



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 – October 8 delays during AM peak service	Date: October 8, 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 peak period.

Sequence of Events

At approximately 8:05 am this morning, a door fault occurred on Line 1 at uOttawa Station. Customers were still exiting the train when the visual and audio signals warned that the doors were closing. Upon review, staff have confirmed that a customer then pushed one set of doors open while exiting the train. As with all modern train systems, doors have many features to ensure safety is never compromised and all doors must be in a fully closed and locked position for trains to move.

In most cases when a door fault occurs, the Electric Rail Operator (ERO) can attend to the door and resolve the problem in a timely manner. In this case, however, when the ERO and a technician on site were unable to resolve the issue, the train was cleared of passengers and placed out of service.

Door faults, or any issue that cannot be repaired or addressed on the spot and which cause the train to become immobilized, require the use of a diversion line to detour trains around the obstacle until the affected train can be moved off the line.

By 8:15 am, the Transit Operations Control Centre implemented a diversion in which both east and west-bound trains shared the east-bound track for a 2.5 km section between uOttawa and Hurdman stations. This resulted in delays of between 15 and 20 minutes. Service continued to operate on a single track and some supplemental bus service was provided to help mitigate delays and crowding at Hurdman and Tunney's Pasture Stations. Once the affected train was removed from the line, full service was restored by 9:15 am and residual delays were cleared by 9:30 am. This is all in accordance with standard operating procedures for this type of situation.

During the delay, staff continuously provided information to customers on trains and in stations, advising them that they would have longer travel times than usual. Updates were also provided

through customer information displays and public announcements. Regular updates were also provided via social media and OCTranspo.com.

Analysis

One of the most common issues for all rail operations are door faults. Doors on a busy train system, such as ours, open frequently. Daily, our doors open approximately 86,000 times. Similar issues are common in light rail operations throughout North America. For the most part, door faults to date have caused minimal delays for OC Transpo customers. The train doors are also equipped with a sensitive edge, which means that if there is something blocking the doors, like a backpack or a person, the door would open until the obstruction is removed. The train can only depart the station if the doors are clear and fully closed. The feature of the trains, including the doors, are designed with safety and accessibility at the forefront.

We continue to remind customers not to hold doors. It is unsafe and can cause delays to service. As the train approaches a stop, customers wishing to exit the train should move towards the door. If it is not their stop, they should make space to allow other passengers to exit the train easily. Customers are also reminded to leave plenty of room on the platform for other customers exiting a train and to move away from all doors once they have boarded the train.

OC Transpo has launched a train-specific customer etiquette campaign with the opening of O-Train Line 1 to help inform our customers about best practices to keep everyone safe and moving smoothly.

Next steps

We are investigating this morning's door fault to determine why we were unable to resolve the issue on the spot. Staff have been collecting data and field observations about the duration of time that the doors are open (dwell time) at uOttawa Station and staff are currently looking into the timing of the doors. We are also examining our response to the delays this morning to determine where we can improve. Our goal is always to minimize delays and to restore service as quickly as possible.

We apologize to our customers for the inconvenience they encountered today and would like to thank them for their patience during this morning's delay.

*Original signed by
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