

MINUTES

TRANSIT SERVICES COMMITTEE

OTTAWA-CARLETON REGIONAL TRANSIT COMMISSION

CHAMPLAIN ROOM

WEDNESDAY 23 FEBRUARY 2000

8:45 A.M.

PRESENT

Chair: A. Loney

Members: M. Bellemare, W. Byrne, L. Davis, C. Doucet D. Holmes, H. Kreling,
J. Legendre

CONFIRMATION OF MINUTES

That the Transit Services Committee confirm the Minutes of the Committee meeting of 26 January 2000.

CARRIED

INQUIRIES

1. BUS SERVICE DURING WINTERLUDE

Commissioner Doucet asked that staff report back to Committee on the possibility of a Family Pass for the three consecutive week-ends of Winterlude 2001. Commissioner J. Legendre commented on the fact that bus service left a lot to be desired on the closing day of the event. More specifically, complaints were made about over-crowding on Route No. 2 and on other routes servicing Parliamentary Hill. He asked that staff pay more attention to this in coming years.

Notes: 1. Underlining indicates new or amended recommendations approved by the Commission.

2. Items requiring Commission approval will be presented on 8 March 2000 in Transit Services Committee Report No. 00-19.

PRESENTATION

1. MACKENZIE KING TRANSITWAY STATION - Committee Co-ordinator's report dated 11 Feb 00

The Committee Chair, A. Loney, welcomed Mr. Don McLellan, President of Viking-Rideau Corporation to the meeting. Chair Loney acknowledged the high level of cooperation received from Viking-Rideau in the completion of the MacKenzie King Transitway Station.

The Director, Planning and Development, Dr. Helen Gault, echoed Chair Loney's comments regarding Mr. McLellan and Viking-Rideau. She acknowledged the contribution made by Mr. Mike Richards, Manager, Transitway Projects, and Public Works and Government Services Canada in putting together what she called "the most exciting transitway station OC Transpo has". Dr. Gault said the MacKenzie King Station will improve the efficient operation of transit through the central area and the entire transitway system. It is the busiest station in the entire system, with approximately 180 buses per hour carrying 9000 passengers in each direction during peak hours. In addition, 45,000 passengers are boarding and alighting on a typical week day. Its hours of operation are 5:30 a.m. until 2:00 a.m., the same hours of operation as the Rideau Centre. A new pedestrian link will be constructed between the Department of National Defense (DND) headquarters and the Rideau Centre lower level. Dr. Gault said this will be a first-class link, 7 metres wide, and similar to the overpass linking the Rideau Centre to the Bay. There will also be a new entrance into the Eaton's store (or its successor) at the pedestrian link level. Construction finishes will be equivalent to the standards used in the Rideau Centre and, because the station is essentially part of the Rideau Centre, security and maintenance will be provided by the Centre. The Station will provide weather-protected, comfortable bus shelters: it will reduce the current delay in bus operations, especially for eastbound evening traffic on the bridge. It will provide a new entrance to the Rideau Centre, integrating it with DND. Dr. Gault said another expected benefit is improved safety at the MacKenzie King pedestrian crossing, something which is problematic currently. She concluded her presentation by stating that a number of people equivalent to the population of Canada walks through the Rideau Centre each year, that is 30 million people, and this makes the MacKenzie King Station a very important station.

Mr. Mike Richards presented addition technical information about the station location. He alluded to the relocation of the eastbound stop one lane to the east in order to provide increased efficiency for eastbound service. He noted that the north station is being constructed entirely within the limits of the Rideau Centre, while the south station is being built alongside and immediately abutting the DND building. The existing pedestrian connection between the north and south side continues to operate and provides access between the Rideau Centre and the DND building. A new pedestrian underpass will be built one grade below the bridge, providing an alternative, weather-protected crossing and a new pedestrian connection is being built from Nicholas Street into the south station. Mr. Richards indicated that the station will be accessible to the physically challenged: at least one door in every shelter will be push-button operated. All the materials and the finishes will be consistent and compatible with the those in the Rideau

Centre. There will be vertical connections to the pedestrian underpass, i.e., elevators, escalators and stairways.

Mr. Richards described the south station being built alongside the DND building. He said the principle behind the design is to make the station as transparent as possible. The perception of safety is very important, and not only do people want to see out of the shelter, they want to feel they can be seen inside the shelter by the public on the street. Mr. Richards said construction of the north side lobby and shelter areas is on schedule for delivery to OC Transpo in late March, early April and the south side is ahead of schedule for a late June completion. Mr. Richards also wanted to acknowledge the cooperation and assistance of Viking-Rideau Corporation, Public Works and Government Services Canada and the DND in seeing the project through to a successful completion.

Commissioner W. Byrne asked about the safety and security measures to be implemented on the pedestrian bridge. Mr. Richards responded by saying the Rideau Centre has a very efficient security system that is monitored 24 hours a day; as well there are regular patrols and these measures will be utilized on the pedestrian bridge in addition to security phones and other appurtenances.

Commissioner D. Holmes asked what help the DND has provided. Mr. Richards replied there is a high requirement for security around the building, and extra precautions had to be taken to ensure the south structure did not encroach on security. The Department has cooperated by waiving working hour requirements for contractors to come in and do the work, some of which was very noisy.

Commissioner Holmes wondered whether the Region's Art in Public Spaces policy has been part of the station design. Mr. Richards indicated that the architect was responsible for all the finishes and that the public art program was not in the scope of work when the project began. Commissioner Holmes pointed out the Committee regularly discusses the need for transitway stations to look less like bunkers, to be more user-friendly, especially at night, but in the case of the MacKenzie King Station, this has not happened. The General Manager, G. Diamond, assured Commissioner Holmes the station does not look like a bunker, but is a safe, bright area. Mr. McLennan added that the Rideau Centre recognizes and shares the Commissioner's concern about safety and security. He pointed out that the security system is scanned by an operator, 24 hours a day. He added that the widening of the pedestrian walkway to seven metres will allow for a type of kiosk for security staff thereby providing a level of comfort to passengers. Replying to a subsequent question from Commissioner Holmes, Mr. McLellan said Viking-Rideau has not seen the Sears' merchandising plan for the former Eaton's space and therefore he cannot comment on whether a coffee bar/kiosk/lottery ticket vendor will be set up at the pedestrian link access to that space.

Chair Loney thanked Mr. McLennan and staff for the presentation, and said he looked forward to the opening of the transitway station.

That the Transit Services Committee receive this report for information.

RECEIVED

REGULAR ITEMS

2. EFFECT OF BILL 25 ON THE OPERATION OF TRANSIT SERVICE

- General Manager and Acting Regional Solicitor's joint report dated 7 Feb 00

Mr. Paul Hughes, Manager, Civil Litigation, regional Legal Department presented the report. He began by saying the most significant impact is that the Commission will no longer exist as an entity and will be brought into the new City of Ottawa. He pointed out there may be labour relations issues, since OC Transpo is a federal undertaking for constitutional purposes and its employees are subject to federal labour regulations. Mr. Hughes said another issue relates to the scope of the franchise for the bus operation once it is within the new City of Ottawa. He indicated that, under the *Municipal Act*, the new City can grant itself an exclusive franchise for bus operation. Currently, OC Transpo has an exclusive franchise for everything other than taxis. Mr. Hughes spoke about the potential for unregulated service caused by the definition of buses and taxis, and he noted staff have already approached the Ministry of Municipal Affairs and Housing with this concern. He added that, when the when the City of Toronto's operations were changed, it's exclusive franchise was of a scope that took in vehicles which were bigger than a taxi but smaller than a bus.

Mr. Hughes spoke about Transition Board regulation 100 of 2000, saying it will likely have a much bigger and more immediate impact on the operations of the Transit Services Committee, the Commission and OC Transpo on a day-to-day basis. One of the most significant aspect deals with the fact that contracts, financial liabilities, obligations and delegated authority extending beyond the calendar year will require Transition Board approval, or, if the Board passes guidelines, matters will have to come within the guidelines. The regulations/guidelines will also apply to hiring, promotion and job classification changes or appointments to positions, increases in compensation packages, and the disposal of real or personal property where the purchase price or current value is over \$50,000. The use of reserve funds and debentures, as well as non-budgeted expenditures over \$10,000 will also be covered.

The Acting Regional Solicitor, E. Johnston, informed the Committee he was aware that a great deal of work is underway and there is optimism that guidelines will be forthcoming. He added that the intent of those working on the guidelines is that there will be a business as usual approach, and that the guidelines will cover most of normal activity; only the variances and/or exceptions to normal business will require special consideration by the Transition Board. The Committee Chair, A. Loney, asked when staff expect to receive further guidance from the

Board. Mr. Johnston replied that, while he hesitated to pick a date, he would speculate that information will be available within one week.

Committee discussion focused on hiring/appointments to positions, Chair Loney inquiring whether prior approval would be required in this respect. Mr. Johnston suggested that activities in this area should be approached with caution. He said he thought appointments could be made, subject to Transition Board approval, with actual offers of employment being delayed until the guidelines are in place.

Commissioner J. Legendre spoke about the lower tier municipalities being responsible for taxi licensing, and he inquired whether this matter will be examined by the Transition Board when the municipalities cease to exist at the end of the year. The Commissioner added this will be a huge and very contentious dossier, and he stressed the importance of providing some input into the issue sooner rather than later. Mr. Johnston indicated he could not respond to the question, but that he will consult with the Chief Administrative Officer on this matter. He indicated that the Regional CAO's have put in place a number of groups to address various issues. Taxis will require a great deal of study, because, at the end of the year, there will be one city and one licensing authority. Commissioner Legendre expressed the hope that OC Transpo will take an interest in this issue. He posited that the taxi industry is part of the public transportation system and the Commission has an interest in ensuring this system functions as well as it can.

That the Transit Services Committee recommend the Commission receive this report for information.

CARRIED

3. GRANTING OF AUTHORITY TO OPERATE SIGHTSEEING SERVICES -
APPLICABLE FEES

- General Manager's report dated 7 Feb 00

The Committee heard from Paul Hughes, Manager, Civil Litigation, who outlined the report. He explained staff felt it was not fair that every sightseeing tour operator should bear the same financial burden, regardless of the size of his operation, and this is the rationale for the recommendation to impose a fee of \$2,000 per vehicle to a maximum of \$10,000 per operator. Mr. Hughes drew Committee's attention to new information provided in Sightseeing Bus Tours 2000 Operation Locations - Option 2, a map which shows where the tours will commence. The map is the result of discussions between the operators, the Region, the City of Ottawa, the National Capital Commission (NCC) and OC Transpo in an effort to relieve clogging at Metcalfe and Wellington Streets and the area adjacent to the NCC's Information Centre. Mr. Hughes introduced Mr. Doug Brousseau, Director, Mobility Services, Environment and Transportation Department and Mr. Greg Kent, ETD, who are available to answer questions from Committee.

Commissioner L. Davis inquired about the Oakroads operation, specifically with respect to the Commission's exclusive franchise. Mr. Hughes explained there has been a decision from the Ontario Court of Appeals on the issue of issue, specifically, an operator picking up within the regional area and immediately and directly going outside the regional area is not within the scope of the franchise. If that operator provides sightseeing opportunities through an indirect route, this is considered to be within the scope of the Commission's exclusive franchise. Commissioner Davis asked how the location of the pick-up points was decided. Mr. Kent replied that the options have been brought forward by the operators who are pleased with the result.

In response to a further question from the Councillor, Mr. Kent indicated the solution is for this year only; a working committee will be formed and charged with coming up with a long-term solution.

Commissioner D. Holmes asked whether staff intend to charge an encroachment fee for this use of the road allowance. Mr. Brousseau replied in the negative. He expressed his belief that the cost of doing business should be an encroachment fee, but since the pick-up locations have not yet been finalized for next year, the matter will need to be reviewed. Mr. Hughes added that one of the issues discussed at a recent meeting between staff and the operators was the fact that, with the establishment of the new City of Ottawa, jurisdictional issues such as enforcement, exclusivity of franchise and operations on regional roads will be taken into account as a whole.

Commissioner Holmes said she was very much in favour of tourism and of finding some agreeable arrangement whereby operators can pick up passengers, however these companies should be treated in the same manner as restaurants and other businesses in the downtown area who use the road allowance.

The Committee Chair, A. Loney, asked whether staff are convinced there will be suitable accommodation for all tour buses on Parliament Hill this summer. Mr. Brousseau replied that staff continue to lobby to allow tour buses to park on the Parliament Hill precinct. It has been suggested that all tour buses be parked on the regional road, in direct conflict with transit from the Outaouais. Mr. Brousseau said the issue has not been resolved satisfactorily and staff will continue to apply pressure to prevent tour buses from parking on the primary transit route for the Société de transport de l'Outaouais (STO). Chair Loney spoke of attending the recent Rideau Street "Charette", and being informed there are approximately 100 STO buses during peak hours on Rideau and Wellington Streets. He suggested that the General Manager and his staff review this matter, and report back to Committee in a timely manner.

Mr. Doug Wotherspoon, General Manager, Capital Double Decker and Trolley Tours

Mr. Wotherspoon spoke in support of the recommendation, regardless of the fact that the new fee will have no impact his operation and that it offers his competitors or potential competitors an opportunity to enter the market at a lower rate. He spoke about the change in attitude at OC Transpo and he thanked the Chair, the Commissioners, the General Manager and his staff,

for leading the way and for taking the interest of the people actually doing the work at heart. Commenting on fees, Mr. Wotherspoon asked that operators be allowed to pay the fee by installment, with interest, noting that this has been done in past years. On the issue of kiosk location, Mr. Wotherspoon emphasized the importance of arriving at a decision in a timely manner. He expressed the hope that the Commission will allow the consultation process to continue, and that the issue will be resolved by June or July, not just for next year but for years to come. Responding to a question from Commissioner Davis, Mr. Wotherspoon agreed there are concerns about trying to move a service once it is established at a specific location. He added the problem is that tour books and publications are produced at the end of the year, and all his company's literature directs clients to Sparks and Metcalfe Street; it is difficult to change tour books and guides in a few weeks, and to change location because of the advertising.

Chair Loney asked whether the agreement extends beyond the year 2001 and whether there is the possibility of doing this and leaving room for modifications to be made in 2002. Mr. Hughes responded by saying that the Committee has before it a policy report relating to fees to be charged on an annual basis. He posited there is nothing to prevent the Commission from having an agreement only covering this year, then, based on existing policy, having another agreement for next year and not requiring Transition Board approval. Chair Loney questioned the practicality of dealing with this matter in the latter part of 2000. He suggested the approach be that the fees set for this year apply for next year, unless the Commission changes them. Mr. Hughes said this could be done, however he reiterated that, from a legal standpoint, different agreements for different years would eliminate the need to go to the Transition Board for approval. He confirmed for Chair Loney that, based on policy, staff could be delegated authority to proceed.

Moved by D. Holmes

That installment payments, with interest, be permitted

CARRIED, as amended

That the Transit Services Committee recommend the Commission charge those persons operating sightseeing services within the Regional Area an annual fee of \$2,000 per vehicle to a maximum of \$10,000 per operator of a sightseeing service.

CARRIED, as amended

4. **REQUEST BY CASINO SHUTTLE SERVICES**
- General Manager's report dated 7 Feb 00

Mr. David Butler, Operator, Casino Shuttle Services, said his company has been operating for a few years. It provides luxury transportation to the Casino de Hull and, with the recent development of the Rideau-Carleton Racetrack and Slots facility, it is anticipated that a good

portion of the business will shift to Ontario. Because of this, the company approached OC Transpo for permission and it has put this proposal forward for consideration.

Mr. Paul Macdonnell, President, Amalgamated Transit Union, said the ATU has evaluated whether OC Transpo can provide a similar service under the same wage scale and whether or not the service would be profitable. He said he had to agree with staff that the company does not have the equipment to provide the service at this time. Mr. Macdonnell posited that if the facility were put into the Urban Transit Area (UTA), the increased taxation income might allow regular service to be provided, without too much impact on the shuttle service, which primarily services hotels. The OC Transpo service would be used by the general public and by people employed at the racetrack/slots facility. Mr. Macdonnell said a sister Union, CUPE Local 5500, has also requested that any approval be granted only for a short period to allow time to look at other alternatives. He alluded to the constant requirement, for a public organization, to run things more efficiently and more profitably, noting this creates difficulties for both Commissioners and for union members. Mr. Macdonnell said it has been reported that the Hull Casino makes a net profit of \$500,000 per day, and even though it has to pay a sizable portion of the transit tax, it can likely afford to do so. He asked why the citizens of Ottawa-Carleton wouldn't be able to travel to the Rideau-Carleton facility at a reasonable cost.

Commissioner J. Legendre wanted it clarified whether Mr. Macdonnell advocated enlarging the urban transit envelope to include the racetrack, as opposed to OC Transpo setting up the shuttle service itself. The latter replied he was not sure OC Transpo could physically provide the service. He put forth the view that, were this a government building as opposed to a casino, and were it a short distance from the UTA, the envelope would be expanded. The Rideau-Carleton facility is also an employment centre and if service can be provided at a reasonable cost, and at a profit, this should be done.

The Commission Chair, A. Loney, asked if staff could investigate whether Payments in Lieu of taxes would be higher if a government building was in, as opposed to not in, the UTA. Chair Loney also wanted to know whether staff have done any analysis of the possible revenues to OC Transpo of running the service out to the Racetrack. Dr. H. Gault, Director, Planning and Development, said an investigation revealed that revenues were minimal compared to the cost of running the service to the racetrack, regardless of whether or not it is in the UTA. Two buses would be required and would run during the afternoon peak period. Dr. Gault indicated the Commission does not have the vehicles and couldn't provide the service, either this year or next year.

Commissioner W. Byrne indicated she intends to bring forward a Motion about the potential for expanding the service and requesting that staff report back in March. She asked whether the three year time frame of the contract will be enough time to evaluate whether or not the service will be provided. Mr. Macdonnell responded by saying this would only be a problem if there were restrictions on providing regular service. The Manager, Civil Litigation, regional Legal Department, Paul Hughes, indicated the report does not recommend any restrictions be placed on providing regular service to the racetrack.

Bob Manion, President, CUPE Local 5500, said he felt a three year contract may be too long, whereas having a yearly contract will allow more flexibility to look at options. He pointed out this is not the kind of service OC Transpo has been providing, however different kinds of vehicles are available now, and the company should consider whether it wants to get into this kind of service in the future. Mr. Manion spoke about the situation in the Outaouais, where other businesses developed as a consequence of the opening of the Casino. He posited that running bus service to the raceway could result in a deficit to begin with, but would improve with future growth.

The General Manager, Mr. G. Diamond, asked if there were any instances where transit service was provided to a government facility outside the UTA. Mr. Macdonnell cited the example of a processing plant built in Cumberland Township (now the City of Cumberland): part of the site plan agreement with the municipality was that transit service had to be available in order for the facility to be built. Mr. Sean Rathwell, OC Transpo, confirmed this was the case. He pointed out that the site is not in the UTA at this time, however staff are in the process of reviewing the UTA for several growth areas.

Commissioner Byrne wanted to know why the contract with Apollo Shuttle Services was for one year, while this one has a three-year timeframe. Mr. Hughes replied the change was made in light of concerns raised by the Committee about the operator having a longer time-frame to recover capital costs. Chair Loney posited that the shuttle service was available when the facility opened, which indicates that the operator had the vehicles in hand. This would suggest that no large capital outlay was needed that would require three years or more to repay.

Commissioner Legendre alluded to the arrangement the STO has with the Casino de Hull, whereby the Casino pays the entire cost of Route 21 which serves that facility. He asked why OC Transpo would not approach the Rideau-Carleton facility with a view to negotiating a similar arrangement. Dr. Gault said discussions were held with the Ontario Lottery Corporation, the facility manager, to discuss possibilities for bus service. Commission staff put before the Lottery Corporation the cost of providing a shuttle or a direct service from downtown via the Transitway and there was no interest on their part in having this.

Commissioner Davis wanted additional information about the arrangement alluded to by Msrs. Macdonnell and Rathwell regarding transit service to a development outside the UTA in Cumberland. Dr. Gault replied that this is one of the small pockets that should be in the UTA but is currently outside it, and Commission staff will address this situation. Responding to a subsequent question, Dr. Gault explained this is done via a development application through the Planning Committee. Commissioner Davis expressed the view there is a contradiction in the fact it is the Planning Committee that can allocate resources for transit service when this should be the responsibility of the Transit Services Committee.

At this point, Chair Loney read two Motions from Councillor Byrne, one to reduce the term of the contract to one year and the other, requesting staff report back by March 2000 on the potential of expanding the UTA.

Commissioner Legendre saw a linkage between the two Motions since presumably this is one area staff will be investigating for inclusion in the UTA. In the event the envelope is expanded, the first Motion could have an impact, because there may not be any interest in maintaining the shuttle service. Chair Loney indicated that including an area in the UTA doesn't mean a lot of buses have to service it, keeping in mind that the company doesn't have the vehicles to do this.

Commissioner Byrne agreed the Motions are linked. The first one will provide an opportunity to examine the data staff have already gathered, and gives OC Transpo the potential to look at whether it can provide the service: it may also be that the two services are compatible. Commissioner Byrne said that limiting the contract to one year will give the Commission the possibility of providing the service.

Commissioner Davis asked for additional details about the pick-up locations and the routes taken by the shuttle service. Mr. Butler provided the information, noting the schedule is still under development. He added the service is currently running from downtown every hour on the hour and from the east and west every two hours.

Commissioner Legendre spoke against reducing the term of the contract, positing that the earlier argument about providing stability to the contractor still holds. The proponent has heard that the Commission will be looking at including the area in the UTA, and perhaps this increases his level of risk, but he can still pull out, even with a three-year term. Replying to a question from Commissioner Byrne, Mr. Hughes confirmed there is no restriction under the contract against OC Transpo operating the service to the facility.

Commenting on the Motion to expand the UTA, Chair Loney felt that asking for a report back in March doesn't give staff enough time to carefully review the issue. He informed the Committee there will be problematic areas, for example, including Stittsville would double property taxes. Dr. Gault pointed out it was one thing to consider the racetrack area, but staff would benefit from additional time to put together the big picture on the UTA in this transition year.

Commissioner Davis asked about the process, specifically, does the Commission impose it and will it have to go to the Transition Board. Dr. Gault said she was unsure what the process would be in light of new legislation, Bill 25. Commissioner Davis posited it was unrealistic to expect any clarification on this matter until after the next election and the completion of the Transition Board's work.

Chair Loney suggested that any attempt at enlarging the Urban Transit Area from its current size will have to come from the Transit Services Committee and Regional Council. He said he could not imagine that the Board, in trying to protect the rural area, would suggest this course of action. Chair Loney proposed staff be given more time to take a broader look at this matter. Responding to a question from Commissioner Holmes, Chair Loney clarified the June report would have a range of options, from maintaining the status quo to including the entire boundary

of the new City included in the UTA. He added that a proposal somewhere in the middle of this range was likely to get approval from both Regional Council and the Transition Board.

The Committee then considered the following Motions:

Moved by W. Byrne

That a report on the potential for expanding the Urban Transit Area (UTA) to the Rideau-Carleton Raceway and Slots facility, and to other areas, be prepared and presented to the Committee in June 2000.

CARRIED, as amended

Moved by H. Kreling

That the Transit Services Committee recommend the Commission authorize the General Manager to enter into an agreement on behalf of the Commission whereby 1029979 Ontario Inc. (a division of which operates as Casino Shuttle Services) will be allowed to operate a shuttle bus service taking passengers to and from downtown hotels and specified east and west end locations and the Rideau Carleton Raceway & Slots Facility under the terms and conditions set out in this report.

CARRIED

Moved by W. Byrne

That the contract be for a one-year period, rather than for the three-year period recommended in the report.

CARRIED, as amended

YEAS: M. Bellemare, W. Byrne, D. Holmes, H. Kreling, A. Loney.....5

NAYS: C. Doucet, J. Legendre.....2

5. CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN:
FEEDBACK FROM REGIONAL TRANSIT ADVISORY
COMMITTEE & ACCESSIBLE TRANSIT ADVISORY COMMITTEE
- General Manager's report dated 8 Feb 00

Commissioner W. Byrne asked if Constable B. Van Ryswick would comment on the feasibility of the Police Service participating, with the Women's Action Committee to End Violence (WACAV) in transitway station audits, as requested in her Motion of 26 January. Constable Van Ryswick provided background information on the creation of the CPTED Unit, noting he is the only member of the unit. He added that he and Superintendent Larry Hill, Ottawa-Carleton Regional Police Service (OCRPS) both feel this partnership would be of great value to all parties, but are concerned about the number of stations that could be evaluated and about whether there are the necessary resources to undertake the work. Commissioner Byrne indicated that both the Advisory Committees and residents of her community have expressed interest in seeing this work undertaken. She pointed out that savings will be generated, and the comfort level of taxpayers will be increased if this work is continued.

Commissioner L. Davis said it has recently come to her attention that residents in her ward felt uncomfortable at the Westboro Station. An audit revealed that many security problems go unreported and that residents take it for granted this is the way things are. She asked whether the OCRPS was getting calls about the station and what could be done to address some of the problems. Constable Van Ryswick said the question is who will establish the priority areas, OCRPS through its internal statistician or OC Transpo through its internal complaints division. He offered his services, saying he will work in partnership with OC Transpo to evaluate and select priority requirements. Commissioner Davis wanted to know whether OC Transpo should be putting in place a systematic process of assessment and whether an action plan will be coming forward to Committee. The General Manager, G. Diamond, responded by saying OC Transpo is implementing security measures recommended by a security report which was prepared before his arrival. Commissioner Davis requested that a copy of the report be circulated to Committee. She also wanted to know how OC Transpo intends to proceed with making transitway stations more customer friendly and deal with safety concerns around accessing the stations. The Committee Chair, A. Loney, said there may need to be a special meeting of the Commission to consider recruiting an outside expert on security measures. Chair Loney indicated that, whilst this person would largely be looking at employee locations, there may be the possibility of extending the task to doing an overview of the transit system.

Commissioner H. Kreling, speaking in his capacity as Chair of the Police Services Board, indicated there is now a relationship between the Police Service and OC Transpo security, some of whom have been sworn in as Special Constables. Chair Kreling praised the excellent level of cooperation received from OC Transpo.

That the Transit Services Committee receive this report for information.

RECEIVED

6. EXPERIENCE WITH THE USE OF HIGH OCCUPANCY VEHICLE (HOV)
LANES IN OTHER JURISDICTIONS

- General Manager's report dated 9 Feb 00

Dr. Helen Gault, Director, Planning and Development, introduced Mr. Doug Brousseau, Director, Mobility Services, Region of Ottawa-Carleton, and Mr. Kornell Mucsi, Manager, Transit Priority Program. Dr. Gault indicated the report was prepared in response to a query from Commissioner D. Holmes about the precise benefits of High Occupancy Vehicle (HOV) lanes. Mr. Brousseau praised the leadership and dedication of Mr. Mucsi, noting that, since his arrival, the department has moved ahead rapidly in the area of transit priority.

Mr. Mucsi began by saying the report provides information on the location of HOVs, their effectiveness and on whether the results are transferable to Ottawa-Carleton. He noted there are 1800 lane-km of arterial freeway, mostly in the United States and very little elsewhere. These were created by new construction of additional lanes, not by conversion from mixed flow lanes. Elsewhere, there are less than 200 lane-kms on arterial roads and these represent mostly conversions from mixed-flow lanes:

- 65 lane-kms in Toronto;
- 35 lane-kms in Vancouver;
- two corridors in Hull and one on the Portage Bridge.

The average occupancy per vehicle is 2 to 2.5 people.

Mr. Mucsi continued by saying that, from the 1990s, the length of HOV lanes in the US increased. He added that, in that country, building HOV lanes is the only way to add new road infrastructure and this may be one reason for the increase. As to whether HOV lanes are effective, Mr. Mucsi indicated that, in most cases, only a few more people use the lanes and public acceptance is mixed. When HOV lanes were implemented, an important criteria was whether they improved air quality: research indicates this is not the case, in almost all instances. One conclusion that has been documented in a number of papers is that, if created by new construction, HOV lanes encourage solo driving more than new carpooling.

Mr. Mucsi went on to say that if HOV lanes are "alive and well" in the US, it is probably because funding is available for this purpose. However, their efficiency is continuously questioned. There are calls to convert HOV lanes to either single occupant vehicle lanes (SOVs) or to allow SOVs to use HOV lanes for a toll. High Occupancy Toll (HOT) lanes encourage carpooling because occupants use the road at no cost.

Mr. Mucsi then addressed the issue of relevancy, positing that HOVs in the US are in a completely different environment than in Ottawa-Carleton. Regardless of this fact, there is little evidence that HOV lanes in the US reduce single occupant vehicles or car dependency. Mr. Mucsi pointed out that transportation policies in US cities are very different from policies here. Urban density is much higher here and core dependency is lower. The image of bus transit in the US is not positive, leading to much lower transit modal shares. Mr. Mucsi compared Canadian and US transit modal shares, noting that the modal share is 15% in Canadian cities compared with 3-4% in the US. The share of cars is similar in Canada and in the US, whereas European countries have higher numbers in other modes such as walking and cycling.

Mr. Mucsi spoke about the implementation of HOV lanes in Canada, noting that the biggest network in the world on arterial roads is in Toronto. In 1992, a plan was brought forward for 600 lane-kms of HOVs, but by the end of 1994, only the first stage was completed and there has been no action since then. There are problems with enforcement with violation ratios in the 80% range. There was an enforcement blitz in 1995 resulting in a 10% decrease, leading to the conclusion that there must be continuous enforcement of HOVs on arterial roads. Another safety problem documented in Toronto was the high number of collisions involving left turning cars and cars in HOV lanes. Mr. Mucsi spoke about the Barnett-Hastings corridor in Vancouver. He noted that a recent study showed most of the increase attributed to HOV lanes came from other corridors, existing carpools and transit riders. There was a five percent decrease in transit ridership and an increase of solo driving. Enforcement problems are evident in Vancouver as well. The HOV lanes in the Outaouais were created by conversion and an initial carpool program has since been discontinued. Mr. Mucsi added he was unable to obtain detailed data or to ascertain how the authorities in the Outaouais feel about the system.

Commenting on whether HOV lanes are effective, Mr. Mucsi pointed out there is no evidence that HOVs as new roadway capacity decreases solo driving. He added there is limited experience with HOVs on arterials, however there are safety and violation problems and a negative effect on transit in terms of delay, ridership and perception. Mr. Mucsi concluded his presentation by saying there is a big difference between converting a mixed flow lane to HOVs and constructing new lanes for HOVs. He said his research was inconclusive as to whether conversion as an introduction to HOV and to bus only lanes was a good solution. What he found was in line with the Transportation Master Plan (TMP) which says an HOV strategy must target travel market segments that have lower levels of transit service and therefore fewer potential carpools and transit passengers.

Responding to questions from Commissioner D. Holmes, Doug Brousseau said staff are familiar with the issues the Planning and Development Approvals Department considered during the preparation of the Regional Official Plan (ROP) which led to HOV lanes being included in the Plan, as well as in the TMP. He added that, from a transit priority perspective, the research done by Mr. Mucsi clearly suggests HOV lanes are not the answer.

Commissioner Holmes felt that, while this is an excellent report, it fails to make any recommendation about discontinuing the use of HOV lanes and ensuring that bus-only lanes are

the priority for the next ten years. She moved a Motion to this effect, and also directed that the Motion, if approved, be forwarded to the Transportation Committee.

Chair Loney asked whether there is more recent information on modal splits than the 1990 data presented in the report. Mr. Mucsi posited that the modal split has probably not much changed since the 1990s. Chair Loney said he suspected there had been no substantial change and that things are improving because of the massive amounts of funding being put into transit by the US Treasury. He expressed the hope that the federal government would not be discouraged from investing in transit in this country. Mr. Brousseau indicated that a lot more funds are being invested into auto-oriented construction than in transit. Mr. Mucsi added there is a strong push to qualify HOV lanes as transit facilities.

Commissioner M. Bellemare said he was pleased to receive the presentation, noting that perhaps the most surprising aspect was that HOV lanes encourage solo driving by temporarily reducing congestion in the regular lanes. He also referenced the comparative modal share between Canada/US and Denmark/Switzerland, which indicates that Canada compares favourably with European countries in transit modal shares and that the big difference between Canada and Europe is the higher modal share for other modes of transportation.

The Committee then considered the following Motion:

Moved by D. Holmes

That Bus Only lanes be the only form of increased capacity in Ottawa-Carleton at this time and that HOV lanes not be further considered in Ottawa-Carleton.

CARRIED, as amended

That the Transit Services Committee receive this report for information.

RECEIVED

OTHER BUSINESS

The Committee Chair, A. Loney, informed the Committee that Mr. Sean Rathwell, of Planning and Development, is leaving the Commission. Chair Loney wished Mr. Rathwell good luck in his new endeavours.

GENERAL MANAGER'S REPORT

1. MARKETING AND EMPLOYEE RECOGNITION POSTER

Mr. G. Diamond circulated copies of a poster from the 1999 Safe Driving Awards. He encouraged Committee members to display it, noting the operators are very proud of the poster which appears inside buses and around the Commission buildings.

2. TRANSECURE

Mr. Diamond reminded Committee members the Transecure event will take place at Nepean Centrepointe on 24 February 2000 commencing at 10:30 a.m.

NEXT MEETING(S)

Transit Services Committee	22 March 2000
Transit Commission	8 March 2000

ADJOURNMENT

The meeting adjourned at 11:30 a.m.

CHAIR

CO-ORDINATOR