



Transit Services Annual Performance Report 2010



Industrial Garage



Annual Performance Report 2010

The OC Transpo Annual Performance Report is both a snapshot and a scorecard of how transit services were planned, operated and managed in 2010. This is the fourth edition of the Annual Performance Report, which monitors and assesses how transit services are delivered from year to year. As a result, the Annual Report provides Council, the Transit Commission, stakeholders and the public with a look into how OC Transpo is serving its customers, and acting as a community partner.

2010 was a very successful year, in large part due to key Council decisions, the identification of strategic priorities for OC Transpo, and the introduction of initiatives to create a more sustainable public transit service. Important transit performance highlights for the year include:

- Increase in customer satisfaction;
- Record-setting ridership levels for both conventional and para transit;
- Largest amount of service ever provided;
- Unprecedented level of on-time performance;
- Substantial drop in the age of the fleet;
- Reduction in crime rate; and
- Achievement of a 50% revenue-cost ratio.

Delivering on Our Seven Priorities

In the fall of 2009, OC Transpo launched its Ready, Set, Go! campaign, to reflect an ambitious set of initiatives under way to change the way transit is run.

All these initiatives were aligned with seven priorities:

- Safety for both our employees and our customers;
- Communications through strengthened channels;
- Customer experience enhanced by service reliability and convenience;
- Quality and continuous improvement;
- "Total Rebuild" of vehicle maintenance to improve fleet availability and reliability;
- Savings through financial efficiencies; and
- Accessibility through easing barriers.

2010 focussed on implementing these initiatives and advancing the relationship between what happens internally at OC Transpo to how the service is delivered to our customers. All the hard work and the planning – which in some cases stretched over years – have translated into impressive results in 2010. The measures reported in the 2010 Annual Report confirm that the progress has been substantial and appreciated by our customers, stakeholders and other transit agencies alike, including:



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- Opening of the Industrial Garage, a high-capacity, state-of-the-art facility, the first new service garage at OC Transpo in more than 30 years;
 - Innovative, leading-edge supplier agreement reached with New Flyer for replacing 226 articulated buses, which will save millions of dollars over their lifespan;
 - Launch of the Next Stop Announcement System, which dramatically improves the service offered to all transit customers by automatically informing bus passengers of the next stop along the route, clearly and in both languages;
 - Installation of new radios, opening the door to much more effective communication on the street, which increased safety and service reliability;
 - New work practices for maintaining the bus fleet, anchored upon quality assurance processes, which improved availability and reliability of the fleet and realized significant savings in operating costs;
 - New work practices for maintaining the Transitway stations and bus shelters, which have led to improvements readily noticeable by transit customers;
 - Construction of new Transitway stations at Baseline and along the Barrhaven Transitway extension at Fallowfield, Longfields and Marketplace;
 - Construction of new park-and-ride lots at Leirtrim, Riverview and Longfields; and
 - Rave reviews for organizing the annual Canadian Urban Transit Association conference, hosting transit people from across North America.

All of these initiatives provide a solid foundation for further progress. Moving forward in 2011, significant work has already been undertaken to advance the light rail construction project, the implementation of the PRESTO Smartcard and the installation of the SmartBus platform, upgrading and integrating various technological systems on board the bus.

Building Upon a Successful Year Entering 2011

2010 was the third and last year of 7.5% average fare increase, as part of a drive for fiscal rebalancing designed to achieve 50/50 revenue-cost ratio. These sustained efforts have paid off, with three quarters of the performance measures discussed in this report either showing an improvement or maintaining their level.

For 2011, a 10-year Business Plan will articulate some key actions which will help residents and customers make sense of the breadth of recent changes by consolidating the gains made in 2010 and completing what will be the foundation of the OC Transpo of the future, including:

- A Fleet Plan for the acquisition, refurbishment and retirement of buses, set out to ensure high availability of vehicles and efficient use of maintenance resources;
- The implementation of a new service delivery model to make our transit system financially sustainable over the long term and support the construction of light rail through the downtown core;
- An IT Roadmap geared to increasing the efficiency of integrated technologies focussed on customer benefits;
- The development of a People Plan and a multi-faceted communications program to address a key recommendation of the American Public Transit Association peer review to strengthen employee engagement; and
- A continued commitment to provide Transit Commission, Council and the public with transparent and accurate information.

Accountability and Transparency

The Annual Performance Report serves as a barometer of OC Transpo's success when it comes to accountability and transparency, and is one report in a list of resources – including the Quarterly Performance Reports, the Business Plan and Budget – that provide important information to the Transit Commission, Council, as well as the public and key stakeholders.

Through these resources, OC Transpo provides Transit Commission, Council and the public with clear specifications, consistent actions and client-focussed metrics. This is how it can be held to account when it comes to decision-making to enhance customer experience and the quality of service delivery.

Transparency is about providing pertinent and timely information related to OC Transpo within a public forum and ensuring that these activities adhere to Commission and Council mandates.

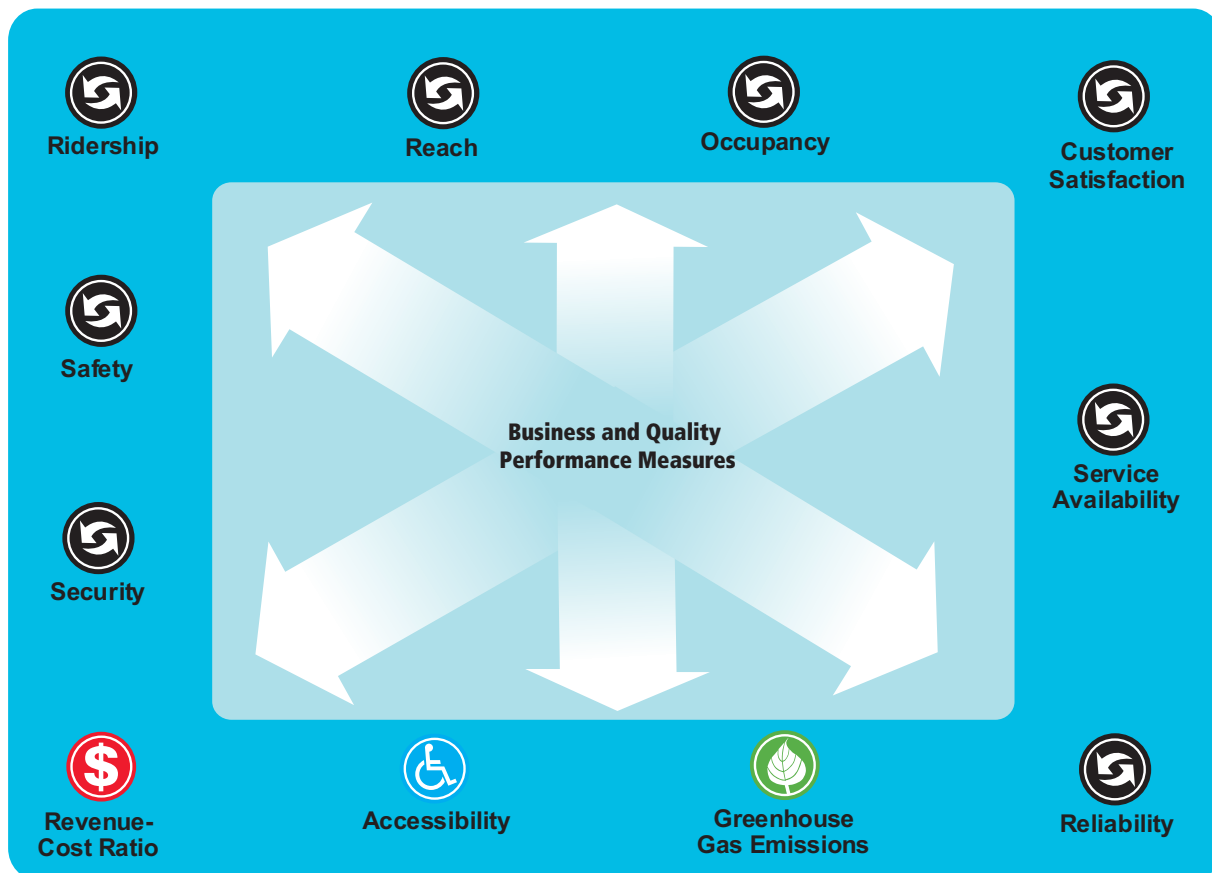
Each year in this report, changes may be made to the nature of what is measured, as well as to the way the supporting data are collected and processed. Though such changes in measurements may complicate comparisons over time, the reason for them is always to provide a truer picture of performance at OC Transpo. The goal each year is to provide the most accurate information that reflects the true benchmarks of the system.

What's Inside

The 2008 Transit Services Strategic Branch Review laid the groundwork for how public transit is thought of in Ottawa. It identified four core outcomes for OC Transpo: ease of mobility, economic efficiency, accessibility and environmental efficiency. It also defined the services provided by OC Transpo toward achieving these outcomes, the main ones being conventional services (regular transit, commuter transit and school transit) and paratransit.

The 2008 Strategic Branch Review, and the refinements made to it in 2009, also established 11 policy standards set directly by Council. As shown in the figure below, these policy standards provide a frame within which a “supporting cast” of business and quality measures are captured. All business and quality measures affect performance and consistency toward the policy standards.

The Annual Performance Report measures performance against each of the policy standards, along with a range of supporting performance measures – a range that expands each year as more performance measures are implemented.

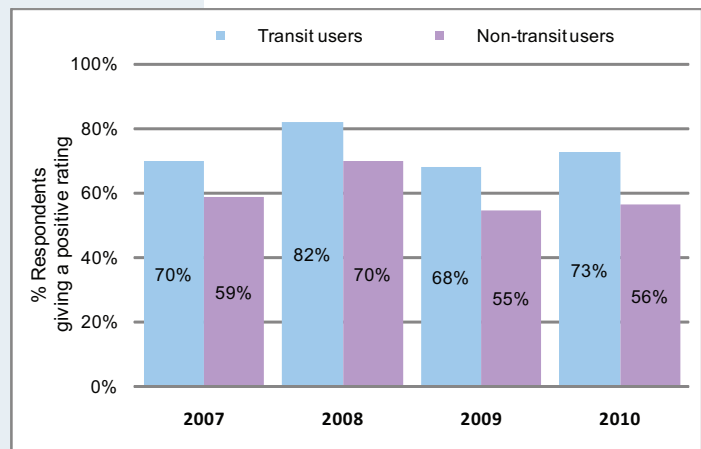


Customer Satisfaction

AS PREDICTED, CUSTOMER SATISFACTION REBOUNDED IN 2010.

Market research confirms that customers in 2010 started appreciating the tangible changes made to OC Transpo over the previous two years. As expected, their response was favourable.

In spite of the third consecutive annual increase in fares above the rate of inflation, customer satisfaction increased for both transit users and non-users in 2010, with the satisfaction of transit customers exceeding statistics from fall 2007/spring 2008. The fall 2010 survey of Ottawa residents' attitudes toward transit found that OC Transpo was given a positive overall rating of "good" or "very good" by 73% of transit users and 56% of non-transit users. In comparison, a Canadian Urban Transit Association (CUTA) survey recently showed that 64% of transit users and non-users across Canada attributed a rating of "excellent" or "good" to the transit system in their community.

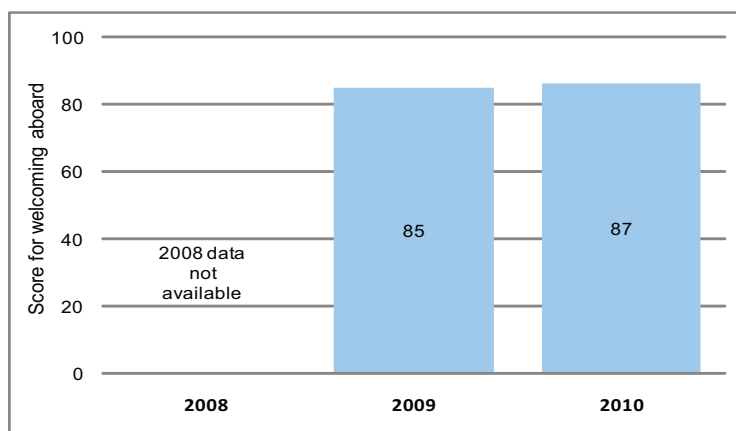


The OC Transpo survey dug a little deeper also showing that 72% of all respondents – a jump of 5% from 2009 – thought OC Transpo was succeeding in being, or making an effort to be, responsive to customer needs. 48% of all respondents thought OC Transpo employees cared about their customers – the same as in 2009.

The policy standard for customer satisfaction is to exceed that of fall 2008, with a target of sustained increase from year to year.

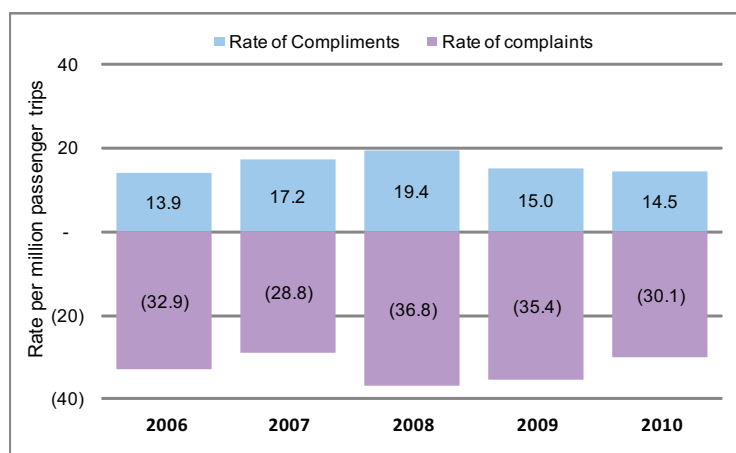
Welcoming aboard

OC Transpo uses anonymous mystery shoppers to measure customer experience and service quality. To our knowledge, OC Transpo is the only transit system in Canada to apply this innovative approach to the extent we do. In 2010, 2,099 anonymous observations were made over a sample of routes, operators, days of the week and times of the day. The score for welcoming aboard the bus, built upon occurrences of the operator greeting passengers, increased two points to 87 in 2010 from 85 in 2009.



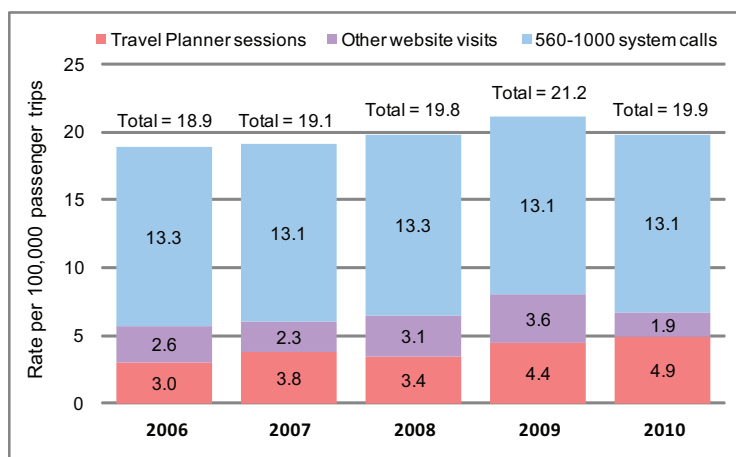
Customer satisfaction with the operators

The actual number of compliments voiced by transit customers about operator behaviour increased by over 12% in 2010, though the rate of compliments per million passenger trips did not increase over that of the previous year. The rate of operator-related complaints per million passenger trips dropped faster in 2010 than it had in 2009 – by more than a full 5%.



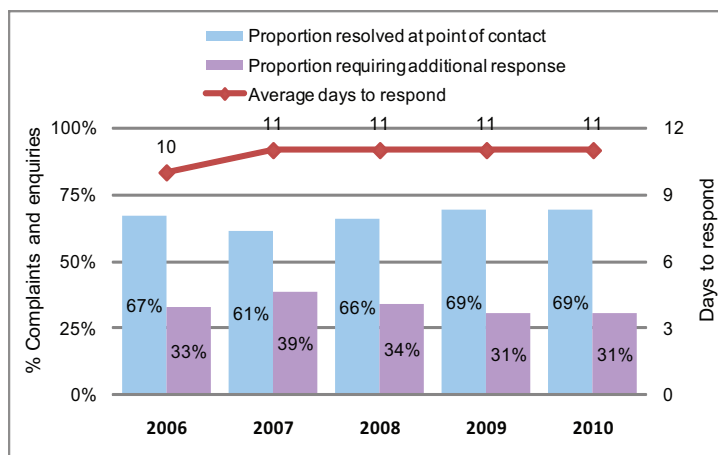
Access to electronic information

OC Transpo continues to adopt new technological solutions to provide customers with automated points of service where they can obtain the information they need, whether it be schedules, maps, detours and so on. The rate at which customers are using OC Transpo Travel Planner continued to increase in 2010. The decrease in the rate of total Website visits, from 8.0 to 6.8 in 2010, reflects the improved design of the site launched in late 2009, as visitors are able to find information more efficiently by clicking through fewer pages.



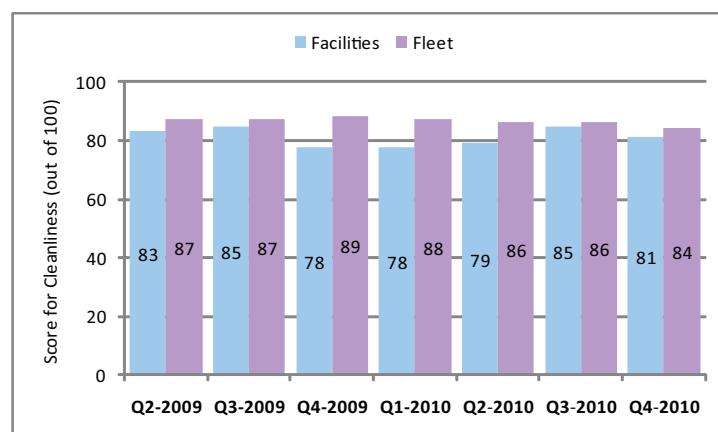
Response to complaints and enquiries

Customer service personnel try to resolve as many complaints and enquiries as possible during initial customer contact, and to respond as quickly as possible to issues that need more time. The call centre succeeded in maintaining the same proportion of complaints and enquiries resolved at the point of contact as in 2009. The number of days required to respond to issues requiring a response beyond that which could be provided at the point of initial contact has not increased for the past four years.



Cleanliness

From the 2,099 observations made by mystery shoppers in 2010 all over the transit network (see Welcoming aboard, above), a score for cleanliness was built upon occurrences of clean bus stops or shelters (absence of vandalism, garbage bin no more than half-full, clean ground, absence of non-OC Transpo posters or ads, bus flag in good condition and legible) and occurrences of clean buses (on-board garbage bin no more than half-full, absence of garbage outside of the bin, clean seats). The implementation of new work processes in Facilities Maintenance has brought a noticeable trend of improvement to stop and shelter cleanliness over the 12 months of 2010. The context of increased ridership puts more pressure on bus cleanliness, which will receive special attention in 2011.



Ridership

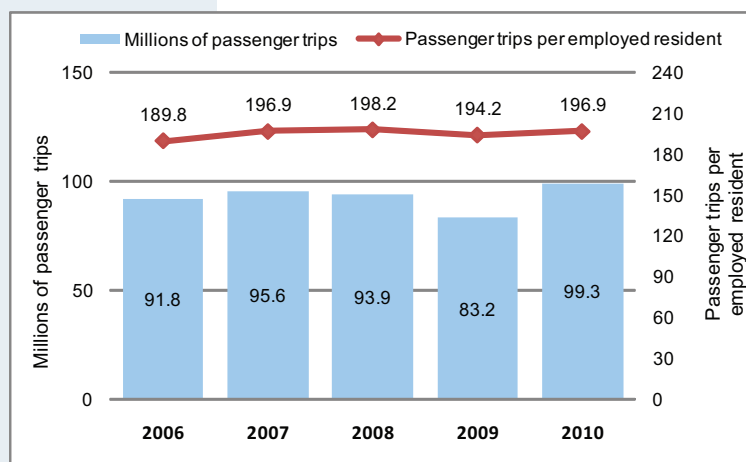
OC TRANSPO RIDERSHIP REACHED AN ALL-TIME HIGH IN 2010.

Conventional transit services reached the highest level of annual ridership ever in 2010, with a steady increase from quarter to quarter achieving 99.3 million trips for the year. The two strongest contributing factors were the U-Pass pilot project at the two major universities (contributing about 300,000 passenger trips per month, from September to December), and the growth of the regional economy.

Change in the economy (employed labour force) is a major influencer of public transit ridership growth. As the economy improves, people have more travel opportunities, such as, trips to and from work, social events and other everyday activities. The increase travel demand that results from increases in the labour force drive increases in public transit ridership.

In the past five years, the employed labour force in the Ottawa region increased by 4%. Over the same period, OC Transpo ridership rose by 8%. That the growth of ridership outpaced the increase in employed labour force rate suggests that residents perceived an improved value in transit services based on factors such as affordability, convenience and reliability.

The policy standard for ridership is to exceed that of 2008, with a target of sustained increase from year to year.

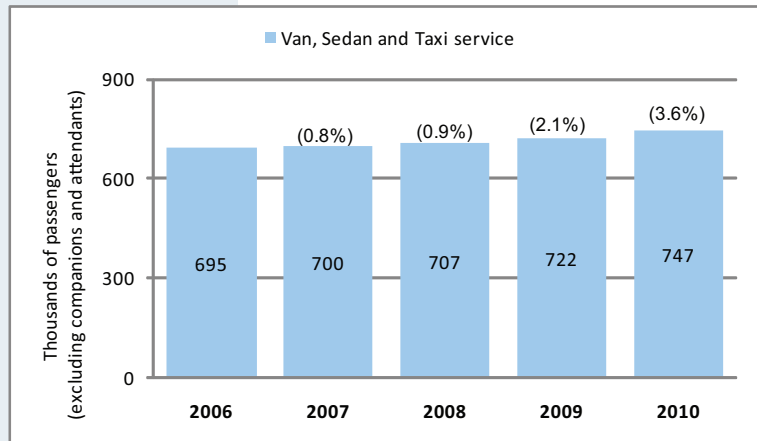


Ridership

Paratransit

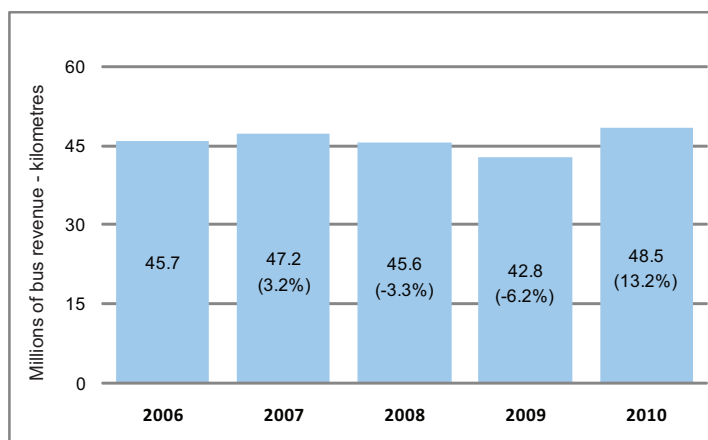
ParaTranspo has operated at a fixed capacity for a number of years. Yet, paratransit ridership recorded an increase of 3.6% in 2010. New efficiencies in the way ParaTranspo operates has yielded a higher occupancy per vehicle, thus increasing ridership with the same resources as compared to previous years.

Since 2008, vans and contracted taxis operate in an integrated way to increase operating efficiency (dispatching the right type of vehicle) and convenience to customers (reducing their wait time). The number of passengers reported in this graph includes registered customers but excludes attendants and companions who may have travelled along with them.



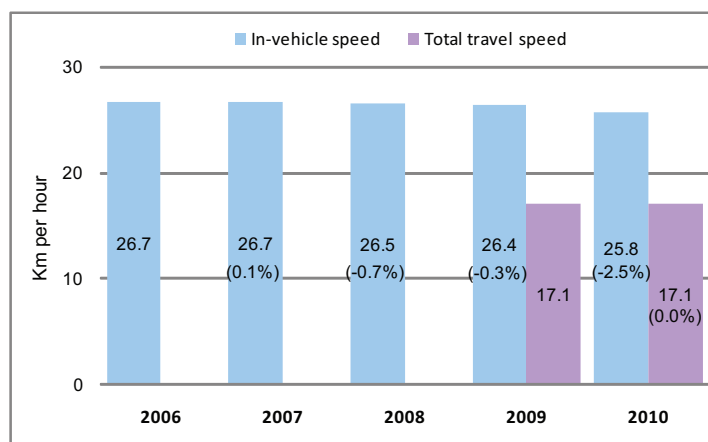
Service provided

The number of kilometres travelled by OC Transpo buses while in revenue service rose substantially by 13.2% over 2009, during which year service had been interrupted because of a labour dispute. The service level provided in 2010 was actually the highest ever.



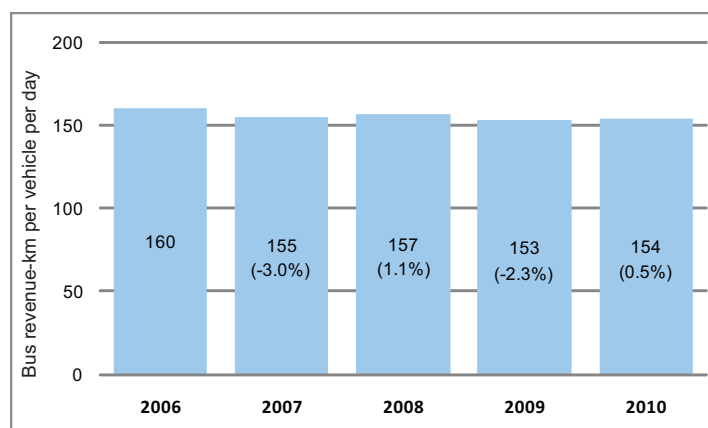
Network speed

The average speed of transit users on board buses in Ottawa is consistently high as a result of the Transitway infrastructure. This in-vehicle speed has decreased slightly in 2010, largely due to the additional travel time required to operate closer to capacity through the downtown core during peak periods. The total travel speed experienced by customers, from accessing the system, through waiting for service, to reaching their final destination, was first simulated and reported in 2009. This is a more informative performance measure that takes into account area coverage, frequency of service and transfers. The total network speed stayed the same at 17.1 km/h in 2010, for transit trips made within Ottawa, as service design remained consistent.



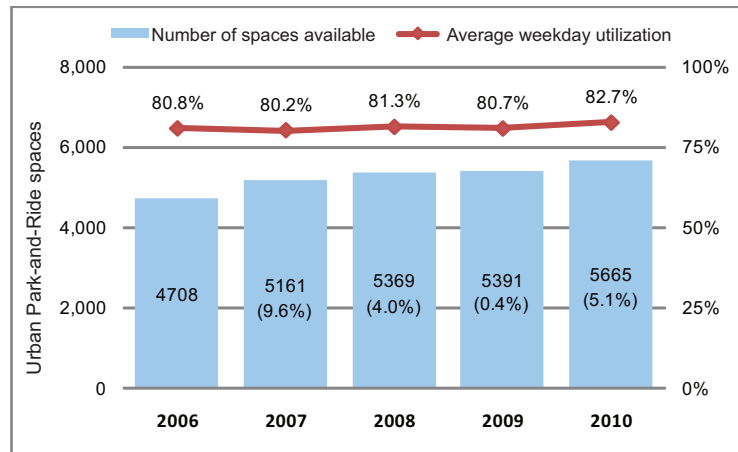
Productivity

The productivity of buses is described in terms of the average in-service distance travelled in the course of a day by any given bus that is part of the peak fleet. Productivity increased by 0.5% in 2010 over the previous year.



Park & Ride utilization

Park-and-Ride utilization increased significantly in 2010, up 2% to 82.7% on average throughout the year at the major lots that service all sections of the Transitway. This is on top of the fact that by year end, two new lots had been added and capacity increased at two other lots.

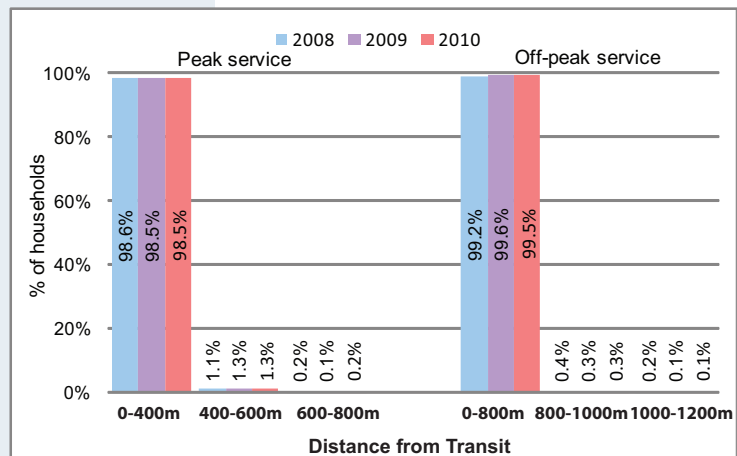


Area Coverage (REACH)

ALL THREE TARGETS OF AREA COVERAGE WERE EXCEEDED IN 2010.

98.8% of work locations were within a 5-minute walk from the transit system during the peaks. OC Transpo's 2011 Business Plan discusses how the transit network could be optimized to bring area coverage closer to the policy standards, which could generate significant savings in annual operating costs.

Area coverage indicates the degree to which the transit system reaches out to households and jobs. The policy targets for area coverage within the Urban Transit Area during the peaks are for 95% of all households, and the work locations of 95% of all employees, to be within a 5-minute walk of a bus stop or Transitway station. Outside of the peaks, the target is for 95% of all households to be within a 10-minute walk.



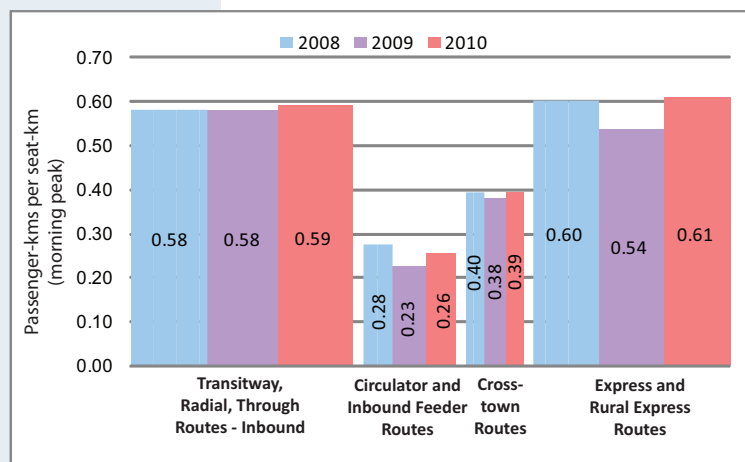
Occupancy

OCCUPANCY INCREASED ON THE TWO MAIN TYPES OF ROUTES IN THE NETWORK.

The width of the bars in this graph is proportional to the ridership carried by the type of route it represents. Occupancy increased on both radial and express routes. This is in line with the strong increase in overall ridership (many more passenger-kilometres) and the slight increase in service levels (a few more seat-kilometres).

Occupancy is the key measure of transit efficiency. By identifying the latent capacity of under-performing routes, occupancy measures will support the Transplan process and the improvement of capacity elsewhere on the system, thus benefiting other users. OC Transpo is looking at ways of measuring occupancy in a more robust and responsive manner. The deployment of the PRESTO smart card and a business intelligence application will improve the source of supporting data and how these are captured and processed.

Occupancy measures how much of the transit service capacity offered by OC Transpo on each route is consumed by customers, in passenger-kilometres travelled per seat-kilometre offered. Occupancy varies by route type, according to the role that type of route plays as part of the overall network. Radial routes go to downtown in the morning; circulators and feeder routes are mostly short, local routes; cross-town routes connect neighbourhoods without serving downtown. The policy standard for each group of routes is for average occupancy to equal or exceed that of 2008. The policy target is to maintain or improve occupancy from year to year, subject to a maximum yet to be established.



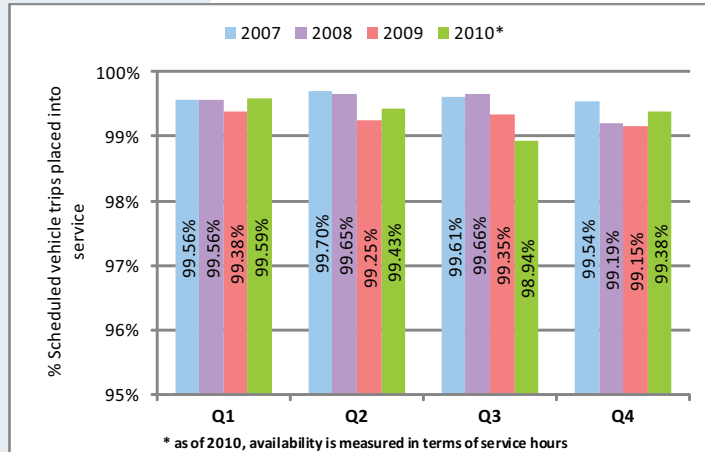
Service Availability

OC TRANSPO FINISHED 2010 WITH A STRONG PERCENTAGE OF SCHEDULED SERVICE HOURS DELIVERED.

Since the start of 2010, OC Transpo measures scheduled service hours delivered rather than the number of scheduled bus trips placed into service, as a truer picture of service availability.

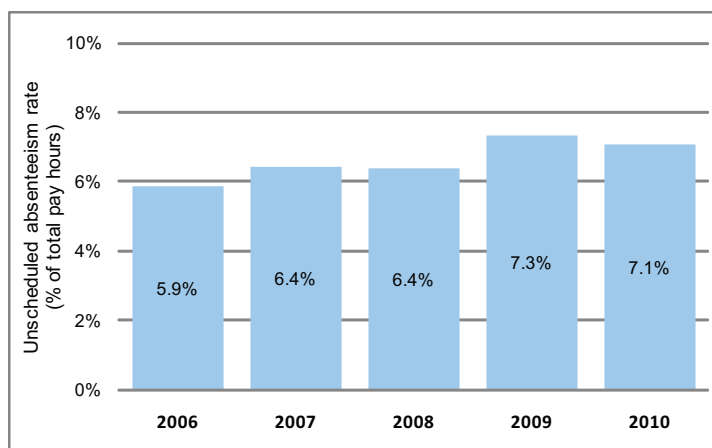
All quarters of 2010 but Q3 showed a better performance than in 2009. The high percentage achieved in Q4 2010 is all the more remarkable as this is usually the worst quarter of the year because of the arrival of winter conditions and as it represents a strong recovery from the previous quarter. August and September 2010 were challenging months, with emergency preventative maintenance required on a full line of buses, at the same time as newly delivered articulated buses needed special corrective actions to ensure their reliability while in service.

The objective of the Maintenance "Total Rebuild", one of the seven priorities of OC Transpo, is to transform the vehicle maintenance and servicing processes to increase vehicle availability and reliability. This will contribute to reduce fluctuations in the number of vehicles ready for service over time and for service availability to reach 100%, which is the policy target for availability.



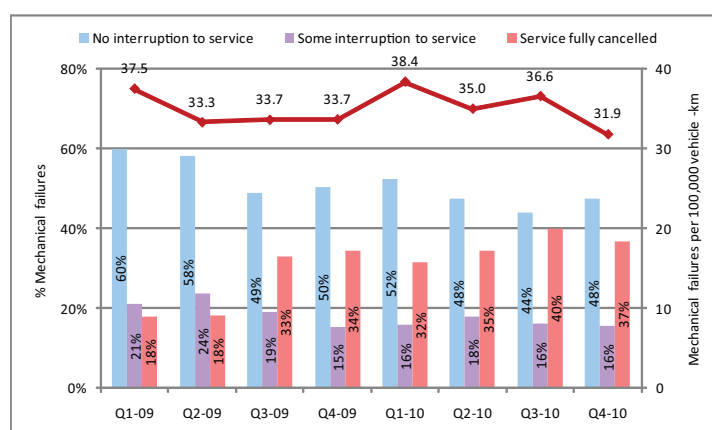
Operator absenteeism

Not only did unscheduled absenteeism in 2010 record a decrease for the first time in 4 years, but it did so at the same time as the total number of paid hours increased substantially – by 21% (transit services operated all 12 months in 2010). Unscheduled absences consumed 7.1% of operators' overall paid time – primarily for personal illness, but also including family illness, injury and tardiness. Unscheduled absences compound the challenge of delivering the service as scheduled. A number of OC Transpo initiatives have been identified to increase employee engagement and lead to further decrease in absenteeism.



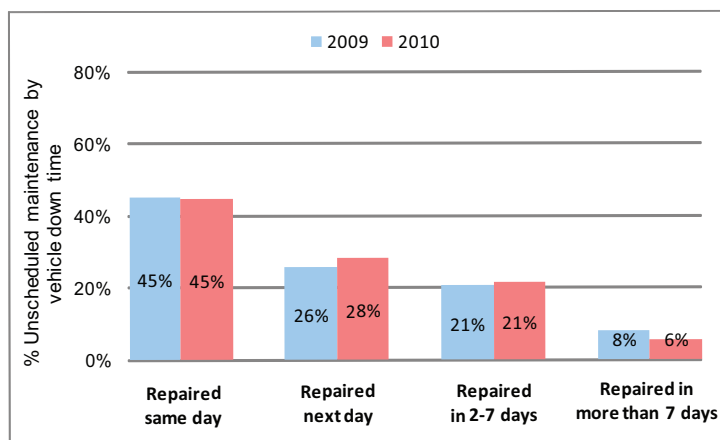
Mechanical failure rate and impact on service

The rate of mechanical failures is a measure of the reliability of transit fleet maintenance. It is based on the occurrences of a bus breaking down while assigned for service and requiring to be pulled out of service. This reliability has markedly increased, as the number of mechanical failures per 100,000 vehicle-km dropped during the fourth quarter of 2010 – by 13% – as a result of a new maintenance focus and process that started in conjunction with the opening of the new Industrial Garage in September. A measure of operational effectiveness is the ability to minimize the number of bus service trips affected by mechanical failures and therefore the number of customers impacted. The drop in mechanical failures was not accompanied by a similar decrease in the number of bus trips and customers affected. The feasibility needs to be assessed of implementing more reliability safeguards in the design and scheduling of bus services.



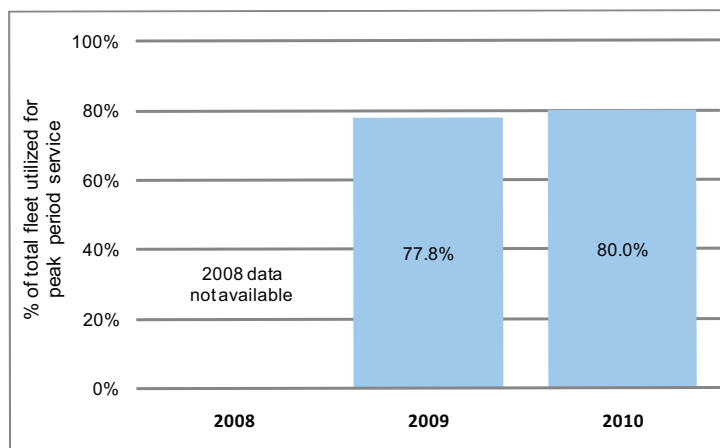
Vehicle down time

The average length of time that buses remain out of service following failure is a key measure of transit fleet maintenance efficiency. In 2010, as a result of the Maintenance “Total Rebuild” program, the percentage of buses requiring to be pulled out of service because of mechanical failure that were repaired and made available again on the same day or the following day increased to 73%. Improved material and maintenance management – which takes a bus out of service for preventative maintenance when all parts and resources are ready – will further minimize down time.



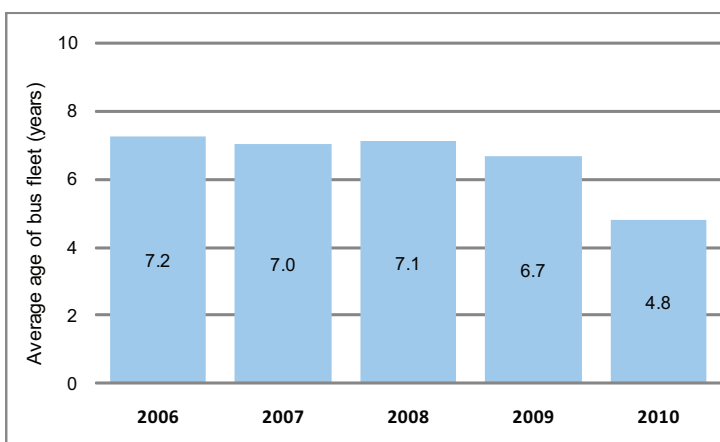
Fleet utilization

The Maintenance “Total Rebuild” priority of OC Transpo is set on reaching an industry leading utilization of 90% of the bus fleet. In 2010, this important indicator of the combined ability to minimize the mechanical failure rate (maintenance reliability) and vehicle down time (maintenance efficiency) reached 80%. A key component of the Maintenance “Total Rebuild” program is the introduction of a quality management system for continuous improvement, which will contribute to further fleet utilization in the coming years.



Average age of fleet

A younger fleet reduces the need for maintenance resources, increases service availability and improves in-service reliability and comfort for customers. Already one of the newest bus fleet in Canada in 2009, the average age of OC Transpo’s fleet dropped markedly to 4.8 years old in 2010. By year end, 177 of the new articulated buses were delivered, joining the recent addition of 80 hybrid buses to the fleet. This created the planned opportunities to retire older buses – including high-floor buses and first-generation low-floor buses.



Reliability (ON-TIME PERFORMANCE)

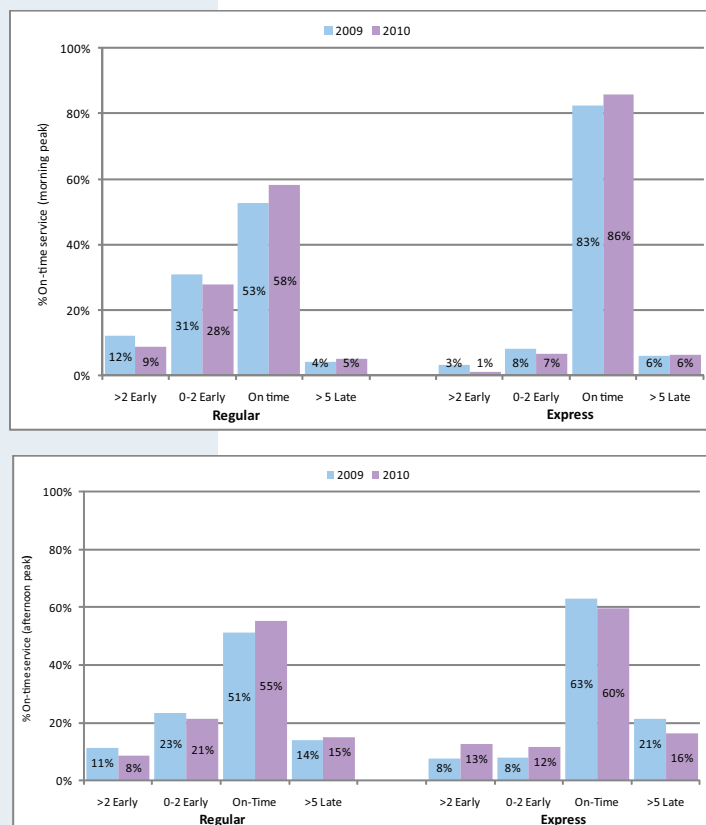
OC TRANSPO HAS BEEN MARKEDLY IMPROVING, WITH THE EXPRESS ROUTES REACHING 86% IN THE MORNING AGAINST ONE OF THE MOST AMBITIOUS TARGETS IN THE INDUSTRY.

On-time performance has increased steadily over the course of 2009 and 2010. Regular routes alone ran on time 58% of the time during the morning peak, a jump of 5% over last year. Express routes as a group even reached 90% in the morning during certain weeks. At the same time, running ahead of schedule dropped by 6% on regular routes.

The global positioning system used at OC Transpo to track buses has made it possible to set a target of not running early and being no more than five minutes late, not only at specific time points but everywhere, along all routes. This may be the most ambitious on-time performance target for transit anywhere in North America. Bus operators no longer strive to be exactly on time (i.e. at 0 minute flat) but rather to err a couple of minutes on the late side, specifically not to find themselves running early (which exposes customers to missing their bus).

Afternoon on-time performance is more problematic because of the variability in travel times through the congested downtown, close to the start of peak-direction travel. While limited, streamlining the route network through downtown is gradually increasing reliability, but given the fixed road capacity and the growth in ridership over time, the reliability of service through downtown in the afternoon will continue to be an issue until the opening of the light rail line.

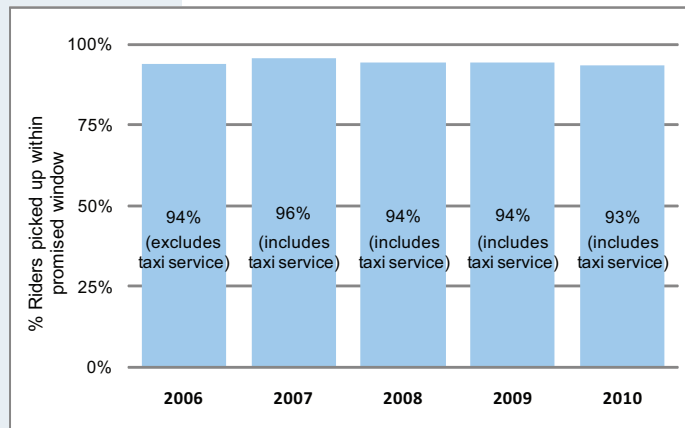
The policy target is for OC Transpo bus trips to adhere to published schedules 90% of the time.



Reliability (ON-TIME PERFORMANCE)

Paratransit

When making a reservation, paratransit customers are given a 30-minute window as their pick-up time if served by van and a 15-minute window if served by taxi. Again this year, ParaTranspo came very close to meeting the policy target of 95% of passengers picked up within that policy standard. This is while more paratransit passengers were served by both vans and taxis – 3.6% more overall in 2010 than in 2009.



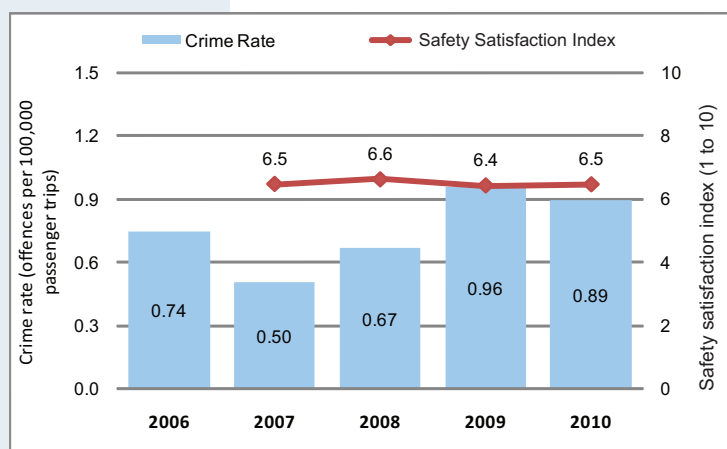
Security (OFFENCES)

CRIME RATE DECREASED BY MORE THAN 7% FROM 2009 TO 2010.

The implementation of proactive practices by the Transit Law Enforcement Unit paid off in 2010, with smart crime prevention and intervention techniques such as pattern analysis, "intelligence mapping", effective resource allocation and covert operations. According to the fall 2010 attitude survey, the perception of safety by transit customers continued to stay as high as it was in 2009. Customers were asked to rate on a scale from 1 (strong disagreement) to 10 (strong agreement) if uniformed law enforcement personnel and video surveillance made them feel more secure, and how confident they were that OC Transpo staff could help quickly in case of an incident.

One of the seven priorities of OC Transpo is to enhance its safety culture. As part of that, transit safety and security are heightened by the now well-established transit special constables program.

The policy standard for security is for the annual number of offences per 100,000 passenger trips not to exceed that of 2008. The policy target is for sustained improvement in offence rates from year to year.



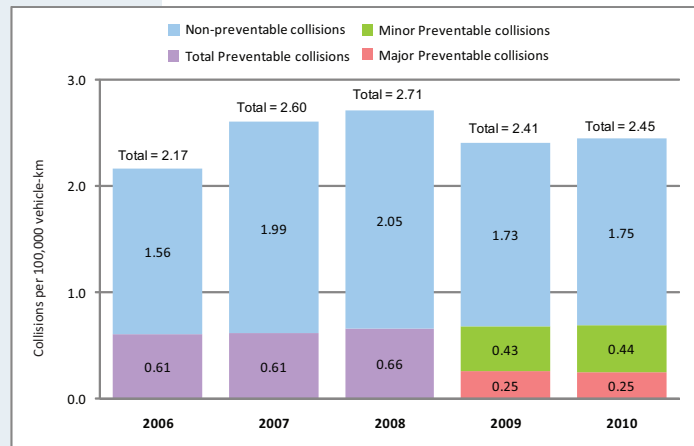
Safety (VEHICLE COLLISIONS)

NON-PREVENTABLE AND MINOR PREVENTABLE ACCIDENTS CAUSED THE RATE OF ACCIDENTS IN WHICH OC TRANSPO BUS OPERATORS WERE INVOLVED TO INCREASE SLIGHTLY IN 2010 (ABOUT 1%).

The rate of major preventable collisions is low and remains the same as in 2009. The fact that the preventable accident rate has increased slightly over the past two years coincides with an increased robustness in reporting mechanisms. An important safety initiative at OC Transpo is to maintain robust reporting, investigation and analysis of collisions, for consistency and regulatory requirements.

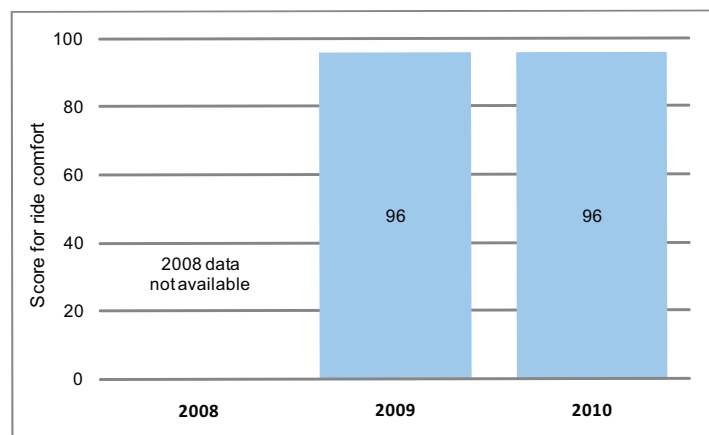
One of the seven priorities of OC Transpo is to enhance the culture of safety throughout the organization. Safe driving recognition is an important part of operating procedures, and the cyclical training of operators, which was reinstituted on a full scale in late 2008, now draws attention from around the transit industry as a best practice.

The policy standard for safety is for the annual number of preventable accidents per 100,000 vehicle-km to not exceed that of 2008 with the expectation of year-over-year improvement.



Ride comfort

As mentioned, OC Transpo uses anonymous mystery shoppers to measure customer service quality and experience. To our knowledge, OC Transpo is the only transit system in Canada to apply this innovative approach to the extent it does. 2,099 anonymous observations were made in 2010 over a sample of routes, operators, days of the week and times of the day. The very high score for ride comfort once again this year is based on occurrences of operators waiting for reduced-mobility customers to sit (94% of the time), driving smoothly (94% of the time) and not being aggressive to other motorists or to pedestrians (99%).



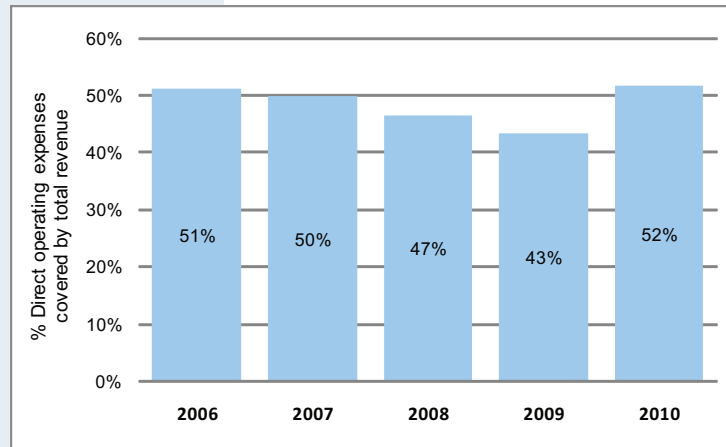
Revenue-Cost Ratio

OC TRANSPO EXPECTED TO RETURN TO A REVENUE-COST RATIO OF 50% FOR 2010 – WHICH WAS EXCEEDED.

For conventional transit operations, Council has set as a policy standard a minimum of 50% of operating costs to be covered by passengers' fares and other revenue, with 55% set as a target.

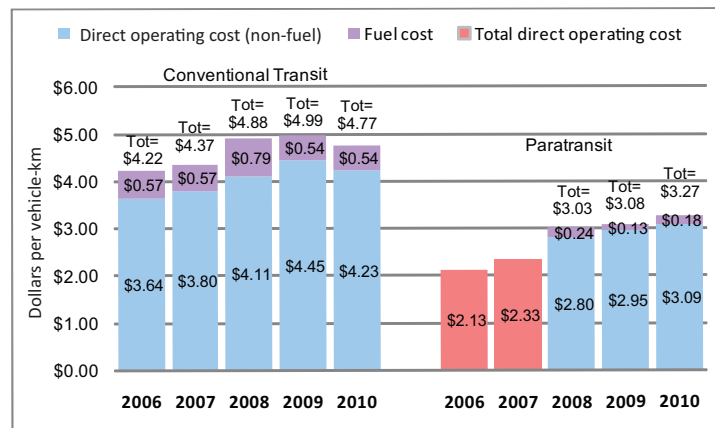
In this third – and last – year of transit fare increases above the rate of inflation, the level of revenue collected in 2010, combined with the control of costs, led cost recovery to spring back over the 50% level for the first time in 4 years.

One of the seven priorities of OC Transpo is to realize cost efficiencies over the short term. The Transit Tactical Plan has built a detailed approach for the next 10 years to anchor the revenue-cost ratio at 50%, with opportunities to increase it to 55% as a policy option, by the time the light rail line opens. The 2011 10-year Business Plan will also use this baseline.



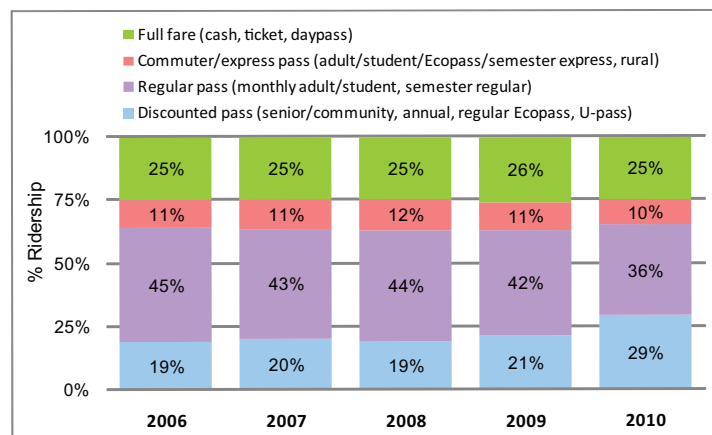
Operating efficiency

Total direct operating expenses per vehicle-km for conventional services decreased by 4.4% from 2009 to 2010. Fuel and other direct operating costs per vehicle-km increased slightly for ParaTranspo, with the ageing fleet of vans planned to be replaced by 2013.



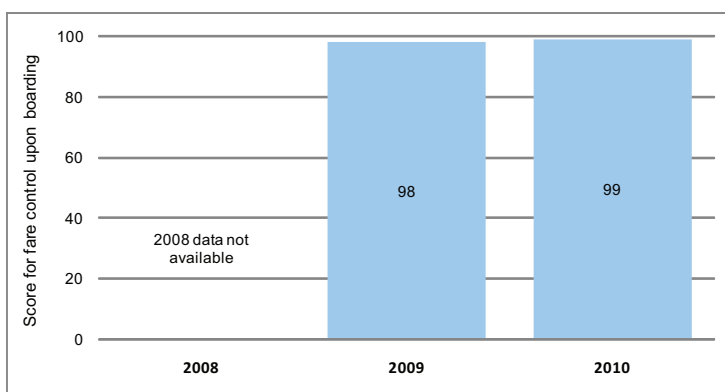
Ridership by fare type

The proportion of passengers using regular and express passes decreased in 2010 compared to 2009, with the introduction of the U-Pass pilot project in the fall substantially increasing the proportion of trips made at a discounted fare. OC Transpo will be looking at enhancing product management and new growth markets with the implementation of the Presto smart card. In particular, this is anticipated to allow for the more accurate allocation of fare revenue to specific transit service types.



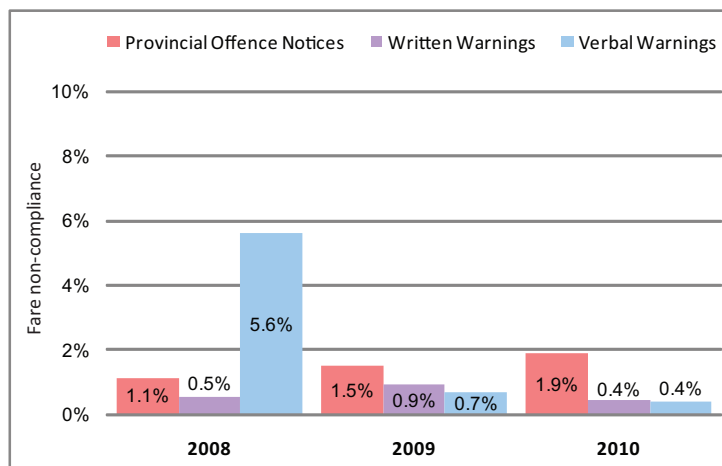
Fare control upon boarding

Fare control is another element included in the observations made by anonymous mystery shoppers in 2010 over a sample of routes, operators, days of the week and times of the day. The score for fare control was built upon occurrences of the operator validating the mystery shopper's bus pass (93% of the time) and occurrences of the operator distributing transfers only to cash or ticket depositors (99% of the time).



Fare non-compliance

In 2010, interventions on the part of fare inspectors have been more targeted and documentation and reporting have improved, also leading to increased inspector productivity. While there were fewer checks, for the second year in a row, those that were performed resulted in an increase in the proportion of provincial offence notices issued.



Accessibility (VEHICLES AND STATIONS)

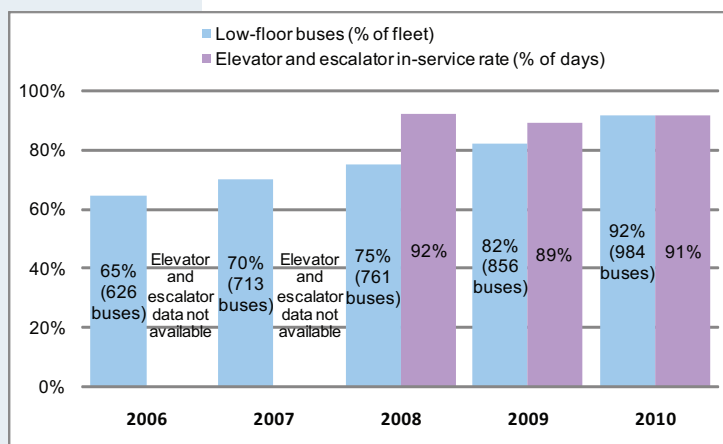
THE PORTION OF THE BUS FLEET THAT IS "LOW-FLOOR" CONTINUED TO INCREASE IN 2010, JUMPING TO 92%.

Elimination of the physical barriers identified in the accessibility audit of the transit system and presented to Transit Committee in spring 2010 is progressing well.

Elevators and escalators at the Transitway stations were in full service 92% of the time.

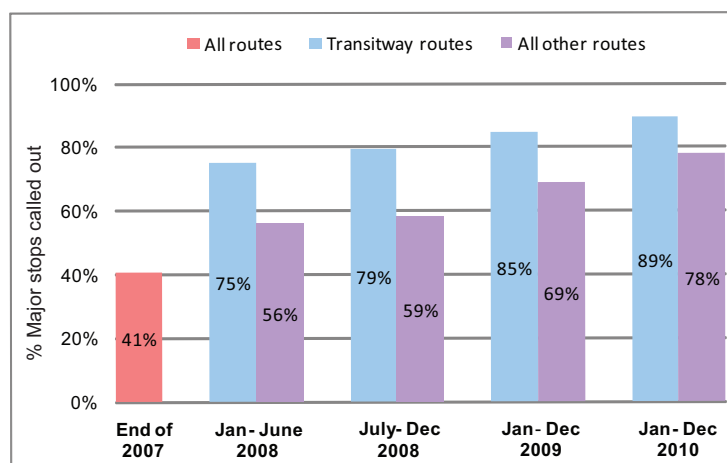
With its innovative fleet plan, OC Transpo is on track to retire the last of its high-floor buses three full years ahead of schedule and thus to boast one of the largest fleets in the country made up entirely of low-floor buses.

The policy target for accessibility is to work toward removing 100% of barriers in the areas of transportation, the built environment and customer service.



Calling out major stops

Next stop announcements provide stop information to transit customers and are especially helpful to those with visual impairments. While calling out major stops was entirely "manual" until fall 2010, the start of roll-out of the installation of the automated announcement system during that quarter has increased the rate of stops called out, while addressing several other needs as well.



Greenhouse Gas Emissions

IN 2010, THE RATE OF CO₂ EMISSIONS PER VEHICLE- KM DECREASED BY MORE THAN 1% OVER THAT OF 2009.

The rate at which buses emit greenhouse gases (GHG) can be affected by vehicle and engine specifications, fuel blends, passenger loads and driver behaviour. The delivery of new articulated buses started in the fall of 2010 and to be completed by early spring 2011 will have a significant effect on decreasing GHG emission rates, equipped as they are with much cleaner engines and systems.

As part of the priority of OC Transpo to create a culture of quality, key initiatives toward further reductions in fuel consumption and GHG emissions include the installation of a modified electric fan for bus engines and the implementation of the Smart Drivers program for operators.

The policy standard for CO₂ emissions is for the annualized rate of grams of CO₂ equivalent emissions per vehicle-km not to exceed that of 2008. The policy target is for sustained improvement in emission rates from year to year.



Fuel consumption

The rate of fuel consumption in litres per 100 km decreased by 1.5% in 2010 compared to 2009 for the overall bus fleet. While the fuel consumption rate of older 40-foot buses is increasing as these models age, the more numerous and newer 40-foot buses, including the hybrid model, achieve more fuel economy. 60-foot buses are heavier, which makes them consume more fuel. But key initiatives toward fuel reduction and greenhouse gas emissions should help continue the decreasing trend in fuel consumption in the future.

