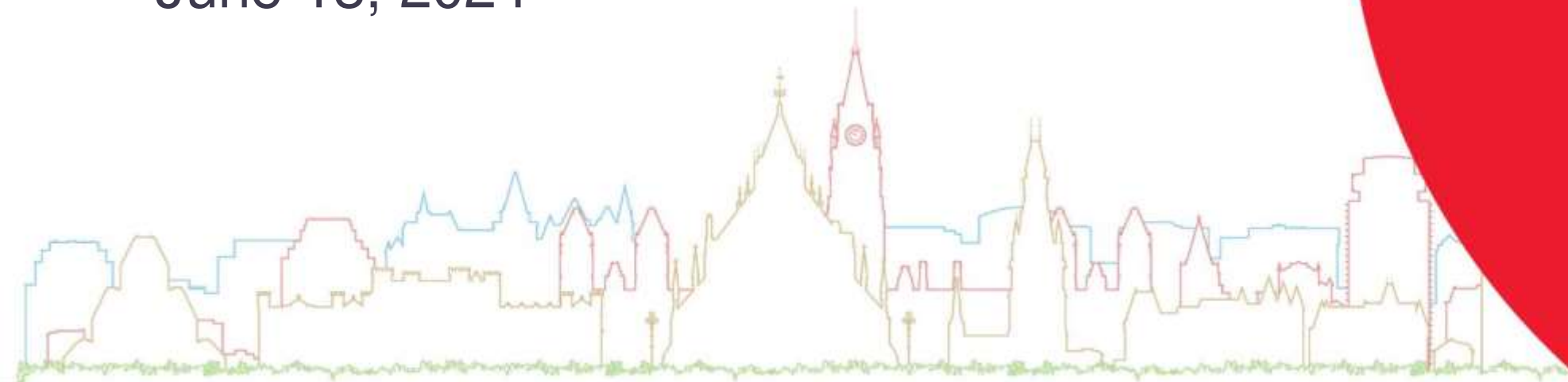




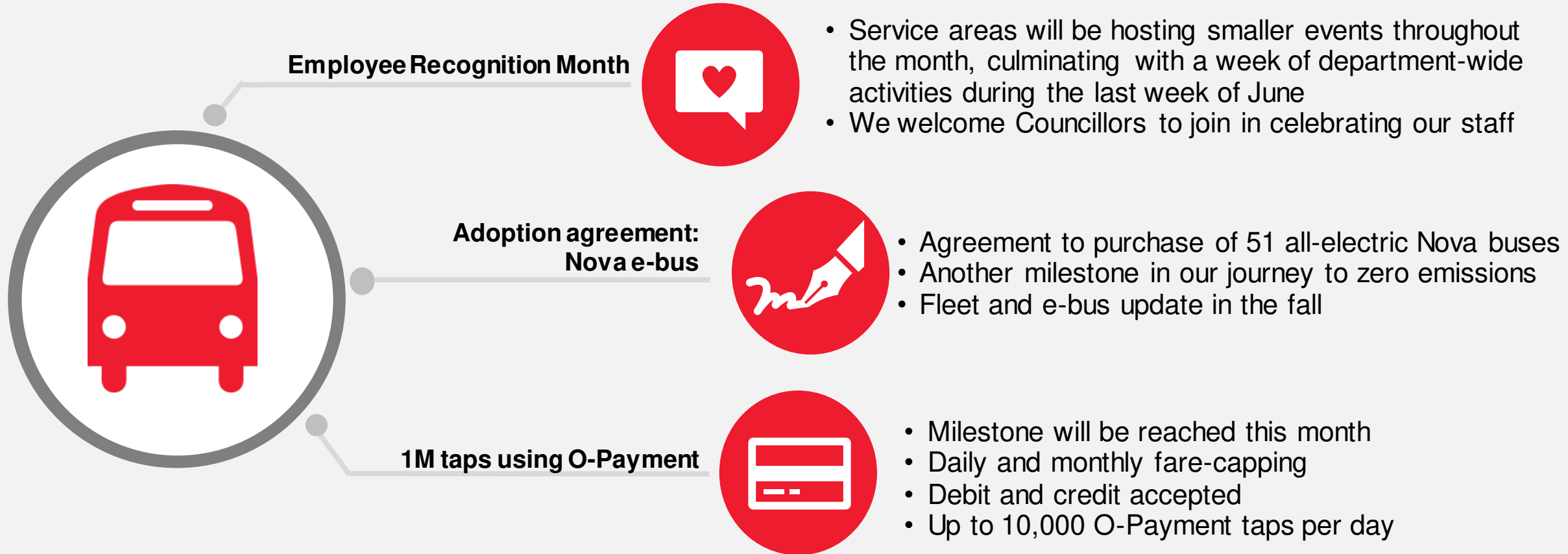
# OC Transpo Update

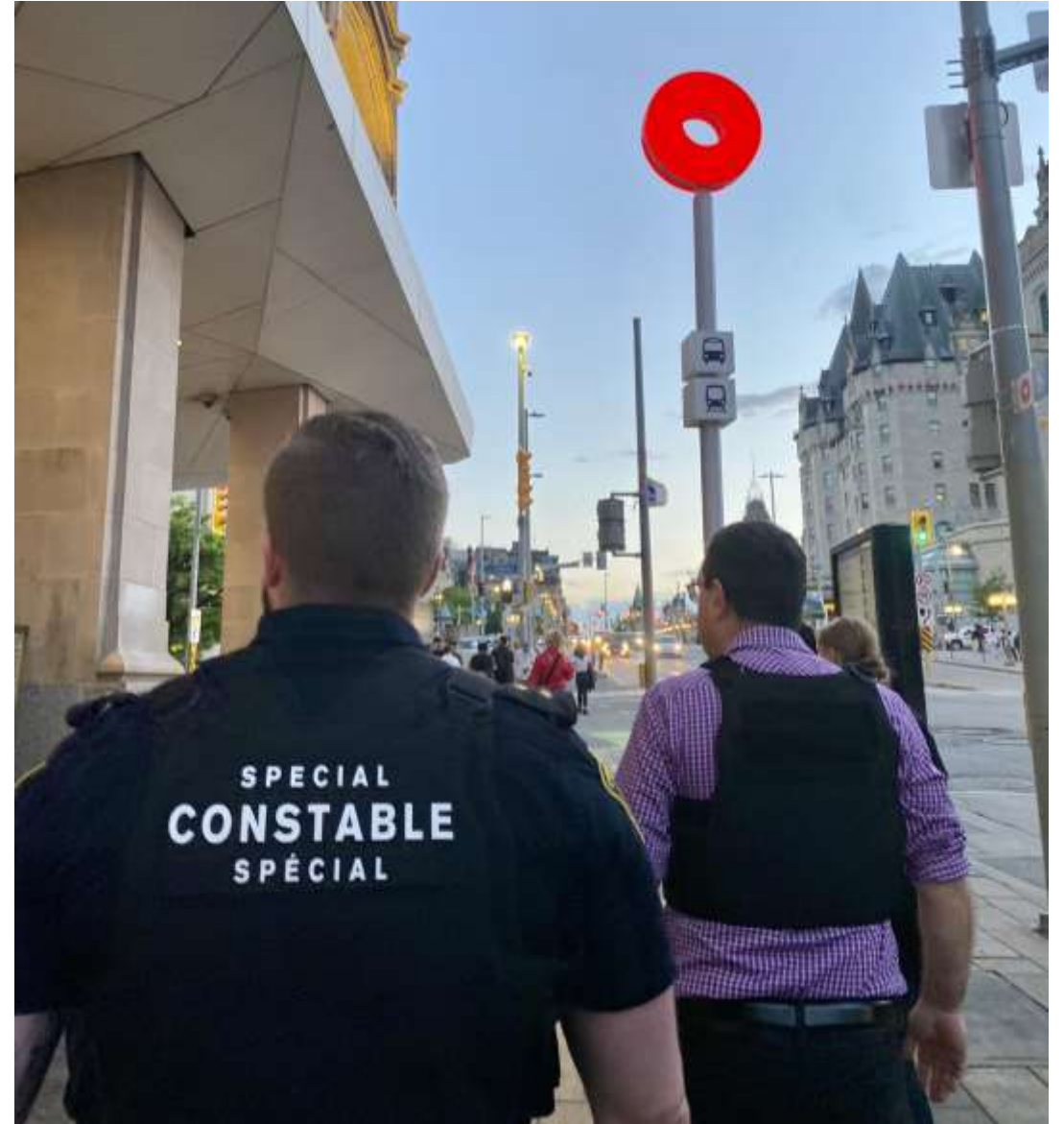
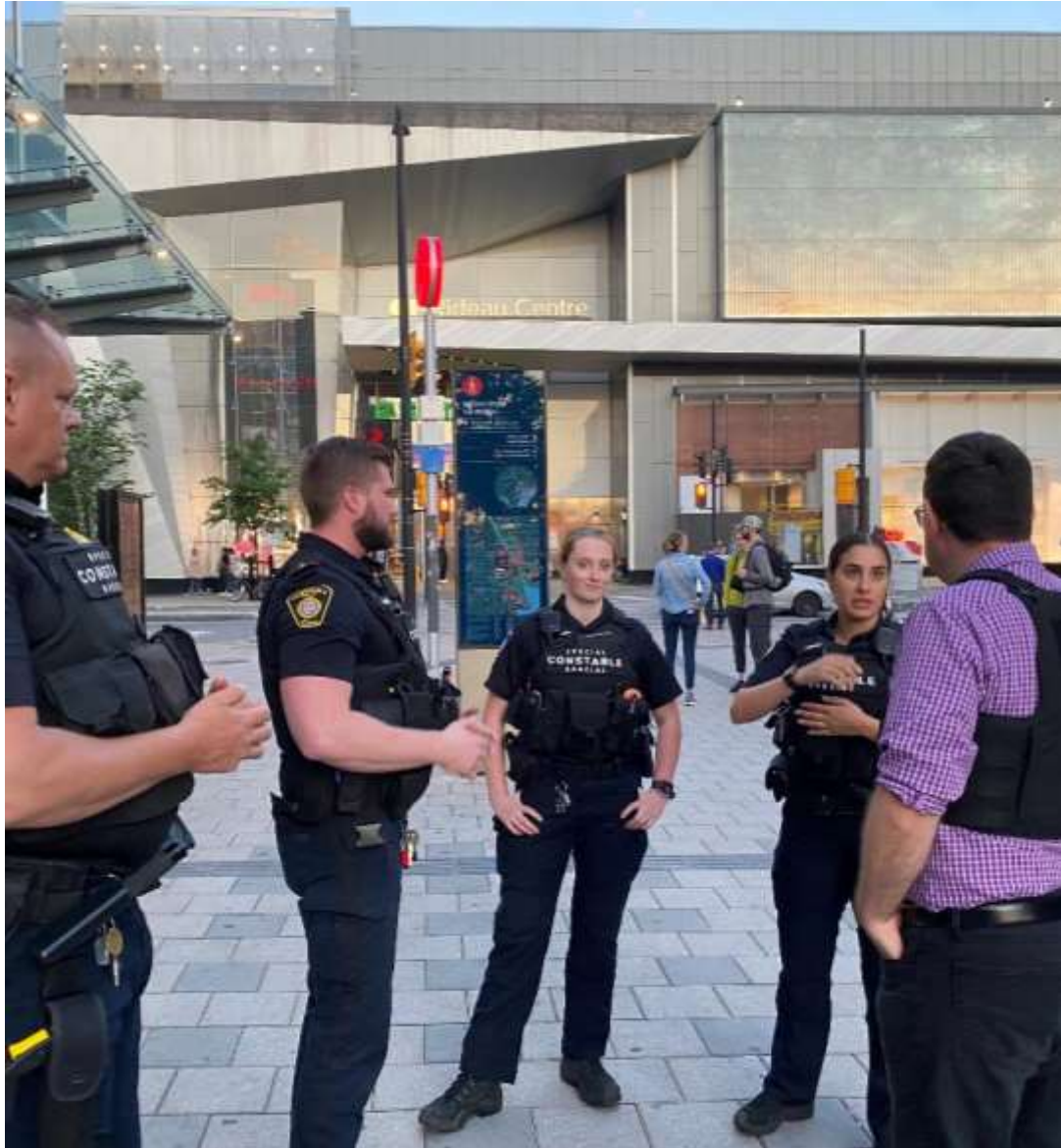
## Para Transpo, Rail and Bus

Transit Commission  
June 13, 2024



# GM updates





# Highlights: Q1-Q2 2024



Achieved **98%** **service delivery** (or better) since February 2024



Closed **89** **recommendations** from OLRT Public Inquiry



First 5-Year Roadmap scorecard update with **more than 50 KPIs**



Introduced **six new Roadmap strategic initiatives** to report back on in 2025

# Bus Maintenance Action Plan: Q1-Q2 2024



**Hired two new**  
maintenance  
managers



**Cleared** the  
preventative  
maintenance backlog



**More than 700**  
**interviews** conducted  
so far this year



**Refined** the training  
program for  
apprentices and  
mechanics

# Looking forward: Q3-Q4 2024

- Opening Lines 2 and 4
- Cartridge bearing assembly update
- Fleet status and e-bus update
- Bus Maintenance Action Plan
- New Ways to Bus
- 2025 Budget



# Update on St-Laurent Tunnel

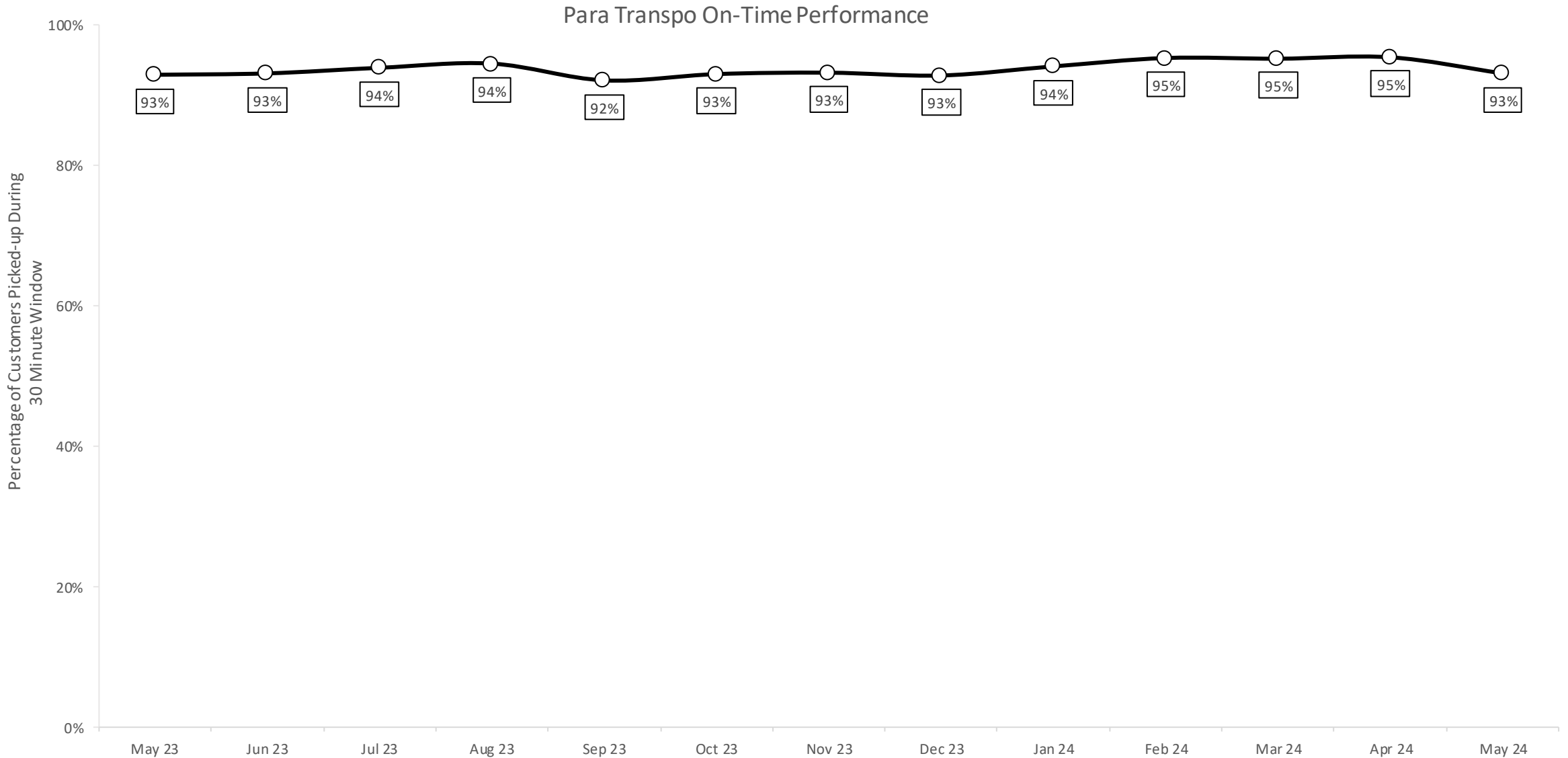
- 2024 OSIM Inspection
- Leakage investigation work ongoing
- Future remediation work
  - To address leakage
  - To address concrete repairs
  - To address any needs identified from the OSIM





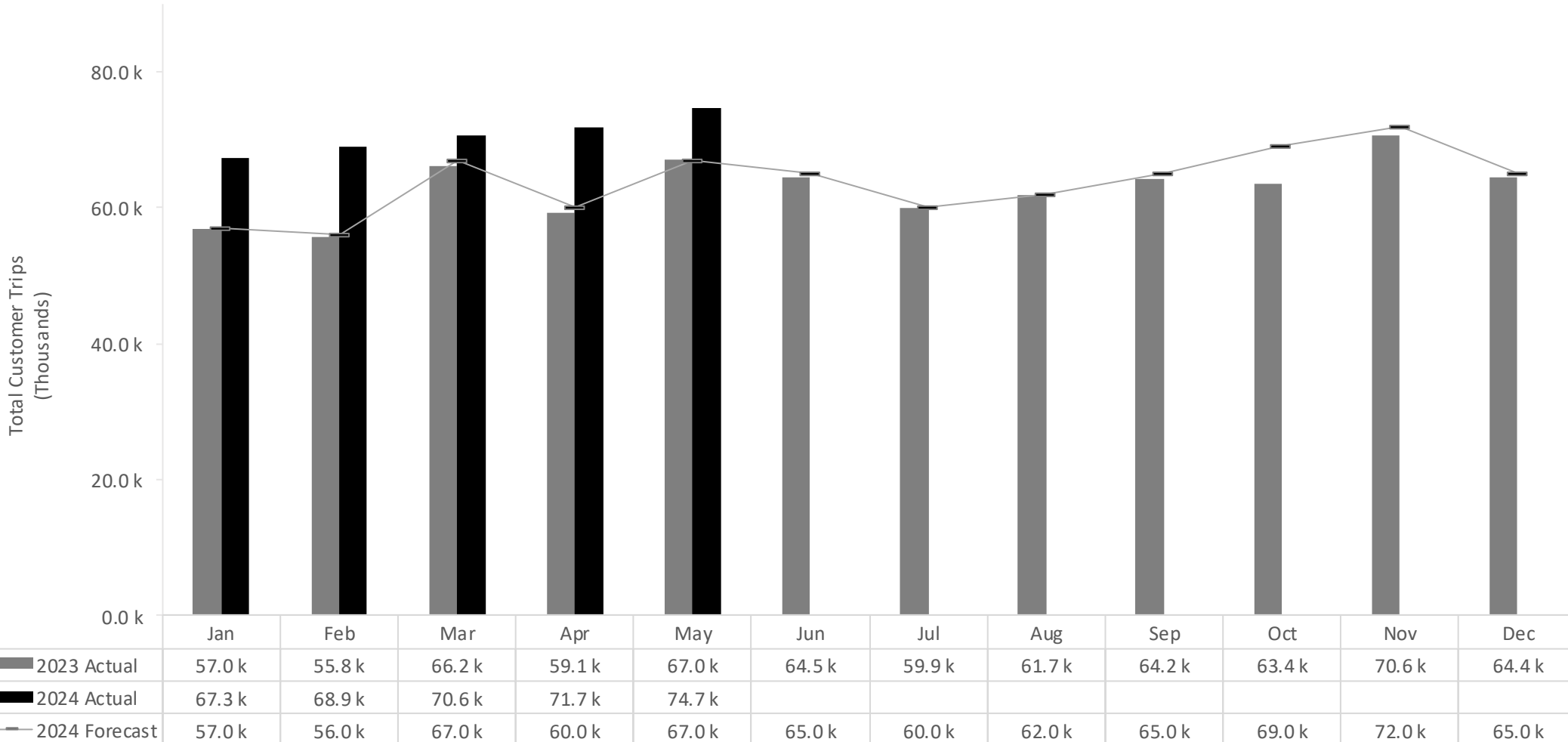
# Performance indicators

# Para Transpo on-time performance



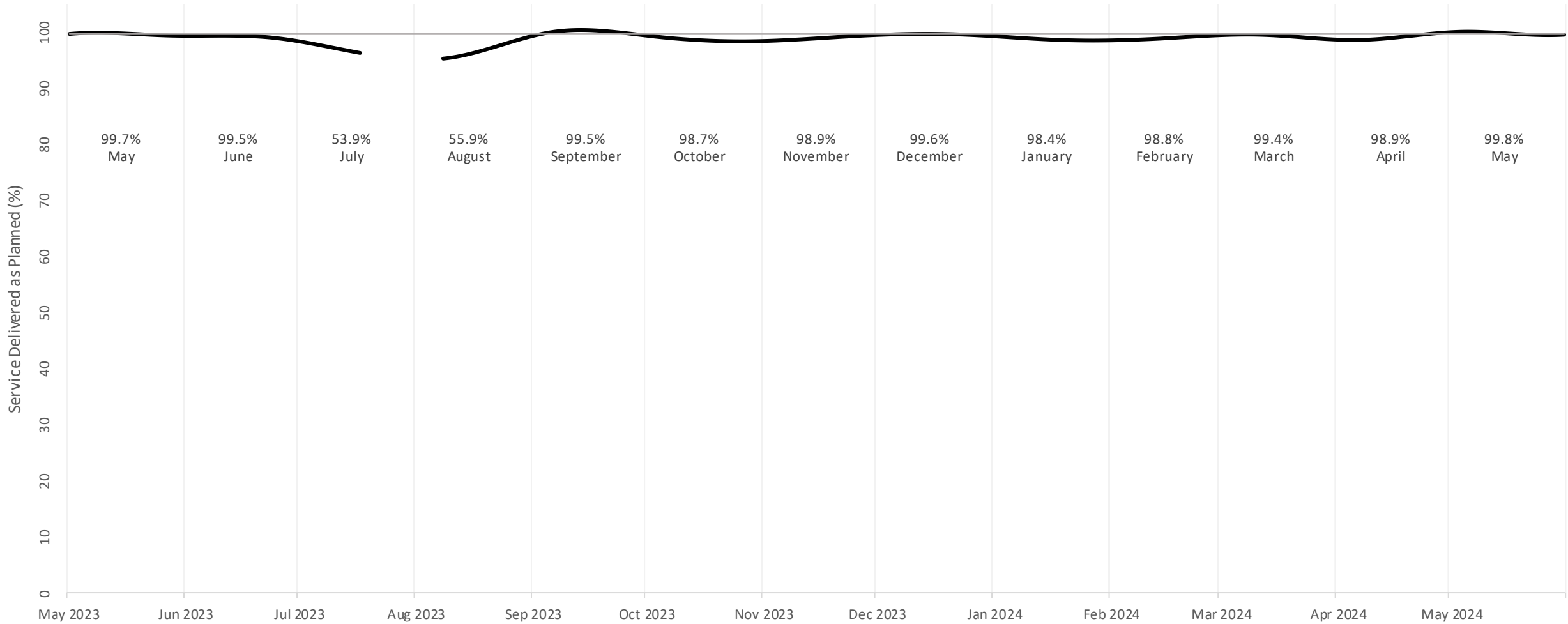
# Para Transpo ridership

2024 Para Transpo Ridership



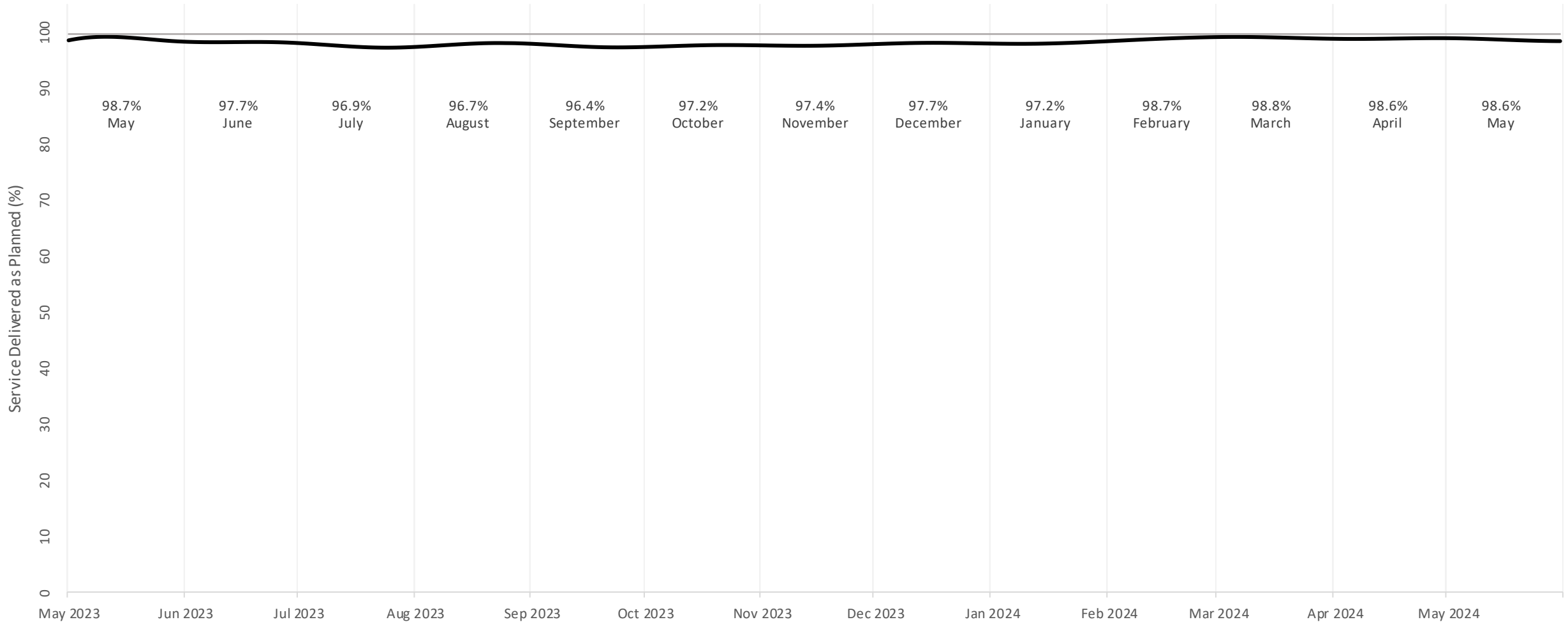
# O-Train Line 1 service delivery

## Rail Service Delivery



# Conventional bus service delivery

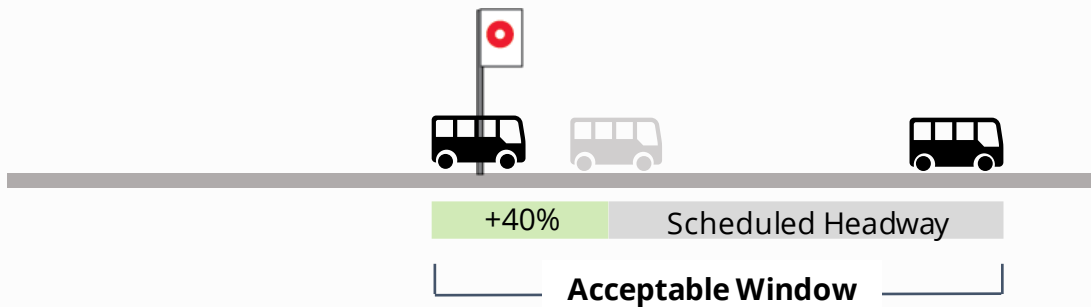
## Bus Service Delivery



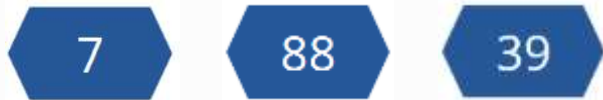
# Measuring on-time performance for bus routes

We are changing how we assess and report **on-time performance of frequent service** bus routes to **better reflect the ways these routes serve customers**

**Service regularity** measures how often headways **between consecutive buses** of the same route and direction fall **within an acceptable window** (scheduled headway + 40%)

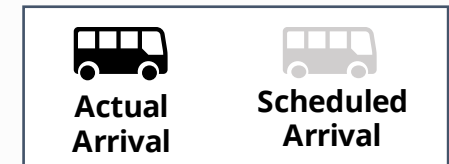


Only used to measure  
Frequent service routes such as:



Service regularity

**Punctuality** measures the percentage of trips arriving at major stops no more than **1 minute early** and no more than **5 minutes late**



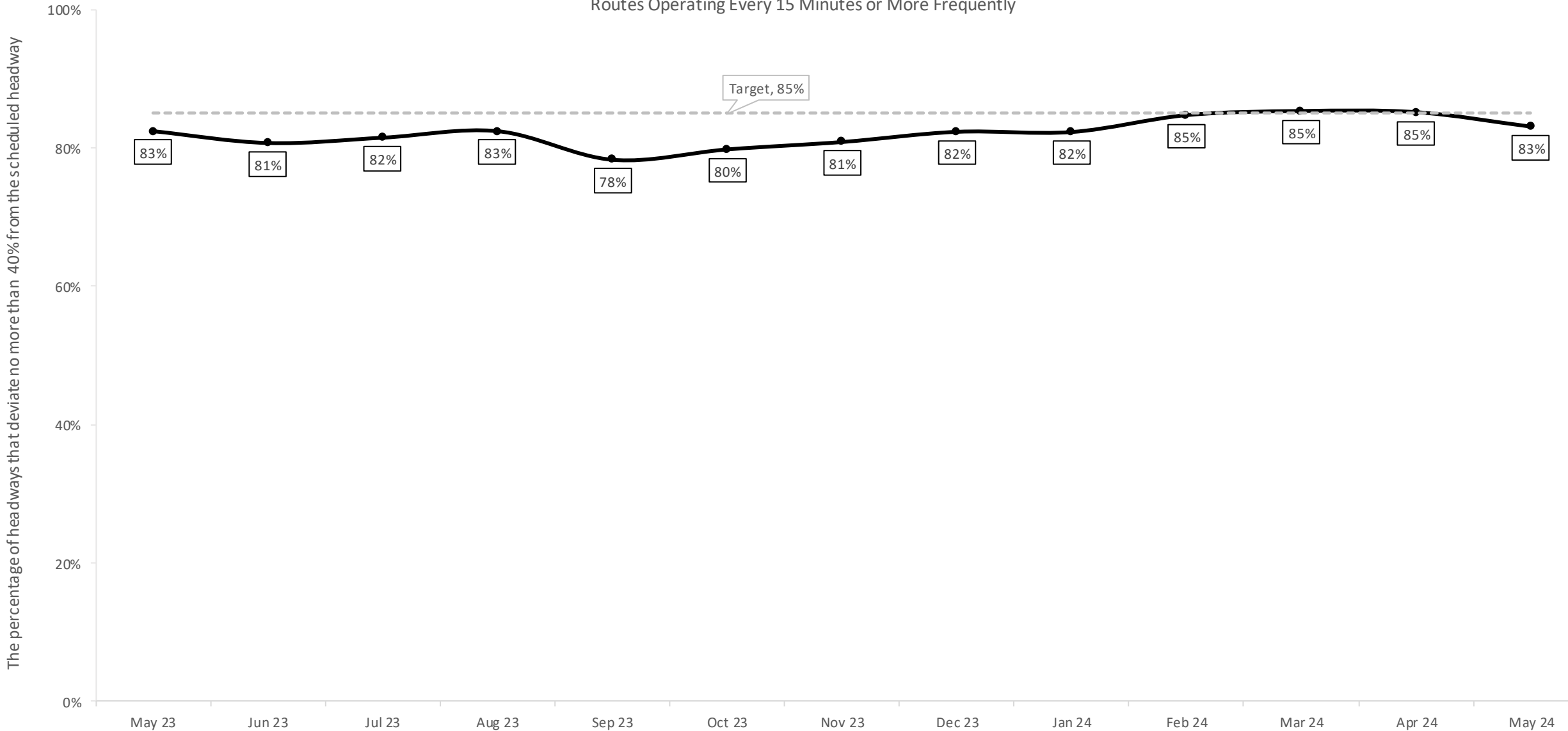
Less-frequent routes  
continue to use punctuality



Punctuality

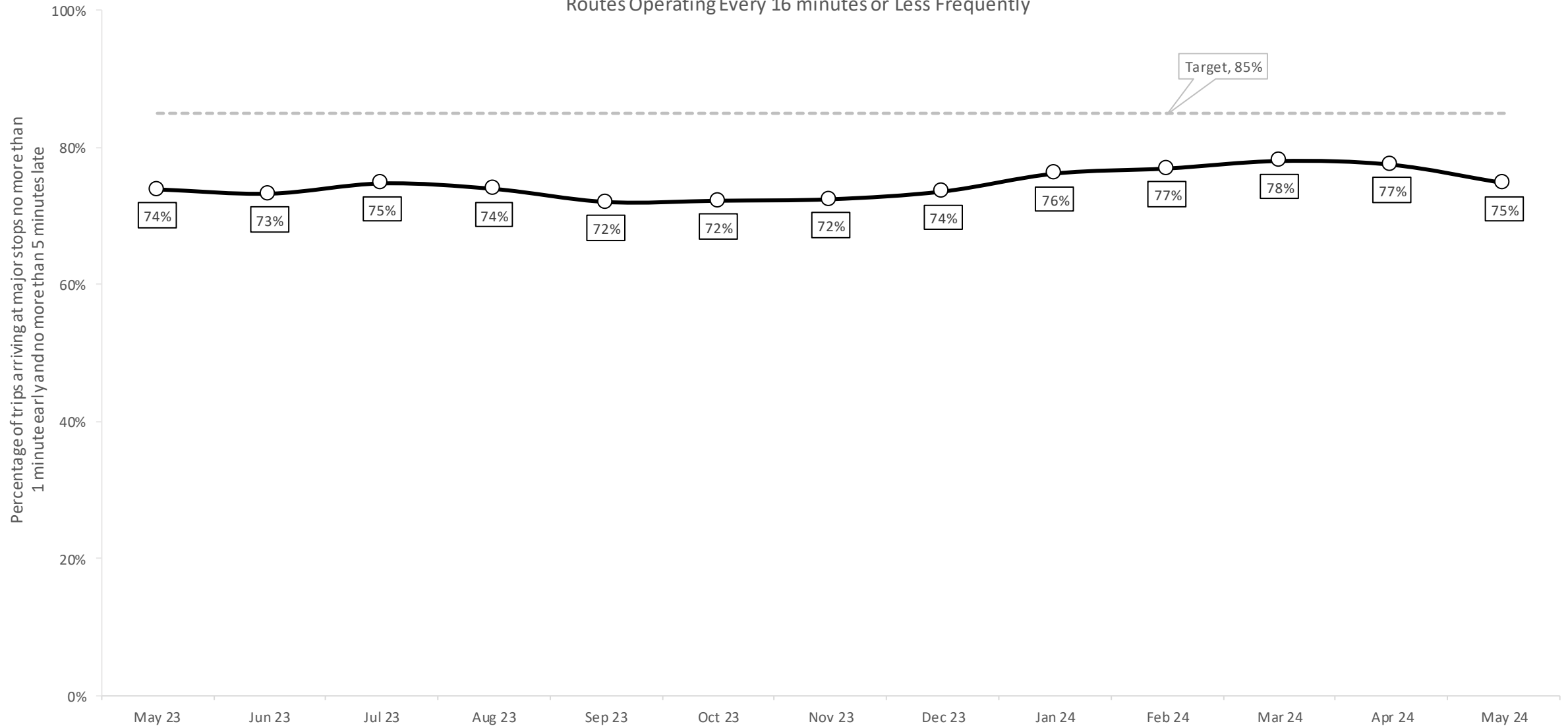
# Conventional bus on-time performance

Conventional Bus Service Regularity  
Routes Operating Every 15 Minutes or More Frequently



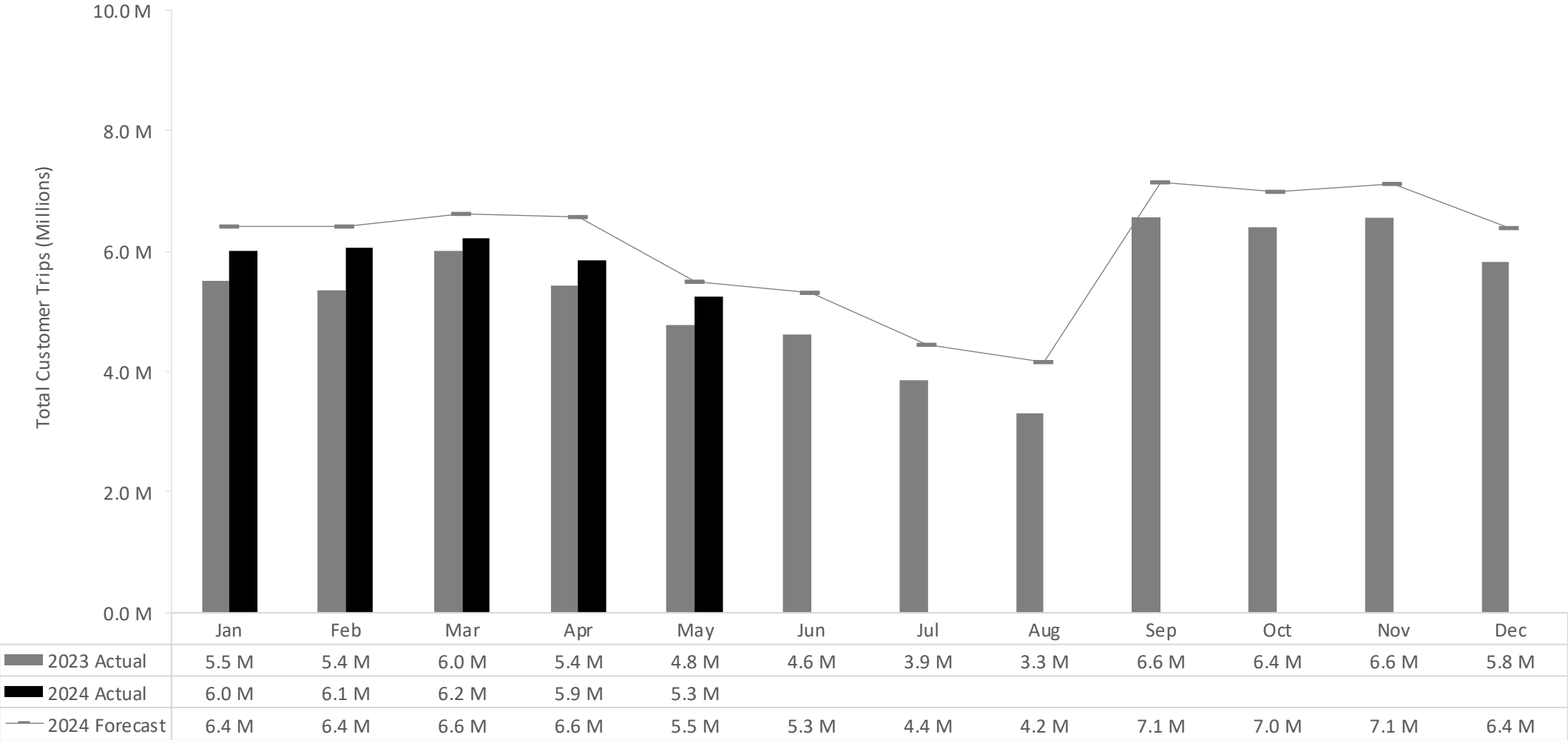
# Conventional bus on-time performance

Conventional Bus On-Time Performance  
Routes Operating Every 16 minutes or Less Frequently

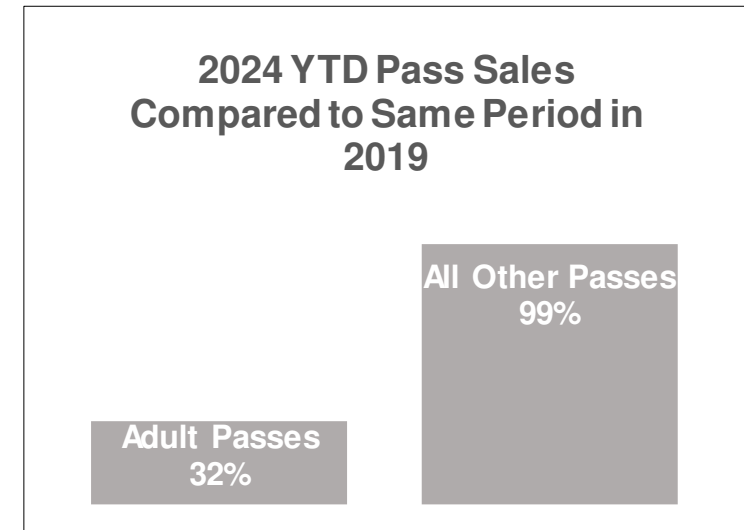
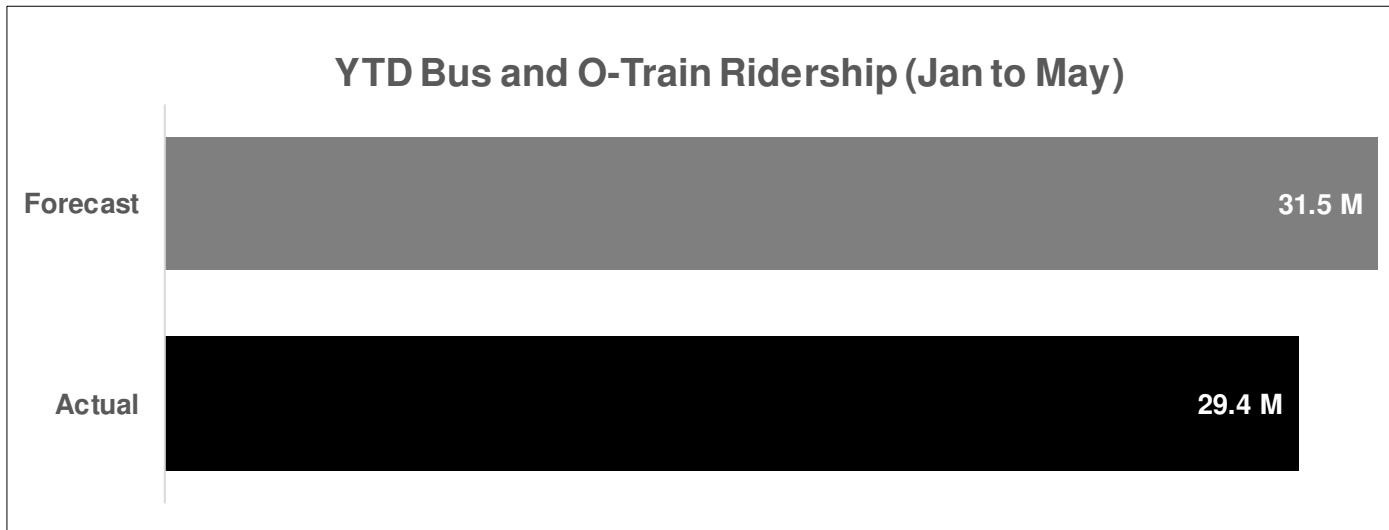


# Ridership: Line 1 and conventional buses

2024 Conventional Bus and O-Train Ridership

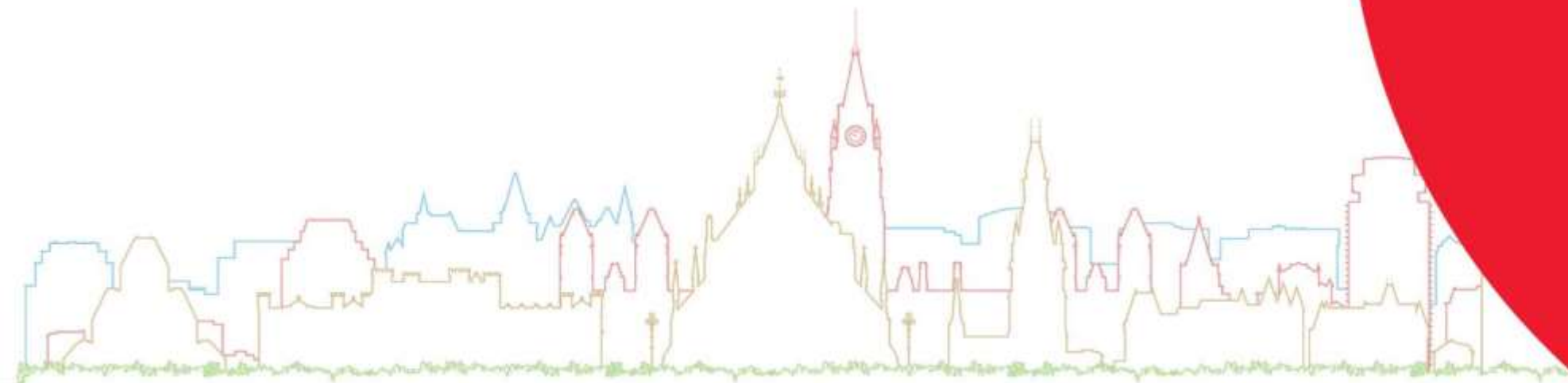


# Changes in Bus and O-Train Ridership in 2024



- Ridership from January to May 2024 has been 2.1 million (6.6%) lower than forecast
- The missing customers are adult customers, mostly downtown office workers
- Year to date, adult pass sales are at 32% of 2019 levels. All other pass types combined are at 99% of 2019 levels
- Return to on-site work has been lower than expected
- Recent federal decision to require on-site work three days a week from September should bring more customers

# On-Demand Pilot Project Update



# On-Demand Pilot Project

- On-Demand was a demonstration pilot project designed to test feasibility in Ottawa
- Began in Blackburn Hamlet on February 11, 2024
- The pilot has been possible at a low cost:
  - The contract for planning and software was provided at no cost to the City through federal Sustainable Development Technology Canada funding
  - The pilot used minibuses from our existing fleet, at times they were not needed for Para Transpo capacity
- The pilot project has been a success with positive customer feedback



# On-Demand Pilot Project – KPIs

- Customers have completed a total of 191 trips on Sundays and select holidays between February 11 and June 9, 2024
- 76% of the trips have been to and from Blair Station and customers have spent less than 15 minutes on board, on average



# Moving forward with on-demand service

- The demonstration pilot project will conclude on Sunday, June 23, 2024, in line with the end of the current software contract
- Route 28 will resume Sunday service on June 30, 2024:
  - Customers travelling to, from, or within Blackburn Hamlet will be able to use bus Routes 25 and 28
- Ten minibuses for on-demand service have been ordered and are expected to arrive in 2025
- Staff will issue a Request for Proposal for software provisions for longer-term on-demand service across more areas of the city, with service to start once the new minibuses have arrived



# New Ways to Bus communications update



# Campaign overview

## Phase 1: Awareness

Fall 2023 – April 2024

- High-level bus network overview on octranspo.com
- System and Frequent route maps
- Social media promotion begins
- “Your Future Journey” blog series
- “New Ways to Bus” short video

**COMPLETED**

## Phase 2: Preparation

Current

- Neighbourhood-specific information on octranspo.com
- All maps available
- Changes to on-street information
- Travel Planner trip preview
- Community Bus and in-person public engagement events
- Transit app notifications
- Councillor engagement
- Media relations

**IN PROGRESS**

## Phase 3: Action

Leading up to and following launch


- Prominent features and web alerts on octranspo.com
- Advertising campaign
- Changes to on-street information
- Customer outreach at stations
- Transit app trip preview
- Public Service Announcement

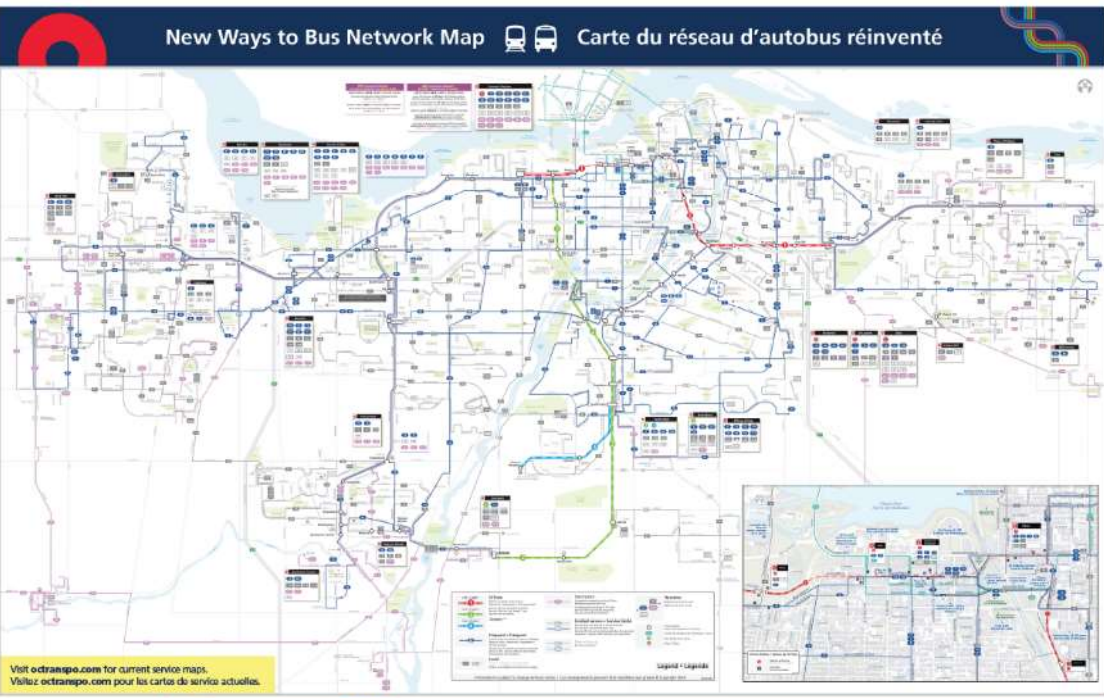
# On-street signage changes

- Customers will start to see changes to on-street signage soon
- There are changes being made to more than 5000 bus stops and 246 new stops added
- All new flags will be printed, bagged and installed on-street with the existing flag
- New stops and decommissioned stops will have a special notice
- On-street changes will be widely communicated and include posters at stations and high-ridership stops, website, social media updates and more



# Graphic products


New Ways to Bus Network Map  Carte du réseau d'autobus réinventé




Visit [octranspo.com](http://octranspo.com) for current service maps.  
 Visitez [octranspo.com](http://octranspo.com) pour les cartes de service actuelles.

**Service Futur@ Service**

This map shows future routes that start when the New Ways to Bus network launches.  
 La carte illustre les futurs circuits qui seront mis en service lors du lancement du réseau L'autobus réinventé.


Learn more / En savoir plus 

**OC Transpo**  **INFO 613-560-5000**  
[octranspo.com](http://octranspo.com)

**60** **TUNNEY'S PASTURE**  
**COPE**  
**TERRY FOX**

*Local*

7 days a week / 7 jours par semaine  
 All day service  
 Service toute la journée



**TUNNEY'S PASTURE**

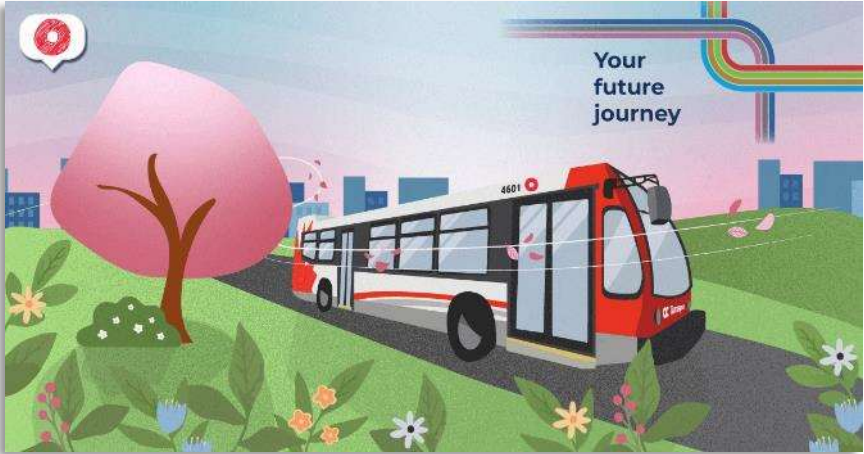
**COPE / TERRY FOX**

- Station
- Transfer
- Peak Periods Only / Périodes de pointe seulement
- Peak & Ride / Périodes
- Shopping Centre / Centre commercial

Future route starts when the New Ways to Bus network launches.  
 Les futurs circuits seront mis en service lors du lancement du réseau L'autobus réinventé.

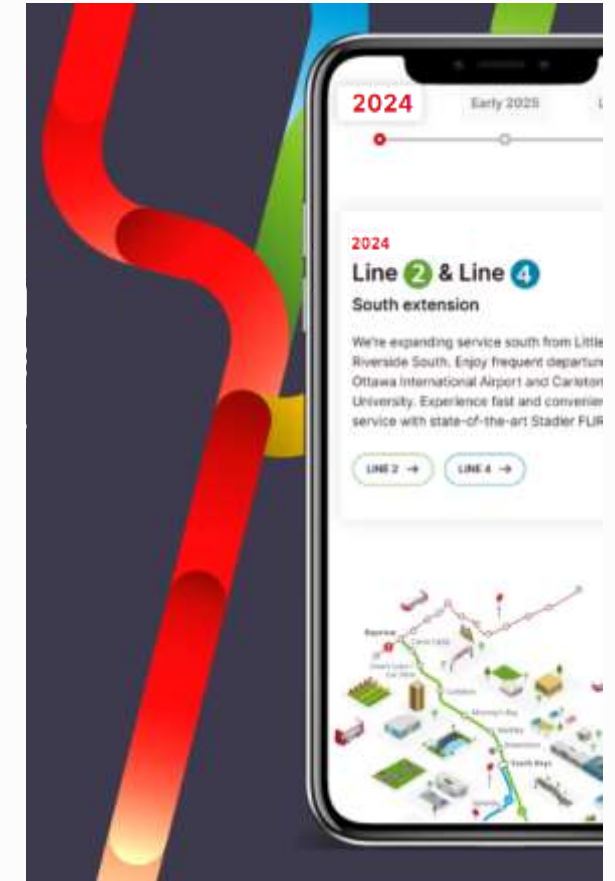
Customer Service / Service à la clientèle ... 613-560-5000  
 Security / Sécurité ... 613-741-2478

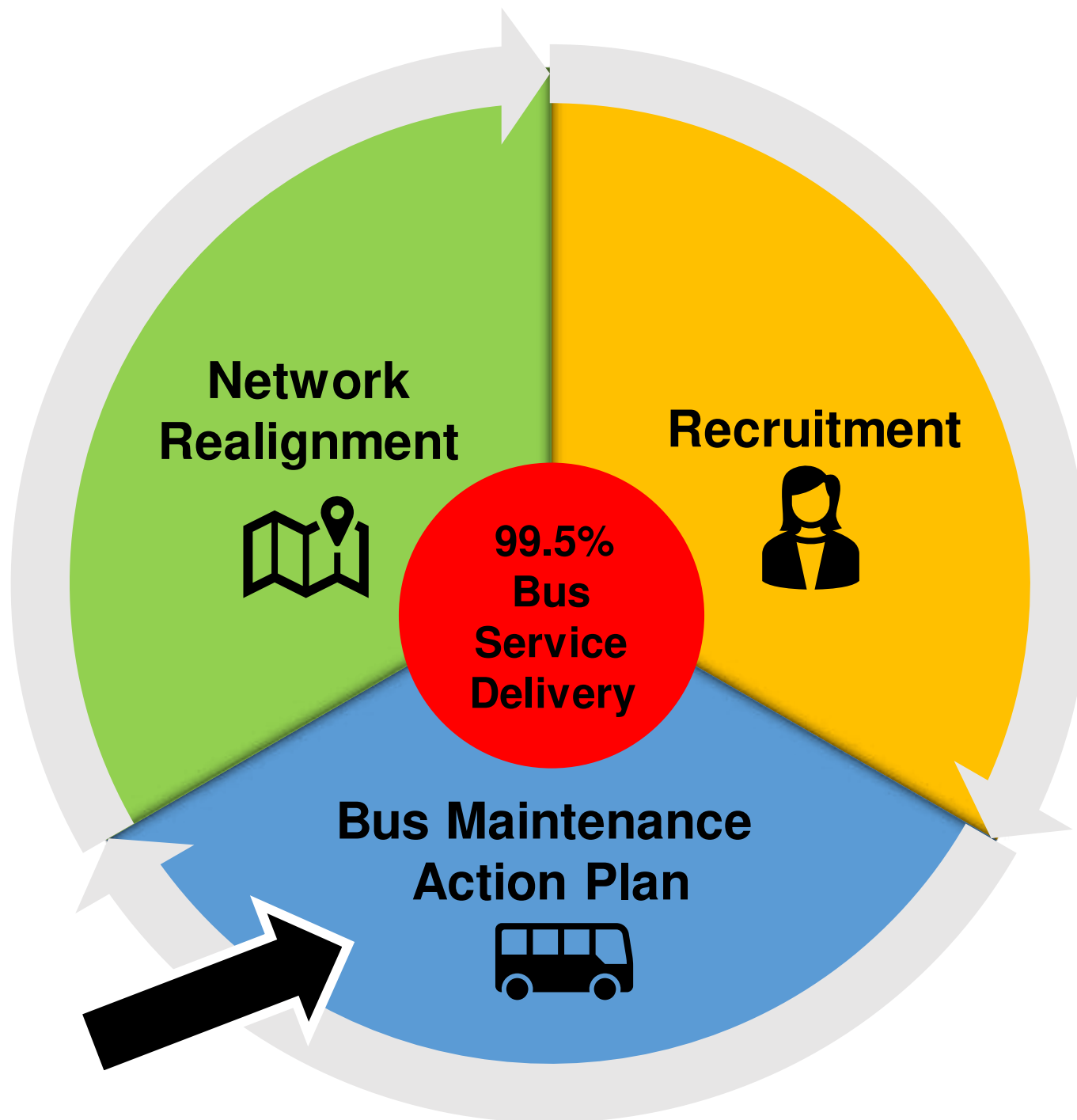
**OC Transpo** [octranspo.com](http://octranspo.com)



# O-Train South Extension & New Ways to Bus

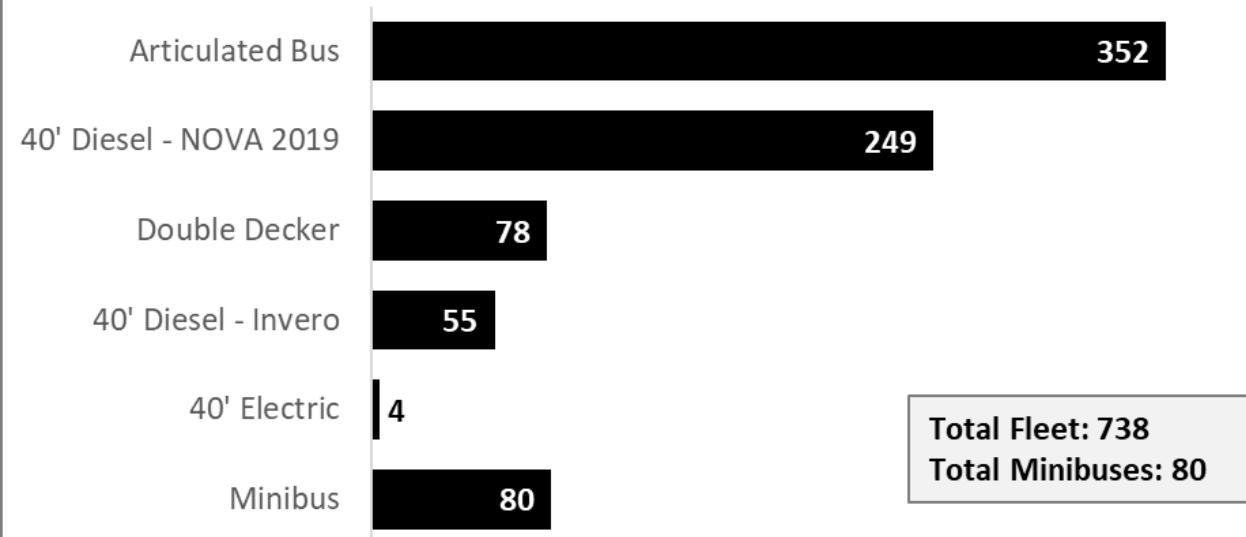
- A multichannel campaign is informing customers and residents before, during, and after the launch of O-Train Lines 2 and 4. This campaign is coordinated with New Ways to Bus.
- The scale and scope of activities will grow as we get closer to implementing changes.
- Our team has been creating social media, blogs, community outreach, and new content for the O-Train X website, virtual tours of stations and trains. [octranspo.com/O-TrainX](https://octranspo.com/O-TrainX)
- Prior to opening the new lines, Councillors, funding partners, community stakeholders and media will be invited to a marquee event and inaugural ride to celebrate the opening of Lines 2 and 4.
- Staff are available to work with councillors on local events in their wards to showcase the stations to residents, once they are open.



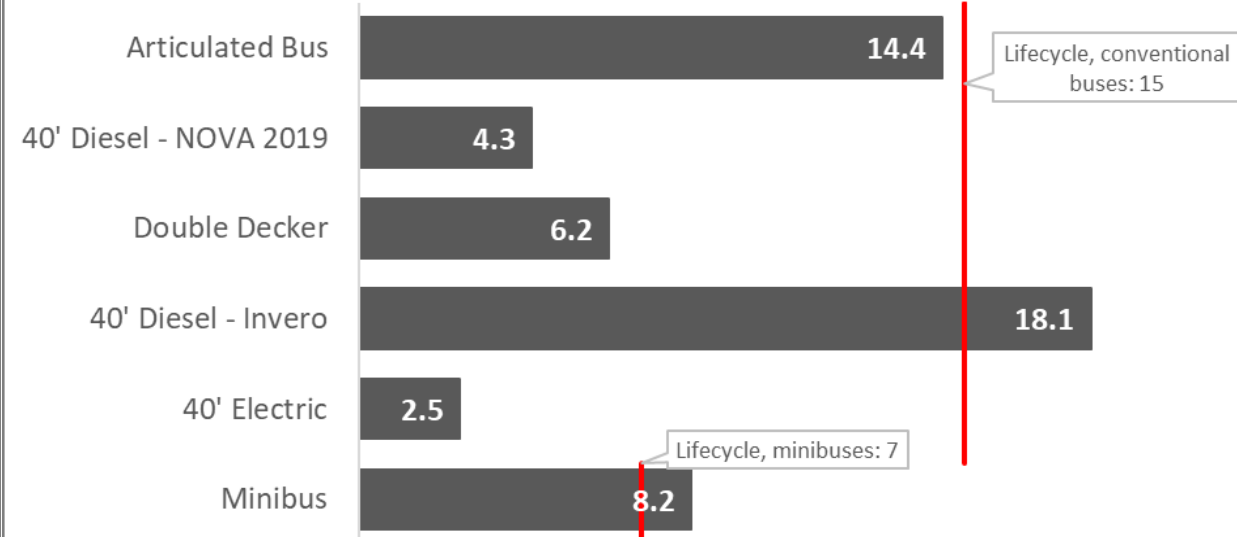


# Bus fleet composition

### Bus Fleet Count



### Bus Fleet Average Age



# Bus Maintenance Action Plan

Types of bus maintenance:

- Legislated preventative maintenance
- Non-legislated preventative maintenance
- Defect and collision repair



# Bus Maintenance Action Plan – Completed Work

Issues	Status	Solutions
<b>Backlog of preventative maintenance inspections</b>	Complete <input checked="" type="checkbox"/>	<b>Two-Week overtime blitz + incentive</b> <ul style="list-style-type: none"> <li>Implementation of post-summer OT blitz focused on addressing bus maintenance backlog</li> </ul>
<b>Refining the training program for apprentices and mechanics</b>	Complete <input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>Transfer mechanic and apprentice training to the portfolio of the Chief Safety Officer</li> </ul>
<b>Vacant positions</b>	Complete <input checked="" type="checkbox"/>	<b>Onboarding of new external managers</b> <ul style="list-style-type: none"> <li>Bus Fleet Maintenance</li> <li>Bus Strategic Maintenance Planning</li> </ul>

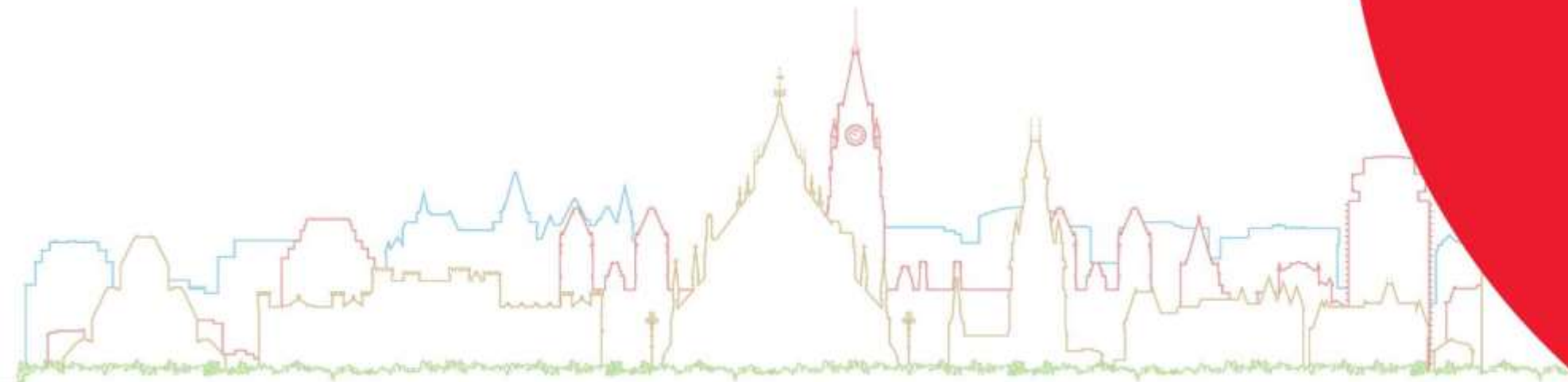
# Bus Maintenance Action Plan - Update

Issues	Period	Solutions
<b>Employee Engagement</b>	In Progress	<b>Q1 2024: Pilot Project   Morale Working Group</b> <ul style="list-style-type: none"> <li>Continue Bi-Weekly Meetings with Union to address concerns</li> <li>Discuss potential pilot projects such as shift premiums; condensed work weeks</li> </ul>
<b>Preventative Maintenance</b>	Q3-Q4 2024  Ongoing	<b>Q2 2024 Update</b> <ul style="list-style-type: none"> <li>A preventative maintenance realignment is underway to reduce the downtime required for buses to complete PM inspections</li> <li>Individual hoist plans are being created throughout the garages to improve PM efficiency and increase capacity to address defect repairs</li> <li>Stemming from the realignment plan, a Predictive maintenance plan will be established to predict and address corrective repairs prior to a defect</li> </ul>
<b>Outdated technology</b>	Complete <input checked="" type="checkbox"/>  Q4 2024 – Q1 2026	<b>Q1 2024: new technologies</b> <ul style="list-style-type: none"> <li>Identify more efficient software systems for lifecycle updates and upgrades</li> </ul> <b>Q2 2024 Update</b> <ul style="list-style-type: none"> <li>Implementation of fleet maintenance software upgrades (M5) is underway</li> <li>Implementation of a new yard management system software (GIRO) has just begun</li> </ul>

# Bus Maintenance Action Plan - Update

Issues	Period	Solutions
<p><b>High and heavy workloads</b></p>	<p>In Progress</p>	<p><b>Q1 2024: Internal/External Resource Planning</b></p> <ul style="list-style-type: none"> <li>• Improvement in planning and scheduling of bus repairs</li> <li>• Supporting ongoing work with Chief Safety Officer to reduce the number of collisions</li> <li>• Review of service maintenance and repair contracts with our vendors</li> </ul>
	<p>In Progress</p>	<p><b>Q2 2024 Update</b></p> <ul style="list-style-type: none"> <li>• Continue evaluation of potential outsourcing models for service maintenance and repair contracts with vendors.</li> </ul>
<p><b>Predictive Maintenance - utilizing Engineering resources</b></p>	<p>In Progress</p>	<p><b>Q1 2024: Transit Engineering Support</b></p> <ul style="list-style-type: none"> <li>• Increasing engineering support to cover more shifts</li> <li>• Collaboration with industry partners such as STM to share preventative maintenance plans for high-capacity fleets</li> <li>• Develop maintenance programs in advance of summer and winter service requirements</li> <li>• Propose a new process to address on-route calls for bus ramp failures</li> <li>• Propose engineering campaigns to address/reduce repetitive repairs</li> </ul>
	<p>In Progress</p>	<p><b>Q2 2024 Update:</b></p> <ul style="list-style-type: none"> <li>• Implementing a reliability root cause analysis process for all mechanical failures to better understand preventable/non-preventable failure modes.</li> </ul>

# 310T Truck & Coach Apprenticeship Program

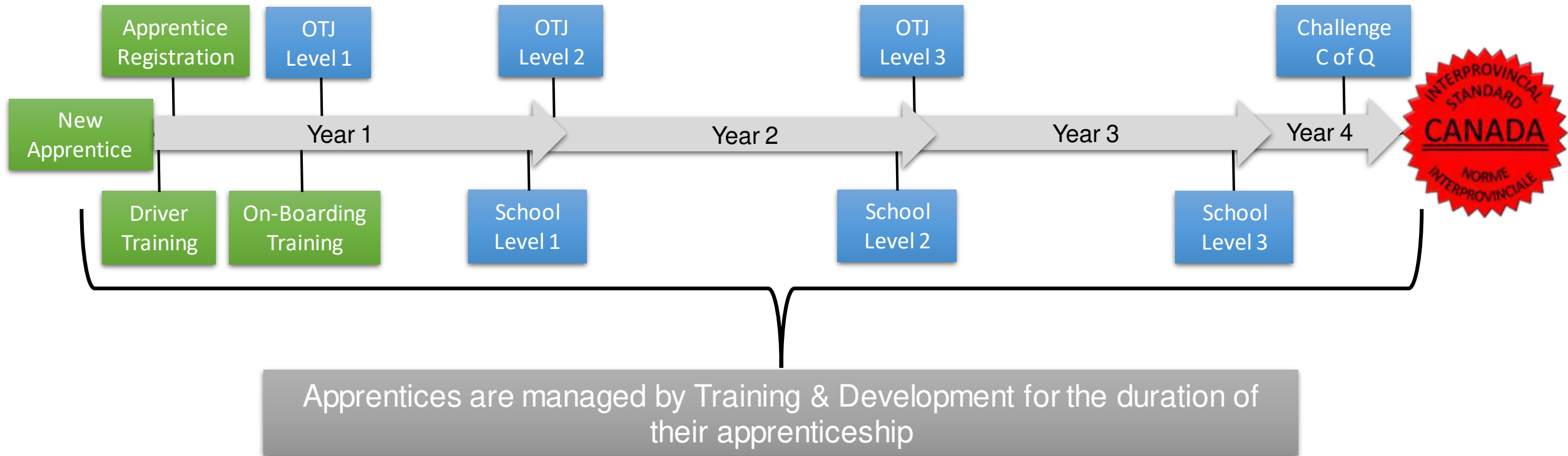


# Current state

- Oversight within Maintenance
- Apprentices: 33
- Up to an additional 36 through 2024
- Booking – no movement
- Heavy focus on service, sometimes at the expense of training



# 310T Apprenticeship (3.5-year) Program



# Annual Training Schedule

## Sample 2025 – 2026

4-week  
rotation

Week	St. Laurent Garage	St. Laurent Garage	St. Laurent Garage	St. Laurent Garage	Industrial Garage	School	Vacation
1	Pit Inspection	60' MTO Inspection	Brake Hoist	Major Repair	Brake Hoist (Drum)		
2	Pit Inspection	60' MTO Inspection	Brake Hoist	Major Repair	Brake Hoist (Drum)		
3	Pit Inspection	60' MTO Inspection	Brake Hoist	Major Repair	Brake Hoist (Drum)		
4	Pit Inspection	60' MTO Inspection	Brake Hoist	Major Repair	Brake Hoist (Drum)		
5	Component Rebuild	40' MTO Inspection	Running Repair	Electrical Shop	DD MTO Inspections		
6	Component Rebuild	40' MTO Inspection	Running Repair	Electrical Shop	DD MTO Inspections		
7	Component Rebuild	40' MTO Inspection	Running Repair	Electrical Shop	DD MTO Inspections		
8	Component Rebuild	40' MTO Inspection	Running Repair	Electrical Shop	DD MTO Inspections		
<b>2025</b>	8 weeks est.	8 weeks est.	8 weeks est.	8 weeks est.	8 weeks est.	8 weeks	4 weeks
						Total	est. 52

Week	Industrial Garage	Industrial Garage	Merivale Garage	Merivale Garage	Pinecrest Garage	School	Vacation
1	Caliper Brake Rebuild	DD MTO Inspections	Brake Hoist (Drum)	Para	No. Inspection (Nova)		
2	Caliper Brake Rebuild	DD MTO Inspections	Brake Hoist (Drum)	Para	No. Inspection (Nova)		
3	Caliper Brake Rebuild	DD MTO Inspections	Brake Hoist (Drum)	Para	No. Inspection (Nova)		
4	Caliper Brake Rebuild	DD MTO Inspections	Brake Hoist (Drum)	Para	No. Inspection (Nova)		
5	DD Pit Inspection	Running Repair	Major Repair	Major Repair	Non-Revenue		
6	DD Pit Inspection	Running Repair	Major Repair	Major Repair	Non-Revenue		
7	DD Pit Inspection	Running Repair	Major Repair	Major Repair	Non-Revenue		
8	DD Pit Inspection	Running Repair	Major Repair	Major Repair	Non-Revenue		
<b>2026</b>	8 weeks est.	8 weeks est.	8 weeks est.	8 weeks est.	8 weeks est.	8 weeks	4 weeks
						Total	est. 52



# Challenges

- Morale
- Scheduling
- Mechanic/mentor incentives

# Canada Day 2024

- Ride the bus, O-Train and Para Transpo for free all day on July 1
- To get to and from events at LeBreton Flats, use Lyon Station; it's the most direct route to the site entrance and exit
- All O-Train stations will be open, but access to LeBreton Flats via Pimisi will be restricted due to street closures
- There will be increased service to and from downtown, including after the fireworks
- Head to Lyon Station at the end of the event to access a west- or eastbound train, or westbound buses
- We are working with City partners in Emergency and Protective Services and Canadian Heritage, who have a plan to safely manage Canada Day crowds



# Upcoming Track & Maintenance Work

Highlighting upcoming activities:

- Summer partial closures
- Additional fall works
- Connecting to Stage 2 East





# Summer partial closures

- O-Train annual track and maintenance work is scheduled for July 15-28
- Partial shutdown from Tunney's Pasture Station to Rideau Station
- For customers this means:
  - Line 1 will operate from Blair to uOttawa in both directions
  - R1 will run from Tunney's Pasture to Hurdman stations
  - E1 Shuttle Express bus service from Blair to Lyon that will be expanded to all hours of the day
- Information and updates will be communicated through many channels, including customer alerts, social media updates, signage at Line 1 stations, and on our website

# Summer track & maintenance work

This work is required to:

- Perform regular planned maintenance, ensuring continued improvements in reliability and sustainability
- Advance corrective actions

Activities include:

- Continuation of work addressing water infiltration (leakage) in downtown tunnels and station leaks
- Drainage repairs and sump pump installation at Lyon and Parliament stations
- Application of a sealant to the concrete infrastructure (concrete bed and plinths) portion of the tracks

We will leverage the partial shutdown for additional general maintenance and station cleanliness maintenance including:

- Cleaning of glass above tracks, public artwork, paint removal at specific locations in downtown tunnel stations, concrete repairs, and tile repairs



# Fall – additional works

- Partial closures of Line 1 are planned for October 2024 as part of regular maintenance program required to ensure sustainability and long-term reliability
- The closures will be scheduled in the evenings after 11:30 p.m. and on weekends
- Service on one track will be prioritized over full closures of a section
- Activities will include:
  - Ballast Program
  - Surfacing Program
  - Rail Grinding

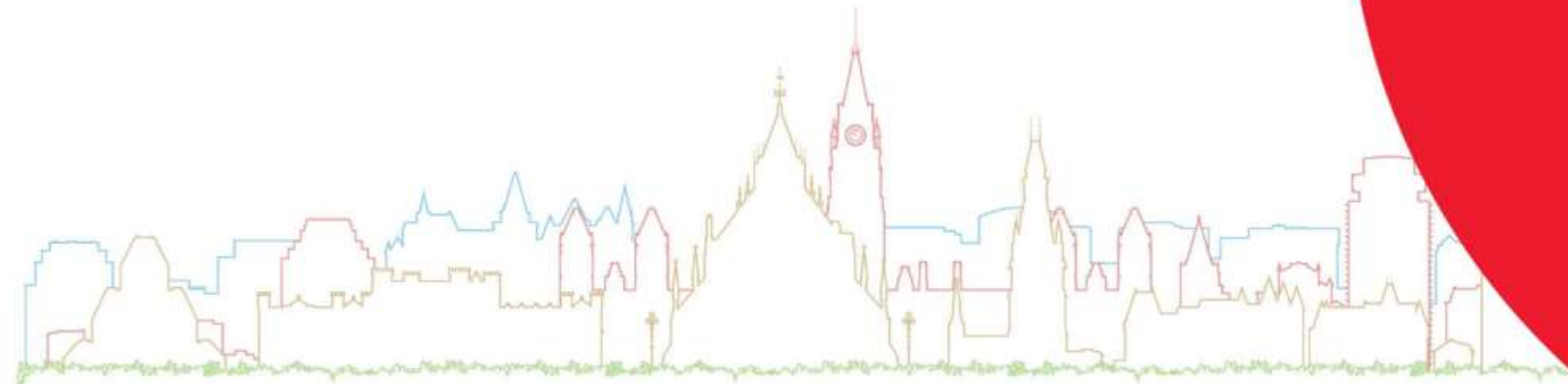


# Additional works – connecting to Stage 2 East

- Connecting newly constructed extensions require partial service closures to fully test, commission and integrate new infrastructure to the existing line
- A partial shutdown from St-Laurent to Blair stations will be required to allow for technical, computer and signal system tie-ins between existing Line 1 and the Stage 2 east extension
- Work will take place over a few Sundays or during late-night operations
- Working with the contractor to combine and coordinate with other activities to reduce impact to customers; dates and schedule is still to be finalized

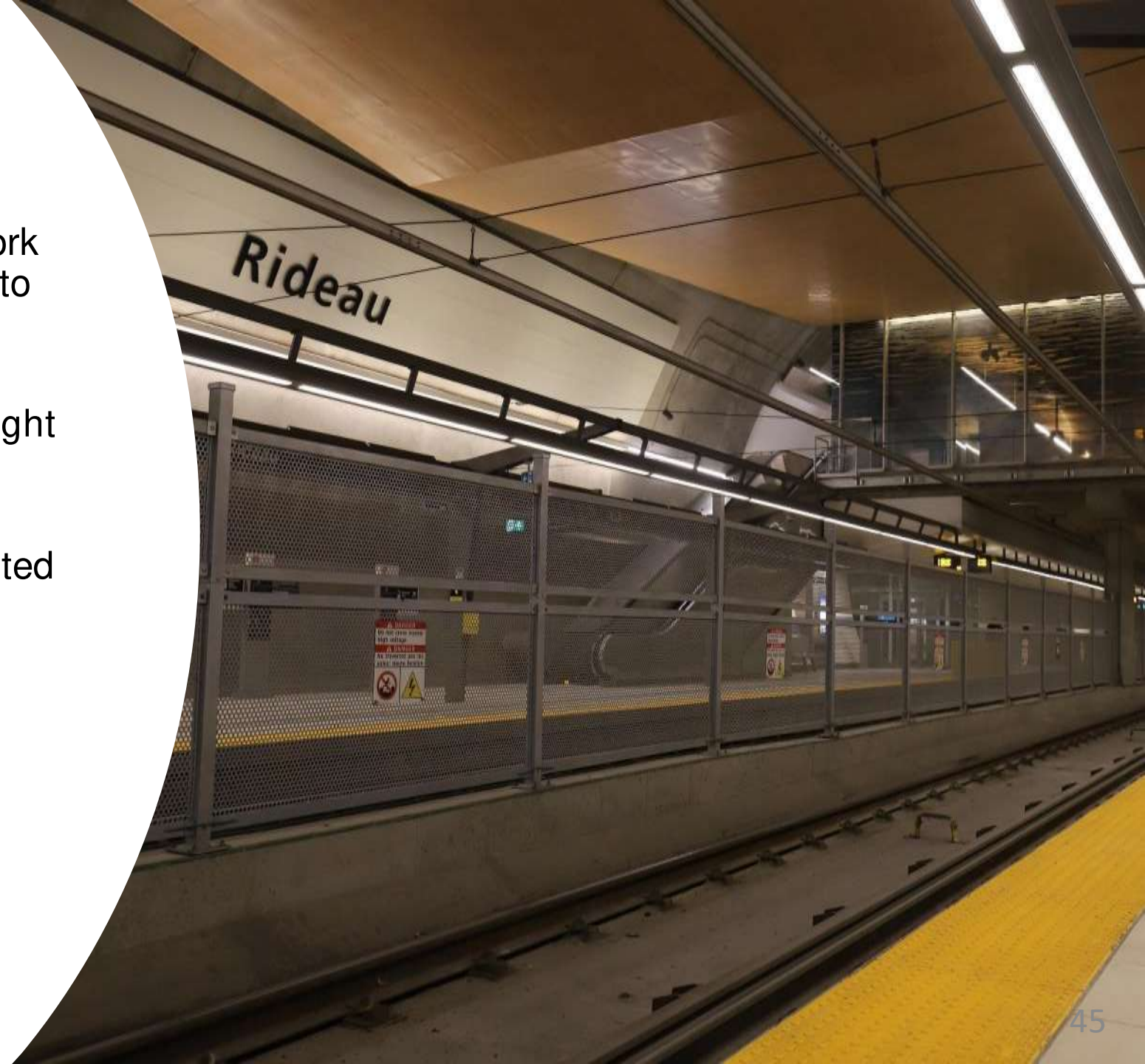


# Station Cleanliness Update



# Station cleanliness

- The rail operations team continues to work with RTM to bring lasting improvements to the cleanliness practices for our stations
- There are daily, weekly and seasonal cleaning activities with associated oversight processes
- Many improvements and enhanced cleaning practices have been implemented and we continue to improve processes including:
  - Cleaning of the floors and walls
  - Elevator and glass cleaning
  - Improved coordination of seasonal specific cleaning
  - Leveraging shutdowns for deep-cleaning activities



# Specific initiatives

## Semi-annual deep-cleans

- Pressure washing and clearing of seasonal debris (salt and sand) completed in April

## Escalators (landing plates and steps)

- RTM acquired additional machinery for deep cleaning of landing plates and steps
- Escalators at Hurdman, Parliament and Tunney's Pasture stations have been completed

## Decal residue

- Removal decal residue on platforms during July partial shutdown

## Cobweb removal (at heights)

- New equipment and processes are in place for cobweb removal
- Light fixtures are included



# Additional cleaning activities & next steps

## Additional cleaning activities includes:

- Deep-cleaning of floors, walls, windows (inside and outside stations), general station repairs, tile work (cracked tiles)
- Leveraging the partial shutdown from July 15-28 to complete additional general station maintenance, including cleaning activities that are not possible when trains are in-service

## In-station water infiltration:

- Continues to be a priority
- Sealant has been applied and continues to be assessed and validated
- Focus is shifting to improving the aesthetic of the stations where remediation work has been effective
- Ceiling artwork at Parliament Station was temporarily removed due to the water infiltration. Artwork will be re-installed as well as new panels.



**Questions?**

