



February 21, 2020

Dear Catharine:

I am writing to follow up from yesterday's phone call and again reiterate my sincere apology regarding the two incidents that occurred at the Roncesvalles Yard.

As you are aware in both instances a streetcar pole lost contact with the overhead wire and the bronze "collector shoe" at the end of the streetcar pole snagged on the overhead wires. This resulted in extreme tension that caused the "collector shoe" to dislodge and propel upwards into a window of the Copernicus Lodge. Immediate measures were taken after each incident.

As soon as these incidents were reported we began a dialogue with you to both address the safety concerns of staff and residents at the Copernicus Lodge, and mitigate the possibility of a repeat incident.

After the incident that occurred on August 31, 2019 the following measures were taken:

- Additional hardware was added to the overhead span network in the yard to help prevent any pole that does de-wire from becoming snagged on the overhead.
- Immediate actions were to ensure that all maintenance personnel performing shoe installations were aware of the importance of properly fitting and attaching the bronze shoes.
- A fleet wide audit was conducted on all streetcars to validate the proper installation of the shoes.
- As a further mitigation and containment measure, TTC's Streetcar Engineering team began examining potential design improvements to engineer out the possibility of installing a shoe improperly. The work was initiated with the objective of reducing the probability of human error in the shoe replacement process.

After the incident that occurred on January 29, the following measures were implemented:

- Speed restriction of 5 km/h through the identified area. Personnel stationed at the location to ensure streetcars proceed with caution while in pole operation

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- As of February 3rd, streetcars began operating on the new pantograph overhead wiring system as they traverse the tracks along the north section of the facility. The pantograph system is a completely new overhead system to power the streetcars that does **not** require the “bronze shoe” that has been the source of concern.

I want to thank for your work, dedication and time. Your concern for the staff and residents of Copernicus Lodge has been unwavering and persistent – rightfully so.

We want all Torontonians to feel safe when it comes to our operations and assure them that when there is a safety issue, it is addressed as quickly as possible. The safety of the staff and residents at Copernicus Lodge is our top priority.

I want to provide assurance that in addition to the measures noted above, under my direction, a barrier is being erected between the yard and the Copernicus Lodge and the remaining legacy overhead wiring system will be converted to pantograph as soon as possible. As well, I would like to visit the Lodge and have ask that you help to facilitate that.

Sincerely,

Richard J. Leary
Chief Executive Officer