

# *READY FOR RAIL* *Train*

## **Customer Service Operational Readiness**

2

# Transition To A Multimodal Service

- The opening of O-Train Line 1, the Confederation Line, will mark an exciting and historic transformation in the way transit service is delivered in Ottawa; and,
- OC Transpo has been working with the Rideau Transit Group (RTG) and partners from across the city to transform the current transit service into a world-class multimodal transit system and ensure a positive end-to-end customer experience starting on day one.



# Supporting Our Customers

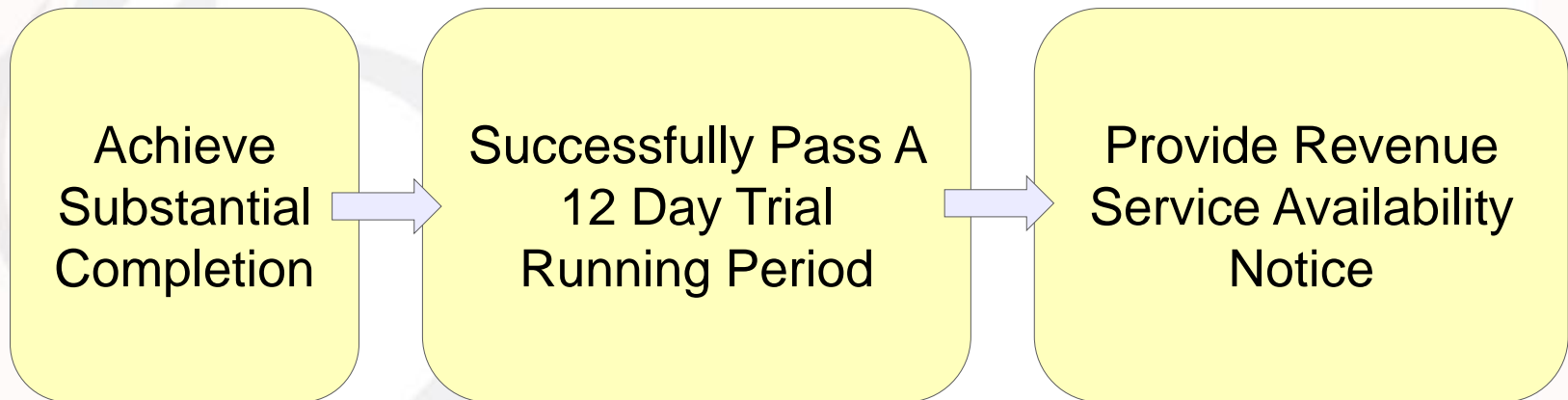
- The opening of Line 1 and the major changes to the bus route network that will follow will be the largest service change ever for OC Transpo customers; and,
- Because our customers are our priority, OC Transpo staff are committed to ensuring that the customers are supported, prepared, comfortable and knowledgeable about the changes and the transition period in which they will occur.

# Operational Readiness

- At the March 20, 2019 Transit Commission meeting, staff presented the Ready For Rail O-Train Confederation Line Operational Readiness report that provided information about ten priority topics customers need to know:
  - Bus, cycling, walking and riding connections to stations;
  - Bus routes and multimodal stations;
  - Ticket machines with customer help points;
  - Fare gates;
  - Fare-paid zones for transaction-free connections;
  - Frequency of service;
  - “Ready for Rail” online travel planner;
  - Train capacity and doors;
  - Accessibility features; and,
  - Safety and security features.
- There are additional preparations that OC Transpo is undertaking to support our customers through the transition to the multimodal service.

# Steps To Achieving RSA

- Before Line 1 can open to the public, there are many activities that the Rideau Transit Group (RTG) and the City are completing; and
- First, in order to achieve Revenue Service Availability (RSA) and handover to the City, the Rideau Transit Group (RTG) must:



# Trial Running

- The objective of Trial Running is to complete 12 days of regularly scheduled service and confirm system readiness for passenger service by exercising the Confederation Line system at full functionality; and,
- Critical elements include:
  - Safety of the system;
  - Operations of the system, including end-to-end travel times and intervals between trains during different operation scenarios (peak and off-peak periods);
  - Maintenance activities;
  - Vehicle performance;
  - Customer systems (public address systems, escalators, elevators, etc.); and,
  - Other systems (CCTV, Tunnel Ventilations Systems, etc.).

# Trial Running (Cont'd)

- A Trial Running Review Team made up of representatives from RTG, Rideau Transit Maintenance (RTM), City staff and the Independent Certifier will review the performance of the system throughout the Trial Running period;
- After the final day of Trial Running, the Safety Auditor and Independent Certifier will confirm whether the fully integrated system and operations are ready for revenue service;
- On occasions during Trial Running, the public might not see trains running on the Confederation Line. This is normal as there are many different systems being tested at different times throughout this period; and,
- Once RTG has achieved all Trial Running requirements, staff will inform Council.



# OC Transpo Preparations

In advance of the opening of Line 1, OC Transpo is carrying out thousands of tasks to prepare customers, staff, infrastructure and support services:

- Hiring, training and certifying staff





# OC Transpo Preparations (Cont'd)

- Tests of bus operations were conducted at Hurdman, Tunney's Pasture, and Blair Stations, the three busiest bus-train transfer stations:



# OC Transpo Preparations (Cont'd)

- More than ten internal tabletop exercises have been completed to date. Examples include:
  - Train/Station evacuation;
  - Door faults;
  - Disabled train;
  - Separated child/parent, lost child, vulnerable person;
  - Obstacle on track;
  - Guideway Intrusion Detection System (GIDS), Delay Management System;
  - Rail Replacement scenarios;
  - Failed switch, Overhead Catenary System (OCS) Fault; and,
  - Rail Replacement and Delay Management.





# OC Transpo Preparations (Cont'd)

- Over 950 technical drills have been completed and more continue; and,
- 125+ simulated exercises have been completed to date and continue:
  - Winter operations;
  - Medical emergencies;
  - Fire & smoke;
  - Severe weather;
  - Train / human contact; and,
  - Disturbances on board.



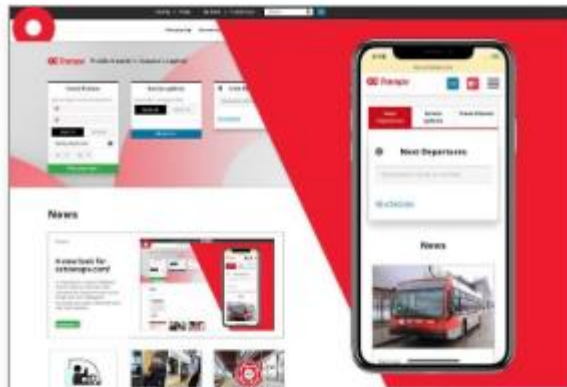
# OC Transpo Preparations (Cont'd)

- Replacing bus stops, system maps, and bus stop timetables at thousands of bus stops across the City.



# OC Transpo Preparations (Cont'd)

- Delivering Ready for Rail customer information and education campaign;



Services

## A new look for octranspo.com!

In response to customer feedback and to make our services more accessible to customers who are on-the-go, we have redesigned octranspo.com with a refreshed look and new functions.

[Read More >](#)

- The octranspo.com website has been redesigned to provide information more easily about the new multimodal transit network; and,
- Redesigned iPhone app coming soon.

# OC Transpo Preparations – Post RSA

During the four-week period after RSA and leading up to launch of Line 1 to the public:

- More than 70 operational drills will be conducted;
- Focus on safety, rail and bus operations, station-specific scenarios;
- Hundreds of City staff and family members will take part in two “live” tests and simulations of customer experience using the multimodal system;
- In-station training and familiarization; and,
- Final validation of training, procedures and customer-facing systems.



# Minor Changes Before Line 1 Opening

The new southbound train platform at Bayview Station for O-Train Line 2 will be opened.



The pedestrian route through Blair Station between Telesat Court and the Gloucester Centre will be reopened.

# Minor Changes Before Line 1 Opening (Cont'd)

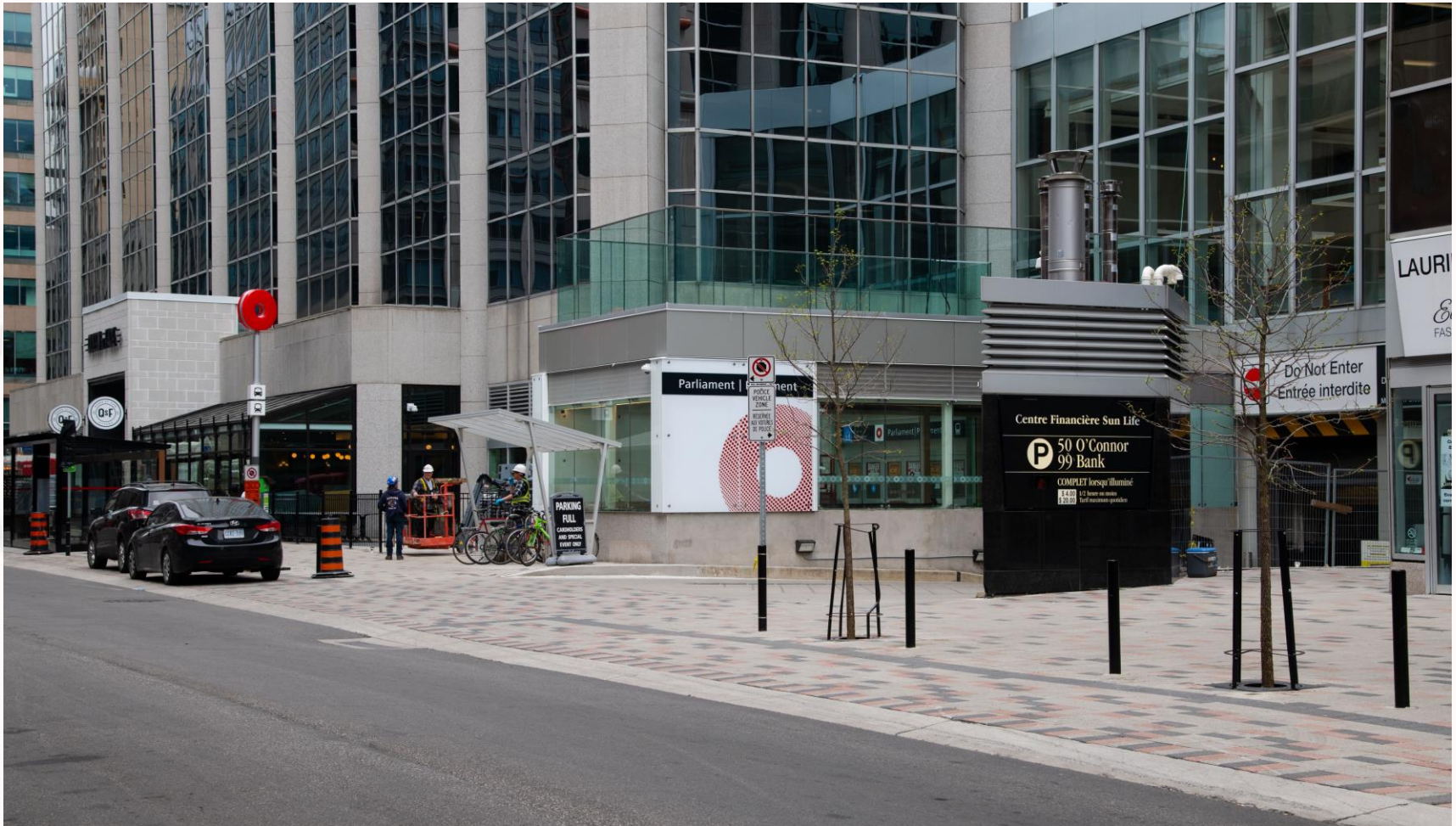
- Bus stop locations on the platforms at Tunney's Pasture and Hurdman Stations will be changed.





# Minor Changes Before Line 1 Opening *(Cont'd)*

- Routes 11 and 19 will be revised to operate on Queen Street at Parliament Station.



# Changes Associated With Line 1 Opening

## Fare gates:

- Customers tap their Presto card, STO Multi card, barcoded ticket or transfer on the card reader on any fare gate, and then walk through the open gate; and,
- Customers leaving the station will walk directly through any fare gate, which will open automatically.





# Changes Associated With Line 1 Opening *(Cont'd)*

## Ticket machines:

- Customers who are starting their trip at the station can use the ticket machines at the entrance to purchase a single-ride fare, a DayPass or a number of other types of fare.



# Changes Associated With Line 1 Opening *(Cont'd)*

## Fare-paid zones:

- O-Train platforms at every station are within a fare-paid zone;
- Tunney's Pasture, Hurdman, and Blair Stations have fare-paid zones that include the platforms for O-Train Line 1 and also platforms for most bus routes;
- At Tunney's Pasture Station, connecting STO buses are outside the fare-paid zone;
- At Blair Station, local bus routes 12, 23, 24, 26, 42, 302, select school trips and routes, and regional partner services are outside the fare-paid zone; and,
- Bayview Station has a single fare-paid zone that includes the platforms for Line 1 on the upper level and the southbound platform for Line 2 on the lower level.



# Changes Associated With Line 1 Opening (Cont'd)

Fare-paid zone:



# Changes Associated With Line 1 Opening *(Cont'd)*

## Minor Bus Route Changes with Line 1 Opening:

- Some bus routes will have minor route changes to make good connections with Line 1 train service;
- Afternoon service to Orléans will be revised to stop at Blair Station on the way east;
- All routes at Blair Station will be adjusted to use the new platform configuration; and,
- With the reopening of the Tremblay Road entrance into St-Laurent Station, the no-charge service to St-Laurent Station that is currently provided on Routes 18, 61, and 62 will end.

# Parallel Bus Service

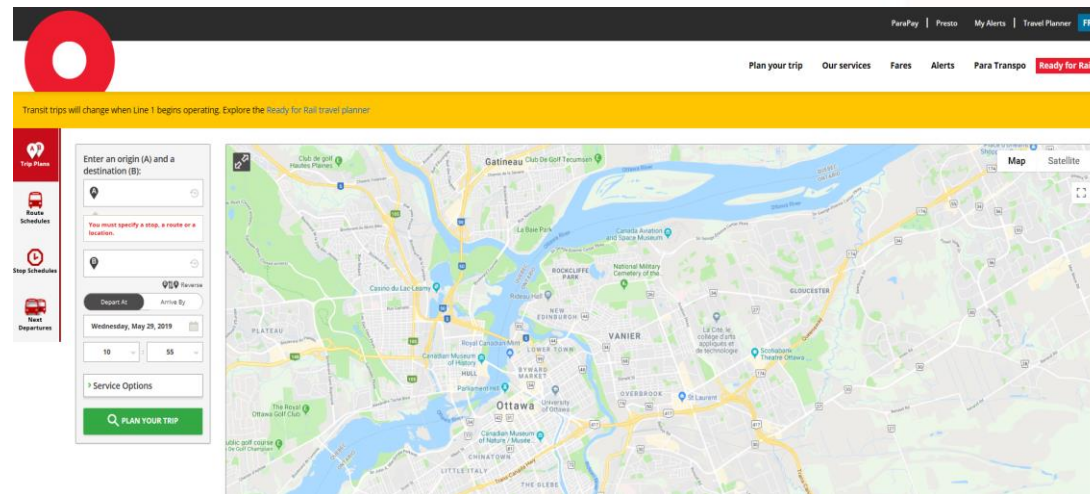
- For three weeks following the opening of Line 1, the current bus route network will continue to operate;
- Allows for a gradual transition from the current bus route network to the future multimodal service;
- Also allows time for staff to work out any operational adjustments that may be required; and,
- OC Transpo customer support staff are excited to welcome customers to the system and will be at all stations through and beyond the transitional period of parallel bus service to provide information and answer questions.





# Bus Network Service Change

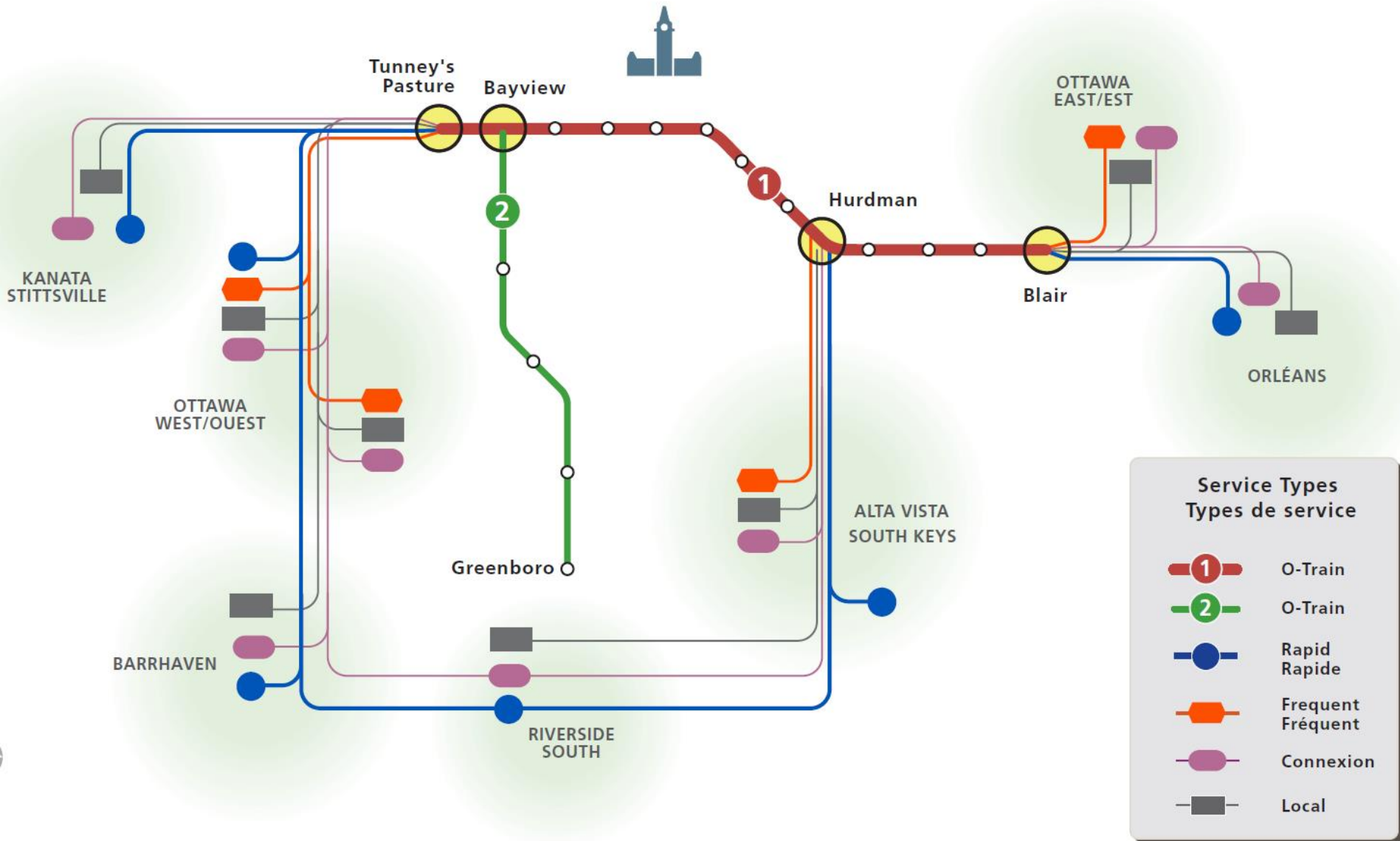
- The implementation of the new bus route network begins the day following the end of the three-week parallel bus service;
- Routes are designed to take full advantage of the speed, capacity, and reliability of Line 1;
- Developed over the course of several years, with many points of consultation with Councillors and through them with customers;
- Information about the new bus route network has been available to customers on octranspo.com since August 2018; and,
- A test version of the online travel planner with the full new multimodal network of trains and buses has been available since February 7, 2019.



# Bus Network Service Change (Cont'd)

- Will be the largest change in the history of OC Transpo;
- Approximately 240,000 customer-trips every day will change in some way;
- 100 bus routes are changing, including:
  - 16 current bus routes replaced by new routes;
  - 19 new bus routes;
  - 22 bus routes extended or modified to improve connections; and,
  - 43 bus routes shortened so that they no longer operate through downtown.
- Connexion routes and some Rapid, Frequent and Local routes will be revised to end at Tunney's Pasture, Blair and Hurdman Stations; and,
- OC Transpo, staff are committed to implementing a comprehensive plan that fully supports all transit customers.

# Bus Network Service Change (Cont'd)





# Service Changes At Tunney's Pasture Station

- From the west and southwest, the primary connection point between buses and trains will be Tunney's Pasture Station;
- From Barrhaven, Routes 94 and 95 will be replaced by the new Rapid Routes 74 and 75 to Tunney's Pasture; and,
- From central parts of Nepean and western parts of old Ottawa:
  - Rapid Route 57 will replace Route 97;
  - Frequent Route 51 will replace the western part of Route 16; and
  - Frequent Route 53 will replace the western part of Route 14.



# Service Changes At Bayview Station

- Bayview Station will be the connection point between Line 1 and Line 2;
- Both lines will have new platforms: Line 1 on the upper level of the station and Line 2 on the lower level of the station; and,
- Customers changing between the two O-Train lines will do so seamlessly within a single fare-paid zone, with no need to pass through fare gates.



# Service Changes At Pimisi Station

- Pimisi Station is the connection point between Line 1 and OC Transpo service provided along Booth Street and across the Chaudière Crossing to Gatineau;
- All-day service seven days a week is provided by the revised Route 85, supplemented in peak periods by Routes 61, 63, 66, and 75; and,
- Route 85 also extends south along Preston Street and then west on Carling Avenue to Bayshore Station.





# Service Changes At Lyon Station

- Lyon Station is the connection point to Gatineau via the Portage Bridge;
- Initially, OC Transpo Local Routes 15 and 17 and STO Route 20 will provide this connection during peak periods;
- Additional STO service will operate from Lyon Station beginning on a future date yet to be determined; and,
- Lyon Station is also the connection point for:
  - Frequent Route 10, serving Bronson Avenue; and,
  - Local Route 16, serving Albert and Scott Streets west of downtown.





# Service Changes At Parliament Station

- Many bus routes serving the central part of Ottawa connect with Line 1 at Parliament Station:
  - Frequent Routes 6, 7 and 11 extend south on Bank Street;
  - Frequent Route 6 extends east via Rideau Station and then into Lowertown; and,
  - Frequent Route 7 and Local Routes 15, 17 and 18 extend east via Rideau Station to Rideau Street.
- Local Routes 16 and 19 also connect at Parliament Station; and,
- Frequent Route 12 is one block at Metcalfe Street.



# Service Changes At Rideau Station

- Rideau Station will remain the main connection point to Lowertown, and one of two connection points to Sandy Hill, Vanier and Overbrook:
  - Frequent Route 6 operates north on Dalhousie;
  - Local Route 9 operates north on Sussex;
  - Frequent Routes 7, 12, and 14 and Local Routes 15, 17, and 18 operate east on Rideau Street; and,
  - Local Route 5 connects to the northern part of the uOttawa campus.
- Local Routes 16 and 19 connect into Sandy Hill from bus stops on Mackenzie King Bridge; and,
- Frequent Route 14 and Local Route 5 extend south on Elgin Street from Rideau Station.



# Service Changes At Lees Station

- At Lees Station, bus routes connect into:
  - Sandy Hill on Local Routes 16, 55, and 56;
  - Old Ottawa South on Local Route 55; and,
  - The Glebe on Local Route 56.
- Local Route 55 further connects crosstown to the Civic Hospital and Bayshore Station and further south to the Ottawa Hospital General Campus, CHEO, and Elmvale.



# Service Changes At Hurdman Station

- Hurdman Station will be the main point for connecting to Line 1 from Alta Vista, Mooney's Bay, Greenboro, Leitrim, and Riverside South;
- The following routes will provide very frequent service along the Southeast Transitway:
  - Rapid Routes 97, 98, and 99;
  - Frequent Routes 10, 40, 88, and 90; and,
  - Several Local and Connexion routes.
- Rapid Route 45 provides a short trip to locations in the hospital complex via the Hospital Link Road;
- Local routes in the 40-series provide service into Alta Vista and Elmvale; and,
- Local Route 9 provides service north along the Vanier Parkway.





# Service Changes At St-Laurent Station

- St-Laurent Station is the primary connection point with Line 1 from Overbrook and the southern part of Vanier, served by:
  - Frequent Routes 7 and 14; and,
  - Local Routes 18, 19, 20, and 27.
- Customers travelling into the commercial areas to the south can use Frequent Route 40 and Local Route 47; and,
- Local Route 24 serves destinations along Ogilvie Road.



# Service Changes At Blair Station

- Blair Station is the primary connection point for customers travelling from Orléans, Blackburn Hamlet, Beacon Hill, Pineglenn, Cumberland, and nearby areas;
- Service provided by Route 95 via Road 174 will now be provided in part by the new Rapid Route 39, but also by extensions of almost all local routes from Orléans to Blair Station, replacing the previous connections at Place d'Orléans Station; and,
- The new Frequent Route 25 will replace the current Route 94 along Innes Road.



# Connections To Work

To serve all customers, OC Transpo is proud to provide:

- Frequent, quick service to all major non-central employment locations;
- Direct connections from stations on Line 1; and,
- Rapid bus routes using the Transitway and bus-only highway lanes.

# Non-Central Employment Locations

Destination	Route
Kanata North	<ul style="list-style-type: none"> <li>• Rapid Route 63</li> <li>• Local Routes 64 and 66</li> <li>• From Tunney's Pasture Station</li> </ul>
DND on Carling	<ul style="list-style-type: none"> <li>• Route 66 from Tunney's Pasture Station</li> </ul>
CentrepoinTE	<ul style="list-style-type: none"> <li>• Rapid Routes 74 and 75</li> <li>• Other Local routes</li> <li>• From Tunney's Pasture Station</li> </ul>
Confederation Heights	<ul style="list-style-type: none"> <li>• Line 2 from Bayview Station</li> <li>• Rapid Routes 97, 98, and 99 from Hurdman Station</li> <li>• Frequent Routes 88 and 90 from Hurdman Station</li> </ul>
Global Affairs Canada on Sussex Drive	<ul style="list-style-type: none"> <li>• Local Route 9 from both Rideau &amp; Hurdman Stations</li> <li>• Local Route 56 from Lees Station</li> </ul>
The Airport	<ul style="list-style-type: none"> <li>• Rapid Route 97 from Hurdman Station</li> </ul>
CSE and CSIS	<ul style="list-style-type: none"> <li>• Frequent Routes 12 and 25</li> <li>• Local Routes 15, 23, and 24</li> <li>• Selected trips on Rapid Route 39</li> <li>• From Blair Station.</li> </ul>



# Connections To School

OC Transpo is looking forward to providing convenient transit service for post-secondary students:

- uOttawa and Carleton University are directly on O-Train lines; and,
- There are direct connections to Algonquin, La Cité, and Saint-Paul from Line 1 stations.

# Service To Post-Secondary Schools

School	Route
uOttawa	<ul style="list-style-type: none"><li>• Line 1 at uOttawa Station and Lees Station</li></ul>
Carleton University	<ul style="list-style-type: none"><li>• Line 2 from Bayview Station</li><li>• Frequent Route 10 from Lyon and Hurdman Stations</li></ul>
Saint-Paul University	<ul style="list-style-type: none"><li>• Local Routes 16 and 55 from Lees Station</li><li>• Local Route 5 from Rideau Station</li></ul>
Algonquin College	<ul style="list-style-type: none"><li>• Rapid Routes 74 and 75</li><li>• Other Local routes</li><li>• From Tunney's Pasture Station</li></ul>
Main Campus of La Cité	<ul style="list-style-type: none"><li>• Frequent Route 25, Local Route 15, and selected trips on Rapid Route 39 from Blair Station</li><li>• Local Route 15 from Rideau Station.</li></ul>

# Service Expansion

- As part of the 2019 transit budget, Council approved \$5.1 million per year in new service for major expansion of the transit network in communities across the city;
- Most of these improvements will be implemented along with the major bus route network service changes, including:
  - New Routes 15, 55, 58, 114; and,
  - Improvements on Routes 11, 17, 28, 40, 56, 66, 81, 93, 221, 261, 262, 263 and 294.
- An improvement on Route 30 will begin on June 24; and,
- New Routes 251 and 266 in Kanata North, plus improvements on Routes 63, 80, 86, 98, 99, 111, 138, 256, 257, 290 and 609 will be implemented in the Fall.

# Roadway Restorations

- Following the opening of Line 1 to the public and the three-week parallel bus service period, the Transitway detours that have been in place for several years will be lifted; and,
- Construction will begin on multiple corridors to bring the affected roadways to their final configurations.





# Scott-Albert Corridor

- RTG will:
  - Remove the temporary wood poles that were installed to support overhead bus lane signage;
  - Reconstruct a portion of the frontage of Tunney's Pasture Station that conflicted with the Transitway detour; and,
  - Remove the centre median on Albert Street between the former pedestrian signal at Bayview Station and a point 80 metres west of City Centre Avenue.
- These works are anticipated to last about two weeks.

# Scott-Albert Corridor (Cont'd)

- Following RTG's work, the City has three projects on Scott Street between Holland Avenue and City Centre Avenue:
  - Reconstruction of the Holland/Scott intersection as a protected intersection;
  - Re-purposing of Scott Street between Holland and Bayview; and,
  - Addition of cycling facilities to Albert Street between City Centre Avenue and Bayview Road.
- These three projects will take approximately four months to complete; and,
- RTG will also reconstruct Albert Street (between City Centre and Empress) to its planned configuration. This project might begin in 2020, as it requires one full construction season to complete.

# Laurier / Nicholas Intersection

- Revise pavement markings and signage on Nicholas Street to return the northbound transit lane to a general traffic lane:
  - Reinstate northbound right turn lane from Nicholas Street to Laurier Avenue; and,
  - Reinstate connection from southbound Waller Street to northbound Nicholas Street.
- Reconstruct a small portion of the median on Nicholas Street adjacent to uOttawa Station to restore it to its original alignment;
- Revise pavement markings and signage to provide four vehicular traffic lanes and two bicycle lanes on Laurier Avenue between Nicholas and Waller Streets; and,
- This work is anticipated to be completed within two weeks of the Transitway detour being removed.

# Laurier / Nicholas Intersection (Cont'd)

Planned for Laurier Avenue between Nicholas and Waller Streets in the 2020 construction season:

- Cycle track in the westbound direction;
- A protected intersection at Laurier and Nicholas; and,
- Laurier Station will be reconfigured to:
  - Add a cycling facility;
  - Improved pedestrian conditions; and,
  - Buses will operate only southbound.





# Rideau Street

- Utility restoration work (storm sewer, sanitary sewer, water, etc.) east of Sussex Drive;
- This work will occur concurrently with the road closure of Rideau Street necessary for the streetscaping project between Sussex Drive and Dalhousie Street;
- The utility work is estimated to take two months;
- The streetscaping project is estimated to take seven months; and,
- During this time, bus routes that normally operate on Rideau Street will be detoured to Mackenzie King Bridge.

# MTO Works

## Ontario

- Opening of the 417 WB – 174 EB ramp (exit 113A);
- Opening of the on-ramp to Highway 417 EB from Lees Avenue;
- Removal of the reserved bus lane from the 417 and the introduction of a fourth general traffic lane in each direction between Nicholas Street and the Split; and,
- Removal of the reserved bus lanes/revisions to traffic control signals at ramp terminals located at Highway 417/Vanier Parkway (both directions) and Highway 417/St Laurent (eastbound).

# Albert / Slater Corridors

The repurposing of the Albert/Slater Transitway corridor between Empress and Waller will occur in phases:

- The reconstruction of the Albert and Slater corridors between Empress and Bay is scheduled to take place between 2021 and 2022;
- The decommissioning of the Transitway lanes across the downtown will start later in 2019 and will be followed by watermain replacement and pedestrian and cycling improvements between Bay and Elgin from 2021 to 2023; and,
- The rehabilitation of Mackenzie King Bridge is scheduled to begin in Spring 2021.

# O-Train Line 2 Closures

- As the Transportation Committee was advised at its meeting of March 7, 2018, Line 2 will be closed for a period this summer;
- Required by MTO to carry out preparatory work to replace the current overpass of Highway 417 over Line 2 over the next two years; and,
- OC Transpo will also be carrying out important annual track maintenance and completing the Public Transit Infrastructure Fund (PTIF)-funded upgrade of the signal system on Line 2 during the first week of this closure.





# O-Train Line 2 Closures (Cont'd)

- Fully closed and replaced by R2 bus service from July 15 to 21;
- From July 22 to August 18, trains on Line 2 will only run between Carling and Greenboro Stations:
  - R2 replacement buses will run between Bayview and Carling Stations; and,
  - At Bayview Station, connections between Line 1 and the R2 replacement bus service for Line 2 will be made at the westbound bus stop on the north side of Scott Street, adjacent to the east entrance to the station.
- Regular service will return on August 19;
- Information will be provided for customers through all channels; and,
- Customer support staff will be present at all locations to assist.

# Customer Communications

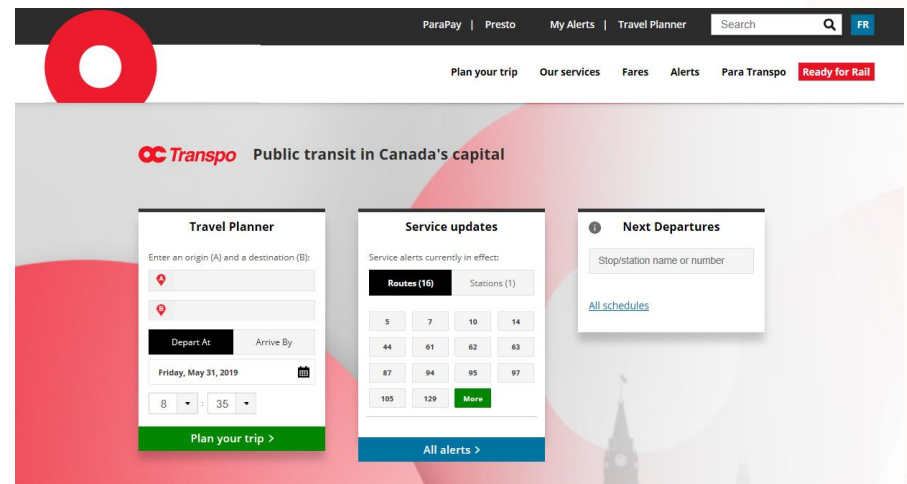
## *Ready for Rail*

- Equipping customers with the information they need since April 2017;
- Further ramped up in March 2019, incorporating real videos and photos focused on the ten themes customers identified as priorities;
- Print and online advertising, on buses, at bus stops and shelters, on Twitter, Facebook and YouTube, and on octranspo.com; and,
- Extensive ongoing outreach activities including elementary and secondary school presentations, post-secondary institution presentations and info booths, major employers and associations, community association presentations, businesses and BIAs near the O-Train and information sessions hosted with Ottawa East, West and South Councillors.

# Customer Communications (Cont'd)

*Redesigned octranspo.com website and OC Transpo app:*

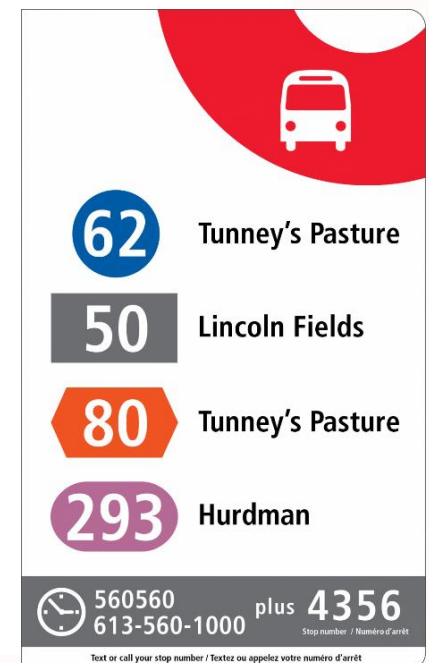
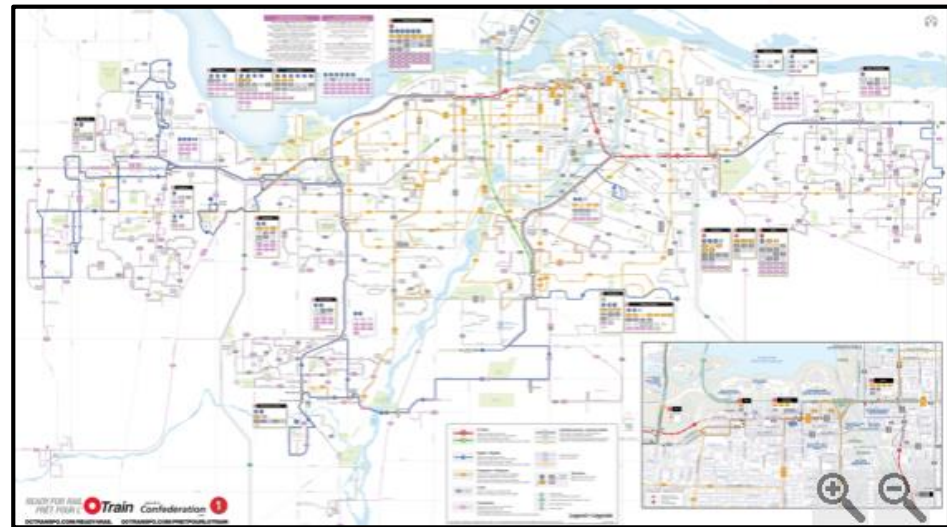
- New branding consistent with the signature “O”;
- Improved interfaces make browsing and finding information faster and more intuitive;
- “My Neighbourhood” page, which shows customers all routes that connect with Line 1 and their frequency; and,
- Schedules, maps, and the Travel Planner are available from the homepage, ensuring that customers are prepared with all of the information about their trip.



# Customer Communications (Cont'd)

## On-Street Information:

- OC Transpo's work is underway to change information at bus stops and shelters;
- Due to the scale of upcoming service changes, work began in April to prepare customers;
- Staff will visit about 4,500 bus stops and conduct changes at 57 Transitway stations; and,
- More than 75% of all bus stops will be changed – some more than once.





# Customer Communications (Cont'd)

## *Print and Digital Information:*

- Starting from the Revenue Service Availability date and through until the completion of the bus route network service change, flyers and posters will be on buses explaining the details and timing of bus route changes and bus stop changes;
- On-bus public service announcements on buses advising customers of upcoming changes;
- Subscribers to email and text alerts will receive notifications about changes for their specific routes;
- Digital transit information screens will display service-related news and dates; and,
- Extensive digital and print advertisements in local newspapers, local third-language newspapers, social media, bus shelters, etc.

# Customer Communications (Cont'd)

## *Mailouts:*



- One week prior to the Line 1 opening:
  - Every household in Ottawa will receive a flyer in the mail; and,
  - Explains the key things residents need to know about using the new O-Train line, the launch date, the parallel service period, and the network service change date.
- Two weeks prior to the bus route network service change:
  - A second flyer will be sent to every household in Ottawa; and,
  - To remind residents of the new network, explain their neighbourhood options to get to Line 1, detail the major destinations they can reach using Line 1, and advise them to check the Travel Planner to plan their future trips.

# Customer Assistance

- OC Transpo has planned for extensive in-person customer assistance across Ottawa through the opening of Line 1;
- Hundreds of customer service representatives, temporary O-Train Ambassadors, and seconded City staff members will be at stations;
- Available to answer customers' questions, hand out printed information, and assist with travel planning using tablets; and,
- From day-one of Line 1 opening to the public, through the three week parallel service period, and until two weeks after the network service change.



# Customer Information Recap

- Ready for Rail customer information campaign and outreach ongoing for over two years;
- Redesigned octranspo.com website and OC Transpo app;
- Print and online advertising on transit properties, local newspapers, web, social media, and bus shelters;
- Print and digital info: flyers, posters and PSAs on buses, email and text alerts, digital transit info screens at stations;
- Hundreds of customer service reps, O-Train Ambassadors, and City staff members at stations;
- Mail-outs to every household in Ottawa; and,
- Supporting Councillors:
  - OC Transpo staff are ready to help Councillors during the service changes;
  - Staff are available to attend information sessions Councillors may be hosting; and,
  - Toolkits with information and graphics on O-Train features, advice for customers, ward-specific content for newsletters and social media.





**Questions?**

# Media Headlines

APRIL 23 2019 - 2:00PM

**Canberra light rail breaks down just three days after opening**

**Driverless Metro: trains and doors get stuck after Berejiklian unveils \$7.3bn project**

Trains stuck at Macquarie University and Macquarie Park, where doors failed to open on one train

**Sydney's driverless Metro train opens, but delays come as doors fail to open**

By Nick Sas

Updated Sun at 5:15am

**Aarhus light rail could open in 'near future' after embarrassing delay**

How Toronto got a 'world-class,' gold-plated, half-billion-dollar empty train

**RTD's 'Train to Plane' plagued with problems before opening day**

**Glitches create mixed reviews on first day of new commuter rail line**

**GWR takes intercity express trains out of service after PR fiasco**

Technical issues plagued new trains in £5.7bn fleet envisaged as replacements after electrification projects are scrapped