# O-Train Confederation Line Update

Transit Commission, September 18, 2019
Transportation Service Department

# Launch Event

***September 14, 2019***

Ottawa
Ontario
O-Train
onfederation Line
Ligne de la
onfédération de
l'O-Train

FEEL THE
BIG SOUND IN
CENTRETOWN
RESSENTEZ LE
GRAND SON AU
CENTRE-VILLE
ottawasymphony.com
613-231-7802
@ottawasymphony
SINGER

Staff
Employe

# Saturday Service

- At 2 pm on Saturday, September 14, the O-Train Line 1 officially opened to customers;
- Hundreds of customers waited at station entrances to be on the first trains;
- Saturday's community celebrations were very successful; and,
- A very positive mix of customers rode the train through the weekend:
  - Customers of all ages;
  - Many families with children;
  - Customers with bikes and strollers; and,
  - Customers with accessibility devices.

Sortie

OC Transpo

Lucky Ron
The Lucky Ron Show is the product of country music sensation Ron Burke. On February 1, the one-man show will have been entertaining Ottawa for 28 years. For the last 15 years people have packed the Laff on Saturdays for a mixture of jokes, stories and old-fashioned country music. The charm of the Lucky Ron Show is how little it changes week to week. With a set list as predictable as the morning sun, the audience has ample opportunity to join in. The popularity of the show has helped transform the simple man from Hintonburg into a local music legend.
Le Lucky Ron Show est une création de Ron Burke, un grand nom de la musique country. Le 1er février, cela fera 28 ans qu'il diverti Ottawa avec son spectacle solo. De même, depuis 15 ans maintenant, les gens viennent nombreux au Château Lafayette (le « Laff » s), les samedis, où ils se voient servir à la fois blagues, récits et musique country traditionnelle. Le Lucky Ron Show change très peu d'une semaine à l'autre, d'où son charme. L'enchaînement des pièces, aussi prévisible que le lever du jour, donne à l'auditoire d'amples occasions de participer au spectacle. Vu la popularité de ce dernier, Ron, un homme simple d'Hintonburg, est devenu une légende locale de la musique.
Canada
Ottawa
Ontario

GUIDE
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CANADIAN GUIDE
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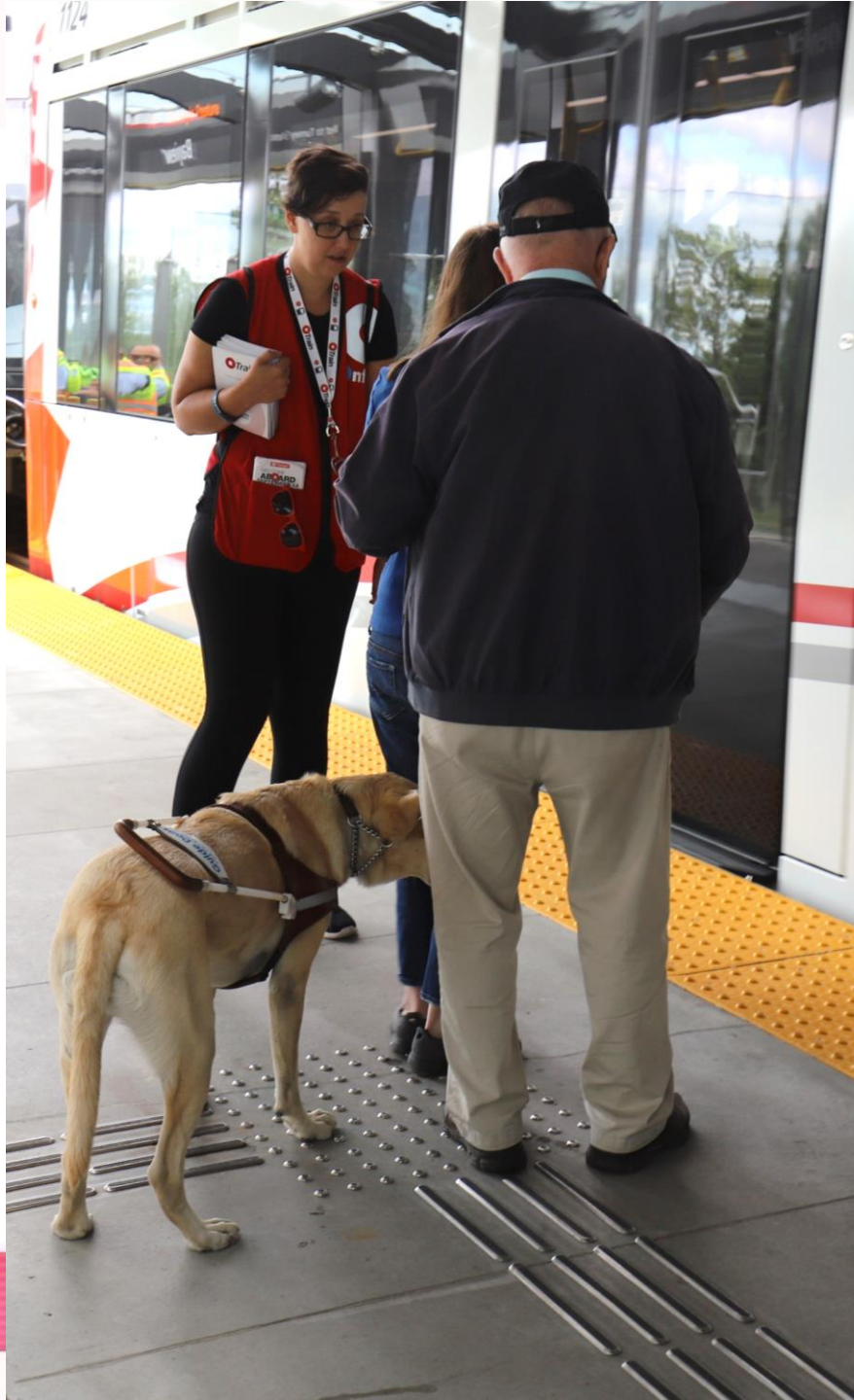
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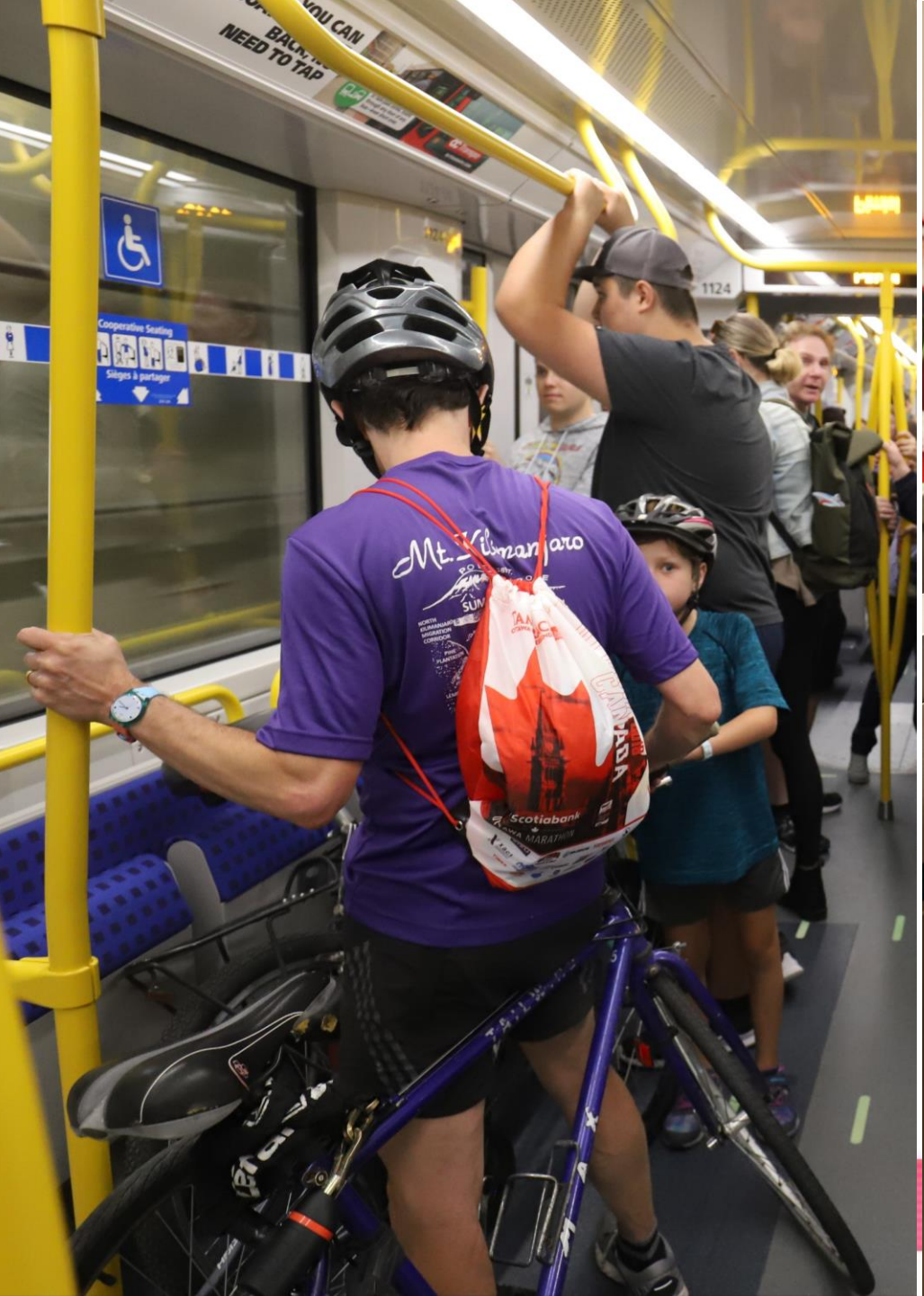
Cooperative Seating
Sièges à partager
Mt. Kilimanjaro
Scotiabank

1 West/Ouest
Tunney's Pasture
Bayview
Pimisi
Lyon
Parliament / Parlement
Bellevue

# Monday Service

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95 Trim Via Lees
8041

C
TRANSECURE
61 St-Laurent
62 St-Laurent
63 Mackenzie King
64 Mackenzie King
91 Tren
94 Millennium
95 Orléans
97 Airport / Aéroport
98 Hawthorne
164 LeBreton
Mackenzie King
AM Peak/Pointe AM
All Trains
Tous les trains
Exit
Sortie
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/ AVIS

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Washrooms
Toilettes
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Tunney's Pasture
1 Blair 1 min
1 Blair 8 min
8:21
Info

AMERICAN EAGLE

# Summary of Service

Saturday and Sunday

- Very successful launch of the O-Train Confederation Line on Saturday;
- Sunday was a busy day with many customers riding the trains and exploring the stations from end to end;
- The system ran well and we welcomed thousands of customers onto the line with many positive reports on social media, etc.;
- The Sunday morning launch was on time and the morning commute ran very well without incident or delays; and,
- No serious incidents or service delays:
  - Minor issues with escalators and elevators; and,
  - Minor interruption with the video chat function on the ticket machines.

# Summary of Service *(cont'd)*

Monday

- Morning launch was on time and the commute ran without incident or delays;
- 8-minute service delay during afternoon peak, which was addressed quickly by the Electric Rail Operator;
- Monitoring train to bus connections for the thousands of customers on the line;
- There will continue to be a period of adjustment for our customers; and,
- Our support plan, that includes O-Train Ambassadors in the red vests, and outreach continues to assist customers with our new multimodal service.

# Moving Forward

- OC Transpo staff and O-Train Ambassadors (OTAs) will continue to help customers navigate the system;
- Parallel bus service will continue to October 5;
- Service change on Sunday, October 6, will be the next key date; and,
- Staff are tracking all ideas and feedback, and the list is being prioritized.

*Questions?*