

Subject: OC Transpo Performance Report for the Period Ending December 2021

File Number: ACS2022-TSD-TS-0002

Report to Transit Commission on 18 May 2022

**Submitted on May 9, 2022 by Renée Amilcar, General Manager, Transit Services
Department**

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Ward: Citywide

**Objet : Rapport sur le rendement d'OC Transpo pour la période terminée en
décembre 2021**

Dossier : ACS2022-TSD-TS-0002

Rapport au Commission du transport en commun

le 18 mai 2022

**Soumis le 9 mai 2022 par Renée Amilcar, Direction générale du transport en
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Quartier : À l'échelle de la ville

REPORT RECOMMENDATION(S)

That the Transit Commission receive this report for information.

RECOMMANDATION(S) DU RAPPORT

Que la Commission du transport en commun prenne connaissance de ce rapport.

EXECUTIVE SUMMARY

OC Transpo continued to provide safe and consistent service for transit customers in 2021, adjusting to respond to the continued presence of COVID-19 in Ottawa throughout the year. Fluctuating provincial restrictions, vaccine policies, masking requirements, changes to public gatherings, as well as the appearance of both the Delta and Omicron variants made for a challenging and unpredictable year for public transit. As a result, ridership, service delivery and service availability remain difficult to forecast. Staff maintained a heightened state of monitoring and planning to ensure that staff absenteeism remained as low as possible to make service available across the system for customers.

Changing ridership levels and travel patterns brought on by the COVID-19 pandemic have had a significant effect on performance. As a result, direct comparisons between pre- and post-pandemic data may not always be appropriate.

On a national level, transit appears to be on a path towards recovery. According to Statistics Canada, transit ridership in Canada was 54 per cent lower in November 2021 than in November 2019, an improvement when compared to a low of 68 per cent in May 2021. The decrease in ridership is, in large part, a result of many previously regular transit customers working from home and of students learning remotely. In Ontario, elementary and secondary schools were closed to in-person learning from January 8 to February 1, 2021, and from April 19, 2021, until the end of the school year on June 22, 2021.

According to Statistics Canada, Ottawa had the highest rate of remote workers in the country, with close to half (47 per cent) of all workers performing their tasks from home from April to June 2021.

During Ottawa's second year of the COVID-19 pandemic, the introduction of vaccine programs and the loosening of provincial health restrictions saw promising signs of a return to transit ridership. Bus and O-Train ridership from January 2021 to December 2021 totaled 31.6 million trips, 22 per cent higher than July 2020 to June 2021, the last reported period. During 2021, most OC Transpo routes with direct suburban service to downtown remained on reduced service, adjusted in response to lower demand as many downtown office workers and university students continued to work and learn from home. After April 2021, more customers continued to return to public transit for the remainder of the year, with ridership recovering to between 42 and 45 per cent of pre-pandemic levels.

Para Transpo ridership also declined significantly during the pandemic but rose markedly between April and December 2021 due to changing pandemic measures and increased access to vaccines. Para Transpo service was provided to individual passengers (i.e., one passenger per vehicle) to follow physical distancing measures. In addition, for a period, a special vaccine service was offered to customers with a dedicated phone line. Para Transpo on-time performance increased in 2021 as ridership remained relatively low and resulted in a higher availability of vehicles for customers.

In 2021, O-Train Line 1 service continued with 11 trains during peak periods, providing appropriate service to support ridership levels. Service reliability was consistently above 98 per cent from January to August. Reliability dropped below 97 per cent in the last quarter due to a derailment on Line 1 in September, which resulted in a five-week train shutdown and R1 bus replacement service.

To recognize the significant transit service disruptions caused by the five-week O-Train Line 1 shutdown, Council approved no-charge service to customers in December 2021. In December, ridership increased, which can be attributed to both no-charge service and the lifting of some public health restrictions.

Increased system ridership in 2021, compared to 2020, also led to increased customer service requests. Higher call volumes led to slightly higher call wait times. OC Transpo provided a variety of automated customer service systems that delivered customers up-to-date information on demand. All customer service systems showed increased volumes over the second half of the reporting period, consistent with increases in ridership.

On-time performance decreased during the reporting period, which can be attributed to increased fall traffic levels as related public health restrictions were gradually lifted.

Due to increased ridership, as well as a general traffic increase on the roads, customer injuries also slightly increased, with the number one cause of injury being hard brake applications.

In 2021, the crime rate was 5.1 crimes per 100,000 trips, which is a decrease from previous years. Most significantly, the share of criminal occurrences comprising of crimes against the person has decreased to its lowest proportion in recent years.

A summary of 2021 key performance indicators, compared to 2020 are as follows:

- Bus and train ridership in 2021 down by 22 per cent from 2020 and at 33 per cent of 2019;

- Para Transpo ridership in 2021 down by 4 per cent over 2020 and at 42 per cent of 2019 levels;
- Crimes against the person declined from 25 per cent in 2019 and 21 per cent in 2020 to 16 per cent in 2021;
- For frequent bus services, customers needed to wait on average 2 min longer than planned;
- For O-Train services, customers did not wait longer than planned; and
- Para Transpo On-Time Performance was 98 per cent.

BACKGROUND

As approved by the Transit Commission on February 17, 2021, through the Performance Measuring and Reporting report (ACS2021-TSD-TS-0002), OC Transpo has established performance measures that are reported to the Commission twice each year. At its meeting of April 20, 2022, the Transit Commission directed staff to include additional performance measures related to Para Transpo services, and those new measures are included in this report and are identified where they appear.

DISCUSSION

The performance measures in this report are for the 12-month period from January 1, 2021, to December 31, 2021, and are compared to the preceding 12-month period. They are presented in four categories:

1. Customer safety
2. Ridership
3. Customer service
4. Service reliability

Customer Safety

Customer safety is a key priority for OC Transpo. The safety and security of a public transit system is vital to ensure customer satisfaction and trust. The performance

metrics for Customer Safety allow OC Transpo to identify trends and focus on opportunities to improve the overall system.

Customer Injury Rate

All injuries are reviewed by staff, following the OC Transpo Safety Management System (SMS), so that any safety issues and trends are assessed, and corrective actions and mitigation strategies are considered.

Customer injuries are reported in two rates: an overall rate and a severe injuries rate.

These injury levels are defined through OC Transpo's Accident and Incident Investigation and Reporting Standard Operating Procedure in which all injuries are rated on a scale from 1 (least severe) to 5 (most severe). A table containing definitions of each injury level (Table 1) can be found in Appendix 1.

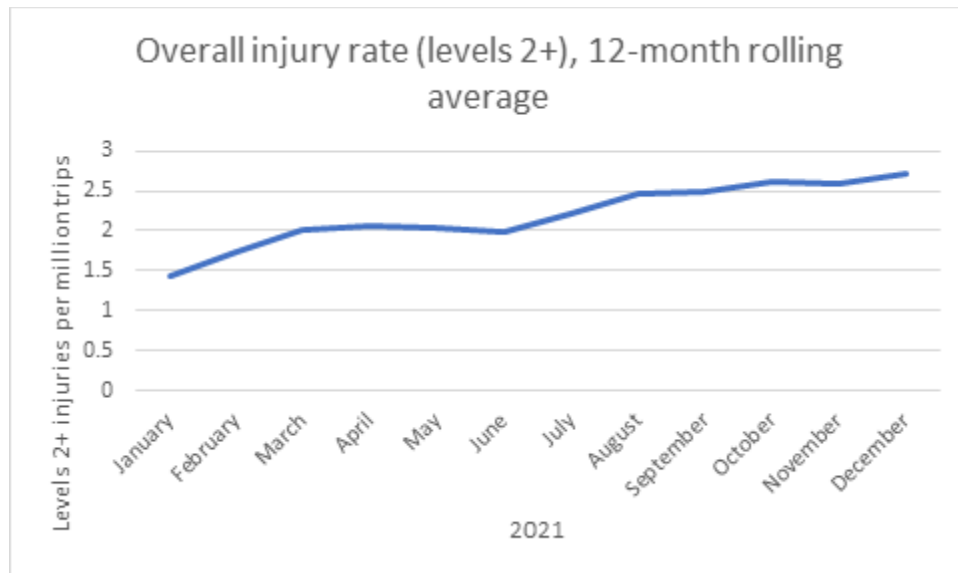


Figure 1: Overall injury rate (levels 2+)

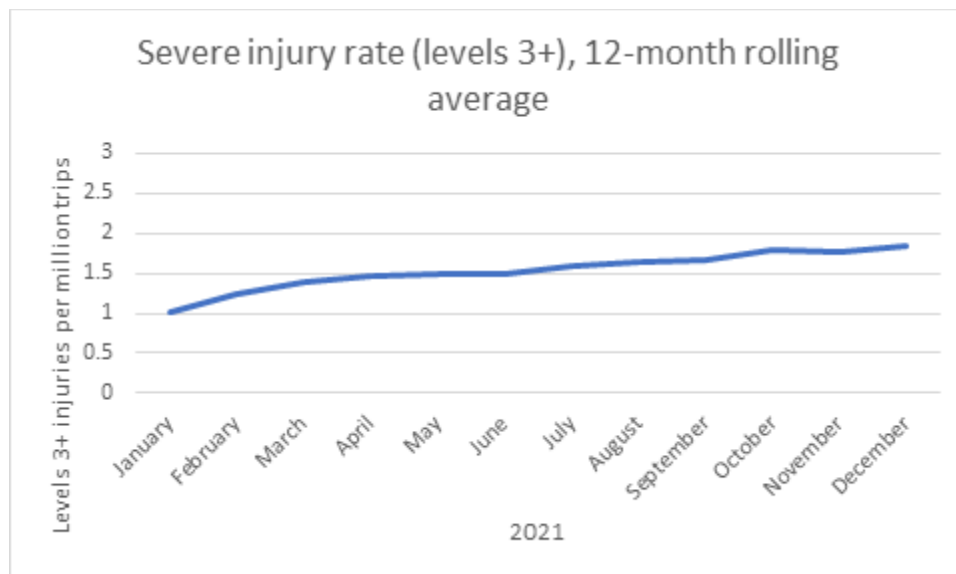


Figure 2: Severe injury rate (levels 3+)

For 2021, as shown in figures 1 and 2, the overall injury rate (levels 2+) was 2.72 customer injuries per million trips. The severe injury rate (levels 3+) during this period was 1.83 severe injuries per million trips. This is an increase from the 2020 rates of 1.23 for the overall rate and 0.81 for the severe injury rate.

The rates per million trips are higher in 2021 than they were in 2020. While 2020 had 50 injuries at level 2 or higher and 33 injuries at level 3 or higher, 2021 had 86 injuries at level 2 or higher and 58 injuries at level 3 or higher. These increases are, in part, due to an increase in ridership.

Hard brake applications were the most common recurring factor related to level 2+ customer injuries. For most incidents, the bus operator applied the brake suddenly to avoid contact with a vehicle, cyclist, or pedestrian, which may be due to an increase in road users in 2021, compared to 2020. Another common factor across level 2+ injuries was customers standing or walking through the bus while the bus was in motion.

Crime Rate

The crime rate provides information on customers' personal safety while using the transit system. This measure includes crimes against the person, crimes that are property-related, other *Criminal Code* offences, and drug-related offences. A table defining the offences included within each category can be found in Table 2 of Appendix 1. This measure is reported as the total *Criminal Code of Canada* offences per 100,000

customer-trips. While occurrences under the *Mental Health Act* and provincial offence occurrences are also tracked, these are not included as part of the crime rate.

In 2021, the number of overall offences decreased by 11 per cent, from 1,807 offences in 2020 to 1,609 in 2021. The crime rate across the transit system was 5.1 crimes per 100,000 trips, representing an increase compared to previous years, due largely to the decline in ridership due to the COVID-19 pandemic over the same period. The share of criminal occurrences comprising crimes against the person has decreased to its lowest proportion in recent years.

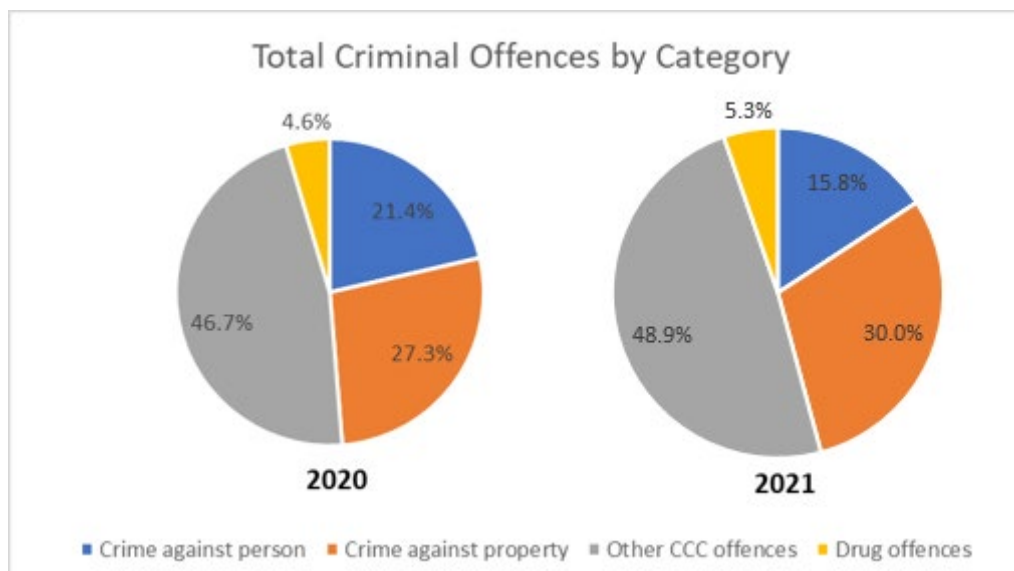


Figure 1: Per cent of total criminal offences by category

Figure 3 compares proportions of overall criminal offences by category and reveals a few patterns. Crimes against property and other *Criminal Code* offences continue to be the two most predominant types of offences, at 30 per cent and 49 per cent of all offences respectively. Offences in the crime against the person category have decreased from 21 per cent in 2020 to 16 per cent in 2021. These changes could be attributed to increased presence of Special Constables along the system, OC Transpo marketing, as well as a general reduction of crime in Ottawa. The 2019-2020 Crime Trends Report for the City of Ottawa (latest data available) showed a 22.5% reduction in Ottawa's crime rate¹.

¹ Ottawa Police Services, "[2019-2020 Crime Trends Report for the City of Ottawa](https://www.ottawapolice.ca/en/crime/resources/Crime-Stats/Crime-Trend-2020-2019.pdf)", published June 8, 2021. <https://www.ottawapolice.ca/en/crime/resources/Crime-Stats/Crime-Trend-2020-2019.pdf>

Ridership

Ridership was challenging to forecast through 2021 due to changes in COVID-19 restrictions, continuing hybrid work for federal employees and extended cancellations of in-person schooling for students. Generally, ridership increased in 2021 compared to 2020 but was still reduced significantly from pre-pandemic levels. OC Transpo will work proactively in 2022 to increase ridership through a marketing campaign targeting customers, the introduction of innovations such as fare improvements and electric buses and by improving the reliability of O-Train Line 1 service.

Bus and O-Train Ridership

Ridership is reported as total linked trips on bus and O-Train across the OC Transpo network. A linked trip is a complete trip from a customer's origin (for instance, home) to their destination (for instance, work), regardless of the number of transfers between buses or trains.

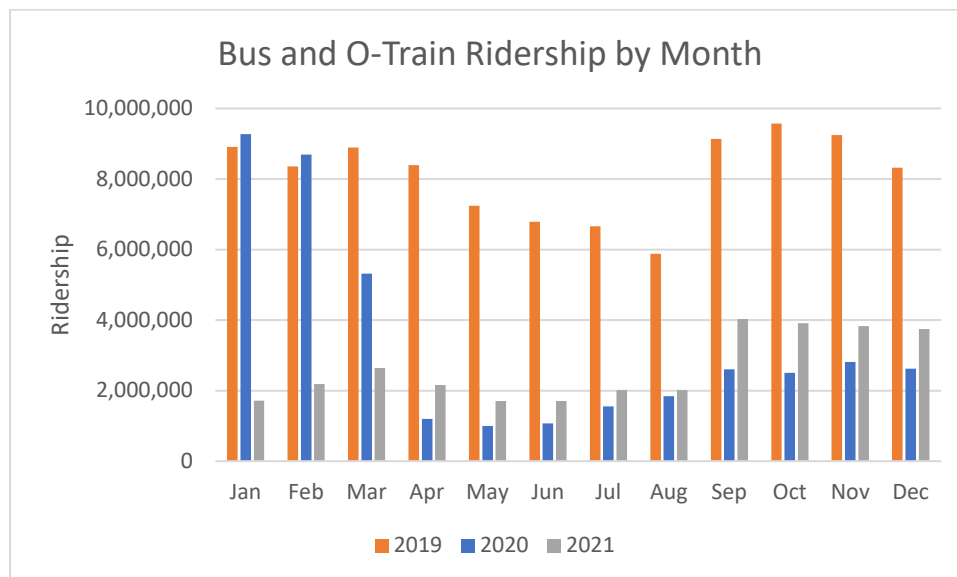


Figure 4: Bus and O-Train Ridership by Month

As shown in figure 4, bus and O-Train ridership for the period of January 2021 to December 2021 was 31.6 million, 22 per cent higher than the previously reported 12-month period of July 2020 to June 2021 (26.0 million). As of April 2021, year-over-year ridership increases have been observed through to December 2021. September 2021 had the highest ridership during the observed period with over 4 million linked trips.

Transit ridership declined quickly when the COVID-19 pandemic reached Ottawa in March 2020, and in 2021 it remained significantly lower than pre-pandemic levels. From January to December 2021, ridership levels were 33 per cent of the level in 2019. This drop in ridership continues to be seen nationwide. Transit appears to be on a path towards recovery based on monthly Statistics Canada reporting that have shown incremental gains. According to Statistics Canada², transit ridership in Canada was 54 per cent lower in November 2021 than in November 2019, an improvement when compared to 68 per cent lower in May 2021. The decrease in ridership is, in large part, a result of many previous regular transit customers now working from home and of students learning remotely. In Ontario, elementary and secondary schools were closed to in-person learning from January 8 to February 1, 2021, and again from April 19, 2021, until the end of the school year on June 22, 2021.

According to Statistics Canada³, Ottawa had the highest rate of people working from home in the country, with close to half (47 per cent) of all workers performing their tasks from home from April to June 2021. The City of Ottawa is communicating regularly with major Ottawa employers, including the federal government, to identify timelines and hybrid work models to plan for future ridership.

OC Transpo is a participant in international transit industry benchmarking groups and has been able to compare ridership recovery levels with other agencies across the country and internationally. Across the world, transit ridership is down because of the COVID-19 pandemic. Average train ridership on urban rail systems for participating North American agencies in the Community of Metros (COMET) group was about 20 per cent of pre-covid ridership, as a percentage of pre-COVID-19 ridership, in April 2021. Since then, an upward trend was observed for the remainder of 2021, with train ridership at these same agencies recovering to between 42 and 45 per cent of pre-pandemic levels, towards the end of the year. In comparison, O-Train Line 1 ridership remained at approximately 20% of pre-pandemic ridership levels

In October 2021, Council approved offering no-charge service to customers for the month of December 2021, and this offer caused an increase in ridership. Ridership in December 2021 was 45 per cent of pre-pandemic levels, up from 41 per cent in

² Statistics Canada, "[Urban public transit, November 2021](https://www150.statcan.gc.ca/n1/daily-quotidien/220126/dq220126e-eng.htm)", published January 1, 2022. <https://www150.statcan.gc.ca/n1/daily-quotidien/220126/dq220126e-eng.htm>

³ Statistics Canada, "[Working from home during the COVID-19 pandemic, April 2020 to June 2021](https://www150.statcan.gc.ca/n1/daily-quotidien/210804/dq210804b-eng.htm)", published August 4, 2021. <https://www150.statcan.gc.ca/n1/daily-quotidien/210804/dq210804b-eng.htm>

November 2021, and this was the combined result of the no-charge fares and the evolution of the pandemic and associated public health restrictions. Council approved the deferral of the 2022 fare increase (from January 1 to May 1) to provide compensation to customers affected by the September 2021 train derailment. This deferral may create a positive environment to increase ridership from mid-2022; this period will be reported on in future performance reports.

Para Transpo Ridership

Para Transpo service has been provided to all customers who required it throughout the pandemic, but ridership levels have declined since COVID-19 pandemic measures were implemented in March 2020.

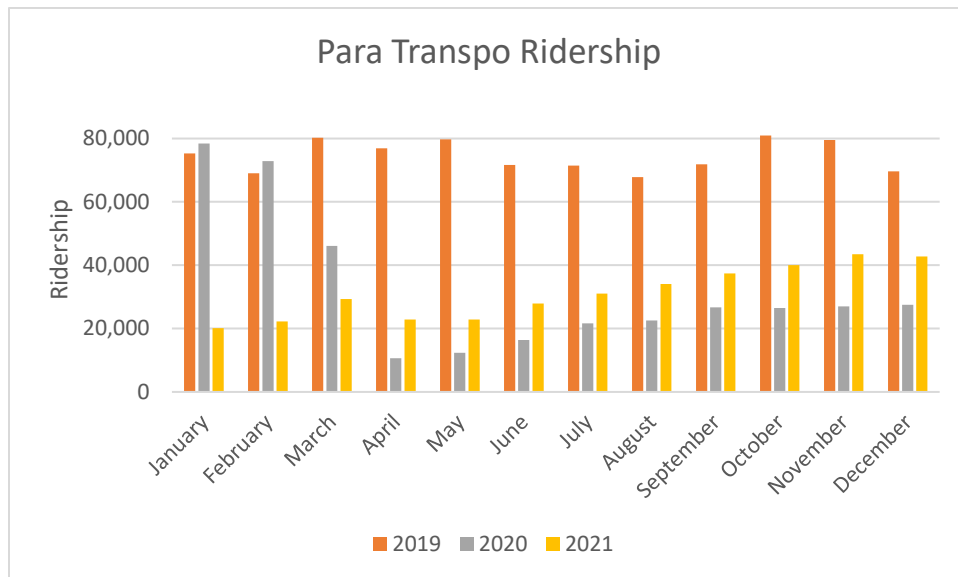


Figure 3: Para Transpo Ridership by Month

As shown in figure 5, Para Transpo ridership rose by 25 *per cent* in 2021, compared to the previous 12-month period of July 2020 to June 2021, but was 58 per cent lower overall than in 2019. Ridership from January to March 2021 was 60 per cent lower than the same period in 2020, a period that was not affected by the COVID-19 pandemic. Between April 2021 and December 2021, significant year over year increases in Para

Transpo ridership were observed every month. April 2021 had the highest year over year ridership with more than twice the ridership of April 2020 (+114 per cent).

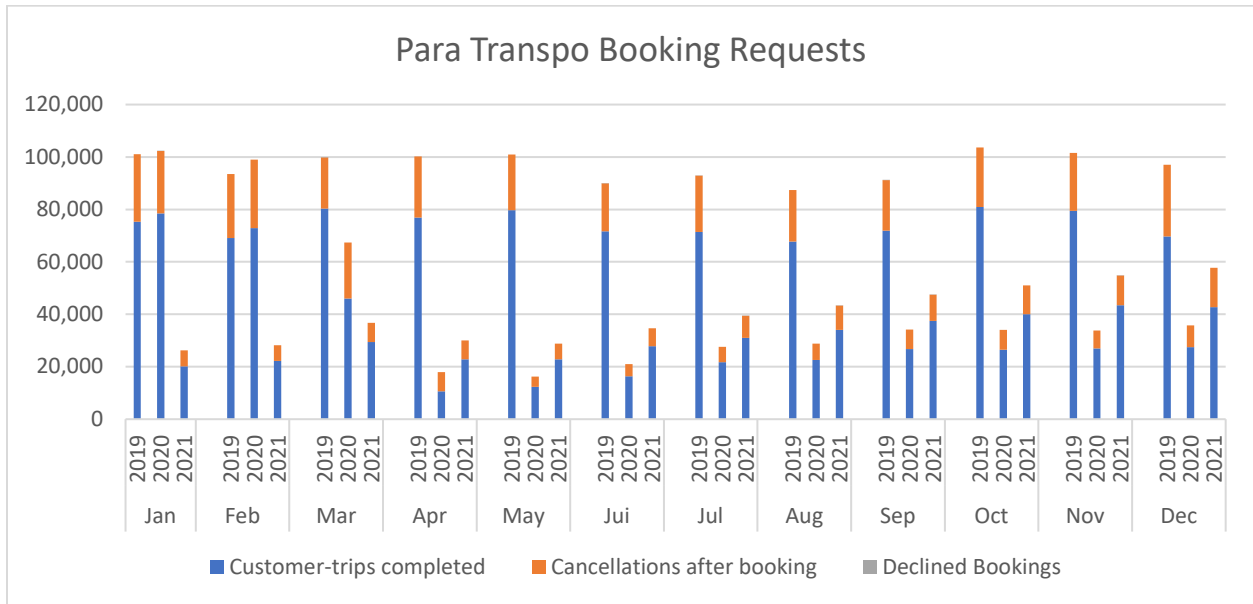


Figure 4: Para Transpo Booking Requests

Para Transpo booking requests represent the total number of trips that were requested by customers. Figure 6 shows the proportion of bookings that resulted in customer-trips versus cancellations from January 2019 to December 2021. For the period of January to December 2021, a total of 293,801 bookings were accepted by OC Transpo and only 18 were declined.

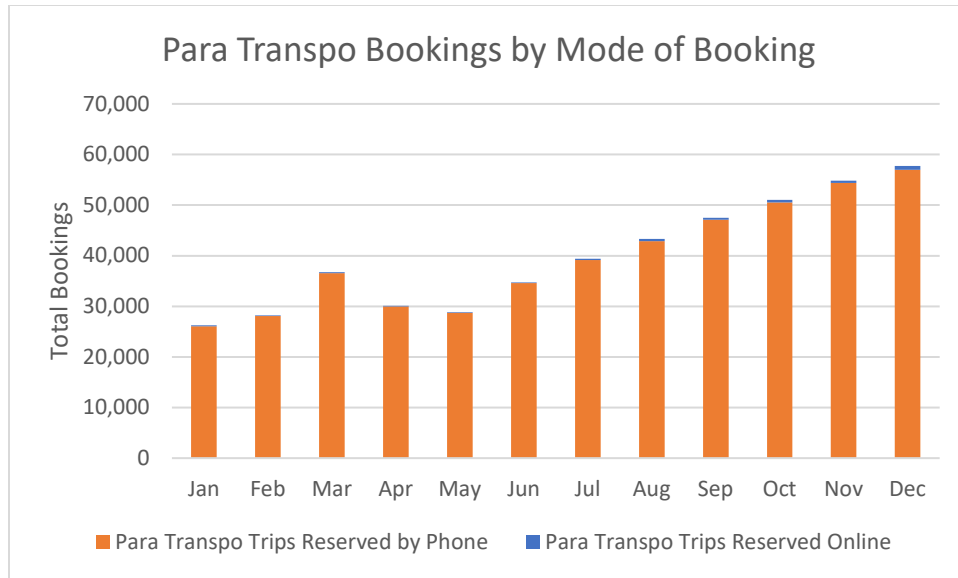


Figure 7: Para Transpo Bookings by Mode of Booking

Figure 7, new in this report, shows the number of Para Transpo bookings that were completed by customers online and by telephone. While the proportion of trips booked online remains a small fraction of the total, the number of trips booked online steadily increased over the course of the year, from the low hundreds in early 2021 to 752 by the end of the year. It should be noted that many Para Transpo trips are scheduled on an automatic, recurring basis, and only require a call if adjustments need to be made to a customer’s regular plans.

In 2022, OC Transpo has introduced My Para Transpo, a self-serve system that allows customers to quickly book, cancel, and track their trips online. This new system is expected to allow customers to make more of their bookings online.

Customer Service

OC Transpo remained flexible and dependable in providing customer service in 2021 while dealing with pandemic issues. The Customer Service Centre at the Rideau Centre was the only centre in operation but online, phone, social media and email provided customers the opportunity to receive information. Increased ridership in 2021, compared to 2020, led to more customer service requests. Resources are available to ensure customer support remains reliable for increased customer engagement in 2022.

Customer Service Contacts – Customer Service Representatives

Customer contacts are completed through a variety of platforms such as telephone calls, voicemails, written and non-written comments, visits to the Customer Service Centre, video chat at ticket machines, and Para Transpo bookings.

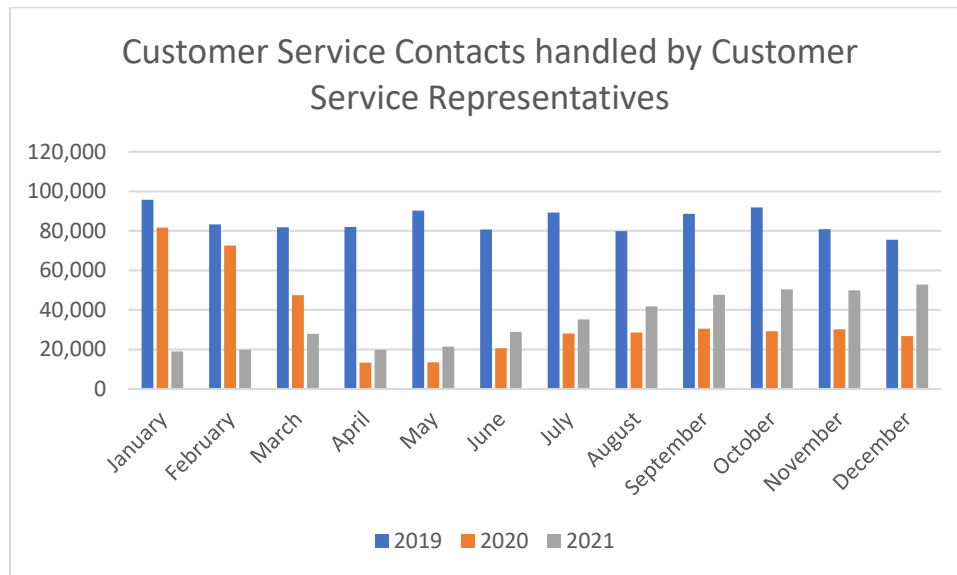


Figure 8: Customer Service Contacts handled by Customer Service Representatives

In April 2021, customer service contacts handled by customer service representatives in 2021 surpassed the 2020 volumes. The months of January to March 2021 had lower volumes compared to the corresponding 2020 period, which was not fully impacted by the COVID-19 pandemic.

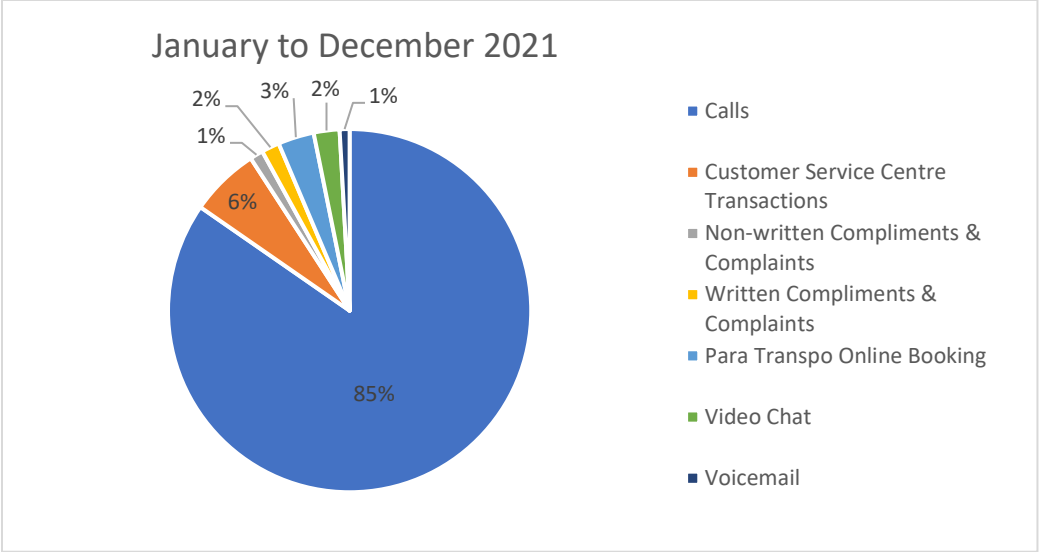


Figure 9: Customer Service Contact by Category

The vast majority of customer contacts were conducted via telephone during this period, at 85 per cent of all contacts. Customer service centre transactions represent six per cent of all contacts for the period. This is down from 13 per cent for the previous reporting period.

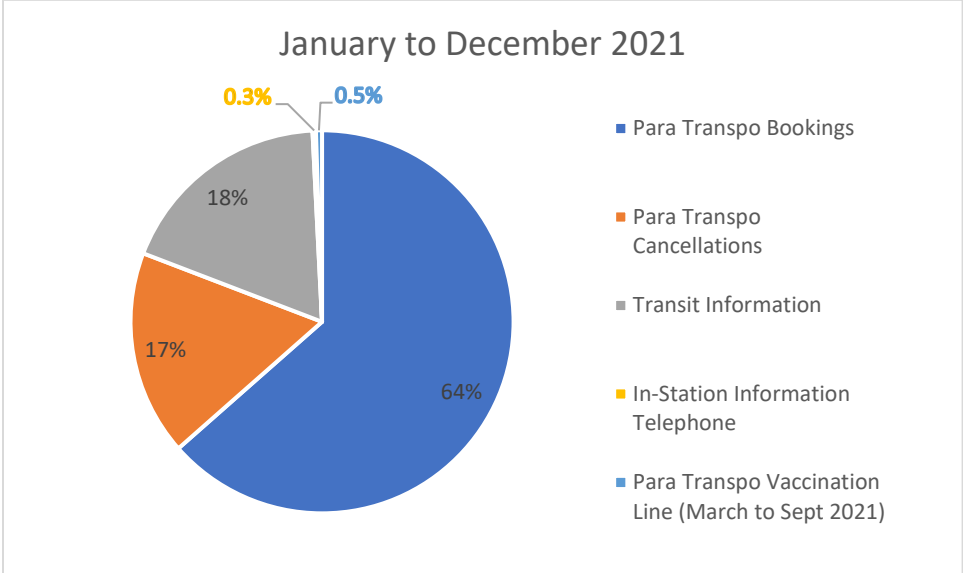


Figure 10: Customer Service Calls by Type

During the period of January 2021 to December 2021, most calls received were related to Para Transpo bookings (64 per cent) or cancellations (17 per cent). From March 4, 2021, to September 15, 2021, a temporary, dedicated Para Transpo COVID-19

vaccination trip reservation telephone line was implemented. This category generated 1,841 of the total 276,928 calls handled during this period. Transit Information phone calls represented 18 per cent of the calls received during this same time frame. The new My Para Transpo system, introduced in 2022, will allow customers to make more of their Para Transpo bookings and cancellations online.

Average Time to Answer Inquiries

Average time to answer inquiries reflects the average time customers waited on the telephone before reaching a customer service representative.

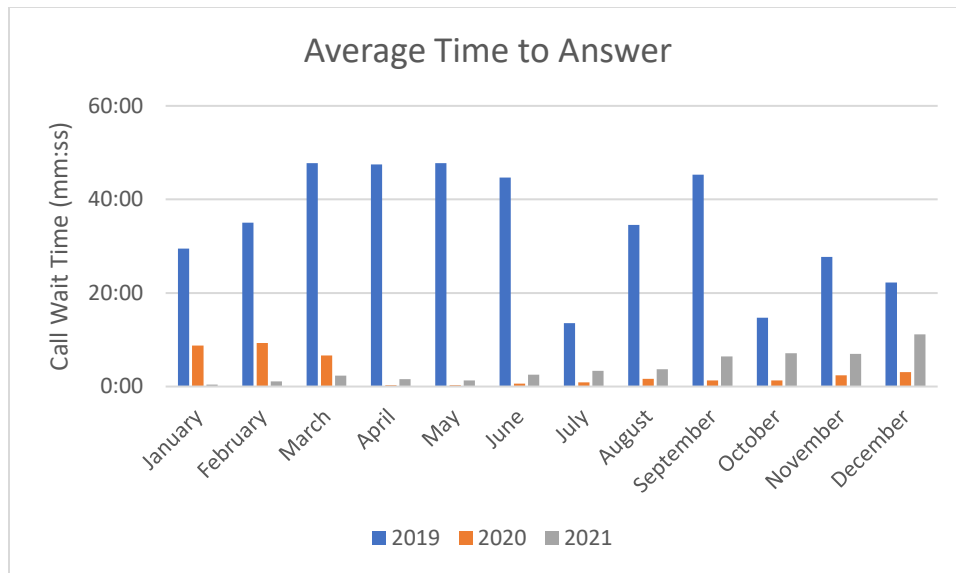


Figure 11: Average Time to Answer

As shown in figure 11, the January 2021 to December 2021 reporting period noted higher average times to answer per month than in 2020. This was caused by ridership recovery in comparison to the pandemic low, which led to higher call volumes and associated call wait times. Average time to answer continues to be much lower than times reported before the pandemic. Before the impact of COVID-19, the average time to answer had improved considerably starting in January 2020 following investment by Council to increase staffing levels.

Average Time to Answer Para Transpo Booking Calls

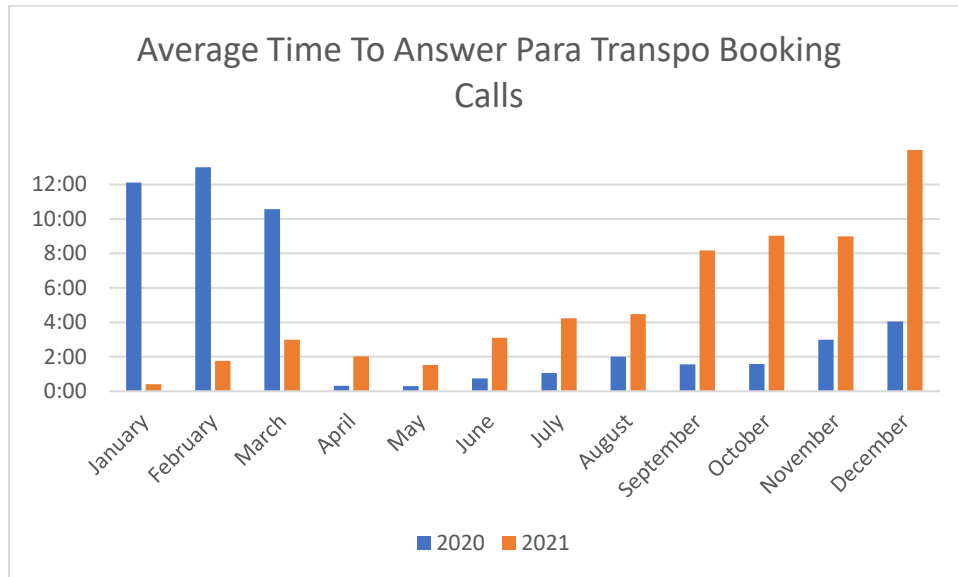


Figure 12: Average Time to Answer Para Transpo Booking Calls

The average time to answer Para Transpo Booking Calls, as seen in Figure 12 above, a new measure in this report, remained very low between January and August 2021. Similarly, to the overall call wait times for all calls, Para Transpo call wait times increased in the Fall of 2021, primarily due to increases in ridership and call volumes. The investment by Council in the new My Para Transpo system will allow customers to book and cancel trips online and therefore to avoid the need to wait in the telephone queue.

Customer Service Contacts – Automated Systems

In addition to inquiries resolved by customer service representatives, OC Transpo provides a variety of automated customer service systems that provide up-to-date information on demand. Engagement is tracked for each of the various tools; open data API (application programming interface) calls (queries to the OC Transpo system from the OC Transpo iPhone app as well as other independent apps and websites); octranspo.com page views; call volume to the automated schedule announcement system (613-560-1000); and the number of next bus requests by SMS text messaging to 560560.

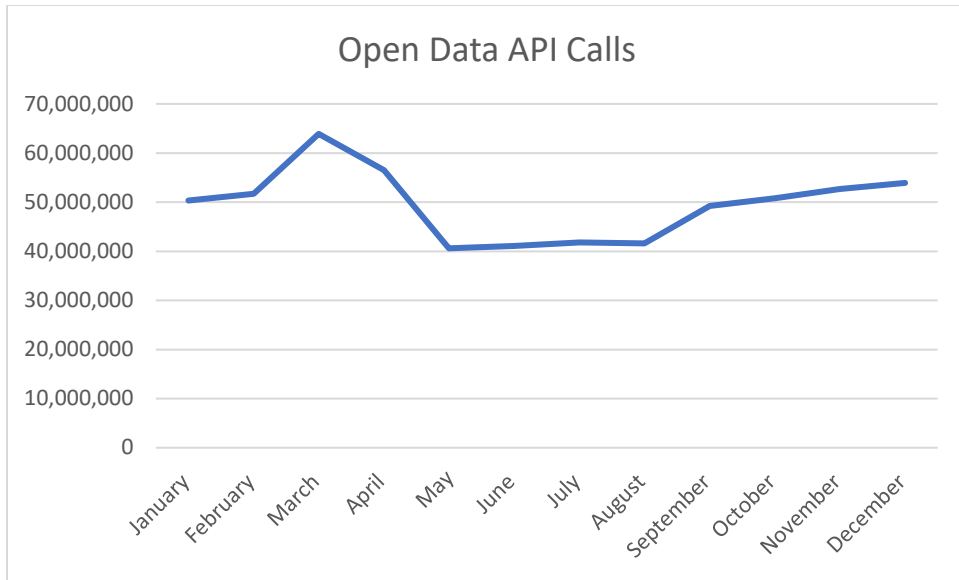


Figure 13: 2021 Open API Data Calls by month

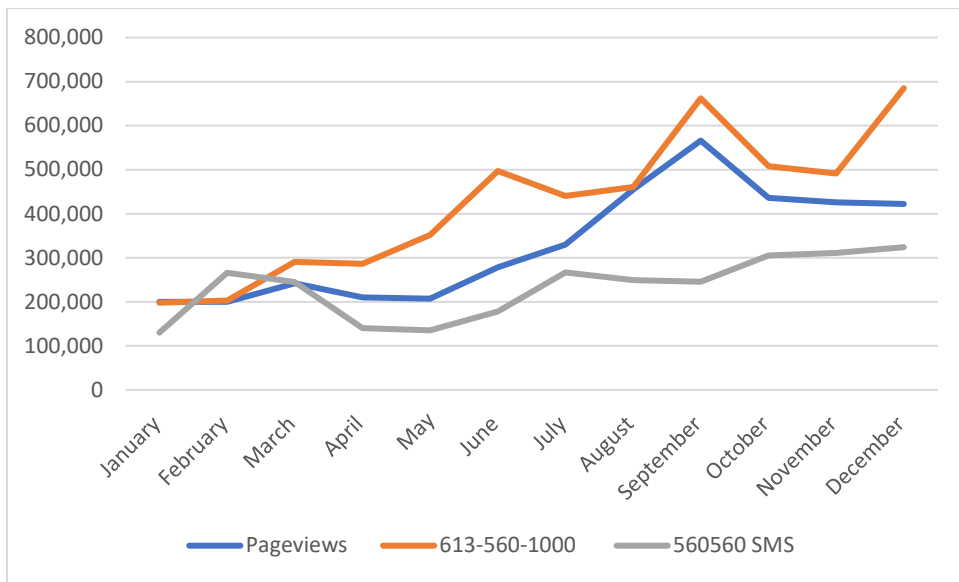


Figure 14: Comparison of customer information requests by month and by channel

2021 Period	Open Data API Calls	octranspo.com Pageviews	613-560-1000	560560 SMS
January	50,300,000	200,000	198,000	130,000
February	51,700,000	200,000	203,000	266,000
March	63,900,000	242,000	291,000	245,000
April	56,500,000	210,000	286,000	140,000
May	40,600,000	207,000	352,000	135,000
June	41,100,000	278,000	497,000	178,000
July	41,800,000	330,000	440,000	267,000
August	41,600,000	455,000	461,000	249,000
September	49,200,000	566,000	662,000	246,000
October	50,800,000	436,000	508,000	305,000
November	52,700,000	426,000	491,000	311,000
December	53,900,000	422,000	685,000	324,000
Total	594,100,000	3,972,000	5,074,000	2,796,000

Figure 15: Customer Service Contacts by System

As shown in figures 13 and 14 and as detailed in the table in figure 15, open data API calls peaked in March 2021, before falling and gradually recovering from September 2021, onward. In 2021, page views to www.octranspo.com saw a spike in March and a significant month-over-month increase between June and September, followed by a minor decrease in the last quarter of the year. SMS volumes, dropped in April and May, before increasing month-over-month for the remainder of the year. Calls to the automated schedule announcement system (613-560-1000) saw significant spikes in June, September, and December. These increased volumes coincide with ridership recovery.

Customer Complaints – Para Transpo

The number of complaints received regarding Para Transpo operations in 2020 and 2021 are new additions to this report.

As can be seen in Figure 16 below, the total number of complaints remained steady year over year, lowering slightly from 767 in 2020 to 757 in 2021. In order to better represent the rate of customer complaints received, the number of complaints per 1,000 Para Transpo customer trip is also included below.

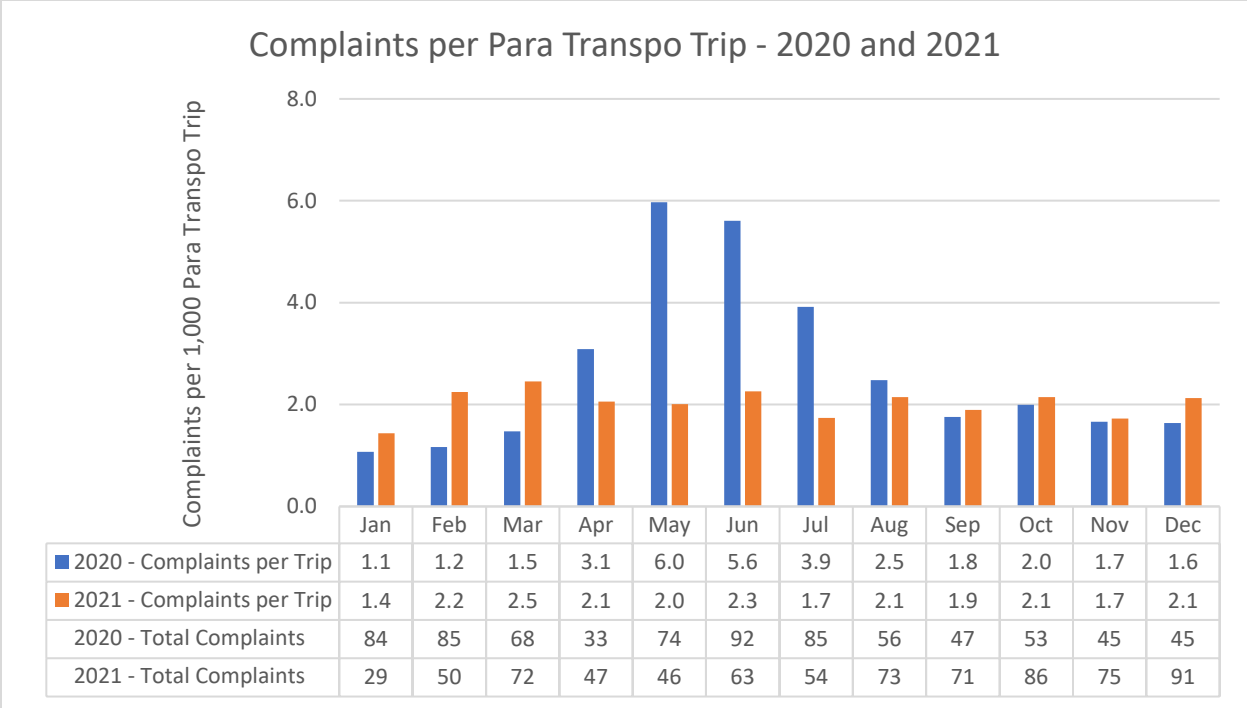


Figure 16: Complaints per Para Transpo Trip

This is a new measure, presented in this report for the first time. As can be seen in Figure 16 above, the number of complaints per trip remained steady throughout 2021, averaging 2.0 complaints per 1,000 trips. While the overall average rate of complaints was the same in 2020, more substantial variations in the rate of complaints can be observed, particularly in the early months of the pandemic from April to July 2020. The increase in the number of complaints received during those months was driven by a higher number of service delivery related complaints.

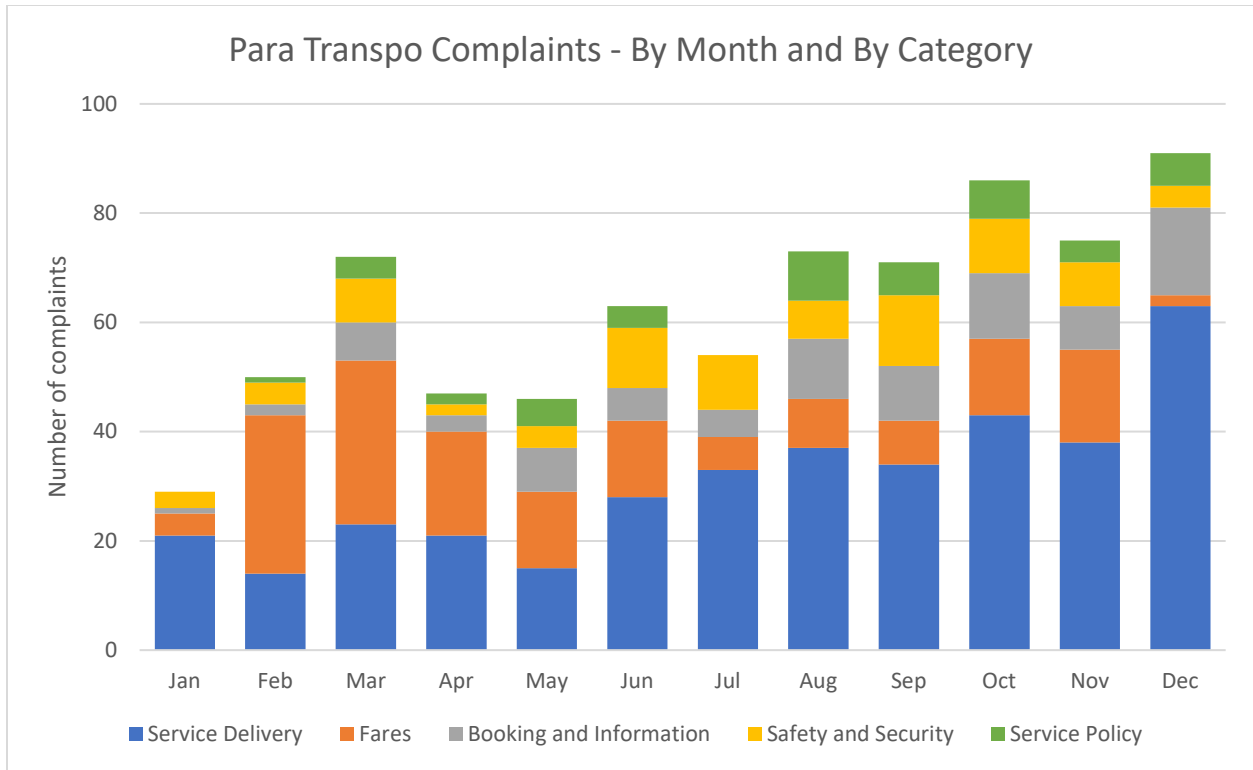


Figure 17: Para Transpo Complaints by Month and by Category for 2021

Figure 17 above, shows the number of Para Transpo complaints by month in 2021 and by complaint category. Overall, the most common reasons for customers to complain in 2021 were service delivery, followed by fares and booking and information. Overall, decreases in the number of complaints related to service delivery were observed in 2021 when compared to 2020, from 505 complaints in 2020 to 370 complaints in 2021. The upward trend in complaints is reflective of the rate of ridership. This increase in complaints is a result of more riders rather than more complaints per rider. This is also a new figure in this report

Service Reliability

Service reliability was consistently above 98 per cent from January to August 2021, which was better than the same period in 2020. Bus service was up from 98 per cent in 2020 to 99 per cent in 2021. However, the overall reliability of the system dropped below 97 per cent in the last quarter of 2021 due to the September O-Train Line 1 derailment. Despite the derailment, OC Transpo was able to provide R1 bus service to ensure customers were able to get to their destinations.

Service Availability

Service availability is the percentage of scheduled hours of service that were delivered. As shown in figure 18, service availability for train and bus in 2021 was consistently above 98 per cent from January to August, despite the five-day closure of O-Train Line 1 in August.

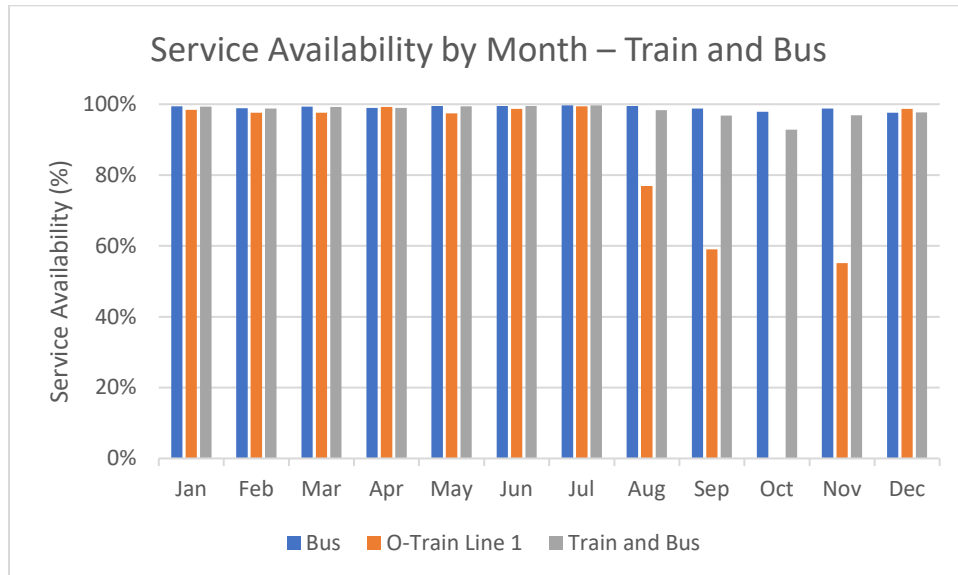


Figure 18: Service Availability by Month – O-Train Line 1 and Bus

Results for September, October and November were all significantly impacted by the Line 1 derailment in September which led to the closure of O-Train Line 1 from September 20 to November 11, and which required that buses be reallocated from their regular service to provide capacity to replace the O-Train service. Service availability returned to 98 per cent in December, reflecting good performance upon the return of service on Line 1.

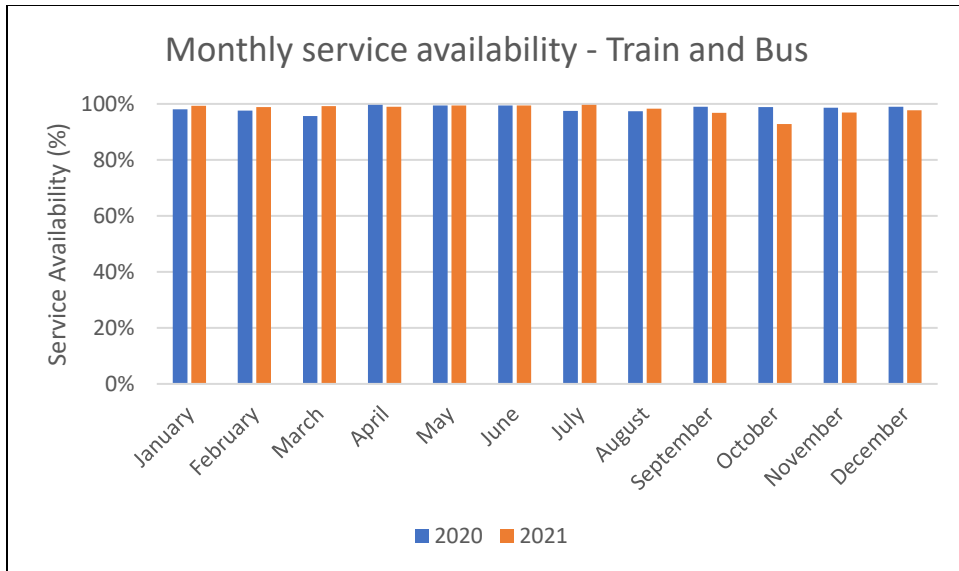


Figure 19: Train and Bus Service Availability by Month

As shown in figure 19, service availability for each month in 2021 compared to the same month in 2020 also shows the impacts of the September Line 1 derailment. Service availability was the same or better from January to August 2021 compared to the same period in 2020. Service availability for September to December was worse in 2021 when compared to 2020.

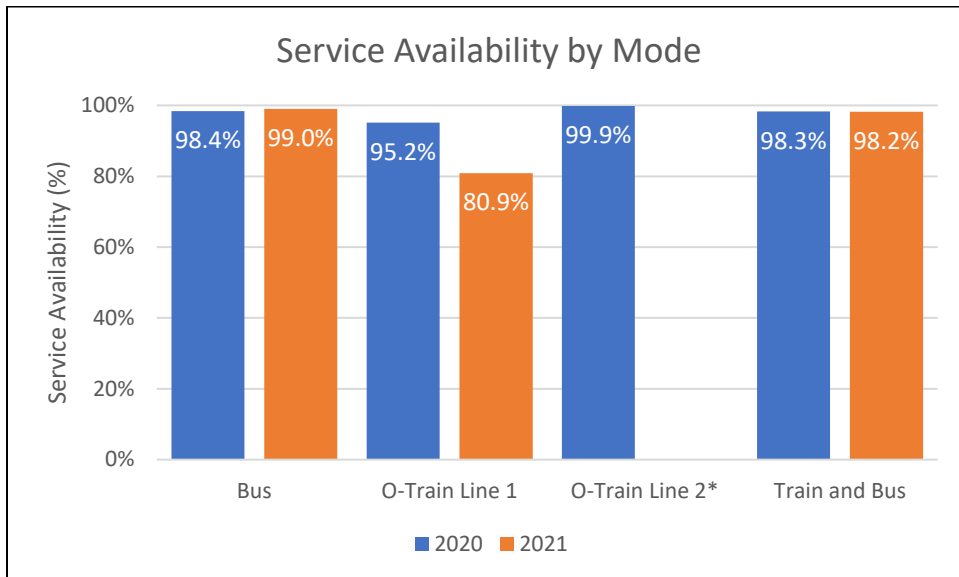


Figure 20: Service Availability by mode – 2020 and 2021 comparison

Note: Line 2 closed on May 2, 2020 (Stage 2 expansion project)

A comparison of 2020 to 2021 by mode in figure 20 shows an improvement in bus service availability from 98 to 99 per cent. O-Train Line 1 service availability was negatively impacted by the closures related to the derailments in August and September, leading to a reduction from 95 per cent in 2020 to 81 per cent in 2021. Excluding the derailment related closures, Line 1 service availability in 2021 was 98 per cent.

Figures 21 and 22 below provide a summary of the train and bus service that was not delivered as planned, as well as their respective measures of schedule adherence:

Month	Service Not Delivered (%)	Excess Wait Time (minutes)
January	1.6	0.0
February	2.4	0.1
March	2.4	0.1
April	0.8	0.0
May	2.6	0.1
June	1.3	0.0
July	0.6	0.0
August	23.1*	0.2
September	41.0*	0.1
October	100.0*	N/A*
November	44.9*	0.0
December	1.3	0.0

Figure 21: O-Train Line 1 Overall Service Provision

Note 1: Line 1 was closed August 9, 2021, to August 13, 2021, and September 19, 2021, to November 12, 2021.

Note 2: Excess Wait Time cannot be calculated for the days in August, September, October, and November when the trains were not operating.

Excess Wait Time for Frequent Service

Excess wait time is the difference between scheduled and actual wait time by customers on frequent bus and train services; this measure provides an indicator of the regularity of service. Excess wait time would be zero if all trips were to operate perfectly on schedule. This measure is calculated for service operating every 15 minutes or more frequently, which includes all O-Train service.

Month	Rapid and Frequent Bus Service		O-Train Line 1	
	Excess Wait Time (mins)	Average Wait Time to Scheduled Wait Time Ratio	Excess Wait Time (mins)	Average Wait Time to Scheduled Wait Time Ratio
January	1.8	26.9%	0.0	1.7%
February	2.0	29.1%	0.1	2.2%
March	2.1	30.7%	0.1	0%
April	2.2	32.7%	0.0	0%
May	1.6	23.6%	0.1	0%
June	0.9	13.7%	0.0	0%
July	2.0	28.0%	0.0	0%
August	2.0	28.0%	0.2	0%
September	2.6	37.4%	0.1	0%
October	3.1	44.3%	N/A*	N/A*
November	2.4	34.4%	0.0	0%
December	2.7	37.9%	0.0	0%
Total	2.1	30.1%	0.1	0%

Figure 22: Monthly Excess Wait Time by Mode

Note: Excess Wait Time cannot be calculated for the days in August, September, October, and November when the trains were not operating

A review of Figure 22 above demonstrates the significant advantages of rail as a mode of public transit. Bus reliability is affected by traffic, road construction, detours, and road conditions. This is clearly expressed in the fluctuation in the wait times and in the ratio of actual to scheduled wait times in the third column from the left. By contrast, outside of the service disruption due to the derailment, the O-Train consistently showed extremely short wait times and a tight adherence to the schedule because it runs within a dedicated system unaffected by traffic.

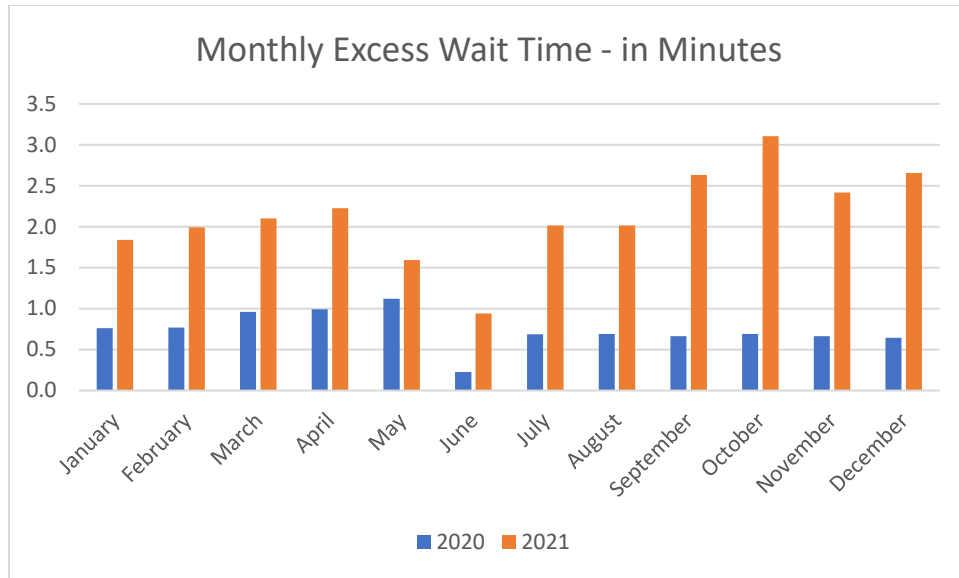


Figure 23: Excess Wait Time by Month

As shown in figure 23, for most of 2021, excess wait time was between 2 and 3 minutes, longer than in 2020, when for most months, excess wait time was under one minute. These increased wait times were the result of increased auto traffic levels and the result of the closure of O-Train Line 1 from September 19 to November 12.

On-time Performance for Less-Frequent Service

On-time performance is a measure of the percentage of trips leaving major stops no more than one minute before and no more than five minutes after the scheduled time. This measure is calculated for bus routes that operate every 16 minutes or less frequently. Early arrivals at final stops and on Connexion route stops where customers only disembark are considered on-time, as these early arrivals are a positive outcome for customers.

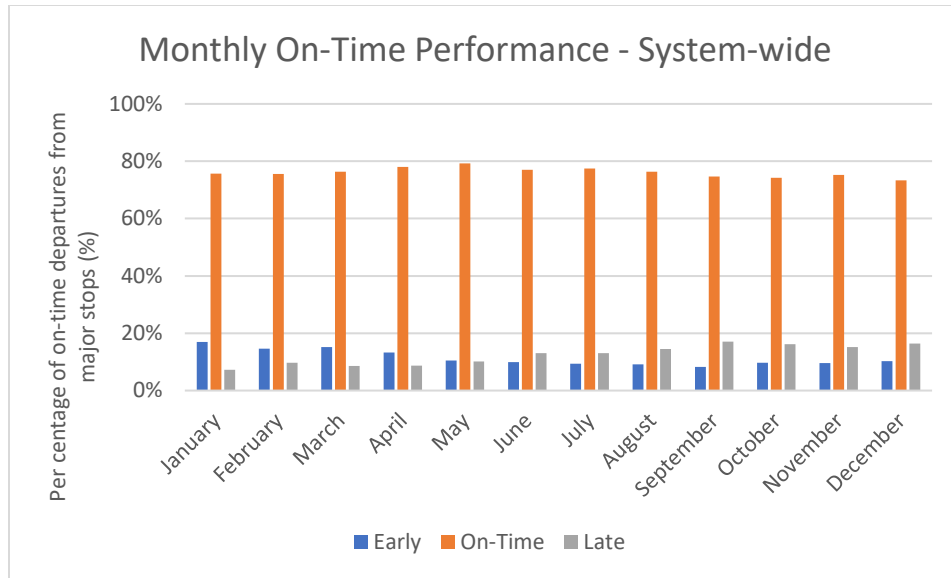


Figure 24: Monthly On-Time performance

As shown in figure 24, on time performance remained largely stable throughout 2021, with minor declines seen in the last quarter of the year.

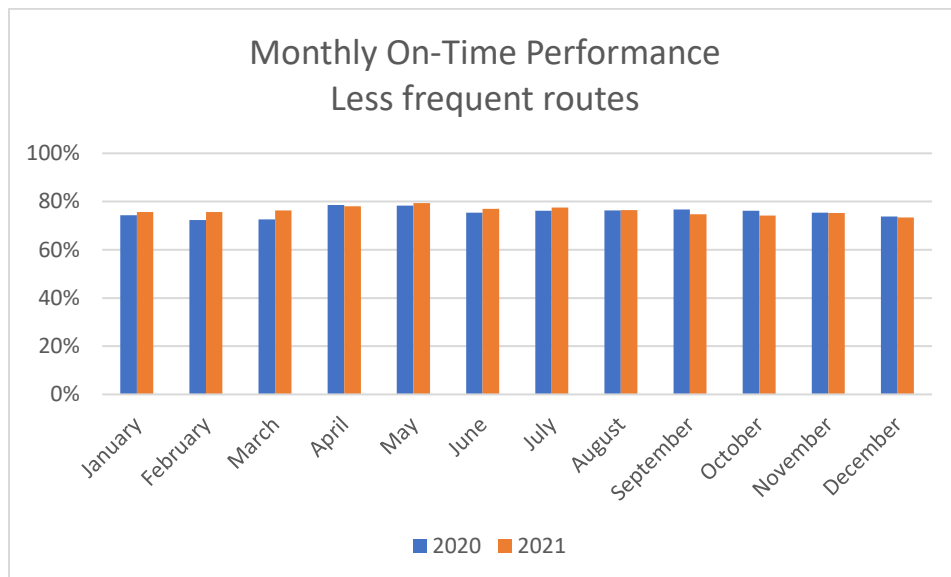


Figure 25: Monthly On-Time Performance - Less Frequent Routes

As shown in figure 25, the on-time performance for less frequent routes has remained relatively stable throughout 2021. On-time performance between September and December 2021 was between 73 and 75 per cent, compared to the same period in 2020, when it was between 74 and 77 per cent. These decreases in on-time performance can be attributed to a higher proportion of buses arriving late likely due to increased traffic levels in the fall as the COVID-19 related public health restrictions were

gradually lifted. Scheduled running time adjustments, which were made to address a higher proportion of buses running early in 2020 and early 2021 were implemented in April 2021. These led to reductions in the number of buses running early for the remainder of the year.

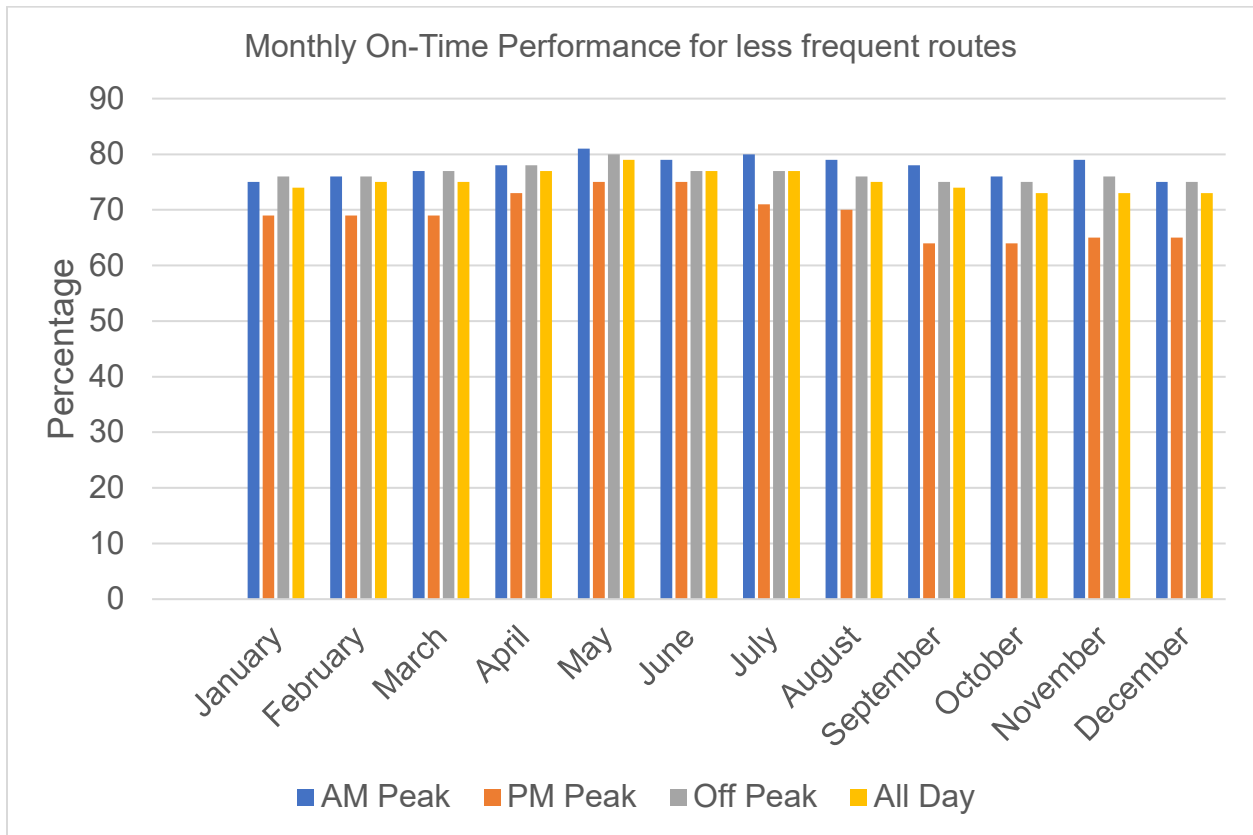


Figure 26: Monthly On-Time Performance for less frequent routes

As shown in figure 26, weekday on-time performance is often better during the morning and off-peak periods than during the afternoon peak period due to higher auto traffic levels during the afternoon peak periods.

Para Transpo On-time Performance

When booking Para Transpo trips, customers are given a 30-minute window within which their minibus or taxi is scheduled to arrive. Para Transpo on-time performance is defined as the percentage of trips meeting this criterion.

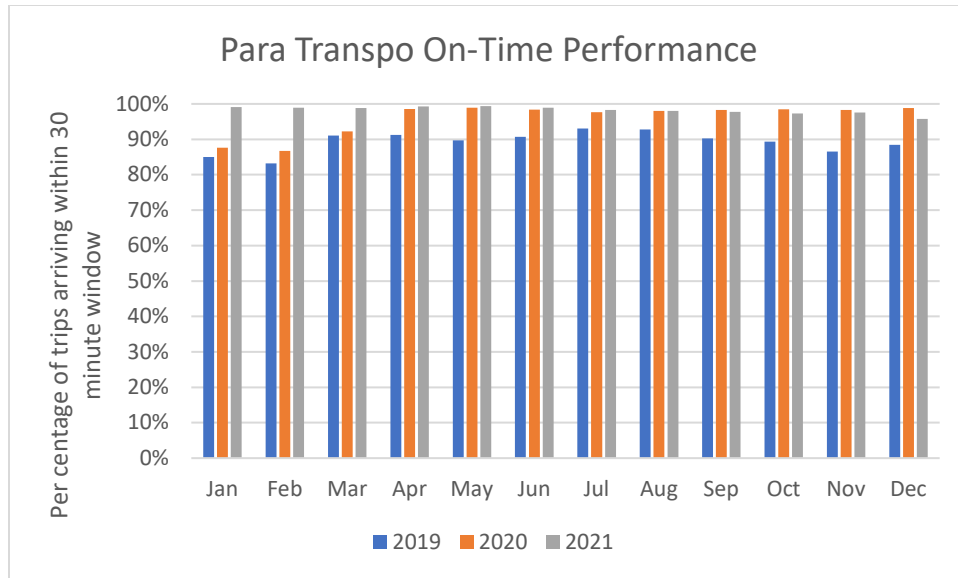


Figure 27: Para Transpo On-Time Performance

Para Transpo on-time performance increased from 96 per cent in 2020 to 98 per cent in 2021, as seen in figure 27.

Year-over-year increases in on-time performance of Para Transpo trips were observed from January to August 2021. With higher traffic levels and greater ridership in the fall, on-time performance was slightly lower from September to December 2021 but remained higher than pre-pandemic levels.

Elevator Availability

OC Transpo recognizes the importance of station elevators for those with mobility issues. There is an extensive maintenance regime, a process to fix broken elevators quickly and provide redundancy where possible. Elevator availability is measured as the percentage of time that an elevator is available for service. Because many stations have a second elevator which serves as a backup, if one elevator is out of service for a time while redundant elevators remain in service and maintain access to all platforms, the station is considered accessible, and availability is considered 100 per cent. In stations with only one elevator, any time an elevator is out of service will detract from total elevator availability.

There are 35 elevators at Transitway Stations and 59 elevators at O-Train Line 1 Stations.

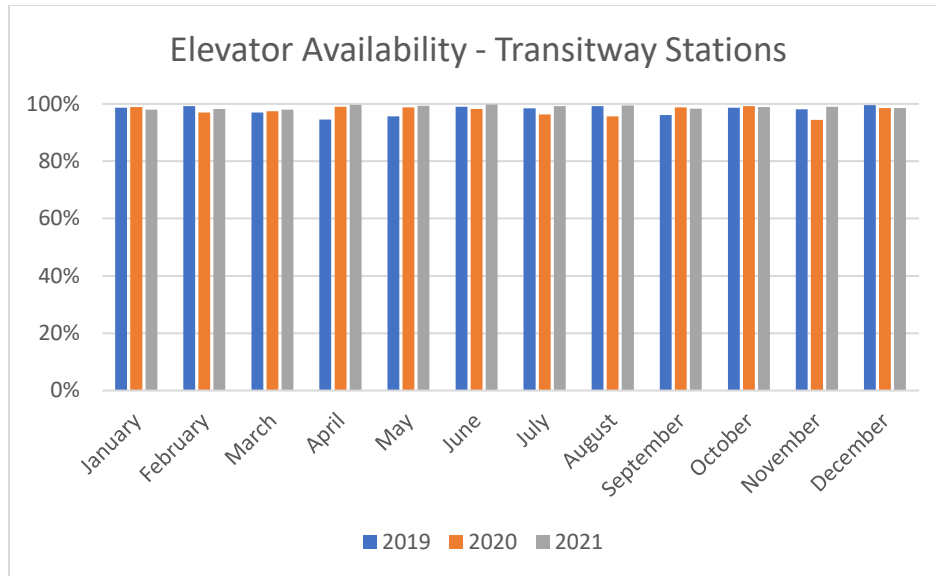


Figure 28: Elevator Availability - Transitway Stations

As shown in figure 28, there was a very high elevator availability at Transitway and O-Train stations in 2021. Overall elevator availability, for both Transitway and O-Train stations, was 99 per cent in 2021 (Figure 28). At Transitway stations, elevator availability was 99 per cent in 2021. At O-Train Line 1 stations, elevator availability remained at effectively 100 per cent in 2021.

Conclusion

OC Transpo fosters a culture of continuous improvement in order to deliver quality services that meet the needs of the individuals and community we serve. Staff are already taking actions to address these performance measures and have processes in place to continually monitor performance.

Council has invested in several initiatives including My Para Transpo, the electric bus pilot project and are being frequently updated on operational and organization changes to improve O-Train Line 1 stability.

Staff will report back on the July 2021 to June 2022 performance measures.

FINANCIAL IMPLICATIONS

There is no financial implication associated with the recommendation of this report.

LEGAL IMPLICATIONS

There are no legal impediments to receiving this report of information.

COMMENTS BY THE WARD COUNCILLOR(S)

City-wide report.

ADVISORY COMMITTEE(S) COMMENTS

NA

CONSULTATION

The Transit Services Department continues to receive feedback from customers, staff, Transit Commission and Council regarding the metrics and initiatives outlined in this report.

ACCESSIBILITY IMPACTS

Performance measurement and reporting will support the continuous improvement of OC Transpo's accessibility-related services and facilities. These measures include Para Transpo Ridership, Customer Service, Para Transpo On-Time Performance and Elevator Availability.

ASSET MANAGEMENT IMPLICATIONS

There are no asset management implications.

CLIMATE IMPLICATIONS

Performance measures showing sustained or increased ridership indicate a positive effect on the reduction of greenhouse gas (GHG) emissions. Reducing private vehicle usage is key to meeting the City's short-, mid- and long-term GHG reduction targets outlined in the Climate Change Master Plan.

ECONOMIC IMPLICATIONS

NA

ENVIRONMENTAL IMPLICATIONS

There are no environmental implications.

INDIGENOUS GENDER AND EQUITY IMPLICATIONS

Indigenous Policy Considerations

The performance measures outlined in the report track OC Transpo's progress in areas important to closing gaps in social, health and economic outcomes. The potential impact on indigenous people who rely on public transit is recognized.

Gender and Equity Implications

The performance measures outlined in the report track OC Transpo's progress and areas important to guide policy that will benefit equity-deserving groups. Understanding the varied experiences related to gender and minoritized groups are an important consideration in overall customer safety, ridership and service reliability aids OC Transpo to ensure inclusive practices and services.

RISK MANAGEMENT IMPLICATIONS

There are no risk implications.

RURAL IMPLICATIONS

This report presents information on all OC Transpo services, whether in the urban or rural areas. Figures for service in rural areas are not broken out separately.

TECHNOLOGY IMPLICATIONS

NA

TERM OF COUNCIL PRIORITIES

The 2019-2022 Term of Council Priorities direct staff to develop system performance metrics that reflect OC Transpo's multimodal system, as well as a reporting method that includes reporting to the Transit Commission twice each year. This report follows this Council direction.

SUPPORTING DOCUMENTATION

Document 1 - Appendix 1 immediately follows the report.

DISPOSITION

Staff will continue to monitor and report on the performance of the OC Transpo system.

Document 1

Appendix 1

Customer Safety

Table 2: Injury severity level, from Accident and Incident Investigation and Reporting Standard Operating Procedure (2019)

Injury level	Definition
1	Injury does not require or result in a response from paramedics
2	Injury does not require transport to a hospital, but is treated by paramedics
3	Injury requires transport to a hospital, though injuries do not appear to be serious or life altering
4	Injury appears to be serious, or life altering and requires transport to a hospital; requirement to notify a regulatory body
5	There is/are fatal injury(ies)

Table 3: Criminal offences by category

Category	Offences
Crime against person	Assault; assault peace officer; sexual assault; robbery; utter threats; indecent act; criminal harassment
Crime against property	Theft; property damage; mischief
Other Criminal Code of Canada Offences	Breach of the peace; bail violations; warrants; weapons offence
Drug offences	Drug related occurrences