

O-Train Line 1 & Bus Service Update

2

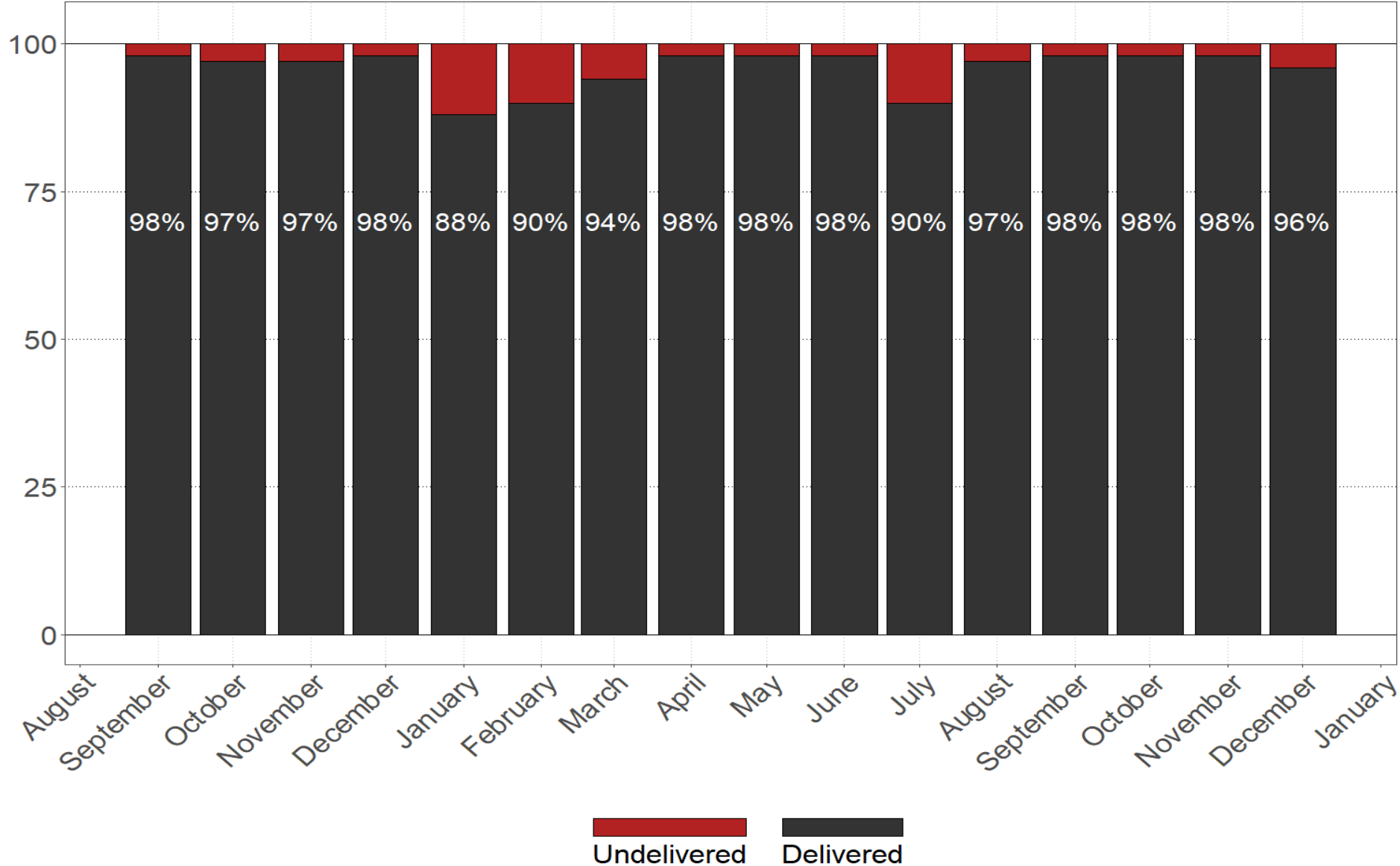


Overview

- Performance on Line 1
- Update on the Rectification Plan
- Transit Recovery Update
- COVID-19

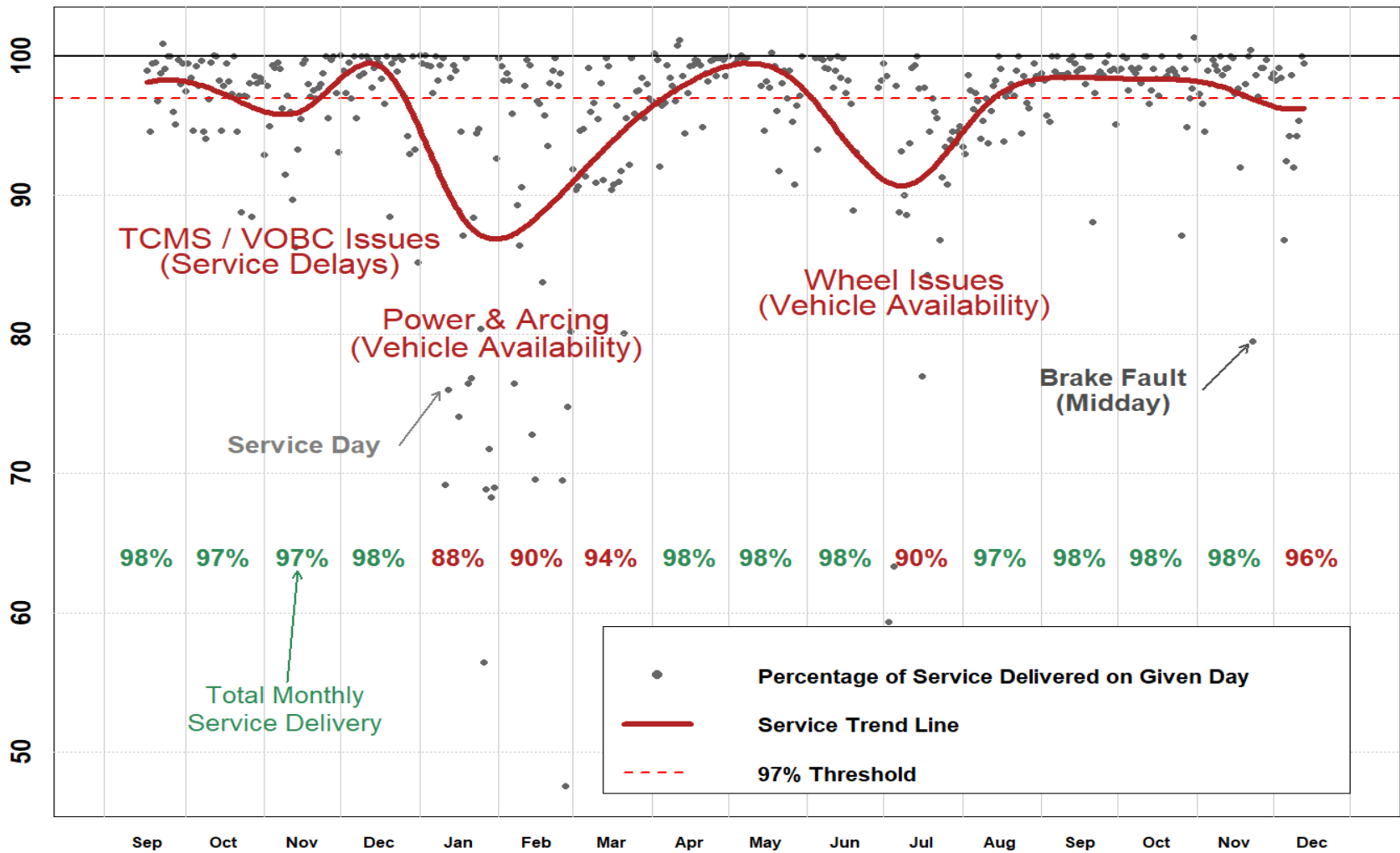
Line 1 Performance

Service Delivery by Month Since Launch (Percentage)



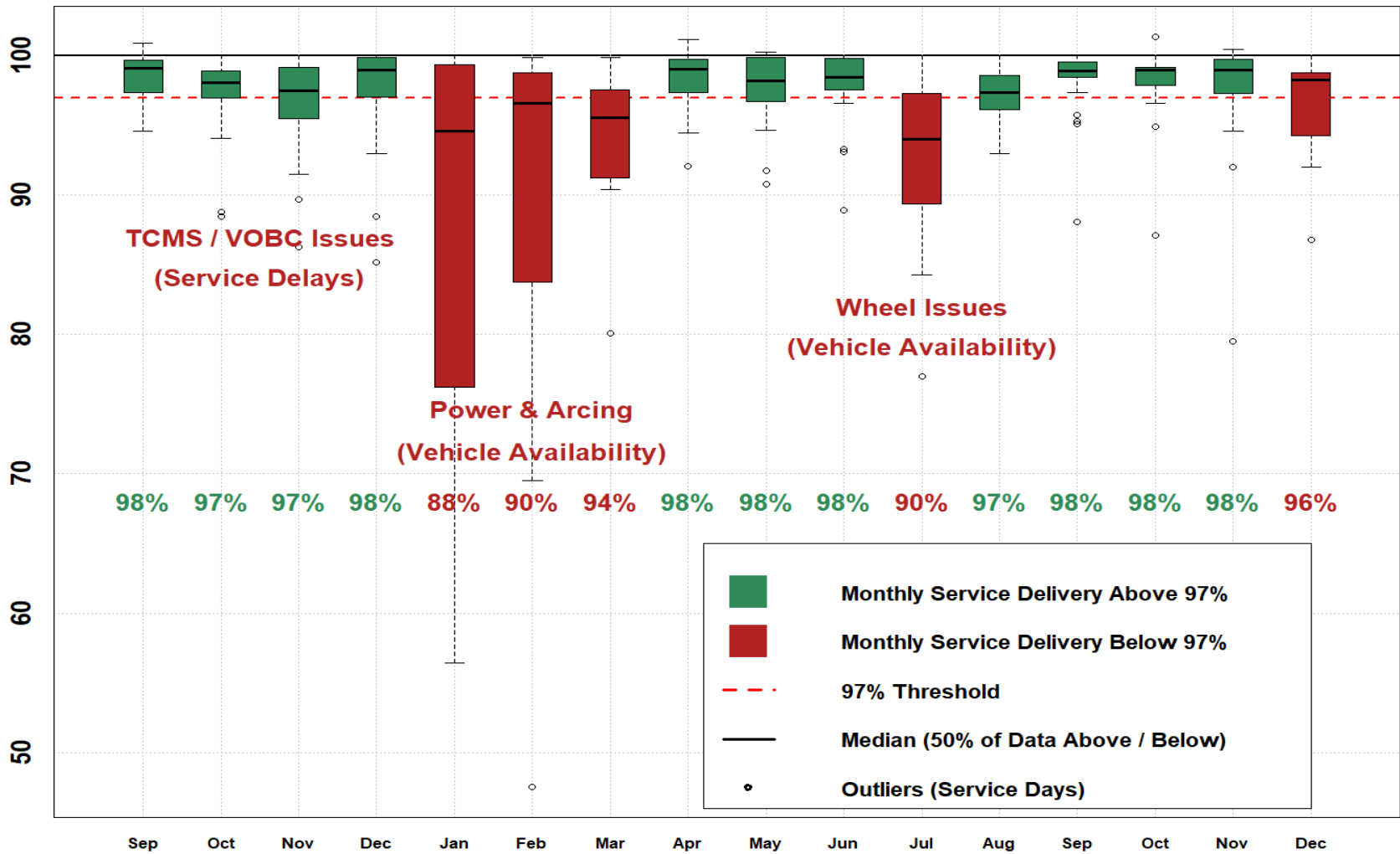
Line 1 Performance (Cont'd)

Percentage of Planned Service Delivered



Line 1 Performance (Cont'd)

Monthly Distribution of Service Delivery

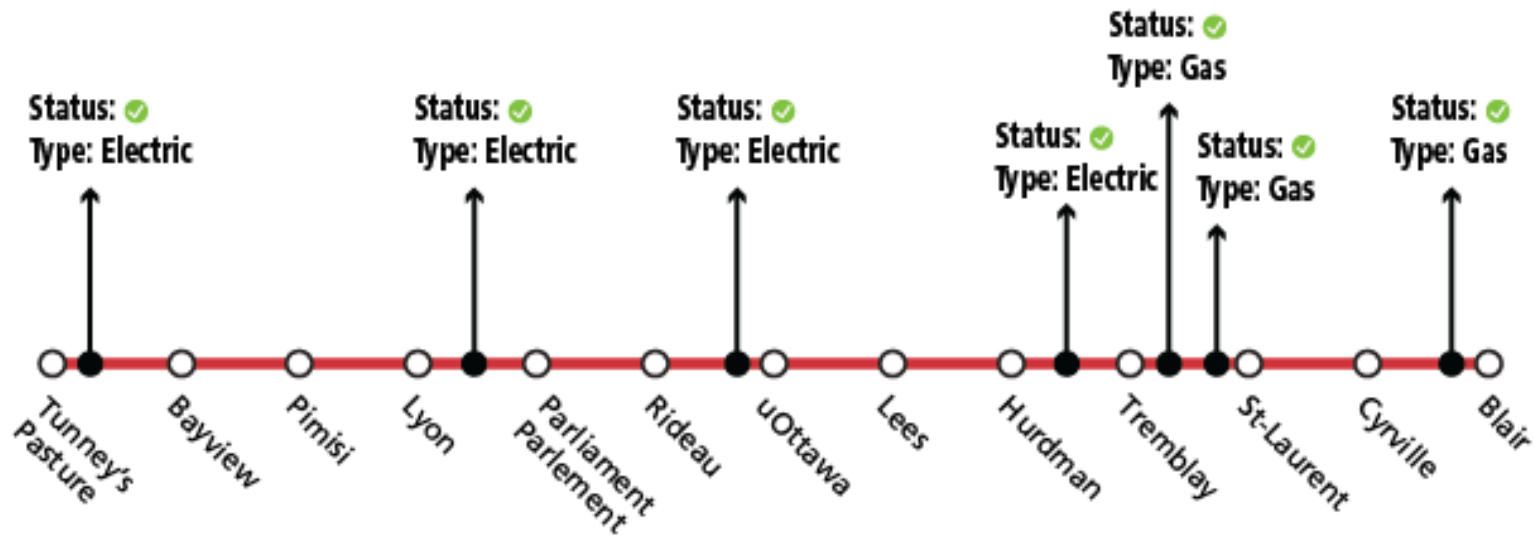


Rectification Plan Update

1. Vehicle Brakes
2. Overhead Catenary System
3. Switch Heater Failures
4. Vehicle Traction Power (inductors, line contactors, circuit breakers)
5. Vehicle Passenger Doors
6. Vehicle Auxiliary Power (CVS units)
7. Vehicle HVAC

Switch Heaters

Line 1 Switch Heater Progress



Legend

✓ Completed

All switch heater locations are connected to and monitored by the Transit Operations Control Centre at all times



Wheel Cracks

- Daily inspections resulting from wheel cracks continue by Alstom and RTG;
- The independent TSB investigation is ongoing;
- Wheel replacements continue, currently 13 vehicles have new wheels; and
- Daily service requirements continue to be met by RTG, throughout the inspections.

Transit Recovery Update

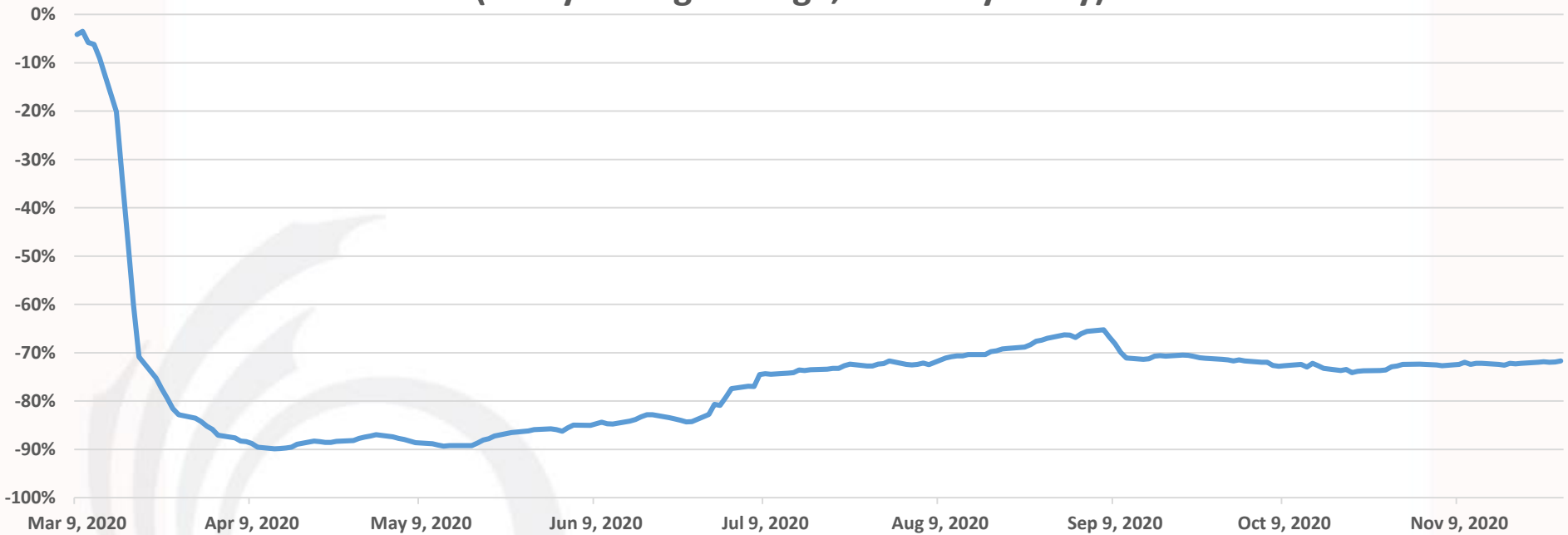
2

November Ridership

- Transit ridership in Ottawa was at 28% of usual levels since the start of the fall service change; and,
- We continue to monitor ridership as more customers return and will make adjustments as necessary.

Ridership (Cont'd)

Ridership changes since March 9, 2020
(5-day rolling average, weekdays only)



COVID-19 Cases

- Since the beginning of the pandemic, 48 of approx. 3,000 OC Transpo staff have tested positive for COVID-19;
- 45 have recovered and are back to work; and,
- 3 are self-isolating and recovering.



Questions?

2