



O-Train Line 1 & Bus Service Update

Transit Commission
March 30, 2022

OC Transpo at a glance



97.4 M

customer trips per year*



300 K

Line 1 trips per weekday*



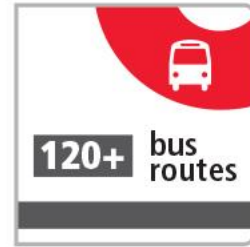
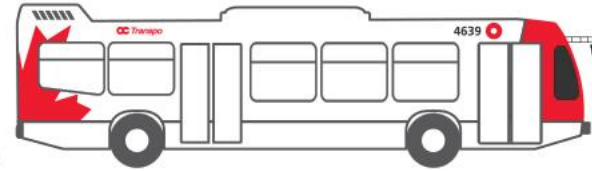
888 K

Para Transpo trips per year*

Among the highest transit ridership per capita of any mid-sized North American city

*based on 2019 ridership

900+
fully accessible conventional buses



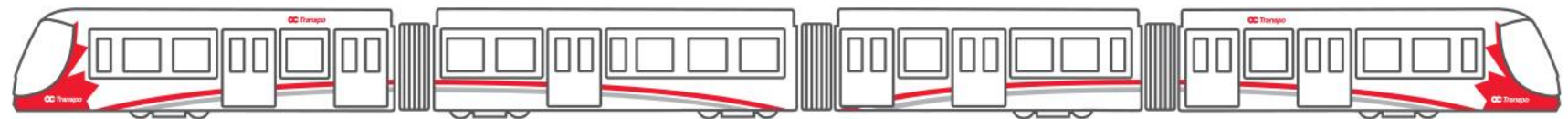
4 battery-electric buses in 2022 with goal of 100% zero-emission bus fleet by 2036

80+ *Para Transpo*
minibuses providing door-to-door service



12.5 KM

of high-frequency east-west O-Train service with fully accessible trains and stations



3,000 employees



360 K

customer phone calls answered/year



4 M

unique website visits/year



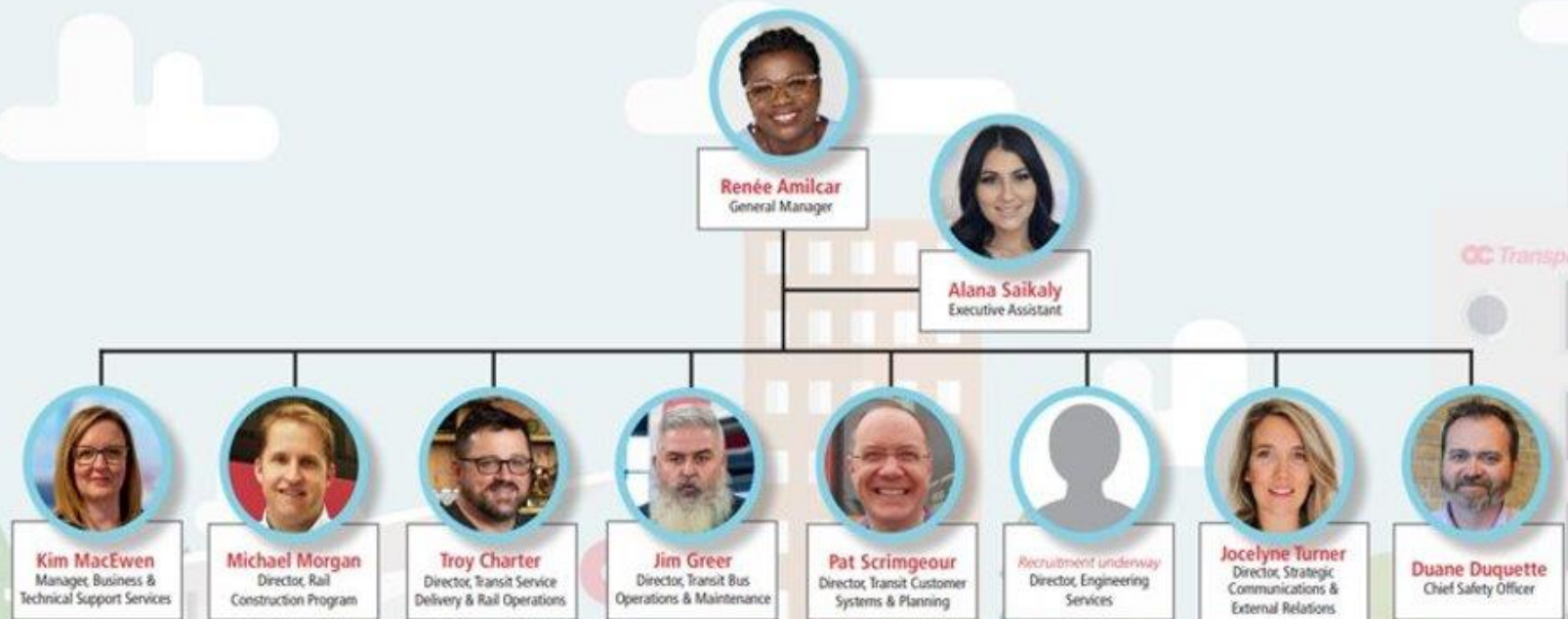
594 M open data requests/year

GM Updates – Highlights Since Last Meeting

- Snow events
- Winter Rack & Roll
- Organizational changes



Transit Services Department – Organizational Structure March 2022



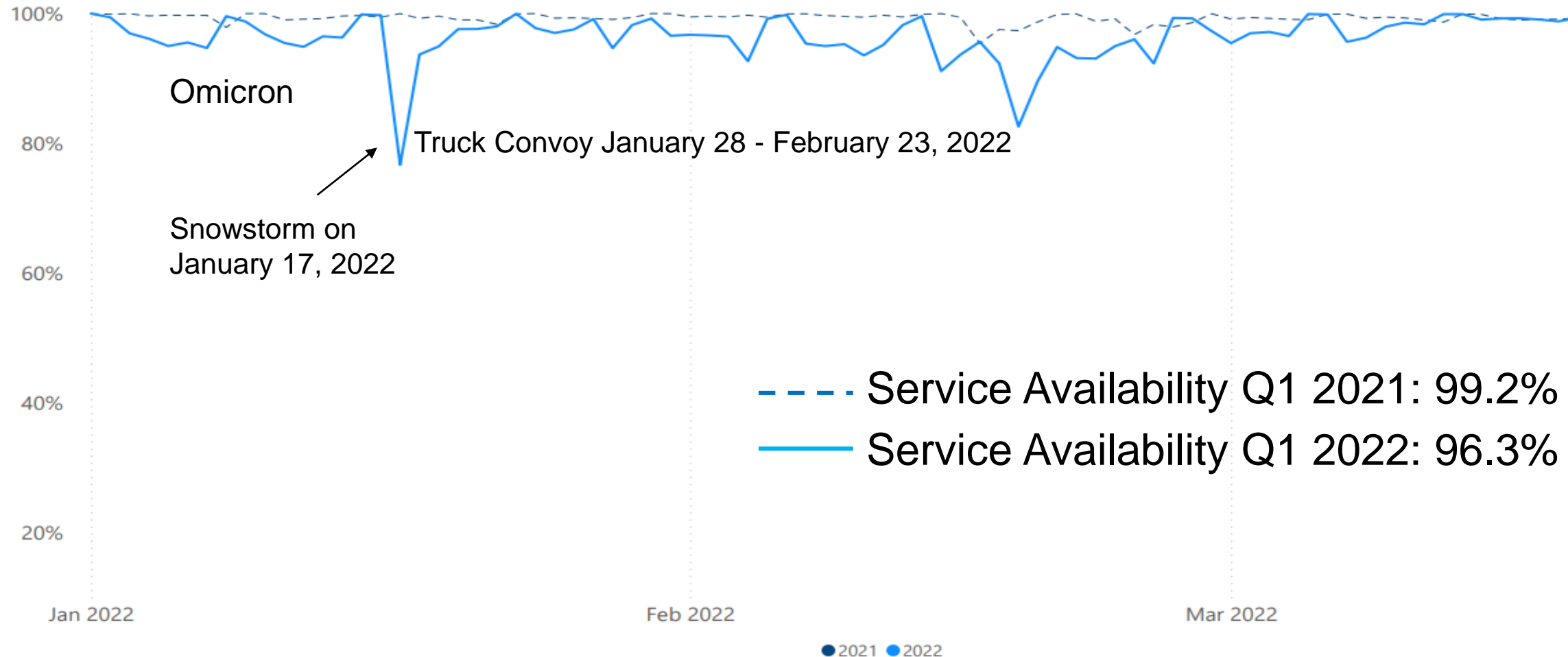
GM Updates – Highlights (*cont'd*)

- Response to downtown protests
- Battery-electric buses
- Masks on transit
- Canada Labour Code changes



Key Performance Indicators (KPIs)

Conventional Bus Service Availability: Q1 2021 & 2022



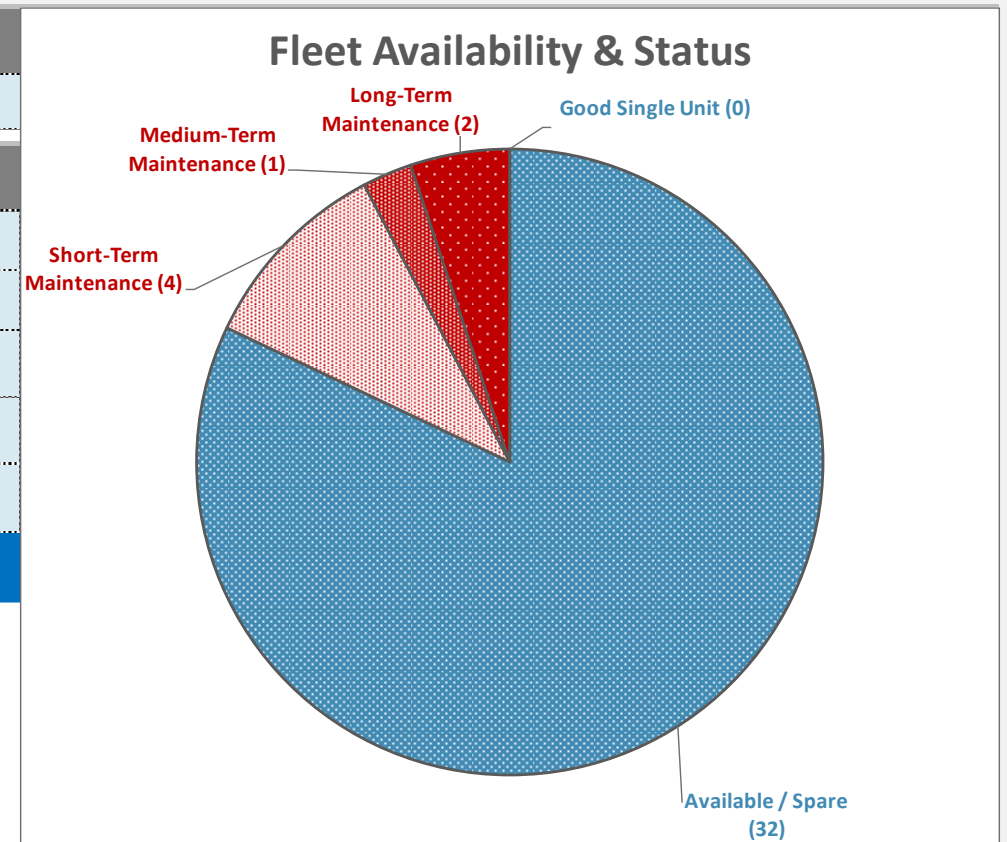
Para Transpo – Key 2021 Performance Indicators

- Trip requests accepted: **100%**
- On-time performance: **98.25%**
 - This represents trips that met the 30-minute window within which customers can expect their taxi or minibus to arrive.
- Average time to answer booking line: **three minutes**
 - This represents the average time customers waited on the phone before reaching a customer service representative.
- Online booking requests: **10,680**
- Total number of complaints related to Para Transpo (all channels): **579**
 - There were 374,000 total customer trips on Para Transpo in 2021.

Progress Update – LRV Availability Snapshot

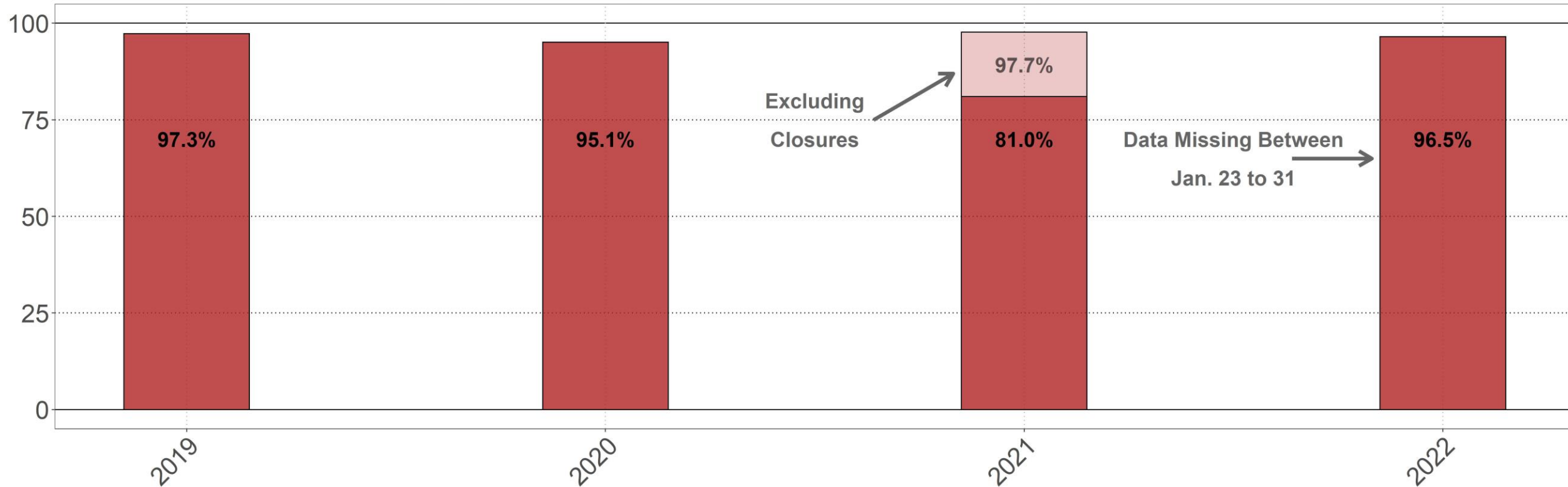
Snapshot (7AM on Mar 28, 2022) of Fleet Availability

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	10%
LRVs In Medium-Term Maintenance (3 to 7 Days)	2	1	3%
LRVs In Long-Term Maintenance (Over 7 Days)	2	2	5%
Good Single Units	-	0	0%
Total Out of Service	6	7	18%
Available LRVs (Incl. Good Single Units)	Unavailable LRVs		Total Number of LRVs (Fleet Size)
32	7		39



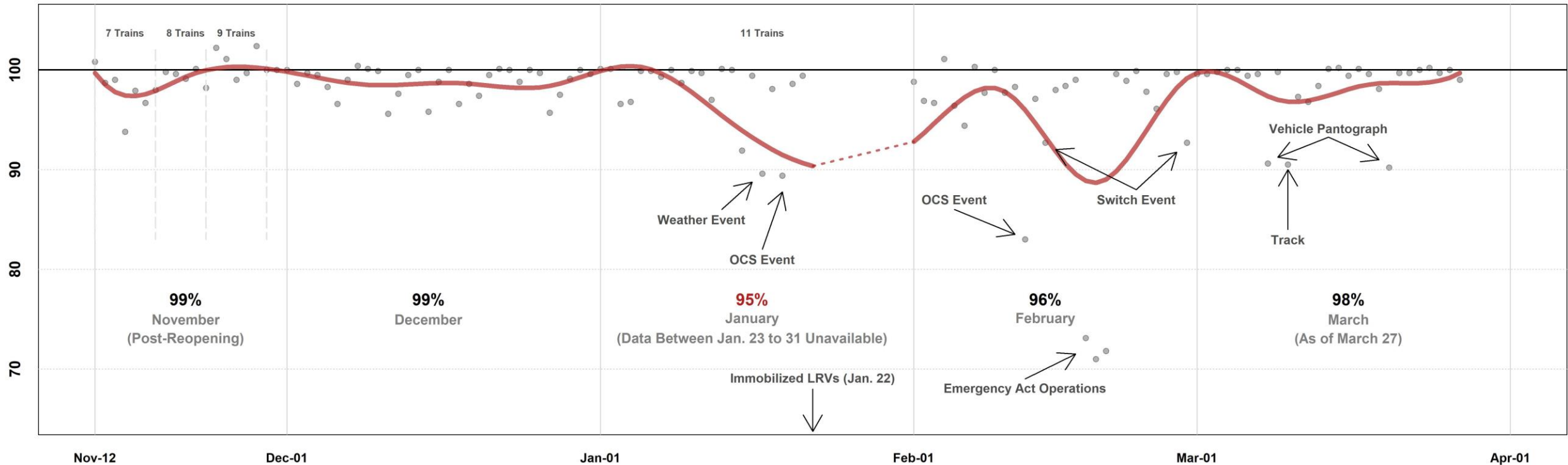
Year-Over-Year Line 1 Performance (2019-2022)

Annual Service Delivery (Percentage of Scheduled Service)



Combined Daily & Monthly Service Delivery (November 12, 2021 – January 21, 2022)

Daily & Monthly Percentage of Service Delivered Between Nov. 12, 2021 & March 27, 2022



Annual Transit Fare Increase

- Following Council direction (Motion No. 2021 TTC 30-02), the fare increase originally planned for January 1, 2022, is planned to take place on May 1, 2022.
- OC Transpo has put in place an action plan with RTG to increase train availability and improve reliability.
 - As of March 28, RTM has been able to provide 15 trains for 20 of the 28 days.
- Based on this level of availability and reliability, staff will continue to work with RTG and feel confident that 15 trains will be available daily for a period of four weeks starting on April 1.

NB - Based on current ridership, service will remain at 11 trains.
Four spares will be available on standby.

Status of Contract with TRA

- TRA was originally secured as an impartial third-party consultant to review RTM's Return to Service Plan.
- The contract has since been amended to allow TRA to provide additional and ongoing oversight of RTM's work and to ensure compliance with the City's Safety Management System.
- Transportation Resource Associates Inc. (TRA) is currently contracted to monitor RTM's work until November 2022, at which point the City will re-evaluate its needs.
- The current contract, dated from January 1 – November 30, 2022, has an upper limit of \$900,000.

Overhead Catenary System (OCS) Incident

(In response to a question from Commissioner Olsen)

Context

- On January 22, one OCS cantilever (support and bracket) was out of tolerance and made contact with pantograph.
- There are approximately 500 OCS brackets on Line 1.
- Root cause investigation began immediately, and regular OCS maintenance/inspection regime is in place:
 - After conducting an analysis, five of the 500 OCS brackets had been identified with a potential loss of tolerance.

Mitigation Measures

- More visual inspections of OCS when temperatures are below -30°C.
- Addition of automated alert to Control Centre when a "pantograph bounce" is detected.



Ridership

Context: Review of 2021 Impacts on Ridership

- In 2021, COVID-19 continued to significantly impact transit ridership.
- Ridership increased as public health restrictions eased and as vaccination began.
- Ridership declined and subsequently increased with each successive wave of the pandemic.
- No fares were charged during December 2021.

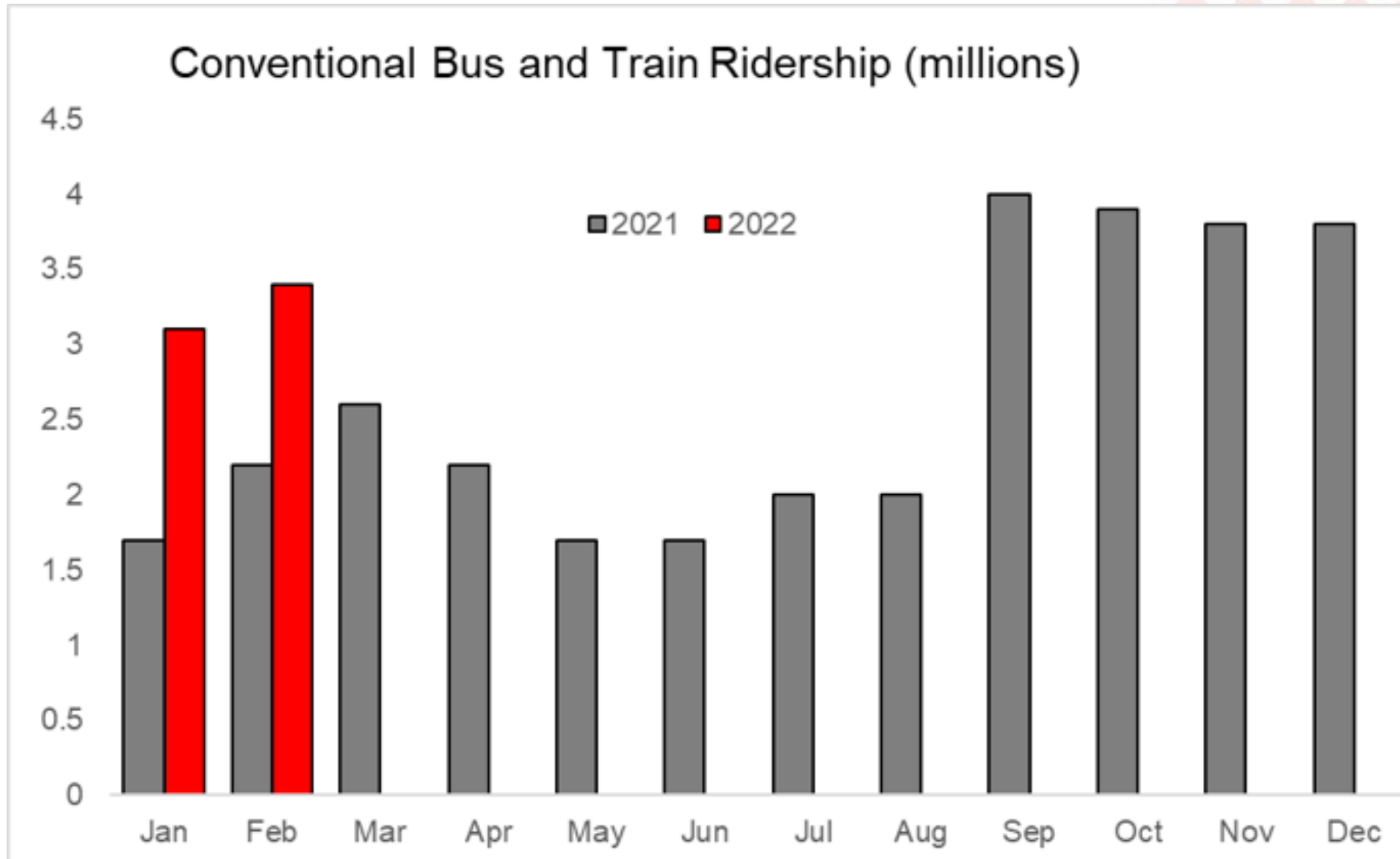
Context: Review of 2021 Impacts on Ridership (Cont'd)

- Total 2021 Bus and O-Train ridership was **32%** of total 2019 ridership.
- Total 2021 Para Transpo ridership was **42%** of total 2019 ridership.
- December 2021 ridership for Bus and O-Train was **45%** of December 2019 ridership.
- December 2021 ridership for Para Transpo was **61%** of December 2019 ridership.

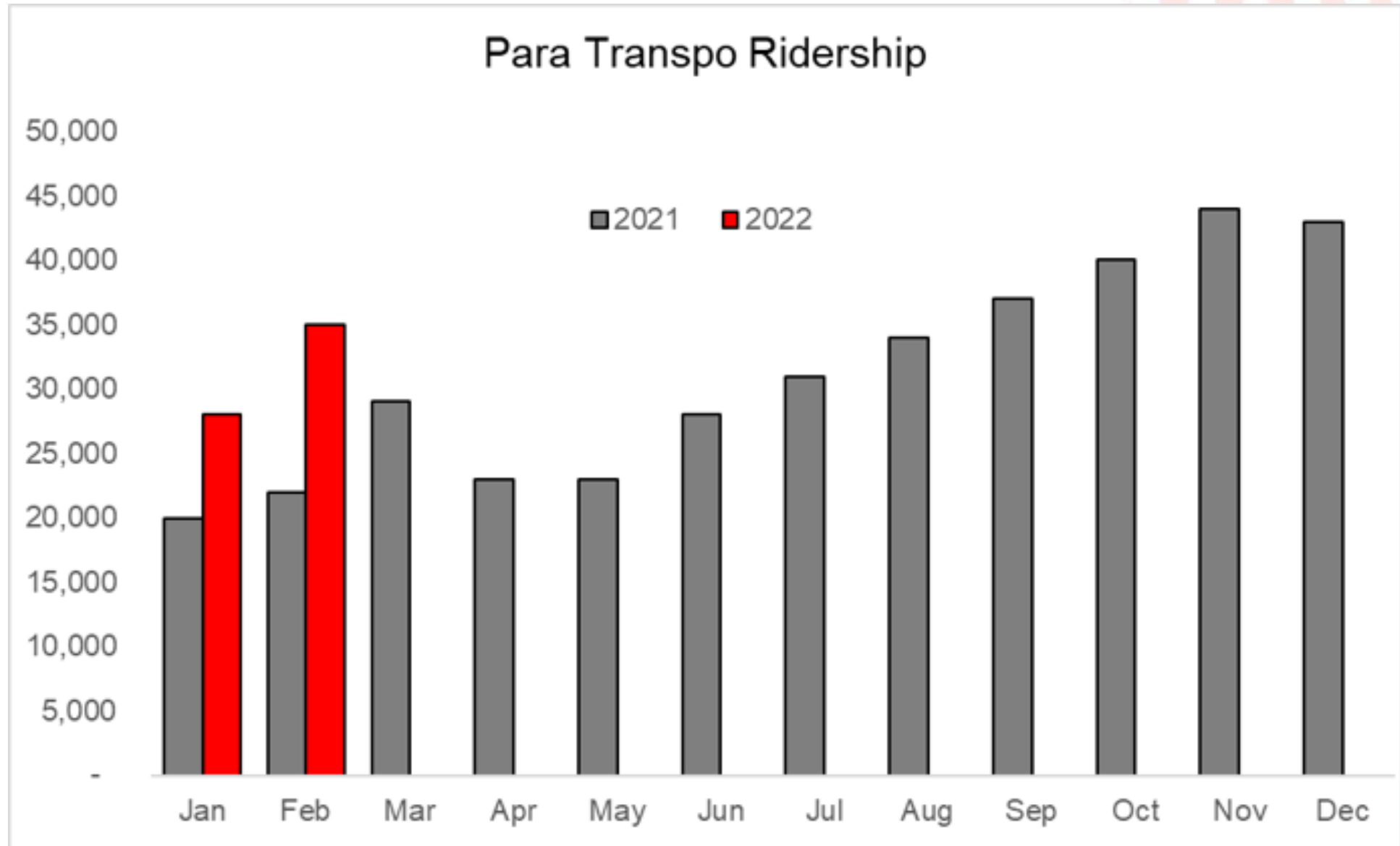
Ridership

	Conventional bus and train				Para Transpo			
	2021 Ridership	% of 2019	2022 Ridership	% of 2019	2021 Ridership	% of 2019	2022 Ridership	% of 2019
January	1.7 million	19%	3.1 million	35%	20,000	27%	28,000	38%
February	2.2 million	26%	3.4 million	41%	22,000	32%	35,000	48%
March	2.6 million	30%			29,000	37%		
April	2.2 million	26%			23,000	30%		
May	1.7 million	23%			23,000	29%		
June	2.0 million	25%			28,000	39%		
July	2.0 million	30%			31,000	44%		
August	2.0 million	34%			34,000	50%		
September	4.0 million	44%			37,000	52%		
October	3.9 million	41%			40,000	49%		
November	3.8 million	41%			44,000	55%		
December	3.8 million	45%			43,000	61%		
Total	31.7 million	32%			374,000	42%		

Conventional Bus and Train Ridership: 2021 & 2022



Para Transpo Ridership: 2021 & 2022



December 2021 Unlimited No-Charge Transit

- Total train and bus ridership was approximately **3.8 million** customer-trips:
 - 45 percent of pre-pandemic ridership in December 2019.
- Para Transpo ridership was approximately **43,000** customer-trips:
 - 61 percent of pre-pandemic ridership in December 2019.

NB – No-charge fares were offered in December 2021, coupled with reduced public health restrictions until the Omicron surge in the last week of December.

December 2021 Unlimited No-Charge Transit (*Cont'd*)

- For December 2021:
 - O-Train ridership was calculated primarily using the number of customers who walked through fare gates;
 - Para Transpo ridership was calculated from customers' trip bookings as usual; and
 - Bus ridership was estimated based on automated passenger counters onboard buses.
- The value of the no-charge fares in December 2021 was approximately \$9 million.

Questions?