

# MEMO / NOTE DE SERVICE



To /  
Destinataire Mayor and Members of Council

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From /  
Expéditeur Renée Amilcar  
General Manager, Transit Services Department

Subject /  
Objet O-Train Line 1 - Gradual Service Resumption

Date: August 7, 2023

This memo is to provide Mayor and Members of Council with an update on the safe, gradual resumption of service on O-Train Line 1. Partial service will be restored between Tunney's Pasture and uOttawa stations on Tuesday, August 8.

As previously noted, adjusting the restraining rails to prevent any contact between the train wheel and the rail is a requirement of the Safety Note from Rideau Transit Group (RTG) and Alstom, which must be fulfilled to safely restore service. RTG has been working since Thursday, August 3 to reposition restraining rails across the alignment. The required work between Tunney's Pasture and uOttawa stations is complete, and OC Transpo has conducted trial running in this section to confirm that all train systems are safe and ready for service.

OC Transpo, together with Transportation Resource Associates (TRA), is conducting a final review of RTG's documentation to confirm that the requirements for partial service have been met. These documents will be provided to the Interim City Manager, who has delegated authority in this matter, with a recommendation to resume service. Based on the information, once the City Manager is satisfied that the regulatory regime is in compliance, and agrees with the recommendation, OC Transpo will proceed with partial service resumption.

As it has been deemed safe, OC Transpo is now able to begin gradually restoring service by providing partial Line 1 service in the west beginning on Tuesday, August 8 at 5am. For customers this means:

- Line 1 service will operate between Tunney's Pasture and uOttawa stations
- Five single-car trains will provide service every five minutes
- R1, R1 Express and Para R1 services will continue to operate with no changes
- An additional train can be launched during peak periods to accommodate high customer volumes
- 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
- Staff will be at stations supporting customers during their trips

RTG also continues the required replacement of the wheel hub assemblies on the train fleet, and replacements are now complete on 22 trains. By operating with single-car trains, OC Transpo can accommodate current customer volumes and manage the fleet availability over the long term.

OC Transpo has completed a number of preparatory activities in the west end of the line to provide a positive customer experience.

These include:

- Trial running between Tunney's Pasture and uOttawa stations to verify train systems
- Cleaning stations
- Reactivating escalators and elevators
- Verifying all announcement systems are working and updating messages
- Placing wayfinding signage for station navigation
- Preparing outreach staff
- Installing new decals to identify single-car boarding locations at the platforms

Information on the safe, gradual restart of service is being shared with customers on all platforms and on [octranspo.com](http://octranspo.com). Attached are additional communication materials to support Councillors in sharing information with their communities.

Work on the remaining restraining rails continues across the rest of the alignment. To date, nine of 16 locations have been repositioned. OC Transpo anticipates that full Line 1 service will resume on August 14.

There will be a media availability today at 1pm, 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