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TRANSIT SERVICE EVALUATION CRITERIA

CRITÈRES D'ÉVALUATION DU SERVICE DE TRANSPORT EN COMMUN

COMMISSION RECOMMENDATION

That Council approve the transit service evaluation criteria and priorities as described in this report.

RECOMMANDATION DE LA COMMISSION

Que le Conseil approuve les critères d'évaluation du service de transport en commun et les priorités du présent rapport.

Documentation/Documentation

1. General Manager's report, Transportation Services Department dated April 12, 2021 (ACS2021-TSD-TS-0008)

Rapport du Directeur general, Direction générale des Transports, daté le 12 avril 2021 (ACS2021-TSD-TS-0008)

2. Extract of draft Minutes, Transit Commission, 21 April 2021

Extrait de l'ébauche du procès-verbal, Commission du transport en commun, le 21 avril 2021

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**Report to
Rapport au:**

**Transit Commission
Commission du transport en commun
21 April 2021 / 21 avril 2021**

**and Council
et au Conseil
28 April 2021 / 28 avril 2021**

**Submitted on April 12, 2021
Soumis le 12 avril 2021**

**Submitted by
Soumis par:**

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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2021-TSD-TS-0008

SUBJECT: Transit Service Evaluation Criteria

OBJET: Critères d'évaluation du service de transport en commun

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REPORT RECOMMENDATION

That the Transit Commission recommend Council approve the transit service evaluation criteria and priorities as described in this report.

RECOMMANDATION DU RAPPORT

Que la Commission du transport en commun recommande au Conseil d'approuver les critères d'évaluation du service de transport en commun et les priorités du présent rapport.

EXECUTIVE SUMMARY

Although staff are not recommending transit service cuts at this time, this report is being presented to recommend the criteria and process that would be used to make those decisions if required.

At the onset of the pandemic, OC Transpo reduced service levels by approximately 50 percent out of an abundance of caution and in line with provincial restrictions on individual mobility. In June 2020, with the easing of provincial restrictions, the Transit Commission approved returning OC Transpo services to normal seasonal levels along with enhanced safety and cleaning measures. Ridership steadily returned from July through September 2020 to level off around 30 percent of pre-pandemic levels. Then with new restrictions in place for January 2021 ridership once again dropped and has since begun to increase steadily, reaching approximately 26 percent by the end of March 2021. The transit ridership trends that Ottawa is experiencing mirror those of other transit agencies around the world.

In response to the financial pressures caused by the drop in ridership, OC Transpo staff have been reducing operating expenses and capital spending; delaying planned service expansion and major capital projects. Funding from the federal and provincial governments have also aided in addressing budgetary pressures caused by the pandemic. Further cost saving measures are being explored such as an evaluation of on-demand transit in Ottawa. The Transit Commission, at a special meeting on March 31, 2021, received a COVID-19 service adjustments report ([ACS2021-TSD-TS-0006](#)) that outlines a plan to reduce operating expenses further and to shift resources from services where ridership is very low to routes that have seen stronger recovery.

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The 2021 budget approved by Council included \$30 million in operating savings and up to \$90 million in capital budget adjustments, savings that were furthered through the service adjustments announced in March 2021 which generate an additional \$5.5 million in savings in 2021 and, if required, another \$11 million in 2022. Funding from the federal and provincial governments to replace lost fare revenue and COVID-related costs is now confirmed, totalling \$135.3 million in 2021. No funding announcements have been made respecting 2022 or future years.

If a funding gap arises in 2022 or in future years, the measures under the City's control are all potentially counter-productive, with service cuts reducing mobility for residents, service quality reductions discouraging customers from using the system, property tax increases hindering economic recovery in the city, and transit fare increases above the rate of inflation discouraging some customers from using transit and placing an undue burden on those customers who rely on public transit as their main or only mode of transportation.

At 46 percent of the total operating budget, bus operations are the most feasible area for further cost reductions if they become necessary. Reductions in the operating budget made through cuts to bus service will harm those who rely on transit as these services will be severely reduced in certain areas of the city. Any cut should be avoided where it would remove essential mobility and cuts should be selected so as to minimize the unavoidable impact on customers. It is also essential to preserve the ability for the transit system to return to 2019 levels and greater in the future. Rebuilding service once it is removed is a complex and costly undertaking requiring many months or years.

All potential service cuts will involve a combination of five categories:

1. Reducing frequency on routes and at times with low ridership (e.g., 30 min to 60 min)
2. Removing selected Connexion routes entirely
3. Removing selected Local routes at certain times (e.g., evenings, weekends)
4. Removing selected Local routes entirely
5. Converting selected Local routes to on-demand service (currently being studied)

If directed by Council to make service cuts, staff will produce a ranked assessment of all potential cuts using a metric of the negative effect on customers per dollar saved. It should be noted that any service cut will have a significant impact on all disadvantaged

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groups within Ottawa. The result of any service cuts can be longer walks, longer waits, longer travel time, and more crowding, all of which will discourage transit ridership for those who have a choice and which will cause disproportionate harm to those who do not have a choice. Consultations will therefore be an important information sharing avenue between transit customers and City decision-makers. Staff will support any consultation requested by Council and the Transit Commission and will relay the results of such consultation to each Councillor ahead of bringing recommendations to the Transit Commission. It should also be noted that any significant service cuts will erode the goals approved by Council in the Transportation Master Plan and Official Plan.

If Council determines to proceed with service cuts, the following steps will need to be followed:

- Decision by Council on principles to apply in selecting service cuts
- Decision by Council on level of savings required
- Analysis by staff to develop a draft list of cuts to be consistent with the decisions of Council
- Presentation of first draft of cuts to Transit Commission
- Consultation with customers
- Analysis and evaluation by staff based on results of consultation
- Recommended final set of cuts
- Approval by Transit Commission and Council
- Scheduling, workforce administration, notice period for staff affected
- Information to advise customers of the service cuts and to explain the travel options that remain
- Implementation of service cuts
- Termination of staff, disposal of buses, decommissioning of facilities in order to achieve savings

Staff recommend the following criteria to select service cuts, if required:

1. Retain a good and useful City-wide transit service
2. Select the cuts that provide the greatest savings and affect the fewest customers
 - First, reduce frequencies where ridership is low
 - Last, remove service that would result in people no longer being able to travel
3. Avoid cuts that would have a disproportionate impact on vulnerable parts of the population
4. Apply the equity and inclusion lens

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- Document the impact on the identified groups
 - Rank lower the potential service cuts that could affect these people
5. Ensure consultation and an ability for customers to comment to decision-makers
 6. Ensure Commission and Council endorsement

Staff recommend the following priorities to maintain and design the resulting transit network:

1. Retain transit mobility to and from all parts of the urban area, as funding allows
2. Continue to have the O-Train and Transitway as the spine of the network
3. Retain daytime service at least every 5 minutes on O-Train Line 1
4. Retain daytime service at least every 15 minutes on Rapid and Frequent bus routes
5. Retain service at least every 30 minutes on most remaining Local and Connexion routes

BACKGROUND

Overview – Timeline of events during COVID-19 pandemic

March 2020

Shortly after the COVID-19 pandemic spread to Canada in Mid-March, OC Transpo service levels were reduced by approximately 50 percent starting on March 25, 2020. Measures were taken to ensure OC Transpo had sufficient operational capacity to cover operations and accommodate staff that had to self-isolate or quarantine due to having contracted COVID-19. These measures were possible because, with the initial lockdown, ridership on OC Transpo declined to approximately 15 percent of normal levels as people stayed home from work, school, and other activities.

June 2020

On June 1, 2020, Transit Commission approved the OC Transpo Transit Service Recovery Plan – COVID-19 ([ACS2020-TSD-TS-0003](#)), returning the system to normal seasonal service. As part of the return to full service, OC Transpo implemented a series of measures to keep our customers and staff safe. These included mandatory masks in all vehicles, stations and shelters; continued enhanced cleaning of buses, trains, and stations; the installation of barrier shields in operator cabs on buses; the installation of hand sanitizer dispensers at stations; controlling the flow of buses into busy transfer

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stations; and continued provision of touch-free fare payment. Since January 2021, the touch-free payment system now includes customer testing of credit card payments on a fare gate at Rideau Station.

As the lockdowns ended and the economy began to reopen in mid-2020, transit ridership began a slow and steady climb from July through September, leveling off at approximately 30 percent of normal levels in the fall of 2020. As 2021 began, the province implemented a stay-at-home order, and ridership dropped to about 18 percent of normal levels in January, then rose to approximately 26 percent by the end of March after schools reopened and public health restrictions were eased.

Fall/Winter 2020

Through 2020 and continuing into 2021, City staff have been reducing operating expenses and capital spending while still maintaining service across the entire transit network. In 2020, \$12.8 million in operating savings were achieved. Service increases that had been planned for 2020 and 2021 have been deferred until a future time when transit ridership is higher. Selected major capital projects have been deferred into future years to preserve financial flexibility for the City. The federal and provincial governments have provided funding through the Safe Restart Agreement to make the City financially whole from April 1, 2020, to December 31, 2020, after the reduced fare revenue and the additional COVID-19 costs.

March 2021

At its meeting of March 17, 2021, the Transit Commission received a report describing the Transit Services 2021 Business Plan ([ASC20201-TSD-TS-0003](#)), which listed On-Demand Transit as one of 10 key priorities for the year. Staff are evaluating ways that on-demand service can improve service for customers or reduce costs. Staff will work with potential vendors on modelling scenarios that will assist in the evaluation by providing information on key metrics, estimates of ridership change, estimates of operating cost savings and an evaluation of suitability of the service areas selected to be modelled. Staff will bring recommendations resulting from this work to the Transit Commission for consideration.

At its meeting of March 31, 2021, Transit Commission received a COVID-19 service adjustments report ([ACS2021-TSD-TS-0006](#)) outlining service adjustments scheduled to begin on June 20, 2021. These adjustments include the temporary suspension of

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selected peak-period routes with very low ridership and where there are other nearby services; frequency reductions on certain routes to better match actual current ridership levels; routes being shortened where parallel service is available; service improvements on a number of routes to respond to current travel needs; and, a resulting reduction in operating costs of \$5.5 million for 2021 and \$11 million for 2022, if required.

DISCUSSION

Although staff are not recommending transit service cuts at this time, this report is being presented to recommend the criteria and process that would be used to make those decisions if required.

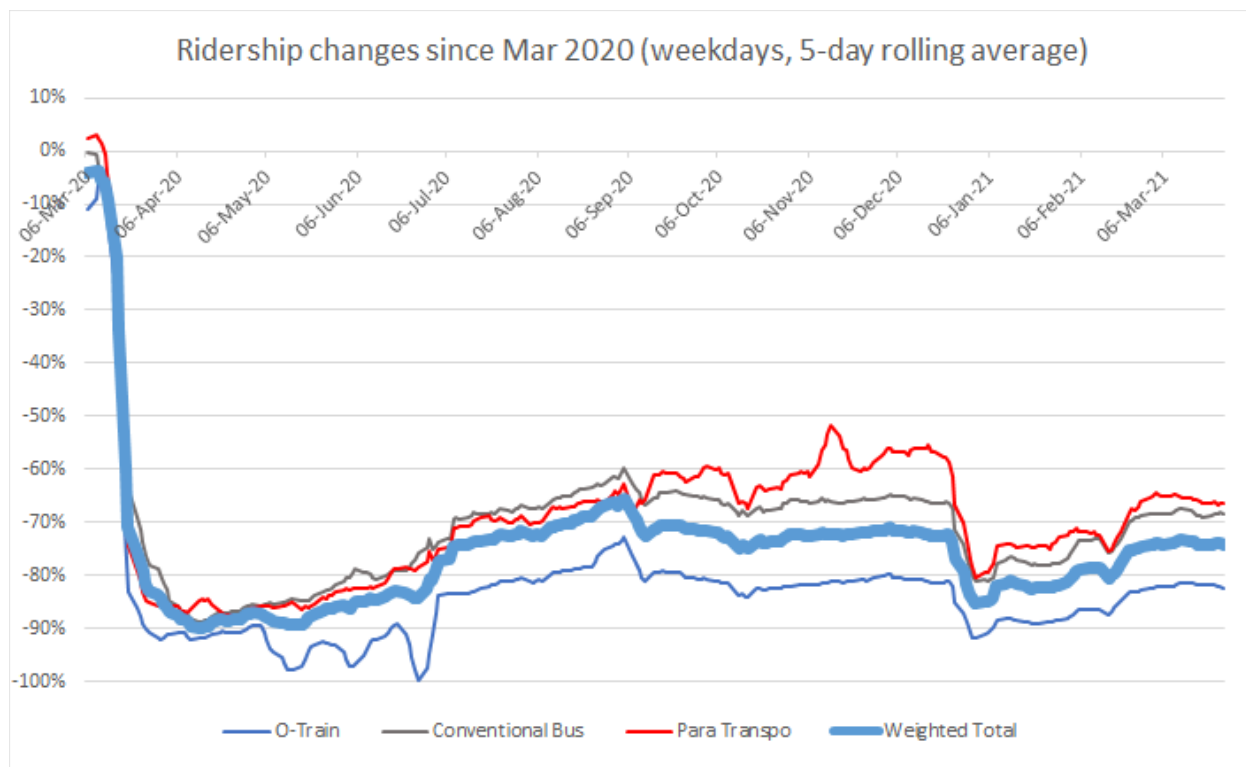
Ridership and Fare Revenue

Transit ridership declined dramatically in mid-March 2020 when the COVID-19 pandemic reached Ottawa and the lockdown began. Office workers began working from home and colleges and universities changed to distance learning. OC Transpo service was reduced to approximately 50 percent of normal levels to ensure sufficient operational capacity to cover operations in case large numbers of staff members had to self-isolate or quarantine due to having contracted COVID-19. Service was increased to approximately 60 percent of normal levels through the spring of 2020, to add capacity for essential workers and to allow for physical distancing in the months before masks were available and mandatory.

Transit ridership grew gradually through the summer of 2020, as the full OC Transpo network returned to service, as masks started to become widely available, as masks were made mandatory on the transit system, and as other health measures were put in place. Ridership was stable through the fall of 2020 at just below 30 percent of normal levels, as working from home and distance learning continued, and as public health measures continued to recommend against non-essential travel.

Figure 1 shows OC Transpo ridership in 2020 and early 2021.

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Ridership on OC Transpo declined in January 2021, as the lockdown was re-introduced and a provincial stay-at-home order was in place. Elementary and high schools moved to online distance learning during this time. In February, these restrictions were eased and schools returned to on-site learning. By the end of March, ridership had risen to 26 percent of normal volumes, made up of bus ridership at 32 percent, O-Train ridership at 18 percent, and Para Transpo ridership at 34 percent of normal levels. More recent increases in public health restrictions may be leading to a stall in ridership growth or perhaps a reduction in ridership.

The composition of transit ridership is different during the pandemic than it is normally. With office workers working from home and university and college students learning away from campus, those important sectors of transit ridership are lower, and as a result, customers who are retired or unemployed and customers working in the health sector make up a greater proportion of current ridership than usual.

Table 1 shows the normal and current composition of transit ridership.

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Normal customer demographics

Sector or type	% of normal ridership
Social Science, Education, Government, Religion	22%
Student (not working PT)	21%
Sales and Service	16%
Business, Admin, Finance	12%
Natural/Applied Science	7%
Retiree (not working PT)	6%
Management	4%
Art, Culture, Recreation, Sport	3%
Health	2%
Trades, Transport and Equipment Operator	2%
Unknown sector	2%
Unemployed	2%
Homemaker (not working PT)	1%
Primary Industry	<1%
Processing, Manufacturing, and Public Utilities	<1%

Estimated current customer demographics

Sector or type	Est % making trips	Est % of current ridership
Student (not working PT)	25%	16%
Sales and Service	50%	16%
Social Science, Education, Government, Religion	20%	13%
Business, Admin, Finance	25%	9%
Retiree (not working PT)	45%	8%
Unknown sector	100%	7%
Unemployed	100%	6%
Health	90%	5%
Natural/Applied Science	25%	5%
Trades, Transport and Equipment Operator	80%	5%
Art, Culture, Recreation, Sport	40%	3%
Management	25%	3%
Homemaker (not working PT)	100%	3%
Primary Industry	80%	<1%
Processing, Manufacturing, and Public Utilities	80%	<1%

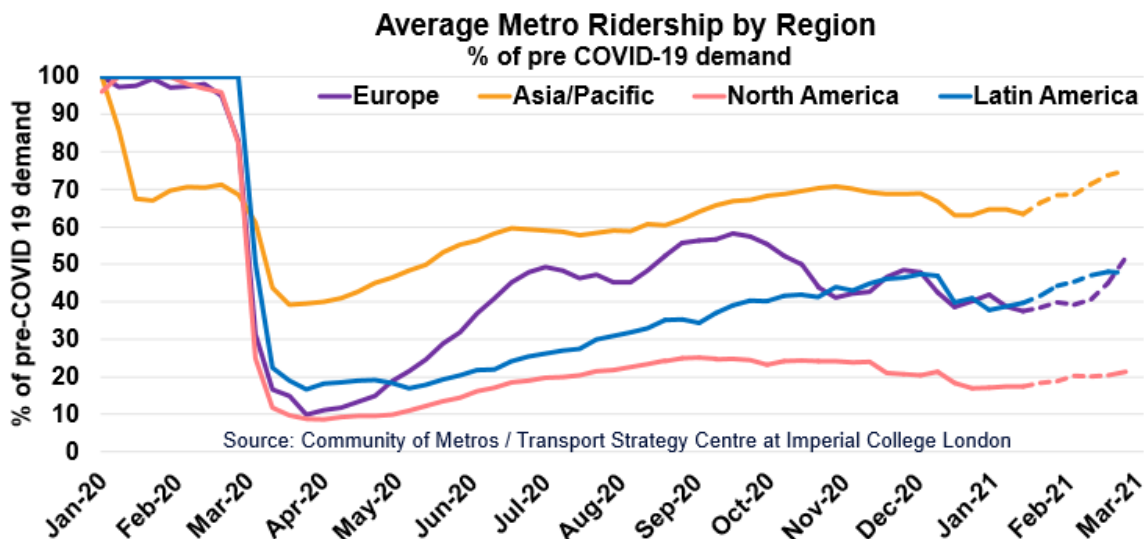
Sources: 2011 Origin-Destination Survey; Economic Development Services; Deloitte; Statistics Canada

The COVID-19 pandemic is unusual in that it is affecting all transit systems in all cities around the world. All transit agencies are sharing their experiences, their research, and their conclusions about how they have responded to COVID-19 and how they are preparing for the future. The ridership trends in Ottawa have followed the same pattern as in cities all around the world. Transit ridership in North America fell further and is taking longer to return than in other parts of the world, because of a greater reliance on transit in cities in other parts of the world and because the Asia-Pacific region is further along in their recovery from the pandemic.

Figure 2 is a summary of transit ridership levels through 2020 and early 2021 from rail transit systems across the world, provided through the Comet benchmarking program of which the City of Ottawa is a member.

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Demand During COVID-19: Average Trajectory by Region



IMPERIAL COLLEGE LONDON PROJECTS **TSC**

In 2021, federal and provincial funding to replace lost fare revenue and COVID-related costs has been confirmed, totalling \$135.3 million. It is not possible to forecast with any certainty what ridership will be for the remainder of 2021 nor into future years. It is difficult to know at this time how customers' travel will change, or how quickly. Ridership on OC Transpo will depend not only on the pace of vaccination and the resulting public health measures, but also on the decisions that will be taken by the federal public service as to when their workers will return to their offices, and by the universities and colleges as to when they will return to on-campus learning. City staff are staying connected to these organisations to understand their plans. Staff also continue to watch trends in other cities across Canada and around the world, to see how the patterns of ridership recovery might occur.

Future transit ridership in Ottawa will be the result of several factors, all currently unknown:

- How many jobs will there be in Ottawa?
- How many people will continue to work from home?
- How many people will continue distance learning?
- How many people will adopt a compressed work week?
- How many people will choose to walk/cycle to work or school?
- How many people will choose to drive/carpool rather than use transit?

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Transit agencies around the world are watching current trends and preparing for a range of possible futures. As noted earlier, the City participates in the Comet benchmarking group of rail transit systems from around the world. Some of the matters that transit agencies are watching and considering are not only the rate of return of transit ridership and fare revenue but also health and safety for customers and staff, service levels and funding, possible shifts in the busiest times during the day, capital planning for renewal of assets, and service reliability.

Reducing Operating Costs

Council and City staff took measures to control operating and capital costs immediately upon the pandemic arriving in Ottawa and have continued to do so through the months since then. In March 2020, cost mitigations were implemented for OC Transpo service, resulting in \$12.8 million in operating savings and \$20.4 million in capital deferrals. The 2021 budget approved by Council in November 2020 included \$30 million in operating savings and up to \$90 million in capital budget adjustments. Service adjustments announced in March 2021 and implemented in June 2021 will result in \$5.5 million in operating savings in 2021 and \$11 million in savings per full year starting in 2022, if required.

As noted earlier, the current expectation is that federal funding will replace the fare revenue shortfall in 2021. But if ridership remains below the long-term forecasted levels in 2022 and beyond, there could be a fare revenue gap in 2022 and for further years. While the federal government has announced permanent capital funding for transit projects, there has been no announcement from the federal or provincial governments as to whether they will provide funding to replace lost fare revenue in 2022 and beyond.

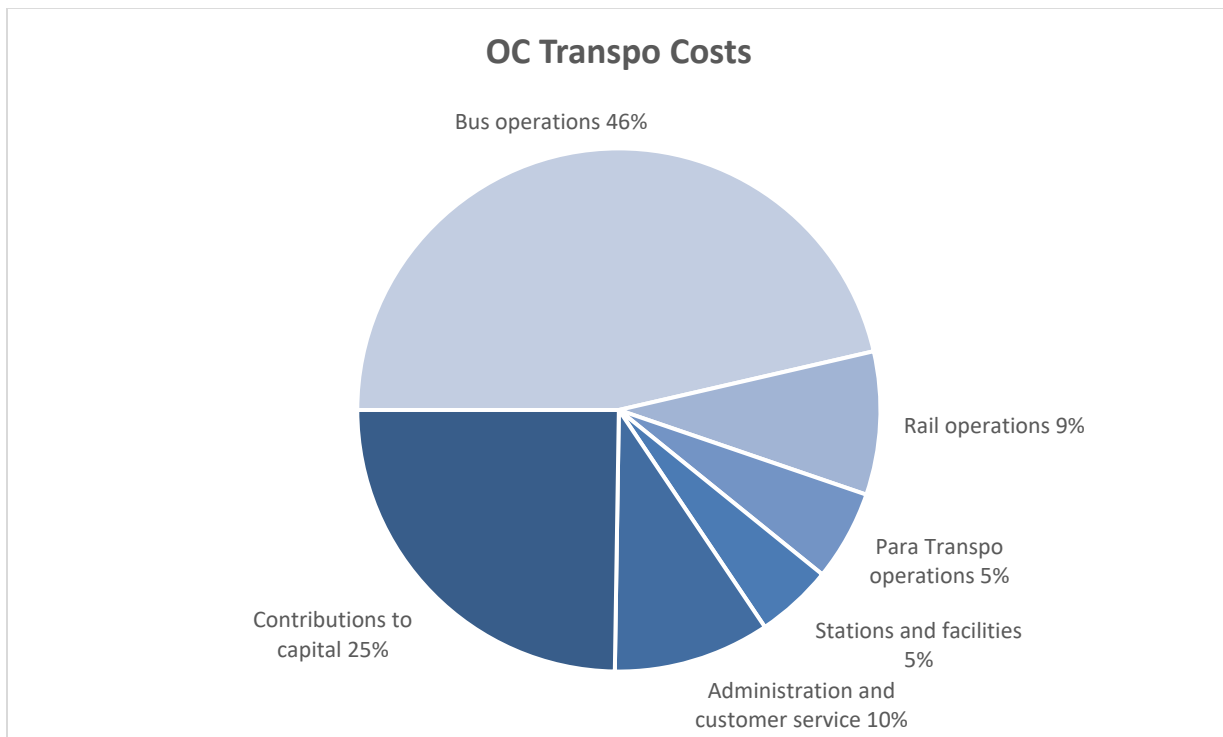
If there is a funding gap in the transit budget in Ottawa, there are only two ways that the City can address it – by reducing costs or by increasing revenue. Costs can be reduced by reducing the volume of service (such as by running service less frequently or by removing routes at some or all times of the week) or by reducing the quality of service (such as by reducing cleaning, reducing maintenance, reducing customer service response time, or reducing the numbers of staff on strength to cover absences). Revenues can be increased by receiving increased funding from senior levels of government, by increasing property taxes, or by increasing transit fares. All of the possibilities under the City's control are counter-productive – service cuts will lead to reduced mobility for people in Ottawa, service quality reductions will discourage people

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from riding transit, property tax increases above the rate of inflation will limit the economic recovery of the City, and transit fare increases above the rate of inflation will discourage people who have a choice from riding transit and will place an undue burden on people who do not have a choice and who must ride transit.

As noted earlier, staff are making service adjustments in June 2021 to respond to current ridership volumes and travel patterns. These adjustments are temporary, and the services that are being suspended or reduced can be returned to normal levels as required when ridership returns. Even with the June 2021 adjustments in place, transit service continues to be available across the entire urban area of the City. There is no loss of mobility, but there are longer wait times for buses and some additional transfers required.

Figure 3 shows the breakdown of operating costs at OC Transpo.



Further reductions to the OC Transpo operating budget, if required, are most likely to be made by making cuts to bus service. This could mean reducing service from some areas of the city at some times of the day, or some days of the week, or entirely. Doing so would reduce mobility for the customers who now use the services to travel to or from the areas affected, and in this way would cause significant harm to them. As

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previously noted, any significant service cuts will erode the goals approved by Council in the Transportation Master Plan and Official Plan.

Some Ottawa residents have no options other than to use public transit. Any service cut will negatively affect these customers in particular, by removing or restricting their ability to travel, their ability to work or learn, their ability to travel at the time of their choice, their ability to travel in comfort and safety, or in other ways. Higher-income and able-bodied people might have other travel options, such as using a car or calling a taxi, but people with disabilities, people with lower incomes, and people who do not own a car do not have all of these options. The unavoidable result is that the people who need transit most are the people who are most affected by service cuts.

For that reason, any cut should be avoided where it would remove essential mobility and cuts should be selected so as to minimize the unavoidable impact on customers. In addition, any cuts should be selected in such a way as to allow the City's progress towards its long-term mobility goals to resume as the economy improves. As an example, removing a bus route may require its customers to have a longer walk to the next-nearest route or may remove access to the transit system entirely. Another example is that removing early morning service or late evening service, even though they are the times with the lowest ridership, may require some people to use a travel mode other than transit, or it may remove the ability for some people to hold a job.

It is essential, if the City's long-term goals are to be achieved, to preserve the ability for the transit system to return to full operations as the pandemic recedes and to grow beyond its 2019 levels. Cost savings can only be achieved by reducing or removing the function that the tax and fare dollars support, and making the greatest cost savings requires substantial and lasting cuts, such as by laying-off staff, by retiring buses from the fleet and disposing of them, or by closing and disposing of facilities such as stations and bus garages. If any irrevocable decisions are made in these areas, it will be expensive and slow to rebuild to pre-pandemic service levels. As an example, if staff levels are reduced, future growth will require recruitment, selection, and training of new staff, a process that will take months to complete after funding is made available. Another example is that if the size of the bus fleet is reduced, future growth will require buying new buses, a process that can take up to two years after capital funding is approved by Council.

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Evaluating and Selecting Service Cuts

Potential service cuts fall into a small number of categories:

- Reducing frequency on routes and at times with low ridership (e.g., 30 min to 60 min);
- Removing selected Connexion routes entirely;
- Removing selected Local routes at certain times (e.g., evenings, weekends);
- Removing selected Local routes entirely; and/or,
- Converting selected Local routes to on-demand service (currently being studied).

There are no remaining options, as there were during the 2011 service optimization, to restructure the network to be more efficient while still maintaining the same access to mobility and the same quality of service. Any service cut will have a negative effect on the customers who use the service that is affected, and that negative effect will be disproportionately felt by the people who have no option but to use transit. There will be options to reduce bus operating costs as O-Train extensions open in 2022 to the south, in 2024 to the east, and in 2025 to the west.

If Council determines that service cuts should be made, staff can assess the impact that each possible service cut would have on customers, and can compare that impact with the potential cost savings, allowing a ranked list to be created, from the least harmful per dollar saved down to the most harmful per dollar saved. Customers' experience on transit is measured by the length of the walk to the nearest stop or station, the wait time for the next bus or train, the time spent onboard the bus or train, the number of transfers required, and the reliability of the service. Staff are also able to estimate the number of customers who would stop using the OC Transpo system entirely if the service cuts were made.

Decision-Making

If service cuts are to be made, there needs to be approval of a consistent way to decide on which cuts to make, and there needs to be an agreed sequence for the consideration and approval of the cuts. The least-harmful result in the short term is to select service cuts that achieve the greatest saving with the least impact on customers. This would mean removing routes where there are nearby alternatives and removing routes and time periods with fewer customers. The greatest savings come from cuts during peak periods, as they allow savings to fixed costs that are based on the fleet size, but these

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also reduce the City's long-term ability to grow, as these would require new buses to be purchased in future.

Everyone involved in the decision-making process, from staff to Commissioners and Councillors to stakeholders, need to consider that the results of any service cuts will be longer walks, longer waits, and more crowding, all of which will discourage transit ridership for those who have a choice and which will cause disproportionate harm to those who do not have a choice.

Equity and Inclusion

Council has adopted the Equity and Inclusion Lens, requiring that any potential decision be evaluated for its effect on groups of people who are already disadvantaged. The lens identifies these groups: Indigenous people, Francophones, LGBTQ residents, Immigrants, Older adults, People living in poverty, People with disabilities, Racialized people, Rural residents, Women, Youth, as well as others who are at risk of being excluded. Taken together, these groups represent the majority of OC Transpo customers. Normally, any staff recommendation on a major service change would be accompanied by an assessment of its effects on these groups. But if multi-million-dollar service cuts are decided, all of these groups could be negatively affected. If the Transit Commission and Council determine that a route-by-route assessment of the effects on these groups is required, that will be a time-consuming project, which could delay the achievement of the desired savings, and if the service cuts are extensive, the results of the assessment might not significantly change the Council decision. An assessment of the overall effects of a package of potential service cuts would be prepared for the Transit Commission and Council in any case.

Consultation

Consultation can be an important part of the approval process for potential service cuts if it informs the decision that will ultimately be made. Consultation allows for information sharing about the reasons for and the details of the potential service cuts, it allows customers to explain their travel needs and the negative impacts of the potential service cuts, and it allows decision-makers to understand the particular ways that the potential service cuts would affect customers. In the context of the current pandemic, consultation is best carried out online. If decided by Council, staff would provide background information about the service cuts and more-detailed information about

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each potential service cut being examined and would provide a way for customers to comment on octranspo.com. Staff would also support any additional consultation methods that individual Councillors choose to carry out. At the end of the consultation period, staff would summarise the consultation results, would revise the set of potential service cuts to address points raised during consultation, and would discuss the consultation results and the revised set of potential service cuts with each Councillor, before bringing recommendations to the Transit Commission for consideration and to Council for approval.

Sequence for Analysis, Consideration, and Approval

If Council determines that transit service cuts are needed, there is a sequence of steps that would need to be followed:

- Decision by Council on principles to apply in selecting service cuts;
- Decision by Council on level of savings required;
- Analysis by staff to develop draft list of cuts to be consistent with the decisions of Council;
- Presentation of first draft of cuts to Transit Commission;
- Consultation with customers;
- Analysis and evaluation by staff based on results of consultation;
- Recommended final set of cuts;
- Approval by Transit Commission and Council;
- Scheduling, workforce administration, notice period for staff affected;
- Information to advise customers of the service cuts and to explain the travel options that remain;
- Implementation of service cuts; and,
- Termination of staff, disposal of buses, decommissioning of facilities in order to achieve savings.

Conclusions

Staff recommend the following criteria to select service cuts, if required:

1. Retain a good and useful City-wide transit service
2. Select the cuts that provide the greatest savings and affect the fewest customers
 - First, reduce frequencies where ridership is low
 - Last, remove service that would result in people no longer being able to travel

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3. Avoid cuts that would have a disproportionate impact on vulnerable parts of the population
4. Apply the equity and inclusion lens
 - Document the impact on the identified groups
 - Rank lower the potential service cuts that could affect these people
5. Ensure consultation and an ability for customers to comment to decision-makers
6. Ensure Commission and Council endorsement

Staff recommend the following priorities to maintain and design the resulting transit network:

1. Retain transit mobility to and from all parts of the urban area, as funding allows
2. Continue to have the O-Train and Transitway as the spine of the network
3. Retain daytime service at least every 5 minutes on O-Train Line 1
4. Retain daytime service at least every 15 minutes on Rapid and Frequent bus routes
5. Retain service at least every 30 minutes on most remaining Local and Connexion routes

RURAL IMPLICATIONS

Evaluation of transit services in the rural parts of the City would be conducted as guided by Council policy decisions.

CONSULTATION

No specific public consultation was conducted during the development of this report, but observations and conclusions are based in part on ridership measurements and feedback from customers over many years. The report recommends a process of consultation as part of any decision-making process on transit service cuts.

COMMENTS BY THE WARD COUNCILLOR(S)

This is a City-wide report.

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ADVISORY COMMITTEE(S) COMMENTS

N/A

LEGAL IMPLICATIONS

There are no legal impediments to approving the recommendation as outlined in this report.

RISK MANAGEMENT IMPLICATIONS

Risks are identified in this report.

FINANCIAL IMPLICATIONS

There are no financial implications to this report.

ACCESSIBILITY IMPACTS

The entire OC Transpo network remains accessible and Para Transpo services would not be affected by the criteria for service changes outlined in this report.

TERM OF COUNCIL PRIORITIES

This report directly or indirectly supports the following 2019-2022 Term of Council Priorities:

- Integrated Transportation: Enable effective mobility through a sustainable, accessible and connected city transportation system.
- Service Excellence Through Innovation: Deliver quality services that are innovative and continuously improve to meet the needs of individuals and communities.
- Environmental Stewardship: Grow and protect a healthy, beautiful, and vibrant city that can adapt to change.

DISPOSITION

Staff will use the criteria and priorities identified in this report to bring recommendations on service modifications to Transit Commission, should Council direct staff to do so.