

O-Train Confederation Line & Bus Service Update

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Agenda

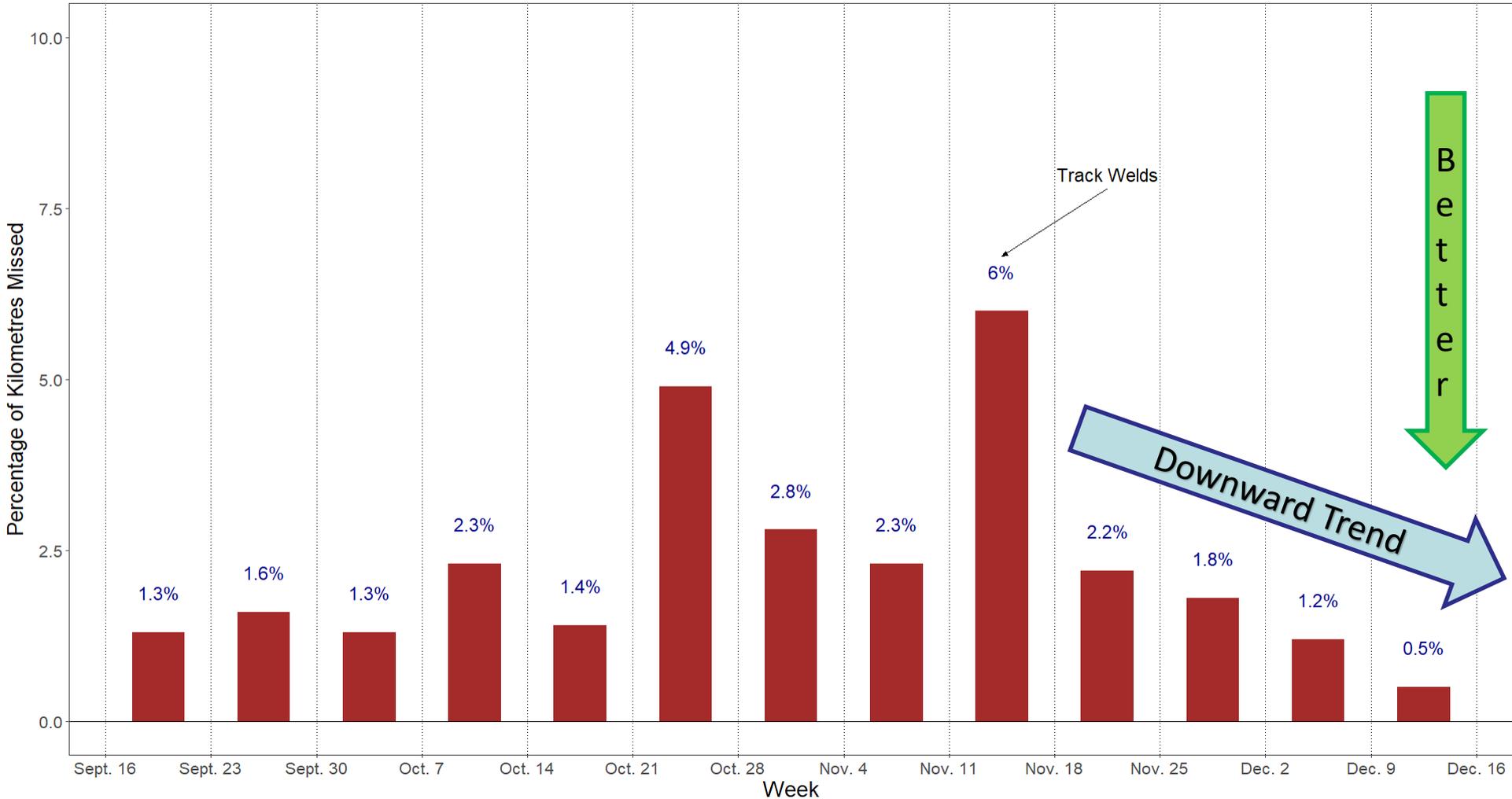
1. Rail Service;
2. Bus Service;
3. Upcoming Bus Service Changes;
4. Communications; and,
5. Ongoing Improvements.

Rail Service Overview

- Rail service is improving with fewer disruptions, providing more reliable service for our customers;
- Our focus has been on the following four rail specific areas:
 - Train Control Monitoring System (TCMS);
 - Vehicle on Board Controller (VOBC);
 - Door Operations; and,
 - Track Switches.
- There have been some improvements in all of these areas.

Overall Performance

Percentage of Kilometres Missed by Week - Sept. 16 to Dec. 15, 2019

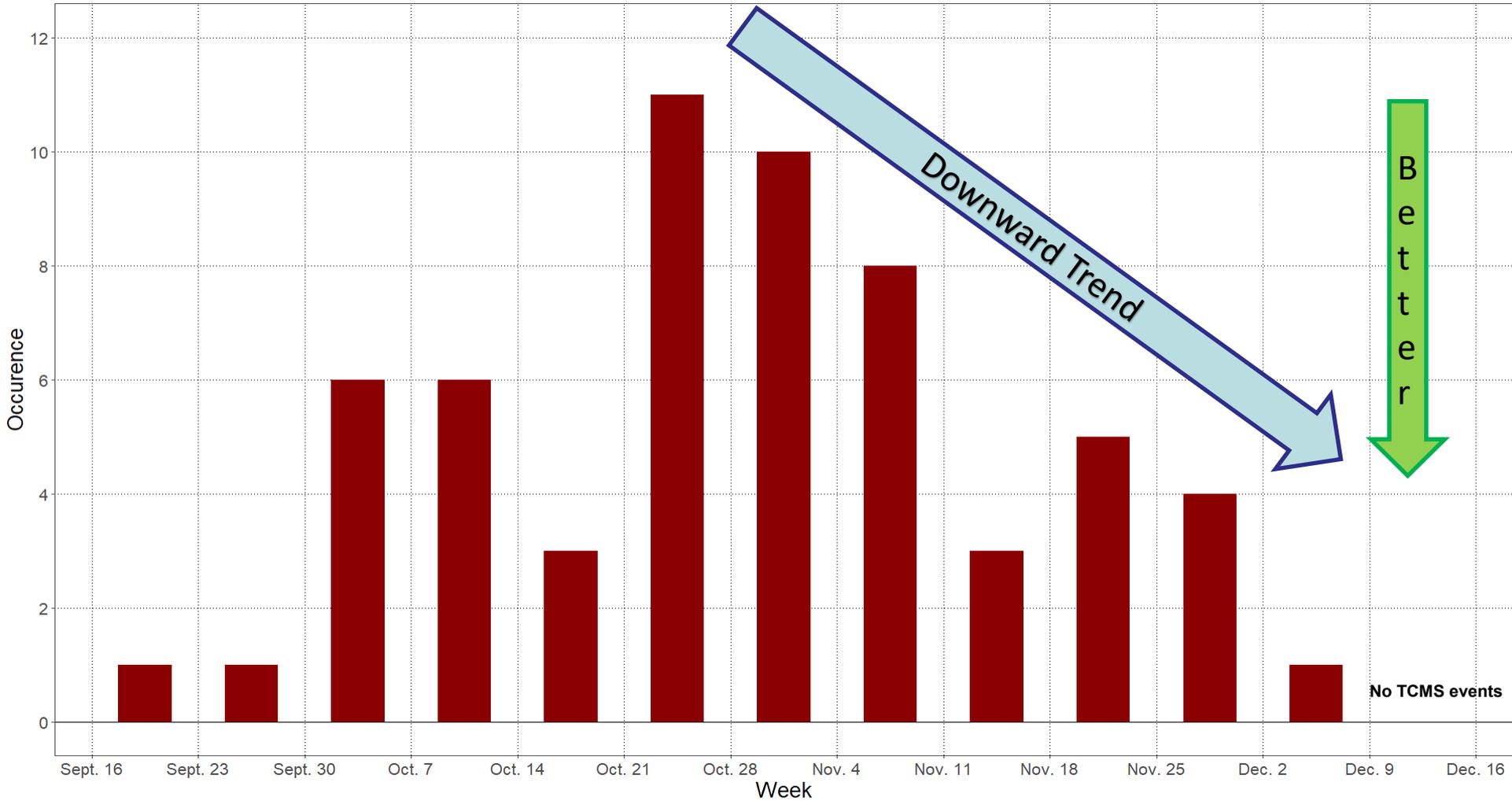


Train Control & Monitoring System (TCMS)

- Number of occurrences continues to trend downwards;
- A new version of software was deployed and tested on the fleet during the weekend of December 7. The software continues to:
 1. Contain the issues generated by the TCMS system (minimizes impact);
 2. Collect data for Alstom engineers to diagnose for root cause analysis; and,
 3. The new software also optimizes communication between active and inactive TCMS units, simplifies network communications, and improves error handling.
- Operational measures continue to be refined and put in place to reduce the number and impact of TCMS occurrences, resulting in better service for our customers; and,
- As root cause has yet to be determined, the dedicated team of experts continues to work on resolving this issue.

TCMS (Cont'd)

TCMS Events Causing a Delay by Week - Sept. 16 to Dec. 15, 2019

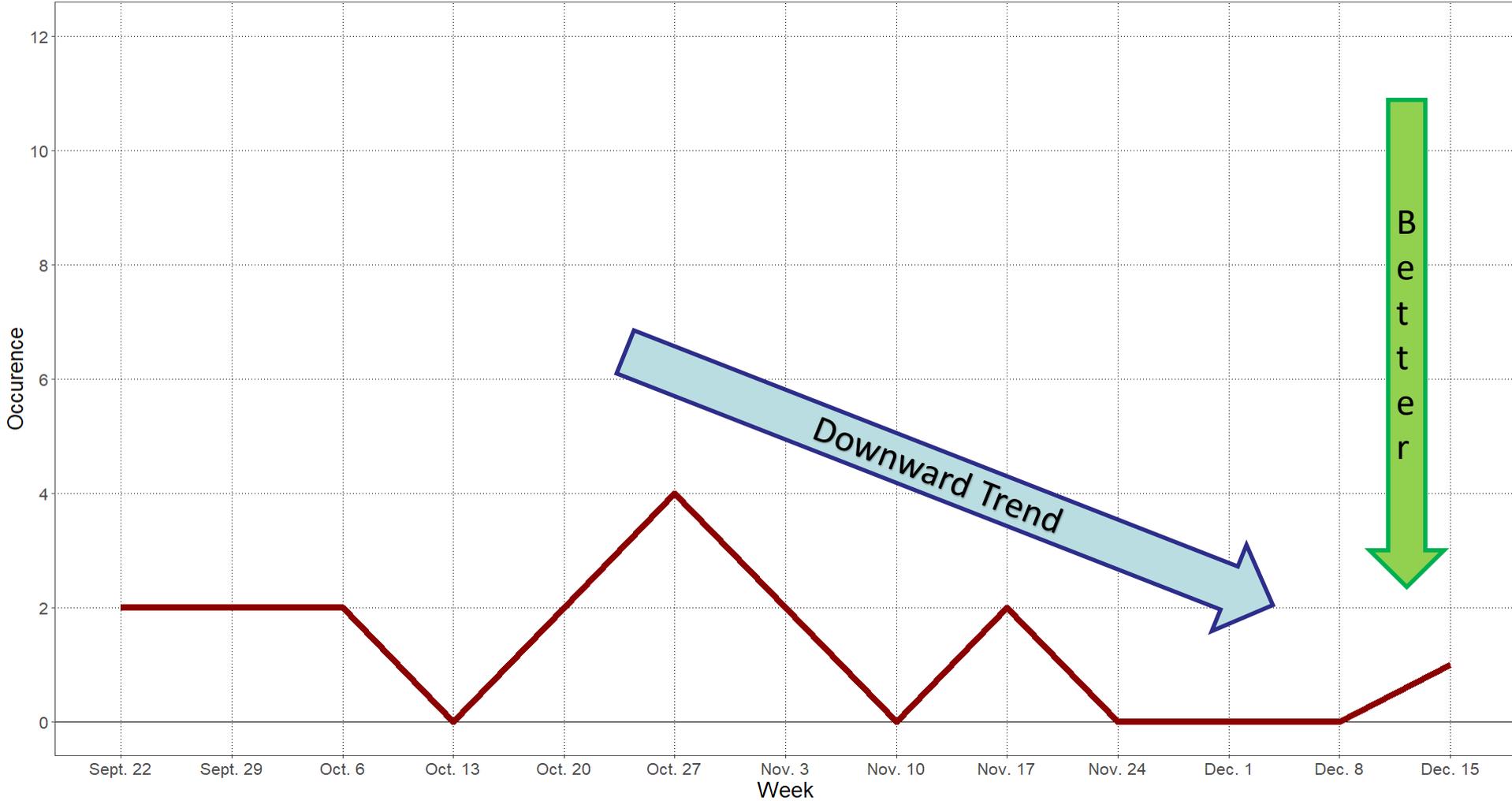


Vehicle On Board Controller (VOBC)

- The work on VOBC is being done in parallel to that of TCMS;
- The number of VOBC occurrences has stabilized; and,
- There has been one recent VOBC issue that occurred midday on December 13, which resulted in a short delay for customers.

VOBC (Cont'd)

VOBC / Comms. Events Causing a Delay by Week - Sept. 16 to Dec. 15, 2019

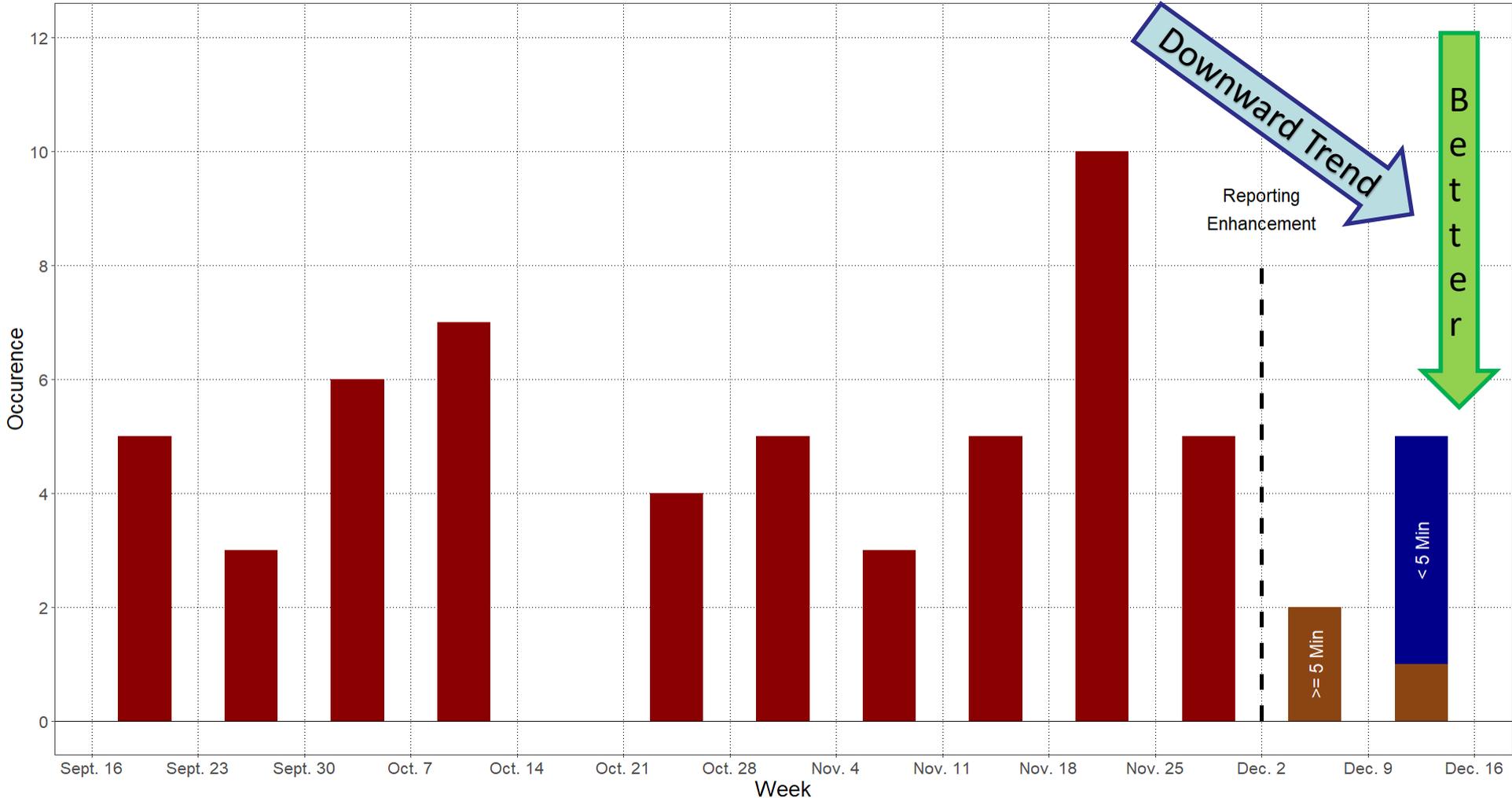


Door Operation

- Door issues impacting service have decreased;
- In most cases, improved response and rectification time is minimizing the impact to customers;
- A specialized team continues to work on engineering solutions to improve performance and adjust door settings;
- Dwell times continue to be monitored and adjusted by staff;
- We continue to communicate the importance of not holding doors via our communications and marketing campaign; and,
- A communication package will be sent to Council and Transit Commission following this meeting.

Door Operations (Cont'd)

Door Events Causing a Delay by Week - Sept. 16 to Dec. 15, 2019

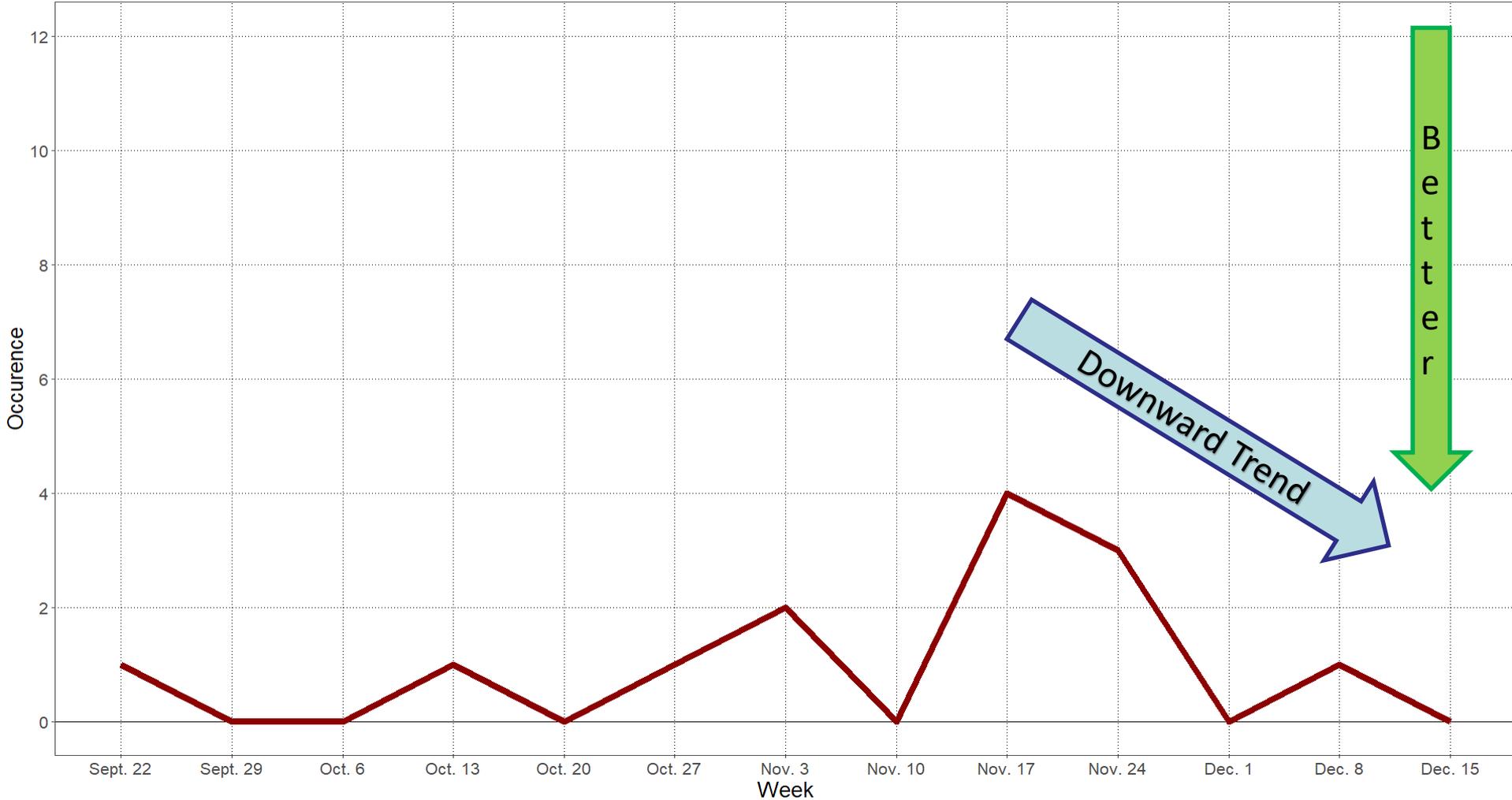


Track Switches

- On December 5, a non-communicating switch at Blair Station impacted operations and R1 was implemented between St. Laurent and Blair stations;
- The Control Centre must be able to communicate with all switches to ensure they are properly aligned for safe train movements.
- Switches that are non-communicating or misaligned must be attended to by a specialized technician;
- RTG/RTM guideway technicians continue monitoring switches at terminus stations during peak periods; and,
- Additional resources are deployed to monitor and attend to switches during weather events.

Track Switches (Cont'd)

Track & Switch Events Causing a Delay by Week - Sept. 16 to Dec. 15, 2019

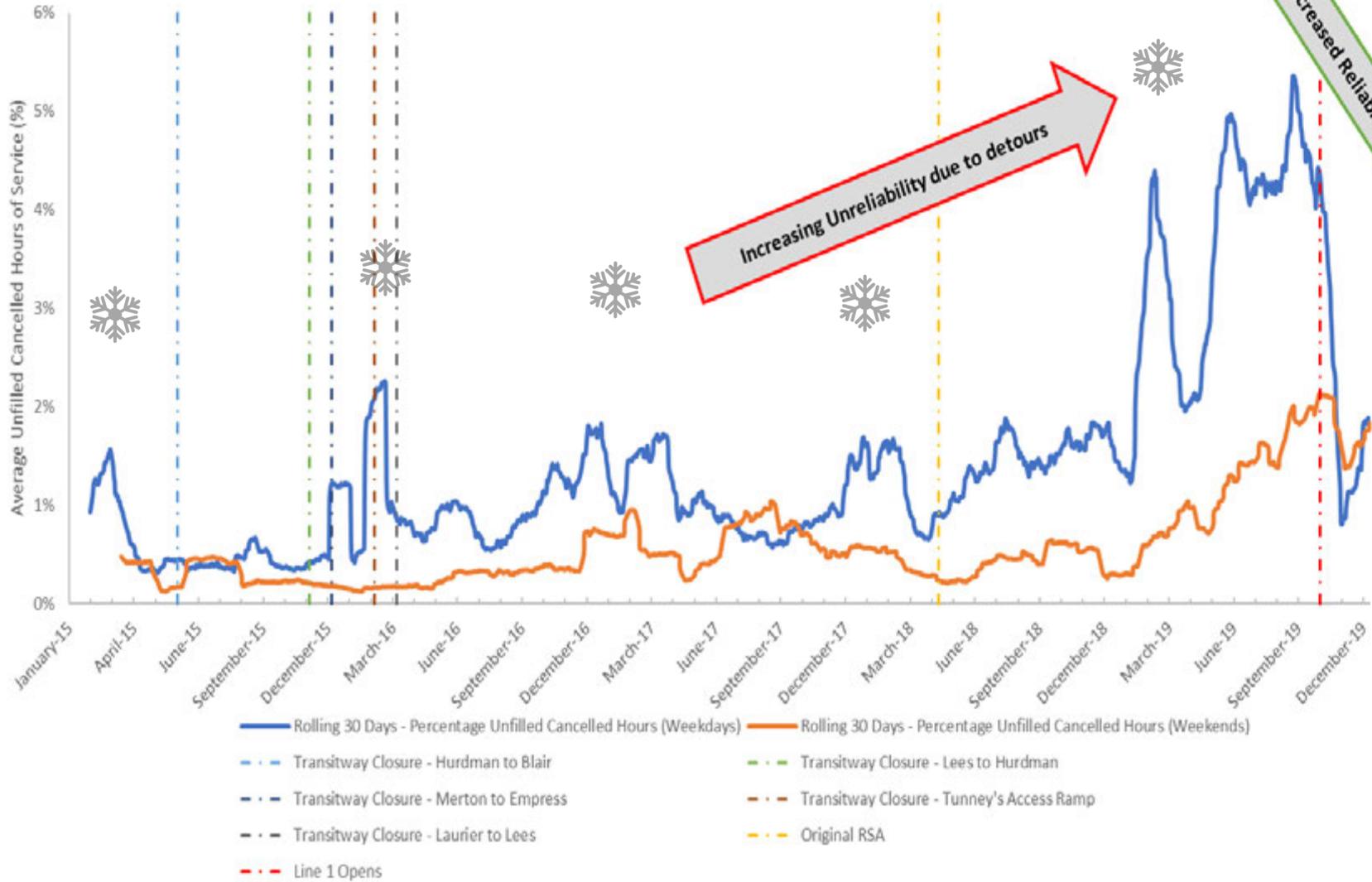


Bus Service

- OC Transpo schedules approximately 8,600 trips every weekday;
- On average, approximately 98.5% (8,470 trips) are delivered;
- Trips that are not delivered as scheduled are generally the result of the following factors:
 - inclement weather;
 - traffic congestion;
 - construction;
 - a collision;
 - an unscheduled detour;
 - passenger illness;
 - shortage of operators; or
 - driver assaults.
- Since the launch of Line 1, following our Network Service Change on October 6, we have seen a significant improvement in weekday service reliability. However, we have not seen the same improvement on weekends.

Bus Service Reliability

Average Unfilled Cancelled Hours of Service - Weekdays and Weekends



Better

Weekday Service	Saturday Service	Sunday Service
8,600 trips	5,000 trips	3,900 trips
1% = 86 trips	1% = 50 trips	1% = 39 trips



Bus Cancellation Notifications

- Two Audits were conducted by the City's Auditor General:
 1. Audit of OC Transpo Communication of Cancelled Bus Trips (2011); and,
 2. Audit of Planning Process for Cancellation of Bus Trips (2015).
- Findings from the audits:
 - OC Transpo's "cancellations and cancellation process are common and considered acceptable in the transit industry for systems of OC Transpo's size and complexity"; and,
 - Recommended OC Transpo implement upgrades to automate and improve timeliness of the notification process.

Bus Cancellation Notifications *(Cont'd)*

- Following both audits, OC Transpo has automated the information feed from the dispatch and control system to the:
 - OC Transpo iPhone app;
 - Open data feeds to independent apps;
 - In-station information screens to ensure customers get real-time, accurate information as soon as possible; and,
 - 560-1000.

Bus Trip Cancellations - Process

- The Transit Operations Control Centre (TOCC) has a list of scheduled service for the day;
- When the TOCC receives information that a trip may be missed, they assess all options to cover service;
- Extra buses with operators are strategically placed on standby at key locations across the city in order to make quick adjustments to service;
- Cancelling a trip is always the last option after all other ways of adjusting service are exhausted; and,
- TOCC works hard to fill trips up to the last minute.

Bus Trip Cancellations - Notifications

- Our goal is to:
 - Post notifications that will provide customers with the most timely and accurate information that will help them to plan their travel on the transit system; and,
 - Communicate highest priority alerts that have the greatest impact on customers – elevator status, less frequent routes, school routes, O-Train Line 1, etc.
- In some cases, bus trip cancellations are not posted because:
 - Staff are working up to the last minute to fill the trip and then are not able to post a timely notification; and,
 - The next trip on a high frequency bus route arrives very quickly and therefore the alert is not as relevant to the customer and a notification may cause confusion.

Bus Trip Cancellations – Notifications *(Cont'd)*

- While some cancellations may not be published on Twitter, these cancellations are reflected through the automated process on:
 - The OC Transpo iPhone app;
 - Transit information screens at Transitway stations;
 - Published to the open data feed, which is used by independent apps; and,
 - 560-1000.
- These systems are a customer's best source of real-time OC Transpo information.

Bus Trip Cancellations

- We recognize that cancelled trips have an impact on our customers and understand how frustrating it can be;
- Staff are working diligently to minimize these cancellations, mitigate the impact on our customers and provide the best service possible:
 - As approved in the 2020 budget, additional resources will be hired to supplement customer service and communications activities including providing notifications and alerts about cancelled trips;
 - Expediting the hiring and recruitment of bus operators; and,
 - TOCC continues to monitor, respond and react.

R1 Bus Deployment Model

- The staging of the buses for replacement service in case of a problem on O-Train Line 1 will be divided between multiple locations to increase effectiveness:

AM Peak	PM Peak
Bayview Station Road	Bayview Station Road
Westboro Transitway	RCGT Baseball Stadium
Hurdman Station	Hurdman Station
RCGT Baseball Stadium	St. Laurent Station
Blair Station	

- Staff are developing protocols to minimize idling when temperatures permit.

Upcoming Bus Service Changes

- Begins January 5
- Emails with ward-specific service improvements sent to Councillors on December 12

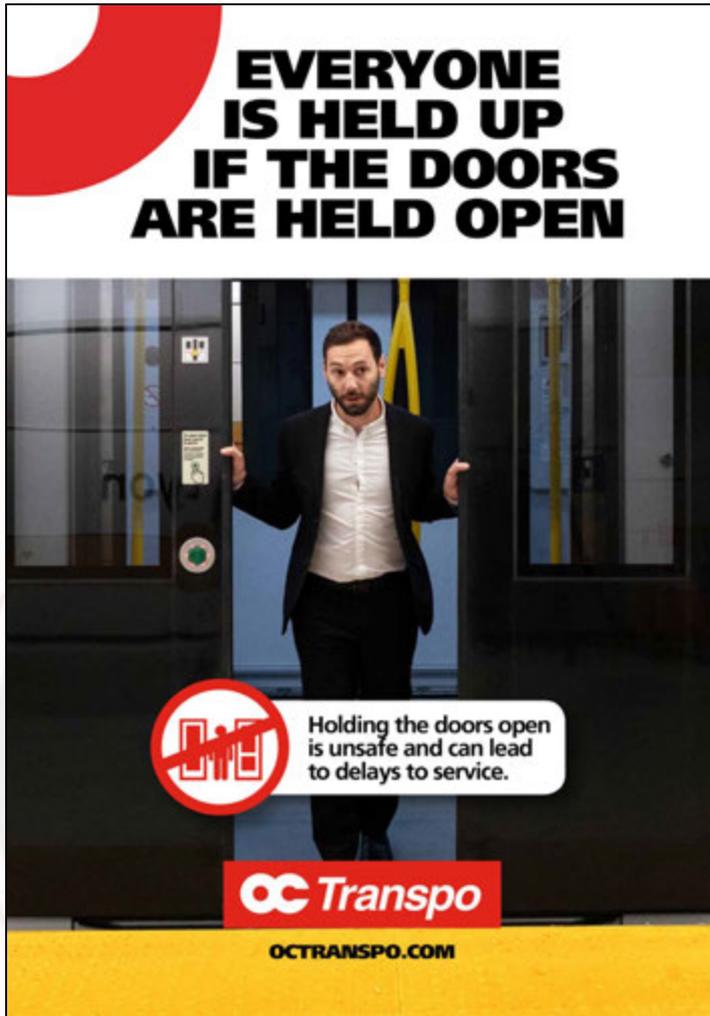
Includes:

- Additional buses that were deployed in November;
- Roll out of 19 new buses funded through investments in the 2020 Budget;
- Further service enhancements to improve service reliability, increase capacity and reduce waiting times;
- \$7.5M of annual funding to increase reliability, which includes capacity (trips), connectivity (routes), and \$1.7M for running and recovery time; and,
- This is one of four planned quarterly service changes that occur in a year. We will continue to make changes and improvements through this process.

Customer Communications – Train Doors

- A communication package is being sent to Members of Council and Transit Commission today;
- Train doors communications and marketing campaign continues:
 - Key message: ***Everyone is held up if the doors are held open;***
 - Posters at stations and in trains;
 - Stickers, signage and printed materials;
 - O-Train Ambassador outreach;
 - Web ads and video; and,
 - Social media posts.
- Staff are working on additional *train door* customer communications to be ready in the new year, including high visibility door stickers.

Customer Communications



Poster



Door hanger

Customer Communications – Train Doors



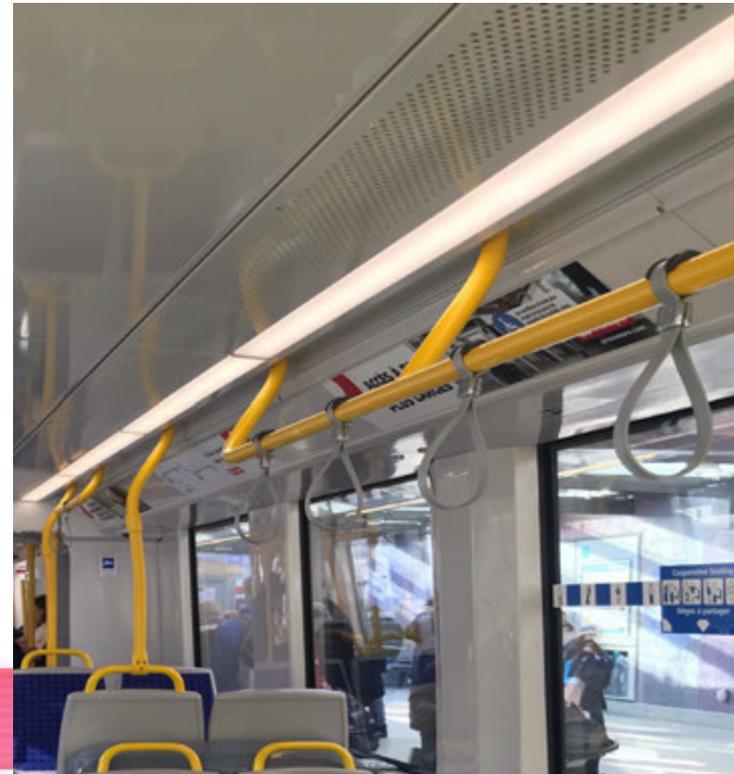
New interior door sticker



New exterior door sticker

Ongoing Improvements

- **Straps** have been installed on 1/3 of the fleet;
- Remaining trains will have strap hangers installed by the end of January; and,
- RTM is working to advance the shipment date.



Ongoing Improvements *(Cont'd)*

- Tunney's Pasture Station **pedestrian canopy** is expected to be complete this week; and,
- Installation of decorative screens expected to be complete by the end of December.

Tunney's canopy



Decorative screens



Ongoing Improvements *(Cont'd)*

- Hurdman Station **pedestrian bypass lane and canopy** are complete; and,
- Decorative screens expected to be installed by end of December.



Ongoing Improvements *(Cont'd)*

Removal of **shelter glass** at Blair Station Stop D to help customer flow.



Ongoing Improvements (Cont'd)

- **Platform markings** at six stations are complete;
- Remaining installations are being completed weather dependent.



Ongoing Improvements *(Cont'd)*

- **Anti-slip coating** installed on stairs at Parliament, Lyon and Rideau stations; and,
- RTM doing system-wide review and will apply as necessary.

Odour At Parliament Station

- In **September**, an odour was reported by customers in Parliament Station;
- The City and RTG investigated numerous root causes and felt at the time that liquid leaking into an escalator pit and the broken sump pump were likely the cause;
- In **October**, RTG repaired the water leak and sump pump;
- RTG applied deodorizer to help resolve the residual smell from the liquid and residual smell from the injecting grouting;

Odour At Parliament Station *(Cont'd)*

- In **August**, through a routine inspection, the City discovered a sewer line punctured by tunnel rock bolts 100+ meters away from the East entrance to the station:
 - These bolts were drilled through rock and the tips penetrated the sanitary line sometime in 2015;
 - No smells were noticed during the entire construction period inside the Parliament Station area; and,
 - RTG was engaged to develop a rectification plan.
- In **November**, a foul odour continued to be reported, however, the smell appeared to be dissipating over time despite the open issue with the sewer line;

Odour At Parliament Station *(Cont'd)*

- Repair of the punctured sewer line started once traffic plans and noise exemptions were received;
- Work started in November and was completed on December 13; and,
- The City continues to monitor the smell at this location.

Operational Review

- The City has initiated the Operational Review that was discussed at the FEDCO update of December 3rd; and,
- Any issues or concerns identified through the Operational Review is required to be addressed by RTG and ensure that it meets its obligations under the Project Agreement.



Questions?

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