

MEMO / NOTE DE SERVICE



To / Destinataire	Mayor and Members of Council Chair and Members of the Transit Commission	File/N° de fichier: 36-2022
From / Expéditeur	Renée Amilcar General Manager Transit Services Department	
Subject / Objet	Update on O-Train Line 1 Overhead Catenary System Repairs and Enhanced Vehicle Inspections	Date: July 26, 2022

The purpose of this memo is to provide Members of Council and the Transit Commission with an update on two incidents currently affecting O-Train Line 1 service:

1. Overhead catenary system repairs
2. Enhanced vehicle inspections

For the past six months, O-Train Line 1 has been running with very high reliability, successfully providing service to our customers during several large-scale events. These recent incidents have created considerable service impacts for our customers. Substantial resources have been deployed to bring service reliability back as soon as possible. We apologize to customers for the current disruptions. We rely on Rideau Transit Group (RTG), and are working collaboratively with them, to return to normal operations as soon as it is safe to do so.

1. Overhead catenary system repairs

During the storm on Sunday, July 24, a section of the overhead catenary system was damaged between uOttawa and Lees stations. RTG has cleared the area of debris and repairs have begun. Special equipment to re-string the overhead wires was delivered to Ottawa on Monday, July 25 and the installation of the new wires is underway. Tracks that were damaged on Track 2 because of the storm will also be repaired. This work will take several days to complete.

During the storm when power was lost on Track 2, a train safely stopped near uOttawa Station; approximately 30 passengers were transferred to another train. The stopped train will return to the Belfast Maintenance and Storage Facility (MSF) for inspection once power is restored to Track 1.

RTG has inspected Track 1 and completed minor repairs, so we are now able to move trains to the west section of O-Train Line 1. Beginning this afternoon, O-Train Line 1 service will run between Tunney's Pasture and Rideau stations in the west and between Blair and St. Laurent stations in the east. R1 service will continue to operate between Rideau and St. Laurent stations. Frequent customer updates will continue to be shared on all our regular channels.



2. Enhanced vehicle inspections

As advised in the memo of July 23, RTG is undertaking additional inspections after issues were found in the wheel hub assembly on one light rail vehicle. Based on RTG's assessment, 20 light rail cars (all cars with more than 175,000 in-service kilometres) have been pulled from service so that RTM and Alstom can replace the axle hubs as a precautionary measure. The cars will return to service once the replacements are complete. To date, two train cars are cleared for return-to-service.

Alstom has brought in additional engineering experts from Europe to assist with the enhanced inspections and to help determine the root cause on the affected vehicle.

Transportation Resource Associates (TRA) is also on-site to support OC Transpo and monitor the work of RTM and Alstom. As stated in the July 23 memo, OC Transpo reported this incident to the Transportation Safety Board of Canada (TSB), and they have started their own investigation. We are fully cooperating with the TSB's investigation.

OC Transpo continues to work collaboratively with RTG and Alstom and is actively monitoring the work and progress on both issues. Our shared goal is to restore full O-Train Line 1 service as soon as it is safe to do so. We recognize the impacts these disruptions have on our customers, and we thank them for their patience.

We continue to keep customers informed through our various communications channels. OC Transpo sent a first O-Train Line 1 alert to customers yesterday at 4:47 am, with regular updates during peak hours every 30 minutes, and frequent updates throughout the day. R1 bus information is posted at all transit stations and additional signage was installed today to further assist customers. OC Transpo staff were deployed at the beginning of service and are stationed across the system to provide information on-site to customers. Information regarding the enhanced vehicle inspections were shared directly to customers via OC Transpo's communications channels on Saturday, July 23.

A media availability will be held today at 3 pm, and details will be shared in a Media Advisory. Members of the public can watch the availability on [YouTube](#).

We will continue to provide regular updates to our customers as work progresses. Customers can receive service updates through various channels, including customer alerts, social media updates, and octranspo.com. Customers can also visit octranspo.com for travel planning assistance or call 613-741-4390. Schedules are available by calling 613-560-1000 or texting 560560 plus the bus stop number.

Should you have any questions about this information, please contact me extension 52111.

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cc: Senior Leadership Team
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