



OC Transpo Update

Para Transpo, Rail and Bus

Transit Commission
April 13, 2023



Transecure and Safe Driving Awards

Transecure Awards

- Awarded to employees who go above and beyond to help people in distress
- 15 employees recognized for their quick actions
- Winning monthly Transecure call stories on our site

Safe Driving Awards

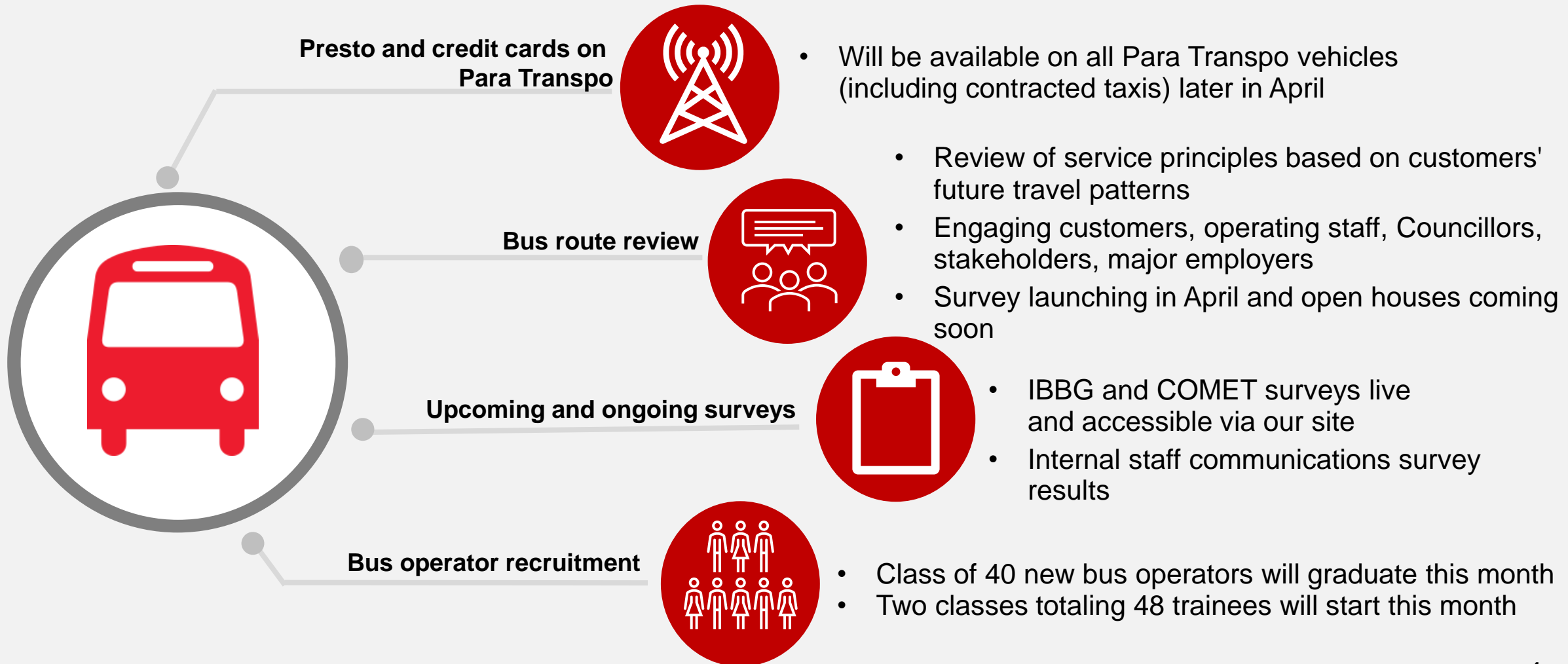
- Award for bus operators who drive at least 1,000 hours without an at-fault accident
- 39 bus operators honoured for reaching 20+ years of safe driving



Transecure and Safe Driving Awards



GM updates



Planned partial Line 1 closures

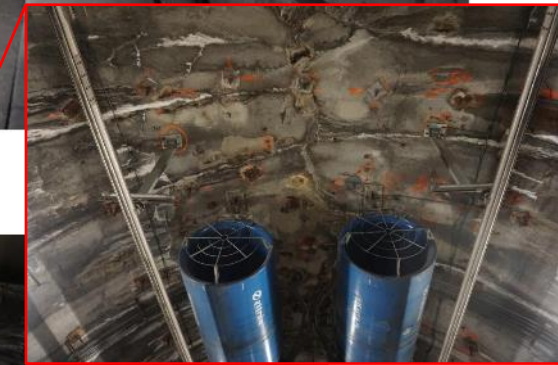
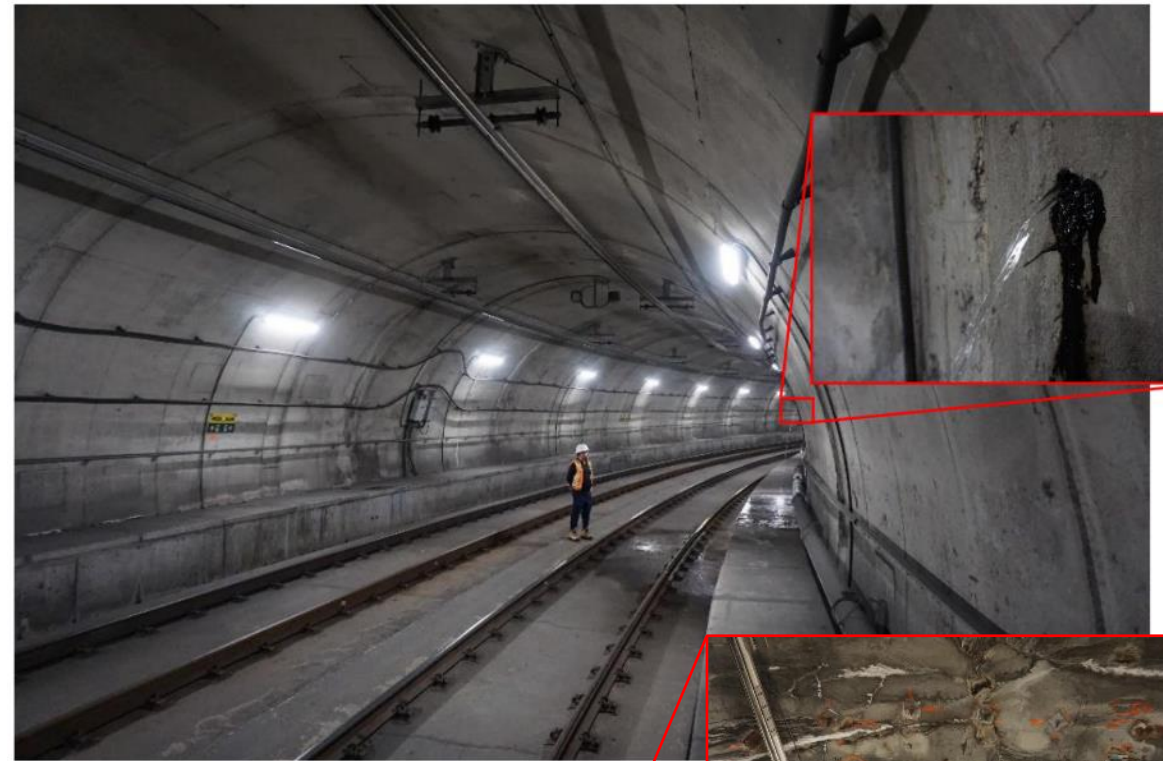
April 29-30 & May 6-7 (weekends):

- RTG assessing tunnel for required maintenance expected in June
- Line 1 will run loops in the east and west:
 - between Tunney's Pasture and Parliament stations AND
 - Between Hurdman and Blair stations
- R1 will run between Hurdman and Lyon stations to bridge the gap
- Regular Line 1 service resumes on Monday mornings

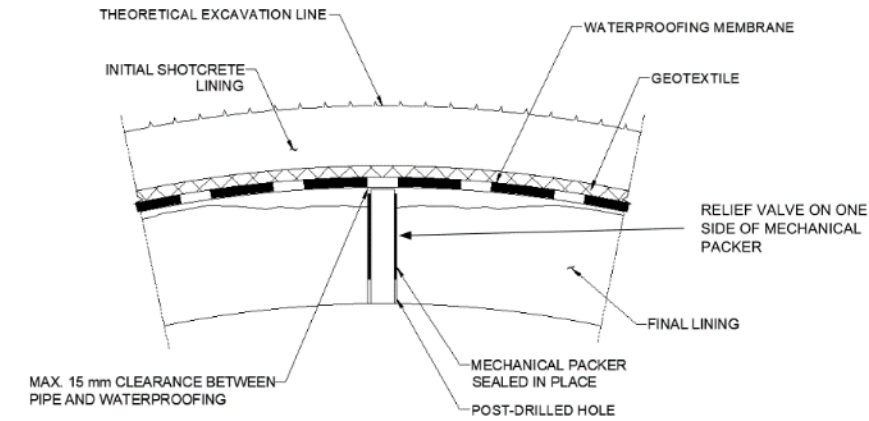
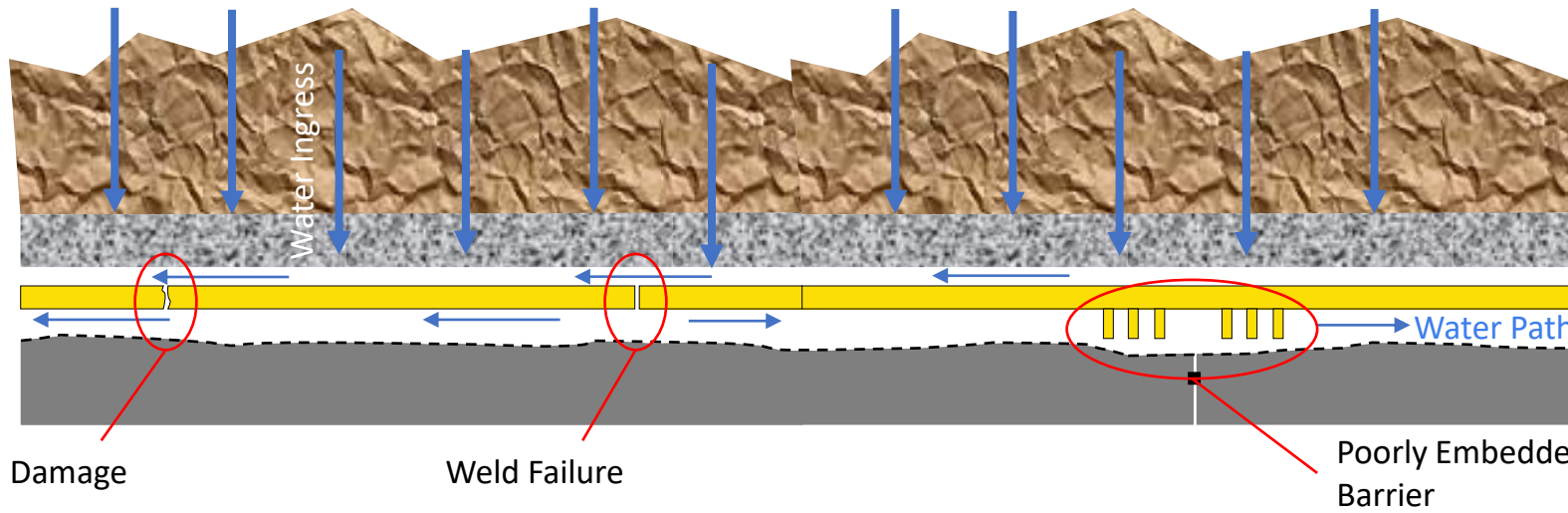


Leak Remediation Process

- Observations
 - Site visit and desktop study
 - Water ingress at multiple locations
 - Location of visible water leaks may not be associated with damage in waterproofing
- Phase 1: Contact Grouting
 - Trial Section
 - Systematic Grouting
- Phase 2: Localized Remedial Injection
- Phase 3: Collect and Drain
- Phase 4: Full Structural Repair (Fan Niches)



Typical Waterproofing Issues

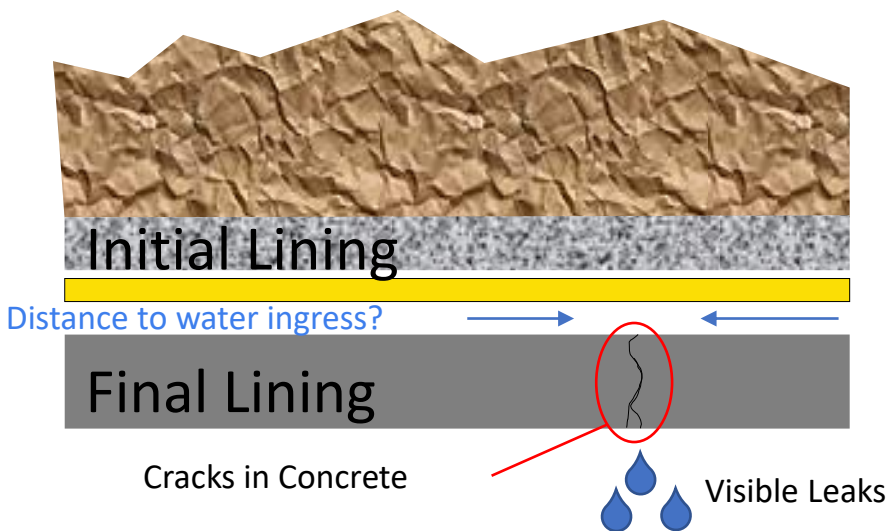


Waterproofing System

- PVC Sheet Membrane
- Water Barriers
- Re-groutable Hoses
- Remedial Hoses
- Contact Grouting

Compromised Waterproofing System

- Water traveling unknown distance behind Final Lining
- Location of visible leaks may not be associated with location of compromised membrane



Leak Remediation – Running Tunnel

Cast-in-Place Final Lining

Trial Section

Weekend #1

1. Check Functionality of As-Built Contact Grout Pipes

Functional

NOT Functional

1.a Use Existing System

Test Water Barriers

1.b Introduce New Holes

Weekend #2

2. Perform Contact Grouting
Any Grout Take?

Yes

No

Investigation

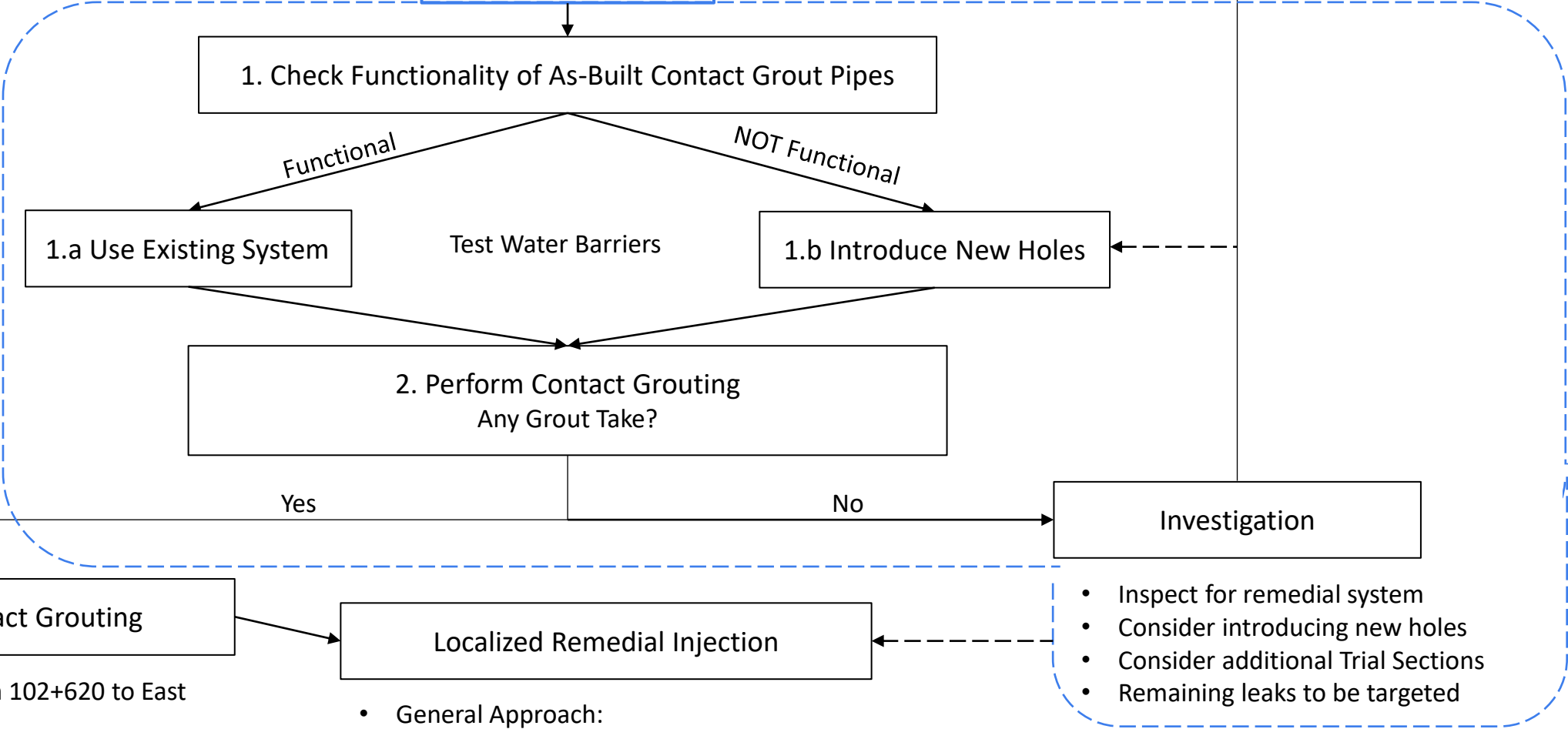
Systematic Contact Grouting

Localized Remedial Injection

- Inspect for remedial system
- Consider introducing new holes
- Consider additional Trial Sections
- Remaining leaks to be targeted

- East of Rideau Station 102+620 to East Portal 103+150; and
- West of Rideau Station 102+400 to Drained Running Tunnel 101+860

- General Approach:
 - Identify water barriers at leak location
 - Fill compartment with watertight material (Sika Injection-307, or similar)



Dr. Sauer & Partners (DSP) is an independent consultancy specialized in tunnel design, supervision and construction management services. The company has worked on more than 250 projects across Europe, Asia, and North and South America. Founded over 40 years ago, DSP delivers innovative, cost-effective and environmentally-aware designs for transit tunnels, underground stations, highways and utility tunnels.




April 5 to 6 rail service disruption

- Thank you to our customers for their patience
- Despite our early precautions, five vehicles were immobilized during the morning peak of April 5
- Customers were safely escorted from immobilized vehicles to the nearest station
- R1 bus replacement service was deployed between Tunney's Pasture and Blair stations
- Outreach teams and additional staff were deployed to assist customers at stations
- Regular updates were provided through all our communications channels
- We will provide an explanation of the cause of this disruption once RTG completes its investigation




Recruitment targets for 2023

 Conventional Bus and Rail Operators: 360

 Para Transpo Bus Operators: 20

 Customer Service Representatives: 25-50

 Maintenance Employees: up to 80



Ottawa

WE HIRED 500 PEOPLE LAST YEAR.

WE WERE JUST GETTING STARTED.

APPLY NOW

OC Transpo

octranspo.com/jobs



Ottawa

I DRIVE OUR CITY FORWARD.

YOU CAN TOO.





APPLY NOW

OC Transpo

octranspo.com/jobs

Marlon – Bus Operator

Stage 2 Launch Communications Strategy

-  Information campaign to **educate and build excitement** for the Line 2 and 4 O-Train expansions opening this year
-  This includes web, social, events, and outreach
-  This will be incorporated into a larger strategy to improve customer communications and build public trust
-  More information to come in May

Health and safety

Employee Injuries

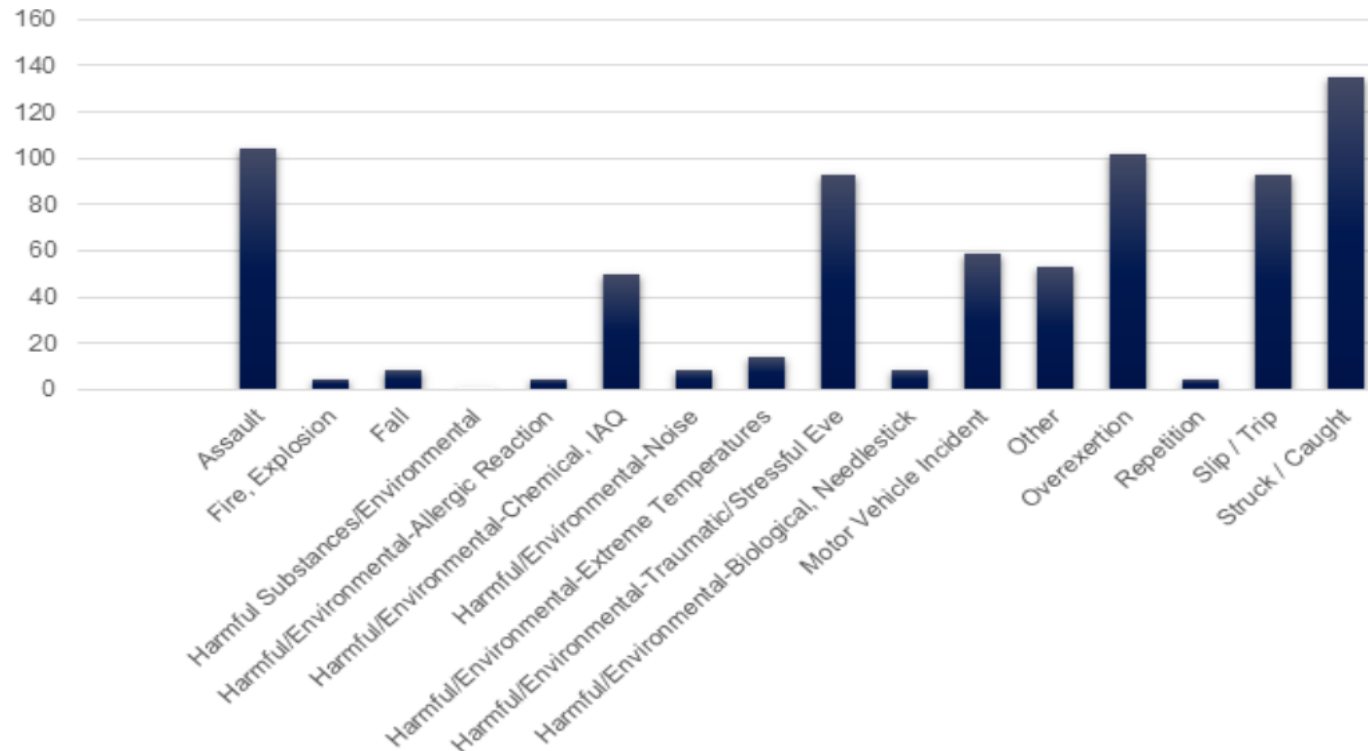
2020	2021	2022	2023 (YTD FEB)
696	717	740	134



Customer Injury Rate SMS Target: ≤ 1.036

2019	2020	2021	2022	2023 (YTD FEB)
0.50	0.81	1.80	1.27	1.11

2022 Employee Occurrence Reports



Employee injuries (740 injuries in 2022)

- Employee injuries occurring on transit properties with majority happening in buses and garages
- All reported injuries include first aid, medical attention (no lost time) and medical attention (lost time)
- Top three injury categories are: **Struck/Caught**; **Over-exertion**; and, **Assault**
- Other significant categories include Slip/Trip (seasonal) and Traumatic/Stressful Event
- Year over year, the Struck/Caught injury category remains the highest

Safety & Health Week (1-6 May 2023)

- Theme: “*Together We Can Create Safe Workplaces and Communities*”
- Employers, employees, partners, and the public to focus on the importance of preventing injury and illness in the workplace, at home, and in the community

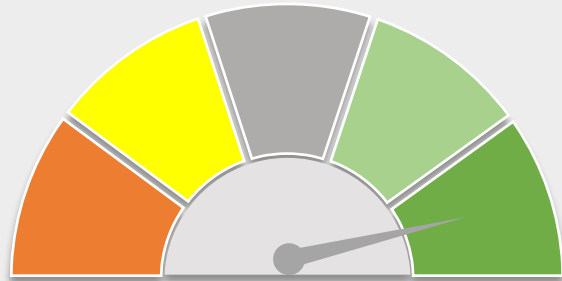
A photograph of a snowy street scene. In the foreground, a white and red double-decker bus is stopped. The bus has the number '8153' on its upper and lower windshields. The destination sign above the lower windshield reads '5 Rockcliffe' with a wheelchair accessibility icon. The 'OC Transpo' logo is visible on the front of the bus. To the right of the bus, a line of cars is stopped, including a silver Toyota sedan with a taxi sign on its roof. The background shows snow-covered trees and buildings. The text 'Performance indicators' is overlaid in large white font across the center of the image.

Performance indicators

Monthly performance overview – February 2023

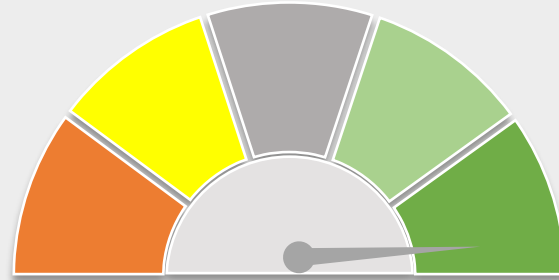


Para Transpo PHONE RESPONSE TIME



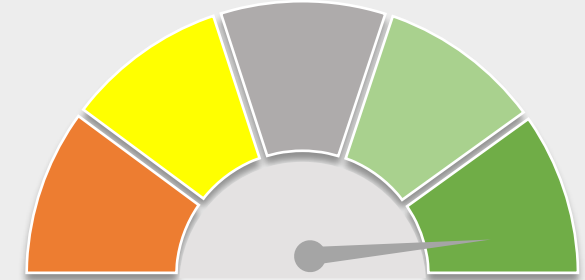
4:39 mm/ss

Para Transpo ON-TIME PERFORMANCE



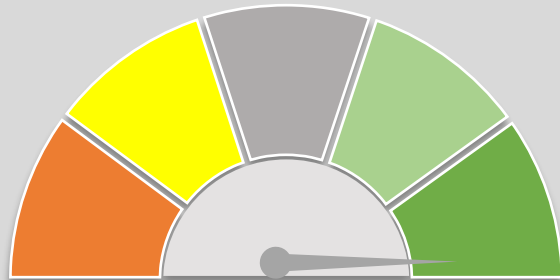
91%

Para Transpo RIDERSHIP



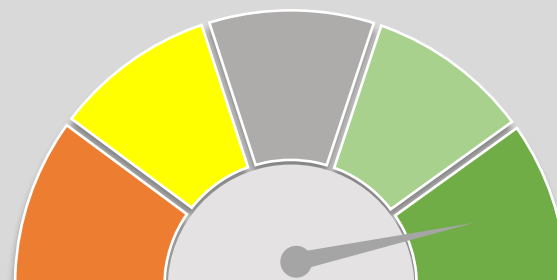
81% of pre-pandemic levels

O-Train Line 1 SERVICE DELIVERY



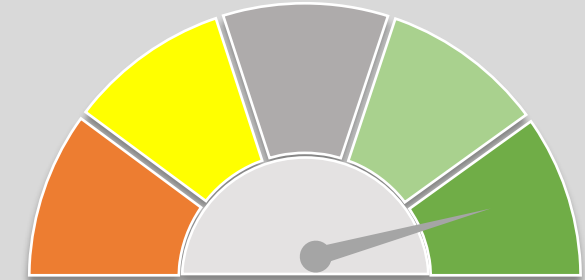
99%

Conventional Bus SERVICE DELIVERY



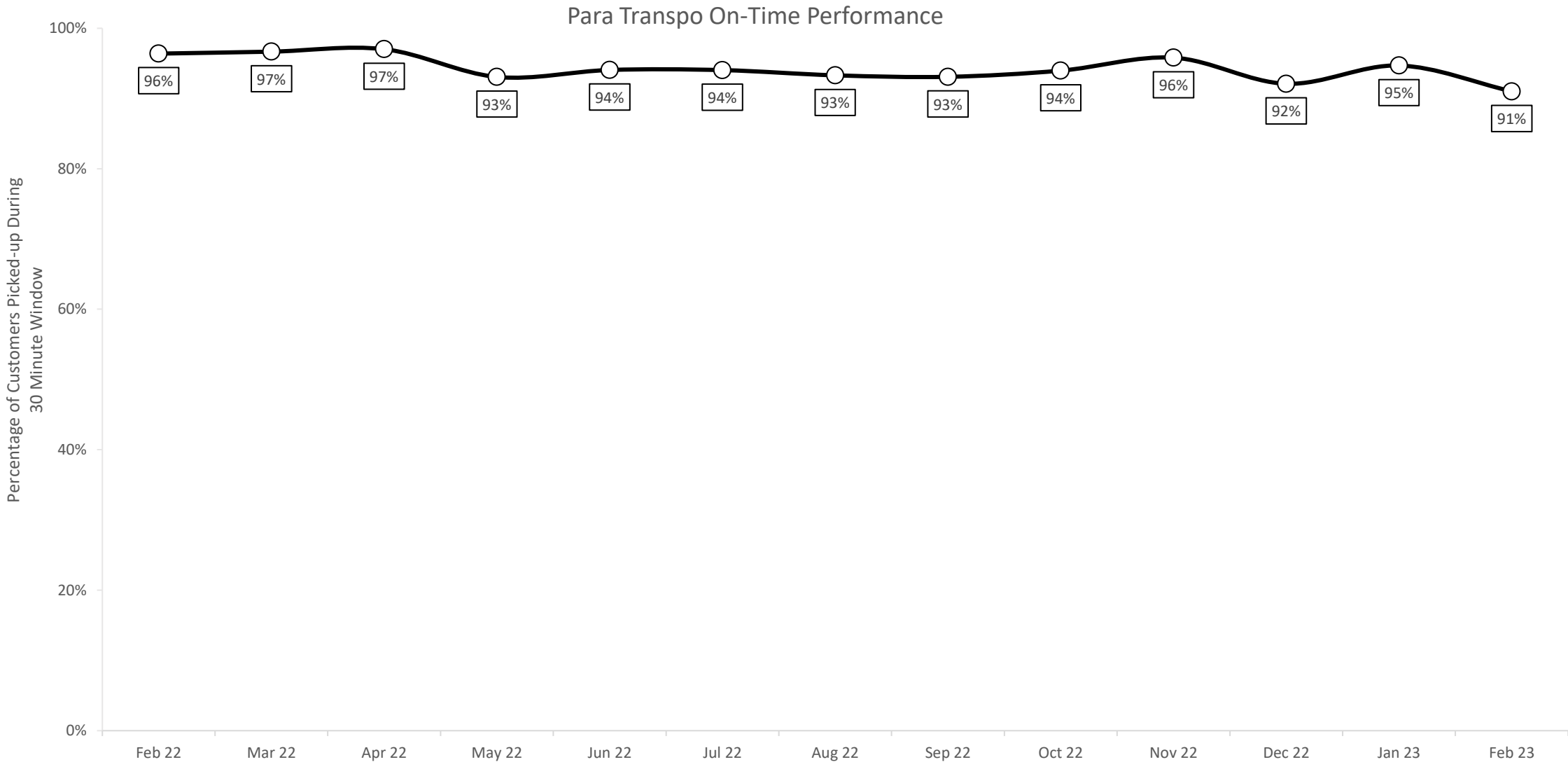
98%

Line 1/Bus RIDERSHIP



63% of pre-pandemic levels

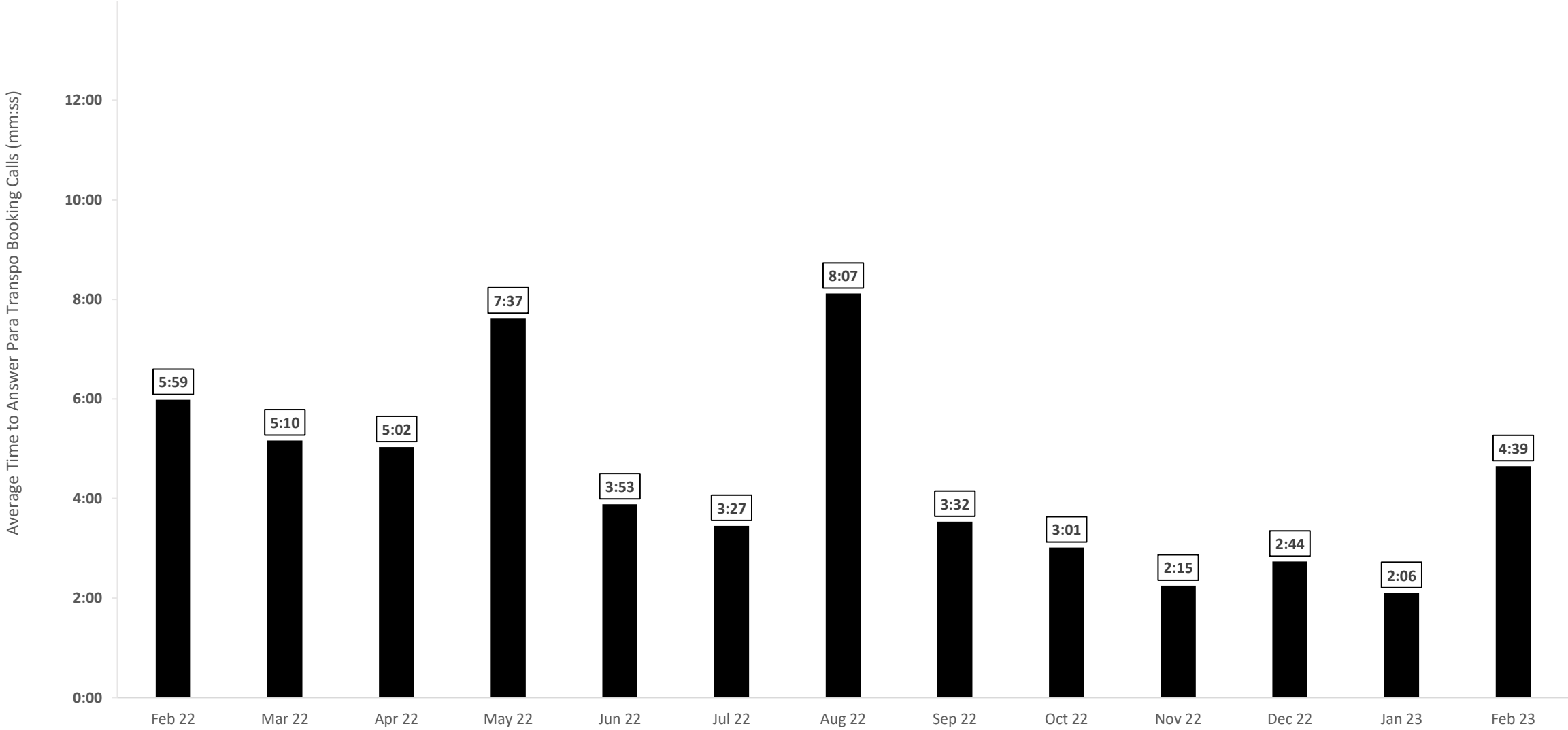
Para Transpo on-time performance



Para Transpo telephone booking line response times



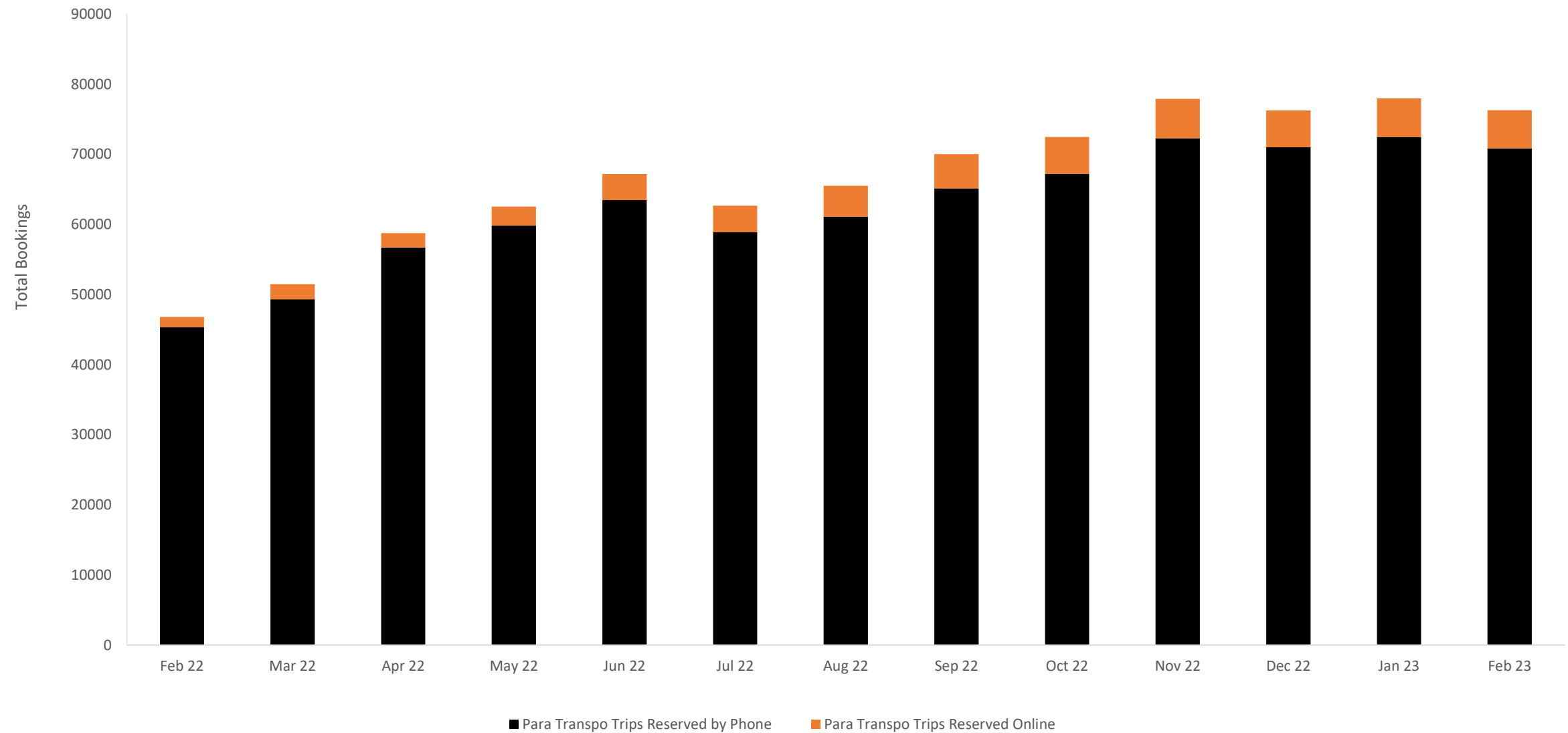
Average Time To Answer Para Transpo Booking Calls





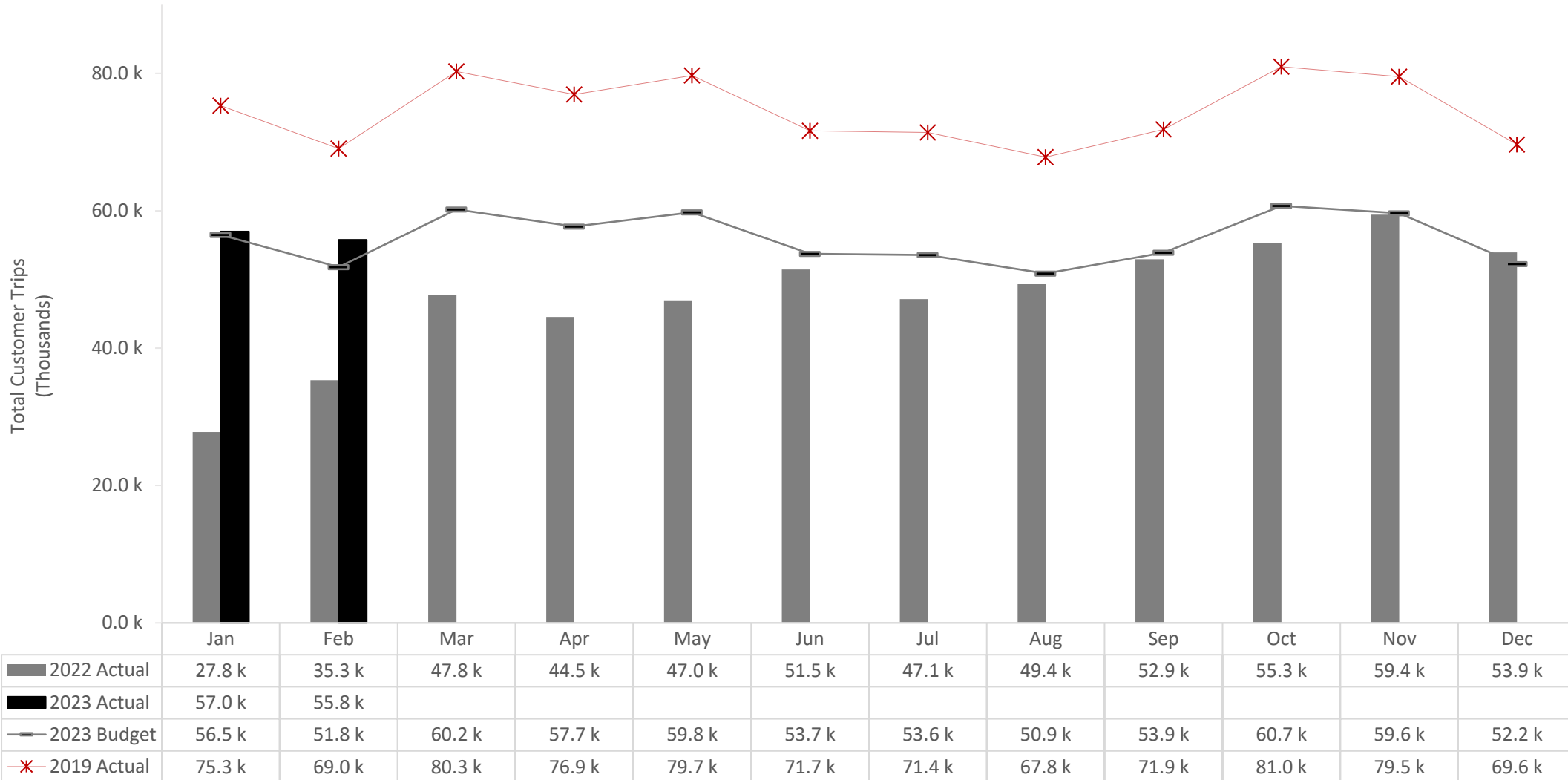
Para Transpo bookings by phone and online

Para Transpo Bookings by Mode of Booking



Para Transpo ridership

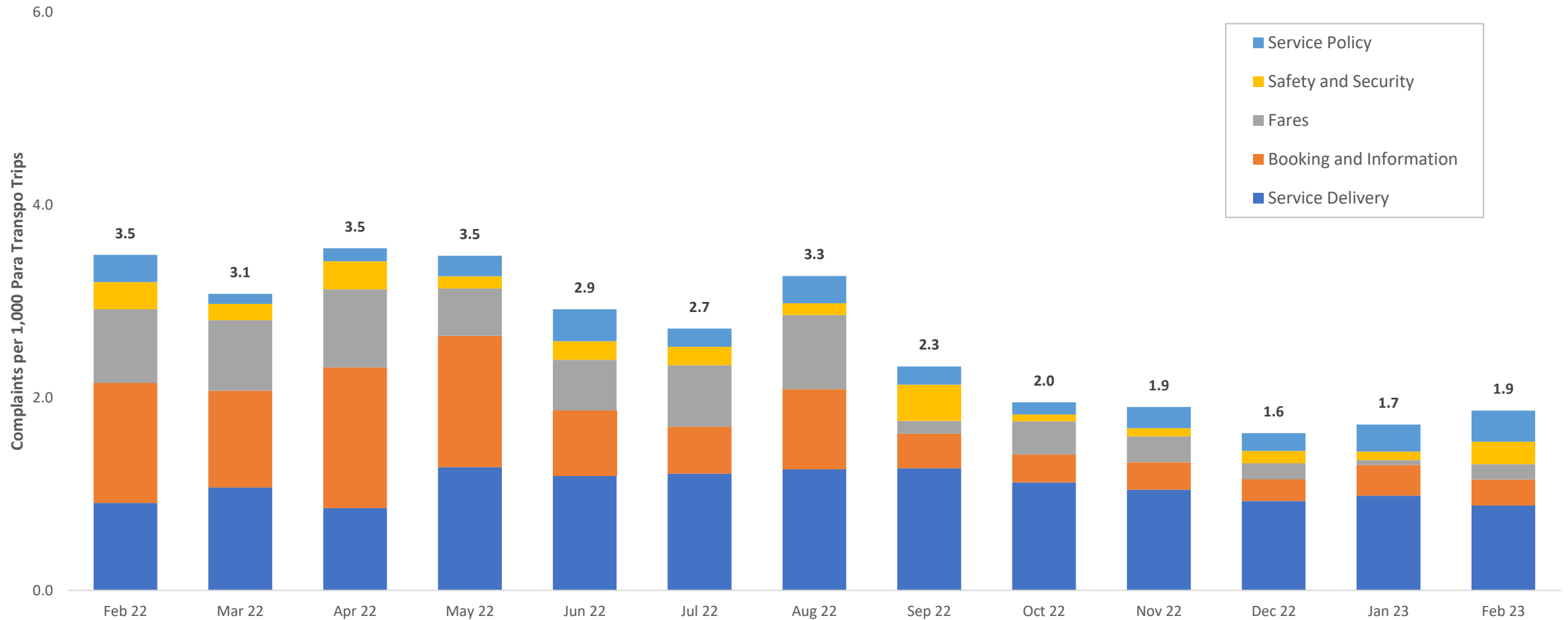
2023 Para Transpo Ridership





Para Transpo complaints by month and by category

Para Transpo Rate of Complaints by Category



Para Transpo fare revenue

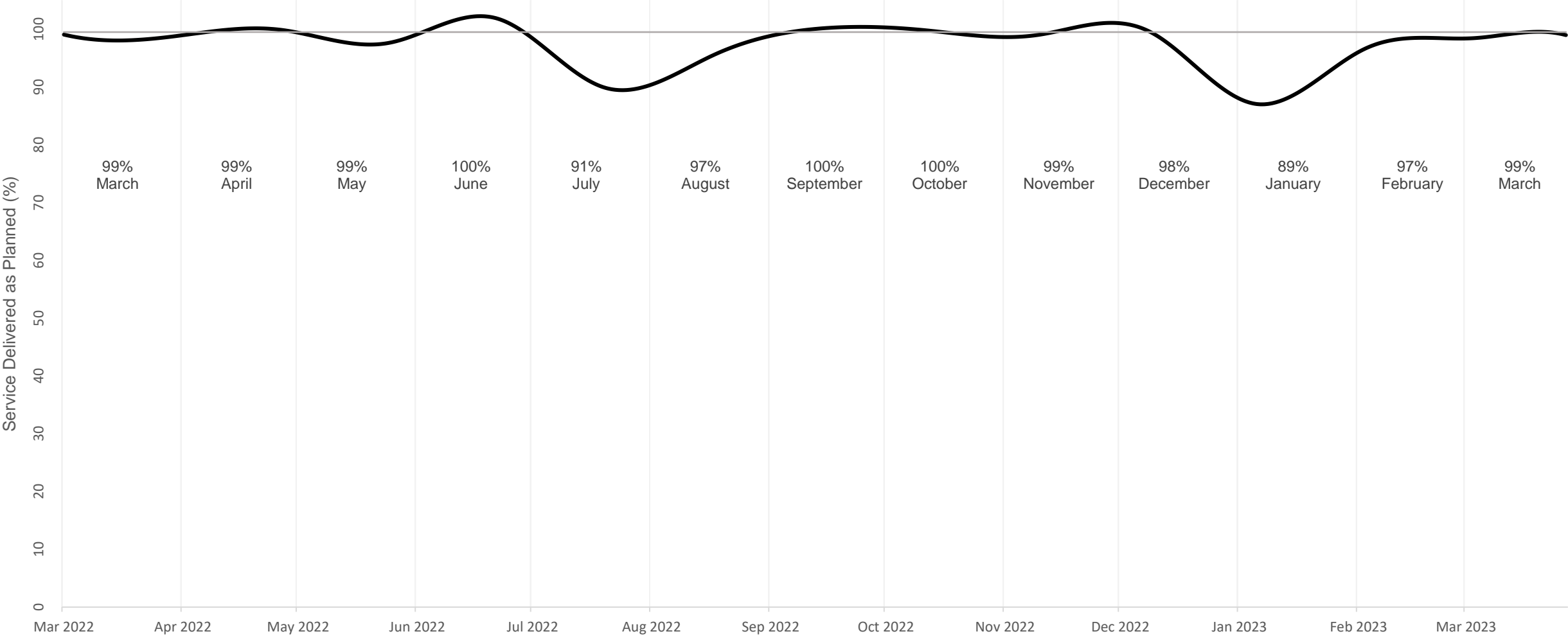
2023 Para Transpo Fare Revenue



O-Train Line 1 service delivery

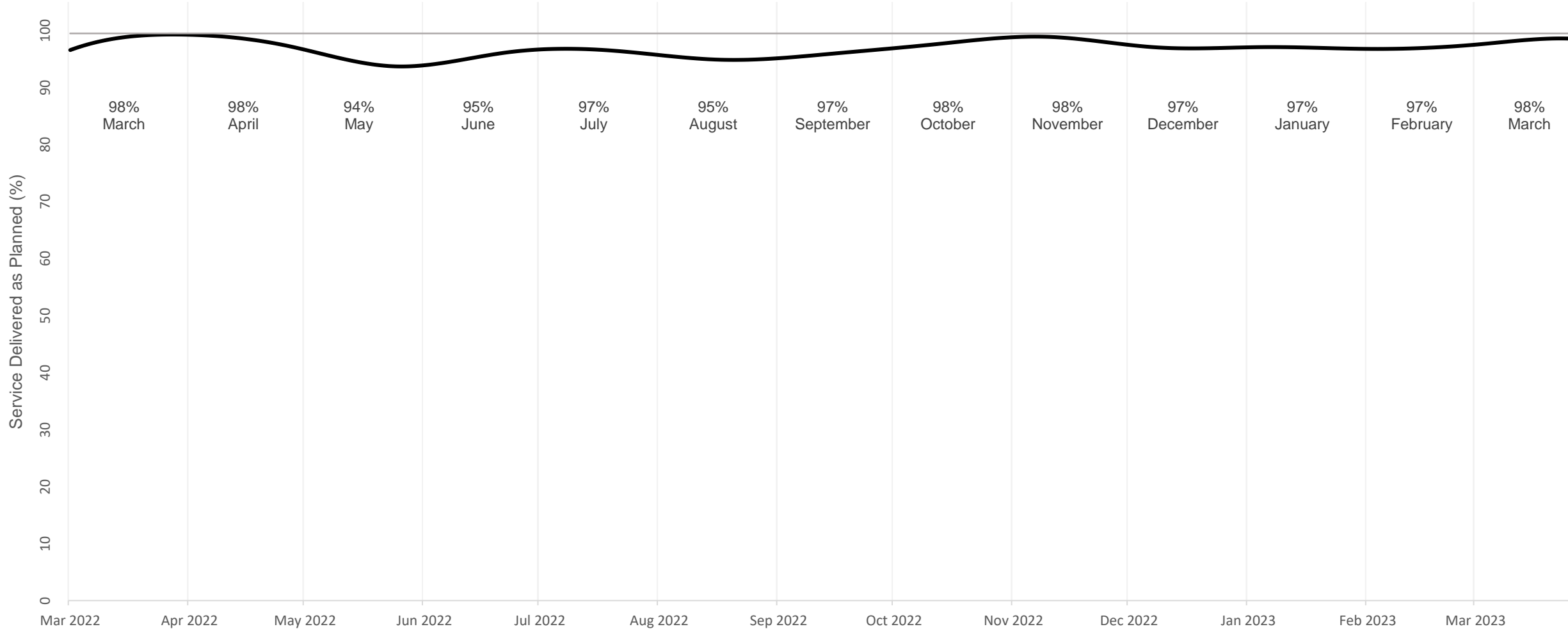


Rail Service Delivery

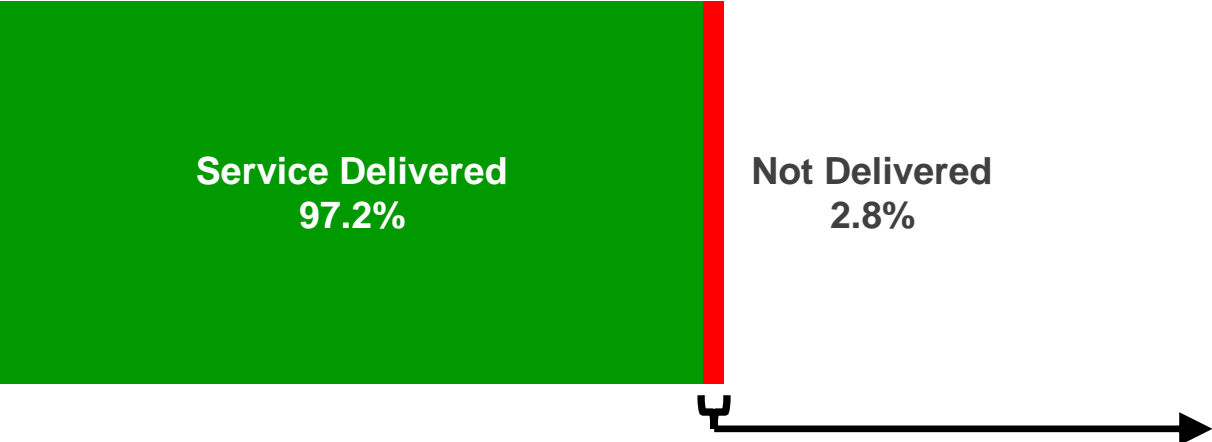


Conventional bus service delivery

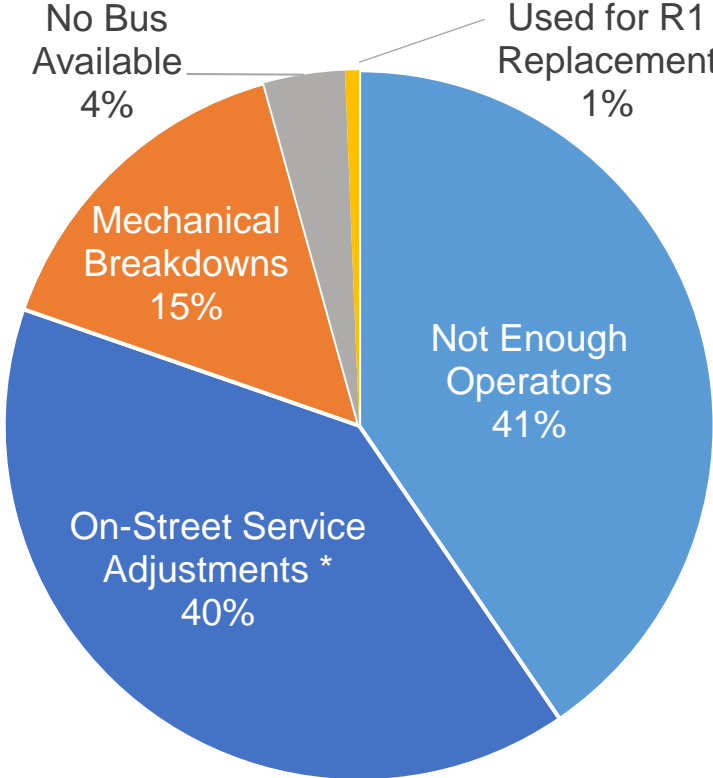
Bus Service Delivery



Conventional bus service delivery – February 2023



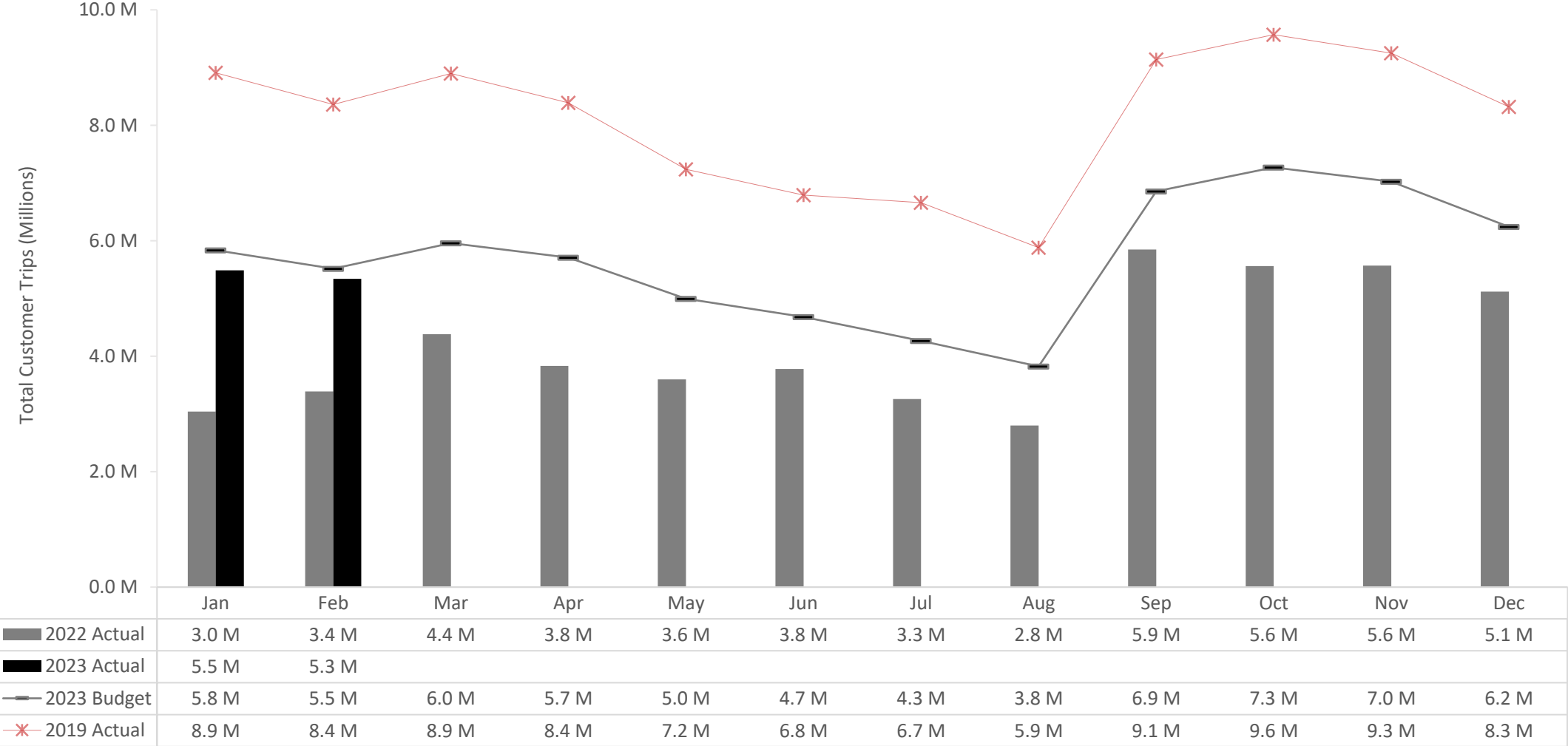
On an average weekday in February, 297 out of 7,956 scheduled trips were not delivered



* Includes traffic congestion, detours, road closures, sick customers, stuck buses, etc.

Ridership: Line 1 and conventional buses

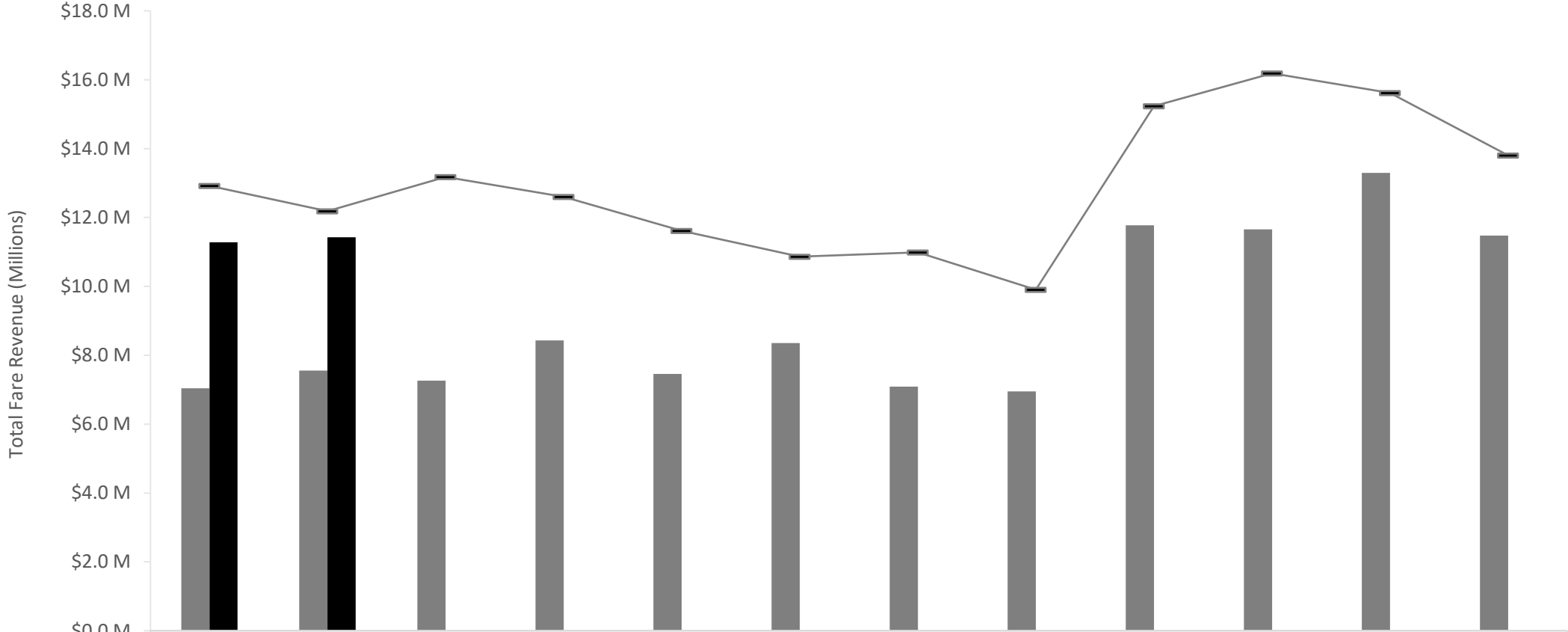
2023 Conventional Bus and O-Train Ridership





Fare revenue: Line 1 and conventional bus

2023 Conventional Bus and O-Train Fare Revenue



2022 Actual	\$7.0 M	\$7.6 M	\$7.3 M	\$8.4 M	\$7.5 M	\$8.4 M	\$7.1 M	\$7.0 M	\$11.8 M	\$11.7 M	\$13.3 M	\$11.5 M
2023 Actual	\$11.3 M	\$11.4 M										
2023 Budget	\$12.9 M	\$12.2 M	\$13.2 M	\$12.6 M	\$11.6 M	\$10.9 M	\$11.0 M	\$9.9 M	\$15.2 M	\$16.2 M	\$15.6 M	\$13.8 M

Questions?