

Additional information

1. Why are we able to start service now?

Partial O-Train Line 1 service can safely resume on August 8, 2023 as all requirements of the Safety Note from Alstom and RTG have been met between Tunney's Pasture and uOttawa stations. Prior to the safe resumption of service these three items were completed:

- Inspection of all light rail vehicles
- Report from the manufacturer on their analysis of the out of tolerance hub
- Meeting all of the Safety Note requirements, including replacing the wheel hub assemblies on vehicles entering operation and adjustment of restraining rails between Tunney's Pasture and uOttawa stations.

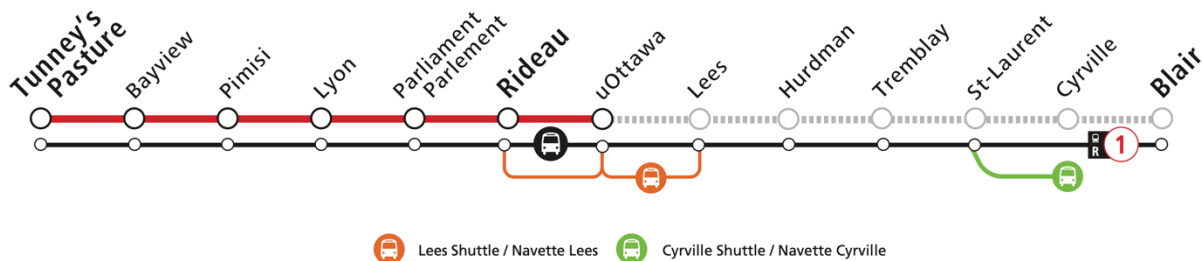
2. Are the trains ready for customers?

Prior to the safe, gradual resumption of service our team undertook several preparatory activities to ensure that all parts of the system were ready to welcome customers back. This included:

- Reviewing stations to ensure they are clean and ready to open
- Re-activating all escalators and elevators at stations
- Conducting trial running to verify train systems
- Ensuring customer signage at stations is in place
- Verifying that announcement systems are in working order and updating messages
- Reviewing and preparing wayfinding signage to assist customers in navigating the stations
- Preparing outreach staff to support customers
- Installing new decals at Line 1 stations to identify boarding locations for single-car trains

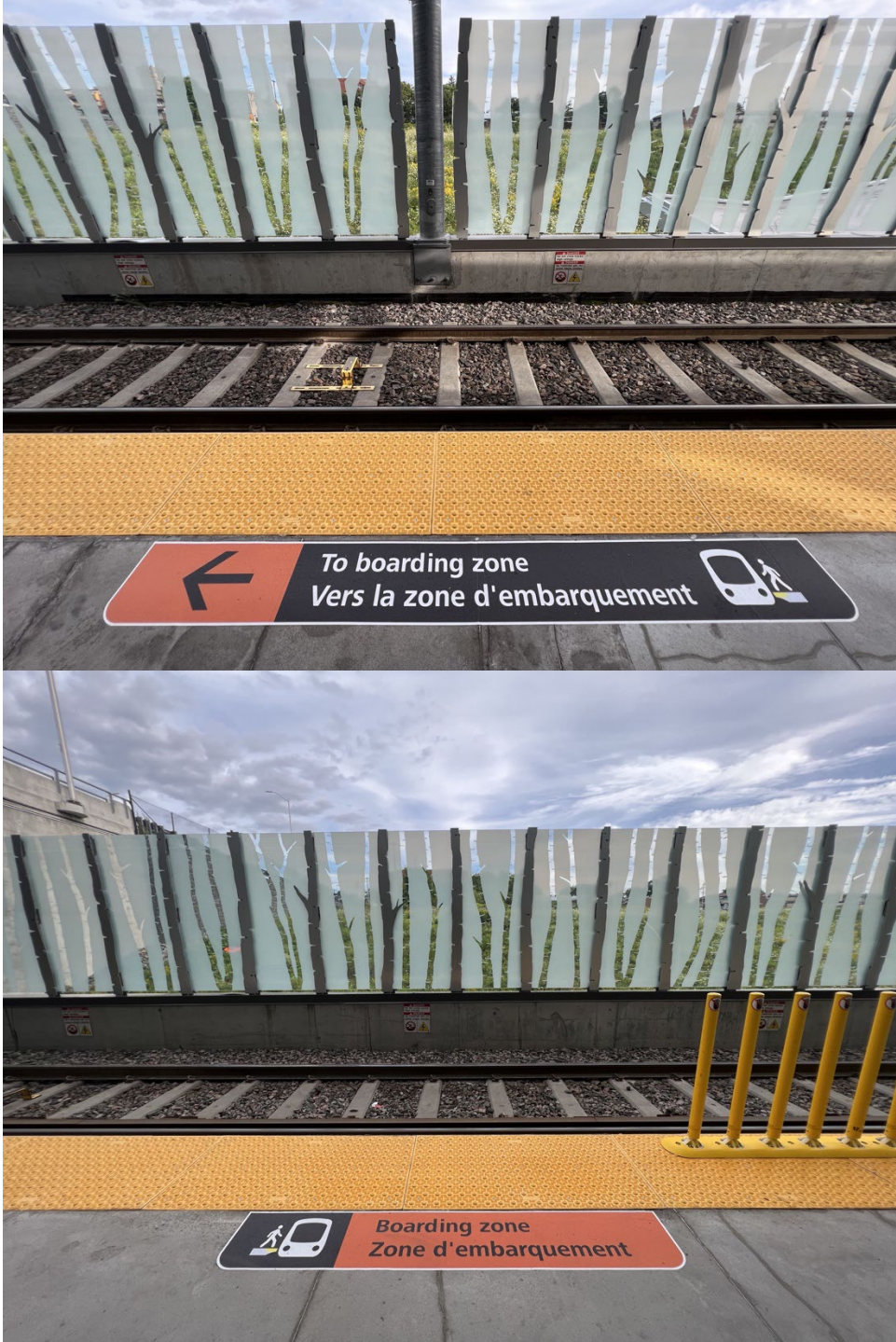
3. What Line 1 stations will be open and what is the frequency of service?

Line 1 service will operate between Tunney's Pasture and uOttawa stations approximately every five minutes.



4. What is the train configuration? How do customers know where to stand?

Line 1 service will be provided by five single-car trains. Unlike the double-car trains customers are accustomed to, these trains will not occupy the entire platform. Trains will depart from the front of the platform, in the direction of travel. Customers should look for orange decals on the platform outlining the section of the platform where the train will stop. [A video](#) has been created to show customers what to expect. Outreach staff will be at key stations to support customers during their trip.



5. Customers are saying the train feels slower, is this true?

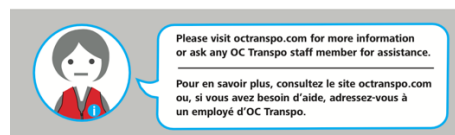
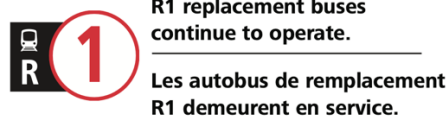
Customers may notice slower train speeds in the tunnel due to a speed restriction as part of safety requirements during the gradual resumption of service

6. Is R1, R1 Express and R1 Para still running?

R1, R1 Express and R1 Para will continue to operate along the length of Line 1 with no changes at this time.

7. What signage has been installed at Line 1 stations to support customers?

OC Transpo's team has verified that all signs at Line 1 stations and R1 stops have been updated to reflect the beginning of the gradual safe resumption of service. Additional signs have been installed between Tunney's Pasture and uOttawa stations to ensure customers are aware of the safe resumption of service.



8. Are outreach staff still supporting customers?

Yes, outreach teams in red vests are at stations to support customers during their trip. Customers can also find information on octranspo.com, social media channels and the Transit app.



9. When will service resume at other stations?

RTG continues to adjust the restraining rails across other parts of the system. OC Transpo currently anticipates the restoration of safe service across the full Line 1 on August 14.

10. Are there changes to R1 Service?

There are no changes to R1 service. Customers can continue to expect:

- R1 service operates from Blair to Tunney's Pasture station, with shuttles operating to Lees and Cyrville stations.
- R1 Express runs on weekdays from 6:30 to 8:30am from Blair to downtown and from 3 to 6pm from downtown to Blair.
- R1 Para service provides additional transit options for Para Transpo customers and customers who may require accessible service between Tunney's Pasture and Blair stations. Customers can book this service the same day, speak to OC Transpo staff at stations to request the service, or can call 613-560-5000 for additional supports.

Our Transit Operations Control Centre will continue to monitor and adjust the service, where possible.

R

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Tunney's Pasture ↔ Blair

← West/Ouest

East/Est →

Partial Closure / R1 Service | Fermeture partielle / Service R1

