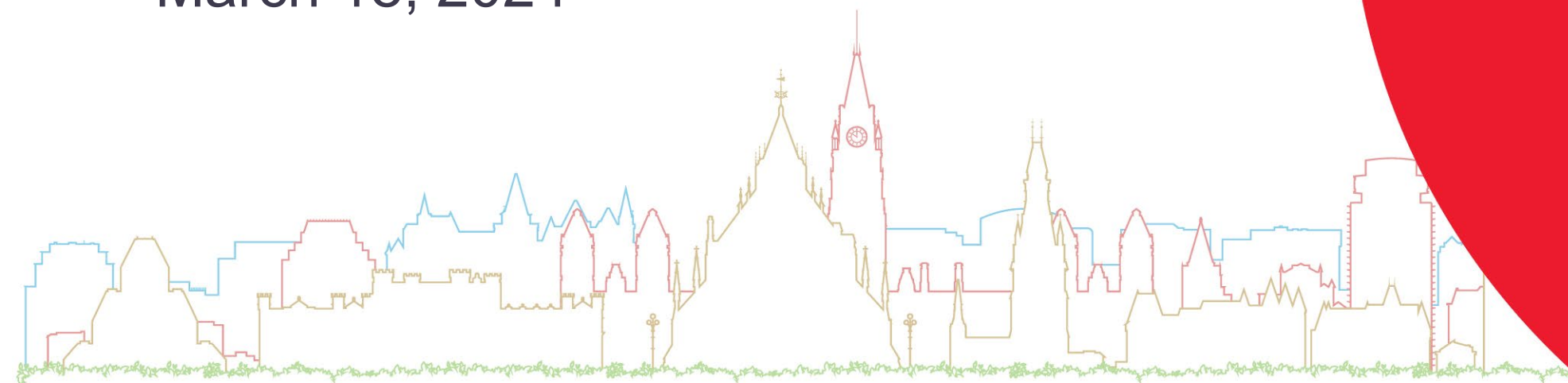


OC Transpo Update

Para Transpo, Rail and Bus

Transit Commission
March 18, 2024



GM updates





On-Demand Transit

- On-Demand Transit service commenced on Sunday, February 11
- Since then, customers have completed 82 trips in total, with ridership levels varying from week to week
- 62% of trips have been to and from Blair Station and customers have spent less than 15 minutes on board, on average
- 93% of trips have left on-time. When trips have been late, they have less than three minutes late, on average
- We are working with our software vendor to prepare for expansion of service to Saturdays



Recent Line 1 disruptions

February 9-10:

- A Rail Operator observed sparks coming from an overhead catenary system (OCS) support pole west of Cyrville Station.
- R1 replacement service was implemented on the evenings of February 9 and February 10. Single-tracking service was in place between St-Laurent and Blair stations on February 10. This allowed RTM to investigate and complete the necessary repair work to the OCS. Full service resumed on Sunday, February 11.

February 14:

- A train stopped outside of Lees Station due to a mechanical fault resulting in a power loss to that section of track and causing minor damage to the overhead catenary wire. Line 1 continued to operate with trains using a single track between uOttawa and Hurdman stations.
- Shortly after, a second train near uOttawa Station was immobilized due to an unrelated mechanical issue. Due to the location of this train, it was no longer possible to continue travelling through the single-track corridor, and R1 bus service was implemented between Rideau and St-Laurent stations. Full service resumed later that day.
- In both occurrences, we worked closely with RTM to restore full rail service to all stations as quickly as possible.





Performance indicators

Health and Safety (January 31, 2024)

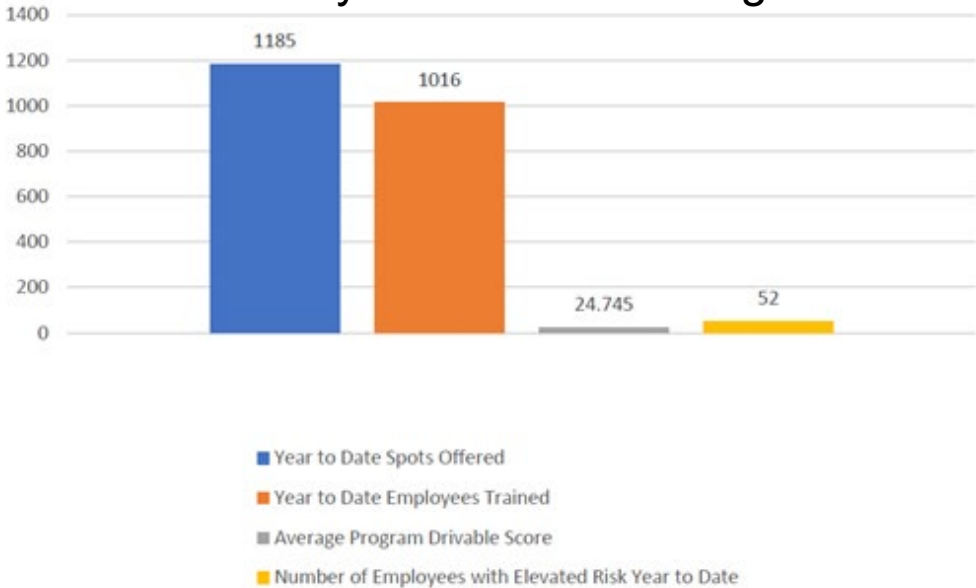
Employee Injuries					Customer Injury Rate				
SMS Target: ≤ 7.57 per 200K hrs					SMS Target: ≤ 1.036 per 1M trips				
2021	2022	2023	2024 (YTD JAN)		2020	2021	2022	2023	2024 (YTD JAN)
717	740	826	90		0.81	1.80	1.27	1.06	1.16
(7.02) (7.48) (6.46) → per 200K hrs					(Per 1 million trips)				



Vehicle Collision Rate					
(Collisions per 100,000 kms)					
SMS Target: ≤ 1.273					
≤ 0.69 Preventable					
2020	2021	2022	2023	2024	
1.38	1.40	1.87	2.45	2.21	
0.80	0.75	0.95	1.10	0.98	



1-Day Refresher Training



Employee Injuries + Customer Injury Rate

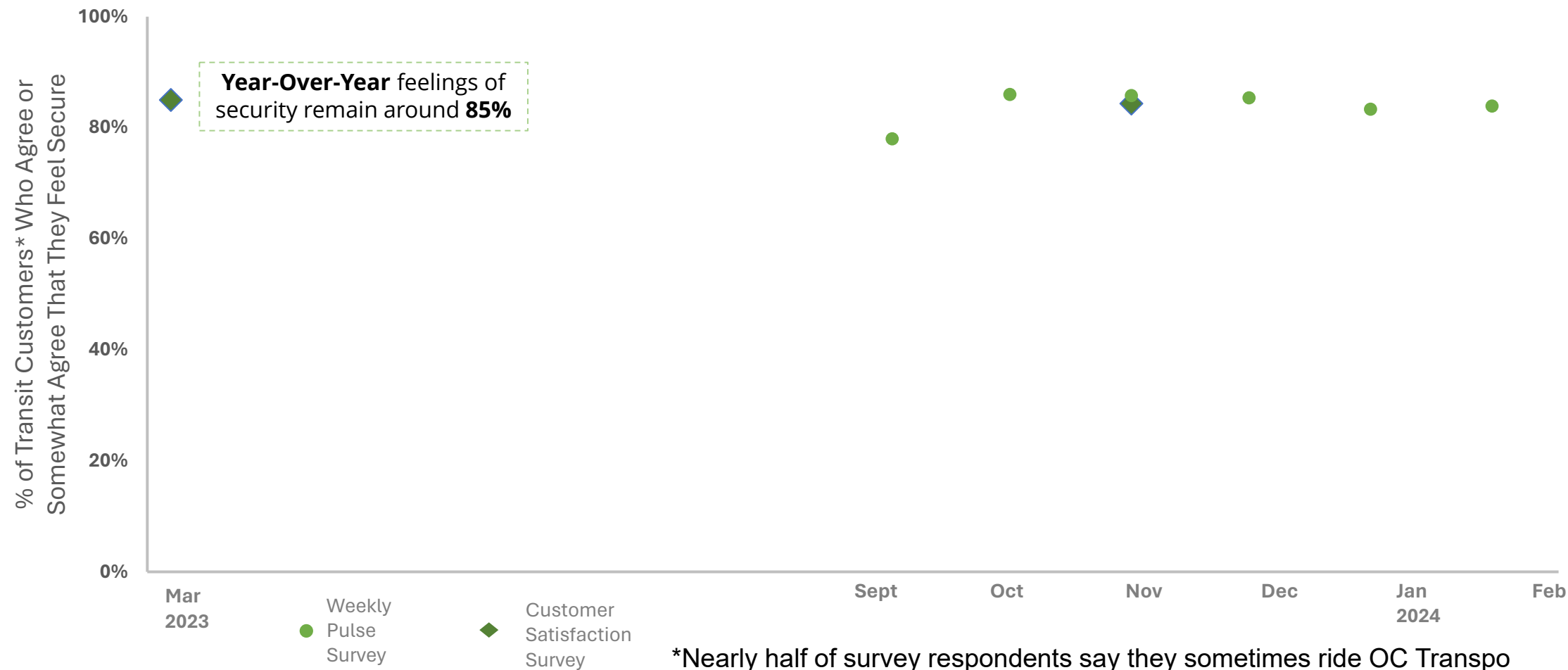
- 90 new injuries reported by employees (top three types: slips/trips, stressful event, struck/caught)
- Customers injuries were 1.16 per million trips with main reasons: hard brake events, disembark, slips/trips

Vehicle Collision Rate

- The *preventable* rate is 0.98 collisions/100,000 kms and this is lower than the result for 2023
- We continue to see an increase in the number of red-light and speeding infractions
- Introduced one-day refresher training (June 19, 2023) for all OC Transpo employees required to operate vehicles
- Since that time, 1,016 drivers were trained, with 52 identified as needing additional skills building.

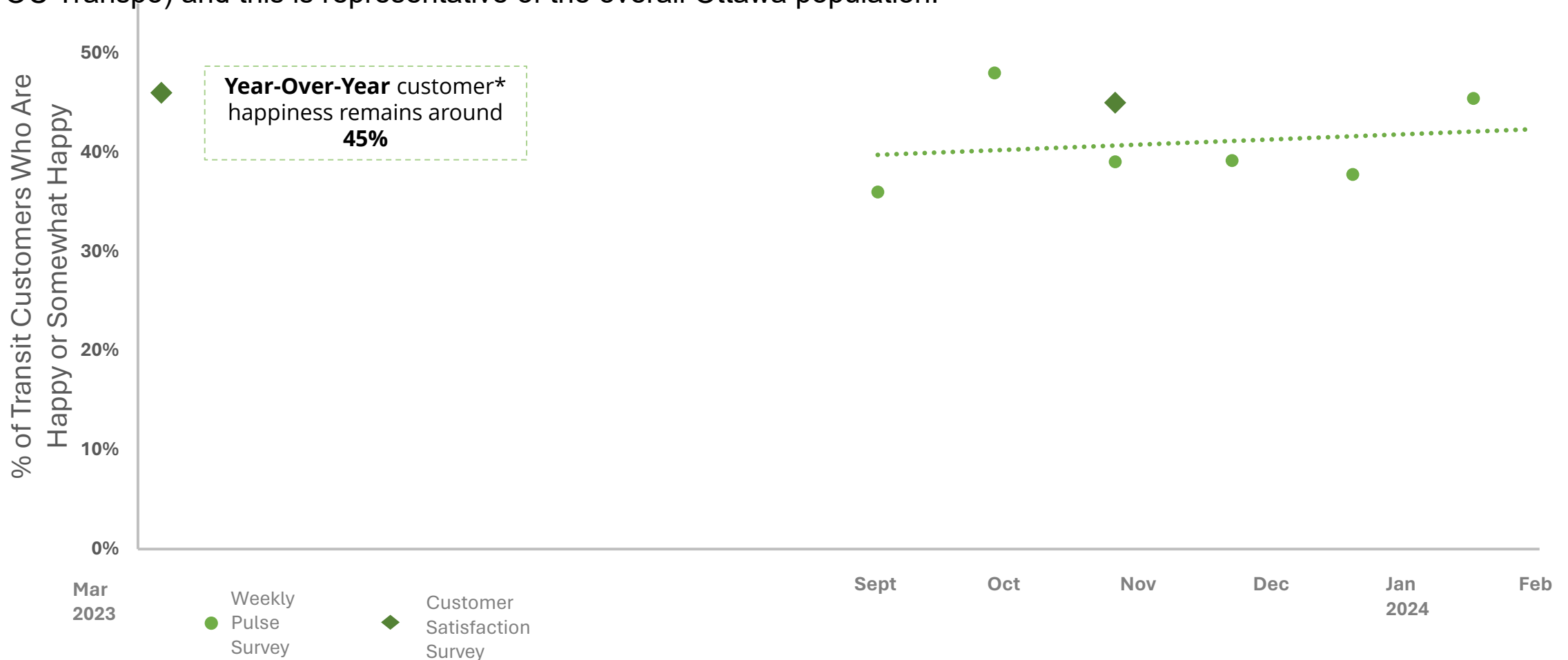
Security – customer survey results

OC Transpo uses a variety of survey tools to learn our customer's preferences and improve service based on feedback. Each month we survey approximately 1,000 Ottawa residents (including people who do or do not ride OC Transpo) and this is representative of the overall Ottawa population.



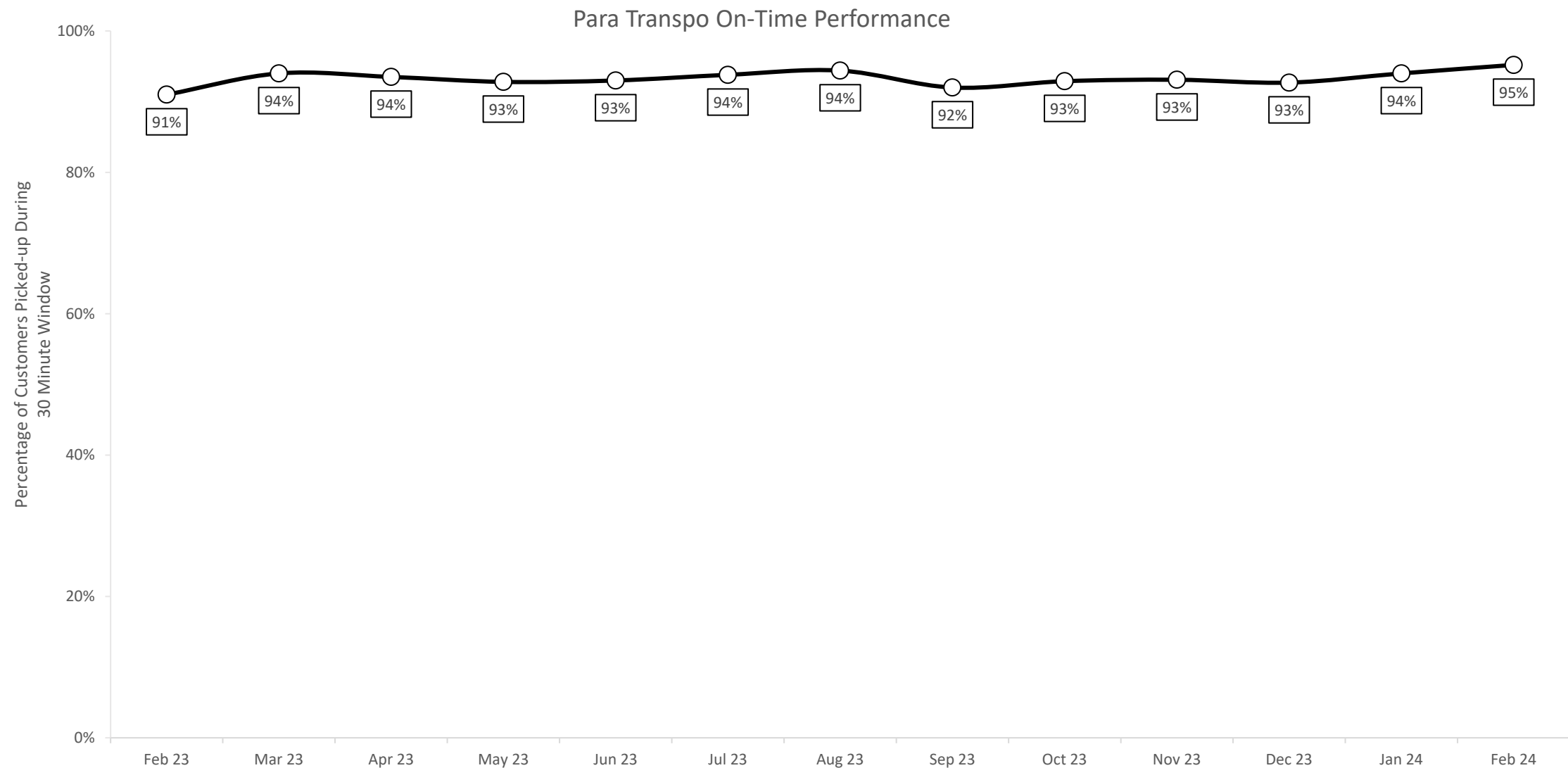
Satisfaction – customer survey results

OC Transpo uses a variety of survey tools to learn our customer's preferences and improve service based on feedback. Each month we survey approximately 1,000 Ottawa residents (including people who do or do not ride OC Transpo) and this is representative of the overall Ottawa population.



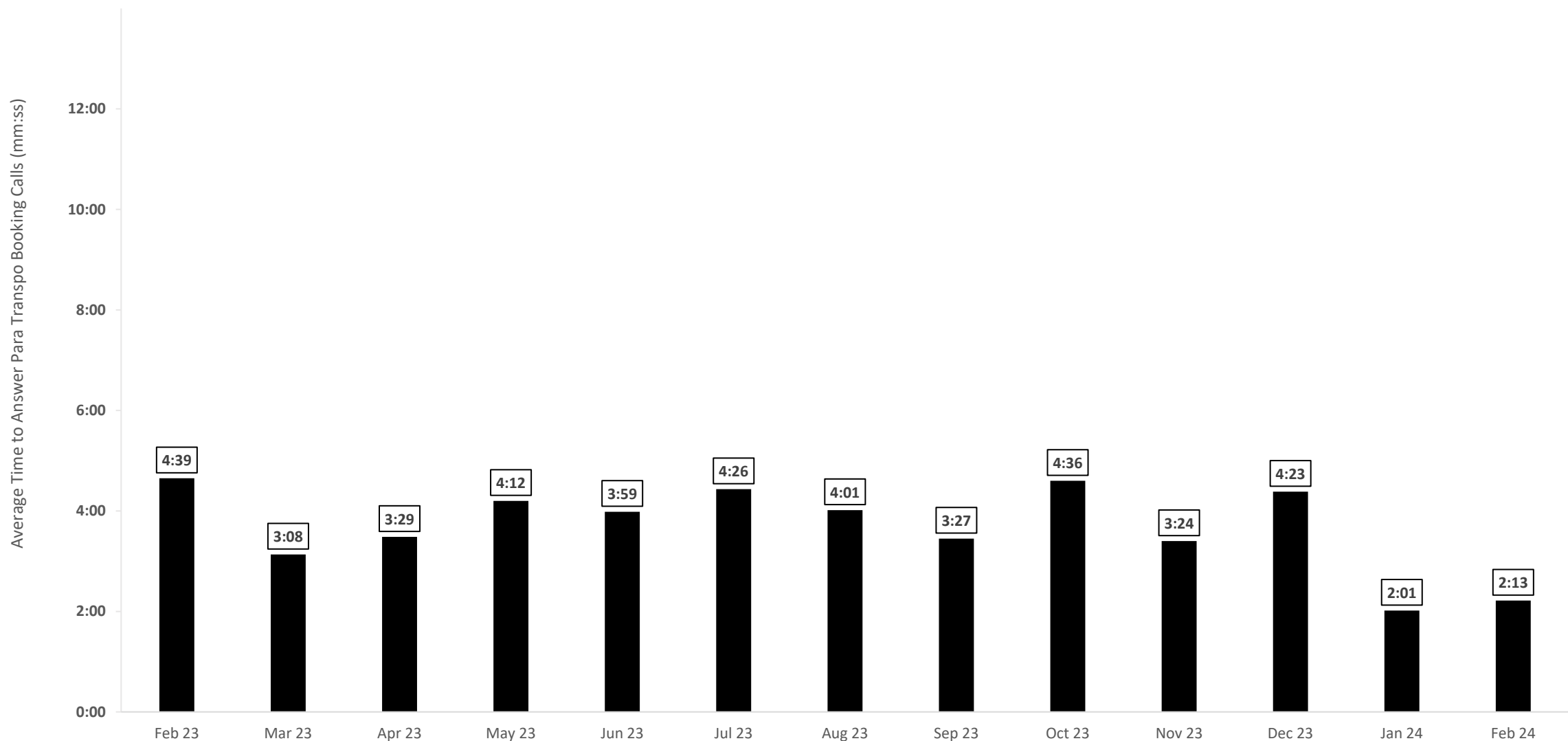
*Nearly half of survey respondents say they sometimes ride OC Transpo

Para Transpo on-time performance



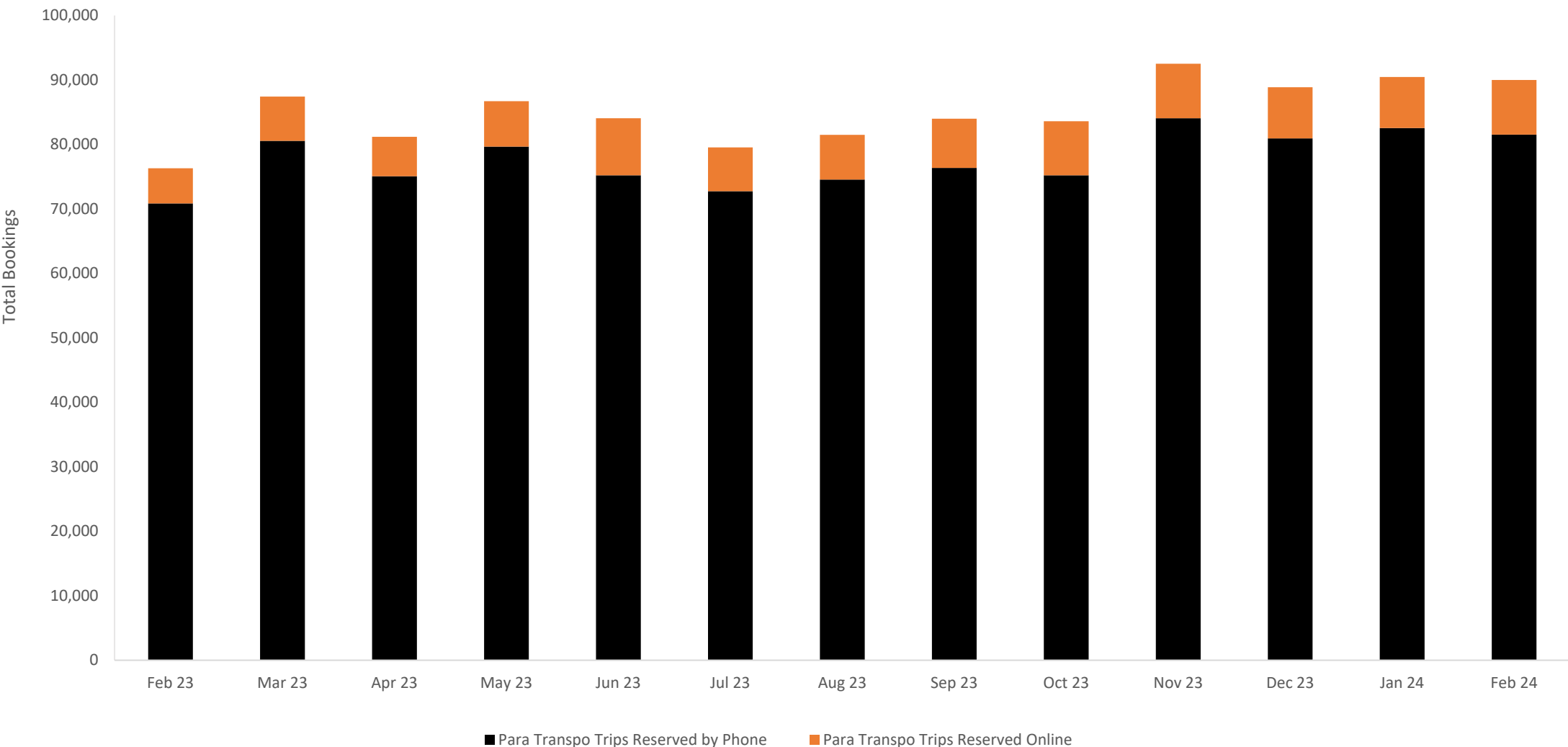
Para Transpo telephone booking line response times

Average Time To Answer Para Transpo Booking Calls



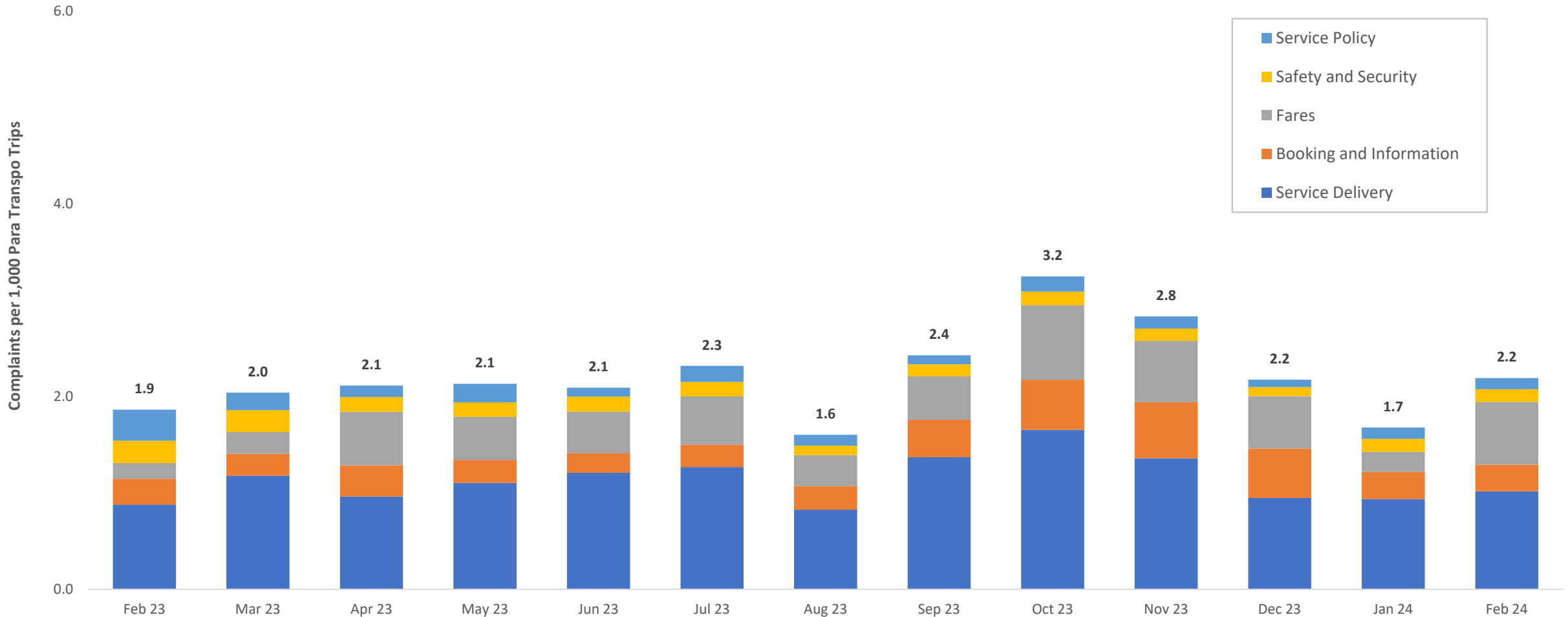
Para Transpo bookings by phone and online

Para Transpo Bookings by Mode of Booking



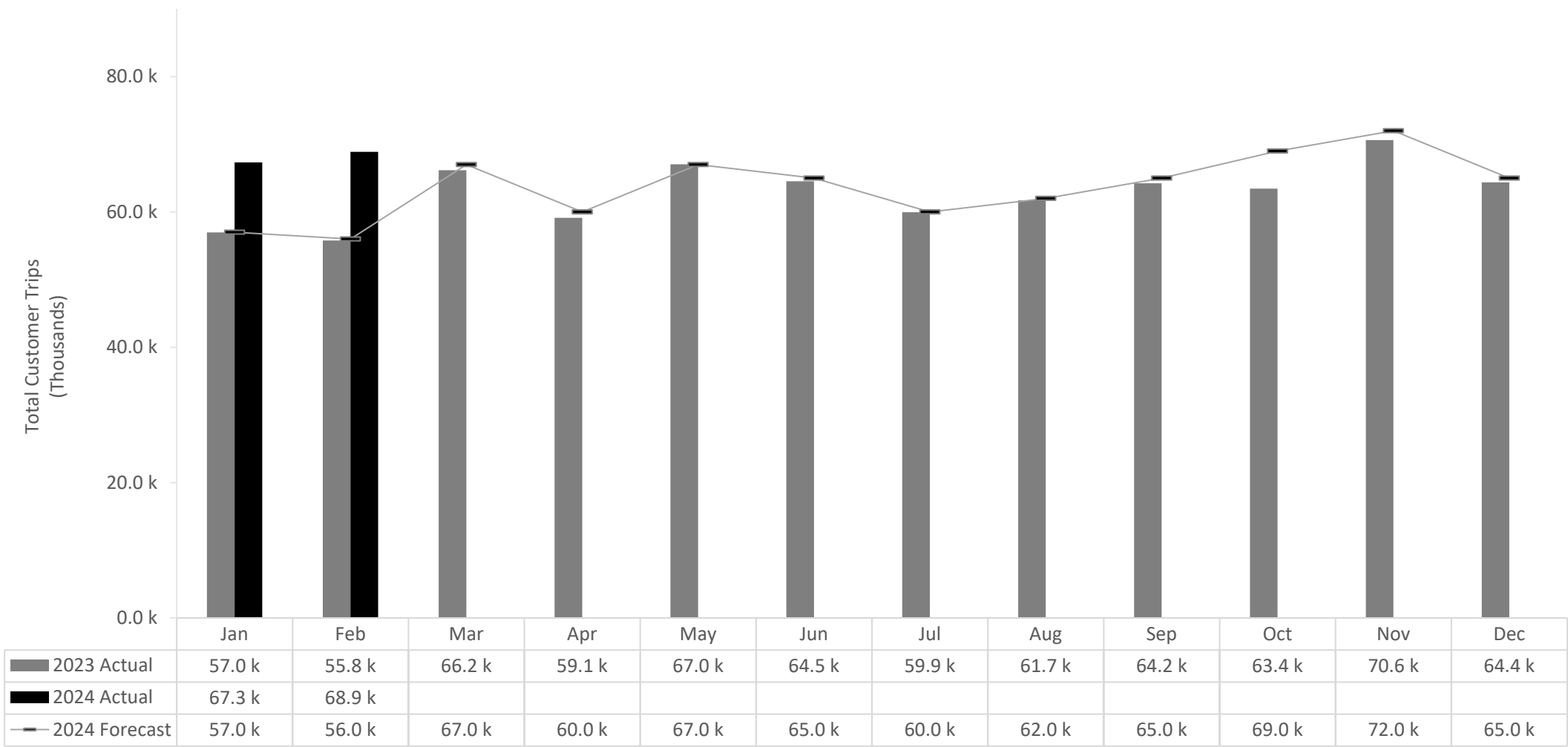
Para Transpo complaints by month and category

Para Transpo Rate of Complaints by Category



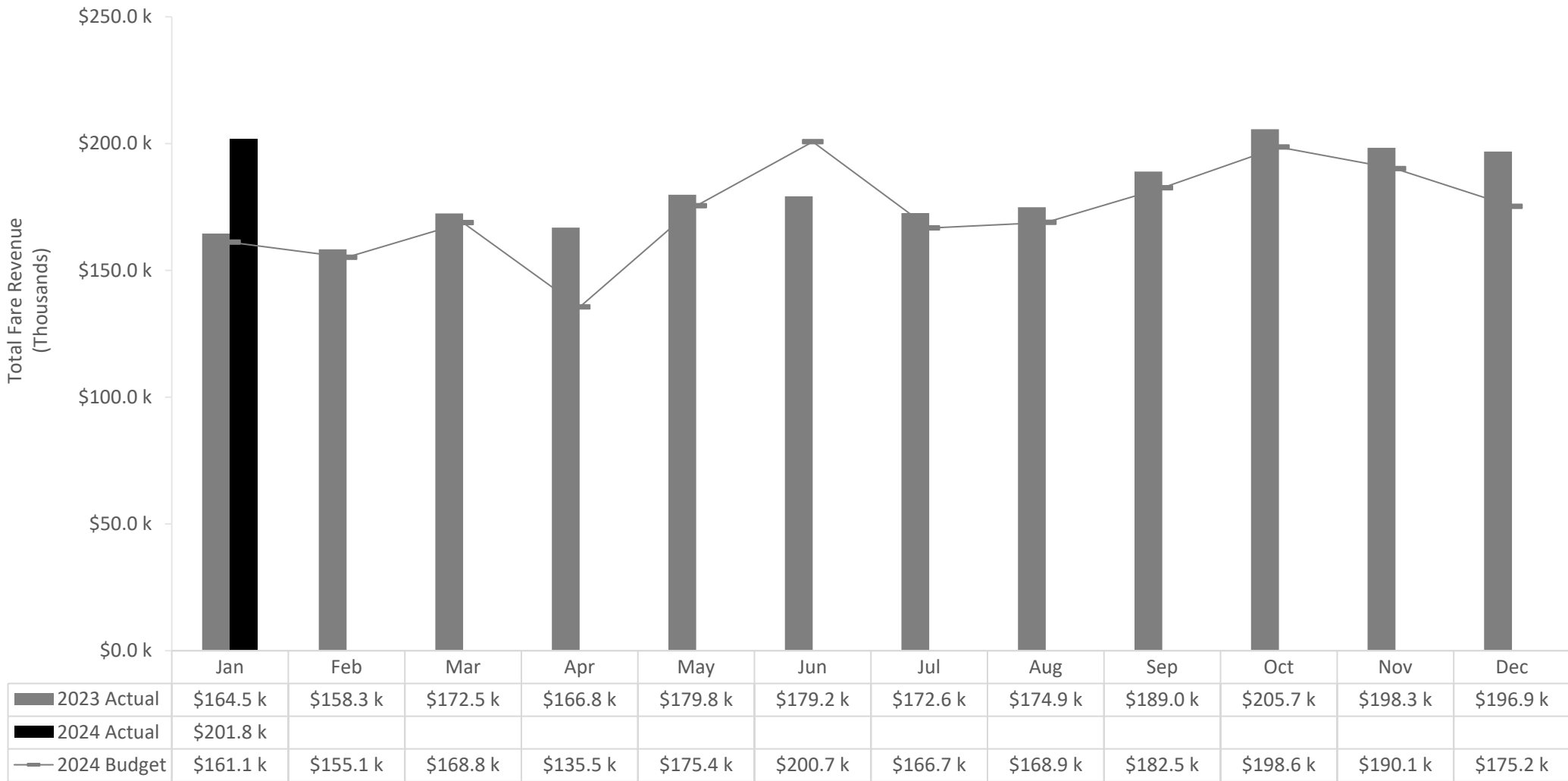
Para Transpo ridership

2024 Para Transpo Ridership



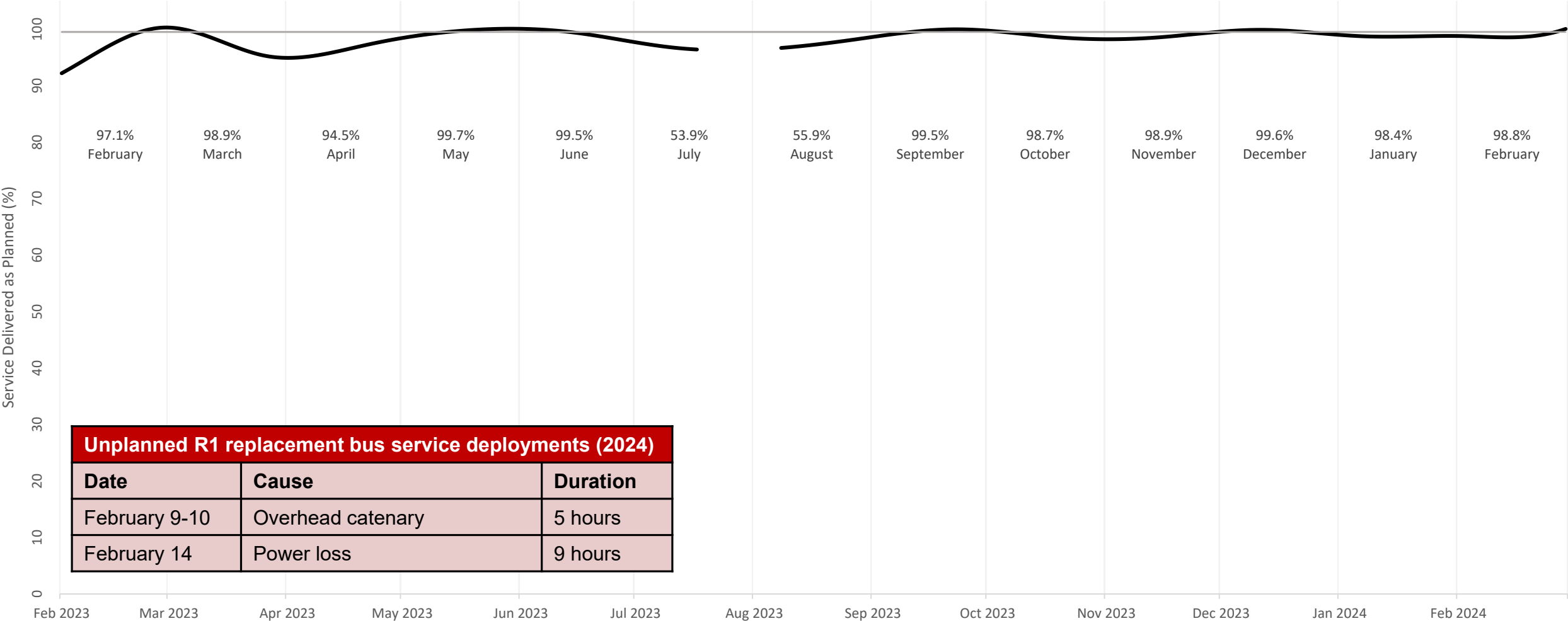
Para Transpo fare revenue

2024 Para Transpo Fare Revenue



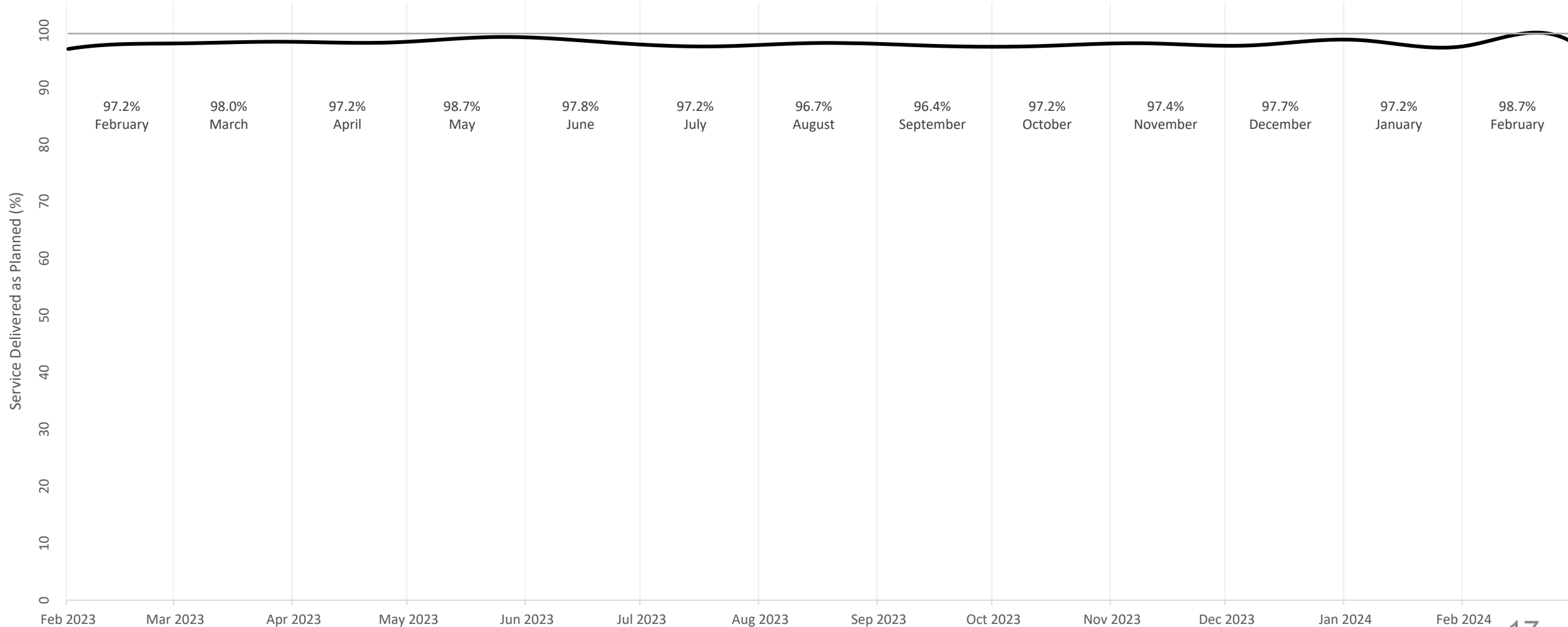
O-Train Line 1 service delivery

Rail Service Delivery



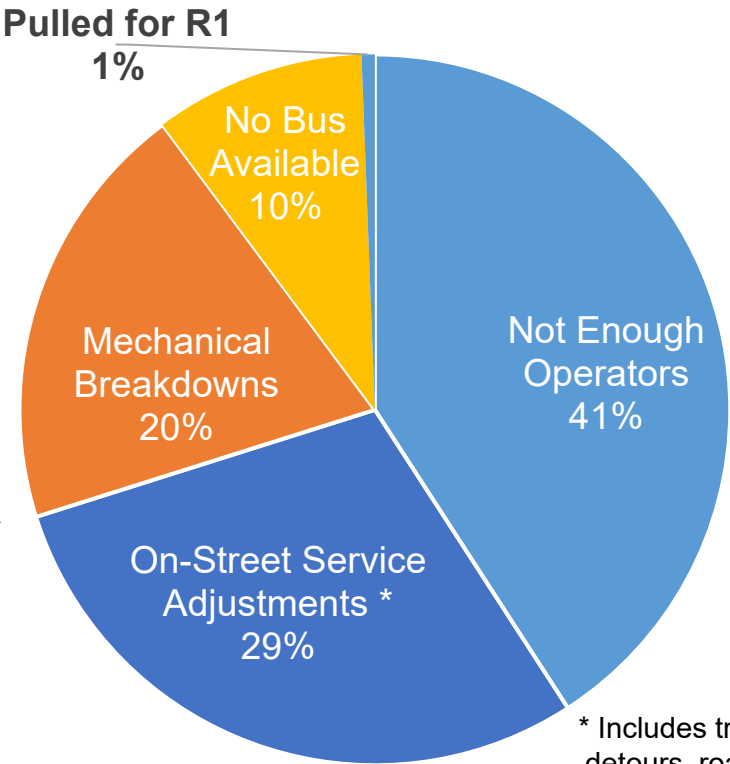
Conventional bus service delivery

Bus Service Delivery



Conventional bus service delivery – February 2024

On an average weekday in February, 112 out of 8,148 scheduled trips were not delivered



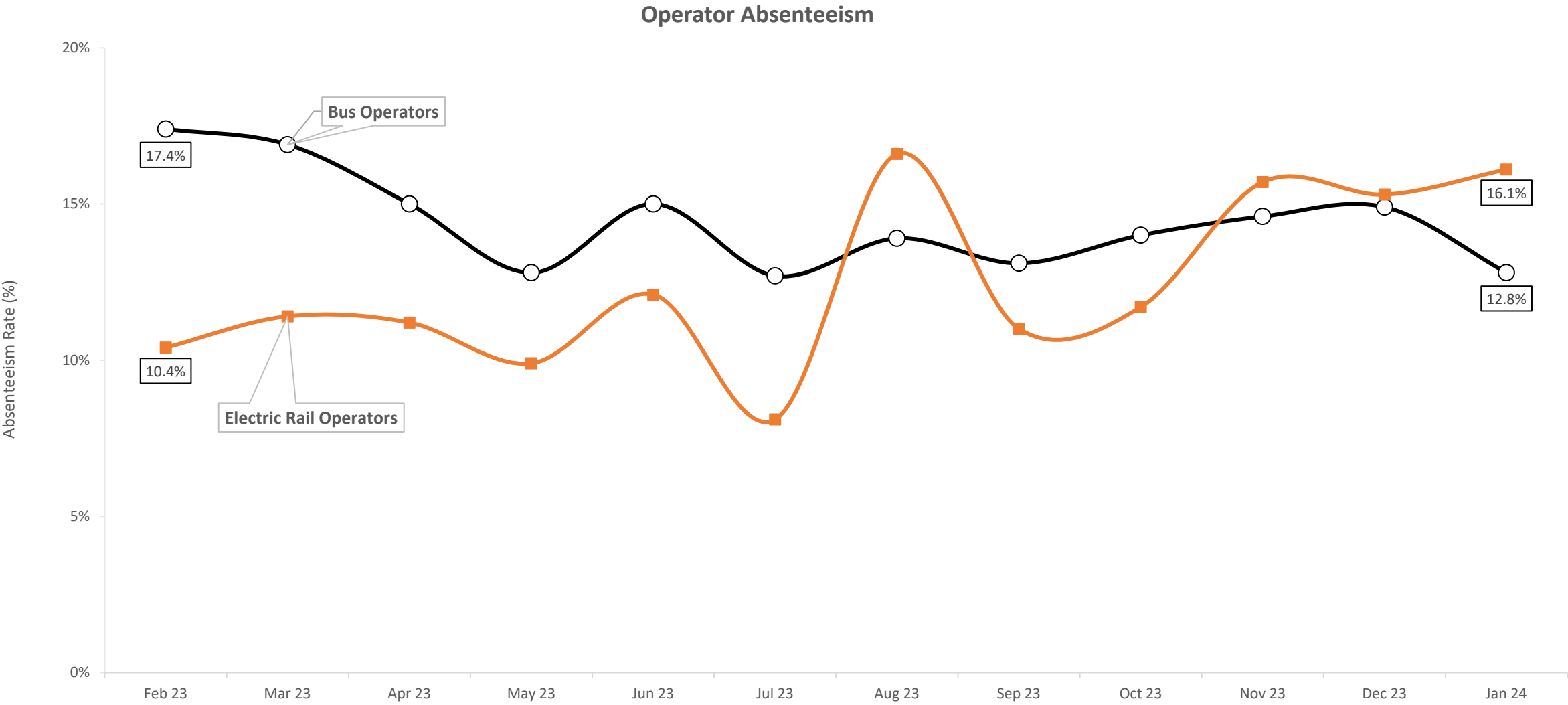
* Includes traffic congestion, detours, road closures, etc.

The below three routes had the most undelivered trips in the month of February 2024.

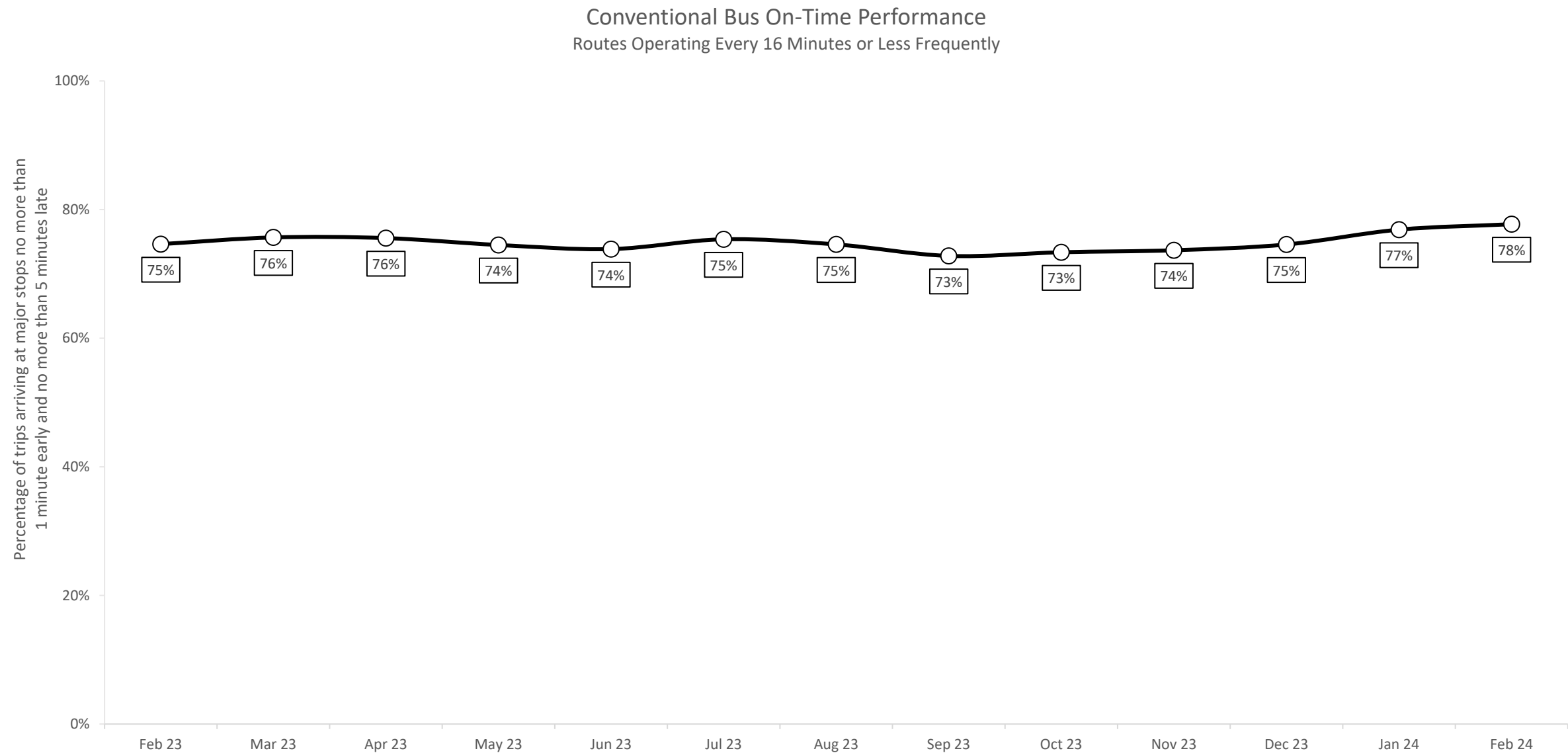
Route	Undelivered trips (full month)	Scheduled trips (full month)	Trips delivered
75	105	5, 140	98.0%
O-Train Line 2 Replacement Buses	103	5,191	98.0%
39	101	5,037	98.0%

Absenteeism

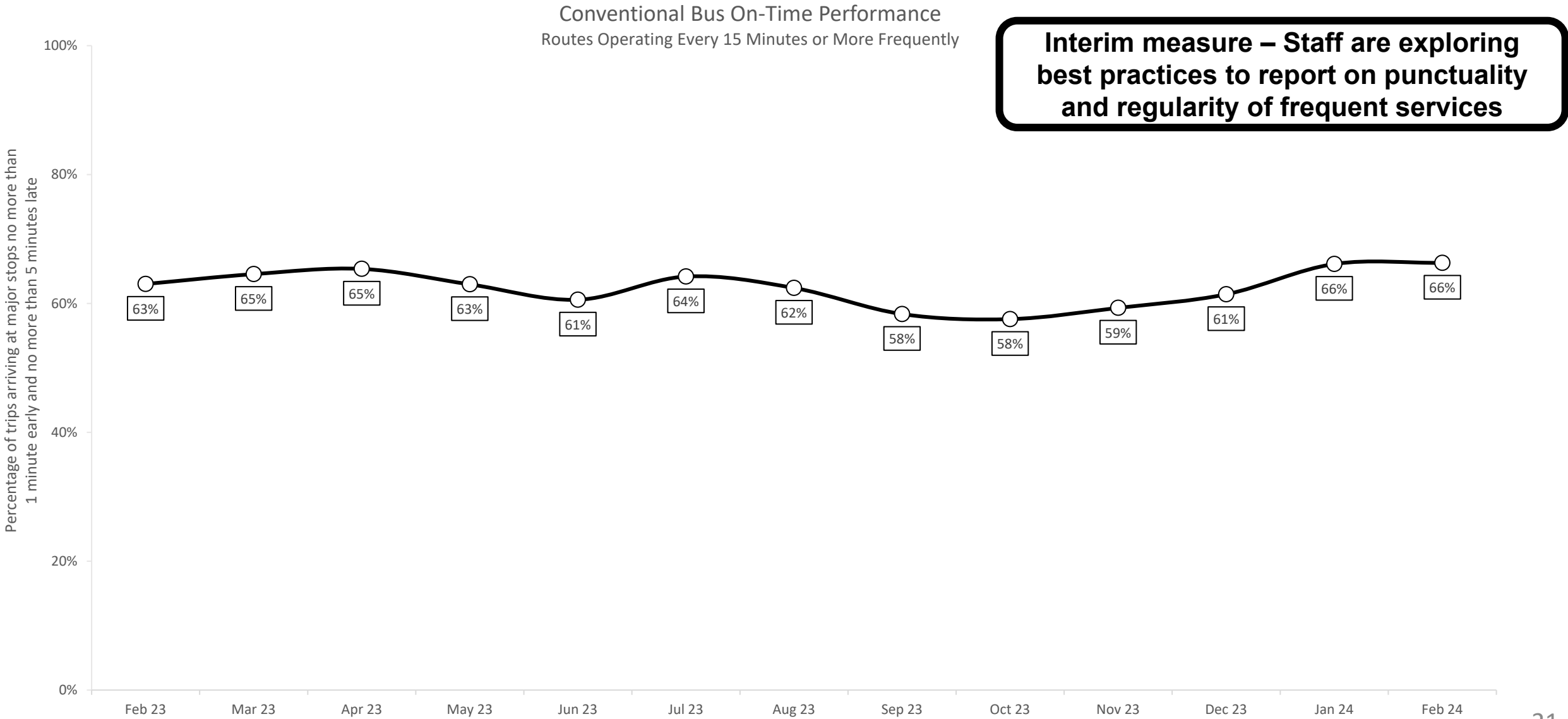
Bus Operators full year average (2023): 14.7%
Electric Rail Operators full year average (2023): 12.1%



Conventional bus on-time performance

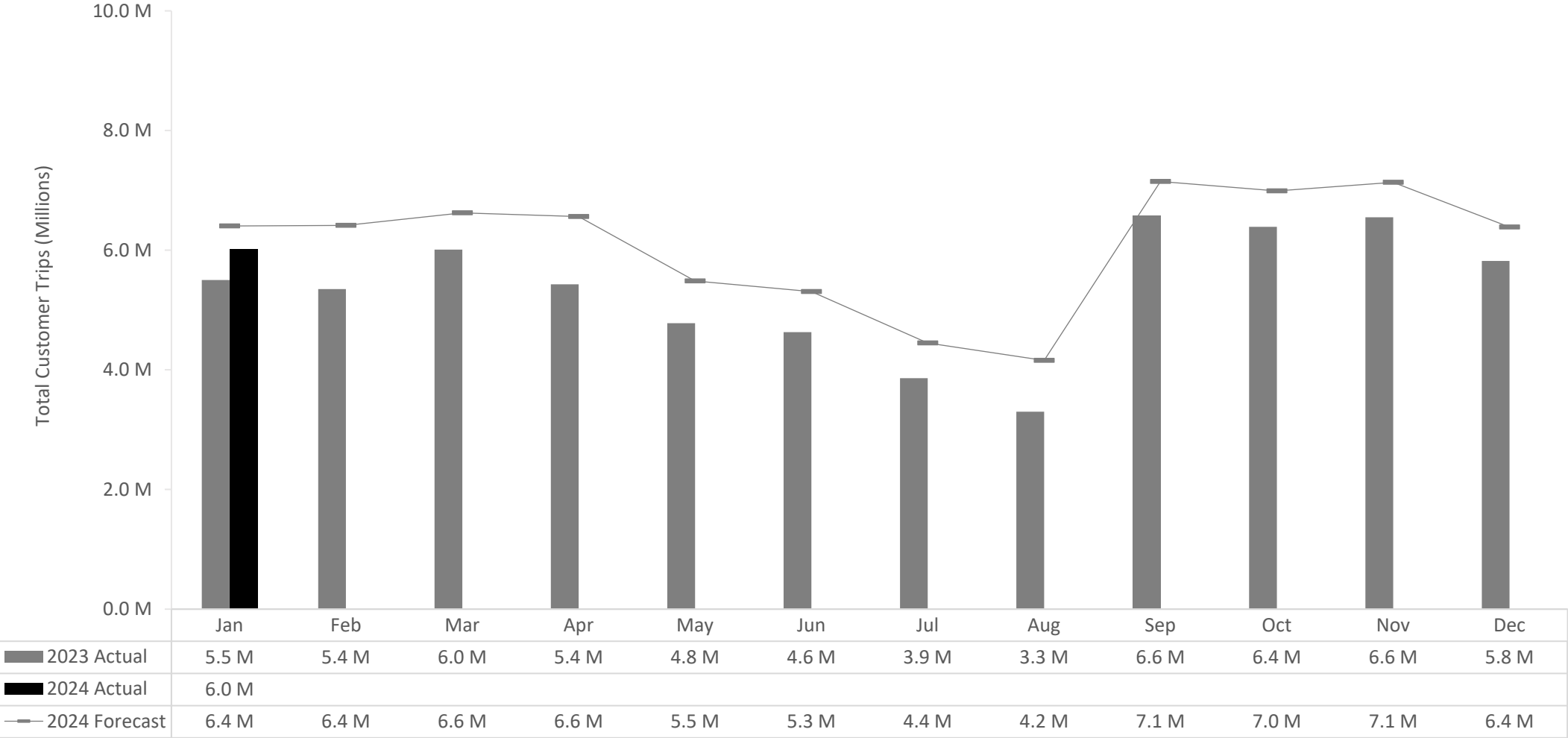


Conventional bus on-time performance



Ridership: Line 1 and conventional buses

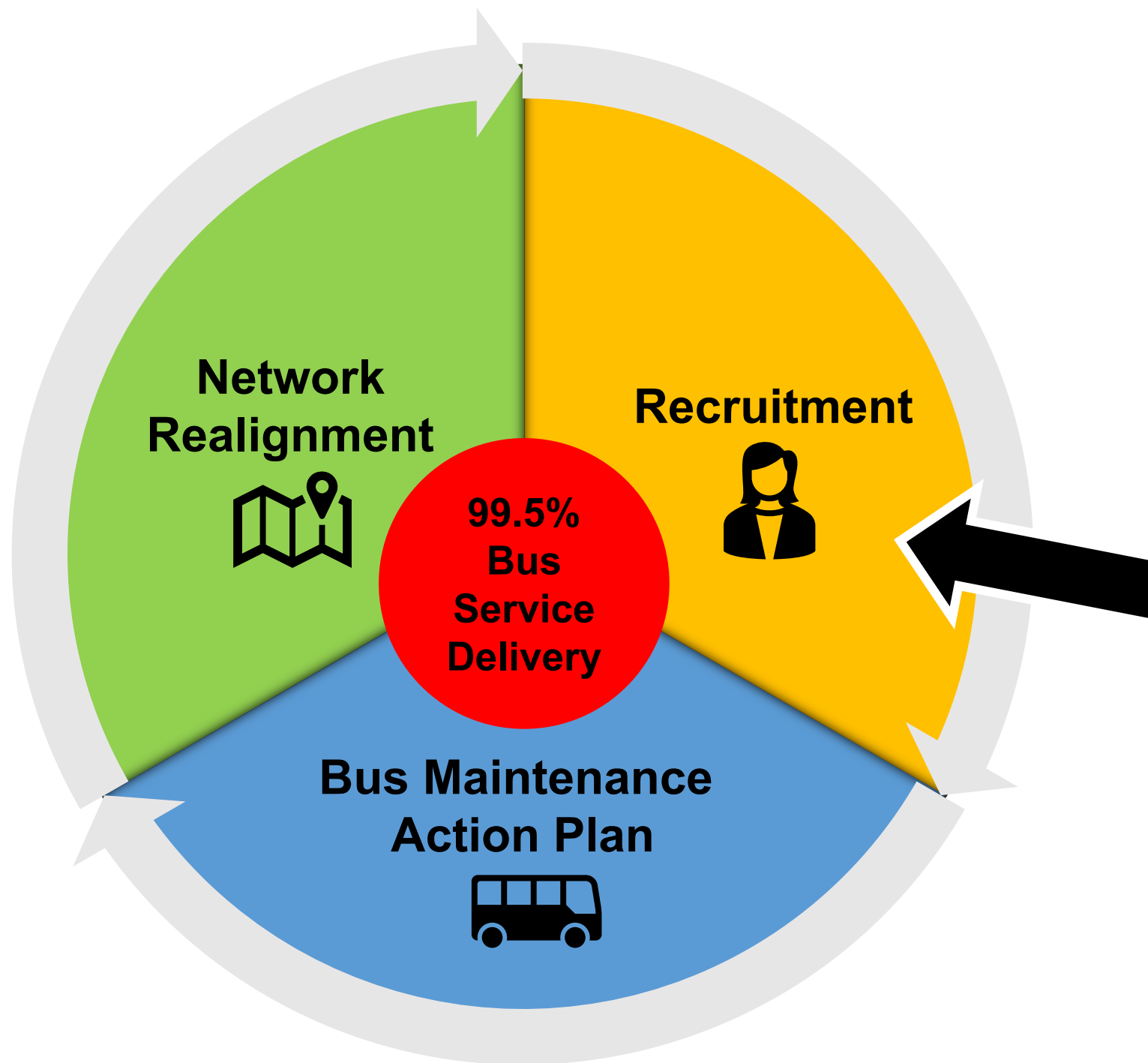
2024 Conventional Bus and O-Train Ridership



Fare revenue: Line 1 and conventional buses

2024 Conventional Bus and O-Train Fare Revenue



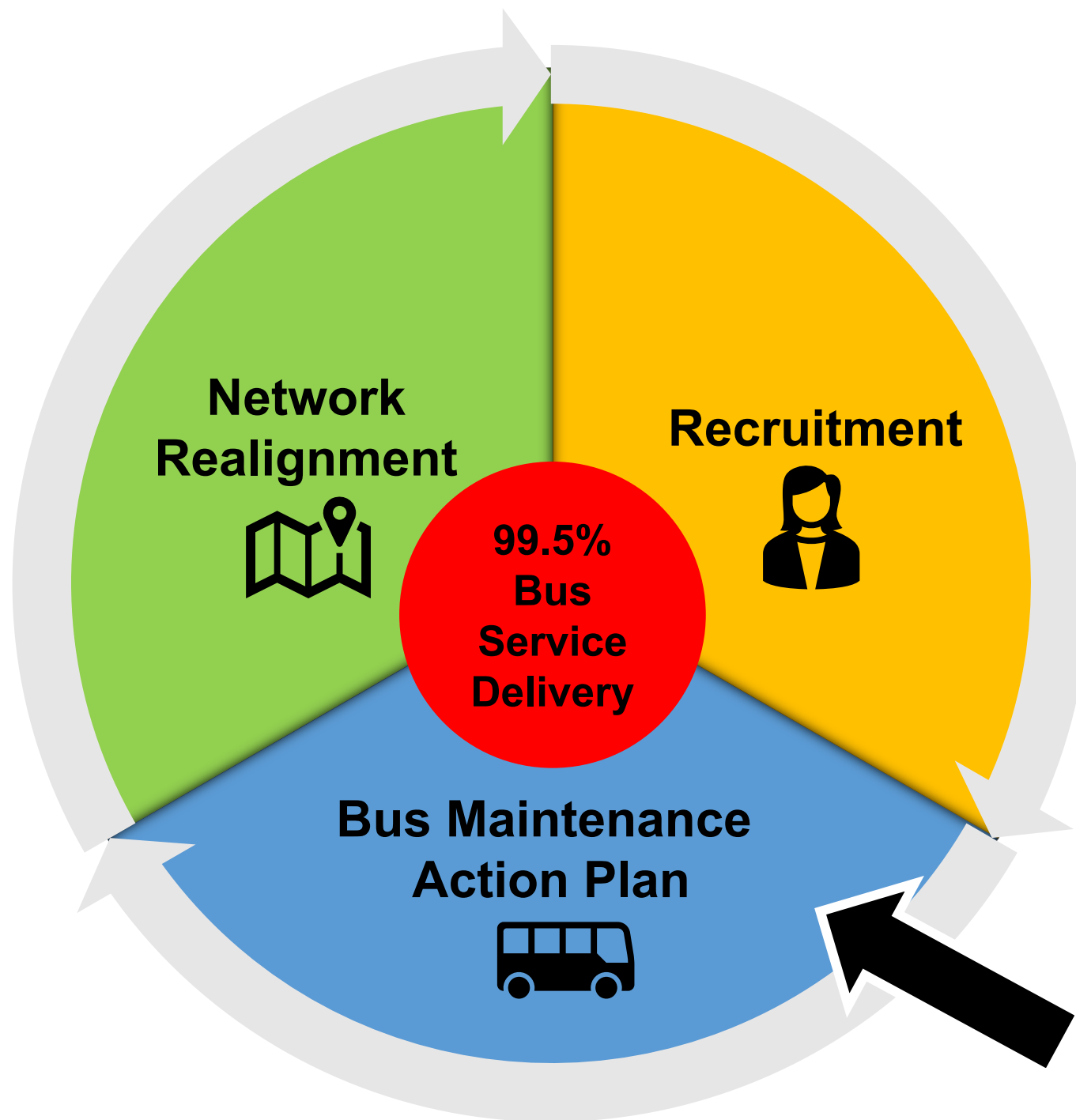


2024 Bus Operator Recruitment & Training Plan

Plan	14/15/ 16-23 Dec 11 (Feb 5)	1-24 Feb 5 (Mar 26)	2-24 Feb 26 (Apr 18)	3-24 Mar 18 (May 9)	4-24 April 8 (May 29)	5-24 April 29 (Jun 19)	6-24 May 21 (Jul 11)	7-24 June 10 (Jul 31)	8-24 July 2 (Aug 22)	9-24 July 22 (Sep 12)	10-24 Aug 12 (Oct 3)	11-24 Sept 3 (Oct 25)	12-24 Sept 23 (Nov 15)	13-24 Oct 15 (Dec 5)	14-24 Nov 4 (Dec 27)	15-24 Nov 25 (Jan 17)	Total
Recruits ready for training	60	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	450
NBOT Graduates	42	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	330
Actual																	
Recruits ready for training	59	30	28	26													84
Actual NBOT Graduates	38	25	25														50

Actual and complete
 In progress

25



New Bus Operator Training

- 15 cohorts of 30 trainees
- 450 total trainee positions
- New class starting every three weeks:
 - First class started Feb. 5, 2024
 - Last class starts Nov. 25, 2024
- Three weeks of day training and three weeks of night training
- Two weekend shifts
- All high-capacity drives on nights and weekends until new bus operator is in service





New Para Transpo Operator Training

- 6 cohorts of 6 trainees
- 36 total trainee positions
- Classes spread throughout 2024:
 - First class started Jan. 29, 2024
 - Last class starts Nov. 4, 2024
- Two weeks of day training and two weeks of night training
- One weekend shift
- All drive time done outside of peak until in service training/mentor

New Electric Rail Operator Training

- 4 cohorts of 12 trainees
- 48 total trainee positions
- Classes start in the summer:
 - First class starts June 3, 2024
 - Last class starts Nov 25, 2024
- Training of new rail operators for east extension
- Rail training plan is flexible



New Diesel Rail Operator Training

- 5 cohorts of various sizes
- Total of 16 DROs certified to drive solo
- 6 DROs in final assessment stage
- 33 trainees in the on-the-job training phase
- 9 trainees in ORCR rules training



New Transit Maintenance Training

- 6 cohorts of 6 trainees
- 36 total trainee positions
- Onboarding course is 111 days
- Classes spread throughout 2024:
 - First class started Feb. 12, 2024
 - Last class starts July 8, 2024
- Enhanced program for apprentices
- Training group to take over apprentice program



Employee Refresher Training

- Scheduled with the expiration of a driver's license (Bus and Transit Maintenance)
- Every five years
- Three-day course:
 - Friday – Sunday 7 a.m. – 3 p.m.
 - Monday – Wednesday 8 p.m. – 4 a.m.
 - Monday – Wednesday 11 p.m. – 7 a.m.
- Building Service Attendant course:
 - Runs monthly
 - Five days long
 - Workplace Hazardous Materials Information System 2015, garage/electrical safety, CPR/first aid



Controlled Intersection Awareness Training

- Program created in response to the O.A.G. limited review on Bus Operator Compliance with Regulations
- 1,016 employees completed training to date
- 52 employees required additional skill building
- Average DriveABLE score of 24.745 (above 60 require additional training)
- Runs daily Monday through Saturday
- 48% of issues observed are with right turns and belly loop maneuver
- Addition of night classes in spring 2024



Recent changes

- New bus operator training familiarization program for trainees new to the City:
 - Focus on the more complex routes
 - Provides an opportunity to learn on their own time
- New transit maintenance training modules open to all employees, not just trainees
- Apprentices and mechanics in daily for training
- More technical training being offered



Bus Maintenance Action Plan

New leaders at OC Transpo

Onboarded two new external managers:

- Fleet maintenance operations in all garages
- Long-term strategic maintenance planning, forecasting, and resource allocation

Maintenance KPIs – starting April 2024

Upcoming annual KPIs to Transit Commission as part of Bus Maintenance Action Plan:

- Bus availability service level
- Open to closed work order ratio
- Location and bus type mismatch %
- Defect category volume

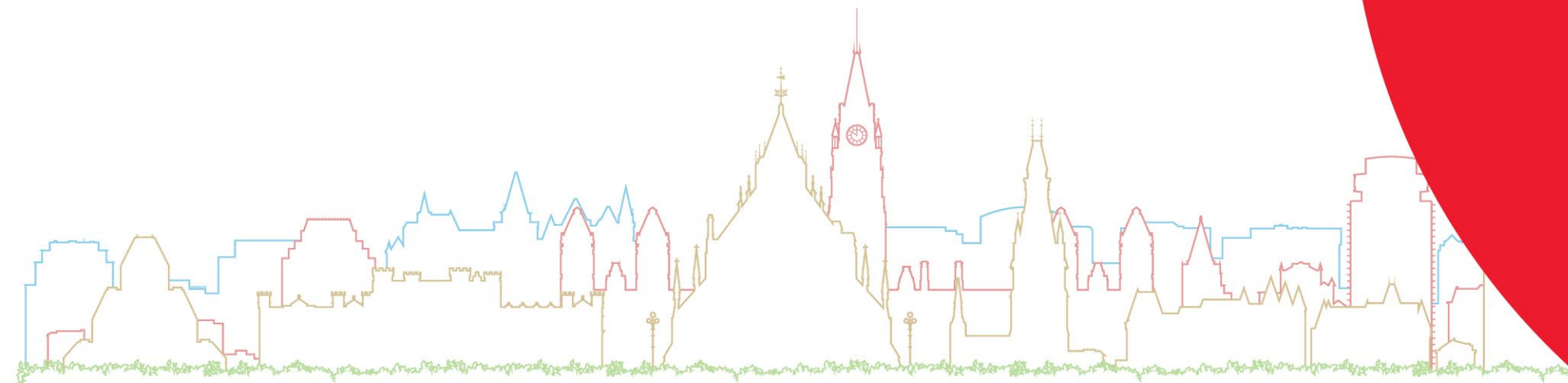


Rajiv Massey
Manager, Strategic
Maintenance Planning



Bill Cutler
Manager, Transit Fleet
Maintenance

Service Reliability Program



Service Reliability Program



Provision of reliable service for customers, and consistent and satisfactory work for operators, is our first consideration and priority guiding this work.

Service reliability updates

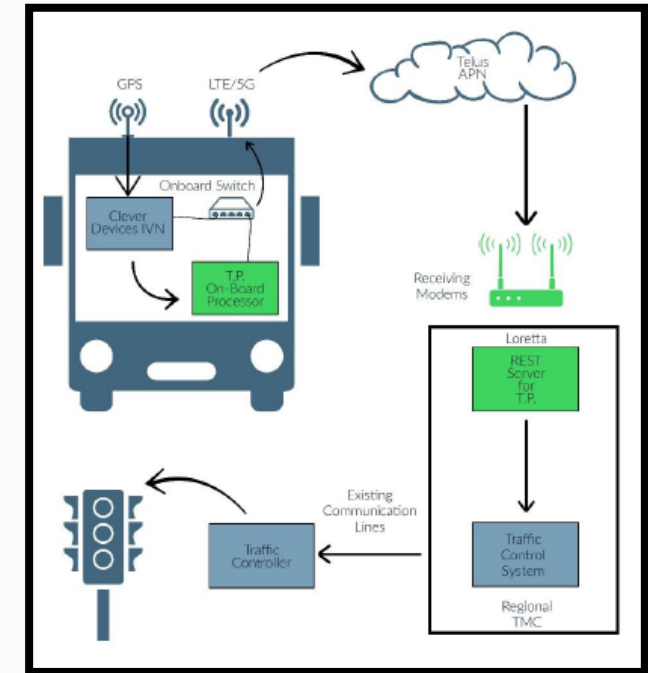
- Service Reliability Working Group meetings are held on a weekly basis with representatives from several service areas within OC Transpo
 - Work is on-going to gather input from working group participants and service areas
 - The goal is to gather specific feedback that can lead to specific, mitigation measures that will contribute to overall improvements in the reliability of service.
- Over 70 comments have been tracked through the Service Reliability Working Group since the beginning of the winter service period
- Generally, feedback received thus far relates to the following topics:
 - Run-time/on-time performance,
 - General operational efficiency, and
 - Planned/unplanned disruptions to service (including construction detours, demonstrations, etc.)

Service Reliability Updates

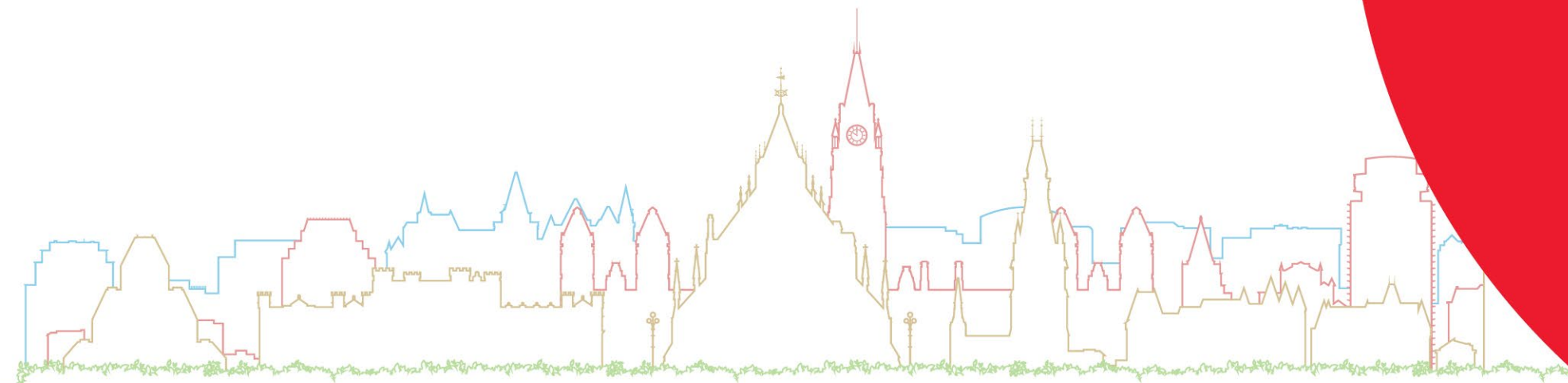
- Regular monthly meetings are held with ATU 279 and CUPE 5500 to discuss Scheduling and Service Reliability and to provide a mechanism for providing feedback
 - Feedback from Union representatives is being tracked regularly
 - Feedback topics include run-times, routing, operational efficiency, signage and wayfinding, break locations/washrooms, transit priority measures, signal operations, and construction and detours.
- Another feedback channel is through “Service Improvement Requests” (SIRs)
 - SIRs are an established mechanism for bus operators to submit specific comments and requests to be reviewed by the Service Planning and Operations Teams.
 - Since the start of the Winter Service Period, 65 Service Improvement Requests have been received from bus operators, 60% of which have already been resolved
- Many actions from the weekly Service Reliability Meetings, Service Improvement Requests, and regular meetings with Union representatives are being incorporated into on-going Planning and Scheduling work for OC Transpo's new bus network.

GPS-based Transit Signal Priority

- Current system for traffic signal-based transit priority is not sustainable
 - The current system relies on metal “inductive loops” cut into the roadway that detect the presence of a bus.
 - The technology onboard buses used to support inductive loop technology has reached the end of its lifecycle
- Feasibility Study Completed by Consultant in 2023 for GPS-based system
 - A GPS based transit priority system relies on technology that already exists onboard buses to communicate with the City’s Traffic Operations Centre, which then relays the priority request to a specific traffic signal.
 - Study contains best practice review from other agencies (Montreal, New York MTA, etc.)
 - This work is proceeding in close collaboration with the City’s Traffic Operations Team.
- A pilot project is expected to commence later in 2024 or early in 2025



Scheduling Clinics



Scheduling clinics

- Introduced in Fall 2023 as a means of connecting with bus operators based on discussions from the morale working group.
- Scheduling staff make themselves available at garages and terminus stations at convenient times for operators (pre-shift, mid-shift, end-shift).
- Operators can raise scheduling concerns directly with the staff that create the schedules and operator work shifts
 - Operators are also able to ask questions about scheduling processes, and gain insight into why certain decisions are made
- Main areas of operator concern:
 - Run times
 - Federally-mandated Canada Labour Code (CLC) breaks – locations and washrooms
 - Interlining buses between trips



Run times

- Run time refers to the amount of scheduled time allocated to each route
- Since Spring of 2023, run times for approximately **75 routes have been evaluated**.
- As part of the work for OC Transpo's new bus network, **30 routes have been reviewed with the Union** since November 2023.
- As part of the work for the new bus network, work is on-going to optimize run times in consideration of the existing **571 timepoints City-wide:**
 - The optimization of timepoints will continue beyond the implementation of the new network as part of on-going work to improve run times across the network.

CLC breaks

- As part of the scheduling for the new network, a comprehensive review of route terminus points, operator relief points, and break locations is being undertaken:
 - **55 of 80 route terminus points (68%)** have been reviewed
 - The remaining **~25 locations (32%)** are being reviewed to ensure that the layover locations meet capacity and amenities needs.
- Approximately **8-10 washroom and break locations** are currently being reviewed and discussed with the union to address various concerns and challenges, including facilities, amenities, capacity, and other related items.
- Work will continue to address specific concerns about washrooms and break locations.

Interlining and deadheading

- The term “interlining” is used to describe the situation where a bus changes routes during a single "block" of work. A block of work is a set of successive trips made by a bus.
- When a bus travels out of service between trips, or between the start/end point of a route and the garage, this is called “deadheading.”
- Interlining and deadheading are essential parts of OC Transpo’s network, and help to deliver the most efficient scheduling solution.
- Currently, 27% of all in-service trips are followed by a trip on a different route.
- Currently, 40% of all existing blocks include trips on four or more different routes.
- Current distribution of deadheads by duration:
 - ❑ **72%** of all deadheads are **5 minutes or less**, including those within the same station.
 - ❑ **25%** of all deadheads are between **5 and 30 minutes** in duration.
 - ❑ **3%** of all deadheads are **30 minutes** or more, to or from remote parts of the network.
- Improvements to reduce the average deadhead duration are expected as part of the implementation of the new bus network.

Bus Route Review

– Now in implementation phase



Part of OC Transpo's Five-Year Roadmap



Responding to changes in travel patterns following the pandemic



Preparing connections to new O-Train stations



Based on consultation with customers, Councillors, and others throughout 2023



Based on policy direction from Council and consistent with 2024 budget



Network Realignment – Status

- Staff are working to ensure the revised network can be implemented with, or shortly after, the opening of O-Train Lines 2 and 4:
 - The revised network is integrated closely with the expanded O-Train system
- Timetable and schedule development for the revised network is ongoing:
 - Work is progressing well on developing timetables and schedules for the revised routes
 - We are taking this opportunity to improve run times and some scheduling practices, to improve service reliability
- Planning and Scheduling for major special events for Summer 2024 is underway:
 - Preparing for Canada Day and Bluesfest with the realigned network
- Work continues to identify all of the bus stop changes that are part of the new bus routes
 - Customer information will change at many bus stops
 - Some new bus stops will be added; will meet City accessibility standards
 - Some bus stops will no longer have service and will be removed

Route Review



- Consultation

Network Realignment



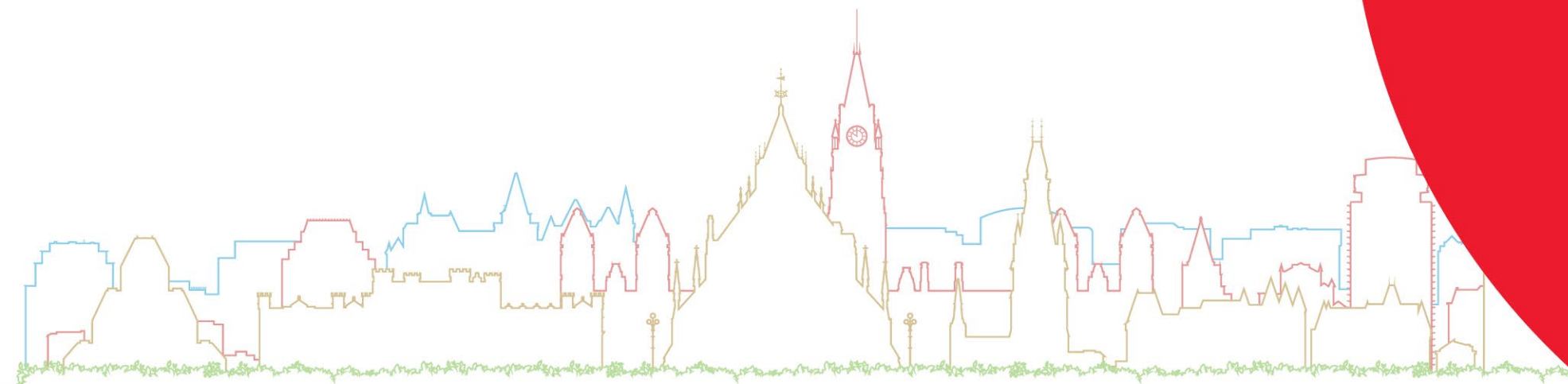
- Implementation

Campaign

- Communication



New Ways to Bus



Introducing: New Ways to Bus

- New brand uses OC Transpo's bus route and O-Train line colours, logos and bus icon
- Design elements are adaptable to a wide variety of print and digital products
- Slogan is short, forward-looking, positive and intuitive

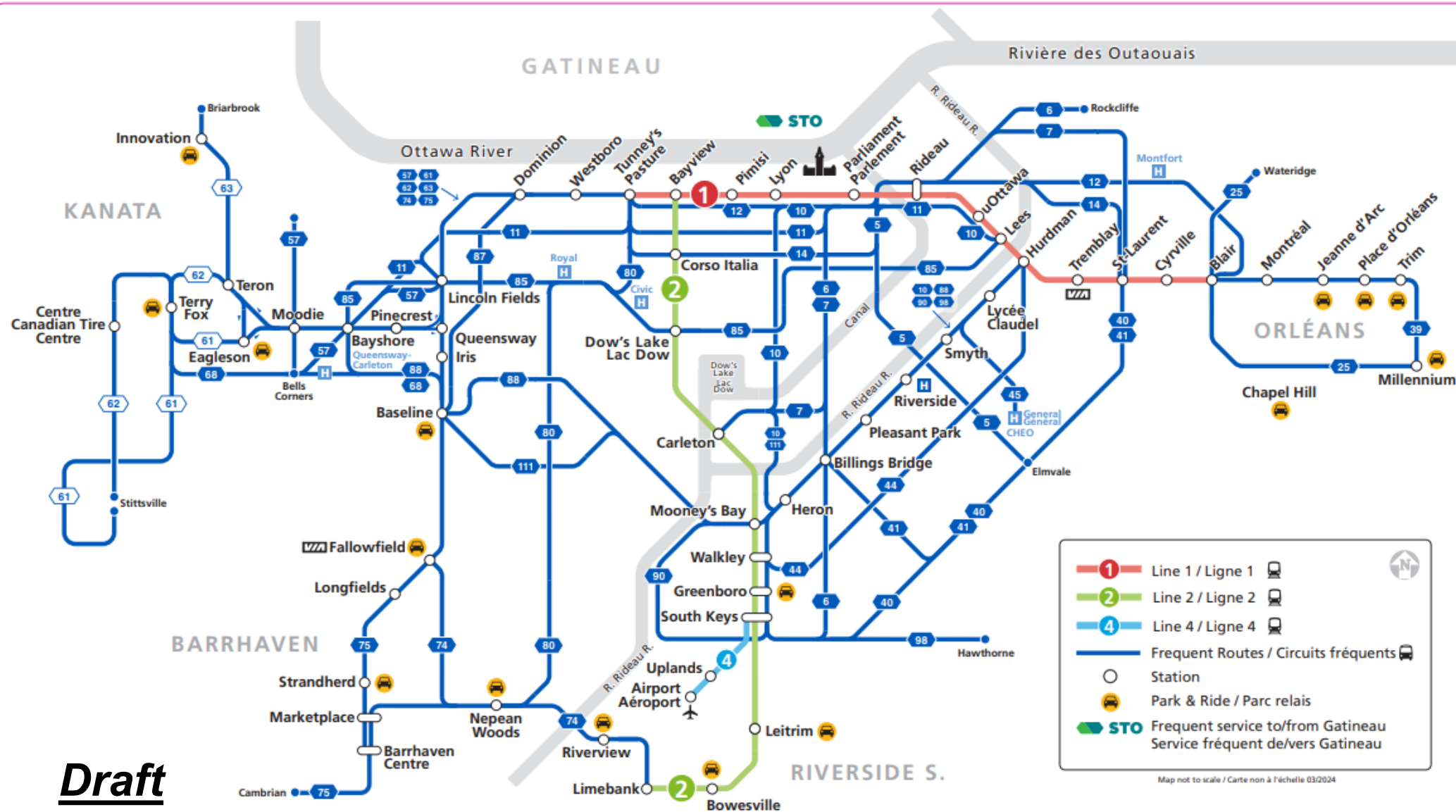




Graphics in different languages



New Maps



Campaign overview

Phase 1: Awareness

Fall 2023 – April 2024

- High-level bus network overview on octranspo.com
- System and Frequent route maps
- Social media promotion begins
- “Your Future Journey” blog series
- “New Ways to Bus” short video
- Councillor engagement
- Gathering customer feedback
- Media relations

IN PROGRESS

Phase 2: Preparation

April 2024 – Two months before network launch

- Neighbourhood-specific information on octranspo.com
- All maps available
- Minor changes to on-street information
- Travel Planner trip preview
- Transit app notifications
- Community Bus and in-person public engagement events

Phase 3: Action

Two months before network launch –
Four weeks after network launch

- Prominent features and web alerts on octranspo.com
- Advertising campaign
- Major changes to on-street information
- Customer outreach at stations
- Transit app trip preview
- External memo and PSA



At upcoming meetings

- Scheduling overview
- 5-Year Roadmap
- Axle bearings update
- Results – fare compliance initiative
- Stage 2 LRT updates (LRSC)

Questions?

