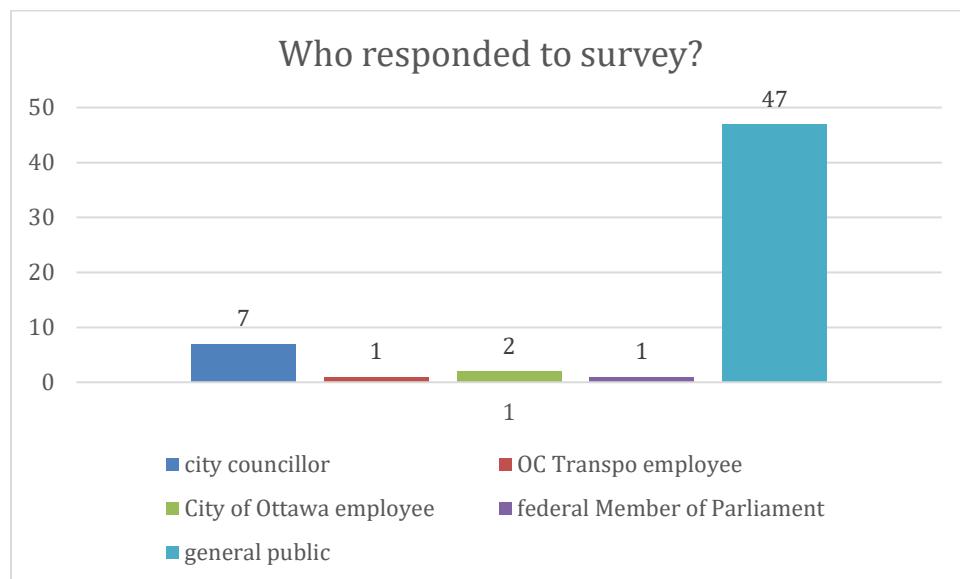


Transit Challenge 2020 survey

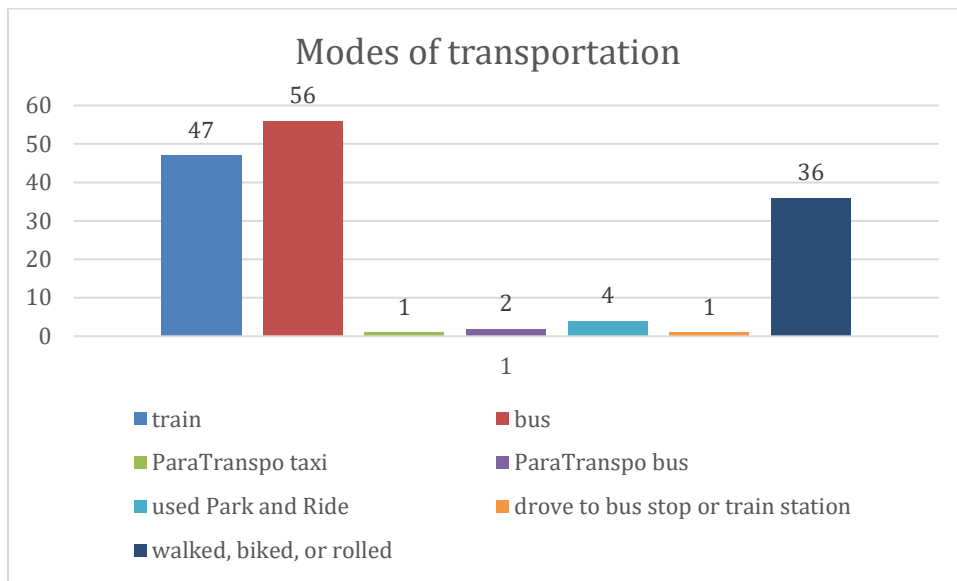
End survey - Transit Challenge 2020 / Sondage de fin- Défi transport 2020

Congratulations, you completed Transit Challenge 2020! Please take a moment and help us gather some data! / Félicitations, vous avez relevé le Défi 2020 pour les transports en commun ! Pouvez-vous prendre un moment pour nous aider à recueillir des données?

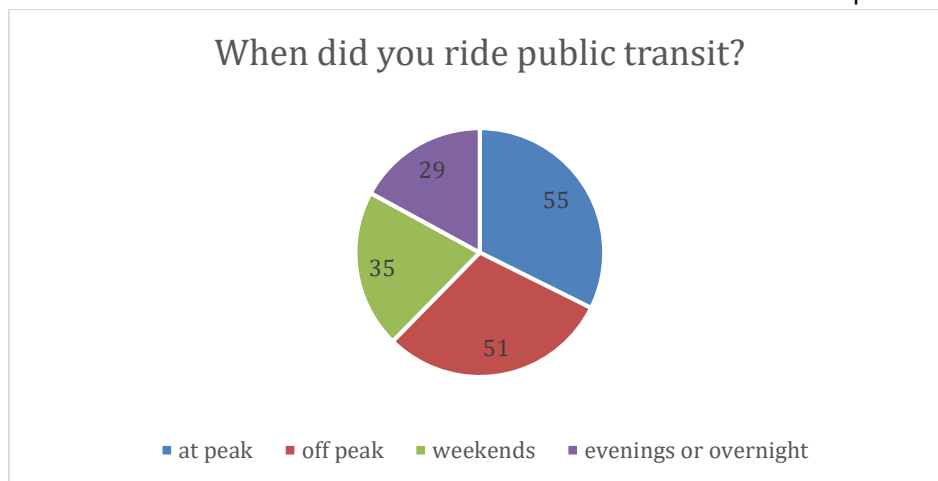
1. Identification (select the best option / choisir la meilleure option):
 - a. A city councillor / Un conseiller/conseillère municipal
 - b. OC Transpo employee / Employé(e) de OC transpo
 - c. City of Ottawa employee / Employé(e) de ville d'Ottawa
 - d. A Member of Provincial Parliament / Un(e) membre du parlement provincial
 - e. A federal Member of Parliament / Un(e) membre du parlement fédéral
 - f. A member of the general public / Un(e) membre du public
 - g. Share your postal code? (Optional) / Partagez votre code postal ? (facultatif)



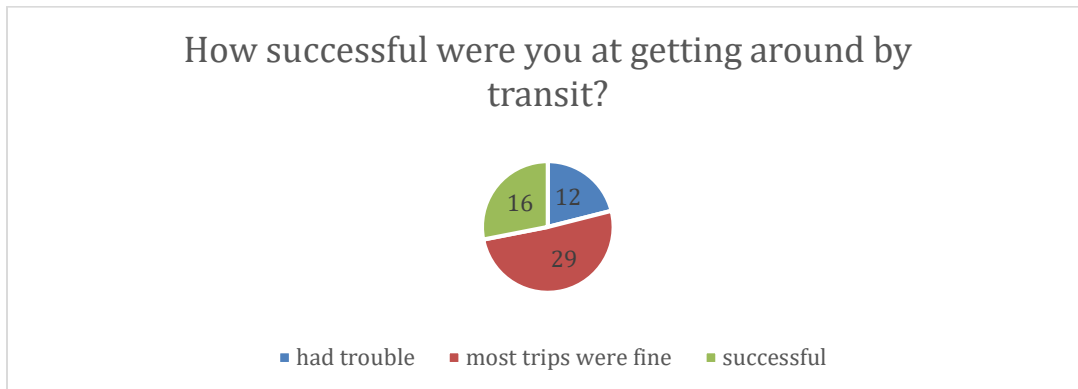
2. Travel (select as many as apply) / Voyages (sélectionner tout ceux qui s'appliquent):
- I took the train / J'ai pris le train
 - I took the bus/ J'ai pris le bus
 - I took ParaTranspo (taxi) / J'ai utilisé ParaTranspo (taxi)
 - I took ParaTranspo (bus) / J'ai utilisé ParaTranspo (bus)
 - I used Park and Ride / J'ai utilisé les Parcs-o-bus
 - I walked, biked, or rolled to the bus or train / J'ai marché, fait du vélo ou roulé jusqu'au bus ou au train



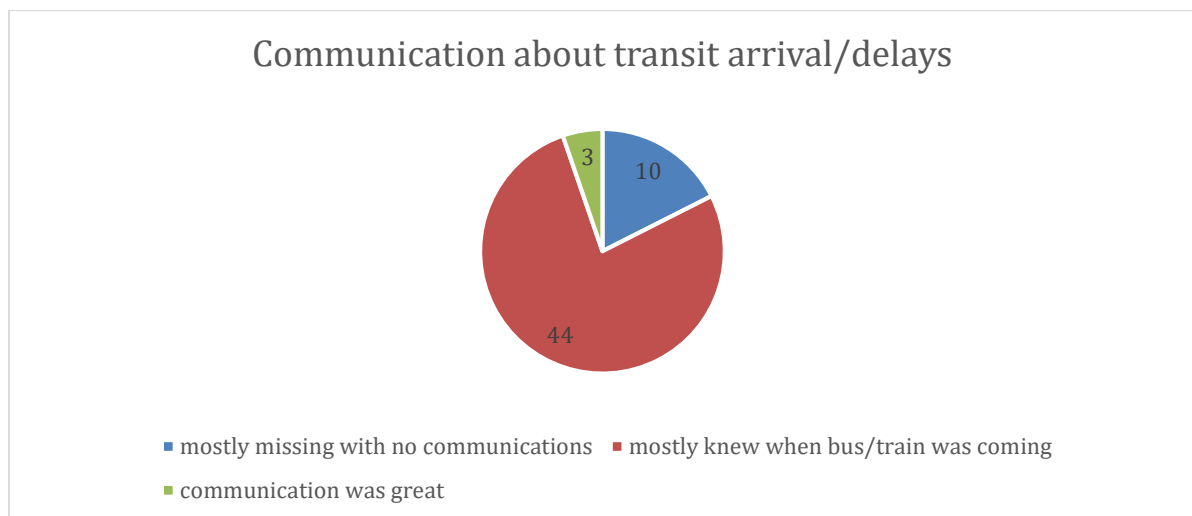
3. Travel times / Temps de voyage:
- At peak / Heures de pointe
 - Off peak / En dehors des heures de pointe
 - Both / Les deux
 - Weekends
 - Evenings or overnight / En soirée ou durant la nuit
 - Other comments on travel times? / Autres commentaires sur les temps de voyage ?



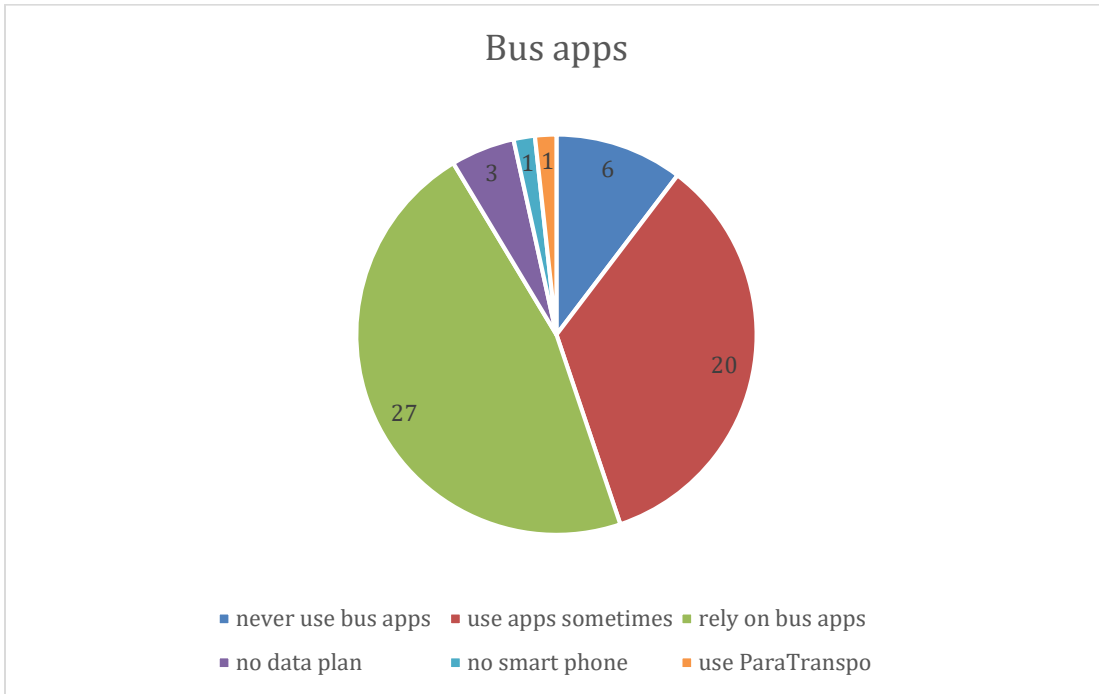
4. Service levels / Niveaux de service:
 - a. I had trouble making all my trips by transit / J'ai eu du mal à faire tous mes voyages en transport en commun
 - b. I made most of my trips by transit / J'ai fait la plupart de mes voyages en transport en commun
 - c. I successfully took transit everywhere / J'ai réussi à utiliser le transport en commun pour me rendre partout
 - d. What's one thing that would've made the week easier for you? / Si vous pourriez nommer une chose qui vous aurait facilité la semaine, qu'est ce que ça aurait été?



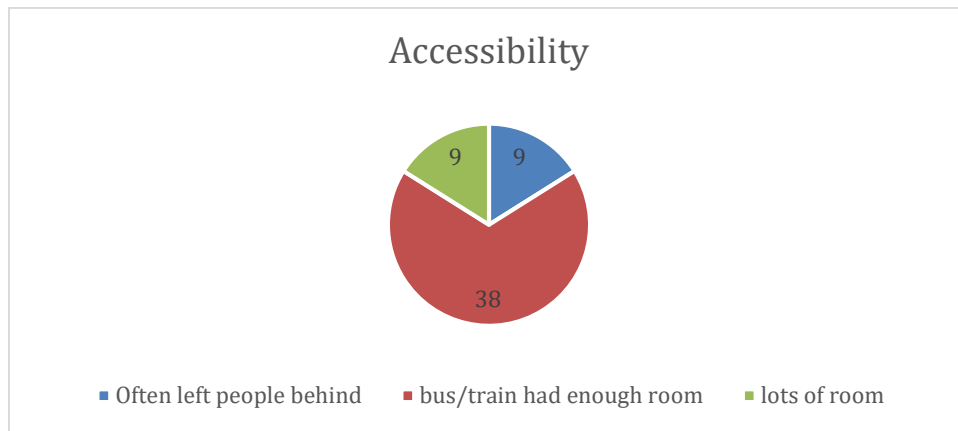
5. Communications (e.g. information about bus stops/schedules, delays, and cancelled buses) / Communications (par exemple, informations sur les arrêts/les horaires de bus, les retards et les bus annulés) :
 - a. My bus/trains/Para were mostly missing with no communications / Mes bus/trains/Para ont pour la plupart disparu sans aucune communication
 - b. I mostly knew when my bus/train/Para was coming / J'ai surtout su quand mon bus/train/Para allait arriver
 - c. Communication about my bus/train/Para choices was great / La communication sur mes choix de bus/train/para a été excellente



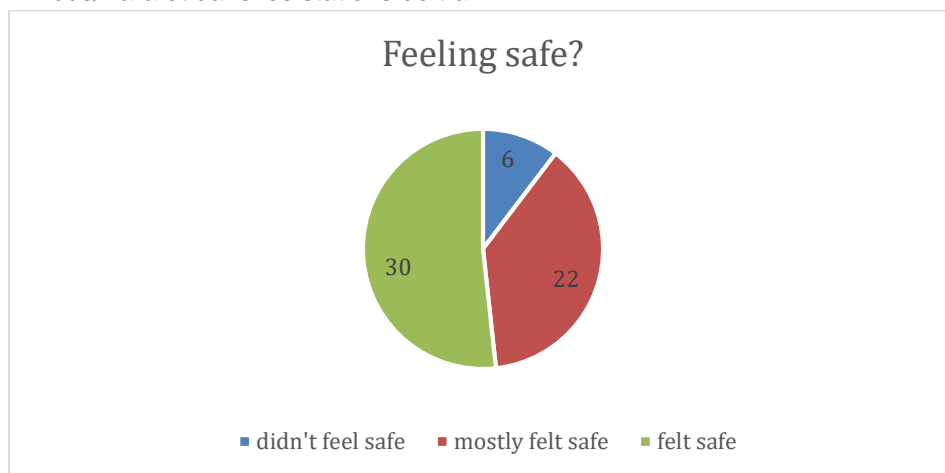
6. Bus apps / Applications de bus :
- a. I never use bus apps or smartphone software to find out transit information / Je n'utilise jamais d'applications pour les bus ou de logiciels pour smartphones pour trouver des informations sur les transports
 - b. I don't have a cell phone / Je n'ai pas de téléphone portable
 - c. I don't have a data plan / Je n'ai pas de plan de données
 - d. I use apps some of the time / J'utilise des applications de temps en temps
 - e. I rely on apps to get around / Je compte sur les applications pour me déplacer
 - f. I use ParaTranspo and have no app / J'utilise ParaTranspo et je n'ai pas d'application



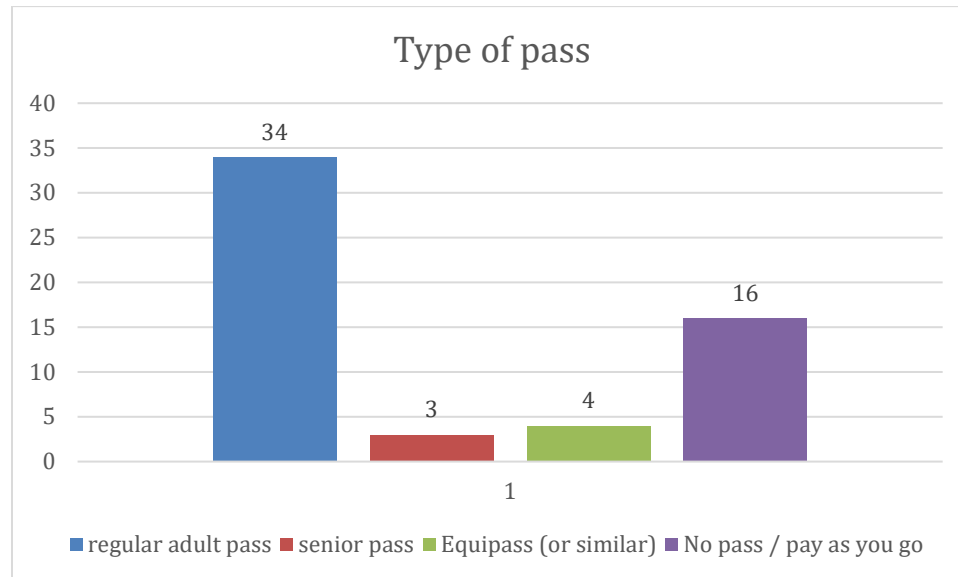
7. Accessibility (ParaTranspo, buses, or train) / Accessibilité (ParaTranspo, bus ou train) :
- My bus/train often left people behind who were using wheelchairs, walkers, or strollers / Mon bus/train ne permettait pas à ceux qui utilisaient des fauteuils roulants, des déambulateurs ou des poussettes d'utiliser leurs services
 - My bus/train had room for wheelchairs, walkers, and strollers most of the time / Mon bus/train avait de la place pour les fauteuils roulants, les déambulateurs et les poussettes la plupart du temps
 - There was lots of room on my bus/train for wheelchairs, walkers, and strollers / Il y avait beaucoup de place dans mon bus/train pour les fauteuils roulants, les déambulateurs et les poussettes



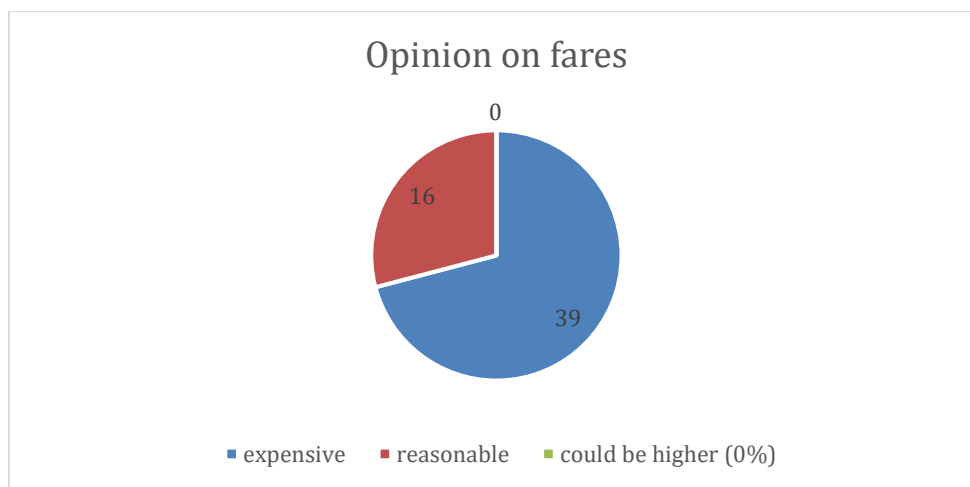
8. Safety (e.g. weather issues, flooring at stations, proper lighting, and harassment on bus/train) / Sécurité (par exemple, questions météorologiques, revêtements de sol dans les gares, éclairage adéquat et harcèlement dans les bus/trains) :
- I didn't feel safe at bus/Para stops and LRT stations / Je ne me sentais pas en sécurité aux arrêts de bus/Para et dans les stations de train
 - I mostly felt safe at bus/Para stops and LRT stations / Je me sentais surtout en sécurité aux arrêts de bus/Para et dans les stations de train
 - I felt safe at bus/Para stops and LRT stations / Je me sentais en sécurité aux arrêts de bus/Para et dans les stations de train



9. What kind of pass do you have? / Quel type de laissez-passer avez-vous ?
- Regular adult pass / Laissez-passer ordinaire pour adulte
 - Senior / Aîné
 - Equipass (or other pass for low income residents) / Equipass (ou autre laissez-passer pour les résidents à faibles revenus)
 - Child / Enfant
 - No pass or pay-as-you-go / Pas de laissez-passer ou paiement à chaque utilisation



10. Bus fares / Tarifs des bus :
- I found the fares expensive / J'ai trouvé les tarifs chers
 - The fares were reasonable / Les tarifs étaient raisonnables
 - The fares could be higher / Les tarifs pourraient être plus élevés
 - Other comments on fares / Other comments on fares? / Autres commentaires sur les tarifs ? [text box]



Comments

I avoided peak times with the train because I'm afraid of getting stuck

ParaTranspo NEEDS to extend operating hours until 1AM weekends!!

My commute to work was mostly OK, but I still would prefer biking when the weather changes. It would take a miraculous effort for the executives at OC Transpo to change my conviction.

I took an Uber to a transit station.

I biked to main transitway stations because I lack confidence in local routes and I can bike faster than local Vanier buses.

Number #6 in either direction is a REPEAT No Show.

I consider the 88 bus arrival times on Saturday for grocery shopping were more fortunate this week than I am accustomed to. Travel times Kanata and Barrhaven are a challenge at best unless there is a peak point bus.

The Equipass fares are fine though I'm not currently riding enough to use the full monthly pass. I can't imagine paying the full amount, however. At the moment, I can walk to work, and I am glad of it. I've only been on the train during rush hour once this week, for three stops (uOttawa to Lyon) at 7:48 am and I was concerned I wouldn't be able to find a space. That train would have been very difficult for anyone who needed accessible seating.

For what we get compared to comparable cities, it is expensive.

Great initiative.

Appreciate the senior pass thanks!

Local bus routes. Extend travel time / too many connections (min is 2, typical is 3).

Just want to add that I don't have a data plan but I do use an app on my phone in the morning before leaving the house. Love it. I wish there was wifi inside the Tunney's terminal.

I also got dropped off at a train station when I carpoled with a family member who was going in that direction.

The fare is reasonable when the bus is on time.

Given the atrocious service, it's time for a fare strike!

We need to transition to fare-free transit.

Bus driver don't expect kids under 12 to pay. You have to ask them to pay for the kids. Why not make it official that kids under 12 are free!

I've lived in Toronto where the monthly was much higher, but the service is more comprehensive. It's frustrating to pay this much money for a bus that may or may not show up or for a train that may break down.

Was denied a safe stop on bus 88, my phone was dying though so I didn't get a record of the details.

Three trips were delayed by train problems, missing buses.

Travel times are longer than before LRT, especially the return trip to Kanata, buses leave early or arrive late at Tunney's or are cancelled.

Only one time during peak and going in the opposite direction to most.

The bus is way too expensive especially for short trips and off peak trips. Charge lots at peak but don't charge \$7 for my off peak trip to a local doctor.

Too high for the unreliable service.

The City needs a zone based fare system or distance based fare system.

Transit should be free; car use should be fined/taxed.

Fares are too high for the service offered. I would be willing to pay more if the service provided remotely matched what OC Transpo says and what we were promised.

Monthly parking at my work is same cost as transit pass. I bus/train to work for the environment. But there are times when I am tempted to just drive.