

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 in the area and that the commute was especially heavy.

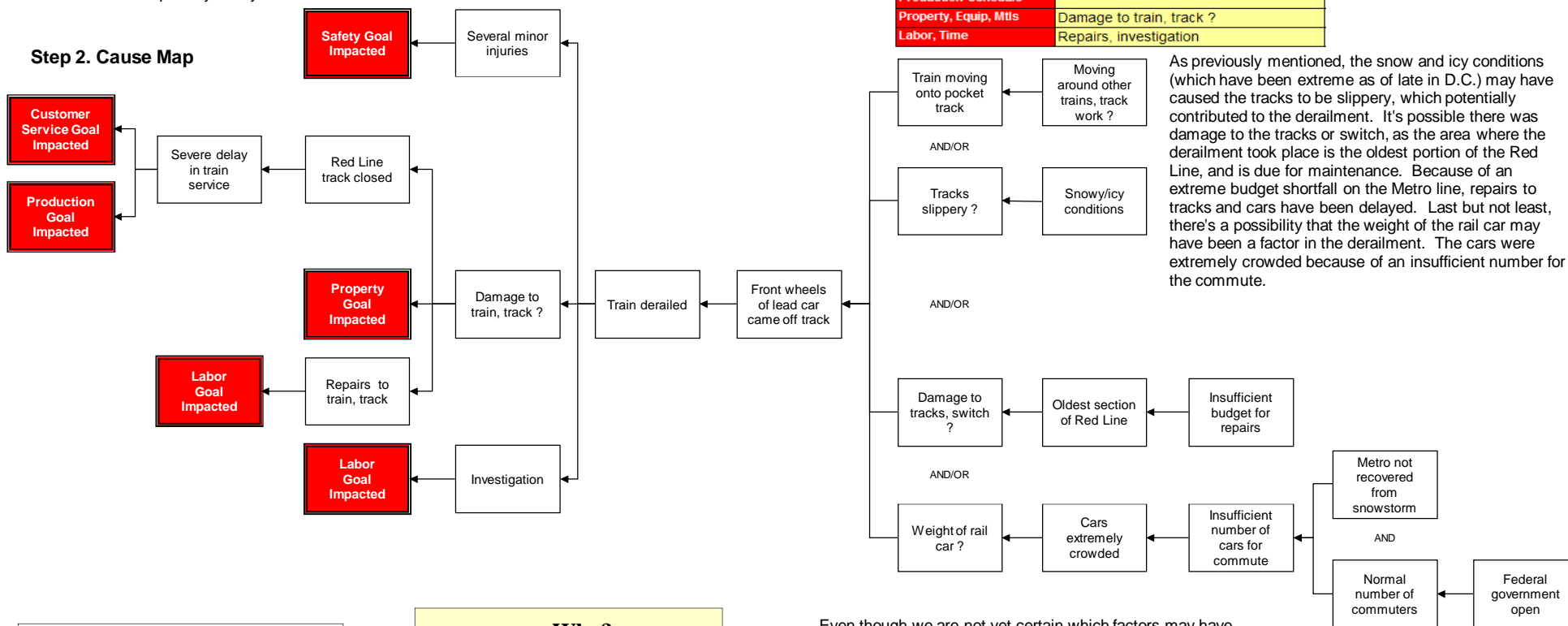
Step 1. Problem Outline

What	Problem(s)	Metro Train Derailment
When	Date	February 12, 2010
	Time	10:13 a.m.
	Different, unusual, unique	Major storms in area; heavy commute
Where	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

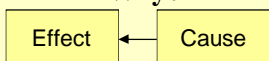
Safety	Several minor injuries
Environmental	N/A
Cust. Service	Severe delay in train service
Production-Schedule	Damage to train, track ?
Property, Equip, Mtls	Repairs, investigation
Labor, Time	

Step 2. Cause Map



As previously mentioned, the snow and icy conditions (which have been extreme as of late in D.C.) may have caused the tracks to be slippery, which potentially contributed to the derailment. It's possible there was damage to the tracks or switch, as the area where the derailment took place is the oldest portion of the Red Line, and is due for maintenance. Because of an extreme budget shortfall on the Metro line, repairs to tracks and cars have been delayed. Last but not least, there's a possibility that the weight of the rail car may have been a factor in the derailment. The cars were extremely crowded because of an insufficient number for the commute.

Why?



NOTE: Read the Cause Map from left to right with the phrase "Was Caused By" in place of each arrow.

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.

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