



NARMO  
2014

## Damaged and Defective Car Tracking (DDCT)

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# DDCT NARMO Update Agenda

- System Usage Statistics
- Frequently Asked Questions
- System Improvement Initiatives
  - 2013 Enhancement Work
  - 2014 Expansion Project
  - Future DDCT Roadmap
- Additional Information and Questions



## DDCT Activity Statistics – 2014 View

- Total Incidents Created: 195,988
  - Open Incidents:  
47,333
  - Closed Incidents: 148,655
- Incidents Entered per Week: 1,180
- Total Incidents Created by:
  - Class 1 Railroads: 155,272
  - Non-Class 1 Railroads: 40,896



# DDCT Open Incidents by Rule

**3,462**

## Damaged Incident Carrier Responsibility

### Rule 107 – Major Damage

- Car Hire Implications
- Settlements can be offered
- Dispositions made
- Defect Cards are created

### Rule 95 – Minor Damage

- Defect Cards are created

**6,418**

**337**

## Defective Incident Car Owner Responsibility

### Rule 108 – Major Defects

- Car Hire Implications
- Dismantle can be authorized
- Dispositions made
- Load up can be authorized

### Rule 1 – Minor Defects

- Car Hire Implications
- Dispositions made

**37,205**



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# DDCT Frequently Asked Questions

- **Workflow**

- When should I create an incident in DDCT?
- Does entering the disposition location into DDCT actually move the car? (waybill)
- Can I use DDCT for EW/MA disposition requests?
- Why I am getting a possession check error?
- What happens when a car is removed from Umler?
- Why is a car “removed” from an incident?



# DDCT Frequently Asked Questions

- **Depreciated Value**
  - What should I do if I gave the wrong ADV?
  - What if I was provided the wrong ADV?
- **Shop Activity**
  - Why did I get “unexpected arrival” when I tried to report a car on hand?
  - What should I do if I reported repair incorrectly?
  - How do I handle cars that have already been scrapped?



# DDCT Frequently Asked Questions

- **Disposition Locations**
  - What should I do for cars that did not arrive at my shop?
  - How are these removed from my list?
- **FindUs.Rail**
  - Why am I not receiving DDCT emails?
  - What do I do if I don't want cars at my shop?
- **Permissions**
  - Who has permission to see an Incident?
  - The Defect Card?






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## DDCT 2013 Enhancement Work

- Car mark owner auto-accept settlement change
- Additions & betterments enhancements

Type	Date	Description	Cost
Please select... ▼	<input type="text"/> 	<input type="text"/>	\$ <input type="text"/>
GNRL	07/15/2012	Fittings	\$ 100
FLLD	10/01/2013	Ramp	\$ 400



2013

2014

2015+

## DDCT 2013 Enhancement Work

- Car mark owner ability to remove equipment from damaged Incidents
- Additional third party request validations
- Time delay on deletes from Umler



2013

2014

2015+

## DDCT 2014 Enhancement Work

- Handling carrier ability to mark defect card items repaired
- Handling carrier ability to reject and re-request actual DV
- Possession check override
- Interchange bureau enhancements



2013

2014

2015+

# DDCT 2014 Expansion Project

- ***Dynamic Rule Parameters***

- Customized incident management options (e.g., request dispo, create a defect card, request load-up information, request Actual DV, etc.) to be determined by the HC.

- ***New Rule/Scenario Identification***

- Modify DDCT workflow engine to allow for new rules and workflow scenarios to be added to the DDCT engine.
- Implement Rule 96.



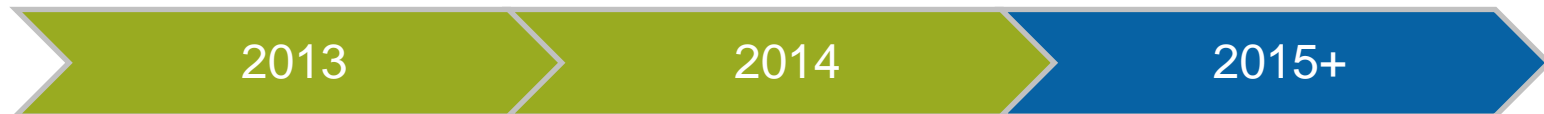
2013

2014

2015+

# Future DDCT Roadmap


- Shop Functionality Improvements
  - More remediation options
  - Better visibility into incident information
- Joint Inspection Integration Studies
- Defect Card Improvements



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CEPM Project

Damage Prevention and Loading Services

Early Warning

Equipment Health

- [DDCT System](#)
- [Get Ready for DDCT](#)
- [DDCT Capabilities](#)
- [DDCT Training](#)
- [Equipment Health View](#)

Equipment Repair

Financial Data Exchanges

Letters of Authorization

Mergers and Acquisitions

Messaging

Publications

Railroad Clearinghouse

Reference Files

[Products & Services](#) » [Equipment Health](#) » [DDCT System](#)

### DDCT System Overview

For decades, railroads, car owners and repair shops each maintained their own manual processes for tracking, identifying and repairing damaged and defective cars. Because there was no standardized system, data retrieval could be time-consuming and complicated, and information was often unreliable.

The Damaged and Defective Car Tracking (DDCT) system automates this manual process through an easy-to-use, centralized web-based application. Users have real-time access to information through a single standardized source and can easily update, retrieve and share information in a timely manner. The result is better communication and collaboration among rail partners for better equipment management, improved rail safety and reduced administrative costs.

#### DDCT Project Resources Available

This website provides training resources, event information and the DDCT User Guide to help your organization learn to use the DDCT system. Use the menu below to navigate to important DDCT resources.

##### DDCT Resource Pages

- [Get Ready for DDCT](#)
- [DDCT System Capabilities](#)
- [DDCT Training Information](#)
- [DDCT User Guide](#)
- [DDCT Training Demos](#)

See links below for the User Guide, a DDCT Overview, presentation and answers to FAQs.

*Last updated January 22, 2013.*


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### FindUs.Rail

Quickly find critical contacts from across the rail industry.

#### CONTACT US

**CUSTOMER SUPPORT CENTER**  
**1-877-RAILINC**  
[csc@railinc.com](mailto:csc@railinc.com)



7001 Weston Parkway  
Cary, NC 27513  
(877) 724-5462


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# DDCT Information

- DDCT User Group
  - Request Permission through Launch Pad



Communities

This Site: DDCT User Gr ▾

DDCT User Group Site

DDCT User Group Site ▸ Home

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- [Shared Documents](#)
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- [TTX Reports](#)
- [GE Reports](#)
- [DDCT User Guide](#)
- [DDCT Release Notes](#)

**Lists**

- [Calendar](#)
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- [User Group Discussion Items](#)

**Discussions**

- [User Group Peer Discussion Threads](#)

**Sites**

**People and Groups**

**Announcements**

**User Group for the Damaged and Defective Car Tracking (DDCT) system** 10/1/2012 12:05 PM  
by Summey, David

Railinc's goal with the User Group is to create a community where DDCT users can stay informed about system updates and news, share ideas for enhancing the system, get their questions answered and learn best practices. Members of the User Group will receive...

✚ Add new announcement

[Railinc Home Page](#)



# DDCT Help and Support



## Railinc Customer Support Center (CSC)

Email: [csc@railinc.com](mailto:csc@railinc.com)

Phone: (877) 724-5462

[www.railinc.com](http://www.railinc.com)





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