

2019-07-16, 6:49 a.m. - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2019-07-16, 6:49 a.m. - John â€‹ Manconi created group "LRT updates"

2019-07-16, 6:49 a.m. - John â€‹ Manconi added you

2019-07-16, 6:49 a.m. - John â€‹ Manconi: 15 doubles launched this morning

2019-07-16, 7:24 a.m. - Steve Kanellakos: Nice way to start the day

2019-07-16, 10:04 a.m. - Matt â€‹ Gravel: John: any indication of when they will file for substantial completion?

2019-07-16, 10:10 a.m. - John â€‹ Manconi: Trying for this week. We are in daily meetings . We will keep you posted

2019-07-16, 3:14 p.m. - Matt â€‹ Gravel: Great. Merci!

2019-07-16, 7:17 p.m. - John â€‹ Manconi: Today RTG managed to get out the trains required for morning and afternoon rush hour. Here is the look ahead. Rtg has three critical things to nail down before we can give them substantial completion . They were planning on submitting a conditional Submission and we convince them to wait until Friday to land the outstanding 3 elements (Thales final certificate and patch, elevators certificates, missions (train systems for operators - controls platform cameras, diversion routes etc). So all this to say Friday or Saturday we may receive a Substantial Completion notice and if we like what we see they could be cleared by city and independent certifier by Monday. All fluid all day by day. Keeping all this confidential. Any questions please call

2019-07-16, 7:19 p.m. - Allan Hubley: Thanks John

2019-07-16, 8:10 p.m. - Matt â€‹ Gravel: ðŸ˜ˆðŸ˜ˆ¼

2019-07-18, 6:02 a.m. - John â€‹ Manconi: Update on last two days. Yesterday morning LRT was not successful in launching 15 trains - they achieved 13 for the morning service launch. Today the launch is delayed as last night the overhead catenary wire became detached at a location between Lees and Hurdman. Mtnce teams have been dispatched and are undertaking repairs. No trains out until the repairs are finalized

2019-07-18, 7:09 a.m. - John â€‹ Manconi: Further to my earlier update I can confirm we will not be launching until later today. Two support arms for the overhead catenary failed affecting approximately 1Km of the line. Crews are just finalizing safety briefings and are heading out to commence repairs. Launch delayed until later today. No injuries to damage to equipment. No root cause.

2019-07-18, 2:02 p.m. - Allan Hubley: Hi John. Any news on progress with repairs?

2019-07-18, 2:04 p.m. - John â€‹ Manconi: Been in meetings dealing all day with it. Update coming shortly

2019-07-18, 2:50 p.m. - John â€‹ Manconi: Two supports that hold up the catenary wire came loose causing the catenary wire to elevate. One vehicle had to be powered down in the area and is currently being brought back to the MSF. As soon as that vehicle is out of the way repairs will commence and trains will be deployed to run on diversion - simulating real in revenue service situation . Repairs will creep into tomorrow. RtG is assessing the 6 major things they need to finalize to be able to submit for substantial completion. Earliest would be Monday.

2019-07-18, 3:26 p.m. - Matt â€‹ Gravel: Merci, John.

2019-07-19, 9:23 a.m. - John â€‹ Manconi: OCS repairs continue today. Trains are out (reduced fleet) running in diversion mode (around work locAtion single track). No eta on completion yet. Rtg continues to work at clearing up 6 critical elements that if they are successful they can apply for Substantial Completion. Progress is being made. Big few days ahead of them. Escalators and elevators are now all fully functional and all licences have been granted. Track repairs from last week done. Thales Patch coming in late today. If they complete the repairs to OCS and get all the other things done plan is to launch 15 Doubles on Sunday to confirm Thales software is solid . If they land that and complete the other remaining items they can submit Substantial Completion

2019-07-19, 9:55 a.m. - Steve Kanellakos: Thank you John

2019-07-19, 10:14 a.m. - James â€‹ Armbruster: Thanks very much for the update. Is Sept 7 public launch still possible knowing what you know as of today?

2019-07-19, 10:17 a.m. - John â€‹ Manconi: They lost a week of buffer for getting through TRial Running . They canâ€™t loose anymore time or they will slip. I had a meeting with them yesterday and by the time I was done their was RTG /RTM blood all over the boardroom floor. They got a wake up call and I couldnâ€™t of been any clearer.

2019-07-20, 5:07 p.m. - John â€‹ Manconi: Updates. OCS repairs are completed. Thales software

installed and 9 doubles have been out using upgraded software. Track repairs associated with heat all fixed, Safety certificate from Thales has been provided. The team is working with the Power Station supplier (Siemens) to confirm a power issue solution is appropriate and solid. Plan is to launch 15 doubles tomorrow to test everything Tunneys to Blair. If that goes well Substantial Completion will be submitted and will be granted very quickly probably within one day.

2019-07-20, 5:09 p.m. - Matt Gravel: Sounds like good progress. So realistic for 12-Day Trial Running to start early this week?

2019-07-20, 5:09 p.m. - John Manconi: No line of sight on that yet. Too early to call that

2019-07-20, 5:09 p.m. - Matt Gravel: Ok merci!

2019-07-20, 5:47 p.m. - John Manconi: Mathieu - the one thing I do need is confirmation that if Rtg is granted Substantial Completion we would be notifying council via memo - is that correct. Our team is swamped with details and we are trying to line up our to do list. I will be briefing the city manager on our end tomorrow on the project agreement process etc but I need to know what the council communication process is as I need time to line things up. Your earliest confirmation is appreciated

2019-07-20, 6:05 p.m. - Matt Gravel: Mayor is okay with memo from you to Council.

2019-07-20, 6:06 p.m. - John Manconi: Thank you

2019-07-21, 12:54 p.m. - John Manconi: 12 Doubles operating across entire line. They attempted but did not achieve 15. We are monitoring a few remaining items throughout the day.

2019-07-21, 1:11 p.m. - Allan Hubley: Thanks for update.

2019-07-21, 1:16 p.m. - Matt Gravel: What prevented those three doubles from launching?

2019-07-21, 1:17 p.m. - John Manconi: Other vehicles were launched but they had issues on the line

2019-07-22, 7:18 a.m. - John Manconi: 14 doubles launched. A bit of a rough launch (some delays).

2019-07-22, 11:00 a.m. - John Manconi: Confidential - Substantial Completion will be submitted late this afternoon. As per our previous discussion we have a memo that will be going out. All verbiage that you have seen before - same wording as Fedco deck.

2019-07-22, 11:28 a.m. - Matt Gravel: Great news. Merci, John. City will then grant it in a few days, correct?

2019-07-22, 11:29 a.m. - John Manconi: Yes memo will say we gave up to 5 but it could be as quick as one day

2019-07-22, 11:30 a.m. - Matt Gravel: Great

2019-07-23, 7:13 a.m. - John Manconi: 15 trains launched. Some late launches. Launch goes in two waves 1st wave is seven trains second wave is remaining 8. One train was 30 minutes late in 1st and last train of wave 2 was 25 minutes late. I share this level of detail as it will be relevant in today's briefing to the mayor. There are two things we are looking for in the launch now. Making "score" - 15 trains and "on time". 15 trains is what you need to move the volume of customers in morning peak, on time gives you the frequency. More at our briefing

2019-07-23, 8:11 a.m. - Matt Gravel: We're doing better everyday. Merci, John!

2019-07-23, 8:30 a.m. - Allan Hubley: John any news on the OCS? What caused the failure (design, equipment or human error) and what are the chances it could happen again?

2019-07-23, 2:43 p.m. - John Manconi: We confirmed with RTG that all repairs are completed don't have full report. Not human error - probably stress tension on guide wires was early indication.

2019-07-24, 2:30 p.m. - John Manconi: Morning launch 14 trains. Majority on time. Some train issues on the line. Mid service is running well. Rtg is sending 5 outstanding letters today hopefully.

2019-07-24, 3:13 p.m. - John Manconi: 2 of the 5 letters have been submitted

2019-07-24, 3:18 p.m. - Allan Hubley: John do they get substantial completion signoff without all 5 of the letters?

2019-07-24, 3:35 p.m. - John Manconi: No they need all 5 in to us. We then give a positive opinion then the IC has to review and give opinion

2019-07-24, 3:35 p.m. - Allan Hubley: Thank you

2019-07-24, 3:44 p.m. - John Manconi: Three letters in - two more to go!

2019-07-24, 5:00 p.m. - John Manconi: 5 letters in. One is problematic and again not what we had agreed to with Peter. He is amending. Once we get that legal review will be done possibly this evening. Will advise if we get through it tonight. If we do and it meets with our approval it goes to the independent certifier.

2019-07-25, 10:13 a.m. - John Manconi: So a bunch of updates. First on launch data. Today was the first day where we applied very stringent PA requirements on what constitutes vehicles that are revenue

service ready. Unfortunately RTM did not do well. Only 4 vehicles are on the line. This is an important exercise as it mimics the trial running environment. So they have some work to do to ensure vehicles are ready for morning launch. On substantial completion. One letter is problematic so a legally binding contract letter is being sent to them in a bit stating our requirements. The issue is with software that provides the camera feeds to the operator ensuring that all doors are clear and that same software drives all the data to the customers signs and stations announcements. It is not functioning and needs to be corrected as it is safety related. We have language we are going to send to them and if they agree and sign off on the term sheet we can approve then off it goes to the independent certifier.

2019-07-25, 10:14 a.m. - James â€œ Armbruster: Thanks for update.

2019-07-26, 11:38 a.m. - Matt â€œ Gravel: Any news, John?

2019-07-26, 11:40 a.m. - Matt â€œ Gravel: Mayor would like to know if Substantial Completion will be granted today and when Trial Running can start. Merci!

2019-07-26, 11:49 a.m. - John â€œ Manconi: Rtg is waiting for one of its partners to sign off on our letter. The city manager and I are engaged in discussion with them. We are still waiting and at this time it does not look like they will make SC today given that they still donâ€™t have the final letter to us signed off.

2019-07-26, 12:12 p.m. - Matt â€œ Gravel: And how did the launch go this morning?

2019-07-26, 12:33 p.m. - John â€œ Manconi: 5 trains. Others did not meet launch criteria.

2019-07-26, 12:41 p.m. - John â€œ Manconi: Agreement is in. Edits look reasonable to us. Now over legal for immediate review.

2019-07-26, 4:36 p.m. - John â€œ Manconi: 15 minutes for RTG to send signed agreement back to us. Our opinion will go out 45 minutes later saying itâ€™s favourable. Then itâ€™s over to IC tonight or tomorrow morning to complete that. minutes ago Rtg has confirmed they will start trial running on Monday. Once we have IC confirmation I will advise all of you via this App. I will wait five minutes then issue memo to council saying they have achieved SC and that trial running will start on Monday.

2019-07-26, 4:38 p.m. - Matt â€œ Gravel: Thanks, John. But given performance in last few days, are we confident they can launch 15 on Monday? You know there will be reporters/observers watching tracks all day as of then.

2019-07-26, 4:40 p.m. - John â€œ Manconi: Donâ€™t worry about that please. Last few days is not indicative of what they are doing for readiness of trial running

2019-07-26, 4:40 p.m. - Matt â€œ Gravel: Okay.

2019-07-27, 7:38 a.m. - John â€œ Manconi: 10 doubles on the line and one about to be launched. A few glitches this morning but they are working through them. Appears the trains met the requirements of revenue service ready. This is a practice day for them. Will advise when I hear back from Independent certifier.

2019-07-27, 1:30 p.m. - John â€œ Manconi: We have just been told we will hear from the independent certifier in the next 2-3 hrs. Please confirm receipt of this message as I have multiple asks for updates.

2019-07-27, 1:31 p.m. - Matt â€œ Gravel: Merci.

2019-07-27, 1:31 p.m. - James â€œ Armbruster: Thank you.

2019-07-27, 1:33 p.m. - Matt â€œ Gravel: If we get confirmation of SC and Trial Running on Monday, Mayor wants to tweet out a few minutes ahead of your memo to Council.

2019-07-27, 1:34 p.m. - John â€œ Manconi: SC yes but I would not say trial running starts on Monday. My memo says week of July 29th. Your call but my recommendation gives you cover

2019-07-27, 1:35 p.m. - Matt â€œ Gravel: Agreed. Good approach.

2019-07-27, 1:35 p.m. - James â€œ Armbruster: That sounds like a prudent approach... thanks all.

2019-07-27, 1:45 p.m. - John â€œ Manconi: Mathieu you will draft up the tweet ?

2019-07-27, 1:45 p.m. - Matt â€œ Gravel: Yes - will run it by you shortly.

2019-07-27, 1:46 p.m. - John â€œ Manconi: Thx

2019-07-27, 2:57 p.m. - John â€œ Manconi: Substantial completion has been achieved. Mathieu please tweet out ASAP and let me know when that is done so I can issue memo

2019-07-27, 3:01 p.m. - Matt â€œ Gravel: Itâ€™s been tweeted.

2019-07-27, 3:01 p.m. - John â€œ Manconi: Ok thx

2019-07-27, 3:02 p.m. - James â€œ Armbruster: A huge milestone - thank you.

2019-07-27, 3:04 p.m. - Allan Hubley: Thank you for your relentless efforts John to get it done right for taxpayers.

2019-07-27, 3:40 p.m. - John â€œ Manconi: Thank you Chair.

2019-07-27, 3:44 p.m. - John â€œ Manconi: <Media omitted>

2019-07-27, 4:36 p.m. - Steve Box: Congratulations John.

2019-07-27, 5:54 p.m. - John â€‹ Manconi: Thanks Steve!

2019-07-28, 11:03 a.m. - John â€‹ Manconi: Rtg has confirmed that trial running will commence tomorrow. I will provide general updates via this app. Official daily result scores are compiled by the team and will be conveyed but please note the process is complex and official daily results are always reported the following day. So Mondayâ€™s results will be conveyed to you on Tuesday end of business day etc

2019-07-28, 11:14 a.m. - Matt â€‹ Gravel: Understood. Merci, John!

2019-07-28, 4:37 p.m. - John â€‹ Manconi: Teams has been in all day working on logistics and readiness for tomorrow. Itâ€™s a large scale operation and the assement team of approximately 30 personnel have been mobilized this is on top of all operators, supervisors, Managment and consultants and other support staff. Confirming holding line to media is we will advise council when rtg has completed the 12 consecutive days of testing. Any media is general in nature with no dates being given. Any questions please advise.

2019-07-28, 4:48 p.m. - James â€‹ Armbruster: I do. Iâ€™m not clear that we are not going to tell media and running that trial running has effectively started? We only said in yesterdayâ€™s memo that trial running was starting this week. Why would we not tell public and members of Council that trial running has started? (When is starts of course).

2019-07-28, 4:50 p.m. - John â€‹ Manconi: We will but until it starts no use telling them. I donâ€™t want to dampen any enthusiasm but I wouldnâ€™t get to excited about tomorrow. Itâ€™s a tough hill for them to climb.

2019-07-28, 4:52 p.m. - James â€‹ Armbruster: Understood with thanks, thatâ€™s not very clear.

2019-07-28, 4:56 p.m. - James â€‹ Armbruster: I typed â€œthatâ€™s very clearâ€, sorry.

2019-07-28, 5:16 p.m. - Allan Hubley: Folks the Citizen article says the Mayor announced yesterday that trial running begins Monday however his tweet actually says "starting this week".

2019-07-28, 5:16 p.m. - James â€‹ Armbruster: You are correct

2019-07-29, 7:12 a.m. - John â€‹ Manconi: 15 trains on the line. If you recall the video I showed you the other day wave one 7 trains - on time wave -two 8 trains however 5 of them were delayed as train number 10 that was being deployed had an issue in the connector tunnel resulting in 5 trains being held up. A reminder none of this amounts to pass or fail until we tally up everything. Just providing you with an update as I know you are wondering about status. Will give you periodic updates. On another matter Councillorâ€™s Menardâ€™s comments to the press are not helpful and are out of line. To suggest this team would launch and compromise safety in any way for politically reasons is inappropriate.

2019-07-29, 9:31 a.m. - John â€‹ Manconi: 15 trains operating no major issues.

2019-07-29, 9:31 a.m. - James â€‹ Armbruster: Thanks very much

2019-07-29, 9:31 a.m. - Allan Hubley: Fantastic!

2019-07-29, 9:58 a.m. - John â€‹ Manconi: Please confirm the following decision. We have 5 media requests for interviews and details. We are going provide a written response saying this day one of trial running we are monitoring etc. When rtg achieves 12 days we will be advising council. Ok with this approach?

2019-07-29, 9:59 a.m. - James â€‹ Armbruster: Iâ€™m Ok.

2019-07-29, 9:59 a.m. - James â€‹ Armbruster: Mathieu?

2019-07-29, 10:16 a.m. - Matt â€‹ Gravel: Absolutely.

2019-07-29, 10:21 a.m. - Allan Hubley: If you acknowledge this as day one then reporters will start saying in 12 days bad things. Why move off the messaging that RTG will start their 12 days when they choose this week?

2019-07-29, 10:31 a.m. - John â€‹ Manconi: Chair and I just spoke we will issue high level statement saying itâ€™s started. We are up to 9 requests. No details just high level.

2019-07-29, 10:41 a.m. - James â€‹ Armbruster: Support this approach 100%.

2019-07-30, 7:54 a.m. - John â€‹ Manconi: 11 of 15 trains launched. Short 4 trains.

2019-07-30, 10:49 a.m. - Matt â€‹ Gravel: I assume thatâ€™s a reset and tomorrow is Day 1?

2019-08-01, 1:40 p.m. - James â€‹ Armbruster: As the Mayor is leaving shortly for a week of annual leave, we would like to be able to provide him with a brief outline of where we stand - will actual (countable) trial running resume on Friday or Saturday?

2019-08-01, 4:19 p.m. - James â€‹ Armbruster: Thank you for updating â€œallâ€ via this medium when John has clarity on whether or not trial running will resume tomorrow. Either Mathieu Gravel or myself will brief the Mayor when we find out.

2019-08-01, 8:34 p.m. - John â€‹ Manconi: We meet with the senior RTG, RTM and Alstom team and just wrapped up. They have adopted and implemented the recommendations of our vehicle experts and in the meeting I confirmed with them that the plan is agreed to be the right plan and endorsed by their bosses including the CEO of Alstom. So everything I briefed you on the other day including fleet oversight and a yard master have been adopted and implemented and improvements are already being realized. We spoke to them about the Mayorâ€™s idea of starting Friday as a Saturday service etc and while everyone agreed it was a good idea it is not implementable. The major challenges include reprogramming the schedules that drive the automatic trains, rescheduling 70 rail operators and changing the new Alstom plan for fleet readiness . So great idea but not implementable in time and too much risk. They will commence trial running on Saturday.

2019-08-03, 8:12 a.m. - John â€‹ Manconi: Service has been launched. No major issues. Will keep you posted.

2019-08-03, 11:56 a.m. - Steve Kanellakos: Are u relaxing ?

2019-08-03, 12:02 p.m. - John â€‹ Manconi: Nope.

2019-08-03, 4:42 p.m. - John â€‹ Manconi: Rail system is running well. Hopefully it continues this way and if it does they will pass today. A reminder final results will be available tomorrow. Will keep you all posted

2019-08-03, 4:54 p.m. - James â€‹ Armbruster: Thanks very much for the update.

2019-08-04, 8:23 a.m. - John â€‹ Manconi: Trains launched 11/11. All started on time or within 3 minutes.

2019-08-04, 8:32 a.m. - Steve Kanellakos: Very good!

2019-08-04, 9:34 a.m. - James â€‹ Armbruster: That is very encouraging, thanks!

2019-08-04, 3:27 p.m. - John â€‹ Manconi: Happy to advise we passed yesterday - very solid results.

Today is going well. One down 11 to go!

2019-08-04, 3:29 p.m. - Matt â€‹ Gravel: Great news! Merci, John.

2019-08-04, 3:51 p.m. - Allan Hubley: Almost there!

2019-08-05, 7:02 a.m. - John â€‹ Manconi: 15 trains launched

2019-08-05, 8:21 a.m. - James â€‹ Armbruster: Thanks for the positive update! Thatâ€™s a big milestone!

2019-08-05, 3:52 p.m. - John â€‹ Manconi: Yesterdayâ€™s results are in. We passed another day

2019-08-05, 3:52 p.m. - James â€‹ Armbruster: Great thanks

2019-08-05, 3:53 p.m. - Matt â€‹ Gravel: Great job, John and team! Keep up the good work! ðŸ‘ŒðŸ‘ŒðŸ‘ŒðŸ‘Œ

2019-08-06, 9:27 a.m. - Allan Hubley: How did the launch go?

2019-08-06, 10:05 a.m. - Steve Kanellakos: 15 trains out this morning

2019-08-06, 7:05 p.m. - John â€‹ Manconi: They passed yesterday.

2019-08-06, 7:05 p.m. - Matt â€‹ Gravel: ðŸ‘ŒðŸ‘ŒðŸ‘ŒðŸ‘Œ

2019-08-06, 7:07 p.m. - Allan Hubley: Progress

2019-08-07, 9:17 a.m. - John â€‹ Manconi: Launch had a few challenges this morning. 2 trains were late a few minutes and one was 14 minutes late. 14 on the line right now one train is having some challenges

2019-08-07, 9:24 a.m. - Matt â€‹ Gravel: Merci, John.

2019-08-07, 9:33 a.m. - Matt â€‹ Gravel: Did they attempt to replace the train with the spare?

2019-08-07, 7:57 p.m. - John â€‹ Manconi: They passed yesterday

2019-08-07, 7:59 p.m. - Matt â€‹ Gravel: ðŸ‘ŒðŸ‘ŒðŸ‘ŒðŸ‘Œ

2019-08-08, 7:26 a.m. - John â€‹ Manconi: 14 trains launched some late. 15th train was rejected because it did not meet min stds and had restrictions. No ETA on 15th train yet

2019-08-08, 8:53 a.m. - John â€‹ Manconi: Matt - I understand mayor wants to know why spare trains not launched its because they arenâ€™t ready. They didnâ€™t have them ready to be launched.

2019-08-08, 8:59 a.m. - Matt â€‹ Gravel: Understood. Merci

2019-08-09, 7:30 a.m. - John â€‹ Manconi: 15 trains launched all started on time

2019-08-09, 3:58 p.m. - Matt â€‹ Gravel: John - do you have an update on the impact of Wednesday and yesterday? Full reset or repeat days?

2019-08-09, 4:11 p.m. - John â€‹ Manconi: Itâ€™s all part of a bigger strategy that I am bribing to you. Hang tight please. Also today is going very well

2019-08-09, 4:21 p.m. - Matt â€‹ Gravel: Ok merci

2019-08-09, 5:37 p.m. - John â€‹ Manconi: Everyone please read email I just sent.

2019-08-09, 5:59 p.m. - Steve Kanellakos: Great work John. You and your team have been the difference

2019-08-09, 6:07 p.m. - Allan Hubley: We can see light at the end of the tunnel.

2019-08-10, 6:38 a.m. - John â€‹ Manconi: 11 trains launched (11 is what is required for Saturday and Sunday) . Spares available.

2019-08-10, 6:39 a.m. - Matt â€‹ Gravel: Thanks John

2019-08-10, 3:50 p.m. - John â€‹ Manconi: Yesterday was a pass. That makes it 5. Today is going very well.

2019-08-10, 3:51 p.m. - Matt â€‹ Gravel: Great! So no full reset; just repeats of Wednesday/Thursday?

2019-08-10, 3:58 p.m. - John â€‹ Manconi: That is part of a very complex discussion. Working on getting through weekend and Monday . Need time to work all that out.

2019-08-10, 4:41 p.m. - Matt â€‹ Gravel: Understood. Merci.

2019-08-11, 8:48 a.m. - John â€‹ Manconi: 11 trains launched. 10 on time one was delayed.

2019-08-11, 8:55 a.m. - Allan Hubley: Thank you

2019-08-11, 11:10 a.m. - John â€‹ Manconi: One train experienced issues spare is being deployed to replace it

2019-08-11, 5:27 p.m. - John â€‹ Manconi: Things are going well. Saturday and Sunday (if things continue to go well) should both be positive scores . We will give you scores on Monday as I gave the scoring team a break today as they were exhausted.

2019-08-11, 5:28 p.m. - Allan Hubley: Thank you for your amazing efforts.

2019-08-11, 5:38 p.m. - John â€‹ Manconi: Thank you Chair

2019-08-12, 6:37 a.m. - John â€‹ Manconi: 15 Trains launched on time. Spare train available.

2019-08-12, 6:58 a.m. - Matt â€‹ Gravel: Great news! Merci, John.

2019-08-13, 6:51 a.m. - John â€‹ Manconi: 15 trains launched. One train has a battery issue - spare train is being launched to replace it.

2019-08-13, 7:46 a.m. - Matt â€‹ Gravel: ðŸ’¼ðŸ’¼ðŸ’¼

2019-08-13, 7:50 a.m. - James â€‹ Armbruster: Ditto that.

2019-08-13, 11:39 a.m. - John â€‹ Manconi: Morning was not that good. Three train issues. Two managed quick recovery. Last one is stalled at Tunneys causing us to implement diversion service for one hour.

2019-08-14, 7:08 a.m. - John â€‹ Manconi: Fifteen trains launched on time

2019-08-14, 7:20 a.m. - James â€‹ Armbruster: Great news thanks!

2019-08-14, 3:46 p.m. - James â€‹ Armbruster: Cab you please advise if RTG passed or failed yesterday Aug 13?

2019-08-14, 3:47 p.m. - James â€‹ Armbruster: Can you please advise...

2019-08-14, 3:53 p.m. - John â€‹ Manconi: They passed yesterday

2019-08-14, 3:56 p.m. - James â€‹ Armbruster: Can you please share the % from yesterday?

2019-08-14, 3:58 p.m. - John â€‹ Manconi: No not yet. Working on it

2019-08-15, 8:17 a.m. - John â€‹ Manconi: 15 trains launched this morning

2019-08-16, 7:01 a.m. - John â€‹ Manconi: 13 Trains launched

2019-08-16, 7:35 a.m. - John â€‹ Manconi: Urgent. Can you folks please confirm we are good to send out the memo at 8 am this morning?

2019-08-16, 7:35 a.m. - Matt â€‹ Gravel: 7:55 please. Mayorâ€™s request. Iâ€™ve let Kim know and sheâ€™s good.

2019-08-16, 7:51 a.m. - James â€‹ Armbruster: Great thanks for clarifying.

2019-08-16, 9:19 a.m. - John â€‹ Manconi: AM Peak has ended and we are starting our mid day service reduction from 13 to 11 trains. Very positive AM rush. Majority of the time, all trips running on time, evenly spaced meeting thru put and travel times. Positive energy in control and with our operators. Ran like a railroad with no vehicle issues reported.

2019-08-16, 7:50 p.m. - James â€‹ Armbruster: Can you please provide commentary on pm peak?

2019-08-16, 7:56 p.m. - John â€‹ Manconi: I believe we should be fine however we experienced a train issue this afternoon and it could of been a simple fix but the morons didnâ€™t have the vehicle technicians on the line during pm rush hour because they were doing a shift change. I think because of the positive morning and our actions we should be fine. Our plan is solid RTG/RTM need to focus on execution. Will keep you posted

2019-08-16, 7:59 p.m. - James â€‹ Armbruster: Ok thanks very much.

2019-08-17, 7:14 a.m. - John â€‹ Manconi: 11 trains out on the line

2019-08-17, 7:15 a.m. - John â€‹ Manconi: 11 is the weekend count

2019-08-17, 3:21 p.m. - John â€‹ Manconi: Yesterday was a pass. The morning was perfect they messed

[illegible]

2019-08-24, 7:44 a.m. - John â€‹ Manconi: The suspect that caused the extensive damage with the hatchet has been arrested. OPS has him in custody.

2019-08-24, 7:45 a.m. - Steve Box: Glad to hear that. Thank you for the update John.

2019-08-24, 9:29 a.m. - Allan Hubley: Excellent news! Hopefully he can cover costs instead of taxpayers.

2019-08-27, 10:23 a.m. - Matt â€‹ Gravel: Mayor would like an update on ongoing testing. Merci!

2019-08-27, 10:43 a.m. - John â€‹ Manconi: Drills are going well. No issues to report.

2019-08-27, 11:00 a.m. - Matt â€‹ Gravel: Super. Merci!

2019-08-27, 8:34 p.m. - John â€‹ Manconi: Matt, Serge, Chair. As you can imagine we are being bombarded with ideas from councillors. I am managing all of them. Councillor Fleury I will call you Chair and Matt tomorrow to discuss. Councillor Egli had a good idea and I want your green light first. On a fixed day and time inviting councillor assistants to receive a controlled orientation to the system - no photos no tweets . Assistants only . The purpose is they will be getting the inquiries etc and can be useful in assisting. Thoughts? Finally I thought from Jocelyne and I . For Mayor, Chair and City Manager - a ride from one end to the other getting off at each station. It will take about 2 hrs so donâ€™t know if you can commit to that. This would be pre opening. Let me know

2019-08-27, 8:38 p.m. - Allan Hubley: Matt Gravel was to talk to Councillor Fluery today. Personally I believe he will create a very serious safety issue if not stopped.

Good idea for assistants and i am looking forward to spending as much time as needed to support the launch activities.

2019-08-27, 8:44 p.m. - Matt â€‹ Gravel: Will speak with Fleury after I speak with John.

2019-08-27, 8:44 p.m. - Matt â€‹ Gravel: Very supportive of assistants familiarization tour!

2019-08-27, 8:45 p.m. - Matt â€‹ Gravel: Good idea for full tour with off and on at every station! Mayor is interested and would like Councillor Blais to be invited as well.

2019-08-28, 6:46 a.m. - John â€‹ Manconi: <Media omitted>

2019-08-28, 6:47 a.m. - John â€‹ Manconi: Lower level of Bayview opened up . Trillium line train now connect to LRT station - ambassadors on site fare gates operational etc. A big step forward in multimodal. Diesel line now connected to Electric line!

2019-08-28, 8:22 a.m. - Matt â€‹ Gravel: Big step indeed! Congratulations, John!

2019-08-28, 8:23 a.m. - Matt â€‹ Gravel: Are we still on track for RSA and handover this week?

2019-08-28, 8:31 a.m. - John â€‹ Manconi: Critical meeting last night- down to 5 items . 3 resolved. 2 are being worked on today/tonight. Still planning for this week. No firm date yet

2019-08-28, 8:31 a.m. - Matt â€‹ Gravel: Ok merci!

2019-08-28, 12:24 p.m. - John â€‹ Manconi: Councillor Leiper was asking if fare gates and ticket vending machines are working at Bayview. So far all is working fine

2019-08-28, 8:09 p.m. - John â€‹ Manconi: Congratulations everyone
<https://ottawa.ctvnews.ca/video?clipId=1766407>

2019-08-28, 8:11 p.m. - Matt â€‹ Gravel: Great work!ðŸœŸðŸŒŸðŸŒŸ

2019-08-29, 8:58 p.m. - John â€‹ Manconi: <Media omitted>

Here you go folks. Stage 2 - Trillium Line Uplands Station . If mayor or chair want to tweet out feel free to do so.

2019-08-29, 9:20 p.m. - Steve Kanellakos: We are on a roll!

2019-08-29, 9:45 p.m. - James â€‹ Armbruster: This seems very exciting. Can you provide a little bit more - this is early staging work? Congrats!

2019-08-29, 9:49 p.m. - John â€‹ Manconi: <Media omitted>

Supports for the elevated stations. The picture you see are Caissons.

2019-08-29, 9:50 p.m. - James â€‹ Armbruster: Very impressive - thanks!

2019-08-30, 6:46 a.m. - John â€‹ Manconi: <Media omitted>

Q2 ridership. April is up from last year and overall 12 month up very slightly.

2019-08-30, 7:33 a.m. - Matt â€‹ Gravel: Great news!

2019-08-30, 7:38 a.m. - John â€‹ Manconi: I continue to see tweets that ridership is down. People are entitled to their opinions but they are not entitled to their facts.

2019-08-30, 8:00 a.m. - John â€‹ Manconi: Direction please. I will know around lunch time if the final issue for RSA is resolved and timing of RSA .on the assumption we get RSA today please confirm. Tweets? Yes no by whom? Short memo to council? Yes no? We are swamped so your earliest response is appreciated

2019-08-30, 8:05 a.m. - Matt â€‹ Gravel: Our media response have been saying youâ€™ll let Council

know when we achieve RSA, so we need a short memo from you to Council. Will get back to you RE tweets.

2019-08-30, 11:10 a.m. - Matt â€œ Gravel: No tweets RE RSA. Mayor wants to tweet picture of Stage 2 South progress; Iâ€™ll reach out to Kim for source file.

2019-08-30, 1:19 p.m. - Matt â€œ Gravel: Any news on RSA, John?

2019-08-30, 1:20 p.m. - John â€œ Manconi: Hang tight in mtg right now

2019-08-30, 2:18 p.m. - John â€œ Manconi: I just finished up a meeting to confirm timelines and shared the following with Steve. He has asked that I share with you the steps and timelines. The Alstom vehicle safety certificate is expected any minute now. Upon receipt of that the safety auditor has confirmed if it is in order he will issue his opinion of no safety objections to the city and Rtg currently scheduled for 3:00 pm today. Upon receipt of that rtg will issue their RSA notice at 3:30. The city will then issue its favourable letter no later than 5 pm. Following that the IC will need to issue their opinion expected to be positive. Rtg is trying to ascertain if that can occur this evening but our guess is it will be this weekend. We have a memo positioned to go out saying all this has occurred and identifying when the IC opinion will be coming out. One piece that is important but does not comprises any of this is a document that Rtg needs to provide next week to finalize that we are good to go for passenger service. Again that does not comprise RSA and the safety auditor is fully supportive and him having done this many times reminds everyone this is all normal. So bottom line memo late this evening if everything goes well.

2019-08-30, 2:23 p.m. - John â€œ Manconi: <Media omitted>

2019-08-30, 2:23 p.m. - John â€œ Manconi: Accessibility group out on system

2019-08-30, 2:24 p.m. - James â€œ Armbruster: Thatâ€™s really amazing. Thanks!

2019-08-30, 2:24 p.m. - Matt â€œ Gravel: Mayor would rather push it out until Tuesday and make sure everyone has signed off fully. Tonight makes it seemed like weâ€™re disorganized or trying to sweep it under the rug.

2019-08-30, 2:24 p.m. - John â€œ Manconi: Sorry whatâ€™s Tuesday?

2019-08-30, 2:24 p.m. - Matt â€œ Gravel: Memo to Council RE RSA.

2019-08-30, 2:25 p.m. - John â€œ Manconi: I understand that but is it that you believe you will get the last piece ?

2019-08-30, 2:26 p.m. - Matt â€œ Gravel: Just from a PR perspective, Mayor believes Tuesday is better and gives you more time to line up all documents.

2019-08-30, 2:28 p.m. - John â€œ Manconi: Would you like us to have a holding line saying we are receipt of the documentation and it has been forwarded to the IC for review. As soon as we hear back we will advise council and media.

2019-08-30, 2:29 p.m. - Matt â€œ Gravel: Yes thatâ€™s good.

2019-08-30, 2:30 p.m. - Allan Hubley: John when discussion on RSA is settled, can you share how the accessibility tour went please. Any issues or feedback.

2019-08-30, 2:30 p.m. - John â€œ Manconi: Yes the picture I just sent is the first group and I will have an update sent to you

2019-08-30, 2:59 p.m. - Allan Hubley: Thank you!

2019-08-30, 4:16 p.m. - Matt â€œ Gravel: Mayor says SNC has signs along Airport Parkway. Heâ€™d like them taken down.

2019-08-30, 4:18 p.m. - John â€œ Manconi: I will look into this but can this not be a priority please. We are swamped.

2019-08-30, 4:20 p.m. - Matt â€œ Gravel: Of course! Completely understand. Not asking for it to be a priority. Merci, John.

2019-08-30, 4:25 p.m. - John â€œ Manconi: Ok thx

2019-08-30, 6:37 p.m. - John â€œ Manconi: Safety auditor letter in support of RSA is in.

2019-08-30, 6:38 p.m. - Steve Kanellakos: Good news!

2019-08-30, 6:39 p.m. - James â€œ Armbruster: Thanks John - we are so close to the finish line!!!

2019-08-30, 8:14 p.m. - John â€œ Manconi: RSA notice from Rtg just came in. Will keep you posted.

2019-08-30, 8:15 p.m. - James â€œ Armbruster: Ok thanks.

2019-08-30, 8:16 p.m. - James â€œ Armbruster: To be clear now we wait for IC - is that the next step?

2019-08-30, 8:20 p.m. - John â€œ Manconi: Correct.

2019-08-30, 8:20 p.m. - James â€œ Armbruster: Ok thanks very much.

2019-08-30, 11:05 p.m. - John â€œ Manconi: We just respond to Rtg Rsa . IC response is expected tomorrow.

2019-08-30, 11:06 p.m. - James â€œ Armbruster: Thanks very much. Thanks for the updates.
 2019-08-30, 11:06 p.m. - John â€œ Manconi: Your welcome
 2019-08-31, 4:07 p.m. - John â€œ Manconi: <Media omitted>
 IC has confirmed RSA
 2019-08-31, 4:15 p.m. - Steve Kanellakos: Touchdown!
 2019-08-31, 4:16 p.m. - John â€œ Manconi: Can someone advise if the plan remains to issue memo on Tuesday or are we contemplating sooner. I have a bunch of people on stand by
 2019-08-31, 4:30 p.m. - Steve Kanellakos: My gut tells me we wait till Tuesday morning and get the benefit of solid media coverage of this significant milestone. Putting it out Saturday evening buries it. What do Chair and MO think?
 2019-08-31, 4:31 p.m. - Allan Hubley: I agree. Bigger better impact on Tuesday. Nobody asking either.
 2019-08-31, 4:33 p.m. - Matt â€œ Gravel: MO supports Tuesday.
 2019-08-31, 4:34 p.m. - John â€œ Manconi: Excellent thank you
 2019-08-31, 4:34 p.m. - Steve Kanellakos: Great work John!
 2019-08-31, 4:36 p.m. - Steve Box: Congratulations John!
 2019-08-31, 4:38 p.m. - John â€œ Manconi: Thank you . An entire army of people on the team deserve a huge credit.
 2019-08-31, 4:39 p.m. - Allan Hubley: Hopefully John you and the amazing team can catch some down time in what is left of long weekend.
 2019-08-31, 4:40 p.m. - John â€œ Manconi: Thank you Chair.
 2019-08-31, 5:29 p.m. - John â€œ Manconi: <Media omitted>
 There it is folks
 2019-08-31, 5:30 p.m. - Allan Hubley: Feels like graduation all over again!
 2019-08-31, 5:36 p.m. - James â€œ Armbruster: Thanks for all your hard work in getting us to this huge milestone.
 2019-09-02, 4:54 p.m. - John â€œ Manconi: <Media omitted>
 This a sample of the many drills we have been running. It simulates an obstruction on the line and tests our control room, operators, customer service and escalation procedures. All drills are pre planned a monitoring team reviews every action taken followed by a debrief.
 2019-09-02, 4:56 p.m. - James â€œ Armbruster: Thanks for this - confidence building update.
 2019-09-02, 4:56 p.m. - Allan Hubley: John is it only monitored by control room operators or are there people at the site as well?
 2019-09-02, 4:58 p.m. - John â€œ Manconi: All over
 2019-09-03, 8:59 a.m. - John â€œ Manconi: Memo is ready to go. It can be issued this morning at 10:30 advise ASAP please if this is a problem
 2019-09-03, 9:00 a.m. - James â€œ Armbruster: Iâ€™m on annual leave, Mat Gravel has the pen and lead from MO.
 2019-09-03, 9:07 a.m. - John â€œ Manconi: We canâ€™t do edits. This is a legally based memom
 2019-09-03, 9:07 a.m. - John â€œ Manconi: Memo
 2019-09-03, 9:08 a.m. - Matt â€œ Gravel: No desire for edits. Liaising with Mayor on timing.
 2019-09-03, 9:08 a.m. - James â€œ Armbruster: I just meant he can give the go ahead, I see we already agreed to Tuesday last week.
 2019-09-03, 9:11 a.m. - John â€œ Manconi: Matt/ chair 10:30 ok?
 2019-09-03, 9:12 a.m. - Matt â€œ Gravel: We have a media event at 10:30. Just confirming with Mayor whether he wants it out before or after.
 2019-09-03, 9:26 a.m. - Matt â€œ Gravel: Can you do it sooner? Mayor would rather it go out before 10:30 media event
 2019-09-03, 9:27 a.m. - +1 (613) 762-2271: Yes we can send English version right away. French to follow very shortly
 Ok to proceed Matt?
 2019-09-03, 9:27 a.m. - Steve Kanellakos: Perfect
 2019-09-03, 9:28 a.m. - Matt â€œ Gravel: Yes great!
 2019-09-03, 9:30 a.m. - +1 (613) 762-2271: Noted. Will be out shortly
 2019-09-03, 9:32 a.m. - Matt â€œ Gravel: Merci Joce!
 2019-09-03, 1:25 p.m. - John â€œ Manconi: I just sent everyone the information being requested on RsA payment via email

2019-09-04, 12:11 p.m. - John â€‹ Manconi: Ctv has An inquiry into us from our leaker. They have misinformation so we will be responding. The lighting storm of last night appears to have affected some radio equipment that transmits the positions of trains. This occurred in the west end. Crews are investigating and we will know more this afternoon. Trains are running from Hurdman to Blair but we have paused operations from Tunneys to Hurdman. CTV is claiming 3 trains got stuck in the tunnel. That is not the case. They lost communications and protocol requires us to follow certain procedures. A technician guided the trains to Tunneys where they have been parked while we investigate.

2019-09-04, 1:04 p.m. - James â€‹ Armbruster: Can you update on any significant impacts to the system?

2019-09-04, 1:07 p.m. - John â€‹ Manconi: Coming shortly

2019-09-04, 2:09 p.m. - John â€‹ Manconi: Issue resolved. We had three radio units that needed to be reset. No damage. Full service has been restored Tunneys to Blair

2019-09-04, 2:29 p.m. - James â€‹ Armbruster: Thanks very much for the update.

2019-09-04, 3:51 p.m. - John â€‹ Manconi: Response to ctv is going out sending you a copy

2019-09-04, 3:51 p.m. - Allan Hubley: Thank you

2019-09-04, 4:31 p.m. - John â€‹ Manconi: Ctv called me they asked a bunch of questions and I clarified it

2019-09-04, 4:32 p.m. - James â€‹ Armbruster: Ok thanks for updating

2019-09-04, 4:38 p.m. - John â€‹ Manconi: Ctv just pushed out negative story

2019-09-07, 9:50 a.m. - John â€‹ Manconi: <Media omitted>

2019-09-07, 9:51 a.m. - John â€‹ Manconi: Volunteer riders are out in action!

2019-09-07, 9:51 a.m. - John â€‹ Manconi: <Media omitted>

2019-09-07, 9:55 a.m. - Steve Kanellakos: It looks like we have gone into service!

2019-09-07, 9:57 a.m. - John â€‹ Manconi: That is the objective! Fresh set of eyes looking and testing everything. The logistics behind this is mind boggling.

2019-09-07, 10:08 a.m. - James â€‹ Armbruster: I wish I was a volunteer but Iâ€™m happy to wait until Sept 14...

2019-09-07, 10:09 a.m. - John â€‹ Manconi: You and I are too close to it.

2019-09-07, 10:23 a.m. - John â€‹ Manconi: <Media omitted>

2019-09-07, 10:24 a.m. - John â€‹ Manconi: One more. Only months ago those displays were empty and the mayor asked me what goes in there. Take a look

2019-09-07, 10:26 a.m. - Allan Hubley: Awesome. Did we add a sign saying how many steps at rideau for our competitive residents?

2019-09-07, 10:33 a.m. - John â€‹ Manconi: No yet!

2019-09-07, 2:02 p.m. - John â€‹ Manconi: <Media omitted>

2019-09-07, 2:03 p.m. - John â€‹ Manconi: One week from now open to public. Note time on station screens.

2019-09-07, 2:13 p.m. - James â€‹ Armbruster: That is very cool!

2019-09-07, 2:27 p.m. - Matt â€‹ Gravel: Awesome! I canâ€™t wait for next Saturday. :)

2019-09-08, 12:10 p.m. - John â€‹ Manconi: <Media omitted>

Emergency evacuation drill simulating smoke in tunnel two injuries and a person in a wheel chair needing to be extracted from tunnel

2019-09-08, 12:12 p.m. - Matt â€‹ Gravel: Pretty impressive! I saw two fire trucks parked outside of Pimisi last night - I assumed it was part of drills. Correct?

2019-09-08, 12:17 p.m. - John â€‹ Manconi: They are doing final training and orientation of the control panel that they access for their command post if they have to respond.

2019-09-08, 12:17 p.m. - Matt â€‹ Gravel: Cool. Merci!

2019-09-09, 5:03 p.m. - Matt â€‹ Gravel: Mayor has agreed to announce at FEDCO tomorrow that Stage 2 updates would now take place quarterly.

2019-09-09, 8:35 p.m. - John â€‹ Manconi: <Media omitted>

2019-09-09, 8:36 p.m. - John â€‹ Manconi: Bike boarding decal

2019-09-09, 8:37 p.m. - Matt â€‹ Gravel: ðŸš²ðŸŽ‘ðŸœŸ¼

2019-09-10, 11:38 a.m. - James â€‹ Armbruster: Great updates at Fedco John - very upbeat and focused on next steps!!!

2019-09-10, 11:40 a.m. - John â€‹ Manconi: Thanks

2019-09-11, 8:49 a.m. - James â€‹ Armbruster: Great human interest story by Kelly Egan - interview with LRT operator. A rare positive one!

2019-09-11, 8:49 a.m. - Steve Kanellakos: The tide has turned!

2019-09-11, 8:50 a.m. - James â€œ Armbruster: You can feel it. Iâ€™m on a jam-packed express bus from Millenium and people are talking about it.

2019-09-11, 10:17 a.m. - John â€œ Manconi: Live stream feed from Tunneys. Testing and dress rehearsal of launch
<https://www.youtube.com/watch?v=JXrQ5uNpLxE>

2019-09-11, 10:19 a.m. - James â€œ Armbruster: Thanks for sharing this - very exciting. And thanks for the amazing tour yesterday.

2019-09-11, 4:28 p.m. - John â€œ Manconi: <Media omitted>
 Here you go! Hot off the press.

2019-09-11, 4:29 p.m. - James â€œ Armbruster: More excellent news, thanks!

2019-09-11, 4:34 p.m. - John â€œ Manconi: You have no idea how important that document is and what it took to get that landed for today!

2019-09-11, 4:34 p.m. - James â€œ Armbruster: Iâ€™m happy that you are on top of it!

2019-09-12, 8:24 a.m. - Matt â€œ Gravel:
<https://twitter.com/daphatves/status/1172123185510268928?s=12>

2019-09-12, 8:24 a.m. - Matt â€œ Gravel: John - Whatâ€™s wrong with the elevators at Place dâ€™Orleans Park N Ride?

2019-09-12, 8:32 a.m. - Steve Box: Congratulations John on obtaining the Fleet Safety Certificate. It is indeed excellent news.

2019-09-14, 8:45 a.m. - John â€œ Manconi: Councillor Blais is having attitude as he wants to disembark train with his guest and at Blair. We canâ€™t have uncontrolled movements and deviations. In case he escalates. Menard asked the same and we said no. Stations are closed no exceptions.

2019-09-14, 8:47 a.m. - James â€œ Armbruster: They will have to follow the protocol for the event, end of story.

2019-09-14, 8:47 a.m. - John â€œ Manconi: Thank you!

2019-09-14, 1:43 p.m. - John â€œ Manconi: Line ups at Tunneys and Blair. All manageable gates are starting to be opened up

2019-09-14, 1:44 p.m. - James â€œ Armbruster: Thatâ€™s great news thanks

2019-09-14, 2:14 p.m. - John â€œ Manconi: Trains caring passengers stations are hoping! Positive reactions across the network. Social media feeds are amazing

2019-09-14, 2:28 p.m. - Matt â€œ Gravel: People are ECSTATIC!

2019-09-14, 2:32 p.m. - Allan Hubley: IMG-20190914-WA0000.jpg (file attached)

2019-09-14, 2:40 p.m. - Matt â€œ Gravel: One escalator down at Parliament

2019-09-14, 2:44 p.m. - John â€œ Manconi: Yes we have it. Remember we have scada monitoring everything and we are responding

2019-09-14, 2:44 p.m. - Matt â€œ Gravel: Merci!

2019-09-14, 4:35 p.m. - Matt â€œ Gravel: Coming out of Blair station next to Gloucester Centre, set of garbages installed but not serviced.

2019-09-14, 5:38 p.m. - John â€œ Manconi: Matt who is covering for you and Serge re: keeping Deputy mayor informed?

2019-09-14, 5:48 p.m. - James â€œ Armbruster: I will be taking over from Matt and keeping DM Darouze in the loop...

2019-09-14, 6:26 p.m. - John â€œ Manconi: Ok thx. I thought you were away

2019-09-14, 7:01 p.m. - James â€œ Armbruster: Oh no, Iâ€™m here for the week. Congrats on a spectacularly successful day. The entire city was beaming with pride.

2019-09-14, 7:03 p.m. - John â€œ Manconi: Thanks !!

2019-09-14, 8:38 p.m. - Matt â€œ Gravel: Mayor is asking if thereâ€™s a report back or progress on escalator issues.

2019-09-14, 8:39 p.m. - +1 (613) 762-2271: I will get u an answer

2019-09-14, 8:51 p.m. - +1 (613) 762-2271: Matt
 The escalators are all working
 John had the foresight of telling RTM to have the escalators and elevators maintenance company on sight
 Hence we think the issues are that people are jumping on stairs which created issues
 We are messaging or telling customers not to do thump in escalators.
 Maintenance personnel reset the escalators and they are back in service very quickly

2019-09-14, 8:56 p.m. - James â€œ Armbruster: That is excellent news, thanks
 2019-09-14, 9:10 p.m. - Matt â€œ Gravel: Super. Merci Joce!
 2019-09-14, 9:45 p.m. - +1 (613) 762-2271: Update - got some info from RTM. Escalator contractor making adjustments to escalators. Feels it is just fine tuning of equipment now that they are experiencing passenger loads. We will monitor.
 2019-09-14, 9:54 p.m. - Matt â€œ Gravel: Perfect. Keep me posted. Merci!
 2019-09-15, 12:42 p.m. - Matt â€œ Gravel: Mayor doing interview with CBC in morning (5am your time) and would like to be able to say how long it took to get the escalator at Rideau back in service.
 2019-09-15, 12:46 p.m. - +1 (613) 762-2271: Coming shortly
 2019-09-15, 12:46 p.m. - Matt â€œ Gravel: Merci!
 2019-09-15, 1:33 p.m. - John â€œ Manconi: Rail system is running well. As discussed last week a media availability is being organized for tomorrow around lunch time with me and the Chair.
 2019-09-15, 1:52 p.m. - +1 (613) 762-2271: With new escalators carrying full loads they require adjustment. The adjustment is straightforward and involves a simple reset by acertified technicians. We have added technicians for this opening and the response time is very quick . For the instances that occurred response times have ranged from a few minutes to 30 minutes maximum.
 2019-09-15, 1:54 p.m. - Matt â€œ Gravel: Perfect. Merci!
 2019-09-15, 3:26 p.m. - Allan Hubley: Somebody dropped a container of blueberries on our big escalator at rideau going to be messy!
 2019-09-15, 3:28 p.m. - +1 (613) 762-2271: Thank you Chair
 I am reporting it
 2019-09-15, 3:40 p.m. - +1 (613) 762-2271: Rideau centre Farmboy escalator to go down not working
 2019-09-15, 3:45 p.m. - James â€œ Armbruster: Because of blueberry spill?!?
 2019-09-15, 3:47 p.m. - Allan Hubley: No. Rideau center's off for awhile. Their security aware. Our big one with blueberries not stopped just going to dirty
 2019-09-15, 3:48 p.m. - +1 (613) 762-2271: No sorry- I saw the blueberries and we called it in. Escalators are working
 2019-09-15, 6:48 p.m. - John â€œ Manconi: Service is running very well. Your customers are 100% happy. The escalators at rideau are the classic â€œwe have to find one thing wrongâ€œ . They are not broken and a reminder we have scada monitoring all systems - we know the status of every system 24/7. Customers are not complaining. I will address the escalators at the media availability tomorrow. I am a texting debate with Councillor Fleury right now explaining our response and which ones are ours and which one are Cadillac Fairview. We will need a gentle reminder that city escalators are not special and like all the other ones you see they do stop working from time to time but council spared no expense and built in redundancies - as I explained to a customer at rideau today. The back up elevator got her to the level she needed ! A bunch of prep work for tomorrow going on all day long.
 2019-09-15, 6:49 p.m. - James â€œ Armbruster: Ok thanks
 2019-09-15, 6:51 p.m. - Allan Hubley: Thanks John. Tomorrow I will bring crayons to explain the difference to fluery. It seems to work better.
 2019-09-16, 1:07 a.m. - Matt â€œ Gravel: John - Great job by you and your team all weekend! Good luck in the morning.

Confidential - Personal Information

2019-09-16, 5:07 a.m. - John â€œ Manconi: I will be advising council and transit commissioner members via email shortly.
 2019-09-16, 5:08 a.m. - John â€œ Manconi: Serge/Matt ensure you read as I know Mayor is doing a cbc interview this morning
 2019-09-16, 5:27 a.m. - Matt â€œ Gravel: Mayor did interview while this message came in. Very positive interview with Robyn Bresnahan.

Confidential - Personal Information

2019-09-16, 5:30 a.m. - Matt â€œ Gravel: Okay thanks

2019-09-16, 5:30 a.m. - Allan Hubley: Thanks John

Confidential - Personal Information

2019-09-16, 7:31 a.m. - John â€‹ Manconi: Service is running well
 2019-09-16, 8:12 a.m. - Matt â€‹ Gravel: From a friend of mine who just messaged me: â€œHey! Please pass along to ever needs to hear it that the LRT is amazing. I know the city took a big hit on this project, and already itâ€™s paid off. It cut my commute from 25 mins to 8 and it was amazing.â€
 2019-09-16, 8:13 a.m. - James â€‹ Armbruster: Great intel!!!
 2019-09-16, 8:13 a.m. - James â€‹ Armbruster: Iâ€™m now on Express 22 from Millenium to Blair. I wonâ€™t be tweeting but Iâ€™m pretty excited.
 2019-09-16, 8:23 a.m. - Allan Hubley: Just came in on Â²57 and almost at hurdman
 2019-09-16, 8:26 a.m. - James â€‹ Armbruster: John and yourself should continue to emphasize the incredible complexity of this transition - thousands and thousands of minor changes to the system - continue to thank residents for their patience and support...
 2019-09-16, 8:29 a.m. - John â€‹ Manconi: All covered and part of the plan. We have the media availability today and we will be saying all that
 2019-09-16, 8:29 a.m. - James â€‹ Armbruster: Great thanks.
 2019-09-16, 8:41 a.m. - John â€‹ Manconi: <Media omitted>
 Councillor Blais has to stop this! I understand he is not happy but he cannot be this critical to staff. It is demoralizing . This is second one this morning and his first one he was dead wrong. He is not happy with anything
 2019-09-16, 8:42 a.m. - James â€‹ Armbruster: Can you send me the entire tweet?
 2019-09-16, 8:42 a.m. - James â€‹ Armbruster: Or Joc?
 2019-09-16, 8:43 a.m. - John â€‹ Manconi: Yes itâ€™s texts I will send you both
 2019-09-16, 8:46 a.m. - John â€‹ Manconi: Sent you two texts
 2019-09-16, 8:46 a.m. - John â€‹ Manconi: Service is running well
 2019-09-16, 8:49 a.m. - James â€‹ Armbruster: Great thanks. My train ride is amazing and uneventful. Lots of students disembarking at U of O.
 2019-09-16, 8:51 a.m. - Allan Hubley: Talked to staff at tunneys and Hurdman. Not many staying choosing to stay on bus
 2019-09-16, 8:52 a.m. - James â€‹ Armbruster: None on my bus at Blair.
 2019-09-16, 8:56 a.m. - John â€‹ Manconi: The escalator that was done yesterday and today is not ours it is Cadillac Fairview. We are connecting with them about importance of these response time etc. FYI we have a tech assigned to Rideau and I will be discussing all this at media availability
 2019-09-16, 9:00 a.m. - John â€‹ Manconi added George Darouze
 2019-09-16, 9:01 a.m. - George Darouze: Thanks
 2019-09-16, 9:09 a.m. - John â€‹ Manconi: Morning rush hour is winding down very good operation on all fronts no major incidents
 2019-09-16, 9:09 a.m. - James â€‹ Armbruster: Thanks for the update.
 2019-09-16, 9:10 a.m. - George Darouze: Great
 2019-09-16, 11:39 a.m. - John â€‹ Manconi: Memo update to council just went out . Media briefing is at noon.
 2019-09-16, 11:40 a.m. - James â€‹ Armbruster: Ok thanks for the update.
 2019-09-16, 11:40 a.m. - George Darouze: Thank you for the update
 2019-09-16, 12:53 p.m. - John â€‹ Manconi: Minor bus collision at Tunneys. No passenger injuries EMS called for operator with a pre existing injury.
 2019-09-16, 1:03 p.m. - George Darouze: Thanks for the update.
 2019-09-16, 3:52 p.m. - John â€‹ Manconi: System is operating well. No issues
 2019-09-16, 3:53 p.m. - George Darouze: Great news.
 2019-09-16, 3:55 p.m. - James â€‹ Armbruster: I will be on the train again this evening...
 2019-09-16, 3:55 p.m. - George Darouze: Have a great trip home ðŸ˜¸.
 2019-09-16, 3:56 p.m. - James â€‹ Armbruster: Thanks this morning was amazing!
 2019-09-16, 5:23 p.m. - John â€‹ Manconi: One minor train delay of approximately 8 mins due to a fault

on train. Not major service is moving normally

2019-09-16, 5:33 p.m. - John Manconi: Councillor Harder is asking about Barrhaven bus crowding we responded . No major issues .

2019-09-17, 8:17 a.m. - John Manconi: Service is running well. Team is working on tweaks to address bus connections at Tunneys for pm commute.

2019-09-17, 8:26 a.m. - Matt Gravel: Tom Spears from Citizen reported that some users were saying overhead bars were too high and there's no dangling rubber handles like on the buses. Mayor thinks it's a valid point. Have staff heard it from customers?

2019-09-17, 8:29 a.m. - James Armbruster: Yes, I think it's a valid point. I noticed it as one of the above average height guys. I assume John will look at a long term tweak of some kind.

2019-09-17, 8:32 a.m. - James Armbruster: Shorter persons will have to gravitate to the vertical bars, for sure. Can

2019-09-17, 8:35 a.m. - John Manconi: We are tracking all suggestions as putting them into various categories . Nobody commit to anything as it is Rail and you need to safety assessments, costs etc. BTW we have figured out what the smell is at parliament and it is being fixed at 10 am today

2019-09-17, 8:36 a.m. - Matt Gravel: What is the smell?

2019-09-17, 8:37 a.m. - James Armbruster: Good news thanks. I don't see anyone ever committing to a technology fix that requires engineering/safety sign-off from OC Transpo!

2019-09-17, 8:38 a.m. - Matt Gravel: Any issues at Blair with bus transfers?

2019-09-17, 8:38 a.m. - John Manconi: It's not you guys it's the public and others sending in suggestions etc

2019-09-17, 8:42 a.m. - John Manconi: Matt. Smell is elevator pit. Blair being monitored. Councillor Blais is emailing about the crowded bus platforms like Tunneys. We are adjusting and tweaking but many are forgetting the history on those two stations. We will gently remind everyone that they become straight forward stations once Station 2 opens - no longer transfer stations and remember both locations we were severely restricted land, designs etc. Lastly it's only day 2 . People will adjust. Yesterday was a railroader's dream . Enjoy these great days should be our message - we will have some nasty ones! I will take yesterday all day long. One other thing - great first day bad thing great first day!

2019-09-17, 8:43 a.m. - James Armbruster: I believe we need to continue reinforcing that we will get better bus reliability and better bus connections when buses are no longer required for the parallel bus service. Is that correct?

2019-09-17, 8:45 a.m. - John Manconi: Exactly what we are working on

2019-09-17, 1:37 p.m. - John Manconi: We have one imbolized train at Cyrville station that is being diagnosed by technician. Service is continuing to operate on a single track from Blair to St. Laurent. Customer volume is low at this time of say. Full service from St. Laurent to Tunneys. No customers on train. Train is being brought in . Customers would of experienced delays.

2019-09-17, 1:51 p.m. - James Armbruster: Will this be resolved by start of peak pm volume?

2019-09-17, 1:52 p.m. - John Manconi: We believe it will

2019-09-17, 1:53 p.m. - James Armbruster: Because we have enough spares?

2019-09-17, 1:53 p.m. - John Manconi: Yes .

2019-09-17, 1:55 p.m. - John Manconi: Train is off the line and we are returning to normal service shortly

2019-09-17, 2:03 p.m. - James Armbruster: Thanks for advising when normal service has resumed.

2019-09-17, 2:22 p.m. - George Darouze: Thanks for the updates today.

2019-09-17, 3:03 p.m. - John Manconi: Sharing with you folks the following. First what customers would of experience during the incident and as the residual catch occurred is holds at a station or two. They would of received messaging from operator and station platforms would also say some delay. Secondly we had some incorrect wording going out and we are correcting it.

2019-09-17, 3:14 p.m. - James Armbruster: Has regular service resumed? Sorry, not clear.

2019-09-17, 3:15 p.m. - Matt Gravel: Tweet is not yet been replaced. Who is looking after it?

2019-09-17, 3:21 p.m. - John Manconi: Yes service has resumed. Residual delays being cleared. No overloads. Matt we have told you we are fixing it. Customer service message is corrected tweet is being worked on. Patience folks patience! Let staff do their thing. Go look at Montreal they lost three line today!!! It's day two.

2019-09-17, 3:32 p.m. - John Manconi: No overcrowding in trains or platforms minor delays only

2019-09-17, 3:52 p.m. - John Manconi: All trains running on schedule

2019-09-17, 5:39 p.m. - John Manconi: Service continues to run well. Bus enhancements at Tunneys and Blair are managing things well.

2019-09-17, 7:10 p.m. - John Manconi: Evening commute is over. Sent council and update.

2019-09-17, 7:27 p.m. - John Manconi:

<https://twitter.com/chrisjamesdrew/status/1174088463244828672?s=08>

Videp showing Time lapse of tunney's bus loop.

2019-09-17, 7:28 p.m. - John Manconi: Take a look

2019-09-17, 7:32 p.m. - Steve Kanellakos: Cool!

2019-09-18, 5:50 a.m. - John Manconi: I just sent you Serge and chair a text string from mayor.

2019-09-18, 5:55 a.m. - George Darouze: Great video.

2019-09-18, 7:42 a.m. - John Manconi: Service running well

2019-09-18, 7:42 a.m. - George Darouze: Great John.

2019-09-18, 8:24 a.m. - John Manconi: Service running well some bus delays out of Barrhaven due to Via Rail crossing malfunction not our issue

2019-09-18, 9:42 a.m. - Matt Gravel: https://twitter.com/mj_snook/status/1174317155195793411?s=

2019-09-18, 9:42 a.m. - Matt Gravel: Is it just a residual smell?

2019-09-18, 10:47 a.m. - John Manconi: We are at transit commission . We know all about this and are looking into it. Sorry I can't elaborate as I am at Committee

2019-09-18, 10:49 a.m. - Matt Gravel: Ok thanks

2019-09-18, 1:41 p.m. - John Manconi: Service is running well . No issues

2019-09-18, 1:41 p.m. - James Armbruster: Thanks for updating.

2019-09-18, 1:41 p.m. - George Darouze: Thank you for the update.

2019-09-18, 5:44 p.m. - +1 (613) 762-2271: Busy bus platforms but people are getting picked up. Rail - no delays.

2019-09-19, 7:45 a.m. - James Armbruster: How is launch this am?

2019-09-19, 7:47 a.m. - John Manconi: Service is running well

2019-09-19, 9:42 a.m. - John Manconi: Morning commute ran without incident. Enhanced monitoring of Tunneys and Blair. Extra signage, staff and bus resources deployed to those stations yesterday which helped continuing to enhance and adjust and communicate with customers. The transfer operation is working - the customer frustration consistently appears to be the compounding effect of the introduction of a transfer and addition to a 3-4 minute walk to the farthest reach of the transfer station. Drone footage is being examined to scope out options. Comments about what will it be like in winter etc are starting and just so you know we have an enhanced dedicated resource winter plan for both locations. The other comment is the bus platforms are crowded and yes they are a reminder that these are temporary and we were severely restrained by land and cost issues. Our focus is on sustaining this and an entire team is on October 6 as the platforms will be even busier once the parallel bus service is pulled. Crowd control, new rail riders that have stuck to buses will be compounding the operation hence our focus on mitigation measures. Your support in coaching Councillors that are stating they didn't recall these being temporary would help us in messaging and staff morale. Our command structure will be stepping into enhance monitoring and oversight as the teams need to breath /rest up and then move back up to full scale stand up operations for October 4,5 and 6 and that week. We will need a tonne of council support and patience as that is your biggest service change . The reminder that we get the \$5.1 M enhancements, buses out of the core, reliability improvements system wide etc will be important . We will go through another stabilization period. Look ahead are some important items. I am going away on a much needed break commencing end of business day Friday for one week. I will not be checking emails or messages .Michael will be acting for me. Last update to council goes our Friday and this app update will discontinue and we will use or normal escalation channels remembering we are in enhanced operations. We will be speaking to mayor and chair about announceable/ event on the retail space as we now have a signed contract . Also Michael will speak to mayor office about events for stage 2 as work is visible now. Lastly we will work with mayor and chair on event for end of October if you want stating key achieved outcomes - Number of riders, bus improvements , buses out of the core, gHG. The backdrop for that could be downtown where all the buses will be removed.

2019-09-19, 6:25 p.m. - John Manconi: Rush hour over no issues

2019-09-19, 6:28 p.m. - +1 (613) 762-2271: Have not seen anything in the news related to us

δΥ³δΥ³δΥ³

Wow 🙄

2019-09-19, 6:32 p.m. - Steve Kanellakos: I think the media all had a day off

2019-09-19, 6:32 p.m. - Matt ✉ Gravel: Well done guys!

2019-09-19, 6:33 p.m. - Steve Kanellakos: Not even a msg from Gravel. I'm going out tonite to get drunk and celebrate

2019-09-19, 6:40 p.m. - George Darouze: 🙄, 🙄, 🙄, U all deserve it!

2019-09-20, 7:23 a.m. - John ✉ Manconi: Service is running well

2019-09-20, 10:51 a.m. - John ✉ Manconi: No issues. Friday update being issued shortly

2019-09-20, 11:05 a.m. - George Darouze: Great thank you for the update John.

2019-10-04, 5:25 a.m. - John ✉ Manconi removed George Darouze

2019-10-04, 5:27 a.m. - John ✉ Manconi: Hydro Ottawa experienced a power outage this morning which has impacted wave one of train launch. Some delay but as you know customer impact is low. Messaging is out I am sending Council update. We anticipate being back on schedule for peak morning rush hour

2019-10-04, 6:10 a.m. - John ✉ Manconi: Delays are minimal. Next wave of trains is ready for launch and will clear up residual delays

2019-10-04, 6:26 a.m. - James ✉ Armbruster: Please advise when we are back to regular or near regular service. Also, you may recall that we were told that the Confed Line operates on its own back-up power. Can you be prepared to explain how Ottawa Hydro outage will affect Confed Line in future? Expect similar media inquiries.

2019-10-04, 6:28 a.m. - John ✉ Manconi: We are back to normal. We are prepared for media inquiries. The outage they had affected two of our power units including the one in the yard so trains got affected. We do not have power back up we have power redundancies etc. We need to ensure people don't over react to this as the impact is literally zero. The team and the recovery plan was stellar.

2019-10-04, 6:37 a.m. - James ✉ Armbruster: Excellent. Being prepared to respond rapidly and concisely to the incoming questions is our best line of defence. Thanks!

2019-10-05, 10:02 a.m. - Matt ✉ Gravel: BlackBerry Work app has been removed from everyone's phone in Mayor's office overnight. If you need to reach us, this group is great or otherwise by text. Merci!

2019-10-05, 10:02 a.m. - John ✉ Manconi: Ok

2019-10-05, 10:08 a.m. - James ✉ Armbruster: John can you check with your colleagues if your office has lost the ability to communicate with members of Council via e-mail ahead of or during the Monday morning peak service changeover? That would be a very unfortunate occurrence.

2019-10-05, 10:11 a.m. - John ✉ Manconi: Can I please ask that you direct that to IT? They are focused on so many things right now and they also need a break.

2019-10-05, 10:18 a.m. - Matt ✉ Gravel: Serge - no one else in the corporation is affected by our issue except the four political offices that have not migrated to Office 365.

2019-10-05, 10:37 a.m. - James ✉ Armbruster: Thanks, that's a huge relief. I'm back online now...

2019-10-05, 10:48 a.m. - Matt ✉ Gravel: 🙄🙄🙄

2019-10-06, 10:43 a.m. - John ✉ Manconi: <Media omitted>

2019-10-06, 10:43 a.m. - John ✉ Manconi: <Media omitted>

2019-10-06, 10:43 a.m. - John ✉ Manconi: Tunneys widened platform signage and markings

2019-10-06, 10:45 a.m. - Allan Hubley: Excellent!

2019-10-06, 10:57 a.m. - James ✉ Armbruster: That looks very functional, thanks and good luck tomorrow.

2019-10-06, 2:01 p.m. - John ✉ Manconi: Update: early this morning the bus network was turned over to the new routes. So far all things are rolling out as planned and Green status on all fronts. There is an entire team monitoring all aspects and escalating all issues across the entire multi modal system with active monitoring of customers service channels and social media. Roadway detours are being rolled out with major work starting this evening as planned. Tomorrow the control centre is fully stood up, the OC Transpo emergency centre is fully activated, TIMG is activated and stood up, corporate EOC is stood up and OC Transpo senior management team is stood up for both morning and afternoon rush hours. Issues and updates will be escalated to this group. Update to council will go out as noted and a media availability of the chair and myself is planned for tomorrow.

2019-10-07, 6:31 a.m. - Allan Hubley: Going great at Tunney's. Red vests are highly visible.

2019-10-07, 6:40 a.m. - John â€‹ Manconi: Morning launch went out as planned no major issues to report at this time

2019-10-07, 6:57 a.m. - John â€‹ Manconi: <Media omitted>
Mackenzie King bridge. Results of removal of buses

2019-10-07, 6:58 a.m. - Matt â€‹ Gravel: Thatâ€™s wild!

2019-10-07, 7:07 a.m. - John â€‹ Manconi: No issues to report. Most intense peak loads is coming . Will keep you posted

2019-10-07, 7:49 a.m. - John â€‹ Manconi: No issues to report

2019-10-07, 8:10 a.m. - John â€‹ Manconi: <Media omitted>
View From the east

2019-10-07, 8:11 a.m. - Allan Hubley: I am on the train from Blair and going well.

2019-10-07, 8:11 a.m. - Matt â€‹ Gravel: Eh thatâ€™s Phil Landry! ðŸ™‚,

2019-10-07, 8:12 a.m. - James â€‹ Armbruster: Iâ€™m on the new route 39 coming in from Millenium. Smooth sailing to date.

2019-10-07, 8:34 a.m. - John â€‹ Manconi: <Media omitted>

2019-10-07, 8:34 a.m. - John â€‹ Manconi: <Media omitted>
Two photos before and after. Full platform ,

2019-10-07, 8:35 a.m. - James â€‹ Armbruster: Thatâ€™s quite impressive. A member of Council is reporting that a train is not functioning. Can you confirm?

2019-10-07, 8:37 a.m. - John â€‹ Manconi: Nothing we are aware

2019-10-07, 8:37 a.m. - John â€‹ Manconi: We just checked control

2019-10-07, 8:37 a.m. - James â€‹ Armbruster: Could it be Trillium Line?

2019-10-07, 8:40 a.m. - John â€‹ Manconi: No issues we checked again

2019-10-07, 8:41 a.m. - James â€‹ Armbruster: Great thanks

2019-10-07, 8:42 a.m. - John â€‹ Manconi: Heavy loads reported at Hurdman which lighten as soon as they hit Ottawa U and Rideau.

2019-10-07, 8:43 a.m. - John â€‹ Manconi: <Media omitted>

2019-10-07, 8:44 a.m. - John â€‹ Manconi: That was a tweet from CTV

2019-10-07, 8:44 a.m. - James â€‹ Armbruster: Are you seeing a higher than average number of bus cancellations this am? Thanks for letting us know later after the peak is over.

2019-10-07, 8:46 a.m. - John â€‹ Manconi: Mayor has sent me and the chair the same note. We have 33 cancellations this morning out of thousands of trips. We are looking at that during our debrief

2019-10-07, 9:13 a.m. - John â€‹ Manconi: Rush hour is over. No train breakdowns or disruption to service other than a few minuytes at 5 am. We are debriefing on all elements and modes and will be reporting back

2019-10-07, 9:15 a.m. - James â€‹ Armbruster: Thanks very much, MG will provide the Mayor with this intel.

2019-10-07, 10:25 a.m. - John â€‹ Manconi: With the biggest service change in the history of OC Transpo we have our first rush hour under our belt here are the key themes/ issues and updates.
No train breakdowns or issues other than a 2 minute delay at 5 am that was quickly resolved.
Customers are commenting about how occupied the Trains are which is part of the adjustments. Even with todayâ€™s loads they are still not at council approved loading levels.
Platforms cleared out quickly as noted by my pictures I sent you. Platforms sometimes have a few left behind due to their timing or reluctance to get onto a loader train
No major bus delays 18 trips out of thousands of trips were cancelled and we are looking into what happened and reinforcing the bus operations for this morning and tomorrow
New train Customers are all transitioning and it was obvious who the New riders were
With experience they will improve their commute
Non transit Traffic moves well as detours are being peeled off
Our next bus arrival systme experience an interruption - not sure of eta on that yet
No issues with fare gates
No major issues with elevators or escalators
PM rush hour look ahead:
PM rush hour has a different intesty and pace(staggered)
New patterns will be tested
Train to bus transfers and use of downtown fare gates will New to customers that have not used it

New signage and platform improvements at Tunneys are implemented

I am sure we all agree that We need to give time to our customers to adjust and for the new service change to settle. We should see continued positive momentum in the coming days. All service changes go through these adjustment periods

2019-10-07, 12:15 p.m. - Matt â€œ Gravel: Thanks for the update, John. 1. How does 18 bus cancellations compare to a regular day? 2. Are there any actions that can address this issue this afternoon?

2019-10-07, 12:17 p.m. - John â€œ Manconi: Itâ€™s very low we are looking at improvements for this afternoon and tomorrow morning

2019-10-07, 12:18 p.m. - Matt â€œ Gravel: Ok merci!

2019-10-07, 3:54 p.m. - John â€œ Manconi: Afternoon Lauch has occurred one train replaced due to an issue . Minor delay service is running normally. Senior staff team is at various locations right now observing

2019-10-07, 4:12 p.m. - John â€œ Manconi: Busy downtown stations . Red vests are encouraging people to move to back of train and not bunch up the doors. Customers are adapting .

2019-10-07, 4:19 p.m. - John â€œ Manconi: <Media omitted>

From full platform to empty.

2019-10-07, 4:37 p.m. - Allan Hubley: We are on train from tunneys to Blair. Seats full few standing.

2019-10-07, 4:59 p.m. - John â€œ Manconi: <Media omitted>

This is the peak of the peak. Tunneys working well.

2019-10-07, 5:07 p.m. - John â€œ Manconi: <Media omitted>

2019-10-07, 5:26 p.m. - John â€œ Manconi: <Media omitted>

And here is your downtown

2019-10-08, 6:04 a.m. - John â€œ Manconi: Service is launched. One vehicle experienced a communication problem and is being replaced by a spare vehicle. Lighting at Parliment station is reduced due to an electrical issue - station is opened and being serviced. Hey 417/174 ramp has been opened up. East end councillors have been advised.

2019-10-08, 7:37 a.m. - John â€œ Manconi: Slight delay this morning of second wave of trains but nothing major. Operations so far are running well. Approaching the most intense part of the morning peak

2019-10-08, 7:40 a.m. - James â€œ Armbruster: Is that a slight delay across the system or in one direction only? Thanks for updating.

2019-10-08, 7:41 a.m. - John â€œ Manconi: Just a system wide adjustment that wouldnâ€™t even of been noticed by customers. It was early on.

2019-10-08, 7:42 a.m. - James â€œ Armbruster: K thanks.

2019-10-08, 8:02 a.m. - John â€œ Manconi: Mayor got on at Tunneys it was a full train

2019-10-08, 8:03 a.m. - Matt â€œ Gravel: He said train was only scheduled to come in 7 minutes.

2019-10-08, 8:04 a.m. - John â€œ Manconi: That is the platform system adjusting based on earlier delay. Trains are 5 mins apart

2019-10-08, 8:16 a.m. - John â€œ Manconi: Door fault at UOttawa - 4 min delay. Messaging is going out. Platform messaging is being looked at Tunneys.

2019-10-08, 8:17 a.m. - Matt â€œ Gravel: Okay merci

2019-10-08, 8:20 a.m. - John â€œ Manconi: Diversion line has been implemented to in to deal with door fault. Heavy loads at Tunneys waiting for delayed trains.

2019-10-08, 8:25 a.m. - John â€œ Manconi: Major delays due to door fault . Diversion in place heavy loads at numerous stations.

2019-10-08, 8:37 a.m. - John â€œ Manconi: Messaging to council has gone out. Trains are moving . Service is still on diversion. Delays are significant

2019-10-08, 8:43 a.m. - John â€œ Manconi: Platforms are clearing up.

2019-10-08, 8:45 a.m. - John â€œ Manconi: Service has been restored

2019-10-08, 8:58 a.m. - John â€œ Manconi: Heavy residual loads are between parliment and Tunneys. Influx of trains will clear loads

2019-10-08, 9:18 a.m. - John â€œ Manconi: Platforms are all cleared. I know you will want a full update. I am heading back with my team who were on the system when this all happened to debrief. I will provide a wholesome update as soon as I have all the facts

2019-10-08, 9:22 a.m. - Matt â€œ Gravel: Thanks for the timely info, John. Very helpful on our end.

2019-10-08, 11:03 a.m. - Matt â€œ Gravel: Mayor wants to know: 1. When are rubber handles being installed on top bars on trains? Would like this prioritized. 2. We need more info on doors: why are they

so sensitive, and why do drivers not have authority to override? Do they have the authority to make 30 second opening period longer, or is that all automatic with no flexibility?

2019-10-08, 11:20 a.m. - +1 (613) 762-2271: We are presently in meeting getting debrief. Will advise shortly

2019-10-08, 11:23 a.m. - Matt Gravel: 1/4

2019-10-08, 4:30 p.m. - John Manconi: No issues to report.

2019-10-09, 7:22 a.m. - John Manconi: No issues to report

2019-10-09, 8:19 a.m. - John Manconi: Lyon station door issue. Trains being held If it can't be fixed we will be moving to diversion

2019-10-09, 8:30 a.m. - John Manconi: Diversion has been implemented replacement bus service has been implemented t

2019-10-09, 8:57 a.m. - Matt Gravel: Chair Hubley, Steve, John - Mayor would like you in his boardroom at 9:30 to discuss next steps to have this fixed. He needs to be ready to answer questions from reporters after Council. John a - we'll call you in.

2019-10-09, 8:58 a.m. - Allan Hubley: Ok

2019-10-09, 8:59 a.m. - John Manconi: Call in for me right?

2019-10-09, 8:59 a.m. - Matt Gravel: Yes

2019-10-09, 9:16 a.m. - John Manconi: Full service restored

2019-10-09, 12:06 p.m. - Matt Gravel: Steve - 1pm briefing is in your boardroom?

2019-10-09, 12:25 p.m. - Steve Kanellakos: Yes but I need to confirm that John is ready then

2019-10-09, 12:27 p.m. - James Armbruster: Mayor wants us to try for 1:30 instead.

2019-10-09, 12:34 p.m. - John Manconi: Still in meetings but will make 1:30

2019-10-09, 12:45 p.m. - Steve Kanellakos: I have SLT at 1:30