

Questions and Answers

OC Transpo Confederation LRT transition

Q: When will the Confederation LRT line commence operation?

A: The City of Ottawa and OC Transpo have indicated that the new Confederation O-Train LRT line will be operational starting Saturday, September 14, 2019.

Q: With the start of the Confederation LRT line, will I be able to use it as well as OC Transpo buses and O-Trains?

A: Yes. In order to use OC Transpo services, outside of Regional Partner services like ATS, visit the OC Transpo website for options and details: www.octranspo.com/tickets-and-passes

Q: Will a reduced or funded monthly pass be available to ATS passengers?

A: Unfortunately, no. OC Transpo universally removed the subsidized component of monthly passes for all Regional Partners in April 2019.

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. Regional Partners were sought to fill 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/>