

## Operational Activities

Activity Bundles	List of Main Activities*
Bundle 1: Light Rail Transit B Line Operations	<p>Activities include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>- Light Rail Transit Operations Control Centre (24/7/365)</li> <li>- manage on-time service performance and disruptions, service in the event of an emergency, and implementing service recovery post-emergency, including coordination with City traffic and transit</li> <li>- unplanned event management, including coordination with power utilities, HSR, Traffic, etc.</li> <li>- emergency event oversight</li> <li>- scheduling and planning of LRT service, including planned event management</li> <li>- establishing, monitoring and reporting operational performance (on-time performance, root cause analysis of service faults, etc)</li> <li>- safety and security of the LRT line, including guideway and corresponding infrastructure. i.e., traction powered substations, overhead catenary systems, platform stops</li> <li>- power control authority for traction power with local hydro provider</li> <li>- training to third parties who access right of way (emergency services, utility companies, etc)</li> <li>- associated employee management activities for groups listed above, including staffing and forecasting, recruitment, training/testing, scheduling, performance management</li> </ul>
Bundle 2: Light Rail Transit Vehicle Operations**	<p>Activities include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>- operating LRT vehicles (i.e. drivers)</li> <li>- driver staffing and forecasting, recruitment, training/testing, scheduling, performance management;</li> <li>- driver performance, including safe operation of vehicles and adhere to schedules</li> <li>- driver adherence to safety-sensitive protocols, specifically during service disruptions and emergencies</li> </ul>

Activity Bundles	List of Main Activities*
Bundle 3: Passenger Interface Provider	Activities include, but are not limited to, the following: <ul style="list-style-type: none"> <li>- overall customer experience: call centre management, public inquiries, issues management, public affairs and media relations</li> <li>- communications, including meeting AODA standards for service disruptions</li> <li>- safety and security of employees and passengers on board the vehicles and at stops, including vandalism, loitering, threat response, medical emergency response</li> <li>- fare collection and enforcement, fraud investigation and fare evasion ticketing</li> <li>- passenger communication during emergencies</li> </ul>

\* List of activities is not exhaustive. List is intended to highlight major components for illustrative and comparison purposes.

\*\* Typical industry practice includes combining Bundle 2 (Light Rail Transit Vehicle Operations) within Bundle 1 (Light Rail Transit B Line Operations). Staff has “deconstructed” these two bundles in order to allow the City to consider if it wants to provide either, neither or both of Bundles 1 and 2.