

# 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	Line 1 O-Train Operational Update	Date: October 29, 2019

The purpose of this memo is to provide an outline of the updates of ongoing work that staff will present to the Transit Commission at its upcoming meeting of November 6, 2019.

As noted in my last memo of October 18, 2019, every issue, suggestion, idea and concern raised by Council, Members of the Commission and the public are being tracked, assessed and, where feasible, implemented or brought forward as part of the comprehensive lists of solutions.

Our focus continues to be on ensuring that Ottawa's multimodal transportation system is safe, reliable and consistent for our customers.

The update will be comprehensive and will include the following elements:

1. An update on rail service, including:
  - Data on operational performance;
  - Key causes of train faults and actions being taken to improve reliability; and,
  - Direction given to RTG on improvements and requirements to enhance reliability.
2. An update on bus service, including:
  - Key areas for improvements to bus service identified through:
    - Feedback from our customers;
    - Consultations with members of Council and the Transit Commission; and,
    - Feedback received from frontline staff, such as Operators, Supervisors, Managers and Union stakeholders.
  - Short and medium-term actions being taken to improve bus reliability.
3. Update on improvements to Communications and Customer Information
  - Feedback from peer comparators – the TTC has graciously lent us some staff to observe rail operations at stations and customer communication to recommend customer service improvements; and,
  - Update on plans for continuation of the use of O-Train Ambassadors (Red Vests).

4. Update on ongoing improvements to stations
  - Improvements to bus to rail transfers at stations;
  - Other actions taken to improve the customer experience; and,
  - Other issues such as station floors, entrance ways, etc.
5. Winter operations update.

We would also like to remind everyone of the new information page on [octranspo.com](https://www.octranspo.com) called *The O-Line* where you will find key customer service updates provided to Council, Transit Commissioners, media and the public; and useful background information and answers to frequently asked questions about the new multimodal service.

This web page is a living document that is being updated regularly as we continue to evolve through this historic transformation to our service. The web page can be accessed through the homepage <https://www.octranspo.com/en/ready-for-rail/designed-with-you-in-mind/the-o-line/>.

Looking forward to meeting with you at our November 6 Transit Commission meeting where the OC Transpo team will be providing additional information and answers to your questions. Staff will also be available to respond to media inquiries and requests for interviews following the meeting.

*Original signed by  
John Manconi*

cc: Senior Leadership Team  
Transportation Services Departmental Leadership Team  
Director, Public Information and Media Relations