

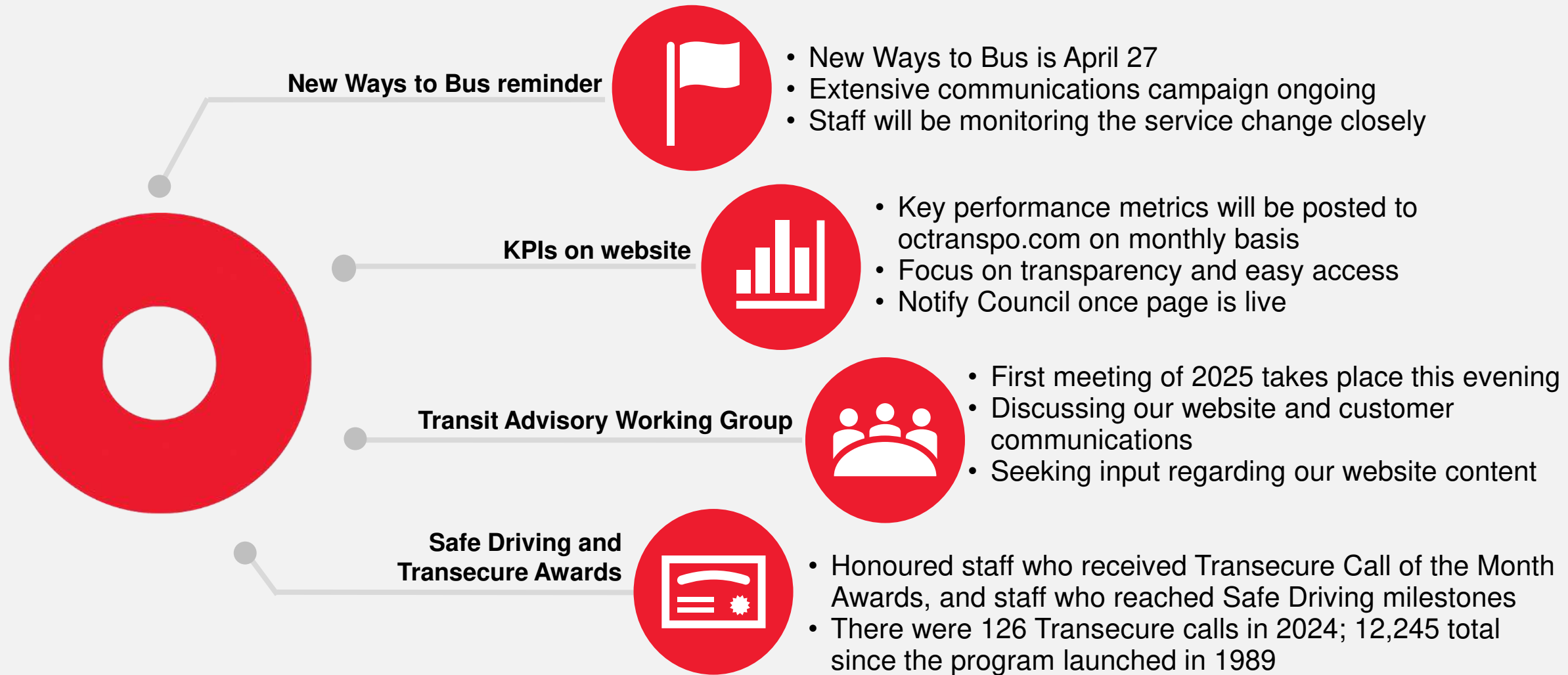
OC Transpo Update

Para Transpo, Rail and Bus

Transit Commission
April 10, 2025



GM updates





New Ways to Bus preparations

- Travel Planner is now updated with final route schedules for customers
- Transit App will be updated prior to the implementation of New Ways to Bus
- Covers on bus stop flags will be removed up to two weeks before April 27
- Notices are installed at all bus stop locations that will be decommissioned and at new bus stop locations
- Information has been shared with front line staff to increase familiarity with system changes



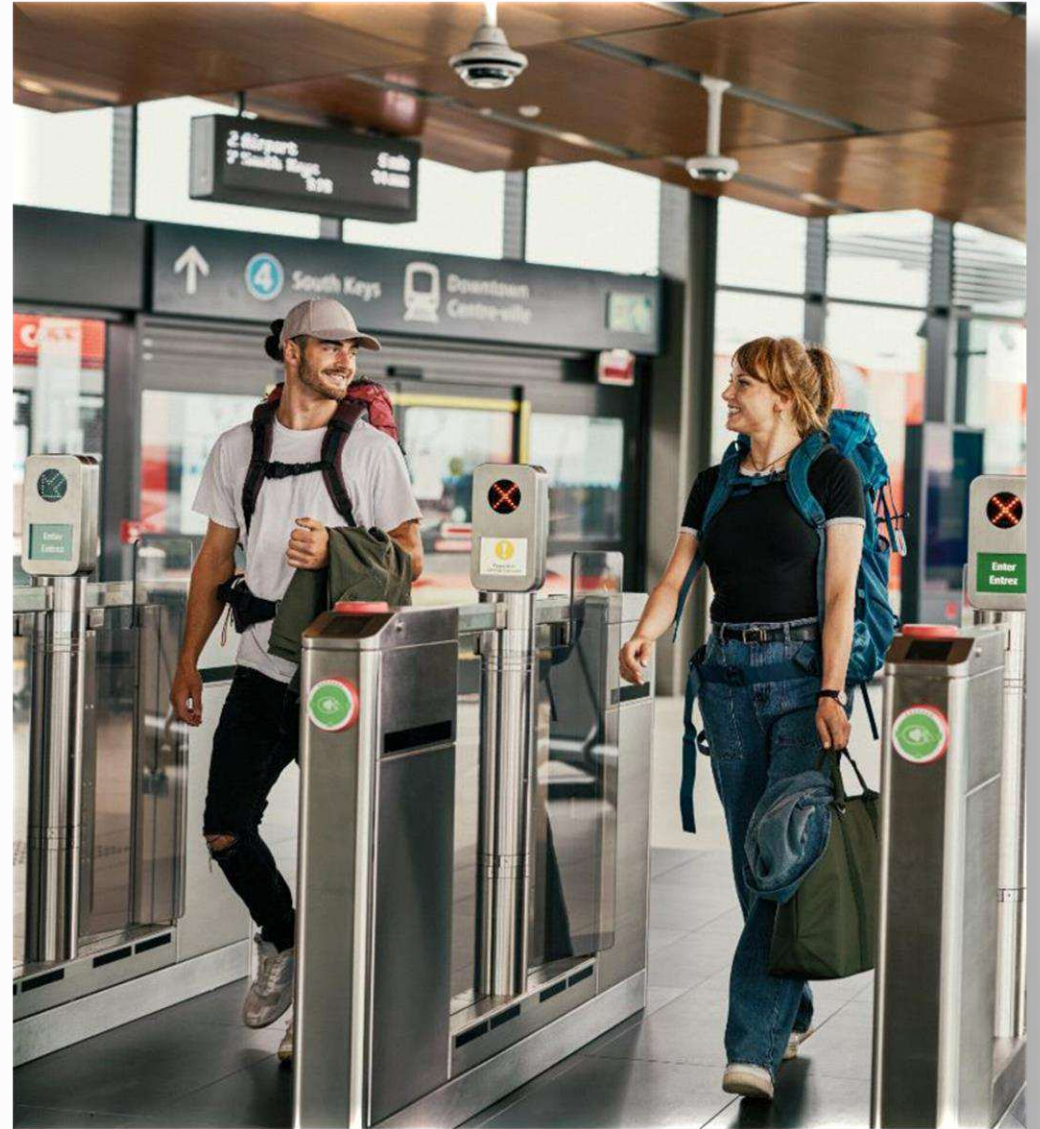
New Ways to Bus ongoing communications

- Advertising campaign continues throughout April and into May
- Direct mail has been delivered to every household and multi-residential unit in the city
- Significant increase in website traffic since early March
- Special school trips have been published in the Travel Planner on octranspo.com, and resources are being shared directly with schools
- OC Transpo staff will be at key stations to support customers during the first week of the service change



Customer appreciation weekend

- OC Transpo's network is transforming and Ottawa residents will soon be able to explore the system for free
- Planning is underway to provide free rail, bus and Para Transpo service during an upcoming customer appreciation weekend
- Discover the new stations, trains and public art on O-Train Lines 2 and 4
- Explore with the new routes from New Ways to Bus
- Further details to be announced in advance of the customer appreciation weekend





Performance indicators

Employee Occurrences

167

Previous Year: 140 (+19.3%)

%Change in number of reported Occurrences
from previous year

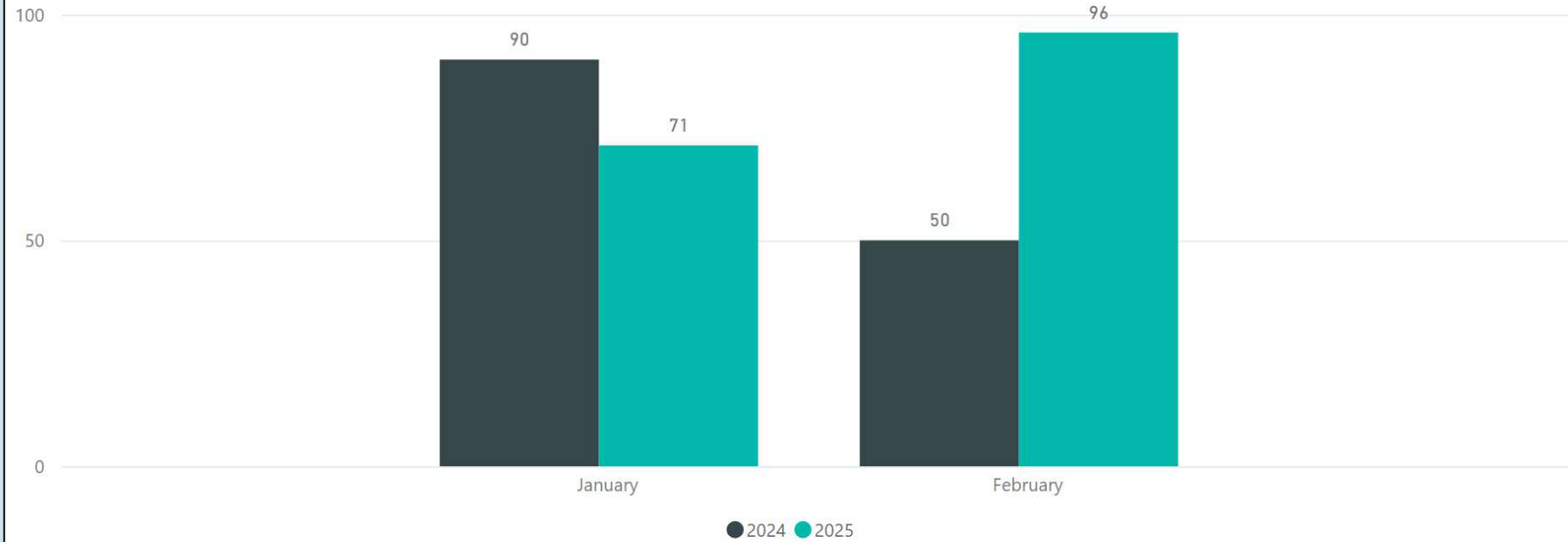
Automated Speed Enforcement Infractions

13

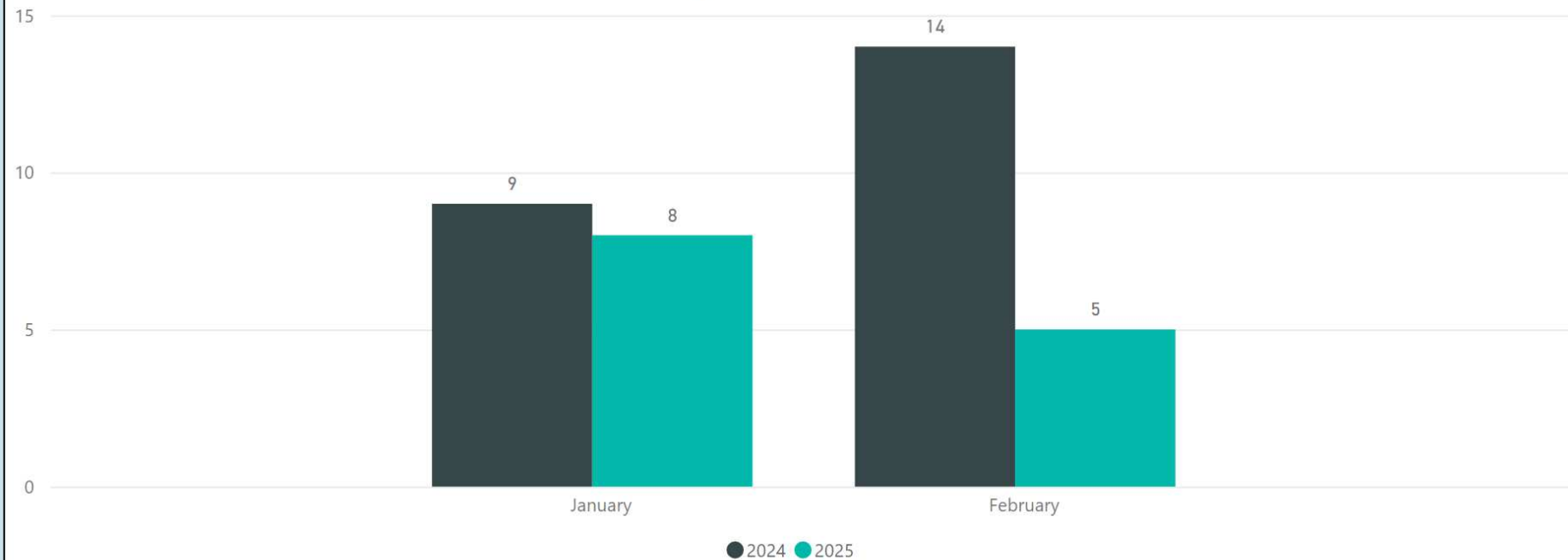
Previous Year: 23 (-43.5%)

%Change in number of Speeding Infractions
from previous year

Reported Occurrences



Automated Speed Enforcement Infractions



Customer Injury Rate

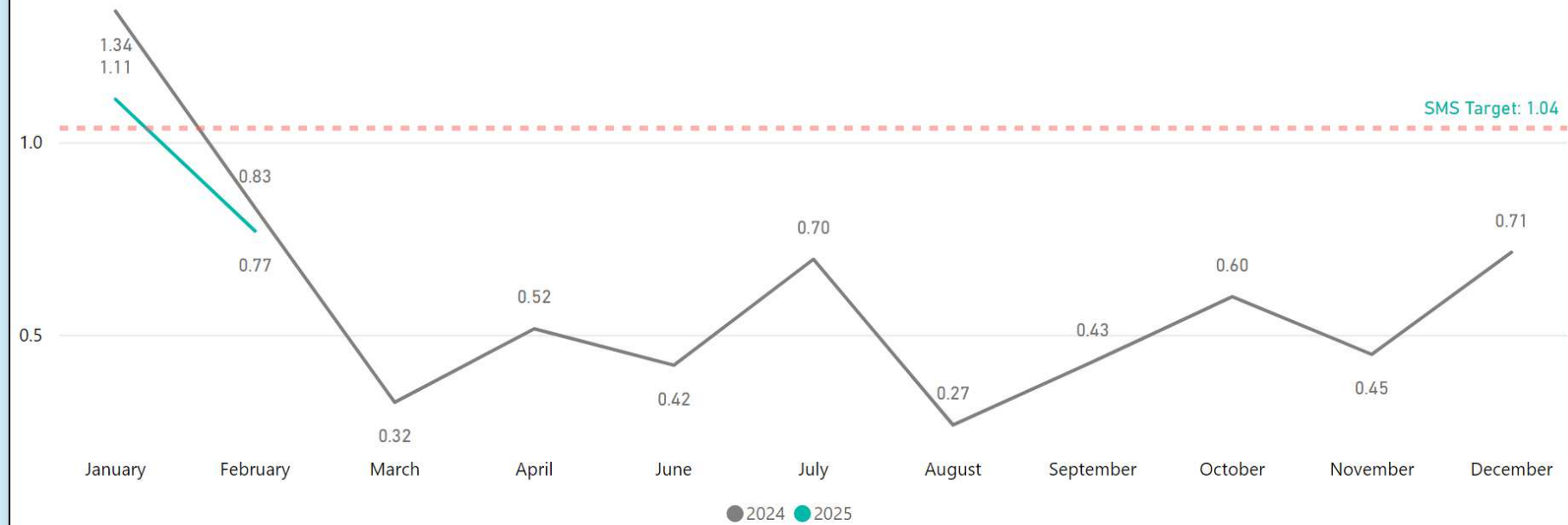
Year to Date

0.96

SMS Target: 1.036

Customer injuries per 1M passenger trips

Customer Injury Rate



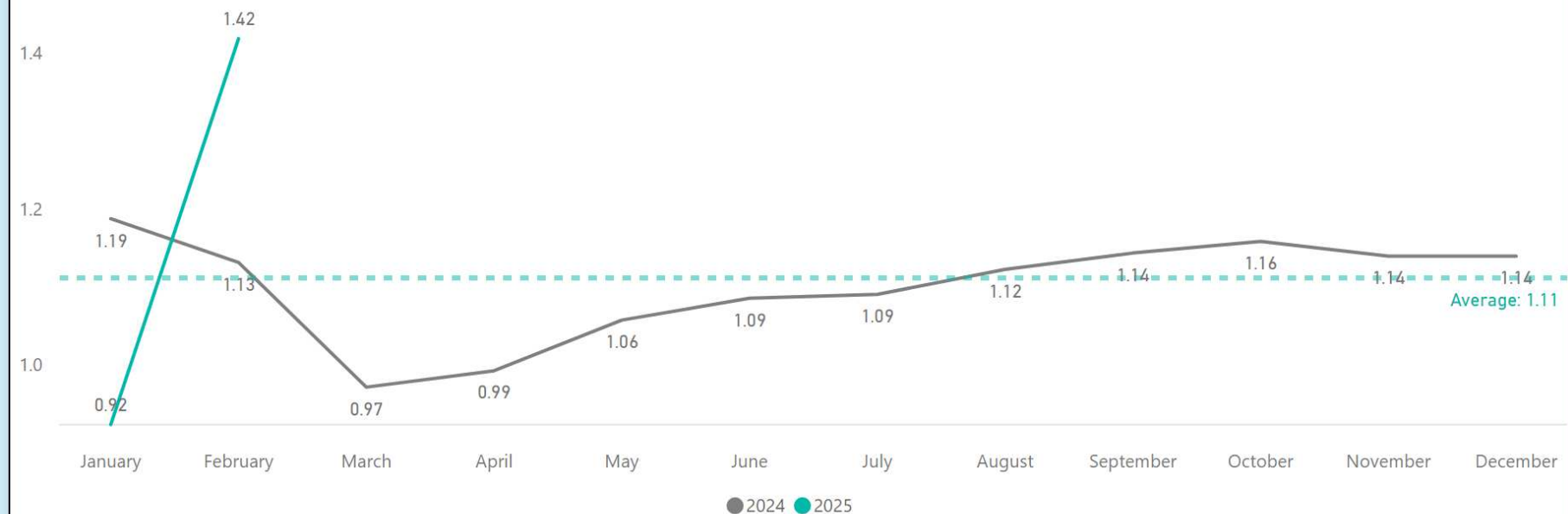
Preventable Collision Frequency

1.42

SMS Target: 0.69

Number of preventable collisions per 100,000
Km Driven

Preventable Collision Frequency



Bus and O-Train ridership

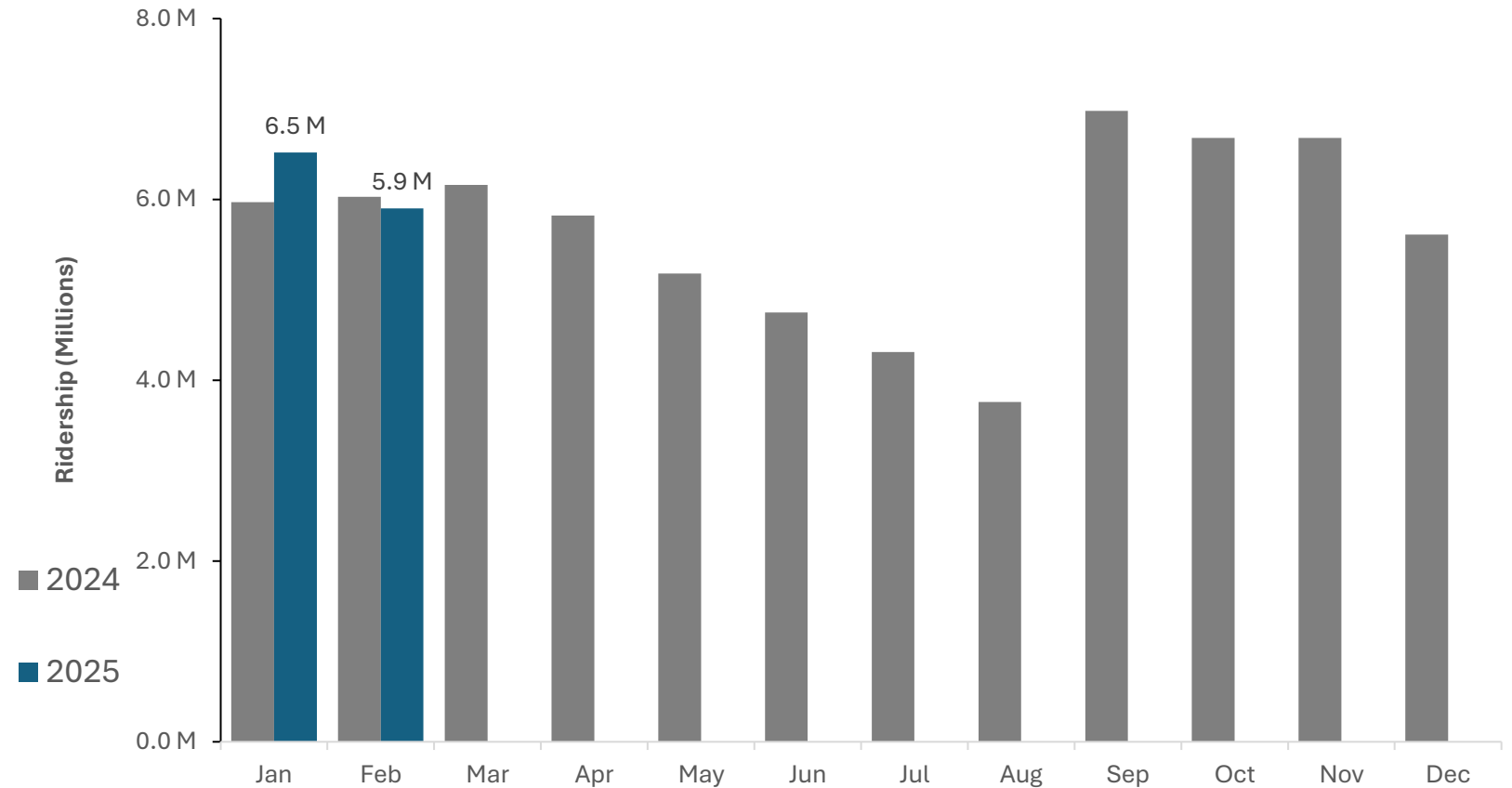


12-month total ridership

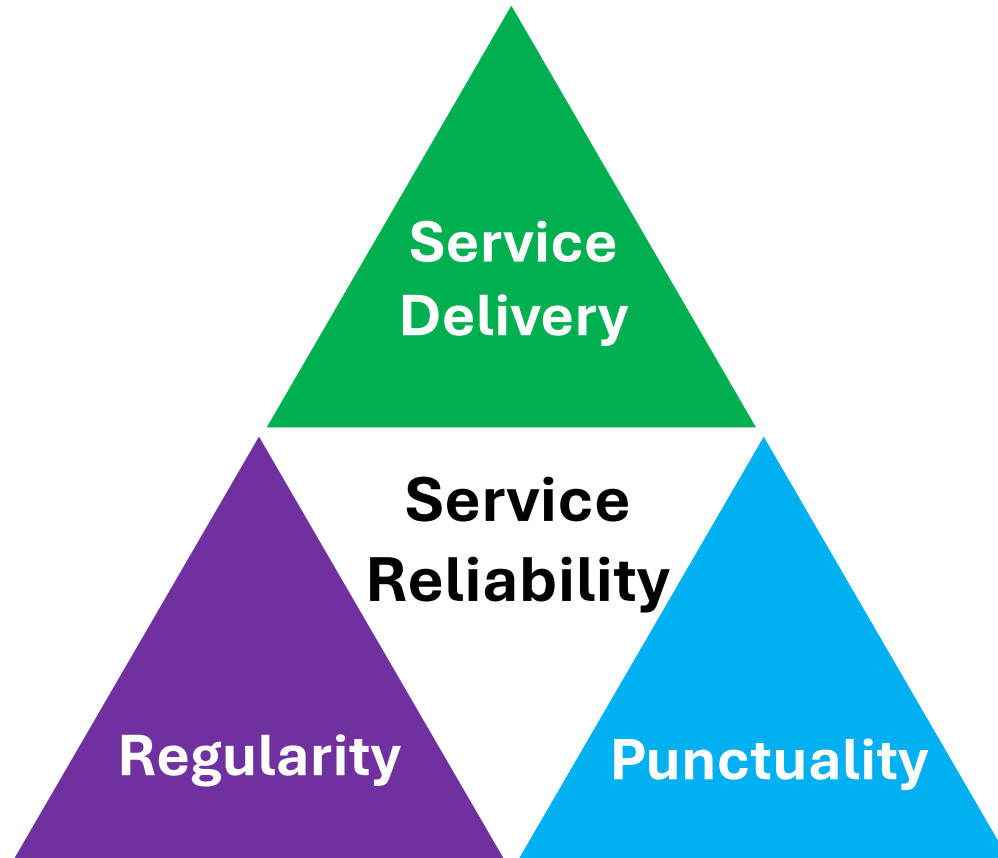
68.4 M

0.2% lower than previous month

5% higher than previous year



Service reliability



Service Delivery

Degree to which planned trips are delivered
Target 99.5%

Regularity

For frequent routes, measures whether trips are evenly spaced
target 85%

Punctuality

For less frequent routes, measures whether the trips arrive at the stop no more than 1 minute early or 5 minutes late
target 85%

These measures are **used together to evaluate performance and understand reliability**. They can be applied to the full route or to specific segments and time periods to diagnose where/when reliability challenges exist. **Regularity provides a more nuanced measure of reliability for high-frequency routes**, while **Punctuality can be used as a diagnostic tool** to identify operational challenges and locations of delay accumulation.

Bus service reliability



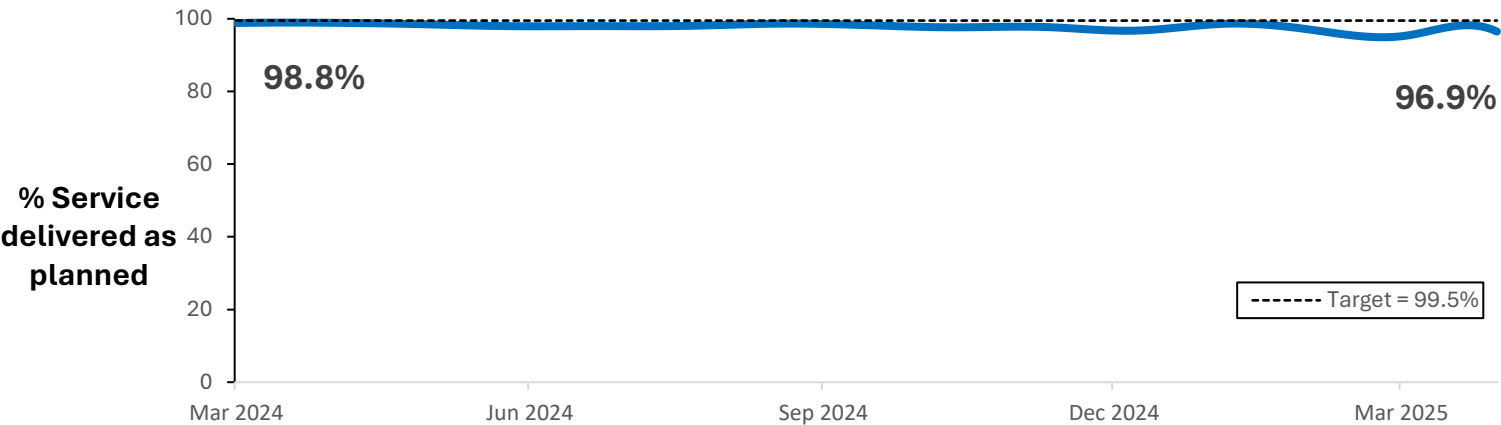
% of service delivered vs. planned

12-month average service delivery

97.6%

1.9% lower than target

0.5% lower than previous month



On-time performance

12-month average
Regularity for frequent routes

82%

3% lower than target

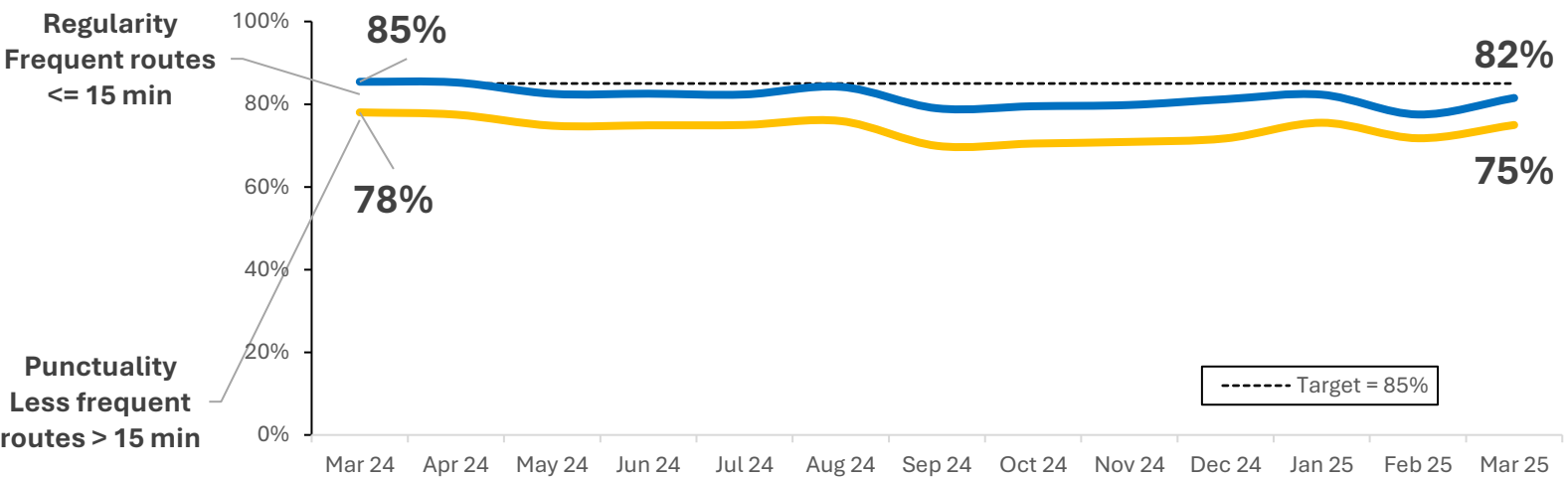
Same as previous month

12-month average
Punctuality for less frequent routes

74%

11% lower than target

Same as previous month



10%

of trips arrived more than 1 minute early, on less frequent routes

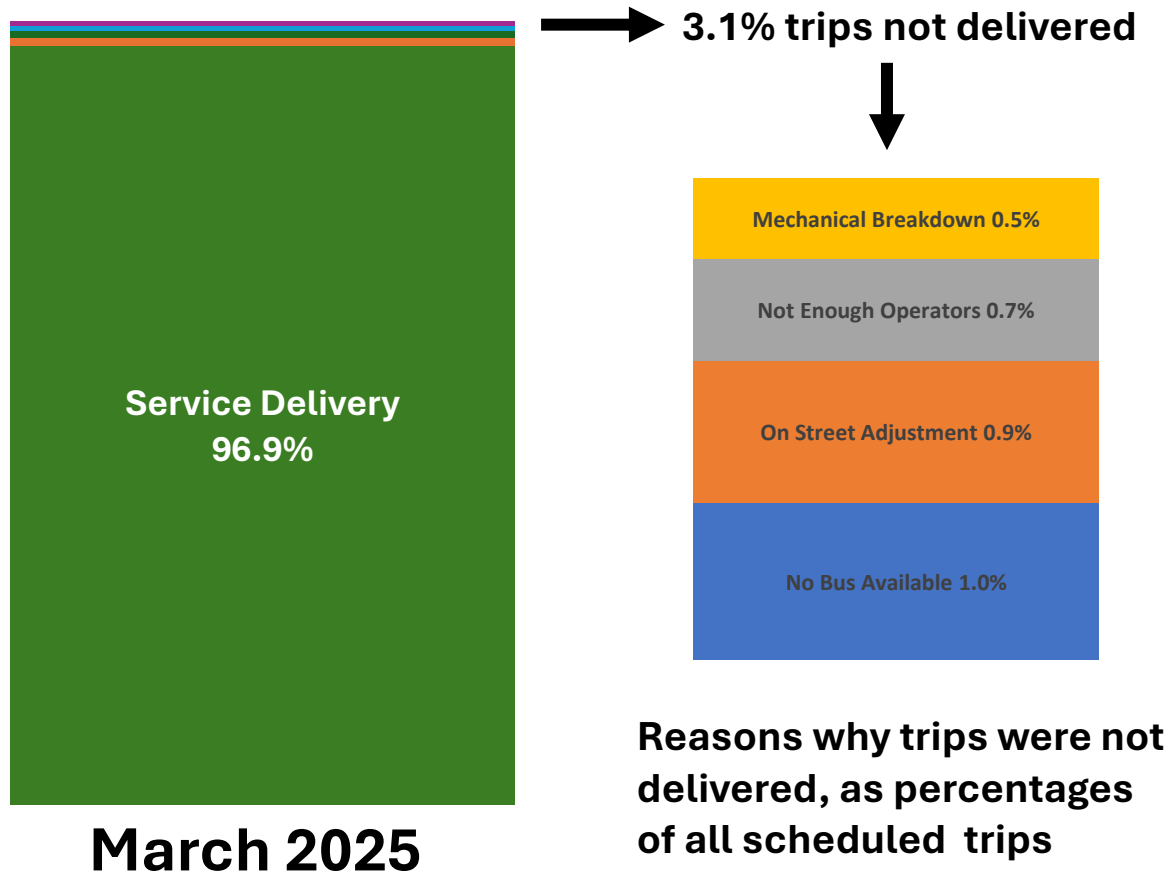
16%

of trips arrived more than 5 minutes late, on less frequent routes

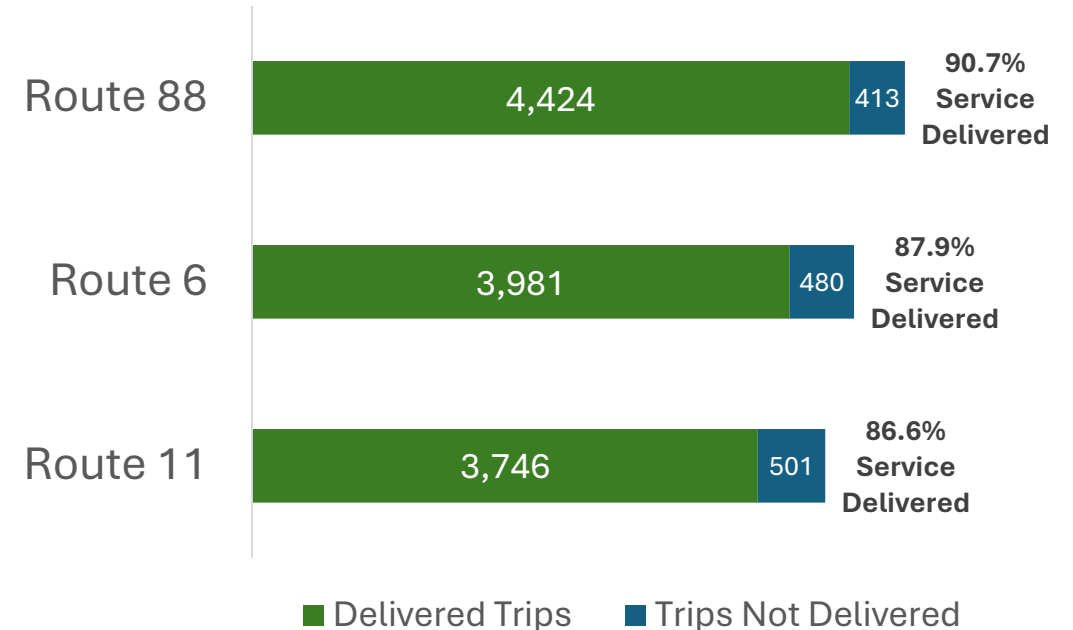
Bus service reliability



% of service delivered vs. planned details



Routes with most trips not delivered



O-Train service reliability



O-Train

12-month average service delivery
Line 1

98.6%

0.9% lower than target
Same as previous month

March 2025 average service delivery
Line 1

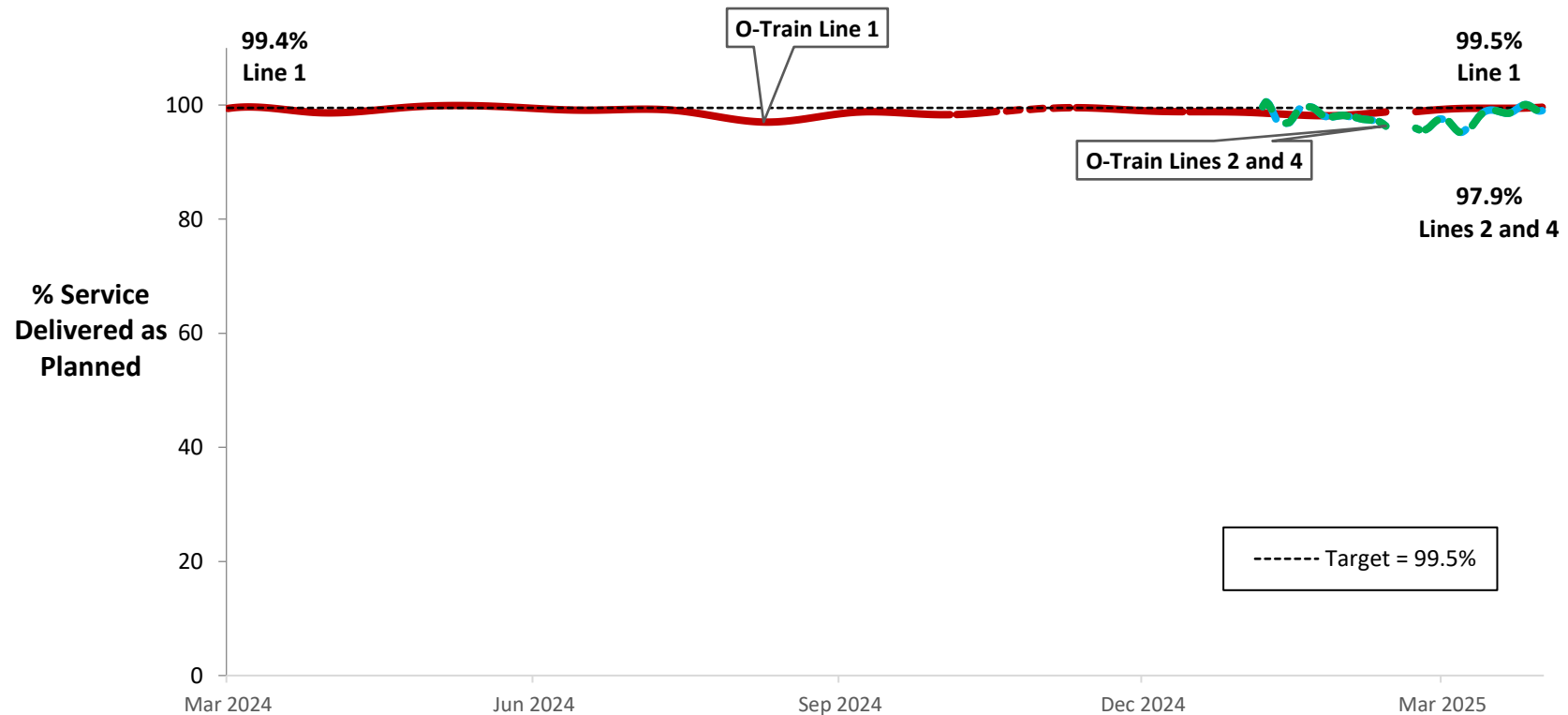
99.5%

On target

March 2025 average service delivery
Lines 2 and 4

97.9%

1.6% lower than target



Para Transpo

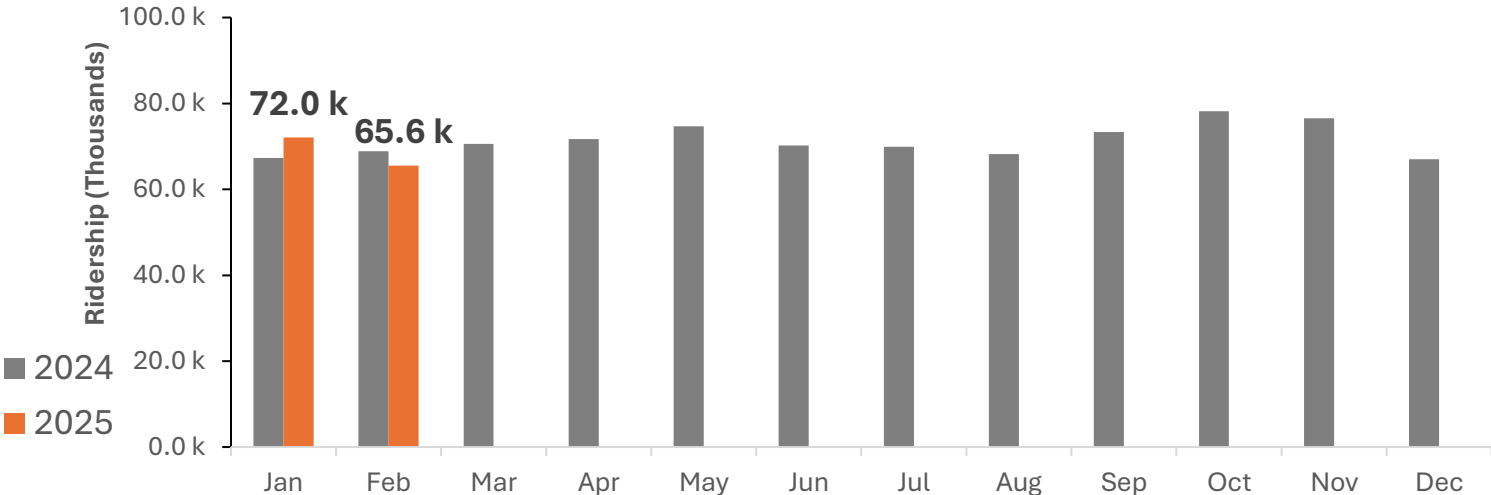


12-month total ridership

858.0k

0.4% lower than previous month

10% higher than previous year

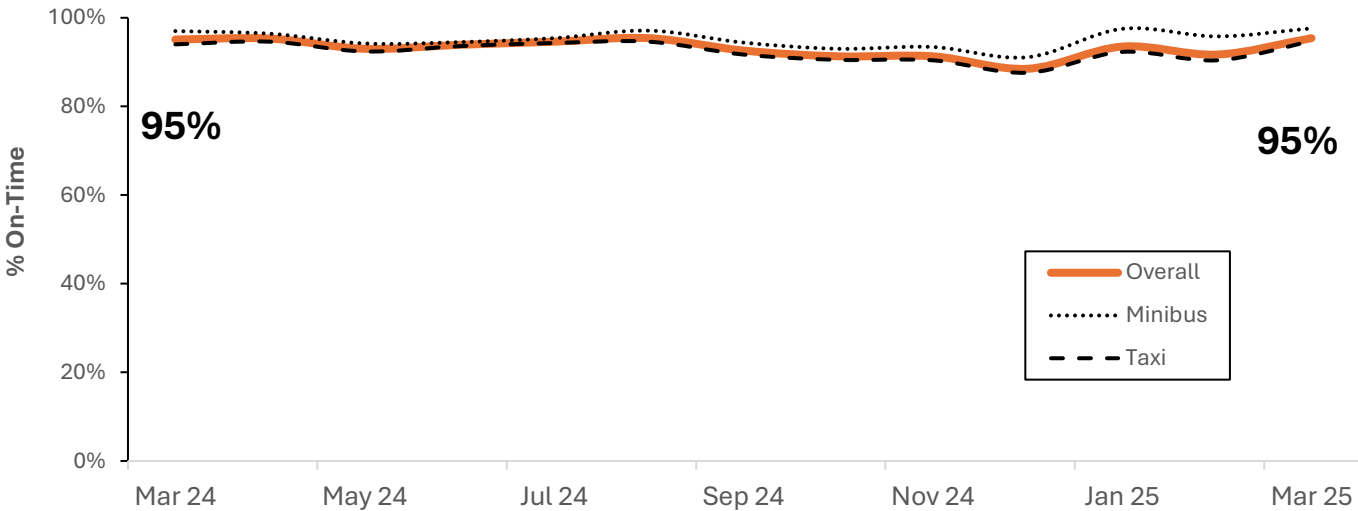


12-month average
On-time performance*

93%

Same previous month

*% of customers picked-up during 30-minute window



Absenteeism

12-month average
Bus Operator

13%

1.2% decrease compared to
previous year

12-month average
Electric Rail Operator

13%

0.3% increase compared
to previous year

12-month average
Mechanic

13%

0.4% decrease compared to
previous year

Operations Absenteeism

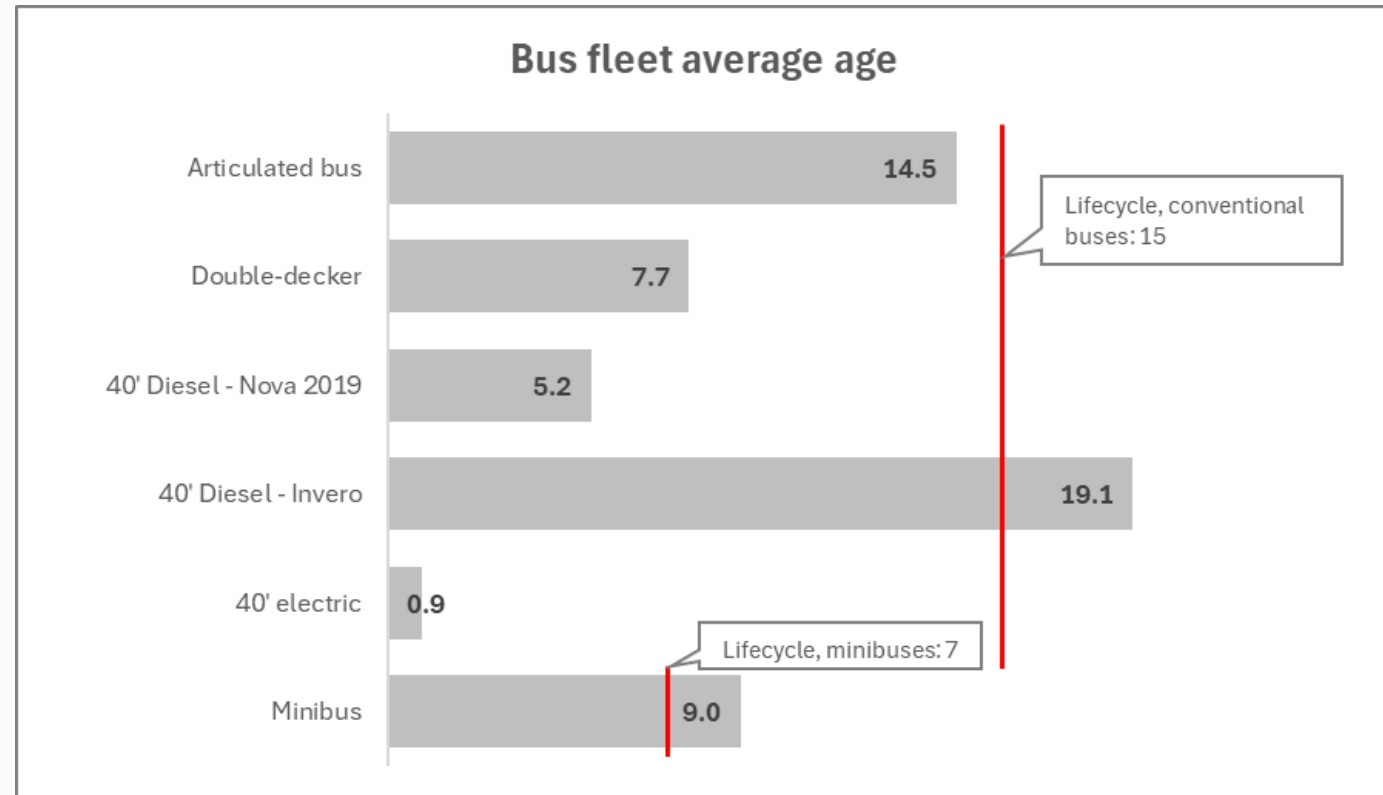


Bus Maintenance Action Plan Update



Bus Maintenance Action Plan update

- Fleet of 735 conventional buses
- Lifecycle of oldest buses delayed due to 18-month delay in ZEB Program
 - Additional delays currently impacting E-bus order
- Increased workload to ensure buses are safe for service
 - More defects found during preventative inspections
 - More corrective repairs required



Impacts on bus availability

Winter impact on bus availability

- Average of 150 defects per day that pull buses out of service
 - Winter weather impacting severity of corrosion and structural damage
 - Retired 18 buses due to structural damage
- Backlog of major work grew as garages focused on quick turnaround jobs

Reallocation of resources

- Adjustment to spring maintenance schedules to divert existing resources to reduce the backlog
- Impacts short-term/daily availability, but improves long-term fleet capacity

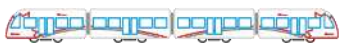
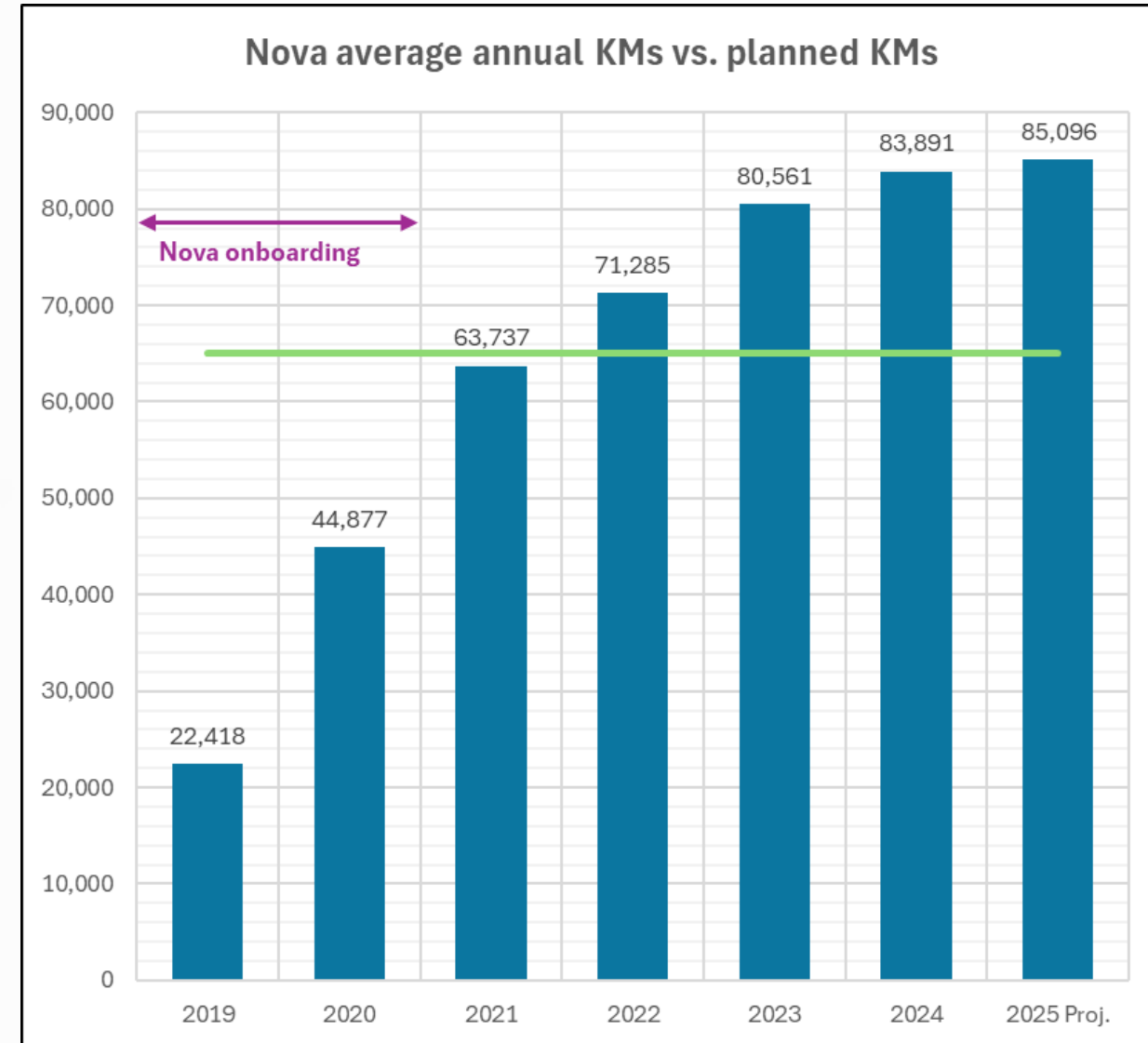
Bus fleet maintenance requirements

- Impact of aging buses on long-term fleet availability
- Increased pressure on younger bus fleet
 - Additional 18,550 KM per year
 - Extra mileage cost of \$5M
 - 20% increase in maintenance hours
 - Accelerates asset depreciation
- Compounded by delay in Stage 2 construction and unscheduled events requiring bus service

Work item	Units (buses)	Available
Active bus fleet	735	735
30+ days of work required	39	696
Maintenance inspections	24	672
Bus cleaning	11	661
< 30-day work orders	20	641
Daily defects	120	521
Average available for service	521 buses	
April service requirement	540 buses	

Increased mileage on younger fleet

- In 2024, the Nova buses drove an average of 30% more KMs than planned for the year
- Additional maintenance is required to service buses being overdriven



Short- and long-term strategies

How we are addressing issues:

- Shifting operational focus to address major work and address the backlog, despite short-term impacts
- Maximizing available resources including external vendors; focus on campaigns improving long-term reliability
- Improving retention strategies for our licensed mechanics
- Decommissioning buses that are no longer repairable
- Exploring international market for used diesel buses

Long-term strategy:

- New buses from ZEB Program
- Up to 50 new diesel buses (Q4 2026 – Q3 2027)
- Mechanic recruitment strategy for ~50 new 310T licensed mechanics
- Applying lessons learned to the younger bus fleet



**Para Transpo
7-metre minibus**

Minibus delivery schedule

		2024												2025												2026											
		Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4		
		J	F	M	A	M	J	J	A	S	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
6-metre	6x Para							1							1	3	1																				
7-metre	76x Para													1		1			8	8	10	8	6	10	8	8	8										
	10x ODT																										2	6	2								
Fuel Site Infastructure																																					



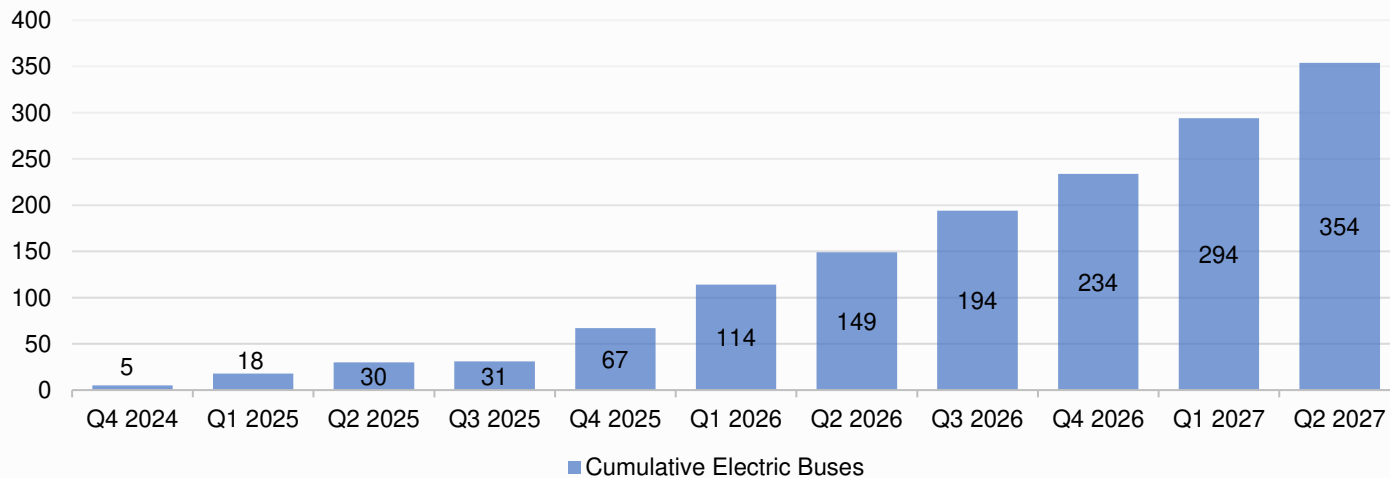
ZEB Program Update



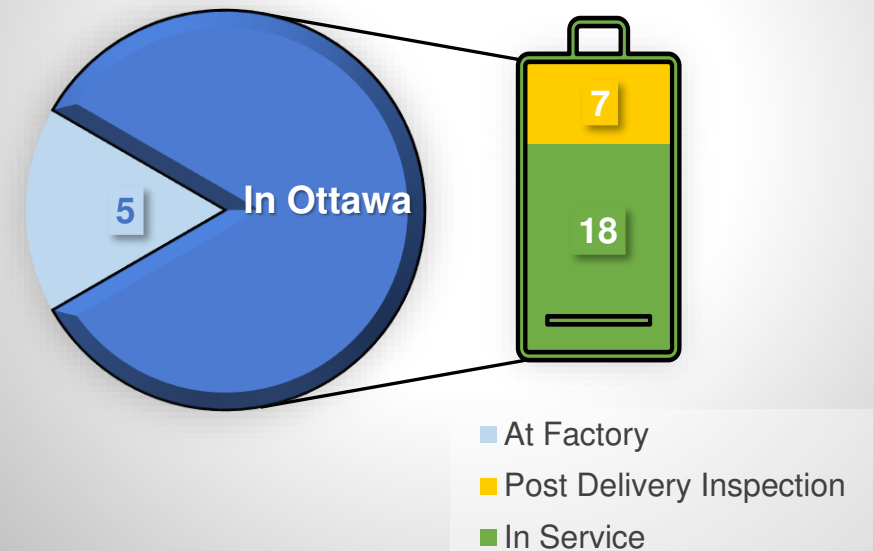
ZEB delivery schedule

- Both New Flyer and Nova experiencing production delays with seat supplier
- Reduced production rate is impacting several agencies, including Ottawa

ZEB PROGRAM DELIVERY SCHEDULE



Zero Emissions Buses – Up to Q1 2025

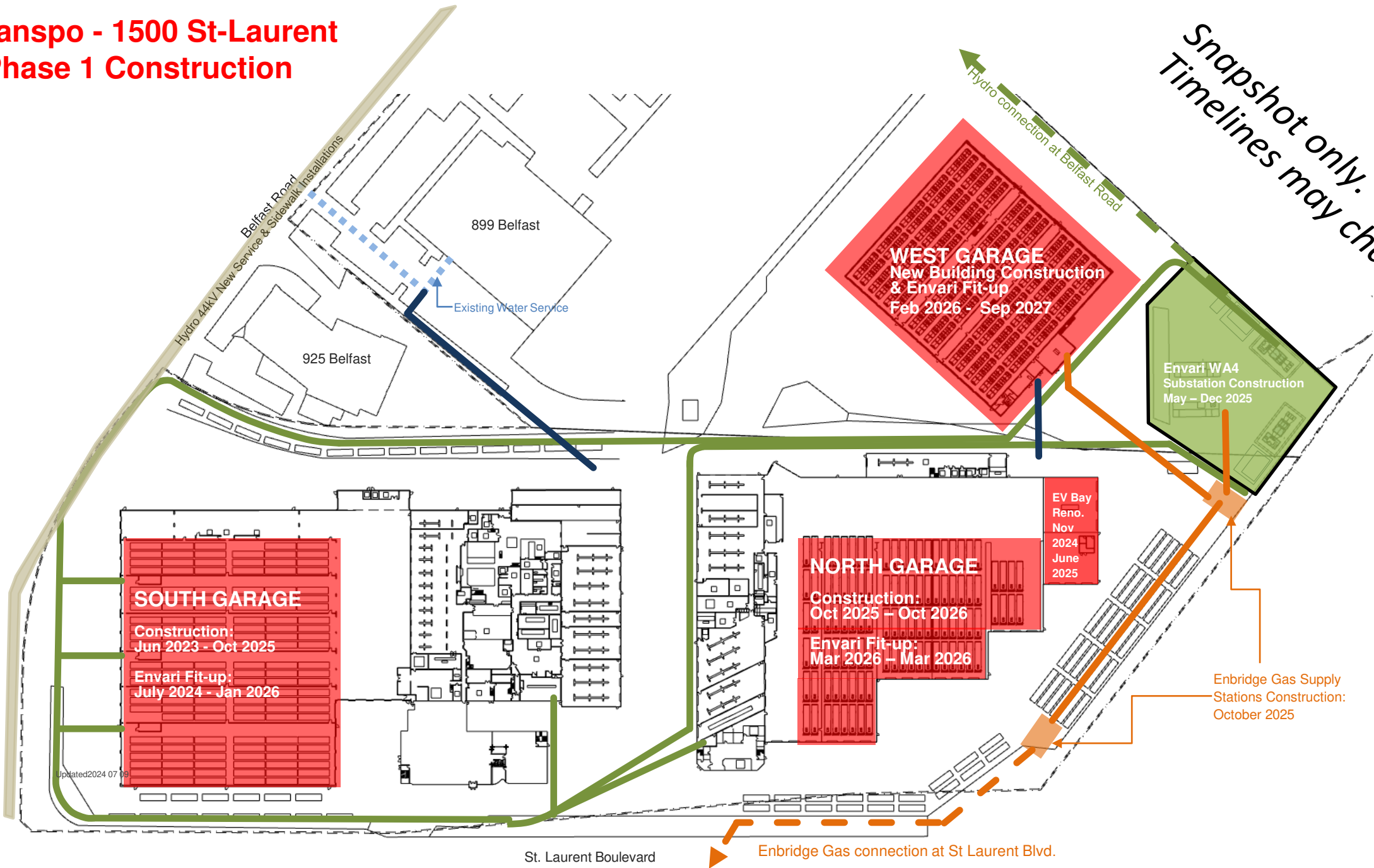


OC Transpo – 1500 St-Laurent



OC Transpo - 1500 St-Laurent
ZEB Phase 1 Construction

Snapshot only.
Timelines may change





New garage



VIEW OF THE BUILDING APPROACHING SOUTH-EAST CORNER



VIEW OF THE BUILDING APPROACHING SOUTH-WEST CORNER

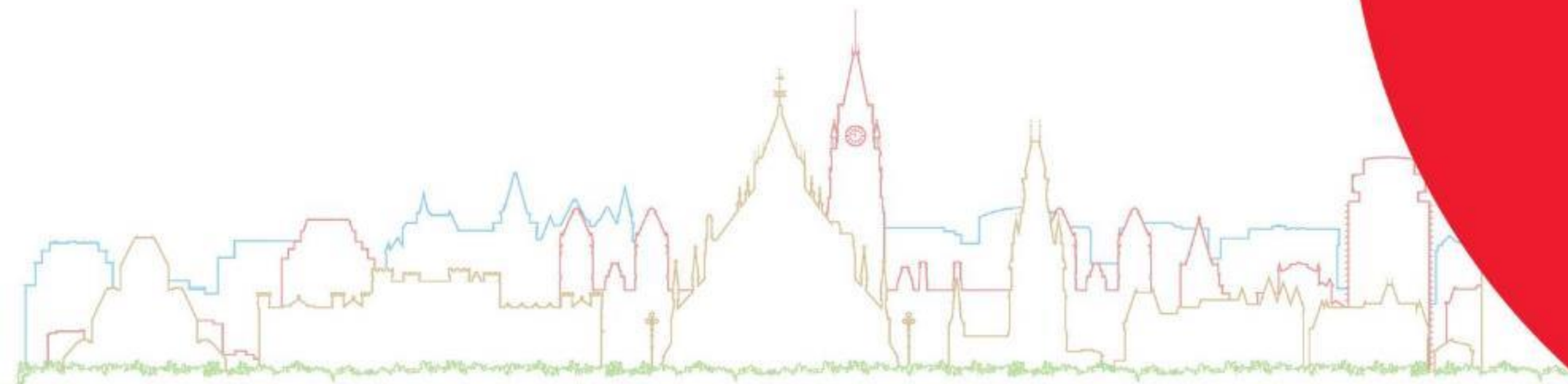


New garage



High voltage maintenance bays

Customer Communications





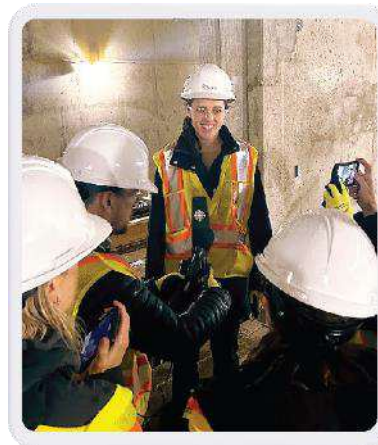
Media partners



28
Media events in
2024



98
Media inquiries
Q1 2025





Social media



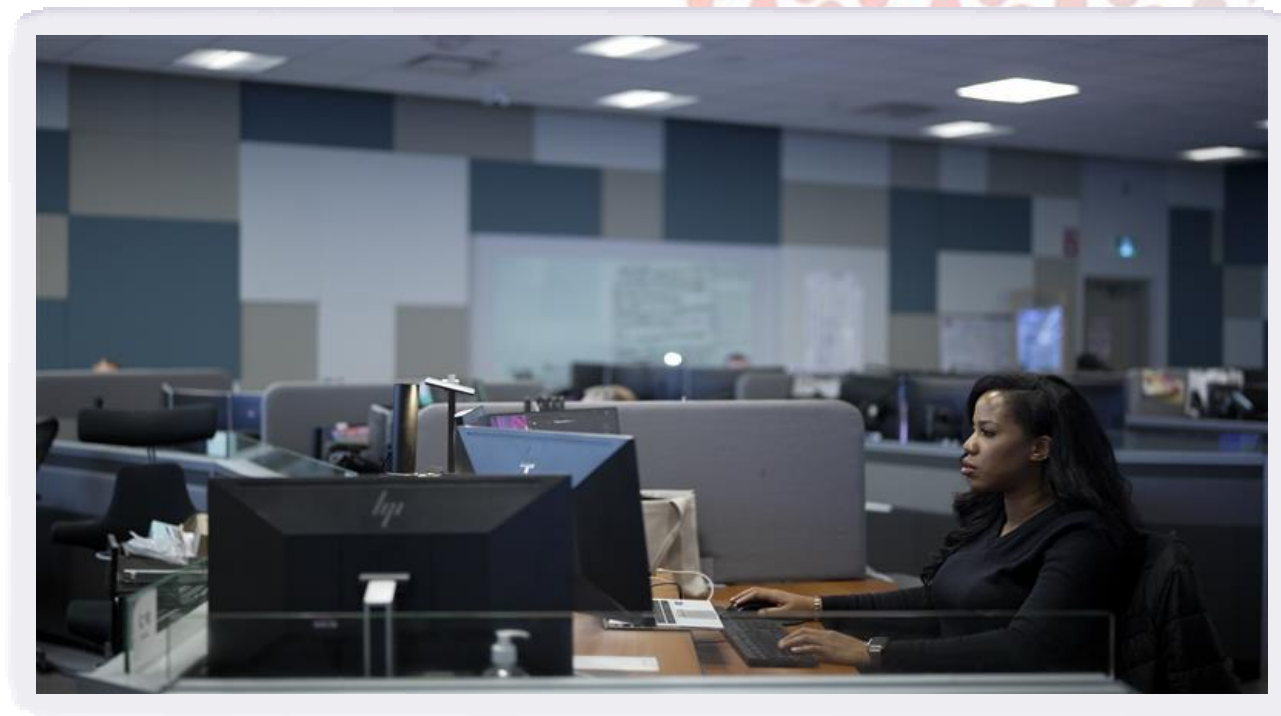
106,368
Followers



2.75%
Engagement rate



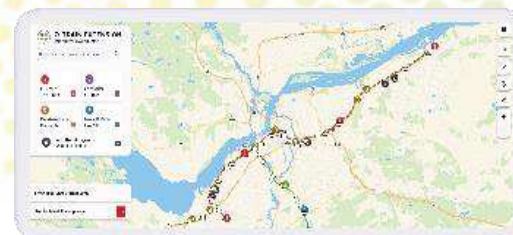
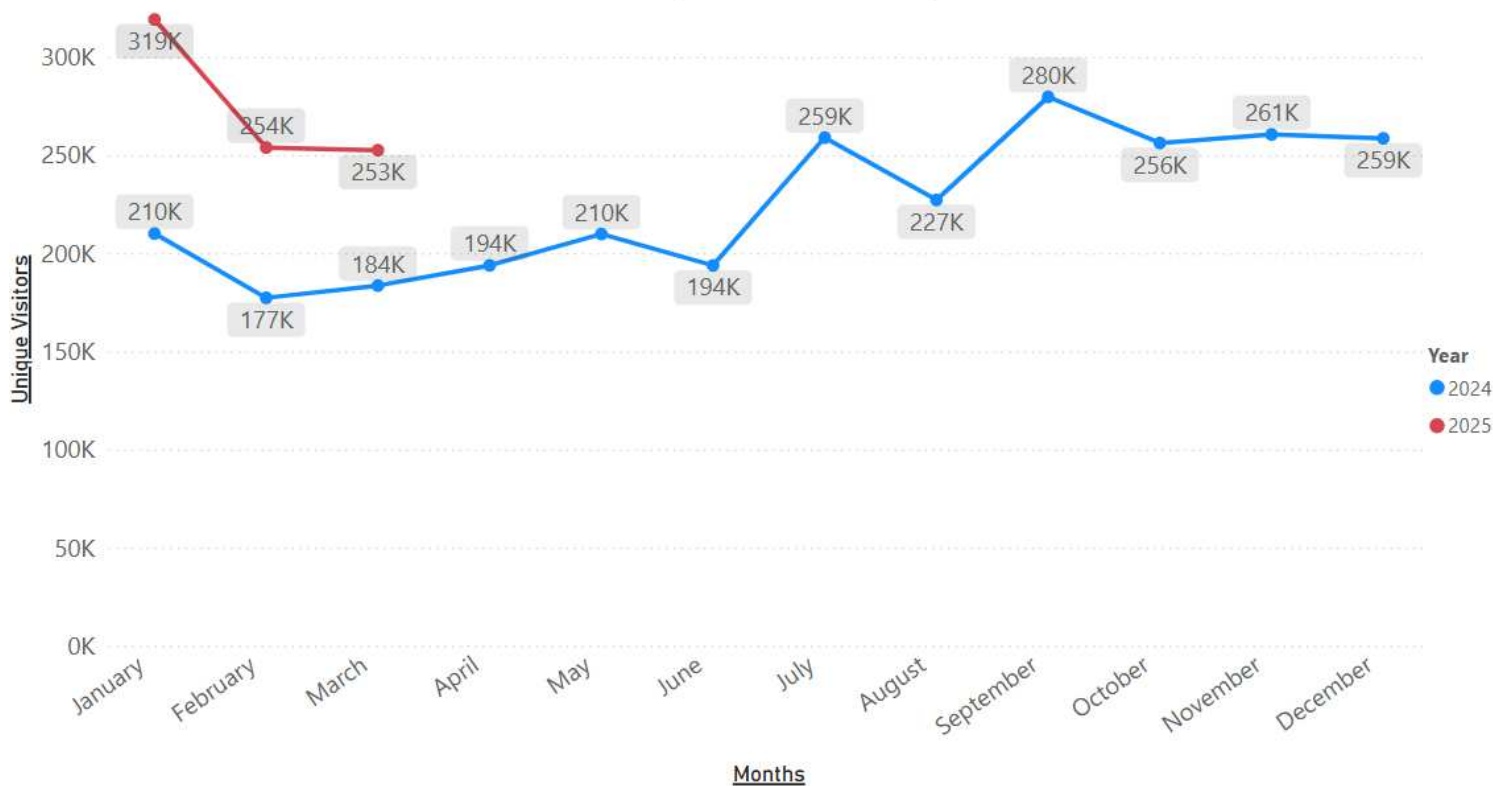
3,105
Posts





octranspo.com

Number of Unique Visitors to octranspo.com





Outreach and events



87 Outreach events
In 2024



22
Upcoming
New Ways To Bus events

Questions?

