



Transit Commission

Minutes 11

**Wednesday, 19 February 2020
9:30 a.m.**

Champlain Room, 110 Laurier Avenue W.

- Notes:**
1. *Please note that these Minutes are to be considered DRAFT until confirmed by the Commission*
 2. *Underlining indicates a new or amended recommendation approved by Commission.*
 3. *Except where otherwise indicated, reports requiring Council consideration will be presented to Council on 26 February 2020 in Transit Commission Report 4.*

Present:

Chair: Councillor A. Hubley
Vice-Chair: Councillor J. Cloutier

Councillors: R. Brockington, G. Gower, T. Kavanagh C. McKenney
J. Sudds, T. Tierney

Citizen Members: A. Carricato, L. Williams, S. Wright-Gilbert

Absent: Citizen Member M. Olsen (as advised)

Councillors M. Fleury, J. Harder, R. King, M. Luloff, C.A. Meehan and S. Menard were also in attendance.

DECLARATIONS OF INTEREST

No declarations of interest were filed.

CONFIRMATION OF MINUTES

Minutes 8, of the Transit Commission (TC) Meeting of Wednesday, 20 November 2019, *Minutes 9*, of the Special TC Meeting of Wednesday, 18 December 2019, and *Minutes 10*, of the Special TC Meeting of Thursday, 23 January 2020, were confirmed.

RESPONSES TO INQUIRIES

- OCC 19-19 - Maintenance Records Related to OTrain Door Issues
- OCC 21-19 - OC Transpo bus service reliability
- OCC 24-19 - Para Transpo – Free Transit for Seniors
- TTC 06-19 - Request for LRT / Bus Ridership Data, Information Regarding LRT Service Disruptions / Actions Taken
- TTC 07-19 - Cost to Delay Proposed Transit Fare Increase in Budget 2020
- TTC 08-19 - Advertising at LRT Stations and on the Trains
- TTC 09-19 - Understanding Demand for Para-Transpo and Costs for Purchasing New Para-Buses
- TTC 10-19 - Feasibility of Implementing Ottawa Seniors' Transportation Committee Proposal: "Senior Pick Your Ride-Free Day"
- TTC 11-19 - Operational and Financial Implications of Extending Transfer Validity Period from 90 to 120 Minutes
- TTC 13-19 - Request for Data Re: Connexion, Frequent and Rapid Routes Serving Eagleson, Fallowfield and Trim Road Park and Rides

PRESENTATION

1. PARA TRANSPO SERVICE UPDATE

CITY-WIDE

At the outset, Vice-Chair Cloutier introduced the following Motion to allow for a verbal presentation at the meeting without the requirement for staff to provide a separate written report on the update and presentation:

MOTION N^o TTC 2019 11/01

Moved by Councillor J. Cloutier:

THAT, pursuant to Subsections 89(3) and 83(4)(a) of the Procedure By-law, the Transit Commission waive the Rules of Procedure to receive the verbal update from the General Manager and staff of the Transportation Services Department regarding *Para Transpo Service* at today's meeting, and dispense with the requirement for staff to provide a separate written report on this verbal update and presentation.

CARRIED

The Commission received a brief slide presentation from Mr. Pat Scrimgeour, Director, Transit Customer Systems and Planning, Transportation Services Department (TSD) speaking to Para Transpo online services, which touched upon reserving next-day trips and cancellations using the new web form (to be available as of 21 February), Presto cards and Para Transpo, and additional capacity. A copy of this presentation is held on file with the City Clerk.

Questions to staff included, but were not necessarily limited to the points touched upon in the presentation and; the prioritization of online and telephone bookings; ease of online booking and cancellation; whether staffing is adequate to deal with new demands; system wait times; benchmarking with comparable municipalities; customer feedback and follow-up; time frames for integration with Presto; reasons for fluctuation in demands; the possibility of free transit for Seniors on Wednesdays (to match OC Transpo service); and, overall service optimization.

The Commission then heard from the following delegations speaking to their individual experiences and issues with Para Transpo service:

- Mr. Ryan Lythall
- Mr. Kyle Humphrey
- Mr. John Redins
- Ms Sally Thomas

Following up on the above, the Commission also discussed matters covering unwarranted third-party cancellations; whether the booking system is a dedicated system, separate from OC Transpo's information call centre; taxi configuration (with regard to restraint systems, customer comfort and safety); accommodation of service animals; minimizing the time required for drivers to manually write out Para Transpo slips (as a way to help lessen wait times); and, the ongoing need for improved communication and input from stakeholders who regularly provide feedback. Discussions having concluded, the Commission 'RECEIVED' the verbal update and presentation for information.

LIGHT RAIL REGULATORY MONITOR AND COMPLIANCE OFFICER

2. LIGHT RAIL REGULATORY MONITOR AND COMPLIANCE OFFICER ANNUAL REPORT

ACS2020-OCC-TRA-0002

CITY WIDE

REPORT RECOMMENDATION:

That the Transit Commission recommend Council receive the Light Rail Regulatory Monitor and Compliance Officer Annual Report, attached as Document 1.

At the start of the meeting, Chair Hubley had introduced Mr. Sam Berrada as the City's Light Rail Regulatory Monitor and Compliance Officer (RMCO). Prior to the

Commission's consideration of this item, Mr. Rick O'Connor, City Clerk, informed that Mr. Berrada was responsible for reporting on the LRT system's regulatory safety program. He noted that the scope of the current report covered the period since the inception of active LRT service, and that the next report would cover a full year's-length of service. Mr. John Manconi, General Manager, Transportation Services Department, was also present to respond to questions.

Mr. Berrada provided the Commission with a detailed slide presentation overview of his report, outlining regulatory background, the RMCO's scope and mandate, monitoring principles and activities, summary of findings to date, and next steps. A copy of this presentation is held on file with the City Clerk.

Questions to the RMCO, and the Commission's discussions, touched upon the findings contained in the report and on points addressed in the presentation. At the conclusion of discussions, the report recommendation was put before the Commission and was 'CARRIED', as presented.

TRANSPORTATION SERVICES

TRANSPORTATION PLANNING

3. TRANSIT SERVICES 2020 BUSINESS PLAN

ACS2020-TSD-TS-0001

CITY WIDE

REPORT RECOMMENDATION:

That the Transit Commission receive the Transit Services 2020 Business Plan for information.

Mr. John Manconi, General Manager, Transportation Services Department (TSD), spoke briefly to introduce this item, following which staff received questions from the Commission. Messrs. Pat Scrimgeour, Director, Transit Customer Systems and Planning, TSD, and Michael Morgan, Director, Rail Construction Program, TSD, were also present to respond to questions.

Councillor Brockington introduced the following Motion, explaining that he felt it important that the Commission *endorse and approve* the business plan rather than merely *receive* it for information:

MOTION N^o TTC 2019 11/02

Moved by Councillor R. Brockington:

That the Transit Commission delete the words “receive” and “for information” from the Report’s recommendation and insert the word “approve” in the place of the word “receive”.

CARRIED

The Commission heard from the following public delegations:

- Mr. Raymond Leury, President, Electric Vehicle Council of Ottawa, spoke to his own slide presentation* to highlight the importance of electric buses.
- Mr. Alex Cullen, Council on Aging, requested that the Commission consider giving seniors the flexibility to choose their preferred free transit day.

[* Submission held on file with the City Clerk.]

Questions to staff and discussions touched upon the points raised by the delegations along with; life-cycle replacement of the existing diesel fleet and its future electrification; difficulties with current electric technologies; alternate fuels; leveraging opportunities with Hydro Ottawa and with other levels of government; performance measurement and the formation of a steering committee to provide feedback; marketing efforts for the new multimodal service; meeting greenhouse gas reduction targets; timelier reporting on performance measurement and electric technology advancements; employee absenteeism; improved transfer connections with Société de transport de l’Outaouais (STO) transit; ensuring that a gender equity lens is applied to all projects; and, tree preservation during LRT Stage 2 construction.

Discussions having concluded, the report recommendation was put before the Commission and was ‘CARRIED’, as amended by Motion N^o TTC 2019 11/02, along with the Direction to Staff noted below.

That the Transit Commission approve the Transit Services 2020 Business Plan.

CARRIED, as amended

DIRECTION TO STAFF

- To bring forward an interim report on the pilot for electric buses early in 2021.
- To expedite the financial report on the electrification of buses which focuses on the transition to purchasing new electric buses (with the understanding that we would continue with our new/in use diesel buses until their lifecycle ends).
- To provide the number and type of buses we have in the queue for purchase (already approved in our budget), and new buses slated to be purchased in Budget 2021 and Budget 2022.

TRANSPORTATION SERVICES - VERBAL UPDATE

4. CONFEDERATION LINE AND BUS SERVICE UPDATE

CITY-WIDE

Mr. John Manconi, General Manager, Transportation Services Department (TSD), spoke briefly to introduce this item and to note that Messrs. Peter Lauch, CEO, Rideau Transit Group / Rideau Transit Maintenance, and Matthew Slade, Project Director, Ottawa Light Rail Construction, EllisDon Corporation, were in attendance. Messrs Troy Charter, Director, Transit Operations, TSD, Pat Scrimgeour, Director, Transit Customer Systems and Planning, TSD, and Michael Morgan, Director, Rail Construction Program, TSD, were also present, along with Mr. Lauch, to provide an update on developments pertaining to the Confederation Line and Bus Service since the Transit Commission's last meeting, and to respond to questions.

The update touched upon, and the Commission's discussions encompassed, but were not necessarily limited to; staff commitment to provide regular bi-weekly updates, to include performance measurement; ongoing issues with the LRT's Train Control and Monitoring (TCMS) and Vehicle On-Board Controller (VOBC) systems; train doors and track switches; arcing events and power issues; braking and wheel flats; speculation on interim and root causes for the foregoing; R1 bus service and scheduling; issues related to passenger information displays; software upgrades and quality-assurance testing; modifications to the Tunney's

Pasture platform and enhancements to Blair Station; ongoing Rideau and Parliament Station odour issues; accessibility, as related to elevator breakdowns; downstream effects of service delays; an ongoing need to improve customer communications and to make information and trip-related data more readily available; a commitment from RTG to provide written response to questions raised earlier by Commission members; and, the recent Council-approved extension to the fare freeze.

Discussions having concluded, the Commission 'RECEIVED' the presentation for information

MOTIONS OF WHICH NOTICE HAS BEEN PREVIOUSLY GIVEN

COUNCILLOR T. KAVANAGH

5. GPS AND USER-FRIENDLY APP SYSTEM FOR BUSES TO PROVIDE ACCURATE INFORMATION ON BUS LOCATION / CANCELLATIONS

ACS2020-OCC-TRA-0003

CITY WIDE

REPORT RECOMMENDATION:

That the Transit Commission recommend Council approve that in 2020, OC Transpo prioritize bringing forward a reliable GPS and user friendly app system on all buses to give accurate information on bus location and cancellations to transit users.

Speaking to introduce her Motion, Commissioner Kavanagh explained that her intent was not to ask that OC Transpo develop a specific app, but that it make its data more openly available to help facilitate the development of such an app with a view towards improving customer service.

The Commission heard from Mr. Justin Kelly, who spoke in support of this initiative. He highlighted the importance of making real-time data available, and recommended wide consultation.

Commissioners spoke of the need to improve data availability, of initiatives such as idea-sharing 'hack-a-thons' to produce apps using open data, and of ensuring that such apps will also be compatible with Para-Transpo systems.

Mr. John Manconi, General Manager, TSD, expressed support for the Motion, and said he believed it could be actioned as part of the department's ongoing workplan. He also spoke of discussions with BlackBerry Ltd., which could see Ottawa become a pilot for this project, at low cost to the City.

Discussions having concluded, Commissioner Kavanagh thanked Mr. Kelly and Councillor Mathieu Fleury for their earlier efforts on this matter. The report recommendation was then put before the Commission and was 'CARRIED', as presented.

OFFICE OF THE CITY CLERK

COUNCIL AND COMMITTEE SERVICES

6. STATUS UPDATE – TRANSIT COMMISSION INQUIRIES AND MOTIONS FOR THE PERIOD ENDING 7 FEBRUARY 2020

ACS2019-OCC-TRA-0002

CITY WIDE

REPORT RECOMMENDATION:

That the Transit Commission receive this report for information.

RECEIVED

ADJOURNMENT

The meeting was adjourned at 2:28 p.m.

Commission Coordinator

Chair