



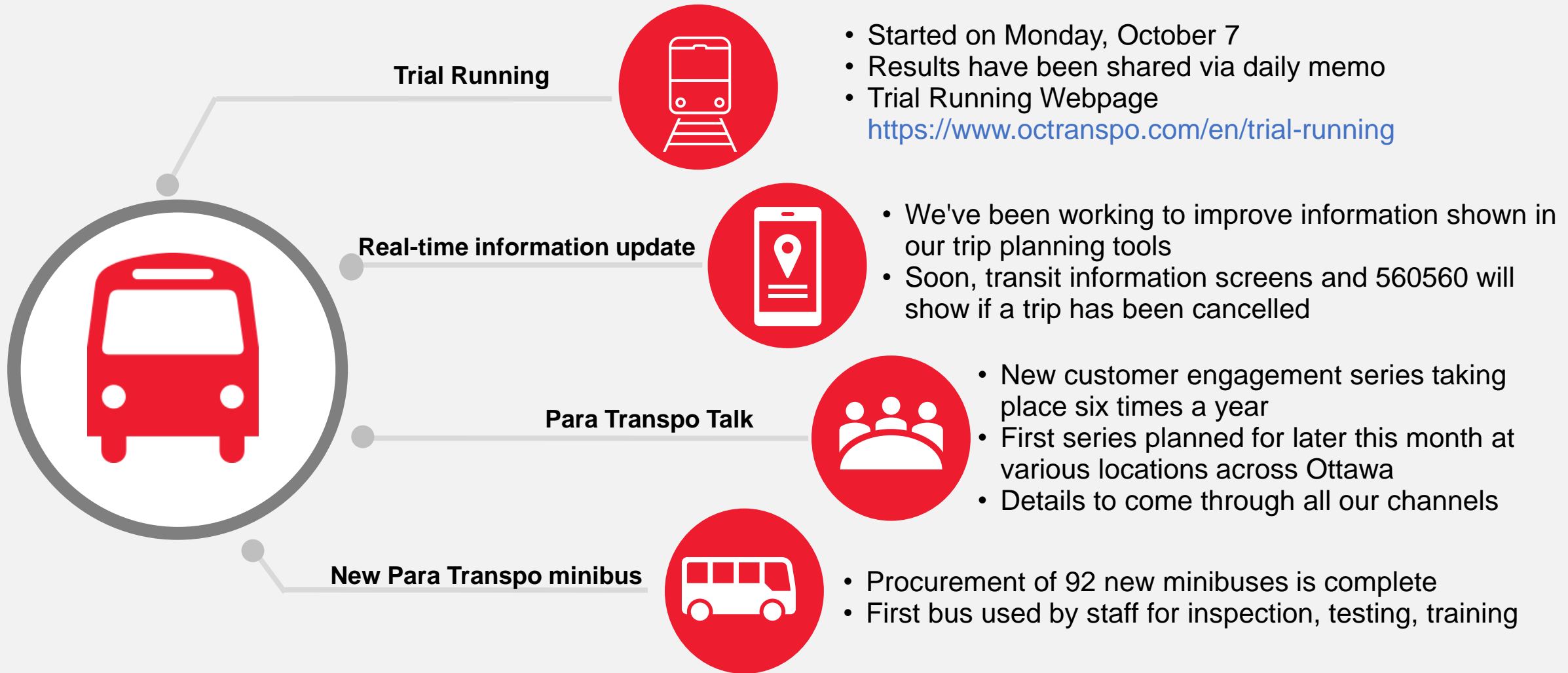
# OC Transpo Update

## Para Transpo, Rail and Bus

Transit Commission  
October 10, 2024



# GM updates



# September service update

Indications are that September ridership has increased compared to last year:

## Fare sales

- Adult, Senior, EquiPass and Community Pass sales combined are up 24%
- Revenue from single-ride fares is up 27%
- More post-secondary students are eligible for U-Pass

## Ridership on individual services

- Weekday bus boardings are up 4%
- Weekday O-Train Line 1 boardings are up 11%
- Para Transpo ridership is up 14%

## Park and ride lot use

- The number of vehicles parked is up 12%

We will report final September 2024 ridership at the next Transit Commission meeting.



# New Ways to Bus: Spring launch

- New Ways to Bus will launch in April 2025
- Spring launch will help ensure we maintain customer service, while minimizing winter impacts, which increases our chances for success
- Industry best practice to not implement major service changes during the winter months
- Considerations for a spring launch included:
  - Major service changes during the winter could coincide with snow and freezing rain events
  - Customers able to adapt to the service changes better in spring weather
  - Staff will be better positioned to manage the over 5,000 bus stops and other information material



# New Ways to Bus Campaign overview

## Phase 1: Awareness

Complete

- 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

**Complete**

## Phase 2: Preparation

Ongoing

- Detailed NWTB web page on octranspo.com
- All maps available
- Changes to on-street information
- Travel Planner trip preview
- Community Bus and in-person public engagement events
- Councillor engagement
- Media relations
- Take-one brochures

**Ongoing**

## Phase 3: Action

January 2025 – May 2025

- Prominent features and alerts on octranspo.com
- Paid advertising campaign
- Changes to on-street information
- Posters at stations
- Customer outreach
- Public Service Announcement
- Mail-out to all households
- Transit app preview
- School service information

**FUTURE**

**New  
Ways to Bus**  
(April 2025)

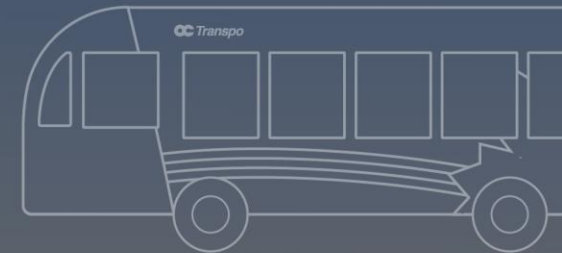
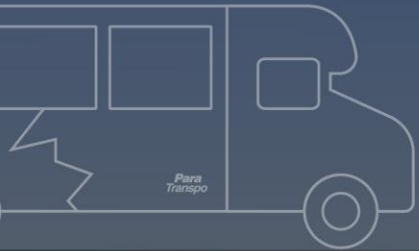


**99.5%  
Bus Service  
Delivery**

**Bus  
Maintenance  
Action Plan**  
(Ongoing)



**Recruitment**  
(Complete)



# Bus operator recruitment

- Our recruitment and training efforts have paid off and we have recently reached an incredible milestone!
- Over 828 new Bus Operator trainees have been onboarded since 2022
- Our recruitment efforts continue for other positions as part of our ongoing pursuit of 99.5% service delivery



# Big thank you to the recruitment and training teams!







# Performance indicators

# Health and Safety – Trends and Updates

## Customer Injury Rate

SMS Target:  $\leq 1.036$  per 1M trips

| 2020 | 2021 | 2022 | 2023 | 2024 |
|------|------|------|------|------|
| 0.81 | 1.80 | 1.27 | 1.06 | 0.61 |



## Employee Occurrences

SMS Target:  $\leq 7.57$  per 200k hrs

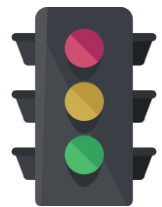
| 2021 | 2022 | 2023 | 2024 |
|------|------|------|------|
| 717  | 740  | 826  | 519  |
| 7.02 | 7.40 | 6.46 |      |

## Vehicle Collision Rate (Collisions per 100,000 km)

SMS Target: Total  $\leq 1.273$  | Preventable  $\leq 0.69$



|             | 2020 | 2021 | 2022 | 2023 | 2024 |
|-------------|------|------|------|------|------|
| Total       | 1.38 | 1.40 | 1.87 | 2.45 | 2.31 |
| Preventable | 0.80 | 0.75 | 0.95 | 1.10 | 1.12 |



## Red-Light Infractions

| 2022 | 2023 | 2024 |
|------|------|------|
| 56   | 59   | 34   |

## Speeding Infractions



| 2022 | 2023 | 2024 |
|------|------|------|
| 72   | 87   | 86   |

- Data current as of August 31, 2024
- Customer injury rate: 0.61 per million trips, improved from previous years
- Top customer injury: embarking
- 519 occurrences reported by employees
- Top three employee occurrence types: struck/caught, assault, overexertion
- Preventable rate for vehicle collisions is 1.12 collisions per 100,000 kms
- Red-light infractions are on track for a decrease from 2023

# Bus Safety Benchmarking Data – 2022

Data is compared amongst worldwide member agencies of the International Bus Benchmarking Group (IBBG) and is based on 2022 data.

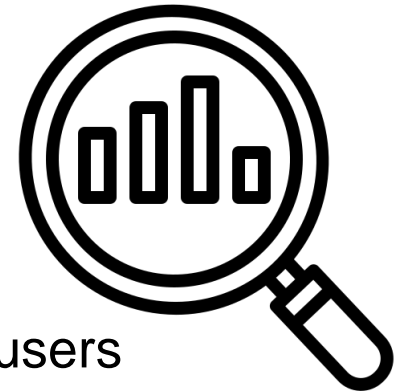
*Note: The types of incidents reported and the threshold for reporting may vary among agencies which can limit the comparability of the benchmarking data.*

## Operator Assaults and Customer Injury Rates

- 13 of the 16 IBBG member agencies have barriers installed on some or all of their bus fleet
- Barrier types include half, three quarters and full division and are composed of glass and plexiglass
- OC Transpo ranked 13<sup>th</sup> **lowest** out of the 16 agencies for passenger injuries per million
- All agencies worldwide reported a decrease in customer injury rates

## Bus Collisions Rates

- 15<sup>th</sup> **lowest** out of 16 for vehicle collisions per 10,000 total vehicle kms
- 12<sup>th</sup> **lowest** out of 16 for vehicle collisions per 1,000 total vehicle hours
- **Among the highest** for preventable collisions and collisions with vulnerable road users
- Ongoing mitigation measures and initiatives have since been implemented



# Fare Compliance Initiative



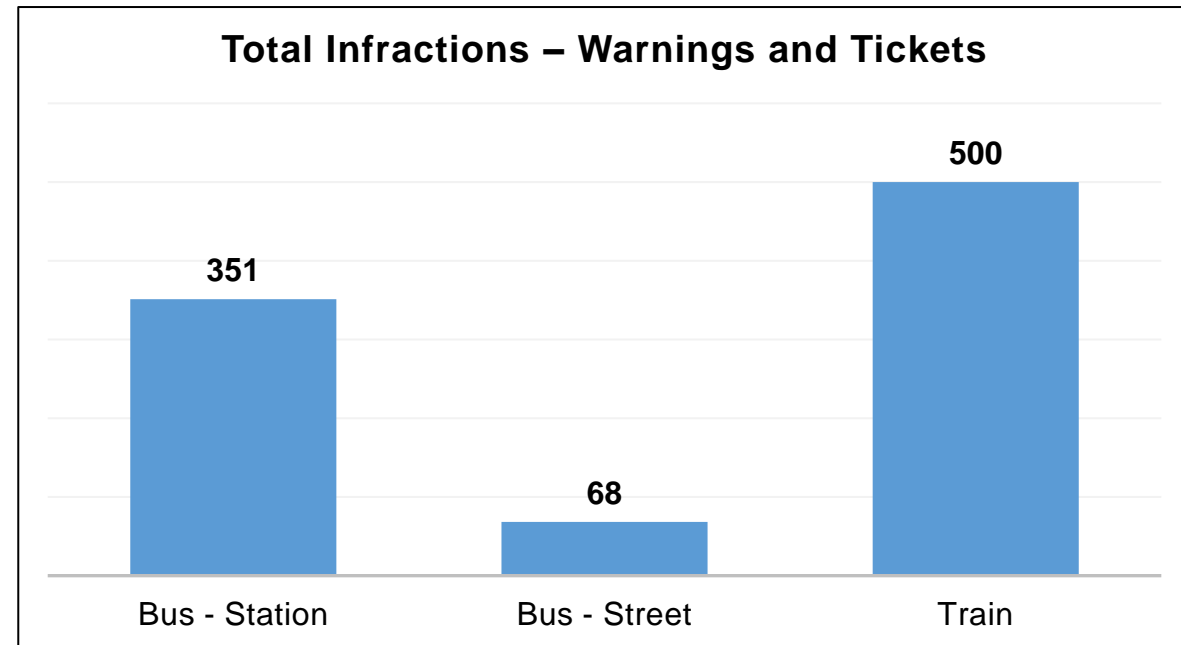
## Education and Enforcement

- A fare compliance blitz occurred September 3<sup>rd</sup> - September 30<sup>th</sup>
- 12 Fare Inspectors are active across the transit network
- Purpose is to enforce fare regulations and inform customers about fare requirements
- Enforcement was done at Transitway stations, on the street and across O-Train Line 1



## Results

- 15 warnings
  - Bus: 4
  - Train: 11
- 904 Provincial Offence Notices
  - Bus: 415
  - Train: 489



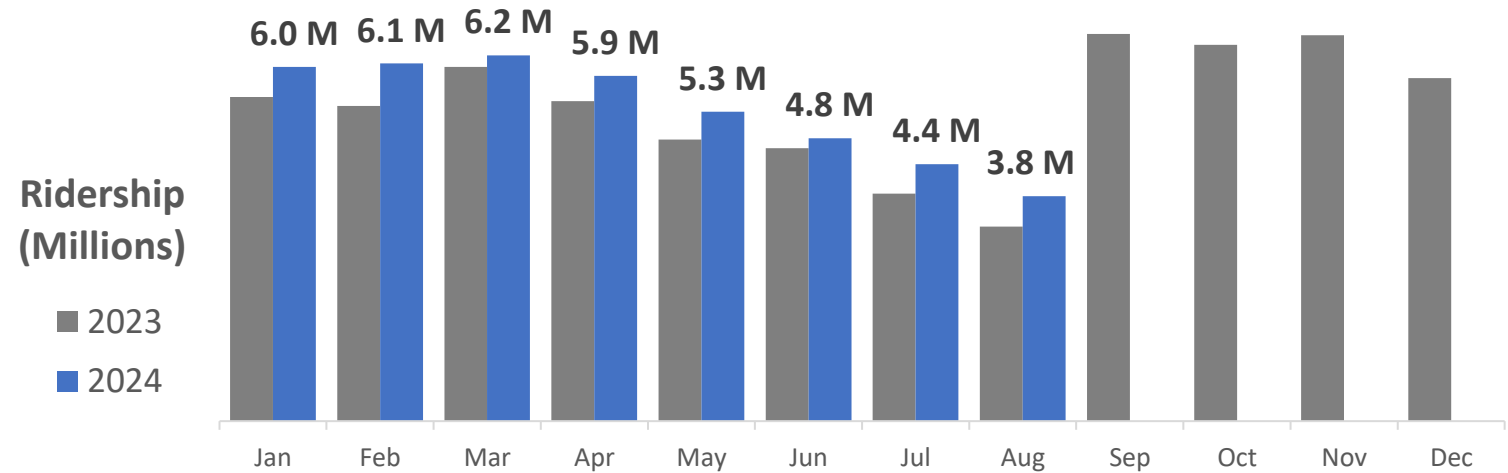
# Ridership



12-month total ridership

**67.7 M**

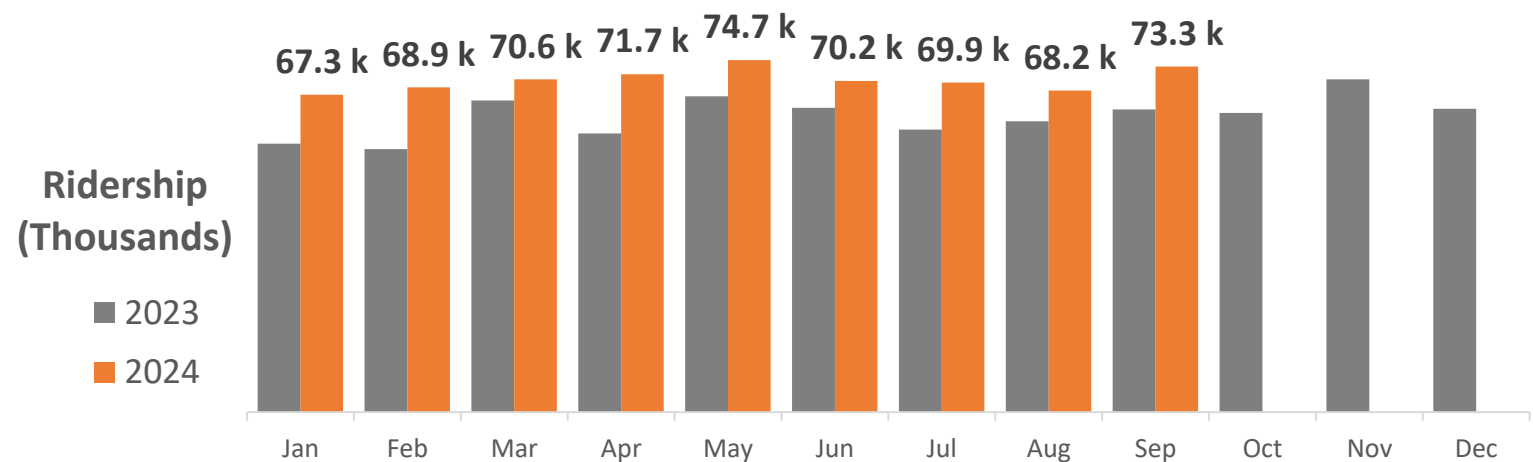
1% higher than previous month  
11% higher than previous year



12-month total ridership

**833.3k**

1% higher than previous month  
15% higher than previous year



# On-Time Performance



## OC Transpo

12-month average regularity

**83%**

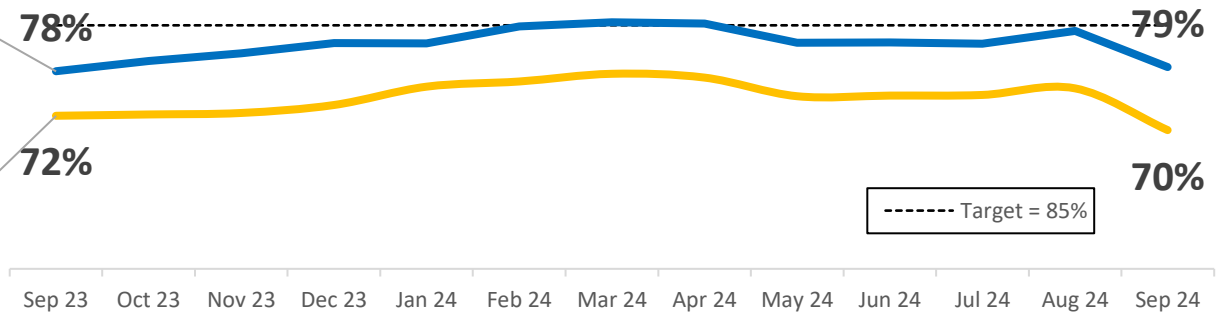
2% lower than target  
Same as previous month

12-month average punctuality

**75%**

10% lower than target  
Same as previous month

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



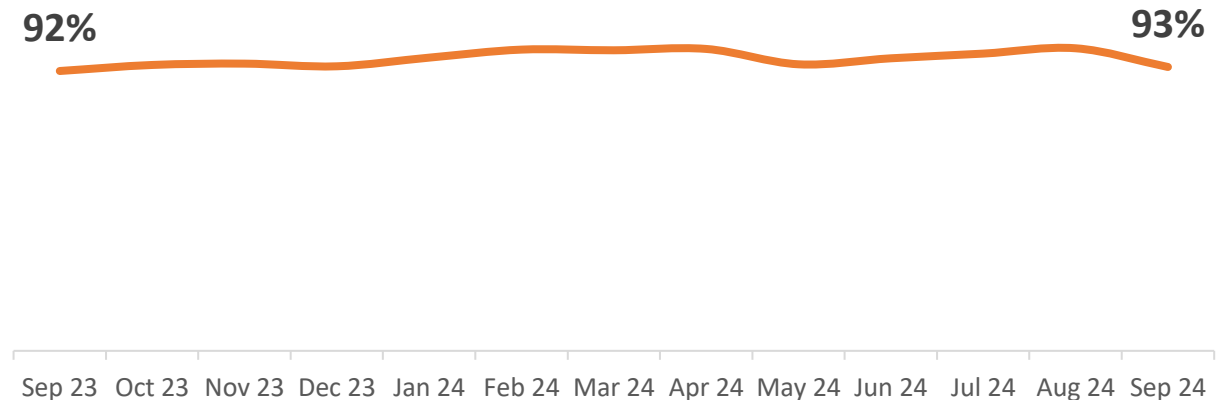
## Para Transpo

12-month average On-Time Performance

**94%**

Same as previous month

% of customers  
picked-up during  
30 minute window



# Service Delivery



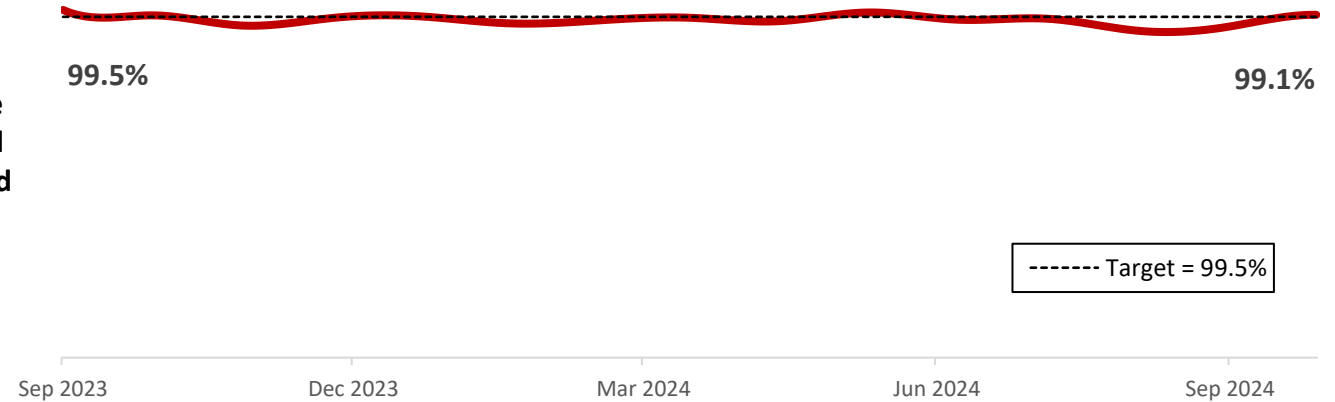
## O-Train Line 1

12-month average service delivery

**98.9%**

0.6% lower than target  
Same as previous month

% Service  
Delivered as  
Planned



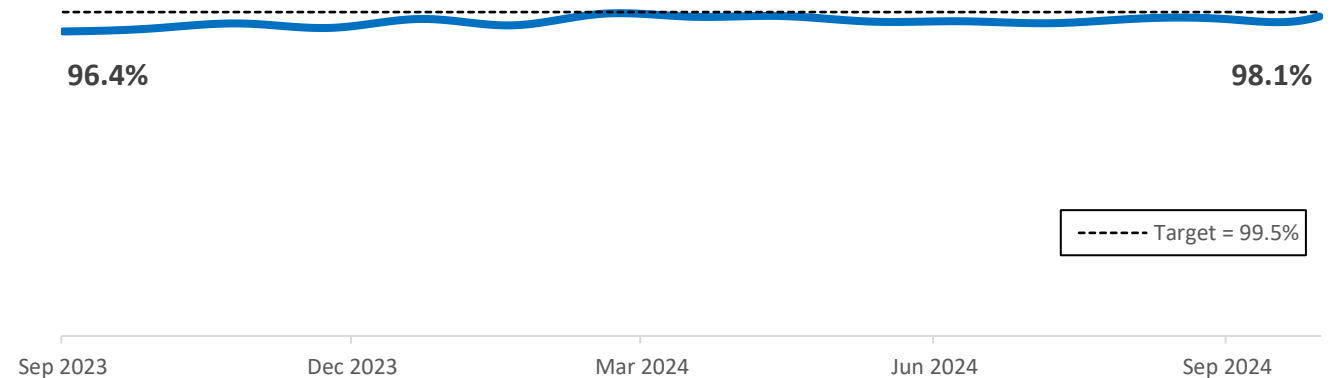
## Bus

12-month average service delivery

**98.1%**

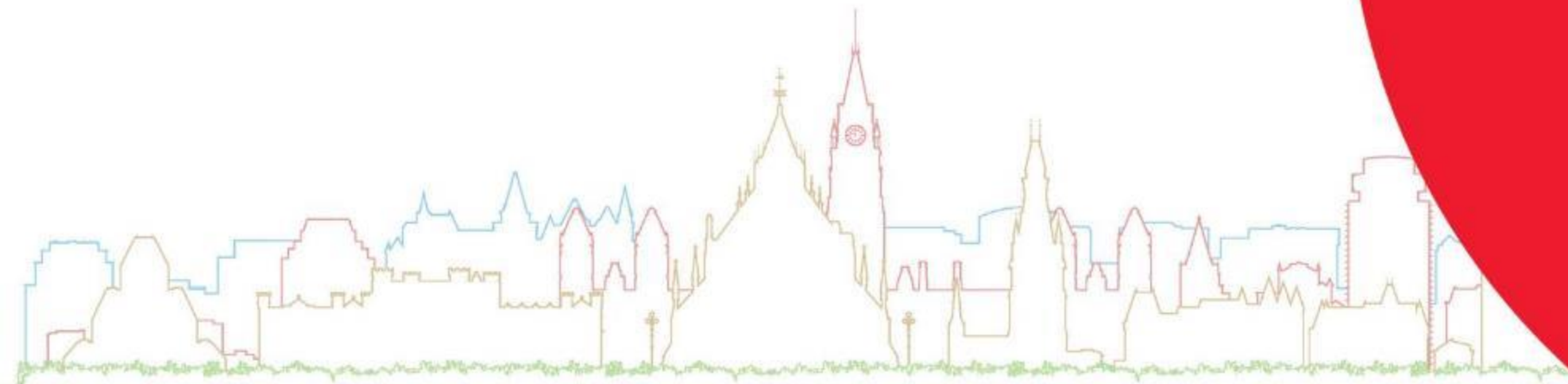
1.4% lower than target  
0.2% higher than previous month

% Service  
Delivered as  
Planned



# **O-Train Line 1 Axle Bearing and Maintenance Works Update**

Q4 2024 update





# Nut pinning measure and speed restrictions

## Nut Pinning Measure:

- Q3 2024: 82% of Leading and Trailing Bogies Pinned
- Q4 2024: 85% of Leading and Trailing Bogies Pinned
- Axle Inspections remain at 3,750km and replacement at 60,000km for the leading and trailing bogies
- Temporary Speed Restrictions remain in place



# Mitigation and testing update

## Top of Rail Lubrication Update

- Q4 2024: Tunnel equipment has been received and installation is expected to start in the coming weeks

## Instrumented Bogie Testing

- The 4th Alstom Instrumented Bogie Test was completed, and the report has not been provided to the City at this time. Discussions continue to determine if another instrumented bogie test will be conducted as the results are inconclusive

## NRC Track Testing

- NRC strain gauge testing continues and once completed, we expect a report of the analysis

## Restraining Rail Update

- Q4 2024: Updates to the maintenance processes ongoing with the Maintainer to ensure a no-contact position



# Wheel flange lubricators and wheel/rail interface

## Wheel flange lubricators

Q4 2024 Update

- Final software validation completed
- The location-based dispensing has been deployed on 38 LRVs with the remaining to be completed

## Wheel/Rail interface

- The Wheel/Rail working group continues to meet on a regular basis regarding the current wheel/rail interface on Line 1
- Wheel/Rail interface specialist (Siegen) continues to analyze options for the wheel rail profiles



# Line 1 maintenance work

- Rail grinding work to commence on October 19 to address rail corrugation
- Removing corrugation improves effectiveness of the top-of-rail and wheel flange lubrication systems
- Will lead to smoother transitions entering and exiting curves
- Additional ballast improvements will also be completed between Hurdman and Tremblay stations during this maintenance period



# Line 1 maintenance















- The upcoming maintenance work for Line 1 is required across the entire line, which includes:
  - Major ballast work between Hurdman and Tremblay stations
  - Rail grinding across entire line
- There will be a combination of late night and weekend closures from **Saturday, October 19 to Sunday, November 3:**
  - Late night closures in effect from 23:00 to 01:00
  - Saturday closures in effect all day
  - Sunday closures in effect all day from 08:00 – 23:00
- For customers, this means that R1 buses will operate across the entire line or in specific sections, depending on the day



# Schedule for maintenance

## O-Train Line 1 Weekend and Late-night Closures

October 19 to November 3, 2024

| Saturdays and Sundays   | Mondays   | Tuesdays and Wednesdays  | Thursdays and Fridays  |
|---|---|--|--|
| <b>October 19-20</b><br><br>Tunney's Pasture ↔ uOttawa<br><br>Rideau ↔ Blair                    | <b>October 21</b><br>  | <b>October 22-23</b><br><br>After 11 pm<br><br>Tunney's Pasture ↔ uOttawa<br><br>Rideau ↔ Blair     | <b>October 24-25</b><br>            |
| <b>October 26-27 and November 2-3</b><br><br>No train service<br><br>Tunney's Pasture ↔ Blair | <b>October 28</b><br> | <b>October 29-30</b><br><br>After 11 pm<br><br>Tunney's Pasture ↔ uOttawa<br><br>Rideau ↔ Blair | <b>October 31 – November 1</b><br> |

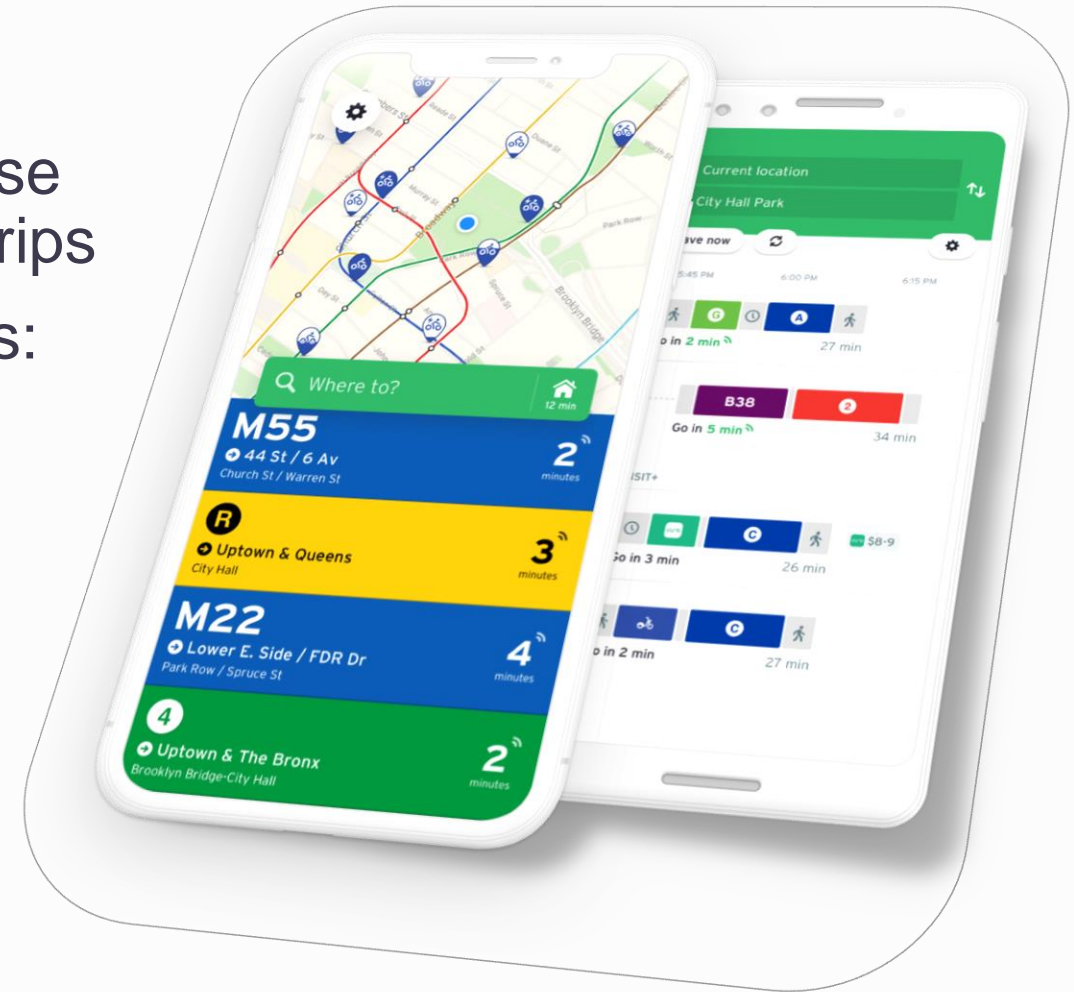
 Full Line 1 service

 Full Line 1 closure

 Partial Line 1 closure

# Customer communications: Line 1

- Clear communications before, during and following closures
- Customers should check [octranspo.com](http://octranspo.com) and use the Travel Planner or Transit app to plan their trips
- Information shared across a variety of channels:
  - Memo to Council
  - Public Service Announcements
  - Website banners, news items and alerts
  - Social media posts
  - Travel Planner and Transit app notifications
  - Posters and signage at stations before and during closures
  - Customer outreach



**Questions?**

