

Transportation Services Department - Transit Services

2017 Budget Briefing Note

Description

The Transportation Services Department brings together all services related to the mobility of the City, serving as a holistic transportation hub that focuses on 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 bus, train, car, bicycle, walking or a combination of these – both now and in years to come.

The Transit Services Branch is responsible for providing transportation options that meet the needs and expectations of customers. All public transit vehicles are 100 per cent accessible. Both Ottawa and OC Transpo are undergoing a major transformation with the construction of the O-Train Confederation Line, and many customer-facing and internal systems will be undergoing significant changes so that the new light rail transit system is operational providing multimodal transit services accross the city. Transit Services works to provide a safe, convenient, reliable and attractive 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 transit service, main line service, express, local service, and school service
- O-Train Trillium Line service which runs from Bayview Station to Greenboro Station
- Para Transpo service for customers with disabilities

Many support services for the department's operations are also delivered internally, including:

- Operations control

- Customer service
- Maintenance of vehicles and facilities
- Employee management, training, and engagement
- Safety management
- Transit law and fare enforcement
- Service planning
- Stakeholder relations