

An aerial photograph of a city skyline, likely Ottawa, Canada, featuring various high-rise buildings and a prominent clock tower. In the foreground, a light rail train is traveling along a curved track that runs parallel to a road. The train is white with red accents. The background shows a mix of urban development and green spaces.

# O-Train Confederation Line Update

SEPT 14 SEPT

# All Aboard - September 14!

## *Four Days Until the Biggest Milestone in Ottawa's Transit History*

- Nearly a decade of planning, consulting, designing, constructing, and testing will become a reality this Saturday; and,
- Staff are working around the clock with the Rideau Transit Group (RTG) and Rideau Transit Maintenance (RTM) to ensure the Confederation Line is ready for our customers.

# Practice Running Drills

More than 90 drills are occurring between RSA and launch.

Drill scenarios include:

- Overhead catenary system;
- Object in the right-of-way;
- Passenger disturbance emergency;
- Smoke or fire on the train;
- Evacuation on the right-of-way;
- Biohazard;
- Full launch simulation;
- Minor accident investigation; and,
- Etc.

# Practice Running Drills *(Cont'd)*

Drill participants included:

- Electric Rail Operators;
- Electric Rail Controllers;
- Electric Rail Supervisors;
- Special Constables Unit;
- Customer Service; and,
- Emergency & Protective Services – EMS, Ottawa Fire and RTM.

These drills ensure staff are ready to handle any event.

# Dress Rehearsals

- Simulating the system's service and flow by using 400 City volunteers;
- Allowed for a demonstration of the customer experience, validated key processes and test equipment such as fare gates, wayfinding signage, etc.; and,
- Fresh set of eyes to inspect every element of the system.

# Stakeholder Familiarization Tours

Staff are conducting familiarization tours for various stakeholder groups:

- CNIB;
- Association de l'intégration sociale d'Ottawa;
- Council on Aging of Ottawa
- Canadian Council for the Blind;
- Canadian Guide Dogs for the Blind;
- MS Society;
- Ottawa Disability Coalition;
- Down Syndrome Association of Ottawa;
- Canadian Hearing Society;
- Canadian Mental Health Association; and,
- Etc.

# Customer Outreach

- Signs at bus stops and stations;
- Messaging on octranspo.com, social media, print, online and radio advertising;
- Mailout - two planned:
  1. In mailboxes this week; and,
  2. A second mailout the week of September 23.
- City staff in red vests at every station to help customers.

# Station Cleaning

- A full cleaning of all stations and the surrounding areas (including bus loops) is underway prior to the public opening; and,
- City staff are working closely with RTG and RTM to ensure all stations are ready for customers.

# Media Event & Ceremonial Ride

- Formal event to officially mark the opening of the line is scheduled for Saturday, September 14 at Tunney's Pasture Station;
- Formal remarks by all three levels of government and representation from Indigenous Leaders; and,
- Guests will then be invited to board a train for the inaugural ride.



# Public Opening

- The system will open to the public at 2 pm on September 14;
- City Staff in red vests at all stations to assist customers; and,
- From 2:30 to 4:30 pm, there will be celebrations at all stations along the line involving Councillors, local musicians and art representatives to discuss station artwork.



# Key Dates For Customers

- When the line opens, parallel bus routes will remain in service for three weeks;
- On Sunday, October 6, the bus network will undergo major changes to align with Line 1 service and the parallel bus service will end;
- Customers should use the Travel Planner on [octranspo.com](http://octranspo.com) to find out how their route will change;
- OC Transpo staff will be at all stations to help you - look for staff in red vests;
- Check your mailbox – notices with important system information were mailed out starting Friday, September 6 and throughout this week; and,
- A second notice will be sent to residents' mailboxes the week of September 23 to prepare for the end of parallel service.

# Service Adjustments In September

- Service adjustments on Saturday, September 14 include:
  - Bus service at Blair Station will be adjusted to serve the new bus platforms adjacent to the access to the O-Train platforms;
  - Westbound bus stop on Albert Street at Bayview Station will be moved west, adjacent to the station plaza;
  - The entrance into St-Laurent Station from Tremblay Road will reopen; and,
  - Fare-paid zones at Tunney's Pasture, Hurdman, Blair and Bayview stations come into effect.
- Service adjustments on Monday, Sept. 16 include:
  - Eastbound afternoon service on Routes 22, 30, 33, 34, 38, 221, 231, 232, 233, 234, 235, 236, and 237 from downtown will serve Blair Station, to allow O-Train Line 1 connections.

# Service Integration & Expansion

Removal of Bus Route Detour scheduled to begin week of October 6. The timing for the removal of the detours will be confirmed as details are finalized.

- MTO Responsibility for reinstatement:
  - Opening of the 417 westbound to 174 eastbound ramp; and,
  - Opening of the 417 eastbound on ramp from Lees Avenue;
  
- RTG responsibility for reinstatement:
  - Conversion of the bus-only lane on Nicholas Street northbound to a general traffic lane, including the reintroduction of the northbound right turn movement from Nicholas to eastbound Laurier;
  - Reassignment of the space dedicated to the bus lanes on Laurier between Nicholas and Waller, so that two general traffic lanes and one bicycle lane in each direction are provided;

# Service Integration & Expansion *(Cont'd)*

- RTG responsibility for reinstatement *(Con't)*:
  - Removal of the eastbound overhead bus lane designation signs of the curb lanes on Scott Street between Tunney's Pasture and Bayview Road;
  - Replacement of westbound overhead bus lane designation signs of the curb lane on Albert Street between Booth Street and Preston Street with side mounted bus lane signs; and,
- City of Ottawa responsibility for reinstatement:
  - Signage changes on westbound OR 174 between Blair and the Split to remove bus only lanes.

# Service Integration & Expansion *(Cont'd)*

- Additional service adjustments on Sunday, October 6 include:
  - Over 100 routes will make a convenient connection with O-Train Line 1;
  - Bus volumes through downtown on Albert/Slater will be reduced;
  - New and faster connections, shorter waiting times, and more capacity in communities across the city, funded by \$5.1 million approved by Council in the transit budget; and,
  - Many routes renumbered.
- Information is being provided to transit customers through many channels; and,
- Staff will remain in place to assist customers until late October, with the option to extend if necessary - look for staff in red vests.



**Questions?**