

# MEMO / NOTE DE SERVICE



To /  
Destinataire Mayor and Members of Council

File/N° de fichier: 27-2023

From /  
Expéditeur Renée Amilcar  
General Manager, Transit Services Department

Subject /  
Objet Line 1 Service Update

Date: July 31, 2023

This memo is to provide Mayor and Members of Council with an update on the ongoing O-Train Line 1 service disruption and the safe return to service.

## R1 Service

- R1 bus service continues to operate, and an update was sent early this morning regarding the status of service.
- R1 Express service was successfully launched this morning from Blair to downtown. This service operates in addition to the R1 bus service and normal bus routes. The Express service is operating in the opposite direction from downtown to Blair beginning at 3pm this afternoon and provides customers with additional travel options at the busiest times of the day. OC Transpo continues to monitor the service and will make adjustments, where possible.

## Ongoing Investigation

As previously indicated, to safely resume service, there are three milestones that must be achieved:

1. Inspection of all light rail vehicles:
  - This was completed on July 24; six vehicles are undergoing additional investigations.
2. Texelis report based on the manufacturer's disassembly and analysis of the out of tolerance hub:
  - The Texelis report was received on July 28. Rideau Transit Group (RTG) and Alstom have completed the analysis and confirmed that the degradation of the wheel hub is similar to what was found on the hub assemblies in the previous two incidents in August 2021 and July 2022. This reinforces Alstom's conclusion that the final fix to the bearing issue is the redesign of the wheel hub assembly, which is now underway.
3. The final Safety Note from RTG and Alstom, outlines the following parameters of the plan for the safe operations of Line 1:
  - Continue with all mitigation measures already in place
  - Replacement of the leading and trailing wheel hub assemblies and axles every 60,000 kilometres

- Implement a new inspection regime for the middle bogies
- Avoid any contact between the wheel and the restraining rail. This is a new requirement received on Friday, July 28 based on the results of instrumented bogie tests.

Over the weekend, RTG, Alstom and OC Transpo with Transportation Resource Associates (TRA) worked to determine the required actions to begin a full risk assessment. Discussions indicate the following actions will be needed:

Action	Start date	End date
RTG to retain Atkins Global, an engineering expert in the field, to advise where to reposition the restraining rails	July 31	To be confirmed
Continue to discuss the risk assessment until final	July 29	To be confirmed
Proceed to reposition the restraining rail	10 days of work; can only commence after acceptance of the risk assessment	To be confirmed
Conduct trial running	Start date to be confirmed	To be confirmed

At this time, OC Transpo cannot provide an anticipated date for the safe resumption of service. As work progresses, we will provide an update on the potential timing to restart service.

### **Fleet availability**

In the meantime, Alstom continues to change the wheel hub assemblies to increase the availability of the train fleet. To date, 12 cars have had their hub assemblies replaced. The ongoing replacements will increase the number of cars available to operate, when it is safe to resume service.

OC Transpo recognizes that the ongoing service disruption is frustrating for our customers and is committed to restoring service as soon as it is safe to do so.

There will be a media availability at 4pm and we will continue to share information as it becomes available.

*Original signed by,  
Renée Amilcar*

c.c.: Senior Leadership Team  
Transit Services Departmental Leadership Team  
Director, Public Information and Media Relations