

Suffern Paul

From: [REDACTED]
Sent: Tuesday, April 21, 2020 10:01 AM
To: [REDACTED]
Subject: FW: Dispatcher Training
Attachments: Module 5.pdf; Mod 9.pdf

Gentlemen,

More from CSX...

From: [REDACTED]
Sent: Tuesday, April 21, 2020 9:42 AM
To: [REDACTED]
Subject: FW: Dispatcher Training

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Dick,

Per our conversation yesterday on Draffin KY and your inquiring as to what if any training we give to the dispatchers around weather, please see the explanation below and the attachments. Not a whole lot there, and mostly centered around things we already knew about regarding flash floods and heat warnings.

Cathy, can you please log that we have provided this to NTSB.

Thanks,
Steve

From: [REDACTED]
Sent: Tuesday, April 21, 2020 8:38 AM
To: [REDACTED]
Subject: RE: Dispatcher Training

During module 5 of the new hire training program I cover weather warnings with the class including heat, flash, and high wind warnings. We review the procedures of how notification will be received and then information delivered to them for the type and limits of the warning. We then go through how to protect these areas and deliver the messages to train crews. I will also review how this affects train speeds from a very high level/general terms (heat warnings slow most trains down by 10 or 20 etc, flash floods slow trains down to 40 etc, and review the restrictions of the high winds.) The new hire dispatchers are required during training, to protect the limits of the area with track blocks, deliver the message(s) to trains via EC-1, and report it to the chief. It is an ILT exercise we go through and I ensure each person performs it accurately.

The alerts the dispatcher gets walks them through exactly what to do so it's not the most complex lesson and for a chief it's not something that requires any amount of training, all chiefs were dispatchers at some point in time and understand what the dispatcher does, but for weather warnings the chief basically just makes sure engineering is notified and the dispatcher protects the area, plans for the delays etc.

When new rules/messages come out (i.e. high wind warnings is fairly new) we will send out an email and brief everybody on what it is, how to handle it, what affects it will have on the railroad and how to create/find the dispatcher message. But again it's just a process where you follow the steps and information is provided to you.

Can you tell me about this incident. I've heard about the NTSB looking into something in February on the Kingsport sub? But now I'm curious on any details I don't recall this.

Steve Voigt – Mgr Field Dispatch & Network Support

[REDACTED]

From: [REDACTED]

Sent: Monday, April 20, 2020 3:33 PM

To: [REDACTED]

Subject: Dispatcher Training

Steve,

Can you tell me if dispatchers or chief dispatcher receive or have any modules in their training on weather alerts, notifications or anything around weather. If so, what's the training and how do they receive it?

This is in reference to an accident that occurred in February in which the NTSB responded. They are the one's asking for clarification.

Thanks,
Steve