



# Interprovincial Transit Strategy

Summary Report: Phase IV Consultations

July 6 to August 9, 2010

## Submitted To:

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# Table of Contents

|  |    |
|--|----|
| Executive Summary.....                   | i  |
| Section 1 – Introduction.....            | 1  |
| Section 2 – Consultation Activities..... | 4  |
| Section 3 – What We Heard.....           | 6  |
| Section 4 – Next Steps.....              | 34 |

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## Appendices

### Appendix A – Promotion and Recruitment

- i. Media Advisory – Launch of Phase IV
- ii. Media Advisory – Media Briefing Invitation
- iii. Media Briefing Presentation
- iv. Newspaper Ads
- v. Elected Officials’ Package (Media Advisory, Ad Copy and FAQs)

### Appendix B – Public Event Materials

- i. Display Boards
- ii. Comment Kit (Sample)
- iii. General Comment Sheet (Sample)

### Appendix C – Public Events: Submitted Comments

- i. Comment Kit Submissions
- ii. General Comment Sheet Submissions
- iii. Other Written Submissions
- iv. User Focus Dotocracy Results

### Appendix D – Online Questionnaire

### Appendix E – Online Questionnaire: Responses

### Appendix F – Other Written Submissions

- i. Online
- ii. References
- iii. Other Submissions

## Executive Summary

The mandate of the Interprovincial Transit Strategy Consultation Program is to engage, in a meaningful way, a broad range of citizens and stakeholders in a dialogue about the development of an interprovincial transit strategy for the National Capital Region.

The Strategy will look to address existing transit issues, with a view to moving people more easily, efficiently, and seamlessly in and through the National Capital Region will lead to an improved quality of life for people living, working, doing business or visiting the downtown area.

The Strategy is comprised of four phases of consultation designed to inform the public and to provide several opportunities for input. The key objects for each phase are as follows:

- Phase I (April/May 2009): Benefits and challenges of interprovincial transit
- Phase II (June/August 2009): Process for selecting a solution
- Phase III (February 2010): Confirmation and prioritization
- Phase IV (June/Aug 2010): Progressing the Strategy.

During Phase IV, a number of consultation activities were held to solicit input from stakeholders and members of the public on a number of interprovincial transit solutions being considered under the five guiding principles (also referred to as transportation ‘Pillars’). The Pillars are: Transit City Building; Operations; Infrastructure; User Focus; and Governance.

Consultation activities began on July 6 and concluded on August 9, 2010, and included:

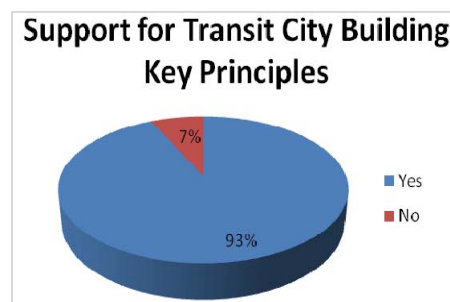
- Two Public events held in Ottawa on July 6 and in Gatineau on July 7 (total attendance of approximately 90)
- A bilingual Online Questionnaire, available from July 9 to August 8 (total of 238 responses)
- Comment Kits and general comment sheets (67 submitted at the public events)
- Ongoing opportunities to provide general comments via mail, fax, email and other means (24 submissions).

The following is a summary of themes compiled from the totality of the comments received under each Pillar. A full analysis can be found in Section 3 of the Report.

## 1) Transit City Building Pillar

For this Pillar, respondents were asked their opinion regarding a list of nine key principles. In total, 93 per cent of respondents to this question (238 of 256) replied that they supported the Transit City Building key principles.

The principle of “Prioritizing pedestrian experience” was considered too prescriptive by many people, who felt that not enough emphasis was put on cycling and other non-motorized modes. It was also often suggested that bikes be accepted aboard transit vehicles (currently not the case in STO buses).



Many people support transit oriented development (TOD), mixed-use and dense development along the transit corridors, as well as transit and pedestrian access for any new development.

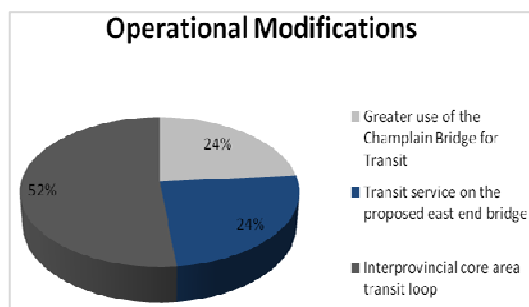
## 2) Operations Pillar

The transit solutions found under the Operations Pillar are grouped into (A) Operational Policies or (B) Transit Service Modifications. Members of the public were asked to prioritize a list of seven proposed policy solutions and to select the modification they felt was most important to them.

(A) Operational Policies: The top three Operational Policies identified by respondents are as follows:

1. Conduct a full network review
2. Develop a plan to better coordinate joint operations
3. Develop a plan to improve reliability.

Coordination between OC Transpo and the STO is deemed to be very important to interprovincial transit users, who would like to travel as seamlessly as possible in one urban entity (Ottawa-Gatineau as an integrated core).



(B) In regards to the Transit Service Modifications, the majority of respondents (52 per cent or 122 of 236) supported an interprovincial core area transit loop over transit service on the proposed east-end bridge or greater use of the Champlain Bridge.

The core area transit loop was supported by most people, with some suggesting that it should be free. Others commented that it should form the first step in building an interprovincial transit system, while others suggest it should encompass a broader area than what was presented at the consultations.

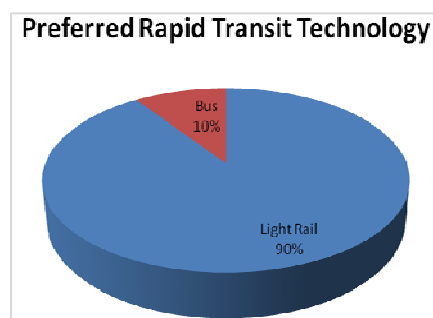
### 3) Infrastructure Pillar

The Infrastructure Pillar represents the longer-term solutions to be included in the final Strategy. During this phase of consultation, members of the public and stakeholders were provided with various potential future scenarios, including challenges and benefits for each. Participants were then invited to provide comment on the following:

- A. The preferred technology for interprovincial rapid transit
- B. The preferred terminus locations
- C. The preferred interprovincial crossing location for Rapid Transit.

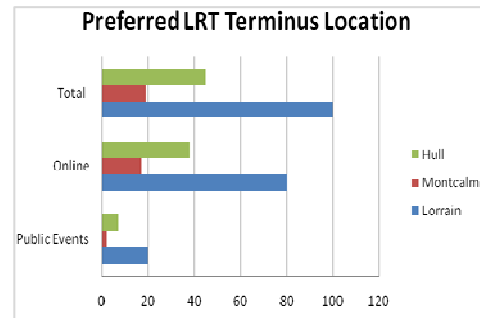
**(A) Preferred Technology:** The Strategy Team asked the public to validate their proposition that light rail provides the most beneficial long-term benefits for interprovincial transit, over bus.

Light Rail Transit (LRT) is preferred by most people (90 per cent or 214 of 237), as it is seen as offering better capacity, being faster, easier to understand, safer, cleaner, cheaper to operate and maintain (which offsets the higher capital costs), more reliable, more comfortable, less noisy and more attractive. For some people, the price of gas is a sufficient reason to switch to LRT.



**B) Preferred Terminus** ~ Given that the Strategy Team considers that extending light rail from Ottawa to Gatineau provides the most benefits over a regional Bus Rapid Transit (BRT) system, a question was asked to gauge the public's preferred location for a terminus station in Gatineau.

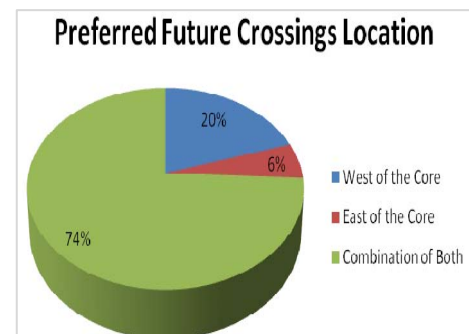
A large majority of respondents pronounced in favour of a terminus at Lorrain Station, as this option covers the largest territory and enables people from further away to reach the city core using rapid transit.



### C) Preferred Future Crossing

**Location** ~ If light-rail is selected as the preferred technology to service interprovincial transit in the long-term, new infrastructure will eventually be required to support it using the Ottawa River. The following three alternatives are considered for connecting the proposed interprovincial LRT with Ottawa's future LRT network:

- On the West Side of the Core
- On the East Side of the Core
- A Combination of Both creating some form of Loop.



A large majority of respondents were in favour of a combination of crossings in the east and west, creating a large loop around the city cores to facilitate easier east-to-east and west-to-west trips, as well as east-west trips on both sides of the River without having to cross either downtowns.

Most people were in favour of a loop using the Prince of Wales bridge and a bridge in the east (Alexandra, MacDonald-Cartier or the future bridge) that would provide east-to-east and west-to-west connections.

## 4) User Focus Pillar

Participants were asked to identify from a list provided the User Focus solutions they felt were most important from a short, medium and long-term perspective. The majority of respondents selected the following as their top priority for each:

1. Short-term: Coordinated schedules at interprovincial transfer points
2. Medium-term: Common fare system (passes, tickets, cards)
3. Long term: Common smart card system.

Measures that were mentioned the most often include: one unique website, phone number, trip planner and fare structure (smart card); bilingual service; schedules (travel times, frequency, punctuality, etc.); transfers (numbers, coordination, etc.).

For many people, reliable, quick, comfortable, seamless and easy-to-use service (unique lines numbering, etc.) is much more important than resolving branding issues.

## 5) Governance Pillar

The issue of ‘governance’ has been a topic of discussion throughout the consultation program. In order to improve interprovincial transit in the National Capital Region, changes may be required to how the current transit services are governed in order to facilitate more coordinated and seamless planning, funding, and implementation of joint projects.

Most people commented that a single transit system and authority would be required to improve efficiency in the Region (possibly a regional transit commission or a crown corporation created by the federal government that would amalgamate both systems), by reducing costs, improving schedules and enhancing communication with riders.

Others felt that more coordination and cooperation (such as a joint planning committee) would be sufficient, for instance to avoid empty buses going back from each side of the river.

## Next Steps

The study conclusions and recommendations regarding the Strategy will be made public in late 2010 or early 2011.

## Section 1 – Introduction

The mandate of the Interprovincial Transit Strategy Consultation Program is to engage, in a meaningful way, a broad range of citizens and stakeholders in a dialogue about the development of an interprovincial transit strategy for the National Capital Region.

The purpose of the Strategy is to address existing transit issues; integrate planning studies; move people more easily, efficiently, and seamlessly in and through the National Capital Region; and to improve quality of life for people living, working, doing business or visiting the downtown area.

The final document will take into account current technical data as well as input from the public in order to deliver a solution for a more integrated and seamless transit service between the downtown cores of Gatineau and Ottawa. The ultimate outcome will satisfy short, medium and long term perspectives, up to the year 2031.

The Strategy is a collaborative effort led by the National Capital Commission (NCC), the Société de transport de l’Outaouais (STO) and the City of Ottawa as funding partners, with the participation of Ville de Gatineau. The NCC has retained the services of McCormick Rankin Corporation, AECOM and PACE Public Affairs & Community Engagement (PACE) to assist them in this process.

### Public Consultation Program Overview

With an anticipated completion of late 2010 or early 2011, the Strategy is comprised of four phases of consultation designed to inform the public and to provide several opportunities for input. The key objects for each phase are as follows:

- Phase I (April/May 2009): Benefits and challenges of interprovincial transit
- Phase II (June/August 2009): Process for selecting a solution
- Phase III (February 2010): Confirmation and prioritization
- Phase IV (June/Aug 2010): Progressing the Strategy

In Phase I, a range of consultation activities was carried out giving members of the public and stakeholders an opportunity to contribute their insight on the benefits and challenges of interprovincial transit. Phase I consultation outcomes enabled the Strategy Team to have a better understanding of the issues that stakeholders and the public consider important elements of an interprovincial transit solution.

In Phase II, consultation activities encouraged interested individuals and stakeholders to provide their input into five guiding principles (also referred to as transportation ‘Pillars’) that were developed to help identify and categorize the various transit solutions being proposed as part of the Strategy for the Region. The Pillars, which emerged throughout the consultation program as priority issues to improve interprovincial transit, are: Transit City Building; Operations; Infrastructure; User Focus; and Governance.

Phase III consultation activities were designed to provide stakeholders and subject-matter experts with an opportunity to assist in the fine-tuning of a number of short, medium and long-term solutions being proposed under each of the five transportation Pillars. Due to the highly technical nature of the materials under review at this Phase in the Strategy, consultation activities were designed for key stakeholders, local transportation engineers and technical experts.

During Phase IV, consultation activities were broadened to include members of the public, who were encouraged to provide their input and help validate a number of interprovincial transit solutions that were explored at Phase III. The structure and methodology for the Phase IV activities are outlined in Section 2 of this Report. Comments collected have been summarized to highlight key issues, trends and areas of common consideration. This analysis is provided in Section 3; full comments can be found in the appendices.

The final recommendations that make up the Strategy will be made public in late 2010 or early 2011.

## **Promotion and Recruitment**

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Since the launch of the Interprovincial Transit Strategy, extensive efforts have been made to promote the Strategy, raise awareness of consultation activities and encourage input through a variety of opportunities. Promotion and recruitment is based on the strong desire for authentic, transparent and engaged participation of the public and communities.

For Phase IV, promotional and recruitment initiatives targeted both those individuals and organizations that had participated in previous consultations, as well as new contributors. Promotional and background information was distributed using the following mediums: the media (news advisories and a media briefing); elected officials in the Region, from all levels of government; ad placements in daily and community newspapers on both sides of the River; postings on the project website as well as the Strategy Partner websites; and e-mails sent via the Strategy

website database of registered interested individuals and organizations. Copies of communications material are provided at Appendix A.

As a result of these promotional efforts, Phase IV consultation activities received a broad range of coverage in both daily and community papers, online (community websites and blogs) and in local TV and radio broadcasts. Specific media outlets that reported on the Strategy included:

- *The Ottawa Citizen*
- *Le Droit*
- *The Ottawa Sun*
- *La Revue*
- CTV Ottawa
- Radio Canada Radio
- CFRA Radio
- *EMC*
- *Metro Ottawa*.

**NOTE:** All stakeholder and public input received during this phase of consultation and which is summarized in this Report has been considered in the technical analysis for this Strategy. The Interprovincial Strategy Project Team will continue this process throughout the project's duration.

## Section 2 – Consultation Activities

Consultation activities were designed to allow stakeholders and members of the public to contribute their viewpoints into the interprovincial transit solutions proposed under the five transportation Pillars. Opportunities during this phase of consultation to provide comment included two public events and an online exercise (described below). In addition, interested individuals submitted general comments online, in person or by mail. Full comments from consultations are provided in the appendices. An analysis of the input received can be found in Section 3.

Specifically, participants of the public events and Online Questionnaire were asked the following questions related to each pillar:

1. Transit City Building Pillar:
  - To indicate their level of support for the transit city planning principles selected by the Strategy Team
2. Operations Pillar:
  - To rank their top three operational policies and select their preferred transit service modification.
3. Infrastructure Pillar:
  - To indicate their preference for Bus Rapid Transit (BRT) or Light Rail Transit (LRT) as the long-term technology solution for the Region
  - To select the best terminus location according to their long-term technology choice
  - To indicate their preferred choice for an Ottawa River crossing if LRT were to be selected as the preferred technology solution for the Region (participants had a choice of: east, west or combination of both)
4. User Focus Pillar:
  - To validate and prioritize the most important ‘user focus’ elements for the short, medium and long-term.
5. Governance Pillar:
  - To provide their thoughts on governance.

Full questions and related materials can be found in the appendices.

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## Public Consultation Events

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Two public consultation events were held on July 6 and 7, 2010, in Ottawa and Gatineau, respectively. The public events were structured in the form of “consultation kiosks.” At each kiosk, a Strategy expert was available to discuss and answer questions related to one of the five Pillars. Information boards were displayed at each kiosk to provide background and contextual information.

A reference table with bilingual resource materials, including the City of Ottawa Transportation Plan, the Gatineau Strategic Plan 2009-14 and other pertinent studies, were made available.

Approximately 90 individuals (53 Ottawa and 36 Gatineau) attended the events, where they reviewed bilingual display boards, consulted with members of the Strategy Team and provided their input into the five transportation Pillars. Samples of the Comment Kit and the general comment sheet that were distributed to attendees can be found at Appendix B. Copies of the completed Comment Kits and general comments (67 in total) are provided at Appendix C.

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## Online Questionnaire

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A bilingual Online Questionnaire was posted on the Strategy’s website on July 9, 2010 with a deadline date of August 8 (copies of the questionnaire can be found at Appendix D). Participants were asked to provide their input into a number of interprovincial transit solutions identified under five transportation Pillars. The questions were similar to what was distributed at the public events to allow interested individuals the opportunity to contribute at their convenience.

Questions were both quantitative and open-ended in nature. In total, 238 questionnaires were completed (190 English, 48 French), submitted responses can be found at Appendix E.

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## Web Consultation and Written Submissions

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The project website ([www.interprovincial-transit-strategy.ca](http://www.interprovincial-transit-strategy.ca) and [www.strategie-transportcollectif-interprovincial.ca](http://www.strategie-transportcollectif-interprovincial.ca)) contains functions to allow browsers to access materials, register for updates and notifications, and submit comments via an online feedback page. Over the course of Phase IV (July 6 to August 9), 11 comments were submitted to the website. In addition, the Strategy Team received 13 written comments delivered by email, regular mail or by hand. Copies of all comments received can be found at Appendix F.

## Section 3 – What We Heard

During this phase of consultation, the Strategy Team received input from a wide range of interested individuals. In summary, opportunities to provide input included:

- Two public events held in Ottawa on July 6 and in Gatineau on July 7 (total attendance of approximately 90)
- An Online Questionnaire, available from July 9 to August 8 (total of 238 responses)
- Comment Kits and general comment sheets (67 submitted)
- Ongoing opportunities to provide general comments via mail, fax, email and other means (24 submitted).

This section of the Report is broken into six parts, providing an analysis of the comments received for each of the five transportation Pillars as well as of the general comments received at this phase of consultation.

Under each part, quantitative results are presented first, followed by an analysis of the input received, highlighting frequently made comments or recommendations of particular interest. Note that the quantitative reporting included in this section is not meant to be scientific or statistically representative; rather, it is meant to provide a snapshot of the attitudes and opinions of those that participated in the consultation activities.

With regards to the analysis of the input received, the use of the expression “most people” represents a very strong support or an impression of unanimity for an idea, while the expression “a few people” represents a very small amount of repetitions. Similarly, “many people” represents support by a large amount of respondents, while “some people” represents a small amount of like-minded comments. Also note that even though a comment may have only been made once, it was sometimes included in the analysis if it was found to be innovative or highly relevant to the Strategy.

Full feedback and comments can be found in the appendices.

## 1) Transit City Building Pillar

The importance of incorporating city building strategies into the final Strategy has been emphasized throughout by the public, stakeholders and international transit planning experts. ‘Transit City Building’ means using transit to help shape urban development and encourage sustainable transportation.

Inspired by the input received during the earlier phases of consultation as well as from relevant planning policies, the Strategy Team developed a draft list of nine planning principles to guide the development of the final Strategy recommendations.

These nine principles were presented to the public for validation, with the following question:

### Question

*The Key City Building principles include the following:*

1. *Plan for the entire region, not separate cities*
2. *Preserve and enrich the symbolic character of the Capital*
3. *Enhance mobility choice*
4. *Use transit as place making*
5. *Prioritize the pedestrian experience*
6. *Leverage opportunities for transit supportive development*
7. *Connect key destinations and diversify ways to get there*
8. *Respond sensitively to character areas, neighbourhoods and streets*
9. *Emphasize quality and sustainable design.*

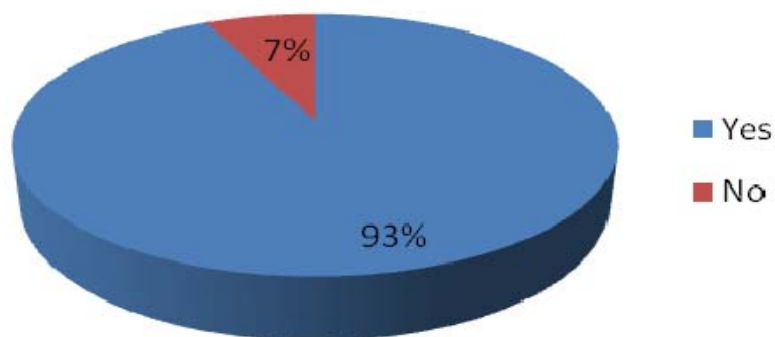
*Do you support the list of principles that make up the Transit City Building Pillar?*

- Yes*  
 *No*

### Responses/Results

| Source        | Yes                             | No                           | Totals     |
|---------------|---------------------------------|------------------------------|------------|
| Public Events | 25<br>(16 Ottawa, 9 Gatineau)   | 3<br>(3 Ottawa)              | 28         |
| Online        | 213<br>(169 English, 44 French) | 15<br>(13 English, 2 French) | 228        |
| <b>TOTAL</b>  | <b>238</b>                      | <b>18</b>                    | <b>256</b> |

## Support for Transit City Building Key Principles



### Analysis

The high level of support to the principles may be explained by the fact that they are quite attractive and could only improve the quality of life in the Region. Some people, however, suggested that the principles were not explicit or clear enough, or took issue with one or more of them.

Respondents were encouraged to expand on their views and suggest additional principles that should be added to the list. The following points summarize the most frequently made comments or the most poignant to Transit City Building:

- The principle of “Prioritizing pedestrian experience” was considered too prescriptive by many people, who felt that not enough emphasis was put on cycling and other non-motorized modes. It was also often suggested that bikes be accepted aboard transit vehicles (currently not the case in STO buses).
- Many people support transit oriented development (TOD), mixed-use and dense development along the transit corridors, as well as transit and pedestrian access for any new development.
- For many people, “Enhance mobility choice” should reflect a diversity of travel options other than automobile, but should not encourage automobile as a travel choice.
- Some people commented that the principles were too general or not explicit enough.
- A few people mentioned that “Transit city building” should be limited to the core areas first, to be more realistic.

- A few people felt these principles should also apply to the Interprovincial Crossings Environmental Assessment project.

*Supporting Comments on 'Transit City Building*

“Transportation planning in an urban context cannot be isolated from proper urban planning (i.e. intensification).”

~ Comment Kit

“Mixed-use, dense development should be planned for along these transit corridors, which will result in less vehicles on the region’s roads and highways and help create a much more vibrant and pedestrian-oriented city.”

~ Online Questionnaire

“All active forms of mobility should be given priority, not just pedestrianism.”

~ Online Questionnaire

“Make walking a priority, but don’t forget cycling and rollerblading.”

~ Online Questionnaire (translated from French)

“We need more emphasis on universal access to mass transit.”

~ Online Questionnaire (translated from French)

## **2) Operations Pillar**

To achieve the goal of efficient, integrated transit, there are a number of operational solutions that could be implemented in the short and medium term. These solutions are grouped into (A) Operational Policies or (B) Transit Service Modifications:

### ***A) Proposed Policy Solutions***

Members of the public were asked to prioritize a list of seven proposed policy solutions for the short and medium-term. Responses to the following question are provided below:

Question

All of the potential Operational Policies listed below are considered beneficial for transit in the NCR. Consultation with technical specialists and stakeholders helped identify the solutions that are considered a priority. To further develop this Pillar, we need you to help validate how Operational Policies have been prioritized:

- Conduct a full network review
- Develop a plan to better coordinate joint operations
- Develop a plan to improve reliability
- Review Interprovincial Services
- Review Service Standards and Fare Policies
- Develop a plan to better coordinate service control
- Use higher capacity buses.

Please indicate your top three policies, where:

'1' indicates your TOP priority

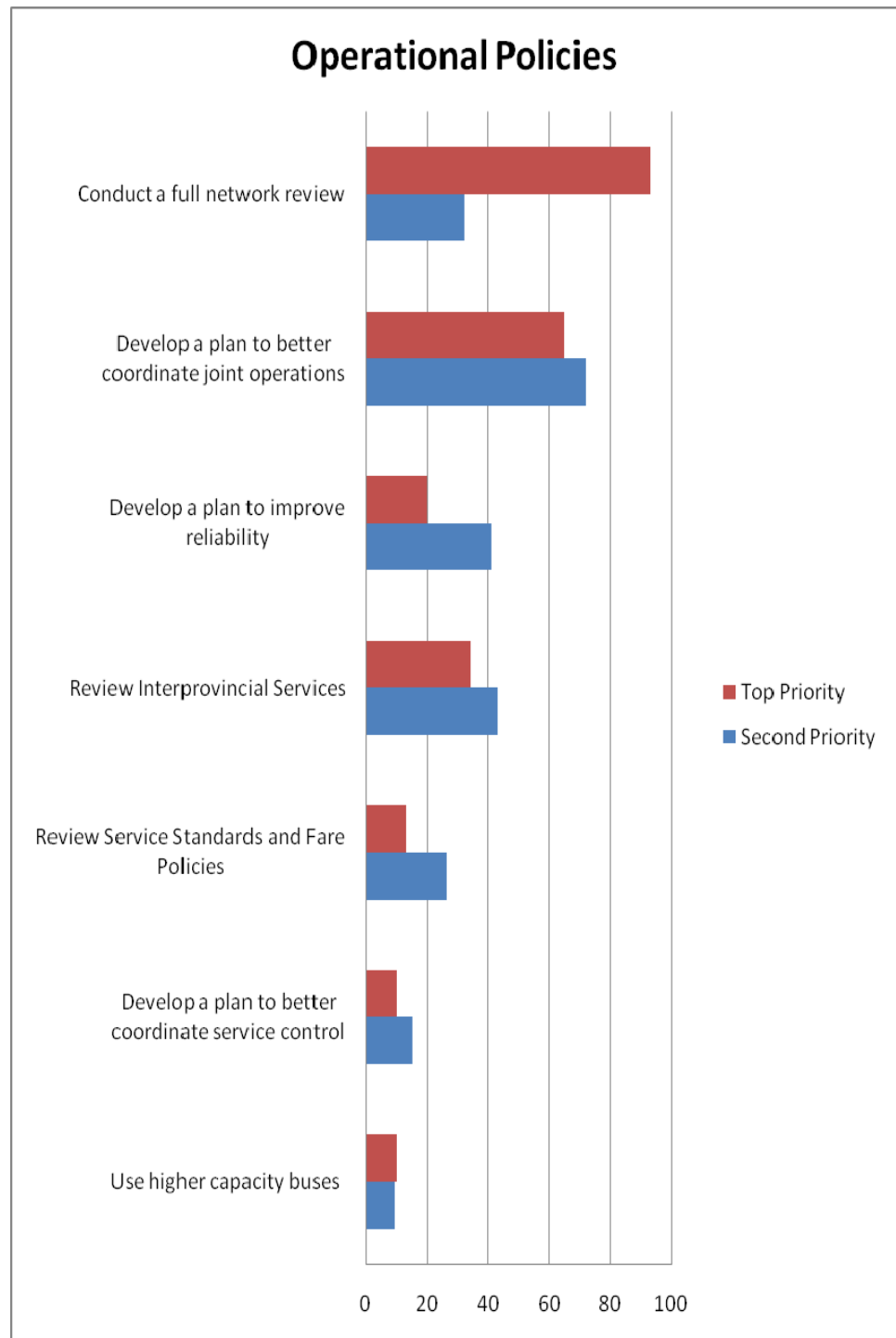
'2' indicates your Second priority

'3' indicates your Third priority.

Responses/Results

The following table summarizes the responses collected:

| Policy   | Online        |            |            | Events        |           |           | Totals        |            |            |            |
|--|---------------|------------|------------|---------------|-----------|-----------|---------------|------------|------------|------------|
|  | 1             | 2          | 3          | 1             | 2         | 3         | 1             | 2          | 3          | TOT        |
| Conduct a full network review                      | 81            | 30         | 14         | 12            | 2         | 6         | 93            | 32         | 20         | 145        |
| Develop plan to better coordinate joint operations | 52            | 61         | 38         | 13            | 11        | 1         | 65            | 72         | 39         | 176        |
| Develop a plan to improve reliability              | 17            | 36         | 39         | 3             | 5         | 9         | 20            | 41         | 48         | 109        |
| Review interprovincial services                    | 31            | 35         | 34         | 3             | 8         | 6         | 34            | 43         | 40         | 117        |
| Review service standards and fare policies         | 12            | 24         | 25         | 1             | 2         | 5         | 13            | 26         | 30         | 69         |
| Develop plan to better coordinate service control  | 9             | 15         | 32         | 1             | 0         | 4         | 10            | 15         | 36         | 61         |
| Use higher capacity buses                          | 8             | 6          | 23         | 2             | 3         | 1         | 10            | 9          | 24         | 43         |
|  | <b>Totals</b> |            |            | <b>Totals</b> |           |           | <b>Totals</b> |            |            |            |
|  | <b>210</b>    | <b>207</b> | <b>205</b> | <b>35</b>     | <b>31</b> | <b>27</b> | <b>245</b>    | <b>238</b> | <b>237</b> | <b>720</b> |



### Analysis

As shown by the results of the priorities question above, coordination between OC Transpo and the STO is deemed to be very important to interprovincial transit users, who would like to travel as seamlessly as

possible in one urban entity (Ottawa-Gatineau as an integrated core). Specifically, respondents indicated that this could be achieved through a review of STO and OC Transpo services to determine what efficiencies might be gained by planning and scheduling transit as one network.

### ***B) Proposed Transit Service Modification Solutions***

Three modifications to current transit operations in the Region were presented as potential solutions that could be implemented in the short and medium-term. The public was asked to select the modification they felt was most important to them.

#### Question

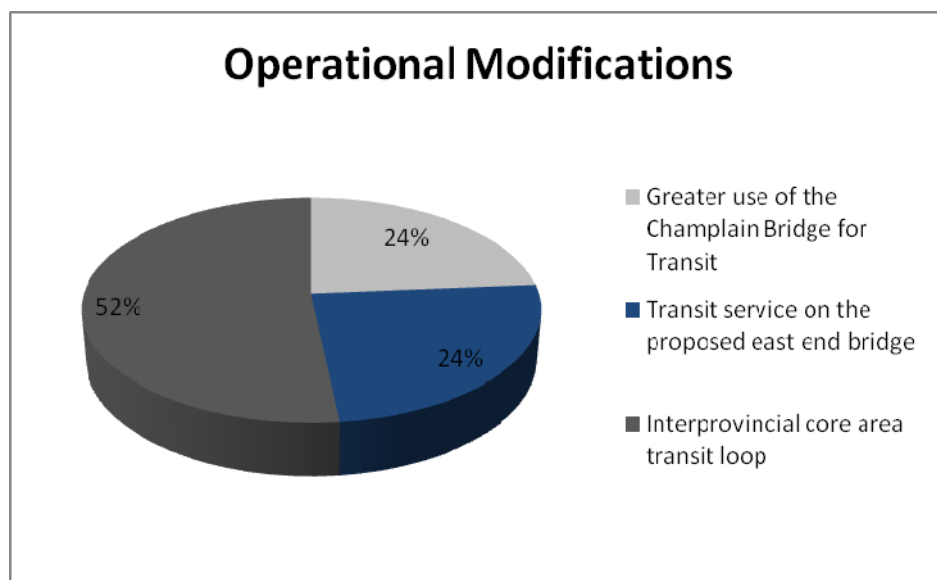
*Please tell us which of the three potential Transit Service Modifications you consider to be the most important (pick one):*

- Greater use of Champlain Bridge for transit: This existing interprovincial crossing includes reversible HOV/Transit lanes. Making greater transit use of this existing infrastructure could increase the person carrying capacity of the Bridge; better connect western communities on both sides of the river; and, provide additional travel options for the transit passenger.*
- Transit service on the proposed east end bridge: A new interprovincial crossing is being considered in the east-end that would accommodate all modes of transport. Interprovincial transit trips that originate from, and are destined to, areas in the east would as a result not be required to travel through the Core area.*
- Supporting Interprovincial core area transit loop: This service would serve tourists, government employees, and others who travel within and between downtown cores. It does not fully integrate the planned Rapid Transit Infrastructure and would not be able to accommodate all the peak period commuter transit demand.*

#### Responses/Results

The following tables summarize the responses collected:

| Transit Service Modifications                     | Top Choice |        |       |
|---|------------|--------|-------|
|   | Online     | Events | Total |
| Greater use of the Champlain Bridge for transit   | 50         | 6      | 56    |
| Transit service on the proposed east end bridge   | 51         | 7      | 58    |
| Supporting interprovincial core area transit loop | 103        | 19     | 122   |



### Analysis

The chart above shows large support for the core area transit loop, which is seen as an interesting solution, especially for government employees and visitors. Note that some residents of Secteur Aylmer and the Plateau in Gatineau expressed concern that they felt somewhat neglected by the Study, which might explain the moderate support for the Champlain Bridge.

Upon review and analysis of the completed kits and comment sheets, e-mails and submissions, the following key comments emerged:

- The core area transit loop was supported by most people, with some suggesting that it should be free. Others commented that it should form the first step in building an interprovincial transit system.
- Some people were in favour of a broader loop than the one presented. Others suggested that the loop be connected to the rapid transit network on both sides of the River (especially in Ottawa, with transfers at Bayview and Rideau and in Gatineau at Place du Portage).
- Some people felt that the proposed bridge in the east should not be considered a short-term solution, as it may be several years before the crossing is built.
- Some people insisted that the three options presented should not be mutually exclusive.

- Some people felt that the options were presented in a biased way (for instance, the text suggests that a loop would not be efficient).
- Some people suggested that key transit trip generators outside the urban core should be integrated to help determine future demands and transit routes.
- A few people felt that a westbound high occupancy vehicle (HOV) lane on Wellington would also be required.
- A few people felt that the core area loop would make the downtown Ottawa transit tunnel (DOTT) redundant.

Supporting Comments on 'Operations'

“I am opposed to a solution that maintains surface transit through the City of Ottawa's core when Ottawa has plans for a transit tunnel. This would become even more problematic should the study conclude that Bus Rapid Transit is the technology to employ.”

~ E-mail

“Could a joint OC Transpo/STO loop service be implemented tomorrow?”

~ Online Questionnaire

“[The three options] “are not mutually exclusive.”

~ Online Questionnaire

“Regarding the loop, we need to launch a bus ticket system for civil servants based on the taxi ticket system.”

~ Online Questionnaire (translated from French)

### **3) Infrastructure Pillar**

The Infrastructure Pillar represents the longer-term solutions to be included in the final Strategy.

The previous phases of consultation with the public, stakeholders and technical specialists helped identify existing transit infrastructure issues that the Strategy should address, including the following:

- A weak link between Ottawa and Gatineau Rapid Transit Networks

- A need to accommodate future interprovincial demands
- The high volume of buses travelling through Downtown Cores
- Insufficient lay-up areas for buses in the Core Area (locations where buses can stop and wait until their scheduled time to begin service).

A number of infrastructure scenarios was developed, modeled and analyzed to try and address these infrastructure issues while considering both Cities' visions for urban development and sustainability. These scenarios were modeled using the EMME/3 travel demand model managed by TRANS for the 2031 planning horizon. TRANS is a joint intergovernmental transportation systems planning committee that is a model of successful cooperation and collaboration in Canada's capital Region since 1979. The scenarios were tested against various transit operations to understand the model sensitivity and range of results. Each scenario assumes: two LRT routes in Ottawa; the implementation of the Gatineau Rapibus; a downtown Ottawa transit tunnel; and the adoption of the Operational solutions previously outlined at Pillar 2 above.

During this phase of consultation, members of the public and stakeholders were provided with an overview of the scenarios, including challenges and benefits for each. Participants were then invited to provide comment on the following:

- A) The preferred technology for Interprovincial Rapid Transit
- B) The preferred terminus locations
- C) The preferred interprovincial crossing location for Rapid Transit.

#### ***A) Infrastructure: Preferred Technology***

The Rapid Transit Technologies that are currently planned for 2031 include:

- LRT supported by BRT (Transitway) in Ottawa, and
- BRT (Rapibus) in Gatineau.

Based on evaluation criteria that were identified at Phase II of the Consultation Program, the Strategy Team asked the public to validate their proposition that light rail provides the most beneficial long-term benefits for interprovincial transit, over bus.

Question

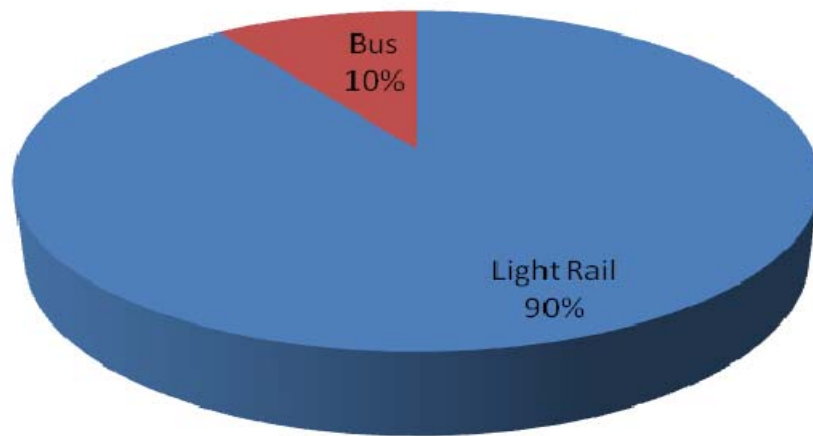
*Do you support the position that light rail provides the most beneficial long-term benefits for interprovincial transit, over bus?*

- Yes, I support light rail over bus (proceed to Question A)*
- No, I support bus as the long-term solution (proceed to Question B)*

Response/Results

| Technology Solution | Light Rail                      | Bus                          | Total      |
|---------------------|---------------------------------|------------------------------|------------|
| Public Events       | 30<br>(21 Ottawa, 9 Gatineau)   | 1<br>(0 Ottawa, 1 Gatineau)  | 31         |
| Online              | 184<br>(148 English, 36 French) | 22<br>(18 English, 4 French) | 206        |
| <b>Total</b>        | <b>214</b>                      | <b>23</b>                    | <b>237</b> |

### Preferred Rapid Transit Technology

Analysis

Although LRT was selected by a majority as being the most attractive, efficient and clean transit technology, 10 per cent of the responses to this question indicated a preference for buses due to their flexibility and the requirement for less transfers and less costly infrastructure.

The following points summarize the most frequently made comments or the most relevant ones related to Transit Technology:

- LRT is preferred by most people, as it is seen as offering better capacity, being faster, easier to understand, safer, cleaner,

cheaper to operate and maintain (which offsets the higher capital costs), more reliable, more comfortable, less noisy and more attractive. For some people, the price of gas is a sufficient reason to switch to LRT.

- Many people were in favour of electrifying the O-Train and extending it to Gatineau.
- Some people were in favour of heavy rail, or at least of an LRT option that could easily be converted to heavy rail.
- Some people did not like the proposition of “bus vs. LRT”, as they would rather see rail as the backbone and buses still playing a role as feeders, supported by other intermodal options.
- Some people were against surface transit in the downtown (especially when Ottawa is building a tunnel), notably buses, while others indicated a preference for a surface LRT system that would “animate the street life.”
- Some people insisted that we already have the infrastructure for rail (Prince of Wales bridge and tracks), which makes it easier and cheaper to implement LRT.
- Some people suggested implementing electric buses (especially for the core loop) or aerial lifts instead of what is proposed.
- A few people felt that selecting the routes should be the first priority before choosing the technology or any other features.
- A few people criticized the fact that the costs associated with LRT were presented in a biased way, as it included bridges’ repairs and rebuilding that would happen regardless for the other types of modes.
- A few people thought buses were a more flexible option than LRT.
- A few people wanted to see Seabus ferries implemented to cross the river.
- A few people suggested that there could be different technologies in place for different areas; for example, a mix of LRT and over-head supplied trolley-buses for lower density area, heavy rail as the backbone, LRT in the downtown core and feeder buses.

Supporting Comments on 'Technology'

“Buses can take alternate routes when going through construction or to include new neighbourhoods.”

~ Online Questionnaire

“The light rail system is faster, more efficient, safer, less costly to operate, and creates less pollution.”

~ Comment Kit (translated from French)

“The question is improperly worded: the options are ‘bus only vs. bus + rail intermodal.’ Rail serves as a backbone and buses feed it.”

~ Comment Kit

“Light rail is the most convenient, effective, reliable and long-term solution available. While its upfront costs can be prohibitive, they are offset by long-term operational savings.”

~ Comment Kit

“I believe that the O-Train should be expanded on the existing rail infrastructure as the ‘backbone’ for transit.”

~ Online Questionnaire

“The light rail system offers greater potential for urban revitalization for the two downtown cores, more so than buses.”

~ Online Questionnaire (translated from French)

**B) Infrastructure: Preferred Terminus**

Given that the Strategy Team considers that extending light rail from Ottawa to Gatineau provides the most benefits over a regional BRT system, a question was asked to gauge the public’s preferred location for a terminus station in Gatineau.

Those that believed that the best technology solution was to bring rapid bus into Ottawa from Gatineau were asked to comment on their position and to provide suggestions for the best bus terminus location on the Ontario side. Approximately 30 respondents completed this question and provided the following suggestions: the Rideau Centre; LeBreton Flats; Bayview; Hurdman Station; and Bank Street.”

### Questions

*If you answered yes to light-rail as the preferred long-term technology: Do you support the position that the best Terminus to extend light rail to is the Lorrain station in Gatineau?*

- Yes, the LRT Terminus should be Lorain Station*
- No, the LRT Terminus should be Montcalm Station*
- No, the LRT Terminus should be located in Downtown Hull*

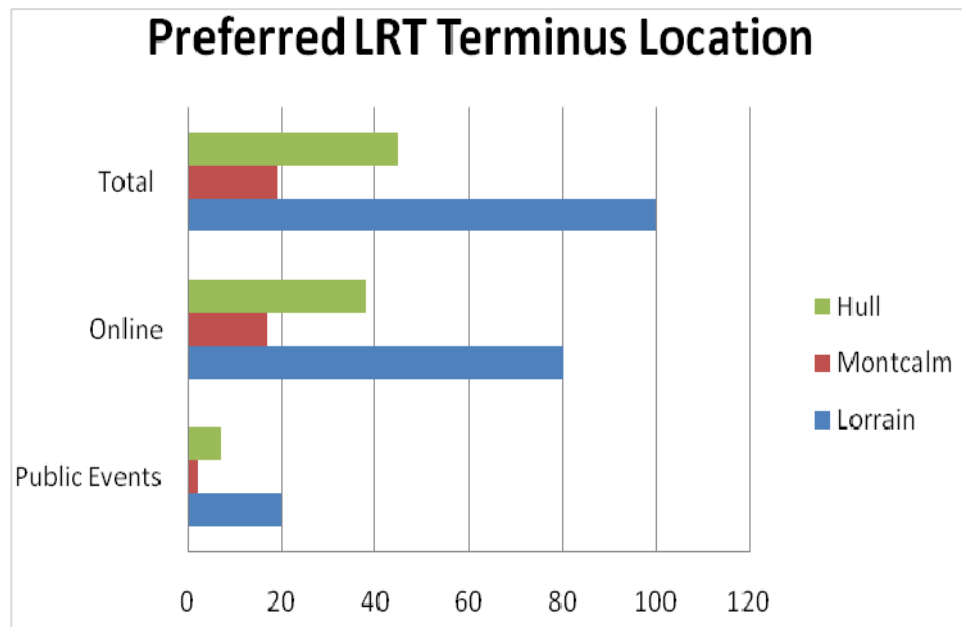
*If you answered no to light-rail and believe that the better technology solution is to have buses cross into Ontario from Gatineau, please provide your thoughts on where the terminus should be on the Ottawa side (for e.g., Bayview Station, Rideau Centre).*

### Responses/Results

| Terminus     | Lorrain                       | Montcalm                     | Hull                         | Total      |
|--------------|-------------------------------|------------------------------|------------------------------|------------|
| Events*      | 20<br>(15 Ott., 5 Gat.)       | 2<br>(0 Ott., 2 Gat.)        | 7<br>(4 Ott., 3 Gat.)        | 29         |
| Online       | 80<br>(20 French, 60 English) | 17<br>(7 French, 10 English) | 38<br>(7 French, 31 English) | 135        |
| <b>Total</b> | <b>100</b>                    | <b>19</b>                    | <b>45</b>                    | <b>164</b> |

\*

*\*Note: 135 of 238 individuals responded to this question online. Some commented that they were too unfamiliar with Gatineau to be able to respond in an informed way to this question).*



### Analysis

A large majority of respondents pronounced in favour of a terminus at Lorrain Station, as this option covers the largest territory and enables people from further away to reach the city core using rapid transit.

The main comments that were raised regarding the terminus location are the following:

- Lorrain was mentioned by most people as the preferred terminus, as it allows for the biggest territory coverage, and as tracks and secured land are already there.
- Many people were in favour of extending the O-Train across the Prince of Wales bridge to downtown Hull first and then to Lorrain (later).
- Some people suggested extending LRT from Lorrain to the east of downtown Ottawa.

### Supporting Comments on 'Terminus location'

“In the long term, the terminus should be Lorrain, however, the LRT could initially terminate in Downtown Hull and subsequently be extended in stages.”

~ Comment Kit

“Light rail should be expanded as much as possible to serve the greatest number of people.”

~Online Questionnaire

“The East terminus must be the gateway to the city.”

~ Online Questionnaire (translated from French)

“The SLR should serve the largest region possible in order to reduce traffic and encourage the use of mass transit as well as urban densification.”

~ Online Questionnaire (translated from French)

### ***C) Infrastructure: Preferred Future Crossing Location***

If light-rail is selected as the preferred technology to service interprovincial transit in the long-term, new infrastructure will eventually be required to support its crossing across the Ottawa River. Three

alternatives are considered for connecting the interprovincial LRT with Ottawa's LRT network. Crossings under consideration include the following:

- **On the West Side of the Core:** The LRT would use the existing Prince of Wales Bridge, Chaudière Bridge or Portage Bridge depending on the route in Downtown Ottawa.
- **On the East Side of the Core:** The LRT would use the existing Alexandra Bridge or a new Tunnel under the Ottawa River. The Macdonald-Cartier bridge has been assessed as not appropriate because it provides an important auto link and is too far from the Gatineau Core Area.
- **A Combination of Both creating some form of Loop:** The LRT would use both east (Alexandra or Tunnel) and west (Prince of Wales or Chaudière) crossings providing a loop service between Ottawa and Gatineau downtowns.

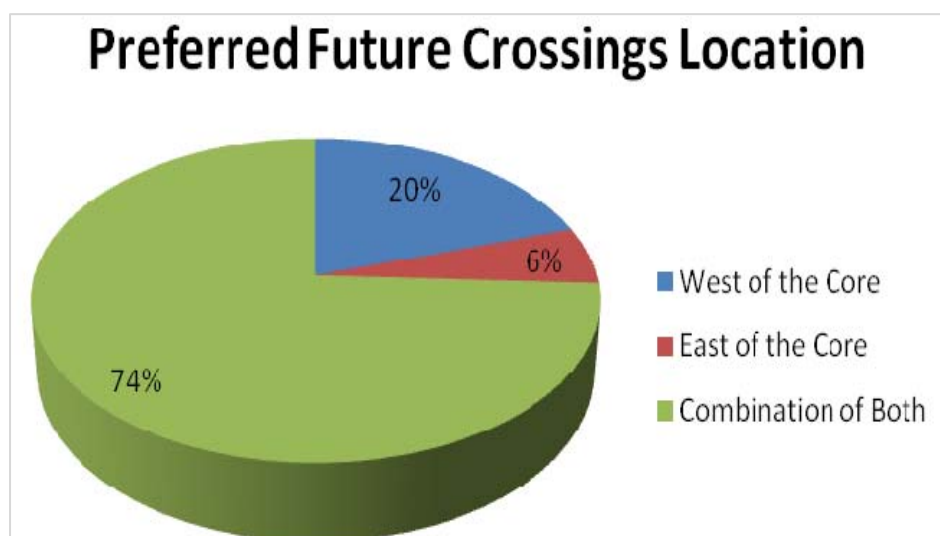
#### Question

*We need your input on a future crossing location. Would you prefer an Ottawa River crossing (pick one):*

- On the West Side*
- On the East Side*
- A Combination of Both.*

#### Responses/Results

|               | West                         | East                       | Combination                     | Total      |
|---------------|------------------------------|----------------------------|---------------------------------|------------|
| <b>Events</b> | 7<br>(6 Ott., 1 Gat.)        | 4<br>(3 Ott., 1 Gat.)      | 19<br>(12 Ott., 7 Gat.)         | <b>30</b>  |
| <b>Online</b> | 39<br>(5 French, 34 English) | 9<br>(2 French, 7 English) | 151<br>(33 French, 118 English) | <b>199</b> |
| <b>Total</b>  | 46                           | 13                         | <b>170</b>                      | <b>229</b> |



### Analysis

A large majority of respondents were in favour of a combination of crossings in the east and west, creating a large loop around the city cores to facilitate easier east-to-east and west-to-west trips, as well as east-west trips on both sides of the River without having to cross either downtowns. Many people, however, were sceptical of the future bridge option in the east, as they anticipated it to take some time before it is actually built. Here again, there was support for a crossing location west of the core, to better service the Aylmer sector in Quebec.

Additional comments on a preferred future crossings location were as follows:

- Most people were in favour of a loop using the Prince of Wales bridge and a bridge in the east (Alexandra, MacDonald-Cartier or the future bridge) that would provide east-to-east and west-to-west connections.
- Most people recommended that the Prince of Wales Bridge (and linked rail rights-of-way) be retrofit in the near future to allow LRT service into Hull. Some people suggested this could be a first step before completing the loop across a bridge in the east.
- Many people insisted that the study should emphasize the existing infrastructure.
- It was suggested that a tunnel under the Alexandra Bridge could be used for both trains and trucks, diverting truck traffic from King Edward.

- It was suggested that the Alexandra Bridge be used as a ‘green bridge’ dedicated to trains, pedestrians, bikes and emergency vehicles.

Supporting Comments on ‘Future crossings location’

“The Alexandra Bridge is closer to relevant destinations (regarding the bridge to be used for the loop).”

~ Online Questionnaire (translated from French)

“Being a resident in the Aylmer sector, I am most concerned that this area is being neglected in the current plans.”

~ Online Questionnaire

“People whose destination is not downtown Ottawa should have a choice which let them avoid it if possible. The combination will help in this regard.”

~ Online Questionnaire

#### **4) User Focus Pillar**

A transit service is only successful if people want to use it. A variety of ‘User Focus’ solutions were identified by the Strategy Team as ways to enhance the existing interprovincial transit users' experience and attract new riders. These were categorized as measures that can be implemented in the short, medium and long-terms, depending on the level of analysis and approvals required.

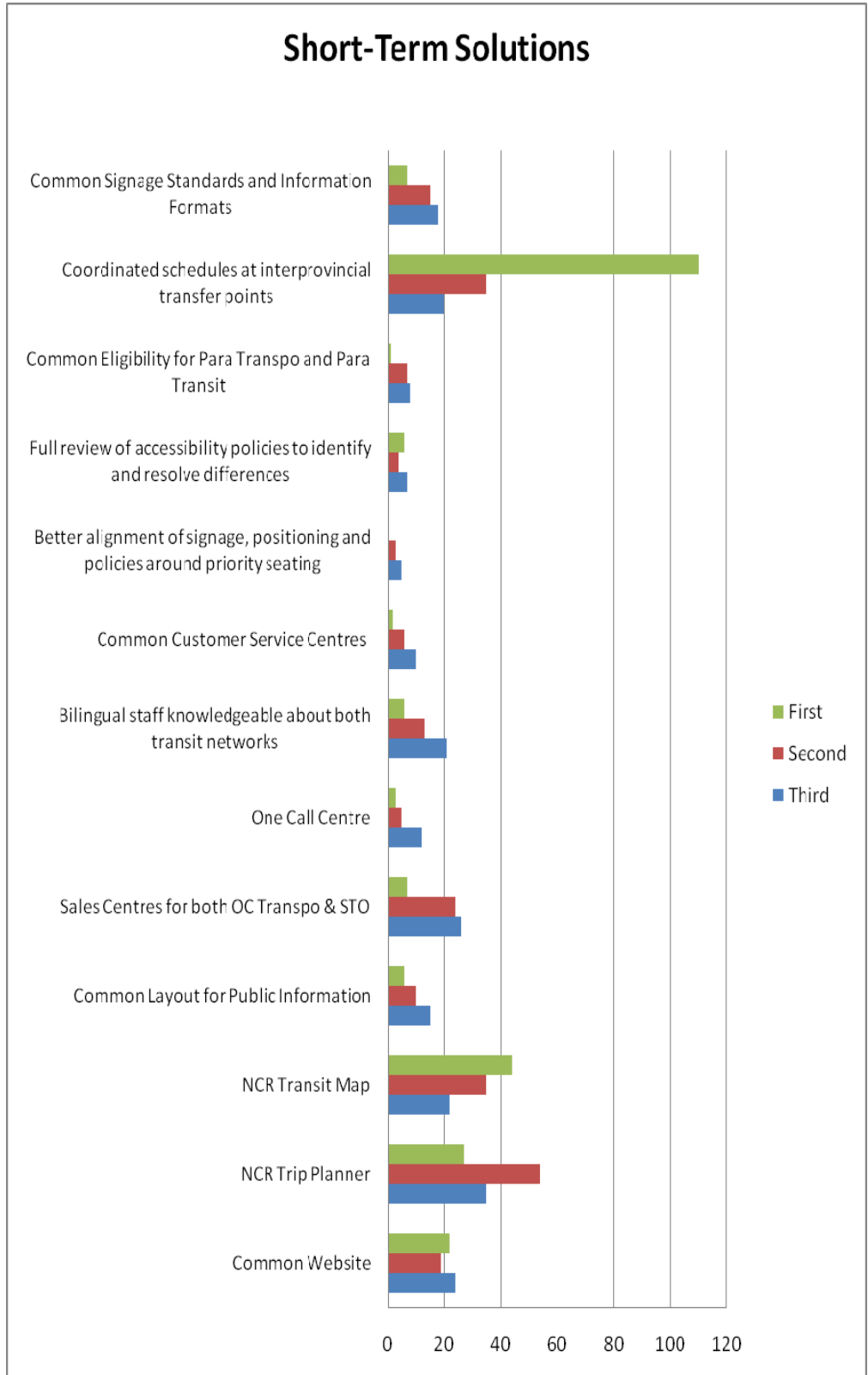
Participants of the consultation events and Online Questionnaire were asked to identify the User Focus solutions they felt were most important from a list of solutions developed with the help of stakeholder and technical expert input received at Phase III of the consultations. Participants could prioritize up to three short-term solutions, three medium-term solutions and one long-term solution.

Question and Results (Short-term Solutions)

*We need you to help validate how we have prioritized the User Focus Solutions. Please indicate your **TOP THREE** short term User Focus solutions:*

The table below provide an overview of the selections made by participants, for short-term solutions:

| SHORT-TERM  | Online        |            |            | Public Events |           |           | Totals        |            |            |            |
|---|---------------|------------|------------|---------------|-----------|-----------|---------------|------------|------------|------------|
|   | 1             | 2          | 3          | 1             | 2         | 3         | 1             | 2          | 3          | TOT        |
| Common Signage Standards and Information Formats                              | 6             | 13         | 18         | 1             | 2         | 0         | 7             | 15         | 18         | <b>40</b>  |
| Coordinated schedules at interprovincial transfer points                      | <b>88</b>     | 29         | 16         | <b>22</b>     | <b>6</b>  | 4         | <b>110</b>    | 35         | 20         | <b>165</b> |
| Common Eligibility for Para Transpo and Para Transit                          | 0             | 5          | 4          | 1             | 2         | 4         | 1             | 7          | 8          | <b>16</b>  |
| Full review of accessibility policies to identify and resolve differences     | 3             | 2          | 4          | 3             | 2         | 3         | 6             | 4          | 7          | <b>17</b>  |
| Better alignment of signage, positioning and policies around priority seating | 0             | 1          | 4          | 0             | 2         | 1         | 0             | 3          | 5          | <b>8</b>   |
| Common Customer Service Centres for easy customer feedback                    | 2             | 6          | 10         | 0             | 0         | 0         | 2             | 6          | 10         | <b>18</b>  |
| Bilingual staff knowledgeable about both transit networks                     | 5             | 12         | 19         | 1             | 1         | 2         | 6             | 13         | 21         | <b>40</b>  |
| One Call Centre   | 2             | 5          | 11         | 1             | 0         | 1         | 3             | 5          | 12         | <b>20</b>  |
| Sales Centres for both OC Transpo & STO                                       | 5             | 20         | 24         | 2             | 4         | 2         | 7             | 24         | 26         | <b>57</b>  |
| Common Layout for Public Information  | 4             | 5          | 13         | 2             | 5         | 2         | 6             | 10         | 15         | <b>31</b>  |
| NCR Transit Map   | 40            | 30         | 17         | 4             | 5         | <b>5</b>  | 44            | 35         | 22         | <b>101</b> |
| NCR Trip Planner  | 19            | <b>48</b>  | <b>30</b>  | 8             | <b>6</b>  | <b>5</b>  | 27            | <b>54</b>  | <b>35</b>  | <b>116</b> |
| Common Website  | 20            | 16         | 19         | 2             | 3         | <b>5</b>  | 22            | 19         | 24         | <b>65</b>  |
|   | <b>Totals</b> |            |            | <b>Totals</b> |           |           | <b>Totals</b> |            |            |            |
|   | <b>194</b>    | <b>192</b> | <b>189</b> | <b>47</b>     | <b>38</b> | <b>34</b> | <b>241</b>    | <b>230</b> | <b>232</b> | <b>694</b> |

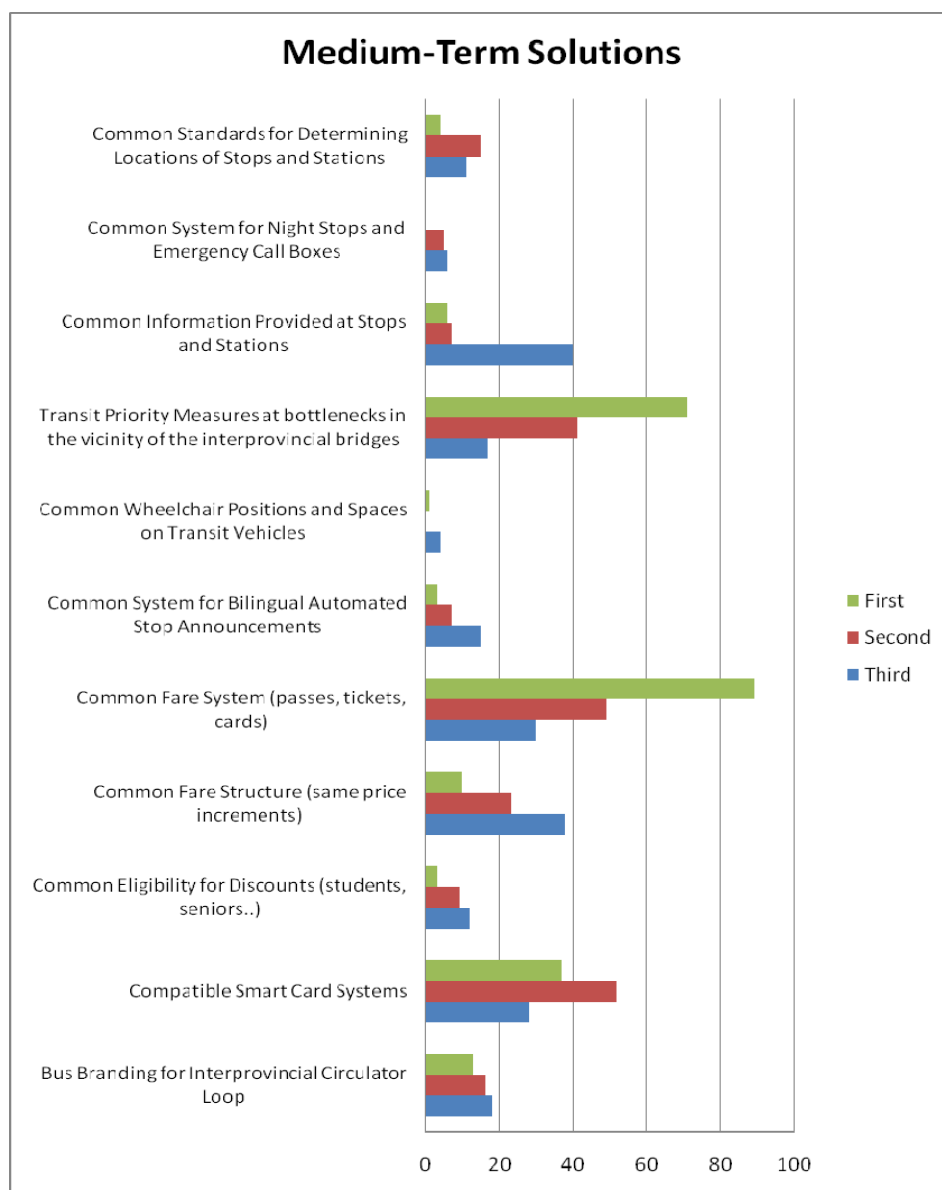


### *Question and Results (Medium-term Solutions)*

Please indicate your TOP THREE solutions for medium-term User Focus Solutions:

| MEDIUM-TERM   | Online        |            |            | Public Events |           |           | Totals        |            |            |            |
|---|---------------|------------|------------|---------------|-----------|-----------|---------------|------------|------------|------------|
|   | 1             | 2          | 3          | 1             | 2         | 3         | 1             | 2          | 3          | TOT        |
| Common Standards for Determining Locations of Stops and Stations                        | 4             | 11         | 11         | 0             | 4         | 0         | 4             | 15         | 11         | 30         |
| Common System for Night Stops and Emergency Call Boxes                                  | 0             | 3          | 5          | 0             | 2         | 1         | 0             | 5          | 6          | 11         |
| Common Information Provided at Stops and Stations                                       | 4             | 6          | 31         | 2             | 1         | 9         | 6             | 7          | 40         | 53         |
| Transit Priority Measures at bottlenecks in the vicinity of the interprovincial bridges | 63            | 34         | 14         | 8             | 7         | 3         | 71            | 41         | 17         | 102        |
| Common Wheelchair Positions and Spaces on Transit Vehicles                              | 0             | 0          | 2          | 1             | 0         | 2         | 1             | 0          | 4          | 5          |
| Common System for Bilingual Automated Stop Announcements                                | 2             | 6          | 14         | 1             | 1         | 1         | 3             | 7          | 15         | 25         |
| Common Fare System (passes, tickets, cards)   | 81            | 35         | 28         | 8             | 14        | 2         | 89            | 49         | 30         | 168        |
| Common Fare Structure (same price increments)   | 6             | 22         | 31         | 4             | 1         | 7         | 10            | 23         | 38         | 71         |
| Common Eligibility for Discounts (students, seniors, etc.)                              | 1             | 8          | 8          | 2             | 1         | 4         | 3             | 9          | 12         | 24         |
| Compatible Smart Card Systems   | 22            | 47         | 27         | 15            | 5         | 1         | 37            | 52         | 28         | 117        |
| Bus Branding for Interprovincial Circulator Loop  | 7             | 16         | 16         | 6             | 0         | 2         | 13            | 16         | 18         | 47         |
|   | <b>Totals</b> |            |            | <b>Totals</b> |           |           | <b>Totals</b> |            |            |            |
|   | <b>190</b>    | <b>188</b> | <b>187</b> | <b>47</b>     | <b>36</b> | <b>32</b> | <b>237</b>    | <b>224</b> | <b>219</b> | <b>653</b> |

Interprovincial Transit Strategy ~ Phase IV Consultation Report

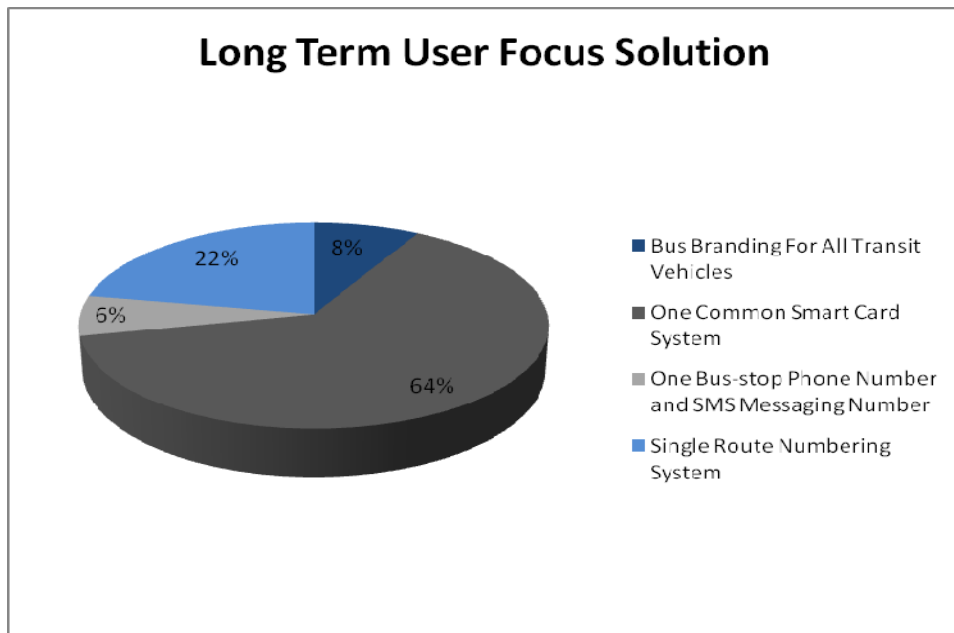


### Question and Results (Long-term Solutions)

Please indicate your TOP long-term User Focus Solution:

| Long-Term<br>'User Focus' Solutions                | Consultation Activity |            |            |
|--|-----------------------|------------|------------|
|  | Events                | Online     | Total      |
| Bus Branding for all Transit Vehicles              | 6                     | 12         | 18         |
| <b>One Common Smart Card System</b>                | <b>22</b>             | <b>119</b> | <b>141</b> |
| One Bus-stop Phone Number and SMS Messaging Number | 8                     | 6          | 14         |
| Single Route Numbering System                      | 1                     | 48         | 49         |

Interprovincial Transit Strategy ~ Phase IV Consultation Report



### Analysis

Respondents were presented with a wide range of choices, and the charts above show that measures easing transit use, such as a common smart card and information, were chosen more often than branding measures. People provided many additional comments regarding this Pillar, including:

- Measures that were mentioned the most often include: one unique website, phone number, trip planner and fare structure (smart card); bilingual service; schedules (travel times, frequency, punctuality, etc); transfers (numbers, coordination, etc.).
- For many people, reliable, quick, comfortable, seamless and easy-to-use service (unique lines numbering, etc.) is much more important than branding issues.
- Some people felt that the Strategy was only meant to serve commuters, while occasional users and visitors were forgotten.
- For some people, all proposed measures were important, and their prioritization could “imply the dismissal of essential elements.”
- A few people suggested that seniors should be carefully taken into account when planning transit, particularly in light of the

Region's aging population. For example, accessibility and access to wheelchairs must be provided.

- A few people noted that the proposed measures needed strong cooperation between transit service providers in order to be implemented (such as one unique transit company).
- A few participants mentioned that a nice or pleasant view was an important feature to attract ridership (suggested for instance a loop using Prince of Wales and Alexandra bridges).
- A few people suggested that the fare should depend on frequency of use and on the travelled distance (in particular, there still could be one fare for people travelling in Gatineau only, one fare for people travelling in Ottawa only, and one for both, based on the Montreal-Quebec City OPUS card).

***Supporting Comments on 'User Focus':***

“Seamless, easy-to-use, convenient and timely service should be central to any future transit plan.”

~ Comment Kit

“It is also important to make good use of views to make the ride enjoyable and attractive.”

~ Comment Kit

“Accessibility is a key issue today and will be even more important tomorrow.”

~General comment sheet

“Everything is centered on getting Gatineau commuters into Ottawa downtown.”

~ E-mail

“Transit must be for all trips, not just commute trips.”

~ Online Questionnaire

“Smart cards should come with packages for just one side of the river and one for both sides. People should not be forced to pay for access they don't need.”

~ Online Questionnaire (translated from French)

“In the longer term, a single numbering system for routes would be a good idea.”

~ Online Questionnaire (translated from French)

“All solutions should minimize connections for users.”

~ Online Questionnaire (translated from French)

“The only real priority here is to reduce travel time.”

~ Online Questionnaire (translated from French)

## **5) Governance Pillar**

The issue of ‘governance’ has been a topic of discussion throughout the consultation program. In order to improve interprovincial transit in the National Capital Region, changes may be required to how the current transit services are governed in order to facilitate more coordinated and seamless planning, funding, and implementation of joint projects.

In previous consultations, the Strategy Team had proposed a range of governance models. Given that transit governance is currently experiencing progress at Phase IV, the Strategy Team recommended that the Governance model be reviewed on a project-to-project basis. In order to continue the growth of interprovincial transit Governance, it was also recommended that the transit operators start with small, specific tasks and goals.

Members of the public and stakeholders were asked to submit their specific comments on the issue of governance at the consultation events and through the Online Questionnaire. The following key comments were made on this topic:

- Most people felt that a single transit system and authority would be required to reach efficiency in the Region (possibly a regional transit commission or a crown corporation created by the federal government that would amalgamate both systems), by reducing costs, improving schedules and enhancing communication with riders.
- Others felt that more coordination and cooperation (such as a joint planning committee) would be sufficient, for instance to avoid empty buses going back from each side of the river.
- Some people indicated that there were too many levels of government to allow for effective coordination.
- Some people recommended using examples in other cities (Europe, Metrolinx, Go Transit, etc.).

- A few people suggested a merger of OC Transpo and STO that would be governed by representatives of both cities and the federal government.
- A few people suggested that there could be a third entity, responsible for interprovincial transit only.
- A few people suggested that the NCC could be the adequate authority to be responsible for the development of one integrated network.
- A few people feared that an integrated authority would not respond to the needs of those riders that did not commute interprovincially.
- A few comments raised concerns about the balance between Ottawa and Gatineau within the Strategy. To have a single authority, some people felt the Strategy had to benefit both sides of the river equally. A few people felt Ottawans would be paying taxes to accommodate Gatineau residents; others expressed concern that a transfer-free ride from Gatineau to Ottawa would encourage people to live in Gatineau rather than Ottawa, when most Ottawa commuters have to transfer at least once.

Supporting Comments on ‘Governance’

“The entire National Capital Region is a single metropolitan zone and a single economic entity .... The European experience has shown that it's indispensable to have a cooperative body within the same region for everything pertaining to transport. The best example for our region is without a doubt the Strasbourg – Ortenau Eurodistrict.”

~Written submission (translated from French)

“The problem to solve is “how to finance an integrated transit system such that residents in one municipality are not subsidizing transit for another municipality.”

~Online Questionnaire

“It would probably be more efficient to have the NCC develop an integrated network.”

~Comment Kit (translated from French)

“We will never have a fully integrated system as long as we have two separate transportation services.”

~Comment Kit (translated from French)

“There are too many levels of government involved.”

~Online Questionnaire

“The modelling scenarios should look at how to get commuters from where they live to where they work without worrying about jurisdiction.”

~Online Questionnaire

## 6) General comments

In addition to the five pillars people were encouraged to comment on, the consultation material was also designed to allow people to make general comments on the study. The following points summarize the most frequently made comments or the most relevant ones:

- Transit access to the Gatineau Park was requested several times.
- Some people felt Aylmer was not given enough consideration in the Study, as the only proposed measure targeting this area is a more intensive use of the Champlain Bridge. Suggestions included building a line in Gatineau that would link downtown Hull and Aylmer and that would be connected to the interprovincial loop.
- Some people felt that the Strategy had too much of a short-term vision (2031). They regretted that short-term purchase and building costs dominate rather than long-term operational costs benefits. A cost-benefit method was suggested.
- Some people felt the Study was biased, favouring commuters from Gatineau going to Ottawa over Ottawa’s commuters traveling to Gatineau.
- Some people criticised the fact that interprovincial transit is being planned after Rapibus and LRT, two major transit projects on each side of the river, were already planned.
- Some people felt that planning should not be “compartmentalised,” and that the Strategy should be developed while taking into account the other studies in the region (interprovincial crossings, *Choosing Our Future*, etc.) and vice versa.
- A few people requested that central communities also be carefully considered, not only suburban commuters.

- A few people suggested that teleworking should be promoted as part of the transit Strategy.
- A few people suggested that tolls at the entrance of the cities (such as in London, Dallas or Stockholm) would reduce the number of cars in downtown and thus free surface for transit, which would avoid building expensive transit tunnels.

Supporting General Comments

“When there is a will, there is a way.”

~Comment Kit

“Emphasize use of existing infrastructure.”

~Comment Kit

“If we plan our transit system today with a view to future requirements in fifty or more years, we will design a much better system and enable the two cities of Ottawa and Gatineau to grow to their full potential.”

~E-mail

“The interprovincial Transit and Interprovincial Crossing studies need to be closely linked.”

~Online Questionnaire

“As the Cheshire Cat said to Alice: if you don’t know where you are going, any road will get you there.”

~Online Questionnaire

“An efficient, no-frills system is what we need.”

~Online Questionnaire (translated from French)

“We need to bear in mind that our population is aging and that the strategy selected should accommodate people who have difficulty getting around.”

~Online Questionnaire (translated from French)

## Section 4 – Next Steps

The study conclusions and recommendations regarding the Strategy will be made public in late 2010 or early 2011.

To receive project updates or notices of upcoming consultation activities, please visit the Strategy's website: [www.interprovincial-transit-strategy.ca](http://www.interprovincial-transit-strategy.ca) or [www.strategie-transportcollectif-interprovincial.ca](http://www.strategie-transportcollectif-interprovincial.ca).

All other inquiries about the Strategy can be directed to the National Capital Commission:

NCC Contact Centre:

[info@ncc-ccn.ca](mailto:info@ncc-ccn.ca)

Tel: 613-239-5000 or 1-800-465-1867 (toll-free)

TTY: 613-239-5090 or 1-866-661-3530 (toll-free).