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**From:** Willie Gallagher  
**Sent:** 01 March 2007 10:41  
**To:** Trudi Craggs; Willie Gallagher  
**Cc:** Suzanne Waugh; Keith Rimmer; Matthew Crosse  
**Subject:** RE: TTRO advert

Utter cock-up. I am extremely distressed that on our first big test for construction, we get it wrong.

I want urgently an action plan to ensure that this NEVER happens again.

Trudi, this is not personal to you, we are all culpable.

Can someone take responsibility for having the plan on my desk for Monday morning.

willie

-----Original Message-----

From: "Trudi Craggs" <[Trudi.Craggs@tie.ltd.uk](mailto:Trudi.Craggs@tie.ltd.uk)>  
To: "Willie Gallagher" <[Willie.Gallagher@tie.ltd.uk](mailto:Willie.Gallagher@tie.ltd.uk)>  
Cc: "Suzanne Waugh" <[Suzanne.Waugh@tie.ltd.uk](mailto:Suzanne.Waugh@tie.ltd.uk)>; "Keith Rimmer" <[Keith.Rimmer@tie.ltd.uk](mailto:Keith.Rimmer@tie.ltd.uk)>;  
"Matthew Crosse" <[Matthew.Crosse@tie.ltd.uk](mailto:Matthew.Crosse@tie.ltd.uk)>  
Sent: 01/03/07 10:09  
Subject: TTRO advert

Willie

I understand that there is an issue regarding the TTRO advert which is in the Scotsman today.

I think the concerns are as follows:-

- comms were not aware that it was going in the paper;
- the wrong email address is used in the advert
- the advert refers to information being on the website

I have spoken to Suzanne this morning to explain the background to this.

The advert was prepared by D&W and was submitted to tie through SDS. This was approved by me on behalf of tie so if comms weren't aware then I take full responsibility for this. I had thought that Carla had seen the advert but I may be wrong. Given that it was a statutory notice I didn't think about informing comms but with hindsight I probably should have. It probably didn't cross Keith's mind either.

Re the email address, I have never been advised that the email address had changed. I understand having looked in to this that an email was circulated around the team on 27 November advising of this - I was not included in the circulation list. As the tramtime address takes people to trams for Edinburgh then I don't think this should be a huge issue although obviously we will use the correct address in future.

re the website - there is a note on the utilities page under construction advising that details will be available before works start. That was why this information was included in the advert. There is no information to date because I don't think we have that from AMIS - Keith is probably in a better position than I am to comment on that.

If this is a huge issue then feel free to give me a call to discuss. Apologies if this has caused any problems. I would have thought we would want to focus on the progress

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being made rather than the negative but appreciate that we must learn from lessons going forward.

Trudi