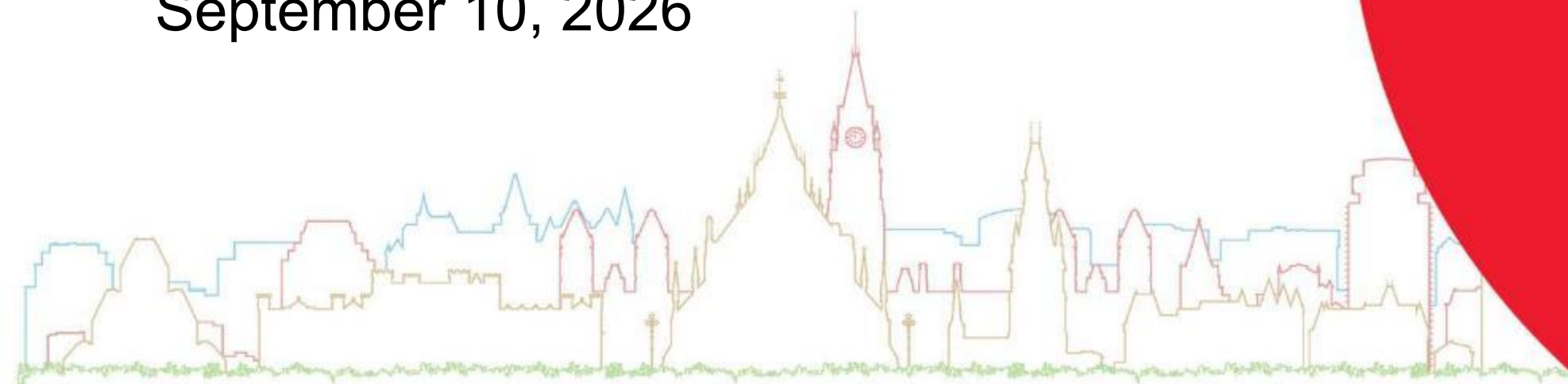


OC Transpo Update

Para Transpo, Rail and Bus

Transit Committee

September 10, 2026





**6 new direct trips to
Gatineau from
Barrhaven and Kanata**

No transfer required



More reliable schedules

We've made schedules more reliable on
30 routes serving 50% of customers



More trains on Line 1

Less waiting, more room for you

**Earlier service
start on Line 2**

NEW

Kanata Express service

20 new non-stop bus trips
to Park & Ride lots,
Tunney's Pasture Station,
DND Carling and Kanata North
Save up to **10 minutes** every day

**Express service
from Orléans**

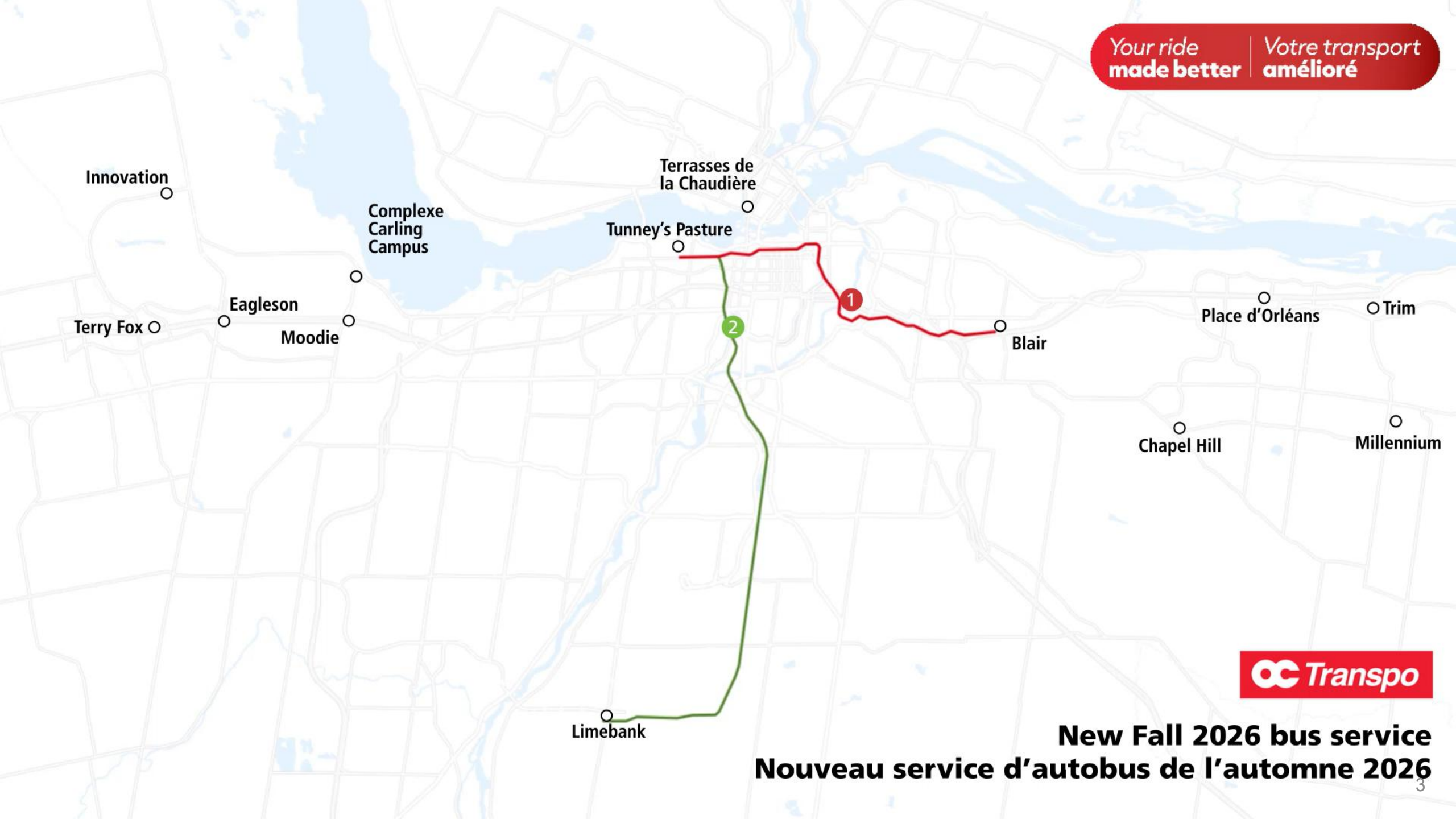
10 new non-stop bus trips from
Park & Ride lots to Blair Station
Save up to **20 minutes** every day

*Your ride
made better*

Starting August 30



**Your ride
made better** | **Votre transport
amélioré**

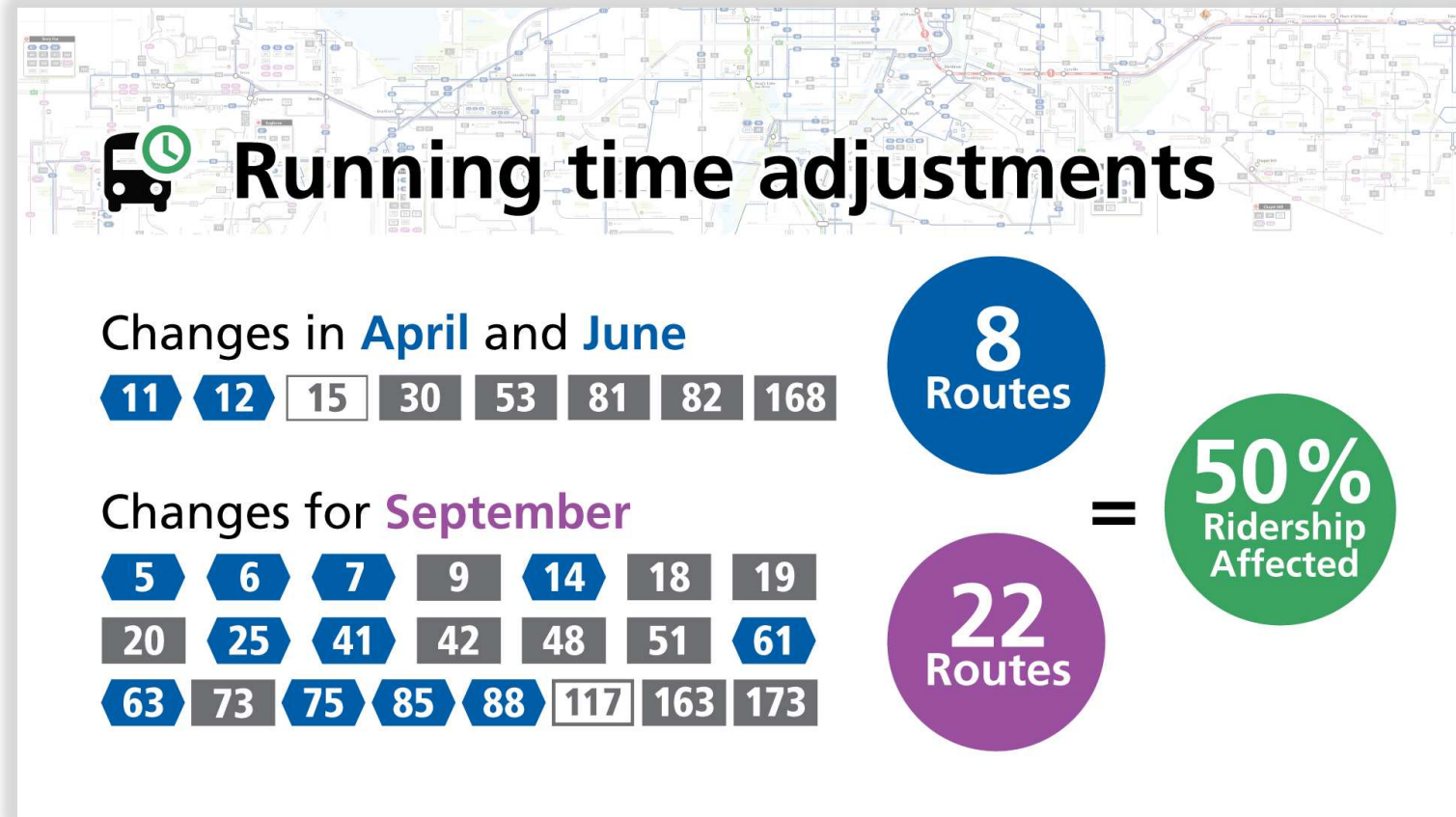


New Fall 2026 bus service
Nouveau service d'autobus de l'automne 2026

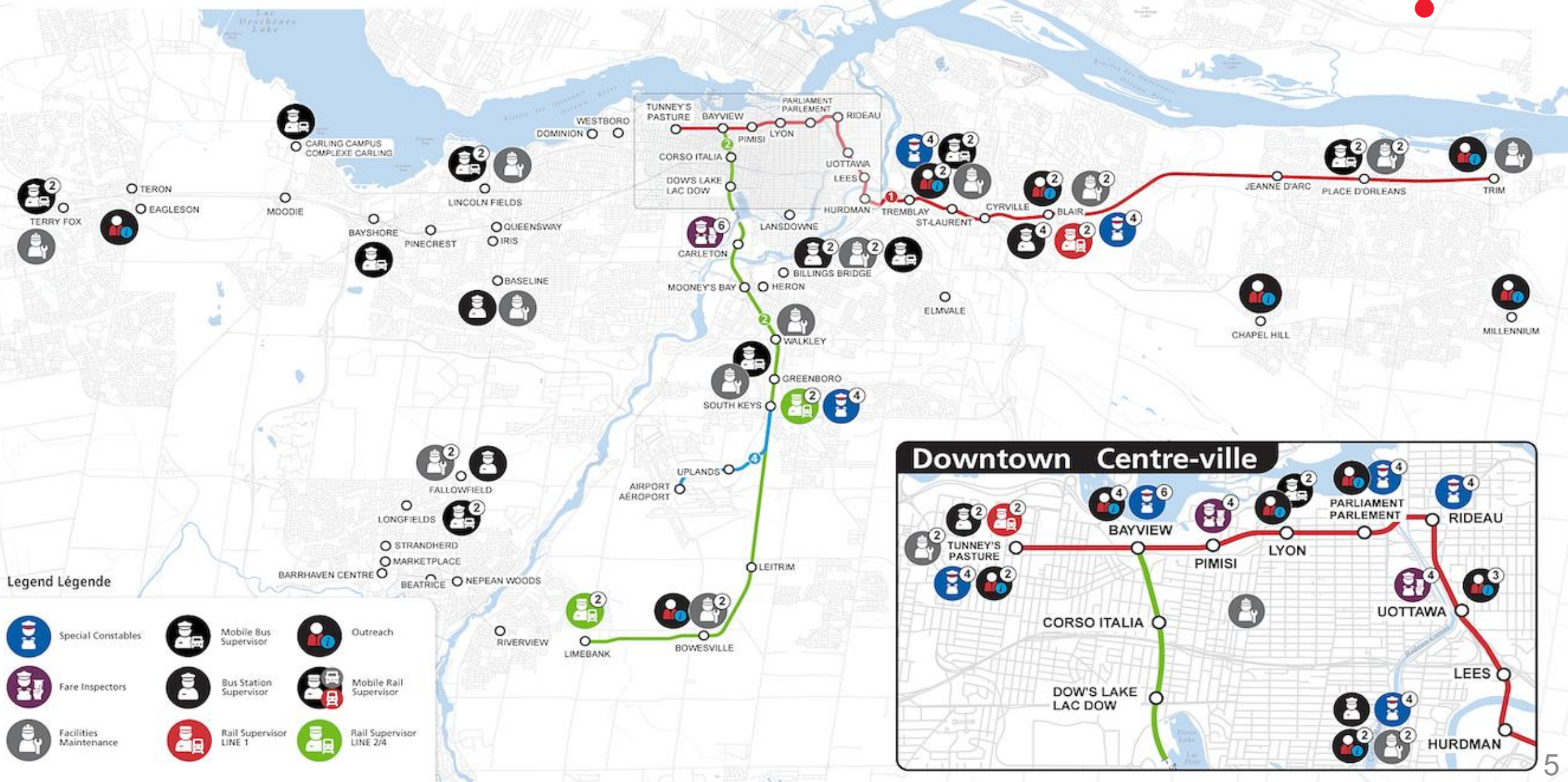
Reliability: runtime adjustments



- Now implemented on 30 routes
- Performance data for the 22 routes adjusted in September will be monitored and provided
- **NEW!** 20 more routes as part of winter service change



Weekday peak period staff on the network (7am - 10am, 3pm - 6pm)
 Personnel sur le réseau pendant les périodes de pointe en semaine (7 h à 10 h, 15 h à 18 h)
 Fall service / Service d'automne



Hiring and training overview

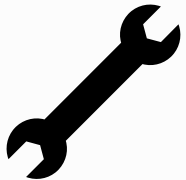
To date:



- 118 bus operators graduated in 2026
- 291 bus operators started training in 2026
- 6 Para Transpo operators graduated in 2026



- 8 DROs and 19 EROs graduated in 2026
- 34 DROs and 42 EROs started training in 2026



- 9 mechanics and 11 garage attendants graduated in 2026
- Additional mechanics and garage attendants are in training
- Doubling apprenticeship candidates



- Record number of staff trained in one year
- More than 1,400 of 1,600 bus operators completed ZEB training



Customer information sessions



Listening to customers and employees



- More than 400 residents attended
- Customer feedback included:
 - Fall service
 - More Express service
 - Reliability and capacity
 - Service enhancements
 - Safety, comfort and cleanliness
- Workplace visits and employee townhall:
 - 44 site visits to speak with employees
 - Employee townhall in September



Customer-focused KPIs

- Focus on actual customer experience
- Priorities reflected in KPIs include:
 - Trips starting on time
 - Preventative maintenance
 - Customer service
 - Customer and employee safety

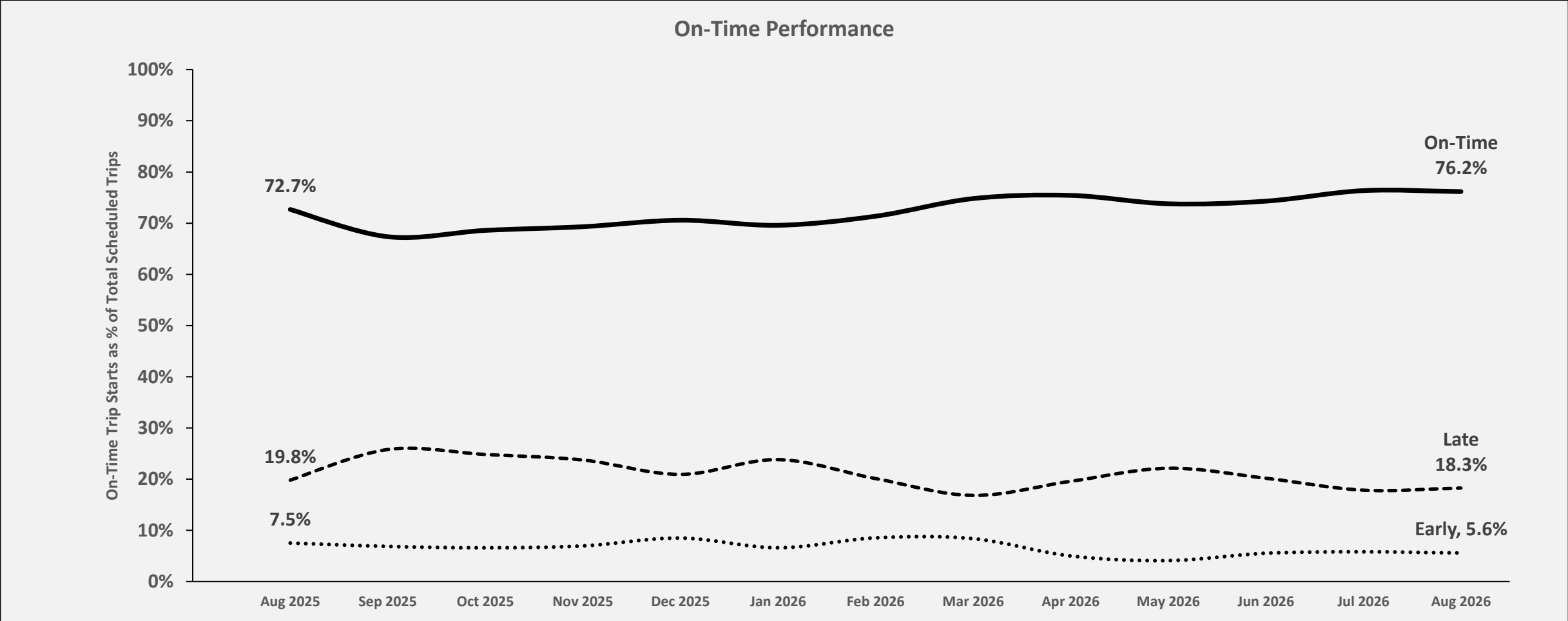


Bus on-time performance

NEW!



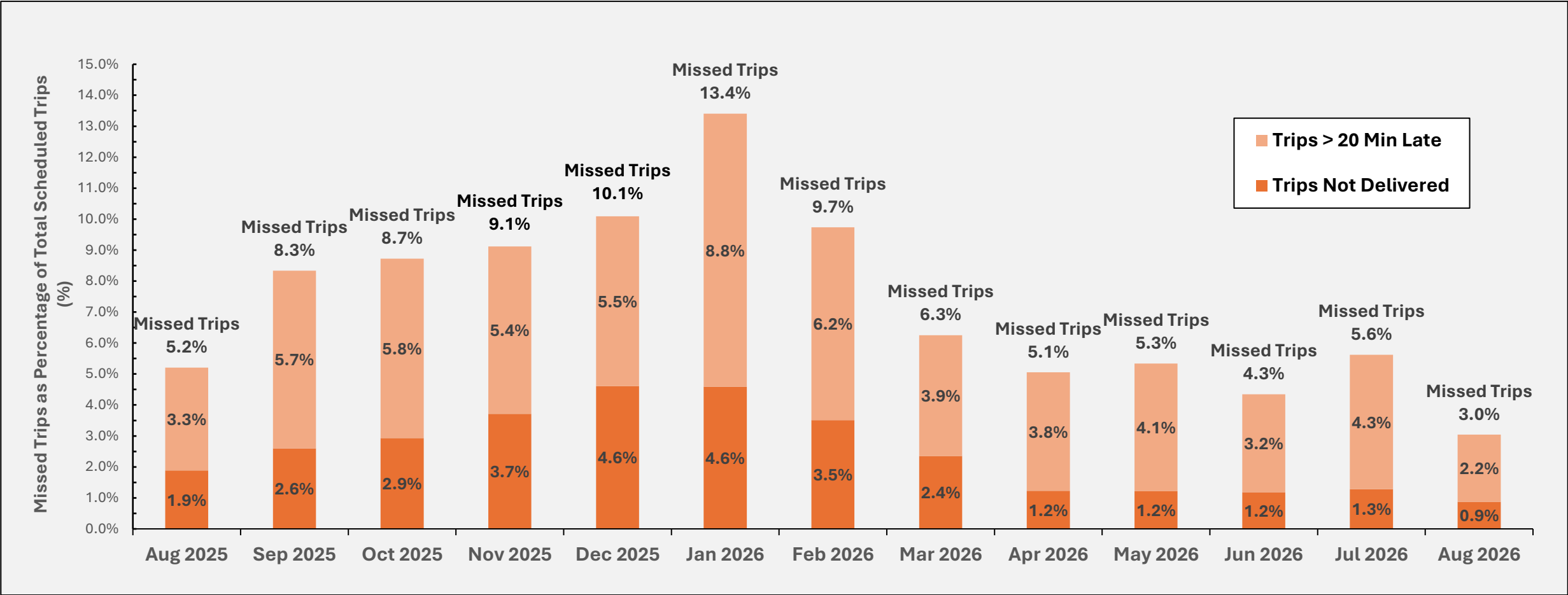
The percentage of scheduled trips that customers receive as planned and within the acceptable on-time tolerance. Trips are considered on-time when they depart from the start of the trip between 1 minute early and 5 minutes late. Missed trips are considered not on-time.



Bus missed trips NEW!

Measures the number and percentage of scheduled revenue bus trips that were not delivered as planned.

Includes all trips not delivered, trips that did not depart their origin, trips that are more than 20 minutes late and trips that started but did not complete the planned service.

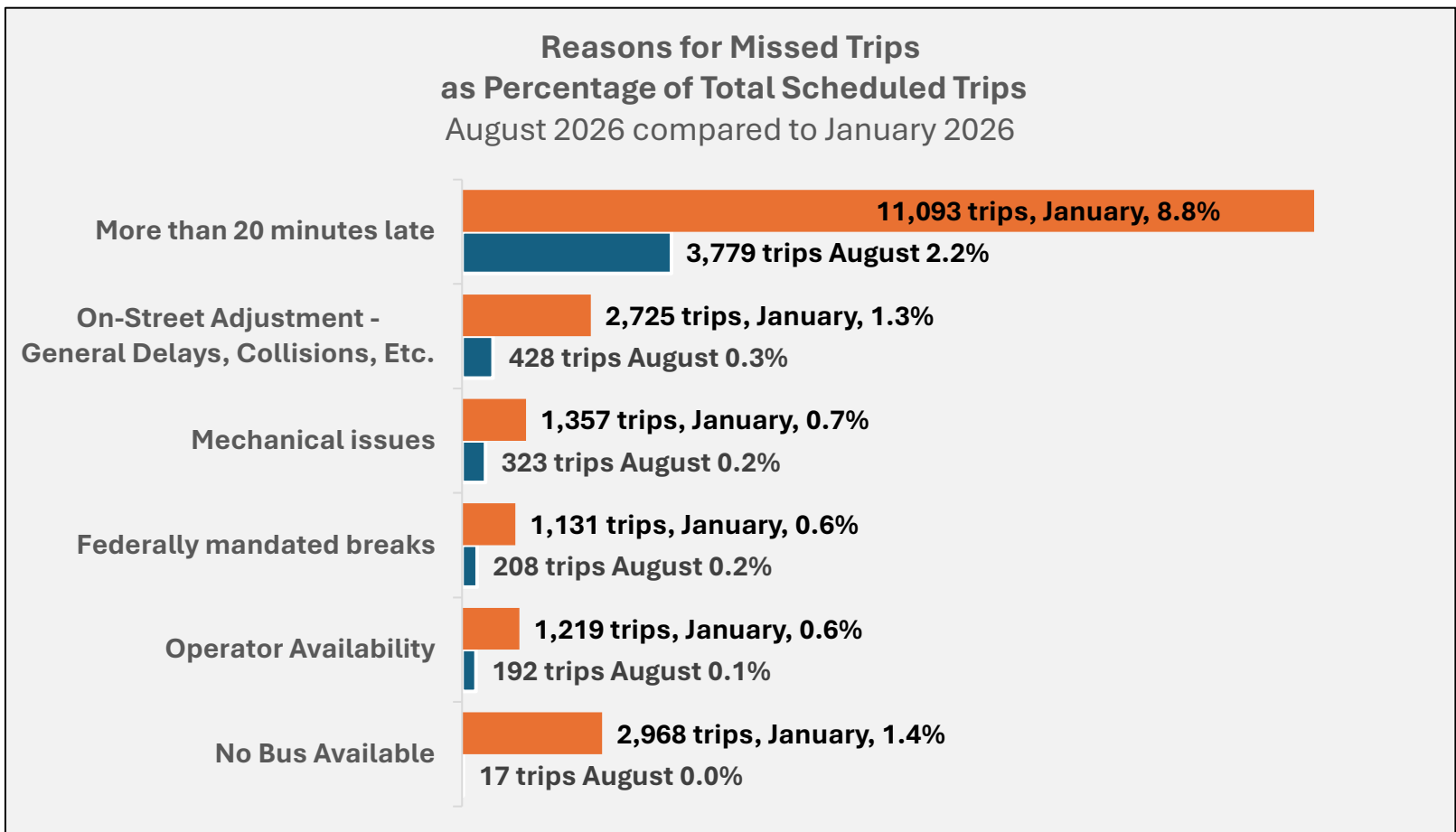


Bus missed trips - Details

NEW!



The total number of missed trips, categorized by reasons for the trips being missed and as a percentage of the total number of scheduled trips. Results are for the most recent month.



The percentage of scheduled trips missed, by time period. Results are for the most recent month.

Missed Trips by Period August 2026

Morning Peak: 0.5%

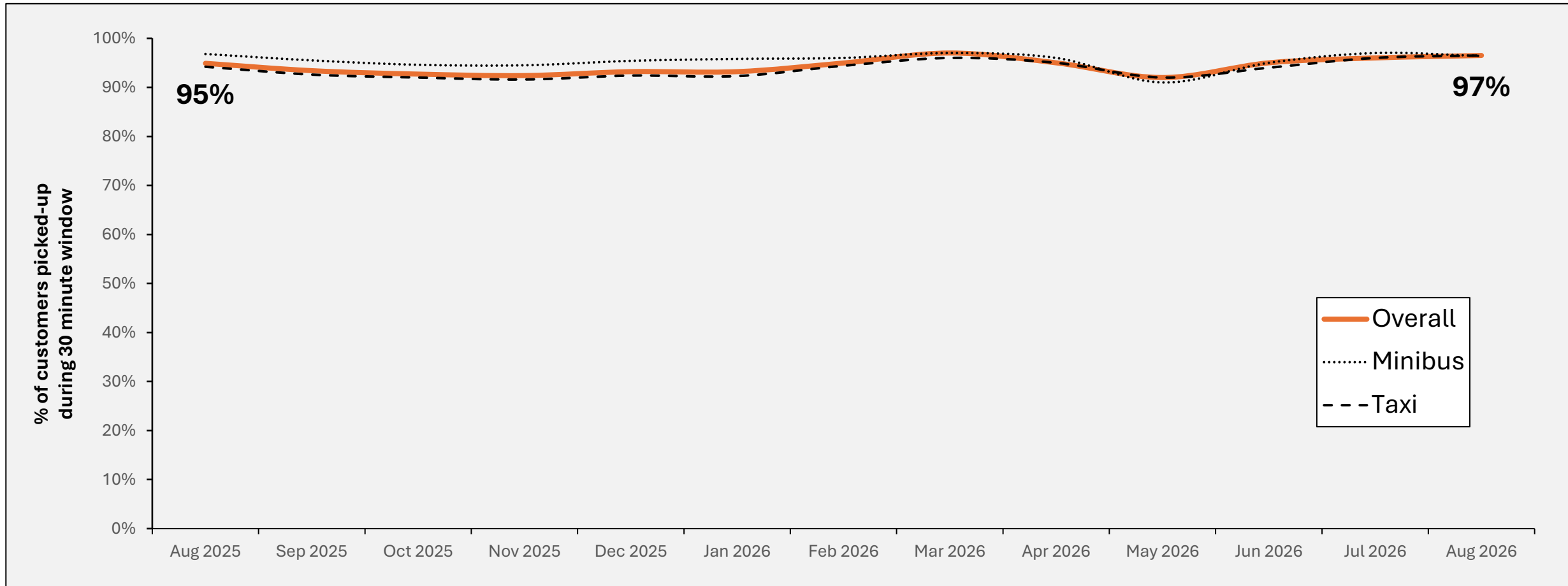
Afternoon Peak: 3.1%

Off Peak and Weekends: 3.8%

August 2026 total scheduled conventional bus trips = 172,000

Para Transpo on-time performance

The percentage of eligible Para Transpo customer pickup trips where the assigned vehicles arrives during the customer's scheduled 30-minute pickup window

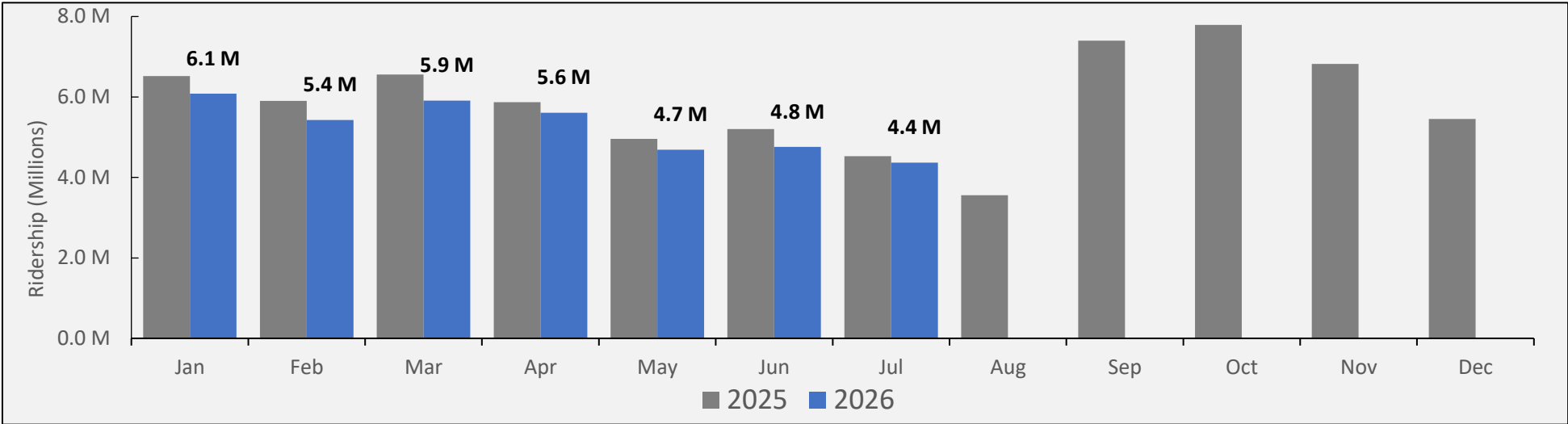


Ridership

The total number of customer-trips completed, from origin to destination, across the OC Transpo network.



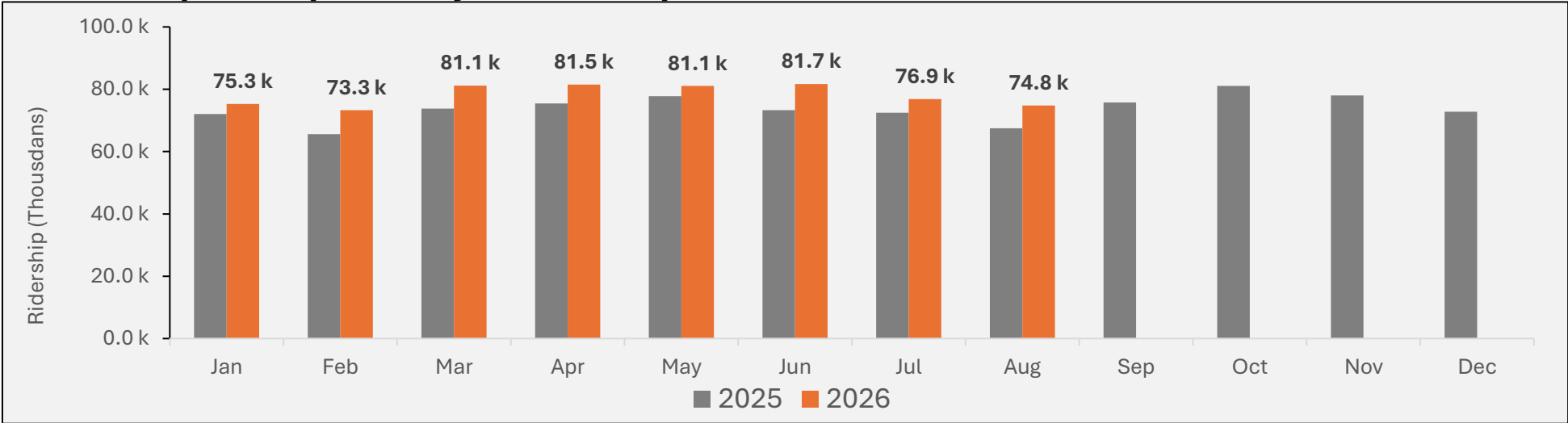
12-month total ridership
67.9 M



The total number of customer-trips completed by Para Transpo customers.



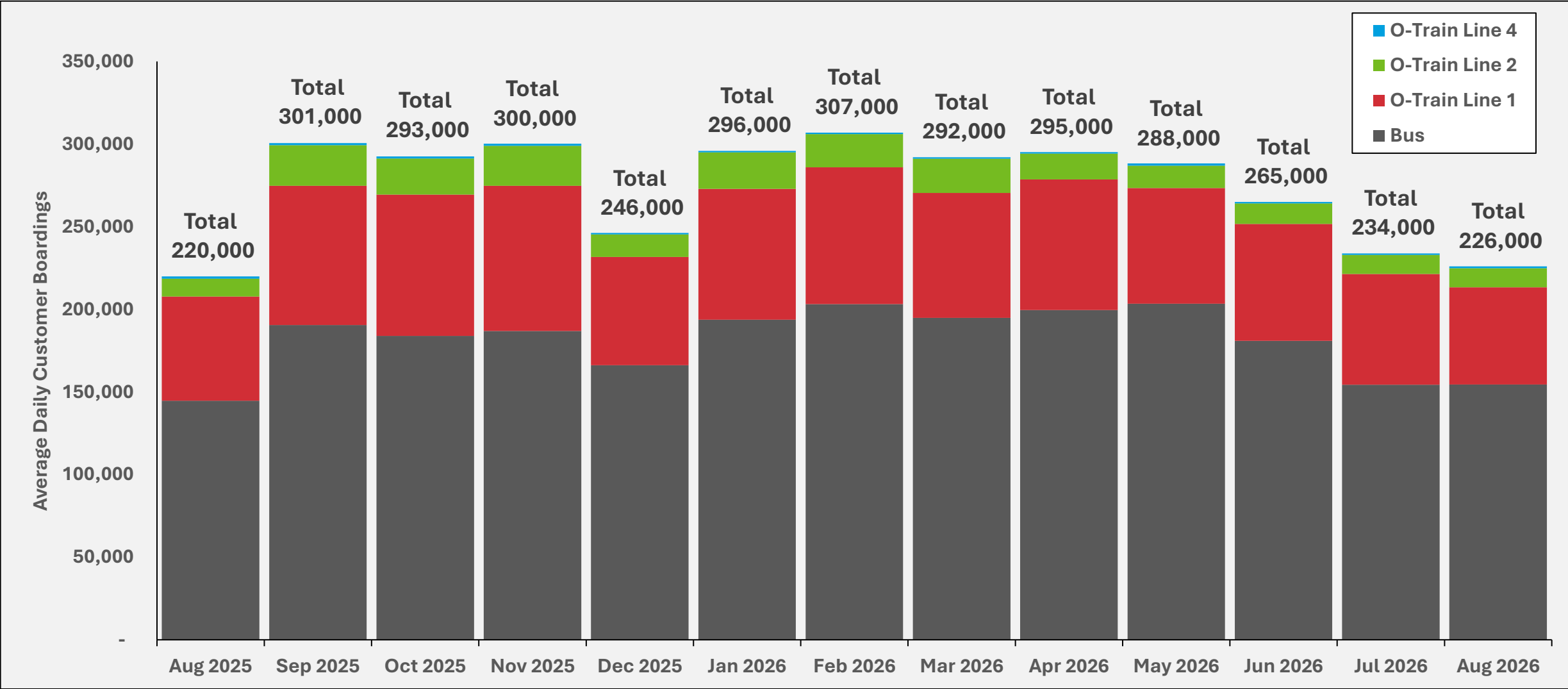
12-month total ridership
933,200



Boardings by mode - Weekdays NEW!



The average number of customer boardings on conventional bus and O-Train Lines 1, 2 and 4, on weekdays by month.

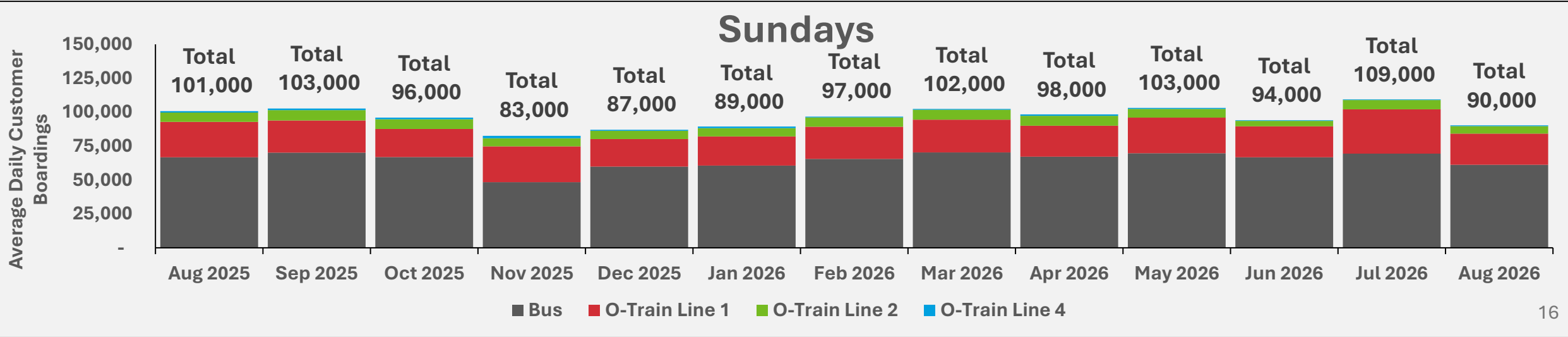
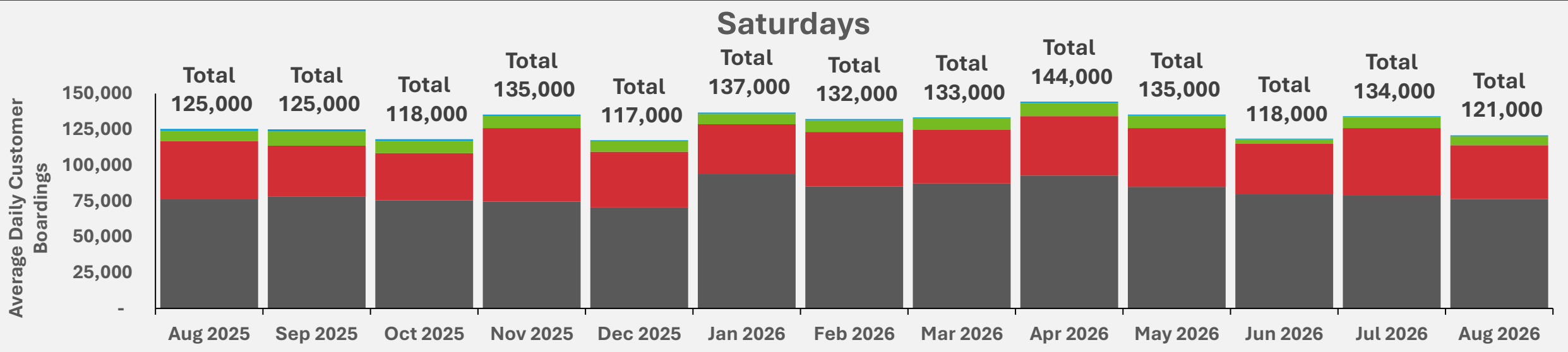


Boardings by mode - Weekends

NEW!

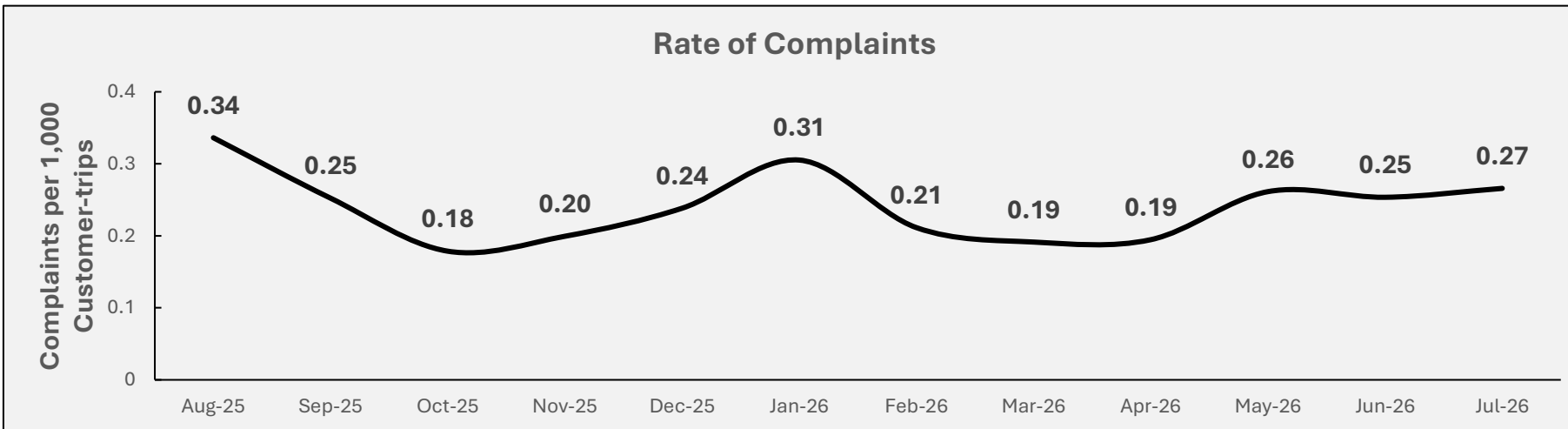


The average number of customer boardings on conventional bus and O-Train Lines 1, 2 and 4, on Saturdays and Sundays, by month.



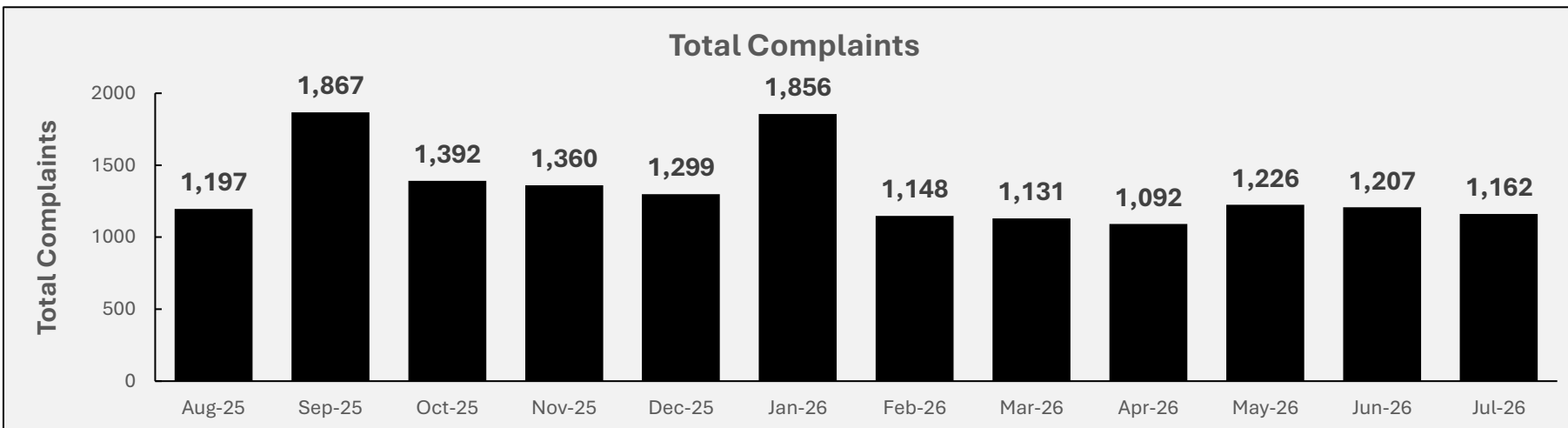
Customer Complaints **NEW!**

The total number of complaints received through formal channels and logged by OC Transpo, as well as the total complaints per 1000 customer trips.



The top five reasons for negative customer feedback recorded from January to June 2026 were:

1. Bus delays
2. Buses not arriving as scheduled
3. Negative interactions with bus operators
4. Driver operation of bus
5. Fare payment by credit/debit



Collisions and CVOR

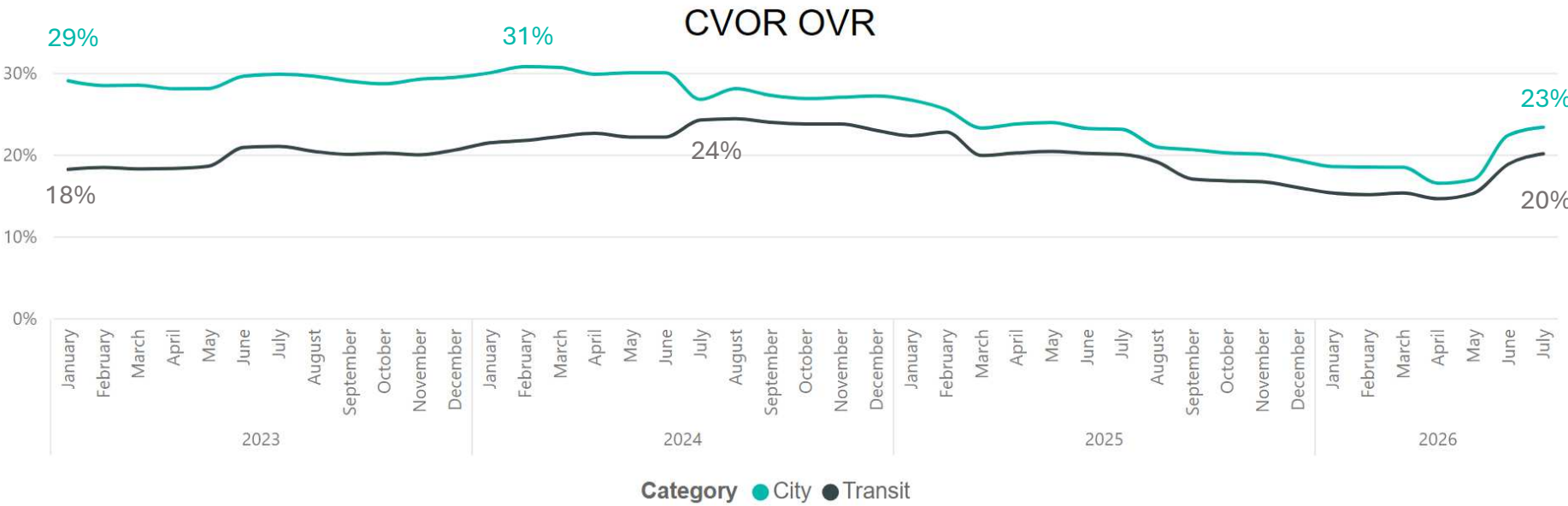


Commercial Vehicle
Operator's Registration
(CVOR)

Overall Violation Rate (OVR)

20%

*Internally Calculated



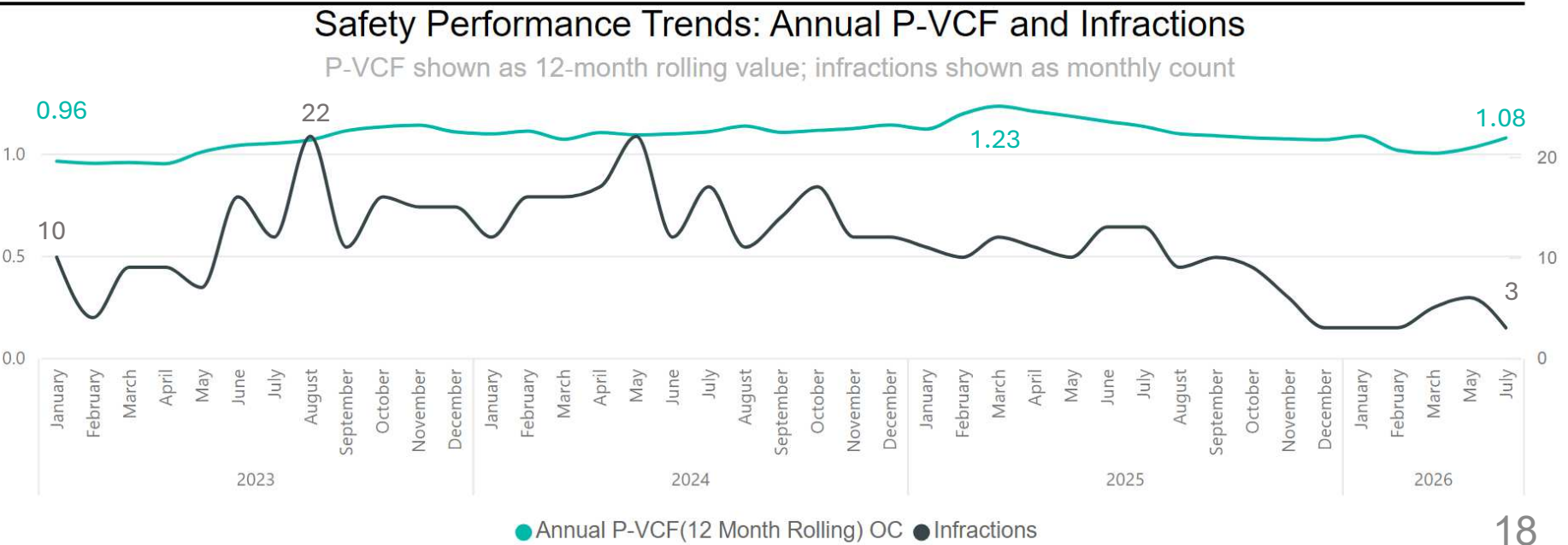
Preventable Collision
Frequency(P-VCF)

Year to Date

1.09

SMS Target: 0.69 (+58%)

Number of preventable collisions per
100,000 Km Driven



Reported Injuries

Customer Injury Rate

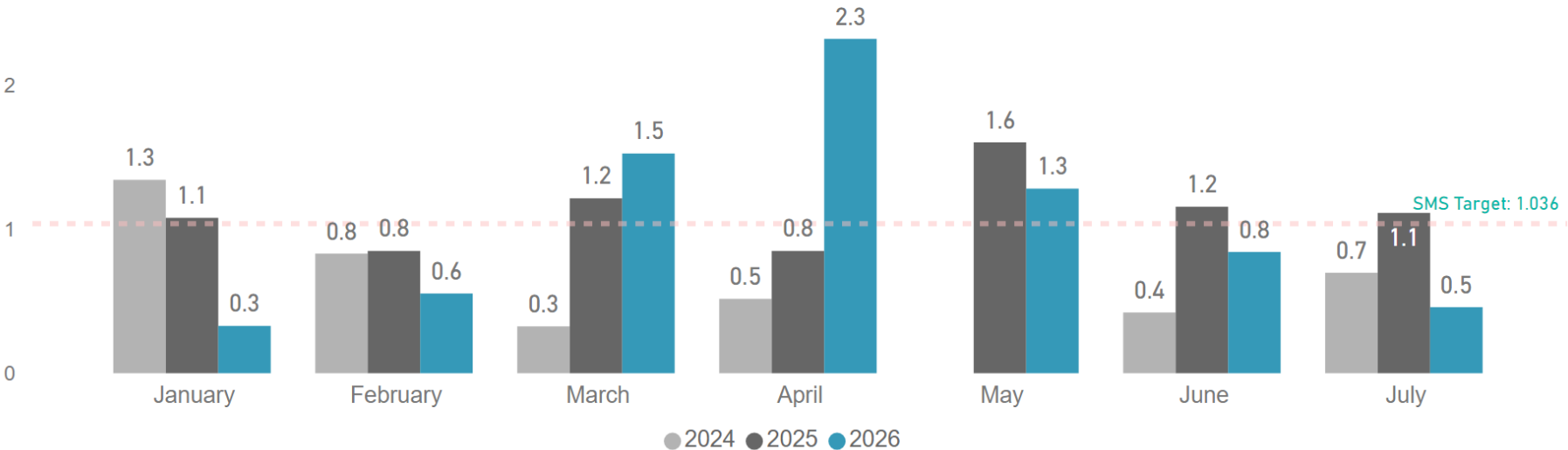
Year to Date

1.06

SMS Target: 1.04 (+2%)

Customer injuries per 1M passenger trips

Monthly Customer Injury Rate



Employee Injuries

Lost Time Reported

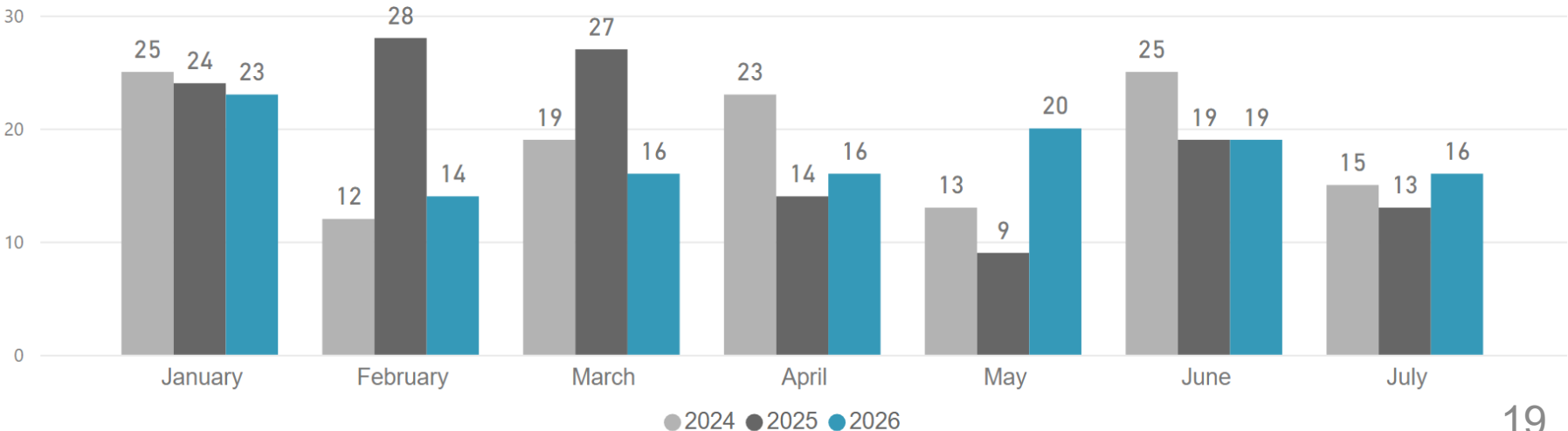
124

Previous Year: 134 (-7%)

%Change in number of reported Occurrences from previous year

Reported Employee Injuries

Lost Time Reported



Violence Against Transit Employees

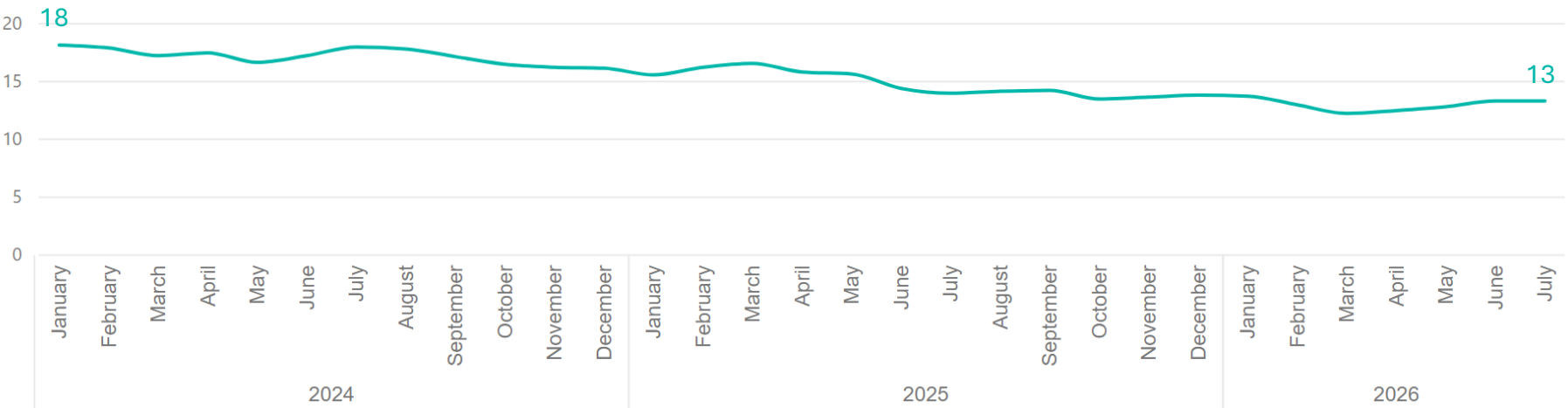
12 Month Rolling Average

13

Same Period Last Year: 14 (+5%)

Violence Against Transit Employees

12 Month Rolling Average



Violent Offence Rate

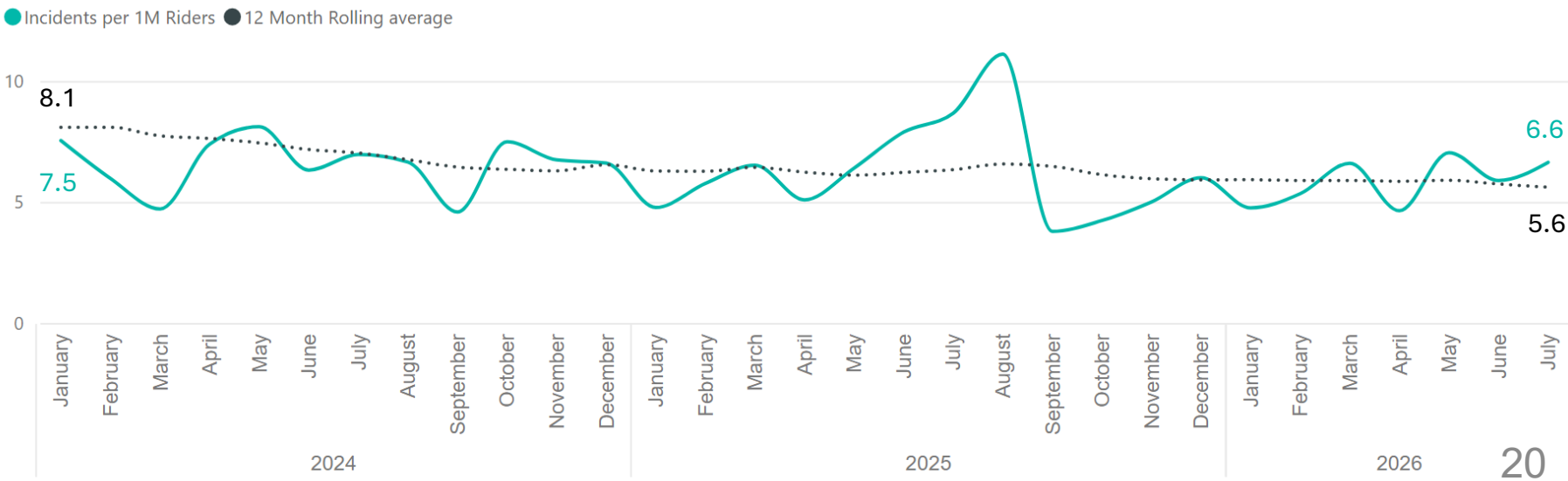
Violent Offences per 1M Riders

5.8

Same Period Last Year: 6.3 (+8%)

Current YTD

Violence Offences Per Ridership





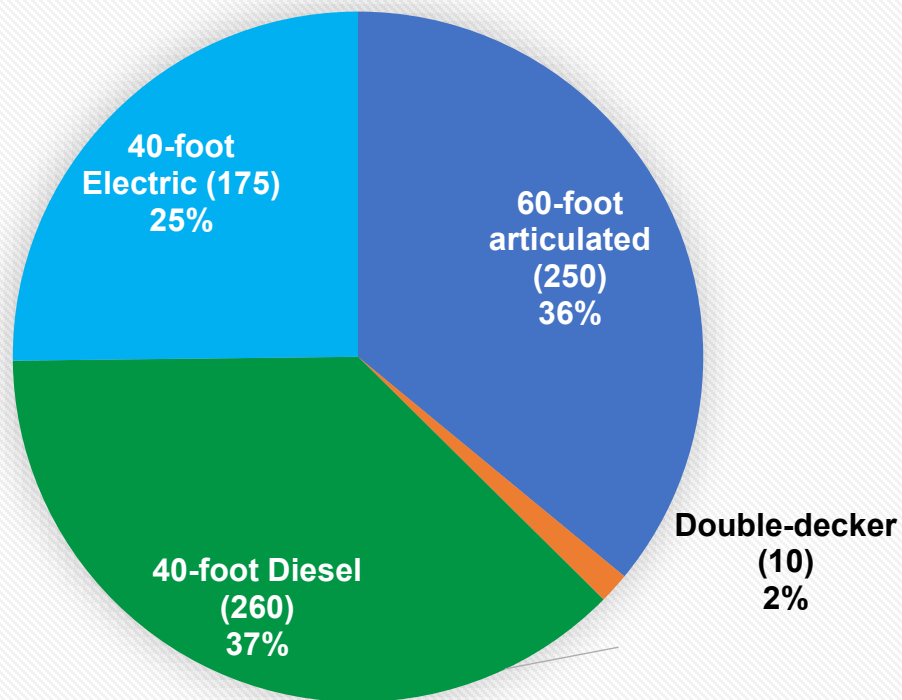
Fleet readiness



2026 to 2027 fleet composition

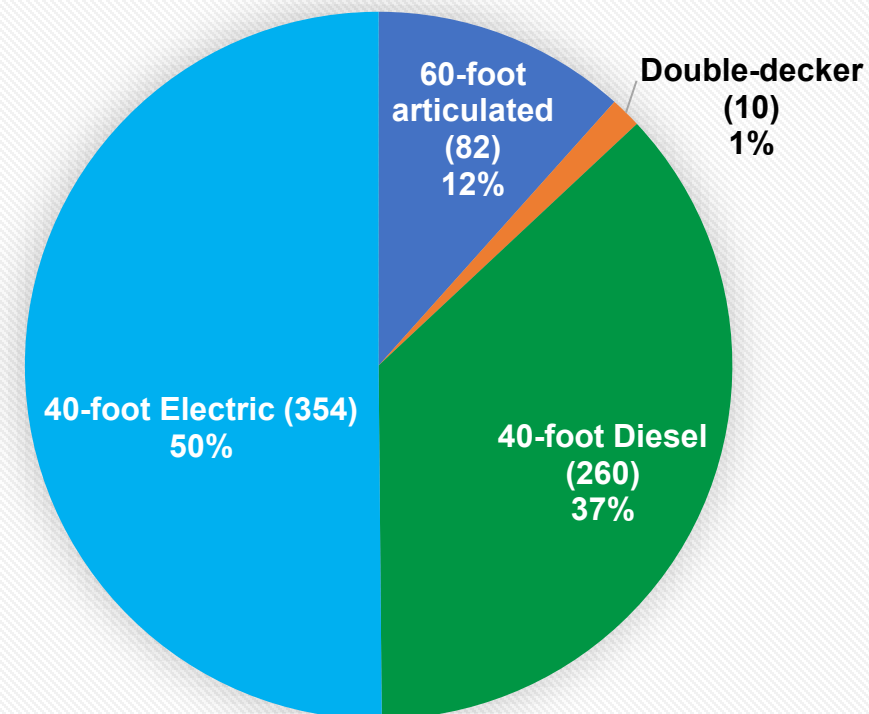


September 2026 (695 buses)



■ 60-foot articulated (250) ■ Double-decker (10)
■ 40-foot Diesel (260) ■ 40-foot Electric (175)

September 2027 (706 buses)

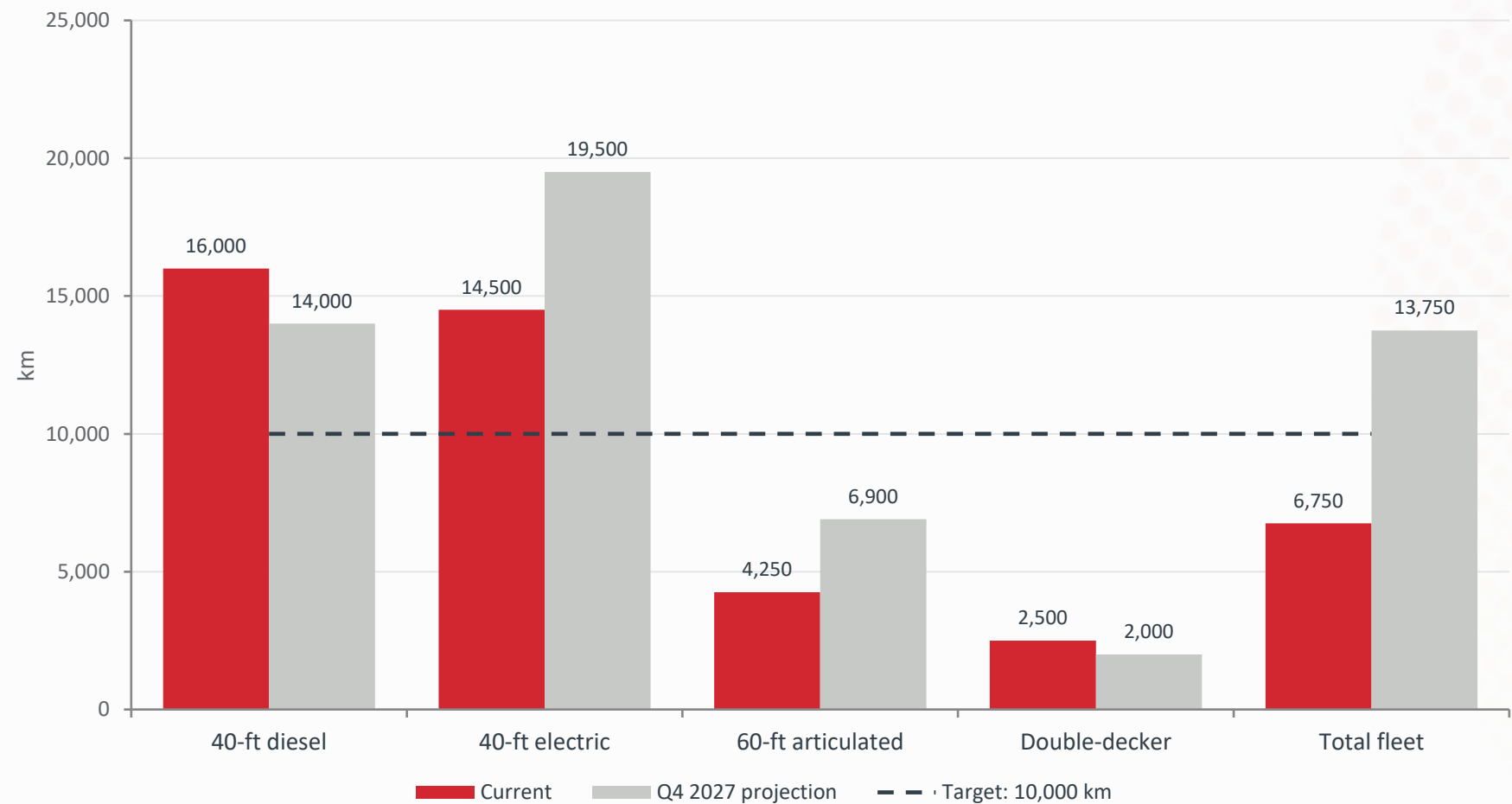


■ 60-foot articulated (82) ■ Double-decker (10)
■ 40-foot Diesel (260) ■ 40-foot Electric (354)



Mean distance between failure (MDBF)

Average distance a bus travels in kilometres before experiencing a breakdown



TARGET
10,000 km
Fleetwide MDBF

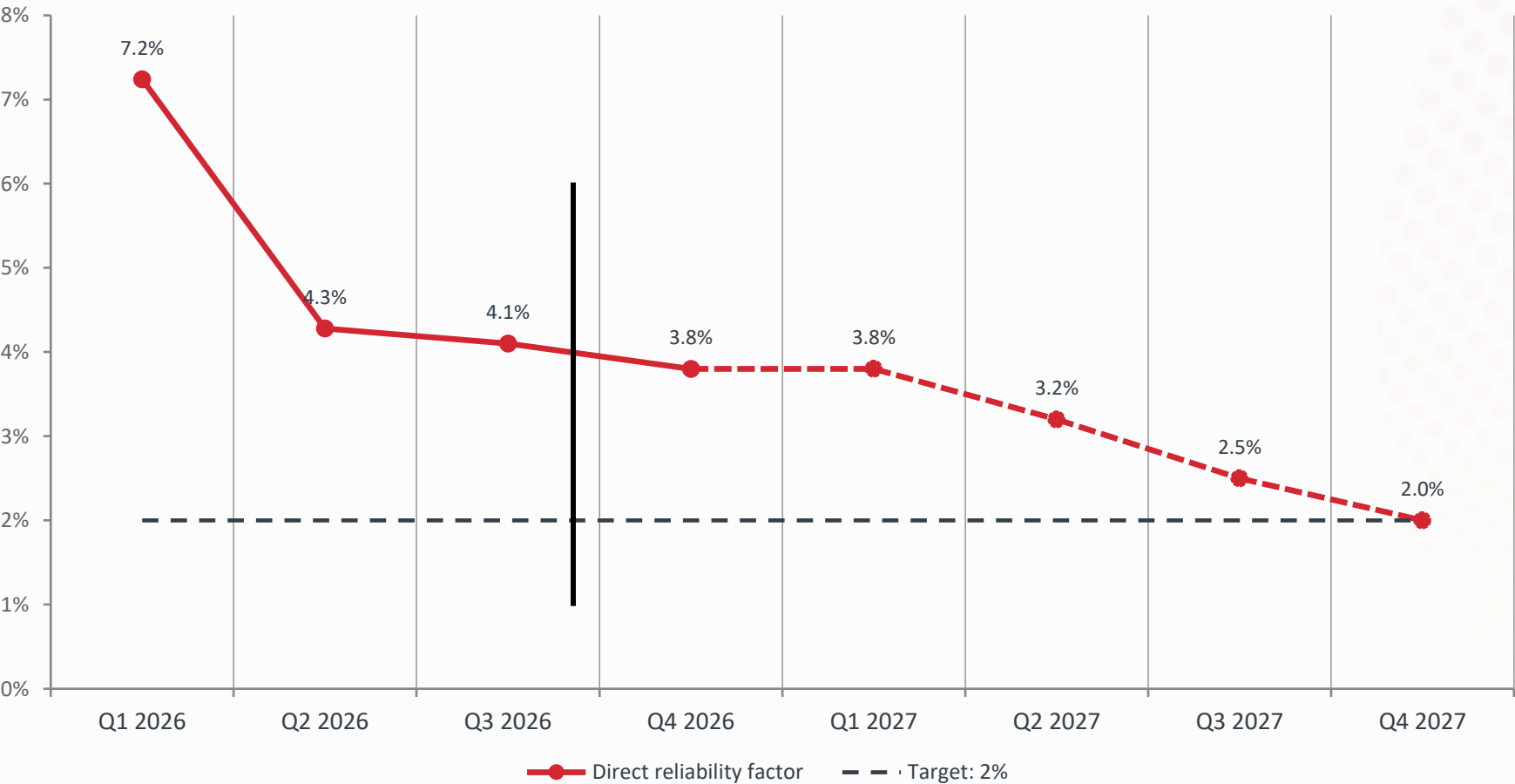
CHANGES THIS PERIOD

Electric Bus: +44

Old Articulated: -53

Direct reliability factor

Percentage of buses expected to fail during a service day



TARGET
2%
Or lower, sustained

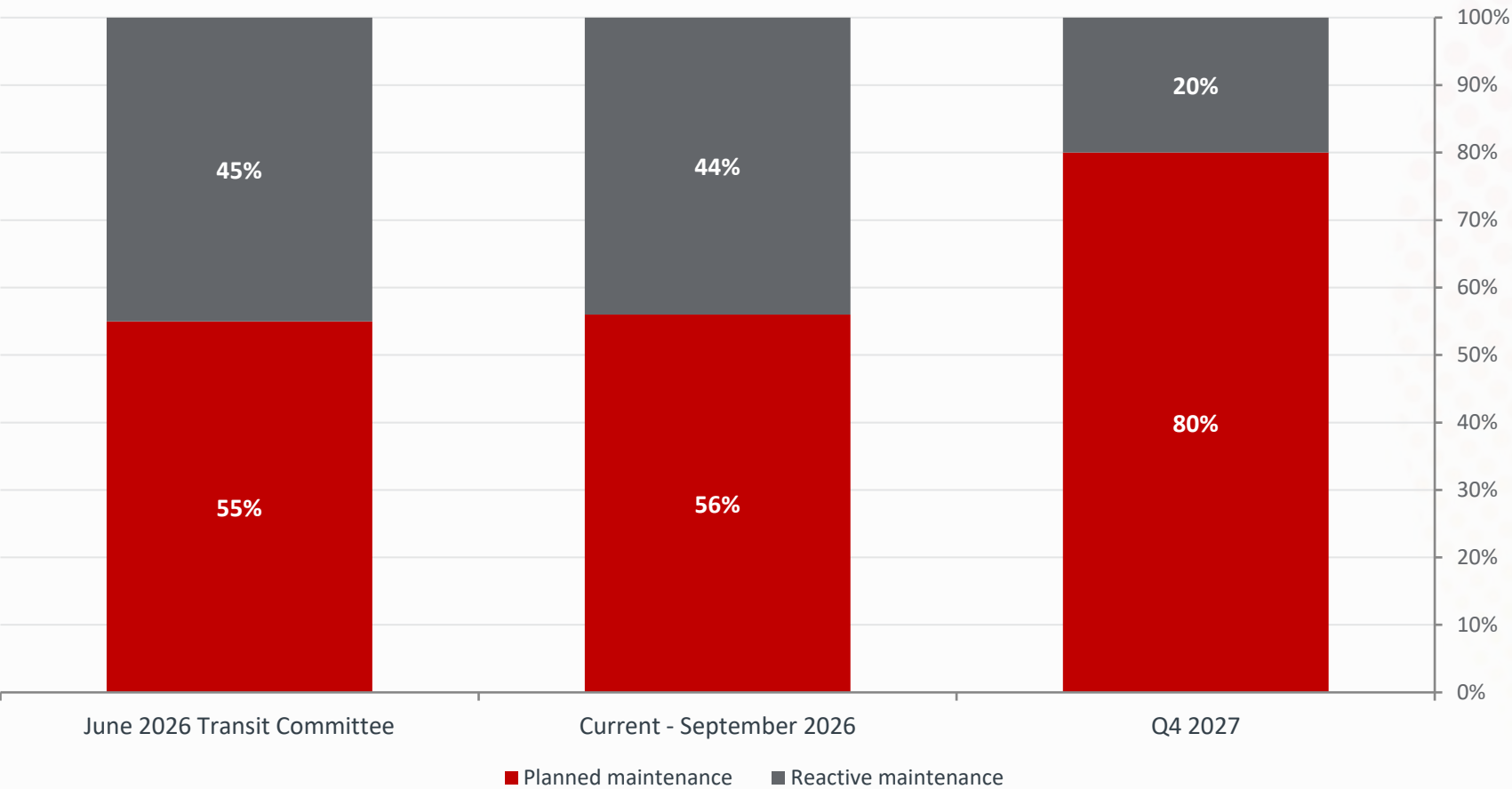
CHANGES THIS PERIOD


Electric Bus: +44


Old Articulated: -53

Preventative vs reactive ratio

Share of maintenance work that is planned versus corrective



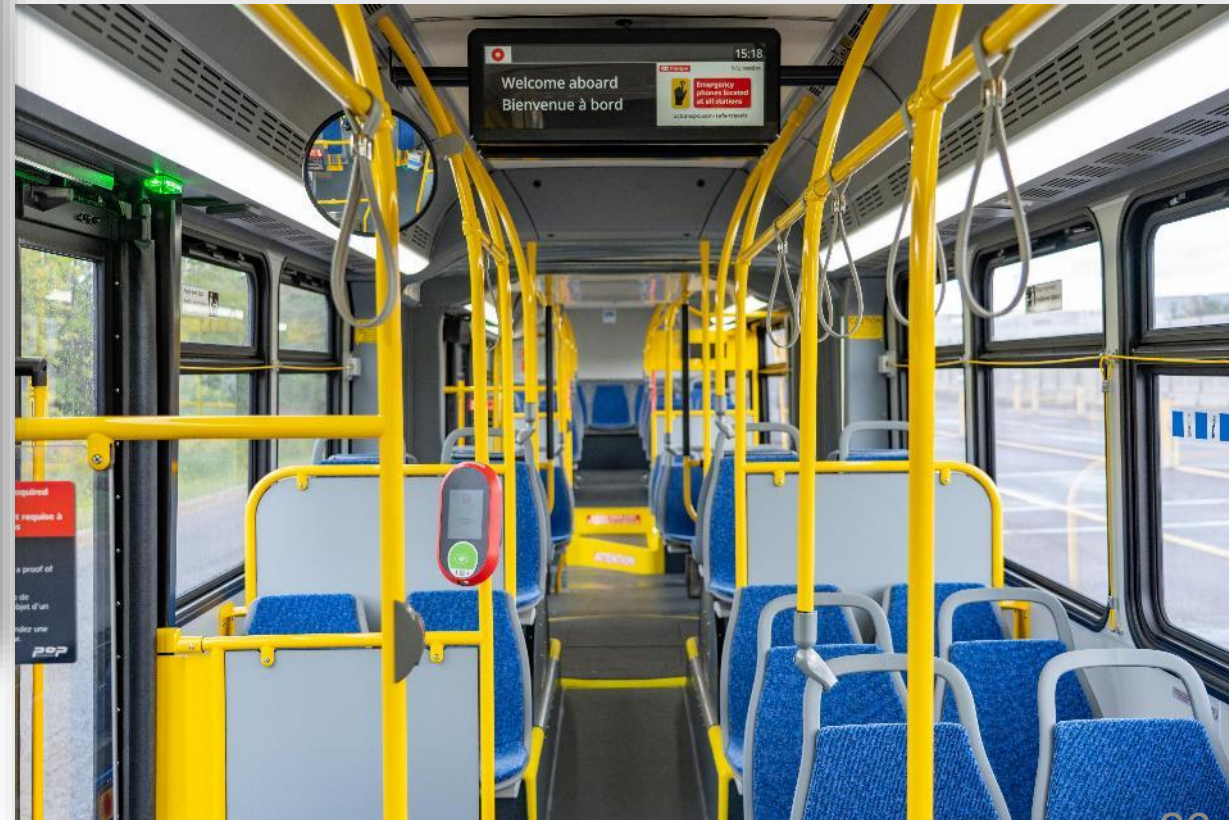
TARGET
80 / 20
Planned vs reactive

CHANGES THIS PERIOD

Electric Bus: +44

Old Articulated: -53

First delivery of new 60-foot buses





Winter readiness



Prepared for the weather



O-Train

- Updated operating procedures
- Prep meetings with our maintainers
- Pre-planned service adjustments
- Enhanced weather forecasting
- Additional staff for monitoring
- Storm trains
- Anti-icing solution
- Winter carbon strips
- Installation of heat trace cables



Non-fare revenue

- Five-year strategy projections are on track
- RFP process for new advertising contract progressing
- Advertising on trains
- Vending machines and coffee pop-up
- Building on recent sponsorship successes



Advancing our priorities



Free Transit Weekend: September 26-27



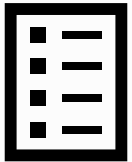
Runtime adjustments on more routes
Service review for sustainability and growth



East extension will open to customers



Para Transpo service and consultations



Fleet and capital investment plan



Questions?

