



## Transit Commission

### Minutes 8

Wednesday, 20 November 2019

9:40 am

**Andrew S. Haydon Hall, 110 Laurier Avenue W.**

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- Notes:**
1. *Please note that these Minutes are to be considered DRAFT until confirmed by the Commission*
  2. *Underlining indicates a new or amended recommendation approved by Commission.*
  3. *Except where otherwise indicated, reports requiring Council consideration will be presented to Council on 27 November 2019 in Transit Commission Report 3.*

**Present:**

Chair: Councillor A. Hubley  
Vice Chair: Councillor J. Cloutier  
Councillors: R. Brockington, G. Gower, T. Kavanagh,  
C. McKenney, J. Sudds, T. Tierney  
Public Members: A. Carricato, M. Olsen, L. Williams,  
S. Wright-Gilbert

At the outset, Chair Hubley explained that to better serve Para Transpo users, the *Para Transpo Online Services Implementation Update* report was being made the first item of business to give its users a degree of predicatability as to when discussion on this item would take place.

He also noted that an added Confederation Line update from the General Manager was being made the second item, as those who might have an interest in this item *only* would not need to remain for the whole meeting. He then asked for, and received, the Commission's concurrence to reorder the agenda as it appears in these Minutes.

In addition to the members of the Transit Commission, Councillors S. Blais, L. Dudas, K. Egli, M. Fleury, R. King, M. Luloff, C.A. Meehan and S. Menard were also present.

#### DECLARATIONS OF INTEREST

No Declarations of Interest were filed.

#### CONFIRMATION OF MINUTES

Minutes 6, of the Transit Commission meeting of Wednesday, 18 September 2019, and Minutes 7, of the Special Transit Commission meeting of Wednesday, 6 November 2019, were confirmed.

#### COMMUNICATIONS

##### RESPONSE TO INQUIRIES

- OCC 03-19 - ADVERTISEMENTS ON OC TRANSPO BUSES
- OCC 18-19 - FREE TRANSIT
- OCC 20-19 - OCTOBER 8, 2019 O-TRAIN DISRUPTION

#### TRANSPORTATION SERVICES

##### TRANSIT CUSTOMER SYSTEMS AND PLANNING

1. PARA TRANSPO ONLINE SERVICES IMPLEMENTATION PLAN UPDATE  
ACS2019-TSD-TS-0003 CITY WIDE
- 

**That the Transit Commission receive this report for information.**

The Commission received a slide presentation update regarding the Para Transpo Online Services Implementation Plan from Mr. Pat Scrimgeour, Director, Transit Customer Systems and Planning, Transportation Services Department (TSD). A copy of this presentation is held on file with the City Clerk.

The Commission then heard from the following delegations:

- Mr. John Redins spoke to the need for firm dates and deadlines, greater transparency, that the booking system be available to its users 24/7/365, and that Para Transpo be integrated into the Presto Card system.

Councillor Fleury said he would provide direction to staff to implement a seamless payment system for Para Transpo users.

- Ms Kari Glynes-Elliott, Ottawa Transit Riders, and a member of the Para Parity campaign, expressed optimism after viewing the presentation, and asked about opportunities for consultation. She suggested that the users' group be made up of diverse users who could provide better feedback.
- Ms H  l  ne Humphrey asked for more Para Transpo buses in addition to an improved online booking system, as she noted that users were currently being denied rides because of a lack of available vehicles.
- Mr. Kyle Humphrey spoke of challenges he and others in the accessibility community face as a result of Para Transpo shortcomings; of possible short and longer-term solutions; and, on ways to improve service and communications.
- Mr. Trevor Hach  , Healthy Transportation Coalition, asked for the application of an Equity and Inclusion lens in the planning of the online system, and that the Commission give this matter proper attention.
- Ms Sam Boswell, Ottawa Transit Riders, asked for greater transparency and for specific timelines for the implementation of the online system.
- Councillor Matthew Luloff, Council Liaison for the Accessibility Advisory Committee (AAC), read a statement on behalf of Mr. Murray Gallant\*, a member of the AAC.
- Ms Miranda Gray asked about staffing and metrics to address demand and service levels, and for regular reporting.

[ \* *Individuals / groups marked with an asterisk above either provided comments in writing or by e-mail; all submissions are held on file with the City Clerk. ]*

Discussions included, but were not necessarily limited to: issues raised by the delegations, and staff responses to questions touching upon the overall need for greater accountability and specificity in terms of implementation dates; the makeup of the users' group and the scheduling of its meetings; improved ridership capacity for Para Transpo users; the use of technology to help achieve solutions and to deal with existing challenges; a commitment to improving communications and to more regular reporting; and, ensuring that the system be as easy to use as possible for all Para Transpo users.

Discussions having concluded, the report recommendation was put before the Commission and was 'RECEIVED'. The following Direction to Staff was given:

DIRECTION TO STAFF:

That OC Transpo add a 3<sup>rd</sup> phase to the Implementation Plan of the Online Services system to include an implementation of a seamless payment system such as Presto for Para users.

**ADDITIONAL ITEM**

**TRANSPORTATION SERVICES - VERBAL UPDATE**

2. CONFEDERATION LINE AND BUS SERVICE UPDATE

At the outset, Vice-Chair Cloutier introduced the following Motion to allow the Commission to receive a presentation from the General Manager, Transportation Services Department, and to dispense with the requirement for staff to follow up with a separate written report.

**MOTION N<sup>o</sup> TTC 2019 08/01**

Moved by Commissioner J. Cloutier:

**THAT, pursuant to Subsections 89(3) and 83(4)(a) of the Procedure By-law, the Transit Commission waive the Rules of Procedure to receive the verbal update from the General Manager of the Transportation Services Department regarding the LRT (Light Rail Transit) Confederation Line and**

**Bus Service at today's meeting, and dispense with the requirement for staff to provide a separate written report on this verbal update / presentation.**

CARRIED

The Commission received a detailed slide presentation touching upon customer service enhancements, Rail and Bus service updates, improved Communications and Customer Information, ongoing improvements to stations and related issues, and Winter Operations. The presentation was given by Messrs. John Manconi, General Manager, Transportation Services Department (TSD) and Troy Charter, Director, Transit Operations, TSD. Messrs. Steve Kanellakos, City Manager, Pat Scrimgeour, Director, Transit Customer Systems and Planning, TSD, and Jim Greer, Director, Transit Operations Service, TSD, were also present to respond to questions. A copy of this presentation is held on file with the City Clerk.

The Commission then heard from the following delegations:

- Mr. Stuart MacKay, Ottawa Transit Riders Board of Directors, spoke to delays, packed buses, and a public that was giving up on public transit. He suggested that OC Transpo work with its stakeholders to improve ridership and consult earlier with advocacy groups prior to the implementation of LRT Phase II.
- Ms Sam Boswell spoke of the need for a greater commitment to community consultations with a working group representing a diverse spectrum of transit users, an improved and simplified administration, a fare freeze, and better consistency in performance reporting.
- Ms Miranda Gray provided comment about the organization failing to boost public confidence; about the need to clarify language used to express information, and about the practical implementability of mitigation measures against RTG if problems were the result of internal deficiencies.

Comments were also received from Ms Dawn Ellis\*, who recommended that OC Transpo implement direct, uninterrupted bus routes along major arterial roadways, and from Mr. K. Ramaswamy\*, expressing a number of concerns with the new LRT Confederation Line.

*[ \* Individuals / groups marked with an asterisk above either provided comments in writing or by e-mail; all submissions are held on file with the City Clerk. ]*

The Commission's discussions included, but were not necessarily limited to: questions to the City Manager pertaining to proprietary contract information, confidentiality agreements, Council members' ability to view unredacted contracts, and whether such information can be disclosed publicly.

Other questions touched upon points addressed in the presentation and those raised by the delegations, along with: the availability of OC Transpo staff to attend Ward meetings; requests to keep the 'Red Vest' LRT Ambassadors employed beyond the end of the year; train control and monitoring system (TCMS) issues and door problems; Rideau Transit Group (RTG) shortcomings, mitigation measures and possible options; long-term maintenance commitments; capacity issues on trains, buses and at stations; requests for the formulation of a comprehensive action plan to address system reliability and consistency of service; the restoration of service to under-serviced areas; rumours of Express Bus reinstatement; questions of employee welfare and treatment by the public; the availability of performance data; and, requests for more frequent, regular updates.

To the last point above, Commissioner Brockington moved the following:

**MOTION N<sup>o</sup> TTC 2019 08/02**

Moved by Commissioner R. Brockington:

**BE IT RESOLVED THAT the Transit Commission direct Transportation Services staff to provide a regular update with respect to the Confederation Line and related Bus Service at each regular Transit Commission meeting, as a standing item until such time as the Commission Chair determines that they are no longer required and communicates this to the Commission; and**

**BE IT FURTHER RESOLVED that the Transit Commission waive Section 83.(4)(a) of the Procedure By-law to receive these updates on an ongoing basis, and dispense with the requirement for staff to provide separate written reports on these presentations.**

CARRIED

The Commission's discussions having concluded, the Commission 'RECEIVED' the General Manager's presentation for information.

## CITY MANAGER'S OFFICE

### 3. PROPOSED 2019-2022 TERM OF COUNCIL PRIORITIES

ACS2019-ICS-ST-0003

CITY WIDE

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*Referred from the City Council meeting of November 6, 2019.*

#### **REPORT RECOMMENDATION:**

**That the Transit Commission consider the Actions under its mandate, as outlined in Document 1, and forward its recommendations to Council for consideration at the meeting to be held December 11, 2019.**

The Commission opted to dispense with the need for a presentation on its proposed Term of Council Priority of *Integrated Transportation*.

The Commission heard from the following delegations:

- Mr. Jan Lam\* read from a prepared statement, asking for a review of the policies that guide transit planning.
- Ms Miranda Gray, spoke to the need for additional Transit-related Priorities and better data to support same.
- Mr. Raymond Leury, Electric Vehicle Council of Ottawa, spoke to the need for electrification and greater greenhouse gas (GHG) reduction.
- Mr. Trevor Haché\*, Healthy Transportation Coalition, presented a detailed slide presentation and spoke to the need for a faster transition from the use of fossil fuels, greater GHG reduction and using 'pop-up' bus lanes to ease traffic and improve transit service.

*[ \* Individuals / groups marked with an asterisk above either provided comments in writing or by e-mail; all submissions are held on file with the City Clerk. ]*

Commission discussions included the points raised by the delegations, along with the need for better metrics to monitor system improvements; bringing back an annual report; and, the possibility of annual work- and/or business-plans.

Discussions having concluded, the report recommendation was put before the Commission and was 'CARRIED', as presented.

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*This Extract of Draft Minute will be forwarded to the Coordinator of the Finance and Economic Development Committee, who will prepare a report containing the recommendations of all Standing Committees, Commissions and Boards, for Council's consideration at its meeting of Wednesday, 11 December 2019.*

## **INNOVATIVE CLIENT SERVICES DEPARTMENT**

### **SUPPLY SERVICES**

4. DELEGATION OF AUTHORITY – CONTRACTS AWARDED FOR THE PERIOD JANUARY 1, 2019 TO JUNE 30, 2019 FOR TRANSIT COMMISSION

ACS2019-ICS-PRO-0002

CITY WIDE

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### **REPORT RECOMMENDATION**

**That the Transit Commission and Council receive this report for information.**

Responding to a question from Commissioner McKenney regarding *Item 41*; "Supply and deliver 82 40-foot transit buses for Transit Operations" on page 3 of Document 1, Messrs. Will MacDonald, Chief Procurement Officer, Supply Services, Innovative Client Services Department, and John Manconi, General Manager, Transportation Services Department, explained that this was related to regular life-cycle maintenance and replacement for the bus fleet.

Mr. Manconi also confirmed that the Department would be following up and reporting back in 2020 on initiatives regarding electric buses and alternative fuels.

There being no further discussions, the report recommendation was put before the Commission and was “RECEIVED and CARRIED” as presented.

## **FINANCE SERVICES DEPARTMENT**

### **CORPORATE FINANCE SERVICES**

5. 2020 DRAFT OPERATING AND CAPITAL BUDGET – TRANSIT COMMISSION  
ACS2019-FSD-FIN-0007 CITY WIDE
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*Referred from the City Council meeting of November 6, 2019.*

#### **REPORT RECOMMENDATION:**

**That the Transit Commission consider the relevant portions of the draft 2020 Operating and Capital Budgets and forward its recommendations to Council, sitting as Committee of the Whole, for consideration at the meeting to be held 11 December 2019.**

At the outset, Chair Hubley asked that the following Budget-related Motions that had been submitted in advance of the meeting, be read aloud, as follows:

#### **MOTION N<sup>o</sup> TTC 2019 08/03**

Vice-Chair J. Cloutier read out the following Motion:

**THAT the Transit Commission recommend that Council, sitting as Committee of the Whole, approve the Transit Commission 2020 Draft Operating and Capital Budget, as follows:**

1. **Transit Services as follows:**
  - a. **User fees (pages 4-6);**
  - b. **Operating Resource Requirement (page 3);**
2. **Transit Commission Capital Budget (pages 7 and 8, individual**

projects listed on pages 16-37).

**MOTION N<sup>o</sup> TTC 2019 08/04**

Commissioner R. Brockington read out the following Motion:

**WHEREAS the Family DayPass for OC Transpo is only available on Saturdays, Sundays and statutory holidays, allowing a family group to ride all day on a single DayPass for \$10.75; and**

**WHEREAS a family can be made up of as many as six people, with a maximum of two aged 13 or older; and**

**WHEREAS providing additional opportunities for families to ride public transit promotes future ridership; and**

**WHEREAS it would be beneficial to families to have the Family DayPass also available during March Break, the months of July and August, and the two-week school board over the Christmas week and New Year's holiday period;**

**WHEREAS providing additional opportunities for families to ride public transit during peak tourist seasons will create an economic boost for Ottawa businesses; and**

**WHEREAS staff has not yet been able to fully quantify the financial impacts of this change, which could potentially be revenue positive, neutral or negative to the City, but anticipate that any one-time administrative costs and/ or modest revenue impact (if any) can be accommodated through the existing proposed Transit Services operating budget and/or Transit Reserve Fund.**

**THEREFORE BE IT RESOLVED THAT OC Transpo implement the Family DayPass during the March Break as scheduled in 2020 by the four school boards in Ottawa, beginning on the Saturday through to, and including, the following Sunday; and**

**THEREFORE BE IT FURTHER RESOLVED THAT OC Transpo implement the Family DayPass from July 1 to September 7, 2020; and**

**THEREFORE BE IT FURTHER RESOLVED THAT OC Transpo implement the Family DayPass from the first Saturday of the primary and secondary school Christmas week through the period ending on the Sunday before school classes begin, as scheduled in 2020-21 by the four school boards in Ottawa; and**

**THEREFORE BE IT FURTHER RESOLVED THAT staff report back in the proposed 2021 budget with any estimated changes to ridership and fare revenue that were recorded in 2020, so that Council can make a decision on whether to make this a regular change to the OC Transpo fare table.**

Commissioner T. Kavanagh read out the following, that she said she intended to submit as Direction to Staff:

*That staff review the Ottawa Seniors' Transportation Committee (OSTC) proposal to Transit Commission entitled "Senior Pick Your Ride Free Day" and report back to the Transit Commission with information on the feasibility of implementing this proposal now or in the future.*

**MOTION N<sup>o</sup> TTC 2019 08/05**

Commissioner T. Tierney read out the following Motion:

**WHEREAS Council has adopted a Transit Long Range Financial Plan, which is predicated on annual increases to transit fares to keep pace with transit cost inflation and maintain an appropriate balance between funding for transit from taxes and fares; and**

**WHEREAS Council on June 15, 2016, approved that the annual fare increase should be made on January 1 each year to be consistent with the City's budget year, subject to annual budget approval; and**

**WHEREAS by decision of Council, the 2019 fare increase was frozen until October 1, 2019, in recognition of the delay in opening O-Train Line 1; and**

**WHEREAS the 2020 Draft Budget recommends an overall 2.5% base increase to OC Transpo Fares, to take effect on January 1, 2020; and**

**WHEREAS the Transit Commission is of the opinion that the current**

**service being provided on O-Train Line 1 is not yet satisfactory and that transit users have been experiencing challenging and uncertain commutes as a result of the ongoing issues and service interruptions on LRT; and**

**WHEREAS maintaining the current fares would recognize the challenges experienced by OC Transpo customers since the launch of the LRT; and**

**WHEREAS freezing fares at 2019 levels from January to March 2020 would result in an approximate reduction in fare revenue of \$980,000, and the City Treasurer has advised that it is reasonable to expect that this reduction over the short-term can be funded from financial and performance provisions in the Project Agreement with the Rideau Transit Group;**

**THEREFORE BE IT RESOLVED THAT the effective date for the recommended 2020 fare increases be amended from January 1 to April 1, 2020, with the anticipated revenue reduction of \$980,000 to be funded from the anticipated funds from the financial and performance provisions in the Project Agreement with the Rideau Transit Group; and**

**BE IT FURTHER RESOLVED that Transit Commission recommend Council direct the General Manager of Transportation Services to bring forward recommendations to Transit Commission and Council no later than February 2020 on how a freeze beyond March 2020 could be funded in the event that LRT service to transit passengers has not improved to the City's satisfaction.**

The Commission received a detailed slide presentation overview of its portion of the 2020 City of Ottawa Capital and Operating Budget from Mr. John Manconi, General Manager, Transportation Services Department. Ms. Marian Simulik, General Manager, Finance Services Department and City Treasurer, was also present to speak to reserve balances and to respond to questions. A copy of the presentation is held on file with the City Clerk.

Vice-Chair Cloutier noted that written correspondence had been received from Mr. Murray Gallant\*, on behalf of the Accessibility Advisory Committee. A copy of Mr. Gallant's submission is held on file with the City Clerk.

The Commission then heard from the following delegations:

- Ms Dominique D'Angelo\*, referencing a prepared statement, spoke to the experiences of public transit users on low incomes.
- Mr. John Redins spoke to fare disparities between regular transit and Para Transpo, expressed concerns with the safety and conditions of Para Transpo vehicles, and that the system's users might not be aware of complaints mechanisms that are available to them.
- Ms Christine Santelé\*, City for All Women Initiative (CAWI), spoke of her experiences with OC Transpo as a senior and as a low-income person with disabilities, who relies heavily on transit for mobility across the City. She advocated for transit equity in Ottawa.
- Mr. Assaf Mitta, on behalf of Mr. Alex Cullen\*, Chair, Ottawa Seniors Transportation Committee, spoke of concerns with respect to OC Transpo's Free Seniors Day on Wednesday, and to a proposal to have seniors pick their own 'free ride day'.
- Mr. Alex Cullen\*, Vice-President, Federation of Citizens Associations (FCA), proposed a number of principles to the Transit Commission to fund fixes to the LRT system.
- Ms Sally Thomas spoke as both a Para Transpo user and as a user of conventional transit. She thanked the Commission for an LRT system that she said was better than expected, but she took issue with its connectivity. She felt that the money being invested in taxis to augment the service would be better spent on bus drivers or more buses, and that Para Transpo should also offer a 'Seniors Ride Free' Day.
- Mr. Trevor Haché\*, Healthy Transportation Coalition, expressed concerns similar to those of earlier delegation regarding inequities, and of unfairness for poorer seniors when wealthy seniors could also ride free for two days during the week. He encourage the City to review the transit fare structure.
- Ms Miranda Gray expressed concerns related to getting the LRT and transit service to a point of stability, and questioned the costs involved.
- Mr. Raymond Leury, Electric Vehicle Council of Ottawa, recommended the adoption electric buses as a cleaner, healthier form of transportation. He suggested that operational costs could be reduced by seeking to leverage funding from other levels of government

- Ms Catherine Gardner spoke to express concerns with how online booking will work, questioned whether staffing was adequate, whether there could be more funding allocated for Para Transpo buses, and whether Para Transpo buses could match the service hours of regular transit. She also recommended a number of system improvements that she believed would both save money and increase ridership.

[ \* *Individuals / groups marked with an asterisk above either provided comments in writing or by e-mail; all submissions are held on file with the City Clerk. ]*

Commissioner Brockington raised a Point of Order and asked whether the “Seniors Pick Your Ride Free Day” Direction would amount to reconsideration of a matter the Commission had dealt with, and rejected, earlier in the year. Mr. Taffy Nahas, Legal Counsel, Innovative Client Services Department, advised that this *would* amount to reconsideration, requiring the support of three-quarters of all members present and voting.

Based on the advice of Legal Counsel and the General Manager’s assertion that the Department could not, at present, implement her intended Direction regarding the OSTC proposal, Commissioner Kavanagh said she would instead introduce it as a Commission Inquiry, for *future* consideration (see *Inquiry TTC 10-19*).

The Commission’s questions to staff, and discussions, included but were not necessarily limited to: bus routes, reliability and the cost of adding 40 buses as a contingency against LRT breakdowns; fare increases in 2020 and the scheduling of same; suggested alterations to LRT stations; RTG’s 30-year maintenance guarantee; a fare freeze proposed for early 2020, as well as the potential effects of extending such a freeze; whether it would be better to spend money on service improvements; Para Transpo staffing and customer wait times; questions on the costs of the Family Pass; whether the Budget will allow the Department to meet levels of service earlier directed by Council, and; the need to acquire new riders.

As a result of Commission discussions, Commissioner McKenney said they would submit a Direction to Staff asking *that staff provide to Council, before December 11, 2019, the cost of providing two days of free transit each week for low income residents, similar to the program already offered to seniors.*

Discussions having concluded, the Commission then considered the Motions submitted earlier.

During earlier discussions, Commissioner Brockington had amended his original Motion to add the following...

***THEREFORE BE IT FURTHER RESOLVED THAT OC Transpo implement the Family DayPass on Family Day;***

...to read:

**REVISED MOTION N<sup>o</sup> TTC 2019 08/04**

Moved by Commissioner R. Brockington:

**WHEREAS the Family DayPass for OC Transpo is only available on Saturdays, Sundays and statutory holidays, allowing a family group to ride all day on a single DayPass for \$10.75; and**

**WHEREAS a family can be made up of as many as six people, with a maximum of two aged 13 or older; and**

**WHEREAS providing additional opportunities for families to ride public transit promotes future ridership; and**

**WHEREAS it would be beneficial to families to have the Family DayPass also available during March Break, the months of July and August, and the two-week school board over the Christmas week and New Year's holiday period;**

**WHEREAS providing additional opportunities for families to ride public transit during peak tourist seasons will create an economic boost for Ottawa businesses; and**

**WHEREAS staff has not yet been able to fully quantify the financial impacts of this change, which could potentially be revenue positive, neutral or negative to the City, but anticipate that any one-time administrative costs and/ or modest revenue impact (if any) can be accommodated through the existing proposed Transit Services operating budget and/or Transit Reserve Fund.**

**THEREFORE BE IT RESOLVED THAT OC Transpo implement the Family DayPass during the March Break as scheduled in 2020 by the four school boards in Ottawa, beginning on the Saturday through to, and including, the following Sunday; and**

**THEREFORE BE IT FURTHER RESOLVED THAT OC Transpo implement the Family DayPass from July 1 to September 7, 2020; and**

**THEREFORE BE IT FURTHER RESOLVED THAT OC Transpo implement the Family DayPass from the first Saturday of the primary and secondary school Christmas week through the period ending on the Sunday before school classes begin, as scheduled in 2020-21 by the four school boards in Ottawa; and**

**THEREFORE BE IT FURTHER RESOLVED THAT OC Transpo implement the Family DayPass on Family Day; and**

**THEREFORE BE IT FURTHER RESOLVED THAT staff report back in the proposed 2021 budget with any estimated changes to ridership and fare revenue that were recorded in 2020, so that Council can make a decision on whether to make this a regular change to the OC Transpo fare table.**

CARRIED

Commissioner McKenney had proposed to defer an increase in transit fares to *the end* of 2020, and as this would have served to amend Commissioner Tierney's Motion, it was voted on first, as follows:

**MOTION N<sup>o</sup> TTC 2019 08/06**

Moved by Commissioner C. McKenney:

**THEREFORE BE IT RESOLVED THAT the effective date for the recommended 2020 fare increases be amended from January 1 to December 31, 2020, with the anticipated revenue reduction \$4,950,000 to be funded from the anticipated funds from the financial and performance provisions in the Project Agreement with the Rideau Transit Group.**

LOST, on a division of 7 'Nays' to 4 'Yeas', as follows:

NAYS (7): Commissioners R. Brockington, G. Gower, M. Olsen, J. Sudds, T. Tierney, J. Cloutier and A. Hubley

YEAS (4): Commissioners A. Carricato, T. Kavanagh, C. McKenney and S. Wright-Gilbert

The Commission then considered Commissioner Tierney's Motion on fare increases (to implement a fare freeze):

**MOTION N<sup>o</sup> TTC 2019 08/05**

Moved by Commissioner T. Tierney:

**WHEREAS Council has adopted a Transit Long Range Financial Plan, which is predicated on annual increases to transit fares to keep pace with transit cost inflation and maintain an appropriate balance between funding for transit from taxes and fares; and**

**WHEREAS Council on June 15, 2016, approved that the annual fare increase should be made on January 1 each year to be consistent with the City's budget year, subject to annual budget approval; and**

**WHEREAS by decision of Council, the 2019 fare increase was frozen until October 1, 2019, in recognition of the delay in opening O-Train Line 1; and**

**WHEREAS the 2020 Draft Budget recommends an overall 2.5% base increase to OC Transpo Fares, to take effect on January 1, 2020; and**

**WHEREAS the Transit Commission is of the opinion that the current service being provided on O-Train Line 1 is not yet satisfactory and that transit users have been experiencing challenging and uncertain commutes as a result of the ongoing issues and service interruptions on LRT; and**

**WHEREAS maintaining the current fares would recognize the challenges experienced by OC Transpo customers since the launch of the LRT; and**

**WHEREAS freezing fares at 2019 levels from January to March 2020 would result in an approximate reduction in fare revenue of \$980,000, and the City Treasurer has advised that it is reasonable to expect that this reduction over the short-term can be funded from financial and performance provisions in the Project Agreement with the Rideau Transit Group;**

**THEREFORE BE IT RESOLVED THAT the effective date for the recommended 2020 fare increases be amended from January 1 to April 1, 2020, with the anticipated revenue reduction of \$980,000 to be funded from the anticipated funds from the financial and performance provisions in the Project Agreement with the Rideau Transit Group; and**

**BE IT FURTHER RESOLVED that Transit Commission recommend Council direct the General Manager of Transportation Services to bring forward recommendations to Transit Commission and Council no later than February 2020 on how a freeze beyond March 2020 could be funded in the event that LRT service to transit passengers has not improved to the City's satisfaction.**

CARRIED

The report recommendation was then put before the Commission and was 'CARRIED', as amended by Motions N<sup>OS</sup> TTC 2019 08/03 (Roadmap), *Revised* TTC 2019 08/04 (Family DayPass) and TTC 2019 08/05 (Fare Freeze), with a call for 'Yeas' and 'Nays', as outlined below:

**That the Transit Commission recommend that Council, sitting as Committee of the Whole, approve the Transit Commission 2020 Draft Operating and Capital Budget, as follows:**

**1. Transit Services User Fees (pages 4-6), as amended by the following:**

**a. That OC Transpo implement the Family DayPass:**

- i. during the March Break as scheduled in 2020 by the four school boards in Ottawa, beginning on the Saturday through to, and including, the following Sunday; and**
- ii. from July 1 to September 7, 2020; and**
- iii. from the first Saturday of the primary and secondary school Christmas week through the period ending on the Sunday before school classes begin, as scheduled in 2020-21 by the four school boards in Ottawa; and**

**iv. on Family Day;**

**b. That staff report back in the proposed 2021 Budget with any estimated changes to ridership and fare revenue that were recorded in 2020, so that Council can make a decision on whether to make this a regular change to the OC Transpo fare table;**

**c. That the effective date for the recommended 2020 fare increases be amended from January 1 to April 1, 2020, with the anticipated**

**revenue reduction of \$980,000 to be funded from the anticipated funds from the financial and performance provisions in the Project Agreement with the Rideau Transit Group;**

**d. That the the General Manager of Transportation Services be directed to bring forward recommendations to Transit Commission and Council no later than February 2020 on how a freeze beyond March 2020 could be funded in the event that LRT service to transit passengers has not improved to the City's satisfaction;**

2. Transit Services Operating Resource Requirement (page 3); and
3. Transit Commission Capital Budget (pages 7 and 8, individual projects listed on pages 16-37).

CARRIED as amended, on a division of 8 'Yeas' to 3 'Nays', as follows:

YEAS (8): Commissioners A. Carricato, G. Gower, T. Kavanagh, M. Olsen, J. Sudds, T. Tierney, J. Cloutier and A. Hubley

NAYS (3): Commissioners R. Brockington, C. McKenney and S. Wright-Gilbert

The following Direction was also provided:

**DIRECTION TO STAFF:**

That Staff provide to Council, before December 11, 2019, the cost of providing two days of free transit each week for low income residents, similar to the program already offered to seniors.

**OFFICE OF THE CITY CLERK AND SOLICITOR**

**LEGISLATIVE SERVICES**

6. STATUS UPDATE - TRANSIT COMMISSION MOTIONS AND  
INQUIRIES FOR THE PERIOD ENDING 8 NOVEMBER 2019

ACS2019-OCC-TRA-0002

CITY WIDE

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**REPORT RECOMMENDATION**

**That the Transit Commission receive this report for information.**

RECEIVED

**INQUIRIES**

**TTC 10-19**

**FEASIBILITY OF IMPLEMENTING OTTAWA SENIORS' TRANSPORTATION  
COMMITTEE PROPOSAL: "SENIOR PICK YOUR RIDE-FREE DAY"**

(Commissioner T. Kavanagh)

That staff review the Ottawa Seniors Transportation Committee (OSTC) proposal\* to Transit Commission entitled "Senior Pick Your Ride-Free Day" and report back to the Transit Commission with information on the feasibility of implementing this proposal in the future.

\* OSTC Proposal attached as Document 1

**TTC 11-19**  
**OPERATIONAL AND FINANCIAL IMPLICATIONS OF EXTENDING**  
**TRANSFER VALIDITY PERIOD FROM 90 TO 120 MINUTES**

(Commissioner Wright-Gilbert)

I am asking staff to review and provide the Transit Commission with the operational and financial implications of extending the transfer validity period from the current 90 minutes to 120 minutes.

**ADJOURNMENT**

The meeting adjourned at 6:37 p.m.

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**Committee Coordinator**

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**Chair**

Document 1

[ Ref: TTC Inquiry 10-19 ]



Ottawa Seniors Transportation Committee  
of The Council on Aging of Ottawa,

SUBMISSION TO TRANSIT COMMISSION  
November 20, 2019

### **Seniors Pick Your Ride Free Day**

I am appearing as chair of the Ottawa Seniors Transportation Committee (OSTC), a committee of The Council on Aging of Ottawa (COA). The COA is a planning and advocacy organization which has served as a leading community voice for Ottawa's seniors for forty-five years. ([www.coaottawa.ca](http://www.coaottawa.ca))

The COA is most appreciative of the leadership, policies and concerns shown for seniors' transit needs by Ottawa City Council, the Transportation Committee, the Transit Commission and OCTranspo.

The OSTC provides City of Ottawa seniors with information about public transit options as it relates to OCTranspo's conventional and Para Transpo service and identifies gaps that exist and pursues solutions for achieving their needs.

Our Committee (OSTC) thanks the City for maintaining the Ride Free Wednesday Program and expanding the program to include Sundays. However, there are issues regarding the popularity of the Ride Free Wednesday Program that need to be addressed. Unfortunately it has led to overcrowding on the bus system on the Wednesdays, problems

for seniors seeking seating on those busy days, and overcrowding in terms of seniors programming and appointments on that day.

You will recall we came before you last year to ask for a more flexible approach regarding this program. We had proposed a Seniors Pick-Your-Ride-Free Day, i.e. allowing seniors to choose one of the 5 days of the week – Monday, Tuesday, Wednesday, Thursday, or Friday – instead of being restricted to only the Wednesday. We had canvassed seniors organizations and service providers and found wide-spread support for this proposal. Unfortunately the Commission Last year wasn't prepared to investigate our proposal. However, the problem of overcrowding on Wednesdays still exists.

Undeterred, we took the opportunity to meet with OC Transpo staff recently to examine the problem, and I am pleased to be able to tell you that OC Transpo staff have indicated to us their willingness to work with us to resolve the overcrowding problem on Seniors Ride Free Wednesdays, and have identified some possible solutions to explore. We are asking today that you direct staff to examine this issue and report back to you with possible strategies in order to help seniors travel safely in our bus system. In our view this would help make Ottawa a leader as an Age-Friendly City for transportation and mobility.

We thank Transit Commission for the opportunity to appear today. We look forward to continued collaboration on transportation needs of seniors.