OC Transpo Update

Rail, Bus, and Para Transpo

Transit Commission
February 9, 2023

GM Updates

Federal public service employees

- Ready to welcome more customers
- Extra capacity on rail and bus
- Communications campaign underway

E-bus funding update

- $350 million Infrastructure Canada grant
- New e-buses infrastructure
- Procurement with TTC

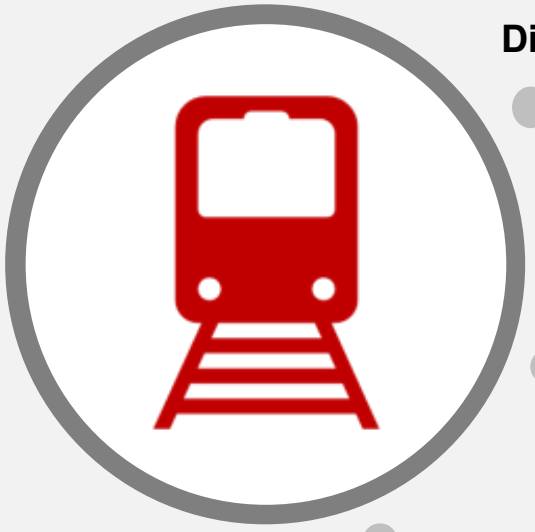
New bus operators

- **290** new bus operators hired last year
- **60** start training this month
- **360** new bus operators by end of 2023

Severe weather plan

- Pilot for 2023 winter season
- Reduced immobilized buses and increased service resiliency

GM updates (*cont'd*)



Resident survey

- Frequency: twice annually
- Launching in February
- Topics: travel habits, sentiment, safety, awareness

Displaced persons and refugee pass pilot program

- 3,200+ passes distributed
- Trained 30+ agencies to help new residents

5PARA text service

- Live text for Para Transpo customers
- Launched in December
- Positive customer feedback

Travel Training Program

- BBC StoryWorks feature: OC Transpo Travel Training Program

Travel Training Program – Daniel's Story

OC Transpo Travel Training Program

- OC Transpo's Travel Training program was created in 2003 and led by Kathy Riley, Accessibility Specialist, who retired from the City in early 2023

- The Program pairs individuals facing barriers to using transit with experienced instructors from community partners

Performance indicators

OC Transpo Safety Management System

- **Integrates** safety processes into daily operations
- Supports **continuous safety improvement**
- Identifies **relationships** and **responsibilities** that impact operations
- Provides a **structured approach** for the implementation of safety initiatives, goals and objectives

Violent Offences

SMS Target: ≤ 321

2021	2022
242	**430**

Vehicle Collision Rate

SMS Target: ≤ 1.273 (Total)
≤ 0.69 (Preventable)

	2020	2021	2022
Total	**1.38**	**1.40**	**1.87**
Preventable	**0.80**	**0.75**	**0.95**

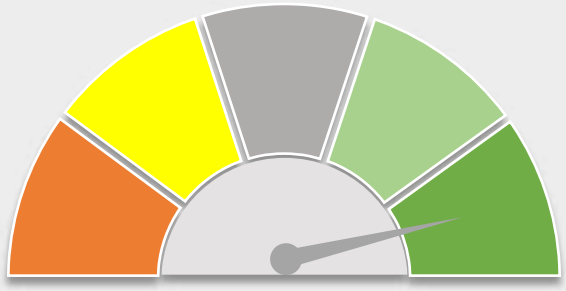
Customer Injury Rate

SMS Target: ≤ 1.036

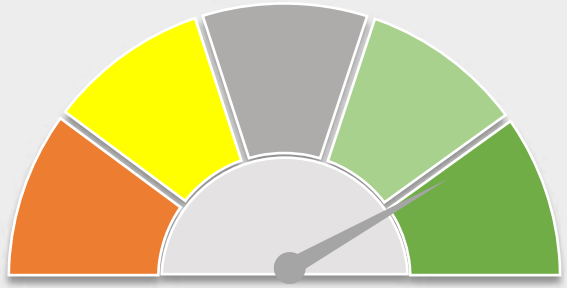
2021	**2022**
1.80	1.27

Monthly Performance Overview

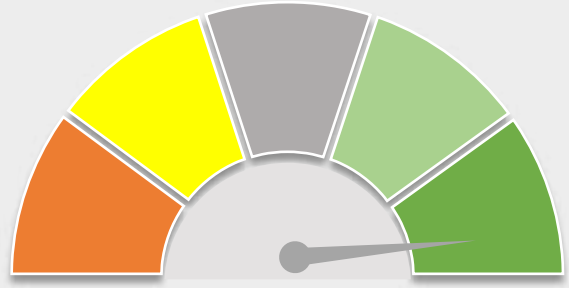
Para Transpo PHONE RESPONSE TIME



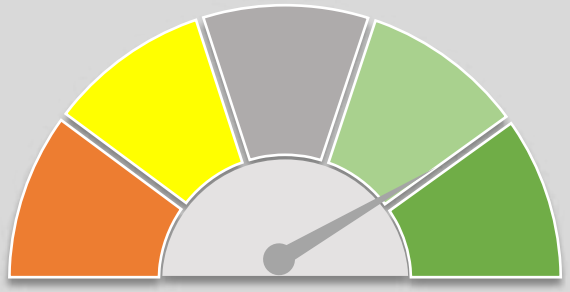
Para Transpo ON-TIME PERFORMANCE



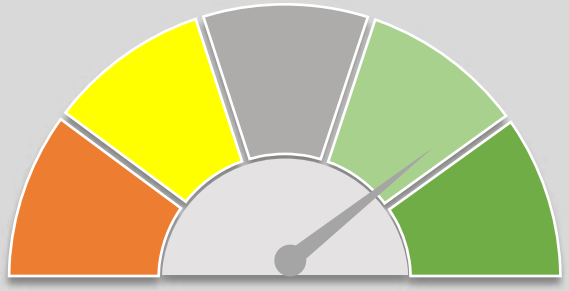
Para Transpo RIDERSHIP



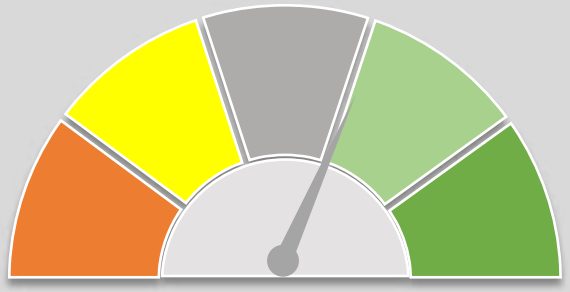
O-Train Line 1 SERVICE DELIVERY



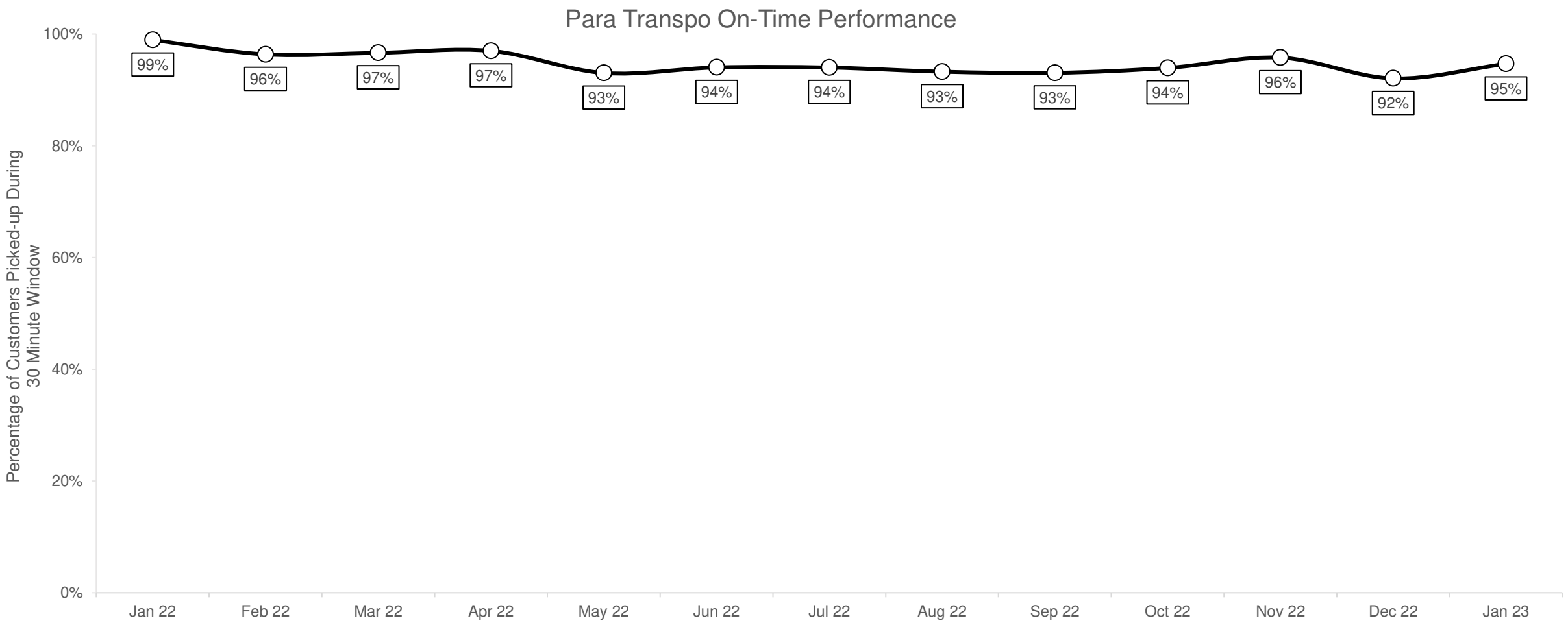
Conventional Bus SERVICE DELIVERY



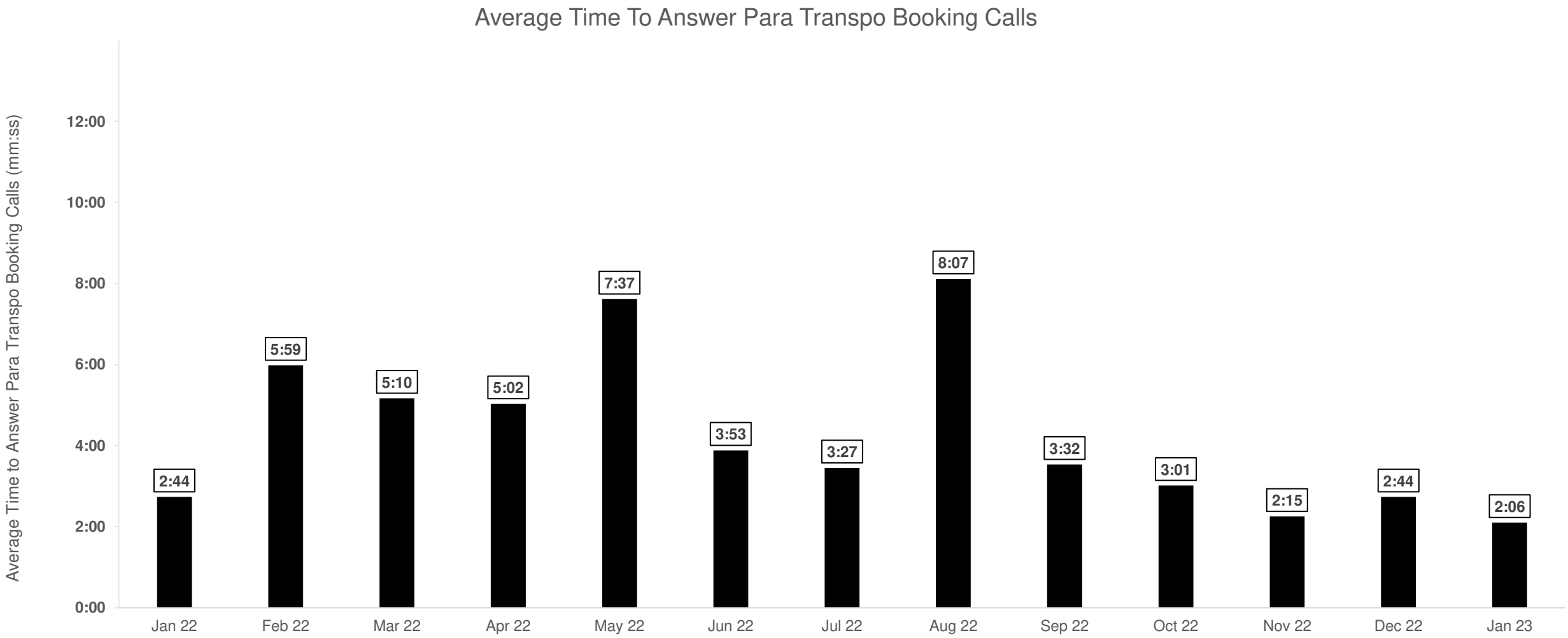
Line 1/Bus RIDERSHIP



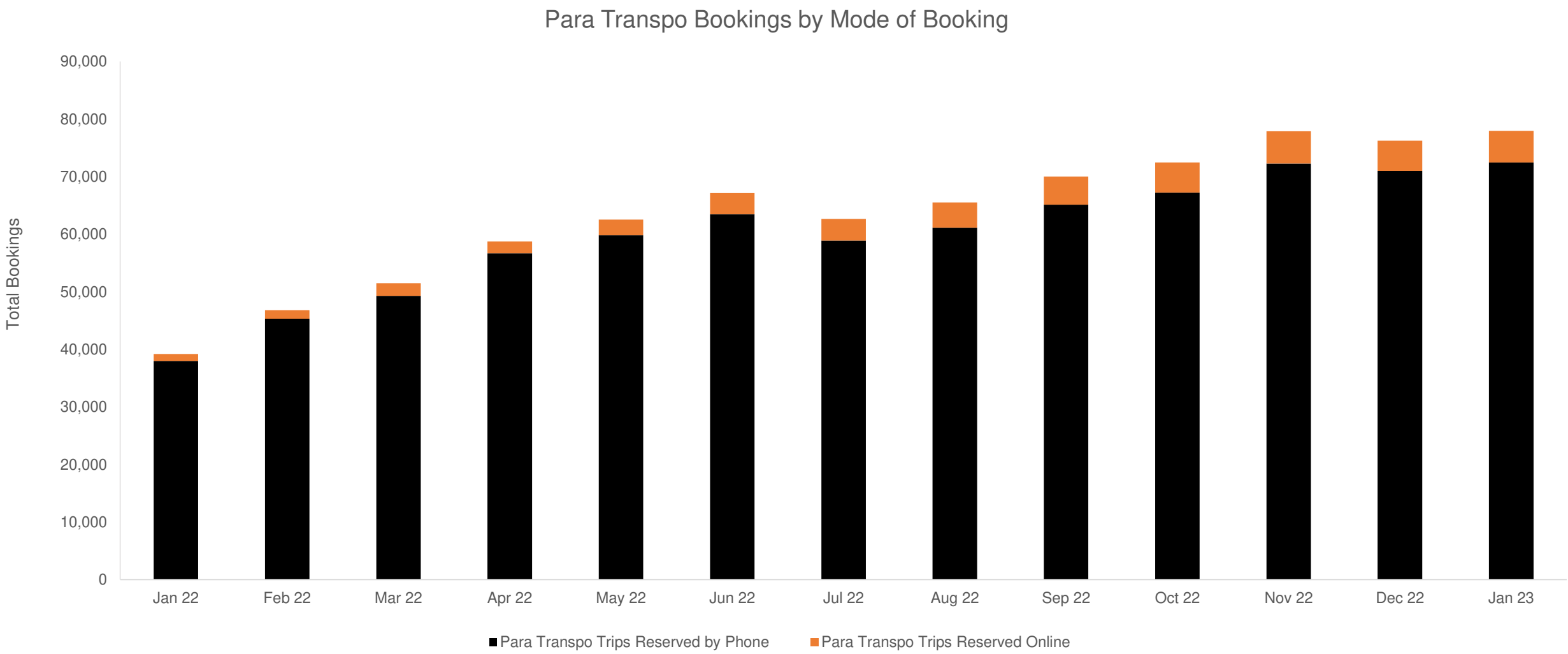
Para Transpo on-time performance



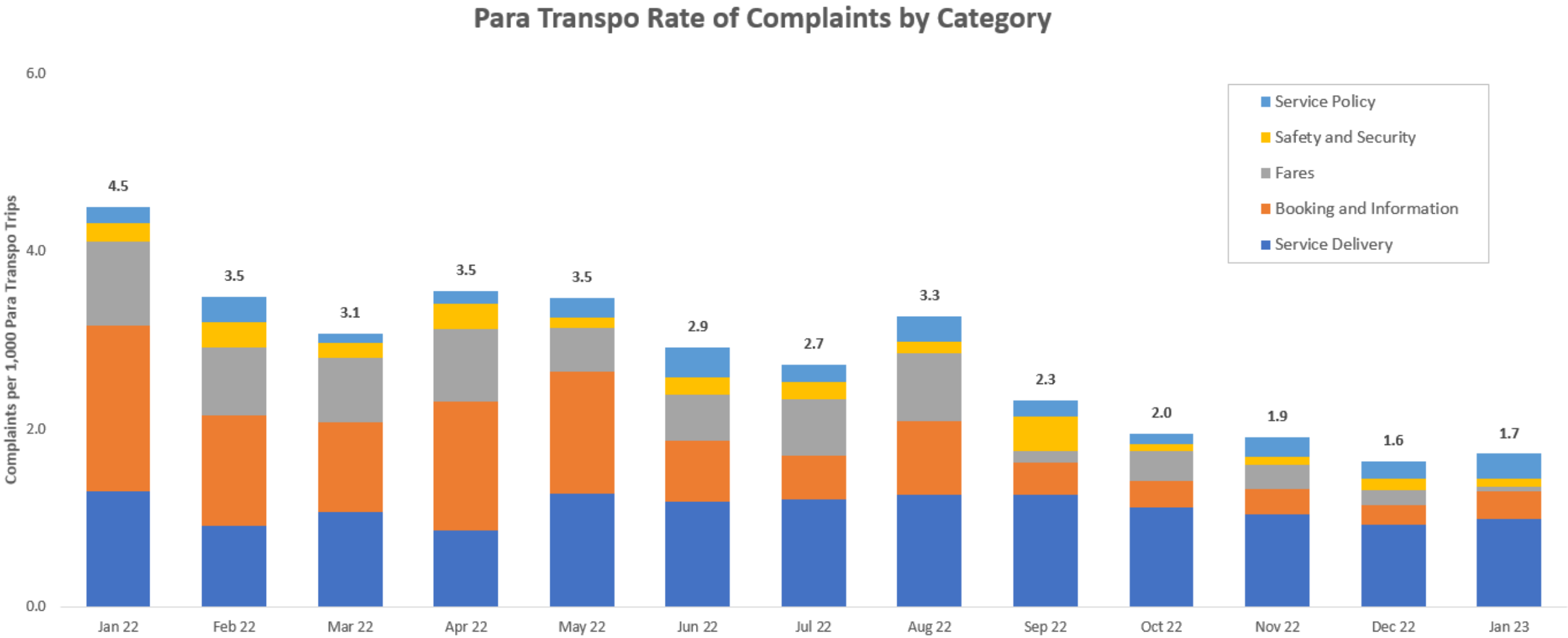
Para Transpo telephone booking line response times



Para Transpo bookings by phone and online



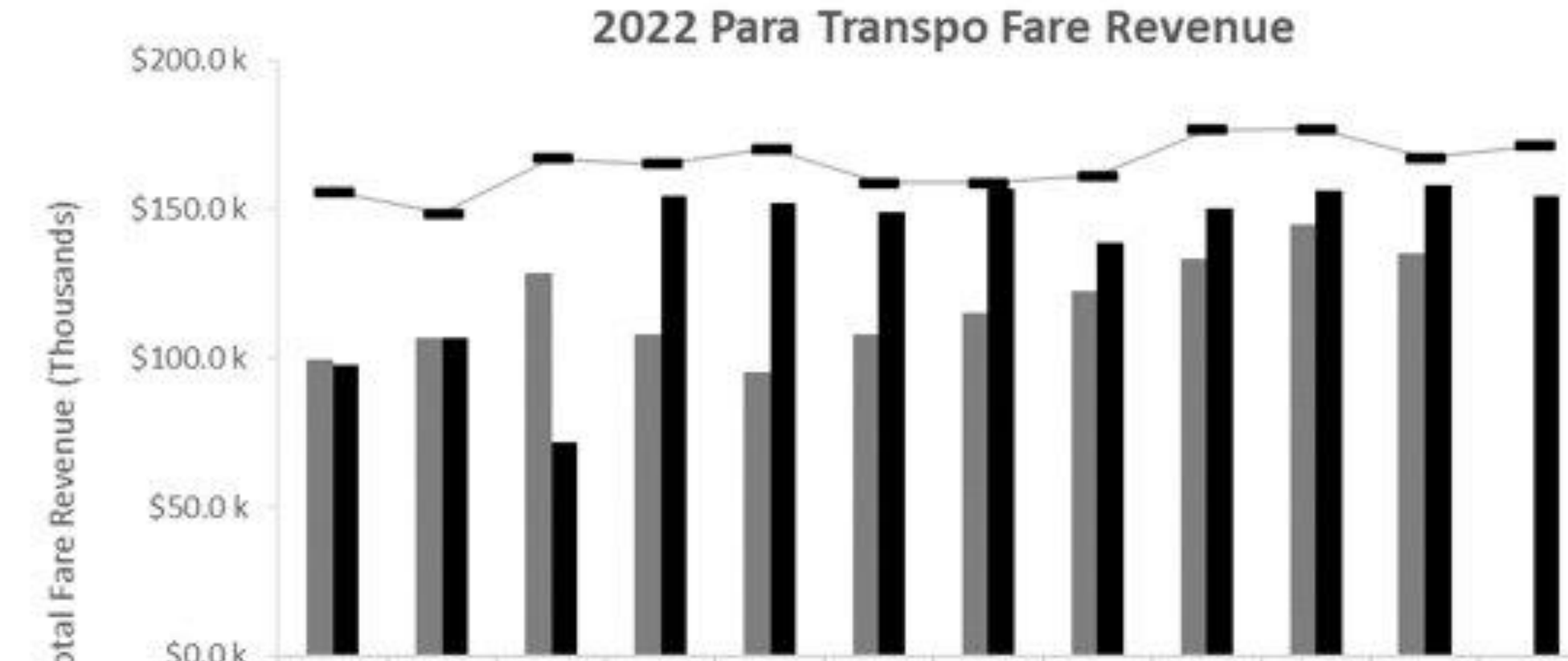
Para Transpo complaints by month and by category



Para Transpo ridership

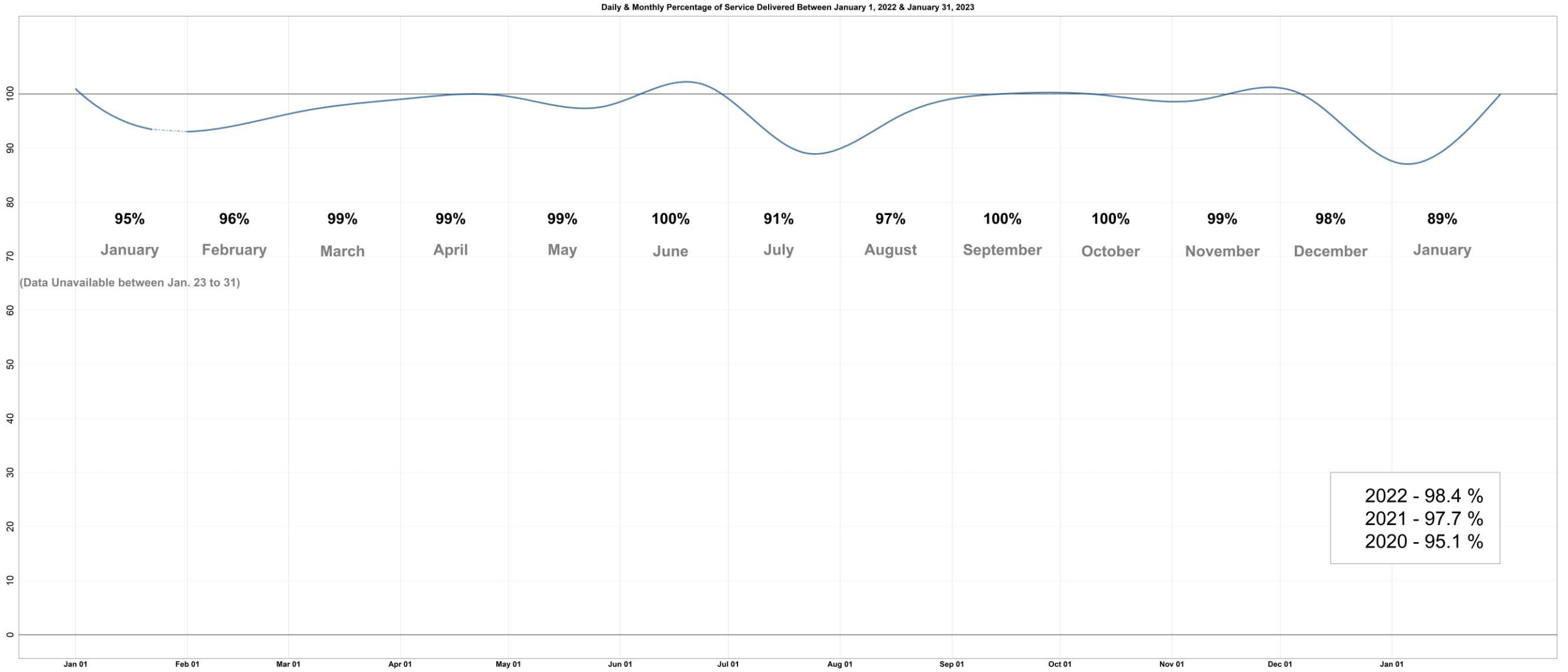
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021 Ridership	20.2 k	22.3 k	29.4 k	22.8 k	22.9 k	27.9 k	31.1 k	34.1 k	37.4 k	40.0 k	43.5 k	42.7 k
2022 Ridership	27.8 k	35.3 k	47.8 k	44.5 k	47.0 k	51.5 k	47.1 k	49.4 k	52.9 k	55.3 k	59.4 k	53.9 k
2022 Budget	58.1 k	55.3 k	62.3 k	61.7 k	63.6 k	59.2 k	59.2 k	60.1 k	66.0 k	66.1 k	62.4 k	63.9 k
2019 Actual	75.3 k	69.0 k	80.3 k	76.9 k	79.7 k	71.7 k	71.4 k	67.8 k	71.9 k	81.0 k	79.5 k	69.6 k

Para Transpo fare revenue



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021 Actual	$99.4 k	$107.0	$128.7	$108.0	$95.3 k	$108.2	$115.2	$122.6	$133.2	$144.6	$135.4	$0.0 k
2022 Actual	$97.8 k	$106.8	$72.0 k	$154.3	$151.8	$148.9	$156.8	$138.9	$149.9	$156.2	$157.9	$154.4
2022 Budget	$155.9	$148.4	$167.1	$165.2	$170.4	$158.9	$158.8	$161.3	$176.6	$176.9	$167.3	$171.2

O-Train Line 1 service delivery



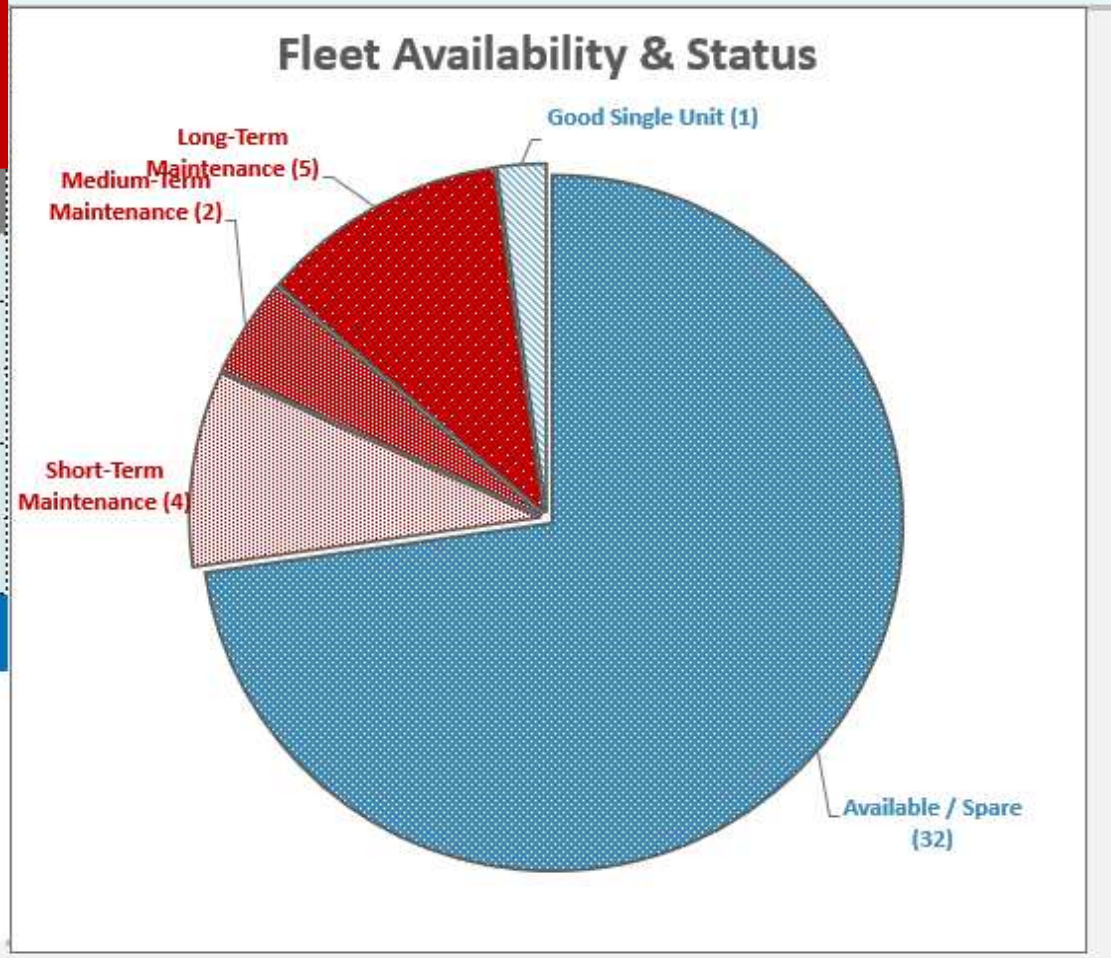
LRV availability (February 7, 2023)

Snapshot (7AM on Feb 7, 2023) of Fleet Availability

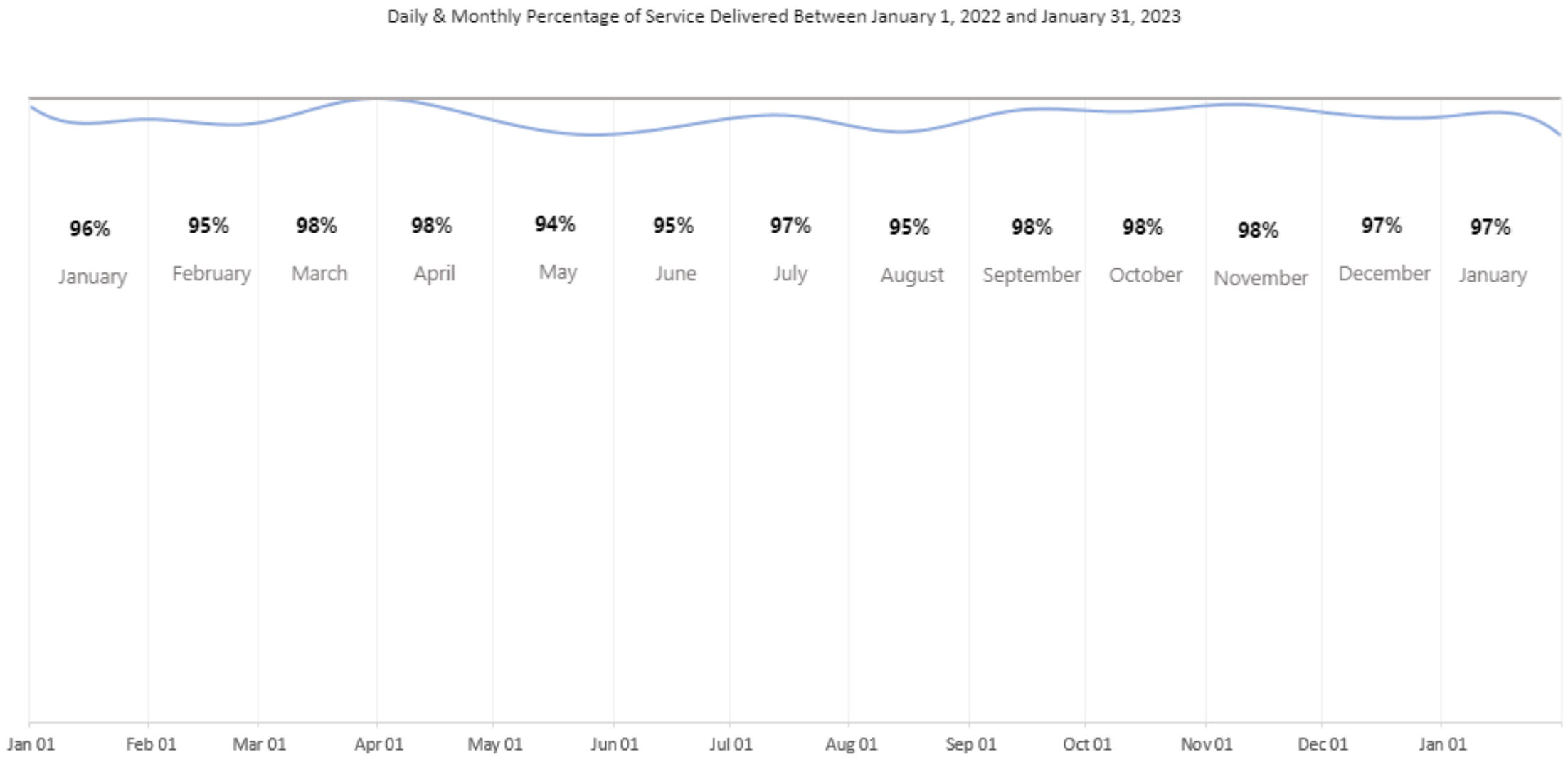
SERVICE LEVEL & LRV REQUIREMENTS	Target for Service	Available for Service	% Of Target
15 Train Service	30	32	107%

STATUS TYPE (IF NOT IN SERVICE)	Target	Actual	Actual % of Fleet
LRVs In Short-Term Maintenance (Fewer Than 2 Days)	2	4	9%
LRVs In Medium-Term Maintenance (3 to 7 Days)	2	2	5%
LRVs In Long-Term Maintenance (Over 7 Days)	2	5	11%
Good Single Units	-	1	2%
Total Out of Service	6	12	27%

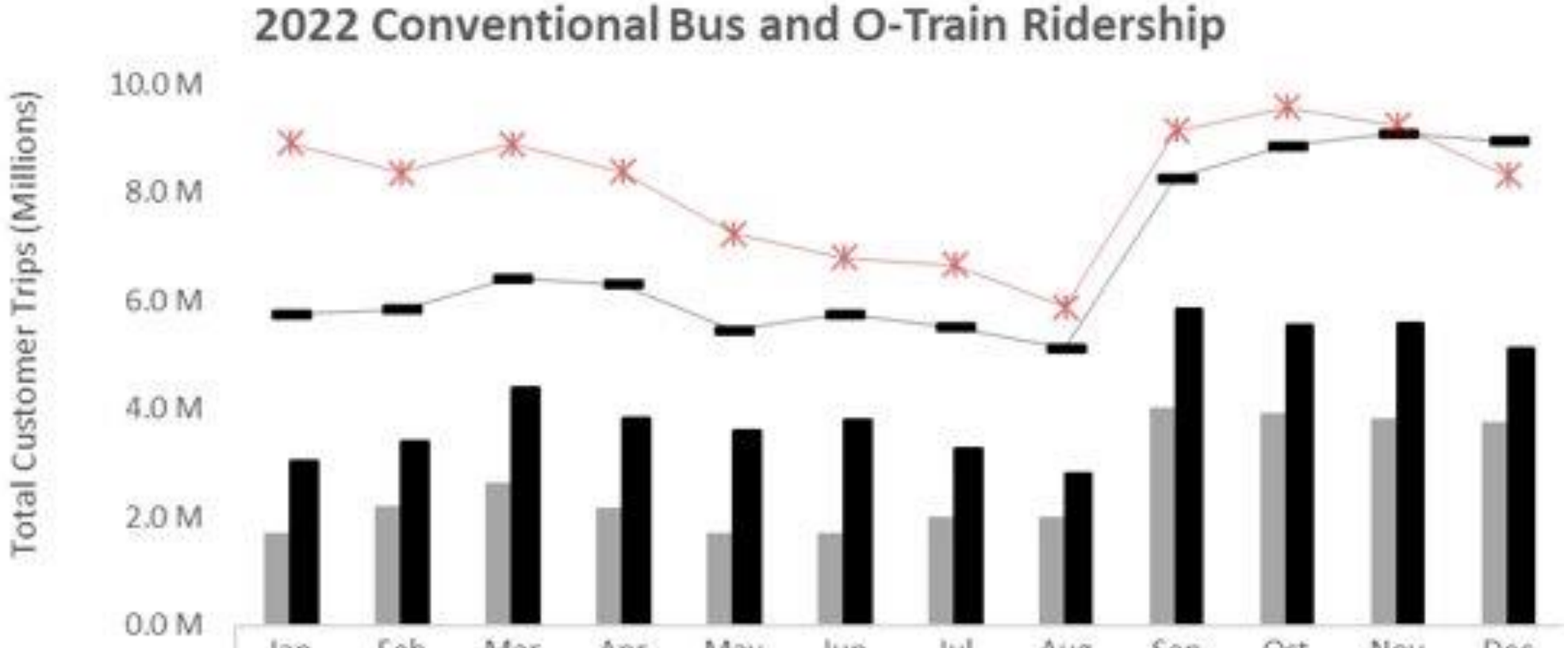
Available LRVs (Incl. Good Single Units)	Unavailable LRVs	Total Number of LRVs (Fleet Size)
33	11	44



Conventional bus service delivery

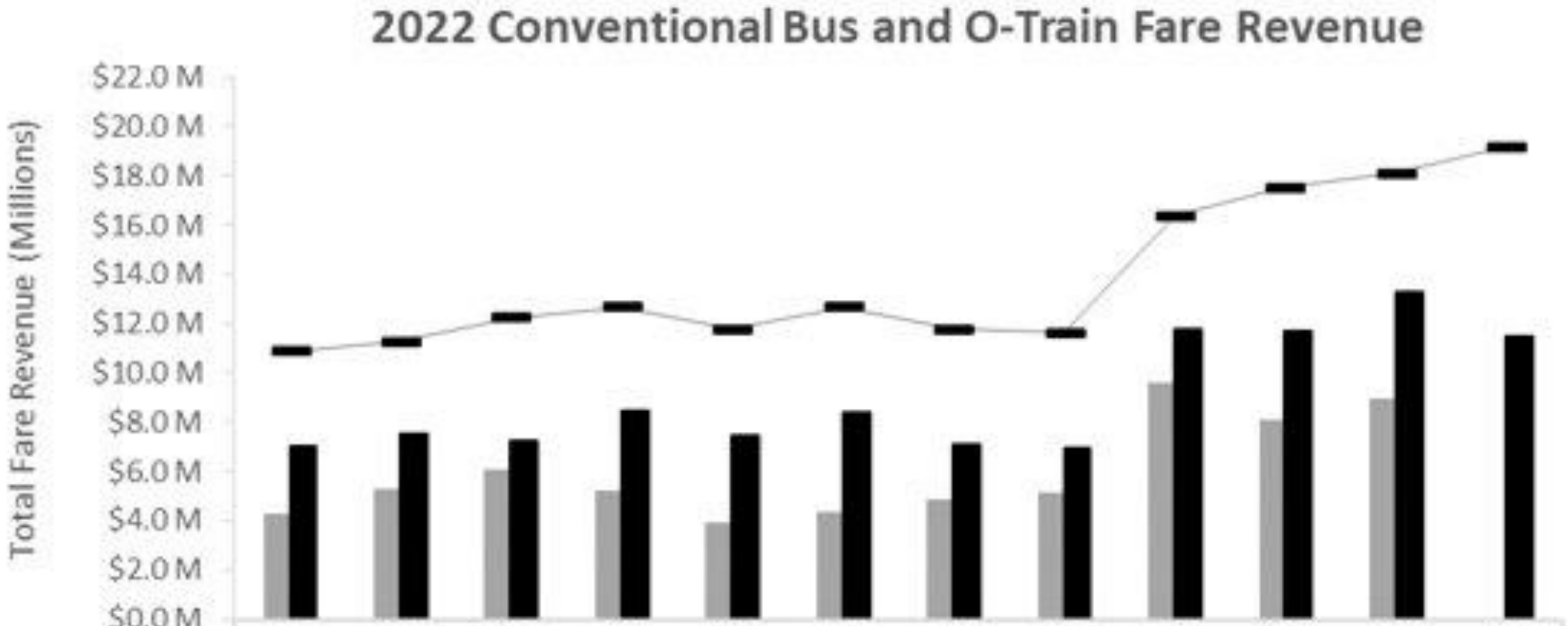


Ridership: Line 1 and conventional buses



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021 Actual	1.7 M	2.2 M	2.6 M	2.2 M	1.7 M	1.7 M	2.0 M	2.0 M	4.0 M	3.9 M	3.8 M	3.8 M
2022 Actual	3.0 M	3.4 M	4.4 M	3.8 M	3.6 M	3.8 M	3.3 M	2.8 M	5.9 M	5.6 M	5.6 M	5.1 M
2022 Budget	5.8 M	5.8 M	6.4 M	6.3 M	5.5 M	5.8 M	5.5 M	5.1 M	8.3 M	8.9 M	9.1 M	8.9 M
2019 Actual	8.9 M	8.4 M	8.9 M	8.4 M	7.2 M	6.8 M	6.7 M	5.9 M	9.1 M	9.6 M	9.3 M	8.3 M

Fare revenue: Line 1 and conventional bus



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021 Actual	$4.3 M	$5.3 M	$6.1 M	$5.3 M	$3.9 M	$4.3 M	$4.9 M	$5.1 M	$9.6 M	$8.1 M	$8.9 M	$0.0 M
2022 Actual	$7.0 M	$7.6 M	$7.3 M	$8.4 M	$7.5 M	$8.4 M	$7.1 M	$7.0 M	$11.8 M	$11.7 M	$13.3 M	$11.5 M
2022 Budget	$10.9 M	$11.3 M	$12.3 M	$12.7 M	$11.8 M	$12.7 M	$11.8 M	$11.6 M	$16.4 M	$17.5 M	$18.1 M	$19.2 M

Questions?