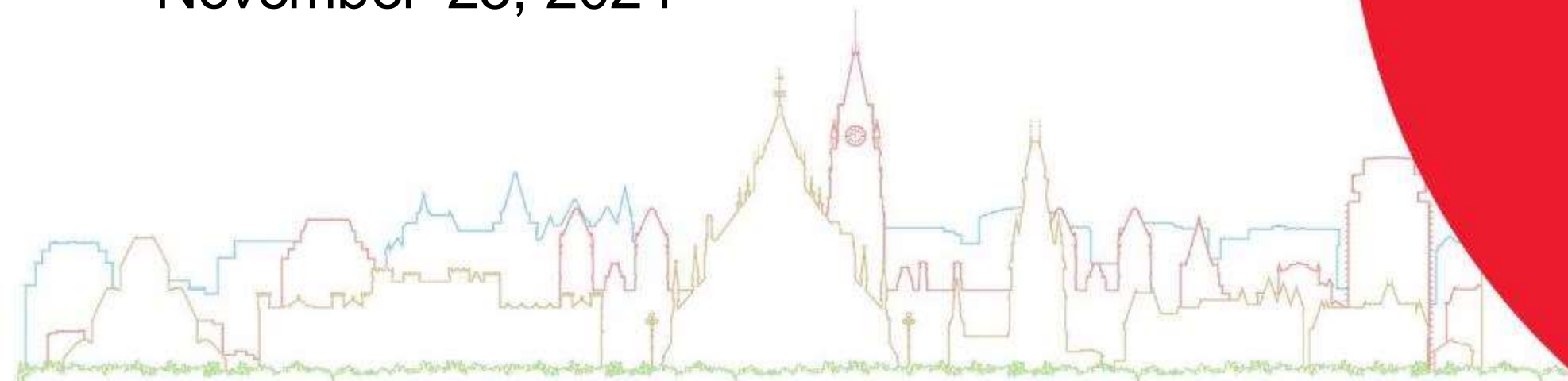




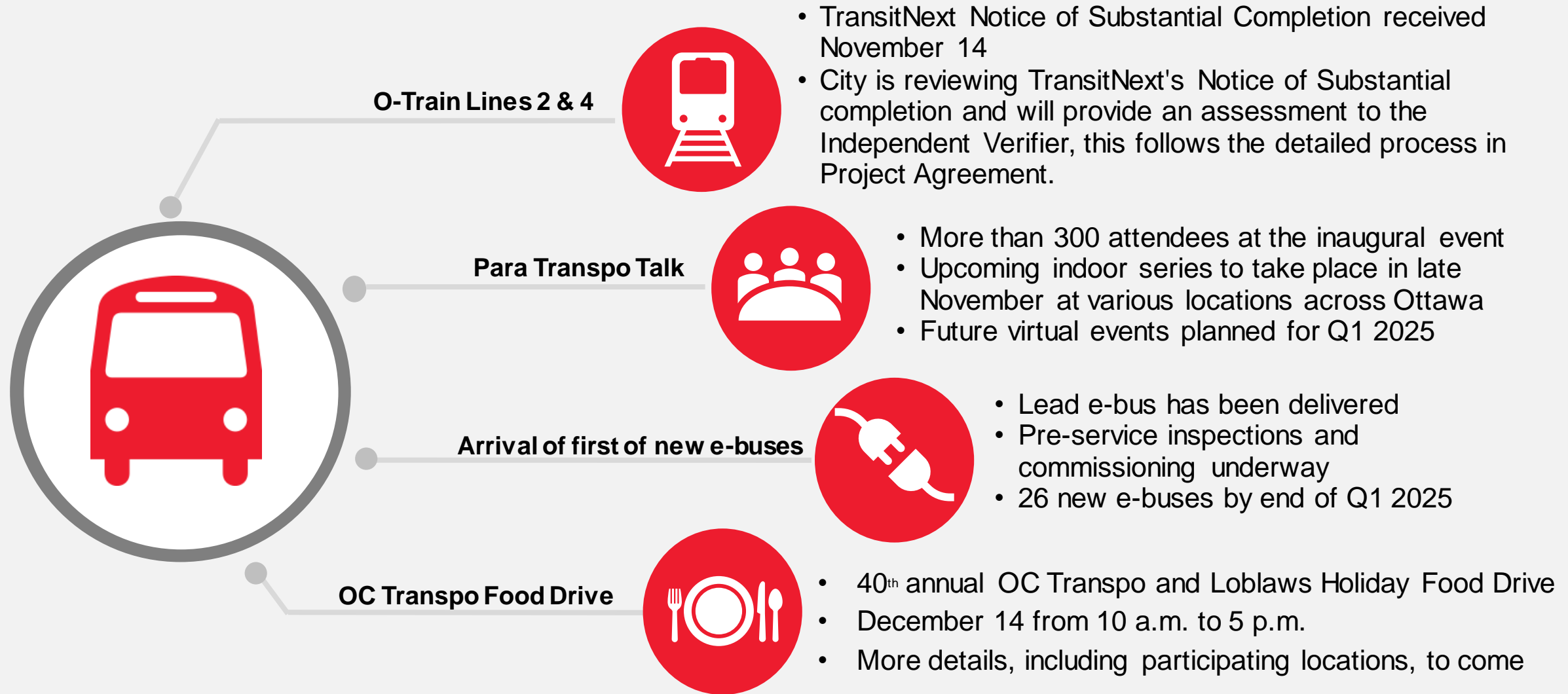
OC Transpo Update

Para Transpo, Rail and Bus

Transit Commission
November 25, 2024



GM updates



New Bus Operator Hiring Since 2022

- 828 hired as trainees --> 615 graduated --> 519 still active as bus operators (net)
- 75% of trainees graduated
- 84% of graduates are still bus operators
- Reasons for attrition:
 - Resignation
 - Involuntary termination
 - Moved to other positions in Transit



Sabrina Pasion, Chief Safety Officer

- Master of Criminology from uOttawa
- Nearly 20 years' experience working at City of Ottawa, eight of which were with Transit Services
- Experience and proven track record in safety, training, investigations, regulatory/compliance and operations management
- Most recent role: Program Manager of Regulatory Compliance, Quality Control and Assurance
- Well-established relationships with our regulatory partners



An aerial photograph of a modern high-speed train station. A red and white train is on the tracks in the foreground. The station building is a long, low structure with a glass facade and a flat roof. The surrounding area includes a paved walkway, some trees, and a fence. The sky is clear and blue.

Performance indicators

Health and Safety – Trends and Updates

Customer Injury Rate

SMS Target: ≤ 1.036 per 1M trips

2020	2021	2022	2023	2024
0.81	1.80	1.27	1.06	0.55



Employee Occurrences

SMS Target: ≤ 7.57 per 200k hrs

2021	2022	2023	2024
717	740	826	584
7.02	7.40	6.46	

Vehicle Collision Rate (Collisions per 100,000 km)

SMS Target: Total ≤ 1.273 | Preventable ≤ 0.69



	2020	2021	2022	2023	2024
Total	1.38	1.40	1.87	2.45	2.34
Preventable	0.80	0.75	0.95	1.10	1.13



Red-Light Infractions

2022	2023	2024
56	59	42

Speeding Infractions



2022	2023	2024
72	87	95

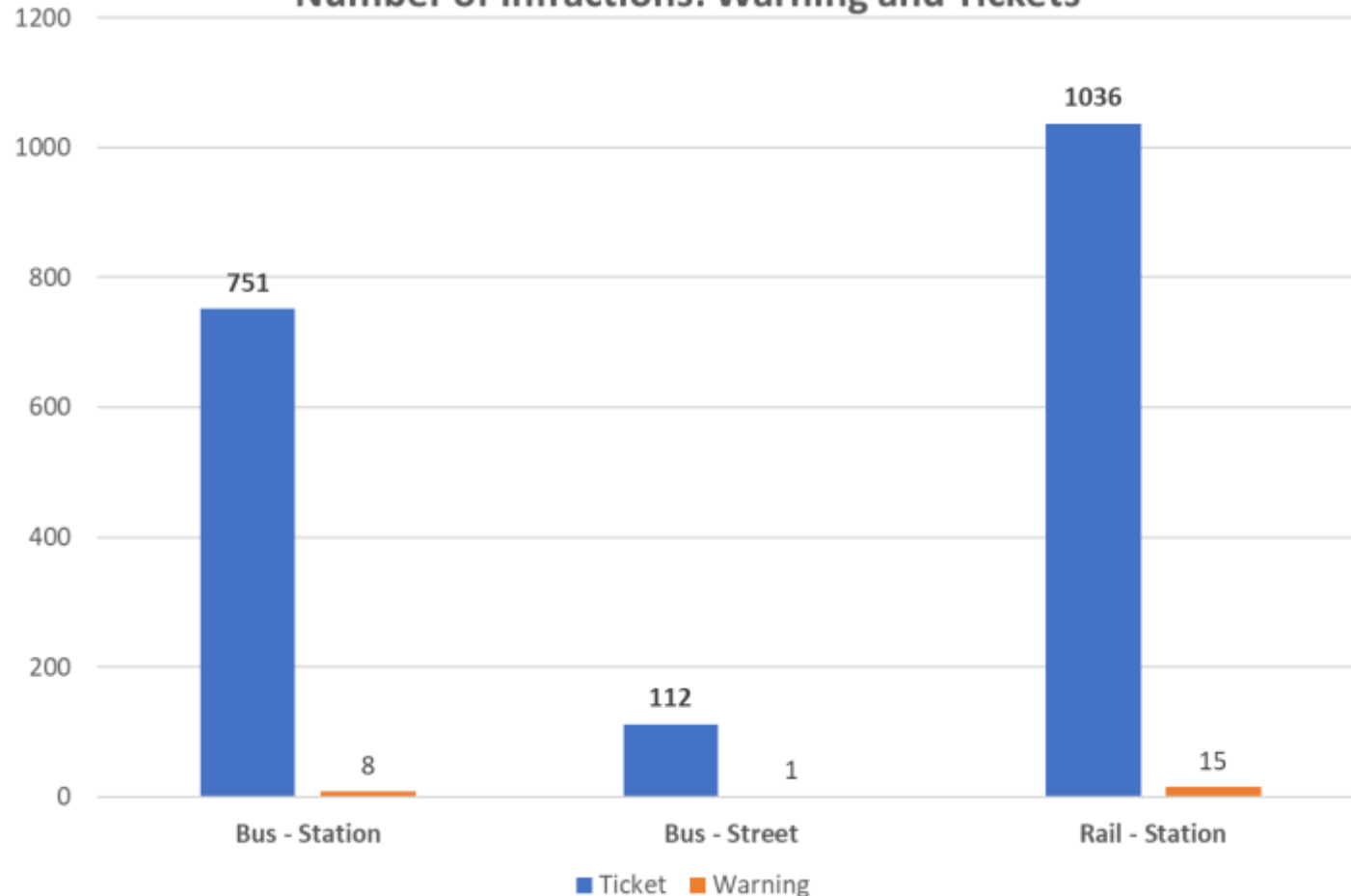
- Data current as of September 30, 2024
- Customer injury rate: 0.55 per million trips, improved from previous years
- Top 3 customer injury factors: braking, bus in motion, disembarking
- 584 occurrences reported by employees
- Top three employee occurrence types: stressful event, struck/caught, motor vehicle incident
- Preventable rate for vehicle collisions is 1.13 collisions per 100,000 kms
- Red-light infractions are on track for a decrease from 2023

Fare Compliance Initiative Update

Total Results

September 3, 2024, to October 31, 2024

Number of Infractions: Warning and Tickets



Infractions by Station

September 3, 2024 to October 31, 2024

	Total
Rideau Station	364
St-Laurent Station	142
Hurdman Station	116
Tremblay Station	76
Blair Station	73
Lees Station	45
uOttawa Station	43
Lyon Station	41
Parliament Station	37
Tunney's Pasture Station	37
Cyrville Station	31
Bayview Station	23
Pimisi Station	23
TOTAL	1,051

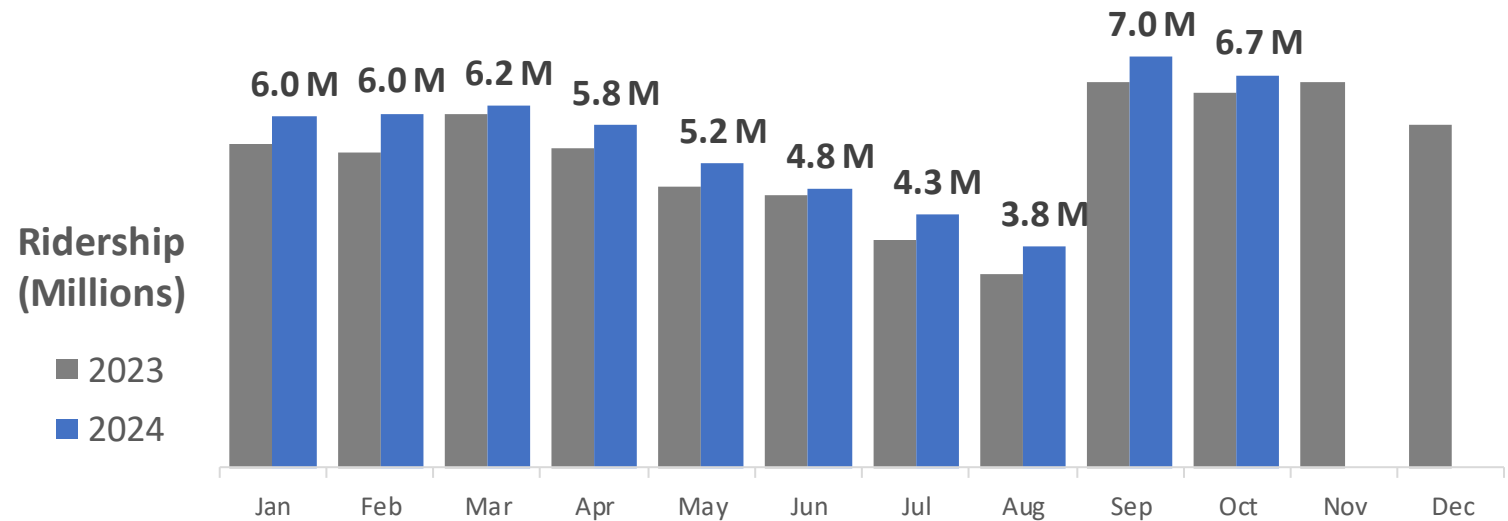
Ridership



12-month total ridership

67.9 M

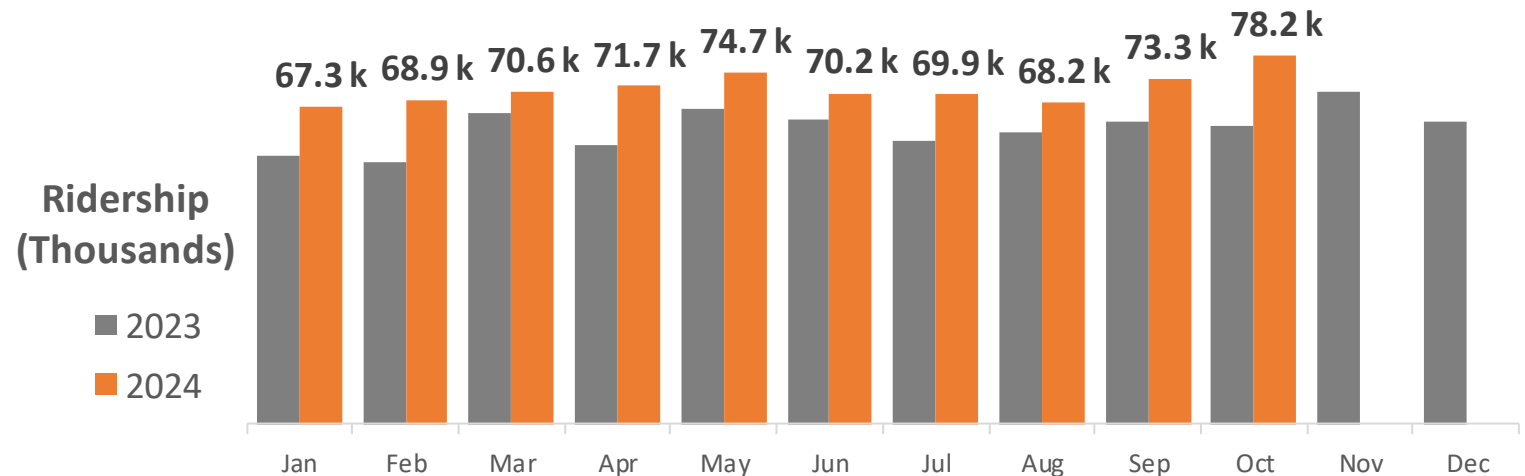
0.5% higher than previous month
9% higher than previous year



12-month total ridership

848.0k

2% higher than previous month
16% higher than previous year



On-Time Performance



OC Transpo

12-month average regularity

83%

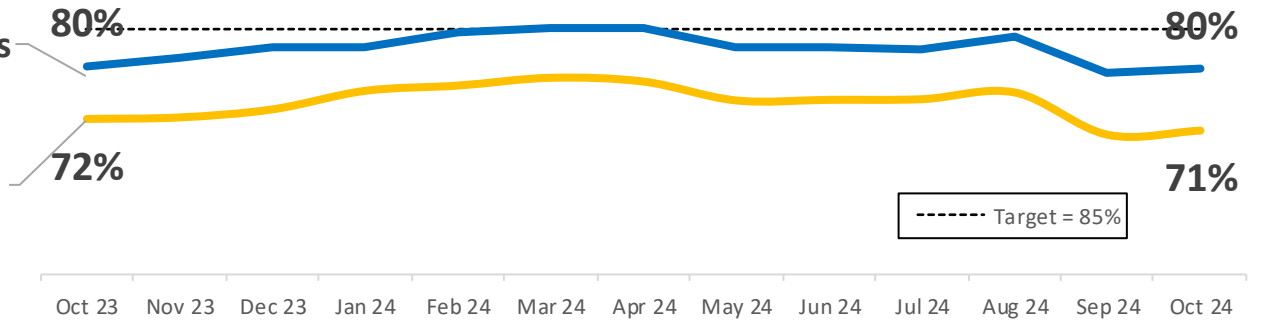
2% lower than target
Same as previous month

12-month average punctuality

75%

10% lower than target
Same as previous month

Regularity
Frequent routes
<= 15 min
Punctuality
Less frequent
routes > 15 min



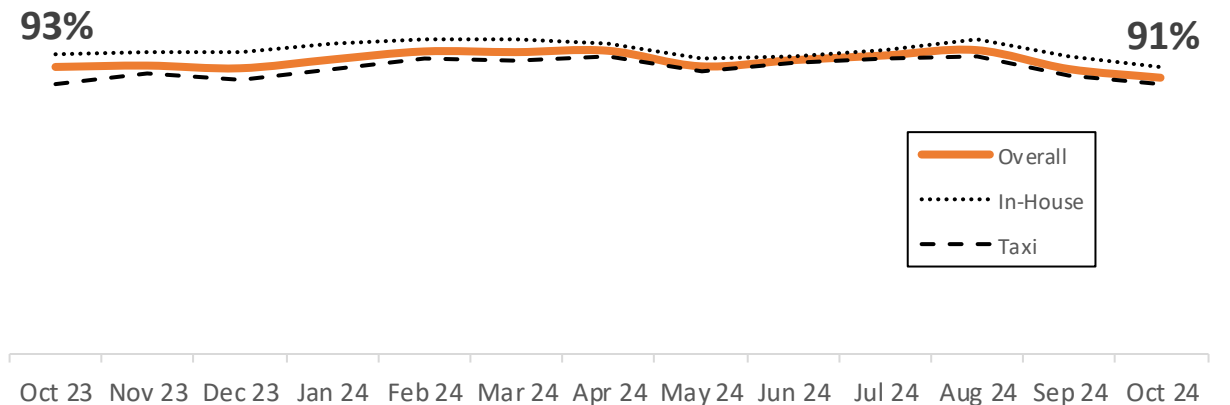
Para Transpo

12-month average On-Time Performance

94%

Same as previous month

% of customers
picked-up during
30 minute window



Service Delivery



O-Train Line 1

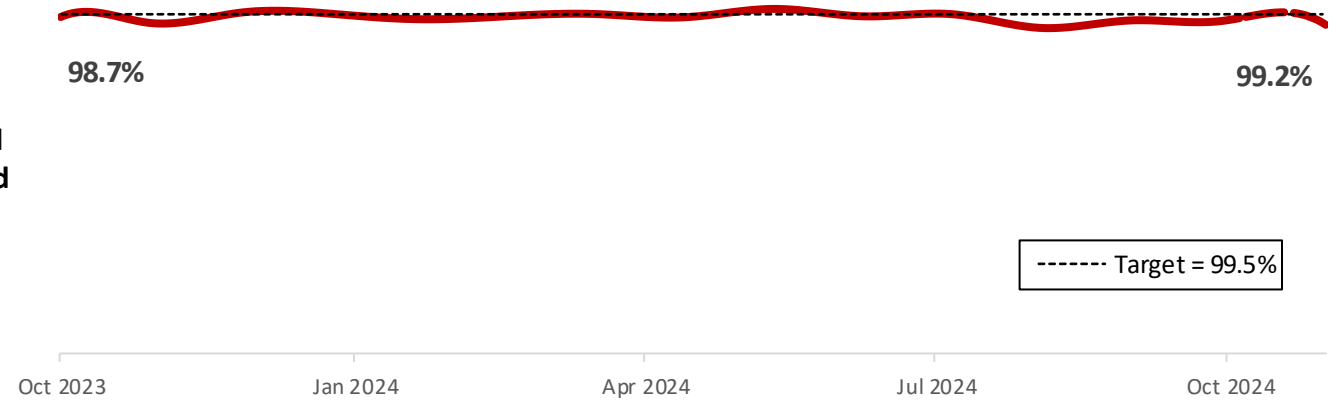
12-month average service delivery

98.9%

0.6% lower than target

Same as previous month

% Service
Delivered as
Planned



Bus

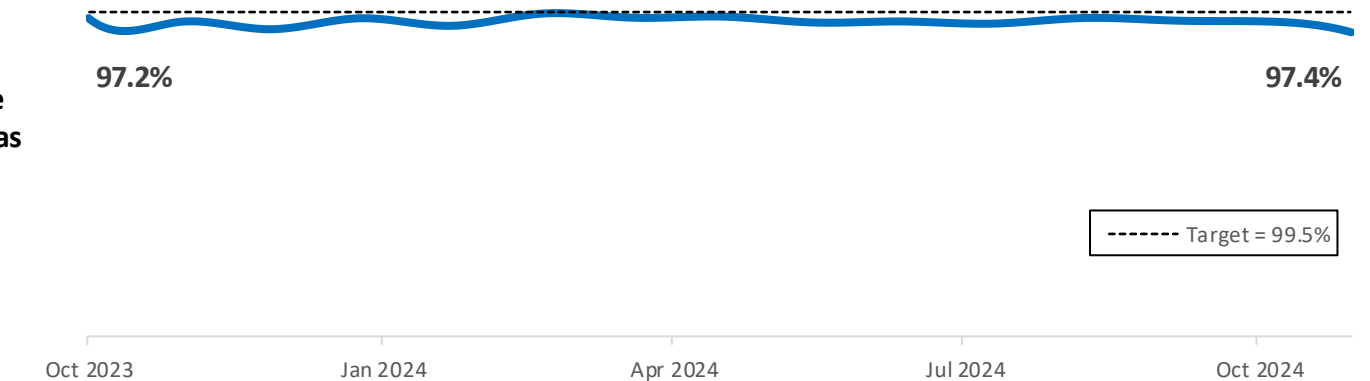
12-month average service delivery

98.1%

1.4% lower than target

Same as previous month

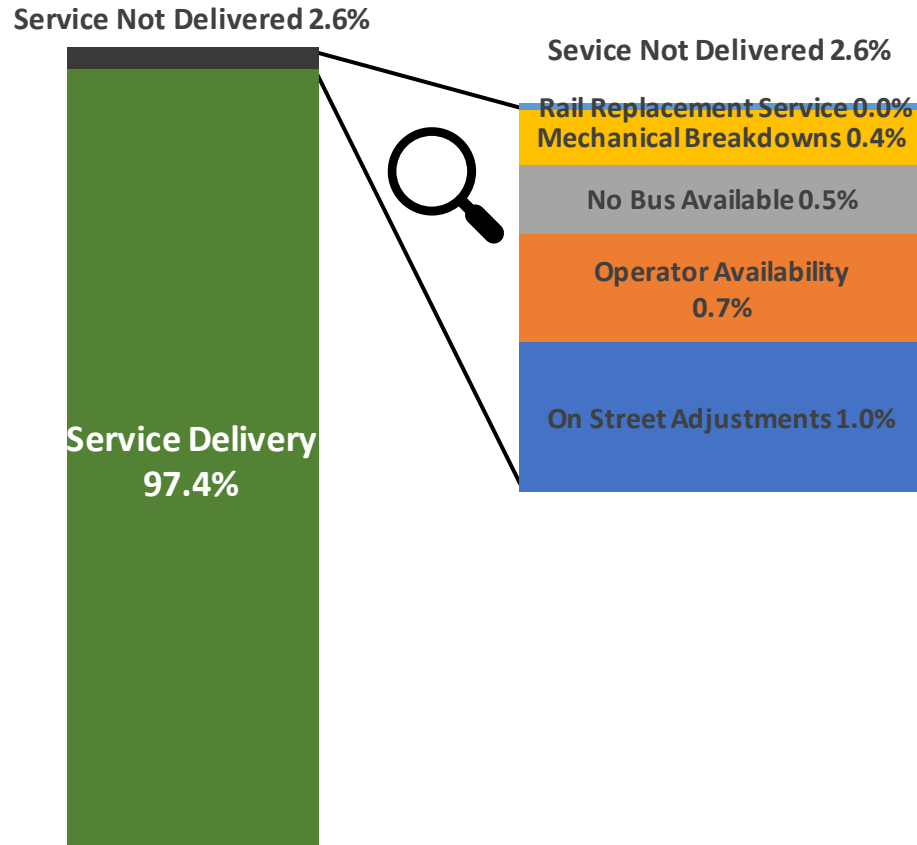
% Service
Delivered as
Planned



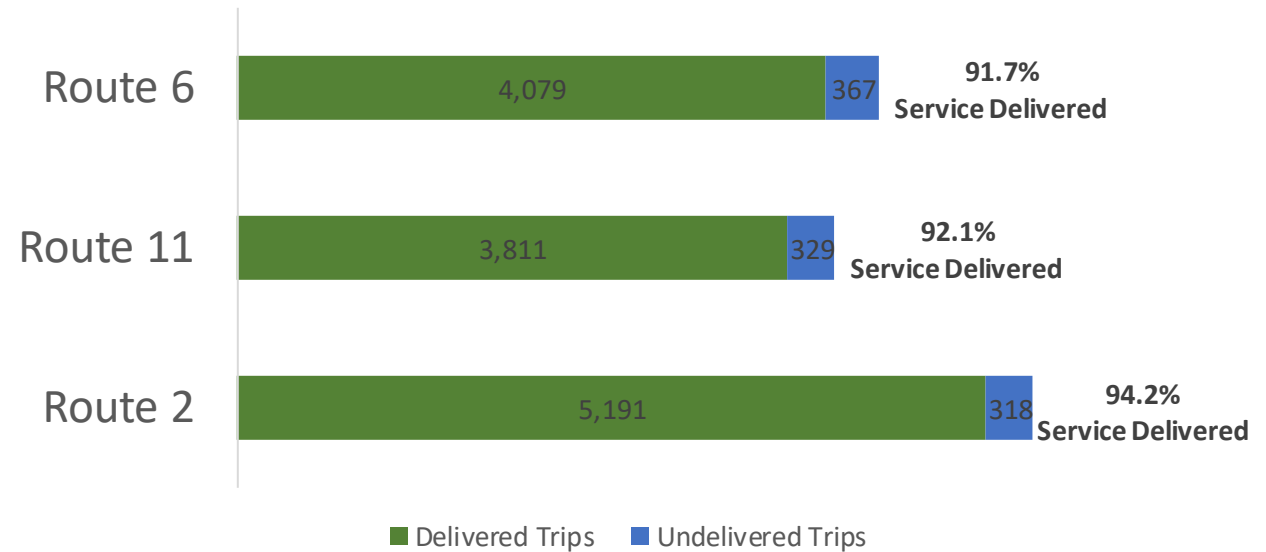
Bus Service Delivery



Bus Service Delivery Details



Routes With Most Undelivered Trips



Questions?

