

[2019-07-16, 6:49:01 AM] LRT updates: Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them.

[2019-07-16, 6:49:01 AM] John Manconi created group LRT updates

[2019-07-16, 6:49:02 AM] John Manconi added you

[2019-07-16, 6:49:22 AM] John Manconi: 15 doubles launched this morning

[2019-07-16, 7:24:37 AM] Steve Kanellakos: Nice way to start the day

[2019-07-16, 10:04:34 AM] Mathieu Gravel: John: any indication of when they will file for substantial completion?

[2019-07-16, 10:10:36 AM] John Manconi: Trying for this week. We are in daily meetings . We will keep you posted

[2019-07-16, 3:14:12 PM] Mathieu Gravel: Great. Merci!

[2019-07-16, 7:17:52 PM] John 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, 7:19:51 PM] Allan Hubley: Thanks John

[2019-07-16, 8:10:59 PM] Mathieu Gravel:

[2019-07-18, 6:02:47 AM] John 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, 7:09:21 AM] John 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, 2:02:42 PM] Allan Hubley: Hi John. Any news on progress with repairs?

[2019-07-18, 2:04:56 PM] John Manconi: Been in meetings dealing all day with it. Update coming shortly

[2019-07-18, 2:50:21 PM] John 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, 3:26:44 PM] Mathieu Gravel: Merci, John.

[2019-07-19, 9:23:18 AM] John 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, 9:55:48 AM] Steve Kanellakos: Thank you John

[2019-07-19, 10:14:02 AM] Serge Arpin: Thanks very much for the update. Is Sept 7 public launch still possible knowing what you know as of today?

[2019-07-19, 10:17:50 AM] John Manconi: They lost a week of buffer for getting through TRial Running . They can'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 couldn't of been any clearer.

[2019-07-20, 5:07:03 PM] John 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™s) 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, 5:09:00 PM] Mathieu Gravel: Sounds like good progress. So realistic for 12-Day Trial Running to start early this week?

[2019-07-20, 5:09:37 PM] John Manconi: No line of sight on that yet. Too early to call that

[2019-07-20, 5:09:59 PM] Mathieu Gravel: Ok merci!

[2019-07-20, 5:47:05 PM] 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, 6:05:46 PM] Mathieu Gravel: Mayor is okay with memo from you to Council.

[2019-07-20, 6:06:02 PM] John Manconi: Thank you

[2019-07-21, 12:54:01 PM] 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, 1:11:43 PM] Allan Hubley: Thanks for update.

[2019-07-21, 1:16:00 PM] Mathieu Gravel: What prevented those three doubles from launching?

[2019-07-21, 1:17:07 PM] John Manconi: Other vehicles were launched but they had issues on the line

[2019-07-22, 7:18:08 AM] John Manconi: 14 doubles launched. A bit of a rough launch (some delays).

[2019-07-22, 11:00:01 AM] 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, 11:28:50 AM] Mathieu Gravel: Great news. Merci, John. City will then grant it in a few days, correct?

[2019-07-22, 11:29:21 AM] John Manconi: Yes memo will say we gave up to 5 but it could be as quick as one day

[2019-07-22, 11:30:13 AM] Mathieu Gravel: Great

[2019-07-23, 7:13:08 AM] 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 a "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, 8:11:19 AM] Mathieu Gravel: We're™ doing better everyday. Merci, John!

[2019-07-23, 8:30:46 AM] 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, 2:43:02 PM] 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, 2:30:13 PM] 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, 3:13:58 PM] John Manconi: 2 of the 5 letters have been submitted

[2019-07-24, 3:18:25 PM] Allan Hubley: John do they get substantial completion signoff without all 5 of the letters?

[2019-07-24, 3:35:20 PM] 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, 3:35:49 PM] Allan Hubley: Thank you

[2019-07-24, 3:44:30 PM] John Manconi: Three letters in - two more to go!

[2019-07-24, 5:00:45 PM] 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, 10:13:44 AM] 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, 10:14:54 AM] Serge Arpin: Thanks for update.

[2019-07-26, 11:38:44 AM] Mathieu Gravel: Any news, John?

[2019-07-26, 11:40:58 AM] Mathieu Gravel: Mayor would like to know if Substantial Completion will be granted today and when Trial Running can start. Merci!

[2019-07-26, 11:49:23 AM] John 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 don't have the final letter to us signed off.

[2019-07-26, 12:12:49 PM] Mathieu Gravel: And how did the launch go this morning?

[2019-07-26, 12:33:36 PM] John Manconi: 5 trains. Others did not meet launch criteria.

[2019-07-26, 12:41:25 PM] John Manconi: Agreement is in. Edits look reasonable to us. Now over legal for immediate review.

[2019-07-26, 4:36:55 PM] John Manconi: 15 minutes for RTG to send signed agreement back to us. Our opinion will go out 45 minutes later saying it's favourable. Then it'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, 4:38:32 PM] Mathieu 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, 4:40:05 PM] John Manconi: Don't worry about that please. Last few days is not indicative of what they are doing for readiness of trial running

[2019-07-26, 4:40:25 PM] Mathieu Gravel: Okay.

[2019-07-27, 7:38:14 AM] John 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, 1:30:46 PM] John 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, 1:31:14 PM] Mathieu Gravel: Merci.

[2019-07-27, 1:31:57 PM] Serge Arpin: Thank you.

[2019-07-27, 1:33:32 PM] Mathieu 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, 1:34:44 PM] John 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, 1:35:08 PM] Mathieu Gravel: Agreed. Good approach.

[2019-07-27, 1:35:31 PM] Serge Arpin: That sounds like a prudent approach... thanks all.

[2019-07-27, 1:45:13 PM] John Manconi: Mathieu you will draft up the tweet ?

[2019-07-27, 1:45:52 PM] Mathieu Gravel: Yes - will run it by you shortly.

[2019-07-27, 1:46:06 PM] John Manconi: Thx

[2019-07-27, 2:57:55 PM] John 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, 3:01:29 PM] Mathieu Gravel: It's been tweeted.

[2019-07-27, 3:01:49 PM] John Manconi: Ok thx

[2019-07-27, 3:02:11 PM] Serge Arpin: A huge milestone - thank you.

[2019-07-27, 3:04:32 PM] Allan Hubley: Thank you for your relentless efforts John to get it done right for taxpayers.

[2019-07-27, 3:40:08 PM] John Manconi: Thank you Chair.

[2019-07-27, 3:44:27 PM] John Manconi: <attached: 00000078-PHOTO-2019-07-27-15-44-27.jpg>

[2019-07-27, 4:36:52 PM] Steve Box: Congratulations John.

[2019-07-27, 5:54:41 PM] John Manconi: Thanks Steve!

[2019-07-28, 11:03:54 AM] John 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 Monday's results will be conveyed to you on Tuesday end of business day etc

[2019-07-28, 11:14:07 AM] Mathieu Gravel: Understood. Merci, John!

[2019-07-28, 4:37:49 PM] John Manconi: Teams has been in all day working on logistics and readiness for tomorrow. It's a large scale operation and the assessment team of approximately 30 personnel have been mobilized this is on top of all operators, supervisors, Management 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, 4:48:10 PM] Serge Arpin: I do. It's not clear that we are not going to tell media and running that trial running has effectively started? We only said in yesterday'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 it starts of course).

[2019-07-28, 4:50:11 PM] John Manconi: We will but until it starts no use telling them. I don't want to dampen any enthusiasm but I wouldn't get too excited about tomorrow. It's a tough hill for them to climb.

[2019-07-28, 4:52:37 PM] Serge Arpin: Understood with thanks, that's not very clear.

[2019-07-28, 4:56:33 PM] Serge Arpin: I typed "that's very clear", sorry.

[2019-07-28, 5:16:39 PM] 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, 5:16:58 PM] Serge Arpin: You are correct

[2019-07-29, 7:12:17 AM] John 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 Councillor'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, 9:31:11 AM] John Manconi: 15 trains operating no major issues.

[2019-07-29, 9:31:26 AM] Serge Arpin: Thanks very much

[2019-07-29, 9:31:27 AM] Allan Hubley: Fantastic!

[2019-07-29, 9:58:36 AM] John Manconi: Please confirm the following decision. We have 5 media requests for interviews and details. We are going to 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, 9:59:00 AM] Serge Arpin: It's Ok.

[2019-07-29, 9:59:10 AM] Serge Arpin: Mathieu?

[2019-07-29, 10:16:42 AM] Mathieu Gravel: Absolutely.

[2019-07-29, 10:21:56 AM] 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, 10:31:24 AM] John Manconi: Chair and I just spoke we will issue high level statement saying it's started. We are up to 9 requests. No details just high level.

[2019-07-29, 10:41:39 AM] Serge Arpin: Support this approach 100%.

[2019-07-30, 7:54:06 AM] John Manconi: 11 of 15 trains launched. Short 4 trains.

[2019-07-30, 10:49:05 AM] Mathieu Gravel: I assume that's a reset and tomorrow is Day 1?

[2019-08-01, 1:40:16 PM] Serge Arpin: 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, 4:19:45 PM] Serge Arpin: Thank you for updating "all" 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, 8:34:21 PM] John 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 Mayor'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, 8:12:10 AM] John Manconi: Service has been launched. No major issues. Will keep you posted.

[2019-08-03, 11:56:05 AM] Steve Kanellakos: Are u relaxing ?

[2019-08-03, 12:02:03 PM] John Manconi: Nope.

[2019-08-03, 4:42:13 PM] John 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, 4:54:15 PM] Serge Arpin: Thanks very much for the update.

[2019-08-04, 8:23:40 AM] John Manconi: Trains launched 11/11. All started on time or within 3 minutes.

[2019-08-04, 8:32:51 AM] Steve Kanellakos: Very good!

[2019-08-04, 9:34:04 AM] Serge Arpin: That is very encouraging, thanks!

[2019-08-04, 3:27:50 PM] John Manconi: Happy to advise we passed yesterday - very solid results. Today is going well. One down 11 to go!

[2019-08-04, 3:29:31 PM] Mathieu Gravel: Great news! Merci, John.

[2019-08-04, 3:51:23 PM] Allan Hubley: Almost there!

[2019-08-05, 7:02:37 AM] John Manconi: 15 trains launched

[2019-08-05, 8:21:27 AM] Serge Arpin: Thanks for the positive update! That's a big milestone!

[2019-08-05, 3:52:09 PM] John Manconi: Yesterday's results are in. We passed another day

[2019-08-05, 3:52:52 PM] Serge Arpin: Great thanks

[2019-08-05, 3:53:17 PM] Mathieu Gravel: Great job, John and team! Keep up the good work! 🎉👏👏👏👏

[2019-08-06, 9:27:23 AM] Allan Hubley: How did the launch go?

[2019-08-06, 10:05:05 AM] Steve Kanellakos: 15 trains out this morning

[2019-08-06, 7:05:27 PM] John Manconi: They passed yesterday.

[2019-08-06, 7:05:40 PM] Mathieu Gravel: 🎉👏👏👏👏

[2019-08-06, 7:07:43 PM] Allan Hubley: Progress

[2019-08-07, 9:17:22 AM] John 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, 9:24:32 AM] Mathieu Gravel: Merci, John.

[2019-08-07, 9:33:44 AM] Mathieu Gravel: Did they attempt to replace the train with the spare?

[2019-08-07, 7:57:34 PM] John Manconi: They passed yesterday

[2019-08-07, 7:59:17 PM] Mathieu Gravel: 🎉👏👏👏👏

[2019-08-08, 7:26:49 AM] John 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, 8:53:25 AM] John Manconi: Matt - I understand mayor wants to know why spare trains not launched its because they aren't ready. They didn't have them ready to be launched.

[2019-08-08, 8:59:45 AM] Mathieu Gravel: Understood. Merci

[2019-08-09, 7:30:16 AM] John Manconi: 15 trains launched all started on time

[2019-08-09, 3:58:10 PM] Mathieu Gravel: John - do you have an update on the impact of Wednesday and yesterday? Full reset or repeat days?

[2019-08-09, 4:11:12 PM] John Manconi: It's all part of a bigger strategy that I am bringing to you. Hang tight please. Also today is going very well

[2019-08-09, 4:21:24 PM] Mathieu Gravel: Ok merci

[2019-08-09, 5:37:10 PM] John Manconi: Everyone please read email I just sent.

[2019-08-09, 5:59:35 PM] Steve Kanellakos: Great work John. You and your team have been the difference

[2019-08-09, 6:07:16 PM] Allan Hubley: We can see light at the end of the tunnel.

[2019-08-10, 6:38:49 AM] John Manconi: 11 trains launched ( 11 is what is required for Saturday and

Sunday) . Spares available.

[2019-08-10, 6:39:59 AM] Mathieu Gravel: Thanks John

[2019-08-10, 3:50:34 PM] John Manconi: Yesterday was a pass. That makes it 5. Today is going very well.

[2019-08-10, 3:51:19 PM] Mathieu Gravel: Great! So no full reset; just repeats of Wednesday/Thursday?

[2019-08-10, 3:58:21 PM] John 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, 4:41:14 PM] Mathieu Gravel: Understood. Merci.

[2019-08-11, 8:48:54 AM] John Manconi: 11 trains launched. 10 on time one was delayed.

[2019-08-11, 8:55:18 AM] Allan Hubley: Thank you

[2019-08-11, 11:10:04 AM] John Manconi: One train experienced issues spare is being deployed to replace it

[2019-08-11, 5:27:28 PM] John 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, 5:28:35 PM] Allan Hubley: Thank you for your amazing efforts.

[2019-08-11, 5:38:55 PM] John Manconi: Thank you Chair

[2019-08-12, 6:37:24 AM] John Manconi: 15 Trains launched on time. Spare train available.

[2019-08-12, 6:58:45 AM] Mathieu Gravel: Great news! Merci, John.

[2019-08-13, 6:51:28 AM] John Manconi: 15 trains launched. One train has a battery issue - spare train is being launched to replace it.

[2019-08-13, 7:46:07 AM] Mathieu Gravel: ðŸ˜ˆ ðŸ˜ˆ ðŸ˜ˆ ðŸ˜ˆ

[2019-08-13, 7:50:24 AM] Serge Arpin: Ditto that.

[2019-08-13, 11:39:10 AM] John 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, 7:08:49 AM] John Manconi: Fifteen trains launched on time

[2019-08-14, 7:20:17 AM] Serge Arpin: Great news thanks!

[2019-08-14, 3:46:56 PM] Serge Arpin: Can you please advise if RTG passed or failed yesterday Aug 13?

[2019-08-14, 3:47:50 PM] Serge Arpin: Can you please advise...

[2019-08-14, 3:53:02 PM] John Manconi: They passed yesterday

[2019-08-14, 3:56:20 PM] Serge Arpin: Can you please share the % from yesterday?

[2019-08-14, 3:58:59 PM] John Manconi: No not yet. Working on it

[2019-08-15, 8:17:10 AM] John Manconi: 15 trains launched this morning

[2019-08-16, 7:01:18 AM] John Manconi: 13 Trains launched

[2019-08-16, 7:35:07 AM] John Manconi: Urgent. Can you folks please confirm we are good to send out the memo at 8 am this morning?

[2019-08-16, 7:35:35 AM] Mathieu Gravel: 7:55 please. Mayorâ€™s request. Iâ€™ve let Kim know and sheâ€™s good.

[2019-08-16, 7:51:50 AM] Serge Arpin: Great thanks for clarifying.

[2019-08-16, 9:19:42 AM] John 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, 7:50:42 PM] Serge Arpin: Can you please provide commentary on pm peak?

[2019-08-16, 7:56:17 PM] John 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, 7:59:42 PM] Serge Arpin: Ok thanks very much.

[2019-08-17, 7:14:50 AM] John Manconi: 11 trains out on the line

[2019-08-17, 7:15:03 AM] John Manconi: 11 is the weekend count

[2019-08-17, 3:21:08 PM] John Manconi: Yesterday was a pass. The morning was perfect they messed up in the afternoon making the combined score barely a pass.

[2019-08-17, 3:22:29 PM] Allan Hubley: Thank you for your efforts yesterday to do so.

[2019-08-18, 8:45:40 AM] John Manconi: Sunday morning launch was good



[2019-08-18, 8:46:19 AM] Allan Hubley: Thx  
[2019-08-18, 3:53:17 PM] John Manconi: Yesterday was a pass and things so far have gone well today  
[2019-08-19, 7:12:33 AM] John Manconi: 13 trains launched  
[2019-08-19, 7:12:32 PM] John Manconi: Yesterday was a pass. Today is going well. Dealing with a bunch of important and complex contractual documents and finalization of items.  
[2019-08-20, 8:28:10 AM] John Manconi: Trains launched. Had an issue with one train at Tunneys. Sending you all an important message please read  
â€Ž[2019-08-20, 8:28:36 AM] John Manconi: â€Ž<attached: 00000186-PHOTO-2019-08-20-08-28-36.jpg>  
â€Ž[2019-08-20, 8:28:36 AM] John Manconi: â€Ž<attached: 00000187-PHOTO-2019-08-20-08-28-36.jpg>  
[2019-08-20, 8:41:00 AM] Mathieu Gravel: ThÃ“se were sent to who?  
[2019-08-20, 8:41:10 AM] Mathieu Gravel: \*These  
[2019-08-20, 5:38:16 PM] Mathieu Gravel: Was yesterday a pass?  
[2019-08-20, 5:39:10 PM] John Manconi: Hang tight .  
[2019-08-20, 6:10:28 PM] John Manconi: They passed yesterday but RTG has introduced a major issue that compromises RSA and launch. Peter and Alstom have been ordered to explain the issue tomorrow to the mayor and chair. Serge I will explain as soon as I have more.  
[2019-08-21, 6:35:29 AM] John Manconi: 13 trains launched on time  
[2019-08-21, 12:11:14 PM] John Manconi: Just finished with Geoff Smith and Peter and yet again we gave them a strategy that gets us through . They are calling their excoâ€™s right now.  
[2019-08-21, 12:11:39 PM] Serge Arpin: Ok thanks for the update.  
[2019-08-21, 1:08:25 PM] John Manconi: We have a deal. Matter is resolved. Paper work is being done  
[2019-08-21, 1:09:14 PM] Steve Box: Excellent.  
[2019-08-21, 1:15:32 PM] Serge Arpin: That is huge - thank you!!!  
[2019-08-21, 1:29:27 PM] Serge Arpin: Now, given that we have about 1.5 business days to prep and finalize Friday, is there significant upside to still including RTG in the mtg with the Mayor? I dint think there is - please advise ASAP.  
[2019-08-21, 1:47:01 PM] Jocelyne BÃ©gin: Confirming for everyone, RTG not attending the meeting.  
[2019-08-21, 9:26:39 PM] Serge Arpin: We have to land an approach re briefing councillors who have questions about RSA. I propose we offer individual or small group briefings to Councillors after Fridayâ€™s announcement (as in next week).  
[2019-08-21, 9:27:43 PM] John Manconi: What is being asked? I will be disclosing everything.  
[2019-08-21, 9:46:16 PM] Serge Arpin: That. The details. I will tell them to wait for the announcement.  
[2019-08-22, 7:18:31 AM] John Manconi: 13 trains launched on time  
[2019-08-22, 7:22:06 AM] Serge Arpin: Great news thank you!  
[2019-08-22, 4:15:07 PM] John Manconi: Yesterday was a solid pass  
[2019-08-22, 4:39:08 PM] Mathieu Gravel: Merci!  
[2019-08-23, 8:13:42 AM] John Manconi: Final three days of 12 days were solid. 97%,99%,97%. Today we launched 7 trains and are practicing event launch.  
[2019-08-23, 8:22:44 AM] Mathieu Gravel: Great. Merci, John!  
[2019-08-23, 8:44:43 AM] Serge Arpin: Amazing news, thanks.  
[2019-08-23, 11:27:28 AM] John Manconi: We had a vandal break into Hurdman Station with a Hatchet causing damage to fare vending machines , fare gates, signs and other elements. CCTV cameras have full covetage of the individual ops has been contact. Itâ€™s the lower platform level so not visible from train but this will get out so just an FYI. The vandal had no camouflage on.  
[2019-08-23, 12:25:54 PM] Serge Arpin: Thanks for update. Also congrats on Godspeed to all!!!  
[2019-08-23, 4:54:12 PM] Serge Arpin: Amazing train ride today, masterful announcement and briefing.  
[2019-08-23, 5:08:13 PM] Mathieu Gravel: Great work to you and the entire team, John!  
â€Ž[2019-08-23, 7:21:49 PM] John Manconi: â€Ž<attached: 00000215-PHOTO-2019-08-23-19-21-49.jpg>  
[2019-08-23, 7:22:26 PM] Jocelyne BÃ©gin: I love that picture !  
[2019-08-23, 7:44:32 PM] Mathieu Gravel: ðŸ‘œðŸ’¼ðŸ™‚,  
[2019-08-24, 7:44:04 AM] John Manconi: The suspect that caused the extensive damage with the hatchet has been arrested. OPS has him in custody.  
[2019-08-24, 7:45:25 AM] Steve Box: Glad to hear that. Thank you for the update John.

[2019-08-24, 9:29:36 AM] Allan Hubley: Excellent news! Hopefully he can cover costs instead of taxpayers.

[2019-08-27, 10:23:34 AM] Mathieu Gravel: Mayor would like an update on ongoing testing. Merci!

[2019-08-27, 10:43:01 AM] John Manconi: Drills are going well. No issues to report.

[2019-08-27, 11:00:40 AM] Mathieu Gravel: Super. Merci!

[2019-08-27, 8:34:08 PM] John 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 don't know if you can commit to that. This would be pre opening. Let me know

[2019-08-27, 8:38:52 PM] Allan Hubley: Matt Gravel was to talk to Councillor Fleury 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, 8:44:31 PM] Mathieu Gravel: Will speak with Fleury after I speak with John.

[2019-08-27, 8:44:53 PM] Mathieu Gravel: Very supportive of assistants familiarization tour!

[2019-08-27, 8:45:54 PM] Mathieu 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, 6:46:15 AM] John Manconi: 

[2019-08-28, 6:47:38 AM] John 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, 8:22:24 AM] Mathieu Gravel: Big step indeed! Congratulations, John!

[2019-08-28, 8:23:35 AM] Mathieu Gravel: Are we still on track for RSA and handover this week?

[2019-08-28, 8:31:12 AM] John 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, 8:31:25 AM] Mathieu Gravel: Ok merci!

[2019-08-28, 12:24:04 PM] John 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, 8:09:09 PM] John Manconi: Congratulations everyone  
<https://ottawa.ctvnews.ca/video?clipId=1766407>

[2019-08-28, 8:11:13 PM] Mathieu Gravel: Great work!

[2019-08-29, 8:58:49 PM] John Manconi: 

[2019-08-29, 9:20:49 PM] Steve Kanellakos: We are on a roll!

[2019-08-29, 9:45:21 PM] Serge Arpin: This seems very exciting. Can you provide a little bit more more - this is early staging work? Congrats!

[2019-08-29, 9:49:31 PM] John Manconi: 

[2019-08-29, 9:50:14 PM] Serge Arpin: Very impressive - thanks!

[2019-08-30, 6:46:41 AM] John Manconi: 

[2019-08-30, 7:33:26 AM] Mathieu Gravel: Great news!

[2019-08-30, 7:38:21 AM] John 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, 8:00:19 AM] John 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, 8:05:13 AM] Mathieu Gravel: Our media response have been saying you'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.

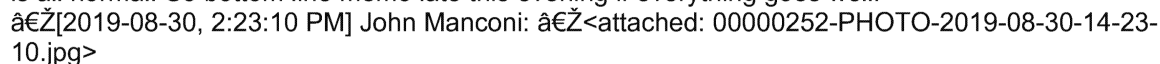


[2019-08-30, 11:10:13 AM] Mathieu Gravel: No tweets RE RSA. Mayor wants to tweet picture of Stage 2 South progress; I'll reach out to Kim for source file.

[2019-08-30, 1:19:51 PM] Mathieu Gravel: Any news on RSA, John?

[2019-08-30, 1:20:21 PM] John Manconi: Hang tight in mtg right now

[2019-08-30, 2:18:13 PM] John 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 comprise 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, 2:23:10 PM] John Manconi:  attached: 00000252-PHOTO-2019-08-30-14-23-10.jpg

[2019-08-30, 2:23:42 PM] John Manconi: Accessibility group out on system

[2019-08-30, 2:24:03 PM] Serge Arpin: That's really amazing. Thanks!

[2019-08-30, 2:24:13 PM] Mathieu Gravel: Mayor would rather push it out until Tuesday and make sure everyone has signed off fully. Tonight makes it seemed like we're disorganized or trying to sweep it under the rug.

[2019-08-30, 2:24:30 PM] John Manconi: Sorry what's Tuesday?

[2019-08-30, 2:24:40 PM] Mathieu Gravel: Memo to Council RE RSA.

[2019-08-30, 2:25:12 PM] John Manconi: I understand that but is it that you believe you will get the last piece ?

[2019-08-30, 2:26:28 PM] Mathieu Gravel: Just from a PR perspective, Mayor believes Tuesday is better and gives you more time to line up all documents.

[2019-08-30, 2:28:51 PM] John 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, 2:29:33 PM] Mathieu Gravel: Yes that's good.

[2019-08-30, 2:30:27 PM] 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, 2:30:57 PM] John Manconi: Yes the picture I just sent is the first group and I will have an update sent to you

[2019-08-30, 2:59:31 PM] Allan Hubley: Thank you!

[2019-08-30, 4:16:25 PM] Mathieu Gravel: Mayor says SNC has signs along Airport Parkway. He'd like them taken down.

[2019-08-30, 4:18:30 PM] John Manconi: I will look into this but can this not be a priority please. We are swamped.

[2019-08-30, 4:20:28 PM] Mathieu Gravel: Of course! Completely understand. Not asking for it to be a priority. Merci, John.

[2019-08-30, 4:25:48 PM] John Manconi: Ok thx

[2019-08-30, 6:37:32 PM] John Manconi: Safety auditor letter in support of RSA is in.

[2019-08-30, 6:38:29 PM] Steve Kanellakos: Good news!

[2019-08-30, 6:39:09 PM] Serge Arpin: Thanks John - we are so close to the finish line!!!

[2019-08-30, 8:14:59 PM] John Manconi: RSA notice from Rtg just came in. Will keep you posted.

[2019-08-30, 8:15:22 PM] Serge Arpin: Ok thanks.

[2019-08-30, 8:16:06 PM] Serge Arpin: To be clear now we wait for IC - is that the next step?

[2019-08-30, 8:20:30 PM] John Manconi: Correct.

[2019-08-30, 8:20:44 PM] Serge Arpin: Ok thanks very much.

[2019-08-30, 11:05:20 PM] John Manconi: We just respond to Rtg Rsa . IC response is expected tomorrow.

[2019-08-30, 11:06:01 PM] Serge Arpin: Thanks very much. Thanks for the updates.

[2019-08-30, 11:06:18 PM] John Manconi: Your welcome  
 â€Ž[2019-08-31, 4:07:07 PM] John Manconi: â€Ž<attached: 00000280-PHOTO-2019-08-31-16-07-07.jpg>  
 [2019-08-31, 4:15:01 PM] Steve Kanellakos: Touchdown!  
 [2019-08-31, 4:16:23 PM] John 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, 4:30:04 PM] 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, 4:31:20 PM] Allan Hubley: I agree. Bigger better impact on Tuesday. Nobody asking either.  
 [2019-08-31, 4:33:44 PM] Mathieu Gravel: MO supports Tuesday.  
 [2019-08-31, 4:34:11 PM] John Manconi: Excellent thank you  
 [2019-08-31, 4:34:55 PM] Steve Kanellakos: Great work John!  
 [2019-08-31, 4:36:38 PM] Steve Box: Congratulations John!  
 [2019-08-31, 4:38:12 PM] John Manconi: Thank you . An entire army of people on the team deserve a huge credit.  
 [2019-08-31, 4:39:54 PM] Allan Hubley: Hopefully John you and the amazing team can catch some down time in what is left of long weekend.  
 [2019-08-31, 4:40:26 PM] John Manconi: Thank you Chair.  
 â€Ž[2019-08-31, 5:29:33 PM] John Manconi: â€Ž<attached: 00000292-PHOTO-2019-08-31-17-29-33.jpg>  
 [2019-08-31, 5:30:36 PM] Allan Hubley: Feels like graduation all over again!  
 [2019-08-31, 5:36:05 PM] Serge Arpin: Thanks for all your hard work in getting us to this huge milestone.  
 â€Ž[2019-09-02, 4:54:54 PM] John Manconi: â€Ž<attached: 00000295-PHOTO-2019-09-02-16-54-54.jpg>  
 [2019-09-02, 4:56:40 PM] Serge Arpin: Thanks for this - confidence building update.  
 [2019-09-02, 4:56:51 PM] Allan Hubley: John is it only monitored by control room operators or are there people at the site as well?  
 [2019-09-02, 4:58:53 PM] John Manconi: All over  
 [2019-09-03, 8:59:53 AM] John 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, 9:00:34 AM] Serge Arpin: Iâ€™m on annual leave, Mat Gravel has the pen and lead from MO.  
 [2019-09-03, 9:07:29 AM] John Manconi: We canâ€™t do edits. This is a legally based memom  
 [2019-09-03, 9:07:32 AM] John Manconi: Memo  
 [2019-09-03, 9:08:08 AM] Mathieu Gravel: No desire for edits. Liaising with Mayor on timing.  
 [2019-09-03, 9:08:13 AM] Serge Arpin: I just meant he can give the go ahead, I see we already agreed to Tuesday last week.  
 [2019-09-03, 9:11:25 AM] John Manconi: Matt/ chair 10:30 ok?  
 [2019-09-03, 9:12:08 AM] Mathieu Gravel: We have a media event at 10:30. Just confirming with Mayor whether he wants it out before or after.  
 [2019-09-03, 9:26:23 AM] Mathieu Gravel: Can you do it sooner? Mayor would rather it go out before 10:30 media event  
 [2019-09-03, 9:27:46 AM] Jocelyne BÃ©gin: Yes we can send English version right away. French to follow very shortly  
 Ok to proceed Matt?  
 [2019-09-03, 9:27:55 AM] Steve Kanellakos: Perfect  
 [2019-09-03, 9:28:59 AM] Mathieu Gravel: Yes great!  
 [2019-09-03, 9:30:23 AM] Jocelyne BÃ©gin: Noted. Will be out shortly  
 [2019-09-03, 9:32:35 AM] Mathieu Gravel: Merci Jocel!  
 [2019-09-03, 1:25:22 PM] John Manconi: I just sent everyone the information being requested on RsA payment via email  
 [2019-09-04, 12:11:36 PM] John 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, 1:04:33 PM] Serge Arpin: Can you update on any significant impacts to the system?

[2019-09-04, 1:07:12 PM] John Manconi: Coming shortly

[2019-09-04, 2:09:52 PM] John 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, 2:29:46 PM] Serge Arpin: Thanks very much for the update.

[2019-09-04, 3:51:23 PM] John Manconi: Response to ctv is going out sending you a copy

[2019-09-04, 3:51:58 PM] Allan Hubley: Thank you

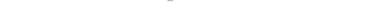
[2019-09-04, 4:31:35 PM] John Manconi: Ctv called me they asked a bunch of questions and I clarified it

[2019-09-04, 4:32:43 PM] Serge Arpin: Ok thanks for updating

[2019-09-04, 4:38:20 PM] John Manconi: Ctv just pushed out negative story

â€Ž[2019-09-07, 9:50:45 AM] John Manconi: â€Ž<attached: 00000324-PHOTO-2019-09-07-09-50-45.jpg>

[2019-09-07, 9:51:11 AM] John Manconi: Volunteer riders are out in action!

2019-09-07, 9:51:29 AM] John Manconi: 

[2019-09-07, 9:55:18 AM] Steve Kanellakos: It looks like we have gone into service!

[2019-09-07, 9:57:26 AM] John Manconi: That is the objective! Fresh set of eyes looking and testing everything. The logistics behind this is mind boggling.

[2019-09-07, 10:08:50 AM] Serge Arpin: I wish I was a volunteer but I'm happy to wait until Sept 14...

[2019-09-07, 10:09:18 AM] John Manconi: You and I are too close to it.

[REDACTED]  
[REDACTED] [mailto:[REDACTED]]  
[REDACTED]  
[REDACTED]

<Z[2019-09-07, 10:23:57 AM] John Manconi: <attached: 00000331-PHOTO-2019-09-07-10-23-57.jpg>

[REDACTED]

[2019-09-07, 10:24:32 AM] John 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, 10:26:01 AM] Allan Hubley: Awesome. Did we add a sign saying how many steps at rideau for our competitive residents?

[2019-09-07, 10:33:14 AM] John Manconi: No yet!

â€Ž[2019-09-07, 2:02:50 PM] John Manconi: â€Žvideo omitted

[2019-09-07, 2:03:25 PM] John Manconi: One week from now open to public. Note time on station screens.

[2019-09-07, 2:13:42 PM] Serge Arpin: That is very cool!

[2019-09-07, 2:27:07 PM] Mathieu Gravel: Awesome! I can't wait for next Saturday. :)

[illegible]

[2019-09-08, 12:12:39 PM] Mathieu 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, 12:17:01 PM] John 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, 12:17:37 PM] Mathieu Gravel: Cool. Merci!

[2019-09-09, 5:03:53 PM] Mathieu Gravel: Mayor has agreed to announce at FEDCO tomorrow that Stage 2 updates would now take place quarterly.

ãĖĖ[2019-09-09, 8:35:57 PM] John Manconi: ãĖĖ<attached: 00000344-PHOTO-2019-09-09-20-35-57.jpg>

[2019-09-09, 8:36:33 PM] John Manconi: Bike boarding decal

[2019-09-09, 8:37:32 PM] Mathieu Gravel:  $\partial\check{Y}^{\partial}\partial\check{Y}^{\partial}\partial\check{Y}^{\partial}\square\frac{1}{4}$

[2019-09-10, 11:38:58 AM] Serge Arpin: Great updates at Fedco John - very upbeat and focused on next steps!!!

[2019-09-10, 11:40:12 AM] John Manconi: Thanks

[2019-09-11, 8:49:06 AM] Serge Arpin: Great human interest story by Kelly Egan - interview with LRT operator. A rare positive one!

[2019-09-11, 8:49:39 AM] Steve Kanellakos: The tide has turned!

[2019-09-11, 8:50:20 AM] Serge Arpin: You can feel it. lâ€™™m on a jam-packed express bus from Millenium and people are talking about it.

[2019-09-11, 10:17:47 AM] John Manconi: Live stream feed from Tunneys. Testing and dress rehearsal of launch

<https://www.youtube.com/watch?v=JXrQ5uNpLxE>

[2019-09-11, 10:19:02 AM] Serge Arpin: Thanks for sharing this - very exciting. And thanks for the amazing tour yesterday.

â€Ž[2019-09-11, 4:28:45 PM] John Manconi: â€Ž<attached: 00000354-PHOTO-2019-09-11-16-28-45.jpg>

[2019-09-11, 4:29:20 PM] Serge Arpin: More excellent news, thanks!

[2019-09-11, 4:34:16 PM] John Manconi: You have no idea how important that document is and what it took to get that landed for today!

[2019-09-11, 4:34:37 PM] Serge Arpin: Iâ€™m happy that you are on top of it!

[2019-09-12, 8:24:01 AM] Mathieu Gravel:

<https://twitter.com/daphatves/status/1172123185510268928?s=12>

[2019-09-12, 8:24:27 AM] Mathieu Gravel: John - Whatâ€™s wrong with the elevators at Place dâ€™Orleans Park N Ride?

[2019-09-12, 8:32:17 AM] Steve Box: Congratulations John on obtaining the Fleet Safety Certificate. It is indeed excellent news.

[2019-09-14, 8:45:47 AM] John 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, 8:47:15 AM] Serge Arpin: They will have to follow the protocol for the event, end of story.

[2019-09-14, 8:47:38 AM] John Manconi: Thank you!

[2019-09-14, 1:43:38 PM] John Manconi: Line ups at Tunneys and Blair. All manageable gates are starting to be opened up

[2019-09-14, 1:44:26 PM] Serge Arpin: Thatâ€™s great news thanks

[2019-09-14, 2:14:36 PM] John Manconi: Trains caring passengers stations are hoping! Positive reactions across the network. Social media feeds are amazing

[2019-09-14, 2:28:17 PM] Mathieu Gravel: People are ECSTATIC!

â€Ž[2019-09-14, 2:32:55 PM] Allan Hubley: â€Ž<attached: 00000368-PHOTO-2019-09-14-14-32-55.jpg>

[2019-09-14, 2:40:35 PM] Mathieu Gravel: One escalator down at Parliament

[2019-09-14, 2:44:16 PM] John Manconi: Yes we have it. Remember we have scada monitoring everything and we are responding

[2019-09-14, 2:44:53 PM] Mathieu Gravel: Merci!

[2019-09-14, 4:35:01 PM] Mathieu Gravel: Coming out of Blair station next to Gloucester Centre, set of garbages installed but not serviced.

[2019-09-14, 5:38:09 PM] John Manconi: Matt who is covering for you and Serge re: keeping Deputy mayor informed?

[2019-09-14, 5:48:50 PM] Serge Arpin: I will be taking over from Matt and keeping DM Darouze in the loop...

[2019-09-14, 6:26:28 PM] John Manconi: Ok thx. I thought you were away

[2019-09-14, 7:01:52 PM] Serge Arpin: Oh no, Iâ€™m here for the week. Congrats on a spectacularly successful day. The entire city was beaming with pride.

[2019-09-14, 7:03:15 PM] John Manconi: Thanks !!

[2019-09-14, 8:38:49 PM] Mathieu Gravel: Mayor is asking if thereâ€™s a report back or progress on escalator issues.

[2019-09-14, 8:39:24 PM] Jocelyne BÃ©gin: I will get u an answer

[2019-09-14, 8:51:30 PM] Jocelyne BÃ©gin: 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, 8:56:32 PM] Serge Arpin: That is excellent news, thanks

[2019-09-14, 9:10:09 PM] Mathieu Gravel: Super. Merci Joce!

[2019-09-14, 9:45:17 PM] Jocelyne BÃ©gin: 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, 9:54:33 PM] Mathieu Gravel: Perfect. Keep me posted. Merci!

[2019-09-15, 12:42:54 PM] Mathieu 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, 12:46:37 PM] Jocelyne BÃ©gin: Coming shortly

[2019-09-15, 12:46:56 PM] Mathieu Gravel: Merci!

[2019-09-15, 1:33:25 PM] John 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, 1:52:03 PM] Jocelyne BÃ©gin: 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, 1:54:59 PM] Mathieu Gravel: Perfect. Merci!

[2019-09-15, 3:26:57 PM] Allan Hubley: Somebody dropped a container of blueberries on our big escalator at rideau going to be messy!

[2019-09-15, 3:28:19 PM] Jocelyne BÃ©gin: Thank you Chair

I am reporting it

[2019-09-15, 3:40:36 PM] Jocelyne BÃ©gin: Rideau centre Farmboy escalator to go down not working

[2019-09-15, 3:45:19 PM] Serge Arpin: Because of blueberry spill?!?

[2019-09-15, 3:47:53 PM] 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, 3:48:36 PM] Jocelyne BÃ©gin: No sorry- I saw the blueberries and we called it in.

Escalators are working

[2019-09-15, 6:48:28 PM] John 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€ . 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, 6:49:32 PM] Serge Arpin: Ok thanks

[2019-09-15, 6:51:20 PM] Allan Hubley: Thanks John. Tomorrow I will bring crayons to explain the difference to fluery. It seems to work better.

[2019-09-16, 1:07:27 AM] Mathieu Gravel: John - Great job by you and your team all weekend! Good luck in the morning.

## Confidential - Personal Information

[2019-09-16, 5:07:59 AM] John Manconi: I will be advising council and transit commissioner members via email shortly.

[2019-09-16, 5:08:34 AM] John Manconi: Serge/Matt ensure you read as I know Mayor is doing a cbc interview this morning

[2019-09-16, 5:27:48 AM] Mathieu Gravel: Mayor did interview while this message came in. Very positive interview with Robyn Bresnahan.

## Confidential - Personal Information

[2019-09-16, 5:30:12 AM] Mathieu Gravel: Okay thanks

[2019-09-16, 5:30:39 AM] Allan Hubley: Thanks John

## Confidential - Personal Information

## Confidential - Personal Information

[2019-09-16, 7:31:03 AM] John Manconi: Service is running well

[2019-09-16, 8:12:42 AM] Mathieu Gravel: From a friend of mine who just messaged me: "Hey! 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 it's paid off. It cut my commute from 25 mins to 8 and it was amazing."

[2019-09-16, 8:13:06 AM] Serge Arpin: Great intel!!!

[2019-09-16, 8:13:40 AM] Serge Arpin: I'm now on Express 22 from Millenium to Blair. I won't be tweeting but I'm pretty excited.

[2019-09-16, 8:23:50 AM] Allan Hubley: Just came in on 57 and almost at Hurdman

[2019-09-16, 8:26:24 AM] Serge Arpin: 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, 8:29:09 AM] John Manconi: All covered and part of the plan. We have the media availability today and we will be saying all that

[2019-09-16, 8:29:24 AM] Serge Arpin: Great thanks.

[2019-09-16, 8:41:37 AM] John Manconi: "attached: 00000420-PHOTO-2019-09-16-08-41-37.jpg"

[2019-09-16, 8:42:33 AM] Serge Arpin: Can you send me the entire tweet?

[2019-09-16, 8:42:48 AM] Serge Arpin: Or Joc?

[2019-09-16, 8:43:06 AM] John Manconi: Yes I'll send you both

[2019-09-16, 8:46:06 AM] John Manconi: Sent you two texts

[2019-09-16, 8:46:16 AM] John Manconi: Service is running well

[2019-09-16, 8:49:13 AM] Serge Arpin: Great thanks. My train ride is amazing and uneventful. Lots of students disembarking at U of O.

[2019-09-16, 8:51:41 AM] Allan Hubley: Talked to staff at Tunneys and Hurdman. Not many staying choosing to stay on bus

[2019-09-16, 8:52:00 AM] Serge Arpin: None on my bus at Blair.

[2019-09-16, 8:56:26 AM] John 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, 9:00:17 AM] "John Manconi added George Darouze"

[2019-09-16, 9:01:22 AM] George Darouze: Thanks

[2019-09-16, 9:09:08 AM] John Manconi: Morning rush hour is winding down very good operation on all fronts no major incidents

[2019-09-16, 9:09:47 AM] Serge Arpin: Thanks for the update.

[2019-09-16, 9:10:22 AM] George Darouze: Great

[2019-09-16, 11:39:51 AM] John Manconi: Memo update to council just went out . Media briefing is at noon.

[2019-09-16, 11:40:23 AM] Serge Arpin: Ok thanks for the update.

[2019-09-16, 11:40:34 AM] George Darouze: Thank you for the update

## Confidential - Personal Information

[2019-09-16, 1:03:36 PM] George Darouze: Thanks for the update.

[2019-09-16, 3:52:43 PM] John Manconi: System is operating well. No issues

[2019-09-16, 3:53:13 PM] George Darouze: Great news.

[2019-09-16, 3:55:22 PM] Serge Arpin: I will be on the train again this evening...

[2019-09-16, 3:55:45 PM] George Darouze: Have a great trip home !

[2019-09-16, 3:56:02 PM] Serge Arpin: Thanks this morning was amazing!

[2019-09-16, 5:23:54 PM] John Manconi: One minor train delay of approximately 8 mins due to a fault on train. Not major service is moving normally

[2019-09-16, 5:33:32 PM] John Manconi: Councillor Harder is asking about Barrhaven bus crowding we responded . No major issues .

[2019-09-17, 8:17:58 AM] John Manconi: Service is running well. Team is working on tweaks to address bus connections at Tunneys for pm commute.

[2019-09-17, 8:26:44 AM] Mathieu Gravel: Tom Spears from Citizen reported that some users were



saying overhead bars were too high and thereâ€™s no dangling rubber handles like on the buses. Mayor thinks itâ€™s a valid point. Have staff heard it from customers?

[2019-09-17, 8:29:25 AM] Serge Arpin: Yes, I think itâ€™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, 8:32:22 AM] Serge Arpin: Shorter persons will have to gravitate to the vertical bars, for sure. Can

[2019-09-17, 8:35:57 AM] 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, 8:36:23 AM] Mathieu Gravel: What is the smell?

[2019-09-17, 8:37:30 AM] Serge Arpin: Good news thanks. I donâ€™t see anyone ever committing to a technology fix that requires engineering/safety sign-off from OC Transpo!

[2019-09-17, 8:38:10 AM] Mathieu Gravel: Any issues at Blair with bus transfers?

[2019-09-17, 8:38:22 AM] John Manconi: Itâ€™s not you guys itâ€™s the public and others sending in suggestions etc

[2019-09-17, 8:42:15 AM] 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 itâ€™s only day 2. People will adjust. Yesterday was a railroader â€™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, 8:43:33 AM] Serge Arpin: 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, 8:45:49 AM] John Manconi: Exactly what we are working on

[2019-09-17, 1:37:21 PM] 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, 1:51:50 PM] Serge Arpin: Will this be resolved by start of peak pm volume?

[2019-09-17, 1:52:09 PM] John Manconi: We believe it will

[2019-09-17, 1:53:05 PM] Serge Arpin: Because we have enough spares?

[2019-09-17, 1:53:39 PM] John Manconi: Yes.

[2019-09-17, 1:55:17 PM] John Manconi: Train is off the line and we are returning to normal service shortly

[2019-09-17, 2:03:36 PM] Serge Arpin: Thanks for advising when normal service has resumed.

[2019-09-17, 2:22:56 PM] George Darouze: Thanks for the updates today.

[2019-09-17, 3:03:33 PM] 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, 3:14:55 PM] Serge Arpin: Has regular service resumed? Sorry, not clear.

[2019-09-17, 3:15:41 PM] Mathieu Gravel: Tweet is not yet been replaced. Who is looking after it?

[2019-09-17, 3:21:45 PM] 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!!! Itâ€™s day two.

[2019-09-17, 3:32:04 PM] John Manconi: No overcrowding in trains or platforms minor delays only

[2019-09-17, 3:52:19 PM] John Manconi: All trains running on schedule

[2019-09-17, 5:39:32 PM] John Manconi: Service continues to run well. Bus enhancements at Tunneys and Blair are managing things well.

[2019-09-17, 7:10:10 PM] John Manconi: Evening commute is over. Sent council and update.

[2019-09-17, 7:27:47 PM] John Manconi:

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

Videp showing Time lapse of tunney's bus loop.

[2019-09-17, 7:28:04 PM] John Manconi: Take a look

[2019-09-17, 7:32:44 PM] Steve Kanellakos: Cool!

[2019-09-18, 5:50:48 AM] John Manconi: I just sent you Serge and chair a text string from mayor.

[2019-09-18, 5:55:19 AM] George Darouze: Great video.

[2019-09-18, 7:42:32 AM] John Manconi: Service running well

[2019-09-18, 7:42:51 AM] George Darouze: Great John.

[2019-09-18, 8:24:08 AM] John Manconi: Service running well some bus delays out of Barrhaven due to Via Rail crossing malfunction not our issue

[2019-09-18, 9:42:33 AM] Mathieu Gravel: [https://twitter.com/mj\\_snook/status/1174317155195793411?s=](https://twitter.com/mj_snook/status/1174317155195793411?s=)

[2019-09-18, 9:42:49 AM] Mathieu Gravel: Is it just a residual smell?

[2019-09-18, 10:47:56 AM] 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, 10:49:22 AM] Mathieu Gravel: Ok thanks

[2019-09-18, 1:41:02 PM] John Manconi: Service is running well . No issues

[2019-09-18, 1:41:25 PM] Serge Arpin: Thanks for updating.

[2019-09-18, 1:41:44 PM] George Darouze: Thank you for the update.

[2019-09-18, 5:44:11 PM] Jocelyne BÃ©gin: Busy bus platforms but people are getting picked up. Rail - no delays.

[2019-09-19, 7:45:31 AM] Serge Arpin: How is launch this am?

[2019-09-19, 7:47:45 AM] John Manconi: Service is running well

[2019-09-19, 9:42:17 AM] 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, 6:25:00 PM] John Manconi: Rush hour over no issues

[2019-09-19, 6:28:30 PM] Jocelyne BÃ©gin: Have not seen anything in the news related to us

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Wow ðŸ˜ˆ

[2019-09-19, 6:32:28 PM] Steve Kanellakos: I think the media all had a day off

[2019-09-19, 6:32:30 PM] Mathieu Gravel: Well done guys!

[2019-09-19, 6:33:15 PM] Steve Kanellakos: Not even a msg from Gravel. I'm going out tonite to get drunk and celebrate

[2019-09-19, 6:40:30 PM] George Darouze: ðŸ˜ˆ, ðŸ˜ˆ, ðŸ˜ˆ, U all deserve it!



[2019-09-20, 7:23:35 AM] John Manconi: Service is running well

[2019-09-20, 10:51:51 AM] John Manconi: No issues. Friday update being issued shortly

[2019-09-20, 11:05:28 AM] George Darouze: Great thank you for the update John.

[2019-10-04, 5:25:34 AM] John Manconi removed George Darouze

[2019-10-04, 5:27:03 AM] 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, 6:10:16 AM] John Manconi: Delays are minimal. Next wave of trains is ready for launch and will clear up residual delays

[2019-10-04, 6:26:16 AM] Serge Arpin: 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, 6:28:52 AM] John Manconi: We are back to normal. We are prepared for media inquiries . The outage they had affected to 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, 6:37:23 AM] Serge Arpin: Excellent. Being prepared to respond rapidly and concisely to the incoming questions is our best line of defence. Thanks!

[2019-10-05, 10:02:17 AM] Mathieu 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, 10:02:43 AM] John Manconi: Ok

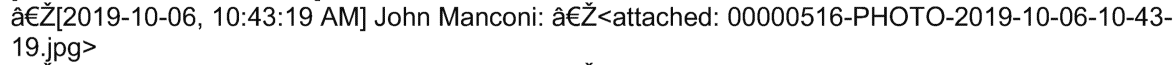
[2019-10-05, 10:08:16 AM] Serge Arpin: John can you check with your colleagues if your office has lost the ability to communicate with members of Council via e-mail ahead of or during the Monday morning peak service changeover? That would be a very unfortunate occurrence.

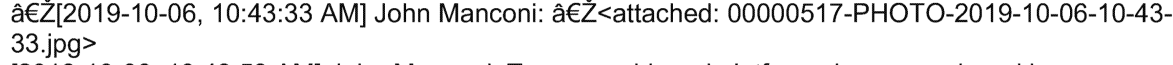
[2019-10-05, 10:11:15 AM] John Manconi: Can I please ask that you direct that to IT? They are focused on so many things right now and they also need a break .

[2019-10-05, 10:18:55 AM] Mathieu 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, 10:37:39 AM] Serge Arpin: Thanks, that's a huge relief. I'm back online now...

[2019-10-05, 10:48:54 AM] Mathieu Gravel: 🙌👍👏👏👏

[2019-10-06, 10:43:19 AM] John Manconi: 

[2019-10-06, 10:43:33 AM] John Manconi: 

[2019-10-06, 10:43:59 AM] John Manconi: Tunneys widened platform signage and markings

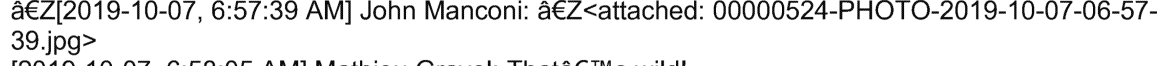
[2019-10-06, 10:45:07 AM] Allan Hubley: Excellent!

[2019-10-06, 10:57:35 AM] Serge Arpin: That looks very functional, thanks and good luck tomorrow.

[2019-10-06, 2:01:29 PM] 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, 6:31:41 AM] Allan Hubley: Going great at Tunney's. Red vests are highly visible.

[2019-10-07, 6:40:31 AM] John Manconi: Morning launch went out as planned no major issues to report at this time

[2019-10-07, 6:57:39 AM] John Manconi: 

[2019-10-07, 6:58:05 AM] Mathieu Gravel: That's wild!

[2019-10-07, 7:07:34 AM] John Manconi: No issues to report. Most intense peak loads is coming . Will keep you posted

[2019-10-07, 7:49:43 AM] John Manconi: No issues to report

â€Ž[2019-10-07, 8:10:10 AM] John Manconi: â€Ž<attached: 00000528-PHOTO-2019-10-07-08-10-10.jpg>

[2019-10-07, 8:11:02 AM] Allan Hubley: I am on the train from Blair and going well.

[2019-10-07, 8:11:08 AM] Mathieu Gravel: Eh thatâ€™s Phil Landry! ðŸ˜,

[2019-10-07, 8:12:53 AM] Serge Arpin: Iâ€™m on the new route 39 coming in from Millenium. Smooth sailing to date.

â€Ž[2019-10-07, 8:34:05 AM] John Manconi: â€Ž<attached: 00000532-PHOTO-2019-10-07-08-34-05.jpg>

â€Ž[2019-10-07, 8:34:05 AM] John Manconi: â€Ž<attached: 00000533-PHOTO-2019-10-07-08-34-05.jpg>

[2019-10-07, 8:35:11 AM] Serge Arpin: Thatâ€™s quite impressive. A member of Council is reporting that a train is not functioning. Can you confirm?

[2019-10-07, 8:37:03 AM] John Manconi: Nothing we are aware

[2019-10-07, 8:37:19 AM] John Manconi: We just checked control

[2019-10-07, 8:37:54 AM] Serge Arpin: Could it be Trillium Line?

[2019-10-07, 8:40:24 AM] John Manconi: No issues we checked again

[2019-10-07, 8:41:04 AM] Serge Arpin: Great thanks

[2019-10-07, 8:42:48 AM] John Manconi: Heavy loads reported at Hurdman which lighten as soon as they hit Ottawa U and Rideau.

â€Ž[2019-10-07, 8:43:55 AM] John Manconi: â€Ž<attached: 00000541-PHOTO-2019-10-07-08-43-55.jpg>

[2019-10-07, 8:44:17 AM] John Manconi: That was a tweet from CTV

[2019-10-07, 8:44:50 AM] Serge Arpin: 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, 8:46:13 AM] John 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, 9:13:55 AM] John 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, 9:15:59 AM] Serge Arpin: Thanks very much, MG will provide the Mayor with this intel.

[2019-10-07, 10:25:06 AM] John 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, 12:15:05 PM] Mathieu 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



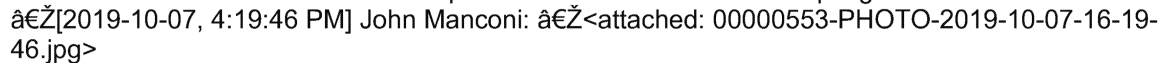
afternoon?

[2019-10-07, 12:17:41 PM] John Manconi: It's very low we are looking at improvements for this afternoon and tomorrow morning

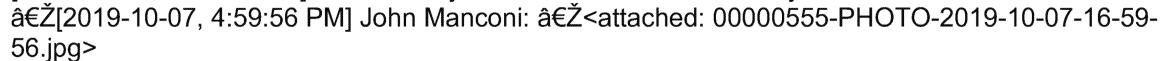
[2019-10-07, 12:18:05 PM] Mathieu Gravel: Ok merci!

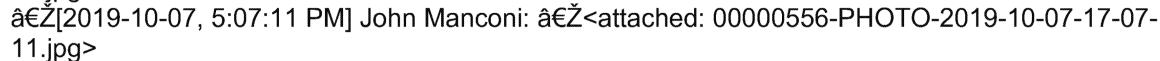
[2019-10-07, 3:54:02 PM] John Manconi: Afternoon Lauch has occurred one train replaced due to an issue . Minor delay service is running normally. Senior staff team is at various locations right now observing

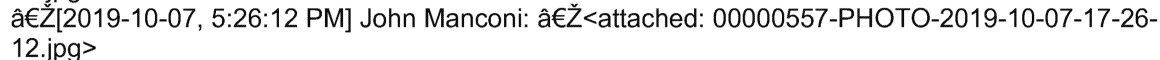
[2019-10-07, 4:12:13 PM] John Manconi: Busy downtown stations . Red vests are encouraging people to move to back of train and not bunch up the doors. Customers are adapting .

[2019-10-07, 4:19:46 PM] John Manconi: 

[2019-10-07, 4:37:34 PM] Allan Hubley: We are on train from tunneys to Blair. Seats full few standing.

[2019-10-07, 4:59:56 PM] John Manconi: 

[2019-10-07, 5:07:11 PM] John Manconi: 

[2019-10-07, 5:26:12 PM] John Manconi: 

[2019-10-08, 6:04:10 AM] John 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, 7:37:01 AM] John 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, 7:40:41 AM] Serge Arpin: Is that a slight delay across the system or in one direction only? Thanks for updating.

[2019-10-08, 7:41:58 AM] John Manconi: Just a system wide adjustment that wouldn't even of been noticed by customers. It was early on.

[2019-10-08, 7:42:14 AM] Serge Arpin: K thanks.

[2019-10-08, 8:02:38 AM] John Manconi: Mayor got on at Tunneys it was a full train

[2019-10-08, 8:03:33 AM] Mathieu Gravel: He said train was only scheduled to come in 7 minutes.

[2019-10-08, 8:04:18 AM] John Manconi: That is the platform system adjusting based on earlier delay. Trains are 5 mins apart

[2019-10-08, 8:16:58 AM] John Manconi: Door fault at UOttawa - 4 min delay. Messaging is going out. Platform messaging is being looked at Tunneys.

[2019-10-08, 8:17:17 AM] Mathieu Gravel: Okay merci

[2019-10-08, 8:20:55 AM] John Manconi: Diversion line has been implemented to in to deal with door fault. Heavy loads at Tunneys waiting for delayed trains.

[2019-10-08, 8:25:31 AM] John Manconi: Major delays due to door fault . Diversion in place heavy loads at numerous stations.

[2019-10-08, 8:37:30 AM] John Manconi: Messaging to council has gone out. Trains are moving . Service is still on diversion. Delays are significant

[2019-10-08, 8:43:51 AM] John Manconi: Platforms are clearing up.

[2019-10-08, 8:45:15 AM] John Manconi: Service has been restored

[2019-10-08, 8:58:33 AM] John Manconi: Heavy residual loads are between parliment and Tunneys. Influx of trains will clear loads

[2019-10-08, 9:18:09 AM] John 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, 9:22:01 AM] Mathieu Gravel: Thanks for the timely info, John. Very helpful on our end.

[2019-10-08, 11:03:50 AM] Mathieu 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, 11:20:32 AM] Jocelyne BÃ©gin: We are presently in meeting getting debrief. Will advise shortly

[2019-10-08, 11:23:19 AM] Mathieu Gravel: ðŸˆðŸˆ¼  
 [2019-10-08, 4:30:49 PM] John Manconi: No issues to report.  
 [2019-10-09, 7:22:35 AM] John Manconi: No issues to report  
 [2019-10-09, 8:19:09 AM] John Manconi: Lyon station door issue. Trains being held If it canâ€™t be fixed we will be moving to diversion  
 [2019-10-09, 8:30:59 AM] John Manconi: Diversion has been implemented replacement bus service has been implemented t  
 [2019-10-09, 8:57:58 AM] Mathieu 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 - weâ€™ll call you in.  
 [2019-10-09, 8:58:44 AM] Allan Hubley: Ok  
 [2019-10-09, 8:59:15 AM] John Manconi: Call in for me right?  
 [2019-10-09, 8:59:24 AM] Mathieu Gravel: Yes  
 [2019-10-09, 9:16:21 AM] John Manconi: Full service restored  
 [2019-10-09, 12:06:35 PM] Mathieu Gravel: Steve - 1pm briefing is in your boardroom?  
 [2019-10-09, 12:25:46 PM] Steve Kanellakos: Yes but I need to confirm that John is ready then  
 [2019-10-09, 12:27:36 PM] Serge Arpin: Mayor wants us to try for 1:30 instead.  
 [2019-10-09, 12:34:52 PM] John Manconi: Still in meetings but will make 1:30  
 [2019-10-09, 12:45:52 PM] Steve Kanellakos: I have SLT at 1:30  
 [2019-10-10, 7:37:15 AM] John Manconi: We have an immobilized train at Bayview station - diversion train is being implemented messages activated  
 [2019-10-10, 7:55:13 AM] John Manconi: Full train service is running from Blair to Lyon . From Lyon to Tunneys it is single track rail at reduced headwayâ€™s with supplemental bus service  
 [2019-10-10, 8:03:13 AM] Allan Hubley: John is it a door again?  
 [2019-10-10, 8:03:59 AM] John Manconi: No. Communications issue with train. But I would not share that until I can confirm 100 %  
 [2019-10-10, 8:05:40 AM] Allan Hubley: Understood  
 [2019-10-10, 8:11:20 AM] John Manconi: Full service restored  
 [2019-10-10, 8:27:34 AM] John Manconi: I sent Council an update clarify some of the misinformation  
 [2019-10-10, 8:30:25 AM] Serge Arpin: Who can provide a brief description of the supplemental service - is it just west end to downtown or does it include east end to downtown when diversion is implemented?  
 [2019-10-10, 8:38:45 AM] John Manconi: R1 replacement bus service is operated when service is interrupted on all or part of O-Train Line 1. Replacement buses serve all stations along the affected part of the line, and operate via the most direct route between stations. Customers are directed to marked R1 bus stop locations at each Line 1 station. Replacement bus service will not have the speed or capacity of the O-Train service. Replacement bus service is operated using standby buses, buses that are made available on overtime, or in some cases by reducing service on other frequent bus routes. A similar R2 replacement bus service is operated in case of a service interruption on Line 2.

## Confidential - Personal Information

[2019-10-10, 6:47:12 PM] Steve Kanellakos: Thatâ€™s great John.  
 [2019-10-10, 9:54:42 PM] John Manconi: Councillor McKenney has a resident who sent in a note with this article- take a read you might find it interesting  
<https://www.theglobeandmail.com/news/toronto/door-problems-on-new-subway-trains-causing-unacceptable-delays-tdc-admits/article5963240/>  
 [2019-10-10, 10:47:22 PM] John Manconi: One more

<http://globalnews.ca/news/1428761/interactive-why-your-subway-train-was-late/>

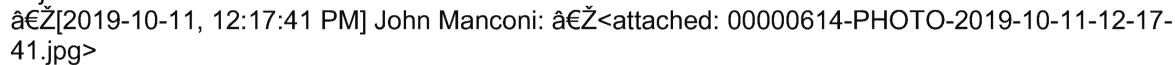
[2019-10-10, 11:02:45 PM] Allan Hubley: Great info to have. Thx  
 [2019-10-11, 7:57:51 AM] Serge Arpin: How is the morning unfolding?  
 [2019-10-11, 7:58:51 AM] John Manconi: So far excellent but letâ€™s not you know what it!ðŸˆ%  
 [2019-10-11, 8:42:29 AM] John Manconi: Rush over no issues team did an outstanding job. This nonsense about it worked because of lighter loads is total nonsense. It worked because the team nailed it

and many of our extra measures our working.

[2019-10-11, 8:43:03 AM] Allan Hubley: Congratulations!

[2019-10-11, 8:44:18 AM] Serge Arpin: Great news thanks

[2019-10-11, 12:10:35 PM] John Manconi: The article today about Alstom has caused some ripple effects for them. I am managing Alstom and told them my rec is to be silent and execute as that is all that will win over anyone right now. Alstom is being very cooperative and I had a long discussion with Peter about doors, TCMS faults and tech on board. All three issues are being actioned and we are moving fast with adjustments and ideas.

[2019-10-11, 12:17:41 PM] John Manconi: 

[2019-10-11, 6:13:41 PM] John Manconi: Another great PM rush hour . No issues

[2019-10-11, 6:22:07 PM] Steve Kanellakos: Great way to enter the long weekend

[2019-10-12, 10:24:30 AM] John Manconi: Rail is running well with no issues

[2019-10-12, 10:28:15 AM] Serge Arpin: Great thanks for the update

[2019-10-14, 8:50:48 AM] John Manconi: We have a break fault that we are dealing service is running. Full service Tunneys to St. Laurent and then customers transfer to train to get them to Blair. 5-10 min impact.

[2019-10-14, 9:02:01 AM] John Manconi: All operations normal

[2019-10-14, 9:03:55 AM] John Manconi: Train was removed

[2019-10-14, 9:34:34 AM] Allan Hubley: John is it same trains defaulting or different train every time?

[2019-10-14, 9:35:30 AM] John Manconi: No it was one train short pays and impact to customers was minimal

[2019-10-14, 9:36:20 AM] John Manconi: Also it was at a station so that helps out.

[2019-10-15, 5:10:24 AM] John Manconi: I have cut my trip short and will be returning to ottawa this morning

[2019-10-15, 7:57:56 AM] John Manconi: So far no major issues. Approaching peak of the peak.

[2019-10-15, 8:34:37 AM] John Manconi: No major issues

[2019-10-15, 8:34:55 AM] Mathieu Gravel: Great. Merci John.

[2019-10-15, 8:55:53 AM] John Manconi: Peak is done . No major issues. Team did an amazing job!

[2019-10-15, 8:56:21 AM] Mathieu Gravel: Well done to you and your team, John!

[2019-10-15, 12:58:42 PM] John Manconi: Fault on train at Blair station . Service continued bus some customers were on the train and needed to stay on for 10 minutes until train was reset

[2019-10-15, 1:04:14 PM] John Manconi: Correction it was more than 10 mini

[2019-10-15, 1:47:25 PM] Mathieu Gravel:

[https://twitter.com/jm\\_carrigan/status/1184152336345784320?s=12](https://twitter.com/jm_carrigan/status/1184152336345784320?s=12)

[2019-10-15, 1:47:35 PM] Mathieu Gravel: What was this incident at Rideau?

[2019-10-15, 3:30:04 PM] John Manconi: Afternoon service no issues

[2019-10-15, 3:56:32 PM] Mathieu Gravel: What was fault at Blair earlier? And issue at Rideau identified in tweet?

[2019-10-15, 4:00:05 PM] John Manconi: Can I get back to you . We are focusing on rush hour. We are being swamped with requests questions etc. The Blair was a HSCB code Fault. The rideau tweet is stupidity . We need to ignore people that think they know Rail technology. It's consuming valuable time. One mission - reliable service.

[2019-10-15, 4:01:58 PM] Mathieu Gravel: Ok thanks

[2019-10-15, 7:03:52 PM] John Manconi: Rush hour went well no Issues

[2019-10-16, 8:01:19 AM] John Manconi: One minor issue just occurred at Tunneys. Service is running end to end. Tcms issue on one train. Passengers had to switch to other train min impact. We will pull that train out of service

[2019-10-16, 9:03:42 AM] John Manconi: Another solid rush hour. No major issues

[2019-10-16, 9:06:06 AM] Allan Hubley: Congrats!

[2019-10-16, 9:06:21 AM] John Manconi: Thank you

[2019-10-16, 11:49:23 AM] John Manconi: Minor comms pause on the system . 5 min pause all good system wide

[2019-10-16, 12:55:58 PM] Serge Arpin: Why can't we get someone to correct with CBC if they are in fact reporting a 45 minute delay at Tunney's?

[2019-10-16, 12:57:33 PM] John Manconi: Because my whole team was with me and now we are in



another meeting on all of this. I will ask staff to see if it can get corrected

[2019-10-16, 12:58:40 PM] Allan Hubley: I will tweet back at them John.

â€Ž[2019-10-16, 1:08:48 PM] Allan Hubley: â€Ž<attached: 00000648-PHOTO-2019-10-16-13-08-48.jpg>

[2019-10-16, 1:09:17 PM] Allan Hubley: Click on the pic for full detail.

[2019-10-16, 1:09:55 PM] Serge Arpin: Canâ€™t see what time this was posted at.

[2019-10-16, 1:10:42 PM] Allan Hubley: 1148

[2019-10-16, 6:08:37 PM] John Manconi: Rush hour just ended and it was solid no issues

[2019-10-17, 9:05:40 AM] John Manconi: Morning rush hour is over . Service ran very well with no issues.

[2019-10-17, 4:07:16 PM] John Manconi: Commissioner Gilbert is tweeting out we have out of service train issue at Blair suggesting it will affect rush hour. She is wrong. No issue no disruption.

â€Ž[2019-10-17, 4:17:36 PM] Mathieu Gravel: â€Ž<attached: 00000655-PHOTO-2019-10-17-16-17-36.jpg>

[2019-10-17, 4:18:09 PM] Mathieu Gravel: Based on this tweet, she seems to have gotten that impression from staffâ€™s messaging and actions.

â€Ž[2019-10-17, 4:56:20 PM] Allan Hubley: â€Ž<attached: 00000657-PHOTO-2019-10-17-16-56-20.jpg>

[2019-10-17, 4:58:18 PM] John Manconi: The train is in service. We asked customers to use the first train that was departing. It was simply a sequencing issue. No delays

[2019-10-17, 5:01:04 PM] John Manconi: One tweet from that commissioner had caused panic! She is wrong

[2019-10-17, 5:44:16 PM] Steve Kanellakos: We should issue a tweet correcting this misinformation

[2019-10-17, 5:45:10 PM] Steve Kanellakos: Just saw the email. Sorry. Still think we should tweet if we havenâ€™t already

[2019-10-17, 5:55:34 PM] Mathieu Gravel: OC has:

[https://twitter.com/oc\\_transpo/status/1184929852186677254?s=12](https://twitter.com/oc_transpo/status/1184929852186677254?s=12)

[2019-10-17, 5:56:09 PM] Mathieu Gravel: This is untenable. Iâ€™ll reach out to Sarah tomorrow to go for coffee and try to agree to a protocol.

[2019-10-17, 6:07:37 PM] John Manconi: Rush hour is over - rail Service ran very well with no issues

[2019-10-17, 8:24:40 PM] John Manconi: A very good article

<http://charlatan.ca/2019/10/opinion-lrt-riders-must-learn-proper-transit-etiquette/>

## Confidential - Personal Information

[2019-10-17, 8:39:28 PM] John Manconi: All cleared normal service

[2019-10-18, 7:03:41 AM] John Manconi: Service is running. As a precaution we just removed a train that experienced a Tcms fault and deployed the spare train. No impact .

â€Ž[2019-10-18, 8:18:00 AM] John Manconi: â€Ž<attached: 00000669-PHOTO-2019-10-18-08-18-00.jpg>

[2019-10-18, 8:18:15 AM] John Manconi: Markings are in at Lyon station

[2019-10-18, 8:49:46 AM] Mathieu Gravel: Looks great

[2019-10-18, 8:50:30 AM] Mathieu Gravel: I guess there was an immobilized/delayed train at Blair earlier?

[2019-10-18, 8:50:34 AM] Mathieu Gravel:

[https://twitter.com/oc\\_transpo/status/1185152434571743233?s=21](https://twitter.com/oc_transpo/status/1185152434571743233?s=21)

[2019-10-18, 8:51:07 AM] Mathieu Gravel: Mayor concerned why this tweet says final update, as there was no previous update on the issue.

[2019-10-18, 8:54:53 AM] John Manconi: Service is running just fine. We swapped out a train to avoid an delay. 4 mins at platform . customers were asked to use other platform. Cfra tweet that he got is over the top drama!

[2019-10-18, 8:56:28 AM] Mathieu Gravel: Okay merci!

[2019-10-18, 9:08:12 AM] John Manconi: Rush hour is over no major issue

â€Ž[2019-10-19, 10:33:13 AM] John Manconi: â€Ž<attached: 00000678-PHOTO-2019-10-19-10-33-13.jpg>

[2019-10-21, 7:45:22 AM] John Manconi: Serge, Matt could I ask for your assistance? Mayor texts me directly frequently. He just texted me asking about a train problem at Blair. I will be advising this group if their is any major issue to service. I discussed this with City Manager last Friday and we have to move to

normal operations. As for Blair - Service is running just fine. We are swapping out a train that has a code fault. No delays no inconveniences. Customers at Blair are asked to board on one side of the platform. Train that is there is being pulled out of service awaiting what is called a "gap" and the new train is inserted - it's all orchestrated as per operating procedures. Matt you are copied on the text mayor sent - will you advise him?

[2019-10-21, 7:46:26 AM] Mathieu Gravel: I will advise him. But could we not just add him to this group?

[2019-10-21, 7:46:51 AM] John Manconi: Serge gave instructions on this group. That is for you folks to decide

[2019-10-22, 10:03:34 AM] John Manconi: Mayor is asking about Train service. We had a disturbed switch at Blair train service is running fine from Tunneys to St Laurent. From St Laurent to Blair we have R1 service bus service every 4 minutes. Serge I was Not able to add mayor to this what's app list. Crew is working to fix switch

[2019-10-22, 10:08:10 AM] Mathieu Gravel: Thanks, John.

[2019-10-22, 10:36:21 AM] Allan Hubley: John when issue resolved, can you explain what is meant by disturbed switch please. Was it tampered with?

[2019-10-22, 2:42:31 PM] John Manconi: Switch issues can be attributable to two things. Mechanical or electric. In either case if the system defects that the switch is either not in a proper position or can't accurately confirm its position the default case is go into what is called disturbed and trains cannot cross that switch - if you proceed you can derail a switch. With cbtc our trains will not move through a disturbed switch. In this situation one of the rods that moves the switch was stuck. These switches move frequently at Tunneys and Blair - that's how we get so many trains in and out by cycling platforms and alternating tracks.

[2019-10-22, 2:43:13 PM] John Manconi: Excuse the typos - meant to say derail a train

[2019-10-22, 3:11:46 PM] Allan Hubley: Thank you.

[2019-10-23, 10:16:27 AM] John Manconi: Disabled train At U Ottawa. R1 has been implemented

[2019-10-23, 11:06:05 AM] John Manconi: Full service restored

[2019-10-23, 11:25:43 AM] Mathieu Gravel: Mayor would like to know: 1. If issues of last few days are recurring issues; 2. What kind of repair work is done to them when they're brought back to yard; and 3. Do we have right level of maintenance staff at yard or do we need to engage with Alstom to get more senior folks?

[2019-10-23, 11:29:12 AM] Mathieu Gravel: Can you please send up the answers before the end of the day? Merci, John.

[2019-10-23, 11:30:51 AM] John Manconi: Short answer is RTM did not do well this morning. They got blasted by me (Peter Lauch) and I sending the RTM exco an email very shortly relating to today.

[2019-10-23, 11:32:12 AM] Mathieu Gravel: Understood. Please forward copy of that email for me to share with Mayor. Thanks!

[2019-10-23, 11:36:39 AM] John Manconi: You do not want that trust me

[2019-10-23, 11:37:22 AM] Mathieu Gravel: Okay. Then short answers to my above questions regarding recurrence/nature of issues?

[2019-10-23, 2:51:28 PM] John Manconi: Service issues At St. Laurent - lots of tweets out there I am getting facts. R1 running between St. Laurent and Blair

[2019-10-23, 3:16:09 PM] John Manconi: Update :Door held at St. Laurent caused the delay issue, implemented train diversion which led to stacked train (two trains in same area) which needed to be cleared out at the station. End to end rail service did continue at adjusted frequency. Delays were felt. Station is cleared and service is now full out and recovering for the upcoming rush hour

[2019-10-23, 3:25:29 PM] John Manconi added Mayor Jim Watson

[2019-10-23, 3:25:54 PM] John Manconi: Mayor has been added to this list

[2019-10-23, 3:26:38 PM] Mayor Jim Watson: Please resend

[2019-10-23, 3:27:06 PM] John Manconi: Update :Door held at St. Laurent caused the delay issue, implemented train diversion which led to stacked train (two trains in same area) which needed to be cleared out at the station. End to end rail service did continue at adjusted frequency. Delays were felt. Station is cleared and service is now full out and recovering for the upcoming rush hour

[2019-10-24, 7:25:06 AM] John Manconi: <attached: 00000702-PHOTO-2019-10-24-07-25-06.jpg>

[2019-10-24, 7:39:50 AM] Mayor Jim Watson: I agree. Is there another problem this morning ??

[2019-10-24, 8:08:34 AM] John Manconi: So far things are going well. We are going to proactively pull out

one vehicle that is indicating some issues . Spare is being requested from RTM.

[2019-10-24, 8:23:37 AM] John Manconi: Train was adjusted and has remained in service . Full fleet out in service

[2019-10-24, 8:25:27 AM] Serge Arpin: What does full fleet out mean - 13 trains?

[2019-10-24, 8:25:43 AM] John Manconi: Yes 13

[2019-10-24, 8:43:14 AM] Mayor Jim Watson: When will we send out more trains

[2019-10-24, 8:47:17 AM] Serge Arpin: We have asked John to update you on that this afternoon

[2019-10-24, 9:35:05 AM] John Manconi: Rush hour over no issues

[2019-10-24, 9:43:11 AM] Mayor Jim Watson: Good to hear

[2019-10-24, 10:46:34 AM] Mayor Jim Watson: Is there now a problem. I can't keep straights if it's an old tweet or current

[2019-10-24, 11:18:04 AM] John Manconi: No just a minor delay

[2019-10-25, 8:16:53 AM] Mayor Jim Watson: What is cause today ?

[2019-10-25, 8:20:53 AM] John Manconi: 5 min delay at Tunneys . Very busy we had door fault that was fixed on the spot. Platforms are clearing up train is loading up right now and another one is pulling in. Cfra is putting everything under a microscope.

[2019-10-25, 8:21:35 AM] Mayor Jim Watson: Are both trains disabled

[2019-10-25, 8:21:55 AM] Mayor Jim Watson: Yes or no

[2019-10-25, 8:23:20 AM] John Manconi: No. One train is there and will remain there stop listening to cfra!!!! Tunneys is clear. The train was parked to clear the door fault which was done perfectly

[2019-10-25, 8:24:23 AM] Mayor Jim Watson: Then why is this not I. Your tweets and you don't have a quicker response. And call Cfra and say that borjbteaina we're not

Disabled

[2019-10-25, 8:24:46 AM] John Manconi: I will never be able to beat twitter

[2019-10-25, 8:24:52 AM] Mayor Jim Watson: And why can't we fix door issues this weekend.

Working 24!hours to get it all done

[2019-10-25, 8:25:09 AM] Mayor Jim Watson: If you has someone monitoring it you could match twitter

[2019-10-25, 8:25:35 AM] John Manconi: I explained all that to you yesterday. Sil 2 software end of month. Other fixes 3 months

[2019-10-25, 8:27:14 AM] Mayor Jim Watson: Why can't we speed it up

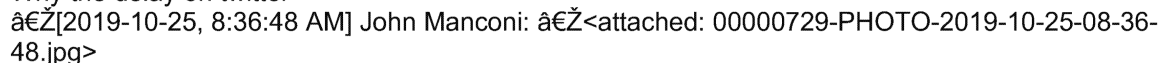
[2019-10-25, 8:28:16 AM] Mayor Jim Watson: Why is twitter account still saying delays ?? It's been 20

Minutes yet you tell me it was fixed in five minutes

[2019-10-25, 8:28:34 AM] Mayor Jim Watson: Cfra is getting its info from your feed so hard to blame them when we still have old tweet up

[2019-10-25, 8:29:45 AM] John Manconi: Sil2 two certification. Nobody can deviated from the safety certification process. As for your other comments - ok.

[2019-10-25, 8:35:03 AM] Mayor Jim Watson: Still no update on twitter. Are problems fixed completely? Why the delay on twitter

[2019-10-25, 8:36:48 AM] John Manconi:  attached: 00000729-PHOTO-2019-10-25-08-36-48.jpg

[2019-10-25, 8:41:59 AM] Mayor Jim Watson: So this took 24 minutes to put up for a five minute delay

[2019-10-25, 8:44:01 AM] John Manconi: we had messages and twitter out immediately.

[2019-10-25, 8:46:38 AM] Mayor Jim Watson: Look at the timelines. If problem was fixed in 5 minutes the. Why did he all clear meaaage take 24 minutes Also why do we not say it's a door issue as ippawd to language we are using

[2019-10-25, 8:47:14 AM] Mayor Jim Watson: ImmobkiEs train sounds like a system problem as opposed to customer holding doors

[2019-10-25, 8:47:21 AM] Mayor Jim Watson: Immobilized

[2019-10-25, 9:05:07 AM] Mayor Jim Watson: So citizen says 25 minute delay and you wrote to me and said if was 5 minute delay. Who's right ?

[2019-10-26, 8:43:50 AM] John Manconi: Why isn't someone pulling that public commissioner off the air. She is live in Cfra. A call in asking people to complain about oC transpo? She is destroying us with misinformation. Destroying the brand and accusing us of distorting facts. Also talking about congestion. How is this appropriate or fair?

[2019-10-26, 8:45:29 AM] Serge Arpin: We don't have the ability to just pull her off the air but we will



talk with Allan when he returns about what, if anything, can be done.

[2019-10-26, 8:49:25 AM] Mayor Jim Watson: Are he you and Allan and clerk should meet with her when Allan is back and say if the attack in staff don't stop

She will be removed. Use Attacks on staff as issue

[2019-10-26, 8:50:46 AM] John Manconi: Just so everyone know her comments are crossing the line with me and my leadership role and my legal counsel has been advised and is actively monitoring comments her and others have made.

[2019-10-26, 9:13:34 AM] Serge Arpin: The Mayor has laid out a clear plan of action and we will work to support next week. In the meantime, the proportion of people who listen to CFRA who are long term transit users is negligible. The continuous improvement plan for LRT and bus service will be the determining factor in long term customer loyalty, not what is being said on CFRA.

[2019-10-26, 9:14:20 AM] Mayor Jim Watson: I too am furious with her. Best advice. Turn off the radio and shut out her nonsense

[2019-10-26, 9:40:22 AM] Allan Hubley: Folks I have written to Rick already to ask what our options are when she started to spin out of control and followed up again this week when she started negatively commenting on OC transpo tweets. If this has to wait for me to remove her than I will try to arrange to fly back Monday because she is ruining the good work of many but I suspect Rick will tell us there is nothing we can do except talk to her which riley, menard and McKinney are already doing to encourage the behaviour. Any move on her will provoke them so there is a bigger picture here and their agenda goes beyond transit.

[2019-10-27, 8:51:06 AM] John Manconi: We are dealing with multiple trains faults. Service is running single track but in the west end Tunneys to Hurdman extensive delays. We are escalating to RTG and RTM executives as this is unacceptable.

[2019-10-27, 8:59:25 AM] Mayor Jim Watson: This is ridiculous. I want parallel bus service ready to run all next week as a backup and if there is a problem detected then the busses go out right away. I am sickened to read these messages

[2019-10-27, 9:00:09 AM] Mayor Jim Watson: The no want RTG and rtm senior officials in my office Monday. Please liaise with serge to set up meeting

[2019-10-27, 9:00:20 AM] Mayor Jim Watson: How many trains have failed and why is cause

[2019-10-27, 9:03:27 AM] John Manconi: On a conf call right now.

[2019-10-27, 9:19:59 AM] John Manconi: We had 3 . We cleared out one of them and that has improved things significantly

[2019-10-27, 9:23:15 AM] John Manconi: <attached: 00000749-PHOTO-2019-10-27-09-23-15.jpg>

[2019-10-27, 9:25:28 AM] Mayor Jim Watson: Hold all payments to them and they are not to receive a cent until I personally give you permission

When will full service be ready. So we have technical capacity today to fix trains

[2019-10-27, 9:25:41 AM] John Manconi: Full service is restored

[2019-10-27, 9:28:34 AM] Mayor Jim Watson: Why isn't twitter updated now how many minutes till it gets updates. If three trains are down how does that affect our Sunday service

[2019-10-27, 9:32:45 AM] Mayor Jim Watson: You say it's full returned but your tweet says Tunneys just one platform. What version is correct

[2019-10-27, 9:33:23 AM] John Manconi: Yes service is fine using one platform at Tunneys .

[2019-10-27, 9:35:04 AM] Mayor Jim Watson: But that's not full service

[2019-10-27, 9:41:12 AM] John Manconi: Their is a train that we are leaving their proactively so that service is smooth and fully restored . The system balances itself out once their has been a delay . The computer gets the trains running on constant headway's. We don't want to mess up the recovery so we will pull that train out once we are solid. These are all train operations techniques used around the world.

[2019-10-27, 9:43:33 AM] Mayor Jim Watson: So we have staff available to fix the problems given it's a Sunday. To

Oreos is calling for rain and we can not have this happen tomorrow.

Please have paralleled bus service ready Get extra busses and drivers on standby of one small issue pops up run the r service. I really don't care what it costs. We have zero credibility at this point so bus backup is needed

[2019-10-27, 9:45:43 AM] John Manconi: We are doing our best Mr. Mayor. Just finished call with my team, with Peter Lauch and many others. I know where we stand and I know this is not easy for everyone. Your meeting tomorrow with them is a must.

[2019-10-27, 9:46:06 AM] Mayor Jim Watson: And bus backup?

[2019-10-27, 9:46:32 AM] John Manconi: We will through everything we have at it and do the best we can

[2019-10-27, 9:46:40 AM] John Manconi: Throw

[2019-10-27, 10:01:21 AM] Mayor Jim Watson: So we have technical staff available to fix three trains in a Sunday

[2019-10-27, 10:03:12 AM] Mayor Jim Watson: Do we \*

[2019-10-27, 10:03:22 AM] John Manconi: They do yes. The issue here is they can't pump out 13 trains and two spares reliably. That is what my meeting to them last week was about . It was a vicious meeting where I told them that we will play hard ball and that this is not going well . To date we have not hurt them reputationally.

[2019-10-27, 4:26:45 PM] Mayor Jim Watson: What's been done today to prepare for tomorrow and what confidence do you have we will have an error free day? Do we have extra busses on standby?

[2019-10-27, 4:31:55 PM] John Manconi: I just spent my afternoon at the rail maintenance facility. I read them all the riot act, spoke to Peter launch a bunch of times. His Exco have been on the phone all day. They are pulling the TCMS tracer software off the trains as they think it may be contributing to the spike. They have brought in a TCMS expert. As for bus service we have pulled all buses off hoists that can be to add buses, we are calling in extra operators. Please note the cbc article it totally wrong . We did not loose 9 hrs of train operations. Also this morning rail service was not shut down. Lots of incorrect facts out there.

[2019-10-27, 5:09:22 PM] Mayor Jim Watson: Has anyone called CBC to correct them?

[2019-10-27, 5:54:46 PM] John Manconi: I am getting all the facts Mr. Mayor tomorrow morning and I will counter. It would be great if some councillors could step it up and stand up to some of the nonsense out there. Commissioner Gilbert is over the top. I would encourage you to look at her feed. She is bashing all of you and us.

[2019-10-28, 8:05:04 AM] Mayor Jim Watson: Any issues this morning ?

[2019-10-28, 8:05:26 AM] John Manconi: Running well

## Confidential - Personal Information

[2019-10-28, 8:39:43 AM] John Manconi: Mr. Mayor I beg you please I am getting so many messages from you on multiple channels and your staff. I will answer everyone of them. The service is running well. We had a medical at Hurdman that lasted a few minutes, the tweet you sent me we are investigating the CBC report I am reviewing etc. All being actioned. We are drowning in message overload

[2019-10-28, 8:47:23 PM] John Manconi: A few updates. Afternoon rail service ran well no issues. Bus service - we put out somewhere between 6000-6500 trips daily. Today we had 9 cancelled this morning and 22 this afternoon for a total of 31 or 0.5% or 99.5 delivered.

[2019-10-28, 8:49:38 PM] Allan Hubley: Wow! Compare that 31 to days last winter where we had over 100 cancellations. Every bit of good news helps. Thanks for sharing.

[2019-10-28, 8:54:18 PM] Mathieu Gravel: Great stats. Merci, John.

[2019-10-28, 9:16:35 PM] Mayor Jim Watson: Thanks

## Confidential - Personal Information

[2019-10-29, 7:40:29 AM] Serge Arpin: Is this impacting service?

[2019-10-29, 7:40:48 AM] John Manconi: No all is flowing well bud and rail

[2019-10-29, 7:40:54 AM] John Manconi: No impact

[2019-10-29, 7:41:08 AM] John Manconi: All is flowing well both bus and rail

[2019-10-29, 7:48:30 AM] Mayor Jim Watson: Thanks

## Confidential - Personal Information

[2019-10-29, 9:44:12 AM] John Manconi: Rush hour ran well. No issues. One Tcms at Blair at 7 did not affect service customers had to change trains at platform

[2019-10-29, 9:52:59 AM] Mayor Jim Watson: At st Laurent now

[2019-10-29, 9:53:39 AM] Mayor Jim Watson: Sorry  
 [2019-10-29, 10:02:28 AM] John Manconi: Mr. Mayor do you need something?  
 [2019-10-29, 10:02:43 AM] Mathieu Gravel: No he just used the wrong group chat. LOL Thanks!  
 [2019-10-29, 6:00:35 PM] Mayor Jim Watson: How did the rush hour go tonight  
 [2019-10-29, 6:01:54 PM] John Manconi: All good. Very good  
 [2019-10-30, 7:49:40 AM] Serge Arpin: How are we doing this morning?  
 [2019-10-30, 8:04:20 AM] Jocelyne BÃ©gin: Service is running very well this morning  
 [2019-10-30, 8:06:35 AM] Mayor Jim Watson: Thanks excellent trip on this morning. Everything on time. I got off at parliament to see if o could smell anything and I couldnâ€™t but I have limited smell ability. Red vest said it comes and goes and goes are we making any progress on it  
 Also elevator was being maintained I think at Lyon. Seems soon to have to clean or fix it if itâ€™s only been I use for one month  
 [2019-10-30, 8:07:19 AM] Mayor Jim Watson: I spoke to a lot of people and not one has said they had a train failure. Iâ€™ve asked Steve k to ensure John you have extra \$ of we need to get more busses on perennial problem routes ASAP  
 [2019-10-30, 8:07:35 AM] Mayor Jim Watson: Good work so far this morning  
 [2019-10-30, 8:10:38 AM] John Manconi: Thank you Mr. Mayor.  
 [2019-10-30, 4:14:01 PM] Mathieu Gravel: Report of breakdowns/delays on Twitter. Any truth to it?

## Confidential - Personal Information

[2019-10-30, 4:18:44 PM] Mayor Jim Watson: Are we announcing thiamin twitter and through PA system to explain its medical. And not technical? Or is there also a technical issue

## Confidential - Personal Information

[2019-10-30, 4:24:46 PM] Jocelyne BÃ©gin: Supplement Bus service being put place between parliament / Tunneyâ€™s to assist with customer volume  
 Paramedics are on site

## Confidential - Personal Information

We are experiencing some residual delays  
 Will notify when there are no delays  
 [2019-10-30, 4:47:05 PM] Serge Arpin: Thanks for the update  
 [2019-10-30, 5:03:38 PM] Jocelyne BÃ©gin: Line 1 service has been restored  
 [2019-10-31, 8:18:40 AM] Mayor Jim Watson: Is there a problem now on train. And if so whatâ€™s problem  
 [2019-10-31, 8:19:00 AM] John Manconi: Give me one minute please I am getting details  
 [2019-10-31, 8:26:16 AM] John Manconi: Tcms fault and something else service continues to run both directions with some delays buses are bypassing Tunneys and spare is being launched  
 [2019-10-31, 8:30:02 AM] Mayor Jim Watson: Unbelievable  
 [2019-10-31, 8:34:47 AM] John Manconi: Train has been moved full service  
 [2019-10-31, 1:32:50 PM] John Manconi: Councillor Fleury is asking for input into the bus funding. I am not engaging.  
 [2019-10-31, 1:35:45 PM] Mayor Jim Watson: Agreed.  
 [2019-10-31, 4:52:28 PM] Mayor Jim Watson: I see another door fault. I thought we made these changes on weekend that would resolve most of these issues  
 [2019-10-31, 5:03:41 PM] John Manconi: Not a door issue . A staff member tweeted out wrong information - trust me I just made it clear we canâ€™t have many more of these. It was a proactive stop by the operator as he spotted a loose panel and it could of hit the glass at the station . Delay was minimal. I ordered an immediate correction and to use plain English. Nobody knows what a door fault is



[2019-10-31, 5:05:21 PM] Mayor Jim Watson: So with that so we the. Inspect all other panels At night to ensure itâ€™s not a flaw ? If it happened to one maybe it needs to be fixed or tightened up on all. Also don we have the extra techs on place that we were promised

[2019-10-31, 6:11:29 PM] John Manconi: Rush is over no issues

[2019-10-31, 6:13:56 PM] Mayor Jim Watson: Good to hear

[2019-11-01, 6:17:14 AM] John Manconi: We have a switch issue at Blair. No eta on when it will be corrected. Service continues to operate buses are by passing Blair supplemental buses are also being deployed to Blair. Full rail service Tunneys to St. Laurent then single track from st Laurent to Blair

[2019-11-01, 6:30:15 AM] John Manconi: Switch issue is cleared. Door issue with train - moving that train off the line

[2019-11-01, 6:43:38 AM] John Manconi: I canâ€™t believe I have to tell you this but the switch issue is a problem again. Delays across the entire line. RTM and Alstom are working on it.

[2019-11-01, 7:05:26 AM] Mathieu Gravel: Is R1 activated?

[2019-11-01, 7:06:04 AM] Mayor Jim Watson: We need parallel service brought back. On Monday. How do we make this happen. Our reputation is in tatters Please tell. Me how we bring it back. Iâ€™m not concerned about Costs at this point I need reasons how we bring it back as opposed to why we canâ€™t. In the interim keep r service till rush hour is over

[2019-11-01, 7:14:36 AM] John Manconi: Please look at email I sent to those clowns that were in your boardroom and send them a nasty response. That is what i need right now. The email is about this morning but it also the string about last week.

[2019-11-01, 7:18:03 AM] Mayor Jim Watson: Where is email. ?

[2019-11-01, 7:19:33 AM] Mayor Jim Watson: Please get someone to start sending updates now to commissioners I know itâ€™s more work but we better start communicating with commissioners. So every major issue problem sent email

[2019-11-01, 7:19:35 AM] John Manconi: You chair and Serge have it I sent it 5 minutes ago. I will be bringing recommendations to all of you on bus and actions relating to rtm personnel

[2019-11-01, 7:20:04 AM] John Manconi: I sent all of council and commissioners an email update

[2019-11-01, 7:25:06 AM] Mayor Jim Watson: How Long till system is back up and running ?

[2019-11-01, 7:26:21 AM] John Manconi: Sorry I sent Council the update . We are running end to end. Train was removed with door issue the switch we did a work around so full service we are still proactively bypassing bus transfer stations to avoid overloaded platforms

[2019-11-01, 8:04:06 AM] John Manconi: Rail service is opening end to end with no issues

[2019-11-01, 8:05:15 AM] Serge Arpin: Can you update on train headways?

[2019-11-01, 8:07:22 AM] John Manconi: Trains are operating between 4-6 minutes . Tunneys is busy all platforms are being cleared

[2019-11-01, 8:07:49 AM] Serge Arpin: Please put that in your next WhatsApp update to mayor and group

[2019-11-01, 9:28:38 AM] John Manconi: <https://www.mtlblog.com/news/canada/qc/montreal/almost-the-entire-montreal-stm-green-line-shut-down-this-morning>

[2019-11-01, 12:36:59 PM] Mathieu Gravel: John: conforming that your team is reviewing video of door incidents from yesterday and today to identify cause?

[2019-11-01, 12:40:30 PM] Mathieu Gravel: Also - can we say Â«Â starting next week, 40 additional buses...Â Â»

[2019-11-01, 1:28:27 PM] Mathieu Gravel: John: please confirm one route in east, west and south that Mayor can refer to in statement.

[2019-11-01, 1:29:37 PM] Mathieu Gravel: Sorry - realizing trust John is at the doctorâ€™s JOCELYNE - can you please action? Merci!

[2019-11-01, 1:30:45 PM] Mayor Jim Watson: Any news fro anyone on this chair whether door issues was caused by passenger ?

[2019-11-01, 1:39:10 PM] John Manconi: Doors not customer related. Routes will be city wide

[2019-11-01, 1:49:56 PM] Serge Arpin: We are asking for three examples, â€œsuch as the 39, etcâ€.

[2019-11-01, 2:07:14 PM] John Manconi: Hang tight

[2019-11-01, 2:10:48 PM] Allan Hubley: 257

[2019-11-01, 2:12:09 PM] John Manconi: 39, 257, 75so that covers east west and south

[2019-11-01, 2:12:23 PM] Mathieu Gravel: Merci!

[2019-11-02, 8:16:52 AM] John Manconi: Here we go again. Another switch issue at Tunneys this time

[2019-11-02, 8:22:30 AM] Mayor Jim Watson: Are they going and securing each switch. They should be. All Peter and get him to get a full staff contingent out to check these and other problems. Use the weekend to triple check doors switches and anything was that can go wrong. The weekend is supposed to be the time to nail down these problems !

[2019-11-02, 8:23:30 AM] Mayor Jim Watson: Also what kinds of drills have been practiced to move the trains out at a faster pace so we can open the system back up

Did rtm get the extra techs out as promised

[2019-11-02, 8:24:45 AM] John Manconi: Mr Mayor I would recommend you read his response to our request I just sent you the email and it speaks about switches. Itâ€™s all fluff from him and his team. They are incompetent in running this rail road. They have recently installed switch covers for winter and we told them since you installed those the problems have begun. This is all fundamental stuff and they are not doing what they are supposed to be doing

[2019-11-02, 8:25:53 AM] John Manconi: I would recommend you respond to his email - perhaps if it comes from you they may listen. As for moving the trains when a switch goes into disturb mode you have only a few options

[2019-11-02, 8:31:42 AM] Mayor Jim Watson: Where did you send email. I havenâ€™t received any. My direct email in jim@ottawa.ca

[2019-11-02, 8:32:38 AM] John Manconi: Just resent it to you again

[2019-11-02, 8:34:44 AM] Mayor Jim Watson: For some reason Iâ€™m not getting it.

[2019-11-02, 8:35:40 AM] Mayor Jim Watson: Try jimwatsonottawa@gmail.com

[2019-11-02, 8:36:27 AM] Steve Kanellakos: Mayor: you should not be responding to Peters email. Itâ€™s very technical. We need you as our escalation buffer. John will respond to Peter.

[2019-11-02, 8:36:33 AM] Serge Arpin: I think it would be better for Steve to escalate and write to RTG, not the Mayor.

[2019-11-02, 8:37:00 AM] Serge Arpin: Ok just saw Steveâ€™s advice.

[2019-11-02, 8:38:36 AM] Steve Kanellakos: I also donâ€™t want to get into a email war about stuff in the future. We need to bring Peter in again. Iâ€™m going to set that up for this weekend and meet him

[2019-11-02, 8:39:25 AM] Mayor Jim Watson: When will full service resume. Why canâ€™t we remove those caps from switches if thatâ€™s the common denominator

[2019-11-02, 8:40:29 AM] John Manconi: No eta on either from rtm yet

[2019-11-02, 8:59:48 AM] Mayor Jim Watson: What happens when this happens. Canâ€™t it just honk. Itâ€™s own power to yard. Why does this take so long

[2019-11-02, 9:05:36 AM] John Manconi: You cannot drive over a disturbed Switch - you would derail the train . It is also a rule violation of railway operation . Crews are there and you can never proceed when crews are in a permitted work zone. The trick with switches is maintain , maintain, maintain, maintain. Regular checks, best lubricant money can buy for the moving parts, maintain the heaters for snow melt and as I said to them months ago- Tunneys, Blair and where the MSF enters the maintain have switch maintainers there daily. That way not only do they respond they can also proactively inspect.

[2019-11-02, 9:13:38 AM] John Manconi: Switch is back in operation - full service

[2019-11-02, 9:15:37 AM] Mayor Jim Watson: Thanks

[2019-11-03, 11:51:23 AM] Mayor Jim Watson: Was there another problem today ?? Please explain what are plan is tomorrow to ensure we have one day problem free. Are techs going to be on every train ;

[2019-11-03, 12:29:31 PM] Steve Kanellakos: We are all messaging on multiple channels so Iâ€™m going to respond to the various questions and comments on this channel. Iâ€™ve been in contact with Peter Lauch. He had another Executive meeting early this morning and he has another one right now. He will be calling me with an update of all the things John and I asked for yesterday. The plan is to over resource this week and into next week. I will provide details as soon as I know exactly what they are doing to resolve the issues we are all concerned about. This morning they had to reset their systems because of time change which affected a couple of trains getting launched on time but were able to swap out the trains immediately. There was also a Trillium line signal issue which impacted that service. They got 11 trains out this morning. Everyoneâ€™s focus is on tomorrow. John is meeting with his team at 3. They have been working all weekend to get the 40 buses out tomorrow. As John said the buses will be deployed into troubled routes. He will have details after his 3 pm briefing. As for the stairs and the non slip strips, I donâ€™t see a problem with it but only way to know for sure is to use the stairs. I will provide an update after Peter and John and I speak later this afternoon.

[2019-11-03, 12:31:43 PM] Mayor Jim Watson: Thanks. Worries me that they seemed off guard that there was a time change

[2019-11-03, 12:32:36 PM] Mayor Jim Watson: We need to keep an open mind about bringing some cross town routes back in a temporary basis to relieve pressure

[2019-11-03, 12:33:00 PM] Steve Kanellakos: No they knew that there may be issues and had anticipated it. The TCMS on a bunch of trains reacted to the reboot of the system. Their techs were on it.

[2019-11-03, 12:33:26 PM] Mayor Jim Watson: I hope they are triple checking everything today from each switch to each door

[2019-11-03, 12:53:10 PM] Mayor Jim Watson: When will all stations have non slip coating installed. What's time line to have them all done ?

[2019-11-03, 1:08:25 PM] Steve Kanellakos: That was on our list of discussion items yesterday. They are moving on it. We will know more today. It's on Peter's list to get back to us

[2019-11-03, 5:51:33 PM] Steve Kanellakos: Just finished call with Peter Lauch, Geoff Smith, CEO EllisDon, and John. They have had two calls so far today with their Exec group. They have another call at 6pm. Some of the items we need answers to are being discussed at 6 and Peter is sending me and John answers later tonight from the next call at 6. I will share what I find out tonite. Here is summary of the actions RTG is taking:

1. Switches- they have removed the 4 winter switch covers at Blair. They are removing the rest of covers tonite on the line tonite. The covers were interfering with the switch operation.
2. Guideway techs- they have brought in 7 guideway techs to ensure switches and other components of the line are fixed immediately. They are positioning 2 techs at Blair and 2 at Tunneys and 4 will be roving. They are also contracting an outside firm to bring in more guideway specialists.
3. TCMS- they have brought in a leading expert who is ex ALSTOM/Citadel specialist. He arrived today. They have a lead for their task team and while they haven't found a route cause yet they are systematically going through wiring, couplers, CPU's etc as well as the software. They are also seeing if they can change the reset protocol to shorten the time the train is disabled. It has improved since they removed the trace software they had installed.
4. They have brought in 4 extra technicians. They are putting more techs out in trains during peaks. He will have total numbers for us after 6 pm call
5. They are bringing in a Vehicle Maintenance specialist and a Vehicle Operations specialist to more effectively manage the fleet in the yard.
6. They have accepted John's suggestion to have labour crews at terminus stations to shovel and sweep switches when we have snow/ice to keep them clear from build up
7. Tile Floor treatment- they are moving ahead with treating the tile floors with anti slip product. He is getting back to us tonite about when that will start and how long to finish. Michael Morgan is looking at anti slip strips installed on stairs to make sure there aren't any safety issues for people and will ask for corrective action if required
8. They have accepted our idea to bring in external experts to run their operations out of the maintenance facility and pass on their knowledge to their current team. They are looking at several firms who do this. John gave them a suggestion out of Boston.
9. Geoff says that they are in conversations about their leadership team and possible changes.
10. Straps on trains. They have zeroed in on a supplier and will be getting back to us on their plan and timeline
11. Doors- they have a lead for the doors. We are doing much better but a few trains still have some issues unlike the other trains. They are focusing on those trains



12. 40 buses going into service tomorrow. John will be sending a list of which routes later tonite. They are still in process of finalizing staffing etc. John and his team have pulled out all the stops for this one.

13. Platform communications- TTC still here. Working to streamline and simplify comms to passengers. John has given authority to Control Center to announce in plain English what is happening and what to do. The platform chiefs plan is being worked on with TTC. John will provide updates when everything is worked out and can be implemented.

14. PIMR has integrated into OC comms group and they are collectively working on social media, media relations, media and social media monitoring.

15. TC presentation- draft will be ready later tonite. We are meeting with Mayor and Chair Monday afternoon to review.

There are several items which are flagged above as requiring further info from RTG. Will update as soon as we are notified tonite.

[2019-11-03, 6:46:25 PM] Allan Hubley: Thanks Steve

[2019-11-03, 7:02:53 PM] Mayor Jim Watson: Very good and thorough update. On floors Steve I sent me a pic of work being done. This message seems to imply it hasn't started ?

[2019-11-03, 7:03:08 PM] Mayor Jim Watson: Also do we have Very senior folks

[2019-11-03, 7:03:53 PM] Mayor Jim Watson: At key stations to get flow of busses moving faster and bypassing when too crowded of necessary

[2019-11-03, 7:04:30 PM] Mayor Jim Watson: How will we key public know about where 40!buses are going

[2019-11-03, 7:14:37 PM] Allan Hubley: Mr Mayor I would suggest we wait until Wednesday to release listing of where buses going, if we even publish. Give John a couple of days in case he needs flexibility to move buses around. Once that list goes out everyone who doesn't get bus will start asking for one and media will amp that up.

[2019-11-03, 7:21:30 PM] Steve Kanellakos: The floor work has started on entrance ways and stairs. The rest of the floors need an anti slip application which they have committed to doing but needed to ensure the right product went on or we would be screwed if they applied ineffective product and we had to remove it. They started with entrance ways and stairs and will continue. Waiting for timelines from them. John has already implemented by pass of stations and is implementing shuttle buses to provide relief. Working on the senior folks. That's the plan they are developing with TTC assistance last week. Initially the buses are going to be adjusted to deal with gaps. I think the Chair is right. I defer to John as to what he thinks. John?

[2019-11-03, 7:28:01 PM] John Manconi: The buses will go to every single ward that has identified an issue. So city wide. We have the list which I am sending you those evening but I would recommend against sharing that - remember this is the interim plan and we adjust on the fly until January when the fixes are coded in . Also just a reminder - this all goes sideways if rail service goes badly. A reminder the minute we have to implement R1 or any sunset bus service city wide goes badly. We are working to into the late hours of tonight to secure operators. Buses are ready routes are ready.

[2019-11-03, 7:32:31 PM] Mayor Jim Watson: Ok thanks. We can announce routes on wed at tc

[2019-11-03, 8:17:19 PM] John Manconi: John, this is to confirm that the list of routes which we will be supporting or supplementing with the planned 40 additional buses tomorrow includes routes in all Councillors' wards (except for Councillors El-Chantiry and Darouze) and includes all routes that were identified as being of high concern when staff met with Councillors.

[2019-11-03, 8:17:57 PM] John Manconi: The list of routes which will be supported by standby buses at key locations or which will have additional trips operating at key times is: Routes 6, 7, 10, 12, 14, 15, 18, 19, 20, 25, 30, 38, 39, 40, 46, 53, 55, 57, 62, 63, 64, 66, 75, 80, 82, 83, 86, 88, 89, 90, 92, 98, 99, 111, 228, 257, 261, 262, 263, 264, 268, 273, and 275.

[2019-11-03, 8:18:16 PM] John Manconi: We will be operating non-stop direct trips at the busiest time of the afternoon from Tunney's Pasture Station to the major park and ride lots. Two trips will run non-stop to Fallowfield Station and two trips will run non-stop to Eagleson Station.

[2019-11-03, 8:18:28 PM] John Manconi: We will be collecting operational data on the use of all of these

additional trips, together with operational, ridership, on-time data and comments from customers and Councillors, in order to make adjustments as required to these assignments.

[2019-11-03, 8:18:57 PM] John Manconi: 4 updates. We are still working on getting operators.

[2019-11-03, 8:19:18 PM] Mayor Jim Watson: Make sure we have red vests with this info to yell it out. And will this info be available at stations ?

[2019-11-03, 8:41:07 PM] John Manconi: Red vests need to stay at train platforms. They have to stay there focused on the doors and customer loading. We are not advertising the routes . Remember this is day one of the plan.

[2019-11-03, 8:41:37 PM] Mayor Jim Watson: But how would people know about Barrhaven route for instance ?

[2019-11-03, 8:41:49 PM] Mayor Jim Watson: Maybe keep those till you announce them on wed?

[2019-11-03, 8:47:36 PM] John Manconi: These are all extra trips . We need to run them a few days then we can promote them. The shuttles to Barrhaven and Kanata will be shouted out by Supervisors . We need to give it a few days then we know we have the right interim fixes and then Ward councillors can confirm etc.

[2019-11-03, 8:48:06 PM] Mayor Jim Watson: Thanks for your hard work this weekend

[2019-11-03, 8:49:04 PM] John Manconi: Thank you. The team is killing themselves trying to get this all fixed up. We are blessed to have such a dedicated team of managers, front line staff and the union.

[2019-11-03, 9:12:21 PM] Steve Kanellakos: Peter just got back to us. They will have 8 guideway techs and 12 techs out tomorrow morning. They have directed that the anti slip treatment for tikes start being applied ASAP.

[2019-11-03, 9:13:05 PM] Mayor Jim Watson: Hope they are there all week and not just tomorrow

[2019-11-03, 9:15:25 PM] Steve Kanellakos: Yes they are staying till we get through all this

[2019-11-04, 6:53:21 AM] Mayor Jim Watson: Whatâ€™s problem today and when will full service be resumed

[2019-11-04, 7:03:06 AM] John Manconi: Sorry Mr. Mayor what are you hearing or seeing? If itâ€™s Sarah Gilbertâ€™s tweet - again her tweets are inaccurate and causes panic. She is wrong again. We had a Tcms on a train we launched the spare and replaced it . A few minutes wait for it that is it.

[2019-11-04, 7:05:02 AM] Mayor Jim Watson: So there was a delay

[2019-11-04, 7:08:31 AM] John Manconi: No. The customers finished their trip a new train was inserted and that train was removed . That took 3 minutes . So some customers may have waited 2-3 minutes or less depending where on the line. All according to plan

[2019-11-04, 7:57:52 AM] Mayor Jim Watson: Iâ€™m on train. No problems at all

[2019-11-04, 8:03:55 AM] Mayor Jim Watson: Just got to Blair. Seems a train is immobilized. Whatâ€™s happened

[2019-11-04, 8:04:16 AM] Mayor Jim Watson: Passengers had to transfer to my train

[2019-11-04, 8:04:28 AM] John Manconi: Just got the update - a Tcms issue. Passengers transferred to train

[2019-11-04, 8:04:46 AM] Mayor Jim Watson: I thought they had a plan to override it

[2019-11-04, 8:05:21 AM] Mayor Jim Watson: How long till itâ€™s fixed

[2019-11-04, 8:07:45 AM] John Manconi: Spare will be launched right behind that train that is leaving to ensure capacity for big stops such as Hurdman. That train will be pulled off.

[2019-11-04, 8:14:38 AM] Mayor Jim Watson: Hurdman left lots of people behind. How do we get train pulled out faster and get spare out there. Lots more unhappy customers to start our week off.

[2019-11-04, 8:15:42 AM] Mayor Jim Watson: Is spare out yet

[2019-11-04, 8:16:46 AM] Mayor Jim Watson: Iâ€™m experiencing the frustration of our customers

[2019-11-04, 8:16:57 AM] Mayor Jim Watson: Our

[2019-11-04, 8:17:16 AM] John Manconi: Itâ€™s launched and loading customers at Hurdman. All of this happens quickly and real time

[2019-11-04, 8:23:24 AM] Mayor Jim Watson: You need red vests to tell people while on platforms to remove knapsacks. We can get at least ten per cent more in cars if they are told to remove them and put between their feet. How do we get them to do this

[2019-11-04, 8:24:39 AM] Mayor Jim Watson: Train 1110 has wrong message. We are heading west and it says destination Blair. Also PA system fades on one side of this car

[2019-11-04, 8:28:24 AM] Mayor Jim Watson: Now message is just flashing date with no destination just telling you so these can be fixed after. Not now at rush hour. Voice message is correct

[2019-11-04, 8:36:47 AM] Mayor Jim Watson: Message boats fixes

[2019-11-04, 8:45:44 AM] Serge Arpin: Mayor Watson is asking if you can confirm that no 14 was swapped in this morningâ€™s service as a hot spare?

[2019-11-04, 8:56:34 AM] John Manconi: Not sure I understand the question. We used the spares to address issues. Other than customers swapping trains at Blair which was 4-5 minute impact which we recovered by launching the spare no major issues. We dealt with TCMS and door issues on the fly and kept service moving

[2019-11-04, 8:57:14 AM] Serge Arpin: That was the question - did we utilize spares this morning. Both 14 and 15?

[2019-11-04, 8:57:28 AM] John Manconi: Yes

[2019-11-04, 8:57:56 AM] John Manconi: But remember thatâ€™s not in addition to the 13. We kept 13 trains in service

[2019-11-04, 9:13:59 AM] Mayor Jim Watson: Maybe Iâ€™m unclear. Why wouldnâ€™t we just put 14 out there and if one of the trains breaks down we still have 13 on the tracks. I experienced the serious problem when we are down one train with many passengers not able to get on train because of overcrowding

[2019-11-04, 9:33:12 AM] John Manconi: I have explained that before and will again when we meet today. It is not because we donâ€™t want to. Itâ€™s technical and best we discuss face to face.

[2019-11-04, 9:33:39 AM] Mayor Jim Watson: Ok. But Iâ€™m concerned

[2019-11-04, 2:05:55 PM] John Manconi: In case you seen anything about elevators at parliament station. Here are the facts. We caught an individual in a wheelchair vandalizing the elevators. They are functioning and we have posted signs saying elevators are a bit slower. Parts are ordered and should be back to 100% in a few days. Just advising in case you hear as we are under a microscope

[2019-11-04, 2:20:49 PM] Mayor Jim Watson: Was the person charged

[2019-11-05, 8:32:56 AM] John Manconi: We experience a Tcms at Blair - customers had to move to another train. Spare launched and will sweep up all customers.

Minor

[2019-11-05, 9:05:50 AM] John Manconi: Rush over rail ran well. Tcms issue minor adjustment nothing major.

[2019-11-05, 9:26:05 AM] John Manconi: Bus service solid. Only 2 cancelled trips

[2019-11-05, 9:44:01 AM] Serge Arpin: Thanks - thatâ€™s a very positive update.

[2019-11-05, 2:51:18 PM] Mayor Jim Watson: Any problems since this morning i

And how

Many of the 40 busses do we have our now How are you answering questions tomorrow at transit co about where those routes are

[2019-11-05, 2:55:48 PM] John Manconi: No issues. 40 buses were all out. We are getting positive feedback on the buses - see councillor sudd's tweet but fleury is torqued up and he is wrong saying we are taking care of suburbs only. We are city wide with buses and we will be describing it that way like we discussed

[2019-11-05, 4:49:29 PM] John Manconi: No issues service running well

[2019-11-05, 6:14:09 PM] John Manconi: Rush hour done no issues with rail service

[2019-11-06, 7:30:54 AM] John Manconi: All good so far no issues

[2019-11-06, 7:45:32 AM] Mayor Jim Watson: No problems on my trip in

[2019-11-06, 7:46:30 AM] Serge Arpin: Clear sailing from Trim park and ride this am.

[2019-11-06, 8:00:20 AM] John Manconi: Minor delay at Cyrville possible brake fault not certain everything moving

[2019-11-06, 8:04:10 AM] Mayor Jim Watson: Are you not sure about brake or everything moving ?

[2019-11-06, 8:04:13 AM] Serge Arpin: Iâ€™m going through Cyrville now in-bound and there was no delay. Assume delay is Eastbound to Blair.

[2019-11-06, 8:05:02 AM] Serge Arpin: Everything appears to be moving in-bound to City as I just sped through Cyrville. There is a train stopped at Cyrville Eastbound.

[2019-11-06, 8:05:27 AM] John Manconi: It was a fault code of some time and operator nailed it - reset isolates and kept moving. Announced minor delay on train to customers all good

[2019-11-06, 8:08:09 AM] Mayor Jim Watson: Thanks. So our if interest for thin fault would all other trains get checked for it at end of day

[2019-11-06, 8:08:51 AM] Mayor Jim Watson: Out of



[2019-11-06, 9:23:17 AM] John Manconi: Rush hour over all good

[2019-11-07, 7:07:45 AM] John Manconi: RTM has some minor delays getting wave 2 of trains out - all good now full service

[2019-11-07, 8:23:48 AM] John Manconi: Rail Line is running well. I am in all morning meetings with RTG executives with limited access to phone .

[2019-11-07, 8:39:33 AM] Serge Arpin: Can you please follow up on our request for greater clarity on when trains 16 & 17 are expected to be available for full passenger service?

[2019-11-07, 9:59:48 AM] John Manconi: Different group they won't have that info

[2019-11-07, 10:06:06 AM] Serge Arpin: Understood thanks

[2019-11-07, 10:32:56 AM] Mayor Jim Watson: Cfra reporting two trains left 30 And 60 minutes late this morning. Are the trains. Not tested beforeHand !

[2019-11-07, 5:02:26 PM] Mayor Jim Watson: Why At Tunneys does it say train held and 9 min

[2019-11-07, 5:03:43 PM] John Manconi: There was a minor gap of a few minutes due to a train overshooting the platform at Leas its all stabilizing I am on the system myself and all good - that will clear up shortly

[2019-11-07, 5:08:11 PM] Mayor Jim Watson: Broken gate at Tunneys

[2019-11-07, 5:09:13 PM] Serge Arpin: Everything running smoothly and on-time Eastbound from U of O...

[2019-11-08, 7:34:44 AM] Mayor Jim Watson: What's problem now and when will it be fixed

[2019-11-08, 7:39:25 AM] Mayor Jim Watson: ??

[2019-11-08, 7:45:45 AM] Mayor Jim Watson: Do we have r service

[2019-11-08, 7:49:17 AM] Mayor Jim Watson: Is anyone monitoring this ?? Who can reply when this debacle this morning will be fixed

[2019-11-08, 7:51:49 AM] Serge Arpin: There has been a customer update announcing R1 service.

[2019-11-08, 7:52:42 AM] Allan Hubley: Ctv not showing anything yet

[2019-11-08, 7:56:29 AM] Allan Hubley: R1 Lyon to rideau

[2019-11-08, 7:57:10 AM] John Manconi: Mr mayor there are multiple tweets and station messages that have gone out. We have an immobilized train and we implemented diversion service

[2019-11-08, 8:00:59 AM] John Manconi: Train has been started back up and is moving out of the way to msf full service is resuming messages went out and will be going out both social media and station announcements

[2019-11-08, 8:20:59 AM] Mayor Jim Watson: What was cause

[2019-11-08, 8:31:40 AM] Steve Kanellakos: TCMS

[2019-11-08, 11:38:51 AM] Mayor Jim Watson: Any other problems now ?

[2019-11-08, 12:54:42 PM] John Manconi: No

[2019-11-08, 4:39:42 PM] Mayor Jim Watson: Anyone know reason for stopped train at pimisi

[2019-11-08, 5:01:40 PM] John Manconi: It was a door fault. It was isolated and trains are moving

[2019-11-08, 6:32:15 PM] Mayor Jim Watson: Is there now a third delay. ?

[2019-11-08, 6:33:48 PM] Mayor Jim Watson: What is issue now ?

[2019-11-08, 6:44:56 PM] John Manconi: Mr mayor there is absolutely no issues and there was no 57 minute delay

[2019-11-08, 6:46:52 PM] Steve Kanellakos: Mayor: where are u getting this information?? We told u this afternoon that you would be updated on all issues. If there was a 57 minute delay, the entire system would have been in chaos.

[2019-11-08, 6:49:39 PM] Mayor Jim Watson: Your twitter account says residual. Problems at 532 pm. Last tweet says same thing at 557pm and now it's 648 pm and no update so that adds up to 73 minutes

[2019-11-08, 6:50:12 PM] Allan Hubley: OC twitter posted residual delays several times and Wright Gilbert retweeted saying Solutions Not Excuses

[2019-11-08, 6:51:15 PM] Mayor Jim Watson: I just don't understand John. You say there is a split no problems yet your own twitter account says there are still residual problems What is it ?

[2019-11-08, 6:51:53 PM] Steve Kanellakos: There was a second door fault that was rectified in a few mins. That was it

[2019-11-08, 6:52:51 PM] John Manconi: The twitter is a proactive message saying that there may be residual cleaning up - trains are off by 20-30 seconds etc. It's all good.

[2019-11-08, 7:04:49 PM] Steve Kanellakos: John and I just chatted. We are getting killed cause we are

so hypersensitive that we are over communicating on Twitter. If the train is delayed by 20-30 seconds we shouldn't be putting anything out. Gives everyone another opportunity to criticize when in fact there is no noticeable impact on the rider. But we go and tell them that they will be impacted. And they crap all over us. We had a great rush hour tonite and now people think we didn't. John is going to follow up on our protocols.

[2019-11-08, 7:07:51 PM] Allan Hubley: Suggest protocol being only message more than 5 minute delay similar to bus delay threshold

[2019-11-08, 7:09:28 PM] John Manconi: We tried the 5 minute - people shit all over us

[2019-11-08, 7:10:24 PM] Steve Kanellakos: We will figure it out. It definitely can't be 30 seconds. Leave it w John.

[2019-11-08, 7:11:52 PM] John Manconi: Also 5 minutes is the industry standard but we were instructed to issue immediately which creates what we are seeing now. We need to get stable and get back to industry standards. This made in Ottawa stuff will backfire on us

[2019-11-08, 7:13:49 PM] Allan Hubley: Us that not the threshold for buses? Certainly an hour later we shouldn't need to be messaging delays. 25 cross town means the riders around at delay event should be long gone

[2019-11-08, 7:14:20 PM] Allan Hubley: \*was not us

[2019-11-08, 7:39:54 PM] Mayor Jim Watson: What was the latest problem. Was it also a door. I agree on developing a more realistic twitter protocol

[2019-11-08, 7:41:56 PM] John Manconi: Like I reported 5:01 a minor door fault. As for protocol we had it in place . We were told to change it. I am not debating mr mayor but this is what happens when we move from industry best practices.

[2019-11-08, 7:44:06 PM] John Manconi: <attached: 00000992-PHOTO-2019-11-08-19-44-06.jpg>

[2019-11-08, 7:45:15 PM] Mathieu Gravel: Agreed. So unhelpful. I called her out. Now apparently I'm harassing her.

[2019-11-09, 6:57:47 AM] John Manconi: Total Gong show out on the rail line this morning. Vehicles are late . Still don't have all of them out. Immobilized train at Parliament with a brake fault causing us to single track. Another Vehicle had Tcms issue at Bayview before that and we are late across the board due vehicles not being launched in time. Only positive is it's early Saturday morning so minimal customers out yet. Pathetic launch

[2019-11-09, 7:33:25 AM] Mayor Jim Watson: Does the head of rtm ever show up at start of day. Maybe you can tell him to be there tomorrow before trains leave at 4!am and take Charge of his sub par service I'm serious about this. Get him there to show him what a mess he has on his hands

[2019-11-09, 7:44:08 AM] John Manconi: I went straight to Peter and Geoff

[2019-11-09, 8:01:44 AM] John Manconi: Train at Parliament is still not mobile. We gave activated incident command team to address various scenarios including a lengthy delay.

[2019-11-09, 8:15:12 AM] Mayor Jim Watson: Can the train not be pulled out. Why wait

[2019-11-09, 8:15:48 AM] Mayor Jim Watson: And so we have to have trains start up earlier to better test and then we have more time to correct problems

[2019-11-09, 8:17:40 AM] John Manconi: It cannot mr Mayor. All six boogies (motors) are dead and they cannot restart them . Mr we do all that - this is rtm failing again. We had to wake JP the Management team out of bed!!! Message not getting through to them. Pleas I am on a call with my entire team and communicating with Peter . I need every minute right now to get the plan rolling as this is potentially serious if they can't get that train going

[2019-11-09, 8:19:59 AM] Mayor Jim Watson: Ok but is there no way to push the train This seems to be a fundamental flaw in the system that we have no way to move a completely disabled train

[2019-11-09, 8:20:18 AM] Mayor Jim Watson: And so we have r service now on place

[2019-11-09, 8:21:32 AM] Mayor Jim Watson: Do we

[2019-11-09, 8:21:59 AM] John Manconi: They have a tow machine - it's the last thing you want to do!! Trust me - towing a double train will take forever . This is all basic railroading

[2019-11-09, 8:22:13 AM] John Manconi: You do not want to tow

[2019-11-09, 8:39:08 AM] Steve Kanellakos: Yes R1 was activated

[2019-11-09, 8:53:54 AM] John Manconi: Train was removed full service restored remaining trains being launched.

[2019-11-09, 11:52:57 AM] Mayor Jim Watson: What's status of service now and has cause of many problems this morning been discovered. And what is plan to be ready for Tomorrow and Monday

[2019-11-09, 11:54:25 AM] John Manconi: Service is running no issues. RTM is looking at that vehicle . My focus is on a back up to remembrance day which I have a whole team working on and I am getting update in a bit and I am developing plans on how to get more control over rtm

[2019-11-09, 12:58:05 PM] John Manconi: Here is summary of the contingency plan for remembrance day.

John,

As discussed here is a high level plan for Monday.

-24 Conv buses on standby from 10am-noon along the rail corridor with a heavy concentration in the downtown core

-3 para buses on standby 10-noon in the core

-Full complement of Supv on road in the core to manage staged buses and assist with R1 if required

-Extra controller on TOCC to manage extra buses and deal with R1 if required

-Roads have been engaged to develop an alternate R1 routing plan due to road closures

-Roads will install signage at Rideau and Colonel By to permit a right turn.

-planning documenting the plan for circulation to all groups

-SCC stood up

[2019-11-09, 1:17:15 PM] Allan Hubley: Fantastic! Thank you John for your efforts.

[2019-11-09, 3:31:50 PM] Mayor Jim Watson: Thanks for rhisb

[2019-11-09, 7:17:48 PM] Mayor Jim Watson: This\*

[2019-11-10, 7:48:30 AM] Mayor Jim Watson: How are things going this morning

[2019-11-10, 8:05:12 AM] John Manconi: They have 8 of 11 out. The last three are being launched.

Technically they will be late as all 11 are to be out by 8:05. Customers will not be impacted. The delay is because they had VOBC issues in the yard. The 3 remaining are at the launch pad.

[2019-11-10, 8:07:59 AM] Mayor Jim Watson: Can they not test them an hour before to see if they are all ready to go Do we have all promised staff on site and in trains as promised And will we use today to get any bugs out of remaining trains since it's a Sunday Can we get drivers to bring others out to test them during the day without picking up passengers. In other words do dry runs with trains parked in the yards

[2019-11-10, 8:11:42 AM] John Manconi: It doesn't work that way Mr Mayor. It's a complex algorithm that always needs to be kept in check and sustained and that is why I keep saying they don't have what it takes to keep these trains moving. Like other complex operations it's continuous movement and look aheads. Railroad operations are busiest when not in passenger service as your focus should always be on then next rush hour.

[2019-11-10, 8:14:03 AM] Mayor Jim Watson: But I assume some of the trains that had problems this opening were in service yesterday? How is it that they run fine then come to yard and get into problems.

[2019-11-10, 8:14:44 AM] John Manconi: No they had VOBC issues in the yard.

[2019-11-10, 8:16:01 AM] Mayor Jim Watson: Can't they start to wil our ofnyard warlowrnrnawe of therwnos a problem and if so they get another rain ready to go right away and move the problem one back into facility

[2019-11-10, 8:19:48 AM] Steve Kanellakos: Until they get to root of software problems, we will continue to be vulnerable to unpredictable immobilizations.

[2019-11-10, 9:16:30 AM] John Manconi: All trains out

[2019-11-10, 9:17:47 AM] Mayor Jim Watson: So how late till all got out ? and was RTG senior managers there to see this multi hour delay. I hope they were shocked and embarrassed

[2019-11-10, 9:46:16 AM] John Manconi: Rtg has executives and senior managers on at the yard

[2019-11-10, 9:49:11 AM] Steve Kanellakos: Peter is there and is getting updates and will be calling me when he has all the info.

[2019-11-10, 11:28:06 AM] Mayor Jim Watson: Are we seeing an increase in canceled trips today and if so. What's reason. And how can we do what we have to do

MinimiW these tomorrow since traffic will be down

[2019-11-10, 11:33:35 AM] John Manconi: We are seeing faults with the trains but they are dealing with them on the fly so minimal impact



[2019-11-10, 11:34:25 AM] Mayor Jim Watson: And all the cancelled trips on busses And What are trainâ€™s faults

[2019-11-10, 11:36:09 AM] Mayor Jim Watson: I see at least ten cancelled bus trips and itâ€™s not even noon?! And traffic canâ€™t be reason.

[2019-11-10, 11:39:15 AM] John Manconi: mr mayor where are you getting these cancellations?

[2019-11-10, 11:39:59 AM] Mayor Jim Watson: On oc Transpo twitter

[2019-11-10, 11:40:35 AM] John Manconi: Hang tight please

[2019-11-10, 11:40:48 AM] John Manconi: I will get right back to you

[2019-11-10, 11:41:19 AM] Mayor Jim Watson: Do you not see them. Aside from the closure of main street for remembrance service all others appear to be canceled

[2019-11-10, 12:24:30 PM] Mayor Jim Watson: More cancellations added since noon. Whatâ€™s going on

[2019-11-10, 12:25:14 PM] John Manconi: I am getting you a full update mr mayor . There are no major issues. Please give me a few minutes .

[2019-11-10, 12:25:56 PM] Mayor Jim Watson: Ok but Iâ€™m always told most are due to traffic. No traffic issues on a Sunday seems like a lot for half a day

[2019-11-10, 12:27:23 PM] John Manconi: Mr mayor I will get you everything . For example we had 2 police investigations causing two cancellations, one collision causing the third 4 mechanical breakdowns, detours because of road closure

[2019-11-10, 12:28:03 PM] John Manconi: And please donâ€™t forget we put our 3000 trips on a Sunday and over 8000 on weekdays . This is a non issue

[2019-11-10, 12:38:01 PM] John Manconi: 4 mechanical, 2 police investigation, 1 collision, 2 - deployed to cover trips that have lower frequency and short a dozen operators because of the logistics with booking (remembered we cancelled the booking - this freed up operators for weekday service but not enough time to insert those extra operators into weekend service and long weekend.

[2019-11-10, 2:04:35 PM] Mayor Jim Watson: Thanks

[2019-11-11, 6:45:26 AM] John Manconi: All 13 Trains launched

[2019-11-11, 6:57:50 AM] Mayor Jim Watson: GreAt

[2019-11-11, 7:18:59 AM] Mayor Jim Watson: I see a few people on twitter say there is already a delay or a broken train. Any news on this ?

[2019-11-11, 7:22:13 AM] Allan Hubley: CBC reporter kim Drummond is tweeting delays

[2019-11-11, 7:27:39 AM] John Manconi: Yes we have a problem at St Laurent I am getting details

[2019-11-11, 7:28:34 AM] John Manconi: Train not moving at St Laurent they are trying to get it out so service can continue

[2019-11-11, 7:30:36 AM] Mayor Jim Watson: This is unbelievable

[2019-11-11, 7:31:42 AM] John Manconi: Vehicle has been moved off of main line . Full service restored. Mr mayor I know your frustrated but what else can I tell you?

[2019-11-11, 7:33:59 AM] Mayor Jim Watson: What was problem and when you say full service restored does that mean no switching platforms etc

[2019-11-11, 7:35:27 AM] John Manconi: Brake fault. Yes no switching and we always continue the R1 service to clear up the passengers

[2019-11-11, 7:40:22 AM] Mayor Jim Watson: When the service is back why donâ€™t we tweet that if itâ€™s back up and running CNBC traffic reporting nothing on oc feeds

[2019-11-11, 7:41:01 AM] John Manconi: I have someone looking at that

## Confidential - Personal Information

[2019-11-11, 8:54:32 AM] John Manconi: Tcms at Blair. Passengers had to switch trains. All is moving. Train is being removed from service

[2019-11-11, 8:56:32 AM] Allan Hubley: Does that mean 2 trains out of service now? Are you are at 11 or 9 today?

[2019-11-11, 9:01:29 AM] John Manconi: No we ran 13 trains today all morning. We are now reducing to 11 which is mid day service and that will be our first reduction

[2019-11-11, 9:24:03 AM] Mayor Jim Watson: I didnâ€™t receive any email notifications. So to be clear we had a stalled train at st Laurent and at Blair ? And what are we doing to stabilize the situation for the rest of the day. For instance would you keep the trains that broke down out of service for rest of day. ?

[2019-11-11, 9:25:55 AM] John Manconi: We had one interruption at St Laurent. The Blair incident was a Tcms - people just had to switch trains. Trains that were pulled are assessed and not returned to service unless rtm feels they are solid

[2019-11-11, 9:26:43 AM] Mayor Jim Watson: Was mechanic not able to fix Tcms on site

[2019-11-11, 9:26:55 AM] John Manconi: Yes he reset it

[2019-11-11, 12:20:37 PM] Mayor Jim Watson: Any other problems to day? Assume we have shovels and brooms at stations to deal with snow fall and salt ? Have we found reasons why this mornings trains failed us

[2019-11-11, 12:54:59 PM] Jocelyne BÃ©gin: Providing update to mayor: everything going well on line Duane?

[2019-11-11, 1:05:30 PM] Jocelyne BÃ©gin: Everything is going well on the line.

Confirming OC staff ready for snow fall and salt

RTM also confirmed they are ready

This morningâ€™s issue, apart from TCMS issue at Blair, was a computer issue on another train - break fault

[2019-11-11, 1:51:34 PM] John Manconi: Door fault at pimisi it was reset nothing major

## Confidential - Personal Information

[2019-11-11, 6:34:29 PM] John Manconi: Rush hour over . No train issues

[2019-11-11, 6:37:46 PM] Allan Hubley: Fantastic work!

[2019-11-11, 6:48:18 PM] Mayor Jim Watson: Good to hear.

[2019-11-12, 6:38:54 AM] Mayor Jim Watson: How was launch today

[2019-11-12, 6:40:04 AM] John Manconi: So far good. 5 am launched second wave coming up.

[2019-11-12, 6:56:33 AM] John Manconi: 13 trains out

[2019-11-12, 9:06:32 AM] John Manconi: Rush is over. No rail issues . Only 14 bus cancellations snow related .

[2019-11-12, 9:07:15 AM] Serge Arpin: All Est end platforms are in very good condition - clean and free of snow.

[2019-11-12, 9:31:11 AM] Mayor Jim Watson: Great.

[2019-11-12, 3:20:33 PM] Mayor Jim Watson: Any problems so far?

[2019-11-12, 3:30:27 PM] John Manconi: Itâ€™s early but so far all good

[2019-11-12, 3:35:34 PM] Mayor Jim Watson: Iâ€™m at Rideau and it says next trains in 12 and 13 minutes to Tunneys

[2019-11-12, 3:36:56 PM] Mayor Jim Watson: Just heard an announcement that we are on bus service

[2019-11-12, 3:37:48 PM] John Manconi: Yes two issues one is an immobilized train. R1 being implemented

[2019-11-12, 3:37:52 PM] Mayor Jim Watson: Now says itâ€™s held. Whatâ€™s problem

[2019-11-12, 3:40:48 PM] Mayor Jim Watson: How fast till it gets fixed. Whatâ€™s problem.

[2019-11-12, 3:41:04 PM] Mayor Jim Watson: Make sure Allan knows as heâ€™s going on Ctv later

[2019-11-12, 3:41:54 PM] John Manconi: He is on this message

[2019-11-12, 3:45:54 PM] Mayor Jim Watson: What is cause. When will trains be fixed

[2019-11-12, 3:46:32 PM] Mayor Jim Watson: It is cold out. We better have busses ready

[2019-11-12, 3:46:57 PM] John Manconi: We are rolling with buses

[2019-11-12, 3:47:02 PM] Mayor Jim Watson: Did we have a tech on board

[2019-11-12, 3:50:51 PM] John Manconi: Mr mayor we are trouble shooting and I am getting update give me a few minute please

[2019-11-12, 3:53:09 PM] Allan Hubley: Thanks Mr Mayor. I am following so aware we have an issue.

[2019-11-12, 4:06:04 PM] John Manconi: We had an mobilized train just west of cyrville station it had passengers is now unloading at St Laurent . Service is running from st Laurent to Tunneys. R1 was implemented between st Laurent and Blair because of the stalled train. The train now has to be moved out of the line (itâ€™s limping) and will take some time . R1 will remain in place until it is removed.

[2019-11-12, 4:10:10 PM] Serge Arpin: Is R1 operating in both directions?

[2019-11-12, 4:17:28 PM] John Manconi: Yes 20 buses on it

[2019-11-12, 4:17:48 PM] John Manconi: And adjustments also

[2019-11-12, 4:24:40 PM] John Manconi: Vehicle removed - full service restored now itâ€™s about clearing things up. Bus service will stay on to supplement

[2019-11-12, 5:18:46 PM] Mayor Jim Watson: Were there two trains. And what was cause

[2019-11-12, 5:27:36 PM] John Manconi: Two issues. One vehicle over shot the platform and had to go to next station to unload second one was apparently to be confirmed a brake issue

[2019-11-12, 5:30:59 PM] Mayor Jim Watson: Is this employee error. This is the second time I've heard about this. What is being done to fix this And on brakes I assume all will be inspected and fixed tonight.

[2019-11-12, 5:31:29 PM] Mayor Jim Watson: Why couldn't train back up and how did it overshoot. I thought it was all run by computers

[2019-11-12, 5:42:04 PM] John Manconi: Mr Mayor no not human error. All part of what we require them to look at. No they will not all be inspected tonight that is not how it works. The whole maintenance regime should be a fine tuned machine - it is not ! They are not on top of things and it shows. If I had better news for you I would. I have been at this all weekend non stop and since 4 am this morning. I stressed the importance of today. This morning if it wasn't for my team telling them what to do it wouldn't have rolled out like it did. They are failing - full stop hence the briefing we gave you today. I don't know what else to tell you

[2019-11-12, 5:44:37 PM] Mayor Jim Watson: Then why is Peter being rewarded by getting extra responsibilities. Could we have objected and asked for someone with better skills

[2019-11-12, 5:50:03 PM] John Manconi: Nobody here made that move. That's on their side and we still have not approved it.

[2019-11-13, 5:37:11 AM] John Manconi: The team has been up all night dealing with an issue on the track at Hurdman. Weeks ago they did a track weld to deal with track conditions and heavying of the tracks. Well that track weld had a defect that became exposed last night. They were not able to reweld it and we now have a speed restriction in that area. That will result in added travel time for trips. They are launching trains. This was another area where Tom and his team gave them advice and again like the covers they did not follow and here we are again.

[2019-11-13, 6:16:00 AM] Serge Arpin: Will this affect the commute in both directions, ie was there a weld issue on both the Eastbound and Westbound tracks?

[2019-11-13, 6:21:06 AM] John Manconi: Eastbound

[2019-11-13, 6:37:32 AM] Mayor Jim Watson: Why not add another train to help now

[2019-11-13, 6:39:01 AM] John Manconi: It doesn't work that way. We have a mandatory speed restriction. And as I explained to you adding a train will mean going to manual train operations into Tunneys causing havoc.

[2019-11-13, 6:44:26 AM] Mayor Jim Watson: So what will signs say at stations for next train times

[2019-11-13, 6:46:08 AM] Mayor Jim Watson: Ans when will welding be fixed

[2019-11-13, 7:11:17 AM] John Manconi: Normal schedule. The total trip time will take a bit longer - the time is being spread across the system. They are saying they are welding tonight.

[2019-11-13, 7:22:24 AM] Mayor Jim Watson: ?

[2019-11-13, 7:23:39 AM] Mayor Jim Watson: So boards will say 4 minutes

[2019-11-13, 7:58:55 AM] Mathieu Gravel: John: How many seconds would it add per trip?

[2019-11-13, 9:07:57 AM] Mayor Jim Watson: I would hope RTM is making plans for welding tonight ? They need to be told to get this fixed tonight so we have full timely service tomorrow. Any other delays this morning ?

[2019-11-13, 9:08:41 AM] John Manconi: No issues this morning

[2019-11-13, 11:06:32 AM] Mathieu Gravel: Was there ever a 22-minute gap at Tunney's this morning or was that just an information mishap on the schedule board?

[2019-11-13, 11:09:54 AM] Mathieu Gravel: There's video of the Tunney's station that indicates 22 minutes between trains.

[2019-11-13, 12:47:42 PM] Mayor Jim Watson: Was there a delay or not ?

[2019-11-13, 12:51:32 PM] John Manconi: The impact to the trains was 4 minutes across the entire trips the passenger displays at Tunneys are acting up. We had no other issues on the line

[2019-11-13, 12:54:41 PM] John Manconi: RTM is doing a quick short emergency repair where the track issue is and messaging is going out - quick repair all trains still in operation just diverting around the station

[2019-11-13, 12:55:23 PM] John Manconi: This is needed to de risk the rush hour

[2019-11-13, 4:59:09 PM] Serge Arpin: Can you update on reported "significant" delays on Line 1 and whether or not both welds are expected to be repaired overnight?



[2019-11-13, 5:14:52 PM] John Manconi: ?? No delays whatsoever we have gone to single platform at Tunneys intentionally to manage the track restriction issue making service better. No delays. I just explained all thi to mayor on text

[2019-11-13, 5:15:25 PM] Serge Arpin: Ok thanks

[2019-11-14, 8:20:08 AM] Mathieu Gravel: Are we having door issues?

[2019-11-14, 8:20:13 AM] Mathieu Gravel:  
<https://twitter.com/cathyb63155848/status/1194964895919419393?s=21>

[2019-11-14, 8:27:24 AM] John Manconi: Yes second vehicle on the train. No other issues so far so good. Track repairs were completed last night

[2019-11-14, 8:31:22 AM] Mayor Jim Watson: No delays ?

[2019-11-14, 8:31:44 AM] John Manconi: No delays

[2019-11-14, 8:38:12 AM] Serge Arpin: To be more specific, the passengers disembarking at U of O who were unable to leave the train would have experienced the significant delay of having to get off at the next station, either Parliament or Lees depending on their direction) and would have experienced the delay of waiting for a train they can embark on to get back to U of O. I think this is what the Mayor is asking about, ie impact on passengers whose vehicle did not open.

[2019-11-14, 8:38:54 AM] Serge Arpin: But overall system not experiencing headway delays, according to John.

[2019-11-14, 8:39:28 AM] John Manconi: As usual you are correct Serge .

[2019-11-14, 8:59:55 AM] Mayor Jim Watson: Is that train now out of service and having any delay effect?

[2019-11-14, 9:00:17 AM] John Manconi: No and no

[2019-11-14, 3:55:22 PM] Mayor Jim Watson: How are things going so far

[2019-11-14, 5:01:26 PM] Mayor Jim Watson: ?

[2019-11-14, 5:03:14 PM] John Manconi: Overall good.one door issue fixed in 90 seconds

[2019-11-14, 7:12:36 PM] John Manconi: Vehicle down at Leeâ€™s. Not a good spot. This will be messy.

[2019-11-14, 7:15:24 PM] Mayor Jim Watson: Whatâ€™s issue and why will it be â€œmessyâ€

[2019-11-14, 7:15:53 PM] John Manconi: Mr mayor you are messaging me on three different channels. I am getting updates. Vehicle broken down at Lees

[2019-11-14, 7:26:44 PM] John Manconi: Here is what we have. Brake Fault at Leeâ€™s. Reset did not solve problem. Tech is on route. In the meantime a full train reset is being done. Diversion implemented . Leeâ€™s is worst spot for this as it is the longest stretch without cross over tracks.

[2019-11-14, 7:28:55 PM] Mayor Jim Watson: I thought a tech was to be on every train whybwas there not one on the train didnâ€™t they commit that to us ?

[2019-11-14, 7:30:37 PM] John Manconi: My battles with Peter and that entire crew. We have requested tech on board for months . Itâ€™s a P3 - you cant force them and they are doing what they want.

[2019-11-14, 7:48:00 PM] John Manconi: Train is now moving. We did a full train reset. Like shutting down a plane and restarting it. Thatâ€™s our team doing that by the way! 10 Minutes and full service will be restores

[2019-11-14, 8:16:23 PM] Steve Kanellakos: I called Peter. He says that their understanding is that techs are on every train for peak hours so the techs were not on each train after 6pm. I told him that until this shit show is under control he has to demand that Alstom keeps a tech on every train for extended shifts.

[2019-11-14, 8:35:38 PM] Mayor Jim Watson: We have to insist that techs are working all hours. It is clear that these breakdowns can happen anytime so they need to get that resolved tomorrow

[2019-11-14, 8:36:13 PM] Steve Kanellakos: Heâ€™s on it tonite. Me and John meeting him tomorrow at 2 pm

[2019-11-15, 11:07:03 AM] Mathieu Gravel:  
<https://twitter.com/djgregreain/status/1194402617176346626?s=12>

[2019-11-15, 11:07:17 AM] Mathieu Gravel: Are we getting this fixed?

[2019-11-15, 12:48:29 PM] Mayor Jim Watson: How are we doing so far today

[2019-11-15, 1:20:33 PM] John Manconi: All good no issues

[2019-11-15, 5:09:14 PM] Mayor Jim Watson: CN someone explain why two special Constance cars are parked in bus lane at Tunneys. Very frustrating for bus drivers

[2019-11-15, 5:12:17 PM] John Manconi: They will be moved

[2019-11-15, 5:16:30 PM] Mayor Jim Watson: Thanks. Great ride from Blair to Tunneys just now

[2019-11-15, 5:17:03 PM] John Manconi: Excellent

[2019-11-16, 12:46:26 PM] Allan Hubley: <attached: 00001156-PHOTO-2019-11-16-12-46-26.jpg>

[2019-11-17, 10:28:40 AM] Mayor Jim Watson: How are we doing this weekend ?

[2019-11-17, 10:30:01 AM] John Manconi: So far all good . Minor issues only. A few Tcms issues and a break fault all handled by dealing with them on the fly switching out trains etc no delays . Signs at Bayview say out of service but we have tweeted out all good

[2019-11-17, 10:33:50 AM] Mayor Jim Watson: Have we made any progress to solve some of these issues before rush hour tomorrow And will Bayview sign be fixed before tomorrow Do we have a spare train on working order in case of a problem ;

[2019-11-17, 10:34:38 AM] John Manconi: RTM knows what they have to do for rush hour.

[2019-11-17, 10:35:16 AM] Mayor Jim Watson: When will we see arrows on all platforms. And when will non slip adhesive be applied ; and do we have a tech on every train. At the time ?

[2019-11-17, 10:36:21 AM] John Manconi: Steve and i met with peter on Friday. He is to provide us updates on a bunch of items including those you mention. No they will not have a tech on every train

[2019-11-17, 10:36:37 AM] Mayor Jim Watson: Why. Not

[2019-11-17, 10:37:13 AM] Mayor Jim Watson: I thought we had told them to do this.

[2019-11-17, 10:46:32 AM] Steve Kanellakos: They will have techs on all trains during rush hours morning and afternoon. Peter committed to seeing if Alstom can extend the hours of the techs. The techs also need to be in the MFS doing their proactive maintenance. I will ask Peter to tell me what Alstom said and let you know. They have all the material to do the non slip floors. The temp dropped so the warranty would be voided if they apply it below 5C. So they have to put up tarps and heaters to apply it which they are doing. Hopefully temps are rising this week which will help. We have all trains in working order but it does mean that a problem will arise with TCMS or something else. But weekend has been good. Minor stuff that was quickly turned around

[2019-11-17, 10:48:35 AM] Mayor Jim Watson: I guess minor is fine on weekend but I'm concerned that we don't have a tech on at all times. We need a week of flawless performance to garner customer confidence. Things like Bayview sign get tweeted and make I look incompetent

[2019-11-17, 10:48:44 AM] Mayor Jim Watson: Need

[2019-11-17, 10:48:55 AM] Mayor Jim Watson: Us

[2019-11-17, 10:55:49 AM] Steve Kanellakos: Yes agree but they have brought in extra techs over last month but they don't have enough to cover regular maintenance and put one on every train through 18 hours. Practically it would be great if they could extend the techs deeper into the morning and deeper into evening. Will see if he's been able to pull it off. Will let u know.

[2019-11-17, 11:14:59 AM] Mayor Jim Watson: When will Bayview signs be fixed.

[2019-11-17, 11:22:09 AM] Steve Kanellakos: John is looking into that right now

[2019-11-17, 12:14:41 PM] John Manconi: Peter is taking care of fountains. Told him we have equipment if needed. Signs at Bayview one fixed other being looked at staff there for customers . I was just there no issues

[2019-11-17, 2:02:29 PM] John Manconi: Fountains all done

[2019-11-17, 2:34:34 PM] Mayor Jim Watson: Thanks

[2019-11-18, 9:10:05 AM] Mayor Jim Watson: Had a smooth flawless ride from Tunneys to Ottawa

[2019-11-18, 9:17:09 AM] John Manconi: Rush hour over no major issues

[2019-11-18, 2:05:11 PM] Mayor Jim Watson: Is there a problem at Tunneys

[2019-11-18, 2:05:51 PM] John Manconi: Rideau. Door fault. Diversion in place

[2019-11-18, 2:06:22 PM] Mayor Jim Watson: Was a tech onboard. How long till fixed

[2019-11-18, 2:07:10 PM] John Manconi: No tech getting update as soon as we can

[2019-11-18, 2:07:39 PM] Mayor Jim Watson: This is why insist you tell RTG I want a tech on all the time

[2019-11-18, 2:12:52 PM] John Manconi: Train is moving out of service. Full service resuming

[2019-11-18, 2:19:13 PM] Mayor Jim Watson: Was it a human issue

[2019-11-18, 2:48:23 PM] John Manconi: Customer forced door open

[2019-11-18, 2:49:57 PM] Mayor Jim Watson: Was driver able to reset on site

[2019-11-18, 6:24:46 PM] John Manconi: Rush hour over no issues to report

[2019-11-18, 7:00:59 PM] Mayor Jim Watson: Great

[2019-11-19, 8:45:40 AM] Mayor Jim Watson: Took the train. Right on Time !

[2019-11-19, 9:09:17 AM] John Manconi: Rush hour over all good

[2019-11-19, 9:24:59 AM] Serge Arpin: Excellent news, thanks.

[2019-11-19, 9:31:14 AM] Mayor Jim Watson: Train 1120 -09 no announcements on board and sign only says destination Blair in interim driver should be calling them out

[2019-11-19, 9:35:13 AM] Mayor Jim Watson: It's on eastbound at trembly and it says held. What's the problem

[2019-11-19, 9:35:43 AM] Mayor Jim Watson: Anyone ?

[2019-11-19, 9:36:46 AM] Mayor Jim Watson: Ok train moving again

[2019-11-19, 9:41:40 AM] Mayor Jim Watson: Can driver shout out stops till it gets fixed. Would he or she know it's not working ?

[2019-11-19, 9:49:24 AM] Mayor Jim Watson: PA system now working !

[2019-11-19, 9:51:31 AM] Mayor Jim Watson: Now it's. Not working

[2019-11-19, 9:51:52 AM] Mayor Jim Watson: It just announced st Laurent and we are at Tremblay

[2019-11-19, 9:54:32 AM] Mayor Jim Watson: Can someone. Shut off the PA system it's calling wrong station each station

[2019-11-19, 10:03:44 AM] Mayor Jim Watson: Please reply and get PA system off. It's calling all wrong stations !!!!!

[2019-11-19, 10:04:18 AM] Allan Hubley: Mr Mayor I will call in

[2019-11-19, 10:04:56 AM] Mayor Jim Watson: Very frustrating. Especially if a blind person gets on train

[2019-11-19, 10:07:15 AM] John Manconi: The system should reset at the end of the line. It's like your gps on your car sometimes it does this. It happens

[2019-11-19, 10:11:55 AM] Mayor Jim Watson: It didn't reset as we left Tunneys.

[2019-11-19, 10:12:14 AM] Mayor Jim Watson: There must be a way for driver to override and call out correct stations !!

[2019-11-19, 10:49:07 AM] John Manconi: I have someone tracking down that vehicle. This is all part of the final tweaking with all those comms systems

[2019-11-19, 2:32:32 PM] John Manconi: Fire alarms at st Laurent fire is responding trains are continuing through

[2019-11-19, 2:38:08 PM] John Manconi: All clear

[2019-11-19, 3:58:38 PM] Mayor Jim Watson: At parliament and it says next train at. 3 min and another one not till 10 minutes. What's the problem

[2019-11-19, 4:03:08 PM] John Manconi: No problem minor gaps

[2019-11-19, 4:07:30 PM] John Manconi: Folks we have an army of people working on all the deck edits. You will be receiving it shortly and we will be asking for a one hour turn around.

[2019-11-19, 5:57:15 PM] John Manconi: Rush is over. No issues service ran well. We have one elevator issue at Rideau that is being looked into. Red vests are helping customers.

[2019-11-20, 7:13:23 AM] Mayor Jim Watson: What was issue today ?

[2019-11-20, 7:22:20 AM] John Manconi: A stupid idiotic customer jammed open the doors as they were closing. Service is restored .

[2019-11-20, 7:29:41 AM] Mayor Jim Watson: Was there a tech on board. Could it be rebooted in site ?

[2019-11-20, 7:30:15 AM] John Manconi: Yes tech and operator both tried and couldn't isolate immediately.

[2019-11-20, 7:55:57 AM] Mayor Jim Watson: We should be saying in tweets that it was caused by passenger holding doors from now on

[2019-11-20, 7:57:11 AM] John Manconi: We will. I ordered a tweet reminding not to hold the doors we will move to that I just didn't want another "transpo blames customers" rant today with the important agenda we have before us

[2019-11-20, 7:58:12 AM] Mayor Jim Watson: Is service a back to normal. I noticed Lyon has massive crowds yesterday as a result of problem with trains and that small problem caused major crowding

[2019-11-20, 8:09:09 AM] John Manconi: Mr Mayor any chance we could discuss later on? I am preparing for this morning and watching service very closely as I want a good morning rush hour going into the commission meeting this morning

[2019-11-20, 8:09:17 AM] Mayor Jim Watson: Yes. Sorry

[2019-11-20, 8:09:28 AM] John Manconi: No problem and thank you

[2019-11-20, 8:15:49 AM] Mathieu Gravel: On PA redacted Warranty document, Mayor suggests: "why not go on camera and show it to them so it doesn't become a bigger story about secrecy?"



[2019-11-20, 8:16:24 AM] Mayor Jim Watson: And show it but not allow anyone to keep document

[2019-11-20, 8:18:34 AM] Mathieu Gravel: \*in camera

[2019-11-20, 8:20:08 AM] John Manconi: You cannot do that

[2019-11-20, 8:20:37 AM] Mayor Jim Watson: So why can staff see it but not councillors

[2019-11-20, 8:21:39 AM] John Manconi: Not what I am saying. I will have legal connect with your staff ASAP to explain.

[2019-11-20, 8:25:24 AM] Serge Arpin: Mayor all legal aspects of the LRT are supposed to be reserved for Fedco and not TC. If you open the door to having the PA debated at TC for the rest of the mandate when you are already planning a legal issues update at Fedco.

[2019-11-20, 8:26:31 AM] John Manconi: Dave White has a great idea coming to all you right now. It will solve it all

[2019-11-20, 9:03:20 AM] John Manconi: Rush hour over no issues

[2019-11-20, 10:32:41 AM] John Manconi: City staff watch your phones

[2019-11-20, 10:32:54 AM] John Manconi: Ignore wrong group message

[2019-11-20, 10:33:17 AM] Mayor Jim Watson: What does this mean

[2019-11-20, 10:33:22 AM] Mathieu Gravel: So cryptic! ðŸ˜ˆ,

[2019-11-20, 10:33:54 AM] John Manconi: Ignore pleas I was trying to get the attention of my staff members

[2019-11-20, 6:03:55 PM] John Manconi: Rush hour over. No issue

[2019-11-20, 6:04:21 PM] Serge Arpin: Excellent thanks for the update.

[2019-11-20, 6:04:58 PM] Steve Kanellakos: Itâ€™s been a great day all around

[2019-11-20, 6:19:38 PM] Mayor Jim Watson: Thanks. Great work at tc today

[2019-11-20, 6:29:50 PM] John Manconi: Still at it!!!!

[2019-11-20, 6:30:07 PM] Mayor Jim Watson: I was listening. I admire your patience !

[2019-11-20, 6:30:29 PM] John Manconi: Ha! Thanks!

[2019-11-20, 6:36:52 PM] John Manconi: 3 dissents on the budget

[2019-11-20, 6:38:40 PM] Steve Kanellakos: Who?

[2019-11-20, 6:39:01 PM] Mathieu Gravel: McKenney, Brockington, Sarah WG

[2019-11-20, 6:47:45 PM] Serge Arpin: True leadership.

[2019-11-21, 9:29:13 AM] John Manconi: Rush hour over no issues. Solid morning

[2019-11-21, 9:33:16 AM] Serge Arpin: Thanks for the excellent update.

[2019-11-21, 9:39:29 AM] Mayor Jim Watson: My train ride was great

[2019-11-21, 11:51:29 AM] Mayor Jim Watson: Was there a door issue at ottawa I

[2019-11-21, 12:49:52 PM] John Manconi: Yes backpack. 4 minutes door isolation

[2019-11-21, 3:29:49 PM] Mayor Jim Watson: So another immobilized train. What happened. And these delays really have a ripple effect and Iâ€™ve noticed it takes at least an hour for times to go Back to normal. Also why am I not receiving these updates on this platform anymore

[2019-11-21, 3:37:15 PM] Mayor Jim Watson: These 6 to 8!minute swlayanreallt have a very negative impact on platforms and trains

[2019-11-21, 3:40:37 PM] Mayor Jim Watson: Delay has a

[2019-11-21, 4:04:11 PM] John Manconi: Mr mayor we do not have any immobilized train???

[2019-11-21, 4:06:29 PM] Mayor Jim Watson: Your twitter account said 40 minutes ago a train was immobilized at Blair

[2019-11-21, 4:06:38 PM] John Manconi: System is running just fine.

[2019-11-21, 4:07:14 PM] Mayor Jim Watson: Your twitter account said delay of 5 to 6 minutes

[2019-11-21, 4:25:02 PM] John Manconi: Now we have a TCMS issue at st Laurent - they are trouble shooting getting ready to launch R1 If needed

[2019-11-21, 4:30:18 PM] Mayor Jim Watson: We canâ€™t get a break. What progress in Tcms is being made. It appears not a whole lot. Really frustrated

[2019-11-21, 4:30:37 PM] Mayor Jim Watson: Was there a tech in that train and if not why not.

[2019-11-21, 4:34:38 PM] Mayor Jim Watson: ?

[2019-11-21, 4:35:34 PM] John Manconi: Hang tight please getting update

[2019-11-21, 4:36:53 PM] John Manconi: Yes tech on board something else appears to be preventing the train from moving

[2019-11-21, 4:38:23 PM] Mathieu Gravel: Are you on diversion around St-Laurent?

[2019-11-21, 4:45:39 PM] John Manconi: We are running trains on a loop from Tunneys to St. Laurent.

From St. Laurent to Blair we are running R1 replacement bus service.

[2019-11-21, 4:53:27 PM] John Manconi: Train is off the line returning to full service.

[2019-11-21, 4:54:05 PM] Mayor Jim Watson: How fast. What are we doing to let people know. Have there been announcements or are we silent?

[2019-11-21, 4:54:24 PM] John Manconi: Mr mayor we are all over it!!!

[2019-11-21, 4:57:48 PM] John Manconi: Mr mayor your texts of this tweets are not accurate. We had a red vest at that station helping people. It's Cyrville it is low volume and yes we had to empty the two trains and they had to take the bus.

[2019-11-21, 4:59:08 PM] Mayor Jim Watson: The red vests have no info because they don't have walkie talkies or phones. People tell em they have no info so they are useless. What exactly is a red vest doing and what was that person telling these passengers who are stranded on a road?

[2019-11-21, 5:07:42 PM] Serge Arpin: If trains are up and running now can passengers lined up on Cyrville waiting for buses be encouraged to return to Cyrville station to continue their route on LRT and not have to wait for replacement buses?

[2019-11-21, 5:22:36 PM] Mayor Jim Watson: John. Listening to your tapes CFRA interview. Very well done

[2019-11-21, 5:22:58 PM] John Manconi: Thank you Mr Mayor

[2019-11-21, 5:56:32 PM] Mayor Jim Watson: CFRA saying it's a ten minute delay. Is this true. Did we get extra train out?

[2019-11-22, 8:23:25 AM] Mayor Jim Watson: I heard there is a stalled train at Blair. Is this correct and what's cause and estimate of time to fix it?

[2019-11-22, 8:24:15 AM] John Manconi: TCMS customers were accommodated with train that was there no major issues

[2019-11-22, 8:25:07 AM] Mayor Jim Watson: I don't understand. TCMS failed but it didn't cause any delays?

[2019-11-22, 8:28:44 AM] John Manconi: Because the other train was there

[2019-11-22, 12:19:39 PM] Mayor Jim Watson: What's status of getting straps on trains. Any other problems so far?

[2019-11-22, 1:25:23 PM] Steve Kanellakos: I'm waiting for Peter to confirm

[2019-11-22, 2:12:12 PM] Mayor Jim Watson: I am still waiting for the person I'm supposed to bring issues to so I'm. Not tying up John

[2019-11-22, 2:19:43 PM] John Manconi: In 2 minutes you will get your weekly update on all items. This will be part of the weekly agenda that we will discuss weekly. Secondly I am tanking a comprehensive communications plan that we have developed on Monday at the same weekly meeting. It will identify the contact person and all other aspects of how we communicate our to council yourselves etc

[2019-11-22, 2:20:18 PM] Mayor Jim Watson: Thanks

[2019-11-22, 4:10:52 PM] John Manconi: We have a switch issue at Blair. R1 service activated. I personally called Peter to find out why the rail tech was not there as they are supposed to be. Morning and afternoon rush hour rail tech at Tunneys and Blair was part of the containment plan. Details to follow. Until this is fixed we have rail service running Tunneys to St Laurent from there it's r1

[2019-11-22, 4:13:00 PM] Mayor Jim Watson: Why r1 since it's stuck at Blair

[2019-11-22, 4:13:05 PM] Serge Arpin: The mayor wants a call with Peter Lauch now. Who will set this up?

[2019-11-22, 4:13:37 PM] Mayor Jim Watson: I am furious. I start the morning with a break down and end the afternoon. With another one

[2019-11-22, 4:18:40 PM] John Manconi: Peter's cell 613 790-1554

[2019-11-22, 4:30:03 PM] John Manconi: The tech finally arrived switch is reset and we can now return to service. All this could have been avoided if the tech was there like Peter promised us - one guideway tech at each end Blair and Tunneys. Oh and by the way thank god he didn't have to clamp the switch as he didn't have a clamp with him.

[2019-11-22, 4:30:43 PM] Mayor Jim Watson: I just blasted Peter. That tech should be fired and replaced

[2019-11-22, 4:31:27 PM] Mayor Jim Watson: Why are we not putting out the extra trains. Now to avoid chaos at platforms

[2019-11-22, 4:31:36 PM] Mayor Jim Watson: Train 14

[2019-11-22, 4:31:49 PM] Mayor Jim Watson: How long till service is back up and it's tweeted out

[2019-11-22, 4:33:09 PM] John Manconi: We are on it now. You can't flood the system it has to

balance out the controllers blitz it hard trust me

[2019-11-22, 4:37:28 PM] Mayor Jim Watson: Are trains back up and running no tweets to that effect yet

[2019-11-22, 4:42:47 PM] John Manconi: Yes and yes the tweets are out I saw them myself

â€Ž[2019-11-22, 4:43:18 PM] John Manconi: â€Ž<attached: 00001299-PHOTO-2019-11-22-16-43-18.jpg>

[2019-11-23, 11:01:34 AM] Mayor Jim Watson: Looks like three days of above zero weather. Hope we can finish off applications on floors and get rest of arrows on platforms.

[2019-11-23, 11:34:57 AM] Steve Kanellakos: Sent u emails on both issues.

[2019-11-23, 12:06:41 PM] Allan Hubley: I don't see any emails on the floors

[2019-11-23, 12:18:19 PM] Steve Kanellakos: Will send them to u. Sorry

[2019-11-23, 12:20:27 PM] John Manconi: In case Tomlinson reaches out to any of you. They want to finalize work on Nicholas during daytime off peak. We denied them as we need that route for R1 etc. Told them weekends and nights. FYI at this point

[2019-11-24, 7:32:24 AM] John Manconi: Unfortunately we have issues this morning. A SCADA upgrade was done last night (software) and unfortunately the system is not functioning properly this morning. A power technician needs to reset power in the field as we cannot power up the line from St Laurent to Blair. R1 has been implemented from St. Laurent to Blair. No eta yet on when reset is completed will keep you posted

[2019-11-24, 7:33:56 AM] John Manconi: Sorry should of mentioned service doesnâ€™t start for 30 minutes so we may resolve and R1 is on standby if needed.

[2019-11-24, 7:34:16 AM] John Manconi: Will advise

[2019-11-24, 7:49:00 AM] John Manconi: All service will go out. Work around was implemented line is powered up

[2019-11-24, 8:29:38 AM] Mayor Jim Watson: Great

[2019-11-25, 9:24:51 AM] John Manconi: No issues this morning

[2019-11-25, 9:31:59 AM] Mayor Jim Watson: How do we pretest computer changes like the one on Sunday so we avoid what nearly happened

[2019-11-25, 6:03:39 PM] John Manconi: Rush is over no issues

[2019-11-26, 9:03:54 AM] John Manconi: Rush hour is over no major issues . One minor door issue at Rideau. Two doors did not open.

[2019-11-26, 9:25:57 AM] Mayor Jim Watson: Any delays ?

[2019-11-26, 9:26:11 AM] John Manconi: None

[2019-11-26, 2:21:12 PM] John Manconi: Not major - door issue train is being pulled out of service very low volumes all trains are moving - the one with door issue is being pulled out so rush is not impacted

[2019-11-26, 2:21:37 PM] Serge Arpin: Thanks for updating.

[2019-11-26, 2:24:38 PM] John Manconi: All trains are moving that one is off the line

[2019-11-26, 2:52:24 PM] Mayor Jim Watson: Do we send out another train so we avoid overcrowding

[2019-11-26, 2:57:39 PM] John Manconi: Yes spare train was launched no crowding issues

[2019-11-26, 3:24:22 PM] Mayor Jim Watson: What is caued the door issues today

[2019-11-26, 3:30:03 PM] John Manconi: They are looking at vehicle when it gets in the shop

[2019-11-26, 5:07:11 PM] John Manconi: Unfortunately we have a trains stopped at Tremblay. Itâ€™s a brake fault - rarely occurs but when it does it takes 20 minutes for the reset as the train has to â€œcool downâ€œ. We are single tracking around it so trains are moving and we will add R1 service. The one positive is this is a good location for this as we can single tack quickly and supplement with bus service

[2019-11-26, 5:10:52 PM] Serge Arpin: Where is R1 service being implemented? Not clear between where and where.

[2019-11-26, 5:15:47 PM] John Manconi: Give me one minute please

â€Ž[2019-11-26, 5:17:09 PM] John Manconi: â€Ž<attached: 00001326-PHOTO-2019-11-26-17-17-09.jpg>

[2019-11-26, 5:22:23 PM] John Manconi: Train is moving so this may get cleared up quickly

[2019-11-26, 5:25:00 PM] John Manconi: Back to full service

[2019-11-26, 6:23:16 PM] Mayor Jim Watson: This is not the first brake issue. Surely we can get all brakes looked at over night. I donâ€™t think things are getting better. We now seek to have a wider array of problems

[2019-11-26, 6:32:02 PM] Mayor Jim Watson: Was r - service implemented today and if so how often

[2019-11-26, 8:21:54 PM] Serge Arpin: I was on train in both directions today, including at peak



Eastbound at 5:15ish. I can find no indication that there was an R1 (bus replacement service) enacted today anywhere. Our train was diverted around the disabled train at Tremblay. We were held up for a total of about 5 minutes on the Eastbound trip. Others may have experienced longer delays, but John can correct me if I'm wrong about R1 not being used today.

[2019-11-26, 9:27:32 PM] John Manconi: Sorry I was tied up seeing all these messages on multiple channels. The service continued to run around the stalled vehicle. The delay was minimal. R1 supplemental (rail and bus was implemented) the max delay was 10-15 end to end. So whomever is saying 20 minutes on twitter- maybe.

[2019-11-27, 6:46:43 AM] Mayor Jim Watson: The tweet sent out said five Minutes. I saw no tweet from oc that said 10 or 15

[2019-11-27, 9:07:31 AM] John Manconi: Rush is over. No significant incidents to report.

There was 1 TCMS at Tunneys, resulted in a 2 min delay. Customers were NOT offloaded to another train. This train continued into service to Blair where it was replace. Replacement train was launched in advance and was waiting at Blair, as a result no delays at Blair Station.

[2019-11-27, 6:11:30 PM] John Manconi: Rush is over all good

[2019-11-28, 7:15:18 AM] Allan Hubley: Was launch delayed?

[2019-11-28, 7:17:32 AM] John Manconi: RTM struggled last night with fleet repairs . 13th train is launching now. Yes a bit of a delay

[2019-11-28, 9:07:49 AM] John Manconi: Rush hour over no issues

[2019-11-29, 8:57:07 AM] John Manconi: Rush hour is over no issues

[2019-11-29, 12:52:55 PM] Mathieu Gravel: Overhead heater on eastbound platform at Pimisi does not appear to be working, even after activated by the button.

[2019-11-29, 4:20:49 PM] Mayor Jim Watson: Any answer to this heater issue

[2019-11-29, 5:08:15 PM] John Manconi: Heater has been actioned. They will check it out. Apologies I was away from phone. Also we had a small delay because of a door fault .

[2019-11-29, 5:11:33 PM] Steve Kanellakos: Thought I would add some good news. Overhead straps arrived today versus next week so they are starting installation tonight

[2019-11-29, 5:12:13 PM] Serge Arpin: If it was a small delay confusing b/c tweet said replacement bus service

[2019-11-29, 5:12:51 PM] John Manconi: Yes we always implement because it looked like it was going to be major

[2019-11-30, 7:49:06 AM] Mayor Jim Watson: So another door issue What caused the issue and what is being done today at yard to check every single door of train not being used today and are there plans to fix and check all others after system shuts down. And do we have techs on trains on weekends. And if not why not. And what are plans to deal with these door issues on Monday - have we actioned my idea to have a rope type barricade when train is leaving to stop people from rushing down and holding the doors. As you can all tell I'm really fed up dealing with this system and I have seen no evidence that the doors issue can be crossed off our list of problems

[2019-11-30, 8:24:05 AM] John Manconi: Mr mayor I don't recall you mentioning the idea of a rope - you had talked about top of stairs at Tunneys which is being implemented Regardless it is 100% a non starter. That is against all safety rules and is not part of the signed off safety case, system etc and nobody could ever implement that. You did have the option during the design and bid phase to implement platform doors that are designed to do exactly what you are asking but that was not affordable in your financial cap. As for the door issue . Yesterday was a customer today I don't know but impact was minimal . Now having said that the performance of the system is improving as you know we have had a very solid week . I am not minimizing your concerns but some of these minor interruptions are all normal part of a railroad operation and our city and our ridership will have become climatized to railroads and the fact that they do not operate at 100%. As for follow up on the door yes they check it as soon as it gets into the shop . Are we over the hump- no are things being contained and managed better yes. Teams continue to work on all elements and Monday the city manager and I are rolling out more plans to further improve things

[2019-11-30, 8:59:39 AM] Mayor Jim Watson: Where techs on train. Did it block the tracks or could it move on its own ? I thought operator could seal that door and continue on. I'm frustrated that we are still dealing with doors which I assumed was an easier issue to resolve yet we've had I believe 4 or five this week alone

[2019-11-30, 9:52:25 AM] John Manconi: Service did not stop. Very early in morning service so minimal impact. Customers transferred trains at this location until the train was removed . All normal happens everywhere around the world. You will need to accept this will always be occurring . Remember what I showed you - door issues are the number one issue that affects service everywhere. On weekends we have rover techs.

[2019-11-30, 9:52:37 AM] Steve Kanellakos: I just confirmed with Peter that for the third time this week a male passenger forcefully pried open the doors. They watched the CCTV footage.

[2019-11-30, 9:54:23 AM] Steve Kanellakos: We can't blame RTG if people are prying open doors. They have improved significantly on door faults. The focus has to be on fixing four and getting back in service with minimal delay which is what happened today and for the other door events.

[2019-11-30, 9:55:11 AM] Steve Kanellakos: I met with Toronto people yesterday. Over 50 percent of their delays are doors problems

[2019-11-30, 10:01:12 AM] Mayor Jim Watson: The. Time to get red vests to be more proactive and control this. I still don't get the fact that the whole train stops I thought we could isolate a door or have a tech reset

[2019-11-30, 2:27:31 PM] Mayor Jim Watson: Will straps be installed this weekend ? I think Steve said they arrived ?

[2019-11-30, 2:31:43 PM] Steve Kanellakos: They arrived last night. They started installing last nite.

[2019-11-30, 2:32:29 PM] Mayor Jim Watson: Good. How long till all trains get them

[2019-11-30, 2:37:59 PM] Steve Kanellakos: Will depends if the entire shipment arrived all at once. I think they don't have all the straps in. Will confirm with Peter. I know that John has been trying to get a schedule from them. Will let u know

[2019-11-30, 2:56:10 PM] Mayor Jim Watson: But we will install as many as we have this weekend ?

[2019-11-30, 2:58:54 PM] John Manconi: Your weekly update will have all that information. Please don't press them on the strap hangers . If they get off their game they will comprise Monday launch. Strap hangers are secondary. Trust me they know it's a priority and they are quick to install.

â€Ž[2019-11-30, 5:55:18 PM] John Manconi: â€Ž<attached: 00001360-PHOTO-2019-11-30-17-55-18.jpg>

[2019-11-30, 6:14:11 PM] Mathieu Gravel: Great news! Merci, John!

[2019-11-30, 6:47:11 PM] Mayor Jim Watson: Thanks

[2019-12-02, 9:11:08 AM] John Manconi: Rush is over no issues

[2019-12-02, 9:57:08 AM] Mayor Jim Watson: I took the train it was problem free

[2019-12-02, 10:49:05 AM] John Manconi: <https://toronto.ctvnews.ca/commuters-forced-to-walk-through-subway-tunnel-after-fire-suspends-ttc-service-1.4711035>

[2019-12-02, 5:07:26 PM] Mayor Jim Watson: Is there a problem now

[2019-12-02, 5:08:11 PM] Mayor Jim Watson: CFRA says there is a slowdown. Is this accurate

[2019-12-02, 5:09:39 PM] John Manconi: No. We had to swamp out one train because someone urinated it. It was done on the fly and a very minor adjustment. All good

[2019-12-02, 5:14:04 PM] Serge Arpin: Do delays at U of O station when I boarded 2 mins ago.

[2019-12-02, 5:14:21 PM] Mayor Jim Watson: Do ?

[2019-12-02, 5:14:27 PM] Serge Arpin: No delays at U of O eastbound.

[2019-12-02, 5:38:05 PM] Serge Arpin: No delays whatsoever between U of O and Blair.

[2019-12-03, 5:50:49 AM] John Manconi: <https://kitchener.ctvnews.ca/ion-service-disrupted-due-to-freezing-rain-1.4710356>

[2019-12-03, 5:51:52 AM] John Manconi: <https://kitchener.ctvnews.ca/technical-malfunction-stops-lrt-vehicle-for-about-30-minutes-operator-1.4709129>

[2019-12-03, 9:02:58 AM] John Manconi: Rush is over no issues

[2019-12-03, 9:31:12 AM] Serge Arpin: Thanks for the update.

[2019-12-03, 5:56:57 PM] John Manconi: Unfortunately we just had a train that was being taken out of service experience a cbtc issue at st Laurent. We have full rail service Tunneys to St. Laurent . From st. Laurent to Blair we have our R1 buses deployed. Passenger volume is low.

[2019-12-03, 6:14:12 PM] John Manconi: Issue resolved full service being restored loads were light

[2019-12-03, 6:50:57 PM] Mayor Jim Watson: What happened this morning that the 13 th train was late. What was cause This is frustrating And how long was wait for r1 service this afternoon

[2019-12-03, 7:05:55 PM] John Manconi: Mr mayor zero impact on service this morning. Please don't get worried about that stuff. They were a bit late in the yard. As for this afternoon - things ran really well



and we had the one issue which thanks to our R1 plan buses were at the location very quickly.

[2019-12-03, 7:28:35 PM] Mayor Jim Watson: Why were they late. That seems like a human error?

[2019-12-03, 7:29:14 PM] John Manconi: No faults with the trains in the yard

[2019-12-03, 7:29:30 PM] Mayor Jim Watson: The. Why was it late leaving ?

[2019-12-03, 7:33:57 PM] John Manconi: Fault codes in the yard

[2019-12-03, 7:36:28 PM] Mayor Jim Watson: Was this preventable and how do we avoid this. I disagree itâ€™s not a big problem since we are one train short and that has negative impact on platforms. Arenâ€™t trained tested before they are ready to leave so these issues can be fixed before launch. And why wasnâ€™t the spare sent out ?

[2019-12-03, 7:52:16 PM] John Manconi: Spare was used earlier second spare had too many faults . Mr Mayor is it ok if we discuss this tomorrow? Long day for me. There were no issues at any platforms and they did eventually get the 13 th train out.

[2019-12-04, 9:02:54 AM] John Manconi: Rush is over no major issues on rail. Bus is another story. Teacher strike has caused operators to scramble for home issues. Cancellations are high

[2019-12-04, 12:36:07 PM] John Manconi: Fyi. Power outage at Blair station. Not impacting trains but lights elevators etc. out. 6 people are in the elevator that has stopped. Hydro contacted, RTM attending and Fire (for the people in the elevator).

[2019-12-04, 12:36:07 PM] John Manconi: Outage is Hydro, affecting a larger area. Not isolated to rail station. People are out of elevator

[2019-12-04, 6:13:59 PM] John Manconi: Rush is over no issues

[2019-12-04, 7:39:01 PM] Mayor Jim Watson: What was issue this morning that driver fixed in five minutes ?

[2019-12-04, 7:39:54 PM] John Manconi: Brake fault. Quickly reset

[2019-12-05, 9:03:27 AM] John Manconi: Rush over no issues

[2019-12-05, 9:35:35 AM] John Manconi: Switch issue at Blair. Train service from Tunneys to st Laurent. R1 from st Laurent to Blair

[2019-12-05, 9:47:15 AM] Mayor Jim Watson: This is why we need techs at stations during non peak times. Why are we lot insisting on this. And what is root cause of switch issues This is frustrating. Can someone please tell me if we have actually ever had one full day with zero problems since launch. Iâ€™m serious about that. I donâ€™t think we have please confirm if we have

[2019-12-05, 9:48:04 AM] Mayor Jim Watson: And how

Long did it take to get r busses there since this happens after rush and I assume nombuaswa T baseball stadium

[2019-12-05, 9:50:59 AM] John Manconi: Service is restored. I am with RTG in claims negotiations. I will respond to your questions later thank you

[2019-12-05, 4:48:16 PM] Mayor Jim Watson: Would welcome a reply

[2019-12-05, 4:56:24 PM] John Manconi: Tech was there. We had a train right over the switch when this occurred so the process needs to be followed that ensures the switch is ok for the train to proceed over it otherwise you can derail. You hold the train in position you check the switch then you proceed . Once the train was moved the switch was inspected and a computer card ( just like your computer ) was quickly replaced. If the train was not over the switch the process would of been reduced by 10-15 mins. Service Mr Mayor has been very good for a number of days with minimal interruptions. This was off peak so again impact was minimal. We really have to get our head space into the zone that every day you will have some type of interruptions. We are running over 98 % - which is good. Very good. I have a bunch of positive updates coming to you at your weekly meeting on TCMS. We had very Positive meetings with Rtg and RTM. They have some new personnel that are experienced and will help them. I had a very good discussion with Peter advising that while progress is being made more needs to continue to be put forward to continue to trend in this positive direction.

[2019-12-05, 6:08:41 PM] John Manconi: Rush is over no issues

[2019-12-06, 9:10:29 AM] John Manconi: Rush is over no issues

[2019-12-06, 5:56:29 PM] John Manconi: Rush over no issues

[2019-12-06, 5:56:53 PM] Serge Arpin: Excellent news, thanks for updating.

[2019-12-06, 6:07:05 PM] Mayor Jim Watson: Thanks

[2019-12-07, 12:09:06 PM] John Manconi: Mr mayor chair, you were both asking about bus cancellations today. First Ken Woods tweet is not appropriate and he will be spoken to . Ken does not contrary to how popular he is know the facts around this complex multi modal operation. Today is rough on the bus side.



Why? As I had predicted staff operators Are exhausted . We have a bunch of sick leave cAll ins and that is challenging the service. We have covered many trips with extras and OT but many operators are working lots of OT during the week to give us the big improvements we are seeing. Weeeekends will be rough for the next little while. As for reporters - of course this is what they are pushing as the train improves they have nothing else to talk about. Judy Trin has a rat feeding her inside information BTW.

[2019-12-07, 12:10:20 PM] Mayor Jim Watson: So what is your plan to fix this. Itâ€™s not getting better each week itâ€™s getting worse.

[2019-12-07, 12:10:54 PM] Mayor Jim Watson: Do we not have any standby drivers as part of the normal process so we can cut down on these cancelled trips

[2019-12-07, 12:14:37 PM] John Manconi: Sorry I respectfully disagree. Your train and bus service has taken a giant leap forward .Yes we are using spares. As for the plan I am bringing a Plan to you- at our weekly. Today I am trying to have some quality time resting and doing some things for myself which I have not been able to do for months so could I please ask that we talk about all this at our weekly?

[2019-12-07, 12:15:01 PM] Mayor Jim Watson: Ok

[2019-12-07, 12:28:48 PM] John Manconi: Thanks

[2019-12-09, 9:11:14 AM] John Manconi: Rush is over - not issues

[2019-12-09, 9:13:58 AM] John Manconi: 25 trips cancelled this morning which is very good. 10 of them due to traffic

[2019-12-09, 9:14:19 AM] John Manconi: So rail service was solid and so was bus service

[2019-12-09, 11:00:38 AM] John Manconi: Bomb threat at Bayview not affecting service. Bomb squad is deploying robot to remove item.

[2019-12-09, 5:56:42 PM] John Manconi: Rush is over rail service ran with no issues

[2019-12-10, 7:08:22 AM] Mayor Jim Watson: Whatâ€™s issue this morning ?

[2019-12-10, 7:11:29 AM] John Manconi: No major issue. One train held up at launch other trains had to by pass. 40 seconds added on one trip. All trains are out no issues.

[2019-12-10, 7:11:51 AM] John Manconi: All 13 trains are running per schedule

[2019-12-10, 7:28:42 AM] Mayor Jim Watson: So tweet says delays up to five minutes. And you say 40 seconds Why would we not say that in tweet

[2019-12-10, 7:31:01 AM] John Manconi: Mr Mayor we have explained that . This is the protocol and we follow it up with another tweet it says all service running fine.

[2019-12-10, 7:31:48 AM] John Manconi: At the time we do not know how long the delay is.

[2019-12-10, 7:34:56 AM] John Manconi: Everyone is telling us how to message our. Too much, not enough, want to know everything, stop apologizing etc. We are getting people that know zero about rail operations telling us what to do and this is where we get to. We can discuss today. In the meantime if I could recommend log onto NYC, TTC ,STM , Vancouver and the tube and you will see how we should be doing it.

[2019-12-10, 9:32:51 AM] John Manconi: Rush over no major issues

[2019-12-10, 6:47:33 PM] John Manconi: Rush hour over all good no issues

[2019-12-11, 9:02:33 AM] John Manconi: Rush over no issues

[2019-12-11, 6:12:44 PM] John Manconi: Rush over no issues

[2019-12-12, 9:08:41 AM] John Manconi: Rush is over no issues

[2019-12-12, 9:12:15 AM] Mayor Jim Watson: Thanks

[2019-12-12, 6:40:58 PM] John Manconi: Rush is over no issues

[2019-12-12, 6:41:12 PM] Mayor Jim Watson: Great

[2019-12-12, 9:27:08 PM] John Manconi: The Individual emails to every councillor outlining the routes that are being improved /trips being added are being issued right now my Pat. You will recall we discussed this earlier this week. I will ask Pat to send the entire package to Matt and Chair Hubley.

[2019-12-12, 9:27:51 PM] Allan Hubley: Thanks John.

[2019-12-12, 9:34:35 PM] Mathieu Gravel: Received. Merci!

[2019-12-13, 9:29:16 AM] John Manconi: Rush over no issues

[2019-12-13, 12:27:26 PM] Mayor Jim Watson: What happened at Cyrville and are you not alerting me worhbrhianforumbanymrlw

[2019-12-13, 12:27:36 PM] Mayor Jim Watson: At this forum anymore

[2019-12-13, 12:39:48 PM] John Manconi: My apologies I was in a meeting with my team and am just getting caught and had to race out to my optometrist . ISsue with a vehicle at Cyrville that had to be moved out. Most trains delayed 4 minutes one delayed 8 and then 12 minutes as part of the process of

removing that vehicle.

[2019-12-13, 12:40:25 PM] Mayor Jim Watson: What was cause

[2019-12-13, 12:51:38 PM] John Manconi: VOBC

[2019-12-13, 12:52:49 PM] Mayor Jim Watson: Did we need r busses

[2019-12-13, 12:53:11 PM] John Manconi: No service kept running and it is all good

[2019-12-13, 2:44:11 PM] Mayor Jim Watson: Is there a pattern of issues at cyrville?

[2019-12-13, 4:00:38 PM] John Manconi: No

[2019-12-13, 6:11:55 PM] John Manconi: Rush over no issues

[2019-12-13, 6:19:16 PM] Mathieu Gravel: You and your team have been doing great, John. Thanks for the fantastic work and long hours.

[2019-12-14, 8:10:54 AM] John Manconi: <https://www.theguardian.com/australia-news/2019/dec/14/sydney-light-rail-opens-for-passengers-at-almost-double-original-price-tag>

[2019-12-14, 2:48:54 PM] John Manconi: I I have sent all of council and everyone on this channel what I told reporters on today's article from the operator

[2019-12-14, 2:55:04 PM] Allan Hubley: Thanks

[2019-12-15, 9:59:40 AM] Allan Hubley: Did the trains run overnight?

[2019-12-15, 10:36:53 AM] John Manconi: Train operations are running well today and did throughout the night last night. No need to run trains overnight . Winter equipment was used by RTM including hot air blower machine at some locations during the maintenance period.

[2019-12-15, 1:52:57 PM] John Manconi: Mr mayor responding here so everyone has the information. Trains service is normal. I am at Bayview myself. We had one train held up at Tunneys for 8 minutes with minimal impact at 1:22. As for bus service yesterday was solid throughout the day until snow hit us.

Today cancellations are high due to lack of operators . Last night was the staff party and we know that impacts service then next day. As for operators as per my update we are hiring . It takes 36 days and they must pass. 23/ every month will be hired until June

[2019-12-15, 1:55:49 PM] Mayor Jim Watson: What was train held up for

[2019-12-15, 2:03:30 PM] John Manconi: Driver display unit needed to be reset

[2019-12-15, 2:05:01 PM] John Manconi: As for lack of operators it's what I said last week. They are maxed out and they are all using the free 3 days off the feds gave them. It's killing us

[2019-12-15, 8:33:35 PM] John Manconi: A train has to be changed out due to a faulty cab door.

(Can't operate the train without the door being locked). Minimal impact

[2019-12-16, 9:04:36 AM] John Manconi: Rush is over no issues

[2019-12-16, 6:02:17 PM] John Manconi: Rush is over no issues

[2019-12-16, 6:08:49 PM] Serge Arpin: Excellent LRT ride this am and this evening - thanks!

[2019-12-16, 6:14:08 PM] John Manconi: I wanted to let you all know that we are pulling the final pieces on the deck for the upcoming Transit Commission mtg.

So that you are aware I will be dealing with the inaccurate over the top comments made about cancellations , recovery time etc. Some council members have totally forgotten that their were audits on our bus cancellations process and the findings and the path forward. My presentation will show that. Also I will be bringing data (not over the top opinions) about cancellations pre,during and post LRT. Also the money invested on recovery time will be included. All this to say it will be comprehensive, factual and complete. You will be getting a copy tomorrow as staff are finalizing details this evening and yes it will show the positive trends on rail service.

[2019-12-16, 6:16:03 PM] Allan Hubley: Thanks John. Might be helpful to share some of the comments received.

[2019-12-16, 6:18:40 PM] Mayor Jim Watson: Thanks

[2019-12-17, 9:15:33 AM] John Manconi: Rush is over no issues

[2019-12-17, 5:43:25 PM] Mayor Jim Watson: Is there a train problem

[2019-12-17, 5:45:12 PM] John Manconi: No we had a customer hold a door 6 minutes a while ago. Also one train held at Tunnneya as a precaution as it has a problem. Service running well

[2019-12-17, 5:45:57 PM] Mayor Jim Watson: But why is oc twitter dying system is running ten minutes late

[2019-12-17, 5:46:25 PM] Mayor Jim Watson: Saying

[2019-12-17, 5:58:12 PM] John Manconi: Worst case scenario as adjustments were being made

[2019-12-18, 8:56:48 AM] John Manconi: Rush is over no issues

[2019-12-18, 3:24:44 PM] John Manconi: Circuit breaker on a train at Cyrville. R1 implemented St Laurent



to Blair

[2019-12-18, 3:52:02 PM] John Manconi: Fixed full service

[2019-12-18, 6:03:48 PM] John Manconi: Rush is over. Other than that earlier report no issues

[2019-12-19, 7:03:29 AM] Mayor Jim Watson: Were there two breakdowns yesterday?

[2019-12-19, 7:04:37 AM] John Manconi: Only one and it was at Cyrville

[2019-12-19, 10:08:42 AM] John Manconi: Rush over no issues

[2019-12-19, 12:50:12 PM] John Manconi added Philippe Landry

[2019-12-19, 12:50:27 PM] John Manconi added (613) 858-4557

[2019-12-19, 12:58:28 PM] John Manconi: I will be taking some time off during the Christmas Break. Phil and Troy have been added to this group chat as they are covering off for me. The entire team is trying to get a bit of a break so we are going to be reducing our workloads in a number of ways. With respect to the updates on this chat group we will move to only communicating urgent matters. Also the daily council update on email are time consuming and have not been received well with little feedback. Councillor Menard is now asking for train breakdown details, route cancellations for buses and reasons for train issues. We do not have capacity for this and it will not lead to a good place

[2019-12-19, 12:59:18 PM] Mayor Jim Watson: Don't do it for him. There is enough info. Enjoy some well deserved down time

[2019-12-19, 1:06:55 PM] Allan Hubley: Thanks Mayor. Get lots of rest John on a well deserved break. I will be available if Troy needs me over the holidays.

[2019-12-19, 1:44:35 PM] John Manconi: Mr. Mayor, Chair and Steve with the Transit Commission meeting update we had yesterday is it possible to cancel the update tomorrow? We can send the document that has the written updates

[2019-12-19, 2:04:07 PM] Mayor Jim Watson: I ok

[2019-12-19, 2:11:30 PM] Allan Hubley: Yesterday's update was well received by majority.

[2019-12-19, 2:50:24 PM] John Manconi: Chianello is asking about the people that were stuck in the elevator yesterday. Young kids jumping up and down activating safety system. We are being that blunt with her as they caused this issue nothing wrong with elevator. Secondly we have some rail Vehicles that the cabs are not heating sufficiently. Supplemental heating is being provided and adjustments are being made to vehicles. Chianello has this story also

[2019-12-20, 7:07:38 AM] (613) 858-4557: Mr. Mayor /Chair, this morning there are 2 issues I would like you to be aware off. First, while station platforms are light we have 4 trains that are launching late. Customers waiting at station are experiencing an approx 3 minute longer wait. Trains are launching now.

Secondly, and related to the late launches, due to issues with clogged sanders on multiple trains (sanders assist with traction and in some circumstances braking) we are not able to run on a schedule this morning. Impact to customers is a longer travel time of approx 5 mins and specific to Tunneys Pasture trains will not always consistently rotate between the 2 platforms. We will be proactively using the red vests and the PA to direct customers. At this time there are no other customer facing impacts.

[2019-12-20, 7:39:44 AM] Steve Kanellakos: Why didn't they launch the 4 trains this morning? What was issue?

[2019-12-20, 7:48:46 AM] (613) 858-4557: All trains have now been launched. The issue is that they are experiencing many vehicles with clogged sanders and they were trying to get as many rectified as possible.

[2019-12-20, 7:49:57 AM] Steve Kanellakos: One would expect that the sanders would be part of their maintenance regime over nite.

[2019-12-20, 7:51:06 AM] (613) 858-4557: Agreed. There is definite follow up on our part.

[2019-12-20, 7:51:43 AM] (613) 858-4557: Meeting with RTM at 10 this morning.

[2019-12-20, 7:52:10 AM] Steve Kanellakos: Let us know what you find out from RTM and how are they going to ensure that they get ahead of this new maintenance issue.

[2019-12-20, 7:53:04 AM] (613) 858-4557: 10 4

[2019-12-20, 8:48:18 AM] Mayor Jim Watson: I assume Alston has trains on similar climates and they must have solved the clogging issue there so we don't have to reinvent the wheel And wjybatw we not proactively fixing these issues when trains are in overnight

[2019-12-20, 8:53:06 AM] (613) 858-4557: Mayor. Yes Alstom has trains in similar climates so they should be able to rectify this issue. I will know more later this morning. The issue with



the sanders was found last night and they worked to get most rectified for the launch. I need to inquire as to how they are proactively maintaining. Not acceptable regardless.

Lighter loads this morning. Most trains alternated at Tunneys as per schedule and we were very proactive in comms at the station. As most customers only travel a portion of the line, many would have only experienced a longer travel time of 3 mins.

[2019-12-20, 11:19:30 AM] Mayor Jim Watson: Will we have full service by rush hour

[2019-12-20, 12:37:21 PM] (613) 858-4557: We should have our full allotment of trains for rush hour, however we most likely will continue to be operating at the slightly longer travel times.

The problem is with moisture entering the sand distribution system at the MSF. As the sand is moist it is clumping and clogging the nozzles on the trains. They can unclog the nozzles but also need to replenish the trains with dry sand.

RTM is still working on mitigations and a permanent solution.

[2019-12-20, 10:41:25 PM] (613) 858-4557: Mr. Mayor, Chair, Mr. Kanellakos, this evening two safety events I would like to advise that occurred on Line 1.

Earlier at St. Laurent station control observed on cctv a female appearing to do harm to herself at the station. OC staff, OPS and EMS attended. Customer is ok but taken by OPS to hospital for observation. Our train operators were made aware, and exercised caution at the station. minimal impact to service.

Another unrelated incident caught on CCTV at Rideau Station, was a fight on board a vehicle, between 4 assailants and 1 victim. Unclear if they are known to each other and may be related to another incident OPS is investigating not involving OC. All parties gone on arrival including the victim.

[2019-12-20, 11:00:20 PM] Allan Hubley: Thanks Troy. Glad everyone ok.

[2019-12-21, 8:47:28 AM] Mayor Jim Watson: Thanks

[2019-12-26, 2:55:25 PM] Mayor Jim Watson: Was today's door issue a human issue? I thought we had found a solution so that we don't have to have the system shutdown but we can isolate the problem door?

[2019-12-26, 3:02:59 PM] (613) 858-4557: Mayor Watson, yes it was a result of a customer holding a door. Most times our operators are able to isolate the door but in this case they could not, even with the help of an RTM tech.

They were able to keep service going. 1 train was operating between St. Laurent and Blair on 1 track and 9 trains were operating a loop between Tunneys and St Laurent.

Train is being assessed at the MSF and we are debriefing ourselves.

[2019-12-26, 3:23:19 PM] Mayor Jim Watson: We should remind staff to include passenger held door on tweets thanks

[2019-12-26, 3:27:01 PM] (613) 858-4557: I will ensure they are continuing to do announcements and tweets including reason

[2019-12-26, 3:41:37 PM] Mayor Jim Watson: Thanks

[2019-12-27, 2:18:57 PM] Philippe Landry: Mayor Watson and Chair Hubley, I want to inform you we have an immobilized light rail vehicle at Hurdman East. R1 being put in from Rideau to St Laurent with light rail looping from Blair to Tremblay and from Tunneys to UOtt.

It appears to be power related. A power tech is on their way to investigate. Will provide further updates as I get them

[2019-12-27, 2:22:01 PM] Allan Hubley: Thanks Phil. Any idea yet on delays due to impact?

[2019-12-27, 2:27:40 PM] Philippe Landry: No delays on the 2 sections running light rail. It has been noted that loads are light.

[2019-12-27, 2:28:53 PM] Allan Hubley: Thank you

[2019-12-27, 2:28:58 PM] Philippe Landry: Note that we have activated bus lane on northbound Nicholas off ramp.

[2019-12-27, 2:29:00 PM] Mayor Jim Watson: How can there be no delay when you've had to

institute r service ?

[2019-12-27, 2:30:04 PM] Philippe Landry: Mr Mayor, no delay on sections of the line where rail is running.

[2019-12-27, 2:30:57 PM] Philippe Landry: In terms of r1, we have activated out bus lane on nicholas and also priority access from st laurent station to the 417 wb.

[2019-12-27, 2:36:11 PM] Philippe Landry: Delay for customers who are travelling by r1 are probably looking at an extra 10 minutes plus transfer time but anyone who dont have to go through r1 are facing no delays.

[2019-12-27, 2:49:37 PM] Philippe Landry: Full service is back up and running from tunney's to blair

[2019-12-27, 2:51:15 PM] Mayor Jim Watson: WhT was problem

[2019-12-27, 3:04:40 PM] Philippe Landry: Not sure. Under investigation. Once I get more info I will pass it along.

[2019-12-27, 3:50:36 PM] Philippe Landry: Mr Mayor. Just got an update on power issue from this afternoon. Initial investigation is that it was localized to vehicle in question and not on the line or equipment on the track. They aren't sure what caused the issue and investigation is continuing at the yard to find cause.

[2019-12-27, 3:54:06 PM] Mayor Jim Watson: Thanks

[2019-12-28, 3:51:49 PM] Philippe Landry: Mayor Watson and Chair Hubley, we have a door issue at stlaurent station. Implemented r1 from st laurent to Blair. Train is running from tunney's to st-laurent. Unknown if was caused by passenger at this time. About a 10 min increase in travel time for anyone travelling between Blair and stlaurent.

[2019-12-28, 3:58:20 PM] Philippe Landry: Train as been pulled off the line, back to service from tunney's to Blair

[2019-12-28, 4:32:24 PM] Allan Hubley: Thanks Phil. Are the loads light today?

[2019-12-28, 4:36:21 PM] Philippe Landry: They seem to be at normal levels for a Saturday.

[2019-12-28, 4:46:03 PM] Allan Hubley: Thanks

[2019-12-30, 2:52:40 PM] Philippe Landry: Mayor Watson and Chair Hubley. We have a stopped train just east of st-laurent station. There are no passengers on the train as we were in process of removing train from the line. Trains are running between tunney's and St-Laurent and one train is running from St-Laurent to Blair. We have also implemented R1 bus service between St-Laurent and Blair to supplement the train service.

Delays are minor and passenger loads are very light at this time.

[2019-12-30, 2:53:52 PM] Allan Hubley: Do we know the issue Phil?

[2019-12-30, 2:55:56 PM] Philippe Landry: Not at this point.

[2019-12-30, 3:09:45 PM] Mayor Jim Watson: What caused the delay

[2019-12-30, 3:11:56 PM] Philippe Landry: A train was heading back to yard (no passengers on it) and it stopped just east of st-laurent. At this point not sure of why this occurred.

[2019-12-30, 3:25:14 PM] Philippe Landry: Mayor Watson and Chair Hubley, the train that was stopped is now off the line, full service has resumed. Passenger loads are still very light. Investigation on what happened to train underway.

[2019-12-30, 4:04:48 PM] Mayor Jim Watson: I thought the trains had some battery power if all the else failed and can get them moved to maintenance yards quicker ?

[2019-12-30, 4:20:23 PM] 613-858-4557: This is based on still a preliminary investigation. Appears there was a power fluctuation that occurred at 2 of our substations. Lrv momentarily lost power for a few seconds and experienced fault codes that required a technician to attend to the train.

[2019-12-31, 8:25:21 AM] Philippe Landry: Mayor Watson and Chair Hubley. We have a mobilized train at bayview (power issue). We are currently running a single train from Tunney's to Lyon and full service from Lyon to Blair. About a 10 min delay. Passenger loads are light this morning. We are supplementing with R1 service as well buses that would normally stop at Tunney's to drop off passengers are continuing downtown.

[2019-12-31, 8:27:57 AM] Mayor Jim Watson: Tonight is a big test of the system because of New Year's Eve. This seems to be a

Second power issue What's the cause and what was cause of power issue yesterday

[2019-12-31, 8:40:03 AM] Philippe Landry: Mr. Mayor. At this point not sure why we are having these

power issues. RTM is calling experts from Allstom to figure this out.

Train is now mobile and expect to be back to normal service shortly.

[2019-12-31, 6:30:02 PM] Philippe Landry: Mr Mayor and Councillor Hubley. We have two trains stuck with power issues, one at Cyrville and one between ottawa u and rideau.

[2019-12-31, 6:31:01 PM] Mathieu Gravel: Has Hydro Ottawa been brought in to help identify the cause of the power issue?

[2019-12-31, 6:33:21 PM] Allan Hubley: Thanks Phil. Is R1 in place?

[2019-12-31, 6:34:29 PM] Philippe Landry: Yes to r1, between parliament to st laurent, trains running at each end.

[2019-12-31, 6:41:24 PM] Philippe Landry: Hydro hasn't been engaged yet but we will suggest to RTM to engage them.

[2019-12-31, 7:03:30 PM] Steve Kanellakos: Everyone is on this tonite trying to figure out whatâ€™s going on. John is engaged as is his external experts and RTM senior people.

[2019-12-31, 7:09:04 PM] Mathieu Gravel: Understood. Thank you all!

[2019-12-31, 7:11:15 PM] Philippe Landry: The train at cyrville is off the line. Running two train loops (tunneys to parliament and Blair to hurdman) with r1 between hurdman and parliament.

[2019-12-31, 11:59:02 PM] Philippe Landry: Mayor Watson and Chair Hubley, train at ottawa u has been removed and full services has resumed

[2019-12-31, 11:59:43 PM] Allan Hubley: Thank you and happy new year Phil.