



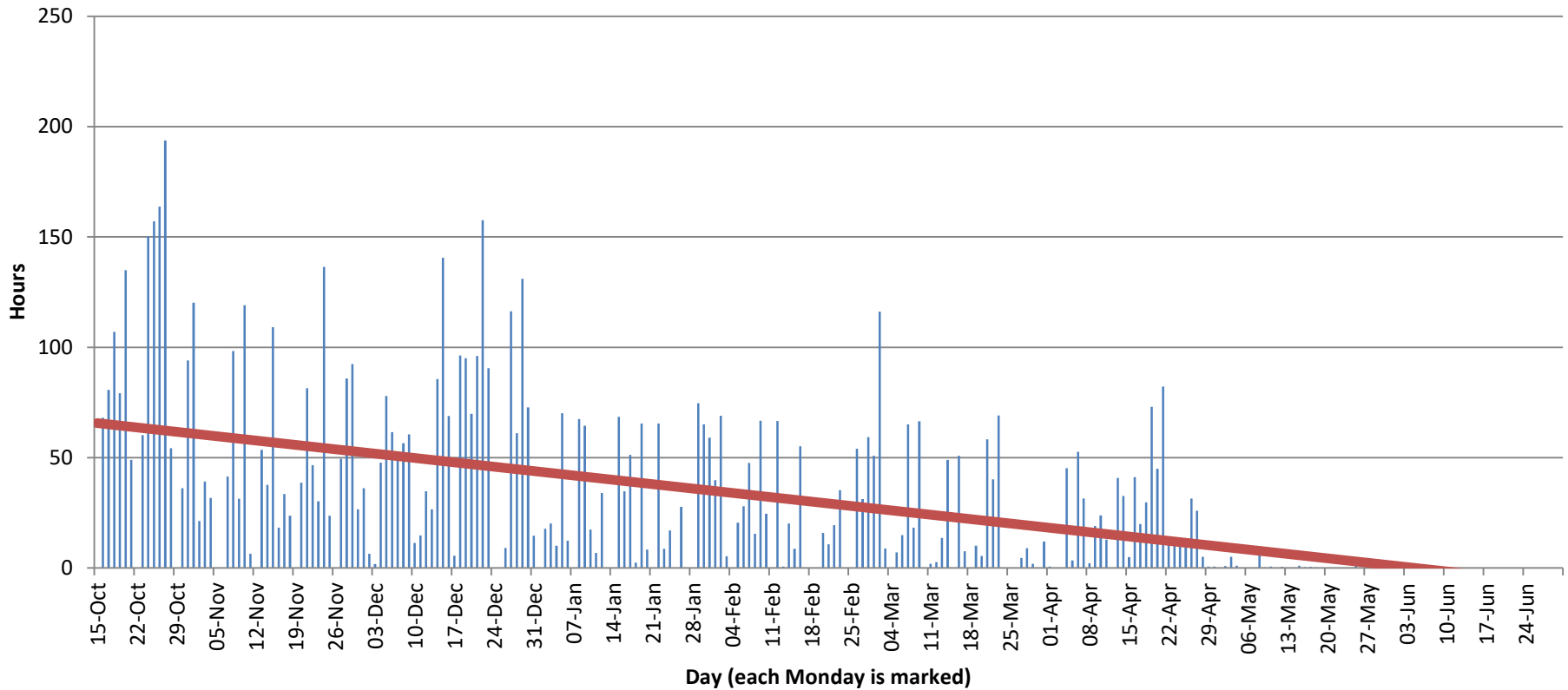
HSR OPERATIONAL & COMPLEMENT CONTROL UPDATE

Public Works Committee

July 12, 2018

Service Disruptions

Hours of cancelled service by day



Causes for cancelled service:

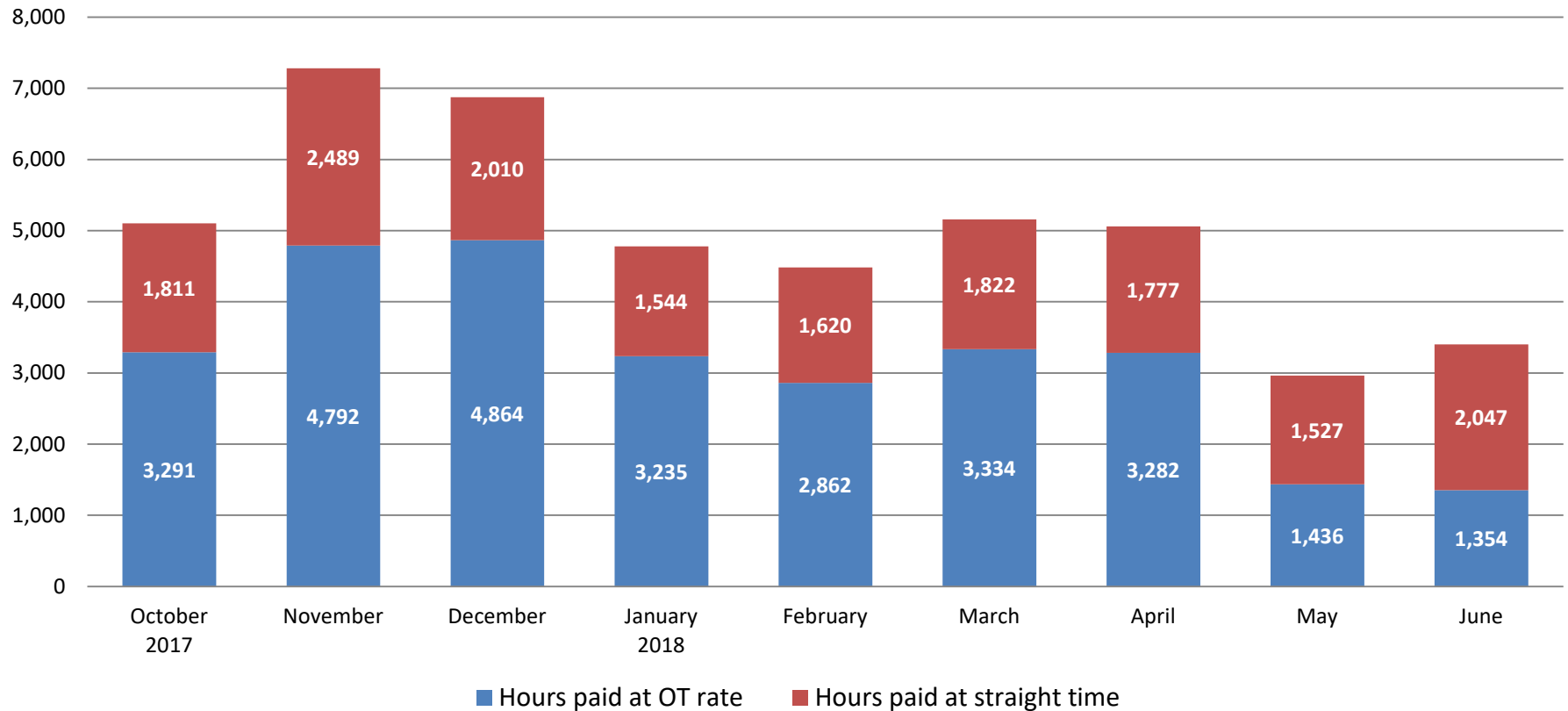
- Operator availability
- Bus availability

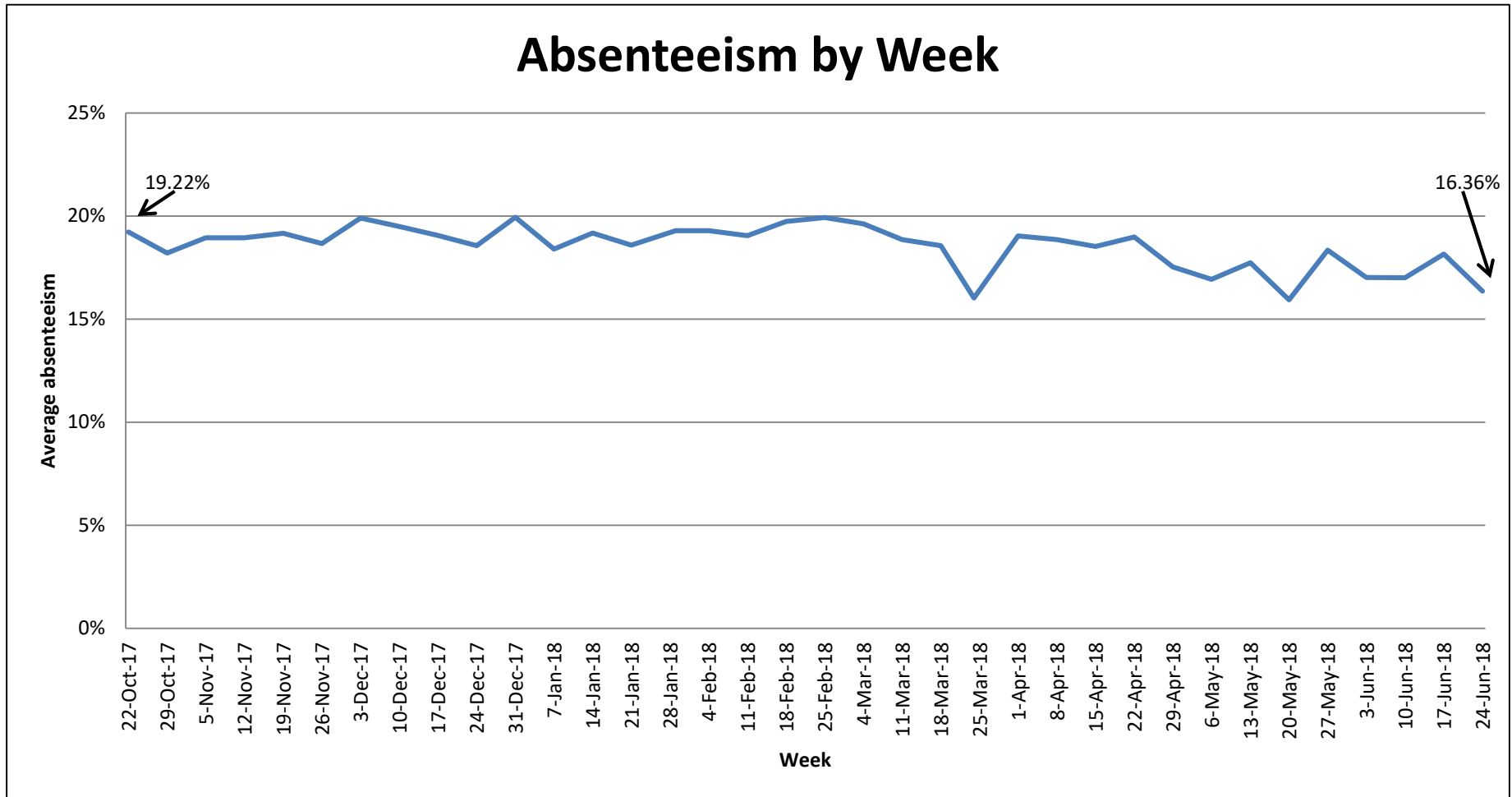
Strategies to avoid cancelled service:

- Hiring (Transit Specific Complement Control Policy)
- Spare board
- Overtime
- Day-of absences / in the moment

Open hours of work: Overtime

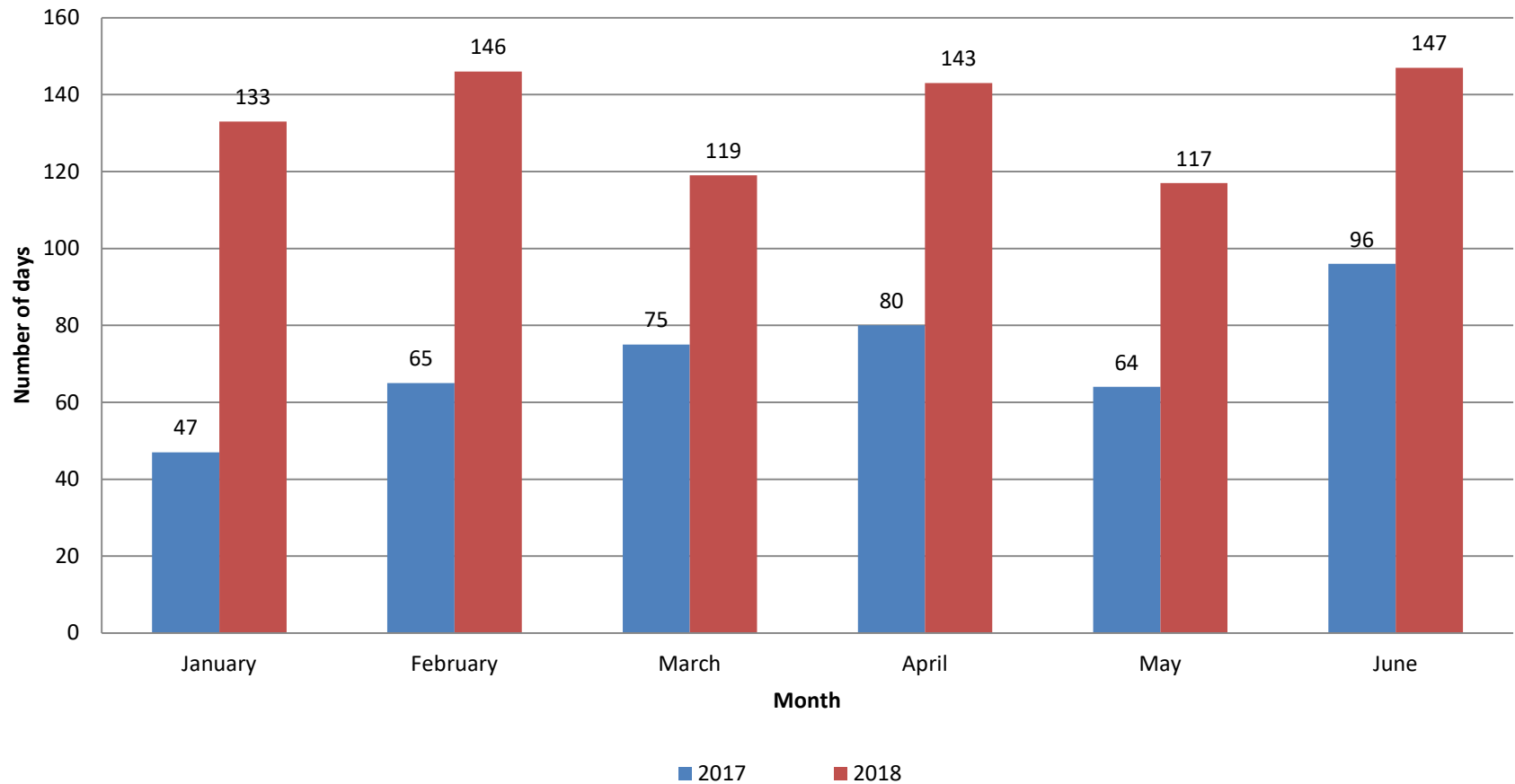
Open hours of work since October





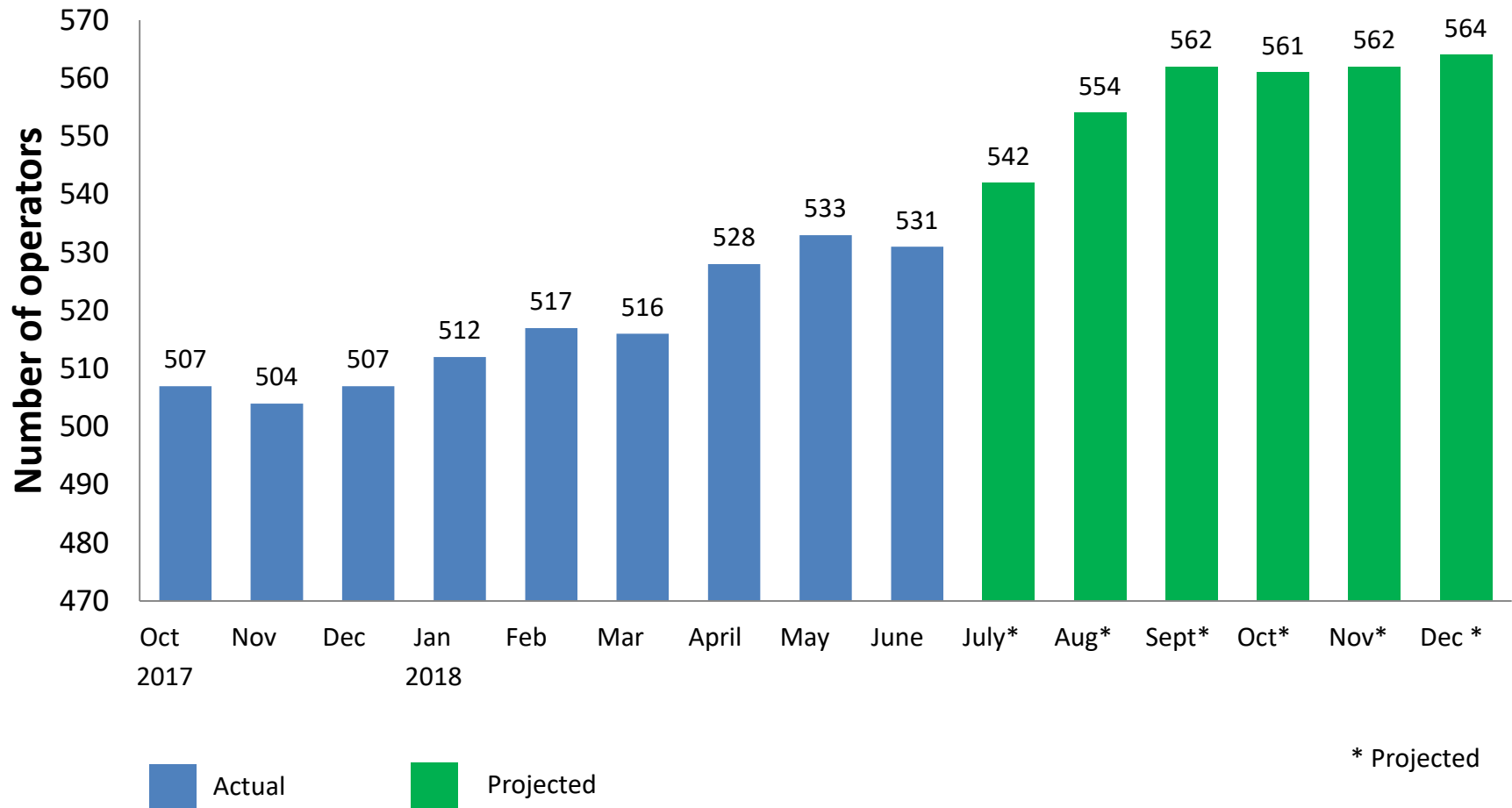
Personal Emergency Leave Days

Personal Emergency Leave Days: Comparison



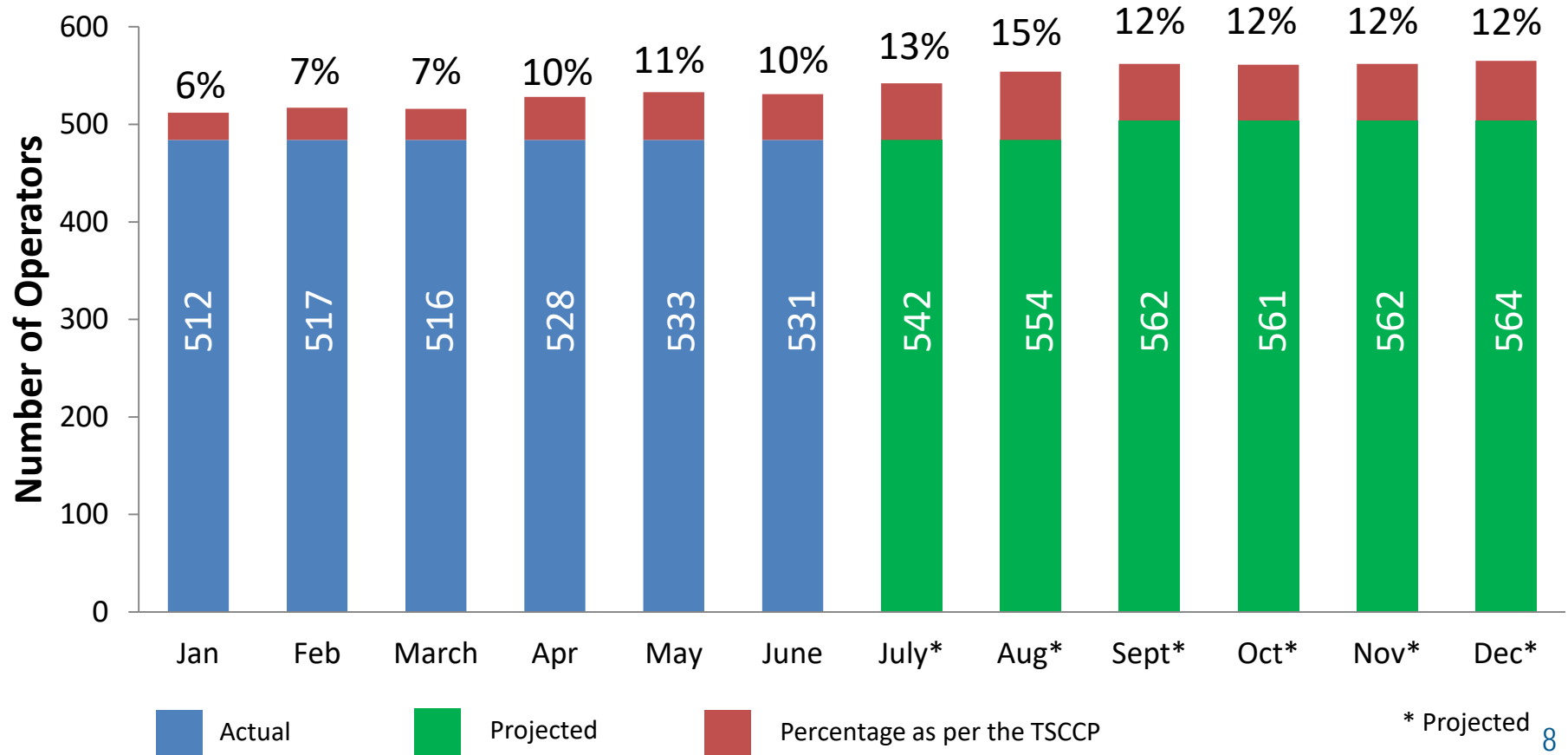
Complement Control

Total Operator Headcount



Preparing for additional service in September

Increase in operators per the Transit Specific Complement Control Policy



Ongoing Enhancements

- September 2018 (Year 3 of 10 Year Transit Strategy):
 - 26 new FTE
 - 5 additional buses
 - 34,000 additional service hours (annualized)
- (Re)envision HSR project with McMaster
- Real time notifications: Website “Trip Planner”, Twitter automation , Bus check, Mobile app, etc.
- Charging stations
- WiFi on board
- PTIF projects
- Community engagement

Thank you!