

Door Issues

- Door safety is a very critical safety feature. The doors need to be equipped with multiple safety features to prevent “door drags” – persons, objects, etc. being caught in the door while trains depart which leads to serious injuries and death;
- The doors on our trains open 86,000 times per day;
- Door safety needs to be taken very seriously and our doors meet what is called Safety Integrity Level 2 (SIL2) certification. SIL certification follows international technical and engineering standards. In the context of doors, safety features need to operate at this level to mitigate any safety risks with the door operations; and,
- Two factors can create door issues:
 1. Human interactions that activate the door safety features; and,
 2. Safety feature calibration.

Door Issues (Cont'd)

Main door safety features:

Sensitive edge

- Detects objects in the way, like a backpack or a person

Light sensor

- If the beam is broken, the door will not close



Corrective Action Plan - Doors

Since the launch, the following actions have been taken:

1. Enhanced customer communications to “*not hold the doors*”;
2. An inspection of all door mechanisms;
3. Voltage inspection of all doors;
4. Modified procedures to permit consistent “door isolation” which enables affected train to return in service;
5. Dwell times have been adjusted at Hurdman, uOttawa, Rideau, Parliament, Lyon Stations as well as other stations as required;
6. Door sensitivity adjustments will be recalibrated;
7. Door default sequencing is being reviewed to prevent additional cycling of doors;
8. All door software has been inspected which enables the shift to manual door operations; and,
9. Signal engineers (Thales) and door supplier (Vapor) are part of the team reviewing and addressing these issues.