

Transportation Services Department - OC Transpo

2018 Budget Briefing Note

Description

The Transportation Services Department brings together all services related to the mobility of the City, integrating the planning, implementation, operations and delivery of all modes of transportation. Every service and project delivered by the department impacts how people commute – whether by train, bus, car, bicycle, walking or a combination of these – both now and in years to come.

The department operates the OC Transpo system to provide travel options that meet the needs and expectations of customers. All trains and buses are 100 per cent accessible. Both Ottawa and OC Transpo are undergoing a major transformation with the construction of the O-Train Confederation Line, to open in 2018, and many customer-facing and internal systems are undergoing significant changes to get ready for rail and the operation of a multimodal transit system. OC Transpo works to provide a safe, reliable, courteous and affordable transit service for all, to build and retain an engaged workforce, and to meet the policy objectives set by Council and the Transit Commission, all within the established budget.

Programs/Services Offered

- OC Transpo bus system, including rapid, frequent, Connexion, local, school, shopper, and event, routes
- O-Train Trillium Line service which runs from Bayview Station to Greenboro Station
- Para Transpo service for customers with disabilities
- Starting in 2018, O-Train Confederation Line service between Tunney's Pasture Station and Blair Station

Many support services for OC Transpo operations are also delivered internally within the department, including:

- Operations control
- Customer service
- Maintenance of transit vehicles and facilities
- Employee management, training, and engagement
- Safety management
- Special Constable program and fare enforcement
- Service and system planning
- Technology implementation and support
- Community and stakeholder relations