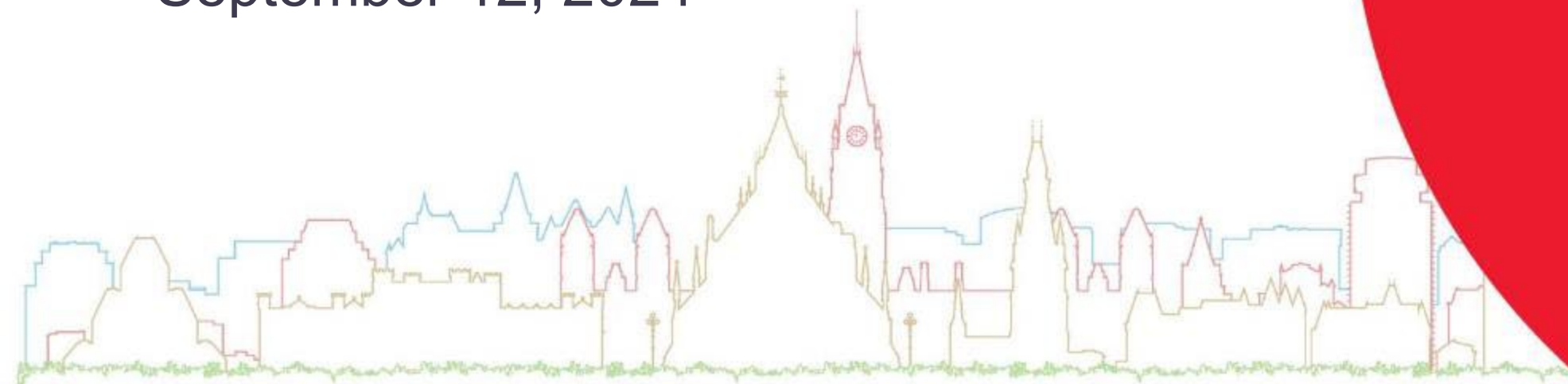




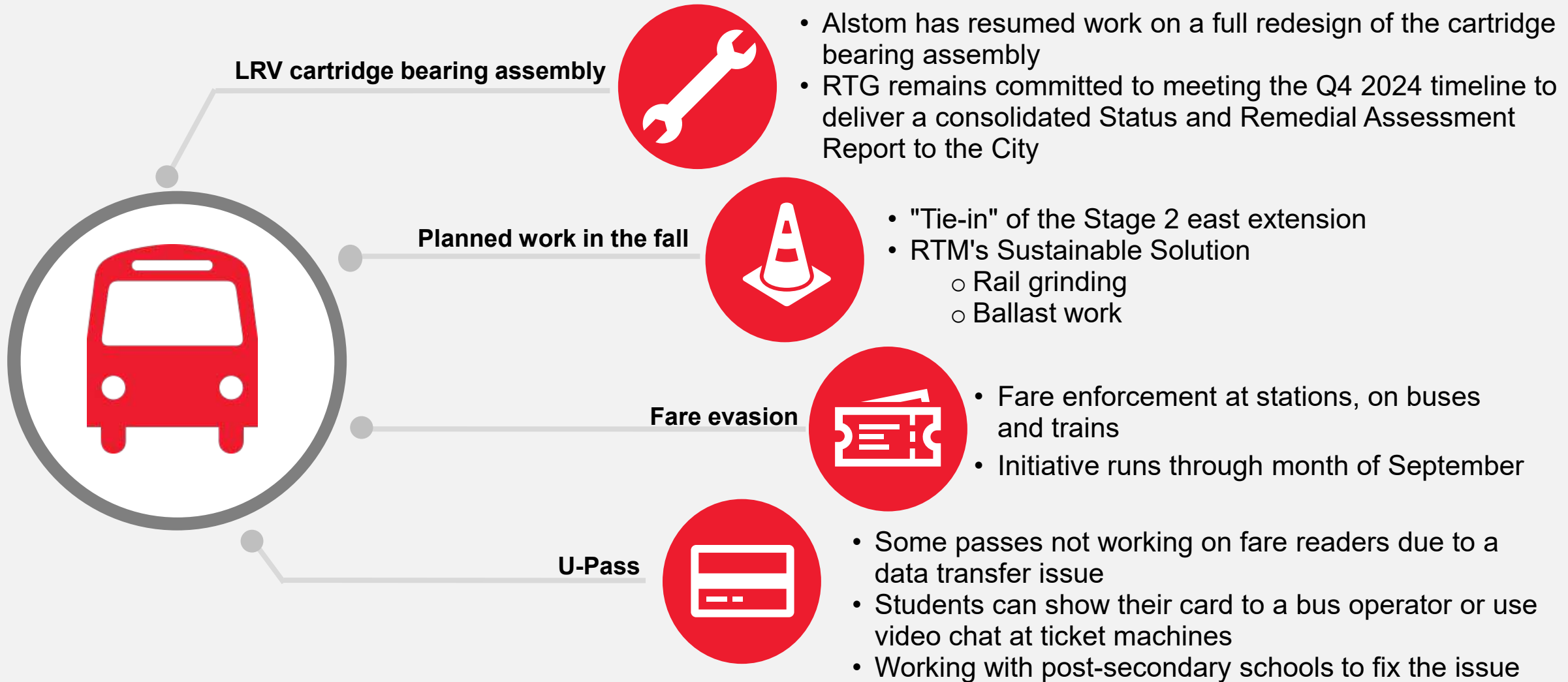
OC Transpo Update

Para Transpo, Rail and Bus

Transit Commission
September 12, 2024

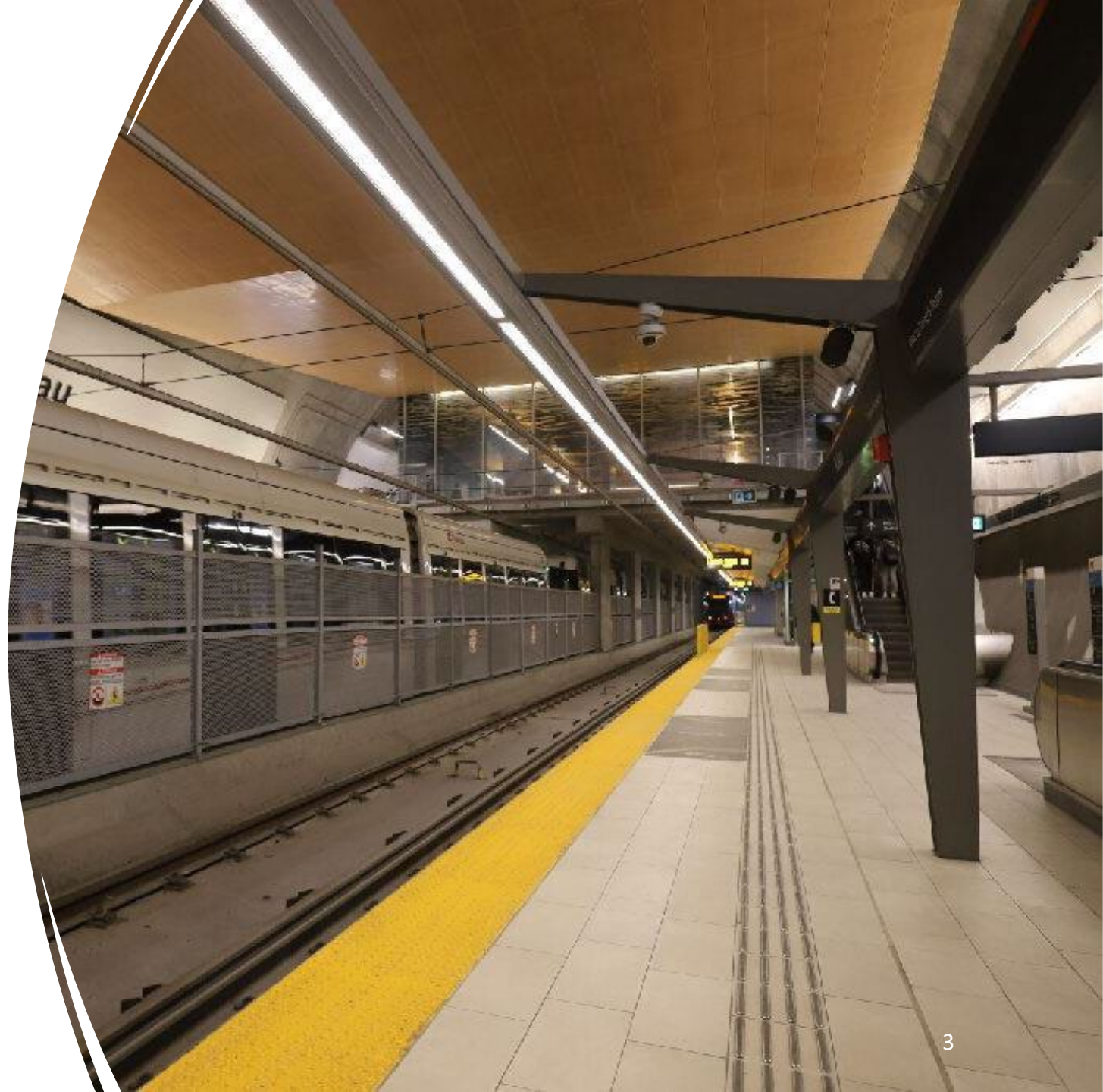


GM updates



September 10 CCTV issue

- Issue with the CCTV camera system identified at 6:10 am
 - These cameras are needed to ensure trains can depart safely
- R1 replacement bus service was deployed immediately
- Staff were deployed to platforms allowing partial train service to resume at 7:30 am
- Full service resumed at 8:15 am
- RTM and Transit Engineering are conducting an investigation to confirm the cause



Fall service

- We are ready for fall service and increased ridership
- Service has been planned to accommodate increase in students, government workers, and new customers
- There is capacity on Line 1 to meet demand at all times of day
 - We are closely monitoring the system and ready to make adjustments, if needed
- These necessary fall service changes align our service to meet customer needs while living within our finances



Transit Advisory Working Group

- OC Transpo staff, along with Chairs Gower and Desroches, have held two formal meetings and two informal information sessions with members of the new Transit Advisory Working Group:
 - May 2024: Inaugural meeting, discussion of agenda items for the next few meetings
 - August 2024: Discussion in anticipation of the 2025 budget process, increasing revenue and decreasing expenses
 - Both discussions have brought new perspectives forward, raised helpful ideas, and provided suggestions that are being considered internally
- Two additional informal information sessions held to provide background information and support formal meetings:
 - How OC Transpo measures performance
 - The City's budget process and an overview of the structure of OC Transpo's budget
- A SharePoint site has been established to share background materials, agendas and minutes with the group

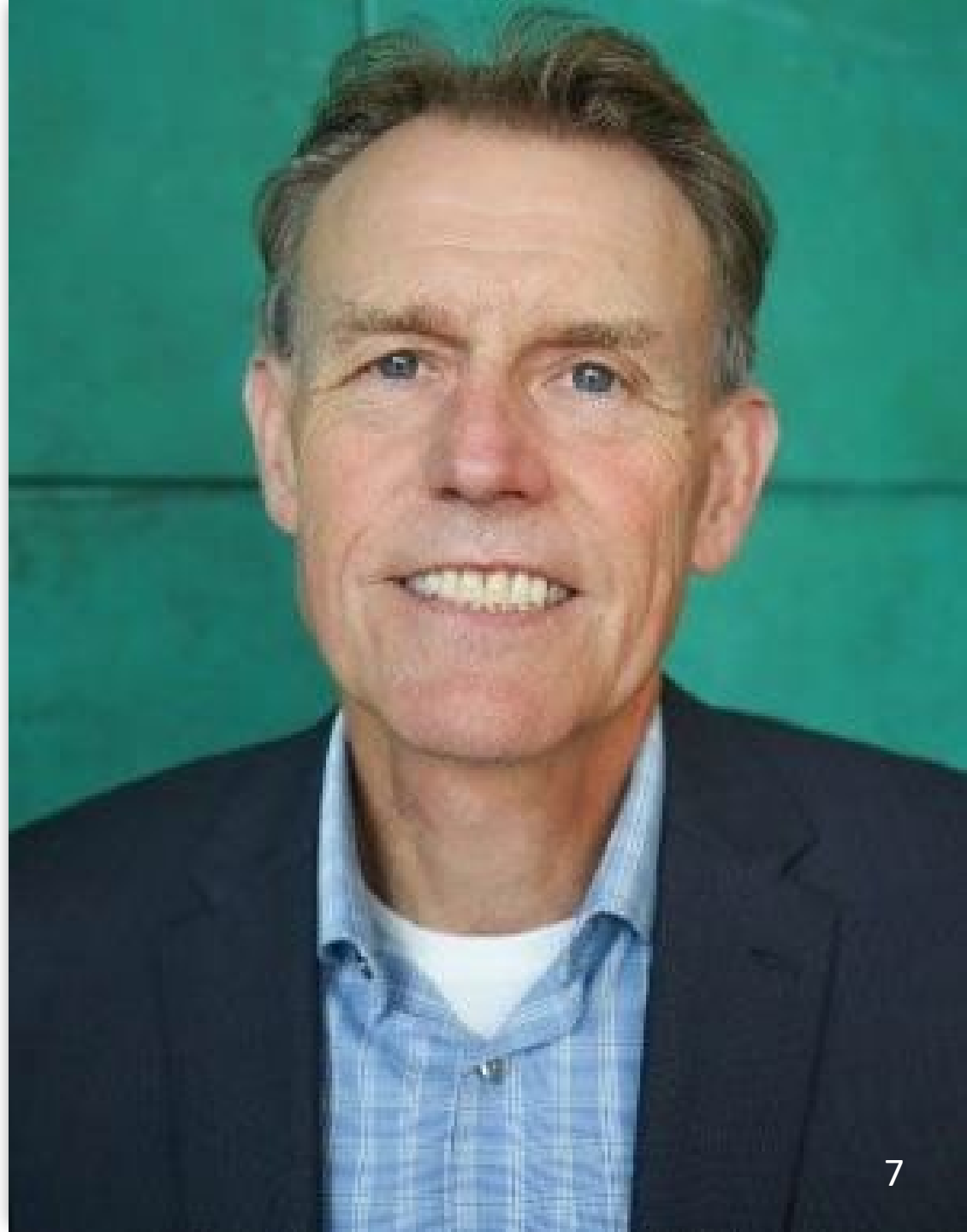


Zero-emission buses in production



Staffing announcement

- Richard Holder will assume the post of Director, Rail Construction effective today
- Richard has been the Acting Director since August and has quickly established effective oversight over the Stage 2 project
- Richard is a Professional Engineer with over 20 years of engineering experience at the City, including years as the Manager of the Stage 2 Rail Infrastructure Branch
- Transit Engineering staff will report directly to the General Manager until a permanent Director of Transit Engineering is selected



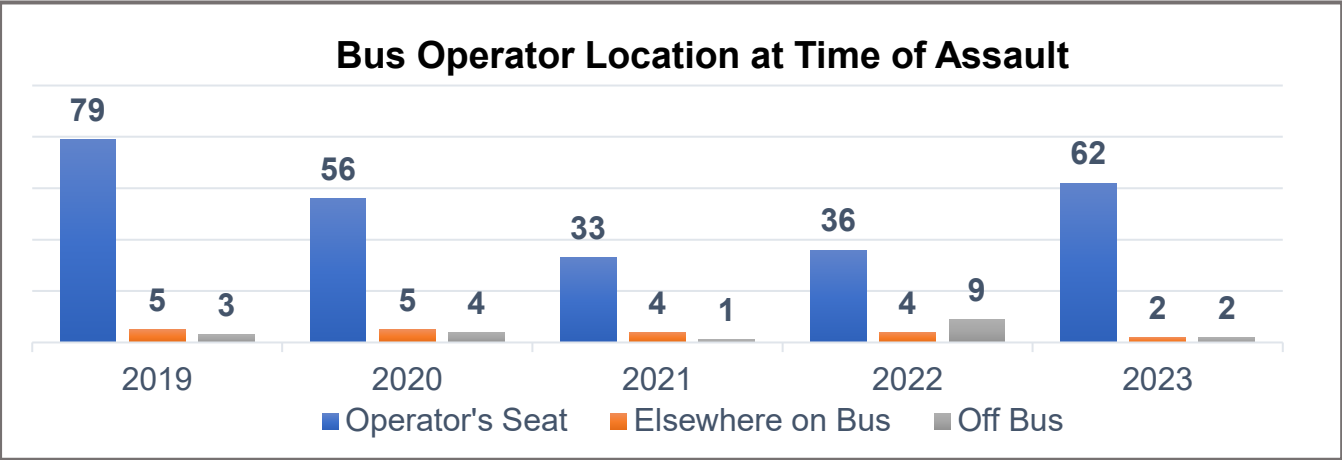


Performance indicators

Health and Safety – trends and updates

Customer Injury Rate						Employee Occurrences			
SMS Target: ≤ 1.036 per 1M trips						SMS Target: ≤ 7.57 per 200k hrs			
2020	2021	2022	2023	2024		2021	2022	2023	2024
0.81	1.80	1.27	1.06	(YTD July) 0.49		717	740	826	(YTD July) 461
						7.02	7.40	6.46	

Assaults by Position				
	2020	2021	2022	2023
Bus Operator	65	38	49	66
Para Operator	1	1	0	2
Electric Rail Operator	3	4	3	4
SSA	6	2	2	2
Other	1	3	1	3
Special Constable	4	3	8	4



- Customer injury rate: 0.49 per million trips
- 461 occurrences reported by employees
- Top three employee occurrence types: struck/caught, stressful event, assault
- Bus operators reported the most assault occurrences
- Assaults can include physical assault or a threat by act or gesture
- Increased occurrences are expected as ridership grows but the operator barrier installations continue to be effective in reducing the number of assaults
- Have not had a ‘serious’ assault since 2021, when installation of barriers began

Health and Safety – trends and updates (cont'd)

- Preventable rate for vehicle collisions is 1.07 collisions per 100,000 kms
- Red-light infractions are on track for a slight decrease from 2023
- Speeding infractions are on the rise compared to 2023
- One-day refresher training: all active employees identified as requiring training and additional skills building have received such training



Vehicle Collision Rate (Collisions per 100,000 km)

SMS Target: Total ≤ 1.273 | Preventable ≤ 0.69

	2020	2021	2022	2023	2024 (YTD July)
Total	1.38	1.40	1.87	2.45	2.34
Preventable	0.80	0.75	0.95	1.10	1.07

One-Day Refresher Training – YTD July



Fare evasion



Recruitment and onboarding

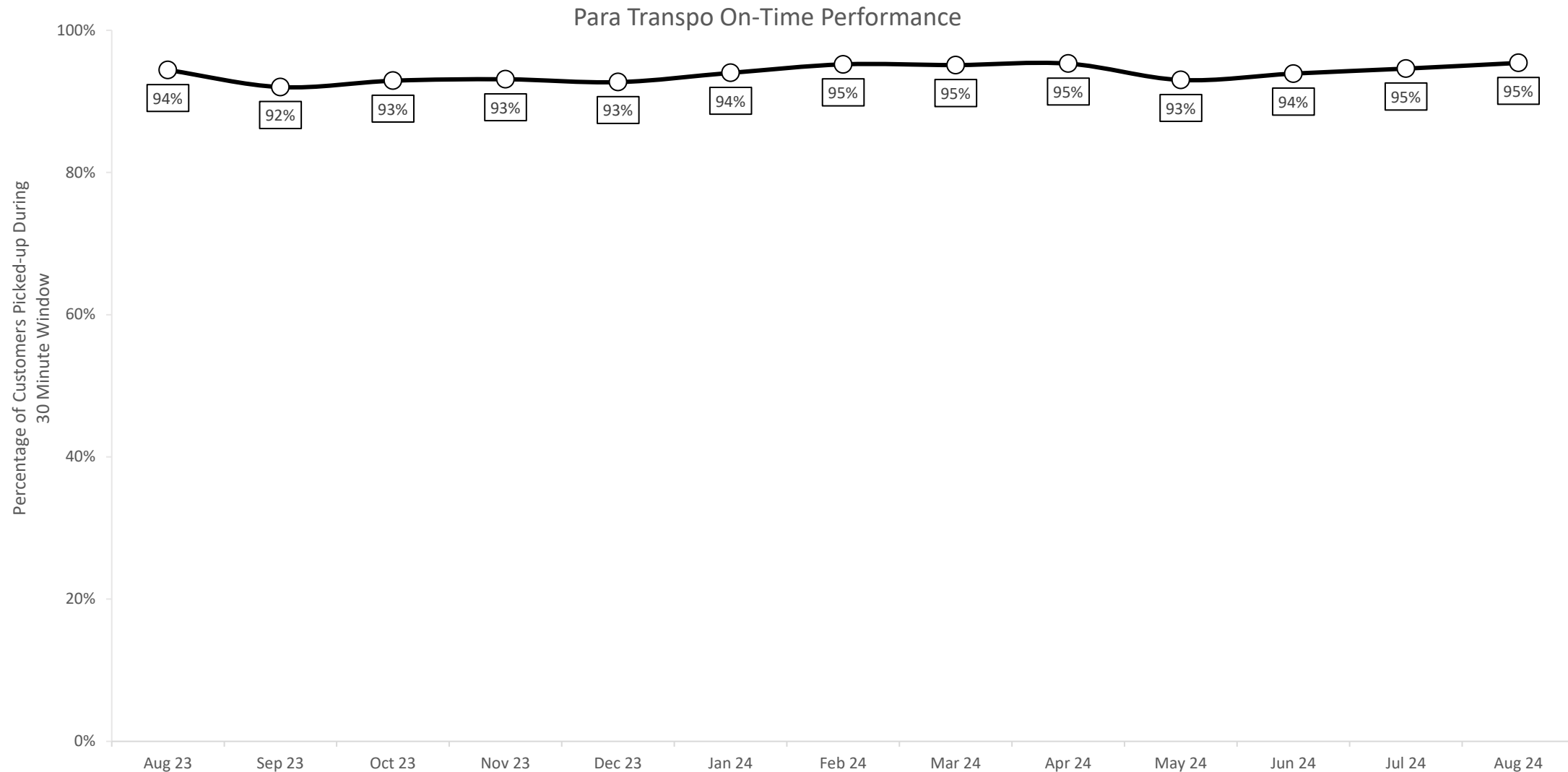
- In July, the Special Constable Unit hired one permanent fare inspector and ten relief fare inspectors to supplement the existing team of three
- Training was conducted throughout the month of August
- Following the completion of training, fare inspectors are appointed to enforce Transit By-laws



Education and enforcement

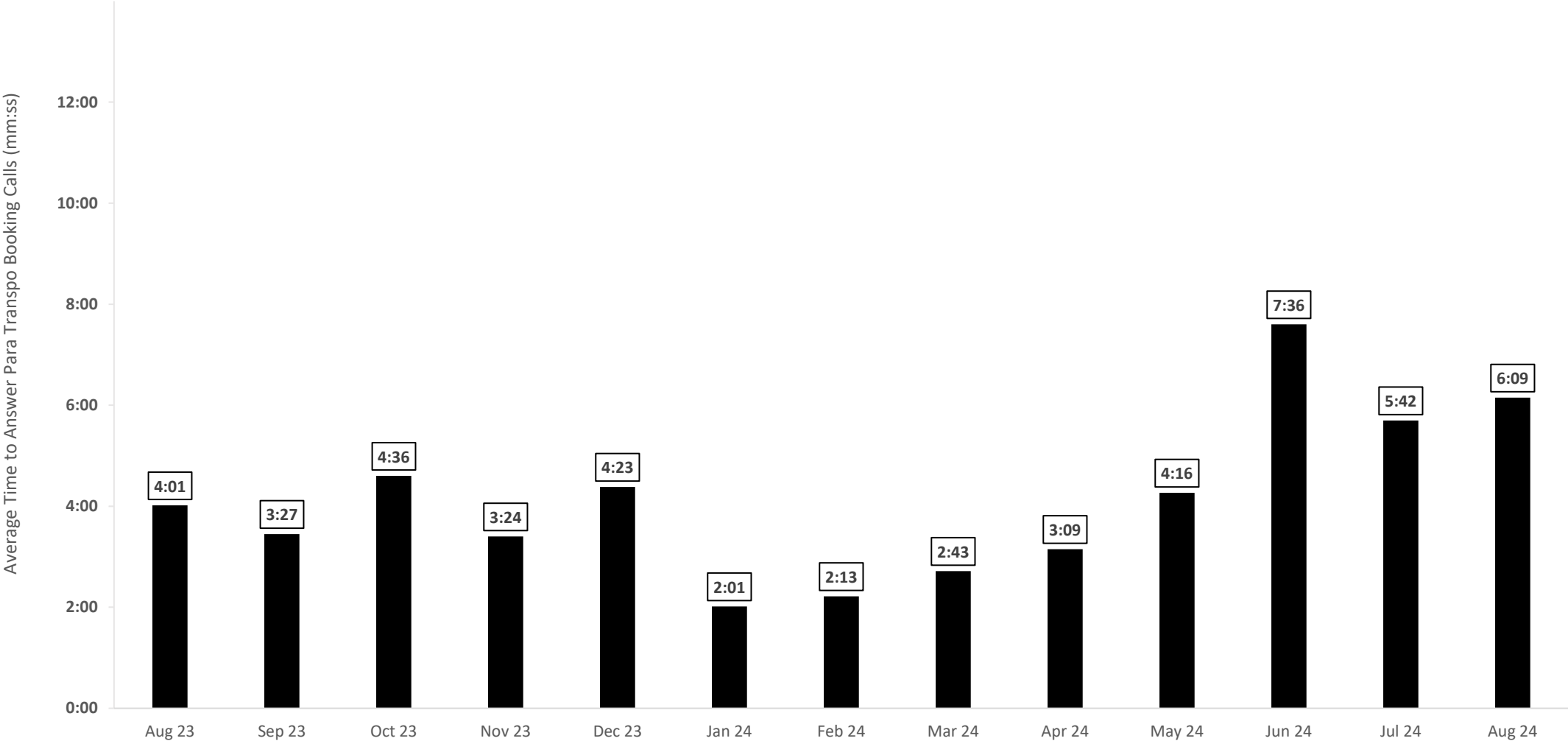
- A fare compliance blitz began on September 3 and runs until September 30
- 12 fare inspectors will be active across the transit network, enforcing fare regulations and educating customers on fare requirements
- A reduction in lost revenue and overall fare evasion is anticipated as a result of this initiative

Para Transpo on-time performance

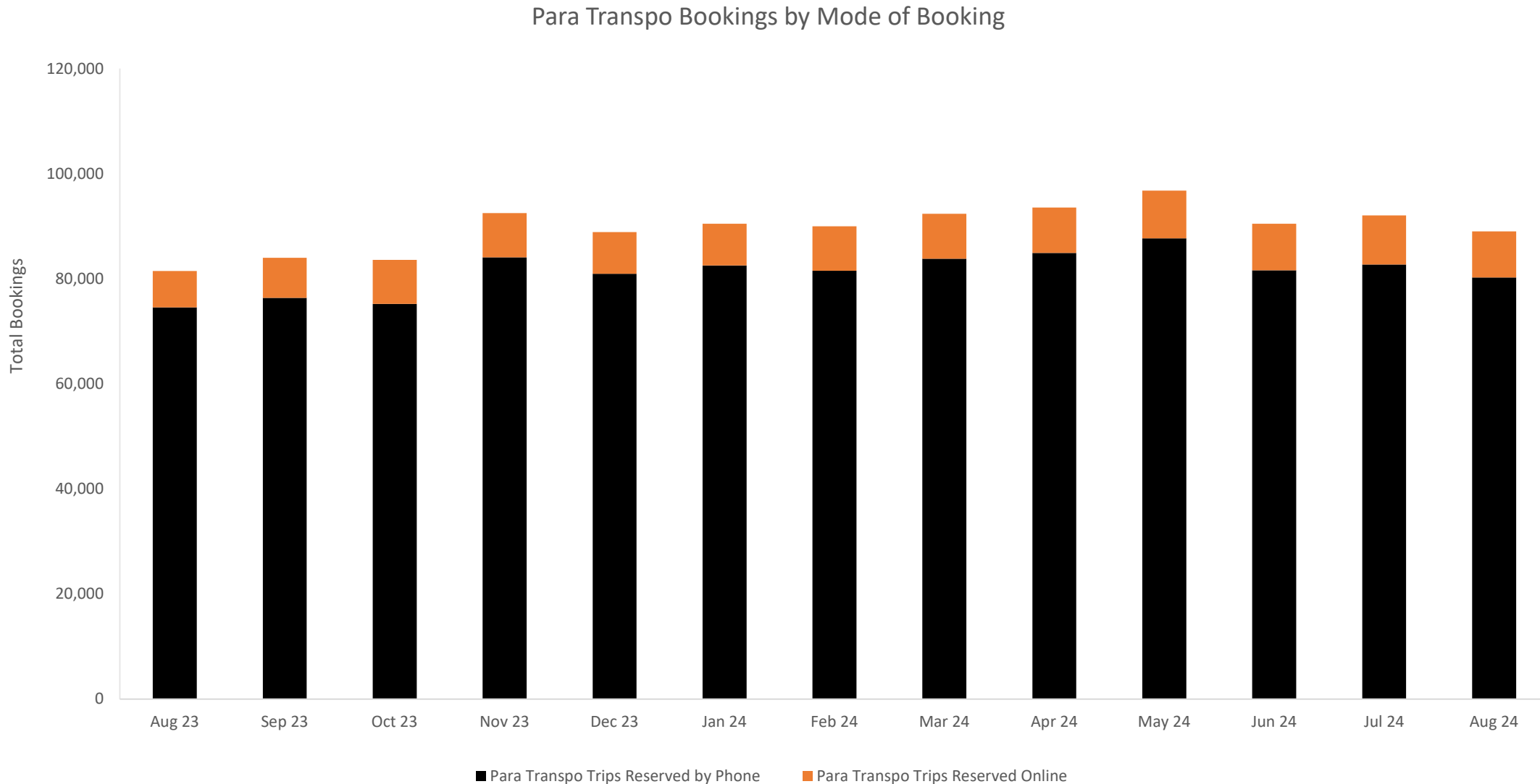


Para Transpo telephone booking line response times

Average Time To Answer Para Transpo Booking Calls

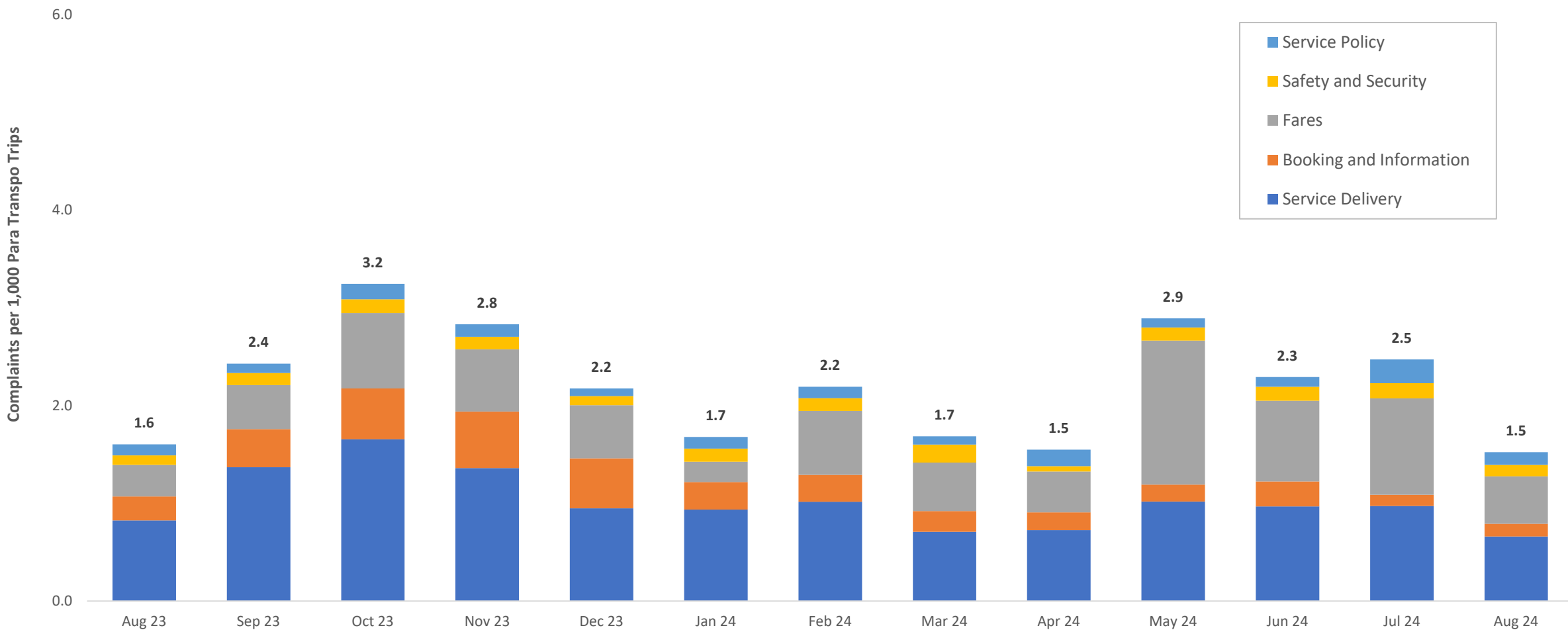


Para Transpo bookings by phone and online



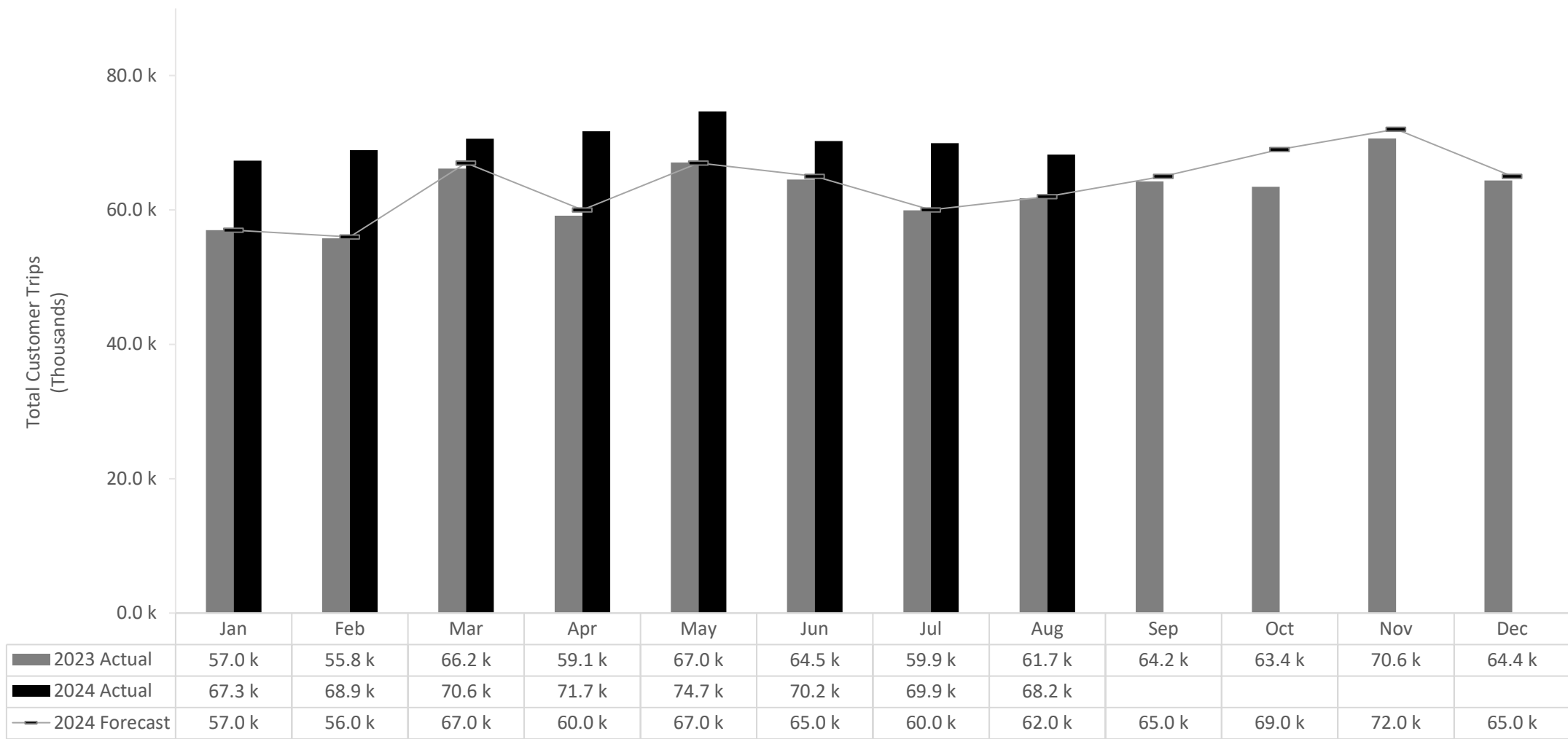
Para Transpo complaints by month and category

Para Transpo Rate of Complaints by Category



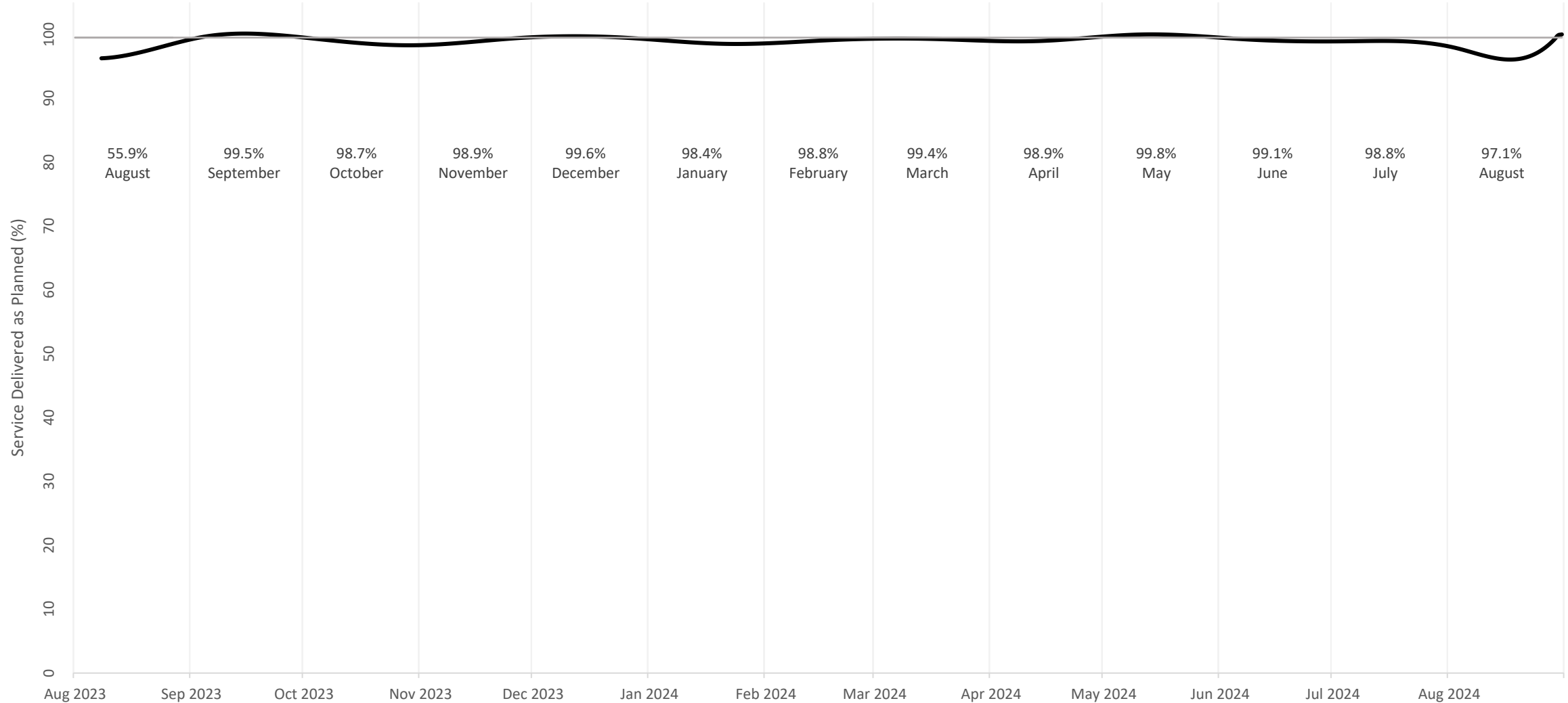
Para Transpo ridership

2024 Para Transpo Ridership



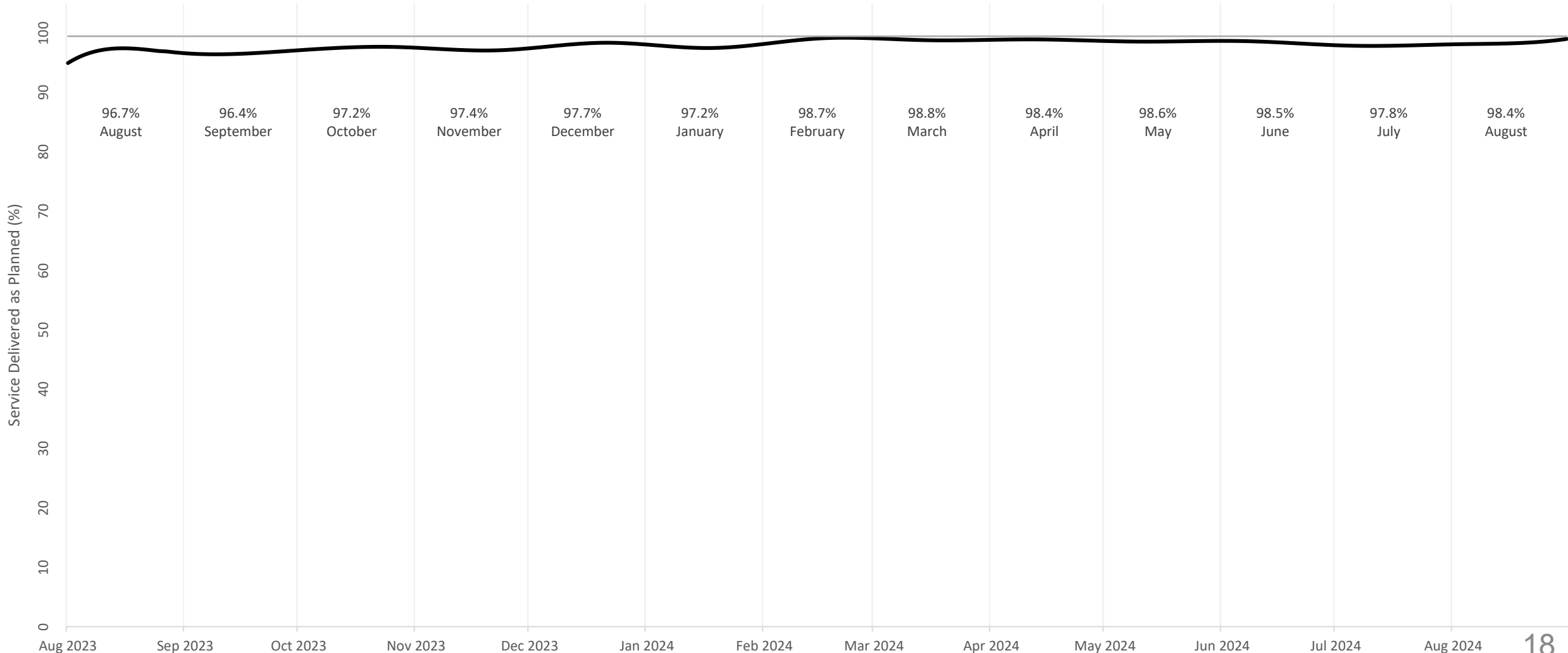
O-Train Line 1 service delivery

Rail Service Delivery

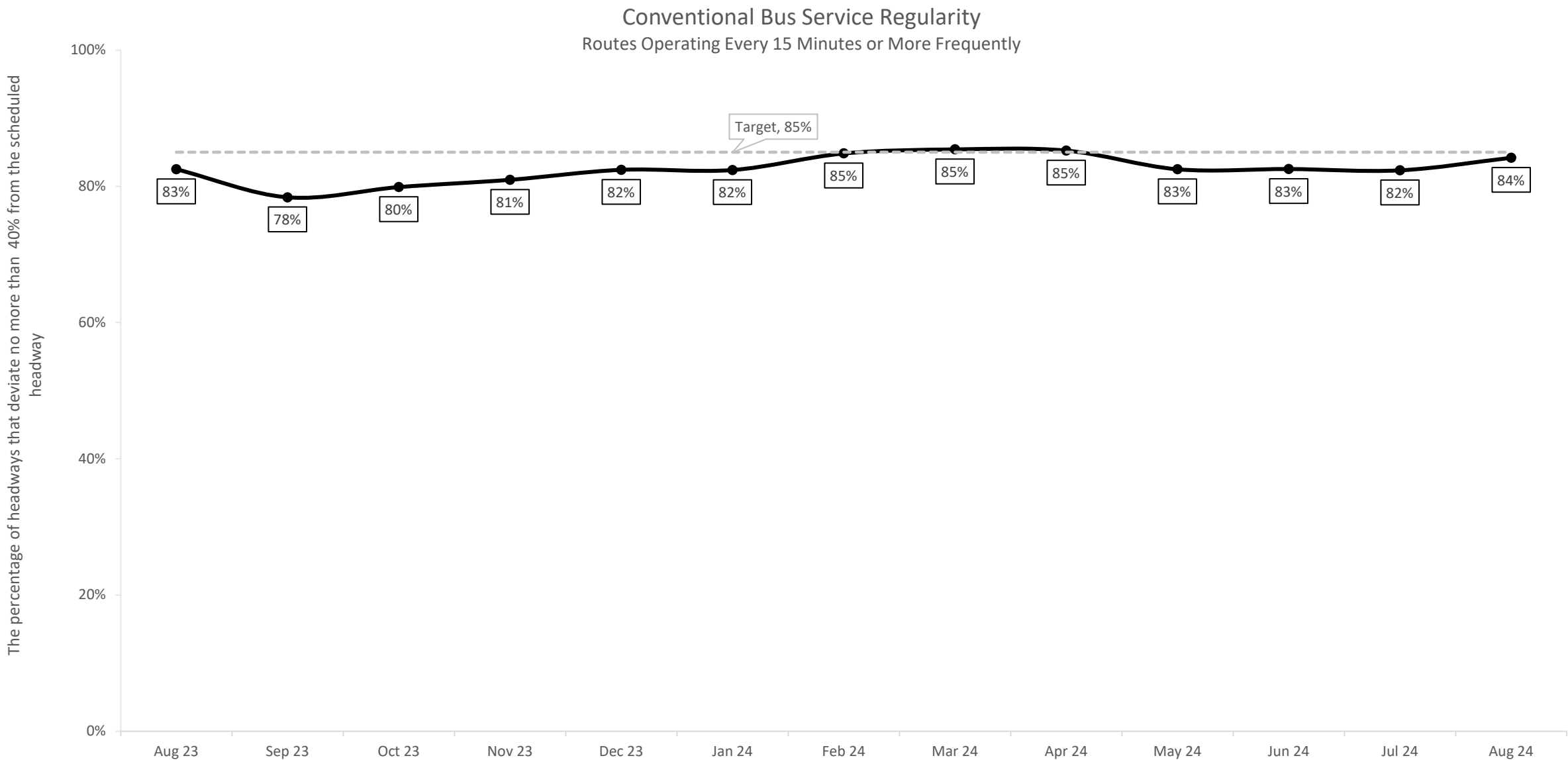


Conventional bus service delivery

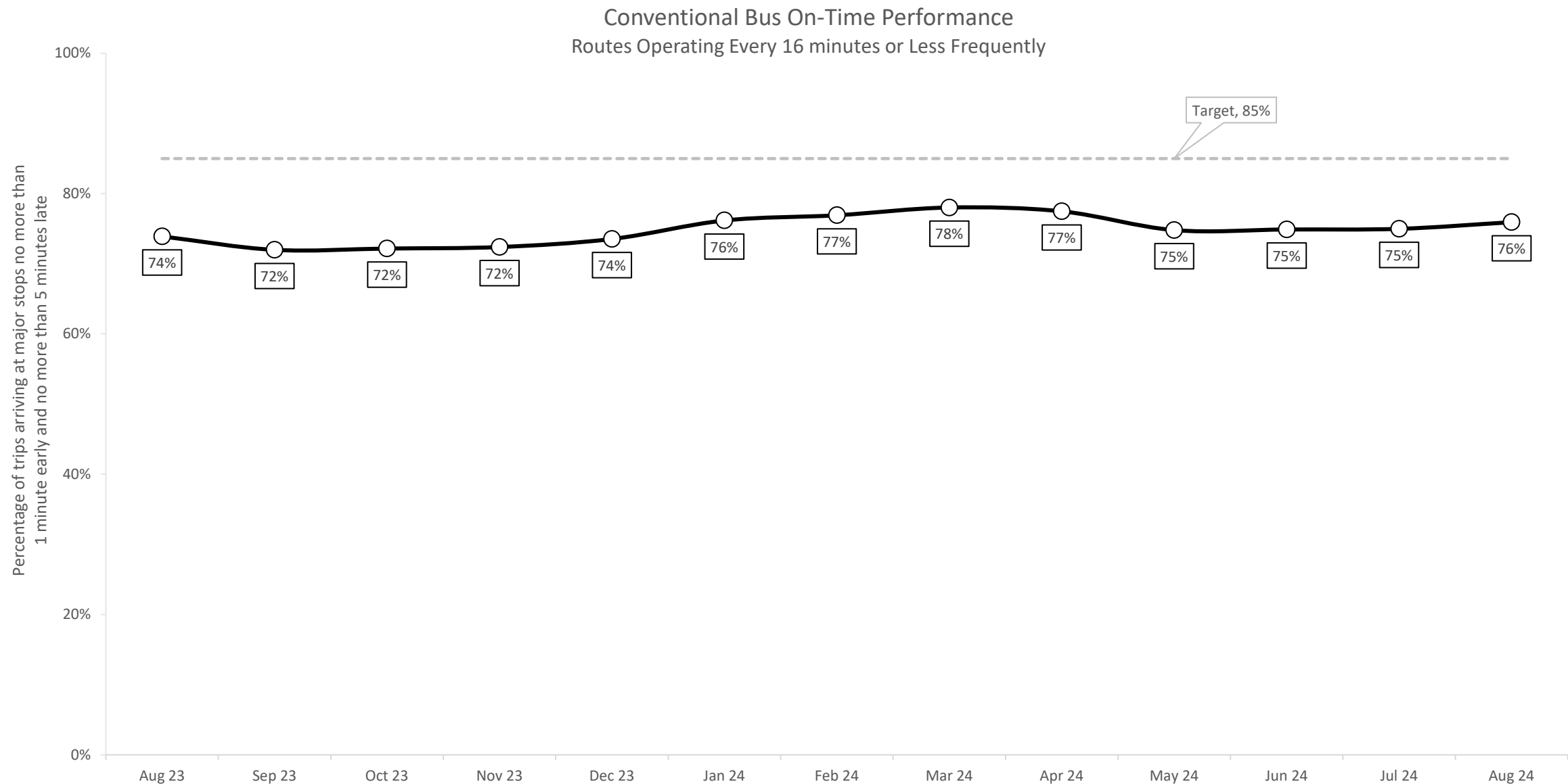
Bus Service Delivery



Conventional bus on-time performance

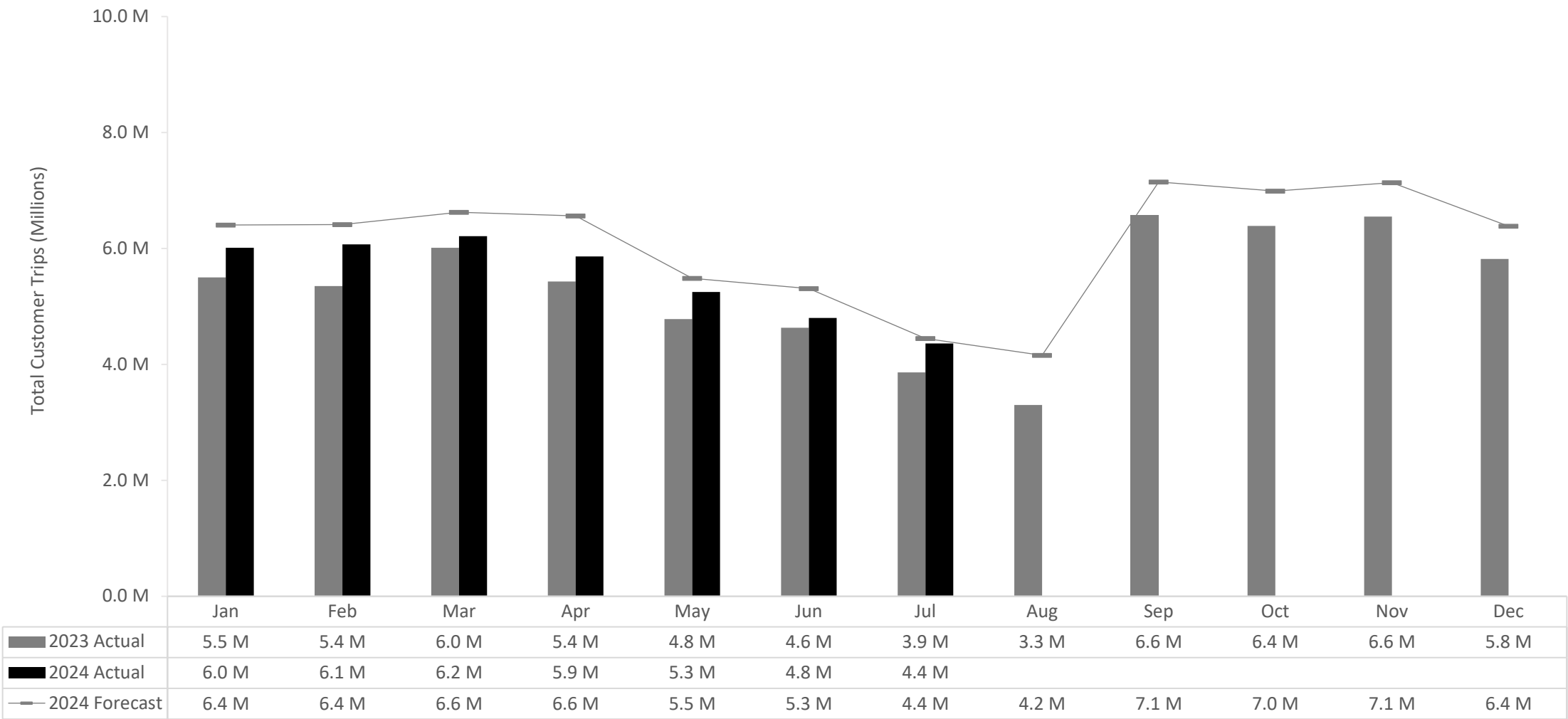


Conventional bus on-time performance



Ridership: Line 1 and conventional buses

2024 Conventional Bus and O-Train Ridership



2024 Bus Operator recruitment & training plan

Plan	14/15/ 16-23 Dec 11 (Feb 5)	1-24 Feb 5 (Mar 26)	2-24 Feb 26 (Apr 18)	3-24 Mar 18 (May 9)	4-24 April 8 (May 29)	5-24 April 29 (Jun 19)	6-24 May 21 (Jul 11)	7-24 June 10 (Jul 31)	8-24 July 2 (Aug 22)	9-24 July 22 (Sep 12)	10-24 Aug 12 (Oct 3)	11-24 Sept 3 (Oct 25)	12-24 Sept 23 (Nov 15)	13-24 Oct 15 (Dec 5)	14-24 Nov 4 (Dec 27)	15-24 Nov 25 (Jan 17)	Total
Recruits ready for training	60	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	450
NBOT Graduates	42	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	330
Actual																	
Recruits ready for training	59	30	26	24	27	18	25	19	28	30	28	25					280
Actual NBOT Graduates	38	19	19	19	18	14	17	17	20	24	24	25					216
Actual and complete																	
In progress																	

Rail Operator recruitment

Line 1: Electric Rail Operator (ERO) staffing

- Recruitment efforts are ongoing:
 - 4 ERO trainees will start next week
 - Up to 12 ERO trainees are scheduled to start in November

Line 2 & Line 4: Diesel Rail Operator (DRO) staffing

- To support revenue service DRO recruitment continues:
 - 56 DROs have successfully completed training to date
 - 7 DRO trainees are mid-way through training, graduating end of October
 - 4 DRO trainees started last week, graduating end of November
 - 8 DRO trainees are scheduled to start in October, graduating end of December

Planned work this fall

Update to the information provided at the June Transit Commission meeting

Integration of Stage 2 East

- Train Control software deployment to link the Stage 2 east extension with the rest of O-Train Line 1
- Requires a full shutdown of the train control system and the implementation of R1
 - Morning of Sunday, September 29
 - Full day on Saturday, October 5

Sustainable solution

- Significant work required across the entire line to support the sustainable solution:
 - Major ballast work between Hurdman and Tremblay stations
 - Rail grinding across entire line
- Timing to be confirmed but will create planned service interruptions throughout October
- Temporary closures will also be leveraged to complete other outstanding work, such as the OSIM inspection of the St. Laurent tunnel

Axle bearing issue

Q3 2024 update



Axle bearing update – summary

Work Stream	Item
Containment Plan	Axle Inspection Regime
	Temporary Speed Restrictions (TSRs)
Mitigation Plan	Nut Pinning
	Onboard Condition Monitoring System
	Top-of-Rail Lubrication
	Wheel Flange Lubrication (onboard)
	Restraining Rail

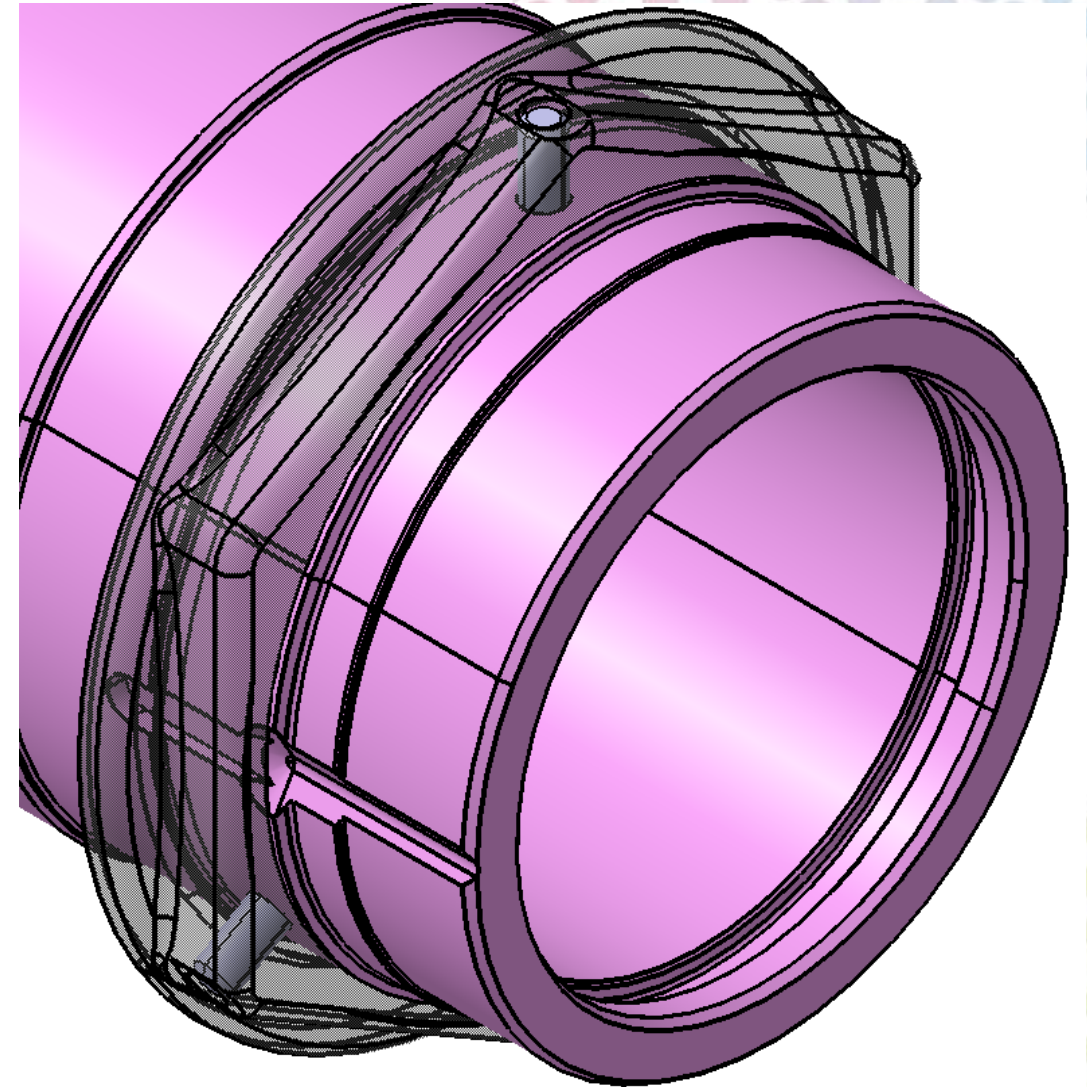
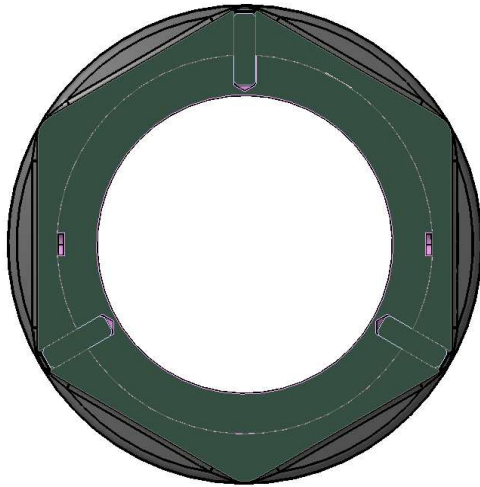


Nut pinning measure

- Q2 2024: 30% of Leading & Trailing Bogies Pinned
- Q3 2024: 82% of Leading & Trailing Bogies Pinned

Containment Plan

- Axle inspections continue every 3,750 km
- TSRs still in place



Onboard condition monitoring system

Smart Bug Detectors

- Testing at the National Research Council (NRC) concluded that a vibration signature could be detected on a worn cartridge bearing assembly
- The next phase is to determine how this type of vibration device and system can be industrialized for a full fleet deployment



Top of rail lubrication

- Q2 2024: Above-ground wayside lubricators installed and commissioned
- Q3 2024: Tunnel equipment ordered, preparation to start installation in Q4

Upcoming Alstom & NRC Testing

- The 4th Alstom Instrumented Bogie Test on the effectiveness of Top-of-Rail lubrication completed at end of August 2024 with a report expected in Q4 2024
- Upcoming strain gauge testing by the NRC later in September 2024 to measure effectiveness of implemented mitigation measures



Wheel / rail interface

- The Wheel/Rail working group continues to meet on a regular basis regarding the current wheel/rail interface on Line 1
- Wheel/rail interface specialists (Siegen) are analyzing options for wheel and rail profiles for Line 1
- An update is expected from the working group by the end of September 2024



Wheel flange lubricators

Q3 2024 Update

- The onboard LRV software now enables location-based dispensing of lubricant compared to the previous time-based dispensing on Line 1

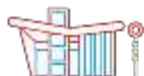
Current Status

- Testing of updated software on LRVs complete
- Undergoing final reviews before deployment on Line 1

Restraining rail and bracket stoppers

Status

- Q2 2024: Rail adjustments were completed and bracket stoppers installed
- Q3 2024: Updates to maintenance processes ongoing with the Maintainer to ensure a no-contact position



Safety assurance

- Safety Assurance provides the oversight, process and evidence requirements that ensures that a railway project can be safely integrated, operated, and maintained.
- Safety Assurance is guided by the Safety Management System (SMS) and industry standards:
 - CSA R114:22 *Canadian method for risk evaluation and assessment for railway systems*
 - BS EN 50126, *Railway A, Canadian method applications. The Specification and Demonstration of Reliability, Availability, Maintainability and Safety (RAMS)*



O-Train Lines 2 & 4 and New Ways to Bus

Communications update



Campaign overview reminder

Phase 1: Awareness

Summer 2023 – Present

- O-Train Extension website
- Doors Open at Greenboro Station
- Social media, blogs and video
- Stakeholder outreach and community events
- Virtual tours of stations and trains
- Interactive map
- Media events

ONGOING

Phase 2: Pre-launch

After trial running starts

- Advertising campaign begins
- Social media and website
- City-owned, free spaces
- Digital billboards
- Digital screens in the community
- Partner engagement

FUTURE

Phase 3: Launch

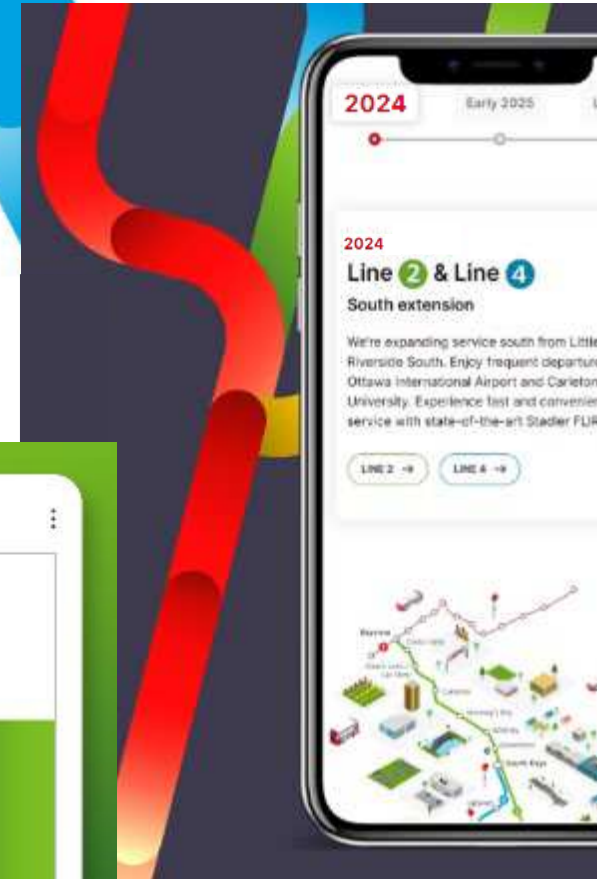
~4 weeks before until 6 weeks after

- Prominent features and alerts on websites
- Travel Planner goes live
- Paid advertising campaign
- Bus shelter and station posters
- Customer outreach
- Public Service Announcement
- Mail-out to select households

FUTURE

Looking ahead

- Customers can use new tools on octranspo.com/O-TrainX
- Continued blog and social posts
- Marquee event before opening
- Customer outreach at stations during launch
- Staff are ready to support Councillors to showcase local stations following launch
- Close coordination with New Ways to Bus changes following launch



Campaign overview reminder

Phase 1: Awareness

Fall 2023 – April 2024

- High-level bus network overview on octranspo.com
- System and Frequent route maps
- Social media promotion begins
- “Your Future Journey” blog series
- “New Ways to Bus” short video

COMPLETED

Phase 2: Preparation

Current

- All maps available
- Changes to on-street information
- Travel Planner trip preview
- Community Bus and in-person public engagement events
- Councillor engagement
- Media relations
- Coming soon: Transit app preview

ONGOING

Phase 3: Action

Leading up to and following launch

- Prominent features and alerts on octranspo.com
- Paid advertising campaign
- Changes to on-street information
- Posters at stations
- Customer outreach
- Public Service Announcement
- Mail-out to all households

FUTURE

Looking ahead

- Customers should go online and use the Travel Planner.
- Coming soon: Transit app network preview
- The Community Bus is attending events and speaking with residents across the city
- Staff are ready to provide Councillors with information boards, maps and outreach support at their local events.
- Once the start date is known:
 - Paid advertising
 - Mail-out
 - Outreach at key locations



Questions?

