



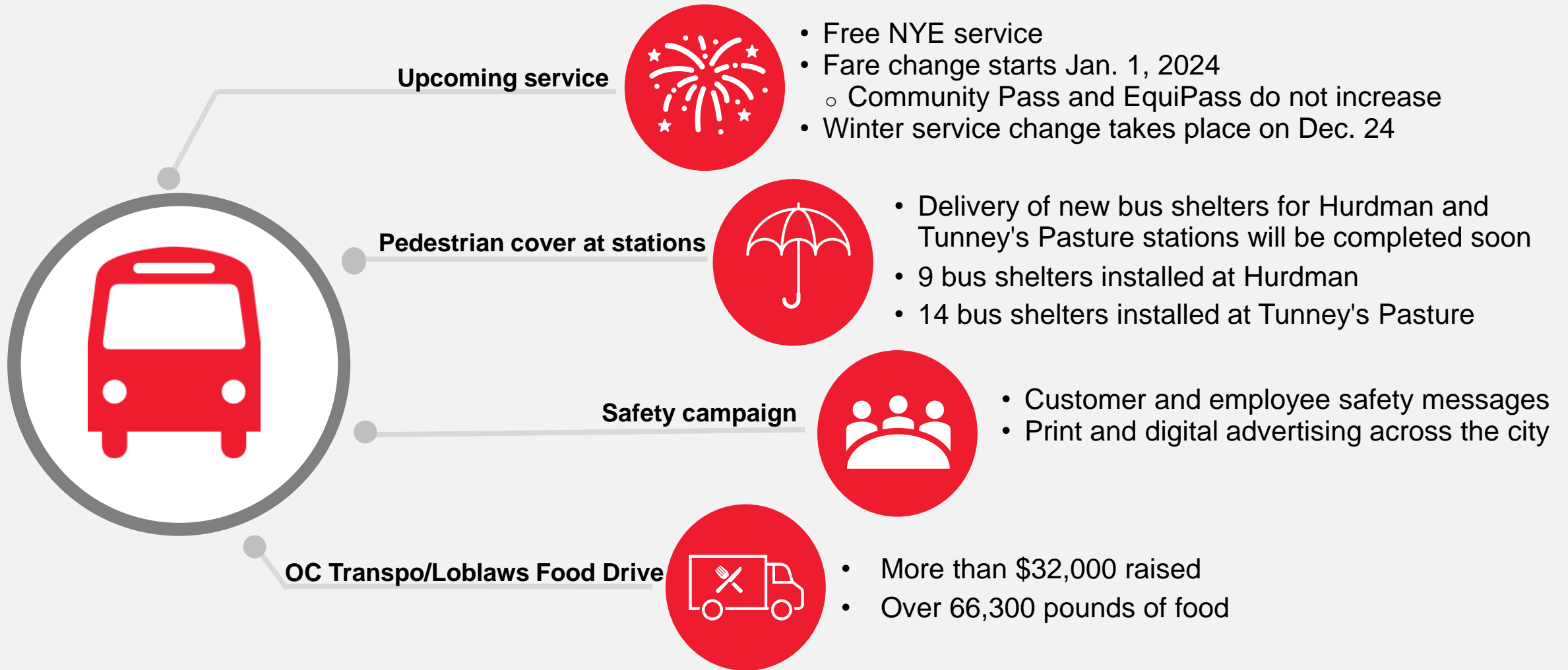
OC Transpo Update

Para Transpo, Rail and Bus

Transit Commission
December 14, 2023



GM updates



There's no prize for being first.

Keep it slow and steady.

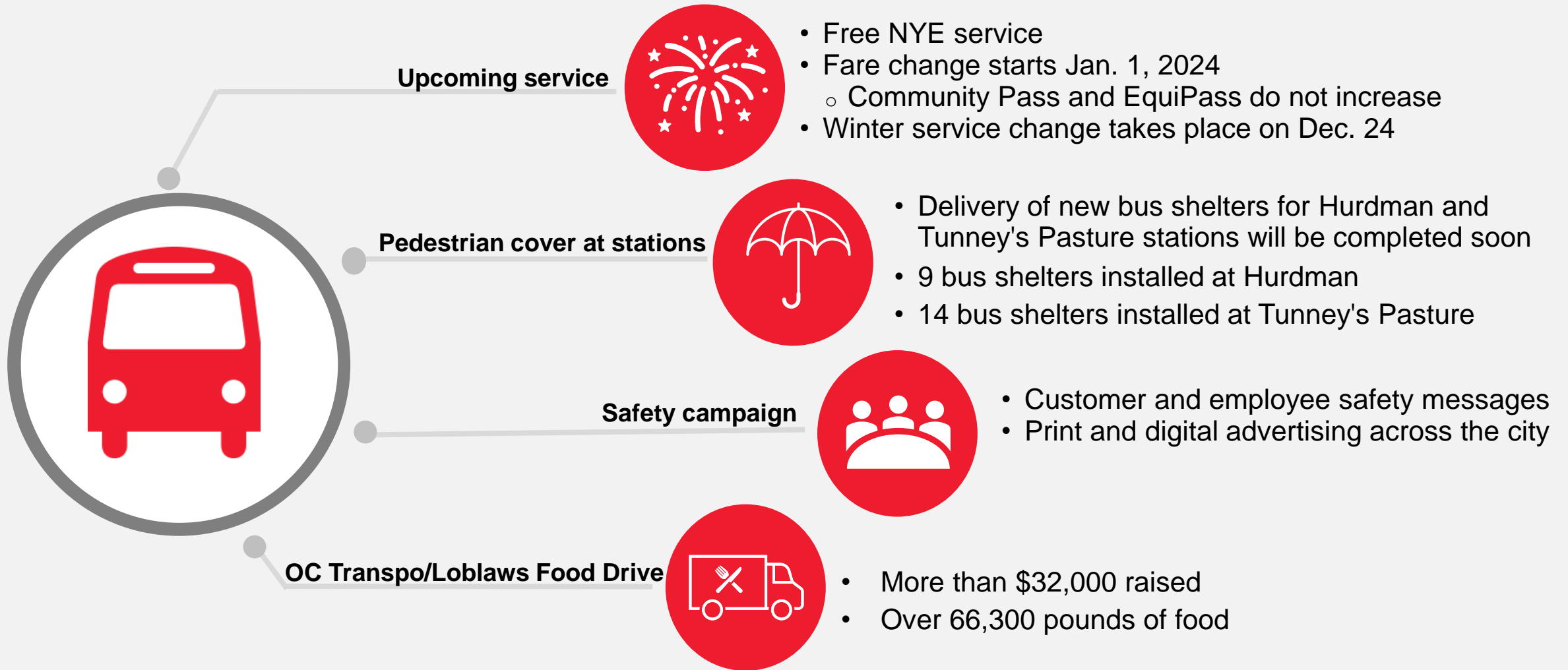


Operators deserve a safe ride too.

Respect your operator while on board.



GM updates





Riding 2023 into 2024



FARE TECHNOLOGY



ACTION PLAN



HIRING



ON-DEMAND



5-YEAR ROADMAP



ROUTE REVIEW



Ottawa

I DRIVE OUR CITY FORWARD.
YOU CAN TOO.

APPLY NOW
OC Transpo



West Portal Entrance
St. Laurent
to

On-Demand Engagement



On-Demand progress

- To ensure a successful launch, the pilot will begin in 2024
- Work in progress:
 - Testing of app and software
 - Continued engagement with stakeholders and customers
 - Training and regulatory requirements
 - Service simulation



Winter readiness

- Preparations for the upcoming winter start months in advance
- Review lessons learned and proactive enhancements that could be made
- Liaise with City partners including Public Works and Traffic Operations
- Review operating procedures for winter and severe storms for both bus and rail
- The Severe Storm Schedule pilot introduced last year is now part of standard operating procedures
- This year, the Line 1 severe storm procedure was updated based on lessons learned from 2023 winter season



Bus – severe storm schedule

- Severe Storm Schedule for buses is implemented on weekdays when 31 cm or more of snow is predicted to fall or under other severe weather conditions
- When a Severe Storm Schedule is in effect, bus service will follow a reduced schedule to provide a safer and more reliable service during major storms
- Many articulated buses will be replaced with 40-foot and double decker buses to improve service reliability
- Para Transpo service levels will not be reduced, but customers should still plan ahead and expect delays
- The plan is activated 39 hours in advance of a severe storm or 87 hours before if the storm is expected on a Monday
- This will be communicated to customers on all communication channels



Winter readiness: Line 1

- Implementation of winter readiness plan begins months in advance
- Proactive enhancements based on lessons learned from previous winters:
 - Improved process for communications, planning and coordination with RTM
 - Enhanced weather monitoring and forecasting
 - Additional monitoring in the field and remotely for electrical anomalies
 - RTM applying anti-icing solution to the OCS
 - RTM has procured a diesel-powered tow vehicle
 - Increased installation of winter carbon strips on vehicles
- Before each storm, an operations plan is developed and reviewed by OC Transpo and RTM teams



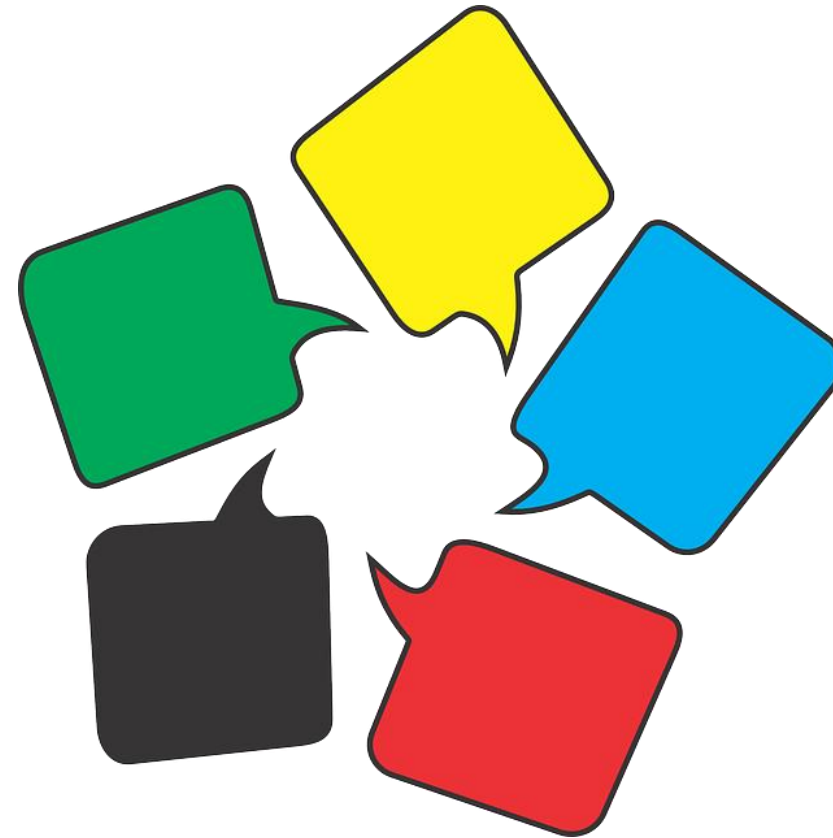
Line 1 severe storms

- Since the launch of the LRT there have been 50+ freezing rain events; two impacted operations
- Based on lessons learned we have adjusted our severe winter weather procedure for Line 1
- During freezing rain events:
 - Key areas will be monitored closely in the field and using cameras
 - RTM will monitor system power and train diagnostics
- During extreme winter weather:
 - Identify early that extreme weather conditions or forecasts may require adjustments to service
 - Service adjustments can include proactive suspension of service to specific segments or all of Line 1
 - Actions ensure the safety of staff and customers, the protection of track infrastructure and vehicles and quicker resumption of service



Winter Readiness: Communications

- **Goal:** Communicate early and often to help customers plan ahead and stay informed during severe weather
- Before the storm:
 - *Next Stop* blog post
 - Take-one brochure
 - Earned media
 - Website updates and video information
 - Service alerts and social media posts
 - Public service announcements
- During the storm:
 - Service alerts and social media posts
 - Information at stations and bus stops
 - Travel Planner updates



Real-time customer information update

- We have made recent improvements to OC Transpo real-time information:
 - All information channels (including Transit app, 560560 SMS, 560-1000 Interactive Voice Response [IVR], and Transit Information Screens) are now providing real-time information up to 30 minutes before a bus starts its route
 - Real-time information is now provided at the first stop, including at busy terminus stations like Tunney's Pasture, Hurdman and Blair
- OC Transpo continues to work toward a new GTFS-RT feed, coming in 2024



Transit app update

ACTIVITY	OCT. 2022	OCT. 2023
Riders opened Transit this month	60,197	95,168
Riders opened Transit on a given weekday	18,815	31,540
Number of times riders opened Transit this month	4,797,200	8,872,190
Downloads	2,621	5,767
Go Trips – step-by-step navigation with real-time locations	50,360	115,343



Transit will soon have additional benefits:

- Clearly marking all cancelled trips with a strikethrough
- New crowdsourcing capabilities with the GO feature
- Users can collect points and assist other customers



Wheel bearing issue update: Nut Pinning

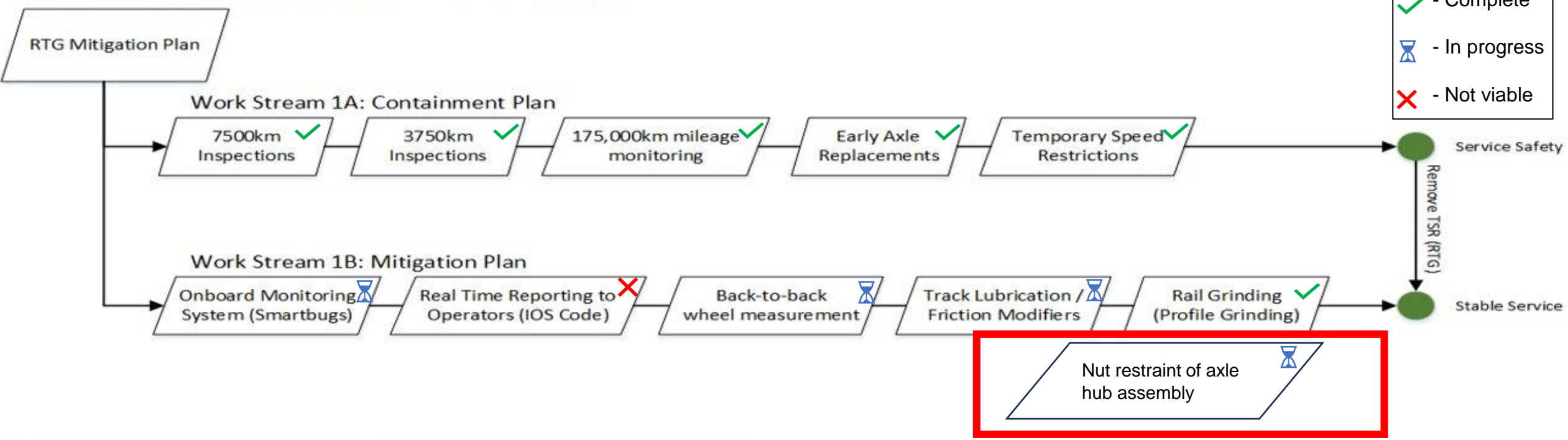
December 14, 2023



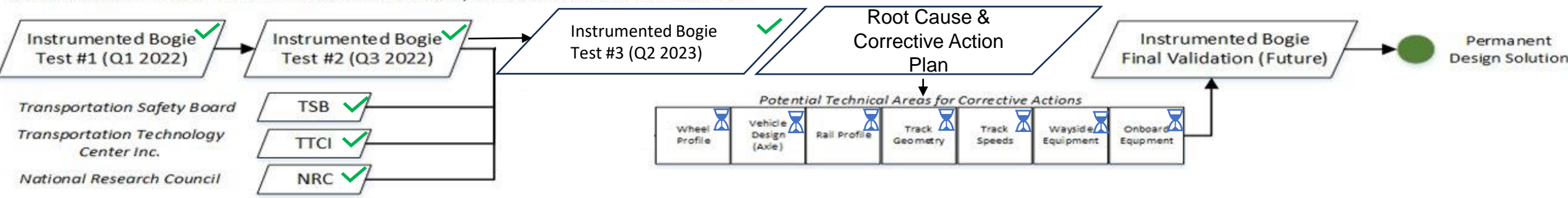
Introduction

- At the meeting of October 12, we covered in detail the axle failure mitigation and containment plans
- Work has been ongoing towards a permanent sustainable solution
- Today's update is on the work being done on additional containment measures for the wheel hub assembly

Work Stream 1: Axle Failure Mitigation & Containment Plan



Work Stream 2: Axle Failure Root Cause Analysis & Corrective Action Plan



Wheel hub assembly nut pinning

- Axle hub assemblies are currently required to be replaced every 60,000 km as part of the containment plan outlined in the Alstom Safety Note
- This is complicated by supply chain issues and requires the careful management of the fleet to sustain service, including the use of single-car trains
- RTG and Alstom proposed adding pins to the restraining nut on the axle hubs to extend their useable life
- OC Transpo, TRA, RTG and Alstom have been analyzing the feasibility of the option

Nut pinning – next steps

- Advanced to a point where a train will be equipped with a set of axles with the nut pinning installed for testing
- Testing will take place in the coming weeks to collect data
- OC and TRA will assess the results of the testing and determine if full deployment can proceed
- An update will be provided regarding the assessment of the testing
- Successful testing may allow an increase in double-car trains to meet demand



Wheel hub assembly – safety


- The rigorous inspections and maintenance requirements outlined in the Safety Note remain in place as a containment measure until Alstom is confident the program can be altered
- A review of temporary speed restrictions will occur once changes to the infrastructure (restraining rails & top of rail lubrication) have been assessed through instrumented bogie testing

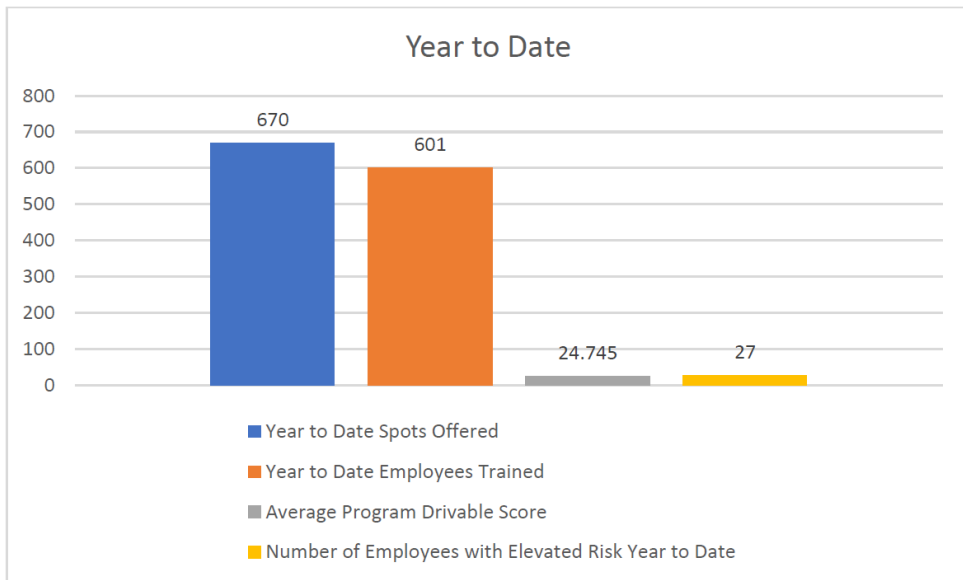


Performance indicators

Health and safety (YTD October 31, 2023)

Employee Injuries						Customer Injury Rate SMS Target: ≤ 1.036				
2020	2021	2022	2023 (YTD OCT)	2019		2020	2021	2022	2023 (YTD OCT)	
696	717	740	699		0.50	0.81	1.80	1.27	1.23	

		Vehicle Collision Rate				
SMS Target: ≤ 1.273		2019	2020	2021	2022	2023 (YTD OCT)
Total		1.88	1.38	1.40	1.87	2.45
≤ 0.69 Preventable		0.79	0.80	0.75	0.95	1.13



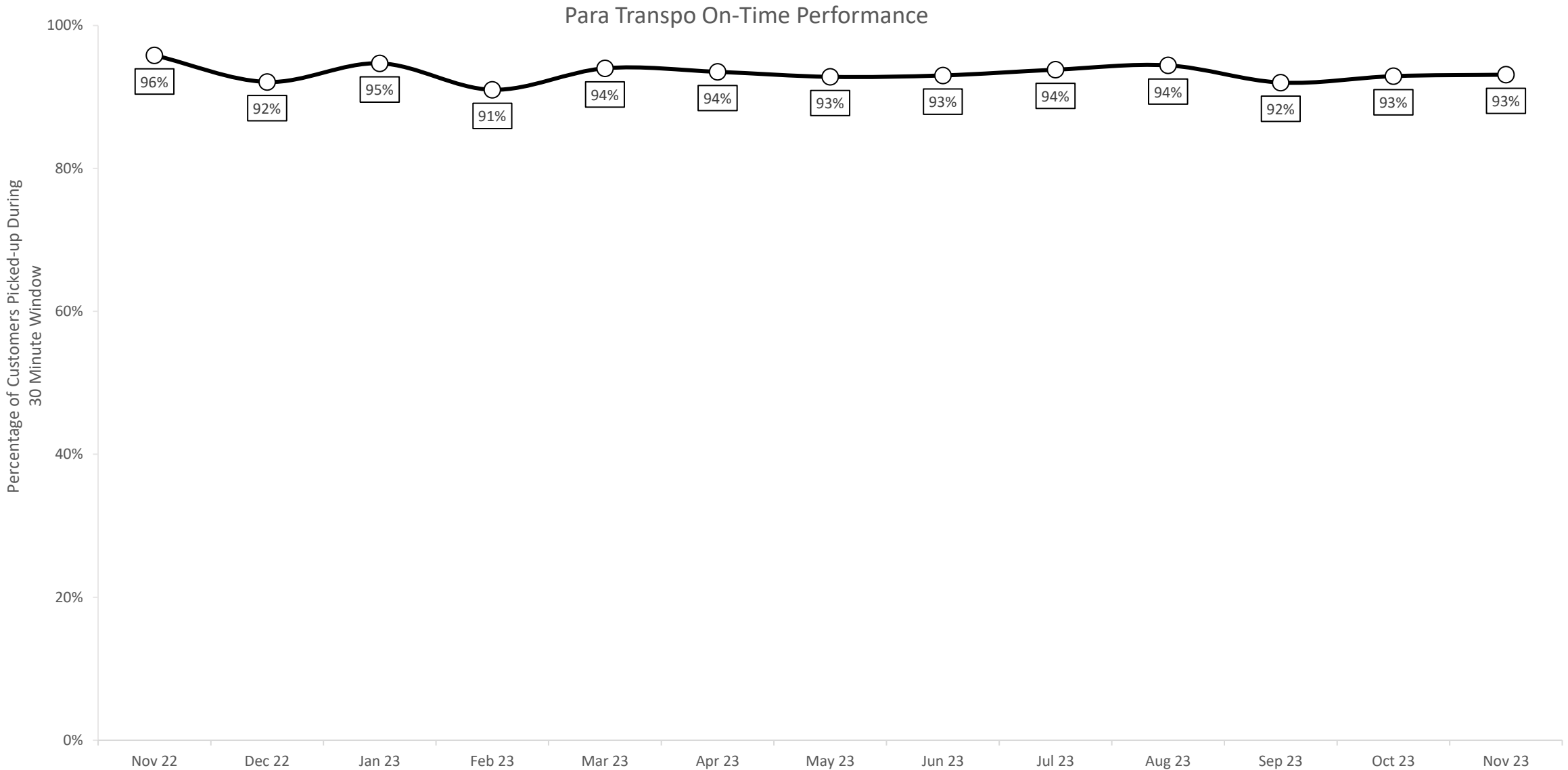
Employee Injuries + Customer Injury Rate

- 69 new injuries reported by employees (top three types: struck/caught, assault, stressful event)
- Customers injuries were unchanged from September at 1.23/million trips. Main reasons: Hard Brake Events, Bus in Motion

Vehicle Collision Rate

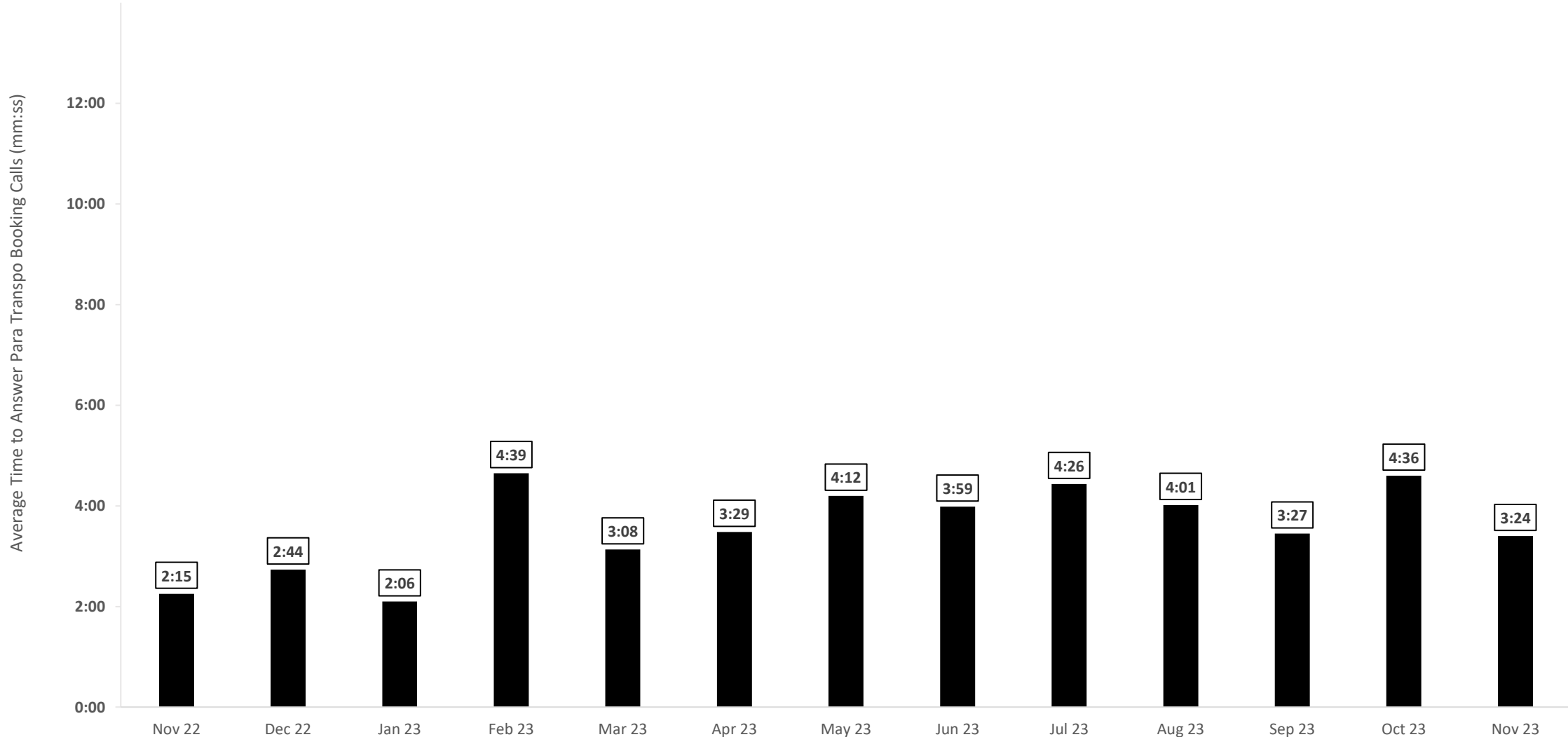
- The preventable rate at 1.13 collisions/100,000 kms is slightly lower than the September rate
- We continue to see an increase in the number of red-light infractions and issues with speeding
- Introduced one-day refresher training (19 June) for all OC Transpo employees required to operate vehicles
- Since that time, 601 drivers were trained, with 27 identified as needing additional skills building.

Para Transpo on-time performance



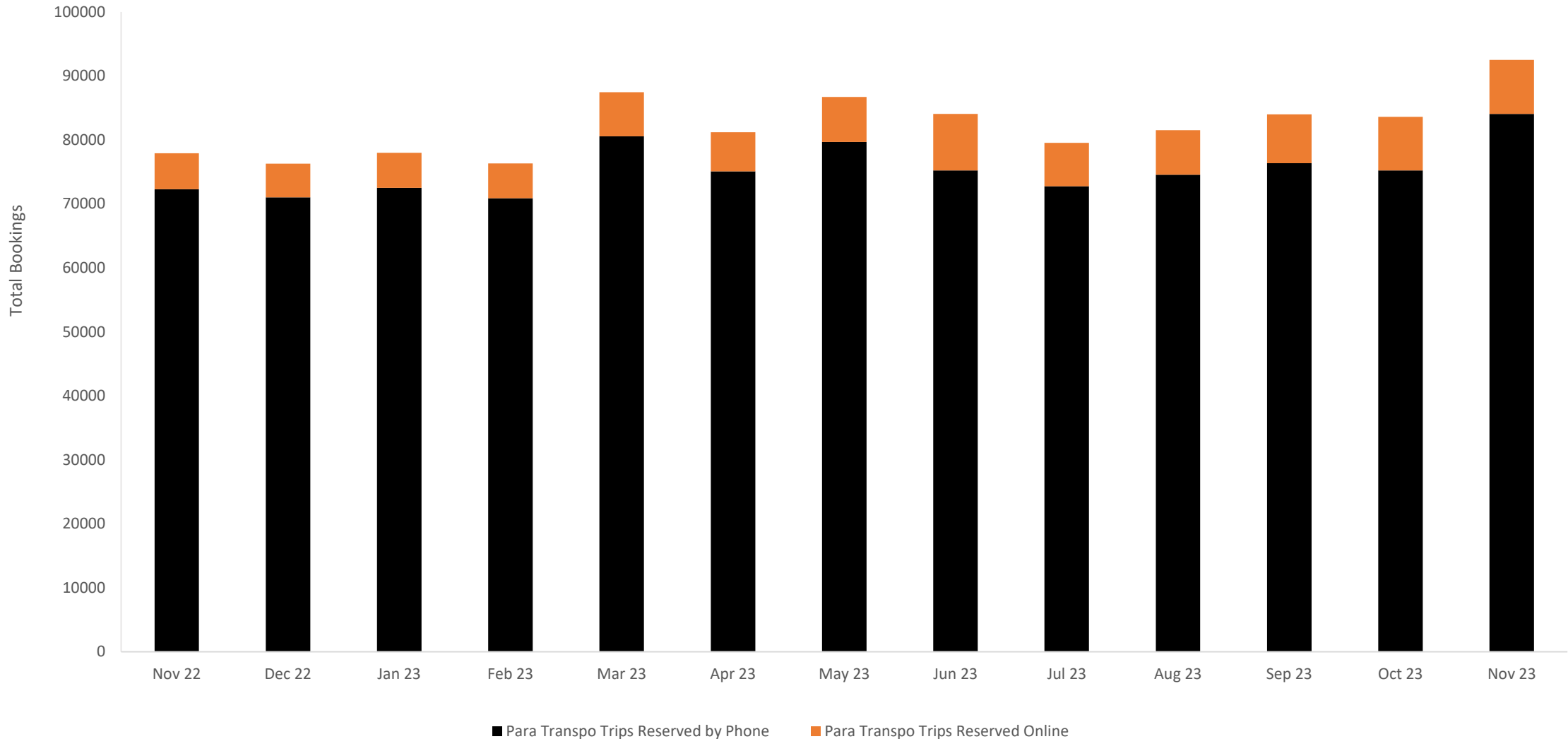
Para Transpo telephone booking line response times

Average Time To Answer Para Transpo Booking Calls



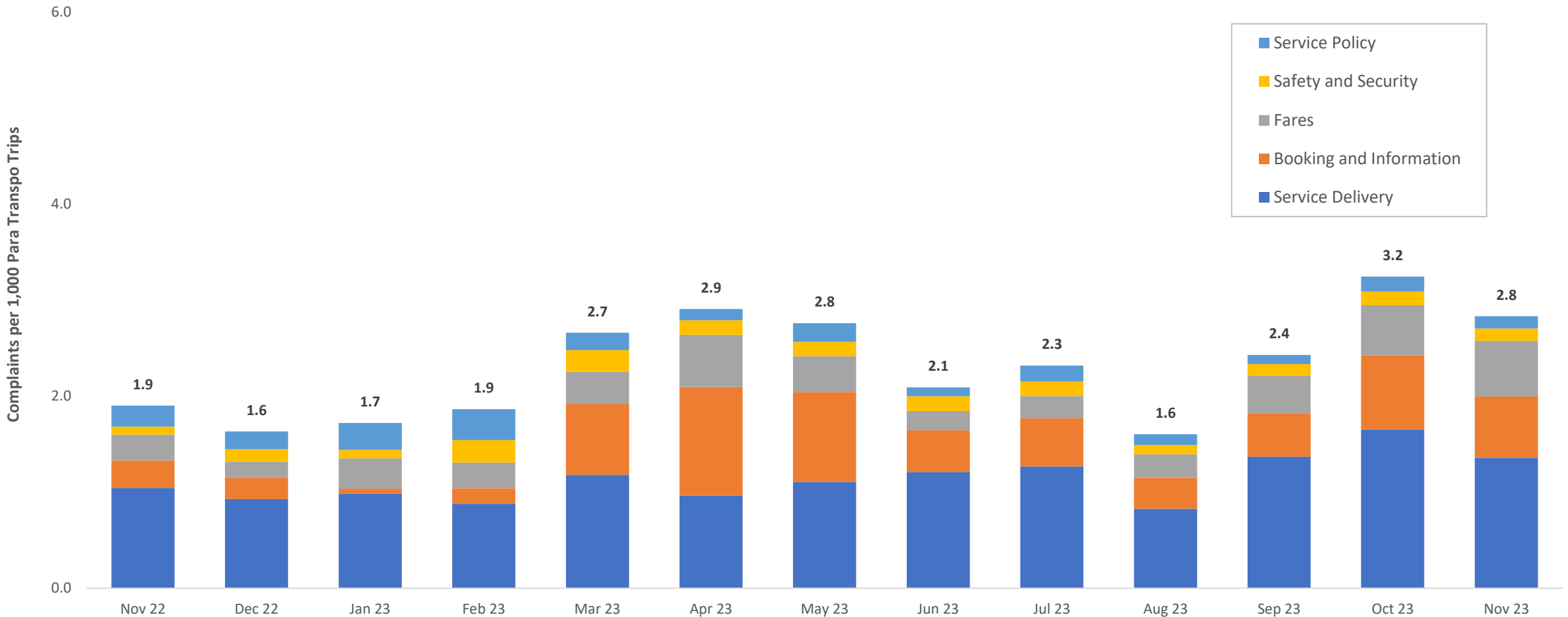
Para Transpo bookings by phone and online

Para Transpo Bookings by Mode of Booking



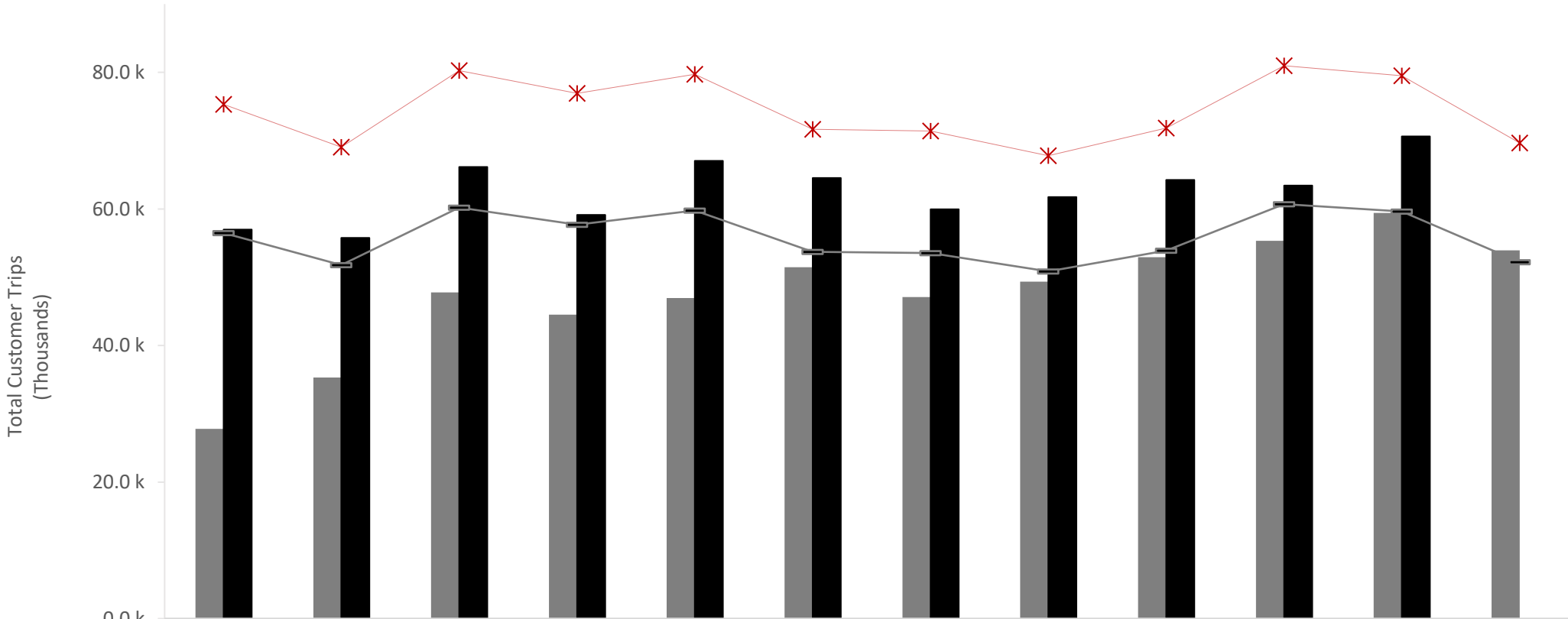
Para Transpo complaints by month and category

Para Transpo Rate of Complaints by Category



Para Transpo ridership

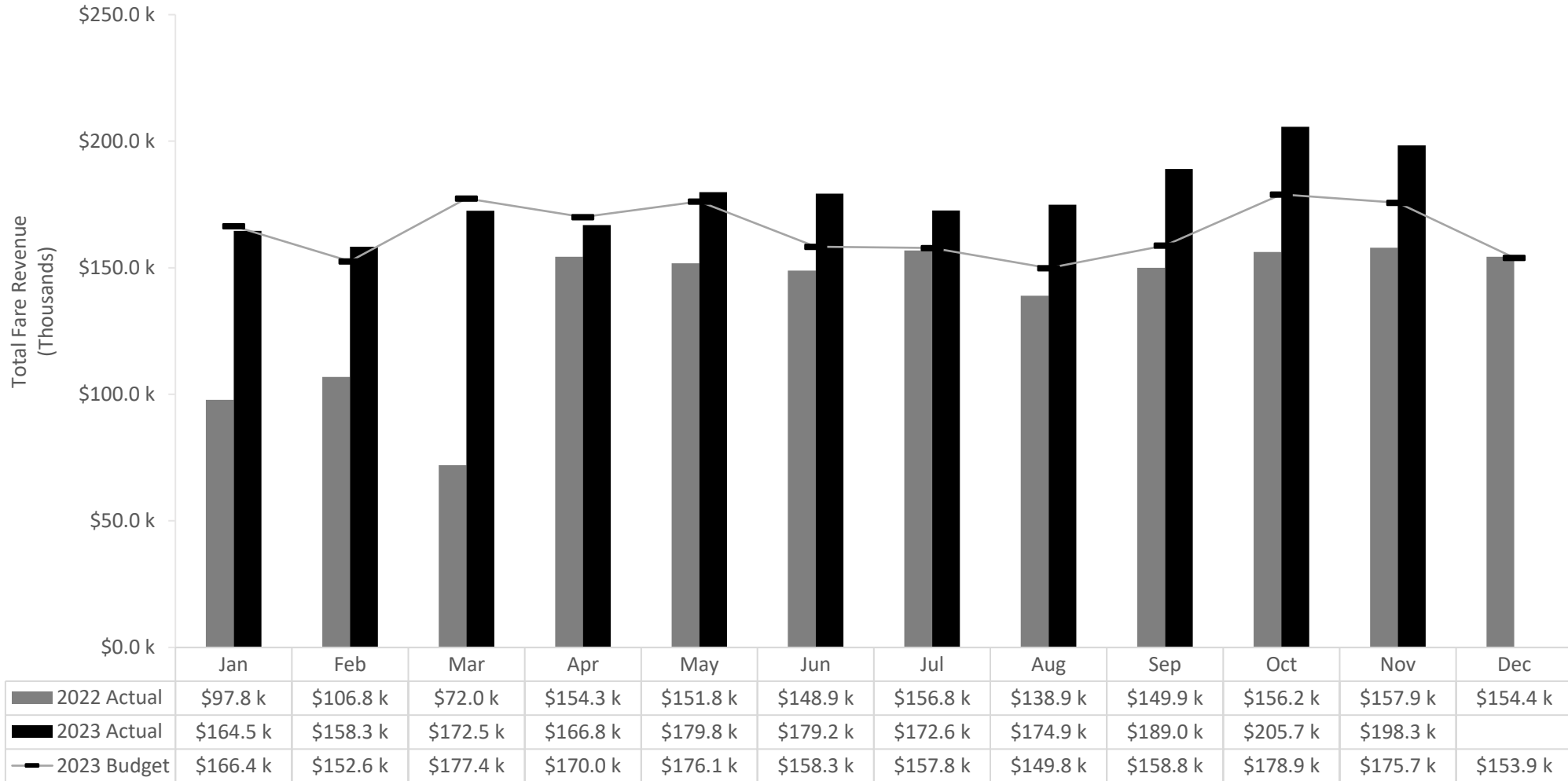
2023 Para Transpo Ridership



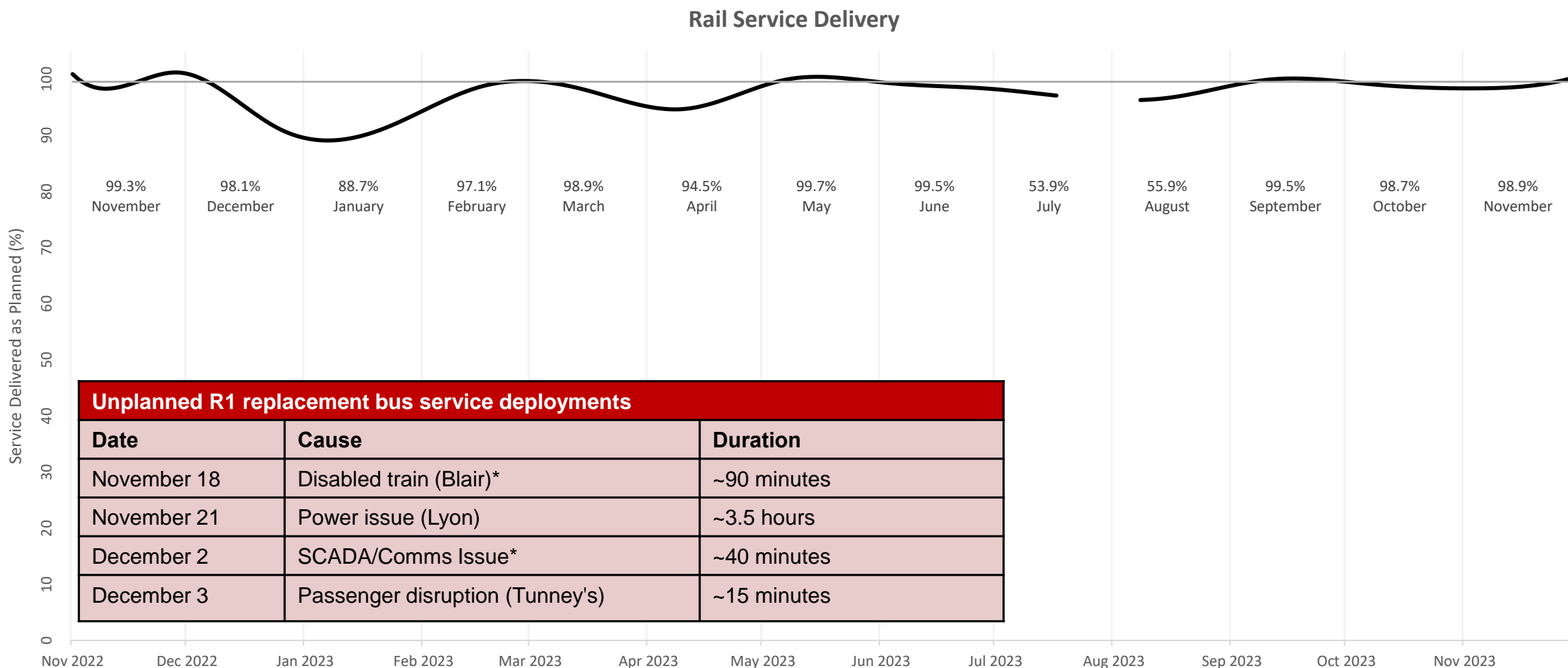
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022 Actual	27.8 k	35.3 k	47.8 k	44.5 k	47.0 k	51.5 k	47.1 k	49.4 k	52.9 k	55.3 k	59.4 k	53.9 k
2023 Actual	57.0 k	55.8 k	66.2 k	59.1 k	67.0 k	64.5 k	59.9 k	61.7 k	64.2 k	63.4 k	70.6 k	
2023 Forecast	56.5 k	51.8 k	60.2 k	57.7 k	59.8 k	53.7 k	53.6 k	50.9 k	53.9 k	60.7 k	59.6 k	52.2 k
2019 Actual	75.3 k	69.0 k	80.3 k	76.9 k	79.7 k	71.7 k	71.4 k	67.8 k	71.9 k	81.0 k	79.5 k	69.6 k

Para Transpo fare revenue

2023 Para Transpo Fare Revenue

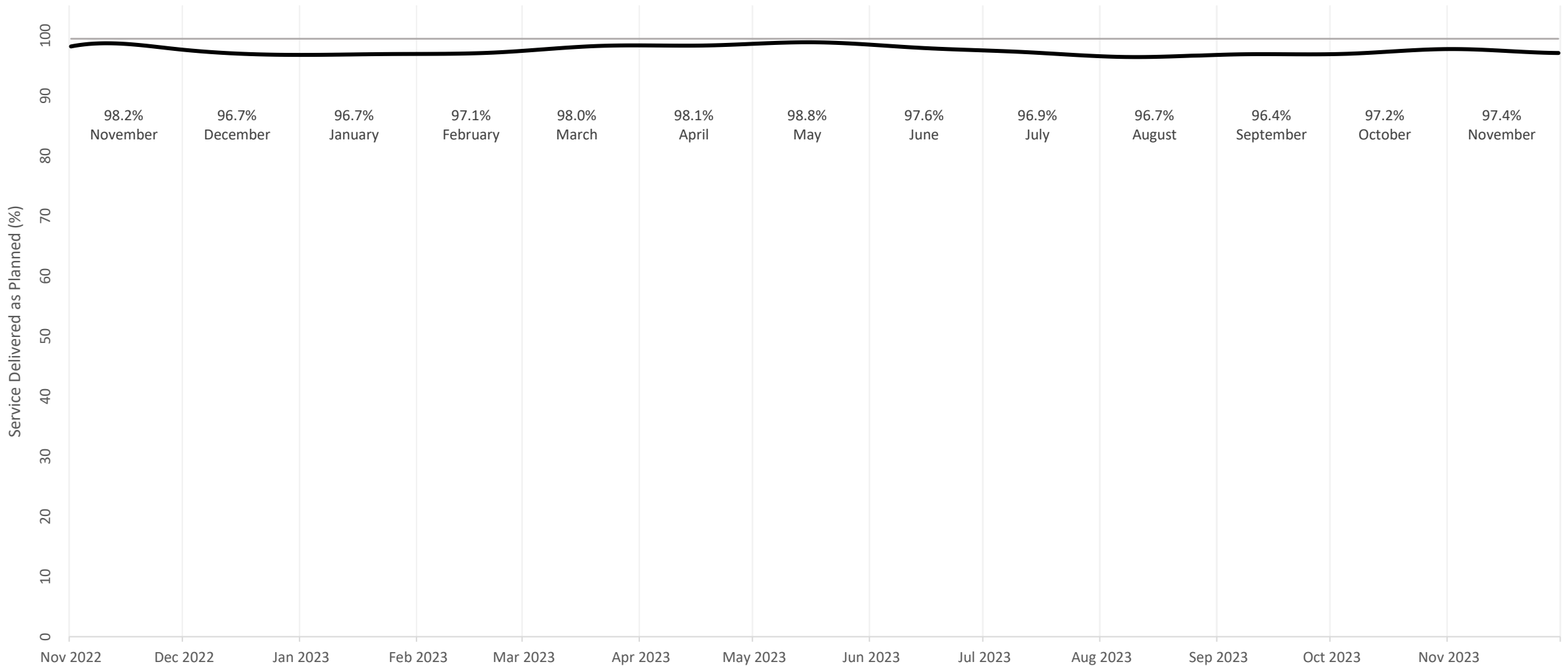


O-Train Line 1 service delivery



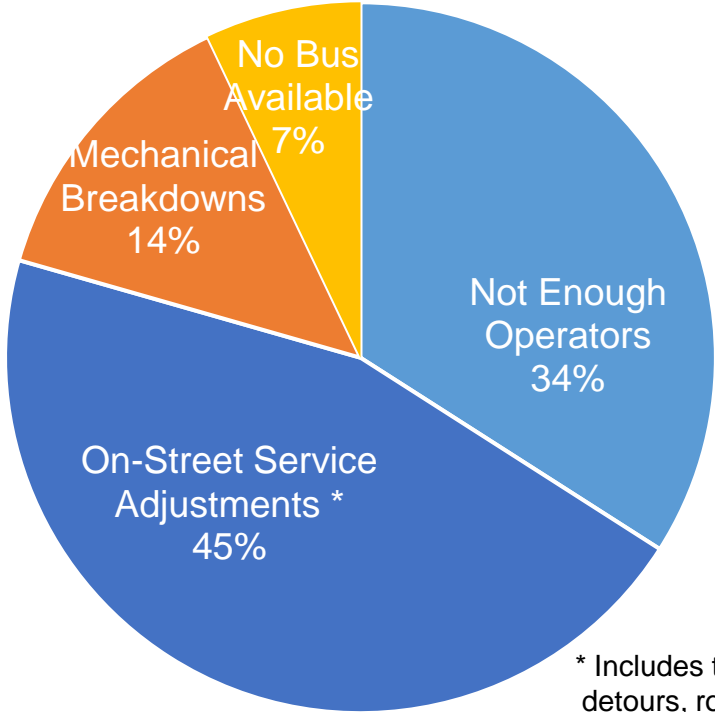
Conventional bus service delivery

Bus Service Delivery



Conventional bus service delivery – November 2023

On an average weekday in November, 204 out of 8,251 scheduled trips were not delivered



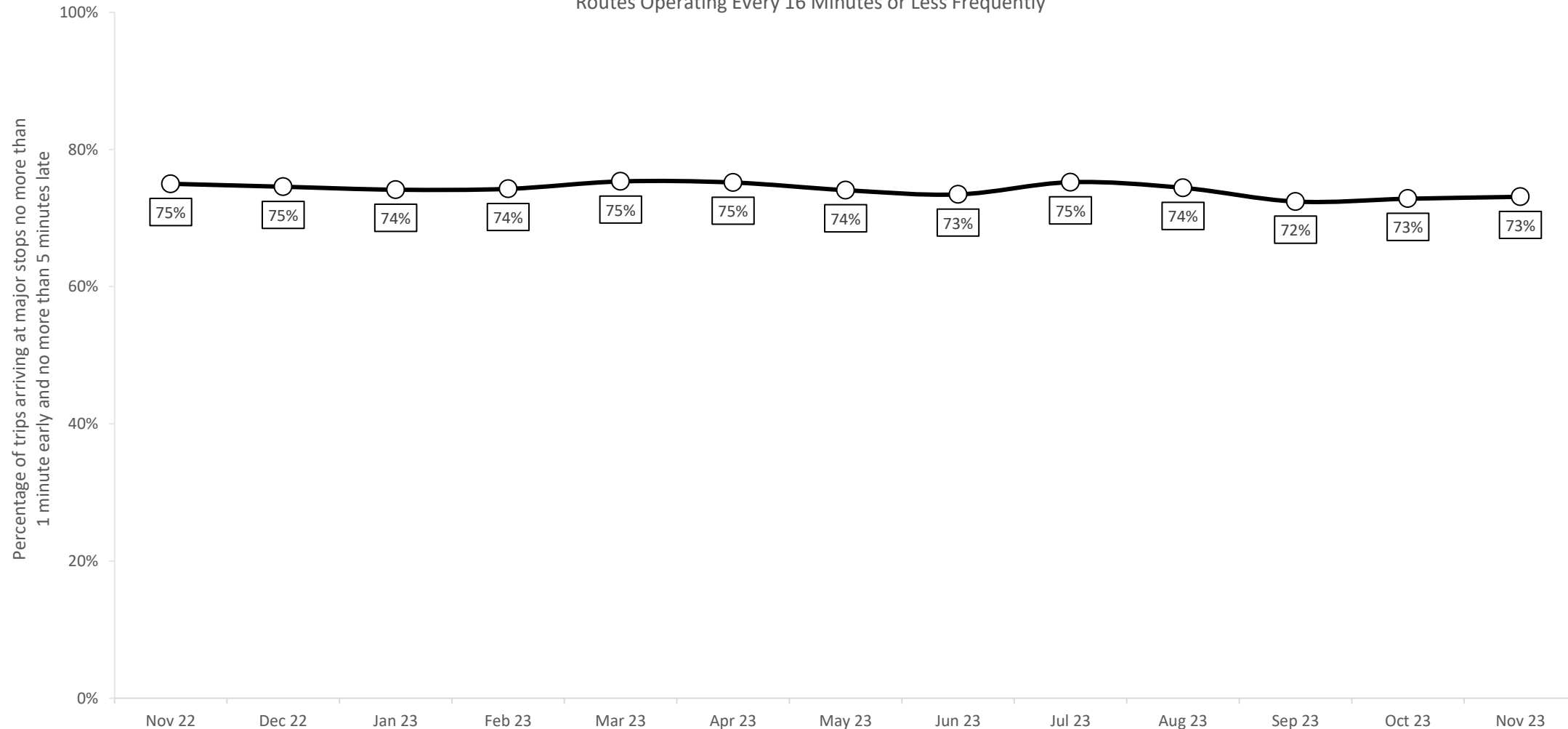
* Includes traffic congestion, detours, road closures, etc.

The below three routes had the most undelivered trips in the month of November.

Route	Undelivered trips (full month)	Scheduled trips (full month)	Trips delivered
O-Train Line 2 replacement buses	307	5,583	94.5%
12	221	4,559	95.2%
11	169	4,118	95.9%

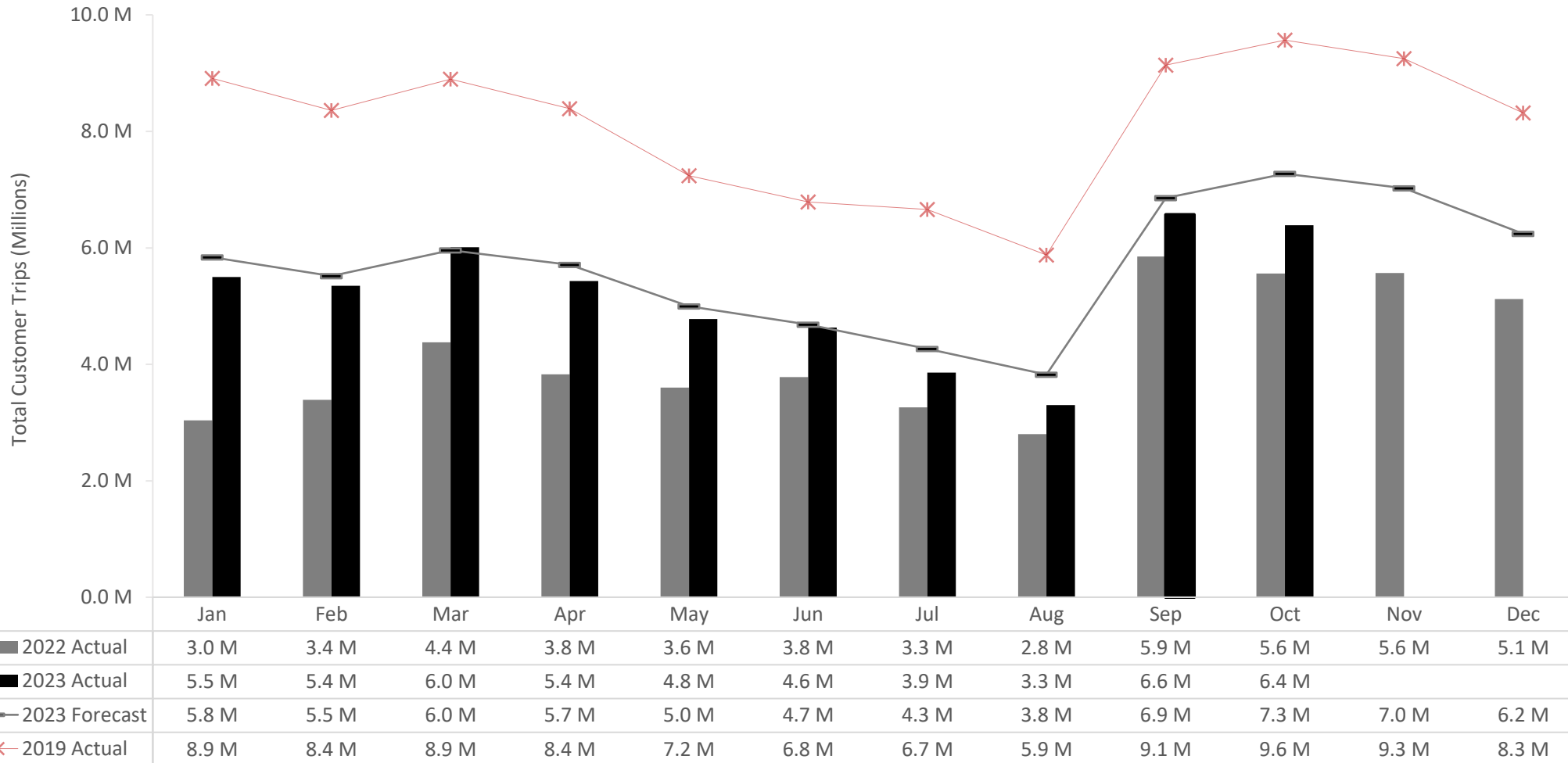
Conventional bus on-time performance

Conventional Bus On-Time Performance
Routes Operating Every 16 Minutes or Less Frequently



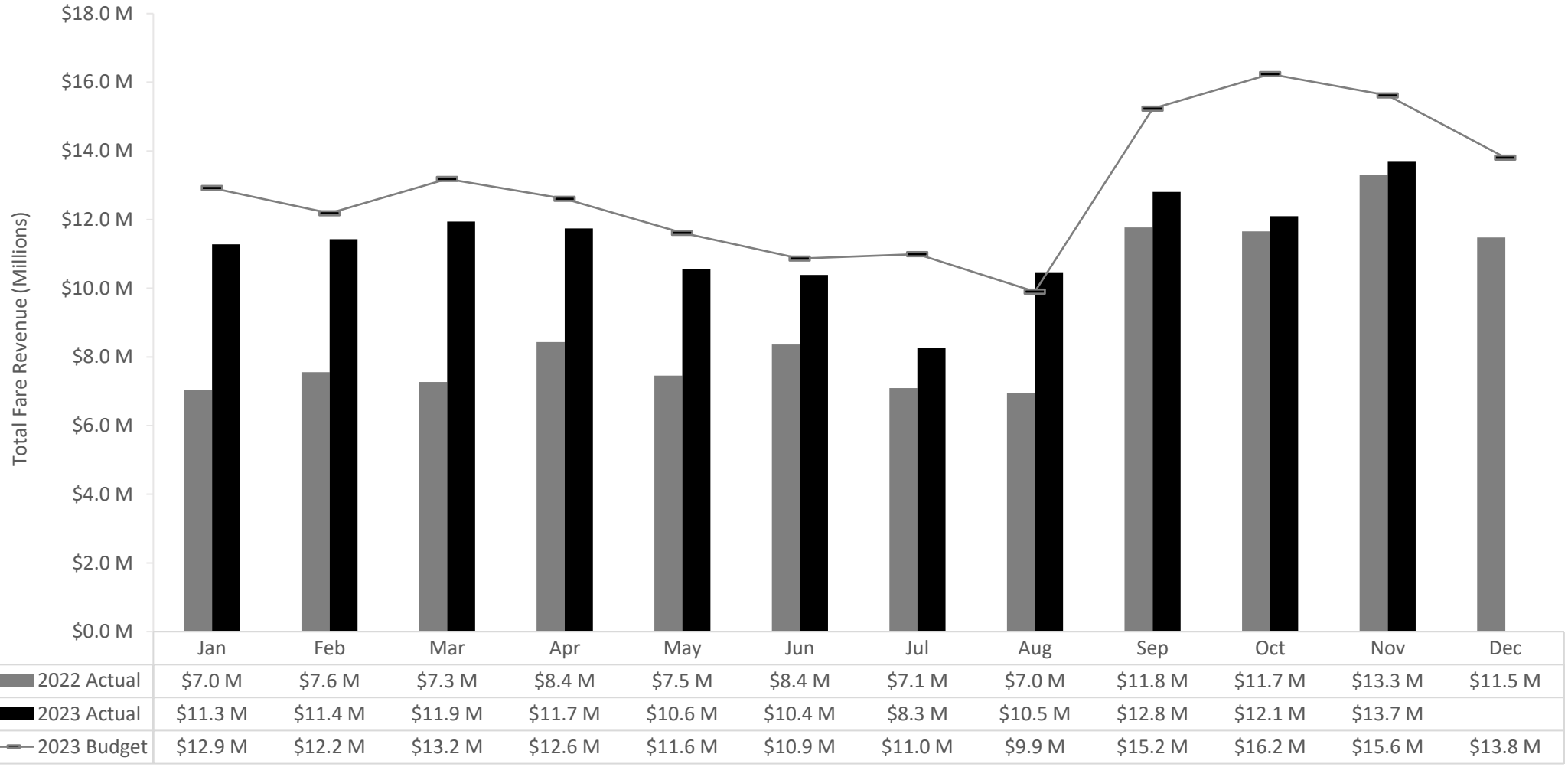
Ridership: Line 1 and conventional buses

2023 Conventional Bus and O-Train Ridership



Fare revenue: Line 1 and conventional buses

2023 Conventional Bus and O-Train Fare Revenue



Happy Holidays

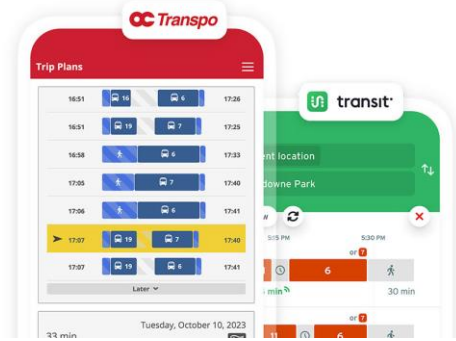


Safer Roads Ottawa | **Sécurité des routes Ottawa**
loward zero | Vers zéro



Stop the rush before it starts.

Use our tools to plan ahead.



Intexticated?

Stay alert around buses and trains.



It's not a finish line.

Stay behind the yellow platform edge.



All aboard for safety.

Learn what we're doing to keep you safe.

 Emergency phone	 Special Constables Unit 613-741-2478
 Employee training	 Transecure program
 Designated crossing areas	 Anonymous online reporting