

MEMO / NOTE DE SERVICE



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| To / Destinataire | Mayor and Members of Council Chair and Members of the Transit Commission | File/N° de fichier: 44-2023 |
| From / Expéditeur | General Manager Transit Services Department | |
| Subject / Objet | Enhancements to O-Train Line 1 service levels Date: September 8, 2023 | |

The purpose of this memo is to provide information to Members of Council and the Transit Commission about proactive improvements to service levels on O-Train Line 1.

O-Train Line 1

OC Transpo committed to monitoring and responding to anticipated increases in Line 1 customer volumes as the system continues to operate with single-car trains. We are proactively planning to adjust the service level next week as it is anticipated that customer demand may be higher during the morning and afternoon peak periods.

Beginning on Monday, September 11, OC Transpo will introduce double-car trains as an enhancement to rail service. The number of single-car trains in operation will increase from 13 to 17, with some of these operating in the two-car configuration throughout the day to provide customers with frequent service. Trains will operate approximately every four minutes at the busiest times of the morning and afternoon commute.

OC Transpo anticipates that this service frequency will provide sufficient capacity for customers. The operations team will continue to closely monitor and adjust service as needed.

In addition, the Shuttle Express continues to operate every 10 minutes during weekday morning and afternoon rush hours. Ridership on the shuttle service between Blair Station and downtown has remained steady with about 50 customers per trip. Ridership between Tunney's Pasture Station and downtown is significantly lower with approximately five to 10 customers per trip.

As a result, the last day of operations for the Shuttle Express service between Tunney's Pasture and downtown will be today, September 8. The western shuttle will not operate beginning on Monday, September 11. The shuttle service in the east will continue to operate. OC Transpo will continue to monitor ridership levels.

Customers looking for the most up-to-date information about their trips, can use the [travel planner](#), call 613-560-1000 or text 560560 and enter your bus stop number.

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Should you have any questions, please contact me via email or at ext. 52111.

*Original signed by
Renée Amilcar*

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