

Stage 1 Light Rail Transit Update

Update

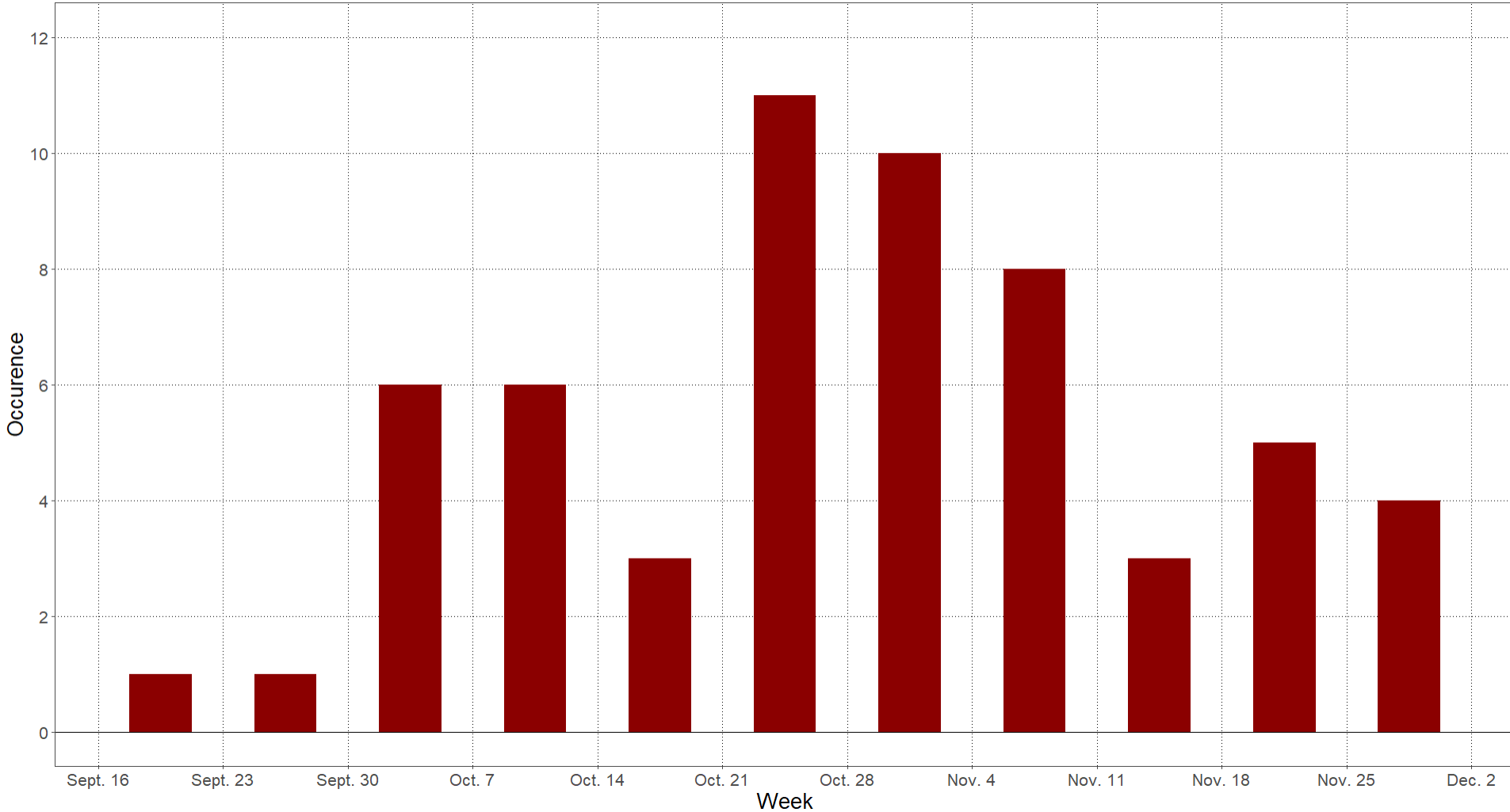
- Progress is being made to O-Train Line 1 service;
- Priority remains on improving service for our customers;
- Focus remains on resolving:
 - Train Control Monitoring System (TCMS)
 - Door operations
 - Vehicle on Board Controller (VOBC)
 - Track switches
- Ridership
 - September 2019 was 9.14 million customer trips; this was 3.7% higher than ridership in September a year ago;
 - October 2019 was 9.57 million customer trips; this was 3.2% higher than ridership in October a year ago; and,
 - For the 12 month period ending in October 2019 (Sep. 2018 to Oct. 2019) was 97.2 million; this is 0.8% higher than the same period a year ago (Sep. 2017 to Oct. 2018).

Train Control & Monitoring System (TCMS)

- Number of occurrences is trending downwards;
- Software has been deployed across the fleet which does the following:
 1. Contains the issues generated by the TCMS system (minimizes impact); and,
 2. Collects data for Alstom engineers to diagnose for root cause analysis.
- A number of operational measures have been implemented which enables a quick response to reset the system when a TCMS situation arises;
- While root cause is still not determined, these measures have reduced the number of TCMS incidents and impacts to service; and,
- A team of experts continues to work on resolving this issue.

TCMS (Cont'd)

TCMS Events Causing a Delay by Week - Launch to Dec. 1, 2019

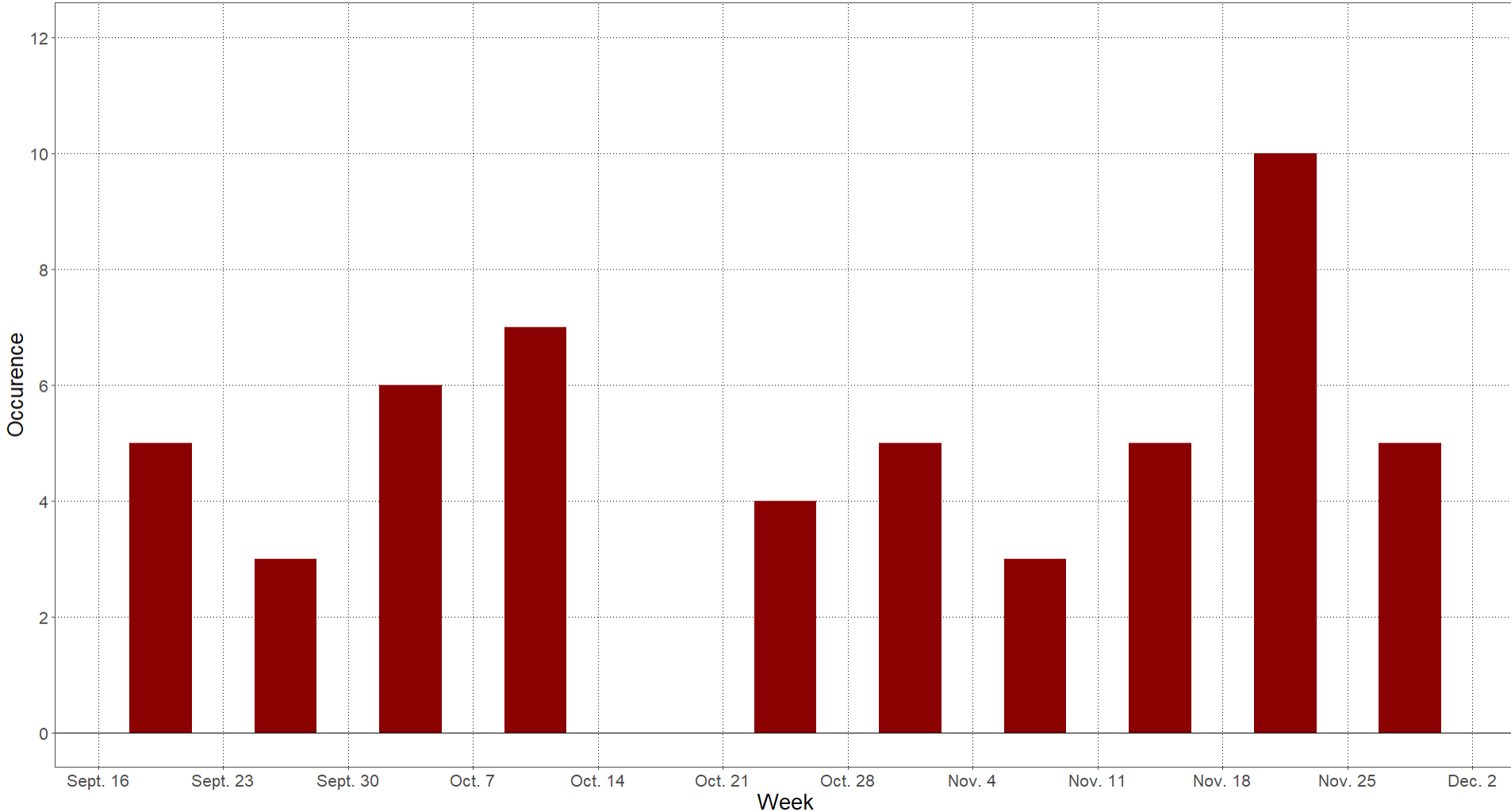


Door Operations

- Door faults are being managed and impact to service is being minimized;
- Customers holding doors caused three service interruptions last week;
- Door sensitivity adjustment plan is being worked on;
- Staff continue to monitor and adjust dwell times to reduce passenger interactions with doors;
- The impact and severity of the door faults is decreasing, resulting in a quicker rectification time and minimal impacts to service;
- When door issues are arising in most cases door isolation enabling service to continue is occurring; and,
- Communications to customers continues about the importance of not holding the doors.

Door Operations (Cont'd)

Door Events Causing a Delay by Week - Launch to Dec. 1, 2019

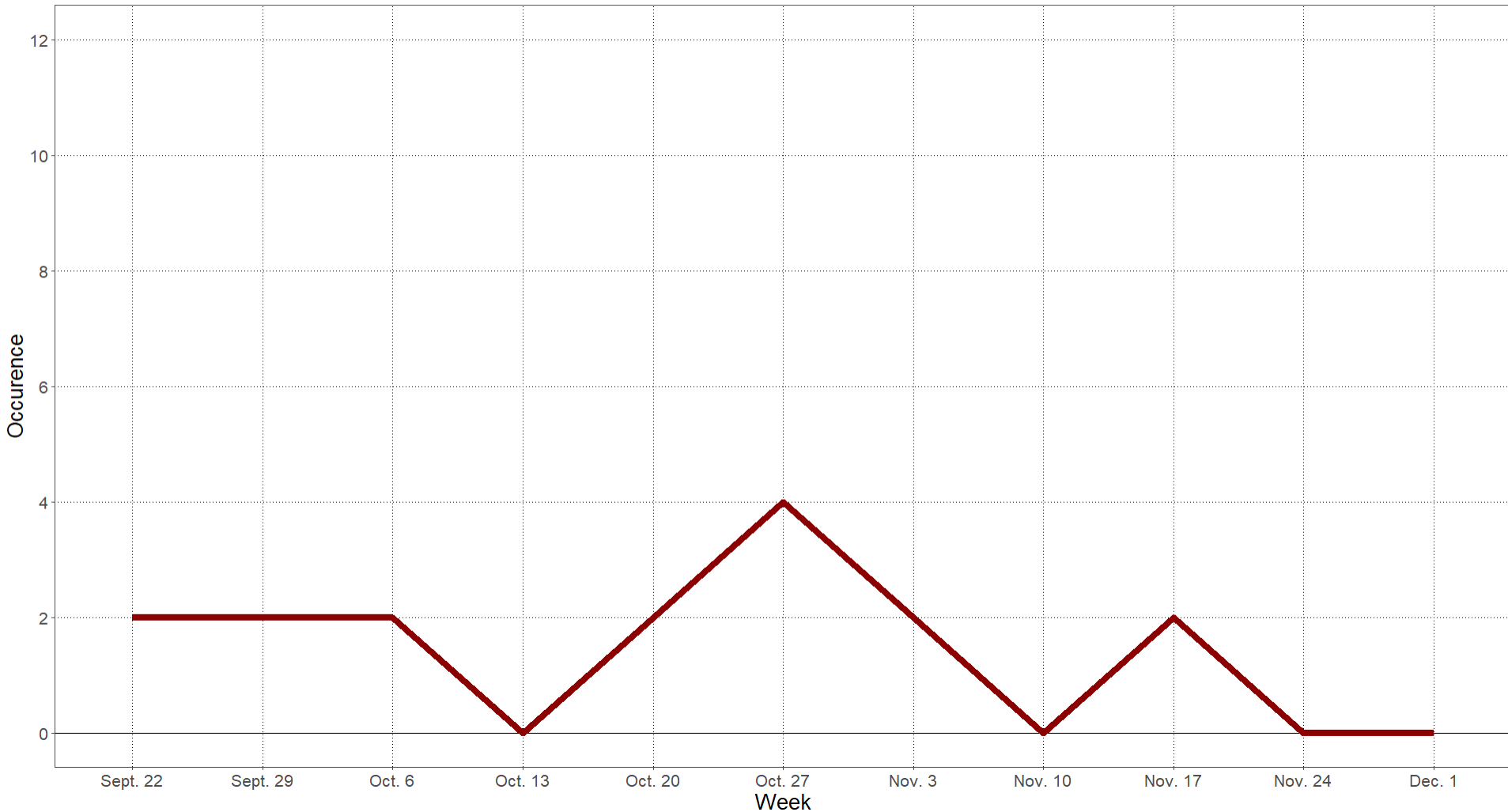


Vehicle On Board Controller (VOBC)

- VOBC issues are not impacting service significantly; and,
- The VOBC is integrated with the TCMS, the resolution is closely tied to the work that is being completed by the TCMS working group.

VOBC (Cont'd)

VOBC / Comms. Events Causing a Delay by Week - Launch to Dec. 1, 2019

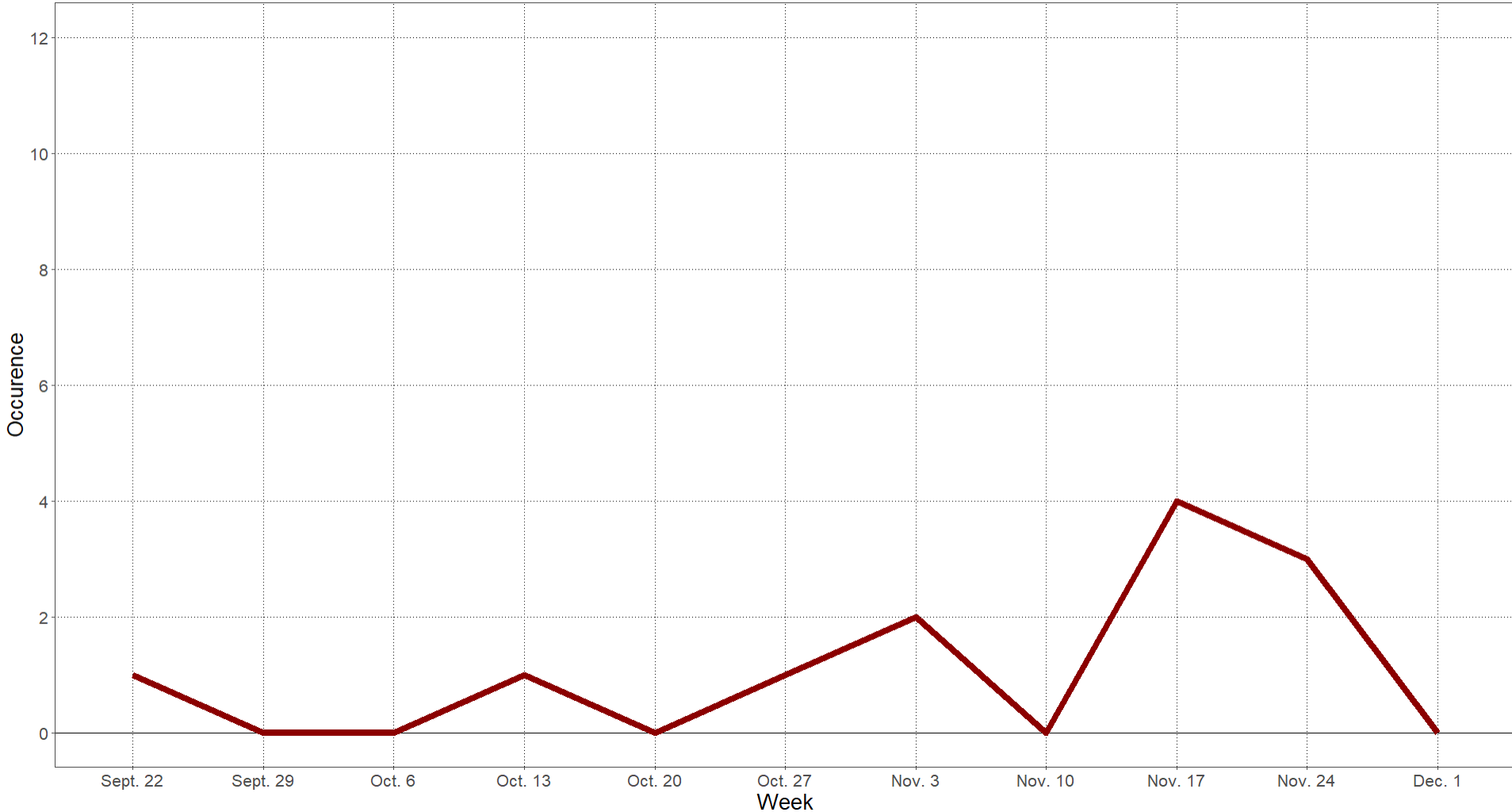


Track Switches

- We continue to see some switch issues;
- All of the winter switch covers have been removed, which had caused several of the switch issues;
- Increased resources (guideway technicians) from RTG/RTM are monitoring switches at terminus stations during peak periods; and,
- Enhanced monitoring of switches during weather events.

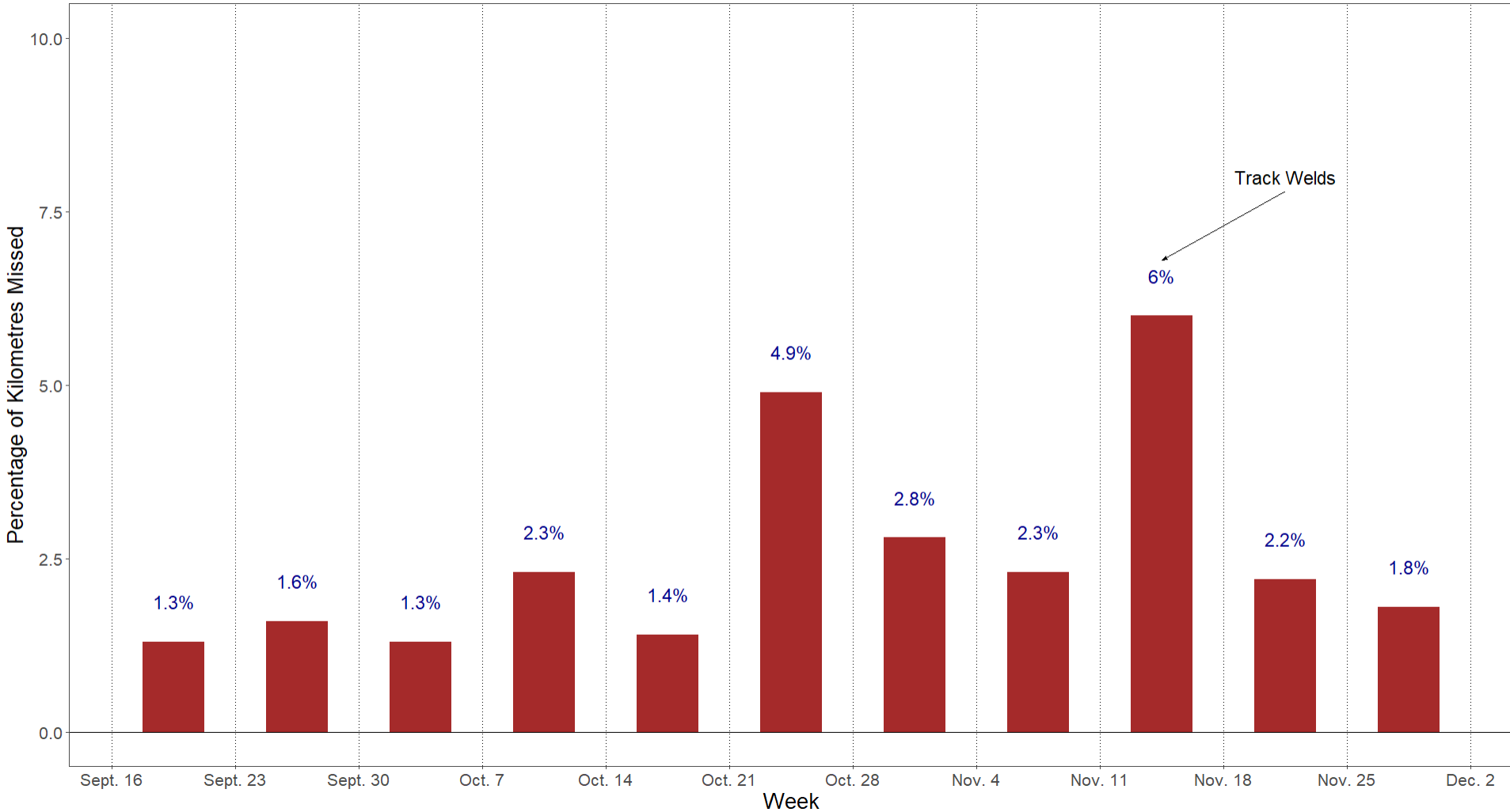
Track Switches (Cont'd)

Track & Switch Events Causing a Delay by Week - Launch to Dec. 1, 2019



Overall Performance

Percentage of Kilometres Missed by Week - Launch to Dec. 1, 2019



Customer Service Enhancements

- **40 additional buses** in service to improve reliability and increase capacity;
- **20 dedicated buses** for R1 replacement service available during peak as of December 2;
- **Additional 19 buses** entering service January 2020;
- **Extended O-Train Ambassador** (red vest) program; and,
- Improvements to stations and trains.

Funding For Service Enhancements

- Rideau Transit Group has not fulfilled their contractual obligations;
- The City intends to exercise its full rights under the Project Agreement; and,
- As well, the City is applying deductions to the monthly service payments based on system and maintenance performance, which the City is fully entitled to do.

Project Agreement

- Due to consistently poor performance by RTG, the City intends to utilize provisions within the Project Agreement so that service for customers is improved;
- The Project Agreement includes specific mechanisms to address Rideau Transit Group performance issues; and,
- City is taking immediate action:
 1. Conduct an operational review; and,
 2. Enhanced maintenance oversight.

Operational Review

- The City has the right to review any matter relating to performance of activities within the Project Scope;
- Includes: information, reports, documents and records;
- Will review current maintenance contracts; and,
- Any issues or concerns identified through the operational review will need to be addressed by RTG to ensure that it meets its obligations under the Project Agreement.

Enhanced Oversight

- The City is currently monitoring RTG performance on vehicle maintenance;
- In addition to the current monitoring, the City will be increasing monitoring across all maintenance activities, seeking information on how to improve service for our customers;
- City staff and an external team of highly-qualified rail experts will be monitoring RTG maintenance activities and identifying issues/gaps/concerns; and,
- Again, any issues and concerns identified through this oversight will need to be addressed by RTG to ensure that it meets its obligations under the Project Agreement.

Next Steps

- City will continue to exercise its contractual rights to improve service for customers;
- Immediately commence operational review; and,
- Install independent rail experts to monitor rail maintenance program.