RE: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act (Our File TW/034/2013)

On July 12, 2013, the Department of Transportation and Works received your request for access to the following records/information:

Correspondence, in any and all formats, between the Department and Safeguards Technology re: the moose-detection systems on the Trans Canada Highway. Date range July 1, 2011, to the present.

On August 27, 2013, and further to our Estimate of Fees, you narrowed the scope of your request to include:

Only records sent to or from the assistant deputy minister-transportation on or after November 1, 2012.

I am pleased to inform you that your revised request for access to these records has been granted in part and is attached.

Access to information contained within the records has been refused in accordance with the following exception to disclosure, as specified in the Access to Information and Protection of Privacy Act (the Act):

Policy Advice or Recommendations
Section 20(1)(a) The head of a public body may refuse to disclose to an applicant information that would reveal consultations or deliberations involving officers or employees of a public body, a minister or the staff of a minister; or

Disclosure Harmful to Personal Privacy
Section 30(1) The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party's personal privacy.

As required by subsection 7(2) of the Act, we have severed information that is exempted from disclosure and have provided you with as much information as possible.
Section 43 of the Act provides that you may ask the Information and Privacy Commissioner to review this partial refusal of access or you may appeal the refusal to the Supreme Court Trial Division. A request to the Information and Privacy Commissioner shall be made in writing within 60 days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
34 Pippy Place
P.O. Box 13004, Stn. A
St. John’s, NL A1B 3V8
Telephone: (709) 729-6309
Facsimile: (709) 729-6500

In the event that you choose to appeal to the Trial Division, you must do so within 30 days of the date of this letter. Section 60 of the Act sets out the process to be followed when filing such an appeal.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Office of Public Engagement’s website within one business day following the applicable period of time. Please note that the requests for personal information will not be posted online.

If you have any further questions, please feel free to contact the undersigned at 729-3676.

Sincerely,

[Signature]

Brent Meade
Deputy Minister

Enclosure
Walsh, Edwina M.

From: [redacted]@safeguards.com
Sent: Friday, July 19, 2013 3:02 PM
To: Burden, Nancy
Cc: Hayden, Veronica T.; Davis, Paul A; Gosse, Gary R.
Subject: RE: Meeting Details for Next Week?

Thanks Nancy. Attending from our side will be:

- President and CEO
- VP of Sales and Marketing
- National Business Development Manager

[redacted] will be coming in the night before from our head office in New Jersey and I will arrive earlier in the day on the 23rd from Ottawa.

We look forward to seeing you as well.

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [redacted]
email: [redacted]@safeguards.com
Web: www.safeguards.com

---

From: Burden, Nancy [mailto:burden@nl.gov.ca]
Sent: Friday, July 19, 2013 1:18 PM
To: [redacted]
Cc: Hayden, Veronica T.; Davis, Paul A; Gosse, Gary R.
Subject: RE: Meeting Details for Next Week?

Thank you,

Yes the meeting is confirmed for 10:00 a.m., Wednesday, July 24th, 2013 at Transportation and Works: 6th Floor, West Block, Confederation Building.

The Minister will be interested to discuss the moose detection systems, and details of the recent examination of problems and faults.

Attending will be:
Hon. Paul Davis, Minister
Gary Gosse, ADM Transportation
and
Veronica Hayden, Executive Assistant.

Can you send me the names of those attending on your end, please?

We look forward to seeing you.

Sincerely,

Nancy

Nancy Burden
Departmental Secretary to the Minister
Hon. Paul Davis

8/29/2013
Transportation and Works
6th Floor, West Block, Confederation Building
St. John's, NL
A1B 4J6
tel: 709-729-3678
tax: 709-729-4285
e-mail: burdenn@gov.nl.ca

From: [removed]
Sent: Friday, July 19, 2013 11:15 AM
To: Hayden, Veronica T.
Cc: Gosse, Gary R.
Subject: Meeting Details for Next Week?

Good morning Veronica, in order to properly prepare for the meeting next week with Minister Davis, could we please get a list of any specific agenda items for the meeting, and who will be in attendance? We don't want to waste any of Mr. Davis' valuable time and want to be sure we have everything with us that we might need.

Just to confirm, the meeting is at 10:00 am in his office in the West Block of the Confederation Building. We will be there a few minutes early to get signed in at the security desk downstairs.

Thank you.

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [removed]
e-mail: [removed]@safeguards.com
Web: www.safeguards.com

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this message from your computer. Thank you.
Walsh, Edwina M.

From: [Redacted]@safeguards.com

Sent: Tuesday, July 16, 2013 9:12 AM

To: Gosse, Gary R.

Subject: Re: Meeting with Minister Davis next week

Sounds good ... See you next week.

Sent from my iPhone

On 2013-07-16, at 7:18 AM, "Gosse, Gary R." <gosseg@gov.nl.ca> wrote:

Morning,

I'll be at the meeting with Minister Davis. I don't see a need to meet before. If something comes up during the meeting, we can have a chat after.

Gary Gosse P.Eng.
Assistant Deputy Minister
Transportation
P.O.Box B700
St.John's, NL
A1B 4J6

From: [Redacted]@safeguards.com

Sent: Tuesday, July 16, 2013 08:44 AM

To: Gosse, Gary R.

Subject: Meeting with Minister Davis next week

Gary, as you know my president and VP of sales, [Redacted] will be flying in from New Jersey to join me for the meeting next week with Minister Davis (24th at 10am). Would it be useful for you to meet with them either just before or just after that meeting? They get in the night before an leave just after lunch that afternoon so the window is fairly tight but doable. Should they try to see anyone else?

What do you think?

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [Redacted]
email: [Redacted]@safeguards.com
Web: www.safeguards.com

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Hope it helps. From the little I was able to listen to before I got on and from the direct comments during the interview I'd say you unfortunately have some people who's minds are not open to any new ideas.

On 2013-06-12, at 11:34 AM, "Carter, CarolAnn" <CarolAnnCarter@gov.nl.ca> wrote:

Thanks for this.

CA

Carol Ann Carter
Director of Communications (Acting)
Transportation and Works
carolanncarter@gov.nl.ca
709.729.1758 cell 631.9505

Hi,
We have no objections to you speaking with respect to the operation of the system. I've copied Carol Ann Carter, our Director of Communications, on this email. You should touch base with her prior to your contacting CBC. Carol Ann will give you a call on the number listed below if that's OK.

Gary Gosse P.Eng.
Assistant Deputy Minister-Transportation
Department of Transportation and Works
Government of Newfoundland and Labrador

Hi Gary, you can be sure I won't respond to this without taking to you first. How do you want me to handle ??

8/29/2013
Sent from my iPhone

Begin forwarded message:

From: [redacted]@cbca.ca
Date: 12 June, 2013 9:54:00 AM EDT
To: [redacted]@safeguards.com
Subject: query from cbc radio in nfld

Hi [redacted]

Today my radio show is asking our listeners this question: Should the moose detection lights (Salmonier Line & Grand Falls-Windsor, Nfld) come down? (Given they've not been working much of the time.) We'd love to get your input on the show, to talk about the challenges of keeping the lights operational.

We're on air from 12:35 pm Nfld time (11:05 Eastern) to 1:30 Nfld (noon Eastern). You can call in at 722-7111 or 1-800-563-8255.

Does that work for you?

Best,

Host, Radio Noon NL
(709) 576-5263 or
Twitter: @CBCCrosstalk
www.cbca.ca/radioonoonnl

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Walsh, Edwina M.

From: [redacted] (safeguards.com)
Sent: Friday, June 07, 2013 2:52 PM
To: Hayden, Veronica T.
Cc: Gosse, Gary R.; Burden, Nancy
Subject: RE: Meeting

Hi Veronica, would 10:00am work for Minister Davis? Our plan is to fly in on evening of the 23rd and would leave the afternoon of the 24th at 1:00. I will be staying on for other meetings.

Attending from Safeguards will be:

President and CEO
- VP Sales and Marketing
- National Business Development Manager (Canada)

Please let us know so we can book the least expensive flights possible.

Thanks.

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [redacted]
email: [redacted]
Web: www.safeguards.com

From: Hayden, Veronica T. [mailto:vhayden@gov.nl.ca]
Sent: Friday, June 07, 2013 12:31 PM
To: [redacted]
Cc: Gosse, Gary R.; Burden, Nancy
Subject: RE: Meeting

Good afternoon

What time would you want to meet on July 24th.

Thanks

V

From: [redacted] (safeguards.com)
Sent: Friday, May 24, 2013 5:42 PM
To: Hayden, Veronica T.
Cc: Gosse, Gary R.
Subject: Re: Meeting

The 24th of July would work Veronica. Thanks for all of your effort on this.

Sent from my iPhone.
On 2013-05-24, at 12:37 PM, "Hayden, Veronica T." <vhayden@gov.nl.ca> wrote:

Hi Veronica, unfortunately July 4th is a national holiday in the US and both of the executives Minister Davis needs to see will be away and unavailable for the whole week. Could we possibly make it the following week, say July 10th or some other time that week? We are working very hard with the manufacturer of the detection equipment to try to get solid information for him and make sure that the meeting is productive.

Good Afternoon:

Minister Davis will be out of town at the end of May. It looks as if he will be free July 04, 2013. I would need to discuss that date with him as he is out of office right now.

Would that date work?
From: Hayden, Veronica T. [mailto:vhayden@gov.nl.ca]
Sent: Tuesday, May 21, 2013 3:12 PM
To: [redacted] Gosse, Gary R.
Subject: RE: Meeting

Good afternoon:

I have spoken with the Minister and unfortunately those dates will not work as he will be out of town. He would be available on the afternoon of the 10th or as of right now, his calendar is free for June 11th. Would those days be suitable?

Thanks
Veronica

From: [redacted]@safeguards.com
Sent: Tuesday, May 21, 2013 3:14 PM
To: Gosse, Gary R.
Cc: Hayden, Veronica T.
Subject: RE: Meeting

Veronica, I have our President and CEO, [redacted], and our VP of Sales and Marketing, [redacted], available to fly in from our New Jersey offices to meet with Minister Davis anytime on June 18th or 19th if that would work. I will of course also attend.

Please advise,
Sincerely,
[redacted]

From: Gosse, Gary R. [mailto:gosse@gov.nl.ca]
Sent: Tuesday, May 21, 2013 12:52 PM
To: [redacted]
Cc: Hayden, Veronica T.
Subject: Meeting

Good afternoon,

I'm following up on our meeting of April 11. Minister Davis is anxious to meet with you and other senior officials of Safeguards. Veronica Hayden, Minister Davis' Executive Assistant (copied on this email), will be in touch to finalize arrangements. Perhaps in advance of that, you can provide some suggested dates for a meeting.

Regards,

Gary Gosse P.Eng.
Assistant Deputy Minister-Transportation
Department of Transportation and Works
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Walsh, Edwina M.

From: [Redacted]@safeguards.com
Sent: Friday, June 07, 2013 10:08 AM
To: Waterman, Wade; Spencer, Garry L.; Morris, Christian
Cc: Cranford, Marc; [Redacted]; Gosse, Gary R.

Subject: Inspection and repairs to Moose Detection system

Gentlemen, as you know we had a full engineering team on site this week to work on the long term problems with the Salmonier site. Because they had done so much advance work and sourced the spare parts they thought they might need in advance, this job went much faster than we had expected. Salmonier is now 100% operational and every detection zone has been tested and proven to be working properly. They also had time to drive to Grand Falls and inspect the one tower (#20) that has been giving problems. They also tested all of the zones there (except for three that were too muddy to get into). That site is also 100% operational.

They have asked that you keep an eye on the sites for any issues that might arise over the next few days but at this point they think they have found and repaired all of the multiple problems. The majority of the problems found in the Salmonier site appeared to be a direct result of the sabotage which they found had spread beyond the strobe controllers and into at least one of the detection towers. All wiring errors have now been corrected, batteries that were shorted out have been replaced, and multiple damaged components have also been replaced. In Grand Falls they inspected tower 20 and found some loose wires inside the control box that they suspect had been unnecessarily triggering the lens heaters and draining the batteries. That was fixed and the three batteries were replaced as a precaution.

This effort represents some very long days by a great team of engineers and a strong commitment on the part of Safeguards to support our customers. Please let us know if you see or hear of any issues in either site as we will be monitoring their operation from our side through the cellular modem connections as well and can quickly correlate what you are seeing with the log files.

Thanks for your support and patience on this.

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [Redacted]
email: [Redacted]@safeguards.com
Web: www.safeguards.com

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Walsh, Edwina M.

From: [redacted]@safeguards.com
Sent: Tuesday, June 04, 2013 10:37 AM
To: Spencer, Garry L.; Morris, Christian; Cranford, Marc
Cc: Gosse, Gary R. [redacted]@safeguards.com

Subject: Safeguards team working on Salmonier Moose Detection Site

Gentlemen, a Safeguards engineering team is on site all this week to work on the Avalon site issues. They will be inspecting and testing all of the components of each of the 18 detection towers, as well as the warning flasher arrays, making any repairs necessary, and then bringing the system up in a staged section by section manner to ensure full operation. This process is expected to last through to the end of the week. I understand that they have already found a few items of concern and are making repairs on those today so this is going to be a slow methodical process to ensure they don't miss anything. The team leader is [redacted] our Director of Engineering and he has 2 of our senior engineers with him so as you can see this represents major effort on the part of Safeguards. [redacted] can be reached on site on his cell phone at [redacted] ... or you can find him at the side of the TCH. I'm sure he would welcome a visit.

Christian, as discussed previously one non-technical aspect I expect them to find is that the weeds between some of the towers are too long and blocking the infrared beams. As you know this causes false alarms and can result in the lights staying on for extended periods of time when no moose are present. If they find this is the case they may be calling you for help because they can't properly test the system if the detection beams can't work.

Should you have any questions please don't hesitate to give me a call.

Thanks,

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [redacted]@safeguards.com
Web: www.safeguards.com

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Walsh, Edwina M.

From: [redacted]@safeguards.com
Sent: Tuesday, May 21, 2013 4:07 PM
To: [redacted]
Cc: Hayden, Veronica T.

Subject: RE: Meeting

I am sorry for the confusion on this but our operations group has just intervened and requested that we give them until May 31st before scheduling this meeting so that we know exactly what the reasonable expectations can be for this technology. They have been working very hard with the various equipment suppliers, as well as our own engineering teams, to address the issues we see in the Salmonier site and they will have some firm decisions and restorative action underway by the end of this month. With that in place and the work underway, Minister Davies can get definitive answers from us during the meeting and I believe the meeting would be much more beneficial for all concerned. Therefore, would it be possible to wait until the end of the month before we set a firm date for the meeting?

My apologies once again for any confusion this may have caused. If the Minister would prefer to meet before our engineers can give us the answers we need, we would of course be available at his discretion.

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [redacted]
email: [redacted]@safeguards.com
Web: www.safeguards.com

From: [redacted]
Sent: Tuesday, May 21, 2013 1:44 PM
To: Gosse, Gary R.
Cc: Hayden, Veronica T.

Subject: RE: Meeting

Veronica, I have our President and CEO, [redacted] and our VP of Sales and Marketing, [redacted] available to fly in from our New Jersey offices to meet with Minister Davis anytime on June 18th or 19th if that would work. I will of course also attend.

Please advise.
Sincerely,

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [redacted]
email: [redacted]@safeguards.com
Web: www.safeguards.com

From: Gosse, Gary R. [mailto:gosse@gov.nl.ca]
Sent: Tuesday, May 21, 2013 12:52 PM
To: [redacted]
Cc: Hayden, Veronica T.

Subject: Meeting

Good afternoon [redacted]

8/29/2013
I'm following up on our meeting of April 11. Minister Davis is anxious to meet with you and other senior officials of Safeguards. Veronica Hayden, Minister Davis' Executive Assistant (copied on this email), will be in touch to finalize arrangements. Perhaps in advance of that, you can provide some suggested dates for a meeting.

Regards,

Gary Gosse P.Eng.
Assistant Deputy Minister-Transportation
Department of Transportation and Works
Government of Newfoundland and Labrador

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Walsh, Edwina M.

From: [Redacted]@safeguards.com
Sent: Tuesday, May 21, 2013 2:35 PM
To: Gosse, Gary R.
Cc: Hayden, Veronica T.
Subject: RE: Meeting

Thanks Gary, I will check availability of our executive and reply to both of you ASAP.

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [Redacted]
email: [Redacted]@safeguards.com
Web: www.safeguards.com

From: Gosse, Gary R. [mailto:gosseg@gov.nl.ca]
Sent: Tuesday, May 21, 2013 12:52 PM
To: [Redacted]
Cc: Hayden, Veronica T.
Subject: Meeting

Good afternoon [Redacted],

I’m following up on our meeting of April 11. Minister Davis is anxious to meet with you and other senior officials of Safeguards. Veronica Hayden, Minister Davis' Executive Assistant (copied on this email), will be in touch to finalize arrangements. Perhaps in advance of that, you can provide some suggested dates for a meeting.

Regards,

Gary Gosse P.Eng.
Assistant Deputy Minister-Transportation
Department of Transportation and Works
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8/29/2013
Walsh, Edwina M.

From: [Redacted]@integracom.ca
Sent: Friday, April 12, 2013 10:48 AM
To: Gosse, Gary R.

Subject: Moose Detection System - Our Understanding

Gary, I just wanted to go over our conversation yesterday and make sure I am clear on our understanding of the situation. While we agree that the system near Salmonier Line has not been performing well in the past several months, it appears now that the new radio transmitters and the two strobe controllers were intentionally shorted out and blown beyond repair and the adjustment knob on all timer relays were forced and broken, making it impossible to set the flasher times. The Eastbound strobe controller actually worked for a short period of time before failing and that is what caused the need for the second trip to analyze what was going on. If we had the maintenance spares I recommended previously available on site they could have fixed this and restored the system to full operation while they were here last week.

Until this point the only problems we had at this site were the series of failures of the original timer relays on the flashers that would leave them on for several hours. We found a new supplier for those and have replaced all of them. The system then ran flawlessly for over a year. As for Grand Falls, after some initial hardware issues similar to what we saw in Salmonier, that system has been working well for many months. We had one power issue in one tower that required the batteries to be replaced but the rest of the system was not affected. There is currently a memory card in one tower needing attention, and it is not affecting the overall performance of the system.

I just met with Christian Morris to talk to him about the system and he confirmed that none of his people have the skills necessary to be trained to maintain the electronics. He also made it clear that despite the wording in the contract that Transportation and Works would clear the weeds and the snow between the towers to keep the beams from being blocked, his crews were not able to actually do that and he feels that in the winter months the deep snow between the towers would normally block most of the beams on the Salmonier site. With this in mind during the summer we all recommend installing a weed inhibitor such as a cloth covered with a thin layer of gravel between the towers, if the weed clearing requirement is too difficult to accomplish. The tall weeds will generate false alarms in the summer just as the blowing snow will in the winter. The problem has not been as bad in Grand Falls because the site is much more open and the snow tends to blow away rather than form deep drifts between the towers. We were also able to place the towers farther from the road there to keep them out of the wash from the snowplows and the excavators removed most of the weeds when they were levelling the ground between the towers during installation so it works better in the summer as well.

The delays and costs associated with having to schedule and fly in our own engineers from New Jersey is less than ideal on a number of fronts so this should help a lot and provide the system with the real time support that is needed.

While I understand that the department is disappointed with the overall performance of the system

8/29/2013
during this pilot we remain committed to keeping it operational and will continue to do so. Should the Minister and/or Deputy Minister need to schedule a meeting with our executive to discuss the pilot, as you said they might, we would of course be more than willing to do that.

Sincerely,

[Redacted]

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [Redacted]
email: [redacted]@safeguards.com
Web: www.safeguards.com

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Walsh, Edwina M.

From: [redacted]@safeguards.com
Sent: Tuesday, April 09, 2013 10:58 AM
To: Gosse, Gary R.
Subject: RE: Our Favorite topic - Moose Detection
That would be fine. See you then.

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [redacted]
email: [redacted]@safeguards.com
Web: www.safeguards.com

From: Gosse, Gary R. [mailto:gosseg@gov.nl.ca]
Sent: Tuesday, April 09, 2013 9:27 AM
To: [redacted]
Subject: RE: Our Favorite topic - Moose Detection

I'm at an outside meeting tomorrow afternoon but Thursday morning works. My office at 10:00 Thursday?

Gary Gosse P.Eng.
Assistant Deputy Minister-Transportation
Department of Transportation and Works
Government of Newfoundland and Labrador

From: [redacted]@safeguards.com
Sent: Tuesday, April 09, 2013 10:56 AM
To: Gosse, Gary R.
Subject: RE: Our Favorite topic - Moose Detection

OK, would Thursday or even later in the day tomorrow work? I land around 3:00.

National Business Development Manager
Safeguards of Canada Inc.
Tel: (613) 728-4828, Cell: [redacted]
email: [redacted]@safeguards.com
Web: www.safeguards.com

From: Gosse, Gary R. [mailto:gosseg@gov.nl.ca]
Sent: Tuesday, April 09, 2013 9:24 AM
To: [redacted]
Subject: RE: Our Favorite topic - Moose Detection

I'm pretty tight on Friday. I have a flight to catch around noon.

Gary Gosse P.Eng.
Assistant Deputy Minister-Transportation
Department of Transportation and Works
Government of Newfoundland and Labrador
From: [redacted]@safeguards.com
Sent: Monday, April 08, 2013 4:23 PM
To: Gosse, Gary R.
Subject: Our Favorite topic - Moose Detection

Gary, I’m going to be in town for a couple of days at the end of the week and wondered if you had a few minutes to touch base over a coffee. Safeguards just completed a detailed engineering survey of the detection towers in both the Grand Falls and Salmonier sites and I wanted to bring you up to date on what they found and what we are planning on doing. I’m meeting with Christian Morris on Friday morning at 9:00 for the same reason.

The purpose of my trip is related to other business but I want to keep everyone in the loop on this project as well. Does Friday morning after my meeting with Christian work for you …. Say 10:00?

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Walsh, Edwina M.

From: [Redacted]@safeguards.com
Sent: Friday, February 22, 2013 5:43 PM
To: Morris, Christian; Waterman, Wade, Spencer, Garry L.
Cc: [Redacted] Goss, Gary R., Randel, Corbett J.

Subject: Moose Detection System Maintenance

Gentlemen, as you can imagine we are as frustrated as you with the intermittent issues being experienced at both the Salmonier Line and Grand Falls - Windsor installations. The equipment has been there for some time but the weather has not been cooperating so they have not been installed. They hope to get out to do that work early next week.

In addition, we have the reported intermittent false alarms in both locations, a problem with one of the main warning strobes in Salmonier, and a tower in Grand Falls that has an electrical problem of some kind that causes it's batteries to drain. These problems are not something our electrical contractors can fix because they are not trained in low voltage electronics systems so they can't properly diagnose the problem in the first place. That is the key to the main problem we have been facing all along. When we know what the problem really is we can figure out the best way to fix it and either get it done locally under our guidance, or fly in one of our engineers to do the work themselves. Wade has become very adept at helping us get to the bottom of a problem and work with us toward a solution ... Thank you Wade!! ... but unfortunately most of the issues we hear about in the Salmonier site are after the fact and don't allow for any back and forth questions to help us determine what the problem really is. For example, if we know that a particular set of warning strobes isn't working we may want to know if the battery in the strobe box is charged or if the charge controller in the box is displaying any alarms, or if the strobe can be triggered manually. That information helps narrow the list of possible components that could cause the problem and facilitate fixing it.

In the meantime we are making plans to send some of our engineering team back to the island again to work through every known issue on both sites and make them fully operational, or at least diagnose the problem and order the parts needed to repair it. As you know several of these parts have a six to eight week lead time from the manufacturer. We may need some assistance from you when the team is on site because snow drifts between the towers could be partially blocking the detection beams and causing some of the false alarms being experienced. We may need to address those snow drifts.

What we would like to do is schedule a conference call with all of the affected players for sometime next week (Feb 25-Mar 1) to discuss the creation of a jointly managed Structured Maintenance Framework for these sites that will be more efficient and hopefully result in a much better mean time to repair than is currently being experienced. We feel terrible about the delays and we know you are not satisfied so let's see what we can do to fix that. Please let us know what times would be best for you and we will make ourselves available and set up the conference bridge.

Thanks and have a great weekend.

National Business Development Manager
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