



100% électrique

OC Transpo

2162



TRANSECURE



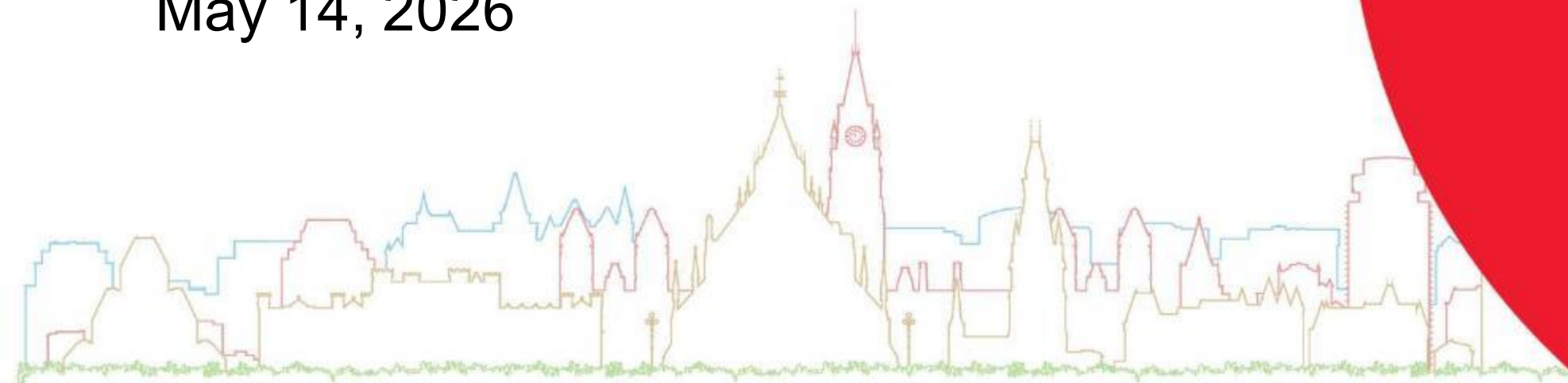


OC Transpo Update

Para Transpo, Rail and Bus

Transit Committee

May 14, 2026

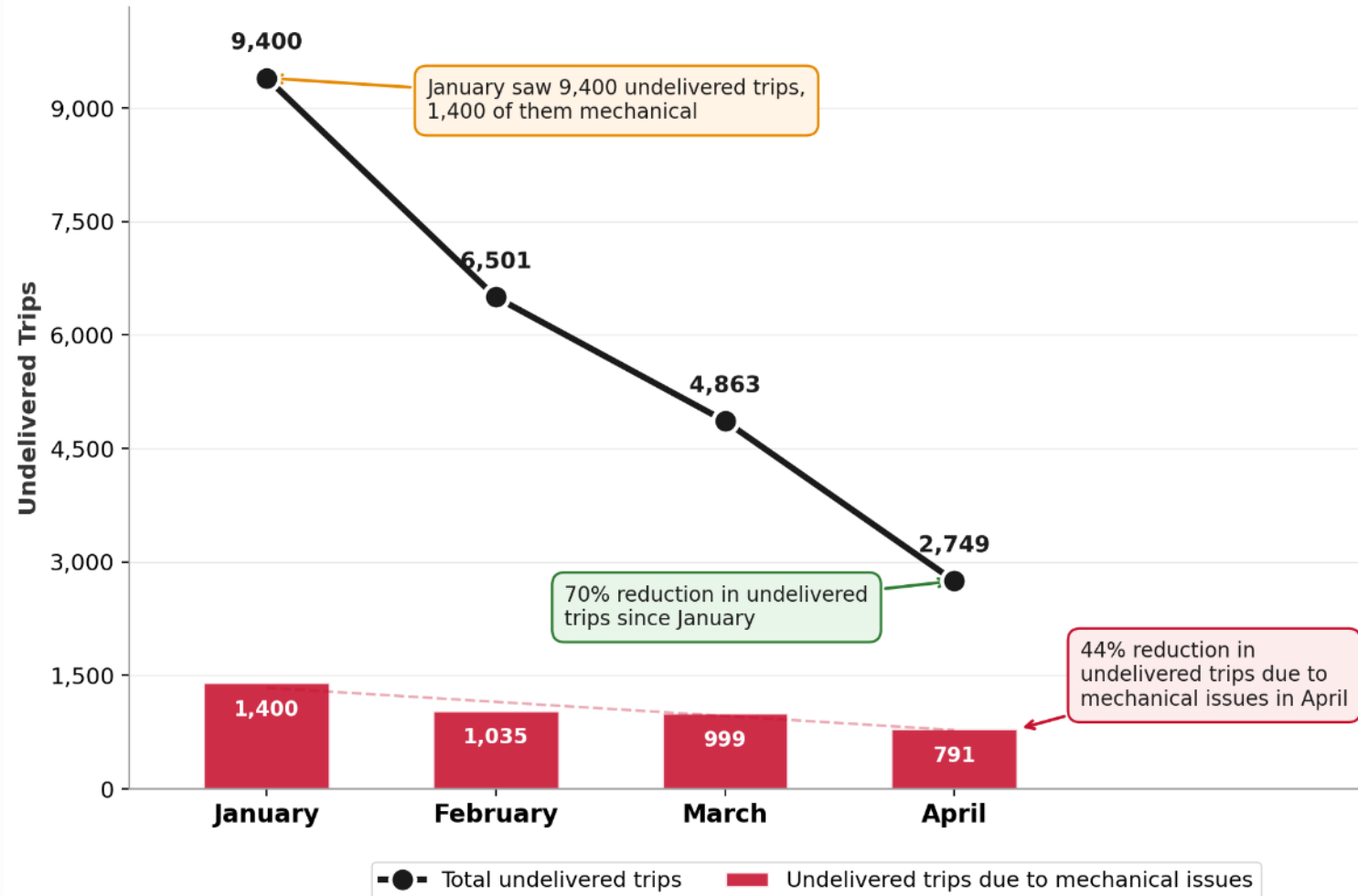




Bus service update

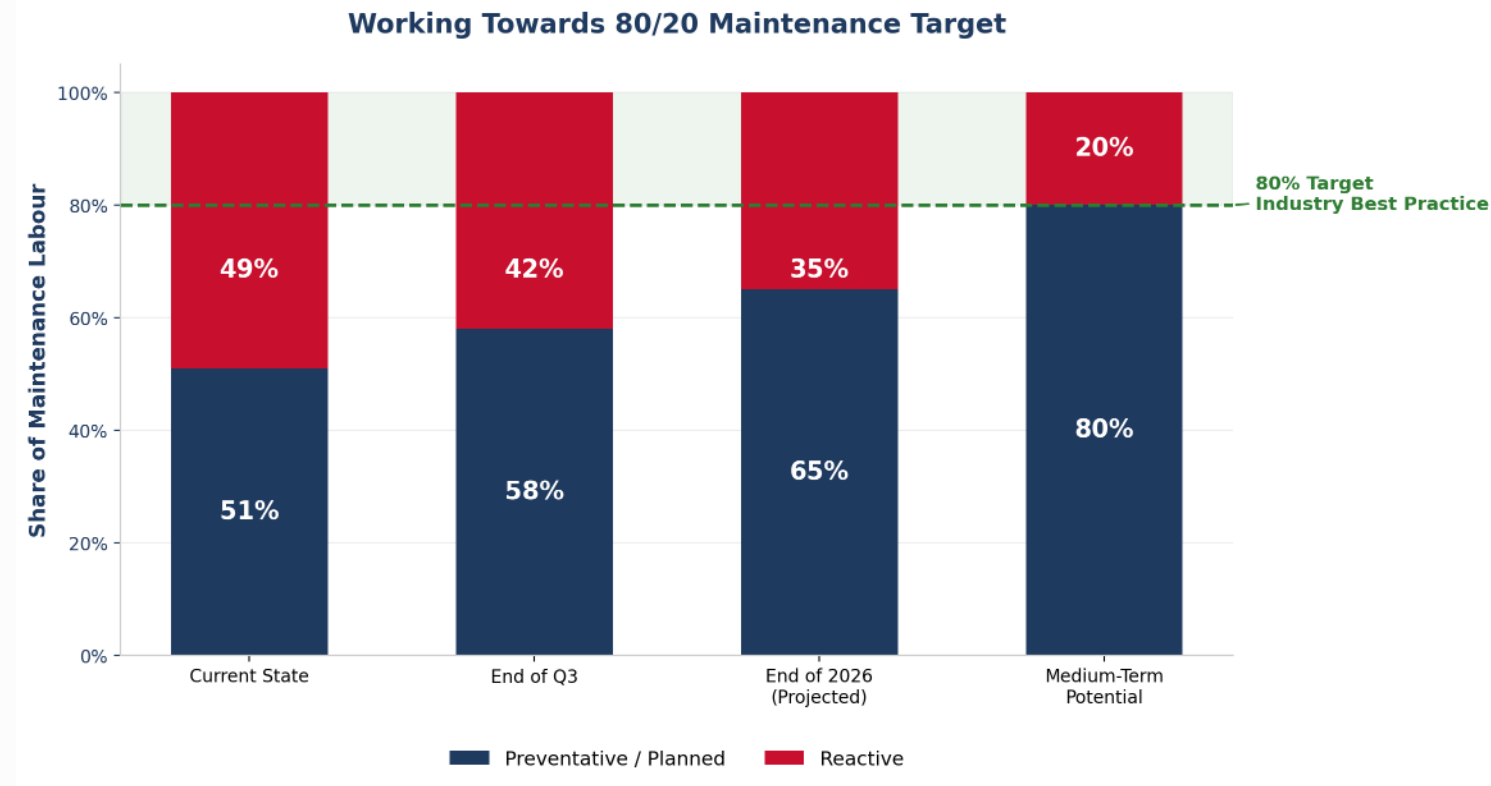
- Bus availability continues to improve for customers
- 70% reduction in undelivered trips since January
- 111 zero-emission buses now available to deliver more trips for customers
- Work is underway to ensure bus availability for festival season

Work underway to reduce undelivered trips



Proactive maintenance work

- We must deliver the service we advertise to customers
- Moving towards a proactive maintenance model – 80/20
- The focus this summer:
 - Targeted maintenance campaigns and refurbishments
 - Decommissioning old buses
 - Onboarding of more ZEBs
 - Onboarding of new 60-foot buses
- This helps prepare the fleet for peak customer demand in September and harsh weather in the winter



Restoring capacity on Line 1

- Action plan to safely restore capacity on Line 1 is underway and progressing well
- There are 28 trains with cartridge bearing assemblies (CBAs) under 100,000 kilometres
- There are two key areas of work ongoing:
 - CBA replacements
 - Condition monitoring

Timeframe	Line 1 Service
May	<ul style="list-style-type: none">• Three- to four-minute service• Increasing capacity by introducing some double-car trains
Middle of June	<ul style="list-style-type: none">• Full Line 1 capacity restored• Double-car service during weekdays
Summer	<ul style="list-style-type: none">• Number of vehicles continues to increase• East Extension timing finalized





OC Transpo's Customer-First Action Plan



Initial Assessment




- Opportunities:
 - Restoring Line 1 capacity
 - New bus fleet
 - New KPIs
 - Public confidence
 - Daily customer experience
 - Employee and union feedback
 - Continue to build on the strength of Lines 2 and 4
 - Implementing change has begun
- Fresh focus and energy to build sustainable, reliable transit



Customer-First Action Plan



Make service more reliable

- 1  O-Train
- 2  Bus
- 3  Para Transpo



O-Train

- Restore Line 1 capacity by mid-June
- East Extension
- Improve winter resiliency of infrastructure



Para Transpo

- Service improvements like later hours and more flexible booking
- Consult on customer priorities
- Full network accessibility



Bus Service



Path to reliable bus service for customers

Fleet:

- New vehicles
- Preventative maintenance and refurbishments
- Strategic bus retirements

Schedule:

- Reflect real travel times

Current

Bus fleet	Bus schedules
<ul style="list-style-type: none"> • Mean distance between failure ~ 6,000 km • Mechanical issues ~ 17% • Preventative and reactive maintenance - 51% / 49% 	<ul style="list-style-type: none"> • On-time performance - 65% to 70% • Regularity - 82%






Future

Bus fleet	Bus schedules
<ul style="list-style-type: none"> • Mean distance between failure ~ 10,000 km or greater • Mechanical issues ~ 2% • Preventative and reactive maintenance - 80% / 20% 	<ul style="list-style-type: none"> • Starting bus trips on time - 95% • On-time performance • Regularity



Put customers first

- 4  **Customer safety and experience**
- 5  **Communicate reliably**
- 6  **Measure what matters to customers**



Put customers first



Customer safety and experience

- Station cleanliness campaign
- Rideau Station revitalization
- Special Constables' Community Visibility team



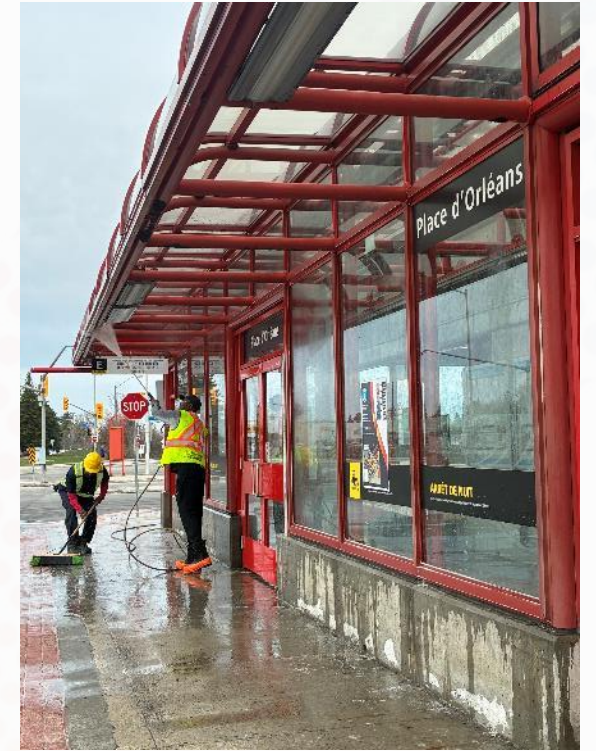
Communicating with customers

- Build the most customer-focused service in Canada
- Host customer townhalls to hear direct feedback
- Communicate more regularly and effectively with customers





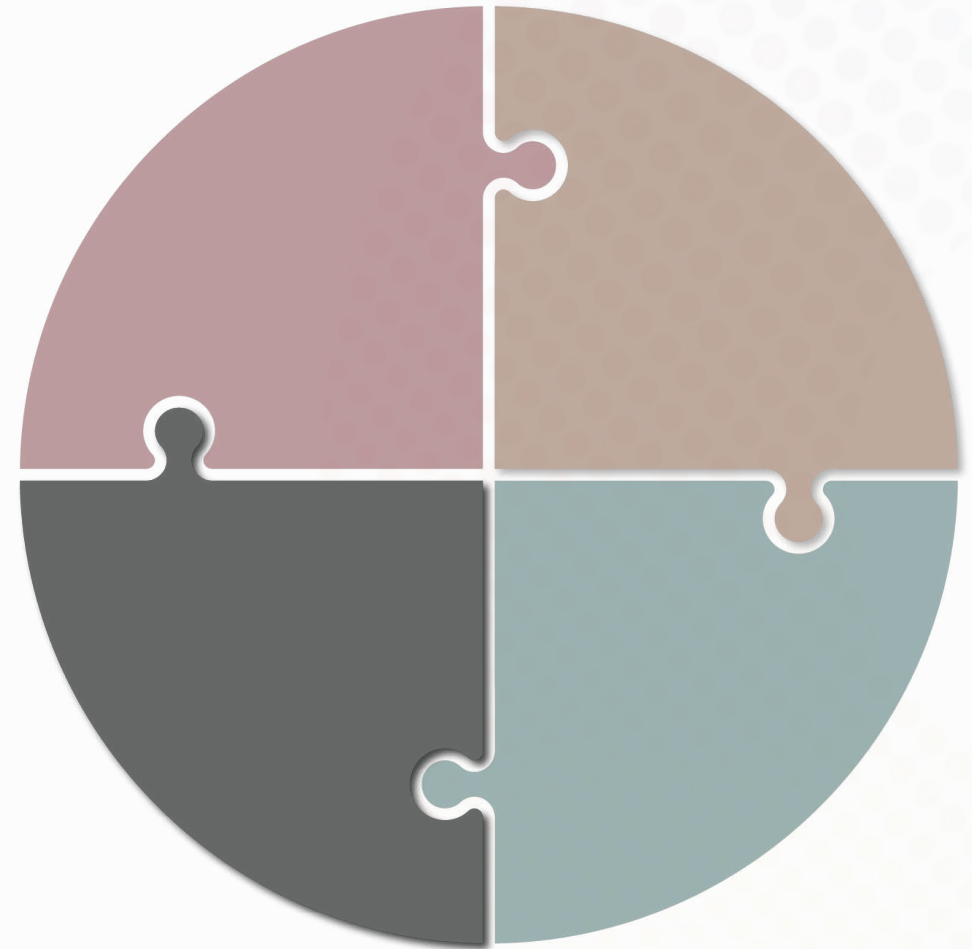
Measure what matters to customers

- KPIs that reflect the day-to-day experience
- New KPIs coming to Transit Committee



Strengthen financial stability

- 7  Upload and investment plan for the future
- 8  Non-fare revenue and partnerships



Strengthen financial stability



Upload and investment plan for the future

- Capital investment plan
- Eliminate \$85 million in annual budget pressures creating capacity to reinvest in transit



Non-fare revenue and partnerships

- Innovate and secure partnerships
- Advance digital advertising opportunities



Build a sustainable workforce

9

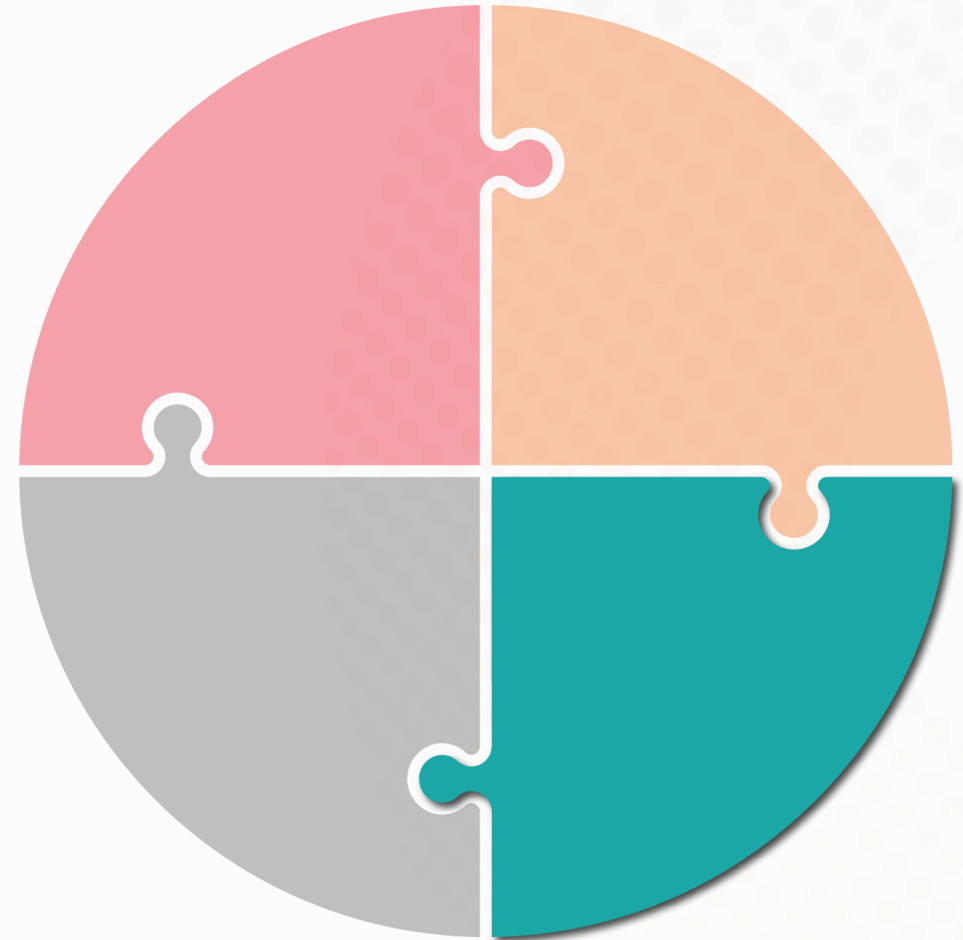


Integrated workforce strategy

10



Engage and empower employees



Build a sustainable workforce



Integrated workforce strategy

- Establishing an integrated talent and training plan to support long-term operational sustainability
- Engaging partners to establish a multi-year workforce strategy



Employee engagement

- Connecting with employees to build enthusiasm and buy-in around the plan
- Ensuring employees are well supported and engaged as we pivot to implement the changes in this plan



What's new

- New focus on customer experience to align all the pieces into better service delivery, now and long term
- **Reliable bus service:** fleet maintenance improvements, new buses and updated schedules
- **Safety and security:** staff across the system, revitalization of Rideau Station and safety campaigns
- **Improved customer service:** engaged and informed employees, and updated hiring targets to deliver service
- **Sustainable future:** Upload, new funding, and long-term investments plan



KPI transition plan

- We are developing updated metrics that will better align with our service experience goals and priorities
- Directly reflective of the overall customer experience
- While new measures are finalized and implemented, we will continue to track and report on the existing KPIs during the transition period
- Some new KPIs will be introduced in June



Performance Indicators



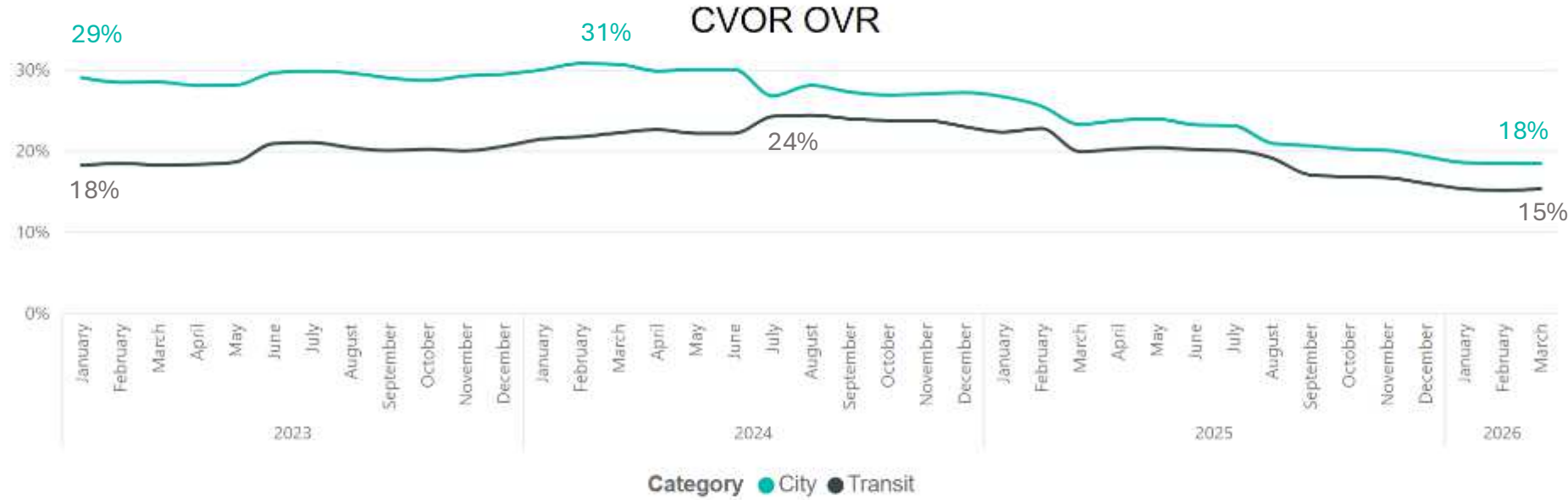
Collisions and CVOR

Commercial Vehicle Operator's Registration (CVOR)

Overall Violation Rate (OVR)

15%

*Internally Calculated



Safety Performance Trends: Annual P-VCF and Infractions

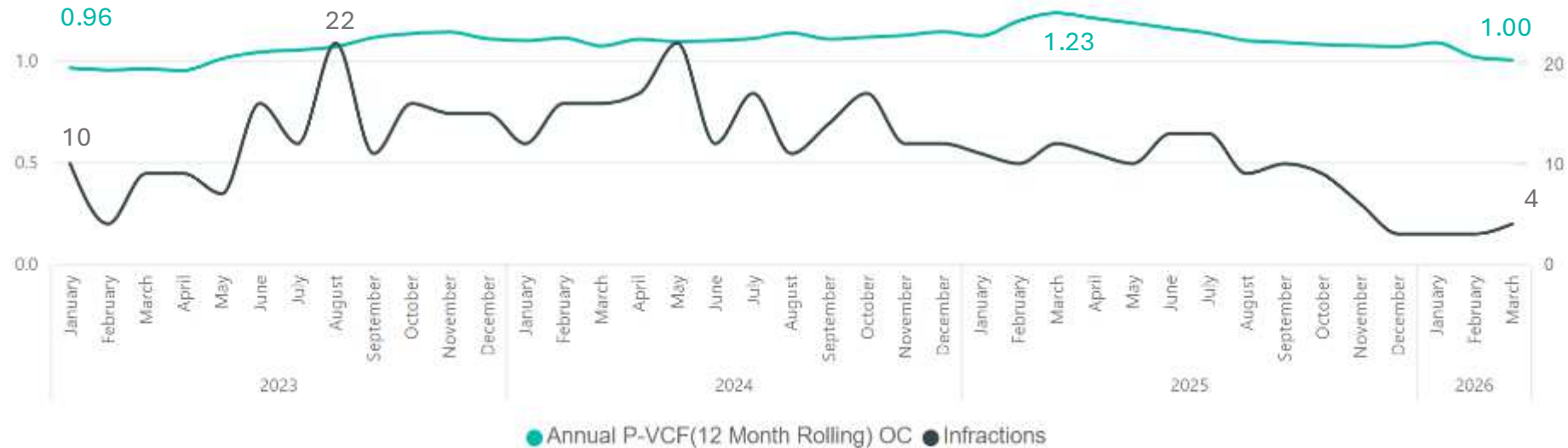
P-VCF shown as 12-month rolling value; infractions shown as monthly count

Preventable Collision Frequency (P-VCF)

Year to Date

1.10

SMS Target: 0.69 (+59%)
Number of preventable collisions per 100,000 Km Driven



Reported Injuries

Customer Injury Rate

Year to Date

0.80

SMS Target: 1.04 (-23%)

Customer injuries per 1M passenger trips

Monthly Customer Injury Rate



Employee Injuries

Lost Time Reported

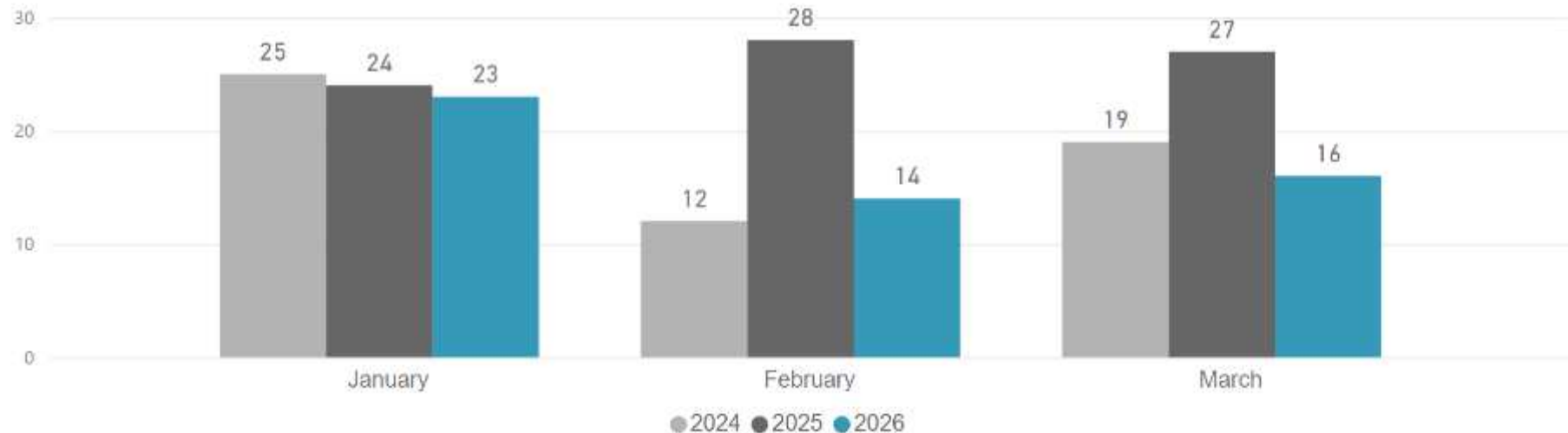
53

Previous Year: 79 (-33%)

%Change in number of reported Occurrences from previous year

Reported Employee Injuries

Lost Time Reported



Security

Violence Against Transit Employees

12 Month Rolling Average

12

Same Period Last Year: 17 (+26%)

Violence Against Transit Employees

12 Month Rolling Average



Violence Offences Per Ridership

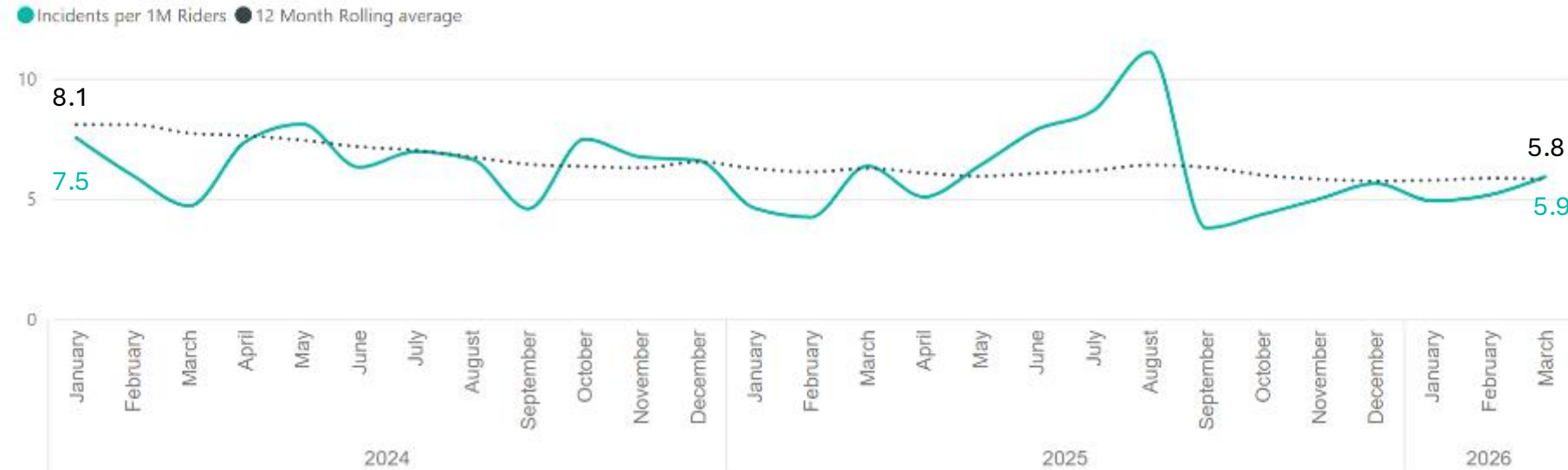
Violent Offence Rate

Violent Offences per 1M Riders

5.3

Same Period Last Year: 5.1 (-4%)

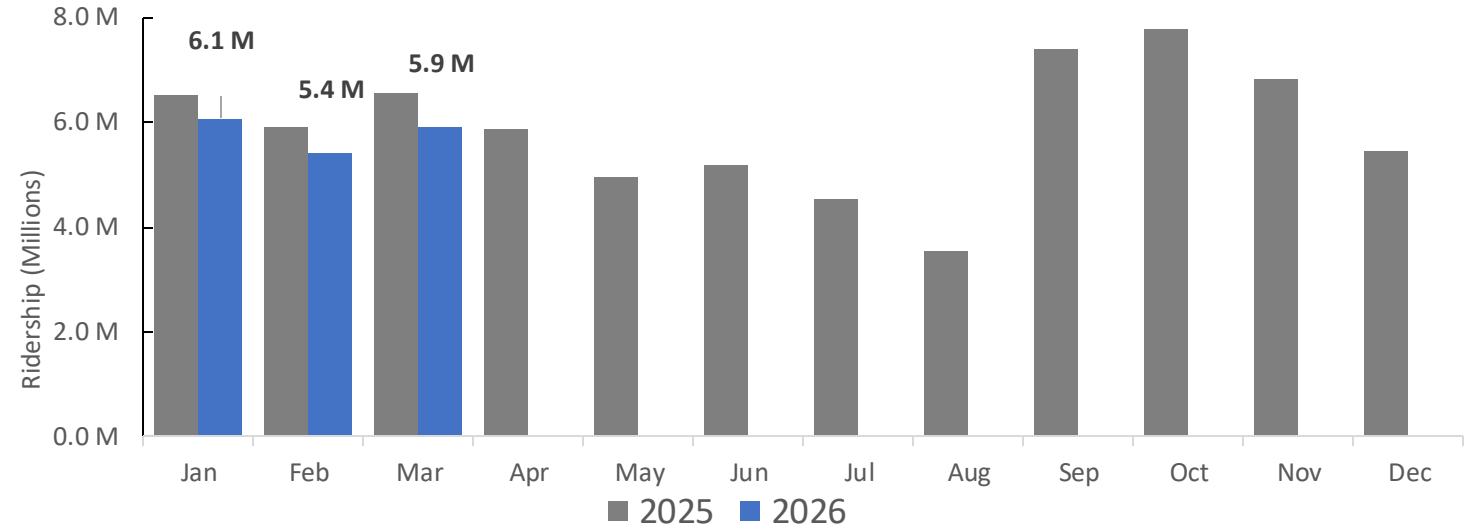
Current YTD



Ridership

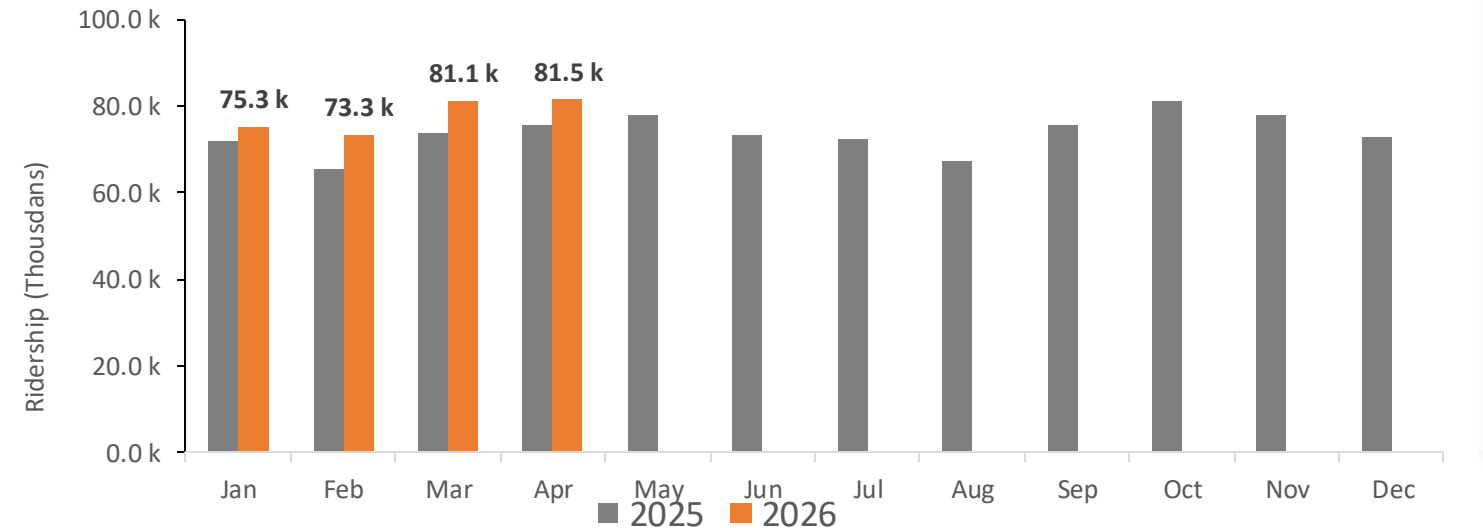


12-month total ridership
69.0 M
 0.9% lower than previous month
 0.4% higher than previous year



Para Transpo

12-month total ridership
909.8k
 0.7% higher than previous month
 5.2% higher than previous year



Bus service delivery



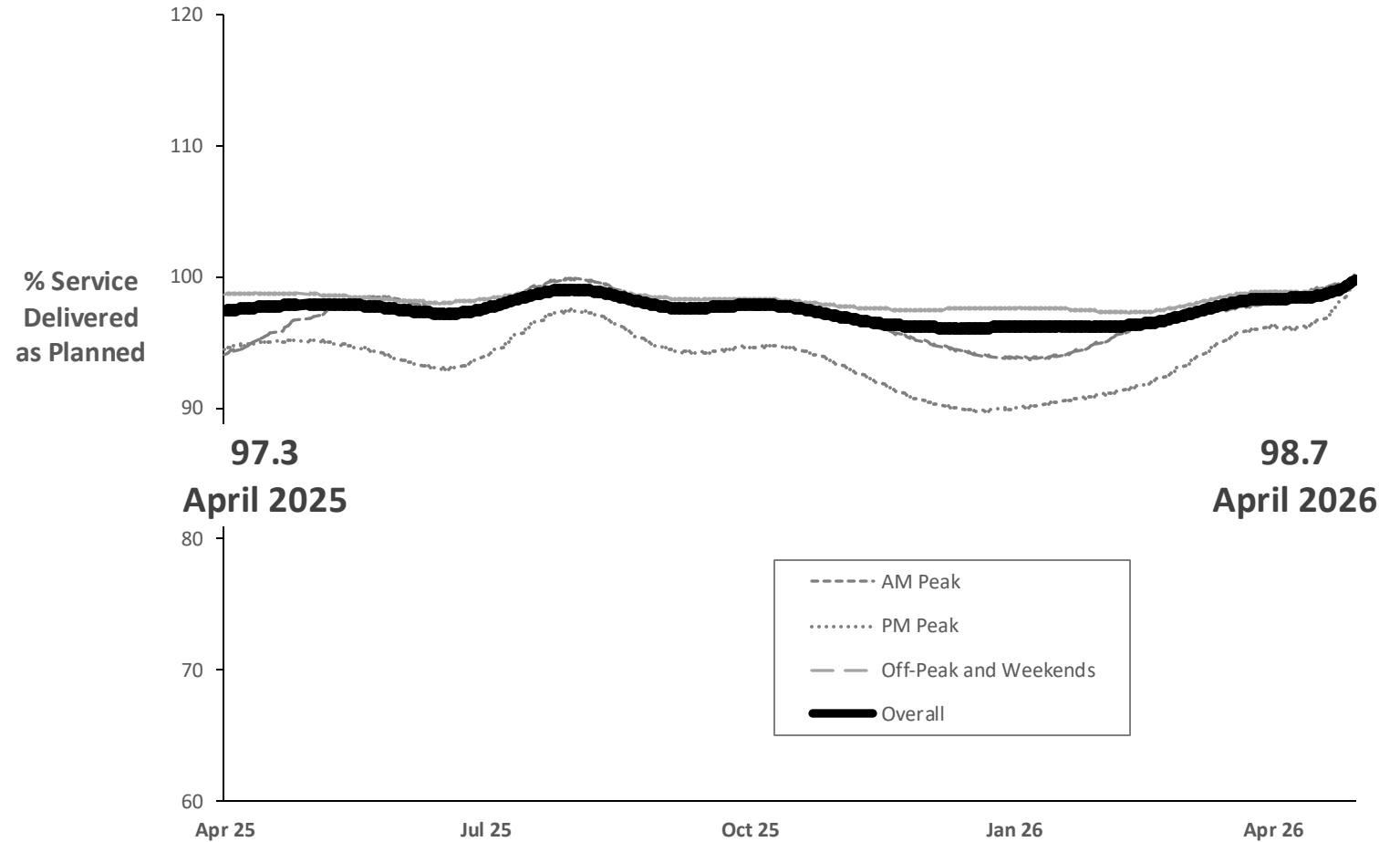
% of service delivered vs. planned

12-month average service delivery

97.3%

2.2% lower than target

0.1% higher than previous month



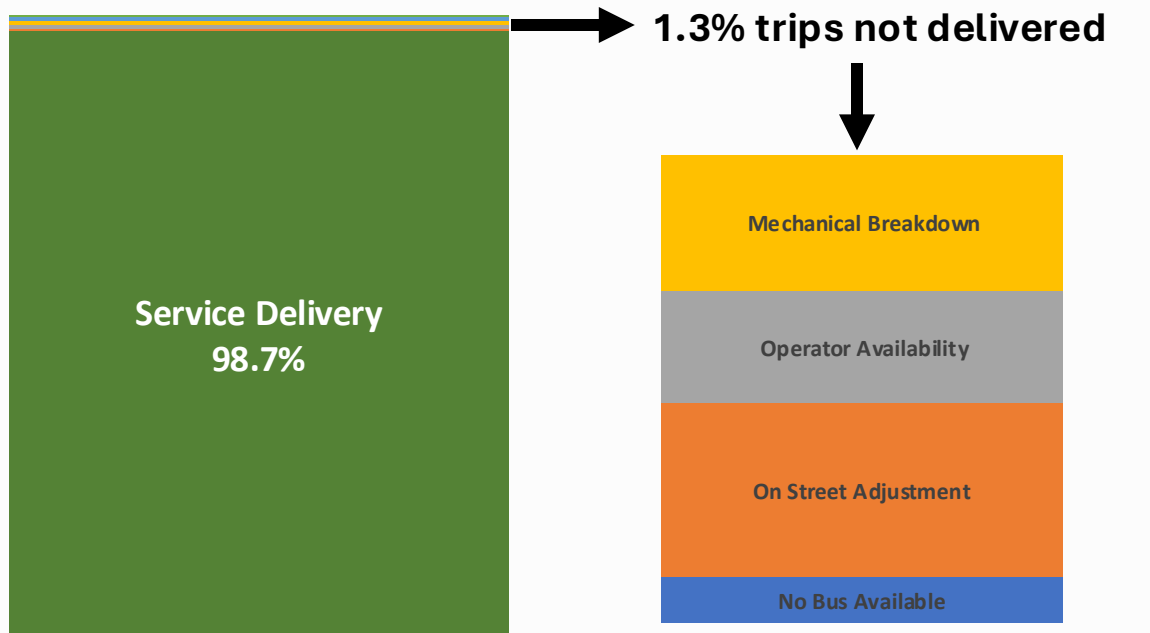
Service Delivery

Degree to which planned trips are delivered
Target 99.5%

Bus service delivery



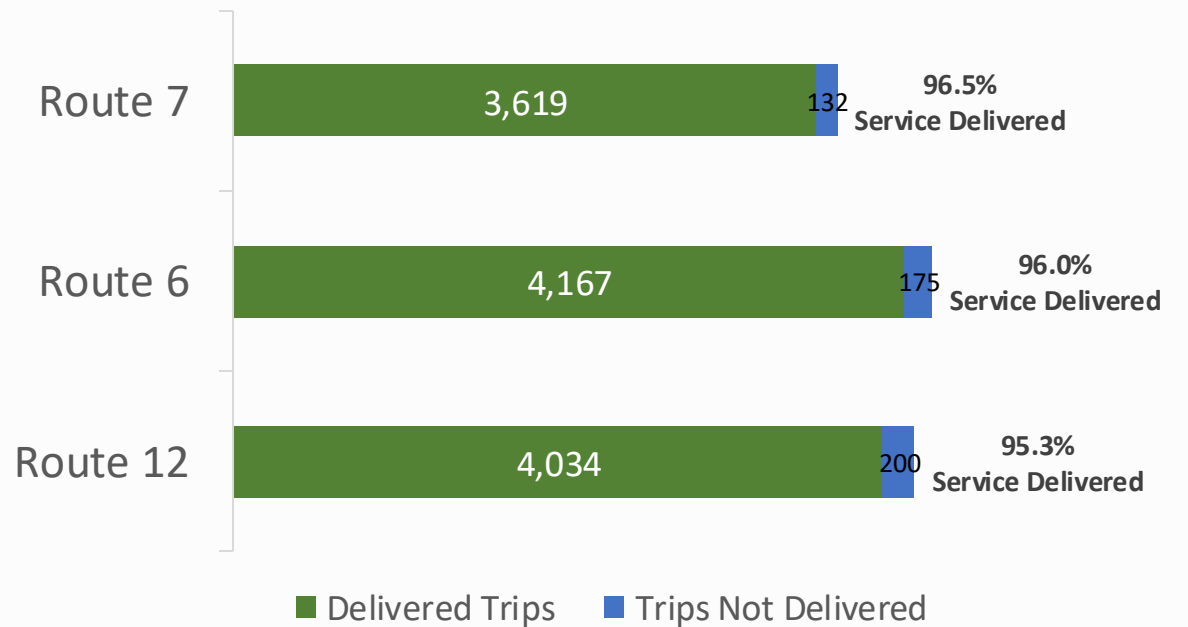
% of service delivered vs. planned details



April 2026

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

Routes with most trips not delivered



Bus regularity

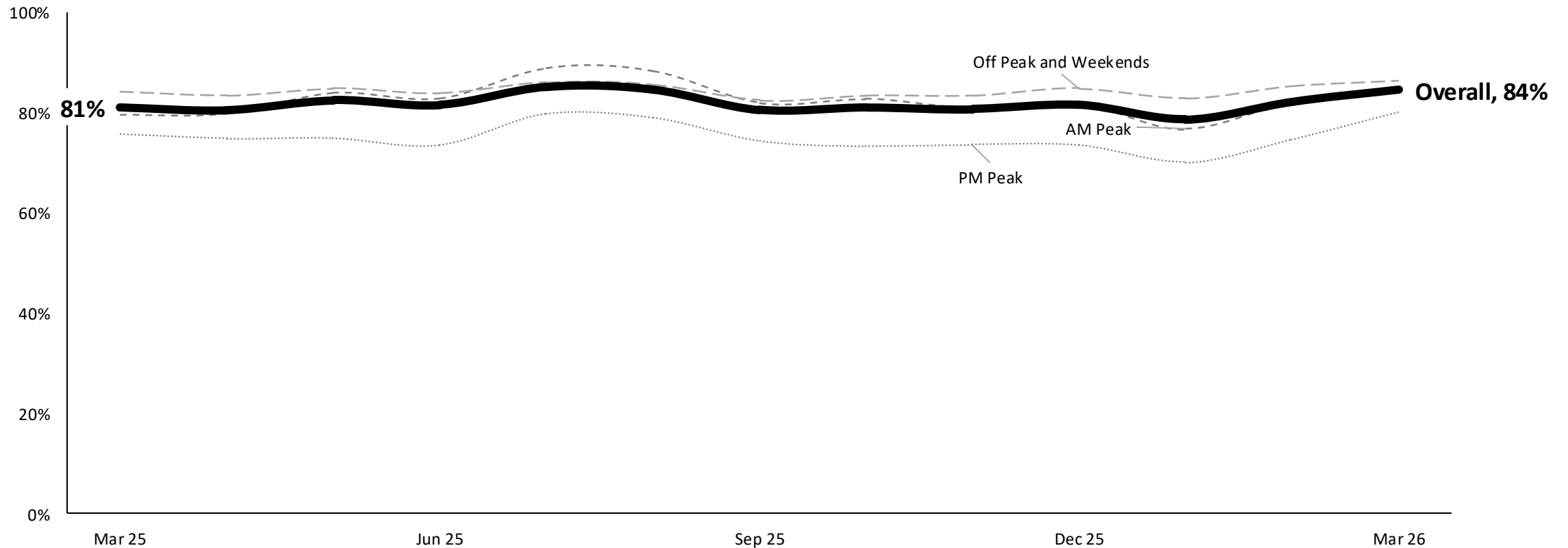
Regularity

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

12-month average
Regularity for frequent routes

82%

3% lower than target
Same as previous month



Bus punctuality



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%

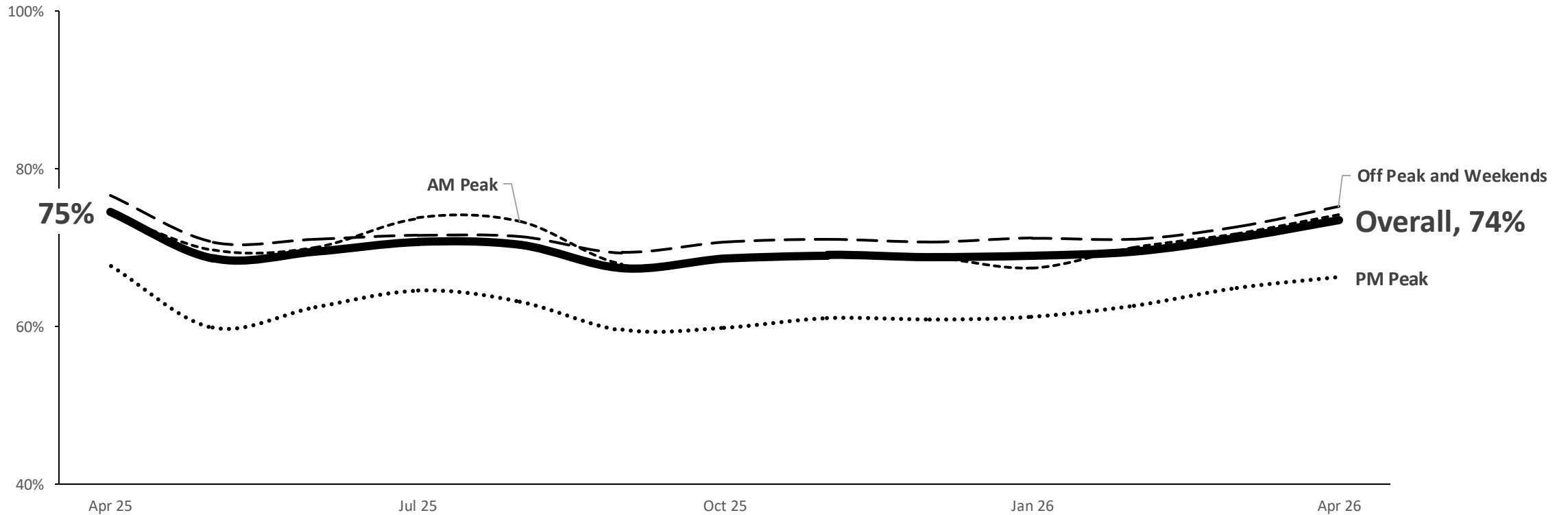
12-month average
Punctuality for less frequent routes

70%

15% lower than target
Same as previous month

14% 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

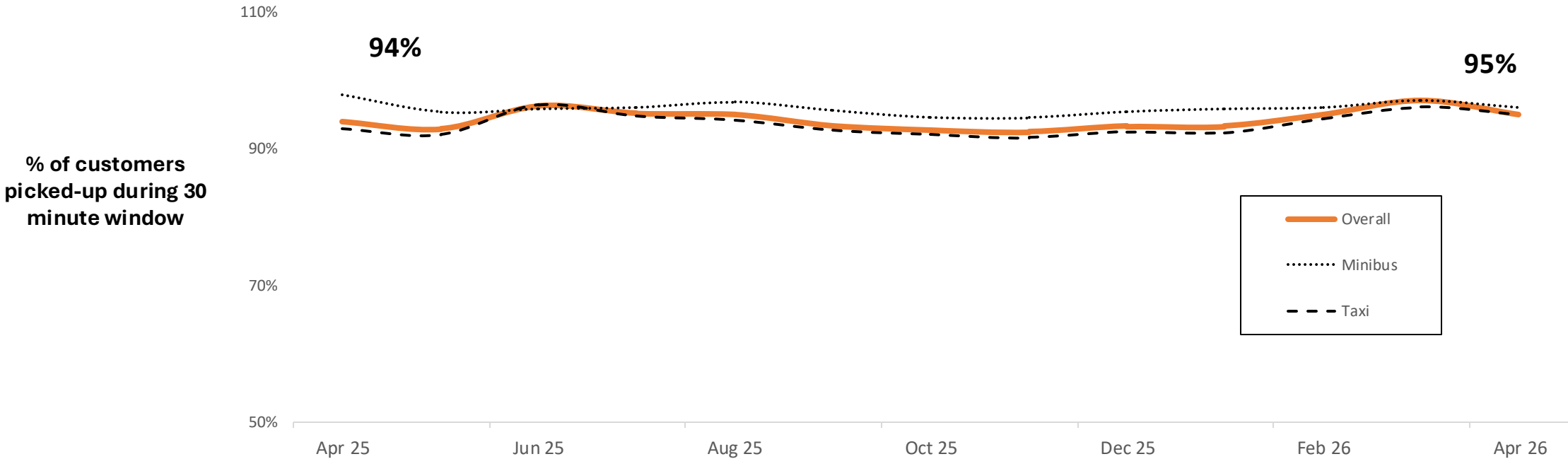


Para Transpo On-Time Performance



On Time Performance
A measure of how many trips arrived to pickup customers within their planned 30 minute window

12-month average
On-time performance
94%
Same as the previous month



O-Train service reliability



O-Train Line



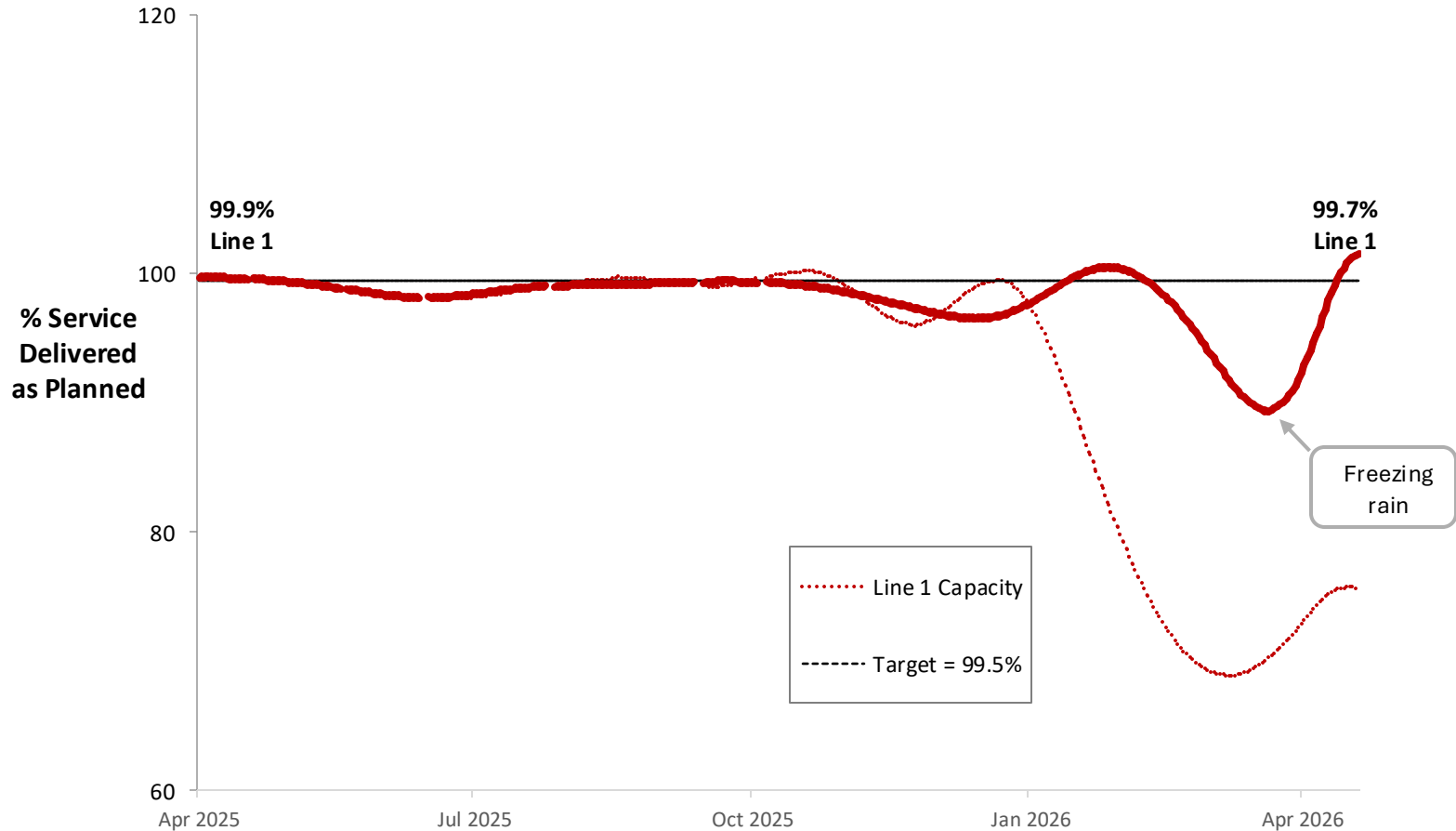
12-month average service delivery
Line 1

98.5%

1.0% lower than target
Same as previous month

Since January 2026, weekday service has been operating with increased frequency and single-car trains.

April 2026 service reliability was 99.7% when considering the number of trips delivered.



O-Train service reliability



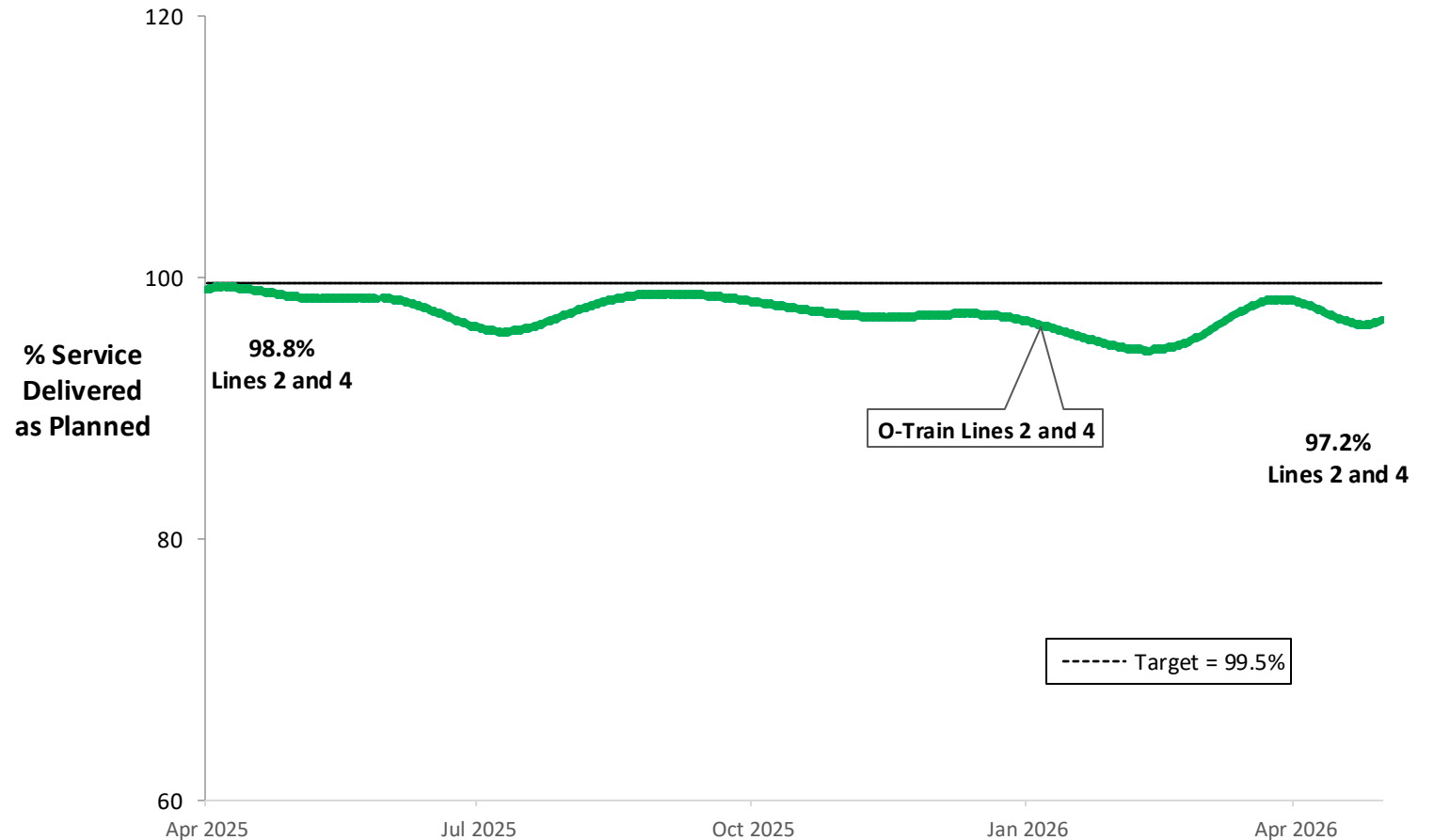
O-Train Lines 2 4

12-month average service delivery
Lines 2 and 4

97.2%

2.3% lower than target

0.1% lower than previous month



Questions?

