



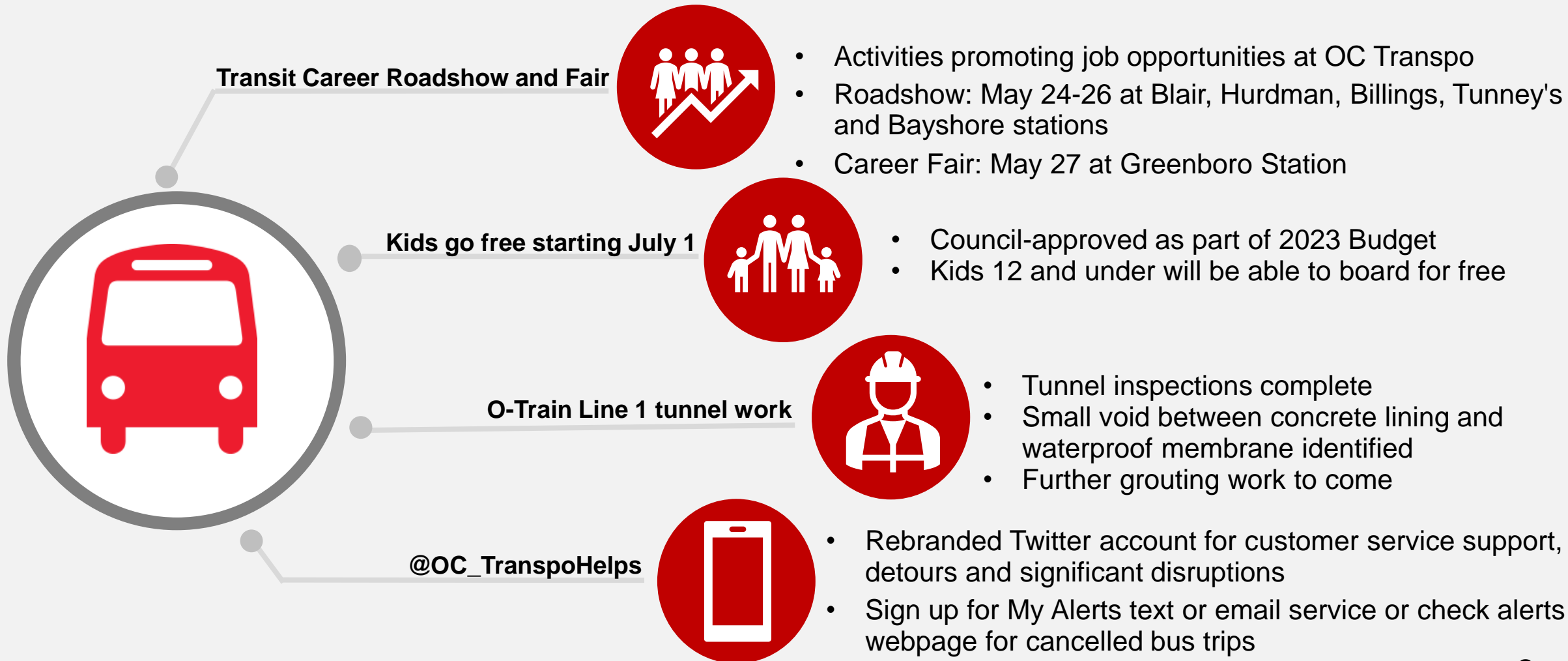
OC Transpo Update

Para Transpo, Rail and Bus

Transit Commission
May 11, 2023



GM updates



Customer surveys

- We have four customer surveys in process now and recently:
 - Regional origin-destination all-mode travel survey, used as input to the Transportation Master Plan
 - Transit Attitude survey conducted via telephone by a national research firm, to be used for tracking over time
 - Bus and train surveys conducted for international benchmarking
 - Survey to collect travel needs and views for the bus route review
- We thank our customers for their participation in these surveys
- We will report the results of each as they are available

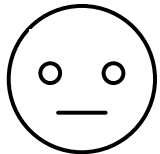
Transit Attitude survey – main results

- Telephone survey of 2,029 Ottawa residents, of whom 1,535 were OC Transpo customers
(survey margin of error: ±2.2 percentage points, 19 times out of 20)
- 73 percent of customers said they feel secure when traveling on the OC Transpo network
- Transit customers' happiness with the services offered by OC Transpo:

34%



24%



Neither happy nor unhappy

42%



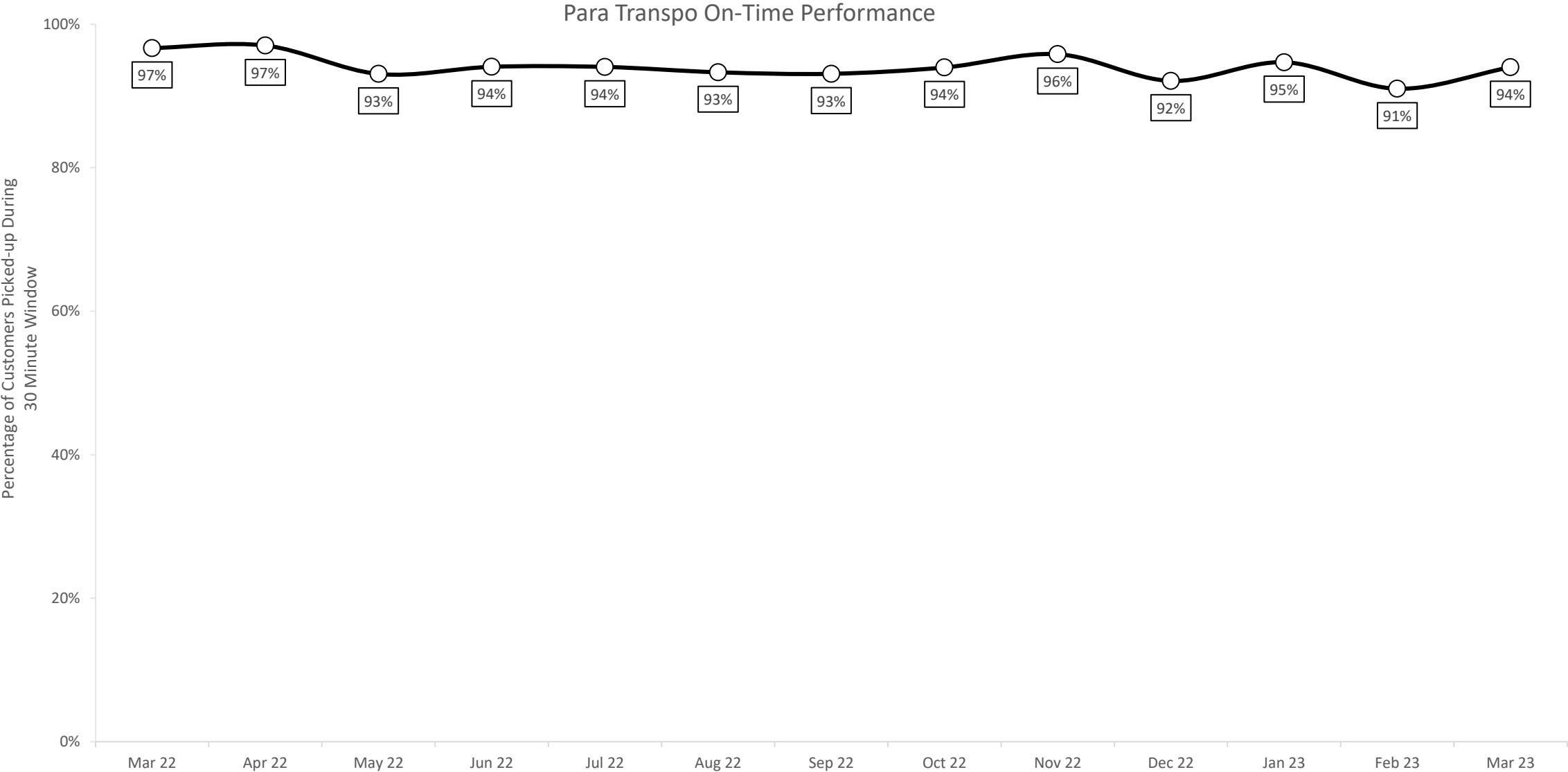
Continuing work

- We will repeat the Transit Attitude survey in detail every three months
- We will have smaller monthly telephone tracking surveys every month
- We will report the results over time, and will draw any connections between results and policy, service, or environment changes
- Surveys will continue for the moment as telephone surveys
- We will request customers' permission to contact them by email
- As we build a panel of customers willing to be contacted, we will change to an online survey instead of a telephone survey
- This will allow us to concentrate our contacts on transit customers
- We will also be surveying Para Transpo customers



Performance indicators

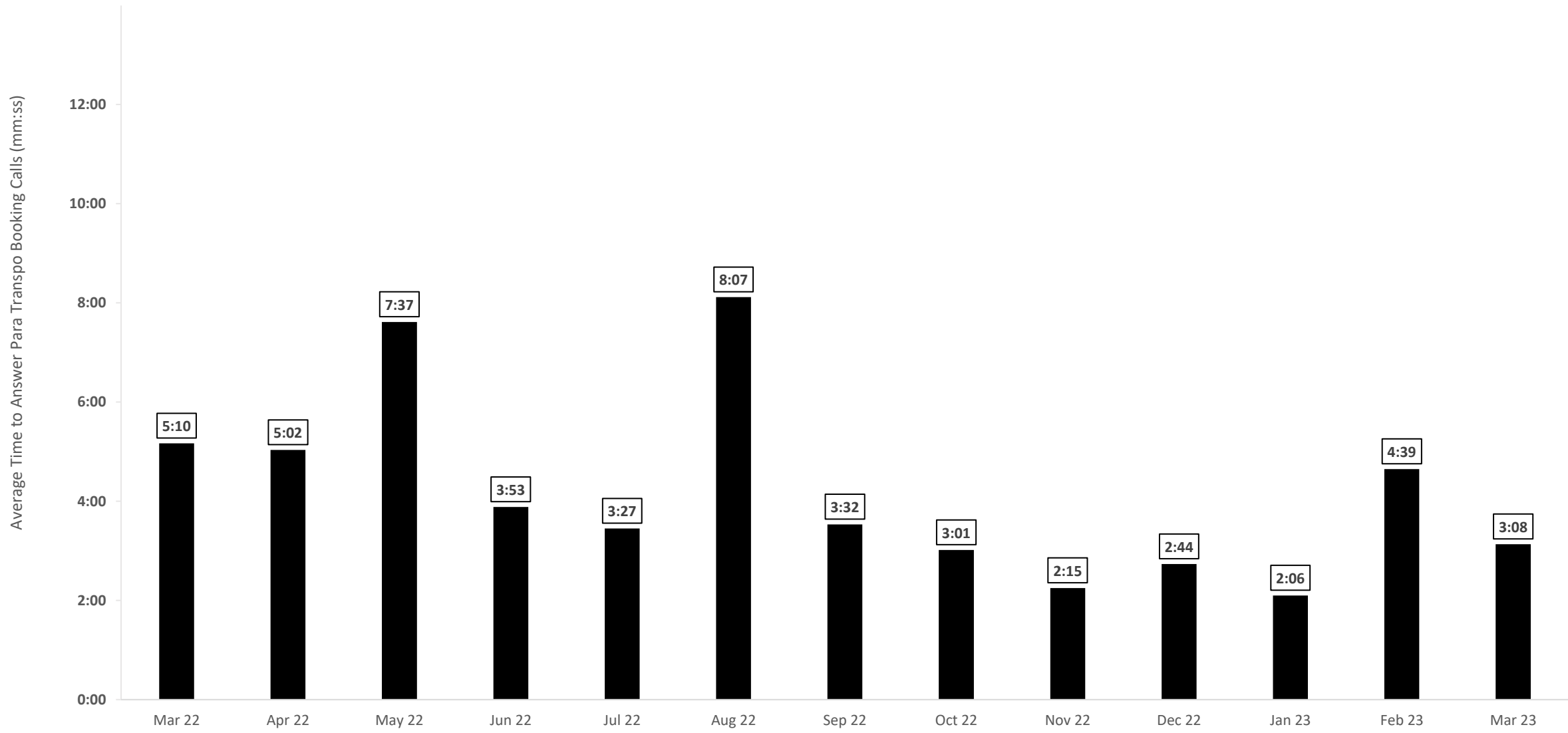
Para Transpo on-time performance



Para Transpo telephone booking line response times

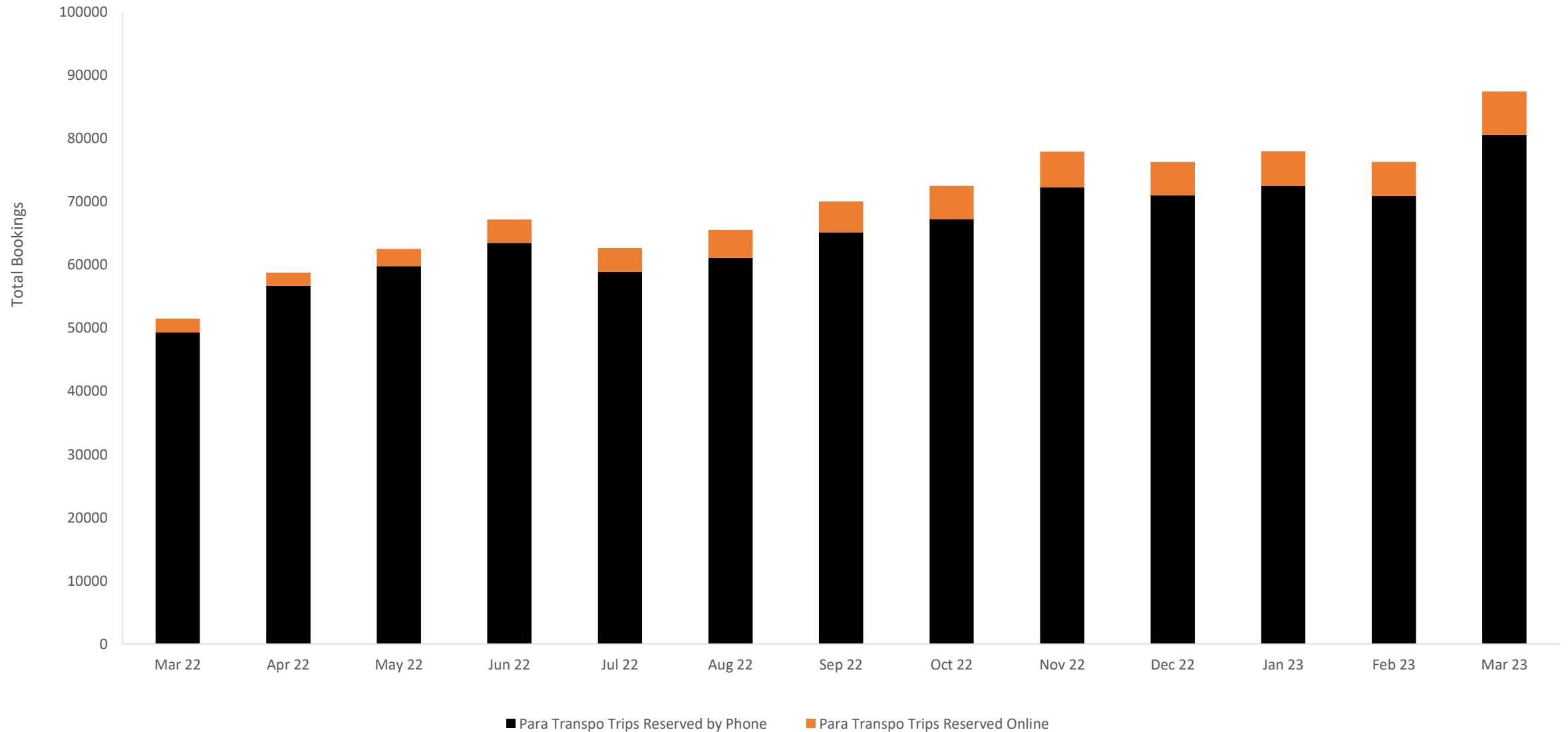


Average Time To Answer Para Transpo Booking Calls



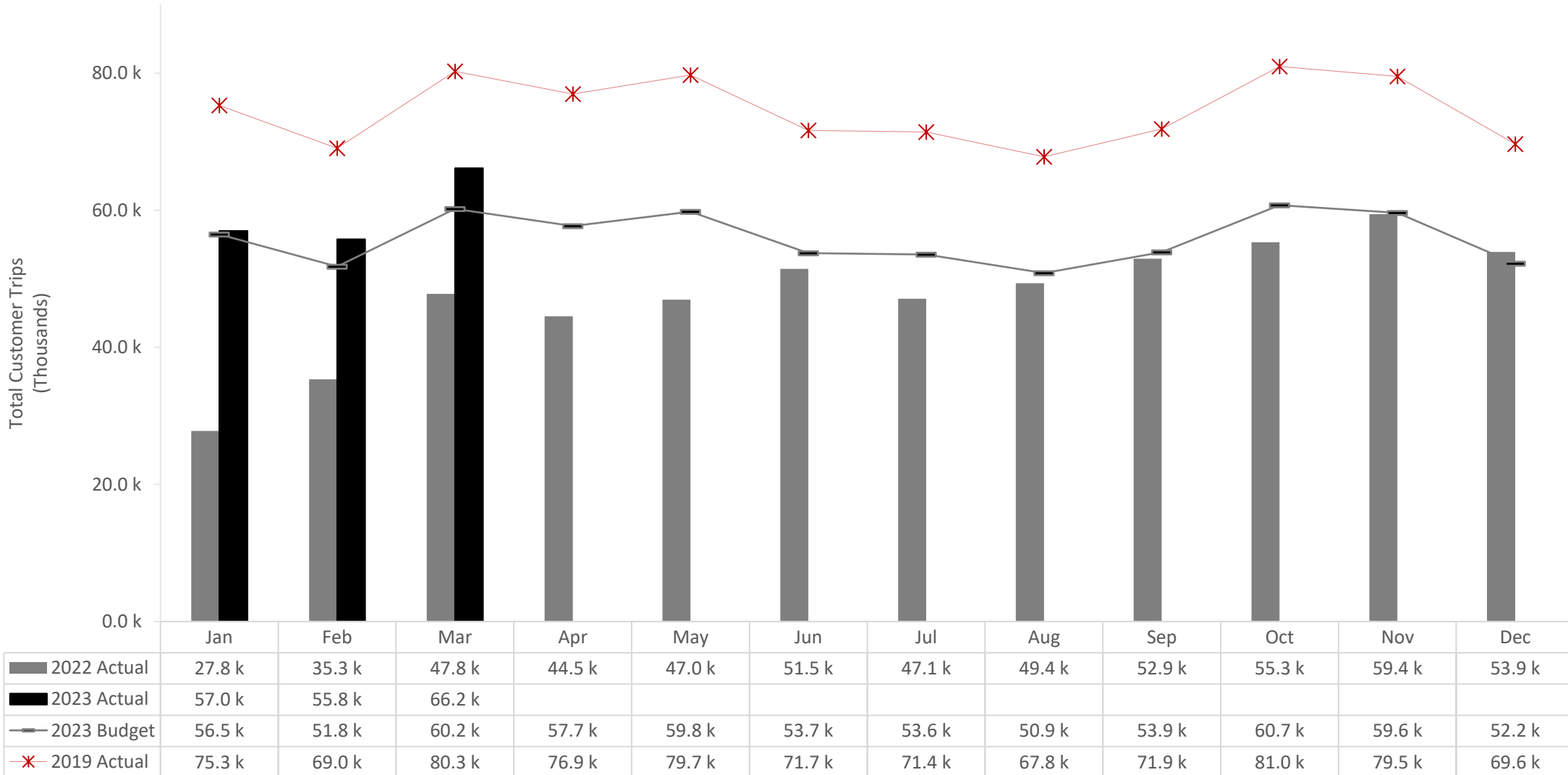
Para Transpo bookings by phone and online

Para Transpo Bookings by Mode of Booking



Para Transpo ridership

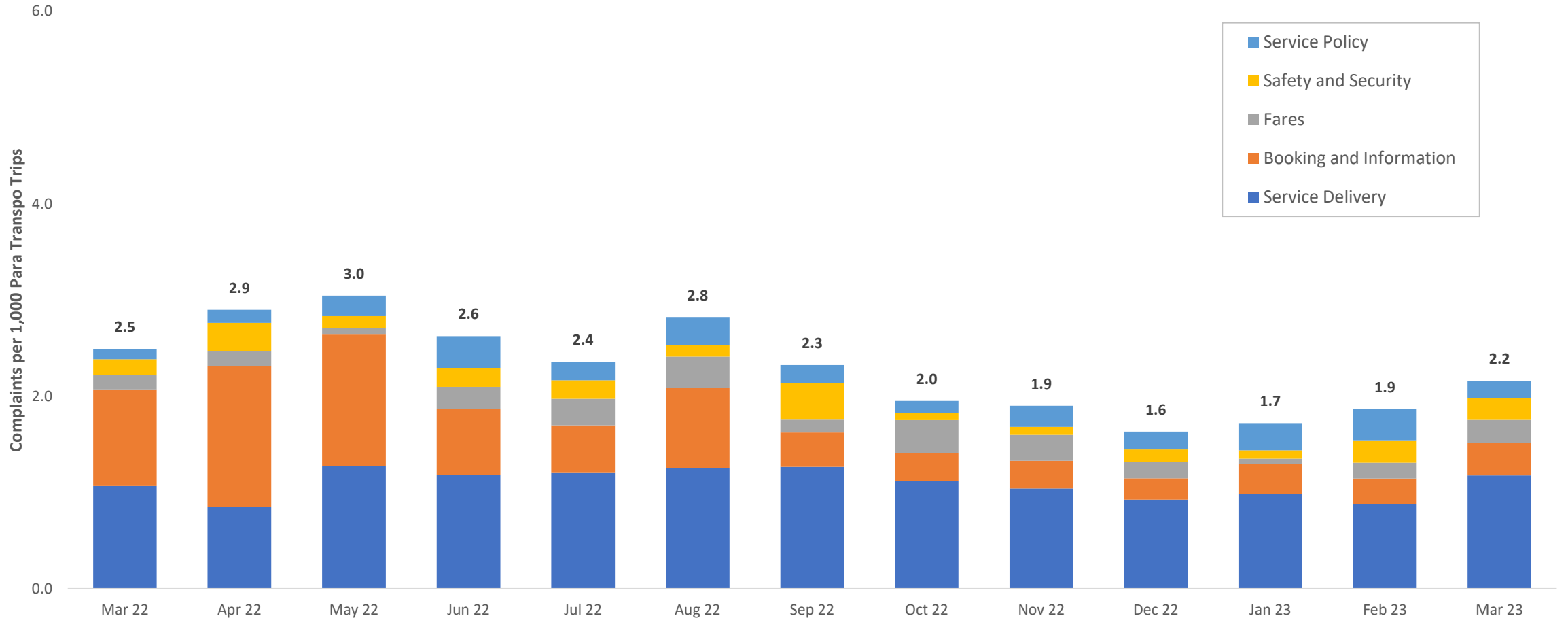
2023 Para Transpo Ridership





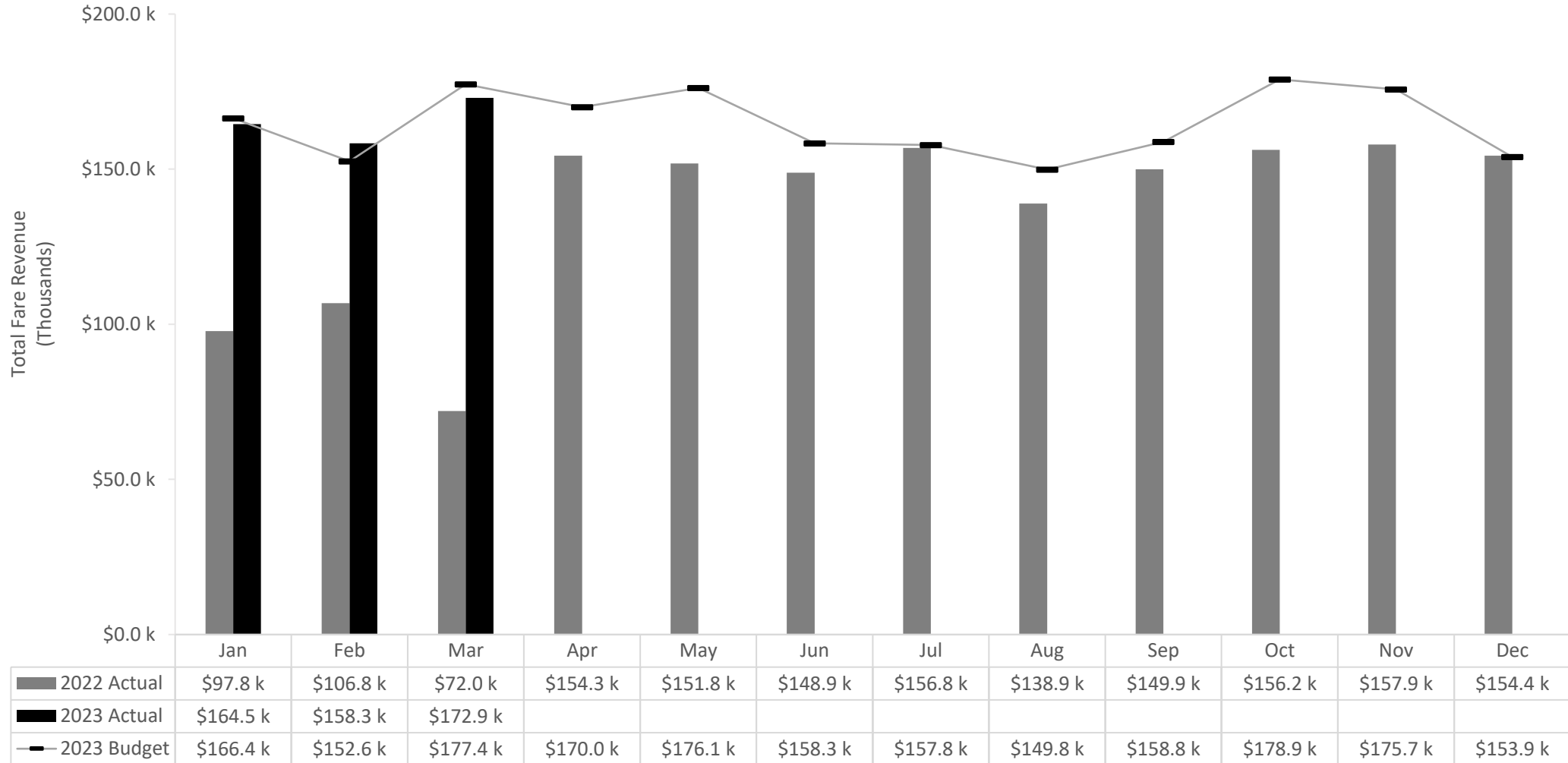
Para Transpo complaints by month and by category

Para Transpo Rate of Complaints by Category

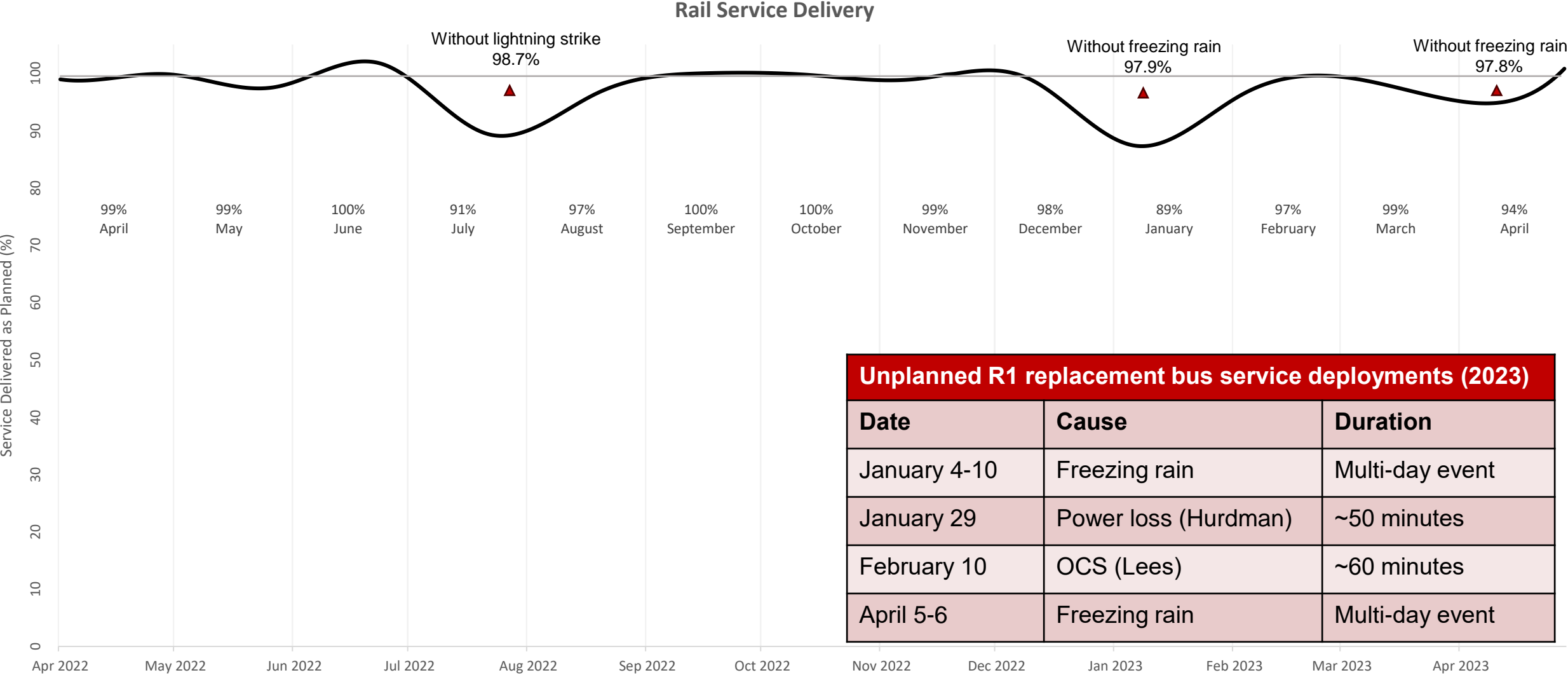


Para Transpo fare revenue

2023 Para Transpo Fare Revenue



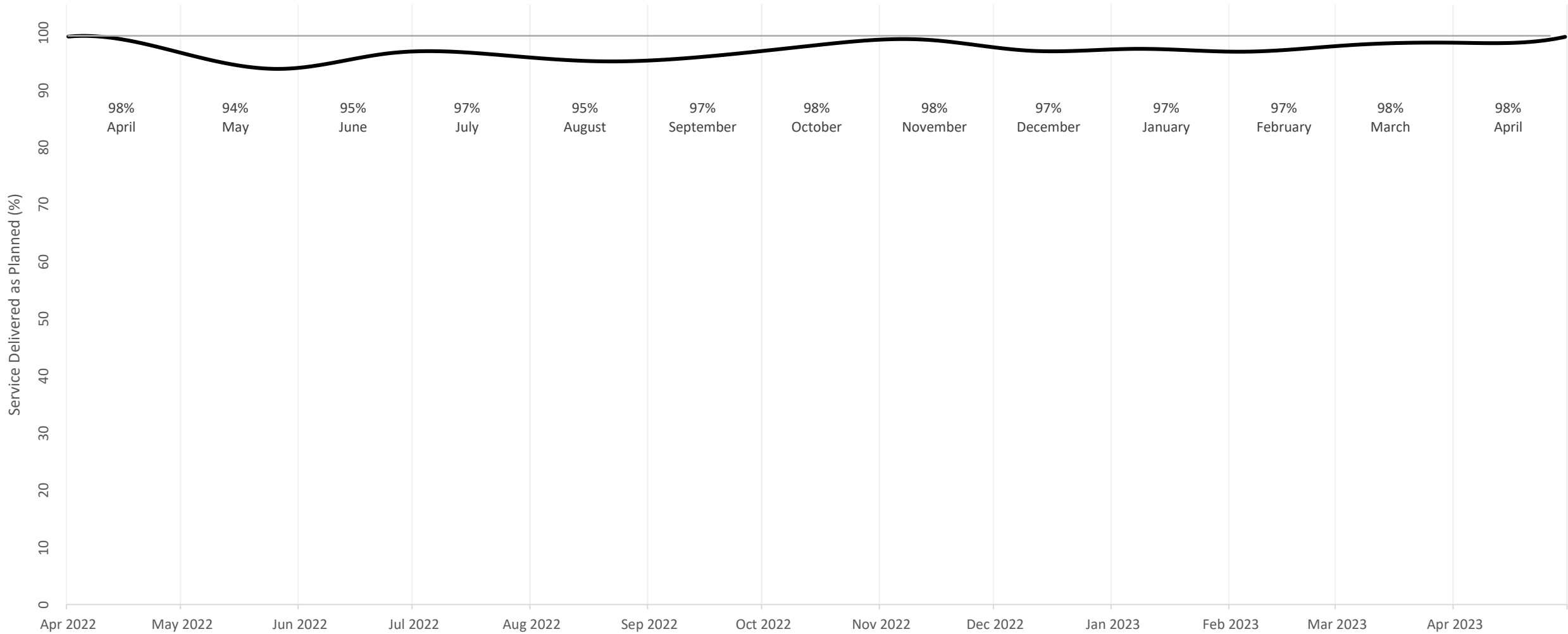
O-Train Line 1 service delivery



Unplanned R1 replacement bus service deployments (2023)		
Date	Cause	Duration
January 4-10	Freezing rain	Multi-day event
January 29	Power loss (Hurdman)	~50 minutes
February 10	OCS (Lees)	~60 minutes
April 5-6	Freezing rain	Multi-day event

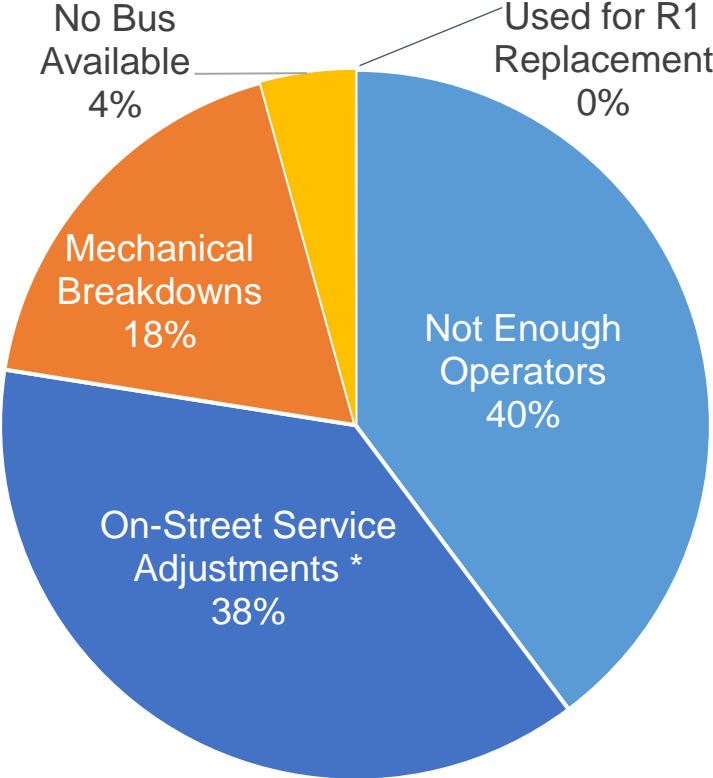
Conventional bus service delivery

Bus Service Delivery



Conventional bus service delivery – March 2023

On an average weekday in March, excluding March Break, 231 out of 8,367 scheduled trips were not delivered.



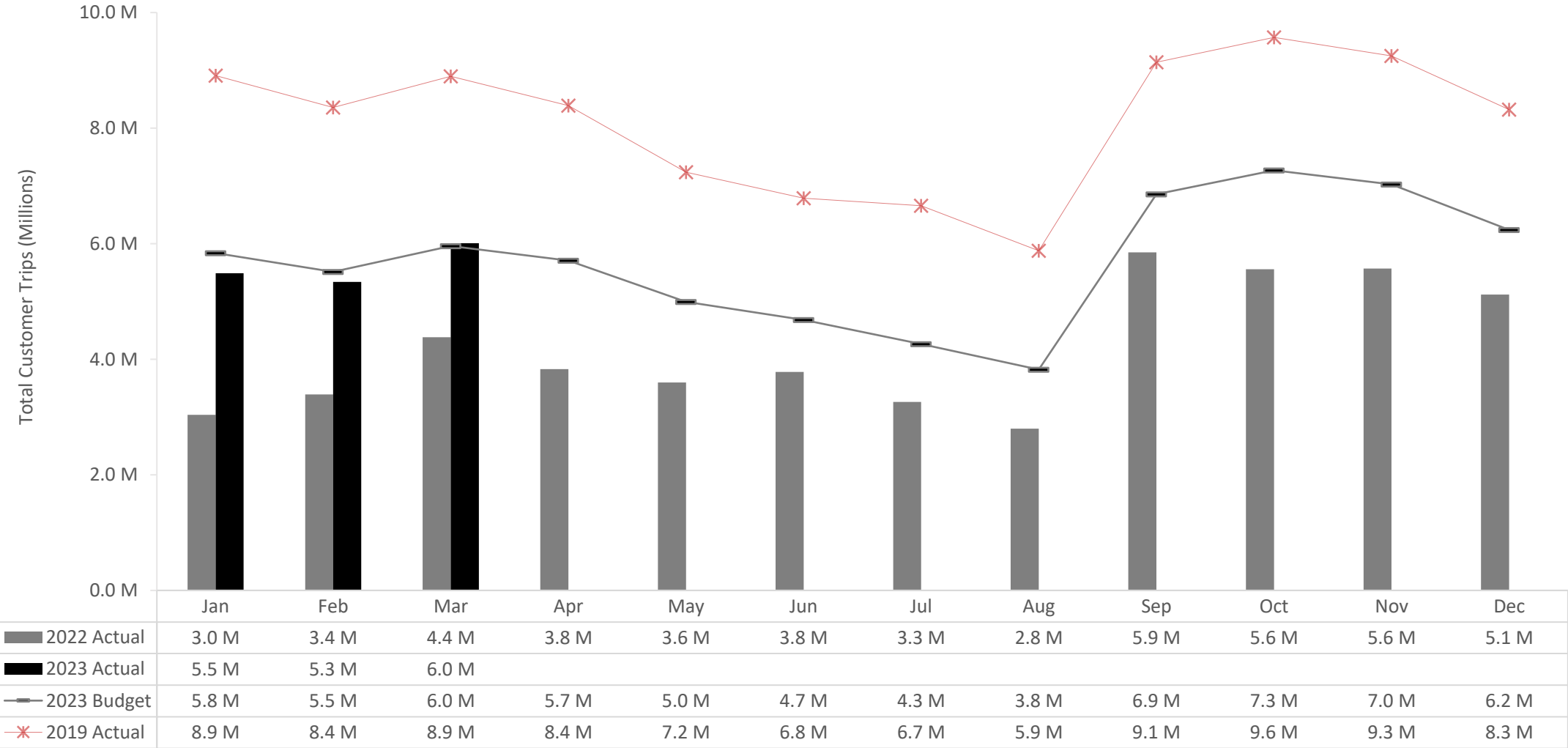
The below three routes had the most undelivered trips in the month of March. These are also the three routes in the system with the most trips per day.

Route	Undelivered trips (full month)	Scheduled trips (full month)	Trips delivered
O-Train Line 2 replacement buses	363	6,288	94%
15	313	5,829	95%
85	216	4,090	95%

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

Ridership: Line 1 and conventional buses

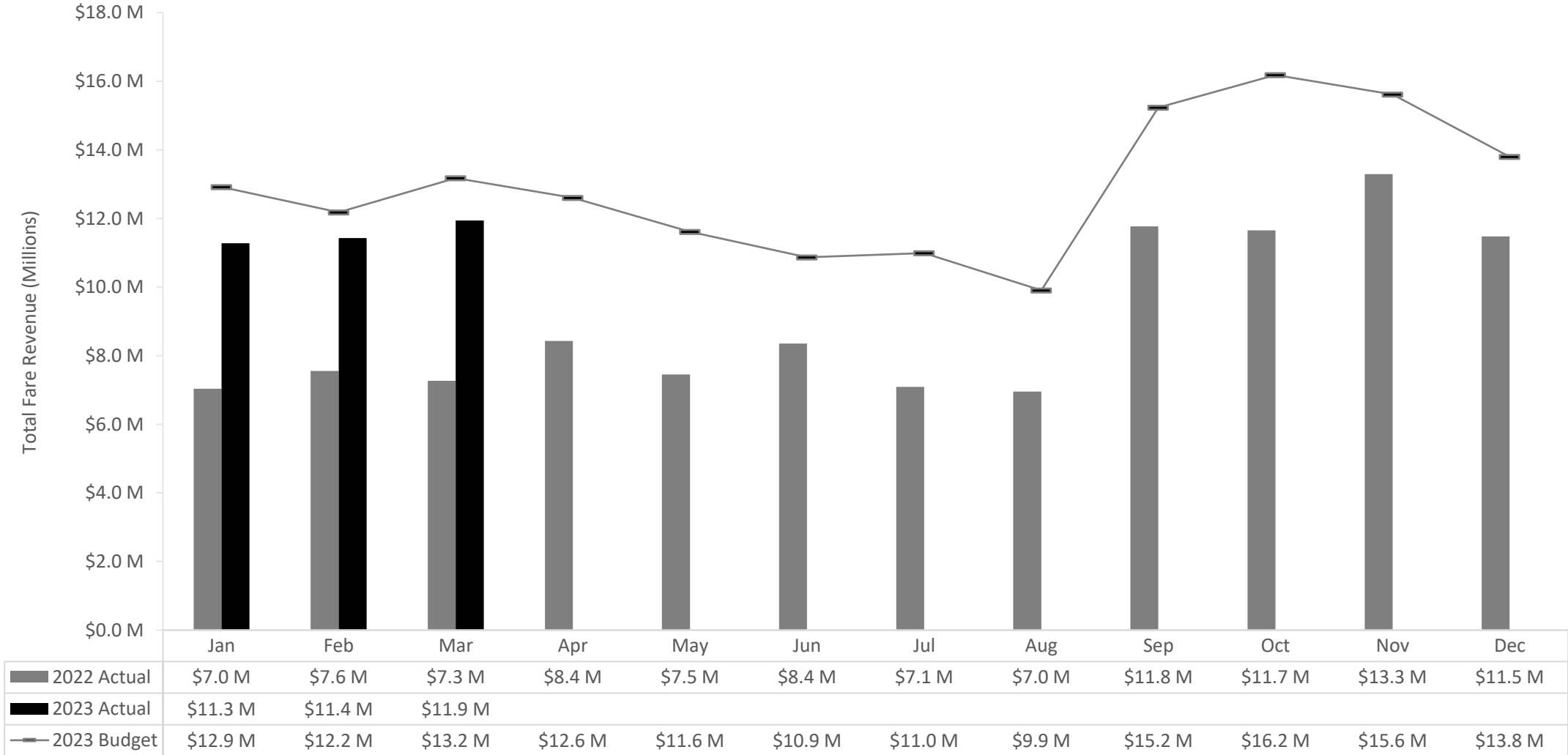
2023 Conventional Bus and O-Train Ridership






Fare revenue: Line 1 and conventional bus

2023 Conventional Bus and O-Train Fare Revenue



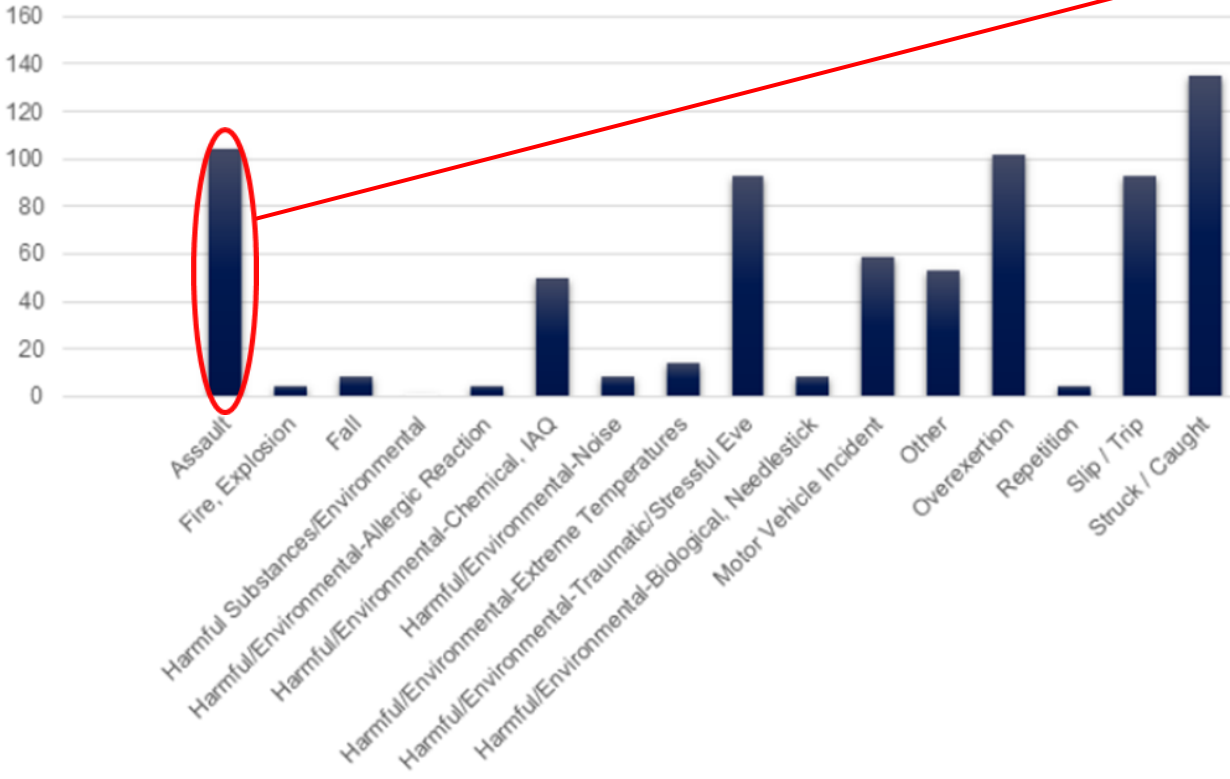


Health and safety – employee injuries and assaults

Employee Injuries					Customer Injury Rate SMS Target: ≤ 1.036				
2020	2021	2022	2023 (YTD MAR)		2019	2020	2021	2022	2023 (YTD MAR)
696	717	740	210		0.50	0.81	1.80	1.27	1.13

Year	Location			Total
	Operator's Seat	Elsewhere on Bus	Off Bus	
2018	93	2	10	105
2019	79	5	3	87
2020	56	5	4	65
2021	33	4	1	38
2022	36	4	9	49
5 Year %	86%	6%	8%	

2022 Employee Occurrence Reports



Assaults

- The graph on the left was presented to Transit Commission on 13 April (this slide is focused on assaults)
- The assault category is based on WSIB classifications and is entered by the City of Ottawa HR Workplace Safety and Compliance group.
- All forms of workplace violence and harassment, such as incidents of verbal abuse or other non-criminal behaviours are included
- In 2022, there were 104 “assaults”
- 49 of these assaults were against bus operators
- 40 occurred inside of the bus
- Nine occurred off the bus



Special Constable Unit



Chief McRae

Chief Special Constable



Special Constable Unit (SCU)

Our Special Constables are sworn Peace Officers under a Memorandum of Understanding (MOU) with the Ottawa Police Service.

The Special Constable Unit is a customer service focused unit, dedicated to ensuring the safety of transit customers, employees, and assets.

SCU officers accomplish their mandate through:

- 24/7 patrols
- Attend calls for service
- Investigate incidents
- Assist vulnerable community members (i.e., Grab and Go Program)

Authorities lie within the Criminal Code as well as Provincial and Municipal acts (Liquor License Act, Safe Streets Act, and the Transit By-Law).



SCU Communications Centre

Call Takers

- Calls taken from public, transit staff, emergency call boxes and payphones

Dispatchers

- Dispatch Special Constables and request same of other emergency services, when required

Security camera operators

- Monitor feeds from stations, buses, trains, Park & Rides and OC Transpo buildings



Mandate

- Protect customers, employees and property
- Preserve the peace
- Prevent crime and offences
- Promote public safety and awareness
- Help persons who need assistance

Values

- Adhere to the principles of the Canadian Charter of Rights and Freedoms
- Provide fair, unbiased and professional service to the community
- Treat all victims of crime with compassion and understanding
- Be approachable, courteous, and open
- Acknowledge and respect the diversity of cultures
- Maintain the highest ethical and professional standards

Recruit training

SCU officers receive seven weeks of in-class training and four months in car with a coach officer in:

- Canadian Law
- Charter of Rights and Freedoms
- OPS Use of Force (annual requalification)
- First Aid
- Diversity Awareness
- Incident Management

Other training:

- The "Path" Indigenous and Inuit and Aboriginal perspective
- Mental Health training

Advanced Medical Training

- Medical Training “MFR” level response (Advanced Trauma First Aid)
- Narcan spray kits
- Tourniquet
- Pressure Dressings
- Emergency Oxygen Intervention

Ongoing professional development is continuously done through the Ontario Police College and other agencies

Key Performance Indicators (KPI)

Calls for service: Proactive (high visibility patrols at key locations, coordinated enforcement activities), and reactive calls for service received from the public, OC Transpo employees, and other City agencies

Calls for Service (2022)

Calls for Service: **20,377**

Online Incident reports: **207**

Criminal charges: **124**

Provincial Offences Notice: **143**

By-law charges: **29**

Medical calls: **662**

Naloxone revivals: **48**

SCU partnerships

Requirement

MOU with Police Services dictates parameters of administration and requirements for the Special Constable Status and operational requirements

Response

SCU responds to numerous calls for service that would otherwise fall to OPS, reducing the demand on the OPS

Investigations

SCU assists OPS specialty investigation units

Patrol

SCU provides proactive safety and security patrols to the transit system and its ridership

Medical

SCU provides advanced trauma first aid "MFR" on the transit system

Outreach

SCU provides safety on rail and transit presentations to schools and community group

Assistance

Unsheltered Task Force

Collaboration

Internal and external committee membership



Special Constable Unit

1986



2023



Building on our past, we are moving into a stronger future

Questions?