

Draft Budget 2026

Safe



Reliable



Affordable



| Transit Committee

Tabled - November 12, 2025



2025-0143

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Transit Committee

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Transit Services Department Service Area Summaries

The Transit Services Department operates OC Transpo, Ottawa's public transit network, which supports multiple modes of travel to serve the needs of customers. The department also includes the Rail Construction Program, which is responsible for building the Stage 2 extensions to the O-Train network. Transit Services works continually to provide a safe, reliable, comfortable, courteous and affordable transit service for all. Transit Services aims to build and retain an engaged workforce, and to meet the policy objectives set by Council and Transit Committee all within established budgets and in accordance with all regulatory requirements.

OC Transpo Programs/Services Offered

- OC Transpo bus system.
- O-Train Line 1, service between Tunney's Pasture Station and Blair Station (opened in 2019).
- O-Train Line 2, service between Bayview Station and Limebank Station (opened in 2025).
- O-Train Line 4, service between Airport Station and South Keys Station (opened in 2025).
- Stage 2 O-Train extensions east and west are currently under construction.
- Para Transpo service for customers unable to take conventional transit services.
- All OC Transpo trains and buses are 100 percent accessible.

The Transit Services Department has seven service areas that report to the Transit Committee, although the budget for Rail Construction Program is approved by Finance and Corporate Services Committee.

A description for each is provided further below:

- Safety, Regulatory, Training and Development
- Transit Bus Operations and Maintenance
- Transit Customer Systems and Planning

- Transit Engineering Services
- Transit Service Delivery and Rail Operations
- Transit Strategic Communications and External Relations
- Rail Construction Program

Safety, Regulatory, Training and Development

Safety, Regulatory, Training and Development (SRTD) works closely with all of OC Transpo's service areas in a cross-functional relationship to achieve organizational safety, security goals, compliance with regulatory and legislative requirements, and risk management. SRTD also develops, coordinates, and delivers training for OC Transpo employees. The Special Constable Unit is also part of the SRTD service area, which ensures the safety and security of employees and customers throughout the network.

Programs and initiatives:

- Implementation and delivery of a Safety Management System and Security Management System including annual reports to council and Transport Canada in accordance with regulatory requirements and industry best practices.
- Ongoing safety oversight through nine active Workplace Health and Safety Committees and one Policy Health and Safety Committee.
- Environmental program management.
- Investigation of safety incidents, identification of corrective actions, and recommendations for their implementation.
- Lead multi-modal after-action debriefs for continuous improvement on large scale or impacting events.
- Develops, implements, and oversees transit emergency plans.
- Ensures regulatory compliance (federal, provincial, and municipal) and regulatory filings and submissions to governing bodies.
- Ongoing oversight, including safety/regulatory focused auditing of internal stakeholders and external contractors.
- Provides training, certification and development for all rail, bus, and maintenance employees.
- Develop training programs and curriculum for all TSD employees.

- Ensures the safety / security of transit customers, employees, and assets through the Special Constable program.
- Ensures the integrity of the fare system and equity among transit customers through the Transit Fare Enforcement Officers.

Transit Bus Operations and Maintenance

Transit Bus Operations and Maintenance (TBOM) provides the day-to-day delivery of OC Transpo's conventional bus service and Para Transpo operations.

Programs and initiatives:

- The operation and maintenance of administrative and operational facilities throughout the Ottawa transit network.
- Daily operational requirements for service, including fueling and cleaning of buses, routine vehicle maintenance, and completing mandatory Ministry of Transportation (MTO) inspections.
- Enhanced additional preventative maintenance projects, corrective repair activities, and midlife refurbishments of buses.
- Implement integration of new vehicles into revenue and non-revenue fleets, such as zero-emission buses and Para Transpo minibuses.
- Management of inventory supply chains for all vehicle maintenance.
- Manage the delivery of Para Transpo services, with in-house and contractor support to deliver accessible, door to door service to our Para Transpo customers.
- Workforce Management - Administer all frontline booking, timekeeping, and special event service support.
- Maintain and enhance bus stops, shelters, and stations.
- Manage and oversee all Transit lifecycle and minor capital projects.

Transit Customer Systems and Planning

Transit Customer Systems and Planning (TCSP) provides customer-facing and departmental services that together support OC Transpo's mandate of delivering efficient, courteous and cost-effective public transit. TCSP innovates the way

transit service is delivered, including expanding payment methods to include credit card and debit payments through O-Payment and new methods of service delivery with On-Demand Transit. In addition, TCSP provides research and analysis to inform recommendations to City Council and the Transit Committee on transit system design and budgeting by providing data analysis, customer service best practices and forecasts of affordability.

Programs and initiatives:

- Customer support through the contact centre, customer service centre, lost and found office, and real-time next trip information.
- Support for customers with disabilities, including Para Transpo customers.
- Technology systems to support transit operations.
- Transit system planning, including trip schedules, operator work schedules, service reliability, bus stops, and development review.
- Budget and capital planning.
- Fare systems, including initiatives to expand payment options.
- Strategic initiatives from the five-year roadmap.
- Integration of new Para Transpo buses.

Transit Engineering Services

Transit Engineering Services (TES) ensures that all engineering related deliverables in the department are achieved within industry and City standards for safety, reliability, availability, and maintenance.

Programs and initiatives:

- Engineering tasks and maintainer oversight for the O-Train network, as well as electric and diesel bus maintenance programs.
- Manage procurement of both conventional bus and minibus fleets, including infrastructure requirements.
- Manage delivery and integration of new Zero-Emission Buses and the required charging infrastructure.

- Develop and implement engineering policies, programs, campaigns, and procedures to enhance fleet reliability and support safe and reliable transit service.

Transit Service Delivery and Rail Operations

Transit Service Delivery and Rail Operations (TSDRO) is responsible for managing all aspects of bus, O-Train, and Para Transpo service delivery. The Transit Operations Control Centre (TOCC) and field staff provide real-time oversight of the entire transit network to ensure service delivery meets customer requirements.

Programs and initiatives:

- Deliver safe and reliable service through the TOCC and mobile operations teams.
- Rail operational preparedness planning for the future expansions of the O-Train system.
- Develops, implements, and oversees drills and exercises, special events transit emergency plans.
- Manages O-Train Line 1 and Line 2/4 contracts.
- Develops rail performance metrics and document control for O-Train Line 1 and Line 2/4.

Transit Strategic Communications and External Relations

Transit Strategic Communications and External Relations (SCER) service area provides support and expertise in strategic communications, legislative requirements, media relations, issues management, and business administration. Through its branches, the team supports a wide variety of communications and business functions that support the General Manager and all service areas.

Programs and initiatives:

- Develops external communications products.
- Customer service and transit information and marketing.
- Community and stakeholder relations.
- Legislative support.

- Strategic recruitment campaigns.
- Internal communications and employee engagement.
- Audits and Access to Information requests.
- Provides strategic stakeholder relations, communications, media relations and issues management support for the department.
- Coordinates, monitors, and moderates strategic social media activities for OC Transpo.

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

	2024	2025		2026	\$ Change over 2025 Budget
	Actual	Forecast	Budget	Estimate	
Expenditures by Program					
Transit Bus Operations & Maintenance	434,474	416,817	414,529	417,582	3,053
Transit Customer Systems & Planning	48,769	45,630	45,259	53,305	8,046
Safety, Regulatory, Training & Development	23,760	22,392	22,956	25,310	2,354
Transit Strategic Comms & External Reln's	9,122	8,198	8,311	8,711	400
General Manager's Office	628	622	576	576	0
Transit Engineering Services	5,268	7,333	9,023	10,814	1,791
Transit Service Delivery & Rail Ops	89,194	135,561	140,853	177,000	36,147
Non Departmental	162,217	201,316	205,612	245,409	39,797
Gross Expenditure	773,432	837,869	847,119	938,707	91,588
Recoveries & Allocations	(62,318)	(24,782)	(28,863)	(33,097)	(4,234)
Revenue	(277,047)	(318,650)	(370,465)	(414,439)	(43,974)
Net Requirement	434,067	494,437	447,791	491,171	43,380
Expenditures by Type					
Salaries, Wages & Benefits	341,570	338,272	343,819	372,968	29,149
Overtime	28,998	23,457	19,241	22,300	3,059
Materials & Services	204,536	246,153	233,626	252,536	18,910
Transfers/Grants/Financial Charges	162,132	201,357	205,691	245,485	39,794
Fleet Costs	1,085	1,132	1,132	1,132	0
Program Facility Costs	27,250	17,498	38,003	38,451	448
Other Internal Costs	7,861	10,000	5,607	5,835	228
Gross Expenditures	773,432	837,869	847,119	938,707	91,588
Recoveries & Allocations	(62,318)	(24,782)	(28,863)	(33,097)	(4,234)
Net Expenditure	711,114	813,087	818,256	905,610	87,354

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

	2024	2025		2026	\$ Change over 2025 Budget
	Actual	Forecast	Budget	Estimate	
Revenues By Type					
Federal	(14,749)	(40,738)	(57,256)	(58,748)	(1,492)
Provincial	(33,086)	(38,155)	(56,760)	(83,263)	(26,503)
Municipal	0	0	0	0	0
Own Funds	(12,719)	0	0	0	0
Property Taxes	0	0	0	0	0
Investment Income	(2,440)	(2,000)	(2,000)	(2,000)	0
Development Charges	(54,827)	(54,822)	(54,822)	(56,795)	(1,973)
Payment-in-Lieu of Taxes	0	0	0	0	0
Fees and Services	(157,226)	(180,935)	(197,627)	(211,633)	(14,006)
Fines	(2,000)	(2,000)	(2,000)	(2,000)	0
Other	0	0	0	0	0
Total Revenue	(277,047)	(318,650)	(370,465)	(414,439)	(43,974)
Net Requirement	434,067	494,437	447,791	491,171	43,380
Full Time Equivalents			3,323.80	3,404.80	81.00

City of Ottawa
Transit Services Department
Transit Services - User Fees

	Policy Fare Structure						
	Multiplier or Discount	Rounded up to nearest	2025 Rate \$	2026 Rate \$	% Change Over 2025	Effective Date	2026 Revenue (\$000)
OC Transpo - Customers' Fares							
Base fare recommended for approval			3.9694	4.0687	2.5%	01-Jan-26	
Passes (set by policy from base fare)							
Adult monthly pass and monthly maximum for fares paid by credit/debit/e-purse	34 x base	quarter	135.00	138.50	2.6%	01-Jan-26	
U-Pass (per month; sold by semester)	-	-	58.70	60.17	2.5%	01-Sep-26	
Senior (65+) monthly pass and monthly maximum for fares paid by e-purse	56.9% discount	quarter	58.25	59.75	2.6%	01-Jan-26	
EquiPass monthly pass and monthly maximum for fares paid by e-purse [1]	57.9% discount	quarter	58.25	58.25	0.0%	-	
Community monthly pass and monthly maximum for fares paid by e-purse [2]	68.8% discount	quarter	43.25	43.25	0.0%	-	
Access monthly pass and monthly maximum for fares paid by e-purse	68.8% discount	quarter	43.25	43.25	0.0%	-	
1-day pass and daily maximum for fares paid by credit/debit card	3 x base	quarter	12.00	12.25	2.1%	01-Jan-26	
3-day pass	7.5 x base	quarter	30.00	30.75	2.5%	01-Jan-26	
5-day pass	12 x base	quarter	47.75	49.00	2.6%	01-Jan-26	
7-day pass	14.25 x base	quarter	56.75	58.00	2.2%	01-Jan-26	
2-for-1 DayPass (weekends/holidays) [3]	3 x base	quarter	12.00	12.25	2.1%	01-Jan-26	
Displaced Persons and Refugees Pass [4]	100% discount	-	free	free	0.0%	-	
Emergency Shelter Pass [4]	100% discount	-	free	free	0.0%	-	
Single-ride fares (set by policy from base fare)							
Adult single-ride fare (paid by card) [5]	1 x base	nickel	4.00	4.10	2.5%	01-Jan-26	
Regular single-ride fare (paid by cash)	+ 5 cents	nickel	4.05	4.15	2.5%	01-Jan-26	
Senior (65+) single-ride fare (paid by e-purse) [6] [7]	20% discount	-	3.20	3.28	2.5%	01-Jan-26	
Pre-Teen (11-12) single-ride fare (paid by e-purse) [6]	50% discount	nickel	2.00	2.05	2.5%	01-Jan-26	
EquiPass single-ride fare (paid by e-purse) [1] [6]	57.3% discount	nickel	1.75	1.75	0.0%	-	
Community Pass single-ride fare (paid by e-purse) [2] [6]	57.3% discount	nickel	1.75	1.75	0.0%	-	
Child (0-10) single-ride fare [8]	100% discount	-	free	free	0.0%	-	
Para Transpo discounted fare with Access Pass	33% discount	nickel	2.70	2.75	1.9%	01-Jan-26	
Para Transpo rural fare	2.7 x base	quarter	10.75	11.00	2.3%	01-Jan-26	

	Policy Fare Structure		2025 Rate \$	2026 Rate \$	% Change Over 2025	Effective Date	2026 Revenue (\$000)
	Multiplier or Discount	Rounded up to nearest					
Other fees recommended for approval							
Presto smartcard [9]		-	4.00	4.00	0.0%	-	
Regular park and ride monthly permit [10]		quarter	30.25	31.00	2.5%	01-Jan-26	
Gold Pass park and ride monthly permit [10]		quarter	68.25	70.00	2.6%	01-Jan-26	
Bikesecure parking monthly permit [10]		quarter	10.00	10.00	0.0%	-	
Bikesecure parking key fob		quarter	6.00	6.00	0.0%	-	
Chartered bus – first three hours [11] [12]		dollar	646.00	663.00	2.6%	01-Jan-26	
Chartered bus – each additional hour [12]		dollar	216.00	222.00	2.8%	01-Jan-26	

Notes:

- [1] Available to qualifying customers with family income below LICO; not available to customers who normally qualify for other discounts.
- [2] Available to qualifying customers who receive ODSP income support; not available to customers who normally qualify for other discounts.
- [3] Valid on weekends and holidays, for one or two people.
- [4] Available to qualifying customers.
- [5] Adult single-ride fares may be paid using Presto e-purse stored value, credit or debit cards, or vouchers issued to social service and non-profit organizations. Not all payment types can be accepted on all device types.
- [6] Discounted single-ride fares must be paid using Presto e-purse stored value. Customers must carry proof of eligibility while travelling.
- [7] Seniors travel at no charge on conventional transit service on Wednesdays and Sundays.
- [8] A special smartcard is required for children who travel independently or cannot be carried or walk through a fare gate with a parent/guardian.
- [9] Price is set by Metrolinx and is subject to change.
- [10] Valid where designated parking available.
- [11] Time calculated from when the bus leaves and returns to the garage.
- [12] Contracted services for event transportation are charged at full cost-recovery based on costs calculated specific to the event.

City Of Ottawa
2026 Draft Capital Budget
Transit Committee
Capital Funding Summary
In Thousands (\$000)

	Revenues	Tax Supported/ Dedicated	Rate Supported	Develop. Charges	Gas Tax	Tax Supported/ Dedicated Debt	Rate Supported Debt	Develop. Charges Debt	Gas Tax Debt	Total
Transit Services										
Renewal of City Assets										
909087 Rail Operational Readiness	0	2,630	0	0	0	0	0	0	0	2,630
910160 Stage 2 Transition	0	9,740	0	0	0	0	0	0	0	9,740
911262 24-26 Buildings-Transit Services	1,838	2,756	0	0	0	0	0	0	0	4,594
911309 24-26 Transit Roads	0	0	0	0	2,291	2,291	0	0	0	4,582
911310 24-26 Pavement Imp - Transit	0	220	0	0	0	0	0	0	0	220
911356 24-26 Transit Structures	0	920	0	0	0	0	0	0	0	920
911358 24-26 Regulatory Structural Inspect. TWY	0	150	0	0	0	0	0	0	0	150
911359 24-26 Transit STR Scoping Pre/Post Eng.	0	100	0	0	0	0	0	0	0	100
911360 24-26 Trillium Line Structures	0	0	0	0	0	1,710	0	0	0	1,710
911361 24-26 Trillium STR Scoping Pre/Post Eng	0	300	0	0	0	0	0	0	0	300
911592 Regulatory Structural Inspec - LRT	0	500	0	0	0	0	0	0	0	500
911734 Bus Replacement - Conventional	0	0	0	0	0	20,000	0	0	0	20,000
911738 Lees Ave Environmental Program 2025	0	60	0	0	0	5,947	0	0	0	6,007
911950 2026 Transit Park & Ride Renewal	0	0	0	0	0	750	0	0	0	750
911951 Operations Support Vehicles-Replacement	0	0	0	0	0	2,960	0	0	0	2,960
911955 2026 Bus Stops and Shelters	0	310	0	0	0	0	0	0	0	310
911958 2026 Detour Hours O-Train Stage 2	0	9,200	0	0	0	0	0	0	0	9,200
911960 2026 Station Customer Improvements	0	1,005	0	0	0	530	0	0	0	1,535
911963 2026 New Operator Training for Stage 2	0	3,280	0	0	0	600	0	0	0	3,880
911966 2026 Operational Facilities Lifecycle	1,305	0	0	0	0	23,060	0	0	0	24,365
911967 2026 Renewal of Operational Assets	0	0	0	0	0	2,125	0	0	0	2,125
911968 2026 Transit Network Yearly Rehab	550	0	0	0	0	1,050	0	0	0	1,600
911969 2026 Unplanned Infrastructure Response	0	1,000	0	0	0	0	0	0	0	1,000
911972 2026 O-Train Communications Systems	0	250	0	0	0	1,015	0	0	0	1,265
911973 2026 Special Constable Prgrm Equip. Life	0	330	0	0	0	80	0	0	0	410
911974 2026 Transit Materials Management Impro.	0	650	0	0	0	0	0	0	0	650
911975 2026 Scheduling and Control Systems	0	5,980	0	0	0	0	0	0	0	5,980
911976 2026 Comms&Control Sys. Onboard Vehicles	0	1,295	0	0	0	0	0	0	0	1,295
911980 2026 Operations Management Systems	0	1,085	0	0	0	70	0	0	0	1,155
911982 2026 Radio Lifecycle Program	2,700	0	0	0	0	4,730	0	0	0	7,430
911983 2026 Security Technology Systems	0	450	0	0	0	1,070	0	0	0	1,520
911984 2026 Bus Refurbishment - Conventional	8,814	3,621	0	0	0	9,600	0	0	0	22,035
911985 2026 Bus Refurbishment - Para Transpo	0	250	0	0	0	0	0	0	0	250
911986 2026 Contract Lifecycle Payment (Line 1)	0	11,180	0	0	0	0	0	0	0	11,180

City Of Ottawa
2026 Draft Capital Budget
Transit Committee
Capital Funding Summary
In Thousands (\$000)

	Revenues	Tax Supported/ Dedicated	Rate Supported	Develop. Charges	Gas Tax	Tax Supported/ Dedicated Debt	Rate Supported Debt	Develop. Charges Debt	Gas Tax Debt	Total
911987 2026 Train&Rail Lifecycle&Modifications	800	413	0	0	0	788	0	0	0	2,000
911988 2026 Contract Lifecycle Payment Line 2&4	0	1,305	0	0	0	0	0	0	0	1,305
912000 ZEB Phase 2 Preparation: Electrical, Building and Planning	1,600	380	0	0	0	20	0	0	0	2,000
Renewal of City Assets Total	17,607	59,360	0	0	2,291	78,396	0	0	0	157,653
Regulatory										
911965 2026 Response to Westboro Inquest Rec.	0	4,000	0	0	0	0	0	0	0	4,000
Regulatory Total	0	4,000	0	0	0	0	0	0	0	4,000
Growth										
911952 2026 Op. Support Vehicles - Growth	0	0	0	0	0	0	0	275	0	275
Growth Total	0	0	0	0	0	0	0	275	0	275
Service Enhancements										
911956 2026 Transit Priority Rd&Signals Project	1,230	415	0	0	0	1,430	0	0	0	3,075
911959 2026 Strategic Initiatives&Communication	0	1,100	0	0	0	0	0	0	0	1,100
911961 2026 Station Customer Information	787	0	0	0	0	3,678	0	0	0	4,465
911977 2026 Customer Services Technology System	0	1,750	0	0	0	0	0	0	0	1,750
911978 2026 Fare Technology Systems	0	1,750	0	0	0	600	0	0	0	2,350
911979 2026 Fleet Maintenance Technology System	0	1,065	0	0	0	70	0	0	0	1,135
911981 2026 Para Transpo Technology Systems	0	1,300	0	0	0	0	0	0	0	1,300
Service Enhancements Total	2,017	7,380	0	0	0	5,778	0	0	0	15,175
Transit Services Total	19,623	70,740	0	0	2,291	84,174	0	275	0	177,103
Total	19,623	70,740	0	0	2,291	84,174	0	275	0	177,103