

Our File/N/Réf.
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DATE: 10 May 1999
TO/DEST: Co-ordinator, Transit Services Committee
FROM/EXP: General Manager
SUBJECT/OBJET: **TRANSPLAN 99**

DEPARTMENTAL RECOMMENDATION

That the Transit Services Committee recommend to the Commission that the service plan for 1999/2000, based on public and employee consultations through Transplan 99, be implemented in September 1999.

INTRODUCTION

The Transplan consultation process occurs annually. It provides residents of the Urban Transit Area (UTA) and OC Transpo employees with opportunities to participate in planning the service for the next year. The process allows most major service changes to be focussed into one stream of activities.

Each year, the Transplan program begins in the fall with staff identifying issues, reviewing customer suggestions and developing service change proposals. Information and maps describing the proposals are designed and printed and employees and customers are consulted during the first few months of the year. Based on feedback from customers and employees, recommendations are developed and presented to the Transit Services Committee and the Transit Commission. Scheduling and booking activities follow with implementation in June or September, depending on requirements.

Transplan 99 is the first presentation of service change proposals following the completion of the final report of the OC Transpo Comprehensive Review. The resulting service plan is based on recommendations presented in the Comprehensive Review report. Transplan 99 recommendations are summarized in Table 1.

OC TRANSPRO COMPREHENSIVE REVIEW

The final report of the OC Transpo Comprehensive Review entitled *The Way Ahead: Becoming the Best of the Best* was received by the Transit Services Committee at its meeting on 17 February 1999. The report emphasized that there were many strong elements of OC Transpo's route structure that had contributed to high ridership in the past. However, a number of areas where improvement could be made were also identified:

- X Strengthened grid base network - Straighten routes and then operate them the length of arterial roads connecting the major activity centres operating all day everyday; less complex route structures; and, better access to major activity/employment centres outside the downtown core;
- X Improved connectivity - Reduced passenger waiting and transfer connection times;
- X Improved community circulation - Combine regular and peak period routes to provide higher frequency service in the community with peak period trips travelling to downtown, introduce shorter routes that provide better circulation to/from local activities and feed into the base network;
- X More express/limited stop services to suburban employment centres - Downtown express services are underutilized in the reverse direction and could be used to provide more frequent express/limited stop services to suburban employment centres;
- X Enhanced service design guidelines - Minimum service standards for bus frequency, cost recovery, targets and loading standards for base, local and express routes should be revised ensuring service goes where it will have the greatest benefit.

The Comprehensive Review process developed a new route structure, incorporating these improvements, for implementation over the next five years. These route structure improvements are proposed for implementation largely in 1999 and 2000 in order to gain the benefits as soon as possible. Transplan 99 concentrates on the portion of the service area within the Greenbelt while next year Transplan 2000 will largely address areas outside the Greenbelt.

TRANSPLAN 99 PROPOSALS

The Transplan 99 proposals, as presented to the public, can be found in Appendix A.

The proposals cover four major areas of improvement listed in the OC Transpo Comprehensive Review:

- X Strengthened grid base network - Several main routes are straightened to operate the full length of roads and provide better access outside the downtown core;
- X Improved connectivity - A number of route extensions to improve connections and reduce transfers are recommended;
- X Improved community circulation - New services that circulate within communities are recommended as well as the combination of local and peak period routes to offer more

frequent services within communities while maintaining direct connections to downtown;

- X More express/limited stop services to suburban employment centres - More routes are recommended.

TRANSPLAN 99 CONSULTATION

Since the Transplan 99 proposals affect most of the OC Transpo service area within the Greenbelt, a comprehensive multi-page brochure describing all of the proposals was developed. The brochure was made available to all employees and was widely distributed on buses to customers. The brochure was mailed to Councillors and community associations and the proposals were also available on OC Transpo's web site, www.octranspo.com.

While the comprehensive brochure was being printed, one additional proposal was developed for Route 170 and an additional pamphlet describing this change was produced. This brochure was distributed on all Barrhaven routes and made available on the web site. The information contained in the brochures is provided in Appendix A.

The comprehensive brochure described the times and locations for fourteen public open house meetings while the Barrhaven pamphlet provided information about an additional meeting. These meetings provided customers and prospective customers with the opportunity to discuss service change proposals with OC Transpo staff and to provide feedback. The meetings were held in all areas of the Region affected by the service change proposals. News releases and advertisements in the three local daily newspapers and fifteen community papers told people that changes were proposed and listed the meetings. Radio commercials supported the communications strategy. Table 2 provides a list of the dates, times and locations of the meetings which were attended by approximately 1,800 people.

Forty-one hours of open house meetings for OC Transpo employees at all three garage sites were held in advance of the distribution of the brochures on the buses. This allowed employees to be familiar with the proposals before they received questions from customers. The dates, times and locations of the employee open house meetings are shown in Table 3. Approximately 410 employees attended these meetings.

The Regional Transit Advisory Committee (RTAC) and the Accessible Transit Advisory Committee (ATAC) were consulted both during the preparation of the proposals and during the development of these recommendations. Both committees are comfortable with the recommendations.

In total, 1,148 submissions were received from customers and employees. These contained 1,325 comments about the Transplan 99 proposals, 181 suggestions for other route ideas and 248 comments related to existing operational issues. A summary of the results of the consultation is given in Appendix B.

SERVICE PLAN FOR 1999/2000

Recommendations for major service changes to be implemented in the fall are described in this section and summarized in Table 1. An analysis of the feedback received on each specific proposal is provided with each recommendation.

Britannia, Pincrest, Nepean West (Exhibit 1)

Route 18

The proposal for changing Route 18 has been withdrawn following review of input from the public and employees.

Route 18 is an all-day cross regional service that operates through Britannia Village at the west end of the route. In the older portion of the Village (north of Howe), the route currently operates in a one way pattern along Britannia and Bradford Streets and only in the trip direction travelling to Lakeside Gardens. Passengers wishing to travel out of the area must make a choice to walk up to Howe Street or board the bus and then wait through the bus lay up at Lakeside Gardens. As a result, the ridership on Route 18, north of Howe, is significantly lower compared to other areas along the route. Over the past year, planning staff have received a number of requests from residents in this area to consider removing Route 18 from Britannia and Bradford.

A review of the ridership for the area north of Howe and the average walking distance required to access service at Howe was undertaken. A proposal was developed to remove the service from this section of the community as part of Transplan 99. This proposal received a mixed reception. Out of the 17 comments received, 4 were in favor of the removal while 12, including one petition of 226 names from the Britannia Action Committee, objected. The Britannia Action Committee requested that the Route 18 stay north of Howe and that a reduced frequency be considered. Their concerns were primarily focused around acceptable access to transit for the many seniors in the older section of the Britannia community who take pride in their independence and still reside in their own homes. The transit service on Route 18 allows them to continue in their residence and gives them the flexibility of maintaining their independence. The walking distance for some would be in the area of one kilometre to Howe Street and this was considered to be unacceptable.

In view of these concerns, staff have reconsidered the proposal and recommend that the current routing for Route 18 be maintained through the older portion of Britannia Village, as shown in Exhibit 1, and that a closer look be taken at the ridership and apply the appropriate frequency required for this area.

Route 50

It is recommended that Route 50 be adjusted to start at Lakeside Gardens in the morning.

Route 50 is the peak period route that services the Britannia Community. The route starts its morning service at the corner of Bradford and Cassels and then circulates through the community to downtown. The afternoon trips have a slightly different pattern and end at Lakeside Gardens. The proposal to start and end Route 50 at Lakeside Gardens was in response to complaints about idling buses in the residential area at the morning time point, as shown in Exhibit 1. This proposal would not remove the service from any section of the Britannia community and hence received no objection from the public. A total of two comments were in favour of the proposal.

Routes 78 and 152

It is recommended that:

- X Route 152 be rerouted to better service the community along Iris;**
- X Route 78 be combined with new Route 152 into a single route with a peak extension to downtown at regular fare.**

Route 78 is the current express route that services the communities along Morrison Drive and Iris Street. Over the years the ridership on this route has diminished resulting in a reduced frequency to downtown. In addition, customers are required to pay a premium fare for this service.

As part of Transplan 99, it was proposed to combine Route 78 with Route 152 and provide some extensions to downtown during the peak periods along the Transitway. Customers would benefit from more frequent service through the community since trips would be spaced more evenly without the express buses and local route buses travelling together. In addition, the premium fare would no longer be required for the direct service to downtown.

This proposal was well received. Five of the six comments on this proposal agreed with the combined route idea. The one who objected to the proposal felt that all trips should operate to downtown. In response to this concern, should the ridership increase, the number of trips to downtown would be increased to reflect this.

In addition to the Route 152 combination with Route 78, the actual routing through the communities was proposed to be adjusted. This is shown in Exhibit 1. Currently, Route 152 services the community of Queensway Terrace North and it was proposed to operate along Iris Street to Carlingwood Shopping Centre. This proposal would provide a direct all-day service to Carlingwood. It was favourably received by the public, with 77 positive comments, especially the seniors along Iris who enjoy all the facilities available to them at Carlingwood. Service to Bayshore Shopping Centre along Iris Street would also be provided on Route 152. Service in Queensway Terrace North would be provided by the proposed Route 154 described below.

Routes 154 and 173

It is recommended that:Route 154 replace Routes 173 and 152 in the communities along Dumaurier and Queensway Terrace North;

Route 173 be extended to Lincoln Fields Station.

Route 154 is a new route that would replace the local route service along Dumaurier and in Queensway Terrace North. It would provide an all-day connection to Bayshore Shopping Centre and Lincoln Fields Station. This proposal generated a relatively low response. Those who agreed were happy with the routing and those who disagreed were from the Queensway Terrace North community and requested that the route be extended from Lincoln Fields to Carlingwood, similar to the service that they have today.

As described above, it was proposed that Route 154 would serve Dumaurier. This would replace the current Route 173 which provides all-day service through this community between Bayshore and Baseline Station. Route 173 would be removed and instead operate on the Transitway to Lincoln Fields. There was a concern expressed by customers about the loss of the connection that the 173 provides between the Bayshore terminal and Baseline Station. Many passengers transfer to the 173 at Baseline from other routes which terminate at this Transitway facility. A number of these routes, such as Routes 86, 111, 156, 172, and 178 are recommended to be extended to Lincoln Fields Station to increase the level of connectivity for passengers. Those passengers wishing to travel to Bayshore would still be required to transfer but will do so at Lincoln Fields Station now rather than Baseline Station. The travel times would be similar to their existing travel times. However, those passengers who currently travel on Route 173 from Barrhaven and who experience a direct no transfer trip to Bayshore, would be required to transfer at Lincoln Fields. Typically, one passenger per trip on Route 173 ride through Baseline Station. A total of 8 comments were received which identified this concern.

Routes 72 and 172, 67 and 174

It is recommended that:

- X Routes 72 and 172 be combined into a single route (172) through Craig Henry with regular fare peak extensions to/from downtown;**
- X Route 172 trips which currently end at Baseline Station be extended to Lincoln Fields;**
- X Route 172 in the Trend Arlington area be replaced with an extension of Route 174;**
- X Peak period Route 67 in Trend Arlington operate at regular fare.**

Route 172 currently connects the Craig Henry and Trend Arlington communities with Baseline Station and Bayshore Shopping Centre. Additional peak period service is provided by Route 72 in Craig Henry and Route 67 in Trend Arlington. Route 174 connects the Manordale community with Baseline Station and Carlingwood, as shown in Exhibit 1.

The proposal to combine Routes 72 and 172 together into a single regular fare route to Lincoln Fields with peak period extensions to downtown was well received. All nine comments were favourable.

The proposal to remove the 172 from Trend Arlington and extend Route 174 into the community was less well received with twelve objections. Customers in Trend Arlington were concerned about the loss of direct service to Bayshore Shopping Centre. Some of these customers would be able to walk to Route 172 at the Greenbank/Craig Henry intersection and still access Bayshore. As an alternative, Route 174 serves Carlingwood.

Some comments were received regarding which direction Route 174 should travel in Trend Arlington. It had been proposed to operate counter clockwise around Banner and McClellan and three customers suggested the service should operate clockwise. However, the counterclockwise arrangement provides the best service for all needs and is recommended.

Four of the five respondents agreed with the reduced fare for express Route 67. This route runs through Trend Arlington in the morning peak, up Greenbank, onto the Queensway and Transitway and then to Downtown. Passengers in Trend Arlington wishing to travel up Greenbank in the morning peak will have this service at the regular fare.

Routes 75 and 156, and 178

It is recommended that:

- X Routes 156 and 75 be combined into a single route through Tanglewood with regular fare peak extensions to downtown;**
- X Route 156 trips which currently end at Baseline Station be extended to Lincoln Fields;**
- X Peak period extensions to downtown at regular fare be added to Route 178 and that other trips which currently end at Baseline be extended to Lincoln Fields.**

Route 75 currently provides peak period service as a supplement to Route 156 in the Tanglewood community. Route 178 is a local route that connects Centrepointe to Baseline Station.

The proposal for combining Routes 75 and 156 was well received, with all comments positive. Some passengers of Route 75 were concerned that their frequency of service be maintained. Many liked the idea of a lower fare. At first, some passengers who mistakenly thought that the routing of Route 156 was proposed to change, disagreed with the proposal. However, the routing of 156 is not changing. Extensions to Lincoln Fields in all time periods, and to downtown in the peak periods have simply been added.

The extensions to downtown on Route 178 during peaks and to Lincoln Fields the rest of the time were welcomed. This new service will attract riders and serve this growing community well into the future. All eleven of the comments were favourable.

Barrhaven (Exhibit 2)

Route 170

It is recommended that Route 170 be rerouted to provide an all-day connection between the established area of Barrhaven and the new communities of Longfields and Davidson Heights.

Over the last five years, the communities of Longfields and Davidson Heights in Nepean South have grown to a population of almost 12,000. The local all-day route that services this community is Route 177. This route provides a connection to Baseline Station but does not connect these two communities to the older established sections of Barrhaven. In recognition of this lack of connectivity, a proposal was developed that would adjust the local Barrhaven routes in advance of the implementation of the Fallowfield Park and Ride lot.

The proposal would remove Route 170 from Fallowfield Road and reroute the service through the community of Longfields via Longfields Drive and Greenbank Road. This is shown in Exhibit 2.

Eighteen people commented on this proposal. Four agreed with this service adjustment and 14 disagreed. Of those that disagreed, 4 were concerned about the loss of this service along Fallowfield Road, 3 comments indicated that the new route extension does not go far enough into the new areas namely, Davidson Heights, and the remaining comments were from riders who were concerned about the increased travel time.

In response to the above concerns, residents along Fallowfield Road still have the all-day local Route 173. Residents from Davidson Heights have better access to transit service by transferring to the new rerouted 170 at Longfields and Beatrice, where there is a bus shelter, rather than attempting to transfer at the exposed intersection of Fallowfield and Woodroffe. The increase in travel time of 4 minutes for those passengers who currently are destined to the established areas of Barrhaven is offset by the benefits of the improved connections within the community.

Carlingwood, Dovercourt, Ottawa West (Exhibit 3)

Route 151

It is recommended that:

- X Route 151 operate on Central Park Drive when the road is completed;**
- X The Route 151 Sunday only deviation on Merivale and Clyde south of Baseline be discontinued;**
- X Route 151 service be removed from Holland, Wellington and Western and use Scott in both directions between Northwestern and Tunney's Pasture.**

It had been proposed that Route 151 travel up Kirkwood and double back into Westgate Shopping Centre. This idea was not well received. The added time and the congestion of the ?doubling back? of buses along Carling was an issue. As a result, this part of the proposal has been withdrawn.

Route 151 was proposed to be removed from Holland, Wellington and Western. This is recommended. Some citizens requested that this change be implemented in June rather than waiting until the fall. This can be accommodated without significant impacts on the previously completed schedule.

Route 114

Peak period Route 114 had been proposed to be discontinued. Ridership levels are below the standards outlined in the Comprehensive Review, and other connecting service is available in this area. It was observed, however, that this route serves many industrial and government buildings and is a crosstown route providing direct service for many riders. Of the 26 comments received from riders, 25 disagreed with the proposed cancellation of this route.

It was noted that public knowledge of this route is very low. Riders have recommended more marketing to local schools and businesses, Nortel, Canada Post and other business areas along the route. With an increased marketing effort, Route 114 could attract more ridership and continue to meet the transit needs of commuters in this area.

Route 87

It is recommended that:

- X Route 87 operate on the Transitway between Billings Bridge and Hurdman Stations instead of Riverside Drive;**
- X Route 87 downtown trips be extended to Carlingwood Shopping Centre via the Transitway and the Ottawa River Parkway to replace Route 96.**

Route 87 currently services the communities south of Billings Bridge Station along Riverside Drive and Uplands. It provides some all-day service to the downtown area with additional peak period supplements. Once north of Billings Bridge, it makes a deviation along Riverside Drive and then returns onto the Transitway at Riverside Hospital.

In order to provide a faster and more direct trip for Route 87 passengers, it was proposed to have Route 87 remain on the Transitway between the Riverside Hospital and Billings Bridge and extend the trips currently ending at Billings Bridge to Hurdman Station, to increase the level of connectivity for passengers. In addition, it was also proposed to extend Route 87 to Carlingwood Shopping Centre, replacing the service currently offered on Route 96.

This proposal package was generally well received. Nine comments were in favour of the proposal. Passengers liked the idea of the faster direct connection and the extension to Hurdman Station, downtown and to Carlingwood. There were four comments that disagreed with the removal of the service from Riverside Drive north of Billings Bridge Station. They were concerned about increased walking distance to downtown Transitway service and connections to the Riverside Hospital. The walking distance to Transitway service at either Billings Bridge or

Pleasant Park Stations from the bus stops on Riverside Drive is 150 and 200 metres respectively. It is felt that this is still a reasonable walk to access transit service. Good pedestrian access is available to these two stations from this section of Riverside Drive.

Routes 96 and 97

It is recommended that:

- X Route 96 be replaced with services on Route 87 to Carlingwood Shopping Centre and merged into one route with Route 97;**
- X Route 97 be the all-day Transitway route operating between Kanata and the Airport, and providing the primary service on the Southeast Transitway corridor;**
- X Route 97 be removed from Pinecrest Ave and remain on Richmond Road in the eastbound direction.**

Route 96 provides an all-day downtown connection between Carlingwood Shopping Centre and the Airport via the Transitway. It is scheduled to supplement Route 97 along the southeast Transitway corridor, however, due to different route lengths on Routes 96 and 97, schedule reliability and effective supplementing have become an issue. This often creates bunching of buses and gaps in the service. In addition, since Route 96 does not operate on Sundays and late evenings, Route 97 takes over the function of the service to the Airport resulting in some confusion to the public.

It is for these reasons that the proposal to combine Routes 96 and 97 was developed. One main route along the southeast Transitway and to the airport would provide a simple service to the public.

It was felt that there would still be a need to maintain a downtown connection to and from Carlingwood and this service would be replaced by the extension on Route 87, as described previously.

In addition to the proposal identified for Route 97 above, there was also a small adjustment proposed for this route in the west end of the region. Route 97 currently makes a deviation eastbound and westbound via Pinecrest in order to service the intersection of Carling and Pinecrest. In the eastbound direction, buses are held up while attempting to make the left turn at Richmond and Pinecrest in order to service the area at Carling and Pinecrest, which in fact is only 100 metres from Richmond Road. Allowing the eastbound trips to continue along Richmond Road would provide a faster, more direct service to the majority of the passengers. A number of passengers currently boarding at Carling and Pinecrest who would be affected would still have alternative service on Route 85 or could walk up to Richmond to access Route 97.

We received positive customer feedback on this overall proposal package. Twenty-six comments were in favour of either the merging of the Routes 96 and 97 into one route along the southeast Transitway or the straightening of the Route 97 in the west end. Three comments disagreed with the straightening, two comments gave alternative routing suggestions, and two comments were received on the route length and frequency.

Routes 15, 16 and 150

It is recommended that:

- X Route 15 be extended to begin at Lincoln Fields Transitway Station;**
- X Route 16 be extended from Carlingwood to Lincoln Fields Transitway Station;**
- X Route 150 be discontinued.**

Peak period Route 15 was proposed to be discontinued and combined with existing Route 16. In recognition that Route 16 takes longer to reach downtown than Route 15 does, Route 16 was proposed to travel on the Transitway between Tunney's Pasture and LeBreton Stations, rather than on Scott Street. This combination of the two routes into a single route is an example of simplifying the route network recommended in the Comprehensive Review final report and would have resulted in a higher service frequency on the combined route. However, this proposal has been withdrawn as a result of customer input and further analysis. More than 95 percent of the 71 comments provided about Route 15 objected to the route being discontinued. The major concern was that the Route 16 takes longer to travel downtown. Today, Route 15 is faster than Route 16 by about eight minutes and the proposal to operate the 16 on the Transitway instead of Scott Street would have reduced the difference to approximately six minutes. Most customers felt that this additional time was unacceptable. As a result, it is recommended that Route 15 be retained and Route 16 not be removed from Scott Street to serve the Transitway.

Extending Route 16 from Carlingwood to Lincoln Fields Station would make it easier for customers living in the Dovercourt area to use transit to travel to destinations in the west and southwest parts of OC Transpo's service area. Four comments supporting this proposal have been received while no one objected. The extension is recommended.

Route 150 was recommended to be discontinued in the Comprehensive Review. The route is poorly used and parallels other routes on several of the streets on which it operates. Six customers disagree with discontinuing the route, while two agree. Some of the customers who disagreed would be served by the continuation of Route 15 described above. Customers who board Route 150 on Carling between the Lincoln Fields Transitway Station and Carlingwood could be accommodated by extending Route 15 to start at Lincoln Fields. This extension could be accommodated at very little cost. It is, therefore, recommended that Route 150 be discontinued and that Route 15 be extended to Lincoln Fields. This is shown in Exhibit 3.

Nepean Centre (Exhibit 4)

Routes 3, 13, 56, 57, 86, 108, 111, 116 and 176

It is recommended that:

- X Routes 86 and 111 be extended from Baseline to Lincoln Fields;**
- X Routes 13 and 108 be discontinued;**

- X Routes 56 and 176 be combined into a single route which would be removed from Westgate;**
- X Route 116 serve Bentley instead of Route 176.**

Major changes were proposed for Routes 3, 57, 86 and 111 in the Nepean Centre area. Many concerns were voiced by customers about these proposals and their implementation is not recommended. Customers were concerned about significantly altered travel patterns and many suggested alternative routing ideas. It is proposed that further research into the alternative ideas and community travel patterns be carried out to see if it is possible to develop a new proposal for Transplan 2000.

Some of the comments received on the proposed cancellation of Route 13 are tied to those received about the proposed rerouting of Route 3. However, with the recommendation that Route 3 remain unchanged but with higher frequency, many of the concerns would be satisfied and it is recommended that Route 13 be eliminated as proposed. Some residents of Falaise, Inverness and Prince of Wales would have a longer walking distance for Route 3.

Twenty-seven comments were received regarding the cancellation of Route 108 with 93% opposed. Much of the opposition focused on the cancellation of service to Hull and the necessary connection to the proposed shuttle service. Service to Hull from this area would require a transfer; residents would take either Route 175 to the Transitway and then direct service to Hull, or Route 3 downtown and transfer to other Hull services.

It was proposed that Routes 56/176 be combined into one route (176) which would have peak period extensions to and from downtown. This route would not deviate onto Bentley in the morning peak but Route 116 from South Keys and Baseline would serve passengers to/from this area. These changes are recommended as proposed. Of the comments received on the change to Route 176, 13 passengers disagreed, mostly concerned with the removal of this service from Westgate Plaza. The stop closest to Westgate would be located at the corner of Merivale and Carling which is 300 metres from the current bus stop. Two passengers disagreed with the Route 116 deviation on Bentley requesting that this not occur in order to speed up their trip.

Alta Vista, Elmvale, St. Laurent (Exhibit 5)

Routes 48, 49, 111, 112, 141, 144, 148 and 149

It is recommended that:

- X Routes 48 and 148 be combined into a single route from Elmvale along St. Laurent, Walkley, Halifax, Canterbury, and Kilborn to Billings Bridge, with peak extensions to downtown;**
- X Routes 49 and 149 be combined into a single Route 149 along Saunderson and Pleasant Park between Elmvale and Hurdman, with peak period extensions to downtown and along St. Laurent, Walkley, and Russell;**
- X Route 111 operate along Heron, Baycrest, and Walkley, and continue to serve Belfast Road and St. Laurent Station;**
- X Route 112 be replaced by service on Routes 144 and 195 and other routes;**
- X New Route 141 operate as a community circulator route within Alta Vista and**

Elmvale between Elmvale and Billings Bridge;

- X Route 144 be shifted from Walkley Road to St. Laurent Blvd. and extended to St. Laurent and Hurdman Stations to replace Route 112.**

Most of the changes were proposed to straighten and simplify the route network and to provide faster service for passengers travelling out of the community to various destinations. Peak period Routes 48 and 49 would be merged with their all-day counterparts to provide more frequent service within their communities. This is already the case with Routes 48 and 148 except that the two route numbers are still used rather than a single route number.

It had been proposed to replace the connection from Elmvale to St. Laurent Station on Route 111 with Route 148. However, most people who commented on this preferred to leave the connection on Route 111 and this is now recommended and is shown in Exhibit 5.

Many people liked the idea of straightening and simplifying the route network to speed up service. Particularly popular were the proposals to straighten Route 111, and the proposal to extend Route 144 from Elmvale to St. Laurent and Hurdman to replace Route 112. Passengers from Hunt Club Park have requested this extension many times over the years.

While the base network is designed to be as straight and direct as possible, this is supplemented in the service plan by community circulator routes which link together schools, libraries, shopping, leisure, and recreational facilities within the community. The proposed Route 141 in Alta Vista is in this category. Some people objected to its circuitous nature, but it was never intended to be a fast route for exiting the community. Two residents of Jefferson Street objected to the route because they have requested over the years that all service be removed from that street. Others suggested extending Route 141 to St. Laurent.

Seven people objected to terminating Route 149 at Hurdman Station instead of Billings Bridge Station. Many passengers would still have a one-bus trip to Billings Bridge available on Routes 8, 141, or 141 (depending on where they live), or could conveniently transfer to Route 97 at Pleasant Park Station. Terminating the route at Hurdman would also allow new opportunities for improving travel to other parts of the Region and is recommended. This is shown in Exhibit 5.

In response to customer input, it is also recommended that Route 149 be extended from Elmvale Shopping Centre to travel around the St. Laurent/Walkley/Russell triangle during peak periods as Route 49 does today. Many passengers in this area also have Routes 86 and 148 as alternatives for travelling to downtown, but some customers pointed out that this extension would help avoid longer trips for them.

Routes 85 and 110

It is recommended that new route 110 operate between Billings Bridge and the Smyth Road hospital complex.

The proposals for a new connection from Billings Bridge to the Smyth Road hospital complex provided by Route 110 was very well received. However, the proposal for Route 110 to continue east of the hospitals to Elmvale and St. Laurent to replace Route 85 was not popular. Route 85 is the longest route in the system and shortening it would have improved service reliability. But, concerns were raised about the need to transfer by people living east of the hospitals and about whether Route 110 would be able to sustain as high a frequency of service as Route 85 provides today. In view of the objections from the public, it is recommended that Route 85 remain unchanged and that Route 110 operate only between Billings Bridge and the hospitals as shown in Exhibit 5.

Routes 121 and 192

It is recommended that:

- X Route 192 operate along the full length of Michael St., and include some peak period trips to carry residents of that neighbourhood to/from St. Laurent Station;**
- X Route 121 be replaced by service on Route 192.**

Route 121 was proposed to be eliminated and service provided in peak periods on Michael Street by Route 192 southbound in the morning and northbound in the afternoon. Route 192 would be removed from St. Laurent Blvd. This change is recommended as proposed but it is also recommended that some additional trips be provided on Route 192 to carry people from Michael Street to St. Laurent in the mornings and from St. Laurent to Michael Street in the afternoons.

The straightening of Route 192 to operate along the full length of Michael Street would provide better peak period access into the industrial areas than the current Route 121. Passengers travelling to locations along St. Laurent Blvd. who use Route 192 have frequent alternate service available on Routes 85 and 112 (to be replaced by Route 144).

Ridership on Route 121 has always been very low, but its proposed removal prompted opposition from the community which was communicated in the form of a 147 name petition. Most of the 76 houses in this community are between 400 and 800 metres from St. Laurent Blvd. It is recommended that new trips on Route 192 northbound from Michael Street to St. Laurent Station in the morning and southbound in the afternoon peak periods be provided. Service on Saturdays would be discontinued.

Riverside, Hunt Club, Uplands, Mooney's Bay (Exhibit 6)

Routes 40, 44, 140 and 146

It is recommended that:

- X Routes 44 and 140 be combined into a single route in Riverside Park with peak period extensions to downtown and on Southmore/Fielding;**
- X Routes 46 and 146 south of Walkley be combined into a single route with peak period extensions to downtown.**

Most of the proposed changes in these neighbourhoods involve consolidating existing Routes 44, 46, 140, and 146 into two new Routes 140 and 146. Instead of operating the four existing routes at low frequencies, the two new routes would operate at higher frequencies during peak periods. They would operate all day long to Billings Bridge with peak period extensions to downtown. Passengers from south of Walkley Road would also save a few minutes on trips to Billings Bridge and points north, and Walkley Station would become more of a focal point for service in the community and for connections to communities east of the Transitway.

Overall, the public reaction to these proposals was relatively small and fairly evenly split. Issues raised by those opposed to the proposals are:

- X Southmore and Fielding: Three people were concerned about losing off-peak service on Southmore and Fielding. Ridership is very low in this area and currently ends at 21:00. There are only small numbers of residences that are beyond 800 metres of service on McCarthy or Walkley. Two individuals and a 16 name petition supported the removal of off-peak service from these streets due to low ridership;
- X Connection to Alta Vista: Four people objected to the loss of direct service from the Southmore Drive area to Bank Street and Alta Vista. However, this is a very lightly used connection. Passengers would still be able to make these trips by transferring at Walkley Station or elsewhere. The proposed changes would make Walkley Station a more important focal point for transit service than it is today, linking the communities east and west of the Transitway;
- X Brookfield: One person mentioned the loss of direct service from the Plante Drive area to Brookfield High School. Special trips are already scheduled to accommodate these students and would continue to be provided in the future. Many people living near the proposed Route 146 also have the option of using Route 87 to reach Confederation Heights.

Route 147

It is recommended that Route 147 operate as a one-way loop on Uplands, through the NRC facilities and military base.

There was little reaction to the proposal despite discussions with community representatives indicating that people were aware of the proposal. The proposed routing would provide new service to the National Research Council airport facilities as well as shortening the overall travel time on the route. There would be very little impact on current passengers.

Carleton University (Exhibit 7)

The new route structure developed as part of OC Transpo's Comprehensive Review identified the section of Colonel By Drive between Carleton University and Hog's Back as a potentially very useful transit link. Its use would allow Carleton University to be served by through-routed service and the circuitous and confusing looping currently used to be avoided.

However, Colonel By Drive is owned by the National Capital Commission and operated as a scenic driveway. Currently, large vehicles are prohibited, with the exception of tour buses. Initial approaches have been made to the NCC about the possibility of using this small section of Colonel By Drive for OC Transpo buses but we have been told that this would not conform to the NCC's policies. Meetings are being held at a staff level to discuss this further, but it is evident that the matter will not be resolved in time for September bus services to be scheduled. Therefore, the recommendations put forward in this report do not depend on the use of Colonel By Drive. However, they do maintain the major benefits of the original proposals: the connection from Baseline Station along Meadowlands Drive to Carleton University; a direct route from Hurdman Station via Billings Bridge to provide a shorter trip to the university for people travelling from areas in the east; and the introduction of all-day service on Route 4 into the campus.

Routes 1, 4, 5, 7, 117, 118 and 189

It is recommended that:

- X A new Route 117 operate between Baseline Station and Carleton University via Meadowlands Drive, Brookfield Road and Bronson Ave.;**
- X Route 4 operate in Carleton University and be extended to Hurdman Station;**
- X Route 5 replace Route 4 in the Clementine and Kaladar area;**
- X Route 118 operate between Kanata and Hurdman Station.**

It had been proposed to extend Route 7 through the campus and, using Colonel By Drive, along Meadowlands Drive. This was almost universally popular among passengers and operating staff of OC Transpo. The Meadowlands Drive area consists of many townhouses and apartments and houses many students, and Carleton University students have requested such a route for many years. In addition, the proposed route would have addressed operational difficulties with terminating buses at Carleton University, and would have provided a new link to facilitate travel between central Nepean and the Glebe.

Without agreement to operate along Colonel By Drive, the proposed routes cannot operate as had been envisaged. The recommended service instead consists of creating a new Route 117 which would operate along the length of Meadowlands Drive to serve Carleton University. From Meadowlands, the recommended fastest routing is straight along Hog's Back and Brookfield, then north on Bronson Avenue to the campus, as shown in Exhibit 7. This routing will be longer than the originally proposed routing along Colonel By Drive, resulting in longer trips for passengers and higher operating costs. The circuitous nature of a route looping into and out of Carleton University from Bronson would make it unattractive for through passengers, so it is recommended to create a separate Route 117 between Baseline Station and Carleton and to leave Routes 1 and 7 unchanged.

There was a small amount of opposition to the removal of Route 118 from Carleton University. Very few passengers have a one-bus ride on Route 118 today to reach Carleton, so transferring to Route 117 in the west end or to Route 4 at Billings Bridge instead of Route 118 is either no change for them or sometimes an improvement in service. Even today many passengers choose to alight from Route 118 at the Heron Road Bridge and walk along Colonel By Drive to Carleton rather than backtrack through Billings Bridge.

Many passengers supported the extension of Route 118 to Hurdman Station. This would provide significant improvements in service between the west end and east end of the Region for passengers travelling in both directions. Access would be significantly improved to Nortel at Baseline/Merivale, the Smyth Road hospital complex, Confederation Heights, business parks in the eastern part of the Region, and many other destinations.

It is recommended that the routing of Route 4 be modified because of the lack of access to Colonel By Drive. It would operate between Hurdman Station and Rockcliffe as shown on Figure 7, travelling via the Transitway to Billings Bridge, via Heron and Bronson to Carleton, then on its current route to downtown. Route 5 would provide direct service to downtown from Clementine and Heron Park south of Billings Bridge, replacing Route 4 in this area.

The proposal of direct service from Hurdman Station to Carleton was very popular among students. This would reduce travel times to campus significantly for residents of the east end including Alta Vista, Elmvale, and Overbrook as well as Gloucester and Orleans. Using Bronson Avenue instead of Colonel By Drive would not significantly alter the travel times for east end passengers travelling to Carleton, but would mean that residents of Centretown, the Glebe, and Ottawa South would not have direct service to the employment complex at Confederation Heights and recreational activities at Hog's Back and Mooney's Bay.

It had also been proposed that Route 4 travel along the full length of Bronson Avenue rather than travel over to Bank Street as it does today. However, the community was very divided about this and this is not a recommendation.

Bronson is one of the major arterials that still does not have a single route operating along its full length. This has been a request from the community in the past and would improve access to Carleton University. Service directly along Bronson would improve travel not only for the high concentration of students living along this corridor, but also for many more who live in the west end of Ottawa and would transfer at Bronson instead of backtracking to Bank Street. Some of these passengers would have a faster trip on the Light Rail when it is implemented, but the Light Rail would not be an option for those on Routes 2 and 14.

The jog over to Bank Street is also useful for providing a one-bus ride for people living south of the Queensway to access stores and other services along Bank Street. Residents of Ottawa South could still use Route 7 as an alternative, but there are some Glebe residents who are not close enough to use either Route 6 or Route 99 to get to Bank Street. They would have to transfer along Bronson from Route 4 to one of several other routes (2, 7, or 14) to reach their destinations, or travel into downtown (or Billings Bridge) to transfer to Route 1 or 7 along Bank Street. A petition was received from residents of an apartment building at Bronson and Holmwood expressing this very concern. Route 4 also provides longer service hours to the intercity bus terminal than the alternative of Route 99, and saves passengers from having to walk a block to the terminal from other routes on Bank Street. On balance, the recommendation is that Route 4 remain on its current pattern north of Carleton University.

Route 189 had been proposed for cancellation based on low ridership. However, it has a very low operating cost structure because it is operating in the reverse direction to most of the peak period travel. Because of the relatively high revenue:cost ratios on some trips, it is recommended that these trips be retained and that only unproductive trips on the shoulders of the peak periods be

eliminated. This would be revisited in Transplan 2000 because many of the passengers on Route 189 would also have the Light Rail as an alternative.

Downtown, Vanier, Overbrook (Exhibit 7)

Route 5

It is recommended that Route 5 be removed from Beausoleil and Island Lodge and operate on Cobourg.

Route 5 provides an all-day transit service connection for the City of Vanier, and for the communities of Sandy Hill and along Elgin and Main streets.

In order to provide a faster and more direct trip for the residents of Vanier to and from downtown, it was proposed, to remove a portion of the route from Beausoleil and Island Lodge and reroute the service along Cobourg between St. Patrick and Rideau Streets. The proposed removal is due to low ridership along these route sections. The Route 306 Communibus would continue to service Beausoleil and the Island Lodge on weekdays and Saturdays. In addition, transit service would still be available within a short walking distance away along Cobourg, Old St. Patrick and Rideau Streets.

There were no objections to the Route 5 being removed from Beausoleil. We received five objections concerning the Route 5 removal from Island Lodge, including one petition of 35 names. The main concern was to provide transit service for the employees working the late evening shift at the Lodge. There are currently 3 passengers alighting or boarding at the Lodge after 23:00. It currently takes 2 minutes to do the route deviation into the Lodge and the number of passengers rerouted through is on average 11 per trip. Given the fact that the walking distance to service on St Patrick from the front door of the Lodge is approximately 200 metres and the number of through passengers is significantly higher compared to the those destined to the Lodge, the route adjustment as proposed is recommended. This is shown in Exhibit 7.

Route 11 and 19

It is recommended that Routes 11 and 19 be cancelled.

Routes 11 and 19 are peak period routes connecting the Overbrook area to the downtown core. These two routes supplement the all-day Routes 14 and 18 through this community and then continue through the downtown core and supplement main line routes like the 1, 7, and 4 on Bank Street and Bronson.

The Comprehensive Review identified a simpler and easier service to offer to the public. Routes 11 and 19 parallel other routes along a number of road sections with the communities and at times follow behind the all-day buses. Eliminating these routes and adjusting the all-day service frequency to the required level would not only simplify the service but provide an overall better level of service through the community. Customers boarding along Cummings Avenue would have the option of boarding Route 5 to St. Laurent Station and transferring to the Transitway service for a faster trip to the downtown.

Eight comments were received concerning these route proposals, all in disagreement. The primary concerns were increased walking distances and the replacement frequency that would be available on the main line routes.

Route 13 downtown shuttle

It is recommended that Route 13 be shortened to operate as a shuttle to Ottawa City Hall.

The current service on the Route 13 is scheduled to supplement Route 3 from Nepean Centre to downtown during the morning peak period and to Nepean Centre in the afternoon peak period. Route 13 was proposed to be cancelled and replaced by a shuttle service in the downtown area to and from the Ottawa City Hall along Sussex, as shown in Exhibit 7. This would improve the schedule reliability of the service of those passengers who are transferring to this service in the downtown core area and would be operated independently. This proposal was generally well received by the public since they could appreciate that many times the current Route 13 follows right behind the Route 3, creating gaps in the desired service levels.

The proposal for Route 13 in the Nepean Centre area is described in a previous section of this report.

Hull (Exhibit 7)

Routes 23, 24, 25, 26, 27, 40, 48, 49, 88, 108 and new Routes 105 and 180

It is recommended that:

- X Peak period Routes 23, 24, 25, 26, 48, 49, 88 and 108 no longer travel to Hull;**
- X New peak period shuttle Route 180 be introduced across the Chaudière Bridge;**
- X Peak period Routes 27 and 40 be extended to Hull on the Portage Bridge; and**
- X New peak period Route 105 be introduced on the Transitway and Chaudière Bridge between Baseline Station and Hull.**

OC Transpo service to Hull is currently provided all day on Route 8 and is supplemented during peak periods by Routes 23, 24, 25, 26, 48, 49, 88 and 108. Routes 8, 26, 48, 49, 88 and 108 use the Chaudière Bridge to travel to Hull while the 23, 24 and 25 use the Portage Bridge.

All but one of the peak routes serving Hull (23 through 88) travel long distances from residential communities in the east or southeast parts of the Region. They operate as regular peak period routes to downtown but have an extension to Hull in order to provide the necessary passenger capacity for the vast majority that have to transfer to travel to Hull. The regular and highly variable congestion on the bridges between Hull and Ottawa makes it very difficult to provide reliable, on time service on these routes. These delays also affect trips on other routes that are interlined with the Hull trips. This means that a bad day on the bridges can cause service reliability problems on almost twenty five percent of OC Transpo's peak period routes.

As a result, a new way of providing peak period service to Hull was proposed. Route 8 would continue to operate throughout the day. It would be supplemented during the peak periods by a new shuttle route operating across the Chaudière Bridge. In addition, three peak routes operating, one on each of the three Transitway corridors would be introduced. These routes would travel past the Orleans, Greenboro and Baseline park and ride lots.

Fifty-one comments were received about the proposed shuttle route. Twenty-two agreed with the idea while twenty-four disagreed and five were undecided. Most of the people who disagreed were concerned with the fact that the route was proposed to start at the LeBreton Transitway Station. Many customers do not like this station because there is no adjacent development, transfers require at grade pedestrian crossings of the Transitway and Booth Street and the station amenities have not been fully developed. It will be a number of years before these issues are addressed as part of the redevelopment of LeBreton Flats and it is likely that more people would transfer at LeBreton with the original proposal. To address these concerns, it is recommended that the shuttle route start from the Albert/Slater corridor, at least at the Bay stops. The shuttle route had been proposed to be numbered 8x. This designation created some confusion among customers and it is recommended that a more distinct route number, 180, be used.

The proposal to remove Routes 23, 24, 25, 26, 48, 49 and 88 from Hull resulted in thirty-one comments. Only two agreed with the proposal. Most of the people who disagreed did so because they currently have a no transfer trip between their community and Hull and the new service proposal would require them to transfer. There is no particular reason that the communities served by these routes have direct access to Hull. Approximately six to eight percent of OC Transpo's peak period customers have work destinations in Hull and this amount does not change by neighbourhood whether there is direct access or not.

Eighteen comments were received about the proposal to operate three routes on the Transitway corridors to Hull. Twelve of these agreed, three disagreed and three were either undecided or misinformed. The Transitway route from Baseline Station was proposed to be numbered 58. After reviewing all of the route numbers, it is recommended that the number 105 would fit better into the route numbering convention.

Gloucester North, Ottawa-Rockcliffe (Exhibit 8)

Other than the proposals for Routes 2 and 123 described separately below, most of the proposals in Gloucester North involved combining the peak period red or green route with the all-day local route within each community. Combining the routes would allow OC Transpo to offer more frequent service within the community during peak periods which would benefit existing passengers and encourage higher ridership. The premium express fare would also be discontinued on these routes. The loss of revenue from eliminating the express premium would be more than offset by savings from improved operating efficiencies and increased ridership.

Routes 26 and 126

It is recommended that Routes 26 and 126 be combined into a single route through Pineview with regular fare extensions to downtown.

Routes 26 and 126 provided peak and regular service respectively in the Pineview community and were proposed to be combined into a single route. No objections were received to the proposal.

Routes 29, 191 and 198

It is recommended that Routes 191 and 198 be consolidated into a single Route 129.

Route 198 currently provides regular service between the Aviation Museum and the Transitway through Carson Grove. Route 191 provides peak period supplements in the same area while Route 29 connects the area to downtown in the peaks. It had been proposed to combine all three into a single route.

While combining Routes 29 and 198 would have benefited residents of Carson Grove and the Rockcliffe Base, the proposal as structured would have removed the direct service to downtown enjoyed by people living along Ogilvie Road west of Bathgate. This group of passengers is too small to justify a separate route to downtown, but too large to ignore their concerns about losing direct service to downtown. Many objections to the proposals were received from these passengers and it is recommended that Route 29 be retained. This is shown in Exhibit 8. Combining Routes 191 and 198 together would simplify the network and provide more attractive frequencies and this is recommended.

Routes 23, 24, 124 and 127

It is recommended that:

- X Routes 23 and 124 be combined into a single route through Beacon Hill and along Ogilvie Road, with regular fare peak extensions to downtown, not entering the Beacon Hill Shopping Centre;**
- X Route 127 be extended to operate along Ogilvie Road between Blair and St. Laurent Stations;**
- X Route 24 operate at regular fare.**

Route 124 currently provides regular service in Beacon Hill and along Ogilvie Road to St. Laurent. Route 127 duplicates Route 124 on Ogilvie Road between Blair and Montreal Roads. Routes 23 and 24 provide peak service to downtown in the Ogilvie/Beacon Hill areas.

As discussed previously, it is recommended that Route 29 remain unchanged on Ogilvie Road. For this reason, the proposal to operate additional service on Route 127 between Blair and Hurdman Stations is withdrawn. However, it is still recommended that Route 127 replace Route 124 for providing local service all day along Ogilvie Road west of Blair in order to facilitate the merging of Routes 23 and 124 described below.

The original proposal had been to combine Routes 23, 24, and 124 into a single high frequency route serving Beacon Hill and Ogilvie Road. Certainly the higher frequency and lower fares were attractive to some passengers, but many current Route 24 passengers from Beacon Hill North objected to the longer trip that would be required on the proposed route as compared to today. Further analysis has confirmed that the additional travel time would outweigh the advantages of the proposal for a significant number of passengers.

In order to obtain the many customer and operational benefits of combining routes without inconveniencing too many passengers, it is recommended instead to combine only Routes 23 and 124 but to leave Route 24 intact on its current routing. Both Route 24 and the new Route 124 would be regular fare routes. There is sufficient ridership in these communities to support two routes (instead of three) at reasonable headways, and the fare reductions and frequency improvements should encourage new ridership.

Some concern was expressed about removing Route 124 from the Beacon Hill Shopping Centre. However, the plaza is not a major shopping centre and the walking distance across the parking lot is very small, so deviating into the parking lot cannot be justified for the number of passengers using the stop as compared to the number of passengers inconvenienced by the deviation.

Route 123

It is recommended that Route 123 be simplified to travel in a shorter loop within Rothwell Heights.

Ridership is very low on Route 123, and the route has many different service patterns. In effect, two way service is not provided to much of the community, except for a handful of peak period trips. The proposed routing would simplify the route to a single service pattern that serves both sections of Rothwell Heights with all trips during the day in both directions.

Eleven people objected to the removal of service from Naskapi Drive. There are townhouse complexes along Naskapi, but the majority of residents are within a 400 metre walk of more frequent and more direct service on Ogilvie Road, and many also have access to Route 2 on Montreal Road. Most passengers already use these other services because they are more frequent and direct than Route 123.

Route 2

It is recommended that Route 2 be removed from Jasmine Crescent to operate straight on Ogilvie Road and that Route 127 replace Route 2 on Jasmine.

In the Comprehensive Review Final Report, it was recommended that some routes be designated as base routes and that these routes should travel as straight as possible on the main roads of the communities that they serve. Route 2 was identified as one of the base routes and that it should travel along the length of Ogilvie Road east of the Blair Transitway Station. As a result, it was proposed that Route 2 be removed from Jasmine Crescent and that Route 127 be moved from Ogilvie Road to provide service on Jasmine.

Seven comments were received supporting the removal of Route 2 from Jasmine and an additional two comments supported moving the 127 onto Jasmine. There were nine comments and one petition of 786 names that disagreed with the removal of the 2 from Jasmine.

Those who disagree with the proposal are happy with the service provided today by Route 2. The route operates as frequently as every ten minutes in some time periods and connects them quickly to the Transitway. They want to retain this quality service. However, even with this strong opposition to the proposal, it is recommended that the proposal be implemented for the following reasons:

- X Between 85% and 90% of passengers on Route 2 approaching Jasmine are destined to locations beyond Jasmine;
- X The full length of Jasmine Crescent is approximately 750 metres. The farthest bus stops are about 350 metres from Ogilvie Road. Thus, Route 2 service would continue to be available for people, a reasonable distance away on Ogilvie;
- X Route 127 would be available on Jasmine for customers who cannot access Route 2.

FINANCIAL IMPLICATIONS

The budgeted service hours for 1999 will permit an increase of 2%, or 135 hours per day, in September over the service levels operated last winter. These changes can be accommodated within this allocation of resources.

RIDERSHIP IMPLICATIONS

The overall objective of route network changes recommended in the Comprehensive Review Final Report is to increase ridership. Simplifying the route network, straightening and speeding up services, reducing numbers of transfers passengers must make, and realigning service to better serve current and future patterns, should all contribute to ridership growth. The new route structure makes the service more relevant to today's travel patterns, and those of tomorrow and is expected to support the plan to increase ridership to 85 million in the next five years.

However, making any changes to transit routes always has negative as well as positive results. Some existing riders who find their service less convenient as a result of the change may be lost, while other customers may ride more or new customers will be attracted to the new travel opportunities that are provided. The challenge is to minimize the loss while maximizing the gain.

There are several Transplan 99 recommendations that involve combining existing peak period and regular routes into single routes that have peak period extensions to downtown. The result of these recommendations is more frequent service on a single route within the community at more even frequencies, all the while providing downtown service. Moreover, several of the peak period routes being combined are premium fare which will no longer be charged. The elimination of the premium fare along with the simpler and more frequent service will attract customers.

Other recommendations that will result in increased ridership are:

- X Several straightened routes offering faster travel times for many customers;
- X Extensions of several routes to Lincoln Fields and Hurdman Transitway Stations will reduce the number of transfers that customers need to make in order to complete their trips;
- X The introduction of new services to Carleton University to make it more attractive to take transit to the campus;
- X A new connection from Billings Bridge to the Ottawa Health Sciences Complex will improve service to this growing site.

It is clear that the recommended changes will not benefit 100% of our current customers. But they are designed to provide an improved and more reliable service and to ultimately attract more riders. The depth and breadth of the changes require comprehensive, continuous and extensive customer information and marketing support.

*Approved by
M.J.E Sheflin, P.Eng.*

Table 1
Summary of Service Plan 1999/2000

RECOMMENDATION	OUTCOME
Britannia, Pinecrest, Nepean West (Exhibit 1)	
Route 50 adjusted to start at Lakeside Gardens in the morning	Buses will no longer wait excess time beside residences early in the morning
Route 152 rerouted to better service the community along Iris	Provides Carlingwood service to Iris community
Route 78 combined with new Route 152 into a single route with a peak extension to downtown at regular fare	Provides improved service within community and maintains peak service to downtown at reduced fare
Route 154 replaces Routes 173 and 152 along Dumaurier and Queensway Terrace North	Maintains all day transit service to the Transitway at Lincoln Fields Station
Route 173 extended to Lincoln Fields Station	Improves connectivity for many passengers. Service replaced on Iris by a new local route connecting the communities to the Transitway at Lincoln Fields Station
Routes 72 and 172 combined into a single route through Craig Henry with regular fare peak extensions to/from downtown	Provides improved service within community and maintains peak service to downtown at reduced fare
Route 172 extended to Lincoln Fields	Improves customer/route connectivity
Route 172 in Trend Arlington replaced with Route 174	Straightens out Route 172 providing a quicker trip. Improves the community service function on Route 174, adds connection to Carlingwood
Route 67 to operate at regular fare	Maintains downtown peak service at reduced fare
Routes 156 and 75 combined into a single route through Tanglewood with regular fare peak extensions to downtown	Provides improved service within community and maintains peak service to downtown at reduced fare
Route 156 extended to Lincoln Fields	Improves customer/route connectivity
Peak period extensions to downtown added to Route 178 and other trips extended to Lincoln Fields	Introduces a direct peak service from this community to downtown at regular fare and improves customer/route connectivity

Barrhaven (Exhibit 2)	
Route 170 rerouted to provide an all-day connection between the established area of Barrhaven and the new communities	Improves customer circulation within Barrhaven
Carlingwood, Dovercourt, Ottawa West (Exhibit 3)	
Route 151 to operate on Central Park Drive when the road is completed	Provides service to the new Central Park community
Route 151 Sunday only deviation on Merivale and Clyde south of Baseline discontinued	Provides a consistent route pattern during all time periods
Route 151 removed from Holland, Wellington and Western	Community request for removal of service from Western
Route 87 to operate on the Transitway between Billings Bridge and Hurdman	Provides a quicker trip along the Transitway
Route 87 downtown trips extended to Carlingwood to replace Route 96	Maintains Transitway service to Carlingwood and allows merger of Routes 96 and 97
Route 96 replaced with Route 87 and Route 97. Route 97 provides the primary service on the Southeast Transitway	Provides single high frequency Transitway route during all time periods along the Southeast Transitway, simpler for passengers and marketing and better service control
Route 97 removed from Pinecrest Avenue eastbound	Faster, more direct trip for passengers
Route 15 extended to Lincoln Fields	Extends service coverage
Route 16 extended to Lincoln Fields	Improves customer/route connectivity
Route 150 discontinued	Due to low ridership and availability of alternatives
Nepean Centre (Exhibit 4)	
Routes 86 and 111 extended to Lincoln Fields	Improves customer/route connectivity
Routes 13 and 108 discontinued	Simplifies route structure by eliminating duplication, resources reallocated to regular routes
Routes 56 and 176 combined into a single route and removed from Westgate	Improves frequency of base Route 176 and maintains direct peak service to downtown
Route 116 to serve Bentley instead of Route 176	Maintains peak service to this employment area, helps straighten/simplify base Route 176
Alta Vista, Elmvale, St. Laurent (Exhibit 5)	

Routes 48 and 148 combined into a single route from Elmvale along St. Laurent, Walkley, Halifax, Canterbury, and Kilborn to Billings Bridge, with peak extensions to downtown	Straightens service within community and maintains peak service to downtown
Routes 49 and 149 combined into a single route along Saunderson and Pleasant Park between Elmvale and Hurdman, with peak period extensions to downtown and along St. Laurent, Walkley, and Russell	Straightens service within community and maintains peak service to downtown
Route 111 to operate along Heron, Baycrest and Walkley	Faster, more direct route along major arterial roads between Billings Bridge and Elmvale
Route 112 replaced by Routes 144 and 195 and other routes	Improved service to Ottawa Business Park
New Route 141 to operate as a community circulator within Alta Vista and Elmvale between Elmvale and Billings Bridge	Accommodates many local trips within community and allows straightening of other routes
Route 144 shifted from Walkley to St. Laurent Blvd. and extended to St. Laurent and Hurdman Stations	New connection from Hunt Club to St. Laurent
New Route 110 between Billings Bridge and the Smyth Road hospital complex	Improves access to hospital complex from the south and west
Route 192 to operate along Michael Street	Improves service to Industrial Park
Route 121 replaced by Route 192	Maintains service from community to St. Laurent
Riverside, Hunt Club, Uplands, Mooney's Bay (Exhibit 6)	
Routes 44 and 140 combined into a single route in Riverside Park with peak period extensions to downtown and on Southmore/Fielding	Provides improved service within community and maintains peak service to downtown
Routes 46 and 146 south of Walkley combined into a single route with peak period extensions to downtown	Provides improved service within community and maintains peak service to downtown
Route 147 to operate as a one-way loop on Uplands through the NRC facilities and military base	New service to NRC facilities
Carleton University (Exhibit 7)	
New Route 117 between Baseline Station and	New direct connection to Carleton University

Carleton University via Meadowlands Drive	from high density residential area
Route 4 to operate in Carleton University and extended to Hurdman	Improved connection to Carleton University from the east end
Route 5 to replace Route 4 in the Clementine and Kaladar area	Maintains service to downtown while allowing modifications to Route 4
Route 118 to operate between Kanata and Hurdman Station	Improves east-west connections outside downtown
Downtown, Vanier, Overbrook (Exhibit 7)	
Route 5 removed from Beausoleil and Island Lodge	More direct trip to downtown for Vanier residents
Routes 11 and 19 cancelled	Resources reallocated to regular routes
Route 13 shortened to operate as a shuttle to Ottawa City Hall	Improved reliability of service to City Hall
Hull (Exhibit 7)	
Routes 23, 24, 25, 26, 48, 49, 88 and 108 no longer travel to Hull	Improved reliability on these interlined routes
New shuttle Route 180 introduced across the Chaudière Bridge	Better service control to improve reliability for Hull passengers
Routes 27 and 40 extended to Hull on the Portage Bridge	Direct connections from park and ride lots and all stations along the East and Southeast Transitways
New Route 105 introduced between Baseline Station and Hull	Direct connections from Baseline park and ride lot and all West Transitway stations
Gloucester North, Ottawa-Rockcliffe (Exhibit 8)	
Routes 26 and 126 combined into a single route through Pineview with regular fare extensions to downtown	Provides improved service within community and maintains peak service to downtown at reduced fare
Routes 191 and 198 consolidated into a single Route 129	Simplified route structure
Routes 23 and 124 combined into a single route with regular fare peak extensions to downtown, not entering Beacon Hill Shopping Centre	Provides improved service within community and maintains peak service to downtown at reduced fare

Route 127 extended along Ogilvie between Blair and St. Laurent	Replaces route 124 along Ogilvie
Route 24 operate at regular fare	Maintains downtown peak service at reduced fare
Route 123 simplified to travel in a shorter loop within Rothwell Heights	All trips serve all streets along new routing
Route 2 removed from Jasmine Crescent, replaced by route 127	More direct trip for most passengers on major crosstown route, local route accommodates local travel

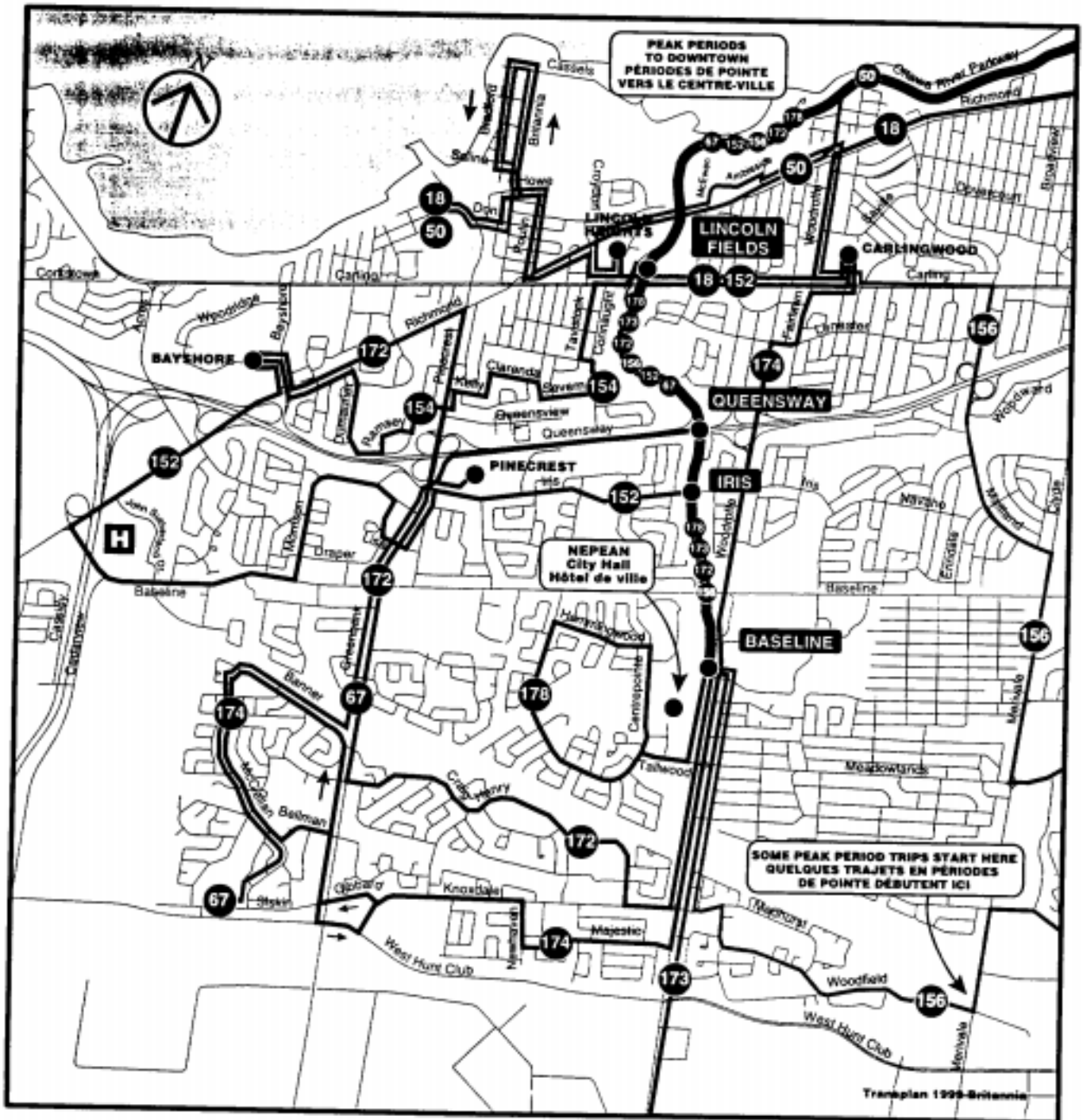
TABLE 2**PUBLIC OPEN HOUSES**

Date	Location	Time	Attendance
Monday March 22	Rideau Centre	11h00 to 14h00	250
Monday March 22	Gloucester Centre	17h30 to 20h00	110
Monday March 22	Dovercourt Recreation Centre	17h30 to 20h00	70
Tuesday March 23	Mackenzie King Bridge (Rideau Ctre)	11h00 to 14h00	200
Tuesday March 23	Carlingwood Shopping Centre	11h00 to 14h00	200
Tuesday March 23	Elmvale Shopping Centre	17h30 to 20h00	100
Wednesday March 24	Billings Bridge Plaza	11h00 to 14h00	200
Wednesday March 24	Billings Bridge Plaza	17h30 to 20h00	120
Wednesday March 24	Nepean City Hall	17h30 to 20h00	50
Thursday March 25	Carleton University Loeb Lounge	11h00 to 14h00	175
Thursday March 25	Jim Durrell Community Centre	17h30 to 20h00	50
Thursday March 25	Merivale Shopping Centre	17h30 to 20h00	70
Monday March 29	Carleton University Unicentre	11h00 to 14h00	120
Tuesday March 30	Ottawa-Carleton Centre. 111 Lisgar	17h30 to 20h00	30
Thursday April 15	Barrhaven Mall	17h30 to 20h00	50

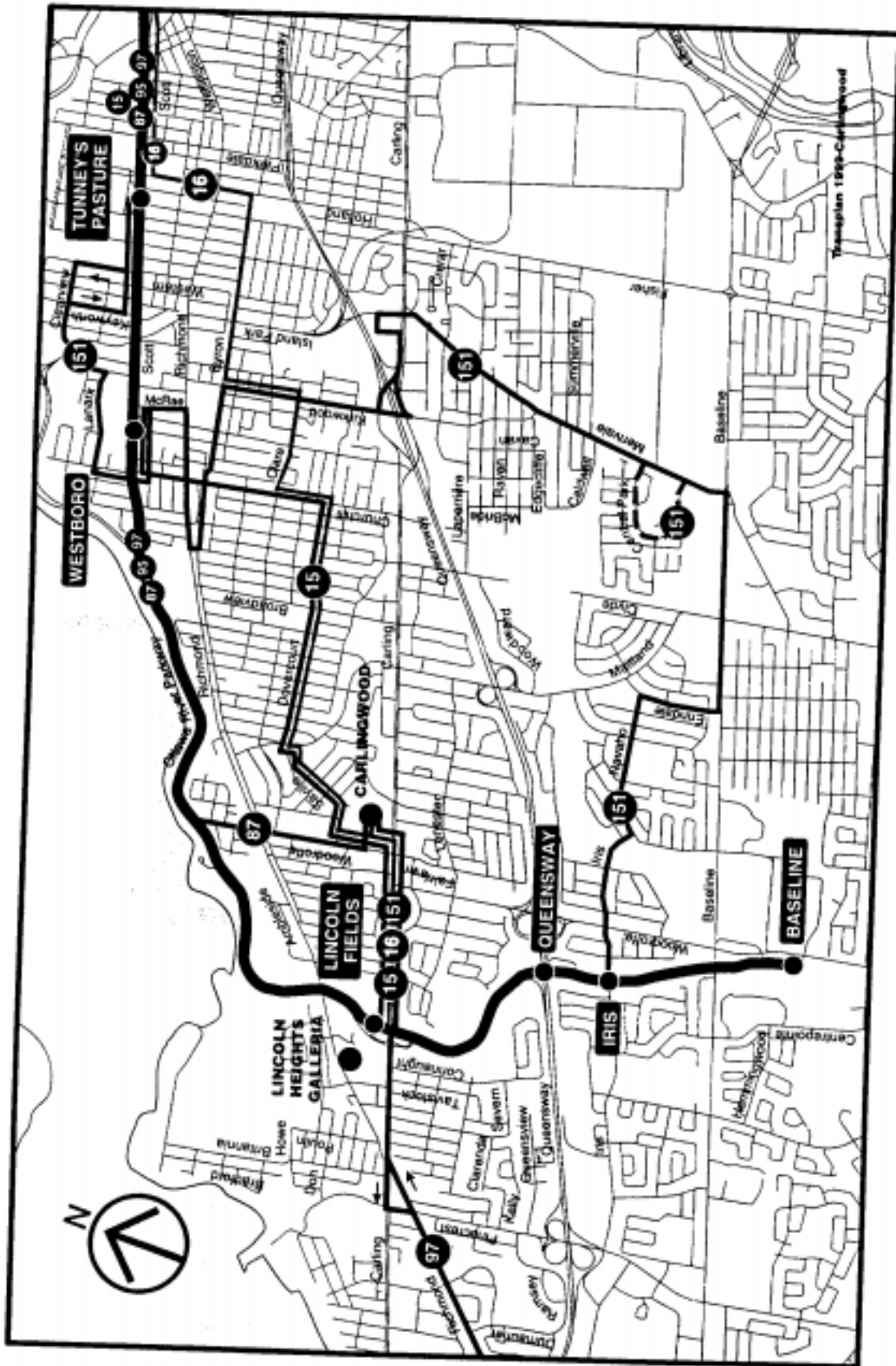
TABLE 3**EMPLOYEE OPEN HOUSES**

Date	Location	Time	Attendance
Tuesday March 2	Pinecrest Garage	5h00 to 10h00	80
Tuesday March 2	Pinecrest Garage	14h00 to 16h00	25
Tuesday March 2	Pinecrest Garage	23h00 to 2h00	10
Wednesday March 3	Merivale Garage	5h00 to 10h00	50
Wednesday March 3	Merivale Garage	14h00 to 16h00	30
Wednesday March 3	Merivale Garage	23h00 to 2h00	10
Thursday March 4	St. Laurent Garage	5h00 to 10h00	100
Thursday March 4	St. Laurent Garage	10h00 to 14h00	
Thursday March 4	St. Laurent Garage	14h00 to 16h00	20
Thursday March 4	St. Laurent Garage	16h00 to 19h00	25
Thursday March 4	St. Laurent Garage	19h00 to 23h00	
Thursday March 4	St. Laurent Garage	23h00 to 2h00	30

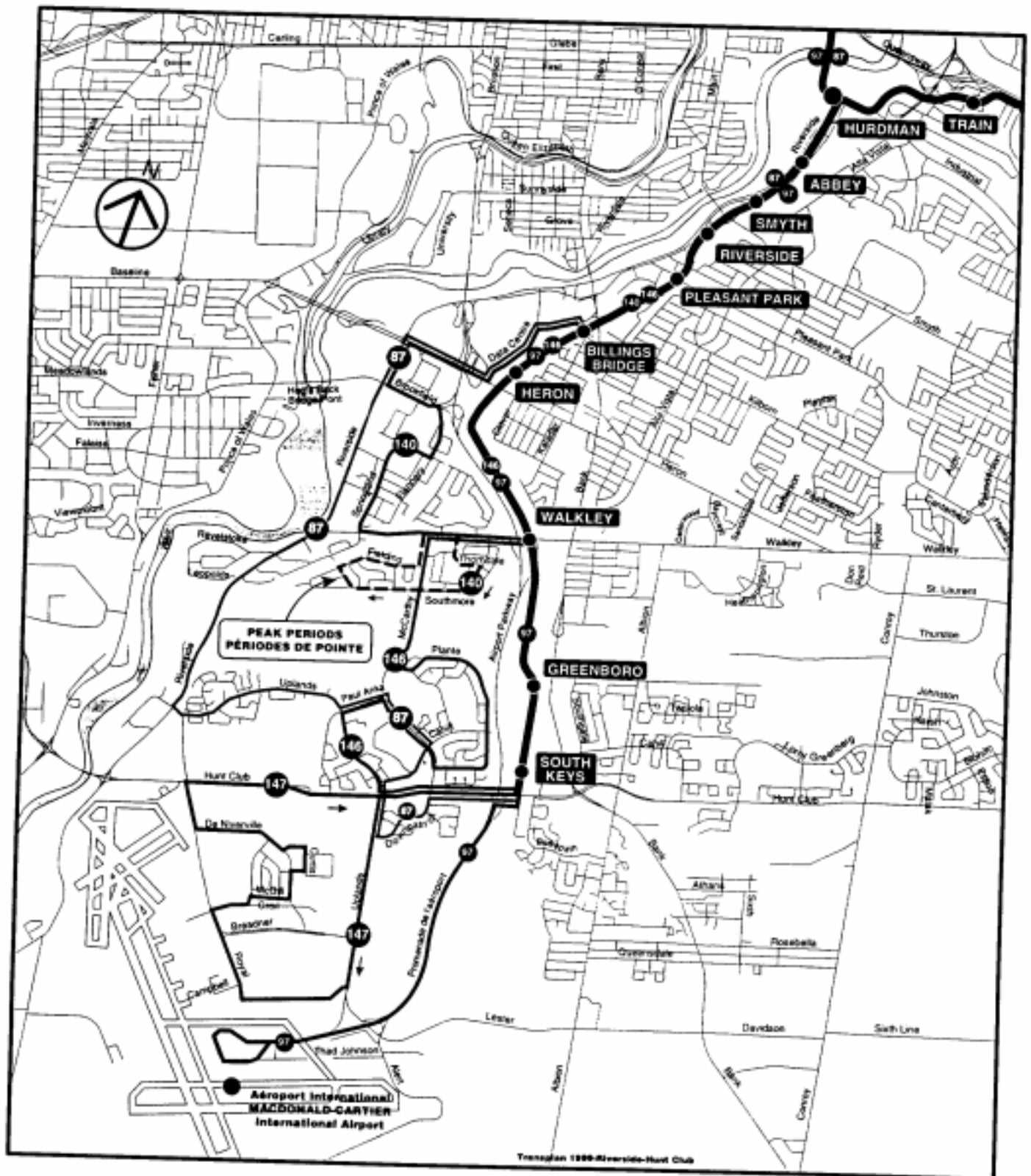
Britannia, Pinecrest, Nepean West Exhibit 1



Carlingwood, Dovercourt, Ottawa West Exhibit 3



Riverside, Hunt Club, Uplands, Mooney's Bay Exhibit 6



APPENDIX A

TRANSPLAN 99

PROPOSED SERVICE CHANGES

Appendix A

TransPLAN 99 Proposals

TransPLAN 99 is the first step toward revamping transit service in Ottawa-Carleton. The proposals are based on the recently completed Comprehensive Review and are part of our new five year improvement plan. Most changes will occur in the first two years so that customers can benefit from the improvements as soon as possible.

1999 Goals as Part of Five Year Plan:

- develop and strengthen a base route network by simplifying and straightening routes, operating them along the length of arterial roads and improving access to major centres outside downtown
- improve connections to reduce transfers and waiting times
- improve community circulation for quicker travel in the community and better connections to local activities and base routes
- combine some local routes with peak routes to provide more frequent service in the community

We Want Your Input

These are proposals only, and are subject to your input and feedback. Come to one of our open houses to discuss the proposals with our staff, or send us your comments by mail, e-mail or fax as follows:

TransPLAN 99, 1500 St. Laurent Blvd., Ottawa, ON K1G 0Z8
e-mail: transplan@octranspo.com
FAX: 613 741-7359

Deadline for comments is April 16.

The approved changes will be implemented in September 1999.

Propositions concernant TransPLAN 99

TransPLAN 99 constitue la première étape de l'amélioration du service de transport en commun de la région d'Ottawa-Carleton. Les propositions sont fondées sur l'étude détaillée terminée dernièrement et font partie de notre nouveau plan quinquennal d'amélioration du réseau. La plupart des changements seront mis en vigueur au cours des deux prochaines années, de sorte que nos clients en bénéficieront le plus tôt possible.

Objectifs de TransPLAN 99 dans le cadre du plan quinquennal :

- Élaborer et renforcer un réseau de base par la simplification et la rectification des circuits d'autobus, leur acheminement le long des principales artères de circulation et une meilleure accessibilité aux principaux centres situés à l'extérieur du centre-ville.
- Améliorer les liaisons pour réduire le nombre de transferts et le temps d'attente.
- Améliorer la circulation dans les quartiers pour accélérer les trajets et pour assurer de meilleures liaisons avec les activités locales et les circuits de base.
- Jumeler certains circuits réguliers locaux à des circuits d'appoint pour assurer un service plus fréquent dans les quartiers.

Vos commentaires seront appréciés

Les changements indiqués ne sont que des propositions sujettes à vos commentaires et vos suggestions. Venez à l'une de nos journées portes ouvertes pour discuter de ces propositions avec nous ou envoyez-nous vos commentaires par la poste, courriel ou télécopieur, aux adresses suivantes :

TransPLAN 99, 1500 boulevard St-Laurent, Ottawa (Ontario) K1G 0Z8
Courriel : transplan@octranspo.com
Télécopieur : (613) 741-7359

Vos commentaires doivent nous parvenir au plus tard le 16 avril prochain.

Les changements approuvés seront mis en vigueur au mois de septembre prochain.

TransPLAN 99 Open Houses/Portes Ouvertes

Date	Time/Heure	Location/Lieu
Mon Mar 22 lun 22 mars	11:00 - 14:00	Centre Rideau Centre near/près de la rue Rideau St.
	17:30 - 20:00	Centre Gloucester Centre Food Court/Aire d'alimentation
	17:30 - 20:00	Dovercourt Recreation Centre Centre Récréatif Dovercourt 411 Dovercourt
Tues Mar 23 mar 23 mars	11:00 - 14:00	Centre Rideau Centre Pont Mackenzie King Bridge
	11:00 - 14:00	Carlingwood, Centre Court
	17:30 - 20:00	Elmvalle Shopping Centre Centre commercial Elmvalle
Wed Mar 24 mer 24 mars	11:00 - 14:00	Billings Bridge near/près du Zellers
	17:30 - 20:00	Billings Bridge near/près du Zellers
	17:30 - 20:00	Nepean City Hall, lobby Hôtel de ville de Nepean, entrée
Thurs Mar 25 jeu 25 mars	11:00 - 14:00	Carleton University, Loeb Lounge l'Université Carleton, Salon Loeb
	17:30 - 20:00	Jim Durrell Community Centre Centre commercial Jim Durrell
	17:30 - 20:00	Merivale Mall, near Farm Boy Mail Merivale, près du Farm Boy
Mon Mar 29 lun 29 mars	11:00 - 14:00	Carleton University, Unicentre l'Université Carleton, Unicentre
Tues Mar 30 mar 30 mars	17:30 - 20:00	Region of Ottawa-Carleton Région d'Ottawa-Carleton Rotunda/Rotonde, 111 Lisgar

Trans PLAN 99

Britannia, Pinecrest and Nepean West

Routes 18 and 50 in Britannia

It is proposed that route 18 be removed from the lower portion of Britannia Village enroute to Lakeside Gardens (north of Howe). All day service would be available at the corner of Howe and Britannia.

It is proposed that route 50 start and end at Lakeside Gardens. Buses would serve Britannia, Cassels and Bradford in a one-way loop in both peak periods. This would resolve the problem of buses waiting at Bradford and Cassels in the morning. The northern portion of the community would benefit from a shorter trip to downtown.

Routes 78 and 152 Combined

Route 152 would follow its current routing from Bayshore to Greenbank, then via Iris to the Transitway, Lincoln Fields Station and Carling to Carlingwood. This would provide a direct connection to Carlingwood from Iris. Service north of the Queensway would be provided by a new route 154, described below.

We are also proposing that routes 78 and 152 be combined into one route with extensions of some trips from Lincoln Fields to downtown during peak periods. Customers would benefit from a more frequent service within the community, and trips spaced more evenly instead of local and peak period buses running together. In addition, the **premium express fare would no longer be required** for the same direct service to downtown.

New Route 154

This new route would serve the Foster Farm (Dumaurier) and Queensway Terrace North communities between Bayshore and Lincoln Fields, replacing routes 152 and 173.

Queensway Terrace North would maintain its connection to Lincoln Fields, and would have a faster, more direct trip to Bayshore. Foster Farm would maintain its connection to Bayshore and have a new connection to Lincoln Fields. We are also proposing to extend other routes to Lincoln Fields which would improve connections for passengers and reduce transfers.

Route 173

This route would be extended from Baseline Station to Lincoln Fields Station via the Transitway. Passengers travelling to Bayshore could transfer at Lincoln Fields to frequent service on route 85 or route 97. Iris would be served by route 152 and Dumaurier would be served by new route 154.

Routes 72 , 172 and 174

It is proposed that routes 72 and 172 be combined into one route through Craig Henry with some trips extended to downtown in peak periods. Customers would benefit from a more frequent service within the community, and trips spaced more evenly instead of local and peak period buses running together. In addition, the **premium express fare would no longer be required** for the same service to downtown.

Trips that currently end at Baseline Station would be extended to Lincoln Fields all day to provide better connections to service throughout the Region. Route 172 would be removed from McClellan and Banner and instead stay on Greenbank, providing a quicker and more direct trip for Craig Henry residents going to Pinecrest and Bayshore.

Service to Trend/Arlington would be replaced with an extension of route 174 which would improve connections to local destinations along Greenbank from both communities and from Manordale. Service to Bayshore would be available by walking to route 172 on Greenbank.

Route 67

Route 67 would continue to provide peak period service from Arlington Woods and Trend Village to downtown via Greenbank, but would be available at the **regular fare**.

Routes 75 and 156 Combined

Routes 75 and 156 would be combined into one route with peak period extensions from Merivale and Woodfield to downtown via Baseline Station at the **regular fare**. In addition, trips would be extended from Baseline Station to Lincoln Fields Station all day to provide better connections to service throughout the Region.

Route 178 to Downtown

It is proposed that route 178 be extended to downtown during peak periods at the regular fare. In addition, trips would be extended to Lincoln Fields Station all day to provide better connections to service throughout the Region for this growing community.

Route 118

See Carleton University section for proposal to extend the route to Hurdman Station, instead of serving Carleton U, for improved east-west connections.

Carlingwood, Dovercourt and Ottawa West

Route 15

Due to insufficient ridership, this route would be replaced with an appropriate level of service on route 16 through the Dovercourt area. Travel time to downtown on route 16 would be reduced by rerouting it along the Transitway east of Tunney's Pasture.

A section of the current route 15, along Churchill north of Clare, would no longer have service, but passengers could catch route 16 along Clare, Kirkwood or Byron. Routes 2 and 18 along Wellington are also available at Churchill for a connection to Westboro Station.

Route 16 Extended

It is proposed that route 16 be extended to Lincoln Fields Station from Carlingwood. This would provide better connections to service throughout the Region and would save some customers a transfer. To complement the route 16 extension, we are also proposing to extend several routes from Baseline Station to Lincoln Fields. This would improve connections for passengers and reduce transfers.

As mentioned above, route 16 would be rerouted via the Transitway east of Tunney's Pasture for a faster trip downtown. Passengers travelling east of Tunney's Pasture on Scott Street could transfer to route 18 at Tunney's Pasture.

Route 56

See proposal described under Nepean Centre.

Routes 114, 150 and 189

It is proposed that these routes be cancelled due to low ridership and the availability of other service.

Route 151

It is proposed that this route travel via Kirkwood, between Merivale and Carling, to improve service for customers west of Kirkwood. Merivale would continue to be served by route 176.

At the community's request, the route would also be removed from Holland, Wellington and Western and use Scott in both directions between Northwestern and Tunney's Pasture. This would improve travel time for most passengers, and the small number going to Holland and Wellington would have the option of walking or transferring at Tunney's Pasture. Passengers travelling to locations along Wellington could transfer to frequent service on route 2 at Westboro Station.

Route 151 would also serve Central Park Drive near Merivale once the road is completed. On Sunday, buses would stay on their regular routing on Baseline, instead of travelling via Merivale and Clyde which is served by routes 156 and 176.

Routes 96 and 97 Combined

These routes would be merged into one high frequency Transitway route, numbered 97, which would simplify our service. Route 97 would operate between Kanata and the Airport via downtown, and route 87 would replace route 96 between Carlingwood and downtown.

Also, eastbound route 97 buses would travel straight on Richmond to Carling for a faster trip, instead of turning left onto Pinecrest.

Routes 13 and 108

It is proposed that these routes be cancelled due to low ridership and the availability of other service. See Nepean Centre section for more details.

Alta Vista, Elmvale and St. Laurent

These proposals are designed to straighten and simplify routes, shorten travel times for customers and improve connections within the community. Routes 8, 16, 82, 86 and 88 would not be affected in these communities.

New Community Route 141

(current route 141 in Gloucester South would be renumbered)

It is proposed that a new route circulate through the community and connect residents to various local destinations such as libraries, schools, community centres and shopping. It would also replace portions of routes 111, 112, 140 and 149 as described below.

Route 85 & New Service to The General, CHEO & Rehab. Centre

To improve service, a new route **110** would connect the hospitals to Riverside Station and Billings Bridge via Smyth and the Transitway, and replace route 85 to Elmvale and St. Laurent Station via Smyth and St. Laurent. Route 85 would be shortened to end at the hospital complex which would enable us to improve schedule reliability.

Route 111 and 144

Route 111 would be straightened to travel from Baycrest along Walkley and Russell to Elmvale Shopping Centre. In the west end, it would be removed from Viewmount to travel the length of Meadowlands. These two changes would straighten the route and create a faster, more direct crosstown route linking Baseline, Nepean, Billings Bridge, Alta Vista, Herongate and Elmvale.

Route 144 would travel from Conroy via St. Laurent Blvd. instead of Walkley. Buses would also be extended from Elmvale to St. Laurent Station, then via the Transitway to Hurdman in all time periods.

Residents on Heatherington would have a closer connection to all-day service on route 111. Service to the residential streets north of Walkley would be provided by the proposed route 148 and new route 141. Customers going to St. Laurent Station could transfer to a choice of several routes at Elmvale.

Route 112 Replaced

This route would be cancelled and replaced with more frequent service on route 111 along Walkley. New local route 141 would provide a connection from the Heatherington area to Billings Bridge and Elmvale. In addition, a **new** peak period route **195** would operate from Hurdman via Billings Bridge and Walkley Station to the Ottawa Business Park. Service between the Business Park and Elmvale and St. Laurent would be provided by route 144 all day.

Route 114 Cancelled

This route would be cancelled due to low ridership. Customers could take a local route to Billings Bridge and transfer to route 118.

Route 140

This route would be replaced along Kilborn and Alta Vista by new route 141 described above. For information about route 140 west of Bank Street, see the Riverside section.

Routes 48 and 148

These routes would be given one route number and would be straightened to provide a more direct east/west trip through the community. Buses would also be extended via St. Laurent, Belfast and Coventry to St. Laurent Station to replace route 111. Service on Smyth and Saunderson north of Pleasant Park would be provided by route 149. In addition, a new route 141 would operate through the community as described above.

Routes 49 and 149 Combined

These routes would be combined into one route with downtown extensions during peak periods. Customers would benefit from a more frequent service within the community, and trips spaced more evenly instead of local and peak period buses running together. The new route would also be straighter to provide a more direct east/west trip through the community via Pleasant Park.

Instead of travelling to Billings Bridge, it is proposed that the route end at Hurdman Station where there are more connections to destinations across the region. Customers going to Billings Bridge could transfer at Pleasant Park Station to frequent Transitway service, or many could take routes 8, 141 or 148 directly to Billings Bridge. Service on Delmar, Playfair and Haig would be replaced with new route 141 described above.

Route 121 Cancelled and Revised Route 192

Route 121 would be cancelled due to low ridership. All day service is available on St. Laurent. Route 192 would be extended along Michael to Parisien and St. Laurent to serve the employment sector on Michael south of the Queensway. Route 192 would also provide residents with weekday afternoon service to St. Laurent and Hurdman.

Service to Hull

See Hull section for a proposal affecting routes 48, 49 and 88.

Gloucester North and Ottawa-Rockcliffe

Routes 26 and 126 Combined

Routes 26 and 126 would be combined into one route operating from Pineview to Blair and St. Laurent Station, with peak period trips extended to downtown at the **regular fare**. Customers would benefit from a more frequent service within the community, and trips spaced more evenly instead of local and peak period buses running together. The routing within Pineview would be unchanged.

Routes 23, 24 and 124 Combined

Routes 23, 24 and 124 would be combined into a single route following the current 124 routing through Beacon Hill, plus a small loop around Loyola, Shefford, and Montreal Road. Buses would not enter the Beacon Hill Shopping Centre parking lot. From Beacon Hill the route would travel along Ogilvie Road to Blair Station and then along the Transitway to St. Laurent Station seven days a week, with peak period trips extended to downtown. Customers would benefit from a more frequent service, trips spaced more evenly instead of local and peak period buses running together and service to downtown at the **regular fare**. Customers boarding on Ogilvie, west of Blair, would be served by route 127.

Route 123 Simplified and Shortened

This is a complicated route with low ridership. We are proposing to shorten it to Blair instead of St. Laurent, and simplify it so that residents can travel more easily into and out of the community.

In Rothwell Heights buses would travel in a one-way loop from Blair Road via Massey and DeLong, returning via Wick and Swan's Way. Extra trips in peak periods would serve the entire loop, rather than being split between Massey and Swan's Way, and trip times would be more evenly spaced.

Service in Cardinal Heights would be unchanged, but there would be no service to Naskapi or Beacon Hill North. Residents in this area also have the choice of route 2 on Montreal Road or route 124 on Ogilvie.

Routes 29, 191 and 198 Combined

Routes 29, 191 and 198 would be combined into one route, renumbered **129**, from the Aviation Museum to Blair Station, then along the Transitway to Hurdman following the same routing as the current 198. Customers would benefit from a more frequent service within the community, and trips spaced more evenly instead of local and peak period buses running together.

In the morning peak, route 129 would operate frequently and be extended downtown to replace route 29. There would also be extra trips operating from Hurdman to Carson Grove to replace route 191, some of which would not travel on Matheson, Charlton, and Plumber (like the 191 today), but would end at Carson and Montreal. In the afternoon, these patterns would be reversed.

Route 29 on Ogilvie would be replaced by route 127 described below. CMHC would still be served by route 190 and route 2.

Route 127 Extended

Route 127 would be extended west of Blair Station via Ogilvie Road to St. Laurent Station to replace routes 29 and 124 and would also serve Jasmine to replace route 2. During peak periods, the route would extend to Hurdman Station and run more often.

Route 2 on Jasmine

Route 2 would be removed from Jasmine Crescent as part of our goal to straighten base routes and have them serve major roads. Route 127 would serve Jasmine Crescent and most residents would have a short walk to route 2 on Ogilvie Road. Route 127 would maintain the direct connection to Blair Station and provide direct service to St. Laurent Station via Ogilvie Road.

Service to Hull

See Hull section for a proposal affecting routes 23, 24, 25 and 26.

Riverside, Hunt Club, Uplands and Mooney's Bay

Route 87

It is proposed that route 87 use the Transitway instead of Riverside, between Billings Bridge and Riverside Hospital, which would improve travel time for customers. Trips that now end at Billings Bridge would be extended to Hurdman to improve connections for customers, and trips ending downtown would be extended to Carlingwood.

Routes 96 and 97 Combined

Routes 96 and 97 would be merged into one route as described in the Carlingwood section.

Routes 44 and 140 Combined

These routes would be combined into one route that would operate along the current route 44 pattern from Walkley Station to Billings Bridge in all time periods with downtown extensions during peak periods. Customers would benefit from more frequent service within the community, and trips spaced more evenly instead of local and peak period buses running together. Route 140 would no longer serve Alta Vista which would be served with a new route 141.

The route would serve Southmore and Fielding during peak periods only due to low ridership. This community would still have access to route 140 on Walkley or route 146 on McCarthy seven days a week.

Routes 46 and 146 Combined

These routes would be combined into one route operating all day between Greenboro Station and Billings Bridge following the current route 46 pattern. In peak periods, some trips would be extended to downtown. Customers would benefit from a more frequent service within the community, and trips spaced more evenly instead of local and peak period buses running together.

Using the Transitway instead of travelling via Springland would result in a speedier trip to Billings Bridge. Service north of Walkley would be replaced by route 140.

Route 147

For a quicker trip and to provide service to the NRC facilities, buses would travel south on Uplands from Hunt Club, through the NRC, then return through the community as they do today via De Niverville, Royal Route and Hunt Club to Greenboro Station.

Major Service Proposals for Carleton University and Bronson

The changes proposed would provide more service and improve connections to Carleton University from downtown, the east end, west of Bronson and along the Meadowlands corridor which has a high concentration of students. The proposals are contingent upon receiving NCC approval to use Colonel By Drive; otherwise, alternate proposals will be developed.

Route 4 to Serve Carleton U. and Hurdman Station

Route 4 would be extended to operate the full length of Bronson, would enter Carleton U. campus and would also be extended to Hurdman Station. This would improve service for customers living to the north, south and east of the university.

Instead of operating along Bank Street, buses would operate through downtown along Albert (Slater eastbound), then along the length of Bronson and onto Carleton University campus.

Downtown customers would have a choice of route 4 or 7 all day. Customers along Bronson would be able to take route 4 directly onto campus, and those west of Bronson would be able to transfer at Bronson instead of travelling to Bank Street and backtracking via route 7.

Route 4 would also be extended via Colonel By, Billings Bridge and the Transitway to Hurdman Station. This would provide a valuable connection to Carleton University for east-end residents whose travel time should be significantly improved and the number of transfers reduced.

Riverside Park, Mooney's Bay, Hunt Club and Uplands residents could catch route 4 at Riverside and Hog's Back for a shorter trip.

Service to Clementine and Kaladar from Billings Bridge would be replaced with route 5 along the same pattern as the current route 4. Service to the Voyageur Terminal would still be available with routes 1 and 7 on Bank Street and route 99 on Catherine.

Route 7 Extended to Baseline Station

It is proposed that this route be extended from Carleton University to Baseline Station via Meadowlands Drive. This would provide a valuable direct connection to the University for the high number of students living along that corridor. We would also propose ending route 7 at the Rideau Centre. See Downtown section for details.

Route 118 Extended to Hurdman

It is proposed that instead of serving Carleton University, this route be extended from Billings Bridge to Hurdman Station via the Transitway. This would provide a valuable east-west connection, and would save some riders an extra transfer. Customers going to Carleton U. who now transfer to route 118 at Billings Bridge would use route 4 instead.

Route 118 passengers find it inconvenient to ride through Billings Bridge then backtrack to Carleton, which is reflected in the ridership. Most passengers would find it more convenient to take route 7 at Baseline Station or along Meadowlands. Other passengers could transfer to route 4 or 7 where the Heron Road Bridge crosses Colonel By Drive, or to route 4 on Heron Road.

Downtown, Vanier and Overbrook

Routes 1 and 7

Route 7 would be shortened to end at the Rideau Centre to ensure reliable service due to its proposed extension from Carleton University via Meadowlands to Baseline Station. Route 1 would be extended from the Rideau Centre to St. Laurent Station to replace route 7. The extension on route 7 would provide Centretown and Glebe residents with a direct connection to Nepean. See Carleton U. section for details

Some supplementary peak period trips on route 1 would continue to end at the Rideau Centre. Route 1 would operate at the same frequency as route 7 does today and would serve Brittany in peak periods.

Route 4

This route would be extended north on Bronson and removed from Bank Street. See Carleton University section for details.

Route 5

This route would be straightened for a faster, more direct trip from Vanier to downtown. Buses would operate on Cobourg rather than Beausoleil and Old St. Patrick, and would be removed from Island Lodge and Beausoleil. Route 306 would continue to serve Island Lodge Monday to Saturday. Most residents in Lowertown are a short walk away from frequent service on Old St. Patrick, Cobourg or Rideau Street.

Route 13

It is proposed that this route be shortened to operate from downtown to Ottawa City Hall via Sussex. The portion of the route west and south of downtown would be served by proposed routes 3 and 86.

Routes 11 and 19 Cancelled

It is proposed that these routes be cancelled due to low ridership and the availability of other service nearby. Frequencies on other routes in Overbrook and Vanier (2, 5, 14, 18) would be adjusted as required to accommodate the number of passengers.

Customers going downtown from the Cummings Avenue area could have a faster trip by taking their nearest route to St. Laurent Station and transferring to Transitway service.

Route 11 on Bank Street would be replaced by more service on route 1 between Billings Bridge and the Rideau Centre. South of downtown, route 19 would be replaced by improved service on route 4 operating the length of Bronson.

Hull Service

We're proposing to change the way we serve Hull during rush hours. The key components would be a frequent, reliable shuttle from LeBreton Station for transferring passengers, and direct connections from Park & Ride lots and Transitway Stations in the east, south and west. Route 8 would be unchanged and would continue to offer all-day service, but the current peak period routes which end in Hull would end at LeBreton Station.

Peak Routes 23, 24, 25, 26, 48, 49, 88, 108

There are currently eight peak period routes ending in Hull although only a small number of passengers travel directly to Hull from any individual community. These buses get delayed due to traffic congestion on the bridges, which then affects their trips on other routes. By removing these routes from Hull, we'll be able to improve the reliability of peak period service. Convenient transfers to Hull could be made at LeBreton Station. See below for more details.

New Peak Period Downtown Shuttle

The Hull shuttle 8X would provide a frequent, reliable connection and eliminate the overcrowding and inconsistent schedules that result by using various peak routes instead of a dedicated route.

Buses would run frequently so that transferring passengers would have a brief wait, and the route would be monitored to ensure reliable service. The shuttle would operate from LeBreton to Terrasses de la Chaudière and Place du Portage via the Chaudière Bridge in the morning, and the reverse in the afternoon. The peak period hours would be extended to ensure that connections can be made to/from express and peak routes at LeBreton.

Three Park & Ride/Transitway Services to Hull

To replace the current services from the suburbs, peak period routes would operate from three Park & Ride lots directly to Hull:

- express route 27 from Place d'Orléans serving all stations along the East Transitway
- peak route 40 from South Keys and Greenboro serving all stations along the Southeast Transitway
- new peak route 58 from Baseline serving all stations along the West Transitway

Routes 27 and 40 would operate via Portage Bridge while route 58 would operate via Chaudière Bridge. Routes 27 and 40 would serve Place du Portage and Terrasses de la Chaudière in the morning, but only Place du Portage in the afternoon, while route 58 would serve both complexes in the morning and afternoon.

Although route 27 is a green express route, anyone boarding it in the morning from Hurdman through downtown would pay the regular fare. In the afternoon, customers can also board route 27 for the regular fare if they are travelling between Hull and downtown only. Routes 40 and 58 would be regular fare routes.

APPENDIX B

TRANSPLAN 99

PUBLIC/EMPLOYEE COMMENTS ON PROPOSALS

SUMMARY REPORT

TransPlan 99 Proposal Summary

The phase of the annual Transplan process which provides the public and OC employees with an opportunity to comment on the proposed service changes is now complete. This document summarizes all of the comments received as of the April 16 deadline.

The proposal for route changes were described in a comprehensive brochure. In early March, the brochures were distributed on buses and mailed to Community Associations, major employers, student associations, Seniors Council, Board of Trade, school boards, community centres, Commissionners, Councillors and other community groups.

Public information and internal employee open house sessions were held in March where it was possible for attendees to discuss the proposals one-one-one with planning staff. Approximately 1795 members of the public and 410 employees attended these sessions.

In total, 1148 submissions were received, which generated 1757 individual comments. These comments were assigned to one of the three main categories consisting of Transplan 99 proposals, non Transplan/operational type issues or Transplan 2000 proposals. The distribution of comments by category are as follows:

- 1325 Transplan 99 proposal comments,
- 248 non Transplan/operational type issues, and
- 181 Transplan 2000 routing suggestions.

The Transplan 99 comments dealt with the routing change proposals. The operational concerns dealt with items such as frequency of service, bus shelter requests, equipment concerns, etc. These have been forwarded to the appropriate departments for further review. The new routing suggestions (Transplan 2000) will be reviewed as part of next year's Transplan process.

Table 1 shows the method by which all the submissions were received. Table 2 displays a breakdown of the 1325 Transplan 99 proposal comments by source (OC employee or the general public) and by opinion (agreed, disagreed, undecided).

A summary of the opinions for each routing change proposal is shown in Table 3.

A brief synopsis of all the individual comments sorted by route and opinion is shown in Table 4. Each record contains the route, surname, form number, opinion and comment.

A listing of all the operational type issues and Transplan 2000 routing suggestions are shown in Table 5 and 6 respectively.

Table 1
Submissions By Method

Type		#	%
Take-ones	Mailed	2	0.2
Comment Forms	Open houses	496	43.2
Letters	Mailed	81	7.1
	Faxed	106	9.2
Phone Call		41	3.6
Internet/E-mail		422	36.8
TOTAL		1148	100.0

Table 2
Transplan Issues by Source, by Opinion

Source	Transplan 99 Proposals									
	Agrees		Disagrees		Undecided		Misinformed		Total	
	#	%	#	%	#	%	#	%	#	%
OC Employees	46	3.5	82	6.2	6	.5	4	.3	138	10
Public	417	31.5	699	52.8	41	3.0	30	2.3	1187	90
Total	463	34.9	781	59.0	47	3.5	34	2.6	1325	100

Table 3
Route Change by Opinion

Route	Opinion									
	Agrees		Disagrees		Undecided		Misinformed		Total	
	#	%	#	%	#	%	#	%	#	%
1	3	25	8	67	1	8			12	0.9
2	7	41	10	59					17	1.3
3 in general	13	72	5	28					18	1.4
Colonnade			4	67	2	33			6	0.5
Meadowlands	2	5	38	95					40	3.0
3 subtotal	15	23	47	74	2	3			64	4.8
4 in general	12	56	8	36	1	4	1	4	22	1.7
Bank st.	12	46	14	54					26	2.0
Clementine			2	100					2	0.2
Carleton Univ.	11	69	5	31					16	1.2
Hogs Back			4	80	1	20			5	0.4
Hurdman	19	100							19	1.4
Voyageur			17	100					17	1.3
4 subtotal	54	50	50	47	2	2	1	1	107	8.1
5 in general	4	25	6	38	1	6	5	31	16	1.2
Island Lodge	1	17	5	83					6	0.5
5 subtotal	5	23	11	50	1	4	5	23	22	1.7

Table 3
Route Change by Opinion

Route	Opinion									
	Agrees		Disagrees		Undecided		Misinformed		Total	
	#	%	#	%	#	%	#	%	#	%
7 in general	9	53	6	35			2	12	17	1.3
Carleton Univ	3	60	1	20	1	20			5	0.4
Hogs Back	5	63	2	25	1	12			8	0.6
Meadowlands	14	78	4	22					18	1.4
7 subtotal	31	65	13	27	2	4	2	4	48	3.6
8	1	50	1	50					2	0.2
8 X	22	43	24	47	5	10			51	3.8
11			6	100					6	0.5
13	8	32	17	68					25	1.9
15	3	4	68	96					71	5.4
16	11	44	8	32	3	12	3	12	25	1.9
18	4	24	12	70	1	6			17	1.3
19			1	50	1	50			2	0.2
23 in general			1	100					1	0.0
23 removal Hull			9	100					9	0.7
23 Subtotal			10	100					10	0.8

Table 3
Route Change by Opinion

Route	Opinion									
	Agrees		Disagrees		Undecided		Misinformed		Total	
	#	%	#	%	#	%	#	%	#	%
24 in general			7	100					7	0.5
Removal Hull			6	100					6	0.5
24 subtotal			13	100					13	1.0
25 in general			1	50	1	50			2	0.2
Removal Hull	1	17	5	83					6	0.5
25 subtotal	1	12	6	76	1	12			8	0.6
26 Removal Hull			2	67	1	33			3	0.2
27 in general	2	50	1	25			1	25	4	0.3
to Hull	2	50	2	50					4	0.3
27 subtotal	4	50	3	38			1	12	8	0.6
28							4	100	4	0.3
29 in general	3	23	10	77					13	1.0
29 Ogilvie			16	100					16	1.2
29 subtotal	3	10	26	90					29	2.2

Table 3
Route Change by Opinion

Route	Opinion									
	Agrees		Disagrees		Undecided		Misinformed		Total	
	#	%	#	%	#	%	#	%	#	%
40	5	62			1	13	2	25	8	0.6
41	1	100							1	0.0
42					1	100			1	0.0
43							1	100	1	0.0
44	1	100							1	0.0
46			1	100					1	0.0
48	1	33.3	1	33.3	1	33.3			3	0.2
Removal Hull			7	100					7	0.5
48 subtotal	1	10	8	80	1	10			10	0.8
49 in general			10	91			1	9	11	0.8
Removal Hull			4	100					4	0.3
49 subtotal			14	93			1	7	15	1.1
50	3	100							3	0.2
56	2	18	9	82					11	0.8
57	1	100							1	0.0
58	5	83	1	17					6	0.5
67	4	80	1	20					5	0.4

Table 3
Route Change by Opinion

Route	Opinion									
	Agrees		Disagrees		Undecided		Misinformed		Total	
	#	%	#	%	#	%	#	%	#	%
72	2	100							2	0.2
78	5	83	1	17					6	0.5
85	2	8	23	88	1	4			26	2.0
86 in general	5	50	5	50					10	0.8
Meadowlands	1	5	21	95					22	1.7
Viewmount	4	67	2	33					6	0.5
86 subtotal	10	26	28	74					38	2.9
86 X			9	90	1	10			10	0.8
87 in general	9	60	4	27	2	13			15	1.1
Riverside			4	100					4	0.3
87 subtotal	9	47	8	42	2	11			19	1.4
88	1	50			1	50			2	0.2
96	1	33	2	67					3	0.2
97	26	79	7	21					33	2.5
108	2	7	25	93					27	2.0
110	10	82	1	9	1	9			12	0.9

Table 3
Route Change by Opinion

Route	Opinion									
	Agrees		Disagrees		Undecided		Misinformed		Total	
	#	%	#	%	#	%	#	%	#	
111 in general	12	35	21	62	1	3			34	2.6
Meadowlands	3	50	3	50					6	0.5
Viewmount	1	18	5	82					6	0.5
111 subtotal	16	35	29	63	1	2			46	3.5
112	1	11	8	89					9	0.7
114	1	3	27	94	1	3			29	2.2
116	1	20	4	80					5	0.4
118 in general	2	50	2	50					4	0.3
Carleton Univ			5	100					5	0.4
Hurdman	10	91	1	9					11	0.8
118 subtotal	12	60	8	40					20	1.5
121	1	20	4	80					5	0.4
123	3	21	11	79					14	1.0

Table 3
Route Change by Opinion

Route	Opinion									
	Agrees		Disagrees		Undecided		Misinformed		Total	
	#	%	#	%	#	%	#	%	#	%
124 in general	3	12	20	78	3	12			26	2.0
Peak/Local	6	43	8	57					14	1.0
124 subtotal	9	23	28	70	3	7			40	3.0
126	6	100							6	0.5
127	4	44	4	44	1	12			9	0.7
128							1	100	1	0.0
129	4	36	4	36	2	18	1	10	11	0.8
140	6	43	7	50	1	7			14	1.0
141	3	17	14	78			1	5	18	1.4
142			1	100					1	0.0
144	5	63	2	25	1	12			8	0.6
146 in general	5	71	2	29					7	0.5
Peak/Local	4	80	1	20					5	0.4
146 subtotal	9	75	3	25					12	0.9
147	1	33.3	1	33.3	1	33.3			3	0.2

Table 3
Route Change by Opinion

Route	Opinion									
	Agrees		Disagrees		Undecided		Misinformed		Total	
	#	%	#	%	#	%	#	%	#	%
148 in general	4	29	10	71					14	1.0
Peak/Local	3	100							3	0.2
148 subtotal	7	41	10	59					17	1.3
149 in general	2	13	14	87					16	1.2
Peak/Local	2	100							2	0.2
149 subtotal	4	22	14	78					18	1.4
150	2	25	6	75					8	0.6
151 in general	2	12	15	88					17	1.3
Western	2	67	1	33					3	0.2
151 Subtotal	4	20	16	80					20	1.5

Table 3
Route Change by Opinion

Route	Opinion									
	Agrees		Disagrees		Undecided		Misinformed		Total	
	#	%	#	%	#	%	#	%	#	%
152 in general	7	88	1	12					8	0.6
Peak/Local	2	50	2	50					4	0.3
152 subtotal	9	75	3	25					12	0.9
154	3	33	6	67					9	0.7
156	4	25	2	13	1	6	9	56	16	1.2
170	4	22	14	78					18	1.4
172 in general	6	75	2	25					8	0.6
Peak/Local	7	88			1	12			8	0.6
Trend/Arlington	1	8	12	92					13	1.0
172 subtotal	14	48	14	48	1	4			29	2.2
173	4	17	20	83					24	1.8
174	4	44	4	44	1	12			9	0.7
176	5	26	13	69	1	5			19	1.4
178	11	100							11	0.8
185							1	100	1	0.0
189	1	20	3	60	1	20			5	0.4
191	1	100							1	0.0
192	1	11	8	89					9	0.7

Table 3
Route Change by Opinion

Route	Opinion									
	Agrees		Disagrees		Undecided		Misinform ed		Total	
	#	%	#	%	#	%	#	%	#	%
195	2	67			1	33			3	0.2
198	2	100							2	0.2
316	1	100							1	0.0
888 LRT	5	71	2	27					7	0.5
*999 in general	20	65	9	29	1	3	1	3	31	2.3
Carleton Univ	3	60	2	40					5	0.4
Hull	2	25	6	75					8	0.6
Peak/Local	5	100							5	0.4
999 subtotal	30	61	17	35	1	2	1	2	49	3.7
Grand Total	463	35	781	59	47	3.5	34	2.5	1325	100.0

*Note: 999 denotes other or more than one route.