

Message

From: Marilyn Hood [/O=GOTRANSIT/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MARILYN HOOD]
Sent: 7/24/2012 10:04:42 PM
To: Judy Pfeifer [Judy.Pfeifer@metrolinx.com]
Subject: FW: Metrolinx contract

I asked for clarification based on comments in emails

From: Marilyn Hood
Sent: Monday, July 23, 2012 1:18 PM
To: Anne Marie Aikins
Subject: RE: Metrolinx contract

He mentions an estimate generated to do the video:

In his first email to you:

" 75% of the \$79k+ estimate has already been billed, but the final invoice cannot be developed until the job is complete."

And in the second:

"The estimates are signed and the work only commenced after the end of the contract date. These details plus conversations with your team led us to believe that the contract was being extended."

I want to see the estimate.

From: Anne Marie Aikins
Sent: Monday, July 23, 2012 12:56 PM
To: Marilyn Hood
Subject: RE: Metrolinx contract

I clarified on the phone with him. He has absolutely nothing in writing for this year...not even an email exchange.

From: Marilyn Hood
Sent: Monday, July 23, 2012 12:55 PM
To: Anne Marie Aikins
Subject: RE: Metrolinx contract

Are you sure? Estimates are different than contracts.

From: Anne Marie Aikins
Sent: Monday, July 23, 2012 12:52 PM
To: Marilyn Hood
Subject: RE: Metrolinx contract

He's speaking about last year's contract....did you want a copy of the contract? He has nothing for this year

From: Marilyn Hood
Sent: Monday, July 23, 2012 12:48 PM
To: Anne Marie Aikins
Subject: RE: Metrolinx contract

He talks about signed estimates. Please ask Eric where our copies of these signed estimates reside.

From: Anne Marie Aikins
Sent: Monday, July 23, 2012 12:36 PM
To: Marilyn Hood
Subject: FW: Metrolinx contract

He's given details on his work the past few months so now we need to give him a decision about whether he'll be getting paid for the hours he says he has worked for Metrolinx. He know this is the end of the contract however.

From: Rob Nadler [<mailto:robn@duenorth.com>]
Sent: Monday, July 23, 2012 11:49 AM
To: Anne Marie Aikins
Cc: Jill King
Subject: Re: Metrolinx contract

Hi Anne Marie,

You are correct, "busy on Metrolinx" was in reference to the work on the PRESTO video.

To clarify, the video has only been 'on hold' the last 3-4 weeks. Up to that point, we had been extremely busy on it (as you will see in our hours). And to clarify, 'on hold' was maybe the wrong way to describe the situation. We've been in touch with Garrick and Brent on a weekly basis and got some feedback from them that required a change to be made to the video. Hours were required to make these changes happen.

As we discussed on the phone, forecasting hours is not an exact science, so we're always prepared to go 'over' by 10% or 15%. And as we also discussed, we recognize that some months will be lighter and others heavier.

To address your questions:

First, averaging +18% in our hours over the past 15 months is not a cause for concern. We look at the big picture, and how our hours are tracking on a macro level – more than being concerned by any specific monthly output.

Next, it's important to clarify that we don't differentiate between Metrolinx and PRESTO. It was via our Metrolinx contract and relationship that we were commissioned to create the PRESTO video. The estimates are signed and the work only commenced after the end of the contract date. These details plus conversations with your team led us to believe that the contract was being extended.

Finally, the PRESTO broadcast production does not include any agency hours and this was clear to the team. Once again, agency hours (fees) were to be compensated via the monthly fee.

Please do give me a call if you'd like to review this "live".

Regards,

Rob.

On 12-07-23 11:10 AM, "Anne Marie Aikins" <AnneMarie.Aikins@metrolinx.com> wrote:

Thanks Rob. I am still unclear though...when you say you've been very busy for Metrolinx the past three months, are you referring to the PREST video? Or are speaking about other work? I understand the video has been on hold so I'm still unclear as to what work you have been doing? If your contract averaged 94 hours per month then why would you be working 138 and 259 hours in April and May when your contract was up and only PRESTO remained? Our VP is going to ask these questions so I want to have all the answers for her. Thanks

From: Rob Nadler [mailto:robn@duenorth.com]
Sent: Monday, July 23, 2012 11:03 AM
To: Anne Marie Aikins
Cc: Jill King
Subject: Re: Metrolinx contract

Good morning, Anne Marie.

It was nice to talk to you this morning. As promised, I have pulled a few key pieces of information for you.

First, I have confirmed that all billing is sent to Metrolinx; production for the ongoing PRESTO video included. I am not sure if Debbie forwards these to Garrick and Brent, but I can confirm that all invoicing goes to your team. On that note, I can also confirm that approximately \$20,000 remains to be billed for the PRESTO video production. 75% of the \$79k+ estimate has already been billed, but the final invoice cannot be developed until the job is complete.

Second, please see the hours below that I pulled this morning for our work on the Metrolinx account. Commercially Sensitive Information

Commercially Sensitive Information

- Up to the end of June, we had spent more than 1,670 hours on the account – an average of 111 hours per month over 15 months (18% per month over contract).
- As you will see, we have been very busy on Metrolinx the last three months, averaging 161 hours per month (71% over contract):
 - April 2012 = 138 hours
 - May 2012 = 259 hours
 - June 2012 = 86 hours
- July 2012 hours are not all in the system yet, but we will pull these for you ASAP.

Please do review the above information internally and let me know when you can connect with me. If a new temporary contract is required for these hours, we can submit a separate invoice for the 483 hours (plus July).

Thank you,

Rob.

On 12-07-17 12:16 PM, "Anne Marie Aikins" <AnneMarie.Aikins@metrolinx.com> wrote:

Hi Rob – Unfortunately we won't be able to meet this week. But I promise to be in touch as soon as possible to get together. The director and myself have just come on board with Metrolinx so we need a little time. Thanks

From: Rob Nadler [mailto:robn@duenorth.com]
Sent: Tuesday, July 17, 2012 12:12 PM
To: Debbie Dias
Cc: Eric Barkman; Anne Marie Aikins
Subject: Re: Metrolinx contract

Thanks so much, Debbie. We'll look forward to getting together.

Rob.

Sent from my iPhone

On Jul 17, 2012, at 8:28 AM, Debbie Dias <Debbie.Dias-Schimek@metrolinx.com> wrote:

Hello Rob. I've asked Eric to schedule a meeting for us either on Thursday or Friday of this week. And yes, there is no question that you will be paid for the work already done. We just need to sort this out. We'll let you know the day and time for the meeting.

Anne Marie and Marilyn have taken over from Vasie and Jessica.

Anne Marie Aikins, Manager, Design, Marketing & Brand
Marilyn Hood, Director, Strategic Communications

Thanks Rob.

Debbie

From: Rob Nadler [mailto:robn@duenorth.com]
Sent: Monday, July 16, 2012 4:29 PM
To: Debbie Dias
Subject: Re: Metrolinx contract

Hi Debbie,

Thanks for the call.

As mentioned, we've been working on a pretty big video project for PRESTO over the past few months and are just wrapping this up. But we've also been on hold on the execution of the 5-year plan for GO and Metrolinx. We presented a research proposal to Vasie a couple of months back, but everything seems to have been 'parked' given priorities. Of course we need to be compensated for the past couple of months' work, but honestly my focus is longer-term, and ensuring we can get our contract extended so that we can continue to work with you on the execution of the plan.

I'd love to come down Thursday or Friday if you can arrange a 30-minute meeting. And if the time works, Jill King (our President) will be able to join us.

Speak to you soon,

Rob.

On 12-07-16 2:44 PM, "Debbie Dias" <Debbie.Dias-Schimek@metrolinx.com> wrote:
416-869-3600, ext. 5327

Thanks Rob

From: Rob Nadler [<mailto:robn@duenorth.com>]
Sent: Monday, July 16, 2012 2:44 PM
To: Debbie Dias
Subject: Re: Metrolinx contract

Hi Debbie,

Let me know the best number to contact you at.

Rob.

On 12-07-16 2:42 PM, "Debbie Dias" <Debbie.Dias-Schimek@metrolinx.com> wrote:
Hi Rob. Hope all is well with you. I have received a couple of invoices recently for "monthly retainer". Not sure what transpired with Tony prior to his leaving, but as we no longer have a contract with Due North, we are a bit confused about these invoices. Can you please give me a call so we can discuss? Personal Information we have a new director and manager.

Thanks Rob.

Debbie

Rob Nadler | Vice President, Group Account Director
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