

Metro Train Derailment Washington, D.C. February 12, 2010

On February 12, 2010 at approximately 10:13 A.M., a six-car Red Line Metro train taking passengers to Shady Grove derailed near the Farragut North station in Washington, D.C. Thankfully, this derailment caused only minor injuries. However, it did result in an extremely messy commute for a lot of people, due to a severe delay in train service. Additionally, there was likely damage to the train and/or track, which will require labor to repair. More labor will be required for the investigation.

All the basic information, as well as the impacts to the goals (the injuries, delay in service, property damage and labor time required as a result of the incident), relating to this event are captured in a problem outline. We can also capture anything that was different at the time. Here we note that there were major storms

Once we have completed the outline, we can begin the Cause Map with the goals that were impacted. The impacts to the goals resulted from the train derailing. The train derailed when the front wheels slipped on the lead car came off the track. Metro and National Transportation Safety Board (NTSB) investigators are determining the causes of the derailment, but some of the things that will be looked at as causes include: the train was moving onto a pocket track. Other trains previously have slipped off the track while moving onto a pocket track (a side track that allows trains to pass other trains or move around construction). It's unclear whether the train was moving onto the pocket track to move around other trains or track work.

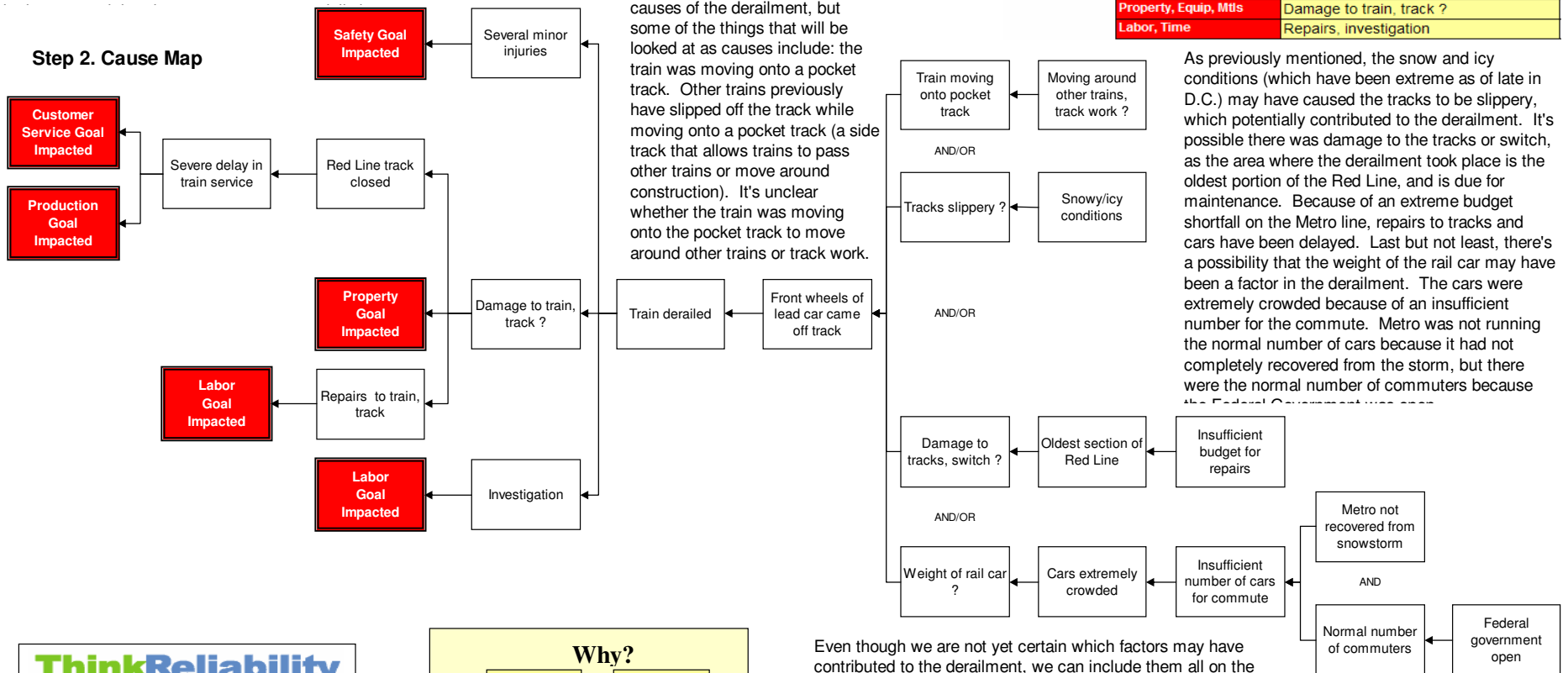
Step 1. Problem Outline

What	Problem(s)	Metro Train Derailment
When	Date	February 12, 2010
	Time	10:13 a.m.
Where	Different, unusual, unique	Major storms in area; heavy commute
	State, city	Washington, D.C.
	Facility, site	Farragut North Station
	Unit, area, equipment	Six-car Red Line train
	Task being performed	Taking passengers toward Shady Grove

Impact to the Goals

Safety	Several minor injuries
Environmental	N/A
Cust. Service	Severe delay in train service
Production-Schedule	Damage to train, track ?
Property, Equip, Mtls	Repairs, investigation
Labor, Time	

Step 2. Cause Map



Even though we are not yet certain which factors may have contributed to the derailment, we can include them all on the Cause Map until we are able to rule some of them out. Even more detail can be added to this Cause Map as the analysis continues. As with any investigation the level of detail in the analysis is based on the impact of the incident on the organization's overall goals.

