

# Transit Services Performance Report Q4 2012



Transit Commission  
March 25, 2013

# Background

§ The Quarterly Performance Report includes measures of:

1. Ridership
2. On-Time Performance
3. Collisions
4. Fuel Consumption
5. Ride Comfort
6. Service Delivery
7. Mechanical Failure Rate
8. Park and Ride Use

# Performance Reporting Updates

## Injury rates

- § Staff are currently working to determine the best way to collate and report this data, and will report back to the Transit Commission

## Operating cost per vehicle-kilometre

- § No longer reported quarterly, but will still be reported in annual reports
- § With the change to high-capacity articulated and double-decker buses, these figures are no longer comparable from quarter to quarter
- § New measures of productivity are in development

# Service Delivery Highlights

Second highest year end ridership ever recorded

Improvements in on-time performance

Much lower collision rate

# Ridership in Q4 2012

# 27 million

customer-trips

Down 2.5 percent from Q4 2011

# Ridership for all of 2012

# 101 million

customer-trips

Second highest annual ridership ever

Down 2.4 percent from 2011

# What's Changed?

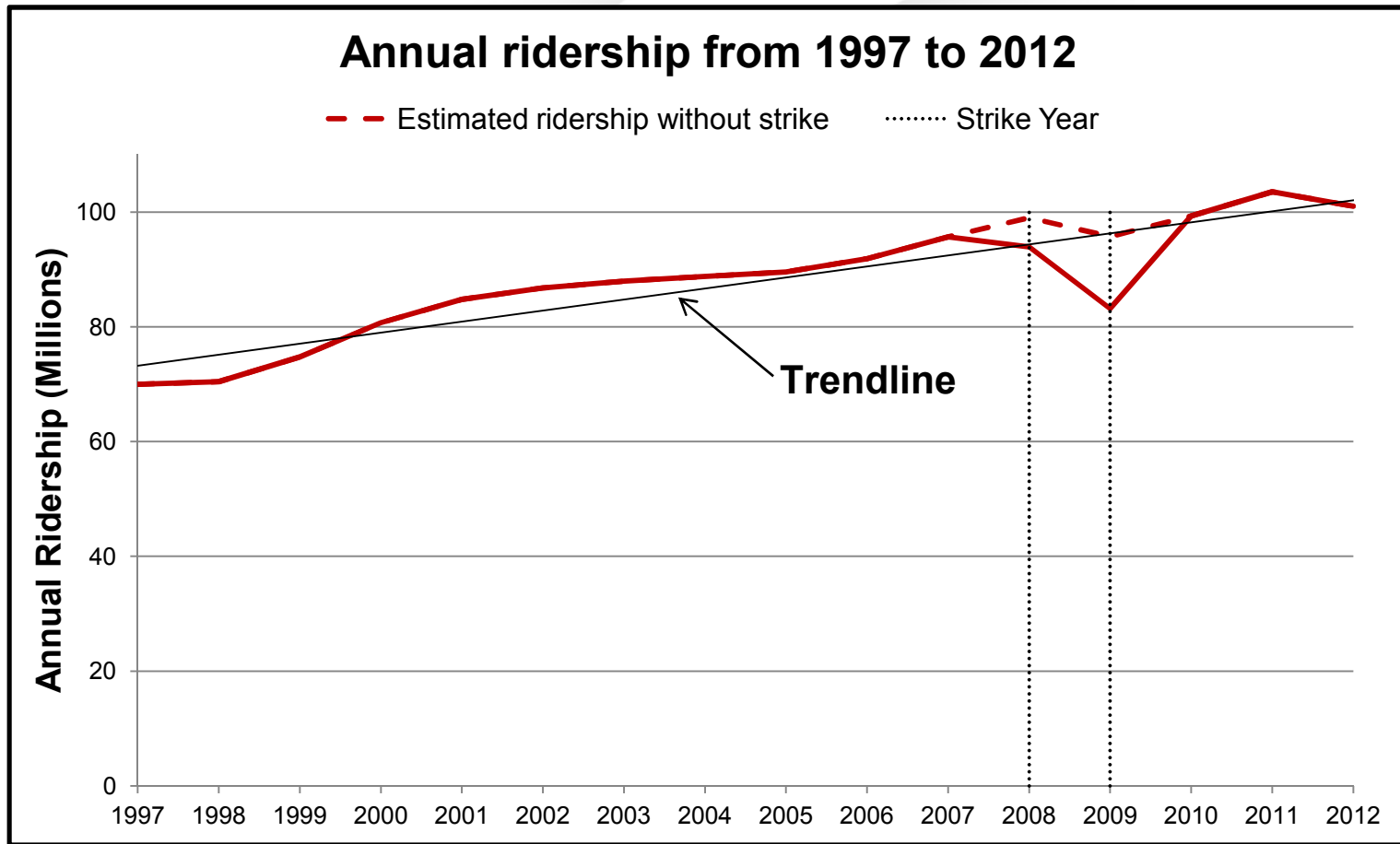
- § Fewer jobs in the federal public service
- § Youth employment dropped
- § Increases in employment were concentrated in construction, warehousing – not typical transit users

# A Healthy Ridership Base

- § “Ottawa has for many years been a very strong transit market, with ridership per capita consistently higher than most transit systems in North America.” – APTA Peer Review, August 2010
- § OC Transpo continues to work towards solidifying its strong ridership base



# Long Term Trend



# Stable and Reliable Morning Service

71 percent  
on-time

# Improved Reliability in the Afternoon

# 60 percent on-time

Up from 56 percent on-time in Q4 2011

# Ensuring Accurate Reporting

- § Investigation currently under way to identify possible discrepancies in the presentation of GPS data on buses and in reports that is used to measure on-time performance
- § Collaboration between representatives from ATU 279 and OC Transpo staff
- § Results will be incorporated in future reports and presentations

# A Reduction in Collisions

2.62 ↓ 2.47

(Q4 2011)

(Q4 2012)

Collisions per 100,000 vehicle-kilometres

5.8 percent lower than Q4 2011

# Managing Fuel Use

## Fuel Consumption

2011	65.2 L/100 km
2012	65.3 L/100 km

## Fuel Consumed

2011	10.2 million litres
2012	10.2 million litres

# Other Highlights

**Rated ride comfort** – highest ever at 98/100

**Service delivery** – high quarterly performance helps keep annual score at record level

**Mechanical failure rate** – low failure rate is maintained

**Park and Ride** – an increase in capacity to accommodate future growth

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# Questions?