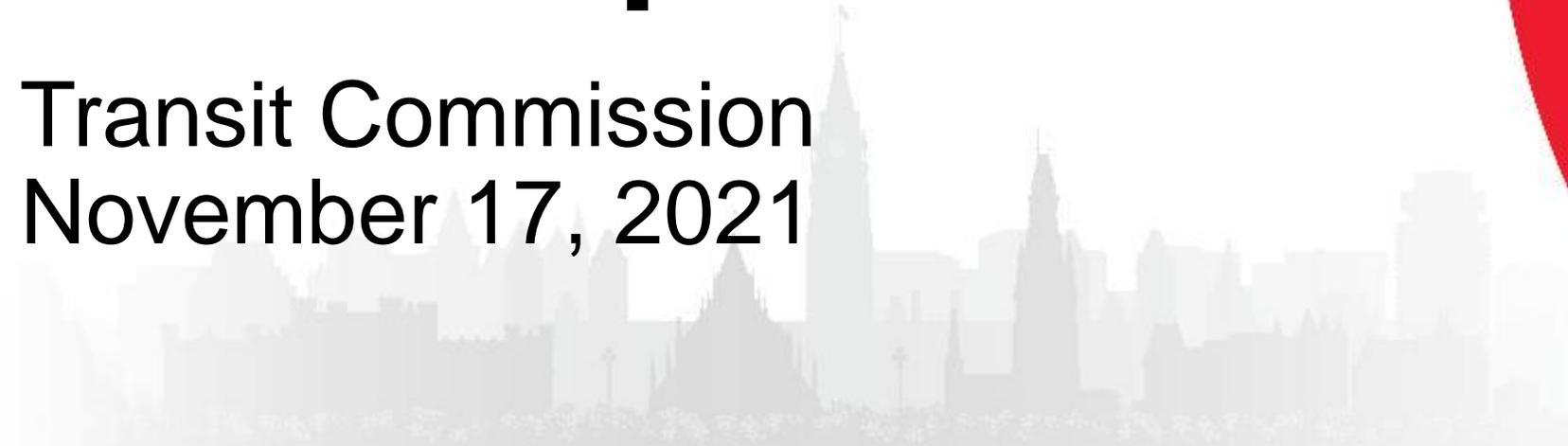




O-Train Confederation Line 1 Update

Transit Commission
November 17, 2021



Agenda

- Safe Return to Service
- R1 Replacement Bus Service
- Ridership
- Mandatory Vaccination Policy – Service Impacts

Background

- At the technical briefing on November 5, 2021, Transportation Resource Associates (TRA) outlined their assessment of Rideau Transit Group's (RTG) return-to-service plan and confirmed that O-Train Line 1 was safe to resume service, contingent on several factors including the safe and reliable completion of end-to-end system testing.
- On November 10, TRA provided written confirmation to the City Manager that all contingencies were met, and O-Train Line 1 could safely return to partial revenue service.
- Based on TRA's determination and recommendation, the City accepted that all the requirements of due diligence had been satisfied and partial service resumed on O-Train Line 1 on November 12.

Return to Service

- On Friday, November 12, partial service began at the regularly scheduled start time (5 a.m.), with seven trains.
- Service will gradually increase as more trains become available and system reliability is sustained.
- We anticipate full service to be in place by the end of November.
- Due to the ongoing COVID-19 pandemic, 11 trains are currently required for full service to meet current demand.
- Given low passenger volumes on the R1 buses, the frequency of this bus replacement service has gradually been reduced.
- Yesterday, Tuesday, November 16 was the last day for R1 bus replacement service.
- As of this morning, Wednesday, November 17, buses used for R1 service have been returned to support ongoing transit service where it is most needed. The bus trips cancelled on other routes since September 24 have been reinstated.

Preparing for Return to Service

- System testing included vehicles, infrastructure and the overall system.
- As part of the return to service operational activities all stations were inspected several times.
- While RTG finalized and implemented the return to service program, OC Transpo staff participated in mandatory refresher trainings to ensure knowledge retention in all operating scenarios.
- Throughout system testing, OC Transpo conducted operational drills and exercises to test operational responses and confirm safety protocols and procedures.
- Staff were diligent and reported observations throughout testing and integrated drills, which helped guide the testing and full system-wide mock service schedule.
- The testing process worked as it should and allowed RTG and OC Transpo to prepare and safely return to revenue service operation.

Ridership

- In October, bus ridership was at 41% and Para Transpo ridership was at 59% of pre-pandemic levels.
- We are monitoring ridership closely and making service adjustments as necessary.
- Para Transpo service levels continue to be sufficient to meet current ridership demand. In October, all trip requests were fulfilled.
- In October, 9.1% of trips in Para Transpo minibuses were shared.
- We continue to limit the number of customers to one per contracted taxi.

Mandatory Vaccination Policy – Service Impacts

- 95% of OC Transpo staff have provided proof of vaccination and are available for work. This is consistent with the overall compliance rate for City of Ottawa staff.
- Staff will continue to manage available resources (bus operators) to provide the best possible overall service for customers.
- Any impacts to maintenance activities is evenly spread out among OC Transpo garages, therefore minimizing impact on bus maintenance.
- Because train service has resumed, approximately 23% more capacity is being delivered now than during the period from September 19 – November 12.

Questions?

