



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

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

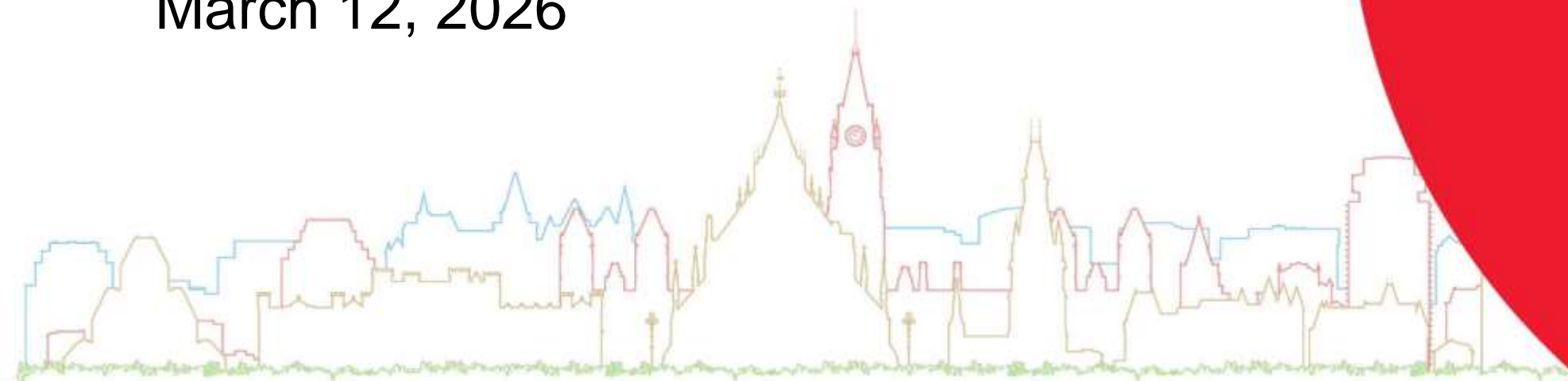


# OC Transpo Update

Para Transpo, Rail and Bus

Transit Committee

March 12, 2026

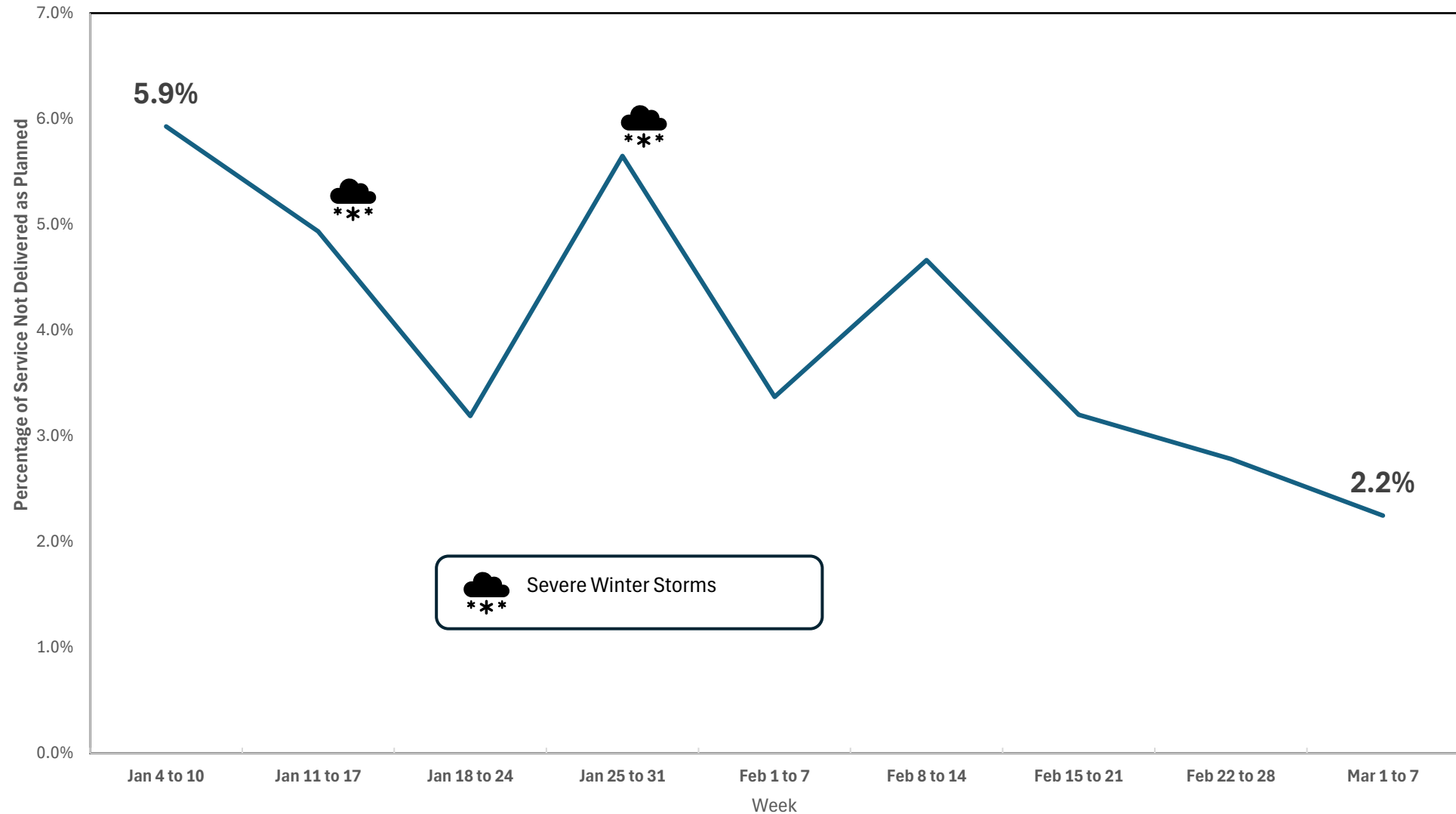


# Restoring Line 1 capacity

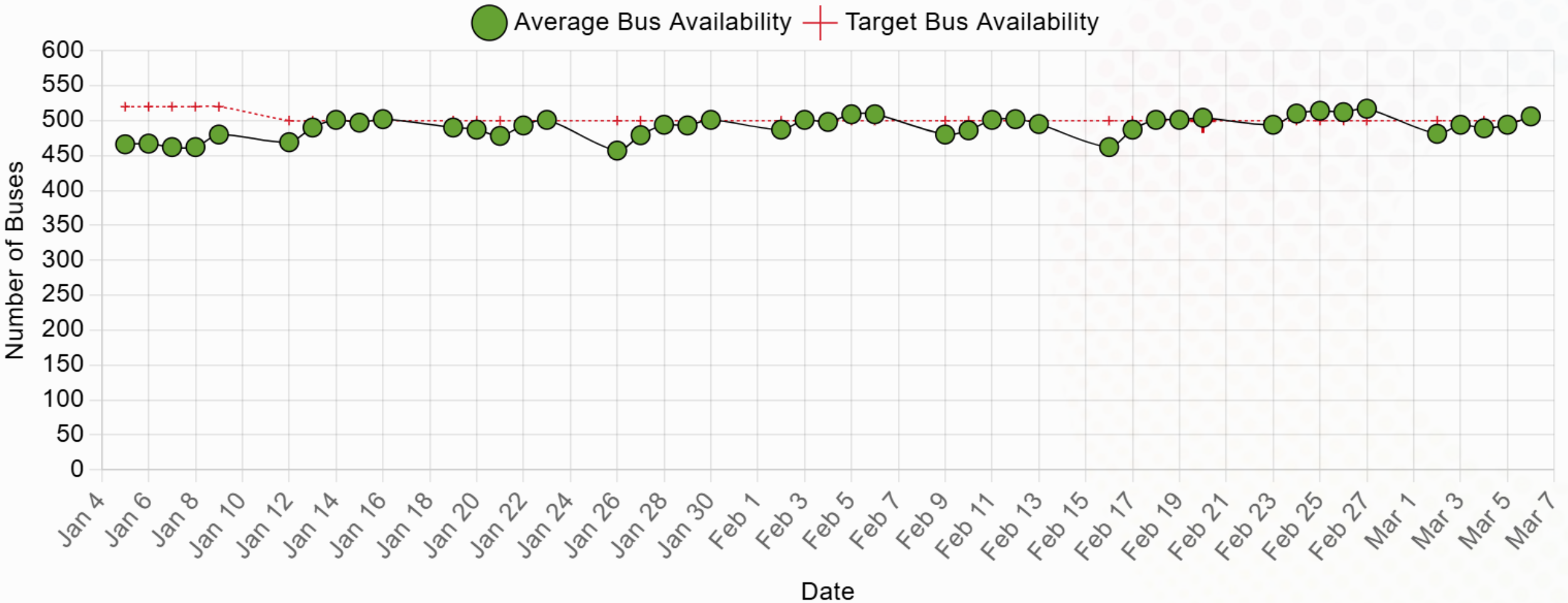
- Technical meetings with RTG and Alstom are ongoing and have made progress
- Work is underway on a revised containment plan to ensure all aspects are in place and the ongoing safety of Line 1
- First priority is to safely restore Line 1 capacity
- Vehicle availability will continue to increase to the levels required for Trial Running
- Once the revised containment plan is finalized a technical briefing will be held to explain revised plan and restoration of service
- Trial Running will start once vehicles are available; East Extension is expected to open to customers in Q2

# Bus service delivery: January 4 – March 7

Conventional Bus Service Not Delivered as Planned

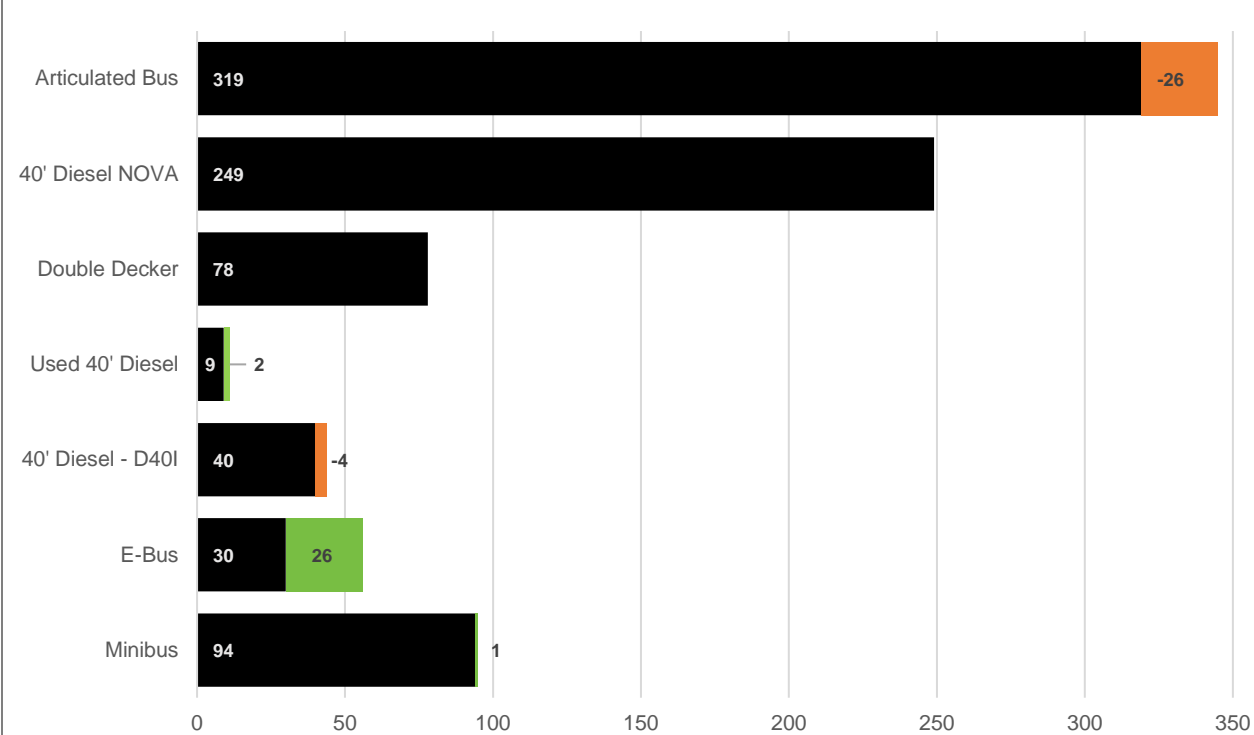


# Bus availability February 1 – March 7

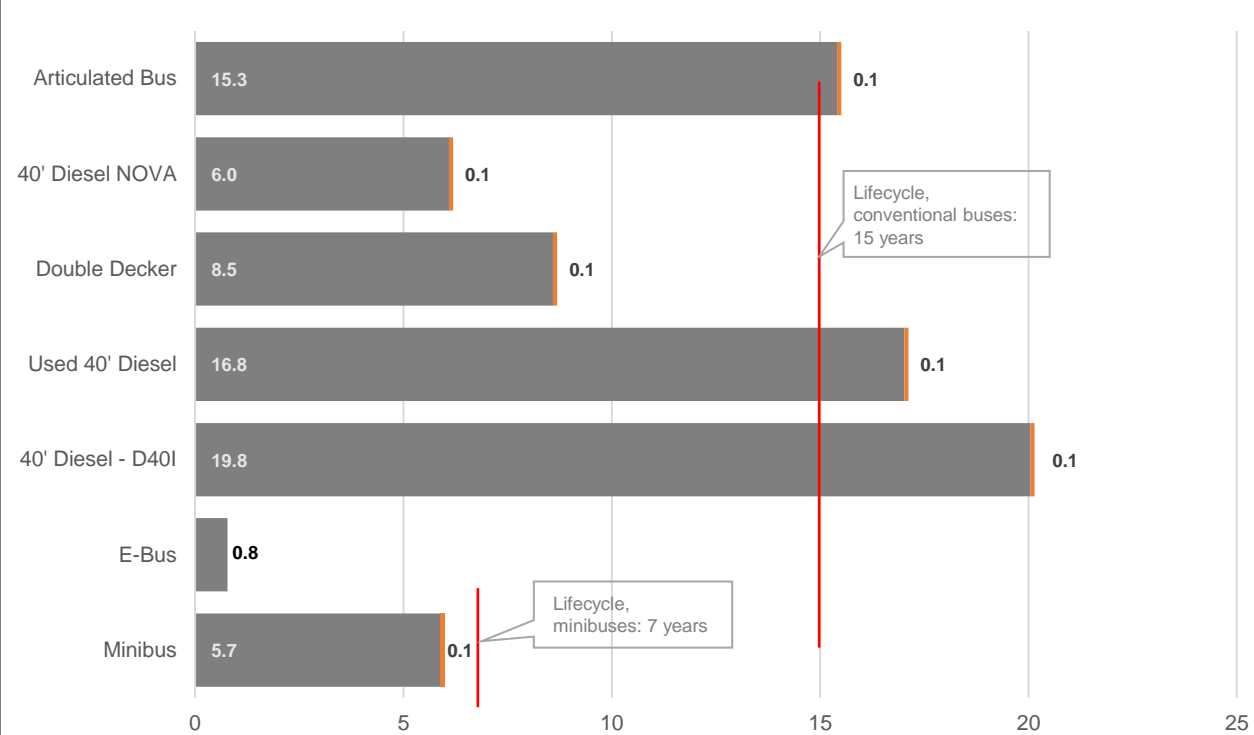


# 2026 bus fleet update

February 2026 bus fleet count

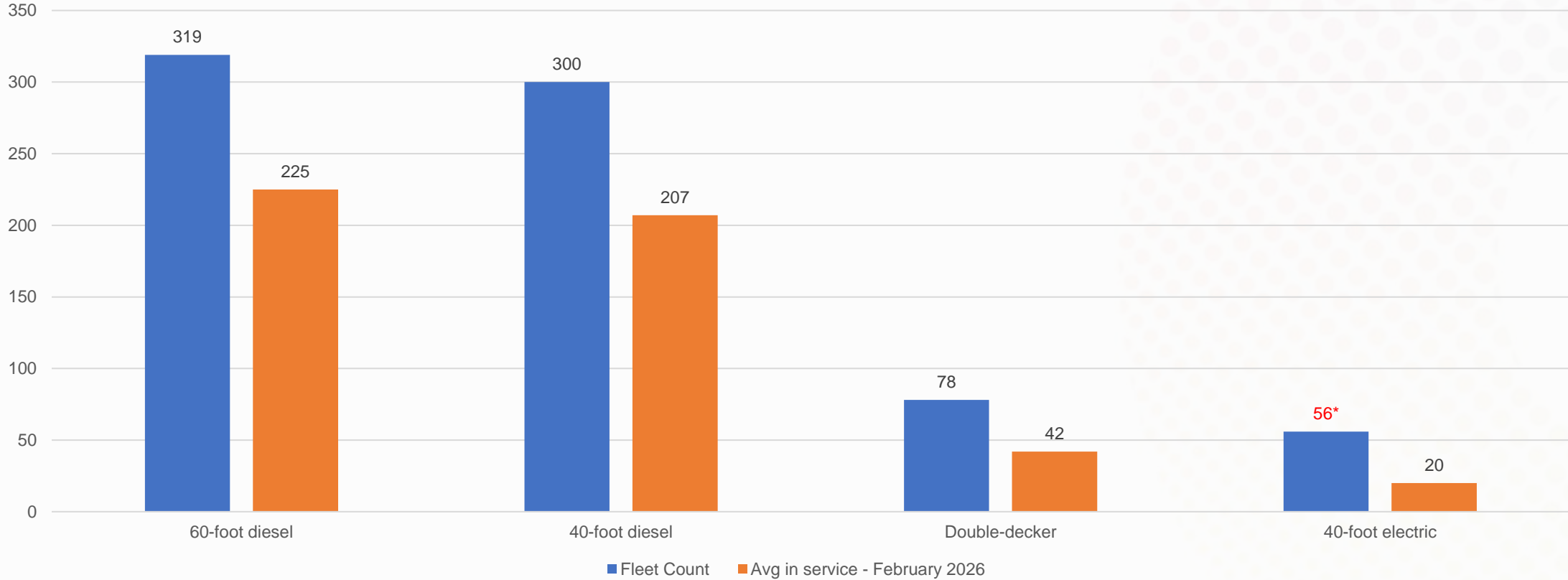


February 2026 bus fleet age



# Bus fleet availability in February

Bus fleet availability - February 2026



*\*48 at the start of February  
56 by the end of the month*



# Electric bus performance in February

## Electric bus operationalization

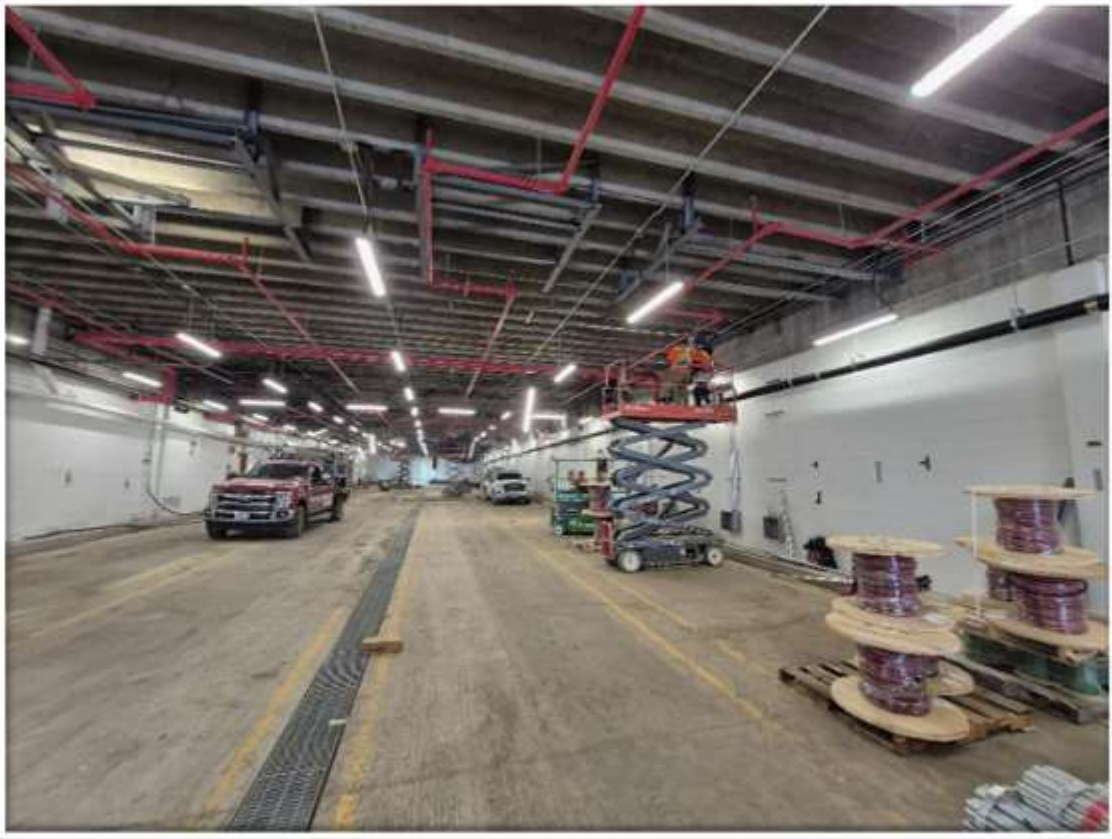
- Service availability is progressively increasing as more units are onboarded
- Mechanic, operator, and garage staff training for electric bus maintenance is still ongoing
  - This results in temporarily pulling mechanics from service to complete mandatory high-voltage training
- Ottawa is seeing similar bus availability during implementation phase compared to other Canadian cities adopting e-buses

## Future update

- Additional information regarding e-bus performance to come at April Transit Committee



# Electric bus construction - south garage charging fit-up



Construction of pantograph support frames

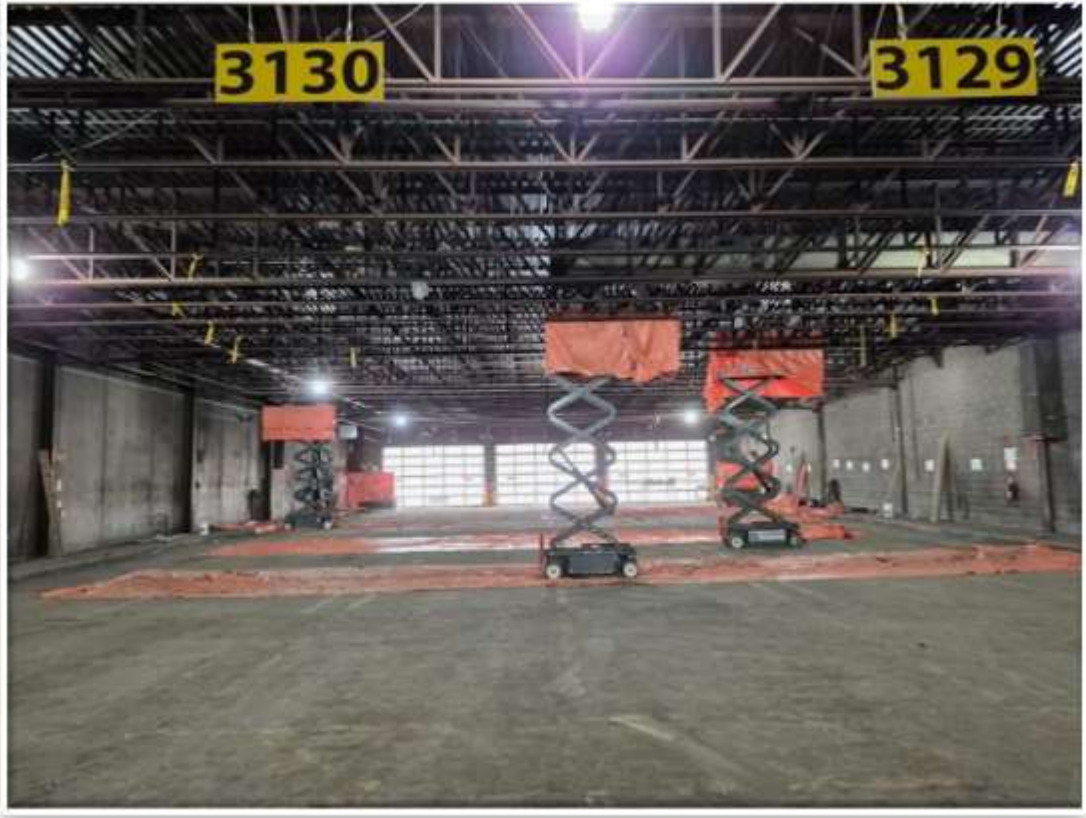


Electrical room construction

# North garage building upgrades



Interior hoarding



Infrastructure work

# On-site substation

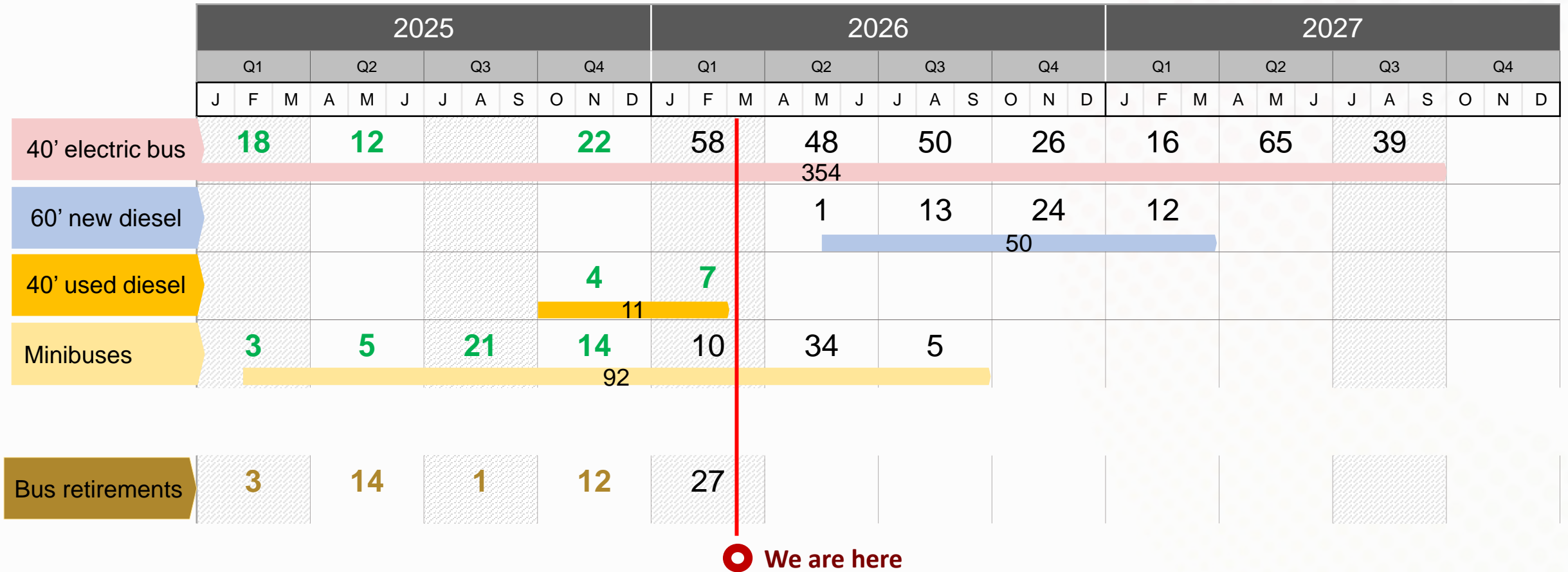


Electrical equipment foundation



Electrical power distribution

# Bus fleet delivery schedule



# Scheduling – the plan

- Planning for our next generation of bus schedules is commencing
- Transit Services is systematically reviewing how it schedules its bus services ahead of the western extension of Line 1
- This focuses on lessons from the past, strengthening processes, and specifically asking what best practice looks like to see what we can borrow or adapt for our city



# GM updates





# 2026 recruitment targets

- Annual recruitment plans are developed to proactively staff all critical operational roles to ensure workforce stability
- Ongoing bus operator and mechanic hiring remains a priority to maintain operational demands and support service delivery
- Recruitment targets are informed by projected attrition, retirements and internal movements

## 2026 recruitment targets by position

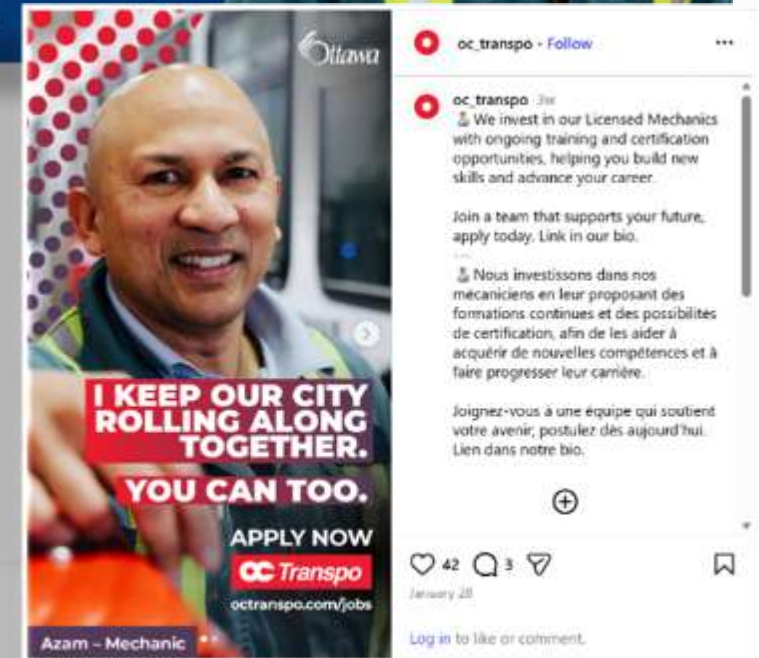
Bus Operators	360 recruits
Electric Rail Operators	110 recruits
Diesel Rail Operators	27 recruits
Para Transpo Operators	18 recruits
Special Constables	20 recruits
Licensed Mechanics (310T)	20 recruits

# Licensed 310T mechanics and apprentices

- Current number of licensed mechanics on staff: 149
- Current number of licensed mechanic vacancies: 20
- Highly competitive labour market for licensed mechanics across both public and private sectors in North America, and globally
  - Five 310T mechanics have been onboarded in 2026 with another 6 in progress
- Current number of apprentices in program: 19
  - 2025 graduates: 3
  - 2026 anticipated graduates: 4-5
  - 2027 anticipated graduates: 10
  - 2028 anticipated graduates: 4
- Current number of licensed body technicians on staff: 43
- Current number of licensed body technician vacancies: 4

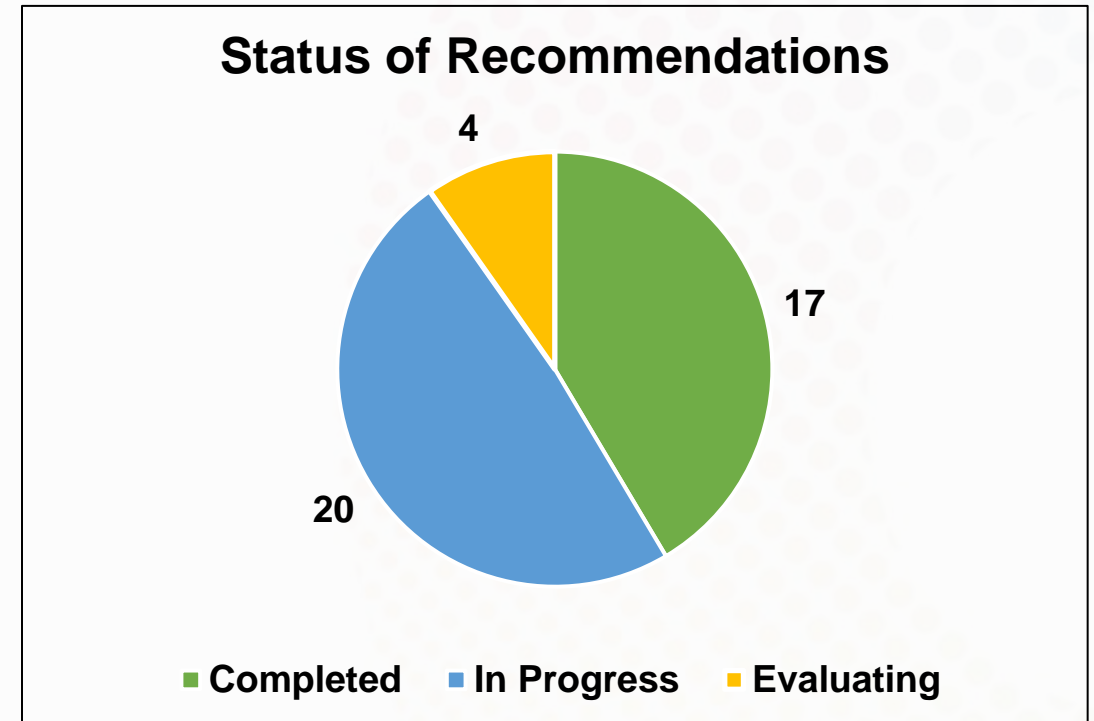
# Recruiting new mechanics

- Digital and social media
  - LinkedIn, Google ads, bus scrolls, digital billboards
- Indeed.ca recruitment
  - Sponsored job postings
  - Virtual hiring event engagement
- Outreach and partnerships
  - Eight recruitment events from January to April 2026
  - Community outreach
  - Exploration of post-secondary campus advertising
- Paid media campaign
  - Meta (Facebook/Instagram)
  - Radio (five stations)
  - Spotify
  - Google display ads
  - Google paid search campaign



# Westboro inquest update – overview

- A formal update on the 41 recommendations directed towards the City of Ottawa was provided to the Office of the Chief Coroner on November 28, 2025
- Implementing the recommendations will be a multi-year phased approach
- Work remains ongoing for many of the recommendations, including those funded through the 2026 budget process



# Accomplishments to date

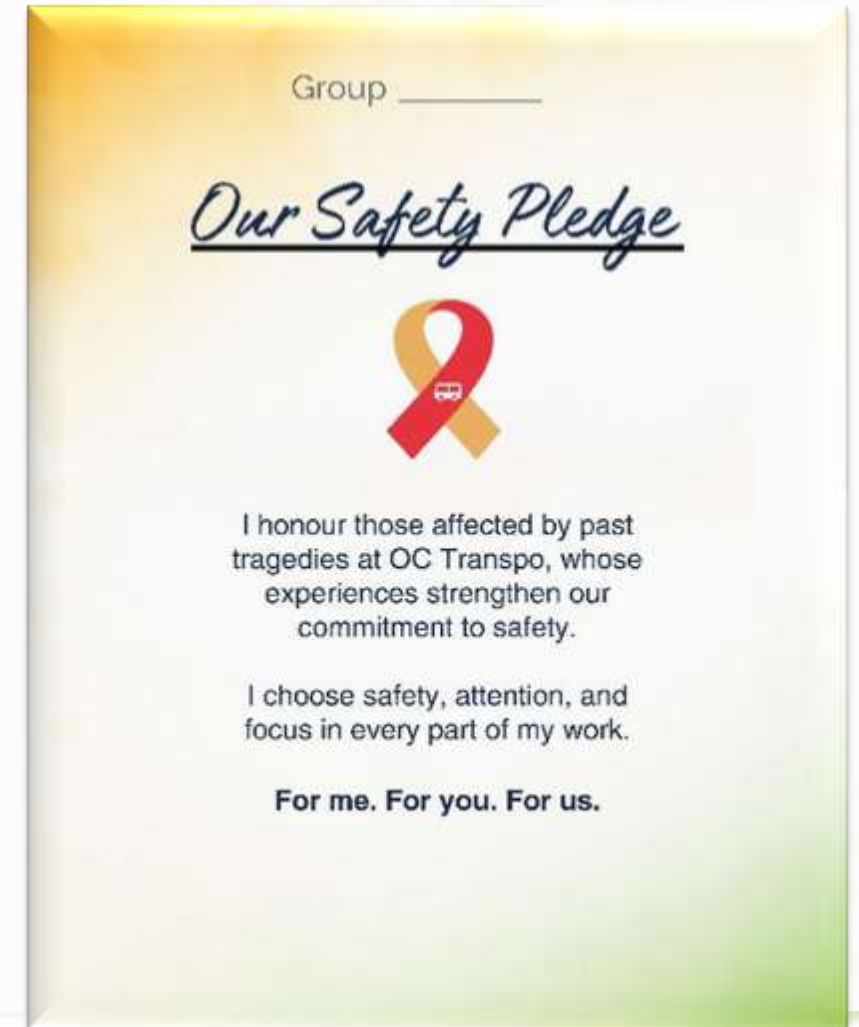


- Completed recommendations
  - Recommendation 27: driver license abstract checks are now completed daily
  - Recommendation 30: the Safety Observation Data Working Group champions inter-departmental collaboration with data at the forefront
  - Recommendation 39: safety KPIs are published monthly on our website
- Recommendations in progress
  - Recommendation 5: procuring additional radar speed signs
  - Recommendation 26: new decals added to our bus fleet and new safety and security customer-facing app for discreet direct reporting to the Special Constable Unit is in development
  - Recommendation 34: discussions on the expansion of the telematics program are ongoing with a clear path forward

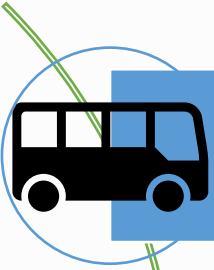


# Training program accomplishments

- The majority of the practical training recommendations have been fully implemented and included in all New Bus Operator Training (NBOT) classes starting in 2026
  - Recommendations 14 – 25: enhanced NBOT program
- NBOTs now make weekly safety commitments as part of our commitment to increasing our safety culture:
  - *“I commit to maintaining situational awareness to ensure safety at all times.”*
  - *“I commit to applying defensive driving techniques in every commute.”*
  - *“I commit to being fit for duty and not violating Hours of Service.”*



# Looking ahead



Work to assess and implement the remaining Westboro Inquest recommendations will continue



Staff will continue to work collaboratively with all internal, and where relevant, external partners, to implement these safety recommendations



Through the 2027-2028 budget discussions, additional recommendations with potential budget pressures will be considered

# Performance Indicators



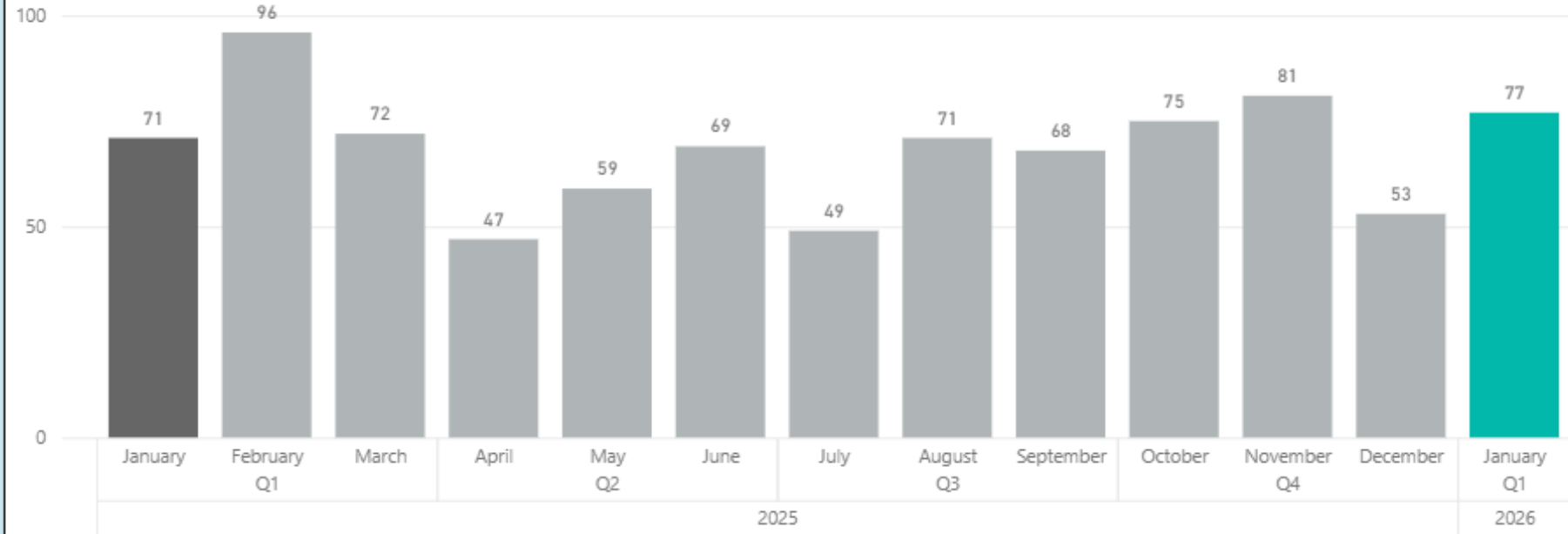
## Employee Occurrences

77

Same Month Previous Year: 71  
(+8.45%)

%Change in number of reported Occurrences  
from previous year

## Reported Occurrences



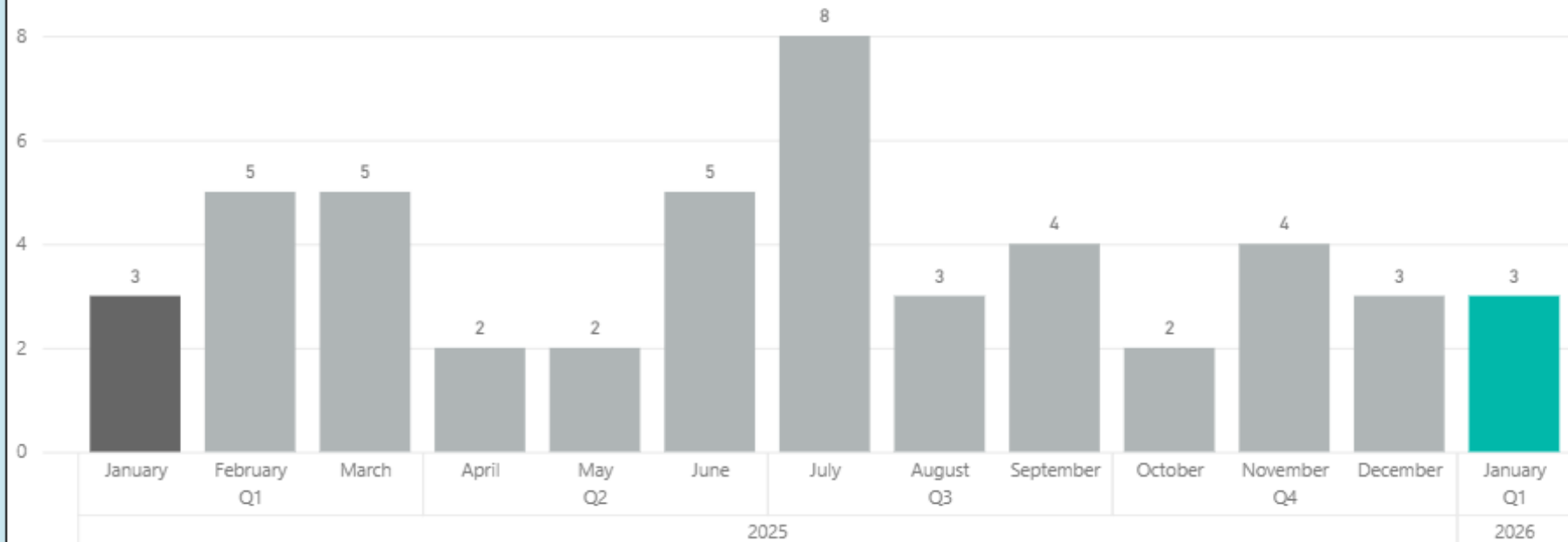
## Redlight Infractions

3

Same Month Previous Year: 3 (+0%)

%Change in number of Infractions from  
previous year

## Infractions

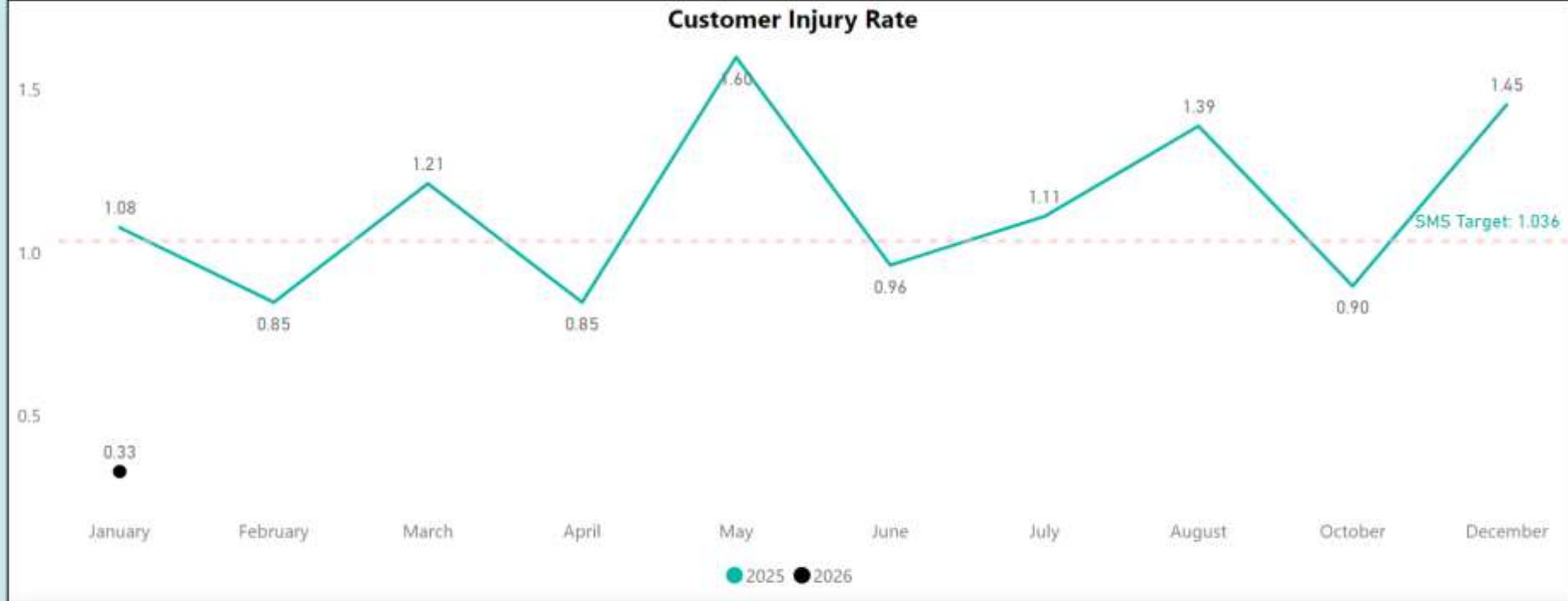


## Customer Injury Rate

Year to Date

0.33

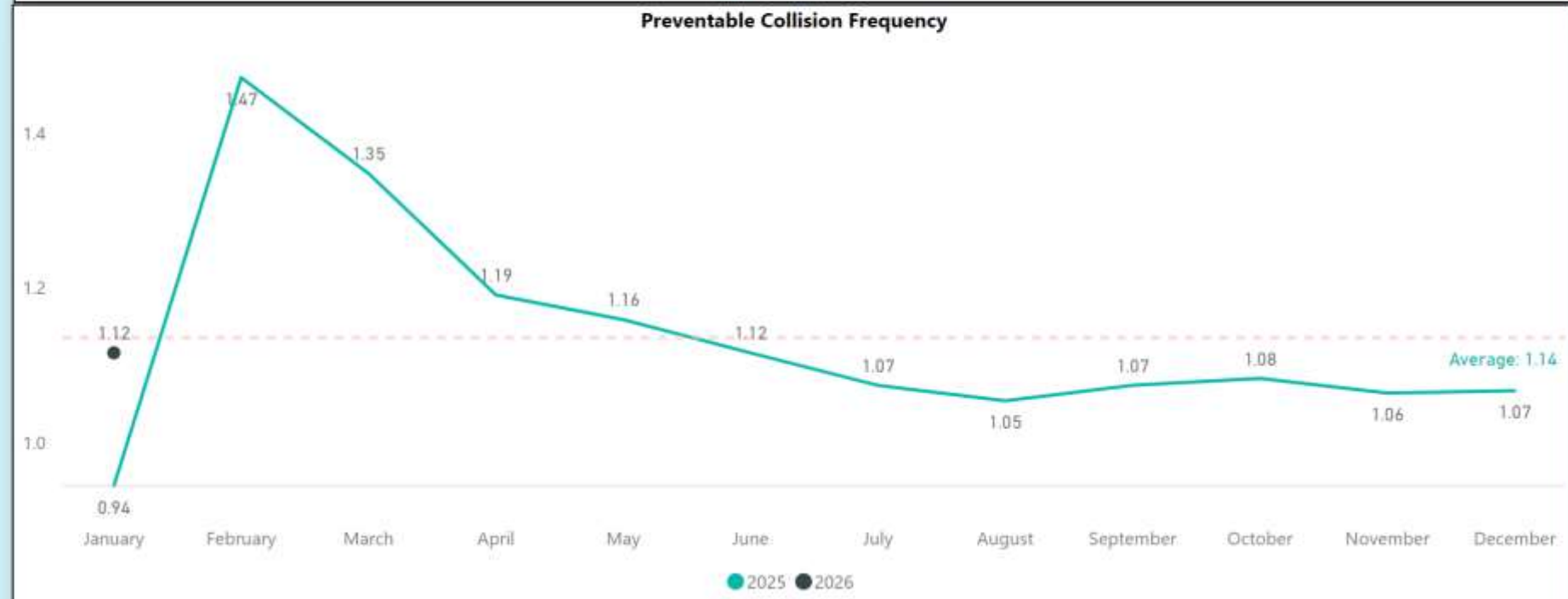
SMS Target: 1.036 (-68.35%)  
Customer injuries per 1M passenger trips



## Preventable Collision Frequency

1.12

SMS Target: 0.69 (+61.74%)  
Number of preventable collisions per 100,000  
Km Driven



# Proposed fare evasion methodology

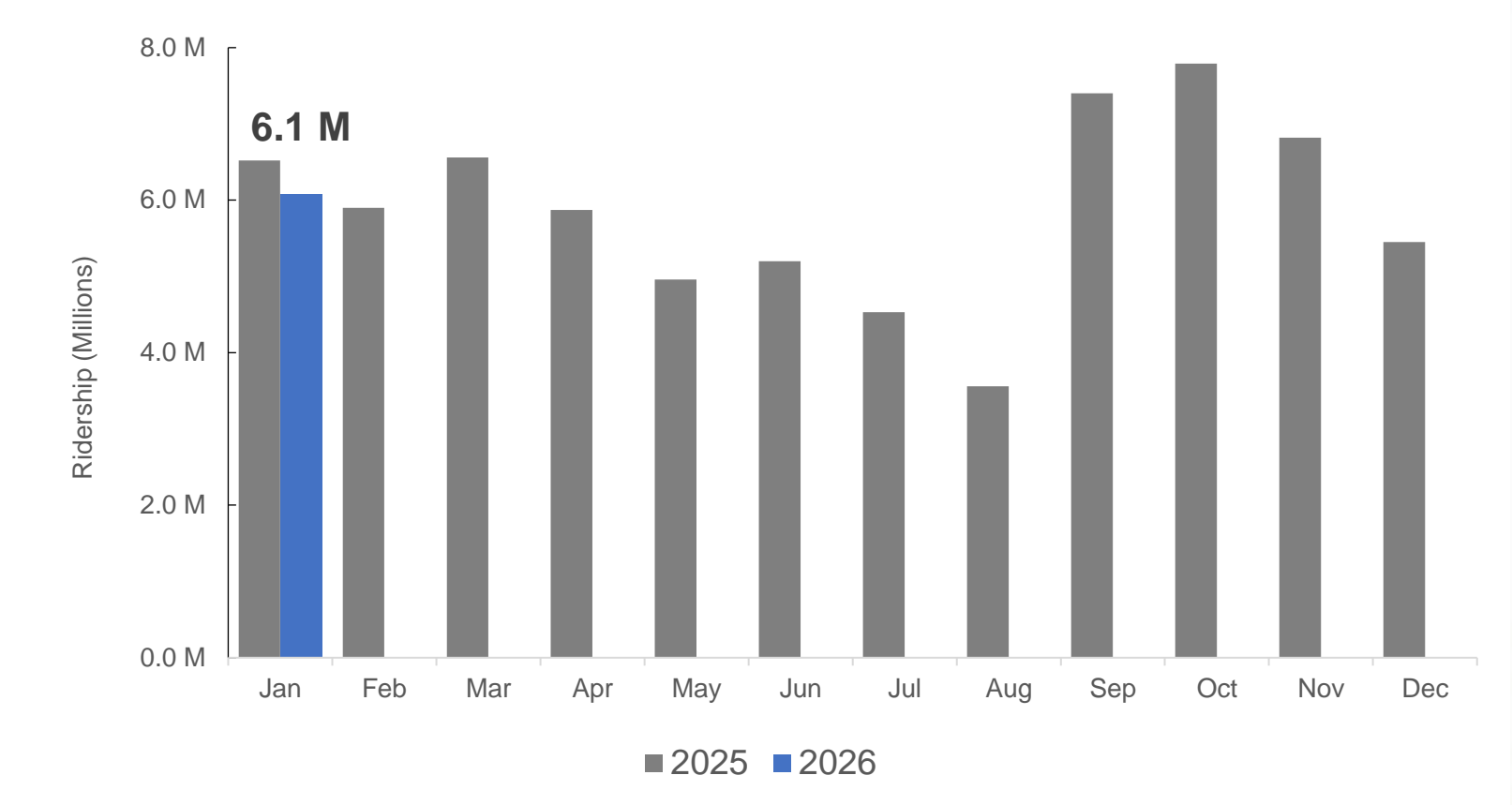
- An extensive review of existing best-practices across the transit industry was used to develop OC Transpo's pilot methodology
- The methodology aims to capture a fare evasion rate, within an acceptable margin of error on:
  - O-Train Lines 1, 2 and 4
  - 40-foot conventional buses
  - 60-foot conventional buses
  - Double-deckers
- During the designated sample periods, fare inspectors will focus on conducting randomized compliance checks with as many transit users as possible
- To calculate overall network-wide fare evasion, the results will be weighted based on the actual ridership by mode and bus type
- KPIs will be presented at Transit Committee



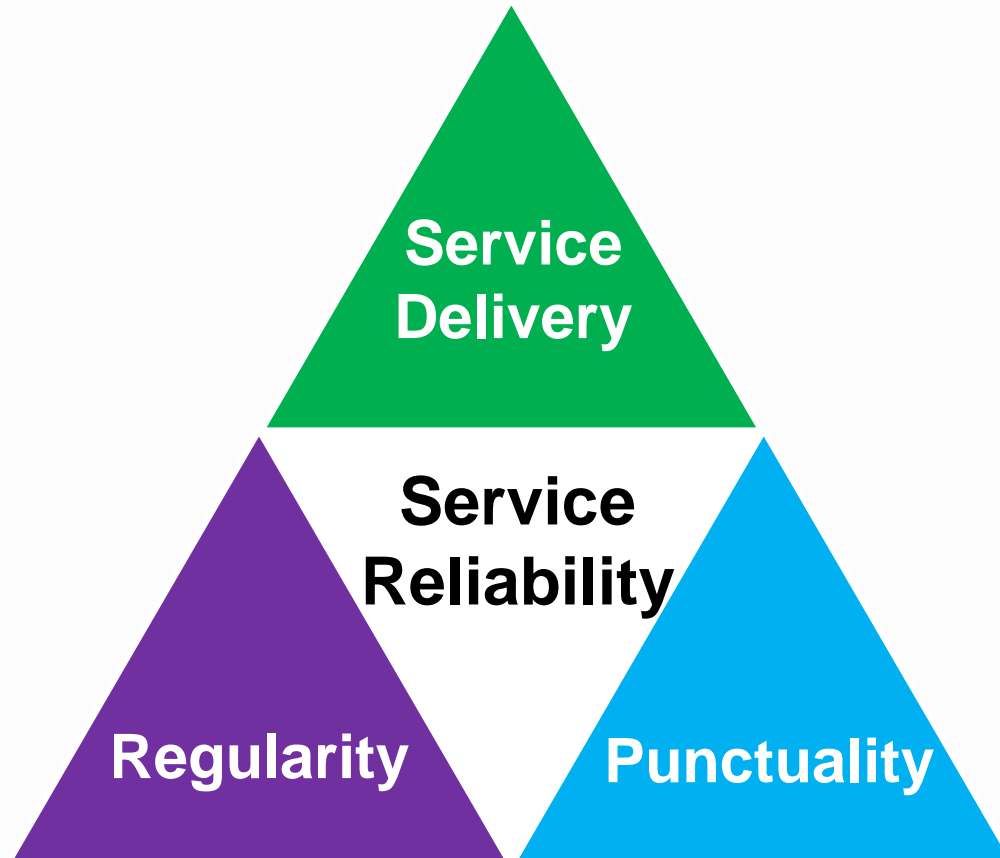
# Bus and O-Train ridership



**OC Transpo**  
12-month total ridership  
**70.6 M**  
0.6% lower than previous month  
2.4% 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



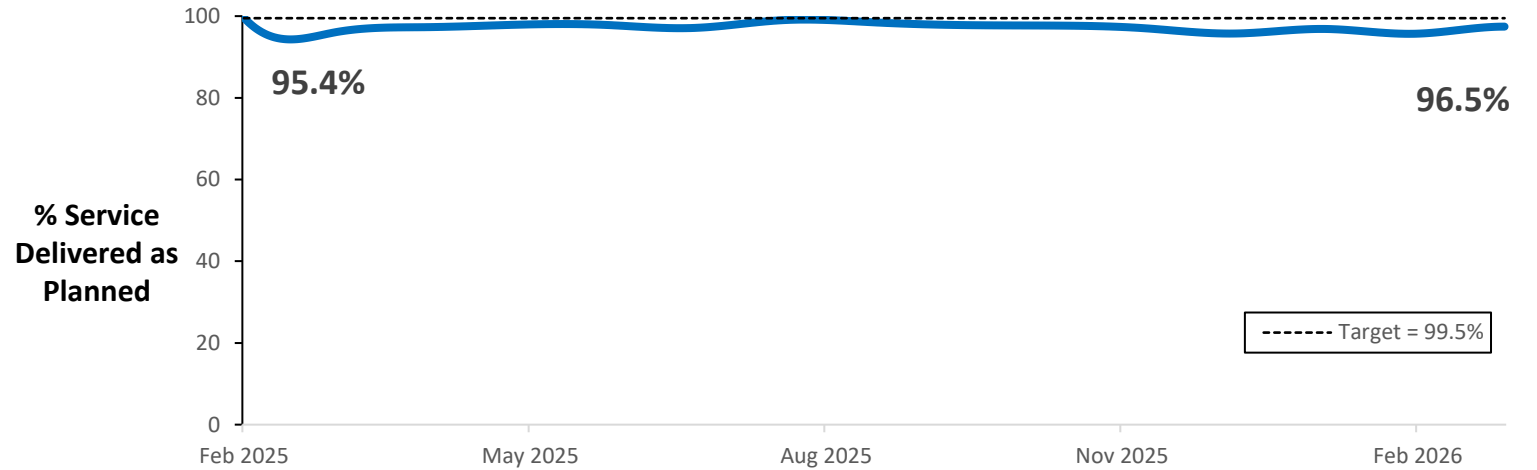
## % of service delivered vs. planned

12-month average service delivery

**97.1%**

2.4% lower than target

0.1% higher than previous month



## On-time performance

12-month average  
Regularity for frequent routes

**82%**

3% lower than target

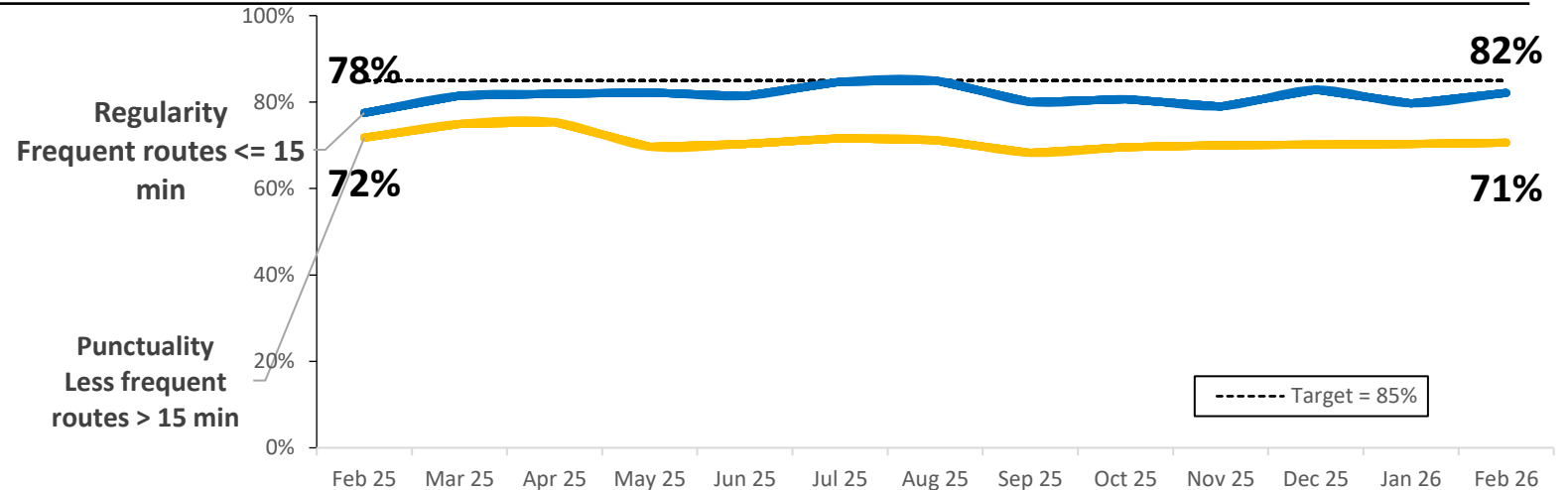
Same as previous month

12-month average  
Punctuality for less frequent routes

**71%**

14% lower than target

Same as previous month



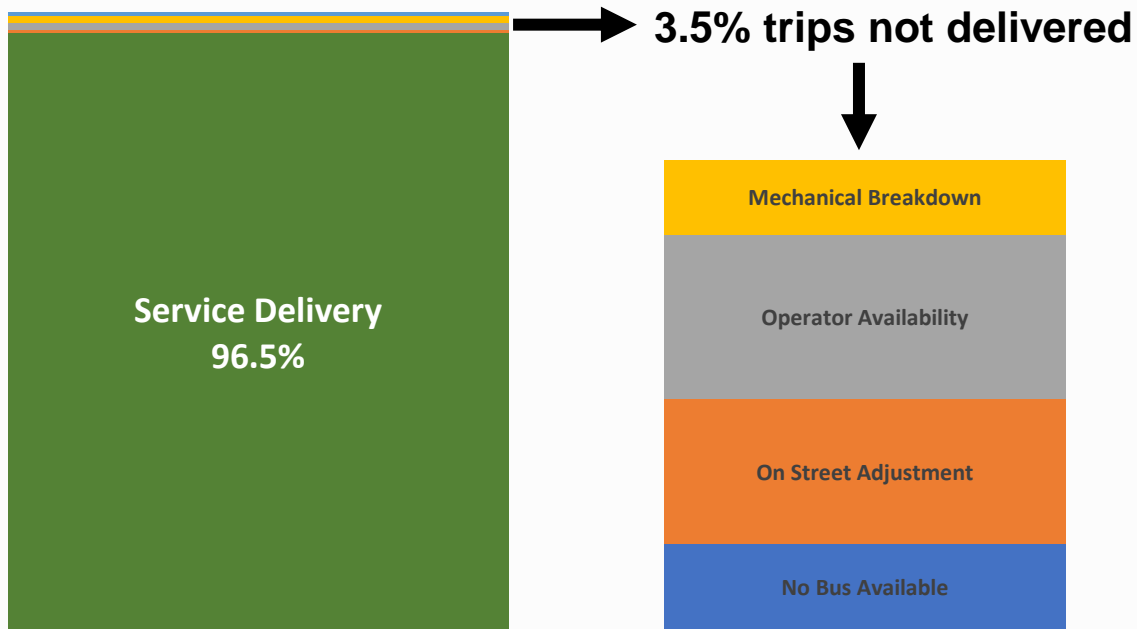
**13%** of trips arrived more than 1 minute **early**, on less frequent routes

**16%** of trips arrived more than 5 minutes **late**, on less frequent routes

# Bus service reliability



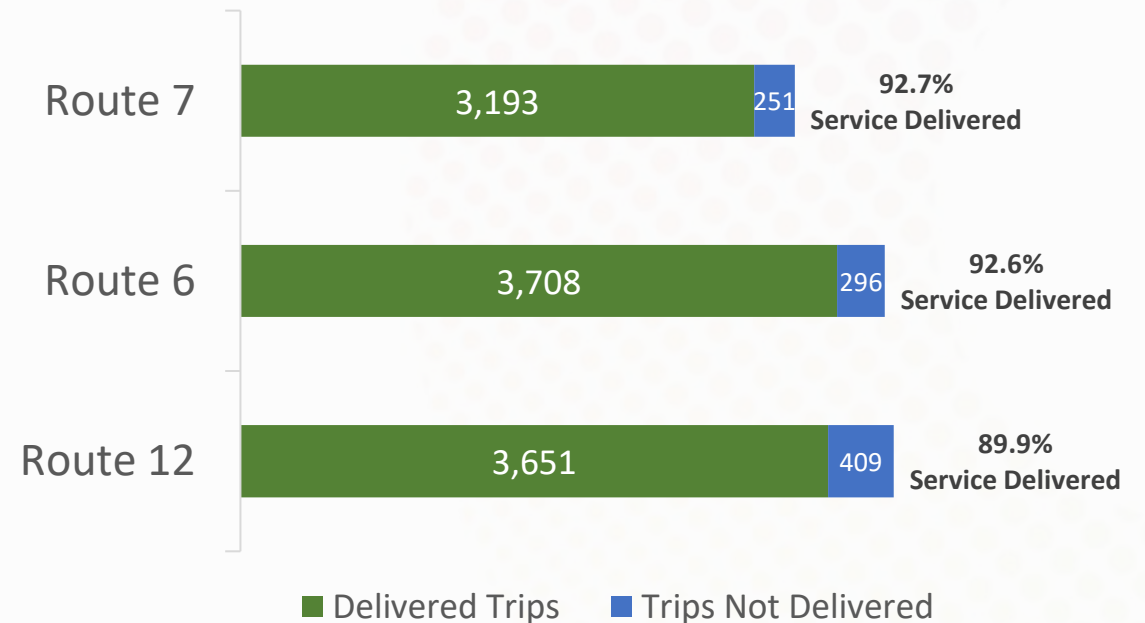
## % of service delivered vs. planned details



February 2026

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

## Routes with most trips not delivered



# O-Train service reliability



## O-Train Line

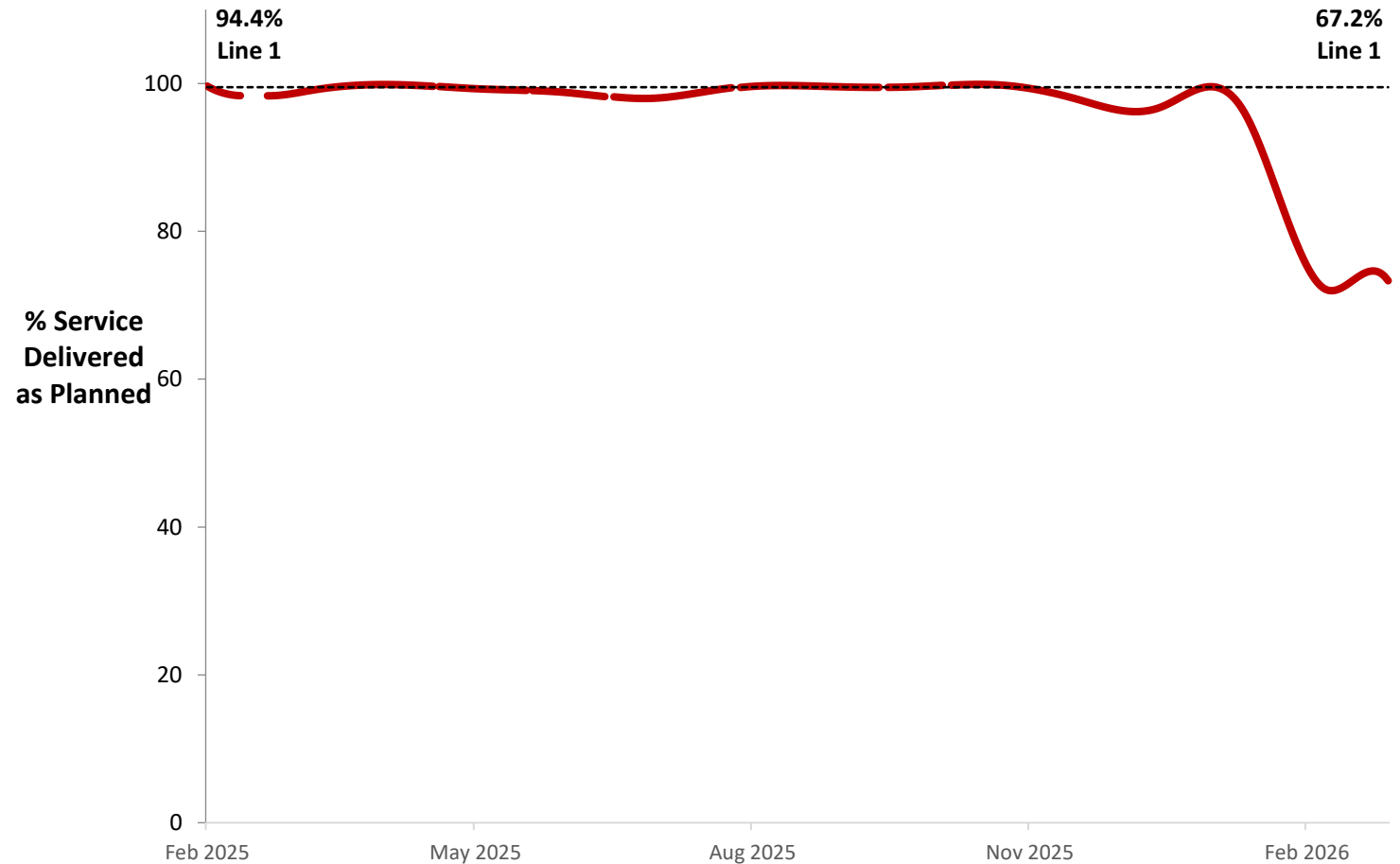


12-month average service delivery  
Line 1

**95.7%**

3.8% lower than target

2.5% lower than previous month



# O-Train service reliability



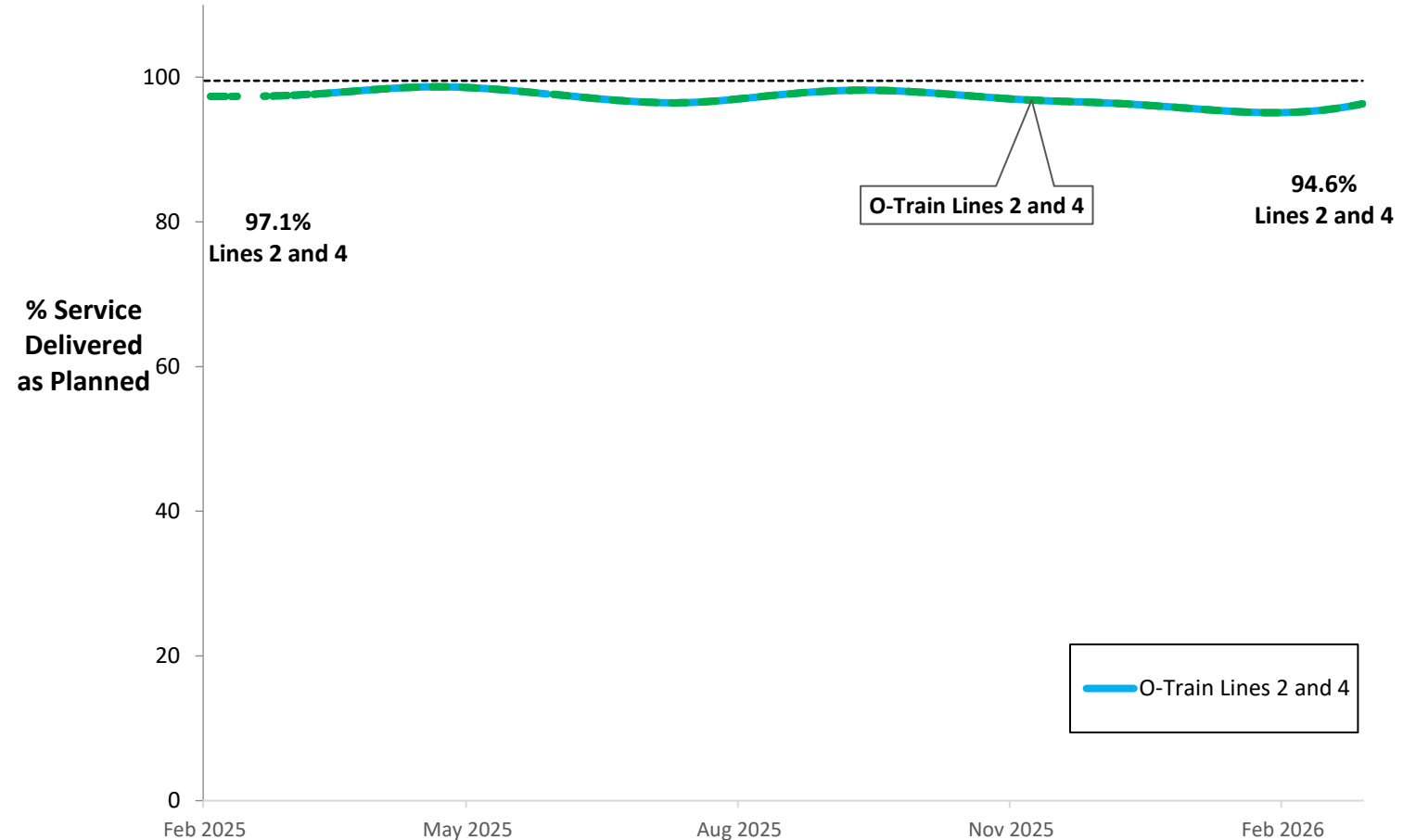
## O-Train Lines 2 4

12-month average service delivery  
Lines 2 and 4

**97.3%**

2.2% lower than target

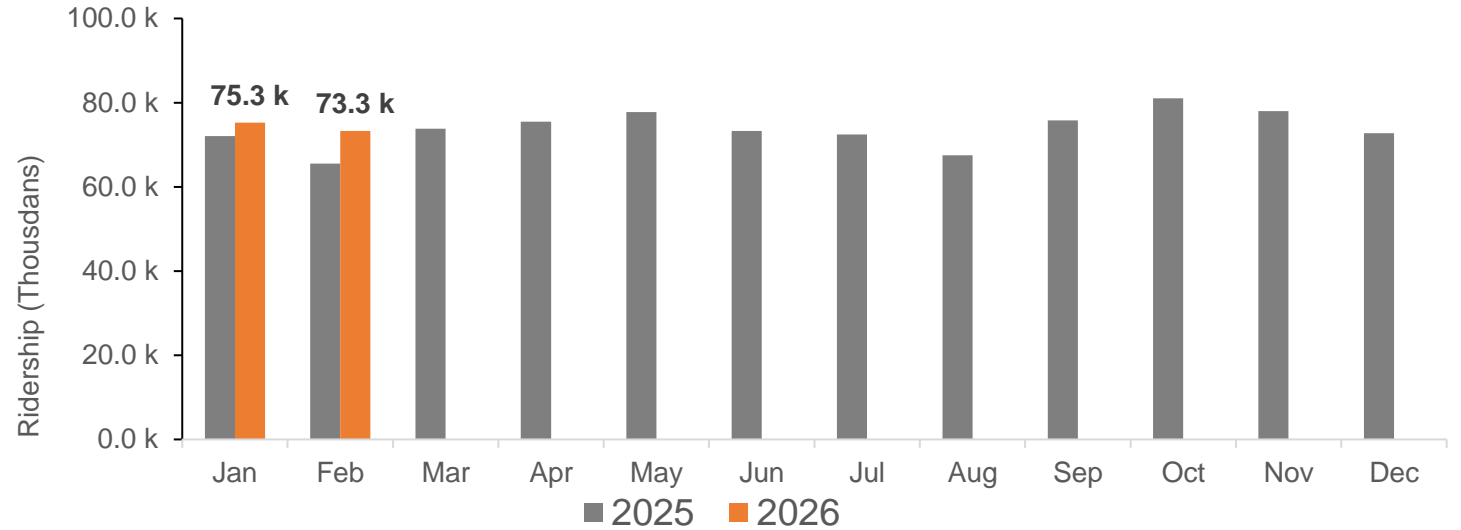
0.2% lower than the previous month



# Para Transpo

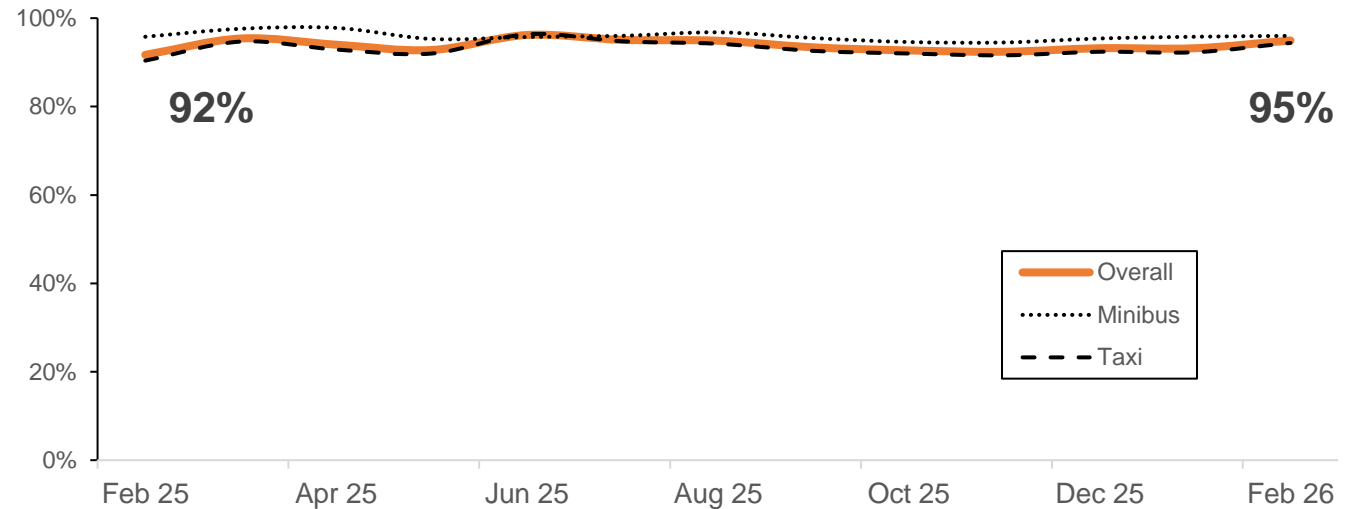


12-month total ridership  
**896.5k**  
 0.9% higher than previous month  
 4.5% higher than previous year



12-month average  
 On-time performance  
**95%**  
 2% higher than previous month

% of customers  
 picked-up during 30  
 minute window



**Questions?**

