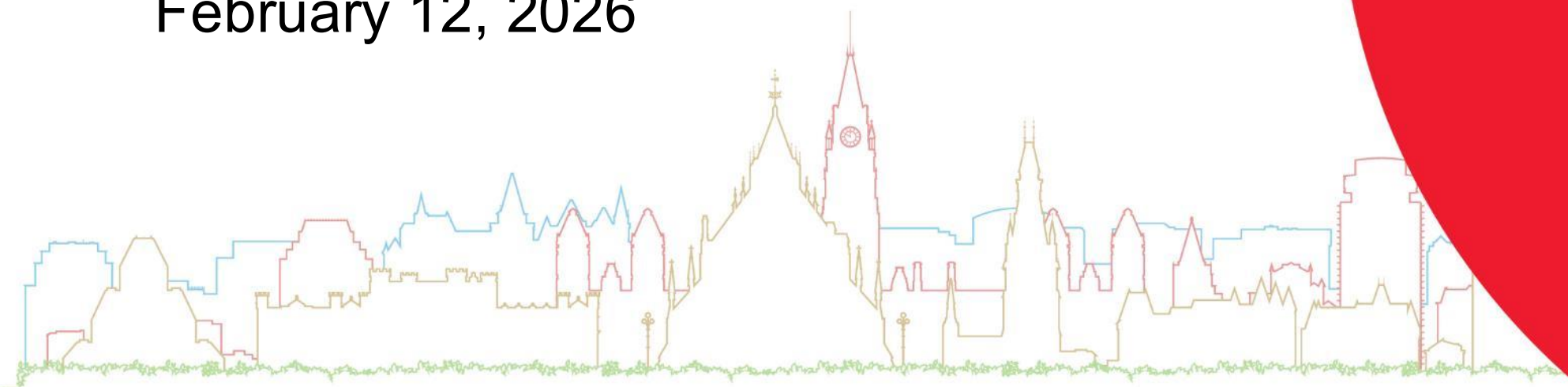
OC Transpo Update

Para Transpo, Rail and Bus

Transit Committee

February 12, 2026



Overview of service delivery

- We understand that the current level of transit service delivery is disruptive for customers
- O-Train Line 1 remains safe for customers
  - Our action plan has three goals:
    - ✓Ongoing safety assurance process
    - ✓Increasing service for customers
    - ✓Stable, safe and reliable service
- Line 2 and Line 4 have been operating reliably
- Transit service will improve throughout 2026:
  - Bus Maintenance Action Plan
  - Line 1 East Extension
  - Arrival of electric buses
  - Recruitment and training



Technical update – action plan



Spalling

- When the surface of a hard material starts to flake or chip
- Over time it weakens the material and can crack
- Is occurring inside the axle bearing
- If not addressed, could lead to an axle bearing failure

Current state of action plan

- 20 trains are available for service, this number will fluctuate
- Technical meetings underway with RTG and Alstom's external experts
- Testing of acoustic monitoring underway
- Verification and validation documentation for mitigation measures and risk assessment is required
- Inspections of additional cartridge bearing assemblies (CBAs)
- Analysis of CBAs ongoing

Current state: O-Train Line 1 service delivery

- Service continues with increased frequency of three-to-four minutes during peak
- Large volume of customers at uOttawa Station
  - New onboard announcements have been implemented on trains
  - Staff are at key stations during busiest periods
- Fleet availability is expected to fluctuate due to required maintenance work
- 26 trains are required to restore regular peak service capacity
- Transit Operations Control Centre is monitoring the situation in real-time



Rail: Transit Operations Control Centre

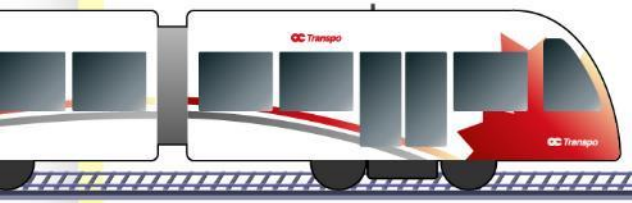
- Managing real-time train movements to ensure punctuality, consistent headways, and safe operations
- Monitoring rail service and coordinating with the Electric Rail Operators to maintain safe and efficient operations
- Overseeing CCTV systems for Line 1 stations, tracks, and trains
- Managing the Public Address system at Line 1 stations, delivering platform announcements, updating Passenger Information Displays (PIDs), and providing timely passenger information
- Responding to operational incidents and emergencies
- Adjusting train operations as required to maintain safe and reliable service
- Dispatching staff, as required

Pathway to passenger service

O-Train Line 1 East Extension

We are here

1. Testing and Commissions and Line 1 integration
2. Substantial Completion
3. Trial Running
4. Final System Preparations
5. Passenger Service





O-Train Line 1 East Extension

- OC Transpo and East-West Connectors continue to work through the Substantial Completion process for Line 1 East Extension
- Substantial Completion is a contractual milestone and does not mean it is ready for customers
- Opportunity to look at project elements closely and ensure everything is in order before accepting the system from the contractors
- Through this review process several items were identified that require resolution before substantial completion could be achieved:
  - Retrofitting station support systems
  - Resolving platform edge camera functions
  - Adjusting rail infrastructure at specific segments
- This work is important to increase overall system reliability prior to opening for customers
- A technical briefing will be held prior to the start of Trial Running
- It is expected that Trial Running may start in Q2 2026

Current state: bus service delivery

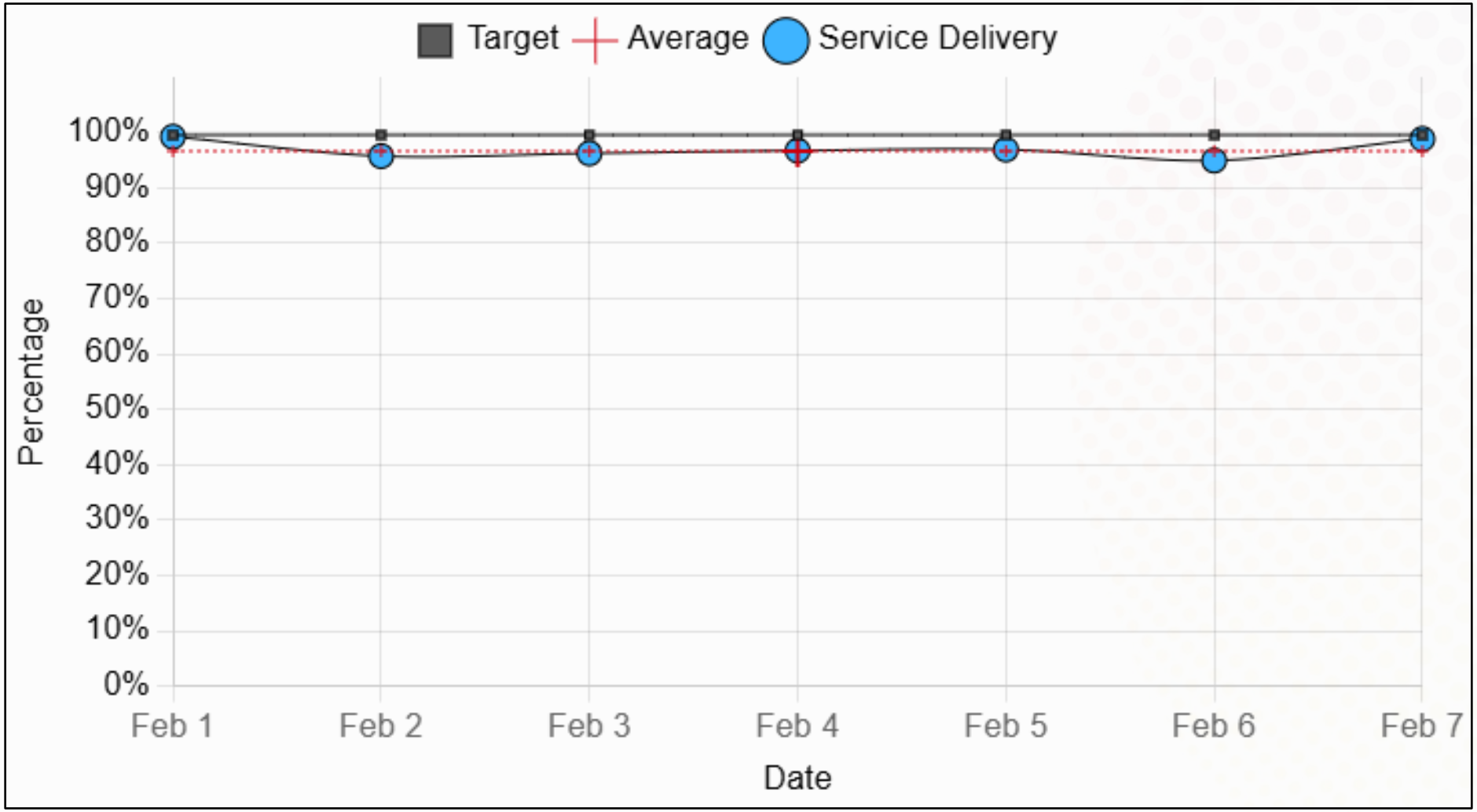
- Several factors impacting bus service delivery:
  - The age of fleet, resulting in more complex and lengthier maintenance work
  - Ongoing challenges to recruit licensed mechanics
  - Delay in delivery of electric buses
- Winter service on average requires 520 buses, temporary adjustment to 500 buses
- On average, there are currently 494 buses available



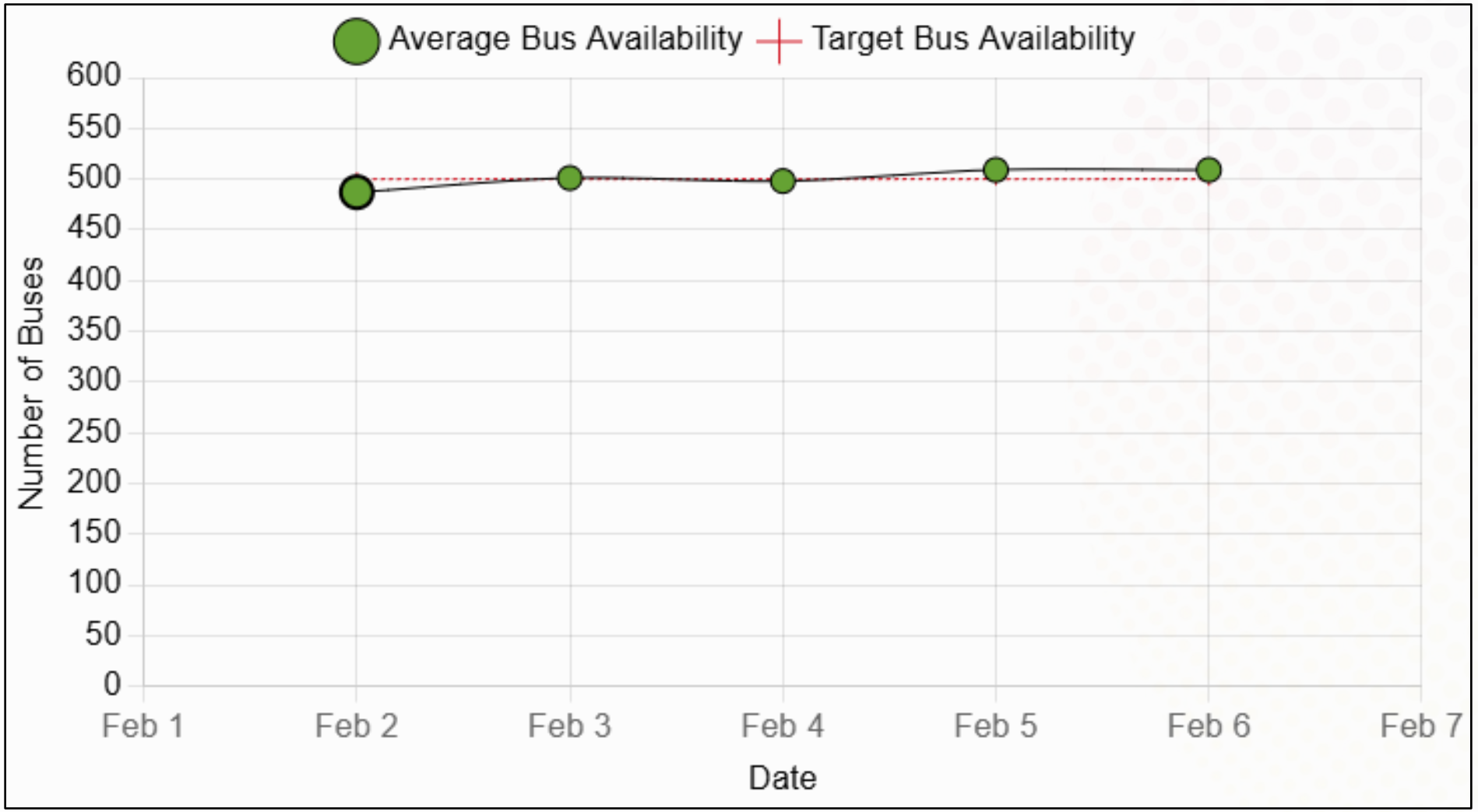
Challenges impacting bus service delivery:
- Traffic congestion and accidents
- Operator allocation (CLC breaks)
- Mechanical breakdowns

Short-term solutions that have been initiated:
- Prioritizing critical fleet work
- Temporary schedule adjustment
- Bus location strategy to minimize cancellations

Bus service delivery Feb. 1 to Feb. 7



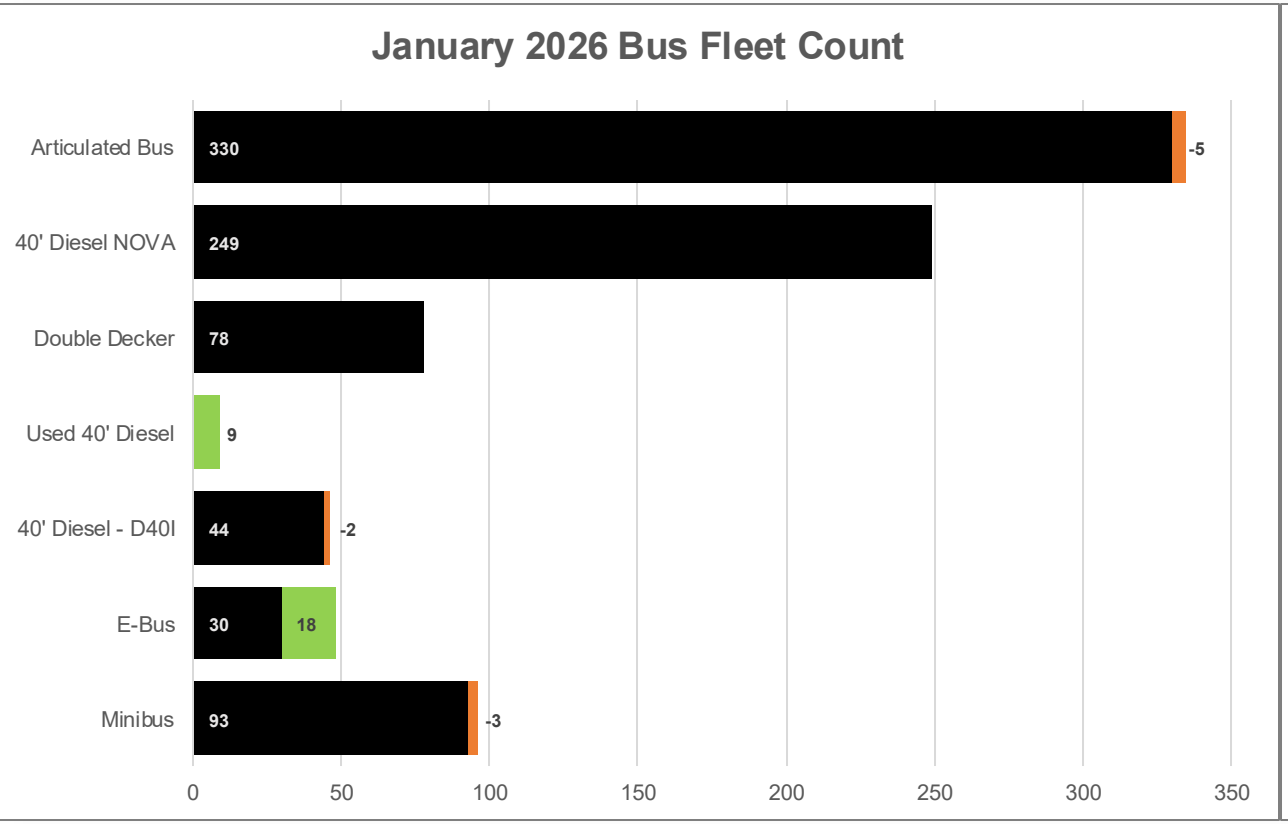
Bus availability Feb. 2 to Feb. 6

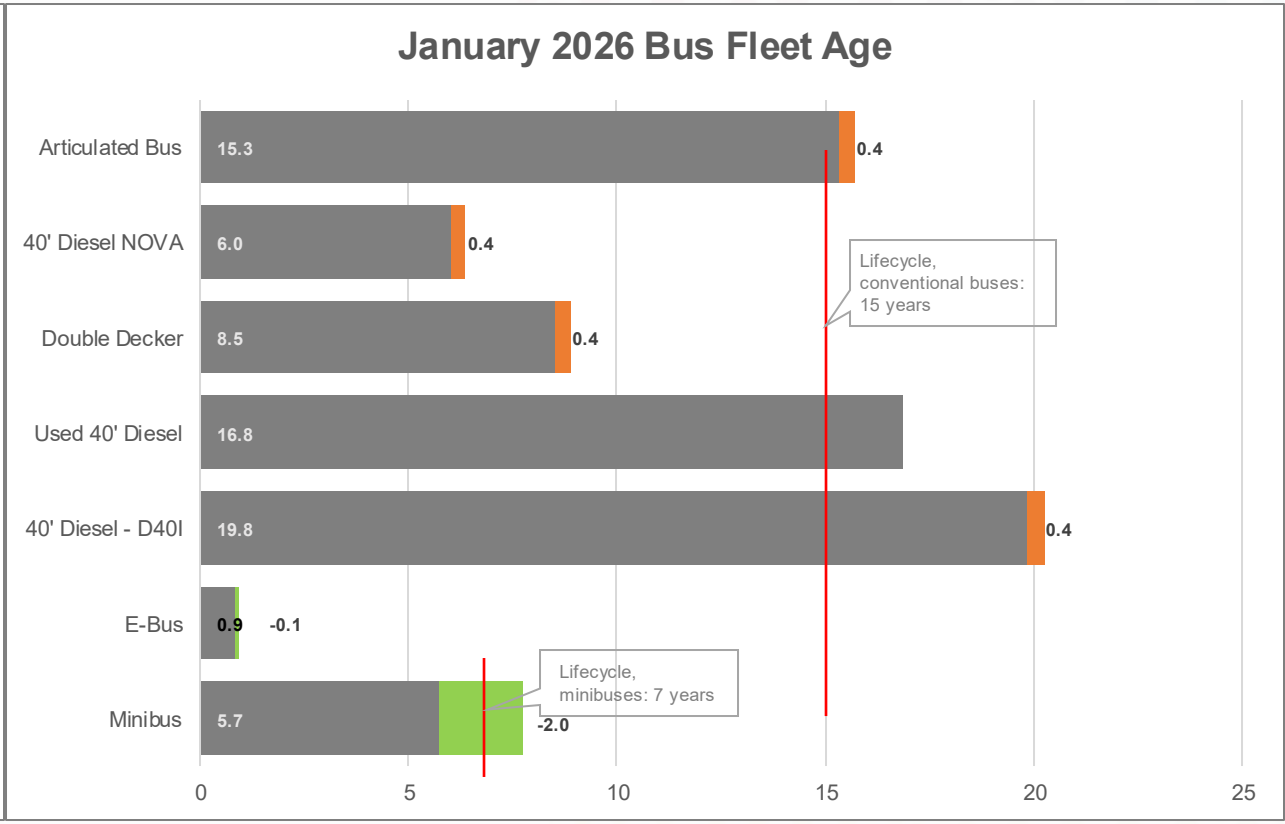


Bus: Transit Operations Control Centre

- Minimizing trip cancelations by proactively making real-time service adjustments in response to traffic conditions, weather, on-street incidents and events, operator or vehicle unavailability
- Prioritizing critical services, including school trips, first/last trips of the day, trips on rural and low-frequency routes, or addressing large gaps in service
- Monitoring overloads, and dispatching additional buses, when available, to prevent overcrowding
- Assigning standby buses and operators (“extras”) to fill in for unexpected gaps in service, when resources are available
    - Currently, the challenge is having enough buses to fill in for unexpected gaps in service

2026 bus fleet update





Bus availability 2026

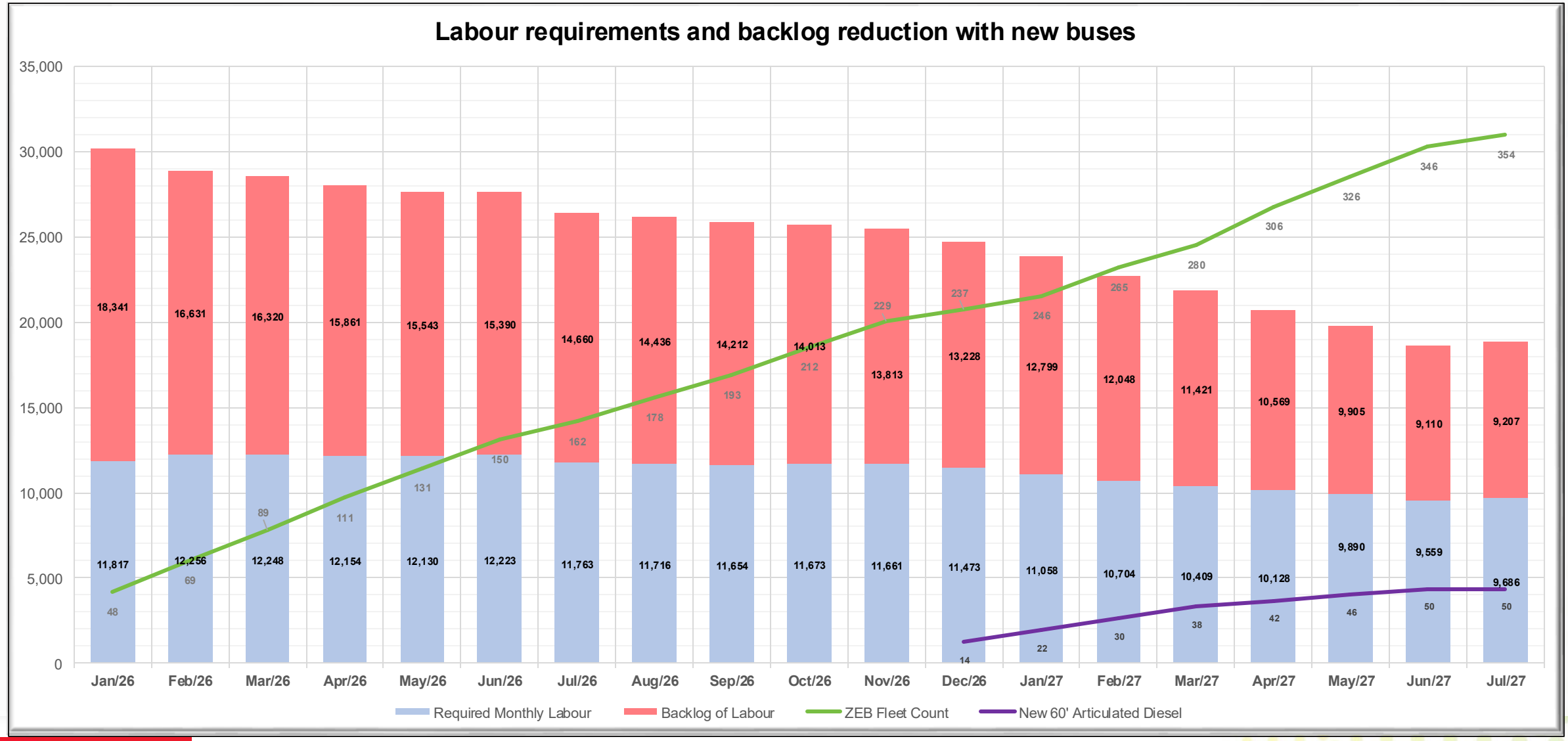
	Spring 2025	Fall 2025	Winter 2026 *
Active bus fleet	**735**	**738**	**758**
30+ days of work required	39	42	72
Maintenance inspections	24	22	22
Bus cleaning	11	9	9
< 30-day work orders	20	34	55
Daily defects	120	120	140
Average available for service	**521 buses**	**511 buses**	**460 buses (490 current)**
Service requirement	**540 buses**	**519 buses**	**520 buses (500 current)**

**end of January 2026*

Bus recovery and maintenance action plan

Phase	2026				2027			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Phase 1	*New mechanic recruitment campaign*							
	New Preventative Maintenance Plan rollout							
	Expansion of vendors							
		Pilot for automated inspection of tires and tread						
Phase 2			*Backlog reduction*					
			Bus refurbishment program planned					
			Software upgrades complete					
Phase 3					*Backlog stabilizes; preventative maintenance makes up 80% of maintenance*			
					Quality Assurance Program			

Impact of new buses on maintenance



The road ahead, safely

LRT

- O-Train Line 1 East opening
- Continued construction on Stage 2 West

Bus Maintenance Action Plan

- Recruitment of new mechanics
- Training for mechanics to work on electric buses
- Increased investment, prioritizing critical repairs, upgrading fleet management software, and optimizing preventative maintenance

2026 Targets

- 235 more new e-buses in service
- 14 additional diesel 60-foot buses introduced into the fleet
- Replace fleet for Para Transpo and on-demand service
- Stage 2 East LRT

2026 Budget – long-term investments

- Implementing the latest technology to improve communications systems, scheduling and control systems on buses
- Modifying road configurations and traffic signals
- New and expanded Transitway corridors, such as the Baseline-Heron Transitway, Cumberland Transitway, Kanata North Transitway, and Heron-Walkley Transitway



GM updates

Accessibility Plan consultations

- Consultations ran through January into early February
- New Plan will propose initiatives to identify, remove and prevent barriers across transit and the city
- 2026-29 Plan will go into effect in June 2026

Extended afternoon transfer time

- Customers will have more time to complete their afternoon commute
- Starting March 2, weekday afternoon peak transfer period of 105 minutes to begin at 3 p.m. instead of 6 p.m.
- In effect until Stage 2 West extension opens

Para Transpo senior rides

- Seniors riding Para Transpo receive credit for four free trips a month
- Council decision based on customer feedback
- No action required, provided customer has a registered Presto card

Black History Month

- Collaborative project led to commissioning of a bus mural
- Mural represents story of vision, resilience, and relentless pursuit of possibility
- Two chartered tours in muraled buses taking place

Proud to be a part of the community



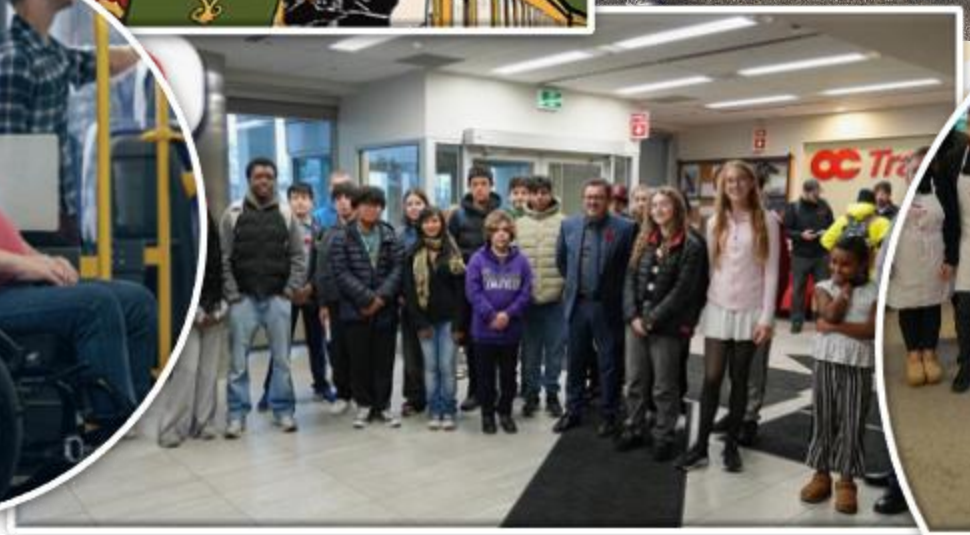














New Para Transpo minibuses

New minibus deliveries

- 42 new buses for Para Transpo are in service with 40 more scheduled for arrival before Q3
- 10 minibuses for on-demand transit to be commissioned in Q3/Q4 2026

Onboarding and performance

- Staff continue to oversee onboarding
- Some 7-metre minibuses have experienced inadequate cabin heating
- Those buses are identified, removed from service, and fixed
  - Staff worked with the vendor to identify a solution





Performance Indicators

Employee Occurrences

811

Previous Year: 771 (+5.19%)

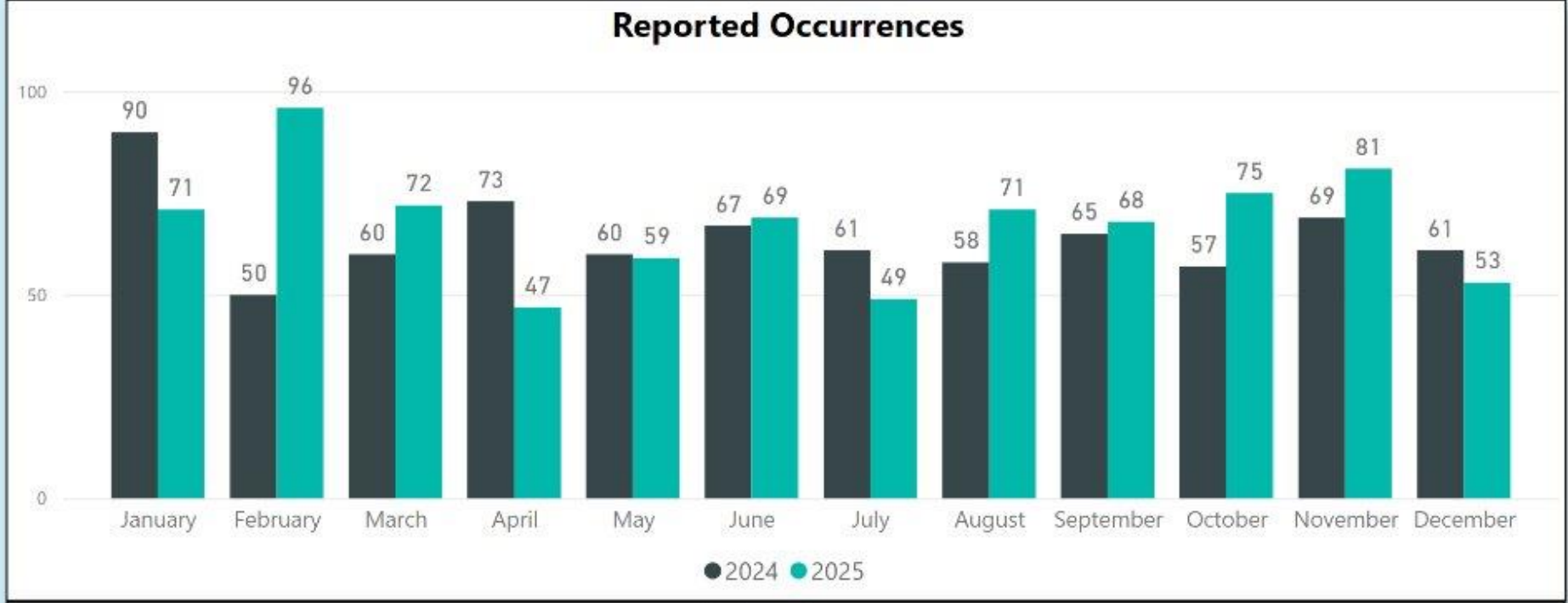
%Change in number of reported Occurrences from previous year

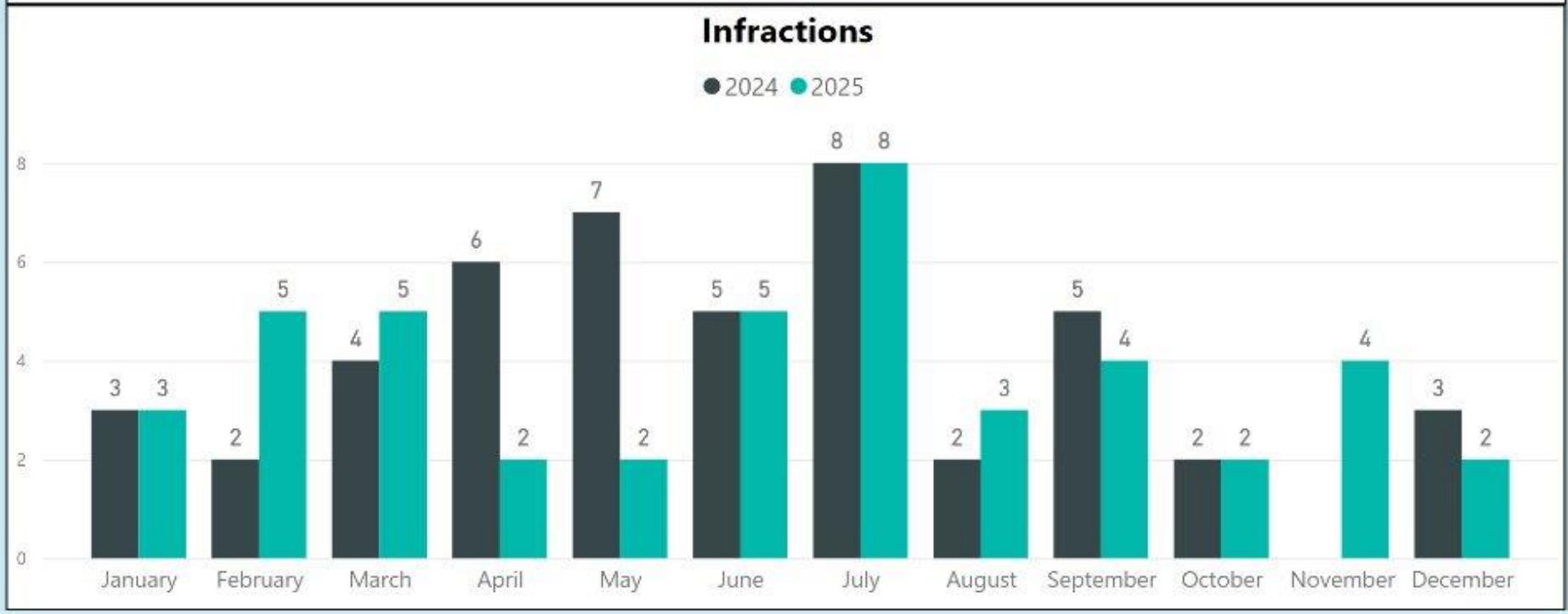
Redlight Infractions

45

Previous Year: 47 (-4.3%)

%Change in number of Infractions from previous year



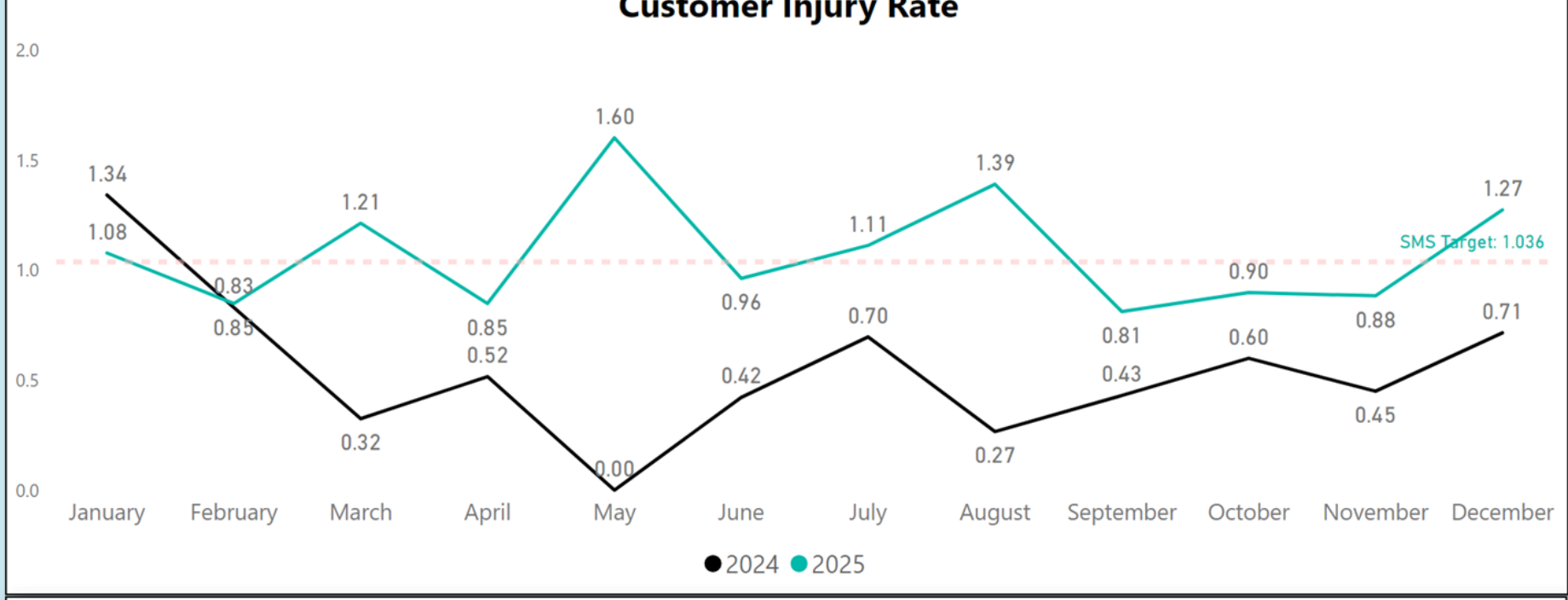


Customer Injury Rate

Year to Date

1.05

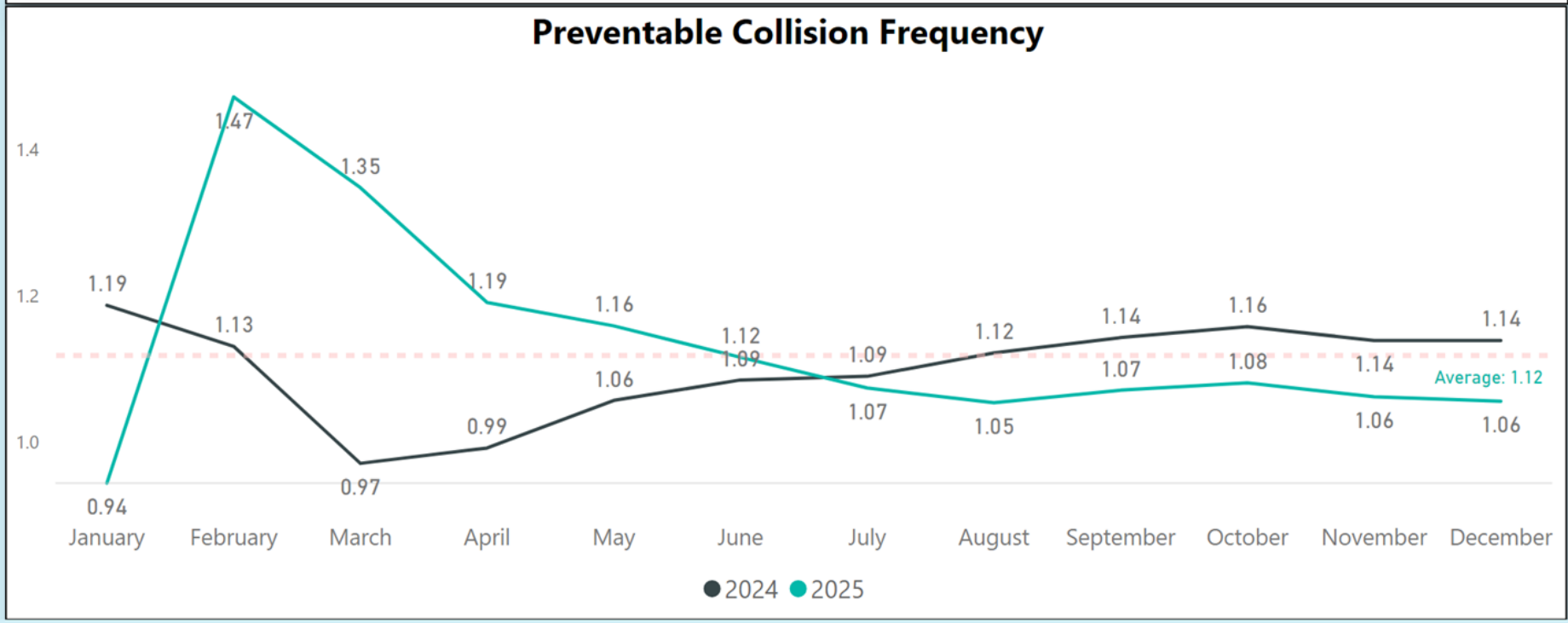
SMS Target: 1.036 (+1.03%)
Customer injuries per 1M passenger trips



Preventable Collision Frequency

1.07

SMS Target: 0.69 (+55.65%)
Number of preventable collisions per 100,000 Km Driven



2025 SERVICE
BY THE NUMBERS

Bus and O-Train ridership
70.6 million
customer trips

Para Transpo ridership
885,600
customer trips

Conventional **bus service delivery**
97.2%

O-Train Line 1 service delivery
99.1%

O-Train Lines 2/4 service delivery
97.2%

Conventional **bus regularity for frequent routes**
82%

Conventional **bus punctuality for less frequent routes**
72%

Para Transpo on-time performance
94%

Bus and O-Train ridership

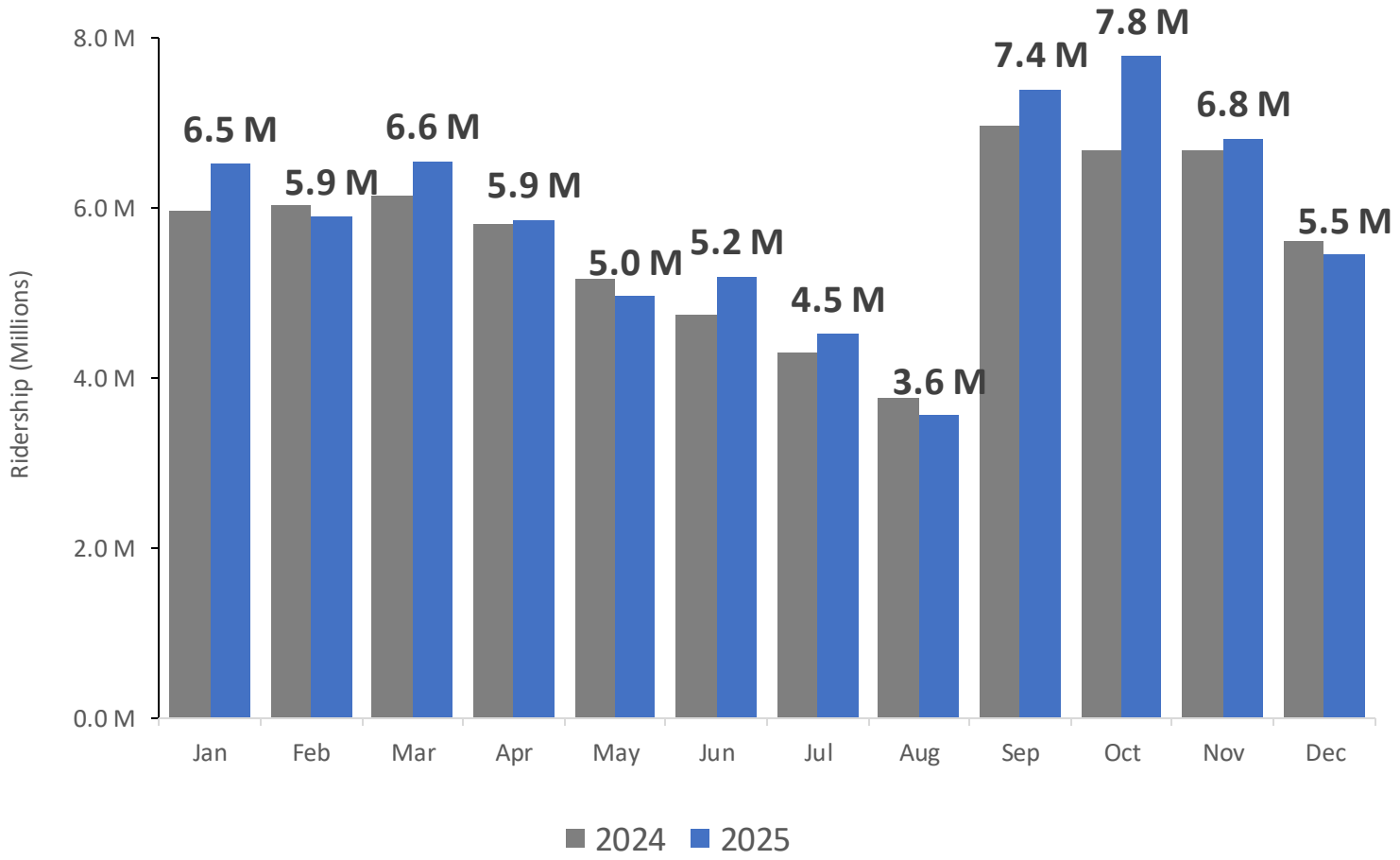
OC Transpo

12-month total ridership

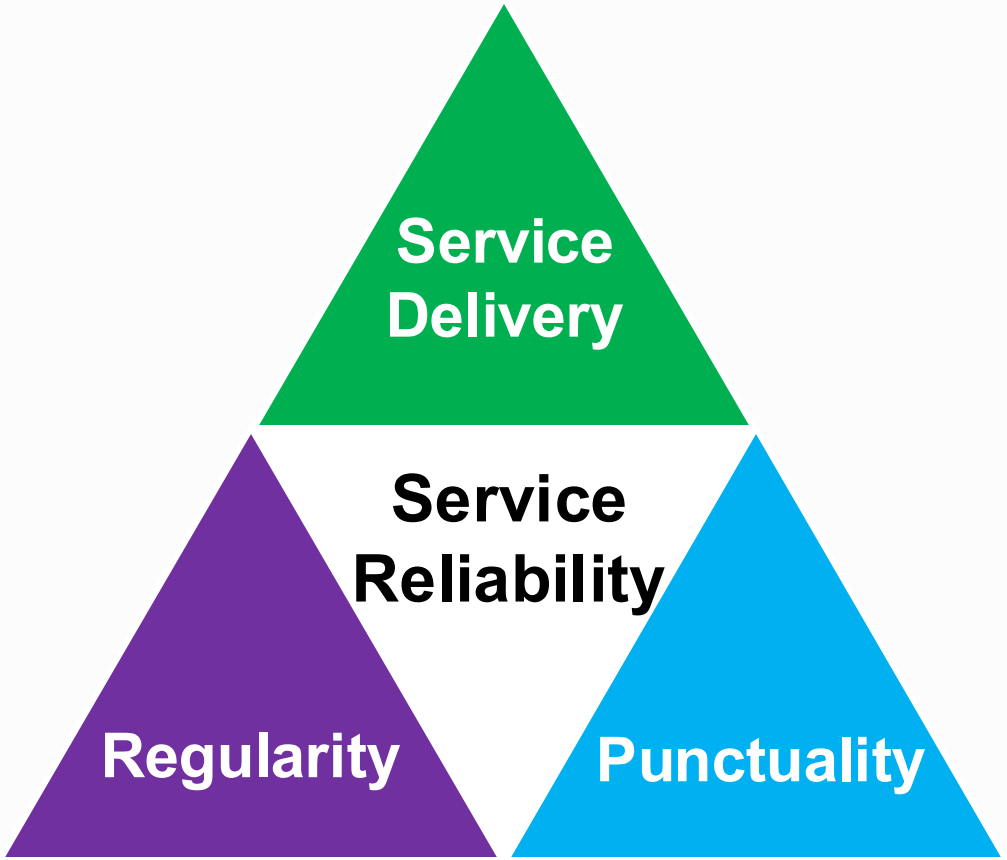
70.6 M

0.2% lower than previous month

3.9% 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%

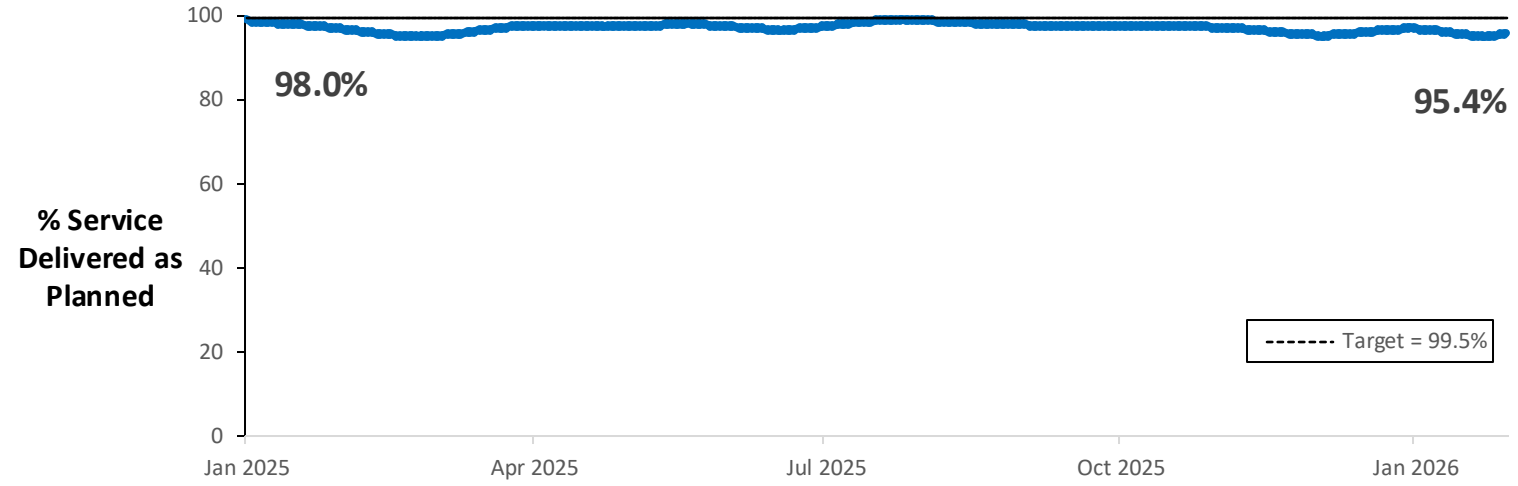
Bus service reliability

% of service delivered vs. planned

12-month average service delivery

97.0%

2.5% lower than target
0.2% lower than previous month



On-time performance

12-month average
Regularity for frequent routes

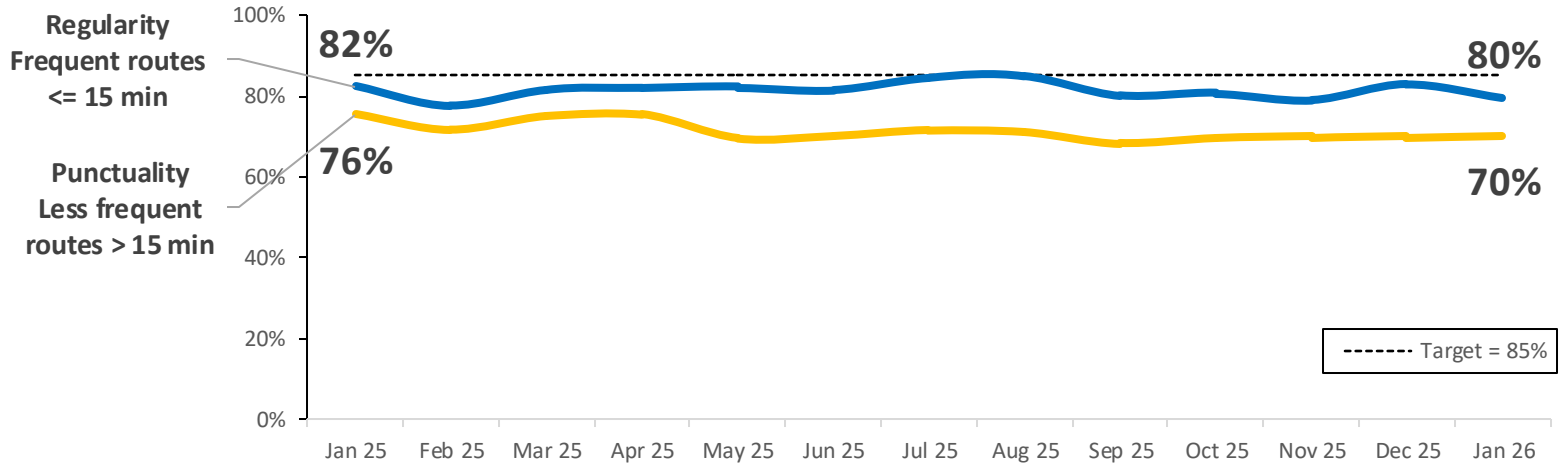
81%

4% lower than target
1% lower than previous month

12-month average
Punctuality for less frequent routes

71%

14% lower than target
1% lower than previous month

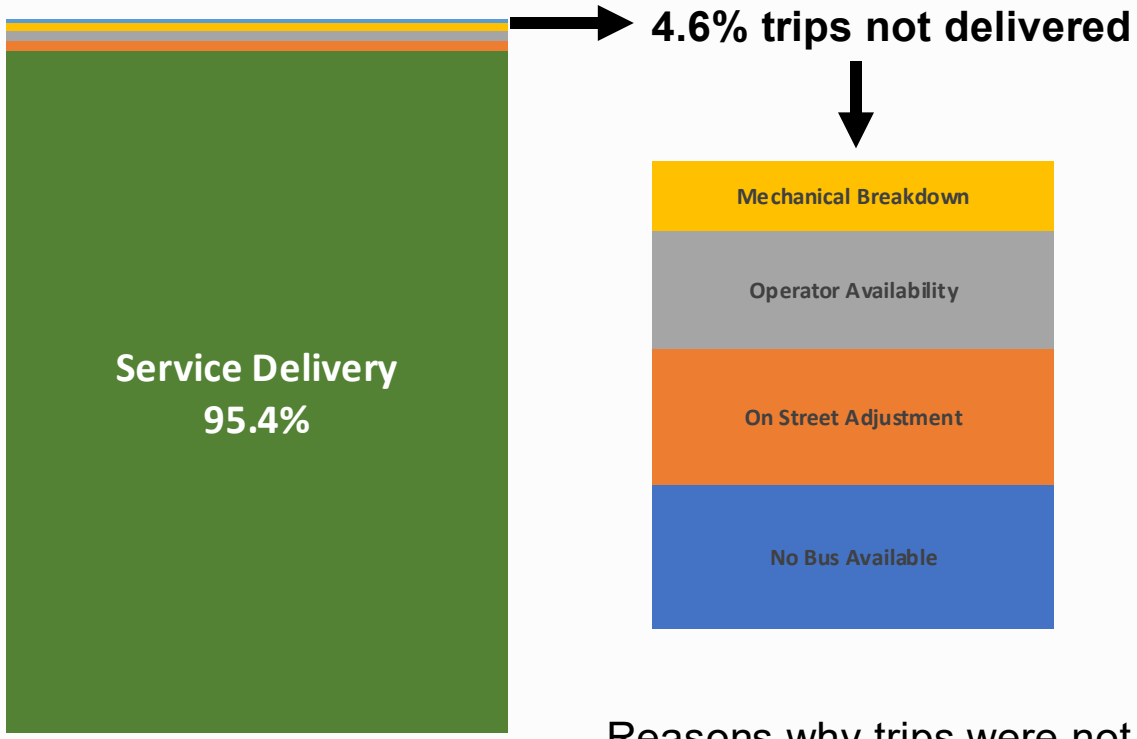


11% of trips arrived more than 1 minute **early**, on less frequent routes

17% of trips arrived more than 5 minutes **late**, on less frequent routes

Bus service reliability

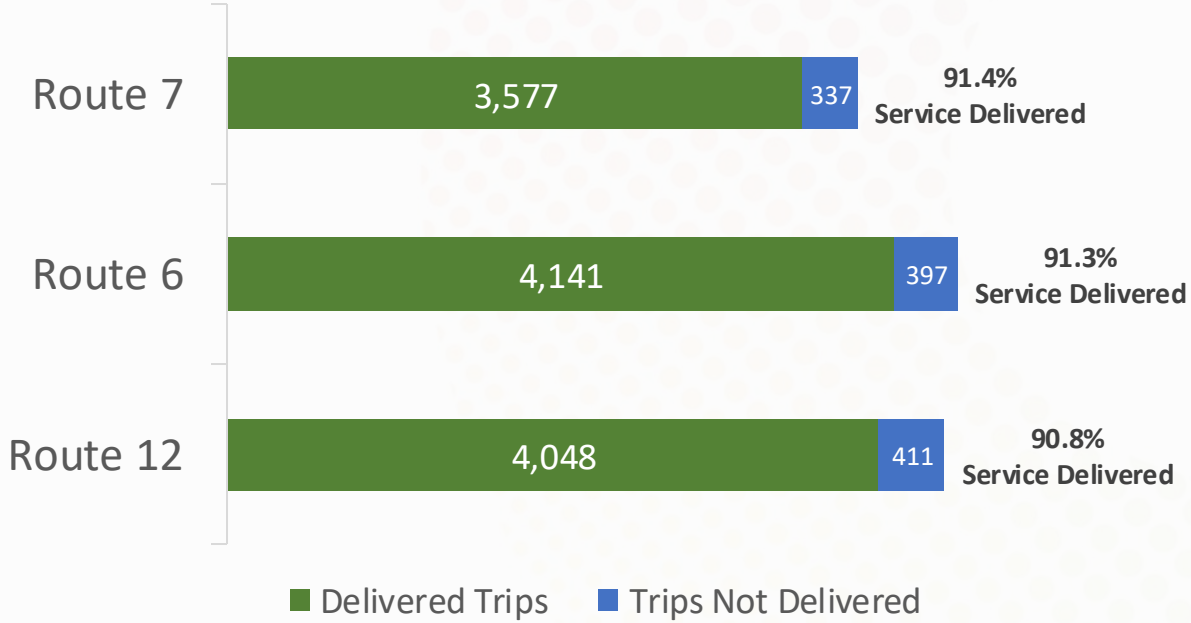
% of service delivered vs. planned details



January 2026

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

Routes with most trips not delivered



O-Train service reliability

O-Train Line 1

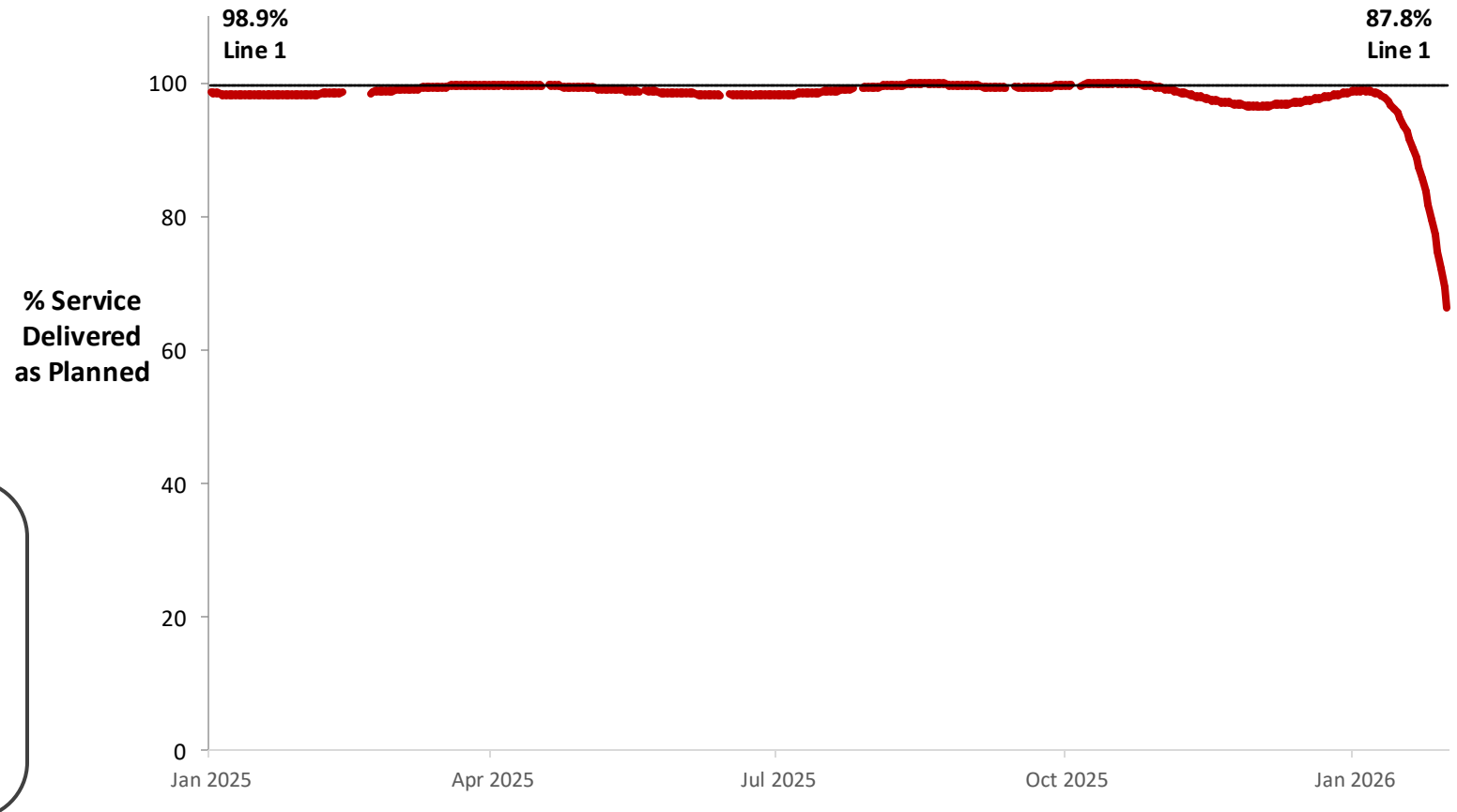
12-month average service delivery Line 1

98.2%

1.3% lower than target
0.9% lower than previous month

Most frequent issues impacting service (2025)

1. Train systems
2. Passenger incidents (medical / other)
3. Switches



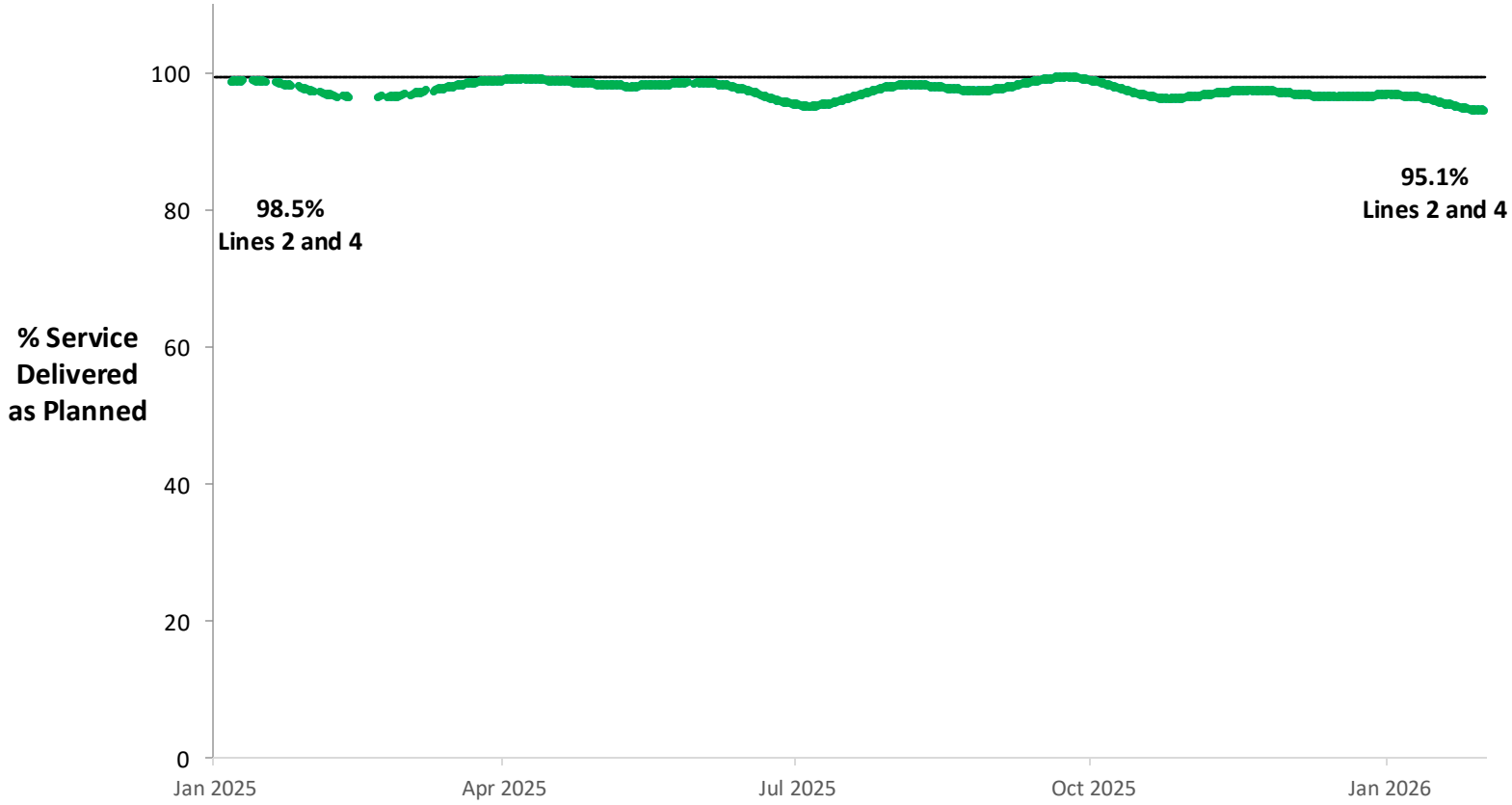
O-Train service reliability

O-Train Lines 2 4

12-month average service delivery
Lines 2 and 4

97.2%

2.3% lower than target
Same as the previous month



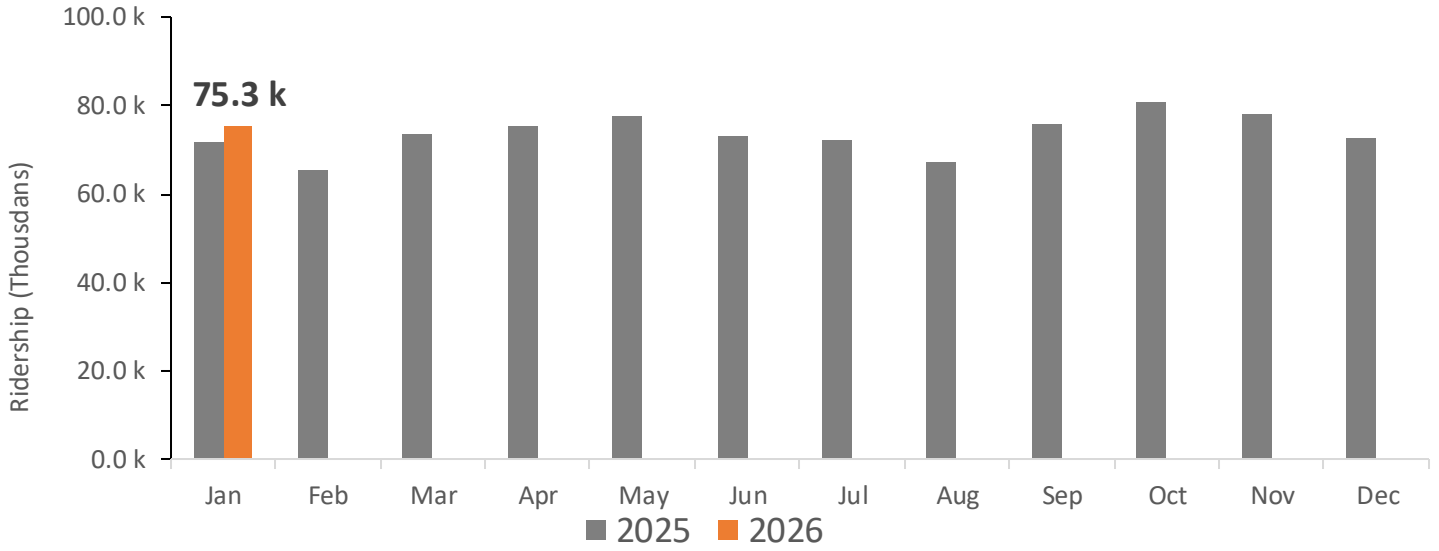
Para Transpo

12-month total ridership

888.8k

0.4% higher than previous month

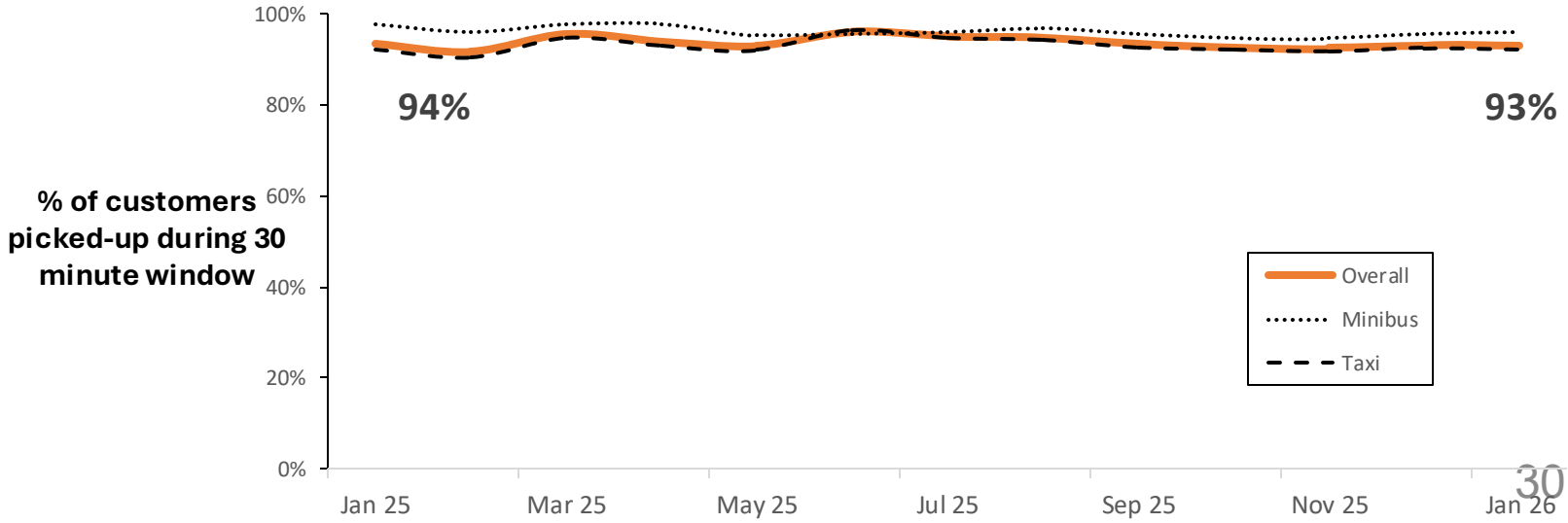
3.2% higher than previous year



12-month average
On-time performance

93%

Same as previous month



Questions?

