



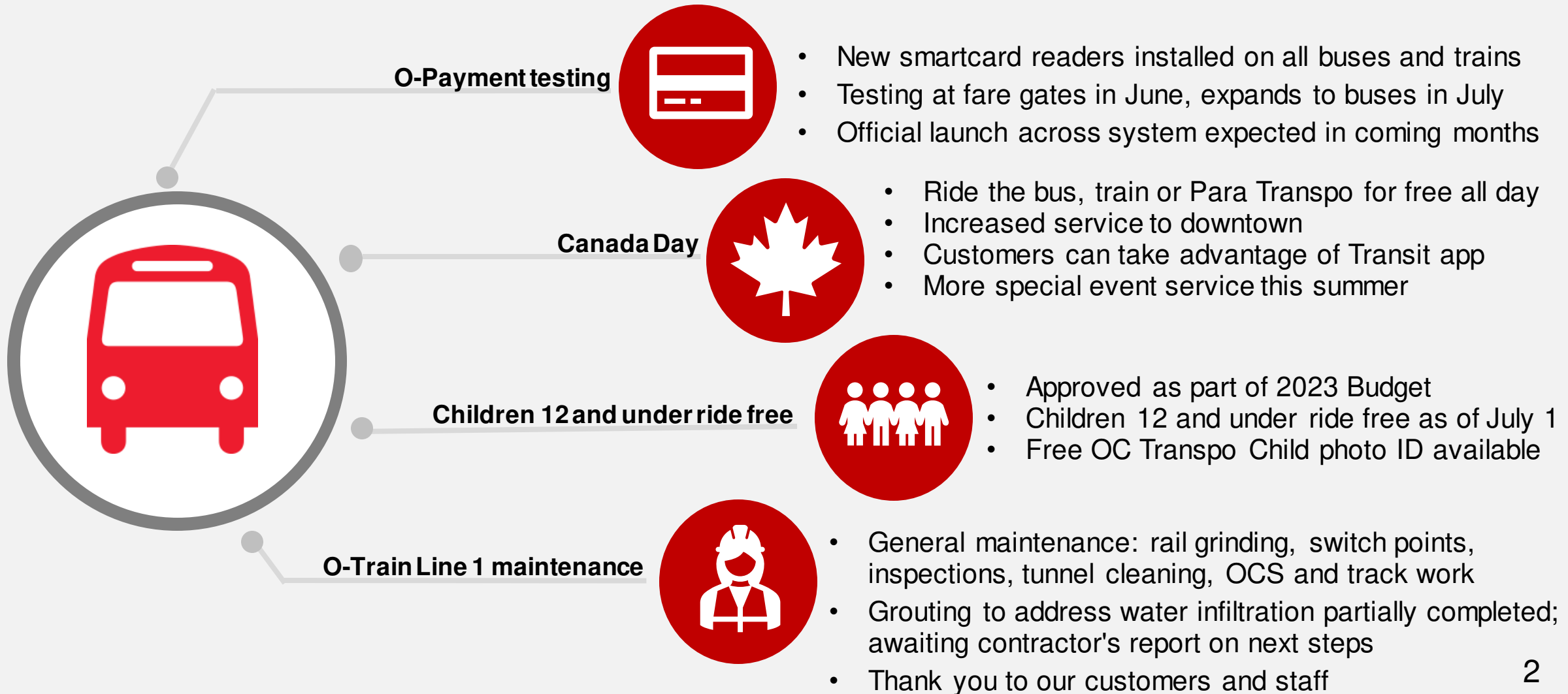
# **OC Transpo Update**

## **Para Transpo, Rail and Bus**

Transit Commission  
June 29, 2023



# GM updates



**OC Transpo**

*Ottawa*

# Recruitment Update





**Job fair &  
roadshow**  
*A big success!*



# Transit Recruitment Team

- Dedicated & experienced
- Personalized & efficient approaches
- Unique departmental vantage point



## Strategic recruitment

- Service reliability/continuity driving our recruitment efforts
- Operational considerations: opening of Lines 2 & 4, consistent draws from bus operator pool, etc.
- Setting us up for long-term success: retirements, attrition, candidates trained and ready

# Bus operators




	Feb 20 (Apr 18)	Apr 3 (May 15)	Apr 17 (May 29)	May 1 (Jun 13)	May 15 (Jun 26)	June 19 (Aug 11)	July 4 (Aug 24)	Aug 28 (Oct 19)	Oct 23 (Dec 13)	Dec 11 (Feb 9)	Total
<b>Planned</b>											
Recruits ready for training	60	24	24	24	24	24	36	60	60	60	396
NBOT Graduates	48	20	20	20	20	20	28	48	48	48	320
<b>Actual</b>											
Recruits ready for training	60	24	20	22	23	22	32				171*
Actual NBOT Graduates	38	19	13	19	19	21					108*

- Actual and complete
- In progress
- Forecast

\*January 2023 Graduates: 32/50

# Para Transpo operators

	Jan 23 (Feb 28)	March 1 (Mar 31)	April 5 (April 28)	May 1 (June 7)	Total
<b>Planned</b>					
Recruits needed for training	8	10	8	-	26
NPOT Graduates	7	8	7	-	22
<b>Actual</b>					
Recruits ready for training	7	8	4	1	20
Actual NPOT Graduates	7	8	3	1	19

-  Actual and complete
-  In progress
-  Forecast




# Customer service representatives



- Actual and complete
- In progress
- Forecast

# Transit Maintenance

	Jan 30 (March 24)	April 3 (June 2)	June 5 (Aug 4)	July 17 (Sept 15)	Sept 11 (Nov 3)	Oct 5 (TBD)	Total
<b>Planned</b>							
Recruits ready for training	20	10	12	12	*	*	66
NTMT Graduates	16	8	10	10			44
<b>Actual</b>							
Recruits ready for training	12	8	5				25
Actual NTMT Graduates	12	8	5				25

-  Actual and complete
-  In progress
-  Forecast

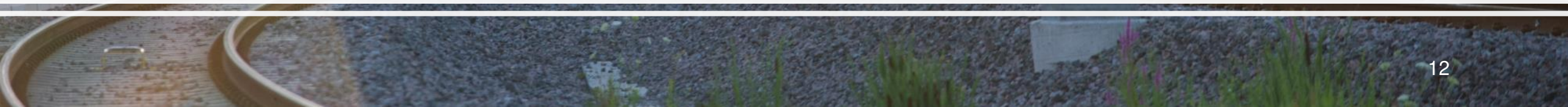
# Electric rail operators & Diesel rail operators

	Feb 20	April 17 (Aug 4)	April 26 (June 19)	June 5 (Aug 5)	June 12	July 10	July 24	Aug 7	Sept 18	Nov 20	Dec 4	Total		
<b>Planned</b>														
ERO / DRO recruits ready for training	7	10	4	10	24	24	10	24	10	*	10	51	82	
ERO / DRO graduates	6	8	3	8	19	19	8	19	8		8	41	65	
<b>Actual</b>														
ERO / DRO recruits ready for training	7	10	4	8	22	14						19	32	
Actual ERO / DRO Graduates	7	10	3	5	22							10	10	


- Actual and complete
- In progress
- Forecast




# Performance indicators



# Health and safety

Employee Injuries						Customer Injury Rate				
2020	2021	2022	2023 (YTD MAY)	2019		2020	2021	2022	2023 (YTD MAY)	
696	717	740	360		0.50	0.81	1.80	1.27	1.29	

	Vehicle Collision Rate					
	2019	2020	2021	2022	2023 (YTD MAY)	
SMS Target: $\leq 1.273$	Total	1.88	1.38	1.40	1.87	2.41
$\leq 0.69$	Preventable	0.79	0.80	0.75	0.95	1.07

Fare inspections		
May 2023	Warnings	58
	Provincial offence notices (tickets)	2
June 2023 (to date)	Warnings	71
	Provincial offence notices (tickets)	33

# Refresher training

A focused Refresher Training Program is being conducted during the next 12 months to underscore the importance of:

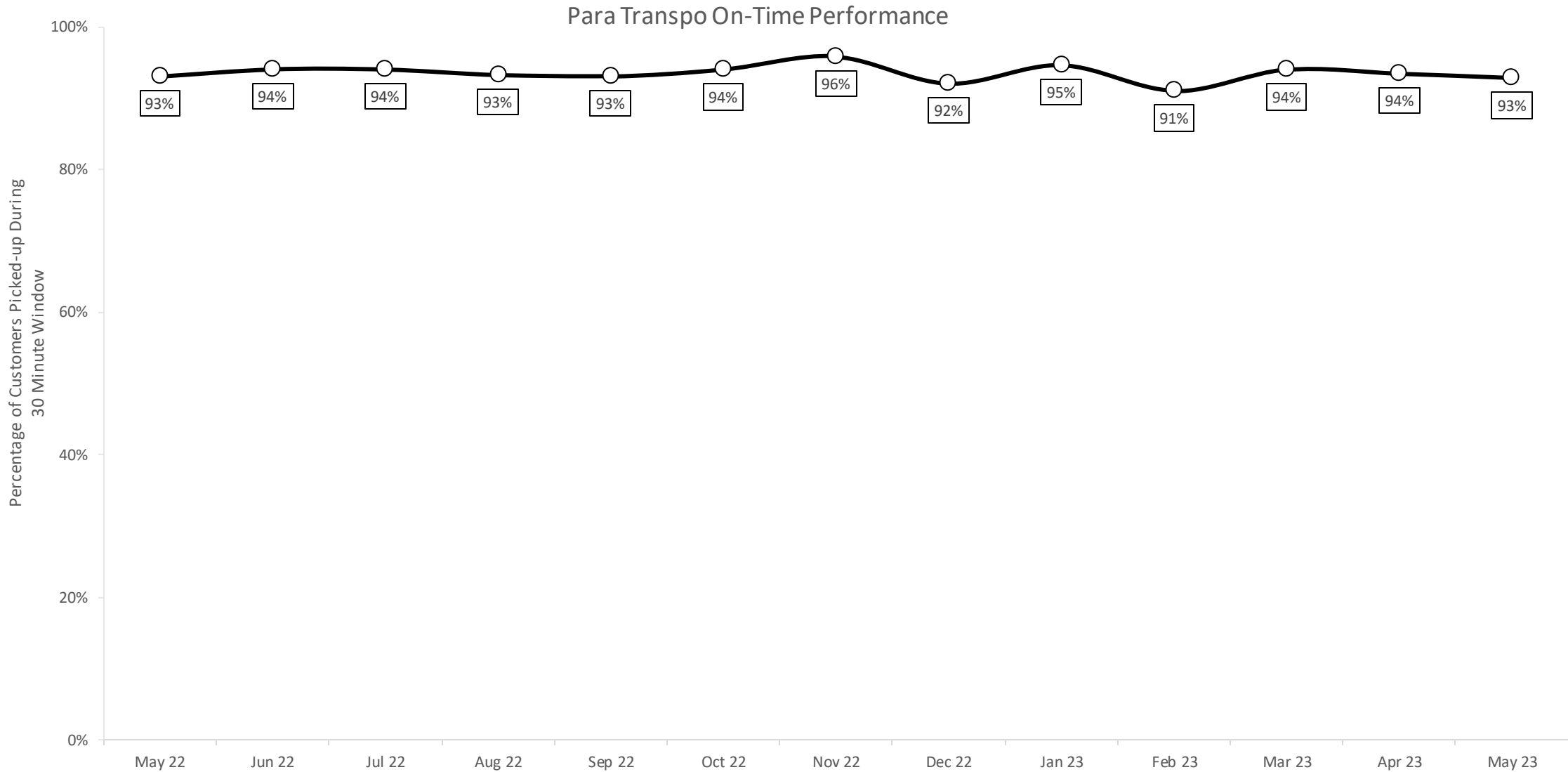
- Following defensive driving techniques
- Standard operating procedures for servicing stops
- Measuring operators' risk profile

Refresher training will include:

- defensive driving at controlled intersections and increasing awareness when servicing stops
- DriveABLE assessment
- We expect six trainees to complete the training per day
- There will be regular updates to the departmental leadership team

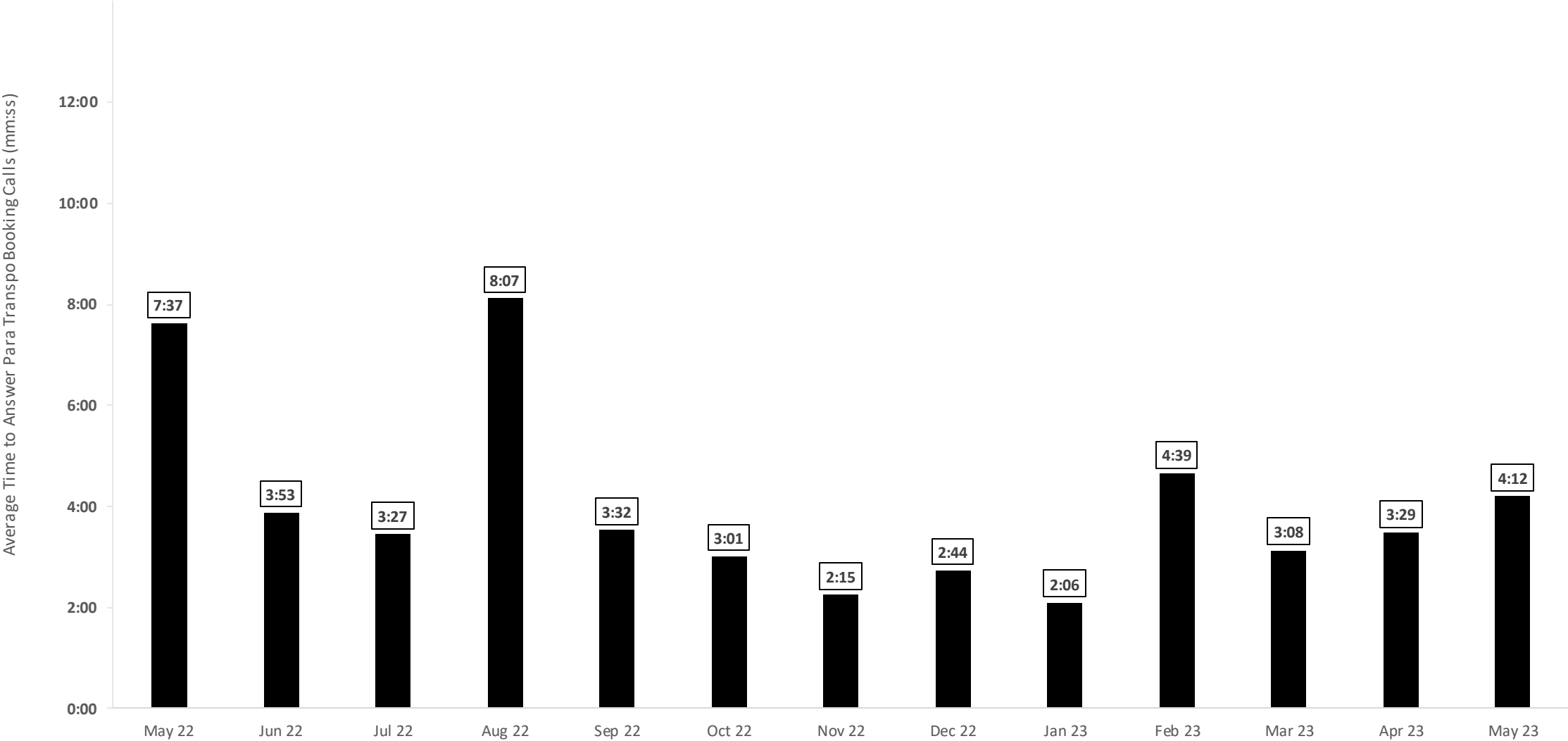


# Para Transpo on-time performance



# Para Transpo telephone booking line response times

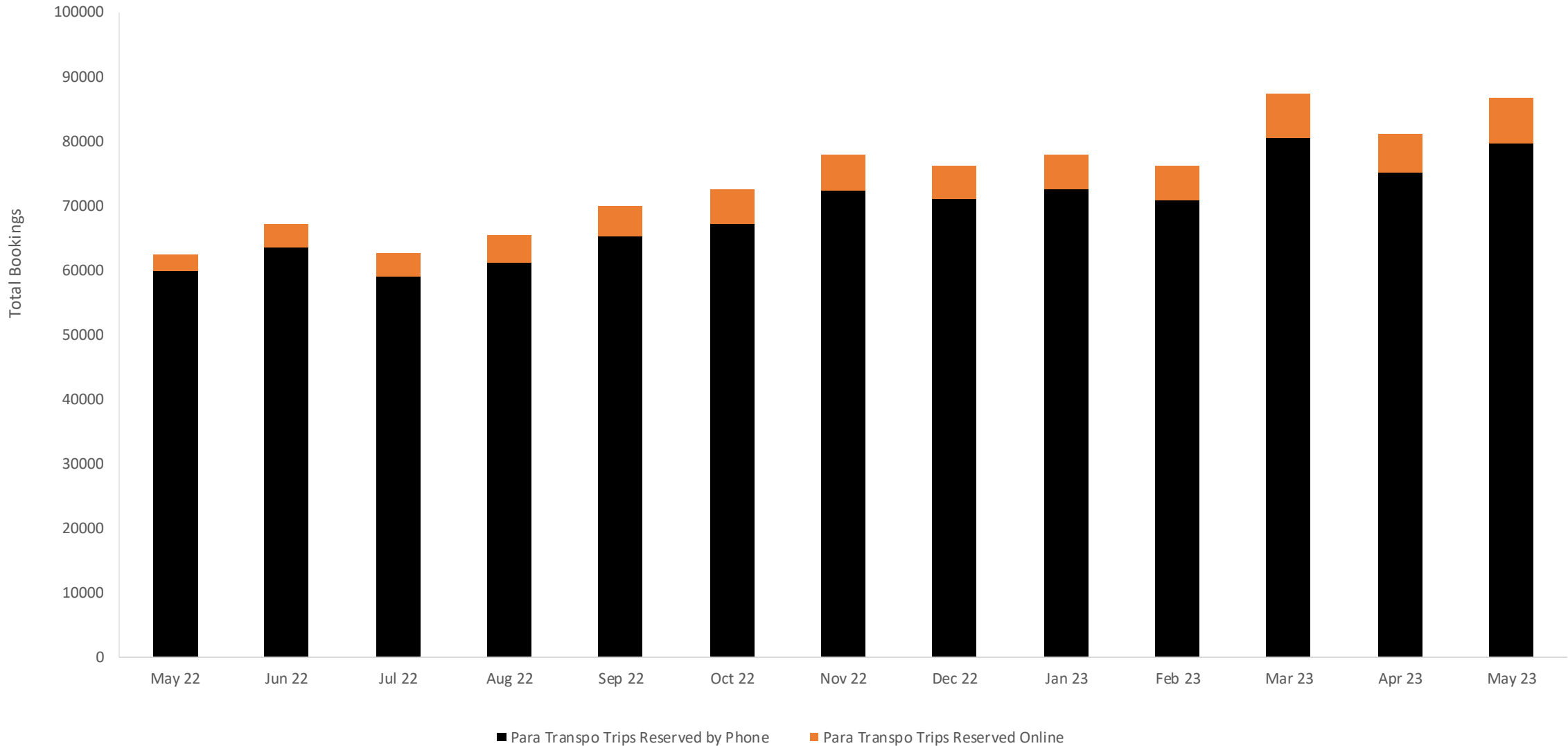
Average Time To Answer Para Transpo Booking Calls





# Para Transpo bookings by phone and online

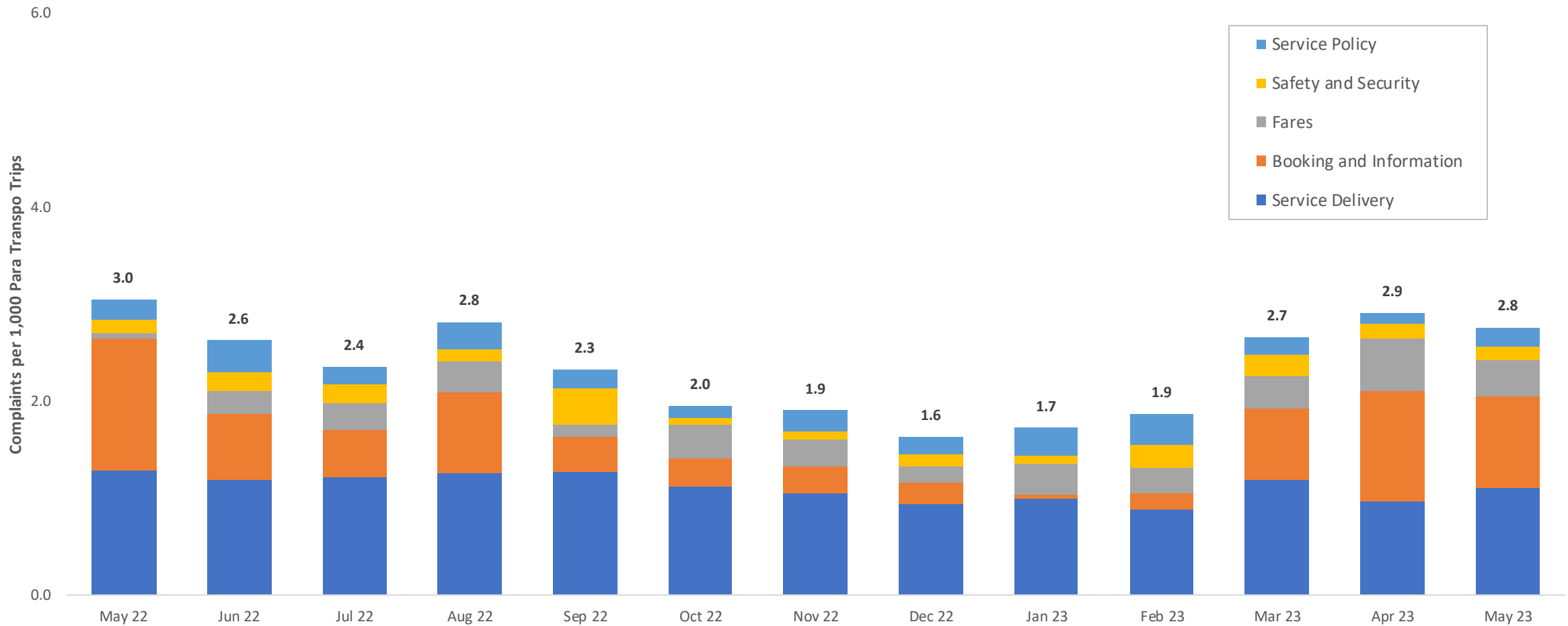
Para Transpo Bookings by Mode of Booking





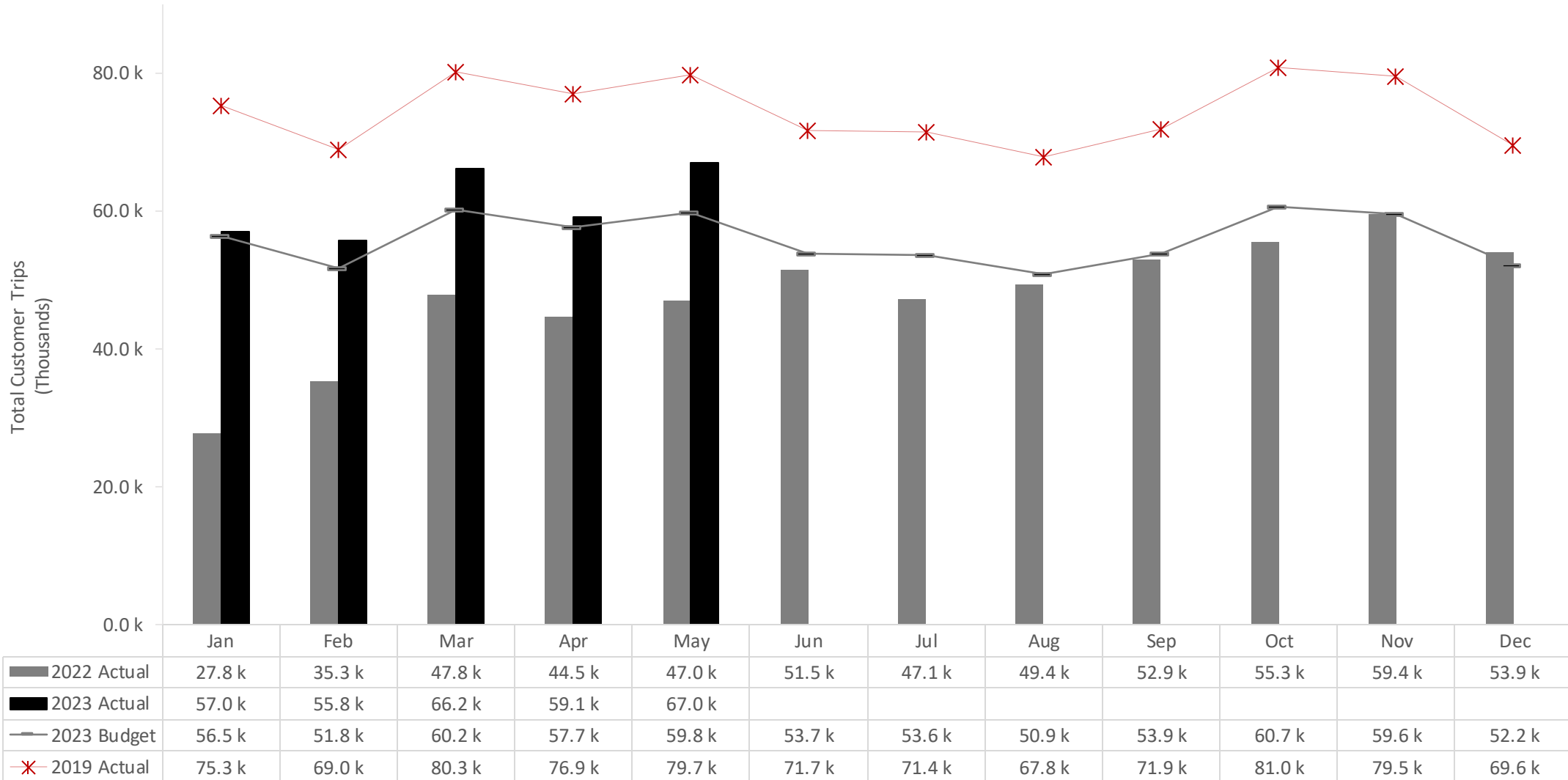
# Para Transpo complaints by month and by category

## Para Transpo Rate of Complaints by Category



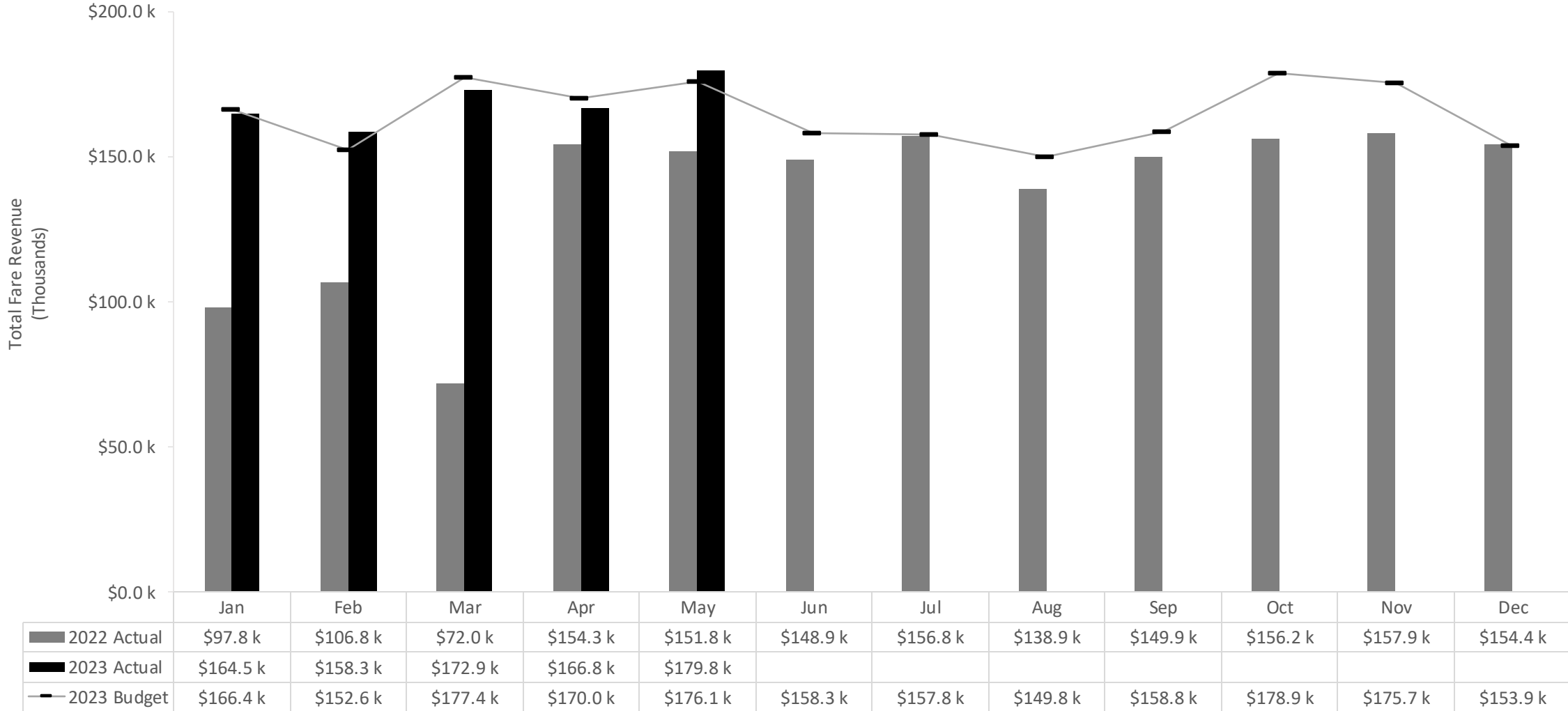
# Para Transpo ridership

2023 Para Transpo Ridership

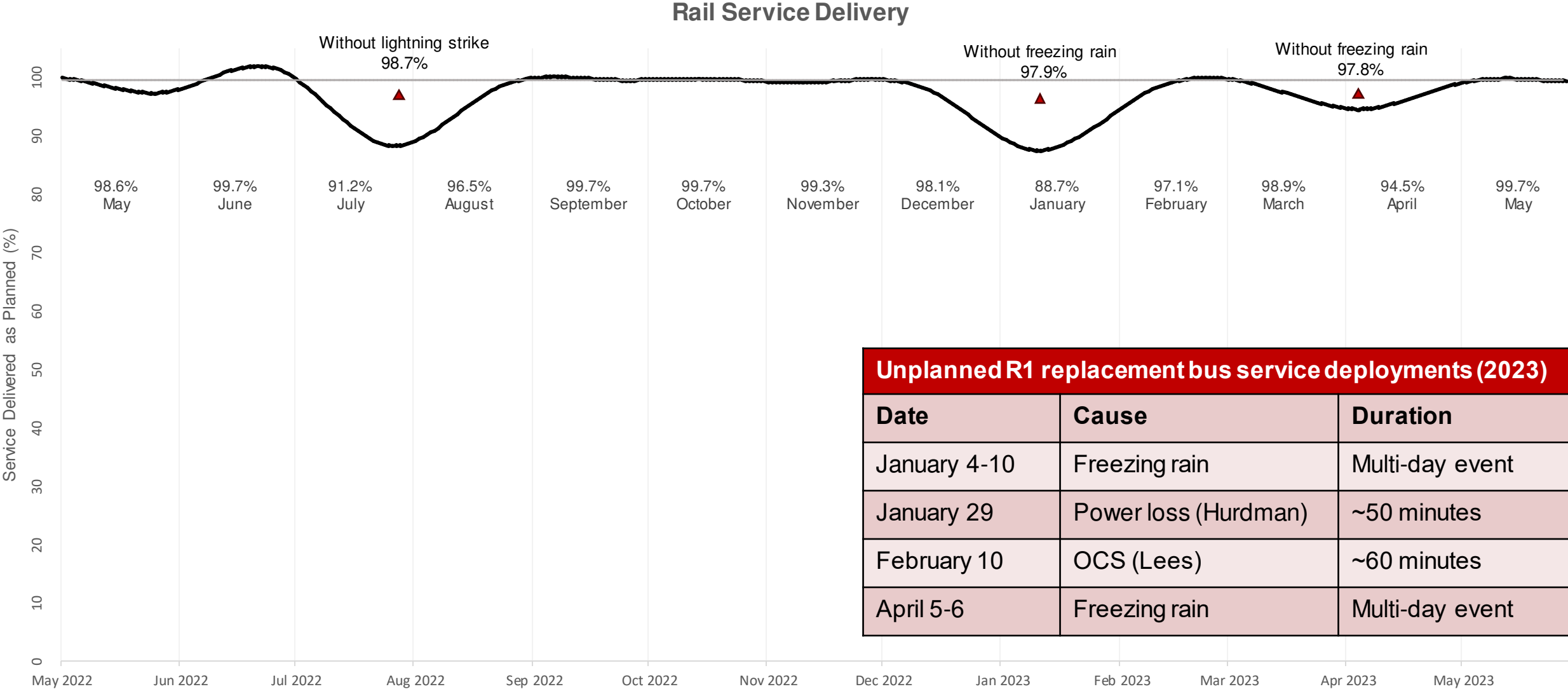


# Para Transpo fare revenue

2023 Para Transpo Fare Revenue



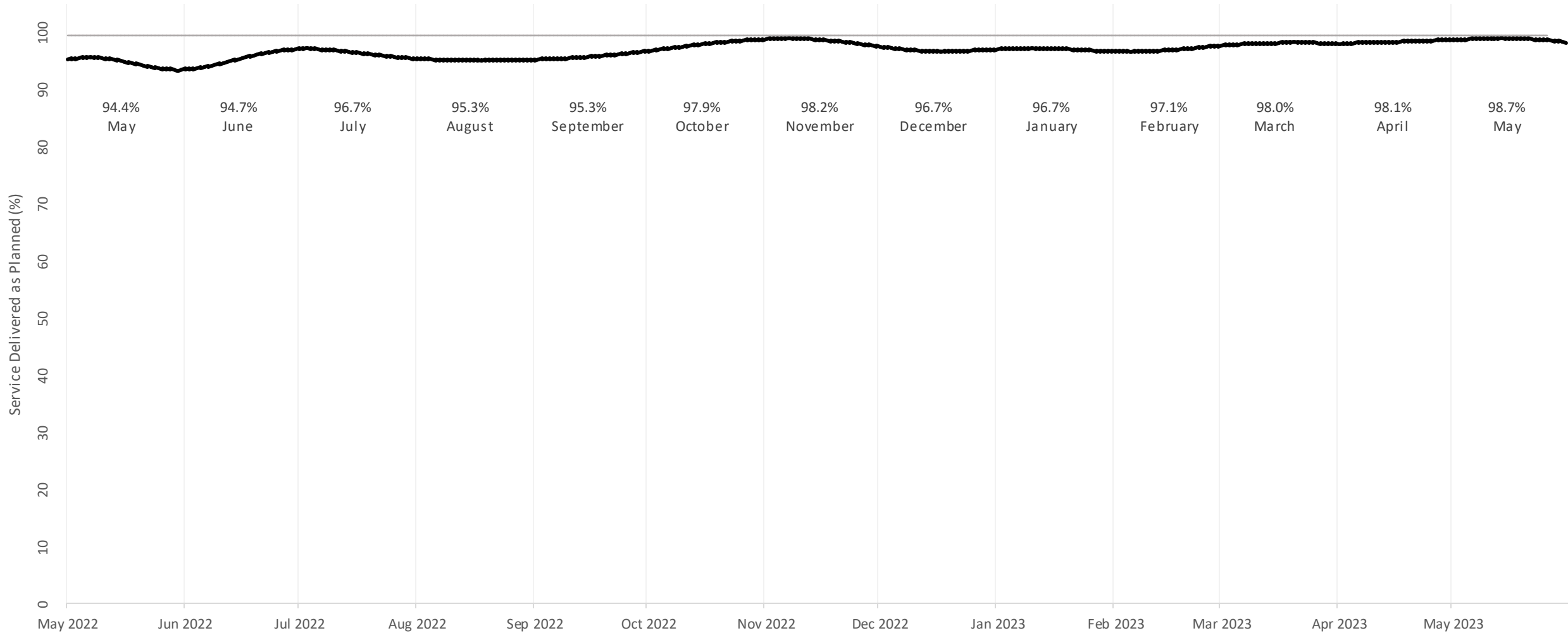
# O-Train Line 1 service delivery



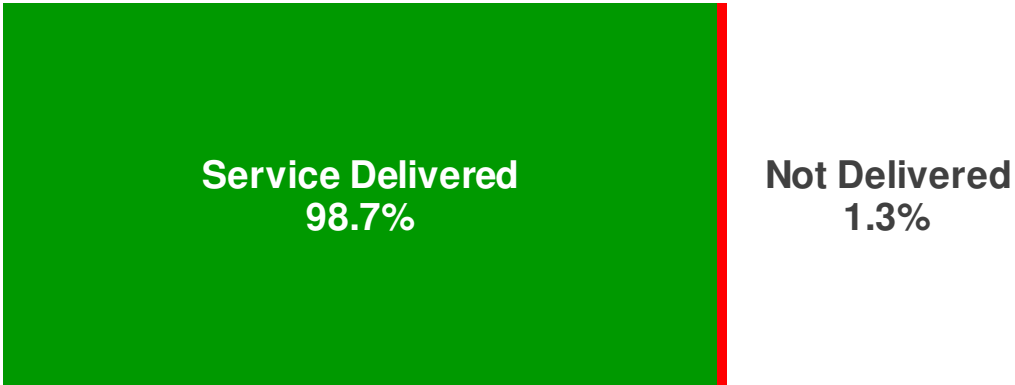
Unplanned R1 replacement bus service deployments (2023)		
Date	Cause	Duration
January 4-10	Freezing rain	Multi-day event
January 29	Power loss (Hurdman)	~50 minutes
February 10	OCS (Lees)	~60 minutes
April 5-6	Freezing rain	Multi-day event

# Conventional bus service delivery

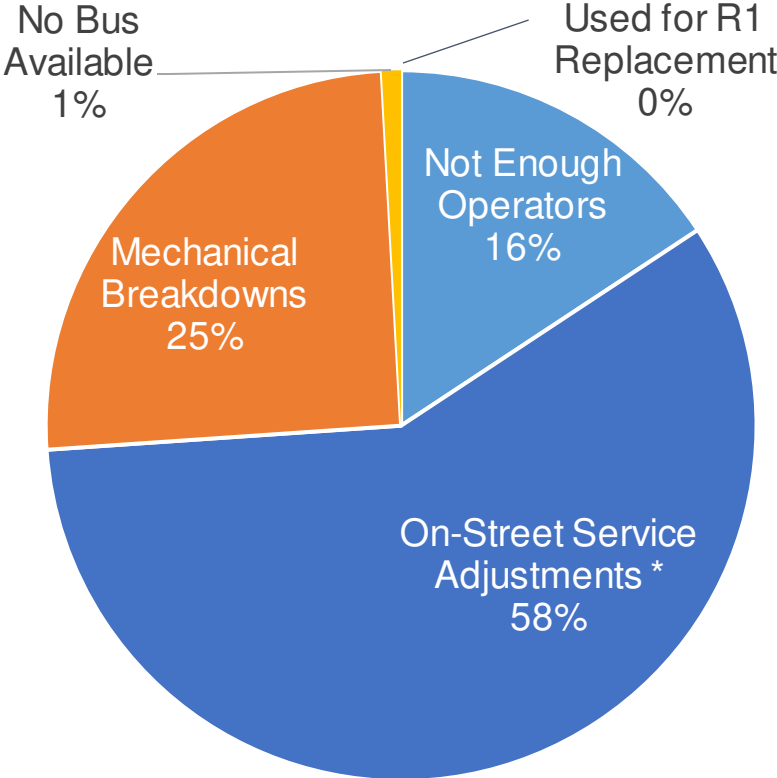
Bus Service Delivery



# Conventional bus service delivery – May 2023



On an average weekday in May, 130 out of 8,127 scheduled trips were not delivered.



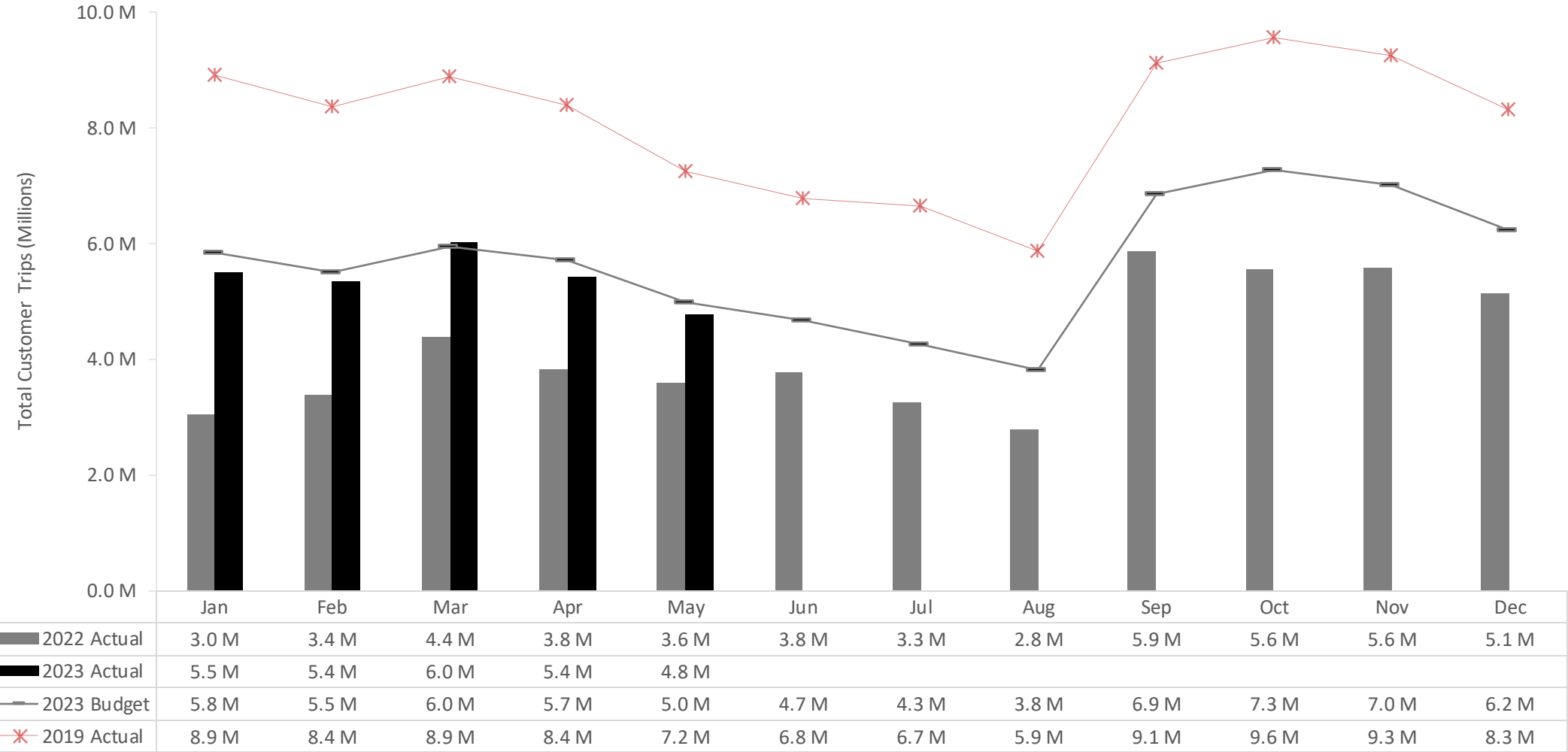
The following three routes had the most trips not delivered in the month of May.

Route	Undelivered trips (full month)	Scheduled trips (full month)	Trips delivered
11	245	3,832	93.6%
75	165	5,564	97.0%
85	165	4,065	95.9%

\* Includes traffic congestion, detours, road closures, etc.

# Ridership: Line 1 and conventional buses

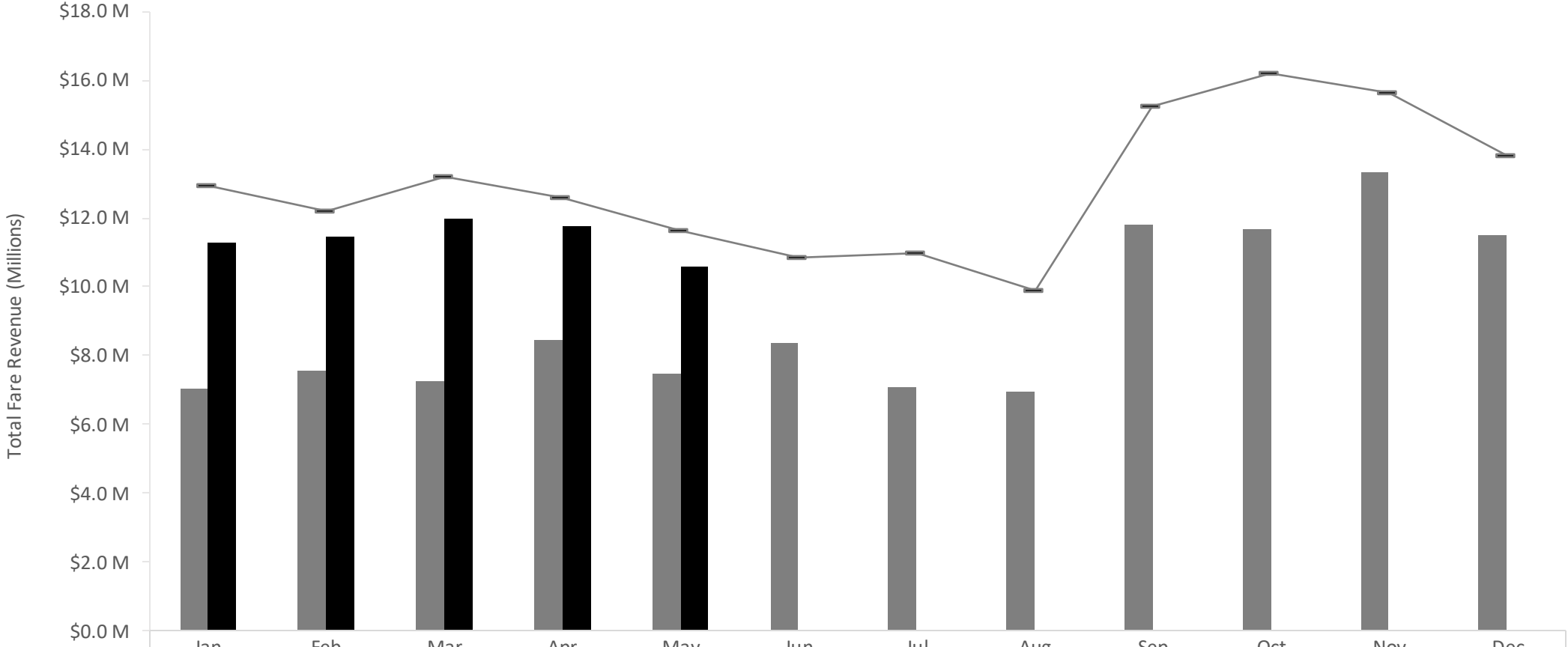
2023 Conventional Bus and O-Train Ridership





# Fare revenue: Line 1 and conventional bus

2023 Conventional Bus and O-Train Fare Revenue



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022 Actual	\$7.0 M	\$7.6 M	\$7.3 M	\$8.4 M	\$7.5 M	\$8.4 M	\$7.1 M	\$7.0 M	\$11.8 M	\$11.7 M	\$13.3 M	\$11.5 M
2023 Actual	\$11.3 M	\$11.4 M	\$11.9 M	\$11.7 M	\$10.6 M							
2023 Budget	\$12.9 M	\$12.2 M	\$13.2 M	\$12.6 M	\$11.6 M	\$10.9 M	\$11.0 M	\$9.9 M	\$15.2 M	\$16.2 M	\$15.6 M	\$13.8 M



# On-Demand Transit Pilot Project



# What is on-demand transit?



On-Demand transit provides dynamic routing and scheduling options to:

- Reduce waiting times and travel times for customers
- Provide more service for customers with the same resources

Customers can request a trip through an app, the web site, or the contact centre

On-demand transit is a project assigned to staff by the Transit Commission in the 2021 business plan and is a strategic initiative in the Roadmap before the Commission today



# On-demand pilot

- We have entered into a software and analysis agreement with a Canadian supplier specializing in on-demand transit
- The supplier will assist us to select two or three test zones for the pilot project
- These will be growing areas with limited service or areas with current service where ridership has been particularly low post-pandemic
- We will start the pilot with weekend-only service this fall, using spare Para Transpo minibuses that are not normally in use on weekends
- We can expand to daily service and more zones after the pilot period, with the acquisition of appropriate new vehicles
- We will report to the Transit Commission with a business plan containing our recommendations for expansion

**Questions?**