



**Thank you for  
all the work  
that you do!**

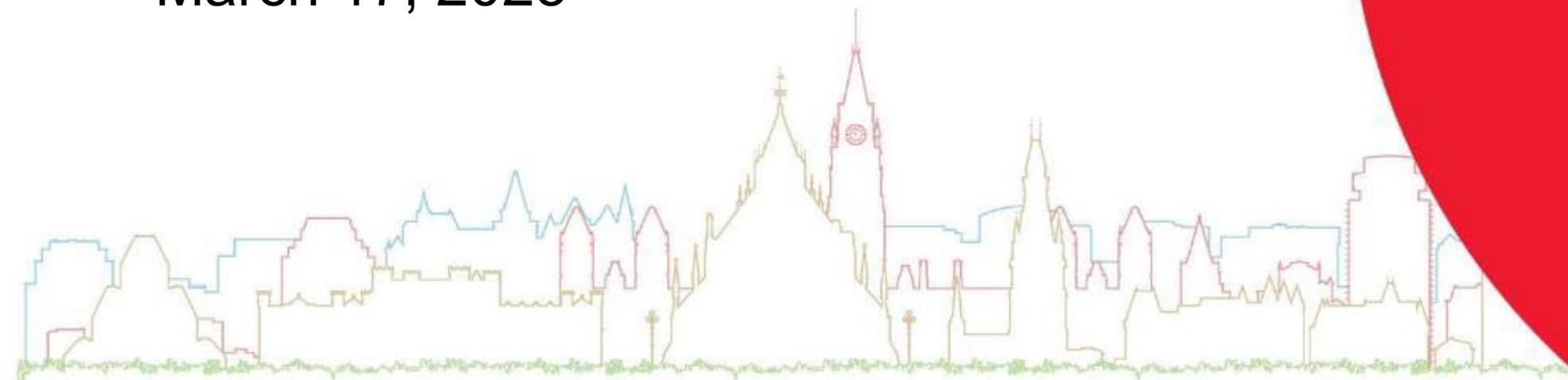
**Merci pour  
tout le travail  
que vous faites!**



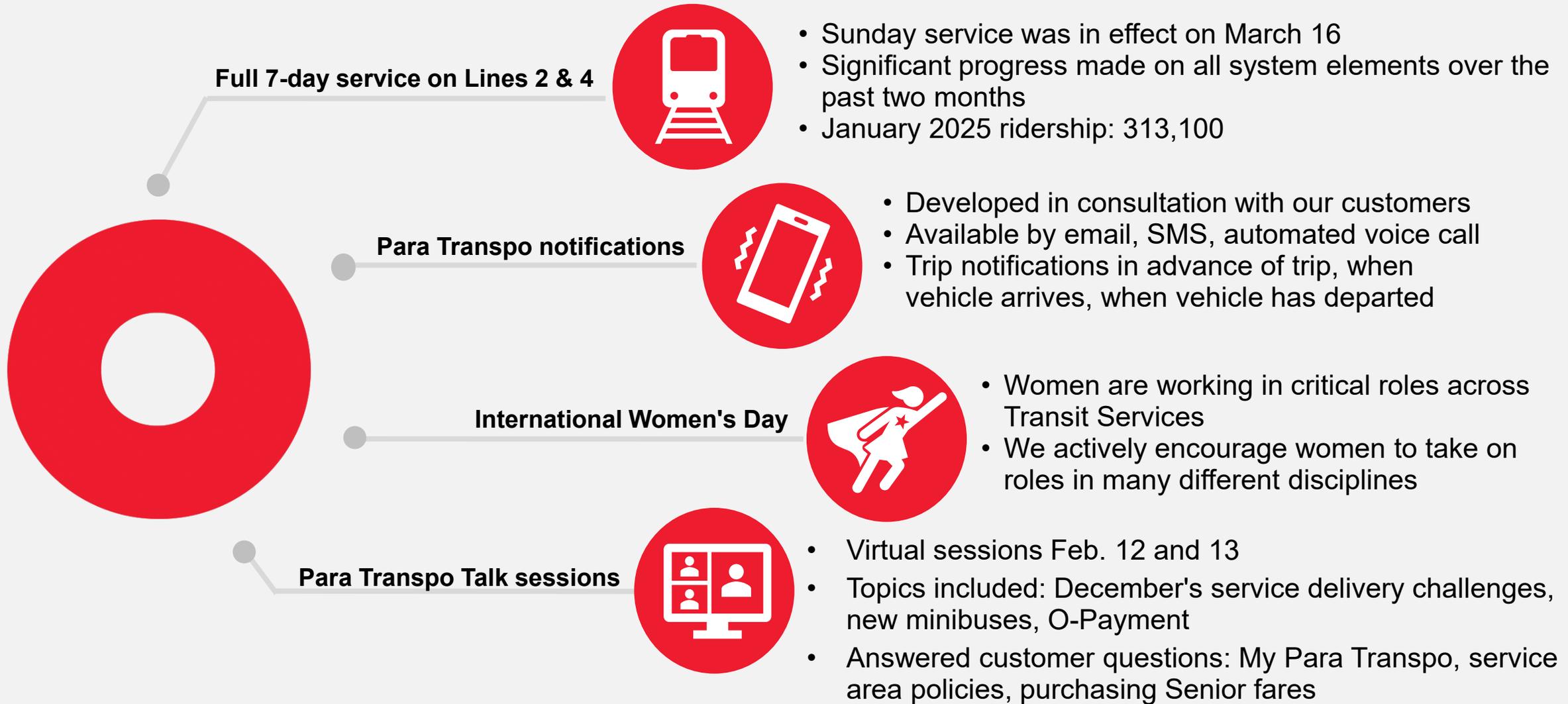
# OC Transpo Update

## Para Transpo, Rail and Bus

Transit Committee  
March 17, 2025



# GM updates



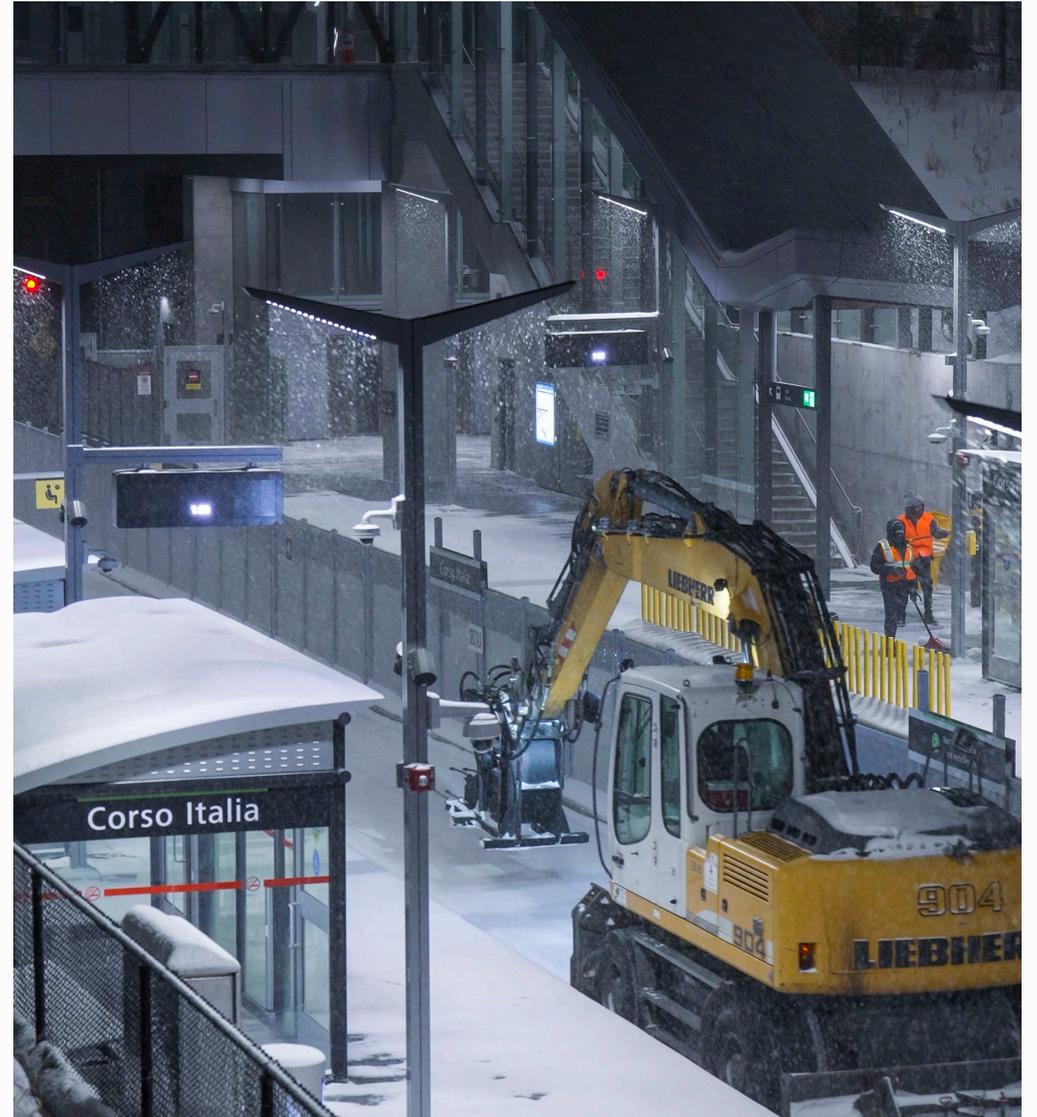
# Severe storms – February 13 and 16

## Challenges

- Two storms in quick succession, amounting to ~70 cm of snow
- Traffic and road conditions deteriorated during event
- Post event – constrained city streets, snow clearing operations (roads, rail lines)
- Snow accumulation on rail tracks; blowing and drifting snow

## Operational response

- Activation of severe weather mitigation plans
- Severe Storm Schedule implemented for the first time



# Weather impacts on service delivery

## Bus

- Severe storm schedule implemented
- Articulated bus reduction
- Reduced number of immobilized buses
- Snow clearing operations continued into the following week

## Line 1

- Challenges with snow clearing on the Hurdman Bridge/Lees to Hurdman corridor on February 13
- Service continued with minor delays and single tracking throughout remainder of weather events

## Lines 2 & 4

- First major weather event during phased launch
- Service operated with minor delays and reliance on parallel bus service for short disruptions



# Next steps

Post event operational debriefs are underway. Initial actions identified include:

## Bus

- Review of Severe Storm Plan to further limit use of articulated buses
- Extend Plan to multiple days to assist in post-recovery operations
- Continue working closely with our colleagues in Public Works on post storm clean up

## Line 1

- RTM is amending their Winter Maintenance Plan
- Review of resources; equipment and staffing
- Investigate additional switch protection

## Lines 2 & 4

- Implementing additional permanent and temporary switch protection/covers
- Investigating vehicle-related failures. Implementing additional maintenance procedures in yard operations.
- Monitoring snow accumulation to identify areas appropriate for snow fencing



**New  
Ways to Bus**

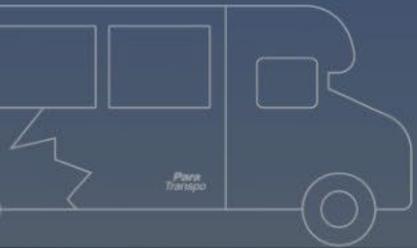


**99.5%  
Bus Service  
Delivery**

**Bus  
Maintenance  
Action Plan**



**Recruitment**

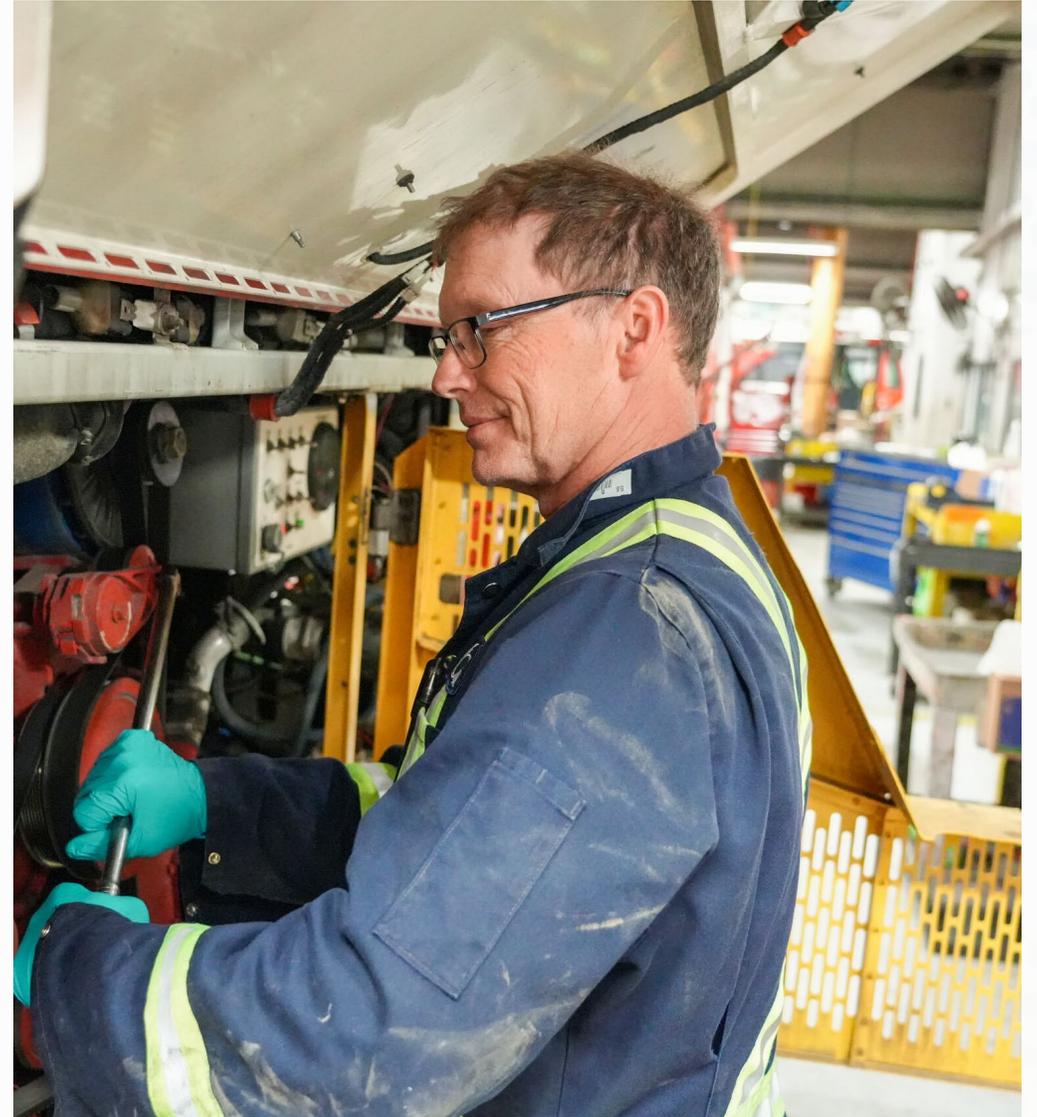


# Bus Maintenance Action Plan update

## Current status on bus availability

- Winter weather impact; ~150 defects per day
- Increase in required major repairs, including structural damage
- Staffing levels impacted by seasonal illness
- Backlog in larger, time-consuming repair work

Resources allocated to shorter, reduced maintenance requirements on aging fleet to maximize bus availability in short-term



# Bus Maintenance Action Plan update

## Resource reallocation

- Spring maintenance schedules to divert existing resources to extensive repair work
- Impacts to short-term availability, but improves longer term consistency

## Preparing for New Ways to Bus

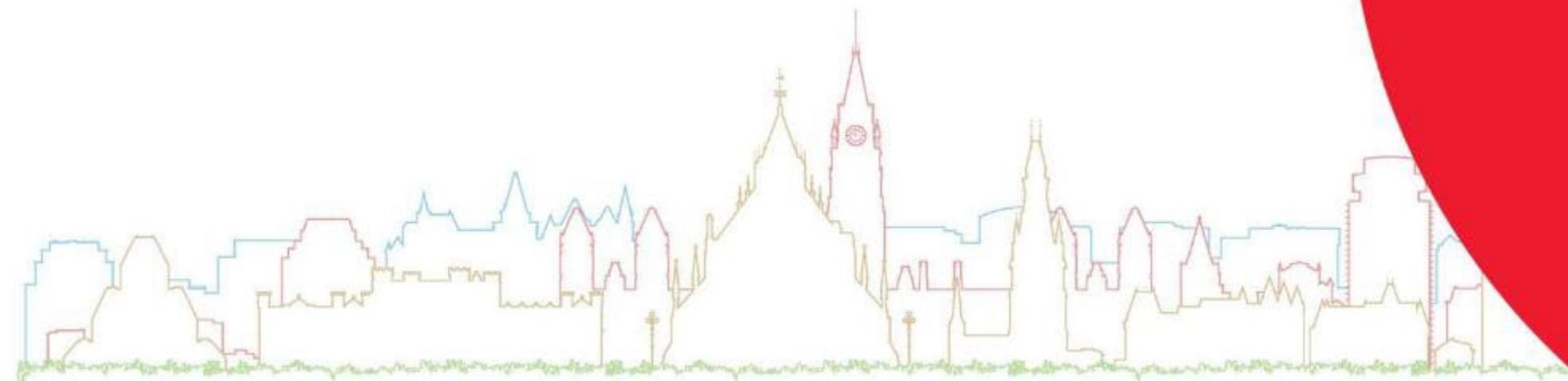
- Collaborate with Union leadership to attract external licensed mechanics
- Improve retention strategies for licensed mechanics
- Working with the Government of Canada to attract international talent

## June 2025 operational displacements

- Major closures at St-Laurent garage for E-Bus infrastructure construction
- Most maintenance operations to be displaced to other three garages until ZEB Program is complete



# International Benchmarking: Customer Satisfaction Surveys



# OC Transpo participation in international benchmarking groups

**COMET**

Community of Metros  
Benchmarking Group

**COMET** – Community of Metros

- Made up of most major rail transit systems across the entire world
- OC Transpo is one of four participating systems from Canada

**IBBG**

International Bus  
Benchmarking Group

**IBBG** – International Bus Benchmarking Group

- Made up of 16 transit agencies in Europe, North America, and Asia
- OC Transpo is one of three participating systems from Canada

**GOAL**

**GOAL** – Group of American Light Rail Systems

- Made up of 16 mid-sized rail transit systems in North America
- OC Transpo is one of four participating systems from Canada



# Benchmarking activities

- COMET, IBBG, and GOAL are self-governed and supported by the Transport Strategy Centre at Imperial College London
- Group activities include:
  - Information sharing
  - Reporting and sharing key performance indicators using common definitions
  - In-depth studies of current issues
  - Surveys of customer satisfaction using a common method
  - Regular meetings



# Customer satisfaction surveys

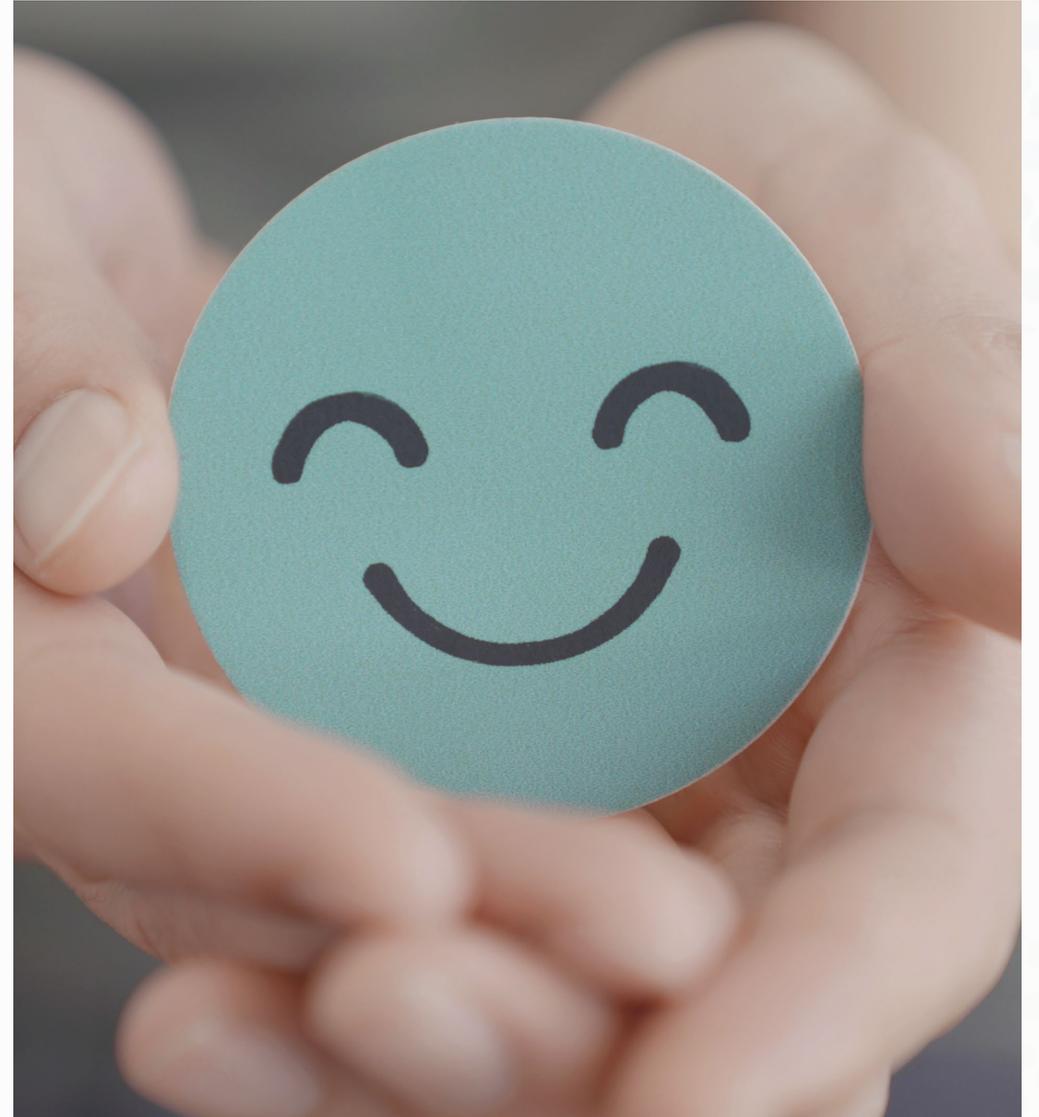
- April-May 2024
- Approximately 2,000 responses from OC Transpo customers
- OC Transpo 2024 results improved from 2023
- Objectives:
  - To understand relative performance in meeting our customers' expectations
  - To help us improve those areas in which we have underperformed
  - *Not* to directly compare overall customer satisfaction between transit systems in different cities



# Customer satisfaction surveys

Surveys cover customers' views on:

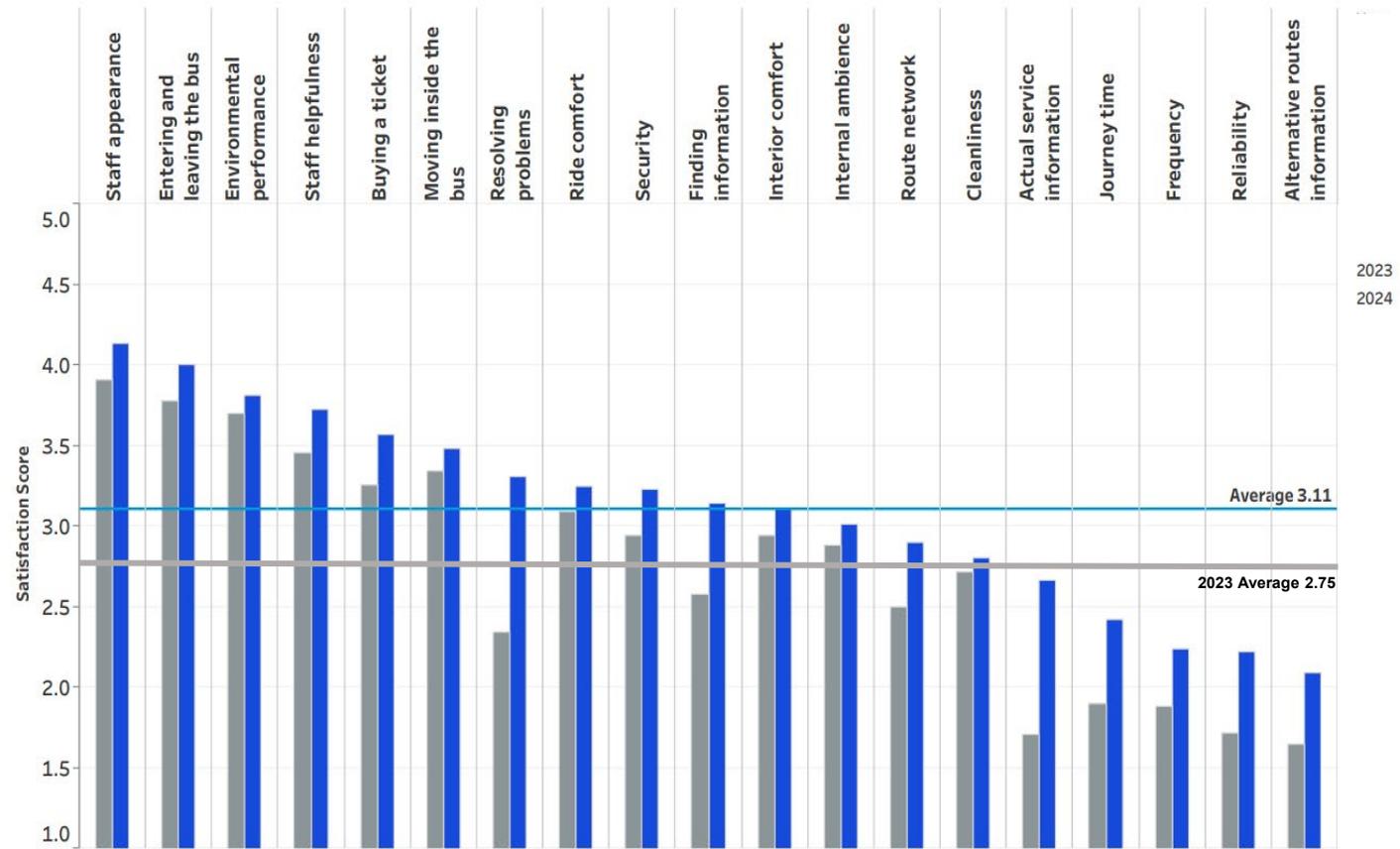
- Service availability (hours, frequency, network)
- Access to service (stations and vehicles)
- Ease of use (connections, fare payment, wayfinding)
- Information (before and during travel)
- Reliability
- Customer care (staff helpfulness, resolving problems)
- Comfort and cleanliness (stations and vehicles)
- Crowding
- Security (stations and vehicles)
- Overall satisfaction



# Customer satisfaction

## Bus service – OC Transpo results

Levels of satisfaction with bus services (Ottawa)

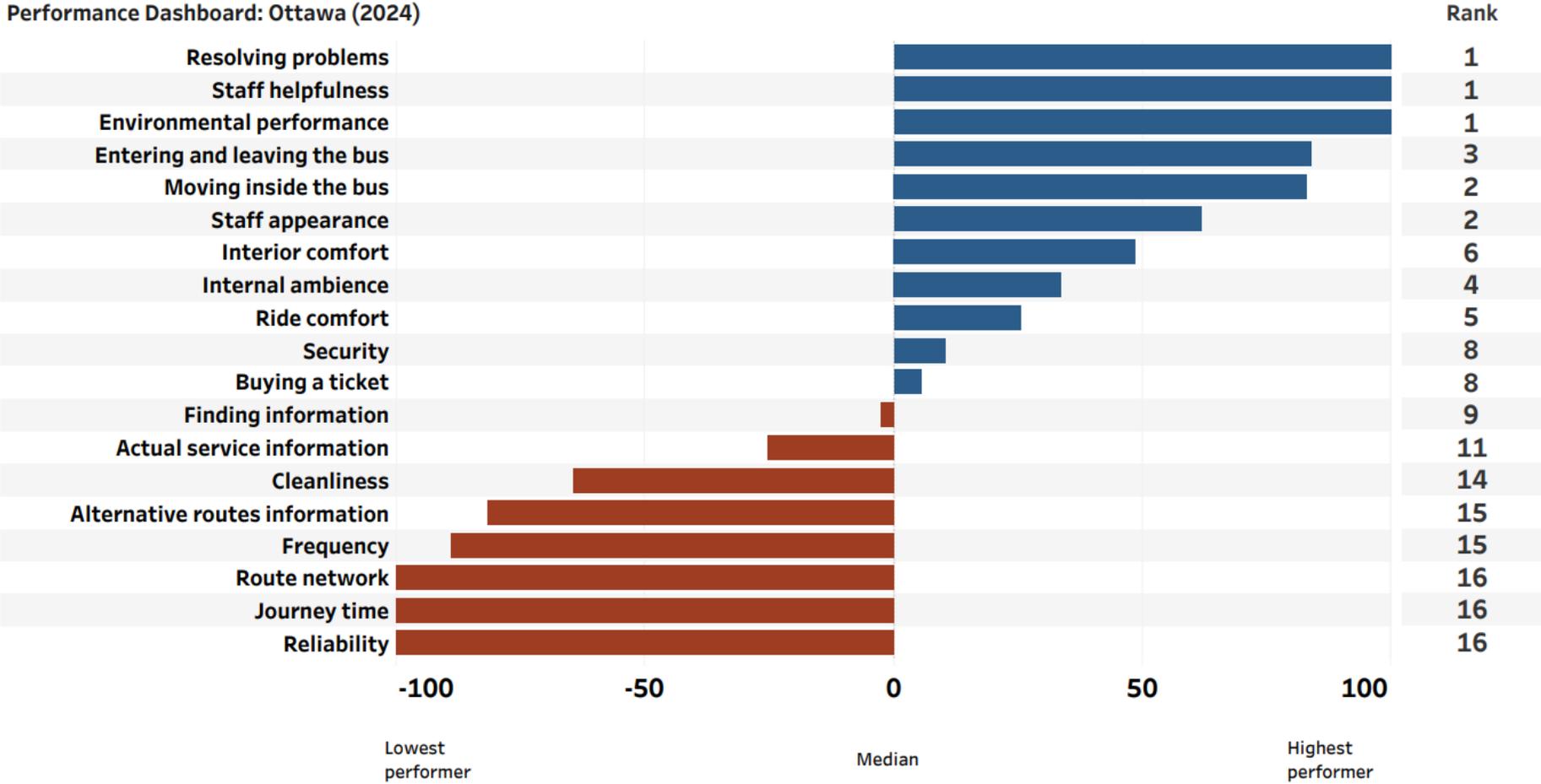


- Increased ratings from customers in all areas, with several areas still needing improvements



# Customer satisfaction

## Bus service – International comparison



# Overall satisfaction with OC Transpo bus service

- The survey asked customers for their overall impression of OC Transpo bus service and for all of the aspects shown on the previous slides
- When asked for their overall impression, our customers rated OC Transpo bus service at 2.38 (on a scale of 1 to 5), up from 1.76 in 2023
- When all of the specific aspects were combined, our customers gave an average rating of 3.11, up from 2.75 in 2023
- The most important aspects of OC Transpo bus service, according to our customers, were:
  - Service availability (hours, frequency, network)
  - Journey time
  - Ease of finding information
- These three aspects were also rated as the most important across all of the cities participating in the survey



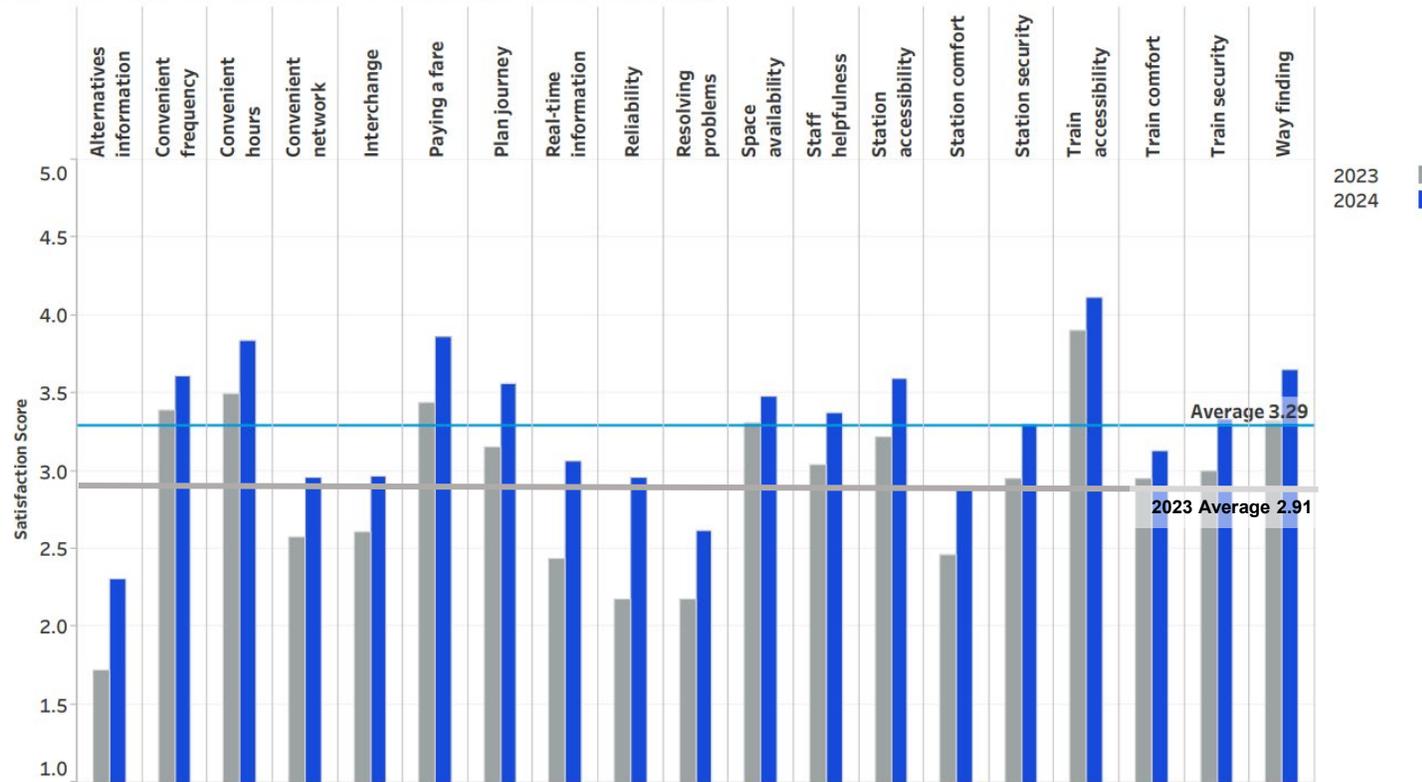
# Areas of focus for OC Transpo – Bus service

Route network	New Ways to Bus being implemented in April 2025
Journey time	New Ways to Bus being implemented in April 2025
Reliability	Focus on 99.5 per cent service delivery and improved regularity/punctuality
Frequency	More frequent routes in the new bus route network More frequent service on O-Train lines and extensions as they open
Alternative routes information	Continuing improvements to real-time data provision online

- These priorities align closely with our five-year roadmap

# Customer satisfaction Rail service – OC Transpo results

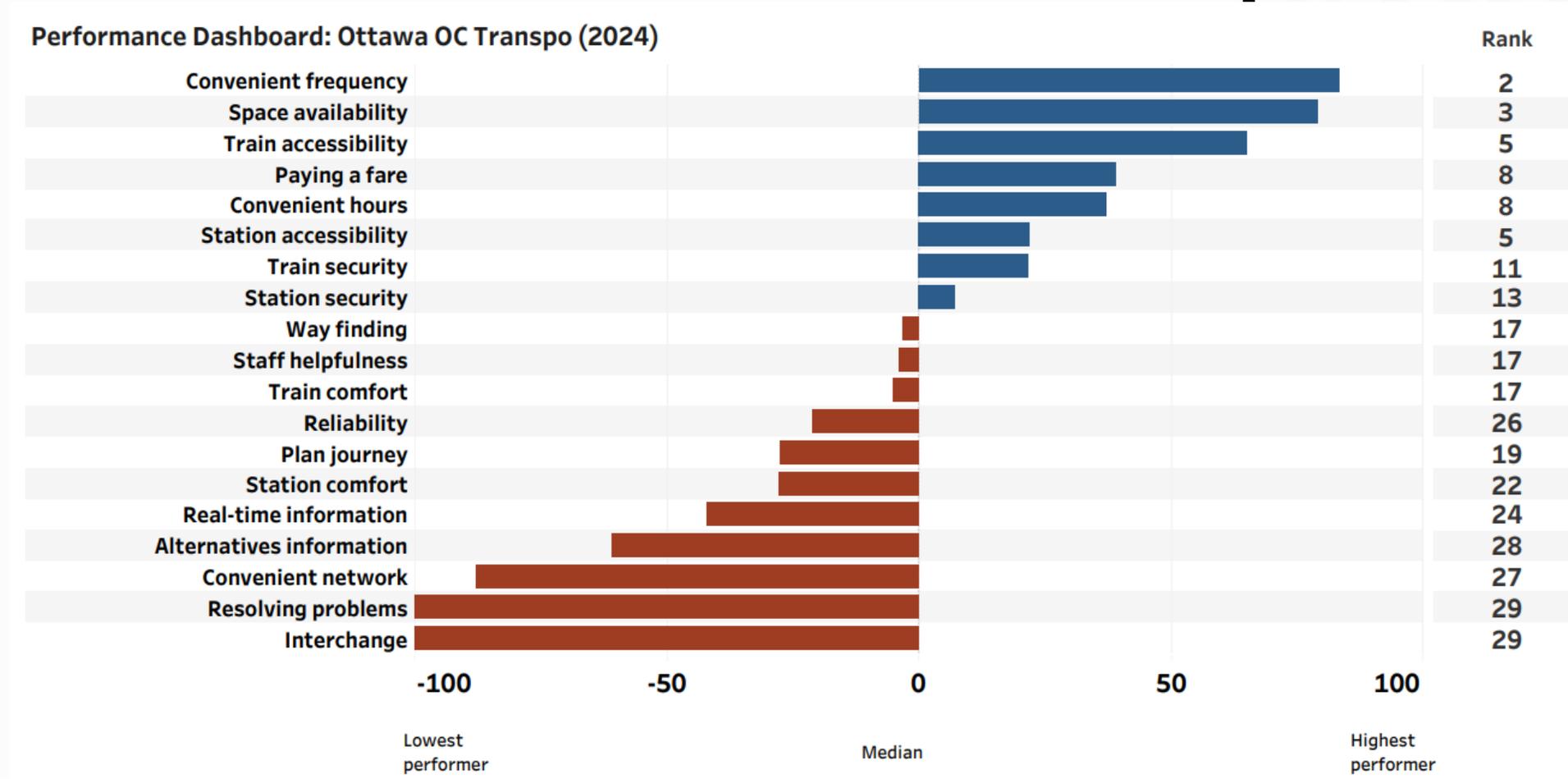
Levels of satisfaction with metro services (Ottawa OC Transpo)



- Increased ratings from customers in all areas, with several areas still needing improvements

# Customer satisfaction

## Rail service – International comparison



# Overall satisfaction with OC Transpo rail service

- The survey asked customers for their overall impression of OC Transpo rail service and for all of the aspects shown on the previous slides
- When asked for their overall impression, our customers rated OC Transpo rail service at 3.03 (on a scale of 1 to 5), up from 2.34 in 2023
- When all of the specific aspects were combined, our customers gave an average rating of 3.29, up from 2.91 in 2023
- The most important aspects of OC Transpo rail service, according to our customers, were:
  - Service availability (hours, frequency, network)
  - Reliability
  - Security
- These three aspects were also rated as the most important across all of the cities participating in the survey



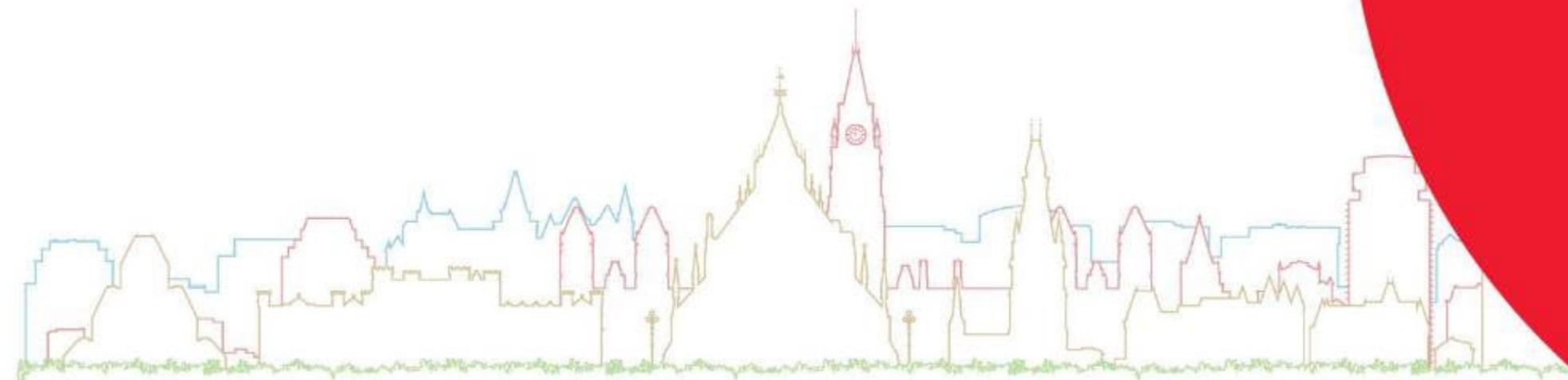
# Areas of focus for OC Transpo – Rail service

Interchange between lines	New connections at Bayview Station between Lines 1 and 2 and at South Keys Station between Lines 2 and 4 opened in January 2025
Resolving problems	Increased emphasis on customer care
Convenient network	Lines 2 and 4 opened in January 2025 East and west extensions under construction and getting closer to opening
Alternatives information	Continuing improvements to real-time data provision
Real-time information	Continuing improvements to real-time data provision at stations and online

- These priorities align closely with our five-year roadmap

# **New Ways to Bus**

**Sunday, April 27**



# Bus Route Review, 2023

- Bus Route Review was part of OC Transpo's five-year roadmap
- Responding to changes in travel patterns and ridership levels
- Preparing connections to new O-Train stations
- Aimed at improving service reliability
- Savings in bus operating costs being reallocated to support the operating costs of O-Train Lines 2 and 4
- Multiple methods of consultation during mid-2023
- New bus route network presented to Transit Commission in November 2023



# New bus route network

- Staff worked with several Councillors to address specific feedback
- Staff will circulate to Councillors' offices a consolidated reference document with all of the new bus routes, and links to online information
- Customers will have access to all route and schedule information at [octranspo.com](http://octranspo.com) and in the online travel planner



# Adjustments since initial presentation

- Route 24 – Will retain direct service to Blair Station until after O-Train Line 1 east extension opens; direct trips will be identified as Route 226
- Route 49 – Will connect with O-Train Line 1 at Hurdman Station
- Route 73 – Routing adjusted near RCMP offices
- Route 99 – Some trips will be extended to Weybridge
- Route 110 – Some early morning trips will extend to Greenboro Station to accommodate Amazon workers before the start of morning service on O-Train Line 2
- Route 138 – Peak period, peak direction trips will operate via Grey Nuns
- Route 173 – Will extend to Barrhaven Centre

# Travel changes for customers

- Frequency/waiting time
  - More frequent service on some major routes, improved to 15-minute service
  - Reallocating surplus capacity from some downtown-oriented routes
  - Sufficient capacity to carry all current customers; buses will be more crowded than currently
- Travel time
  - Faster trips for some customers, taking advantage of quick, high-capacity service on O-Train Line 2
- Connections
  - More connections to community hubs and destinations such as transit stations and grocery stores
- Walking distance
  - To provide a streamlined service, some customers will need to walk further to their nearest bus stop
- Transfers
  - Many 200-series routes removed, some replaced by extended local routes
  - With improved local routes, some customers will need to make an additional transfer



The background is a dark blue gradient. On the left side, there are three vertical stripes: a blue stripe, a grey stripe, and a pink stripe. In the top right corner, there is a large red circle that overlaps the dark blue background.

# **New Ways to Bus**

## Customer Information

# 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

Complete

- 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

Complete

## Phase 3: Action

January 2025 – May 2025

- Prominent features and alerts on octranspo.com and Transit app
- On-street information updates
- Information displays at stations
- Customer outreach
- School service information
- Public Service Announcements
- Paid advertising
- Mail-out to all households

Ongoing

# Plan your trip in advance

- Customers are encouraged to visit [octranspo.com/NewWaysToBus](http://octranspo.com/NewWaysToBus) to:
  - View all updated route and system maps
  - Learn how each route is changing
  - Plan custom trips on the new network using the Travel Planner
  - Learn more about bus route symbols, colours, and service types
  - Become familiar with changes to on-street signage
  - Read detailed blog posts about the new network

**OC Transpo**

**Baseline**  
Your route is changing  
Votre circuit d'autobus sera modifié

**April 27 avril**



On April 27, nearly all OC Transpo bus routes will change as part of New Ways to Bus, impacting most customers.  
Le 27 avril, presque tous les circuits d'autobus d'OC Transpo seront modifiés dans le cadre du programme L'autobus réinventé, entraînant des changements pour la majorité des clients.

Find out how this impacts you.  
Plan your new trip  
[octranspo.com/NewWaysToBus](http://octranspo.com/NewWaysToBus)

Découvrez comment cela vous affecte.  
Planifiez votre nouveau trajet  
[octranspo.com/BusReinvente](http://octranspo.com/BusReinvente)

**Changes at Baseline Station | Changements à la station Baseline**

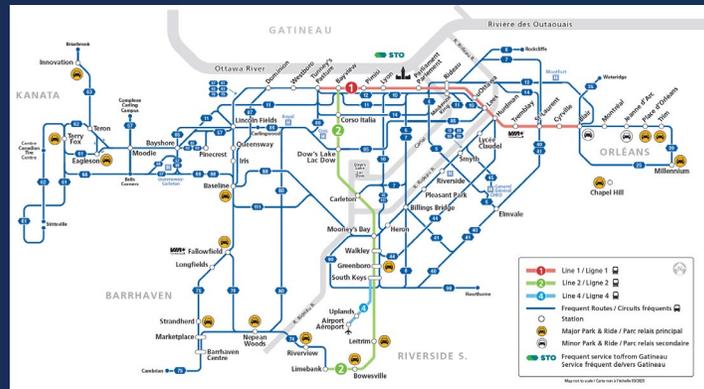
*Modified routes *Circuits modifiés	Added to station Nouveaux circuits	**Removed from station **Circuits retirés
73 Tunney's Pasture Lindbank	88 Bayshore Hurdman	53 Tunney's Pasture
74 Tunney's Pasture Lindbank	111 Billings Bridge Carlton	68 Terry Fox
75 Tunney's Pasture Carlton	167 Amberwood	112 Billings Bridge Carlton
82 Tunney's Pasture Lindbank Fields	116 Greenboro	117 Greenboro
	189 Cobdenade	

\*These routes continue to serve the station, but have changes to their routing.  
\*Ces circuits ne cessent toutefois de desservir la station, mais leur itinéraire a été modifié.

\*\*These routes are being replaced by alternate service nearby.  
\*\*Les itinéraires supprimés seront remplacés par un service alternatif à proximité.

No changes to routing:  
Aucune modification des itinéraires: 84 87 305

INFO 613-560-5000 [octranspo.com](http://octranspo.com)



# On-street signage and information

- New bus stop signs will be unveiled approximately two weeks before April 27
- New and decommissioned bus stops will have special printed notices advising customers about the effective date
- New printed schedules and maps will be installed
- Information displays at stations in the lead up to implementation
- Brochures and grab bar hangers on buses one week before



# Customer outreach

- Continuing to attend events and support Councillor offices with customer information
- Information package for councillors – social media, newsletters, graphics and print materials provided in April
- Collaboration with post-secondary schools, community groups and other stakeholders to share new service information with their clients
- Targeted communications to schools, parents and students



# Paid advertising

- Began early March and will run until May
- Targeted messaging across a variety of channels will reach diverse audiences throughout the city, including through:
  - Print
  - Digital
  - Radio
  - Streaming
  - Social media
  - Billboards and posters



New Ways to Bus

Whether you're a  
Gee Gee, Raven or Wolf,  
your bus route will change on  
April 27.



**Questions?**

