Transit Service Adjustments during Confederation Line Construction - Hurdman to Blair

Transit Commission, April 22, 2015

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Background

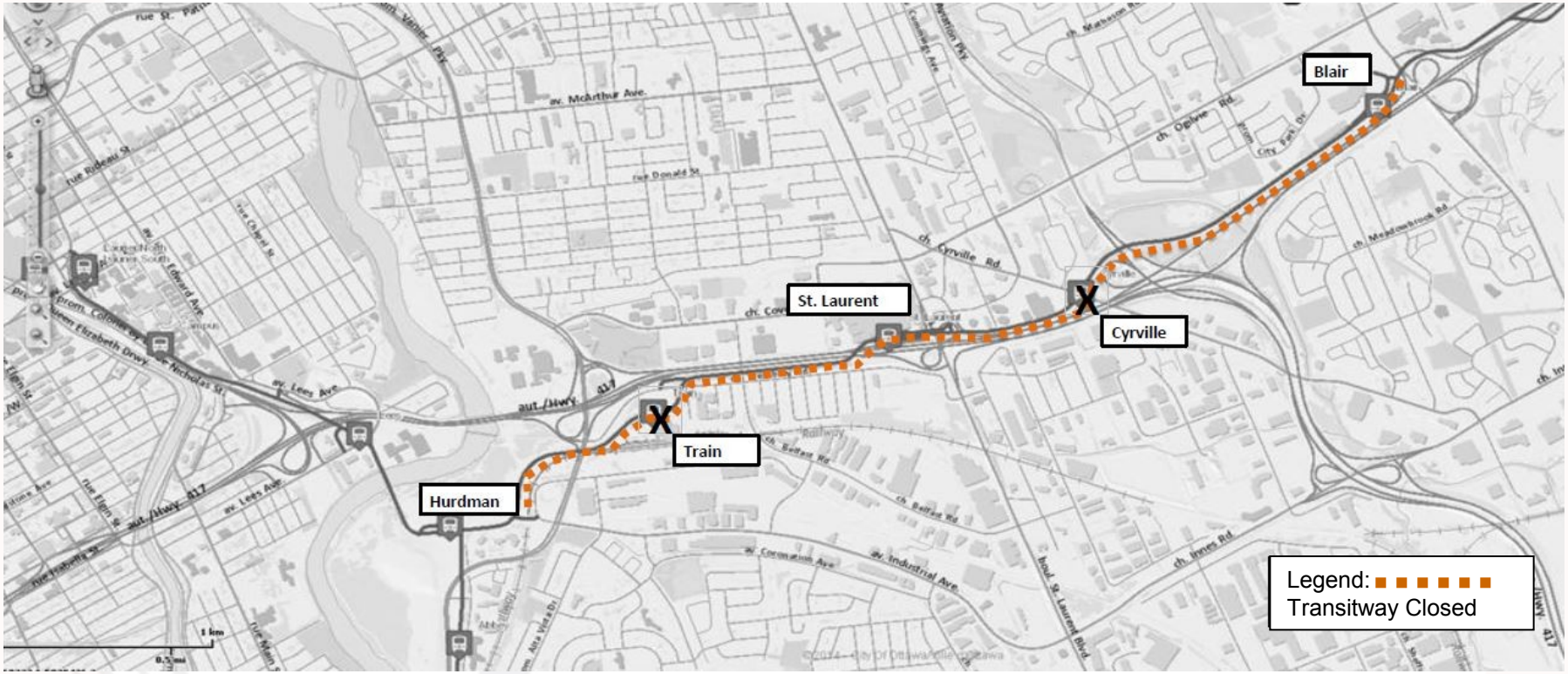
- The next major phase of construction of the Confederation Line that affects the use of the Transitway will begin **June 28, 2015**
- The Transitway will be closed between Blair Station and Hurdman Station for conversion to light rail
- To maintain service for customers, buses need to serve customers' destinations and maintain key transfer points
- Transit service along this section of the Transitway will be relocated to use bus lanes on Regional Road 174 / Highway 417 and other parallel corridors

Background

Transitway Closure Timelines:

- June 2013 – Laurier / Nicholas Realignment
- December 2014 – Booth Street at LeBreton Station
- ***June 2015 – Hurdman Station to Blair Station***
- December 2015 – Merton Street to Empress Street
- April 2016 – Laurier Station to Hurdman Station
- June 2016 – Tunney's Pasture Station to Merton Street

Transitway Closes Blair to Hurdman



Service adjustments with Transitway closure

- There will be customers with longer travel times
- There will be customers whose transfer locations change
- Most buses will use new bus-only lanes and operational improvements along segments of 174/417
- Express routes will bypass Train/Hurdman/Lees Stations
- Some stations will be relocated to allow for construction: Hurdman, Train, Blair
- One station will close during construction: Cyrville

How will customers will be affected?

- There are 340,000 customer-trips on the transit system on a typical weekday
- No route or service change for approximately 84% of customer-trips

Under normal conditions:

- 14% will have a longer travel time of up to 7 minutes
- 1% will have a longer travel time of 8 minutes or more
- 1% will have a shorter travel time of 1 minute

- 3% will also have an additional transfer

How have these effects been managed in the project?

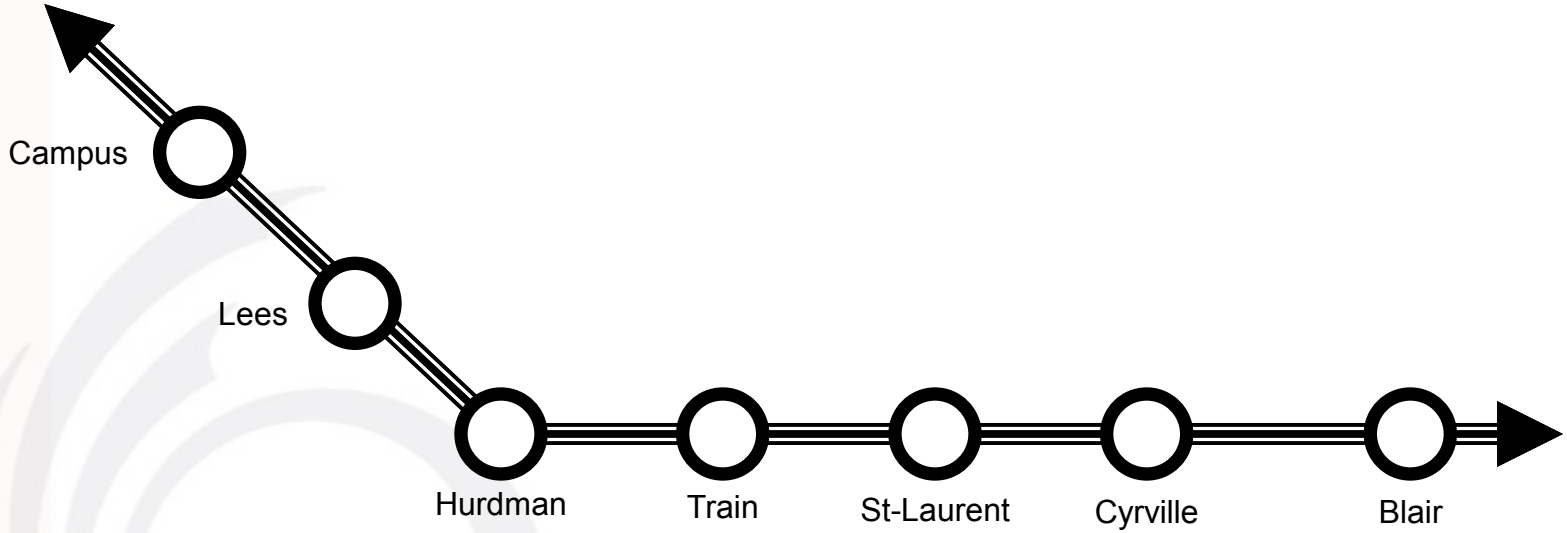
- Strong financial incentives have been placed on the contractor to minimise construction impacts on transit service
- Council approved $74 million in funding:
  - $63 million for additional operating costs (part of light rail approval, December 2012)
  - $11 million for acquisition of buses (part of the 2014 capital budget)
- Working with the Rail Implementation Office and the contractor, service arrangements have been planned taking into account the selected construction plan
- Bus routes and connection point options have been developed to minimise customer inconvenience and to minimise additional operating cost

Operating Resources

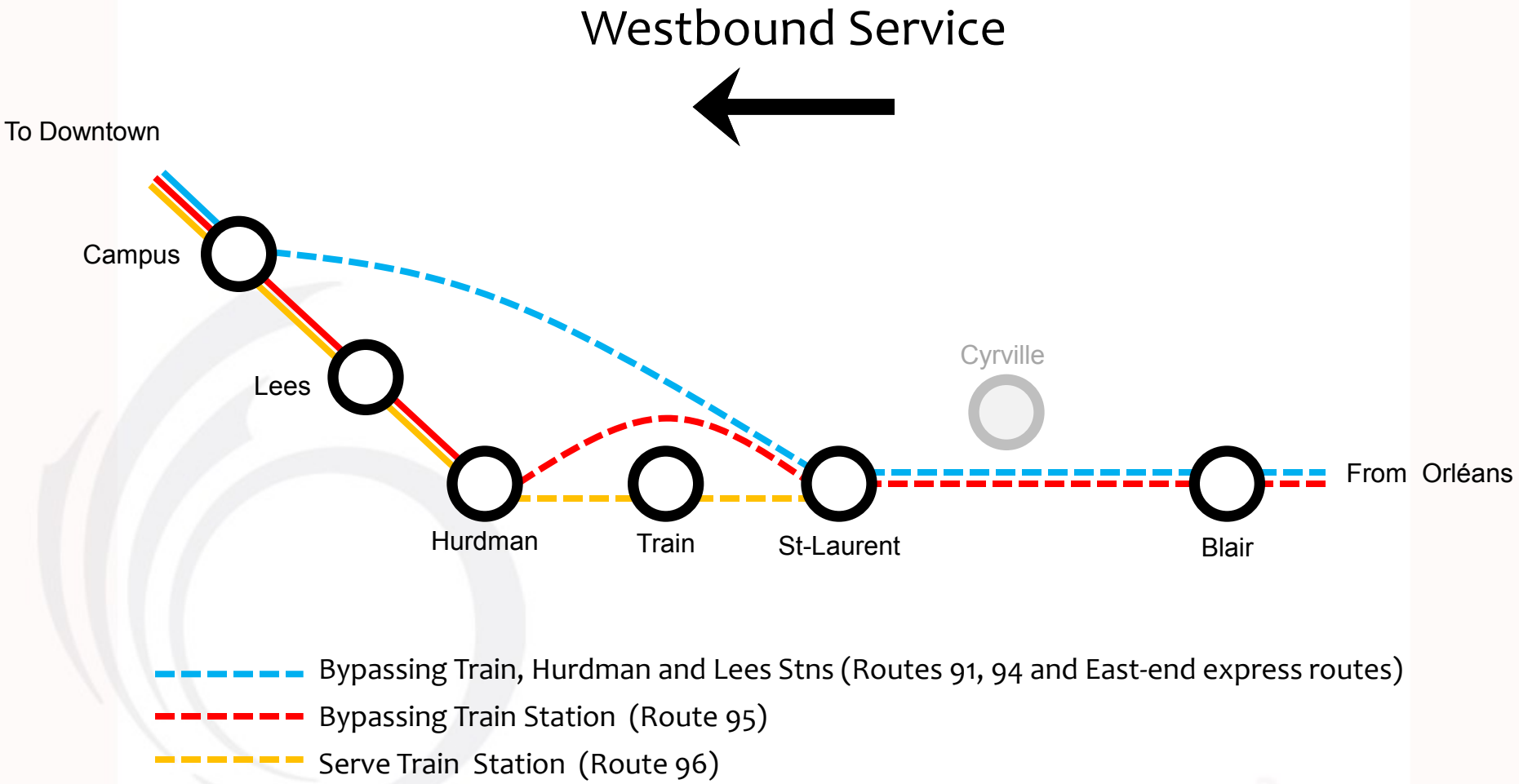
- More buses required to maintain existing capacity standards
  - 12 to arrive by September 2015
- Additional operators and maintenance staff will be hired, trained and brought on-board as part of our normal hiring process
- More fuel and other costs incurred

Overview of June 2015 Service Plan

Today's Service



Overview of June 2015 Service Plan



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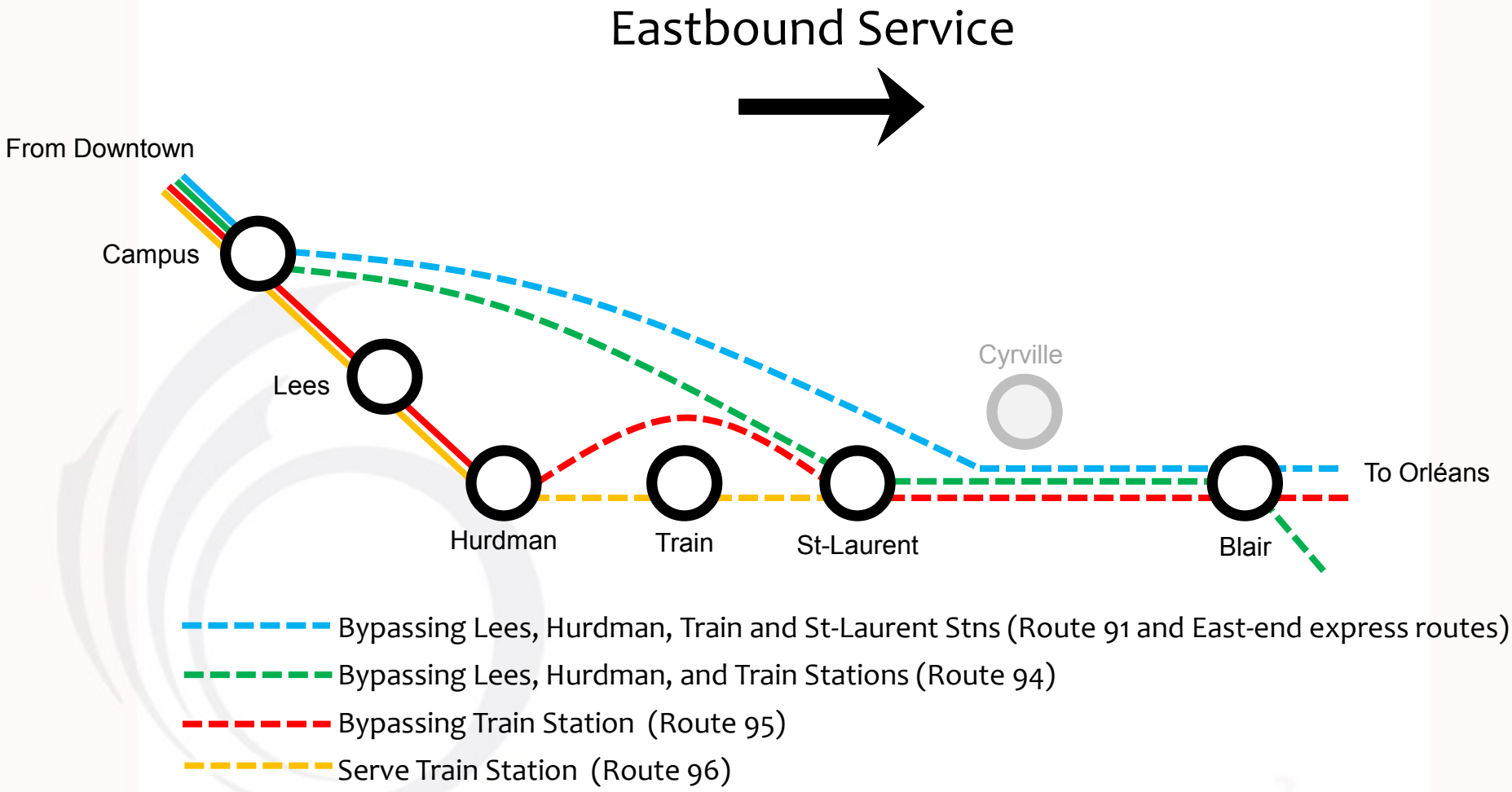


Major Routes

Routes	Travel time	Transfer locations
East-end express routes 20 21 22 24 27 30 31 34 35 37 38 221 231 232	5-7 min longer	Blair
New Route 91	5-7 min longer	Blair
Route 94	4-12 min longer	St-Laurent, Blair
Route 95	6-16 min longer	Hurdman, St-Laurent, Blair
Route 96	5 min longer	Hurdman, St-Laurent
West-end express routes 60 61 62 64 65 66 67 68 69 70 71 72 73 77 176 261 262 263 283	No change	Hurdman (morning) Mackenzie King (afternoon)

Other Routes on/near Transitway

Route	Transfer Locations	Notes
6	Lees, Hurdman	Revised routing at Lees
18	St-Laurent	Operates via Coventry
101	Lees, Hurdman	Revised routing at Lees
114	St-Laurent, Hurdman	
121	Hurdman, Blair	Serves Cyrville Station area
124	Blair, St-Laurent	Operates via Ogilvie Serves Cyrville Station area
126	Blair	Ends at Blair at all times
127		Combined into 124
128	Blair	Ends at Blair at all times
129	Blair, St-Laurent, Hurdman	Ends at Blair on weekends
192	St-Laurent, Hurdman	
199	Blair, St-Laurent, Hurdman	

East-end express routes

- Will operate on 174/417 bus lanes
- Will bypass Cyrville, Train, Hurdman, and Lees Stations to provide more direct service to / from downtown
- Will serve St-Laurent Station in westbound direction only, offs by request only
- Service levels will be the same

New Route 91

- New Route 91 will provide ***faster*** service than Route 95 along a similar route
- Route 91 will be faster because it will ***bypass*** Cyrville, Train, Hurdman, and Lees Stations to provide more direct service to / from downtown
- Many customers who now use Route 95 will be better-served by new Route 91
- Will serve St-Laurent Station in the westbound direction only
- Will operate Trim/Place d'Orléans to/from Baseline
- Will operate Monday to Friday from about 06:00 to 19:00
- Additional capacity added to accommodate customers transferring from other routes

Route 94

- Will ***bypass*** Cyrville, Train, Hurdman and Lees Stations to provide more direct service to / from downtown
- Service west of downtown to/from Barrhaven and Riverside South will not be affected

Route 95

- Route 95 will be the main route for customers traveling to Hurdman Station
- Many customers who now use Route 95 will be better-served by new Route 91
- Route 95 will run 24 hours, seven days a week
- Service to/from Barrhaven will not be affected
- Customers travelling between downtown and Baseline Station can take either new Route 91 or Route 95
- Additional capacity added to accommodate customers transferring from other routes
- A small number of customers who travel east specifically from Hurdman to Blair or beyond will have the longest travel time increase, at 13 to 16 minutes – this effect cannot be mitigated

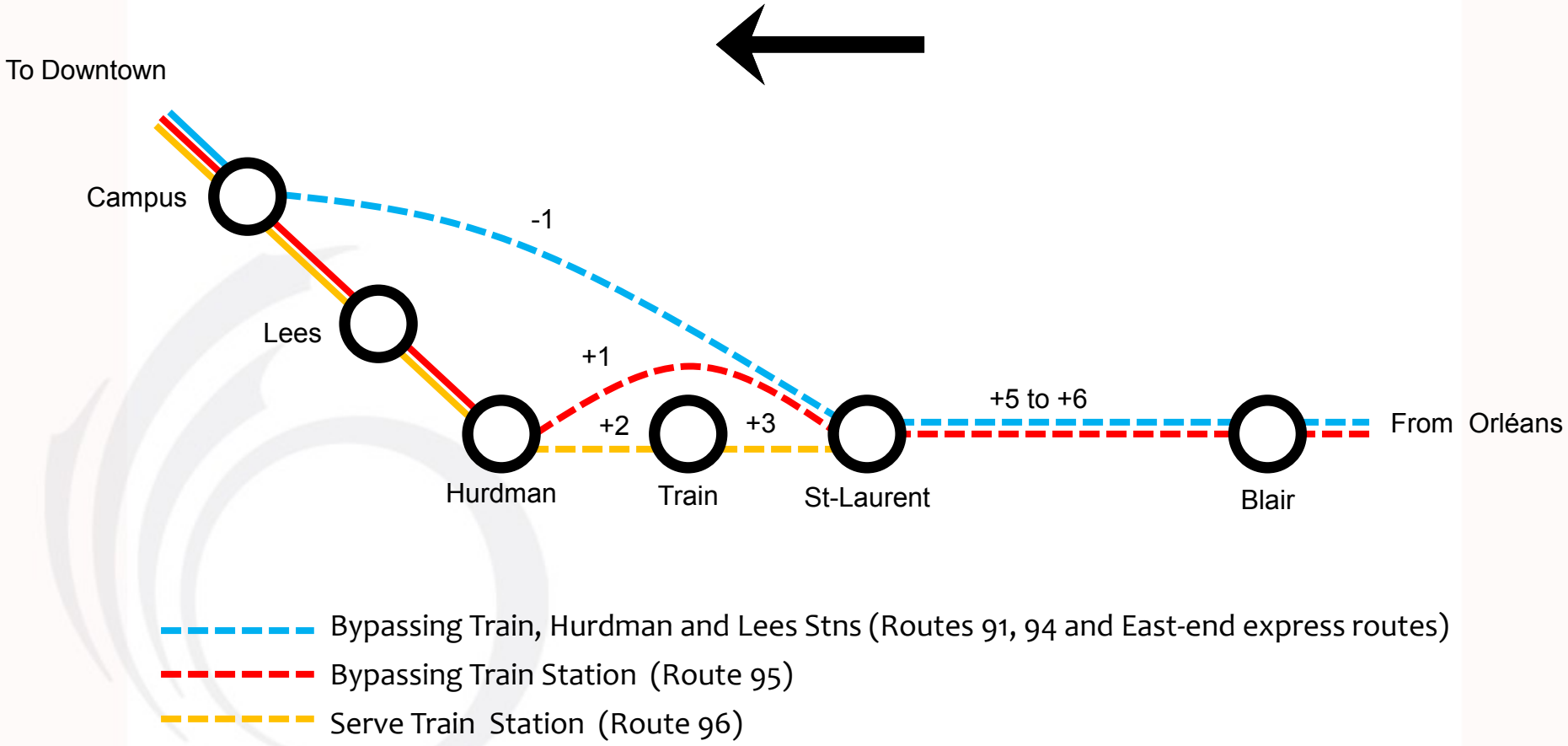
Route 96

- Route 96 will serve the VIA Rail Canada Ottawa Station
- Trips every 15 minutes, seven days a week, will operate via Train Station and Tremblay Road to/from St-Laurent Station
- Additional trips will start/end at Hurdman Station
- Service west of downtown to/from Kanata and Stittsville will not be affected

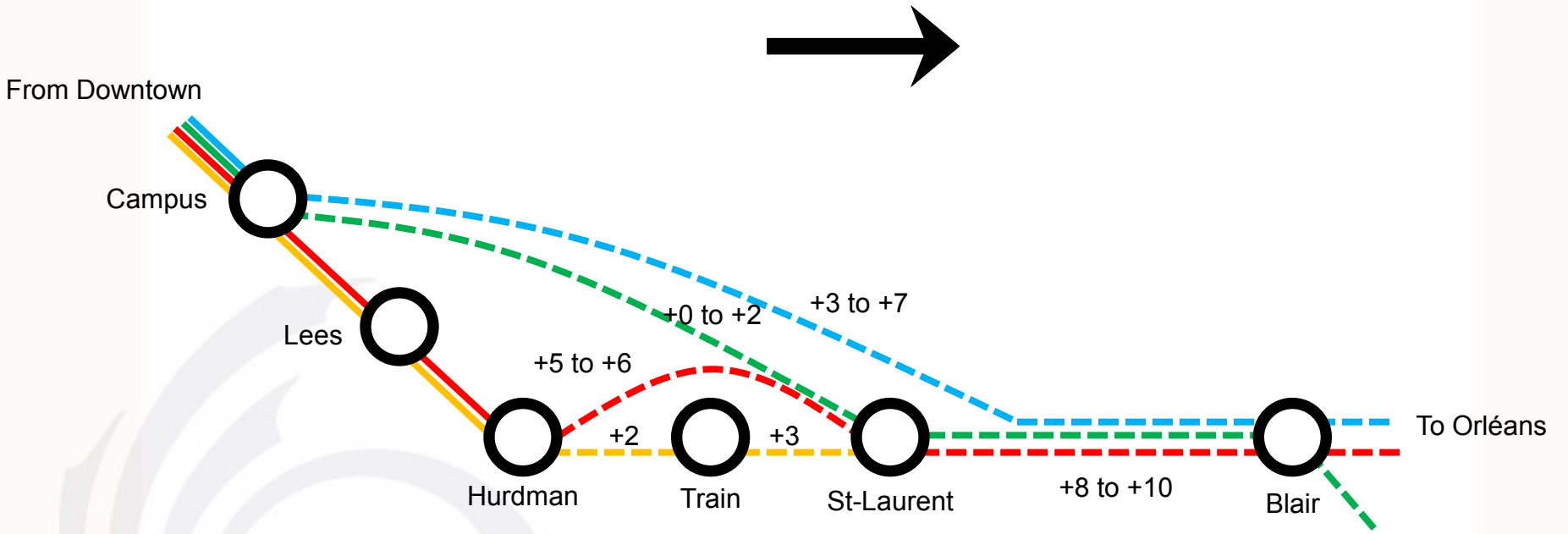
West-end express routes

- Trips in the morning will end at Hurdman Station
- No morning trips will continue to Blair Station
- Trips in the afternoon will start at new bus staging area at Vanier Parkway
- Trips in the afternoon will start in service at Campus Station
- Customers travelling to/from locations further east may transfer to/from Routes 91/94/95/96 downtown

Travel time difference along segments
Peak Periods Westbound



Travel time difference along segments
Peak Periods Eastbound



Bypassing Lees, Hurdman, Train and St-Laurent Stns (Route 91 and East-end express routes)

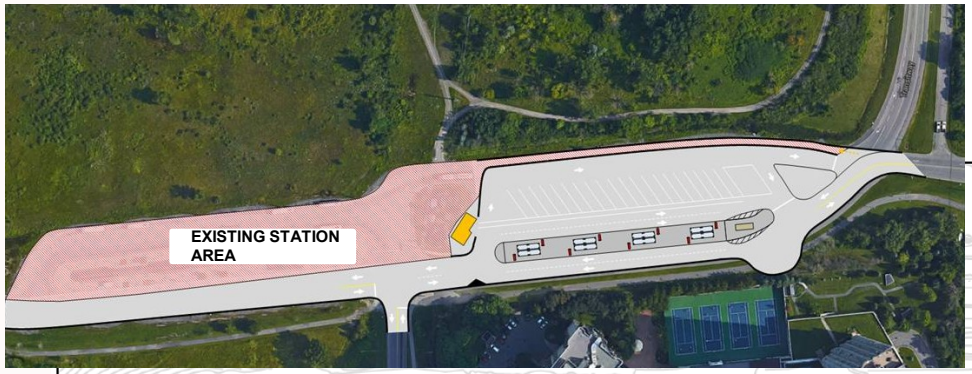
Bypassing Lees, Hurdman, and Train Stations (Route 94)

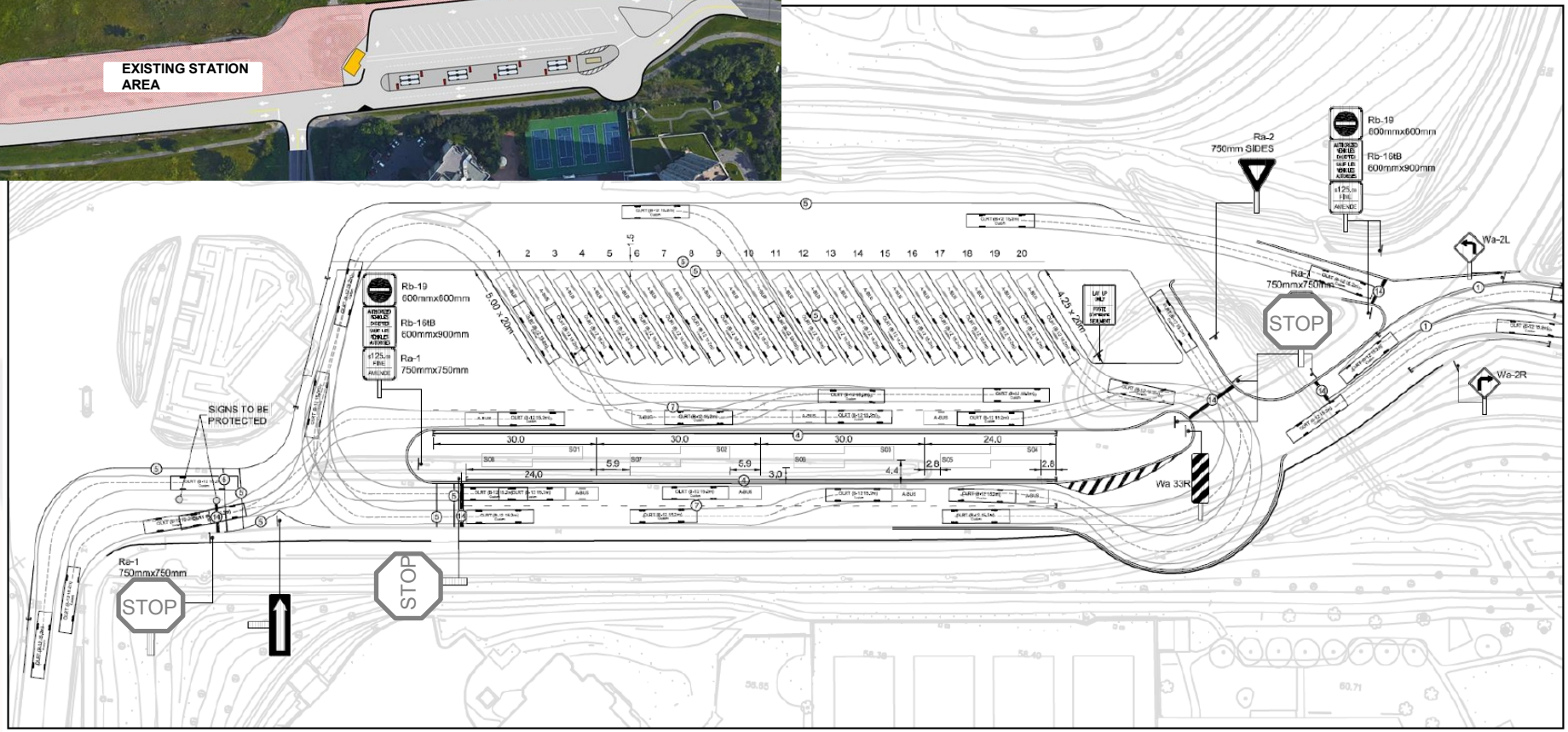
Bypassing Train Station (Route 95)

Serve Train Station (Route 96)

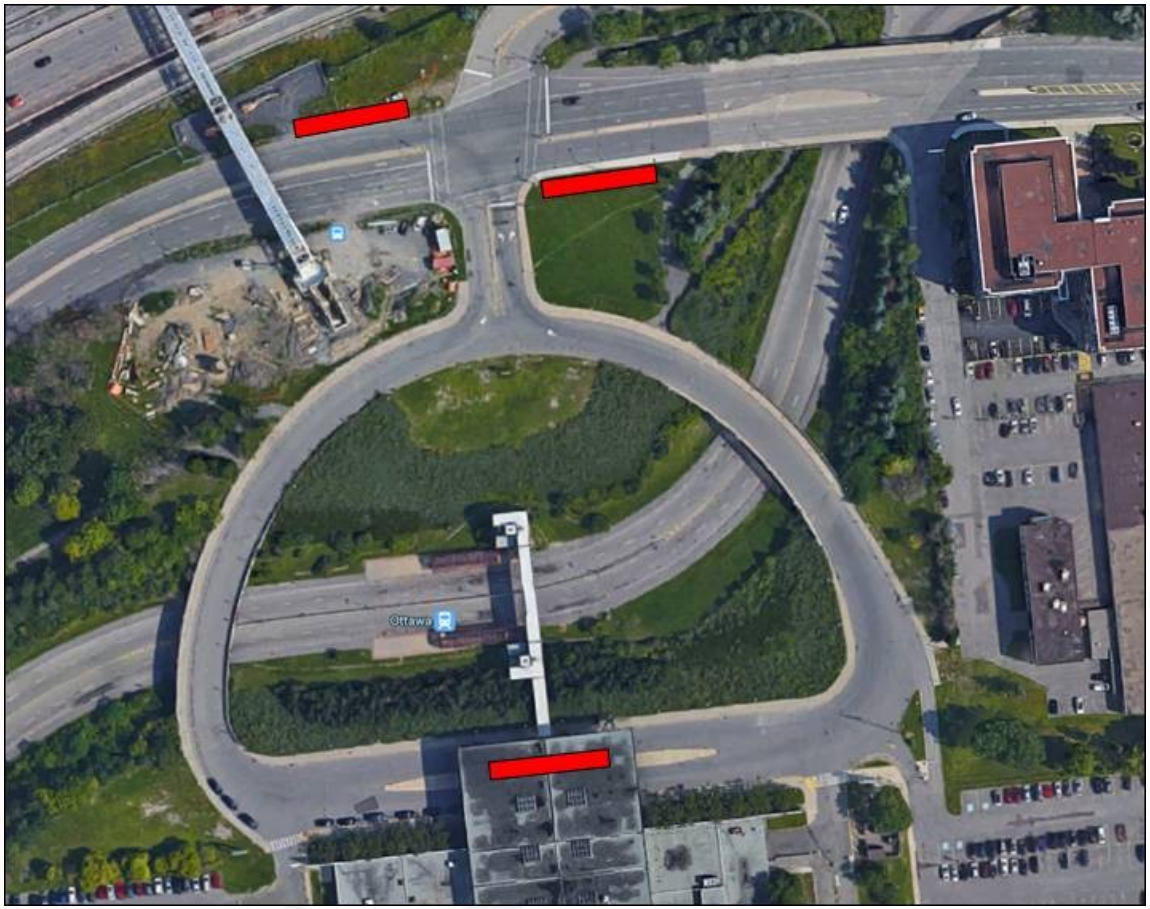
Temporary Hurdman Station

(September 2015)





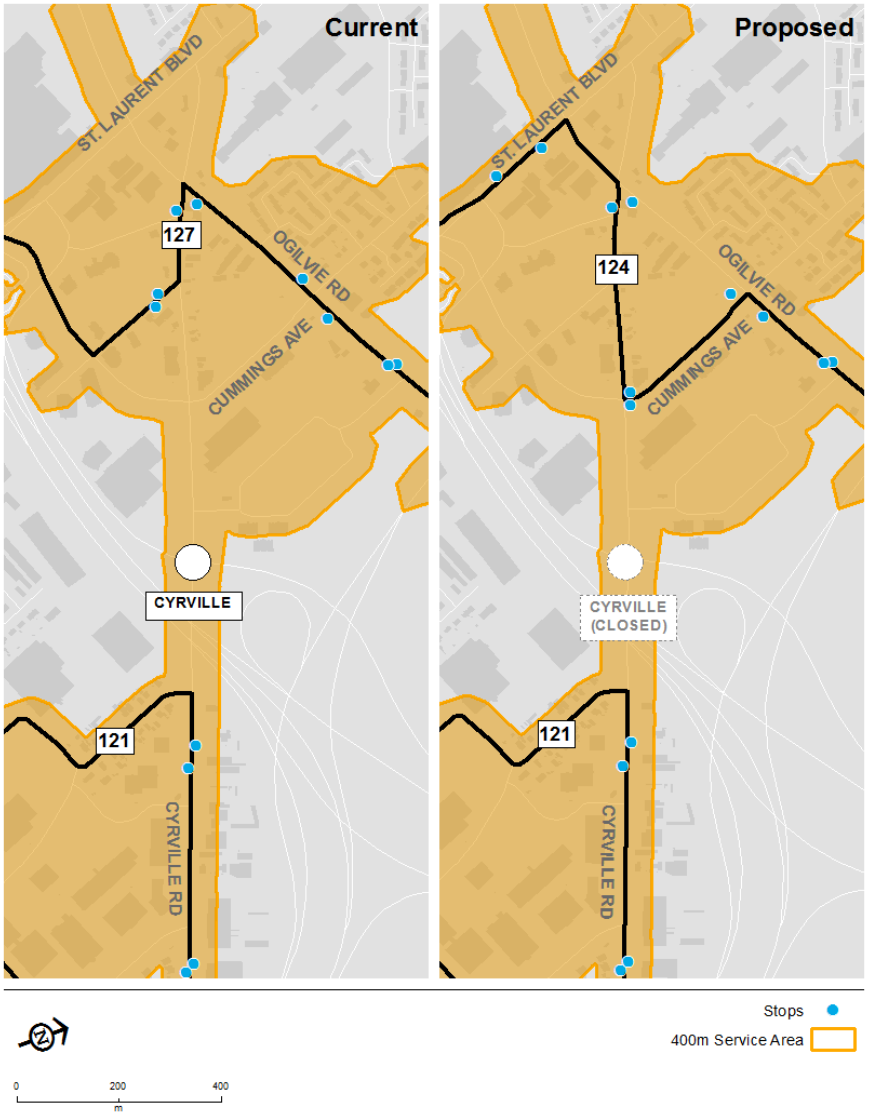
Temporary Train Station



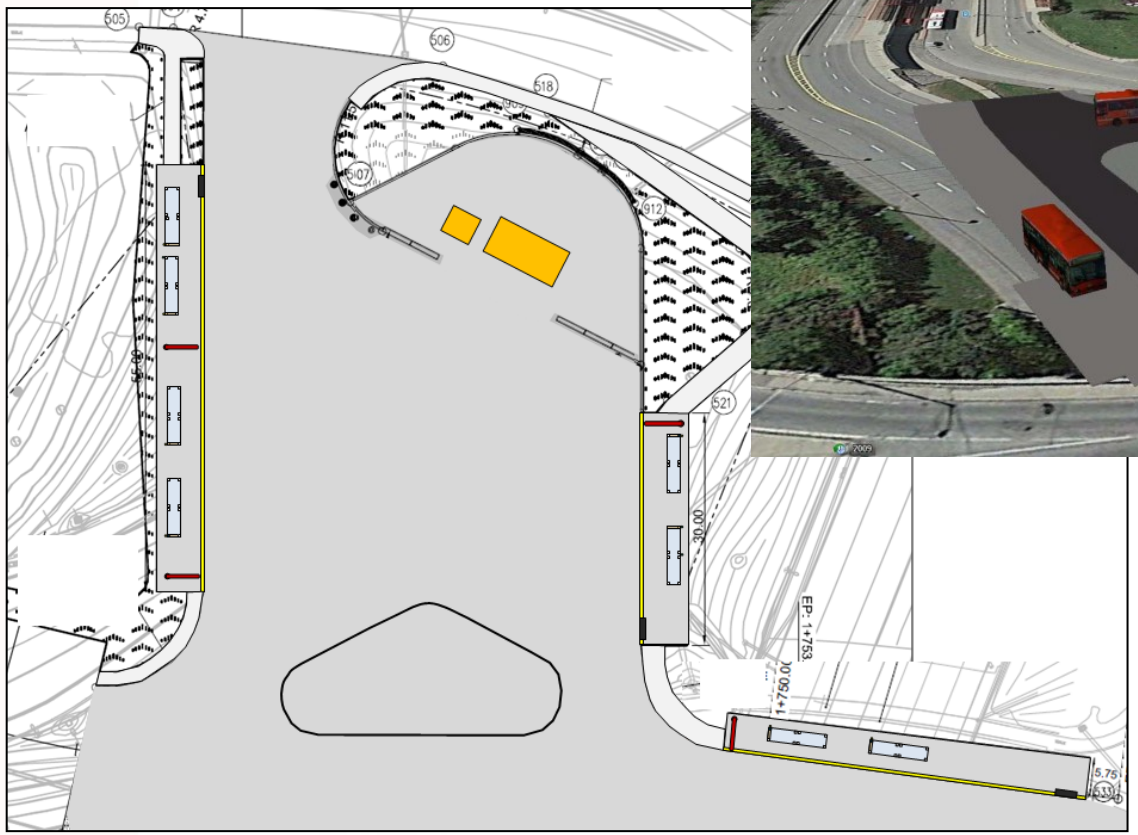
- Served by Route 96
- Bus stops at VIA Rail Canada Ottawa Station
- Bus stops on Tremblay Road at footbridge to baseball stadium

Services in Cyrville Station area

- Route 121 stops at Cyrville/Labrie, south of 417
- Route 124 stops at Cyrville/Cummings, north of 417



Temporary Blair Station



Delay / Incident Management

- Stakeholders are meeting regularly to mitigate delay / incidents :
  - OC Transpo
  - Public Works (Traffic Management, Traffic Operations)
  - Rail Implementation Office
  - Ottawa Police Service
  - Ontario Provincial Police
  - Ontario Ministry of Transportation

Information for Customers

Key Messages:

- Changes will occur June 28 that may affect your travel.
- Check a simple infographic that shows what routes will serve what stations.
- It's easy to use self-serve travel-planning resources before June 28.

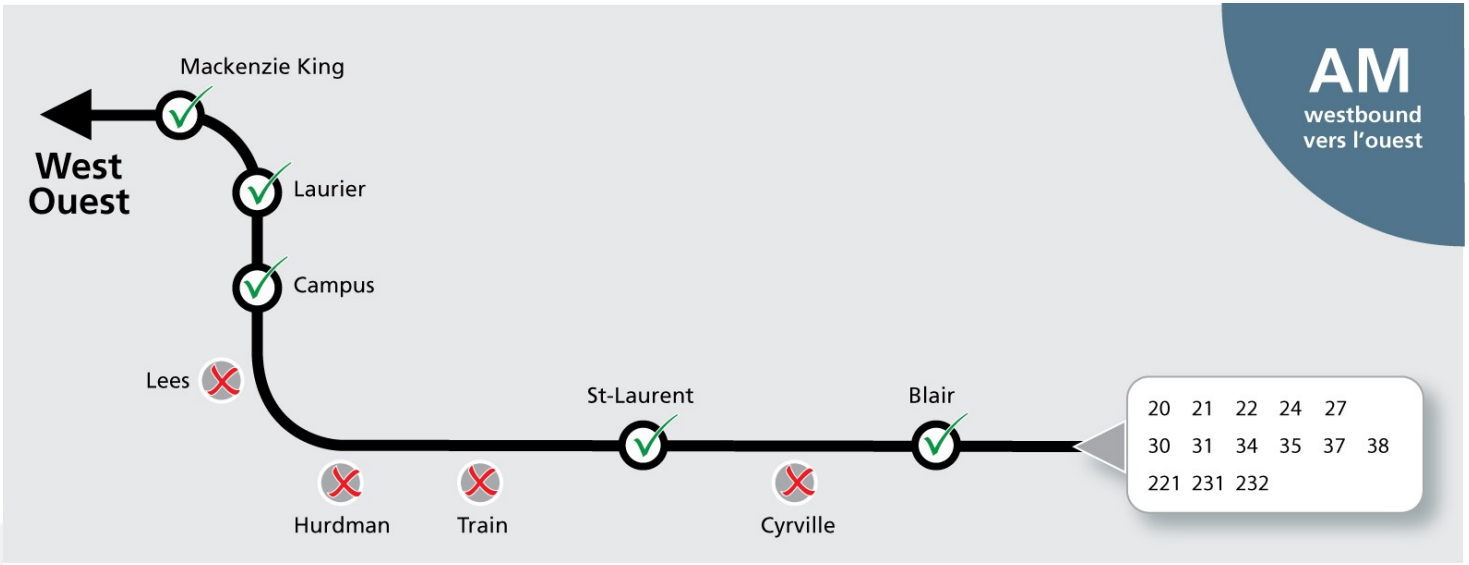
Principles:

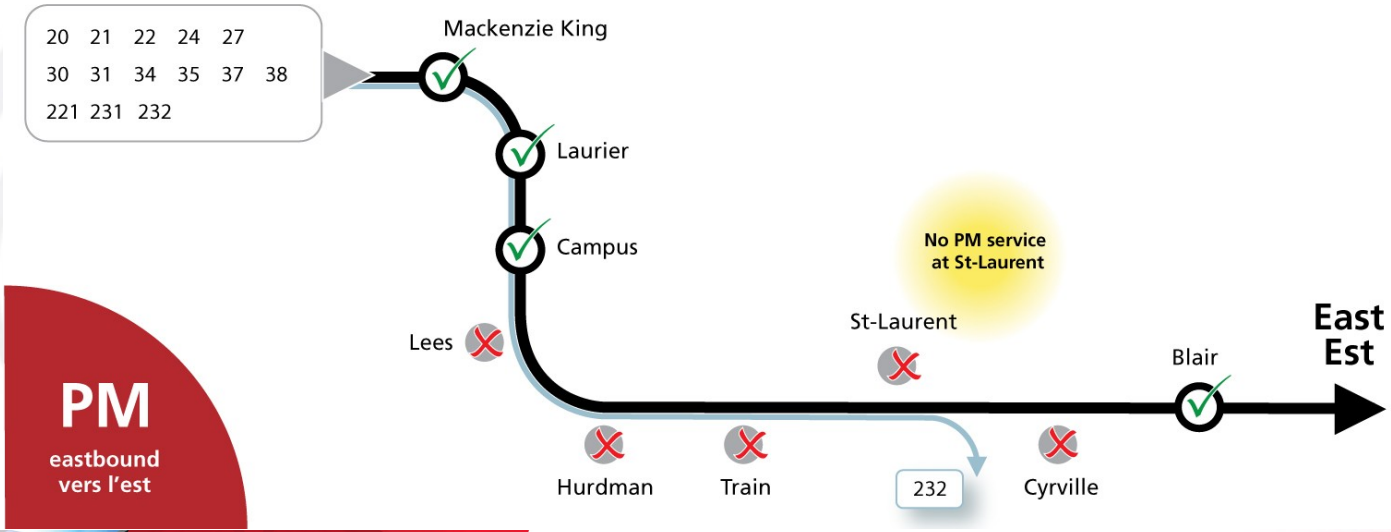
- Create awareness of the changes
- Reach people where it counts
- Convey the long-term benefits resulting from the conversion to light rail

Use many information channels

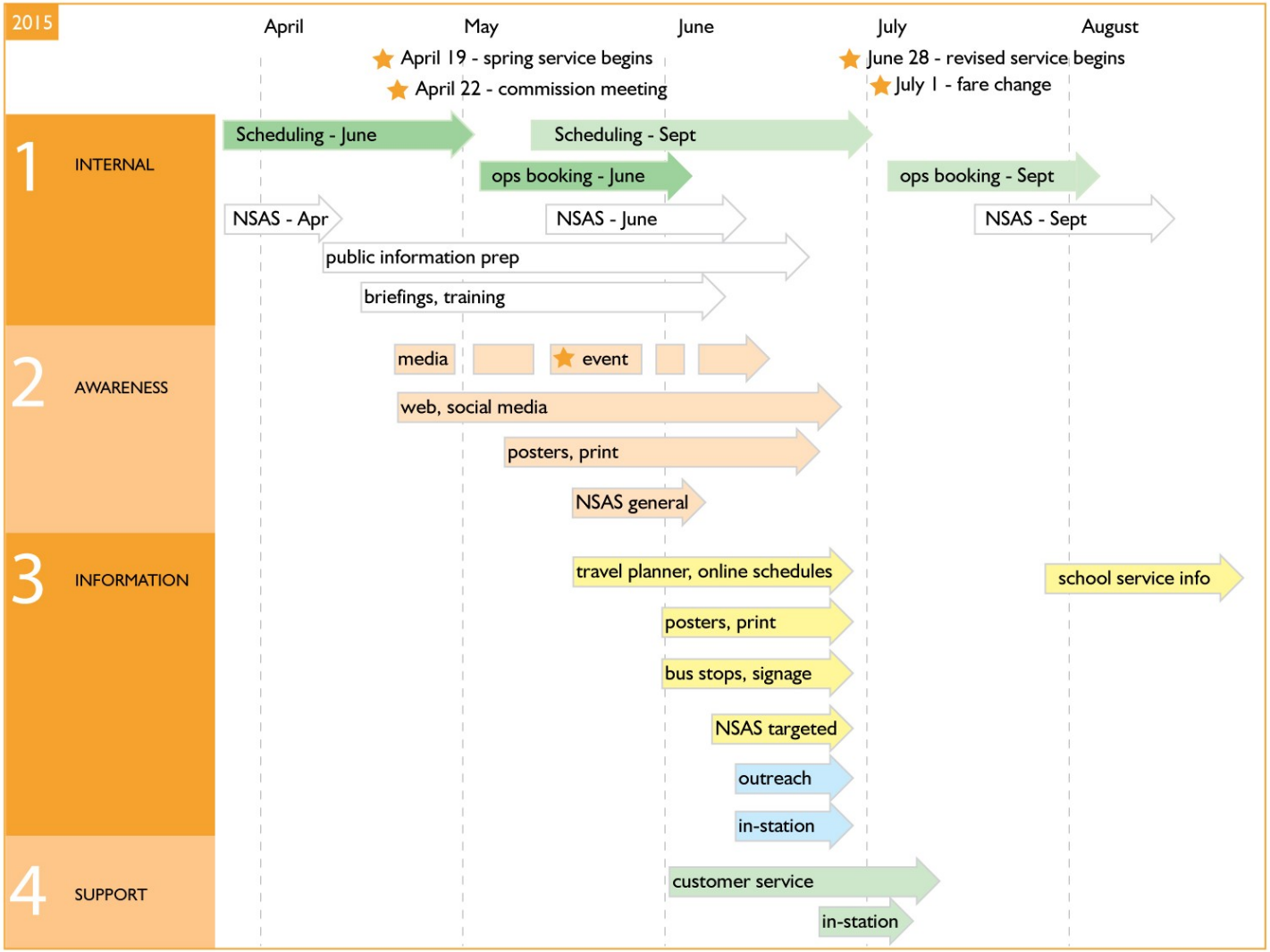
- Posted information at stations
- System map
- Pamphlets on-board buses
- Customer interaction at Sales & Information Centres
- Customer interaction onboard buses
- Outreach at stations and key destinations, supported by social media
- Onboard audio announcements
- OC Transpo customer contact centre
- octranspo.com and ottawa.ca
- Employer/destination e-mail networks
- Radio ads
- Local and regional newspaper ads

Sample Infographic





Campaign Framework



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Questions?

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