

**From:** [Stuart G Langan](#)  
**To:** [Neil Scales](#)  
**Subject:** Re: Door issue on NGR service  
**Date:** Wednesday, 3 January 2018 7:39:17 AM  
**Attachments:** [image001.gif](#)  
[image003.png](#)

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Morning Neil,

I've followed up with BTA/QR and will get back to you when I get more detail.

Thanks

**Stuart Langan**

NGR Program Director | New Generation Rollingstock Project  
**TransLink Division** | Department of Transport and Main Roads

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Sent from my iPhone

On 3 Jan 2018, at 7:16 am, Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)> wrote:

Good Morning,

Any advice on the issue ?

Kind regards

**Neil Scales**

Director-General  
Department of Transport and Main Roads

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---

**From:** Casey, Jacki [<mailto:jacki.casey@qr.com.au>]

**Sent:** Wednesday, 3 January 2018 7:15 AM

**To:** Queensland Rail Media <[QueenslandRailMedia@qr.com.au](mailto:QueenslandRailMedia@qr.com.au)>; Hooper, Simon <[Simon.Hooper@qr.com.au](mailto:Simon.Hooper@qr.com.au)>; Adam, Steven <[Steven.Adam@qr.com.au](mailto:Steven.Adam@qr.com.au)>;

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**Subject:** Door issue on NGR service

Good morning,

The 0604AM Domestic Airport to Varsity Lakes NGR service has terminated at Central station due to a door issue. This is an Airtrain service, as well as a contra peak Citytrain service.

Customers travelling on this service may experience a 30 minute delay for their replacement service from Central. There has been no feedback on social media.

A fresh turn out has been arranged from Helensvale to the Airport for its return service, which will run on time.

No further updates.

<image001.gif>

### Queensland Rail Media

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<!--[if !vml]-->

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Released under RTI

**From:** Stuart G Langan  
**To:** [Neil Scales](#)  
**Cc:** [Simon G Cook](#)  
**Subject:** RE: 705 faults from this morning  
**Date:** Thursday, 4 January 2018 5:09:00 PM

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Neil,

Quick update on 705 and the door issue.

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

BTA are instigating a fleet check for the door header gear slide motor, and other door fasteners as a priority for trains in revenue service, including MU13 and MU8 (to be completed by Monday morning) and then all other trains.

Thanks

**Stuart Langan**

NGR Program Director | New Generation Rollingstock Project

**TransLink Division** | Department of Transport and Main Roads

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**P Reduce, Reuse, Recycle - Think before you print**

---

**From:** Neil Scales

**Sent:** Wednesday, 3 January 2018 3:33 PM

**To:** Stuart G Langan <[Stuart.Langan@translink.com.au](mailto:Stuart.Langan@translink.com.au)>

**Cc:** Simon G Cook <[simon.cook@translink.com.au](mailto:simon.cook@translink.com.au)>

**Subject:** Re: 705 faults from this morning

Thanks,

Keep me in the loop please

Kind regards,

**Neil Scales**

Director-General

Department of Transport and Main Roads

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On 3 Jan 2018, at 2:54 pm, Stuart G Langan <[Stuart.Langan@translink.com.au](mailto:Stuart.Langan@translink.com.au)> wrote:

Neil,

MU5 is now back at the depot and under investigation by BTA for this morning's door issue. BTA will also be reviewing the overall door performance history for this train and addressing the wider door performance issue.

Attached FYI is a summary of NGR door faults and cancellations since entering passenger services on 11<sup>th</sup> Dec. MU5 is the "main culprit" for both door faults and cancellations.

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Thanks

**Stuart Langan**  
NGR Program Director | New Generation Rollingstock Project  
TransLink Division | Department of Transport and Main Roads

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---

**From:** Neil Scales

**Sent:** Wednesday, 3 January 2018 11:34 AM

**To:** Stuart G Langan <[Stuart.Langan@translink.com.au](mailto:Stuart.Langan@translink.com.au)>

**Cc:** Simon G Cook <[simon.cook@translink.com.au](mailto:simon.cook@translink.com.au)>

**Subject:** RE: 705 faults from this morning

Thanks

Kind regards

**Neil Scales**

Director-General

Department of Transport and Main Roads

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---

**From:** Stuart G Langan

**Sent:** Wednesday, 3 January 2018 9:39 AM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Simon G Cook <[simon.cook@translink.com.au](mailto:simon.cook@translink.com.au)>  
**Subject:** FW: 705 faults from this morning

Neil,

Some further information in relation to the door problem with 705 this morning. MU5 has been taken out of service and is at Mayne and will return to WMF sometime later today for BTA fault investigation/rectification.

Thanks

**Stuart Langan**  
NGR Program Director | New Generation Rollingstock Project  
TransLink Division | Department of Transport and Main Roads

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---

**From:** Binnie, Jason [<mailto:Jason.Binnie@qr.com.au>]  
**Sent:** Wednesday, 3 January 2018 9:33 AM  
**To:** Stuart G Langan <[Stuart.Langan@translink.com.au](mailto:Stuart.Langan@translink.com.au)>  
**Cc:** Cameron, Laurie <[Laurie.Cameron@qr.com.au](mailto:Laurie.Cameron@qr.com.au)>  
**Subject:** 705 faults from this morning

Stuart,

As discussed, please see below the events for this morning.

Regards Jason

IR18-00182

At 04:16 hours Guard DP05 (NGR 705) Robina advised that there was a door that was not closing.

Control advised Guard to contact In-Service Support Technician.

In-Service Support Technician advised Guard to attempt to recycle door.

At 04:21 hours DP05 departed Robina 8 minutes late.

Guard DP05 advised 5705A Door would not close.

At 04:55 hours DP05 delayed 5 minutes Loganlea, Guard advised delay was due to a door in 5705 not closing.

IR18-00190

At 05:12 hours Network Control Officer enquired with Guard DP05 (NGR705) of late running at Loganlea.

Guard advised of door issues with 5705D door.

In Service Support Technician advised the guard to cycle the door which rectified the fault.

IR18-00191

At 06:39 hours Driver DG14 (NGR 705) at Central reported that the unit was experiencing a door fault and the train was unable to move. Driver advised that the Guard had isolated the door but the Door Open Tile Light was still illuminated.

Door fault was in 705MA-D Door.  
At 06:41 hours In Service Support Technician advised.  
At 06:45 hours DG14 Terminated at Central and formed EF14.

At 06:46 hours In Service Support Technician advised crew to utilise Traction Override once the train had been emptied out.  
At 06:57 hours Driver EF14 advised that the train was ready to depart Central and travel to the Electric Train Depot.

<image001.gif>

**JASON BINNIE**  
**OPERATIONS MANAGER, NGR**

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<NGR Door defects summary.xlsx>

**DEFECTS 11/12/17 TO 31/12/17**

Work Order	MU Id	Raised Date
304770	704	12/12/2017
304899	705	14/12/2017
305099	705	18/12/2017
305462	705	20/12/2017

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307413      705      27/12/2017

307597      704      29/12/2017

**CANCELLATIONS 11/12/17 TO 31/12/17**

705      18/12/2017  
705      22/12/2017  
705      27/12/2017  
705      3/01/2017

## Description

TA Door D has scraping noise: Guard reported that TA Door D had to be isolated and locked out. Door was operating slowly and scraping noise was heard from the header area. A possible fowling of Bowden cable could be the cause. Further inspection required. No delay was caused.

D130366 DMA DOOR D FAULTY: D130366 DMA DOOR D FAULTY reported at 0845 by the driver. This fault has been reported three times in the last two weeks and marked as resolved, i believe further investigation is now Saloon door would not plug closed. MA. Door A: Cancelled service due to door could not be plugged closed and lost time.

On board ISST advises that MA door A at fault.

DOOC cancelled service once delay was in excess of 30 minutes.

DP05 was already 14minutes late due to operational reasons before door fault at Southbank station.

ISST was able to plug door, then test door OK.

705 was shunted into Mayne yard for approx. 1 hour 05:55 to 06:55, then sent to Robina as EG02.

Attachment shows Trip delays before Fail at Southbank.

---

DP05 was progressively losing time due to Operational, non-BTA issues.

When stopped at Southbank, Train Control called driver and was told that there is now a door issue, and there is an Engineer on board. ISST advised controller to ask Engineer to assist.

Unless I missed it, there was not a radio call to ISST from driver as Engineer was assisting.

See also Incident #305096 for 3 min delay leaving Robina yard.

All Doors Indicated as Faulty, but are working OK.: All Doors Indicated as Faulty, but are working OK. At/Near Bethania station.

Driver called to advise that Faults came up to indicate all doors fault.

Fault was present for approximately one minute.

Driver advised that all doors worked OK at last station.

Driver advised that all doors worked OK at the following station.

Advised driver that fault was a system comms error, and to advise if it should happen again.

OnBoard technician confirms all is OK.

MU5 Cancellation due to door fault MB 'D': Please find below a description of events today on MU5's run

- @ 12:10 as per timetable MU5 departed Varsity Lakes
- @ 12:57 Driver called ISST, location Loganlea, driving from DMA cab, while stationary there was a door fault, MB Door 'D'.
- Same time, there was a T.O.I. on board 'John Cheshire', who had rang the DOOC directly informing that the driver could not get a door tile light off the HMI-S.
- DOOC passed the mobile phone to ISST to liaise with the T.O.I. to rectify
- ISST advised T.O.I. to try to make sure the door was closed. T.O.I. advised door was closed. ISST asked the T.O.I. to make sure on the HMI-O that they are at the correct door, which was confirmed.
- ISST advised T.O.I. to try to isolate the door at the local switch box, and to check HMI-S status – which stayed the same (fault)
- ISST advised T.O.I. to try the G.O.R., electrically open the door and close the door, which they did, fault still apparent.
- At this point, DOOC advised we need to be thinking about de-training the passengers to move the train

- ISST advised T.O.I. to try to manually open and close the door with the E.D.R. handle, to try to frigate the probable cause (micro-switches on the door header not making).

This was done, but the door open tile would still not go out on the driver's HMI-S.

- @ 13:13 ISST was then advised by the DOOC to de-train MU5.
- ISST advised T.O.I. to make sure MB 'D' was closed, and electrically and mechanically isolated.
- Driver was instructed to de-train at Loganlea, and ISST advised T.O.I. to operate the 'Door-traction-interlock' switch in each cab, thus achieving traction with a known door fault.

The repercussions were:

- 1E59 Ferny grove unit was 23 minutes late
- TP63 Airport run was 5 minutes late.
- MU5 DP61 was cancelled at Loganlea

@14:09 - En-route back to WMF, T.O.I. called the ISST2, stating brakes had applied at East Ipswich.

ISST2 liaised with the T.O.I. informing the T.O.I. one of the traction interlock switches must have been switched as MU5 had Brake pipe. One of the switches had been operated, and traction was then achieved.

ISST advised the DOOC MU5 could be repaired or made safe at WMF and then advised DOOC MU5 could be taken with the door isolated to remain in service (replace itself), to which the DOOC agreed.

- Mobile tech Jacob Vaughan phoned by ISST2 to meet train in WMF to diagnose door. (Stayed beyond shift hours)
- @ 14:50 Jacob advised damage to door header conduit holder. Screw head snapped off and mounting bent out of shape.
- Mobile tech Jacob assisted guards with Door isolation.
- Train will stow at Robina tonight where further investigation will be required and possible repair.

@15:22 MU5 departed WMF to replace itself with one door isolated (HMI-S door fault cleared, traction interlock reset)

DMA Bodyside Door 'B' no fault code: Driver reported DMA Bodyside Door 'B' no fault code on HMI-O. Reported HMI-C was showing 'video requesting'. Driver did report after about 5 minutes fault did clear itself. Informed driver to monitor

At Southbank - faulty door MA door

On BAL - brake issue

At Loganlea - faulty door MB door

At Central - faulty MA D door



QUEENSLAND  
GOVERNMENT

## New Generation Rollingstock Project

### Project Monitoring Committee Meeting

DATE	22 February 2018		
TIME	10:00am – 11:00am		
LOCATION	Newmarket Meeting Room, Level 14, 295 Ann Street, Brisbane		
TMR ATTENDEES	Simon Cook (Chair) Tamie Dominikovich Stuart Langan Craig Sherritt (minute taker)	PROJECT CO ATTENDEES	Not Relevant
QUEENSLAND RAIL ATTENDEES	Laurie Cameron	BOMBARDIER	Not Relevant
APOLOGIES	N/A		

Not Relevant

#### Actions outstanding from previous meeting

Not Relevant

- 
2. SC said that Task Force had discussed steps so that State has better visibility,  
Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Not Relevant

Page 13 redacted for the following reason:

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Not Relevant

Released under RTI - DTMR

Not Relevant

**Fleet Performance & Forecast Contractual Milestones**

- Not Relevant [redacted] There had been issues with the doors Not Relevant [redacted]

Not Relevant

4.

Released under EIRTI - DTMR

Pages 15 through 16 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

## Minutes

### NGR Inter-Governmental Steering Committee Meeting (Combined with PSB)

<b>Date</b>	26 February 2018	<b>Time</b>	11.00am – 12.00pm
<b>Place</b>	Room 35.02 level 35, 1 William St, Brisbane		
<b>Chair</b>	Neil Scales		
<b>Minute taker</b>	Sylvie Partier		
<b>Attendees</b>			
Director-General, Transport and Main Roads, TMR	Neil Scales (NS)		
Deputy Director-General – TransLink	Matthew Longland		
Chief Financial Officer, TMR	Nick Shaw (NSh)		
General Manager, NGR	Simon Cook (SC)		
Director, Commercial Group, Queensland Treasury	Simon Fraser (SF)		
Chief Executive Officer, Queensland Rail	Nick Easy (NE)		
EGM Citytrain, Queensland Rail	Nick King (NK)		
Senior Program Manager, NGR Operational Readiness (QR)	Laurie Cameron (LC)		
NGR Program Director (observer)	Stuart Langan		
<b>Apologies</b>			

Not Relevant



Not Relevant

**Agenda item 3 Update on Readiness for Commonwealth Games**

Not Relevant

- NS queried if there were problems with the doors on these units. SC confirmed that doors is still an issue and that despite the implementation of fleet checks there are still some issues. The train crews are getting better at dealing with issues but there are still a number of false indications. NS confirmed that as drivers will get more used to the door isolation procedure things should improve. Not Relevant
- SL advised that in a number of instances no faults were found. Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs  
SL advised the doors are currently the main performance issue NR which is dealt with through the weekly technical and performance meeting.

Not Relevant

Released under DTMR

Pages 19 through 26 redacted for the following reasons:

-----  
Not Relevant

Sch 3, Item 6(c)(i) - Infringe privileges of Parliament

Released under RTI - DTMR

## Mandy L Bird

---

**From:** Neil Scales  
**Sent:** Tuesday, 27 February 2018 9:18 PM  
**To:** Cameron Y Leslie  
**Cc:** Jennifer M Grace; Simon G Cook; Stephanie B Williams; Translink Media  
**Subject:** RE: FOR APPROVAL | HIB: NGR Door Issues

**Importance:** High

Thanks,

Doesn't go far enough.

The video of the QR staff is reprehensible.

The doors can fail in operation and when this happens can be locked off by train crew and passengers can get on and off the train via another door until the fault is fixed.

This is part of normal operation.

Make these additions and then send off to the MO please, I don't need to see it again.

### Neil Scales

Director-General  
Department of Transport and Main Roads

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---

**From:** Cameron Y Leslie  
**Sent:** Tuesday, 27 February 2018 9:13 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Simon G Cook <[simon.cook@translink.com.au](mailto:simon.cook@translink.com.au)>; Stephanie B Williams <[Stephanie.Williams@translink.com.au](mailto:Stephanie.Williams@translink.com.au)>; Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)>  
**Subject:** FOR APPROVAL | HIB: NGR Door Issues

Hi Neil.

Below is the HIB requested by Mins on today's NGR door issue.

Simon Cook has approved.

Can you please review and let me know if you have any concerns.

Thanks

Cameron

## NGR door issues

Bombardier Transportation has completed a full investigation into the door incident that resulted in an NGR train being cancelled while in passenger service this afternoon.

The issue was caused by a loose “circlip” (metal washer that holds part of the door mechanism together) on the upper door operating mechanism, which was preventing the doors from fully closing.

The loose “circlip” has been tightened, and all doors have been checked and tested. The train is ready and available for passenger service.

An urgent check of all NGR trains in passenger service is now underway to ensure the “circlips” are in place and operating as designed.

Door systems are widely acknowledged to be a challenging aspect of train design and operation. Minor door faults are common across all train fleets and can result from a number of things, including obstructions, wear and tear, alignment and dynamic train movements.

Overall, the NGR trains in passenger service have been performing well. Any faults that have been identified have been minor and as evidenced this afternoon, have been resolved as quickly as possible by Bombardier.

The more these new trains operate in passenger service, the more confident we can be in their reliability for the 2018 Gold Coast Commonwealth Games.

### Background

Bombardier is also investigating its work logs to determine whether this is an installation or teething issue.

CCTV footage is currently being sourced and extracted for review. It will likely confirm that this incident was not caused by an act of vandalism on the train. The footage is expected to be available tomorrow morning for review.

Cameron Leslie  
Senior Media Advisor  
TransLink Division | Department of Transport and Main Roads

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# **New Generation Rollingstock**

## **Monthly Report - February 2018**

### **Commercial in Confidence**

## Distribution list

Copy No.	Name	Role	Email
1.	Neil Scales	Director-General, TMR	neil.scales@tmr.qld.gov.au
2.	Bill Lansbury	A/Deputy Director General, Infrastructure Management and Delivery	william.J.Lansbury@tmr.qld.gov.au
3.	Nick Easy	Chief Executive Officer, Queensland Rail	nick.easy@qr.com.au
4.	Matt Longland	A/Deputy Director-General (TransLink)	matthew.J.Longland@tmr.qld.gov.au
5.	Simon Cook	General Manager, New Generation Rollingstock	simon.cook@translink.com.au
6.	Simon Fraser	Director, Commercial Group, Queensland Treasury	simon.Fraser@treasury.qld.gov.au
7.	Jason Wishart	Commercial Manager, Commercial Group, Queensland Treasury	jason.Wishart@treasury.qld.gov.au
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11.	Jeff Sullivan	A/Head of Business Performance (TransLink)	jeff.sullivan@translink.com.au
12.	Nick Shaw	Chief Finance Officer	nick.t.shaw@tmr.qld.gov.au
13.	Laurie Cameron	Operational Readiness Program Manager, Queensland Rail	laurie.cameron@qr.com.au

Released under RTI

# Contents

**1. Executive Summary**

**3**

Not Relevant

**4. Performance and Operations**

**7**

Not Relevant

Released under RTI - DTMR

# 1. Executive Summary

## 1.1 Summary of Key Achievements

Not Relevant

Overall performance is generally good with key performance and reliability issues being with the saloon doors

Not Relevant

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Not Relevant

Released under RTI - DTMR



Pages 33 through 35 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

## 4. Performance and Operations

### 4.1 NGR Fleet Performance

Not Relevant

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Not Relevant

#### Top 3 Issues

- **Saloon Doors:** Saloon door issues persisted through February. [Redacted]

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Not Relevant

## 4.2 February Performance summary

The following summarises fleet activity and incidents attributable to all parties in February 2018.

Category	Description of incident
Not Relevant	
Cancellations:	Not Relevant
	Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Not Relevant
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Released under RTI - DTMR

Pages 38 through 54 redacted for the following reasons:

-----  
Not Relevant

Released under RTI - DTMR

**From:** [Stuart G Langan](#)  
**To:** [Emily.Brogan@ministerial.qld.gov.au](mailto:Emily.Brogan@ministerial.qld.gov.au)  
**Cc:** [Simon G Cook](#); [Stephanie B Williams](#)  
**Subject:** Summary of door issues  
**Date:** Thursday, 8 March 2018 8:27:16 AM  
**Attachments:** [Summary of Door Issues for February.docx](#)  
[image001.png](#)

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Emily,

Apologies for not getting this to you sooner. In Simon's absence please find attached the summary of door issues for February Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

As before please treat this as commercial in confidence and should not be distributed. If there is information that you would like to share outside your office then let me know and we can provide a different or less sensitive format.

Thanks

**Stuart Langan**

NGR Project Director | **New Generation Rollingstock project**  
**Infrastructure Management & Delivery** | Department of Transport and Main Roads

---

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## New Generation Rollingstock (NGR) train door issues in February

### Overview (to date)

- **Door issues – 20**
  - 703: 1
  - 704: 1
  - 705: 4
  - 706: 4
  - 708: 1
  - 710: 2
  - 713: 5
  - 714: 2
- **Cancellations as a result of a door issue – 2**
  - 713: 1
  - 714: 1
- **Total time delayed due to door issues – 11 incidents causing a total of 93 minutes delay**

DATE	TRAIN	IMPACT	ISSUE	DESCRIPTION	ACTION TAKEN
01/02/2018	705	NIL	Fault code in drivers cab	Prior to service commencing the driver called through a door fault, that had cleared straight away. The driver was advised to contact the ISST if fault re-occurs. Door was not isolated. Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs	Tested door multiple times and had no faults. Unit to be monitored for any further occurrences.
03/02/2018	713	DELAY – 3 minutes	Door open/close functionality	Driver reported to ISST that there was an issue closing the TA door C at South Brisbane Station, there were no associated fault codes. Guard isolated and reinstated the door and found it to be operating correctly. Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs	Door cycled multiple times using multiple configurations, as well as a detailed inspection of the mechanical components with no faults being presented. The door was also observed from Varsity Lakes to the Airport and was functioning correctly.
03/02/2018	706	DELAY – 3 minutes	Door open/close functionality	Guard reported to ISST at South Bank Station that MB Door C hadn't closed at the Station and required to be isolated to depart. No faults codes were displayed. Guard advised that this delayed service by 'about 3 minutes'. Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs	Adjusted right hand side door leaf to improve clearance. Door operated and tested electrically 10 times without fault.
05/02/2018	706	DELAY – 5 minutes	Door open/close functionality	There was a door fault at Ormeau which the Guard manually rectified. This resulted in a 5 minute delay. Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs	The door leaf was adjusted to improve clearance. The door was also tested electrically 10 times without fault.
05/02/2018	713	CANCELLATION – 14 minute delay attributed to QR operational issues	Door open/close functionality	There was a door issue identified at Robina station. The Guard isolated the door and the unit departed 14 minutes late. The delay resulted in the unit being subsequently cancelled at Central Station due to the train behind following too closely. The unit remained in service with a new head code. Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs	Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs
05/02/2018	705	NIL	Door open/close functionality	Door 5705 A would not close at Robina station. ISST advised the Guard to override, the door was closed and unit carried on. Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs	Door tested and no faults were identified.

DATE	TRAIN	IMPACT	ISSUE	DESCRIPTION	ACTION TAKEN
07/02/2018	705	<b>DELAY - 17 minutes</b>	Door open/close functionality Fault code in drivers cab	Door issues at Ormeau, Nerang and in the mid-section between Nerang and Robina. On each occasion, the Guard was able to rectify the issue. There was a <b>cumulative delay of 17 minutes.</b> <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>	Adjusted the door leaf height and tread plate. Re-tested several times and no faults were identified.
07/02/2018	708	<b>DELAY - 4 minutes</b>	Door open/close functionality	Door 8708 B had trouble closing and the Guard was needed to investigate causing a 4 minute delay departing from the Airport station. The ISST was not contacted about the issue at any time. Driver notified controller that the door was operating correctly. <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>	Door cycled 10 times under multiple conditions to attempt to reproduce fault. No fault was able to be reproduced. Door operation check was also carried out.
08/02/2018	710	<b>DELAY - 10 minutes (30 minutes cumulatively)</b>	Door open/close functionality	Door issues were experienced on the Airport line service. The unit continued in service but incurred 10 minutes of delay impacting 5 other services cumulatively by 30 minutes. <i>Note: Initial advice by Queensland Rail (4.20pm email) as a cancellation incorrect.</i>	Door cycled 10 times under multiple conditions to attempt to reproduce fault. No fault was able to be reproduced. Door operation check was also carried out.
17/02/2018	713	<b>DELAY - 12 minutes</b>	Door isolation	Driver advised the ISST that when the Guard had isolated DMB Door A the door open tile remained illuminated on the screen and traction was unavailable. ISST confirmed with Guard that as the tile not illuminated red, they had not successfully isolated the doors. ISST advised Guard of procedure and Driver confirmed the door had been successfully isolated with traction now available. <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>	Found that 'Emergency Door Release' handle was not fully reset which could have contributed to door tile issue. Door cycled 10 times to reproduce fault. No fault was able to be reproduced.
18/02/2018	704	<b>NIL</b>	Door isolation	Door D of the DMA car was found to be isolated by train crew at Robina. Train crew tried to recover door however door was not functioning correctly. Crew were advised to leave door isolated. <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>	The bottom of the transfer rod had detached from actuator pin due to missing circlip. Fixed transfer rod in position and reset circlip. Door function tested multiple times.
21/02/2018	705	<b>DELAY - 5 MINUTES</b>	Door open/close functionality	Delayed 5 minutes at Helensvale due to DMA 3705 door C not closing. Door was isolated but was not showing on the drivers screen. The Guard put door back into service and went through the isolation procedure again. Driver then advised that the door returned to service and was no longer faulting. <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>	Door cycled/tested multiple times to reproduce fault. No fault was able to be reproduced. <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>
22/02/2018	706	<b>NIL</b>	Door open/close functionality	At Robina, door TA (4710) was reported to be intermittent in its closing cycle was locked out of use prior to service. Door was found to have door leaves out of alignment at bottom by approx. 20mm to 150mm during some opening and closing cycles. <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>	Adjusted door leaf which was dragging on the tread plate and the tread plate. Door was opened and closed 10 times without fault.
22/02/2018	710	<b>NIL</b>	Door open/close functionality	Door 4710A was reported by the Guard at Robina to be intermittent in its closing cycle. Door was checked and found to have leaves out and clunking as it opened. Decision was made to isolate the door before entering service. <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>	Adjusted door leaf and cycled 10 times without fault.
23/02/2018	706	<b>DELAY - 4 minutes</b>	Door open/close functionality	Door C on the TA car was isolated as it wouldn't close at Nerang station <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>	Adjusted door leaf and cycled 10 times without fault.
23/02/2018	713	<b>DELAY - 8 minutes</b>	Door open/close functionality	Driver reported that he could not clear door open tile and door 4714 TA - C was found to be open by 3 inches. Guard used Emergency Door Release handle to open door and door closed correctly after this. The issues repeated at Helensvale station and was isolated. <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>	Adjusted over centre arm grub screws to relieve downward pressure. Door cycled 10 times without fault.
26/02/2018	703	<b>NIL</b>	Fault code in drivers cab	Driver reported a number of door faults had cleared without intervention <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs</b>	Door operation and set up checks to be carried out when unit returns to depot/sidings, including download of DCU logs for further review. Tested door multiple times and no faults were identified. <b>Schedule 4, Part 4, Item 7(1)(c) - Commercial</b>

DATE	TRAIN	IMPACT	ISSUE	DESCRIPTION	ACTION TAKEN
26/02/2018	714	<b>DELAY</b> - 3 minutes	Fault code in drivers cab	TB B doors showed an open tile on drivers screen at Albion station. Driver informed ISST that the Guard had pulled the Emergency Door Release handle and manually plugged door. The fault reoccurred and was then isolated. Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs	A wire to the plug motor encoder was broken and plug motor encoder was replaced. Door cycled 10 times without fault.
26/02/2018	713	<b>DELAY</b> - 5 minutes	Door open/close functionality	TA door C failed to close. Delayed 5 minutes at Helensvale Station. The Guard isolated and closed the door before reinstating the door back into service. Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs	Adjusted left leaf transfer rod, cam switch and door stops to correct position.
27/02/2018	714	<b>CANCELLATION</b>	Door open/close functionality	Door issue at Altandi station caused by a loose "circlip" (metal washer that holds part of the door mechanism together) on the upper door operating mechanism, which was preventing the doors from fully closing. Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs	Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs Found right side door leaf jammed in a closed position. The upper rod on right side door leaf had come off the lower actuator due to the rod being skew. E clip damaged. Fleet check issued. Door inspected and checked for defects slight adjustment made to right-hand side actuator. E-clip replaced with new one. Door function tested without fault.

Released under RTI - CONFIDENTIAL



Pages 59 through 61 redacted for the following reasons:

-----  
Sch 3, Item 7 - Legal professional privilege

Released under RTI - DTMR

## Mandy L Bird

---

**From:** Neil Scales  
**Sent:** Wednesday, 14 March 2018 6:00 PM  
**To:** Translink Media  
**Cc:** Jennifer M Grace; Simon G Cook; Stephanie B Williams  
**Subject:** RE: Helensvale NGR train delay - any issues?

Agreed

Kind regards

**Neil Scales**  
Director-General  
Department of Transport and Main Roads

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**From:** Translink Media  
**Sent:** Wednesday, 14 March 2018 5:59 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Simon G Cook <[simon.cook@translink.com.au](mailto:simon.cook@translink.com.au)>; Stephanie B Williams <[Stephanie.Williams@translink.com.au](mailto:Stephanie.Williams@translink.com.au)>; Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)>  
**Subject:** Helensvale NGR train delay - any issues?

Hi

Channel Gold Coast called in late and requested a last minute response re the issue with the NGR train being delayed at Helensvale – their query was around passengers being stuck on board.

The story is going to air at 6.00pm. The following response was provided.

Cheers

Andy Christie  
Senior Media Officer  
TransLink Division | Department of Transport and Main Roads

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f [/TransLinkQLD](https://www.facebook.com/TransLinkQLD) t [/TransLinkSEQ](https://www.twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

## ENQUIRY

Were passengers actually stuck on the train because the doors wouldn't open.

## RESPONSE

Please attribute to a Transport and Main Roads spokesperson

The Varsity Lakes to Airport train was scheduled to depart Helensvale at 3.54pm.

Passengers were delayed at Helensvale and a following train departed for the Airport (via Brisbane) at 4.32pm.

Passengers were able to get off the train at the station, there being two doors on each carriage.

**From:** Chris Vernon [<mailto:Chris.Vernon@ministerial.qld.gov.au>]

**Sent:** Wednesday, 14 March 2018 5:48 PM

**To:** Andrew J Christie <[Andrew.Christie@translink.com.au](mailto:Andrew.Christie@translink.com.au)>; [dom.geiger@ministerial.qld.gov.au](mailto:dom.geiger@ministerial.qld.gov.au)

**Cc:** [MinisterBaileyMedia@ministerial.qld.gov.au](mailto:MinisterBaileyMedia@ministerial.qld.gov.au); Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)>; Miguel Holland <[Miguel.Holland@translink.com.au](mailto:Miguel.Holland@translink.com.au)>

**Subject:** RE: Final version for Helensvale NGR train delay - any issues?

Hi Andy

Revised version with tweak is below.

Cheers

Chris

## ENQUIRY

Were passengers actually stuck on the train because the doors wouldn't open.



## RESPONSE

### Please attribute to a Transport and Main Roads spokesperson

The Varsity Lakes to Airport train was scheduled to depart Helensvale at 3.54pm.

Passengers were delayed at Helensvale and a following train departed for the Airport (via Brisbane) at 4.32pm.

Passengers were able to get off the train at the station, there being two doors on each carriage.

**From:** Andrew J Christie [<mailto:Andrew.Christie@translink.com.au>]

**Sent:** Wednesday, 14 March 2018 5:35 PM

**To:** Chris Vernon <[Chris.Vernon@ministerial.qld.gov.au](mailto:Chris.Vernon@ministerial.qld.gov.au)>; [dom.geiger@ministerial.qld.gov.au](mailto:dom.geiger@ministerial.qld.gov.au)

**Cc:** @Minister Bailey Media <[MinisterBaileyMedia@ministerial.qld.gov.au](mailto:MinisterBaileyMedia@ministerial.qld.gov.au)>; Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)>; Miguel Holland <[Miguel.Holland@translink.com.au](mailto:Miguel.Holland@translink.com.au)>

**Subject:** RE: Final version for Helensvale NGR train delay - any issues?

Hi Chris

This response is for Matt Lyon at Seven Gold Coast

They've just put this to air at 5.30pm and will be looking to do a cross at 6.00pm FYI.

Cheers

Andy Christie

Senior Media Officer

TransLink Division | Department of Transport and Main Roads

---

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

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**QUEENSLAND  
GOVERNMENT**

**New Generation Rollingstock Project  
Contract Review Meeting**

DATE 15 March 2018

TIME 10:00 am – 11:00am

LOCATION Newmarket Meeting Room, 295 Ann Street, Brisbane

**TMR:** Tamie Dominikovich (TD), Sandra Anderson (SA), Craig Sherritt (CS)

ATTENDEES **PROJECT CO:** Not Relevant (RW)

**BOMBARDIER:** Not Relevant (RB)

APOLOGIES Stuart Langan (SL), Elaine Foley (EF), Andrew Grey (AG), Reece Storti (RS), Nick Pymm (NP), Chris Bradley (CB)

Agenda Item	Topic
Not Relevant	

Released under RTI-DTMR

Not Relevant

- Not Relevant

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Not Relevant

- Door incident: SA noted that a door had come off of a runner recently, which had media attention.

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

- 

**NEW ACTION 2:** Small group of representatives from each party (led by Andrew Willaton from the State and including [Not Relevant] from Qtectic, and [Not Relevant] from BTA) to conduct further investigation of door incident for presentation at next month's CRM.

Not Relevant

Pages 67 through 72 redacted for the following reasons:

-----  
Not Relevant

Released under RTI - DTMR

## Mandy L Bird

---

**From:** Neil Scales  
**Sent:** Thursday, 15 March 2018 9:09 AM  
**To:** Simon G Cook  
**Cc:** Cameron Y Leslie; Jennifer M Grace; Stephanie B Williams; Translink Media  
**Subject:** Re: MEDIA RESPONSE: NGR Doors

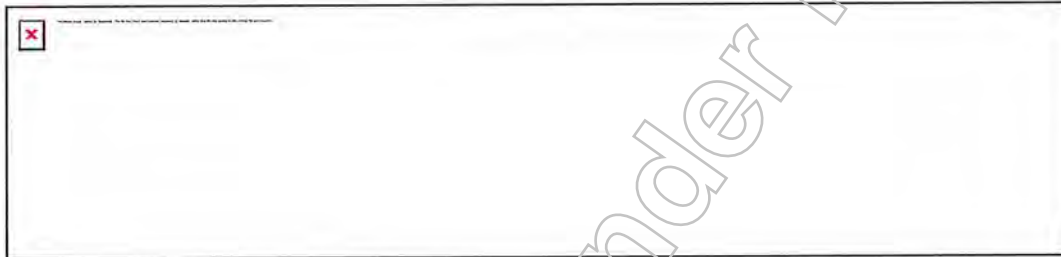
This has crossed with my email, but is the same point

Kind regards

**Neil Scales**  
Director-General  
Department of Transport and Main Roads

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On 15 Mar 2018, at 9:05 am, Simon G Cook <[simon.cook@translink.com.au](mailto:simon.cook@translink.com.au)> wrote:

To Neils point, I wonder if the only way we can get this to go away is compare to the rest of the railway for example, there are between 2 and 10 cancellations every day / xxx door faults a week. Put it in perspective?

**Simon Cook**  
General Manager | **New Generation Rollingstock**  
Infrastructure Management & Delivery | Department of Transport and Main Roads

---

Floor 14 | 295 Ann Street | Brisbane Qld 4000

t 07 3066 7073

m

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w [www.tmr.qld.gov.au/ngr](http://www.tmr.qld.gov.au/ngr)





Please consider the environment before printing this email.

<image001.png>

**From:** Neil Scales

**Sent:** Thursday, 15 March 2018 8:55 AM

**To:** Cameron Y Leslie <[Cameron.Leslie@translink.com.au](mailto:Cameron.Leslie@translink.com.au)>

**Cc:** Simon G Cook <[simon.cook@translink.com.au](mailto:simon.cook@translink.com.au)>; Jennifer M Grace

<[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Stephanie B Williams <[Stephanie.Williams@translink.com.au](mailto:Stephanie.Williams@translink.com.au)>;

Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)>

**Subject:** Re: MEDIA RESPONSE: NGR Doors

This is a single door issue, are you serious?

Kind regards

**Neil Scales**

Director-General

Department of Transport and Main Roads

Floor 35, [1 William Street | Brisbane Qld 4000](#)

GPO [Box 1549 | Brisbane Qld 4001](#)

P: [\(07\) 30667316](tel:(07)30667316) | F: [\(07\) 30667122](tel:(07)30667122)

E: [neil.z.scales@tmr.qld.gov.au](mailto:neil.z.scales@tmr.qld.gov.au)

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On 15 Mar 2018, at 8:52 am, Cameron Y Leslie <[Cameron.Leslie@translink.com.au](mailto:Cameron.Leslie@translink.com.au)> wrote:

Hi Neil and Simon.

We had a media enquiry from the Brisbane Times about a door issue on an NGR train yesterday.

Mins have suggested the below response taken from the approved HIB we sent to them this morning.

Can you please review and let me know if you are happy for this to go back to the Brisbane Times.

Thanks

Cameron

## ENQUIRY

Hi,

Can you please let me know what happened with the NGR train yesterday afternoon at Helensvale? Can you please answer the basic questions immediately and then respond to anything you need to check up on or contact someone else about as soon as possible, or by noon at the latest?

- What happened with the NGR door yesterday?
- How many doors were stuck?
- were passengers stuck on the train?
- When was the train due to leave and when did it leave?
- Was the service cancelled?
- What caused the door to stick?
- How many other trains have experienced stuck train doors?
- How will this problem be addressed?

## RESPONSE:

Please attribute to a Transport and Main Roads spokesperson.

This was not a major fault.

Minor door issues are common across all train fleets, and can result from a number of things, including obstructions, alignment and dynamic train movements.

Bombardier has carried out an investigation into the issue and the train has returned to service this morning.

Overall, the NGR trains in passenger service have been performing well.

Any faults that have been identified with the NGR trains have been minor and have been investigated and resolved by Bombardier quickly and safely.

A single door was impacted.

ENDS

Cameron Leslie  
Senior Media Advisor  
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4047 | f 3338 4600 | m Not Relevant

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w [www.translink.com.au](http://www.translink.com.au) w [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

<image001.png> [/TransLinkQLD](#) <image002.png> [/TransLinkSEQ](#)

<image003.gif>



## Mandy L Bird

---

**From:** Neil Scales  
**Sent:** Thursday, 15 March 2018 9:13 AM  
**To:** Translink Media  
**Cc:** Simon G Cook; Jennifer M Grace; Stephanie B Williams  
**Subject:** Re: MEDIA RESPONSE: NGR Doors

Thanks

It may arise again

Kind regards

**Neil Scales**  
Director-General  
Department of Transport and Main Roads

Floor 35, [1 William Street](#) | [Brisbane Qld 4000](#)

GPO [Box 1549](#) | [Brisbane Qld 4001](#)  
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E: [neil.z.scales@tmr.qld.gov.au](mailto:neil.z.scales@tmr.qld.gov.au)  
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On 15 Mar 2018, at 9:12 am, Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)> wrote:

Thanks Neil.

We will send this response for now and work toward getting some numbers.

Cameron

**From:** Neil Scales  
**Sent:** Thursday, 15 March 2018 9:08 AM  
**To:** Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)>  
**Cc:** Simon G Cook <[simon.cook@translink.com.au](mailto:simon.cook@translink.com.au)>; Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Stephanie B Williams <[Stephanie.Williams@translink.com.au](mailto:Stephanie.Williams@translink.com.au)>  
**Subject:** Re: MEDIA RESPONSE: NGR Doors

Agreed then,

But why don't you ask QR or TransLink to give you a, total of door openings each day.

So, 142 stations multiplied by number of trains multiplied by number of doors per train for context.

Kind regards

**Neil Scales**

Director-General

Department of Transport and Main Roads

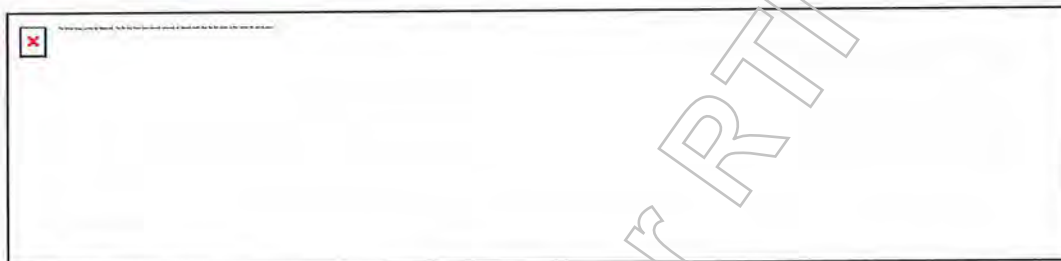
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On 15 Mar 2018, at 9:04 am, Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)> wrote:

Unfortunately yes.

At the suggestion of Simon's team we have added the lines highlighted below to show how isolated the incidents are.

Are you OK with us to go back with the response?

Thanks

Cameron

**RESPONSE:**

**Please attribute to a Transport and Main Roads spokesperson.**

This was not a major fault.

Minor door issues are common across all train fleets, and can result from a number of things, including obstructions, alignment and dynamic train movements.

Bombardier has carried out an investigation into the issue and the train has returned to service this morning.

Overall, the NGR trains in passenger service have been performing well.

Any faults that have been identified with the NGR trains have been minor and have been investigated and resolved by Bombardier quickly and safely.

A single door was impacted.

Since 11 December 2017, there has been **six cancellations** as a result of door faults.

Up until end of February 2018, NGR trains in passenger service have travelled 136,555 kilometres.

Thanks

Cameron

**From:** Neil Scales

**Sent:** Thursday, 15 March 2018 8:55 AM

**To:** Cameron Y Leslie <[Cameron.Leslie@translink.com.au](mailto:Cameron.Leslie@translink.com.au)>

**Cc:** Simon G Cook <[simon.cook@translink.com.au](mailto:simon.cook@translink.com.au)>; Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Stephanie B Williams <[Stephanie.Williams@translink.com.au](mailto:Stephanie.Williams@translink.com.au)>; Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)>

**Subject:** Re: MEDIA RESPONSE: NGR Doors

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Kind regards

**Neil Scales**

Director-General

Department of Transport and Main Roads

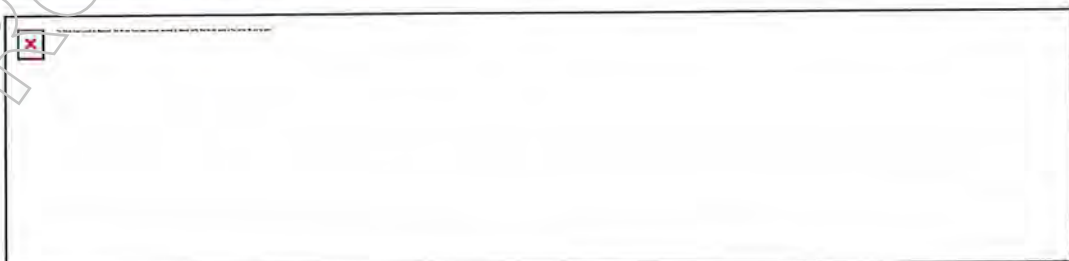
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On 15 Mar 2018, at 8:52 am, Cameron Y Leslie <[Cameron.Leslie@translink.com.au](mailto:Cameron.Leslie@translink.com.au)> wrote:

Hi Neil and Simon.

We had a media enquiry from the Brisbane Times about a door issue on an NGR train yesterday.

Mins have suggested the below response taken from the approved HIB we sent to them this morning.

Can you please review and let me know if you are happy for this to go back to the Brisbane Times.

Thanks

Cameron

#### ENQUIRY

Hi,

Can you please let me know what happened with the NGR train yesterday afternoon at Helensvale? Can you please answer the basic questions immediately and then respond to anything you need to check up on or contact someone else about as soon as possible, or by noon at the latest?

- What happened with the NGR door yesterday?
- How many doors were stuck?
- were passengers stuck on the train?
- When was the train due to leave and when did it leave?
- Was the service cancelled?
- What caused the door to stick?
- How many other trains have experienced stuck train doors?
- How will this problem be addressed?

#### RESPONSE:

Please attribute to a Transport and Main Roads spokesperson.

This was not a major fault.

Minor door issues are common across all train fleets, and can result from a number of things, including obstructions, alignment and dynamic train movements.

Bombardier has carried out an investigation into the issue and the train has returned to service this morning.

Overall, the NGR trains in passenger service have been performing well.

Any faults that have been identified with the NGR trains have been minor and have been investigated and resolved by Bombardier quickly and safely.

A single door was impacted.

ENDS

Cameron Leslie  
Senior Media Advisor  
TransLink Division | Department of Transport and Main Roads

---

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001  
t 07 3338 4047 | f 3338 4600 | m Not Relevant  
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<image001.png> /TransLinkQLD <image002.png> /TransLinkSEQ

<image003.gif>



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## Mandy L Bird

---

**From:** Neil Scales  
**Sent:** Thursday, 15 March 2018 3:30 PM  
**To:** Cameron Y Leslie  
**Cc:** Jennifer M Grace; Translink Media  
**Subject:** RE: MEDIA RESPONSE | FOR APPROVAL | NGR Issues | 7 News - Marlina Whop | TransLink Media | 0421 581 803

**Importance:** High

This will be a beat up.

You need to say that the cancellations are a precaution only in the early days of operation and are not expected to be an ongoing issue. It's not all doors on the Train but a single door. There are doors on each of the six carriages that make up a train and in all cases it's only been one door on one carriage that has had an issue,

Otherwise OK

Kind regards

**Neil Scales**  
Director-General  
Department of Transport and Main Roads

Floor 35, 1 William Street | Brisbane Qld 4000

GPO Box 1549 | Brisbane Qld 4001  
P: (07) 30667316 | F: (07) 30667122  
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**From:** Cameron Y Leslie  
**Sent:** Thursday, 15 March 2018 3:25 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)>  
**Subject:** MEDIA RESPONSE | FOR APPROVAL | NGR Issues | 7 News - Marlina Whop | TransLink Media | 0421 581 803

Hi Neil.



We have had another NGR enquiry.

QR is taking the lead on the Games-related questions, while our response is below.

We have tried to work some more figures into the response to further emphasise how isolated the incidents have been.

Can you please review and let me know if you are OK with this response.

Thanks

Cameron

## ENQUIRY

We are running a story on Channel 7 tonight about transport preparedness – focusing on trains in the lead up to the Commonwealth Games.

Last night we ran a story about door being jammed on an NGR at Helensvale. <https://www.facebook.com/7NewsBrisbane/videos/1861072783905565/>

This is at least the 2 incident we are aware of where the NGR doors have failed.

Can I please get a response on camera for the following questions:

- \*How many times have the doors jammed during passenger services and or failed to work on the New Generation Rollingstock trains?**
- \*How many times have any of the NGR services been cancelled as a result of door failures?**
- \*Are the incidences of door failures on NGR trains a security concern?**
- \*What will be done in the next three weeks to ensure the trains run smoothly for the busy Commonwealth Games period?**
- \*Are any steps being taken to rectify disability access issues before a final decision by the Human Rights Commission - why/why not?**
- \*Is there anything NEW you can tell us about extra services/resources being thrown at transport services for the Games?**

## RESPONSE

**Please attribute to a Transport and Main Roads spokesperson**

There have been 1,946 NGR services since the introduction of NGR trains late last year (up until 14 March 2018), which have travelled a total of 136,555 kilometres.

Of these, 20 services have reported door faults resulting in delays of more than three minutes, with six resulting in train cancellations.

While door faults are commonplace on passenger rail services, the NGR project team and Bombardier are actively investigating this issue.

As a precautionary measure, Bombardier will provide additional mobile and on-train service technicians for NGR trains during the Commonwealth Games.

In an additional proactive measure, the doors on the entire NGR fleet are undergoing an intense technical review to ascertain if there any technical issues.

Door faults are not considered to present any security or safety issues.

A single door was impacted.

## ENDS

Cameron Leslie  
Senior Media Advisor  
TransLink Division | Department of Transport and Main Roads

---

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4047 | f 3338 4600 | m Not Relevant

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Released under RTI - DTMR

**Mandy L Bird**

---

**From:** Neil Scales  
**Sent:** Friday, 16 March 2018 6:32 AM  
**To:** Jennifer M Grace  
**Cc:** Simon G Cook  
**Subject:** Doors

Good morning,

We are going to need a statement ready on NGR doors.

I have already asked for the numbers of door opening and closings per day on the network.

It never ceases to amaze me how many ways we can be beaten up for a trivial issue.

Kind regards

**Neil Scales**  
Director-General  
Department of Transport and Main Roads

Floor 35, [1 William Street | Brisbane Qld 4000](#)

[GPO Box 1549 | Brisbane Qld 4001](#)  
P: [\(07\) 30667316](#) | F: [\(07\) 30667122](#)  
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## Minutes

### NGR Inter-Governmental Steering Committee Meeting (Combined with PSB)

<b>Date</b>	19 March 2018	<b>Time</b>	3.30pm – 5.30pm
<b>Place</b>	Wulkuraka Maintenance Centre, Dixon St, Wulkuraka QLD 4305		
<b>Chair</b>	Neil Scales		
<b>Minute taker</b>	Sylvie Partier		
<b>Attendees</b>			
Director-General, Transport and Main Roads, TMR	Neil Scales (NS)		
Chief Financial Officer, TMR	Nick Shaw (NSh)		
General Manager, NGR	Simon Cook (SC)		
Director, Commercial Group, Queensland Treasury	Simon Fraser (SF)		
Chief Executive Officer, Queensland Rail	Nick Easy (NE)		
EGM Citytrain, Queensland Rail	Nick King (NK)		
Senior Program Manager, NGR Operational Readiness (QR)	Laurie Cameron (LC)		
NGR Program Director (observer)	Stuart Langan (SL)		
<b>Apologies</b>			
Deputy Director-General – TransLink	Matthew Longland		
Not Relevant			

Page 86 redacted for the following reason:

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Not Relevant

Released under RTI - DTMR

Not Relevant

**Agenda item 6 NGR Monthly Report (Highlights and Questions by exception)**

- NS advised that door failures is still the main reliability issue so having an additional 2 units for the Commonwealth Games gives good redundancy.

Not Relevant

Released under RTI - DTMR

Page 88 redacted for the following reason:

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Not Relevant

Released under RTI - DTMR



QUEENSLAND  
GOVERNMENT

### New Generation Rollingstock Project

### Project Monitoring Committee Meeting

DATE	22 March 2018		
TIME	10:00am – 11:00am		
LOCATION	Newmarket Meeting Room, Level 14, 295 Ann Street, Brisbane		
TMR ATTENDEES	Simon Cook (SC) (Chair) Tamie Dominikovich (TD) Stuart Langan (SL) Craig Sherritt (CS) (minute taker)	PROJECT CO ATTENDEES	Not Relevant (MC) Not Relevant (AG)
QUEENSLAND RAIL ATTENDEES	Laurie Cameron (LC) Jason Binnie (JB)	BOMBARDIER	Not Relevant (NP)
APOLOGIES	Paul Brown (PB)		

Not Relevant

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Not Relevant

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Not Relevant

Released under RTI - DTMR

Page 94 redacted for the following reason:

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Not Relevant

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## Minutes

### NGR Program Control Group meeting

<b>Date</b>	26 March 2018	<b>Time</b>	11:00 am – 12:30 pm
<b>Place</b>	Newmarket Conference Room, Level 14, 295 Ann Street, Brisbane		
<b>Chair</b>	Simon Cook		
<b>Minute taker</b>	Craig Sherritt		
<b>Attendees</b>			
NGR General Manager, TMR (Chair)	Simon Cook (SC)		
A/Executive Director (Rail Performance) – TMR	Nathan Angus (NA)		
Program Director, NGR	Stuart Langan (SL)		
Executive Director - Commercial, NGR	Tamie Dominikovich (TD)		
Operational Readiness Program Manager, QR	Laurie Cameron		
Operational Readiness Program Manager, QR (Proxy)	Jason Binnie		
<b>Apologies</b>			
NGR Executive Director, TMR	Danny Foster		

Not Relevant

Pages 96 through 97 redacted for the following reasons:

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Not Relevant

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Not Relevant

- Performance: SC notes that the doors on in service trains were still a key performance issue. SL agreed that doors are a key issue, Schedule 4, Part 4, Item 7(1)(c) - Comme

**NEW ACTION 5 (26/03/2018): Doors report** – SL to provide NA with copy of report regarding the train doors.

Not Relevant

Not Relevant

Pages 99 through 100 redacted for the following reasons:

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Not Relevant

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# **New Generation Rollingstock**

## **Monthly Report - March 2018**

### **Commercial in Confidence**

## Distribution list

Copy No.	Name	Role	Email
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2.	Bill Lansbury	A/Deputy Director General, Infrastructure Management and Delivery	william.J.Lansbury@tmr.qld.gov.au
3.	Nick Easy	Chief Executive Officer, Queensland Rail	nick.easy@qr.com.au
4.	Matt Longland	A/Deputy Director-General (TransLink)	matthew.J.Longland@tmr.qld.gov.au
5.	Simon Cook	General Manager, New Generation Rollingstock	simon.cook@translink.com.au
6.	Simon Fraser	Director, Commercial Group, Queensland Treasury	simon.Fraser@treasury.qld.gov.au
7.	Jason Wishart	Commercial Manager, Commercial Group, Queensland Treasury	jason.Wishart@treasury.qld.gov.au
8.	Nick King	Executive General Manager Citytrain, Queensland Rail	nick.king@qr.com.au
9.	Liam Gordon	Executive General Manager Projects, Queensland Rail	liam.gordon@qr.com.au
10.	Nathan Angus	A/Executive Director - Rail (TransLink)	nathan.angus@translink.com.au
11.	Jeff Sullivan	A/Head of Business Performance (TransLink)	jeff.sullivan@translink.com.au
12.	Nick Shaw	Chief Finance Officer	nick.t.shaw@tmr.qld.gov.au
13.	Laurie Cameron	Operational Readiness Program Manager, Queensland Rail	laurie.cameron@qr.com.au

Released under RTI

# Contents

**1. Executive Summary**

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Not Relevant

**6. Communications & Stakeholder Engagement**

**18**

Not Relevant

Released under RTI - DTMR

# 1. Executive Summary

## 1.1 Summary of Key Achievements

Not Relevant

Overall performance is improving with key performance and reliability issues still with the saloon doors

Not Relevant

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Not Relevant

Released under RTI - DTMR

Pages 105 through 106 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

## 4. Performance and Operations

Not Relevant

### 4.2 March Performance summary

Not Relevant

Availability:

- 2x Unavailable but Used Fault:

Not Relevant

- MU714 isolated saloon door.

Not Relevant



Not Relevant

Additional A&M Services

- Included [Not Relevant] door buttons damaged, [Not Relevant]

Not Relevant

### Top 3 Issues

- **Saloon Doors:** Saloon door issues persisted through March. [Not Relevant]

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

[Not Relevant] The main issue during March was the obstruction failure resulting in the door not closing and having to be manually isolated.

Not Relevant

Released under RTI/DTMR

Pages 109 through 119 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

## Enquiries

- 15 March – Courier Mail: train doors.
- 15 March – Brisbane Times: train doors.
- 14 March – 7 News: doors.

Not Relevant

## Coverage

Not Relevant

- 18 March – Courier Mail: doors jamming.

Not Relevant

Released under RTI - DTMR

Pages 121 through 125 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

Not Relevant

Released under RTI - DTMR

On 18 Apr 2018, at 9:59 am, Danny W Foster <[Danny.Foster@translink.com.au](mailto:Danny.Foster@translink.com.au)> wrote:

Good morning Emily,

Please see below some first draft talking points for tomorrow. These are a little wordy and will likely need culling, but are a starting point.

Can you please let me know your thoughts and whether you want these in a formal meeting brief?

Not Relevant

- I do note that there are still ongoing issues with the trains that are of concern to the Government. In particular the ongoing door issues Not Relevant Over the next 12 months the NGR trains will form the bulk of the Queensland Rail fleet and these reliability issues will be magnified and have a serious impact on QRs overall performance if they are not resolved.

Not Relevant

Released under RTI - DTMR



Not Relevant

Rgds,

Danny Foster

\*\*\*\*\*  
\*\*\*\*\*

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Sch 3, Item 6(c)(i) - Infringe privileges of Parliament

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QUEENSLAND  
GOVERNMENT

### New Generation Rollingstock Project Contract Review Meeting

DATE 19 April 2018

TIME 9:30am – 11:00am

LOCATION Newmarket Meeting Room, 295 Ann Street, Brisbane

**TMR:** Tamie Dominikovich (TD), Stuart Langan (SL), Sandra Anderson (SA), Craig Sherritt (CS)

ATTENDEES **PROJECT CO:** Not Relevant (RW), Not Relevant (AG), Not Relevant (RS)

**BOMBARDIER:** Not Relevant (RB), Not Relevant (CB), Not Relevant (NP)

APOLOGIES N/A

Not Relevant

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Pages 133 through 138 redacted for the following reasons:

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Not Relevant

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Not Relevant

22.

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Released under RTI - DTMR



Not Relevant

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QUEENSLAND  
GOVERNMENT

## New Generation Rollingstock Project

### Project Monitoring Committee Meeting

DATE	27 April 2018		
TIME	10:00am – 11:30am		
LOCATION	Newmarket Meeting Room, Level 14, 295 Ann Street, Brisbane		
TMR ATTENDEES	Simon Cook (SC) (Chair) Tamie Dominikovich (TD) Stuart Langan (SL) Craig Sherritt (CS) (minute taker)	PROJECT CO ATTENDEES	Not Relevant (MC)
QUEENSLAND RAIL ATTENDEES	Laurie Cameron (LC) Jason Binnie (JB)	BOMBARDIER	Not Relevant (PB) Not Relevant (AG) Not Relevant (RB)
APOLOGIES			

Not Relevant
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Page 142 redacted for the following reason:

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Not Relevant

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# New Generation Rollingstock

Monthly Report - April 2018

Commercial in Confidence

Released under R.I.D.M.R.

## Distribution list

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# Contents

**1. Executive Summary**

**3**

Not Relevant

**4. Performance and Operations**

**7**

Not Relevant

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# 1. Executive Summary

## 1.1 Summary of Key Achievements

Not Relevant

Not Relevant

The key performance and reliability issues

continue to be saloon doors

Not Relevant

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

which has seen a good improvement with door performance.

Not Relevant

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Not Relevant

Released under RTI - DTMR

Not Relevant

### Top 3 Issues

Not Relevant

- **Saloon Doors:** Bombardier continues to monitor the occurrence of door incidents, prioritising containment, root cause analysis and rectification. The positive impact that train crew can have on recovering a failed door has been raised, and further Operator training has been flagged as a means to continue to reduce the cancellations related to failures. [Redacted]

Schedule 4, Part 4, Item 7(1)(c) - Commercial affairs

Not Relevant

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## Mandy L Bird

---

**From:** Neil Scales  
**Sent:** Thursday, 3 May 2018 4:35 PM  
**To:** Cameron Y Leslie  
**Cc:** Jennifer M Grace; Translink Media  
**Subject:** RE: FOR APPROVAL | HIB: NGR on Doomben Line

**Importance:** High

Thanks,

On the door issue either remove the whole paragraph or get some comparative statistics from QR for context and also confirm in this response that these are six car sets and that means there are 12 doors on each side of the train

Then ok to progress

Kind regards

**Neil Scales**  
Director-General  
Department of Transport and Main Roads

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**From:** Cameron Y Leslie  
**Sent:** Thursday, 3 May 2018 2:27 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Translink Media <[Translink.Media@translink.com.au](mailto:Translink.Media@translink.com.au)>  
**Subject:** FOR APPROVAL | HIB: NGR on Doomben Line

Hi Neil.

The NGR fleet will start operating on the Doomben line on Tuesday 8 May.

QR is putting together a HIB in preparation for services beginning and have asked us for some messaging about:

- door issues

Not Relevant

Below is some messaging the NGR team has put together around these topics.

Simon Cook has approved.

Can you please review and let me know if you have any issues.

Thanks

Cameron

### NGR input into Doomben comms

*[QR please check with project team for updates before use as information may change over time]*

Not Relevant

### Door issues

Since December last year there have been several thousand NGR services run on the network.

While there have been minor issues identified with the doors on some of the trains, they have affected only a small percentage of services. These issues are being actively investigated and rectified by Bombardier, which has already resulted in a marked decrease in these issues occurring.

Not Relevant



Not Relevant

Cameron Leslie  
A/Principal Advisor (Media)  
TransLink Division | Department of Transport and Main Roads

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## Minutes

### NGR Program Control Group meeting

<b>Date</b>	8 May 2018	<b>Time</b>	10:30 am – 12:00 pm
<b>Place</b>	Newmarket Conference Room, Level 14, 295 Ann Street, Brisbane		
<b>Chair</b>	Simon Cook		
<b>Minute taker</b>	Craig Sherritt		
<b>Attendees</b>			
NGR General Manager, TMR (Chair)			Simon Cook (SC)
Executive Director (Rail Performance) – TMR			Nathan Angus (NA)
Program Director, NGR			Stuart Langan (SL)
Executive Director - Commercial, NGR			Tamie Dominikovich (TD)
Operational Readiness Program Manager, QR			Laurie Cameron
NGR Executive Director, TMR			Danny Foster
<b>Apologies</b>			
Operational Readiness Program Manager, QR (Proxy)			Jason Binnie
Agenda Item	Topic		
	<b>Approval of minutes from last meeting and action items</b>		
#	Not Relevant		

Not Relevant

**ACTION 5A (26/03/2018): Doors report** – SL to provide NA with copy of report regarding the train doors. The attendees agreed that this has been done and was provided to NA. **Closed.**

Not Relevant

1

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Not Relevant

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Not Relevant

3

### General Update / monthly report

- Delivery: SL gave an overview of delivery and acceptance of the trains:

Not Relevant

- Performance had improved in March and during the Commonwealth Games, although there were some operational events

Not Relevant

Not Relevant

doors, Not Relevant

and other ongoing failures impacting

Not Relevant

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Not Relevant

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QUEENSLAND  
GOVERNMENT

New Generation Rollingstock Project  
Contract Review Meeting

DATE 24 May 2018

TIME 9:00am – 10:30am

LOCATION Newmarket Meeting Room, 295 Ann Street, Brisbane

**TMR:** Stuart Langan (SL), Nathan Angus (NA), Tamie Dominikovich (TD), Danny Foster (DF), Sandra Anderson (SA), Craig Sherritt (CS)

ATTENDEES **PROJECT CO:** Not Relevant (RW), Not Relevant (AG), Not Relevant (RS)

**BOMBARDIER:** Not Relevant (RB), Not Relevant (CB) (dial-in)

APOLOGIES Nick Pymm (NP)

Agenda Item	Topic
Not Relevant	

Released under RTI - TMR



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Not Relevant

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Not Relevant

- **Fleet Reliability:** CB said that the performance of doors had improved

Not Relevant

Not Relevant

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**From:** [Andrew J Christie](#)  
**To:** [Neil Scales](#)  
**Cc:** [Jennifer M Grace](#); [Simon G Cook](#); [Matthew J Longland](#); [Amber J Hawkins](#); [Translink Media](#); [Miguel Holland](#)  
**Subject:** NGR door issue for your input and approval  
**Date:** Monday, 4 June 2018 3:26:52 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.gif](#)

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Hi Neil

Media response for your input and approval.

This is going to run tonight (ch7) as part of a story about train driver employment. The journo planned to tag on a line at the end of her story about delays on the network this morning (there were 3 outbound services delayed max 13 minutes about 10am) – but then she was advised the issue was caused by an NGR door problem. Our response is below for your input and approval.

Cheers

Andy Christie  
Senior Media Officer  
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001  
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ENQUIRY

We are running a story on Channel 7 tonight about train driver employment numbers and will do a follow on with the disruptions from this morning. Can you confirm whether the delays top trains this morning were a result of an issue with an NGR train?

Response

Three outbound trains running outside peak period this morning were delayed up to 13 minutes following an issue with a train at Park Road station.

This was a single door fault aboard an NGR train which was quickly fixed allowing the train to continue running.

Bombardier is investigating.

Background

Since December last year there have been several thousand NGR services run on the network.

While there have been minor issues identified with the doors on some of the trains, they have affected only a small percentage of services.

These issues are being actively investigated and rectified by Bombardier, which has already resulted in a marked decrease in these issues occurring.

END

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