

Subject: Responding to O-Train Line 1 disruptions

File Number: ACS2023-TSD-TS-0002

Report to Transit Commission on 13 April 2023

Submitted on March 31, 2023 by Renée Amilcar, General Manager, Transit Services Department

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Ward: Citywide

Objet : Réponse aux perturbations sur la Ligne 1 de l'O-Train

Dossier : ACS2023-TSD-TS-0002

Rapport au Commission du transport en commun

le 13 avril 2023

Soumis le 31 mars 2023 par Renée Amilcar, directrice générale, Direction générale du transport en commun

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Quartier : À l'échelle de la ville

REPORT RECOMMENDATION(S)

That the Transit Commission receive this report for information.

RECOMMANDATION(S) DU RAPPORT

Que la Commission du transport en commun prenne connaissance du présent rapport.

BACKGROUND

In September 2019, the City of Ottawa launched O-Train Line 1, which is Stage 1 of the light rail transit system. To create redundancy in the transit system, OC Transpo

developed a replacement bus service for times when the O-Train is not operating, either for planned work or in response to unplanned incidents. This replacement service is identified as R1 replacement bus service.

During discussions regarding R1 replacement bus service at the February 9, 2023 Transit Commission meeting, the General Manager of Transit Services committed to providing a presentation that would include information on the decision-making process for R1 service deployment, and the impacts of that bus deployment on the transit system as a whole.

DISCUSSION

R1 bus service is deployed as required during periods when O-Train service is temporarily closed or disrupted. R1 replacement bus service is not able to meet the same capacity, reliability, and speed as O-Train Line 1 service. As a result, when R1 is deployed, the customer experience is impacted; travel times will increase for customers and additional transfers may be required.

Staff refer to standard operating procedures when deploying R1 service and have established various R1 route patterns to optimize the service and to minimize the impact on customers. Many factors are considered when deploying R1 service, including the location of the disruption, the time of day, current service frequency and customer volumes.

The presentation to Transit Commission will provide further detail on the following topics:

- Overview of R1 replacement bus service.
- Considerations and decision-making for R1 service deployment.
- Impacts to other transit services when buses are re-deployed to R1 service.
- Staffing and operating resource requirements for R1 service.
- Supporting and communicating with our customers throughout a service disruption.

FINANCIAL IMPLICATIONS

There is no financial implication with the recommendation in this report.

LEGAL IMPLICATIONS

There are no legal impediments to receiving this report for information.

ACCESSIBILITY IMPACTS

Accessibility has been integral to the development of Ottawa's light rail transit network, including the design of the R1 replacement bus service. Designated on-street R1 bus stops have been selected to ensure a safe, direct and accessible exterior path of travel from the adjacent O-Train stations, and to accommodate boarding by customers with a wide range of abilities. The buses servicing these stops are the same as those providing conventional service citywide, and include the same accessibility features, including ramps, two spaces for persons using mobility devices, high-contrast grab bars and handholds, automatic audible and visual next stop announcements, and audible exterior announcements of route and destination.

In addition, when communicating to customers about R1 replacement service, OC Transpo uses a variety of mediums to ensure the messaging reaches all customers, including audible and visual announcements in stations and onboard trains, visual and digital signage, web alerts, social media, and text messages. However, OC Transpo recognizes that the implementation of R1 replacement service may result in increased level of effort for customers in getting to and from their destination, and in the complexity and duration of their trip. For that reason, advanced notification is provided to customers where possible, and OC Transpo customer outreach staff are deployed, whenever possible, to the affected location to assist and engage customers.

DISPOSITION

Staff in the Transit Services Department will action any direction received as part of consideration of this information report.