



BUDGET 2020

An affordable approach for
responsible growth, mobility
and housing

Transit Commission

Adopted December 11, 2019



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Transit Commission

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Transportation Services Department

2020 Service Area Summary - OC Transpo

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 underwent a major transformation with the opening of O-Train Line 1, the Confederation Line, earlier this year. The successful transformation to a multimodal transit system marked a significant change to the way OC Transpo provides service to customers, and the way customers use public transit. OC Transpo works to provide a safe, reliable, comfortable, 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 Line 1, the Confederation Line, which runs between Tunney's Pasture Station and Blair Station
- O-Train Line 2, the Trillium Line, which runs from Bayview Station to Greenboro Station; and
- Para Transpo service for customers with disabilities

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; and
- Community and stakeholder relations

City of Ottawa
Transportation Services Department
Transit Services - Operating Resource Requirement
In Thousands (\$000)

| | 2018 | 2019 | | 2020 | \$ Change over 2019 Budget |
|--|-----------------|-----------------|-----------------|-----------------|-------------------------------|
| | Actual | Forecast | Budget | Adopted | |
| Expenditures by Program | | | | | |
| Transit Operations | 423,464 | 430,468 | 425,049 | 436,882 | 11,833 |
| Transit Customer Systems & Planning | 30,747 | 34,452 | 35,826 | 38,732 | 2,906 |
| Safety, Compliance, Training & Development | 4,648 | 5,247 | 5,247 | 4,603 | -644 |
| Business Support Services | 3,829 | 3,706 | 4,104 | 3,886 | -218 |
| General Manager's Office | 631 | 601 | 601 | 608 | 7 |
| Non Departmental | 123,006 | 140,120 | 140,120 | 151,251 | 11,131 |
| Gross Expenditure | 586,325 | 614,594 | 610,947 | 635,962 | 25,015 |
| Recoveries & Allocations | -50,899 | -36,096 | -36,096 | -27,725 | 8,371 |
| Revenue | -246,510 | -274,051 | -276,112 | -286,743 | -10,631 |
| Net Requirement | 288,916 | 304,447 | 298,739 | 321,494 | 22,755 |
| Expenditures by Type | | | | | |
| Salaries, Wages & Benefits | 273,981 | 274,894 | 275,292 | 282,563 | 7,271 |
| Overtime | 26,970 | 25,337 | 19,918 | 18,223 | -1,695 |
| Materials & Services | 137,879 | 147,576 | 148,950 | 156,930 | 7,980 |
| Transfers/Grants/Financial Charges | 123,194 | 140,162 | 140,162 | 151,293 | 11,131 |
| Fleet Services Branch Chargebacks | 859 | 1,122 | 1,122 | 1,122 | 0 |
| Program Facility Costs | 20,661 | 23,426 | 23,426 | 23,754 | 328 |
| Other Internal Costs | 2,781 | 2,077 | 2,077 | 2,077 | 0 |
| Gross Expenditures | 586,325 | 614,594 | 610,947 | 635,962 | 25,015 |
| Recoveries & Allocations | -50,899 | -36,096 | -36,096 | -27,725 | 8,371 |
| Net Expenditure | 535,426 | 578,498 | 574,851 | 608,237 | 33,386 |
| Revenues By Type | | | | | |
| Federal | 0 | 0 | 0 | 0 | 0 |
| Provincial | 0 | 0 | 0 | 0 | 0 |
| Municipal | 0 | 0 | 0 | 0 | 0 |
| Own Funds | -53,608 | -75,338 | -75,338 | -74,490 | 848 |
| Fees and Services | -192,902 | -198,713 | -200,774 | -212,253 | -11,479 |
| Fines | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 |
| Total Revenue | -246,510 | -274,051 | -276,112 | -286,743 | -10,631 |
| Net Requirement | 288,916 | 304,447 | 298,739 | 321,494 | 22,755 |
| Full Time Equivalents | | | 2,932.30 | 3,093.30 | 161.00 |

City of Ottawa
 Transportation Services Department
 Transit Services - User Fees

| | Policy Fare Structure | | | | | | |
|--|------------------------|-----------------------|--------------|--------------|--------------------|----------------|----------------------|
| | Multiplier or Discount | Rounded up to nearest | 2019 Rate \$ | 2020 Rate \$ | % Change Over 2019 | Effective Date | 2020 Revenue (\$000) |
| OC Transpo - Customers' Fares | | | | | | | |
| Base fare recommended for approval | - | - | 3.5104 | 3.5982 | 2.5% | 1-Apr-2020 | |
| Passes (set by policy from base fare) | | | | | | | |
| Adult monthly pass | 34 x base | quarter | 119.50 | 122.50 | 2.5% | 1-Apr-2020 | |
| Youth (6-19) monthly pass | 23% discount | quarter | 92.25 | 94.50 | 2.4% | 1-Apr-2020 | |
| Senior (65+) monthly pass | 62% discount | quarter | 45.50 | 46.75 | 2.7% | 1-Apr-2020 | |
| Community monthly pass | 64.7% discount | quarter | 43.25 | 43.25 | 0.0% | 1-Apr-2020 | |
| Access monthly pass | 64.7% discount | quarter | 43.25 | 43.25 | 0.0% | 1-Apr-2020 | |
| EquiPass monthly pass | 52.4% discount | quarter | 58.25 | 58.25 | 0.0% | 1-Apr-2020 | |
| DayPass [1] | 3 x base | quarter | 10.75 | 11.00 | 2.3% | 1-Apr-2020 | |
| DayPass3 [1] | 7.5 x base | quarter | 26.50 | 27.00 | 1.9% | 1-Apr-2020 | |
| DayPass5 [1] | 12 x base | quarter | 42.25 | 43.25 | 2.4% | 1-Apr-2020 | |
| DayPass7 [1] | 14.25 x base | quarter | 50.25 | 51.50 | 2.5% | 1-Apr-2020 | |
| Family Pass (weekends/holidays) | 3 x base | quarter | 10.75 | 11.00 | 2.3% | 1-Apr-2020 | |
| U-Pass (per semester) | fixed by contract | | 212.71 | 218.03 | 2.5% | 1-Sep-2020 | |

City of Ottawa
 Transportation Services Department
 Transit Services - User Fees

| | | Policy Fare Structure | | | | | | |
|---|----------------|------------------------|-----------------------|--------------|--------------|--------------------|----------------|----------------------|
| | | Multiplier or Discount | Rounded up to nearest | 2019 Rate \$ | 2020 Rate \$ | % Change Over 2019 | Effective Date | 2020 Revenue (\$000) |
| Single-ride fares [2] (set by policy from base fare) | | | | | | | | |
| Adult single-ride fare (paid by e-purse/ParaPurse) | 1 x base | nickel | 3.55 | 3.60 | 1.4% | 1-Apr-2020 | | |
| Adult single-ride fare (paid by cash/credit/debit) | + 5 cents | nickel | 3.60 | 3.65 | 1.4% | 1-Apr-2020 | | |
| Senior (65+) single-ride fare (paid by e-purse/ParaPurse) [3] | 25% discount | nickel | 2.65 | 2.70 | 1.9% | 1-Apr-2020 | | |
| Senior (65+) single-ride fare (paid by cash/credit/debit) [3] | + 5 cents | nickel | 2.70 | 2.75 | 1.9% | 1-Apr-2020 | | |
| Community Pass single-ride fare (paid by e-purse/ParaPurse) | 51.4% discount | nickel | 1.75 | 1.75 | 0.0% | 1-Apr-2020 | | |
| EquiPass single-ride fare (paid by e-purse/ParaPurse) | 51.4% discount | nickel | 1.75 | 1.75 | 0.0% | 1-Apr-2020 | | |
| Child (6-12) single-ride fare (paid by e-purse/ParaPurse) | 50% discount | nickel | 1.80 | 1.80 | 0.0% | 1-Apr-2020 | | |
| Child (6-12) single-ride fare (paid by cash/credit/debit) | + 5 cents | nickel | 1.85 | 1.85 | 0.0% | 1-Apr-2020 | | |
| Child (0-5) single-ride fare [4] | 100% discount | - | free | free | - | 1-Apr-2020 | | |
| Para Transpo discounted fare with Access Pass | 33% discount | nickel | 2.40 | 2.45 | 2.1% | 1-Apr-2020 | | |
| Para Transpo rural fare | 2.7 x base | quarter | 9.50 | 9.75 | 2.6% | 1-Apr-2020 | | |

City of Ottawa
 Transportation Services Department
 Transit Services - User Fees

| Policy Fare Structure | | | | | | | |
|--|------------------------|-----------------------|--------------|--------------|--------------------|----------------|----------------------|
| | Multiplier or Discount | Rounded up to nearest | 2019 Rate \$ | 2020 Rate \$ | % Change Over 2019 | Effective Date | 2020 Revenue (\$000) |
| Total fare revenue | | | | | | | |
| Conventional service (bus and O-Train) | - | - | | | - | | \$ 201,657 |
| Para Transpo | - | - | | | - | | \$ 2,139 |
| Other fees recommended for approval | | | | | | | |
| Presto smartcard | - | quarter | 6.00 | 6.00 | - | 1-Apr-2020 | |
| Regular park and ride permit | - | quarter | 26.50 | 27.25 | 2.8% | 1-Apr-2020 | |
| Gold Pass park and ride permit | - | quarter | 60.00 | 61.50 | 2.5% | 1-Apr-2020 | |
| Charter bus - first hour | - | dollar | 557.00 | 571.00 | 2.5% | 1-Apr-2020 | |
| Charter bus - each additional hour | - | quarter | 278.50 | 285.50 | 2.5% | 1-Apr-2020 | |

Notes:

- [1] Valid for unlimited travel for one (DayPass), three (DayPass3), five (DayPass5) and seven (DayPass7) days.
- [2] Single-ride fares may be purchased using cash, Presto or ParaPurse stored value, credit or debit cards, or vouchers issued to social service and non-profit organizations. Not all payment types can be accepted on board buses.
- [3] Seniors travel free on conventional transit services on Sundays and Wednesdays.
- [4] Children who travel frequently and cannot be carried through a fare gate by a parent/guardian may obtain a special smartcard.

City Of Ottawa
2020 Adopted Capital Budget
Transit Commission
Funding Summary
In Thousands \$(000's)

| Project Description | Revenues | Gas Tax | Tax Supported/ Dedicated | Develop. Charges | Tax Supported/ Dedicated Debt | Grand Total |
|---|----------|---------------|-----------------------------|---------------------|----------------------------------|----------------|
| Transit Services | | | | | | |
| Renewal of City Assets | | | | | | |
| 908990 Prince of Wales Bridge (Pier Work) | - | 2,000 | - | - | 1,120 | 3,120 |
| 909087 Rail Operational Readiness | - | - | 4,800 | - | - | 4,800 |
| 909089 LRT Detour hours funding for Stage 2 | - | 15,000 | - | - | - | 15,000 |
| 909390 Transit Structures - Drainage | - | - | 50 | - | - | 50 |
| 909681 2020 Buildings - Transit Services | - | - | 3,600 | - | - | 3,600 |
| 909718 2020 Transit Roads | - | 250 | - | - | 1,250 | 1,500 |
| 909720 2020 Transit Structures | - | - | - | - | 430 | 430 |
| 909721 2020 Transit STR Scoping Pre/Post Eng. | - | - | 200 | - | - | 200 |
| 909722 2020 Trillium Line Structures | - | 510 | - | - | 6,150 | 6,660 |
| 909723 2020 Trillium L STR Scoping Pre/Post Eng | - | - | 150 | - | - | 150 |
| 909752 Bus Replacement 2020 | - | 17,636 | 25,756 | - | - | 43,392 |
| 909756 Operations Support Vehicles - Replace 20 | - | - | 1,800 | - | - | 1,800 |
| 909757 Renewal of Operational Assets 2020 | - | - | 13,359 | - | - | 13,359 |
| 909758 Transit Network Yearly Rehab 2020 | - | - | 1,800 | - | - | 1,800 |
| 909759 Unplanned Infrastructure Response 2020 | - | - | 1,000 | - | - | 1,000 |
| 909762 Train and Rail Lifecycle and Mod 2020 | - | - | 750 | - | - | 750 |
| 909763 Bus Stops and Shelters 2020 | - | - | - | - | 900 | 900 |
| 909764 Station Customer Improvements | - | - | 2,850 | - | - | 2,850 |
| 909765 Transit Accessibility Improvements | - | - | 500 | - | - | 500 |
| 909766 Transit Priority Road and Signal Project | - | - | 2,616 | - | - | 2,616 |
| 909767 IT Comm + Control Syst Onboard Vehicles | - | - | 8,500 | - | - | 8,500 |
| Renewal of City Assets Total | - | 35,396 | 67,731 | - | 9,850 | 112,977 |
| Service Enhancements | | | | | | |
| 909760 IT Fare Technology Systems 2020 | - | - | 2,000 | - | - | 2,000 |
| 909769 IT Customer Services Technology Systems | - | - | 1,300 | - | - | 1,300 |
| 909771 IT Fleet Maintenance Technology Systems | - | - | 940 | - | - | 940 |
| 909772 IT Operations Management Systems | - | - | 500 | - | - | 500 |
| 909773 IT Technology Systems - Para Transpo | - | - | 900 | - | - | 900 |
| 909774 IT Scheduling and Control Systems | - | - | 800 | - | - | 800 |

City Of Ottawa
2020 Adopted Capital Budget
Transit Commission
Funding Summary
In Thousands \$(000's)

| Project Description | Revenues | Gas Tax | Tax Supported/ Dedicated | Develop. Charges | Tax Supported/ Dedicated Debt | Grand Total |
|---|----------|---------------|-----------------------------|---------------------|----------------------------------|----------------|
| 909775 IT Technology Systems - Security | - | - | 3,000 | - | - | 3,000 |
| 909866 O-Train Line 2 Enhmnt to Exting Stations | - | - | - | - | 5,000 | 5,000 |
| 909867 O-Train Line 2 Station Connectivity Impr | - | - | - | - | 3,300 | 3,300 |
| Service Enhancements Total | - | - | 9,440 | - | 8,300 | 17,740 |
| Transit Services Total | - | 35,396 | 77,171 | - | 18,150 | 130,717 |
| Grand Total | - | 35,396 | 77,171 | - | 18,150 | 130,717 |