## MEMO / NOTE DE SERVICE



To / Mayor and Members of Council File/N° de fichier: 28-2024

Destinataire

From / General Manager Date: October 10, 2024

Expéditeur Transit Services Department

Subject / O-Train Line 1 planned maintenance –

Objet October 19 to November 3

This memo is to provide the Mayor and Members of Council with information on upcoming maintenance activities on O-Train Line 1 that will require service adjustments on specific days between Saturday, October 19 and Sunday, November 3. An update on these activities and service impacts was also provided at the Transit Commission meeting on October 10.

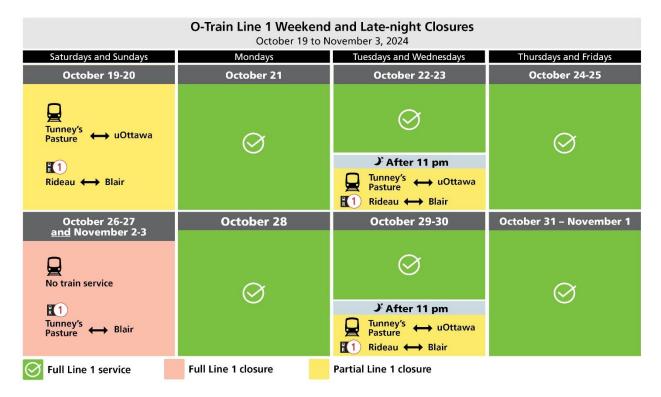
These adjustments will allow Rideau Transit Maintenance (RTM) to complete required works across the entire line as part of the ongoing efforts to improve the system's overall reliability. The activities that will be undertaken include ballast work between Hurdman and Tremblay stations and rail grinding across the entire line. During the temporary closures other outstanding work will also be completed, such as the Ontario Structure Inspection Manual (OSIM) inspection of the St-Laurent tunnel.

OC Transpo has worked closely with RTM to minimize customer impacts as much as possible during this work. As a result, throughout the maintenance period, work will be completed during weekends and late-night hours only, when ridership is lower. R1 bus service will operate during impacts to Line 1 to allow customers to continue their trips.

Below is a detailed schedule outlining the service adjustments:

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To help transit customers plan and stay informed, regular updates will be provided through various communications channels, including public service announcements, customer alerts, octranspo.com, social media, and signage at Line 1 stations. OC Transpo staff will be stationed at key locations along Line 1 to assist customers during full-day, weekend closures. Customers can also use the <u>Travel Planner</u> and <u>Transit</u> app or call 613-560-5000 to plan trips in advance.

OC Transpo recognizes that these service disruptions are inconvenient for customers and appreciate their patience as we work to improve the long-term reliability and sustainability of Line 1.

If you have any questions, please contact Troy Charter, Director, Service Delivery and Rail Operations, at 613-580-2424 ext. 52160 or me at ext. 52111.

Original signed by Renée Amilcar

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