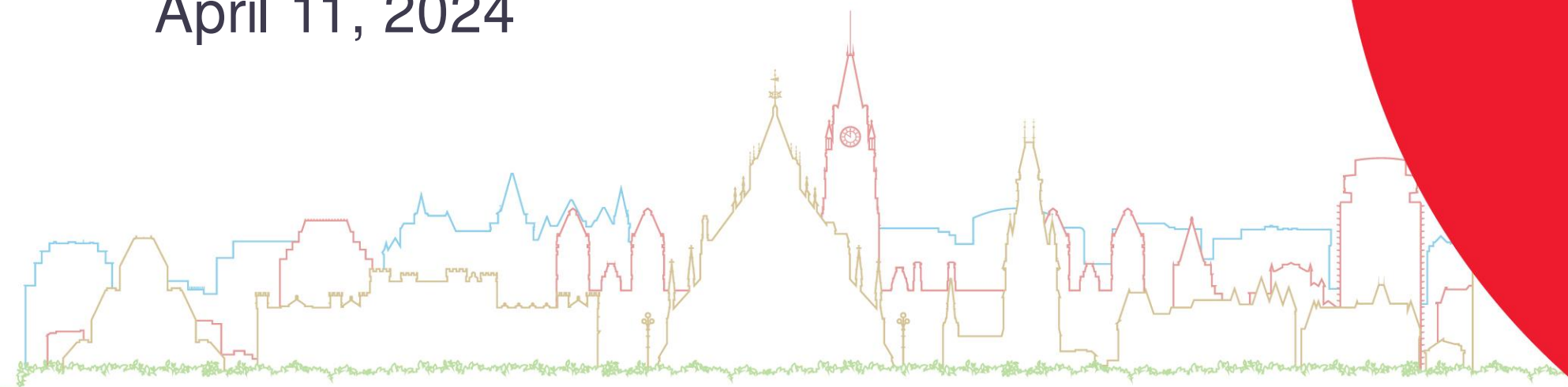
OC Transpo Scheduling Process

Transit Commission

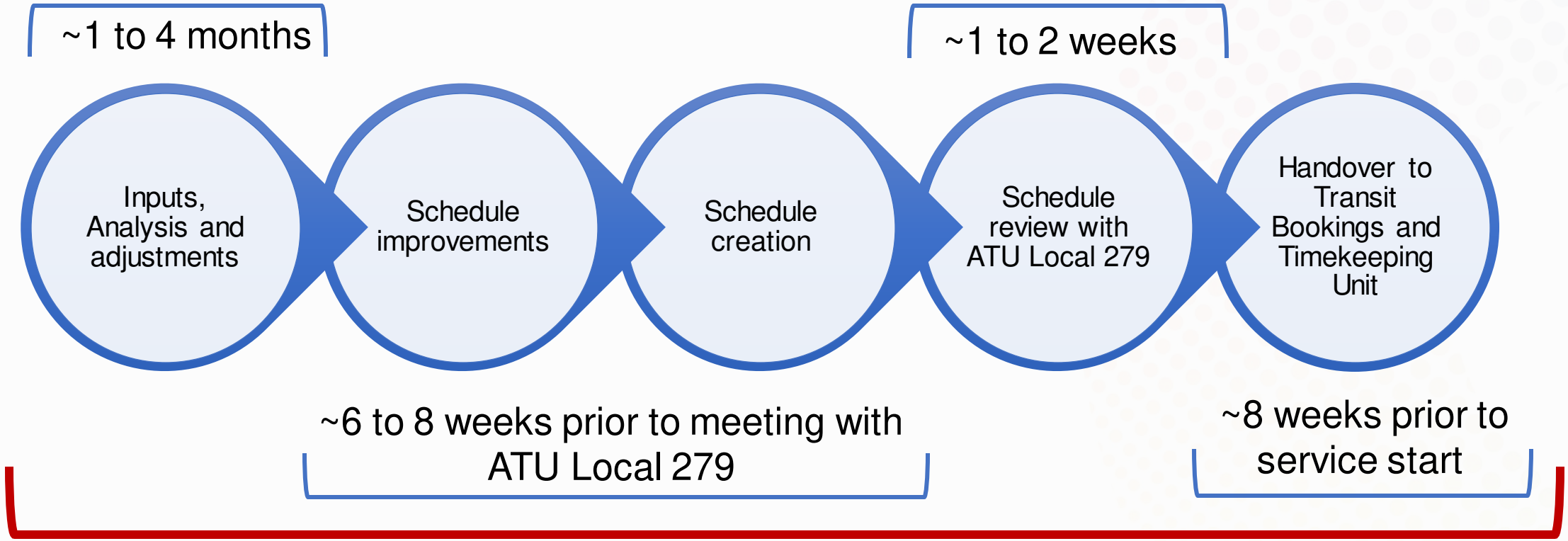
April 11, 2024



OC Transpo scheduling

- Scheduling at OC Transpo is a cyclical process, repeating each winter, spring, summer and fall to create and optimize bus and train schedules
  - The Collective Agreement with ATU Local 279 requires a minimum of four service periods per year for which operators book work
  - For each service period, schedules are created for weekdays, Saturdays, Sundays, reduced service days, and certain holidays, each consisting of some or all of OC Transpo's 172 routes
- Long lead times are required to schedule transit service; in most cases four to six months:
  - At any given time, the scheduling team is working on schedules for multiple service periods
  - For example, currently the scheduling team has started on the schedules for the summer and fall service periods while the spring service period has yet to go into effect.

Scheduling timelines and process



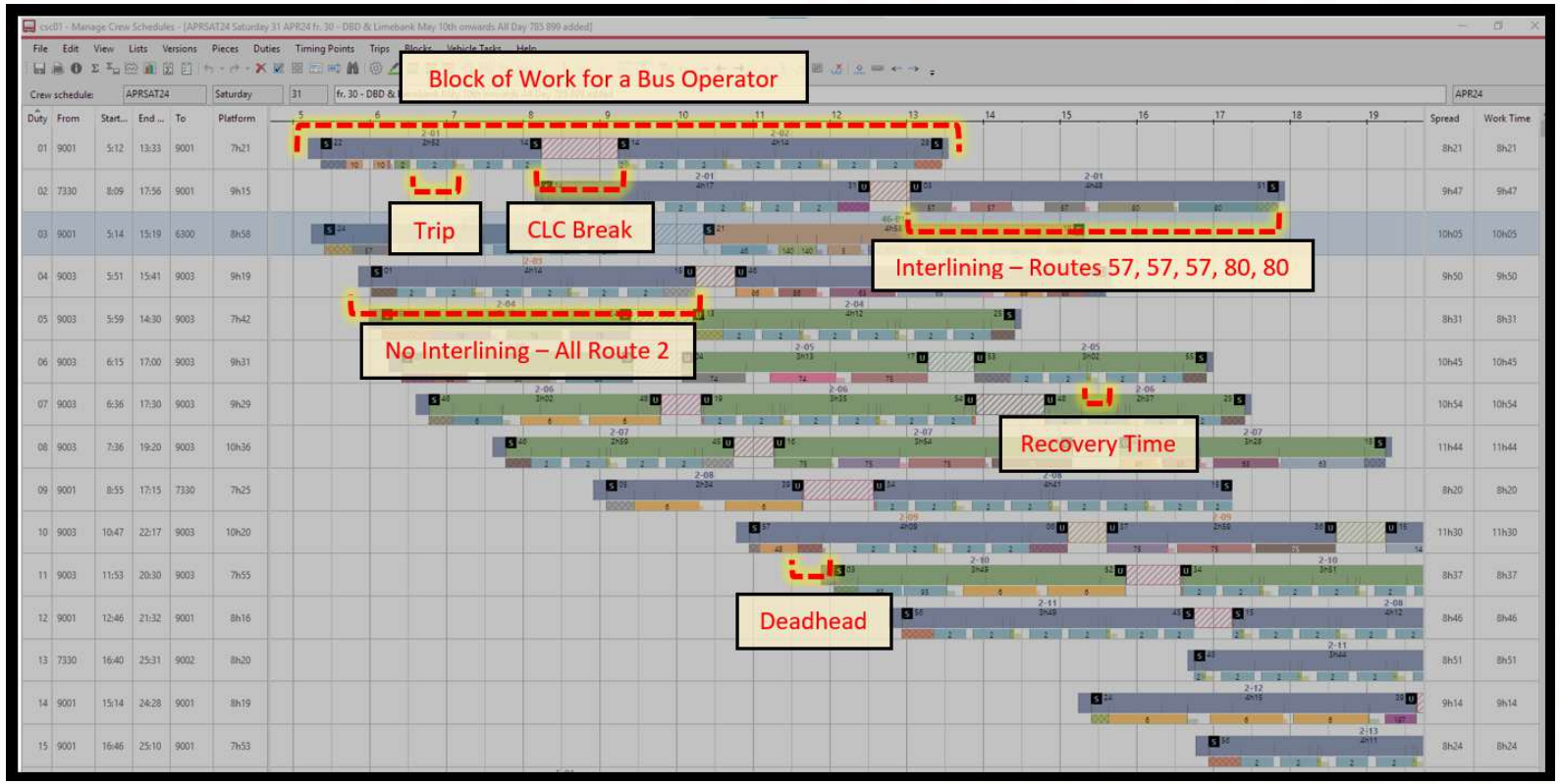
The scheduling process comprises four to six months (or more) lead time

Scheduling terms

- **Deadheading** is whenever a bus is travelling out of service between the garage and the start point of a trip, between trips, or between the end point of a trip and the garage. Buses do not pick up customers when deadheading.

- **Interlining** is when a bus changes routes during a single “block” of work.
- A **block** of work is the set of trips on one or more routes that a single bus operates on a given day between the time it leaves the garage and the time it returns to the garage

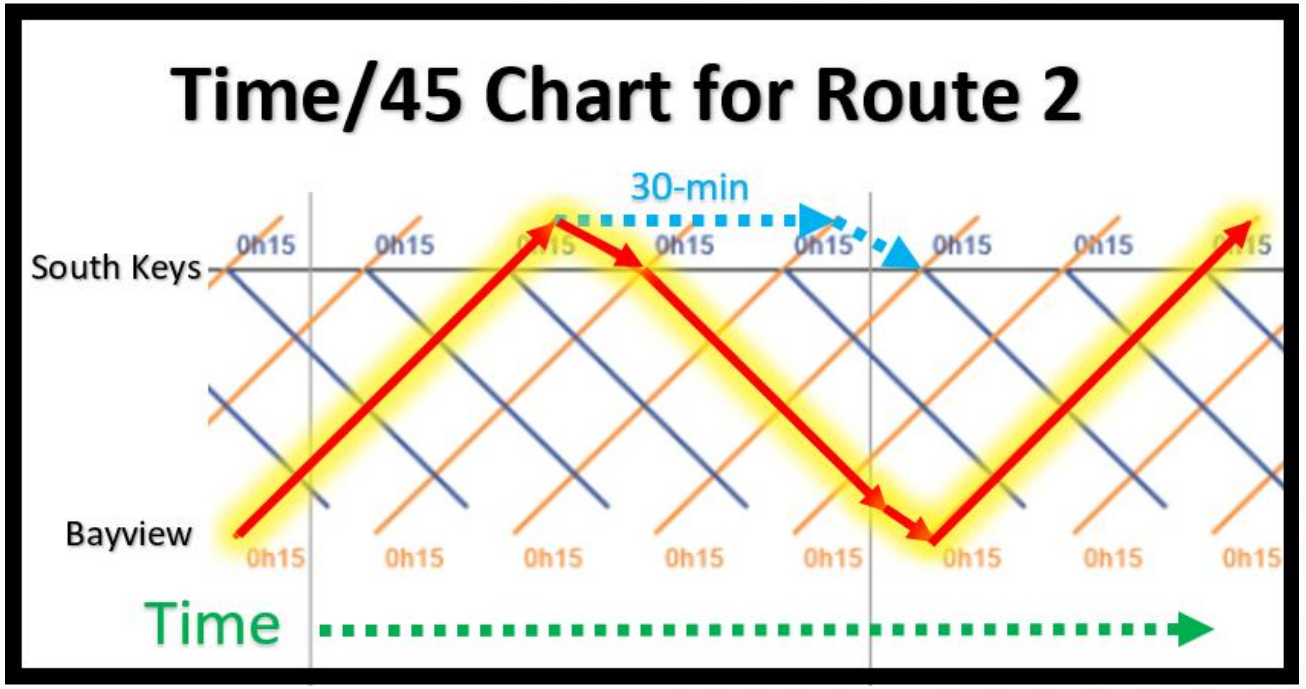
- **Recovery time** is the time built into the schedule between trips to allow an on-time departure.



Scheduling challenges and opportunities

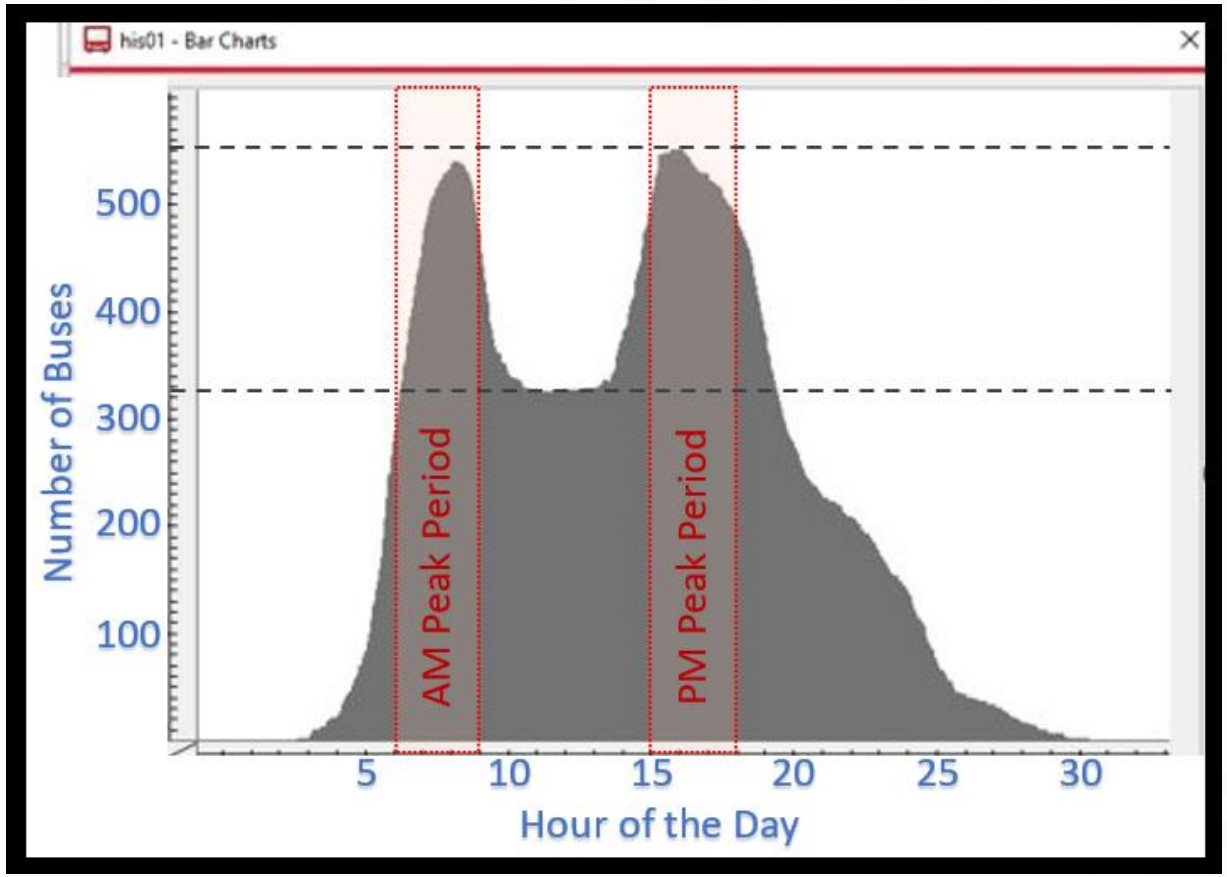
- Schedulers must balance operator and customer satisfaction with OC Transpo's obligation to Council and residents to maximize efficiencies and minimize costs
  - For example, two extra minutes of travel time in each direction for Route 6 for all trips on weekdays during the winter service period would cost approximately $54,000

- The implementation of the Federally-mandated Canada Labour Code (CLC) breaks has reduced the quality of work available to operators, and impacted On-Time Performance
  - More split shifts; fewer straight pieces of work; more senior operators working weekends, that didn't previously
  - On-Time Performance has suffered as a result of CLC break implementation



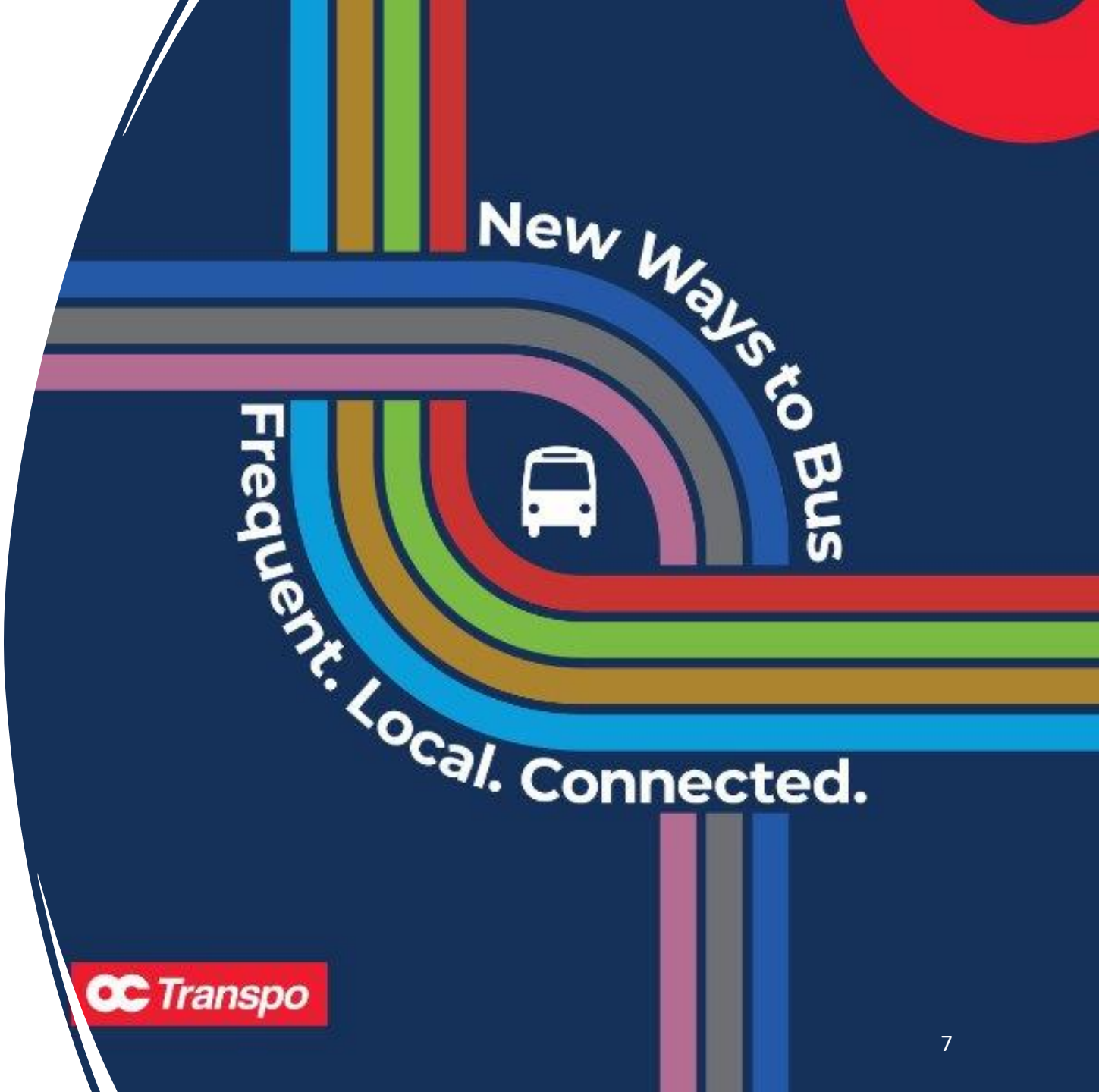
Scheduling challenges and opportunities

- The number of regular peak period trips has been reduced in the wake of COVID-19, while the number of school trips during peak periods has increased.
- This results in shorter blocks of work during peak periods as these trips are harder to link with other trips.
- For bus operators, this means more short blocks and split shifts, and fewer straight pieces of work, which are less desirable for bus operators



Summary and conclusions

- Scheduling is a time and resource intensive process with many factors and considerations, requiring long lead times
- Schedules at OC Transpo are strongly linked to policy direction and budgetary limitations
- Feedback loops are an essential part of the process towards continuous improvement
- Schedules and service reliability are expected to improve with the implementation of New Ways to Bus, improving the quality of work for bus operators, and the quality of service for customers



Questions?