

## **Members' Motion submitted to Transit Committee**

Meeting date: 17 March 2025

Moved by: Councillor Riley Brockington

**Motion Title: Motion – Councillor R. Brockington – Bus reliability**

ACS File No.: ACS2025-OCC-CCS-0046

Ward: Citywide

### **Motion d'un membre soumise au Comité du transport en commun**

Date de la réunion : le 17 mars 2025

Motion de : Riley Brockington, conseiller

**Titre de la motion : Motion – R. Brockington, conseiller – Fiabilité des autobus**

Dossier n° (ACS) : ACS2025-OCC-CCS-0046

Quartier : À l'échelle de la ville

### **MOTION**

**WHEREAS, reliable public transit service remains a top priority for OC Transpo passengers in the City of Ottawa,**

**WHEREAS, passengers depend on buses arriving on time, in order to get to work, school, appointments and other events,**

**WHEREAS, unreliable bus service impacts passengers in a myriad of ways, jeopardizing the retention of passengers and challenging the agency to attract new passengers,**

**WHEREAS, the City Manager confirmed at the December 11, 2024 City Council meeting, that bus reliability in particular, remains one of the top priorities for OC Transpo,**

**WHEREAS, within the last decade, three major periods have challenged OC Transpo's ability to offer consistent, reliable bus service, including: the construction of the Confederation LRT Line (closure of the Transitway, major detours, high absenteeism of operators), the structural and mechanical deficiencies related to the train carriages and Line following the grand opening in September 2019 (fleet had been reduced, yet replacement bus service was**

**needed along the Line) and insufficient mechanics, operators and buses in the most recent years,**

**WHEREAS, month after month after month, the subject of bus reliability has been raised at Transit Committee meetings, with the main question being asked, what immediate investments are being made to improve overall bus reliability,**

**WHEREAS, the hiring of mechanics and operators were welcomed investments to the transit agency, yet, according to the metrics presented to the Transit Committee (up to February 2025), overall bus reliability has not improved,**

**WHEREAS, the 2025 OC Transpo Budget was discussed and debated at the November 2024 Transit Committee and December 11, 2024 City Council meeting where specific questions about how bus reliability was being prioritized and financed in the budget, with few details provided,**

**WHEREAS, bus reliability metrics consistently do not meet OC Transpo's performance targets,**

**THEREFORE BE IT RESOLVED that Transit Committee direct the General Manager of OC Transpo present to the Transit Committee by October 2025 a detailed plan on how bus reliability will meet or surpass the 85% performance target by December 2027.**

#### **MOTION**

**ATTENDU QUE ce que recherchent avant tout les passagers d'OC Transpo, c'est un service de transport en commun fiable; et**

**ATTENDU QUE les passagers comptent sur la ponctualité des autobus pour se rendre au travail, à l'école, à leurs rendez-vous et ailleurs; et**

**ATTENDU QU'un manque de fiabilité a de multiples répercussions sur les passagers, empêchant l'organisme de fidéliser la clientèle et d'attirer de nouveaux clients; et**

**ATTENDU QUE la directrice municipale a réaffirmé à la réunion du Conseil municipal du 11 décembre 2024 que la fiabilité des autobus demeure l'une des priorités absolues d'OC Transpo; et**

**ATTENDU QUE dans la dernière décennie, trois causes majeures ont empêché OC Transpo d'offrir des services d'autobus réguliers et fiables : la construction de la ligne de la Confédération du train léger (fermeture du Transitway, détours importants, fort absentéisme des chauffeurs), les défaillances structurelles et mécaniques liées aux voitures et à la ligne après l'ouverture officielle en septembre 2019 (réduction du parc, mais service d'autobus de remplacement requis sur toute la ligne), et le manque de mécaniciens, de chauffeurs et d'autobus ces dernières années; et**

**ATTENDU QUE** mois après mois, l'enjeu de la fiabilité des autobus a régulièrement été soulevé aux réunions du Comité du transport en commun, la principale question étant de savoir quels investissements immédiats sont faits pour améliorer la fiabilité globale; et

**ATTENDU QUE** même si la société de transport en commun a vu d'un bon œil les investissements destinés à embaucher des mécaniciens et des chauffeurs, les indicateurs présentés au Comité du transport en commun (jusqu'à février 2025) montrent que la fiabilité globale ne s'est pas améliorée; et

**ATTENDU QUE** lors des discussions sur le budget 2025 d'OC Transpo à la réunion du Comité du transport en commun de novembre 2024 et à celle du Conseil municipal du 11 décembre 2024, certaines personnes ont demandé comment la fiabilité des autobus était priorisée et financée, mais n'ont pas obtenu beaucoup d'information; et

**ATTENDU QUE** les indicateurs de fiabilité montrent systématiquement que les objectifs de ponctualité d'OC Transpo ne sont pas atteints;

**PAR CONSÉQUENT, IL EST RÉSOLU QUE** le Comité du transport en commun demande au directeur général d'OC Transpo de présenter au Comité du transport en commun, d'ici octobre 2025, un plan détaillé sur la façon dont la fiabilité des autobus atteindra ou dépassera l'objectif de rendement de 85 % d'ici décembre 2027.

## **OPERATIONAL STAFF COMMENTS**

Staff measure, manage, diagnose, and improve transit service reliability continuously, 24/7/365. Staff provide summary KPIs [regularly to the Transit Committee](#) using three measures: service delivery, regularity, and punctuality.

Service delivery measures the degree to which planned trips are delivered, and the target defined in the [OC Transpo Five-Year Roadmap](#) is 99.5 per cent.

Regularity, for O-Train service and frequent bus routes, measures whether trips are evenly spaced, and staff have set a target of 85 per cent based on experience in other transit systems around the world.

Punctuality, for less-frequent bus routes, measures whether trips arrive at stops no more than five minutes late, and staff have also set a target of 85 per cent.

Any analysis of reliability for conventional service comprises all three of these measures. Para Transpo reliability is monitored and reported separately.

Staff have presented plans to take steps to improve and maintain service reliability frequently at Transit Commission/Committee meetings.

Staff have also presented plans to improve service reliability as part of the Transportation Master Plan and on individual road projects that flow to Council through

the Public Works and Infrastructure Committee. These plans include elements such as bus-only lanes, parking and turn restrictions, and bus stop improvements.

If this motion is adopted, staff will prepare the document requested, noting the influences that are within and those that are not within the City's direct control, such as:

- Weather
- Auto traffic congestion
- Industry capacity for bus manufacturing
- Completion, opening, and reliable operation of O-Train extension projects.

### **FINANCIAL IMPLICATIONS**

There is no financial implication as funding is available within Transit's 2025 budget.

### **LEGAL IMPLICATIONS**

Legal Services is aware of the Motion and will be in attendance at the meeting to answer any questions.

### **DISPOSITION**

If carried at Committee, Transit Services Department staff will implement the recommendations in this motion, as appropriate.