

OC Transpo Update

Para Transpo, Rail and Bus

Transit Committee

November 24, 2025



Associate GM Oliver Monahan

- More than 25 years of hands-on transit experience
- Senior roles with Arriva and Transport for London
- Proven track record leading major initiatives in rail, service planning, and multimodal transit delivery
- Working alongside Interim GM of Transit Services



GM updates





Ottawa

Lest we forget
N'oublions jamais



8102

OC Transpo



OC Transpo | Loblaws Annual Holiday Food Drive

Saturday, December 13
from 10 am to 5 pm
at participating Loblaws stores.



Ottawa Food Bank
La Banque d'alimentation d'Ottawa



OC Transpo Public Safety Strategy





Annual Safety Plan

Outlines safety and security priorities, initiatives, and milestones



Annual Safety Plan



OC Transpo Public Safety Strategy

Communication



Communication

Safer Together campaign builds confidence and raises rider awareness about key safety programs



Staffing and Training

Additional staffing and enhancements to training, including OPS led hate motivated incident training



Staffing and Training

OC Transpo Public Safety Strategy

Visibility

Visibility

Increase uniformed presence throughout the transit network to enhance safety and reporting



Environment

Ongoing system reviews and enhancements using a Crime Prevention Through Environmental Design (CPTED) approach



Environment



OC Transpo Public Safety Strategy



Technology

Technology

A new safety and security customer-facing app for discreet direct reporting to the Special Constable Unit



Partnership with OPS

Continued partnership with Ottawa Police Service



Partnership with
Ottawa Police
Service (OPS)



OC Transpo Public Safety Strategy



Community
Collaboration

Community Collaboration

Supporting community events organized by various groups focused on public safety on transit



Next steps

- Safety is the top priority for all decisions made at OC Transpo
- Our Special Constables can always be reached 24/7
- Full implementation of the OC Transpo Public Safety Strategy will be launching in 2026



Safer together.



Call 911
in emergencies



Anonymous online
reporting



Special Constable Unit
613-741-2478



Ask OC Transpo
staff for help



Emergency phones



Transecure program



An aerial photograph showing two high-speed trains traveling on parallel tracks through a dense forest. The trees are in peak autumn foliage, with vibrant yellows, oranges, and reds. The trains are white with red and blue accents, and they appear to be in motion, as evidenced by the slight blur. The tracks curve gently through the landscape. The overall scene is bright and scenic.

Performance Indicators

Employee Occurrences

602

Previous Year: 584 (+3.08%)

%Change in number of reported Occurrences
from previous year

Speed Enforcement Infractions

62

Previous Year: 95 (-34.7%)

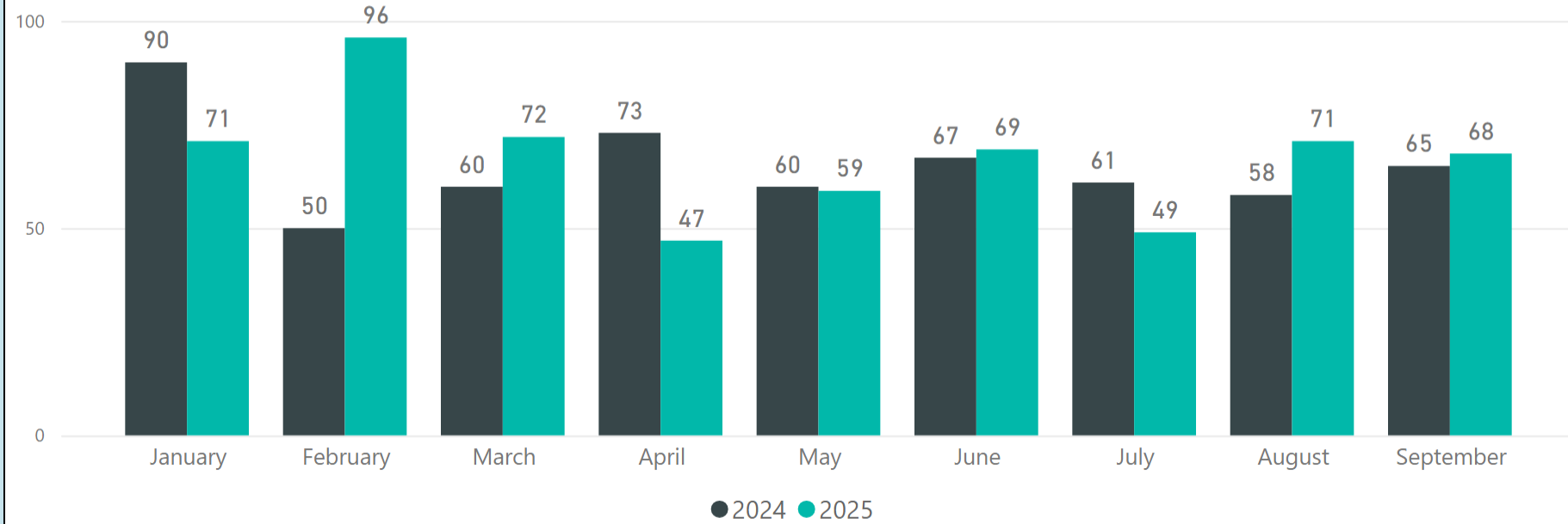
Redlight Infractions

37

Previous Year: 42 (-11.9%)

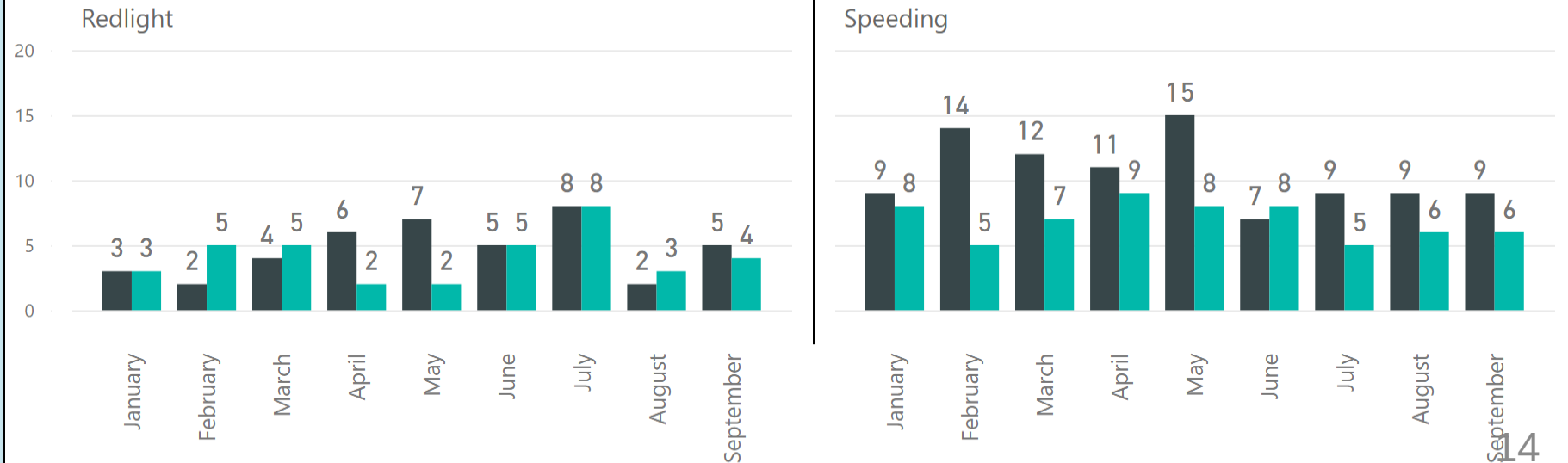
%Change in number of Infractions from
previous year

Reported Occurrences



Infractions

● 2024 ● 2025

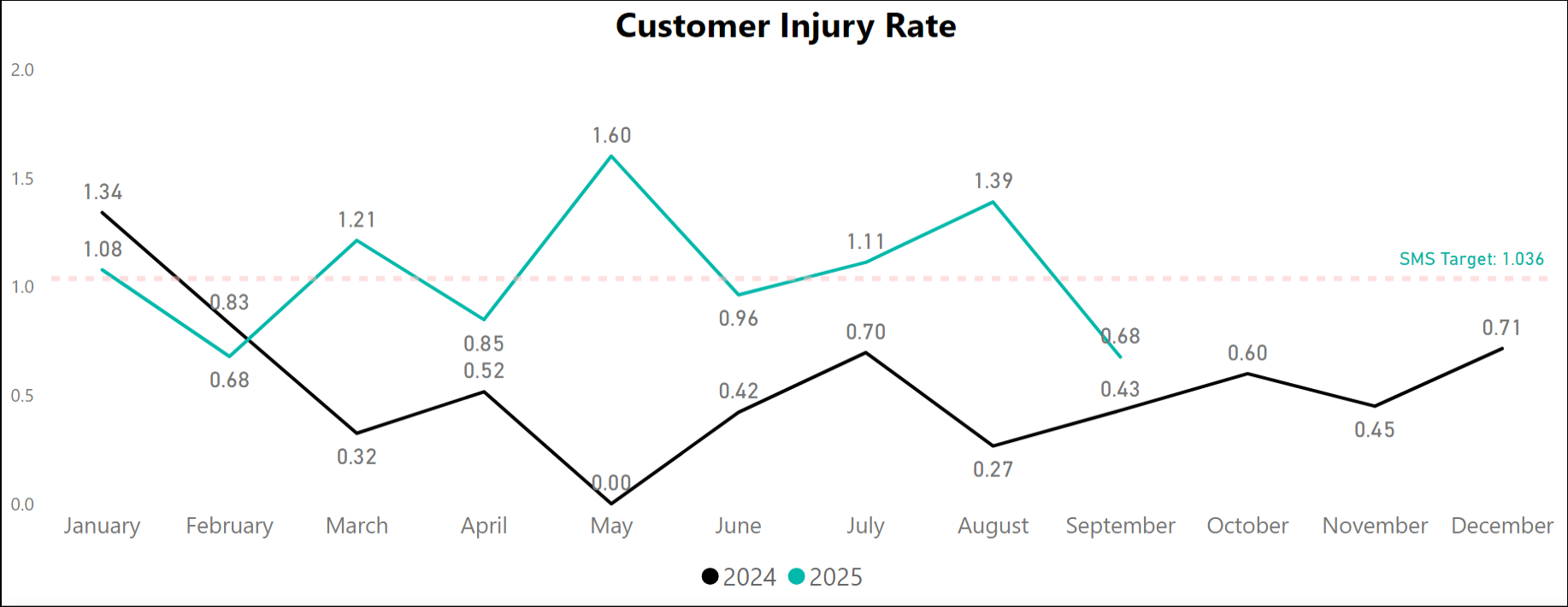


Customer Injury Rate

Year to Date

1.03

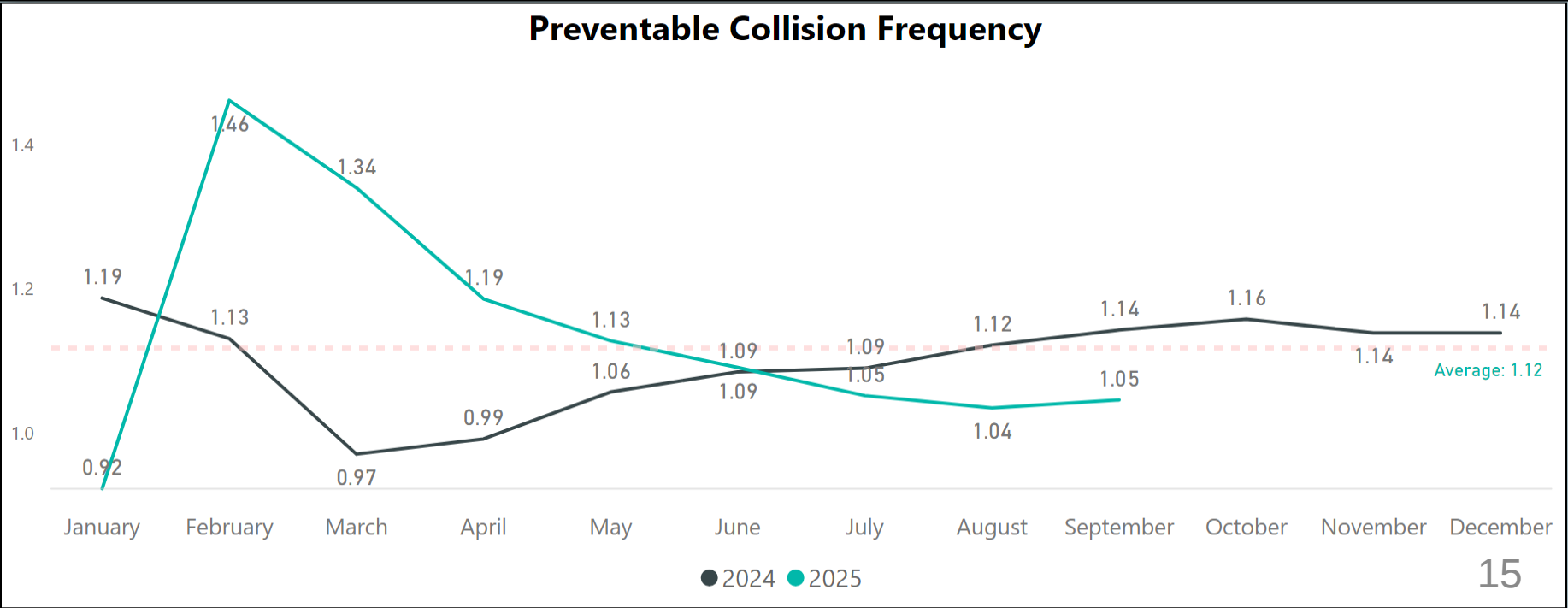
SMS Target: 1.036 (-0.8%)
Customer injuries per 1M passenger trips



Preventable Collision Frequency

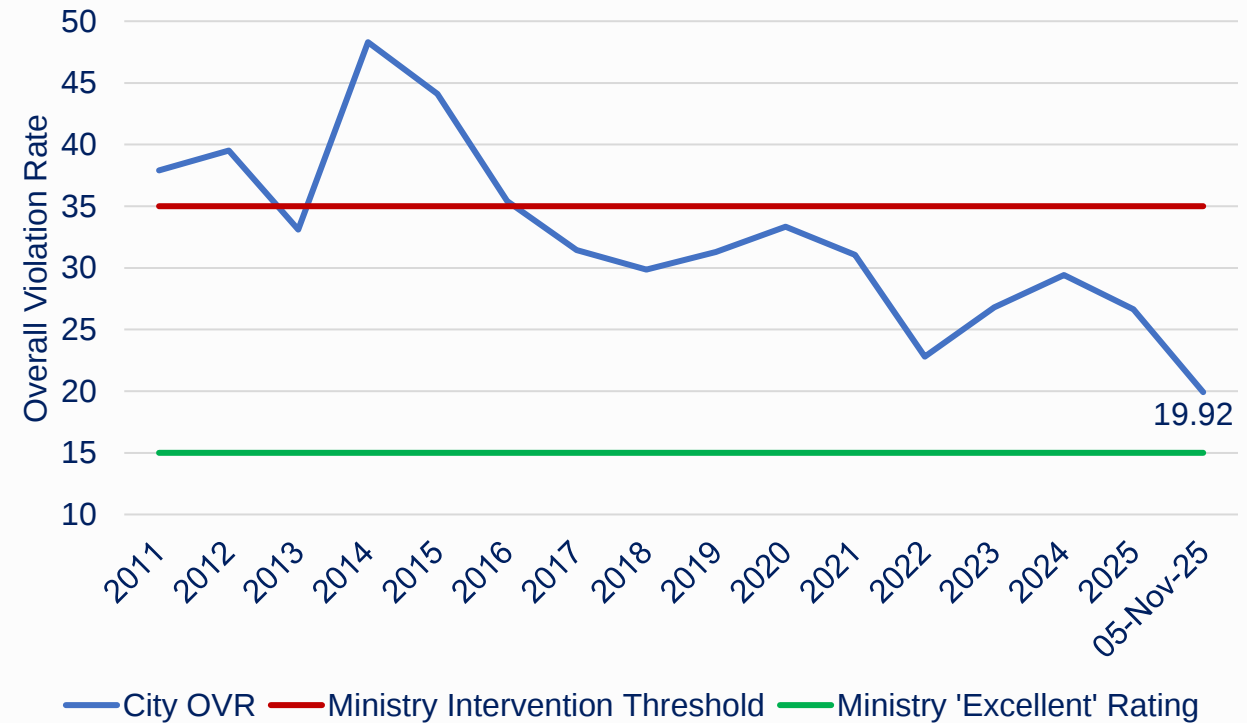
1.05

SMS Target: 0.69 (+52.46%)
Number of preventable collisions per 100,000 Km Driven



Keeping Ottawa streets safe

- The Ministry of Transportation's Safety Certificate (CVOR) for the City of Ottawa reached a historic recorded rate dropping below 20% on November 5, 2025



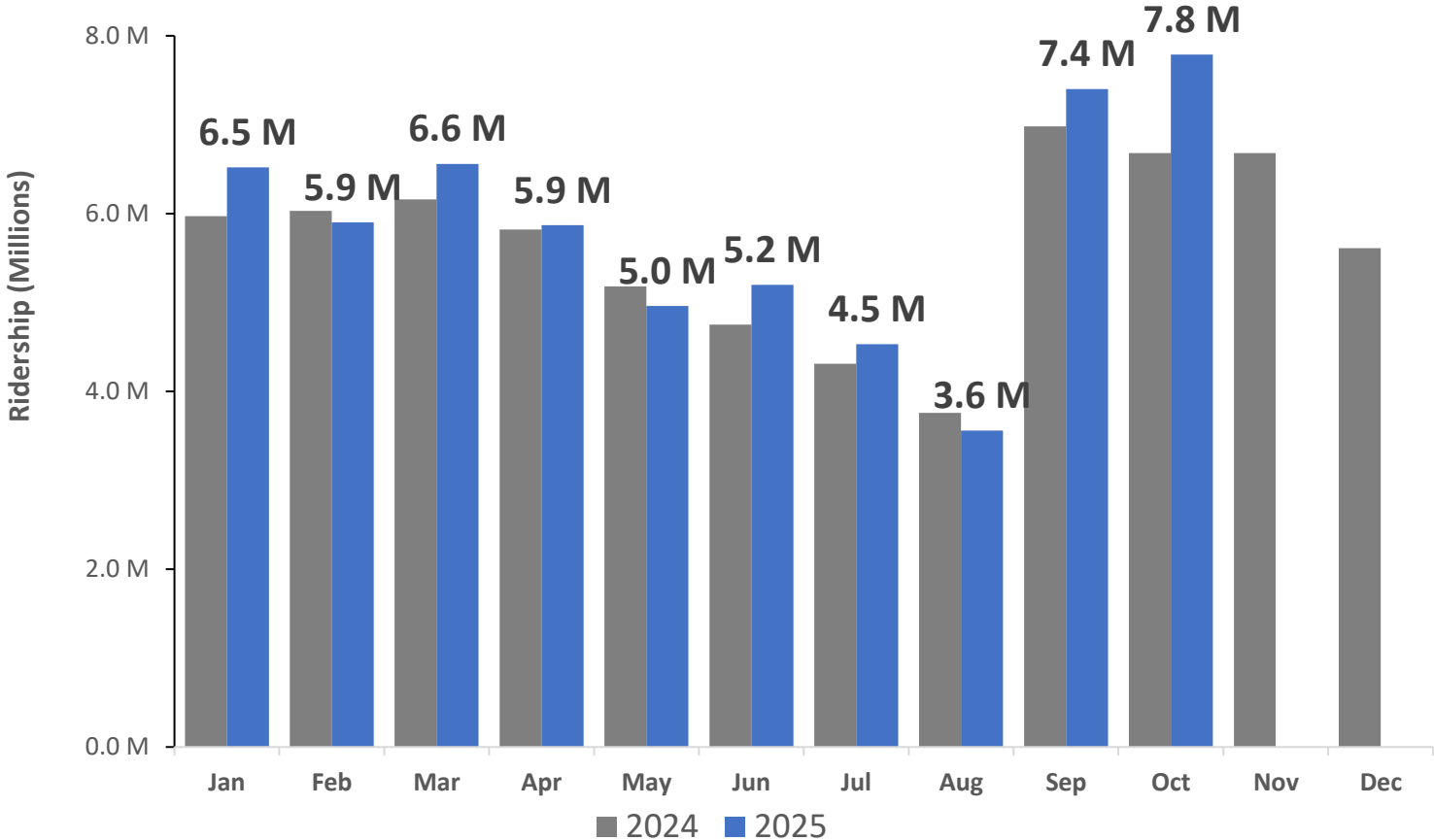
Bus and O-Train ridership



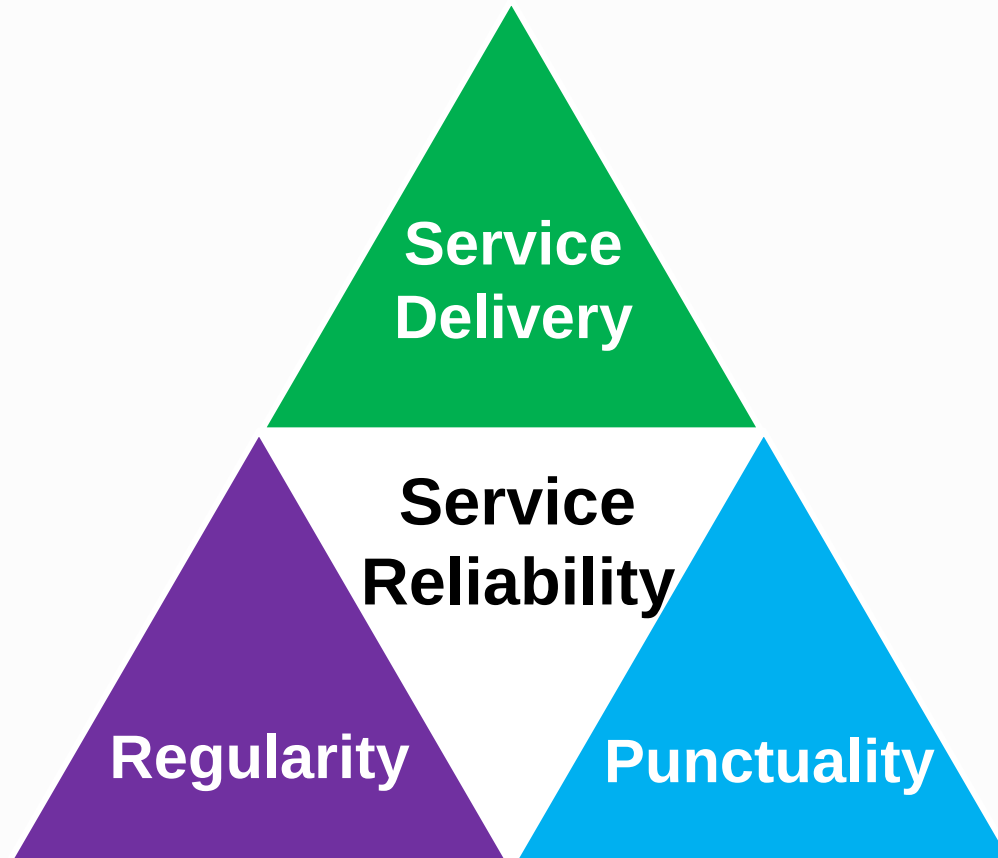
12-month total ridership

70.6 M

1.6% higher than previous month
3.9% 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%

Bus service reliability

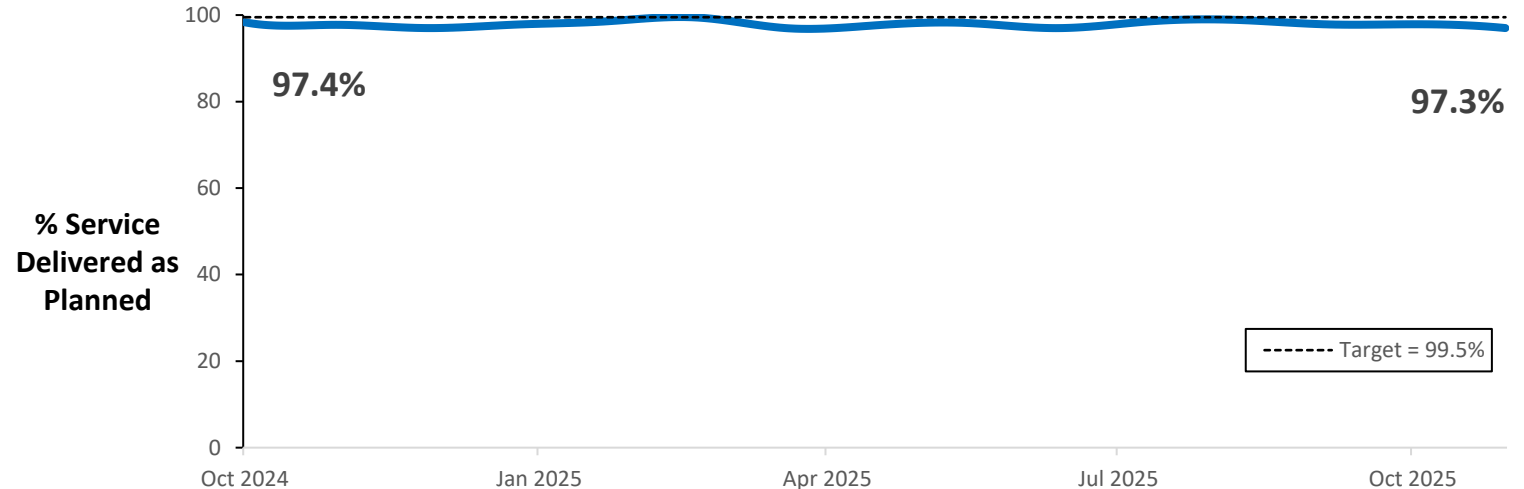


% of service delivered vs. planned

12-month average service delivery

97.8%

1.7% lower than target
Same as previous month



On-time performance

12-month average
Regularity for frequent routes

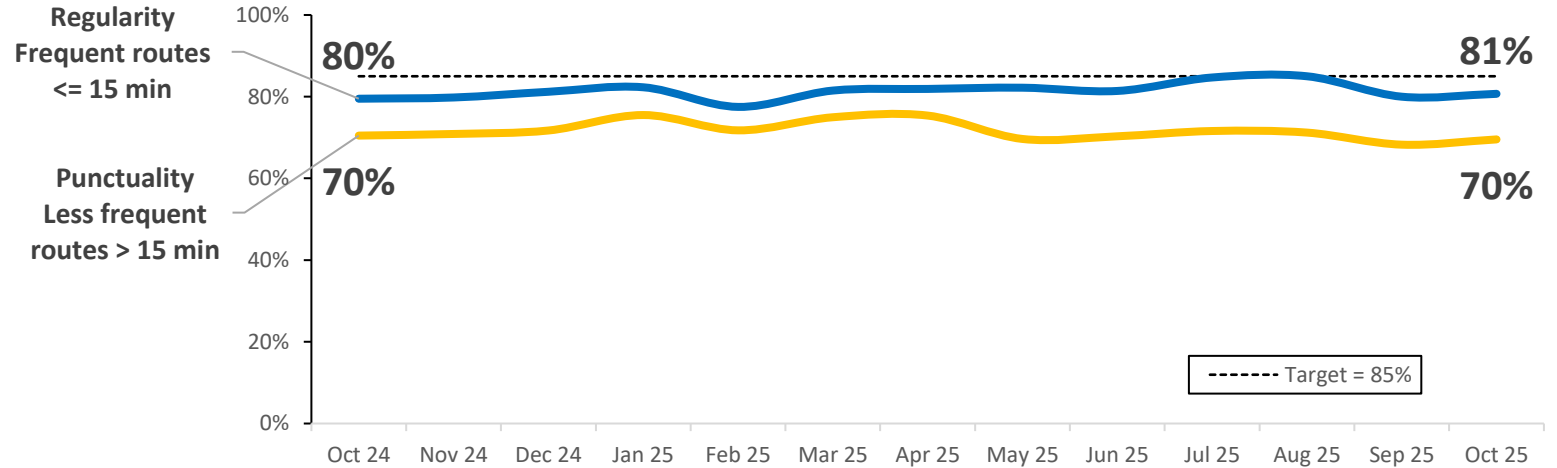
82%

3% lower than target
1 % higher than previous month

12-month average
Punctuality for less frequent routes

72%

13% lower than target
Same as previous month



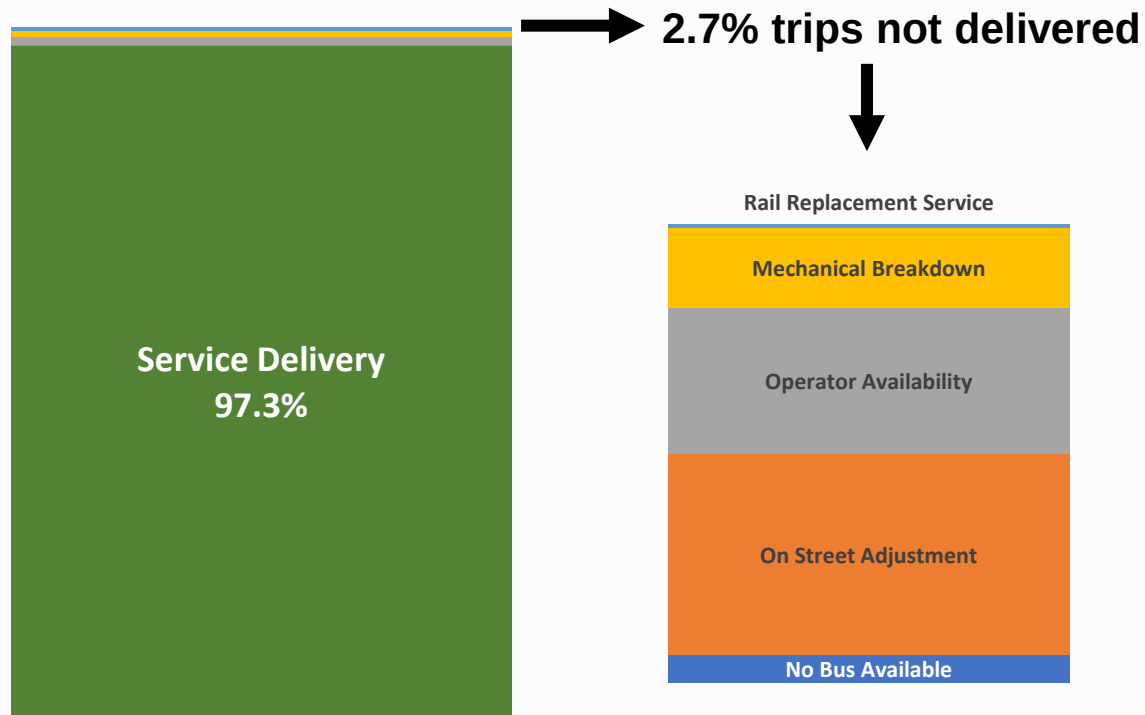
11% of trips arrived more than 1 minute **early**, on less frequent routes

17% of trips arrived more than 5 minutes **late**, on less frequent routes

Bus service reliability



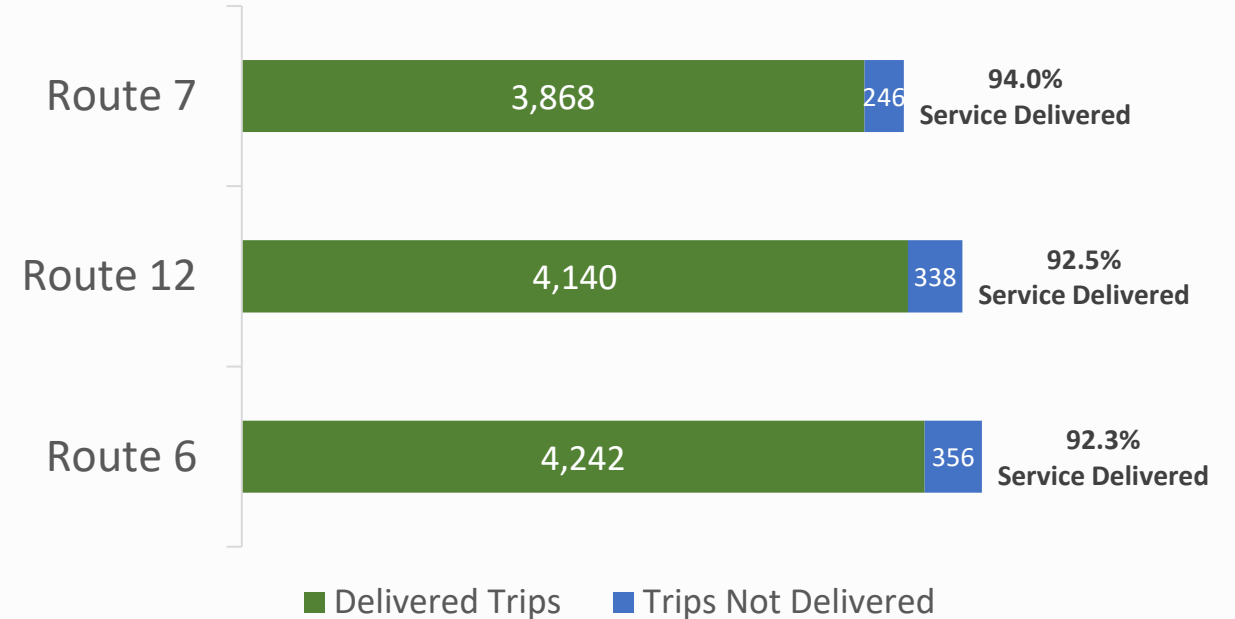
% of service delivered vs. planned details



October 2025

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

Routes with most trips not delivered



O-Train service reliability



12-month average service delivery
Line 1

99.3%

0.2% lower than target
0.1% higher than previous month

October 2025 average service
delivery Line 1

99.5%

On target



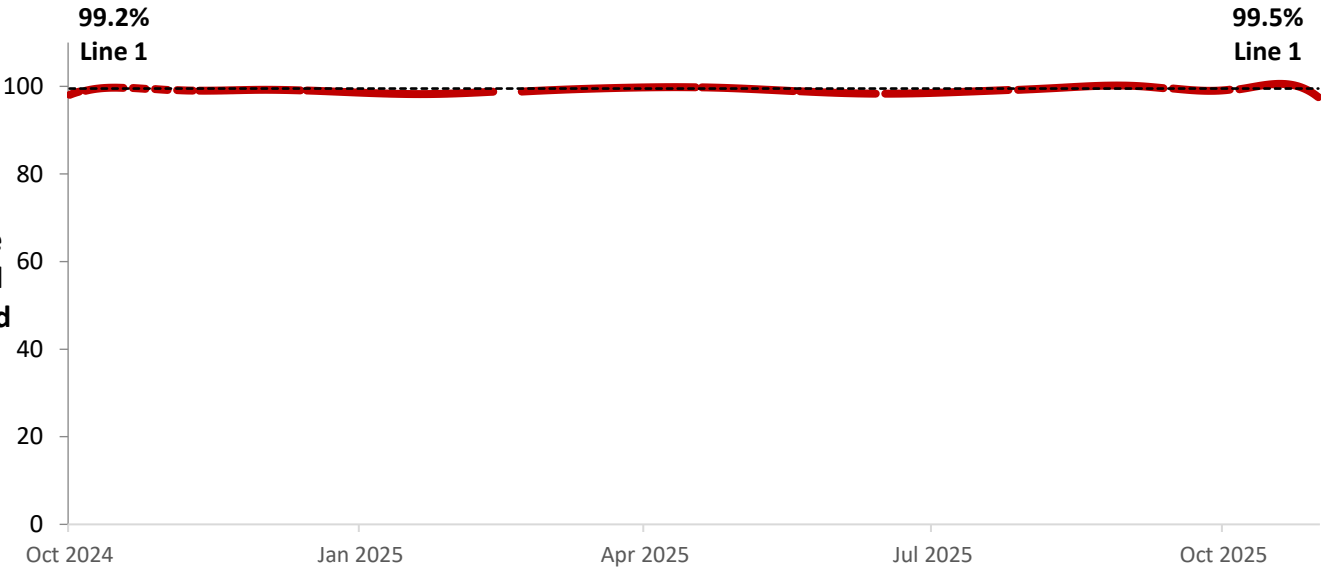
October 2025 average service
delivery Lines 2 and 4

97.6%

1.9% lower than target

1

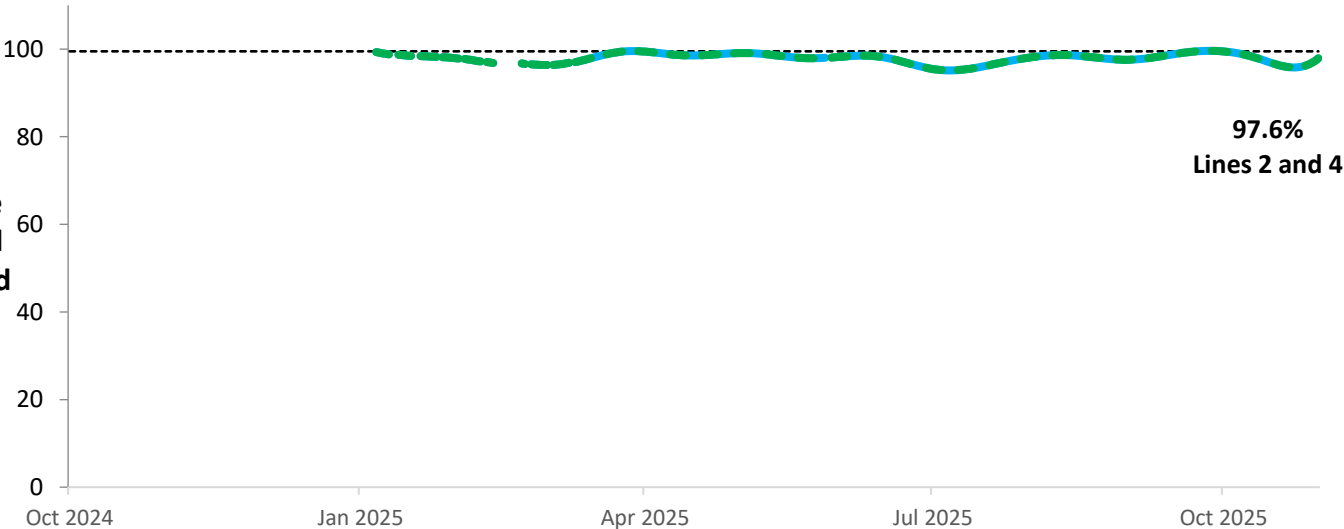
% Service
Delivered
as Planned



2

% Service
Delivered
as Planned

4

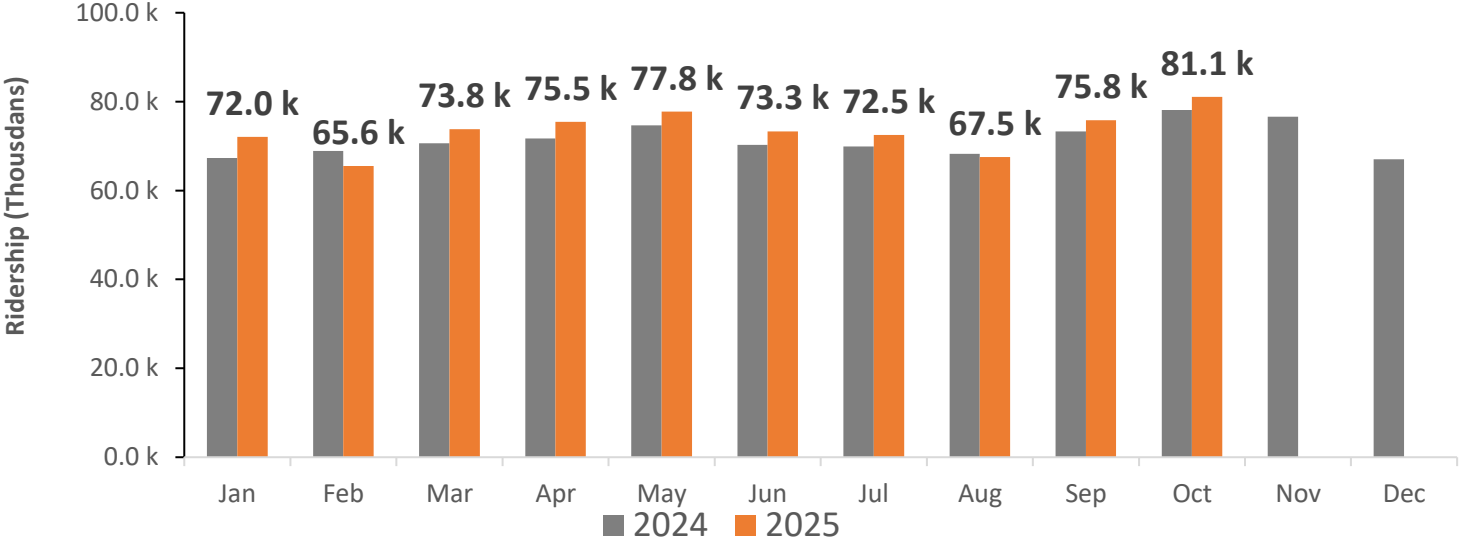


12-month total ridership

878.4k

0.3% higher than previous month

3.6% higher than previous year

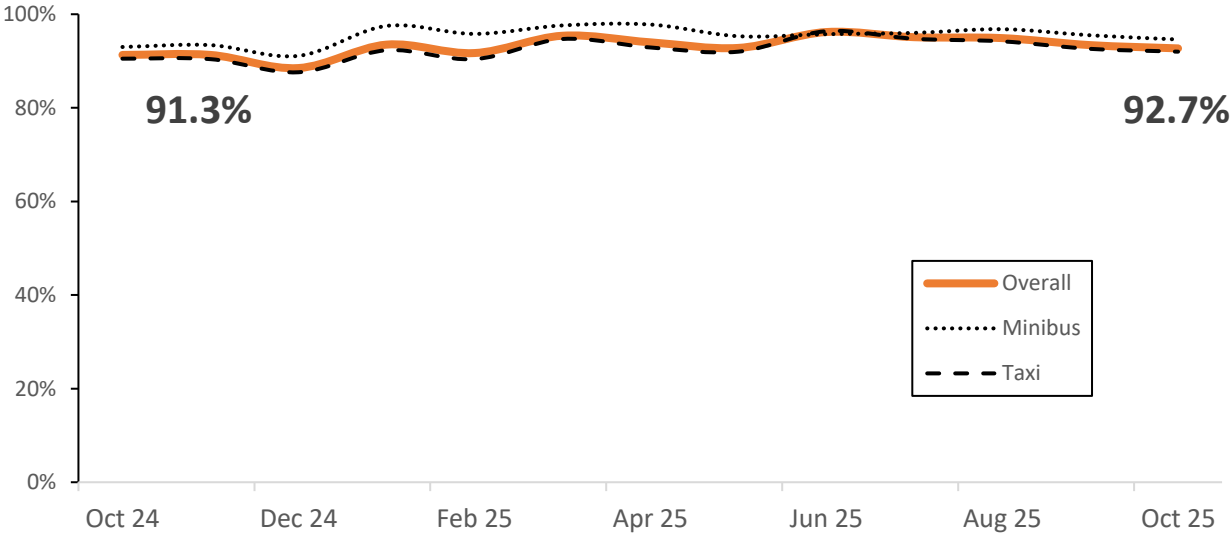


12-month average
On-time performance

93%

Same as previous month

% of customers
picked-up during
30 minute window



Questions?

