



AUSTRALIAN RAIL TRACK CORPORATION LTD

Communications Fault Management

**Issue 1
Revision 2**

**Engineering Process Procedure
(PP-149)**

DOCUMENT CONTROL

1 Document Status Record

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2 Document Distribution List

| Copy No. | Position | Organisation |
|----------|--|--------------|
| 1 | Chief Executive Officer | ARTC |
| 2 | General Manager Engineering & Infrastructure | ARTC |
| 3 | General Manager Operations and Customer Services | ARTC |
| 4 | General Manager Finance and Administration | ARTC |
| 5 | General Manager Risk and Safety | ARTC |
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| 9 | | |
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| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
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PROCESS PROCEDURE PP-187

COMMUNICATIONS FAULT MANAGEMENT

1. Purpose

The purpose of this procedure is to ensure safety related and other significant faults in the ARTC communications systems are adequately managed and resolved.

2. Scope

The scope of this procedure is limited to a general description of the Communications System Faults Reduction Strategy implemented at ARTC.

3. Reference Documents

[PP-141 Alliance Management Team Operations](#)

[PP-151 Annual Work Program](#)

[PP-152 Train Control Report – Close Out](#)

4. Responsibility

The Asset Manager Communications is responsible for the management of Communications faults

5. Communications Systems Faults Management Committee

The Communications System Faults Management Committee (CSFMC) is a sub-group of the Alliance Management Teams (AMT), reporting to the AMT.

The CSFMC enables that ARTC:

- is able to demonstrate progress towards achieving the service reliability goals for the communications systems (a reduction in the total train delay minutes attributable to communications systems);
- adopts a proactive approach to reducing safety risks to levels considered As Low As Reasonably Practicable; and
- is provided with a sound basis for prioritising expenditure on communications systems upgrades and enhancements (sustaining the infrastructure).

The CSFMC meets in South Australia on a monthly basis.

Victorian communications systems are managed and maintained under separate, non-alliance style contract. ARTC liaises directly with the Victorian provider of communications system maintenance to ensure effective management of fault trends.

Membership of the CSFMC is limited to the communications engineers from ARTC, alliance partners and other contractors directly involved in the rectification of faults in the ARTC communications systems.

5.1. CSFMC Scope of Operation

The CSFMC will:

- monitor faults and report monthly to the AMT;
- assess the risks attributable to serious faults in a committee (risk management workshop) style approach;
- assign resources for the investigation of serious faults; (Technical Investigations);
- prioritise the investigations;
- recommend actions to the AMT;
- monitor the progress and outcomes of investigations;
- conduct reviews of maintenance schedules, maintenance plans, tasks and resource requirements; and
- oversee the implementation of preventative actions.

5.2. Fault Statistics

Alliance partners provide fault statistics in the Monthly Reports.

The fault statistics are usually derived from reports of failures that caused train delays (Train Control Reports), and faults detected in the field during routine and corrective maintenance.

In most instances, the details provided by alliance partners in the fault reports adequately describe the rectification action taken for isolated faults. ARTC often requires more detailed analysis of the cause of the fault, in which case the fault will be reviewed by the CSFMC.

The CSFMC will review reported faults, based on the advice of alliance partners and contractors. The priority faults are determined by considering the implications for service reliability (total train delay minutes) and safety standards.

The CSFMC will pay particular attention to those faults that are safety critical in nature.

6. Procedure

1. The Asset Manager will routinely monitor TCR data (refer to PP-194) to identify adverse trends in communication system fault statistics.
2. The Asset Manager Communications will prepare and distribute an agenda for the next CSFMC meeting.
3. The CSFMC will identify priority faults and determine the appropriate actions for resolution of these faults.
4. The Asset Manager reports the outcomes of CSFMC meetings to the AMT (PP-181).
5. The Asset Manager Communications incorporates the decisions taken to rectify system faults into the Annual Work Program

6.1. **Outputs**

The CSFMC may generate the following outputs:

- MPM projects to address major faults (this may include the re-allocation of priorities for MPM projects in a financial year).
- Changes to procedures and work practices, including but not limited to:
 - amendments to contract Statements of Work;
 - revised or new specifications;
 - amendments to the National Code of Practice;
 - amendments to maintenance procedures; and

7. **Flow Chart**

Refer overleaf.

Communications Systems Faults Management



