzie King Bridge. Frequent Route 14 and Local Route 5 extend south on Elgin Street from Rideau Station.

At Lees Station, bus routes connect into Sandy Hill on Local Routes 16, 55, and 56, Old Ottawa South on Local Route 55, and the Glebe on Local Route 56, with further connections on Local Route 55 crosstown to the Civic Hospital and Bayshore Station and further south to the Ottawa Hospital General Campus, CHEO, and Elmvale.

Hurdman Station will be the main connection point for customers connecting to O-Train Line 1 from Alta Vista, Mooney's Bay, Greenboro, Leitrim, and Riverside South. Rapid Routes 97, 98, and 99, Frequent Routes 10, 40, 88, and 90, and several Local and Connexion routes will provide very frequent service along the Southeast Transitway. Rapid Route 45 provides a short trip to locations in the hospital complex via the Hospital Link Road. Local routes in the 40-series provide service into Alta Vista and Elmvale. Local Route 9 provides service north along the Vanier Parkway.

St-Laurent Station is the primary connection point with the O-Train for customers from Overbrook and the southern part of Vanier, served by Frequent Routes 7 and 14 and Local Routes 18, 19, 20, and 27. Customers travelling into the commercial areas to the south can use Frequent Route 40 and Local Route 47. Local Route 24 serves destinations along Ogilvie Road.

Finally, Blair Station will be another busy connection point, in this case for customers travelling from Orléans, Blackburn Hamlet, Beacon Hill, Pineglen, Cumberland, and nearby areas. All Connexion routes from these locations will meet Line 1 trains at Blair Station. The longstanding trunk service provided by Route 95 via Road 174 will be provided in part by the new Rapid Route 39 but also by extensions of almost all local routes from Orléans to Blair Station, replacing the previous connections at Place d'Orléans Station. The new Frequent Route 25 will replace the current Route 94 along Innes Road.

For major non-central employment locations, connecting service will be provided as follows:

- To Kanata North on Rapid Route 63 and Local Routes 64 and 66 from Tunney's Pasture Station;
- To the DND location on Carling on Route 66 from Tunney's Pasture Station;
- To CentrepoinTE on Rapid Routes 74 and 75 and other Local routes from Tunney's Pasture Station;
- To Confederation Heights on O-Train Line 2 from Bayview Station and on Rapid Routes 97, 98, and 99 and Frequent Routes 88 and 90 from Hurdman Station;
- To Global Affairs Canada on Sussex Drive on Local Route 9 from both Rideau Station and Hurdman Station and on Local Route 56 from Lees Station;
- To the airport on Rapid Route 97 from Hurdman Station; and

- To CSE and CSIS on Frequent Routes 12 and 25, Local Routes 15, 23, and 24, and selected trips on Rapid Route 39 from Blair Station.

For post-secondary educational institutions, service will be provided as follows:

- uOttawa is directly served by O-Train Line 1 at uOttawa Station and Lees Station;
- Carleton University is served by O-Train Line 2, the Trillium Line from Bayview Station and by Frequent Route 10 from Lyon Station and from Hurdman Station;
- Saint Paul University is served by Local Routes 16 and 55 from Lees Station and by Local Route 5 from Rideau Station;
- Algonquin College is served by Rapid Routes 74 and 75 and other Local routes from Tunney's Pasture Station; and
- The main campus of La Cité is served by Frequent Route 25, Local Route 15, and selected trips on Rapid Route 39 from Blair Station and by Local Route 15 from Rideau Station.

### *Service Expansion*

As part of the 2019 transit budget, Council approved \$5.1 million per year in new service for major expansion of the transit network in communities across the City. Most of these improvements will be implemented along with the major bus route network service changes, including new Routes 15, 55, 58, 114 and improvements on Routes 11, 17, 28, 40, 56, 66, 81, 93, 221, 261, 262, 263 and 294.

An improvement on Route 30 will begin on June 24, and new Routes 251 and 266 in Kanata North, plus improvements on Routes 63, 80, 86, 98, 99, 111, 138, 256, 257, 290, and 609 will be implemented on September 1 with the Fall service change.

Information will be provided to customers through all channels prior to the implantation of this service expansion.

### **Roadway Restorations**

Following the opening of O-Train Line 1 to the public and the three-week parallel bus service period, the Transitway detours that have been in place for several years will be lifted and construction will begin on multiple corridors to bring the affected roadways to their final configurations.

### *Scott-Albert Corridor*

On the Scott-Albert corridor, RTG will remove the temporary wood poles that were installed to support overhead bus lane signage. Additionally, a portion of the frontage of Tunney's Pasture Station that conflicted with the presence of the Transitway detour will be reconstructed. The centre median on Albert Street between the former pedestrian signal at Bayview Station and a point 80 metres west of City Centre Avenue will be removed. These works are anticipated to last about two weeks.

Following these works, the City of Ottawa has three projects on Scott Street between Holland Avenue and City Centre Avenue. These include:

- Reconstruction of the Holland/Scott intersection as a protected intersection;
- Re-purposing of Scott Street between Holland and Bayview; and,
- Addition of cycling facilities to Albert Street between City Centre Avenue and Bayview Road (along with the provision of a bus bay on westbound Albert Street, west of City Centre Avenue, to assist with OC Transpo R2 replacement bus service during the future shutdown of O-Train Line 2, the Trillium Line, for the Stage 2 improvements).

These three projects will take approximately four months to complete.

RTG will also reconstruct Albert Street (between City Centre and Empress) to its planned configuration. This project might begin in 2020 as it requires one full construction season to complete. If this were to occur, the eastbound bus lane on Albert Street between City Centre and Empress will be restored to a general traffic lane until construction begins.

### *Laurier/Nicholas Intersection*

Near the Laurier/Nicholas intersection, RTG will be revising the pavement markings and signage on Nicholas Street to return the northbound transit lane to a general traffic lane. The northbound right turn lane from Nicholas Street to Laurier Avenue will be reinstated, as will the connection from southbound Waller Street to northbound Nicholas Street. RTG will also reconstruct a small portion of the median on Nicholas Street adjacent to uOttawa Station to restore it to its original alignment. On Laurier Avenue between Nicholas and Waller Streets, RTG will revise the pavement markings and signage between the existing curbs to provide four vehicular traffic lanes and two bicycle lanes. This work is anticipated to be completed within two weeks of the Transitway detour being removed. The City of Ottawa is currently advancing ultimate plans for Laurier Avenue between Nicholas and Waller Streets that would be constructed in the 2020 construction season, which would include a cycle track in the westbound direction and a

protected intersection at the Laurier and Nicholas intersection. Also in this area, Laurier Station will be reconfigured to add a cycling facility and improved pedestrian conditions, and buses will operate only southbound. It is expected that with the removal of the transit lanes and transit signal phase at the Laurier and Nicholas intersection, traffic will operate much more efficiently through the intersection and the traffic queues we currently see in the northbound direction in the morning period and eastbound direction in the afternoon period will be reduced.

### *Rideau Street*

On Rideau Street, RTG will be undertaking some utility restoration work (storm sewer, sanitary sewer, water, and others if necessary) on the portion of Rideau Street immediately east of Sussex Drive. Due to the importance of the Rideau Street corridor providing transit service before the O-Train is operating, this work must wait to proceed until after the service is launched to the public and the Transitway detours are removed. This utility work has been scheduled to occur concurrently with the road closure of Rideau Street that is necessary for the City of Ottawa to undertake its Streetscaping project on Rideau Street between Sussex Drive and Dalhousie Street. The Streetscaping project will commence near Dalhousie and move westward. The total duration for RTG's utility work is estimated to be two months, and total duration for the Streetscaping project's works is estimated to be seven months. During this time, bus routes that normally operate on Rideau Street will be detoured to Mackenzie King Bridge. While this will cause some inconvenience for customers who will have a longer walk or longer ride to reach their connection point, it is necessary to complete the work.

### *MTO Works*

In addition to the work being completed by RTG, there are restoration works being undertaken by MTO:

- 1) Opening of the 417 WB – 174 EB ramp (exit 113A);
- 2) Opening of the on-ramp to Highway 417 EB from Lees Avenue;
- 3) Removal of the reserved bus lane from the 417 and the introduction of a fourth general traffic lane in each direction between Nicholas Street and the Split; and,
- 4) Removal of the reserved bus lanes/revisions to traffic control signals at ramp terminals located at Highway 417/Vanier Parkway (both directions) and Highway 417/St Laurent (eastbound).

The 417 WB – 174 EB ramp will be reopened as soon as possible after the removal of the Transitway detour. Advance work facilitating this was completed in the fall of 2018. The opening of the on-ramp to Highway 417 EB from Lees Avenue has been identified as an early-delivery work in MTO's contract. The removal of the reserved bus lanes /

introduction of the fourth general traffic lane in each direction, and the revisions to the ramp terminals are both projects that carry significant scope and have time-of-day limitations on when work can be undertaken. Consequently, it is possible that this work will carry over into the 2020 construction season.

### *Albert and Slater Corridors*

The repurposing of the Albert/Slater Transitway corridor between Empress and Waller will occur in phases. The reconstruction of the Albert and Slater corridors between Empress and Bay is scheduled to begin between 2021 and 2022. The decommissioning of the Transitway lanes across the downtown will start later in 2019 and will be followed by watermain replacement and pedestrian and cycling improvements between Bay and Elgin in 2021 to 2023. The rehabilitation of Mackenzie King Bridge is scheduled to begin in Spring 2021.

Document 2: O-Train Phase 1 – Roadway Restorations lists all the projects noted above and provides further details on scope of work, estimated construction start, duration, and lead for construction.

### **O-Train Line 2 Closure**

As the Transportation Committee was advised at its meeting of March 7, 2018, O-Train Line 2, the Trillium Line, will be closed for a period late this summer to allow the provincial Ministry of Transportation (MTO) to carry out preparatory work in order for them to replace the current overpass of Highway 417 over Line 2 over the next two years. OC Transpo will also be carrying out important annual track maintenance and completing the PTIF-funded upgrade of the signal system on Line 2 during the first week of this closure.

O-Train Line 2 will be fully closed and replaced by R2 bus service starting on Monday, July 15, and continuing for one week until Sunday, July 21 (inclusive). Most of Line 2 will open at that time, but starting on Monday, July 22, and continuing until Sunday, August 18, trains on Line 2 will run only between Carling Station and Greenboro Station, with R2 replacement buses running between Bayview Station and Carling Station. At Bayview Station, connections between O-Train Line 1 and the R2 replacement bus service for Line 2 will be made at the westbound bus stop on the north side of Scott Street, adjacent to the east entrance to the station.

Full service will return on Monday, August 19.

This necessary closure has been scheduled during the late summer when ridership is lowest and to avoid conflict with Canada Day and Bluesfest and with the Carleton University school year. Information will be provided for customers through all channels, and customer support staff will be posted at all locations to assist.

### **Customer Communications**

Because our customers are our priority and their experience through and beyond this transitional period is important to us, OC Transpo staff are committed to ensuring that customers are prepared, comfortable, knowledgeable and informed.

#### *Ready for Rail*

Ready for Rail, an education campaign designed to equip customers with the information they need to adapt to the network transformation and seamlessly transition to their new journey, has been ongoing since April 2017 and further ramped up in March 2019 incorporating real videos and photos focused on the ten themes customers identified as priorities. OC Transpo has communicated these themes in print and online advertising, on buses, at bus stops and shelters, on Twitter, Facebook and YouTube, and on [octranspo.com](http://octranspo.com), and also continues to implement extensive outreach activities

#### *Website and App*

In preparation for the opening of Line 1, OC Transpo recently introduced a redesign of the [octranspo.com](http://octranspo.com) website and OC Transpo app. New branding of the site and app is consistent with the signature “O” found at Line 1 stations and in printed materials, and improved interfaces make browsing and finding information faster and more intuitive.

Customers can access all the information required to prepare for their trip using Line 1 on the [octranspo.com](http://octranspo.com) website under the Ready for Rail section. Under this section, there is a “My Neighbourhood” page, which shows customers all routes that connect with Line 1 and their frequency. Schedules, maps, and the Travel Planner are available from the homepage, ensuring that customers are prepared with all of the information they need before beginning their trip.

#### *On-Street Information*

OC Transpo’s work is underway to change information at bus stops and shelters. Due to the scale of upcoming service changes, work began in April to be ready for the upcoming changes. The launch of O-Train Line 1 and subsequent network service change is the most widespread, significant service change in OC Transpo’s history. In

the next months, staff will visit about 4,500 bus stops and conduct wholesale changes at 57 Transitway stations. More than three-quarters of all bus stops will be changed – some more than once.

### *Calendar of on-street changes*

- April/May: New system map was installed at some bus stops and some minor changes were made to bus stop flags (approximately 1,000 bus stops)
- June: New system maps are being installed at additional bus stops; route maps and higher-impact bus stop changes will be made to reflect the new service network (approximately 1,200 bus stops)
- June: Higher-impact bus stop changes are being made to reflect the new service network, including removing/replacing current route numbers and revising destination names to Line 1 stations (approximately 1,600 bus stops)

Customers are being actively notified that on-street bus information is changing and may not reflect current service. We are encouraging any customer who needs help to visit [octranspo.com](http://octranspo.com) for travel planning information.

### *Printed and digital information*

Starting in June and through the bus route network service change, printed “Signs of Change” flyers and posters will be on buses. These will be used to explain the timing of bus stop changes and the network service change.

On-bus public service announcements will be played on buses to advise customers of upcoming changes. Subscribers to email and text alerts will receive notifications informing them of any changes for their specific routes. Digital transit information screens will display service-related news and dates.

Extensive digital and printed advertisements about the network service change will also be included in local newspapers, local third-language newspapers, digital advertisements, social media advertisements, bus shelter wraps, and radio spots.

One week prior to the Line 1 opening, every household in Ottawa will receive a flyer explaining the key things residents need to know about using the new O-Train line, the launch date, the parallel service period, and the network service change date.

Two weeks prior to the bus route network service change, a second flyer will be sent to every household in Ottawa to remind residents of the new network, explain their

neighbourhood options to get to Line 1, detail the major destinations they can reach using Line 1, and advise them to check the Travel Planner to plan their future trips.

### *Customer assistance*

OC Transpo has planned for extensive in-person customer assistance across Ottawa through the opening of Line 1 continuing until two weeks after the network service change. Hundreds of customer service representatives, temporary O-Train Ambassadors, and seconded City staff members will be at stations and are looking forward to helping customers and answering their questions, handing out printed information, and assisting with travel planning using tablets. Staff have scheduled more than 180 customer outreach shifts each day to support our customers through this historical and exciting transitional period.

### **RURAL IMPLICATIONS**

Service levels on rural Connexion, Local, and Shopper routes will remain unchanged, and many of these routes will connect with O-Train Line 1 as follows: Routes 221, 222, 228, and 302 at Blair Station; Route 299 at Hurdman Station; and Route 283 at Tunney's Pasture Station.

### **CONSULTATION**

The new bus route network has been developed over the course of several years, with many points of consultation with Councillors and through them with customers, and with many adjustments made based on this extensive consultation. Information about the new bus route network has been available to customers on octranspo.com since August 2018, and a test version of the online travel planner with the full new multimodal network of trains and buses has been available since February 7, 2019.

### **LEGAL IMPLICATIONS**

There are no legal impediments to receiving the information contained in this report.

### **RISK MANAGEMENT IMPLICATIONS**

There are no risk implications.

### **FINANCIAL IMPLICATIONS**

There is no financial implication associated to the recommendations of this report.

## **ACCESSIBILITY IMPACTS**

The OC Transpo transit system and service is designed with accessibility in mind. All vehicles and transit stations 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.

## **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.

## **DISPOSITION**

Staff will undertake any further direction from the Transit Commission.

## **SUPPORTING DOCUMENTATION**

**Document 1: O-Train Phase 1 – Roadway Restorations**

## Document 1: O-Train Phase 1 – Roadway Restorations

### A - WEST SEGMENT PROJECTS

#### 1. Scott/Albert, Smirle Ave. to Empress Ave.

- **Scope of Work:**
  - Rebuild the curb in front of Tunney's Pasture Station to the ultimate configuration, up to a limit just west of the Holland intersection;
  - Remove temporary wooden poles along corridor; and,
  - Remove the center median on Albert Street between the former pedestrian signal at Bayview Station and a point 80m west of City Centre Avenue.
- **Start Date:** Immediately following the removal of the BRT detour
- **Duration:** 2 weeks
- **Construction Lead:** RTG

#### 2. Holland St. at Scott St. Intersection

- **Scope of Work:** Construct protected intersection which will shorten the pedestrian crossing on the west side of the intersection and provide safety enhancements for pedestrians and cyclists.
- **Start Date:** Immediately following completion of work at Tunney's by RTG
- **Duration:** Construction is anticipated to be bundled for all city works from Holland to City Centre. Construction is anticipated to take 4 months for all works to be completed.
- **Construction Lead:** Infrastructure Services

#### 3. Scott St., Holland Ave. to Bayview Rd.

- **Scope of Work:**
  - Modify pavement markings, signage, and eastbound curb lane on Scott Street to a "post-train detour" condition;
  - Curb extensions will be provided at eastbound bus stops; and,
  - The current multi-use pathway on the north side will be converted to a westbound cycling and pedestrian facility.
- **Start Date:** Immediately following the removal of the BRT detour
- **Duration:** Construction is anticipated to be bundled for all city works from Holland to City Centre. Construction is anticipated to take 4 months for all works to be completed.
- **Construction Lead:** Infrastructure Services

#### 4. Albert St., Bayview Rd. to City Centre Ave

- **Scope of Work:**
  - Upgrade cycling facilities;
  - Construct a bus bay that will be used by OC Transpo during the R2 bus detour for the Trillium Line shutdown starting May 2020; and,
  - Work is Coordinated with the 900 Albert development project requirements.
- **Start Date:** Immediately following the removal of the BRT detour
- **Duration:** Construction is anticipated to be bundled for all city works from Holland to City Centre. Construction is anticipated to take 4 months for all works to be completed.
- **Construction Lead:** Infrastructure Services

#### 5. Albert St., City Centre Ave. to Empress Ave.

- **Scope of Work:** Reconstruct section of Albert Street to remove the exclusive bus lanes and build cycle tracks.
- **Start Date:** TBD once revenue service achieved – could be pushed to 2020
- **Duration:** One construction season
- **Construction Lead:** RTG

### B – CENTRAL SEGMENT PROJECTS

#### 1. Albert/Slater Corridor, Empress Ave. to Waller St.

- **Scope of Work:**
  - Repurpose transit lanes
- **Start Date:** TBD
- **Duration:** TBD
- **Construction Lead:** Transit Customer Service and Planning

#### 2. Modifications to Intersections for STO Service in Downtown Core

- **Scope of Work:**
  - A Transit Priority Signal (TPSI) on Lyon SB at Albert;
  - A Transit Priority Signal (TPSI) on Slater EB at Kent;
  - The re-alignment of lanes on Albert between Bank and Kent to facilitate WBRT for STO buses from Albert to Kent; and,
  - The modification of the Kent/Queen intersection to improve turning movements for buses from Albert to Kent to Queen.
- **Start Date:** April 2019
- **Duration:** 2 months
- **Construction Lead:** Infrastructure Services

### 3. Rideau St., Sussex Ave. to Dalhousie St.

- **Scope of Work:**
  - Rideau Street streetscaping project with complete section closure;
  - RTG will complete utility restorations from Sussex to Frieman Mall; and,
  - Coordination of work to allow RTG to complete sub-surface utility works prior to streetscaping contractor reaching west end of site.
- **Start Date:** Immediately following the removal of the BRT detour
- **Duration:** 1 to 2 months for RTG work and 7 months for IS work
- **Construction Leads:** Infrastructure Services / RTG

### 4. Waller St., MacKenzie King Bridge to South of Laurier Ave.

- **Scope of Work:**
  - Conversion of Waller Street (Laurier Station) from its current 4-lane configuration (2 northbound, 2 southbound) to a 3-lane southbound only facility;
  - Bi-direction cycle facility along the east side of the corridor with layup spaces;
  - Waller Street south of Laurier Avenue to be modified to accommodate University of Ottawa Lot K connection; and,
  - Protected intersection at Waller and Laurier.
- **Start Date:** Immediately following the removal of the BRT detour
- **Duration:** Completion expected in the summer of 2020
- **Construction Leads:** Infrastructure Services

### 5. Laurier Ave., Waller St. to Nicholas St.

- **Scope of Work:**
  - Remove temporary wood poles and redundant non-regulatory signage; and,
  - Re-stripe Laurier Avenue between Nicholas Street and Waller Street to a 4-lane cross section, including bike lanes.
- **Start Date:** Immediately following the removal of the BRT detour
- **Duration:** 2 Weeks
- **Construction Lead:** RTG

## C – EAST SEGMENT PROJECTS

### 1. Nicholas St., Highway 417 to Laurier Ave.

- **Scope of Work:**
  - Remove redundant non-regulatory signage;
  - Re-stripe northbound Nicholas Street to remove the BRT lane. Restriping includes revising the configuration of lanes on the approach to Laurier Avenue such that the right turn lane onto Laurier Avenue develops north of the Waller Street connection, and two general traffic lanes from Highway 417 are continuous north of Laurier Avenue;
  - Relocate a small section of median near uOttawa Station, to restore it to its previous alignment; and,
  - Leave in place all “median breaks” that were instituted as part of the BRT detour.
- **Start Date:** Immediately following the removal of the BRT detour
- **Duration:** 2 Weeks
- **Construction Lead:** RTG

### 2. Highway 417, Nicholas Street to OR 174

- **Scope of Work:**
  - Re-opening of Lees EB on ramp (S-E ramp) an “early activity” in contract;
  - Resurfacing/repurposing of EB transit lanes;
  - Resurfacing/repurposing of WB transit lanes; and,
  - Resurfacing/repurposing of transit lanes at Vanier Parkway and St-Laurent ramps, including modifications to Traffic Signals at the ramp terminals
- **Start Date:** Following the removal of the BRT detour - MTO to confirm start date
- **Duration:** Item listed in first bullet point likely to take 4 to 6 weeks to complete while all others may be completed in 2020. To be confirmed by MTO
- **Construction Lead:** MTO

### 3. Highway 417, Reopening of the 417-OR 174 ramp

- **Scope of Work:**
  - Resurfacing of ramp completed in Fall 2018; and,
  - Remaining work involves pavement marking/signage revision, and removal of barriers used to keep the ramp closed.
- **Start Date:** Immediately following the removal of the BRT detour
- **Duration:** Ramp to be reopened as soon as possible; identified as early delivery work in contract. To be confirmed by MTO
- **Construction Lead:** MTO

**DISPOSITION**

Staff will undertake any further direction from the Transit Commission.