

# MEMO / NOTE DE SERVICE



To / Destinataire	Mayor and Members of Council Chair and Members of the Transit Commission	File/N° de fichier:
From / Expéditeur	John Manconi, General Manager Transportation Services Department	
Subject / Objet	OC Transpo response to COVID-19	Date: March 19, 2020

Mayor, Members of Council and Transit Commissioners,

I am writing to inform you about further proactive steps we are taking to respond to the COVID-19 pandemic and help protect the safety of our operators and the customers who we serve.

## **Doors Closest to Line 1 Operator Cabs Are Temporarily Closing**

Following the successful implementation of rear door boarding on conventional buses, starting today, we are implementing a similar solution for all Line 1 trains. This move is supported by our Union Leadership and Management team as a prudent mitigation measure.

- We are installing tape to block the doors and area closest to the operator cab from the rest of the train;
- Prominent signage will be placed on the doors closest to the operator cab at both ends of the train to inform customers of the change;
- Customers will still be able to use Cooperative seating areas in all parts of the train;
- Customers with bicycles should use the next closest door at the front of the train;
- We will be adding bicycle stickers to the appropriate door;
- We will also be informing our customers of this change using all of our communications channels; and,
- We believe that these measures are necessary to protect the safety of our staff and our customers.

Staff are currently looking at barrier options for Line 2 trains; however, there are only two doors, making it more challenging to implement a similar approach to the above. More details will be provided once a solution is developed.

We continue to work closely with the Office of Emergency Management, Ottawa Public Health, other City departments and our union partners.

I will continue to keep you informed as the situation evolves.

*Original signed by  
John Manconi*

cc: Senior Leadership Team  
Transportation Services Departmental Leadership Team

Director, Public Information and Media Relations  
Union presidents