



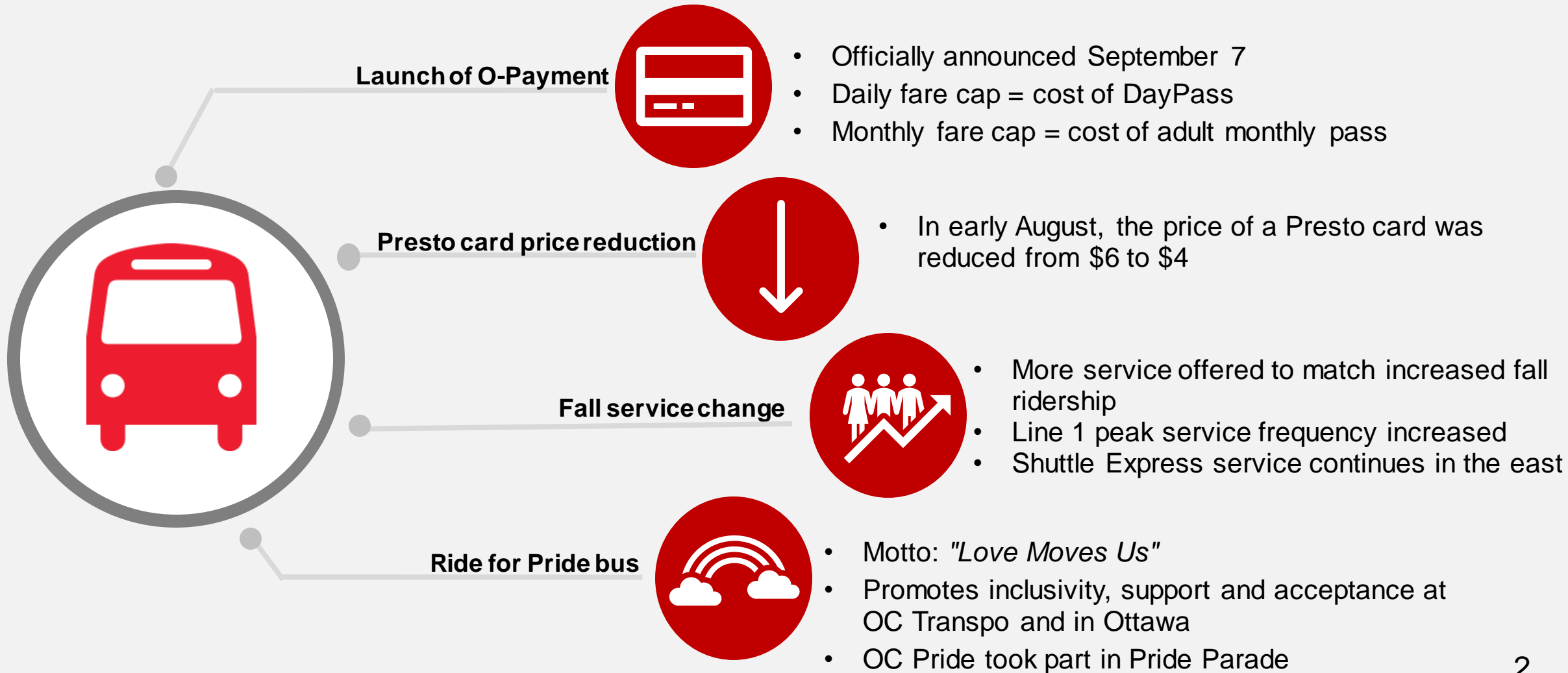
OC Transpo Update

Para Transpo, Rail and Bus

Transit Commission
September 14, 2023



GM updates





2102

LOVE MOVES US
L'AMOUR NOUS TRANSPORTE

2102

\$375

ATU

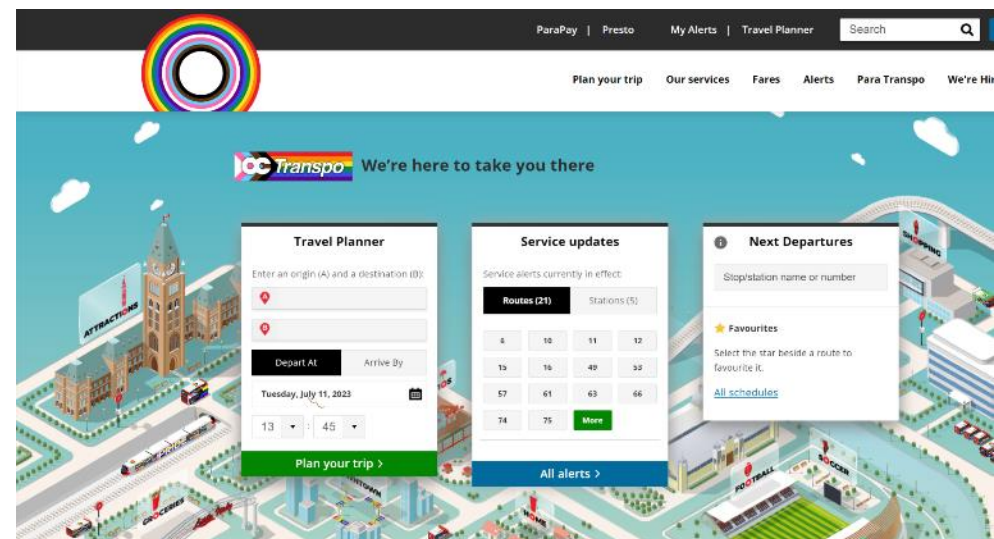


Exact fare only
Tait exact seulement



Transpo

Ontario



News




Ongoing social media campaign: rider safety



Ongoing campaign: Return to transit



Returning to school in the fall?
Check out what's new with OC Transpo.



Transit options to suit everyone's needs.



Find the fare that suits your needs.

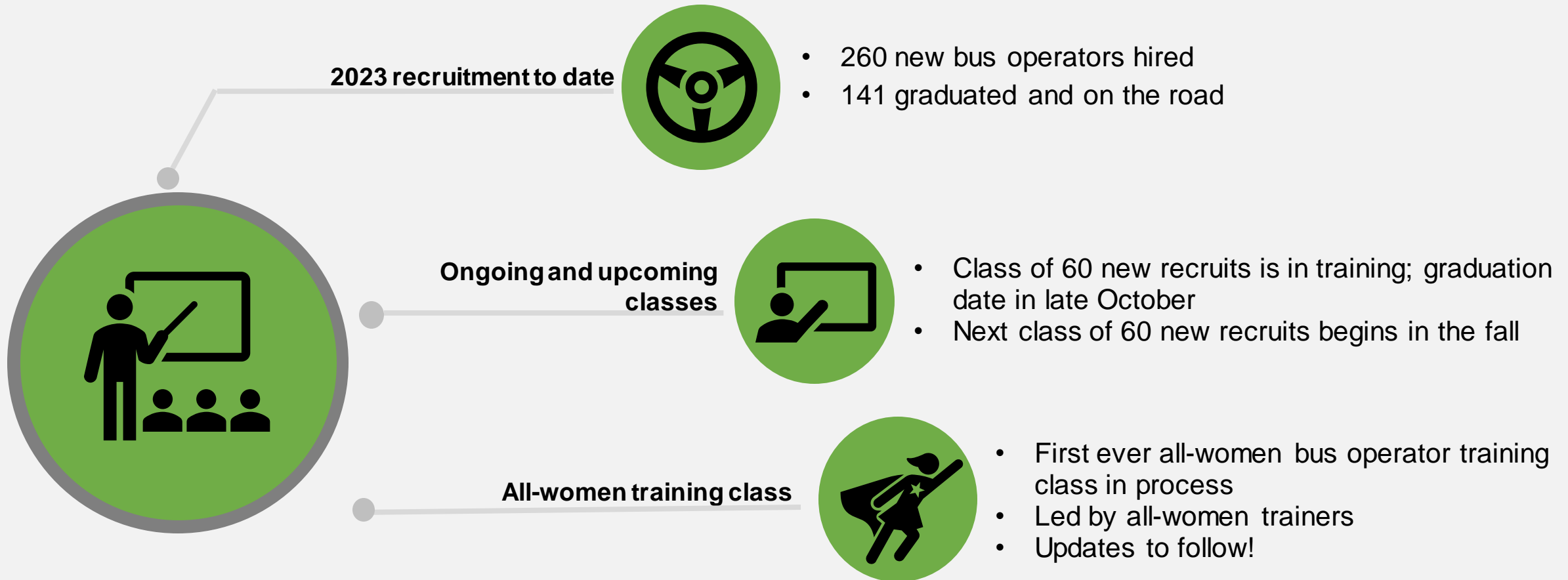


Easy transfers between Ottawa and Gatineau.

Update: O-Train Line 1

- Trains in operation increased from 13 to 17; some running as double-car trains to provide more service capacity
- Shuttle Express service supplements to/from Blair Station will continue
- Reports on root cause of bearing issue and incidents of freezing rain, lightning strikes and other issues will be tabled at the next Transit Commission
- RTG / City monitoring effect of changes to restraining rails, and working with NRC to complete testing for vibration monitoring
- RTG / Alstom continue to advance root cause investigation and implementation of containment mitigations
- The estimated cost to offer customers no-charge transit as compensation for the recent closure is \$15M per month

Bus operator recruitment



Update: bus service availability

- Customers have experienced an increase in cancelled trips compared to the average
- During the Line 1 disruption, more buses were deployed for R1 replacement bus service
- With so many buses in service, many logged higher kilometres than the average month and require preventative maintenance and inspections
- Aging articulated buses also require more general maintenance than newer buses
- Fleet services team expects to clear maintenance backlog and improve service as soon as possible

Action plan – *we will increase capacity through:*

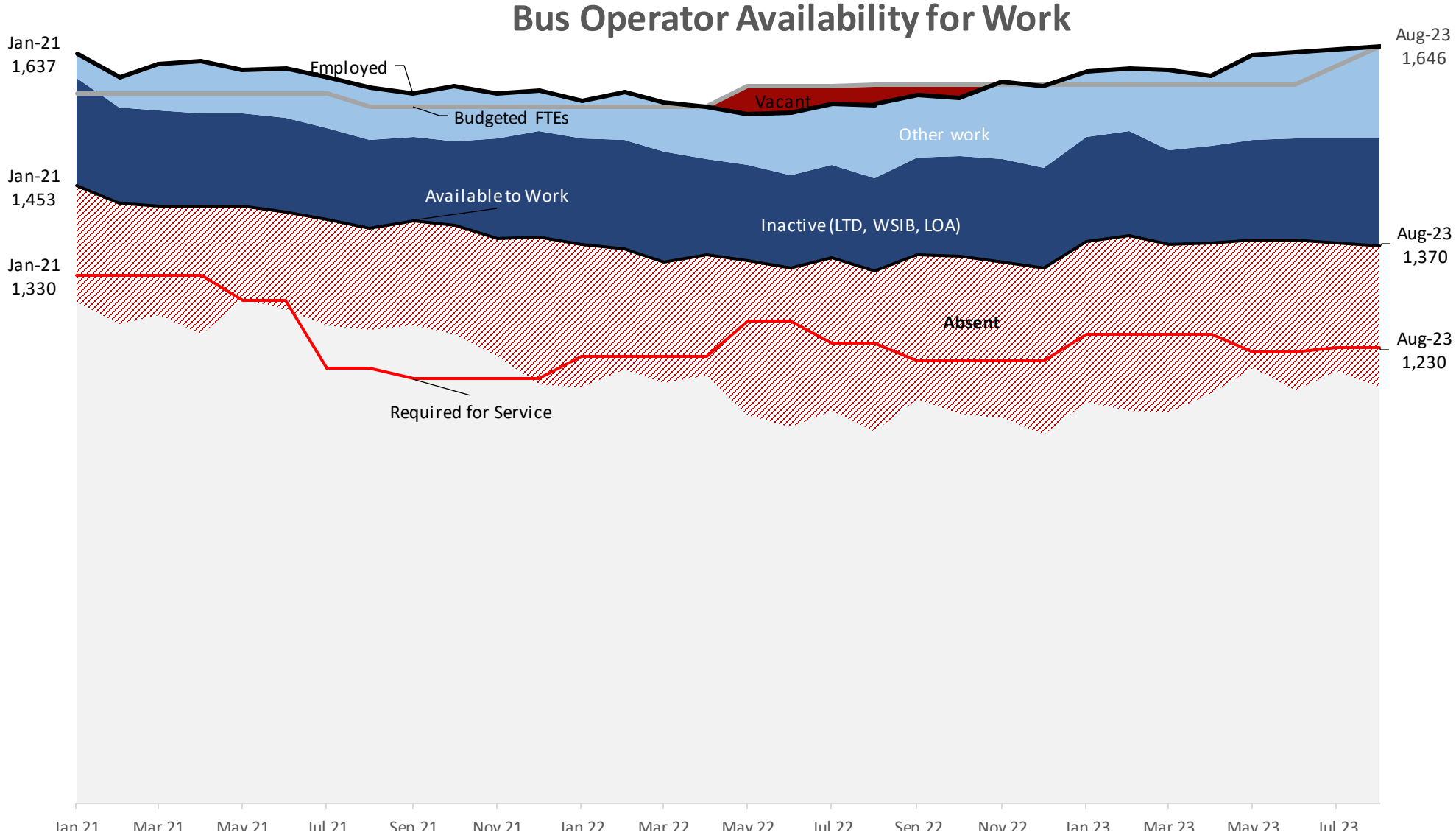
- Additional training for mechanics and supervisors
- Partnerships with other transit agencies
- Involvement of contracted suppliers to ensure all resources available
- Recruitment campaigns for licensed mechanics and other skilled tradespeople



Update: Absenteeism



Absenteeism



Action plan: long-term absences

- OC Transpo has been working collaboratively with City HR and other transit agencies to develop strategies to reduce absenteeism
- Absenteeism Task Force reviewing status of all employees with long-term absences or on WSIB
- Establishing customized return-to-work plan for each employee
- Exploring enhancement of modified work plans for returning employees
- Identifying positions that can be vacated
- Offering supports throughout process:
 - Employee and Family Assistance Program (EFAP)
 - Peer Support Network



Performance indicators

Health and safety

Employee Injuries					Customer Injury Rate				
2020	2021	2022	2023 (YTD JULY)		SMS Target: ≤ 1.036				
696	717	740	511	2019	2020	2021	2022	2023 (YTD JULY)	
				0.50	0.81	1.80	1.27	1.24	

	Vehicle Collision Rate				
	2019	2020	2021	2022	2023 (YTD JULY)
SMS Target: ≤ 1.273 Total					
	1.88	1.38	1.40	1.87	2.38
≤ 0.69 Preventable					
	0.79	0.80	0.75	0.95	1.09

Employee Injuries + Customer Injury Rate

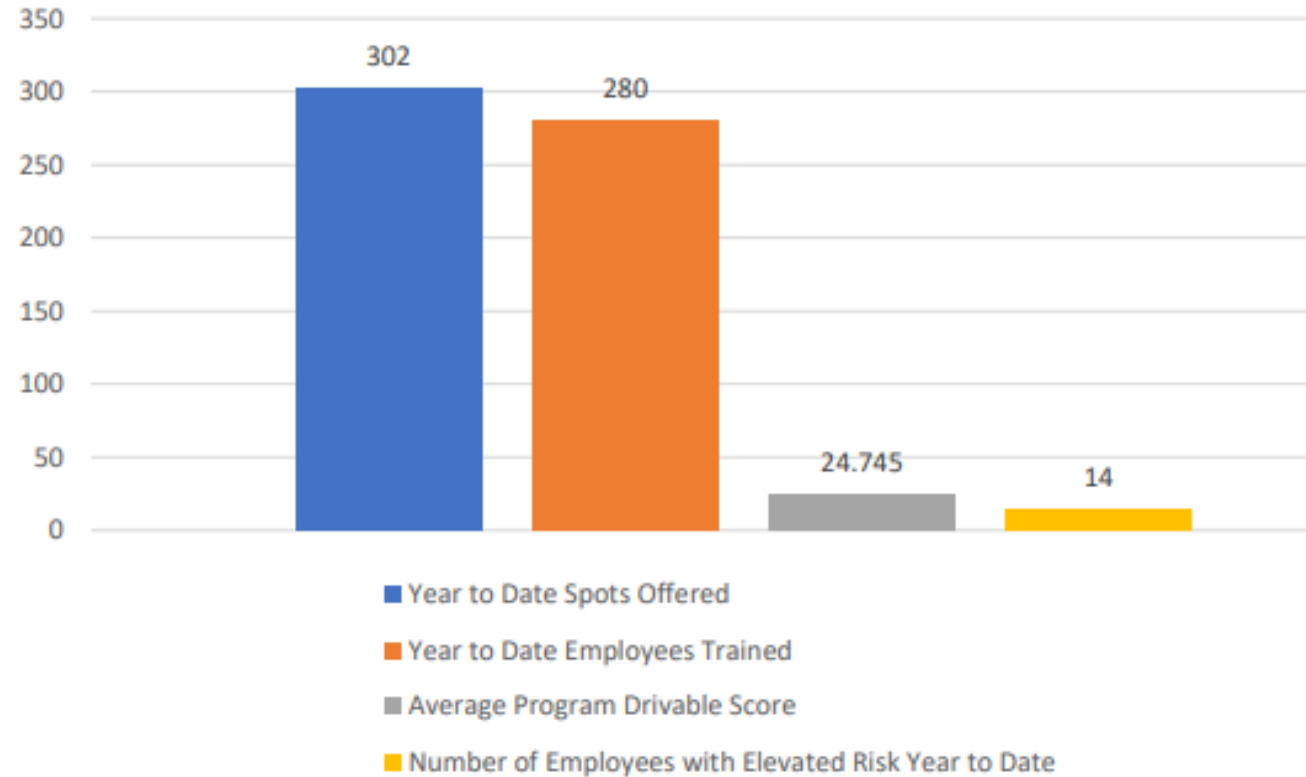
- 71 new injuries reported by Employees in July (top 3 types: struck/caught, assault, stressful event)
- Customer Injury Rate is normalized on a 1 million trip basis & consist of customers on the bus and members of the public (outside of bus and not on transit property)
- Customers on bus injuries in July were 6 (level 3) with main reason Hard Brake Applications
- Members of public injuries in July were 2 (1 @ level 3 and 1 @ level 5)

Vehicle Collision Rate

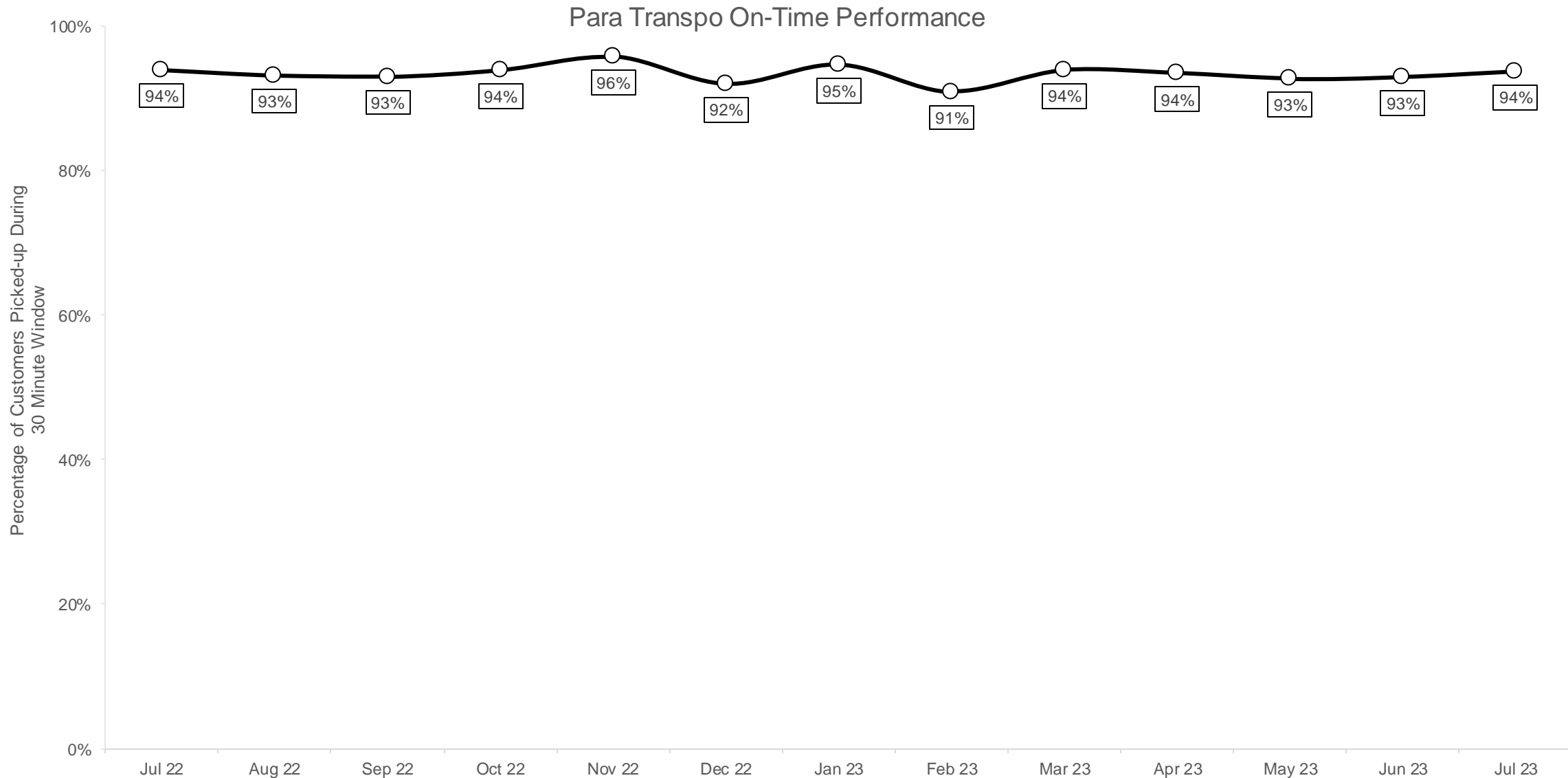
- This rate is normalized to 100,000 km driven by OC Transpo vehicle operators
- The preventable rate has marginally improved at 1.09 for July as compared to June (1.10)
- We have seen an increase in the number of red light infractions and issues with intersections
- Introduced 1-day refresher training for all OC Transpo employees required to operate vehicles

One-day driver refresher training

- Training began on June 19 and is mandatory for OC Transpo employees required to operate a road vehicle
- One-day course focuses on defensive driving techniques, controlled intersection awareness and a DriveABLE assessment to confirm the classroom instruction
- As of August 25, 280 road vehicle drivers have completed the training
- Average DriveABLE assessment score is ~25% (60% is the threshold) – the lower the percentage, the better
- Of the 280 drivers, 14 demonstrated a need for and received, or are scheduled to receive, additional skills building training



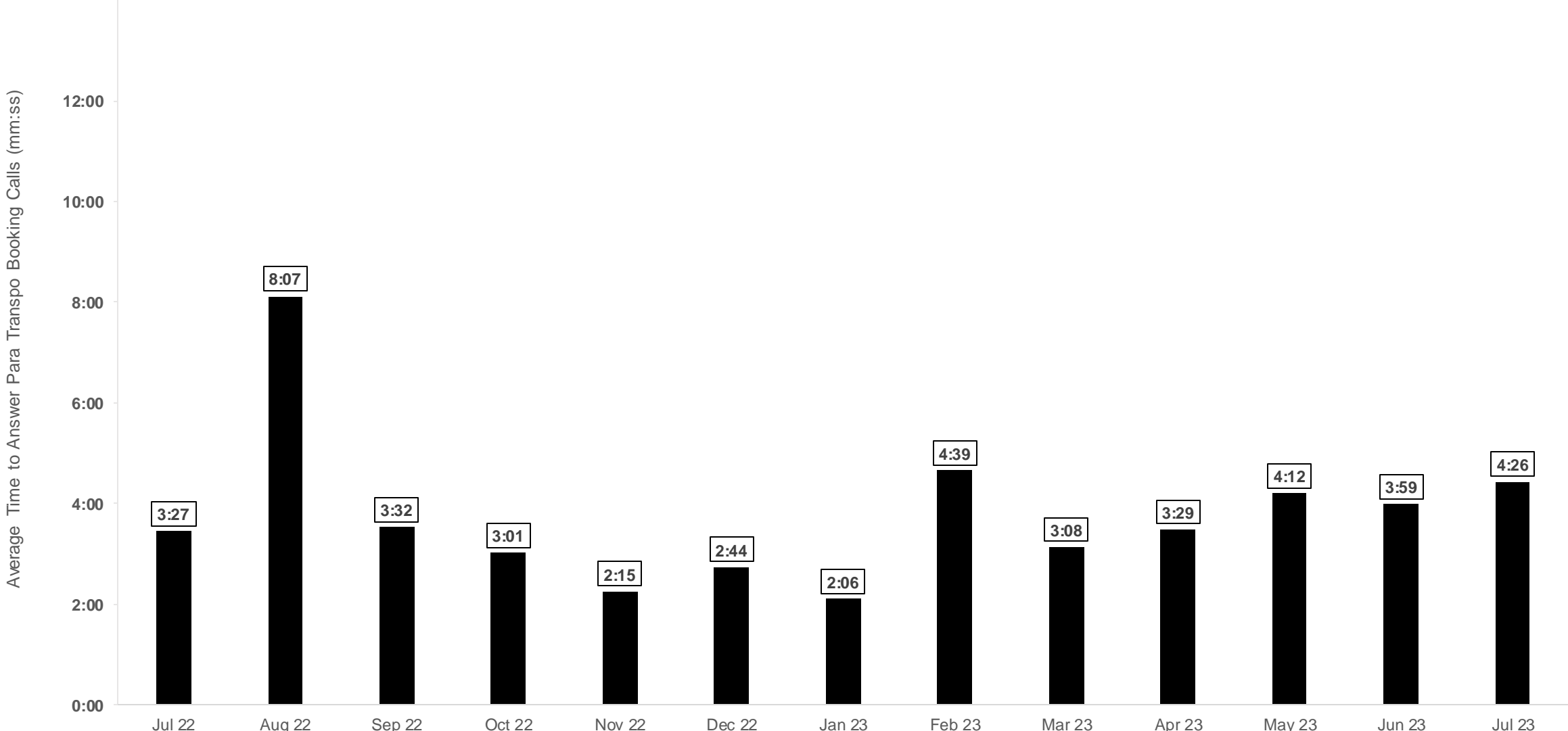
Para Transpo on-time performance



Para Transpo telephone booking line response times



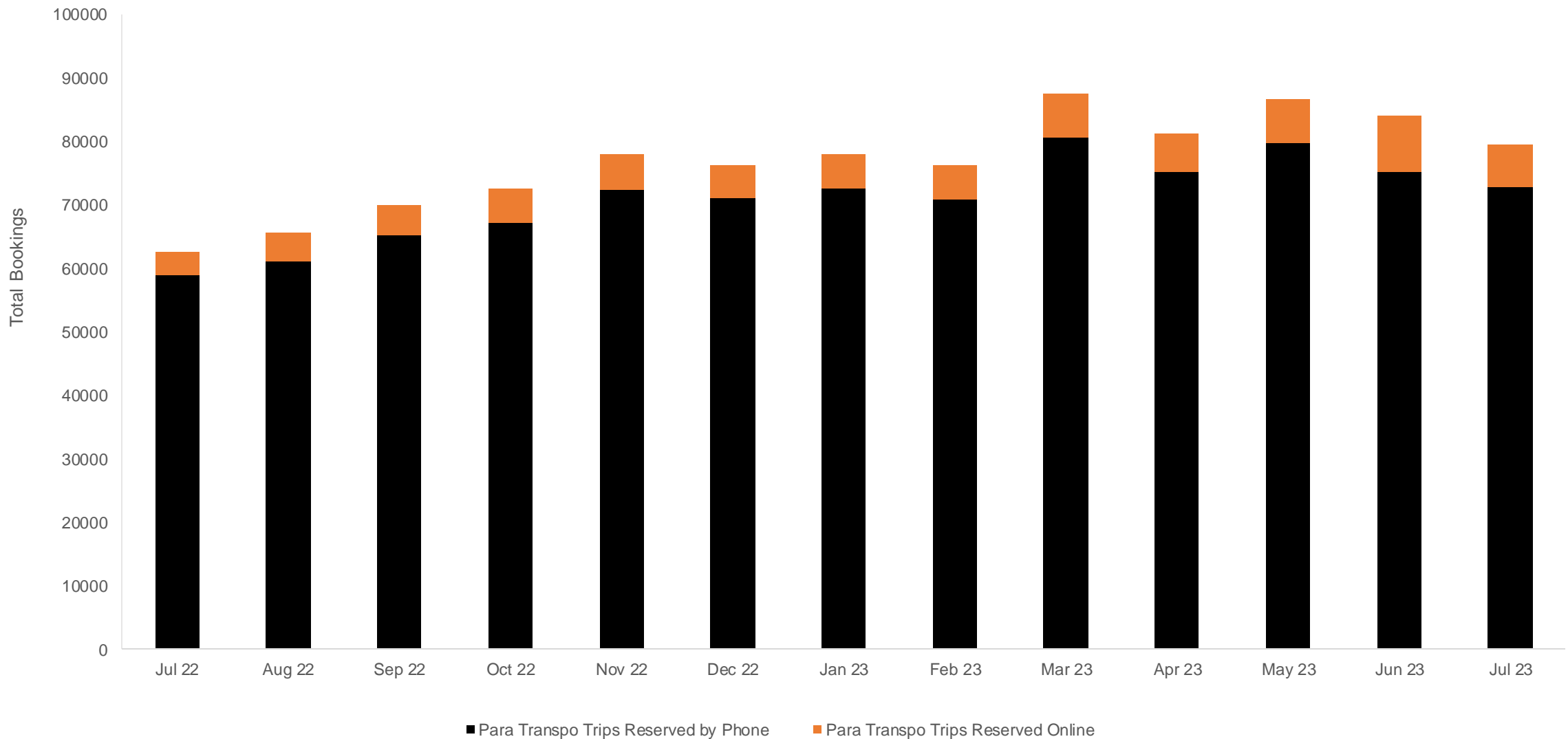
Average Time To Answer Para Transpo Booking Calls





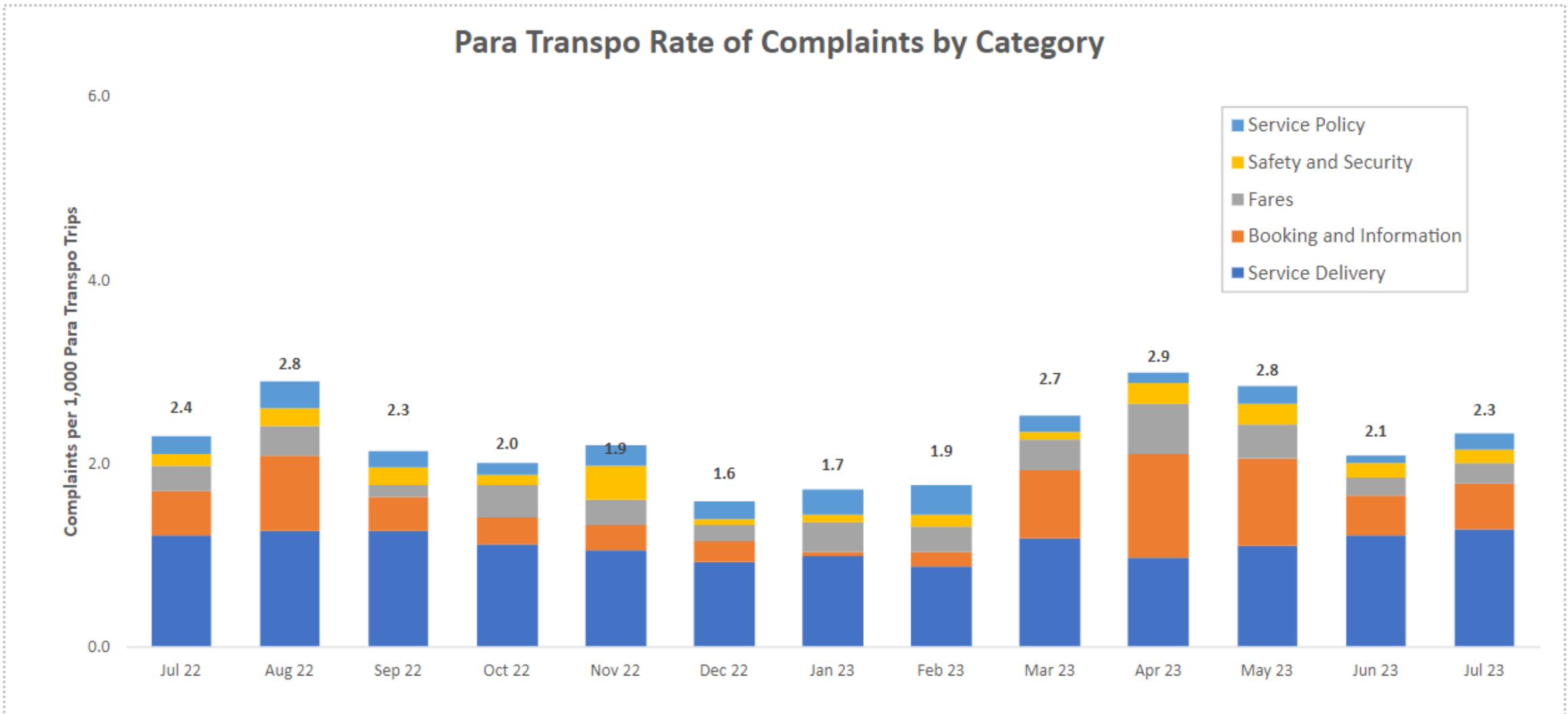
Para Transpo bookings by phone and online

Para Transpo Bookings by Mode of Booking



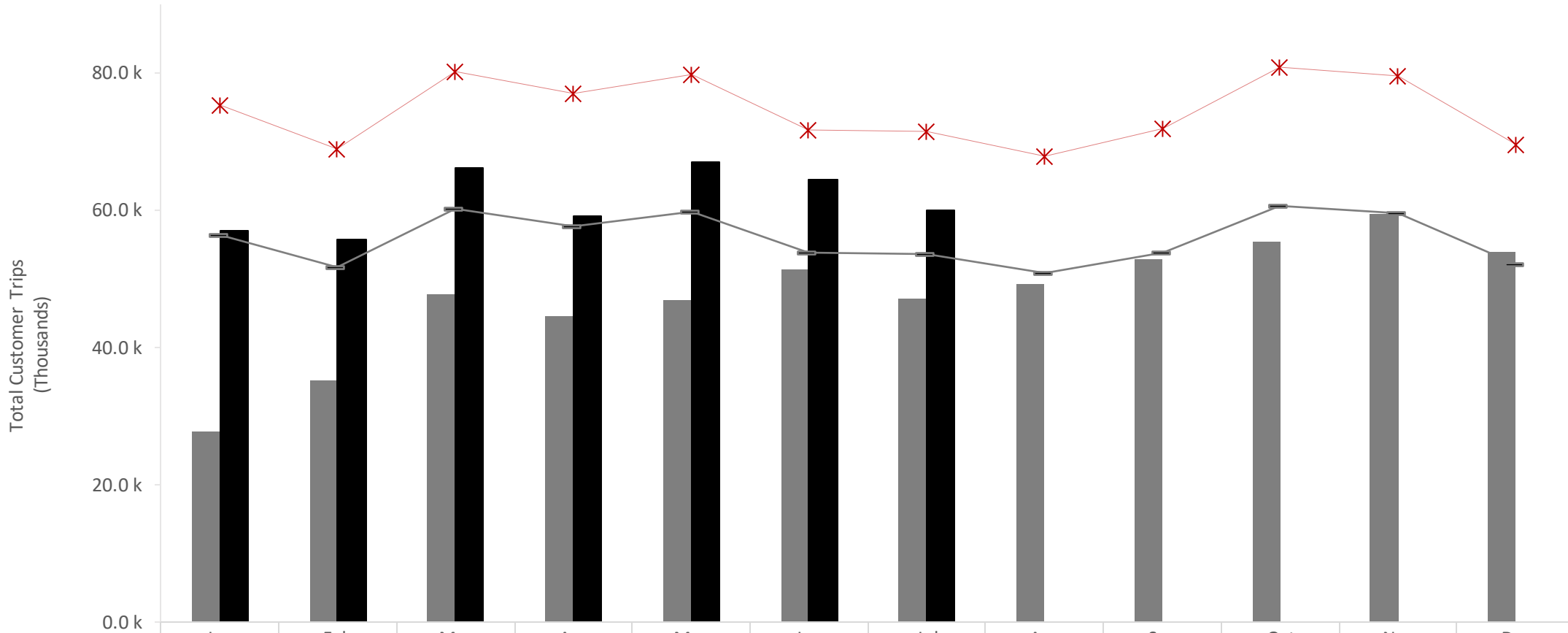


Para Transpo complaints by month and by category



Para Transpo ridership

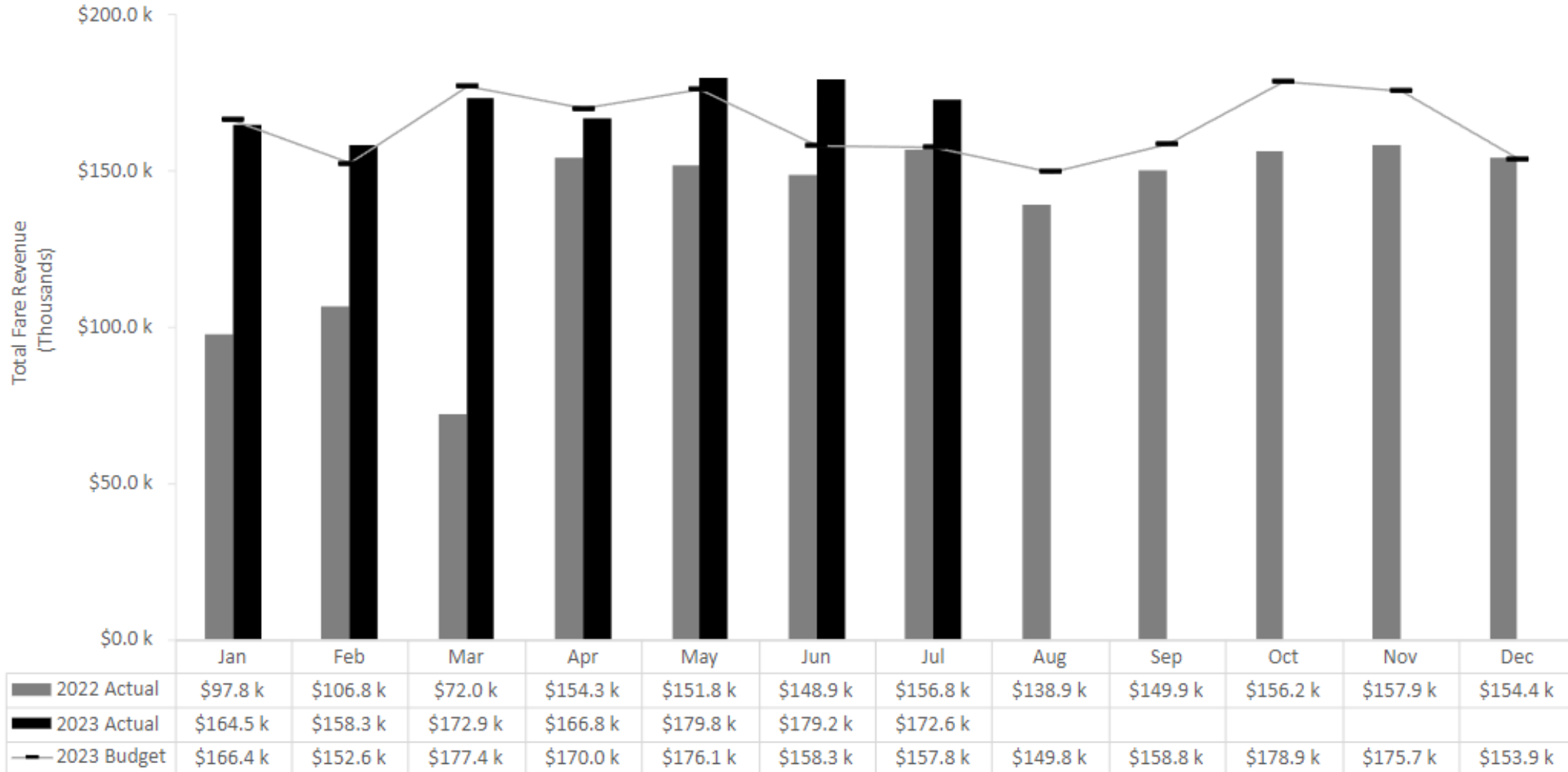
2023 Para Transpo Ridership



	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					
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

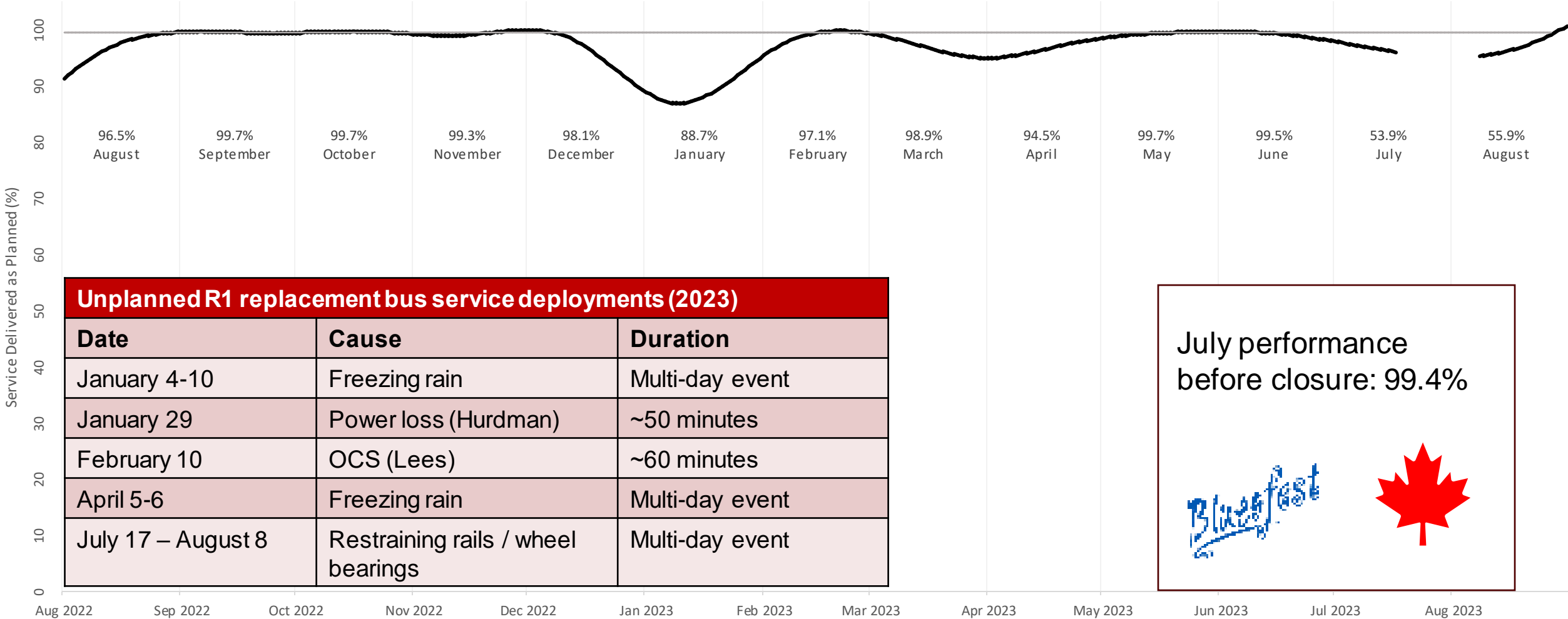
Para Transpo fare revenue

2023 Para Transpo Fare Revenue



O-Train Line 1 service delivery

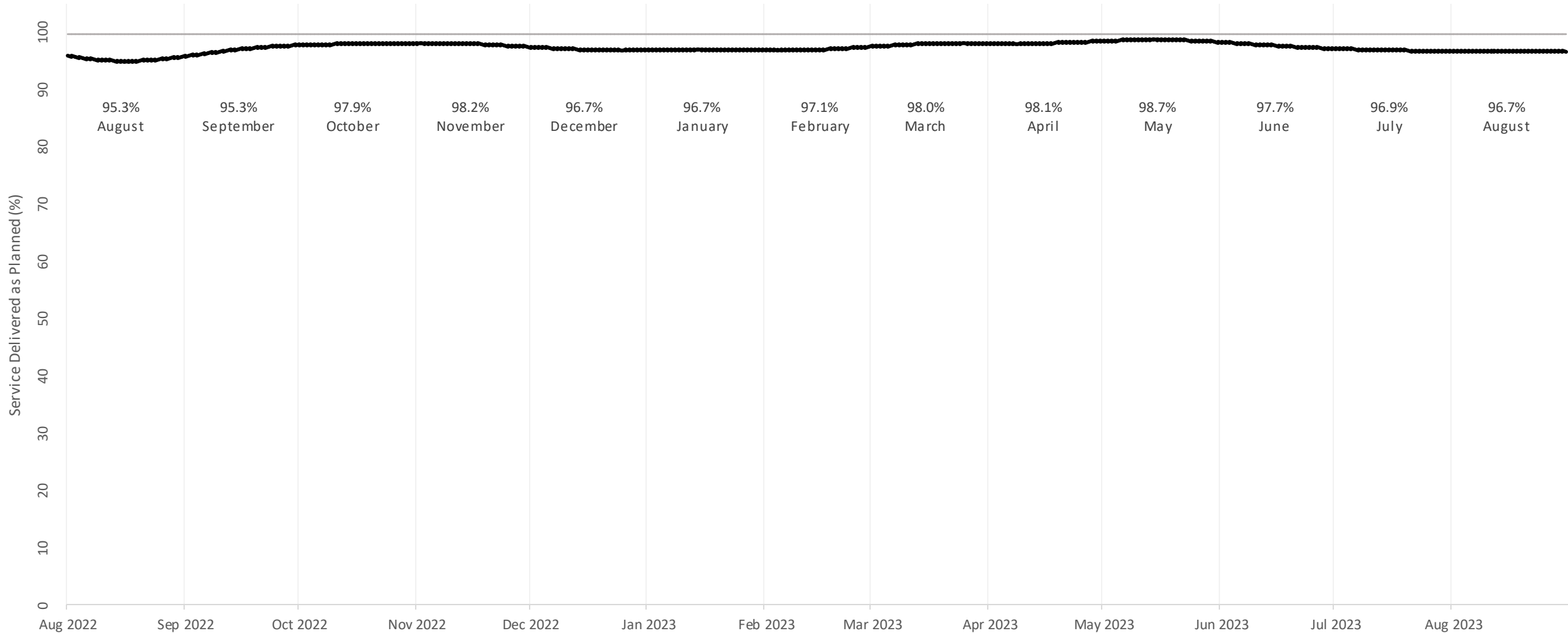
Rail Service Delivery



July performance before closure: 99.4%

Conventional bus service delivery

Bus Service Delivery

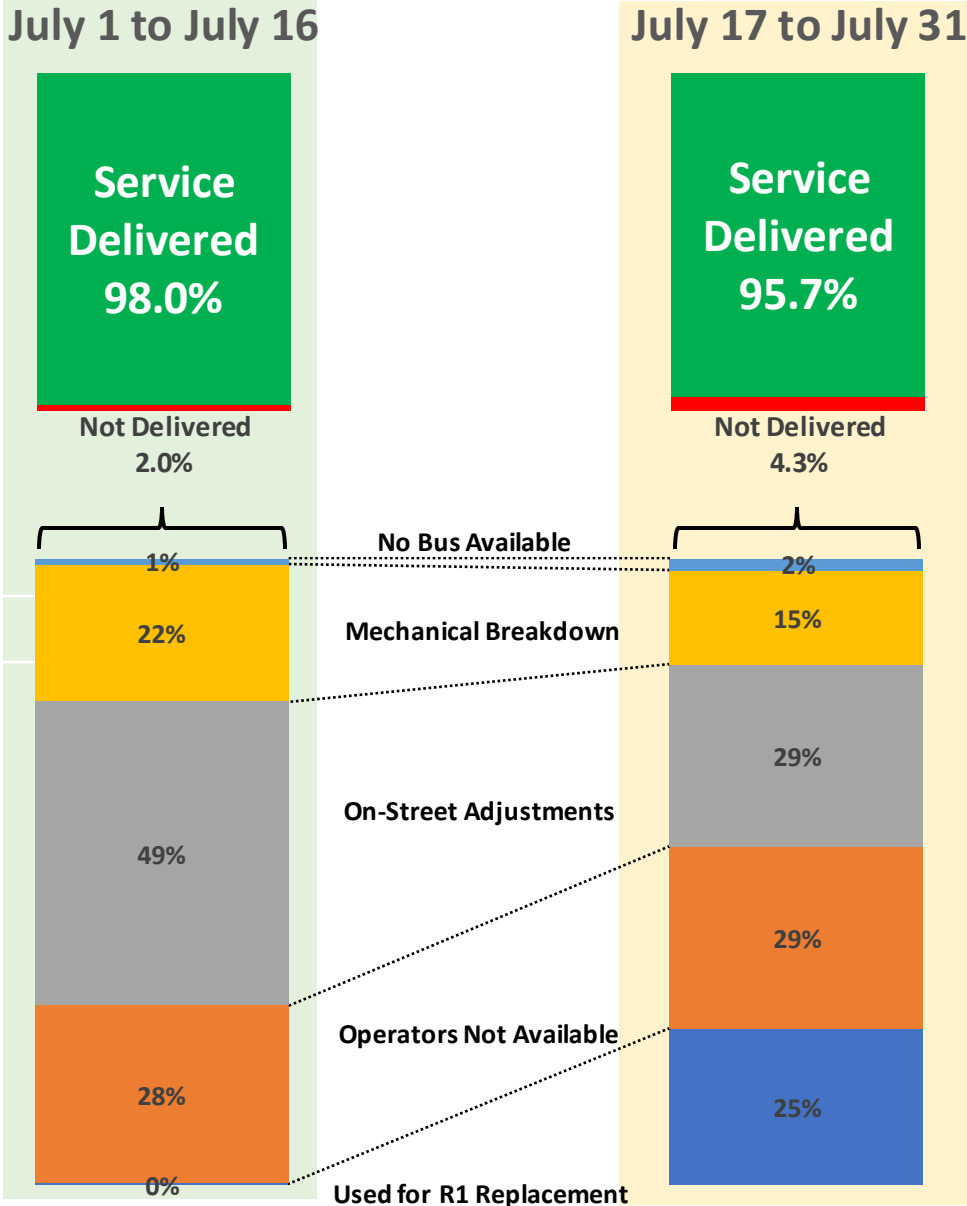


Conventional bus service delivery – July 2023

- On an average weekday in July, 257 out of 7,965 scheduled trips were not delivered
- From July 17 to July 31, approximately 5,500 hours of R1 replacement bus service were offered.

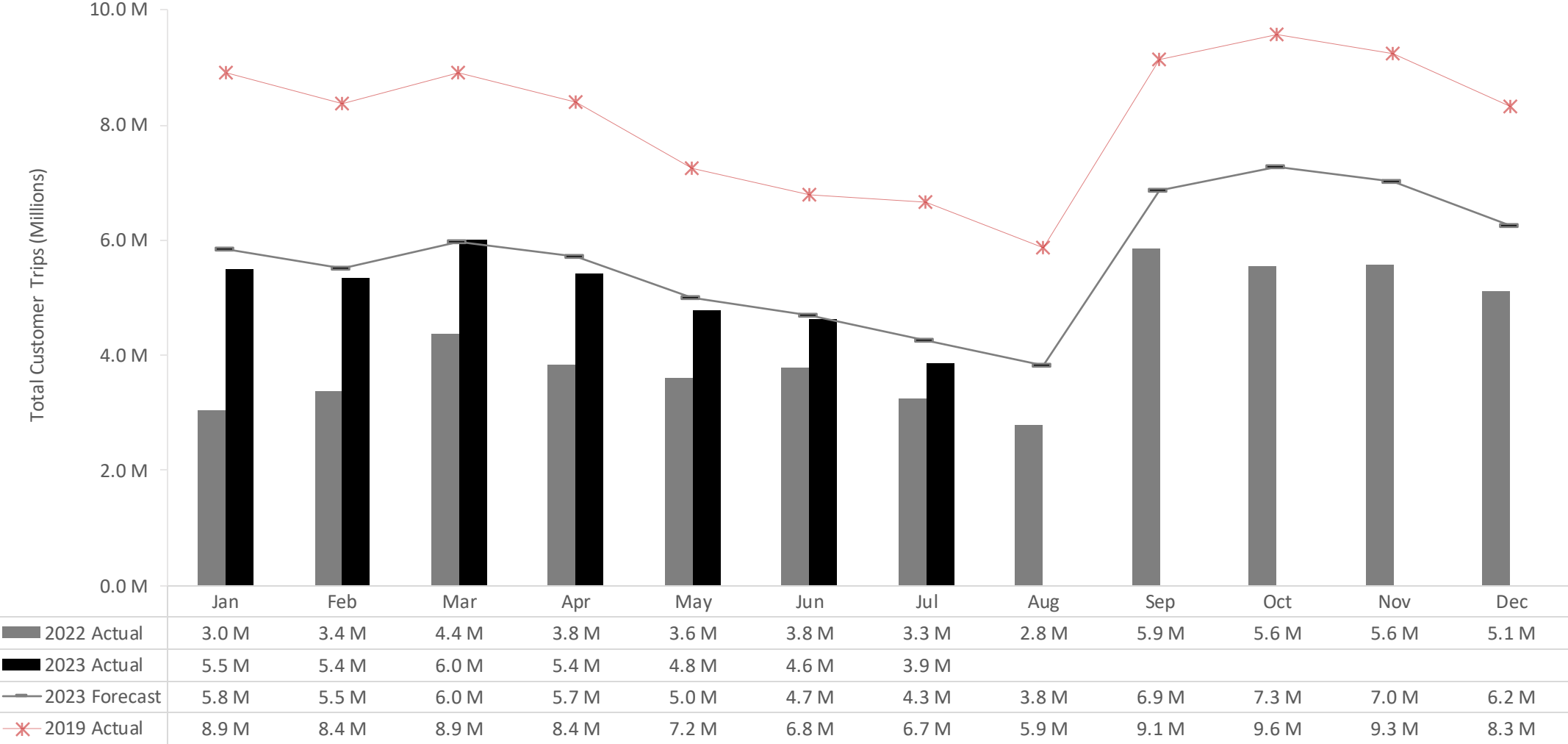
The following three routes had the most trips not delivered in the month of July.

Route	Undelivered trips (full Month)	Scheduled Trips (full month)	Trips delivered
Line 2 Replacement bus	343	4,564	92.5%
11	313	4,175	92.5%
6	287	4,557	93.7%



Ridership: Line 1 and conventional buses

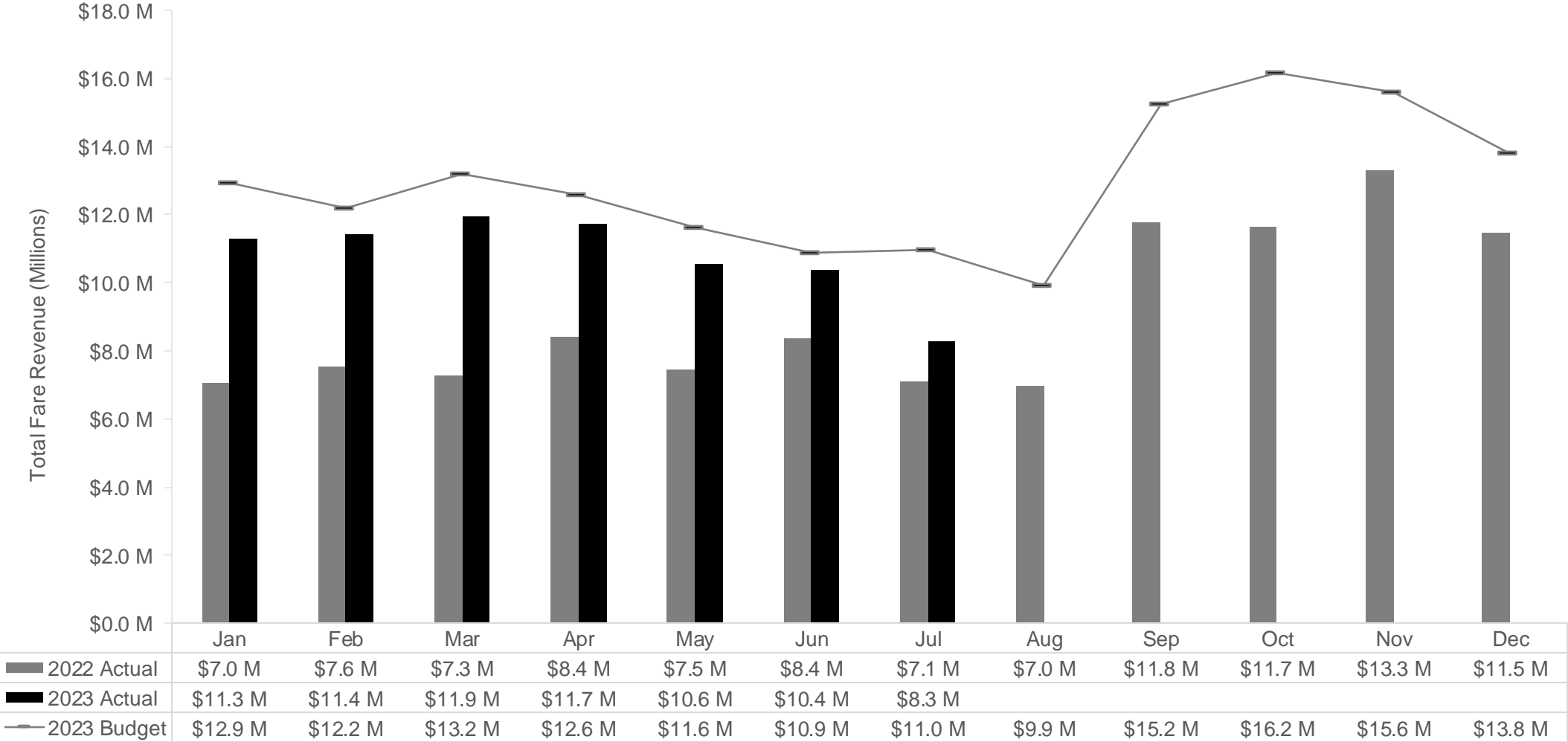
2023 Conventional Bus and O-Train Ridership





Fare revenue: Line 1 and conventional bus

2023 Conventional Bus and O-Train Fare Revenue





Update: Station cleanliness



- Rideau Transit Maintenance (RTM) is responsible for the maintenance of all LRT stations.
- The rail operations team has worked with RTM bring lasting improvements to the cleanliness practices.

The Plan:

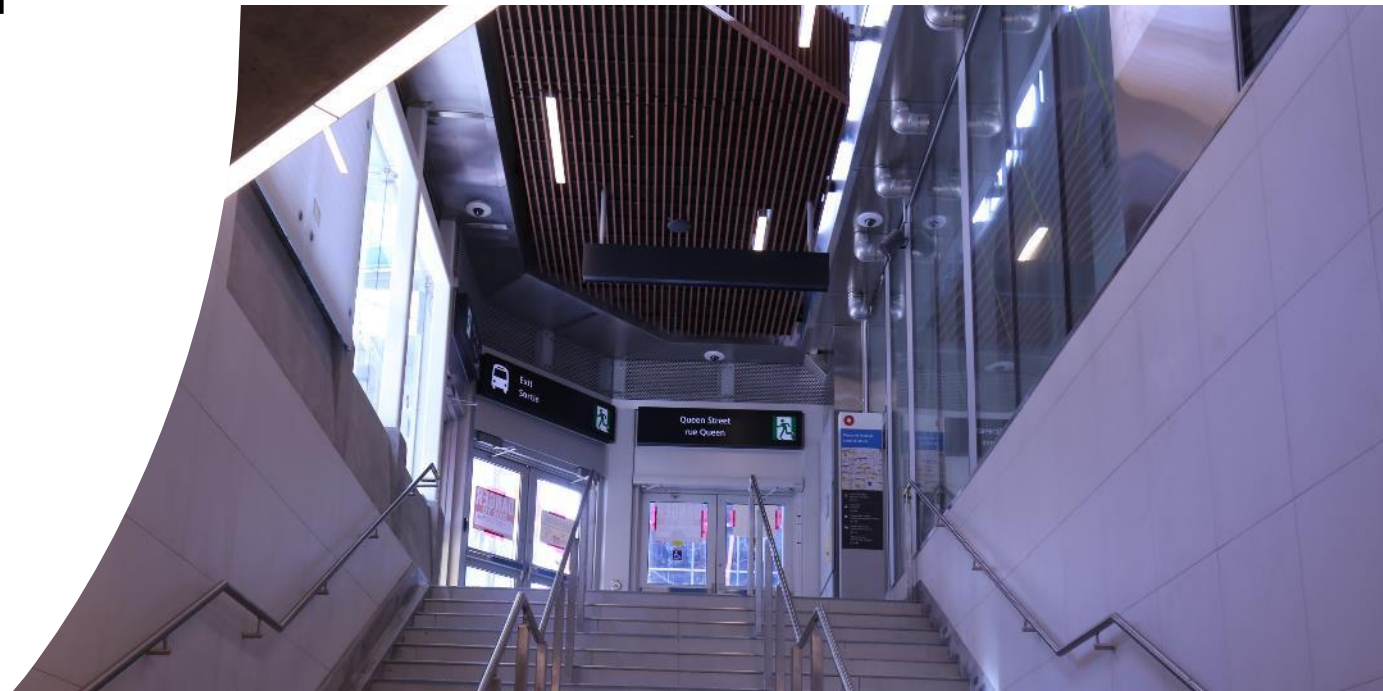
- Detailed daily, weekly and seasonal cleaning activities
- Weekly/monthly meetings to review progress:
 - Increased oversight
 - RTM has increased staffing
 - Increased communication between parties
 - New cleanliness and small work request reporting system
 - Collaboration with RTM for station management plans



Completed activities

Semi-annual deep cleans (spring and fall)

- Including pressure washing, deep cleaning of floors, walls, windows (inside and outside stations), general station repairs, tile work (cracked tiles), concrete repair at uOttawa, and clearing of seasonal debris (salt and sand)
- Shutdown from June 5-19 was leveraged for additional heavy cleaning
- **Implemented improvements**
 - Stainless steel on escalators
 - Cleaning of the floors and walls
 - Elevator and glass cleaning
 - Painting of outside benches
 - General responsive to daily issues



Continued focus

Escalators

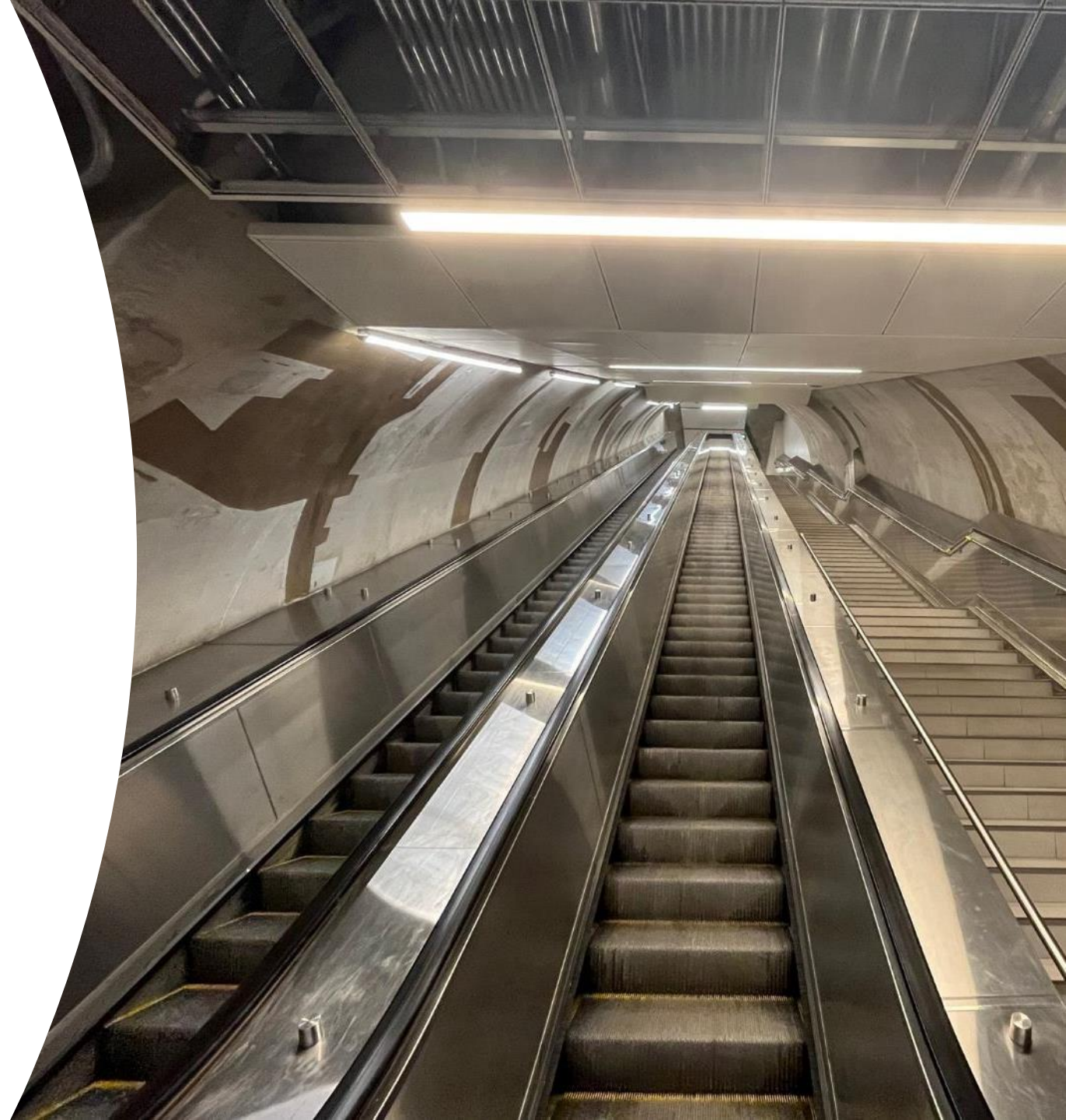
- Landing plates
- Daily and weekly cleaning program in place (approximately 70% complete)
- RTM is investigating additional equipment for deep cleaning of landing plates and steps

In-station water infiltration

- Sealant has been applied, and will be assessed
- Paint removed in certain sections
- Parliament Station
 - During the June maintenance, ceiling artwork was temporarily removed due to the water infiltration. Artwork to be re-installed, once the repair work is done.

Review of winter operation plans

- Meetings are ongoing
- Focus on mopping stairwells, winter mats, and post-storm salt/clean up



Ongoing actions & next steps

- Additional resources and oversight in place
- Leaks in the stations continue to be a priority; continue to monitor the repairs through seasonal cycles
- OC Transpo is investigating options from other transit agencies regarding their programs, station audits and reporting structures
- We will continue to monitor to ensure sustainability



Questions?