

24 July 2019

City of Ottawa
O-Train Construction
110 Laurier Avenue West,
Ottawa, ON, K1P 1J1
Mail Code: 23-10

Our Reference:	RTG-OTT-00-0-LET-0855
Project Agreement Reference:	Schedule 15.3

Attention: Michael Morgan
Director, O-Train Construction Office

Subject: RTM Readiness and OLRTC Warranty Support

Dear Mr. Morgan,

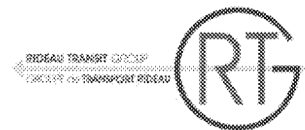
This letter is issued further to our letter RTG-OTT-00-0-LET-0845, dated July 2, 2019, subsequent to the RTM Readiness Meeting held on July 4, 2019, ensuing meetings and discussions, and more specifically in relation to the “augmented support” and RTM “takeover” discussions.

The following serves to further reinforce the recent discussions, and for the sake of brevity does not repeat or include the detailed information provided in the presentations during the “Readiness” meetings; however, the City is encouraged to reference these when reviewing the following.

Cognizant of the advice of the City’s consultants; and with a full awareness of the obligations of RTG to the City, and of OLRTC and RTM to RTG, we note and confirm that:

- It is incumbent on RTG to provide and sustain ample resources to support our Trial Running efforts; and
- It is logical that RTG maintain augmented support for a sufficient period (minimum 1-month post passenger service) to ensure that post RSA through the commencement of passenger service is redundantly supported as we ramp up and enhance our support systems as a function of real-time experience.

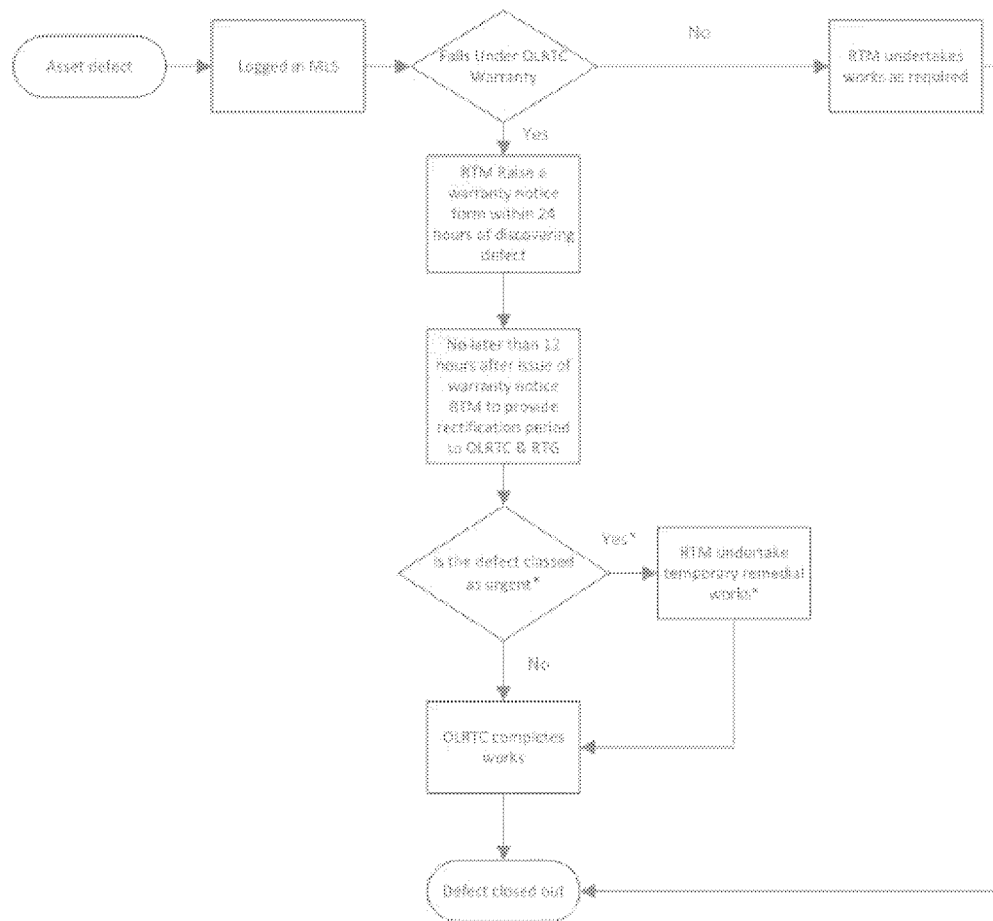
To this end, we are implementing the following:



- **Control Room (BCC) ERO/LRV Technician Helpdesk:**
 - Commencing the week of July 22, 2019, an Alstom Technician provides support to ERO's and/or Technicians to assist in real-time troubleshooting during key periods such as morning launch and vehicle increase periods.
- **Rover Technician:**
 - Commencing the week of July 22, 2019, an Alstom Technician has been assigned to troubleshooting/technical assistance and will be stationed at the western part of the guideway (either at Bayview or in a vehicle) to ensure rapid response to issues that require in-situ assistance.
- **Additional Alstom Technicians:**
 - Alstom Maintenance have sufficient staff to provide the requisite level of service, including during Trial Running, however, following good practice to “over-resource and peel away”; an additional 5 to 6 technicians are in the process of being hired and trained. The new hires are expected to be on board by the end of July.
- **RTM leading maintenance activities:**
 - Notwithstanding that RTG is ultimately responsible to the City, and despite our internal agreements with OLRTC and RTM, we acknowledge the City's views with regards to RTM readiness, and effective July 20, 2019, RTM has been leading all maintenance activities. In most cases the transition is complete (facilities, escalators & elevators, most systems, guideway, OCS), however, CBTC and TPSS will be taken over gradually over the coming weeks.

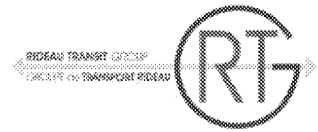
The “Readiness” discussions also addressed warranty services to be provided by OLRTC. Below please find a Warranty Protocol Flow Chart. Note that if defect is classified as “urgent”, meaning it impacts public safety or passenger service, it will be dealt with immediately regardless of who is ultimately responsible for it.

Warranty Protocol Flow Chart



The OLRTC Warranty Team Organization chart is provided in Appendix 1 to this letter. Notwithstanding that RTM has support contracts in place with Thales, Willowglen, and other key suppliers; OLRTC also has warranty support in place from the same organizations or via their own OLRTC staff, all of whom have played a key role in the project to date. These people will support SCADA, NMS, Comms, Guideway, OCS, etc.

OLRTC has resources (listed below), which they presently utilise on a daily basis, to respond to issues on the systems infrastructure. The OLRTC Guideway and Powertech support will continue to provide the same coverage during the 12 days of Trial Running, and up to RSAD, before transitioning to a warranty support role.



The Thales staff identified on the organization chart will provide support during Trial Running after which point they will revert to warranty support, and to delivering the Stage 2 UTO yard works. Note that the Thales staff listed below are based in Ottawa.

In summary:

Guideway Techs (SDE) 24/7 on rotation 4 on day, 4 on nights:

- Eric Wright
- Josh Kluge
- Matthew Hickey
- Jonathan Hickey
- Daniel Miranda (ERO)
- Kyle Hickey
- Brady Radtke
- Leonard Lackie
- Terry Zacharias
- Jared Lavoy
- Bruce Howie (Senior Trackwork Quality Assurance Manager)
- Paul Gardner (Launch Coordinator)

Power Techs (AllTrade) 24/7 on rotation 4 on day, 2 on nights:

- Grant Hodgins
- Peter Walter
- Seb Vachon
- James Raymond
- Shayne Smith
- Bennet Figley

OLRTC Systems:

- SCADA – Henri Lamothe (days and on call)
- Comms – Ediverto Aguirre (days and on call)
- Systems – Steve Nadon (days and on call)

Thales Warranty Support and Stage 1 & 2 Delivery Team (days and on call):

- Allan Stepka
- Stephane Brouillard
- Cindy Desjardins
- Michael McKinnon
- Gareth Thomas
- Sean Girard
- Eden Siddow (Launch)
- Rumanen (TOCC)



As steadfastly stated in recent letters and meetings, Rideau Transit Group is determined and firmly committed to respecting all of our obligations to the City, pre and post RSAD, via the joint responsibilities we have assigned to RTM and OLRTC.

We trust that the above provides a satisfactory summary of the recent RTM actions to substantiate their "taking over", and the commitment of OLRTC to RSA and through the warranty period.

Should you have any questions, or require any additional information regarding the above, please do not hesitate to contact the undersigned.

Yours truly,

Peter Lauch, P. Eng.

CEO

Rideau Transit Group General Partnership

cc.: Gary Craig, Claudio Colaiacovo, Richard Holder, Lorne Gray – OTC
Claude Jacob, Tom Pate, Alex Turner – RTM
Matthew Slade, William Coleman, Tyler Miehle, Gonzalo Gomeza, Bill McCormick, Chris Woodmass – OLRT-C

APPENDIX 1

OLRTC Warranty Team Organizational Chart

