

## METRO LINE CONSTRUCTION ISSUES FAQ

July 9, 2015

### 1. What's happened?

A construction report from July 2013 was provided to the media, which led to articles about construction issues on July 6, 2015. Media coverage resulted in questions from City Council and the public about whether these issues affected the opening of the Metro Line.

During and after construction of the Metro Line, the City and its contractors identified some construction issues. Some of these issues were due to mistakes made by the designers or the builders. These sorts of issues are a normal part of construction; the City expects to encounter some issues, but has quality assurance processes in place to deal with them and provide a safe, high-quality LRT line.

Most of the construction issues on the Metro Line have been addressed. The City will continue to work with its contractor to deal with outstanding issues during the warranty period that follows construction completion. It's typical for construction projects to have minor issues that need to be addressed after a project is ready to open. These issues have not prevented the Metro Line from opening to public service.

### 2. Who's paying to address these issues?

These issues will not result in extra costs for taxpayers. Contractors are responsible for paying to address construction issues if they caused them or if the issues are covered under warranty. The City also keeps a "holdback," a small percentage of what is owed to the contractor that is an added protection to cover the cost of repairs in case the City ends up having to do the work.

### 3. How many construction issues are left to be resolved?

Of the issues identified during construction of the Metro Line, four remain. The City continues to work with its contractor to resolve these issues during the warranty period, which generally lasts for two years after the infrastructure is complete. None of these issues are barriers to opening the Metro Line.

### 4. Should I be worried about the safety or quality of what was built?

No. The City had quality management processes in place to make sure that design and construction of the Metro Line was of high quality and we get what we paid for.

The City's Construction Manager for the Metro Line project is the North Link Partnership (NLP). NLP had a team that was responsible for checking and documenting the work. The team was also responsible for raising, tracking and addressing any issues that came up during construction.

As the owner, the City had a team of staff that was regularly on site to oversee the work and perform spot checks.

The City's Owner's Engineer, Team North LRT, prepared the design and supported the City in making sure that the contractors were doing what they were hired to do. The Owner's Engineer checked and audited NLP's quality management records. They also did regular spot checks in the field.

Once construction was substantially complete, the Owner's Engineer thoroughly tested the infrastructure in advance of the planned spring 2014 opening of the Metro Line.

**5. Did construction issues contribute to the delay?**

Construction issues did not prevent the Metro Line from opening on time. The Metro Line has been delayed for more than a year because the signalling contractor, Thales Rail Signalling Solutions Inc., has not delivered the signalling system on time.

**6. Do you have any more details on the opening date?**

The City's goal remains to open the Metro Line to public service as soon as possible. The City has a responsibility to make sure that we have a high-quality LRT system that is safe and reliable. We are not in a position to announce an opening date yet.

**7. Why wasn't the construction report shared with City Council or the public?**

The report is two years old and was one of many written during construction, as part of the usual quality assurance process. Many reports are shared every week in regular communications between various contractors and with the City, to identify issues and remedy them. The issues in the report were largely dealt with; any outstanding issues are being investigated and will be addressed. The issues have not and will not prevent the Metro Line from opening to public service. The reports were not shared publicly because they are part of the ongoing quality assurance process and they do not affect the budget or timeline of the project.

**8. Thales, the signalling system contractor, says the signalling system is ready to go. If that's the case, then why isn't the Metro Line open?**

The City has a responsibility to ensure that the Metro Line is safe and reliable, and suitable for public service. Our due diligence includes testing the signalling system, and requiring our Owner's Engineer—an independent consulting engineering firm—to confirm that Thales has complied with the contract and delivered the system we hired them to provide. Once we have their advice and we are assured of the safety and reliability of the system, then we can open the Metro Line to Edmontonians.