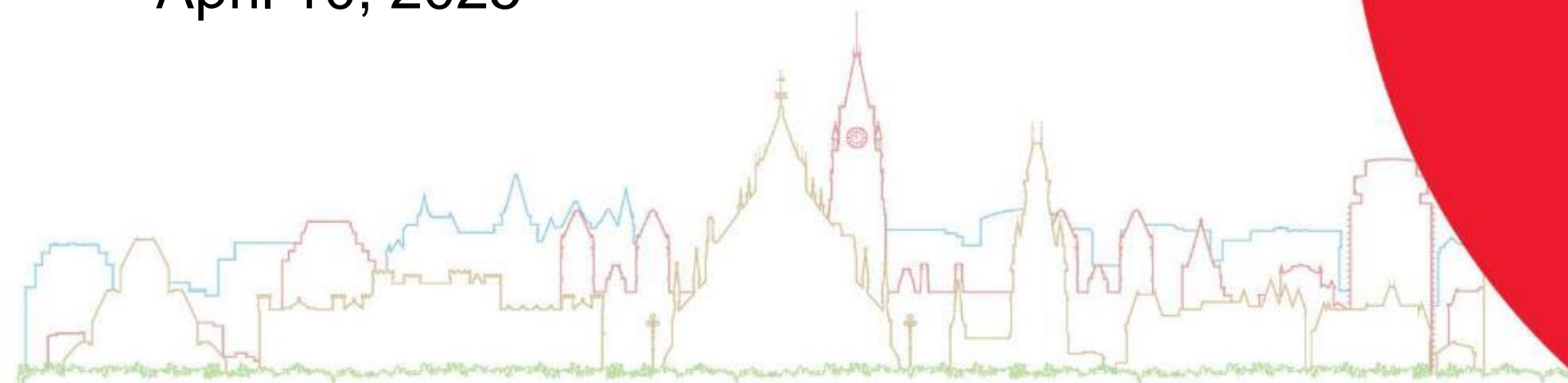


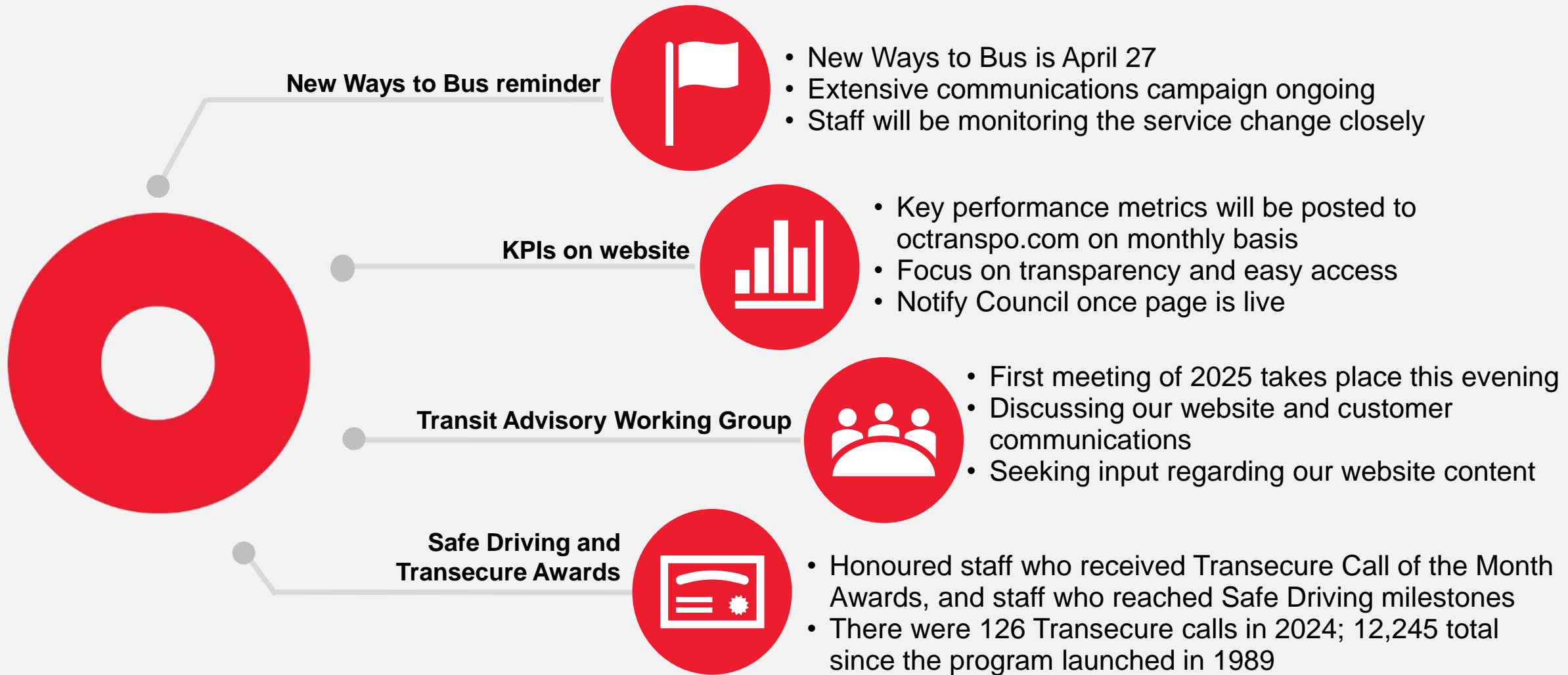
# OC Transpo Update

## Para Transpo, Rail and Bus

Transit Commission  
April 10, 2025



# GM updates









# New Ways to Bus preparations

- Travel Planner is now updated with final route schedules for customers
- Transit App will be updated prior to the implementation of New Ways to Bus
- Covers on bus stop flags will be removed up to two weeks before April 27
- Notices are installed at all bus stop locations that will be decommissioned and at new bus stop locations
- Information has been shared with front line staff to increase familiarity with system changes

# New Ways to Bus ongoing communications

- Advertising campaign continues throughout April and into May
- Direct mail has been delivered to every household and multi-residential unit in the city
- Significant increase in website traffic since early March
- Special school trips have been published in the Travel Planner on [octranspo.com](http://octranspo.com), and resources are being shared directly with schools
- OC Transpo staff will be at key stations to support customers during the first week of the service change





# Customer appreciation weekend

- OC Transpo's network is transforming and Ottawa residents will soon be able to explore the system for free
- Planning is underway to provide free rail, bus and Para Transpo service during an upcoming customer appreciation weekend
- Discover the new stations, trains and public art on O-Train Lines 2 and 4
- Explore with the new routes from New Ways to Bus
- Further details to be announced in advance of the customer appreciation weekend







**Performance indicators**

## Employee Occurrences

167

Previous Year: 140 (+19.3%)

%Change in number of reported Occurrences  
from previous year

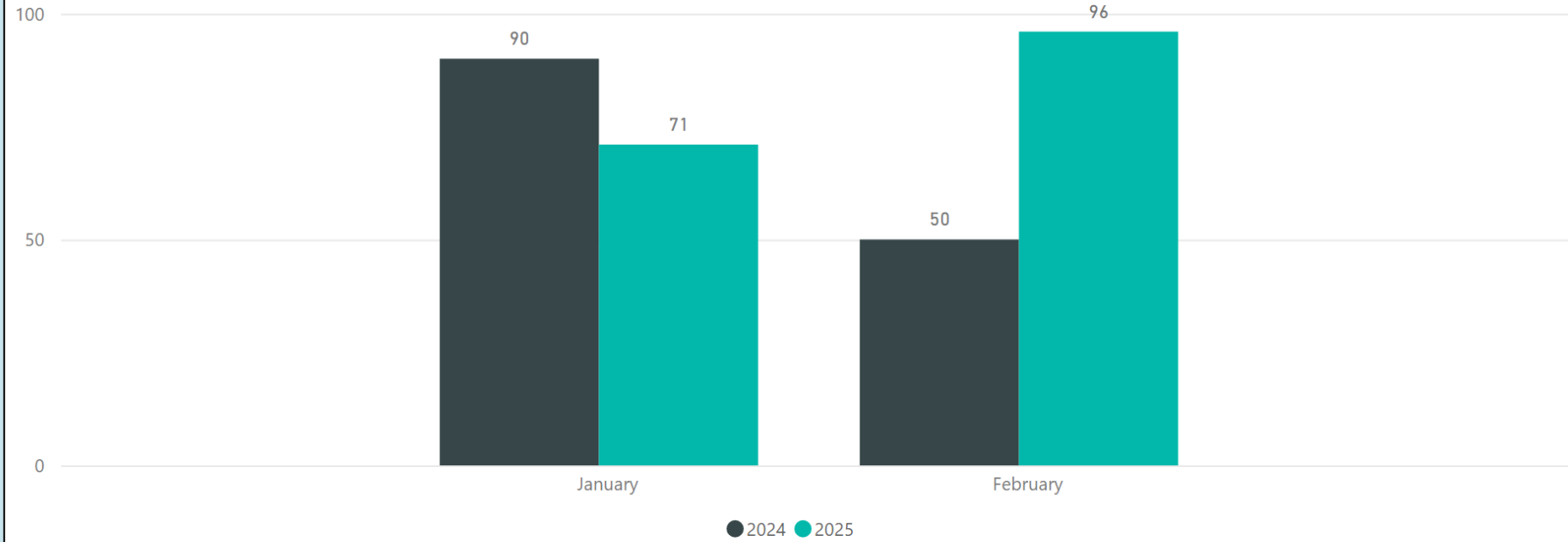
## Automated Speed Enforcement Infractions

13

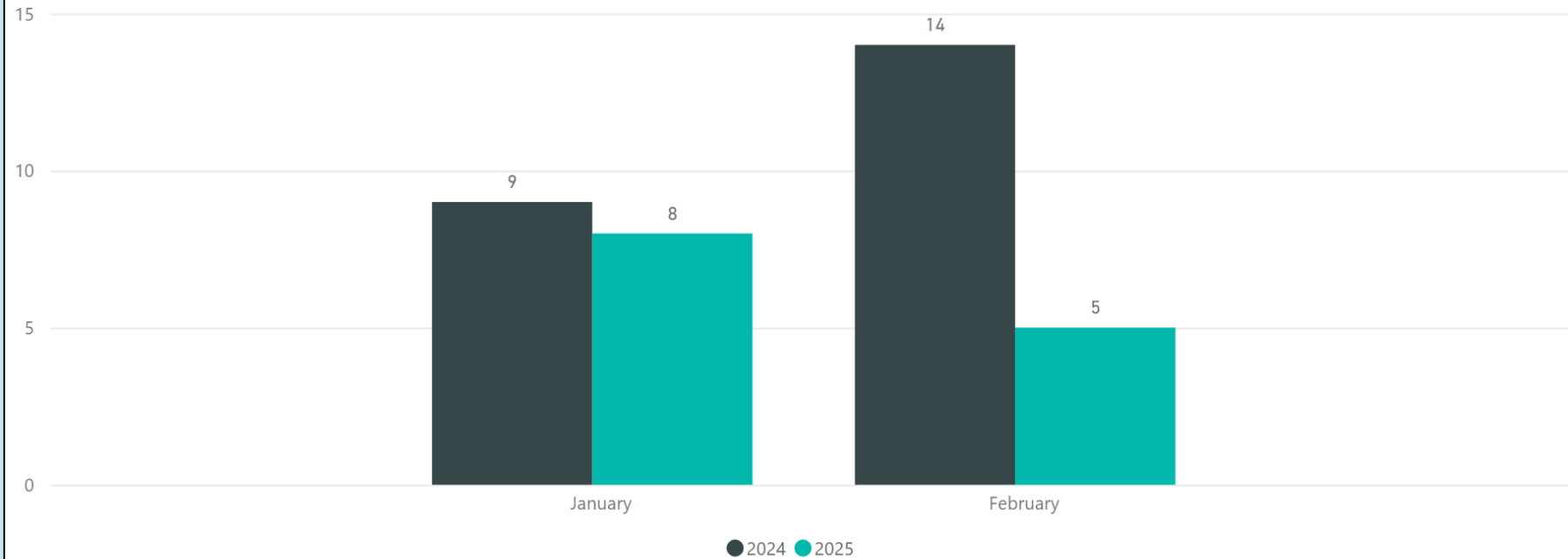
Previous Year: 23 (-43.5%)

%Change in number of Speeding Infractions  
from previous year

### Reported Occurrences



### Automated Speed Enforcement Infractions





# Customer Injury Rate

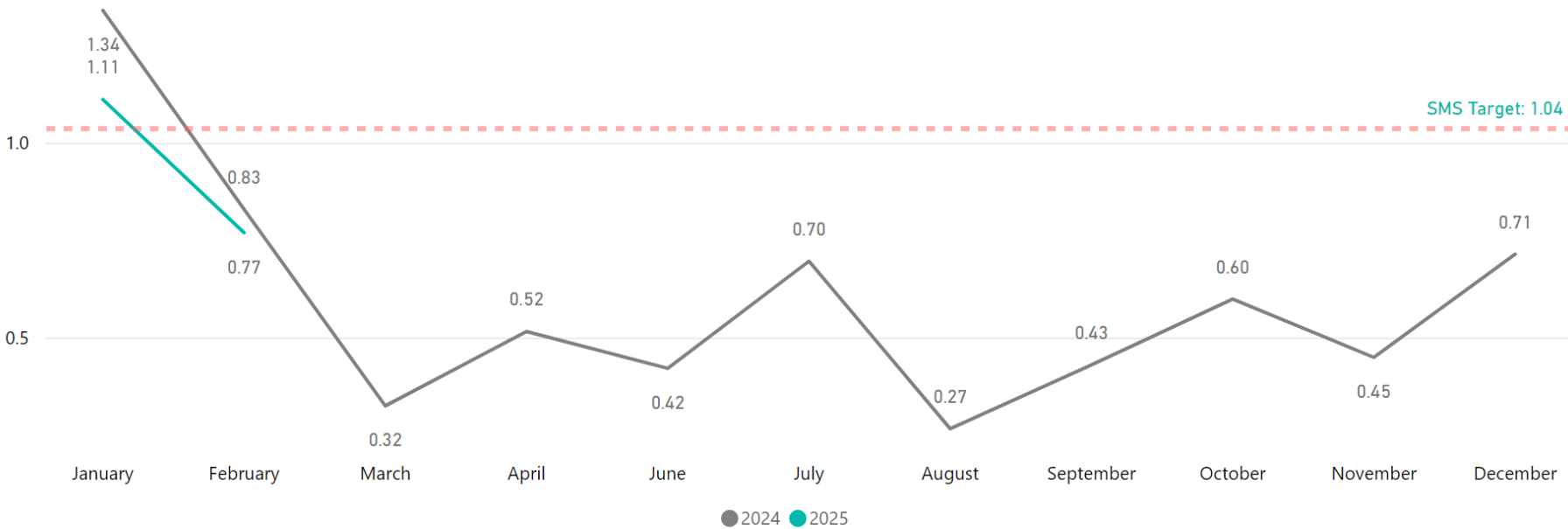
Year to Date

0.96

SMS Target: 1.036

Customer injuries per 1M passenger trips

## Customer Injury Rate



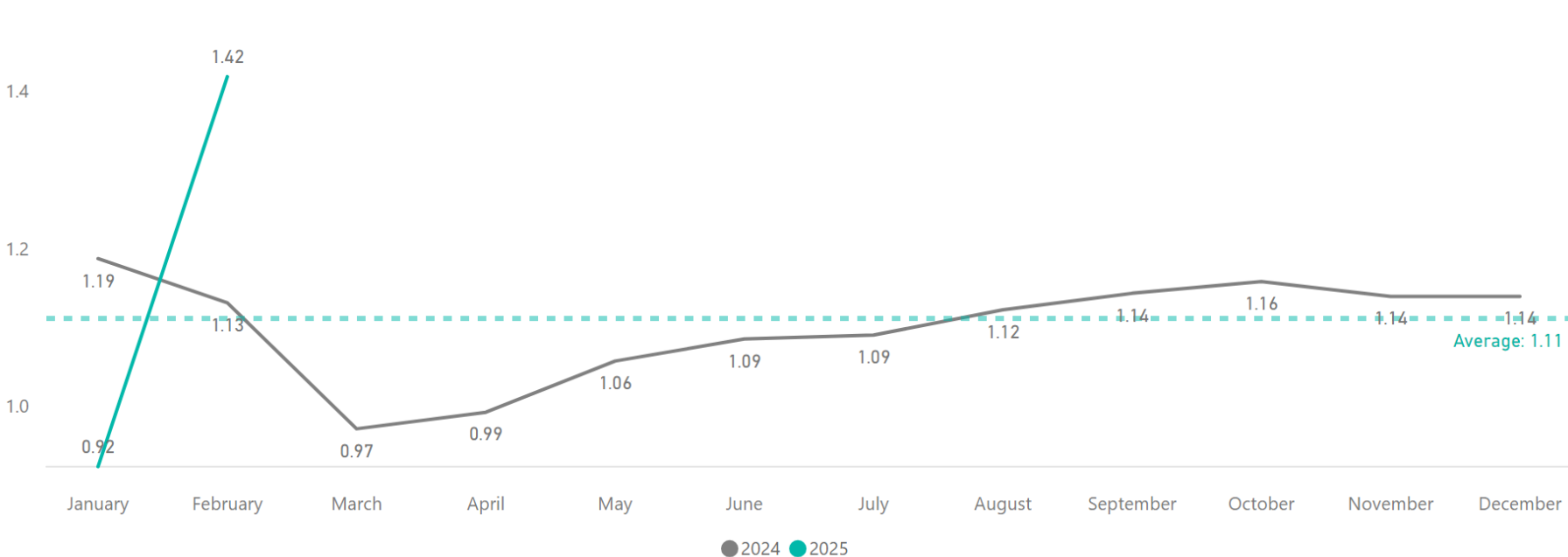
# Preventable Collision Frequency

1.42

SMS Target: 0.69

Number of preventable collisions per 100,000 Km Driven

## Preventable Collision Frequency



# Bus and O-Train ridership

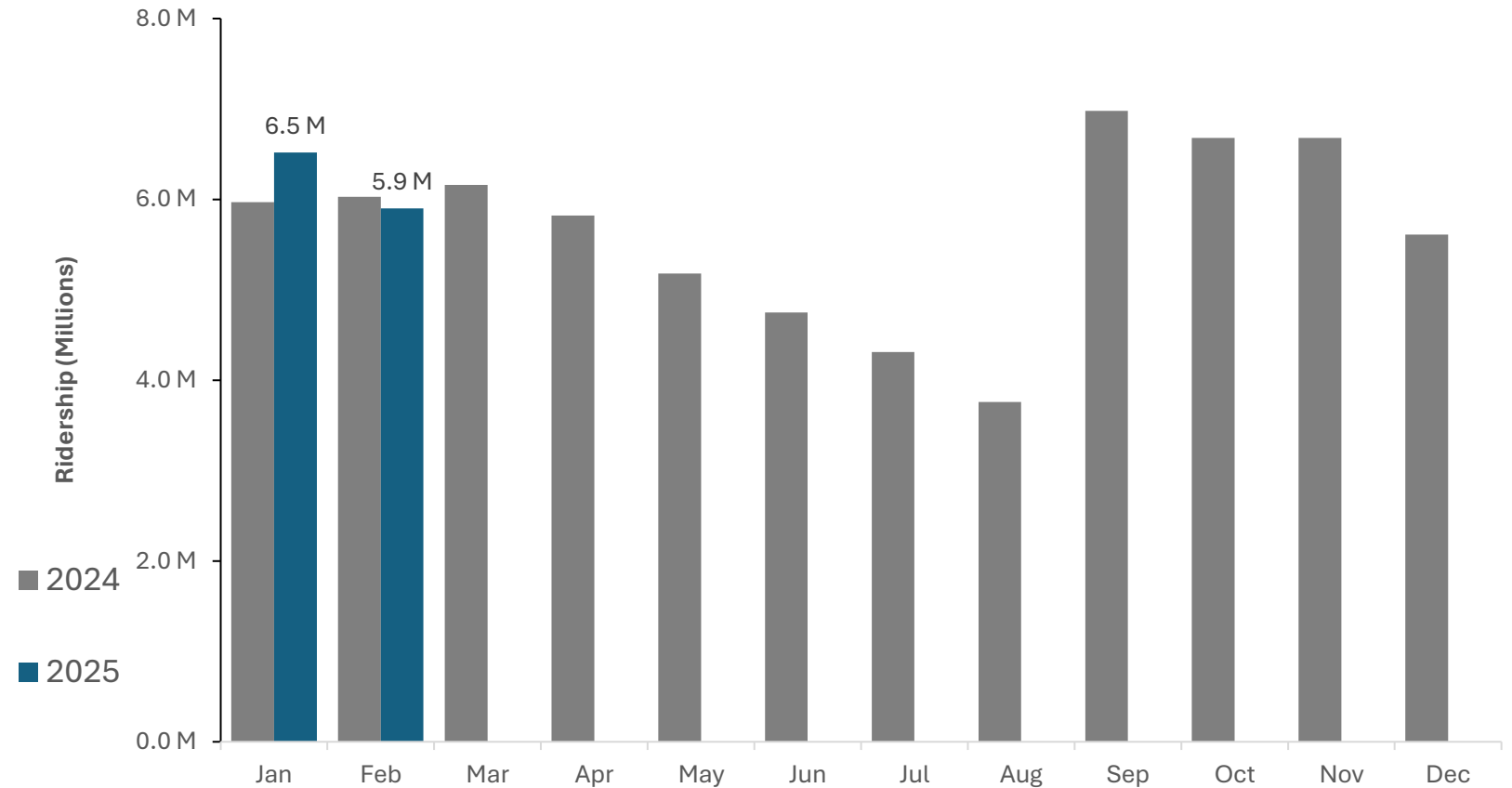


12-month total ridership

**68.4 M**

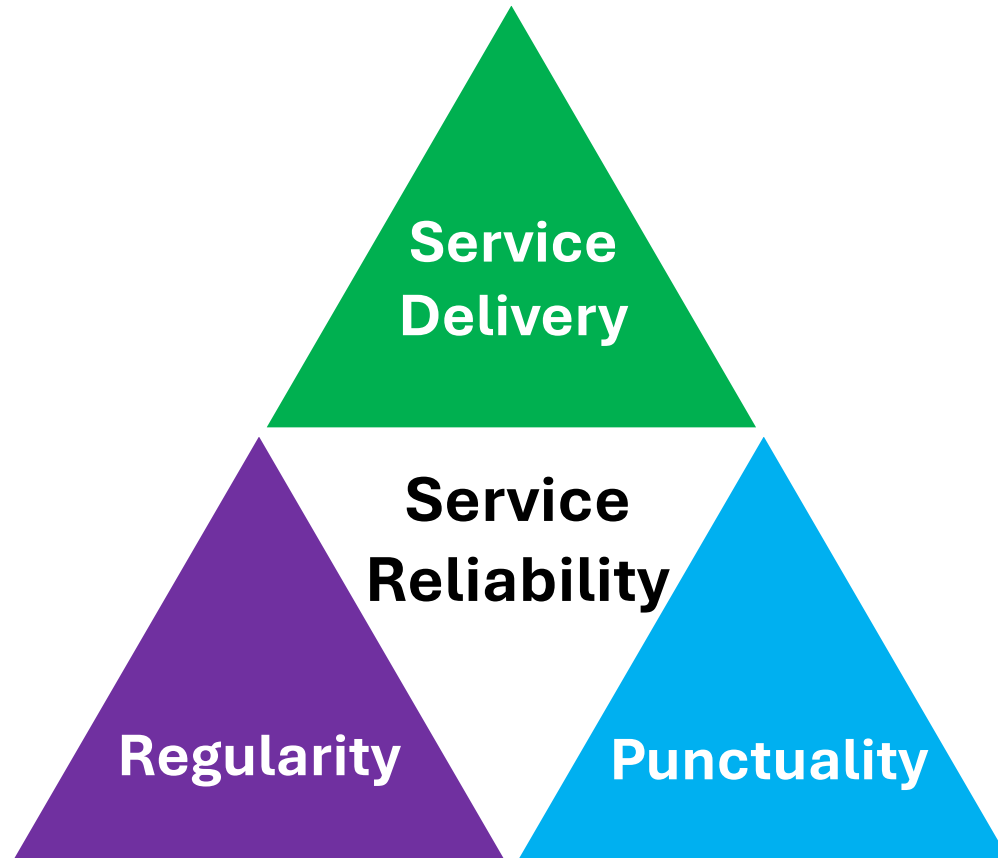
0.2% lower than previous month

5% higher than previous year





# Service reliability



## Service Delivery

Degree to which planned trips are delivered  
Target 99.5%

## Regularity

For frequent routes, measures whether trips are evenly spaced  
target 85%

## Punctuality

For less frequent routes, measures whether the trips arrive at the stop no more than 1 minute early or 5 minutes late  
target 85%

These measures are **used together to evaluate performance and understand reliability**. They can be applied to the full route or to specific segments and time periods to diagnose where/when reliability challenges exist. **Regularity provides a more nuanced measure of reliability for high-frequency routes**, while **Punctuality can be used as a diagnostic tool** to identify operational challenges and locations of delay accumulation.

# Bus service reliability



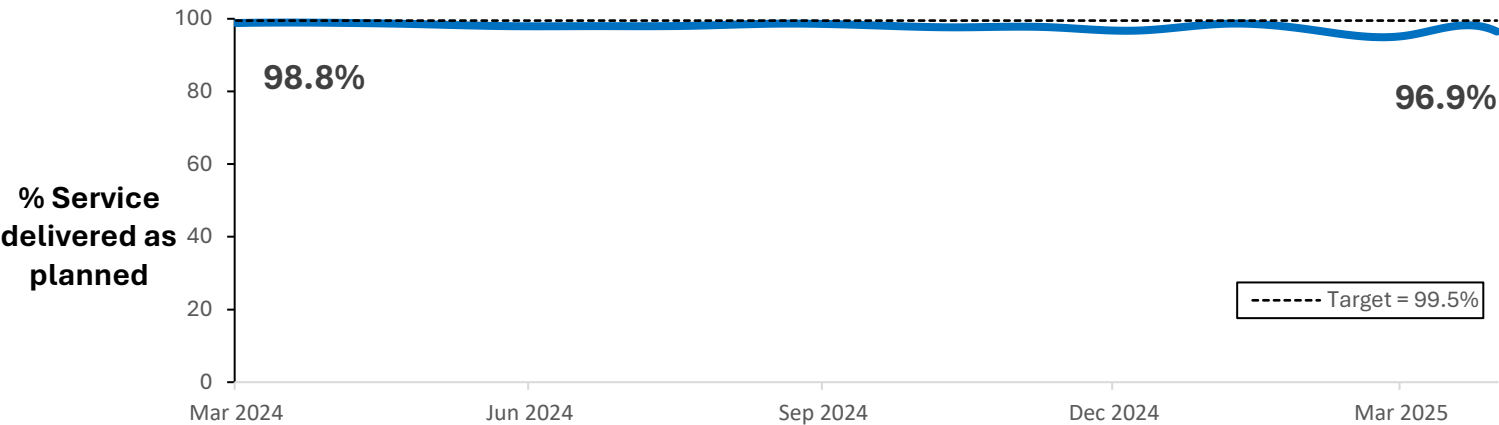
## % of service delivered vs. planned

12-month average service delivery

97.6%

1.9% lower than target

0.5% lower than previous month



## On-time performance

12-month average Regularity for frequent routes

82%

3% lower than target

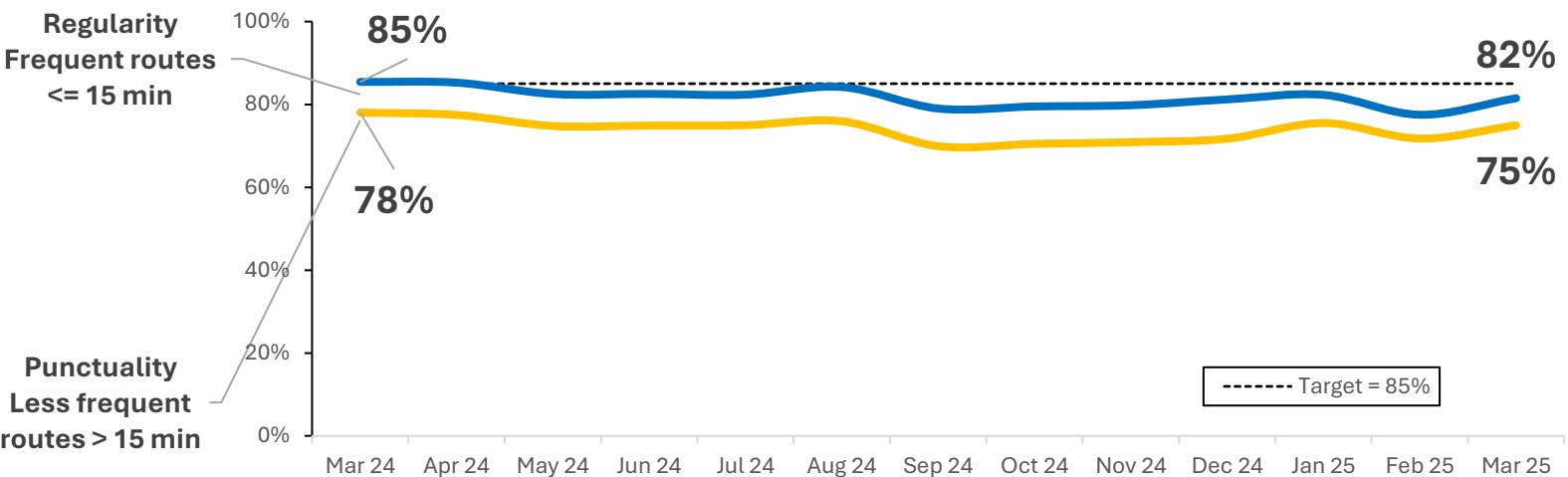
Same as previous month

12-month average Punctuality for less frequent routes

74%

11% lower than target

Same as previous month



10%

of trips arrived more than 1 minute early, on less frequent routes

16%

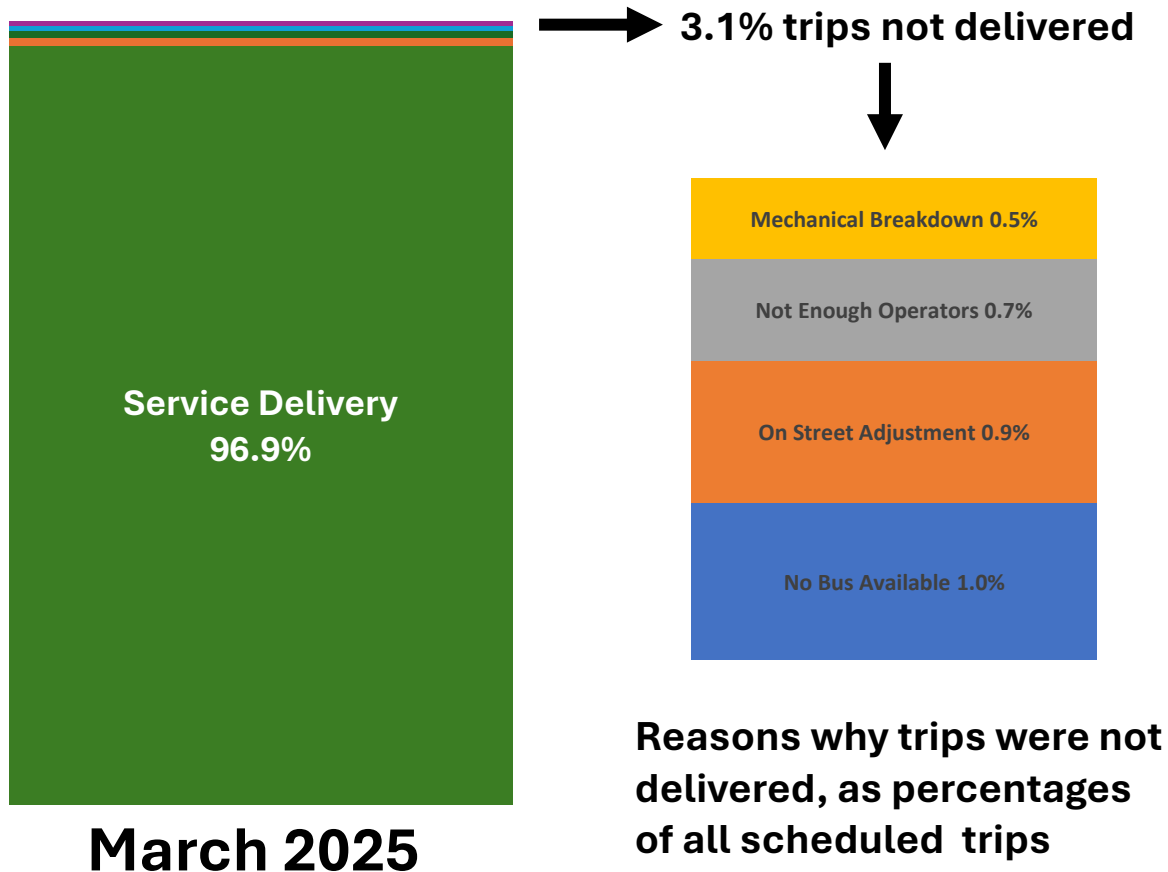
of trips arrived more than 5 minutes late, on less frequent routes



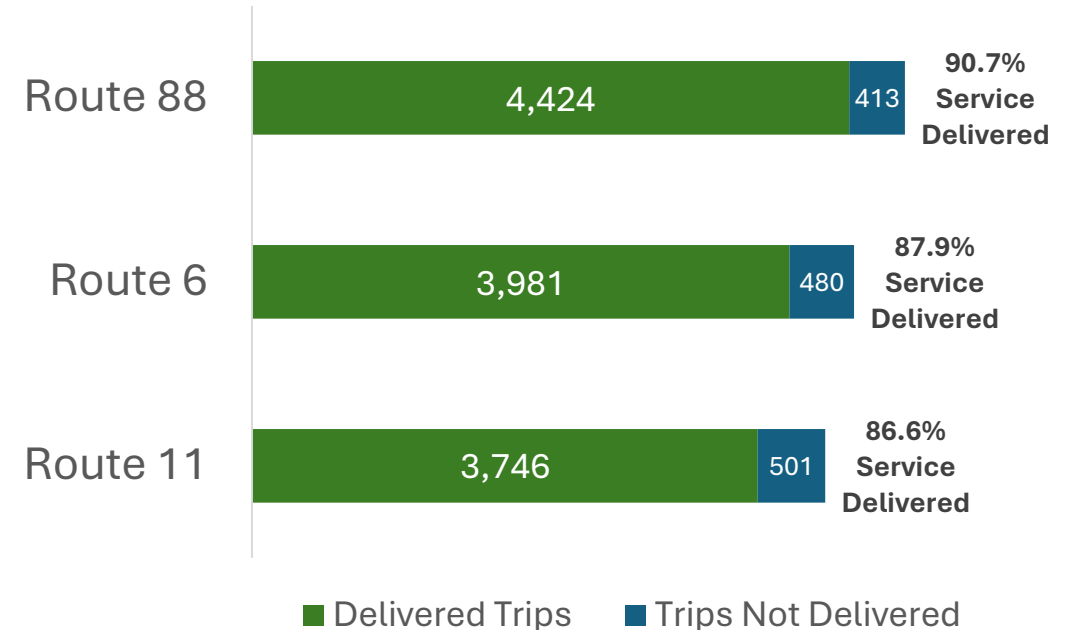
# Bus service reliability



## % of service delivered vs. planned details



## Routes with most trips not delivered



# O-Train service reliability



## O-Train

12-month average service delivery  
Line 1

**98.6%**

0.9% lower than target  
Same as previous month

March 2025 average service delivery  
Line 1

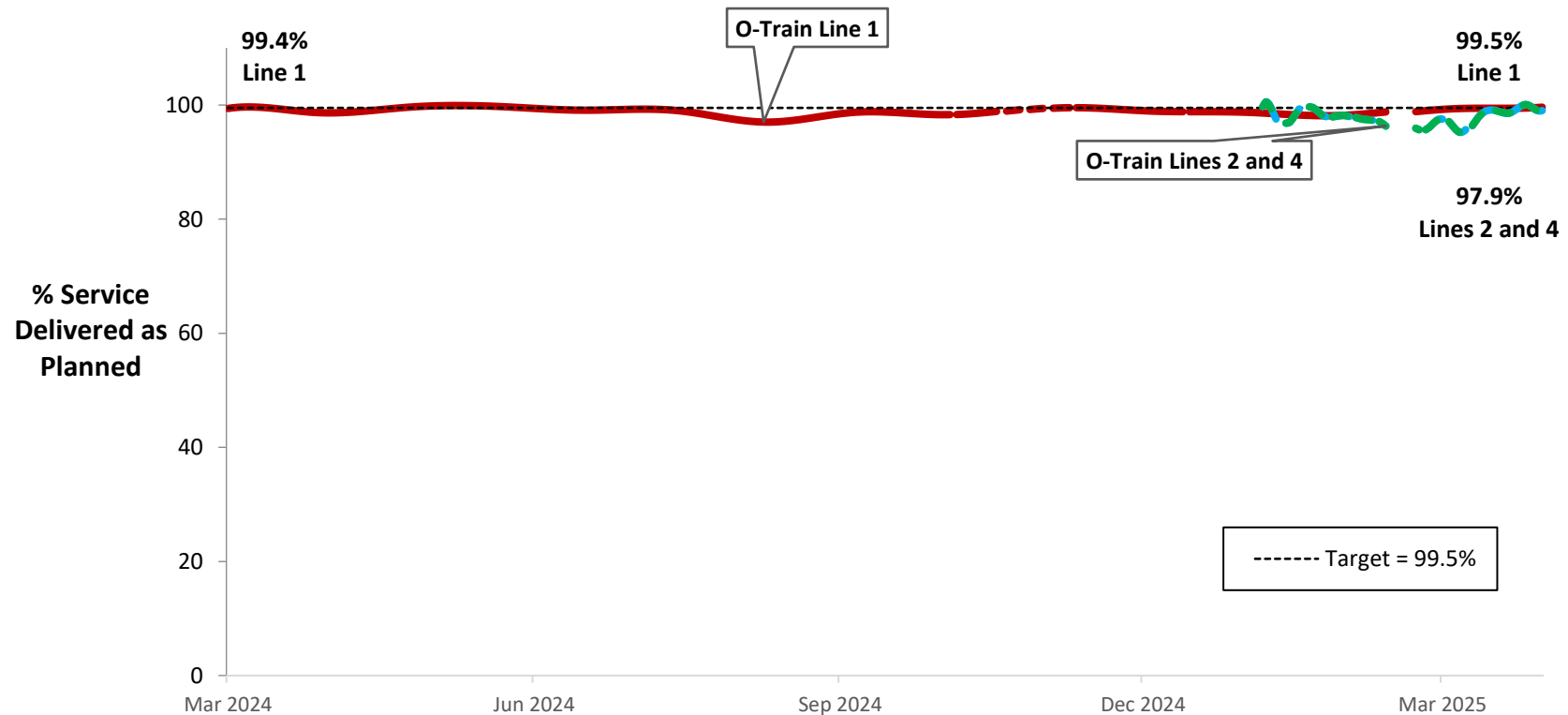
**99.5%**

On target

March 2025 average service delivery  
Lines 2 and 4

**97.9%**

1.6% lower than target





# Para Transpo

**Para  
Transpo**

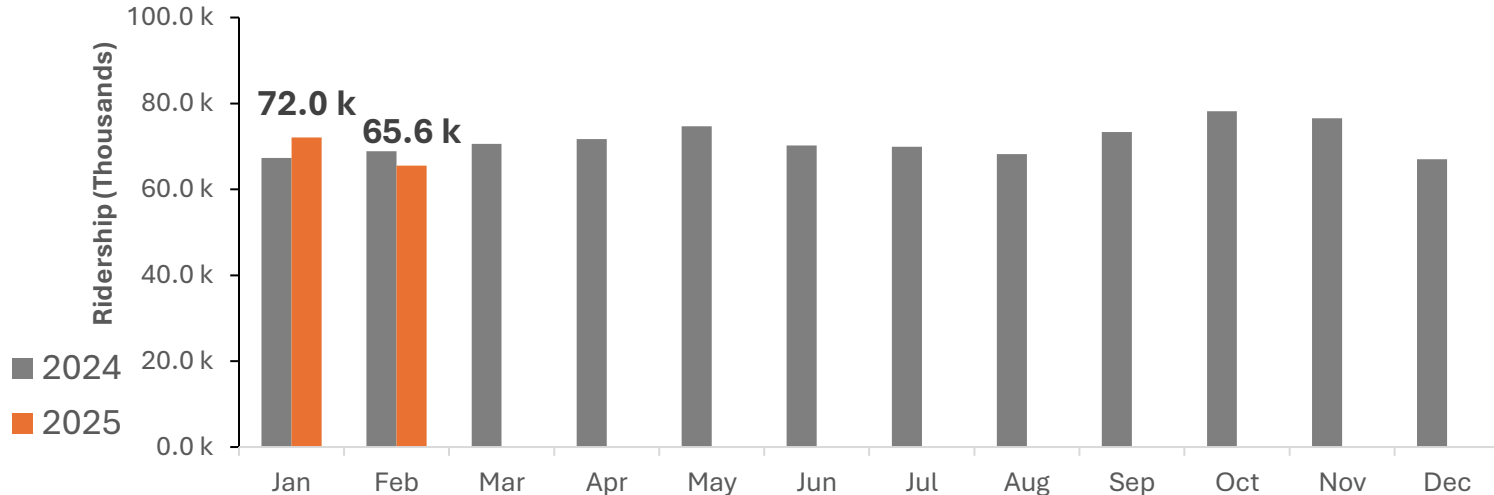


12-month total ridership

**858.0k**

0.4% lower than previous month

10% higher than previous year

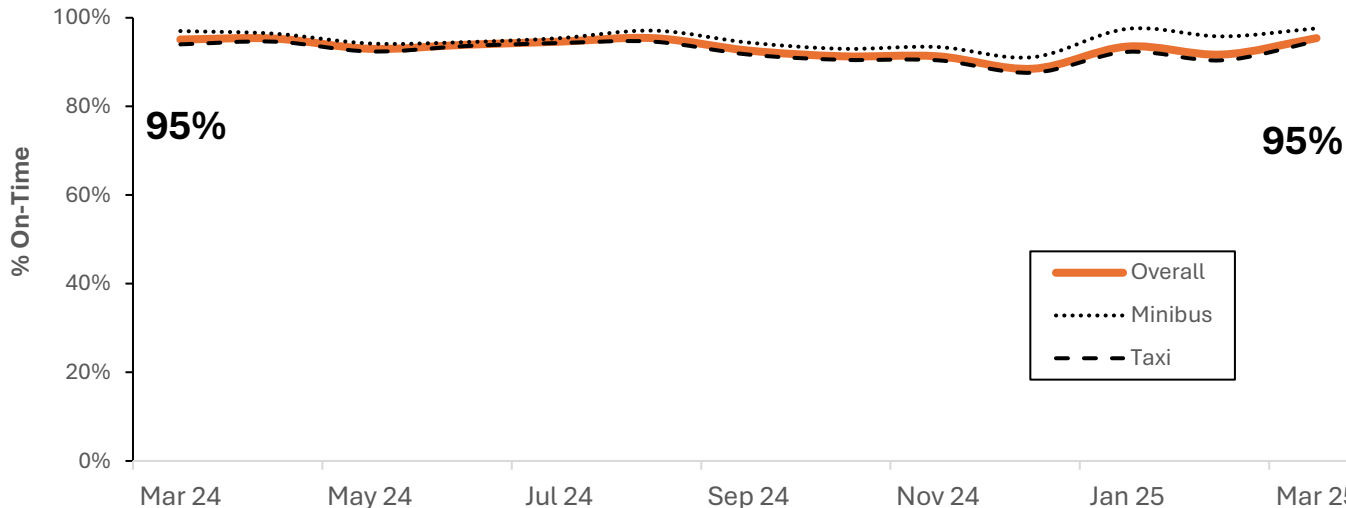


12-month average  
On-time performance\*

**93%**

Same previous month

\*% of customers picked-up during  
30-minute window



# Absenteeism

12-month average  
Bus Operator

**13%**

1.2% decrease compared to  
previous year

12-month average  
Electric Rail Operator

**13%**

0.3% increase compared  
to previous year

12-month average  
Mechanic

**13%**

0.4% decrease compared to  
previous year

Operations Absenteeism

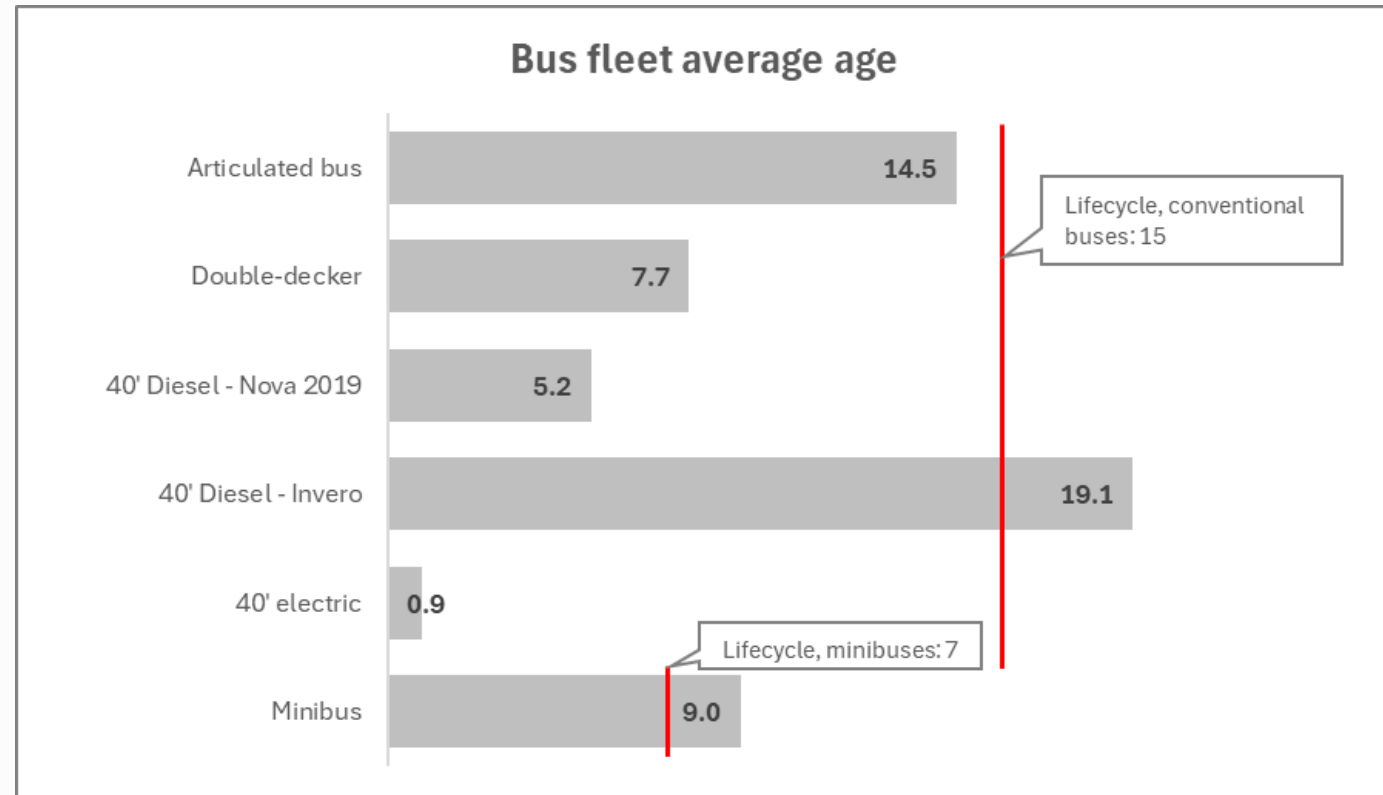


# Bus Maintenance Action Plan Update



# Bus Maintenance Action Plan update

- Fleet of 735 conventional buses
- Lifecycle of oldest buses delayed due to 18-month delay in ZEB Program
  - Additional delays currently impacting E-bus order
- Increased workload to ensure buses are safe for service
  - More defects found during preventative inspections
  - More corrective repairs required





# Impacts on bus availability

## Winter impact on bus availability

- Average of 150 defects per day that pull buses out of service
  - Winter weather impacting severity of corrosion and structural damage
  - Retired 18 buses due to structural damage
- Backlog of major work grew as garages focused on quick turnaround jobs

## Reallocation of resources

- Adjustment to spring maintenance schedules to divert existing resources to reduce the backlog
- Impacts short-term/daily availability, but improves long-term fleet capacity

# Bus fleet maintenance requirements

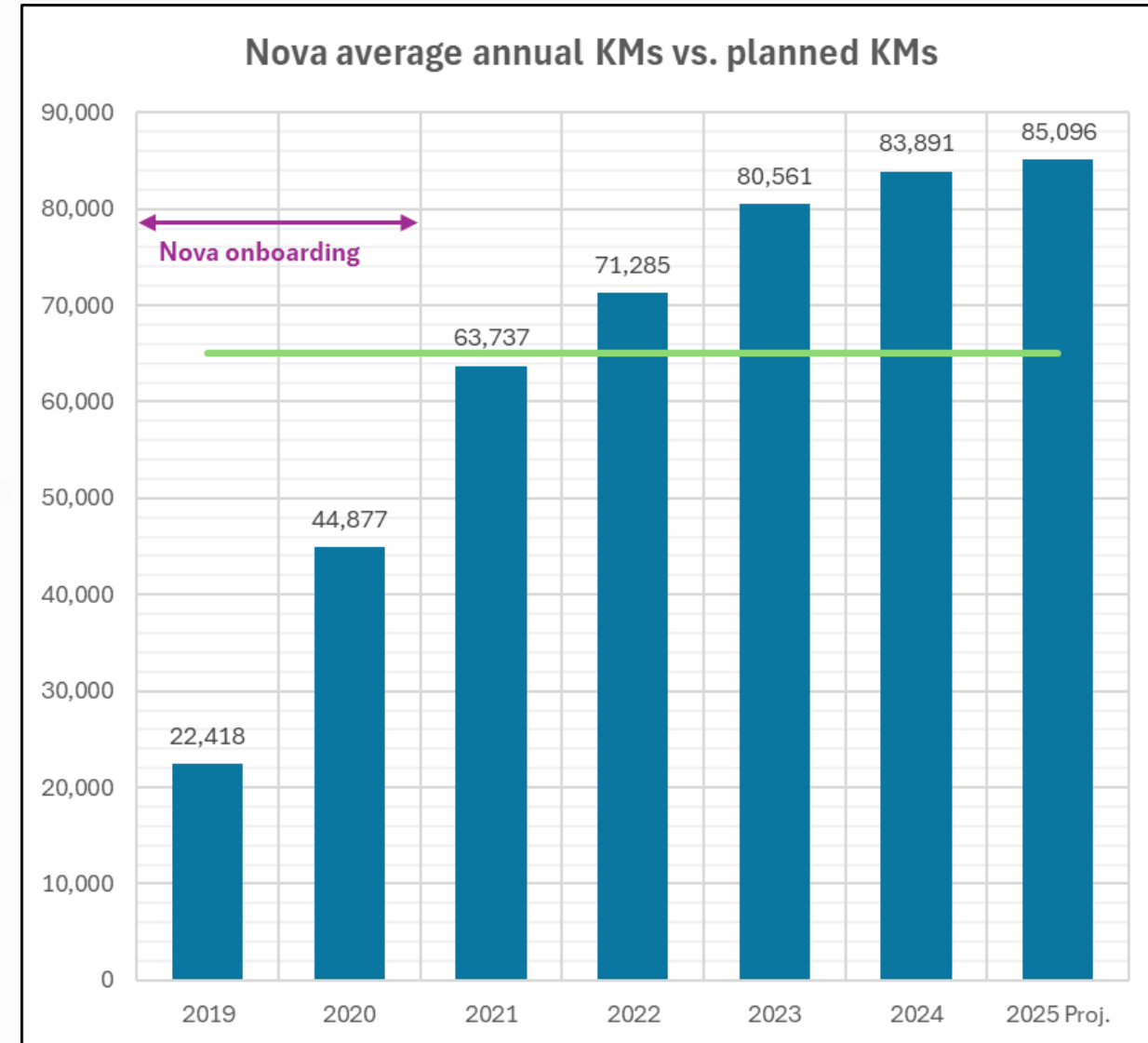
- Impact of aging buses on long-term fleet availability
- Increased pressure on younger bus fleet
  - Additional 18,550 KM per year
  - Extra mileage cost of \$5M
  - 20% increase in maintenance hours
  - Accelerates asset depreciation
- Compounded by delay in Stage 2 construction and unscheduled events requiring bus service

Work item	Units (buses)	Available
Active bus fleet	735	735
30+ days of work required	39	696
Maintenance inspections	24	672
Bus cleaning	11	661
< 30-day work orders	20	641
Daily defects	120	521
Average available for service	521 buses	
April service requirement	540 buses	



# Increased mileage on younger fleet

- In 2024, the Nova buses drove an average of 30% more KMs than planned for the year
- Additional maintenance is required to service buses being overdriven



# Short- and long-term strategies

## How we are addressing issues:

- Shifting operational focus to address major work and address the backlog, despite short-term impacts
- Maximizing available resources including external vendors; focus on campaigns improving long-term reliability
- Improving retention strategies for our licensed mechanics
- Decommissioning buses that are no longer repairable
- Exploring international market for used diesel buses

## Long-term strategy:

- New buses from ZEB Program
- Up to 50 new diesel buses (Q4 2026 – Q3 2027)
- Mechanic recruitment strategy for ~50 new 310T licensed mechanics
- Applying lessons learned to the younger bus fleet





**Para Transpo  
7-metre minibus**

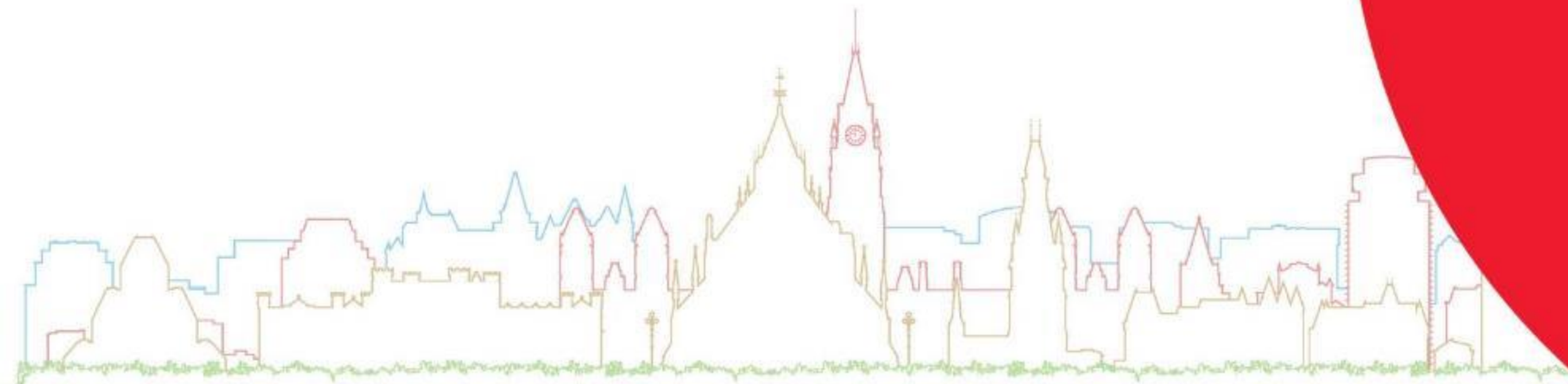
# Minibus delivery schedule

		2024												2025												2026											
		Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4		
		J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
6-metre	6x Para							1							1	3	1																				
7-metre	76x Para													1		1			8	8	10	8	6	10	8	8	8										
	10x ODT																										2	6	2								
Fuel Site Infastructure																																					





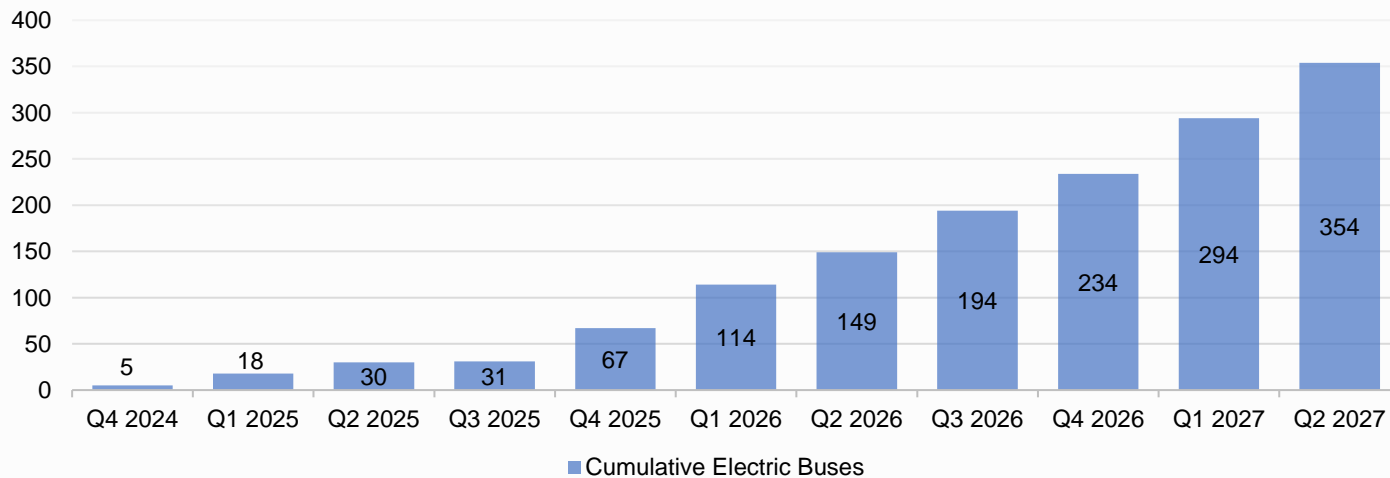
# ZEB Program Update



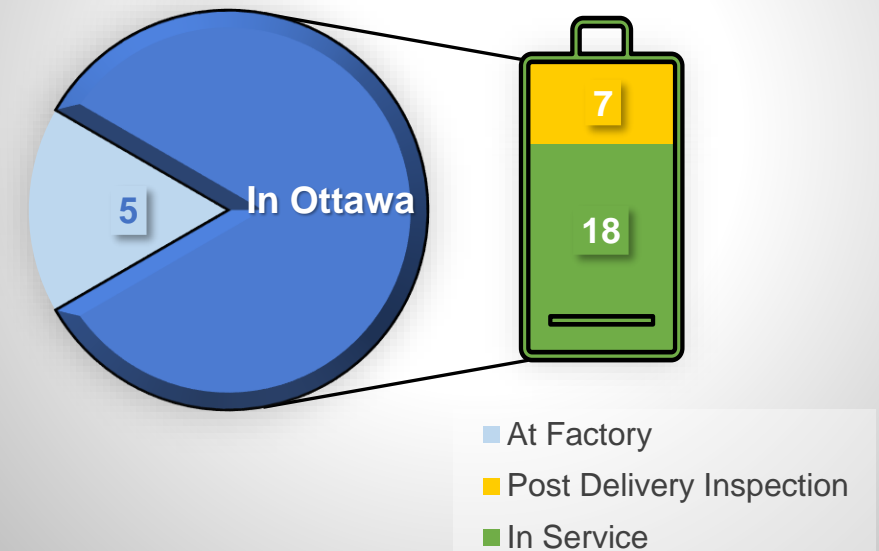
# ZEB delivery schedule

- Both New Flyer and Nova experiencing production delays with seat supplier
- Reduced production rate is impacting several agencies, including Ottawa

## ZEB PROGRAM DELIVERY SCHEDULE



## Zero Emissions Buses – Up to Q1 2025





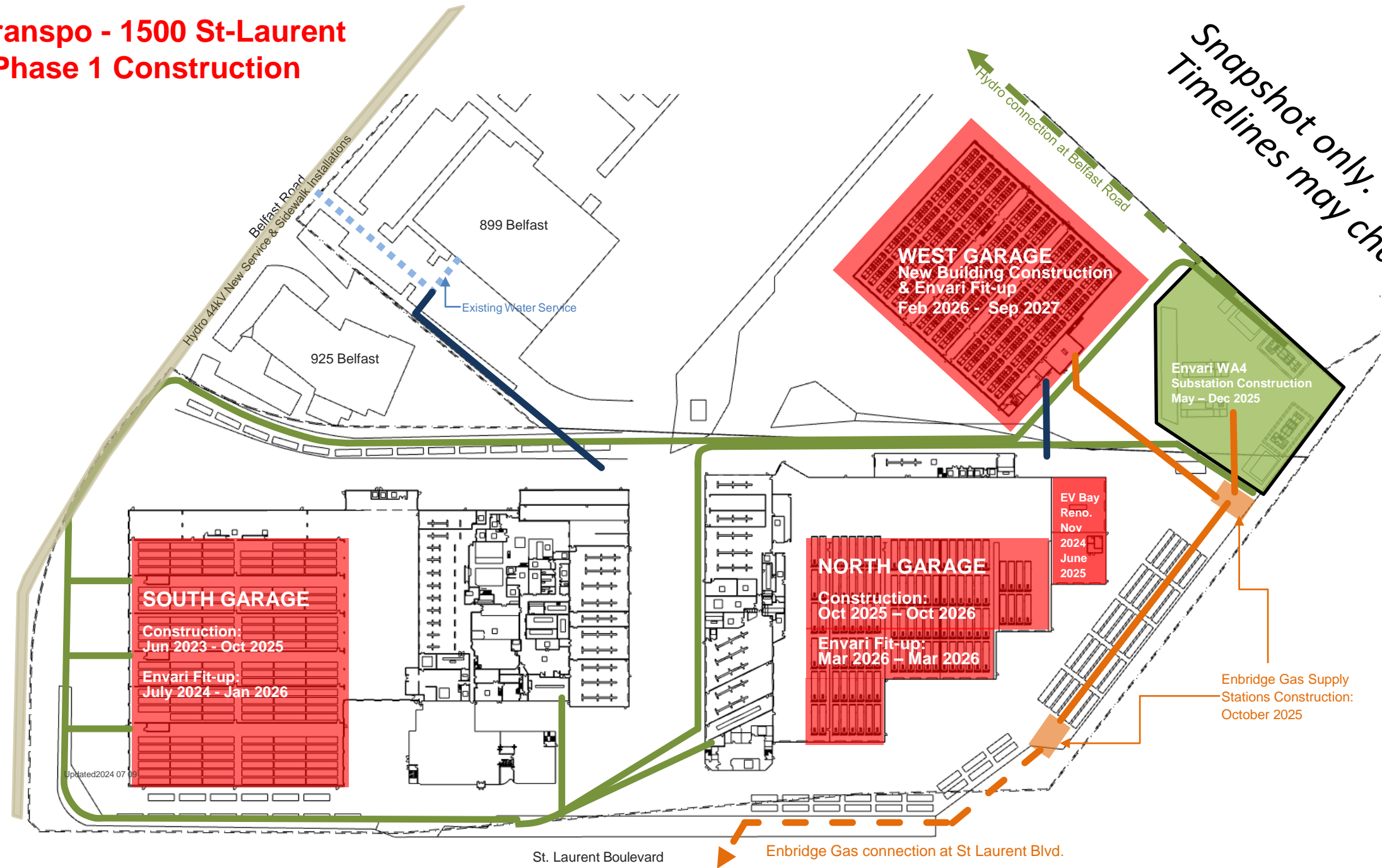
# OC Transpo – 1500 St-Laurent





OC Transpo - 1500 St-Laurent  
ZEB Phase 1 Construction

Snapshot only.  
Timelines may change





# New garage



VIEW OF THE BUILDING APPROACHING SOUTH-EAST CORNER



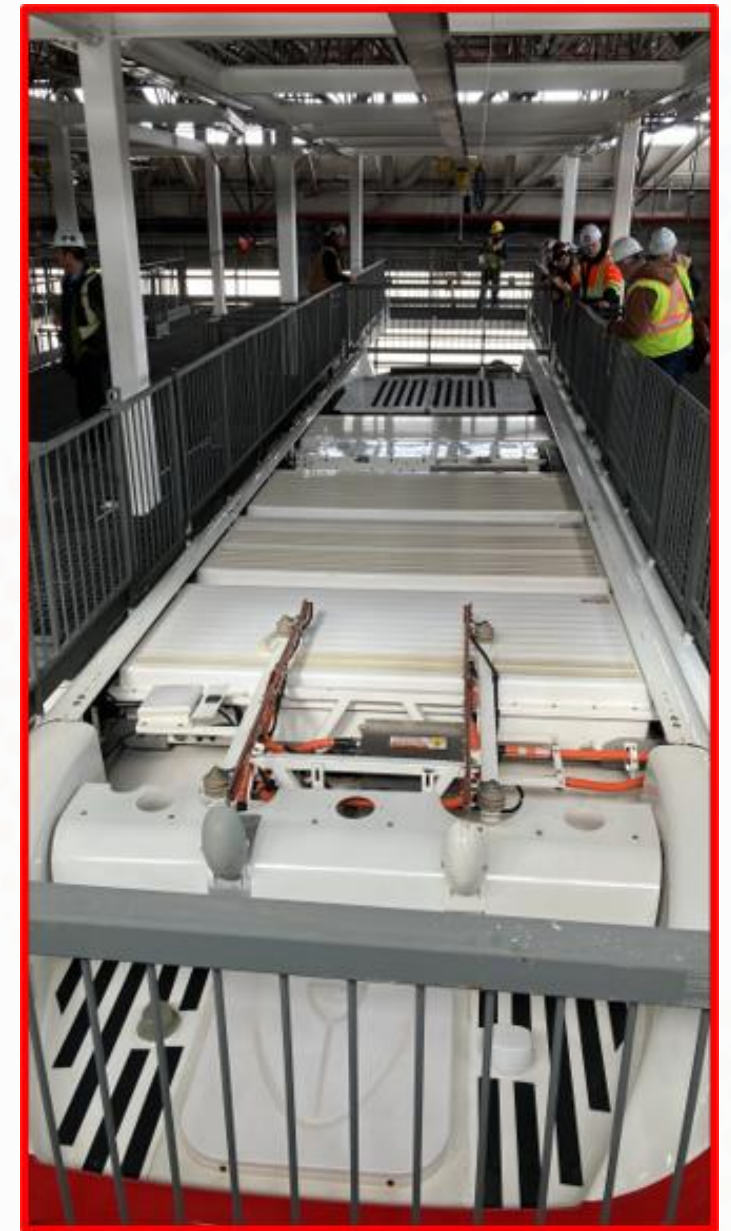
VIEW OF THE BUILDING APPROACHING SOUTH-WEST CORNER





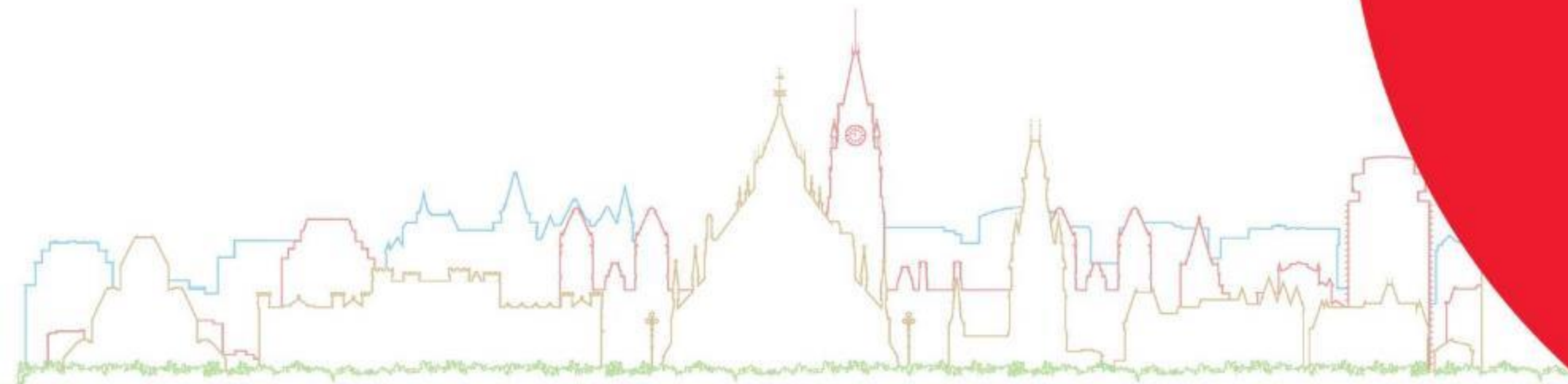
**New garage**





# High voltage maintenance bays

# Customer Communications







# Media partners



**28**  
Media events in  
2024



**98**  
Media inquiries  
Q1 2025





# Social media



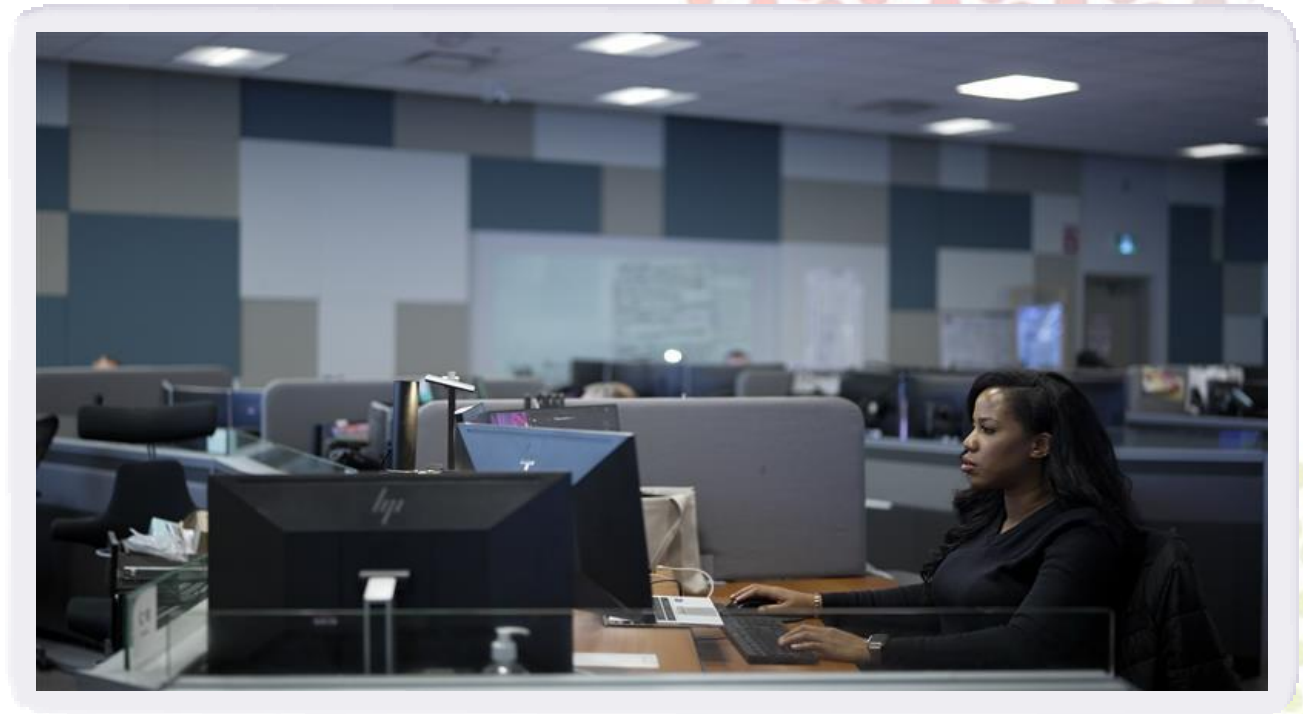
**106,368**  
Followers



**2.75%**  
Engagement rate



**3,105**  
Posts

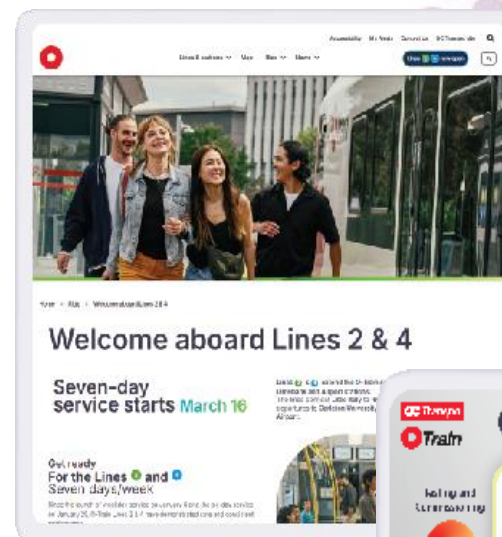
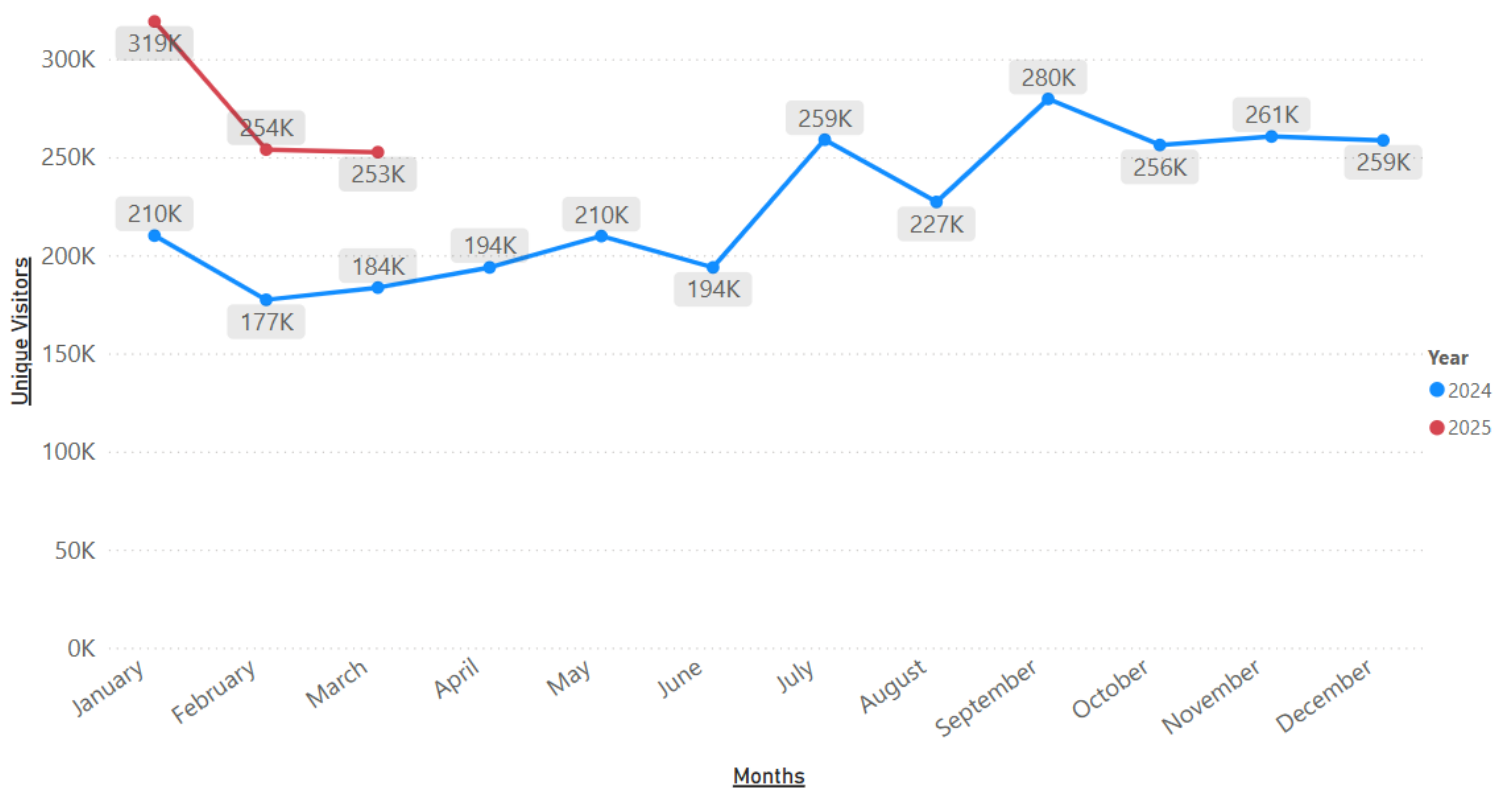






# octranspo.com

Number of Unique Visitors to octranspo.com







# Outreach and events



**87** Outreach events  
In 2024



**22**  
Upcoming  
New Ways To Bus events

**Questions?**

