

MINUTES

TRANSIT SERVICES COMMITTEE

OTTAWA-CARLETON REGIONAL TRANSIT COMMISSION

CHAMPLAIN ROOM

WEDNESDAY, 19 MAY 1999

8:45 A.M.

PRESENT

Chair: A. Loney

Members: M. Bellemare, W. Byrne, L. Davis, C. Doucet D. Holmes, H. Kreling,  
J. Legendre

Regrets: B. Chiarelli

CONFIRMATION OF MINUTES

**That the Transit Services Committee confirm the Minutes of the meeting of 28 April 1999.**

CARRIED

REGULAR ITEMS

1. SERVICE DESIGN GUIDELINES  
- General Manager's report dated 11 May 99

In his introductory comments, the Interim General Manager, M. Sheflin, said that erosion in OC Transpo's reliability was caused by decisions to add or retain routes when resources to support them were not available. He posited that a bus company that is not reliable is on a slow road to destruction. Mr. Sheflin said he could not over-emphasize how fundamental it is that difficult decisions be made in order to create a successful transit system. He cautioned that at no time should Commissioners attempt to stretch the system beyond the resources provided. He added that many morale and staffing problems are rooted in policy decisions related to bus purchases, stretching routes and tension between planners and operators trying to maintain schedules that only work under ideal conditions.

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- Notes: 1. Underlining indicates new or amended recommendations approved by Committee.  
2. Items requiring consideration by the Commission will be presented on 9 June 99 in Transit Services Report 99-14.

Dr. Helen Gault, Manager, Planning and Development, presented the report. She began by saying that the Comprehensive Review proposed that changes be made to better focus resources and suggested that a 15% cost recovery in off-peak hours was neither sufficient nor reasonable if OC Transpo wants to attain the ridership numbers it has been challenged to meet. Dr. Gault said staff have incorporated the consultants' recommendations into the guidelines and are asking that the Committee approve them, as well as empower staff to apply the guidelines as part of the ongoing, regular scheduling process.

Dr. Gault described the current guidelines as they relate to base routes, cross-town and local routes and peak period service, noting the minimum cost recovery targets for each category are as follows:

- ⇒ base routes: in excess of 25%
- ⇒ cross-town routes: 45% in core hours and 25% in off-peak hours routes
- ⇒ local feeder routes: 25% in core hours and 15% in off-peak hours
- ⇒ peak period service: at least 25%

The proposed guidelines would increase the minimum cost recovery targets in local routes to 35% (from 25%) and to 25% (from 15%). Other changes include:

- ⇒ cross-town and local routes become one category
- ⇒ the base route network is improved and is being developed to provide a basic level of mobility for the entire service day.

Dr. Gault indicated that, once the base route network is complete, 60% of all people will be within 400 metres of it and 80% within 800 metres. She noted this may be difficult to achieve in some areas because of geographic imperatives. Some late evening trips will be discontinued on routes with low ridership and resources will be added in areas of higher demand.

Dr. Gault continued by saying that, subsequent to completing the biggest Transplan in history, staff felt there was no point in applying guidelines to routes that will be changing. As a result, guidelines will be applied to routes largely unchanged inside the Greenbelt since the base route network will likely be in place in September. The existing guidelines will be applied to current service in areas outside the Greenbelt.

Dr. Gault concluded her presentation by saying that, overall, the changes represent .04% of service hours. She drew Committee's attention to Appendix A, which provides information on individual trips for individual routes to be discontinued in September. Altogether, 22 hours of service will be removed and 120 hours will be added on Saturdays; 8.5 hours will be removed and 24 hours will be added on Sundays.

The Interim General Manager, M. Sheflin, summarized by saying what is before Committee is a plan to increase the number of riders for property tax dollar, not to reduce resources. He posited that doing otherwise would reduce the number of riders for property tax dollar and he strongly recommended this not be done.

Commissioner A. Munter made reference to local routes in Table 2, and he asked whether the routes that don't meet the current guidelines will be removed. Dr. Gault replied that the proposal for areas outside the Greenbelt is to first put in the base network to guarantee a level of accessibility within the community. This will be accommodated by routes running the entire service day: outside the core hours, some routes would not meet service design guidelines. Commissioner Munter expressed concern about the fact the base network only touches the fringes of Kanata and if the decimation of service continues, there will be fewer and fewer riders. He requested that Recommendation c) include a provision for consultation with the local Councillor to maintain accountability. Commissioner Munter also asked that staff provide, prior to consideration of this item by the full Commission, a summary of expenditures related to the \$4.6 million approved during OC Transpo's 1999 budget deliberations for service improvements.

Commissioner D. Holmes asked what percentage of trips would fall to 60 minutes during core hours because the ridership cannot maintain 30 minutes, as recommended in the Comprehensive Review. Dr. Gault indicated few would be affected. She added one area of concern relates to areas outside the Greenbelt, specifically, whether the base route network will support half-hour trips or whether more hourly routes will be required. She added staff's preference is that one-half hour be the vast rule but would like the flexibility of hourly routes if this is not possible. Commissioner Holmes noted that, once again, areas inside the Greenbelt will subsidize areas outside the Greenbelt as has been the case throughout the years. She said municipalities have built communities that public transit cannot service, and because of this, it may be time to punish them as opposed to rewarding them for their poor planning.

Replying to a question from Commissioner Holmes about changes to peak period service, Dr. Gault indicated staff worked closely with the Consultants on service design guidelines as part of Comprehensive Review. The consultants' strongest recommendation dealt with changes in minimum cost recovery on local services inside and outside core hours, and staff are recommending these changes be made. With respect to commuters from outside the Greenbelt, the Region relies on high ridership from these clients to maintain quality of life and to attract people to transit. Individuals coming from Kanata could be on a bus for as long as 45 minutes without a seat: unless some level of comfort is provided, OC Transpo won't be able to compete with the automobile for those trips. Dr. Gault added the company is trying to prevent over-crowding, to provide alternatives and to strike a balance.

Commissioner M. McGoldrick-Larsen asked whether OC Transpo has taken steps to increase ridership in areas below the 15% recovery rate during the week. Dr. Gault responded by citing the example of Route 114 which staff feel could generate more ridership and which will be strongly marketed as part of the overall marketing plan. Commissioner McGoldrick-Larsen asked that staff explore the possibility of additional service to a new employment “node” in Bells Corners (600 employees). She concurred with Commissioner Holmes’ comments about poor planning in certain area municipalities and she stressed the importance of continuing to work with suburban municipalities on land use and on making transit more accessible.

Commissioner J. Legendre commented on the practice of reducing frequency or removing service when routes fall below established guidelines. He suggested there may be other options, i.e., retaining the same frequency but reducing the service hours, or considering that certain standards are season-sensitive (the 800 metre standard would be more reasonable in summer than in winter). Commissioner Legendre said he would like to see these considerations and others overlaying the standards. He expressed confidence in staff’s ability to appropriately handle the tasks implied in Recommendation c).

Commissioner M. Bellemare asked whether full public consultation would take place for every route that does not meet minimum cost recovery targets. Dr. Gault indicated some routes that don’t meet standards redeem themselves in other ways: staff will consult with the elected representative and with community leaders to see what could be done to improve particular situations. Commissioner Bellemare asked how the consultation would compare with that of Transplan 99. Dr. Gault replied the exercise would be somewhere between seeking public input for each change and providing information to those affected by the proposals. She added it is difficult to commit to a full public consultation if a route is not going to be supported.

Commissioner Bellemare inquired about Recommendation (c), specifically, to what part of the 1999 service are the guidelines not being applied and, have staff identified all the routes that could be reduced or eliminated. Dr. Gault replied that staff have full information on every route by every time period and have focused on the route structure inside the Greenbelt. She added there are a number of routes outside the Greenbelt that would not meet the 25% target. The hope is that rationalizing the network now and doing the same with Transplan 2000 will improve the situation and maintain accessibility for those clients.

Commissioner Bellemare asked whether approving Recommendation (c) meant that decisions regarding routes outside the Greenbelt will be made by staff and not come before the Committee. Dr. Gault said it is the policy that would be applied, and she noted that information on routes is always be available to anyone interested in seeing it. The Commissioner asked what would be the range of level of service for the 20% of the population not within the 800 metre distance. Dr. Gault said it was important to remember that, during peak hours, 98% of businesses and residences are within 400 metres.

Several route modifications will affect late night service when demand is small. Sean

Rathwell, from Planning and Development, added that 100% of the population within the Urban Transit Area (UTA) is within a mile of a bus stop. He pointed out that a number of communities are already beyond the 800 metres because this is the way they have wanted it for a number of years.

Commissioner Bellemare asked whether staff have evaluated local amenities such as sidewalks and crosswalk are available to affected communities, and what weight would be accorded to public security. Dr. Gault replied the guidelines would be applied with consideration of local amenities, and judgements would be made: as well, staff would consult with municipalities about other improvements.

Commissioner H. Kreling asked that staff provide all Commissioners with the information currently available on service outside the Greenbelt, in anticipation of the Transplan 2000 exercise. He wanted to know whether there are industry standards for cost recovery ratios. The Commission Chair, A. Loney, pointed out that Ottawa-Carleton has the lowest cost recovery in the country in terms of subsidizing the average passenger. Commissioner Kreling asked whether the Commission plans to present innovative ways of improving cost revenue ratios. Dr. Gault spoke about alternative service delivery models, citing the example of the van service which is extremely successful. She noted that staff may be in a position to present something further on this matter to the Committee in the Fall.

Chair Loney wanted to know whether staff propose to market “marginal” routes and whether the Committee would receive information reports on these activities. M. Sheflin said the intent is to proactively go into areas that have capacity and seek to increase it through special marketing campaigns. Chair Loney suggested drivers should be involved in the process, as well as ward councillors. Mr. Sheflin confirmed OC Transpo’s Unions want to be involved in this process.

Chair Loney asked whether more service would have been “on the block” if the guidelines had not been applied to routes inside the Greenbelt. Dr. Gault replied staff believe that overall performance was applied universally to unchanged routes and will err on the generous side in terms of service hours. Chair Loney said he detected a certain amount of concern from Commission members and from the public and he sought to reassure those present this had not been a cut-and-dried exercise. He asked whether, at the end of the Transplan 2000 exercise, staff would be able to reasonably predict upcoming changes. Dr. Gault replied in the affirmative, adding that in January/February 2000, staff should be able to do an overview of routes and examine what can be done to increase ridership in certain markets.

Chair Loney presented a Motion from Commissioner Holmes, asking that the changes resulting from applying the guidelines be part of the annual Transplan process (amending Recommendation (c)).

Speaking to her Motion, Commissioner Holmes said her concerns centered around going through a public process such as Transplan 99, then quietly adopting guidelines no one knows about which result in bus service disappearing from a given area. She posited that, generally, people will be unhappy about the guidelines and they should be informed about the proposed changes in the same manner as is done through the Transplan process.

Commissioner Bellemare expressed the view that making decisions about the need for resources rests with the Commission. He felt the report doesn't provide any analysis of the of the impact of removing service from certain communities within the UTA. He felt that, with the minimum cost recovery levels for local routes, the assurance that a basic service will always be provided has been eliminated.

Commissioner Bellemare made reference to Councillor Holmes' comment about punishing local municipalities for poor planning decisions, positing it was the residents of these areas that are being punished along with others who may have recently located in an area expecting a certain level of service from OC Transpo. He said he thought that adopting higher cost recovery targets was at cross purposes with the Regional Official Plan (ROP) and with trying to increase ridership within the UTA.

Commissioner Bellemare expressed concern about the request for a major delegation of authority from the Commission to staff, as per Recommendation (c). He called guidelines "a pure numbers game" in relation to service to residents. He said guidelines have no regard for issues such as public security, amenities provided and ridership preferences in communities. In addition, public consultation would be taken out of the equation. The Commissioner posited that focusing resources in areas where they will be well used really is siphoning resources from the UTA in less densely populated areas.

Commissioner Bellemare agreed certain routes need to be realigned from time to time, and route frequency adjusted, but permanent changes should not be made without public consultation and without consideration of other issues. He wondered whether the means employed, i.e., guidelines, and raising cost recovery targets, will ultimately render ridership targets unattainable. Reducing local service may have a domino effect on the base routes. Commissioner Bellemare expressed the view this is not micro-management, but policy making. He concluded by saying the flaw of the report is in trying to oversimplify a complex issue. He put forward a Motion calling for Recommendations a) and c) to be deleted, meaning staff would have to come back to Committee for a case by case evaluation to see if cost recovery targets need to be adjusted and to evaluate other factors.

Commissioner Legendre said he was generally supportive of staff recommendations, and of Commissioner Holmes' amendment. He noted that, while Recommendation a) makes him uneasy, he is not in a position to suggest alternate numbers, nor has he any way to assess whether the numbers proposed by staff are correct. He presumed this is what the consultants suggested and he expressed a willingness to try, and an eagerness to see how things will develop. Commissioner Legendre added staff have said they will apply other considerations about service, over and above numbers, and he felt this approach should be supported in order to improve service and serve more customers.

Commissioner W. Byrne spoke in support of staff's recommendations as well as of Commissioner Holmes' Motion. She expressed the view that determining routes on a case by case basis is micro-management, and this comment also applies to Transplan 99. Commissioner Byrne said that representing ward interests was her job, but at the same time, the bigger picture about public transit has to be kept in mind. She posited staff are in a better position to determine what is and is not working since they have the experience, the exposure and they have done an excellent job at public consultation. Commissioner Byrne pointed out that if the guidelines don't work, the Committee can amend them. Transplan 2000 will provide an opportunity to see how constituents have been affected by the current changes.

Commissioner Kreling spoke about Commissioners being asked to take a leap of faith, as it has become evident, over the past year, that a stronger business case has to be built for public transit in Ottawa-Carleton. Commissioners are trying to get away from day to day management and place it where it belongs, however they must not shy away from constantly questioning policies. Commissioner Kreling said he was very interested in seeing how these changes will impact as the process moves into communities such as his, and the Commission must be prepared to revisit its policies within the appropriate timeframe.

Commissioner C. Doucet described visiting a suburban community and seeing buses with six passengers on board during peak hour traffic. He spoke in support of staff's recommendations.

Chair Loney said that, had he not spent the time he did in the past year talking to operators, he might not feel as strongly about this matter as he does since he shares some of the concerns expressed by previous speakers. He concurred with Mr. Sheflin's comments about receiving complaints related to service because timetables cannot be met. Chair Loney noted the Commission will not have done its job if it doesn't deliver policies that work and the funding to back them up. He pointed out that what is being requested is not a guarantee, but guidelines that staff can reasonably rely upon. This doesn't mean that legitimate demands and complaints cannot be brought to the Committee's attention. Chair Loney suggested the strongest point to be taken from the consultants' work around scheduling is that OC Transpo should not try to deliver service it cannot deliver, and should stop giving the public unrealistic expectations. The company is in the business of carrying passengers and has to increase this substantially to meet its mandate.

Chair Loney noted that Mr. Sheflin and OC Transpo staff have made a renewed commitment to provide increased reliability and service to a greater number of customers.

Staff must be given the tools they need in order to meet the ridership increases envisioned by the ROP and the Transportation Master Plan. Chair Loney said if this is not done, the Region will have to be prepared to increase its transportation budget.

Moved by M. Bellemare

**That Recommendations a) and c) be deleted, and that Recommendation b) be referred back to staff for a complete list of routes that could be affected under the proposed guidelines given 1999 ridership levels.**

LOST  
(M. Bellemare in favour)

Moved by D. Holmes

**That the following be added to Recommendation c):**

**and that the changes resulting from applying the guidelines be part of the annual Transplan process.**

CARRIED, as amended

**That the Transit Services Committee recommend to the Commission that:**

- a) the Service Design Guidelines be amended to change the minimum cost-recovery targets on local routes to 25% in off-peak hours and 35% in core hours;
- b) these guidelines be applied to the 1999 service, as outlined in this report and summarized in Appendix A;
- c) for future years staff be empowered to apply the approved guidelines as part of the regular scheduling process, **and that the changes resulting from applying the guidelines be part of the annual Transplan process.**

CARRIED as amended



2. TRANSPLAN 99

- Interim General Manager's report dated 10 May 99
- Table 4: Routing Change Proposal Comments, Table 5: Operational/Non Transplan Type Comments and Table 6, Transplan 99 New Routing Suggestions issued separately

Dr. Helen Gault, Manager, Planning and Development, began her presentation by calling the Transplan 99 consultation process one of the largest ever conducted. It focuses on areas within the Greenbelt and implements the following changes proposed in the Comprehensive Review:

- a strengthened grid base network;
- improved connectivity to reduce passenger waiting and transfer times;
- improved community circulation;
- increased express/limited stop service to suburban employment centres;
- enhanced service design guidelines.

Dr. Gault provided additional details about the consultation process itself, noting that OC Transpo staff were pleased with the excellent feedback received. She informed the Committee that talks with the National Capital Commission relative to using Colonel By Drive for service to Carleton University are ongoing. She added that the recommendations before the Committee are not dependent upon this access being granted and will still be feasible should this happen in the future.

Dr. Gault indicated that the proposed changes, if approved, will be implemented on 29 August 99, prior to Labour Day and to schools re-opening. The one exception are the changes to Route 151 which are recommended for implementation on 21 June.

The Committee agreed with a suggestion from Chair A. Loney to hear from the public at this time and deal with questions from Commission members following the delegations.

Fleurette Huneault (Route 121)

Ms. Huneault gave examples of what cutting Route 121 would mean to the community, which is outside the 800 metre criteria set in the guidelines. She expressed fear at the idea of staff empowerment, citing examples of incredible conduct by operators at the St Laurent Station. She said her real concern was security, since there are no sidewalks, no soft shoulders, and pedestrian have to walk on the roadway. In the past several years, the surrounding area has become industrialized, and residents have had to contend with large trucks, ambulances, flat-bed trucks, a snow dump, three access roads onto the Queensway at St Laurent and a six-lane road to cross. Ms. Huneault spoke of submitting a petition, as well as a proposal for a route change, neither of which have been acknowledged by OC Transpo. The proposal calls for either Route 144 or Route 110 to make a small detour from Belfast Road onto Parisien Street. OC Transpo has said this will not work as it delays riders already on the bus.

Transplan 99 proposes to make Route 192 do the same loop in the other direction to service an employment centre. Ms. Huneault posited this will take away an established ridership and trade it for an uncertain ridership because the three businesses located in the employment centre provide parking and none of the employees will use public transit.

Responding to questions from Commissioner M. Bellemare, Dr. Gault clarified the recommendation is for Route 192 to provide 3 or 4 trips during the peak period in the opposite direction as weekday service and to remove Saturday service. Commissioner Bellemare asked whether the fact the service wasn't reliable could be affecting ridership levels in this area. Mr. Sean Rathwell, Planning and Development, indicated the most recent ridership data is based on driver counts not on the automated system. The Interim General Manager, M. Sheflin, pointed out there have been problems with reliability when neither buses nor drivers were available. Commissioner Bellemare wanted to know whether staff have calculated the deviation time for Routes 110 or 144, and if this could be accommodated within the local routes. Dr. Gault reiterated that one of the recommendations of the Comprehensive Review was to simplify/straighten local routes. Mr. Sheflin said that, generically, adding service in one area will mean having to remove it from another area.

André Pagé, Chair of Security Committee, Sutton Place, introduced Aline Morin, Simone Perrault and Cecile Dumas, three residents of Sutton Place who started a petition when they heard Route 2 would no longer serve Jasmine Crescent. In a matter of hours, they had received considerable support in opposition to the proposal and eventually, they submitted a 786-name petition to OC Transpo.

Mr. Pagé cited the following reasons for maintaining service on Jasmine Crescent:

- this is a densely populated area: it contains at least 1041 apartments and this represents an economic benefit for OC Transpo;
- one of the reasons people move to this area is because of the excellent bus service;
- property owners want to maintain the equity in their properties;
- curb upgrading and special walkways to the bus shelter have been built to accommodate seniors and others in the area.

Mr. Pagé spoke about other groups who use the service regularly:

- young mothers who take small children to child care facilities
- seniors who don't use their cars in winter
- couples with only one vehicle
- many new Canadians on modest incomes who use buses to look for work
- high school and university students participating in extra-curricular activities.

Mr. Pagé added that cutting a service that helps seniors and obliging them to walk farther to take the bus runs counter to the spirit of the Year of the Older Person,. He concluded his presentation by asking why service to a large population should be discontinued to satisfy a smaller number of people. Mrs. Dumas clarified that the petition contained closer to 800 names, as she had been unable to collect all the signatures prior to the deadline for submission of comments on Transplan 99.

Commissioner Bellemare asked what will be the saving in taking Route 2 off Jasmine Crescent. Dr. Gault responded that replacing it with Route 121 will speed up service on Route 2, a major east/west route, in keeping with the objectives of the Comprehensive Review. She added that Route 127 will accommodate the residents of Jasmine Crescent who no longer have access to Route 2.

Josée Emerson said she felt the viability of public transit will be affected by cutbacks disguised as service improvements in Transplan 99. For anyone working in Hull and coming in from Hurdman Station, the number of direct routes during peak period will drop to 12 from 26. Taking the proposed shuttle and transferring at the LeBreton Station will add 15 minutes to the trip of commuters going to Place de la Chaudière via Routes 23, 24 and 25, and 25 minutes to commuters going to Place du Portage. In the afternoon, especially in inclement weather, people will not want to line up to get to a point where one bus used to take them more efficiently. Routes 27 and 40 going directly across the Portage Bridge will easily be the buses of choice. Ms. Emerson spoke about increasing the number of buses on full routes, noting that people spend, on average, 320 hours a year commuting to work. The proposed changes do not maintain the level of service and everything comes down to inadequate funding for transit.

Sean Rathwell clarified the recommendation is that the shuttle bus start at Albert/Slater for passengers going to Hull. Dr. Gault said the intent is to simplify, and to provide better frequency for Routes 11 and 19. She pointed out that, on service to Hull, almost everyone uses transfers and the changes will mean shorter and more reliable trips, direct routes and reduced bus congestion on bridges.

Commissioner Legendre made reference to comments by Ms. Emmerson about several routes already at standing room capacity by the time they reach the Hurdman Station in the morning. He asked what the situation would be like if half the service is cut. Dr. Gault said there is no intention of reducing capacity across the river. She pointed out that most of the passengers on those routes exit the bus as it arrives downtown and other passengers board to get to Hull. The intent is to provide the required capacity in a more regular fashion so that intervals don't exceed 3 to 4 minutes. Dr. Gault assured Commissioner Legendre that, in terms of overall service, clients will get through the Hurdman Station as well as, or better than, they do presently.

Diane Mauldin, suggested that OC Transpo find a way of informing the public, through its 560 information line, when no driver is available and when service is delayed. She asked that, when deciding to remove service from local routes during daytime hours, the company have regard for those people who really need to take the bus and who have no other way of getting to a Transitway station. Ms. Mauldin suggested that the service changes be implemented prior to students going back to school in order to prevent massive confusion.

Nicholas Patterson, a citizen of Ottawa-Carleton, spoke in support of any effort to streamline and economize. He pointed out that bus service in 1998 cost \$275 million, with only \$85 million in recoveries from the fare box: three years ago, that amount was \$50 million. Mr. Patterson expressed the hope that costs would stabilize and that the citizens of Ottawa-Carleton would learn to have more realistic expectations.

In response to a question from Chair Loney, Sean Rathwell provided additional details about the proposed changes in service to Hull. In March 99, staff proposed that capacity be replaced by extending one route from the east end, past the Place d'Orléans Park and Ride (Route 27), and one from the southeast corridor, past the Greenboro Park and Ride (Route 40) and by introducing a new route from the Baseline Station area. Routes 27 and 40 would cross the Portage Bridge: the new route, plus Route 8 and supplemental service would cross the Chaudière Bridge. Mr. Rathwell noted that the recommendation before Committee is essentially the same, except that the shuttle bus service would start on Albert/Slater (Kent stop). The public would have the choice of all these routes to get to Hull. The service would be more reliable and fewer buses would get stuck in the unreliable traffic between Ottawa and Hull.

Commissioner Legendre asked whether the High Occupancy Vehicle (HOV) lanes on the Portage Bridge work well for buses. Sean Rathwell indicated they work well for out-of-service buses. They are used infrequently by other buses because of the direction in which they are travelling and the turns they need to make. Commissioner Legendre wanted to know if lanes' usefulness to OC Transpo couldn't be improved. Mr. Rathwell pointed out that changing the routing to Hull would mean asking customers to spend more time on the bus before getting to their destination. Commissioner Legendre asked why the shuttle was not using the Chaudière Bridge since there are no HOV lanes on that structure. S. Rathwell noted that a large number of customers who transfer at the LeBreton Station from the west don't want to ride into the downtown to go to Hull and the trip is shorter from the LeBreton Station.

Commissioner Legendre said he couldn't see the advantage of having the shuttle start at Albert/Slater as opposed to the LeBreton Station. S. Rathwell pointed out that all the routes to Hull in the morning serve both the Terrasses de la Chaudière and Place du Portage complexes. For passengers coming from the east, taking a bus that goes across the Portage Bridge is the fastest way to get there. Many riders going to Terrasses de la Chaudière suggested the shuttle start earlier, and by having a common stop, they will be able to take advantage of either route.

Commissioner W. Byrne said customers will have a choice, and she expressed her desire to give the proposed changes a try. She added she was happy with the new route from the Baseline area, as it will also avoid core traffic. Commissioner Byrne said staff have hit upon a compromise that, while not the perfect solution, tries to address the needs while meeting Council's goals and objectives.

Commissioner Bellemare asked whether taking any of the proposed routes to Hull will require a maximum transfer of one. Sean Rathwell responded that, in virtually all cases, one transfer would be needed. He added, in reply to a further question from Commissioner Bellemare, that the shuttle bus will operate within a frequency of 3 to 4 minutes.

Commissioner Bellemare proposed the following Motion:

**That service to Hull be retained for express Route 24.**

LOST  
(M. Bellemare in favour)

Commissioner Bellemare proposed that Route 121 be retained, as is. He noted that, during the public consultation process, one comment was received in favour of removal whereas 150 were received in opposition. Commissioner Bellemare said the community needs a dependable route along Michael Street, as St Laurent Blvd. is not a hospitable regional road; there are cars running at high speeds and the on and off Queensway ramps are not safe for pedestrians. He posited that re-routing a local route would be a reasonable, no-cost option to provide service to the residents.

Moved by M. Bellemare

**That Route 144 provide all day service on Michael Street.**

LOST

YEAS: M. Bellemare, C. Doucet, H. Kreling 3  
NAYS: W. Byrne, D. Holmes, J. Legendre, A. Loney 4

Moved by M. Bellemare

**That Route 121 be retained, as is.**

LOST

YEAS: M. Bellemare, C. Doucet, H. Kreling 3  
NAYS: W. Byrne, D. Holmes, J. Legendre, A. Loney 4

Speaking in reference to changes proposed for Route 2, Commissioner Bellemare said the Committee has heard that, overwhelmingly, residents want to retain service on Jasmine Crescent. He reiterated that community preferences must be taken into consideration. He reminded Committee members this is a high density area with several apartment buildings and a low income area where many residents are without a car. As was stated by Mr. Pagé, current transit service is an important consideration for locating in this high density area, something that is encouraged in the ROP. Commissioner Bellemare said the level of service being established also includes wintertime, when elderly persons experience greater difficulty circulating. Commissioner Bellemare said going onto Jasmine Crescent is a small detour for Route 2 and, because of the density of housing, this is where the base route should go. In addition, the ridership justifies the detour and no costs are being added. He proposed that routing for Route 2 continue to include Jasmine Crescent.

Commissioner C. Doucet spoke in support of Commissioner Bellemare's Motion. He noted that while there should be fixed routes as much as possible, these can be shifted and ridership must be accommodated. Responding to a question from Chair Loney, Dr. Gault reiterated that Route 127, which travels on Ogilvie Road, will be available to residents of Jasmine Crescent to accommodate the change in Route 2.

Commissioner Legendre said he could not support the Motion since the distances in that area are minimal and, even for seniors, a walk to Ogilvie Road to catch Route 127 would not be onerous. He added that the situation would be different if Jasmine Crescent were set in deeper, but this is not the case. Commissioner Legendre also expressed his concern about making ad hoc modifications to routes.

Moved by M. Bellemare

**That the routing for the Number 2 bus continue to include Jasmine Crescent.**

LOST

YEAS: M. Bellemare, C. Doucet, H. Kreling 3

NAYS: W. Byrne, L. Davis, D. Holmes, J. Legendre, A. Loney 5

The Committee then considered the staff 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.**

CARRIED

3. ADVANCED PURCHASE OF 22 LOW-FLOOR,  
ARTICULATED BUSES

- General Manager's report dated 6 May 99

**That the Transit Services Committee recommend the Commission approve the advanced purchase to Year 2000 of 22 low-floor, articulated buses currently planned for 2001.**

CARRIED

4. AMERICAN PUBLIC TRANSIT ASSOCIATION ANNUAL MEETING

- General Manager's report dated 5 May 99

Commissioner J. Legendre suggested that, because of the importance of this event, and the fact that an exposition of this kind occurs only periodically, the Committee should consider approving the attendance of all those members who have expressed interest. The Committee agreed with this suggestion, and approved the following Motion:

Moved by J. Legendre

**That the Transit Services Committee approve the attendance of Commissioners M. Bellemare, W. Byrne, J. Legendre, D. Holmes and L. Davis at the American Public Transit Association (APTA) Annual Meeting and Expo 99 to be held in Orlando, Florida, 10-14 October.**

CARRIED as amended

ADDITIONAL ITEM(S)

5. SUMMER MEETING SCHEDULE AND CHAIR'S DELEGATED AUTHORITY

- Co-ordinator, Transit Services Committee's report dated 17 May 99

1. **That the Transit Services Committee approve the cancellation of the 28 July 99 meeting and the retention of the 25 Aug 99 meeting.**

2. **That Delegated Authority be given to the Commission Chair to award those contracts that would normally be awarded during the cancelled meetings.**

CARRIED

6. SUMMER DISCOUNTS FOR STUDENTS OF OUT-OF-TOWN UNIVERSITIES AND COLLEGES

- Interim General Manager's report dated 18 May 99

The Committee agreed to waive the requirements of the Procedure By-law in order to consider this time-sensitive item. The Committee Chair, A. Loney, proposed that, in order to allay staff concerns about implementing the proposed discount on June 1, the entire Commission be polled for its concurrence and the matter be approved retroactively at the Commission meeting of 9 June.

Moved by J. Legendre

**That the Transit Services Committee recommend to the Commission that discounted student passes be extended to students, from June 1, 1999 to September 30, 1999, who are living in the Region for the summer while attending out-of-town universities and colleges.**

CARRIED

OTHER BUSINESS

ACKNOWLEDGMENT OF VARIOUS AWARDS TO OC TRANSPO STAFF

The Transit Committee Chair, A. Loney, drew the committee's attention to the following awards presented to OC Transpo staff over the past month:

1. Richard Piché, a 17-year veteran, won first place trophy at the OC Transpo Bus Roadeo held Sunday, May 16<sup>th</sup>. Mr. Piché will represent OC Transpo at the Canadian Urban Transit Association's (CUTA) National Roadeo, to be held in Toronto on May 28<sup>th</sup>.
2. Elizabeth Cameron, Manager, Human Resources, received the MDS Nordion Vision Award for innovative design and implementation of a human resources program. Ms. Cameron played a key role in implementing interest-based negotiations and introducing an expedited grievance arbitration process.
3. OC Transpo was awarded the American Public Transit Association (APTA)'s Safety Achievement Award on May 5<sup>th</sup>. The award recognizes OC Transpo's standing as a finalist, out of 12 North American transit properties, for the Silver Award, presented to transit systems with outstanding safety records during the past year. The Acting Manager, Transportation, Mike Bellinger, accepted the award on behalf of the company.



4. The Amalgamated Transit Union (ATU), Canadian Council, received the Canadian Labour Congress Environmental Award for its work with the National Task Force to Promote Employer-Provided Tax-Exempt Transit Passes. OC Transpo operators Ms. Amelia Shaw and Ms. Donna Lynn Ahee, who have played a leading role in the National Task Force, accepted the award on behalf of the ATU.

ADJOURNMENT

The meeting adjourned at 1:15 p.m.

NEXT MEETING(S)

<b>Transit Commission</b>	<b>9 June 1999, immediately following the Regional Council meeting</b>
<b>Transit Services Committee</b>	<b>23 June 1999</b>

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CHAIR

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CO-ORDINATOR