

MEMO / NOTE DE SERVICE



To / Destinataire	Mayor and Members of Council Chair and Members of the Transit Commission	File/N° de fichier : 33-2021
From / Expéditeur	General Manager Transit Services Department	
Subject / Objet	Winter 2022 Transit Service Changes	Date: November 23, 2021

This memo provides Members of Council and the Transit Commission with an overview of OC Transpo service changes, effective Sunday, December 19, 2021. Regular schedule adjustments take place four times a year – April, June, September and December – and are provided in advance of each new schedule period.

The winter service change includes several types of changes:

1. Service Adjustments
2. Construction Detours
3. Seasonal Service Changes

1. Service Adjustments

- An early morning eastbound trip on Route 55 that starts at The Ottawa Hospital, General Campus at 06:09 and travels to Elmvale, will be withdrawn due to very low ridership. No other trips on the route will be affected.
- Service on Routes 99 and 110 will be adjusted to better accommodate revised shift times at the new Amazon facility in Barrhaven.

2. Construction Detours

Stage 2 Construction:

- Highway 417 westbound off-ramp at Pinecrest Road will be closed to facilitate construction of the Stage 2 O-Train extension to Moodie, impacting all westbound routes that exit Highway 417 at Pinecrest. As a result, Routes 61, 62, 282, 283, 301, 303, 404, 406, and 454 will be adjusted to operate to Pinecrest Station via Carling, Richmond and Pinecrest, and then will return to their regular routing. Routes 63, 64, 66, 257, and 258 will remain on their regular routes but will bypass Pinecrest Station, travelling directly to Bayshore Station. Event Routes 406 and 454 will also bypass Pinecrest Station.

Seasonal Construction:

- Montréal Road – Routes 15 and 20 will be reinstated to their regular routing between Vanier Parkway and St-Laurent Boulevard, as roads will temporarily re-open in both directions for the winter. Route 12 will continue to operate between Blair and St-Laurent Stations.

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3. Seasonal Service Changes

Improvements will be made to some of the school services that were added in September 2021:

- New school Route 664 will be introduced to provide direct service between Earl of March Secondary School and Kanata Lakes, replacing trips on Route 168.
- New school Routes 671 and 672 will be introduced to provide direct service between John McCrae Secondary School and Barrhaven South, replacing trips on Routes 75 and 171/173.
- New school Route 676 will be introduced to provide direct service between St. Mother Teresa High School and Riverside South, replacing trips on Route 278.
- New school Route 680 will be introduced to provide direct service between Merivale High School and Riverside South, replacing trips on Routes 80 and 99.
- Bus types will be adjusted on some school trips where necessary.

Holidays:

Holiday	Date	Service Type
Christmas Week	Monday, December 20 to Friday, December 24	Reduced weekday schedule
Christmas Day	Saturday, December 25	Sunday schedule
Boxing Day	Sunday, December 26	Saturday schedule, with extra service on busy routes
Christmas Day Holiday observed	Monday, December 27	Saturday schedule
Boxing Day Holiday observed	Tuesday, December 28	Saturday schedule
New Year's Week	Wednesday, December 29 to Thursday, December 30	Reduced weekday schedule
New Year's Eve	Friday, December 31	Reduced weekday schedule, with Line 2 bus service extended to 1 am
New Year's Day	Saturday, January 1	Sunday schedule
New Year's Day Holiday observed	Monday, January 3	Weekday schedule
Family Day	Monday, February 21	Weekday schedule
March Break	Monday, March 14 to Friday, March 18	Reduced weekday schedule
Good Friday	Friday, April 15	Sunday schedule

Full details of these service changes will be communicated to customers throughout December using a variety of transit information materials and outreach. OC Transpo has a number of customer-friendly applications and tools so that customers can access timely information about our service while on the go. These include texting 560560 for real-time bus schedule information, downloading the OC Transpo iPhone app or an independent

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app, signing up for text alerts on octranspo.com to receive the latest information, checking transit information screens at many major stations, as well as visiting octranspo.com from a smartphone. Real time information is also available by calling 613-560-1000 plus the bus stop number.

Once the winter service changes begin on December 19, customers can find up-to-date schedules and real-time information by using these applications and tools. Please direct customers to octranspo.com or to the OC Transpo Customer Service Centre (613-560-5000) for more information.

These winter service changes will be evaluated based on feedback we collect from customers and operating staff, as well as ridership and operational data measurements. Our goal is to continue to provide excellent service for customers as their travel needs change.

Should you have any questions or comments, please contact Pat Scrimgeour, Director, Transit Customer Systems and Planning, at extension 52205, or myself at extension 52111.

*Original signed by
Renée Amilcar*

cc: Senior Leadership Team
Transit Services Departmental Leadership Team
Director, Public Information and Media Relations