

Questions and Answers

OC Transpo Confederation O-Train LRT transition

Q: When will the Confederation O-Train LRT line commence operation?

A: The City of Ottawa and OC Transpo have indicated that the new Confederation O-Train LRT line should be operational in the first quarter (January-March) of 2019.

Q: Will I be able to use OC Transpo buses and O-Trains when the new Confederation LRT line starts?

A: Yes. In order to use OC Transpo services, outside of Rural Partner services like ATS, you must purchase a product directly from them. O-Train use requires a Presto smartcard or electronic ticket while buses will use those and also offer a cash fare option. You may visit the OC Transpo website to see what products/services they offer as well as how to use them: www.octranspo.com

Q: Will a reduced or funded monthly pass be available to ATS passengers when the Confederation LRT line starts?

A: Unfortunately, no. OC Transpo has indicated that they will universally remove the subsidized component of monthly passes for all Rural Partners when the Confederation LRT line commences operation. For those who wish to use OC Transpo buses or O-Trains you will be required to purchase a product/service directly from OC Transpo. Rural Partners, like ATS, run independently of OC Transpo and therefore charge separately for services. You may see what products/services are available to purchase and their cost at the following OC Transpo web page: www.octranspo.com/tickets-and-passes

Q: Will ATS be reducing their monthly fee to compensate for increased OC Transpo monthly pass fees?

A: No. ATS will not be reducing its monthly pass fees. Through the Rural Partner agreement with OC Transpo, ATS had been able to absorb the \$6.00 funded cost per monthly paper pass issued to passengers within its price structure. We will not be able to absorb the full cost of our passenger's monthly OC Transpo passes and expect to cover costs of operations, which to date have been running at a loss.

Q: Can ATS become a Presto smartcard user with OC Transpo?

A: Not at this time. ATS had inquired if we could be included in the OC Transpo Presto smartcard program in the hopes of seeking a reduction in fees for our clients. We were told that current partners like Algonquin College and the University of Carleton do subscribe and offer a reduced pass to students. In future, Rural Partners may be considered for a similar solution but not at this time.

Q: What Rural Partnerships remain with OC Transpo once Confederation O-Train LRT starts?

A: OC Transpo and the City of Ottawa will continue to permit Rural Partners, including ATS, to use transitways and remaining bus lanes and bus stops. They will also continue to offer online and printed advertisement of our routes. The only component that will be removed will be the subsidizing/funding of monthly passes.

Q: Will OC Transpo expand services to outlying communities?

A: OC Transpo has made no indication that they will be expanding operations to include areas outside of the city of Ottawa. Decades ago there was considerations and actions toward doing so. In the end, the exorbitant cost and risks associated with operating so far from main operations was not supportable. Rural Partners filled some of those gaps in the hope to expand serviced areas without taking on the associated costs and responsibilities by the city of Ottawa and what we now know as OC Transpo.

Q: What can I do to express my concern about the changes?

A: ATS suggests that you contact OC Transpo's Customer Service to voice your concerns at: <https://customerfeedback.octranspo.com/>