

MessageID	Date	Time	Participant	Message	Attachment
1	4/24/19	8:05:14 AM	Jocelyne Begin created this group		
2	8/5/19	11:55:48 AM	Jocelyne Begin added you		
3	8/05/19	11:56:15 AM	Jocelyne Begin	Scott is now part of the R4R group	
4	8/05/19	12:12:29 PM	Larry Gaul	In TOCC. Initial report of Mac speed 10kph and immediate stop on DDU. Cleared switches departing TP and reported no traction with IOS codes 07 (brake fault) IOS 09 (track brake untimely applied) and IOS 25 (degraded brake mode level 2).	
5	8/05/19	12:14:28 PM	Larry Gaul	Train at Blair reports brake faults on both cars. In the process of troubleshooting the brake faults. Updates to follow	
6	8/05/19	12:23:02 PM	Larry Gaul	ERO and ERS able to clear the brake fault at Blair but it reappeared. Now in process of cutting brakes out on affected truck	
7	8/05/19	12:49:59 PM	Troy Charter	Diversions lifted. Back to 11 trains running on full alignment.	
8	8/05/19	12:50:23 PM	John Manconi	Think we will loose the day?	
9	8/05/19	12:54:14 PM	Troy Charter	It will be close. Below 90%, is a restart. We ran most of the line during the diversion which would off set a lot.	
10	8/05/19	12:55:04 PM	John Manconi	Thanks	
11	8/05/19	1:02:25 PM	Jocelyne Begin removed Brian Dwyer		
12	8/05/19	2:01:19 PM	Troy Charter	Repeat brake fault issue, same train, same location. Was on a brief diversion, replacement train launched.	
13	8/05/19	2:02:05 PM	Scott Krieger	Same location? Thales Issue?	
14	8/05/19	2:04:53 PM	Larry Gaul	Same location. Hard to tell if it is vehicle or Thales or both. Brake and track brake faults.	
15	8/05/19	2:30:03 PM	Tom Prendergast	Does the CBTC spec requirement ever call for the use of a track brake or is its activation the result of manual intervention?	
16	8/05/19	2:31:39 PM	Jim Hopkins	Track brakes are activated by CBTC or by operator	
17	8/05/19	2:33:43 PM	Scott Krieger	Track Brake is part of emergency so CBTC can deploy it.	
18	8/05/19	2:36:40 PM	Larry Gaul	Don't believe the track brake fault came back on 2nd issue. Will check though	
19	8/05/19	4:29:43 PM	John Manconi	Larry/Tom/Troy - I forgot to ask what would we have done if we were in service today wirh customers on that stranded train? Almost an hour.	
20	8/05/19	4:46:31 PM	Larry Gaul	John. I could go into a very detailed discussion of what we probably should have tried but I will save all the details. Lets simplify this and say to move the train we needed to clear the faults quicker and or TRY and move the train with the CBTC cutout activated (not sure the latter would work but something that could be tried). We also need to make sure that Alstom has their tech available to immediately begin troubleshooting over the radio (if the ERCs are not successful). We also should have immediately dispatched a supv to the train to help trouble shoot and try and reassure customers on board that we are working to resolve the problem along with making regular onboard announcements from the ERO/TOCC.	

21	8/05/19	4:52:44 PM	John Manconi	Last point is where I was going . We have those procedures correct and will be trying an evacuation during drills right?	
22	8/05/19	4:52:59 PM	Troy Charter	Two potential items for tonights call. 1) Missions update is a preliminary update post trial running and the final is end of August. 2) Car wash is causing issues and they are asking the city not exercise discretion on vehicle cleaning for trial running until they rectify the issue.	
23	8/05/19	4:58:55 PM	Jim Hopkins	John there are two evacuation drills planned. One in tunnel and one in ballasted area.	
24	8/05/19	5:00:40 PM	John Manconi	Excellent thank you	
25	8/05/19	5:01:06 PM	Larry Gaul	At least one if not both are planned to be done with a live passengers. Brenda has theplan details	
26	8/05/19	5:02:09 PM	John Manconi	Great work thanks!	
27	8/05/19	7:21:55 PM	John Manconi	Troy just before we jump on the call where do you think they will score today?	
28	8/05/19	7:22:54 PM	Troy Charter	On kms, i doubt they pass. Everything else, probably good.	
29	8/05/19	7:23:15 PM	John Manconi	What does that mean? Day pass or failed?	
30	8/05/19	7:24:13 PM	Troy Charter	I think day failed. Even if they pass with low kms, will kill the 98% 12 day average.	
31	8/05/19	7:24:40 PM	John Manconi	Day failed or reset? It's important	
32	8/05/19	7:25:12 PM	Troy Charter	Reset unfortunately. It will be close.	
33	8/05/19	7:25:27 PM	John Manconi	Michael jump in	
34	8/05/19	7:26:41 PM	John Manconi	Troy, Tom, Michael, Larry, Joce I want a conference call after we are done with RTG	
35	8/05/19	7:26:51 PM	Troy Charter	Ok.	
36	8/05/19	7:26:58 PM	Jocelyne Begin	K	
37	8/05/19	7:27:18 PM	John Manconi	And Scott	
38	8/05/19	7:27:19 PM	Larry Gaul	Okee dokee	
39	8/05/19	7:27:32 PM	John Manconi	Scott you also please	
40	8/05/19	7:27:43 PM	Scott Krieger	Of course	
41	8/05/19	7:27:47 PM	Michael Morgan	John, the intent of the IC role is to arbitrate disputes and conflicts. If we want to give a pass, the IC may give an opinion but is unlikely to intervene. Looking at the string of issues from today, the issue is more than just an event with a single train.	
42	8/05/19	7:28:23 PM	John Manconi	Yes that is why I want us to conference call after rtg	
43	8/06/19	5:02:20 AM	Larry Gaul	Aug 6 Launch Summary	
44	8/06/19	6:40:41 AM	Larry Gaul	14 trains on mainline. 15th train crapped out on connector track - brake faults. Being returned to yard. Replacement train being prepared. No ETA yet on launch time of replacement train. Another train (01/02) experienced brake fault at Blair. ERO able to reset brake faults and is on move. 2.5 min delay.	
45	8/06/19	7:46:15 AM	Troy Charter	Early kms from yesterday, show it as a pass at 94%. This highlights we really need Deloitte and the team to finalize the km validation.	
46	8/06/19	7:47:21 AM	John Manconi	Ok thank you what can I do to help with the Deloitte thing. Where is the hold up?	
47	8/06/19	7:48:55 AM	Scott Krieger	Troy. What are the LRVs in the TP train.	

48	8/06/19	7:49:17 AM	Troy Charter	I will get an update this morning. The delay was getting info from Thales. Let me get the update as the plan was to finalize today.	
49	8/06/19	7:49:47 AM	Scott Krieger	Thanks. Just curious.	
50	8/06/19	7:50:37 AM	Troy Charter	Train 11/19.	
51	8/06/19	7:50:45 AM	Scott Krieger	Thank you.	
52	8/06/19	7:52:04 AM	Troy Charter	Just to confirm. Last night I thought Alstom committed to 3 techs on the line at peak periods? Am I wrong?	
53	8/06/19	8:03:01 AM	Scott Krieger	That's what I heard.	
54	8/06/19	8:12:39 AM	Troy Charter	Issue at Tunneys rectified. 15 trains running. LRV 28 / 32 is being removed for loss of battery. Replacement train ready to go and is being launched.	
55	8/06/19	8:16:05 AM	Scott Krieger	Dead Battery is strange. We will look into that.	
56	8/06/19	8:17:04 AM	John Manconi	What is this 1979 with my Dodge Dart slant 6??? (a bit of much needed humour)	
57	8/06/19	8:21:05 AM	Scott Krieger	We can look into that as well.	
58	8/06/19	8:21:46 AM	John Manconi	Silicon around the starter after every rainfall.....	
59	8/06/19	8:42:36 AM	Scott Krieger	Larry. What were the LRVs lost in the yard at launch.	
60	8/6/19	9:47:45 AM	Scott Krieger	video omitted	
61	8/07/19	5:07:15 AM	Larry Gaul	8/7 Launch Update	
62	8/07/19	5:08:39 AM	John Manconi	Thanks I am not being sarcastic with my question - sheets in?	
63	8/07/19	5:17:52 AM	Larry Gaul	Checking with Matt P at YCC. The TOCC only received a launch list for the 1st wave. Have not received the 2nd Wave list. Disturbed switch in yard. Don't know if it will impact launch but no trains at the handover platform yet. Have BK a and MO at YCC.	
64	8/07/19	5:18:22 AM	John Manconi	Ok	
65	8/07/19	5:19:54 AM	Larry Gaul	Just heard from MP - inspection sheets completed but many vehicle work orders not closed including on the one train that crapped out last night. Vehicle 01 (experienced a couple of problems yesterday) had an EB this morning all ready	
66	8/07/19	5:20:49 AM	John Manconi	Thanks	
67	8/07/19	5:28:27 AM	Larry Gaul	From BK in YCC in disturbed switch	
68	8/07/19	5:39:45 AM	Troy Charter	All clear in the yard.	
69	8/07/19	5:41:14 AM	John Manconi	Disappointing	
70	8/07/19	6:35:22 AM	Larry Gaul	14 trains on mainline. 14th train launched approx 2 mins late. 15th Launch still not at handover platform	
71	8/07/19	7:01:45 AM	Tom Prendergast	Joining the conversation late and have only one comment.....let's try and change the vernacular. "Crapped" is not an acceptable term to use at this late date given its connotation. Failed train or train with a major defect would be better. I am not trying to be picky. Alstom and it fleet are part of the larger team on this endeavor and the fleet is 't going to change overnight. The time for subtle blame and lamenting is long over. Sorry for the preaching, BUT I have been in this place before (different agency and different role for sure) and the leadership traits we all need to practice AND demonstrate to others are important.	
72	8/07/19	7:03:01 AM	Troy Charter	15 trains now out. 12 trains on time for first trips. 2 trains 2 mins late for first trips. Last train 14 mins late for first trip.	

73	8/07/19	7:39:16 AM	Troy Charter	We have 2 failed trains impacting service. 1 immobilized at Blair. 1 immobilized at Tunneys	
74	8/07/19	7:47:56 AM	Troy Charter	Both trains now mobile. 1 tech on the line this morning.	
75	8/07/19	7:47:56 AM	John Manconi	Michael two things. Can you send us the language on the PA relating to the 98%. I want a meeting with me you Troy Joce Pat Larry Tom and Pat immediately following Op5 readiness.	
76	8/07/19	8:11:23 AM	Michael Morgan	Okay. I will send the language.	
77	8/07/19	9:11:41 AM	Scott Krieger	I have asked Lauren and Adrian to remind Alstom about inspection and cleaning paperwork for the night shift. Not directing, but reminding. Let me know if that is too much.	
78	8/07/19	9:42:13 AM	Scott Krieger	Troy. Just following up. LRV inspection sheets will not necessarily show resolution to the previous days defects. I agree they are still struggling with management of open defects, but that might not be the mechanism.	
79	8/07/19	10:17:31 AM	Troy Charter	Agreed. Inspection sheets are separate from open work orders. The discussion amongst Alstom and RTM this morning was about how they accept and close off work orders.	
80	8/07/19	10:33:38 AM	Troy Charter	Recap of this morning.	
81	8/07/19	10:59:30 AM	Troy Charter	01 / 33 still an issue at Tunneys, major brake faults.	
82	8/07/19	12:21:44 PM	Troy Charter	Train 01 / 33 is being removed from service, max speed 16 km. A spare train is ready to go. Once the LRV is at the MSF, we will be back to full line, 11 trains.	
83	8/07/19	2:57:39 PM	Pat Scrimgeour	I will be a few min late for the meeting. Family medical situation. There ASAP.	
84	8/08/19	5:29:58 AM	Troy Charter	Launch is underway with the first wave of 7 trains launched. 4 trains started first trips late. Inspection and cleaning sheets received. Alstom / RTM still scrambling in the morning closing open work orders as trains are launching.	
85	8/08/19	5:52:27 AM	Tom Prendergast	Thanks for the status update. Scott will look into what happened overnight with a specific focus on efficiency (or not) of Alstom supervision and conduct of work overnight. Scrambling to close open work should be the exception and not the norm. Thanks for the info.	
86	8/08/19	7:07:23 AM	Troy Charter	Launch update. 14 trains launched. 15th train was rejected due to it having 2 faults and a speed restriction. No ETA yet on the 15th train.	
87	8/08/19	7:08:14 AM	Troy Charter	The second wave of 8 trains. 7 launched, all started first trips on time.	
88	8/08/19	7:09:40 AM	Tom Prendergast	Do you know the classification of the faults on the 15th train?	
89	8/08/19	7:13:44 AM	Troy Charter	los code 76 - Major traction fault 4. Immediate stop indicator and had a 70 km speed restriction.	
90	8/08/19	7:15:21 AM	Troy Charter	Andy is in the ycc with Matt now.	
91	8/08/19	7:21:15 AM	Tom Prendergast	Troy: Thank you.	
92	8/08/19	7:28:04 AM	Troy Charter	The train rejected was 03/09. Caused issues yesterday, was one of the removed trains.	
93	8/08/19	8:13:17 AM	Troy Charter	Still 14 trains. Nothing to report on the mainline.	
94	8/08/19	8:27:33 AM	Troy Charter	15 trains. Reduction starts in 25 mins.	
95	8/08/19	8:37:33 AM	Troy Charter	Immobilized train just East of Tremblay. Single tracking being implemented.	


96	8/08/19	8:49:04 AM	Troy Charter	2 more immobilized trains, 3 in total. Diversion not yet implemented as control is adjusting the plan	
97	8/08/19	8:59:24 AM	Troy Charter	2 separate single tracking diversions are in place. One immobilized train (the first train) is stuck between stations unable to move due to a brake failure.	
98	8/08/19	9:05:45 AM	Troy Charter	2 trains still immobile. 1 diversion line in place, one removed.	
99	8/08/19	9:22:12 AM	Troy Charter	1 train still immobile. 1 diversion in place.	
100	8/08/19	9:44:50 AM	John Manconi	I spoke to Angelo and Peter. I need everyone to disengage in any dialogue associated with the traction motor issues. Scott is the lead and is stickhandling it directly with Tom and Alstom. Scott will keep us apprised.	
101	8/08/19	9:45:50 AM	Troy Charter	10 4	
102	8/08/19	10:39:33 AM	Troy Charter	Back to full alignment. Mid day schedule, 11 trains.	
103	8/08/19	12:31:32 PM	John Manconi	Troy I have an emergency briefing with the mayor this afternoon. Can a) tell me if they failed yesterday and b) will they fail today? And if they fail those two do they still have a chance of making the 16th on the assumption both days are not resets? Advise ASAP please	
104	8/08/19	12:45:51 PM	Troy Charter	Yesterday is a fail, a solid fail. 85% on kms, fail on maintenance practices, fail on headway (target of 23 mins) and a fail on the peak period trains. It should be a re-start.	
105	8/08/19	12:46:21 PM	John Manconi	Thanks	
106	8/08/19	2:05:42 PM	Troy Charter	Back on a diversion line assignment again. Brake faults, track brake fault. Scott - will send you the details.	
107	8/08/19	2:21:22 PM	Scott Krieger	Roger	
108	8/08/19	3:00:10 PM	Troy Charter	Train is now mobile however still on another diversion line due to a disturbed switch east of Tremblay.	
109	8/08/19	3:08:34 PM	John Manconi	We just finished mayor briefing. Will brief all of you at Ops Readiness	
110	8/08/19	5:39:57 PM	Pat Scrimgeour	On call waiting. Any update?	
111	8/08/19	5:40:09 PM	Scott Krieger	Me too	
112	8/08/19	5:40:34 PM	Tom Prendergast	Same here.....Tom P	
113	8/08/19	5:41:07 PM	Michael Morgan	Their flight was likely delayed.	
114	8/08/19	5:41:51 PM	Troy Charter	Opening the line now. Will start in 5 mins	
115	8/08/19	5:41:56 PM	Troy Charter	Minutes.	
116	8/08/19	5:42:23 PM	Tom Prendergast	Freudian slip?	
117	8/08/19	7:08:29 PM	John Manconi	Troy, Michael, Joce. Mtg with Peter and Matt tomorrow my office 12:30.	
118	8/08/19	7:09:00 PM	Jocelyne Begin	Ok	
119	8/08/19	7:09:10 PM	Troy Charter	10 4	
120	8/08/19	7:37:09 PM	Scott Krieger	Sent John, Jocelyne and Tom an e-mail detailing the "asks" of Alstom.	
121	8/08/19	7:46:19 PM	John Manconi	Thanks Scott	
122	8/08/19	7:51:17 PM	John Manconi	Scott - perfect. Watch my next move! 🤖	
123	8/09/19	5:03:25 AM	Larry Gaul	Revenue services has begun with 7 two car trains. 1st departures from terminals on time. Yard projects 15-2 car trains will be available for AM rush period	
124	8/09/19	5:06:20 AM	Tom Prendergast	Welcome back Larry! Hope that you are feeling better. Thanks for the report of a good start as well.	
125	8/09/19	6:35:03 AM	Larry Gaul	Launch complete on time. 15 trains on mainline	
126	8/09/19	6:35:32 AM	Jim Hopkins	Promising start!	

127	8/09/19	6:56:49 AM	Troy Charter	All 15 trains started first trips on time. No issues experienced yard during launch. Inspections and cleaning sheets received on time. Vehicle Work orders - still a work in progress but some improvement.	
128	8/09/19	7:02:10 AM	Jocelyne Begin	So nice to hear!	
129	8/09/19	7:29:46 AM	John Manconi	Nice	
130	8/09/19	7:57:45 PM	Troy Charter	Nothing to report.	
131	8/09/19	7:58:24 PM	John Manconi	Thanks	
132	8/09/19	7:58:30 PM	Jim Hopkins	You mean lots (of service) to report	
133	8/09/19	7:58:44 PM	Troy Charter	Oui.	
134	8/09/19	7:59:05 PM	Scott Krieger	Wow. That's great news.	
135	8/09/19	8:17:47 PM	Jocelyne Begin	We are doing better than my via train is Because of storm lost signals. We are going 10 m/h	
136	8/09/19	8:18:35 PM	Jim Hopkins	🤔	
137	8/09/19	8:21:34 PM	Tom Prendergast	Lost signals.....can we blame Thales.....is your car A/C working? Can we blame Alstom or is it Bombardier?	
138	8/09/19	8:24:57 PM	Jocelyne Begin	😊thanks Tom	
139	8/09/19	8:34:22 PM	John Manconi	Get home soon and enjoy a nice drink	
140	8/09/19	8:34:48 PM	Jim Hopkins	Same!	
141	8/10/19	6:03:49 AM	Larry Gaul	Morning launch off to good start. 11 two car trains on mainline or getting ready to enter mainline as per schedule. All scheduled trains started service on time. Spare trains available and one will be staged at handover platform	
142	8/10/19	6:36:43 AM	John Manconi	Thanks Larry	
143	8/10/19	11:13:23 AM	Tom Prendergast	Is today's Operational Readiness call at 11:00 AM or 3:00 PM?	
144	8/10/19	11:13:49 AM	John Manconi	3:00 PM	
145	8/10/19	11:14:02 AM	Jim Hopkins	👍	
146	8/10/19	11:14:18 AM	Tom Prendergast	Thanks. Scott and I will call in then. Somehow I got confused	
147	8/10/19	11:14:51 AM	Tom Prendergast	And now I can get on my tractor and cut the "lower 40"	
148	8/10/19	11:15:10 AM	John Manconi	Sounds like fun	
149	8/10/19	11:15:15 AM	Jim Hopkins	I have people to do that	
150	8/10/19	11:16:09 AM	Tom Prendergast	I used to, but I realized it is some of the best stress relief I have....	
151	8/10/19	12:52:32 PM	Troy Charter	Nothing to report so far today. Late last night we did have an immobilized LRV at Lees. But given time of night, single tracking was efficient and minimal impact to service. A replacement train was launched.	
152	8/10/19	12:53:38 PM	John Manconi	Please double check everything. We had zero interruptions until that hydraulic leak occurred late last night	
153	8/10/19	12:56:35 PM	Troy Charter	We are. Their calculations are wrong.	
154	8/10/19	2:46:06 PM	Jim Hopkins	I thought things were off	
155	8/10/19	4:04:21 PM	Troy Charter	Nothing to report. 11 trains in service. Normal Sstursday schedule.	
156	8/10/19	6:20:30 PM	John Manconi	Thanks Troy	
157	8/11/19	8:10:12 AM	Larry Gaul	Sunday Launch Update	
158	8/11/19	8:15:18 AM	John Manconi	Thanks Larry	
159	8/11/19	8:31:45 AM	John Manconi	Troy/Larry can you look at control update. Troy they are using a different form can you tell them to follow proper procedures please also it says not only did the tain have break faults but it was brought to the wrong platform?	

160	8/11/19	8:35:36 AM	Larry Gaul	Yes, the train was brought up to the opposite handover platform and the ERO had to change platforms. Not sure if there was any comm between the YCC and the ERO/ERS is the yard in advance of that movement	
161	8/11/19	8:36:00 AM	John Manconi	Ok thanks	
162	8/11/19	8:52:32 AM	Troy Charter	I will follow up.	
163	8/11/19	8:52:53 AM	John Manconi	Thanks	
164	8/11/19	10:58:26 AM	Troy Charter	One LRV removed from mainline for propulsion issues. Spare train available and re-allocating resources to staff.	
165	8/11/19	11:08:35 AM	John Manconi	I just called peter for general updates across the Board. He is on conference call with the Exco's so I told him to call me when he is done and to provide me with updates.	
166	8/11/19	11:11:44 AM	Troy Charter	Replacement LRV launched.	
167	8/11/19	3:47:07 PM	John Manconi	Michael /Joce/Kim I forgot to mention tomorrow I also want to nail down the narrative on what the options are for mayor announcement vis a vis to RSA certification	
168	8/11/19	3:47:51 PM	Jocelyne Begin	Noted	
169	8/11/19	3:52:48 PM	Michael Morgan	Okay.	
170	8/11/19	3:57:36 PM	Kim MacEwan	Okay	
171	8/11/19	3:58:27 PM	John Manconi	Troy/Pat as discussed I want to know if facilities bus stop , map folks etc are 24/7. I don't want to micro manage but again this weekend I saw zero activity in this area. I am concerned your teams are usual traditional approaches and shift to get this done. We need hurry up offence. Do I need to speak to the group?	
172	8/11/19	4:00:15 PM	Pat Scrimgeour	I will have info from my side tomorrow and will speak to Troy about the production and installation work by FM and with Michael about the production and installation work by RTM. Also will explore whether alternatives to RTM are a good idea.	
173	8/11/19	4:02:41 PM	Troy Charter	You do not need to speak to the group. The sign shop group is a small unit but we have options to increase production.	
174	8/11/19	4:50:03 PM	John Manconi	Both of you Bring specifics and a plan to accelerate. I am tired of asking and time is running out. Sign up maps up bagged ready for launch. I don't want a long drawn out discussion. No time for that.	
175	8/11/19	8:20:41 PM	Troy Charter	Nothing to report on the line. Service has reduced to 6 trains in accordance with a normal Sunday schedule.	
176	8/11/19	8:22:50 PM	Jocelyne Begin	Did something happen at Tremblay? There was three trains bunched up at the station.	
177	8/11/19	8:28:48 PM	Troy Charter	Not that I am aware off. I get calls for unscheduled removals and delays. Know the time, i can check?	
178	8/11/19	8:29:15 PM	Jocelyne Begin	Less than one hour ago	
179	8/11/19	8:30:23 PM	Troy Charter	Thx	
180	8/12/19	5:07:41 AM	Larry Gaul	Launch update	
181	8/12/19	5:33:29 AM	Larry Gaul	Two vehicle techs on mainline. Am told others will be undergoing rules qualification training this morning so hope to have 5 on mainline this afternoon. As I hear more I will provide updates	
182	8/12/19	5:41:09 AM	John Manconi	Thanks	

183	8/12/19	5:42:57 AM	Troy Charter	That is correct. In the YCC. They anticipate being fully staffed for field techs by tomorrow. Including the tech that will be present at the Tocc for peak periods.	
184	8/12/19	6:35:58 AM	Larry Gaul	15 trains on mainline. One spare at handover platform. All trains running on or close to schedule	
185	8/12/19	6:36:50 AM	John Manconi	Excellent! Let's all hope for a great day. We could use it. Thanks Larry	
186	8/12/19	6:42:28 AM	Larry Gaul	Update on Joke's observation at Tremblay last night. GID activation at 1937 hrs with three trains in immediate vicinity - 2 eastbound and 1 westbound. One of the two eastbound trains was a non revenue reduction trip headed back to MSF. Took approximately 3.5 mins to clear GIDS alarm and get trains moving.	
187	8/12/19	6:50:09 AM	Larry Gaul	Vehicle Tech in TOCC for remainder of peak period	
188	8/12/19	6:50:34 AM	Jocelyne Begin	Thanks Larry	
189	8/12/19	6:54:49 AM	Joe North	TOCC should report future GID activations that stop trains and report on any that were put into a full emergency brake stop? Do we know if this was a false positive GID stop or did we have a trespasser?	
190	8/12/19	6:56:59 AM	Larry Gaul	No obvious reason cited for GID activation. If I recall, one of the trains EB'd.	
191	8/12/19	7:00:48 AM	Troy Charter	If a train is travelling at 5kms or less, it can activate the GID. What occurred is the train that was out of service and was being reduced, crept up on the cin service train. It then EB'D as it was travelling at a low rate of speed at the station.	
192	8/12/19	7:02:47 AM	Joe North	Another example of how this GIDS was over thought by RTG. A train traveling at any speed should never trigger a GIDS. That's a train control function.	
193	8/12/19	7:06:26 AM	Joe North	To be open minded about it...maybe GIDS was not designed that way and it's a defect or anomaly. Can we confirm that it is, or is not a design feature?	
194	8/12/19	7:09:24 AM	Troy Charter	Agree that a train should never activate a GID. It is not a design feature, however it is something they are struggling to rectify.	
195	8/12/19	7:19:50 AM	Scott Krieger	I am told switch 516 has an issue, preventing access to the LMB3 shop track. Does anyone know if that is correct?	
196	8/12/19	7:45:27 AM	Troy Charter	We have an immobilized train at Tunneys. Vehicle Tech in the Tocc attempting to trouble shoot.	
197	8/12/19	7:50:55 AM	Troy Charter	Replacement train to be launched.	
198	8/12/19	7:54:54 AM	Tom Prendergast	While it is unfortunate the train is immobile it provides a good opportunity for practicing service mitigation options. I apologize for stating the obvious, but could be a very good comparator with last week's incident.	
199	8/12/19	8:01:54 AM	John Manconi	Troy/Larry I know you a bunch on the go but I need something for today's meeting. Can you bring the total number of trips by period of the day if you have them broken down that way planned and completed for each day of trial running. Thanks	
200	8/12/19	8:19:12 AM	Scott Krieger	Switch 516 back in service	
201	8/12/19	8:28:09 AM	Troy Charter	John- that is what we are working towards. Unfortunately everything has been built around kms, so we are having to build some processes and manuel counts. We are meeting this AM to map it all out.	

202	8/12/19	8:44:37 AM	John Manconi	Ok but We need that information today. Do you need resources?	
203	8/12/19	9:46:00 AM	John Manconi	Everyone- I am sending an urgent action list for today. Please action everything on the list	
204	8/12/19	9:48:42 AM	Troy Charter	10 4. We have all the resources needed to work on it. Starting with this weekend and working our way back.	
205	8/12/19	10:01:23 AM	John Manconi	Folks check your email. Action all items immediately	
206	8/12/19	10:03:18 AM	Troy Charter	Received.	
207	8/12/19	10:05:34 AM	Kim MacEwan	Received	
208	8/12/19	10:12:18 AM	Pat Scrimgeour	Yes	
209	8/12/19	10:13:21 AM	Scott Krieger	Got it.	
210	8/12/19	10:19:53 AM	Jim Hopkins	Got it	
211	8/12/19	10:34:38 AM	John Manconi	Just sent you update from mayor discussion with Alstom	
212	8/12/19	8:06:33 PM	Troy Charter	They are still working the Friday kms actuals. We have narrowed it down to a range for Friday but they still have work to do. Worst case is 94%, best case is 97.5 / 98%.	
213	8/12/19	8:52:28 PM	John Manconi	Thanks. Remind me again why is IAsT Thur/Friday an reset of the 12?	
214	8/12/19	9:00:15 PM	Tom Prendergast	I will let Troy and Michael provide the expert answer, but if my recollection is correct they failed three days in a row Tuesday, Wednesday and Thursday, which if following the original criteria would call for a restart.	
215	8/12/19	9:02:51 PM	Troy Charter	The primary and main reason, failure to meet the minimum daily kms of 90% of scheduled kms	
216	8/12/19	9:03:21 PM	Jim Hopkins	On last Wednesday and Thursday correct?	
217	8/12/19	9:03:31 PM	Troy Charter	Yes	
218	8/13/19	5:40:23 AM	Larry Gaul	Launch update. Full compliment of trains during 1st wave on time. Expecting 8 additional trains for 2nd Wave. Three Alstom techs have reported on the mainline (rode theee sweep trips onto mainline)	
219	8/13/19	6:49:51 AM	Larry Gaul	2nd Wave Launch completed on time. One train being removed from the mainline due to a "loss of one battery". Spare at handover platform. Trying to get routed to west connector to cover the upcoming gap in westbound service.	
220	8/13/19	7:36:22 AM	Troy Charter	Immobilized LRV at Tunneys. Alstom Tech was on location and is working on the lrv. No replacement train available (spare was already used during launch)	
221	8/13/19	7:44:36 AM	Troy Charter	Mobile again. Approx 16 minutes to resolve.	
222	8/13/19	7:46:15 AM	Joe North	Was TOCC able to minimize the impacts to other trains?	
223	8/13/19	8:33:30 AM	Larry Gaul	Joe. Their was one missed headway out of TP. Gap in service was 6:40 seconds for one round trip. The CBTC system adjusted some dwells of trains ahead of the delay (longer dwells) to help reduce the gap and the CBTC shortened some of the dwells on the train carrying the gap. The latter may not be viable as dwells on the first train after the gap can be expected to be longer due to larger volume of customers attempting to board (and later alight) the train	
224	8/13/19	8:42:55 AM	Joe North	So that's how one peak period train problem can generate more than 1 train worth of lost kilometers? Is that correct?	
225	8/13/19	8:58:21 AM	Larry Gaul	Yes. If we had a second spare we would have inserted into Eastbound gap resulting in the loss of 1/2 trip (roughly)	

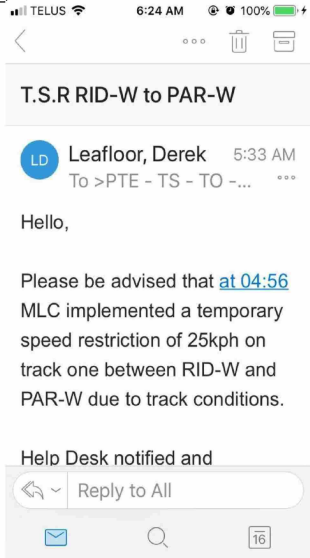
226	8/13/19	9:03:43 AM	Troy Charter	Fyi. We have a train with brake faults that is unable to move. Currently at Bayview station. Diversion lines being implemented. Alstom Tech on route from Tunneys.	
227	8/13/19	9:07:42 AM	Tom Prendergast	Gents: It is discussions like these that need to occur. Not only does there need to be alignment between Thales and OC Transpo in terms of what the ATS element of the CBTC system provides in the way of delay mitigation and what OC Transpo believes it NEEDS to have, but the issue of what value km's operated as a true measure of service delivery needs to be sorted.	
228	8/13/19	9:13:46 AM	Tom Prendergast	Lastly, we have now seen a number of times just how valuable "spare trains at the ready" are to delivering dependable service. With only one spare currently available (and even that is only under the best of circumstances) you are truly limited in what you can do once that only spare is used. By getting one or two more reliable and readily available spare trains you can easily see how much more dependable the service delivery could be. Obvious I know, but worth restating many times. Once you get past Trial Running and revenue service start-up the issue of increasing spares should be considered as one of the highest priority items.....and especially with Winter right around the corner	
229	8/13/19	11:43:34 AM	Troy Charter	Update. LRV is still at Tunneys pasture, but we are now able to operate Tunneys to Blair using 1 platform at Tunneys.	
230	8/13/19	12:28:39 PM	Jim Hopkins	<attached: 00000231-2019-08-13-12-28-39.jpg>	 00000231-2019-08-13-12-28-39.jpg
231	8/13/19	1:51:44 PM	Troy Charter	Update. LRV at Tunneys is most likley going to stay there thru the PM peak as their are concerns that moving it may result in another fault impacting service. The plan is to use one platform thru the peak.	


232	8/13/19	2:16:58 PM	Troy Charter	Train at Hurdman has been removed. Will be returning to normal operations (still only 1 plat form at Tunneys).	
233	8/13/19	7:43:11 PM	Troy Charter	Nothing to report so far this PM. The plan is to bring back the LRV at Tunneys this evening at 1030 after service reduction. Will give Alstom time overnight to work on it and given the time of night, hopefully we can get it back without interrupting service.	
234	8/13/19	7:43:30 PM	John Manconi	Thanks	
235	8/13/19	7:44:26 PM	Scott Krieger	I talked to Matt about that plan and it sounds like a good decision.	
236	8/13/19	7:47:48 PM	Larry Gaul	Thanks Scott. Two days in a row for what I understand is the same problem. I hope they don't rush releasing this car(s) in the morning just to make their "#"?	
237	8/14/19	5:34:38 AM	Troy Charter	We have our 5 techs on the line and the tech for the TOCC will in at 6.	
238	8/14/19	6:20:52 AM	John Manconi	Status?	
239	8/14/19	6:23:45 AM	Troy Charter	12 vehicles on the line. 2 more at handover plat form. Told there are 16 trains available but one in the shed is having problems gaining communications. Launch is going well.	
240	8/14/19	6:24:46 AM	John Manconi	All on time?	
241	8/14/19	6:26:40 AM	Troy Charter	Yes. Organized yard this morning.	
242	8/14/19	6:30:28 AM	John Manconi	Ok good	
243	8/14/19	6:49:31 AM	Troy Charter	15 trains on the line, all launched on time. No spare train. Faulty train at Bayview, tech is currently troubleshooting.	
244	8/14/19	6:50:18 AM	John Manconi	Ok thanks	
245	8/14/19	7:05:43 AM	John Manconi	Why no spare train?	
246	8/14/19	7:08:10 AM	Troy Charter	They had to use the spare to replace one of the planned launch trains that could not gain communications in the yard.	
247	8/14/19	7:08:31 AM	John Manconi	Ok	
248	8/14/19	7:10:06 AM	Troy Charter	Train at Blair, unable to depart. Back to troubleshooting.	
249	8/14/19	7:11:54 AM	Tom Prendergast	Is the disabled train @ Blair affecting terminal departure times?	
250	8/14/19	7:13:10 AM	Troy Charter	Yes. Causing delays to all Eastbound trains as we are trying to enter and depart from the one station at Blair.	
251	8/14/19	7:13:25 AM	Troy Charter	One platform at Blair.	
252	8/14/19	7:13:47 AM	Tom Prendergast	Noted and thanks	
253	8/14/19	7:13:56 AM	John Manconi	They need to launch another train or they will loose they day. Do they get how critical this is?	
254	8/14/19	7:22:09 AM	Troy Charter	They still have to get the train out of Blair, another train would make the delays worse. Control is managing the delay well. Took sometime to even it out. They are working on a spare train, almost ready.	
255	8/14/19	7:22:32 AM	John Manconi	On Thanks good work	
256	8/14/19	7:25:49 AM	Larry Gaul	Trains at Blair is undergoing a complete reset. Tech just arrived at Blair via train.	
257	8/14/19	7:26:29 AM	Tom Prendergast	What Troy is saying is correct? That is why I asked about the affect the disabled train @ Blair has on maintaining schedule. If they pay attention to the cycling of trains at Blair (need to facilitate in and out moves) such that they minimize or better yet totally mitigate delays there they will not lose appreciable KM's. And that has to be a joint effort between RTM and the TOCC.	

258	8/14/19	7:29:39 AM	John Manconi	Ok and I guess I am puzzled as to why the tech wasn't at Blair ?	
259	8/14/19	7:33:51 AM	Tom Prendergast	Very good question. That is why in all of our discussions with RTG/RTM we always have stated positioning techs at both terminals should be done. And this is all occurring a little over 12 hours since our discussion with them yesterday reinforcing the importance of ALL parties working to together to achieve 98%+ performance??!!	
260	8/14/19	7:38:18 AM	Troy Charter	I will double check but there was / is a tech at Blair.	
261	8/14/19	7:39:44 AM	John Manconi	Ok we will let you guys do your thing. None of this is second guessing the great work you guys are doing . I want to know post rush what happened and did they have a tech there or not like they committed to. We will stand down as I know this is distracting. Thanks	
262	8/14/19	7:47:56 AM	Larry Gaul	There was a tech at Blair but I understand he jumped on a train that had a couple of issues just before the train became disabled at Blair. The Tech was making his way back to Blair on a train but was caught up in the eastbound train congestion caused by single platform operation. Tech is at Blair now	
263	8/14/19	7:50:02 AM	Troy Charter	Unrelated update. 90.6 % yesterday. Number will go up maybe a % or two as we will take some KM's as our fault. Yesterday should be a pass. Will verify later.	
264	8/14/19	7:50:38 AM	Tom Prendergast	Hindsight being 20/10 the tech at Blair should have "handed off" his worries on the train with "issues" to one of the roving techs our on the line. The relative importance of techs at terminal cannot be overstated and I know that both you and Troy know that.	
265	8/14/19	7:54:51 AM	John Manconi	Pat at Ops Readiness today I want you to walk through what we would of messaged out of we were in service, platform, text, social media etc and I want to know exactly what the customer impact would of been.	
266	8/14/19	8:00:03 AM	Pat Scrimgeour	Okay. I will get that together.	
267	8/14/19	8:20:30 AM	Scott Krieger	I I think the rover from Blair riding the train was not a bad idea. If it failed just outside the station and didn't have a rover we would ask why. What might have been suggested would be to have immediately backfilled when the first rover took the train out. I will find out who is coordinating the Rovers activities.	
268	8/14/19	8:26:10 AM	Troy Charter	Disabled train off the mainline. 14 trains in operation. Anticipate replacement train shortly.	
269	8/14/19	8:26:21 AM	Scott Krieger	Tks	
270	8/14/19	8:34:13 AM	Joe North	Scott, I'm not smart enough to prove it with probability statistics but I think the terminal tech is likely to be more effective than a rover. The terminal tech has more opportunities to be helpful if they are not isolated on a particular train, right? I've seen Techs assigned to a single train when Ops and the Mechanical dept know the train to have reliabilty issues and they think a tech can keep it in service.	

271	8/14/19	8:34:54 AM	Tom Prendergast	In some ways I agree with you Scott, but I am willing to bet that the availability of only one track at Blair places extreme pressure on the system's ability to maintain the rush period headway. Signal/interlocking cycle times are such that with only one track available they are hamstrung in maintaining headway. And once trains start backing up in the mainline the problem gets worse and begins to cascade throughout the system. Chicago (CTA) has numerous two track terminal stations (by product of an expressway median right-of-way and the engineering standard to mitigate delays at those terminals is to have diamond crossovers immediately before and after the island station platform and room past the diamond crossover past the platform for the "storage" of two trains on each track. Those storage location held disabled trains or spare (gap) trains.	
272	8/14/19	8:37:28 AM	Tom Prendergast	Joe's summary is consistent with practices I have seen. While he had Road Car Inspectors (RCI's) our on the line at NYCT the most important ones were stationed at terminals to get the "biggest bang for the buck".	
273	8/14/19	9:50:55 AM	John Manconi	Troy Tom Larry Michael Joce Conference call at 10:30 with findings of this morning	
274	8/14/19	10:08:41 AM	Scott Krieger	Do you need me as well Sir?	
275	8/14/19	10:09:00 AM	John Manconi	Yes	
276	8/14/19	10:09:12 AM	Scott Krieger	No problem. Talk then.	
277	8/14/19	7:09:57 PM	Troy Charter	Nothing to report on the line this afternoon peak.	
278	8/14/19	7:13:27 PM	John Manconi	Good keep it that way ! 😊	
279	8/14/19	7:53:46 PM	John Manconi	Moment of inspiration as we work our way through all this. Out for my walk and I see an man watching trains at Tunneys. I say to him what do think? He says beautiful just beautiful can't wait to ride it! I ask him are you a frequent transit user he says senior - free Wednesday every Wednesday, can't wait! Just before that a guy with a few too many beers into him just came out of beer store leaning over looking down the rock cut watching the trains go buy just in awe! We need to remind ourselves we have hundreds of thousands of fans that are the silent majority - let's remind ourselves to ignore the critics who often have accomplished nothing and are often not happy with anything. Thank you all of you - hang in! This system will be awesome.	
280	8/14/19	7:54:53 PM	Jim Hopkins	Nice words to ponder...thanks very much	
281	8/14/19	7:57:40 PM	Kim MacEwan	So true! Thanks for the reminder	
282	8/14/19	8:04:11 PM	Troy Charter	Otrain fans. I love his video showing two trains arriving and departing in opposite directions. That was just 18 buses that went by.	
283	8/14/19	8:14:10 PM	John Manconi	Please take 10 minutes and listen to our chair. The interview person is a very respected news broadcaster	
284	8/14/19	8:39:25 PM	Pat Scrimgeour	Good story and good interview.	
285	8/14/19	8:57:50 PM	Jim Hopkins	Lots of great messages	
286	8/14/19	9:19:47 PM	John Manconi	Troy Tom Michael Larry Joe Jocelyne 11 am tomorrow RAMP room. Mtg to discuss Peter's suggestion.	
287	8/14/19	9:19:59 PM	John Manconi	Scott also please	
288	8/14/19	9:21:46 PM	Jocelyne Begin	Noted	

289	8/14/19	9:36:40 PM	Troy Charter	Ok	
290	8/15/19	5:33:43 AM	Larry Gaul	1st Wave Launch complete and on time. Staffing for 2nd Wave.	
291	8/15/19	5:40:12 AM	Troy Charter	5 techs confirmed in the line. Tech in the TOCC for 6 am. 16 trains available today.	
292	8/15/19	6:15:39 AM	Troy Charter	One vehicle, major traction fault at St. Laurent eastbound. Unable to depart. Trying to get the train to Blair Station, to get it out of the way. Diversion lines being established.	
293	8/15/19	6:49:52 AM	Larry Gaul	A second train disabled at St Laurent on track 1	
294	8/15/19	6:50:30 AM	John Manconi	What do we think is causing this? Any ideas?	
295	8/15/19	6:50:42 AM	Troy Charter	Not good. Second train down at Cyrville. Diversion adjusted. Tunneys to Tremblay loop and Blair to Cyrville loop.	
296	8/15/19	6:51:02 AM	John Manconi	Three down?	
297	8/15/19	6:51:30 AM	Troy Charter	2 down. My message was out of sync.	
298	8/15/19	6:52:05 AM	Troy Charter	Meant 2 down at st. Laurent.	
299	8/15/19	6:53:25 AM	Larry Gaul	Troy. Second train is at St Laurent not Cyrville	
300	8/15/19	6:53:43 AM	Tom Prendergast	Need to use terminology that identifies affected trains by name.....LRV MM/NN...that will avoid confusion as to how many trains.	
301	8/15/19	6:54:18 AM	Troy Charter	It was my mistake.	
302	8/15/19	6:54:42 AM	Tom Prendergast	Changing ends due to diversion strategy being implemented?	
303	8/15/19	6:57:40 AM	Tom Prendergast	By the way, is LRV 15 the one we have been having many problems with in terms of traction & brake fault failures? I seem to remember seeing it come up frequently.	
304	8/15/19	7:06:40 AM	Troy Charter	I believe you are correct on LRV 15. I asked yesterday to get an updated listing of number of times each LRV had issues on the line. Will have it today.	
305	8/15/19	7:07:23 AM	John Manconi	Are all the trains moving now?	
306	8/15/19	7:09:03 AM	Troy Charter	No. First disabled train off the line. Second disabled train still at St. Laurent track 2.	
307	8/15/19	7:10:53 AM	Tom Prendergast	Did LRV 15/30 make any round trips or was it being inserted into service from MSF to Blair when the failure occurred?	
308	8/15/19	7:11:10 AM	Larry Gaul	09/24 off mainline. Normal service being restored.	
309	8/15/19	7:12:24 AM	Tom Prendergast	Am I correct in saying that time between initial failure to time normal service being restored is about 55 minutes?	
310	8/15/19	7:16:07 AM	Larry Gaul	It's recorded as 63 mins from first train problem to start of normal service restoration	
311	8/15/19	7:16:24 AM	Tom Prendergast	Thanks.	
312	8/15/19	7:41:56 AM	Troy Charter	13 trains operating full alignment. 14th train is at the handover platform but is one of the trains that just had issues on the line.	
313	8/15/19	5:05:26 PM	John Manconi	Everyone we are locked in to the new plan. 13 deuces for morning rush hour. Troy is point man. En route back to St. Laurent. Michael is penning documentation	
314	8/15/19	5:07:13 PM	Troy Charter	Building a new timetable tonight. Will be loaded and ready for tomorrow. Control will be made aware as will YCC.	
315	8/15/19	5:07:55 PM	John Manconi	Ok thanks. I know you folks will pull it off	
316	8/15/19	5:08:14 PM	Scott Krieger	May I let my staff know?	
317	8/15/19	5:16:39 PM	John Manconi	Talk to Tom	



318	8/15/19	5:17:26 PM	Scott Krieger	Will do.	
319	8/16/19	5:35:46 AM	Troy Charter	Not the cleanest of launches this morning, documentation and inspection sheets. Nothing major but poor administration. Resulted in 1 train launching late. 6 of 7 launched on time. Second wave starting in 25 mins.	
320	8/16/19	6:24:44 AM	John Manconi	<attached: 00000321-PHOTO-2019-08-16-06-24-44.jpg>	 <p>T.S.R RID-W to PAR-W</p> <p>LD Leafloor, Derek 5:33 AM To >PTE - TS - TO -... ***</p> <p>Hello,</p> <p>Please be advised that at 04:56 MLC implemented a temporary speed restriction of 25kph on track one between RID-W and PAR-W due to track conditions.</p> <p>Help Desk notified and</p> <p>Reply to All</p>
321	8/16/19	6:38:14 AM	Joe North	Rough ride. Possible rail corrigration. Speed restriction not impacting service. Waiting for tech response.	
322	8/16/19	6:38:45 AM	John Manconi	Ok thx	
323	8/16/19	7:00:34 AM	Troy Charter	13 trains on the mainline. Spare at the handover platform. 1 tech in the TOCC, 4 techs on the mainline (short 1). Tom Pate is looking into why they are short one, have not heard back yet.	
324	8/16/19	7:00:56 AM	John Manconi	Ok thanks	


					
325	8/16/19	7:14:29 AM	John Manconi	<attached: 00000326-PHOTO-2019-08-16-07-14-29.jpg>	00000326-PHOTO-2019-08-16-07-14-29.jpg
326	8/16/19	7:18:42 AM	Troy Charter	Can you turn to page 2. I need to know more about Justin and Shawn. Lol	
327	8/16/19	7:19:14 AM	John Manconi	LOL!!!	
328	8/16/19	7:21:58 AM	Jocelyne Begin	Good one Troy!	
329	8/16/19	7:42:12 AM	Troy Charter	Nothing to report.	
330	8/16/19	7:42:31 AM	John Manconi	Good keep it that way please! 😊	
331	8/16/19	8:57:24 AM	Troy Charter	Still nothing to report. Am reduction to start soon.	
332	8/16/19	8:57:56 AM	John Manconi	Let me know when we are through rush pleases	
333	8/16/19	9:14:24 AM	Troy Charter	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.	
334	8/16/19	1:17:00 PM	Troy Charter	11 trains in operation and running well. We ramp back up to 13 trains at 2:30.	

					
335	8/16/19	2:02:34 PM	Troy Charter	<attached: 00000336-PHOTO-2019-08-16-14-02-34.jpg>	00000336-PHOTO-2019-08-16-14-02-34.jpg
336	8/16/19	2:23:00 PM	Tom Prendergast	Looks like "ready, set and go".....dueling LRV's	
337	8/16/19	4:58:55 PM	John Manconi	I just saw update from TOCC are they launching spare?	
338	8/16/19	5:10:29 PM	Troy Charter	Disabled train is now parked at Tunneys. Resuming full service using a single platform at Tunneys. Spare train to be launched in a gap.	
339	8/16/19	5:12:27 PM	John Manconi	Are we ok for passing the day at 96?	
340	8/16/19	5:13:27 PM	Troy Charter	Unsure. Worried about thru put in east end now. 2 hour impact.	
341	8/16/19	5:13:46 PM	John Manconi	We can't loose the day	
342	8/16/19	5:14:21 PM	Troy Charter	I know but this was long and the tech made it worse.	
343	8/16/19	5:14:45 PM	John Manconi	Did peter talk to you? He didn't know about the missing techs.	
344	8/16/19	5:15:23 PM	Troy Charter	No. He did not call.	
345	8/16/19	5:18:17 PM	Troy Charter	Problem was made worse, got the train back to tunneys, then tried to move it again and it caused another delay right when we were going back to full mainline causing another approx 8 min delay across the entire line.	
346	8/16/19	5:20:06 PM	Jocelyne Begin	Troy we will know tomorrow around 2 pm correct?	
347	8/16/19	5:22:24 PM	Troy Charter	I will have a pretty good idea in the morning.	
348	8/16/19	5:22:41 PM	Jocelyne Begin	K thanks	
349	8/16/19	8:39:25 PM	Troy Charter	We are down another vehicle at Blair. Not impacting service. We were told 2 techs on the line, 1 at the msf.	
350	8/16/19	8:40:24 PM	Scott Krieger	Troy, Do you know the cause?	
351	8/16/19	8:43:01 PM	Troy Charter	Immediate stop icon VOBC issue, Ddu only showing trailing cab.	
352	8/16/19	8:44:45 PM	Scott Krieger	Where did it happen? At a terminal station?	
353	8/16/19	8:44:54 PM	John Manconi	Scott help me out - How does the fleet go from running 100% trips in the am to a gong show in the pm?	
354	8/16/19	8:45:17 PM	Troy Charter	Yes. At a terminal station.	

355	8/16/19	8:46:01 PM	John Manconi	Launch a spare? Don't loose the day	
				They will launch a spare. I will look into the details on this vehicle. The earlier vehicle was not launched in the morning. And we had a perfect run with 13. I dont know why they did not launch the 2 trains they reduced from the am peak.	
356	8/16/19	8:48:00 PM	Troy Charter		
				I do not know. I know loosing sight the trailing pair can be one of the symptoms of a turnaround issue. The earlier one I do not know. Question (I have to ask) when do we change operators? But, as Troy said, why didn't they launch the trains that were reduced?	
357	8/16/19	8:50:45 PM	Scott Krieger		
358	8/16/19	8:51:57 PM	Scott Krieger	I will have my night guy check on what is found.	
				No idea. I have some ideas for next week. I may be asking them to run their vehicles roster buy as before hand	
359	8/16/19	8:52:18 PM	John Manconi		
				Operators generally change at Tunneys terminus. Blair Station at this time of day would be a single operator.	
360	8/16/19	8:52:32 PM	Troy Charter		
				This afternoon LRVs 02 and 07 were the 4pm to 6pm problem. They were not part of the 13 2-car trains launched in the morning. 02 and 07 were originally the spare cars this afternoon. They were used when the intended PM launch train had problems. Not sure if there is a reliability correlation. Note to us...watch 02 and 07 for repeat problems.	
361	8/16/19	8:53:15 PM	Joe North		
362	8/16/19	8:55:35 PM	Scott Krieger	Troy - Got it. Just asking all the questions.	
				To say that this is basic fleet maintenance 101 is a significant understatement. Why we have to be doing it tonleas then is unfriggin believable.	
363	8/16/19	8:59:52 PM	Tom Prendergast		
				I will finish with this. Full court press - on fleet , fleet deployment, fleet maintenance cross the lines if you have to just tell your guys to say "without prejudice ". Seriously we have to. More on next conference call on Sunday	
364	8/16/19	9:04:06 PM	John Manconi		
365	8/16/19	9:04:35 PM	Jim Hopkins	Understood!	
366	8/16/19	9:07:31 PM	Scott Krieger	Yes Sir.	
				Rough launch this morning. Challenges in the yard resulting in late starts. Presently 11 trains on the mainline, with a spare. 4 trains launched 10 mins late, 1 train launched 25 mins late. 1 train with traction fault at Tunneys. Spare train being prepped to launch. Train that is in fault at Tunneys, we are being told had a reset in the shed prior to launch.	
367	8/17/19	6:46:47 AM	Troy Charter		
368	8/17/19	6:50:58 AM	John Manconi	Is peter Matt senior Alstom guys in?	
				Peter just connected with me as said he is in control room and said he is escalating - whatever the heck that accomplishes	
369	8/17/19	6:54:58 AM	John Manconi		
				I know Matt is not. He is back in Toronto. Joe is at the Tocc with me. I will go myself and see. I have Brenda at the YCC.	
370	8/17/19	6:55:24 AM	Troy Charter		
				Ok I sincerely hope you and the team have a successful and white day . I know you don't need this stupidly. Hang in	
371	8/17/19	6:56:27 AM	John Manconi		
				Scott/Tom/Joe - I am convinced that after yesterday pm launch and today's launch we need to get Scott's guys to produce a morning and pm recommended starting line up of vehicles. Tom can you and Scott discuss and get back to me thx	
372	8/17/19	6:58:57 AM	John Manconi		
373	8/17/19	7:03:42 AM	Troy Charter	4 techs on the line. Their staffing plan shows 6.	

374	8/17/19	7:07:41 AM	John Manconi	Peter just told me he told your staff that their are 4 on the line and one at each end. Six in total. He is the TOCC. We need to ensure we have correct information. It feels like our chain of command in their is not being followed for communications	
375	8/17/19	7:15:40 AM	Troy Charter	Well they must have just recently got there as our ERO troubleshot the problem at Tunneys himself.	
376	8/17/19	7:15:55 AM	Troy Charter	I will talk with Peter.	
377	8/17/19	7:16:03 AM	John Manconi	Please do. Y	
378	8/17/19	7:16:06 AM	John Manconi	Thanks	
379	8/17/19	8:36:45 AM	Troy Charter	LRV being removed from service for Tcms fault. Replacement being launched	
380	8/17/19	8:46:33 AM	Tom Prendergast	Trying to keep things straight so please forgive the question..... Is the train you are referencing as being removed from service the one that was originally at Tunney's Pasture with the traction motor fault? And, if so, is that the only train failure thus far during AM service?	
381	8/17/19	8:54:12 AM	Joe North	No. The earlier train at TP had a traction power fault that the ERO cleared. That train is still in service. No additional traction power faults at this time.	
382	8/17/19	9:30:56 AM	Troy Charter	Yesterday. Missed both headway / vehicle thru put but was within 1 LRV in one direction (AM was perfect). Kms, initial number is 92.3%. Might go up, not sure by how much.	
383	8/17/19	9:31:31 AM	Troy Charter	Headway / thruput miss was pm. Am perfect.	
384	8/17/19	9:31:41 AM	John Manconi	So we pass the day?	
385	8/17/19	9:33:20 AM	Troy Charter	I will make notes on the scorecard that they missed the thruput due to 2 poor RTM decisions. As a result, recommend we use discretion and pass the day. Peter knows that this is my approach.	
386	8/17/19	9:33:38 AM	John Manconi	Ok thx	
387	8/17/19	10:59:27 AM	John Manconi	I just made a few calls to high level executives bypassing Peter. Troy keep me in the loop advising if it causing any positive action	
388	8/17/19	11:00:01 AM	Troy Charter	10 4	
389	8/17/19	11:59:35 AM	John Manconi	Updates. Matt has been ordered to get back to Ottawa. Jerome is being ordered to get back to Ottawa. RTM and Alstom resourcing plan coming in 2 hrs. Whatever that gives us. RTM is a weak link in this piece . Joe/Troy get all over them	
390	8/17/19	12:35:25 PM	Jocelyne Begin	Progress	
391	8/17/19	12:41:20 PM	Larry Gaul	Further evidence that RTG/M were not and still are not ready for TR. Shame	
392	8/17/19	12:46:57 PM	John Manconi	Troy Mayor office is asking about yesterday pass/fail . Can you advise as soon as the scoring is done. Thx	
393	8/17/19	12:48:35 PM	Troy Charter	10 4.	
394	8/17/19	3:20:08 PM	Troy Charter	Yesterday was a pass. Not a strong pass, but a pass none the less. Km average now just over 96%	
395	8/17/19	3:48:34 PM	John Manconi	Folks I have been on the phone with executives from all sides of the consortium. You will are an influx of resources and executives coming in. Am sharing this to say stay focused keep doing your thing and leverage everything they throw at us	
396	8/17/19	3:49:08 PM	Troy Charter	Thank you for the support.	


397	8/17/19	3:51:08 PM	Jim Hopkins	Sounds good!	
398	8/17/19	4:22:56 PM	Jocelyne Begin	Thanks John for passing your day, yet again, finding solutions and rectifications in solving all of these issues.	
399	8/17/19	4:24:22 PM	John Manconi	Thx.	
400	8/17/19	4:25:50 PM	Scott Krieger	Thanks John. We will continue to make recommendations for the new resources.	
401	8/17/19	4:26:40 PM	John Manconi	For those of you that have seen the movie Braveheart. It's time	
402	8/17/19	4:27:52 PM	Scott Krieger	Do we need to all put that battle paint on our faces?	
403	8/17/19	4:28:28 PM	John Manconi	You bet!	
404	8/17/19	4:28:48 PM	Scott Krieger	<attached: 00000405-PHOTO-2019-08-17-16-28-48.jpg>	 00000405-PHOTO-2019-08-17-16-28-48.jpg
405	8/17/19	4:28:53 PM	Scott Krieger	I'm in!!!!	
406	8/17/19	4:29:53 PM	Tom Prendergast	OK. Now that we have settled that item, which ones of us are the mercenary Irishmen?	
407	8/17/19	4:31:10 PM	John Manconi	Dwyer	
408	8/17/19	4:31:55 PM	Troy Charter	<attached: 00000409-GIF-2019-08-17-16-31-55.mp4>	00000409-GIF-2019-08-17-16-31-55.mp4
409	8/17/19	4:42:21 PM	Scott Krieger	Awesome	
410	8/17/19	5:01:32 PM	Tom Prendergast	Yea, Brian did "sell out" before the Main Event and he IS Irish.	
411	8/17/19	8:38:08 PM	Jim Hopkins	<attached: 00000412-PHOTO-2019-08-17-20-38-08.jpg>	 00000412-PHOTO-2019-08-17-20-38-08.jpg

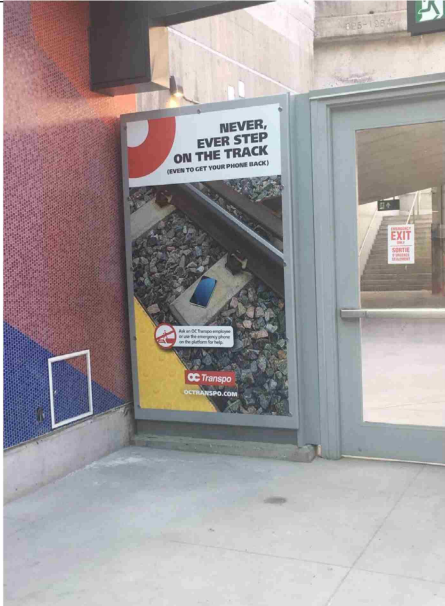
					
412	8/17/19	9:45:01 PM	Troy Charter	<attached: 00000413-PHOTO-2019-08-17-21-45-01.jpg>	00000413-PHOTO-2019-08-17-21-45-01.jpg
413	8/17/19	9:45:08 PM	Troy Charter	https://images.app.goo.gl/EPvwNc21uzzhjvqd6	
414	8/18/19	8:52:09 AM	Troy Charter	11 trains on the line. 2 LRV's started late at launch but less than 5 mins late on first trips. Spare train available and spare operator at MSF. 2 LRV's on the line to watch (pulled from yesterday service).	
415	8/18/19	11:33:47 AM	Larry Gaul	Troy, Do we know what the trains departed the yard late?	
416	8/18/19	11:34:58 AM	John Manconi	Larry I was in there all of them where ahead of schedule and the two were only a few minutes late. Troy was talking to Brenda and Matt and they may know	
417	8/18/19	1:10:01 PM	John Manconi	Reminder to all we have a 3 pm conference call today	
418	8/18/19	1:11:04 PM	Jim Hopkins	Yup	
419	8/18/19	1:13:14 PM	Scott Krieger	Yes Sir.	
420	8/18/19	1:15:29 PM	Kim MacEwan	Noted	
421	8/18/19	1:15:42 PM	Pat Scrimgeour	I'll be on the call	
422	8/18/19	1:35:04 PM	Joe North	TOCC Inserting spare to minimize lost service due to LRV problem at Blair.	
423	8/18/19	1:35:41 PM	Jocelyne Begin	Will initiate thanks	
424	8/18/19	1:35:50 PM	Troy Charter	Will they be able to catch the service gap in time?	
425	8/18/19	1:36:36 PM	Joe North	Maybe. ERO going to the spare train now. Depends how fast they launch.	
426	8/18/19	1:42:28 PM	Joe North	Spare moving.	
427	8/18/19	4:26:07 PM	Joe North	Regarding 10/11 incident report...good timely TOCC decision making. Impacts minimal.	
428	8/18/19	4:30:22 PM	John Manconi	Good and I see they just made another good call.	
429	8/18/19	4:51:31 PM	Joe North	Larry, after 10/11 took the ten minutes to reboot the VOBCs it crapped out! The ERCs made a good call taking it to the connector track before the reboot. Nice coaching Larry!	
430	8/19/19	5:46:04 AM	Troy Charter	Second wave of launch is underway. Disorganized YCC this morning, challenges with work orders and getting our launch list. Currently we have 13 trains with no identified spare.	
431	8/19/19	5:47:01 AM	Troy Charter	Told their is a lot of execs in the Ycc this morning.	
432	8/19/19	6:15:59 AM	John Manconi	Yeah I see that's helping.	

433	8/19/19	6:17:09 AM	Troy Charter	We have our spare. They struggled to get there.	
434	8/19/19	7:08:43 AM	Troy Charter	13 trains in operation. All launched on time. Currently 2 LRV's operating slightly behind schedule. Spare train anticipated to be available shortly. A few adjustments noted that are required for schedule but nothing major (adjust launch sequence of second wave, trains not alternating plat forms at Tunneys).	
435	8/19/19	7:11:59 AM	John Manconi	Why such a rough launch? Who messed up?	
436	8/19/19	7:25:45 AM	Troy Charter	I think it is a state of vehicles, lack of processes and missing key resources. The launch went well, but went down to the wire on vehicles. We are still catching issues with trains at launch that they should be catching before getting to us.	
437	8/19/19	8:49:57 AM	Joe North	We are losing kilometers do to problems at Blair. 2 trains in the last hour have received immediate stop fault codes leaving the platform. GIDS have also gone off. 5 to 6 minutes to resolve each time. Spare being launched.	
438	8/19/19	9:32:51 AM	Joe North	Becoming clearer but still developing all the facts. 06/23 was involved in both Blair events. 2 separate operators. During both departures from Tr 1 the LRV came to a car enforced stop about 1 car off the platform. Not sure why. We believe the GIDS system saw the train as it passed/lost the train while it stopped/activated after train moved again. 06/23 is off the line.	
439	8/19/19	9:44:19 AM	John Manconi	Can you folks double check operator error is not the problem in all of these Blair and Tunneys issues. I want it reviewed again	
440	8/20/19	5:29:51 AM	Troy Charter	Not a good start. First trip put of Tunneys unable experienced brake and traction issues. Unable to move and is in between Tunneys and Bayview. Diversion line being established Blair to Lyon.	
441	8/20/19	5:31:45 AM	Troy Charter	Apologies.	
442	8/20/19	5:42:09 AM	Troy Charter	Train is now at Tunneys. Resuming Tunneys to Blair. Approx 30 minute impact to service.	
443	8/20/19	6:03:47 AM	John Manconi	Sorry confused. Was that sweep trains? What happened did we launch how did it go?	
444	8/20/19	6:25:03 AM	Troy Charter	These occurred with in service trains. Sweep trips had already been completed. Trains sweep to Tunneys, then depart on first trips from the terminus stations.	
445	8/20/19	6:28:50 AM	John Manconi	Ok thx	
446	8/20/19	6:30:42 AM	Tom Prendergast	This is yet another example of why we have to run an Apollo 13 exercise and fully understand the root causes of these incidents and what needs to be done to make sure they either do not occur or that we have them down to the absolute minimum. And Thales needs to be "in the room" even if they want to assume the same role as Grumman did in the real Apollo 13 saga. At a minimum they have knowledge and experience that is absolutely needed even if they do not have any commercial liability.	
447	8/20/19	6:31:37 AM	John Manconi	Michael book that for today please urgent. I do not need to be there shrink the room to those that are needed.	
448	8/20/19	6:32:21 AM	Tom Prendergast	And so I dare say we need to all enter the exercise with the full understanding that "failure is not an option" with failure being defined as not coming up with an effective solution.	

449	8/20/19	6:32:32 AM	Troy Charter	Today's issue at Tunneys. TCMS fault, departing Tunneys with a brake / traction fault. Never saw these before in control until the last Thales update.	
450	8/20/19	6:33:40 AM	Michael Morgan	Yes, I will arrange the meeting.	
451	8/20/19	6:33:51 AM	John Manconi	Thanks	
452	8/20/19	6:41:54 AM	Joe North	Yesterday's train that experienced this problem twice was 06/23. Today is 03/23.	
453	8/20/19	7:06:12 AM	John Manconi	Troy sorry to jump in again but why are we now releasing launch sheet to the world? The TOCC is changing processes again.	
454	8/20/19	7:06:31 AM	Troy Charter	Launch complete. 14 trains on the line, 13 in service with 1 disabled at Tunneys. Spare train at handover platform.	
455	8/20/19	7:07:00 AM	John Manconi	Look at my comment	
456	8/20/19	7:12:43 AM	Troy Charter	It is released to the mgmt enhanced group which is a reduced group than the general service updates.	
457	8/20/19	7:13:48 AM	John Manconi	Ok I don't understand it as it's incomplete but maybe it's me	
458	8/20/19	7:14:58 AM	Troy Charter	Today is not a good example. Launch was completely out of sequence. I can explain. Easier verbally.	
459	8/20/19	11:14:41 AM	Jocelyne Begin	Please send to my attention suggestions of potential questions you think might be asked at briefing on Friday. Appreciate if this is done before end of day. Thank you	
460	8/20/19	11:59:35 AM	Troy Charter	Update other than an LRV pulled from service due to no HVAC with minimal disruption to service(replacement LRV launched), going well.	
461	8/20/19	1:50:13 PM	Michael Morgan	Joc, by e-mail is fine?	
462	8/20/19	1:50:37 PM	Jocelyne Begin	Yes please	
463	8/20/19	9:37:57 PM	Troy Charter	About a 20 min delay for a train that experienced a fault (EB due to a mode change while in motion). while approaching Tunneys Pasture. Was not fouling the switch but in the switch zone. Control is logging the details and will send to Larry and myself. Potential for another item to add to the trouble shooting guide.	
464	8/21/19	5:00:55 AM	Larry Gaul	7 2-car trains staged on mainline and revenue service beginning. One spare train at handover platform. No update from YCC on 2nd Launch Wave. Attempting to get from YCC.	
465	8/21/19	6:33:52 AM	Larry Gaul	2nd wave complete and on time. 13 trains on mainline. 9 vehicle techs on mainline - one at each terminal and 7 on trains.	
466	8/21/19	6:34:25 AM	John Manconi	Thanks	
467	8/21/19	8:40:42 AM	Larry Gaul	Pretty quiet AM peak period so far. One delay of approximately 4 minutes - ERO did not completely key down console when switching ends at Blair	
468	8/21/19	3:17:04 PM	Jocelyne Begin	Anyone aware of a LRT way finding sign that was not secured fell and potentially hit pedestrian? Happened last week I am told	
469	8/21/19	3:20:51 PM	Pat Scrimgeour	I have not heard about this. (But I wouldn't necessarily expect to.)	
470	8/21/19	3:22:29 PM	Larry Gaul	Joce. You may want to reach out to Richard Holder. Just asked the TRRT the question you posed and Richard indicated he saw something at UOttawa station last week that may be the incident in question	
471	8/21/19	3:22:49 PM	Jocelyne Begin	Thanks	
472	8/21/19	4:09:20 PM	Kim MacEwan	Last Thursday there was a tweet of a lose sign at Ottawa. My team flagged it to Gary Craig. Jocelyne- just sent you the tweet with photo	

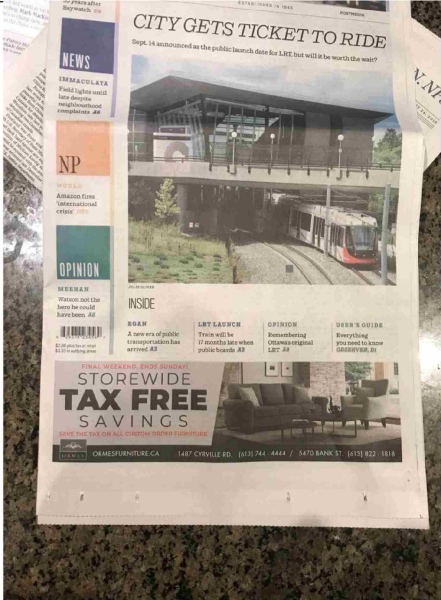
473	8/21/19	4:34:22 PM	Jocelyne Begin	K thanks	
474	8/21/19	7:24:10 PM	Troy Charter	I called control to make sure my phone still worked. It does.	
475	8/21/19	7:26:12 PM	Tom Prendergast	If you feel lonely and neglected Troy, Larry, Joe and I can take turns calling you throughout the night.....just kidding.	
476	8/21/19	7:26:22 PM	Jocelyne Begin	Lol 😊	
477	8/21/19	7:27:12 PM	Troy Charter	I'll pass	
478	8/21/19	7:28:33 PM	Scott Krieger	You don't want to jinx anything. Now knock on wood. And throw salt over your shoulder. Turn around three times. And anything else you can think of.	
479	8/21/19	7:28:59 PM	John Manconi	LOL!	
480	8/21/19	7:34:42 PM	Pat Scrimgeour	https://youtu.be/N1tyiWP9MSk	
481	8/21/19	7:36:28 PM	Pat Scrimgeour	This message was deleted.	
482	8/21/19	7:36:39 PM	Pat Scrimgeour	"You want to tempt the wrath of the whatever from high atop the thing?"	
483	8/21/19	7:37:56 PM	Jim Hopkins	😊😂	
484	8/21/19	7:38:16 PM	Larry Gaul	Nighty night kids. Remember, some of us have worked a half day before others in this group dream about getting up!!!	
485	8/21/19	7:44:57 PM	John Manconi	I'm still tired and grumpy from my one shift in that control room 3 days ago!	
486	8/21/19	7:46:02 PM	Larry Gaul	You need more sleep	
487	8/21/19	7:46:47 PM	John Manconi	I know how to get it - it's called a fully function train system	
488	8/21/19	7:49:26 PM	Larry Gaul	I'll drink to that!! In fact, I'm gonna have a nightcap. Thanks for idea	
489	8/22/19	5:16:04 AM	Larry Gaul	Launch update. First wave successful and on time. Verifying # of techs on mainline. TOCC aware of 4 but checking on others	
490	8/22/19	5:30:04 AM	Larry Gaul	6 vehicle techs on mainline/roving. Additional 7 trains available for 2nd Launch Wave including 1 spare	
491	8/22/19	6:34:24 AM	Larry Gaul	2nd wave complete. No issues. One spare available at handover platform	
492	8/22/19	6:34:46 AM	John Manconi	Thanks Larry	
493	8/22/19	6:41:46 AM	Larry Gaul	Brake fault westbound at UOttawa. Vehicles 01/07. ERO on radio with Alstom Tech troubleshooting. Brake reset successful. Train on move. 5 min delay	
494	8/22/19	6:43:13 AM	Larry Gaul	Correction. Vehicle 01/17	
495	8/22/19	7:01:30 AM	Larry Gaul	Door problem westbound at Cyrville. Diversion being implemented -TP ago St Laurent. Spare to be launched into service	
496	8/22/19	7:06:00 AM	Troy Charter	I was told there was 2 trains experiencing door faults last night, but no delays as a result of them. This lrv may have been one of them?	
497	8/22/19	7:07:33 AM	John Manconi	What's with the door faults?? We haven't had any issues. Ask Matt immediately if they have touched the software- if they did this is contrary to what they agreed to do	

498	8/22/19	7:10:15 AM	John Manconi	<div><div><div><div><div><div></div><div>TELUS</div></div><div><div></div><div>7:09 AM</div></div><div><div></div><div>100%</div></div></div></div></div><div>Hurontario (starting in 2022).</div><div>This mock-up is the Alstom Citadis Spirit cab model built by Alstom and comes out of Brampton, Ontario.</div><div></div><div>The LRV mock-up, as it waits to be rolled out to community events.</div><div>It weighs 12,500 kg and measures 12.798 metres in length with a width of 2.8 metres, compared to its full-</div><div><div><div><div><div></div><div>Luiza Sadowski's post</div></div><div><div></div><div>18</div></div><div><div></div><div>1</div></div></div></div><div><div><div></div><div>Like</div></div><div><div></div><div>Comment</div></div><div><div></div><div>Share</div></div></div></div></div> <div><attached: 00000499-PHOTO-2019-08-22-07-10-15.jpg></div> <div>00000499-PHOTO-2019-08-22-07-10-15.jpg</div>
499	8/22/19	7:32:50 AM	Tom Prendergast	<div>Yes. And you can always say that Ottawa "took one for the team"you experienced the PAIN and others got the GAIN..and I say as much neither in jest nor malice.....just fact.</div>

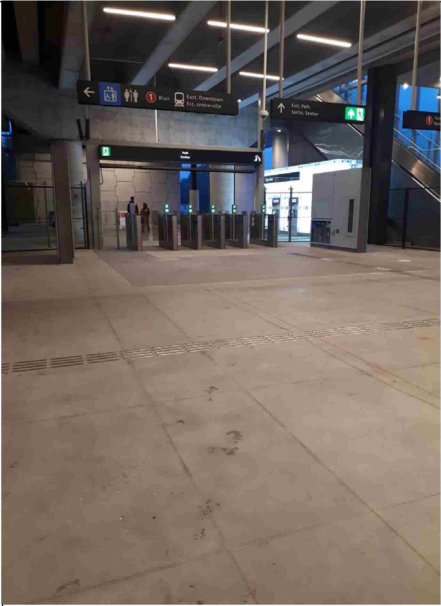
					
500	8/22/19	8:49:52 AM	Pat Scrimgeour	<attached: 00000501-PHOTO-2019-08-22-08-49-52.jpg>	00000501-PHOTO-2019-08-22-08-49-52.jpg
501	8/22/19	8:50:37 AM	Jim Hopkins	Wet nice!	
502	8/22/19	8:50:56 AM	Jim Hopkins	Very nice...darn spell check	
503	8/22/19	8:52:50 AM	John Manconi	Good work! Looks great	
504	8/22/19	9:02:45 PM	John Manconi	Everyone - tomorrow is a day that brings together all of your hard work, professional tenancy, passion and commitment to Public Service. It is so symbolic and important to all of you and your amazing staff. I can't thank you enough for the thousands of hours that you have put into this amazing transformation for our City. Together we have pushed through and taken on so many challenges, tolerated continued negative media coverage and many telling us that we would never get to where we are today. I know all of you have sacrificed and given up many personal moments with loved ones, friends events and vacations. I am so blessed to be surround by such a professional Managment team. To our consultants - you are not consultants. You are part of the OC Transpo family. Together we have laughed, cursed, cried, had a few drinks, eaten meals together and rolled our eyes together often hearing comments that challenged our patience. Thank you for you , your companies and your families as I know that you also sacrificed much to help us learn ,grow and guide us. I often joke about being your "A" client but deep down I believe we are because we care and respect you and all and your extended teams that are working here and back home. Thank you and pass on my thanks. I hope everyone gets a great sleep and that we can all share in the amazing work tomorrow. Thank you.	
505	8/22/19	9:04:57 PM	Jocelyne Begin	We will conquer 😊	

506	8/22/19	9:06:11 PM	Scott Krieger	And thank you for your leadership. You truly do lead by example.	
507	8/22/19	9:07:13 PM	Jim Hopkins	Yes thanks much for the leadership, every day...	
508	8/22/19	9:07:25 PM	Kim MacEwan	Exciting times!!	
509	8/22/19	9:41:41 PM	Pat Scrimgeour	We are a dozen people who have been working incredibly hard, and there are a few hundred more who have been doing the same, in their own specialties. None of us is ever going to get the accolades - those go to the elected officials. We are never going to get thanks from the people we help, because everything we do we do in the City's name and the faceless, impersonal name of OC Transpo. But we don't do what we do for accolades or thanks, we do it because we are public servants, and because we fundamentally know we have helped the public we serve. John, you said earlier today that the new line will change Ottawa forever, and it will, not only forever but also for the better and irreversibly. The big small city that became a small big city grows up some more and will never be the same again.	
510	8/22/19	9:42:41 PM	John Manconi	Nice!	
511	8/22/19	9:42:55 PM	Jim Hopkins	Extremely well articulated Pat ...thanks	
512	8/22/19	9:43:47 PM	Pat Scrimgeour	video omitted	
513	8/22/19	9:46:29 PM	Jim Hopkins	Wow! There is light at the end of the tunnel!	
514	8/23/19	6:08:52 AM	Troy Charter	We have our 7 trains on the line. No plans to launch more until after the event. All operating normally. Staff are practicing the event scenerio this morning.	
515	8/23/19	6:15:20 AM	John Manconi	Thx Troy	
516	8/23/19	7:45:32 AM	Scott Krieger	Good luck everyone. Big Day!!!!	
517	8/23/19	7:45:42 AM	Jim Hopkins	<attached: 00000518-PHOTO-2019-08-23-07-45-42.jpg>	 00000518-PHOTO-2019-08-23-07-45-42.jpg

518	8/23/19	1:36:18 PM	Larry Gaul	Congrats everyone. What a huge milestone just accomplished	
519	8/23/19	1:37:49 PM	Jocelyne Begin	Yay yay yay	
520	8/23/19	1:40:09 PM	Tom Prendergast	Fantastic! You are almost to the "eye of the hurricane", which is RSA. So "catch your breath" and get ready for launch of revenue service. Congratulations to an excellent team and great leader!	
521	8/23/19	1:50:48 PM	John Manconi	Amazing day!!!	
522	8/23/19	2:50:47 PM	Scott Krieger	Congratulations!!! Well done!	
523	8/23/19	7:21:34 PM	John Manconi	<attached: 00000524-PHOTO-2019-08-23-19-21-34.jpg>	 00000524-PHOTO-2019-08-23-19-21-34.jpg
524	8/23/19	7:27:41 PM	Pat Scrimgeour	👍👍	
525	8/23/19	7:28:52 PM	Jocelyne Begin	Love it!	
526	8/23/19	7:29:17 PM	Scott Krieger	Excellent.	
527	8/24/19	6:23:40 AM	Larry Gaul	11 trains in service. All first terminal departures on time. Some problems in staging trains at intermediate stations but all trains departed 1st stations within 90 secs of scheduled time. Last launch trip departed yard 3 mins late. (Late being brought to handover platform). Train departed Blair on time	
528	8/24/19	6:24:23 AM	John Manconi	Thx Larry	

529	8/24/19	6:44:38 AM	John Manconi	<attached: 00000530-2019-08-24-06-44-38.jpg>	
530	8/24/19	7:48:00 AM	John Manconi	Troy I understand the intruder that cause extensive damage at Hurdman using a hatchet has been apprehended. Confidentially apparently he had a log of potentially causing harm to customers. The chair raised this exact concern with me. Jocelyne has raised the issue of intruders Numerous times and we are all concerned especially this recent very serious issue. I want Chief Babe to engage Ottawa Police tell them the Général Manager wants a team in this. Jim as Chief safety officer you have to identify this as a risk now that this has been brought to our attention and attend the meeting with the Chief and Ottawa police.	
531	8/24/19	7:48:57 AM	Jim Hopkins	Will do	
532	8/24/19	7:50:04 AM	Troy Charter	10 4.	
533	8/24/19	2:26:46 PM	John Manconi	For our ops readiness meeting on Monday. Michael/Troy and Pat - I would like an eta on repairs to vandalized equipment at Hurdman. If you need a push from s&b let me know.	
534	8/24/19	2:27:52 PM	Tom Prendergast	Does anyone have pictures and/or a summary of equipment damaged/destroyed?	
535	8/24/19	2:28:12 PM	John Manconi	Troy will share	
536	8/24/19	2:28:58 PM	Pat Scrimgeour	S&B has been nudged already.	
537	8/24/19	2:34:42 PM	Tom Prendergast	Sounds like the vandal who did it is a real strange individual. Can honestly say we never experienced that in New York.....samurai swords, axes and hunting knives as weapons with customers and employees maybe, but not what you experienced	
538	8/24/19	2:36:07 PM	John Manconi	More to the story. Will discuss when we chat	
539	8/24/19	2:40:01 PM	Tom Prendergast	Got it.	


540	8/24/19	2:49:35 PM	Troy Charter	Tom, i just emailed you some or the pictures.	
541	8/25/19	8:04:51 AM	Larry Gaul	11 trains on the mainline. 1 train at Tunneys Pasture has a TCMS error (loss of communication). Tech in route. Spare train to be inserted into gap	
542	8/26/19	5:03:49 AM	Larry Gaul	1st wave complete and on-time. Couple of issues with trains in the yard but still plan on having 13 for am rush. Spare status unknown at this time	
543	8/27/19	6:40:16 AM	Larry Gaul	Launch good	
544	8/27/19	8:54:25 PM	John Manconi	Folks just a friendly reminder. In the coming weeks to launch I need you to stay connected and monitor your devices. As you can appreciate the emails, texts and urgent requests are non stop and are across all areas not just operations. Quick responses are required and needed to ensure we get to launch. Thanks for your continued commitment and cooperation. If you need to park the device for family health, etc of course that all comes first just let me know and I will ensure you are not disturbed	
545	8/27/19	8:54:51 PM	Jim Hopkins	👍	
546	8/27/19	8:55:24 PM	Jocelyne Begin	Ok	
547	8/27/19	8:56:58 PM	Troy Charter	10 4	
548	8/27/19	8:57:43 PM	Pat Scrimgeour	☑	
549	8/27/19	8:58:07 PM	Phil Landry	Ok	
550	8/27/19	9:00:20 PM	Kim MacEwan	Ok	
551	8/27/19	9:01:23 PM	Scott Krieger	Understood.	
552	8/27/19	9:10:52 PM	Joe North	We received. LG JN	
553	8/27/19	9:20:28 PM	Larry Gaul	Dad speaks for me. LG	
554	8/27/19	9:22:04 PM	Tom Prendergast	Read and noted.	
555	8/28/19	6:12:33 AM	John Manconi	Kim Pat go and see Troy this morning . Cell and wifi is being turned off as it may be interfering with Mission software on board trains. Testing is occurring today which may mean postponing media event and then a technical team will need to sort it out if it's confirmed that this is the problem. Contact Troy and Richard Holder please	
556	8/28/19	6:15:59 AM	Kim MacEwan	Will do	
557	8/28/19	6:17:15 AM	Pat Scrimgeour	Received / understood	


					
558	8/28/19	6:25:47 AM	Troy Charter	<attached: 00000559-2019-08-28-06-25-47.jpg>	00000559-2019-08-28-06-25-47.jpg
559	8/28/19	6:26:38 AM	John Manconi	Train movement all good?	
560	8/28/19	6:43:32 AM	Troy Charter	Yup. All good. Faregates, coiling grill, otrain ambassadors etc.	
561	8/28/19	6:46:01 AM	John Manconi	Ok good work thanks to everyone	
562	8/28/19	6:48:16 AM	John Manconi	A big step forward in multi modal operations. History folks - Diesel line connected to Electric! Congratulations	
563	8/28/19	7:02:38 AM	John Manconi	Is the launch ok?	
564	8/28/19	7:03:11 AM	Troy Charter	Yes. 13 trains all on time. Update from TOCC just sent.	
565	8/28/19	7:05:20 AM	John Manconi	Ok I am going to be very anal about this but we need to be consistent. Do I get updates from here or from TOCC? We can't be switching back and fourth. Who's in control today? Process and chain of command and consistency is an absolute otherwise we have chaos.	
566	8/28/19	7:06:14 AM	Joe North	Larry in TOCC. His phone is not on him.	
567	8/28/19	7:06:56 AM	John Manconi	Ok I could tell we were out of sync.	
568	8/28/19	7:11:29 AM	Tom Prendergast	From my perspective we should be steadily moving toward what the mechanisms and processes will be on September 14th. Sooner we begin utilizing the TOCC (and the supervisory staff assigned there) to be the ones reporting out with incident based and periodic updates the better. And in my mind Larry and Joe should be weaning themselves off being the lead on that effort. That's my two cents...	

569	8/28/19	7:14:38 AM	John Manconi	Tom I agree and to that end I have asked Troy just now to bring me the plan in TOCC and drills reporting etc. If TOCC becomes the mechanism we need to all understand timming. Larry's update gave us incremental and instant update. TOCC didn't go out until post launch. It's too late. We need to step through this and think about timming frequency etc. We can't go cold turkey and starve ourselves of information.	
570	8/28/19	7:15:53 AM	Jocelyne Begin	Gentle reminder Mayor asked yesterday for updates To be provided throughout the day. I do not believe TOCC updates provide level of intel to do that	
571	8/28/19	7:20:13 AM	Tom Prendergast	Couldn't agree more, especially regarding not going "cold turkey". BUT if no target date is established for the "switchover" to occur it will never happen. And with Start of Revenue Service 2 1/2 weeks away we shouldn't wait too much longer. I would recommend that we aim for this Saturday, which is August 31st, which will give us two weeks of practice and refinement prior to service launch. But others who are closer to the functions and issues need to weigh-in as to whether that makes sense or not. That conversation needs to occur now.	
572	8/28/19	7:21:49 AM	John Manconi	We are discussing today at Ops Readiness. We are fine with the switch over I just need timming, frequency , level of details for pre launch post launch etc all mapped out. Troy is discussing with Larry and Joe and will bring that today.	
573	8/28/19	7:35:25 AM	Larry Gaul	Good morning. I am back in communication. Everything running good. Have left the TOCC but Supt to notify TC and me if there are any incidents	
574	8/28/19	7:36:17 AM	John Manconi	Thanks. It was way to quiet this morning without my Larry Wake up call.	
575	8/28/19	8:17:21 AM	Troy Charter	Diversion line being implemented due to a disabled train at Lees Station.	
576	8/28/19	8:18:12 AM	John Manconi	Tech on board?	
577	8/28/19	8:18:34 AM	Troy Charter	I believe troubleshooting over the radio.	
578	8/28/19	8:25:37 AM	Troy Charter	Diversion line called off. Back to normal operations. Westbound trains minimal delays, eastbound trains into DT, experienced delays up to 9 mins for some trains. Tocc will know focus on recovery.	
579	8/28/19	8:31:46 AM	John Manconi	Excellent!	
580	8/28/19	8:34:05 AM	Troy Charter	Good feedback from Tocc on response. Challenge is how long do we wait to implement a diversion line. Still gaining experience and knowledge as to length of time it takes to resolve certain problems. We are looking at this.	
581	8/28/19	8:41:31 AM	Larry Gaul	We experienced it live in the field. Some observations to share later	
582	8/28/19	12:19:53 PM	John Manconi	Troy/Pat - I am being asked by ward Councillor if fate gates and ticket machines are working fine at Bayview	
583	8/28/19	12:21:03 PM	Troy Charter	When I was there this morning they were.	
584	8/28/19	12:21:30 PM	Pat Scrimgeour	I am at Bayview now and they are working fine.	
585	8/28/19	12:21:40 PM	John Manconi	All good? No issues?	
586	8/28/19	12:22:17 PM	Pat Scrimgeour	No issues that I can see or that I have heard of.	
587	8/28/19	7:21:53 PM	Troy Charter	Temporary cab door replacement starting tonight. Will be able to confirm #'s tomorrow.	
588	8/28/19	7:38:53 PM	John Manconi	Ok thx	
589	8/28/19	8:09:48 PM	John Manconi	Congratulations everyone	

590	8/28/19	8:11:18 PM	Jocelyne Begin	Looks great!	
591	8/28/19	9:30:10 PM	John Manconi	Troy how are things going with the testing?	
592	8/28/19	9:31:44 PM	Troy Charter	They really are just starting, not much info. I did ask for an update tonight but it will be late. They testing is going till 1am.	
593	8/28/19	9:32:15 PM	John Manconi	Ok y	
594	8/28/19	9:32:18 PM	John Manconi	Thx	
595	8/29/19	4:56:31 AM	Troy Charter	Due to a train losing communications in the yard, control refused to launch the train. Delays have resulted for other trains at time (2 other trains over 5 mins late.)	
596	8/29/19	5:23:13 AM	Larry Gaul	Losing another train at handover platform with VOBC issues. Yard struggling to get replacement trains. Don't know what the issues are in the yard. At the most will only have 7 trains for 1st wave.	
597	8/29/19	5:45:51 AM	Tom Prendergast	Lauren is the vehicle person this week. Is she in and available now?	
598	8/29/19	5:46:52 AM	Larry Gaul	2 of six trains on mainline are stopped with a loss of positioning.	
599	8/29/19	5:51:02 AM	Tom Prendergast	With that many trains affected it sounds like a zone controller issue. What is the Thales person saying?	
600	8/29/19	5:52:59 AM	Tom Prendergast	Are the two trains that have lost positioning in the same zone or near each other?	
601	8/29/19	5:57:02 AM	Larry Gaul	We are hearing that there was some type Thales server upgrade last night. This affected trains (positioning issues) in the yard and then on the mainline. TOCC asked to hold all trains while Thales was working on issue. All trains are now on move. Trying to get details on what happened	
602	8/29/19	5:59:21 AM	Tom Prendergast	Surprise, surprise.....was OC Transpo (Troy and his team) made aware of the server upgrade AHEAD OF TIME or were they just informed now AFTER THE FACT.....	
603	8/29/19	6:13:33 AM	Troy Charter	We were aware of server work being completed to address what they called "memory leakage". Was supposed to be a no impact item. This was not expected by Thales and presently they are confused as to how this occurred.	
604	8/29/19	6:20:35 AM	John Manconi	Are we exercising what we would of done if we were in service? Mobilizing Command centre, Bus diversions , comms to customers etc?	
605	8/29/19	6:31:26 AM	Tom Prendergast	"Typical Thales".....the "supposed to be no impact position".....that is BS!	
606	8/29/19	6:31:47 AM	Troy Charter	We did not exercise mobilizing the SCC. Given the time of the occurrence the plan from Tocc would have been to extend service into downtown and adjust routes for the early trips. Bus service would have been only needed for early part of service as trains numbers are now sufficient for loads. I will need to look into why customer comms was not activated in this situation.	
607	8/29/19	6:46:16 AM	John Manconi	Troy advises he has some info in mission testing. I told him meeting this morning urgent with rtg Alstom etc. I want Tom Larry Joe Jim Hopkin Jocelyne Richard And Troy. Troy is reaching out to richard now to connect.	
608	8/29/19	6:47:05 AM	Jim Hopkins	Got it	
609	8/29/19	6:47:28 AM	Jocelyne Begin	Noted	
610	8/29/19	6:47:45 AM	Troy Charter	Emailing info from our reps who observed the tests.	


611	8/29/19	7:00:30 AM	Larry Gaul	Thales has requested a system hold be placed at 0700 to allow them to regress back to original server configuration. Duration unknown. TOCC making announcements/ sending messages and have plans for extending some bus service alteration	
612	8/29/19	7:14:04 AM	Larry Gaul	System hold lifted 11 min delay to services. 13th train to be launched into service. One spare at handover platform	
613	8/29/19	7:53:26 PM	John Manconi	Troy/Larry any updates on reverse operations and mission testing?	
614	8/29/19	7:53:57 PM	John Manconi	Pat status on BOB and elevator programming please	
615	8/29/19	7:58:41 PM	Pat Scrimgeour	BOB at Tunney's Pasture: Richard is 100% confirming that the occupancy permit has been received. Jim G has confirmed that the fit-up is complete. (Minor adjustments remain, but they can be done with the building in use.) Once occupancy permit is confirmed, Service Planning will work with Bus Operations to make the changeover this weekend.	
616	8/29/19	8:01:27 PM	Pat Scrimgeour	Elevator announcements: Richard and RTG have booked a phone meeting with Otis tomorrow at 11:00. We will ask about their standard voice programming and if there are options we will make a decision at that time. We will be looking for a simple "Level 1; Niveau 1" announcement, to match the signs posted beside all elevators. The Customer Info team is ready to assist Otis with details and after programming will check announcements at each elevator and level.	
617	8/29/19	8:02:59 PM	Troy Charter	Alstom is sticking with the testing in normal operations. We pushed a few times to do it tonight. Original plan was tomorrow at 1pm. We got it moved up to 8 am. We will do our normal launch, then reduce to 11 to be prepared for the test early. Larry and I will be in the TOCC and will push to get testing going.	
618	8/29/19	8:03:31 PM	Pat Scrimgeour	Voice announcements on trains: All recordings and scripts are with Alstom. Alstom will advise tomorrow whether the gaps that exist are rectified by the next software version or whether we need to help them with database adjustments.	
619	8/29/19	8:03:59 PM	John Manconi	Great work everyone. Thanks for the hard push.	
620	8/29/19	8:20:55 PM	John Manconi	Folks you can't ask for anything more.... great work. Councillor reached out to me to tell me how great it's working and he and mayor are tweeting it out.	
621	8/29/19	8:21:34 PM	Jocelyne Begin	Congrats everyone! 🎉	
622	8/29/19	8:21:46 PM	Scott Krieger	This is awesome!!! Congratulations.	
623	8/29/19	8:23:07 PM	Jim Hopkins	Very nice!!	
624	8/29/19	8:25:36 PM	Scott Krieger	Read the comments. For the most part, very positive. This is great.	
625	8/29/19	8:26:35 PM	Tom Prendergast	You all are "in the middle" of transformational change for the City of Ottawa which has already set the mark for BRT in North America. Not many professionals in the industry can say as much. Savor the moments, but not too long because the next milestone challenge, launch of LRT revenue service is right around the corner.	
626	8/29/19	8:26:37 PM	John Manconi	How's China? You miss us don't you? Today we spent most of the day ordering restaurant paging systems from eBay for our new trains....	
627	8/29/19	8:28:13 PM	Scott Krieger	I do miss you and the excitement. It looks great. I can't wait get there on the 12th!!! Let me know if you need anything.	

628	8/29/19	8:29:24 PM	John Manconi	Bring lots of luck and good fortune back and any spare parts for Alstom trains you can find	
629	8/29/19	8:31:31 PM	Scott Krieger	Hahaha. Will do.	
630	8/29/19	8:53:25 PM	Larry Gaul	Fortune cookies as well	
					
631	8/29/19	8:54:32 PM	Scott Krieger	<attached: 00000632-PHOTO-2019-08-29-20-54-32.jpg>	00000632-PHOTO-2019-08-29-20-54-32.jpg
632	8/30/19	6:13:57 AM	John Manconi	Launch status?	
633	8/30/19	6:17:31 AM	Troy Charter	11 trains currently on the line. All launched on time. 2 in the connector ready to go and a spare lined up. Will launch to 13, then reduce at 730 to 11 trains to allow for the reverse running tests.	
634	8/30/19	6:18:33 AM	John Manconi	Ok thx. Have you adjusted and sorted out TOCC reporting so I don't have to ask for updates?	
635	8/30/19	6:21:29 AM	Troy Charter	Yes. Effective tomorrow updates from TOCC. Will be sending times of updates today.	
636	8/30/19	6:30:35 AM	Troy Charter	Launch is complete. 13 trains in operation. All launched on time. Spare train at handover plat-form. Alstom Techs are checking in as they report for duty.	
637	8/30/19	6:30:57 AM	John Manconi	Thanks	

					
638	8/30/19	2:19:43 PM	Pat Scrimgeour	<attached: 00000639-2019-08-30-14-19-43.jpg>	00000639-2019-08-30-14-19-43.jpg
639	8/30/19	2:20:14 PM	Pat Scrimgeour	Here is the first accessibility stakeholder group, on the line today. Photo from David Pepper.	
640	8/30/19	2:31:37 PM	John Manconi	Thank you. Can you share results with Chair and Matt Gravel when you have a moment and details of feedback	
641	8/30/19	2:32:35 PM	Pat Scrimgeour	Yes I will do that	
642	8/30/19	2:33:13 PM	John Manconi	Everyone - the mayor office has just advised that our memo goes out Tuesday. We will have a holding line stating "we are in receipt of the documentation for rsa. It's with the IC as soon as we hear we will advise council and media	
643	8/30/19	2:33:30 PM	Troy Charter	10 4	
644	8/30/19	6:38:05 PM	John Manconi	Safety auditor letter in support of RSa is in	
645	8/30/19	6:38:33 PM	Jim Hopkins	👍👍	
646	8/30/19	6:38:34 PM	Joe North	Great news.	
647	8/30/19	6:38:42 PM	Larry Gaul	One small step...	
648	8/30/19	6:40:49 PM	Larry Gaul	One giant leap (and the rest is history)	
649	8/30/19	6:52:57 PM	John Manconi	Michael a peter just called to say his letter is good to go just waiting for one thumbs up. Also he said his Exco has asked that notices of disputes go to IC . He said it does not affect anything. Let Sharon know please	
650	8/30/19	7:32:28 PM	Michael Morgan	John, we are going to follow the dispute process - no skipping ahead to IC determination. We also have to revisit all the disputes now that they have been revised.	
651	8/30/19	7:44:03 PM	Michael Morgan	Will definitely engage Sharon.	
652	8/30/19	7:52:43 PM	John Manconi	I agreed to nothing. It was classic rtg	
653	8/30/19	7:57:03 PM	Troy Charter	Always looking for an angle.	

654	8/30/19	8:02:47 PM	Tom Prendergast	The use of the famous quote....."one small step for man and one giant leap for mankind" is probably unknown to many on this group chat....but perhaps I am wrong.....it's Neil Armstrong stepping off the Lunar Lander and into the Moon. I was 17 years old at the time and I truly thought that there would be a continuous flow of missions to the moon....I was sooooo wrong.	
655	8/30/19	8:04:23 PM	Jocelyne Begin	Neil was not dealing with RTG & Alstom though...😏lol	
656	8/30/19	8:06:39 PM	John Manconi	Omg !!!! You two nailed it! Thanks everyone for everything	
657	8/30/19	8:09:23 PM	Tom Prendergast	OMG.... you are soooo right.....RTG is the current day rendition of the entity that used to Winter in Baraboo, Wisconsin.....Ringling Brothers Barnum and Bailey circus	
658	8/30/19	8:10:06 PM	Michael Morgan	RTG just sent through their RSA notice.	
659	8/30/19	8:13:32 PM	John Manconi	Thx	
660	8/30/19	8:16:02 PM	Jim Hopkins	I also remember Armstrong only I was a bit younger...	
661	8/30/19	8:24:49 PM	Tom Prendergast	Here is a bit of system safety trivia.....Neil Armstrong was the best "pilot" of all of the astronauts. He was chosen to fly through Lunar Lander because he was the best astronaut flying the lunar lander. He has to eject during a training exercise because of a sub-system failure that has catastrophic consequences. That event had been predicted through the use of a Fault Tree Analysis that showed it had a high probability of occurrence. Neil read that analysis and knew he has to eject. System Safety folklore.....	
662	8/30/19	8:26:12 PM	Jim Hopkins	I like it... trust the math!	
663	8/30/19	8:27:57 PM	Tom Prendergast	The name of the system safety engineer who the Fault Tree Analysis is Roger Wood.....he has been famous for his entire career as a result.....	
664	8/30/19	8:32:18 PM	John Manconi	Ok Stop feeding Hopkins's ego	
665	8/30/19	8:37:47 PM	Jim Hopkins	🙄gnite	
666	8/30/19	10:23:48 PM	Michael Morgan	We just responded with the City opinion on RSA. The IC is expected to respond tomorrow.	
667	8/30/19	11:05:40 PM	John Manconi	Great work. Congratulations again everyone	
668	8/30/19	11:06:35 PM	Jim Hopkins	One more small step...	
669	8/30/19	11:09:25 PM	Scott Krieger	Congratulations everyone.	
670	8/31/19	6:07:09 AM	Larry Gaul	Good Launch w/1 spare	
671	8/31/19	9:21:32 AM	Tom Prendergast	Just read in this morning's NY Post that a 600 pound bovine jumped a fence at a farm auction in Ottawa and made a getaway. Any truth the rumor that it was trying to make it to the LRT and take a ride?	
672	8/31/19	12:10:00 PM	Troy Charter	Apparently Matt Slade terminated his security contract as he has the RSA letter. I told him I disagreed and we still do not have full access and he is still dealing with deficiencies. Advised him to make calls to get them back on duty.	
673	8/31/19	12:10:48 PM	John Manconi	Good. Don't let them off the hook. RSA is not even achieved. IC has not signed off	
674	8/31/19	12:11:38 PM	Troy Charter	Shall I also advise Peter?	
675	8/31/19	12:11:51 PM	John Manconi	Leave Peter to me	
676	8/31/19	12:12:31 PM	Troy Charter	Ok. Thx. Matt did not seem too motivated to do it. But I was blunt.	
677	8/31/19	12:15:37 PM	John Manconi	I will copy you on my text	

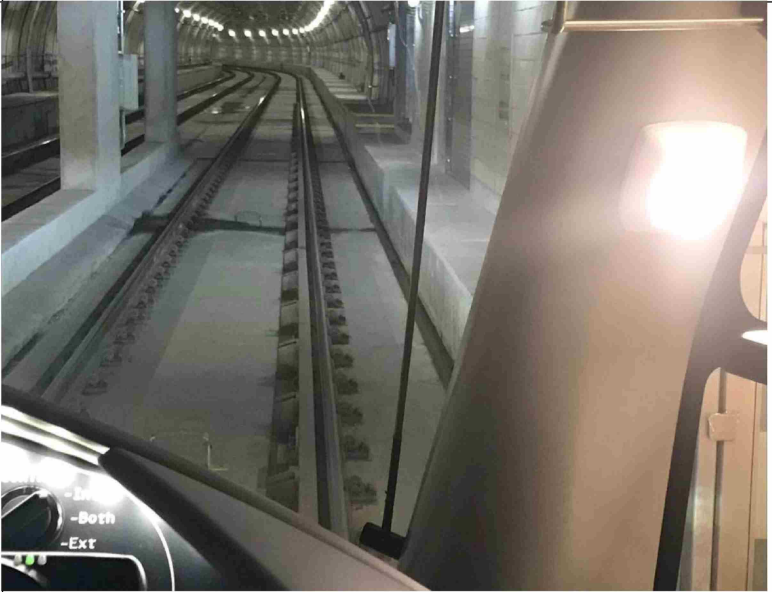
678	8/31/19	12:16:29 PM	Troy Charter	Thx	
679	8/31/19	12:24:23 PM	Tom Prendergast	I am sure that you all already know it, but as word leaks our that trespassers have gained access to the system more will be sure to follow. In addition to keeping security on full footing I assume that you are a keeping Train Operators on full alert, especially in the tunnel sections.	
680	8/31/19	3:54:02 PM	Michael Morgan	Just got the IC confirmation of RSA.	
681	8/31/19	4:04:06 PM	John Manconi	So I can advise the mayor and city manager?	
682	8/31/19	4:04:44 PM	Michael Morgan	Yes. All done.	
683	8/31/19	4:05:37 PM	Jocelyne Begin	Michael do you have final version of memo?	
684	8/31/19	4:06:11 PM	John Manconi	We are not issuing correct?	
685	8/31/19	4:07:16 PM	Michael Morgan	I have the version with John's edits that you sent Kim but do not have the French version.	
686	8/31/19	4:08:58 PM	Michael Morgan	Latest version still seems accurate - no changes required.	
687	8/31/19	4:11:16 PM	Jocelyne Begin	Just want the memo on standby - just in case. Kim you have final version? Thanks	
688	8/31/19	4:20:19 PM	Jocelyne Begin	Michael can you send Kim and I final version you have please. Memo is on standby until we hear from John	
689	8/31/19	4:20:41 PM	Kim MacEwan	I am on standby	
690	8/31/19	4:37:10 PM	Jocelyne Begin	We are not issuing memo today	
691	8/31/19	4:38:34 PM	Kim MacEwan	Ok!	
692	8/31/19	4:38:41 PM	John Manconi	Everyone - congratulations and thank you	
693	8/31/19	4:40:19 PM	Jim Hopkins	One more step	
694	8/31/19	4:41:16 PM	Phil Landry	This is awesome... congrats to all!!!	
695	8/31/19	5:23:04 PM	Larry Gaul	I can sense the same excitement that I did 23 years ago in Dallas. Good to see and feel	
696	8/31/19	5:23:45 PM	Troy Charter	Glad you are with us Larry.	

					
697	8/31/19	5:29:56 PM	John Manconi	<attached: 00000698-PHOTO-2019-08-31-17-29-56.jpg>	00000698-PHOTO-2019-08-31-17-29-56.jpg
698	8/31/19	5:30:31 PM	John Manconi	Enjoy- you all deserve a major thank you for your dedication and commitment to the city	
699	8/31/19	5:34:30 PM	Pat Scrimgeour	Nice to see	
700	8/31/19	6:50:45 PM	Scott Krieger	All. This is so great to see. Congratulations for this next step. I am looking forward to joining you soon.	
701	8/31/19	6:56:01 PM	Larry Gaul	Scott. I'm taking you out for a Chinese dinner when you arrive	
702	8/31/19	8:58:55 PM	Scott Krieger	Awesome.	
703	9/01/19	8:23:19 AM	Larry Gaul	Rough launch. Two trains staged on mainline for rev service had problems. One returned to yard. Other disabled at TP. Two spares used to fill service gaps eastbound from the yard to Blair. No techs on duty yet. Have been told they will only have one tech available all day (contrary to latest staffing plan)	
704	9/01/19	8:24:33 AM	John Manconi	Troy Call Matt directly. Not for today but for ops readiness on Tuesday. Tunneys continues to worry me for public launch	
705	9/01/19	8:28:51 AM	Tom Prendergast	Perhaps Alstom has reduced and less experienced staff on hand for the weekend and I am willing to bet that they have let people take personal time off now ahead of the "grind" about to come leading up to start of revenue service. Scott can check with his staff and see if Alstom has reduced its staffing.....not an excuse as much as an explanation.	
706	9/01/19	8:30:41 AM	John Manconi	You are probably right and Claude now has to ensure everyone over there knows "Transit never sleeps". He need to manage resources and make difficult leadership decisions	
707	9/01/19	8:31:49 AM	Larry Gaul	Nothing difficult about that leadership decision!!!	

708	9/01/19	8:32:55 AM	Tom Prendergast	Couldn't have stated it better and/or more succinct. The 24/7 mentality needs to exist irrespective of whether service runs all night or not.	
709	9/01/19	8:35:44 AM	Troy Charter	Will follow up with Matt and Claude.	
710	9/01/19	8:57:11 AM	Scott Krieger	Andy is on his way now. I will have him stress techs must me on at strength when trains are running.	
711	9/01/19	9:28:00 AM	Tom Prendergast	Thanks Scott. How long will Andy be in Ottawa in this tour.	
712	9/01/19	9:30:35 AM	Scott Krieger	Till Thursday. Relieved by Dave and Adrian on Wednesday for a week and a half.	
713	9/01/19	9:30:55 AM	Scott Krieger	I have passed to word to Andy already.	
714	9/01/19	9:31:48 AM	Scott Krieger	We will also be stressing the Revenue Service ToDo list. I will have the term monitor status on each item.	
715	9/1/19	9:43:57 AM	Scott Krieger	video omitted	
716	9/01/19	9:48:29 AM	John Manconi	How awesome is that!!	
717	9/01/19	9:48:36 AM	Tom Prendergast	Looks like Times Square!	
718	9/01/19	9:52:36 AM	Scott Krieger	I think I should do my house like that. Anyway, I hope all is well.	
719	9/01/19	10:00:52 AM	Tom Prendergast	Weather is great for the Labor Day weekend. Sunny skies and temps in the high 60's/low 70's.	
720	9/02/19	5:06:47 AM	Larry Gaul	7 trains in service. DC Feeder breaker 2 at TPSS 2 opened and will not close. Power tech responded. Could not get to close. ERC requested a power tech be located at TPSS 1 until problem rectified in case the 'sister' breaker opens.	
721	9/02/19	5:44:57 AM	Larry Gaul	One train being removed from service due to a loss of a VOBC. Replacement train being launched but delayed resulting in an 8 minute delay in service from Tremblay to Blair. Train will leave Blair approx 3 mins late westbound to TP	
722	9/02/19	6:26:23 AM	Larry Gaul	Yard trying to ready a 13th train for service. Will be late launching	
723	9/2/19	7:05:08 AM	John Manconi	image omitted	
724	9/02/19	7:19:17 AM	Joe North	Could be a reference to the coupler cover?	
725	9/02/19	7:19:48 AM	John Manconi	Ok thanks	
726	9/02/19	7:54:03 AM	Scott Krieger	That is correct. It's the coupler cover. Just talked to Andy.	
727	9/02/19	7:25:01 AM	Larry Gaul	Coupled cover	
728	9/02/19	7:43:18 AM	Larry Gaul	13th train experienced a couple of VOBC issues at handover platform and on connector track. ERC is sending train back to yard	
729	9/02/19	7:59:55 AM	Scott Krieger	I am told Alstom's shift-to-shift turnover was unacceptable yesterday into today. That means the supervisor coming on does not know what he has to deal with. I am having a findings report prepared that I will share with you and Tom.	
730	9/02/19	8:01:28 AM	Troy Charter	They seem to continue to experience the turnover issues from Sunday to Monday?	
731	9/02/19	8:02:02 AM	John Manconi	Ok thanks. The trend I see with these guys over the last 5 years is every holiday they have a problem. So again we have to teach them to pull out a calendar and annually plot holidays and explain to them to look at minimum shifts, supervisors etc. Can you add that to our straw dog I sent you. Thanks.	
732	9/02/19	8:04:18 AM	Scott Krieger	Yes. Also, they need a better turnover process. I still think they need a house check and turnover sheet. That will be in what I send over later.	

733	9/02/19	8:10:39 AM	Tom Prendergast	Are you running a holiday schedule today (aka Sunday service) or a normal weekday schedule? I know that is a basic question, but is it possible someone over at RTM is "out-of-sync" with respect to what today's service requirement is?	
734	9/02/19	8:12:10 AM	Larry Gaul	Wkday and no they are not out of sync. I am told They were well aware of what schedule was being operated today	
735	9/02/19	8:20:10 AM	Tom Prendergast	Thanks. And while that is good to know it actually means that the RTM management problem is far worse.	
736	9/02/19	8:22:31 AM	Tom Prendergast	By the way, if/when holidays occur the service requirement means fewer trains in service and less ERO's, but the maintenance shop requirements GENERALLY are not reduced all that much.	
737	9/02/19	9:11:18 AM	John Manconi	Troy /Larry any updates on the light test?	
738	9/02/19	9:14:10 AM	Troy Charter	I have texted Matt Slade, waiting to hear back. Last update was still awaiting delivery.	
739	9/02/19	9:17:23 AM	John Manconi	Ok let me know ASAP	
740	9/02/19	9:26:11 AM	Larry Gaul	Emailed Matt yesterday. He stated he did not think it would be until early this week	
741	9/02/19	9:27:19 AM	John Manconi	Are our operators saying cameras are working well?	
742	9/02/19	9:28:40 AM	Larry Gaul	This morning we had a couple report they were not always functioning. Will need to get details from TOCC	
743	9/02/19	9:29:02 AM	Larry Gaul	I will need to get details from TOCC. Just to clarify	
744	9/02/19	9:51:47 AM	Troy Charter	Left Matt a vm as well. I heard the same as Larry but today was still possible.	
745	9/02/19	9:52:19 AM	John Manconi	Ok	
746	9/02/19	9:52:56 AM	Troy Charter	Family workout. First time. Will see how it goes.	
747	9/02/19	10:18:35 AM	Larry Gaul	Numerous reports of platform cameras freezing up as they hit the 'ready to depart' button. EROs voicing concerns over this. One report of camera being frozen on a specific station (exact location unknown). Mainline tech responding to reported problems and attempting to correct on a case by case basis. Told by the TOCC tech that there is a team from France looking into problem (whatever that means)	
748	9/02/19	10:20:43 AM	John Manconi	Ok thx	
749	9/02/19	11:11:34 AM	Troy Charter	Lights not recieved yet. Reminded we are ready at a moments notice.	
750	9/02/19	11:43:19 AM	John Manconi	Does he have an eta? It's 2019 - they have this thing track my parcel yes all available online.	
751	9/02/19	11:44:28 AM	Jim Hopkins	I think that costs extra...	
752	9/02/19	12:38:47 PM	Troy Charter	Today or tomorrow	
753	9/02/19	12:39:12 PM	John Manconi	Ok	
754	9/02/19	12:39:40 PM	Jim Hopkins	I'm available any time	
755	9/02/19	8:45:57 PM	John Manconi	Folks Ken is one of ERO's that was promoted to be and ERC. Read this thread that Jon Willing posted (Jon is a reporter)	
756	9/02/19	8:46:45 PM	John Manconi	Click the thread and read them . A great story!	
757	9/02/19	8:48:59 PM	Jim Hopkins	Ken is one of the best!	
758	9/02/19	8:53:05 PM	Jocelyne Begin	Nice 😊!	
759	9/02/19	8:53:29 PM	Scott Krieger	Those are some excellent posts.	

760	9/02/19	9:21:31 PM	Troy Charter	Ken also has pointed out documented a few observations of vehicle behaviour at Tunneys. Getting a meeting with Thales to review. He is strong.	
761	9/02/19	9:22:07 PM	Jim Hopkins	Agreed	
762	9/03/19	5:04:26 AM	Larry Gaul	Not a good launch. Train broke down on the west connector track. Had to be reversed and brought back to yard. 5 trains staged on mainline 1st trips departed on time. Last two trains preparing to launch at this time. Wi experience an eight minute delay eastbound from Hurdman to Blair station	
763	9/03/19	6:35:32 AM	Larry Gaul	13 trains on mainline. One is disabled at TP. Tech onboard and in TOCC trying to troubleshoot	
764	9/03/19	6:36:56 AM	John Manconi	Can we have a discussion today about what's happening at TP. Can you have someone run the numbers on trends for breakdowns at TP? Is this something we have?	
765	9/03/19	6:39:36 AM	Troy Charter	We do track this in the daily logs. Will see what we can pull for 9.	
766	9/03/19	6:41:25 AM	Tom Prendergast	If I recall correctly we were experiencing loss of communication and/or VOBC failures leaving TP..... but you guys would know better.	
767	9/03/19	8:16:30 AM	Joe North	LRV 31 has shown up in delay causing failures 3 days in a row. Sunday with 12 no VOBC, Monday with 21 no VOBC, today with 30 Immobilized.	
768	9/03/19	10:13:18 AM	John Manconi	Troy come to the meeting with exactly when they were short techs	
769	9/03/19	6:05:41 PM	Jim Hopkins	FYI...an effective Plan B was tested at all locations and shown to be effective. It is expected to be fully ready for use by sometime Friday.	
770	9/03/19	6:06:12 PM	John Manconi	Plan B?? So the lights are in??	
771	9/03/19	6:08:38 PM	Jim Hopkins	We tested an IR remote controlled light that would be installed on each train. Two in each cab inconspicuously mounted on the pillars left and right of operator. Turned by spotter on platform. The other lights are still not in.	
772	9/03/19	6:09:37 PM	John Manconi	Sorry not following . Are you saying we have a full plan B (light) . So basically we are done?	
773	9/03/19	6:10:04 PM	Jim Hopkins	Yup	
774	9/03/19	6:12:09 PM	John Manconi	Ok not sure how all that happened. Troy Larry you signing off?	
775	9/03/19	6:15:41 PM	Larry Gaul	John. I was not part of the field test. Sounds like we have a technology for Plan B that will work. Need to get the team together tomorrow morning to discuss results of field test and installation plan	
776	9/03/19	6:16:47 PM	Jim Hopkins	Joe and Dave Morgan were there as well.	
777	9/03/19	6:20:18 PM	Tom Prendergast	I do NOT want to throw cold water on what appears to be a great outcome, but we need to ensure that the concept with actual IR equipment has been fully vetted and tested with some rigor.	
778	9/03/19	6:20:20 PM	Troy Charter	I like the solution. As Larry mentioned just want to organize a quick internal discussion to ensure all aspects covered.	
779	9/03/19	6:21:50 PM	John Manconi	Joe Matt slade says you were there. Any feedback/ thoughts?	
780	9/03/19	6:25:20 PM	Joe North	Doesn't involve whistles or any devices installed on the alignment. A wireless night light put in operator cabs. Activated by a line of sight infrared remote. Fast to deploy. Tested at all types of stations. It worked effectively.	

781	9/03/19	6:41:26 PM	Jocelyne Begin	Wow! This is coming out of left field!! At ops readiness meeting tomorrow, I would like to know how this came about and how will it work because this morning we were at a standstill. This is good news	
782	9/03/19	6:43:16 PM	Tom Prendergast	So if it's line-of-sight dependent all we ah e to donis make sure the platform person is in a position to be able to provide that, but that is consistent with having that person in line-of-sight with the Train Operator.	
783	9/03/19	6:45:55 PM	Tom Prendergast	Something tells me that this idea was an active thought in one of our group's mind and he/she let it percolate while our collective angst with Matt and Co. continued to increase. You know the phrase....."necessity is the motherhood of invention".....in my mind it sounds like a Joe and/or Troy idea.....but then again it could be just about anyone...	
784	9/3/19	6:48:25 PM	Jim Hopkins	<attached: 00000785-PHOTO-2019-09-03-18-48-25.jpg>	 00000785-PHOTO-2019-09-03-18-48-25.jpg
785	9/03/19	6:51:22 PM	Jim Hopkins	Triggered by person on platform near the cab with line of sight between remote and the light.	
786	9/03/19	7:04:23 PM	Tom Prendergast	Can the remote also turn the light off? It's not essential that it does, but if it did that would be an added benefit.	
787	9/03/19	7:09:12 PM	Jim Hopkins	Yes it can	
788	9/03/19	7:15:33 PM	Michael Morgan	Whistles would have been a nightmare.	
789	9/03/19	7:16:21 PM	Troy Charter	Fyi. Team is reviewing the observations and SOPs that may need to be amended/ updated. Meeting first thing tomorrow to finalize document where we need to include this operating restriction.	
790	9/03/19	8:43:29 PM	Tom Prendergast	If it can turn the light off then am I correct in assuming that you could draft the operating procedure so that if the person on the platform turns the light off the Train Operator could immediately stop the train? That would protect against a late developing drag incident.	

791	9/03/19	8:46:41 PM	Jim Hopkins	Hmmm init sure that would work. The remote can turn light on and off but only if close enough and line of sight is maintained. No solution yet examined provides this added function other than plan A	
792	9/03/19	8:47:14 PM	Jim Hopkins	"Not sure"	
793	9/03/19	8:58:53 PM	Tom Prendergast	Got it. Overreach on my part.	
794	9/04/19	4:33:27 AM	Scott Krieger	We are starting to see an issue of a grinding noise coming from the vehicles in motion. It has started very recently. It is being referred to as a Treadplate Gangway Issue. Alstom is investigating but does not have a root cause yet. I have asked for a summary of what we know.	
795	9/04/19	4:43:43 AM	Troy Charter	We also need to quickly dig into trains losing Communications / loss if VOBC. 2 trains on sweep trips this morning are immobilized. Had one occur yesterday, and a few on the weekend. This has spiked all of a sudden.	
796	9/04/19	4:43:57 AM	Scott Krieger	I am told that, as of now, 5 LRVs are out of service for this noise.	
797	9/04/19	4:44:08 AM	Troy Charter	Meeting with Alstom at 815.	
798	9/04/19	4:44:49 AM	Scott Krieger	Troy - Do you want Andy of my staff to attend?	
799	9/04/19	4:45:57 AM	Troy Charter	Yes. It is the weekly Alstom update at the MSF.	
800	9/04/19	4:46:27 AM	Scott Krieger	OK. Which room? First or second floor?	
801	9/04/19	4:48:50 AM	Troy Charter	1st floor	
802	9/04/19	4:49:03 AM	Scott Krieger	Thanks.	
803	9/04/19	4:53:05 AM	Larry Gaul	Not good news. Sweep trips on both tracks entered ZC 2 and lost communication and established NCO. RTM notified and attempting to troubleshoot. Plan is to operate 5 trains between Blair and Hurdman initially and launch additional trains as things develop. Updates to follow	
804	9/04/19	5:08:32 AM	Tom Prendergast	You are right in your concern on both fronts. The loss of communication and VOBC failures seem to have reared their ugly head over the past 2-3 weeks. And I seem to recall their occurrence at Tunney's Pasture of very close by. Need to get Thales and Alstom closely engaged on addressing that problem.	
805	9/04/19	5:11:01 AM	Tom Prendergast	Upon further thought the noise problem MIGHT be as simple and direct as specific assemblies needing lubrication applied. Preventive maintenance has not been one of Alston's finer traits so far to date.	
806	9/04/19	5:12:47 AM	Scott Krieger	I asked Andy to check into that. But apparently it does not seem dependent on vehicle mileage. I will send more info as I get it.	
807	9/04/19	5:16:18 AM	Tom Prendergast	Now that is weird. If not dependent upon vehicle mileage then what would it be, especially if it arose as fast as it did and on asamy vehicles. Need to wait for examination and analysis to occur I know, but time is short.	
808	9/04/19	5:43:38 AM	Larry Gaul	Got two trains that lost communications in Zc 2 to TP. Sending a westbound train into Zc 2 to determine if this is vehicle related or Thales related. Oops, third train just lost comm at west tunnel portal on track 1	
809	9/04/19	5:44:54 AM	Jim Hopkins	Entering zc1?	
810	9/04/19	5:47:21 AM	Larry Gaul	Sorry, easy tunnel portal.	
811	9/04/19	6:00:25 AM	John Manconi	Troy call them please this is getting stupid	
812	9/04/19	6:09:04 AM	Troy Charter	I spoke with Tom and Claude. Claude was aware, Tom was not. Alstom Tech has been dispatched to zc 2. Fron there theywill get Thales support.	

813	9/04/19	6:47:25 AM	Scott Krieger	Is there an issue with the most recent Thales upgrade?	
814	9/04/19	6:50:57 AM	Scott Krieger	When something like this happens, they need to look at what has changed recently.	
815	9/04/19	7:00:26 AM	Tom Prendergast	Ottawa experienced some severe thunderstorms last night apparently. It is possible that lightning strikes may have resulted in some damage to antennas.	
816	9/04/19	7:01:19 AM	Troy Charter	I have already asked Matt to pull data on vobc loss since last week when there was a Thales update.	
817	9/04/19	8:06:48 AM	John Manconi	Any Eta on cause and time to repair?	
818	9/04/19	8:14:03 AM	John Manconi	Troy I know you are swamped but I need some line if aight/update. Is your command centre stood up? Any eta ? I am using this as an excellent opportunity to test real life situation.	
819	9/04/19	8:24:27 AM	Troy Charter	They are still investigating what has occurred. Some sort of communication issue. Thales on site assisting with troubleshooting but no ETA yet. Command Centre is not stood up. We have put in a diversion, communicated with Customer Service and planned our bus bridge. Supts in Tocc have been discussing resources and where buses would be pulled from.	
820	9/04/19	8:24:54 AM	John Manconi	Ok keep me posted.	
821	9/04/19	8:25:28 AM	Troy Charter	With alstom at msf. Missions update. Then will go see Thales following.	
822	9/04/19	9:13:05 AM	John Manconi	Apparently lightning storm last night was very very Intense	
823	9/04/19	9:17:51 AM	John Manconi	https://ottawa.ctvnews.ca/video?clipId=624699	
824	9/04/19	9:19:32 AM	Troy Charter	Getting an update shortly.	
825	9/04/19	9:43:54 AM	Troy Charter	Still no ETA. The first 2 trains that lost comms experienced same issue in return trip. The 3rd train that list comms has been running in the east without issue.	
826	9/04/19	9:54:44 AM	Troy Charter	They are sending staff out to mainline to check the wayside radio units. Potential ground strike tripped breakers to a grouping of these units. Event seems to have occurred just past 3Am.	
827	9/04/19	11:28:40 AM	Tom Prendergast	From my own experience at the Long Island Rail Road lightning strikes that "go to ground" fully or partially wreak havoc with electrical systems and especially communications based ones.	
828	9/04/19	11:31:02 AM	Troy Charter	Field teams still out checking the wayside radio units. Update at noon coming from Claude.	
829	9/04/19	11:31:25 AM	John Manconi	Ok thx	
830	9/04/19	11:41:10 AM	Troy Charter	They believe all the odd number wayside radio units are not functioning between uOttawa and Tunneys. Unclear why even number radios are not picking up and why this is isolated to zone 2.	
831	9/04/19	11:41:57 AM	John Manconi	Can't make this stuff up	
832	9/04/19	11:46:11 AM	Troy Charter	Not even if you tried.	
833	9/04/19	11:49:26 AM	Michael Morgan	It speaks to the power design where alternating or adjacent units should be fed by different power sources. This is supposed to mitigate power failures; it sounds like a power supply failure assuming that they followed the Thales requirement for power supply design.	
834	9/04/19	11:50:48 AM	Troy Charter	The TPSS was inspected and told it was fine.	
835	9/04/19	11:54:59 AM	Michael Morgan	Are the (radio) units still getting power?	

836	9/04/19	11:55:37 AM	Troy Charter	Not sure. Told only impacting odd number units.	
837	9/04/19	12:02:11 PM	Michael Morgan	I would have thought that the odd and even radio units would be on different power circuits. We pull Glen into the troubleshooting if it helps. Is Alan Stepcka working on it as well?	
838	9/04/19	12:06:40 PM	Tom Prendergast	There was a problem with one of the Traction Power feeds last week at TPSS #2. Am I correct in that Larry?	
839	9/04/19	12:07:52 PM	Troy Charter	Stepka was in this morning. Cyndi is now leading from the Thales side but staying in contact with Stepka.	
840	9/04/19	12:08:10 PM	Larry Gaul	Feeder breaker 2 at TPSS two had a problem earlier this week but it was corrected yesterday	
841	9/04/19	12:16:42 PM	Tom Prendergast	Something caused the feeder breaker to open and if they had trouble getting it reset that means that there was some type of problem/issue "out-on-the-Line".	
842	9/04/19	12:32:15 PM	Troy Charter	3 radio units have found to be affected by suspected lightning that occurred at approx. 3am last night. They are going to reboot local servers and believe this will rectify the issue. No other damage found to the radio units. Eta 90 mins. Still does not answer all questions but may be resolved. Updates to follow.	
843	9/04/19	12:39:02 PM	Troy Charter	Looks like rectified now. So much for 90 mins. Will check in with Tocc.	
844	9/04/19	12:40:02 PM	John Manconi	Please confirm when we have coast to coast service restoration	
845	9/04/19	12:41:16 PM	Troy Charter	Will do. Techs are still on the line and conducting some other checks. Once they cancel their track occupancy permits we will resume.	
846	9/04/19	1:14:47 PM	John Manconi	Let me know ASAP please media is going wild	
847	9/04/19	1:22:11 PM	Troy Charter	Sweep trips starting now. Once clear will resume. I will get a call when all is a go	
848	9/04/19	1:25:18 PM	John Manconi	Ok let me know thx	
849	9/04/19	1:49:30 PM	Troy Charter	Sweep trips completed. Will advise when trains have completed a loop.	
850	9/04/19	1:52:02 PM	John Manconi	Okay	
851	9/04/19	2:08:53 PM	Troy Charter	We are back to full mainline operations.	
852	9/04/19	2:09:04 PM	John Manconi	Thanks	
853	9/04/19	4:49:28 PM	Pat Scrimgeour	I recommend Tu Sep 10, 10:00 to 12:00 for the councillors' assistant familiarization tour. Am I okay to book it?	
854	9/04/19	5:01:17 PM	Pat Scrimgeour	I note that this is at the same time as Fedco, but I don't know that that matters.	
855	9/04/19	6:03:41 PM	Jocelyne Begin	I say go ahead and book. John?	
856	9/04/19	6:04:23 PM	John Manconi	Yes	
857	9/04/19	6:13:19 PM	Pat Scrimgeour	Thank you both.	
858	9/04/19	6:14:09 PM	John Manconi	Pat you are sending out email invite with rules logistics etc right?	
859	9/04/19	6:16:18 PM	Larry Gaul	Please let TOCC know the exact plans. Do you want an escort from Rail Ops?	
860	9/04/19	6:17:22 PM	John Manconi	Pat don't rush this. Tomorrow at ops readiness you need to confirm with everyone	
861	9/04/19	6:19:11 PM	Pat Scrimgeour	John - Yes. Larry - We will make sure all are aware.	
862	9/04/19	6:21:29 PM	Larry Gaul	Troy- sorry if I am stepping on your toes here but I figured you would make similar statement and question.	
863	9/04/19	6:23:59 PM	Troy Charter	Thx Larry. We are aligned. Just finished our Thales meeting.	



864	9/05/19	5:08:56 AM	Larry Gaul	First launch wave Ok. Last trip departed yard approximately 5 minutes late. Arrived handover platform late. 1st trains departed terminals on time.	
865	9/05/19	6:37:19 AM	Larry Gaul	13th train launched but as it entered the mainline the YCC called TOCC and told them the train needed to be returned to the MSF due to an MPU issue. Train to be routed to Blair and brought back into yard. No replacement train available at this time	
866	9/05/19	7:21:30 AM	John Manconi	Folks Mayor is not happy with yesterday. He was asking why 10 hrs to reset the radios. I explained that is not the cAse what was done etc... on a separate note peter called me and he confirmed that his debrief he liked many of the things they did right to Larry's point he was not pleased on how long it took them. I said good. Troy is leading the joint debrief and we need to be quicker on response	
867	9/05/19	7:33:28 AM	Joe North	My opinions on yesterday. Not facts just opinions.	
868	9/05/19	7:39:43 AM	Joe North	Last point, need to find out what happen to redundant CBTC features that could have/should have kept the radios working.	
869	9/05/19	6:52:49 PM	John Manconi	Troy can you tell me what's going on on the line? I am seeing multiple updates from control	
870	9/05/19	6:53:47 PM	Troy Charter	Apologies. Seeing this now. Give me 5 mins.	
871	9/05/19	6:58:47 PM	Troy Charter	One train has been creating off and on issues. Tech thought they resolved it on the line but now immobilized again due to a brake fault.	
872	9/05/19	6:59:57 PM	John Manconi	Ok sorry to sound like a broken record but I was hammered by the press today - are we practicing what we would be doing with bus bridging diverging etc?	
873	9/05/19	7:01:38 PM	Troy Charter	We are trying to yes. But sometimes the problem is resolved in 5 mins, other times it can be long. Hard for staff to determine when to mobilize etc. But yes we are.	
874	9/05/19	7:01:50 PM	John Manconi	Ok thanks	
875	9/05/19	7:04:39 PM	John Manconi	Message to everyone: We now have someone telling a councillor that the automatic train control system is not working and that we have been operating in manual mode. This is false correct? If someone has anything other than false I need to know ASAP. Secondly - Peter told me they have cctv footage that can suggest it was a lighting strike. Apparently their is a meeting tomorrow. If this is true let me know please as again the media was pressing hard on root cause.	
876	9/05/19	7:13:19 PM	Jocelyne Begin	Oh my! Wish would have known that before media scrum	
877	9/05/19	7:15:40 PM	Joe North	I was in TOCC mid afternoon and then on the line. I saw nothing to suggest we were not in full ATO mode.	
878	9/05/19	7:16:35 PM	Troy Charter	We are not operating in manuel mode. 100 % false.	
879	9/05/19	7:17:45 PM	Troy Charter	Tonight's train issue. Not a good one. Diversion line being changed as the tech needs to access a panel from outside the train. Diversio is now both tracks while Tech does this work.	
880	9/06/19	6:02:15 AM	Troy Charter	First wave of LRV's all good, launched and in time.	
881	9/06/19	6:02:48 AM	John Manconi	Will take that!	
882	9/06/19	6:49:45 AM	Troy Charter	Second wave not as smooth. Some late launches, trains were backed up as one was losing position in the connector tunnell. 13 train about to be launched. No spare identified yet.	


883	9/06/19	8:23:43 AM	John Manconi	For ops readiness mtg today we will do the following. First hour is our stuff. Second hour Michael tell peter him Matt Alston rtm one hour - review of status of stuff due today and full week ahead issues etc. Thanks. Folks bring any questions you have for them
884	9/06/19	8:44:03 AM	Michael Morgan	Sounds good.
885	9/06/19	8:57:25 AM	Tom Prendergast	I like the structure very much, especially the separation between internal (solely OC Transpo) and external (RTM) issues. I am not sorry if some feel like I am a "broken record", BUT Peter and Matt need to bring appropriate knowledge and possibly representation from Thales to the meeting (and obviously Alstom as well).
886	9/06/19	9:24:17 AM	John Manconi	Michael I had assumed but want to make sure Alstom needs to be there and so does Thales
887	9/06/19	9:24:27 AM	John Manconi	And Claude
888	9/07/19	6:18:17 AM	Larry Gaul	Not a good launch. 4 trains late departing yard due to various vehicle issues and a train brought to handover platform w/o inspection sheets. 9 trains on mainline. At least two departures from Blair and one from Tunneys will be missed.
889	9/07/19	6:19:38 AM	John Manconi	7 days to launch and we are still dealing with inspection sheets!
890	9/7/19	7:51:44 AM	John Manconi	<attached: 00000891-PHOTO-2019-09-07-07-51-44.jpg>
891	9/07/19	8:04:16 AM	Pat Scrimgeour	Solid messaging and we will make sure our info for and responses to customers line up with it. Thanks.
892	9/07/19	8:05:29 AM	John Manconi	Do you and Troy have thing 100% tight on comms and ops on how to swing people from rail to parallel bus service if train goes down first three weeks?

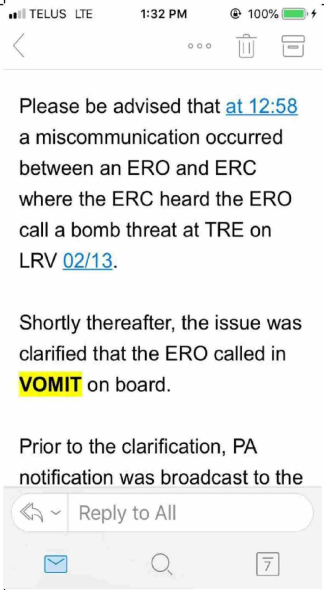


00000891-PHOTO-2019-09-07-07-51-44.jpg

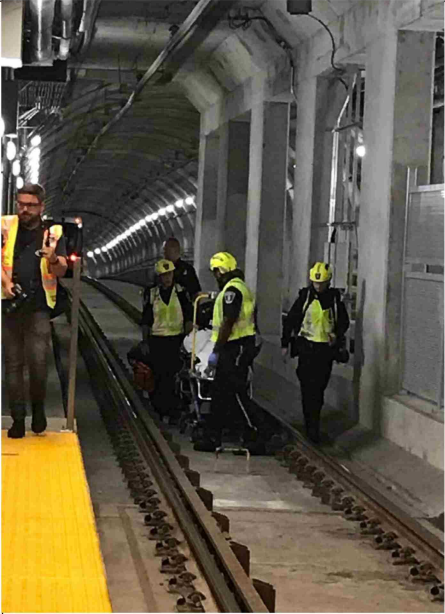
893	9/07/19	8:08:49 AM	Pat Scrimgeour	We have the comms links from TOCC to CSC establishes, practiced, and redundant. We have solid plans on how and where to send and post CSRs in case the service goes down. We are practicing that today and this week.	
894	9/07/19	8:12:43 AM	John Manconi	Good thanks	
895	9/07/19	8:25:22 AM	Jim Hopkins	FYI...lights are installed and spotters in place. Still working out a few things. I will get a first hand shortly and update	
896	9/07/19	8:26:11 AM	Jocelyne Begin	Nice. Can't wait to hear	
897	9/07/19	8:27:26 AM	Troy Charter	Agree with Pat. The comms link has been established and we have solid SOP's linking station announcements and customer service notifications	
898	9/07/19	8:29:59 AM	John Manconi	Thanks . Jim good work thanks for the update	
899	9/07/19	8:30:49 AM	Kim MacEwan	Our special events company has started loading in their equipment into Tunneys for the launch event. All going well.	
900	9/07/19	8:31:09 AM	John Manconi	Very good thanks!	
901	9/07/19	8:43:20 AM	Larry Gaul	Jim. Are you in the system?	
902	9/07/19	8:43:43 AM	Jim Hopkins	On my way	
903	9/07/19	9:31:17 AM	John Manconi	Troy/Larry these train these issues are stressing me out. Can you guys tell me if we were in service what would the impact be? Would customers be stuck? Transferring trains? Delays? Etc?	
904	9/07/19	9:41:17 AM	Larry Gaul	The first train was removed from service upon arrival at Blair. Replacement train was put into service westbound at Tremblay so there would have been a 5 minute delay to customers between Blair and Tremblay. The second train that was disabled at Blair would have resulted in a 5 minute gap in service initially westbound to TP. The TOCC would the. Place the system on headway regulation to regulate the service headway's with 10 vs 11 trains.	
905	9/07/19	9:45:47 AM	John Manconi	Ok thank you.	
906	9/07/19	9:49:33 AM	Pat Scrimgeour	Dress rehearsal is well underway. Hundreds of happy and excited volunteer actors are riding trains.	

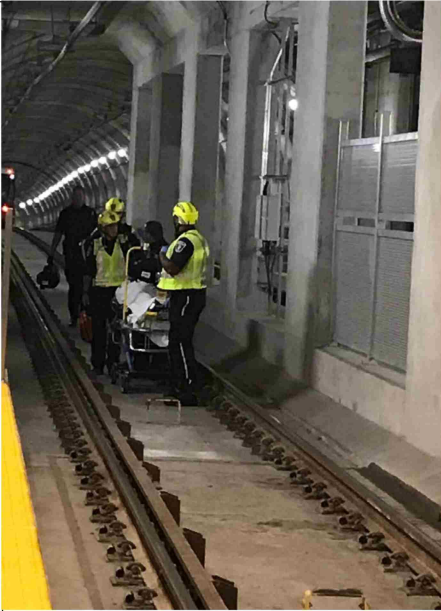
					
907	9/7/19	9:49:49 AM	Pat Scrimgeour	<attached: 00000908-2019-09-07-09-49-49.jpg>	00000908-2019-09-07-09-49-49.jpg
					
908	9/7/19	9:50:11 AM	Pat Scrimgeour	<attached: 00000909-2019-09-07-09-50-11.jpg>	00000909-2019-09-07-09-50-11.jpg
909	9/07/19	9:51:39 AM	John Manconi	Nice!!	


910	9/07/19	9:52:06 AM	Kim MacEwan	Cool!!!!	
911	9/07/19	10:00:37 AM	Pat Scrimgeour	The line, the stations, the trains, and the service look great! This is the best I've seen it yet.	
912	9/07/19	10:01:05 AM	Jim Hopkins	Yes it is like we are in business!!	
913	9/07/19	10:21:37 AM	Pat Scrimgeour	Nice also to see the display art at Rideau.	
914	9/7/19	10:21:46 AM	Pat Scrimgeour	<attached: 00000915-PHOTO-2019-09-07-10-21-46.jpg>	
915	9/07/19	10:49:15 AM	Pat Scrimgeour	There's a noticeable difference between the cleaned stations and the to-be-cleaned stations.	
916	9/07/19	10:58:20 AM	Jocelyne Begin	Looks amazing 😊	
917	9/07/19	11:05:32 AM	Jim Hopkins	Spotters and lights are working. System wide it is about 70%. Some locations are iffy and some spotters still don't have full understanding. I made Alstom aware and they are moving on it to measure and manage.	
918	9/07/19	11:08:09 AM	Jim Hopkins	Also, I rode number of cabs and saw no issues with Plan A... EROs I spoke with also had not encountered any issues today.	
919	9/07/19	11:23:03 AM	John Manconi	Thank you great news	
920	9/07/19	11:26:09 AM	Troy Charter	Duane is out there as well documenting any gaps and we will continue our comms throughout the week.	
921	9/07/19	11:40:40 AM	Jim Hopkins	I have and continue to press Alstom to make them work every time and to use a whistle if they don't	
922	9/07/19	12:33:08 PM	Troy Charter	Lots of activity and good validation going on.	
923	9/07/19	12:33:40 PM	John Manconi	Ok	
924	9/07/19	12:44:09 PM	Troy Charter	Correction. Lyon not Rideau	
925	9/07/19	12:46:52 PM	John Manconi	They ok?	
926	9/07/19	12:49:24 PM	Troy Charter	One of the volunteers has asthma, concerns about her breathing. Fire is there, ems on way. I think precautionary.	





927	9/07/19	12:54:34 PM	Troy Charter	They are out. All clear.	
928	9/07/19	1:10:42 PM	Pat Scrimgeour	I've just been with them - Our colleague Marc Magierowicz and his Mum. Paramedics checked her out and all is good.They are on their way home from Lyon.	
929	9/07/19	1:11:49 PM	Jim Hopkins	How long were they in there?	
930	9/07/19	1:12:54 PM	Pat Scrimgeour	20-30 min maybe	
931	9/07/19	1:13:06 PM	Jim Hopkins	Thanks	
932	9/07/19	1:13:56 PM	Pat Scrimgeour	I am not an authoritative source on this.	
933	9/07/19	1:32:04 PM	Jim Hopkins	Understood	
					 <p>Please be advised that at 12:58 a miscommunication occurred between an ERO and ERC where the ERC heard the ERO call a bomb threat at TRE on LRV 02/13.</p> <p>Shortly thereafter, the issue was clarified that the ERO called in VOMIT on board.</p> <p>Prior to the clarification, PA notification was broadcast to the</p>
934	9/7/19	1:32:34 PM	John Manconi	<attached: 00000935-2019-09-07-13-32-34.jpg>	00000935-2019-09-07-13-32-34.jpg
935	9/07/19	1:33:08 PM	Jim Hopkins	Lessons to be learned for sure!	
936	9/07/19	1:34:16 PM	Larry Gaul	Oh my!!!	
937	9/07/19	1:45:06 PM	Tom Prendergast	That's why we called such a "blue plate special" a stand for vomit. No way that could be misconstrued as someone saying "vomit".....lol.	
938	9/07/19	1:45:25 PM	John Manconi	The funny thing with that is you and Joe mapped out the vomiting scenario almost two years ago and I remember it like it was yesterday!	
939	9/07/19	1:45:32 PM	John Manconi	Larry	
940	9/07/19	1:45:50 PM	Jim Hopkins	We just say bio spill	
941	9/07/19	1:46:43 PM	Scott Krieger	Maybe it was part of the planned practice scenario. Did we check the script?	
942	9/07/19	1:46:51 PM	Larry Gaul	Why can't you just say someone was sick on the train? We complicate things too much!!!	
943	9/07/19	1:48:55 PM	John Manconi	LOL!!!	
944	9/07/19	1:49:10 PM	John Manconi	I am with Larry	


945	9/07/19	1:52:21 PM	Scott Krieger	My opinion - Sick can mean Paramedics and Police or a cleaner with a mop. I think we need to be specific.	
946	9/07/19	1:54:56 PM	Larry Gaul	Puke?	
947	9/07/19	1:55:14 PM	Scott Krieger	Exactly.	
948	9/7/19	2:01:45 PM	Pat Scrimgeour	video omitted	
949	9/07/19	2:02:00 PM	Scott Krieger	Exciting.	
950	9/07/19	2:02:52 PM	Jocelyne Begin	Yay 😊	
951	9/07/19	2:03:45 PM	John Manconi	Nice video Pat I just shared that with mayor and chair	
952	9/07/19	2:07:11 PM	Pat Scrimgeour	👍	
953	9/07/19	2:09:28 PM	Pat Scrimgeour	Dress rehearsal has ended.	
954	9/07/19	2:10:42 PM	Jocelyne Begin	Congrats everyone for planning and execution 🎉	
955	9/07/19	2:11:26 PM	Troy Charter	Very impressive all around.	
956	9/07/19	3:01:59 PM	Kim MacEwan	Very exciting!!!	
957	9/7/19	3:07:27 PM	John Manconi	<attached: 00000958-PHOTO-2019-09-07-15-07-27.jpg>	
958	9/07/19	3:09:21 PM	Jocelyne Begin	Wow	
959	9/07/19	3:09:57 PM	Kim MacEwan	Redacted - Personal Information	
960	9/07/19	3:10:09 PM	Jocelyne Begin	Any reaction from the crowd?	
961	9/07/19	3:15:17 PM	John Manconi	Nothing other than they were asking about the vomiting incident 🤢	
962	9/07/19	6:13:09 PM	Pat Scrimgeour	Here is a report on today from David:	
963	9/07/19	6:17:57 PM	John Manconi	Great work! Great summary thanks pat	
964	9/07/19	6:18:40 PM	Larry Gaul	Did the red blacks win today too?	
965	9/07/19	6:19:02 PM	Kim MacEwan	No, but Bianca did!	
966	9/07/19	6:19:08 PM	Jim Hopkins	No but a Canadian won the US open	
967	9/07/19	6:30:12 PM	Larry Gaul	Watched it and was rooting for her. Does that make me a Canadian?	

968	9/07/19	6:30:51 PM	Jim Hopkins	Pretty much!	
969	9/07/19	6:33:51 PM	Jocelyne Begin	Never leaving Larry...never!!! Lol	
970	9/07/19	7:44:27 PM	John Manconi	Larry - the Redblacks tried hard kinda like..... well I will leave it at that	
971	9/07/19	7:47:31 PM	Larry Gaul	Redacted - Personal Information	
972	9/08/19	7:42:46 AM	Troy Charter	This morning we will be starting with a diversion line in the east. Shuttling in the east, running a loop from st. Laurent to Tunneys until the drill. This is to accomodate the glass replacement at Blair which required a closure of the platform.	
973	9/8/19	9:57:38 AM	Jocelyne Begin	<attached: 00000974-PHOTO-2019-09-08-09-57-38.jpg>	

					
974	9/8/19	9:59:55 AM	Jocelyne Begin	<attached: 00000975-2019-09-08-09-59-55.jpg>	00000975-2019-09-08-09-59-55.jpg
975	9/08/19	10:15:56 AM	Jocelyne Begin	Kim CBC was filming.	
976	9/08/19	10:16:47 AM	Jim Hopkins	Nice!	
977	9/08/19	10:17:32 AM	Kim MacEwan	I will let PIMR know	
978	9/08/19	10:24:25 AM	Jocelyne Begin	Outside, not inside	
979	9/08/19	10:25:11 AM	Kim MacEwan	Noted	
980	9/08/19	12:07:58 PM	John Manconi	Troy can you confirm 100% that fire was to attend and they bailed last minute. I need to know who they notified and why they bailed	
981	9/08/19	12:16:25 PM	Troy Charter	Ok. Once we are done the debrief, will get the info.	
982	9/08/19	12:17:10 PM	John Manconi	Thanks	
983	9/08/19	1:18:41 PM	Troy Charter	100% OFS was to participate and were involved in the planning (Jim Andrews).	
984	9/08/19	1:43:00 PM	John Manconi	On thanks let me know	
985	9/08/19	1:53:26 PM	Troy Charter	10 4	

					
986	9/9/19	10:07:16 AM	Pat Scrimgeour	<attached: 00000987-PHOTO-2019-09-09-10-07-16.jpg>	00000987-PHOTO-2019-09-09-10-07-16.jpg
987	9/09/19	10:07:48 AM	Jocelyne Begin	Nice!	
988	9/10/19	5:25:41 AM	Larry Gaul	All minimum dwells have been applied to the individual stations successfully. No issues	
989	9/10/19	5:26:06 AM	Pat Scrimgeour	☑	
990	9/10/19	5:26:31 AM	John Manconi	Just to confirm that's programmed in correct? Not manually.	
991	9/10/19	5:27:16 AM	Pat Scrimgeour	Yes. Was done through the timetable compiler.	
992	9/10/19	5:27:45 AM	John Manconi	Great work thanks	
993	9/10/19	6:01:41 AM	Larry Gaul	One vehicle tech at TP and one at Blair. No rovers have checked in with TOCC yet.	
994	9/10/19	6:03:37 AM	Troy Charter	Thx. I am following up with Richard and Claude	

					
995	9/11/19	6:38:11 AM	John Manconi	<attached: 00000996-PHOTO-2019-09-11-06-38-11.jpg>	00000996-PHOTO-2019-09-11-06-38-11.jpg
996	9/11/19	8:21:08 AM	Scott Krieger	Nice.	
997	9/11/19	10:23:27 AM	John Manconi	<attached: 00000998-PHOTO-2019-09-11-10-23-27.jpg>	<div><div>OUTLOOKnow</div><div>Prendergast, Thomas F. Fwd: Major Findings for LRV Maintenance</div><div>Rick Chiarelli and 2 others</div><div>249</div><div><p>Jim Watson @JimWats... · 1h I got my LRT flyer in my mail yesterday - look for it this week! Lots of helpful info for Saturday's launch after 2 pm</p></div><div>5938</div><div><p>Jim Watson @JimWa... · 16h Congratulations to the @PQCHC for</p></div></div> <div>00000998-PHOTO-2019-09-11-10-23-27.jpg</div>

998	9/11/19	10:23:49 AM	Pat Scrimgeour	Good!	
999	9/11/19	7:14:28 PM	John Manconi	<attached: 00001000-PHOTO-2019-09-11-19-14-28.jpg>	
1000	9/11/19	7:15:03 PM	Jocelyne Begin	Waiting for mine	00001000-PHOTO-2019-09-11-19-14-28.jpg
1001	9/11/19	7:36:26 PM	Jim Hopkins	Got mine yesterday	
1002	9/11/19	8:48:07 PM	John Manconi	Pat Kim - stupid question. Have we triple checked the wifi for the event tomorrow??	
1003	9/11/19	8:49:36 PM	Pat Scrimgeour	We used it at Parliament today. Worked fine. We didn't stop in at Lyon. I also know that Telus will make sure everything is perfect.	
1004	9/11/19	8:50:53 PM	John Manconi	Can you guys send in someone tomorrow morning please thx	
1005	9/11/19	8:51:08 PM	Pat Scrimgeour	I will	
1006	9/11/19	8:52:29 PM	Pat Scrimgeour	Mayor's office wants to know how much \$ the City put into the Telus deal. Michael, I think Richard H and Eric D know that. There was the initial million and there was more from contingency.	
1007	9/11/19	8:54:04 PM	Michael Morgan	I will check.	
1008	9/11/19	8:55:08 PM	John Manconi	When you give them numbers Pat you have to give them what we got in return. I hope we are bragging. Other cities wish they had this	
1009	9/11/19	8:55:58 PM	Pat Scrimgeour	Yes I will. I will also ask Telus if they will disclose how many \$ they put into it.	
1010	9/11/19	8:56:24 PM	Kim MacEwan	Pat - whoever is checking needs to check on concourse, not just at street level	
1011	9/11/19	8:56:57 PM	John Manconi	Platforms	
1012	9/11/19	8:58:19 PM	Pat Scrimgeour	Yes yes	
1013	9/11/19	9:22:35 PM	Pat Scrimgeour	Telus reports as follows:	
1014	9/11/19	9:28:23 PM	John Manconi	Ok thx	

1015	9/12/19	5:49:54 AM	John Manconi	Pat can you this morning discuss how people ride fo free for the city folk festival that starts today on LRT	
1016	9/12/19	10:41:58 AM	Pat Scrimgeour	Report from the field:	
1017	9/12/19	10:42:36 AM	John Manconi	Thanks	
1018	9/12/19	6:21:17 PM	Jocelyne Begin	<attached: 00001019-PHOTO-2019-09-12-18-21-17.jpg>	00001019-PHOTO-2019-09-12-18-21-17.jpg
1019	9/12/19	8:06:50 PM	John Manconi	Troy Jim Tom Larry - if we need to run those trains in manual mode we are trained up for that correct? I need everyone to think of plan b c and d. Cancellation of launch is not an option	
1020	9/12/19	8:09:05 PM	Jim Hopkins	Yes EROs and ERCs are trained to operate in all modes. We are still in 1208 on phone with Stepka	
1021	9/12/19	8:09:21 PM	Larry Gaul	Yes. All EROs are trained in manual operations. We have had EROs operate in manual mode a couple of times as exercises during practice running. If that is a possibility we should run tomorrow in manual mode (ATPM) all day to give EROs some additional practice	
1022	9/12/19	9:12:31 PM	Jocelyne Begin	CTV news at 6 worth watching	
1023	9/13/19	6:03:38 AM	John Manconi	Larry Are things going ok?	
1024	9/13/19	6:11:14 AM	Larry Gaul	1st wave only 5 of 7 trains on mainline at start of service but two more launched shortly after 0500. Timetable 911BX was loaded after 1st wave and seems to be stable. Now been told we will be short two trains due to mechanical issue and lack of inspection sheet	
1025	9/13/19	6:11:54 AM	John Manconi	What the hell???	
1026	9/13/19	6:13:29 AM	John Manconi	Troy call Claude and Matt I have reached out to Peter	
1027	9/13/19	6:38:19 AM	John Manconi	Larry Troy Tom Joke look at text i just sent you	
1028	9/13/19	1:08:48 PM	John Manconi	Troy saw part one of your interview in the Control centre- excellent! Well done	
1029	9/13/19	1:09:02 PM	Troy Charter	Thx	
1030	9/13/19	6:37:02 PM	Jim Hopkins	Nice interview on CTV John!! And they are doing a great job throughput newscast!	
1031	9/13/19	6:51:51 PM	John Manconi	Thanks	
1032	9/14/19	5:07:47 AM	Troy Charter	Its starting. First train at the handover platform. Got our launch list of 11 trains and a spare. All green so far	
1033	9/14/19	5:09:30 AM	Phil Landry	Great to hear!!!	
1034	9/14/19	5:10:30 AM	John Manconi	Troy apparently we had a big lighting storm again last night. Can they double check the data logger etc please	
1035	9/14/19	5:14:00 AM	Jocelyne Begin	Yes you are right we did John	
1036	9/14/19	5:25:47 AM	Troy Charter	Checking now.	
1037	9/14/19	5:44:52 AM	Troy Charter	Looks fine. Checks are being done. Sweep trips have completed entire alignment. No issues reported. 5 trains on the alignment and staging.	
1038	9/14/19	5:45:32 AM	John Manconi	Thanks Troy	
1039	9/14/19	8:48:56 AM	John Manconi	Adjustment to time for departure to Tunneys for event - 9:20	
1040	9/14/19	8:49:03 AM	John Manconi	Meet in lobby	
1041	9/14/19	8:49:19 AM	Pat Scrimgeour	<input checked="" type="checkbox"/>	
1042	9/14/19	8:49:38 AM	Phil Landry	Ok	
1043	9/14/19	8:53:17 AM	Kim MacEwan	Got it	
1044	9/14/19	8:53:50 AM	Scott Krieger	Will do.	
1045	9/14/19	8:54:14 AM	Jim Hopkins	Yup	

1046	9/14/19	8:58:30 AM	Jocelyne Begin added Jim Greer		
1047	9/14/19	8:58:33 AM	Jim Hopkins	Need some help picking out a shirt?	
1048	9/14/19	8:58:45 AM	Jocelyne Begin	Lol	
1049	9/14/19	9:04:37 AM	John Manconi	Not from you Hopkins	
1050	9/14/19	9:05:06 AM	Jim Hopkins	That's hurtful ☹	
1051	9/14/19	9:39:54 AM	Troy Charter	<attached: 00001052-PHOTO-2019-09-14-09-39-54.jpg>	00001052-PHOTO-2019-09-14-09-39-54.jpg
1052	9/14/19	11:12:04 AM	Troy Charter	All green	
1053	9/14/19	1:24:32 PM	Joe North	<attached: 00001054-PHOTO-2019-09-14-13-24-32.jpg>	00001054-PHOTO-2019-09-14-13-24-32.jpg
1054	9/14/19	1:24:56 PM	Joe North	At uOttawa	
1055	9/14/19	1:25:42 PM	Kim MacEwan	On it	
1056	9/14/19	1:40:44 PM	Troy Charter	Big line at Blair.	
1057	9/14/19	1:41:22 PM	John Manconi	Yes can you guys come back please	
1058	9/14/19	1:45:11 PM	Joe North	I was heading to Blair. You don't want me back, correct?	
1059	9/14/19	1:45:34 PM	John Manconi	Correct go to Blair	
1060	9/14/19	1:49:49 PM	Larry Gaul	Rev service trains departing TP and Blair. Great job to all	
1061	9/14/19	2:13:55 PM	Joe North	video omitted	
1062	9/14/19	2:15:08 PM	Larry Gaul	Yes. Good problem to have	
1063	9/14/19	2:22:36 PM	Joe North	OTAs assisting at the TVMs and separating fare holding customers out of the queue. Plenty of platform and train capacity.	
1064	9/14/19	7:05:03 PM	Kim MacEwan	Graham Richardsin closing the CTV News at 6... "You have to try it...it exceeds expectations"	
1065	9/14/19	7:06:18 PM	Troy Charter	<attached: 00001066-PHOTO-2019-09-14-19-06-18.jpg>	00001066-PHOTO-2019-09-14-19-06-18.jpg
1066	9/14/19	7:06:32 PM	Jocelyne Begin	Also said: children when entering tunnel lift both arms in the air as is they are on roller coaster".	
1067	9/14/19	7:07:26 PM	Jim Hopkins	👍👍	
1068	9/14/19	7:07:26 PM	John Manconi	Be proud Troy ! Be proud!!	
1069	9/14/19	7:07:55 PM	Jim Hopkins	I'm going to have my nap now	
1070	9/14/19	7:08:00 PM	Larry Gaul	Where's your wife? The one who luvs the O Train!!	
1071	9/14/19	7:08:36 PM	Jim Hopkins	She is going out tomorrow and is excited	
1072	9/14/19	7:09:01 PM	Troy Charter	I could only convince one to come with me.	
1073	9/14/19	7:23:12 PM	Michael Morgan	The interview with John on CTV is slick - lots of trains coming and going throughout the interview. Great stuff.	
1074	9/14/19	7:24:25 PM	John Manconi	Thx	
1075	9/14/19	7:29:18 PM	Troy Charter	A few minor issues. One train immobilized at Blair. Creating a gap in service going westbound. Control will work on evening out the gap. We are about to reduce so will not affect schedule much.	
1076	9/14/19	7:31:56 PM	Troy Charter	Minor delay to small number of customers at the 2 locations.	
1077	9/14/19	7:38:05 PM	John Manconi	Ok thx. Mayor texting me about Rideau escalator being down and not switch the down to the up. Just check into it when you can please thx	
1078	9/14/19	7:53:40 PM	Troy Charter	Will do	
1079	9/14/19	9:41:28 PM	Troy Charter	Still good numbers of people on the line. Bikes, strollers, wheelchairs saw it all.	
1080	9/14/19	9:42:11 PM	Jocelyne Begin	Excellent	

1081	9/14/19	9:43:44 PM	Troy Charter	Jocelyne - got some info from Claude. Escalator contractor making adjustments to escalators. Feels it is just fine tuning of equipment now that they are experiencing passenger loads. Will need to monitor.	
1082	9/14/19	9:45:47 PM	Jocelyne Begin	Thank you	
1083	9/14/19	9:46:09 PM	Jim Hopkins	Great day!	
1084	9/14/19	9:50:04 PM	Jim Greer	I'm at Blair with family, full tour ride went well lots of teenage kids doing chin ups and gymnastics on stanchion bars.. talking with our electricians to confirm why our bus loop street lamps weren't on when I arrived.	
1085	9/14/19	9:51:42 PM	Jocelyne Begin	CBC Alexa news report	
1086	9/15/19	7:59:38 AM	Larry Gaul	service has started on first full day of revenue service	
1087	9/15/19	9:25:27 AM	Pat Scrimgeour	Vita is down across the system. S&B is responding. Expected recovery approx 45 minutes. Will update.	
1088	9/15/19	9:25:51 AM	John Manconi	Ok thx	
1089	9/15/19	10:00:46 AM	Pat Scrimgeour	Vita reset successful.	
1090	9/15/19	10:24:01 AM	John Manconi	<attached: 00001091-PHOTO-2019-09-15-10-24-01.jpg>	00001091-PHOTO-2019-09-15-10-24-01.jpg
1091	9/15/19	10:28:02 AM	Jocelyne Begin	<attached: 00001092-PHOTO-2019-09-15-10-28-02.jpg>	00001092-PHOTO-2019-09-15-10-28-02.jpg
1092	9/15/19	1:52:07 PM	Scott Krieger	Riding the system. Light usage. Seems like quite a few customers using it to get around as opposed to Confed-Tourism. Platform spotters everywhere I have jumped off and on.	
1093	9/15/19	1:52:23 PM	Scott Krieger	<attached: 00001094-PHOTO-2019-09-15-13-52-22.jpg>	00001094-PHOTO-2019-09-15-13-52-22.jpg
1094	9/15/19	2:05:18 PM	John Manconi	<attached: 00001095-PHOTO-2019-09-15-14-05-18.jpg>	00001095-PHOTO-2019-09-15-14-05-18.jpg
1095	9/15/19	2:15:07 PM	Scott Krieger	That's the interim fix to the corner hatches. Not good long term. We will push for the permanent solution.	
1096	9/15/19	2:37:18 PM	Troy Charter	The PIDS seemed ok at Tunneys when I was there.	
1097	9/15/19	2:38:14 PM	Pat Scrimgeour	And for me too. OTA Nathalie showed me pics from earlier when it was showing a wrong display.	
1098	9/15/19	2:42:32 PM	Joe North	We went to Tunneys. Concourse sign seems accurate and matches train departures. Platform signs are off...as an example saw the Platform 2 sign showed a next departure of 31 minutes.	
1099	9/15/19	2:43:57 PM	Joe North	video omitted	
1100	9/15/19	2:47:33 PM	Pat Scrimgeour	That 31 minutes display may not be wrong. In constant headway mode, most trains are directed to Platform 1. Displays would be corrected in real time as subsequent trains approach.	
1101	9/15/19	2:56:23 PM	Joe North	Hard to understand with 11 trains in service how the next departure calculation could jump that high. In any event it caused some passenger confusion.	
1102	9/15/19	2:58:54 PM	Pat Scrimgeour	I agree about the confusion. We will look at options in future to suppress display of far-off times.	
1103	9/15/19	3:03:41 PM	Jim Greer	Hello Joe, want to let you know lamp post ground wires have been secured at Bayview property. We actually located two light fixtures that required our attention.	
1104	9/15/19	3:07:41 PM	Joe North	Thanks Jim.	
1105	9/15/19	3:13:53 PM	Pat Scrimgeour	Sent ridership estimate for yesterday by email	
1106	9/15/19	3:17:41 PM	John Manconi	Everyone that information is not to be used or distributed until we discuss	
1107	9/15/19	3:21:16 PM	Larry Gaul	Got it	
1108	9/15/19	3:21:53 PM	Kim MacEwan	Understood	

1109	9/15/19	3:22:22 PM	Jim Hopkins	Moi aussi	
1110	9/15/19	3:25:13 PM	Phil Landry	Got it	
1111	9/15/19	3:25:51 PM	Troy Charter	Oui	
1112	9/15/19	3:27:04 PM	Scott Krieger	Understood	
1113	9/15/19	4:02:15 PM	Pat Scrimgeour	A reminder to all that I am looking for four people to act as station leads from 04:45 until 10:00 and four from 14:30 to 18:30 tomorrow. Thanks.	
1114	9/15/19	4:04:36 PM	Jim Hopkins	Jennifer has stepped up; Steve has already been tasked by Thessa; Greg D is chasing Bus instructors; rail instructors are supporting Operations; ...	
1115	9/15/19	4:06:00 PM	Troy Charter	TSR being implemented at Tunneys crossover due to EB's. Similar to Blair. Escalating with Thales.	
1116	9/15/19	4:08:40 PM	Troy Charter	Minimal impact to schedule and service but now a TSR at both terminus's.	
1117	9/15/19	4:08:58 PM	Phil Landry	Took 98 (final destination tunney's pasture) from southkeys to hurdman. Not many seat available and about 10 to 15 folks standing. When we got to hurdman, I'd say about 75% of folks got off bus and headed to train.	
1118	9/15/19	4:10:00 PM	Phil Landry	Took train to Blair and son went to bathroom and his first comment was the bathroom is so clean	
1119	9/15/19	4:12:17 PM	Pat Scrimgeour	Thanks. I'll advise my team.	
1120	9/15/19	4:13:46 PM	Pat Scrimgeour	Thanks Jim. And Jim G has given me some more names.	
1121	9/15/19	4:15:16 PM	Troy Charter	Claude will escalate with Thales and get some answers and direction.	
1122	9/15/19	4:17:42 PM	Joe North	For PID5, since we are seeing erratic performance today can we have a Rail Supervisor close to me and the Station Lead tomorrow morning at Tunneys and one close tonight the Station Lead at Blair? We should know how to turn off erratic signs but must feel confident there will be no unintended consequences.	
1123	9/15/19	4:23:17 PM	Joe North	Did not mean tonight at Blair. Tomorrow morning.	
1124	9/15/19	4:39:01 PM	Michael Morgan	Troy, I spoke to John about the additional TSR. Please keep me in the loop with anything that you hear back from Claude (Alan). TSRs are very commonly used to correct or compensate for Thales CBTC errors but we need to keep the pressure on so that they address the root cause in the next software release.	
1125	9/15/19	4:39:52 PM	Troy Charter	10 4	
1126	9/15/19	4:42:47 PM	Tom Prendergast	Agree with Michael wholeheartedly. What condition at Tunney's Pasture drive that action? The EB activations at Blair occurred on trains ARRIVING at the terminal station while the ones at Tunney's Pasture (or so I thought) occurred on trains DEPARTING the terminal.	
1127	9/15/19	4:49:48 PM	Troy Charter	Tunneys, it is upon arrival like at Blair.	
1128	9/15/19	4:52:07 PM	Tom Prendergast	Is that a new pattern? I had thought they occurred on moves departing the terminal when the train and to crossover to the eastbound track.	
1129	9/15/19	4:54:12 PM	Tom Prendergast	If it IS on trains arriving at Tunney's does it occur only when a departing train is on the other track departing the terminal?	
1130	9/15/19	4:55:41 PM	Troy Charter	It was 3 consecutive trains in a row arriving at Tunneys, just like Blair. Thales is in investigating the details now. I will follow up with our Supt in the TOCC.	

1131	9/15/19	4:59:45 PM	Tom Prendergast	That is unusual because if I understand it correctly, yesterday's "three train" EB occurrence at Blair was the first time that occurred and this one at Tunney's was as well(?). We should exhaust discussing this issue with Kim while she is here. Tomorrow might be our only chance to do so.	
1132	9/15/19	5:03:18 PM	John Manconi	Conference call now Joce Tom troy Michael Larry Jim Hopkins . Will send conf call Number. Matt called re Thales	
1133	9/15/19	5:03:52 PM	Jim Hopkins	Got it	
1134	9/15/19	5:08:42 PM	Michael Morgan	What is the number?	
1135	9/15/19	5:08:50 PM	Larry Gaul	I have called the conf call # for the 1600 hrs meeting. Is that the correct #	
1136	9/15/19	5:09:12 PM	John Manconi	Joce is sending it out shortly . Hang tight	
1137	9/15/19	5:09:39 PM	Jocelyne Begin	6132441334. Id. 4158542	
1138	9/15/19	5:10:27 PM	Michael Morgan	On the line now.	
1139	9/15/19	5:10:40 PM	Jim Hopkins	Same	
1140	9/15/19	5:11:09 PM	Tom Prendergast	Same	
1141	9/15/19	5:23:05 PM	Pat Scrimgeour	Current status on station leads for Monday is green:	
1142	9/15/19	5:23:34 PM	Jim Hopkins	👍	
1143	9/15/19	6:32:00 PM	John Manconi	Troy I am getting so tired already of hearing about the rideau escalators from councillors and the mayor. Everything from blueberries falling on them to them not working. Tell Claude to park a tech there and fix them immediately when they go down. Venting by the way..... moving thousands of people and all I am getting is those stupid escalators. Pat for my media briefing give Jocelyne key notes on escalators and elevators at rideau and all stations - just bullet points as I want to say you have options etc	
1144	9/15/19	6:35:38 PM	Pat Scrimgeour	Yes I will get you those notes.	
1145	9/15/19	6:35:41 PM	Troy Charter	10 4. They have 2 techs dedicated again tomorrow. One is stationed at Rideau. We will also speak with Cadillac Fairview as some of the occurrences have not been RTM'S responsibility.	
1146	9/15/19	6:36:14 PM	John Manconi	Ban blueberries!!	
1147	9/15/19	6:37:11 PM	Troy Charter	And butternut squash.	
1148	9/15/19	6:38:02 PM	Larry Gaul	BUT. Service is running really good. LOTs of positives!!! Customers are happy as hell. Please don't forget this!!!	
1149	9/15/19	6:38:29 PM	John Manconi	I agree 100% Larry exactly what I am telling them!!!!	
1150	9/15/19	6:38:49 PM	Larry Gaul	Remember round table the other day. Lets not over react.	
1151	9/15/19	6:38:54 PM	Scott Krieger	Why is AM Larry still texting.	
1152	9/15/19	6:39:08 PM	Troy Charter	Its Ottawa. We are not happy unless we r complaining.	
1153	9/15/19	6:39:38 PM	Larry Gaul	Cause he is having one or more for the road	
1154	9/15/19	6:40:09 PM	John Manconi	Nobody is over reacting - politicians are and I am managing them. I am cool as ice	
1155	9/15/19	6:40:17 PM	Troy Charter	Larry. Going to quote one of my favorite movies.	
1156	9/15/19	6:42:05 PM	Larry Gaul	Troy, that sounds a little wierd!!	
1157	9/15/19	6:43:23 PM	Troy Charter	Know the movie	
1158	9/15/19	6:51:53 PM	John Manconi	Old School is the movie - Will Ferrell	
1159	9/15/19	6:53:51 PM	Troy Charter	Scott - probably was Frank the Tank back in the day.	
1160	9/15/19	6:54:42 PM	Jim Hopkins	Sleep deprivation does funny things to people...	

1161	9/15/19	6:57:44 PM	John Manconi	Troy can you send a supervisor ASAP to rideau - Fleury is texting me non stop saying escalators from colonel by is not working and he is hyper ventelatinf saying it will be a massive news story and ctv is already reporting it. Kim - status ASAP on media please	
1162	9/15/19	6:57:59 PM	John Manconi	Troy send me a picture of them working	
1163	9/15/19	7:06:21 PM	Troy Charter	Working on it	
1164	9/15/19	7:17:55 PM	John Manconi	Watch this and take a bow!!	
1165	9/15/19	7:21:39 PM	Jim Hopkins	👍👍	
1166	9/15/19	7:22:10 PM	Larry Gaul	John. Have you considered a hairdo like the reporter. It would look good	
1167	9/15/19	7:22:44 PM	John Manconi	He's Greek!! Mine is much better	
1168	9/15/19	7:23:14 PM	Scott Krieger	PM Larry is back in the house.	
1169	9/15/19	7:23:28 PM	Larry Gaul	No gold chains WTF	
1170	9/15/19	7:24:50 PM	Kim MacEwan	Media report just sent by email. Nothing about escalators being reported	
1171	9/15/19	7:26:13 PM	John Manconi	Larry I need you to rest! You will be miserable tomorrow	
1172	9/15/19	7:27:28 PM	Larry Gaul	No worries boss	
1173	9/15/19	7:34:16 PM	Phil Landry	<attached: 00001174-PHOTO-2019-09-15-19-34-16.jpg>	00001174-PHOTO-2019-09-15-19-34-16.jpg
1174	9/15/19	7:37:05 PM	Jocelyne Begin	☺	
1175	9/15/19	7:48:36 PM	Kim MacEwan	<attached: 00001176-PHOTO-2019-09-15-19-48-36.jpg>	00001176-PHOTO-2019-09-15-19-48-36.jpg
1176	9/15/19	7:52:02 PM	Jocelyne Begin	☺	
1177	9/15/19	7:52:09 PM	Larry Gaul	Whoop whoop	
1178	9/15/19	7:52:33 PM	John Manconi	Nice	
1179	9/15/19	8:53:39 PM	Michael Morgan	John, we had the conference call with Thales and Alstom. They have some homework to do before we can determine next steps. It seems like a Thales-Alstom integration issue. We will have another call tomorrow afternoon to determine the way forward.	
1180	9/15/19	8:57:51 PM	John Manconi	Ok thank you and good work everyone	
1181	9/16/19	5:03:53 AM	Troy Charter	Green for vehicles and launch. First trips out of Tunneys may be a min or two late due to earlier incident. Both trains are in at Tunneys. First trips starting.	
1182	9/16/19	5:13:02 AM	John Manconi	Troy give everyone a summary of Tunneys on what's app so they go into command room with awareness	
1183	9/16/19	5:21:55 AM	Troy Charter	Overnight at Tunneys we had a customer access climb over the railing of the pedestrian bridge and hang on to the OCS. Pedestrian then dropped off the OCS and fell onto the tracks, witnessed by a RTM employee. Ems and emergency services responded. Track was cleared, OCS inspected and cleared to start service. First trips ran a few mins late.	
1184	9/16/19	5:23:02 AM	John Manconi	Thanks Troy - just one adjustment. We do not know if it was a customer we should not assume that	
1185	9/16/19	5:24:00 AM	Troy Charter	Yes. Said customer, meant pedestrian.	
1186	9/16/19	5:27:14 AM	John Manconi	Kim Please get someone to bring in hard copy of this morning citizen	
1187	9/16/19	5:35:12 AM	Troy Charter	Currently 7 trains on the line as per schedule.	
1188	9/16/19	5:40:18 AM	Kim MacEwan	Will do	
1189	9/16/19	6:06:15 AM	Joe North	Customer, pedestrian?? What about trespasser?	
1190	9/16/19	6:12:07 AM	Larry Gaul	Lots of customers making bus to rail connections at Blair. Not sure if these are local lines or lines that will continue into downtown though!	

1191	9/16/19	6:45:18 AM	Larry Gaul	2nd wave complete. 13 trains on mainline. All trains operating on time. 1 spare available.	
1192	9/16/19	8:21:34 AM	John Manconi	This afternoon after our mtg I recommend we all Jump in the vans and head to Tunneys to watch our service. Please plan on that.	
1193	9/16/19	8:23:14 AM	Jim Hopkins	Yup	
1194	9/16/19	8:24:08 AM	Scott Krieger	OK	
1195	9/16/19	8:24:20 AM	Kim MacEwan	Sounds great!	
1196	9/16/19	8:26:40 AM	Pat Scrimgeour	Beautiful operations at Hurdman just now. People changing from bus to train like they'd been doing it their entire lives. Trains busy but not over-full. Still maybe a third to a half of customers remaining on buses to downtown.	
1197	9/16/19	8:28:01 AM	Phil Landry	Probably faster to get there if we get dropped off at st Laurent and take train over. Traffic on 417 starts to be bumper to bumper after 230 - 3... from Bronson west...	
1198	9/16/19	8:28:53 AM	Jocelyne Begin	Great idea Phil!!	
1199	9/16/19	8:29:53 AM	Phil Landry	Was just thinking could also get on at tremblay station... so many options!!! ☹️☹️	
1200	9/16/19	8:34:27 AM	Troy Charter	Cyrville Station or Tremblay	
1201	9/16/19	8:35:10 AM	Michael Morgan	Surveyed my staff and they said about half the people on their respective buses got off to take the train.	
1202	9/16/19	8:35:35 AM	Scott Krieger	If I get choked up and emotional while we watch the service, no one is allowed to laugh.	
1203	9/16/19	8:36:01 AM	Larry Gaul	Except me	
1204	9/16/19	8:45:16 AM	Troy Charter	All running well at this time. Nothing to report	
1205	9/16/19	8:58:39 AM	Troy Charter	Anecdotally from Tocc. Several bus operators reported from both Tunneys and Blair that approx. 2/3 of customers are leaving the bus to use the LRT.	
1206	9/16/19	8:58:59 AM	Larry Gaul	Great 1st am rush	
1207	9/16/19	9:02:09 AM	John Manconi	Excellent!!!	
1208	9/16/19	9:20:31 AM	John Manconi	Starbucks handing out free espressos as you exit Parlement station, wow amazing	
1209	9/16/19	10:19:50 AM	Phil Landry	Just an fyi that traffic volumes on 174 wb seemed lighter then usual today. Didn't see too much bumper to bumper near Blair today. Innes road was very busy. Traffic coming from west of city was about same as normal.	
1210	9/16/19	12:45:31 PM	Jim Hopkins	There is a bus collision at Tunney's Pasture. No injuries but damage is reported to be extensive. An articulated bus hit a Hybrid parked in layup	
1211	9/16/19	12:47:51 PM	John Manconi	Ok thank you I need facts as soon as you get them. Jim greer - is a photo possible even a screen shot from live feed	
1212	9/16/19	12:48:57 PM	Jim Hopkins	<attached: 00001213-PHOTO-2019-09-16-12-48-57.jpg>	00001213-PHOTO-2019-09-16-12-48-57.jpg
1213	9/16/19	12:52:28 PM	John Manconi	Everyone but Jim greer stand down on this he is on it	
1214	9/16/19	12:52:46 PM	Pat Scrimgeour	Thank you	
1215	9/16/19	6:05:47 PM	Jim Greer	Investigated high capacity bus numbers, understand why we had overcrowding issues as we have 25 good high capacity buses that remained unused due to the 69 no operators.	
1216	9/16/19	6:59:10 PM	John Manconi	<attached: 00001217-PHOTO-2019-09-16-18-59-10.jpg>	00001217-PHOTO-2019-09-16-18-59-10.jpg

1217	9/16/19	6:59:53 PM	Pat Scrimgeour	Ha!	
1218	9/16/19	7:00:15 PM	Larry Gaul	I'm feeling the luv	
1219	9/16/19	7:02:58 PM	Phil Landry	We are standing down tmng for tonight. No traffic issues at this time. Will be stood up at 6 am tomorrow morning.	
1220	9/16/19	7:06:40 PM	Jim Hopkins	OEM is doing sitrep at 1930. Based on today's service I see no reason for them to remain activated. Thoughts?	
1221	9/16/19	7:10:42 PM	Phil Landry	Not from a traffic perspective.	
1222	9/16/19	7:12:21 PM	John Manconi	Agree jim	
1223	9/16/19	7:13:00 PM	Jim Hopkins	I will let Pierre know	
1224	9/16/19	7:51:09 PM	Jocelyne Begin	<attached: 00001225-PHOTO-2019-09-16-19-51-09.jpg>	00001225-PHOTO-2019-09-16-19-51-09.jpg
1225	9/16/19	7:51:57 PM	Jocelyne Begin	They say sewage smell	
1226	9/16/19	7:52:15 PM	Larry Gaul	Is joe there?	
1227	9/16/19	9:04:47 PM	Troy Charter	Tonight RTM will be installing moduloc fencing at Tunneys. Installation of temporaty fencing delayed till tomorrow. Fabricating the posts tonight, install tomorrow. Jim G has arranged for SCU to be stationed at Tunneys tonight, CCTV focus in the TOCC.	
1228	9/16/19	9:14:13 PM	John Manconi	Troy the smell at parliament is probably the p traps. Remember rtg has sumps in those drains and part of the building permit approvals was regular flushing and checking the traps have water. Michael get gary to send the conditions to Troy and Troy have Claude confirm mtnc and get it sorted out.	
1229	9/16/19	9:18:03 PM	Troy Charter	Will do. I remember those discussions at RAMP with Rupert.	
1230	9/16/19	9:36:34 PM	Pat Scrimgeour	Hello everyone. There are some Station Lead shifts open for tomorrow AM and PM. We could use about four more people. If you can make any staff available for assignment, please have them call the Green Room at 613-842-3662 and write to ota@ottawa.ca (with a copy to me, Carole-Anne Villemaire, David Pepper, Danielle Ritz, and Achuil Lual). Thank you.	
1231	9/16/19	10:29:17 PM	John Manconi	<attached: 00001232-PHOTO-2019-09-16-22-29-17.jpg>	00001232-PHOTO-2019-09-16-22-29-17.jpg
1232	9/16/19	10:46:18 PM	Kim MacEwan	https://www.google.com/amp/s/www.cbc.ca/amp/1.5283752	
1233	9/17/19	5:04:13 AM	Jocelyne Begin	Amazing spokesperson! Impressive	
1234	9/17/19	5:07:27 AM	Larry Gaul	Revenue service is up and running w/7-2 car trains. Planning for 14 trains to. E available for am rush period. Updates to follow 2nd Launch Wave	
1235	9/17/19	5:10:47 AM	Jim Hopkins	👍	
1236	9/17/19	6:56:11 AM	Larry Gaul	All good so far. 13 trns in op with 1 spare	
1237	9/17/19	8:30:54 AM	Troy Charter	Smell at parliament is coming from the escalator pits. Not the platform ones, the ones from street level to concourse level, just outside winners. They need to shut them down for 1 hour. Proposed 10 to 11 this morning. My recommendation is yes. We will assign staff to monitor and advise the field teams.	
1238	9/17/19	8:33:54 AM	John Manconi	Very good	
1239	9/17/19	8:34:23 AM	John Manconi	You will have support staff there to assist correct	
1240	9/17/19	8:35:03 AM	Troy Charter	Yes. I will connect with Joe.	
1241	9/17/19	8:47:06 AM	Joe North	Thanks Troy. I'll head there.	
1242	9/17/19	8:51:59 AM	Pat Scrimgeour	Bus to train at Blair this morning was fine for the time I was here. Rush hour ended very early - mostly done by 8:35, all done by 8:45.	
1243	9/17/19	9:49:22 AM	Pat Scrimgeour	Station Leads requirements:	

1244	9/17/19	10:15:56 AM	Phil Landry	https://twitter.com/CBCMontreal/status/1173954912587329536?s=08	
1245	9/17/19	11:07:42 AM	Joe North	Parliament escalator being put back in service shortly. Situation not resolved. A plumber will join them in 2 hours. Suspect a failed pump. RTM will request another shut down if not too close to PM rush. OTAs directed passengers to elevators during the shutdown.	
1246	9/17/19	11:13:54 AM	Troy Charter	Planning another shutdown at 1. We told them they had to be done by 2:15.	
1247	9/17/19	3:14:36 PM	Troy Charter	Still no eta on fix. Service running well with 11 trains. Delays range from 5 to 15. Some PIDS at platforms and trains are not showing terminus stations. We are making PA announcements in trains and on platforms.	
1248	9/17/19	3:15:52 PM	Jim Hopkins	Just riding from STL now at PIM. Minor delays. No crowding seen on either track ... so far	
1249	9/17/19	3:19:02 PM	Troy Charter	Switch is cleared. Returning to normal operations.	
1250	9/17/19	3:21:55 PM	Joe North	Ok	
1251	9/17/19	3:35:23 PM	Jim Greer	Switching out 40' buses on street with 60's to assist with capacity.	
1252	9/17/19	3:46:20 PM	Joe North	Headways, PIDS, Headsigns all good. They match 4 to 5 operations between PIM and uO.	
1253	9/17/19	3:46:40 PM	John Manconi	Thx	
1254	9/17/19	4:21:52 PM	Phil Landry	Was talking to my team this afternoon and are recommending that we dont activate timg anymore for remainder of week as originally planned. Rather we will be in enhanced operation for am and PM peak (member of traffic management team at Loretta but partners not required) and situational awareness in off peak. Basically going back to what we had since Sept. 3 to the 13th. TIMG will be reactivated on Oct 6 and for the following week. Any concerns from anyone?	
1255	9/17/19	4:22:13 PM	John Manconi	All good	
1256	9/17/19	4:24:58 PM	Troy Charter	Service is running well at this time. No delays, no overloads.	
1257	9/17/19	4:25:26 PM	John Manconi	Good work troy pass it on to the team	
1258	9/17/19	4:25:49 PM	Troy Charter	Will do	
1259	9/17/19	4:40:07 PM	John Manconi	Jim Greer - good work at Tunneys. Chair is there and your supervisor is doing great work	
1260	9/17/19	4:41:07 PM	Jim Greer	I will pass the info on to the team.	
1261	9/17/19	4:49:12 PM	Larry Gaul	Ridership at Parliament and Lyon seems lighter this evening as compared to yesterday. A late EB train at Parliament (1.5 mins) got a heavy load and cleared the platform in 20 seconds	
1262	9/17/19	5:00:38 PM	Joe North	I will pass though the downtown core one more time on my way to Tunneys. Then Line 2 and call it a day.	
1263	9/17/19	5:40:38 PM	John Manconi	Thanks joe	
1264	9/17/19	5:41:07 PM	John Manconi	Troy let me know when pm rush is done and how things went jim greer same thing please	
1265	9/17/19	5:42:03 PM	Troy Charter	10 4	
1266	9/17/19	5:42:27 PM	Jim Greer	Sure thing, just heading to Blair.	
1267	9/17/19	5:43:28 PM	Joe North	Downtown platforms did seem less busy, Tunneys moving a ton of people out quickly on buses. Concourse PID sign errors at Tunneys but platform signs accurate.	

1268	9/17/19	5:43:52 PM	Larry Gaul	So far the customers that were delayed last night have had a pretty good commute tonight. That's hugh!!! Commute problems 2nights in a row this early into rail service would be really bad.	
1269	9/17/19	5:44:09 PM	John Manconi	Excellent!! Team is rocking it!!!	
1270	9/17/19	6:10:19 PM	John Manconi	We are getting killed on Tunneys and Blair on media. Pat pull together an integrated team to bring ideas/ quick wins and solutions. Briefing tomorrow at 7 am meeting on ideas please	
1271	9/17/19	6:11:16 PM	John Manconi	Just to clarify it's buses and over crowded platforms. They actually compared us to Mumbai! Over the top.	
1272	9/17/19	6:16:41 PM	Pat Scrimgeour	Jim G / Troy - who do you want representing you? I will book a conference call soon.	
1273	9/17/19	6:20:11 PM	Troy Charter	I will get on the call.	
1274	9/17/19	6:22:04 PM	John Manconi	Troy/Jim we good? I need an update - I am managing politics	
1275	9/17/19	6:24:50 PM	Troy Charter	Rail is running well. No issues to report. Evening reduction still to come.	
1276	9/17/19	6:25:10 PM	John Manconi	Jim Greer	
1277	9/17/19	6:28:08 PM	John Manconi	Kim I want a count of negative media posts for today presented at our 7 am mtg tomorrow	
1278	9/17/19	6:28:36 PM	Jim Greer	Getting on call we are good.	
1279	9/17/19	6:28:42 PM	Phil Landry	Talked to my staff who was there last night and he had a couple of comments	
1280	9/17/19	6:29:17 PM	Kim MacEwan	Will do	
1281	9/17/19	6:29:58 PM	John Manconi	Pat take the lead on bus transfer issue please	
1282	9/17/19	6:31:14 PM	Tom Prendergast	Joe: Based on your observations, how would you categorize platform crowd conditions at TP as compared to your rail experience?	
1283	9/17/19	6:33:13 PM	John Manconi	Kim you need to be part of that team. Pat will give you some excellent messaging to bring down the temperature. Folks it's all good . This is about change. You have done amazing work and your intellegence, messaging and tweaking of the plan will win the day! Amazing work - don't view any of this other than classic Ottawa's resistance to chAnge. Amazing railroad launched and amazing multi modal system launched. Don't forget that!!!	
1284	9/17/19	6:33:22 PM	Tom Prendergast	Are platforms being cleared before next train arrival? If so, how would you qualitatively rate that?	
1285	9/17/19	6:34:16 PM	Kim MacEwan	Pat - please include me in the conference call	
1286	9/17/19	6:34:31 PM	Troy Charter	Kim. I will text you the number.	
1287	9/17/19	6:38:58 PM	John Manconi	Jim Greer can you give me a summary ASAP please	
1288	9/17/19	6:44:18 PM	Scott Krieger	Media thrives on criticism. It sells papers. Unfortunate but true.	
1289	9/17/19	6:44:38 PM	Joe North	At TP I watched 30 minutes of rail customers exiting the station and going to bus stops. I was in the center of the loop looking west. I could see the bus stops on both sides of the loop. Time was 530 to 6. Overall bus was emptying the stops fairly well and I think they could handle two trains of customers while buses flowed around the loop freely. There was one interruption of the smooth bus flow that I'll describe next. Give me a few minutes.	
1290	9/17/19	6:50:26 PM	John Manconi	Thx joe	

1291	9/17/19	6:51:26 PM	Joe North	One bus stop on the far side of the loop started to overflow. It was close to the east end of the loop so it was closer to the curve. Tow empty 40' buses with 16 head signs stopped at that busy bus stop. The second one blocked the free flow of the loop for about 4 minutes? Were they extra buses or regular route buses? If extras Ops should insert them strategically so as not to block the loop.	
1292	9/17/19	6:51:43 PM	John Manconi	Thanks	
1293	9/17/19	6:53:11 PM	Troy Charter	Jim is at Blair and is on the conference call.	
1294	9/17/19	6:53:46 PM	Joe North	The 4 minutes of blocked bus loop coincided with the arrival of another train. Not fatal in itself but events like that can build up incrementally and disrupt other bus stops.	
1295	9/17/19	6:57:19 PM	Joe North	Overall, this event would not have tanked the bus loop, but 2 or 3 of these blockages with the arrival of additional trains is probably the beginning of a bigger problem.	
1296	9/17/19	6:57:21 PM	Larry Gaul	Are there cctv cameras covering the bus loop that could be used to strengthen our position or disagreement with media reports?	
1297	9/17/19	6:58:29 PM	Joe North	Bus was using drone photography this morning at Blair. That might be better than CCTVs.	
1298	9/17/19	6:59:23 PM	Troy Charter	Yes, but we dont use our cctv cameras for media and is contrary to our CCTV policy re: use and privacy.	
1299	9/17/19	7:21:15 PM	Tom Prendergast	Thanks much Joe. Stating the obvious, the ability of the bus loop to absorb customers departing from the O Train is key. Any factors inhibiting the load and go function will result in passengers queuing and not being able to board and get a seat. But that is nothing new to us given the prior brt to bus transfer at the location. Unfortunately if they experience something different and worse than what they are used to they will "blame" the new part of the equation which is the train.	
1300	9/17/19	7:23:26 PM	Joe North	Bus to bus transfers are easier to manage.	
1301	9/17/19	7:23:37 PM	Phil Landry	https://twitter.com/chrisjamesdrew/status/1174088463244828672?s=08	
1302	9/17/19	7:25:13 PM	John Manconi	Everyone read the email I sent to Council. Joe Tom and Larry I sent you copy also. If you have comments cAll me. Pat tomorrow I am explaining both Tunneys and Blair are temporary at the Transit commission. I need all city team there tomorrow as they will have questions . Need to have game plan for what we are telling them on possible solutions along with balances only day two and customers are still adjusting at these locations and everyone relAx it will all be fine	
1303	9/17/19	7:26:02 PM	Tom Prendergast	Once again staring rhe obvious, saturated supervision to keep buses flowing and "hawkers" to keep the customers moving as this transition occurs might be warranted. And I totally agree with you that bus-to-bus transfers ARE easier to handle than Rail-to-bus ones are. It's the deluge of customers getting off of one train simultaneously instead of staggered.	
1304	9/17/19	7:27:28 PM	John Manconi	Everyone read every message on the what's app string please	
1305	9/17/19	7:28:24 PM	Jim Hopkins	All read. Love the time lapse drone video	
1306	9/17/19	7:29:37 PM	John Manconi	Everyone acknowledge please lots of traffic tonight and tomorrow at 7 we have to go hard	

1307	9/17/19	7:31:11 PM	Tom Prendergast	Noted and acknowledge.	
1308	9/17/19	7:31:11 PM	Michael Morgan	Acknowledging	
1309	9/17/19	7:33:51 PM	Phil Landry	Acknowledged	
1310	9/17/19	7:37:17 PM	Kim MacEwan	Acknowledged	
1311	9/17/19	7:47:31 PM	Jocelyne Begin	Yes	
1312	9/17/19	7:56:20 PM	John Manconi	Kim have the video that Phil sent on the lap top in case I need it at Transit commission please thx	
1313	9/17/19	7:58:42 PM	Jim Greer	Acknowledged, sorry delayed response just finished debriefing with SCU and Operations all one team all positive. They appreciate everyone's support.	
1314	9/17/19	7:59:42 PM	Kim MacEwan	Will do	
1315	9/17/19	7:59:59 PM	Pat Scrimgeour	I've read the WhatsApp thread.	
1316	9/17/19	8:00:14 PM	John Manconi	Ok good I was just at Tunneys and spoke to your supervisors- they concur bus transfers nothing major. Pat I have some theories of Hunan dynamics as to what is causing the limited complaints	
1317	9/17/19	8:02:19 PM	Pat Scrimgeour	I pulled a group together at 18:30. We brainstormed a list of ideas. No evaluation, just ideas. The list is out with the group for review this evening. Once reviewed, I will bring the list to our 07:00 meeting. If there's more idea to add, we will add more.	
1318	9/17/19	8:02:38 PM	John Manconi	Great work thank you pat	
1319	9/17/19	8:07:35 PM	Troy Charter	Recieved.	
1320	9/17/19	8:42:44 PM	Jim Greer	Blair Platform bus flags D & C have been relocated as per request. Calling it a day. Cheers.	
1321	9/17/19	9:03:00 PM	John Manconi	Good work jim thanks	
1322	9/17/19	9:07:30 PM	Troy Charter	One train swapped out just past peak due to cab door not locking. No delay to service. A small gap created of approx 8 mins between from Blair to St. Laurent as replacement train cut in at Tremblay. Nothing else to report.	
1323	9/17/19	9:34:24 PM	Pat Scrimgeour	Thank you	
1324	9/18/19	5:06:51 AM	Troy Charter	Service has started with no issues to report at this time. All first trips started on time.	
1325	9/18/19	5:09:25 AM	Larry Gaul	1st launch wave good with all 7 trains in service	
1326	9/18/19	5:42:22 AM	Larry Gaul	Customer stuck in elevator 3 at Lee's Station	
1327	9/18/19	5:56:18 AM	John Manconi	Kim use this version for today also I want to use it at 7 am mtg	
1328	9/18/19	6:07:25 AM	Troy Charter	Passenger is out if elevator. 25 mins.	
1329	9/18/19	6:14:28 AM	John Manconi	Pat last night buy showed me a graph that said we had 600,000 movements in and out of Fare gates Monday. I want to use that number at TC today so I need you to validate it is safe for me to do so	
1330	9/18/19	6:15:09 AM	Kim MacEwan	Video will be loaded up for LTOCC and TC this morning	
1331	9/18/19	6:16:28 AM	Jocelyne Begin	Can we load it on the French laptop at TC Kim? The screens are on top of each other in the centre now. Thanks	
1332	9/18/19	6:20:39 AM	Pat Scrimgeour	I do not have that information but will check with my team.	
1333	9/18/19	6:21:25 AM	Jocelyne Begin	If it helps, Guy showed a graphic to John and I yesterday	
1334	9/18/19	6:22:12 AM	Pat Scrimgeour	It does. I will ask Guy to show me what he has given you. I will check for validity and consistency with other data sources.	
1335	9/18/19	6:31:46 AM	John Manconi	He didn't give it to me and I told him to go see you before I see it	

1336	9/18/19	6:49:53 AM	Larry Gaul	2nd wave complete. All good. 1 spare	
1337	9/18/19	12:48:35 PM	Troy Charter	Brake fault on an LRV at Tunneys. 10 minute gap in service, but otherwise system running fine. Platform closed, staff on site and RTM attending.	
1338	9/18/19	12:54:49 PM	Troy Charter	Back mobile.	
1339	9/18/19	6:53:35 PM	Jim Greer	<attached: 00001340-PHOTO-2019-09-18-18-53-35.jpg>	00001340-PHOTO-2019-09-18-18-53-35.jpg
1340	9/18/19	6:53:35 PM	Jim Greer	<attached: 00001341-PHOTO-2019-09-18-18-53-35.jpg>	00001341-PHOTO-2019-09-18-18-53-35.jpg
1341	9/18/19	6:54:16 PM	Troy Charter	That looks great	
1342	9/18/19	6:54:54 PM	Jim Hopkins	Rey nice!	
1343	9/18/19	6:55:02 PM	Jim Hopkins	Very...	
1344	9/18/19	7:14:05 PM	Pat Scrimgeour	Thanks to your team for fabricating and installing.	
1345	9/18/19	7:26:49 PM	Jocelyne Begin	Looks perfect	
1346	9/19/19	5:17:50 AM	Troy Charter	First wave complete. 7 launched on time. We have 13 trains and a spare lined up for service.	
1347	9/19/19	6:47:32 AM	Larry Gaul	13 trains on mainline. No issues	
1348	9/19/19	6:07:23 PM	Troy Charter	Nearing the end of the PM peak. Nothing to report. Will focus on improving our service reduction.	
1349	9/19/19	6:08:15 PM	John Manconi	Nice work I Am in the train now about to transfer at Tunneys	
1350	9/19/19	6:09:37 PM	Joe North	Just left Tunneys. Going to Line 2. Had a great conversation with Brad Tubman. Another one of your stars.	
1351	9/19/19	6:12:57 PM	Jim Greer	Platform performance on cameras going well. Used recovery buses at tunneys, bayshore and hurdman. Improving on routines each day on newly required bus logistics.	
1352	9/19/19	6:19:14 PM	John Manconi	Pat inside Tunneys nobody should be tapping or showing transfers right	
1353	9/19/19	6:19:45 PM	Pat Scrimgeour	As they board buses? That's correct.	
1354	9/19/19	6:21:06 PM	John Manconi	That is what is slowing things down. Jim tomorrow let's discuss code 50 and bulletin	
1355	9/19/19	6:23:53 PM	Jim Greer	Yes we need to keep people moving, putting out another code 50 now to remind operators	
1356	9/19/19	6:36:10 PM	Troy Charter	Spoke with yogi today. He is retiring in October. Substitution program.	
1357	9/19/19	6:36:49 PM	Jocelyne Begin	Wow	
1358	9/19/19	6:39:26 PM	Larry Gaul	Yogi? How about Boo Boo?	
1359	9/19/19	6:39:43 PM	Jim Hopkins	Lol	
1360	9/20/19	5:35:00 AM	John Manconi	Everything good for launch?	
1361	9/20/19	5:39:32 AM	Troy Charter	Apologies. Was driving.	
1362	9/20/19	5:40:06 AM	John Manconi	Thx	
1363	9/20/19	11:33:51 AM	Pat Scrimgeour	Pay phones are installed and active at all stations. <input checked="" type="checkbox"/>	
1364	9/20/19	11:34:27 AM	Pat Scrimgeour	Ridership on Line 1 yesterday, Thursday, was 90,000 customer-trips.	
1365	9/20/19	11:47:30 AM	Jim Hopkins	Up and up!	
1366	9/20/19	12:23:50 PM	Larry Gaul	Jim, did they get results of vehicle download	
1367	9/20/19	3:38:53 PM	Troy Charter	Rail service all looking good for PM.	

1368	9/20/19	8:26:12 PM	John Manconi	Folks I just want to say thank you one more time. Nobody will ever know the blood sweat and tears all of you put into this. This launch is a model for so many in so many ways across all business lines. Many wonder why talented people such as all of you work for government. You do it because you care, you put all you have into providing your community with outstanding service. On September 14 this city changed forever and you all played a crucial role in this historic transformation. Thank you.	
1369	9/20/19	8:27:10 PM	Jim Hopkins	Thank you John, now go take a well earned phone free break!	
1370	9/20/19	8:30:02 PM	Joe North	Congrats to OC. Best client, best project I've ever been part of. Cudos to you John and your entire team. Enjoy your down time.	
1371	9/20/19	8:53:56 PM	Scott Krieger	Thank you John. Relax and enjoy your vacation!!	
1372	9/20/19	9:01:37 PM	Tom Prendergast	Don't give in to the urge to call or check the social media. It likely will be difficult, but if you totally disconnect you will recharge faster.	
1373	9/20/19	9:14:35 PM	Phil Landry	Thanks John. It's great to be working with such dedicated people. Enjoy your time off!!!	
1374	9/20/19	9:15:52 PM	Larry Gaul	I'm trying to sleep. Some of us work in the morning!!!	
1375	9/20/19	9:19:39 PM	Scott Krieger	Good Night Grumpy Larry.	
1376	9/20/19	9:21:19 PM	Jocelyne Begin	Go dodo Larry	
1377	9/20/19	9:22:59 PM	Troy Charter	Yah. Service starts at 6 tomorrow. Lol	
1378	9/21/19	5:14:17 AM	Larry Gaul	Trespasser in ROW on UOttawa Station but he has now cleared	
1379	9/21/19	5:38:12 AM	Troy Charter	Thx Larry. One more morning. We had to make it interesting for you.	
1380	9/21/19	5:41:33 AM	Larry Gaul	Lost ZC 3 went down and delayed launch for a few minutes. Tech was on site and reset ZC. Train at handover platform with a problem further delaying launch trains. 1st trains will depart terminal as on time but there will be delays to other trips until launch issues cleared up	
1381	9/21/19	6:00:35 AM	Larry Gaul	5 of 11 trains on mainline. 1st two terminal departures will be made on time. Other trains being launched and placed into service as best they can	
1382	9/21/19	6:02:16 AM	Jim Greer	Following the communications here to support if required.	
1383	9/21/19	6:34:28 AM	Larry Gaul	11 trains on the mainline but one disabled at Tunneys. ERO performing a full train reset. Spare at handover platform but waiting on inspection sheet	
1384	9/21/19	9:34:59 AM	Troy Charter	Early morning service experienced a few challenges. Launch at 6. Between 6 and approx 7, customers would have experienced longer and uneven headways until all 11 trains launched and properly spaced. By just past 7, mainline was largely running normally and on schedule.	
1385	9/22/19	7:55:50 AM	Troy Charter	Yesterday afternoons service ran well without any incidents. A few security incidents in the evening with trespassers and customers on plat forms. At approx 130 am did have one delay due to a door issue at st. Laurent. Customers travelling westbound from St. Laurent experienced a 20 to 25 minute gap in service. We are debriefing our operational response.	
1386	9/22/19	8:01:29 AM	Larry Gaul	Troy. Your taking away my last morning thunder!!	
1387	9/22/19	8:04:23 AM	Troy Charter	You are still here. Awesome.	
1388	9/22/19	8:06:14 AM	Jim Hopkins	What time is your flight Larry?	
1389	9/22/19	8:08:35 AM	Jim Greer	Larry Safe travels, hope to talk again soon.	
1390	9/22/19	8:11:58 AM	Larry Gaul	Jim H. I will be here until about 0900 then heading south	

1391	9/22/19	8:12:48 AM	Kim MacEwan	Pat - OC alert says Bayview Station is closed due to power outage. From Troy's message, this does not appear accurate	
1392	9/22/19	8:13:35 AM	Pat Scrimgeour	Troy, does the CSC have current and correct info?	
1393	9/22/19	8:14:30 AM	Pat Scrimgeour	David is on this.	
1394	9/22/19	8:14:42 AM	Kim MacEwan	Thx	
1395	9/22/19	8:16:33 AM	Troy Charter	We do not have full power, elevators and escalators down. Station is open. Staff on site directing people.	
1396	9/22/19	8:19:52 AM	Pat Scrimgeour	Replacement alert is in progress now that station is open for customers. OTAs are being informed to advise customers who may be alighting at Bayview.	
1397	9/22/19	8:22:47 AM	Larry Gaul	Some power has been restored. Confirmed at least one escalator is in operation. Elevator alarms cleared. Having staff on-site confirm elevator status	
1398	9/22/19	3:43:01 PM	Jim Greer	Altercation at Blair station whereas multiple youths engaged in confrontation with SCU officers. No reports of weapons at this time however 3 individuals in custody. OPS on scene. Video being reviewed. High probability of social media due to active location. No reports of injuries at this time. OPS Response and investigation ongoing. Keep you posted.	
1399	9/22/19	5:41:06 PM	Kim MacEwan	Thx	
1400	9/22/19	6:21:56 PM	Pat Scrimgeour	We need more station leads for tomorrow. At this time, we have only two for the start of service in the morning. Please consider assigning staff from your teams.	
1401	9/22/19	6:59:42 PM	Kim MacEwan	I have sent an SOS to my team	
1402	9/22/19	7:00:58 PM	Jim Greer	Email request sent	
1403	9/22/19	7:02:23 PM	Jim Hopkins	I have reached out to my team...	
1404	9/22/19	7:18:36 PM	Troy Charter	Same.	
1405	9/22/19	7:20:12 PM	Pat Scrimgeour	Thank you all	
1406	9/22/19	7:36:02 PM	Phil Landry	Do you want me to ask around to my folks. They haven't been trained would that be an issue?	
1407	9/22/19	7:36:54 PM	Pat Scrimgeour	That would certainly be helpful. Thanks.	
1408	9/22/19	7:39:30 PM	Phil Landry	Ok will ask. What are times required?	
1409	9/22/19	7:52:33 PM	Pat Scrimgeour	Any are helpful. Peak periods most helpful. Danielle will be able to help people pick a spot and time, and will arrange any training and familiarization required.	
1410	9/22/19	7:57:52 PM	Phil Landry	Ok	
1411	9/23/19	6:29:51 AM	Pat Scrimgeour	Thank you, everyone, for the additional station leads that contacted us last night and are working today. Requirements continue through the week.	
1412	9/23/19	6:37:30 AM	Pat Scrimgeour	Good morning. I won't be able to be in at work today or tomorrow. I'm going to Hamilton with Kate. Her Dad has gone back into the hospital.	
1413	9/23/19	7:05:46 AM	Troy Charter	A good launch this am. 13 trains and a spare are operating.	
1414	9/23/19	3:01:53 PM	Jim Greer	Hello Michael, as per our phone conversation our daily 2pm update for today is:	
1415	9/23/19	5:03:08 PM	Michael Morgan	Thanks Jim.	
1416	9/24/19	7:00:13 AM	Troy Charter	Good launch this am. 13 trains in operation. All launched on time.	

1417	9/24/19	7:45:21 AM	Michael Morgan	Thanks.	
1418	9/24/19	8:03:34 AM	Jim Greer	Redacted - Personal Information	
1419	9/24/19	9:13:25 AM	Phil Landry		
1420	9/24/19	9:13:40 AM	Jim Hopkins	Yup	
1421	9/24/19	9:13:50 AM	Jim Hopkins	Any cameras in area?	
1422	9/24/19	9:18:53 AM	Phil Landry	Not sure, will check.	
1423	9/24/19	9:38:43 AM	Phil Landry	Have camera at st laurent and Russell. Can see intersection however at time of collision was facing northbound and not southbound	
1424	9/24/19	9:39:01 AM	Jim Hopkins	K	
1425	9/24/19	9:39:04 AM	Phil Landry	<attached: 00001426-PHOTO-2019-09-24-09-39-04.jpg>	00001426-PHOTO-2019-09-24-09-39-04.jpg
1426	9/24/19	9:39:25 AM	Phil Landry	Here is picture taken a few minutes ago	
1427	9/24/19	2:14:16 PM	Jim Greer	Hello Michael, here is TFFM's status:	
1428	9/24/19	2:16:01 PM	Troy Charter	Rail. No issues to report. 2 trains available for Pm launch. No delays or issues of significance.	
1429	9/24/19	3:02:05 PM	Phil Landry	Russell just reopened to traffic	
1430	9/25/19	6:54:42 AM	Troy Charter	All good for launch this am. 13 operating, all launched on time.	
1431	9/25/19	7:31:35 AM	Michael Morgan	Great. Thank you.	
1432	9/25/19	7:34:31 AM	Pat Scrimgeour	I am still in Hamilton today. Colleen has agreed to continue to act for me while I am away.	
1433	9/25/19	7:35:47 AM	Jim Hopkins	Take care of family	
1434	9/25/19	1:58:18 PM	Jim Greer	2:PM update from TFFM:	
1435	9/25/19	3:15:06 PM	Troy Charter	Rail ops is good for pm peak. 2 trains launched and have a spare. We had an earlier delay of 5 mins (media inquiry recieved) which was due to a passenger disturbance. Occurred at approx. 1:40. Special constables responded. Service has returned to normal.	
1436	9/26/19	7:00:06 AM	Troy Charter	Rail Ops good launch. 13 trains launched on time. Spare train available.	
1437	9/26/19	7:12:14 AM	Michael Morgan	Thanks	
1438	9/26/19	8:07:44 AM	Jim Hopkins	In train at Lee's westbound...crush load. Possibly leaving people on platforms. Hard to tell from my vantage point	
1439	9/26/19	8:15:54 AM	Troy Charter	Wow	
1440	9/26/19	2:00:08 PM	Jim Greer	TFFM daily update;	
1441	9/26/19	3:03:34 PM	Troy Charter	We have a train with a door issue at Lees Station. Staff are still trying to isolate the door to get it moving. Delays are approx 5 mins. If they cant get train moving will need to single track. Updates to follow shortly.	
1442	9/26/19	3:23:25 PM	Pat Scrimgeour	Line 1 ridership:	
1443	9/26/19	3:34:16 PM	Troy Charter	We are still experiencing delays of approx 10 mins for customers. Trains are being held at stations. Platforms are not overcrowded. Still working on getting the immobilized train out of the way. Update in 5 mins.	
1444	9/26/19	3:46:47 PM	Troy Charter	Still approx 10 min delays being experienced on the line. Single tracking still on going.	
1445	9/26/19	4:05:09 PM	Troy Charter	Immobilized train moving off the mainline now. Single tracking about to be lifted. Still experiencing delays of 10 mins, two trains at 15 mins. No platforms overloaded. Will now work on evening out the service.	
1446	9/26/19	4:08:44 PM	Troy Charter	Back to 13 trains. Uneven headways but no longer holding trains. Service resuming normal operations.	

1447	9/26/19	4:32:50 PM	Troy Charter	Service largely back to normal. Some residual delays due to uneven headways. Will be back to even headways in 20 mins.	
1448	9/26/19	5:10:31 PM	Michael Morgan	Thanks Troy. It would be good to confirm the cause in order to respond to any inquiries tomorrow.	
1449	9/26/19	5:12:06 PM	Troy Charter	Yes. We have asked for am update from Vapor.	
1450	9/26/19	5:18:07 PM	Michael Morgan	Any interference noted on the cameras?	
1451	9/26/19	5:20:22 PM	Troy Charter	Not from outside on the platform. We need to look at the inside cameras.	
1452	9/26/19	6:00:32 PM	Michael Morgan	Let's plan for a debrief tomorrow at noon on safety, ops, and customer service.	
1453	9/26/19	6:00:40 PM	Michael Morgan	Make that 1pm	
1454	9/26/19	6:01:44 PM	Jim Hopkins	Please thanks	
1455	9/26/19	6:05:34 PM	Scott Krieger	I believe Alstom is planning to demobilize the on-site door techs next week. With this and the door issue earlier in the week, I don't think that's a good idea.	
1456	9/27/19	7:09:11 AM	Jim Greer	TFFM- Green in all areas this morning. 806 buses available. No issues yo report.	
1457	9/27/19	7:09:35 AM	Troy Charter	This mornings launch, all 13 launched on time. 1 train is experiencing a double compressor fault with presently no impact to service. We are going to park the train at Tunneys when it arrives and leave it there until after am peak at which time we will remove. No spare train available at this time but anticipate a spare in 20 to 30 mins.	
1458	9/27/19	7:52:38 AM	Michael Morgan	Thanks.	
1459	9/27/19	8:29:39 AM	Pat Scrimgeour	We need more station leads for this afternoon's rush hour. We could use up to nine more. Could you please canvass your teams and have them contact the usual people? Thanks.	
1460	9/27/19	8:30:32 AM	Jim Greer	Will do.	
1461	9/27/19	8:48:36 AM	Jim Hopkins	Mostly deployed already but I will check	
1462	9/27/19	8:52:19 AM	Tom Prendergast	Troy/Scott: I know that a train with a double compressor fault is not serviceable, but what are the full resultant impacts of such in terms of lost/unavailable functionalities?	
1463	9/27/19	8:55:19 AM	Michael Morgan	For yesterday's event, did the door tech add any value or did we need the vehicle technician to correct the issue. Troy, what has been our experience with door technicians - have they helped?	
1464	9/27/19	9:05:37 AM	Scott Krieger	I believe compressed air is for air suspension/leveling.	
1465	9/27/19	9:54:18 AM	Troy Charter	I am still collecting info on the door incident from last night. However, the door tech would not have added value in this case. They are trained to isolate the door, the door could not be isolated. More info to follow.	
1466	9/27/19	2:03:12 PM	Jim Greer	TFFM 2pm daily report:	
1467	9/27/19	2:37:39 PM	Troy Charter	Rail Ops. Egress has gone well. Launched a pm train early to provide some additional capacity. No issues to report. No overloads.	
1468	9/27/19	6:25:56 PM	Troy Charter	Must be a full moon. Service is running well. Earlier, we had 2 females get into an altercation at Tunneys pasture. No disruption to service, both have been arrested. There were quite a few onlookers.	
1469	9/27/19	6:36:06 PM	Jocelyne Begin	Oh my - promising for the weekend ☺	
1470	9/27/19	6:37:14 PM	Jim Hopkins	Nice to see your smiling face :)	

1471	9/28/19	1:21:07 AM	Jim Greer	TOCC experiencing citywide network failures, as of approx 1am control room operating only with radio talk group channel 2. City IT contacted. High impact to control room operations, limited communication and visibility to on street resources. Keep you posted.	
1472	9/28/19	5:16:14 AM	Jim Greer	Update on TOCC network. Various systems for control down (GPS / redlines) for approx 2.5hrs. City IT has this corrected for control room however still outstanding issue with mobile air cards. Impacting mobile supervisors and SCU. City IT continuing to work on system with control room staff. Mobile and SCU will coordinate utilising talk groups on radios rather than usual routines with laptops .	
1473	9/28/19	7:57:54 AM	Troy Charter	While last night was interesting (vomit, pee, fights) nothing to report this morning. Service running well).	
1474	9/28/19	8:01:08 AM	Jim Hopkins	Vomit? Or bomb threat?	
1475	9/28/19	8:11:25 AM	Troy Charter	Vomit. Train, platform, track and himself.	
1476	9/28/19	8:21:05 AM	Jim Greer	SCU responded to 19 rail related issues last 24hrs mostly riders under the influence.	
1477	9/28/19	9:41:08 AM	Tom Prendergast	You are "growing up fast" having experienced some of the more brutal and impactful customer behavior incidents any/all systems have. On the DUF front (defecation, urination & fornication.....seriously) you have had one incident already in just two weeks of service. Customers fighting and vomiting are others. The OLRT is fast becoming a vibrant part of the city and I am willing to bet it will change the dynamic of people remaining downtown later hours into the evening. All good overall with some unfortunate "sidebar" consequences. How you respond and address them now early on in your existence will "set the tone" for what happens going forward. Not preaching, just constructive commentary.	
1478	9/28/19	12:50:47 PM	Troy Charter	Fyi. We have a few issues occurring today, nothing impact the mainline but impacting customer service.	
1479	9/28/19	1:54:35 PM	Jim Greer	Hey Troy, message recieved. As per emails you may want to reboot, citywide server issues last night may have messed up your emails. I haven't heard of any computer issues today from staff my emails working fine. Good luck.	
1480	9/28/19	1:59:14 PM	Troy Charter	Thx. Yes that worked. The classic alstom reset.	
1481	9/29/19	10:14:57 AM	Troy Charter	A few vehicle swap outs this morning. One swap out minor impact to service as customers had to get off a train st Blair and board the next one. Minor delay of a few mins. Parliament station entrance back open on time this morning.	
1482	9/30/19	6:27:43 AM	Jim Greer	TFFM operational status:	
1483	9/30/19	6:49:28 AM	Troy Charter	Green for rail. 13 trains now on the line. Spare train available.	
1484	9/30/19	1:29:10 PM	Pat Scrimgeour	Line 1 ridership:	
1485	9/30/19	5:51:05 PM	Michael Morgan	<attached: 00001486-PHOTO-2019-09-30-17-51-05.jpg>	00001486-PHOTO-2019-09-30-17-51-05.jpg
1486	9/30/19	5:53:00 PM	John Manconi	👍	
1487	9/30/19	6:00:24 PM	Pat Scrimgeour	<attached: 00001488-PHOTO-2019-09-30-18-00-24.jpg>	00001488-PHOTO-2019-09-30-18-00-24.jpg
1488	9/30/19	6:01:18 PM	Scott Krieger	I got nothin'. I feel like Charlie Brown on Halloween.	
1489	9/30/19	6:54:07 PM	John Manconi	Michael /Pat - status of Tunney bus platform widening? I am here now and have a plan B in my head.	

1490	9/30/19	6:59:11 PM	John Manconi	Pat just called me.	
1491	10/01/19	6:49:48 AM	Troy Charter	13 trains launched for service on time. Spare train available.	
1492	10/01/19	12:29:31 PM	Troy Charter	Fyi. We have a train with a major traction fault. Not moving currently at Pimisi. Diversion line is in place. 9 trains on a loop Lyon to Blair. One train on a shuttle tunneys to Lyon. Means, customers transferring trains at Lyon.	
1493	10/01/19	12:37:17 PM	Pat Scrimgeour	This is the alert that is now going out from CS through all channels:	
1494	10/01/19	12:37:21 PM	Pat Scrimgeour	Delay notification 12:34pm: We are currently experiencing a delay on O-Train Line 1 between Tunney's Pasture and Lyon Station. Updates to follow	
1495	10/01/19	12:38:24 PM	Pat Scrimgeour	Alert is out on Twitter	
1496	10/01/19	12:39:24 PM	Pat Scrimgeour	Also out by email and on web	
1497	10/01/19	12:48:18 PM	Troy Charter	Resuming full mainline. Defective train is at Tunneys. Will determine best time for removal. Currently 10 trains on mainline. Spare train being launched.	
1498	10/01/19	12:57:28 PM	Troy Charter	Residual delays as we space trains back out. Back to 11 trains.	
1499	10/01/19	12:58:36 PM	Pat Scrimgeour	Alerts are out to provide this info	
1500	10/01/19	1:30:08 PM	Troy Charter	Defective train off the mainline. 11 in service.	
1501	10/01/19	3:00:25 PM	Pat Scrimgeour	Ridership yesterday, Mo Sep 30, was estimated at 93,000.	
1502	10/01/19	6:10:13 PM	Troy Charter	We have a train at Rideau that has encountered a 5 min delay due to a door fault. Door cannot close. Single tracking to be implemented anticipating delays of approx 10 mins.	
1503	10/01/19	6:14:24 PM	Scott Krieger	@16138584557 Do you have the car #?	
1504	10/01/19	6:16:09 PM	Larry Gaul	Scott. Suggest your team look at the vehicle that had a TCMS failure last evening. I think that's a repeater as well	
1505	10/01/19	6:16:17 PM	Troy Charter	I will get it.	
1506	10/01/19	6:26:26 PM	Troy Charter	Scott LRV 03 12	
1507	10/01/19	6:44:30 PM	Scott Krieger	We are checking repeaters each morning now.	
1508	10/01/19	6:57:02 PM	Scott Krieger	Per Adrian of my Team, Lrv 3 has had issues with door 8 on 9/26 and 9/27. Lrv 12 had door issue on 9/28. This will be a topic at tomorrow mornings meeting. Not sure which door tonight, but we will find out.	
1509	10/1/19	8:41:55 PM	John Manconi	<attached: 00001510-PHOTO-2019-10-01-20-41-55.jpg>	00001510-PHOTO-2019-10-01-20-41-55.jpg
1510	10/02/19	6:48:04 AM	Jim Greer	TFFM morning update:	
1511	10/02/19	6:57:06 AM	Troy Charter	Rail. 13 trains launched on time. 2 spares available.	
1512	10/02/19	7:36:52 AM	John Manconi	Is construction rolling at Tunneys?	
1513	10/02/19	7:42:19 AM	Jim Greer	Camera shows DSquard on site. Assuming they are starting up for the day. Will have our guys tour by and inquire.	
1514	10/02/19	7:49:23 AM	John Manconi	Thanks	
1515	10/02/19	7:53:05 AM	Scott Krieger	@16138584557 Do you have the LRV # for the TCMS Issue?	
1516	10/02/19	7:56:07 AM	Jim Greer	Confirmed with DSquard they have a scheduled crew starting at 8am. Work in progress.	
1517	10/02/19	7:57:05 AM	John Manconi	👍	
1518	10/2/19	8:31:17 AM	Pat Scrimgeour	<attached: 00001519-PHOTO-2019-10-02-08-31-17.jpg>	00001519-PHOTO-2019-10-02-08-31-17.jpg
1519	10/2/19	8:33:38 AM	Pat Scrimgeour	<attached: 00001520-PHOTO-2019-10-02-08-33-38.jpg>	00001520-PHOTO-2019-10-02-08-33-38.jpg
1520	10/02/19	12:26:37 PM	Pat Scrimgeour	Ridership on Tu Oct 1 was 94,000.	
1521	10/03/19	6:58:51 AM	Troy Charter	13 trains and 1 spare. All good for launch and service this am.	

1522	10/03/19	8:08:35 AM	Jim Hopkins	Swells at uOttawa for last two trains seem not long enough	
1523	10/03/19	8:08:58 AM	Pat Scrimgeour	Eastbound or westbound?	
1524	10/03/19	8:09:07 AM	Jim Hopkins	Westbound	
1525	10/03/19	8:09:23 AM	Jim Hopkins	And dwells not swells	
1526	10/03/19	8:09:25 AM	Pat Scrimgeour	Thanks. We will check this.	
1527	10/03/19	11:42:46 AM	Pat Scrimgeour	Ridership on We Oct 2 was 102,000 customer-trips.	
1528	10/03/19	2:53:31 PM	Troy Charter	Fyi. Presently short one train for PM launch. 12 trains currently on the line. Rtm working on the 13th. (2 trains planned for launch were rejected).	
1529	10/03/19	3:10:09 PM	Troy Charter	13 trains now on the line. 13th train launched approx. 30 mins late.	
1530	10/3/19	7:43:11 PM	John Manconi	<attached: 00001531-PHOTO-2019-10-03-19-43-11.jpg>	00001531-PHOTO-2019-10-03-19-43-11.jpg
1531	10/03/19	7:44:18 PM	Jim Greer	Nice. Will make a positive difference.	
1532	10/03/19	7:57:48 PM	Jocelyne Begin	☺	
1533	10/04/19	5:00:49 AM	Jocelyne Begin	For OC Mgmt team	
1534	10/04/19	5:30:46 AM	Troy Charter	4th train now entering the mainline. Gives a headway of approx. 14 mins, normal headway at this time is approx 8 mins. Platform announcements being made. Very few customers observed on the plat forms.	
1535	10/04/19	5:34:08 AM	John Manconi	Message to Council is out	
1536	10/04/19	6:13:30 AM	John Manconi	Second update to council is out. Please read and ensure we are all aligned	
1537	10/04/19	6:14:31 AM	Troy Charter	6 trains on the mainline. 7th train shortly.	
1538	10/04/19	6:15:02 AM	Kim MacEwan	I read the latest update	
1539	10/04/19	6:15:14 AM	Troy Charter	Apologies. 7 trains on mainline. 8th launching shortly	
1540	10/04/19	6:15:33 AM	Jim Hopkins	Read also.	
1541	10/04/19	6:18:23 AM	Pat Scrimgeour	Thank you. We are sending the back to full service message.	
1542	10/04/19	6:27:09 AM	Troy Charter	8 trains on the line. 9th, 10th and 11th train lined up to go. We are approx 10 mins behind normal launch schedule at this point.	
1543	10/04/19	6:28:11 AM	Pat Scrimgeour	Thanks. Unless otherwise directed, we are not sending any further alerts and are sticking with the full service status.	
1544	10/04/19	6:37:20 AM	Troy Charter	10 trains on the line. Approx 7 mins off normal scheduled launch.	
1545	10/04/19	6:38:53 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.	
1546	10/04/19	6:39:55 AM	John Manconi	Troy - this was my response to Mayors office. Ensure you can explain redundancy vs power back up. Also we need to remember the impact was close to zero	
1547	10/04/19	6:40:07 AM	Troy Charter	10 4	
1548	10/04/19	7:04:09 AM	Troy Charter	Issue with a train at Tunneys. Customers were directed to the other platform. All accomodated on other train. Minimal delay.	
1549	10/04/19	7:11:14 AM	Troy Charter	13 trains on the line. Train still Immobilized at Tunneys. Min impact.	
1550	10/04/19	7:21:22 AM	Troy Charter	13 trains operating. Train no longer immobilized at Tunneys	
1551	10/04/19	7:29:27 AM	Phil Landry	Albert closed at oconnor because garbage truck was on fire. We are asking to see if we can open one lane to allow buses through. As well, asking for ops to go to bank and queen to assist with buses on detour to turn left.	

1552	10/04/19	7:32:41 AM	Jim Greer	Acknowledged. I'll follow up with status of mobile deployment.	
1553	10/04/19	8:09:48 AM	Pat Scrimgeour	Call done with Mark Sutcliffe at 1310. All about service change this weekend. Nothing about this morning's service.	
1554	10/04/19	8:10:17 AM	Jocelyne Begin	Great!	
1555	10/04/19	9:04:14 AM	Pat Scrimgeour	Kim, there are Sens people handing out tickets inside station at uOttawa and other stations. Is this authorized? Normal process is for commercial promotion to go through Pattison. Thanks.	
1556	10/4/19	9:26:20 AM	Pat Scrimgeour	<attached: 00001557-PHOTO-2019-10-04-09-26-20.jpg>	00001557-PHOTO-2019-10-04-09-26-20.jpg
1557	10/04/19	9:26:36 AM	Pat Scrimgeour	Asphalt in at Tunney's Pasture.	
1558	10/04/19	9:36:37 AM	Jocelyne Begin	Looks so good!	
1559	10/04/19	9:36:54 AM	Jim Hopkins	Fabulous	
1560	10/4/19	2:24:58 PM	Pat Scrimgeour	<attached: 00001561-PHOTO-2019-10-04-14-24-58.jpg>	00001561-PHOTO-2019-10-04-14-24-58.jpg
1561	10/04/19	2:26:00 PM	Troy Charter	Door fault at Lees station westbound. Delay is approx 4 minutes. They cant seem to get it isolated even with the tech. If unable to isolate will drive it in cut out to tunneys and park it.	
1562	10/04/19	2:31:50 PM	Troy Charter	Train is mobile. One train delay of 5 to 10 mins, next train a delay of 5 mins. Resuming normal operations.	
1563	10/04/19	2:38:07 PM	Jim Greer	TFFM update:	
1564	10/04/19	3:16:34 PM	Troy Charter	Interview with Laurie Fagan went well. Her angle - doors are the weak link. I kept coming back to	
1565	10/04/19	3:38:22 PM	John Manconi	How many door openings?	
1566	10/04/19	3:41:31 PM	Jim Hopkins	We schedule about 510 round trips per weekday, 25 station stops per round trip, 14 doors open each time= 178,500 doors should open and close every weekday, a bit less on weekends	
1567	10/04/19	4:03:19 PM	John Manconi	Can't make this up. I'm on the train some idiot runs and holds the doors open and causes them to cycle. Guess who it is - a Councillors assistant he looks up and sees me - he is still hyperventilating. Idiot!	
1568	10/04/19	4:04:07 PM	Jim Hopkins	Correction. The 510 was vehicle round trips so the answer is actually 50% of 178,500 or close to 90,000 per day	
1569	10/04/19	4:04:13 PM	Jocelyne Begin	Oh my!	
1570	10/4/19	4:14:02 PM	Pat Scrimgeour	<attached: 00001571-PHOTO-2019-10-04-16-14-02.jpg>	00001571-PHOTO-2019-10-04-16-14-02.jpg
1571	10/4/19	4:14:09 PM	Pat Scrimgeour	<attached: 00001572-PHOTO-2019-10-04-16-14-09.jpg>	00001572-PHOTO-2019-10-04-16-14-09.jpg
1572	10/4/19	4:19:21 PM	John Manconi	<attached: 00001573-PHOTO-2019-10-04-16-19-21.jpg>	00001573-PHOTO-2019-10-04-16-19-21.jpg
1573	10/04/19	4:20:07 PM	Jocelyne Begin	Congrats everyone	
1574	10/05/19	10:03:46 AM	Troy Charter	We had a delay due to a door fault at Rideau. All clear now. Delays between 5 to 15 mins. Localized issue affected a 4 trains.	
1575	10/5/19	6:34:42 PM	Pat Scrimgeour	<attached: 00001576-PHOTO-2019-10-05-18-34-42.jpg>	00001576-PHOTO-2019-10-05-18-34-42.jpg
1576	10/05/19	6:35:29 PM	Jim Hopkins	Looks great!	
1577	10/05/19	6:40:55 PM	Jocelyne Begin	Wow! Things that we can accomplish are amazing. Great idea John!	
1578	10/05/19	6:42:28 PM	John Manconi	Looks great!	
1579	10/06/19	9:13:54 AM	Troy Charter	Some minor delays, this morning due to 2 vehicles with TCMS problems, one at terminus station.	

1580	10/06/19	9:15:29 AM	John Manconi	Yes mayor is at Tunneys and I just explained we cleared out the vomiting unconscious male on train and the stalled train there should be out ASAP. He is asking about him tomorrow and techs onboard told him we will have a bunch of techs. Can you confirm with Claude he has to have a bunch of them for the peaks please. Thanks	
1581	10/06/19	9:17:10 AM	Troy Charter	I have confirmed. 2 techs and 6 rovers for trains. 3rd tech at handover platform. His is in addition to elevator and guideway tech that are also increased	
1582	10/06/19	9:17:50 AM	John Manconi	Thanks. I saw the elevator techs yesterday at rideau troy - good work	
1583	10/06/19	9:21:10 AM	Troy Charter	F'ing TCMS issues. 3rd one. This morning. Almost all occur at a terminus which we can manage.	
1584	10/06/19	9:42:05 AM	Larry Gaul	CPU circuit breaker reset use to get the trains moving. Are we resetting the breaker?	
1585	10/06/19	9:42:39 AM	John Manconi	I just spoke to Troy. It's now a two step process. Troy has more details	
1586	10/06/19	9:45:50 AM	Troy Charter	Larry. Will call you later.	
1587	10/06/19	10:07:44 AM	Jim Greer	Welcome back Larry.	
1588	10/6/19	10:42:15 AM	Pat Scrimgeour	<attached: 00001589-PHOTO-2019-10-06-10-42-15.jpg>	00001589-PHOTO-2019-10-06-10-42-15.jpg
1589	10/6/19	10:42:27 AM	Pat Scrimgeour	<attached: 00001590-PHOTO-2019-10-06-10-42-27.jpg>	00001590-PHOTO-2019-10-06-10-42-27.jpg
1590	10/06/19	10:43:01 AM	John Manconi	Awesome	
1591	10/06/19	10:43:07 AM	Jocelyne Begin	Very nice and clear for our customers !	
1592	10/06/19	10:43:20 AM	Pat Scrimgeour	Big black Stop IDs on the south side bus platform will be done later today or tomorrow	
1593	10/06/19	10:51:32 AM	Jim Hopkins	Nice!	
1594	10/06/19	2:24:16 PM	Phil Landry	All is quiet on roads today. Removal of bus lanes starts later tonight.	
1595	10/06/19	2:26:09 PM	John Manconi	Troy did you and Larry talk? The TCMS faults are killing us today. Just went to Tunneys that one is still stuck there. I am concerned for tomorrow	
1596	10/06/19	2:35:13 PM	Troy Charter	I have not spoken to Larry yet. What we worked on with Larry is troubleshooting when it happens. Works sometimes, not always.	
1597	10/06/19	2:36:08 PM	John Manconi	I will call peter	
1598	10/06/19	2:38:01 PM	Troy Charter	Thx. They need their technical people working. Confirm maintenance are performing the resets properly as it was described by Alstom at Wesnesdays meeting.	
1599	10/06/19	2:38:26 PM	John Manconi	Call Claude	
1600	10/06/19	2:38:36 PM	Troy Charter	I have	
1601	10/06/19	2:38:47 PM	John Manconi	What's he saying?	
1602	10/06/19	2:39:07 PM	John Manconi	Call me	
1603	10/06/19	2:45:00 PM	John Manconi	Troy our calls are crossing over as we are both on the phone. Peter is aware and has been all over Tom as he is not happy as he has seen how many we had today. He is calling Tom right now	
1604	10/06/19	2:45:19 PM	Troy Charter	No real answers. I was able to connect with Tom who had spoken to Claude.	
1605	10/06/19	4:42:01 PM	Troy Charter	Fyi. Spoke with Souheil and my team has been connecting with various Alstom personnel over the afternoon. We are having s conference call at 8 tonight.	
1606	10/06/19	4:42:57 PM	John Manconi	Ok let me know please thanks	
1607	10/06/19	4:52:49 PM	Troy Charter	10 4	

1608	10/06/19	5:16:52 PM	Jim Greer	Standing down TFFM room, Green in all areas, crews adjusting signage in a few minor areas, monitoring on street requirements closely. Staff getting rested for am. Full team back to war room at 5:30am. Call anytime if you require anything.	
1609	10/06/19	5:17:28 PM	John Manconi	Very good thanks Jim	
1610	10/06/19	6:00:50 PM	Phil Landry	https://twitter.com/joes85olds/status/1180951396977434626?s=08	
1611	10/06/19	6:01:00 PM	Phil Landry	Just saw this...	
1612	10/06/19	6:04:09 PM	John Manconi	Thanks Phil - Jim get this to Special constable unit please	
1613	10/06/19	6:19:15 PM	Phil Landry	TIMG deactivated for the day. No traffic issues today. Work at removing bus lanes scheduled to start at 9 tonight. Depending on amount of rain and timing of rain, may not get all locations done tonight. TIMG activated Monday morning at 5 am.	
1614	10/06/19	7:22:28 PM	Jim Greer	Message sent to SCU for follow up.	
1615	10/06/19	8:48:03 PM	Troy Charter	Just finished our conference call. Further investigation ongoing to determine the cause but in the meantime the actions for tonight are.	
1616	10/06/19	8:48:53 PM	John Manconi	Ok thank you troy. Good work	
1617	10/06/19	8:49:29 PM	Troy Charter	Peter, Tom, Claude and Bertrand were all on the call.	
1618	10/06/19	9:33:02 PM	Scott Krieger	Matt and Andre have been discussing TCMS and Door issues at the morning meetings. RTM and Alstom need to be more proactive with root cause troubleshooting and fleet issues before they become critical.	
1619	10/07/19	5:16:35 AM	Troy Charter	Service is running. Light loads but have our first TCMS issue at Tunneys. Troubleshooting presently.	
1620	10/07/19	5:30:58 AM	Troy Charter	Train being removed. Spare train launched. A few customers at Tunneys had to switch trains and encountered a 5 to 7 min delay.	
1621	10/07/19	5:31:14 AM	John Manconi	Thanks	
1622	10/07/19	5:44:03 AM	John Manconi	Jim Greer - we ok on the bus side?	
1623	10/07/19	5:45:26 AM	Jim Greer	All Green. Ready to roll.	
1624	10/07/19	5:48:54 AM	John Manconi	Ok good thx	
1625	10/7/19	7:08:11 AM	Jim Hopkins	<attached: 00001626-PHOTO-2019-10-07-07-08-11.jpg>	00001626-PHOTO-2019-10-07-07-08-11.jpg
1626	10/07/19	2:51:23 PM	Pat Scrimgeour	Here are ridership figures from the last four days. In some cases, these correct and replace figures previously sent.	
1627	10/07/19	3:52:36 PM	John Manconi	Meet at Hurdman for 5:30 ish. Vans will be waiting	
1628	10/07/19	3:57:37 PM	Kim MacEwan	Ok	
1629	10/07/19	3:58:28 PM	Jim Hopkins	Yup	
1630	10/07/19	3:59:10 PM	Jim Hopkins	Just left people on platform uOttawa.... even with extended dwell	
1631	10/07/19	4:04:29 PM	Jim Hopkins	Left bunch on platform Lyon west bound	
1632	10/07/19	4:05:58 PM	Larry Gaul	I like the new Announcements requesting people spread out along the platform. They seem to be effective. Regulars will learn. We may also want to have some onboard announcements encouraging customers to move to the center of the train and away from the doorways.	
1633	10/07/19	4:06:58 PM	Phil Landry	Our operator has said this a few times on our trip to tunney's	
1634	10/7/19	4:43:52 PM	Larry Gaul	<attached: 00001635-PHOTO-2019-10-07-16-43-52.jpg>	00001635-PHOTO-2019-10-07-16-43-52.jpg
1635	10/07/19	4:44:22 PM	Jim Hopkins	U there?	
1636	10/07/19	4:44:38 PM	Larry Gaul	Yes. On concourse	
1637	10/07/19	4:46:13 PM	Jim Hopkins	So r we	
1638	10/07/19	4:47:33 PM	Troy Charter	Rideau.	

1639	10/07/19	4:49:46 PM	Jocelyne Begin	Lyon and parliament good. We r going to tunney's	
1640	10/07/19	4:50:34 PM	Troy Charter	Rideau busy but volumes starting to reduce slightly. We are going to uOttawa.	
1641	10/07/19	4:52:33 PM	John Manconi	We are on the move also	
1642	10/07/19	5:30:25 PM	Troy Charter	Pat, Jim, Michael and I are leaving Blair. Meet u all back at St. Laurent.	
1643	10/07/19	5:31:04 PM	Jim Hopkins	Yup	
1644	10/07/19	5:31:10 PM	John Manconi	Okay so you don't need van ride?	
1645	10/07/19	5:39:27 PM	Troy Charter	No thales.	
1646	10/07/19	5:39:54 PM	John Manconi	Hillarious	
1647	10/07/19	8:13:41 PM	John Manconi	You should all be very proud of what you pulled off today. I will say it over and over - nobody will ever understand the complexity of what you have planned and executed so brilliantly. Congratulations to all of .	
1648	10/07/19	8:18:07 PM	Larry Gaul	Agree John. You and the entire team have done a super job to reach this point. The PM rush was almost flawless. Tribute to you and your team.	
1649	10/07/19	8:19:24 PM	Jim Hopkins	It was and continues to be a team effort, a team with great leadership 🐼	
1650	10/07/19	8:29:17 PM	Kim MacEwan	Zi Matarirano (@ZiMatarirano) Tweeted:	
1651	10/08/19	5:06:21 AM	John Manconi	Troy I can't get from TOCC updates what our status is? Are we launched?	
1652	10/08/19	5:11:04 AM	Troy Charter	We are launched but are dealing with 3 issues.	
1653	10/08/19	5:11:53 AM	John Manconi	Ok thank you. TOCC needs to standardize it's updates .	
1654	10/8/19	5:16:38 AM	John Manconi	<attached: 00001655-PHOTO-2019-10-08-05-16-38.jpg>	00001655-PHOTO-2019-10-08-05-16-38.jpg
1655	10/08/19	5:27:28 AM	Larry Gaul	Was the TCMS at Rideau on a first revenue service trains that is staged to begin service at Rideau? If so the cause could be the same	
1656	10/08/19	5:35:38 AM	Troy Charter	John. Email was essentially saying the yard is scrambling to get our trains. Update from TOCC is they now have the updated launch list. 13 trains plus 2 spares of which we will already be using one for the replacement of the tcms failure.	
1657	10/08/19	5:35:53 AM	Troy Charter	Tcms failed train now mobile.	
1658	10/8/19	5:53:55 AM	Larry Gaul	<attached: 00001659-PHOTO-2019-10-08-05-53-55.jpg>	00001659-PHOTO-2019-10-08-05-53-55.jpg
1659	10/8/19	5:53:55 AM	Larry Gaul	<attached: 00001660-PHOTO-2019-10-08-05-53-55.jpg>	00001660-PHOTO-2019-10-08-05-53-55.jpg
1660	10/8/19	5:53:55 AM	Larry Gaul	<attached: 00001661-PHOTO-2019-10-08-05-53-55.jpg>	00001661-PHOTO-2019-10-08-05-53-55.jpg
1661	10/08/19	6:31:39 AM	Pat Scrimgeour	Good morning. Should I call in to the extension or the conference number? Thanks.	
1662	10/08/19	6:32:03 AM	Tom Prendergast	Not sure how your station lighting is designed, but at rail systems I have run the station lighting is "split in half"meaning that every other light is fed off one local station breaker in the electrical distribution room and a different breaker covers the "other" every other strand of lights. That way if/when you have a breaker trip you do not lose all lighting. Given what you are experiencing it sounds as if you have a local station breaker "tripped" at a Rideau	
1663	10/08/19	6:32:39 AM	John Manconi	Try 56000	
1664	10/08/19	6:34:00 AM	John Manconi	I will call you	
1665	10/08/19	6:34:20 AM	Pat Scrimgeour	Ok	
1666	10/08/19	7:10:13 AM	Troy Charter	13th hit the mainline at 7. approx 15 mins late.	
1667	10/08/19	7:11:20 AM	John Manconi	Ok thx	
1668	10/08/19	7:16:55 AM	John Manconi	Troy Jim Michael Jim greer van two white is waiting for you meet at Hurdman	

1669	10/8/19	7:32:24 AM	Jim Hopkins	<attached: 00001670-PHOTO-2019-10-08-07-32-24.jpg>	00001670-PHOTO-2019-10-08-07-32-24.jpg
1670	10/08/19	7:37:15 AM	Troy Charter	Platform clearing still at Hurdman. Started yesterday just before 8.	
1671	10/08/19	7:37:37 AM	John Manconi	Ok thx.	
1672	10/08/19	7:41:41 AM	Troy Charter	Big wave of customers just came in.	
1673	10/08/19	7:42:41 AM	John Manconi	Ok	
1674	10/08/19	7:44:41 AM	Troy Charter	Still good. A few stragglers but otherwise all accomodated with room to spare.	
1675	10/08/19	7:53:57 AM	Jim Greer	Mayor Watson lower west end platform.	
1676	10/08/19	7:54:22 AM	John Manconi	Yes I know send me a picture ASAP	
1677	10/08/19	7:54:22 AM	Troy Charter	Leaving people behind. Everyone accomodated on second train.	
1678	10/08/19	7:54:42 AM	Troy Charter	After next train will send	
1679	10/08/19	7:54:57 AM	Troy Charter	2 min	
1680	10/08/19	7:56:51 AM	Jim Greer	He just pulled away on train	
1681	10/08/19	7:57:43 AM	Pat Scrimgeour	Done at CBC. Where should I go now?	
1682	10/08/19	7:58:40 AM	John Manconi	Come to Tunneys ASAP please.	
1683	10/8/19	7:58:50 AM	Troy Charter	<attached: 00001684-PHOTO-2019-10-08-07-58-50.jpg>	00001684-PHOTO-2019-10-08-07-58-50.jpg
1684	10/08/19	7:59:03 AM	Troy Charter	Ok	
1685	10/08/19	7:59:50 AM	John Manconi	Did you deploy extra train?	
1686	10/08/19	8:00:28 AM	Pat Scrimgeour	On my way	
1687	10/08/19	8:01:21 AM	Troy Charter	No. Last train cleared most people out maybe 50 left.	
1688	10/08/19	8:03:39 AM	Troy Charter	Next train cleared the platform	
1689	10/08/19	8:05:20 AM	Troy Charter	On our way to tunneys now.	
1690	10/08/19	8:06:07 AM	John Manconi	Everyone come to bridge . I am with two supervisors and we need to consider a bus stop chAnge. Pat what is your eta	
1691	10/08/19	8:06:52 AM	Pat Scrimgeour	1 min	
1692	10/08/19	8:13:36 AM	Troy Charter	Door fault. Uottawa. Larry and I are stuck on the train behind it. Delay currently 4 mins.	
1693	10/08/19	8:13:46 AM	Michael Morgan	Sign at Tunney's shows next train in 12 minutes. Is there a gap?	
1694	10/08/19	8:13:59 AM	Troy Charter	See whatsapp.	
1695	10/08/19	8:15:01 AM	Michael Morgan	Okay	
1696	10/8/19	8:16:55 AM	Jocelyne Begin	<attached: 00001697-AUDIO-2019-10-08-08-16-55.opus>	00001697-AUDIO-2019-10-08-08-16-55.opus
1697	10/08/19	8:22:56 AM	Jim Hopkins	Troy ... u moving yet?	
1698	10/08/19	8:23:41 AM	Larry Gaul	For Troy. No trains offloaded. Single track Ops in effect	
1699	10/08/19	8:24:04 AM	Jocelyne Begin	Can we not make Station announcement?	
1700	10/08/19	8:24:16 AM	John Manconi	I have update from Troy come and see me. Elevators at Tunneys. No trains until 10 minutes. Let Troy do his thing	
1701	10/08/19	8:24:39 AM	John Manconi	Mgt team come to elevators please	
1702	10/08/19	8:46:32 AM	Troy Charter	Returning to regular service	
1703	10/08/19	8:46:58 AM	John Manconi	That was fun - Not!!!	
1704	10/08/19	8:49:20 AM	John Manconi	Troy did we delay the 14 Th train?	
1705	10/08/19	8:53:37 AM	Troy Charter	We did not launch it	
1706	10/08/19	8:59:29 AM	Troy Charter	We have been running buses straight downtown from Tunneys.	
1707	10/08/19	9:00:51 AM	Jim Greer	Buses will start clearing, we had a breakdown exiting onto Scott 10min delay for towing.	
1708	10/08/19	9:01:38 AM	John Manconi	How long is the back up?? When did that occur?	
1709	10/08/19	9:02:14 AM	John Manconi	Jim come and see me please	

1710	10/08/19	9:02:19 AM	John Manconi	Greer	
1711	10/08/19	9:02:47 AM	Jim Greer	It's been about 15mins. Platform clear of buses.	
1712	10/08/19	9:02:58 AM	John Manconi	Call me	
1713	10/08/19	9:08:10 AM	John Manconi	Mgt team report to elevators please	
1714	10/08/19	4:36:52 PM	Jim Greer	Just spoke with councillor Gower, he seemed happy.	
1715	10/08/19	4:37:24 PM	John Manconi	Good!	
1716	10/09/19	7:01:51 AM	Larry Gaul	Offloading a train at Blair for some reason	
1717	10/09/19	7:04:24 AM	Troy Charter	Tcms failure	
1718	10/09/19	7:04:29 AM	Larry Gaul	Been told another TCMS but can't verify	
1719	10/09/19	9:00:43 AM	Troy Charter	Parliament train still an issue. They are going to start a single track operation which will provide service end to end. Eta 5 mins.	
1720	10/09/19	9:01:26 AM	Troy Charter	Singlt track section Parliament to rideau	
1721	10/09/19	9:11:19 AM	Troy Charter	Rail service returning with single tracking between Rideau and Parliament. First train westbound at Pimisi.	
1722	10/09/19	9:15:46 AM	Troy Charter	Both immobilized trains now moving. Resuming full operation, both tracks.	
1723	10/09/19	8:34:18 PM	Troy Charter	Just had an approx 5 minute delay at Pimisi station westbound due to medical situation on board. Customer is off train with Special Constables and will be resuming. Affected three trains behind that were held between 1 and 4 mins.	
1724	10/10/19	6:48:40 AM	Jim Greer	TFFM all green this morning.	
1725	10/10/19	6:54:00 AM	Troy Charter	Tcms issue at Blair station. Customers will switch trains. Next train is arriving now. Low volume of customers. Spare train to be launched.	
1726	10/10/19	6:59:18 AM	John Manconi	<attached: 00001727-PHOTO-2019-10-10-06-59-18.jpg>	00001727-PHOTO-2019-10-10-06-59-18.jpg
1727	10/10/19	7:27:00 AM	Troy Charter	Tcms at Bayview. Troubledhooting bow	
1728	10/10/19	7:27:01 AM	Troy Charter	Now	
1729	10/10/19	7:27:24 AM	John Manconi	Eta?	
1730	10/10/19	7:27:44 AM	Troy Charter	Just occurred. Need 3 mins	
1731	10/10/19	7:29:38 AM	John Manconi	We are moving does that mean we are good?	
1732	10/10/19	7:30:33 AM	Troy Charter	No. Trying to clear the fault. May have to single track between tunneys and Lyon.	
1733	10/10/19	7:33:26 AM	Troy Charter	Still trying to get it moving	
1734	10/10/19	7:51:08 AM	John Manconi	Can I tell Council rail Service is at 15 min headway's and R1 is implemented??	
1735	10/10/19	7:57:09 AM	Troy Charter	Normal service from Blair to Lyon. 15 minutes from tunneys to Lyon. And we are supplementing with r1 bus from Tunneys to Rideau.	
1736	10/10/19	8:02:55 AM	John Manconi	Are you bypassing Tunneys with buses ?	
1737	10/10/19	8:06:06 AM	Troy Charter	Yes.	
1738	10/10/19	8:06:42 AM	John Manconi	Is tech there yet???	
1739	10/10/19	8:07:24 AM	Troy Charter	We are almost back to returning to a full loop.	
1740	10/10/19	8:07:57 AM	John Manconi	What does that mean??	
1741	10/10/19	8:11:05 AM	John Manconi	Do not take down R1 service nobody do any sudden moves . Troy is the lead on operational service including bypassing	
1742	10/10/19	8:11:23 AM	Troy Charter	10 4	
1743	10/10/19	8:12:05 AM	John Manconi	Message out all channels clearly please	

1744	10/10/19	8:13:40 AM	Troy Charter	David is doing that. Something like. Full otrain Line 1 service has resumed with residual delays. R1 service also continues	
1745	10/10/19	8:13:43 AM	Pat Scrimgeour	Acknowledged	
1746	10/10/19	8:14:05 AM	John Manconi	Keep bypassing Tunneys right??	
1747	10/10/19	8:25:46 AM	Troy Charter	They are going into Tunneys. Ops and Supv are advising customers they can stay on or get on the train. Tunneys is pretty clear.	
1748	10/10/19	8:26:37 AM	Jim Hopkins	<attached: 00001749-PHOTO-2019-10-10-08-26-37.jpg>	00001749-PHOTO-2019-10-10-08-26-37.jpg
1749	10/10/19	8:27:40 AM	Troy Charter	Train coming into Hurdman now. All other platforms are light.	
1750	10/10/19	8:33:08 AM	Jim Hopkins	Last train cleared much of the congestion one more and should be back to normal	
1751	10/10/19	8:53:41 AM	Troy Charter	Platforms across the line are bare. Will end R1 bus service. Alerts going out	
1752	10/10/19	9:07:08 AM	John Manconi	LTOCC now please	
1753	10/10/19	9:07:28 AM	Troy Charter	On way from Tocc.	
1754	10/10/19	9:08:35 AM	Jim Greer	Returning from Merivale	
1755	10/10/19	9:08:59 AM	Kim MacEwan	Phil - you can call in	
1756	10/10/19	9:09:23 AM	Pat Scrimgeour	On a bus from St-Laurent in 2 min	
1757	10/10/19	9:11:50 AM	Michael Morgan	I can be there in 15 minutes.	
1758	10/10/19	9:12:55 AM	Jim Hopkins	In ten	
1759	10/10/19	9:12:56 AM	Phil Landry	Will call in am at Loretta right now	
1760	10/10/19	4:24:34 PM	Troy Charter	Customer having a seizure in the plat form at Parliament. Ems and SCU on way. Other customers assisting. No impact to service.	
1761	10/10/19	6:18:56 PM	John Manconi	Rush hour all ok? Can I advise mayor we as all clear	
1762	10/10/19	6:19:55 PM	Jim Greer	All green from a TFFM perspective.	
1763	10/10/19	6:21:25 PM	Phil Landry	No issues from traffic. Seeing normal delays in same areas.	
1764	10/10/19	6:21:53 PM	Phil Landry	We will also maintain enhanced timg for next week.	
1765	10/10/19	6:25:32 PM	Troy Charter	Rail, just day to day issues. Escalators, faregates etc. Rail ran well. Currently dealing with a child seperated from a parent, child with SCU. Platforms light now. Reduction to start soon.	
1766	10/10/19	6:27:48 PM	Jim Hopkins	👍👍	
1767	10/10/19	7:22:54 PM	John Manconi	Congratulations folks on a great rush hour.	
1768	10/10/19	9:55:07 PM	John Manconi	Dated but still relevant. Take a read.	
1769	10/10/19	10:47:36 PM	John Manconi	One more	
1770	10/11/19	5:21:24 AM	John Manconi	Troy we ok?	
1771	10/11/19	5:22:48 AM	Troy Charter	I think so. They are scrambling again. Maybe a few late. They have just over an hour to get 3.	
1772	10/11/19	5:23:04 AM	John Manconi	Ok thanks	
1773	10/11/19	5:52:06 AM	Jim Greer	TFFM areas are all Green. Anticipating approx 6 SNO's due to being Friday, we are working on coverage. Gate at tunnies installed, have staff verifying for any potential of wet paint. Recovery buses staged.	
1774	10/11/19	5:56:26 AM	John Manconi	Thanks	
1775	10/11/19	6:11:14 AM	Pat Scrimgeour	We are well staffed for OTAs at all stations and we will be training all OTAs today for their new emphasis on platforms.	
1776	10/11/19	6:14:51 AM	John Manconi	Thanks	
1777	10/11/19	6:21:27 AM	Troy Charter	Looking good for 13 plus 1 spare. 9 out. 3 more lined. 2 to go.	
1778	10/11/19	6:21:44 AM	John Manconi	Good thanks	

1779	10/11/19	7:24:13 AM	Troy Charter	Nothing to report. Not surprising before a long weekend- lighter loads.	
1780	10/11/19	7:24:34 AM	John Manconi	Thanks	
1781	10/11/19	7:56:39 AM	Jim Greer	Report from a bus operator of gas leak at Pinecrest. Facilities team on site with OFD, area evacuated for short time staff are now returning into building. No impact to service. All gas heaters have been maintained as per scheduled requirements, following up on potential failure.	
1782	10/11/19	7:56:57 AM	John Manconi	Ok	
1783	10/11/19	8:04:22 AM	Troy Charter	We can see the OTA's on the platforms being proactive at the doors.	
1784	10/11/19	8:04:40 AM	John Manconi	Excellent work!	
1785	10/11/19	8:04:54 AM	Jim Hopkins	Same... at Tunneys	
1786	10/11/19	8:33:34 AM	Troy Charter	Platforms now very light. Am rush is over.	
1787	10/11/19	8:34:16 AM	Larry Gaul	Sounds like it was a very good morning rush period. Congrats	
1788	10/11/19	8:39:28 AM	Phil Landry	Great to hear!!! Congrats to all!!! Have a wonderful Thanksgiving weekend.	
1789	10/11/19	8:41:19 AM	John Manconi	Everyone . Take a bow!! Outstanding. Don't let anyone tell because it was lighter loads. You nailed it. So so proud of all of you and thank you	
1790	10/11/19	9:12:50 AM	Phil Landry	Westbound on Albert approaching city center lane reduction from 2 to 1 in place to facilitate bus bay construction in area. The merge has been revised so that vehicles in second lane now merge into curb lane. This will provide priority for buses who are in curb lane in that they no longer have to shift lanes.	
1791	10/11/19	9:22:01 AM	John Manconi	Folks I know all of us need a break and please take some time to rest. I am concerned that RTG will take the pedal off the gas and we have a rough Tuesday morning. I am proposing a conference call on Monday morning 11:30. City team - please confirm availability. Also Troy you will need to get to Claude today and ensure he has a plan and get him to check in with you for Tuesday Readiness. I will be speaking to peter about this	
1792	10/11/19	9:22:22 AM	Jim Hopkins	Available	
1793	10/11/19	9:22:45 AM	Pat Scrimgeour	I can be available at that time	
1794	10/11/19	9:22:59 AM	Kim MacEwan	I can be available	
1795	10/11/19	9:23:22 AM	Phil Landry	I can be available	
1796	10/11/19	9:25:01 AM	Jim Greer	Acknowledged.	
1797	10/11/19	9:26:48 AM	Troy Charter	I will be available. Claude is on holidays, Tom is acting.	
1798	10/11/19	9:31:57 AM	John Manconi	Just spoke to peter he is on same page. Kim ask Louise to book conference call please	
1799	10/11/19	9:45:21 AM	Kim MacEwan	Will do	
1800	10/11/19	9:56:55 AM	John Manconi	Only in Ottawa. That is the 6 pm news anchor . They set up a news desk with open mic for customers at Tunneys	
1801	10/11/19	12:10:49 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.	
1802	10/11/19	12:11:26 PM	John Manconi	The message above is what I sent to City Manager mayor and chair. Kim any Alstom media requests I want to know about it before we answer	
1803	10/11/19	12:11:47 PM	Kim MacEwan	Ok	

1804	10/11/19	12:12:06 PM	John Manconi	Troy Michael are you available for a call at 1 or 1;30?	
1805	10/11/19	12:13:40 PM	Troy Charter	I am. Either time.	
1806	10/11/19	12:15:22 PM	Troy Charter	Two non service impsccting events on Line.	
1807	10/11/19	12:22:01 PM	John Manconi	Thanks I am over communicating to council so that they are ahead of rumours and twitter. Kim - correct any misinformation on twitter ASAP please	
1808	10/11/19	12:22:50 PM	Kim MacEwan	Will do	
1809	10/11/19	12:28:06 PM	Jim Hopkins	I was at Tunneys this morning and did speak with two councillors. Both were pleased 😊	
1810	10/11/19	12:34:09 PM	Michael Morgan	130	
1811	10/11/19	2:06:39 PM	John Manconi	I just finished a very good call with Alstom and my team. They are moving tech schedule to get 13 techs on all morning trains Wednesday is doable and they are trying hard for Tuesday. They think for sure 10 on Tuesday. Also on the TCMS code fault issue - progress. They have found out it is being overly protective and so they are programming it downwards which should bring the number of occurrences down . They also have a tracer software on it to determine root cause and patch requirements. Testing is this evening during engineering hours. On doors - the Sil3 Software is now certified and as part of that they will do across the fleet sensitivity calibration of doors. No full eta on that process yet. Alstom wants to have a good day every day.	
1812	10/11/19	2:07:33 PM	John Manconi	Update I gave City Manager. Troy and Michael were on the call. Also we asked for accelerated strap hangers get installed. I am getting lots of complaints and Hunan rights ones also	
1813	10/11/19	2:09:05 PM	Scott Krieger	This all sounds like the kind of attention and troubleshooting Alstom should be routinely providing OC Transpo. All sounds good.	
1814	10/11/19	2:34:20 PM	Jim Greer	TFFM-Mobiles and SCU green for this afternoon.	
1815	10/11/19	2:52:44 PM	Troy Charter	Pm peak trains launched. 13 in operation. Spare train available.	
1816	10/11/19	5:55:31 PM	John Manconi	All good?	
1817	10/11/19	6:15:48 PM	Troy Charter	A very uneventful rush. Like this morning lower volumes but we still did adjust dwells at key stations.	
1818	10/11/19	6:16:50 PM	John Manconi	Great work everyone! thank you!!	
1819	10/11/19	6:18:24 PM	Pat Scrimgeour	Just in middle of our 9th and final training session of the day.	
1820	10/11/19	6:18:24 PM	Pat Scrimgeour	They have gone extremely well	
1821	10/11/19	6:18:49 PM	Pat Scrimgeour	Above two are from David, reporting on the OTA training.	
1822	10/11/19	7:29:10 PM	John Manconi	Great work thank you!	
1823	10/11/19	9:39:56 PM	Troy Charter	A minor service affecting issue on the line, resulting in an approx 10 minute delay (increase in travel time).	
1824	10/11/19	9:54:56 PM	Troy Charter	Switch no longer disturbed. Back to normal.	
1825	10/11/19	10:13:05 PM	Larry Gaul	How was the switch issue resolved? Did RTM respond? If so Any additional impacts on service	
1826	10/11/19	10:38:15 PM	Troy Charter	Yes they did. Details to be gathered.	
1827	10/12/19	6:44:50 AM	Troy Charter	Saturday morning service has launched. 11 trains on time and a spare is available.	
1828	10/12/19	6:46:18 AM	John Manconi	Thanks Troy	
1829	10/12/19	6:46:37 PM	John Manconi	A very good read	

1830	10/12/19	7:11:01 PM	Larry Gaul	Good read.	
1831	10/13/19	10:25:04 AM	Troy Charter	Sunday service running well. A few issues with cctv cameras for investigation but only minor if no impacts to service.	
1832	10/13/19	10:27:41 AM	John Manconi	Thx Troy	
1833	10/14/19	8:47:50 AM	Troy Charter	Presently we are on a diversion plan. 9 trains on a loop, Tunneys to St. Laurent. 1 train shuttle from Blair to St Laurent. 5 to 10 min delays for customers travelling between Blair and St. Laurent plus a train to train transfer. Rest of line min delays.	
1834	10/14/19	8:48:05 AM	Troy Charter	Due to a brake fault.	
1835	10/14/19	8:52:47 AM	John Manconi	Troy my emails aren't coming through can you keep me posted via this	
1836	10/14/19	8:56:45 AM	Troy Charter	Train has been removed. Back to normal. Shuttle train completed 3 trips during delay.	
1837	10/14/19	11:29:58 AM	John Manconi	The number I have for the conference Call is not working. Kim can you text or what's app it to me please	
1838	10/14/19	11:31:18 AM	Kim MacEwan	244-1334 id: 4158542	
1839	10/14/19	11:46:51 AM	Phil Landry	Let me know what station you want me to go to tomorrow morning.	
1840	10/14/19	11:48:01 AM	John Manconi	Your call buddy	
1841	10/15/19	5:29:45 AM	John Manconi	Fyi I have cut my trip short and and returning this morning. My flight is at 9 am but I am monitoring my updates please keep me posted. Troy I see we have had a few issues but can I say overall we are ok?	
1842	10/15/19	5:32:41 AM	Troy Charter	Yes. Overall ok. Nothing impactful. Have already used the spare train.	
1843	10/15/19	5:32:55 AM	John Manconi	Saw that thanks	
1844	10/15/19	5:45:02 AM	Jim Greer	This mornings update, Fleet = Green recovery buses pre-staged. Operations= Yellow lower number of available operators due to winter booking starting this week. Anticipate 12-16 SNO's, continuing to mitigated with overtime.	
1845	10/15/19	5:48:53 AM	John Manconi	Thanks	
1846	10/15/19	6:49:48 AM	Troy Charter	12 trains currently operating on the line. 13th train not yet available. Anticipating within next 30 mins (approx 45 mins late). During launch one train unable to launch due to fault codes.	
1847	10/15/19	6:50:40 AM	John Manconi	Not affecting service is it? And the one you are launching is a "clean" train?	
1848	10/15/19	7:02:42 AM	Troy Charter	Correct. Not presently affecting service. Platforms at Tunneys showing approx half full by time train arrives to pick up. Volumes just starting to build.	
1849	10/15/19	7:31:40 AM	Troy Charter	Nothing to report. Service running normal. Still running with 12 trains. Min impact to service, TOCC managing gap created by missing train.	
1850	10/15/19	7:36:14 AM	John Manconi	Eta on 13th train?	
1851	10/15/19	7:38:36 AM	Troy Charter	No Eta. Unable to clear faults on spare train.	
1852	10/15/19	7:39:14 AM	John Manconi	You won't put it out if it's messed up will you?	
1853	10/15/19	7:44:10 AM	Troy Charter	No way. Before it goes we are going to be briefed on the issues experienced in yard. If not available in next 30 mins, not much point in launching for AM.	
1854	10/15/19	7:45:01 AM	John Manconi	Agree don't risk your operation. Is there any overloads or customers being left behind?	

1855	10/15/19	7:48:57 AM	Phil Landry	So far so good at hurdman. I'd say about 100 to 125 people waiting and all got on train.	
1856	10/15/19	7:49:21 AM	John Manconi	Excellent thanks	
1857	10/15/19	7:49:51 AM	Jim Hopkins	Mostly full leaving Tunneys	
1858	10/15/19	7:51:08 AM	Jim Hopkins	<attached: 00001859-PHOTO-2019-10-15-07-51-08.jpg>	00001859-PHOTO-2019-10-15-07-51-08.jpg
1859	10/15/19	7:51:21 AM	John Manconi	<attached: 00001860-PHOTO-2019-10-15-07-51-21.jpg>	00001860-PHOTO-2019-10-15-07-51-21.jpg
1860	10/15/19	7:52:31 AM	John Manconi	Jim Greer I meant to text route 82. I need you to jump on that ASAP. He is not happy	
1861	10/15/19	7:55:46 AM	Troy Charter	No customers being left behind. Gap is just now going from East to west. Will watch closely.	
1862	10/15/19	7:56:03 AM	Jim Greer	Will do.	
1863	10/15/19	8:01:02 AM	Phil Landry	About 50 to 75 people couldn't get on train at hurdman. Note was about 8 min between trains. Next train coming in 3 min.	
1864	10/15/19	8:03:16 AM	Troy Charter	Saw it. First time customers left behind. That is the gap TOCC is managing.	
1865	10/15/19	8:05:36 AM	Phil Landry	Everyone got on next train. Noticing that trains coming in from Blair still have lots of room. Maybe only one or two in last 30 min looked full.	
1866	10/15/19	8:06:02 AM	John Manconi	Troy remind me - did both spares get used today?	
1867	10/15/19	8:07:30 AM	Troy Charter	There was only one spare available and it was used. Another train on launch list did not make it out.	
1868	10/15/19	8:07:49 AM	John Manconi	Ok y	
1869	10/15/19	8:07:52 AM	John Manconi	O	
1870	10/15/19	8:07:55 AM	John Manconi	Thanks	
1871	10/15/19	8:08:14 AM	Troy Charter	Tunneys is going to be busy. Next 2 trains. Gap is hitting Tunneys now.	
1872	10/15/19	8:15:14 AM	Pat Scrimgeour	<attached: 00001873-PHOTO-2019-10-15-08-15-14.jpg>	00001873-PHOTO-2019-10-15-08-15-14.jpg
1873	10/15/19	8:15:39 AM	John Manconi	Service is running right?	
1874	10/15/19	8:17:16 AM	Pat Scrimgeour	Yes. We are all on and moving.	
1875	10/15/19	8:17:16 AM	Jim Hopkins	Big crowd at tunneys but being handled. Was a gap but now showing next 4 trains at 4 minute headway's	
1876	10/15/19	8:19:24 AM	Troy Charter	Lol. I saw you get on. Looked like you ran / jogged to get on.	
1877	10/15/19	8:20:54 AM	Pat Scrimgeour	The doors further to the centre were loading faster than the door I was at, so I moved back, but the sign was at 1 min and I didn't want to be left behind.	
1878	10/15/19	8:25:07 AM	Larry Gaul	It's been a good am peak. Heard no negative talk from customers. Everything is positive so far. Great job all	
1879	10/15/19	8:29:54 AM	Phil Landry	At hurdman have noticed that the lights above track on both platforms keep coming on, then turn off after about a min. Been intermittent like all morning. Just noticed it again a couple of minutes ago.	
1880	10/15/19	8:30:56 AM	Phil Landry	A whole bunch of people just appeared on platform. Maybe 200 folks.. train is arriving	
1881	10/15/19	8:31:56 AM	Kim MacEwan	Social media is very quiet	
1882	10/15/19	8:32:16 AM	Phil Landry	About 100 to 125 people left at platform.	
1883	10/15/19	8:32:24 AM	Phil Landry	Next train in 3 min	
1884	10/15/19	8:33:50 AM	Phil Landry	Message at platform says hold but train is arriving	
1885	10/15/19	8:34:05 AM	John Manconi	Troy?	
1886	10/15/19	8:34:47 AM	Phil Landry	Everyone one got on train and isnleaving	
1887	10/15/19	8:35:03 AM	John Manconi	What is the bold message?	

1888	10/15/19	8:35:06 AM	Phil Landry	Now says next train in 2 min	
1889	10/15/19	8:35:08 AM	John Manconi	Hold	
1890	10/15/19	8:35:21 AM	John Manconi	So hold is gone?	
1891	10/15/19	8:35:32 AM	Phil Landry	Then 6 min for next train	
1892	10/15/19	8:35:37 AM	Phil Landry	Yes hold us gone	
1893	10/15/19	8:39:13 AM	Troy Charter	One train is operating without cctv. Using TOCC and Cancom to depart stations. Just a minor slow at some busy stations.	
1894	10/15/19	8:39:43 AM	John Manconi	Ok	
1895	10/15/19	8:42:06 AM	Phil Landry	Lots of room on train coming from blair now, some empty seats.	
1896	10/15/19	8:46:23 AM	Troy Charter	Blair station, very light loads. Tunneys still busy.	
1897	10/15/19	8:54:32 AM	Phil Landry	Am leaving hurdman now. All quiet here.	
1898	10/15/19	8:54:55 AM	Troy Charter	I would say peak is over. Tunneys and Hurdman still some volume but low.	
1899	10/15/19	8:55:13 AM	John Manconi	Thank you! Outstanding work everyone!!!	
1900	10/15/19	8:55:46 AM	Phil Landry	Looked great here at hurdman this morning. Well done!!!	
1901	10/15/19	9:01:44 AM	Michael Morgan	Troy, is it fair to assume this is because they lost a train last night to a major brake fault? I assume Scott and company are chasing this down.	
1902	10/15/19	9:03:38 AM	Scott Krieger	I was in yesterday afternoon. Lots of IMIRS entries during service yesterday. Some material issues. I will follow up after the 9AM meeting on what exactly got in the way.	
1903	10/15/19	9:10:29 AM	Michael Morgan	Thanks Scott.	
1904	10/15/19	9:13:11 AM	John Manconi	I want them destroyed with penalties!	
1905	10/15/19	10:55:35 AM	Scott Krieger	From Richard France at this mornings meeting: 1115/1130 Brake Fault / TCMS;	
1906	10/15/19	12:32:05 PM	Troy Charter	We have a train immobile just before Blair Station due to a high speed circuit breaker fault. Diversion line being established. Single track Blair to St. Laurent. Full loop Tunneys to St. Laurent. Train has customers on board, troubleshooting to get train to the platform.	
1907	10/15/19	12:55:10 PM	Troy Charter	Diversion in place. Train is moving into Blair now. Approx 15 mins for customers on the train.	
1908	10/15/19	12:55:42 PM	Troy Charter	Heavy volume at St. Laurent. Diversion line going to be removed.	
1909	10/15/19	12:57:55 PM	Pat Scrimgeour	Does that mean full service along the full line will be resumed?	
1910	10/15/19	12:58:33 PM	Troy Charter	Yes. We are just down to 1 platform at Blair	
1911	10/15/19	12:58:53 PM	Pat Scrimgeour	Thanks	
1912	10/15/19	1:03:38 PM	Troy Charter	Correction - 25 min delay for customers on train	
1913	10/15/19	2:56:16 PM	Jim Greer	TFFM -SCU-Mobiles-Facilities all reporting green.	
1914	10/15/19	3:31:27 PM	John Manconi	82 solid?	
1915	10/15/19	3:31:41 PM	John Manconi	I am at the stop	
1916	10/15/19	3:32:36 PM	John Manconi	Jim Greer?? 82 solid? I am at the stop I need to know	
1917	10/15/19	3:33:06 PM	Jim Greer	Yes so far so good.	
1918	10/15/19	3:33:11 PM	Troy Charter	Control been advised no cancellations on the 82.	
1919	10/15/19	3:33:53 PM	John Manconi	Can you guys check in on it please	
1920	10/15/19	3:34:44 PM	John Manconi	It says 9 minutes away then 39 they cannot be late or cancelled	
1921	10/15/19	3:42:45 PM	Jim Greer	I'm watching the system and GPS says the 82 should be at the stop	
1922	10/15/19	3:47:20 PM	John Manconi	Yes it came.	
1923	10/15/19	4:05:15 PM	John Manconi	What is the jackhammering at Hurdman for? Peak period -????	

1924	10/15/19	4:16:20 PM	Jim Greer	Doesn't appear to be anyone on a project from our area. I only know of s fence installation request that's scheduled for next week. We do have work scheduled at Lycee Claudel not Hurdman Most likely RTG ?	
1925	10/15/19	4:16:51 PM	Troy Charter	13 trains running.	
1926	10/15/19	4:20:33 PM	John Manconi	Front of elevators find out please	
1927	10/15/19	4:22:20 PM	Jim Greer	I've asked Troy to contact RTM see what's going on	
1928	10/15/19	4:22:21 PM	Troy Charter	On it.	
1929	10/15/19	4:46:27 PM	Troy Charter	Spoke with Richard Holder. Hecis going to follow up with Gary and Abdol as the workers have stated this is OLRT work.	
1930	10/15/19	4:56:46 PM	John Manconi	It's our customers!! It's deafening! They can't just start up work like that. Also get ready for media. New concrete being ripped up	
1931	10/15/19	4:57:24 PM	Troy Charter	10 4	
1932	10/15/19	5:53:19 PM	Michael Morgan	Deficiency work to repair a steep slope on the BRT platform. The request was to correct it before the cold weather. We are following up on the approvals for the timing of the work.	
1933	10/15/19	5:58:46 PM	John Manconi	Troy status please?	
1934	10/15/19	6:11:45 PM	Troy Charter	Much lighter loads. We are thru the rush now. No major issues. Some heavy platforms early in rush due to late launched trains but cleared quickly.	
1935	10/16/19	6:18:39 AM	Jim Greer	TFFM-SCU-Mobiles all Green this morning.	
1936	10/16/19	6:19:52 AM	Troy Charter	All good so far with Rail. Currently 13 trains available, no spare.	
1937	10/16/19	6:20:35 AM	John Manconi	Ok thanks	
1938	10/16/19	7:49:39 AM	Larry Gaul	Handful of customers electing to not board and wait for next WB trains at Hurdman. So far all trains could have accommodated them	
1939	10/16/19	7:53:43 AM	Troy Charter	Tcms issue on track 2 at Tunneys. Techs on location. Will update in 2 mins. Troubleshooting now.	
1940	10/16/19	7:58:52 AM	Troy Charter	Tcms resolved. Tunneys platforms busy as customers were off loaded. Train will be routed to MSF out of service. Replacement train ETA is 20 mins.	
1941	10/16/19	8:04:54 AM	Troy Charter	Tunneys platforms clear.	
1942	10/16/19	8:08:23 AM	Larry Gaul	Troy. We should talk about the need to immediately remove trains from service after a TCMS reset.	
1943	10/16/19	8:11:02 AM	Troy Charter	Yes. Jim and I have discussed. Did not want to implement on the fly.	
1944	10/16/19	8:12:52 AM	Troy Charter	Blair - customer vilumes now very light. No issues at Hurdman. Tunneys still heavy loads but being accomodated quickly (a few stragglers wait for next train).	
1945	10/16/19	8:13:13 AM	John Manconi	Good work	
1946	10/16/19	9:02:47 AM	Troy Charter	Rush is over. Reduction starting. Never got spare train.	
1947	10/16/19	9:03:29 AM	John Manconi	Solid rush hour everyone - great work and thank you!	
1948	10/16/19	4:19:25 PM	Jim Greer	TFFM-SCU-Mobile all Green.	
1949	10/16/19	6:06:37 PM	Troy Charter	We can consider rush over. Nothing of significance to report. Good pm commute on the train.	
1950	10/16/19	6:32:07 PM	John Manconi	Can everyone please read this and advise if they see any concerns with me sharing with the mayor and city manager. An answer this evening is appreciated if possible. Sorry to add I just need to get ahead of some concerns that I am dealing with. Thank you	

1951	10/16/19	6:47:44 PM	Scott Krieger	My two cents. I think a lot of his points are overly simplified and present half the story on the design considerations. Also, I think one of his main points may be incorrect. I do not believe we "remove" a vehicle from CBTC when a door is isolated. My opinion is this questions all the design decisions, low floor, seating configuration, etc. Personally, and this is just me, I am not sure this benefits us.	
1952	10/16/19	6:48:58 PM	John Manconi	Ok thx	
1953	10/16/19	6:50:20 PM	Michael Morgan	I agree with Scott. It has a few errors and incorrect assumptions about the vehicle design.	
1954	10/16/19	6:50:35 PM	Jim Hopkins	That's correct an isolated door or doors can and almost always remains CBTC controlled.	
1955	10/16/19	7:11:43 PM	Tom Prendergast	Here are my 100 cents..... To begin with, diatribes like this one from someone who obviously does not understand the basics of rail transit, and who are provided a media platform to comment on, are examples of what is bad about the internet.	
1956	10/16/19	7:19:49 PM	John Manconi	I will not be using this. Thank you everyone	
1957	10/17/19	6:51:20 AM	Jim Greer	TFFM update SCU -Mobile Operations-Fleet and Facilities all Green for this am peak.	
1958	10/17/19	6:51:41 AM	Troy Charter	13 trains and 1 spare train. All launched in time. No issues to report.	
1959	10/17/19	7:06:58 AM	John Manconi	Thanks	
1960	10/17/19	8:01:53 AM	Troy Charter	Heading into the peak of the peak. Flowing well. Trains able to accomodate all passengers at platforms	
1961	10/17/19	8:55:54 AM	Troy Charter	Rush for Rail is over. No issues to report during the course of this mornings service.	
1962	10/17/19	9:05:10 AM	John Manconi	Excellent work everyone! Be proud.	
1963	10/17/19	6:06:23 PM	Troy Charter	Rush for Rail is pretty much done. No issues to report other than the re-sequencing of trains to facilitate nightly service reduction. (ie the Commissioner Gilbert tweet).	
1964	10/17/19	6:07:06 PM	John Manconi	Thx	
1965	10/17/19	6:43:33 PM	Troy Charter	That is a frustrating response from the commissioner.	
1966	10/17/19	6:43:55 PM	John Manconi	Ignore it.	
1967	10/17/19	6:48:17 PM	Troy Charter	Yup. Trying to save face and / or needs to have last word	
1968	10/17/19	6:49:30 PM	John Manconi	Armchair quarterbacks. I just think of our team and how they are milking themselves to make everything perfect and how unfortunate she does not get that .	
1969	10/17/19	6:50:27 PM	John Manconi	Auto correct!!! Killing not milking	
1970	10/17/19	7:11:42 PM	Larry Gaul	Troy. Tomorrow let's discuss next steps for getting RTM to plan vehicle/run assignments better so we do not have to resequence trains for reduction. I have been holding back giving them a chance to just get us the required # of trains. Now may be the time to start the dialogue with them about advance planning. Also want to review with you the current process for tocc dealing with resequencing of trains for reductions. We may be able to improve on that process	
1971	10/17/19	7:13:21 PM	Troy Charter	Ok.	

1972	10/17/19	7:57:35 PM	John Manconi	Larry Michael and Troy. 97 yards from train stop to toe of slop and room to spare on top of that. Tunneys. Just paced it. A double train would fit. I am telling you we should figure out a way to make this happen	
1973	10/17/19	7:59:40 PM	Michael Morgan	Not quite enough space but we are working up options with the team.	
1974	10/17/19	8:00:44 PM	John Manconi	Excellent thx	
1975	10/17/19	8:01:26 PM	Troy Charter	That is great.	
1976	10/17/19	8:07:48 PM	John Manconi	http://charlatan.ca/2019/10/opinion-lrt-riders-must-learn-proper-transit-etiquette/	
1977	10/17/19	8:12:32 PM	Troy Charter	Awesome article. And love the reference to rare delays on line 2. The once delicate flower is now a rock of reliability.	
1978	10/17/19	8:23:51 PM	Jim Hopkins	Very nice!	
1979	10/17/19	8:30:27 PM	Troy Charter	Fyi. Currently dealing with a medical on a train at Tunneys Station. Customer with medical issue is on train with OC staff and EMS is responding. Approx 5 minute delay to service.	
1980	10/17/19	8:37:39 PM	Troy Charter	Medical cleared by OFD that was in the area.	
1981	10/17/19	8:40:24 PM	Larry Gaul	Don't forget space for a crossover west of TP!!!	
1982	10/17/19	8:40:49 PM	John Manconi	Don't pile on!!	
1983	10/17/19	9:00:20 PM	Michael Morgan	Lots of crossovers coming in 2025.	
1984	10/17/19	9:48:36 PM	Larry Gaul	Ouch	
1985	10/18/19	6:05:18 AM	Jim Greer	Fleet-operators-mobile supervisors- Facilities-SCU all Green this morning.	
1986	10/18/19	6:29:11 AM	Troy Charter	Customer volumes still low, building at Tunneys. 13 trains and a spare.	
1987	10/18/19	6:45:36 AM	Troy Charter	Tcms at Blair. Customer volume light. Delay of 4 mins. Spare train to be launched to replace. Will update when disabled train is removed.	
1988	10/18/19	6:46:43 AM	John Manconi	Is that train now moving?	
1989	10/18/19	6:52:32 AM	Pat Scrimgeour	<attached: 00001990-PHOTO-2019-10-18-06-52-32.jpg>	00001990-PHOTO-2019-10-18-06-52-32.jpg
1990	10/18/19	6:52:32 AM	Pat Scrimgeour	<attached: 00001991-PHOTO-2019-10-18-06-52-32.jpg>	00001991-PHOTO-2019-10-18-06-52-32.jpg
1991	10/18/19	6:52:32 AM	Pat Scrimgeour	<attached: 00001992-PHOTO-2019-10-18-06-52-32.jpg>	00001992-PHOTO-2019-10-18-06-52-32.jpg
1992	10/18/19	6:53:36 AM	Pat Scrimgeour	From Alex Carr:	
1993	10/18/19	6:54:06 AM	John Manconi	Good work thank you	
1994	10/18/19	7:01:34 AM	Troy Charter	Disabled train is now moving out of Blair. Will be off the line in 5 mins.	
1995	10/18/19	7:02:15 AM	Troy Charter	Spare was launched. 13 trains in operation. No additional spare at this time	
1996	10/18/19	7:06:39 AM	Troy Charter	Train is off the. Gap that was created is currently at Tunneys. Volume of customers will still easily be accommodated by next arriving train.	
1997	10/18/19	7:44:47 AM	John Manconi	Jim Greer - what's happening with Councillor egli bus service? He is not happy and has asked to meet this morning?	
1998	10/18/19	7:51:15 AM	Troy Charter	Loads are lighter today. We are having to pull a train off at Blair due to a fault that is "end of line". No spare available. Impact to customers will be approx 4 minute gap in service.	
1999	10/18/19	7:53:44 AM	Jim Greer	It appears we cancelled a 82 at 1657 last night. Everything else looks good. Need to do a deeper dive into GPS data.	
2000	10/18/19	8:13:37 AM	Tom Prendergast	Excellent photos of platform markings at Lyon. Basic underlying approach consistent with what other agencies used although exact design markings might be different.	
2001	10/18/19	9:09:19 AM	Troy Charter	Rush is over. Lighter loads this morning. No major issues or delays. Some minor delays, due to train swap outs.	

2002	10/18/19	11:28:02 AM	Pat Scrimgeour	John, I've sent the following to Mathieu Gravel as you requested:	
2003	10/18/19	11:31:04 AM	Pat Scrimgeour	He replied:	
2004	10/18/19	2:03:21 PM	Pat Scrimgeour	<attached: 00002005-PHOTO-2019-10-18-14-03-21.jpg>	00002005-PHOTO-2019-10-18-14-03-21.jpg
2005	10/18/19	2:03:42 PM	Pat Scrimgeour	<attached: 00002006-PHOTO-2019-10-18-14-03-42.jpg>	00002006-PHOTO-2019-10-18-14-03-42.jpg
2006	10/18/19	3:53:06 PM	Troy Charter	We have a disabled train at Tunneys due to loss of communications (both VOBC's). Approx 5 minute delay for customers heading east due to the missed trip.	
2007	10/18/19	3:53:35 PM	John Manconi	Thx	
2008	10/18/19	4:47:50 PM	Phil Landry	Any concerns about going back to normal operations for traffic incident management group after today?	
2009	10/18/19	4:48:07 PM	John Manconi	All good	
2010	10/18/19	4:48:31 PM	Phil Landry	Thanks	
2011	10/18/19	6:07:13 PM	Troy Charter	Rush is pretty much over for rail. Nothing new to report, service ran well.	
2012	10/18/19	6:12:50 PM	John Manconi	Any update on the testing for the new vehicles?	
2013	10/18/19	6:23:59 PM	Troy Charter	We start with one vehicle saturday night. Alstom testing. Then Thales needs a few days before they start. Thales testing is closer to 6 to 8 hours, not 2 to 3 as stated by Matt Slade at the meeting.	
2014	10/18/19	6:26:22 PM	John Manconi	Ok thanks. Great week everyone. Hope you all get some well deserved rest	
2015	10/19/19	7:45:10 AM	Troy Charter	Presently running 11 trains as per schedule in service. There was one TCMS fault at Tunneys just past launch. Resulted in a 5 min delay for early morning customers. Customers at Tunneys had to switch trains.	
2016	10/19/19	10:31:05 AM	Pat Scrimgeour	<attached: 00002017-PHOTO-2019-10-19-10-31-05.jpg>	00002017-PHOTO-2019-10-19-10-31-05.jpg
2017	10/19/19	10:31:15 AM	Pat Scrimgeour	<attached: 00002018-PHOTO-2019-10-19-10-31-15.jpg>	00002018-PHOTO-2019-10-19-10-31-15.jpg
2018	10/19/19	10:31:31 AM	Pat Scrimgeour	Door hanger signs are on trains	
2019	10/19/19	10:32:02 AM	Jim Hopkins	Nice!	
2020	10/19/19	10:32:20 AM	John Manconi	Nice. Kim get that tweeted out ASAP please	
2021	10/19/19	12:18:10 PM	Kim MacEwan	Ok	
2022	10/19/19	12:22:59 PM	Troy Charter	A few delays / minor issues this morning. A medical that caused some delays and a traction fault at Blair. Both resulted in minor delays of less than 5 mins. Train with traction fault is still at Blair. Requires a tech who is attending (ero fault recovery was unsuccessful).	
2023	10/19/19	1:57:13 PM	Phil Landry	https://youtu.be/al7W58hxA8	
2024	10/19/19	1:57:28 PM	Phil Landry	Pretty cool to see..	
2025	10/19/19	2:06:07 PM	Jim Greer	Lots of young families out riding the train today with nice weather. Speaking with our SCU team they would like to set up a small booth if possible "operation life saver" at Blair or Tunneys one of their regular school initiatives to promote rail safety. Have a few pencil gifts they usually hand out. Good public relations for a hour or so. Anyone opposed? Would like to do booth possibly tomorrow.	
2026	10/19/19	2:06:53 PM	John Manconi	Sounds good go for it	
2027	10/19/19	2:08:17 PM	Jim Greer	Appreciated. I'll make sure they coordinate tight with TOCC and hopefully get some promo pictures.	
2028	10/19/19	3:24:42 PM	Jim Hopkins	FYI... 22 EROs have seen "door isolation" video and been given updated SOP. Team is out again tomorrow on split shift to get to as many as possible. Will get to stragglers early in week.	
2029	10/19/19	3:25:17 PM	Jim Hopkins	Early ... not Earl.	

2030	10/19/19	3:30:59 PM	John Manconi	Thank you great work	
2031	10/19/19	4:31:52 PM	Larry Gaul	Good job Jim	
2032	10/20/19	10:30:21 AM	Troy Charter	Rail running well this morning, no disruptions or delays.	
2033	10/20/19	10:31:49 AM	John Manconi	Thanks	
2034	10/20/19	11:57:09 AM	Jim Greer	SCU set their safety booth up at Blair with OC hand outs.	
2035	10/20/19	11:59:10 AM	John Manconi	Good work. Send Kim a picture and tweet it out please	
2036	10/20/19	12:03:22 PM	Kim MacEwan	Ok	
2037	10/20/19	12:06:21 PM	Jim Greer	Pictures sent. Just starting to close up. Booth set up this morning from 10 to noon, had approx 200 customers stop by. Everyone enjoyed.	
2038	10/20/19	12:07:43 PM	John Manconi	If it's over then don't tweet it out. Just a reminder to everyone communications out on all good things.	
2039	10/20/19	12:09:44 PM	Kim MacEwan	We won't tweet given its over	
2040	10/20/19	12:10:39 PM	Kim MacEwan	We can include it in Mondays update to the portal	
2041	10/20/19	6:54:53 PM	John Manconi	Yes add that the door campaign are on trains also	
2042	10/20/19	7:11:17 PM	John Manconi	Pat when you are reviewing the Tunneys canopy bring me an action that takes it all the way to the station and also for west bound . So 100% covered walkway	
2043	10/20/19	7:34:36 PM	John Manconi	Kim platform markers at Tunneys are in. Tweet that out and put all of these in Monday's updates	
2044	10/20/19	9:07:53 PM	Pat Scrimgeour	Okay.	
2045	10/21/19	6:33:13 AM	Jim Greer	Mobile supervisors, operators, SCU, Fleet and Facilities are Green this morning.	
2046	10/21/19	6:52:29 AM	Troy Charter	Rail has 13 trains and a spare. One train swapped out already this morning with a delay of 2 to 3 mins and a partial missed trip.	
2047	10/21/19	6:53:55 AM	John Manconi	Ok thanks	
2048	10/21/19	7:16:07 AM	Troy Charter	Train at Blair has lost communication and is disabled at Blair. Missed trip out of Blair, 4 min delay. Customers at Blair were asked to switch trains. Spare vehicle to be launched.	
2049	10/21/19	7:28:45 AM	Troy Charter	Train is off the line. Spare train is being prepped will be launched shortly. Then will be back to 13 trains, no spare.	
2050	10/21/19	7:30:08 AM	Larry Gaul	Was spare inserted into the disabled trains gap westbound on time? That's what we are looking for!!!	
2051	10/21/19	7:39:18 AM	Troy Charter	No. Rtm switched spares and it could not be launched.	
2052	10/21/19	7:57:08 AM	Troy Charter	13 trains in operation.	
2053	10/21/19	8:40:42 AM	Troy Charter	Blair, Tunneys and Hurdman, moderate loads on platforms at this time. Of the 3 Blair is the lightest.	
2054	10/21/19	8:58:42 AM	Troy Charter	Safe to say rush is over	
2055	10/21/19	11:19:28 AM	Troy Charter	Just had an approx 7 minute delay at Pimisi in east direction. Brake fault that operator successfully isolated. Resulted in an impact to 2 other trains. Train behind at Pimisi incurred a 5 min delay and train at Tunneys a 2 min delay.	

				Tocc currently dealing with a loss of communications / immobilized train at Cyrville east direction. Will be moving the train to Blair to get out of the way. Customers disabled, train experienced an approx 10 min delay. All other trains minor delays as Tocc is managing traffic to avoid bunching (customers are facing longer dwells at stations of a few seconds to a few minutes depending on station).	
2056	10/21/19	12:34:00 PM	Troy Charter		
2057	10/21/19	12:58:25 PM	Troy Charter	Tocc now dealing with residual delays. Replacement train being launched.	
2058	10/21/19	1:38:41 PM	Troy Charter	R2 has been implemented for Line 2.	
				Returning to normal operations on line 1. Dealing with residual delays and bunching.	
2059	10/21/19	1:46:28 PM	Troy Charter		
2060	10/21/19	1:51:16 PM	Troy Charter	Line 2 returning to normal operations as well.	
2061	10/21/19	2:09:08 PM	Jim Greer	Election day, probably earlier than usual.	
2062	10/21/19	6:08:51 PM	Troy Charter	Pm rush is over, lighter loads at this time. No issues / delays during pm peak.	
2063	10/21/19	6:09:12 PM	John Manconi	Good work thanks	
				Rail update. 1 TCMS issue at Tunneys at approx. 515 am. Minor impact to a few customers. Currently 12 trains on the line, no ETA yet for the 13th train. Spare train has already been used.	
2064	10/22/19	6:50:01 AM	Troy Charter		
2065	10/22/19	7:18:27 AM	Troy Charter	13 trains now on the line. Launched 30 mins late. Not noticeable to customers. No spare available.	
				Received revised plan for queen st work. Same set up as shown at ltocc mtg, so queen st down to 1 lane with flagging. Contractor wants to begin this Sunday evening, the 27th at 8 PM and go through to 5 am Monday morning. This would be repeated every evening until Wednesday the 30th with work expected to be completed Thursday morning at 5 am. Does anyone have any concerns with this?	
2066	10/22/19	8:24:36 AM	Phil Landry		
2067	10/22/19	8:35:33 AM	Jim Greer	Ok from Mobile operations perspective as long as they clear out by 5am.	
2068	10/22/19	8:47:49 AM	Troy Charter	Disturbed switch at Blair station. Working on operational plan.	
2069	10/22/19	8:49:23 AM	Troy Charter	Diversion being put in place.	
2070	10/22/19	9:23:39 AM	Troy Charter	Tech is on scene still working on yne switch. No ETA at this time.	
2071	10/22/19	2:37:49 PM	John Manconi	<attached: 00002072-PHOTO-2019-10-22-14-37-49.jpg>	00002072-PHOTO-2019-10-22-14-37-49.jpg
				Just sent email with details on required work RTG needs to complete on Holland in front of Tunney's station to build pick up drop off area that is aoda compliant. One west lane during construction which will last about 6 weeks. Let me know if you have any comments.	
2072	10/22/19	4:09:15 PM	Phil Landry		
2073	10/22/19	4:14:22 PM	John Manconi	??	
2074	10/22/19	4:17:59 PM	Phil Landry	Defer to Michael and Pat on this	
2075	10/22/19	4:28:35 PM	Pat Scrimgeour	Received. Checking with my team. This is expected work.	
2076	10/22/19	6:14:30 PM	Troy Charter	Rush hour over. No delays or issues impacting service to report	
2077	10/22/19	6:15:05 PM	John Manconi	Good work thanks	
2078	10/23/19	6:46:10 AM	Troy Charter	So far, we are 11 trains. ETA is 30 mins for a 12th.	
2079	10/23/19	7:10:51 AM	Troy Charter	12 trains. No ETA on 13th.	
2080	10/23/19	7:13:05 AM	John Manconi	Call Claude	
2081	10/23/19	7:15:01 AM	Troy Charter	Already done. Left message.	
2082	10/23/19	7:17:09 AM	John Manconi	I just blasted peter call tom	
2083	10/23/19	7:40:25 AM	Troy Charter	13 trains now	

2084	10/23/19	7:41:08 AM	John Manconi	Ok	
2085	10/23/19	8:33:39 AM	Troy Charter	Still flowing well.	
2086	10/23/19	9:12:35 AM	Troy Charter	Am rush is over. No service impacting issues to report. (late launch of 2 LRV's - minimal impact to customers.)	
2087	10/23/19	9:17:40 AM	John Manconi	Great work	
2088	10/23/19	9:40:42 AM	Troy Charter	Having to implement single tracking due to a disabled train at uOttawa. Approx 7 minute delay right now. Single tracking will result in longer commute times and extended dwells at some stations.	
2089	10/23/19	9:46:28 AM	Pat Scrimgeour	Alert has been published.	
2090	10/23/19	10:03:36 AM	Kim MacEwan	We are mknitoring social media	
2091	10/23/19	10:10:01 AM	Troy Charter	Plan is being revised due to excessive delays. R1 bus is being implemented from hurdman to rideau. Loops on either side. West Tunneys to uOttawa, in east St. Laurent to Hurdman.	
2092	10/23/19	10:11:23 AM	Pat Scrimgeour	East loop Blair to Hurdman?	
2093	10/23/19	10:11:54 AM	Troy Charter	Sorry. Yes Blair to Hurdman	
2094	10/23/19	10:12:01 AM	Pat Scrimgeour	Thanks.	
2095	10/23/19	10:12:17 AM	Pat Scrimgeour	Alert is published	
2096	10/23/19	10:12:37 AM	John Manconi	What's wrong with the train	
2097	10/23/19	10:13:39 AM	Troy Charter	Emergency brake and obstructed motion. Heading to TOCC now for more info.	
2098	10/23/19	10:24:05 AM	Troy Charter	No additional info yet. Alstom is diagnosing.	
2099	10/23/19	10:25:53 AM	Troy Charter	Just know that it is related to propulsion	
2100	10/23/19	10:58:04 AM	Troy Charter	We may be back in 5 mins. Update shortly.	
2101	10/23/19	11:05:10 AM	Troy Charter	Back to full limits. R1 being removed shortly will clear up bus plat forms trains, no replacement train available	
2102	10/23/19	2:30:18 PM	Troy Charter	Another issue on the line. Door fault. Loop operations Tunneys to St. Laurent and them St. Laurent to Blair.	
2103	10/23/19	2:31:03 PM	Jocelyne Begin	Thanks	
2104	10/23/19	2:32:24 PM	Troy Charter	Plans have to change. R1 Bus service St. Laurent to Blair. Train Operatoon Tunneys to St. Laurent.	
2105	10/23/19	3:32:02 PM	Michael Morgan	Pat, the change at this location is to replace the curb lane with a PPUDO on a permanent basis. The question is really about deferring the PPUDO to 2020 (as opposed to doing the work at night).	
2106	10/23/19	3:34:40 PM	Pat Scrimgeour	We should discuss priorities at LTOCC, then.	
2107	10/23/19	4:17:44 PM	Troy Charter	12th train launched.	
2108	10/23/19	4:44:20 PM	John Manconi	<attached: 00002109-PHOTO-2019-10-23-16-44-20.jpg>	00002109-PHOTO-2019-10-23-16-44-20.jpg
2109	10/23/19	4:46:53 PM	Troy Charter	13th train just launched westbound.	
2110	10/23/19	6:37:25 PM	Troy Charter	Rush hour complete. No new issues to report. Early in peak we did see at some of the downtown stations customers being left behind while service recovered.	
2111	10/24/19	6:15:08 AM	John Manconi	Kim have you flagged all the twitter discussion about slippery steps to Michael? See Gilbert mayor and others	
2112	10/24/19	6:21:52 AM	Michael Morgan	Troy mentioned it. I will see what there is to do.	
2113	10/24/19	6:26:27 AM	Troy Charter	13 trains are currently available. Spare train is anticipated but not yet available.	

2114	10/24/19	7:02:28 AM	Troy Charter	1 TCMS error at Tunneys. Minor delay and small number of customers had to board another train. Train is being removed, spare train is available and is being launched. No additional spare yet available.	
2115	10/24/19	7:26:01 AM	John Manconi	<attached: 00002116-PHOTO-2019-10-24-07-26-01.jpg>	00002116-PHOTO-2019-10-24-07-26-01.jpg
2116	10/24/19	8:22:52 AM	Troy Charter	The train with the intermittent lose of comms, they were able troubleshoot it on the line. No delay. 13 trains in service. No spare.	
2117	10/24/19	9:13:33 AM	Troy Charter	Rush is over. Nothing further to report.	
2118	10/24/19	10:18:57 AM	Troy Charter	Single tracking at Tremblay due to a obstructed motion fault. Troubleshooting now. This is a good spot to support single tracking.	
2119	10/24/19	10:54:59 AM	Troy Charter	Will be resuming full service shortly. Train is off the mainline	
2120	10/24/19	10:56:07 AM	John Manconi	How long was the delay	
2121	10/24/19	11:01:21 AM	Troy Charter	Customers were feeling longer travel times, delays between 5 and 10 mins.	
2122	10/24/19	12:59:33 PM	Pat Scrimgeour	My team has set a meeting with IS et al for 13:30 tomorrow to finalize plans for the Tunney's scaffold canopy. Jim G, could you please give me names of reps from FM and SCU? Jim H, could you please give me a name from SCTD? We will invite those people.	
2123	10/24/19	1:07:14 PM	Jim Greer	TFFM reps = Luc Charboneau and Rob Lafontaine. SCU = James Babe.	
2124	10/24/19	1:10:47 PM	Pat Scrimgeour	Thanks	
2125	10/24/19	3:00:36 PM	John Manconi	Joce Tom troy scott Michael please read email I sent you	
2126	10/24/19	3:24:38 PM	Jim Hopkins	Roy and Donna will be there	
2127	10/24/19	3:25:50 PM	Troy Charter	10 4	
2128	10/24/19	3:31:18 PM	Scott Krieger	Yes. They must have a strong, experienced maintenance manager with the necessary authority to direct Alstom Maintenance, Alstom Warranty, Thales, etc.	
2129	10/24/19	4:09:40 PM	Troy Charter	Successful door isolation (door fault) at St. Laurent westbound direction. An approx 4 to 5 min delay. Trains are bunched heading west but all moving well. Control will reduce the gap created at Tunneys.	
2130	10/24/19	4:11:29 PM	Jocelyne Begin	Noted	
2131	10/24/19	4:11:55 PM	Troy Charter	Heading to tocc now.	
2132	10/24/19	4:26:11 PM	Troy Charter	Heading west thru downtown tunnel stations, gap is going thru now. Leaving some loads, but next train is one station behind (2 mins). Controllers are making announcements	
2133	10/24/19	4:26:56 PM	Jocelyne Begin	Thanks	
2134	10/24/19	4:36:23 PM	Troy Charter	Flowing well. Spacing evening out. Most customers are now all being accomodated on first trains. Will still have a bit of a gap now heading east.	
2135	10/24/19	5:07:46 PM	Troy Charter	Loads are consistent. Busy but no overcrowding.	
2136	10/24/19	5:08:00 PM	Jocelyne Begin	Thank you Troy	
2137	10/24/19	5:16:07 PM	Troy Charter	Its all now spaced well. Loads are starting to visibly lighten thru the core.	
2138	10/24/19	6:12:50 PM	Troy Charter	Rush is over. Nothing to report at this time.	
2139	10/24/19	6:14:27 PM	John Manconi	Great work. Thx	
2140	10/24/19	6:38:09 PM	Pat Scrimgeour	Thank you	
2141	10/24/19	6:41:49 PM	Phil Landry	Planned overnight work on queen that was to start this coming sunday night has been pushed back a week as rtg couldn't get ops for this sunday.	
2142	10/24/19	9:19:48 PM	John Manconi	Ok thanks	
2143	10/24/19	9:48:29 PM	Pat Scrimgeour	<attached: 00002144-PHOTO-2019-10-24-21-48-29.jpg>	00002144-PHOTO-2019-10-24-21-48-29.jpg

2144	10/24/19	9:48:56 PM	Pat Scrimgeour	New platform markers at Parliament Station this evening.	
2145	10/24/19	9:49:08 PM	John Manconi	Nice	
2146	10/25/19	5:55:27 AM	John Manconi	Michael look at media summary re slippery floors. Kim work with Michael and put something in our portal saying we are looking at it. Mayor was also asking what part of stations have the heated floors for winter . Will need that for winter update. Troy we told him we are pulling together an update for him. Bring that item to our meeting Our discuss please we need to map out when we are doing that before you leave. Michael I need you to come to a 9 am meeting this morning. You are excused from corporate session .	
2147	10/25/19	6:11:18 AM	Kim MacEwan	Will get something on the portal today about the floors	
2148	10/25/19	6:59:18 AM	John Manconi	<attached: 00002149-PHOTO-2019-10-25-06-59-18.jpg>	00002149-PHOTO-2019-10-25-06-59-18.jpg
2149	10/25/19	7:01:11 AM	Troy Charter	We will get solid on this, the next one we are working to nail down is when the isolation is unsuccessful and we have to go to door by pass and remove the train from service.	
2150	10/25/19	8:09:59 AM	Troy Charter	Fyi. The TCMS / VOBC fault at Blair. Minor impact. Customers did have to switch trains but delay was in range of 3 to 4 mins.	
2151	10/25/19	8:13:17 AM	Troy Charter	Tunneys very busy but there are 3 trains all on close succession.	
2152	10/25/19	8:38:21 AM	Troy Charter	Blair station volume building. Train is 5 mins away.	
2153	10/25/19	8:46:58 AM	Troy Charter	Blair cleared. Hurdman now the challenge.	
2154	10/25/19	8:55:47 AM	Troy Charter	Hurdman just left alot of people but 2 trains on way.	
2155	10/25/19	8:56:35 AM	Troy Charter	Om way yo meeting	
2156	10/25/19	8:56:49 AM	Jocelyne Begin	Ok thanks	
2157	10/25/19	6:09:59 PM	Troy Charter	Rail rush is over. Other than a TCMS issue at Tunneys just past 3, an uneventful rush for rail.	
2158	10/25/19	6:11:31 PM	Jocelyne Begin	Excellent. Have a really nice uneventful weekend Troy	
2159	10/25/19	6:11:54 PM	Larry Gaul	Thanks Troy. Do the vehicles experiencing the recent TCMS errors have the new software?	
2160	10/25/19	6:13:54 PM	Troy Charter	Yes. At least 2 have it.	
2161	10/25/19	6:43:04 PM	John Manconi	Folks - one wish for all of you. Rest this weekend. Have a drink, a book, a nice meal . Laugh relax and be proud and remember - what you have done has never been done anywhere in the world! Be proud!	
2162	10/25/19	6:44:54 PM	Jocelyne Begin	And to you also John	
2163	10/25/19	6:55:15 PM	Larry Gaul	Your entire team deserves your suggestion John	
2164	10/25/19	7:09:29 PM	Troy Charter	Sorry all. We have a stopped train at Bayview. Team is setting up a diversion, trying to get the train moving in cut out mode to get it either to Tunneys or off the line. Will know more in a few mins.	
2165	10/25/19	7:10:20 PM	Jim Hopkins	Door? VOBC? TCMS ?	
2166	10/25/19	7:24:20 PM	Troy Charter	I am told it EB'D then loss of both VOBC's	
2167	10/25/19	7:42:01 PM	Troy Charter	Got the train to Tunneys. We are going to leave it there until less trains are on the line. Then we will try to remove. Back to full operations, control will be working to even out the headway / spacing of trains.	
2168	10/25/19	7:42:40 PM	John Manconi	Thanks Troy	
2169	10/26/19	8:26:03 AM	John Manconi	Non stop text with mayor sent you a few. The commissioner is on cfra at 8:30	
2170	10/26/19	8:26:24 AM	John Manconi	Sorry that was for Troy and Joce	

2171	10/26/19	8:32:34 AM	Jocelyne Begin	Noted thanks	
2172	10/26/19	8:33:14 AM	Troy Charter	Have not seen any?	
2173	10/26/19	8:40:46 AM	John Manconi	All good sorry	
2174	10/27/19	7:58:43 AM	John Manconi	<attached: 00002175-PHOTO-2019-10-27-07-58-43.jpg>	00002175-PHOTO-2019-10-27-07-58-43.jpg
2175	10/27/19	7:59:12 AM	Troy Charter	10 4	
2176	10/27/19	7:59:56 AM	John Manconi	I have let peter know	
2177	10/27/19	8:03:45 AM	Troy Charter	He is looking into it.	
2178	10/27/19	8:08:58 AM	John Manconi	I just saw an update from control are we down??	
2179	10/27/19	8:13:28 AM	Troy Charter	We are single tracking Tunneys to Lyon with 1 train. Running a loop Blair to Tunneys on both tracks.	
2180	10/27/19	8:13:33 AM	Troy Charter	Came in.	
2181	10/27/19	8:51:54 AM	Jocelyne Begin added David Pepper		
2182	10/27/19	8:53:59 AM	Jocelyne Begin	Conf call at 9 am	
2183	10/27/19	8:54:38 AM	Kim MacEwan	Received	
2184	10/27/19	8:54:41 AM	Phil Landry	Ok thanks...	
2185	10/27/19	8:56:38 AM	Jim Hopkins	Yup	
2186	10/27/19	8:56:58 AM	Larry Gaul	Ok	
2187	10/27/19	8:57:22 AM	David Pepper	Received	
2188	10/27/19	9:01:11 AM	Michael Morgan	I won't be able to join but can catch up in a bit.	
2189	10/27/19	9:24:47 AM	David Pepper	Update #7 9:21am: All Line 1 service is now running normally on all platform at all stations. Tunney's platform 2 only. We apologize for the delay.	
2190	10/27/19	9:29:28 AM	Troy Charter	Confirmed. Full line, full loop only impact is only 1 platform at Tunneys which will not impact service.	
2191	10/27/19	9:32:01 AM	John Manconi	David mayor is saying twitter is not updated can you look at that please	
2192	10/27/19	9:50:36 AM	David Pepper	Yes	
2193	10/27/19	9:51:16 AM	David Pepper	Final Update #99:50am: Line 1 has resumed full service at all stations. We apologize for any delays you may have experienced and thank you for your understanding.	
2194	10/27/19	9:54:07 AM	David Pepper	My team has confirmed they all went out.	
2195	10/27/19	10:01:21 AM	John Manconi	I just finished with him. If the Tunneys platform that I needed to explain to him	
2196	10/27/19	10:02:49 AM	David Pepper	We would never include Tunney's platform in global messaging because it is not an "eastbound" platform. And no other stations except Blair have a Platform 1 or 2.	
2197	10/27/19	10:03:42 AM	John Manconi	I know. Thanks I explained it all to him	
2198	10/27/19	10:31:00 AM	John Manconi	Troy I want to go in personally today to the MSF. When are you and Larry available. Joke if you are available I would appreciate you attending also. Jim greer call me please re bus service . I just spoke to city manager	
2199	10/27/19	10:37:16 AM	Troy Charter	I can be available anytime. Not sure what time Larry arrives	
2200	10/27/19	10:37:31 AM	Larry Gaul	I am scheduled to land in Ottawa at 1410. Flight out of BWI Has been delayed so connection in Toronto will be tight. In the event I miss my 1310 flight from Toronto to Ottawa I would hope to be put on the next flight an hour later (Scheduled to land in Ottawa at 1510)	

2201	10/27/19	10:39:31 AM	John Manconi	Troy tell those idiots that we are coming in this afternoon . I will meet you at noon. Can we meet Scott's guys? Also me you Larry at 7 pm to see 13 vehicles and 2 spares for tomorrow's launch .	
2202	10/27/19	10:43:42 AM	Larry Gaul	Got it. MSF at 1900	
2203	10/27/19	10:44:36 AM	Troy Charter	Noon meeting. Suggest we meet at TOCC first as Joel digging into the details. We can get briefed up there then MSF.?	
2204	10/27/19	11:15:52 AM	Michael Morgan	Claude cancelled for the workshop tomorrow. Peter is now tentative.	
2205	10/27/19	11:16:35 AM	John Manconi	Cancel it. Shit show this morning.	
2206	10/27/19	11:16:50 AM	Tom Prendergast	Does that mean he is canceling to focus on immediate service issues?	
2207	10/27/19	11:35:34 AM	John Manconi	Yes shit show here. Tom will call you in a bit. Troy Mayor is at Blair - he thinks there is a problem can you check ASAP please	
2208	10/27/19	11:53:37 AM	Troy Charter	Just got another TCMS at Tunneys. Will not affect trains moving but does create another gap. 9 trains in operation. No eta on additional trains.	
2209	10/27/19	11:54:51 AM	John Manconi	Trust me this is their tinkering last night with the software!!	
2210	10/27/19	11:56:42 AM	Troy Charter	I have all mt safety gear except steel toes. Bring yours if touring the shop.	
2211	10/27/19	11:56:56 AM	Scott Krieger	I will be arriving tonight for the cancelled workshop. Let me know where you need me first thing in the AM.	
2212	10/27/19	11:57:21 AM	John Manconi	Full court press in the msf scott	
2213	10/27/19	11:57:37 AM	Scott Krieger	I will be there with Andy. We are both on site.	
2214	10/27/19	11:58:40 AM	Larry Gaul	What software were they tinkering with?	
2215	10/27/19	11:59:46 AM	John Manconi	Tcms	
2216	10/27/19	12:26:29 PM	Troy Charter	11 trains now out. Spare train they are readying was the earlier fault train at uOttawa.	
2217	10/27/19	12:33:28 PM	John Manconi	Do not launch that train	
2218	10/27/19	12:57:54 PM	John Manconi	Michael cancel the workshop for tomorrow. Michael Joce and Tom I need you at the 12 mtg with mayor	
2219	10/27/19	1:38:43 PM	Tom Prendergast	Just to confirm. I planned on joining the workshop by phone (know that it is now cancelled) and will plan on joining the Mayor's meeting by phone as well.	
2220	10/27/19	1:39:21 PM	Michael Morgan	Will do.	
2221	10/27/19	1:42:14 PM	Jocelyne Begin	Yes Tom. Thanks	
2222	10/27/19	3:14:37 PM	Jocelyne Begin	Hi everyone	
2223	10/27/19	3:16:13 PM	David Pepper	I will be on call - David	
2224	10/27/19	3:16:57 PM	Troy Charter	10 4	
2225	10/27/19	3:17:09 PM	Jim Hopkins	Got it	
2226	10/27/19	3:17:58 PM	Larry Gaul	I'll call in Joce	
2227	10/27/19	3:18:48 PM	Kim MacEwan	Got it	
2228	10/27/19	3:20:40 PM	Tom Prendergast	Noted and will be on call.	
2229	10/27/19	3:21:45 PM	Jim Greer	Ok	
2230	10/27/19	3:28:13 PM	Scott Krieger	I will be in transit. I will touch base with Tom after.	
2231	10/27/19	3:40:40 PM	Michael Morgan	Sorry but I have a conflict at 4.	
2232	10/27/19	3:42:48 PM	John Manconi	Ok Michael you need to connect with me when you can today. Major developments and also the mayor has ordered zero money goes to rtg or rtm. The tap is officially off and the mayor has full authority. Also remind me now how much we held back and by groupings . le xxx million for vehicles etc	

2233	10/27/19	3:57:38 PM	Michael Morgan	Okay. I can touch base later this evening if that works. 16M vehicles, 2M doors, 2M on board cameras	
2234	10/27/19	3:58:29 PM	John Manconi	What's the total holdback? All items? 38 M?	
2235	10/27/19	4:06:04 PM	Michael Morgan	20M hold back as noted above. Other monies we withheld and don't plan to return: 30.5M for mobility matters, 4M damages, 1M hydro, 3M scope changes, and 3M lands.	
2236	10/27/19	4:06:50 PM	Michael Morgan	~62M total set off which includes 20M in hold back.	
2237	10/27/19	5:15:55 PM	Troy Charter	They suspect that the train tracer application that is installed is creating the TCMS issues. We are going to run an out of service train with it disconnected shortly to confirm it does not have unanticipated consequences. If confirmed ok, will be shutting this down on entire fleet overnight.	
2238	10/27/19	8:35:38 PM	John Manconi	Troy any updates? Jim Greer - we ok for bus service.	
2239	10/27/19	8:36:51 PM	Jim Greer	All indicators at this point in time is Green for buses and Operators.	
2240	10/27/19	8:39:46 PM	John Manconi	Ok thanks	
2241	10/27/19	8:49:20 PM	Troy Charter	The test on the LRV that had the train tracer disabled went well. They will disable on all LRVs tonight, it is basically a flip of a breaker. They are also going to conduct the TCMS reset on all LRVs tonight.	
2242	10/27/19	8:49:38 PM	John Manconi	Ok thanks	
2243	10/28/19	5:54:25 AM	Jim Greer	Bus and Operators Green for this morning.	
2244	10/28/19	6:02:11 AM	David Pepper	OTAs green today. Stronger number in afternoon which is not usual. Morning complement is 46.	
2245	10/28/19	6:15:42 AM	Troy Charter	All good so far for Rail. 13 trains plus a spare.	
2246	10/28/19	7:14:48 AM	Troy Charter	One train with a TCMS issue at Blair. Customers moved to other train. Min delay and spare will be launched to replace. Train is being removed.	
2247	10/28/19	8:22:00 AM	Troy Charter	We had a passenger medical on board an LRV at Hurdman. Edr was pulled, trained was delayed approx 5 mins. EMS in en route.	
2248	10/28/19	8:27:44 AM	John Manconi	Was it announced as a medical issue. On twitter and pa. If not why not so we aren't blamed	
2249	10/28/19	8:27:52 AM	John Manconi	David question from mayor	
2250	10/28/19	8:31:11 AM	John Manconi	David?	
2251	10/28/19	8:32:51 AM	John Manconi	Troy mayor has a tweet saying door issues at parliment call me ASAP	
2252	10/28/19	8:33:19 AM	David Pepper	I am checking	
2253	10/28/19	8:35:33 AM	David Pepper	The delay was tagged as minor. We saw it fixed in 2-3 minutes. An alert would have been wrong to send on that during peak. It would have caused confusion and misinformation	
2254	10/28/19	8:40:48 AM	David Pepper	@ John: Apparentlyvon Twitter. @ newhot899	
2255	10/28/19	8:41:56 AM	Kim MacEwan	Will have PIMR follow up with the radio station	
2256	10/28/19	8:42:54 AM	David Pepper	It should be at the Manager/news director level in my opinion	
2257	10/28/19	8:44:12 AM	John Manconi	Retweet immediately back and state this is false! No delays etc	
2258	10/28/19	8:50:24 AM	Troy Charter	Just seeing these now. The medical issue, TOCC was advising customers at stations that experienced the longer wait time that there was a medical emergency.	
2259	10/28/19	9:12:14 AM	Troy Charter	Rush is over. Reduction is starting.	
2260	10/28/19	11:37:45 AM	John Manconi	Jim Greer urgent how many cancelled trips today . Need it ASAP.	

2261	10/28/19	1:42:49 PM	Troy Charter	Just had a door fault at uOttawa eastbound. Door successfully isolated and train is bskc in service. Took longer than anticipated, approx 13 minutes to resolve. 1 train was single tracked around it but other trains in the area experienced some delays.	
2262	10/28/19	1:57:20 PM	David Pepper	We have published this:	
2263	10/28/19	1:57:25 PM	David Pepper	Update 13:49: There was a stopped train at uOttawa and situation resolved. Full service resumed, residual delays being experienced. No updates to follow.	
2264	10/28/19	4:12:57 PM	David Pepper	Positive response from some of my team to Mgmt Forum. postponement. "Too early" for thanks given the pressures and complaints.	
2265	10/28/19	5:07:40 PM	Jocelyne Begin	Rush hour going well Troy?	
2266	10/28/19	5:09:07 PM	Troy Charter	Yes. 13 trains and a spare. Evenly spaced along the line.	
2267	10/28/19	5:09:54 PM	Larry Gaul	Peak of the peak is over. All told, pretty good through downtown	
2268	10/28/19	5:11:33 PM	Troy Charter	Fyi. TTC confirmed coming on Wednesday, leaving Friday.	
2269	10/28/19	6:26:54 PM	Troy Charter	Rush is over. Nothing to report.	
2270	10/28/19	7:20:06 PM	John Manconi	Jim cAn you give me rock solid numbers of number of bus cancellations this morning and this afternoon	
2271	10/28/19	7:28:27 PM	Jim Greer	Will do, just coaching in Cornwall tonight few rounds to go and will have to get back to you with numbers.	
2272	10/28/19	7:28:41 PM	John Manconi	No prob	
2273	10/28/19	7:30:06 PM	John Manconi	Message to everyone associated with bus service . We have staff out telling councillors we can't fix the issue because winter booking is on. As I stated today all solutions are to be implementable despite the booking logistics.	
2274	10/28/19	8:00:02 PM	Jim Greer	Canceled Trips for today:	
2275	10/28/19	8:02:59 PM	Jim Greer	John this mornings 83 cancelled trip was due to a mechanical failure a coolant leak.	
2276	10/28/19	8:05:08 PM	John Manconi	Thanks. Remind me how many trips we put out each day?	
2277	10/28/19	8:43:45 PM	David Pepper	Jim spoke with me and Colleen. Full accurate number available tomorrow- however the number is somewhere between 6000-6500 at this point.	
2278	10/28/19	8:44:01 PM	John Manconi	Thanks	
2279	10/28/19	8:45:15 PM	David Pepper	0.5%. ☹️	
2280	10/29/19	6:42:20 AM	John Manconi	Troy /Jim status please	
2281	10/29/19	6:44:10 AM	Troy Charter	12 trains on the line. 13th just waiting for its launch time. 1 spare.	
2282	10/29/19	6:44:26 AM	John Manconi	Is it late??	
2283	10/29/19	6:46:20 AM	Troy Charter	Launched on time. First wave (7 trains) we had 2 trains launched 4 to 5 mins late. Second wave, all on time. They scrambled to get to 14, lots of changes at the end but good at this time.	
2284	10/29/19	6:46:59 AM	Jim Greer	Goodmorning. Bus operators and bus count Green. We have been able to cover all but one open trip so far.	
2285	10/29/19	6:48:01 AM	John Manconi	Ok stay on it hit the buses hard with extras	
2286	10/29/19	7:00:49 AM	Troy Charter	TCMS at Blair. Approx same time as yesterday.	
2287	10/29/19	7:01:13 AM	John Manconi	Problems or managed?	
2288	10/29/19	7:02:57 AM	David Pepper	No impact to customers at this point. No alert going out	
2289	10/29/19	7:03:16 AM	John Manconi	Ok thanks	

2290	10/29/19	7:03:46 AM	Troy Charter	Managed. Customers will have to disembark and board next train which is arriving now. Spare train being prepped to launch.	
2291	10/29/19	7:04:43 AM	John Manconi	<attached: 00002292-PHOTO-2019-10-29-07-04-43.jpg>	00002292-PHOTO-2019-10-29-07-04-43.jpg
2292	10/29/19	7:06:07 AM	Jim Greer	Following up with control, verify reason.	
2293	10/29/19	7:17:18 AM	Troy Charter	Fault train is off, spare launched.	
2294	10/29/19	7:28:52 AM	Jim Greer	86 cancelled out of tannies, last minute operator issue no available extra to cover off at the time. Frequency of trips high. Control actively looked for coverage.	
2295	10/29/19	7:32:10 AM	Troy Charter	Fyi. OFD and Paramedics at Tunneys due to a customer unconscious on a bus. North side of platform, west end.	
2296	10/29/19	7:33:00 AM	David Pepper	John: hold on this number. It may very well increase significantly. Waiting on the revision	
2297	10/29/19	7:34:05 AM	John Manconi	What number ?	
2298	10/29/19	7:39:31 AM	David Pepper	# of daily trips. It will go up from the 6.5 k quoted last night	
2299	10/29/19	7:40:17 AM	Jim Greer	Mobile supervisors at tannies indicating bus traffic flowing well thru station despite ambulance activity.	
2300	10/29/19	7:40:25 AM	John Manconi	As long as it doesn't go down. I used it last night with Mayor	
2301	10/29/19	7:41:23 AM	David Pepper	Definitely go up. We went safe. Last night with the access we had to it.	
2302	10/29/19	7:51:44 AM	David Pepper	From OTA: HUR female fell on LRT platform. Transit Constable on scene taking report. cctv being reviewed SCU Coms. EMS on route	
2303	10/29/19	7:55:38 AM	Jocelyne Begin	Jim H	
2304	10/29/19	8:06:40 AM	Troy Charter	I saw the CCTV footage. No slip or trip hazards. Walking parallel to the train, away from the tactile strip and tripped over her feet.	
2305	10/29/19	8:07:13 AM	Jim Hopkins	Thanks Troy	
2306	10/29/19	8:07:54 AM	Troy Charter	Scu has the footage for your review. It is bookmarked.	
2307	10/29/19	8:09:33 AM	Jocelyne Begin	Thank you	
2308	10/29/19	8:56:45 AM	John Manconi	Kim I need the bill carol interview from this morning	
2309	10/29/19	8:58:47 AM	Kim MacEwan	Will get it and send to the group	
2310	10/29/19	8:59:13 AM	John Manconi	I need it	
2311	10/29/19	10:13:05 AM	Michael Morgan	Sewer work near Parliament planned for Nov 4-7. Smell is about the same - no change.	
2312	10/29/19	5:46:09 PM	Larry Gaul	Good PM rush tonight.	
2313	10/29/19	5:51:45 PM	John Manconi	Excellent	
2314	10/29/19	5:53:39 PM	Michael Morgan	TCMS kick off meeting held today. Seems like the right people are involved. Citadis Engineering Director is here and the TCMS engineer arrives tomorrow.	
2315	10/29/19	5:55:27 PM	John Manconi	Good thanks	
2316	10/29/19	6:03:34 PM	Troy Charter	Rush is over. Nothing to report	
2317	10/29/19	11:16:36 PM	Jim Greer	Canceled BusTrips for Tuesday:	
2318	10/29/19	11:18:11 PM	Jim Hopkins	👍👍	
2319	10/30/19	6:47:15 AM	Troy Charter	13 trains and a spare. All launched on time.	
2320	10/30/19	6:49:35 AM	David Pepper	OTAs deployed today (including other OT staff): 52 in AM and 55 in PM.	
2321	10/30/19	8:15:11 AM	John Manconi	<attached: 00002322-PHOTO-2019-10-30-08-15-11.jpg>	00002322-PHOTO-2019-10-30-08-15-11.jpg
2322	10/30/19	8:17:50 AM	Troy Charter	Reviewed the CCTV footage. I could not see it. But we did have another one.	
2323	10/30/19	8:18:35 AM	John Manconi	<attached: 00002324-PHOTO-2019-10-30-08-18-35.jpg>	00002324-PHOTO-2019-10-30-08-18-35.jpg

2324	10/30/19	8:19:08 AM	John Manconi	That's at least 6 of them	
2325	10/30/19	8:19:23 AM	John Manconi	See my message I just sent	
2326	10/30/19	8:48:22 AM	Troy Charter	10 4.	
2327	10/30/19	8:48:51 AM	Troy Charter	With the exception of Tunneys, customer volumes light.	
2328	10/30/19	9:02:31 AM	John Manconi	<attached: 00002329-PHOTO-2019-10-30-09-02-31.jpg>	00002329-PHOTO-2019-10-30-09-02-31.jpg
2329	10/30/19	9:03:56 AM	Troy Charter	This is one of the ones we looked at. Appears doors opened but DDU did not show it.	
2330	10/30/19	4:21:38 PM	Troy Charter	Passenger medical on board a train at Pimisi. Diversion being implemented and messaging going out "medical emergency"	
2331	10/30/19	4:22:35 PM	David Pepper	Update 4:20pm: We are experiencing delays on Line 1 due to a medical emergency. Updates to follow.	
2332	10/30/19	4:39:33 PM	Troy Charter	We are launching a 14th train to close a gap created by the medical emergency.	
2333	10/30/19	4:40:10 PM	David Pepper	Update #1 4:26pm: Line 1 returned to full service. Trains running at all stations. You can expect slightly longer travel times. Update to follow.	
2334	10/30/19	4:54:32 PM	David Pepper	Update #2: 4:42pm: Line 1 service continues to have some delays in both directions. We are sorry for any inconvenience.	
2335	10/30/19	4:55:25 PM	John Manconi	Repeat the medical emergency was the delay and safety is top priority	
2336	10/30/19	4:55:34 PM	John Manconi	Station message and twitter	
2337	10/30/19	4:56:25 PM	David Pepper	"Medical" may not be fully accurate. Alcohol/sleeper	
2338	10/30/19	4:56:57 PM	Troy Charter	We dont know that until after.	
2339	10/30/19	4:57:14 PM	John Manconi	David I have people telling me we should of removed the patient ourselves! It's crazy - we wait for paramedic . Do it	
2340	10/30/19	4:58:15 PM	David Pepper	Got it	
2341	10/30/19	4:59:13 PM	David Pepper	Pushing this out - and will do final with medical...	
2342	10/30/19	4:59:29 PM	David Pepper	Update #3 4:56pm: Line 1 service has been restored with normal travel times. We appreciate your understanding.	
2343	10/30/19	4:59:33 PM	Larry Gaul	Had 6-7 ad hoc announcements about the medical emergency at Rideau station. Loud, professions and clear	
2344	10/30/19	5:02:57 PM	David Pepper	Final Update #4: 5:05pm Service delay today from medical emergency. Our priority is always safety. Thank you for patience.	
2345	10/30/19	5:13:44 PM	Tom Prendergast	Please take this comment from someone who has had extensive experience in dealing with sick/ill/injured customers onboard rush hour trains. Our learned and well established practice is to WAIT until medical (EMS), Fire or Police arrive in the scene of a sick customer and follow their lead/direction. To remove someone from a train and have something bad or undesired happening to them and NOT have the expert judgment make the decision to do so places you at great legal AND reputational risk and that is based on over 25 years at NYCT and LIRR.	
2346	10/30/19	5:14:29 PM	Jim Hopkins	Agreed.	
2347	10/30/19	5:17:08 PM	Troy Charter	TTC folks were in the control room when this went down.	
2348	10/30/19	5:17:38 PM	Jim Hopkins	They have any feedback?	
2349	10/30/19	5:19:07 PM	Troy Charter	They will.	

2350	10/30/19	5:19:22 PM	Larry Gaul	We used to make onboard announcements seeking assistance from any medical person onboard the train. Sometimes they would make an assessment of a persons condition and determine that the individual could safely be moved to a platform bench and await medical assistance. We would not allow this unless the medical person was willing to wait with them	
2351	10/30/19	6:35:29 PM	John Manconi	City staff . Conference cAll this evening 7:30. I need a full debrief on what happened and the massive chaos about the red vests not know what was going on. Please do not even try to say people are over reacting. Reports of anger chaos panic etc. Across the board . Kim organize the call. David I want Colleen on the call also. Jim - reports of bus service coming apart again. Mayors chief of staff reporting 39 cancelled again. All city staff are to be on the call. David I want Pat to be contacted and he is to call in for the LTOCC tomorrow morning.	
2352	10/30/19	6:39:24 PM	Kim MacEwan	Received	
2353	10/30/19	6:39:39 PM	Jim Hopkins	Got it	
2354	10/30/19	6:40:50 PM	David Pepper	👍	
2355	10/30/19	6:41:49 PM	Troy Charter	I can call you in 5	
2356	10/30/19	6:42:32 PM	Troy Charter	I will be on the call	
2357	10/30/19	6:44:44 PM	Phil Landry	Received	
2358	10/30/19	6:45:39 PM	Jim Greer	Received.	
2359	10/30/19	6:54:44 PM	Jocelyne Begin	Received	
2360	10/30/19	7:12:00 PM	Michael Morgan	Received	
2361	10/30/19	7:13:17 PM	Jim Greer	John, Serge is correct we lost one 39 trip at 16:48 this afternoon for mechanical issue with door interlock. Hit hard with mechanical issues everytime we have heavy rain. All total amongst AM and PM we canceled a total of 34 trips today. 25 due to mechanical.	
2362	10/30/19	7:15:19 PM	John Manconi	Ok did explain all that to him? Not sure if Joce connected with you or someone else we will discuss at the meeting. I could not find that alert. David did it go out? We have complaints people saying our system continues to be broken and alerts are not going out	
2363	10/30/19	7:23:25 PM	David Pepper	I will check.	
2364	10/31/19	6:03:55 AM	David Pepper	Good morning. OTAs: 49 in AM and 55 in PM.	
2365	10/31/19	6:04:37 AM	David Pepper	Overnight alerts sent due to lost trips for sick train prior to closing.	
2366	10/31/19	6:05:15 AM	David Pepper	Update 12:50am: Line 1 service has had a service delay tonight for one trip due to a train being removed from service for passenger illness. Four final trips before end of service. We are sorry for inconvenience.	
2367	10/31/19	6:06:19 AM	David Pepper	Final Update 1:30am: Line 1 service has now ended for today and will resume at 5:00 am. We are sorry for any longer waits experienced by customers due to train being replaced.	
2368	10/31/19	6:57:11 AM	Troy Charter	Tcms at Tunneys. Customers are switching trains. 4 min delay for customers transferring trains and a 4 min gap in service from Tunneys to Tremblay. Spare will be launched to get back to 13 trains.	
2369	10/31/19	6:57:21 AM	David Pepper	TCMS on track 1 at TUN We are not putting out alert, monitoring fully - delay we are told would be 4 minutes	
2370	10/31/19	6:57:47 AM	David Pepper	Local issue being addressed in Station	

2371	10/31/19	7:07:13 AM	Troy Charter	Train is on its way off the line. Spare will be launched in the gap.	
2372	10/31/19	7:31:07 AM	John Manconi	<attached: 00002373-PHOTO-2019-10-31-07-31-07.jpg>	00002373-PHOTO-2019-10-31-07-31-07.jpg
2373	10/31/19	7:31:29 AM	John Manconi	Please	
2374	10/31/19	7:41:38 AM	Tom Prendergast	Noted and will do. Scott will take the lead supported by his "boots on the ground" staff in Ottawa (I believe it is Andy this week, but someone there for sure) as well as Larry. If more focused, detailed technical support is required he will get it from one or more of our vehicle experts.	
2375	10/31/19	7:42:43 AM	John Manconi	This from the group that was going to agree with the mayors request to uncouple vehicles to which I said no way. Not time	
2376	10/31/19	8:11:51 AM	David Pepper	Update 8:10AM: Customers on O-TrainLine 1 may have slightly longer travel times due to a stopped train at Lees station. Updates to follow.	
2377	10/31/19	8:16:39 AM	Troy Charter	Yes. Driving now.	
2378	10/31/19	8:16:50 AM	John Manconi	What's happening????	
2379	10/31/19	8:16:53 AM	Troy Charter	Single tracking	
2380	10/31/19	8:17:05 AM	David Pepper	Single tracking at uOTT lees Hurdman on EB platforms	
2381	10/31/19	8:17:14 AM	David Pepper	Alerts being pushed	
2382	10/31/19	8:17:25 AM	John Manconi	What is wrong with the train?	
2383	10/31/19	8:18:15 AM	Troy Charter	Obstructed motion fault	
2384	10/31/19	8:18:39 AM	John Manconi	Call me	
2385	10/31/19	8:19:13 AM	Troy Charter	2 mins. On with tocc	
2386	10/31/19	8:19:49 AM	David Pepper	Update #18:20AM: All trains at UOttawa, Lees and Hurdman will servethe eastbound platform. Updates to follow.	
2387	10/31/19	8:38:22 AM	David Pepper	Update # 2 8:35AM: O-Train Line 1 is operating full regular service between Tunney's Pasture and Blair. Customers can still expect longer travel time. Updates to follow.	
2388	10/31/19	8:40:39 AM	David Pepper	Tunney's cleared both platforms with the 2 trains.	
2389	10/31/19	8:41:00 AM	David Pepper	People waited about 15 minutes	
2390	10/31/19	8:41:35 AM	David Pepper	<attached: 00002391-PHOTO-2019-10-31-08-41-35.jpg>	00002391-PHOTO-2019-10-31-08-41-35.jpg
2391	10/31/19	8:41:56 AM	David Pepper	Pids reading 9, 11, 14 and 17	
2392	10/31/19	8:42:21 AM	Troy Charter	Trains arriving at Blair in 3 mins. Will clear it out.	
2393	10/31/19	8:44:58 AM	Troy Charter	Blair and Hurdman are the only stations currently with volume.	
2394	10/31/19	8:45:22 AM	John Manconi	What does that mean? Are we leaving people behind?	
2395	10/31/19	8:46:01 AM	David Pepper	Not at Tunney's. I can't speak to HUR or BLA	
2396	10/31/19	8:49:14 AM	Troy Charter	Blair no. Hurdman yes. Hurdman will be cleared out with next 2 trains in 10 mins	
2397	10/31/19	8:52:52 AM	David Pepper	<attached: 00002398-PHOTO-2019-10-31-08-52-52.jpg>	00002398-PHOTO-2019-10-31-08-52-52.jpg
2398	10/31/19	9:02:04 AM	David Pepper	Update #38:50AM: All Line 1 service has returned to normal with residual delays. Thank you for your patience.	
2399	10/31/19	9:02:19 AM	David Pepper	We are prepping a final message now for 905am	
2400	10/31/19	9:06:33 AM	David Pepper	Final Update 9:05AM: All Line 1 service has returned. Thank you for your patience this morning.	
2401	10/31/19	1:21:32 PM	Scott Krieger	Back to doors. Andy said the discussion yesterday was organized and progressing. That said, it they do not make real progress by tomorrow's 2PM daily meeting, Troy, Michael and I discussed the assembly of another tiger team. I have heard trainline issues (coupler) but also no nothin issues. I will report back to this group after this afternoons meeting.	

2402	10/31/19	1:21:57 PM	Scott Krieger	That was "no motion issue"	
2403	10/31/19	1:23:00 PM	John Manconi	Thx full court press	
2404	10/31/19	1:31:41 PM	Tom Prendergast	What does "heard" mean with respect to the door problem. Are there symptoms to support causal/contributing factor of couplers for doors or is it just conjecture? I assume that the discussions are "fact based" and not "gut intuition". Your thoughts?	
2405	10/31/19	1:37:54 PM	Scott Krieger	Heard means Alstom has cited possible coupler issues. That might be possible as it seem Thales sends a momentary Door Open signal. Again, Andy said the troubleshooting methodology being implemented on this issue is the best he has seen so far. It's what they should be employing on each major issue.	
2406	10/31/19	1:38:30 PM	Scott Krieger	I will verify what has been done to date this afternoon and distribute here.	
2407	10/31/19	1:58:02 PM	Michael Morgan	10-12 weeks for strap hangers. Need a decision on the style - see email just sent.	
2408	10/31/19	1:59:31 PM	Michael Morgan	Going to add mats to the downtown station entrances. At least 1 location at Parliament tonight and more next week. Also looking at traction strips for the stairs.	
2409	10/31/19	2:23:43 PM	Scott Krieger	Following up, Alstom is now quite confident that the failure to open doors is a zero speed issue. A timing mismatch between the door open signal and the zero speed signal. They have a potential fix, but again, I will have more and better information later.	
2410	10/31/19	4:13:34 PM	Jim Greer	Michael, my guy is telling me 700 hand straps in Toronto. Expect you to receive a email from Shawn OConnor shortly.	
2411	10/31/19	4:15:13 PM	Michael Morgan	Okay.	
2412	10/31/19	6:11:02 PM	Troy Charter	Rush is over. Nothing to report. Rush was a little earlier and we noticed longer dwells at more stations than usual today, slower boardings due to weather we suspect.	
2413	10/31/19	7:03:26 PM	Michael Morgan	Thanks. I passed this along to RTG.	
2414	10/31/19	7:10:09 PM	Tom Prendergast	Scott: Based on your last text regarding doors it would appear that it is NOT a coupler issue per se because the only role the coupler plays is that it serves as the communication conduit between cars on which zero speed and door open travels. Is that correct?	
2415	10/31/19	7:11:08 PM	Tom Prendergast	Zero speed INDICATION and door open COMMANDS I meant to say	
2416	10/31/19	7:34:17 PM	Scott Krieger	That is correct. Not coupler.	
2417	10/31/19	8:09:12 PM	John Manconi	Any sense what it is if not the coupler?	
2418	10/31/19	8:17:02 PM	Tom Prendergast	I would think software, but Scott May think otherwise. Zero speed comes from a speed sensor to VOBC. I doubt door open command is initiated from VOBC, but instead is an output from VOBC and sent to whatever Alstom has on its car to control the door operation function.....unlock, open, close and lock commands. And all of that was at one time analog (relay based), then solid state and now likely digital (software based). That is why the systems integration is so detailed and complicated.	
2419	10/31/19	8:18:44 PM	John Manconi	Don't you guys miss the simpler days - Commador 64 days!	
2420	10/31/19	8:21:16 PM	Scott Krieger	Supposedly the door open is momentary. If the zero speed lags a little, the signals aren't high at the same time and the doors don't open. Vapor has supposedly seen this before.	

2421	10/31/19	8:21:47 PM	John Manconi	Well that's some good news thanks Scott	
2422	10/31/19	8:22:32 PM	Tom Prendergast	Oh yes. Those were the days. When I first came on the job in 1974 you could still hear the car maintainers checking for cracked wheels by hitting them in the yard with a ball peen hammer. If they rang like a bell they were AOK, but if they didn't they were broken.	
2423	10/31/19	8:24:18 PM	Tom Prendergast	Probably because they are sending/reading commands in micro seconds and if they don't see it during that short period they assume it isn't coming and the door does not open. I did not get it until you mentioned it.	
2424	10/31/19	8:24:50 PM	Scott Krieger	Alstom thinks lengthening the door open signal a bit may mitigate the issue. More to follow tomorrow.	
2425	10/31/19	8:25:45 PM	Tom Prendergast	By the time you are done with the "burn in" on this project, John, you will be a qualified tech and begin a new career with Alstom elsewhere.....lol.	
2426	10/31/19	8:29:08 PM	John Manconi	Or dead....	
2427	10/31/19	8:29:09 PM	Troy Charter	Would this also explain the conflicting information on the DDU?	
2428	10/31/19	8:34:58 PM	Scott Krieger	I am not sure. I will ask tomorrow.	
2429	11/01/19	5:18:05 AM	Troy Charter	Disturbed switch at Blair Station. Alternate routing being implemented.	
2430	11/01/19	5:24:20 AM	David Pepper	Update 05:24: Line 1 will be serving the Eastbound platform at Cyrville and Platform 2 at Blair until further notice. Service continues to run. Updates to follow.	
2431	11/01/19	5:42:54 AM	Troy Charter	Tech is on location	
2432	11/01/19	5:42:57 AM	David Pepper	Update #1 05:40: Line 1 service continues at all stations. Slightly longer travel times may occur for some. Updates to follow.	
2433	11/01/19	6:11:39 AM	David Pepper	Update #205:55: Line 1 service continues at all stations. Technicians are working on problem with switch. Thank you for your patience.	
2434	11/01/19	6:11:55 AM	David Pepper	Update 3 0603: Customers at St-Laurent arriving and continuing to Blair must transfer to Eastbound platform.	
2435	11/01/19	6:12:17 AM	David Pepper	Update 4 06:10: All 30, 39 and 200 routes serving Blair will also continue to St-Laurent to assist customers in their trip.	
2436	11/1/19	6:14:33 AM	John Manconi	<attached: 00002437-PHOTO-2019-11-01-06-14-33.jpg>	00002437-PHOTO-2019-11-01-06-14-33.jpg
2437	11/01/19	6:20:45 AM	David Pepper	Update#5 6:20:Service delays can be expected on Line 1 due to door fault at Lees station. Updates to follow.	
2438	11/01/19	6:27:38 AM	David Pepper	Update 6 6:25: Line 1 Customers will have longer wait & travel times due to technical issues. All stations continue to be served. We are sorry for inconvenience.	
2439	11/01/19	6:29:20 AM	Troy Charter	Switch is clearing. Train with door issue is being routed off. Trains are moving westbound. Need to get this train off to get moving eastbound. Unable to isolate door may be an operator issue.	
2440	11/01/19	6:29:27 AM	Troy Charter	Update in 2 mins	
2441	11/01/19	6:36:43 AM	Troy Charter	Blair switch is back down. Lees train is now moving.	
2442	11/01/19	6:38:34 AM	John Manconi	Comedy hour. Can't make this up.	
2443	11/01/19	6:41:16 AM	David Pepper	Update 7 6:40: Line 1 customers could now have delays over 15minutes. Work continues to fix the issues.	
2444	11/01/19	6:49:50 AM	David Pepper	Issuing in 1 minute:	
2445	11/01/19	6:49:53 AM	David Pepper	Update 8 6:50: Line 1 service continues with over 20 minute delays. Thank you for your patience.Updates to follow.	

2446	11/01/19	6:55:42 AM	Jim Hopkins	I'm at St Laurent... large crowd building. Lots of picture taking	
2447	11/01/19	6:59:22 AM	John Manconi	Troy mixed information coming in from control is the switch cleared	
2448	11/01/19	7:03:28 AM	David Pepper	Update 9 7:05: Line 1 service continues with longer waits but all stations being served. Work continues to address switch issue at Blair.	
2449	11/01/19	7:06:08 AM	Troy Charter	Switch at Blair is being clamped in turnout which will allow trains to come in eastbound switch over to the westbound platform on depart. Will be using only 1 platform at Blair.	
2450	11/01/19	7:06:56 AM	Troy Charter	Switch is clamped. Eta on full loop 5 mins.	
2451	11/01/19	7:15:26 AM	Troy Charter	Full loop starting. We will extend some buses from Tunneys to downtown due to a train gap. Will alleviate prevent volumes from building.	
2452	11/01/19	7:16:34 AM	John Manconi	Ok mayor just ordered full parallel back on Monday. I need city team in boardroom at 8:30 as I am in there for 10.	
2453	11/01/19	7:17:27 AM	Troy Charter	3 trains to launch.	
2454	11/01/19	7:19:35 AM	Jim Hopkins	Got it	
2455	11/01/19	7:28:45 AM	Phil Landry	Ok	
2456	11/01/19	7:36:51 AM	David Pepper	I will be calling in	
2457	11/01/19	7:37:51 AM	John Manconi	Folks one mission - mayor wants parallel service reinstated . Please don't come in telling me why we can't do it I know all that. I need to know at the meeting what we can do	
2458	11/01/19	7:38:09 AM	John Manconi	David can you or Colleen track down pat this is an emergency	
2459	11/01/19	7:38:58 AM	David Pepper	We will try but he is in transit. Will wake him up	
2460	11/01/19	7:39:10 AM	John Manconi	Yes	
2461	11/01/19	7:39:28 AM	John Manconi	Need him on the 8:30 call	
2462	11/01/19	7:39:35 AM	Troy Charter	12th train is being launched into gap eastbound. Platforms are not overloaded and customers are not being left behind.	
2463	11/01/19	7:48:54 AM	David Pepper	@ John: Colleen on way in. She is meeting Commissioner Gilbert at 9am. Should she keep meeting or cancel?	
2464	11/01/19	7:49:34 AM	John Manconi	She is not to cancel the meeting with the commissioner	
2465	11/01/19	7:50:19 AM	David Pepper	Confirmed NO cancellation. It is at 1500 and so she can be in first 25 minutes of LTOCC	
2466	11/01/19	8:03:19 AM	Troy Charter	13 trains out. Flowing well. Spacing is good resulting in consistent train frequency	
2467	11/01/19	8:40:30 AM	David Pepper	Final Update 8:40: Line 1 is operating full service between Tunney's Pasture and Blair. Delays are now over. Thank you for your patience and understanding.	
2468	11/01/19	12:23:22 PM	John Manconi	City staff that met this morning another meeting this morning just finished with mayor	
2469	11/01/19	12:25:21 PM	John Manconi	Louise will Scheidt	
2470	11/01/19	12:25:29 PM	John Manconi	Schedule	
2471	11/1/19	2:55:27 PM	John Manconi	<attached: 00002472-PHOTO-2019-11-01-14-55-27.jpg>	00002472-PHOTO-2019-11-01-14-55-27.jpg
2472	11/1/19	2:55:27 PM	John Manconi	<attached: 00002473-PHOTO-2019-11-01-14-55-27.jpg>	00002473-PHOTO-2019-11-01-14-55-27.jpg
2473	11/01/19	3:17:41 PM	Pat Scrimgeour	Received thanks.	
2474	11/02/19	8:15:11 AM	Troy Charter	Switch 304 at Tunneys has gone disturbed. R1 is being implemented from Tunneys to Lyon.	
2475	11/02/19	8:46:54 AM	David Pepper	Update 8:37: R1 Replacement bus service is running between TUN and LYO stations due to a switch problem. Updates to follow.	

2476	11/02/19	8:56:51 AM	David Pepper	This message was deleted.	
2477	11/02/19	8:59:34 AM	David Pepper	Update #1 8:47am: We are experiencing delays on Line 1 due to a switch issue. Trains running Blair to Lyon.	
2478	11/02/19	9:06:34 AM	David Pepper	Final Update 9:02am: Full service resumed on O-Train Line 1, residual delays of 5-10 minutes being experienced.	
2479	11/02/19	9:12:13 AM	John Manconi	So switch issue is cleared?	
2480	11/02/19	9:12:36 AM	Troy Charter	Yes.	
2481	11/02/19	9:12:55 AM	Troy Charter	Will find out what occurred.	
2482	11/02/19	11:16:01 AM	John Manconi	City team could I have a check in from each of you On is everything tracking well for the additional 40 buses for Monday morning . Do we have specific trips lined up etc any issues do you need anything from me etc?	
2483	11/02/19	11:23:48 AM	David Pepper	Colleen and I are connecting with Pat today now that he has returned. From a customer service perspective we will have full OTA roster next week including new hires starting next.	
2484	11/02/19	12:14:29 PM	Jim Greer	Monitoring the build up of the new buses closely. Booking officers making the call outs to identify any operators by seniority to take this work on overtime. Operators substantive location will drive a large portion of where the trip can start and end from. Maintenance is packaging 40 buses together and on standby for location transfers. As this was last minute, operator coverage will be our risk, will be receiving updates from overtime booking officers later today on the progress. Banking on operators accepting overtime as our "Plan B" is using existing extras on the 40 new identified runs, and losing ability to protect time points. Work in progress. Keep you posted.	
2485	11/02/19	12:30:22 PM	John Manconi	Thanks great work everyone	
2486	11/02/19	2:15:00 PM	David Pepper	CTV outside of Ticket Machine at TUN, interviewing customers.	
2487	11/03/19	8:11:28 AM	Troy Charter	Line 1, a few minor issues at launch. The only customer facing issues is a TCMS failure at Tunneys. Very minimal impact.	
2488	11/03/19	8:12:39 AM	David Pepper	We are monitoring. No customer impact of any significance for our standard on L1 and so no alert b	
2489	11/3/19	8:13:33 AM	David Pepper	<attached: 00002490-PHOTO-2019-11-03-08-13-33.jpg>	00002490-PHOTO-2019-11-03-08-13-33.jpg
2490	11/03/19	8:14:08 AM	John Manconi	Troy we need that switch fixed ASAP and I want a tech on it all hours. We have not had issues for years so something is up	
2491	11/03/19	8:14:32 AM	Tom Prendergast	Any issues whatsoever with the changeover to Standard Time from Savings Time? Not trying to "stir the pot" as much as be on the lookout ahead of Monday.....	
2492	11/03/19	8:22:52 AM	Troy Charter	Techvis en route. Will have Russ dig into what is occurring and will contract with RailTerm for additional support.	
2493	11/03/19	8:24:23 AM	John Manconi	I need you to keep tech there until issue is permanently fixed. Will explain in a bit	
2494	11/03/19	8:34:36 AM	Troy Charter	Will see what support we can arrange with RailTerm.	
2495	11/03/19	9:01:16 AM	Troy Charter	4 TCMS errors so far this morning. For a short period, both platforms at Blair had a failed train. One clear now.	
2496	11/03/19	11:50:17 AM	John Manconi	Mayor is asking me if all 40 buses are going out and which routes. Pat/Jim please advise	

2497	11/03/19	11:51:08 AM	John Manconi	Also City staff - conference call 3 pm today please . Readiness for tomorrow.	
2498	11/03/19	11:51:15 AM	John Manconi	Kim please set it up	
2499	11/03/19	11:52:07 AM	Jim Hopkins	Got it	
2500	11/03/19	11:52:43 AM	Kim MacEwan	Ok	
2501	11/03/19	11:52:49 AM	Jocelyne Begin	Received	
2502	11/03/19	11:59:04 AM	Kim MacEwan	Do you want David and Colleen on the call in addition to Pat?	
2503	11/03/19	12:00:25 PM	John Manconi	Ask pat	
2504	11/03/19	12:11:52 PM	Troy Charter	10 4	
2505	11/03/19	12:15:58 PM	John Manconi	Troy Mayor seems to think we have issues on the line. We are good right? Is Trillium back up?	
2506	11/03/19	12:19:30 PM	Pat Scrimgeour	Received.	
2507	11/03/19	12:19:56 PM	Pat Scrimgeour	I will be on the call. I will advise later on who I will have with me.	
2508	11/03/19	12:20:49 PM	Pat Scrimgeour	I will have the routes identified before the time of our call. Jim will have to confirm the quantity of buses/operators.	
2509	11/03/19	12:22:38 PM	John Manconi	Jim it has to be 40	
2510	11/03/19	12:29:15 PM	Troy Charter	Trillium back up since 915. We have arranged for Railterm on-site for next 48 hours. Running normal.	
2511	11/03/19	12:31:05 PM	John Manconi	We are all messaging on multiple channels so I'm going to respond to the various questions and comments on this channel. I'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. Everyone'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 don'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.	
2512	11/03/19	12:31:21 PM	John Manconi	Update from city manager to mayor	
2513	11/03/19	12:33:50 PM	John Manconi	We met with peter yesterday and will share what we discussed at 3 pm. Tom will call you to brief you. Consultants team is welcomed to join in at 3pm call and I can cover the non bus issues first	
2514	11/03/19	12:43:15 PM	John Manconi	Kim will need the edit team in for 3. I should have edits from steve by then he is looking at them now	
2515	11/03/19	12:47:04 PM	Kim MacEwan	Ok. We will be there	

2516	11/03/19	1:15:32 PM	Jim Greer	We continue today to try and identify operators for the additional 40 buses. Booking clerks are continuing call outs up to 6pm. After yesterdays full day of calling staff to date we have only secured 15 in AM and 20 for PM. I've had ATU put out a request for drivers over their group chat twice and code 50's. We are going to have to do some juggling of existing booked extras to show the 40 on designated routes. The staff that are hungry and want to work the regular overtime already are. Confident we can cover tomorrow, with combo of existing extras and new overtime takers need to get creative for long term. Continuing efforts. Work in progress.	
2517	11/03/19	1:20:31 PM	John Manconi	MichAel need you on the call all hands on deck. Big list coming from Peter	
2518	11/03/19	1:21:46 PM	John Manconi	Jim get the section heads in calling people to come in	
2519	11/03/19	5:22:09 PM	Jocelyne Begin removed David Pepper		
2520	11/03/19	6:26:59 PM	Pat Scrimgeour	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.	
2521	11/03/19	6:29:47 PM	Pat Scrimgeour	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.	
2522	11/03/19	6:31:23 PM	Pat Scrimgeour	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.	
2523	11/03/19	6:32:44 PM	Pat Scrimgeour	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.	
2524	11/03/19	7:26:40 PM	Jim Greer	The 40' bus list has been shared with our operations team and I've contacted key players who will be starting at 5:30am tomorrow. Coverage will consist of a balance amongst new overtime operators (17) and existing resources we already had been using. It looks achievable and now that we have the run informed may be easier to sell off on more overtime. Doing the best we can to cover everything.	
2525	11/03/19	8:16:30 PM	John Manconi	Sorry Jim what is the head count? Do we have 40?	
2526	11/03/19	8:22:41 PM	John Manconi	Make sure we have red vests with this info to yell it out. And will this info be available at stations ?	
2527	11/03/19	8:22:57 PM	John Manconi	Pat this a question from mayor . What do I say?	

2528	11/03/19	8:38:22 PM	Pat Scrimgeour	I suggest: 1) O-Train Ambassadors in red vests are focussed on customer safety on train platforms. 2) We don't recommend promoting the specifics of the additional trips tomorrow (with exceptions) so that we can confirm by observation that they are helping capacity and reliability as expected. 3) We will promote the new trips that we have added at specific times on three routes and the direct non-stop trips to the park and ride lots. We recommend starting this customer info on Tuesday.	
2529	11/03/19	8:39:43 PM	John Manconi	Thx	
2530	11/03/19	9:16:16 PM	John Manconi	Jim Greer- any updates ??	
2531	11/04/19	6:21:21 AM	Troy Charter	A few issues on the Rail side this morning. A door issue at Cyrville that was successfully isolated and Tcms issue st Tunneys thst was successfully reset. Minor delays in both circumstances and both trains removed from service after completing a trips and dropping off customers.	
2532	11/04/19	6:32:36 AM	Jocelyne Begin	Do we have the 40 operators? Thanks	
2533	11/04/19	6:36:48 AM	Jim Greer	No. Working on coverage. We secured only the 17. The rest of the new trips we are tasking to other scheduled staff, challenge is about 20 didn't show. Mondays always challenging at best of times. Keep you updated.	
2534	11/04/19	6:39:50 AM	Jocelyne Begin	Thank you	
2535	11/04/19	6:44:29 AM	Jim Greer	39 of the 40 new runs have been covered, the one that isn't is a lower priority on Pat's list. I'd report we are green on Pat's list and challenged with resources for traditional coverage. Will get better as we modify Pat's list and new people added to overtime list.	
2536	11/04/19	6:46:09 AM	John Manconi	This is good folks but filling these and making holes elsewhere was not the plan. Fix it please	
2537	11/04/19	6:57:17 AM	John Manconi	Troy mayor is reporting a problem?? Update ASAP please	
2538	11/04/19	8:00:51 AM	Troy Charter	Currently a TCMS at Blair. Operator is having difficulty resetting. Service is still running but we have one delayed train at Blair.	
2539	11/04/19	8:03:44 AM	Troy Charter	Unfortunately had to off load customers.	
2540	11/05/19	7:38:58 AM	Troy Charter	Just had a TCMS at Blair. Train is now cleared and back in service. Delay of approx 4 to 5 mins.	
2541	11/05/19	7:43:13 AM	Tom Prendergast	From my distant perspective it still appears as if many (if not most) of the TCMS incidents are occurring at the two terminal stations, but that is perception since I haven't see the aggregated data.	
2542	11/05/19	7:57:35 AM	Troy Charter	Thx Tom. You are correct in that 99% of the TCMS issues occur at the terminus Stations.	
2543	11/05/19	8:04:18 AM	Tom Prendergast	It MAY be true coincidence , but I clearly recall the software change Thales made to address the EB problems that were occurring at both Blair and Tunney's. Concerns were expressed by Alstom at the time (from Bertrand), but as I recall the change was made. I don't remember the date of that meeting, but it was during my last in person visit to Ottawa some time ago. It would be interesting to see if the emergence of increased TCMS incidents coincides with the date of that software change. My concern is based on both intuition AND some facts.	
2544	11/05/19	8:20:25 AM	Troy Charter	Another tcms at Blair. Train was reset then failed again. One missed trip. Requesting another spare.	

				These are questions you've likely asked...what fault condition is the TCMS seeing? Does it generate a specific fault code? Since it appears location based are other systems contributing to the fault...changes in line voltage would indicate substation involvement, brief loss of power could indicate momentary loss of contact between pantograph and OCS.	
2545	11/05/19	8:28:20 AM	Joe North		
2546	11/05/19	9:03:04 AM	John Manconi	Troy jim can you give me update ASAP Rail and bus	
2547	11/05/19	9:24:45 AM	Jim Greer	Bus service this morning was very good only two cancelled trips one for a collision and another heavy traffic. All the 40 new buses were assigned.	
2548	11/05/19	9:25:06 AM	John Manconi	Great work Jim	
2549	11/05/19	4:46:29 PM	Troy Charter	Rail service. All flowing well, no issues to report at this time. 13 Trains are running on an even headway / good consistent spacing.	
2550	11/05/19	6:08:50 PM	John Manconi	Troy we clear all good? Any issues?	
2551	11/05/19	6:11:09 PM	Troy Charter	Yes. Looking at the service now. All good no issues. Reduction has started.	
2552	11/05/19	6:13:48 PM	John Manconi	Thx great work! Jim how we doing with bus service?	
2553	11/05/19	6:25:22 PM	Jim Greer	Bus was green this afternoon. 17 cancellations across the network. Various traffic and mechanical issues. All 40 new buses assigned plus a few extras. Sorry delayed response travelling.	
2554	11/6/19	7:28:59 AM	Troy Charter	video omitted	
2555	11/06/19	7:30:36 AM	John Manconi	Great work Troy	
2556	11/6/19	7:47:17 AM	John Manconi	<attached: 00002557-PHOTO-2019-11-06-07-47-17.jpg>	00002557-PHOTO-2019-11-06-07-47-17.jpg
2557	11/06/19	7:58:25 AM	Troy Charter	Minor delay at Cyrville station, west direction. 4 min delay due to a brake fault (i need to confirm this was the exact fault) successfully dealt with by operator. Announcements being made at stations of the short delay. This will impact hurdman, but we do have 3 trains coming in quick succession.	
2558	11/6/19	8:04:11 AM	Jim Hopkins	<attached: 00002559-PHOTO-2019-11-06-08-04-11.jpg>	00002559-PHOTO-2019-11-06-08-04-11.jpg
2559	11/6/19	8:05:16 AM	Jim Hopkins	<attached: 00002560-PHOTO-2019-11-06-08-05-16.jpg>	00002560-PHOTO-2019-11-06-08-05-16.jpg
2560	11/06/19	8:09:02 AM	Jocelyne Begin	Pat please call me	
2561	11/06/19	8:18:26 AM	Jocelyne Begin	Disregard Pat	
2562	11/06/19	8:24:21 AM	John Manconi	Everyone - phones hot please. Big big day. Joke is quaterback and needs immediate response	
2563	11/06/19	8:24:53 AM	Jim Hopkins	Yup	
2564	11/06/19	8:28:01 AM	Jim Greer	On standby.	
2565	11/06/19	8:28:22 AM	John Manconi	How is bus service	
2566	11/06/19	8:29:31 AM	Jim Greer	I knew you were going to ask, all good. Green. Just pulling info from system now.	
2567	11/06/19	8:30:13 AM	John Manconi	Can you check 45 being cancelled	
2568	11/06/19	8:55:05 AM	Jim Greer	The 45 on record shows 2 cancelled scheduled trips are at 9:15 and 9:19. We have coverage for these trips just the system needs to catch up to reflect. All in all we have only lost 4 trips this morning and pretty confident the rest of peak will be fine.	
2569	11/06/19	8:57:13 AM	John Manconi	Ok thx	
2570	11/06/19	4:12:19 PM	Jim Hopkins	Google maps says its 700 meters to uOttawa	
2571	11/06/19	4:12:27 PM	Jim Hopkins	Walking	
2572	11/06/19	4:12:45 PM	Pat Scrimgeour	Thx	
2573	11/06/19	6:51:12 PM	Jim Hopkins	Vigilance system is not the issue	

2574	11/06/19	6:51:41 PM	Jim Hopkins	ERO alertness and activating emergency braking	
2575	11/06/19	6:51:54 PM	Jocelyne Begin	Tks	
2576	11/06/19	6:58:29 PM	Jim Greer	Bus cancelations this afternoon 19 PM peak.	
2577	11/06/19	7:10:05 PM	Jim Hopkins	Answer the question	
2578	11/06/19	7:14:50 PM	Phil Landry	Great job to all!!! Well done today!!!	
2579	11/06/19	7:17:25 PM	Jocelyne Begin	Merci Phil	
2580	11/06/19	8:58:00 PM	John Manconi	To everyone - today was a very long day . 6.5 hr meeting - longest meeting on one item since this mayor is in charge. All of you did an amazing job and I want to thank you and all of those of you behind the scenes	
2581	11/06/19	9:02:34 PM	Troy Charter	Always impressive to listen to you in action. Congrats to you and Jocelyne.	
2582	11/06/19	9:06:51 PM	Tom Prendergast	Six and one half hours has to be a world record. That beats anything I was ever involved with over a 40 year career by a factor of 2!	
2583	11/06/19	9:07:45 PM	Scott Krieger	Nice job. Listened to as much as I could.	
2584	11/06/19	9:08:03 PM	John Manconi	Yes and guess what they want all my consultants names! You will all be in the spot light!	
2585	11/06/19	9:10:29 PM	Jocelyne Begin	Great job today John and team.	
2586	11/06/19	9:10:34 PM	Tom Prendergast	Yea, sure. The spotlight shown on our face(s) while sitting in a pitch black room and a host of interrogators riddling is with questions.....those damn consultants.....	
2587	11/06/19	9:16:34 PM	John Manconi	Pat any chance I can have the name and number of the red vest employee that saved that passenger? I want to call them tonight	
2588	11/06/19	9:18:49 PM	Pat Scrimgeour	I will ask	
2589	11/06/19	9:20:59 PM	Larry Gaul	Jocelyn (the boss), John, Troy, Great job today during the marathon session. Handled yourself very well. Congrats	
2590	11/06/19	9:31:03 PM	Jocelyne Begin	😊	
2591	11/06/19	9:31:56 PM	Jim Hopkins	And Pat et al	
2592	11/07/19	6:53:46 AM	John Manconi	Troy/Larry are we short trains??	
2593	11/07/19	6:54:39 AM	Troy Charter	Rough launch this morning, but working out with delays. 2 late trains are being launched now.	
2594	11/07/19	6:54:58 AM	John Manconi	Ok thanks	
2595	11/07/19	6:56:33 AM	Larry Gaul	12 trains in service. 13th on connector track ready to be launched	
2596	11/07/19	7:02:03 AM	John Manconi	Thx stay on top of hem please	
2597	11/07/19	7:02:57 AM	Troy Charter	10 4	
2598	11/07/19	7:06:50 AM	Larry Gaul	13 trains in service with spare	
2599	11/07/19	7:11:56 AM	Troy Charter	And a TCMS at Blair.	
2600	11/07/19	7:12:11 AM	John Manconi	?? Now ?	
2601	11/07/19	7:12:56 AM	Troy Charter	Sorry yes. 1 min ago. They did the reset and it is back in service. Just now	
2602	11/07/19	7:18:46 AM	John Manconi	Ok thx	
2603	11/07/19	7:20:34 AM	Larry Gaul	The ERCs and field staff are getting better and better at managing this problem (and others like yesterday's brake fault). It's encouraging seeing them work through and direct troubleshooting efforts. They are growing as ERCs and as a team	
2604	11/07/19	1:01:20 PM	Jocelyne Begin added Ron Hopkins and Duane Duquette		

2605	11/07/19	1:02:03 PM	Jocelyne Begin	Duane and Ron please confirm receipt thank you	
2606	11/07/19	1:08:13 PM	Ron Hopkins	Received. Thanks	
2607	11/07/19	1:19:05 PM	Duane Duquette	Receved	
2608	11/07/19	1:32:16 PM	Phil Landry	Any concerns about going back to regular operations for timg from the current enhanced level we are at?	
2609	11/07/19	1:50:52 PM	John Manconi	I think you are ok to stand down Phil	
2610	11/07/19	1:51:19 PM	Phil Landry	Thanks	
2611	11/07/19	3:15:59 PM	Phil Landry	We have received traffic management plan for work to install footings and conduit for new illuminated bus flags to support bus service for downtown line 1 stations.	
2612	11/07/19	4:01:07 PM	Troy Charter	99.5% so far this week.	
2613	11/07/19	4:13:23 PM	Troy Charter	FYI. At the weekly Alstom meeting Bertrand stated that he (or Alstom) has sent a letter to OLRT stating Alstom plans to start pulling the platform spotters as Alstom has addressed their deficiencies. He was very frustrated with OLRT at the meeting and I think he is just trying to force them to take action or provide direction to him.	
2614	11/07/19	4:19:06 PM	Scott Krieger	Just to add, it sounded like Alstom is and has been waiting for direction which has not been provided.	
2615	11/07/19	4:22:12 PM	Joe North	Can I play devils advocate...why does Alstom need direction from OLRT to improve vehicle reliability? Isn't that there specialty?	
2616	11/07/19	4:23:49 PM	Scott Krieger	It's a data interface issue and someone needs to "bridge the gap" between them and Thales. There are it seems two potential paths to go. Someone must pick one. It is a recurring theme.	
2617	11/07/19	4:33:44 PM	Joe North	How about Alstom stepping up and telling everyone what the solution should be? Managing interfaces is the business Alstom is in. OLRT is not a rail interface expert. Scott, Alstom leadership should be embarrassed by this fiasco and motivated to take control of the situation.	
2618	11/07/19	4:39:34 PM	Troy Charter	Fyi. Service is running well but we just had a train overshoot a platform by 20 meters (approx) at Lees Station eastbound.	
2619	11/07/19	4:46:12 PM	Troy Charter	Train is being replaced	
2620	11/07/19	4:47:56 PM	Larry Gaul	Where the hell is RTM in this. All I hear is Alstom, Thales and OLRT. Who is responsible for the engineering and maintenance of this damn railroad. Holy crap Batman!!!	
2621	11/07/19	4:49:58 PM	Larry Gaul	Where is claude in the overshoot issue? Is he even aware?	
2622	11/07/19	4:50:11 PM	John Manconi	Troy can you tell me if things are running well I am doing lve interview at 6	
2623	11/07/19	4:50:30 PM	John Manconi	System seems to be moving slow is there an issue I am at Hurdman	
2624	11/07/19	4:50:45 PM	Troy Charter	Give me 2 mins	
2625	11/07/19	4:57:00 PM	Troy Charter	Flowing good. Some minor uneven headways of a minute but otherwise good.	
2626	11/07/19	4:57:42 PM	John Manconi	Ok	
2627	11/07/19	4:58:01 PM	Troy Charter	Will send another update at 545.	
2628	11/07/19	4:58:20 PM	John Manconi	Yes please thanks. Are you packed yet???	
2629	11/07/19	4:58:44 PM	Scott Krieger	Oh yeah!!! Troy, have a great time!!!	
2630	11/07/19	4:59:16 PM	Troy Charter	Have not started. Have to go buy stuff, sandals etc. I packed away in the camper.	
2631	11/07/19	5:00:25 PM	John Manconi	Beautiful messages at rideau advising about next train coming!!	

2632	11/07/19	5:01:12 PM	Troy Charter	The gap that is just going thru dt know was created by the earlier issue at lees.	
2633	11/07/19	5:01:56 PM	Troy Charter	Thats our uneven headway.	
2634	11/07/19	5:46:00 PM	Troy Charter	Nothing additional to report. Running well.	
2635	11/07/19	5:46:25 PM	John Manconi	Thanks!	
2636	11/7/19	5:52:29 PM	Pat Scrimgeour	<attached: 00002637-PHOTO-2019-11-07-17-52-29.jpg>	00002637-PHOTO-2019-11-07-17-52-29.jpg
2637	11/07/19	6:14:56 PM	Troy Charter	Well done	
2638	11/07/19	6:19:37 PM	Larry Gaul	Troy. Phone down. Vaca time. Ur team has this!!!	
2639	11/07/19	6:20:20 PM	John Manconi	Well said Larry- Troy have a fantastic well deserved holiday	
2640	11/07/19	6:27:06 PM	Jim Hopkins	Yes, very well earned!	
2641	11/07/19	6:50:01 PM	Troy Charter	Thx all. Appreciate all your support.	
2642	11/07/19	6:50:32 PM	Michael Morgan	Enjoy your time off!	
2643	11/07/19	6:51:20 PM	Phil Landry	Have a great time down south. Truly deserved!!!	
2644	11/07/19	7:45:48 PM	Tom Prendergast	Down south?! Are we letting Troy into the US? Make sure to tell him at Customs and Immigration not to let them know he is close friends with Larry..... something bad may happen to him.....all kidding aside Troy enjoy your time away....	
2645	11/07/19	7:46:33 PM	Jim Hopkins	Nah,I think he's going to Toronto	
2646	11/07/19	8:18:35 PM	Pat Scrimgeour	Have a good trip! Advice based on my experience last week: Stay out of cell phone range. ☺	
2647	11/07/19	8:19:01 PM	Pat Scrimgeour	Next country south of the U.S.	
2648	11/07/19	8:20:18 PM	Phil Landry	Not sure we are allowed to say country to Americans...	
2649	11/07/19	8:20:37 PM	Larry Gaul	Good luck getting over the wall (that by the way Canada is paying for)	
2650	11/07/19	9:37:09 PM	Troy Charter	Before signing off and heading out to Fidel and Che country, got the full on crying guilt trip from the 2 precious angels, or should I say little sob's. Lol.	
2651	11/07/19	9:38:29 PM	Jim Hopkins	🙄🙄	
2652	11/07/19	11:56:47 PM	Duane Duquette	Pids on west bound platforms displaying wrong next train times75 minutes. RTM is investigating and tocc making regular announcements on platforms no impact to service	
2653	11/08/19	6:50:39 AM	John Manconi	https://www.thestar.com/news/gta/2019/11/07/ttc-subway-closure-on-line-2-delay-on-line-1-causes-headaches-for-morning-commute.html	
2654	11/08/19	7:25:50 AM	Duane Duquette	Lrv with break fault between Rideau and parliament had to stop due to brake fault announcements being made strategic holds will update when info available	
2655	11/08/19	7:34:02 AM	Duane Duquette	Single tracking around organizing rail replacements Lrv still being trouble shooter between stations announcements being made	
2656	11/08/19	7:39:44 AM	Duane Duquette	Lrv moving to parliament to be unloaded and met by alstom rail replacements in place between Lyon and rideau making arrangements to get Lrv removed	
2657	11/08/19	7:51:41 AM	Jim Hopkins	Thanks Duane	
2658	11/08/19	8:02:37 AM	Duane Duquette	Lrv is being sent back to msf at 25 mph full loop resuming with bunching and other areas of gap Tocc will work to even out spacing announcements being made on trains platforms and thru customers service	

2659	11/08/19	8:14:14 AM	Duane Duquette	Lrv removed from line replacement launching tocc still trying to smooth out spacing	
2660	11/08/19	8:27:16 AM	Duane Duquette	Tunneys and Blair are now caught up passenger loads Hurdman still leaving customers behind	
2661	11/08/19	8:45:28 AM	Duane Duquette	Hurdman now caught up passenger loads tocc still working on Train spacing but anticipated to be fully evened out in 20-25 mins	
2662	11/08/19	1:56:47 PM	Michael Morgan	Tunneys coverage (scaffold) starts Monday night and is being completed overnight. Will be in place by the first week of December - earlier depending on material availability.	
2663	11/08/19	1:57:23 PM	Michael Morgan	being completed on night shifts...	
2664	11/08/19	1:58:14 PM	Michael Morgan	We have the land for additional walking lanes and coverage at Hurdman - starting a plan now.	
2665	11/08/19	2:02:12 PM	John Manconi	Thanks	
2666	11/08/19	4:02:03 PM	Duane Duquette	Door fault on westbound track at 4min delay trying to isolate some trains being held announcements being made at stations and on trains provide more info when available	
2667	11/08/19	4:05:30 PM	Duane Duquette	At Lyon trouble shooting unsuccessful Alston trying to reset door	
2668	11/08/19	4:11:44 PM	Duane Duquette	Door reset succesful 1 train single track around the disruption	
2669	11/08/19	4:17:07 PM	Jocelyne Begin	Good news!	
2670	11/08/19	4:24:35 PM	Phil Landry	I talked to Happy and he he was looking at having bus lane on 174 reinstated. I explained would mean closing 417 to 174 and that was a no go. I also told him we are looking at some other options to get buses out to Blair a bit faster. He seemed to understand why cant be closed and be ok with this. We talked about a couple of other areas. He asked if would be possible to reopen the access from st laurent transitway to wb on ramp to 417 when R1 service is in place. He said would save lots of time not having to travel through station then onto stlaurent. I told him MTO would have to approve but that we would reach out to them to ask. He also asked about Albert Slater and if any changes coming to Scott near Tunney's pasture. I said still reviewing the first and no short plans to change Scott but ultimately will have lane reductions. I informed him of changes we are making at bank and queen with no right turn during day. I finished off by telling him if he sees or hears about any other traffic issues in city to call me...	
2671	11/08/19	4:57:58 PM	John Manconi	Duane is Pimisi got a stopped train? Mayor is asking me	
2672	11/08/19	5:01:08 PM	Duane Duquette	Not pimisi door fault at rideau operator isolated successfully 5 mins	
2673	11/08/19	5:01:30 PM	Jocelyne Begin added Katie Rossolatos		
2674	11/08/19	5:02:06 PM	Duane Duquette	TOCC working on Spacing announcements being made	
2675	11/08/19	5:02:32 PM	Duane Duquette	Full loop resumed	
2676	11/08/19	5:02:36 PM	John Manconi	Thx	
2677	11/08/19	5:03:02 PM	Jocelyne Begin	Christina Thomson added to our group	
2678	11/08/19	6:00:00 PM	Duane Duquette	Rush completed loads are getting lighter 2 door faults already reported full loop in place spacing almost back to normal reduction about start	
2679	11/08/19	6:00:30 PM	John Manconi	Great work Duane	

2680	11/08/19	8:50:31 PM	Duane Duquette	Feeder breaker tripped in the yard hostler saw a flash	
2681	11/08/19	8:50:59 PM	John Manconi	Acknowledged	
2682	11/08/19	8:51:17 PM	Jim Hopkins	Thanks DD	
2683	11/09/19	2:17:55 AM	Duane Duquette	Tcms failure at Bayview last 4 trips single tracking into tunneys from Lyons. Delays up to 15mins.	
2684	11/09/19	5:57:50 AM	Duane Duquette	Multiple late launches this morning due to issues in yard (vobc resets mostly some doors) service will start and trains will be launched as there available 5 of 10 on the main line. Will update when launch complete or other major issues arise	
2685	11/09/19	6:22:22 AM	Duane Duquette	Lrv with brake fault at parliament single tracking at rideau af parliament while continuing to launch trains 7 of 11 on main with 2 more ready to launch	
2686	11/09/19	6:58:06 AM	John Manconi	Gong show! I just updated mayor and city manager	
2687	11/09/19	7:19:50 AM	Duane Duquette	2 tech at lrv at parliament still unable to move still single tracking loads are lite announcement being made.	
2688	11/09/19	7:41:17 AM	Duane Duquette	Alstom tech unable to resolve issues at Hurdman I've spoken to Tom pate and Richard both are now engaged but no answers or plan	
2689	11/09/19	7:41:31 AM	Duane Duquette	Sorry at parliament	
2690	11/09/19	7:43:39 AM	John Manconi	Is Claude aware?	
2691	11/09/19	7:44:27 AM	Duane Duquette	I haven't called him I went straight to Tom I will call him now	
2692	11/09/19	7:46:31 AM	John Manconi	Call me as soon as you are done with him please	
2693	11/09/19	7:55:30 AM	John Manconi	City team -I have ordered emergency incident command team to be stood up. All six boogies are locked up on that train . We may be down for a good part of the day . Your team is being called in ASAP . Acknowledge this please. Kim conference call at 8:30	
2694	11/09/19	7:57:12 AM	Duane Duquette	SCC is being stood up email will sent from tocc to affect parties shortly	
2695	11/09/19	7:57:35 AM	Pat Scrimgeour	Received and will be on the call	
2696	11/09/19	7:57:52 AM	Phil Landry	Ok	
2697	11/09/19	7:57:59 AM	Michael Morgan	Okay	
2698	11/09/19	8:01:39 AM	Jim Hopkins	Got it	
2699	11/09/19	8:02:25 AM	Kim MacEwan	Ok	
2700	11/09/19	8:04:55 AM	Michael Morgan	Okay	
2701	11/09/19	8:13:04 AM	John Manconi	Tom larry scott the issue is serious can one of you or all be on the call?	
2702	11/09/19	8:13:08 AM	Kim MacEwan	Conference call: 613-244-1334	
2703	11/09/19	8:21:06 AM	John Manconi	Pat confirm messaging is constant . Mayor is all over me	
2704	11/09/19	8:21:53 AM	Pat Scrimgeour	Yes, messaging is continuing, every 15 min at least, more frequent if the message changes.	
2705	11/09/19	8:26:17 AM	John Manconi	Kim I called andrea - Corp comm rep is ordered in. Coordinate with someone at TOCC to meet her and let her in etc.	
2706	11/09/19	8:26:35 AM	Duane Duquette	Just informed lrv is moving just one station so far	
2707	11/09/19	8:26:43 AM	Kim MacEwan	Ok	
2708	11/09/19	8:27:00 AM	John Manconi	Stay with our plan nobody stand down	
2709	11/09/19	8:27:36 AM	Duane Duquette	Understood	
2710	11/09/19	9:13:11 AM	John Manconi	Who is in charge of SCC? They are not to stand down as we discussed they stay up until 12:00. Duane makes the fall and they are to develop the remembrance day plan.	

2711	11/09/19	9:15:28 AM	Duane Duquette	Joel owns the scc will be stood up until noon at least will make plans for remembrance day	
2712	11/09/19	9:30:13 AM	Duane Duquette	11th on the line now full loop no obstructions	
2713	11/09/19	9:45:28 AM	Pat Scrimgeour	Alert is out with that information	
2714	11/09/19	9:47:05 AM	John Manconi	Thanks	
2715	11/09/19	10:00:16 AM	Scott Krieger	I missed this until now. Sorry.	
2716	11/09/19	10:01:26 AM	John Manconi	No worries. Total shit show this morning starting last night with a bang and sparks in the msf. Do you have anyone on the ground that can give us intel on what that bang was last night	
2717	11/09/19	10:02:18 AM	Scott Krieger	Adrian gets in tomorrow. If we still don't have an answer, I will have him nose around.	
2718	11/09/19	10:09:16 AM	Scott Krieger	Does anyone know what they found on the train unable to release the brakes? Door summary circuit?	
2719	11/09/19	10:11:03 AM	Duane Duquette	Matt peters has been in direct contact with maintainers	
2720	11/09/19	10:11:36 AM	Scott Krieger	OK. Thanks.	
2721	11/09/19	1:11:08 PM	John Manconi	Duane pat forgot to ask all gates open system wide for free Monday right? With checks in place	
2722	11/09/19	1:11:53 PM	Pat Scrimgeour	All fare gates will be open all day on Monday	
2723	11/09/19	1:12:15 PM	John Manconi	Thx. Mayor keeps asking me	
2724	11/09/19	1:15:10 PM	Duane Duquette	We will check as well	
2725	11/09/19	1:15:22 PM	John Manconi	Thx	
2726	11/09/19	4:48:09 PM	John Manconi	Tom larry Duane Michael look at your emails	
2727	11/09/19	5:21:02 PM	Michael Morgan	Saw it. Thanks.	
2728	11/10/19	7:56:38 AM	Jocelyne Begin	Hi Duane	
2729	11/10/19	8:01:10 AM	Duane Duquette	They are launching this morning some trains having issues in the yard but they seem to be a bit better the yesterday but we wont have all 11 by 805.	
2730	11/10/19	8:01:33 AM	John Manconi	Ok will call you thx	
2731	11/10/19	8:03:23 AM	Duane Duquette	The last 3 are comming and will text when at full service	
2732	11/10/19	8:19:05 AM	Larry Gaul	What are the issues in the yard?	
2733	11/10/19	8:20:55 AM	Duane Duquette	Just got off the phone with the yard as there not delivering as quickly as their promising the hope to have the last one out in 15 min then we insert based on spacing.	
2734	11/10/19	8:22:32 AM	Duane Duquette	The issue is a bit different as there doing mpu resets befor launching these last couple trains 10 mins per.	
2735	11/10/19	8:23:18 AM	Duane Duquette	Once were fully launched I'll dig for more information	
2736	11/10/19	8:26:54 AM	Duane Duquette	The 8th train was the one with the tcms but it was removed as the 9th being launched	
2737	11/10/19	8:41:24 AM	Duane Duquette	9 of 11 on the main line slight increase in wait times between trains for customers	
2738	11/10/19	9:12:04 AM	Duane Duquette	11 trains on the main now.	
2739	11/10/19	9:12:18 AM	John Manconi	Thanks	
2740	11/10/19	9:15:03 AM	Duane Duquette	Delay to the 11th was our call as they wanted to re launch the one that had the TCMS earlier and 2 other issues in yard before making the main. We asked them for a different lrv and well keep that as our spare. Probably cost us about 10 mins but better operational choice.	
2741	11/10/19	9:16:18 AM	John Manconi	Great call!	

2742	11/10/19	9:18:02 AM	Larry Gaul	Thank you Duane	
2743	11/10/19	9:35:01 AM	Duane Duquette	We are replacing 1 lrv due to isolated doors.	
2744	11/10/19	10:56:47 AM	Duane Duquette	We will be replacing a second train Aps fault(auxiliary power supply)	
2745	11/10/19	11:51:44 AM	John Manconi	Pat I am getting destroyed my mayor on bus cancellations. Ken is getting me updated info. Mayor is on oc twitter live . I didn't know we had two twitter accounts and a cancellation on our website. Need answer ASAP why isn't this information all aligned??	
2746	11/10/19	11:54:57 AM	Pat Scrimgeour	As far as I can see, the same information is on @OCTranspoLive as on octranspo.com. The same would also have gone to subscribers to text or email alerts for the affected routes.	
2747	11/10/19	11:56:15 AM	Pat Scrimgeour	Also posted in French on @OCTranspoDirect	
2748	11/10/19	11:56:52 AM	John Manconi	I will call you	
2749	11/10/19	4:33:46 PM	Phil Landry	<attached: 00002750-PHOTO-2019-11-10-16-33-46.jpg>	00002750-PHOTO-2019-11-10-16-33-46.jpg
2750	11/10/19	4:34:08 PM	Phil Landry	Sign has been changed at col by sussex and rideau	
2751	11/10/19	4:34:22 PM	Phil Landry	Allows buses to make nb right turn	
2752	11/10/19	4:46:39 PM	John Manconi	Thank you. I just spoke to Ken Gordon. Folks over kill is the name of the game with the snow that is coming. Full out on all elements. If you are in doubt call me. Told Ken to order all crews and contractors out early . Spare no expense.	
2753	11/10/19	4:52:39 PM	Phil Landry	Is roads engaged? I can touch base with Laila to make sure they put focus on roads near transit stations	
2754	11/10/19	4:53:33 PM	John Manconi	Yes please . Call Ken first . I assume as scc is stood up	
2755	11/10/19	4:54:39 PM	Phil Landry	Will do.	
2756	11/10/19	4:55:13 PM	Phil Landry	<attached: 00002757-PHOTO-2019-11-10-16-55-13.jpg>	00002757-PHOTO-2019-11-10-16-55-13.jpg
2757	11/10/19	4:55:40 PM	Phil Landry	Here is latest forecast, looks like heaviest snow happens Monday night in early Tuesday morning	
2758	11/10/19	4:56:41 PM	John Manconi	Thanks phil	
2759	11/10/19	5:01:22 PM	Phil Landry	I just talked to ken and he says his folks have been talking with their roads counterparts and all good to go. I told him I would follow up with laila as well. He was good with that.	
2760	11/10/19	5:01:48 PM	John Manconi	Thanks	
2761	11/10/19	5:05:29 PM	Phil Landry	We will also activate timg for Tuesday morning. Duane, can we have someone from oc attend at Loretta. I have asked that someone from roads also be present.	
2762	11/10/19	5:08:55 PM	Duane Duquette	Not a problem I'll make arrangement at the SCC tomorrow	
2763	11/10/19	6:01:43 PM	John Manconi	Duane did they get their winter equipment out?	
2764	11/10/19	6:03:52 PM	Duane Duquette	I'll follow up now	
2765	11/10/19	6:15:29 PM	Duane Duquette	They did get the 2 new sno removal equipment out as intended. We are expecting a more formal report but I'm told it was slow to start but got better.	
2766	11/10/19	6:16:35 PM	John Manconi	Ok good thanks. Apparently they have crews for switch clearing also etc let me know what you hear. Call Tom and are what he tells you	
2767	11/10/19	6:17:19 PM	Duane Duquette	K	
2768	11/10/19	6:44:01 PM	Duane Duquette	Spoke to Tom in addition to there Guidway Tecks they have 10 additional track people that can perform various work.	
2769	11/10/19	6:57:47 PM	John Manconi	Thank you	

2770	11/11/19	6:44:24 AM	Duane Duquette	All 13 trains launched successfully 2 spares available at this time scc stood up.	
2771	11/11/19	6:45:03 AM	John Manconi	Thanks Duane	
2772	11/11/19	7:07:44 AM	Duane Duquette	Lrv with brake fault at st Laurent. Unloading passengers and removing train.	
2773	11/11/19	7:22:08 AM	Duane Duquette	Lrv was able to leave St Laurent but came to stop we ate trying to get it off but does not move more the 50 meters before we have to stop.	
2774	11/11/19	7:30:29 AM	Duane Duquette	Lrv is clear of main line full loop resuming	
2775	11/11/19	7:36:34 AM	Katie Rossolatos	Doesn't appear we have updates happening via @OCTranspoLive (showing last update with 15hr ago)	
2776	11/11/19	7:37:04 AM	Pat Scrimgeour	I am checking into this	
2777	11/11/19	7:41:16 AM	John Manconi	Pat mayor is livid saying tweets are not out	
2778	11/11/19	7:41:53 AM	Pat Scrimgeour	I am finding out why	
2779	11/11/19	7:42:30 AM	John Manconi	Do we not have a twitter person in control? Tweet out please	
2780	11/11/19	7:44:44 AM	John Manconi	Pat they are not in TOCC why?	
2781	11/11/19	7:51:40 AM	Pat Scrimgeour	We are investigating whether we have a technical problem or people not doing their work properly. Will advise.	
2782	11/11/19	7:52:13 AM	John Manconi	I need someone to get into TOCC and start tweeting now please	
2783	11/11/19	7:52:22 AM	Pat Scrimgeour	In process	
2784	11/11/19	7:53:02 AM	Pat Scrimgeour	Someone is moving from 925 to 875. I will advise when they are there.	
2785	11/11/19	8:03:48 AM	John Manconi	Ken Gordon can you confirm all buses have covers over fare boxes and drivers should tell people not to put cash in. This has occurred is on twitter and now we are being mocked because operator told customer go to customer service for a refund. Folks I am sharing this as we are under a microscope for everything. Ken can you confirm also issue code 50 reminding all operator not to accept any payment and any missing covers replace them ASAP with supervisors .ken confirm please	
2786	11/11/19	8:05:15 AM	John Manconi	Duane can you confirm Ken is getting these? Pat go to twitter and respond to the tweet . The guy tweeted mayor and OC Transpo	
2787	11/11/19	8:05:33 AM	Duane Duquette	Will do	
2788	11/11/19	8:06:09 AM	Pat Scrimgeour	We will.	
2789	11/11/19	8:06:48 AM	Jocelyne Begin added Ken Gordon		
2790	11/11/19	8:08:48 AM	Duane Duquette	Code 50s were put out several time and will continue to be messaged operators are being reminded about covers.	
2791	11/11/19	8:11:08 AM	John Manconi	So we put covers on and operators are told to call it in if missing??	
2792	11/11/19	8:12:20 AM	Pat Scrimgeour	Our person Darren Levere is there now	
2793	11/11/19	8:12:29 AM	Ken Gordon	There wasn't enough covers for all buses, some buses have stickers. Opts have been and will continue to be reminded to tell customers that there is no fare. Supv will check buses and remind opts as they come into the stations.	
2794	11/11/19	8:13:21 AM	John Manconi	How many we missing?? Why wasn't I told this. We could of bagged them with plastic bags. Stickers don't work	
2795	11/11/19	8:13:22 AM	Pat Scrimgeour	Late arrival of staff member. Unhurried attitude by another. Both will be addressed.	

2796	11/11/19	8:14:12 AM	John Manconi	Not acceptable- deal with both of them today. Swap them out with staff that believe in team work	
2797	11/11/19	8:14:33 AM	Ken Gordon	We have done this in the past with stickers.	
2798	11/11/19	8:15:44 AM	Ken Gordon	The bags cover presto. Some customers may still try and come in and put money in the fare box. Opts are to tell customers it is free. This will be messaged out constantly today	
2799	11/11/19	8:15:50 AM	John Manconi	Ken I know we have - I was clear last time not with you btw - I told everyone run the place like a first class organization. We should of gotten covers for all. Put that on the list wirh troy when he is back order bags for entire fleet and spares	
2800	11/11/19	8:16:12 AM	Ken Gordon	Will do	
2801	11/11/19	8:16:29 AM	John Manconi	Our operators have enough shit to deal with	
2802	11/11/19	8:19:14 AM	Ken Gordon	As an FYI, the customer on board the bus at Elgin and Catherine. We have received confirmation from scu that he has passed.	
2803	11/11/19	8:20:50 AM	John Manconi	Saw that thanks. We should not be sharing that. Tell Jim Babe his Scu do not share that information as the only people permitted to do that legally are doctor and police. Next of kin can sue us. TOCC comms just put that out and shouldn't of .	
2804	11/11/19	8:21:08 AM	Ken Gordon	Will do	
2805	11/11/19	8:22:08 AM	Pat Scrimgeour	<attached: 00002806-PHOTO-2019-11-11-08-22-08.jpg>	00002806-PHOTO-2019-11-11-08-22-08.jpg
2806	11/11/19	8:23:05 AM	John Manconi	Yes.	
2807	11/11/19	8:23:14 AM	Pat Scrimgeour	Thank you	
2808	11/11/19	8:29:07 AM	Duane Duquette	Tcms issue at blair alstom on board working to reset	
2809	11/11/19	8:29:28 AM	Duane Duquette	Announcement being made	
2810	11/11/19	8:50:02 AM	Duane Duquette	Reset done as well as some additional brake faults. Lrv is removed	
2811	11/11/19	8:52:42 AM	John Manconi	Tcms at Blair. Passengers had to switch trains. All is moving. Train is being removed from service	
2812	11/11/19	8:54:02 AM	Duane Duquette	Correct	
2813	11/11/19	8:57:43 AM	John Manconi	13 trains still?	
2814	11/11/19	8:59:17 AM	Duane Duquette	No we are using it as the first reduction train. Spare had to come from shed an would not complete a full trip by time of launch.	
2815	11/11/19	8:59:41 AM	Duane Duquette	Loads are lite	
2816	11/11/19	8:59:42 AM	John Manconi	Ok good but we did run 13 right?	
2817	11/11/19	9:00:00 AM	Duane Duquette	Yes up until that failure	
2818	11/11/19	12:03:44 PM	Ken Gordon	Crowds downtown have dispersed. Supv in place at stations.	
2819	11/11/19	12:56:11 PM	Jocelyne Begin	Providing update to mayor. Confirming all is going well on rail?	
2820	11/11/19	12:57:23 PM	Duane Duquette	11 of 11 full loop all is as advertised	
2821	11/11/19	12:57:27 PM	Ken Gordon	No issues to report. Loads are light, no build up at stations, extra buses proving supplemental service.	
2822	11/11/19	1:05:50 PM	Duane Duquette	New issue just happening 1 train immobilized at blair requires full train reset after vobc reset was unsuccessful. 10 remaining trains operating full loop	
2823	11/11/19	1:15:21 PM	Duane Duquette	Reset complete and we are making arrangements to swap off with spare	
2824	11/11/19	1:27:39 PM	Duane Duquette	Scv will be standing down .	
2825	11/11/19	1:48:08 PM	John Manconi	Duane mayor has a tweet saying issue at pimisi	
2826	11/11/19	1:50:11 PM	Ken Gordon	This was sent at 13:34	

2827	11/11/19	1:50:15 PM	Ken Gordon	Please be advised that there was a door fault on LRV 04/07 at PIM-E.	
2828	11/11/19	1:51:35 PM	Duane Duquette	There was a door fault less then 5min delay operator was able to isolate	
2829	11/11/19	1:54:59 PM	Duane Duquette	Apologies I was not aware. I don't usually get calls for less then 5 min delays	
2830	11/11/19	1:55:20 PM	John Manconi	All good	
2831	11/11/19	2:15:39 PM	Jim Hopkins	FYI experiment to cease whistling is terminated.... dismal failure	
2832	11/11/19	2:16:48 PM	John Manconi	? Discuss at conf call	
2833	11/11/19	2:16:59 PM	Jim Hopkins	Pulp	
2834	11/11/19	2:17:03 PM	Jim Hopkins	Yup	
2835	11/11/19	2:31:33 PM	Ken Gordon	Tocc just called me. Bus at Woodroffe and medhurst. Reported stabbing on-board , customer v. Customer. Opt uninsured. Emergency services on route .	
2836	11/11/19	2:31:56 PM	John Manconi	Call me	
2837	11/11/19	2:46:22 PM	Jocelyne Begin	I will be Calling in the Itocc conf call at 3:30 for	
2838	11/11/19	3:01:41 PM	Ken Gordon	Witnesses and opt being interviewed. Victim transported to hospital, no confirmation on if suspect has been apprehended	
2839	11/11/19	3:08:05 PM	Ken Gordon	Victim was conscious throughout and walked off bus to gurney	
2840	11/11/19	5:40:48 PM	Ken Gordon	Getting reports of a few stuck artics. 3 so far, 2 in Kanata and 1 on Springfield. Nothing blocking major roadways. Tocc coordinating with fleet, city and supv to address	
2841	11/11/19	5:41:00 PM	John Manconi	Ok thx	
2842	11/11/19	5:49:00 PM	Ken Gordon	Just got an update from TOCC. Will have about 30 cancelled trips for the pm peak mostly due to weather related adjustments. About 1/5 of the service is 10 mins behind schedule due to traffic/weather. Loads are light. Platforms at rail stations are clean and seeing any snow buildup.	
2843	11/11/19	5:49:27 PM	John Manconi	Ok thank you	
2844	11/11/19	6:27:20 PM	John Manconi	Duane can you confirm rail rush hour over and did we have any issues?	
2845	11/11/19	6:33:33 PM	Duane Duquette	Last reduction is just happening now were monitoring the switches and stations. We have some reports of slippery and minor snow build up in the stations we are pushing this to rtm and monitoring for response	
2846	11/11/19	6:34:06 PM	Duane Duquette	Nothing of significance at this time	
2847	11/11/19	6:34:16 PM	John Manconi	Ok thx good work	
2848	11/11/19	7:21:16 PM	Duane Duquette	We have seen 3 separate occasions where the GIDS have been set off at pimisi east due to snow no lrvs in the area so no impact to customers The device has been shut off and the operators are operating with extra vigilance as well Can Can (platform spotters) are monitoring the platforms.	
2849	11/11/19	7:21:58 PM	Jim Hopkins	Thanks. Good call!	
2850	11/11/19	7:22:21 PM	Jim Hopkins	Be prepared for more...	
2851	11/11/19	9:01:35 PM	Duane Duquette	As an fyi Lee's westbound platform is experiencing snow build up. Were not sure if the platform heaters are not working or just not well enough. Rtm engaged to address and keep clear. A few other areas of minor snow build up were flagging to rtm as well but otherwise platform and track ok.	
2852	11/11/19	9:02:17 PM	Jim Hopkins	Thanks	
2853	11/11/19	9:02:32 PM	John Manconi	Track is ok? Switches?	
2854	11/11/19	9:04:01 PM	Duane Duquette	So far yes we had one switch that wasn't showing on but it was checked in the field and is working.	

2855	11/11/19	9:05:11 PM	Duane Duquette	Tocc and operators have been asked to continuously observe.	
2856	11/11/19	9:05:30 PM	John Manconi	Ok keep the pressure on RTM. The night is young and they have to be ready for the morning rush	
2857	11/11/19	9:05:43 PM	Duane Duquette	Understood	
2858	11/11/19	9:05:59 PM	John Manconi	Thanks Duane	
2859	11/11/19	9:06:49 PM	Jim Hopkins	Let's make sure key people get adequate rest...before morning launch!	
2860	11/12/19	5:18:02 AM	Duane Duquette	Morning launch(1st wave) successful some minor delays coming out of yard but nothing customer facing.	
2861	11/12/19	5:19:58 AM	Larry Gaul	Good news so far	
2862	11/12/19	5:30:49 AM	John Manconi	Good thx	
2863	11/12/19	5:33:17 AM	Ken Gordon	Just spoke with FM. Stations are clean, final salt applications being put down before am rush.	
2864	11/12/19	5:39:48 AM	John Manconi	Thanks Ken	
2865	11/12/19	5:40:01 AM	Ken Gordon	Yellow bus is cancelled may impact opt staffing levels	
2866	11/12/19	6:19:36 AM	John Manconi	<attached: 00002867-PHOTO-2019-11-12-06-19-36.jpg>	00002867-PHOTO-2019-11-12-06-19-36.jpg
2867	11/12/19	6:24:48 AM	Ken Gordon	Bus service levels look good. Only lost 1 trip at 5am so far.	
2868	11/12/19	6:25:11 AM	John Manconi	Good work	
2869	11/12/19	6:54:04 AM	Duane Duquette	13th train swapping out at handover so it will be a late launch on that 1 train will miss blair to stlaurent.	
2870	11/12/19	6:54:48 AM	John Manconi	So overall no impact to customers?	
2871	11/12/19	6:55:03 AM	Duane Duquette	Correct	
2872	11/12/19	8:47:13 AM	Duane Duquette	Loads are starting to lighten morning rush seem to be complete with minor delays (a couple gids issues mostly)	
2873	11/12/19	8:47:48 AM	John Manconi	Ok thx	
2874	11/12/19	8:48:04 AM	John Manconi	Ken can you tell me how many bus cancellations	
2875	11/12/19	8:57:02 AM	John Manconi	Ken ?	
2876	11/12/19	8:57:27 AM	Ken Gordon	14 since start of day	
2877	11/12/19	8:57:37 AM	Ken Gordon	Most are due to weather related adjustments	
2878	11/12/19	8:57:43 AM	John Manconi	Good work	
2879	11/12/19	9:05:01 AM	John Manconi	Can I tell the mayor rush hour is over and only 14 cancellations with no issues on rail?	
2880	11/12/19	9:05:23 AM	Duane Duquette	Correct	
2881	11/12/19	9:06:12 AM	Ken Gordon	Yes, buses coming in are lighter, 14 is what occurred during the peak time.	
2882	11/12/19	10:24:03 AM	John Manconi	Everyone - outstanding work! Please pass on my appreciation to everyone. Thousands of employees making all this happen. Great work on all fronts	
2883	11/12/19	11:02:41 AM	Phil Landry	<attached: 00002884-PHOTO-2019-11-12-11-02-41.jpg>	00002884-PHOTO-2019-11-12-11-02-41.jpg
2884	11/12/19	11:02:52 AM	Phil Landry	<attached: 00002885-PHOTO-2019-11-12-11-02-52.jpg>	00002885-PHOTO-2019-11-12-11-02-52.jpg
2885	11/12/19	2:50:52 PM	Jocelyne Begin removed Katie Rossolatos		
2886	11/12/19	3:06:48 PM	John Manconi	Duane chair is asking if rtg ran trains through night to keep track clear?	
2887	11/12/19	3:07:55 PM	Duane Duquette	No they strictly used there equipment	
2888	11/12/19	3:08:13 PM	John Manconi	Thx	
2889	11/12/19	3:36:19 PM	Duane Duquette	2 issues	
2890	11/12/19	3:44:34 PM	Duane Duquette	Train is past the platform with passengers	

2891	11/12/19	4:13:56 PM	Duane Duquette	Train is moving at 5km an hou we limped to st Laurent and unloaded passengers. Alstom trouble shooting while we make arrangements too remove	
2892	11/12/19	4:14:56 PM	John Manconi	R1 both ways?	
2893	11/12/19	4:15:53 PM	Duane Duquette	Yes we have 20 buses on it	
2894	11/12/19	4:17:22 PM	Duane Duquette	As well we have some trips that are supposed to start at blair start at stlaurent	
2895	11/12/19	4:23:12 PM	John Manconi	Duane can you confirm TOCC update	
2896	11/12/19	4:23:52 PM	Duane Duquette	Problem lrv removed full loo resuming tocc is working on spacing and replacement.	
2897	11/12/19	4:26:52 PM	Duane Duquette	Alstom tec said a brake was engaged in the second unit but was not showing a fault	
2898	11/12/19	4:44:21 PM	Duane Duquette	13 train launched spacing is getting better load are heavy	
2899	11/12/19	5:48:10 PM	Duane Duquette	The rest of rush proceeded uneventfully.	
2900	11/12/19	5:49:40 PM	Duane Duquette	Reduction will proceed per schedule	
2901	11/12/19	6:17:29 PM	Duane Duquette	Switch 322 from the east conector to the main went disturbed while we were trying to reduce the first train.	
2902	11/12/19	6:23:01 PM	John Manconi	Thanks Duane. The entire OC Transpo team is doing an amazing job given what we are dealing with . Please if you are still at TOCC thank them all for me	
2903	11/12/19	6:24:10 PM	Duane Duquette	Thanks	
2904	11/12/19	6:24:50 PM	Larry Gaul	Duane. Can they get the switch back in correspondence in the normal/tangent position? If so, delay reduction until later!!! No delays to any service. Just a thought	
2905	11/12/19	6:27:05 PM	John Manconi	I agree keep 13 our	
2906	11/12/19	6:27:08 PM	John Manconi	Out	
2907	11/12/19	6:32:21 PM	Duane Duquette	No we were unable to swing either way..	
2908	11/12/19	6:52:14 PM	Duane Duquette	Switch restored full loop resuming	
2909	11/12/19	6:56:38 PM	John Manconi	City staff -	
2910	11/12/19	6:57:55 PM	Phil Landry	Ok	
2911	11/12/19	6:58:11 PM	Pat Scrimgeour	Acknowledged	
2912	11/12/19	6:59:32 PM	Duane Duquette	Ok	
2913	11/12/19	7:03:29 PM	Kim MacEwan	Ok	
2914	11/12/19	7:04:55 PM	Kim MacEwan	Phone: 613-244-1334	
2915	11/12/19	7:15:15 PM	Jocelyne Begin	Ok	
2916	11/12/19	7:22:11 PM	Jim Hopkins	Got it	
2917	11/12/19	9:23:06 PM	Duane Duquette	Brake fault at Lee's ero able to isolate approximately 10 min delay. Some spacing issues tocc is working to fix	
2918	11/13/19	3:56:48 AM	Duane Duquette	Just informed that the track maintainers want a speed restriction of 5km an hour east of hurdman. This is due to a broken weld on the rail they were trying to fix.	

2919	11/13/19	4:04:48 AM	Tom Prendergast	Rapid temp changes (large drops in temperature over very short time periods) place high stress on CWR, especially at and on either sides of rail welds. And the likelihood would be increased if the weld was not done following procedure exactly. Not trying to focus on blame as much as create awareness that you might experience more as the onset of this weather sets in. A look ahead issue.....	
2920	11/13/19	4:20:07 AM	Tom Prendergast	Follow-up question.... if the broken rail east of Hurdman at a location RTM was undertaking rail repair work now or recently?	
2921	11/13/19	4:21:02 AM	Duane Duquette	Welds done a couple weeks ago	
2922	11/13/19	4:22:27 AM	Tom Prendergast	Sounds like a self-inflicted wound.....	
2923	11/13/19	4:49:12 AM	Duane Duquette	Confirmed with olrt the inspections were done per spec	
2924	11/13/19	5:02:10 AM	Tom Prendergast	Of course they will say that, but with a break that soon after a rail repair began the question as to whether they performed the weld properly.	
2925	11/13/19	5:02:38 AM	Duane Duquette	Agreed	
2926	11/13/19	5:04:19 AM	Tom Prendergast	More to this story than what this medium can handle. Next time I am up in Ottawa we can/should discuss. Thanks and good luck with the remainder of today's rush.....	
2927	11/13/19	5:25:18 AM	Duane Duquette	We have spoke to there lead maintainer and the Restriction will be raised to 10km ph this is due to the maintainer thinking miles per hour vs km per hour.	
2928	11/13/19	5:32:17 AM	John Manconi	Thanks Duane	
2929	11/13/19	5:34:11 AM	John Manconi	Duane did they do the weld last night after you called me?	
2930	11/13/19	5:34:59 AM	John Manconi	Cancel that I just saw that they were not able to	
2931	11/13/19	5:37:35 AM	Duane Duquette	They need a longer window to weld and even the temporary fix the work was more then they thought. They bolted some bars in place	
2932	11/13/19	5:48:17 AM	John Manconi	Ok thanks	
2933	11/13/19	6:16:35 AM	John Manconi	Duane is it delays both directions?	
2934	11/13/19	6:21:30 AM	Duane Duquette	No it's from hurdman to blair east bound and its adding about 4 min to the run in that direction	
2935	11/13/19	6:45:09 AM	Larry Gaul	Duane. Any thought given to inserting 14th train into cycle to compensae for increased trip time? If not your headway's will be extended and per train crowing higher. This may or will result in more customers being inconvenienced by not being able to board trains	
2936	11/13/19	6:45:50 AM	John Manconi	Duane what will pids say? Larry mayor just asked that and I was told by troy no because then we create havoc at Tunneys	
2937	11/13/19	6:46:12 AM	John Manconi	Troy told us that weeks ago.	
2938	11/13/19	6:48:44 AM	Duane Duquette	Pids are working theres one at baview that's out of service we have an ota standing there to inform	
2939	11/13/19	6:49:24 AM	John Manconi	I get that.	
2940	11/13/19	6:51:46 AM	Duane Duquette	We are currently trying to get the the 13th out they are replacing with spare that will be about 10 mins late.	
2941	11/13/19	6:52:57 AM	Duane Duquette	We are asking about a 14th and the bunching seems alright so far	
2942	11/13/19	6:54:01 AM	Duane Duquette	The pods should be accurate to the schedule 14th train may affect that if we get it	
2943	11/13/19	6:54:51 AM	John Manconi	Hold on launching 14 train. I want to talk to you and larry I will call you guys	

2944	11/13/19	7:13:02 AM	John Manconi	<attached: 00002945-PHOTO-2019-11-13-07-13-02.jpg>	00002945-PHOTO-2019-11-13-07-13-02.jpg
2945	11/13/19	7:28:56 AM	Duane Duquette	There are some reports of pids displaying wrong platform at tunney TOCc is trying to monitor and making announcements	
2946	11/13/19	8:26:12 AM	Jocelyne Begin	Chair's office just called saying cfra is reporting no messaging is going out at stations and people are confused and going to social media complaining they have no idea what is going on	
2947	11/13/19	8:29:17 AM	Pat Scrimgeour	There are no alerts currently. Is there a service interruption?	
2948	11/13/19	8:30:24 AM	Duane Duquette	They are making announcements but the only issue this morning is spacing and there limited to about 3 mins delays. So strain that should be 5 mins is in 8 mins then there 2 in a row. No disruption on the line this morning	
2949	11/13/19	8:31:00 AM	Jocelyne Begin	Will Advise chair. Thank you	
2950	11/13/19	8:37:18 AM	Duane Duquette	Largest gap is 9 to 11 mins but again messaging out to the plat forms that there will be multiple comming	
2951	11/13/19	8:39:38 AM	Jocelyne Begin	Thank you	
2952	11/13/19	8:39:51 AM	John Manconi	13 trains out?	
2953	11/13/19	8:40:37 AM	Duane Duquette	Yes reduction starts in about 25 minutes	
2954	11/13/19	8:41:01 AM	John Manconi	Wait to clean up all platforms right?	
2955	11/13/19	8:41:31 AM	Duane Duquette	Yes if required	
2956	11/13/19	10:42:26 AM	Duane Duquette	Just informed second rail break	
2957	11/13/19	10:47:03 AM	John Manconi	Ok I will send you an email. Review and discuss later today	
2958	11/13/19	11:07:24 AM	Duane Duquette	Failed Rtm will return in about 30 mins will require 30mins to do the work durring which we will single track ottawa u to Trembley . Fortunately with advance notice operations tocc and customer service is making plans.	
2959	11/13/19	11:07:46 AM	Duane Duquette	Sorry failed weld	
2960	11/13/19	11:33:21 AM	Michael Morgan	On the call.	
2961	11/13/19	12:02:18 PM	Pat Scrimgeour	From Robert Delage: "We have an ongoing issue at DC1 (Constellation) affecting WMS GPS and real-time. No ETA yet. Troubleshooting is by City IT."	
2962	11/13/19	12:43:18 PM	Duane Duquette	Single track about to start every one is engaged	
2963	11/13/19	1:09:44 PM	Duane Duquette	Back to normal operations	
2964	11/13/19	1:10:00 PM	Jim Hopkins	👍👍	
2965	11/13/19	1:14:48 PM	Pat Scrimgeour	Duane, please confirm: single tracking has ended and we are serving regular platforms?	
2966	11/13/19	1:15:12 PM	Duane Duquette	Correct	
2967	11/13/19	1:16:02 PM	Pat Scrimgeour	Thank you	
2968	11/13/19	2:10:39 PM	Kim MacEwan	We are reconvening in 5 minutes in the ramp room	
2969	11/13/19	2:18:44 PM	Jim Greer	I'm going to be 15min.	
2970	11/13/19	2:34:51 PM	Jocelyne Begin	K	
2971	11/13/19	3:47:27 PM	Larry Gaul	Due to speed restrictions the line is running on constant headway's. As a result one platform has been placed out of service at Tunneys P. This forces all trains to one platform and minimizes inconvenience to customers. No impacts to train service	
2972	11/13/19	3:58:31 PM	John Manconi	What will happen at rush hour	
2973	11/13/19	4:04:05 PM	Larry Gaul	Step back operators are able to ensure a quick departure.	

2974	11/13/19	5:46:56 PM	Larry Gaul	PM rush is almost finished. No issues to report. Reductions will be on time beginning at approximately 1800.	
2975	11/13/19	5:53:19 PM	John Manconi	Did we launch the 14th train and was it helpful	
2976	11/13/19	5:54:28 PM	Larry Gaul	No we did not. Not needed. Following trains cleared the platform after the minor delay in service	
2977	11/13/19	5:59:51 PM	John Manconi	Ok thx	
2978	11/13/19	8:14:00 PM	John Manconi	Kim twi inquires from PIMR. I don't think they are accurate saying rail breaks are common. Who fact checked it? That is to be held as I believe it is wrong	
2979	11/13/19	8:15:27 PM	Kim MacEwan	Ok. Duane approved one. Michael the other	
2980	11/13/19	8:15:43 PM	John Manconi	Ok	
2981	11/13/19	8:16:12 PM	Kim MacEwan	Do you still want them held?	
2982	11/13/19	8:16:15 PM	John Manconi	Has it gone	
2983	11/13/19	8:16:24 PM	Kim MacEwan	Checking	
2984	11/13/19	8:16:37 PM	John Manconi	If they not have Michael call me ASAP	
2985	11/13/19	8:22:44 PM	Michael Morgan	My response has already been quoted on cbc.ca.	
2986	11/13/19	8:23:33 PM	John Manconi	Ok	
2987	11/13/19	8:31:44 PM	Kim MacEwan	The other response/statement has not been issued. It is the one that references a rail break as a common occurrence. PIMR is revising and will send to me. I will send to Michael for review.	
2988	11/13/19	8:32:30 PM	Larry Gaul	I'm sorry but who or what is PIMR?	
2989	11/13/19	8:32:45 PM	Kim MacEwan	Corporate communications	
2990	11/13/19	8:40:59 PM	Kim MacEwan	I have sent the proposed statement via email to John, Michael, Jocelyne and Duane for a factual review.	
2991	11/13/19	9:22:18 PM	John Manconi	Larry PIMR is our public relations office	
2992	11/14/19	8:26:02 AM	Duane Duquette	Just an fyi 1 train west bound at uott 2nd lrv did not open door and proceeded to next station.	
2993	11/14/19	8:46:41 AM	Duane Duquette	Loads are lightening peak of the peak is past reduction will start as scheduled in about 20 mins	
2994	11/14/19	9:14:18 AM	Scott Krieger	Duane. Do you have the car numbers of the train where the second car did not open the doors? We need to have Alstom download the event recorder.	
2995	11/14/19	9:15:36 AM	Duane Duquette	Not on me it is recorded in the rail log and I will get that to you shortly	
2996	11/14/19	12:40:57 PM	Phil Landry	https://ottawacitizen.com/news/local-news/metro-down-broken-water-main-crashes-orange-line-thursday-morning/wcm/a42fdb9f-c44c-4e41-b3d6-2cb20aa2dd94/amp?utm_medium=Social&utm_source=Twitter&__twitter_impression=true	
2997	11/14/19	12:41:05 PM	Phil Landry	Just read this...	
2998	11/14/19	2:27:36 PM	Duane Duquette	Gids activation at trembley 3 time.	
2999	11/14/19	5:40:47 PM	Duane Duquette	Line 2 trillium line	
3000	11/14/19	5:59:43 PM	Duane Duquette	Line 2 is now operational again peak is over for both lines Rail replacement will be canceled	
3001	11/14/19	7:07:18 PM	Duane Duquette	Lrv immobilize it Lee's east bound track apparent brake fault.	

3002	11/14/19	7:18:27 PM	Pat Scrimgeour	The alert sent at 19:09 will be corrected/clarified. The staff member who sent it without editorial approval from the section manager is currently being addressed.	
3003	11/14/19	7:18:58 PM	John Manconi	What went out? Mayor is going wild on us	
3004	11/14/19	7:19:38 PM	Pat Scrimgeour	Text sent was:	
3005	11/14/19	7:20:19 PM	Pat Scrimgeour	The station name of uOttawa was wrong. We don't have "eastbound stations".	
3006	11/14/19	7:26:10 PM	Duane Duquette	No R1 service at this time. Loads are lite except at uott were they have had some medium loads.	
3007	11/14/19	7:26:36 PM	John Manconi	Is that the right call?? How are people moving	
3008	11/14/19	7:27:49 PM	John Manconi	Duane , Pat, Larry we have told mayor a hundred times R1 is activated immediately after 5 minutes?	
3009	11/14/19	7:28:50 PM	Duane Duquette	Tocc does not feel necessary but I will get it going	
3010	11/14/19	7:29:20 PM	John Manconi	Roll R1	
3011	11/14/19	7:30:28 PM	Duane Duquette	There doing now	
3012	11/14/19	7:31:32 PM	Larry Gaul	John, and others please correct me if I am wrong but I thought the threshold was 15 mins not 5. A simple door problem will most likely result in a 5 min delay!!	
3013	11/14/19	7:32:14 PM	John Manconi	Larry it's a shit show wirh that train and mayor is loosing his mind.	
3014	11/14/19	7:32:24 PM	Duane Duquette	Train is down it's not a simple isolation the tec is en rout	
3015	11/14/19	7:37:41 PM	Duane Duquette	No tec on the train	
3016	11/14/19	7:39:28 PM	Duane Duquette	Rover (less qualified teck) Has now arrived and assisting	
3017	11/14/19	7:40:57 PM	John Manconi	Thanks - keep feeding me info. I am working with City manager and mayor	
3018	11/14/19	7:43:26 PM	Duane Duquette	Train loving off the line	
3019	11/14/19	7:43:45 PM	John Manconi	Moving? How long before full loop?	
3020	11/14/19	7:43:55 PM	Duane Duquette	Full loop should be restored in 5 to 10 min	
3021	11/14/19	7:44:28 PM	Duane Duquette	As soon as off well start drilling down on the issue	
3022	11/14/19	7:45:02 PM	John Manconi	Thanks Duane. Did the tech ever arrive??	
3023	11/14/19	7:50:49 PM	Duane Duquette	Train off	
3024	11/14/19	7:51:20 PM	Duane Duquette	Full loop restored	
3025	11/14/19	7:51:51 PM	Duane Duquette	Some spacing issues tocc working to resolve	
3026	11/14/19	7:52:01 PM	Duane Duquette	Tec did arrive	
3027	11/14/19	7:52:40 PM	John Manconi	Late right	
3028	11/14/19	7:53:19 PM	Duane Duquette	Yes not sure his involvement yet in the resolution	
3029	11/15/19	7:38:48 AM	John Manconi	City team . At least three of you are away this morning. We have critical things to discuss including 1 . We need a team on the feasibility of anR1 dedicated bus service (need answer this weekend) 2. Budget prep - it is going to be a marathon and we need to go through the long list of questions that have been sent to us 3. Cover offs - I need to know who is not here next week we have major technical briefing and budget meeting and Irt update to prepare 4. TOCC operations 5. Social media strategy . So I am cancelling this morning but we need a conference call today. Kim will organize it. Can everyone confirm they are available today to do a call. ASAP please. City manager needs responses. The province has stepped in and he wants to know what resources we need so I need answers today . Connect with Kim ASAP please	

3030	11/15/19	7:43:14 AM	Jim Greer	Kim, I'll be in the office at 10:45am this morning. Jim G.	
3031	11/15/19	7:43:25 AM	Jocelyne Begin	Available	
3032	11/15/19	7:45:00 AM	Duane Duquette	Available	
3033	11/15/19	7:45:07 AM	Phil Landry	I have to attend my cousins funeral this afternoon so I am out of commission from 130 to 4.	
3034	11/15/19	7:45:48 AM	John Manconi	Serge was asking do you need a motion to Reinstate detours. I need answer today please	
3035	11/15/19	7:46:17 AM	John Manconi	And a full timeline on what has to be done to reinstate all the detours with province etc	
3036	11/15/19	7:50:25 AM	Phil Landry	I dont think so as I beleive we have delegated authority for city roads. For 417, I think letter from mayor to minister asking mto to allow bus lanes on 417. Will check with legal.	
3037	11/15/19	7:51:03 AM	John Manconi	Yes and make it a hurry up offence. City manager and mayor are asking for it .	
3038	11/15/19	7:51:59 AM	Phil Landry	Ok, we will prepare letter for mayor to send to mto	
3039	11/15/19	7:56:15 AM	Michael Morgan	I am am available at 2	
3040	11/15/19	7:57:04 AM	John Manconi	Phil no need for letter I just need to know process timelines and approvals today please	
3041	11/15/19	8:03:19 AM	Jocelyne Begin	Everyone please be on standby We are doing urgent conf call this morning.	
3042	11/15/19	8:08:22 AM	Phil Landry	Ok will get info on process and timelines this morning	
3043	11/15/19	8:22:56 AM	Jim Hopkins	Yes	
3044	11/15/19	8:28:20 AM	Duane Duquette	Morning peak is slowing down no significant issues at this time.	
3045	11/15/19	11:12:02 AM	John Manconi	Jim urgent question . I am in a meeting. If we offer premiums will we be able to attract more operators existing to cover the 20 buses for swat R1	
3046	11/15/19	11:12:27 AM	John Manconi	Need answer ASAP - on call with province	
3047	11/15/19	11:12:55 AM	Jim Hopkins	Do you mean new operators?	
3048	11/15/19	11:18:16 AM	Jim Hopkins	Premiums would cover the additional need. But no guarantee	
3049	11/15/19	11:19:45 AM	John Manconi	No existing operators - Jim Greer	
3050	11/15/19	11:20:47 AM	Jim Hopkins	Yes premiums would help bump up bus operator availability from existing operators.	
3051	11/15/19	11:21:43 AM	Jim Greer	Premiums will only assist with current coverage. Not guarantee us coverage for R1. Need to hire operators.	
3052	11/15/19	11:22:13 AM	John Manconi	Enough to guarantee 20 buses every day am and pm	
3053	11/15/19	11:25:33 AM	Jim Greer	To add 20 R1 dedicated buses you would require min 40 operators.	
3054	11/15/19	11:29:02 AM	John Manconi	Need to get an answer ASAP. Ca. We staff those buses if we gave premiums??	
3055	11/15/19	11:30:37 AM	Jim Greer	Highly doubt we would get consistent coverage.	
3056	11/15/19	11:32:50 AM	Duane Duquette	Train swamped out for possible flat spots on wheels.(pour ride quality. Spare ready should be no impact to customers as it will happen at Blair	
3057	11/15/19	11:34:32 AM	Jim Greer	The big risk offering premium at this point is the operators walk away from current commitments (40 buses) to take premium work. Premiums would have to go everywhere not just R1.	
3058	11/15/19	12:04:43 PM	John Manconi	LTOCC city team this afternoon	
3059	11/15/19	12:48:06 PM	Pat Scrimgeour	I will call in momentarily	
3060	11/15/19	3:54:44 PM	Duane Duquette	Medical emergency lady with seizures at bayview on a lrv	

3061	11/15/19	3:55:24 PM	Jim Hopkins	Downstairs?	
3062	11/15/19	3:56:49 PM	Duane Duquette	Line 1	
3063	11/15/19	3:57:16 PM	Duane Duquette	Vehicle moving to tunneys EMS dispatched	
3064	11/15/19	4:01:09 PM	Duane Duquette	Were down to one platform at tunney otherwise no impact otherwise	
3065	11/15/19	4:01:18 PM	Jim Hopkins	Minimal impact?	
3066	11/15/19	4:01:57 PM	Duane Duquette	Correct some spacing	
3067	11/15/19	4:06:12 PM	Duane Duquette	Sorry might have texted out too early on this one as its minimal and cleared but at first report it looked like it could be a big one.	
3068	11/15/19	5:42:48 PM	Duane Duquette	Peak period is comming to an end. Load were lighter the usual. Nothing else to report	
3069	11/16/19	8:26:55 AM	Duane Duquette	Line 1 launched and operating as planned this morning swapped 1 lrv because cab door wouldn't lock. No impact to service	
3070	11/16/19	9:18:21 AM	Larry Gaul	Good job Duane	
3071	11/16/19	12:45:46 PM	Duane Duquette	Lrv at tunneys with brake fault. Replacement being launched alstom attending tunneys one trip missed	
3072	11/16/19	12:46:14 PM	John Manconi	Thanks	
3073	11/16/19	12:47:39 PM	Pat Scrimgeour	CS aware. No alerts required.	
3074	11/16/19	12:50:34 PM	Larry Gaul	Duane, unable to reset or isolate?	
3075	11/16/19	12:51:07 PM	Duane Duquette	Superintendent is checking but CS is in the room. The impact is for customers is for 20 mins they had 10 trains on the loop instead of 11 increasing the headway by less then a minute	
3076	11/16/19	12:55:35 PM	Duane Duquette	Haven't got that detail yet well find out	
3077	11/16/19	5:28:13 PM	Duane Duquette	Line 1 running as planned this afternoon	
3078	11/17/19	9:33:22 AM	Duane Duquette	Line 1 launch and service as planned this morning	
3079	11/17/19	11:32:59 AM	John Manconi	Duane just went by Bayview no staff there. Deploy someone ASAP if those pids are still out. Secondly I just called jom greer to put steamer on standby as we may need to help rtm thaw out fountains. Mayor just lost it	
3080	11/17/19	11:34:35 AM	John Manconi	Peter will advise needs shortly if he needs it . If he does I will ask you to connect with Tom. Be on standby please	
3081	11/17/19	11:43:35 AM	John Manconi	Michael any reason d squared isn't working putting up the walkway at Tunneys? Great day to do it low volume etc	
3082	11/17/19	11:46:48 AM	John Manconi	Pat red vests is there a keep warm strategy? Rotations? Warm up vans? Hot chocolate etc? They have a long cold winter ahead for them?	
3083	11/17/19	11:47:06 AM	Pat Scrimgeour	I will find out.	
3084	11/17/19	12:00:05 PM	John Manconi	<attached: 00003085-PHOTO-2019-11-17-12-00-05.jpg>	00003085-PHOTO-2019-11-17-12-00-05.jpg
3085	11/17/19	12:00:35 PM	Jim Greer	Will do.	
3086	11/17/19	12:00:51 PM	John Manconi	Duane are pids at Bayview fixed? Mayor is asking	
3087	11/17/19	12:10:10 PM	Duane Duquette	One is still not working I'm told we have a supervisor there to mitigate for now	
3088	11/17/19	12:12:39 PM	John Manconi	<attached: 00003089-STICKER-2019-11-17-12-12-39.webp>	00003089-STICKER-2019-11-17-12-12-39.webp
3089	11/17/19	12:13:27 PM	John Manconi	Pay you have 3 red vests at Tunneys send one over via train until it's fixed. Folks I need you all connect on this stuff . Ignore that stupid emoji that I just sent - I hate this new upgraded software. Second time I did that .	
3090	11/17/19	12:14:00 PM	Pat Scrimgeour	I believe that's already been done. I will double check.	
3091	11/17/19	12:28:42 PM	Pat Scrimgeour	Currently two OTAs at Bayview and a third on break at the moment.	
3092	11/17/19	12:44:13 PM	Michael Morgan	Crews are scheduled to work Mondays through Saturdays.	

3093	11/17/19	12:52:04 PM	John Manconi	Ok let's push them more snow coming this week. Wednesday is budget day and LRT update to council I need significant progress by the . Thx	
3094	11/17/19	3:05:41 PM	John Manconi	Scott /Duane. Peter Lauch called me regarding the TCms meeting. He said he agreed with you guys 100% that Alstom needs to make you Aware of the software testing they did today on 5 vehicles in the future. I explained we would proactively communicate that out in the future so that if something happens people know. Scott can you confirm things went well?	
3095	11/17/19	3:07:43 PM	Scott Krieger	Yes we are in agreement at this point. They were a little out of control and software updates but I think that has been resolved. Big planning meeting tomorrow on TCMS about the planned upgrades going forward.	
3096	11/17/19	3:09:39 PM	John Manconi	Thank you	
3097	11/17/19	8:02:14 PM	Duane Duquette	2 people in an stuck in an elevator at rideau OFS being dispatched as one girl appear to be in distress and Schindler still 30 min from arriving.	
3098	11/17/19	8:03:07 PM	Duane Duquette	Scu and rtm are both involved already	
3099	11/17/19	8:04:45 PM	Jocelyne Begin removed Ken Gordon		
3100	11/17/19	8:05:05 PM	John Manconi	Thanks Duane	
3101	11/17/19	8:06:26 PM	John Manconi	Can fire get them out?	
3102	11/17/19	8:07:53 PM	Ron Hopkins	r	
3103	11/17/19	8:10:03 PM	Duane Duquette	Yes but not as usually as gentle	
3104	11/17/19	8:14:12 PM	Duane Duquette	Ofs has the 2 girls out there not sure what they did elevator needs inspection but we have a redundant one there	
3105	11/17/19	8:14:40 PM	John Manconi	Ok thx	
3106	11/18/19	6:44:44 AM	Troy Charter	13 trains in operation on the line. No issues currently to report.	
3107	11/18/19	6:45:04 AM	John Manconi	Welcome back!	
3108	11/18/19	6:45:07 AM	Jim Hopkins	Welcome back	
3109	11/18/19	6:45:10 AM	Jocelyne Begin	Welcome back!	
3110	11/18/19	6:45:42 AM	Troy Charter	Thx. Good to be back.	
3111	11/18/19	6:46:32 AM	Tom Prendergast	Check him for any loose cigars he might be carrying....all kidding aside....hope you for some well deserved R&R.	
3112	11/18/19	9:02:06 AM	John Manconi	Troy are we clear?	
3113	11/18/19	1:55:53 PM	Troy Charter	Door fault at Rideau station eastbound direction. Trouble shooting has been unsuccessful. We are going to single track around it. There was no tech on this train, they are on route.	
3114	11/18/19	2:03:02 PM	John Manconi	Delays?	
3115	11/18/19	2:03:03 PM	Troy Charter	Customers facing an approx 10 min delay.	
3116	11/18/19	2:03:12 PM	John Manconi	R1?	
3117	11/18/19	2:07:55 PM	Troy Charter	No. Train is just about to move but " out of service" Give me 2 mins will confirm if full operations resuming.	
3118	11/18/19	2:12:09 PM	Troy Charter	Train is mobile in "out of service". Resuming full operations now.	
3119	11/18/19	2:13:02 PM	Troy Charter	Alerts will go out shortly. Control just having to take a few actions first to clear the single tracking.	
3120	11/18/19	2:21:38 PM	Troy Charter	Train is now off the line. Replacement train already launched. Will now focus on train headways / spacing.	

3121	11/18/19	2:31:59 PM	Troy Charter	Confirmed. Passenger interaction with the door. Customer forced open when door is closing. Not a dwell issue.	
3122	11/18/19	6:02:14 PM	Troy Charter	Rush is over, observed lighter loads today throughout peak. No issues to report.	
3123	11/19/19	6:42:23 AM	Troy Charter	13 trains in operation and a spare. Techs and rovers in place. No issues to report at this time.	
3124	11/19/19	8:35:34 AM	Larry Gaul	AM Peak winding down. No problems experienced.	
3125	11/19/19	9:02:57 AM	John Manconi	Troy can I tell Mayor all clear?	
3126	11/19/19	9:03:52 AM	Troy Charter	Yes. Reduction is starting.	
3127	11/19/19	9:41:59 AM	Troy Charter	Fyi. The network outage is having no impact on the service for Rail Operations. Enhanced emails and updates cannot be sent at this time.	
3128	11/19/19	9:42:58 AM	John Manconi	Sorry don't understand? Mayor is on train saying signage not working- don't understand your message please clarify	
3129	11/19/19	9:49:33 AM	Troy Charter	There is a city network issue right now affecting internet access and emails. Not affecting rail tocc functions like scada or cctv cameras.	
3130	11/19/19	9:50:22 AM	John Manconi	It was on a train. But he says working again	
3131	11/19/19	9:52:04 AM	Troy Charter	City network is also back up.	
3132	11/19/19	9:52:28 AM	John Manconi	He says it's sending wrong Stations	
3133	11/19/19	10:06:16 AM	Troy Charter	Sounds like it is a mission issue. Should reset at end of the line and correct.	
3134	11/20/19	6:01:46 AM	Troy Charter	Door issue at Rideau East that operator has been unable to clear. Train will need to be removed from service. Update on delays experienced to follow.	
3135	11/20/19	6:05:11 AM	Larry Gaul	Heading to tocv	
3136	11/20/19	6:05:59 AM	John Manconi	TOCC said he isolated and train is moving. Another customer holding open door.	
3137	11/20/19	6:12:31 AM	Troy Charter	It was believed the operator got it isolated but train still did not move. R1 is being implemented between uOttawa and Parliament. Train is still immobile.	
3138	11/20/19	6:13:42 AM	John Manconi	Was it a customer?	
3139	11/20/19	6:22:43 AM	John Manconi	Troy when you are off the phone wirh TOCC call me please	
3140	11/20/19	6:40:12 AM	Troy Charter	Train is off the line. R1 will perform some final supplementary trips. Launching the 12th and 13th train. Should be able to recover quickly.	
3141	11/20/19	6:49:08 AM	John Manconi	Sorry to nag. Big day today for us at council. Is service coming apart. The TOCC updates are unclear to me? Troy can you update me please	
3142	11/20/19	6:50:10 AM	Troy Charter	Tcms at Blair has cleared. Customers disembarked and boarded next train into Blair.	
3143	11/20/19	7:09:28 AM	John Manconi	Troy can I tell Mayor things are ok right now?	
3144	11/20/19	7:13:03 AM	Larry Gaul	Full line open. 11 trains on mainline. Final 2 to be inserted into gaps in eastbound service To Blair. Approximately 10 gap in eastbound service departing Tunneys Pasture at this time.	
3145	11/20/19	7:13:04 AM	Troy Charter	Yes with 1 caveat. There is 1 gap in service (uneven train spacing). Currently at Tunneys. I would say ok now with some residual delays which will be cleared in the next 10 mins.	

3146	11/20/19	7:15:14 AM	Larry Gaul	Confirmed a customer pushed the doors back open as they were closing. Tech or rover on train but neither he nor the ERO were able to get the door isolated	
3147	11/20/19	7:21:13 AM	John Manconi	Ok thanks guys	
3148	11/20/19	7:22:53 AM	John Manconi	Pat tweet out don't hold the doors tweet	
3149	11/20/19	7:23:02 AM	John Manconi	ASAP	
3150	11/20/19	7:26:13 AM	Larry Gaul	13th train entering the mainline. Some minor residual delays will continue for a few more minutes	
3151	11/20/19	7:31:58 AM	Pat Scrimgeour	Okay	
3152	11/20/19	8:34:41 AM	Pat Scrimgeour	<attached: 00003153-PHOTO-2019-11-20-08-34-41.jpg>	00003153-PHOTO-2019-11-20-08-34-41.jpg
3153	11/20/19	8:57:22 AM	Troy Charter	Reduction to start shortly. Rush pretty much over. No additional incidents to report.	
3154	11/20/19	10:33:09 AM	John Manconi	City staff watch your phones	
3155	11/20/19	10:39:13 AM	Phil Landry	Ok	
3156	11/20/19	10:48:59 AM	Jim Hopkins	Yup	
3157	11/20/19	10:49:30 AM	Kim MacEwan	Received	
3158	11/20/19	2:02:39 PM	Jocelyne Begin removed Duane Duquette		
3159	11/20/19	2:03:29 PM	Jocelyne Begin	LTOCC meeting today is cancelled	
3160	11/20/19	2:11:06 PM	Jim Hopkins	Okay ☺	
3161	11/20/19	2:13:28 PM	Phil Landry	Ok	
3162	11/20/19	3:31:37 PM	Jim Hopkins	Strictly lifecycle first order arrived	
3163	11/20/19	3:32:00 PM	Jim Hopkins	We are mowing supplying the second order	
3164	11/20/19	3:32:25 PM	Jim Hopkins	That was from Jim G	
3165	11/20/19	4:10:30 PM	Jim Greer	The only way it wouldn't go into gear would be if the air suspension was not at full height after lowering bus.	
3166	11/20/19	4:11:14 PM	Jim Greer	They need to wait for suspension to get to proper ride height, prior to driving away.	
3167	11/20/19	4:49:18 PM	Jim Greer	I read about Kingstons electric bus initiative and plan to visit their project team to gather info. Free accommodations.	
3168	11/20/19	4:55:21 PM	Jim Greer	53 Para applicants coming to Tom Brown arena for screening.	
3169	11/20/19	5:00:44 PM	Jim Greer	To date only one Para recieved substitution initiative. Once the new operators are hired 5 additional senior operators will retire with substitute package. 6 in total. The agreement was they stay until replacements made available.	
3170	11/20/19	5:35:29 PM	Jim Greer	28 vehicles at 1.8million. Combination of supervisor vehicles and replacing Mercedes Van's used by facilities. I have the full list required to be replaced in 2020.	
3171	11/20/19	7:46:09 PM	Pat Scrimgeour	I'm riding the train home. What a great system we have. Smooth, fast, and frequent. ●	
3172	11/20/19	7:46:39 PM	Jim Hopkins	AGREED!	
3173	11/20/19	7:46:49 PM	John Manconi	It is! And it is that way because of everyone on this what's app network list	
3174	11/20/19	8:41:23 PM	Jim Hopkins	Great team effort today... seemed almost painless ...albeit lengthy	
3175	11/21/19	6:31:55 AM	Jocelyne Begin	As John is going on CTV morning shortly, no issues with Line 1?	
3176	11/21/19	6:32:19 AM	Larry Gaul	Everything good right now Joce	

3177	11/21/19	6:32:27 AM	Jocelyne Begin	Thank you	
3178	11/21/19	6:46:56 AM	Larry Gaul	13 trains on the mainline	
3179	11/21/19	6:49:16 AM	Troy Charter	Thx Larry	
3180	11/21/19	7:08:45 AM	Jim Hopkins	Great CTV interview John!!	
3181	11/21/19	7:59:08 AM	John Manconi	Thanks	
3182	11/21/19	9:02:30 AM	Larry Gaul	Very good AM rush period this morning. No delays	
3183	11/21/19	9:28:09 AM	Troy Charter	Thx Larry. Yes. Overall a very solid morning on the rail.	
3184	11/21/19	11:33:25 AM	Troy Charter	Just had an approx 7 min delay at uOttawa westbound. Door fault successfully isolated. Service has resumed normal operation.	
3185	11/21/19	12:10:19 PM	Michael Morgan	Commissioner Gilbert asked permission to share info on the blasting on social media. Any issues?	
3186	11/21/19	12:18:29 PM	Pat Scrimgeour	I suggest that we tweet it first and she retweet. Kim, would that be your team or mine?	
3187	11/21/19	12:19:13 PM	Kim MacEwan	Agreed Pat. My team is coordinating the tweet and it should be going out soon.	
3188	11/21/19	12:19:25 PM	Pat Scrimgeour	Thx	
3189	11/21/19	12:34:20 PM	Kim MacEwan	The tweet about the blasting has gone out.	
3190	11/21/19	3:17:51 PM	Troy Charter	Tcms at Blair. Small delay. Train will be removed. Spare train launching to replace it. Minimal impact to service.	
3191	11/21/19	3:35:36 PM	Scott Krieger	Do you have the vehicle number. Maybe we get lucky and it has the newest data gathering software.	
3192	11/21/19	3:44:16 PM	Troy Charter	Lrv 06/28	
3193	11/21/19	4:22:50 PM	Troy Charter	Tcms at St. Laurent station. Prepping for R1 as they are trouble shooting the problem. Approx 4 min delay. Update to follow shortly	
3194	11/21/19	4:24:11 PM	Scott Krieger	Do you have vehicle numbers yet.	
3195	11/21/19	4:24:22 PM	Troy Charter	Not yet	
3196	11/21/19	4:25:07 PM	Scott Krieger	Ok. I am on the 4pm and just let everyone know.	
3197	11/21/19	4:32:53 PM	Troy Charter	R1 is being implemented from St. Laurent to Blair.	
3198	11/21/19	4:33:53 PM	Troy Charter	There will be delays for customers going westbound until we get some trains turned around	
3199	11/21/19	4:34:12 PM	John Manconi	Tech on board??	
3200	11/21/19	4:34:45 PM	Troy Charter	A rover but yes.	
3201	11/21/19	4:35:05 PM	Troy Charter	Something else is preventing the train from moving	
3202	11/21/19	4:39:41 PM	John Manconi	Are we are diversion? Trains moving?	
3203	11/21/19	4:42:27 PM	Troy Charter	We are running trains on a loop from Tunneys to St. Laurent. From St. Laurent to Blair we are running R1 replacement bus service.	
3204	11/21/19	4:52:25 PM	Troy Charter	Pat is looking into the OTAs at Cyrville. Ops has staff at St. Laurent Blair and Parliament.	
3205	11/21/19	4:56:06 PM	Pat Scrimgeour	We have an OTA at Cyrville. He was assisting customers to reach the replacement bus service.	
3206	11/21/19	5:00:49 PM	Troy Charter	We are back to full loop, but dealing with a large gap eastbound. Customer facing residual delay of 15 mins.	
3207	11/21/19	5:20:47 PM	Troy Charter	Only real heavy load station is parliament eastbound.	
3208	11/21/19	5:28:08 PM	Troy Charter	Almost back to normal. All platforms seeing normal to light volumes. Still some residual delays due to one gap between trains.	
3209	11/21/19	6:33:45 PM	Troy Charter	Rush is over. Normal operations. Service running well.	

3210	11/22/19	7:03:06 AM	Troy Charter	Fyi. A train a Tremblay station did not open all its doors. Unfortunately operator did not notice and was advised after departing the station by a customer that used the emergency intercom.	
3211	11/22/19	8:03:00 AM	Troy Charter	Tcms at Blair. Passengers accomodated on next train that was already in station. Spare being launched to replace	
3212	11/22/19	9:16:41 AM	John Manconi	Jim greer, Pat - Dan Chenier just advised me the parking lot at the baseball stadium is not winter maintained - please jump on that please	
3213	11/22/19	9:18:58 AM	Pat Scrimgeour	Thanks. I will talk with Jim.	
3214	11/22/19	9:26:00 AM	Troy Charter	Rush is over. Only the one TCMS issue this morning. 4 min delay for a small number of customers.	
3215	11/22/19	3:58:46 PM	Troy Charter	Sorry all. We have a disturbed switch at Blair Station. R1 being implemented from St. Laurent to Blair. Full rail service St. Laurent to Tunneys.	
3216	11/22/19	3:58:58 PM	Troy Charter	R1 buses are already rolling.	
3217	11/22/19	4:13:13 PM	Troy Charter	Tech is on location now	
3218	11/22/19	4:35:13 PM	John Manconi	Mayor just personally called Peter Lauch. The tech was not there per the plan. This is going to get ugly	
3219	11/22/19	4:39:22 PM	Jocelyne Begin	Might be the best thing that happened...	
3220	11/22/19	5:50:40 PM	Troy Charter	Earlier rush today. I would consider it over at this point. Service has been running well since the recovery from the Blair Switch Project (had to add a bit of humor).	
3221	11/22/19	5:55:45 PM	Jocelyne Begin	☺	
3222	11/22/19	5:59:30 PM	John Manconi	Let's hope we all have a restful uneventful weekend	
3223	11/22/19	6:00:03 PM	Pat Scrimgeour	👍	
3224	11/22/19	6:00:06 PM	Jim Hopkins	Agreed!	
3225	11/22/19	6:02:39 PM	Jocelyne Begin	Yes!!	
3226	11/22/19	6:37:21 PM	Larry Gaul	What time was switch issue resolved?	
3227	11/22/19	6:39:13 PM	John Manconi	3:50 lasted one hour. Why because they didn't follow the plan . Tech at Blair and this would of been a non issue. Mayor lost his mind ! Called Peter directly on his cell!	
3228	11/22/19	6:41:08 PM	Larry Gaul	Do we know what caused the switch to go disturbed? Sorry for all questions!!	
3229	11/22/19	6:41:39 PM	John Manconi	Blair	
3230	11/22/19	6:42:18 PM	John Manconi	329	
3231	11/22/19	6:53:06 PM	Troy Charter	1) should have been a 10 to 15 min delay at most had the tech been there.	
3232	11/22/19	6:54:58 PM	John Manconi	Best line of the night Troy - The Blair Switch Project!!!	
3233	11/22/19	7:06:30 PM	Pat Scrimgeour	https://youtu.be/CF7OnW4XDck	
3234	11/22/19	7:12:26 PM	Troy Charter	I am glad you picked up on that reference too.	
3235	11/23/19	8:02:54 AM	John Manconi	Michael Pat important email to you guys on Tunneys just sent to you.	
3236	11/23/19	8:05:25 AM	Pat Scrimgeour	Received. Will check.	
3237	11/23/19	2:24:09 PM	Michael Morgan	Got it. Back in ottawa.	
3238	11/23/19	2:47:43 PM	John Manconi	Welcome back!	
3239	11/23/19	3:06:13 PM	Troy Charter	Switch at Blair disturbed. Will need to see of same one as last night. Will run a loop from Tunneys to Blair, and will run a single train on a single track between St. Laurent and Blair.	

3240	11/23/19	3:07:01 PM	John Manconi	Please don't shut it down again. I can't handle it!! Ask Rtm to keep a tech there until further notice	
3241	11/23/19	3:07:29 PM	Troy Charter	Ok	
3242	11/23/19	3:26:40 PM	Troy Charter	Plan is working well. Light loads st. Laurent to Blair. Lots of announcements being made. Customers do have to transfer but this is pretty good service.	
3243	11/23/19	3:32:46 PM	Troy Charter	Returning to normal operations	
3244	11/23/19	3:33:21 PM	Troy Charter	Peter and James Messel have both been in contact.	
3245	11/23/19	3:39:54 PM	John Manconi	Thx	
3246	11/23/19	3:40:13 PM	John Manconi	What did they say? Call me if it's easier	
3247	11/23/19	3:42:51 PM	Troy Charter	Peter agrees we need to keep techs there. Said they are using Bruce Howie to oversee Alstom.	
3248	11/23/19	3:46:00 PM	John Manconi	So tech is staying there?	
3249	11/23/19	3:46:36 PM	Troy Charter	Yes	
3250	11/24/19	7:11:59 AM	Troy Charter	Bad news. Peter is aware and is on it.	
3251	11/24/19	7:15:02 AM	Jocelyne Begin	Thanks Troy	
3252	11/24/19	7:16:09 AM	Troy Charter	Slower travel times and r1 from Blair to St. Laurent.	
3253	11/24/19	7:16:23 AM	Jocelyne Begin	Thanks	
3254	11/24/19	7:16:43 AM	Pat Scrimgeour	Received thanks	
3255	11/24/19	7:31:11 AM	Larry Gaul	Troy. Why can't they power up the line section locally from the TPSS?	
3256	11/24/19	7:31:43 AM	Troy Charter	Power trch is heading there to fo that.	
3257	11/24/19	7:31:54 AM	John Manconi	I don't see anything on Twitter. Pat??	
3258	11/24/19	7:32:35 AM	Pat Scrimgeour	We are readying a message to send if required	
3259	11/24/19	7:32:56 AM	Pat Scrimgeour	First trains are in half an hour	
3260	11/24/19	7:33:14 AM	John Manconi	Ok sorry thought it was now	
3261	11/24/19	7:34:19 AM	Larry Gaul	Can they disconnect the GID locally at TP station as well?	
3262	11/24/19	7:35:20 AM	Pat Scrimgeour	Also deploying OTAs where they may be required	
3263	11/24/19	7:36:47 AM	Pat Scrimgeour	Alerts will be ready to go at 07:50 if still required.	
3264	11/24/19	7:39:54 AM	Troy Charter	I will have am update in 5 mins.	
3265	11/24/19	7:47:05 AM	Troy Charter	R1 is not needed. Service will be starting on time. Trains are still being launched do initial train frequency will be less but will recover quickly.	
3266	11/24/19	7:47:57 AM	John Manconi	So I can advise mayor service will roll	
3267	11/24/19	7:48:11 AM	John Manconi	End to end??	
3268	11/24/19	7:48:29 AM	Troy Charter	Yes. End to end	
3269	11/24/19	7:48:35 AM	John Manconi	Ok thx	
3270	11/24/19	9:14:01 AM	Troy Charter	Service is running well. Rtm is still troubleshooting the SCADA issue, basically we can see systems but have limited ability to remotely control systems. Rtm has deployed techs and staff throughout the line for local control of various functions.	
3271	11/24/19	9:14:32 AM	John Manconi	Ok thx	
3272	11/24/19	9:15:12 AM	Troy Charter	Peter and his team are at the ycc.	
3273	11/24/19	1:17:15 PM	Troy Charter	Software appears to have been successfully reverted back to previous version. Doing checks now. Service running well.	
3274	11/24/19	7:38:59 PM	Troy Charter	Fyi. A customer has fallen on one of the long escalators at Rideau. E	
3275	11/24/19	7:49:39 PM	Jim Hopkins	Reportedly under influence and fell backwards 5-6 steps up from bottom. Cuts and bruises on initial assessment	

3276	11/24/19	8:12:42 PM	John Manconi	Troy TOCC is saying TSSA is shutting it down. How long? What's the plan . Tomorrow rush hour?	
3277	11/24/19	8:16:15 PM	Jim Hopkins	I have our SDO reaching out to understand why and how long	
3278	11/24/19	8:25:21 PM	Jim Hopkins	RTM indicates Schindler will call TSSA tonight with details once they have checked out the escalator... we may get it back at that time. I will keep you posted.	
3279	11/24/19	8:34:07 PM	Troy Charter	Thanks Jim. Correction, it is bot one of the long escalators. It at the William street entrance and they do have another going in the up direction. Anticipate it being available tomorrow.	
3280	11/24/19	8:34:49 PM	John Manconi	Thanks good	
3281	11/24/19	8:37:34 PM	Troy Charter	Horrible autocorrect.	
3282	11/25/19	7:21:24 AM	Jim Hopkins	Escalator at Rideau is running....I am told	
3283	11/25/19	8:51:13 AM	Troy Charter	Lighter loads today. Only station with any volume is Tunneys. I would consider rush over with nothing to report.	
3284	11/25/19	6:02:39 PM	Troy Charter	Rush is over. No delays, nothing to report.	
3285	11/25/19	6:03:09 PM	John Manconi	Good work	
3286	11/25/19	6:55:17 PM	Pat Scrimgeour	Platform decals: We completed Blair on the weekend. Tonight we will start uOttawa.	
3287	11/25/19	7:12:02 PM	John Manconi	Thx	
3288	11/25/19	8:38:35 PM	Michael Morgan	John - sent you an email on door testing.	
3289	11/25/19	9:46:00 PM	John Manconi	Saw it - I will need a translation. You engineers think that dummies like me understand all that stuff 🤖	
3290	11/25/19	11:09:42 PM	Michael Morgan	Alstom needs to be told to do a pressure test on every single door on the fleet - they are avoiding this test for some reason.	
3291	11/25/19	11:10:24 PM	John Manconi	I am with Angelo tomorrow - I will find out	
3292	11/25/19	11:11:19 PM	John Manconi	You need to call Souheil tomorrow and Ask him	
3293	11/26/19	8:58:10 AM	Troy Charter	Rush is over. Only 1 minor issue of 1 possibly 2 doors not opening at Rideau. Operator did not notice until departure, doors all opened at Parllament. This incident was reported on the radio, customers tweeted out the incident.	
3294	11/26/19	1:58:41 PM	Troy Charter	Door fault at St. Laurent Station. Trains are moving by going around it. Longer travel time and some extended dwells at stations. Control is making arrangements to have train removed from service with doors by passed.	
3295	11/26/19	2:17:00 PM	Troy Charter	Still trying to get the train moving. Tech is there. Trains service still running. 9 trains Running a loop from Tunneys to St. Laurent and 1 train on a single track from St. Laurent to Blair.	
3296	11/26/19	2:22:41 PM	Troy Charter	Train is now off the line. Replacement is launching. Returning to normal operations with residual delays for some customers (spacing of trains).	
3297	11/26/19	2:23:31 PM	Scott Krieger	Do you know what was the issue?	
3298	11/26/19	2:24:08 PM	Troy Charter	Not yet	
3299	11/26/19	2:59:25 PM	Troy Charter	While dealing with the door 2 other minor issues reported.	
3300	11/26/19	2:59:57 PM	John Manconi	No delays right?	
3301	11/26/19	4:37:14 PM	Troy Charter	Correct. This was while the short delay was already occurring.	
3302	11/26/19	4:44:57 PM	Troy Charter	Updates.	
3303	11/26/19	4:48:37 PM	Jocelyne Begin	Let's discuss at Itocc putting up signage or other	

3304	11/26/19	4:49:53 PM	Larry Gaul	Consider Immediate public info campaign staying the hazards of leaning against interact barriers and staying from platform edges	
3305	11/26/19	4:50:40 PM	John Manconi	Exactly!! Jim Hopkins you have another inquiry on exactly this.	
3306	11/26/19	4:50:40 PM	Larry Gaul	Sorry, "stating " the hazards not "staying " the hazards	
3307	11/26/19	4:52:19 PM	Jim Hopkins	Yup	
3308	11/26/19	4:53:02 PM	Pat Scrimgeour	Was there a risk assessment of the flexiposts? I recall that they were added due to RTG's decision not to meet the PSOS requirements for barriers mounted on the trains. If the flexiposts were based on experience on other systems, those systems may have advice on info campaigns.	
3309	11/26/19	5:00:32 PM	Troy Charter	Disabled train at Tremblay. High speed circuit breaker. Needs a full train reset, approx 20 mins for it to move. Will single track, but will go with supplemental R1 as there will be delays. Will also park a train as it will flow better thru the single tracking.	
3310	11/26/19	5:01:05 PM	Jim Hopkins	Yes there was. We have ready sought feedback from others...no issues reported from the two that responded. Further review is needed	
3311	11/26/19	5:01:28 PM	John Manconi	Folks stand down on the barriers. Troy - bad?	
3312	11/26/19	5:01:30 PM	Pat Scrimgeour	Thanks	
3313	11/26/19	5:01:38 PM	John Manconi	Troy - bad?	
3314	11/26/19	5:07:17 PM	Pat Scrimgeour	I have seen an email from Booking in Bus Ops that says that the January schedules will now be effective Jan 5 instead of Jan 19. Is that confirmed/approved? Does not affect Service Planning but does affect Customer Information.	
3315	11/26/19	5:08:19 PM	John Manconi	Folks take this offline as I am dealing with this Tremblay issue which takes precedence right now	
3316	11/26/19	5:11:27 PM	John Manconi	Troy need urgent updates for mayor. Where is R1 from and to??	
3317	11/26/19	5:12:10 PM	John Manconi	Troy??	
3318	11/26/19	5:12:58 PM	Troy Charter	Will get it.	
3319	11/26/19	5:16:23 PM	Troy Charter	Single tracking hurdman to st. Laurent.	
3320	11/26/19	5:19:56 PM	Troy Charter	Immobilized train is moving. Update in 3 mins	
3321	11/26/19	5:24:34 PM	Troy Charter	Back to full service	
3322	11/26/19	5:25:11 PM	John Manconi	Good keep it thar way!	
3323	11/26/19	5:26:57 PM	Troy Charter	Replacement train to get us back to 13 is launching.	
3324	11/26/19	6:01:08 PM	Troy Charter	Rush is now pretty much over. Nothing new to report. Still some spacing issues with trains (2 gaps) , but no customers are being left behind.	
3325	11/27/19	9:06:51 AM	Troy Charter	Rush is over. No significant incidents to report.	
3326	11/27/19	9:08:51 AM	Jocelyne Begin added Duane Duquette		
3327	11/27/19	4:08:44 PM	Troy Charter	Train on track 1 at Tunneys has EB'd twice. In order to avoid a similar occurrence as yesterday (3 eb's in 10 mins opens the HSCB requiring either a tech to clear or a system reset). Train will stay at Tunneys until a tech arrives and addresses the issue.	
3328	11/27/19	4:09:17 PM	John Manconi	How is the platform?	
3329	11/27/19	4:11:33 PM	Troy Charter	Should be fine. We can easily operate with 1 plat form.	

3330	11/27/19	4:18:04 PM	Larry Gaul	This is a good workaround solution to a problem. But should not be long term solution. need to be asking the question why are these trains going into EB all the time. Seems to be a very high rate of occurrences.	
3331	11/27/19	6:07:20 PM	Troy Charter	Rush is over. Nothing to report on Rail.	
3332	11/27/19	6:10:48 PM	Larry Gaul	Quiet rush is always good news	
3333	11/28/19	6:37:18 AM	Troy Charter	Service is running well at this time. Just before 6, there was s TCMS error at Blair which result in a 6 min gap in service. Has since been restored. We have kept this train in service.	
3334	11/28/19	6:38:05 AM	John Manconi	No 13 train??	
3335	11/28/19	6:38:31 AM	Troy Charter	Correct. No 13th, no spare. At least for the am peak.	
3336	11/28/19	6:38:53 AM	John Manconi	So 12 trains and that is it??	
3337	11/28/19	6:39:54 AM	Troy Charter	Yes. 12 trains operating. No spare.	
3338	11/28/19	6:40:09 AM	John Manconi	They are pathetic	
3339	11/28/19	6:40:58 AM	Troy Charter	Hold. They are scrambling. Just called tocc may have another in 15 mins.	
3340	11/28/19	6:51:56 AM	John Manconi	13 is at the launch pad	
3341	11/28/19	6:56:38 AM	Troy Charter	Yes. Supt is reviewing maintenance log. Just trying to ensure it wont fail 5 mins in	
3342	11/28/19	7:14:30 AM	Troy Charter	13 is launching into a gap. Approx 35 mins late. No spare available	
3343	11/28/19	8:00:20 AM	Troy Charter	Spare train now available.	
3344	11/28/19	9:06:14 AM	John Manconi	We clear?	
3345	11/28/19	9:07:00 AM	Troy Charter	Was just typing. Rush is over. Nothing to report, other than the earlier late launch and TCMS error.	
3346	11/28/19	5:51:56 PM	Duane Duquette	Rush is over nothing to report .	
3347	11/29/19	8:00:26 AM	Duane Duquette	Fire alarm reported in the storage shed at msf no indication of smoke or fire no impact to service but ofs is responding	
3348	11/29/19	8:52:10 AM	Duane Duquette	Platforms are lightening rush is over nothing significant report durring rush there was 1 late launch at 5am approx 10 mins	
3349	11/29/19	10:14:50 AM	Duane Duquette	Tcms failure at tunney track 1 no significant impact to service spare will be launched if required	
3350	11/29/19	4:12:41 PM	Duane Duquette	R1 implementation hurdman to rideau due to door fault 2 loops being established 1 from blair to hurdman the other tunneys to uOtt.	
3351	11/29/19	4:20:02 PM	Duane Duquette	Lrv is moving	
3352	11/29/19	5:08:36 PM	John Manconi	Overhead heater on eastbound platform at Pimisi does not appear to be working, even after activated by the button.	
3353	11/29/19	5:09:12 PM	John Manconi	Duane that last message is me from the mayor office. Can you ask rtm to check it out. Thx	
3354	11/29/19	5:09:13 PM	Duane Duquette	Il get it looked at	
3355	11/29/19	5:09:24 PM	John Manconi	Service ok?	
3356	11/29/19	5:10:04 PM	Duane Duquette	Yes they recovered alright have about 30 more mins to go	
3357	11/29/19	5:11:34 PM	Larry Gaul	Duane, any info yet on why we could not isolate the door?	
3358	11/29/19	5:14:06 PM	Duane Duquette	I'll get what I can to you	
3359	11/29/19	5:49:36 PM	Duane Duquette	Rush seems to be over no other significant delays at this time	
3360	11/29/19	6:19:01 PM	Troy Charter	I have sent the update but for some reason it is still showing in my drafts. Trying to figure it out.	
3361	11/29/19	6:24:37 PM	Jim Hopkins	Thanks	

3362	11/29/19	6:39:39 PM	Troy Charter	Its out. I had to type it all in without using a distribution list so I did not get Councillor Assistants. Will check what happened on monday as we arranged access so that I could use the Councillor distribution list	
3363	11/29/19	6:39:58 PM	Jocelyne Begin	Looks good	
3364	11/29/19	6:40:07 PM	Troy Charter	Thx	
3365	11/29/19	6:41:22 PM	Jim Hopkins	Agreed	
3366	11/29/19	6:52:52 PM	Phil Landry	The st laurent transit station access to 417 wb had concrete barriers removed last night and flashing lights and bus lane signs on nicholas scheduled to start at 6 am on Sunday.	
3367	11/29/19	9:56:42 PM	Duane Duquette	Door fault at pimisi east caused 6min delay in service	
3368	11/30/19	6:34:35 AM	Duane Duquette	8 trains launched on time 3 late launches the last one 30 mins I'm told it's due another false fire alarm at msf.	
3369	11/30/19	6:59:30 AM	Duane Duquette	Door fault at pimisi unable to isolate door by pass now will move soon.	
3370	11/30/19	7:13:02 AM	Duane Duquette	Full loop resumed lrv removed to msf in cut out	
3371	11/30/19	7:14:50 AM	Troy Charter	Thx Duane. Took a while to get into cut out. Need yo keep shaving time off this response. I know you know it.	
3372	11/30/19	7:16:27 AM	Duane Duquette	Understood	
3373	11/30/19	12:44:25 PM	Duane Duquette	Door issue at Rideau unable to isolate will have to cut out and and remove.	
3374	11/30/19	12:44:56 PM	Duane Duquette	Passengers not lavender	
3375	11/30/19	12:45:05 PM	Troy Charter	10 4	
3376	11/30/19	12:47:55 PM	Scott Krieger	What is Alstom funding with the door isolation issues? This is getting worse. Is it still the door release cables getting jammed up? Do EROs need a refresher?	
3377	11/30/19	12:54:45 PM	John Manconi	Mayor is loosing all paitence with these door issues. I am Scott's page. Does anyone know? Michael this week you to convene a I am given a full presentation by the rtg /rtm team and their experts with the most up to date answers on both items. Send a note to Peter advising the GM has asked for these two updates . I want me you scott Jocelyne troy larry and Tom in that meeting . Tom can call in.	
3378	11/30/19	12:58:13 PM	Duane Duquette	Full loop is resuming however there will be some longer then average run times as the train is moving at 25kmh.	
3379	11/30/19	1:11:40 PM	Duane Duquette	Lrv is off line spare is launched some spacing issues still tocc will clean this up shortly	
3380	11/30/19	1:32:30 PM	Michael Morgan	Got it.	
3381	11/30/19	1:34:42 PM	Troy Charter	Understood	
3382	11/30/19	5:14:30 PM	Jim Hopkins	I am at the airport. Phone will be off at 1930 and not back on until December 21st ... Greg Davis is now in charge until Swan replaces her in two weeks.	
3383	11/30/19	5:32:07 PM	Jocelyne Begin	Have a great trip Jim	
3384	11/30/19	5:45:11 PM	Jim Hopkins	Thanks ☺	
3385	11/30/19	5:52:51 PM	John Manconi	Enjoy!	
3386	11/30/19	5:53:18 PM	Jim Hopkins	👍yup	
3387	11/30/19	5:53:22 PM	John Manconi	<attached: 00003388-PHOTO-2019-11-30-17-53-22.jpg>	00003388-PHOTO-2019-11-30-17-53-22.jpg
3388	11/30/19	5:54:15 PM	John Manconi	<attached: 00003389-PHOTO-2019-11-30-17-54-15.jpg>	00003389-PHOTO-2019-11-30-17-54-15.jpg
3389	11/30/19	5:54:48 PM	John Manconi	<attached: 00003390-PHOTO-2019-11-30-17-54-48.jpg>	00003390-PHOTO-2019-11-30-17-54-48.jpg

3390	11/30/19	5:55:14 PM	Jim Hopkins	BTW... flawless two bus, two train ride to airport!!!	
3391	11/30/19	5:56:07 PM	Pat Scrimgeour	Straps!	
3392	11/30/19	5:56:31 PM	Jim Hopkins	Nice hangars!! I thought you taking photos showing ridership.	
3393	12/01/19	1:52:39 PM	Phil Landry	Bus lane signs and flashing lights installed on nicholas for nb bus lane when required. Hoping we never use them!!!	
3394	12/01/19	2:31:36 PM	John Manconi	Thanks Phil	
3395	12/01/19	7:26:49 PM	John Manconi	https://www.bbc.com/news/uk-england-suffolk-50557197	
3396	12/2/19	8:26:51 AM	Pat Scrimgeour	<attached: 00003397-PHOTO-2019-12-02-08-26-51.jpg>	00003397-PHOTO-2019-12-02-08-26-51.jpg
3397	12/02/19	9:10:39 AM	Duane Duquette	Morning rush over nothing to report	
3398	12/02/19	4:16:32 PM	Troy Charter	Small gap in service. We had to swap a train out at Blair due to a passenger that urinated on the train. Spare train was launched westbound at Tremblay. Resulted in a missed trip between Blair and St. Laurent.	
3399	12/02/19	4:39:25 PM	Larry Gaul	Sounds like the TOCC handled this pretty effectively. Kudos to them!!!	
3400	12/02/19	5:54:19 PM	Duane Duquette	Rush is over nothing to report after the soiled train	
3401	12/03/19	6:52:28 AM	Troy Charter	12 trains in the line. No 13th train, no spare at this time. Anticipate a 13th train but no firm ETA.	
3402	12/03/19	6:52:55 AM	John Manconi	Do we know why the delay?	
3403	12/03/19	6:53:34 AM	Troy Charter	No not yet.	
3404	12/03/19	6:54:21 AM	Troy Charter	We did have to swap out 1 train already this morning.	
3405	12/03/19	6:57:30 AM	John Manconi	Ok thx. I am at Fedco today so hopefully things come together	
3406	12/03/19	7:05:01 AM	Troy Charter	Will let you know asap.	
3407	12/03/19	7:24:21 AM	Troy Charter	Going to be 12 trains for a bit longer. Estimate is 30 mins. 13th train that was going to be launched had faults preventing it from launching.	
3408	12/03/19	7:25:40 AM	John Manconi	How is service?	
3409	12/03/19	7:26:48 AM	John Manconi	Troy/Duane? How is service?	
3410	12/03/19	7:27:15 AM	Troy Charter	Good. Loads dont pick up until 730ish	
3411	12/03/19	7:27:54 AM	John Manconi	Ok and is rtm guaranteeing a 13 th train?	
3412	12/03/19	7:29:08 AM	John Manconi	And what was the first train swapped out for?	
3413	12/03/19	7:29:52 AM	Duane Duquette	A PC auxiliary power supply fault	
3414	12/03/19	7:30:25 AM	John Manconi	What does that mean?	
3415	12/03/19	7:31:47 AM	Troy Charter	Auxiliary power supply. End of line fault. You have 2. If you lose both, train is being towed.	
3416	12/03/19	7:54:29 AM	John Manconi	Sorry to nag.... any updates? Service ok? Overcrowding? Issues at platform? I am in front of full council today	
3417	12/03/19	7:55:00 AM	Troy Charter	2 mins	
3418	12/03/19	8:00:05 AM	Troy Charter	Service is good. No overcrowding. They moved a couple r1 buses to hurdman to be proactive but not needed.	
3419	12/03/19	8:29:25 AM	Troy Charter	13th train now launched. Service running well.	
3420	12/03/19	8:56:15 AM	John Manconi	Good thanks	
3421	12/03/19	8:57:48 AM	Duane Duquette	Rush is over reduction will begin soon	
3422	12/03/19	8:57:58 AM	John Manconi	No issues ?	
3423	12/03/19	9:02:05 AM	John Manconi	Duane can you confirm no issues please	
3424	12/03/19	9:02:38 AM	Duane Duquette	No issues that's correct	
3425	12/03/19	9:02:47 AM	John Manconi	Thx	
3426	12/03/19	9:03:22 AM	John Manconi	Jim - bus service need update ASAP. Committee meeting starts in 30 mins	

3427	12/03/19	9:44:55 AM	Troy Charter	Fyi only. We have a medical at Bayview Station, lower level at the washrooms. Ems will be attending. No impact to service.	
3428	12/03/19	9:45:21 AM	Jocelyne Begin	Thanks	
3429	12/03/19	10:54:56 AM	Jocelyne Begin	How was bus service this am please	
3430	12/03/19	11:05:54 AM	Jim Greer	38 cancelled trips . Majority due to no operators (21) remainder due to heavy traffic and mechanical (17)	
3431	12/03/19	5:29:29 PM	Duane Duquette	Lrv swapped out at Blair due to brake fault spare available no impact to service	
3432	12/03/19	5:48:52 PM	Duane Duquette	Aabstracted motions on lrv just outside st Laurent cbtc related error train immobilised . Trying to troubleshoot. R1 being deployed. Multiple trains held	
3433	12/03/19	5:50:30 PM	John Manconi	Can you explain what that means and scope and scale of impact	
3434	12/03/19	5:56:52 PM	Duane Duquette	Were implemented a loop tunneys to stlaurent trains. That area will experience normal service St Laurent to blair will be by busy 1st bus leaving blair	
3435	12/03/19	5:57:38 PM	Duane Duquette	Announcement and messaging being made	
3436	12/03/19	6:09:51 PM	Duane Duquette	Alstom tec arrived train being moved off full loop resuming. R1 still going to do a loop to clean up. Tocc will work on spacing.	
3437	12/03/19	6:10:38 PM	Duane Duquette	Operations will do an investigation	
3438	12/03/19	6:13:37 PM	Duane Duquette	Loads had already reduced prior to this incident and never seemed to get too large. Rush is over	
3439	12/03/19	6:14:32 PM	John Manconi	Good work thanks	
3440	12/03/19	6:15:16 PM	Troy Charter	Updating the Council update. Will send shortly.	
3441	12/03/19	6:25:27 PM	Pat Scrimgeour	FYI for any questions about this:	
3442	12/03/19	6:25:48 PM	Pat Scrimgeour	We will watch for that and make adjustments in future.	
3443	12/03/19	6:26:08 PM	John Manconi	Ask them to send a tweet correcting - happens to all of us	
3444	12/03/19	6:33:39 PM	Pat Scrimgeour	Ok will do	
3445	12/04/19	7:08:45 AM	Troy Charter	Just had a short delay on the line due to a brake fault at Tremblay, westbound direction. Operator was able to successfully isolate and train is continuing in service. Approx 5 min delay to this train and 2 other trains were held for approx 3 mins.	
3446	12/04/19	7:48:34 AM	Jim Greer	High number of cancellations this morning due to operators, most likely linked to school closures. Upwards of 85 -100 trips cancelled at this time working on coverage with existing operators. Going to be rough.	
3447	12/04/19	9:01:07 AM	Duane Duquette	Rush is over nothing to report lighter loads over the rush	
3448	12/04/19	10:10:09 AM	John Manconi	Jim great intel . I just used it with 3 councillors. Troy tag that for update tonight - something like today's elementary school issue caused challenges for our operators who had to scramble for family arrangements	
3449	12/04/19	10:10:31 AM	Troy Charter	10 4	
3450	12/04/19	12:13:00 PM	Troy Charter	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).	
3451	12/04/19	12:18:38 PM	Troy Charter	Outage is Hydro, affecting a larger area. Not isolated to rail station. People are out of elevator	
3452	12/04/19	5:55:58 PM	Duane Duquette	Rush complete nothing to report loads were lighter then normal	

3453	12/04/19	7:27:42 PM	Jim Greer	Bus service suffered tonight 217 cancelled trips approx 20 mechanical, approx 60 attributed to traffic adjustments however 80% due to operators not available. Better days ahead.	
3454	12/04/19	7:30:41 PM	Jocelyne Begin	We know you all tried	
3455	12/04/19	7:31:39 PM	John Manconi	Jim - you and your team have been hitting it out of the park. The teachers strike today was not fair and out of your control. Remember that!	
3456	12/04/19	7:46:15 PM	Larry Gaul	Cheers Jim. Difficult conditions but handled well	
3457	12/05/19	8:57:35 AM	Duane Duquette	Morning rush is over nothing to report	
3458	12/05/19	9:13:00 AM	Troy Charter	We have a switch disturbed at Blair Station. Service currently held, tech is on location. Update to follow.	
3459	12/05/19	9:17:28 AM	Troy Charter	Loop from Tunneys to St. Laurent. R1 from St. Laurent to Blair.	
3460	12/05/19	9:32:27 AM	Troy Charter	Train service running well between Tunneys and St. Laurent. R1 running well between Blair and St. Laurent. No ETA yet	
3461	12/05/19	9:39:57 AM	Troy Charter	Service will be returning to normal. Fault with switch now clear.	
3462	12/05/19	3:15:38 PM	Duane Duquette	Tcms fault at blair train being reduced spare launched minimal impact to customers	
3463	12/05/19	5:57:02 PM	Duane Duquette	Afternoon rush is over nothing to report	
3464	12/05/19	6:08:31 PM	John Manconi	Thanks	
3465	12/05/19	7:39:58 PM	Duane Duquette	Door fault at Lyon 4 doors at same time not seen before.	
3466	12/05/19	8:00:58 PM	Duane Duquette	Lrv removed	
3467	12/06/19	9:03:42 AM	Duane Duquette	Rush is over nothing to report on line 1	
3468	12/06/19	5:55:54 PM	Duane Duquette	Rush is over nothing to report on the line.	
3469	12/06/19	5:56:20 PM	John Manconi	Thanks	
3470	12/08/19	8:00:41 AM	Duane Duquette	6 of 11 rains launched so far were told more are coming but no defined time line.	
3471	12/08/19	8:01:48 AM	John Manconi	Does this have anything to do with the Thales hardware swap out that once again we were told no worries no worries all very straight forward	
3472	12/08/19	8:03:54 AM	Troy Charter	I will reach out to James	
3473	12/08/19	8:04:34 AM	Duane Duquette	Not sure all we've gotten so far from the yard is there multiple fault codes they have to take care of before they can launch. They also had a door issue at one platform in the yard that forced them to go around.	
3474	12/08/19	8:12:24 AM	Duane Duquette	There are now 8 Of 11 launched	
3475	12/08/19	8:16:14 AM	Troy Charter	James is saying related to a rash of individual faults on many vehicles. No relation to Thales but is getting further details for me.	
3476	12/08/19	8:20:15 AM	John Manconi	Ok let me know	
3477	12/08/19	8:38:48 AM	Duane Duquette	11th train being launched now. Full service for Sunday.	
3478	12/08/19	9:09:05 AM	Duane Duquette	So far it seems as though the delay was due to lrvs having individual issues but at strategically bad locations at the same time.	
3479	12/08/19	9:10:11 AM	John Manconi	What's the name of the new guy? I tagged him as the yard master. Where is he in all of this	
3480	12/08/19	9:13:51 AM	Troy Charter	James Robillard. That is who James Messel is connecting with I believe.	
3481	12/08/19	11:35:19 AM	Troy Charter	Primary causes - 3 trains that were coming up to handover plat-form with reject fault codes. 2 for PEI (passenger emergency telecom) 1 for brakes.	

3482	12/08/19	2:47:38 PM	Jim Greer	John and Jocelyne Good news (if their is any) today cancellations are better then yesterday. On a Saturday we schedule approx 546 runs with a average of 6-8 trips on each of these runs. (Roughly 3500 trips). Yesterday we had to cancel 235 of these trips. The main reason that I can see is because we had 53 operators called in either sick or legislated leave losing approx 300 trips. We mitigated as much as we could to get it to 235. Today like any Sunday we have approx 412 scheduled runs out with a average of 6 trips per run. Today sick leave not good but not as bad as yesterday we have 20 operators that have called in sick or requesting leave. We are still looking at coverage and currently sitting with 49 trips open that I'm confident we will cover a large portion.	
3483	12/08/19	2:49:52 PM	John Manconi	The lingo is not aligned with what I am used to. It's not trips . I need to know how many cancellations we had yesterday and today. Troy Pat jump in asap. We have a bus shit show on our hands. I am dealing wirh mayor , media , councillors	
3484	12/08/19	2:50:08 PM	John Manconi	And city manager.	
3485	12/08/19	2:50:19 PM	John Manconi	We did not cancel over 200 trips yesterday	
3486	12/08/19	2:51:50 PM	Pat Scrimgeour	I am working to get the number of scheduled trips on Sat and Sun to put Jim's figures into the proper context.	
3487	12/08/19	2:54:55 PM	Jocelyne Begin	Jim, Troy , pat , Kim conf call at 3 pm with John	
3488	12/08/19	2:55:07 PM	Troy Charter	Recieved	
3489	12/08/19	2:55:21 PM	Pat Scrimgeour	Received	
3490	12/08/19	2:55:31 PM	Kim MacEwan	Received	
3491	12/08/19	3:02:59 PM	Jim Greer	Recieved.	
3492	12/08/19	3:05:31 PM	Jim Greer	That's correct we cancelled 239 trips on Saturday. 150 trips of the 239 were the result of no operators.	
3493	12/08/19	3:06:19 PM	Jocelyne Begin	4158542	
3494	12/08/19	3:30:51 PM	John Manconi	Trying to call you not working call me please	
3495	12/08/19	3:32:13 PM	Troy Charter	Who do you want to call?	
3496	12/08/19	3:33:24 PM	Pat Scrimgeour	I've sent the figures below to Kim.	
3497	12/08/19	3:33:54 PM	John Manconi	Thanks	
3498	12/08/19	3:42:41 PM	Jim Greer	Confirmed numbers with TOCC as of 3pm today 68 unfilled trips .	
3499	12/8/19	3:53:21 PM	John Manconi	<attached: 00003500-PHOTO-2019-12-08-15-53-21.jpg>	00003500-PHOTO-2019-12-08-15-53-21.jpg
3500	12/08/19	3:55:51 PM	Jim Greer	That's a 2hr window. Snap shot in time. Useless info if you ask me maybe valuable to others. I only look at cancelled and then figure out reasons to why we cancelled.	
3501	12/08/19	3:57:41 PM	Troy Charter	SNO is useful when operator or bus availability is the primary driver of cancellations. But does not include cancellatuobs due to traffic, collisions etc.	
3502	12/08/19	7:23:54 PM	Jim Greer	Just a FYI from 3pm today to midnight we were faced with 53 known unfilled trips. TOCC has managed to find coverage for 40 which leaves 13 known unfilled trips at this time. We will continue to push for coverage. Fingers crossed.	
3503	12/08/19	7:24:35 PM	John Manconi	Ok thx. Need a solid Monday morning. I just called clint and told him we need his help.	
3504	12/09/19	8:27:10 AM	John Manconi	Jim send me how many cancelled trips this morning please. Thx	

3505	12/09/19	8:57:30 AM	Duane Duquette	Rush is over on rail nothing significant to report except a false fire alarm at pimisi. No service impact	
3506	12/09/19	9:10:59 AM	John Manconi	Duane - status please	
3507	12/09/19	9:12:35 AM	Duane Duquette	Rush is over nothing to report service wise.	
3508	12/09/19	5:55:41 PM	Duane Duquette	Rush is over on rail no service issue to report	
3509	12/09/19	5:56:23 PM	John Manconi	Thanks, Jim can you give me bus stats please	
3510	12/09/19	6:22:50 PM	John Manconi	Jim Greer can you acknowledge please	
3511	12/09/19	6:32:48 PM	Jim Greer	Hello John, sorry was driving just got off highway will pull cancelation data and send to you shortly.	
3512	12/09/19	6:33:21 PM	John Manconi	Thanks need morning and evening bus cAnancellations every day please	
3513	12/09/19	6:57:33 PM	Jim Greer	PM Peak for bus : Canceled 118 routes.	
3514	12/09/19	6:58:35 PM	John Manconi	Ok thx	
3515	12/09/19	6:59:17 PM	Troy Charter	Sens game day would not have helped either.	
3516	12/09/19	7:01:52 PM	John Manconi	Thanks	
3517	12/10/19	7:09:56 AM	John Manconi	Duane mayor saw twitter and Asking what the issue is?? Is it major?	
3518	12/10/19	7:12:38 AM	John Manconi	Pat tweet out everything is running well with LRT. One 40 second delay all running fine	
3519	12/10/19	7:12:54 AM	John Manconi	Duane get control to tweet something like that asap	
3520	12/10/19	7:13:12 AM	Pat Scrimgeour	Will do	
3521	12/10/19	7:14:32 AM	John Manconi	Very fast pleas. The mayor thinks the sky is falling on the service and our tweets envoke panic and media frenzy. We always need to immediately follow up and put facts out there. It was a 40 second delay	
3522	12/10/19	7:17:40 AM	Duane Duquette	We also had a train leave tuneys 90 seconds late as they isolated a door. This may have caused the public to react as the saw the person working on the door. But again very minimal delay. It was handled as we expect.	
3523	12/10/19	7:18:13 AM	John Manconi	Need a tweet out saying no delays !	
3524	12/10/19	7:19:01 AM	Pat Scrimgeour	It is coming	
3525	12/10/19	7:25:32 AM	Pat Scrimgeour	"O-Train Line 1: The morning peak is underway. Full regular service is running between Tunney's Pasture and Blair."	
3526	12/10/19	7:26:21 AM	Troy Charter	Interview done. Big focus on 1) do you have enough operators. Why are you not telling us how many short. 2) communications.	
3527	12/10/19	7:52:48 AM	Jim Greer	Staff reporting 15 operators short from Indy and 4 short from ST.L. this morning. Bus count OK. Tracking operational impacts, report outcome after peak once all data available.	
3528	12/10/19	7:53:10 AM	John Manconi	Thx	
3529	12/10/19	9:06:25 AM	Duane Duquette	Rush is over nothing to report at this time	
3530	12/10/19	9:47:50 AM	Jim Greer	Bus AM peak performance - 23 cancelations.	
3531	12/10/19	9:50:12 AM	Jim Greer	Keep on Radar ATU X-Mas party this Saturday night, anticepate book offs. We are trying our best to recruit staff throughout this week to maximize coverage. Maybe another rough weekend.	
3532	12/10/19	9:50:45 AM	Jocelyne Begin	Let's discuss at Itocc please. Thanks	
3533	12/10/19	11:42:41 AM	Michael Morgan	Just finished with CBC. Went well. Explaining how to repair a punctured sewage pipe in French was a little rough.	
3534	12/10/19	11:43:09 AM	Jocelyne Begin	Thank you	
3535	12/10/19	5:58:10 PM	Duane Duquette	Rush is over on rail nothing to report	
3536	12/10/19	7:12:28 PM	Jim Greer	Bus PM Performance -	

3537	12/10/19	7:46:40 PM	John Manconi	Good work thank you	
3538	12/11/19	9:01:32 AM	Duane Duquette	Rush is over on rail nothing to report	
3539	12/11/19	11:31:34 AM	Jim Greer	Bus A.M performance-	
3540	12/11/19	5:59:25 PM	Duane Duquette	Rush is over nothing to report	
3541	12/11/19	6:12:34 PM	John Manconi	Thx	
3542	12/11/19	6:52:37 PM	Jim Greer	Bus PM Performance -	
3543	12/12/19	8:59:26 AM	Duane Duquette	Rush over nothing to report on rail	
3544	12/12/19	11:16:28 AM	Duane Duquette	Track mobile in the yard derailed no impact to service at this time. Service duty officer is aware	
3545	12/12/19	11:17:01 AM	John Manconi	What is a track mobile?	
3546	12/12/19	11:18:01 AM	Duane Duquette	They call it the bat mobile but it's like a tug boat for trains	
3547	12/12/19	6:03:45 PM	Duane Duquette	Rush is over nothing to report on the rail service.	
3548	12/12/19	9:21:26 PM	Jim Greer	Bus PM Peak-	
3549	12/13/19	8:59:59 AM	Duane Duquette	Rush on rail is over nothing to report	
3550	12/13/19	9:22:48 AM	Jim Greer	Morning Bus Peak-	
3551	12/13/19	9:29:07 AM	John Manconi	Thx	
3552	12/13/19	11:18:04 AM	Duane Duquette	Lrv with communication issues at cyrivill we are trying it to move it to Blair.	
3553	12/13/19	11:31:05 AM	Duane Duquette	Broken Lrv is now at Blair spare being launched.	
3554	12/13/19	12:26:48 PM	Scott Krieger	Duane. Was this a VOBC communication issue?	
3555	12/13/19	12:51:07 PM	Duane Duquette	Sorry just saw this yes it was vobc. It was just originally called into me as communication issue	
3556	12/13/19	5:59:17 PM	Duane Duquette	Rush is over for rail nothing to report	
3557	12/13/19	6:49:07 PM	Jim Greer	Rough night as predicted for Bus.	
3558	12/13/19	6:53:03 PM	John Manconi	Thx jim. You are doing great with what you have .	
3559	12/14/19	11:43:57 AM	Jim Greer	Bus service going well this morning.	
3560	12/14/19	11:54:14 AM	John Manconi	Good work	
3561	12/14/19	12:38:03 PM	John Manconi	Give me another update please	
3562	12/14/19	1:02:04 PM	Jim Greer	Bus activity:	
3563	12/14/19	4:31:21 PM	Duane Duquette	Fyi they are experiencing power outage in the yard.	
3564	12/14/19	4:36:10 PM	Troy Charter	Thx D.	
3565	12/14/19	4:53:33 PM	Larry Gaul	It may be worthwhile to check with RTM and see what their plan is to inspect and clean trains if they have to be stored overnight on the mainline	
3566	12/14/19	4:57:46 PM	John Manconi	Troy call them. It's hardware change out also. Ask if they have a contingency plan. Do they need us in to help them think through all this etc. Call James and ask for update please	
3567	12/14/19	4:58:16 PM	John Manconi	Saw power is restored but call him anyways and find out details please	
3568	12/14/19	5:04:45 PM	Duane Duquette	Power is back up. During T&C we parked some train in the St. Laurent tunnel when they had to be kept on the line over night. We weren't making solid plans yet but that was our initial back up plan	
3569	12/14/19	5:14:52 PM	Troy Charter	Will do.	
3570	12/14/19	5:24:35 PM	Troy Charter	From James Messel. No relation to Thales work. Breakers tripped. There have been a few occurrences recently, prior to Thales work last week. They are investigating the cause.	
3571	12/15/19	8:44:39 AM	Jim Greer	Bus Cancellations for yesterday (Saturday) past 24 hrs- up to midnight.	
3572	12/15/19	10:27:03 AM	John Manconi	Troy can you get me	

3573	12/15/19	10:27:21 AM	Troy Charter	Yes. Typing now.	
3574	12/15/19	10:33:19 AM	Troy Charter	Operations on rail last night and this morning.	
3575	12/15/19	10:46:02 AM	John Manconi	Thanks	
3576	12/15/19	11:09:39 AM	Jim Greer	Hangover Sunday bus update:	
3577	12/15/19	11:21:31 AM	Pat Scrimgeour	I have the following from our customer service team:	
3578	12/15/19	11:21:51 AM	Pat Scrimgeour	Hi Pat. We've been informed that 75% of Para trips are 30min late.	
3579	12/15/19	11:21:51 AM	Pat Scrimgeour	The following Para specific alert will be put out:	
3580	12/15/19	11:21:51 AM	Pat Scrimgeour	As well the same message will be put on our cancellation line.	
3581	12/15/19	11:25:35 AM	John Manconi	Thx	
3582	12/15/19	1:42:26 PM	John Manconi	Mayor saying LRT delayed??	
3583	12/15/19	1:46:56 PM	John Manconi	Duane troy called both of you no answer I need an update ASAP	
3584	12/15/19	1:54:24 PM	Troy Charter	There was just the one issue at Tunneys where a train missed a trip, needed a DDU reset in the operators cabin. Resulted in some customers experiencing a short gap in service. Now back to normal.	
3585	12/15/19	1:59:38 PM	John Manconi	What is a ddu?	
3586	12/15/19	1:59:46 PM	Duane Duquette	I very confirmed with tocc nothing else and will call if anything happens.they should have called for that one	
3587	12/15/19	1:59:57 PM	Duane Duquette	Driver display unit	
3588	12/15/19	2:00:44 PM	Duane Duquette	It's there interface with the trains systems	
3589	12/15/19	3:02:56 PM	Michael Morgan	https://www.theguardian.com/australia-news/2019/dec/14/sydney-light-rail-opens-for-passengers-at-almost-double-original-price-tag	
3590	12/15/19	3:28:38 PM	John Manconi	<attached: 00003591-PHOTO-2019-12-15-15-28-38.jpg>	00003591-PHOTO-2019-12-15-15-28-38.jpg
3591	12/15/19	3:33:39 PM	Troy Charter	Just closing a platform so that all trains will access one platform. Easier for customers and easier for operations to staff one platform with 1 ERO as opposed to 2. No impact to service.	
3592	12/15/19	3:34:54 PM	John Manconi	Are we short Eros?	
3593	12/15/19	3:35:33 PM	Troy Charter	We are tight. Running full service.	
3594	12/15/19	3:36:01 PM	John Manconi	Why?	
3595	12/15/19	3:37:31 PM	Troy Charter	We held of on hiring and there has been quite a bit of movement. Ero's to controller, supervisor, full time trainers, superintendents.	
3596	12/15/19	3:37:58 PM	John Manconi	Brief me at LTOCC please	
3597	12/15/19	3:38:10 PM	Troy Charter	10 4	
3598	12/15/19	8:31:42 PM	Duane Duquette	We are removing an lrv as there an issue with a cab door no longer able secure some passengers affected but mostly an increase in longer waits between trains.	
3599	12/16/19	9:03:37 AM	Duane Duquette	Rush is over on rail nothing to report at this time.	
3600	12/16/19	9:04:41 AM	John Manconi	Thx	
3601	12/16/19	9:59:33 AM	Jim Greer	Bus Service for this morning peak:	
3602	12/16/19	2:45:02 PM	Duane Duquette	Imoblized train at tunneys Alston tect trouble shooting spare being launched little impact on customers.	
3603	12/16/19	3:36:43 PM	Jim Greer	Random MTO inspections completed at Merivale 5 conventional buses and 3 Para buses. All passed 100%.	
3604	12/16/19	3:38:48 PM	Duane Duquette	Lrv is not fixed but is able to be removed. No impact to service at this time	
3605	12/16/19	5:58:06 PM	Duane Duquette	Afternoon rush is over nothing to report	
3606	12/16/19	7:07:11 PM	Jim Greer	Bus Performance PM-	
3607	12/17/19	6:46:39 AM	Duane Duquette	Fyi 6min delay at hurdman to isolate a door.	

3608	12/17/19	8:56:30 AM	Duane Duquette	Morning rush on rail is over nothing further to report	
3609	12/17/19	10:12:51 AM	Jim Greer	Morning Bus Service-	
3610	12/17/19	2:28:43 PM	Duane Duquette	Removed one lrv for ios 015 not a usual code as it has to do with train driving directions (we are investigating what this means as we have not seen this code in a long time) spare was launched minimal delay about 5mins but tocc is able to fix spacing quickly as we ramp up for afternoon rush.	
3611	12/17/19	2:44:22 PM	Duane Duquette	2nd train in the ramp up experiencing communication issues Alston attending in the yard so far we are 5min late for last launch. We have 12 of 13 trains running right now	
3612	12/17/19	3:16:10 PM	Duane Duquette	13 train now launched	
3613	12/17/19	3:49:50 PM	Duane Duquette	Unknown issue lrv immobilized at Tunney Teck now on scene trying to resolve. No spare at this time. 12 of 13 running on main line.	
3614	12/17/19	3:53:36 PM	Troy Charter	Any ETA on a 13th.	
3615	12/17/19	3:57:18 PM	Duane Duquette	20 to 30 mins My worry is they will band aid something and give it us. As we've had multiple issues this afternoon	
3616	12/17/19	4:21:56 PM	Duane Duquette	Unable to move the immobilized lrv and it doesn't look like we will until after rush . Still no spare they are trying to fix the last train we sent off for IOS code but not yet.	
3617	12/17/19	4:23:13 PM	Troy Charter	Something is going on	
3618	12/17/19	4:23:56 PM	Duane Duquette	Door vault at St. Laurent 3mins so far trying to isolate	
3619	12/17/19	4:25:36 PM	Duane Duquette	Door has been isolated some spacing issues as it was about 5 mins in total but back to 12 of 13 lever on a full loop	
3620	12/17/19	4:27:46 PM	John Manconi	Is Tunney's flowing ok?	
3621	12/17/19	4:28:23 PM	Duane Duquette	So far yes we have the operators departing quickly	
3622	12/17/19	4:29:02 PM	Troy Charter	Yes. We have some spacing issues due to a door fault at St.laurent station westbound.	
3623	12/17/19	4:31:47 PM	Duane Duquette	Yes it was a customers	
3624	12/17/19	4:32:05 PM	Troy Charter	100%?	
3625	12/17/19	4:33:56 PM	Duane Duquette	Yes watched the video and an ota right there. Look like a teenager holding for a friend	
3626	12/17/19	6:06:32 PM	Duane Duquette	Rush is over on rail nothing to report since the door issue earlier.	
3627	12/17/19	6:31:41 PM	Troy Charter	Fyi. Rtm made a request to start burn in hours on a single lrv starting tomorrow night at 8pm. I said no at this time as this vehicle has not yet run end to end over the entire alignment and this should happen before we consider running it during revenue hours.	
3628	12/17/19	9:29:12 PM	Jim Greer	Afternoon Bus performance:	
3629	12/17/19	10:23:36 PM	Duane Duquette	Previously immobilized lrv being reduced it is causing delay to service but tocc is keeping all lrvs moving. Run times are taking longer .	
3630	12/18/19	8:54:43 AM	John Manconi	Duane I am going into transit Commission can you let me know as soon as you can if we are good with morning rush	
3631	12/18/19	8:56:31 AM	Duane Duquette	Rush is over all clear	
3632	12/18/19	8:56:39 AM	John Manconi	Thx	
3633	12/18/19	9:23:27 AM	Jim Greer	Bus Performance AM:	
3634	12/18/19	3:09:53 PM	Duane Duquette	HSBC issue at cyrivill Alston dispatched.	
3635	12/18/19	3:16:22 PM	John Manconi	What is an HSBC?	

3636	12/18/19	3:16:46 PM	Duane Duquette	High speed circuit breaker	
3637	12/18/19	3:23:51 PM	Troy Charter	If there are 3 emergency brake applications in 15 or 20 mins, to protect the train we get an HSCB. Train was being routed off the line as a precaution to protect service. Selmost made it	
3638	12/18/19	3:23:55 PM	Duane Duquette	Sorry r1 is stlaurent to blair	
3639	12/18/19	3:24:03 PM	Troy Charter	Almost made it	
3640	12/18/19	3:49:03 PM	Duane Duquette	Lrv removed full service resumed	
3641	12/18/19	3:50:44 PM	Duane Duquette	Some gaps that tocc is working to address	
3642	12/18/19	6:03:20 PM	Duane Duquette	Afternoon rush on rail is over nothing to report	
3643	12/18/19	6:29:17 PM	Jim Greer	PM Bus Performance:	
3644	12/18/19	7:27:19 PM	Duane Duquette	Passengers medical at pimisi 7min delay. Service has resumed nothing further to report	
3645	12/19/19	7:05:15 AM	Troy Charter	What happened st Hurdman last night. OPS investigation? Line 1 not servicing the station?	
3646	12/19/19	7:15:25 AM	Duane Duquette	They were investigating possible gun fire. I don't have much details except our last couple trains had to skip stop as they were not allowed to stop.	
3647	12/19/19	7:19:13 AM	Jocelyne Begin	This is getting repitative. Can someone call me and provide me with full details. What is happening to escalation! Thank you	
3648	12/19/19	7:20:37 AM	Troy Charter	Understood Jocelyne. We will be all over this today and will rectify.	
3649	12/19/19	7:30:07 AM	John Manconi	Folks I will put all this in perspective. The mayor is asking me about it and I had nothing!! Now I have to backtrack and apologize. You get this makes us all look bad.	
3650	12/19/19	7:33:10 AM	Duane Duquette	We are experiencing several (5 so far)Cabs with low temperatures Alston is out trying to fix .	
3651	12/19/19	7:38:27 AM	Jim Greer	I recieved a call late last night indicated broken window at hurdman. OPS attending to review no injury to operator and no passengers involved. I advised to escalate thru TOCC. My understanding it was communicated as a bus window, similar to past. Appears it was a piece of glass from station. I will forward Jocelyn all info I have. This may land with me as I understood it was a bus at the time of call.	
3652	12/19/19	8:05:30 AM	Troy Charter	Will get more info, will need to discuss potentially at LTOCC. Linked to the fact that train doors are in automatic mode and cab draws in air (heat and ac) from customer saloon. We are taking some actions that seems to be improving. Will monitor this morning.	
3653	12/19/19	9:04:58 AM	Duane Duquette	Morning rush on rail is over service was good aside from the heat issue that is stabilizing but still not comfortable from operators perspective. We continue to work with alstom and communicate with union	
3654	12/19/19	10:01:55 AM	Duane Duquette	Gids activation at parliament station. This is not normally an issue however this one was triggered by a teenager opening the end gate tocc and scu are looking at it.	
3655	12/19/19	10:02:19 AM	Duane Duquette	No safety issue area was swept and is clear	
3656	12/19/19	1:34:12 PM	Jim Greer	Morning Bus Performance:	
3657	12/19/19	4:22:26 PM	Duane Duquette	Fire alarm at pimisi OFS is investigating no impact on service at this time	
3658	12/19/19	6:02:12 PM	Duane Duquette	Rush is over on rail nothing to report at this time	
3659	12/19/19	7:03:40 PM	Jim Greer	Bus PM peak:	

3660	12/20/19	6:45:06 AM	Duane Duquette	Late launches on Irvs 10 to 13 they are telling us we should be getting them shortly . Lite loads at this time	
3661	12/20/19	7:33:09 AM	Duane Duquette	All Irvs launched now approx 45mins late	
3662	12/20/19	9:03:19 AM	Duane Duquette	Rush on rail is over we did have 1 overload at blair at about 8am but all was cleared by the next train. Nothing else to report at this time.	
3663	12/20/19	4:12:43 PM	John Manconi	Kim Joce troy Jim Greer need a conference call ASAP. Kim can you set it up ASAP please	
3664	12/20/19	4:13:53 PM	Kim MacEwan	Setting it up now. 613-244-1334	
3665	12/20/19	5:59:44 PM	Duane Duquette	Rush on rail is over nothing to report.	
3666	12/20/19	7:05:00 PM	Jim Greer	Bus PM performance:	
3667	12/20/19	7:07:37 PM	John Manconi	Thanks	
3668	12/22/19	10:23:30 AM	Jim Greer	Saturdays bus performance improved.	
3669	12/22/19	3:45:08 PM	Jocelyne Begin	Nice Jim	
3670	12/22/19	3:45:44 PM	Jim Hopkins	You talking to me? Merry Xmas!!	
3671	12/22/19	4:19:22 PM	Duane Duquette	Potential issues in the yard	
3672	12/22/19	4:20:44 PM	Duane Duquette	Not our operator it was a yard hostler	
3673	12/22/19	4:22:49 PM	Duane Duquette	Superintendent is at the yard saying the lrv is now moving and there going to inspect the lrv and switch for damages	
3674	12/22/19	4:27:13 PM	Troy Charter	Thx Duane. I have been im touch with James Messel. He will also provide updates.	
3675	12/23/19	8:57:54 AM	Duane Duquette	Nothing to report on rail this morning lite loads	
3676	12/23/19	6:05:55 PM	Duane Duquette	Nothing to report on rail this afternoon	
3677	12/23/19	6:20:31 PM	Troy Charter	Thank you Duane.	
3678	12/23/19	10:07:28 PM	Duane Duquette	Door fault at parliment delay of about 10 mins. Unable to isolate attempting to pass door and remove from service	
3679	12/23/19	10:12:06 PM	Troy Charter	Thx Duane. Have they bern able to get the train moving?	
3680	12/23/19	10:13:51 PM	Duane Duquette	Yes moving now in cut out	
3681	12/23/19	10:14:06 PM	Troy Charter	Good work.	
3682	12/24/19	9:01:58 AM	Duane Duquette	Nothing to report on rail this morning	
3683	12/24/19	9:05:43 AM	Scott Krieger	Happy Holidays Everyone!!	
3684	12/24/19	9:22:01 AM	Jocelyne Begin	You also Scott and everyone in this group 🎄	
3685	12/24/19	10:28:39 AM	Jim Greer	Christmas comes early.	
3686	12/24/19	11:33:27 AM	Larry Gaul	Just FYI. I've been bumping and holding doors on Vienna and Budapest trams/subways fo the last few days. Doors just reopened and reclosed. No problems whatsoever. Plug doors with single sensitive edge to boot!!	
3687	12/24/19	6:01:32 PM	Duane Duquette	Nothing to report on rail this afternoon.	
3688	12/24/19	6:19:51 PM	Troy Charter	Thank you Duane	
3689	12/24/19	6:36:57 PM	Jim Greer	Afternoon Bus Service:	
3690	12/24/19	6:43:22 PM	Troy Charter	Thank you Jim. Merry Christmas to all.	
3691	12/26/19	10:11:53 AM	Duane Duquette	Fyi lrv at tunneys with a fire alarm Alston is looking at it.	
3692	12/26/19	1:41:48 PM	Duane Duquette	Door vault at St Laurent about 5 mins tocc is implementing diversion around the lrv.	
3693	12/26/19	1:42:19 PM	Jim Hopkins	Vault??	
3694	12/26/19	1:42:33 PM	Duane Duquette	Fault	
3695	12/26/19	2:13:22 PM	Duane Duquette	Full loop resumed lrv removed	

3696	12/26/19	5:18:03 PM	Troy Charter	Been busy for you I know. Hard at the holidays. But to pile on, are we good for the lrv test tonight? Will text joel as well.	
3697	12/27/19	6:45:40 AM	Duane Duquette	Lrv at tunneys lost communication Alston deployed.	
3698	12/27/19	9:00:12 AM	Duane Duquette	Morning rush is over on rail lite loads nothing else to report.	
3699	12/27/19	9:05:24 AM	Phil Landry	Thanks Duane	
3700	12/27/19	11:38:26 AM	Phil Landry	Hi everyone. Just to let you know that I have asked Louise to set up a quick conference call for this afternoon at 230 to review our readiness for upcoming storm on sunday/monday/Tuesday. Looks like anything from freezing rain, snow pellets, to up to 25 cm of snow... If you are off today, you dont need to call in as I have asked Louise to send to your cover offs. This is more an fyi.	
3701	12/27/19	11:39:42 AM	Troy Charter	Thanks Phil. I will call in.	
3702	12/27/19	11:40:17 AM	Jocelyne Begin	I will call in thanks Phil	
3703	12/27/19	11:41:27 AM	Phil Landry	Ok thanks, will have Louise send mtg invite to you both as well.	
3704	12/27/19	11:41:58 AM	Phil Landry	<attached: 00003705-PHOTO-2019-12-27-11-41-58.jpg>	00003705-PHOTO-2019-12-27-11-41-58.jpg
3705	12/27/19	2:02:31 PM	Duane Duquette	Immobilized lrv at hurdman east. R1 being put in from rideau to st Laurent plan 3.6 with loops from blair to tremblay and fromtunneys to uott	
3706	12/27/19	2:04:32 PM	Phil Landry	Thanks Duane, what is issue?	
3707	12/27/19	2:06:55 PM	Duane Duquette	Power related don't have specifics yet but there was a large flash visible on camera right before and experienced a couple second drop of power at a couple stations	
3708	12/27/19	2:07:26 PM	Duane Duquette	Power teck been dispatched	
3709	12/27/19	2:07:30 PM	Phil Landry	Ok, so this may be a while.	
3710	12/27/19	2:08:18 PM	Duane Duquette	At this time we are preparing for that possibility hopping of course were wrong	
3711	12/27/19	2:08:46 PM	Phil Landry	Ok, so is there no power at the station now?	
3712	12/27/19	2:10:02 PM	Duane Duquette	No it was only off for a couple seconds now it's on .	
3713	12/27/19	2:11:35 PM	Duane Duquette	There was a big flash.	
3714	12/27/19	2:12:13 PM	Phil Landry	Ok, thanks	
3715	12/27/19	2:13:02 PM	Phil Landry	So flash happened by the lrv at hurdman? Right?	
3716	12/27/19	2:13:43 PM	Joe North	Arcing between the pantograph and trolley wire is the most likely cause of the flash. Any ice on the wire? An	
3717	12/27/19	2:13:51 PM	Duane Duquette	Yes right at the pantograph we have it on video	
3718	12/27/19	2:14:09 PM	Joe North	Any obstruction in the wire?	
3719	12/27/19	2:14:38 PM	Duane Duquette	Not that we can see but the tec is going to investigate	
3720	12/27/19	2:21:46 PM	Duane Duquette	Lrv has been removed for further inspection at the yard powere tec has visited the toss and that fine now they need to check the ocs	
3721	12/27/19	2:23:10 PM	Phil Landry	Duane what are current delays on system?	
3722	12/27/19	2:23:28 PM	Troy Charter	Duane, r1 from where to where. Rest of system us running ok?	
3723	12/27/19	2:23:36 PM	Duane Duquette	R1 still in service from st Laurent to rideau	
3724	12/27/19	2:24:09 PM	Phil Landry	Are we using r1 marked buses?	
3725	12/27/19	2:24:11 PM	Duane Duquette	2 loops one from blair to tremblay and another from tunneys to uott	
3726	12/27/19	2:25:25 PM	Duane Duquette	No there not on until 1430 but Nicolas buss lanes and st laurent slip ramp being used	
3727	12/27/19	2:25:47 PM	Duane Duquette	Loads seem lite still	

3728	12/27/19	2:25:59 PM	Phil Landry	Ok and no delays to current lrv loops	
3729	12/27/19	2:26:34 PM	Phil Landry	I assume we will have the r1 buses doing route in 5 minutes?	
3730	12/27/19	2:26:43 PM	Duane Duquette	No there running fine	
3731	12/27/19	2:27:27 PM	Troy Charter	12 buses running so far	
3732	12/27/19	2:27:33 PM	Duane Duquette	Not they pulled from the road and any r1 that was on early was sent	
3733	12/27/19	2:27:55 PM	Duane Duquette	The rest are being in three minuts	
3734	12/27/19	2:31:56 PM	Phil Landry	Ok, what additional time is added r1 between these 2 stations compared to running rail service	
3735	12/27/19	3:05:52 PM	Phil Landry	Duane, mayor wants to know what the problem was today. Let me know once investigation is complete so I can share with him.	
3736	12/27/19	3:06:19 PM	Duane Duquette	Will do	
3737	12/27/19	6:00:33 PM	Duane Duquette	Rush is over on rail lite loads nothing else to report	
3738	12/27/19	6:01:38 PM	Phil Landry	Thanks Duane. Great work today!!!	
3739	12/28/19	3:29:54 PM	Duane Duquette	Door issue at st Laurent unable to isolate will bypass and remove single tracking in the area until removed	
3740	12/28/19	3:41:33 PM	Phil Landry	Thanks Duane. Causing delays? Was it passenger that caused door issue?	
3741	12/28/19	3:42:01 PM	Troy Charter	If a passenger, initial tweet should state it.	
3742	12/28/19	3:43:57 PM	Duane Duquette	There are delays it will take longer to get from end to end. As for the cause I'm not sure yet	
3743	12/28/19	3:46:14 PM	Phil Landry	Thanks, less then 5 min?	
3744	12/28/19	3:46:41 PM	Duane Duquette	I'm also being told now that it's not single track but a shuttle between blair and st laurent and a loop tunneys to stlauret	
3745	12/28/19	3:47:18 PM	Duane Duquette	This would cause at least a 5 min delay to transfer	
3746	12/28/19	3:48:04 PM	Phil Landry	Ok thanks	
3747	12/28/19	3:49:51 PM	Troy Charter	Most likely am initial 10 to 15 minute delay for sone customers at point of dooe fault. Then approx 5 to 10 min increase in travel time for those in East end.	
3748	12/28/19	3:53:43 PM	Duane Duquette	Lrv is off full loop resumed with 10 trains for now some spacing issues	
3749	12/28/19	3:54:27 PM	Duane Duquette	Tocc will work to correct those spacing issues and look into initial cause	
3750	12/28/19	3:54:37 PM	Phil Landry	Ok thanks	
3751	12/28/19	3:55:09 PM	Phil Landry	Assume r1 no longer in effect once we get passengers to destination	
3752	12/28/19	3:56:17 PM	Phil Landry	Are they going to add another train shortly?	
3753	12/28/19	3:57:10 PM	Troy Charter	Yes, but customers really wont notice much different with 10 trains.	
3754	12/28/19	5:46:50 PM	Troy Charter	Tomorrow at 4 works. I will be getting an update at 2.	
3755	12/28/19	5:47:11 PM	Phil Landry	Thanks Troy	
3756	12/29/19	12:33:06 AM	Duane Duquette	Immoblized lrv at cyrivill has to be reset and removed. Same service as before with a shuttle blair to st laurent and a loop st Laurent to tunneys. Announcements being made .	
3757	12/29/19	2:34:16 PM	Phil Landry	<attached: 00003758-PHOTO-2019-12-29-14-34-16.jpg>	00003758-PHOTO-2019-12-29-14-34-16.jpg
3758	12/29/19	5:04:55 PM	Phil Landry	<attached: 00003759-PHOTO-2019-12-29-17-04-55.jpg>	00003759-PHOTO-2019-12-29-17-04-55.jpg
3759	12/29/19	5:05:56 PM	Phil Landry	Troy, I would suggest for tonight we still go with forecast at 2 to review as this forecast may still change and we may still get freezing rain at some point.	
3760	12/29/19	5:06:23 PM	Phil Landry	Should hear how they plan to deal with freezing rain in case it comes.	
3761	12/29/19	5:46:08 PM	Troy Charter	Agreed. Meeting confirmed for 8 pm at the MSF. Phil, call when you arrive. Room is tbd.	