

MINUTES

TRANSIT SERVICES COMMITTEE

OTTAWA-CARLETON REGIONAL TRANSIT COMMISSION

CHAMPLAIN ROOM

WEDNESDAY 24 MAY 2000

9:45 A.M.

PRESENT

Chair: A. Loney

Members: W. Byrne, L. Davis C. Doucet, H. Kreling, J. Legendre

Regrets: M. Bellemare, D. Holmes

CONFIRMATION OF MINUTES

**That the Transit Services Committee confirm the Minutes of the 26 April 2000 meeting.**

DECLARATIONS OF INTEREST

No declarations were filed.

REGULAR ITEMS

1. TRANSPLAN 2000 – SOUTH NEPEAN AND KANATA  
- General Manager's report dated 12 May 00

The recommendations pertaining to service modifications in Kanata were approved as presented.

Dr. Helen Gault, Director, Planning and Development, presented the recommendations for service modifications in South Nepean. She indicated these had been held back pending the results of a traffic study by the City of Nepean in old Barrhaven, in the event the study would have implications for the Transplan 2000 proposals.

- 
- Notes: 1. Underlining indicates new or amended recommendations approved by the Committee.
2. Reports requiring Commission consideration will be presented to the Commission on 24 May 2000 in Transit Services Committee Report 00-22

Dr. Gault pointed out that the construction of the Fallowfield Transit Station provides OC Transpo with a major opportunity to improve transit in South Nepean and to extend transitway service south down Woodroffe Avenue from Baseline to Fallowfield. South Nepean residents will have access to transitway service that runs until 2:00 a.m. from downtown. The proposals also call for a connection from the Merivale corridor to Fallowfield Station, via route 176, improved access to high tech employment areas in Nepean and Kanata North (Business Park) as well as improved connectivity between local services within South Nepean. Dr. Gault said the initial ideas were developed as part of the Comprehensive Review of OC Transpo, and were fine-tuned and adjusted by staff and a focus group of residents interested in transit issues.

Dr. Gault continued by saying that two major issues arose, the single largest being transit service on Fable Street, between Larkin and Sherway. The recommendation is to put service on a local route, i.e., 30 minutes in each direction. The second issue concerns the lack of transit connection to the Bayshore Shopping Centre, to meet the retail needs of the growing community in South Nepean where there is no regional shopping center.

Dr. Gault said Fable Street is an 11-meter roadway, built to transit standards. Service would run from Jockvale Road, along Fable Street to Malvern Drive then turn eastward past the Walter Baker Centre. The Draft City of Nepean traffic study concluded that “the overriding purpose of providing transit service in general, and the proposed route 170 changes specifically, is to better serve the community destination points, to give...travel mode choices and to reduce automobile travel. These objectives would be better met with the proposed changes to route 170 compared with existing services”. Dr. Gault circulated photographs of Fable Street that show a park and the new John McRae High School and she noted this is approximately where the bus stops would be located.

Dr. Gault described proposed changes to route 181, removing it from Fable Street and running it on Jockvale Rd. to Cedarview Rd. The route would be extended from the Bayshore Shopping Centre to serve Nortel and Kanata North. Route 95 would be extended down Woodroffe Avenue to the Fallowfield Station, using the station as a terminus for local service. Another recommendation is that route 176 which currently operates down Merivale Road across Hunt Club to South Keys continue south to Fallowfield Station. The route would serve the JDS Uniphase complex in the future, when roads permit.

Dr. Gault said OC Transpo will institute a shopping service to the Bayshore Shopping Centre from 8:30 a.m. to 6:30 p.m. on Saturdays via route 181 for a three-month period. The route will have to meet at least 35% of its operating costs by the end of the trial period.

The Committee heard from representatives from South Nepean opposed to adding service on Fable Street. Mr. Marc Galipeau, presented a video illustrating the volume of traffic on the street and that a lot of vehicles, including OC Transpo buses, do not make a full stop at the three-way intersection. Mr. Galipeau said his concern was for the safety of children crossing at that intersection. He posited that adding another bus would mean one more vehicle going through the stop sign.

Mr. Robert Aubé began by saying that, given the time and the date of this meeting, the 20% of households represented by the delegation constitutes a strong voice opposed to the proposal for Fable Street. He made a number of comments that may be summarized as follows:

- there was a lack of proper consultation during Transplan 2000 for routes 170 and 181. An initial meeting attracted only 12 attendees, only one of whom was from South Nepean, and not from the older part of Barrhaven: a focus group on March 13<sup>th</sup> attracted only four members of the public: an Open House at the Walter Baker Centre was staffed mostly by bus drivers as opposed to staff with experience in designing routes: a chart prepared by the regional Councillor's office shows only two entries for route 170, one requesting better access to Nortel and the other seeking improved service to the Barrhaven Mall, a facility already serviced by three local routes and two express routes;
- the South Nepean Transportation Land Use Survey commissioned and paid for by Councillor McGoldrick-Larsen in 1999 found that 53% of South Nepean respondents want resources allocated to roads, not buses, and 60% preferred that regional government not save money by operating alternative modes of transportation before modifying automobile facilities. Only 16% of respondents indicated they would be "influenced" to use public transit subsequent to modifications to bus, cycling and walking facilities;
- Table A of the Appendices to Transplan 2000 does not include all of the comments submitted by Mr. Aubé about routes 170 and 181;
- the requirement that all bus stops be within walking distance of no more than 400 meters from all residences, places of work, secondary and post-secondary schools, shopping centers and public facilities in the Urban Transit Area will not be respected on Fable Street, since the entire street is only 761 meters in length;
- the high school students are already served by the 600 series buses and don't need regular bus routes;

- the second draft of the DelCan (Nepean) study is being modified to address high traffic volumes on Fable Street; recommendations include adding a stop sign at the corner of Fable and Whelan and curb extensions in several locations. The statement quoted by Dr. Gault concerning route 170 does not appear in the second draft;
- signs at the intersection of Jockvale Rd. and Fable Street indicate No Through Traffic, yet OC Transpo wants to put service on Fable Street for a faster trip.

Mr. Aubé concluded his presentation by saying residents feel that adding bus service on Fable Street will have a negative impact on the already high volume of traffic there. He pointed out that a recommendation was made to put route 170 on Sherway down Whelan to the turn circle built for OC Transpo at the Walter Baker Centre. This suggestion was ignored, even though there are almost 500 residences on Sherway that would be served compared with only 22 residences on Fable and Whelan Streets.

Marilyn Hewitt, a resident of Fable Street, posed a number of questions that she said must be answered before deciding to put buses on her street:

- how will a bus on Fable Street decrease travel time south on Woodroffe Avenue at rush hour?
- why has OC Transpo lettering been put on the sidewalk across from the park and the high school if decisions have not already been made? Why have public input if decisions have already been made?
- is it part of the democratic process to ignore the rights and concerns of residents and the petition they have signed against bus service on Fable Street?
- will the buses run all day and all night and, if so, how will this serve the high school students and the inner area?

Ms. Hewitt continued by saying her street already has speed and volume problems: cars run stop signs, generally ignore designated speeds and even pass other cars stopped at the intersection. The police are unable to assist because there are not enough officers to patrol for these violations. She posited that putting buses in place would compound these problems. She reiterated that the residents of Fable Street are strongly opposed to any buses thereon and she asked that their wish be respected. The local councillor has requested that OC Transpo adopt a “wait and see” policy until the park and ride facility is built and in use. Ms. Hewitt suggested the Committee heed this advice, as well as acknowledge and accept the fact that Fable Street residents don’t want the bus on their street.

Mrs. Joyce Thompson, a resident of Fable Street, began by saying that since the introduction of Transplan 2000 residents have clearly expressed their opposition to the proposed service changes. They have attended public meetings, submitted written comments, communicated by E-mail, signed a petition, and communicated with officials in every way possible, all in good faith and trusting that their views would be considered. She noted the main goal is the recognition that safety is a serious issue. While the DelCan report states as an objective the increase of safety for all users, it seems to totally ignore this goal. There are extremely high volumes in peak periods, i.e., one vehicle every 10 seconds, and 83% are traveling at speeds greater than that posted. Mrs. Thompson said she was dismayed at the wording “some residents may be opposed” when the petition shows almost 100% of residents are opposed. She referred to the statement “residents...felt that buses along this roadway would add to their current concerns about overall traffic and safety...a total of 12 objections were received including one petition of 59 names”, positing this seems to minimize the significance of the petition and residents’ concerns. Mrs. Thompson felt the need to serve destination points is carried too far, citing as example the fact that all three entrances to the new high school will be served. She recognized that South Nepean is growing and some of the Transplan recommendations are viable but not the one for Fable Street. She pointed out there is no evidence of any kind that buses on the street will reduce traffic, and she asked how staff could state that the objective of reduced automobile traffic will be met. Mrs. Thompson said that, to many residents, “cross community circulation” means nothing more than unregulated traffic flow based on haste and personal convenience, without regard for speed limits, stop signs or one’s neighbours. She requested that a traffic study be done after the completion of the Fallowfield Station, then, if data warrants, give buses a trial period as is being proposed for route 181. She concluded her presentation by saying residents have made every effort to be heard and hope they have made it clear theirs is not a selfish or trivial reaction. Residents are counting on the Committee showing good judgment and leadership in this matter.

Commissioner L. Davis asked what measures were in place to address the “rolling stops” and whether many complaints have been received about this. Mike Bellinger, Director, Transit Operations, said drivers are trained to come to a full stop at signal lights and stop signs and he expressed his concern at the behaviour shown in the video. He noted, however, that he has not received many complaints about this happening. Commissioner Davis suggested to the representatives that they need to call OC Transpo and log their complaints, and this will help their elected representative deal with the problem. Replying to further questions on the work of the inspectors, Mr. Bellinger said they look for all infractions and rely on residents to focus their attention where infractions occur. Drivers are issued notices and additional supervisory staff is placed in problem areas. Commissioner Davis wanted it clarified what the delegation is requesting. Mrs. Thompson replied there is frustration with the seeming indication that the matter has already been decided regardless of all input. The delegation wants to make it clear that bus service on Fable Street is not wanted, now or ever.

The Committee Chair, A. Loney, said he has communicated to OC Transpo that bus drivers who go through stop signs should be charged by the police as any other citizen would be charged. Commissioner H. Kreling, Chair of the Police Services Board, indicated he would advise officials of the West Division about the rolling stop problem and request that a traffic unit be assigned to assist with the problem in this area.

Commissioner J. Legendre asked what were the safety concerns about having a bus on the street, aside from the problem of rolling stops or non-stops as illustrated in the video. Mr. Aubé replied that safety is one factor of the argument. Traffic volumes on Fable Street during peak periods are one car every six seconds and one every ten seconds afterwards: when backing out of their driveways, drivers have to cross the sidewalk and watch for vehicles coming from either direction every six seconds. Mr. Aubé added there is no evidence that increased ridership will result from the change of route: residents contend volumes will remain the same, in addition to the buses.

At the request of Commissioner McGoldrick-Larsen, Dr. Gault commented on the points raised by the delegation:

- the problem with buses coming to a “rolling stop” at the intersection will be addressed;
- the lack of consultation: leaflets were delivered door to door, especially on Fable Street. Staff in attendance at the Walter Baker Centre Open House included the Supervisor of Transit Planning, another Transit Planner, the Head Scheduler, Customer Service representatives and one uniformed Supervisor. This is a good cross-section of staff to hear and understand people’s concerns;
- 400 meters is the maximum walking distance to a bus stop: in reality, most people are within 200 meters;
- sending three buses to the high school at the beginning and the end of the day provides added benefits and flexibility for the students served by the 600 series buses;
- OC Transpo has been unable to ascertain what the lettering on the sidewalks represents and is not responsible for putting it there;
- The intent was not to ignore the comments made regarding route 181. The public consultation process is to listen to concerns, to discuss issues. The recommendations were made to provide the best transit service for the rapidly-growing community of Nepean.

Councillor McGoldrick-Larsen asked for a brief overview of the Nepean Traffic Study as it relates to current volumes on Fable Street. Ms. Heather Sanders, Supervisor, Transit Planning, said Fable Street does have high traffic volumes, however a number of Barrhaven streets face the same situation. Replying to a question from the Councillor, Ms. Sanders said the City of Nepean has designated Fable Street a collector and it is well within the parameters of collector streets. Councillor McGoldrick-Larsen asked whether OC Transpo would consider eliminating the 600 series if there were better connectivity and if regular bus routes were there to serve the community. Ms. Sanders said there is the potential for this, however staff would need to assess whether the overall number of buses can be reduced. Councillor McGoldrick-Larsen asked that staff comment on the re-routing of 170 onto Sherway to the turn-around at the Walter Baker Centre suggested by the residents. Ms. Sanders said this would double the amount of service on Sherway all day. In addition, there have been violations and enforcement problems with the turn-around loop in the past, restricting the movement of OC Transpo vehicles through there.

Chair Loney asked whether it was staff's understanding that traffic volumes on Fable Street are within the accepted norms in the City of Nepean for that type of collector road. Dr. Gault replied this was the case. She added, in response to a further question from Chair Loney, that the bus stops would be located adjacent to the park and to the high school and not in front of residences.

Commissioner Legendre presented a Motion on behalf of Commissioner McGoldrick-Larsen, calling for route 170 to be established on a one-year trial basis, with a report back to Committee assessing ridership and the functionality of the route. In addition, the Motion requests that the bus stops to be installed adjacent to the park and to John McRae High School.

Speaking to the Motion, Commissioner McGoldrick-Larsen said the concerns of Fable Street residents must be weighed against the greater benefit to the community. She acknowledged that there is a high volume of traffic and that most residents feel there should be no buses on Fable Street. The Councillor said that, as part of the consultation process, she delivered flyers and kept residents informed at different stages of the debate. She continued by saying that the population of South Nepean is projected to grow to 50,000 in the next five years and with this growth come transportation needs. The Regional Official Plan, and the Transportation Master Plan call for priority to be placed on public transit, cycling and walking within communities. In light of the instability of transportation infrastructure funding, and also from an environmental perspective, everything must be done to increase transit ridership. Councillor McGoldrick-Larsen pointed out that ridership in South Nepean is between 12 and 13%, compared to 15% in Kanata and 30 to 35% in Orléans: this means that better services have to be provided to meet the transportation needs of all residents.

Councillor McGoldrick-Larsen acknowledged this is a difficult situation for the residents of Fable Street. She suggested that the Nepean Public Works Committee consider, as part of its review of the DelCan report, the possibility of installing a restricted light at the corner of Jockvale and Fable, as was the case prior to the construction of Hunt Club Road, at the corner of Woodroffe and Knoxdale. This measure may help resolve traffic issues on Fable Street. Councillor McGoldrick-Larsen concluded by saying that most of the elements of Transplan 2000 have been positively accepted and welcomed by the community. She asked for the Committee's support for routes 176 and 181, both of which will improve access to schools, shopping and employment centers such as Nortel and the Kanata North Business Park. Councillor McGoldrick-Larsen thanked the planning group, the residents and those who participated in the Transplan 2000 Working Group she assembled to ensure public consultation and improved service to all residents of South Nepean.

Commissioner Doucet described the traffic situations in Capital Ward, where he posited that the greatest danger to children, adults and property values comes from cars, not from buses. He said he saw the Fable Street situation as being a car problem, not a bus problem. He thought the idea that there needs to be more roads and more parking lots will only lead to endless frustration and to additional traffic problems.

Commissioner Legendre put forward the view that some of the very best drivers in the Region work for OC Transpo. Candidates go through rigorous training and are not even considered if they have blemishes on their driving record. Commissioner Legendre said he was pleased to see that the delegation recognizes that a lot of unsafe driving practices come from their neighbours because this gives them an opportunity for community action. He indicated he would be supportive of the community approaching the Police Services Board asking for police assistance to sensitize the community. Commissioner Legendre advanced the view that No Through Traffic signs are not enforceable and invite drivers to disregard the rules of the road. He said he could not understand how removing some of the best drivers from the roads and encouraging poor drivers to use their cars would make the roads safer. With respect to the proposed route 181 Saturday shopping service, Commissioner Legendre said he would prefer that the Committee receive a report prior to any decision being taken about the service as opposed to empowering staff to make this decision.

Chair Loney began by thanking Commissioner McGoldrick-Larsen for the effort she has put into the Transplan 2000 process, especially with respect to the situation on Fable Street and also for some of the other major intersections causing problems in South Nepean. He continued by saying that perception is reality but the public's perceptions will have to change. Through the democratic process of developing both the Regional Official Plan and the Transportation Master Plan, decisions have been made not to build roads, rather to put funding for the next 20 years into increasing transit ridership and encouraging alternate modes of transportation.



Chair Loney said most elected officials are convinced that just building roads means having to multiply costs four to five times, as opposed to trying to get only 20% of commuter traffic onto buses. Failure to reach this goal will have a negative impact on people using their cars. Chair Loney pointed out that OC Transpo is cumulatively running ahead of projections, however this will become more difficult as time goes on. While there are more people using public transit, buses are getting crowded, and larger vehicles will be needed as soon as possible. Chair Loney expressed support for the Motion, noting route 170 will either prove itself in a year or it won't: if not, it should be part of the review process in 2001.

Moved by J. Legendre

1. **That the Transit Services Committee recommend the Commission approve the service plans for Kanata and South Nepean summarized in Table 1, as amended by the following:**
  - a) **That Route 170 be on a one-year trial basis with a report back to the Transit Services Committee for review.**
  - b) **That bus stops be located adjacent to Mowat Park and to John McCrea High School.**
2. **That the service changes be implemented in Kanata in September, and in South Nepean as shown in Table 2.**

CARRIED, as amended

2. ANNUAL PERFORMANCE REVIEW  
- General Manager's report dated 15 May 00

**That the Transit Services Committee receive this report for information.**

RECEIVED

3. SCHEDULE OF SUMMER MEETINGS  
AND COMMISSION CHAIR'S DELEGATED AUTHORITY  
- General Manager's report dated 3 May 00

1. **That the meetings scheduled for 26 July and for 23 August 2000 be cancelled.**

2. **That Delegated Authority be given to the Commission Chair to award those contracts that would normally be awarded at the canceled summer meeting(s).**

CARRIED, as amended

4. ATTENDANCE AT CANADIAN URBAN TRANSIT ASSOCIATION ANNUAL CONFERENCE  
- General Manager's report dated 4 May 00

**That the Transit Services Committee approve the attendance of Commissioner Linda Davis at the Canadian Urban Transit Association (CUTA) Annual Conference and National Bus Roadeo to be held in Victoria B.C., 3 to 7 June 2000.**

CARRIED

5. TRANSITWAY LANDS – BASELINE AVE. & WOODROFFE AVE.\*  
- Committee Co-ordinator's report dated 16 May 00  
- Commissioner, Planning and Development Approvals Department report dated 18 May 00

Mr. Brendan Reid, Head, Transportation Planning, began by saying the report deals with the protection of property for long-term needs relative to the Southwest Transitway, the future configuration of the Baseline transitway station and other infrastructure. Mr. Reid provided background information on the acquisition of approximately 70 acres of land in the vicinity of the Baseline transitway station from the National Capital Commission. He noted that, at the time, the property was being protected for the Inner Ring Road, a roadway that was subsequently removed from the Regional Official Plan (ROP), leaving more property available than is required.

Mr. Reid said staff examined two concepts relative to the best configuration for the future Southwest Transitway and the Baseline station. These are identified and detailed in the report as Concepts 1 and 2. Staff has concluded that the better of the two concepts (Concept 1) would keep the transitway tight to Woodroffe Avenue and allow for the future reconfiguration to take place primarily on the same side and at the same location. This would release the surplus property to the west for more immediate development.

Mr. Reid pointed out that the transitway station and the surrounding lands are in a Primary Employment area. The ROP policies about development in the vicinity of transitway stations call for dense development as close as possible to the station and to the Baseline/Woodroffe node. The Region and the City of Nepean are working on a secondary plan for the area that will recommend densities on various blocks to ensure a high number of jobs and the corresponding transit modal shares. Mr. Reid said the

following assumptions have been made: first, extending the transitway to Barrhaven will require grade separation and station reconfiguration and, secondly, the extension of Navaho Drive west of Woodroffe will also require grade separation to eliminate conflicts between cars and buses.

Councillor R. Cantin asked who would pay for the extension of Navaho Drive. Mr. Reid replied that the developers, through Regional Development Charges (RDC) would make the appropriate contributions: Navaho Drive will be a public road when constructed. Councillor Cantin wanted to know whether grade separation of the transitway would be expensive. Mr. Reid confirmed this would be the case. He pointed out that, for a long while, transitway service to Barrhaven will be provided through lanes on the Woodroffe corridor, but eventually, with future growth, the fully grade-separated transitway, including the Baseline Station reconfiguration, will be required.

Councillor J. Legendre asked whether access to Parcel N2 remains a problem under Concept 1. Mr. Reid replied in the affirmative. He agreed with the Councillor that lowering the transitway will provide opportunities to connect, through air rights, parcels N1 and N2. Councillor Legendre inquired about the process for divesting the Region of such a large property. The Director, Property Services, Rob Ennor, responded that staff has been discussing with Arnon Corporation, the owner of adjacent parcels, the possibility of their purchasing parcels M and N, but not parcel N2. Mr. Ennor, replying to a further question from Councillor Legendre, said only one buyer is being considered. A report on this matter will be presented to the Corporate Services and Economic Development Committee on June 6<sup>th</sup>.

Councillor M. McGoldrick-Larsen asked whether the cost of putting the transitway below-grade and redeveloping the transit station are identified in any capital budget. Mr. Reid replied in the negative, adding these projects are outside the ten-year capital program. He pointed out that what is now being developed is the preliminary version of the Southwest Transitway. Mr. Reid added that one positive thing about this project is that it lends itself well to phasing over a long period of time, delaying the need for major capital investment.

Councillor McGoldrick-Larsen wanted to know what measures the secondary plan will contain to limit parking in the area and to maximize transit at the Baseline Station. Don Herweyer, Senior Project Manager, Planning and Development Approvals, said the Draft Secondary Plan requires that the maximum parking ratio apply to these lands. He explained that "maximum parking" is really the minimum of parking that can be provided and is a requirement of most zoning by-laws. Councillor McGoldrick-Larsen wondered whether there was, as part of the secondary plan, any discussion about building the transit station inside a commercial development. Mr. Herweyer reiterated comments made earlier about possible future air rights over the transitway. Councillor McGoldrick-Larsen indicated that, from her experience of secondary plans, this kind of facility is better planned at the conceptual phase as opposed to making it a possibility for the future.

Councillor Cantin asked why the Region wasn't considering a long-term lease for the property and the air rights as opposed to selling it outright. Rob Ennor responded by saying staff looked into the concept of developing access from Woodroffe Avenue to the lands at the rear, but no one who was approached responded positively. Mr. Ennor clarified he was not saying this couldn't happen but it would not happen in the short or medium term. Staff also explored the possibility of a lease with the abutting owners but they were not amenable, for financial reasons. In the meantime, the adjacent owner is interested in quickly proceeding with a project for a major tenant.

Councillor Cantin inquired what would prevent the Region from moving the transitway station to that location when it is rebuilt. The Chair of the Transit Services Committee, A. Loney, indicated the main reason this item is before the Joint Committees is to decide whether the transit station should remain where it is or be moved back: these were the alternatives explored by staff. Chair Loney said he approached some development companies several years ago to see whether there was any interest, but they all seemed to feel that the configuration of Woodroffe Avenue and the proximity to Baseline Road limited access. He added that everything is predicated on the Navaho Drive Extension since it would be used to service the inner blocks. Chair Loney noted that the City of Nepean has already protected some land for the extension from the first phase of the Nortel project and has earmarked funds from development charges to build the roadway. The funds would come from the new City and represent a combination of development charges from the City of Nepean and from the Region.

Councillor Cantin asked whether Nortel has been approached to see if it is amenable to having the transit station within its building. Chair Loney spoke of meeting with the developer, Arnon, and with Nortel executives, and of voicing his reservations about the project. He posited it doesn't make sense to sell or encumber any of the land until a decision is made about where the station will go ultimately. If the land is sold, the Region may have to expropriate it in the future. Chair Loney stressed the importance of ensuring that the right location is closest to Woodroffe Avenue.

Councillor Cantin pointed out that transit developments at the St Laurent Shopping Centre, Place d'Orléans and the Riverside Hospital are all success stories. He posited that the best use is to have a transit station integrated into a large employer's building, and this is what the Region should try to do with this development. Councillor Cantin felt the Region has the upper hand, since the developer is eager to proceed and Nortel is a known supporter of transit. Chair Loney indicated that the report recommendations would confirm the location of the transit station as essentially where it is now, leaving the Region free to dispose of other pieces of property adjacent to it.

After further discussion, the following recommendations were considered:

Moved by H. Kreling

**That the Transportation Committee and the Transit Services Committee recommend Council and the Ottawa-Carleton Regional Transit Commission approve:**

- **The protection of property to achieve the long-term grade separation of the Southwest Transitway and Baseline Transitway Station as illustrated in Exhibit 1 (representing Concept 1);**
- 2) **The protection of property for the right-of-way for the extension of Navaho Drive west of Woodroffe Avenue to Constellation Drive in order to facilitate the maximum development of the Baseline-Woodroffe Primary Employment Centre as illustrated in Exhibit 1.**

CARRIED

YEAS: W. Byrne, H. Kreling, J. Legendre, M. McGoldrick-Larsen, A. Loney 5  
NAYS: C. Doucet, R. Cantin 2

\* *This item was considered at a Joint Meeting of the Transportation Committee and the Transit Services Committee on 24 May 2000 under the title "Baseline Transitway Station: Property Protection for Future Grade Separation".*

6. UPDATE ON PARATRANSPO SERVICE  
- Committee Co-ordinator's report dated 15 May 00

Mr. Pat Larkin, Director, Paratranspo Services, began by saying OC Transpo is on target to provide at least 20,000 more trips than last year, partially due to the budget increase which has just been approved by the Ottawa Transition Board. Mr. Larkin presented the following data comparing statistics from January to April 1999 to the same period in 2000:

- 9000 more actual trips provided, 3000 attributable to the increased budget and 6000 attributable to productivity increases;
- trip refusals are down to 3.3% from 4.3%;

- Customer cancellations are down to 12.2% from 14.8%; this represents same-day cancellations and the change is mostly due to the cancellation policy put into effect;
- The number of no-shows decreased from 4.1% to 2.5%, also attributable to the cancellation policy;
- The hours of service are up by 1300, primarily due to the budget increase.

Mr. Larkin continued by saying that 1999 was not a good year for Paratranspo: a new booking system was implemented and the many road construction projects had a negative impact on productivity. The increased productivity noted may be attributable to the fact that these problems do not exist in 2000. Mr. Larkin indicated that kilometers have increased significantly, however staff are working with the consultant to address this problem.

Ms. Larkin spoke of two initiatives currently underway, the review of Paratranspo's eligibility criteria and the development of the taxi pilot project approved during the 2000 budget deliberations. Recommendations on a new eligibility criteria process will come before Committee in June. With respect to the pilot project, the intent is to use taxis for medical trips only, and only when the current contractor can't handle the trip effectively. Mr. Larkin said he hoped the pilot project would be operating early in the Fall. He indicated that municipal boundaries present a difficulty, pointing out that it is extremely difficult to set up the project when taxis can only pick-up clients in the municipality in which they are licensed. Responding to a comment from Chair Loney, Mr. Larkin agreed one possibility would be to run the pilot project only within the current City of Ottawa.

Commissioner J. Legendre, referring to staff's intention to use taxis only when the current contractor can't provide the trip, expressed concern this will make taxis less than fully occupied and will hamstring the pilot project. In addition, it will not show the exact numbers or whether or not the pilot project was well received. The Commissioner said he would prefer not to have this fetter placed on the project. Mr. Larkin posited that opening up the pilot project for other trip purposes means OC Transpo will rapidly run out of resources.

Chair Loney asked that staff clarify who can use the transitway facilities for Paratranspo service. Mr. Larkin replied that all Paratranspo drivers have been trained to use the transitway. All the buses operated by Paratranspo can use it but the cars engaged in providing service cannot. The Director, Planning and Development, Dr. H. Gault, said the rationale behind a phased-in approach is that the larger vehicles mix well with the regular buses on transitway facilities. She added there is the possibility of extending permission to cars in the future, but staff want to see how things go and what benefits this will bring. Chair Loney said he could not see why a distinction is being made between large and small vehicles when the drivers have all been trained.

Dr. Gault agreed that authorization could be extended to cars under the same guidelines. Mr. Larkin added that this change has been well received by both the contractor and by Paratranspo clients.

The Committee then considered the following Motion:

Moved by H. Kreling

**That all marked Paratranspo vehicles, operated by individuals who have been properly trained, be authorized to use the transitway facilities.**

CARRIED, as amended

On behalf of the Committee, Chair Loney directed staff to release the report on Paratranspo's eligibility criteria as widely as possible and as soon as possible to allow for public input. It was also suggested that the report be posted on the Region's web page.

#### ADDITIONAL ITEMS

7. **INSTALLATION OF DEDICATED EXHAUST SYSTEM**  
**MERIVALE GARAGE- BODY SHOP \*\***  
- General Manager's report dated 18 May 00

**That the Transit Services Committee recommend the Transit Commission approve the installation of a Dedicated Exhaust System at Merivale Body Shop, at an estimated cost of \$325,000 as follows:**

<b>Installation</b>	<b>\$300,000</b>
<b>Engineering Design</b>	<b><u>25,000</u></b>
<b>Total</b>	<b>\$325,000</b>

CARRIED

Moved by J. Legendre

**That the Commission be requested to waive the requirements of the Rules of Procedure and consider this item on 24 May 2000.**

CARRIED

8. CONTRACT AWARD:INDOOR AIR QUALITY PROJECT  
MERIVALE AND PINECREST GARAGES  
- General Manager's report dated 23 May 00

**That the Transit Services Committee approve the award of the contract for consulting services to Morrison Hershfield for design of the Phase II upgrades to the ventilation system at the Merivale and Pinecrest garages as part of the project approved in the 2000 Capital budget. The cost of the contract is \$76,625.**

CARRIED

#### INQUIRIES

1. STROLLERS ON BUSES (Commissioner W. Byrne)

What is OC Transpo's policy with regard to strollers on buses and where they should be located on the bus? Is there a different policy for peak hour service? What training is given to bus drivers with regard to strollers and assisting passengers with strollers to board? Are bus drivers instructed to kneel low floor buses to assist passengers with strollers? Is the employee "work book" of directives issued to drivers kept on the vehicles? Does it address the issue of strollers and if so, what direction does it provide?

2. RESPONSES TO CORRESPONDENCE/REQUESTS FOR INFORMATION  
(Commissioner W. Byrne)

Commissioner Byrne expressed her concern about the directive that all Commissioners' inquiries be channelled through the General Manager's Office. She asked to be provided with the directive in writing, expressing a concern that a new bureaucracy is being created and this will reduce response times which to date have been acceptable. She requested the following information: what is the turn-around time for responses from correspondence/requests to OC Transpo staff from Commissioners? Chair Loney asked that staff bring provide an information report on this issue at the next meeting.

3. NEW ORCHARD/PARKWAY BUS STOP (Commissioner W. Byrne)

How quickly can an information pamphlet be made up and distributed? What is the expected ridership at this bus stop? What are the expected revenues from this bus stop? What is the estimated cost of constructing the bus stop? At what point will the revenues from the bus stop pay for the cost of constructing it? Dr. Gault indicated there would be a lot of demand on OC Transpo service in June, however she believed staff would be able to produce a leaflet for distribution by the end of that month or in early July 2000.



OTHER BUSINESS

1. INTERNAL COMPETITIONS AND LANGUAGE OF CHOICE FOR TESTING

Commissioner J. Legendre asked that staff report back on the rights of OC Transpo's employees, when competing for an internal competition whose primary language requirement is English, to be tested in their language of preference. He indicated that an employee who was refused this right has submitted a grievance. Commissioner Legendre said he thought this matter had been resolved but it has not, and he contended that the grievance has been shunted aside. Chair Loney suggested that this matter be the subject of a future report to Committee.

2. RECENT "STING" OPERATION RE: FRAUDULENT USE OF BUS PASSES

Commissioner J. Legendre made reference to an incident that occurred at MacArthur School involving a "sting" operation relative to the fraudulent use of bus passes. During the operation, regular service was interrupted, causing considerable inconvenience to regular customers, including young students who had to be bused to the St Laurent Shopping Centre. The Commissioner asked that, in the future, OC Transpo show more consideration to its clients when activities of this kind are taking place.

GENERAL MANAGER'S REPORT

The Acting General Manager, Dr. H. Gault, reported on the following:

1. As in previous years, Canada Day Service will be free after 9:00 p.m, in cooperation with the Société de transport de l'Outaouais (STO).
2. WWII Veterans will be allowed to ride free on May 28 when the ceremony for the Repatriation of the Remains of the Unknown Soldier is to be held at the War Memorial.
3. OC Transpo will join other transit properties across Canada for Clean Air Day to be held on June 7 2000 on Parliament Hill.

ADJOURNMENT

The meeting adjourned at 12:00 p.m.

---

CHAIR

---

COORDINATOR