

**Chair Diane Deans
Verbal Update
Transit Commission Meeting
February 19, 2014**

Good morning everyone.

I would like to begin by welcoming everyone to the first Transit Commission meeting of 2014. I thought it would be fitting to take this opportunity to look-back on last year's many successes.

OC Transpo has much to be proud of!

I am continuously grateful to the 3,000 plus OC Transpo staff who work hard to ensure that transit service is consistently delivered safely and reliably to our customers.

The benefits of public transit have a broad reach. OC Transpo has a direct impact on a huge number of our residents on a daily basis.

Our extensive route network is comprised of an impressive 5,584 kms, which translates into 400,000 customer trips on an average weekday.

Not to mention, the 11,200 passengers that ride the O-Train daily, and our Para Transpo services provides approximately 880,000 passenger trips per year.

It is an exciting time in Ottawa for public transit. We are making significant investments in our transit network to continually improve and change the way people move around our city.

The City of Ottawa is working towards creating more sustainable, healthy and vibrant communities and we believe improving upon public transit is an integral element in achieving that goal.

2013 was a transformative year for OC Transpo. We have been working hard to lay the ground work for what will be a world class public transit system; one that continues to be accessible, reliable, efficient, and safe for our existing and future riders.

Our 2013 highlights include:

PRESTO full system roll-out

In April, the Transit Commission unanimously approved the full implementation of the PRESTO Smartcard in the City of Ottawa, including the approval of a phased deployment plan. We now have over 140,000 cards in active use, and I am very proud to report that we have had over 27.5 million successful taps of the PRESTO card to date.

O-Train Expansion Project

Last April marked the start of the O-Train Expansion Project which is well-underway. It is a critical piece of our city's ambitious transit plan that will enhance capacity and accommodate an increase in ridership, reduce wait times and improve comfort and convenience. The O-Train will be equipped with a centralized traffic control (CTC) system which is a web-based train control system that will improve reliability and support consistent headways, making the system more efficient.

Last year we witnessed the successful delivery of six new Alstom train-sets which will service the improved O-Train line with expanded service before the end of this year.

Para Transpo Stakeholder Consultation Sessions

In 2013, Para Transpo staff worked hard to engage with its stakeholders to ensure that their feedback was considered in the development of key decisions. Para Transpo stakeholders were consulted on new vehicle procurement, a proposed electronic fare management system, and a proposed advance booking process.

Para Transpo is a critical lifeline to many people in our City, so it is important that Para Transpo service is responsive to both our customers' and community's needs.

On-Board Surveillance System for Transit

Last June this Commission approved the implementation of surveillance cameras on transit vehicles. This will happen incrementally as new buses are purchased; and is a welcome step as on-board surveillance cameras can further enhance OC Transpo's safety and security capabilities.

5-Year Renewal of Special Constable Program / Transit Safety and Security

Building on this, we continued to show our steadfast commitment to improving safety and security on our transit system by approving the 5-year renewal of OC Transpo's Special Constables Program. A number of safety blitzes in partnership with the Ottawa Police Service (OPS), as well as the January 2014 launch of the 'Walk & Ride' program were all made possible as a result of this renewal.

In addition to the positive visual deterrence, OC Transpo's Special Constables provide front line law enforcement, customer service and an approachable point of contact for customers and employees alike.

OC Transpo has zero tolerance for actions that compromise the safety and security of our passengers and our staff, and will continue to work with all of our partners to help reduce incidents of harassment and assault.

As you know, in July of this past year, OC Transpo established a 10-Point Safety Plan in an effort to reinforce its commitment to safety. Addressing harassment on transit requires a comprehensive approach by municipal government, non-governmental community organizations, police, and members of the public.

The General Manager will provide us with an update in a few minutes on the progress that has been made in relation to the 10 Point Safety Plan.

September 18

Sadly, while there are many achievements to note, 2013 will forever be remembered for the tremendous loss experienced by our community. On September 18 our community was devastated by a tragic event involving an OC Transpo bus and a VIA Rail train. Six lives were lost, 34 people were injured and for many others, life will never be the same. Through this terrible tragedy, Transit Service staff, Union representatives, the Employee Assistance Program and our Peer Support Network came together to demonstrate support and incredible compassion for each other and for our community. It became clear that our greatest strength is each other and our commitment to help one another. Through this horrible event, we as a community witnessed the strength of the human spirit.

IT / Mobile Apps

Improvements to OC Transpo's information technology capabilities were also very apparent this year. The IT Review report was tabled in October and provided an overview of transit's IT projects and its list of priorities.

This past year, we've seen a 143% increase in the use of the My Transit App, which was upgraded just last week, and we continue to see increasing usage of the SMS services. Requests for Open Data have also increased exponentially with over 8.2 million requests in the past 30 days. These numbers are very encouraging.

Confederation Line (Public engagement, Bus Acquisition Strategy, and Fare Control Strategy)

Of course a recap of 2013 would not be complete without mentioning the biggest capital project in the City of Ottawa's history – the Confederation Line. Following an extensive public engagement process this Commission approved the station names, as well as the vehicle design, stanchions, and seat upholstery design for the new LRT vehicles.

In December, our commission also approved the Bus Acquisition Strategy, and the Confederation Line's Fare Control Strategy which will ensure fast and easy intermodal transfers and service.

When OC Transpo begins operation of the Confederation Line in 2018, it will be the backbone of a fast, efficient multi-modal Transit system that will serve the City for generations to come. We will be operating Conventional Bus, Para, Diesel Rail and electrified rail, and our new line will be one of the busiest LRT lines in North America. The transit world is watching and we couldn't be more excited!

Giving back to the community

Last year OC Transpo built on its longstanding history of generosity and giving back to the community by offering free transit service to residents in celebration of Canada Day, as well as New Year's Eve with our partners at the City's Safer Roads Ottawa program, the Canadian Automobile Association (CAA) North & East Ontario, and MADD-Ottawa.

We also participated in community events including Winterlude, and the CBC annual fundraising initiative in support of the Shepherds of Good Hope by providing a double-decker bus for the CBC's Ottawa Morning broadcast live at Greenboro Station!

It is also in this spirit of giving that the annual OC Transpo/Loblaw Christmas Food Drive collected more than 103,112 food and non-perishable items, and \$21,679.68 in cash and food vouchers for the Ottawa Food Bank. I am so proud to participate in this event each year that brings people together to help those in our community who are most in need, and to help brighten the holidays for some of our community's most vulnerable families and individuals.

I am proud of all that we have accomplished in 2013, and I look forward to building on this progress together in the year ahead. 2014 will no doubt be another successful year for the Transit Commission and the Transit Services Department and I look forward to keeping you apprised and informed along the way.

And on that note, I would like to share with you a few items that are upcoming in March.

Ray Friel Park and Ride Opening

My council colleagues, Cumberland Councillor Stephen Blais and Orléans Councillor Bob Monette were proud to announce last week that OC Transpo will be establishing a new Permit Park & Ride at the Ray Friel Centre in Orléans.

The Park and Ride will open on Monday, March 3, with 28 regular and 2 accessible permit spaces for OC Transpo riders.

Starting this past Monday (February 17), permits for the Ray Friel Park & Ride were available on a first come first serve basis at a cost of \$23 per month. You can get yours now by calling 613-842-3636 ext. 2446. The Ray Friel Park & Ride builds on our continued commitment to enhance transit services by making it easier and more convenient to take the bus without the worries of parking.

APTA Peer Review

Next I would like to provide you with an update on the status of the APTA peer review (the American Public Transportation Association). You will recall that included in the 10 Point Safety Plan, was a commitment to work with APTA to discuss the feasibility of an independent peer review of OC Transpo's safety and security programs. I am pleased to report that OC Transpo's request has been approved. Representatives from APTA will be joining us in Ottawa from March 18th to 21st. The ultimate goal is to identify if there are any gaps in OC Transpo's plan and to ensure that we are aware of any other North American safety initiatives that are considered a best practice. We look forward to

meeting with APTA representatives to leverage their expertise in our continued effort to strengthen and enhance the safety and security of our transit system.

This ends my report. Are there any questions?

With that I will now ask Mr. Manconi to deliver his GM Update to the Commission.

Thank you.