

John Manconi  
General Manager of Transportation Services Department  
110 Laurier Ave W  
Ottawa, ON K1P 1J1

November 4, 2019

Dear Mr. Manconi,

I am writing you today regarding concerns surrounding the new service change that is impacting our city's transit system. While I am excited for the new service in our city, it has become clear that it is becoming a challenging and frustrating experience for many transit users. My goal is to continue to work together to improve the reliability of service for all riders in our city.

To date, I have been working hard with OC Transpo on improvements. My team and I have kept in constant communication with staff about feedback we receive, I hosted a community meeting focusing on OC Transpo where residents had the opportunity to speak directly with transit staff, worked with OC Transpo to create a survey to garner feedback from riders and repeatedly encouraged all residents to share their concerns directly with me.

Kanata North residents' contributions have demonstrated a few common themes; including unreliability of bus service, over-crowding at Tunney's Pasture station, and issues with the LRT. Many residents are reporting that west-end buses going towards the LRT are being cancelled or are late daily. They have noted that when the buses do come, they are often the 40 ft bus rather than the articulated or double decker. Many residents have suggested increasing the frequency of buses at Tunney's Pasture to alleviate the congestion of people and increase the dependability of service. I have attached a complete list detailing all feedback for your convenience.

I appreciate that you and your team are working hard to improve service across the city. I look forward to meeting in the coming days and making strides in a transit service that works for all.

Many thanks,



Jenna Sudds  
City Councillor – Kanata North

Cc: Pat Scrimgeour, Director Transit Customer Systems & Planning

## **Kanata-North Consolidated Feedback**

### **General**

- Buses are late, or do not show up – system is inconsistent and unreliable.
- Buses are too small at peak times.
- Express busses don't start early enough and are not frequent enough.
- Longer commutes with LRT Transfer.
- Need a route from Kanata to DND Carling Campus (Currently bus to Moodie and then transfer back to Carling).
- Residents being told that buses in the morning are late because they are coming from Orleans and getting caught in traffic.
- Suggestion for the GPS at Tunney's Pasture to start 5 min before route begins.
- Is there an expansion plan for Innovation Park and Ride? As more communities are being developed, there may be a need for more room.
- Need better service to and from Terry Fox Park and Ride.
- Relief buses don't announce stops.
- More busses to Gatineau.
- How do you get reliable data in fare paid zones?
  - Which busses are being used more – may need to be more frequent/use of larger busses?

### **Terry Fox Station**

- Not frequent enough and unreliable
- Buses only coming every 20-30 mins (Route 61)
  - This was reduced as it used to be 10 mins

### **Route 266**

- Residents would like the bus to run longer (start earlier/end later).
- Skip Moodie, Bayshore, Pinecrest stations (Statement for all express routes).
- Bus is not yet well used. Need to promote this new route more to increase ridership.
- Some confusion as to why it leaves from a different platform at Tunney's Pasture. Makes it harder to catch as most riders are waiting at platform A for 63 or 64.
- Additional stops (specifically Shirley's Brook and Helmsdale).

### **Tunney's Pasture Station**

- Can all Kanata Busses be in one area?
- MG busses together, Kanata Lakes at another – gives riders more options.
- Platforms need to be larger - still too crowded.
- More frequent buses to Kanata.
- Shuttle to Kanata area was suggested.
- Larger buses for peak periods.

**Route 63**

- All peak routes continue to Gatineau.
- More frequent.
- Wrong signs on bus?
- Bus displays that it is going to Briarbrook but driver asks residents to get off at Innovation?

**Kanata Lakes Buses**

- 268 at 4 p.m. is late or no shows.
- Increase frequency to Kanata Lakes from Tunney's Pasture.

**Arcadia**

- Community is still being under serviced
- Could we extend a Kanata Lakes express bus to start in Arcadia?
- Can we have another option from the Canadian Tire Center Park and Ride?