

Message

From: Prendergast, Thomas F. [Thomas.Prendergast@stvinc.com]
Sent: 4/15/2019 11:46:18 AM
To: Gaul, Larry [Lawrence.Gaul@stvinc.com]; Charter, Troy [Troy.Charter@ottawa.ca]; Manconi, John [John.Manconi@ottawa.ca]; Dwyer, Brian P. [Brian.Dwyer@stvinc.com]; joe.north@railpros.com; Begin, Jocelyne [Jocelyne.Begin@ottawa.ca]; Morgan, Michael (Transit) [michaelj.morgan@ottawa.ca]
Subject: RE: thougher test pass

Larry (et al) –

While I do not want to prolong this discussion I would like to add there is a very real possibility that RTM and its collective management has a very large “Don’t Know They Don’t Know” area of the pie when it comes down to switches (and likely vehicles as well). I can tell you from direct experience when Chief Electrical Officer at NYCT and responsible for all aspects of power, signals and communications the need to resource and assign signal maintainers who understood track and new the inside and out elements of switch operation was both an art and a science. And that was on a system that didn’t have a CBTC signal system that adds far more complexity to the entire issue. The sooner those responsibilities are clearly identified, the resources found committed and assigned to start working as they need to the more likely your performance will improve.

Sorry for being somewhat pedantic, but this is one of the biggest risk areas in any rail system which is why it needs dedicated focus and attention now.

Tom Prendergast

From: Gaul, Larry
Sent: Monday, April 15, 2019 11:15 AM
To: Charter, Troy <Troy.Charter@ottawa.ca>; Manconi, John <John.Manconi@ottawa.ca>; Prendergast, Thomas F. <Thomas.Prendergast@stvinc.com>; Dwyer, Brian P. <Brian.Dwyer@stvinc.com>; joe.north@railpros.com; Begin, Jocelyne <Jocelyne.Begin@ottawa.ca>; Morgan, Michael (Transit) <michaelj.morgan@ottawa.ca>
Subject: RE: thougher test pass

The past week has been an eye opener. The number of vehicle and system (switch) failures is very concerning. I have spoken to Troy and suggested that during launch periods RTM should have guideway techs at each end of the line and at the MSF to provide immediate response to switch problems across the system. They also need to address the repeat problems we are having at switch 305 ASAP.

Also, I would recommend that there be vehicle technicians on the mainline during peak periods and a vehicle tech in the TOCC to assist in troubleshooting vehicle problems. This has proven to be a big challenge over the past week. (WE also need to look at improving the troubleshooting skills of the ERO’s and ERCs in the meantime!!!!)

From: Charter, Troy <Troy.Charter@ottawa.ca>
Sent: Monday, April 15, 2019 10:40 AM
To: Manconi, John <John.Manconi@ottawa.ca>; Prendergast, Thomas F. <Thomas.Prendergast@stvinc.com>; Dwyer, Brian P. <Brian.Dwyer@stvinc.com>; Gaul, Larry <Lawrence.Gaul@stvinc.com>; joe.north@railpros.com; Begin, Jocelyne <Jocelyne.Begin@ottawa.ca>; Morgan, Michael (Transit) <michaelj.morgan@ottawa.ca>
Subject: Re: thougher test pass

****This e-mail is from outside STV****

I have sent a note to Claude and will be following up with a call shortly.

Sent with BlackBerry Work (www.blackberry.com)

From: "Manconi, John" <John.Manconi@ottawa.ca>

Sent: Apr 15, 2019 10:36 AM

To: "Prendergast, Thomas F." <Thomas.Prendergast@stvinc.com>; "Dwyer, Brian P." <Brian.Dwyer@stvinc.com>; "Gaul, Larry" <Lawrence.Gaul@stvinc.com>; 'Joe North' <joe.north@railpros.com>; "Begin, Jocelyne" <Jocelyne.Begin@ottawa.ca>; "Charter, Troy" <Troy.Charter@ottawa.ca>; "Morgan, Michael (Transit)" <michaelj.morgan@ottawa.ca>

Subject: RE: thougher test pass

Agree and because we have Brian and Larry here they will help us dictate the strategy to rtg and even if I have to pay for it I will . Our collective role is to shape this must have at Ops readiness meeting and then we impose it.

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(www.blackberry.com)

From: Prendergast, Thomas F. <Thomas.Prendergast@stvinc.com>

Date: Monday, Apr 15, 2019, 9:23 AM

To: Manconi, John <John.Manconi@ottawa.ca>, Dwyer, Brian P. <Brian.Dwyer@stvinc.com>, Gaul, Larry <Lawrence.Gaul@stvinc.com>, 'Joe North' <joe.north@railpros.com>, Begin, Jocelyne <Jocelyne.Begin@ottawa.ca>, Charter, Troy <Troy.Charter@ottawa.ca>, Morgan, Michael (Transit) <michaelj.morgan@ottawa.ca>

Subject: RE: thougher test pass

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John –

I don't need to tell you this, but as Brian is saying the commitment by RTM to have critical track/signal experts available to respond to "disturbed switches" is ESSENTIAL. For those of us who have been involved in the daily operation of a major rail system it is imbedded in our core DNA to have those experts "on call and at the ready" whenever trains are running and especially during rush hours. And in making the determination as to how many and where to deploy them is concerned factors such as operational risk impact (i.e. failure of some switches have greater impacts to service than others) as well as time required to respond (positioning them in a distributed manner along the line and with an ability to walk or drive to the failed switch) need to be considered. If RTM is not focused now on fulfilling this commitment they will not be ready once service launches.

Tom Prendergast

From: Manconi, John <John.Manconi@ottawa.ca>

Sent: Monday, April 15, 2019 9:31 AM

To: Dwyer, Brian P. <Brian.Dwyer@stvinc.com>; Prendergast, Thomas F. <Thomas.Prendergast@stvinc.com>; Gaul, Larry <Lawrence.Gaul@stvinc.com>; 'Joe North' <joe.north@railpros.com>; Begin, Jocelyne <Jocelyne.Begin@ottawa.ca>; Charter, Troy <Troy.Charter@ottawa.ca>; Morgan, Michael (Transit) <michaelj.morgan@ottawa.ca>

Subject: RE: thougher test pass

****This e-mail is from outside STV****

Great intel. Thank you. Tell them we can't wait until April 24 need it tomorrow at the latest. If you need me to push Peter Lauch let me know.

Sent with BlackBerry Work
(www.blackberry.com)

From: Dwyer, Brian P. <Brian.Dwyer@stvinc.com>

Date: Monday, Apr 15, 2019, 8:25 AM

To: Manconi, John <John.Manconi@ottawa.ca>, Prendergast, Thomas F. <Thomas.Prendergast@stvinc.com>, Gaul, Larry <Lawrence.Gaul@stvinc.com>, 'Joe North' <joe.north@railpros.com>, Begin, Jocelyne <Jocelyne.Begin@ottawa.ca>, Charter, Troy <Troy.Charter@ottawa.ca>, Morgan, Michael (Transit) <michaelj.morgan@ottawa.ca>

Subject: RE: thougher test pass

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John:

We are on Daily Ops call now.

Having RTM staff in position to immediately react to disturbed switches for the first number of weeks especially should be the goal. Going forward, and something Troy has been leading internal and external discussions on is ensuring that both OC and RTM staff are aware of who is "on"; where they are; and what they are responsible for. In part – a list so that all the front line parties know who is available.

Not much detail on it, but there appears to be some type of comms card that is a known failure component to Alstom. When the Tech is available, without any detail, seems to be a fairly quick fix. Troy has/will be asking RTM for a presentation from on said response times/staffing at next Monthly Maint. Committee meeting – Wednesday, April 24.

From: Manconi, John <John.Manconi@ottawa.ca>

Sent: Monday, April 15, 2019 9:10 AM

To: Prendergast, Thomas F. <Thomas.Prendergast@stvinc.com>; Gaul, Larry <Lawrence.Gaul@stvinc.com>; 'Joe North' <joe.north@railpros.com>; Begin, Jocelyne <Jocelyne.Begin@ottawa.ca>; Dwyer, Brian P. <Brian.Dwyer@stvinc.com>; Charter, Troy <Troy.Charter@ottawa.ca>; Morgan, Michael (Transit) <michaelj.morgan@ottawa.ca>

Subject: FW: thougher test pass

Importance: High

****This e-mail is from outside STV****

Team launched 15 trains today . See below. Water in Lyon Station over the Rails. Everyone is on it - seems to be a power issue and the TOCC alarm indicated communication alarm only. Troy is investigating with Rtg. Larry /Brian Troy has data sets on themes from this weekend .Disturbed switches are a theme for sure. Weekend launches went very well with the exception of switch issues. At our Ops Readiness mtg I want us to scope out a launch mitigation plan for example do we want to insist that rtg place a technician at each switch for first week or so? We need to do the same for any other risk areas ie escalators etc.

Sent with BlackBerry Work
(www.blackberry.com)

From: Manconi, John <John.Manconi@ottawa.ca>

Date: Monday, Apr 15, 2019, 7:44 AM

To: Claude Jacob <Claude.jacob@rtmgrp.ca>, Charter, Troy <Troy.Charter@ottawa.ca>, Peter Lauch <peter.lauch@rideautransitgroup.ca>, Begin, Jocelyne <Jocelyne.Begin@ottawa.ca>

Subject: RE: thougher test pass

Outstanding work! Congratulations.

Sent with BlackBerry Work
(www.blackberry.com)

From: Claude Jacob <Claude.jacob@rtmgrp.ca>
Date: Monday, Apr 15, 2019, 7:42 AM
To: Charter, Troy <Troy.Charter@ottawa.ca>, Manconi, John <John.Manconi@ottawa.ca>, Peter Lauch <peter.lauch@rideautransitgroup.ca>
Subject: RE: thougher test pass

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Troy,

Agreed on the sump pump issue (OLRTC is looking into it), but that only delayed trains once in service as the trains were going through Lyon station. Call me if you need more precision.

Claude

Claude Jacob, P. Eng.
 General Manager
RTM 
 Rideau Transit Maintenance
 805 Belfast Road
 Ottawa ON K1G 0Z4
 T: 613-482-9304 x544
 C: 343-998-6534



From: Charter, Troy <Troy.Charter@ottawa.ca>
Sent: April 15, 2019 8:23 AM
To: Claude Jacob <Claude.jacob@rtmgrp.ca>; Manconi, John <John.Manconi@ottawa.ca>; Peter Lauch <peter.lauch@rideautransitgroup.ca>
Subject: Re: thougher test pass

Agreed. Had ot not been for the sump pump, all trains would most likely have started first trips on time. Progress everyday.

Sent with BlackBerry Work (www.blackberry.com)

From: Claude Jacob <Claude.jacob@rtmgrp.ca>
Sent: Apr 15, 2019 8:02 AM
To: "Manconi, John" <John.Manconi@ottawa.ca>; Peter Lauch <peter.lauch@rideautransitgroup.ca>;

"Charter, Troy" <Troy.Charter@ottawa.ca>

Subject: thougher test pass

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Gent's,

- After having to built from scratch a yard manual process (NON_UTO)
- after receiving the help of Alstom maintenance to hire and train all the yard Hostlers, re-train all our control room on the new operating rule and to operated manually a railroad over the course of 8 months, despite having replace 4 controllers in the meantime
- after a week of ramp up despite still limited with LRV availability (19 this morning out of 34), but positively receiving help from Alstom maintenance in preparing the vehicle and coupling them
- **WE ACHIEVED THIS MORNING OUR FIRST PERFECT LAUNCH, 15/15 TRAINS LAUNCH ON THEIRS TIMETABLE SCHEDULE, A PERFECT MORNING.**
- We will deal with maintenance just the same, implementing it all as fast as humanly possible despite all odds.

Your fighting through GM

Claude

Claude Jacob, P. Eng.

General Manager



Rideau Transit Maintenance

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