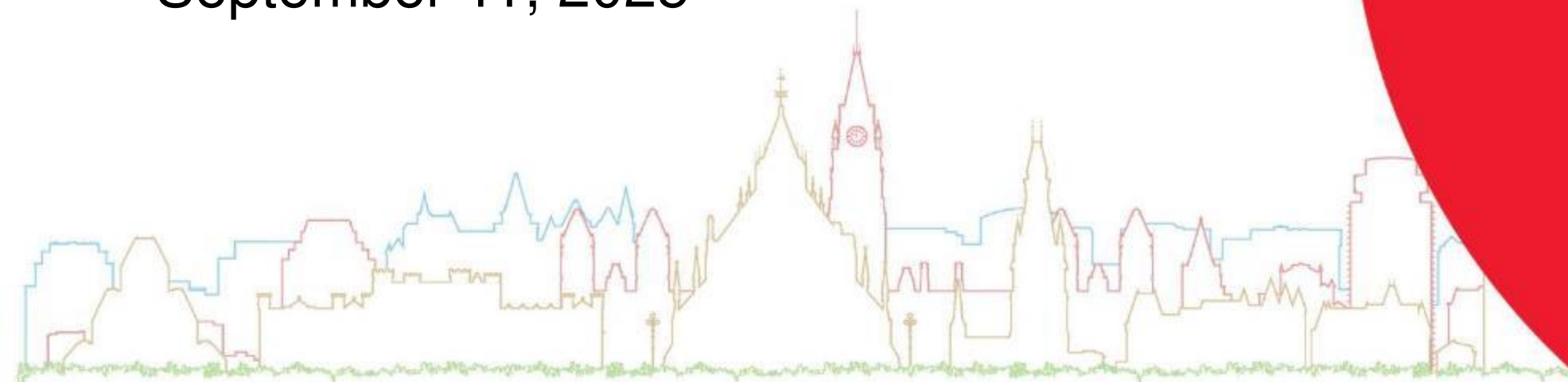


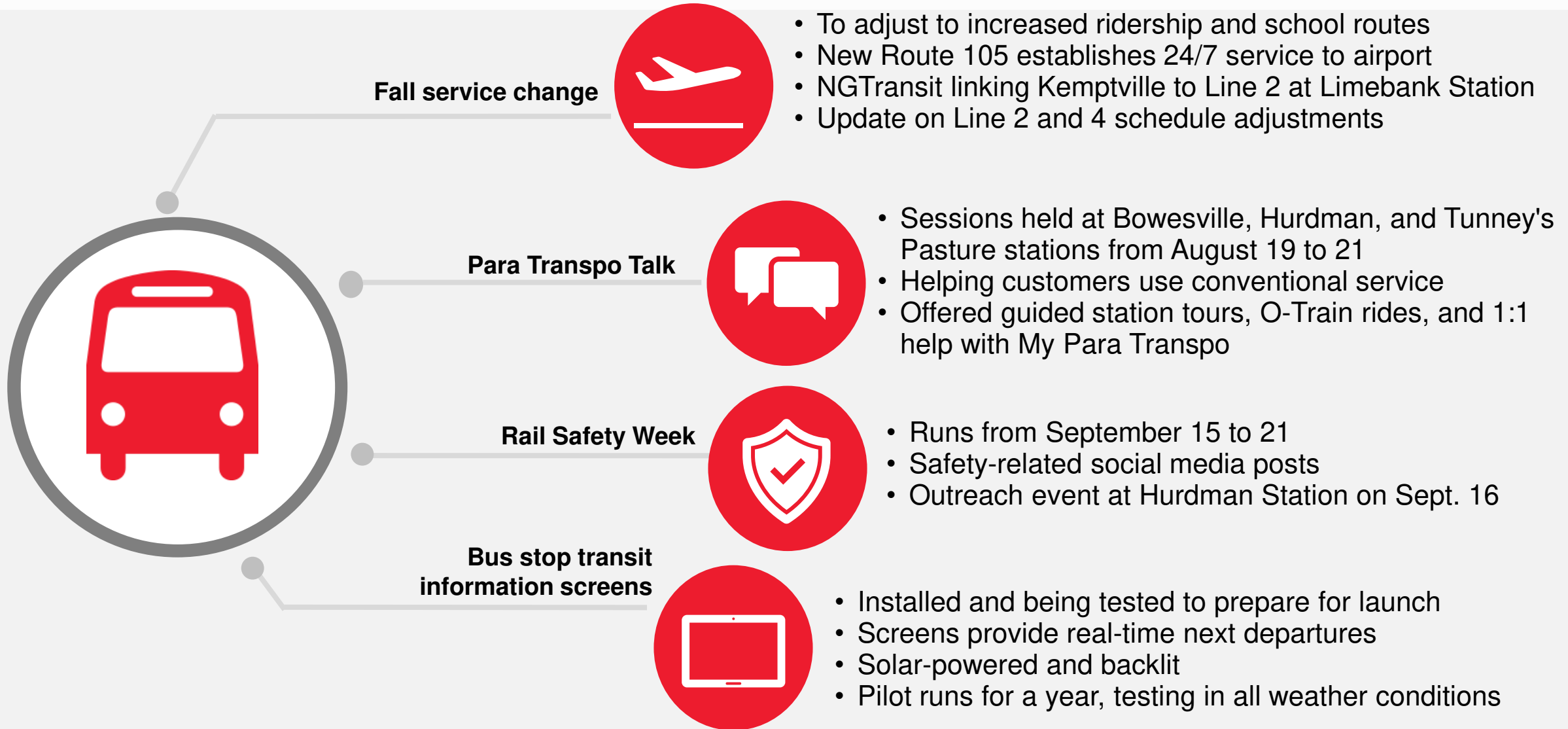
OC Transpo Update

Para Transpo, Rail and Bus

Transit Committee
September 11, 2025



GM updates





Back to school this fall?

Get back on board with OC Transpo.

OC Transpo



Back to business this fall?

Get back on board with OC Transpo.

OC Transpo

FREE PARKING

for university
and college students



Park & Ride
16 lots, thousands of free spots



OC Transpo 101

The Transit app is the ultimate OC Transpo hack.

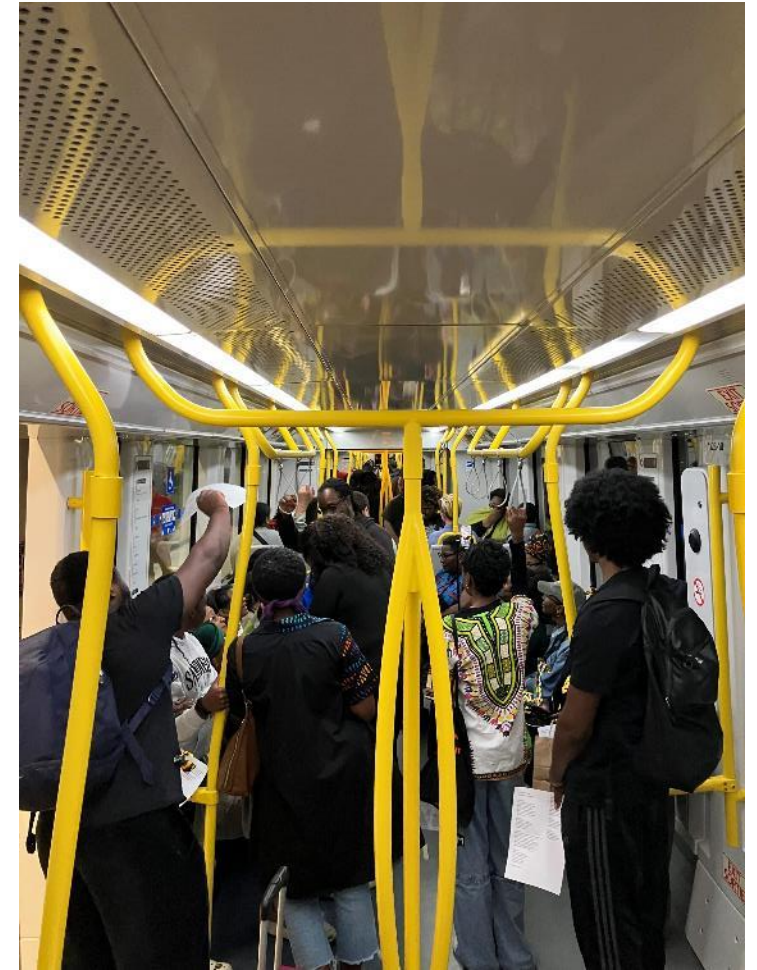


Recap: special service this summer

- First summer with O-Train Lines 2 & 4 in operation alongside O-Train Line 1
- **Race Weekend:** approximately 84,100 customer trips on the O-Train network, 20,000 more than on a typical weekend
- **Canada Day:** approximately 246,000 customer trips on Line 1 and 24,000 on Line 2
 - The highest single-day ridership ever
- **Bluesfest:** approximately 650,000 customer trips on Line 1 and 87,000 on Line 2



Community engagement



Recap: O-Train work over the summer

Line 1

- Closures were during evenings and weekends in June
- Work included a combination of regular maintenance and lifecycle activities as well as work to support continued improvements to the reliability and sustainability of the system
- Additional closures for Stage 2 integration work took place during weekends in June, July and August

Line 2

- Work to install the axle bearing monitoring system was completed in August



Upcoming East extension testing and Line 1 maintenance



Date	Time	Line 1 and R1 Service
September 13 and 14	All day	No O-Train service 1 Tunney's Pasture ↔ Blair
September 26	After 8 pm	
September 27, September 29 to October 2	After 11:30 pm	Service on one platform at some stations
October 4 and 5	All day	No O-Train service 1 Tunney's Pasture ↔ Blair

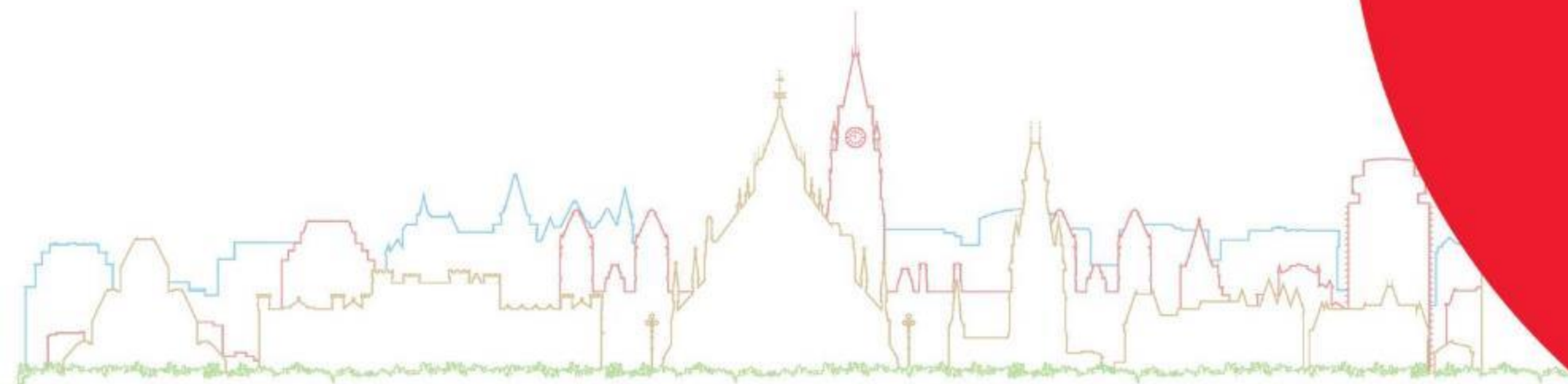
Full Line 1 Service
 Service on one platform at some stations
 Full Line 1 closure

Ceiling panels in underground stations

- RTM staff observed some ceiling panels were disturbed above the platform at Parliament Station
- RTM removed ceiling panels; Line 1 continued to operate at all stations and platforms during this work, with no impacts to customers
- There were additional inspections and removals of ceiling panels at other underground stations



Westboro Coroner's Inquest Update



Status of recommendations

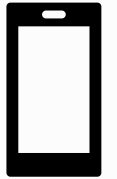
- A significant amount of work has been done in a short amount of time regarding the 41 recommendations directed to the City
- Approximately half of the recommendations are on track to be implemented or closed by the end of 2025
- Most of the recommendations associated with training will be implemented before the end of year
- Discussions and work is ongoing regarding the feasibility of implementing the remaining recommendations

Recommendation timelines

- Implementing the recommendations will be a multi-year phased approach
- Items for consideration will be brought forward through the budget process to address many recommendations focused on safety and security including, but not limited to:
 - Upgrades to the bus simulator (Recommendation 23)
 - Implementation and retrofit of the existing bus fleet to include operator-facing cameras (Recommendations 35, 36, 37)
 - Procurement and installation of radar speed signs on the Transitways (Recommendations 3, 5)
 - Review, upgrade, and expanding the telematics program (Recommendations 22, 34, 35, 38)

Recommendations in progress

- We are working on a new safety and security customer facing app for discreet direct reporting to the Special Constable Unit (Recommendation 26)
- We are working on implementing a daily driver's license abstract check (Recommendation 27)
 - This is planned to launch before the end of 2025



Future updates to Committee

- The Office of the Chief Coroner Inquest Unit sent formal correspondence to all organizations who were assigned recommendations requesting a status update
- We are working on the response, which will be submitted to the Coroner by the end of November
- We will return to Transit Committee with a comprehensive update in Q1 2026

Performance indicators

Public Safety

Safer together.



Call 911
in emergencies



Anonymous online
reporting



Special Constable Unit
613-741-2478



Ask OC Transpo
staff for help



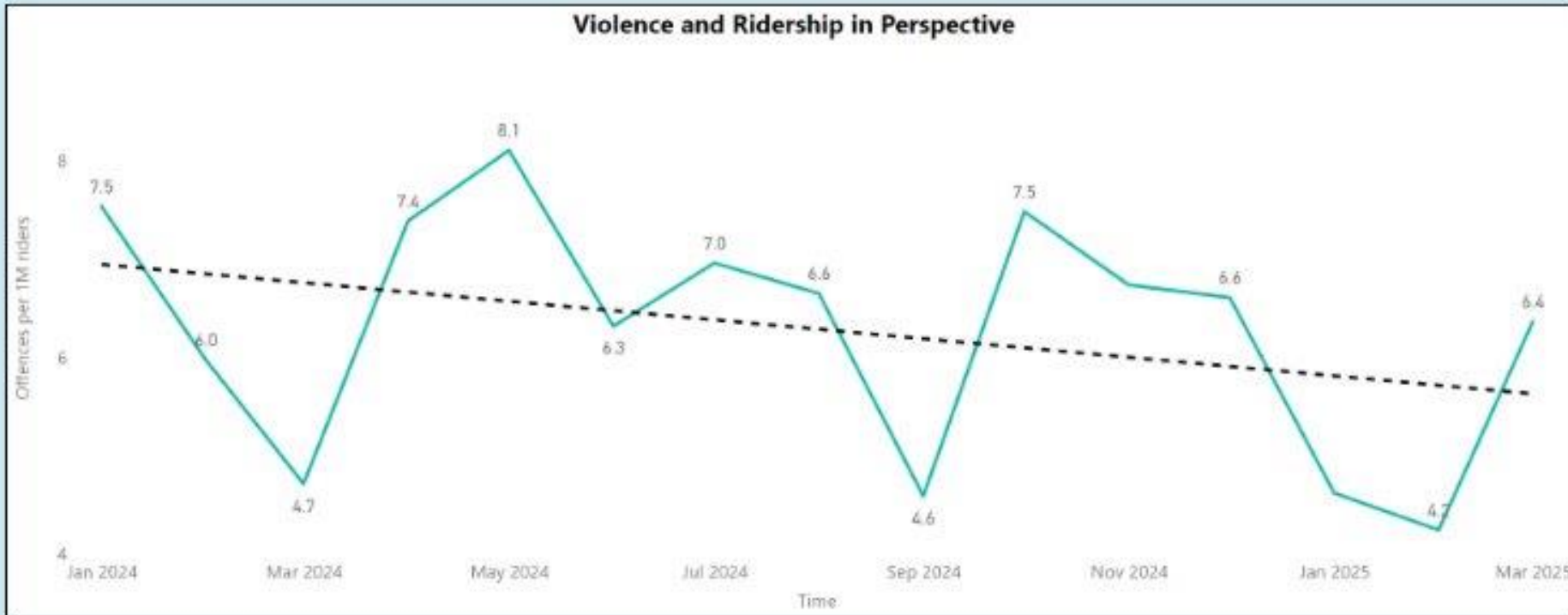
Emergency phones



Transecure program



Public Safety



The above KPI outlines the number of incidents from January 2024 to the end of Q1 2025 per million riders. Incidents include direct physical harm or threatened harm to an individual, such as assault, as well as other threats to personal safety such as criminal harassment.

Employee Occurrences

463

Previous Year: 461 (+0.4%)

%Change in number of reported Occurrences
from previous year

Speed Enforcement Infractions

50

Previous Year: 77 (-35.1%)

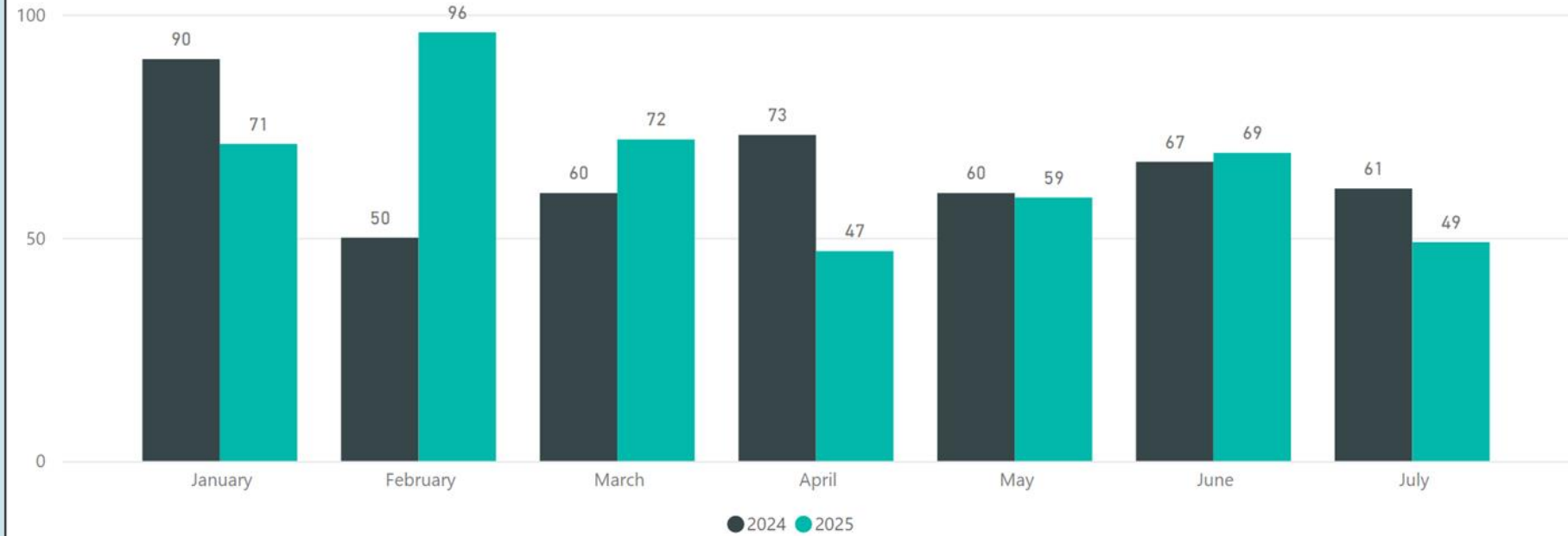
Redlight Infractions

30

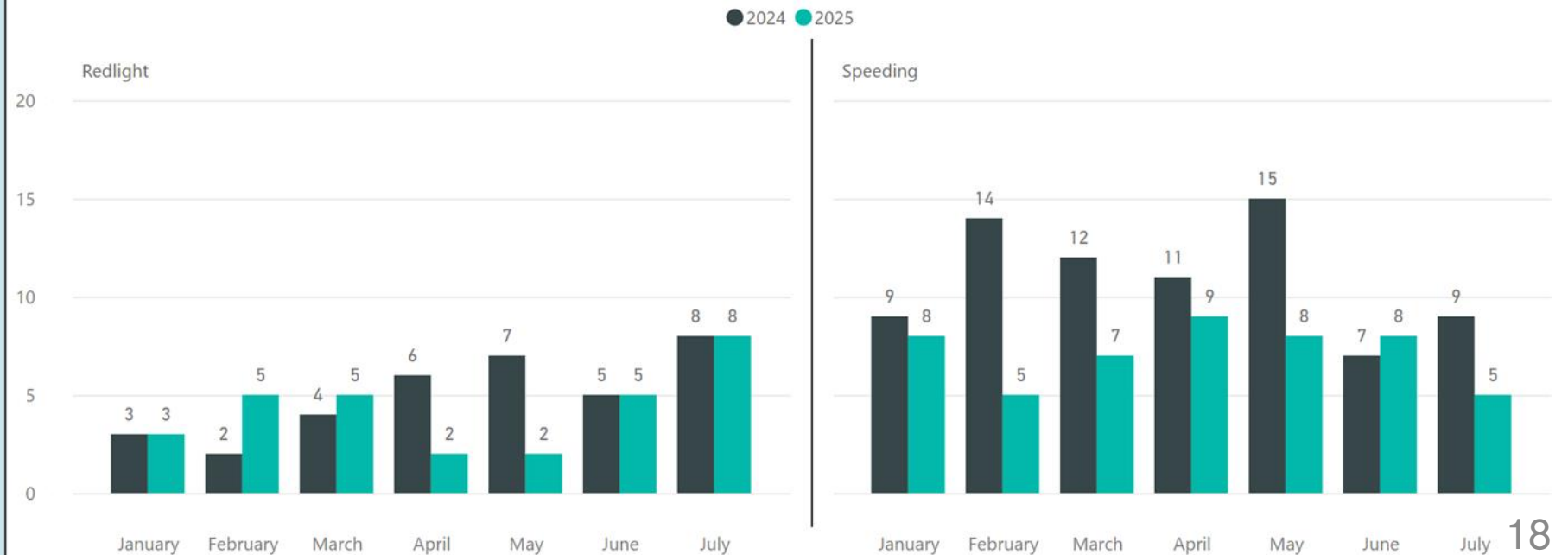
Previous Year: 35 (-14.3%)

%Change in number of Infractions from
previous year

Reported Occurrences



Infractions



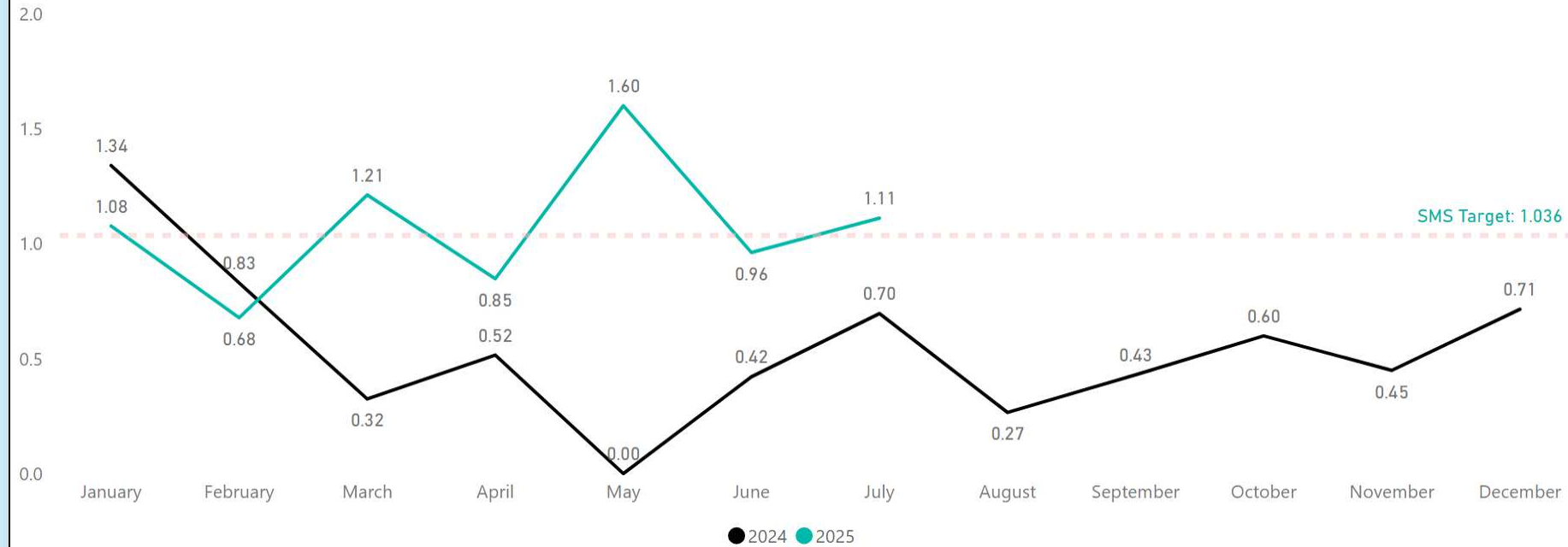
Customer Injury Rate

Year to Date

1.05

SMS Target: 1.036 (+1.75%)
Customer injuries per 1M passenger trips

Customer Injury Rate

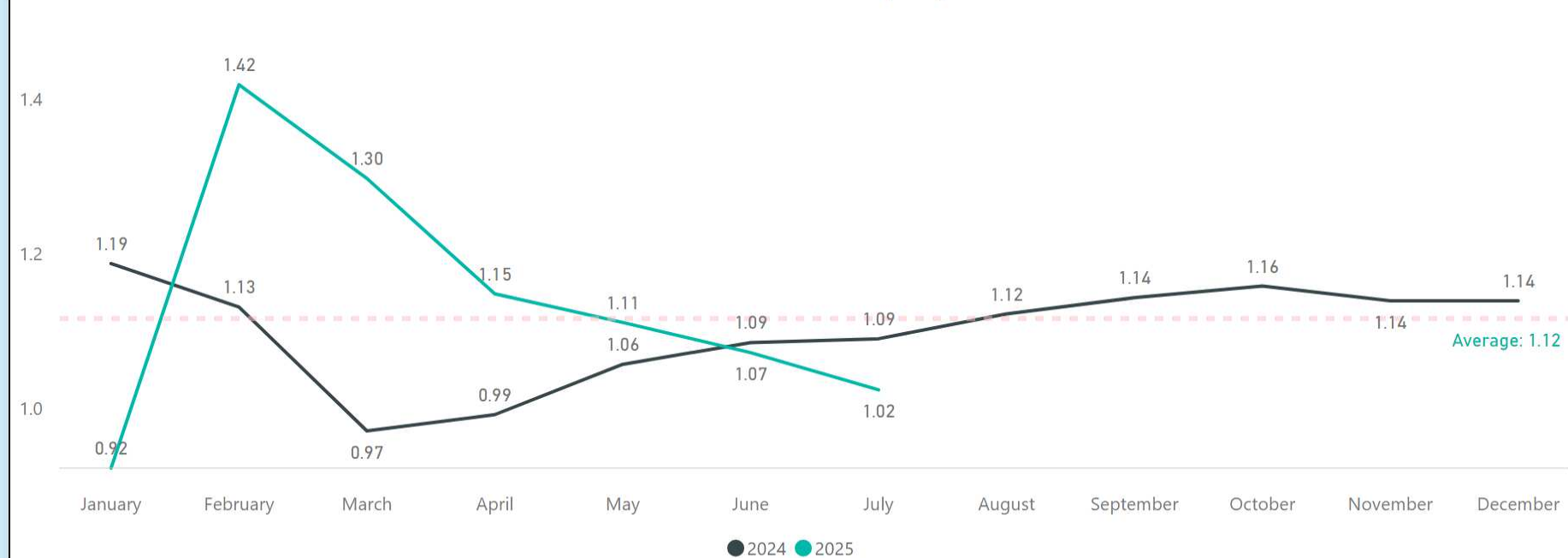


Preventable Collision Frequency

1.02

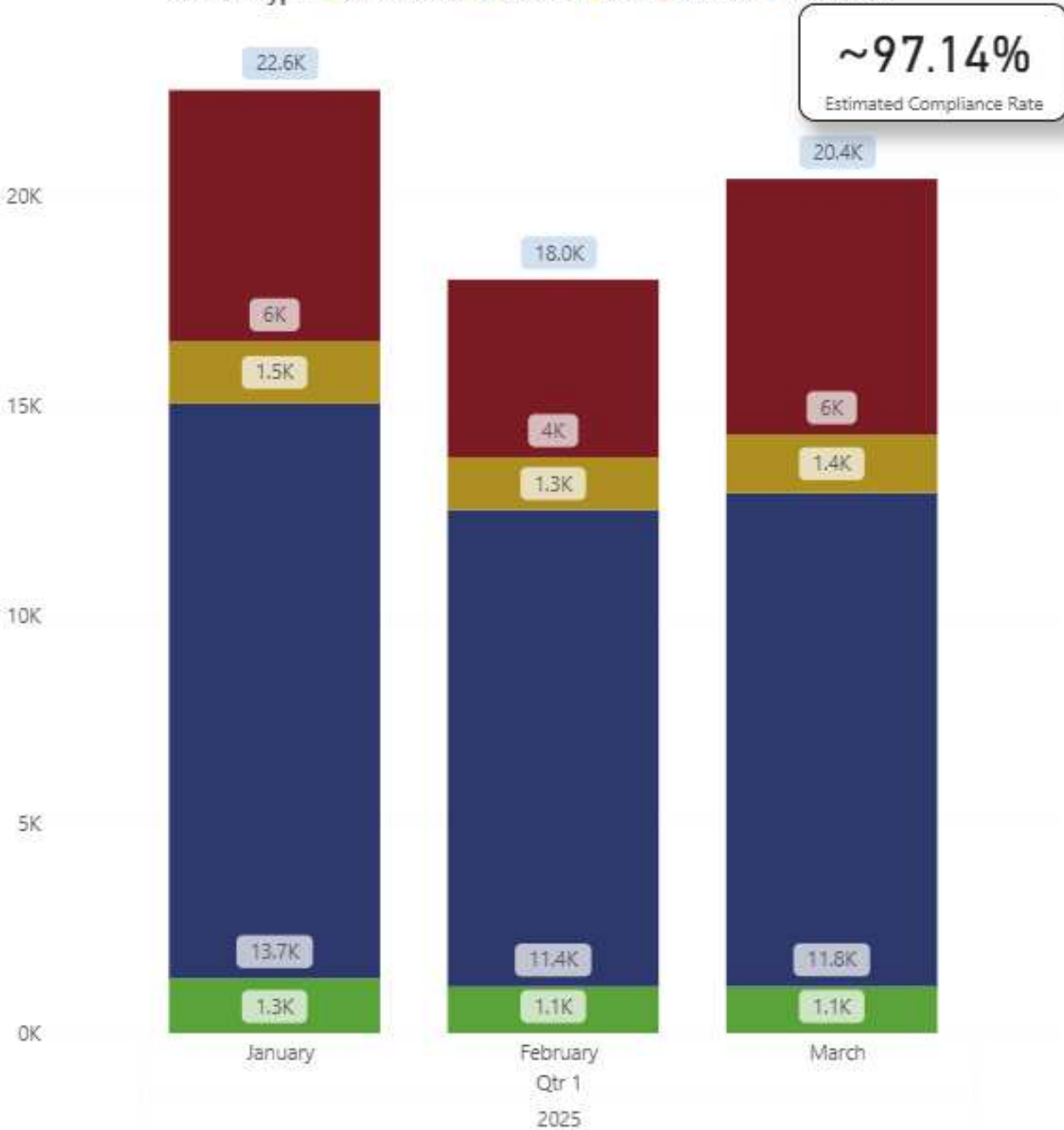
SMS Target: 0.69 (+48.41%)
Number of preventable collisions per 100,000
Km Driven

Preventable Collision Frequency

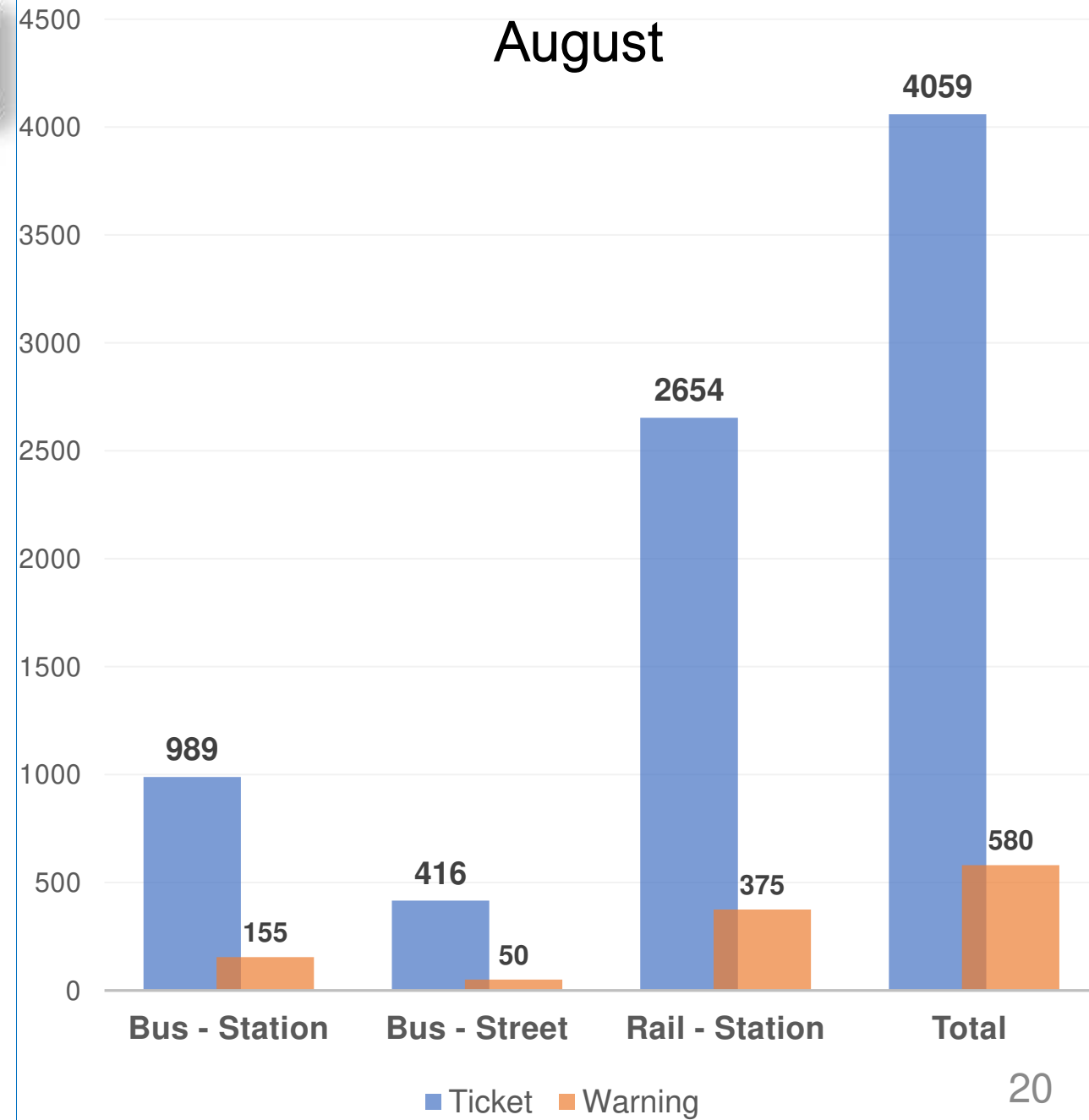


Total Fare Compliance Checks by Medium Type

MediumType ● OCOPENPAY ● PRESTO ● STO ● U-PASS ● Total Scans



Total Infractions 2025 Jan – August



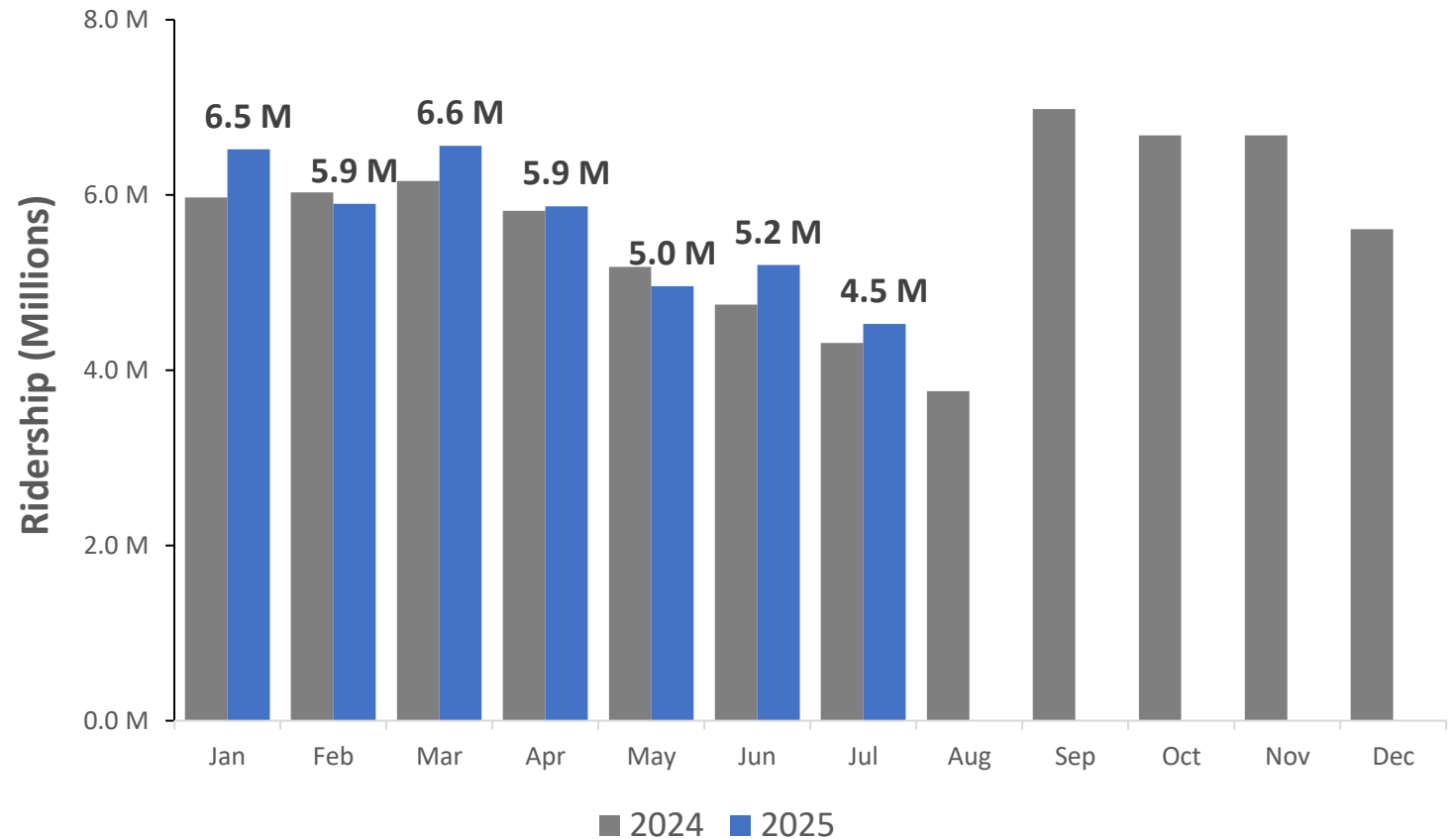
Bus and O-Train ridership



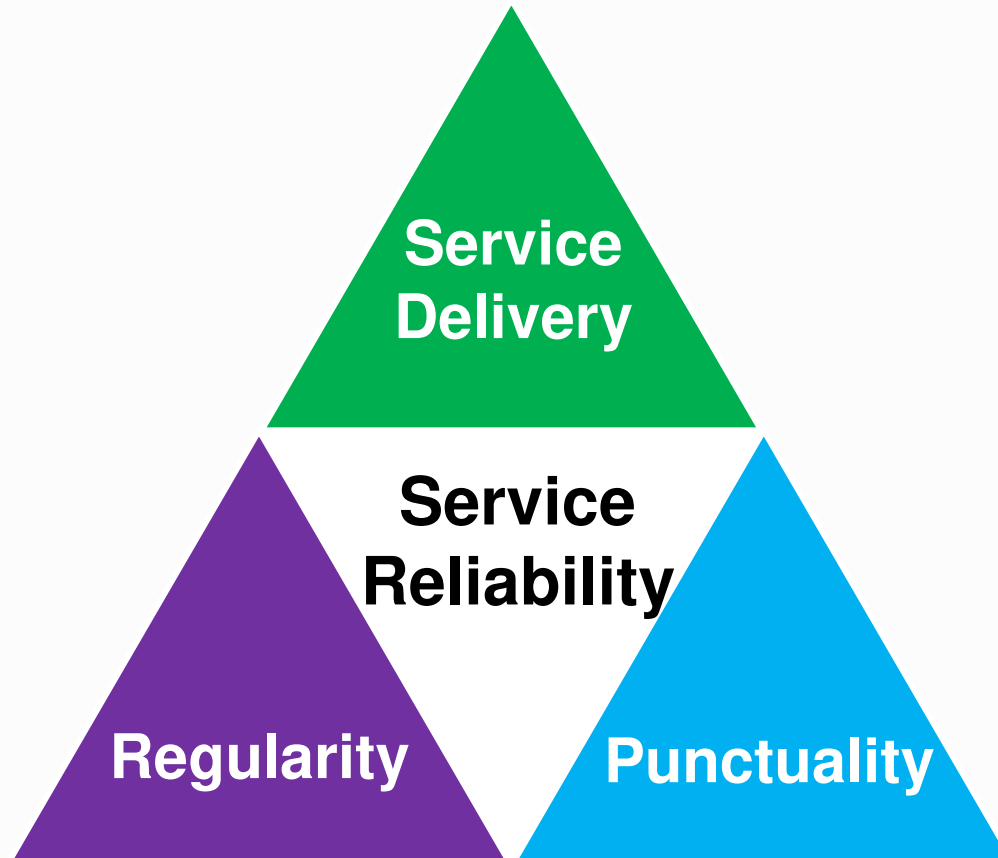
12-month total ridership

69.3 M

0.3% higher than previous month
4.1% higher than previous year



Service reliability



Service Delivery

Degree to which planned trips are delivered
Target 99.5%

Regularity

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

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%

Bus service reliability

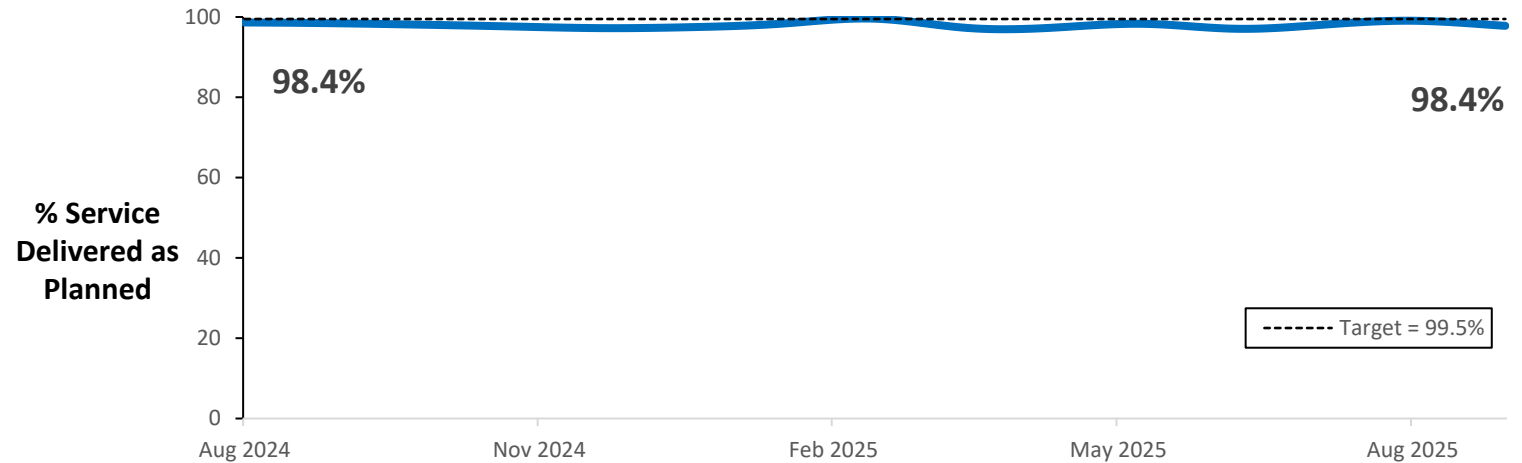


% of service delivered vs. planned

12-month average service delivery

97.8%

1.7% lower than target
Same as previous month



On-time performance

12-month average
Regularity for frequent routes

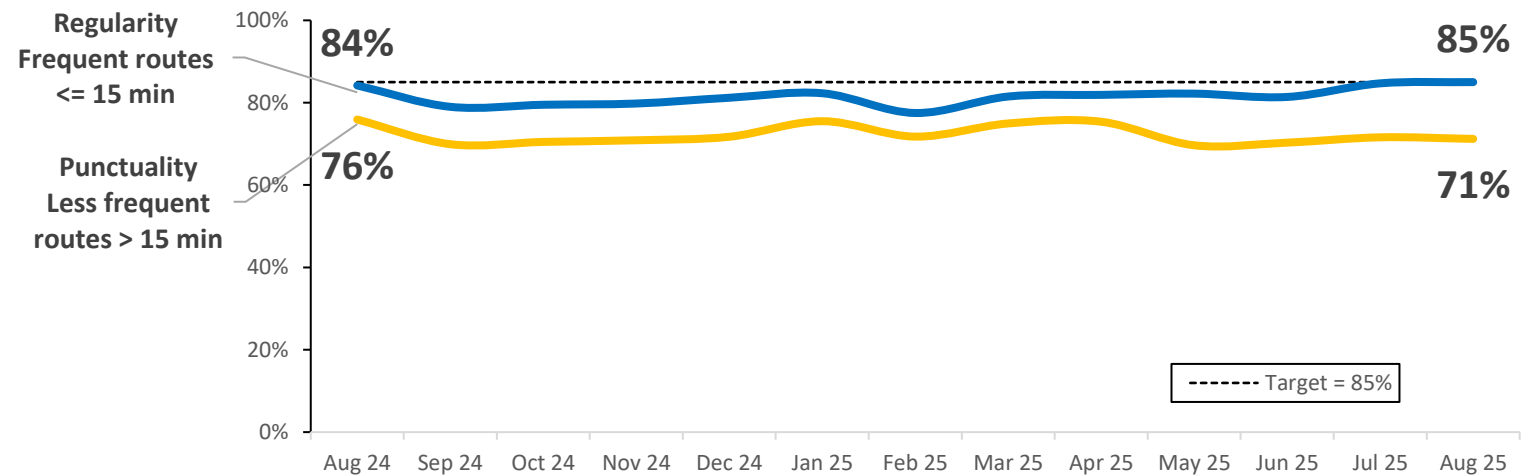
81%

4% lower than target
Same as previous month

12-month average
Punctuality for less frequent routes

72%

13% lower than target
Same as previous month



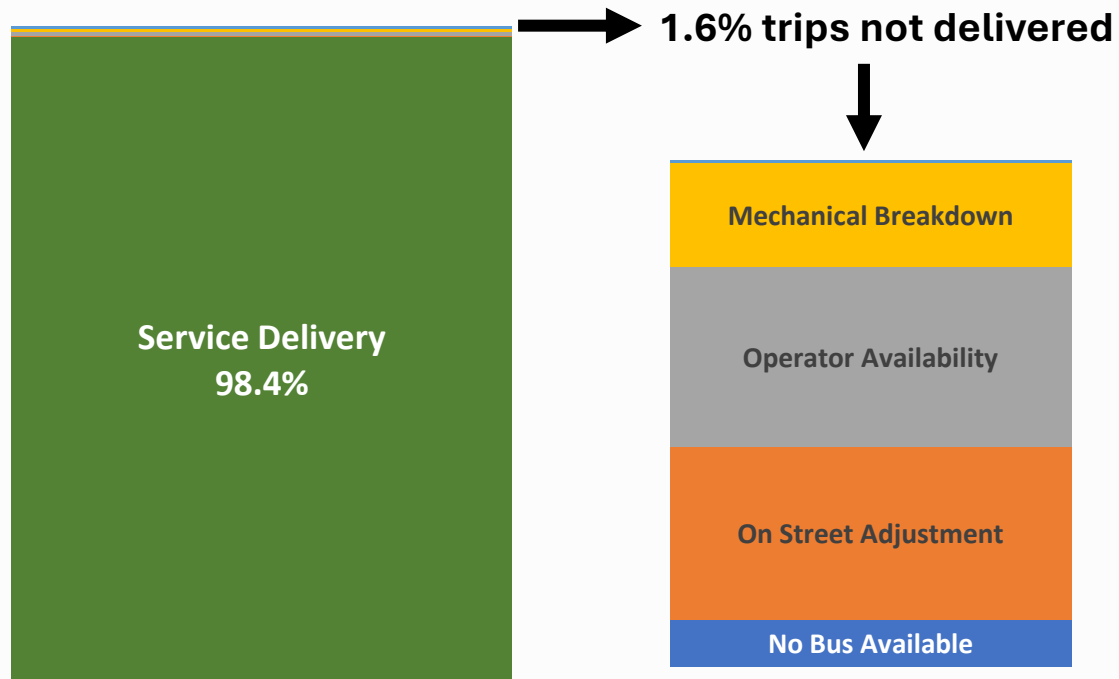
10% of trips arrived more than 1 minute **early**, on less frequent routes

18% of trips arrived more than 5 minutes **late**, on less frequent routes

Bus service reliability



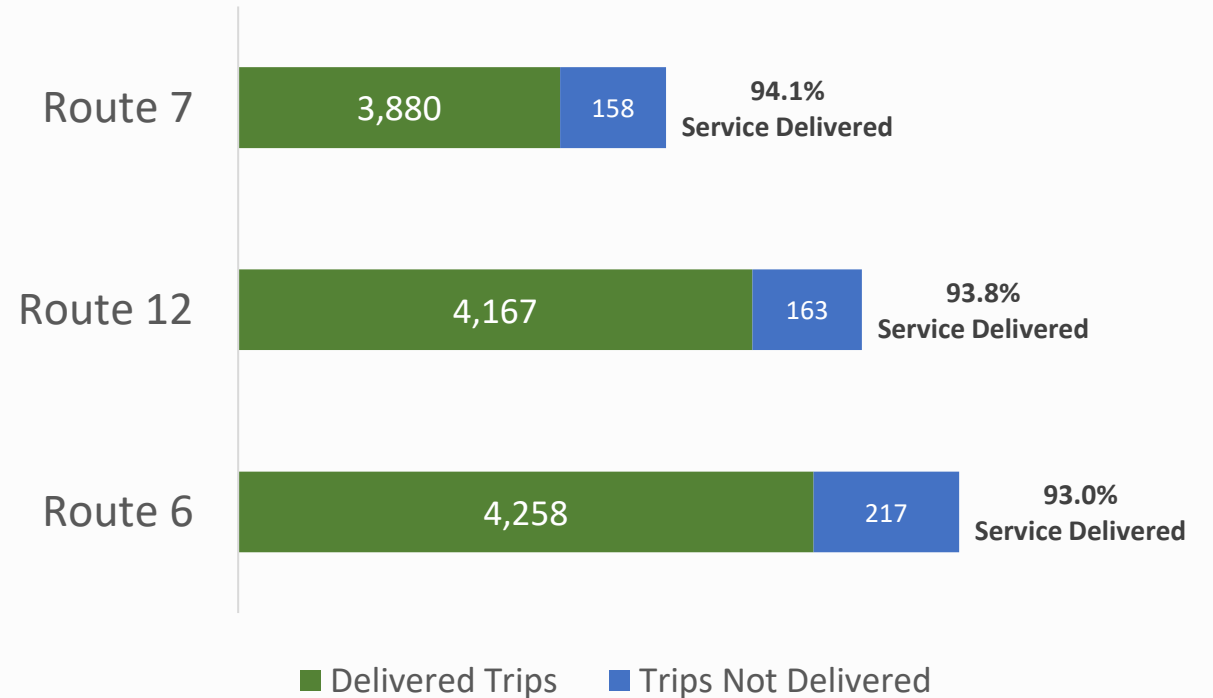
% of service delivered vs. planned details



August 2025

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

Routes with most trips not delivered



O-Train service reliability



O-Train

12-month average service delivery
Line 1

99.2%

0.3% lower than target

0.3% higher than previous month

August 2025 average service delivery
Line 1

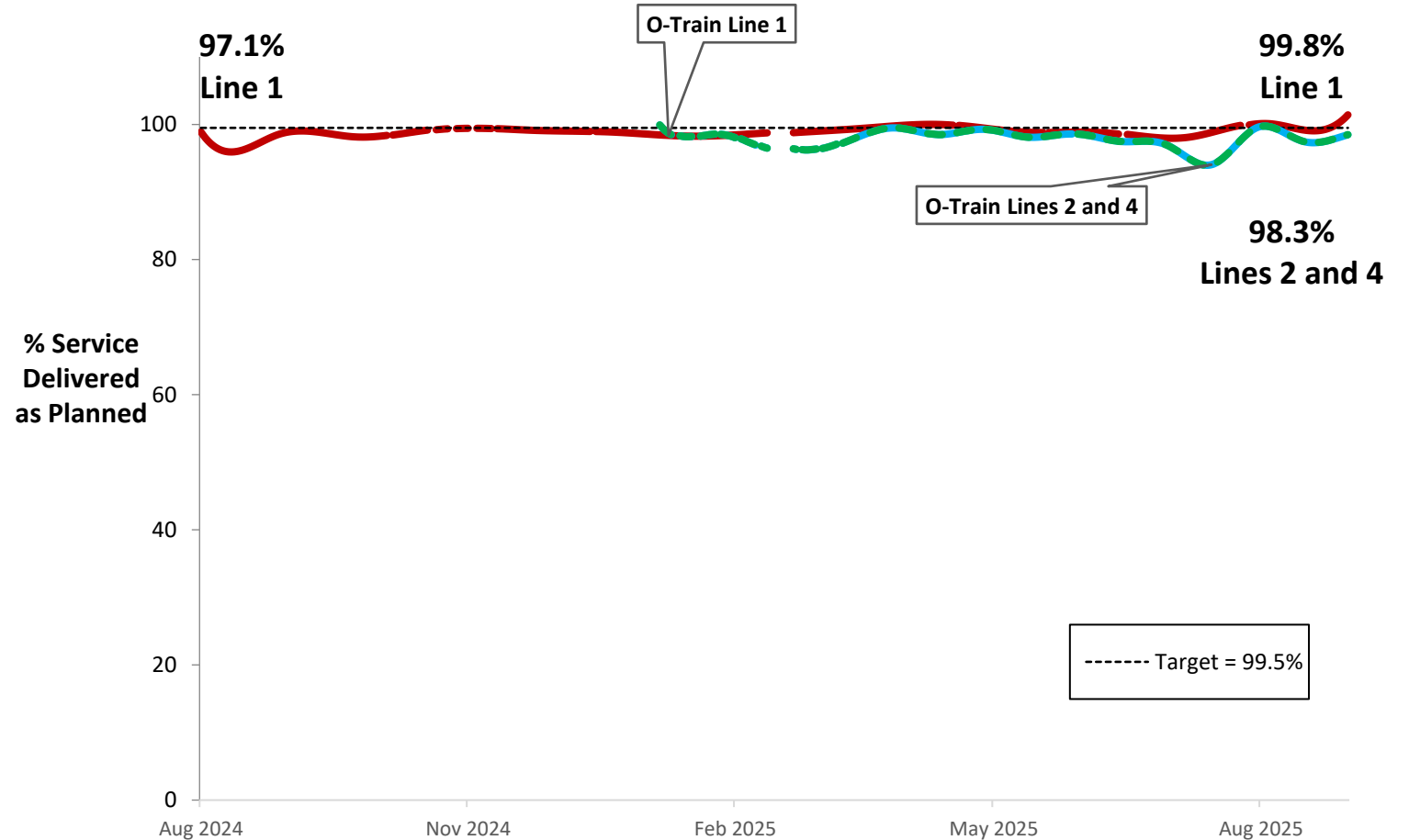
99.8%

0.3% higher than target

August 2025 average service delivery
Lines 2 and 4

98.3%

1.2% lower than target

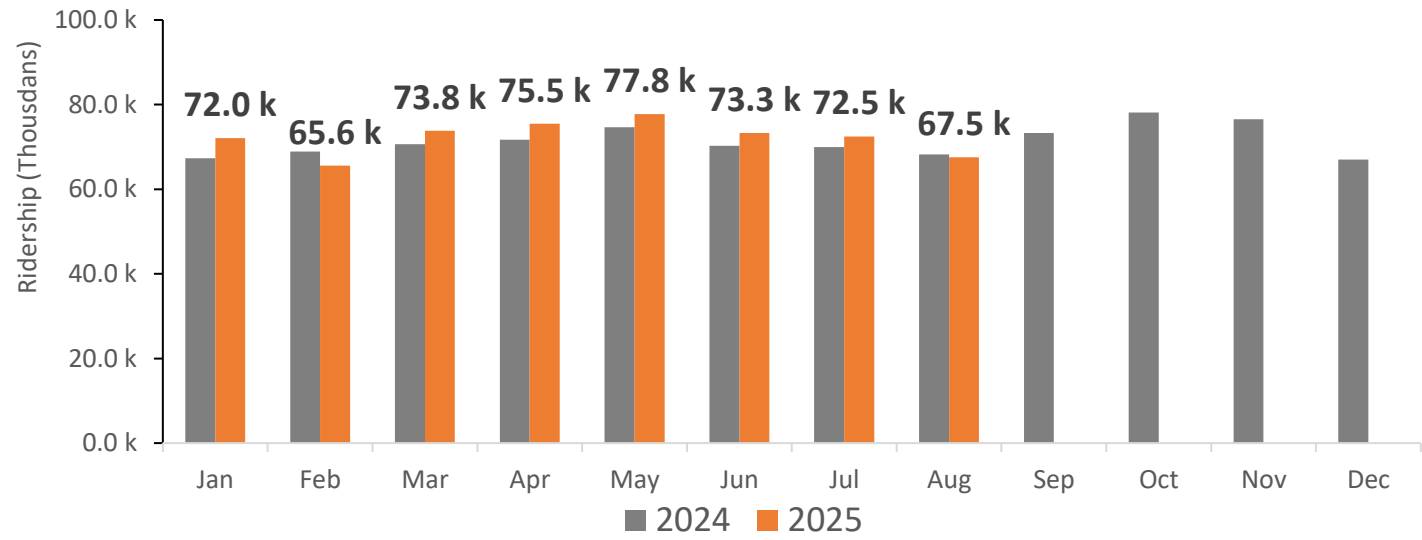


12-month total ridership

873.0k

0.1% lower than previous month

6% higher than previous year

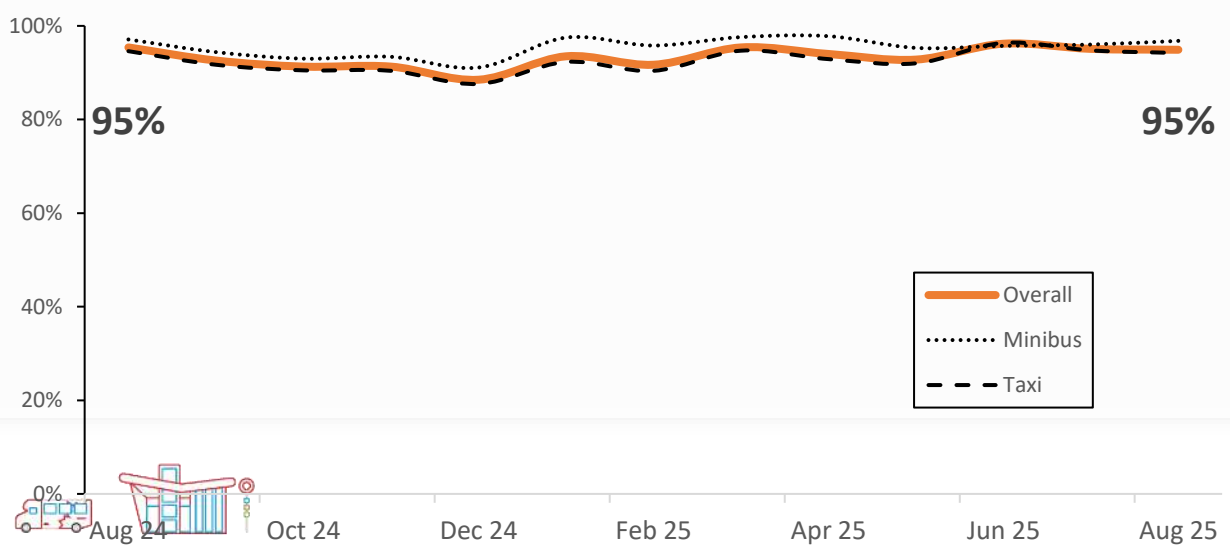


12-month average On-time performance

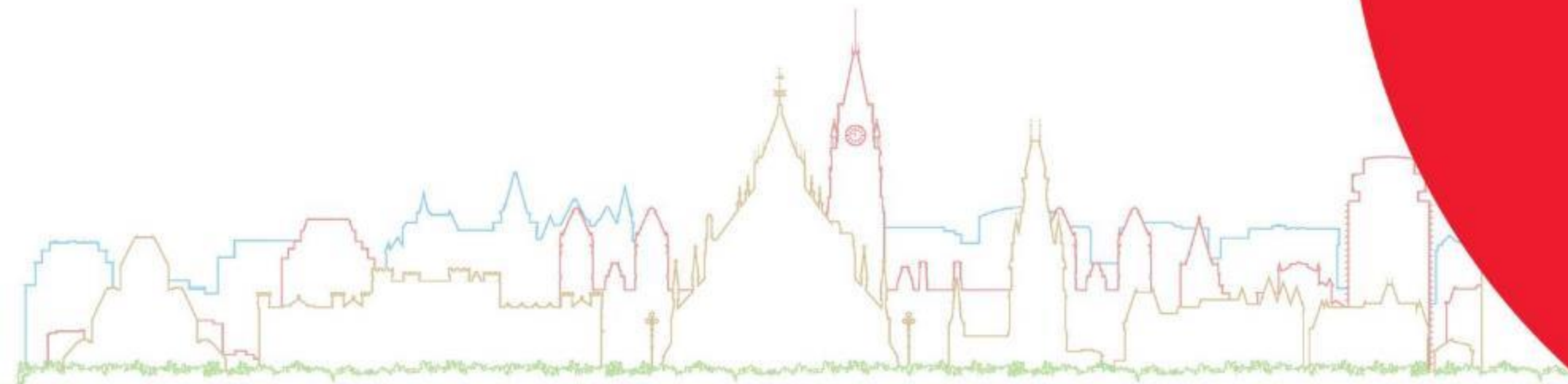
93%

Same as previous month

% of customers picked-up during 30 minute window



New Ways to Bus Update



New Ways to Bus – background

- Major set of bus route changes made in April 2025
- Based on bus route review carried out in 2023
- Priorities:
 - Take full advantage of new O-Train extensions
 - Improve connectivity within communities
 - Align service levels to 2023 ridership; cost savings reallocated to O-Train
- Some conditions have changed since 2023:
 - O-Train Lines 2 and 4 open; Line 1 to Trim coming soon
 - More office workers have returned to on-site work; ridership up 17 per cent
 - More auto traffic congestion, causing delays at some key locations

New Ways to Bus – how is it going?

- Change in April went very well
 - Thorough communication made sure customers were aware
 - Very few operating issues to resolve
- Service reliability
 - Early results showing improvement on some routes, decline on other routes
 - Staff digging further to see what are seasonal variation and what are changes since schedules were prepared in 2024
 - Attention being given to Routes 18, 21, 30, 31, 42, 48, 53, 92, 110, 168, 226
- Capacity
 - No capacity issues over the spring and summer except related to service disruptions
 - Staff watching closely with the return to work and school in September



New Ways to Bus – service adjustments

- Some adjustments from plans made before service began in April, more in June, more in August for September
- **Route 58** – Many trips extended to Tunney's Pasture Station, reducing the number of transfers required; redesignation of trips from Route 57
- **Route 105** – New bus connection to Airport from O-Train Line 1 at Hurdman Station and from intercity trains and buses; redesignation of trips from Route 98
- Other improvements on Routes 8, 25, 30, 32, 33, 35, 39, 40, 70, 74, 75, 80, 92, 94, 110, 161, 197, 221, and school trips

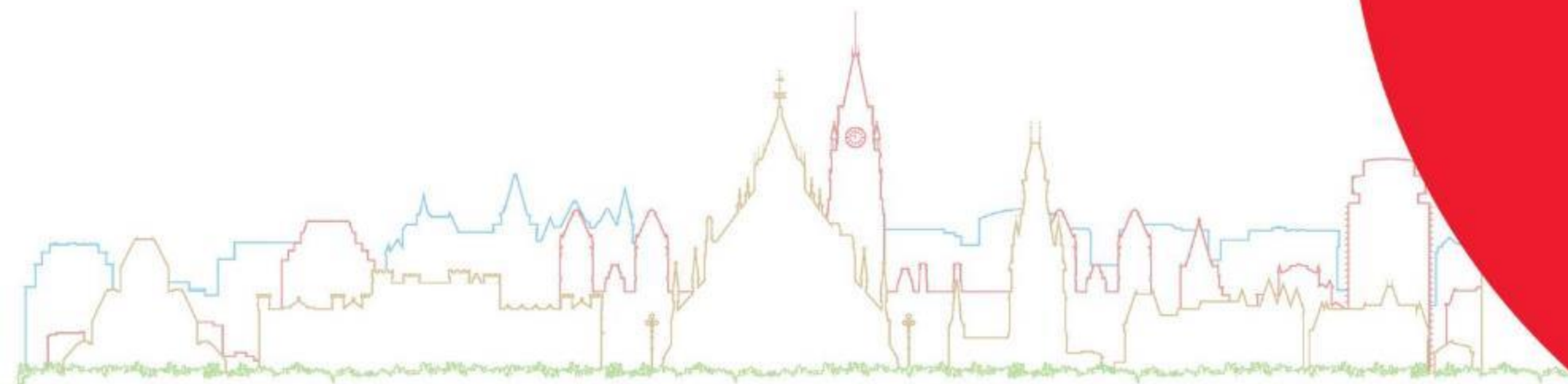
Feedback from customers

- We are receiving and reviewing feedback from customers related to new bus routes and schedules
- Customer feedback is important for assessing and planning any possible future changes
- Can be grouped into these categories:
 - Feedback regarding new routes, service levels, and bus stop locations
 - Difficulty with travel planning
 - Reports of travel planner, signage, and bus stop problems
 - Reports of service issues – e.g., trips running late, not delivered, or overcrowded
 - Requests for service increases or other improvements

New Ways to Bus – continuing work

- Continuing to support customers in using the current route network
- Several requests for evaluation of potential changes from Councillors – some may be no-cost, some may depend on 2026 budget decisions
- Getting ready to adapt routes in Orléans to make best connections with the O-Train Line 1 extension
- Cooperating with school boards on making best use of resources
- Continuing to analyze travel time on routes with low regularity or punctuality

Bus fleet and e-bus infrastructure update



Bus fleet on-boarding schedule

	2025												2026												2027											
	Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4		
	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
40' e-bus	14			12						19			61			40			42			42			40			40			40					
	350																																			
40' used diesel										11																										
60' new diesel																1			12			18			19											
	50																																			

 We are here



New Flyer and Nova e-buses

- Delivery of the first 26 buses is complete; 30 e-buses are in Ottawa
- Delivery of next batch of 80 buses projected to begin in Q4 2025
 - 6 of 80 buses have entered production line

Diesel bus procurement

Used 40-foot diesel buses

- Delivery is now complete; buses are currently in the retrofitting process with an in-service target date of Q4 2025

New diesel articulated buses

- Tentative delivery date is Q2 2026 – Q2 2027



Para Transpo minibus updates



As of September 3, 2025



**6-metres
in service**



**7-metres
in service**



7-metre minibuses



2025

**40-45 units will be
in service by the end
of 2025**



2026

**All Para Transpo units
should be in service
by end of Q2 2026**



**Units arrive at the rate of
2 per week on average,
until April 2026**

Electrical infrastructure update

June Transit Committee Update

At the June Transit Committee, staff provided an update that Envari/Hydro Ottawa is facing challenges with delivery time on substation's Trans-Rupter, delaying commissioning from November 2025 to April 2026.

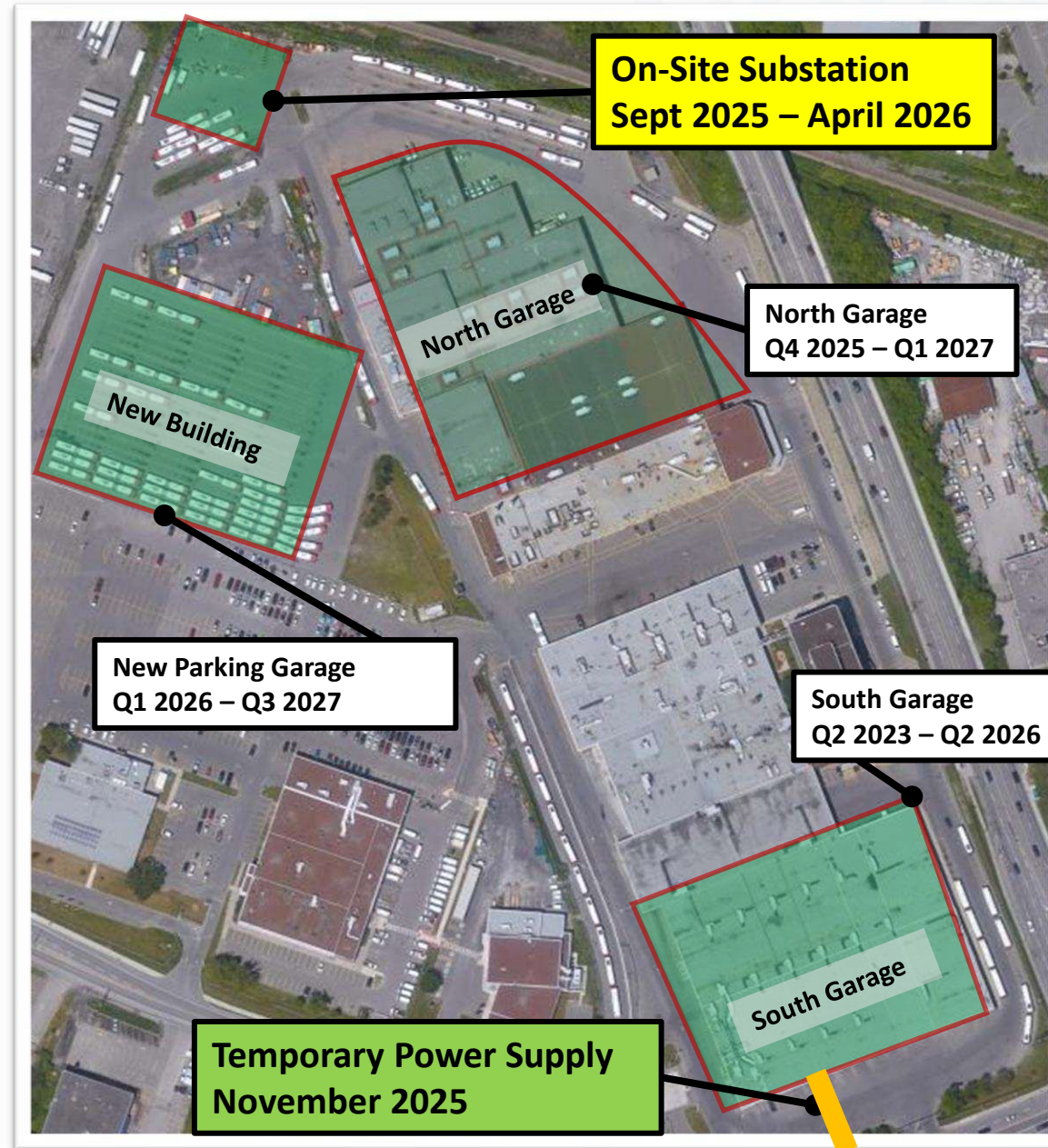
Possible concern

Upcoming delivery of 80 e-buses would be required to charge from the 30 chargers currently servicing the 30 e-buses in the bus fleet.

Project update

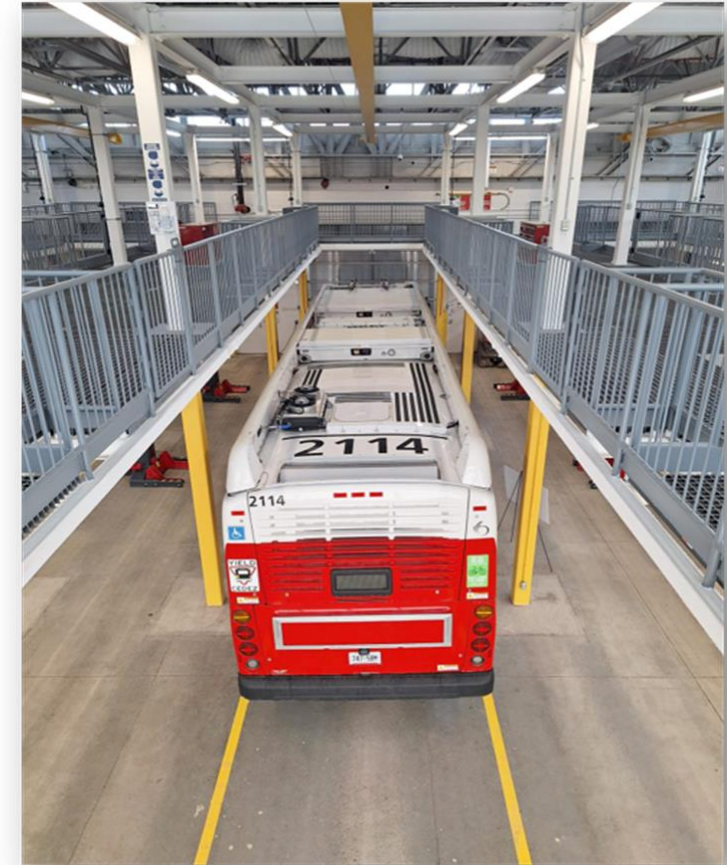
Staff worked with our stakeholders to minimize disruptions to bus service. A mitigation strategy has been developed, with Hydro Ottawa installing a temporary power supply to provide electricity to the south garage, ensuring that the upcoming bus delivery will be supported with enough chargers.

This mitigation strategy is currently tracking to schedule and is closely being monitored by project staff.



E-Bus training update

- More than 1,000 bus operators are fully trained on the New Flyer bus and approximately 225 are trained on both New Flyer and NOVA bus types:
 - All remaining bus operators are anticipated to complete training on both bus types by Q3 2026
 - Training will have minimal or no effect on the ability to delivery service
 - Training will be incorporated into all future new bus operator classes
- Focus will shift to fleet maintenance staff, including mechanics and garage attendants:
 - Trained mechanics are supported in maintenance activities by external vendors on-site
 - Fleet maintenance staff training will ramp up in the coming months and continue indefinitely
 - Staff working on e-buses must receive comprehensive training on best practices to eliminate and mitigate risks associated when working with high voltage equipment



Bus availability – transition to fall service

Summer maintenance

- Experienced high bus utilization throughout summer months due to Line 1 maintenance shutdowns, increasing maintenance backlog
- Para Transpo service availability stabilized throughout summer with 11 new minibuses onboarded

Mitigations

- Strategic use of overtime and resources
- Grounding unreliable units; directing maintenance efforts on putting buses into service
- Continued onboarding of e-buses into regular operations (21 out of 30 in service each day)

Looking ahead this fall

- Updated planned maintenance schedule in October, reducing time in garage per visit for buses
- Rolling out upgraded fleet management software is underway
- Implementation of new yard management system by end of year to improve yard operations

Bus maintenance action plan update

Increasing staffing

- Hiring of garage attendants and body shop technicians to improve service turnaround
- Collaborating with City HR exploring out of province and out of country options for 310T licensed mechanics
- Expanding outreach to colleges and high schools to promote interest in skilled trades

Long-term initiatives

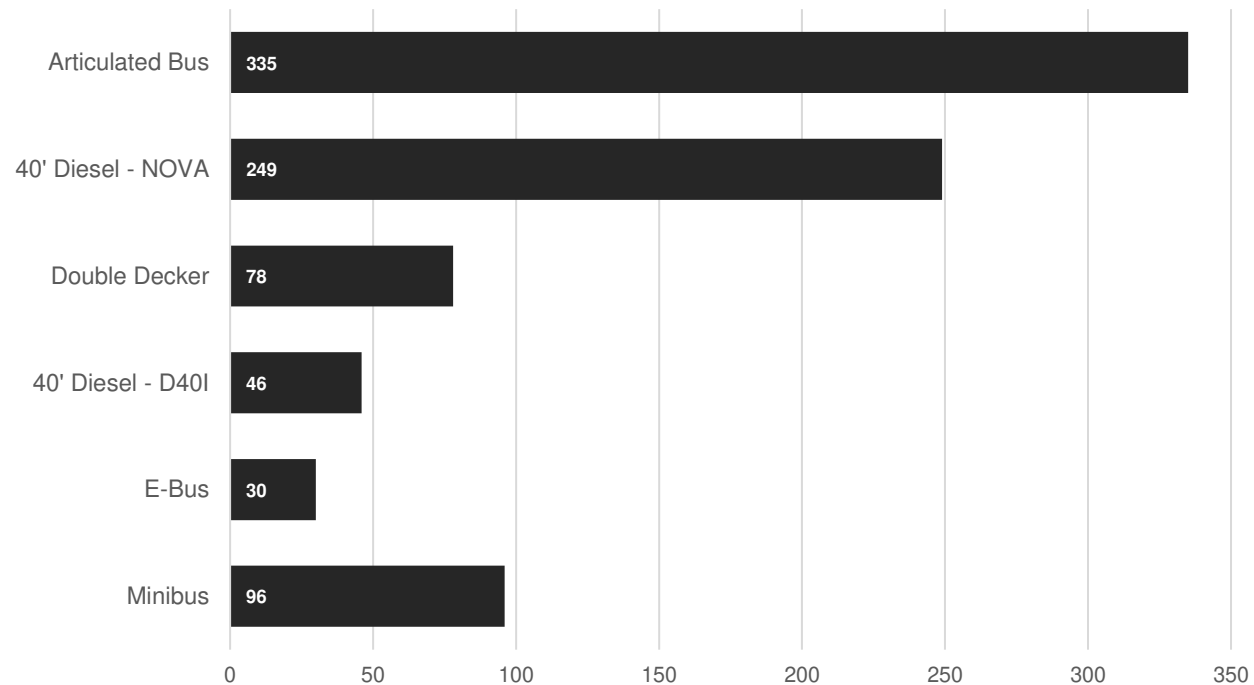
- Scaling up high-voltage maintenance training programs in St-Laurent Garage to accommodate growing e-bus fleet

Fall 2025 bus availability requirements

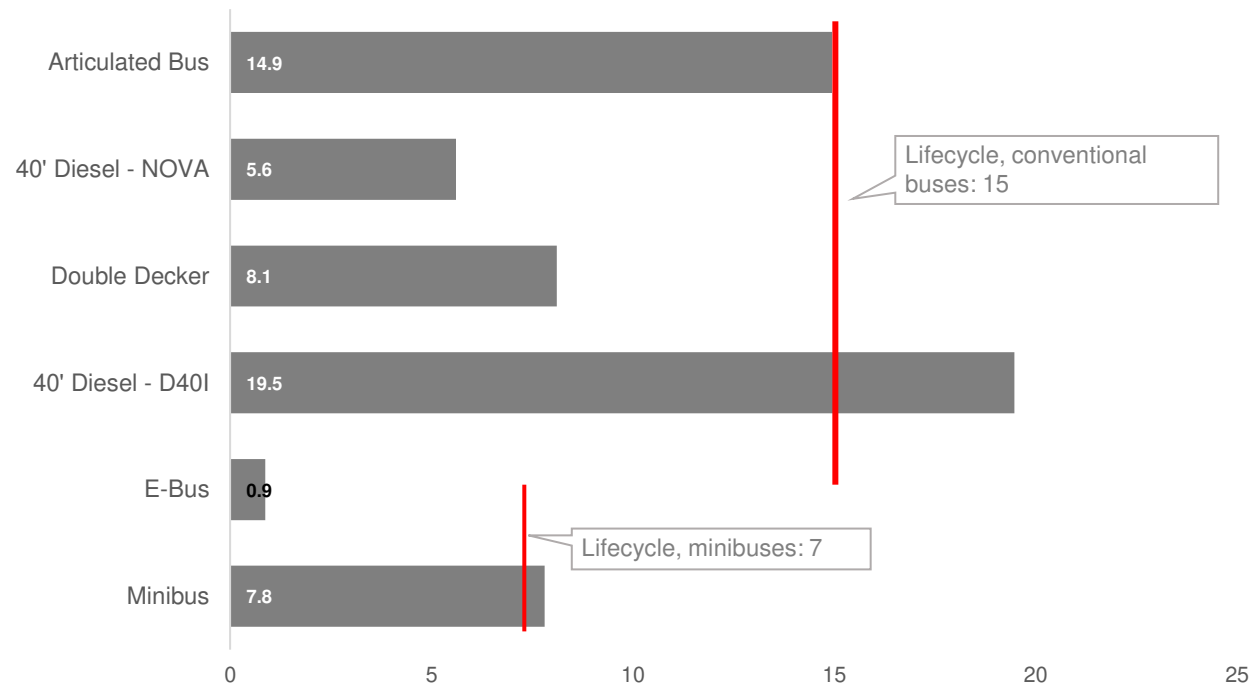
Work item	April 2025	Fall 2025
Active bus fleet	735	738
30+ days of work required	39	42
Maintenance inspections	24	22
Bus cleaning	11	9
< 30-day work orders	20	34
Daily defects	120	120
Average available for service	521 buses	511 buses
Service requirement	540 buses	519 buses

Bus fleet composition

Bus Fleet Count - September 2025



Bus Fleet Age - September 2025



Questions?

