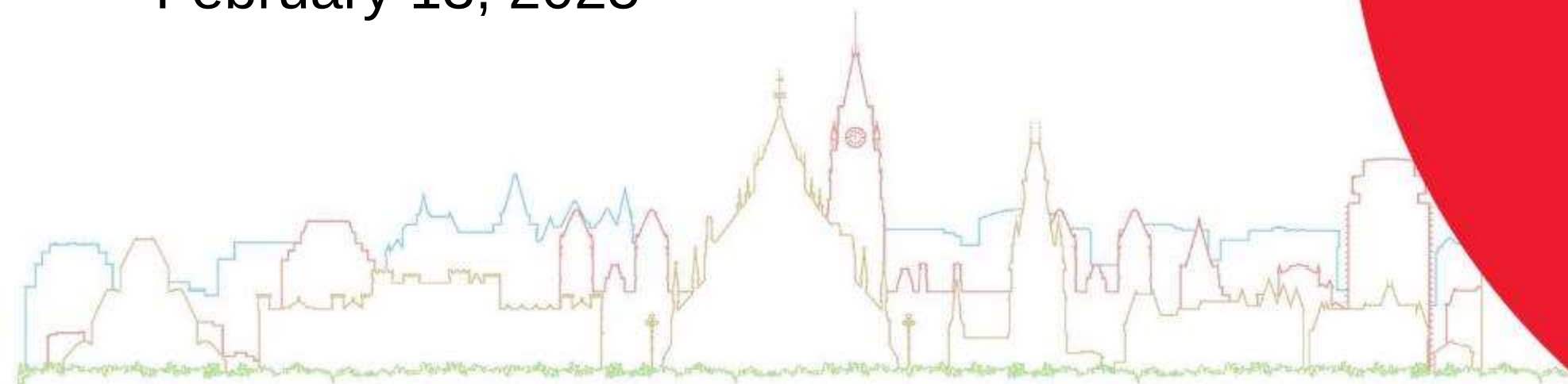


OC Transpo Update

Para Transpo, Rail and Bus

Transit Committee
February 13, 2025



GM updates



Ottawa

Transpo

BLACK
HISTORY
OTTAWA

February is Black History Month

**Legacies worth
preserving, creating
and celebrating.**

Février est le Mois de l'histoire des Noirs

**Des legacies qui méritent
d'être
créés**



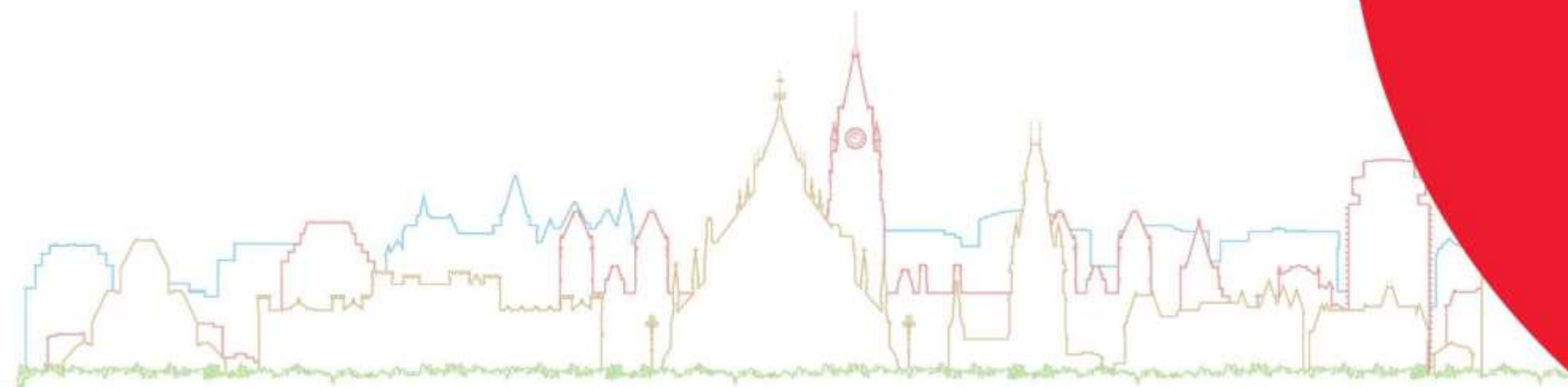
Marko Kroenke

Director of Engineering Services

- Licensed Professional Engineer (P.Eng.) in B.C., Alberta, and Ontario; certified engineer in Europe
- More than 25 years' experience in rail and mobility, strong industry connections, and proven leadership
- Consulting work includes high-profile and complex railway engineering projects across Canada
- Began career as Test Engineer at Bombardier Transportation, quickly progressing through various leadership roles including Director of Mechanics and Technology Systems and Chief of Innovation Engineering Systems on a global scale
- Also worked for and collaborated with leading transit stakeholders in Canada and worldwide, including AECOM, Ricardo Rail, and Alstom
- Engaged actively in ASCE, CUTRIC and International Monorail Association
- Marko's leadership approach is both purpose-driven and people-centered, fostering empowered teams and achieving innovative, high-impact results



2022-2024 and the Road Ahead



Transparent and accountable

- Adopted Measure to Manage as our management philosophy: defining and tracking key performance indicators to support decisions based on objective data
- Hosted orientation tours and Stage 2 briefing for new Term of Council to build open relationships with Council
- Introduced OC Transpo's first 5-Year Roadmap to set a vision and priorities to guide our work
- Communicated more frequently and proactively with Council, the media and customers
- Supported robust oversight of rail construction through the Light Rail Sub-Committee
- Quickly responded to the LRT Public Inquiry and led the development of a whole-of-City Action Plan, which was implemented and formally closed
- Used these presentations to provide regular updates on KPIs and better explain the complexity of transit's operations

Customer focused

- Established and held meetings and information sessions with the Transit Advisory Working Group
- Introduced O-Payment and fare-capping
- Launched My Para Transpo
- Procured new Para Transpo minibuses
- Created Para Transpo Talk and held sessions with customers
- Connected with Transit App and introduced multiple real-time information improvements
- Met with our customers, councillors and other stakeholders during Route Review consultations
- Conducted regular customer surveys
- Improved communications to customers during service interruptions

Improving reliability

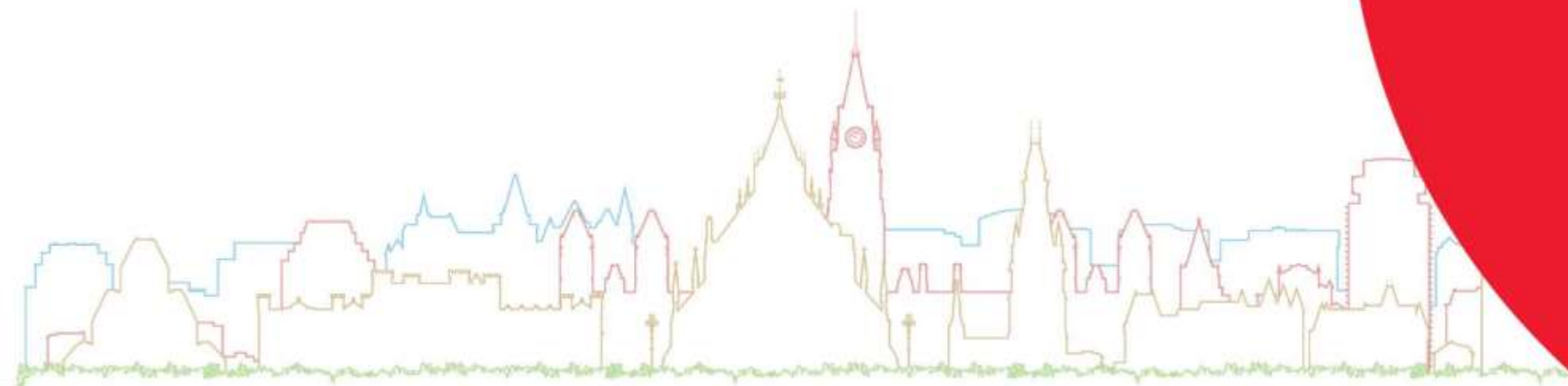
- Established a centralized recruitment team to coordinate workforce analysis and large-scale strategic recruitment campaigns, including hiring more than 800 new bus operators
- Achieved year-over-year improvements in the reliability of our Line 1 rail services, reaching 98.8% service delivery in 2024
- Created a dedicated Engineering Services team to increase oversight and focus on technical and maintenance solutions for bus and rail
- Launched a Zero-Emission Bus Program to realize Council's direction to transform our bus fleet to sustainable fuels
- Conducted a Route Review to match our service with customer demand
- Developed a Bus Maintenance Action Plan with a goal of 99.5% bus service delivery
- Achieved Substantial Completion and Revenue Service on O-Train Lines 2 and 4
- Ran a robust and transparent Trial Running process on Lines 2 and 4 with a service delivery of 99.5%
- Set high standards for important quality of service KPIs; punctuality and reliability



The road ahead

- Building upon the successful phased opening of Lines 2 and 4
- Launching New Ways to Bus in April to align with customer travel patterns and connect to Lines 2 and 4
- Constructing capital works at OC Transpo facilities to replace our aging conventional bus fleet with Phase 1 zero-emissions buses
- Planning ZEB Phase 2 procurement to completely transform our bus fleet
- Replacing our aging Para Transpo fleet with new minibuses
- Introducing customer information improvements in buses, at bus stops and stations, and online
- Opening Stage 2 extensions to expand O-Train east and west
- Continuing with the Bus Maintenance Action Plan to make our bus service more reliable
- Collective bargaining with two major transit unions

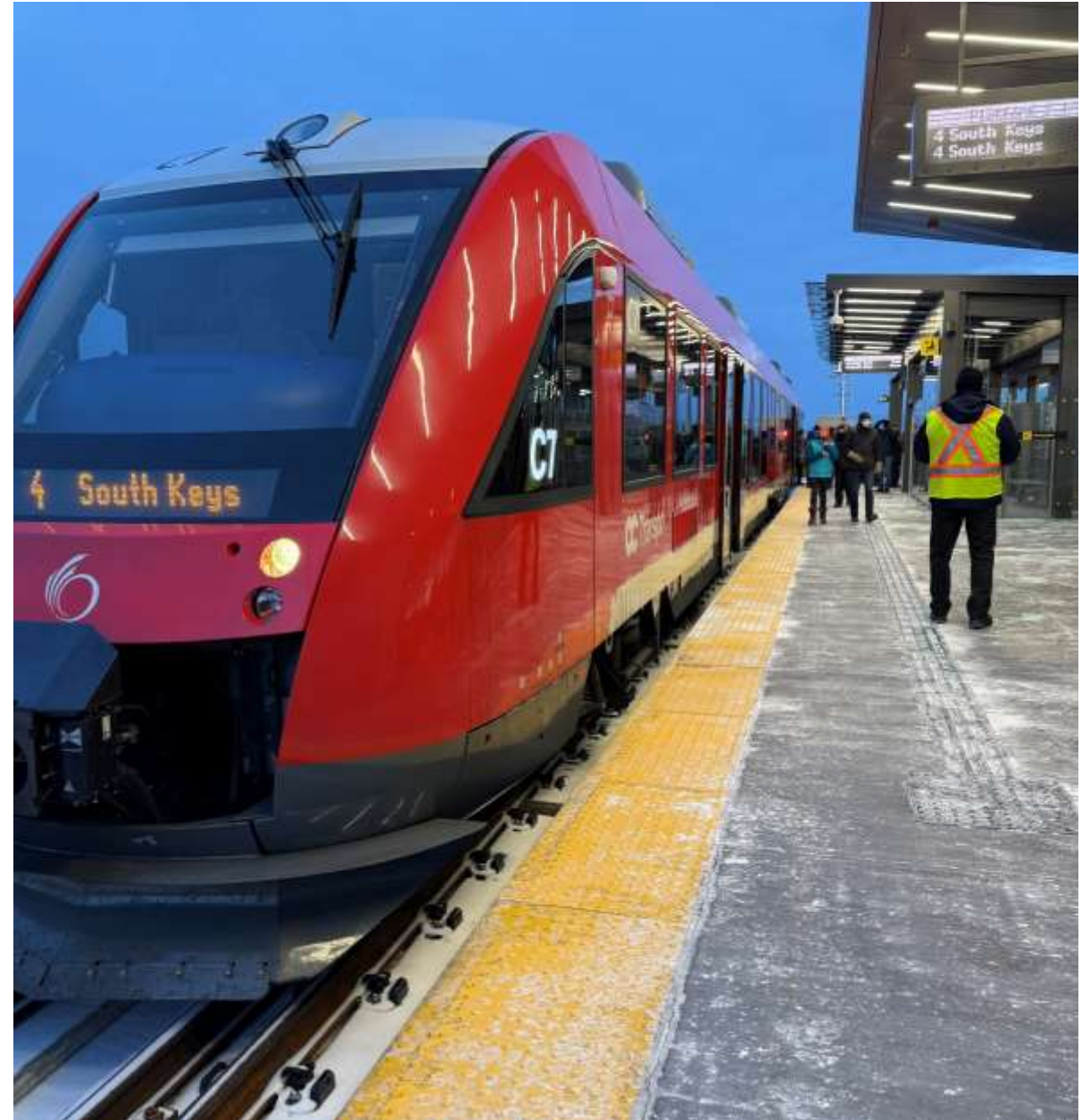
Updates: O-Train Lines 1, 2 & 4



Review: weekday off-peak Line 1 service

- Weekday off-peak service was adjusted in late August 2024 from every five minutes to every 10 minutes
- Staff conducted 140 field observations in Sept. and Oct. and found that:
 - Customer volume projections were close to actual
 - Customer volume was light 87% of the time
 - A single instance of heavy customer volumes was caused by a temporary train diversion
- Based on the data, sufficient capacity is being provided to meet customer demand
- OC Transpo continues to monitor ridership levels and will adjust service as required





By the numbers – Lines 2 and 4

- More than 300,000 customer trips in first four weeks of operations
- Average of 674 vehicles parked per weekday at Park and Ride lots along Line 2, a 69 per cent increase compared to Fall 2024 prior to the line opening
 - Significant capacity remains available for more vehicles
- Bayview, Carleton and South Keys stations are the top three busiest stations
- Average service delivery for the first month of operations has been 98.5 per cent for Lines 2 and 4 combined
- Successfully expanded the service to six days on January 25



Phased opening – Lines 2 and 4

- Updates to the passenger information display system at stations and on trains
- Resolving minor deficiencies not affecting service delivery
- TNEXT is conducting drills and inspections
- This phase has also allowed for:
 - External partners to complete work without affecting our operations
 - Regular bridge and infrastructure inspections occurring during daylight hours
- This second phase prior to 7-day service allows OC Transpo to stabilize the workforce and focus on ongoing diesel rail operator training



Training summary – Diesel Rail Operators

Total Diesel Rail Operators (DROs) entered training to date	103
Decided to return to Bus Operator position	18
DROs took promotions to other OC Transpo positions	10
New DRO (NDRO) Program success rate	97%
NDRO certifications in progress	20
Total certified DROs available for service	53
Total certified DROs required for 7-day service	66
Final target – certified DROs	76





Performance indicators





Safety, Regulatory, Training and Development

Safety by the Numbers

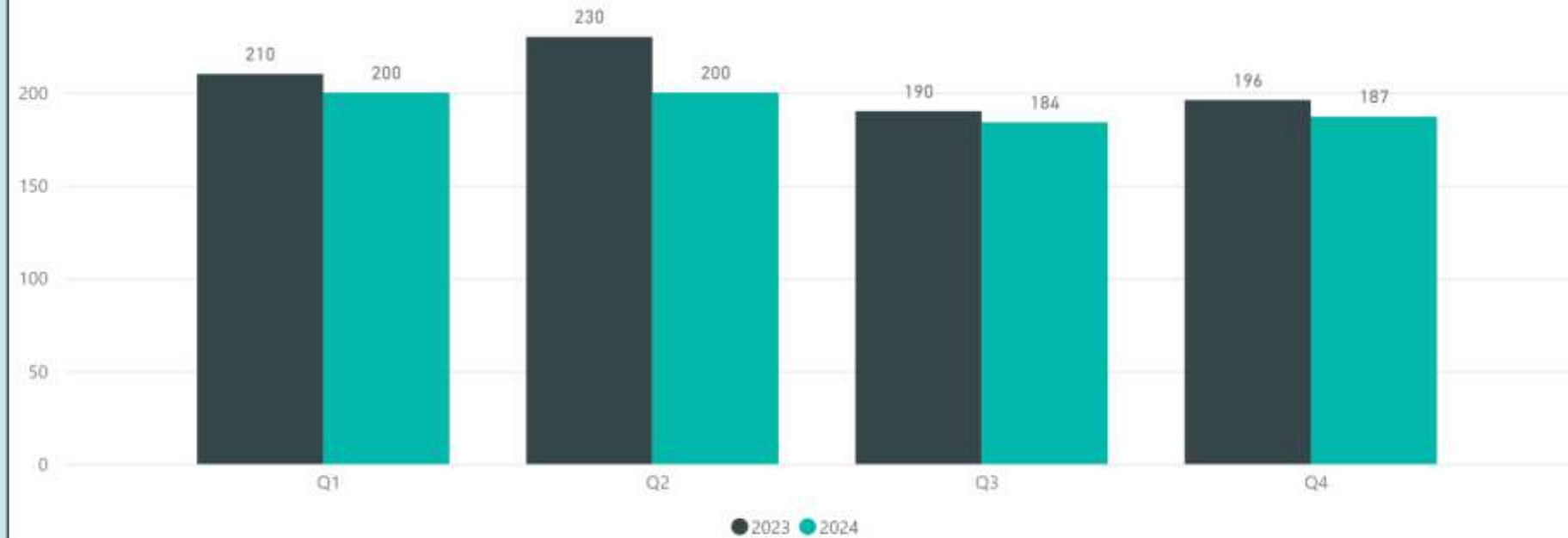
Employee Occurrences

771

Previous Year: 826(-6.7 %)

%Change in number of reported Occurrences
from previous year

Reported Occurrences



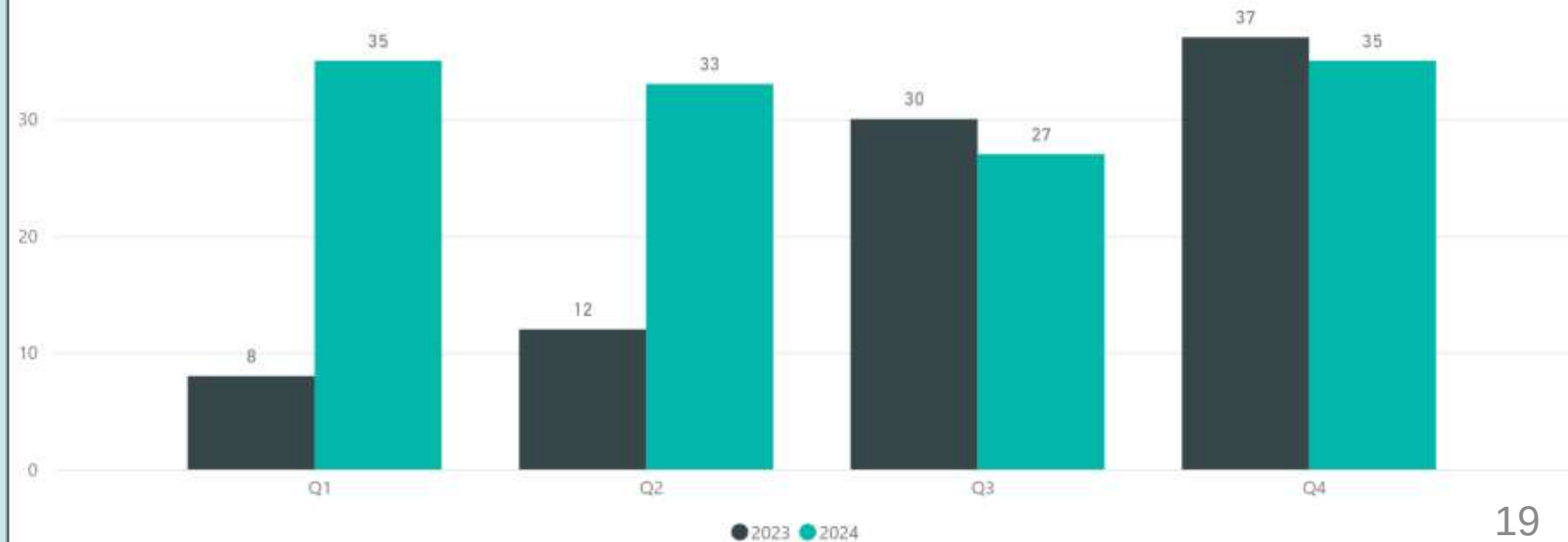
Speeding Infractions

130

Previous Year: 87 (49.4%)

%Change in number of Speeding Infractions
from previous year

Automated Speeding Infractions



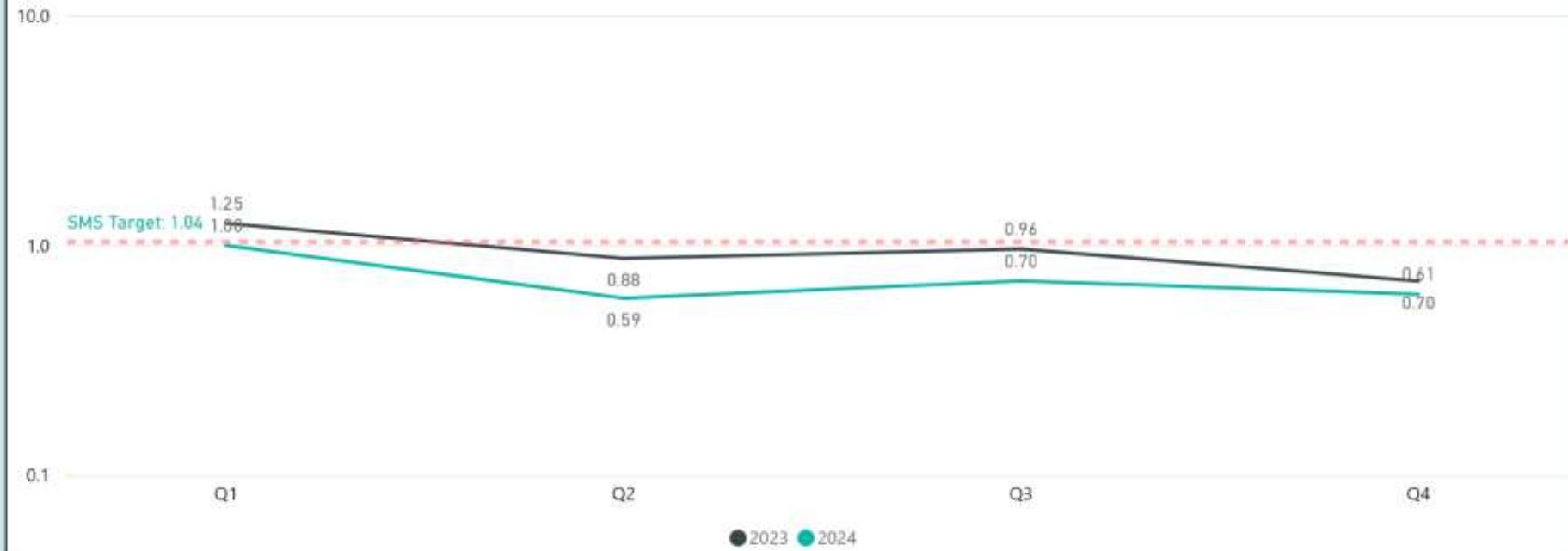
2024 Customer Injury Rate

0.56

SMS Target: 1.036

Customer injuries per 1M passenger trips

Customer Injury Rate



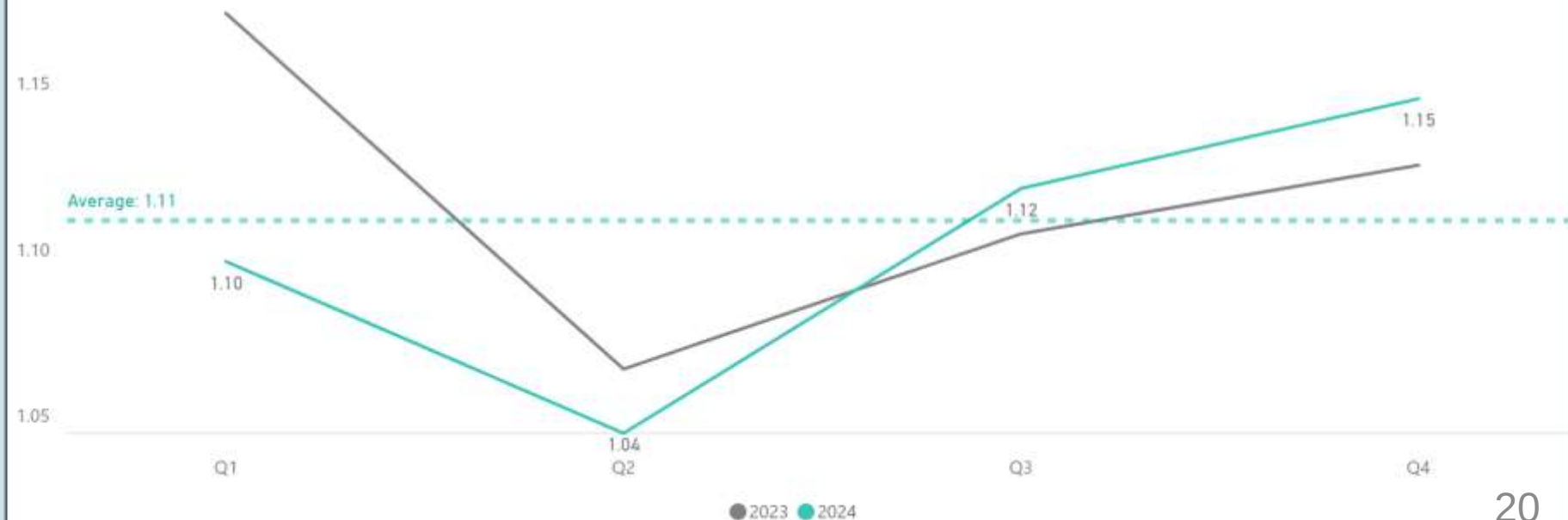
Preventable Collision Frequency

2024 Preventable Collision Frequency

1.14

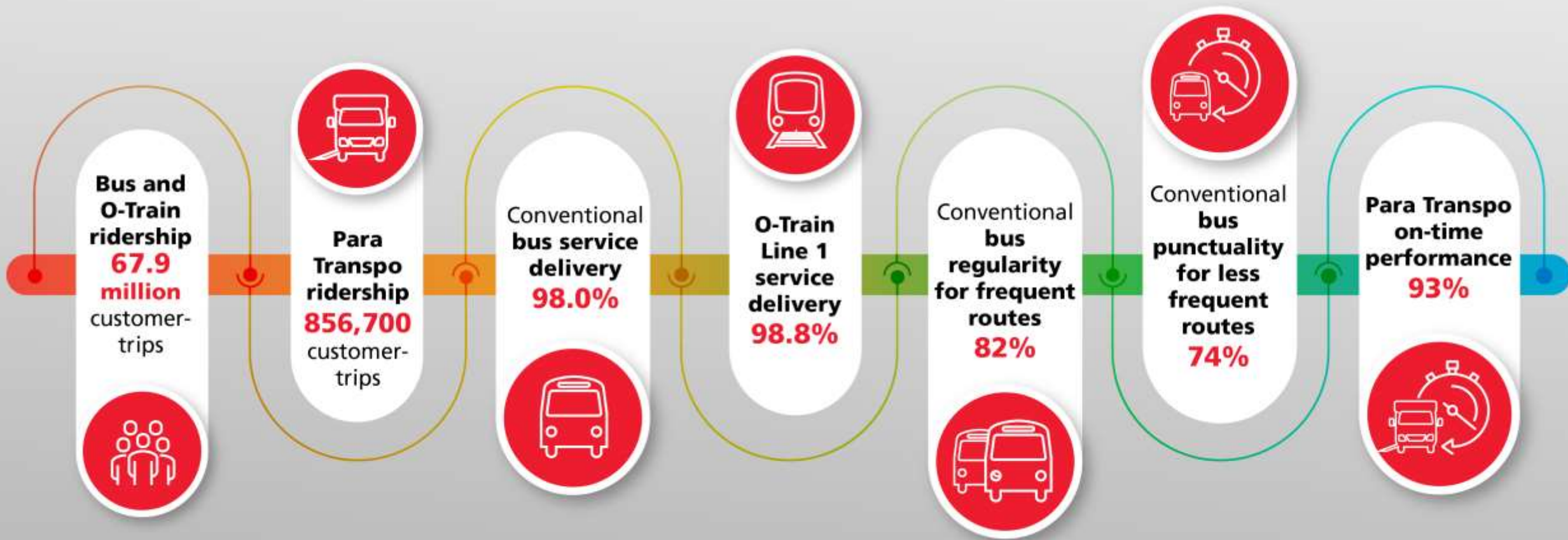
SMS Target: 0.69

Number of preventable collisions per 100,000 Km Driven



2024

BY THE NUMBERS



Customer pulse



Customers who use Transit App's 'Go' function are periodically asked to complete short surveys during their trip. This survey instrument is called 'Rate my ride' and OC Transpo customers typically submit 200,000+ responses per month. Customers are asked: "How was your trip" and presented with the options of 'Great, Good, Neutral, Not Great and Nightmare' as responses. Customers who say their trip was 'Great' or 'Good' are categorized as 'happy feeling' customers.



12-month average happy feeling customers

88%

Same as previous month

share of happy feeling riders

87%

86%

Jan-24

Mar-24

May-24

Jul-24

Sep-24

Nov-24

Jan-25



Para Transpo indicators



12-month average
wait times for telephone booking line

7 minutes

8 minutes lower than target
1 minute longer than previous month

Average Time to
Answer Para
Transpo Booking
Calls (mm:ss)

2:01

22:06

Jan 24 Feb 24 Mar 24 Apr 24 May 24 Jun 24 Jul 24 Aug 24 Sep 24 Oct 24 Nov 24 Dec 24 Jan 25

Most recent month
proportion of bookings made online

40%

3% higher than previous month
19% higher than same month previous year

Percentage of
Para Transpo
Bookings made
online

21%

40%

Jan 24 Feb 24 Mar 24 Apr 24 May 24 Jun 24 Jul 24 Aug 24 Sep 24 Oct 24 Nov 24 Dec 24 Jan 25

12-month average
rate of Para Transpo related complaints

2.2

1% lower than previous month

Complaints per
1,000 Para
Transpo Trips

1.6

1.5

Jan 24 Feb 24 Mar 24 Apr 24 May 24 Jun 24 Jul 24 Aug 24 Sep 24 Oct 24 Nov 24 Dec 24 Jan 25

Service Delivery Booking and Information Fares Safety and Security Service Policy

Ridership



12-month total ridership

67.9 M

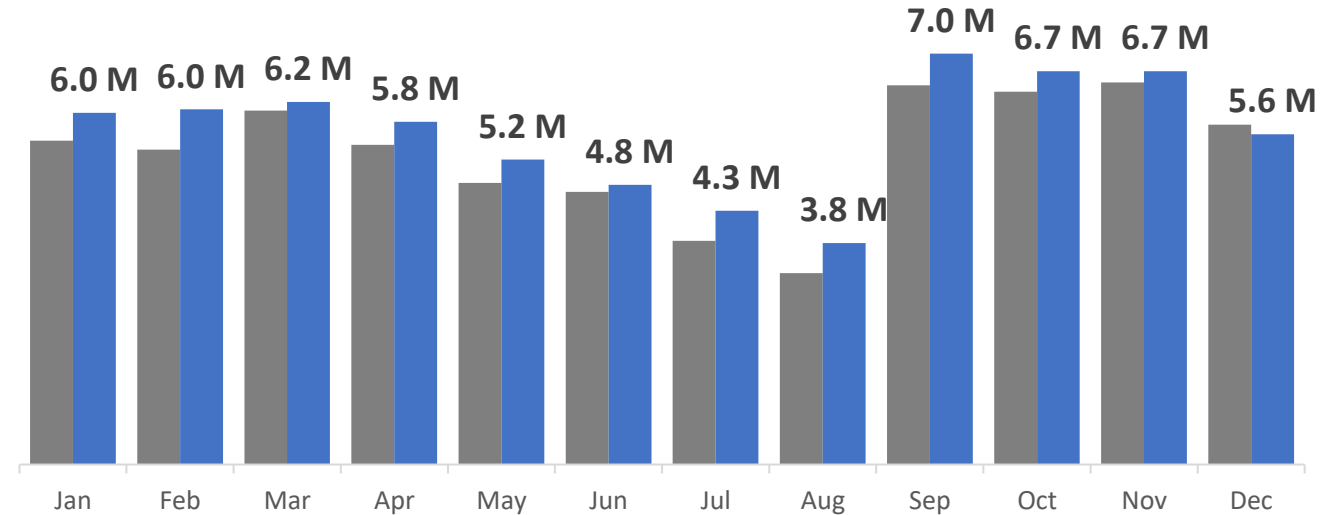
0.2% lower than previous month

7% higher than previous year

Ridership
(Millions)

■ 2023

■ 2024



12-month total ridership

856.7k

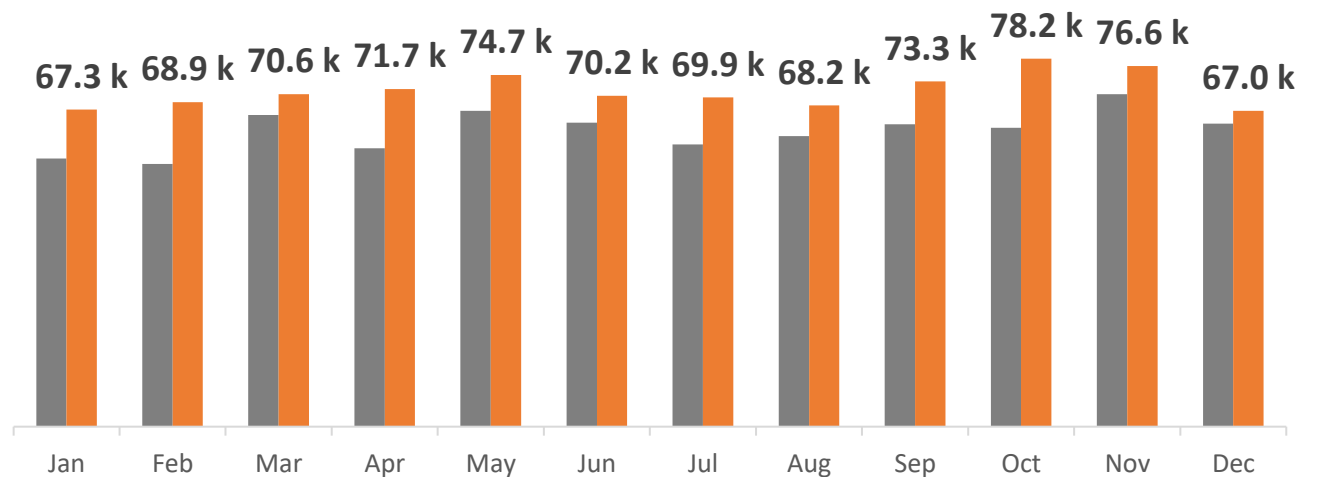
0.3% higher than previous month

14% higher than previous year

Ridership
(Thousands)

■ 2023

■ 2024



On-time performance



12-month average
Regularity for frequent routes

82%

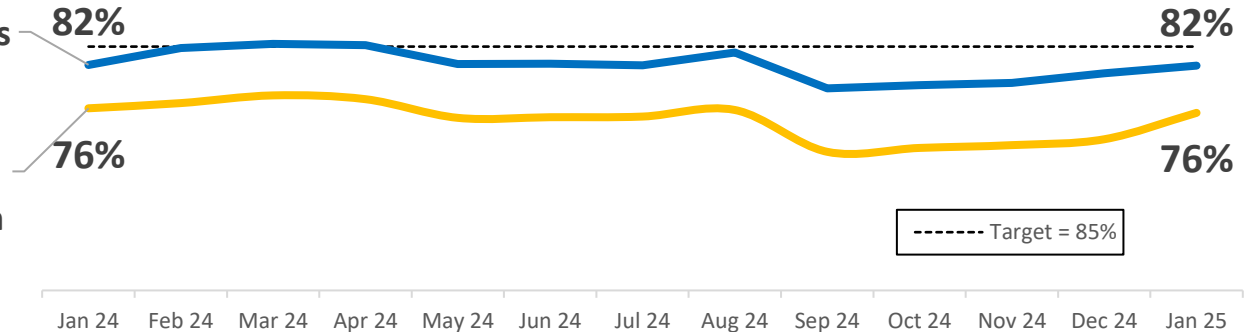
3% lower than target
Same as previous month

12-month average
Punctuality for less frequent routes

74%

11% lower than target
Same as previous month

Regularity
Frequent routes
<= 15 min
Punctuality
Less frequent
routes > 15 min



9% of trips arriving more than
1 minute **early**,
for less frequent routes

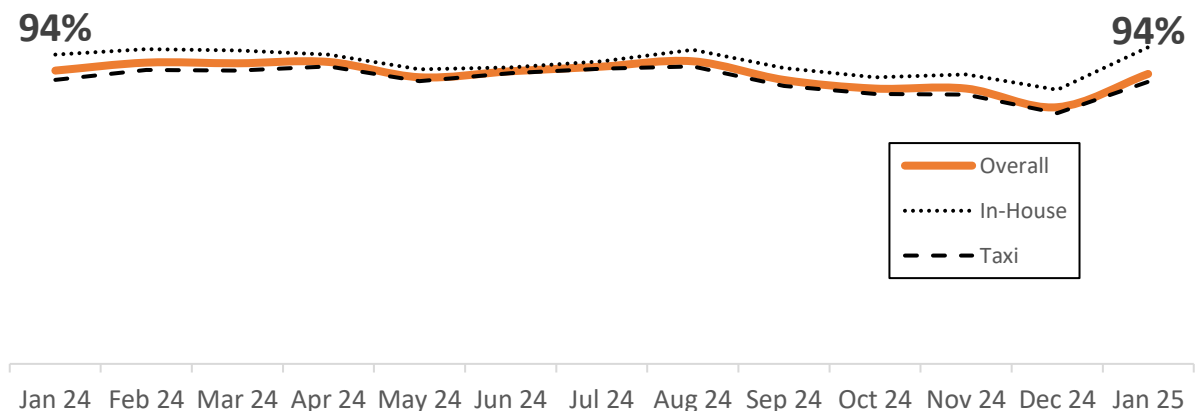


12-month average
On-Time Performance

94%

1% higher than previous month

% of customers
picked-up during
30 minute window



Service delivery



O-Train

12-month average service delivery

98.9%

0.6% lower than target

0.1% higher than previous month

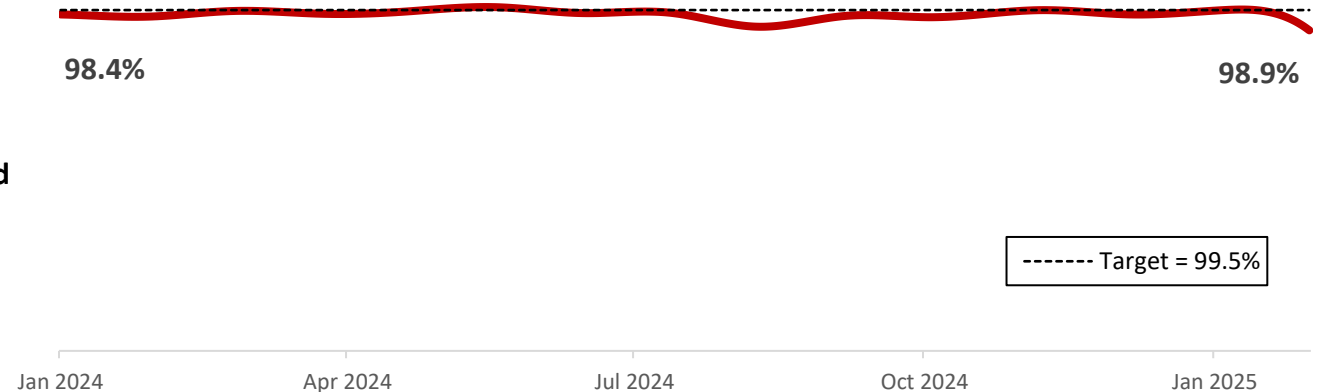
January 2025 average service delivery

98.5%

1.0% lower than target

% Service
Delivered as
Planned

O-Train
Line 1



Bus

12-month average service delivery

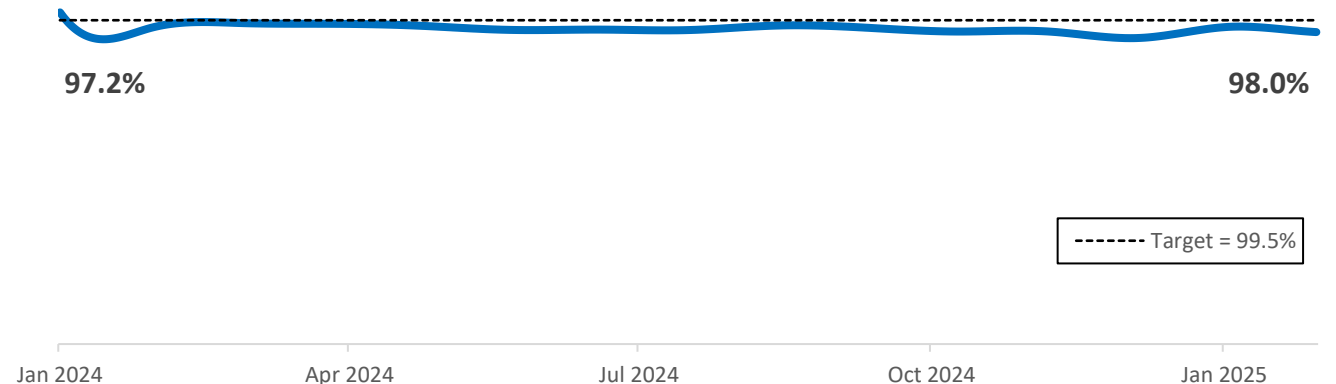
98.1%

1.4% lower than target

0.1% higher than previous month

% Service
Delivered as
Planned

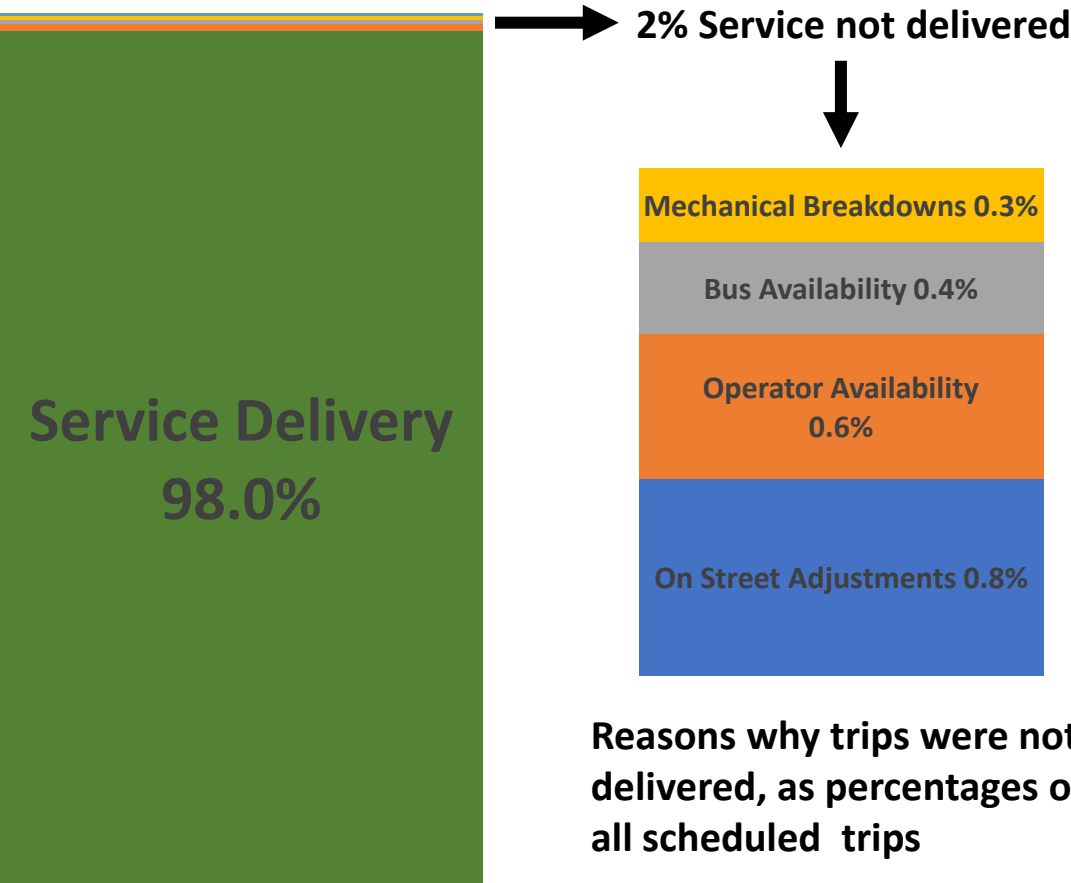
Conventional
Bus



Bus service delivery



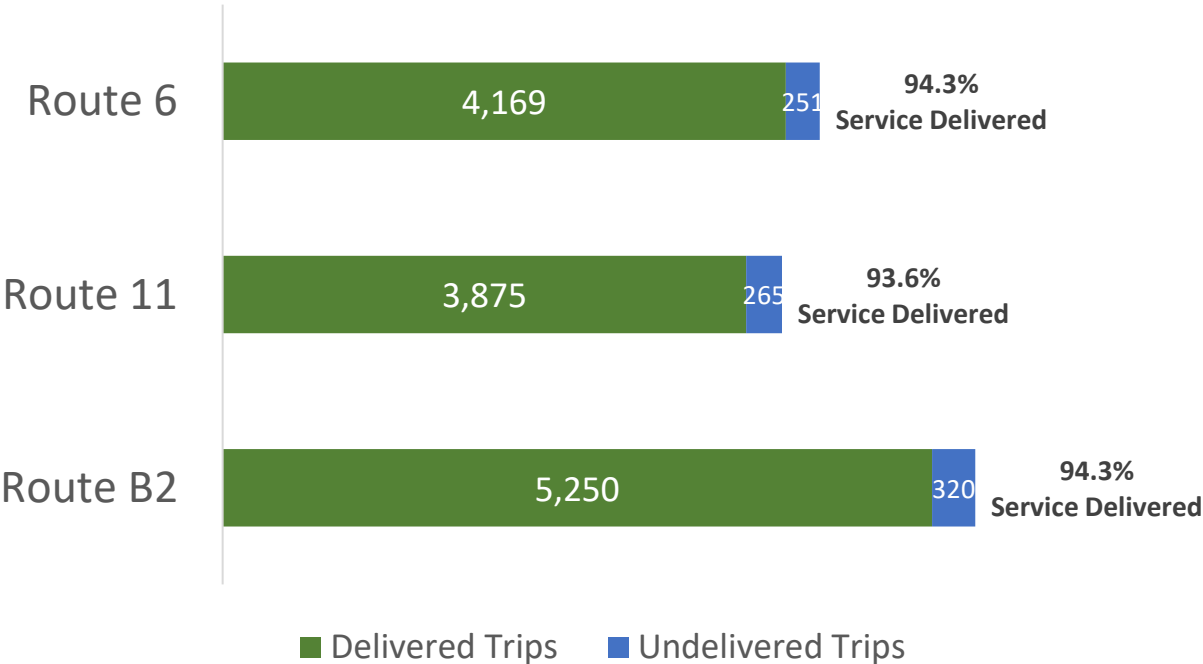
Bus Service Delivery Details



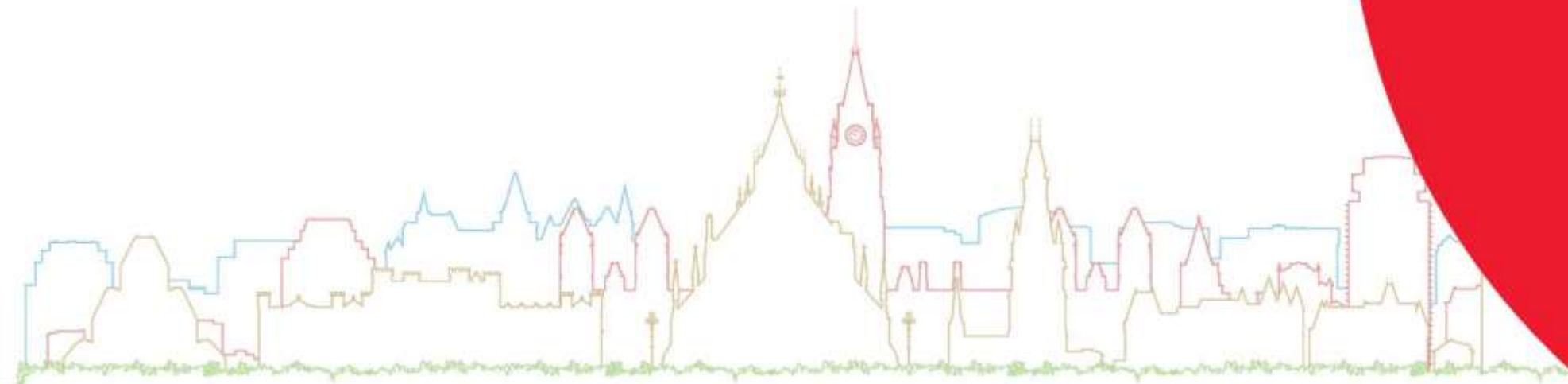
January 2025

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

Routes with Most Undelivered Trips



Bus Fleet Update



Bus fleet update

Conventional bus fleet

- As previously discussed, mechanical reliability of our aging fleet continues to decrease
 - Increase in major structural work; time-consuming repair work
 - Hours of labour per preventative maintenance inspection is significantly increasing

Para Transpo minibus fleet

- Existing minibus fleet has passed expected useful life
- Experiencing similar reliability issues as the conventional fleet

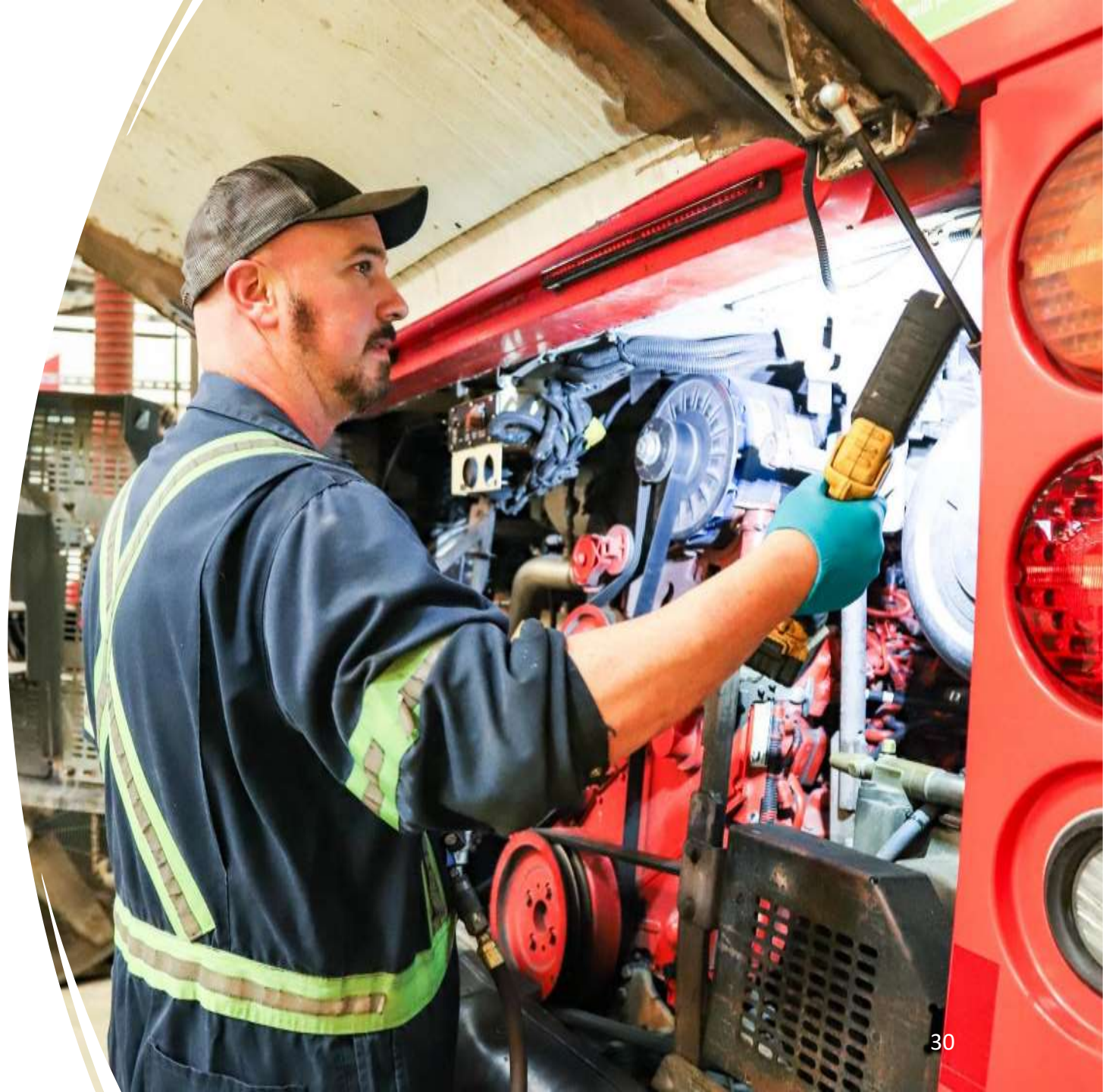
Bus Maintenance Action Plan

Completed work

- Updated preventative maintenance regime to improve efficiency of preventative maintenance inspections

Ongoing work

- Increasing available labour hours by inspecting safety critical items on the buses to be decommissioned as E-buses are delivered
- Pivoting resources to service existing diesel fleets and incoming electric buses
- Implementing a predictive maintenance program with our engineering team to incorporate lessons learned



Bus fleet update

Used diesel articulated buses

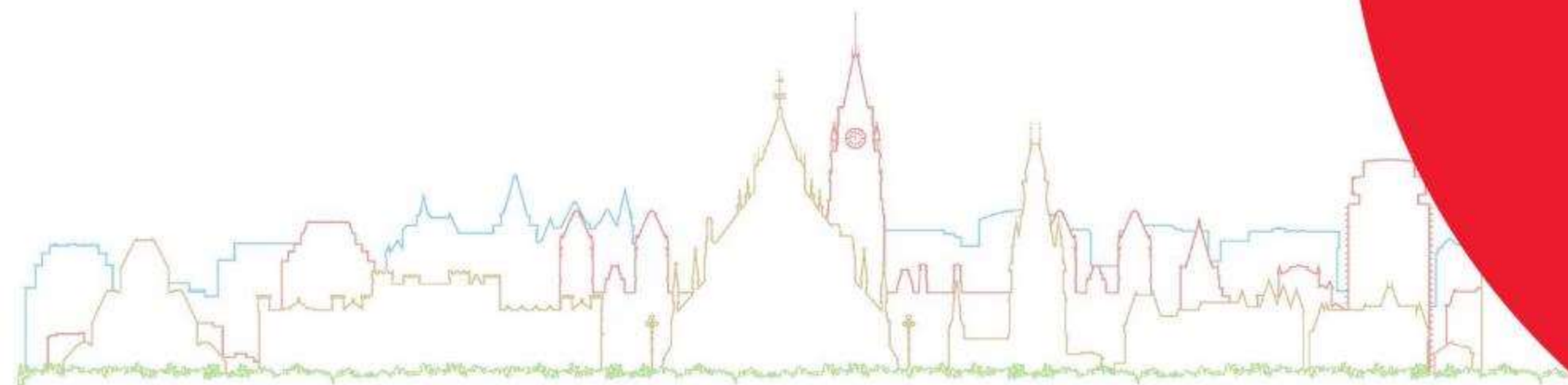
- No used buses from Canadian agencies available that meet our criteria
- Looking to international transit agencies
 - Minor adjustments would be required to meet Canadian specification

New diesel articulated buses

- Using the Metrolinx Joint Procurement Initiative and working with New Flyer Industries on the procurement of 40 or more 60-foot diesel articulated buses with tentative delivery of Q4 2026 / Q1 2027



E-bus and Facilities Update







Infrastructure



Electrical infrastructure



Bus production



Testing and commissioning

Bus procurement plan

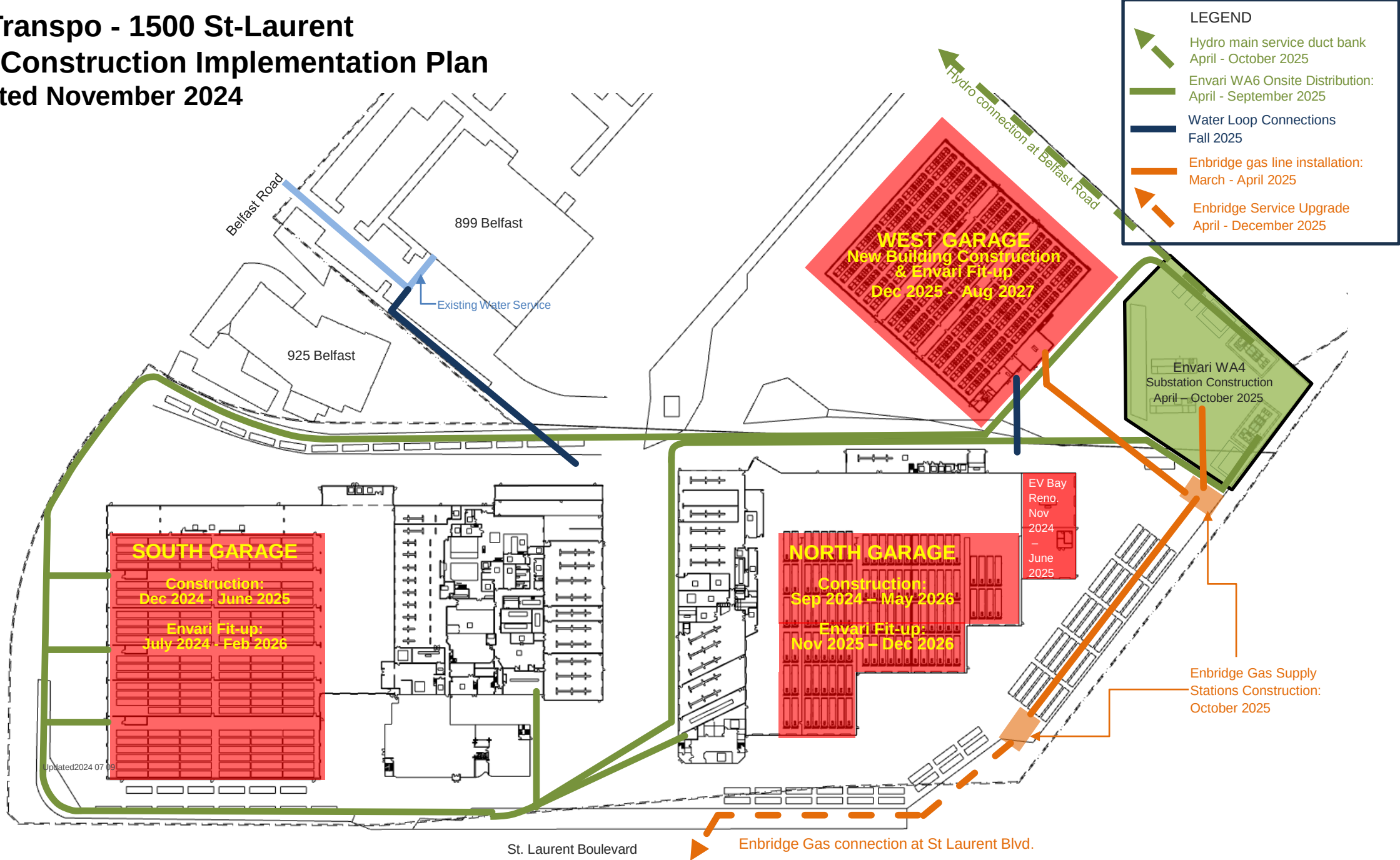
	2024			2025								2026								2027							
	Q4			Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4	
	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
40' ZEB	26 Buses																										
											80 Buses																
														124 Buses													
																				120 Buses							



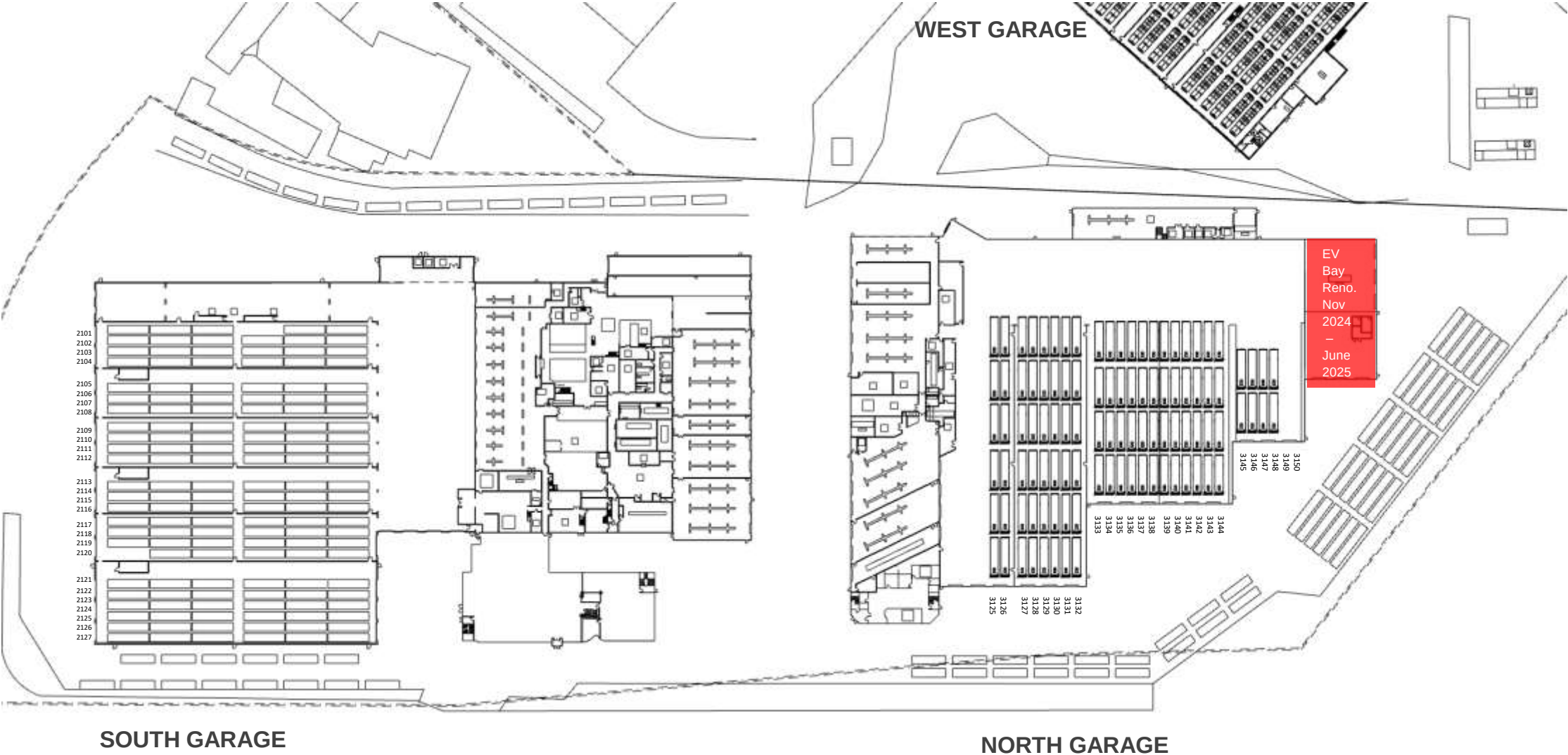
ZEB Program timelines

[illegible]

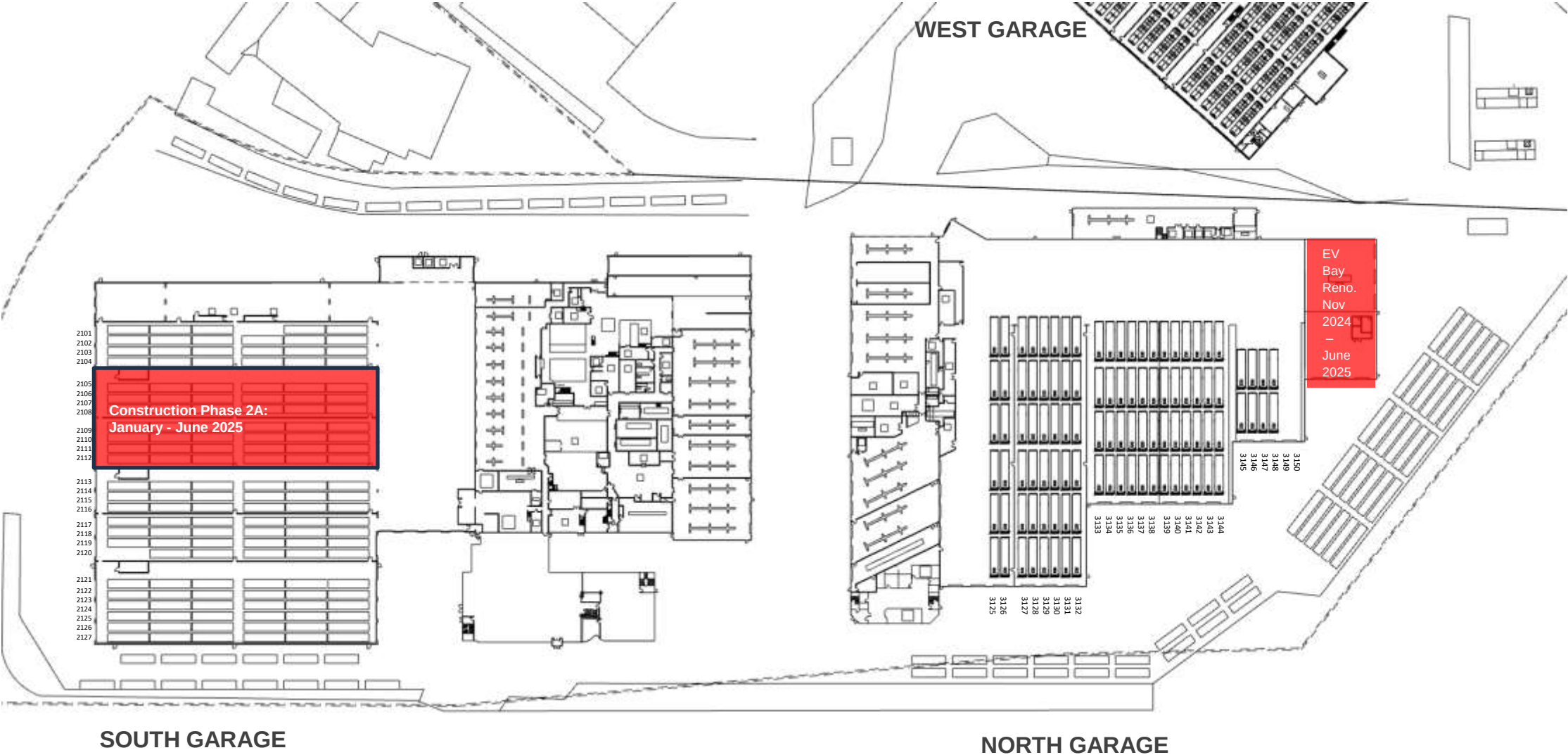
OC Transpo - 1500 St-Laurent
ZEB Construction Implementation Plan
Updated November 2024



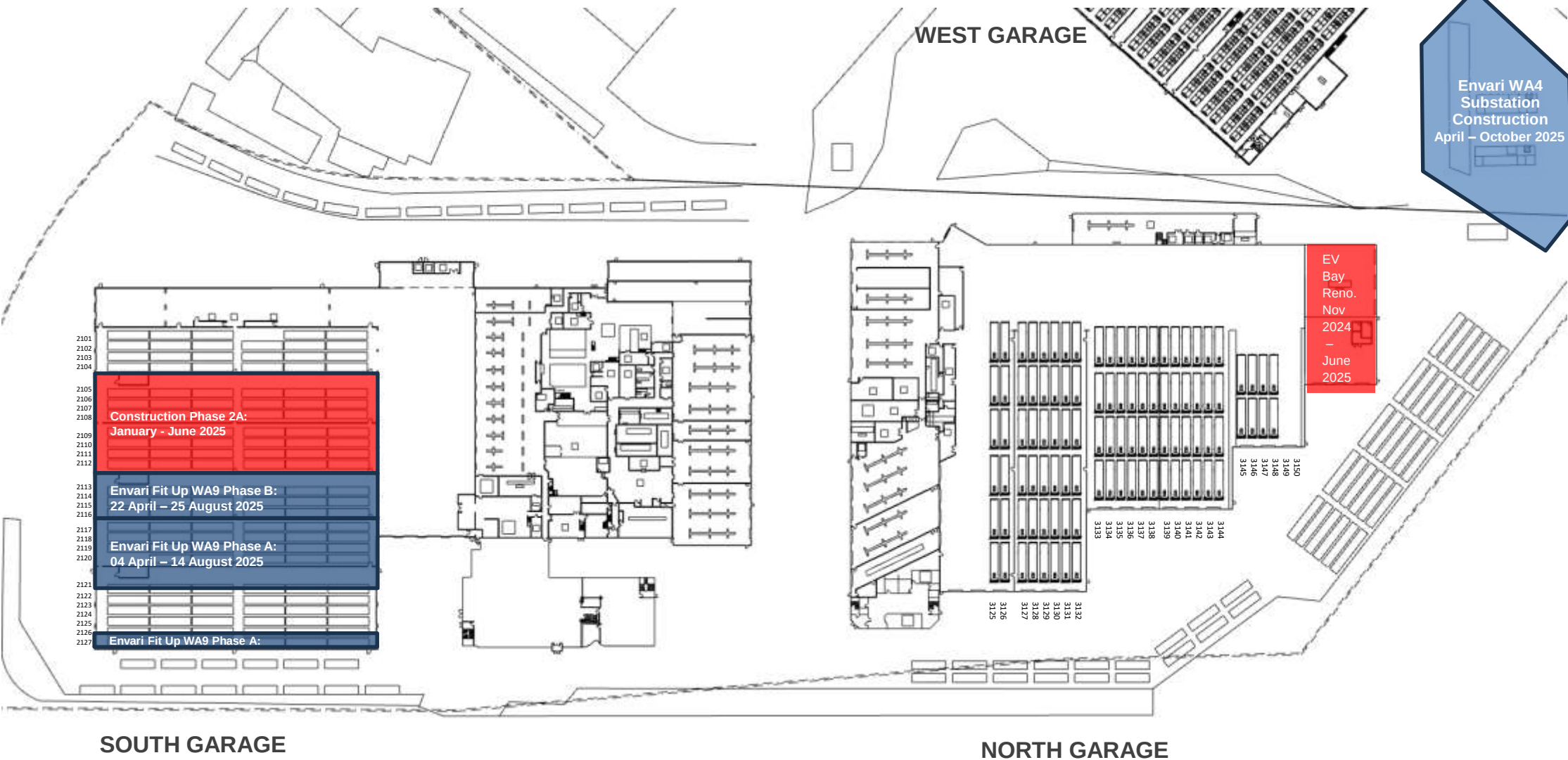
January 2025



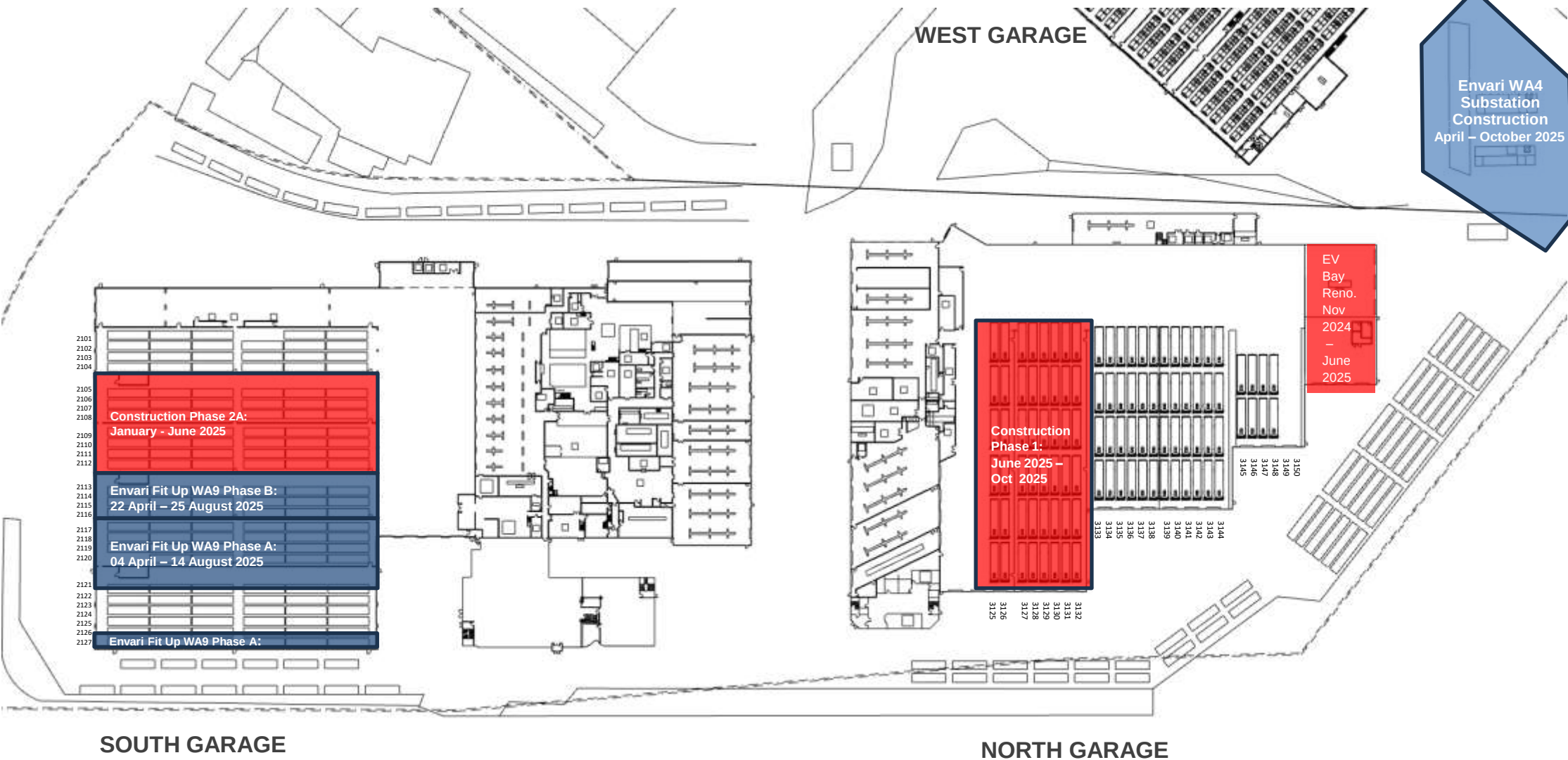
End of January to March 2025



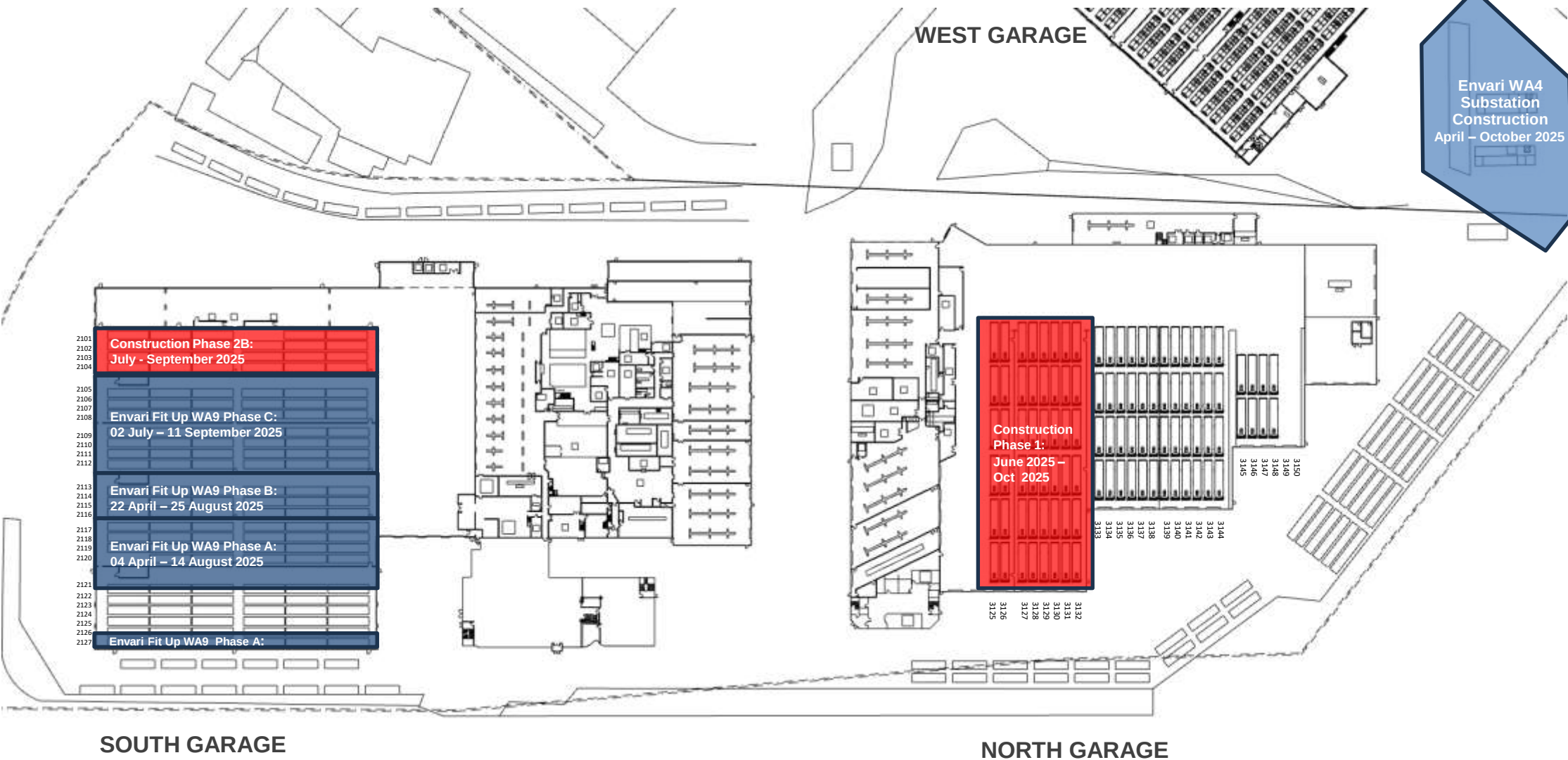
April to May 2025



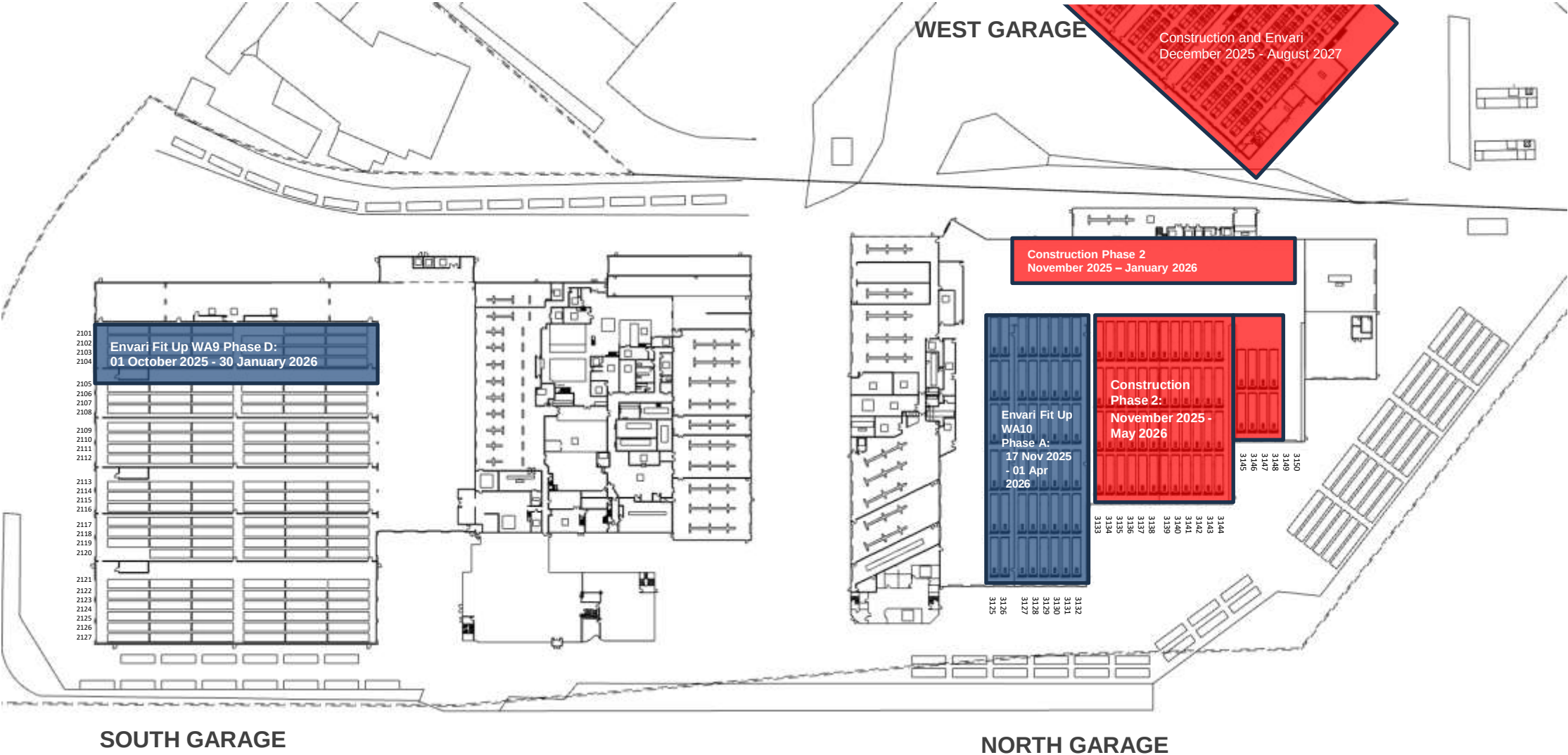
June 2025



July 2025



December 2025



Questions?

