



# Draft **BUDGET** 2022

Pathway to recovery:  
**Investing in our  
people and communities**

**Transit Commission**

**Tabled November 3, 2021**





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## **Transit Services Department**

### **2022 Service Area Summary - OC Transpo**

OC Transpo operates a transit network providing a variety of travel options that meet the needs of customers. All trains and buses are 100 per cent accessible. In 2019, Ottawa and OC Transpo underwent a major transformation with the opening of O-Train Line 1. The 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. This new O-Train network continues to expand with Stage 2 extensions to the west, south, the international airport, and east. OC Transpo continually 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 and in accordance with all regulatory requirements.

During 2020 and 2021, OC Transpo adapted its services to meet the travel needs of the community during the Covid-19 pandemic. A number of direct-to-downtown services are currently suspended until on-site employment and ridership return closer to pre-pandemic levels. Funding has been provided by the federal and provincial governments to replace the fare revenue that has been lost because of low ridership levels during the pandemic.

#### **Programs/Services Offered**

- OC Transpo bus system, including rapid, frequent, Connexion local, school, shopper, and event routes;
- O-Train Line 1, which runs between Tunney's Pasture Station and Blair Station;
- O-Train Line 2, which will run from Bayview Station to Limebank Station (currently temporarily closed for the construction of the expansion, and expected to reopen in 2022); and,
- Para Transpo service for customers unable to take conventional transit services.

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

- Operations control centre;
- Customer service and transit information and marketing;
- Maintenance of transit vehicles and facilities;
- Material handling and supply chain management;

- Capital Project Management;
- Integration of zero emission electric buses;
- Employee management, training, development, and engagement;
- Develops, implements, and oversees transit emergency plans;
- 9 Workplace Health and Safety Committees;
- 1 Policy Health and Safety Committee;
- Environmental program management;
- Investigates safety incidents, identifies corrective actions, and recommendations for implementation;
- Safety Coordinators act as Service Duty Officers and are on call 24/7;
- Regulatory Compliance (Federal, Provincial & Municipal);
- Regulatory filings and submissions to governing bodies;
- Implementation of a Safety Management System in accordance with industry best practices;
- Quality Control & Assurance;
- Conducting audits, internal assessments, document reviews, oversight and monitoring;
- Document Management Program;
- Training and Development for multi-modal, rail/bus and technical/maintenance employees;
- Bus and Rail Simulator for rail rules certifications, refreshers, re-certifications and re-training;
- Training Request for reassessment, skills building, Authority to Operate and in-service assessments;
- 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)

	2020	2021		2022	\$ Change over 2021 Budget
	Actual	Forecast	Budget	Estimate	
<b>Expenditures by Program</b>					
Transit Operations	417,660	400,316	415,279	426,730	11,451
Transit Customer Systems & Planning	36,416	38,573	40,375	45,124	4,749
Safety, Compliance, Training & Development	5,350	5,861	5,857	7,165	1,308
Business Support Services	4,141	3,526	3,600	3,690	90
General Manager's Office	835	756	795	807	12
Rail Operations	65,822	51,239	49,756	53,222	3,466
Non Departmental	169,142	169,434	169,429	191,044	21,615
<b>Gross Expenditure</b>	<b>699,366</b>	<b>669,705</b>	<b>685,091</b>	<b>727,782</b>	<b>42,691</b>
Recoveries & Allocations	-66,513	-23,127	-25,642	-32,516	-6,874
Revenue	-294,946	-278,212	-308,037	-322,944	-14,907
<b>Net Requirement</b>	<b>337,907</b>	<b>368,366</b>	<b>351,412</b>	<b>372,322</b>	<b>20,910</b>
<b>Expenditures by Type</b>					
Salaries, Wages & Benefits	302,856	296,536	308,981	317,046	8,065
Overtime	19,429	17,966	16,499	16,738	239
Materials & Services	161,486	155,625	159,932	169,199	9,267
Transfers/Grants/Financial Charges	169,190	169,501	169,496	191,111	21,615
Fleet Services Branch Chargebacks	887	1,112	1,112	1,112	0
Program Facility Costs	25,363	25,046	25,192	28,697	3,505
Other Internal Costs	20,155	3,919	3,879	3,879	0
<b>Gross Expenditures</b>	<b>699,366</b>	<b>669,705</b>	<b>685,091</b>	<b>727,782</b>	<b>42,691</b>
Recoveries & Allocations	-66,513	-23,127	-25,642	-32,516	-6,874
<b>Net Expenditure</b>	<b>632,853</b>	<b>646,578</b>	<b>659,449</b>	<b>695,266</b>	<b>35,817</b>
<b>Revenues By Type</b>					
Federal	0	0	0	0	0
Provincial	-108,281	-115,284	-72,800	-60,555	12,245
Own Funds	-77,865	-82,218	-82,218	-85,230	-3,012
Fees and Services	-108,800	-80,710	-153,019	-177,159	-24,140
Fines	0	0	0	0	0
Other	0	0	0	0	0
<b>Total Revenue</b>	<b>-294,946</b>	<b>-278,212</b>	<b>-308,037</b>	<b>-322,944</b>	<b>-14,907</b>
<b>Net Requirement</b>	<b>337,907</b>	<b>368,366</b>	<b>351,412</b>	<b>372,322</b>	<b>20,910</b>
<b>Full Time Equivalents</b>			<b>3,081.30</b>	<b>3,142.30</b>	<b>61.00</b>

City of Ottawa  
Transportation Services Department  
Transit Services - User Fees

Policy Fare Structure							
	Multiplier or Discount	Rounded up to nearest	2021 Rate \$	2022 Rate \$	% Change Over 2021	Effective Date	2022 Revenue (\$000)
<b>OC Transpo - Customers' Fares</b>							
<b>Base fare recommended for approval</b>	-	-	3.5982	3.6882	2.5%	1-Jan-2022	
<b>Passes</b> (set by policy from base fare)							
Adult monthly pass	34 x base	quarter	122.50	125.50	2.4%	1-Jan-2022	
Youth (6-19) monthly pass	23% discount	quarter	94.50	96.75	2.4%	1-Jan-2022	
Senior (65+) monthly pass	62% discount	quarter	46.75	47.75	2.1%	1-Jan-2022	
Community monthly pass	65.5% discount	quarter	43.25	43.25	0.0%	1-Jan-2022	
Access monthly pass	65.5% discount	quarter	43.25	43.25	0.0%	1-Jan-2022	
EquiPass monthly pass	53.6% discount	quarter	58.25	58.25	0.0%	1-Jan-2022	
DayPass [1]	3 x base	quarter	11.00	11.25	2.3%	1-Jan-2022	
DayPass3 [1]	7.5 x base	quarter	27.00	27.75	2.8%	1-Jan-2022	
DayPass5 [1]	12 x base	quarter	43.25	44.50	2.9%	1-Jan-2022	
DayPass7 [1]	14.25 x base	quarter	51.50	52.75	2.4%	1-Jan-2022	
Family Pass (weekends/holidays)	3 x base	quarter	11.00	11.25	2.3%	1-Jan-2022	
U-Pass (per semester)	fixed by contract		218.03	223.48	2.5%	1-Sep-2022	



City of Ottawa  
Transportation Services Department  
Transit Services - User Fees

Policy Fare Structure							
	Multiplier or Discount	Rounded up to nearest	2021 Rate \$	2022 Rate \$	% Change Over 2021	Effective Date	2022 Revenue (\$000)
<b>Single-ride fares [2]</b> (set by policy from base fare)							
Adult single-ride fare (paid by card) [3]	1 x base	nickel	3.60	3.70	2.8%	1-Jan-2022	
Adult single-ride fare (paid by cash)	+ 5 cents	nickel	3.65	3.75	2.7%	1-Jan-2022	
Senior (65+) single-ride fare (paid by card) [3] [4]	25% discount	nickel	2.70	2.80	3.7%	1-Jan-2022	
Senior (65+) single-ride fare (paid by cash) [3] [4]	+ 5 cents	nickel	2.75	2.85	3.6%	1-Jan-2022	
Community Pass single-ride fare (paid by e-purse/ParaPurse)	52.7% discount	nickel	1.75	1.75	0.0%	1-Jan-2022	
EquiPass single-ride fare (paid by e-purse/ParaPurse)	52.7% discount	nickel	1.75	1.75	0.0%	1-Jan-2022	
Child (6-12) single-ride fare (paid by card) [3]	50% discount	nickel	1.80	1.85	2.8%	1-Jan-2022	
Child (6-12) single-ride fare (paid by cash)	+ 5 cents	nickel	1.85	1.90	2.7%	1-Jan-2022	
Child (0-5) single-ride fare [5]	100% discount	-	free	free	-	1-Jan-2022	
Para Transpo discounted fare with Access Pass	33% discount	nickel	2.45	2.50	2.0%	1-Jan-2022	
Para Transpo rural fare	2.7 x base	quarter	9.75	10.00	2.6%	1-Jan-2022	



City of Ottawa  
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Transit Services - User Fees

Policy Fare Structure							
	Multiplier or Discount	Rounded up to nearest	2021 Rate \$	2022 Rate \$	% Change Over 2021	Effective Date	2022 Revenue (\$000)
<b>Total fare revenue</b>							
Conventional service (bus and O-Train)	-	-			-		\$ 166,276
Para Transpo	-	-			-		\$ 1,978
<b>Other fees recommended for approval</b>							
Presto smartcard	-	quarter	6.00	6.00	0.0%	1-Jan-2022	
Regular park and ride monthly permit [6]	-	quarter	27.25	28.00	2.8%	1-Jan-2022	
Gold Pass park and ride monthly permit [6]	-	quarter	61.50	61.50	0.0%	1-Jan-2022	
Bikesecure parking monthly permit [6]	-	quarter	10.00	10.00	N/A	1-Jan-2022	
Bikesecure parking key fob	-	quarter	6.00	6.00	N/A	1-Jan-2022	
Chartered bus – first three hours [8] [9]	-	dollar	-	600.00	-	1-Jan-2022	
Chartered bus – each additional hour [9]	-	dollar	285.50	200.00	-29.9%	1-Jan-2022	

**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 or at fare gates.

[3] These single-ride fares may be purchased using Presto e-purse, ParaPurse, credit or debit cards. Not all payment types can be accepted on board buses or at fare gates.

[4] For adult fares paid by credit card on buses and at fare gates, a daily maximum of the price of a DayPass applies.

[5] Seniors travel at no charge on conventional transit routes on Wednesdays and Sundays.

[6] Children who travel frequently and cannot be carried through a fare gate by a parent/guardian may obtain a special smartcard.

[7] Valid where designated parking available.

[8] Time calculated from when the bus leaves and returns to the garage.

[9] Contracted services for event transportation are charged at full cost-recovery based on costs calculated specific to the event.

City Of Ottawa  
2022 Draft Capital Budget  
Transit Commission  
Capital Funding Summary  
In Thousands \$(000's)

Project Description	Revenues	Gas Tax	Tax Supported/ Dedicated	Develop. Charges	Tax Supported/ Dedicated Debt	Gas Tax Debt	Grand Total
Transit Services							
Renewal of City Assets							
909087 Rail Operational Readiness	0	0	3,069	0	0	0	3,069
909089 LRT Detour hours funding for Stage 2	0	0	6,400	0	0	0	6,400
909390 Transit Structures - Drainage	0	0	200	0	0	0	200
910116 2021 Transit Structures	0	0	138	0	92	0	230
910160 Stage 2 Transition	0	0	17,400	0	0	0	17,400
910410 2022 Buildings-Transit Services	0	0	2,300	0	0	0	2,300
910464 2022 Transit Roads	0	1,310	0	0	1,310	0	2,620
910465 2022 Pavement Imp - Transit	0	0	107	0	107	0	213
910466 2022 Transit Park & Ride Renewal	0	270	0	0	30	0	300
910467 2022 Transit Structures	0	200	300	0	0	0	500
910468 2022 Bridge Preventative Maint TWY	0	0	320	0	0	0	320
910469 2022 Regulatory Struct Inspections TWY	0	0	150	0	0	0	150
910470 2022 Transit STR Scoping Pre/Post Eng.	0	0	50	0	0	0	50
910471 2022 Trillium Line Structures	0	0	600	0	400	0	1,000
910472 2022 Trillium L STR Scoping Pre/Post Eng	0	0	75	0	0	0	75
910612 Bus Refurbishment 2022	0	0	18,800	0	0	0	18,800
910613 Operations Support Vehicles - Repl 2022	0	1,775	0	0	0	0	1,775
910614 Renewal of Operational Assets 2022	0	1,380	2,300	0	920	0	4,600
910615 Transit Network Yearly Rehab 2022	0	0	1,260	0	140	0	1,400
910616 Bus Stops and Shelters 2022	0	0	1,000	0	0	0	1,000
910617 Station Customer Improvements 2022	0	3,870	860	0	3,870	0	8,600
910618 Transit Accessibility Improvements 2022	0	0	500	0	0	0	500
910619 Transit Priority Road & Signal Proj 2022	0	1,250	1,250	0	0	0	2,500
910620 Comm & Control Sys Onboard Vehicles 2022	0	0	1,400	0	1,400	0	2,800
910626 Bus Replacement 2022	0	21,014	0	0	0	34,001	55,015
910629 Unplanned Infrastructure Response 2022	0	0	1,000	0	0	0	1,000
910631 O-Train Station Names	0	0	2,000	0	0	0	2,000
910635 Contract Lifecycle Pmt (O-Train Line 1)	0	0	440	0	0	0	440
910636 Train and Rail Lifecycle & Modifications	0	709	1,000	0	570	0	2,279
<b>Renewal of City Assets Total</b>	<b>0</b>	<b>31,778</b>	<b>62,919</b>	<b>0</b>	<b>8,838</b>	<b>34,001</b>	<b>137,536</b>

City Of Ottawa  
2022 Draft Capital Budget  
Transit Commission  
Capital Funding Summary  
In Thousands \$(000's)

Project Description	Revenues	Gas Tax	Tax Supported/ Dedicated	Develop. Charges	Tax Supported/ Dedicated Debt	Gas Tax Debt	Grand Total
<b>Service Enhancements</b>							
910621 Customer Services Technology System 2022	0	0	150	0	100	0	250
910622 Fare Technology Systems 2022	0	0	1,500	0	1,500	0	3,000
910623 Operations Management Systems 2022	0	0	3,225	0	3,225	0	6,450
910624 Scheduling and Control Systems 2022	0	0	1,350	0	150	0	1,500
910625 Technology Systems - Security 2022	0	350	1,000	0	150	0	1,500
910630 Customer Service Program	0	0	9,900	0	1,100	0	11,000
910632 Post Covid Ridership Return Campaign	0	0	625	0	0	0	625
910633 O-Train Telecommunications Improvements	0	7,200	800	0	0	0	8,000
<b>Service Enhancements Total</b>	<b>0</b>	<b>7,550</b>	<b>18,550</b>	<b>0</b>	<b>6,225</b>	<b>0</b>	<b>32,325</b>
<b>Transit Services Total</b>	<b>0</b>	<b>39,328</b>	<b>81,469</b>	<b>0</b>	<b>15,063</b>	<b>34,001</b>	<b>169,861</b>
<b>Grand Total</b>	<b>0</b>	<b>39,328</b>	<b>81,469</b>	<b>0</b>	<b>15,063</b>	<b>34,001</b>	<b>169,861</b>