

O-Train Confederation Line Project Update



1. Substantial Completion

- RTG is submitting their Substantial Completion notice within the next 10 days;
- Contingent on the timing of receipt of Substantial Completion notice, the City expects to provide an opinion that RTG has achieved Substantial Completion; and,
- It is expected that the Independent Certifier will issue a Substantial Completion certificate shortly after the City provides a positive opinion on Substantial Completion.

1. Substantial Completion (Cont'd)

- **Fleet Readiness:**
 - Alstom has met their commitment of completing the rail vehicles by July 7, 2019.
- **Train Control Systems:**
 - Updated Thales train control software deployed on the system on July 8, 2019; and,
 - Minor final software upgrades and final safety certificate of software is expected to be completed on Friday July 12, 2019.
- **System Assurance:**
 - Safety certificates for Trial Running provided by RTG's systems assurance team.
- **Double Train Operation:**
 - Service level requirement of double car operation has been demonstrated with 10 double trains. RTG will be running 15 double trains during the week of July 15.

2. Revenue Service Availability (RSA)

- RTG has submitted an RSA date of August 16, 2019.

3. Trial Running

- RTG is planning to commence Trial Running in July;
- The objective of Trial Running is to complete 12 consecutive days of regular scheduled service;
- Exercise and validate the operating schedules and operational performance requirements;
- Exercise and confirm the operating reliability of the system and subsystems; and,
- Verify and demonstrate vehicle availability and reliability.

3. Trial Running (*Cont'd*)

- Critical elements being tested during Trial Running 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);
 - Routine maintenance activities;
 - Vehicle reliability and performance;
 - Customer systems performance (public address systems, escalators, elevators, etc.); and,
 - Other systems (CCTV, Tunnel Ventilation Systems, etc.).

3. 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;
- On occasion 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;
- The Independent Certifier will confirm whether the fully integrated system has passed the requirements for Trial Running; and,
- Once RTG has achieved all Trial Running requirements, staff will inform Council.

4. Handover To City

- Completion of all Trial Running requirements to be confirmed by the Independent Certifier;
- Confirmation of compliance with safety requirements to be completed by the Independent Safety Auditor;
- Final confirmation of all RSA requirements to be confirmed by the Independent Certifier as part of handover;
- Pending successful completion of trial Running and final sign off of safety requirements by the City's Independent Safety Auditor, the system will be handed over to the City; and,
- City requires up to 4 weeks to launch.

5. Public Launch

- Assuming RTG achieves RSA by August 16, public launch will be in September;
- As reported at Transit Commission on June 19, during the up to 4-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;
 - 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.

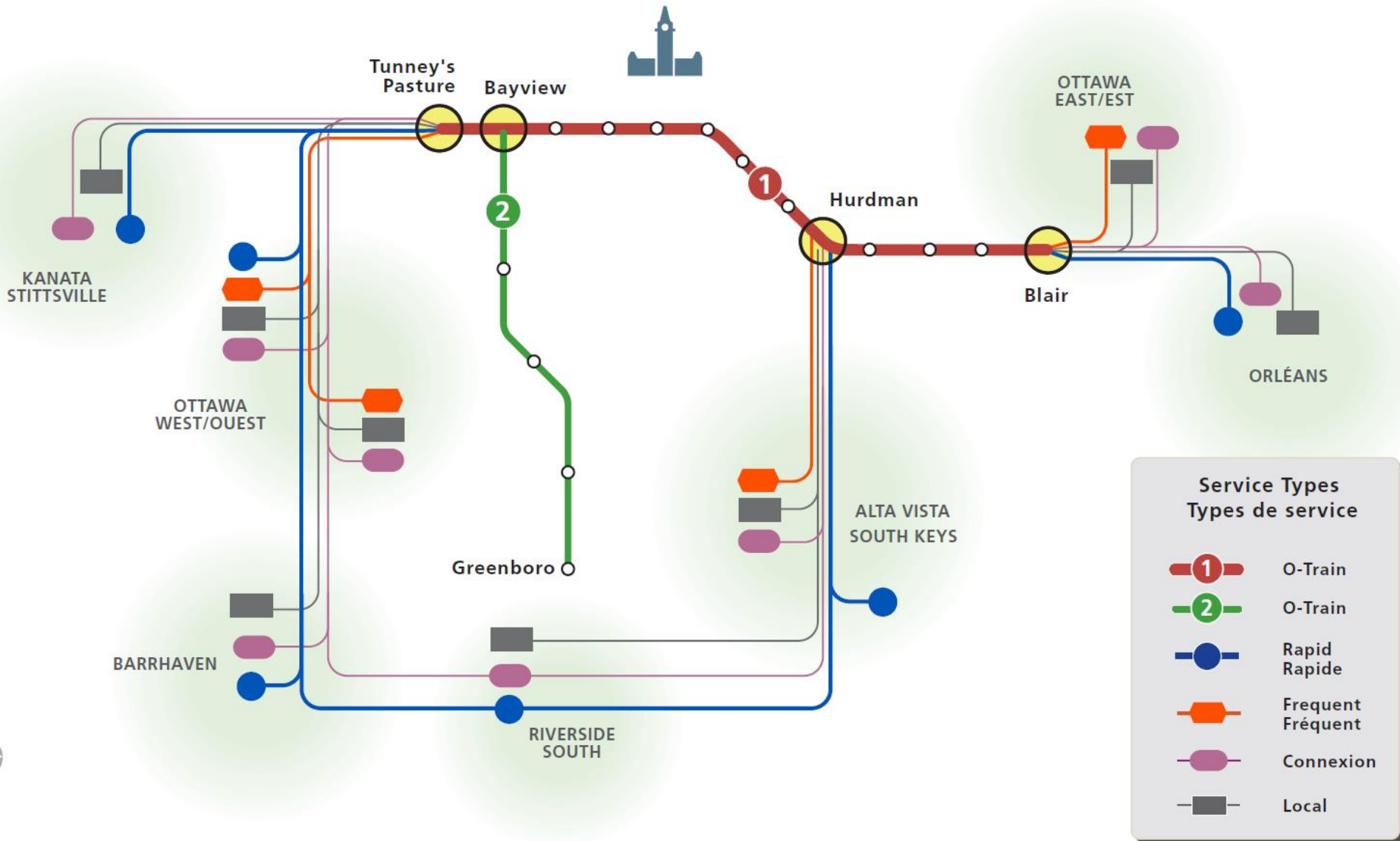
6. Bus Network Service Change

- The current bus route (parallel bus service) network will remain in place for three weeks following the opening of Line 1, to allow for a gradual transition by customers and to allow staff to make any operational adjustments required;
- The new bus route network, designed to allow customers to take full advantage of Line 1, will be introduced three weeks after the opening of Line 1;
- 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;
- All of these improvements will be in place with the major bus route network changes that will follow the opening of Line 1;

6. 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.

6. Bus Network Service Change (Cont'd)



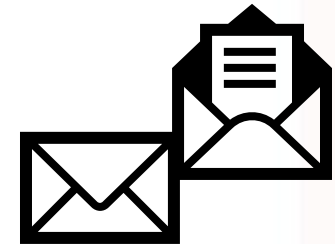
7. Customer Communications

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 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.

7. Customer Communications (Cont'd)

Mailouts:



- One week prior to the Line 1 opening:
 - Every household in Ottawa will receive a flyer in the mail to explain 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 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.

8. 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.





Questions?