

# **COVID-19 Service Adjustments for June 2021**

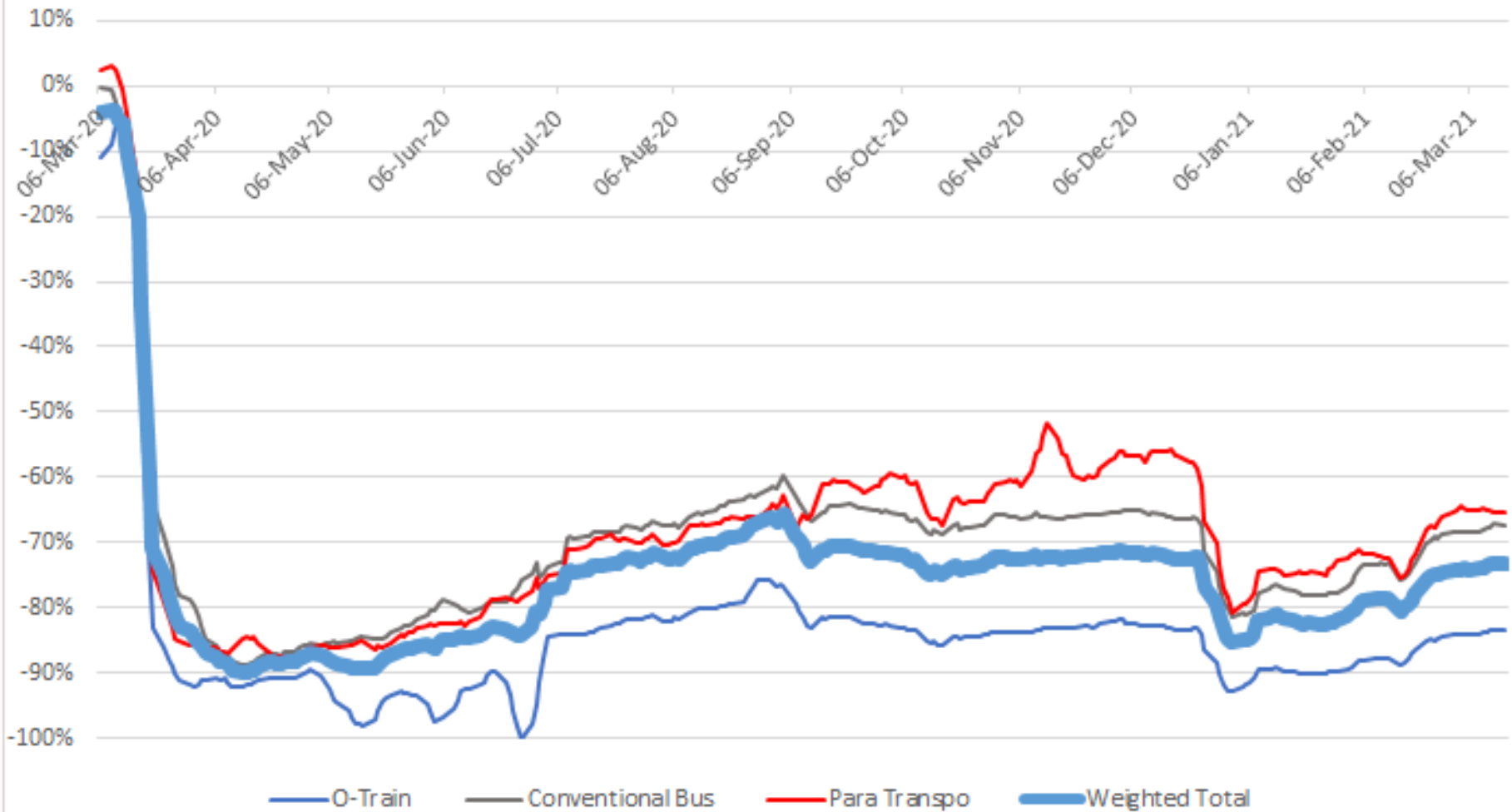
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# Background – COVID-19 Service Adjustments

- March 2020 – Service reduced by approximately 50 percent;
- Spring 2020 – Service added where required by demand;
- June 2020 – Return to full regular route network;
- September 2020 – Return of school service;
- April 2021 – Reliability improvements based on current traffic volume; and,
- System ridership is currently at 27% of normal levels.

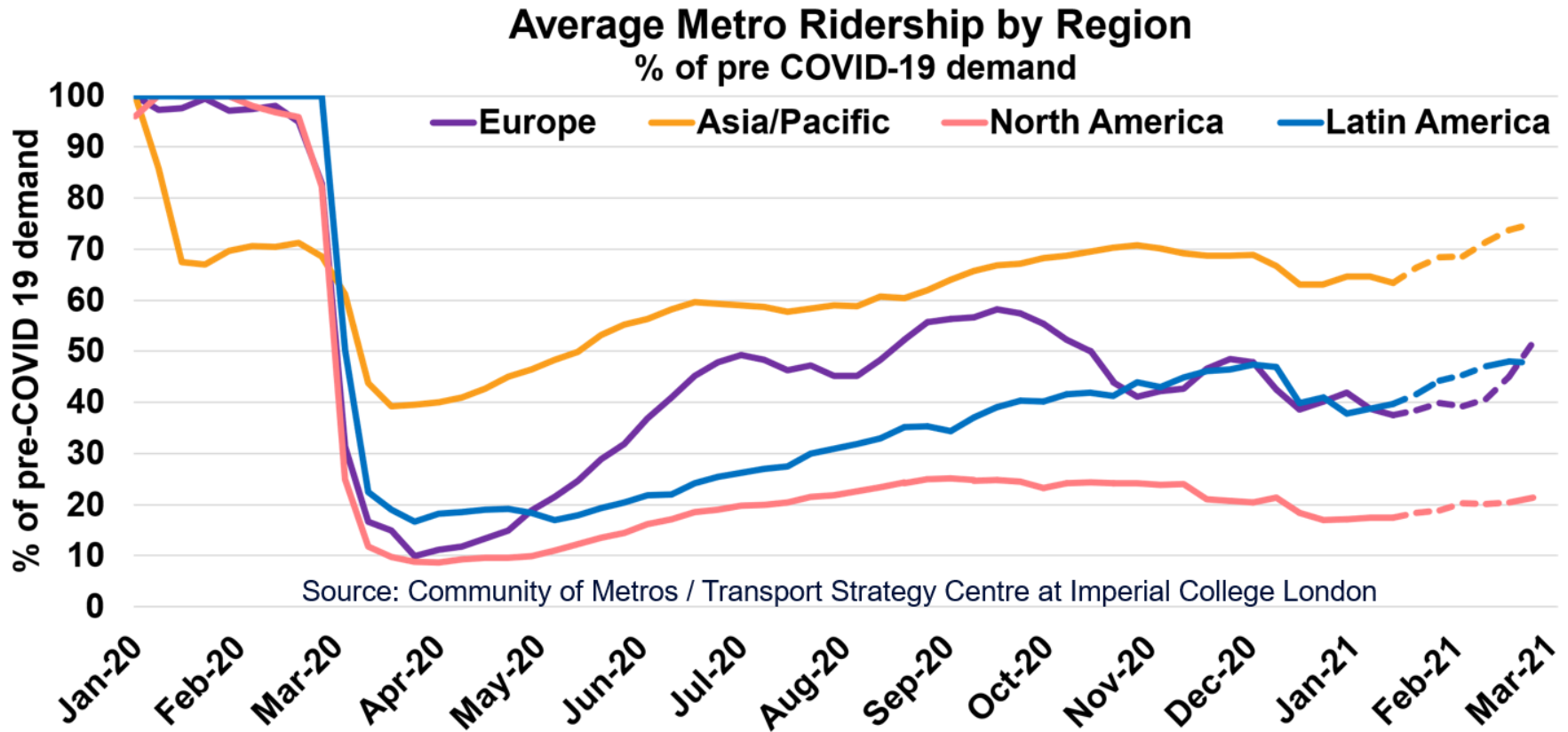
# Ridership Change During the Pandemic

Ridership changes since Mar 2020 (weekdays, 5-day rolling average)



# Worldwide Ridership Change During the Pandemic

Demand During COVID-19: **Average Trajectory by Region**



# Looking Ahead

- System ridership in 2021 started at approximately 18% of normal levels and has risen to approximately 27%;
- Bus ridership is at 33%, O-Train ridership at 18%, and Para Transpo ridership at 34%;
- Public health measures affect ridership;
- Ridership return will be determined by demand;
- Demand will largely depend on decisions made by employers and institutions, especially federal public service and universities; and,
- Appears reasonable to expect that there will be a gradual return to working on-site through the fall.

# Service Adjustments vs. Service Cuts

- This report is about service adjustments, not service cuts;
- Service cuts would involve the removal of transit service from an area at some or all times;
- Significant impact on mobility for customers, especially those without another travel choice;
- Staff recommend that service cuts be based on principles decided by Council and informed by consultation on specifics;

# Service Adjustments vs. Service Cuts

## *(Cont'd)*

- A report outlining these principles will be presented to the Transit Commission in April, in the event that cuts are directed or required;
- Service adjustments maintain mobility across the entire transit system;
- Calibration of capacity to match actual demand; and,
- Longer wait time and added transfer for some customers.

# COVID-19 Service Adjustments

## June 2021

- Temporary suspension of selected peak-period routes;
- Frequency reductions to match current ridership levels;
- Routes shortened where parallel service available;
- Service improvements to respond to current travel needs;
- Reduction in operating cost;
- Service remains available at all times and in all of the urban area, following the Council-approved service standards; and,
- Enough capacity available to accommodate growth.



# Temporary COVID-19 Suspension of Service

- Route 17 from Wateridge – Customers can use Routes 7, 27;
- Route 224 from Beacon Hill – Customers can use Route 24;
- Route 225 from Orléans/Chapel Hill South – Customers can use Routes 32, 34;
- Route 233 from Orléans – Customers can use Route 33;
- Route 235 from Orléans – Customers can use Route 35;
- Route 251 from Bells Corners – Customers can use Route 57;
- Route 266 from Kanata North – Customers can use Routes 63, 64;
- Route 275 from Barrhaven – Customers can use Route 75; and,
- Route 284 from Manordale – Customers can use Routes 82, 173.

# Frequency Reductions To Match Current Ridership Levels

- These routes will be adjusted at certain times of the week:
  - Connexion routes 231, 232, 234, 236, 237, 252, 256, 257, 258, 261, 262, 263, 264, 267, 268, 270, 271, 272, 273, 277, 278, 282, 290, 291, 294;
  - Rapid routes 39, 57, 61, 63, 75, 97, 98;
  - Frequent routes 6, 7, 10, 25, 80, 88, 111;
  - Local routes 5, 9, 18, 19, 26, 28, 30, 33, 34, 38, 46, 48, 49, 50, 51, 54, 66, 73, 81, 82, 86, 89, 92, 93, 96, 164, 171, 175;
  - Replacement buses for O-Train Line 2;
  - Individual trips early or late in the day removed where ridership is at or near zero;

# Frequency Reductions To Match Current Ridership Levels *(Cont'd)*

- Most Frequent and Rapid routes will continue to operate at least every 15 minutes;
- Most Connexion routes will operate every 30 minutes; and,
- Most Local routes will continue to operate at least every 30 minutes.

# Routes Shortened

## Where Parallel Service Available

- Route 15 – Midday service to Gatineau – Customers can use STO Route 67;
- Route 37 – Start/end at Place d'Orléans – Customers can use Route 39
- Route 40 – Trips via Transitway start/end at Greenboro – Customers can use Routes 97, 98;
- Route 55 – Start/end at Westgate – Customers can use Route 85;
- Route 58 – Start/end at Lincoln Fields – Customers can use Routes 57, 61, 62, 63, 64, 74, 75;
- Route 74 – Start/end at Nepean Woods – Customers can use Route 99
- Routes 83, 84 – Start/end at Baseline – Customers can use Routes 74, 75; and,
- Route 179 – Replaced by new Route 110.

# Service Improvements

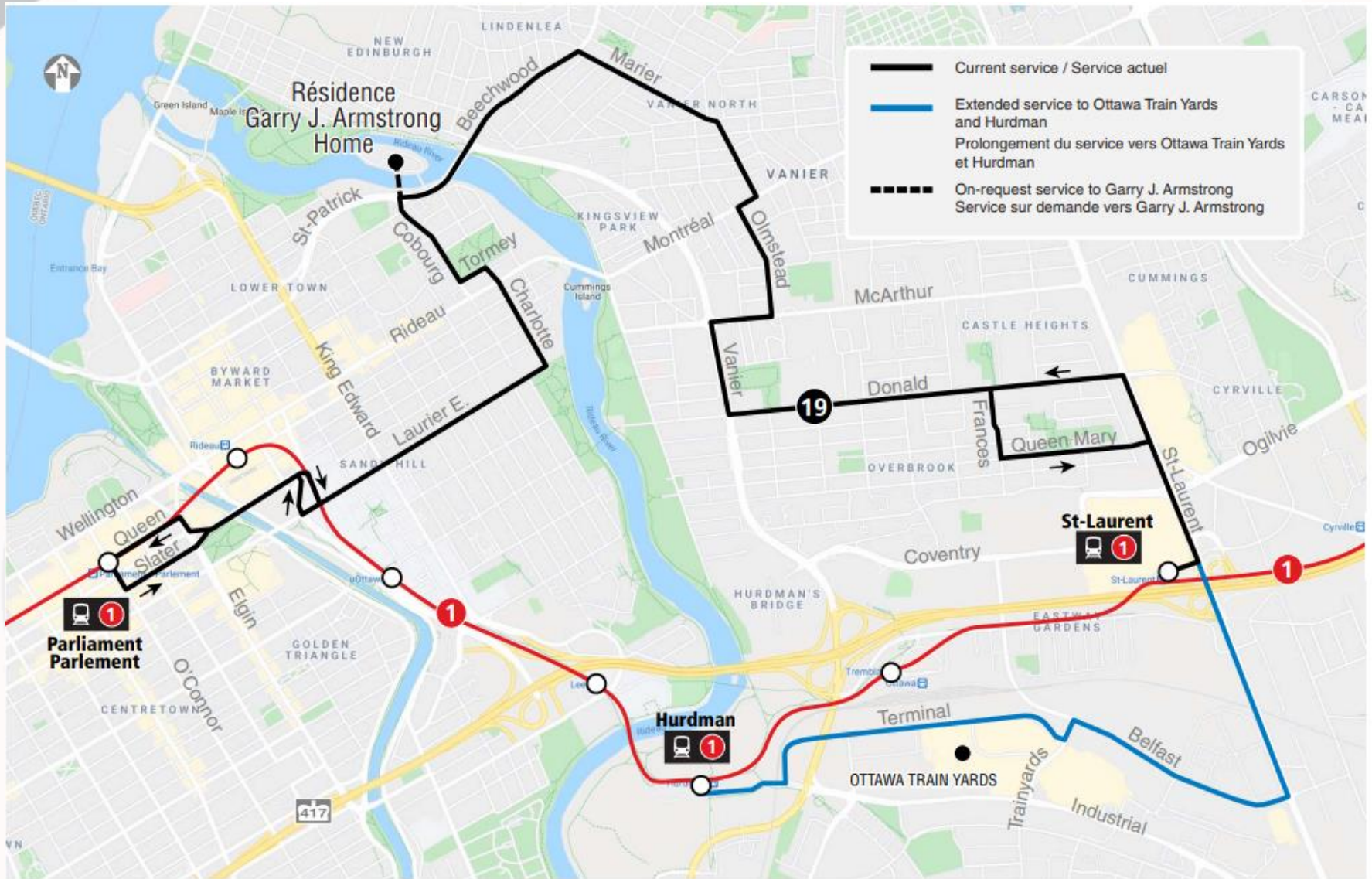
- Route 11 – Extended to Mackenzie King Bridge;
- Route 19 – Extended to Trainyards and Hurdman Station;
- Route 32 – Extended to Chapel Hill Station;
- Route 33 – Midday increase to 30 minute service;
- Route 53 – Revised to operate on Holland;
- Route 55 – Sunday service extended to Westgate via hospitals;
- Route 56 – Revised to operate on Parkdale;
- Route 62 – Evening service to/from Kanata and Stittsville increased; new Saturday and Sunday service to/from Stittsville;

# Service Improvements (Cont'd)

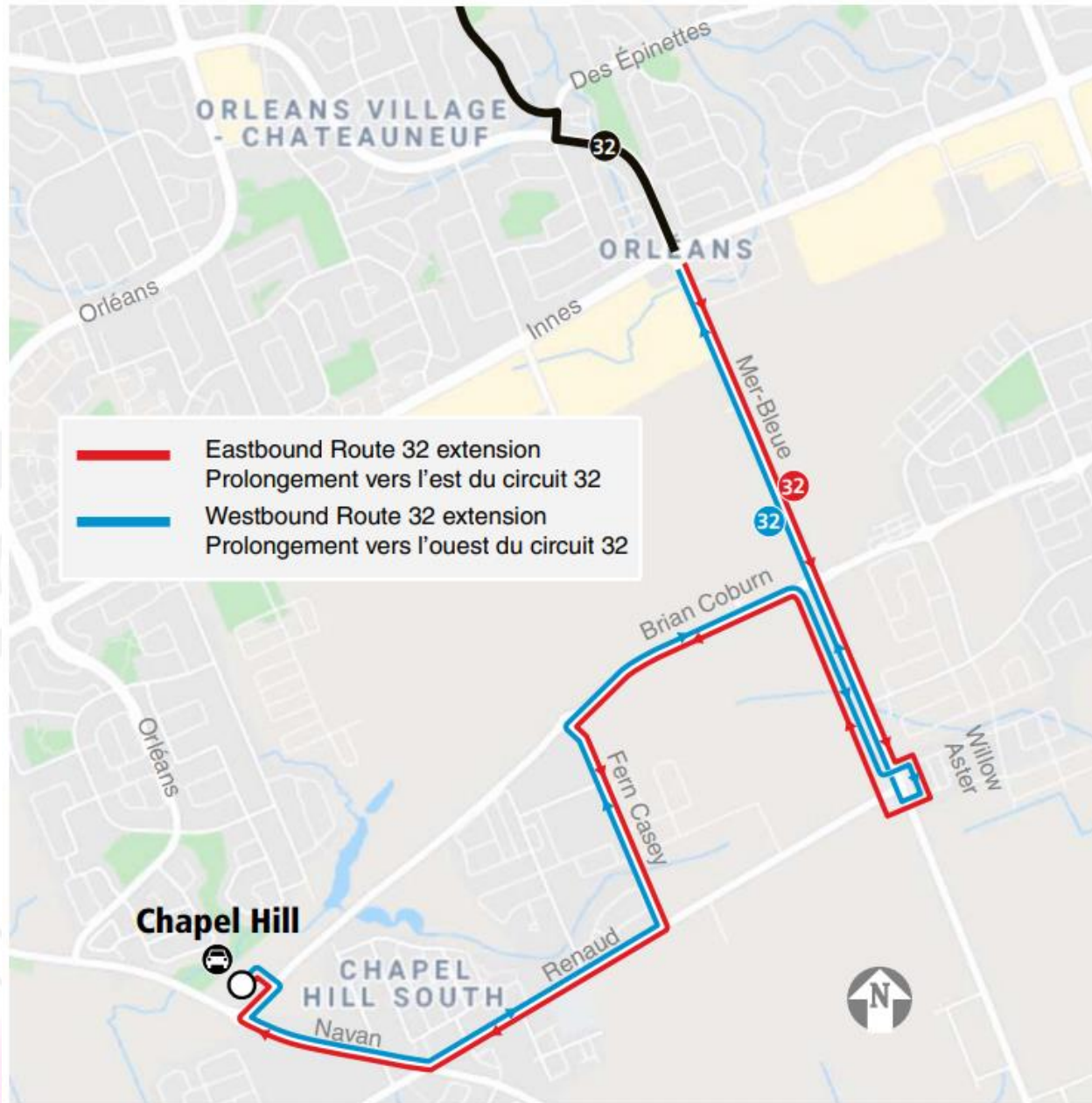
- Route 82 – Revised to operate via Majestic during peak periods;
- Route 88 – Saturday service increased;
- Route 98 – Sunday service increased;
- Route 99 – Selected trips extended to CitiGate;
- Route 110 – New route between Kanata North, Kanata South, and Barrhaven;
- Route 170 – Revised at CitiGate; and,
- Route 294 – Revised to operate on Kelly Farm.



# Extended Route 19



# Extended Route 32

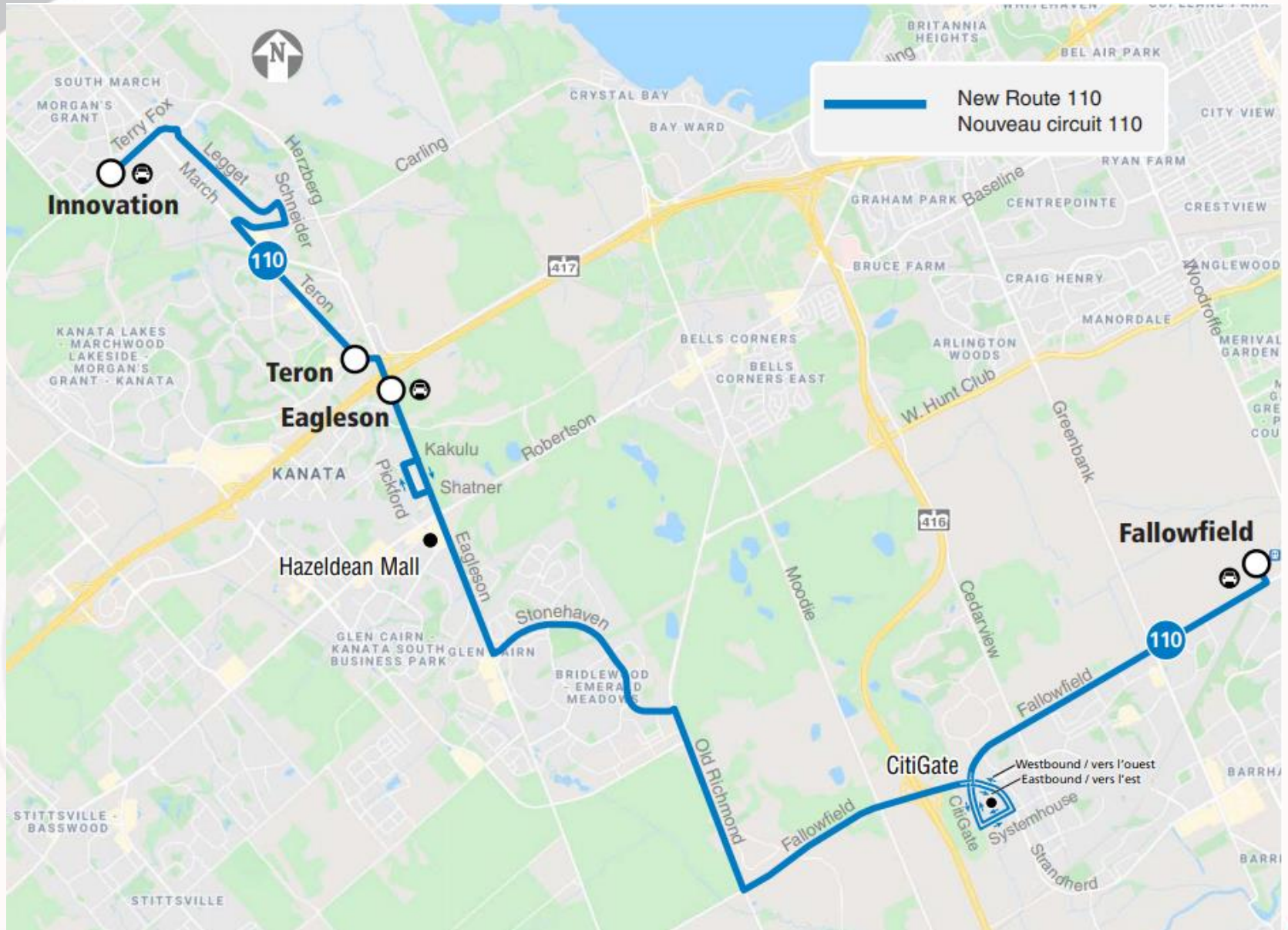




# Revised Route 55



# New Route 110





# Operating Cost Savings

- Net result is a saving of approximately 2,170 service hours per week;
- Equivalent to a saving of approximately \$5.5 million in the calendar year 2021;
- Equivalent to a saving of approximately \$11 million in a full year;
- Smaller operating workforce achieved by attrition and reassignment; and,
- Approximately 70 fewer staff members by end of year.

# Implementation

- Service changes will begin on Sunday, June 20;
- Staff are currently preparing schedules, workforce administration and customer information;
- Details will be communicated to customers in the weeks leading up to the service change date; and,
- In-person customer outreach will occur at key stations and times of day.
- Staff will be tabling principles for service cuts at the April Transit Commission meeting, in the event that cuts are directed or required.

**Questions?**

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