

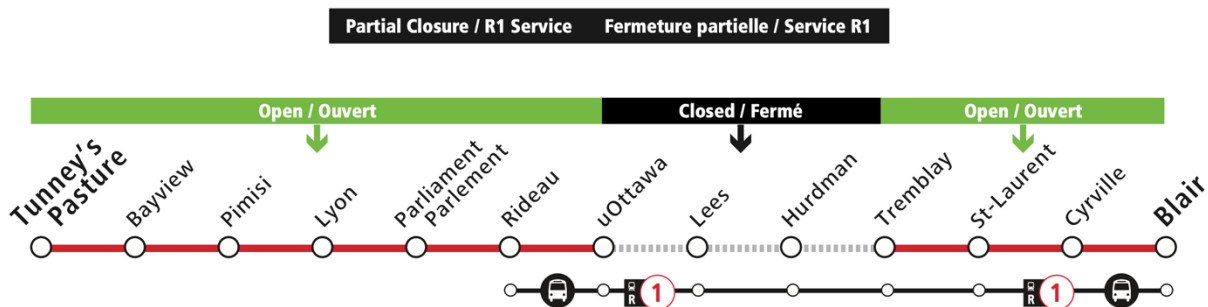
1. What Line 1 service can customers expect?

Tomorrow, Monday January 9, Line 1 will continue to operate safely with two loops. Trains will operate between Blair and St. Laurent stations in the east and Tunney's Pasture to uOttawa stations in the west. Customers can expect the frequency of this service to be approximately 5-minutes.

2. What R1 service can customers expect?

R1 bus service will operate between Blair and Rideau stations. Parallel R1 service will help manage capacity and avoid congestion. R1 will not service Cyrville Station, customers traveling to this station are asked to transfer at St-Laurent or Blair stations.

OC Transpo staff will be actively monitoring passenger demand for the R1 service and adjusting where possible. Customers can expect the frequency of R1 service to be higher during morning and afternoon peak hours.



3. How will R1 impact other transit services?

Over the weekend, our team planned for several transit scenarios to deliver the best possible service under these challenging conditions. Unfortunately, R1 service will take resources away from other areas of the bus system. Our team is proactively monitoring these impacts and will adjust where possible.

4. How are customers being supported?

OC Transpo staff will be deployed at stations during the morning and afternoon peak periods to support customers during their commute. Signs are also posted at every station to provide customers with the latest information. Customers can also hear the latest information being broadcast via our PA system.

Updates to customers have been shared throughout this incident. There have been 18 updates on social media and 14 text messages sent to customers directly. Additionally, 9 updates have been shared with Members of Council. These updates were immediately shared with our media partners. Thank you to our media partners for sharing the updates as widely as possible.

We continue to provide regular updates on all our regular communication channels and are working with our media partners to share the latest updates as widely as possible.

5. What led to the event taking place and what work has been done to restore full O-Train Line 1 service?

The following is a summary of everything that has taken place since the start of this incident:

- At 11:45 PM Wednesday evening, an eastbound train stopped between Lees Station and Hurdman Station. Shortly thereafter, a second train stopped in the same area on the opposite track. We are still investigating what caused the trains to stop in this location.
- At 12:05 AM Thursday morning, a temporary power interruption occurred between Tremblay and Blair stations. Power was restored at 12:30 AM, however, R1 was kept in place as a precaution. This led to a build-up of ice in areas where trains were no longer running.
- At 5:00 AM Thursday morning, R1 bus replacement was put in place between Tunney's Pasture and Blair stations. At 5:40 AM, two trains started operating between Tunney's Pasture and uOttawa stations, R1 bus replacement service shifted to operate between Rideau and Blair stations while RTM worked to clear ice that had accumulated in this area.
- As RTM made progress on clearing ice, they attempted to tow the stopped trains near Lees Station back to the maintenance facility. During this first recovery attempt, a short section of overhead wire was damaged near Lees Station.
- RTM worked overnight Thursday into Friday morning to repair the damaged overhead wires near Lees Station. Rail service was able to resume Friday morning between Tremblay and Blair stations once the ice was successfully cleared.
- On Friday morning, RTM began clearing ice near Lees and Hurdman stations. RTM sent a train to this area with a special attachment called a winter carbon strip to remove ice from the overhead wire.
- This attempt was unsuccessful, causing a third train to become stuck. It also caused further damage to a short section of the overhead wires. RTM spent the rest of Friday making repairs to the overhead wires and manually removing ice.
- RTM continued ice removal in the Lees-Hurdman area over Friday night and into Saturday morning. Once clear of ice, RTM attempted a second recovery. As the recovery train entered the affected area, it damaged the overhead wires again.
- At this time, OC Transpo brought in additional external experts to provide additional oversight and independent advice.
- RTM spent Saturday making repairs to the damaged overhead wires in the affected area. Once repairs were complete, RTM conducted a thorough inspection of 2.8 kilometres of overhead wires. Our Transit Engineering team and independent experts were engaged to confirm the results of the inspections.

- Today, Sunday, January 8 RTM performed a follow-up sweep of the inspected area of OCS. They were able to recover the immobilized trains and return them to the maintenance facility.

6. Has OC Transpo engaged outside experts to restore O-Train Line 1 service?

In addition to the ongoing support of TRA, STV was recently brought in to closely monitor RTM's work, provide independent advice to OC Transpo and confirm that we have a solid plan to return service to this area. The safety of our customers is our number one priority, and all resources are engaged to restore full O-Train Line 1 service.

7. What is the best way for customers to know about changes to service being provided?

Customers can get information on their trips at OCTranspo.com or by following OC Transpo on [OCTranspoLive](#) or by calling 613-560-5000 for updates.