

# *READY FOR RAIL* **Train**

## Operational Readiness

Transit Commission

March 20, 2019



# We're Ready For Rail

You can view the video from the presentation at the link below.

[https://youtu.be/oDMadi\\_Nbw0](https://youtu.be/oDMadi_Nbw0)



# The Customer Journey

- The opening of O-Train Line 1 will mark a historic positive transformation in the way transit service is delivered in Ottawa;
- The shift towards creating an integrated multimodal transit operation begins with ensuring that the customer is taken care of every step of the way;
- In support of this goal, OC Transpo completed the Multimodal Customer Journey project to help put the interests of customers at the heart of all decision-making;
- The results of the customer journey mapping project highlighted what customers need to know so that they are informed, educated, prepared and excited for their new journey on the system; and,
- Using the results and themes drawn from the multimodal Customer Journey project, ten priority topics were identified.



# Top 10 Things Customers Want To Know

Bus routes  
and stations

Bus, bike, ride  
& walk  
connections

Transfers /  
Fare-paid  
zones

Frequency of  
service

Ready for Rail  
travel planner

Ticket  
machines

Fare gates

Train capacity  
and doors

Accessibility  
features

Safety and  
security  
features



# Best Practices

Best practices and review of other multimodal operations have been used in our planning:

- Montréal;
- Toronto;
- Calgary;
- Edmonton;
- Vancouver;
- Seattle
- Boston;
- Philadelphia;
- Dallas;
- Chicago; and,
- Hudson Bergen (Jersey City).



# A Multimodal Commute

- Line 1 will connect 13 stations from Tunney's Pasture in the west to Blair in the east; and,
- Customers can connect with Line 1 by:
  - Bus at 10 of 13 Line 1 stations;
  - O-Train Line 2 at Bayview Station; and,
  - Walking, mobility device, and bike, via local streets and many multi-use pathways.



# Connecting By Bus

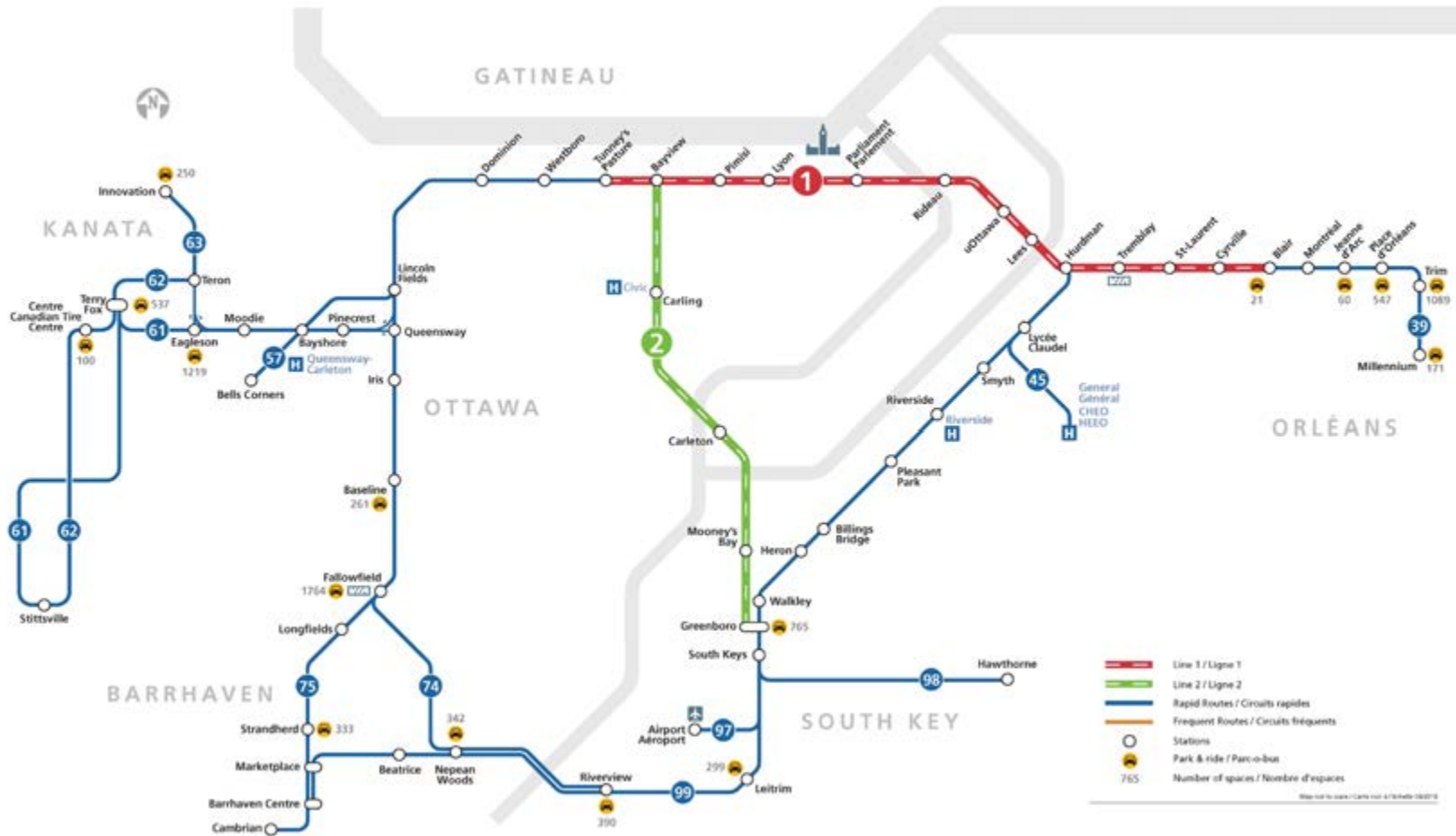
- More than 100 bus routes will connect to Line 1:
  - 11 Rapid routes and 36 Connexion routes from a suburban or rural Park and Ride lot or from a bus stop close to home;
  - 48 Local routes from many neighbourhoods connect directly with Line 1; and,
  - 16 Park and Ride lots and every residential area will have at least one direct bus route to Line 1.
- Bus routes numbered 5 to 99 and Connexion routes numbered in the 200s will all connect to Line 1; and,
- Destination names will be clearly marked at all bus stops – and most destinations will be a Line 1 station.





# Network Transformation

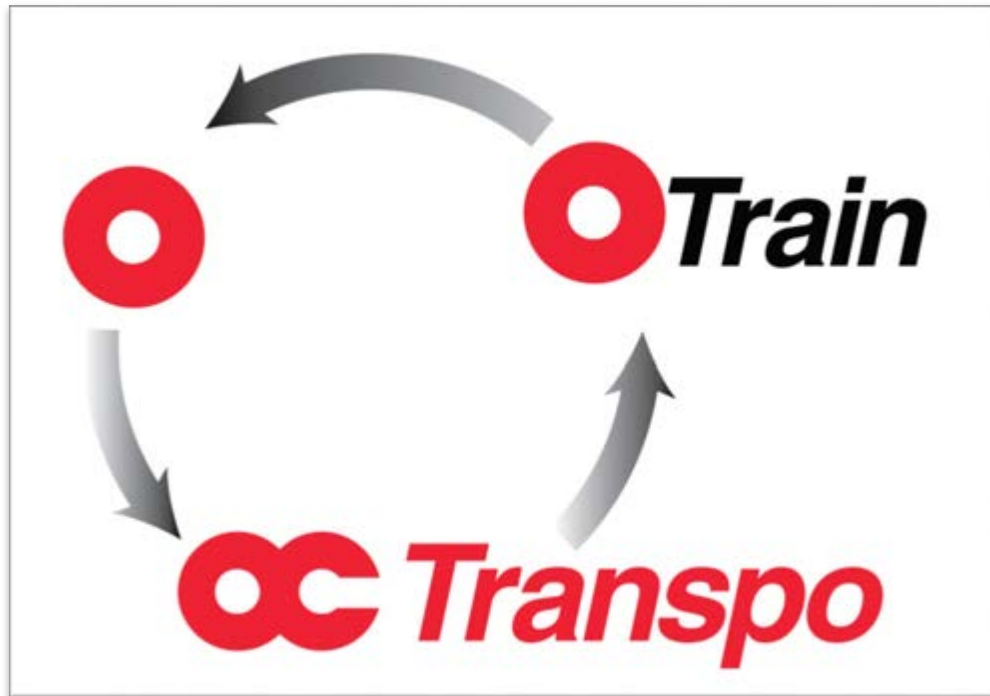
## O-Train Lines & Rapid Routes





# New System & Service Identity

- Clear, simple, durable, intuitive, attractive, usable by all, and, consistent with best practices of other transit systems; and,
- Gradually rolled out since January 2017, to ease transition.

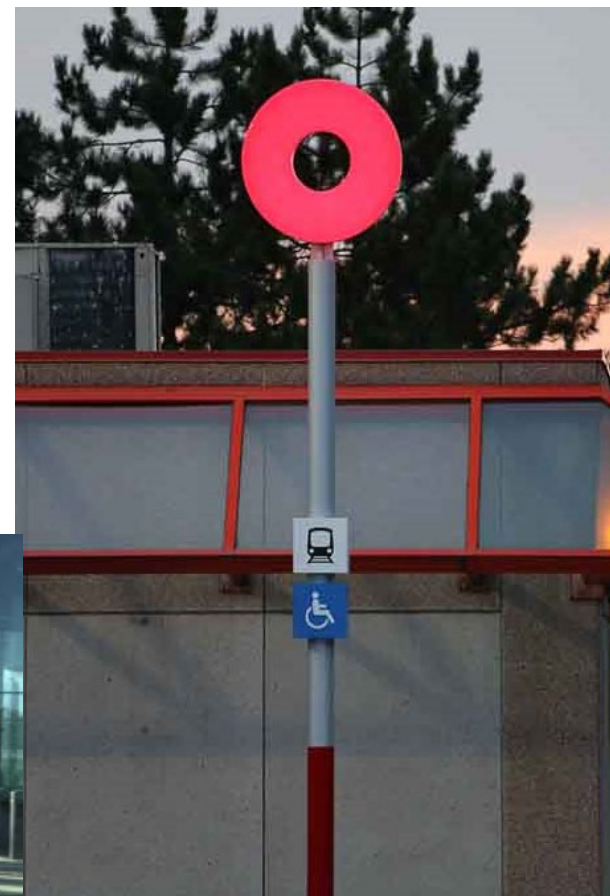


O-Train		
Rapid Rapide		
Frequent Fréquent		
Connexion		
Local		
School École		
Event Événement		
Shopper Bus-o-eplettes		



# At The Station Entrance

- Customers will recognise stations by the large red illuminated “O” symbol at every station entrance; and,
- All station entrances or concourses have ticket machines, information displays, and customer help points.



# In The Station



- Clear directional signage will guide customers to the appropriate platform; and,
- Next departure times will be displayed on digital transit information screens.



# Station Amenities

- Train platforms are 100 metres long, with plenty of room for boarding, even when it's busy;
- Bicycle stairway channels let customers easily walk their bike up and down the stairs;
- Area maps at the exit of each station show customers the most popular destinations within a 5 minute walk;
- Elevators at all 13 stations and escalators at 9 stations connect each train platform to the station entrance;
- Public washrooms at Tunney's Pasture, Blair, Hurdman and Bayview stations; and,
- Future retail spaces at Blair, Hurdman, Rideau and Tunney's Pasture stations.





# Walking & Cycling Connections

- Customers can reach stations by foot, bicycle or mobility device;
- Within stations, signage will direct customers to nearby pathways;
- Stations have bicycle parking, and within the station, channels let customers easily walk their bike up and down the stairs;
- When boarding the train with a bicycle, customers will wait in the green marked area on the station platform, then enter the train through the first door of the first car of the train;
- Customers can ride the train with their bicycle in the furthest forward cooperative seating section in the first car of every train; and,
- The Rack and Roll program continues to be available for customers transferring between bus and train from late April until late October.



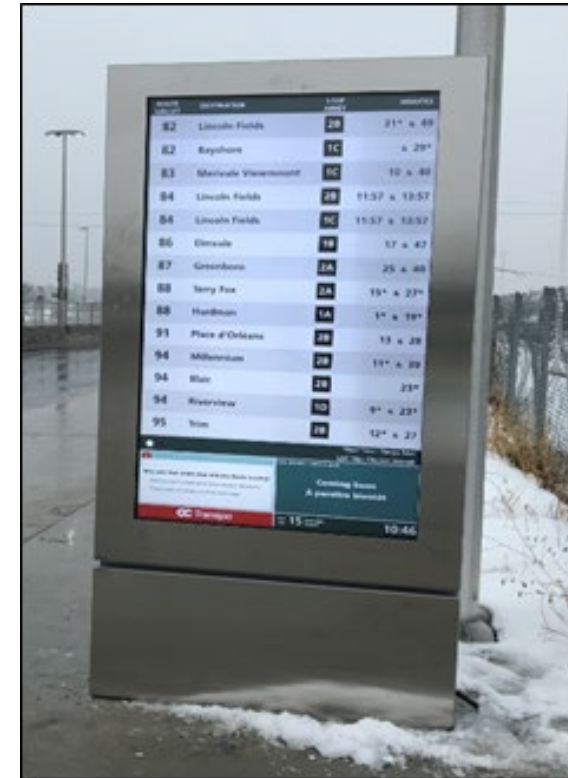
# Connecting By Bus

- Most customers' travel will change with the opening of Line 1;
- About two-thirds of all trips on the system will have a train as part of their trip – more than 200,000 trips/day;
- Customers from:
  - Orléans will transfer at Blair Station;
  - Alta Vista, Greenboro, Vanier, etc. will transfer at St-Laurent Station or Hurdman Station; and,
  - Stittsville, Kanata, Barrhaven, Nepean will transfer at Tunney's Pasture Station.
- O-Train Lines 1 and 2 will connect at Bayview Station.



# Connecting By Bus (Cont'd)

- Integrated bus loops and fare-paid zones at three major stations will allow quick and easy connections;
- Arrival bus stops are located near to station entrances to minimize walking distances;
- Departure bus stops at major Line 1 stations will be organized by destination area using alpha identifiers; and,
- Scheduled next bus departure information will be available on video screens near each bus stop.



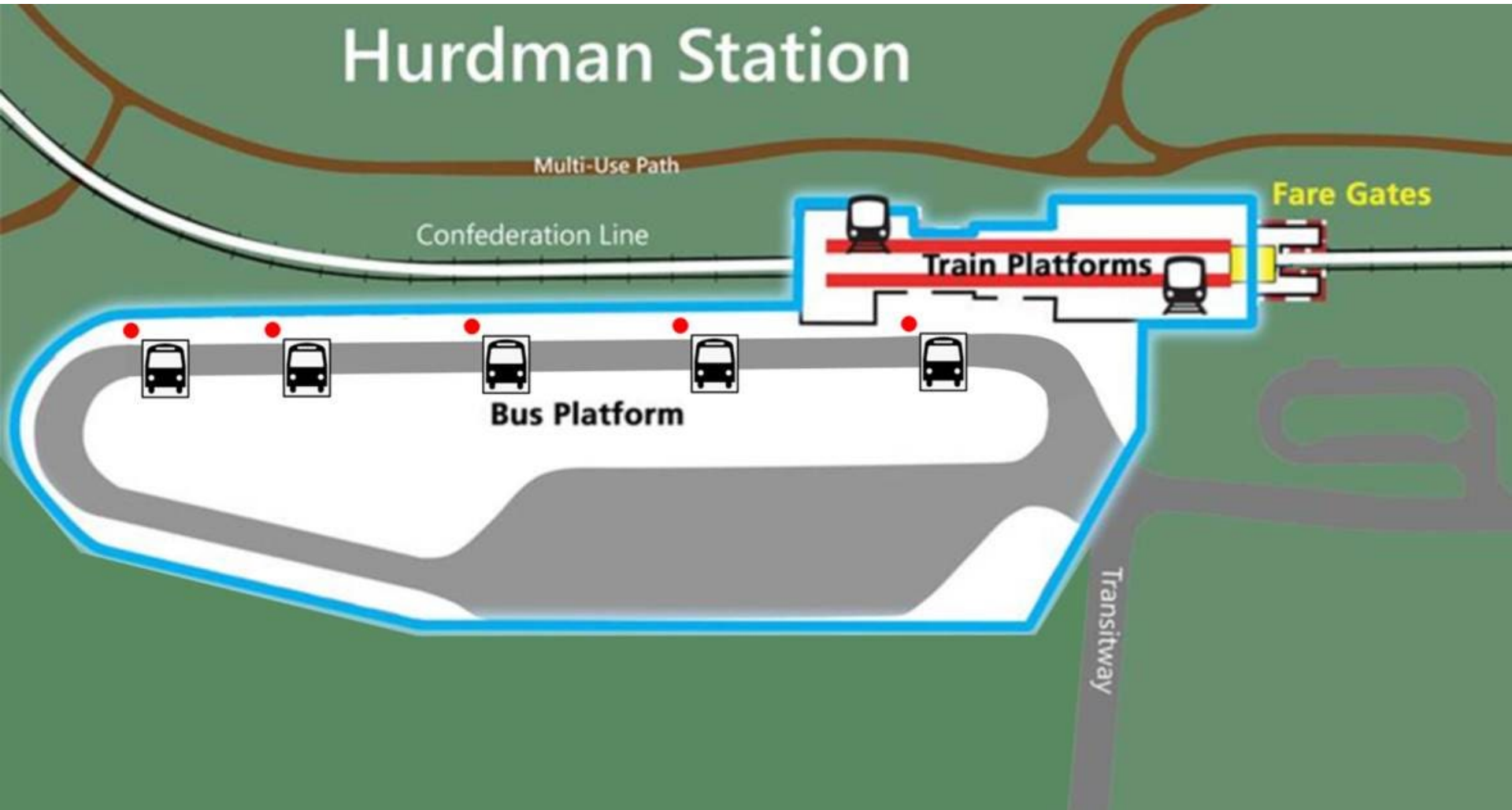


# The Transfer & Fare-Paid Zones

- O-Train Line 1 and its stations have been designed to make connections quick, easy, and comfortable;
- Once through a fare gate, customers are in a fare-paid zone, and do not need to show or tap a fare again to board the train;
- Customers transferring from most bus routes at Blair, Hurdman, and Tunney's Pasture stations will be dropped off in a fare-paid zone, and can walk directly to the train platforms with no need to show or tap a fare again;
- Customers transferring to most bus routes at these stations can walk directly from the train to the bus platforms, and can board buses through all doors, with no need to show or tap a fare again; and,
- At Bayview Station, train platforms for Line 1 and Line 2 will both be within the fare-paid zone, so customers can easily transfer between trains.



# Fare-Paid Zones



# Connections With STO Service

- Lyon Station has been designed to make connections with STO services to and from Gatineau quick, easy, and comfortable;
- Lyon Station will be the primary connection point between OC Transpo and the STO;
- Some STO services will operate through downtown to Mackenzie King Bridge;
- Some STO services will make connections at Parliament Station and some at Tunney's Pasture Station;
- STO will adjust their bus routes downtown after the opening of Line 1; and,
- Interoperability of STO Multi smartcard continues at fare gates and on buses.



# Hours Of Operation & Frequency

	Mon - Thurs	Friday	Saturday	Sunday
First train	5:00 a.m.	5:00 a.m.	6:00 a.m.	8:00 a.m.
Last train	1:00 a.m.	2:00 a.m.	2:00 a.m.	11:00 p.m.

- Trains arrive at every station every 5 minutes or less at peak times;
- Service is frequent all day, and every 15 minutes or better after 11 p.m.;
- Travel time end-to-end will be under 25 minutes;
- When trains are not running overnight, select Rapid bus routes will be extended downtown.



# Ready For Rail Travel Planner

The test version of the Multimodal Travel Planner allows customers to generate a trip plan with Line 1 as part of their commute.

Ready for Rail travel plans Using routes and schedules planned to operate with O-Train Line 1. Weekday Saturday Sunday

4 Change options Your Travel Plans: Vos itinéraires:

11:40 1 Earlier 1 Later

17 min (Walking 2 min)

- 11:40 Blair Station (Future LRT)  
Walk to portal TRAIN PLATFORM (1 min.)
- 11:41 BLAIR O-TRAIN WEST/OUEST - (30270)  
Stop Schedule  
Train route 1 direction Turney's Pasture (15 min.)
- 11:56 RIDEAU O-TRAIN WEST/OUEST - (3009W)  
Walk to destination (1 min.)
- 11:57 Rideau Centre





# Ticket Machines

- At every O-Train station, customers can use ticket machines to:

- Load their Presto card with a monthly pass or instantly add money to their e-purse;
- Buy a new Presto card;
- Buy a single-ride fare at the adult, senior or child price;
- Buy a Day Pass, Multi-Day Pass or Family Pass; and
- Check the status of their Presto card.



- Customers can continue to use [prestocard.ca](http://prestocard.ca) or visit participating City Client Service Centres, Shoppers Drug Mart, Loblaws, and Real Canadian Superstore locations to manage their Presto cards; and,
- Customers can continue to visit the four OC Transpo customer service centres for help with their fares.



# Ticket Machines (Cont'd)

- Simple and intuitive with step by step on-screen instructions;
- Bilingual instructions;
- Clear audio and video interface;
- Braille and raised text identifying important function keys and machine components like the smartcard reader;
- Controls at accessible height and audio jack for headphones; and,
- Built in screen for video chat with an OC Transpo customer service representative.





# Fare Gates

- Each station has multiple fare gates and customers can use any gate;
- Wide accessible fare gates, with an additional card reader at accessible height, are available for customers using a mobility device, stroller, luggage or bicycle;
- There is no need to tap when you exit a station; just walk through the gate and it will open automatically;



# Fare Gates (Cont'd)

- Customers will enter a station at the concourse level and pass through a fare gate to reach the platform and train; and,
- Customers will tap a Presto card, or U-Pass, STO Multi card or scan a bar-coded ticket or bus transfer to get through the fare gate.



# Fares

- Fares on the O-Train are the same as the fares on buses;
- Follows fare policy decisions of Transit Commission and Council in 2016;
- Fares can be paid directly at fare gates by e-purse or pass;
- Fares can be purchased at ticket machines by cash/credit/debit;
- For free fares Sundays (beginning July 1) and Wednesdays, seniors need to have a Presto card; and,
- For children up to 5 years old, adults may carry children through the fare gates, get free single-ride tickets as they buy their own tickets, or apply for a special smartcard at the Rideau Customer Service Centre.



# The Train

- Trains are big and spacious – almost 100 metres long and with room for 600 passengers;
- 14 double doors along each side of the train ensure quick and easy access for all passengers;
- Inside the train, a next-station announcement system will announce each approaching station visually and audibly so passengers can prepare to disembark;
- O-Train system maps will be located in all trains; and,
- When the train stops at the station, customers can open the train doors from the inside or outside by pressing the green button on the door when it lights up.



# The Train (Cont'd)

- Designed for the Ottawa climate:
  - Strengthened insulation;
  - Double-glazed panoramic windows;
  - Heated floors; and,
  - Air conditioning.
- Safe:
  - Emergency passenger intercoms;
  - 100% low-floor trains with large entrances level with the station platforms;
  - High visibility grab bars; and,
  - Slip-resistant, low-glare floors.
- Environmentally-friendly:
  - 100% electric;
  - Zero train emissions; and,
  - Regenerative braking system providing power to other trains on the line.



# Accessibility

## Trains:

- Cooperative seating areas beside every train door;
- Bright yellow grab bars easily reachable from all positions within the train;
- Door controls and intercoms located at accessible heights;
- Slip-resistant and low-glare floors;
- Audio announcements confirming direction of travel, next station, and destination;
- Digital signs displaying next station and destination; and,
- Audio tones signalling when the doors are opening and closing.

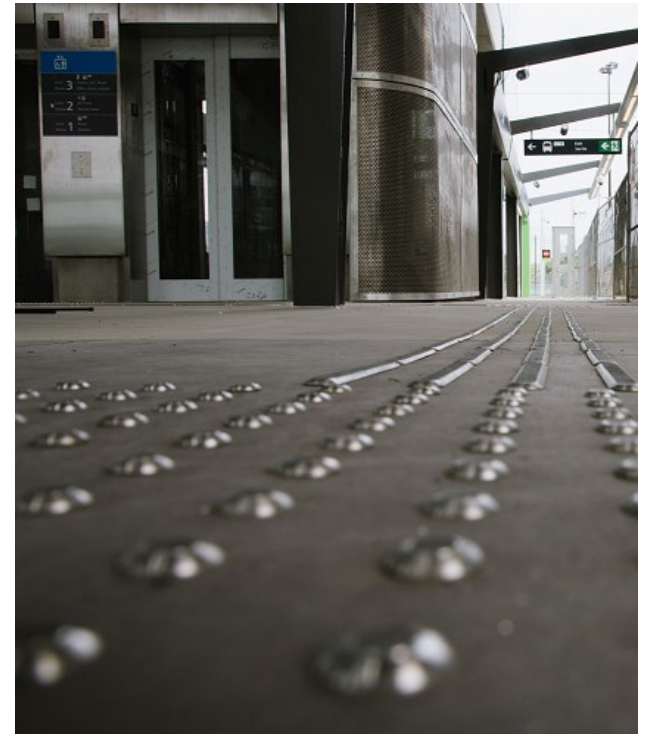




# Accessibility (Cont'd)

## Stations:

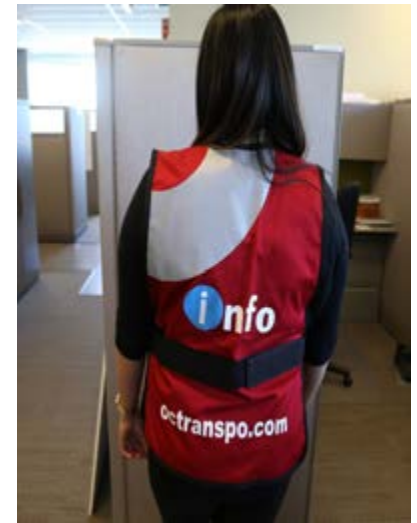
- Dual elevators at all stations;
- Level entry boarding between the platform and the train;
- Braille and tactile signage, visual signage and audio announcements;
- Cane-detectable tactile wayfinding strips on the station floor;
- Tactile platform edge warning strips and inter-car barriers;
- Accessible fare gates with card readers at different heights, and visual and audio feedback to let customers know that their fare was successfully read; and,
- Ticket machines with both a video and audio interface as well as raised text and Braille instruction panels.





# Customer Assistance At Stations

- Hundreds of staff will be working at all stations at all times assisting customers during the launch period for Line 1 service;
- Staff will also be available to assist with bus route changes and,
- Customers will be able to reach OC Transpo staff for help by using the information phones in Line 1 stations and video chat on ticket machines.



# Customer Service

All customer service channels will be available to assist customers travelling on buses or trains:



Travel planning, schedules, and fares at [octranspo.com](http://octranspo.com);



Real-time information on transit information screens or through the OC Transpo iPhone app, independent apps using open data, and the 560560 SMS texting service;



Service alerts by email subscription at [octranspo.com](http://octranspo.com) or on Twitter @OCTranspoLive / @OCTranspoDirect;



Twitter @OC\_Transpo;



# Customer Service (Cont'd)



Video chat on ticket machines at O-Train stations;



In person at the four OC Transpo customer service centres at the Rideau Centre and at Place d'Orléans, St-Laurent, and Lincoln Fields Stations;



Transit information at 613-741-4390, by pressing the “information” button on any pay phone in OC Transpo stations, or at information phones near ticket machines and fare gates;



Lost and found at 613-563-4011; and,



Special Constable Unit – Let OC Transpo know at 613-741-2478 or using the online incident reporting tool at [octranspo.com](http://octranspo.com).



# Launch Transition Period

- After O-Train Line 1 service begins, current bus service will continue for approximately three weeks;
- Crosstown bus routes will continue to travel through downtown for approximately three weeks, and will connect with major Line 1 stations; and,
- Current bus service will continue for this transition period to manage risks associated with this major change in service and volume of customers using the system.



# Safety & Security

- All stations have open-concept design features, open sightlines, and are well-lit;
- Trains have on-board emergency passenger intercoms;
- Stations and train interiors are monitored by cameras at all times;
- Transecure waiting areas on train and bus platforms are equipped with emergency phones;





# Safety & Security (Cont'd)

- Detailed emergency evacuation plans and egress routes have been established;
- In the event of an emergency, clear signage and audio announcements both on-board the trains and in stations will direct customers to emergency exits and provide instructions for evacuation procedures; and,
- Special Constables and other staff monitor and patrol the entire length of the system and will assist customers in the event of an emergency.



# Emergency Preparedness

- Coordinated efforts with the Office of Emergency Management, Ottawa Fire Services, Ottawa Paramedic Services, Ottawa Police Services, and the Rideau Transit Group allowed for comprehensive development, training and practice of coordinated emergency response;
- First responders have completed training regarding the safety and security features of the O-Train corridor;
- Training focused on recognition of hazards unique to Line 1 and provided knowledge on safety protocols; and,
- A series of tabletop and modelling exercises, technical drills and dress rehearsals have been conducted in 2018 and 2019.





# Operations Control Centre

- The Transit Operations Control Centre (TOCC) has been transformed into a state of the art multimodal integrated control centre which oversees the entire transit system including O-Train Lines 1 and 2, conventional bus operations, Para Transpo, and Special Constables;
- Actively monitors on-street activity, bus operations and train service, allocating and managing resources and implementing measures to facilitate the seamless delivery of service;
- Coordinates major events and incidents that may impact service of any mode;
- Coordinates maintenance response to issues affecting rail service in collaboration with Rideau Transit Maintenance; and,
- Provides 24/7 monitoring of transit operations and monitors over 2,200 CCTV cameras, including over 1,200 added as part of our transition to light rail.



# Integrated Operations



# Responding To Service Disruptions

- The design of the Confederation Line, complemented by extensive procedures allows OC Transpo to quickly respond and adapt to incidents that result in service disruptions.
- All rail operations need to have a plan to respond to potential incidents or events that may interrupt train service;
- Based on best practices and lessons learned from other cities, OC Transpo has developed procedures to ensure planned and unplanned disruptions to train service are managed consistently and effectively;
- Limited replacement bus service will be provided in the event that a section of the rail line or the entire rail line is unavailable or experiencing severe delays;



# Responding To Service Disruptions

## *(Cont'd)*

- Bus stops used for rail replacement bus service will be clearly marked as R1 and will be located close to O-Train stations;
- Information outlining the nature of the delay and providing alternative transportation options will be communicated to customers;
- The alternative service plan will be different for every type, location, and time of incident, and the information available for customers will be customised every time;
- Transit Supervisors and Customer Service staff will be deployed to assist customers; and,
- Replacement bus service will mitigate the impact to customers until the O-Train resumes normal operations, but will be unable to match the capacity, speed and reliability of the train service.





# Responding to Service Disruptions (Cont'd)

## Customer notifications:

- PA announcements in stations and on trains;
- Transit information screens;
- Social media, octranspo.com, SMS/email alerts;
- OC Transpo staff assisting customers from train platforms to R1 replacement bus stops; and,
- Bus stop and temporary signs.

**Service disruption on O-Train Line 1**  
R1 replacement bus service now operating.

R1 eastbound buses towards Blair available at stop A.  
R1 westbound buses towards Tunney's Pasture available at stop B.

ROUTE CIRCUIT	DESTINATION	STOP ARRÊT	MINUTES
8	Gatineau	A	5* & 20
61	St Laurent	A	4 & 15
86	Elmvale	A	8 & 25
91	Trim	A	2 & 17
94	Millennium	A	15 & 30
95	Barrhaven Centre	A	1* & 8
97	Airport	A	13* & 49*

\*Real Time / Temps Réel  
Last Trip / Dernier Voyage

LIVE UPDATES / MISES À JOUR:

- 97 Cancelled due to accident on Bank St
- 97 Annulé en raison de l'accident sur la rue Bank
- 97 Cancelled due to accident on Bank St
- 97 Annulé en raison de l'accident sur la rue Bank
- 97 Cancelled due to accident on Bank St
- 97 Annulé en raison de l'accident sur la rue Bank

SUMMER DE L'ÉTÉ

OC Transpo

Wed 31 June  
Mer 31 Juin

20:38

**Tunney's Pasture West / ouest**

In case of O-Train service disruption  
En cas d'interruption du service de l'O-Train

Line 1 not in service.  
R1 replacement bus service now operating.





# Ready For Rail

- A comprehensive communication, marketing, information and education campaign to:
  - Equip customers with the information they need to adapt to the network transformation;
  - Seamlessly transition to their new journey; and,
  - Create awareness and excitement for the launch of Line 1.
- Launched in April 2017, the campaign has appeared in social media, transit shelters and buses, traditional media and other venues; and,
- Advertising is complemented by a comprehensive outreach program to schools, universities, major employers, seniors' groups, community organizations and transit customers.



# Ready For Rail (Cont'd)

Videos, photos and web content answer the following questions:

- Where will it go?
- How often will it come?
- How many will it carry?
- How will I get to it?
- How will it change my trip?
- Where will I buy my fare?
- How will I get through the fare gate?
- How will I transfer?
- Built for accessibility
- Built for safety



# Ready For Rail (Cont'd)



**HOW MANY  
WILL IT CARRY?**

OC Transpo

OC Transpo

**600 PASSENGERS,  
14 DOORS**

Every two-car train will have 14 doors and will carry 600 people in quiet comfort.


GET READY FOR RAIL  **Train**  
Confederation

[OCTRANSPO.COM/READY4RAIL](http://OCTRANSPO.COM/READY4RAIL)



**HOW MANY  
WILL IT CARRY?**

**600 PASSENGERS  
THROUGH 14 DOORS**

GET READY FOR RAIL  **Train**  
Confederation

[OCTRANSPO.COM/READY4RAIL](http://OCTRANSPO.COM/READY4RAIL)



# Ready For Rail Website

## GET READY FOR RAIL **Train** Confederation Line

The O-Train Confederation Line will bring modern light rail transit service to Ottawa. When the Confederation Line opens for service, high frequency train service will replace bus routes that today operate on the Transitway between Blair and Tunney's Pasture stations and through downtown Ottawa.

### Ready for Rail Travel Planner



### Ready for Rail 360-Degree Tour of an O-Train Line 1 Train

#### TRANSFORMING THE SERVICE

- Where will it go?
- How often will it come?
- How many will it carry?
- New service map
- Expanding O-Train service
- New service types
- New route numbers

#### DESIGNED WITH YOU IN MIND

- Built for accessibility
- Built for safety
- My station
- A healthy choice
- New trains
- Simplified navigation
- Name the Trains Contest Winners

#### FARES & TICKETS

- Where will I buy my fare?
- How will I get through the gate?
- Prices
- Fare-paid zone

#### MY TRIP

- How will I get to it?
- How will I transfer?
- How will it change my trip?
- My route
- My neighbourhood
- Frequent & reliable service
- Connecting bus routes





# Ready For Rail Website (Cont'd)

The screenshot displays the 'Ready For Rail' website interface. At the top left is a large red circular logo. The navigation bar includes links for HOME, LIVE TRANSIT UPDATES, FARES, ROUTES & MAPS, DESTINATIONS & EVENTS, SAFE TRAVELS, ACCESSIBILITY, ABOUT OC TRANSPOND, and a highlighted READY FOR RAIL button. Below this is a yellow banner with categories: TRANSFORMING THE SERVICE, DESIGNED WITH YOU IN MIND, FARES & TICKETS, and MY TRIP. The main content area features a 'Resources' section with links to 'Ready for Rail Terminology', 'O-Train Confederation Line Flyer', 'Get Ready for Rail poster', and 'Name The Train Contest Entries', each with a PDF icon and a 'Text alternative' link. To the right, there are social media icons for Twitter, Facebook, and YouTube. A large graphic in the center shows a red O-Train train with the 'Ready For Rail Terminology' logo and the URL 'OCTRANSPO.COM/READYFORRAIL'. Another graphic on the right shows the 'O-Train Confederation Line System FAQs' logo.





# Communications Channels

- This week, Councillors' will receive information on each of the 10 Ready for Rail themes:
  - Newsletter articles;
  - Key messages;
  - Sample tweets and Facebook posts;
  - Graphics; and,
  - Videos.
- Staff are available to attend select Councillor events meetings with Ready for Rail campaign information;
- Over the next few weeks and until launch, Ready for Rail messaging will roll-out using a variety of channels and tools;



# Communications Channels (Cont'd)

- City Assets:
  - Social media platforms: ottawa.ca, octranspo.com, Facebook, Twitter
  - Video screens and posters at City Hall, recreation centres, libraries;
  - Bus shelter posters and interior/exterior bus cards;
  - Onboard bus announcements; and,
  - Bike racks.
- Paid Advertising:
  - Print ads in multi-lingual local newspapers and other publications;
  - Media websites (Postmedia, Bell Media, Le Droit, CBC, Radio-Canada);
  - Social media platforms: Facebook, Twitter, YouTube, Google Display Network, etc;
  - Digital billboards throughout the city;
  - Video segments in theatres prior to the start of a movie;
  - Local English and French radio stations; and,
  - Digital ads in elevators in downtown core office buildings.
- Ready for Rail information mailed to every address in the City of Ottawa.



# Ongoing Outreach

- Major events and info booths;
- Elementary and Secondary School presentations and age-appropriate materials;
- Post-secondary institution presentations and info booths;
- Major employers and associations;
- Community association presentations;
- Organizational newsletter information;
- Businesses and BIAs near the O-Train;
- Available for Councillors' information sessions.



# Five Key Messages for Customers

- Walk to the platforms. Running for or near a train or bus is never a safe choice;
- Do not hold the doors for other passengers. Holding the doors is unsafe and causes delays to service;
- Don't step down into the trackway if you drop something. Call OC Transpo staff for help to retrieve your belongings safely;
- Allow people to exit the train before you board;
- Look for OC staff – we are here to help.







**⚠️ CAUTION**  
Do not cross tracks!  
High voltage  
**⚠️ CAUTION**  
Ne pas traverser les rails  
Haute tension

