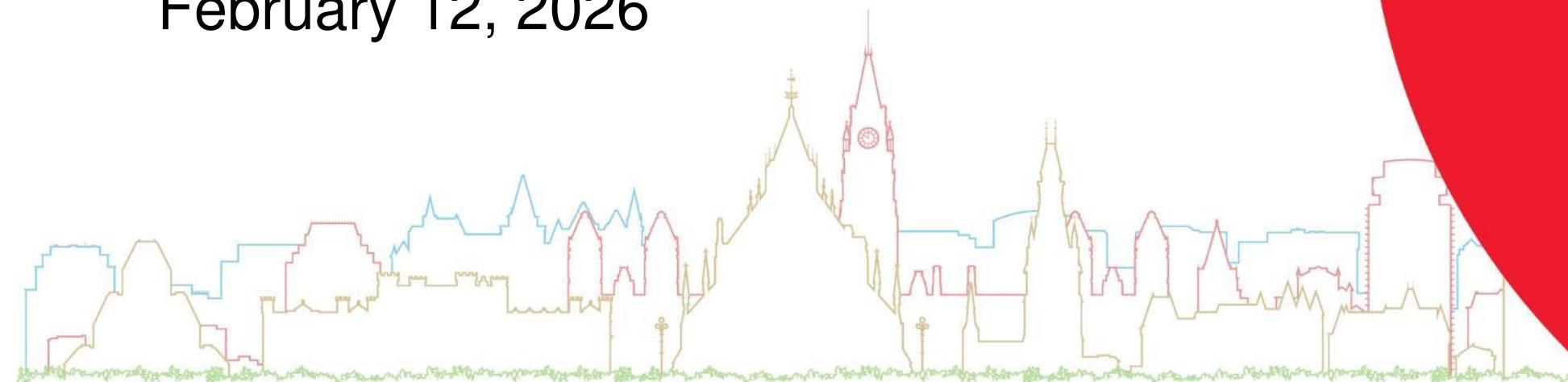


OC Transpo Update

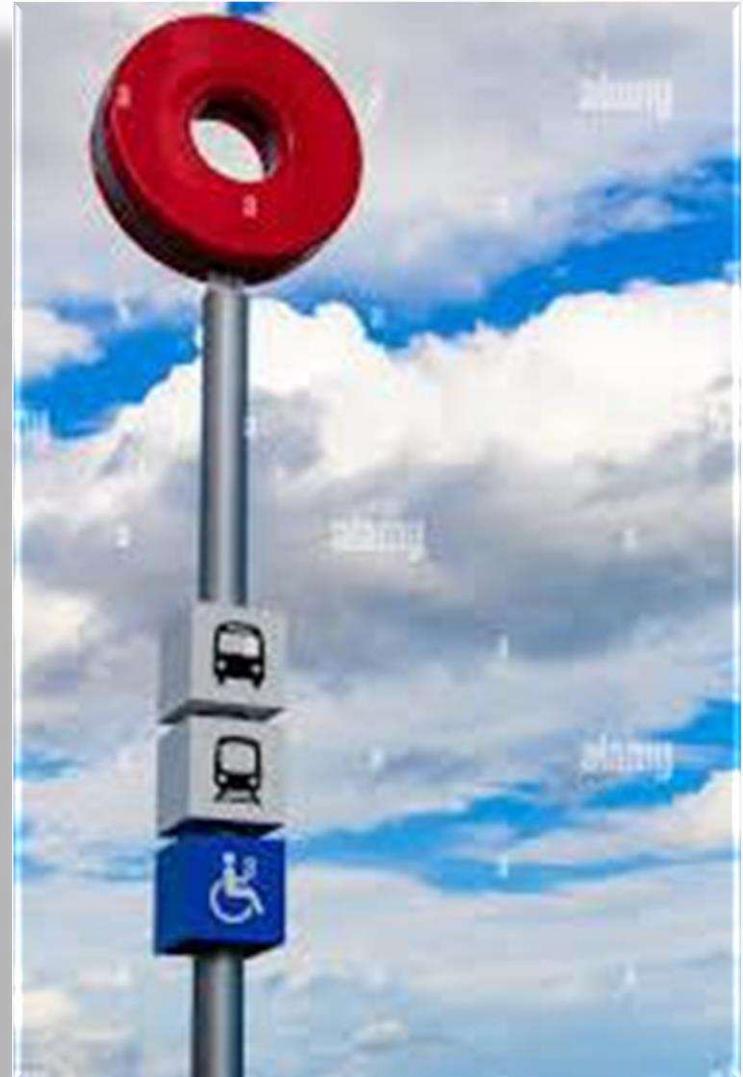
Para Transpo, Rail and Bus

Transit Committee
February 12, 2026



Overview of service delivery

- We understand that the current level of transit service delivery is disruptive for customers
- O-Train Line 1 remains safe for customers
 - Our action plan has three goals:
 - ✓ Ongoing safety assurance process
 - ✓ Increasing service for customers
 - ✓ Stable, safe and reliable service
- Line 2 and Line 4 have been operating reliably
- Transit service will improve throughout 2026:
 - Bus Maintenance Action Plan
 - Line 1 East Extension
 - Arrival of electric buses
 - Recruitment and training



Technical update – action plan

Spalling

- When the surface of a hard material starts to flake or chip
- Over time it weakens the material and can crack
- Is occurring inside the axle bearing
- If not addressed, could lead to an axle bearing failure

Current state of action plan

- 20 trains are available for service, this number will fluctuate
- Technical meetings underway with RTG and Alstom's external experts
- Testing of acoustic monitoring underway
- Verification and validation documentation for mitigation measures and risk assessment is required
- Inspections of additional cartridge bearing assemblies (CBAs)
- Analysis of CBAs ongoing



Current state: O-Train Line 1 service delivery

- Service continues with increased frequency of three-to-four minutes during peak
- Large volume of customers at uOttawa Station
 - New onboard announcements have been implemented on trains
 - Staff are at key stations during busiest periods
- Fleet availability is expected to fluctuate due to required maintenance work
- 26 trains are required to restore regular peak service capacity
- Transit Operations Control Centre is monitoring the situation in real-time



Rail: Transit Operations Control Centre

- Managing real-time train movements to ensure punctuality, consistent headways, and safe operations
- Monitoring rail service and coordinating with the Electric Rail Operators to maintain safe and efficient operations
- Overseeing CCTV systems for Line 1 stations, tracks, and trains
- Managing the Public Address system at Line 1 stations, delivering platform announcements, updating Passenger Information Displays (PIDs), and providing timely passenger information
- Responding to operational incidents and emergencies
- Adjusting train operations as required to maintain safe and reliable service
- Dispatching staff, as required



Pathway to passenger service

O-Train Line 1 East Extension

Testing and

Commissions and
Line 1 integration



We are here

Substantial
Completion

Trial
Running

Final System
Preparations

Passenger
Service

1

2

3

4

5



O-Train Line 1 East Extension



- OC Transpo and East-West Connectors continue to work through the Substantial Completion process for Line 1 East Extension
- Substantial Completion is a contractual milestone and does not mean it is ready for customers
- Opportunity to look at project elements closely and ensure everything is in order before accepting the system from the contractors
- Through this review process several items were identified that require resolution before substantial completion could be achieved:
 - Retrofitting station support systems
 - Resolving platform edge camera functions
 - Adjusting rail infrastructure at specific segments
- This work is important to increase overall system reliability prior to opening for customers
- A technical briefing will be held prior to the start of Trial Running
- It is expected that Trial Running may start in Q2 2026

Current state: bus service delivery

- Several factors impacting bus service delivery:
 - The age of fleet, resulting in more complex and lengthier maintenance work
 - Ongoing challenges to recruit licensed mechanics
 - Delay in delivery of electric buses
- Winter service on average requires 520 buses, temporary adjustment to 500 buses
- On average, there are currently 494 buses available



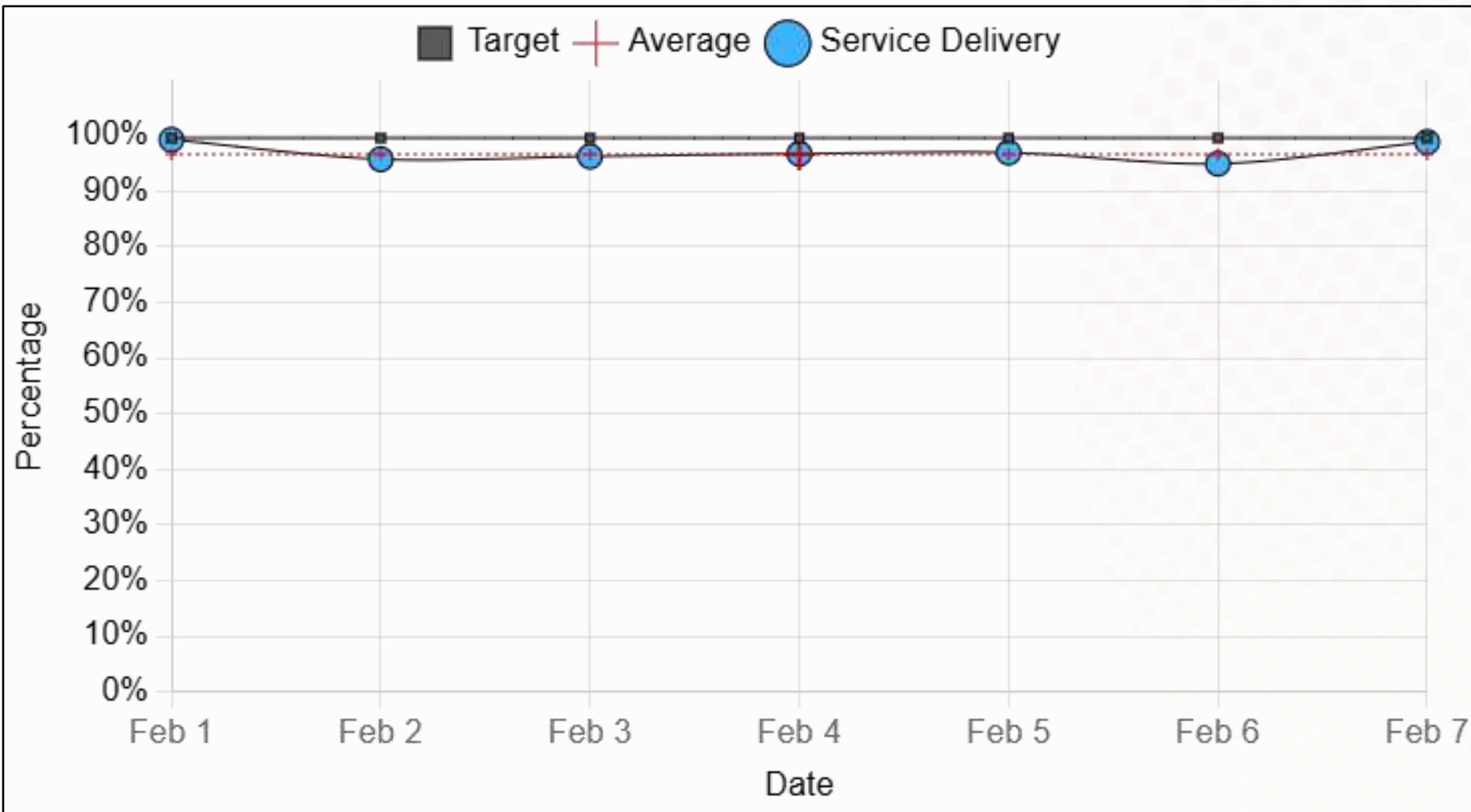
Challenges impacting bus service delivery:

- Traffic congestion and accidents
- Operator allocation (CLC breaks)
- Mechanical breakdowns

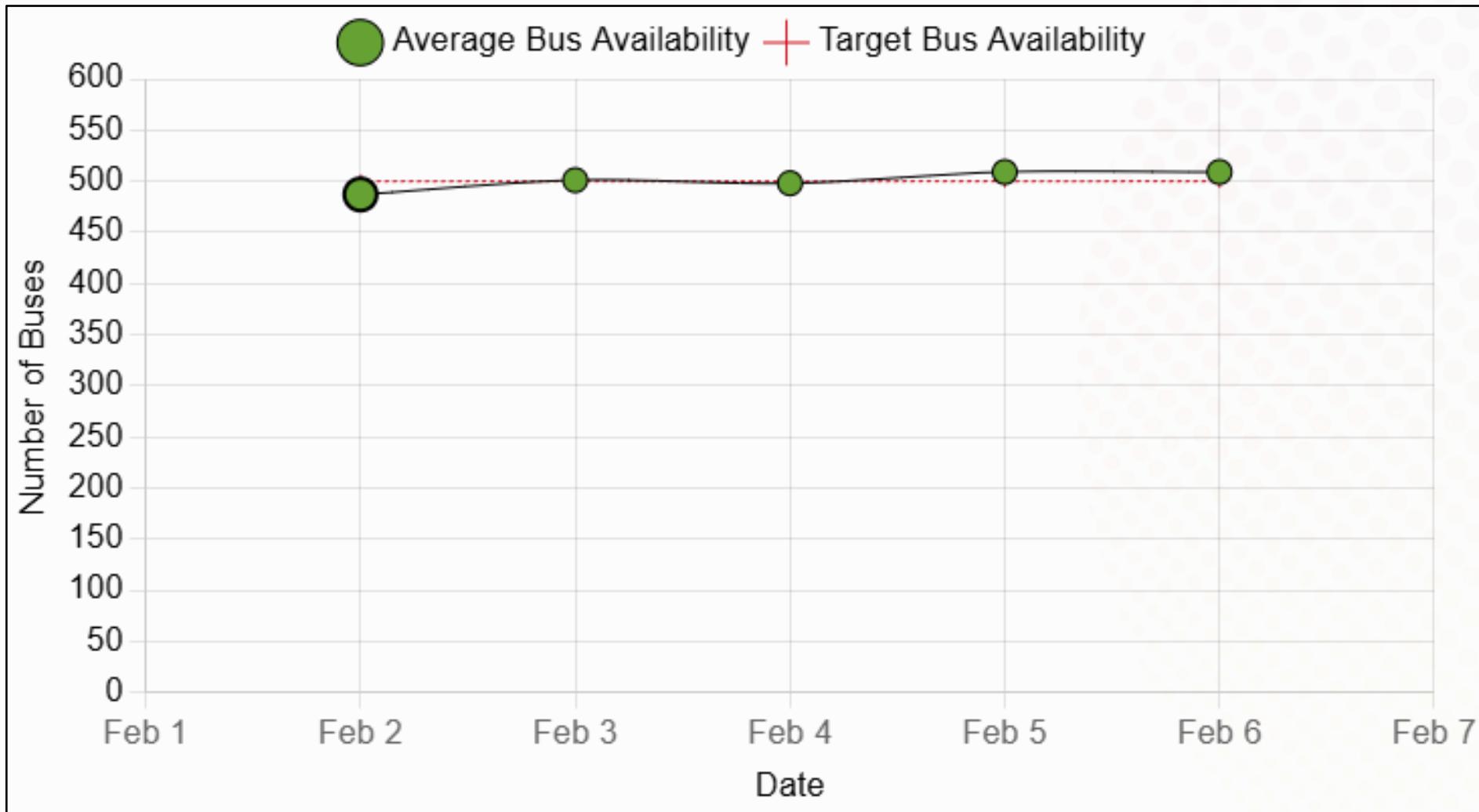
Short-term solutions that have been initiated:

- Prioritizing critical fleet work
- Temporary schedule adjustment
- Bus location strategy to minimize cancellations

Bus service delivery Feb. 1 to Feb. 7



Bus availability Feb. 2 to Feb. 6

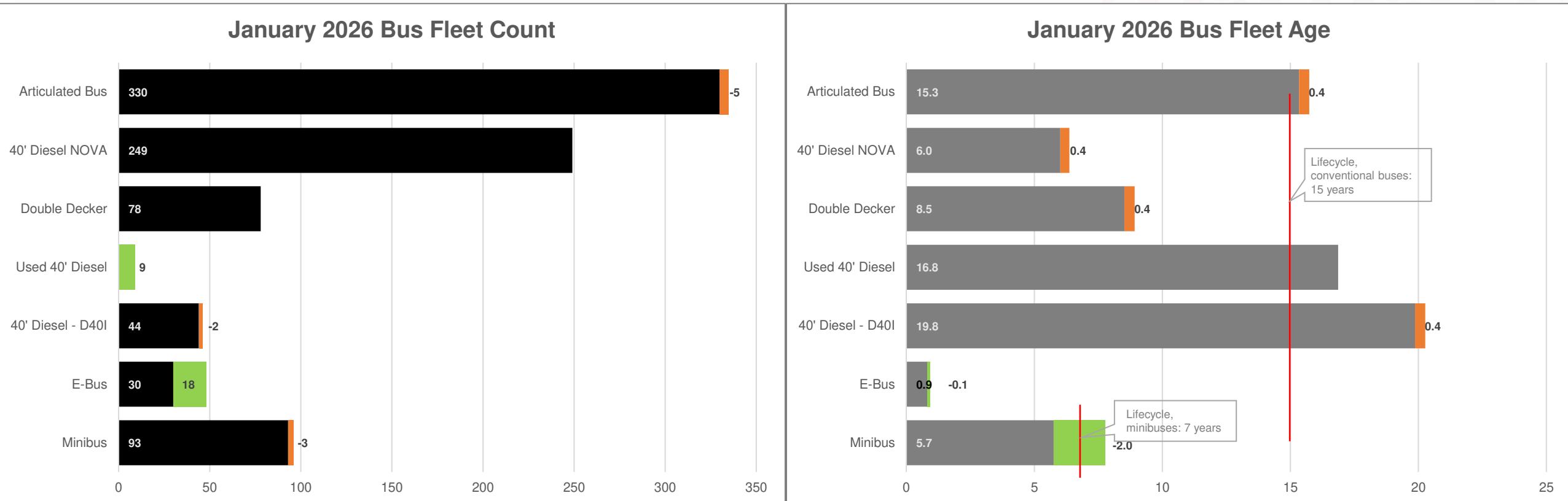


Bus: Transit Operations Control Centre

- Minimizing trip cancellations by proactively making real-time service adjustments in response to traffic conditions, weather, on-street incidents and events, operator or vehicle unavailability
- Prioritizing critical services, including school trips, first/last trips of the day, trips on rural and low-frequency routes, or addressing large gaps in service
- Monitoring overloads, and dispatching additional buses, when available, to prevent overcrowding
- Assigning standby buses and operators (“extras”) to fill in for unexpected gaps in service, when resources are available
 - Currently, the challenge is having enough buses to fill in for unexpected gaps in service



2026 bus fleet update



Bus availability 2026

	Spring 2025	Fall 2025	Winter 2026 *
Active bus fleet	735	738	758
30+ days of work required	39	42	72
Maintenance inspections	24	22	22
Bus cleaning	11	9	9
< 30-day work orders	20	34	55
Daily defects	120	120	140
Average available for service	521 buses	511 buses	460 buses (490 current)
Service requirement	540 buses	519 buses	520 buses (500 current)

*end of January 2026

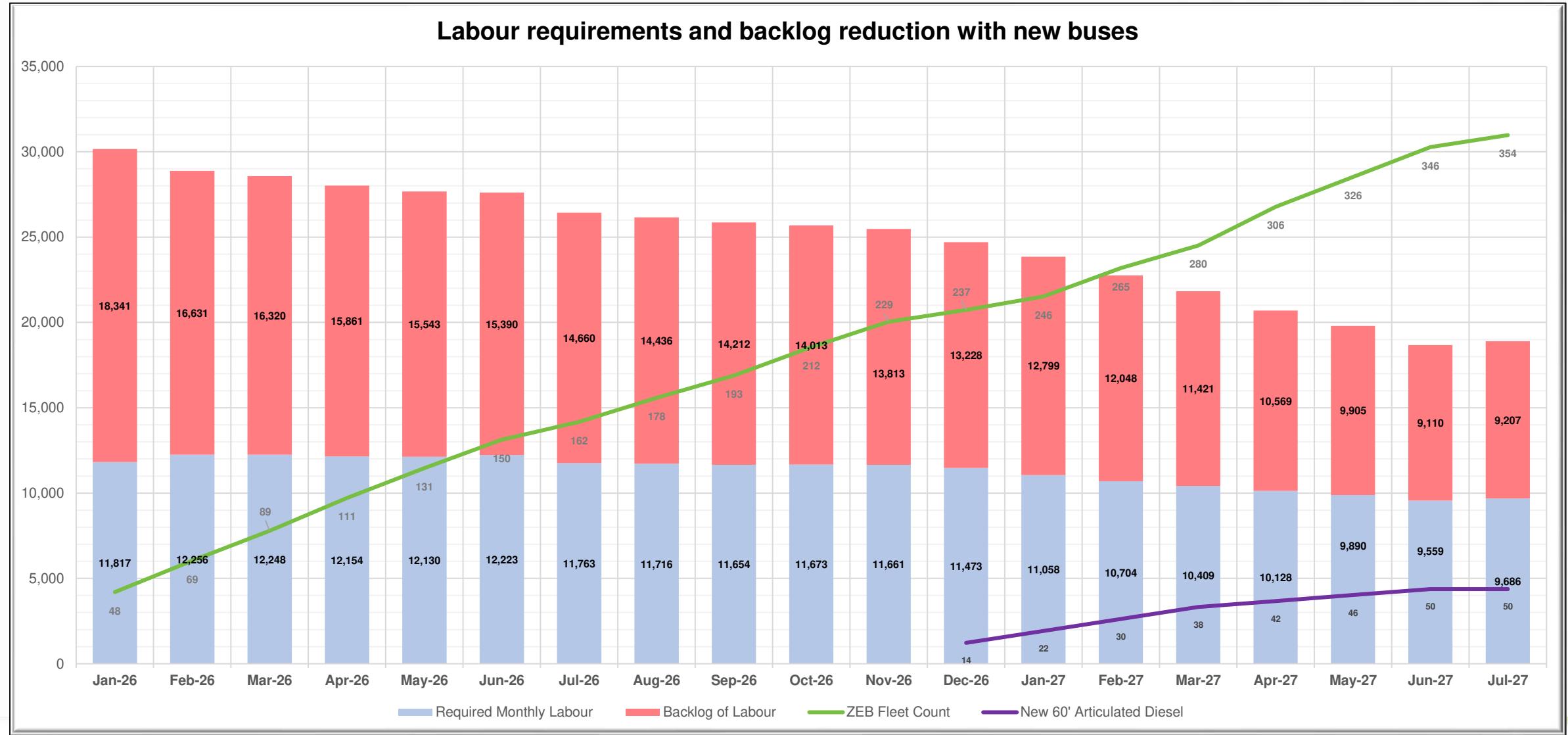


Bus recovery and maintenance action plan

Phase	2026				2027							
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4				
Phase 1	<i>New mechanic recruitment campaign</i>											
	<i>New Preventative Maintenance Plan rollout</i>											
	<i>Expansion of vendors</i>											
	<i>Pilot for automated inspection of tires and tread</i>											
Phase 2			<i>Backlog reduction</i>									
				<i>Bus refurbishment program planned</i>								
				<i>Software upgrades complete</i>								
Phase 3						<i>Backlog stabilizes; preventative maintenance makes up 80% of maintenance</i>						
						<i>Quality Assurance Program</i>						



Impact of new buses on maintenance



The road ahead, safely

LRT

- O-Train Line 1 East opening
- Continued construction on Stage 2 West

Bus Maintenance Action Plan

- Recruitment of new mechanics
- Training for mechanics to work on electric buses
- Increased investment, prioritizing critical repairs, upgrading fleet management software, and optimizing preventative maintenance

2026 Targets

- 235 more new e-buses in service
- 14 additional diesel 60-foot buses introduced into the fleet
- Replace fleet for Para Transpo and on-demand service
- Stage 2 East LRT

2026 Budget – long-term investments

- Implementing the latest technology to improve communications systems, scheduling and control systems on buses
- Modifying road configurations and traffic signals
- New and expanded Transitway corridors, such as the Baseline-Heron Transitway, Cumberland Transitway, Kanata North Transitway, and Heron-Walkley Transitway



GM updates



Accessibility Plan consultations



- Consultations ran through January into early February
- New Plan will propose initiatives to identify, remove and prevent barriers across transit and the city
- 2026-29 Plan will go into effect in June 2026

Extended afternoon transfer time



- Customers will have more time to complete their afternoon commute
- Starting March 2, weekday afternoon peak transfer period of 105 minutes to begin at 3 p.m. instead of 6 p.m.
- In effect until Stage 2 West extension opens

Para Transpo senior rides



- Seniors riding Para Transpo receive credit for four free trips a month
- Council decision based on customer feedback
- No action required, provided customer has a registered Presto card

Black History Month



- Collaborative project led to commissioning of a bus mural
- Mural represents story of vision, resilience, and relentless pursuit of possibility
- Two chartered tours in muraled buses taking place

Proud to be a part of the community



New Para Transpo minibuses

New minibus deliveries

- 42 new buses for Para Transpo are in service with 40 more scheduled for arrival before Q3
- 10 minibuses for on-demand transit to be commissioned in Q3/Q4 2026

Onboarding and performance

- Staff continue to oversee onboarding
- Some 7-metre minibuses have experienced inadequate cabin heating
 - Those buses are identified, removed from service, and fixed
 - Staff worked with the vendor to identify a solution



Performance Indicators

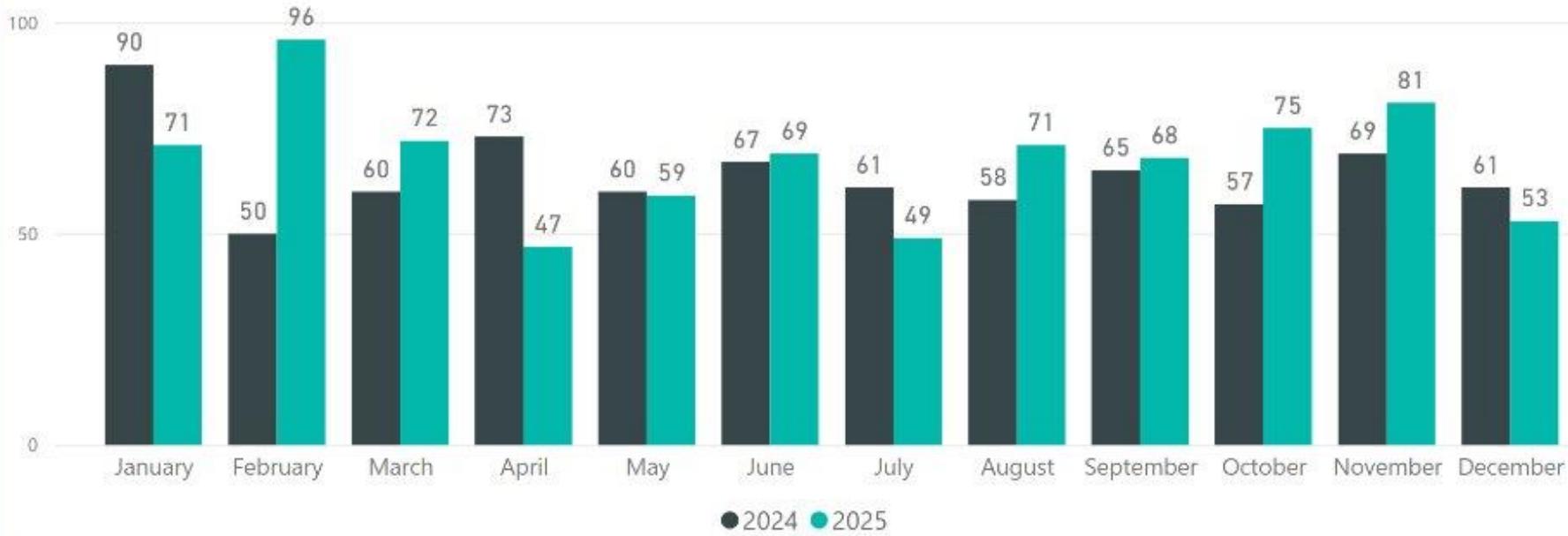
Employee Occurrences

811

Previous Year: 771 (+5.19%)

%Change in number of reported Occurrences
from previous year

Reported Occurrences



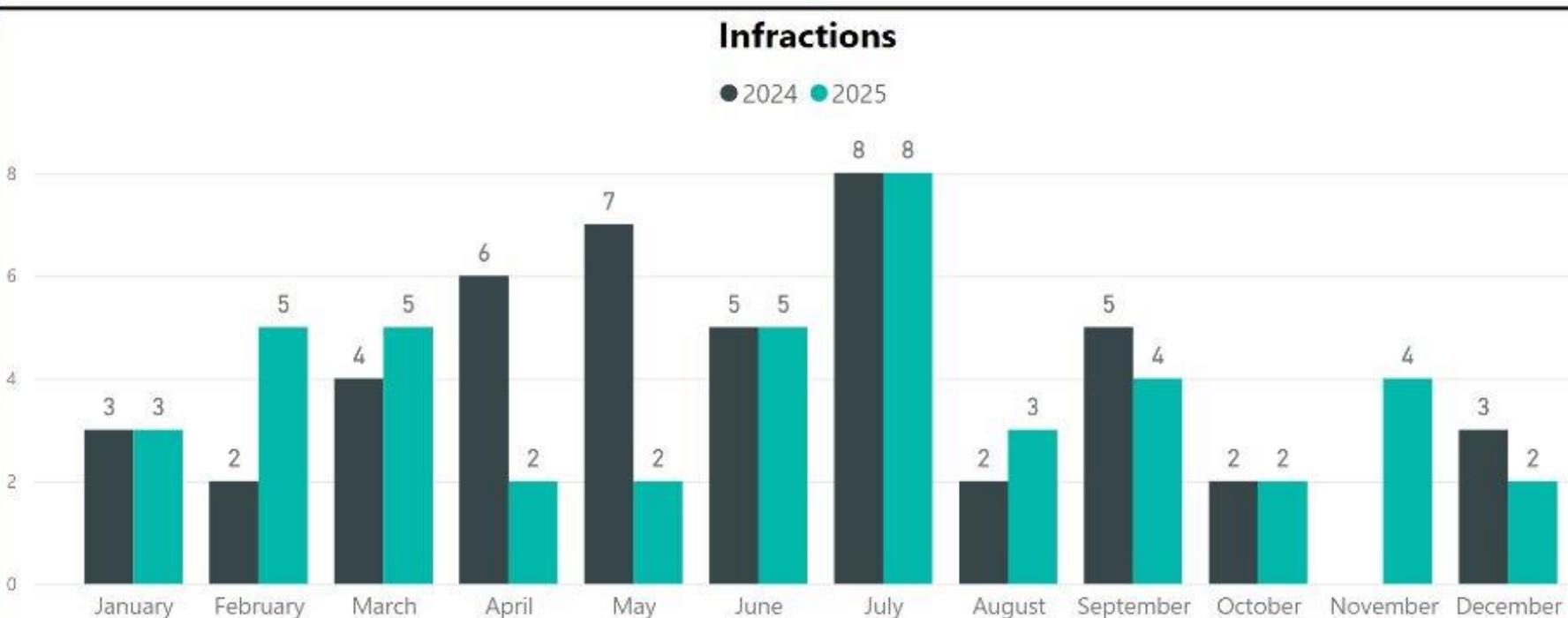
Redlight Infractions

45

Previous Year: 47 (-4.3%)

%Change in number of Infractions from
previous year

Infractions



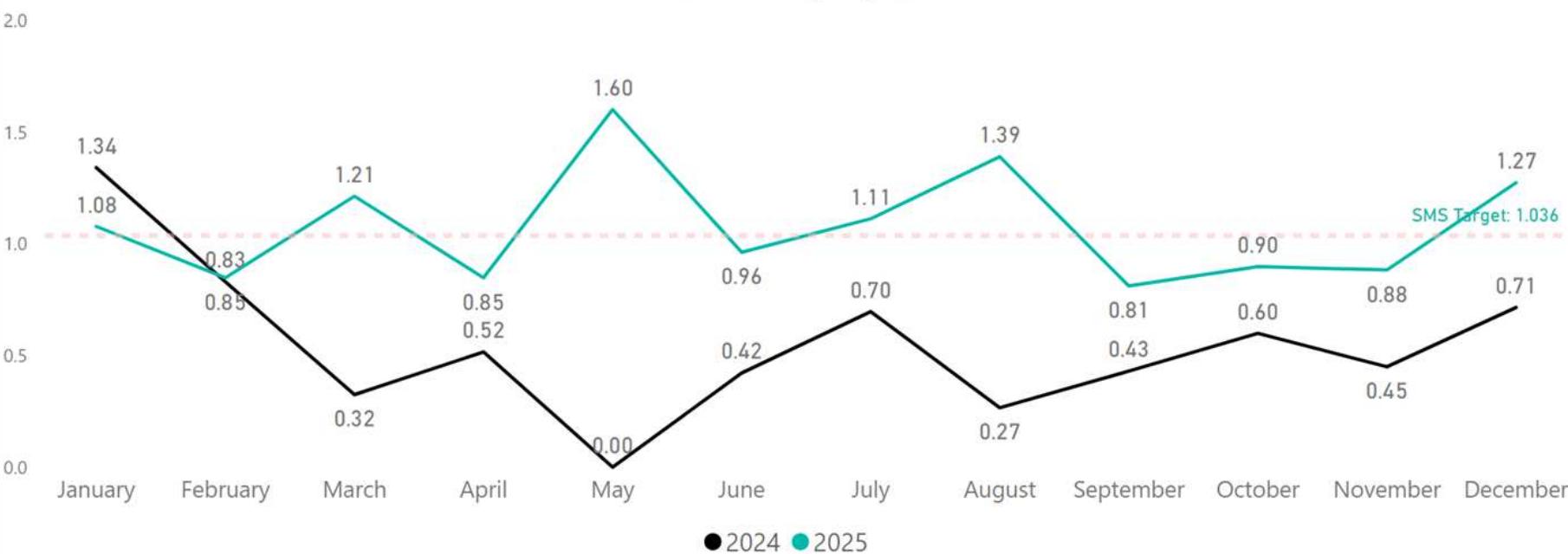
Customer Injury Rate

Customer Injury Rate

Year to Date

1.05

SMS Target: 1.036 (+1.03%)
Customer injuries per 1M passenger trips

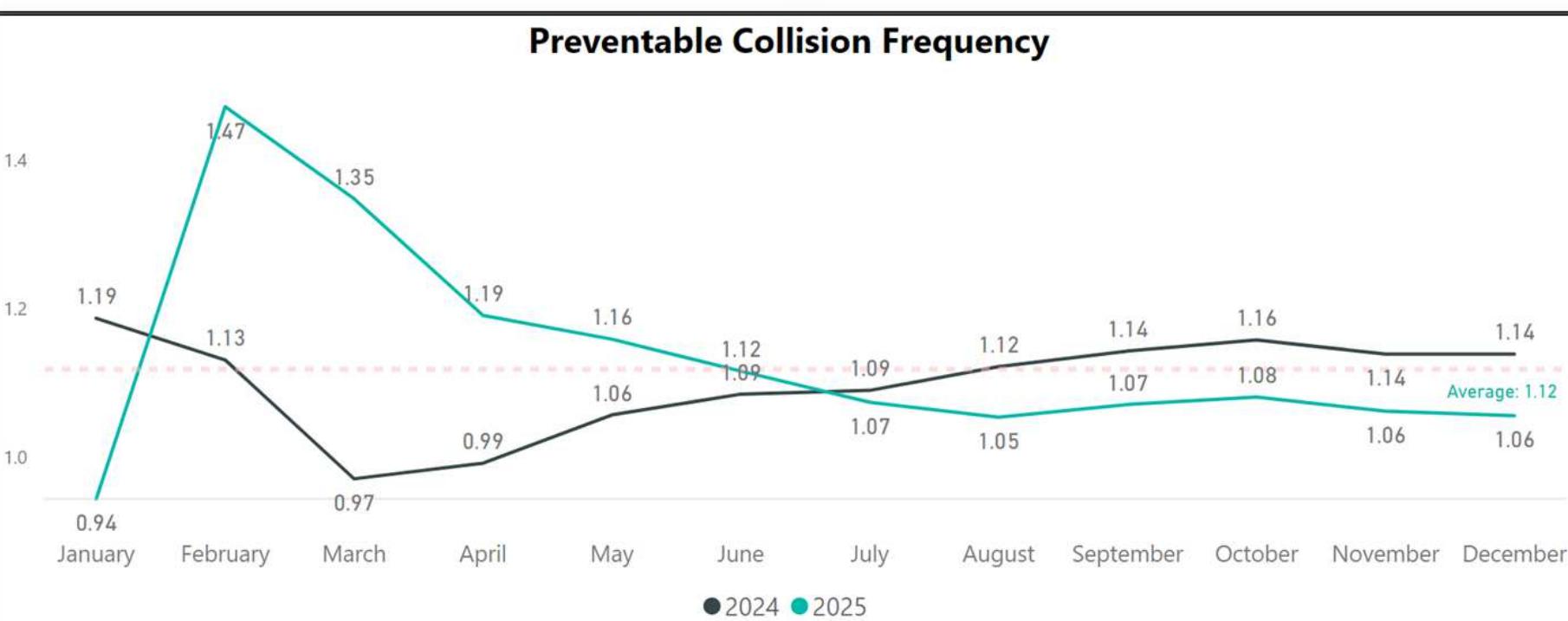


Preventable Collision Frequency

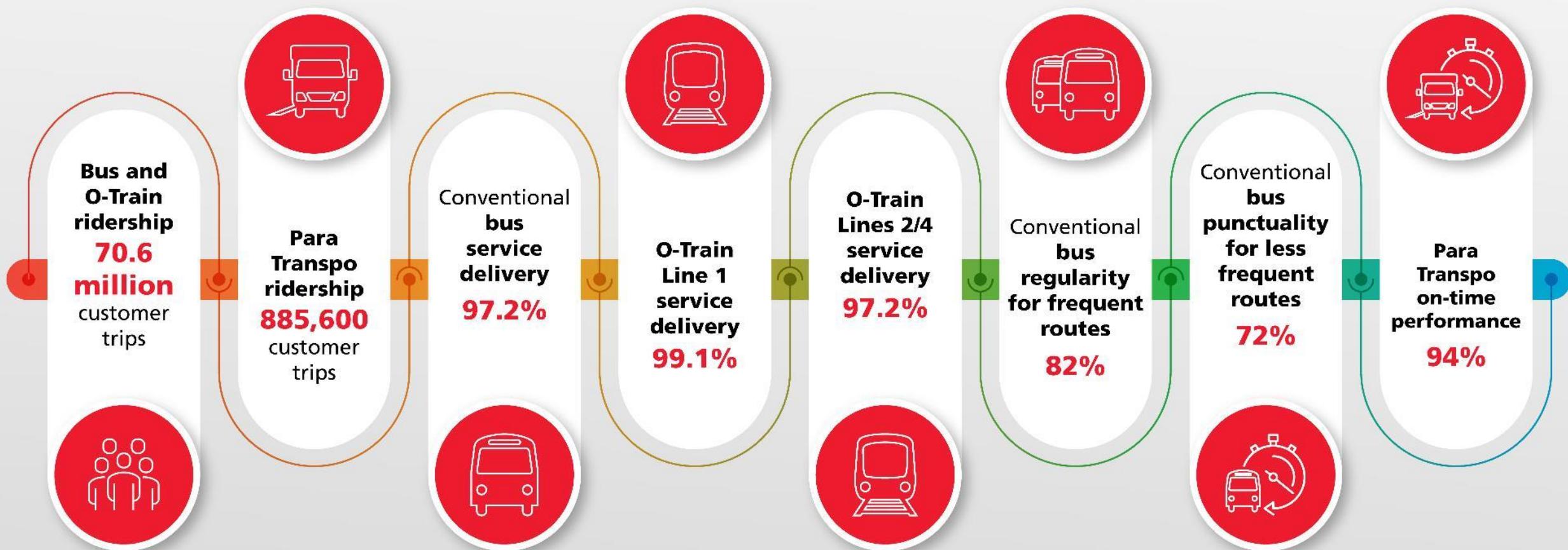
Preventable Collision Frequency

1.07

SMS Target: 0.69 (+55.65%)
Number of preventable collisions per 100,000 Km Driven



2025 SERVICE BY THE NUMBERS



Bus and O-Train ridership

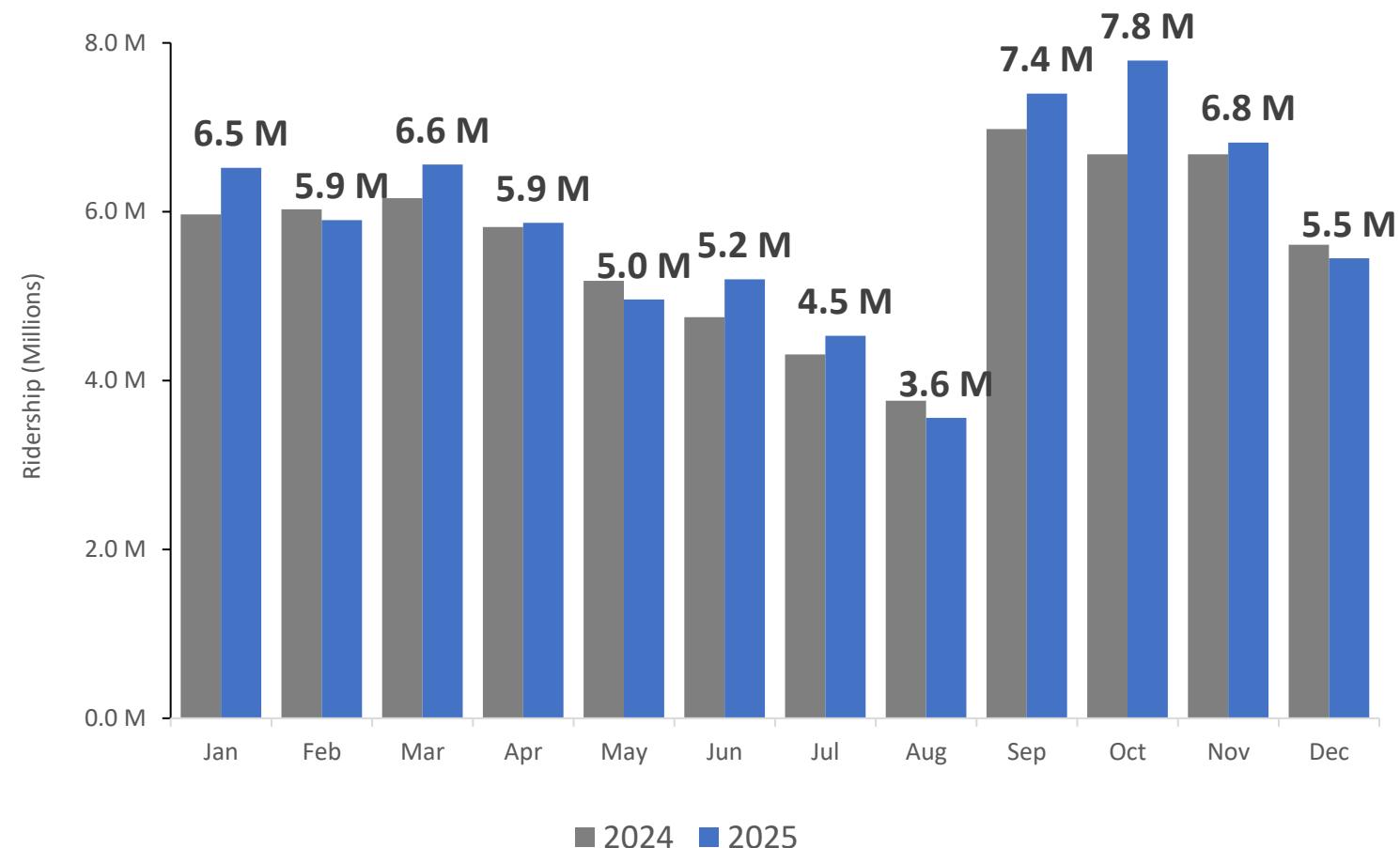


OC Transpo

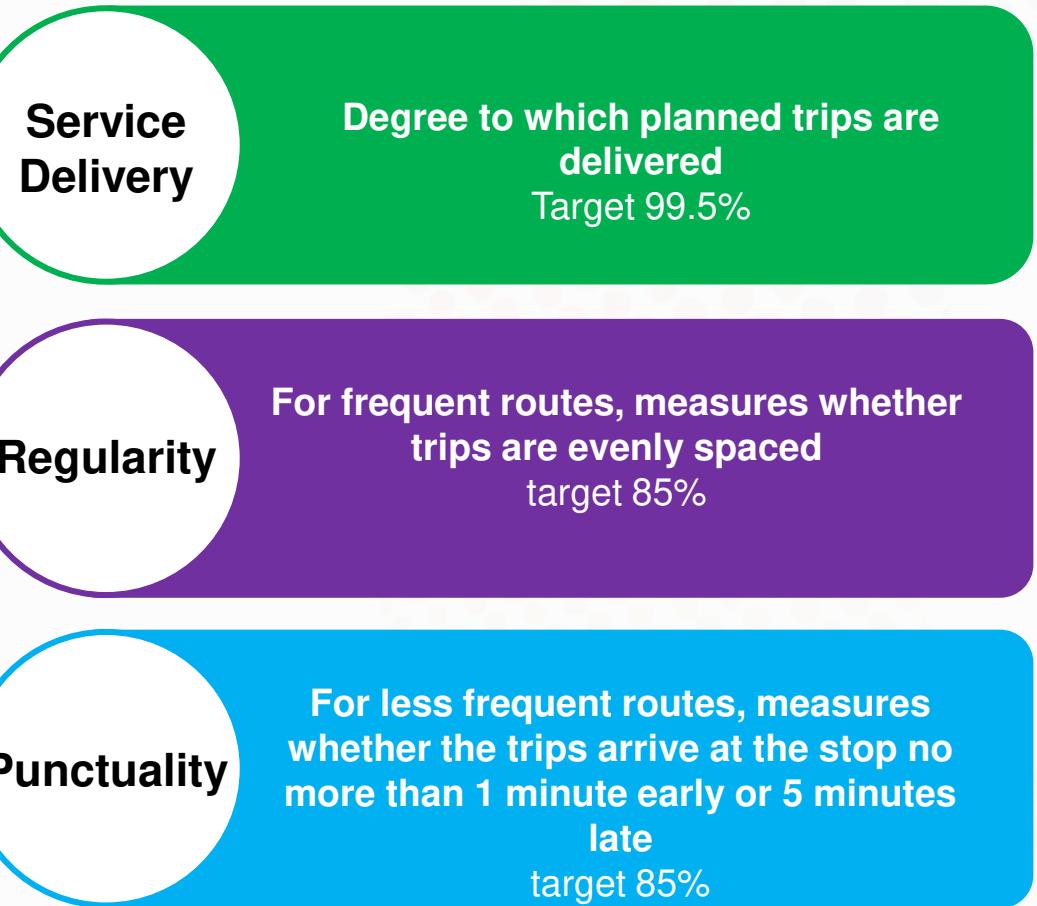
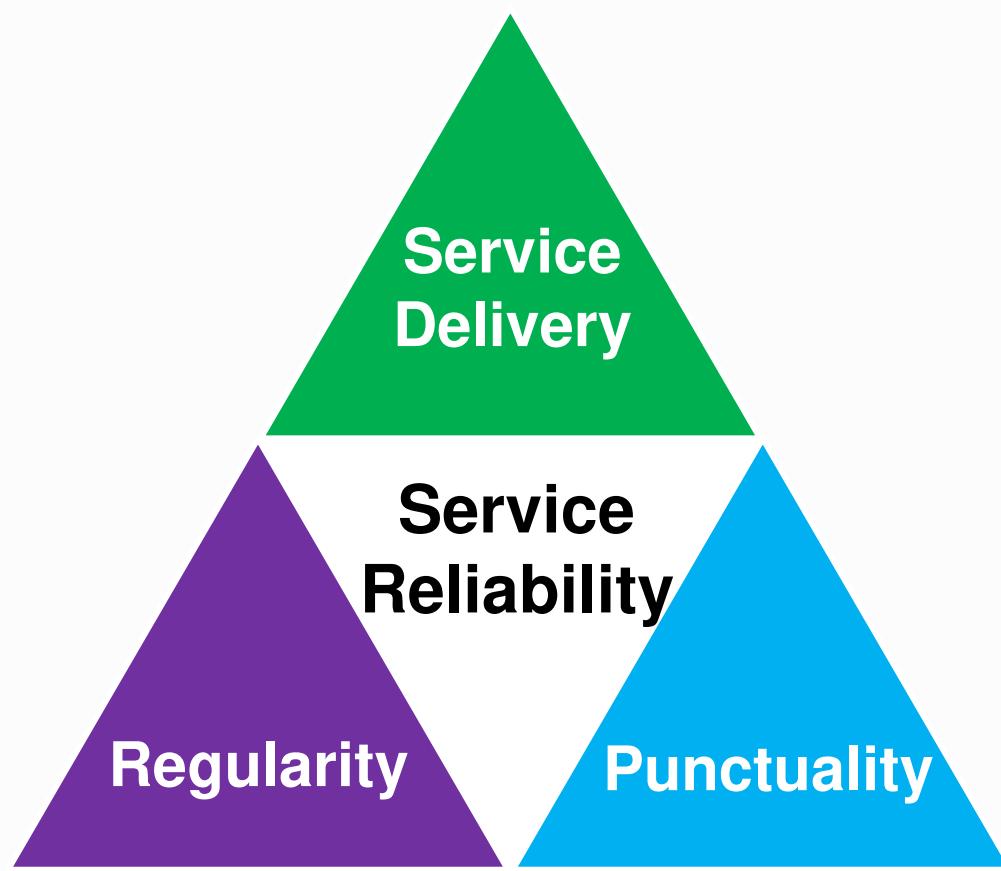
12-month total ridership

70.6 M

0.2% lower than previous month
3.9% higher than previous year



Service reliability



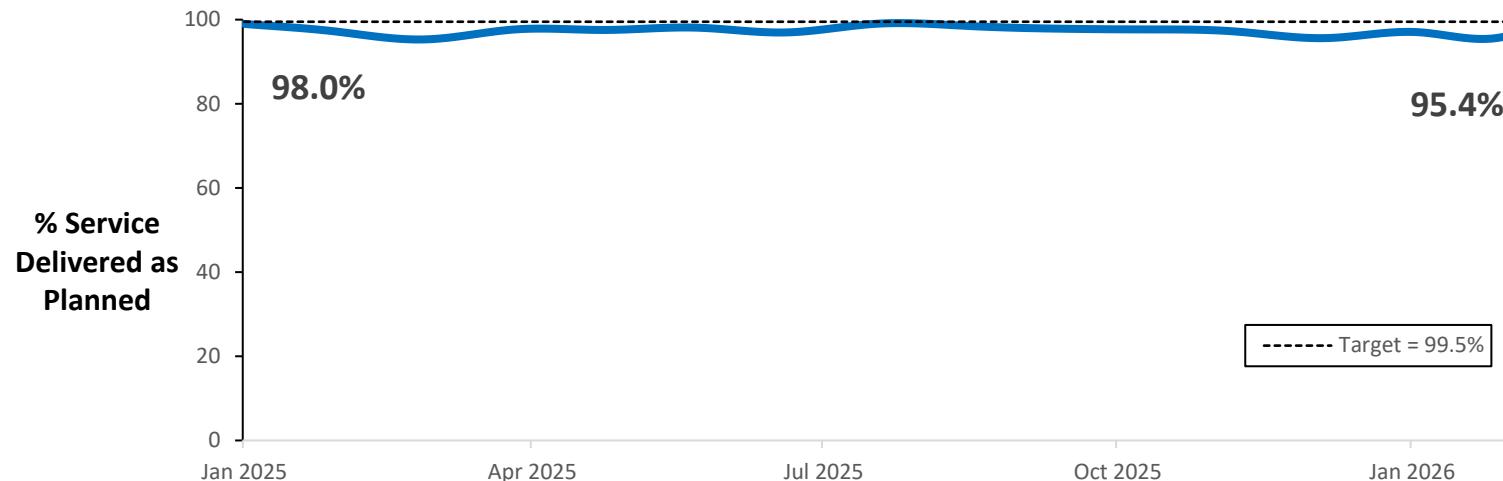
Bus service reliability



% of service delivered vs. planned

12-month average service delivery
97.0%

2.5% lower than target
0.2% lower than previous month



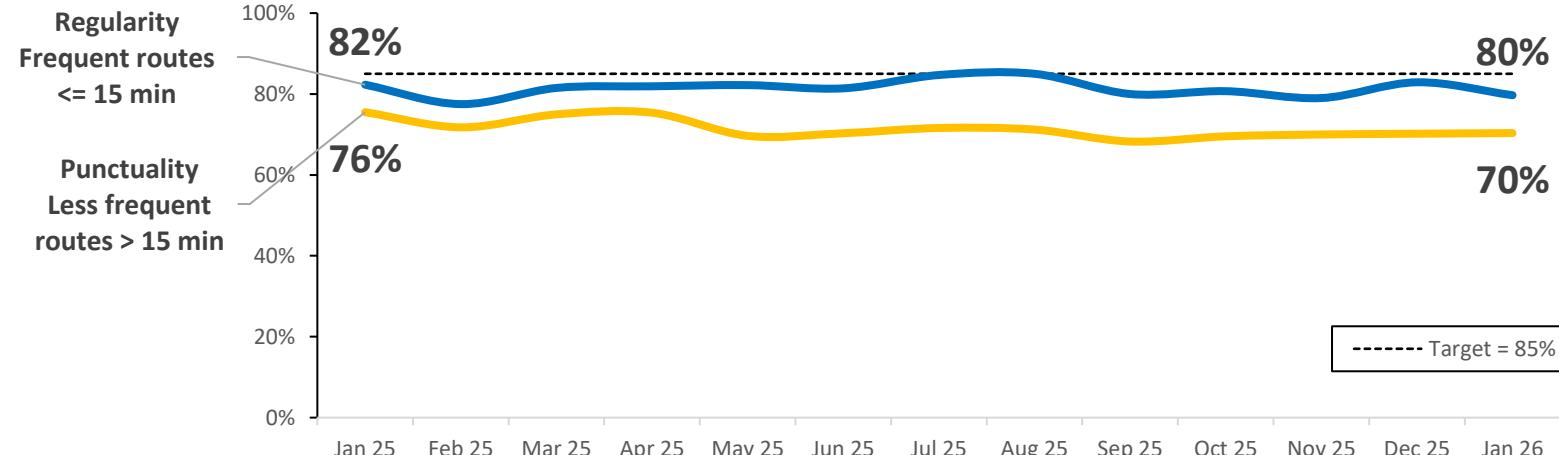
On-time performance

12-month average
Regularity for frequent routes
81%

4% lower than target
1% lower than previous month

12-month average
Punctuality for less frequent routes
71%

14% lower than target
1% lower than 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



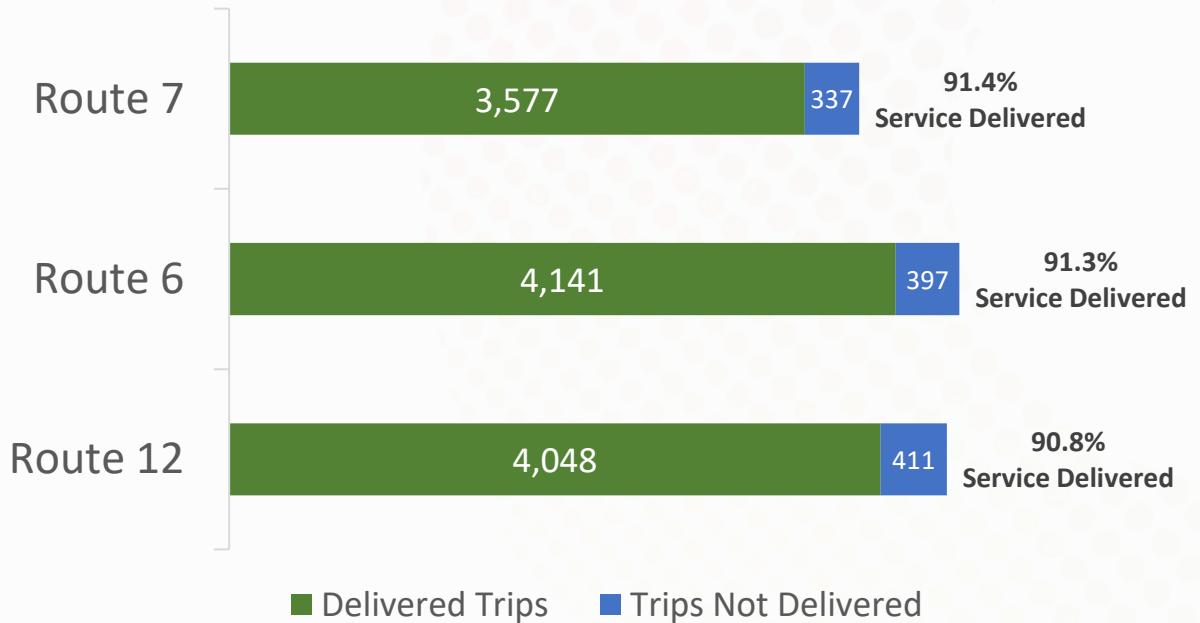
January 2026

→ 4.6% trips not delivered



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

Routes with most trips not delivered



O-Train service reliability

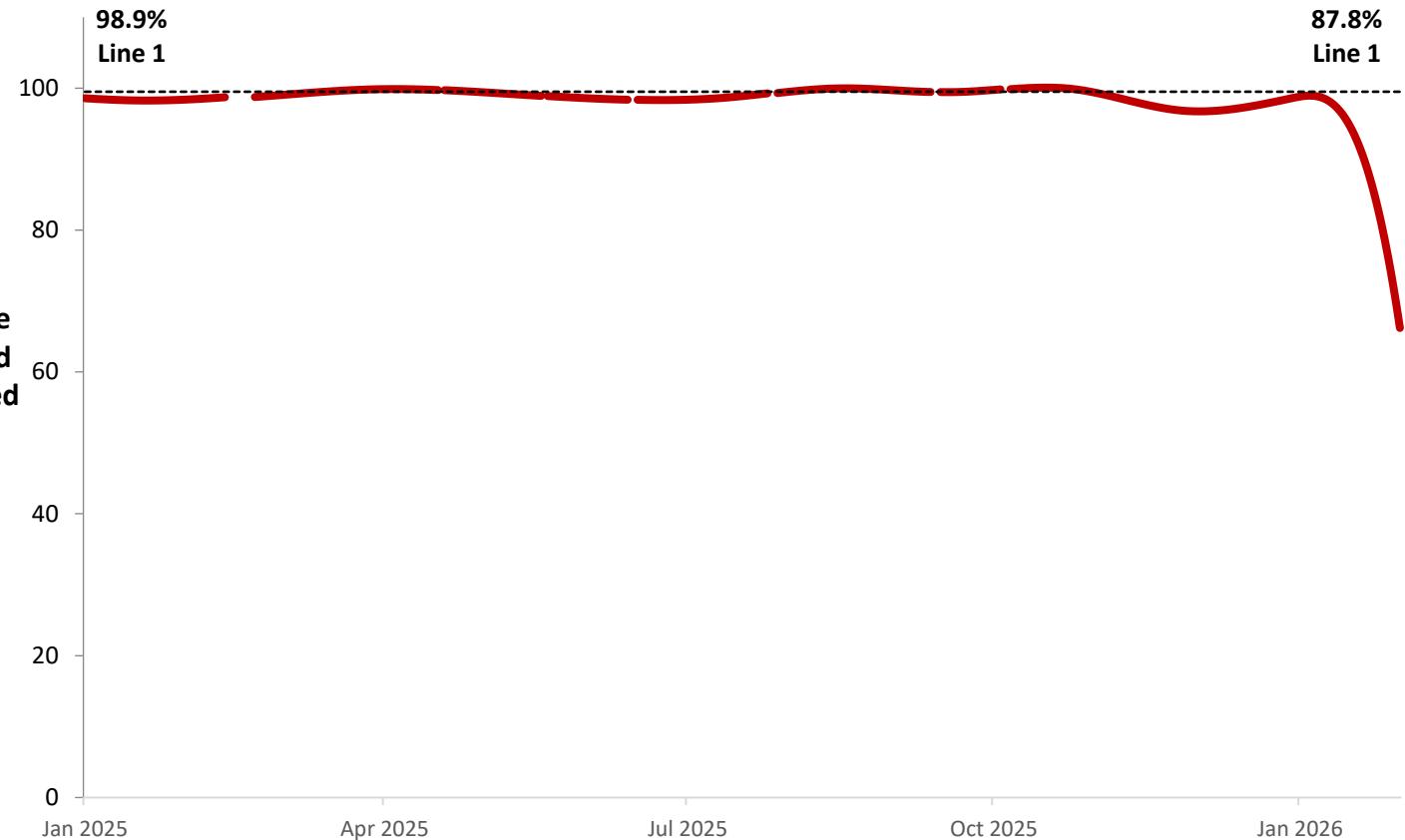


O-Train Line 1

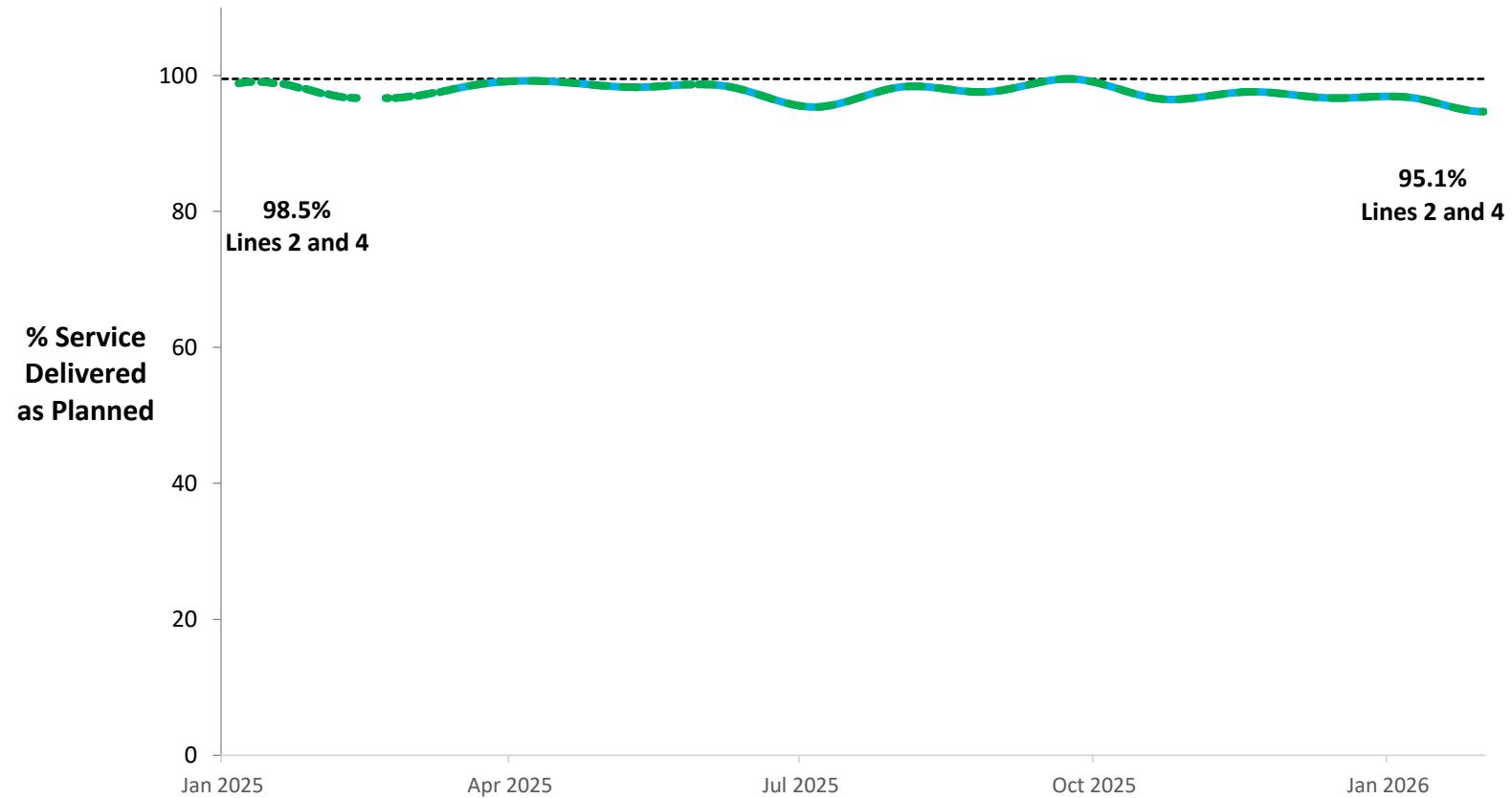
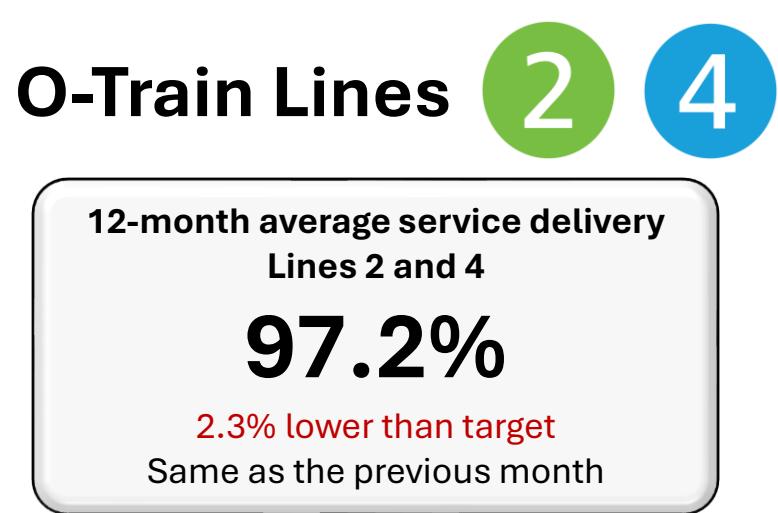
12-month average service delivery
Line 1
98.2%
1.3% lower than target
0.9% lower than previous month

Most frequent issues impacting service (2025)

1. Train systems
2. Passenger incidents (medical / other)
3. Switches



O-Train service reliability

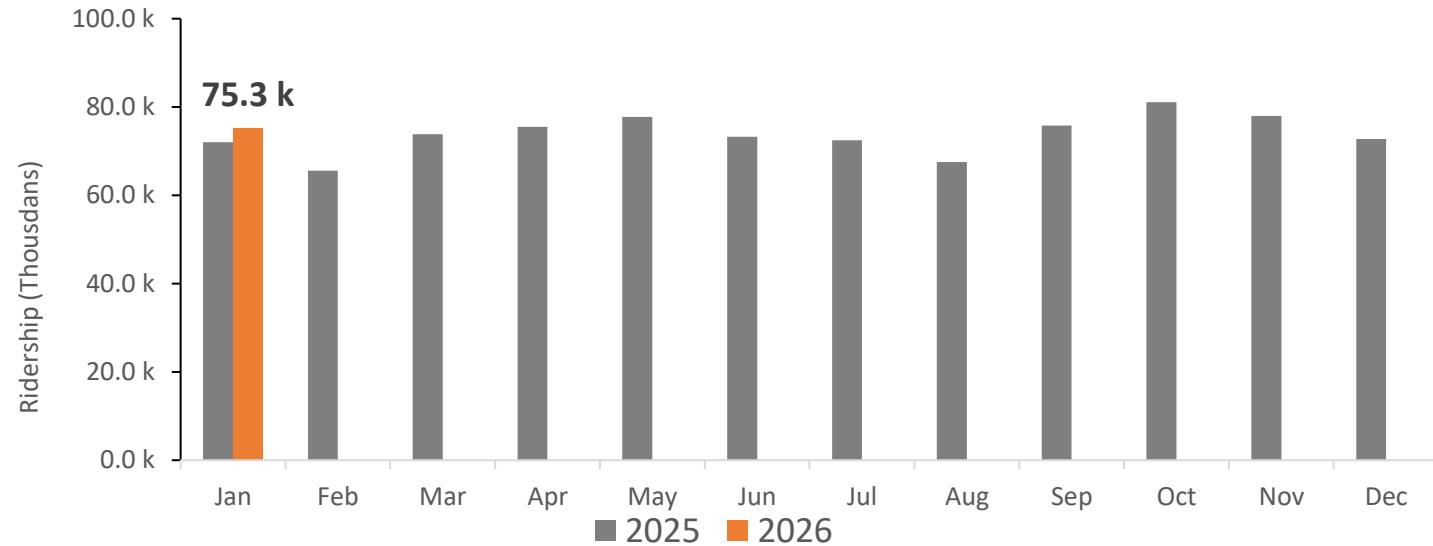


Para Transpo



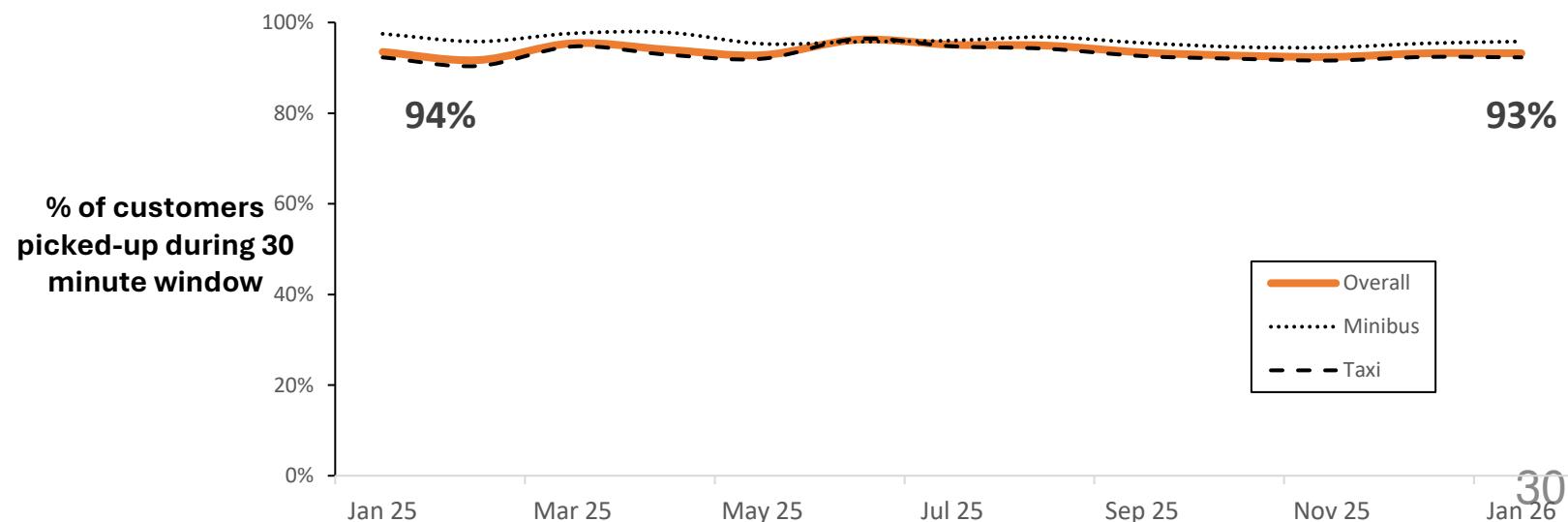
12-month total ridership
888.8k

0.4% higher than previous month
3.2% higher than previous year



12-month average
On-time performance
93%

Same as previous month





Questions?

