

**Chair Diane Deans
Verbal Update
Transit Commission Meeting
Monday, March 25, 2012, 9:30 a.m.**

Good morning everyone , *bonjour à tous*.

Since we have a full agenda this morning, my verbal update will be brief.

Winterlude Sno-Bus

I wanted to take this opportunity to tell you about the great service OC Transpo provided last month during the 35th year of Winterlude.

This year also marked the second year that OC Transpo provided a free “SNO-BUS” shuttle service, thanks to the National Capital Commission securing the sponsorship of the Ontario Liquour and Gaming Commission (OLG). The SNO-BUS operated on all 3 Winterlude weekends, on a 10-15 minute frequency between Confederation Park and Dow’s Lake. It was a great option for people to get to and from the Winterlude events with ease.

We hope that this year’s success is topped by next year’s success!

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As I just mentioned, we have a full agenda today.

We will soon hear a presentation by the General Manager on the challenging winter event that took place on February 27, 2013. He will be providing us with an overview of the day and the impacts it had on service delivery.

We will also be receiving a status update on the PRESTO System Readiness Deployment. This marks the final update to the Transit Commission before we receive a detailed report at the April Transit Commission meeting on the performance metrics which are defined within the 7 critical success factors.

- There have been several stories in the media recently on assaults that have taken place on OC Transpo and I would like to take a moment to address these.
- With more than 100 million trips taken by OC Transpo passengers every year, safety remains our top priority. OC Transpo has extensive security features to ensure the safety of our customers, including: emergency phones located throughout transit stations; a Transitway surveillance system with closed-circuit TV cameras; passenger assistance alarms on buses, and radios which link bus operators directly with the OC Transpo Control Centre.
- Both uniformed and undercover OC Transpo Special Constables patrol the transit system and are available to assist operators and customers around

the clock in cooperation with emergency services such as Ottawa Fire, Ottawa Paramedic Service and Ottawa Police Service.

- OC Transpo takes the safety of customers very seriously and encourages everyone to report any concerns they may have. When I was approached by Julie Lalonde, a representative from Hollaback! Ottawa, I arranged for a meeting between Ms. Lalonde , myself, John Manconi, and James Babe, Manager of Transit Safety and Enforcement Services on February 14th to discuss her concerns. OC Transpo has committed to working with Hollaback! Ottawa on an ongoing basis and anyone else who has concerns or suggestions as safety on our system remains our top priority.