



## MEMO / NOTE DE SERVICE

To / Destinataire	Mayor and Members of Council Chair and Members of the Transit Commission	File/N° de fichier:
From / Expéditeur	General Manager Transportation Services Department	
Subject / Objet	O-Train Line 1 – Delays during morning commute	Date: October 9, 2019

The purpose of this memo is to provide Members of Council and the Transit Commission with an update on the delays experienced on the Confederation Line during this morning's commute.

Ottawa's transit riders have the right to expect reliable and efficient service. The past two mornings have not met that standard. I offer my sincere apologies to you and our customers for the delays, uncertainty and inconvenience. Our customers deserve better and they have a right to be frustrated. We are working hard to resolve this issue and will devote our efforts to improving reliability and to rebuilding customer trust in the Confederation Line system

We have conducted a review to determine the causes of the door faults during the past two morning peak periods.

This morning, at Lyon Station, a customer was running for the train while the audio and visual signals, and the station announcements were indicating that boarding was finished and that the doors were closing. The customer pried the doors open, which jammed them in an open position.

Shortly after this incident, at Parliament Station, a customer put their hands on both doors to hold them open.

Finally, yesterday, at uOttawa Station, a customer put their hands on both doors to hold them open.

### **Safety Features on the O-Train doors**

The Alstom Citadis Spirit Light Rail Vehicles used on the Confederation Line have 4 safety features built into the doors designed to ensure the safety of passengers. I would like to detail these features to provide some context

1. Each door has a sensitive edge with pressure sensors;
2. Sensors monitor the bottom of the doorway to detect obstacles, such as feet or bags;

3. The doors have obstruction programming: If the doors detect obstruction after trying to close 3 times, they go into an open state; and,
4. If someone pushes the doors open, or holds them open, the doors go into an open state.

These four measures combine to ensure that the train cannot start to move in a way that could endanger a passenger. Safety is absolutely paramount, and the Confederation Line system operates within strict industry safety standards and operating procedures, laws and best practices. We will never compromise on these standards.

When doors are pushed, held or pried open, these safety features operate to hold the door in an open position until they are reset. The train cannot move while a door is in this state.

### **Response to door fault incidents**

As I indicated yesterday, when the door is stuck in an open position, we have a tiered response system used to restore the door to service. The operator of the train first tries to close the doors, if a visual check shows them to be clear of obstruction. If they cannot close the doors, the second response is to try to lock the door in a closed position, which would allow the train to resume service with the affected door isolated (not in service).

In our review of these procedures, we believe that, in some cases the sequence or methods of troubleshooting the problem is causing further problems and preventing staff from restoring the door to service at the station. In some cases, staff were also making attempts to repair the door rather than simply locking it in a closed position. While this is well-intentioned, it consumes valuable time when the focus needs to be on restoring service.

### **Informing our customers**

Passenger loading and unloading of trains is one of the most significant parts of operating a train system and door faults are a common issue on every rail operation. What we are observing is that some customers may be applying behaviours that are appropriate for bus or elevator doors, but that are not appropriate for light rail doors. This is part of the adaption process and we need to adjust our procedures and messaging to minimise issues.

The Confederation Line is not only new, but very busy. We are experiencing hundreds of thousands of new customers learning the system for the first time. We are North America's busiest light rail system and adapting to the Confederation Line is part of our city's ready for rail journey. We are committed to helping everyone through the process and giving customers everything they need to know and do to use the system safely and properly.

### **Next steps**

We are taking immediate action to resolve issues, minimise delays and communicate with our customers.

We are clarifying processes with our staff and eliminating attempts to repair doors on site. Operators and technicians are being instructed to immediately put trains back in service as

soon as an affected door is closed and locked. If that is not possible, passengers will be cleared from the affected train and the train should immediately be removed from service. While this will temporarily inconvenience passengers on the affected train, it will clear the tracks quickly and significantly minimise delays throughout the system.

Furthermore, to assist our customers and reduce future incidences of door faulting we are:

- Adjusting dwell times (the amount of time a door is kept open) at stations aligning the timing to passenger volume and train frequency times;
- Asking Alstom to review all door issues to assess root causes and identify any issues or measures that can minimise door issues;
- Asking Alstom to review all door settings to assess if sensitivity settings are consistent across the fleet;
- Deploying customer representatives to platforms to remind customers:
  - to stand clear of doorways for loading and unloading
  - not to run for trains; and
  - not to hold doors;
- Increasing customer service messaging using all channels to remind our customers of boarding and disembarking tips and suggestions;
- Making station announcements asking customers not to run for trains, to stand clear of doors and not to hold doors service; and
- Installing markings on platforms guiding customers on where to align at the doors to assist with loading and unloading of passengers.

*Original signed by  
John Manconi*

c.c. Senior Leadership Team  
Transportation Services Departmental Leadership Team  
Director, Public Information and Media Relations