

O-Train Line 1 & Bus Service Update

Transportation Services Department

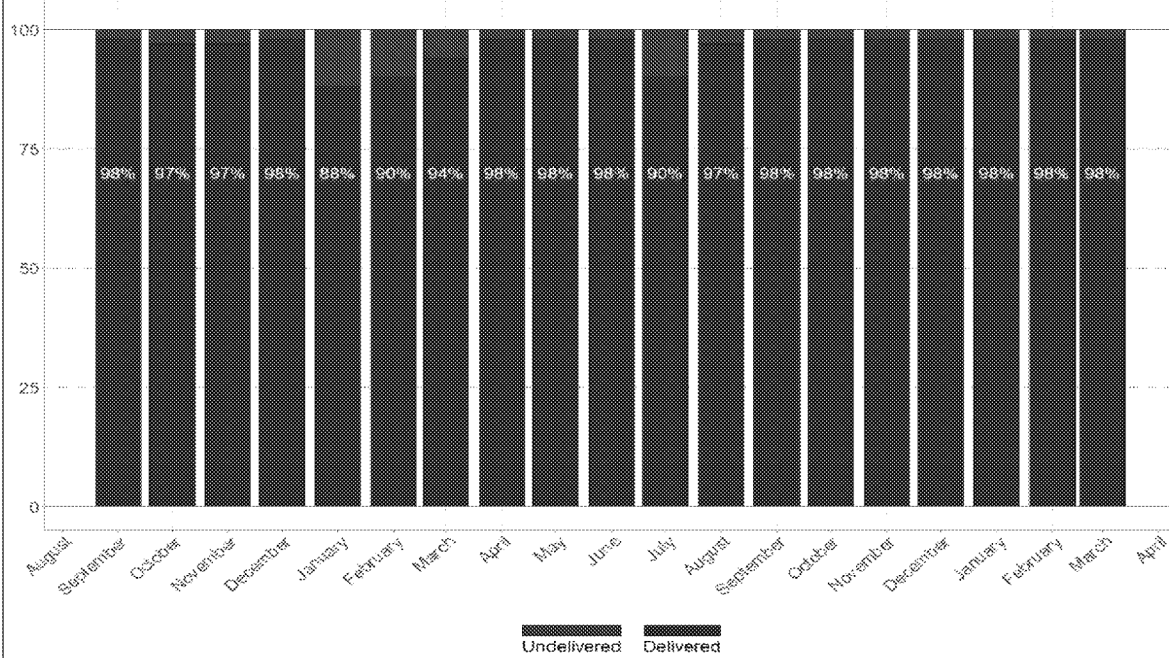
Transit Commission
March 17, 2021

Overview

- Performance on Line 1
- Update on the Rectification Plan
 - System Performance During Weather Events
 - Rail Reliability – Continued Monitoring
- Train Wheels
- Rail Adjusted Service Plan
- Transit Recovery Update
- COVID-19

Line 1 Performance

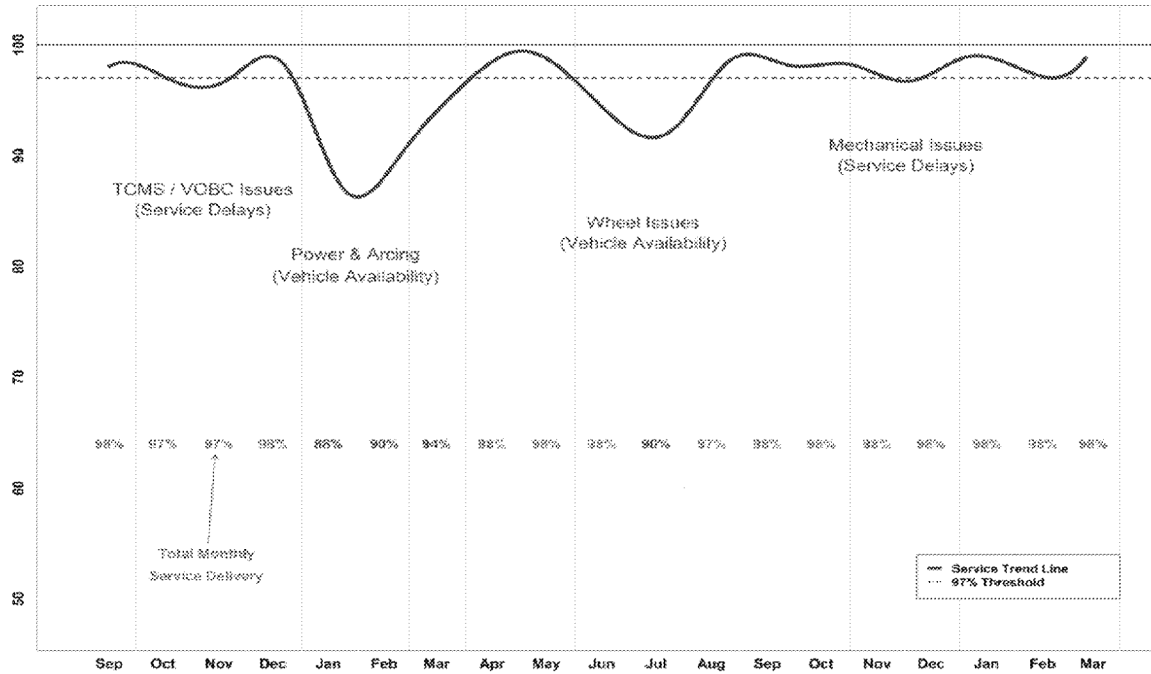
Service Delivery by Month Since Launch (Percentage)



Undelivered Delivered

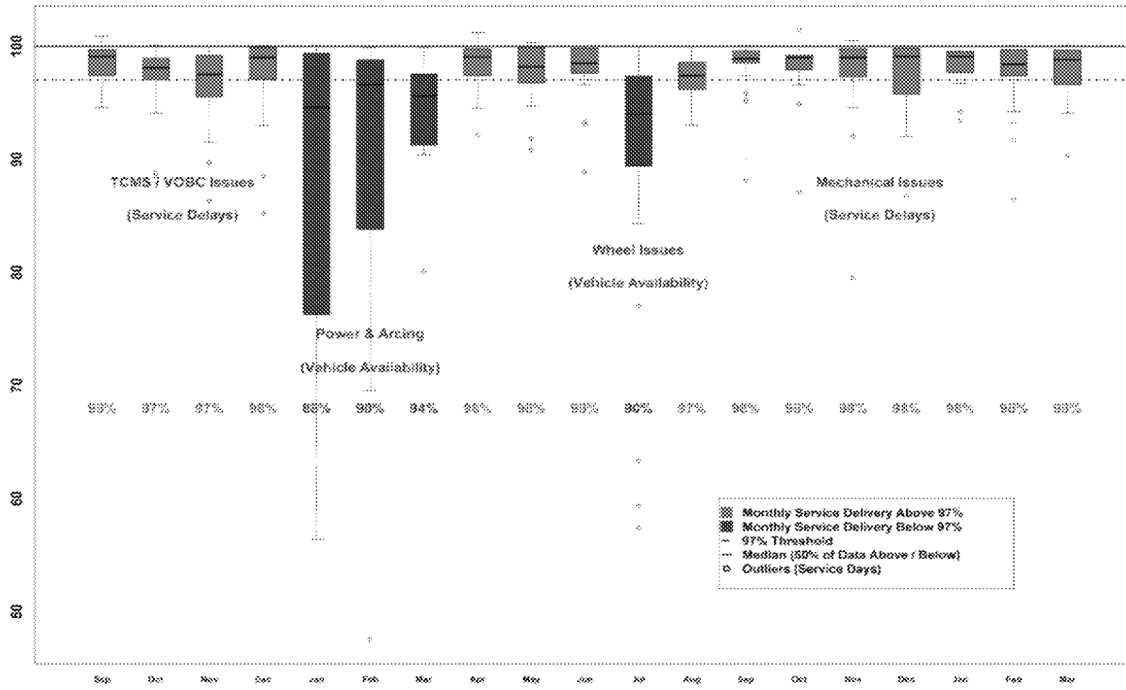
Line 1 Performance (Cont'd)

Percentage of Planned Service Delivered Since September 2019



Line 1 Performance (Cont'd)

Monthly Distribution of Service Delivery



Rectification Plan Update



Rectification plan items related to the following are complete:

1. Switch Heater Failures
2. Overhead Catenary System
3. Vehicle Traction Power
4. Vehicle Passenger Doors
5. Vehicle HVAC



RTG continues to progress towards completing the work related to:

6. Vehicle Auxiliary Power (CVS units)
 7. Fine-tuning of Vehicle Braking Systems
- Software-related testing and validation work is ongoing

System Performance During Weather Events

- Reliable performance has been observed since upgrade work was completed on December 6

Date	Snowfall	Service Delivery	Switch Heater
20/12/2020	3.2 cm	97.1%	☑
30/12/2020	4.8 cm	99.9%	☑
02/01/2021	7.6 cm	100%	☑
16/01/2021	21 cm	99.7%	☑
21/01/2021	6.6 cm	97.2%	☑
26/01/2021	7.6 cm	94.2%	☑*
05/02/2021	3.4 cm	99.8%	☑
07/02/2021	3.8 cm	95.8%	☑
15/02/2021	3.2 cm	98.1%	☑
16/02/2021	19.6 cm	93.3%	☑
19/02/2021	5.6 cm	98.3%	☑
22/02/2021	6.4 cm	100%	☑
24/02/2021	13.4 cm	100%	☑
27/02/2021	7.6 cm	97.3%	☑
02/03/2021	6.4 cm	96.1%	☑

Average
97.7%

* electrical component under warranty replaced, non-service affecting

Rail Reliability Continued Monitoring

Moving to an 11-train service plan has enabled work on the items below to be expedited:

1. Track

- Trackwork scheduled for this spring to enhance ride quality comfort and noise reduction (rail grinding/profiling, etc.)

2. Train Couplers

- Software testing and mechanical modifications continue; anticipated to be complete by the end of April

Train Wheels

- Wheel replacements on the fleet continue, as this period of time with an 11-train schedule is being leveraged to accelerate the wheel replacement schedule;
- Daily inspections continue on the fleet until all wheels are replaced and/or set screw is adjusted;
- RTG has received and installed specialised equipment from Europe enabling wheel replacement work to occur at two work sites and all processes validated through original equipment manufacturers; and,
- Independent TSB investigation continues, and all required parties are engaged, including the Chief Safety Officer, the RMCO, wheel and metal experts, Transport Canada.

Transit Recovery Update

Ridership

- Ridership is now at 27% of usual levels, and has been growing quickly since schools returned to on-site learning and the stay-at-home order ended; and,
- We continue to monitor ridership as customers return and will make adjustments as necessary.

Option #2:

Ridership in the first week of March was at 26%;

Ridership in the last week of February was at 25%; and,

We continue to monitor ridership as customers return and will make adjustments as necessary.

COVID-19 Cases

- Since the beginning of the pandemic, 71 of approx. 3,000 OC Transpo staff have tested positive for COVID-19;
- 68 have recovered and are back to work; and,
- 3 are self-isolating and recovering.

Questions?