



# **OC Transpo Update**

## **Para Transpo, Rail and Bus**

Transit Commission  
October 12, 2023



# GM updates









Phase 1a 2113 to 2116



# Status Update: Bus Operator Recruitment

**New Recruits YTD: 272/390 = 70%**  
 Projected Total New Recruits: 376/390 = 96%  
**New Graduates YTD: 141/200 = 71%**  
 Projected Total Graduates: 284/322 = 88%

<u>Plan</u>	Dec (Feb 7)	1-23 Feb 20 (Apr 18)	2-23 Apr 3 (May 15)	3-23 Apr 17 (May 29)	4-23 May 1 (Jun 13)	5-23 May 15 (Jun 27)	6-23 June 19 (Aug 11)	7-23 July 4 (Aug 24)	8/9/10-23 Aug 28-30 (Oct 20-24)	11-23 Oct 5 (Nov 28)	12/13-23 Oct 23 (Dec 13)	14-23 Dec 11 WNBOT (Feb 9)	15/16-23 Dec 12 (Feb 10)	Total
Recruits ready for training	50	60	24	24	24	24	24	36	60	10	44	10	50	390
NBOT Graduates	42	48	20	20	20	20	20	28	48	8	40	8	42	322
<u>Actual</u>														
Recruits ready for training	50	60	24	20	22	24	22	28	62	10				272
Actual NBOT Graduates	32	38	19	13	19	19	14	19	45	9				141

 Actual and complete  
 In progress



# Partnerships: integrated ticket sales



# Background

- OC Transpo has been exploring methods to integrate ticket sales with third parties
- Partnered with Ottawa Bluesfest and OSEG to offer transit to event ticketholders
  - Customers show their event ticket to bus operators
  - Call customer service from a ticket machine to get through fare gates
  - QR code stickers provided for season ticket holders
- Piloted transit QR codes with Bar Robo and Ottawa Tourism
  - Distributed QR code electronically through e-mail to customers who purchased event ticket(s)



# Preferred integration method

- QR codes are the preferred method to integrate with third parties
  - Replace physical transit passes and eliminates cost of physical cards
  - Eliminates physical distribution and lost/stolen replacements
  - Can be generated and sent electronically to large distribution lists
  - More flexible options for pass validity period across dates and times
  - Positive feedback from customers
- Producing the QR codes is currently a manual process
- Automation is required to roll out on larger scale





# Current work and future plans


- Engaged our fare systems vendor to provide a new third-party barcode application programming interface (API):
  - Allows third parties to electronically request a QR code that will be valid for a given time period
  - Automatically tracks the number of requested barcodes for billing
  - Allows third parties to deliver QR codes to customers with their event tickets
- Enables integration with Ottawa Bluesfest and OSEG
- Will broaden possibility of partnerships with other third parties; VIA Rail or flight ticket providers
- Rollout anticipated in 2024



## Performance indicators

# Health and safety (YTD August 2023)

Employee Injuries						Customer Injury Rate				
2020	2021	2022	2023 (YTD AUG)	SMS Target: ≤ 1.036 per 1 M trips						
2019	2020	2021	2022	2023 (YTD AUG)						
696	717	740	561	0.50	0.81	1.80	1.27	1.36		

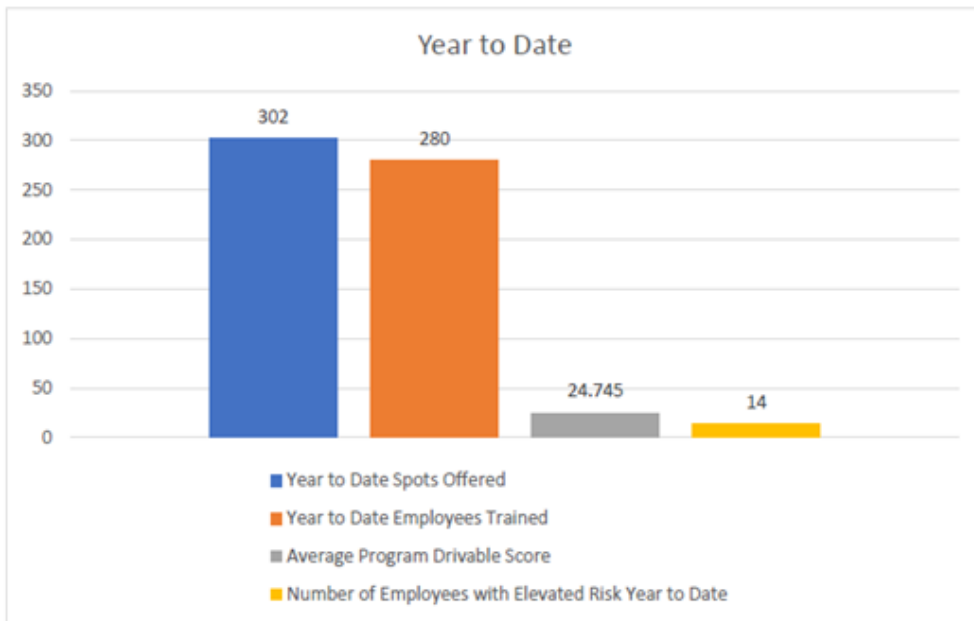
	Vehicle Collision Rate				
	2019	2020	2021	2022	2023 (YTD AUG)
SMS Target: ≤ 1.273	1.88	1.38	1.40	1.87	2.36
(per 100,000 km) ≤ 0.69 Preventable	0.79	0.80	0.75	0.95	1.06

## Employee Injuries + Customer Injury Rate

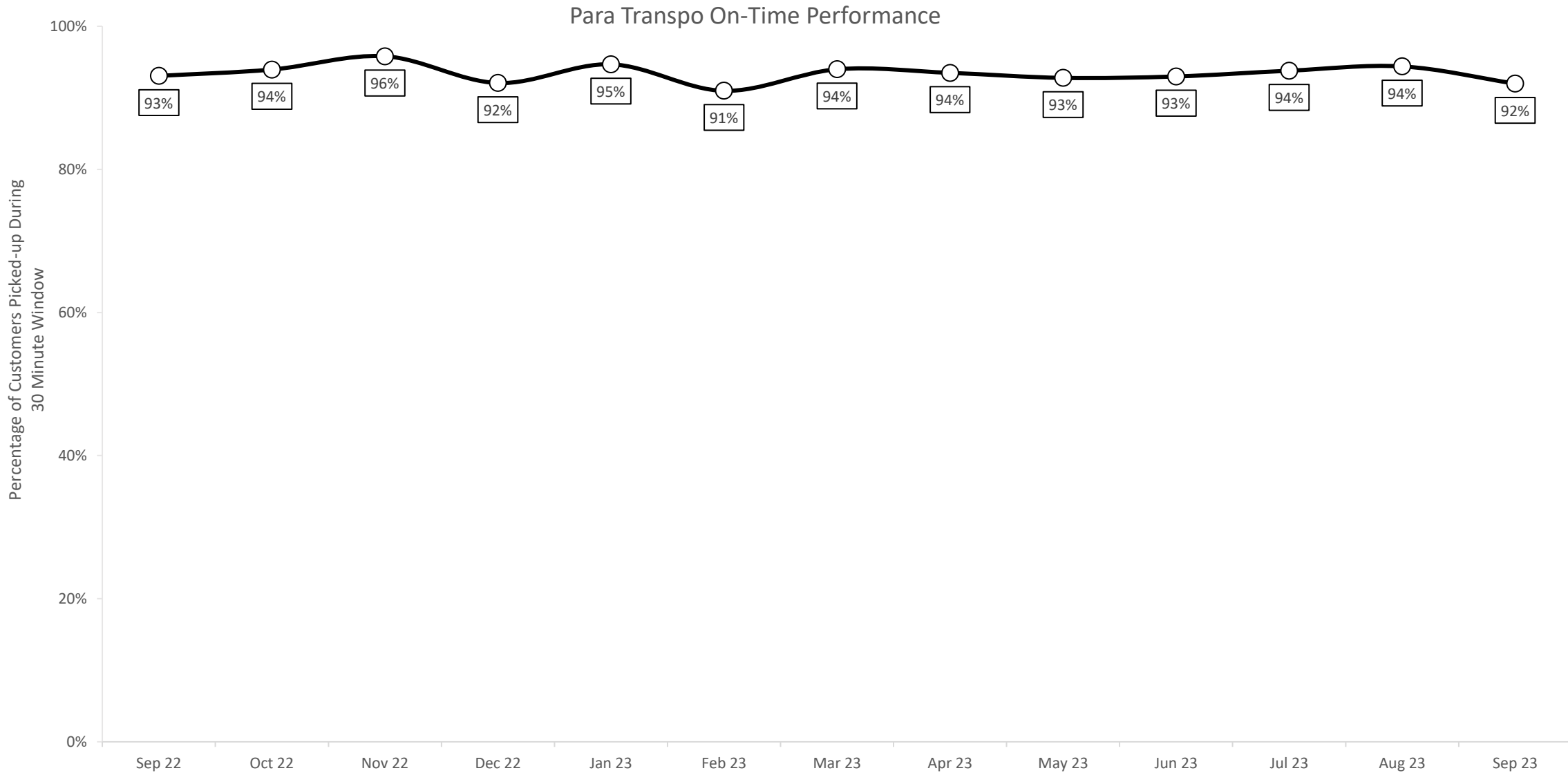
- 50 new injuries reported by Employees in August (top three types: struck/caught, assault, stressful event)
- Customers injuries in August were the same as July (six@level 3). Main reason: Hard Brake Events

## Vehicle Collision Rate

- The Preventable rate has marginally improved at 1.06 for August as compared to July (1.09)
- We continue to see an increase in the number of red-light infractions and issues with intersections
- Introduced one-day refresher training (19 June) for all OC Transpo employees required to operate vehicles
- Since that time, 280 drivers were trained with 14 identified as needing additional skills building.



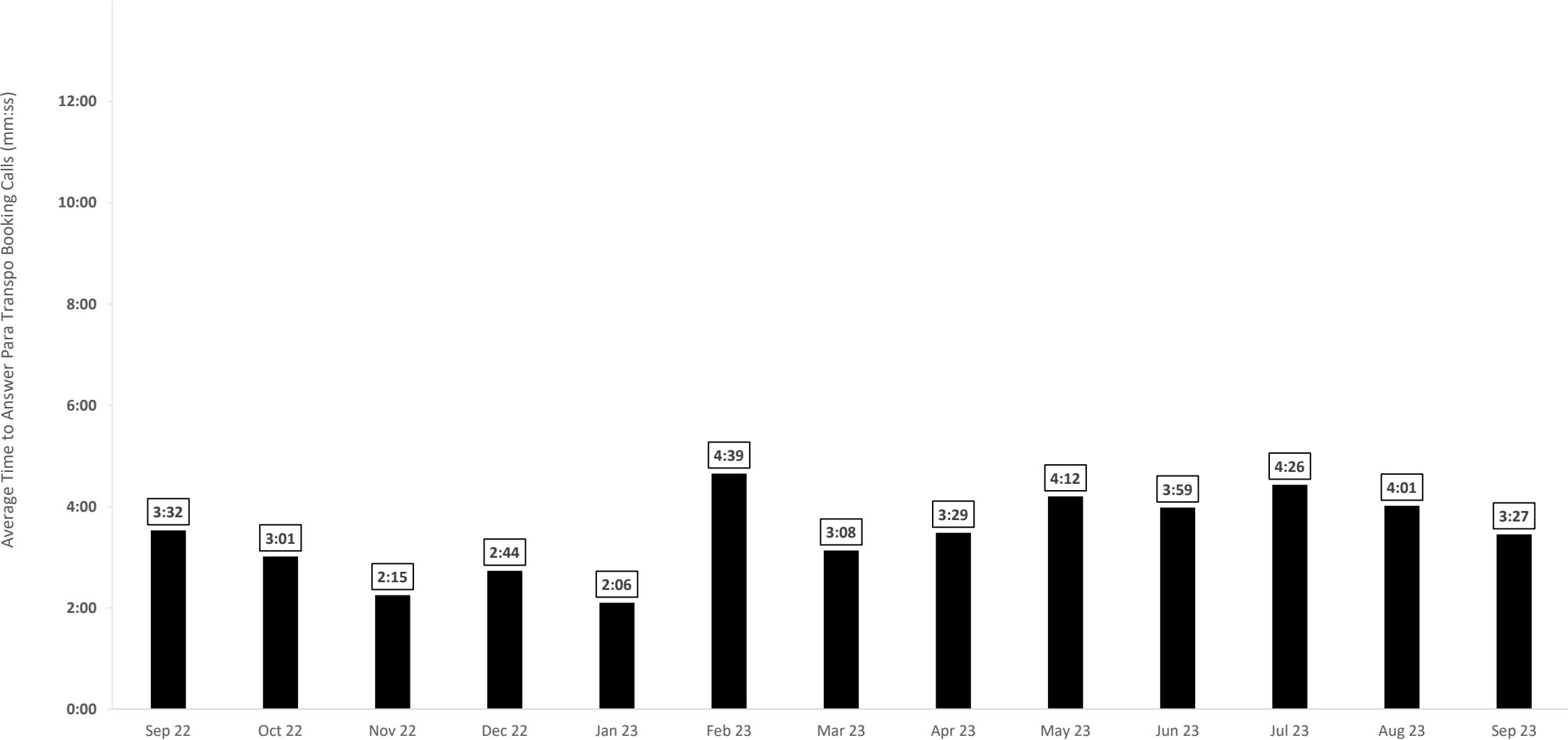
# Para Transpo on-time performance



# Para Transpo telephone booking line response times



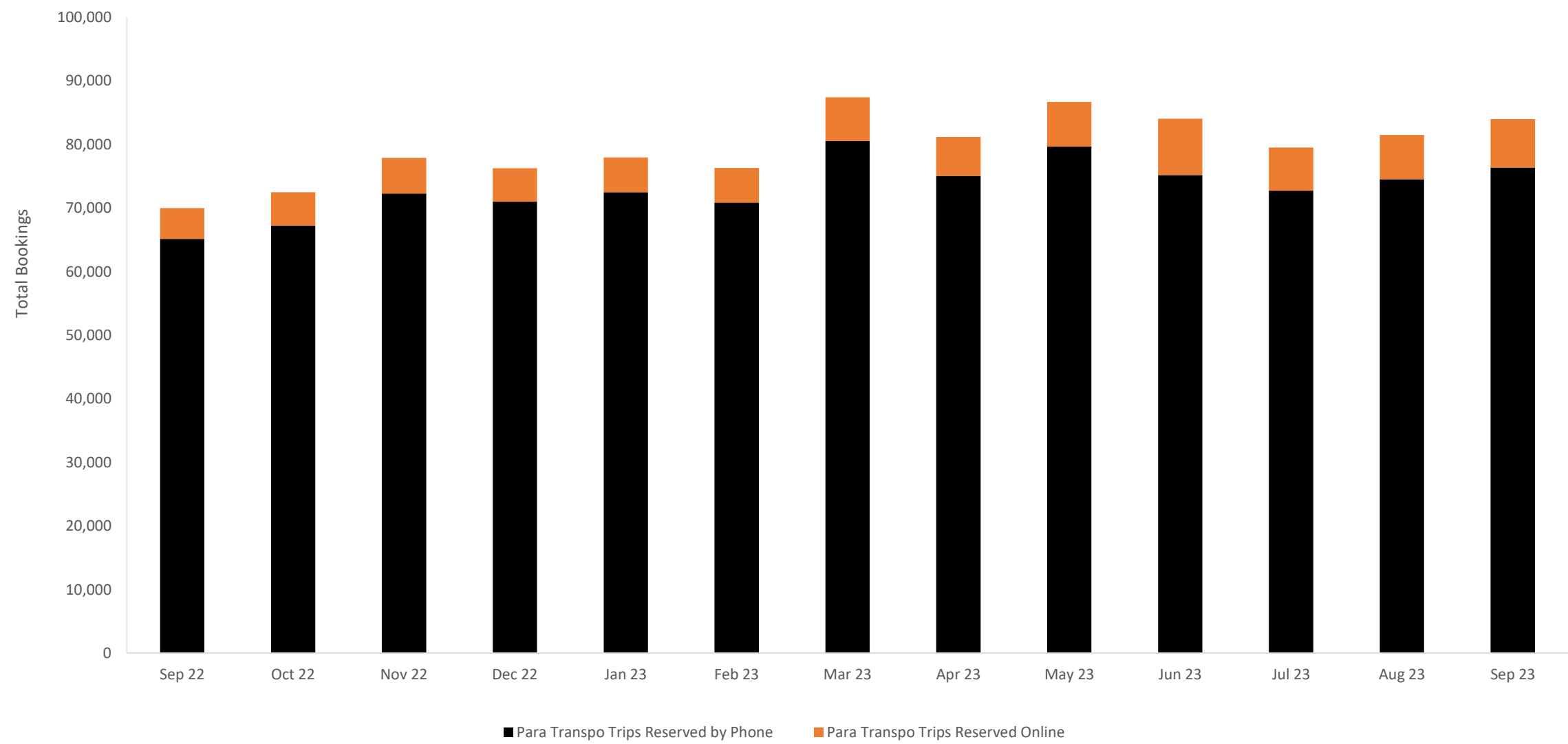
Average Time To Answer Para Transpo Booking Calls





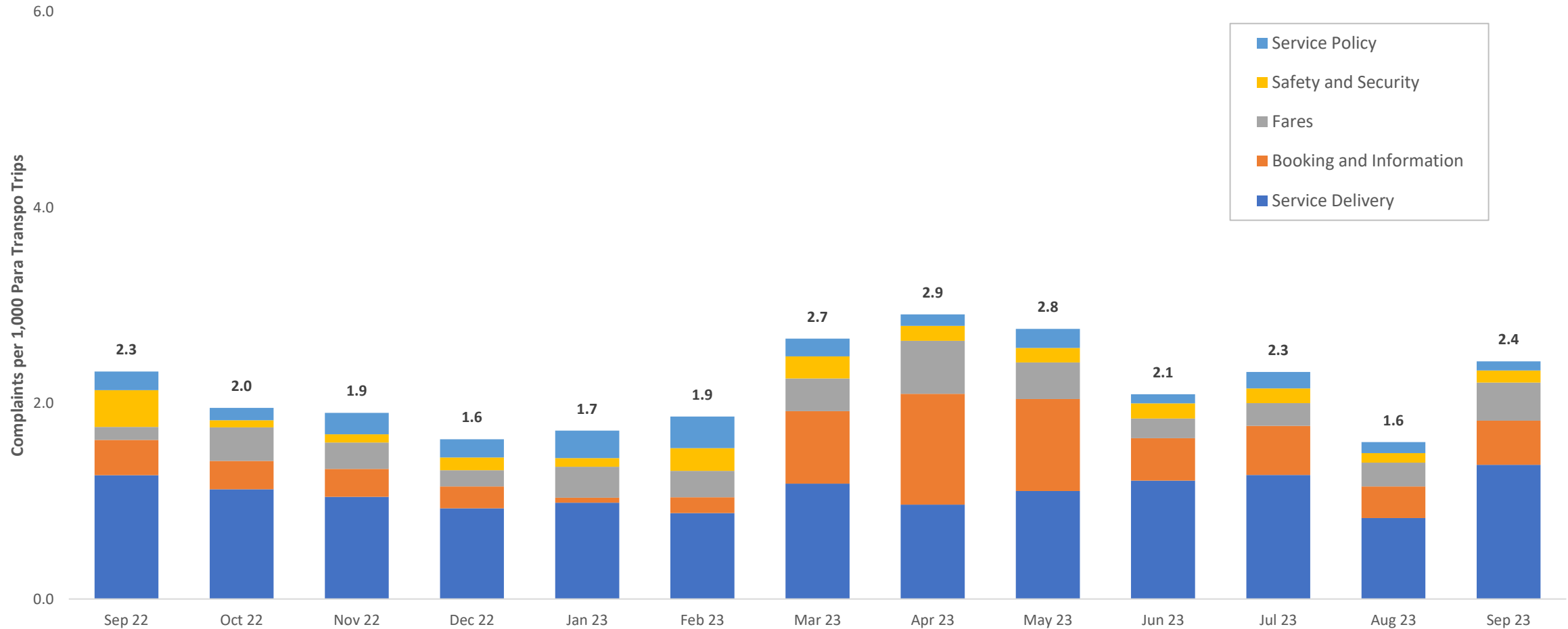
# Para Transpo bookings by phone and online

Para Transpo Bookings by Mode of Booking



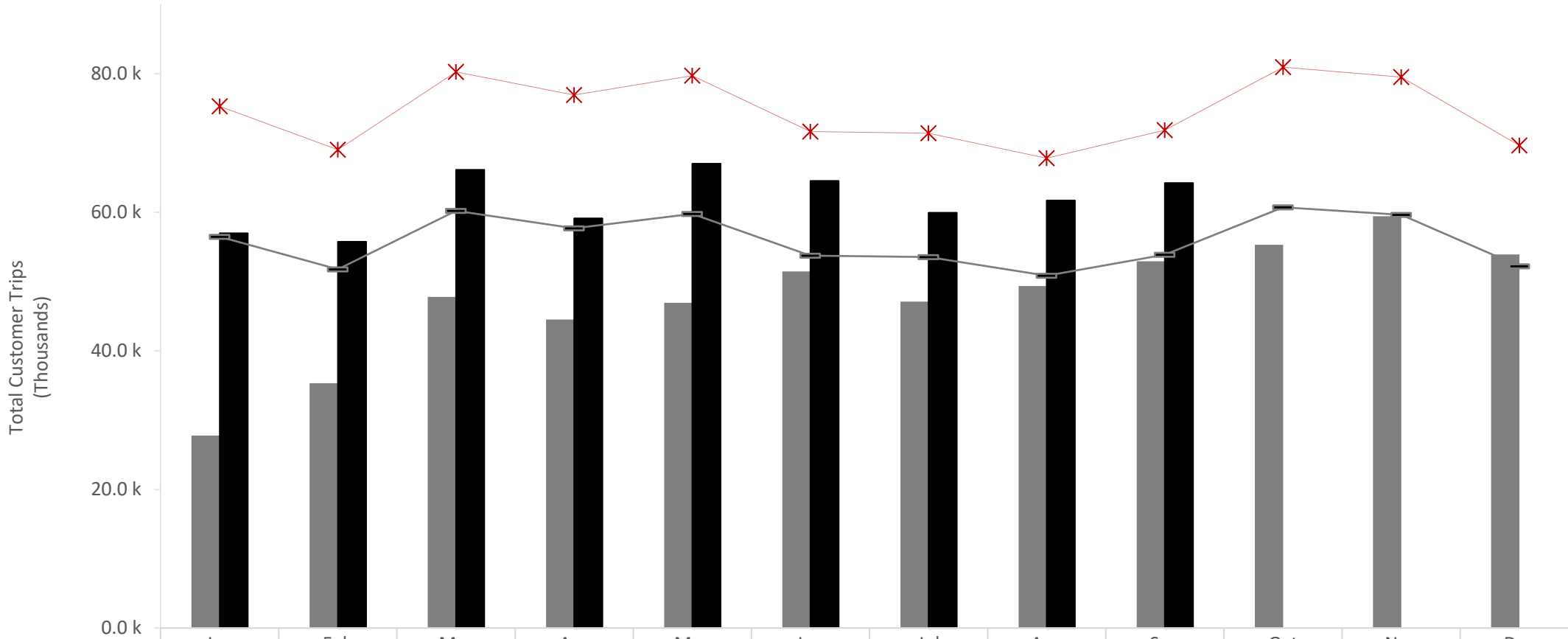
# Para Transpo complaints by month and by category

Para Transpo Rate of Complaints by Category



# Para Transpo ridership

2023 Para Transpo Ridership

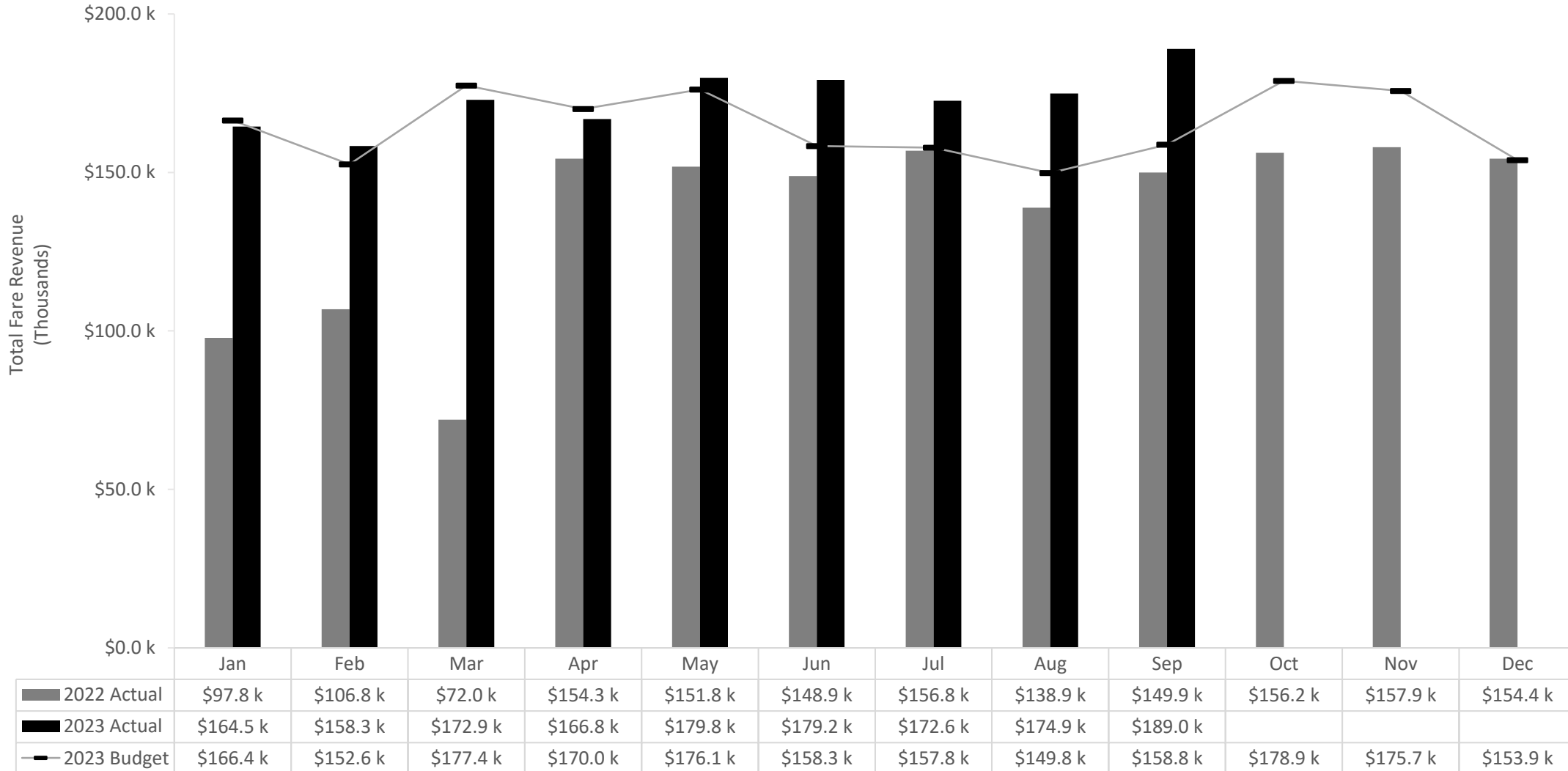


■ 2022 Actual	27.8 k	35.3 k	47.8 k	44.5 k	47.0 k	51.5 k	47.1 k	49.4 k	52.9 k	55.3 k	59.4 k	53.9 k
■ 2023 Actual	57.0 k	55.8 k	66.2 k	59.1 k	67.0 k	64.5 k	59.9 k	61.7 k	64.2 k			
— 2023 Forecast	56.5 k	51.8 k	60.2 k	57.7 k	59.8 k	53.7 k	53.6 k	50.9 k	53.9 k	60.7 k	59.6 k	52.2 k
✱ 2019 Actual	75.3 k	69.0 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

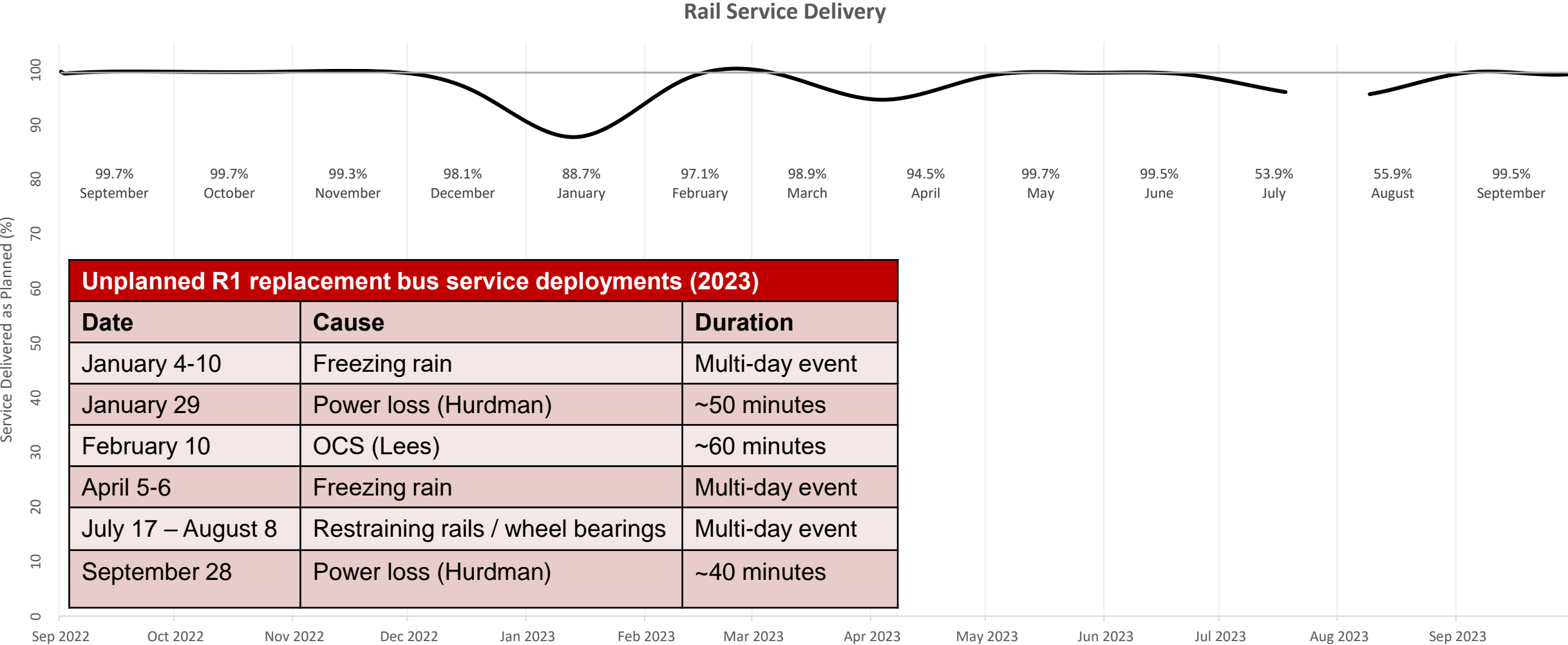


# Para Transpo fare revenue

2023 Para Transpo Fare Revenue

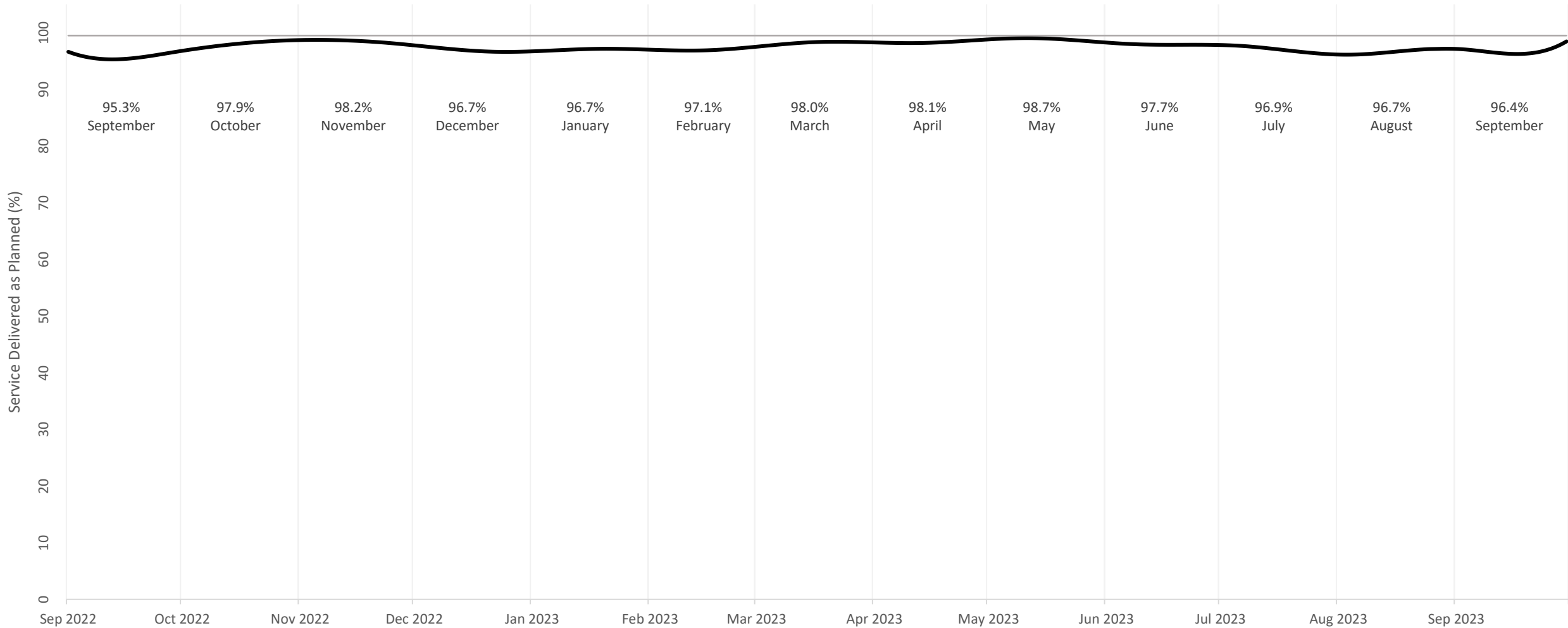


# O-Train Line 1 service delivery



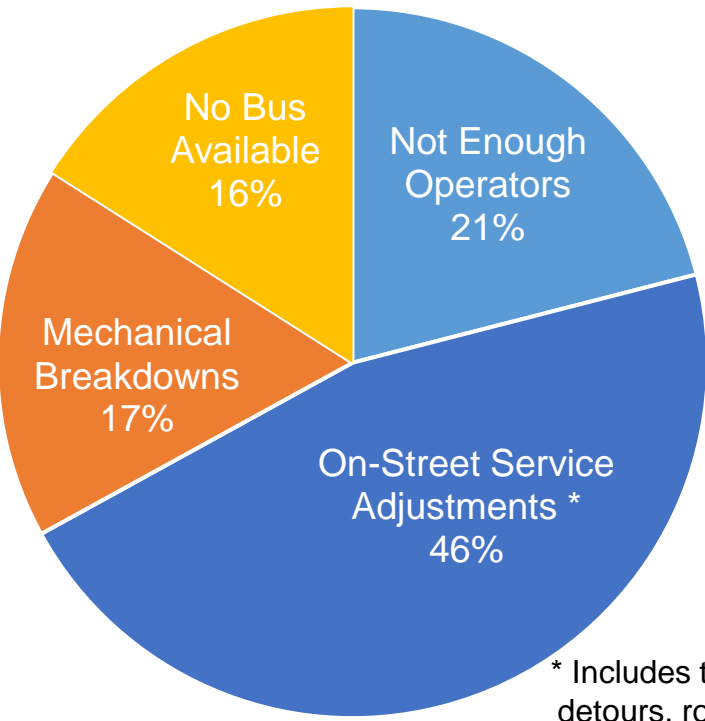
# Conventional bus service delivery

Bus Service Delivery



# Conventional bus service delivery – September 2023

On an average weekday in September, 291 out of 8,190 scheduled trips were not delivered



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

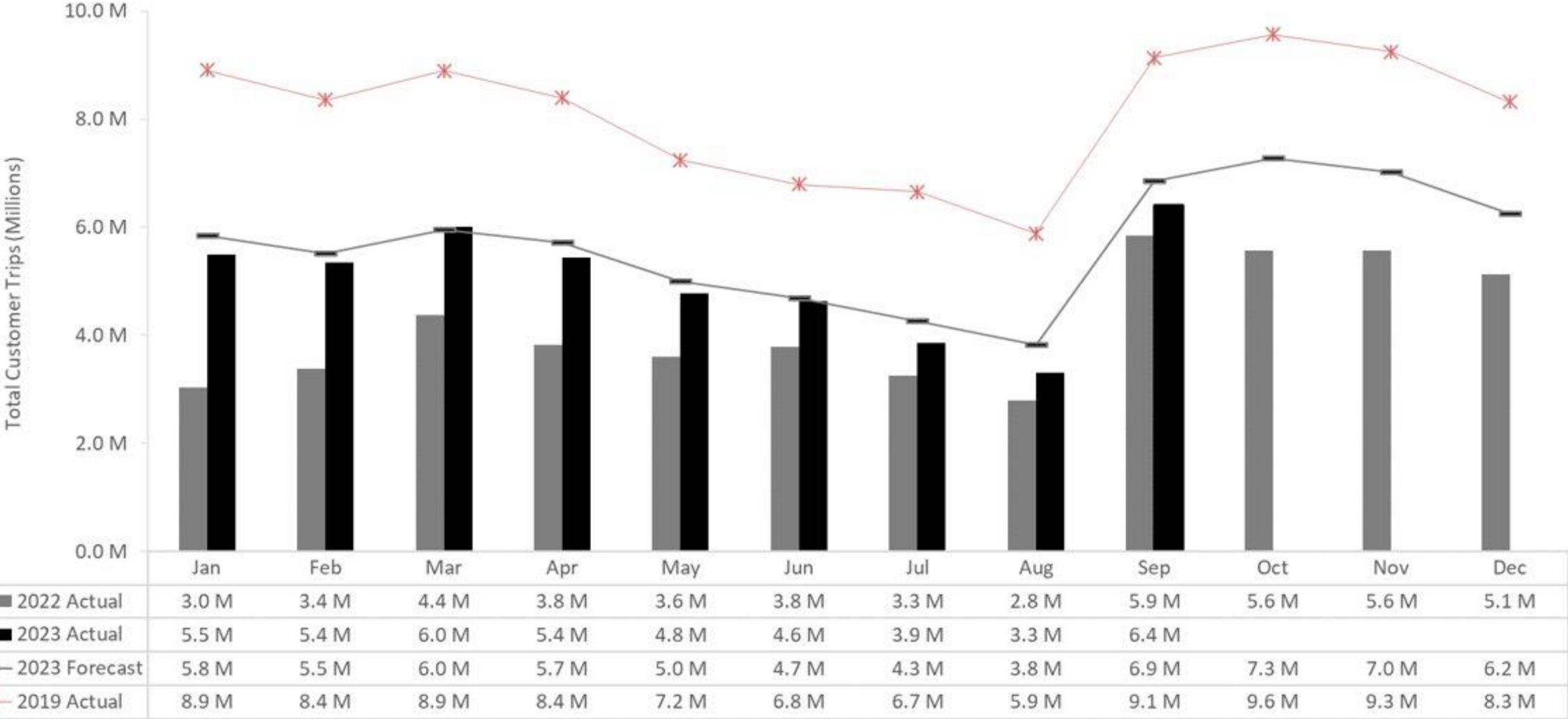
The below three routes had the most undelivered trips in the month of September

Route	Undelivered trips (full month)	Scheduled trips (full month)	Trips delivered
O-Train Line 2 replacement buses	347	5,517	93.7%
7	340	4,471	92.4%
12	331	4,460	92.6%

Charters were provided to RCMP between September 17-24, in the range of 5-6 buses per day, between 05:00 and 24:00.

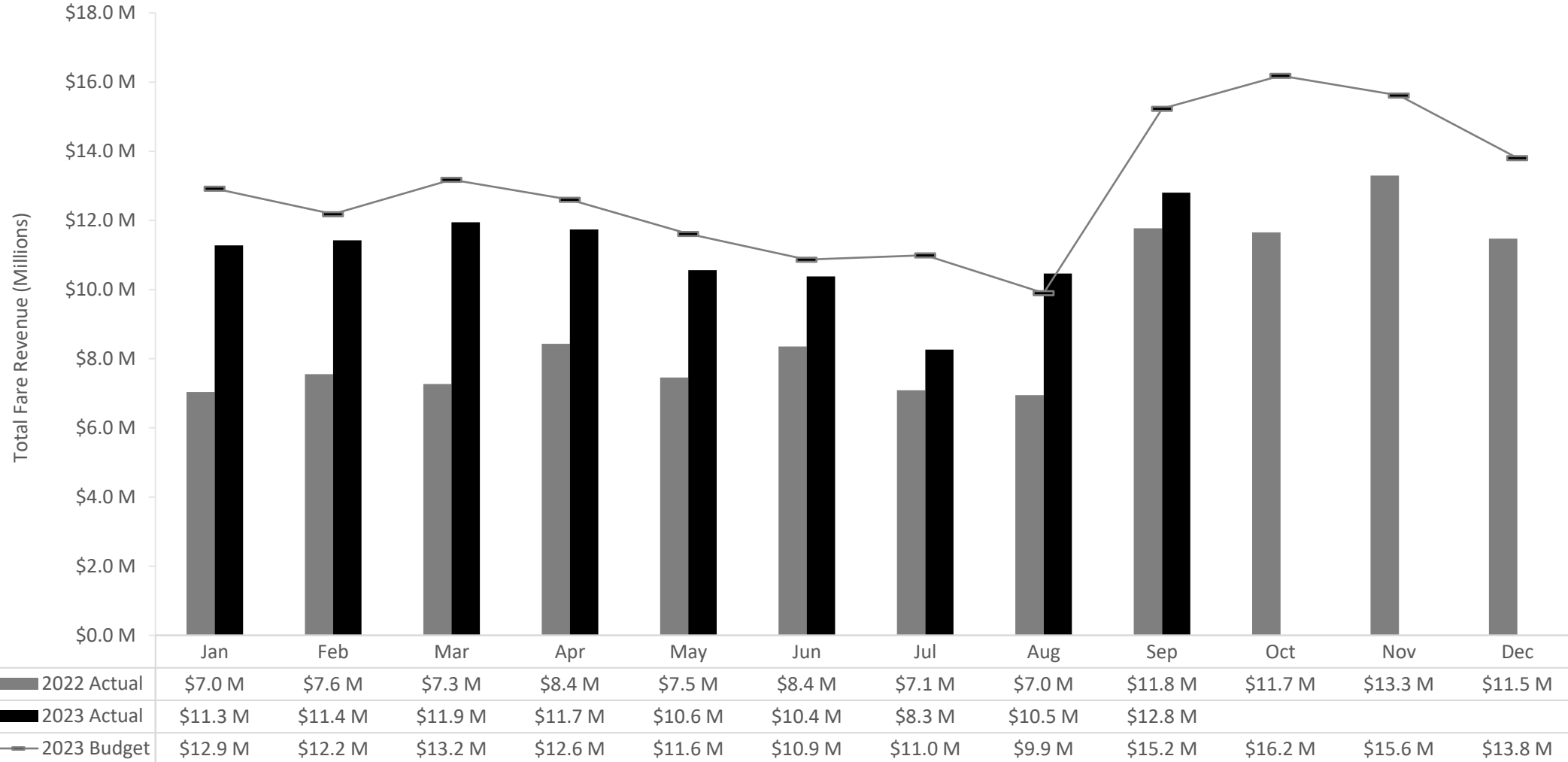
# Ridership: Line 1 and conventional buses

2023 Conventional Bus and O-Train Ridership



# Fare revenue: Line 1 and conventional bus

2023 Conventional Bus and O-Train Fare Revenue





**Questions?**