

Message

From: WALLUT Jerome [jerome.wallut@alstomgroup.com]
Sent: 8/7/2019 11:33:42 PM
To: GUERCIONI Angelo [angelo.guercioni@alstomgroup.com]
Subject: Fwd: City Meeting Summary 07 Aug 19
Attachments: SECURITY SERVICES FOR PASSENGERS ON-BOARDING.PPTX; ATT00001.htm

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From: Wilkinson, Jonathan <Jonathan.Wilkinson@snclavalin.com>
Sent: Wednesday, August 7, 2019 11:26:50 PM
To: WALLUT Jerome <jerome.wallut@alstomgroup.com>
Subject: Fwd: City Meeting Summary 07 Aug 19

Again not sending this lightly but we really are at a loss as to what we do. It's highly embarrassing for us all both reputationally and professionally. Angelo even said today that we would have a further two hot spares in two weeks but forgot all the DPICO issues and associated conformance requirements that pushes this by weeks.

I/we really do need urgent intervention, and I'm personally lost as to what we do. I know you say your on it but not sure what that means. Can we talk tomorrow?

John

Sent from my iPhone

Begin forwarded message:

From: Peter Lauch <peter.lauch@rideautransitgroup.ca>
Date: August 7, 2019 at 9:39:02 PM EST
To: "Ramon Villaamil (rvillaamil@acsinfra.com)" <rvillaamil@acsinfra.com>, Vicente Maraña (vmarana@acsinfra.com) <vmarana@acsinfra.com>, Antonio Estrada <Antonio.Estrada@linxspv.com>, "Jim King" <jking@ellisdon.com>, "jcomeau@ellisdon.com" <jcomeau@ellisdon.com>, "Labelle, Mathieu" <Mathieu.Labelle@snclavalin.com>, "Cosentino, Riccardo" <Riccardo.Cosentino@snclavalin.com>
Cc: Geoff Smith <gsmith@ellisdon.com>, Wayne Ferguson <wferguson@ellisdon.com>, "Hairlahovic, Mirsad" <mhairlahovic@Dragados-Canada.com>, "Garrido Sanchez, Roman" <rgarrido@Dragados-Canada.com>, Jonathan Wilkinson <Jonathan.Wilkinson@snclavalin.com>, Alvaro Muelas <amuelas@acsinfra.com>, "matthew.slade@ottawa-irt.ca" <matthew.slade@ottawa-irt.ca>, Gonzalo Gomeza <Gonzalo.Gomeza@ottawa-irt.ca>, Claude Jacob <Claude.jacob@rtmcp.ca>, "Tom Pate" <tom.pate@rtmcp.ca>, "arichardson@ellisdon.com" <arichardson@ellisdon.com>, Robert Hinchcliffe <robert.hinchcliffe@snclavalin.com>, Mario Guerra <Mario.Guerra@snclavalin.com>, Pat DiPasquale <pdipasquale@ellisdon.com>, "Neil.Shah@snclavalin.com" <Neil.Shah@snclavalin.com>, "acreazzo@ellisdon.com" <acreazzo@ellisdon.com>, "rcorreia@acsinfra.com" <rcorreia@acsinfra.com>, "Olivier, Maxime" <Maxime.Olivier2@snclavalin.com>
Subject: City Meeting Summary 07 Aug 19

Dear Board,

I am taking license here and using key parts of Matthew Slade's email to the OLRTC ExCo in the summary below. I am also cc'ing the ExCos:

This evening we met with Mr. Manconi and his team for a one hour meeting that lasted 2 hours. It was a very, very difficult meeting. OLRTC (Matthew), RTM (Claude), myself and Alstom reps were present (3 in person, 1 on the phone).

The first item to be discussed was the 'Plan B' for the lack of missions software (the on board s/w that facilitates visual and audio displays to inform passengers of arrival and departures and more importantly provides platform edge CCTV images to the driver to ensure it is safe to depart. It also generates impulses to the wheel flange lubrication system, a key element to reducing wear & tear on the rail and wheels). Alstom had been promising a Plan B for several weeks.

Alstom (Angelo via phone) presented the attached which we were provided for review 45 minutes prior to the City meeting. It was not well received at all as it was clearly put together in haste in a naïve (or arrogant) attempt to placate the City. The "proposal" had not been vetted. The City and consultants noted this and were highly critical and aggressive with their comments. Without a Hazard Analysis, granularity on numbers and shifts, details on resource redundancy, details on training, a proposal signed by an Engineer and/or Safety expert, the City will not consider it. They paid for a world class system and they were not getting it. They were irritated to say the least, reminding us of all the many missed deadlines, lies and hollow promises. Mr. Manconi made a point to remind us that he recently paid us \$59M (he forgot about the fact he deducted \$3M for LDs) and we were not keeping up our end of the agreement.

Alstom were challenged on their hollow promises and continual lying. They did apologize for lying to the City Manager about the roving tech support (a technician located at the western part of the line during peak period to expedite troubleshooting). They also confirmed that they did not have the cover this past weekend that they promised as some of their people took vacation over the long weekend (apparently unbeknownst to the Execs). This irritated Manconi and worsened an already tense situation, with Mr. Manconi & Team becoming more aggressive and agitated.

City were disappointed that Alstom had not done a lessons learned on recent stranded trains as this may have helped with issues that arose today. Alstom need to do this to be better prepared for the next similar event. Alstom should not have to be told this.

The City are strongly of the opinion that the drivers on the trains could help get stranded trains moving quicker if there was better guidance by radio from the Alstom vehicle techs. Often a tech is dispatched, takes 40mins to get to the train, then opens a panel, resets a couple of breakers and they're off again. In the meantime the train has burnt up all of the hours that result in excessive lost kilometers.

Alstom stated the mean time between failures is not where it needs to be, there are two consistent faults we are seeing now, Traction faults and brake faults. Alstom alarmed the City by stating that the traction unit, which is usually the most reliable component, is seeing lots of faults on and Alstom has no idea why. Not exactly a confidence building statement! OLRTC know from looking at the Thales system in the control room that the traction faults can potentially be predicted. Alstom now has Train Tracer (a real time diagnostics system) active on all the vehicles, this data is key to determining the health of all the trains.

Alstom left after their presentation.

We then had a brief discussion around deficiencies in stations and OLRTC's Construction Director spoke with confidence and had answers to all the questions, this should not be a big issue.

The final conversation was around the Trial Running scorecard and how we are trending on lost vehicle kilometers. The message was clear, we are passing but as a passenger experience, the days that are passes would be horrendous for the City and public outcry would be brutal (as well from the Mayor and Council).

The scorecard for today will be addressed in the Committee Meeting tomorrow at 2pm but we are expecting a fail, meaning a restart from Day 1. We tried to make a case for a repeat as opposed to a restart. Another favour we need from the client.

After this we had a general wash up on Alstom. The City want to know why we don't have a technician on every single train to ensure we are not losing so many kilometers. We told the City that RTM and Alstom had been talking to an external supplier to find more support. How do we get train reliability up so we don't have so many in service failures? Alstom are just not being responsive enough, they are a global business that is just not calling in the troops.

Manconi doesn't understand why the Alstom CEO is not sending people from every facility he has to get this job across the line. We do need someone to talk to the Alstom CEO based in Paris. I spoke with him last week, but there is just not enough response from the people here, there is still a huge lack of urgency, and a huge lack of resource and a huge lack of experience. The good thing is that optically OLRTC and RTM Exco have sent in the troops with experienced exTTC big hitters, Alstom has not done anywhere near enough.

Manconi made it clear that he wants to know "whats in it for me" to get you a PASS on Trial Running. We have been down that road before. He did bring up the issues of the public eye and the SNC Stage 2 issue (the Trillium line technical score issue is all over the news and social media).

Matthew has recommended that OLRTC ExCo to have a very blunt face to face meeting with the Alstom North America President and probably the CEO. The City is still trying to find ways to get to 16th August, Alstom is not helping with this.

Please let me know if you have any questions.

Peter

Peter Lauch
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