



**Rawlson King**

**Councillor / Conseiller,  
Rideau-Rockcliffe**

Policy Position on  
Bus Route Optimization

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## Introduction

As your City Councillor, I continue to advocate for reliable transit service. This position paper focuses on optimizing OC Transpo bus routes in Rideau-Rockcliffe Ward to enhance efficiency and improve passenger experience. It will explore the challenges with current routes that serve our area and the importance of route optimization for the main bus routes which serve this Ward. Additionally, this position paper will showcase the benefits of optimization, such as reduced travel time, improved reliability, and increased ridership.

## Guiding Priorities

Following adopting the 2023 budget, OC Transpo is reviewing all bus routes in preparation for the launch of Stage 2 of the light rail transit system.<sup>i</sup> As ridership patterns have changed due to the pandemic, OC Transpo has committed to modernizing and optimizing bus service to reflect the reality of increased remote work. This commitment involves evaluating new travel patterns to determine how people need to get around their community.

As OC Transpo works to make changes to the bus network, it must abide by a set of guiding principles that include:

- 1. Reduced Traffic Congestion:** Effective urban bus service can significantly reduce the number of private vehicles on the roads, which helps alleviate traffic congestion. With more people opting to use buses, fewer individual cars will contribute to gridlock and delays. This reduction can lead to faster commute times and more efficient transportation for everyone.
- 2. Improved Air Quality and Environment:** A well-organized urban bus service encourages people to choose public transportation over private cars, reducing emissions and pollution. As a result, the overall air quality in the city improves, leading to better health outcomes for residents and a positive environmental impact. These align with the goals of sustainability and combating climate change.
- 3. Enhanced Accessibility and Social Equity:** Effective urban bus services can enhance accessibility and provide a more equitable transportation option for all residents, regardless of income level or physical abilities. By offering affordable and reliable public transportation, buses enable individuals who cannot afford private cars or have limited mobility to access education, job opportunities, healthcare, and other essential services. This fosters inclusivity and social cohesion within the community.

## Equity in Transit Services

As Council Liaison for Antiracism and Ethnocultural Relations, I always acknowledge that access to transit and active transportation must be fundamentally viewed as an equity issue. Every person in the City moves around the City, and they do that on sidewalks and roads owned by the City or transit run by the City.

In Rideau-Rockcliffe, portions of the Ward experience 'low-income prevalence' at more than twice the rate of Ottawa as a whole<sup>ii</sup>; it is even more important to consider that transit reliability, or a lack thereof, disproportionately affects people living in poverty. An individual's other intersectional identities may further compound how they experience issues with transit reliability. Immigrant populations are more likely to work multiple jobs with lower numbers of car ownership. Seniors experience higher requirements for accessibility, and women, racialized or visibly religious people, may have more safety concerns. All these intersectional identities can compound the transit experience and make service reliability issues even more acute.

Research from the University of Toronto indicates that when traditional forms of marginalization, like a member of a racialized community, intersect with transport disadvantages, such as being unable to afford a car, this results in transport poverty. A study across four different Canadian municipalities funded by the Social Sciences and Humanities Research Council of Canada (SSHRC) about the causes of transportation poverty and how to address it is underway. It has been gathering information since 2021.<sup>iii</sup> While drawing comparisons to American examples is always to be exercised with caution, research indicates that the "suburbanization of poverty" has created problems in providing equitable transportation.<sup>iv</sup> As Ottawa aspires through its new Official Plan to become a City comprised of 15-minute neighbourhoods, especially during the winter months, access to fast and reliable transit is ever more essential to ensure that all residents, regardless of their identities, can benefit from the "15-minute neighbourhood" concept and indeed, are not disadvantaged if they do not have private transportation.

The City of Ottawa's Women and Gender Equity Strategy framework indicates that the City must recognize women's particular transit needs and improve mobility options.<sup>v</sup> Women are more likely to take non-work-related transit trips and are more likely to "trip-chain" (whereby they complete several tasks within one transit trip). Fundamentally, transit reliability is an equity issue with critical gender dimensions.<sup>vi</sup> It is also important to acknowledge the need for enhanced accessibility. Though this paper focuses on the City's bus route optimization exercise, it is essential to realize that ParaTranspo users equally require equity in service reliability and service performance, which requires more equitable investment in ParaTranspo services vis-à-vis the City Budget.

## Service Performance

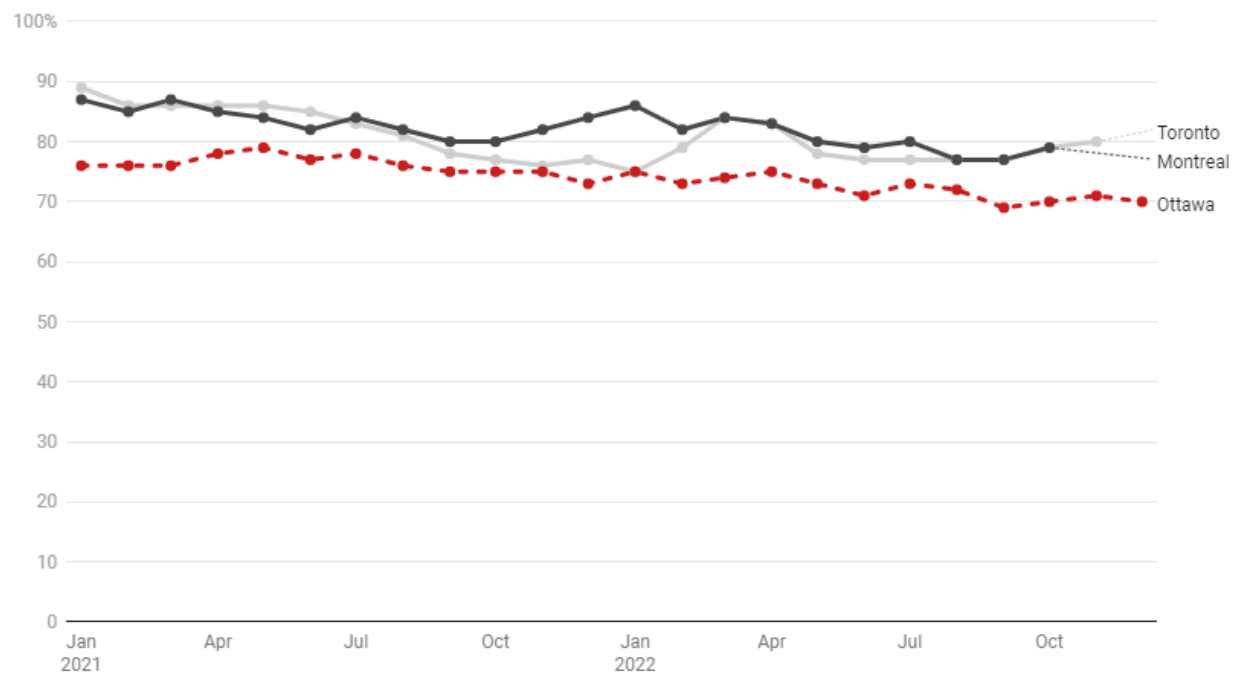
To achieve the guiding priorities of reduced traffic congestion, improved ecological standards, and enhanced accessibility and social equity, OC Transpo must make the proper investments in Ottawa's bus network to improve its service performance and reliability to retain and grow ridership.

It is important to acknowledge that service performance has been a historical challenge for the transit agency. Anecdotal discussions with commuters in Rideau-Rockcliffe have highlighted decreases in bus performance and service quality over the past decade. Although OC Transpo has stated that its service is 97 percent reliable at the macro level, residents regularly report bus delays and cancellations, negatively impacting their commutes. Compared with Montreal and Toronto, Ottawa's bus system has been statistically found to be routinely less reliable than some significant counterparts. Between 2021 and

2022, OC Transpo buses were on time 74 per cent of the time. In Toronto, the figure sat at 81 per cent and in Montreal, at 82 per cent. This comparison of on-time bus performance based on respective transit agency data demonstrated that bus service in Ottawa is consistently less punctual than in those other metropolitan areas.<sup>vii</sup>

## Bus on-time performance, 2021-22

Compared with Toronto and Montreal, Ottawa bus service is consistently less punctual.



"On time" is defined in Ottawa and Toronto as less than five minutes late and less than one minute early. Montreal authorities consider busses late after just three minutes. Ottawa data excludes routes served every 15 minutes or less. Montreal data ends in October 2022, Toronto data in November 2022.

Chart: Capital Current • Source: OC Transpo, Toronto Transit Commission, Société de transport de Montréal • [Get the data](#) • Created with [Datawrapper](#)

Consequently, OC Transpo must provide more efficient and sustainable transportation service to Rideau-Rockcliffe residents by establishing better connectivity to our communities and implementing effective optimization measures.

Creating better service will require more significant investment. OC Transpo, however, is utilizing its ongoing service review to find savings, which includes "alignment of bus routes to current ridership levels and patterns."<sup>viii</sup> With current budget pressures, OC Transpo will likely recommend service reductions during the 2024 Budget process.

In a Finance and Corporate Services Committee report, City staff noted that "Of all City services, the greatest financial challenge in 2024 is for the OC Transpo transit network. OC Transpo continues to face financial pressures as the service realigns to the changing ridership needs and new services such as O-Train Lines 2 and 4."<sup>ix</sup> Because of remote and hybrid work, ridership and fare revenue remain low. The report says 2024 will see the City lose \$35 million in fare revenue. Staff has previously indicated that the OC Transpo deficit in 2023 will be \$39 million.

Furthermore, the report by City staff indicated that “[i]n 2024, OC Transpo will have new costs from the operation of the new O-Train Lines 2 and 4, anticipated to open later this year, in addition to annual inflation, contract settlements, increases in contractual commitments, and contributions to capital.”<sup>x</sup>

Fiscal challenges and a commitment to no more than a 2.5 per cent increase in 2024 to both the transit fare structure and the transit levy by Council will mean that the bus route optimization exercise undertaken by OC Transpo will effectively be a service reduction exercise due to the transit agency's sizable deficit and proposed below-inflation operating increase. For this reason, I voted against this year's Budget Direction at both the Finance and Corporate Services Committee on September 5, 2023, and Council on September 13, 2023, and as recommended by City staff since I have heard very clearly from Rideau-Rockcliffe residents that their desire is for both expanded bus service and higher levels of service reliability. Service reliability and improved bus service can only be achieved with increased funding.

## 2023 Ward 12, 13 and 14 Transit Use Survey

In April 2023, my office, in partnership with Somerset Councillor Ariel Troster and Rideau-Vanier Council Stéphanie Plante, launched a survey on transit use concerning Wards 12, 13 and 14. While non-scientific, the survey provided crucial data on travel patterns, commuting habits, and transportation needs of residents within our respective wards.

The survey had 600 participants and found that most respondents believed that "reliability of the service," "availability of service," "length of commutes," and "inconvenience of routes," were the principal challenges affecting transit services in Ottawa. Many survey respondents said that scheduled bus service often arrived five minutes beyond the expected time.

Survey respondents also said that taking daily alternative modes of transportation is often more convenient than relying on bus service. This constitutes an additional pressure on ridership since "unreliability" is an accelerating reason why many residents avoid public transit. This trend began after the 51-day bus strike in 2008 and reached its nadir with the faulty implementation of light rail transit. Even before the debut of LRT, residents had complained about bus service reliability in Rideau-Rockcliffe, with even low-income residents anecdotally indicating a modal shift to more expensive private transportation companies, such as Uber and Lyft, which offer pre-arranged rides through booking and purchase via a mobile phone app. This shift is undesirable, as research from the Urban Institute indicates that even when people disadvantaged by unreliable transit resort to alternatives such as ride-hailing, the proliferation of such service ultimately leads to growing traffic congestion.

Despite these challenges and a reduced number of respondents indicating that they used bus service to get to work due to hybrid work arrangements, the survey found that a vast plurality of survey respondents continue to use public transit "to run errands or attend appointments", "to attend social engagements" and due to "lack of vehicle ownership or accessibility". Survey respondents and attendees of the Wards 12, 13 and 14 Transit Townhall on May 10, 2023, expressed a willingness to utilize bus service despite on-going challenges with light rail transit.<sup>xi</sup> However, they noted that their

number one priority was bus reliability.

Residents said urban bus reliability is paramount to Ottawa's transit network for several compelling reasons, including the fact that reliability directly impacts our public transportation systems' efficiency, convenience, and overall effectiveness. Without service reliability, OC Transpo will not be able to improve its ridership, which still lags below pre-pandemic levels, according to OC Transpo data.

## OC Transpo ridership still lags below pre-pandemic numbers

Despite a return to a new normal, OC Transpo's ridership has yet to recover. The number of riders each month remained well below 85 per cent of pre-pandemic levels, sitting at less than 70 per cent.



Ridership consists of the number of customer trips on conventional (bus and O-Train) transit.

Chart: Capital Current • Source: OC Transpo • Get the data • Created with Datawrapper

## Service Reliability

Despite a return to a "new normal" after the conclusion of the public health emergency caused by the COVID-19 pandemic, OC Transpo ridership has not yet recovered. In May 2023, the Transit Commission learned that O-Train Line 1 and conventional bus ridership only reached a peak of six million customer trips in March of 2023. While this level of transit usage is the highest ridership seen since 2019, representing an increase from 4.4 million in March 2022, it still falls sharply below the over eight million customer trips which occurred in January 2019.<sup>xii</sup>

Suppose customer ridership levels will be restored and exceed 2019 levels, notwithstanding LRT challenges. In that case, it will be crucial for bus reliability to be improved - especially concerning increased bus frequency, lower delay and cancellation, and restoration of previously cancelled routes, especially interconnected schools, downtown and light rail stations.

Residents have told my office that the key reasons why bus reliability is crucial include:

- 1. Accessibility and Mobility:** Buses serve as a lifeline for many residents, providing essential mobility to people who may not have access to private vehicles. Reliable bus services ensure individuals can rely on public transportation to work, school, medical facilities, and other essential destinations. This accessibility is vital for individuals with limited mobility, low-income populations, and those living in areas with inadequate alternative transportation options.

**2. Attracting and Retaining Riders:** OC Transpo's success relies on attracting and retaining passengers. When buses are reliable, people are likelier to choose public transportation over private vehicles or ridesharing services. A consistent and dependable service fosters trust in the system, encouraging passengers to use it regularly, which, in turn, contributes to reducing traffic congestion and greenhouse gas emissions.

**3. Efficient Traffic Flow:** Congestion on urban roads is a major challenge for our city's planners. Reliable bus services can help mitigate this issue by encouraging more people to use public transportation. When buses adhere to predictable schedules, they can maintain a steady flow of passengers, preventing overcrowding at certain times and reducing the risk of delays caused by boarding congestion.

**4. Economic Impact:** Public transportation plays a vital role in driving economic activity in cities. Workers, students, and consumers rely on buses to access jobs, education, and businesses. By offering reliable bus services, cities can enhance economic productivity and attract investment, as employers and investors value a well-connected and accessible urban environment.

**5. Environmental Benefits:** Public transportation is generally more environmentally friendly than individual car use. By promoting the use of reliable buses, cities can reduce the number of single-occupancy vehicles on the roads, leading to lower emissions and improved air quality. This supports sustainability efforts and helps combat climate change.

**6. Social Equity:** Reliable bus services contribute to social equity by providing an equal opportunity for transportation to all residents, regardless of their income or location. Public transportation is often more affordable than owning a private vehicle, making it an essential option for low-income communities.

**7. Network Efficiency:** The overall efficiency of the entire transit network depends on reliable buses. When buses operate consistently and on time, it facilitates better coordination with other transportation modes, such as trains, trams, or subways. This integration enhances the overall efficiency of the transit system, making it more attractive to potential passengers.

**8. Data-Driven Improvements:** Bus reliability is measurable and trackable. Transit authorities can collect data on schedules, on-time performance, and passenger numbers to identify areas of improvement and make data-driven decisions to optimize routes and schedules. This leads to continuous improvements in the transit network's performance and better resource allocation. While the transit agency provides excellent macro performance data, residents and other stakeholders require more accurate micro performance data, especially data that is focused on bus cancellations to measure local impacts of disrupted bus schedules properly.

Residents in Rideau-Rockcliffe have noted that bus reliability is key for building a robust, efficient, and sustainable public transportation system that positively impacts lives, promotes economic growth, reduces traffic congestion and pollution, and fosters a more inclusive and accessible city. Consequently,



residents in the Ward are advocating for transit optimization to the bus system resulting in more reliable and dependable transit across all communities.

### Overbrook

Overbrook's main street is Queen Mary Street, which runs from North River Road to St. Laurent Boulevard. While mainly a residential neighbourhood, Overbrook's south end is the location of commercial and office buildings, along with a major shopping centre (St. Laurent Centre). As a high-priority neighbourhood with a high concentration of civil servants and essential workers, Overbrook residents depend highly on reliable bus service. While the neighbourhood has fast connections to downtown and LRT service, bus cancellations and delays often compromise that service. It will be essential to ensure reliable service with enhanced frequency on a go-forward basis, significantly since the Coventry Road corridor is projected to transform into a mixed residential community due to transit-oriented development in the mid-term.

### Wateridge Village

Wateridge Village is a growing community located North of Montreal Road and east of Hemlock Avenue. Designed with transit in mind and proximity to Montreal Road and Blair Station, this community is a perfect candidate for enhanced transit services, but connectivity needs improvement. Frequency and direct routing to the main transit LRT stations and bus routes to schools, downtown and local shopping locations are essential.

In March 2023, during budget deliberations, Council passed a motion I moved concerning Route 17 bus service to address concerns. The motion directs OC Transpo staff to assess the financial feasibility of restoring that peak-period, peak-direction transit service to Wateridge Village based on the current population, current and future transit ridership rates, and funding available within the approved 2023 transit operating budget. OC Transpo staff will work with my office to confirm the proposed new service's financial feasibility and implementation.<sup>xiii</sup>

### Lindenlea, Manor Park and Rockcliffe Park

Lindenlea, Manor Park and Rockcliffe Park are all communities located north of Beechwood Avenue, with access to major corridors that include Sussex Drive and St. Laurent Boulevard. Though these neighbourhoods benefit from bus service with direct downtown service, frequency and reliability remain serious concerns for these neighbourhoods, especially due to traffic congestion during peak travel periods on Beechwood Avenue.

### Carson Grove

With proximity to St. Laurent and Blair LRT stations, unfortunately for this community, depending on the time of day and where you are situated in the neighbourhood, walking or cycling to either station can be quicker than taking a bus. Only improved frequency and reliability can motivate residents in this community that leaving the car at home is a viable option.

## Issues and Concerns

Based on feedback from constituents in Rideau-Rockcliffe, several concerns have been identified concerning transit reliability.

Transit reliability provides efficient and adequate public transportation. For OC Transpo to succeed, it is essential to prioritize communication with residents and allow frequent consultations with transit riders, increasing their involvement in transit operation decision-making.

The key is consistency when it comes to transit reliability. The benefits of transit reliability include:

1. **Ridership satisfaction:** Reliable transit lets riders know if transit will arrive on time and allow them to know a posted schedule will occur as promised. Punctuality and consistency minimize travel uncertainty, resulting in higher passenger satisfaction and a positive perception of Ottawa's public transportation system.
2. **Increased Ridership:** When transit systems become consistently reliable, efficient, and predictable, people will opt for taking public transportation over owning or driving a vehicle, promoting a sustainable and eco-friendly urban environment.
3. **Economic Benefits:** Efficient public transportation allows people to access job opportunities, educational institutions, and essential services easily, promoting economic development.
4. **Social Equity and Accessibility:** Reliable transit helps create an inclusive society. It offers individuals with limited or no access to private transportation to reach essential destinations and services quickly and affordably.
5. **Environmental Sustainability:** The shift from single-occupancy vehicles to public transportation is in line with the City's Climate Change Master Plan by reducing greenhouse gas emissions and continuing the path to achieve the City's Climate Resiliency Plan.
6. **Reputation and Trust:** Reliable transit builds trust and credibility among users and is the best way to maintain a positive reputation for OC Transpo and our City.
7. **Emergency and Crisis Management:** Ottawa is seeing more and more emergencies and a need to respond to extreme weather events. Reliable transit can play a critical role. Offering support and shelter, and aid in first-on-the-scene response efforts and supports for residents stuck/or in need of quick removal. A dependable transit network during an emergency can allow for people's safe and fast movement to designated shelters or away from affected areas.
8. **Urban Planning:** Our City encourages development on land designated as transit-oriented development (TOD). Reliability would help influence developer and resident decisions to move to new developments within a TOD zone. This type of planning allows a 15-minute

neighbourhood to become a reality, promoting walkable, affordable and sustainable communities.

9. **Traffic:** If transit were consistently reliable, commuters would comfortably opt for public transportation, significantly reducing the number of cars on our roads, alleviating traffic congestion, and creating a transportation network that is more efficient with fewer delays for all users.

Based upon my office's on-going consultation with the public, there needs to be a consistent focus on enhancing the efficiency, coverage, and frequency of local bus routes to meet the needs of the residents in Ward 13.

Some of the key challenges that need to be addressed include:

- **Loss of Peak-Time Service on Route 17:** The removal of peak-time service has resulted in longer travel times, multiple transfers, and increased walking distances for Wateridge Village residents, making the service less convenient and reliable.
- **Route Changes and Unreliable Service on Various Routes:** Route 9, 12, 18, 20, and 27 have changed, have created inconsistent times, reduced coverage, and frequent instances of buses not showing up or running late.
- **Cancelled or Late Buses:** There needs to be more communication and, in the case of communication, reliable communication about cancelled or delayed buses, leaving transit riders uninformed and inconvenienced.
- **Removal of Bus Shelters and Benches:** Bus shelters and benches have been removed, leaving transit riders without shelter from the elements.
- **Frequency Reductions with Articulated Buses:** Although articulated buses permit more passengers on a bus at a time, transit riders have noted that it leads to less frequency, impacting service reliability and convenience for riders.
- **Need for Extended Service Hours:** Extended service hours have been suggested as potential solutions to improve accessibility, especially during off-peak times and in neighbourhoods with limited transit options.
- **Connectivity and Direct Routes:** There is a desperate need for better connectivity between neighbourhoods and direct routes to key destinations like St. Laurent Shopping Centre.
- **Lack of Consultation on Route Changes:** There is increasing concern about whether recent route changes and reviews are based on operational needs instead of transit riders being adequately consulted.

Residents have told my office that optimization of Ward 13 bus routes is paramount as it significantly enhances the overall effectiveness by streamlining service. Optimized bus routes increase accessibility, making public transportation more convenient and attractive to commuters, thereby promoting a modal shift from private vehicles to public transit, ultimately reducing traffic congestion and improving urban mobility.

## Essential Transit Optimization for Ward 13

The following transit optimization solutions have been submitted to OC Transpo by my office after extensive consultation with Rideau-Rockcliffe transit riders and constituents:

### **Route 9: Hurdman Station to Carleton University**

Extending Route 9 from Hurdman Station to Carleton University creates an "Express" option. The extension would allow passengers to travel from the Vanier Parkway/Riverside Drive to destinations such as Billings Bridge Shopping Centre and Carleton University without transferring, which cause delays and add time to a trip. This extension allows for seamless connectivity and could boost ridership and trust.

### **Route 12: Montreal/Rideau to Downtown Ottawa**

Extend Route 12, which travels along Montreal Road and Rideau Street to Bank Street in downtown Ottawa. If combined with Route 6, the service extension would bring the route to Bank Street. This would connect two of the City's highest ridership inner-area corridors, Bank Street and Rideau Street/Montreal Road. Making this a priority, with the potential of expanded peak-period bus lanes, could also help increase ridership and efficiency for this area.

### **Route 17: Wateridge Village to Downtown Ottawa/Gatineau**

The weekday peak bus route from Wateridge Village to downtown Ottawa/Gatineau needs to be reinstated. Route 17 ran from 2018-2020 before it was cancelled during the pandemic due to low ridership. The return of this route would serve other Rideau-Rockcliffe communities such as Manor Park, Lindenlea and New Edinburgh and residents living near Beechwood Avenue. This bus route provides a service that would give access to many essential services and amenities for transit users and its restoration would cater to hybrid workers and students who go to school in downtown environs, local residents, including Veterans' House tenants who want access to retail shopping outside the neighbourhood, and future residents of Ottawa Community Housing and other developments that will add more than 500 units in the near to mid-term.

### **Route 15: Create a direct route from Wateridge Village to Blair Station**

There is a glaring need for a direct route from Wateridge Village to Blair Station. It is in line with the direction of the development of Wateridge Village and can easily be created with the optimization of Route 15. Route 15 should run to Blair Station, bringing Wateridge Village residents and potential transit riders directly to their closest LRT station.

**Route 18: Combining routes - St. Laurent Station to Tunney's Pasture/Westboro Stations**

Route 18 will travel between St. Laurent Station and Tunney's Pasture/Westboro Stations. Considering this, it combines Route 18 with the west half of Route 16, providing residents with a one-bus/no transfer option to downtown areas such as the new Ottawa Main Library and Line 2 at Bayview Station. It will shorten commutes and encourage regular transit use for daily commuting.

**Route 19: Create a direct link to Downtown and an extension to Gatineau**

If Route 19 were removed from the north portion of Vanier (Marier, Beechwood) and connected to Laurier Avenue and Donald Street directly via Charlotte, Montreal Road, and the Vanier Parkway, it would offer a direct route to downtown Ottawa. This would be a straightforward benefit for residents living in Overbrook (especially those near Donald) who rely heavily on Route 19. There is also an opportunity for Route 19 to extend to Gatineau. Route 15 and the modification of Route 20 could help serve those removed from Route 19's service, such as the Garry J. Armstrong House.

## Conclusion

Improvements to routes serving Rideau-Rockcliffe outlined above would enhance OC Transpo's connectivity, efficiency, and ridership for the area. The suggested changes prioritize direct routes, and suggest improvements based on what residents have asked for to help create reliable, efficient, and consistent transit. The changes aim to encourage transit use for residents and visitors in Ward 13. It is important to pursue these changes and the proper City Budget investment to improve bus service performance and reliability and ensure equity in transit services.

## Acknowledgements

Councillor Rawlson King would like to extend his personal thanks to residents and community associations who have advocated for the enhanced optimization of local bus routes in Rideau-Rockcliffe Ward. The Councillor would also acknowledge the efforts of office staff, especially Michelle Nash, in contributing to the development of this policy paper. The Councillor would also like to thank his colleagues, Councillor Ariel Troster and Councillor Stéphanie Plante, and their respective office staff for collaborative work undertaken to conduct a joint transit survey in April 2023 and produce a virtual transit townhall in May 2023. He also thanks his staff members, Erin McCracken and Athena Oriet, as well as consultant Susan Ong for contributing meaningful input.

**Rawlson King**

**City Councillor, Rideau-Rockcliffe Ward**

**September 2023**



Wards  
Quartières 12, 13, 14

# Transit Use Survey Results



## Agenda

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Part 1: Introduction

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Part 2: Results of the survey

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Part 3: Questions from you

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Part 4: OC Transpo Consultations

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## Introduction



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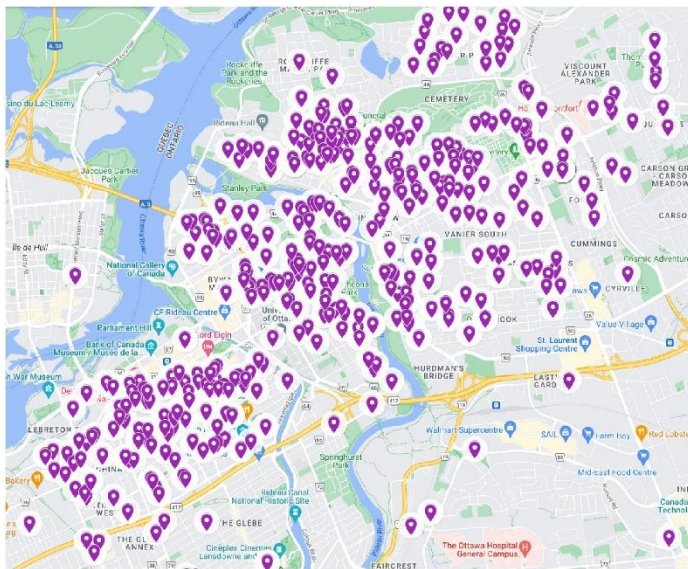


03



04





121 respondents (22%) answered K1N for this question.

K1N 7X2 K1L 5S7 K1J K1V K2G  
K1M 1C3 K1S K2P K1N K1L K1P  
K1M2B7 K1S K1N 8R4 K1Y  
K1R7W2 K1R0C5

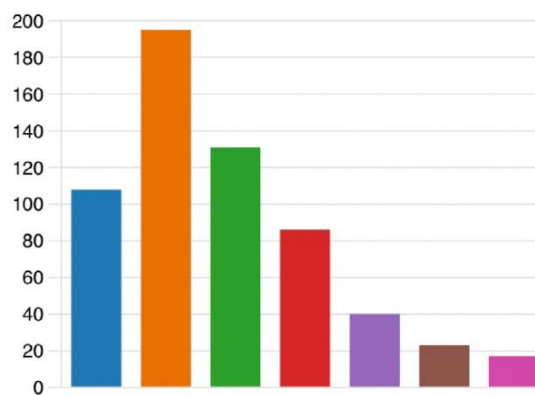


05

1. How often do you take public transit?

1. À quelle fréquence utilisez-vous le transport en commun?

● Daily // Tous les jours	108
● Multiple times per week // Plusi...	195
● Multiple times per month // Plu...	131
● Once a month or less // Une foi...	86
● Once a year or less // Une fois p...	40
● Never // Jamais	23
● Other	17

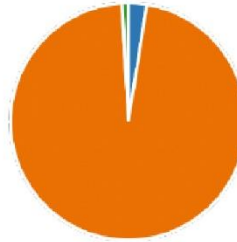


06



## 2. Utilisez-vous ParaTranspo? Are you a Para Transpo user?

● Yes // Oui	15
● No // Non	577
● Other	5



"Would like to be" "Only in winter"

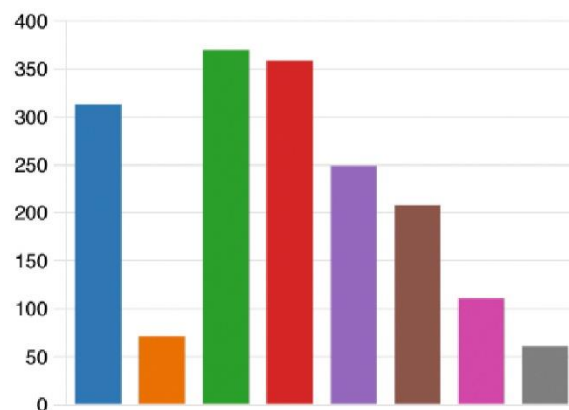
"Only for my eye treatment days"



07

## 3. Why do you take public transit? Pourquoi utilisez-vous le transport en commun?

● To get to work. // Pour me rendr...	313
● To get to school. // Pour me ren...	71
● To run errands or attend appoin...	370
● To attend social engagements. /...	359
● For environment/sustainability r...	249
● I do not have access to a vehicle...	208
● It's the option I can afford. // C'e...	111
● Other	61



08

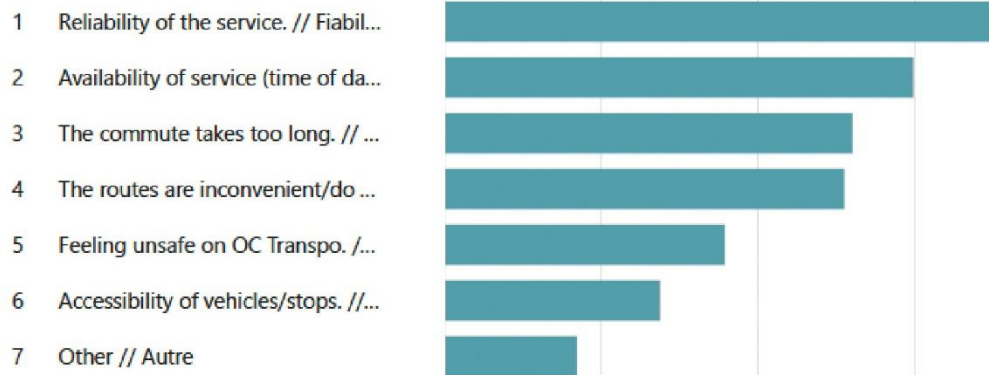
4. Quels sont les principaux circuits que vous empruntez?  
What are the main routes you take?

121 respondents (23%) answered 15 for this question.



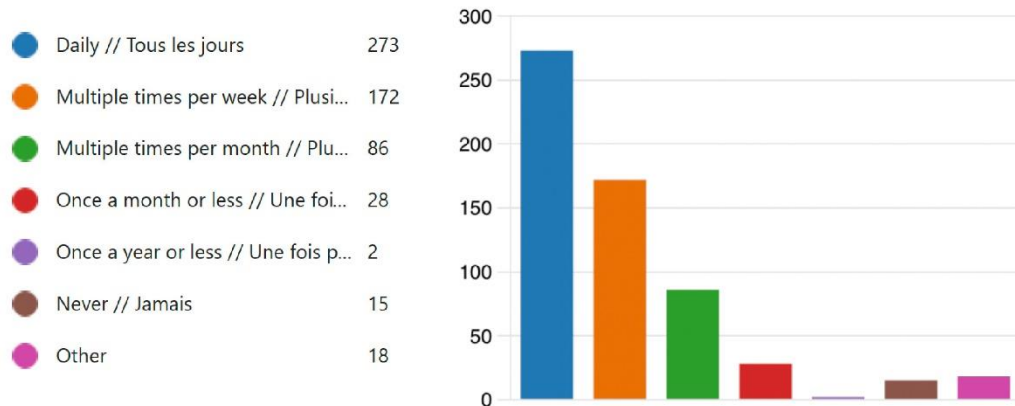
09

5. What are the main issues you face with public transportation in Ottawa? Quels sont les principaux problèmes que vous rencontrez avec le transport en commun à Ottawa?



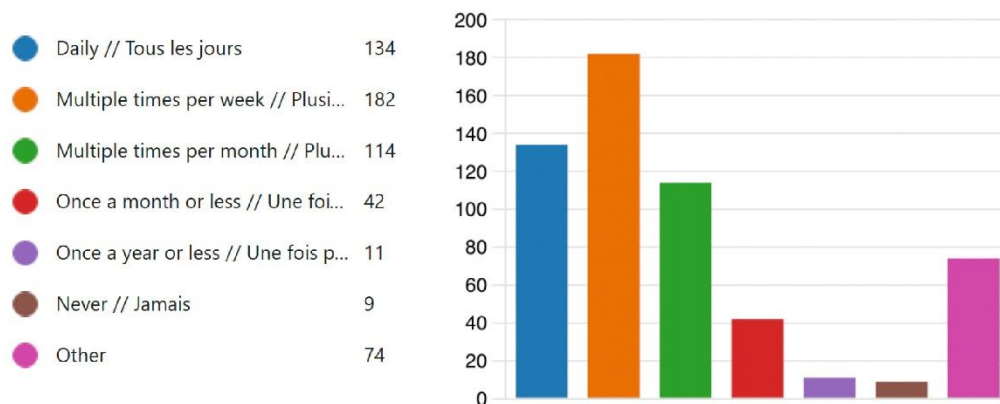
10

6. How often is an alternative mode of transportation more convenient than taking public transit? À quelle fréquence un autre mode de transport est-il plus pratique que le transport en commun?



11

7. How often does your bus arrive more than 5 minutes outside of its scheduled time? Combien de fois votre autobus arrive-t-il plus de cinq minutes après l'heure prévue?



13

## 8. Qu'est-ce qui vous permettrait d'utiliser plus facilement le transport en commun? What would make taking public transit easier for you?



14

## 9. Do you feel there are gaps in the coverage of the public transit network?

## 9. Pensez-vous qu'il existe des lacunes dans la couverture du réseau de transport public?

"Junior high and high school routes"

"Manor park to downtown or across the city. "1 - 2 hours to bus, 20 - 30 minutes to drive."

"Interprovincial - Ottawa Gatineau"

C'est un problème géographique: comme de relier des points hors du centre à d'autres points hors du centre - le système semble encore centré sur Rideau, il n'y a qu'à regarder la carte du réseau.

"We've designed the system to service commuters. High frequency in one direction at commuting times of day. What about getting to the Byward market or Hintonburg on a Friday evening?"

"Kids in Overbrook who need to commute long distances to schools (eg gloucester)"

"Local neighbourhood routes. I live 15 blocks from my local grocery store yet it would take 2 buses that are infrequent to get there. Driving is less expensive and way more convenient."

"Mooney's bay and Britannia Bay from downtown."

"Il faudrait rapporter le circuit 17 sure Beechwood afin d'avoir le service direct à Place du Portage"

"Service Est direction Sud est plus difficile"

"Ottawa Humane Society"



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## Discussion



## OC Transpo Consultations

OCTranspo has launched a Bus Route Review which will look at how bus routes are planned in our city. You can provide your feedback now by taking a short survey:

<https://www.octranspo.com/en/news/article/bus-route-review/>

[route.review@ottawa.ca](mailto:route.review@ottawa.ca)



## Examen des circuits d'autobus d'OC Transport

OCTranspo a lancé un Examen des circuits d'autobus qui examinera la façon dont les circuits d'autobus sont planifiés dans notre ville. Vous pouvez maintenant faire part de vos commentaires en remplissant un court sondage :

<https://www.octranspo.com/fr/nouvelles/article/examen-des-circuits/>





Merci! Thank you!

## References

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<sup>i</sup> OC Transpo's Bus Route Review, <https://www.octranspo.com/en/news/article/bus-route-review/>

<sup>ii</sup> Poverty Reduction Report, [https://d3n8a8pro7vhmx.cloudfront.net/rawlson/pages/1173/attachments/original/1635533840/Poverty\\_Reduction\\_Report\\_FINAL.pdf](https://d3n8a8pro7vhmx.cloudfront.net/rawlson/pages/1173/attachments/original/1635533840/Poverty_Reduction_Report_FINAL.pdf)

<sup>iii</sup> Mobilizing Justice, Towards Evidence Based Transportation Equity Policy. <https://uttri.utoronto.ca/news/a-massive-opportunity-u-of-t-researchers-lead-national-effort-to-mainstream-equity-in-transportation-planning/>

<sup>iv</sup> Access to Opportunity through Equitable Transportation, Urban Institute, <https://www.urban.org/sites/default/files/2023-08/Access%20to%20Opportunity%20through%20Equitable%20Transportation.pdf>

<sup>v</sup> Report on the Findings from Women and Gender Equity Strategy Consultations, August-September 2019, City of Ottawa, [https://documents.ottawa.ca/sites/documents/files/WGESreportMarch2020\\_en.pdf#:~:text=On%20December%205%2C%202018%2C%20Ottawa%20City%20Council%20approved,barriers%20in%20municipal%20policies%2C%20strategies%2C%20services%20and%20workforce](https://documents.ottawa.ca/sites/documents/files/WGESreportMarch2020_en.pdf#:~:text=On%20December%205%2C%202018%2C%20Ottawa%20City%20Council%20approved,barriers%20in%20municipal%20policies%2C%20strategies%2C%20services%20and%20workforce)

<sup>vi</sup> Understanding Urban Travel Behaviour by Gender for Efficient and Equitable Transport Policies, OECD, <https://www.itf-oecd.org/sites/default/files/docs/urban-travel-behaviour-gender.pdf>

<sup>vii</sup> It's a numbers game: Ottawa's transit reliability not likely to improve without better data, councillor says, <https://capitalcurrent.ca/its-a-numbers-game-ottawas-transit-reliability-not-likely-to-improve-without-better-data-councillor-says/>

<sup>viii</sup> Report to Finance and Corporate Services Committee on 5 September 2023 and Council 13 September 2023, <https://pub-ottawa.escribemeetings.com/filestream.ashx?DocumentId=140579>

<sup>ix</sup> Ibid.

<sup>x</sup> Ibid.

<sup>xi</sup> 2023 Virtual Town Hall, <https://youtu.be/h2J0AQhSvTQ?si=6QGyyWR7klFegHQ7>

<sup>xii</sup> Transit Commission receives OC Transpo ridership report, <https://ottawa.ca/en/city-hall/city-news/newsroom/transit-commission-receives-oc-transpo-ridership-report>

<sup>xiii</sup> Calls to bring back bus #17 getting louder, [https://www.newedinburgh.ca/wp-content/uploads/2023/01/NEN-2023\\_02-February-WEB.pdf](https://www.newedinburgh.ca/wp-content/uploads/2023/01/NEN-2023_02-February-WEB.pdf)

*Illustrations extracted from Capital News (<https://capitalcurrent.ca/its-a-numbers-game-ottawas-transit-reliability-not-likely-to-improve-without-better-data-councillor-says/>)*