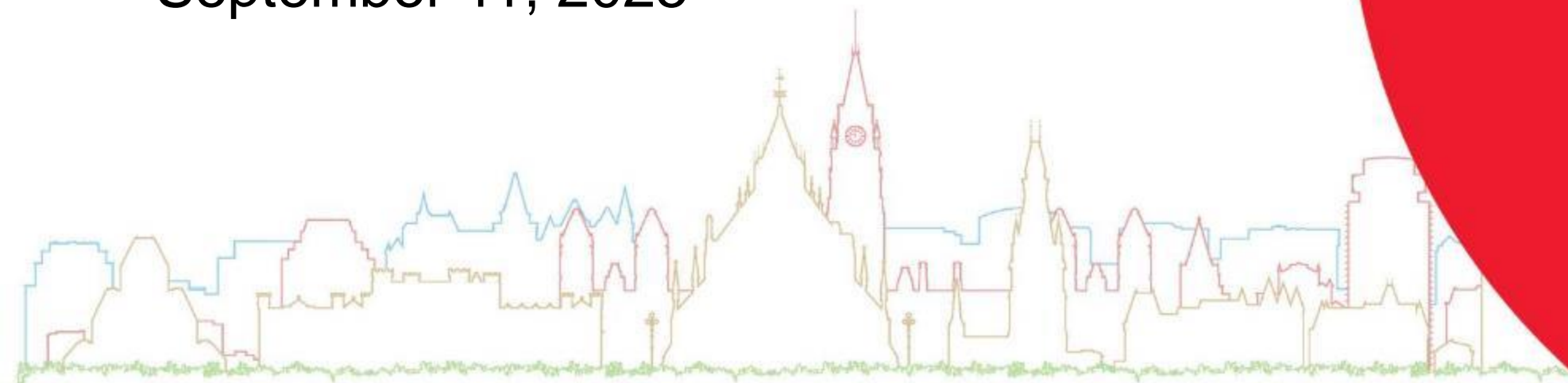




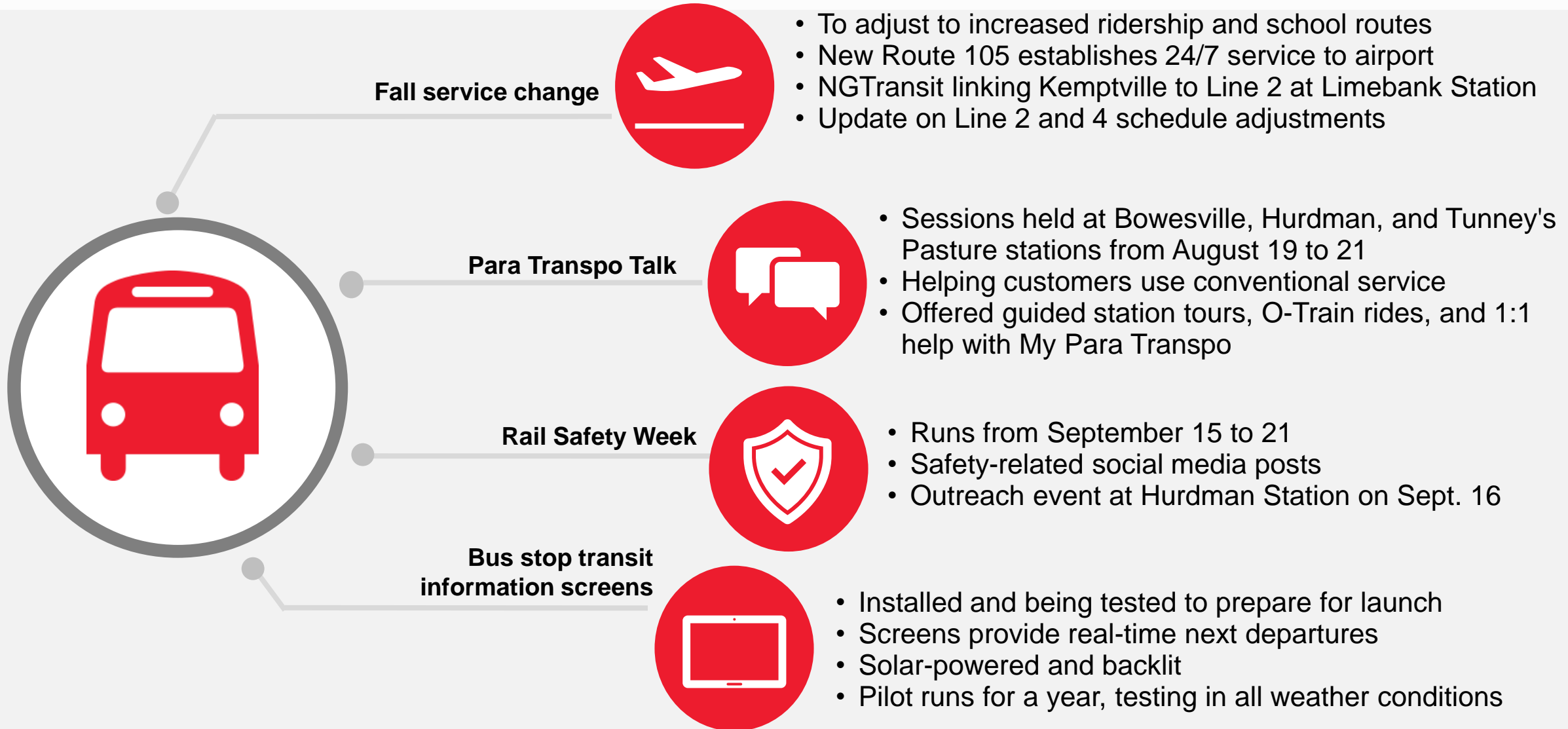
# OC Transpo Update

## Para Transpo, Rail and Bus

Transit Committee  
September 11, 2025



# GM updates





**Back to school this fall?**  
Get back on board with OC Transpo.



**Back to business this fall?**  
Get back on board with OC Transpo.



# FREE PARKING

for university  
and college students



**Park & Ride**  
16 lots, thousands of free spots



OC Transpo 101  
**The Transit app  
is the ultimate  
OC Transpo hack.**



# Recap: special service this summer

- First summer with O-Train Lines 2 & 4 in operation alongside O-Train Line 1
- **Race Weekend:** approximately 84,100 customer trips on the O-Train network, 20,000 more than on a typical weekend
- **Canada Day:** approximately 246,000 customer trips on Line 1 and 24,000 on Line 2
  - The highest single-day ridership ever
- **Bluesfest:** approximately 650,000 customer trips on Line 1 and 87,000 on Line 2



# Community engagement



OTTAWA'S  
**UNDER  
GROUND  
FREEDOM  
TRAIN**  
ABILITY IN ACTION



**JULY 31 2025**  
10:30 PM - 12:15 AM  
DEPARTING - BLAIR STATION    ENDING - TUNNEY'S STATION  
ADMISSION - FREE



# Recap: O-Train work over the summer

## Line 1

- Closures were during evenings and weekends in June
- Work included a combination of regular maintenance and lifecycle activities as well as work to support continued improvements to the reliability and sustainability of the system
- Additional closures for Stage 2 integration work took place during weekends in June, July and August

## Line 2

- Work to install the axle bearing monitoring system was completed in August



# Upcoming East extension testing and Line 1 maintenance



Date	Time	Line 1 and R1 Service
<b>September 13 and 14</b>	All day	No O-Train service 1 Tunney's Pasture ↔ Blair
<b>September 26</b>	After 8 pm	1 Tunney's Pasture ↔ Blair
<b>September 27, September 29 to October 2</b>	After 11:30 pm	Service on one platform at some stations
<b>October 4 and 5</b>	All day	No O-Train service 1 Tunney's Pasture ↔ Blair

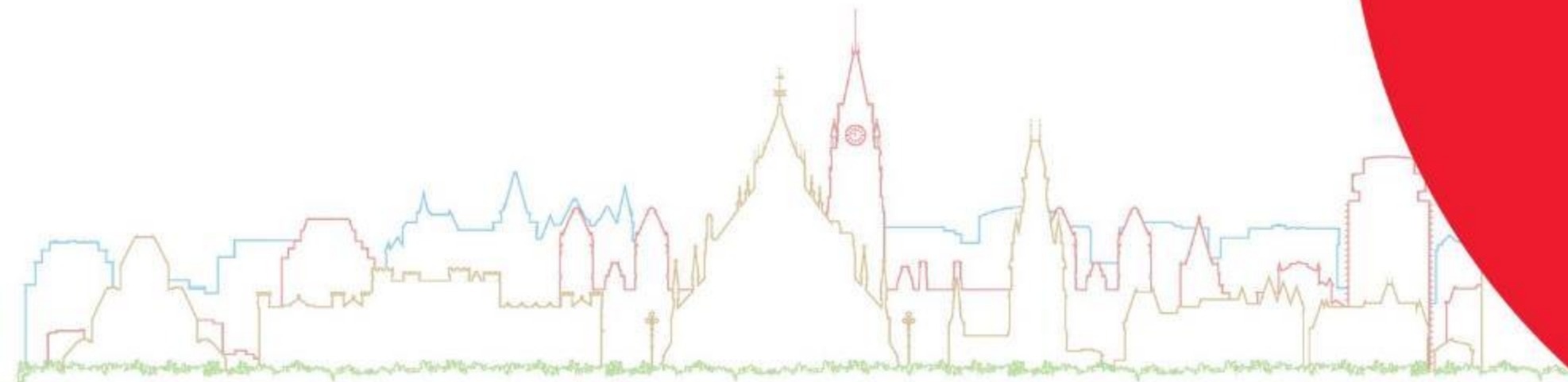
Full Line 1 Service
  Service on one platform at some stations
  Full Line 1 closure

# Ceiling panels in underground stations

- RTM staff observed some ceiling panels were disturbed above the platform at Parliament Station
- RTM removed ceiling panels; Line 1 continued to operate at all stations and platforms during this work, with no impacts to customers
- There were additional inspections and removals of ceiling panels at other underground stations



# Westboro Coroner's Inquest Update



# Status of recommendations

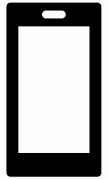
- A significant amount of work has been done in a short amount of time regarding the 41 recommendations directed to the City
- Approximately half of the recommendations are on track to be implemented or closed by the end of 2025
- Most of the recommendations associated with training will be implemented before the end of year
- Discussions and work is ongoing regarding the feasibility of implementing the remaining recommendations

# Recommendation timelines

- Implementing the recommendations will be a multi-year phased approach
- Items for consideration will be brought forward through the budget process to address many recommendations focused on safety and security including, but not limited to:
  - Upgrades to the bus simulator (Recommendation 23)
  - Implementation and retrofit of the existing bus fleet to include operator-facing cameras (Recommendations 35, 36, 37)
  - Procurement and installation of radar speed signs on the Transitways (Recommendations 3, 5)
  - Review, upgrade, and expanding the telematics program (Recommendations 22, 34, 35, 38)

# Recommendations in progress

- We are working on a new safety and security customer facing app for discreet direct reporting to the Special Constable Unit (Recommendation 26)
- We are working on implementing a daily driver's license abstract check (Recommendation 27)
  - This is planned to launch before the end of 2025



# Future updates to Committee

- The Office of the Chief Coroner Inquest Unit sent formal correspondence to all organizations who were assigned recommendations requesting a status update
- We are working on the response, which will be submitted to the Coroner by the end of November
- We will return to Transit Committee with a comprehensive update in Q1 2026

# Performance indicators



# Public Safety

Safer together.



Call 911  
in emergencies



Anonymous online  
reporting



Special Constable Unit  
613-741-2478



Ask OC Transpo  
staff for help



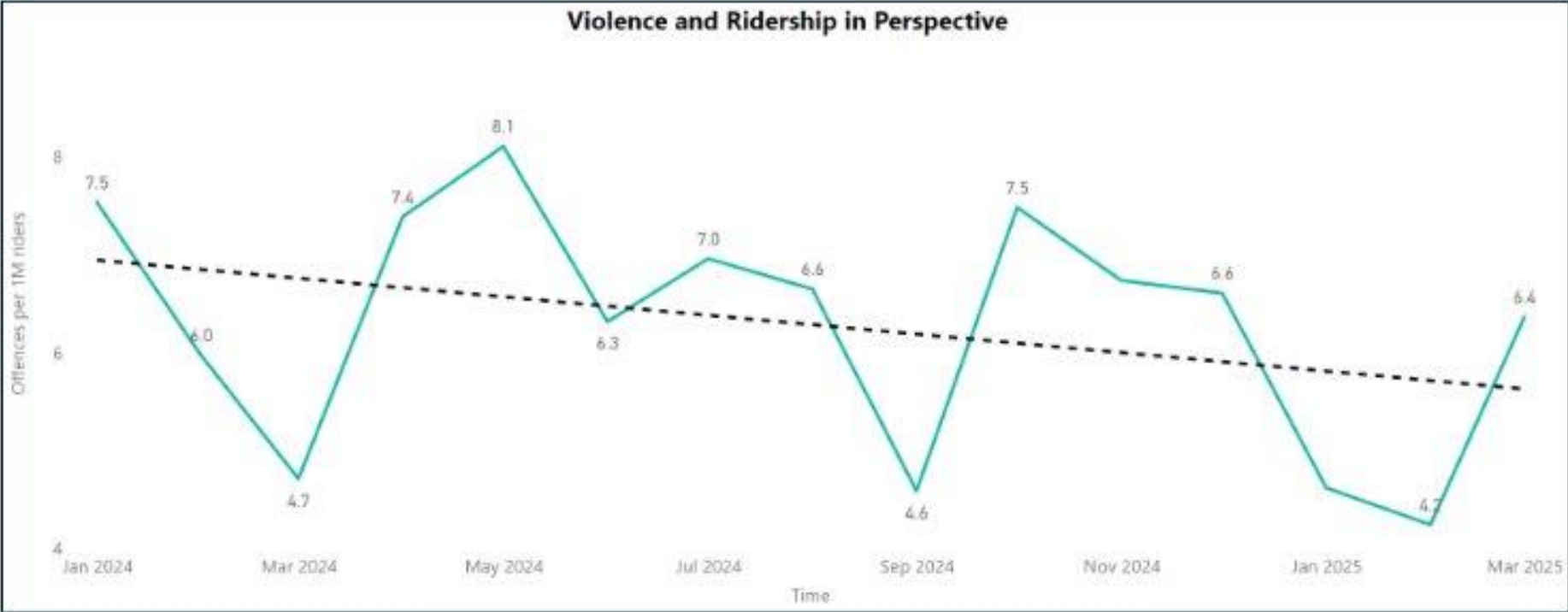
Emergency phones



Transecure program



# Public Safety



The above KPI outlines the number of incidents from January 2024 to the end of Q1 2025 per million riders. Incidents include direct physical harm or threatened harm to an individual, such as assault, as well as other threats to personal safety such as criminal harassment.

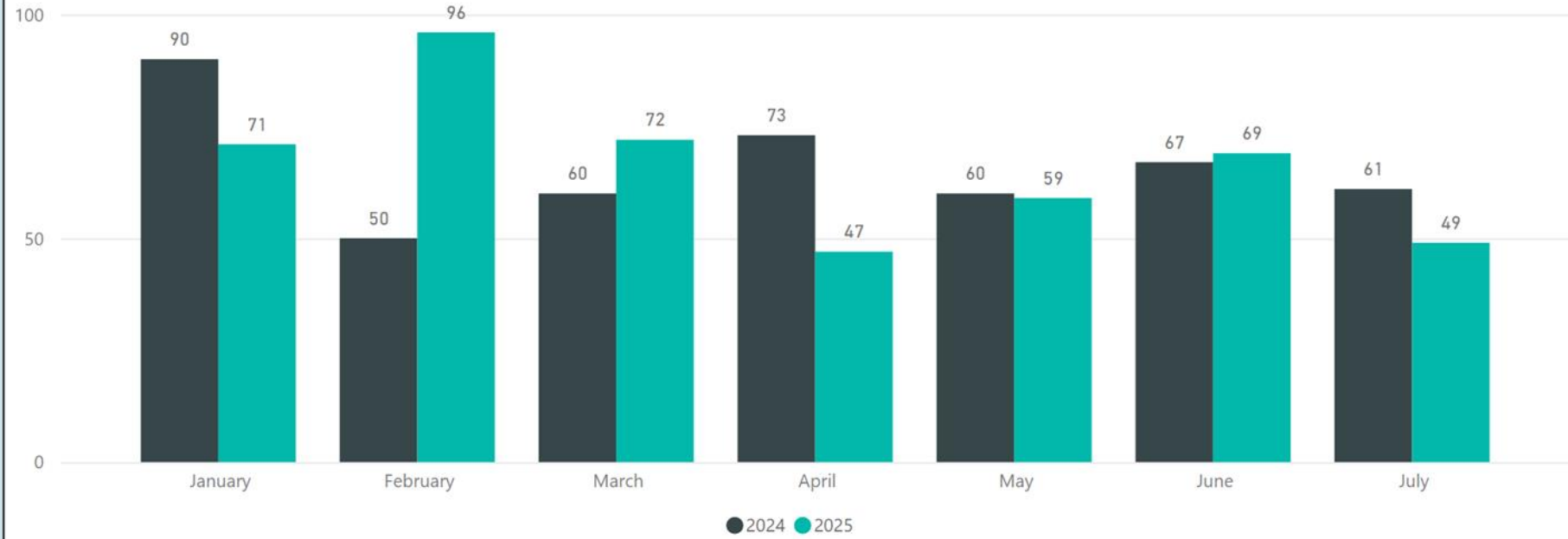
## Employee Occurrences

463

Previous Year: 461 (+0.4%)

%Change in number of reported Occurrences from previous year

## Reported Occurrences



## Speed Enforcement Infractions

50

Previous Year: 77 (-35.1%)

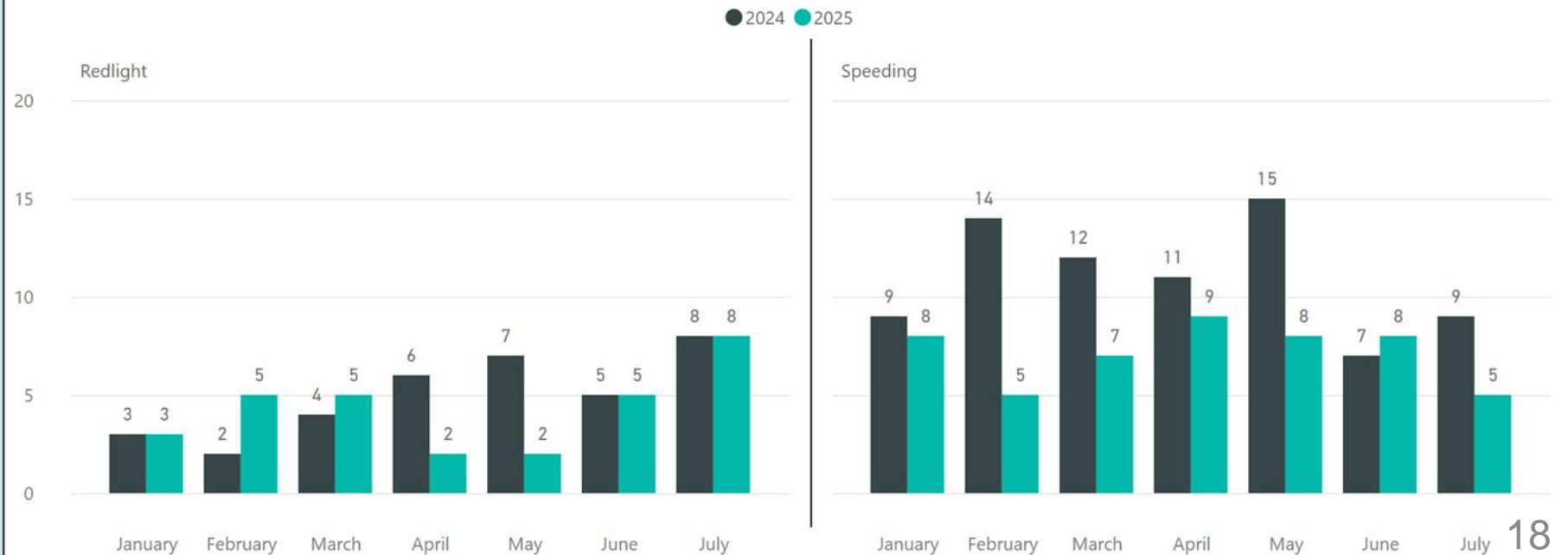
## Redlight Infractions

30

Previous Year: 35 (-14.3%)

%Change in number of Infractions from previous year

## Infractions



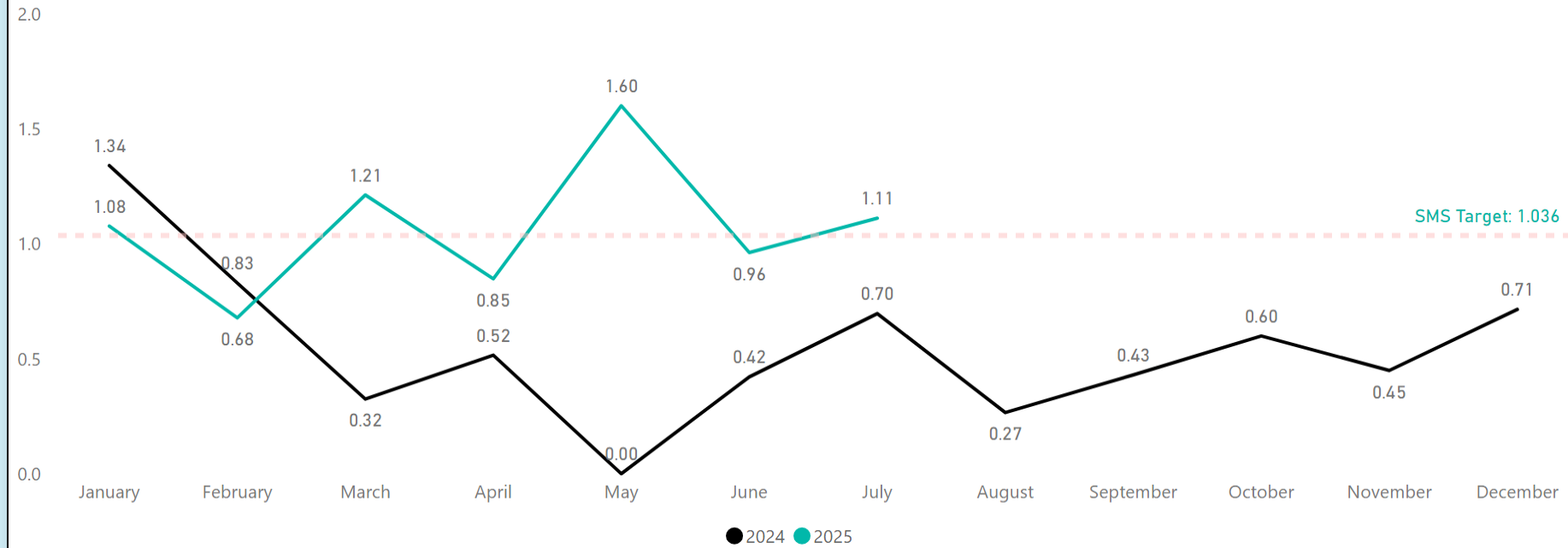
## Customer Injury Rate

Year to Date

# 1.05

SMS Target: 1.036 (+1.75%)  
Customer injuries per 1M passenger trips

## Customer Injury Rate

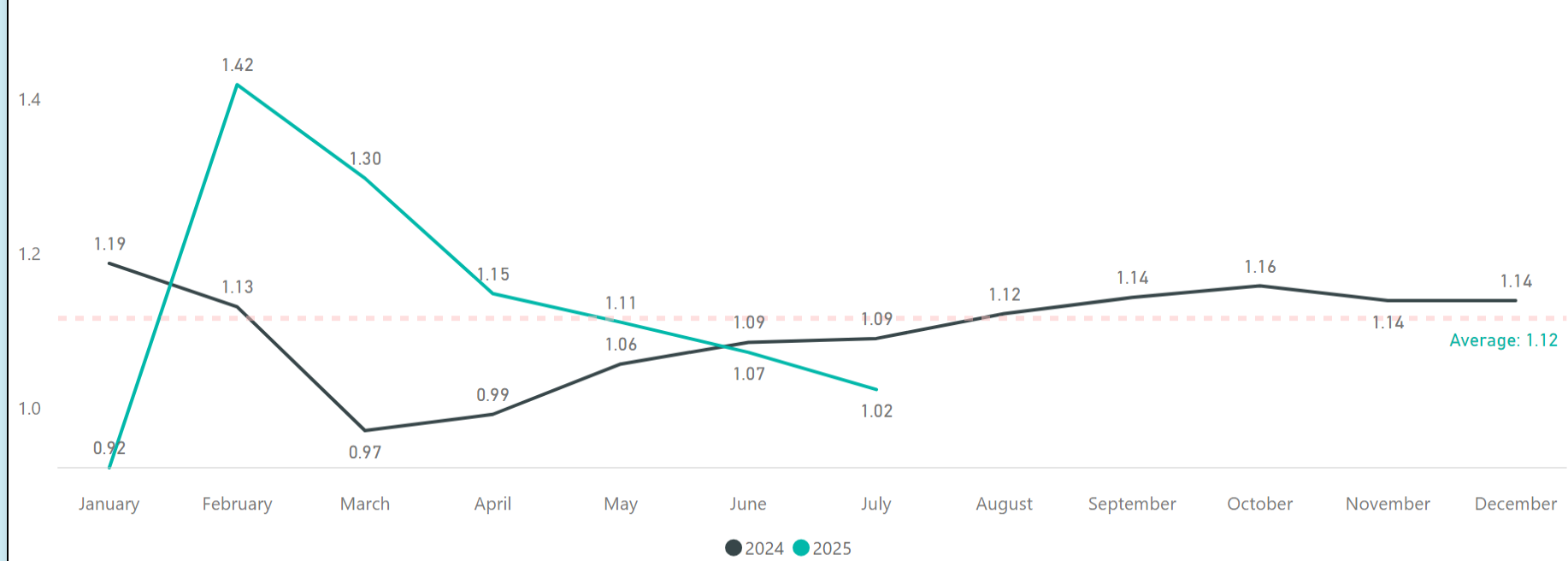


## Preventable Collision Frequency

# 1.02

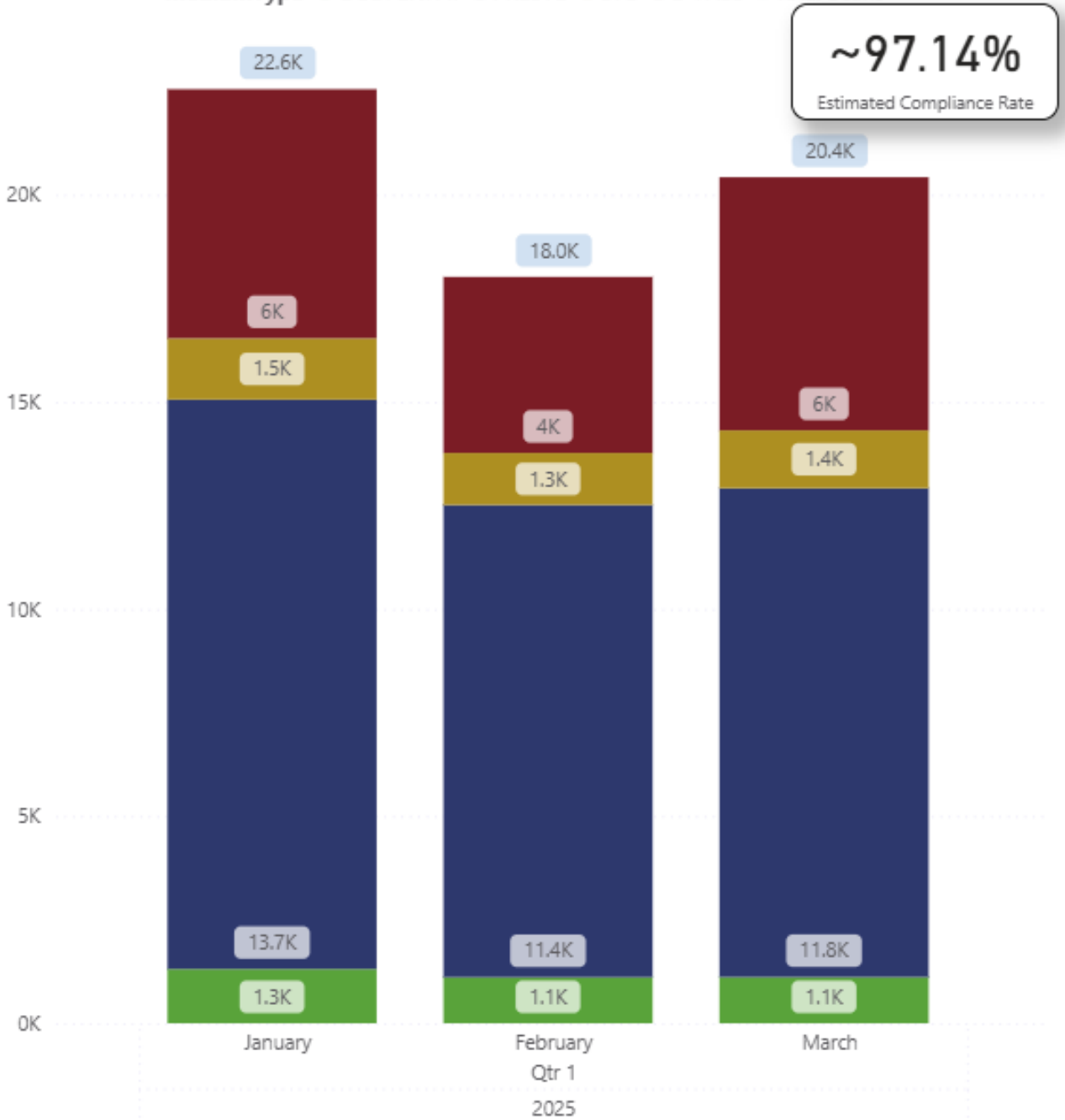
SMS Target: 0.69 (+48.41%)  
Number of preventable collisions per 100,000  
Km Driven

## Preventable Collision Frequency

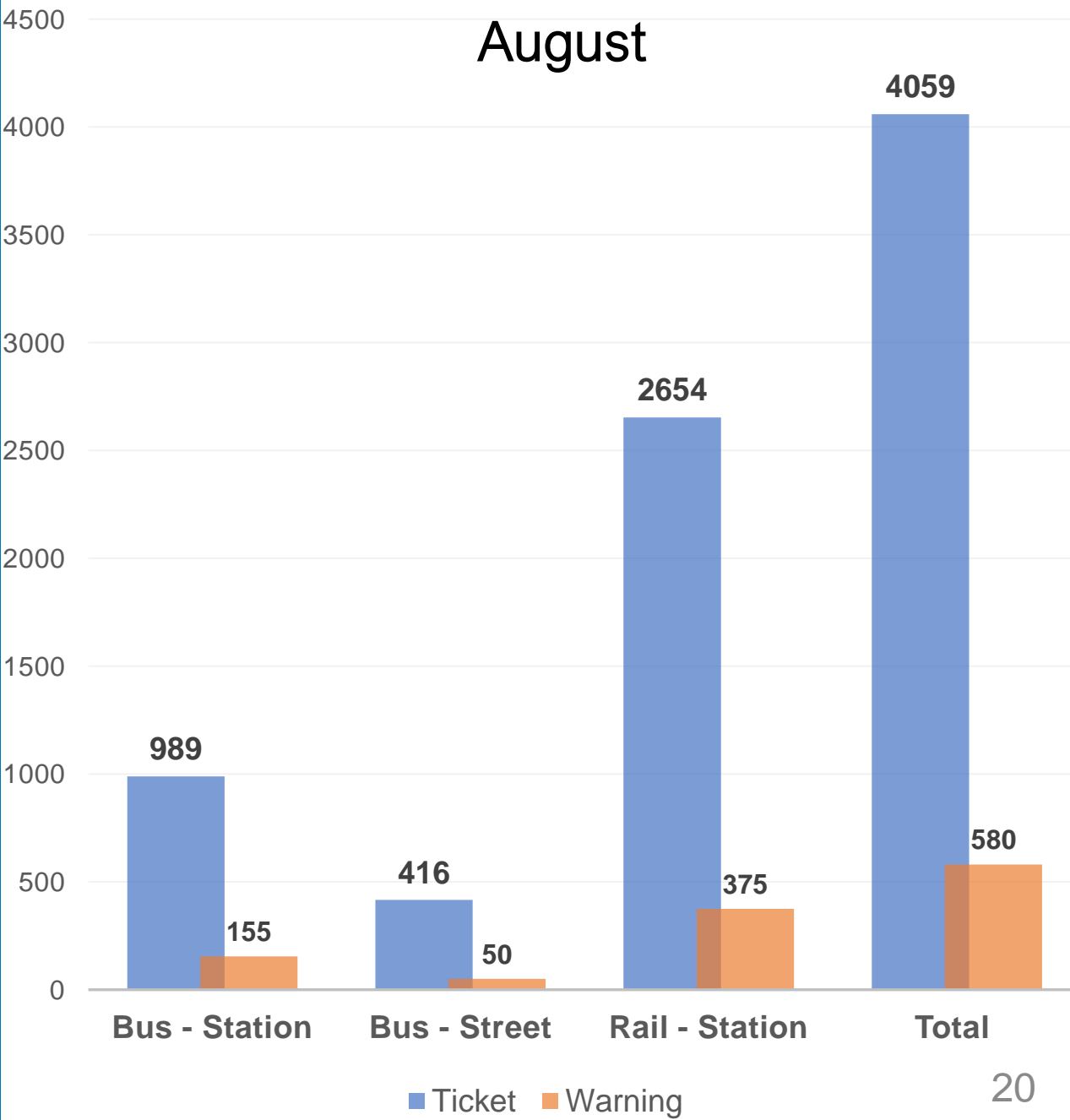


### Total Fare Compliance Checks by Medium Type

MediumType ● OCOPENPAY ● PRESTO ● STO ● U-PASS ● Total Scans



### Total Infractions 2025 Jan – August



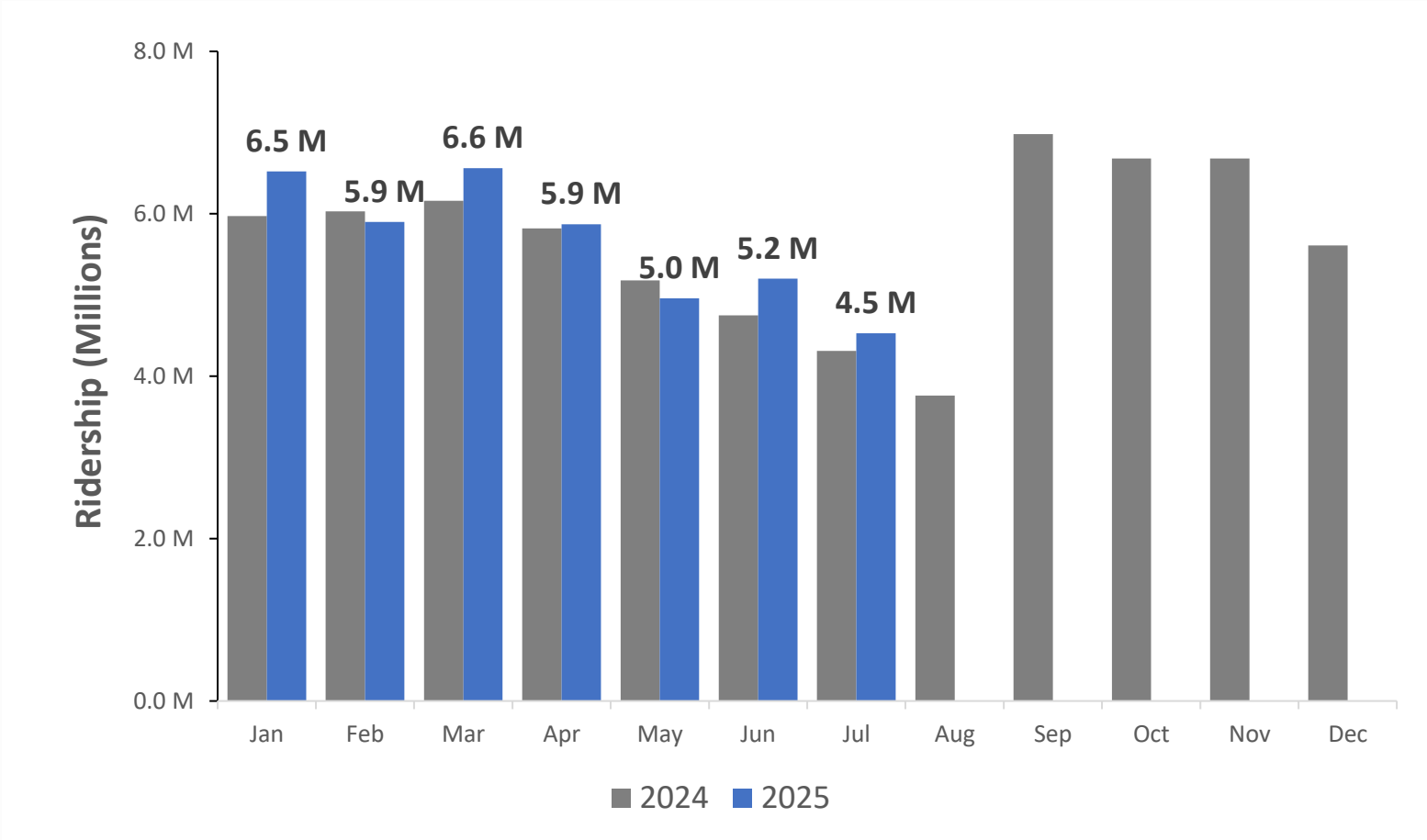
# Bus and O-Train ridership



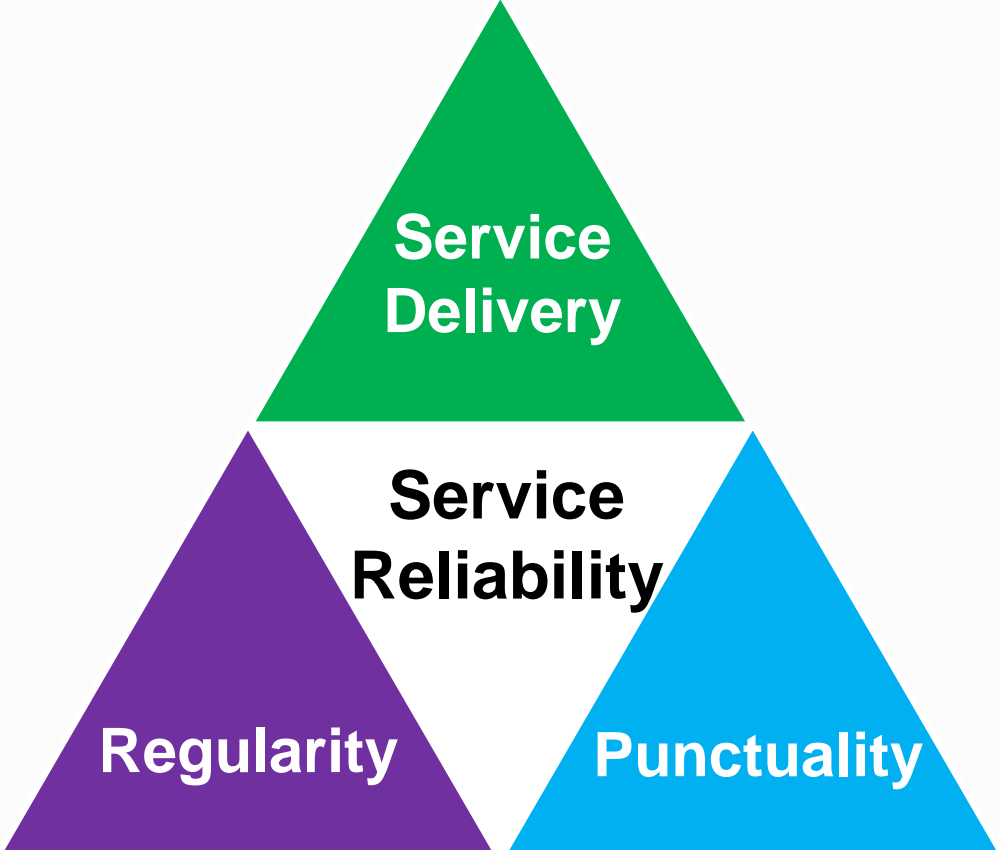
12-month total ridership

**69.3 M**

0.3% higher than previous month  
4.1% 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%



# Bus service reliability

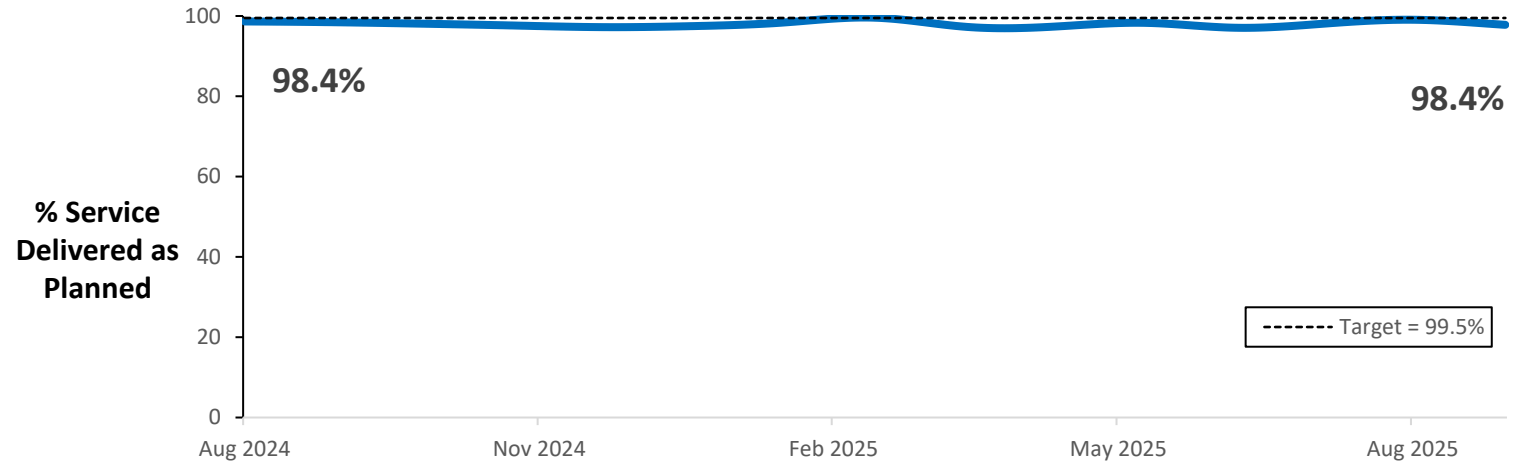


## % of service delivered vs. planned

12-month average service delivery

**97.8%**

1.7% lower than target  
Same as previous month



## On-time performance

12-month average  
Regularity for frequent routes

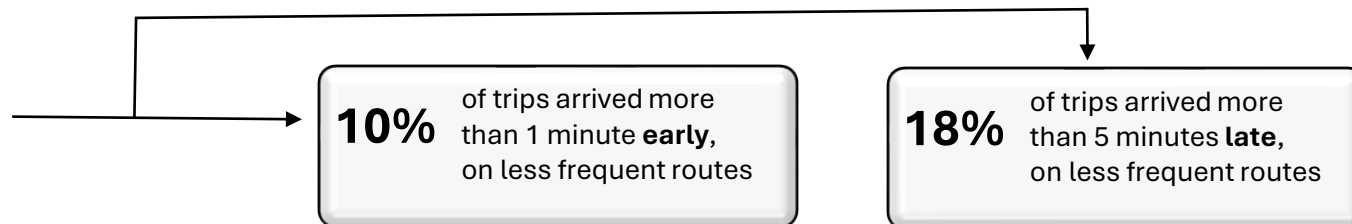
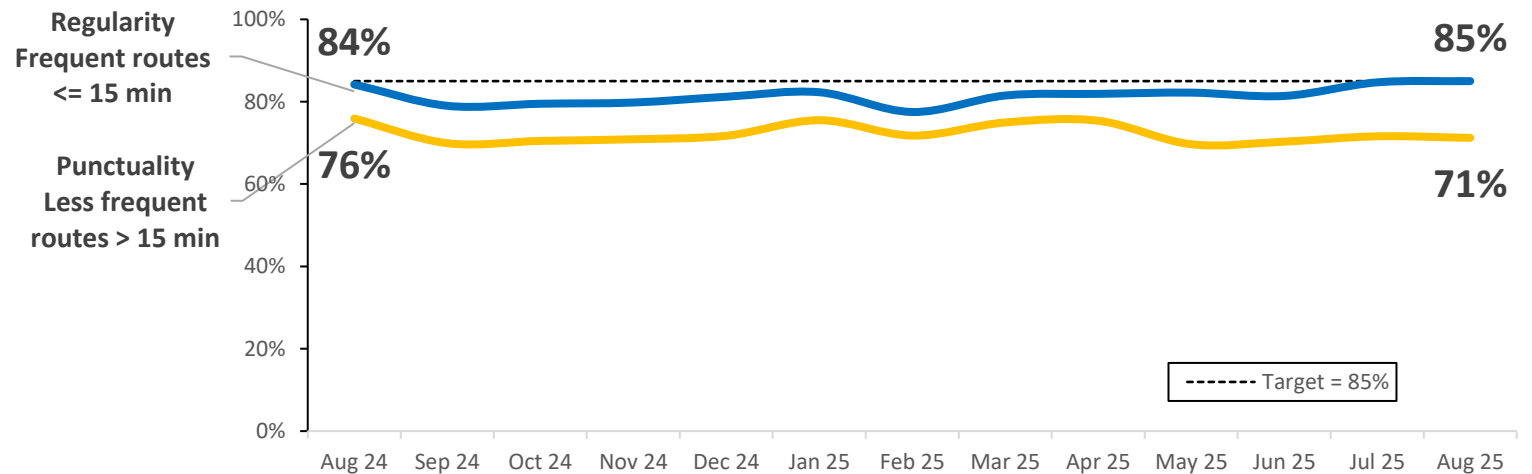
**81%**

4% lower than target  
Same as previous month

12-month average  
Punctuality for less frequent routes

**72%**

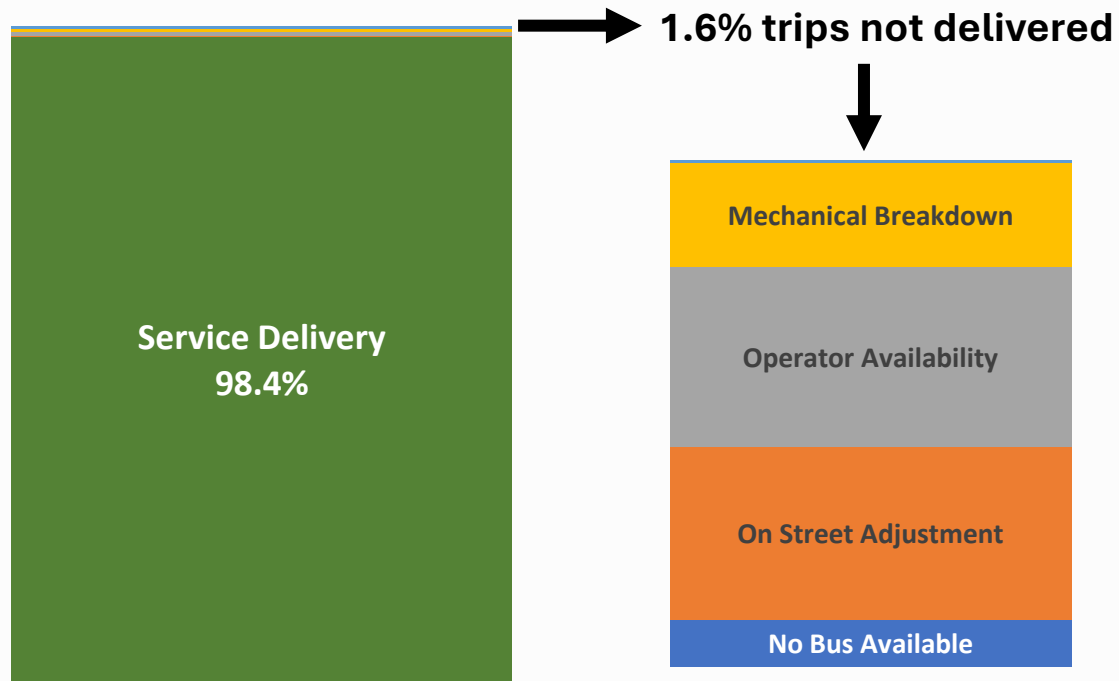
13% lower than target  
Same as previous month



# Bus service reliability



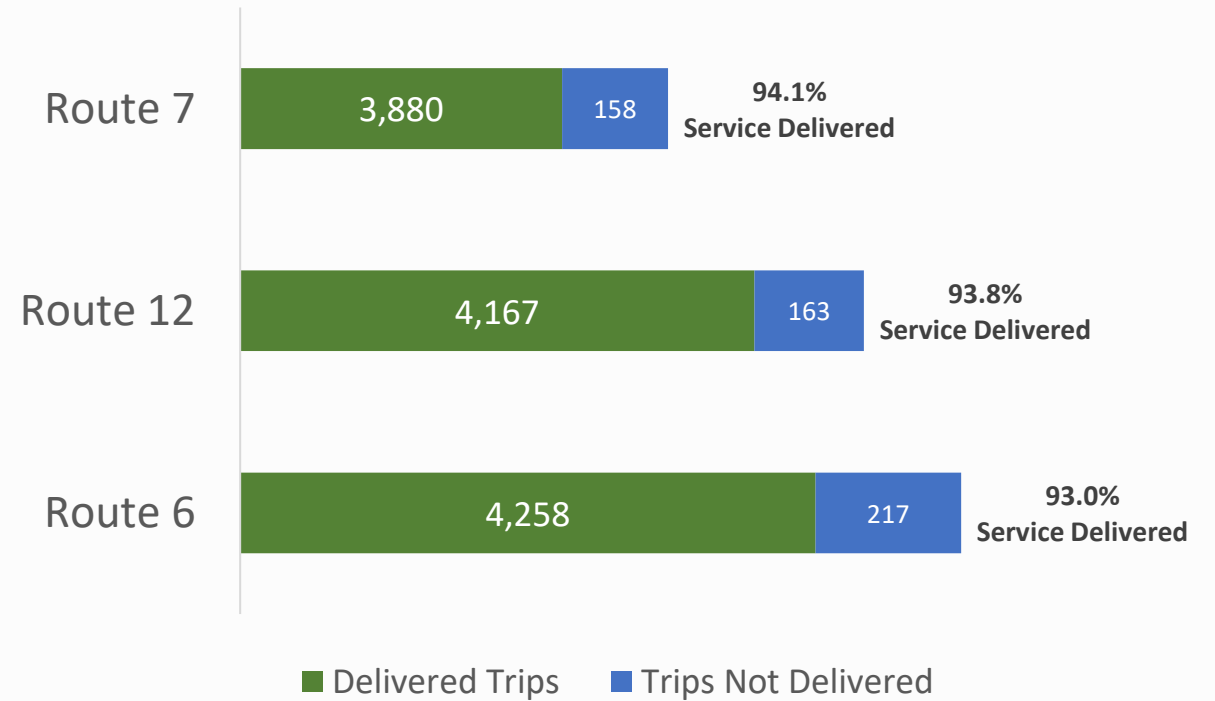
## % of service delivered vs. planned details



August 2025

Reasons why trips were not delivered, as proportions of all scheduled trips

## Routes with most trips not delivered



# O-Train service reliability



**12-month average service delivery  
Line 1**

## 99.2%

0.3% lower than target  
0.3% higher than previous month

**1**

**August 2025 average service delivery  
Line 1**

## 99.8%

0.3% higher than target

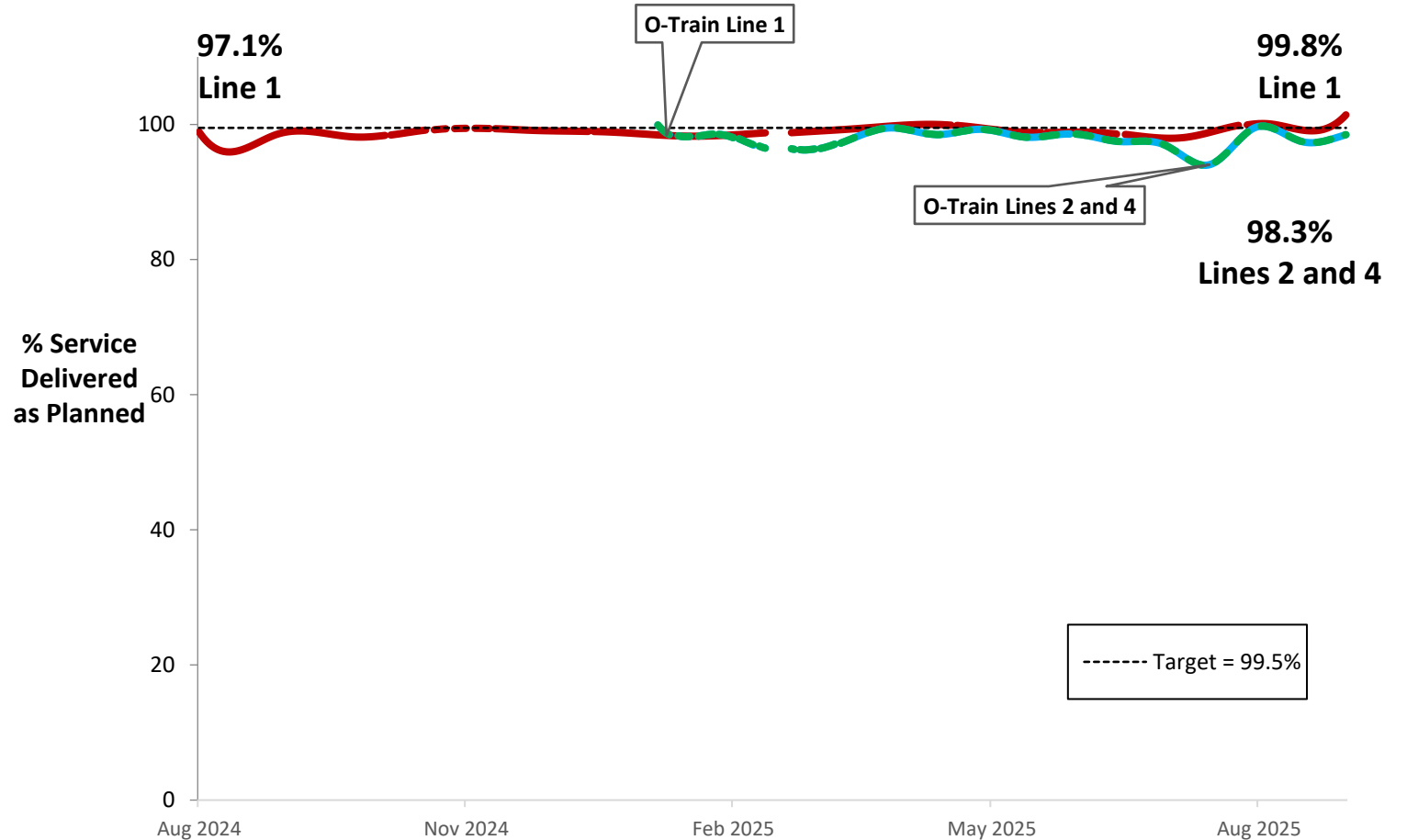
**2**

**4**

**August 2025 average service delivery  
Lines 2 and 4**

## 98.3%

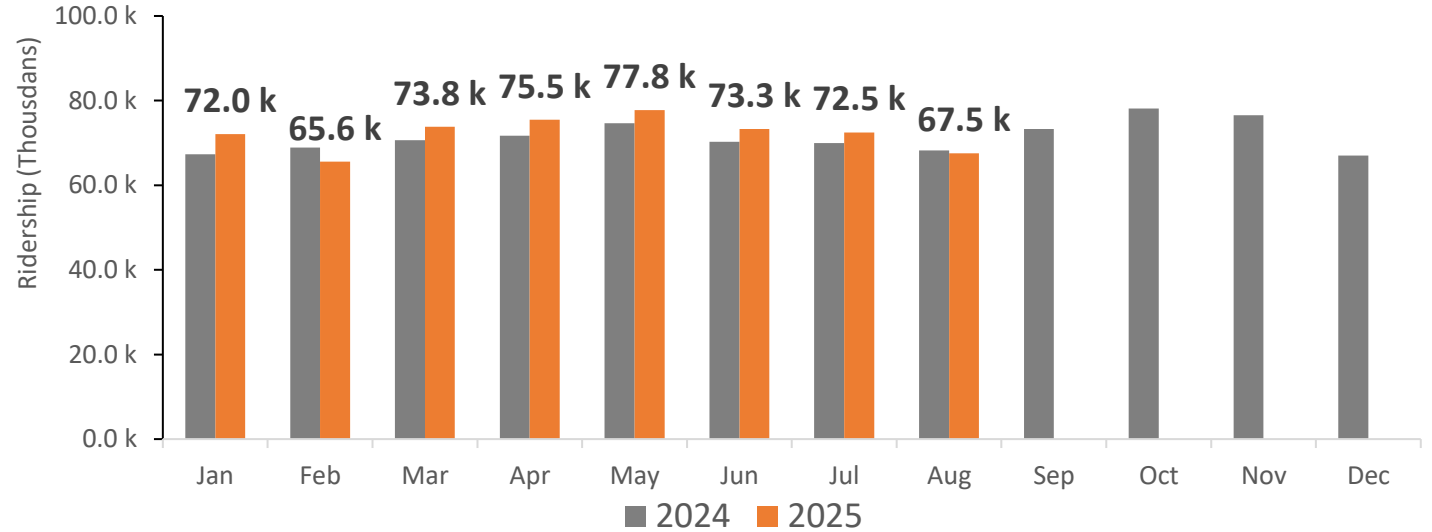
1.2% lower than target



# Para Transpo

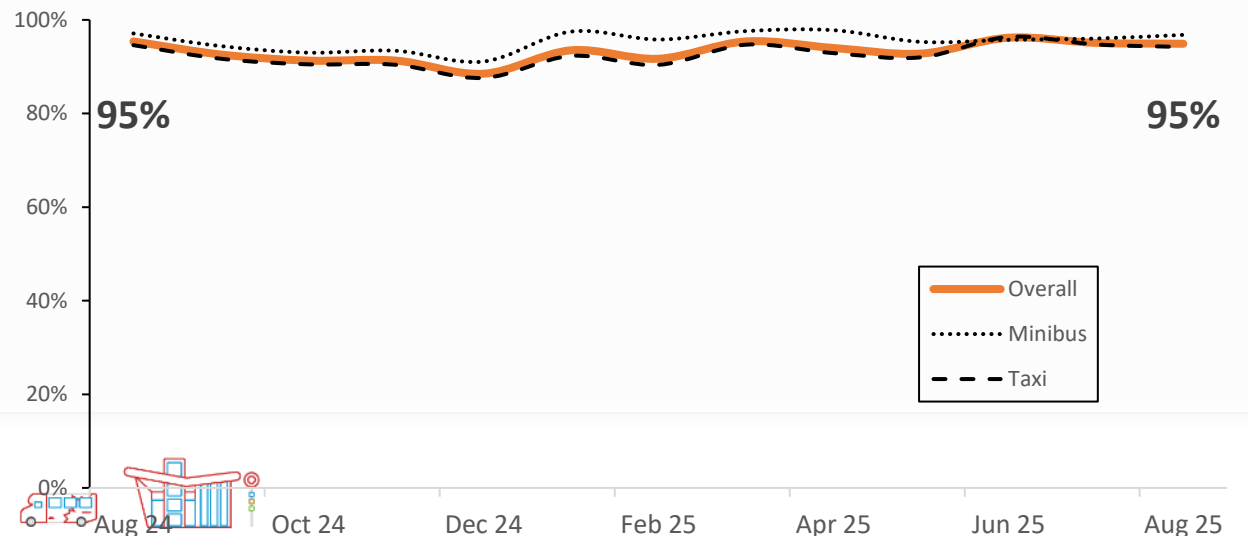


12-month total ridership  
**873.0k**  
 0.1% lower than previous month  
 6% higher than previous year



12-month average  
 On-time performance  
**93%**  
 Same as previous month

% of customers  
 picked-up during  
 30 minute window



# New Ways to Bus Update



# New Ways to Bus – background

- Major set of bus route changes made in April 2025
- Based on bus route review carried out in 2023
- Priorities:
  - Take full advantage of new O-Train extensions
  - Improve connectivity within communities
  - Align service levels to 2023 ridership; cost savings reallocated to O-Train
- Some conditions have changed since 2023:
  - O-Train Lines 2 and 4 open; Line 1 to Trim coming soon
  - More office workers have returned to on-site work; ridership up 17 per cent
  - More auto traffic congestion, causing delays at some key locations

# New Ways to Bus – how is it going?

- Change in April went very well
  - Thorough communication made sure customers were aware
  - Very few operating issues to resolve
- Service reliability
  - Early results showing improvement on some routes, decline on other routes
  - Staff digging further to see what are seasonal variation and what are changes since schedules were prepared in 2024
  - Attention being given to Routes 18, 21, 30, 31, 42, 48, 53, 92, 110, 168, 226
- Capacity
  - No capacity issues over the spring and summer except related to service disruptions
  - Staff watching closely with the return to work and school in September



# New Ways to Bus – service adjustments

- Some adjustments from plans made before service began in April, more in June, more in August for September
- **Route 58** – Many trips extended to Tunney's Pasture Station, reducing the number of transfers required; redesignation of trips from Route 57
- **Route 105** – New bus connection to Airport from O-Train Line 1 at Hurdman Station and from intercity trains and buses; redesignation of trips from Route 98
- Other improvements on Routes 8, 25, 30, 32, 33, 35, 39, 40, 70, 74, 75, 80, 92, 94, 110, 161, 197, 221, and school trips



# Feedback from customers

- We are receiving and reviewing feedback from customers related to new bus routes and schedules
- Customer feedback is important for assessing and planning any possible future changes
- Can be grouped into these categories:
  - Feedback regarding new routes, service levels, and bus stop locations
  - Difficulty with travel planning
  - Reports of travel planner, signage, and bus stop problems
  - Reports of service issues – e.g., trips running late, not delivered, or overcrowded
  - Requests for service increases or other improvements



# New Ways to Bus – continuing work

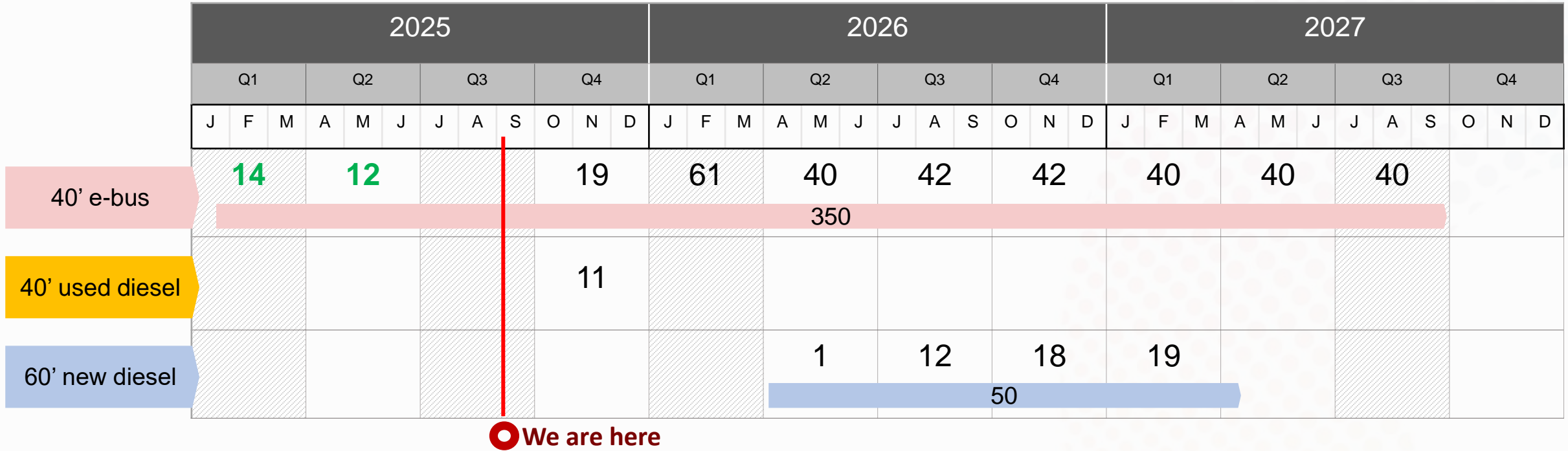
- Continuing to support customers in using the current route network
- Several requests for evaluation of potential changes from Councillors – some may be no-cost, some may depend on 2026 budget decisions
- Getting ready to adapt routes in Orléans to make best connections with the O-Train Line 1 extension
- Cooperating with school boards on making best use of resources
- Continuing to analyze travel time on routes with low regularity or punctuality



# Bus fleet and e-bus infrastructure update



# Bus fleet on-boarding schedule



## New Flyer and Nova e-buses

- Delivery of the first 26 buses is complete; 30 e-buses are in Ottawa
- Delivery of next batch of 80 buses projected to begin in Q4 2025
  - 6 of 80 buses have entered production line

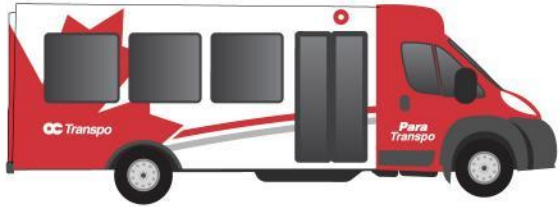
## Diesel bus procurement

### Used 40-foot diesel buses

- Delivery is now complete; buses are currently in the retrofitting process with an in-service target date of Q4 2025

### New diesel articulated buses

- Tentative delivery date is Q2 2026 – Q2 2027



# Para Transpo minibus updates



**As of September 3, 2025**

**6** 6-metres  
in service

**11** 7-metres  
in service



## 7-metre minibuses

 **2025**

40-45 units will be  
in service by the end  
of 2025

 **2026**

All Para Transpo units  
should be in service  
by end of Q2 2026



Units arrive at the rate of  
**2 per week** on average,  
until **April 2026**

# Electrical infrastructure update

## June Transit Committee Update

At the June Transit Committee, staff provided an update that Envari/Hydro Ottawa is facing challenges with delivery time on substation's Trans-Rupter, delaying commissioning from November 2025 to April 2026.

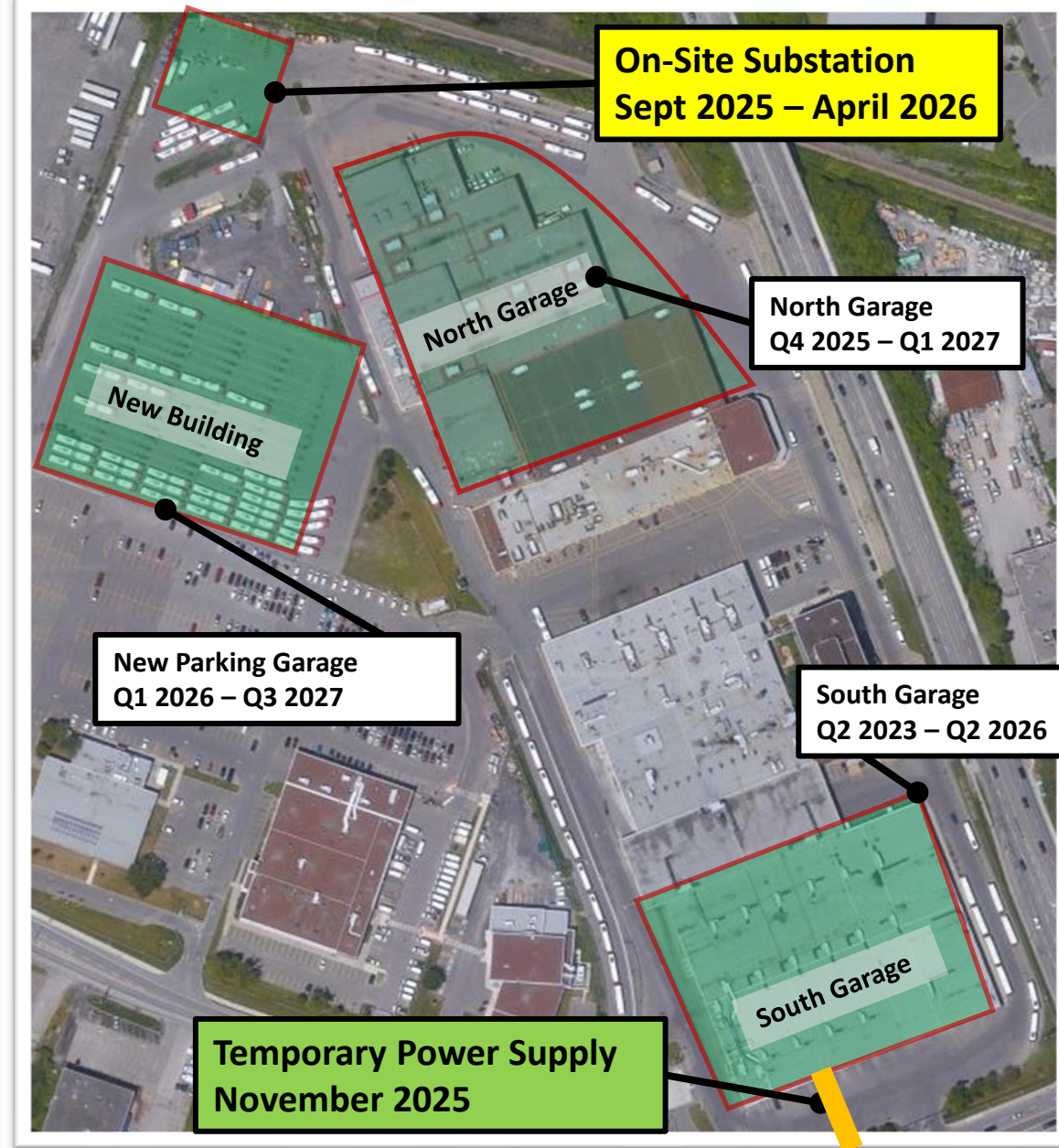
## Possible concern

Upcoming delivery of 80 e-buses would be required to charge from the 30 chargers currently servicing the 30 e-buses in the bus fleet.

## Project update

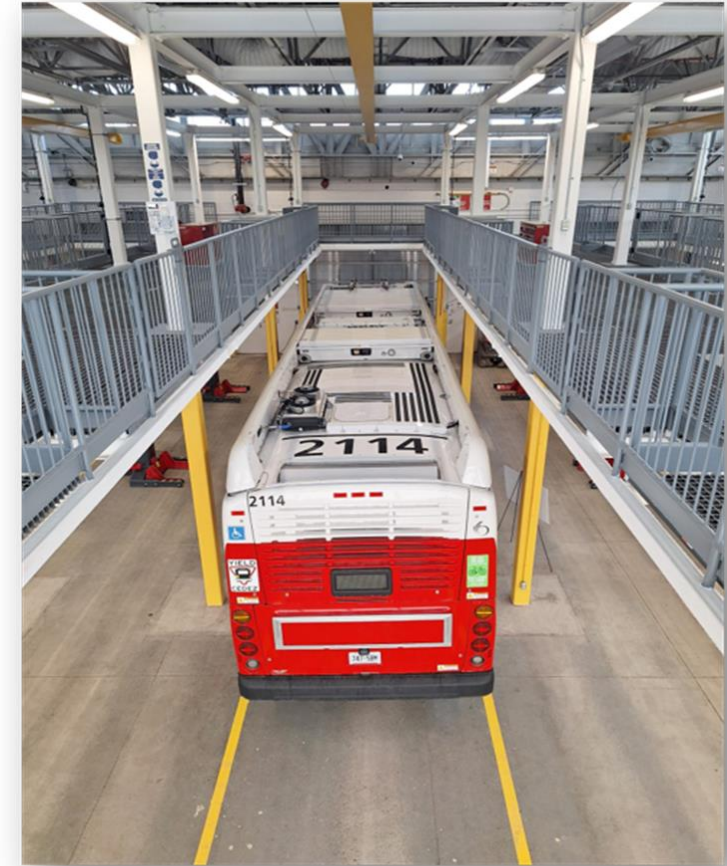
Staff worked with our stakeholders to minimize disruptions to bus service. A mitigation strategy has been developed, with Hydro Ottawa installing a temporary power supply to provide electricity to the south garage, ensuring that the upcoming bus delivery will be supported with enough chargers.

This mitigation strategy is currently tracking to schedule and is closely being monitored by project staff.



# E-Bus training update

- More than 1,000 bus operators are fully trained on the New Flyer bus and approximately 225 are trained on both New Flyer and NOVA bus types:
  - All remaining bus operators are anticipated to complete training on both bus types by Q3 2026
  - Training will have minimal or no effect on the ability to delivery service
  - Training will be incorporated into all future new bus operator classes
- Focus will shift to fleet maintenance staff, including mechanics and garage attendants:
  - Trained mechanics are supported in maintenance activities by external vendors on-site
  - Fleet maintenance staff training will ramp up in the coming months and continue indefinitely
  - Staff working on e-buses must receive comprehensive training on best practices to eliminate and mitigate risks associated when working with high voltage equipment



# Bus availability – transition to fall service

## Summer maintenance

- Experienced high bus utilization throughout summer months due to Line 1 maintenance shutdowns, increasing maintenance backlog
- Para Transpo service availability stabilized throughout summer with 11 new minibuses onboarded

## Mitigations

- Strategic use of overtime and resources
- Grounding unreliable units; directing maintenance efforts on putting buses into service
- Continued onboarding of e-buses into regular operations (21 out of 30 in service each day)

## Looking ahead this fall

- Updated planned maintenance schedule in October, reducing time in garage per visit for buses
- Rolling out upgraded fleet management software is underway
- Implementation of new yard management system by end of year to improve yard operations



# Bus maintenance action plan update

## Increasing staffing

- Hiring of garage attendants and body shop technicians to improve service turnaround
- Collaborating with City HR exploring out of province and out of country options for 310T licensed mechanics
- Expanding outreach to colleges and high schools to promote interest in skilled trades

## Long-term initiatives

- Scaling up high-voltage maintenance training programs in St-Laurent Garage to accommodate growing e-bus fleet

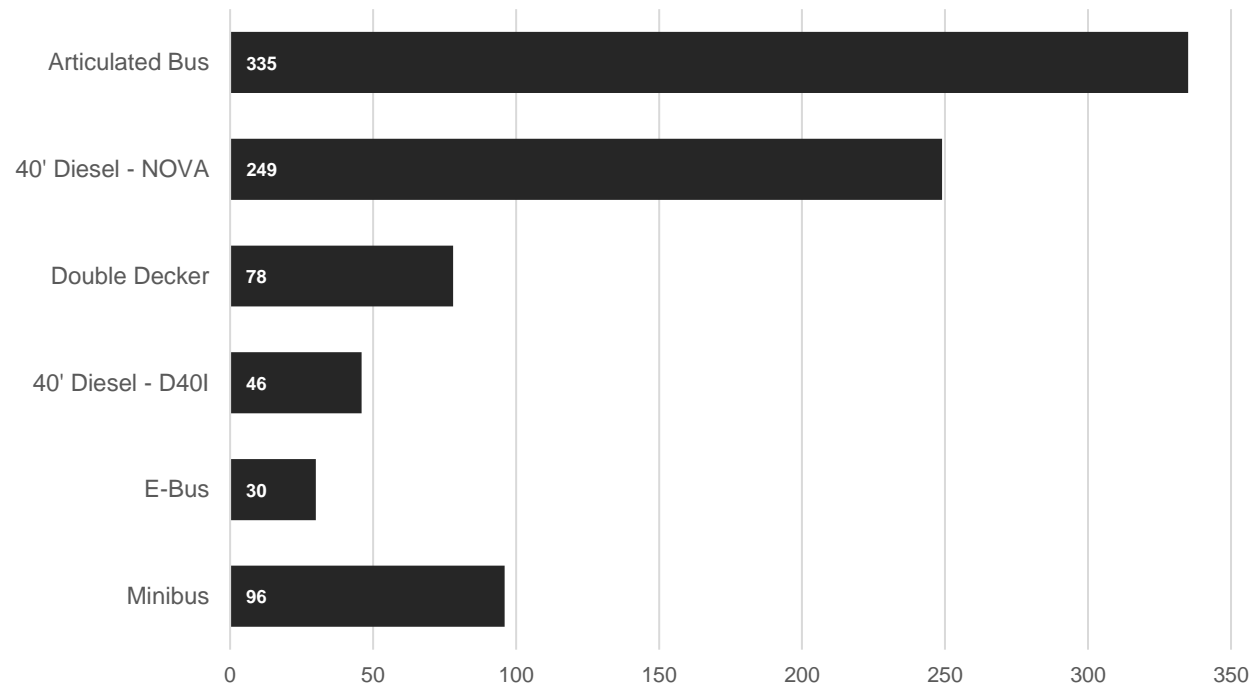
## Fall 2025 bus availability requirements

Work item	April 2025	Fall 2025
<b>Active bus fleet</b>	<b>735</b>	<b>738</b>
30+ days of work required	39	42
Maintenance inspections	24	22
Bus cleaning	11	9
< 30-day work orders	20	34
Daily defects	120	120
Average available for service	<b>521 buses</b>	<b>511 buses</b>
Service requirement	<b>540 buses</b>	<b>519 buses</b>

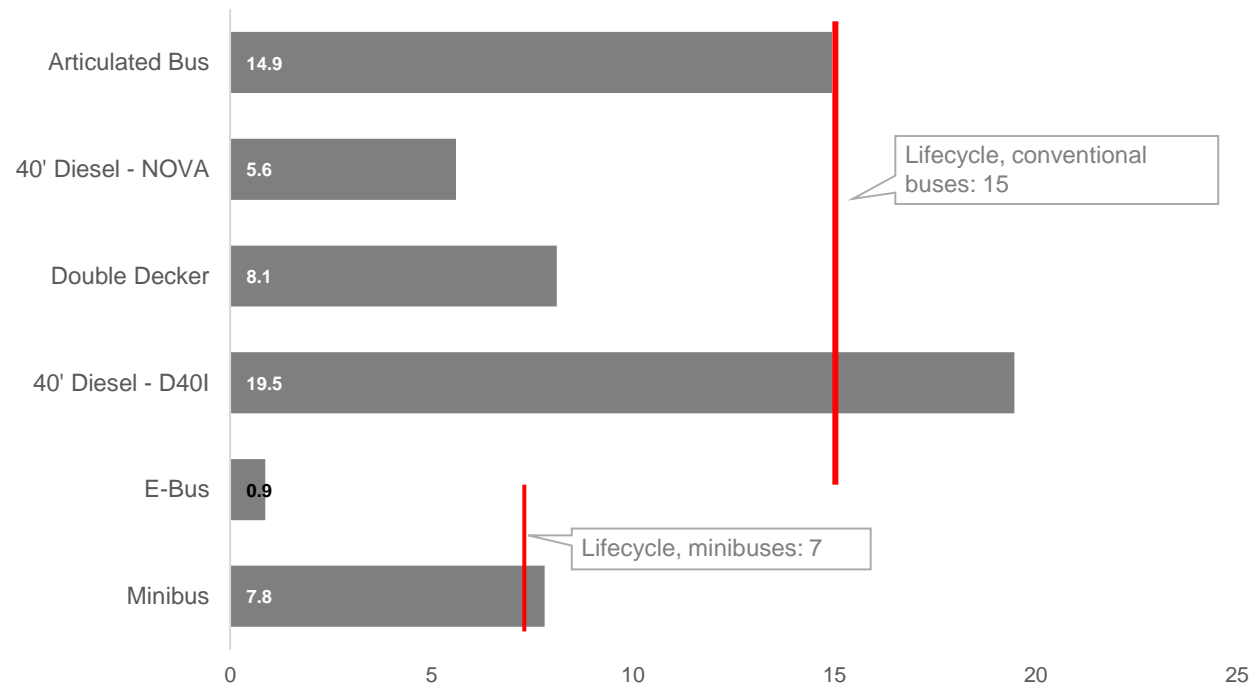


# Bus fleet composition

Bus Fleet Count - September 2025



Bus Fleet Age - September 2025



**Questions?**

