

Message

From: Prendergast, Thomas F. [Thomas.Prendergast@stvinc.com]
 on behalf of Prendergast, Thomas F. <Thomas.Prendergast@stvinc.com> [Thomas.Prendergast@stvinc.com]
Sent: 8/12/2019 12:11:03 PM
To: Gaul, Larry [Lawrence.Gaul@stvinc.com]
CC: Charter, Troy [Troy.Charter@ottawa.ca]; Krieger, Scott A. [SCOTT.KRIEGER@stvinc.com]; Joe North
 (joe.north@railpros.com) [joe.north@railpros.com]
Subject: Re: Update 1: LRV09-LRV24 disable at TUN-W

Larry -

Totally agree and you are in the best position as to how best address the situation longer term. We are now in a place where/when the "hands on" experiences are meaningful and not unduly "swept aside" by the significant failings that occurred early on.

Tom Prendergast

Sent from my iPhone

On Aug 12, 2019, at 11:03 AM, Gaul, Larry <Lawrence.Gaul@stvinc.com> wrote:

Troy is correct. The ERC allowed the tech to persuade him into not dispatching the spare train as I had previously suggested to him. This mistake will be fully vetted with the ERC involved and summarized in a Lessons Learned document for review by all TOCC staff

There were a lot of people (RTM, RTM, OCT) in the TOCC this morning so I did not believe it was the time or place to pull the ERC aside and talk about this

Sent from my iPhone

On Aug 12, 2019, at 10:51 AM, Prendergast, Thomas F. <Thomas.Prendergast@stvinc.com> wrote:

Troy -

You got it! That is what I believe is the most right response in regards to how it possible could have been handled better. But then again you have two experts closer to you (Larry and Joe) who have likely said as much already. It took me a while to learn two things relevant to this topic when I was Senior Vice President of Subways at NYCT. The first is to not rely too much on the staff responding to a stalled train out on the system. The best personnel assigned to those tasks generally have the mentality of a Marine.....take the Hill , do not worry about casualties and for God's sake let me do my job uninhibited. The second was to use whatever means I could to "fill a gap" in service that was significantly affecting passengers. In other words use a spare train if one was available or steal one from another line or discharge passengers on one and use it to fill the gap.

As we will discuss later today, there is a big difference between car maintainability (mean time to repair) and system dependability (mean time to restore), but the two are interrelated along with car reliability (mean time between failures). And to maximize the dependability you need to work on both reliability and service restoration simultaneously and jointly. Preaching to the choir likely so I apologize again.

Tom Prendergast

Sent from my iPad

On Aug 12, 2019, at 10:02 AM, Charter, Troy <Troy.Charter@ottawa.ca> wrote:

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It did not play out as seamless as we would want in revenue service. There was an opportunity for the controller to launch the replacement train in the Eastbound direction in the gap that was created

however the ERC was hesitant as the vehicle tech requested to hold off as he thought the train would be fixed and returning to service. As the delay continued, there was another opportunity to launch the replacement train in the Westbound direction in the gap, however again a delay in inserting the vehicle which created a delay for following trains.

Long story short, we need to be more assertive with the techs and be more proactive in removing defective trains and launching replacements. We ultimately pulled the defective train and launched a replacement, but we could have mitigated the customer impact better.

Troy

From: Prendergast, Thomas F. <Thomas.Prendergast@stvinc.com>

Sent: August 12, 2019 9:34 AM

To: Krieger, Scott A. <SCOTT.KRIEGER@stvinc.com>

Cc: Charter, Troy <Troy.Charter@ottawa.ca>; Joe North (joe.north@railpros.com) <joe.north@railpros.com>; Gaul, Larry <Lawrence.Gaul@stvinc.com>

Subject: Re: Update 1: LRV09-LRV24 disable at TUN-W

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Troy -

I understand that was the case and it was replaced with the standby spare. Even in that instance if the defect train was moved offline and returned to the MSF you got it out of the way and freed up the pocket track it was in and got it back to RTM vehicle maintenance for appropriate repair and return to standby status.

Tom Prendergast

Sent from my iPad

On Aug 12, 2019, at 9:25 AM, Krieger, Scott A. <SCOTT.KRIEGER@stvinc.com> wrote:

Tom

I think they pulled the train anyway, but am not positive.

Scott

STV Incorporated

On Aug 12, 2019, at 9:13 AM, Prendergast, Thomas F. <Thomas.Prendergast@stvinc.com> wrote:

Troy -

If I read the times for the e-mails first notifying of the incident's occurrence and the resolution/back-in-service time correctly, it appears as if the entire time from initial identification to back in service was 12 minutes. That is a very good outcome.

Tom Prendergast

Sent from my iPad

On Aug 12, 2019, at 8:13 AM, Charter, Troy <Troy.Charter@ottawa.ca> wrote:

****This e-mail is from outside STV****

Not sure why you were missed.

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From: Rainville, Monique <Monique.Rainville@ottawa.ca>

Sent: Monday, August 12, 2019 7:55:30 AM

To: >PTE - TS - TO - OC Enhanced Line 1 Incident Reporting <pte-ts-to-ocenhancedline1incidentreporting@ottawa.ca>

Subject: Update 1: LRV09-LRV24 disable at TUN-W

Update at 07:51 am

LRV09-LRV24 has regain status and will be in operation.

No further update

ERC Rainville

From: Rainville, Monique <Monique.Rainville@ottawa.ca>

Sent: August 12, 2019 7:46 AM

To: >PTE - TS - TO - OC Enhanced Line 1 Incident Reporting <pte-ts-to-ocenhancedline1incidentreporting@ottawa.ca>

Subject: LRV09-LRV24 disable at TUN-W

Please be advised

At 07:39 hrs, LRV09-LRV24 lost one VOBC at TUN-W on Run 114. Alstom Tech is troubleshooting with the ERO on Confed Line 2.

Updates to follow

ERC Rainville

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