

Maher, Richard

From: [REDACTED]
Sent: Friday, October 26, 2012 3:44 PM
To: Maher, Richard
Cc: [REDACTED]
Subject: Holland TrackSTAR Test - Fall 2012 - NJ
Attachments: 481Corrected Reports.zip

Rick:

In regards to the recent fall Holland TrackSTAR test for Conrail in New Jersey we had a quality control issue as you rightfully brought to our attention.

Our operator inadvertently used an FRA threshold file (which contains defect parameters and limits) for the new recently added FRA concrete tie guidelines and only applies to concrete tie track and not wood tie track. We have a standard FRA file that has been traditionally used on Conrail and many other customers of ours. This year we created a second FRA file for the concrete tie requirements. Our operator inadvertently used the concrete tie file (which includes the cant defect) instead of the standard FRA file. The only difference between the two files is the cant defect.

This explains why you suddenly had cant defects on the test, when you have not had in the past. This was an error in our part. We regret the confusion this caused you, your staff and to Conrail.

This mistake was brought to our attention by you on 10/17/12 and we fixed the problem immediately the following day.

We have gone through your defect reports for the days 10/08/12 thru 10/17/12 and edited out all the cant defects from your reports. This applies to the hard copy reports that were distributed to your field personal and the PDF files on your data disk only.

The edited files are attached to this email and are organized by date. I would suggest that you have your team print these files and replace the hard copy exception reports with these and destroy the other reports.

If this is not acceptable, I can have new hard copy reports produced here at our office and mailed to you. Please advise which way you would like to proceed.

The CSV files on your data disk have not been corrected. Please do not use those files.

I realize you were on vacation this week and wanted to try and bring this to quick or partial resolution by the time you returned to the office. If we need to do more to resolve this issue to your satisfaction, please let me know.

We greatly appreciate Conrail's business and I apologize for causing this confusion. We will be adjusting our operating procedures to prevent this problem from happening in the future.

I will call you on Monday to discuss and review with you.

Best Regards

Derrick W. Lynch
Director of Operations
Track Testing Services
Holland Company

Ph: [REDACTED]
Fax [REDACTED]
Cell [REDACTED]

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