**CHICAGO O’HARE COMMUTER TRAIN DERAILMENT INJURES 33**

**Problem**

At 2:49 AM on March 24, 2014, a Chicago Transit Authority (CTA) Blue Line train entered the Chicago-O’Hare International Airport Station. The train failed to stop before the end of the platform, hitting the track bumper post, exiting the track, and landing on a set of stairs and escalators. 33 people on the train were injured including the train operator.

**Analysis**

Basic Level Cause Map - Start with simple Why questions.

- **Safety Goal Impacted**: 33 People in train injured
- **Train Derailed at O’Hare station**

**Evidence:**
- 33 people injured (32 passengers, 1 train operator)
- Estimated property/equipment damage of $100,000

**Impact to the Goals**

- Customer Service Goal Impacted
  - Passenger/Train Delays
  - Property/Equipment Goal Impacted
  - Labor/Time Goal Impacted
  - Production/Schedule Goal Impacted

**Impact to Happy Customers**

- Negative Publicity for CTA

**Impact to Employee Happiness**

- “Extra-Board” Employee

**Impact to the Business**

- Excessive shift length
- Insufficient time off between shifts

**Impact to Emergency Response/Investigation**

- Lack of time to rest

**Impact to Labor Goal**

- Personal Labor Goal Impacted

**Impact to Personal Life**

- Lack of rest

**Impact to Production**

- Excessive shift length
- Insufficient time off between shifts

**Impact to Public**

- Lack of time to rest

**Impact to Safety**

- Insufficient stopping distance

**Evidence:**
- Operator statement
- Evidence: Qualified in January 2014

**Solutions**

Solutions Announced by the CTA April 4, 2014

<table>
<thead>
<tr>
<th>No.</th>
<th>Action Item</th>
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<tbody>
<tr>
<td>1</td>
<td>Establish limit of 32 weekly hours of train operation for 1st year operators.</td>
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<tr>
<td>2</td>
<td>Repeat fatigue-awareness training.</td>
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<td>3</td>
<td>Increase minimum rest time between shifts from 8 to 10 hours.</td>
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| 4   | Reduce speed limit for trains entering station from 25 to 15 mph.
| 5   | Establish a maximum of 12 hours of actual train operations duty during a 14-hour period. |
| 6   | Establish requirement of at least one day off in any seven-day period. |
| 7   | Move trip switches farther from bumper posts. |

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For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our website.