

Significant Incident Messaging – CAT 1 Incident

Incident type & location:	Swan on line – Westbourne Park
Date and time of incident start:	29/06/23 12:17
Lines affected:	Crossrail West
Other operator(s) affected:	N/A
Advice to passengers:	
Latest update:	<p>Update 3 – 13:35 – 9R76 on move in SA at 13:35. Swan last sighted in turn back C. 9R76 will be able to move forward but normal running not yet declared.</p> <p>Once 9R76 moves then line blockage to be taken again in order to try and remove swan. NR MOM on site at 13:23 in order to assist and has made contact with RFLI.</p>

COMMAND AND COMMUNICATIONS PLAN

Strategic command structure:	<p>Strategic Commander: SSDO [REDACTED]</p> <p>Tactical Commander: STSM [REDACTED]</p> <p>Operational Responder: All DCMs</p>
Senior TSD on call:	

WORKING STRATEGY

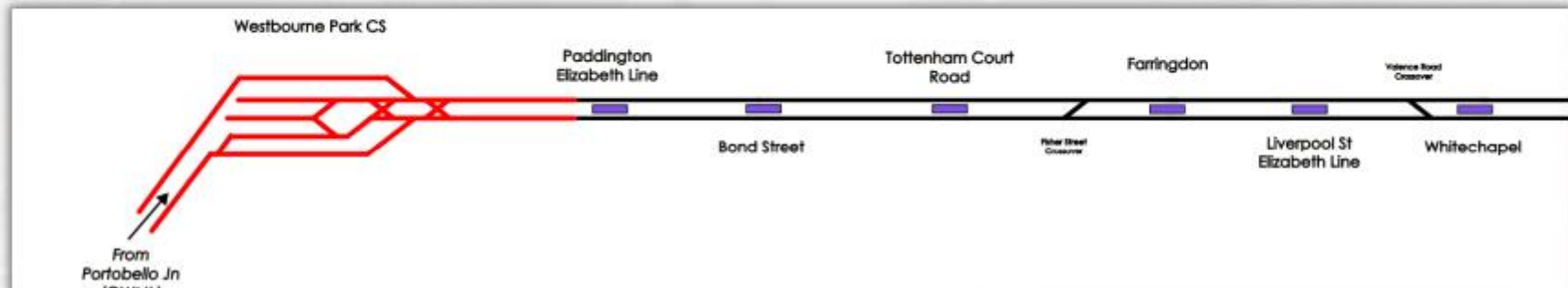
Strategic Risks:	Stranded Trains: Weather: Benign Key Resources:
Conference Strategy:	Train Service Conference: Held at 12:50 Fleet – CE - Drivers – Control – AOB-
Train service management plan:	Contingency Plan:

COS 10: Full Line Blockage between Westbourne Park and Paddington (LL)

Central Operating Section - Trains Per Hour Minimum

Peak: 6TPH

Off-Peak: 6TPH



Service Information

- Shenfield to Paddington (LL) reduced to 8 trains per hour to run between Shenfield and Liverpool St HL. (14 Units Required)
- Shenfield to Heathrow services withdrawn.
- Paddington (LL) to Abbey Wood services withdrawn.
- Reading to Abbey Wood (2TPH) services to run between Reading and Paddington (HL).
- Maidenhead to Abbey Wood services withdrawn.
- Heathrow to Abbey Wood (4TPH) services to run between Heathrow Airport and Paddington (HL).
- Shuttle service (6TPH) to run between Abbey Wood and Tottenham Court Road. (7 Units Required)
- Service levels into Paddington HL will revert to 4TPH initially with a view to then step up to 6TPH once the platforming at Paddington is controlled.

Customer Messaging

Click for
Appendix E

- Only advertise contingency plan 30mins after being implemented and auto reverse operating.
- Part suspended between Paddington - Tottenham Court Road

Unit Considerations



- Old Oak Common/M Maidenhead – Available
- Plumstead – Available
- Gidea Park/Ilford/Shenfield – Available

Additional Considerations



- No ECS moves available through the COS
- Arrange for extra CE staff to assist at Tottenham Court Road.
- Arrange for additional CE staff if available to assist at Liverpool Street HL and Paddington HL
- Consider re-deploying Traincrew Co-ordinator Supervisor to Tottenham Court Road to assist with shuttles

1 of 2

Incident management strategy:

To ensure a co-ordinated response to a report of a trespasser in an area that will significantly impact the Elizabeth line train service. Actions to ensure that the Elizabeth line is restored to a consistent level of service.

	Stage 1 Initial Response & Actions (0-20 mins)	Actions Update
	<ul style="list-style-type: none"> Instigate muster and co-ordinate the command roles as appropriate . Start incident clock and ensure immediate advice message sent. Declare incident category. Review proposed milestone plan and challenge any areas which don't support the strategic aim. Confirm plan for trapped/stranded trains. Confirm with STSM that SIO and on call teams have been briefed on plan for trapped trains. 	- - -
	Stage 2 Access & Assessment (20- 40 mins)	Actions Update
	<ul style="list-style-type: none"> Instigate muster and co-ordinate the command roles as appropriate . Start incident clock and ensure immediate advice message sent. Declare incident category. Review proposed milestone plan and challenge any areas which don't support the strategic aim. Confirm plan for trapped/stranded trains. Confirm with STSM that SIO and on call teams have been briefed on plan for trapped trains. 	- - -
	Stage 3 Recovery (40- 60 mins)	Actions Update
	<ul style="list-style-type: none"> Support by arranging additional site resource if required. If G-FORCE is being considered for use, ensure that this is reviewed and support any required escalation. Review the train service status, including contingency plans, shuttle plans and recovery methods. Do these still support the achievement of the strategic aim? If not... make appropriate changes 	- - -
	Stage 4 Service Resumption (60 mins)	Actions Update
	<ul style="list-style-type: none"> Support by arranging additional site resource if required. 	- -

	<ul style="list-style-type: none"> • If G-FORCE is being considered for use, ensure that this is reviewed and support any required escalation. • Review the train service status, including contingency plans, shuttle plans and recovery methods. Do these still support the achievement of the strategic aim? If not... make appropriate changes 	-	
Service recovery start (time):			
Service recovery complete (time):			
Options considered:	G-FORCE – Dynamic Risk Assessment - Plan (A/B/C) -		

<p>Previous updates:</p>	<p>Update 1 – 12:50 –</p> <p>A swan is reported to be on the line at Westbourne Park, obstructing the path of train 9R76 which is blocking the routing behind.</p> <p>- Immediate Action:</p> <ul style="list-style-type: none"> - STSM is appointed Stranded Trains Manager for both trains 9R76 and 9Y77 (9Y77 no longer stranded). - SSDO requested train 3Y75 to step forward to allow train 9Y77 to access PDX. - COS 10 has been implemented. <p>Overall Strategy:</p> <p>The overall strategy is to safely remove the swan from the line and resume normal train operations at Westbourne Park. Appropriate personnel have been assigned to manage the incident, and a controlled operation strategy is in place to mitigate the impact on train services.</p> <p>Strategic Actions:</p> <ul style="list-style-type: none"> - Stranded Trains Management: <ul style="list-style-type: none"> - STSM is appointed as the Stranded Trains Manager for trains and will oversee the incident and coordinate the necessary actions. - Swan Removal: <ul style="list-style-type: none"> - Personnel, including IRM (Incident Response Manager) and MOM (Mobile Operations Manager), are en-route to address the swan on the line. Line blockage taken. - Controlled Operation Strategy: <ul style="list-style-type: none"> - COS 10 has been implemented, indicating a controlled response to the incident. <p>Risks and Mitigation:</p> <ul style="list-style-type: none"> - Train Delay: Mitigate delays by implementing the controlled operation strategy and coordinating train movements accordingly.
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- Passenger Disruption: Provide regular updates to passengers on board trains 9R76 and 9Y77, ensuring their comfort and safety during the incident.
- Swan Safety: Safely remove the swan from the line to prevent harm to the bird and ensure the resumption of normal train operations.

Customer Experience*

- Communicate updates and necessary information to passengers on trains 9R76 and 9Y77, keeping them informed about the situation and any potential delays or alternative arrangements.

Next Steps:

- Remove the swan safely from the line to enable the resumption of normal train operations.
- Coordinate train movements and communication to minimise delays and disruptions.
- Continuously assess the situation and provide updates to passengers and stakeholders..

Update 2 – 13:20 – Line block taken 1257 at Westbourne Park with 9R76 acting as protection

Plan A - if swan moves then 9R76 forward to Ealing

Plan B -. If not then attempt to step forward in order to clear route behind, before setting back to Paddington

Stranded trains management of 9Y87 and 9U49, 9T94and 9R76 (Swan train):

- 9U49 has entered the COS last train before line block taken
- 9Y87 outside WHX awaiting update from driver. (Plan for 9R86 ahead to terminate WHX and proceed via A LSX to clear line thus enabling 9Y87 into platform)
- 9T94 has been set back to WWC
- 9R76 remains stranded until swan clears line

All stranded trains with the exception of the incident train 9R76 now in platform. East and West services continue to divert high levels. Part suspended between ABX-PDX.