



**Transit Commission**

**Minutes 9**

**Wednesday, 18 December 2019**

**9:30 a.m.**

**Champlain Room, 110 Laurier Avenue W.**

---

**Notes:** 1. *Please note that these Minutes are to be considered DRAFT until confirmed by the Commission*

**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

**DECLARATIONS OF INTEREST**

No Declarations of Interest were filed.

At the outset, the Chair addressed those present to explain that he had called a Special Meeting of the Transit Commission to provide an opportunity for members of Council to ask questions of staff regarding the recent troubles plaguing the LRT. He also outlined the format that would be followed for the meeting. A copy of the Chair's speaking notes is held on file with the City Clerk.

## TRANSPORTATION SERVICES - VERBAL UPDATE

### 1. CONFEDERATION LINE AND BUS SERVICE UPDATE

CITY WIDE

---

The Commission received a detailed slide presentation update of the Confederation Line and Bus Service covering the time elapsed since the Commission's last update (Wednesday, 20 November 2019) from Messrs. John Manconi, General Manager, Transportation Services Department (TSD) and Troy Charter, Director, Transit Operations, TSD. A copy of this presentation is held on file with the City Clerk. Also present to respond to questions were Messrs. Pat Scrimgeour, Director, Transit Customer Systems and Planning, TSD, and Michael Morgan, Director, Rail Construction Program, TSD.

Also in attendance were Councillors S. Blais, L. Dudas, K. Egli, M. Fleury, J. Harder, J. Leiper, S. Menard and C.A. Meehan.

The Commission then heard from the following public delegations:

- Mr. Jan Lam\*
- Mr. David Jeanes
- Ms Lyse-Pascale Inamuco

[ \* 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 questions to the delegations, to staff, and general discussions touched upon, but were not necessarily limited to the points raised by the delegations, as well as: scheduling adjustments and cancellations; wait times; platform congestion and station upgrades; delays in the installation of hand straps; ridership data; driver training, scheduling, overtime payment and diversity in hiring, to ensure considerations of gender equity; collaborating with Unions to find solutions; employee stress and peer-support; the ongoing need for improved communication; discussions around the development of a smartphone app to better reflect scheduling and cancellations; performance measurement; potential risks associated with the City's relationship with

the Rideau Transit Group (RTG) and Rideau Transit Maintenance (RTM); ongoing odour issues with Parliament Station; problems with the LRT's Train Control and Monitoring System (TCMS); delays in putting additional trains into service; winter operations and system reliability; problems with the LRT's overhead catenary wiring system; and, upcoming service detours and scheduling issues due to LRT Stage 2 implementation. Commissioner Wright-Gilbert sought an apology from Commissioner Olsen for remarks made during discussion of the odour issues at Parliament station. Later in the meeting, following requests from Chair Hubley, Commissioner Olsen apologized.

Discussions having concluded, the Commission "RECEIVED" the presentation for information.

**NOTICES OF MOTIONS  
(FOR CONSIDERATION AT A SUBSEQUENT MEETING)**

**MOTION N<sup>o</sup> TTC 2019 09/01**

Submitted by Commissioner T. Kavanagh:

**WHEREAS transit users are frustrated that bus service has been uneven with missing buses and late bus service.**

**WHEREAS transit riders are also frustrated by the inaccuracy of up to date schedule information available to them**

**WHEREAS transit riders, in some cases, need to know if one route is not coming so they can make alternate plans to get to their destinations.**

**WHEREAS bus reliability is the top priority however if a bus is delayed or missing then transit riders has the right to know this information as quickly and accurately as possible.**

**THEREFORE BE IT RESOLVED that in 2020 OC Transpo prioritize bringing forward a reliable GPS and user friendly app system on all buses to give accurate information on bus location and cancellations to transit users.**

Commissioner Brockington made reference to a Notice of Motion that he had intended to submit on behalf of Councillor Fleury, and read the following operative clauses of the Motion into the record:

***THEREFORE BE IT RESOLVED city staff develop the appropriate tools to create and share real-time data collection with the Open Data Community by Q2 of 2020 without unreasonable delay and provide underlay of planned schedule;***

***BE IT FURTHER RESOLVED that these developed tools allow city staff to create solutions for reporting metrics, including a client-centred focus and resolve Councils on-going questions about transit.***

In response to a question from the Chair as to the appropriate time to submit the above, Mr. Manconi said he had suggested to Councillor Fleury that the Motion would be more appropriately submitted when the Department tabled its work plan for approval, within the first quarter of 2020. Councillor Brockington said he would take this advice, and did not submit the Notice of Motion.

## **INQUIRIES**

**TTC 12-19**

### **PROCESS FOR MAKING SIGNIFICANT DESIGN CHANGES TO LRT PHASE 2 STATIONS**

(Commissioner R. Brockington)

If City Council decides to make significant design changes to LRT Phase 2 Stations, what would the required process be, to enact the desired changes?

**TTC 13-19**

**REQUEST FOR DATA RE: CONNEXION, FREQUENT AND RAPID ROUTES  
SERVING EAGLESON, FALLOWFIELD AND TRIM ROAD PARK AND RIDES**

(Commissioner M. Olsen)

For Connexion, Frequent and Rapid routes serving either the Eagleson Park and Ride, the Fallowfield Park and Ride, or the Trim Park and Ride, broken down by individual bus routes serving each specific Park and Ride parking lot (whether in the morning peak period, the evening peak period, both peak periods, or between the two peak periods); and, for a period of two months before the Really Big Service Change (RBSC) and, separately, two months after the RBSC:

For each trip, the scheduled arrival time at each Park and Ride parking lot specified above;

For each trip, the normally assigned bus size (i.e., 40-foot, articulating, or double-decker);

For each trip, the percentage of time during each reporting period that the normally assigned bus size for a trip was "downgraded" -- for example (but not limited to), from a double-decker to a 40-foot bus;

For each trip, the percentage of time a trip was cancelled for any reason (it is not necessary to specify the reason), and, separately, the percentage of time a trip was late;

Where data from infra-red counters or other sources exist, the passenger load-factor (i.e., the number of passengers as a percentage of capacity for the bus in service) for each trip upon its departure from (morning peak period) or arrival at (evening peak period and other times) each Park and Ride parking lot specified above (if such information is not available, please provide the average ridership and passenger load-factor, as available, for each route for each reporting period);

For each route, any changes in normally assigned bus size for any trips, or other changes in capacity (e.g., addition or deletion of trips), that are being considered for implementation, or which will be implemented, either in December 2019 or in January 2020; and

The total number of complaints received by OC Transpo, from any source, for each reporting period, about each Connexion route, Frequent route, and Rapid route serving each Park and Ride parking lot specified above.

ADJOURNMENT

The Meeting was adjourned at 1:12 p.m.

---

**Committee Coordinator**

---

**Chair**