

Our File/N/Réf. 14-8-2000  
Your File/V/Réf.

DATE: 13 April 2000

TO/DEST: Co-ordinator, Transit Services Committee

SUBJECT/OBJET: **TRANSPLAN 2000**

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### **DEPARTMENTAL RECOMMENDATION**

**That the Transit Services Committee recommend to the Commission that the service plan for 2000/2001, based on public and employee consultations through Transplan 2000, be implemented in September 2000. This is summarized in Table 1.**

### **INTRODUCTION**

The Transplan consultation process occurs annually. It provides residents of the Urban Transit Area and OC Transpo employees with opportunities to participate in planning the service for next year. The process allows most major service changes to be focussed into one stream of activities.

Each year, the Transplan program begins in the fall with staff identifying issues, reviewing customer and employee suggestions and developing service change proposals. Information and maps describing the proposals are designed and printed and employees and customers are consulted during the first few months of the year. Based on feedback from customers and employees, recommendations are developed and presented to the Transit Services Committee and the Transit Commission. Scheduling and booking activities follow with implementation in June or September, depending on requirements.

The route change proposals included in Transplan 2000 were largely for service in the suburbs outside the Greenbelt. They were based on ideas developed through the Comprehensive Review to improve the route network, and follow significant changes that were implemented inside the Greenbelt last September in the Transplan 1999 process.

After the implementation of the changes approved through Transplan 2000, we expect the route network to be relatively stable and changes in the next few years to be largely restricted to those required to provide transit service in developing areas.

### **TRANSPLAN 2000 PROPOSALS**

In September and early October last year, ads inviting ideas for service improvements were placed in community newspapers in the suburbs outside the Greenbelt. We also held open houses in OC Transpo garages and advertised in the Transpo newsletter to solicit suggestions from OC Transpo employees.

A summary of the ideas we received at that time is available separately. These were used, combined with the ideas developed in the comprehensive review and other ideas which had been received throughout the year from members of the community, to develop proposals for route changes.

The Transplan 2000 proposals, as presented to the public and OC Transpo employees, can be found in Appendix 1. They cover significant changes in Kanata, Barrhaven and Orleans as well as smaller changes in Ottawa West, Elmvale Acres and Gloucester East. They propose improvements in the following major areas listed in the OC Transpo Comprehensive Review:

- Strengthened grid base network - A number of routes are modified to better connect facilities in communities with straightforward route patterns;
- Improved connectivity - Route modifications that provide new transfer opportunities that do not exist today;
- Improved community circulation - New services that circulate within communities;
- More express/limited stop services to suburban employment centres.

### TRANSPLAN 2000 CONSULTATION

The proposals for route changes were described in a comprehensive brochure. In mid February, the brochures were distributed on all buses and to households in all the areas affected. Brochures were also mailed to Community Associations and councillors and all operators received a copy. Ads were also placed in community newspapers in early February notifying customers about the open houses.

Internal employee open house sessions and public open houses were held in early February and mid March, where it was possible for attendees to discuss the proposals one-on-one with planning staff. Approximately 500 members of the public and 300 employees attended these sessions.

In total, 533 submissions were received, which generated 806 individual comments. These comments were assigned to one of the three main categories consisting of Transplan 2000 proposals, non Transplan/operational type issues or Transplan 2001 proposals. The distribution of comments by category are as follows:

- ⇒ 473 Transplan 2000 proposal comments,
- ⇒ 239 Non Transplan/operational type issues, and
- ⇒ 94 Transplan 2001 routing suggestions.

The Transplan 2000 comments dealt with the routing change proposals. The operational concerns dealt with items such as frequency of service, bus shelter requests, equipment concerns, etc. and have been forwarded to the appropriate departments for further review. The new routing suggestions (Transplan 2001) will be brought forward as part of next year's Transplan process. All comments are summarized in Appendix 2.

The Regional Transit Advisory Committee (RTAC) and the Accessible Transit Advisory Committee (ATAC) were consulted both during the preparation of the proposals and during the development of these recommendations. In general, ATAC was comfortable with the draft recommendations, but RTAC made specific suggestions which have been incorporated into the final recommendation in this report.

## DISCUSSION

The recommendations for changes in September are summarized in Table 1. There is also a more detailed description in Appendix 4 of the rationale behind the proposals, the issues that were raised in the consultation and the revisions, if any, included in the recommendation.

### **Kanata**

#### Routes 162, 161, 160, 118 (Exhibit 1)

Changes are recommended, as proposed, with one minor exception. The removal of service on Route 162 from Penfield is not recommended.

#### Route 162

Route 162 is an all-day local route currently operating in a one-way loop along Penfield Drive. It had been proposed to remove service from Penfield Drive, but following review of input from the public and the Kanata Transit Advisory Committee this proposal has been withdrawn.

In order to reduce the circuitry and decrease the running time of this route and to maintain better connection possibilities at the Kanata Town Centre, it was proposed to remove Route 162 from Penfield. This proposal was made because of low ridership on Penfield and the fact that alternate service was available on Teron Road, which is less than 300 metres away.

Of the 39 comments received on this proposal, 35 disagreed (including a petition from the seniors' home on Penfield) and four agreed. Many residents were seniors who stressed their difficulties with walking out to the bus stop on Teron Road.

In view of these concerns, staff have reconsidered the proposal and recommend that the current routing of 162 be maintained in order to encourage these seniors to continue to use OC Transpo service.

### Route 161

**It is recommended that Routes 161 and 165 be combined into one route south of the Kanata Town Centre which would terminate at the Kanata Town Centre and connect with all other local service. The portion of this route which now operates north of the Kanata Town Centre would be served by new Route 160.**

In order to provide more attractive, reliable service and improve ridership in the Bridlewood area, it is recommended that the “two-route, hourly service” be abolished. Ridership on these routes is well below the Commission’s standards and it is hoped that offering 30 minute service on one new local Route 161 to the Kanata Town Centre, where connections to Route 97 and other local service can be made, will improve performance. Hourly service restricts flexibility for residents in planning trips and we are hoping that half hourly service will generate additional riders, even though some people will have a slightly longer walk.

The creation of one route offering 30 minute service would mean that some residents along Bridlepark would have longer walking distances until Bridgestone and Stone Meadow are developed. However, these walking distance are less than 400 metres. The change would also mean that the direct North/South service would be severed and it will be necessary to schedule the service so that all can connect well at the Kanata Town Centre.

### New Route 160

**It is recommended that:**

- **Route 160 replace the existing service of hourly Routes 161/165 in Kanata North;**
- **This new route provide all-day 30 minute service to the Kanata Industrial Park area and Kanata North to serve the growing number of employees requiring 30 minute service to this area and attract new riders.**

In order to meet the requirements of the growing employment area of Kanata North, it is recommended that north of Kanata Town Centre Routes 161 and 165 be combined to form Route 160. This route would depart from the Kanata Town Centre every 30 minutes and travel to Morgan’s Grant on two different directional patterns. One pattern would travel north on Teron and then through the Business Parks, the other route would travel through the Business Parks, through Morgan’s Grant and then return on Teron Road. The total travel time of the entire route is 22 minutes. While one direction is a little longer to the Business Parks than the other, a 30 minute service is maintained and residents on Teron road have 60 minute service to the Park and Ride and the Kanata Town Centre. This new route would also operate the full length of Herzberg, satisfying demand from some businesses that are not currently served.

### Route 118

**It is recommended that Route 118 be extended to the Kanata Town Centre via Hazeldean and Terry Fox.**

Based on recommendations from Transplan 99, and to achieve better transfer possibilities for the residents of Kanata, it is recommended that Route 118 be extended to the Kanata Town Centre, and to Centrum Station in the future when the facility is built. This change would provide OC Transpo service to the new Nortel facility off Palladium Drive slated to be opened later this year, as well as providing service to Terry Fox businesses and businesses on Hazeldean Road. Of the 27 comments received, 21 were in favour of this change, although some of these suggested that the route should terminate at Kanata Centrum, and three were in disagreement. Route 118 east of Hazeldean Mall operates the full length of Baseline, through Billings Bridge to Hurdman Station allowing east/west travel without travelling through downtown. There is also a stop close to Carleton University allowing students the opportunity to walk to campus from this stop.

### **Britannia, Carlingwood, Lincoln Fields**

Routes 156, 356 and 18 (Exhibit 2)

#### **It is recommended that:**

- **Routes 356 and 156 be combined into a single route;**
- **Route 18 short turn trips which end at Lincoln Fields Station be extended westbound and deviated via Croydon and Regina during certain time periods.**

Route 356 is a Commibus route that functions as part of the regular route network and operates using fully-accessible low-floor buses. The route was designed specifically to cater to the needs of people with mobility impairments and the elderly within the Lincoln Heights and Carlingwood communities. Route 356 currently operates hourly, Monday through Saturday, from approximately 09:30 to 17:00.

As part of Transplan 2000, it was proposed to combine Route 356 with Route 156 because the routings are almost identical between Carlingwood and Lincoln Fields Shopping Centre. Route 156 would be designated a fully-accessible route and would use low-floor buses. It would remain otherwise unchanged except to serve Knightsbridge/Lockhart/Saville Row instead of Woodroffe. Service would operate half-hourly. Residents on Croydon Avenue and Regina Street would be served by fully-accessible Route 18 which already uses low-floor buses on Poulin Avenue and Richmond Road. Route 18 is an all-day cross regional service that operates through Britannia Village at the west end of the route.

The proposal received a mixed reception. Of the 43 comments received, five were in favour while 38 were opposed, including one petition of 97 names from several of the apartment buildings on Regina Street and Croydon Avenue. The concerns of those who disagreed were primarily focused around acceptable access to transit for the many seniors in the apartments on Regina and Croydon who would be without transit service directly outside their door. The maximum walking distance for some would be in the area of 300 metres to the closest stop on Poulin and/or Richmond. This was considered to be unacceptable for those with mobility impairments.

In view of these concerns, it is recommended that the trips on Route 18 that are short turned at Lincoln Fields be extended to Britannia Park but instead of travelling on Richmond and Poulin, deviate via Croydon and Regina in the westbound direction similar to Route 356. Route 18 service on Regina and Croydon would be provided during roughly the same hours of service of the 356 and would operate every forty minutes which is more frequent than the current Route 356 service. This Route 18 deviation would also be introduced on Sundays for residents on Regina and Croydon providing service which they do not have today. Customers would sit through a timepoint, which would be kept to a minimum, at the end of the Route 18 line at Lakeside Gardens in Britannia Park. This special pattern on Route 18 would provide those residents on Croydon and Regina, who are unable to walk to Route 18, eastbound service on Poulin Avenue and Richmond Road with connections to Lincoln Fields and Carlingwood Shopping Centres.

In addition, we put an additional stop on Poulin as close to Regina as possible to reduce walking distances.

### **Barrhaven and Nepean South**

Recommendations for Barrhaven and South Nepean service will be brought forward at the May Transit Services Committee. This will allow progress to be made on a traffic study currently being undertaken by the City of Nepean, which could have an impact on the recommendations.

The service proposals would require the introduction of a local route on Fable Street between Jockvale and Larkin. This street currently experiences heavy traffic and some residents are opposed to the introduction of bus service. It is anticipated that the traffic study draft report will be available by early May and it will be possible to assess the implications of that report on the proposals at that time.

### **Elmvale Acres**

Routes 141 and 149 (Exhibit 3)

**It is recommended that:**

- X Route 141 remain unchanged from today;**
- X Route 149 be extended to travel on Saunderson, Canterbury, and Arch Street.**

Transit service was removed from Arch Street and from Saunderson south of Pleasant Park as part of the straightening of Routes 148 and 149 undertaken in Transplan 99. This generated complaints from residents of the area and people trying to access the Canterbury Community Centre, including a petition from residents. There are many senior citizens living in the area who find it difficult to walk the additional distance to Pleasant Park or Canterbury to catch a bus.

The original proposal for Transplan 2000 had been to remove Route 141 from Playfair and Delmar so that it could operate along Arch Street. Route 141 is a “community circulator” route, intended to connect residents of the community with local destinations such as community centres, shopping, and schools. It would therefore be logical for it to travel on Arch Street. The

proposal to have Route 141 serve Arch Street was welcomed by many people who wished to travel to and from Arch Street, including a petition from 2400 Virginia Drive which houses many senior citizens. The major difficulty with this proposal, as expressed by the public, would be the removal of service from a comparable length of Playfair and Delmar Streets.

While the Transplan consultation process was underway, it was also determined that Route 149 is not meeting the approved minimum performance standards, with especially poor performance outside of peak periods. In light of this, an alternative proposal was developed which would retain Route 141 on Playfair and Delmar, but introduce a deviation into Route 149. Route 149 would not only serve Arch Street, but would also reintroduce service on Saunderson between Pleasant Park and Canterbury which also lost service in 1999. This proposal should generate some additional ridership for Route 149 from the higher density housing along Canterbury, the community centre, and Canterbury High School.

A separate consultation process was carried out by distributing a take one describing the revised proposal on Routes 141 and 149 and to households on Saunderson and Arch Streets. The results of this are summarized in Appendix 3.

The proposal was generally welcomed by the public except for a few residents of Saunderson and Arch who did not want bus service to operate on their streets.

It is therefore recommended that Route 149 be extended along Saunderson, Canterbury, and Arch, and that Route 141 be retained in its current form.

## **Gloucester East**

### **Route 125** (Exhibit 4)

**It is recommended that on evenings and weekends, Route 125 follow its regular daytime routing as far west as St. Laurent Blvd. before turning north on St. Laurent to the Transitway, instead of operating via Cyrville Road to the Transitway as it does today.**

Route 125 currently follows a routing on evenings and weekends which is different from its weekday daytime routing along Startop and Industrial Avenue. While it is unusual, this variation works reasonably well to provide service to St. Laurent Shopping Centre for residents of Blackburn Hamlet and Orleans during those times when it is most useful to them and when there is little demand for service along Industrial Avenue.

The recommended routing would provide some evening and weekend service to the industrial parks along Innes Road which do not have service today. There are various companies in the area with shift workers including telemarketing companies and a bingo parlour. It would also simplify the route since the daytime and evening routings would be more consistent. Ridership along Cyrville Road is very low, and those passengers have service on Route 127 or are within a short walk of Cyrville Station or the revised Route 125.

Public comment on this proposal was generally favourable, with some people suggesting that buses should travel on St. Laurent instead of Industrial all day.

#### Route 124 (Exhibit 5)

**It is recommended that Route 124 be removed from Montreal Road, Shefford and Loyola.**

The loop through Beacon Hill on Route 124 was enlarged in 1999 to include new service along Montreal Road, Shefford, and Loyola. This change had been proposed in Transplan 99 in conjunction with the proposals to remove express Route 24 and all-day Route 123 from Shefford. The proposal to eliminate Route 24 was withdrawn, but Route 124 was still changed since Route 123 was removed from the area. It is now recommended that these streets be removed from Route 124.

After Route 124 was extended in this area, many complaints were received from two sources. Passengers from the rest of Beacon Hill were unhappy about having a longer trip, especially former Route 23 passengers along Ogilvie Road who used to have a direct trip and had significant time added to their afternoon journeys. Residents of Eastvale between Ogilvie and Loyola were unhappy about the doubling of bus volumes on their residential street.

It is now recommended that Route 124 be removed from Montreal Road, Shefford, and Loyola. As noted above, peak period passengers travelling downtown still have Route 24 available. Route 194 exists to bring workers into Shefford and Canotek during peak periods. The two stops which would be left without all-day service are both about 300 metres away from all-day service on Route 124 at the corner of Eastvale and Loyola, or Routes 127 and 128 on Montreal Road at Shefford. Ridership has always been low in this area. Prior to the 1999 service changes, passenger activity on Route 123 was seven boardings and three alightings per day. Other passengers were walking to the alternative routes anyway.

Public comment was split on this issue. The major concern was access to an isolated medical building on Shefford. Considering the passenger volumes actually carried in the area, it is difficult to justify imposing the longer trip on hundreds of daily passengers for the benefit of a small number of people.

### **Orleans**

#### **Local Service (Exhibit 6)**

Routes 120, 125, 127, 132, 133, 135, and 136 (Exhibit 6)

**It is recommended that, as proposed:**

- X New Route 130 be created as a large loop circulating through Orleans;**
- X Route 125 operate along Creek Crossing and Orleans Blvd. to St. Joseph, and be replaced by Route 131 in Chapel Hill;**
- X Routes 120 and 132 be replaced by Routes 130 and 131;**
- X Routes 135 and 136 be adjusted to serve new streets, with Route 135 travelling on**



### **Portobello and Nantes.**

Major changes were proposed to the local routes in Orleans in order to improve circulation within the community, and to provide service to new communities presently without service. Revised Routes 125 and 130 would form part of the OC Transpo base route network which would operate during all time periods.

It should be noted that service to the various high schools has not yet been finalized. OC Transpo schedulers will be meeting with the local school boards to determine the requirements for busing. Where necessary, extra trips would be added to the all-day routes, or special 600 series routes created to handle these travel demands. The loss of a direct all-day route between a particular community and school does not necessarily imply that transit service will be worse for those students.

New Route 130 would be a large bidirectional loop travelling through most of the older communities in Orleans. It would operate along almost the entire length of Jeanne d'Arc, Des Epinettes, Charlemagne, and Tompkins. It would provide many opportunities for Orleans residents to travel within the community without having to transfer between routes at Place d'Orleans. It would provide improved connections to Route 95 at the Jeanne d'Arc interchange, which will be physically upgraded this year and is already busier than several Transitway stations. Many high schools, community centres, and shopping opportunities are located along this route. Public reaction to this route has generally been favourable.

Route 125 would be revised to travel along the length of Orleans Blvd. from Chapel Hill South to St. Joseph Blvd., replacing most of Route 133, and would be a base route operating in all time periods. This would straighten out today's convoluted routing and speed up the connection from Blackburn Hamlet to Place d'Orleans. This change would also remove the duplication of local service along Viseneau Street which generates complaints from residents living on that street.

Residents of Creek Crossing in Chapel Hill South sent in a petition voicing their objection to the introduction of bus service on their street on Route 125. As discussed in the section on Route 28, Creek Crossing is a collector road which was designated for transit service and it is necessary to operate on this street in order to serve the growing community in a reasonable way.

Route 120 would be replaced with new Route 130 north of the Queensway. These residents would lose direct service to St. Joseph Blvd., and the choice of two ways to travel to Place d'Orleans, but would gain new direct service to many other locations within Orleans. They would also benefit from improved frequency evenings and weekends when the current route operates hourly in each direction. Route 127 would replace Route 120 along Grey Nuns Drive.

Route 132 would be replaced by Route 130 along Jeanne d'Arc and new Route 131 elsewhere. Route 132 currently operates hourly in each direction during most time periods, so passengers along this route would benefit from improved frequency on the two new routes.

The major issue raised in the Gloucester portion of Orleans relates to the removal of local service from a section of Innes Road between Orleans and Viseneau which includes Builder's Warehouse and several other businesses. Two petitions were received: one from staff and customers of Builder's Warehouse, and the other from residents of Ken Steele Court which is off Viseneau near Innes. Residents living along Viseneau would still have bus service at their door to take them to the Orleans Recreation Centre, Centre Culturel d'Orleans, Place d'Orleans, and other shopping destinations. People travelling to or from the area near Builder's Warehouse would have a 400 metre walk along Boyer Street to Meadowglen to use local transit service which is within accepted standards. Boyer has been dead-ended to vehicular traffic at Innes, so it is a quiet residential street with minimal traffic south of Meadowglen. Pedestrians and bicycles on Boyer can still easily access the traffic signal on Innes at Builder's Warehouse. Other areas along and north of Innes are also within 400 metres of service on Meadowglen, Viseneau, or Orleans Blvd. Express service remains available along Innes.

Route 130 would replace Route 135 in Queenswood Heights and Route 136 along Charlemagne, providing improved connections from these communities to locations in Gloucester without the necessity to transfer. Routes 135 and 136 would be rearranged in Fallingbrook in order to serve new streets east and south of the existing service, including new commercial and residential areas south of Innes Road. Public reaction to Route 135 was generally favourable, although the route is becoming rather long. A new local route will probably have to be introduced into this area within the next few years.

The major issue raised by the public in Fallingbrook relates to the use of Bottriell Street by buses. Residents of Bottriell north of Merkley sent in a petition to object to the introduction of transit service on their section of the street, while some residents of Bottriell south of Merkley are unhappy about the prospect of having two local routes operating along that section. These issues are addressed below.

Bottriell Street is built as a collector road capable of carrying transit. The very first transit services to operate in the new community of Fallingbrook were regular Route 129 and express Route 20 which travelled along the entire length of Bottriell. These operated in various forms from 1985 until 1990, when it became necessary to remove service from the north half of Bottriell in order to provide service to other newer parts of the community. The suggestion by residents to divert Route 136 from Bottriell to Tenth Line was considered carefully and rejected because it would be less advantageous to OC Transpo customers. The Ray Friel Centre and Sir Wilfrid Laurier High School can both be served by buses operating on either Tenth Line or Bottriell. However, operating on Bottriell allows access to Route 136 for a much larger group of residents of Fallingbrook, providing them with a fast connection to Place d'Orleans and elsewhere. Operating on Tenth Line would isolate the route from many residents of the very community which is supposed to serve.

Some residents of Bottriell, south of Merkley, voiced their objection to having both Routes 136 and 137 on the street. In the presentation to RTAC, staff's draft recommendation was for Route 135 to travel from Merkley to Tenth Line via the internal roads of the Ray Friel Centre, provided that no serious operational concerns appear. If this manoeuvre had become difficult on a regular basis due to traffic conditions, Route 135 would have reverted to Bottriell (South) and

Charlemagne instead. It should be noted that this routing is different from the turning loop in front of the Ray Friel Centre which created so many headaches for Route 135 prior to its removal in 1998. However, advice was received from RTAC against this change, because of the traffic conditions likely to be encountered, and this has not been included in the final recommendation.

### **Express Service (Exhibit 7)**

#### Route 39

**It is recommended that Route 39 be extended eastward from Champlain to Trim Road.**

This extension would provide service to the new development east of Tenth Line which contains many houses that are beyond 400 metres of existing service on Tenth Line. This change would not negatively affect existing passengers, but it would also provide an alternative to Route 38 for passengers along Jeanne d'Arc east of Champlain.

Four people agreed with the proposal to serve the new community. Two people objected on the basis that the route is already overcrowded. This issue will be addressed through the normal adjustment of service frequencies according to service design guidelines and budgetary constraints. The extension of Route 39 will also help to balance passenger loads with Route 38.

#### Route 28

**It is recommended that Route 28 travel north through Chapel Hill South in the morning as it does today, and be removed from Silverbirch to travel on Creek Crossing and Longleaf Crescent instead.**

It is recommended to change Route 28 in order to provide service to the new parts of the expanding community of Chapel Hill South. Two issues were raised by the public during consultation: service on Pagé Road near Innes, and service on Creek Crossing.

The original proposal was to start Route 28 on Innes Road in the morning, then turn right (south) on Pagé to Silverbirch. This routing had been proposed due to concerns about walking distances for the oldest parts of the community along Pagé Road which would lose service when the route penetrated further westward into the newer areas. The AM routing was reversed from the existing AM routing in order to avoid a difficult unsignalized left turn from Pagé to Innes in the morning.

Operators, passengers, and residents have indicated that the proposed right turn from Innes to Pagé in the morning would also be difficult. Further analysis of bus stop locations indicates that there is not a significant concern with walking distances for residents of the affected area, as almost all would be within 400 metres of the recommended Route 28 or Route 33 on Innes Road. It is therefore recommended that Route 28 use Orleans Blvd. instead of Pagé north of Silverbirch, and travel in the same direction as it does today. Residents living along this section of Pagé also sent in a petition voicing their objections to the operation of buses on their street.

Residents living on Creek Crossing sent in a petition voicing their objection to the introduction of bus service along their street. Creek Crossing was built to collector road standards, it was designed and designated for transit service, and it has a sidewalk along the south side. Transit service has not yet operated along Creek Crossing, but standard clauses were present in the municipal subdivision agreement with Minto that purchasers were to be made aware of its designation as a transit street. Bus stop locations were identified along Creek Crossing before the houses were built. It is unfortunate that the delay in introducing service on Creek Crossing has been as long as it has, since many residents of Chapel Hill South are currently a very long walk from transit service without service on this street.

Concerns about operating buses have not been raised along Longleaf Crescent, where many residents of the area have been anxiously awaiting the introduction of express service to shorten the long walk that they must make today.

Other than residents of Creek Crossing and Pagé objecting to service on their streets, there was very little input received from the public about this proposal, despite repeated requests over the last two years from passengers wanting service on Longleaf Crescent.

It is therefore recommended that Route 28 be modified to start on Navan Road as it does today, then travel on Pagé, Creek Crossing, Longleaf, and Orleans to its existing routing on Innes.

#### Routes 30 and 35

##### **It is recommended that:**

- X Some AM and all PM trips on Route 35 be extended to Provence Street;**
- X New Route 20 be created to serve Nantes, Portobello, and some of the existing Fallingbrook community;**
- X Route 30 remain unchanged from today.**

Growth in the Fallingbrook community has continued over the years to the point that existing express Routes 30 and 35 are becoming long and crowded. New housing developments south of Innes Road and east of Portobello Blvd. will strain these routes even further.

The original proposal was for minimal change to the existing routes within the existing communities, with short extensions of Routes 30 and 35 into the newest areas which are starting to develop along Provence, Portobello, and Nantes. Concerns were raised by existing and potential passengers about the length of time that a passenger would have to spend on the bus within the community, notably on Route 30, and the overcrowding which is experienced today, most notably on Route 35. The recommended service attempts to address these concerns.

The concern for travel time was especially evident on Route 30, which has evolved since its introduction and now zigzags back and forth through the community serving primarily the streets which have been built since 1992. Existing passengers from the east end of Gardenway face a long trip through the community, and this trip would be worse for new passengers from south of Innes Road. Instead of extending Route 30 yet further as had been proposed, it is instead

recommended that a new Route 20 be introduced which would start south of Innes and then follow a shorter routing through the heart of the older Fallingbrook community. The route would operate every 30 minutes initially, but this frequency would increase as development continues. Route 20 would also help offload some passengers from the busiest section of the existing routes, especially the last passengers to board Route 35 in the morning who often find themselves unable to obtain a seat.

It is recommended that Route 35 be extended to Provence St. as had been proposed, on some AM and all PM trips. Extra service would have been added to Route 35 anyway to accommodate overcrowding, and the new community along Provence will remain quite small for 2000 and not generate many new passengers. Several scenarios were considered for introducing a new route into this area, but none would generate significant travel time savings for residents compared to Route 35 given the low population of the area.

It is anticipated that the express service will be completely revamped in 2001 as new subdivisions continue to open in the area. Staff had considered doing this for 2000, but were not convinced that there would be sufficient numbers of new passengers in 2000 to justify disrupting the travel habits of existing passengers. It is believed that in 2001 the ridership should be sufficient to support four express routes at frequencies which would still be attractive to passengers. At that time, staff will prepare a proposal which should shorten the travel time for passengers at the far extremities of the community.

Almost all of the public feedback received on this proposal was from existing passengers on Routes 30 and 35 who objected to the proposals because of current overcrowded conditions. This issue will be addressed in terms of the frequency of service on these routes, within budgetary constraints and service design guidelines applicable to all express routes.

### FINANCIAL IMPLICATIONS

The budgeted service hours for 2000 will permit an increase of 3%, or 237 hours per day, in September, over the service levels operated last winter. These changes can be accommodated within this allocation of resources.

### RIDERSHIP IMPLICATIONS

The overall objective of route network changes recommended in the Comprehensive Review Final Report is to increase ridership. Simplifying the route network, straightening and speeding up services and realigning service to better serve current and future patterns, should all contribute to ridership growth. The new route structure makes the service more relevant to today's travel patterns, and those of tomorrow, and is expected to support the plan to increase ridership to 85 million in the next four years.

Recommendations that should increase ridership include:

- simplified local service in Kanata and a better connection to Bells Corners;

- improved local service in Elmvale Acres;
- extended hours of transit service for businesses between Cyrville and St. Laurent on Innes Road;
- faster trips for residents of Beacon Hill on Route 125;
- new route structure for local service in Orleans, providing better connectivity and improved opportunities to transfer at Jeanne d'Arc; and,
- a new route in Fallingbrook and an extension of express service north of the Queensway from Champlain to Trim Road.

Although these changes are recommended to provide improved and more reliable service and to increase ridership, they will not benefit all existing customers. However, we have made every effort to accommodate as many as possible of the concerns raised through the consultation process.

*Approved by  
Gordon Diamond*

**TABLE 1**

<b>RECOMMENDATIONS</b>	<b>DISCUSSION</b>
<b>Kanata (Exhibit 1)</b>	
Route 118 extended to Kanata Town Centre via Terry Fox	Provides service to developments along Terry Fox including the recreation centre, Nortel and restaurants
Route 161 and Route 165 be consolidated into one route (Route 160) to service Kanata North	Provides a quicker trip and simplifies the routing for passengers during all time periods
Route 161 operate through Bridlewood	One route would provide 30 minute service and would be less confusing for passengers
Route 162 remain on Penfield	Would continue to provide close service to Seniors in the area
<b>Britannia, Lincoln Fields, Carlingwood (Exhibit 2)</b>	
Route 356 be discontinued	Routes 18 and 156 would provide low-floor accessible service to the same communities
Route 18 be split to serve Regina and Croydon in the Britannia area	Would provide low-floor accessible service to residents currently using Route 356
Route 156 adjusted to serve Knightsbridge	To provide accessible service to a portion of the current service area of Route 356
<b>Elmvale Acres (Exhibit 3)</b>	
Route 141 remain along Playfair and Dalmar	To continue to provide community transit service to these residents
Route 149 adjusted to serve Arch and Saunderson	Provides service to the community centre, school and high-density area
<b>Gloucester East (Exhibits 4 and 5)</b>	
Route 124 rerouted from Shefford and Loyola to Ogilvie	Would provide a quicker trip for passengers in and out of area
Route 125 to travel to St. Laurent via Innes and St. Laurent, evenings and weekends	Provides evening and weekend service to industries and other businesses on Innes between Cyrville and St. Laurent

RECOMMENDATIONS	DISCUSSION
<b>Orleans Local Routes (Exhibit 6)</b>	
Route 130 becomes the community base route replacing parts of old routes 120, 132, 135 and 136	Improved connections to all focal points within Orleans and quicker service to Jeanne D'Arc intersection (Route 95)
Route 125 straightened out along Orleans Boulevard and becomes a base route. This route also provides service along Crossing Creek	Provides quick service through Orleans and to Blackburn Hamlet. This route would serve new residential area
Route 131 replaces Routes 132 and 135	Provides service within the community
Route 127 services Grey Nuns	Maintains service through this area
Routes 135 and 136 adjusted to service all areas of Fallingbrook	Provides good service coverage to the growing community and commercial expansion
<b>Orleans Express Service (Exhibit 7)</b>	
Route 28 be rerouted via Crossing Creek, Longleaf and Orleans	Provides service to growing area of the community
Route 20 be introduced in the Napes and Portobello and Fallingbrook areas.	Serves new area and addresses concerns for additional service in Fallingbrook
Route 35 extend some trips to serve Provence	Introduces express service in new residential area
Route 39 extension east of Champlain	Provides express service to new residential community and reduces current walking distances



**TRANSPLAN 2000**

**EXHIBITS**

**EXHIBIT 1 - KANATA**

**EXHIBIT 2 - BRITANNIA, LINCOLN FIELDS, CARLINGWOOD**

**EXHIBIT 3 - ELMVALE ACRES**

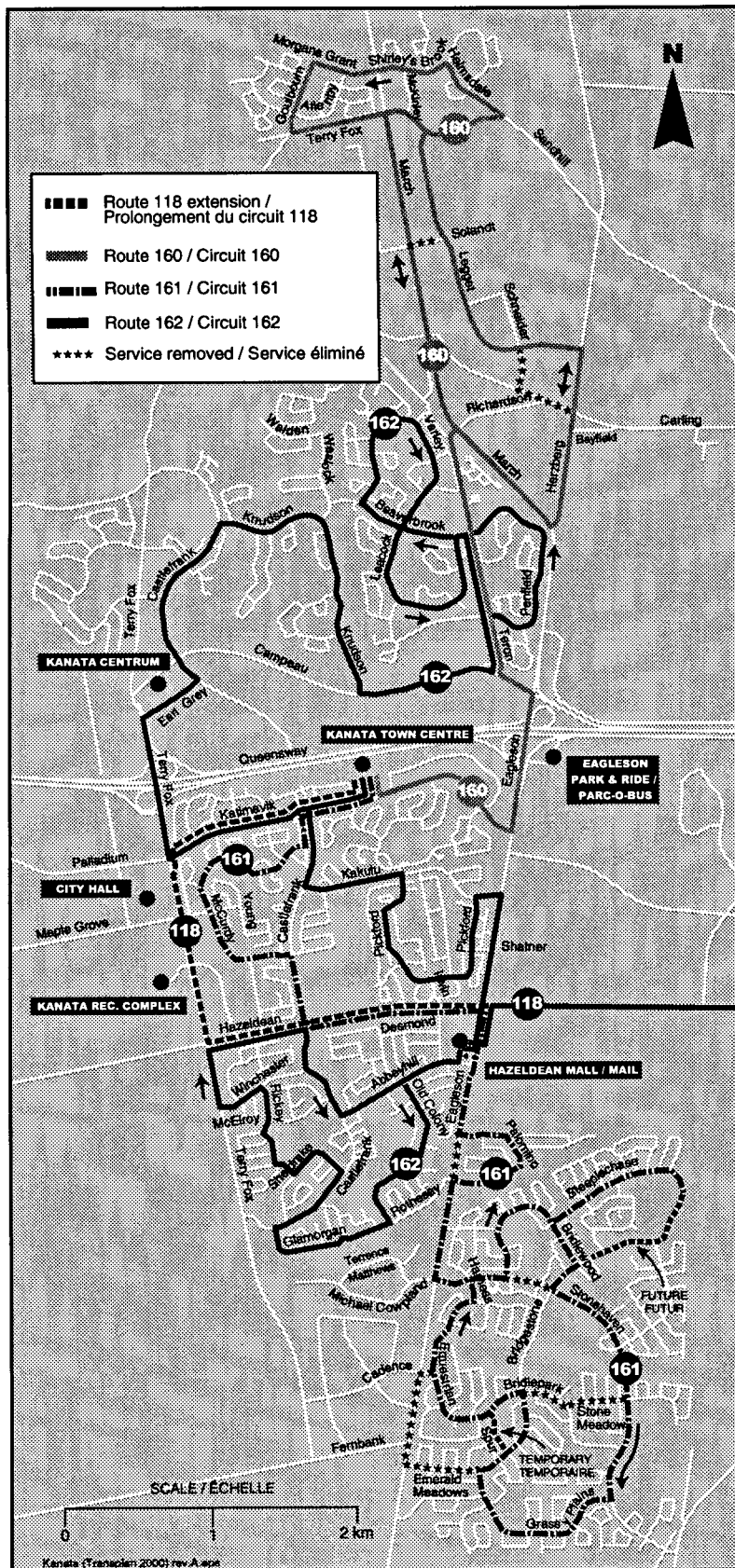
**EXHIBIT 4 - GLOUCESTER EAST**

**EXHIBIT 5 - GLOUCESTER EAST**

**EXHIBIT 6 - ORLEANS LOCAL ROUTES**

**EXHIBIT 7 - ORLEANS EXPRESS SERVICE**

### Exhibit 1



**Exhibit 2**

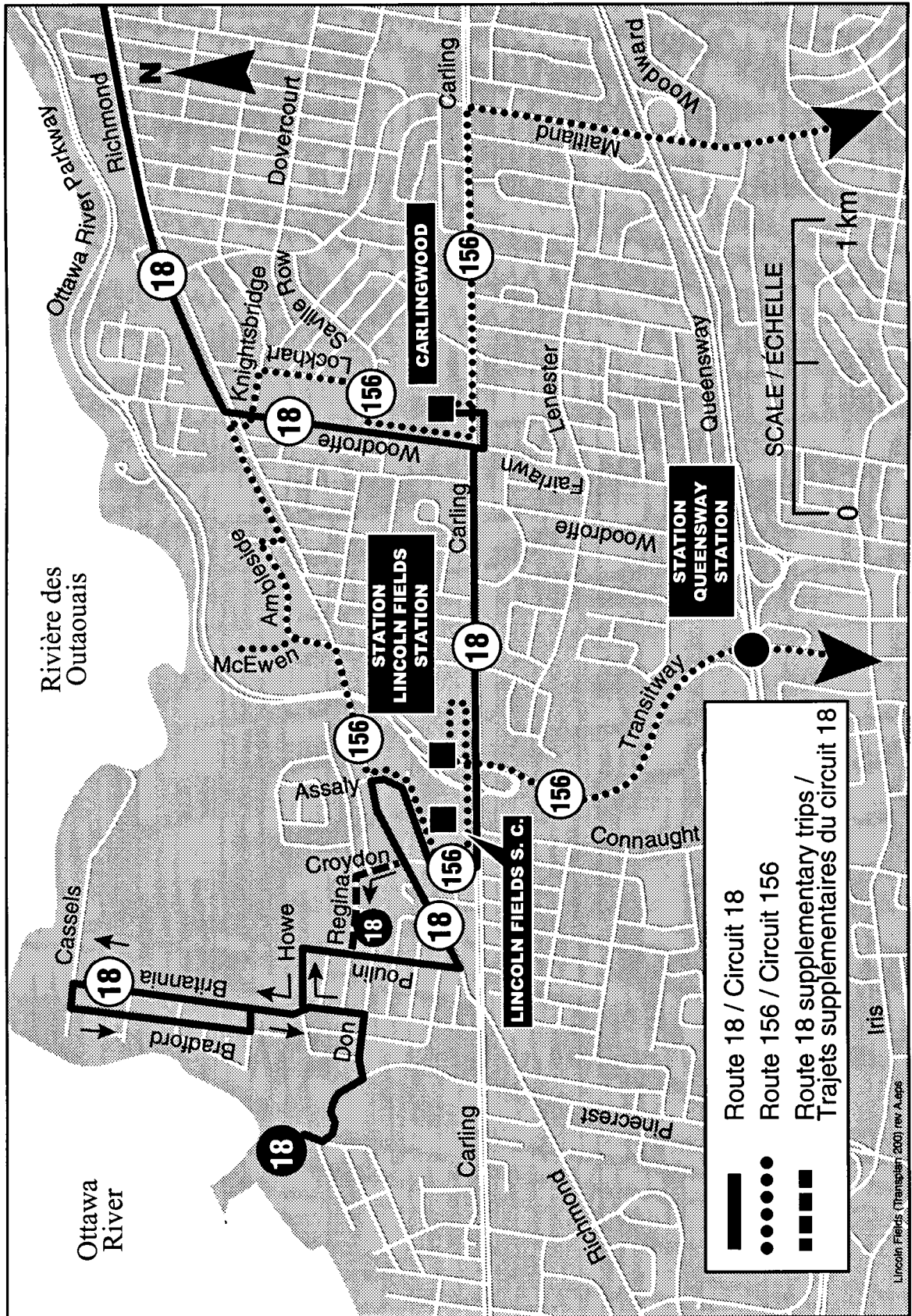
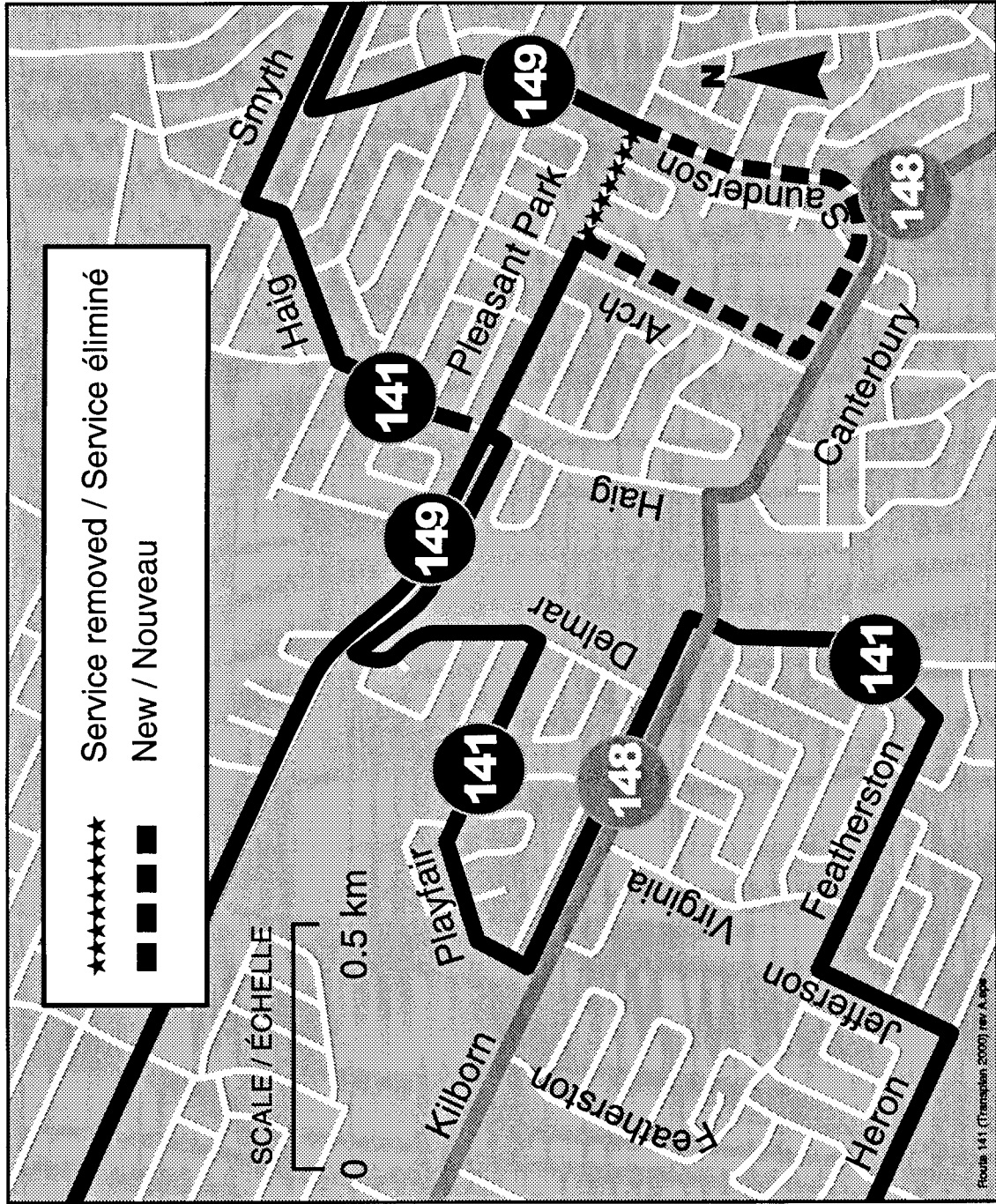
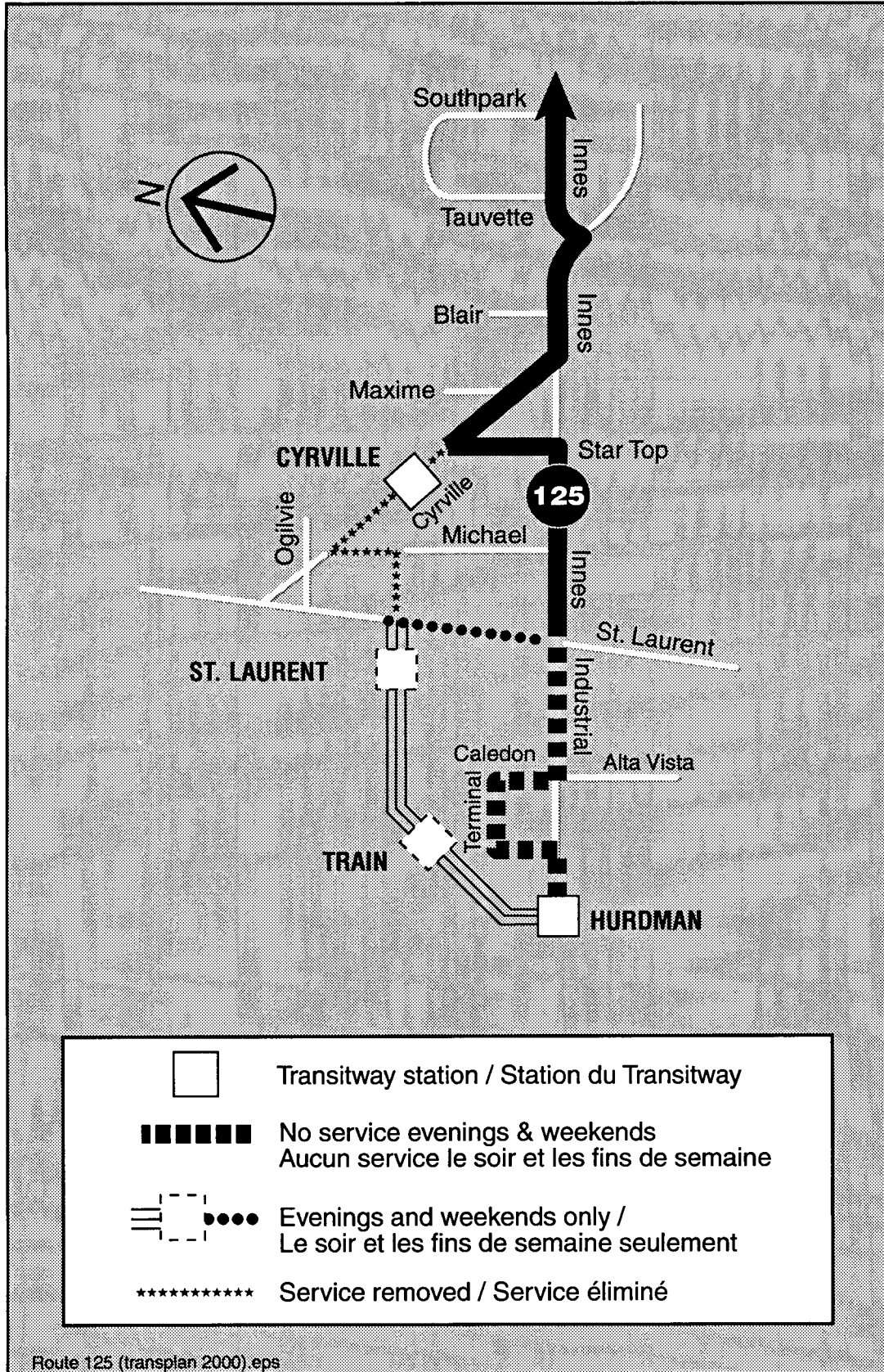


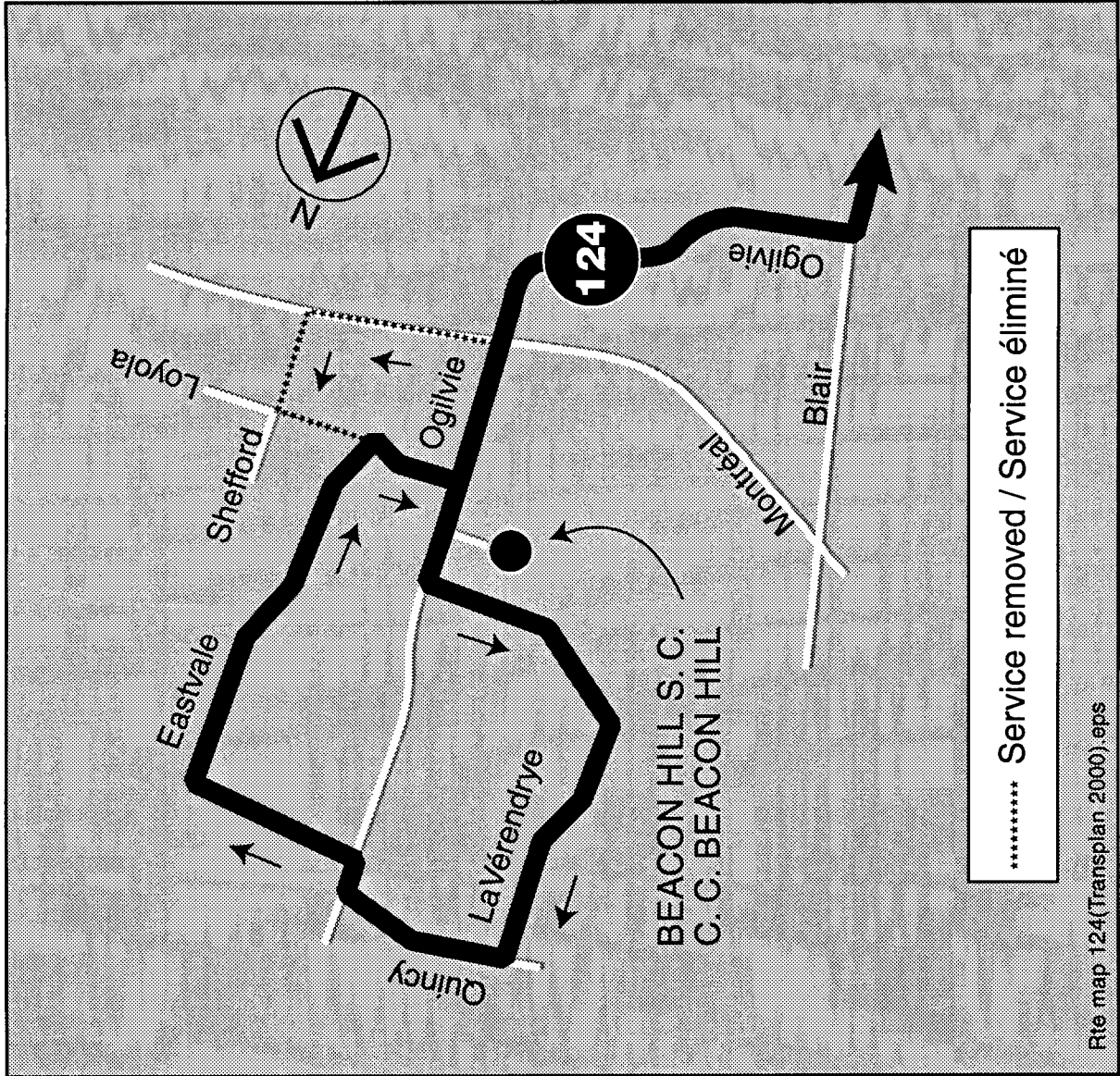
Exhibit 3



**Exhibit 4**

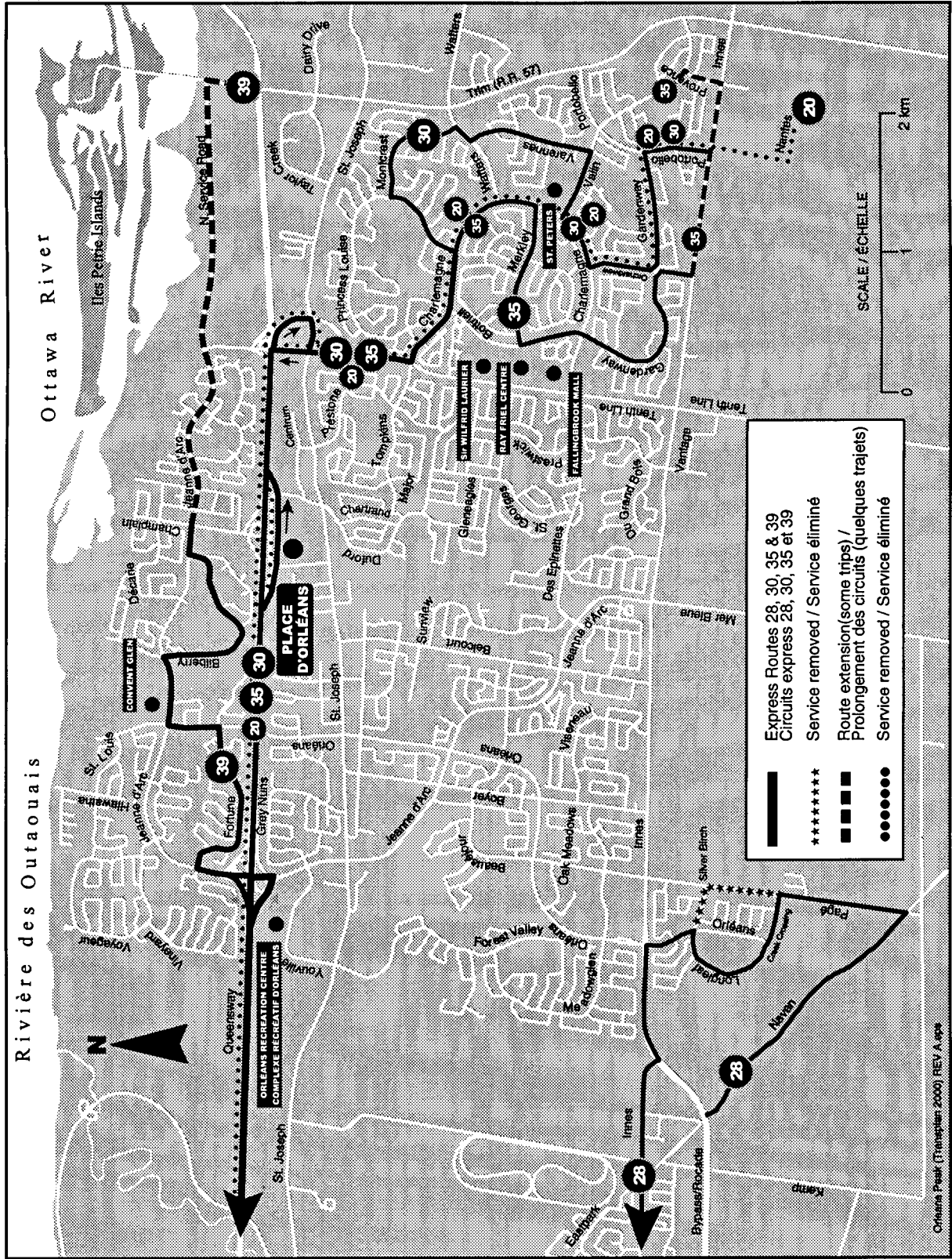


**Exhibit 5**





# Exhibit 7





**TRANSPLAN 2000**

**APPENDICES\***

**APPENDIX 1 - PROPOSALS**

**APPENDIX 2 - PHASE 2 PUBLIC/EMPLOYEE COMMENT ON PROPOSALS**

**APPENDIX 3 - REVISED PROPOSAL FOR ROUTES 141 AND 149**

**APPENDIX 4 - TRANSPLAN 2000: BENEFITS, ISSUES AND REVISIONS**

\* Issued Separately