

Message

From: Gaul, Larry [Lawrence.Gaul@stvinc.com]
on behalf of Gaul, Larry <Lawrence.Gaul@stvinc.com> [Lawrence.Gaul@stvinc.com]
Sent: 11/16/2019 4:23:58 PM
To: Tom Pate [tom.pate@rtmgrp.ca]
CC: Troy Charter [Troy.Charter@ottawa.ca]
Subject: Vehicle Troubleshooting Review

Hi Tom

As I am sure you agree both our teams need to get better at dealing with and overcoming vehicle related problems. The recent vehicle problems on the mainline are killing us and after reviewing our troubleshooting efforts it's seems apparent that we could have done much better jobs at overcoming the problem

I am proposing that we set up a vehicle troubleshooting task force consisting of OCT and RTM Ops and Maint staff. This task force would be responsible for reviewing all vehicle related problems that we could not overcome through our approved troubleshooting guidelines. The review would consist of reviewing the incident including problem reporting, troubleshooting steps directed, any other steps that were required to get the train moving. This task force would also identify and have the authority to make any changes to the current troubleshooting procedures for use in the future

The OCT Rail Ops team is onboard with this approach. Are you and your team?

If so, I would like to set up a kickoff meeting next Tues or Wed. At that meeting we could also review the brake problem on Thursday evening and today's brake problem. The task force members should be familiar with each of the delays to be reviewed and be able to openly discuss with the team

Tom, My only goal is to do everything possible to overcome vehicle related issues as quickly (and safely) as possible and minimize the delays to our customers

Appreciate your consideration of this proposal

Thanks

Larry

Sent from iPhone

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