



## MEMO / NOTE DE SERVICE

To / Destinataire	Mayor and Members of Council	File/N° de fichier:
From / Expéditeur	City Manager	
Subject / Objet	O-Train Confederation Line Trial Running	Date: August 23, 2019

The purpose of this memorandum is to advise the Mayor and Members of Council on the outcome of Trial Running and the targets used to measure the performance of the O-Train Confederation Line.

The Confederation Line Project Agreement specifies that the objectives of Trial Running are to demonstrate that the specified system operating schedules, travel times, headways and operational performance requirements can be achieved. The Project Agreement also requires that Rideau Transit Group (RTG) verify that there are no deficiencies to prevent safe operation of the system and that there are adequate staff trained to operate and maintain the system. To this end, I am pleased to inform the Mayor and Members of Council that the objectives of Trial Running and the requirements of the Project Agreement have been satisfied.

Further to the above objectives, Schedule 14 of the Project Agreement required that the City and RTG “operate a full regular scheduled service on the full line using the peak and non-peak schedules for an extended period. Passengers will not be carried. The tests will include a variety of failure management scenarios that could reasonably be expected to occur in regular Revenue Service. The City will have the opportunity to review and approve the failure management scenarios that will be tested during Trial Running.” Please see the attached copy of Schedule 14.

### *Performance Targets*

The Trial Running period was overseen by a Trial Running Review Team, that was made up of representatives from RTG, Rideau Transit Maintenance (RTM), City staff and the Independent Certifier to review the daily performance of the system.

The City of Ottawa established targets for the Trial Running period that were based on industry best practices and focused on the two most important criteria: safety and customer dependability. For example, the target for system customer dependability was 96% over 9 days during the 12 days of continuous Trial Running days using various measurements across a variety of lenses including, critically, a safety lens. I am pleased to confirm that no critical safety events were encountered over the Trial Running period that required a restart of Trial Running.

The City remained sensitive to the fact that the 96% target was not captured nor defined by the Project Agreement requirements and recognized that the Trial Running Review Team required additional tools to deal with specific events or issues that would arise during the testing period. A variety of options including “repeat days” and “restart options” were provided to the Review Team to ensure that the testing was rigorous while at the same time flexible.

RTG, as part of their Trial Running test plans, indicated they wanted to not only meet these targets but exceed them. RTG targeted a figure of 98% for service availability and wanted to assess if they could reach 98% for the entire twelve (12) day period.

### *Trial Running Outcomes*

Upon completion of Trial Running, RTG achieved between 96 - 98% service availability over a designated 9-day period as of Monday, August 19, 2019 which is in line with the City’s target expectations. Based on the continued operation of the system through to yesterday, August 22, 2019, the Trial Running Review Team confirms that the 12 days of Trial Running have been completed with a running average of approximately 97%.

The achievement of 97% is the result of a focused effort by all parties to deliver a system that is safe and reliable for the residents of Ottawa. The respective teams will continue to focus on improving and advancing the performance of the system while remaining true to the requirements and obligations captured in the Project Agreement.

*Original signed by  
Steve Kanellakos*

c.c. Senior Leadership Team  
Serge Arpin, Chief of Staff, Mayor’s Office  
Michael Morgan, Director, Rail construction Program