

## Message

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**From:** Charter, Troy [Troy.Charter@ottawa.ca]  
**Sent:** 8/29/2019 4:09:05 PM  
**To:** Manconi, John [John.Manconi@ottawa.ca]; FRANCE Richard [richard.france@alstomgroup.com]; Matt Slade [matthew.slade@ottawa-lrt.ca]; Peter Lauch [peter.lauch@rideautransitgroup.ca]; Claude Jacob [Claude.jacob@rtmcp.ca]; PELLETIER Benjamin [benjamin.pelletier@alstomgroup.com]  
**CC:** Gaul, Larry [Lawrence.Gaul@stvinc.com]; Holder, Richard [Richard.Holder@ottawa.ca]  
**Subject:** RE: Resource Plan for Tech's  
**Attachments:** Mobilization Plan for Rovers Doors Assistants and Spotters\_A0\_2019.08.29.pdf

Richard / Benjamin

The attached document will need to be updated to reflect the agreed upon resourcing plan.

Troy

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**From:** Manconi, John <John.Manconi@ottawa.ca>  
**Sent:** August 29, 2019 4:05 PM  
**To:** FRANCE Richard <richard.france@alstomgroup.com>; Charter, Troy <Troy.Charter@ottawa.ca>; Matt Slade <matthew.slade@ottawa-lrt.ca>; Peter Lauch <peter.lauch@rideautransitgroup.ca>; Claude Jacob <Claude.jacob@rtmcp.ca>  
**Cc:** Gaul, Larry <Lawrence.Gaul@stvinc.com>  
**Subject:** Re: Resource Plan for Tech's

To be crystal clear this is non negotiable and the gaps and lack of resources are to be addressed immediately. The city has been very fair and reasonable in working through this. Matt and Peter both agree.

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**From:** FRANCE Richard <richard.france@alstomgroup.com>  
**Sent:** Thursday, August 29, 2019 3:49:50 PM  
**To:** Charter, Troy <Troy.Charter@ottawa.ca>; Matt Slade <matthew.slade@ottawa-lrt.ca>; Peter Lauch <peter.lauch@rideautransitgroup.ca>; Manconi, John <John.Manconi@ottawa.ca>; Claude Jacob <Claude.jacob@rtmcp.ca>  
**Cc:** Gaul, Larry <Lawrence.Gaul@stvinc.com>  
**Subject:** Re: Resource Plan for Tech's

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Troy

Ok, understood. I will make the necessary adjustments.

Kind Regards  
Richard France

From: Charter, Troy  
Sent: Thursday, August 29, 14:57

Subject: Fwd: Resource Plan for Tech's  
To: FRANCE Richard, Matt Slade, Peter Lauch, Manconi, John, Claude Jacob  
Cc: Gaul, Larry

Richard,

No I do not understand nor do I accept this alternate support schedule below. The altered support schedule is not what was previously presented nor agreed to by the city.

The original proposed schedule with Vehicle Tech's at Tunneys and Blair from 4am till 9pm Monday to Friday and weekend coverage at Tunneys from 5am till 9pm on Saturday and from 8am till 9pm on Sunday is the agreed requirement for Alstom to provide. This has been agreed to at the Senior Executive level and RSA will not be granted without.

This needs to be immediately rectified and implemented as originally proposed.

Troy

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From: FRANCE Richard  
Sent: Thursday, August 29, 2:00 PM  
Subject: RE: Resource Plan for Tech's  
To: Charter, Troy

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Troy

There seems to be a clerical error with the sheet circulating. Our proposal was to be in line with what we are currently providing. During peak hours we propose to use the seasoned troubleshooters at the ends of the line (Blair and Tunney's). Outside of peak hours these technicians head back to the MSF to carry out troubleshooting of vehicles stopped for corrective repairs.

For the rovers on trains we intend to provide greater coverage with between the hours of 4am to 8pm.

Attached is a corrected resource sheet.

I hope this is acceptable. I would be happy to discuss further the logic of why we have proposed this.

Kind Regards

**Richard France**

v Project Manager – Ottawa  
É+1 (343) 549 2622

**From:** Charter, Troy <[Troy.Charter@ottawa.ca](mailto:Troy.Charter@ottawa.ca)>  
**Sent:** Thursday, August 29, 2019 1:12 PM  
**To:** FRANCE Richard <[richard.france@alstomgroup.com](mailto:richard.france@alstomgroup.com)>  
**Subject:** FW: Resource Plan for Tech's

**From:** Claude Jacob <[Claude.jacob@rtmgrp.ca](mailto:Claude.jacob@rtmgrp.ca)>

**Sent:** August 29, 2019 9:48 AM  
**To:** Charter, Troy <Troy.Charter@ottawa.ca>  
**Subject:** Fwd: Resource Plan for Tech's

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Troy,

I will send you the management procedures of those rovers before 11am

Claude  
Sent from my iPhone

Begin forwarded message:

**From:** Peter Lauch <peter.lauch@rideautransitgroup.ca>  
**Date:** August 29, 2019 at 9:33:28 AM EDT  
**To:** "Charter, Troy" <Troy.Charter@ottawa.ca>, "michaelj.morgan@ottawa.ca" <michaelj.morgan@ottawa.ca>  
**Cc:** Matthew Slade <matthew.slade@ottawa-lrt.ca>, Claude Jacob <Claude.jacob@rtmgp.ca>  
**Subject:** Re: Resource Plan for Tech's

Troy, Michael,  
See attached received from Justin at Alstom. Improved weekend coverage.  
I'm in transit now but will follow up with you later today.  
Peter

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