

Operational Standards Notice No.89

Stalled train verification process

Staff involved:
Network Operations Manager
Line Incident Manager
Service Manager
Rostered Duty Officer

Effective: From 23rd February 2009
until further notice

Version 2

OPERATIONAL STANDARDS NOTICE

General

Network operations centre staff will monitor the status of trains on each line every [REDACTED]. This is to identify any potential instances of trains stalled between stations with customers on board.

Network operations manager's initial response

If the monitoring staff identify a potential incident, the network operations manager will appoint a person who will confirm and independently validate information they are given by the service manager or incident manager of the line concerned.

The network operations manager will tell the appointed person to confirm the status of any train stalled between stations as follows:

- in the first instance, by confirming details with the service manager or line incident manager, and then
- by independent validation.

Information can be independently validated by any of the following methods:

- CCTV and timetable
- Trackernet and replayer
- Connect radio dispatcher
- contacting station staff directly.

When all trains in the area have been identified, they will be categorised as follows:

- confirmed clear
- unconfirmed
- not clear.

Subsequent actions

Within [REDACTED] of the information being obtained and validated, the network operations manager will tell the rostered duty officer the details.

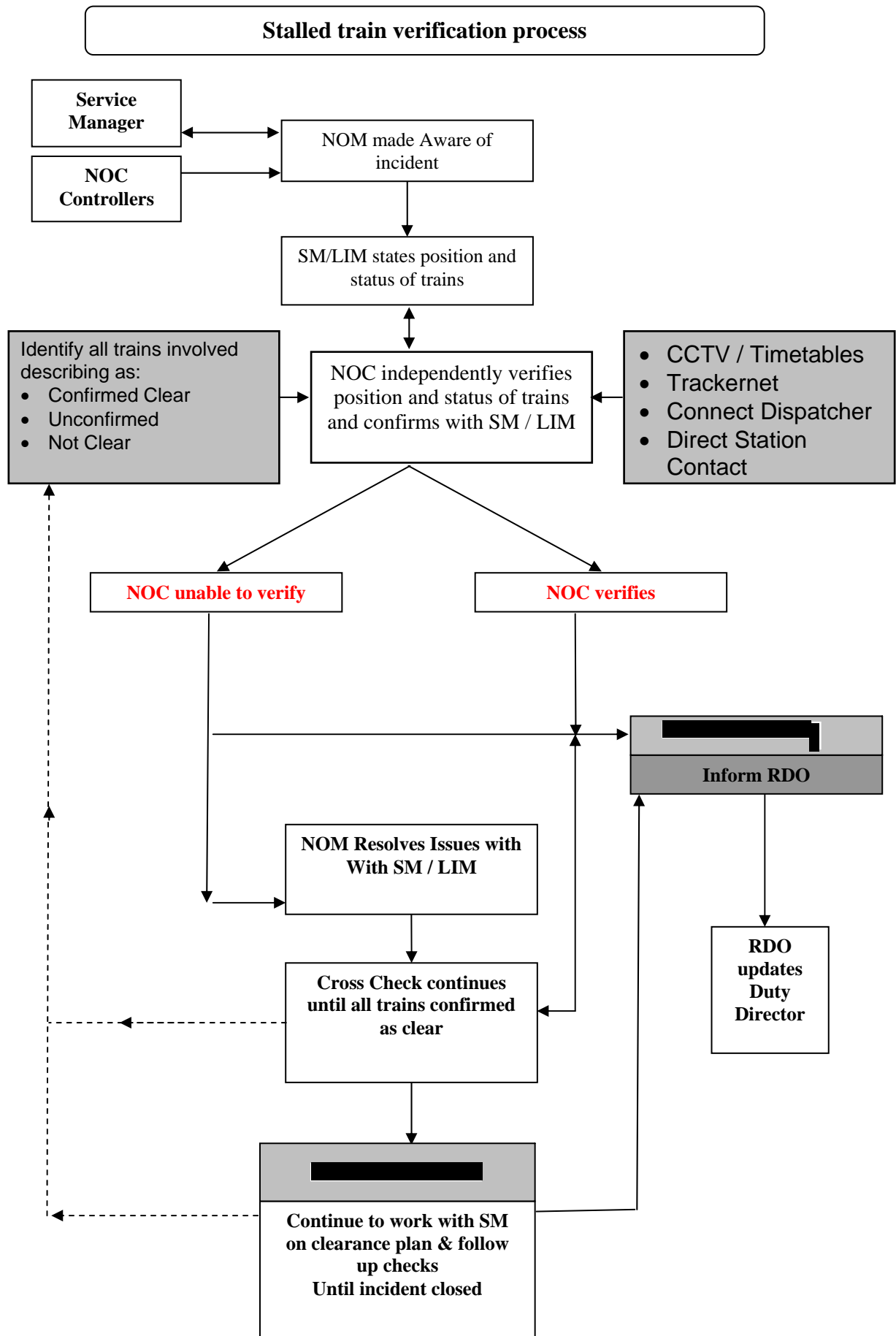
The rostered duty officer will tell the duty director details of the incident, and any proposed actions.

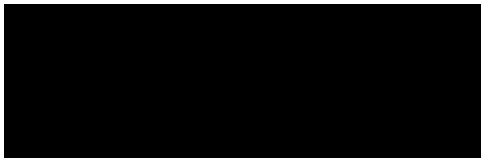
The network operations manager will continue to liaise with the service manager or line incident manager to confirm there is an action plan to clear stalled trains as quickly as possible, using the current 'detrainment target' diagram.

Network operations manager's staff will continue to monitor the train service every [REDACTED] to make sure no trains are stalled, whether or not confirmation is received that this has occurred.

Flowchart

The following flowchart explains the process:





Stations and Trains Standards Manager

Distribution List

Network operations centre managers
Service control staff
Line incident managers
Rostered duty officers
Line General Managers - all lines
Performance Managers
Line Standards Managers - all lines


SQE Managers
