

Date	29/06/2023	Incident Start Time	12:20
Log References	<a href="#">110233</a>	Incident Category	CAT 1
Incident Type	Swan on line – Westbourne Park	Incident Resolve Time	18:40

Debrief Personnel	SSDO – [REDACTED] [REDACTED]	STSM - [REDACTED] [REDACTED]	DCM Central – [REDACTED] [REDACTED] [REDACTED]
	DCM West – [REDACTED] [REDACTED] [REDACTED]	DCM East – [REDACTED] [REDACTED] [REDACTED]	CEDM – [REDACTED] [REDACTED]
	CEC East – [REDACTED] [REDACTED] [REDACTED]	CEC West – [REDACTED] [REDACTED]	CEC Central – [REDACTED] [REDACTED] [REDACTED]
Incident Summary (Facts)	<p><b>Brief overview</b> – At 12:20 A/R emergency line rung to inform the RFLI TM1 that a swan is on the line. A caution was imposed then the Driver of 9R76 reported that the swan is in front of their unit at 12:24. Various stranded trains. Line blockage taken at 12:57. Swan removed and normal running at 15:20.</p> <p><b>Immediate Root Cause:</b> Swan on line</p> <p><b>Wheel Stop:</b> 12:24 <b>Wheel Start:</b> 15:20</p> <p><b>Total Duration:</b> Two hours and fifty-six minutes</p> <p><b>Stranded Trains</b> (between stations and resolve duration):</p> <ul style="list-style-type: none"> <li>• 9R76 – 12:24 to 14:09</li> <li>• 9Y77– 12:24 to 12:33</li> <li>• 9Y87 – 12:34 to 13:08</li> </ul> <p><b>Contingency Plan</b> (if applicable): COS 10</p> <p><b>Indicative Customer Delay (min):</b> 610 minutes</p> <p><b>Customer Experience (Impact/Comms/Service Status):</b></p> <p>12:51 – Part suspended between ABX and PAD, Severe delays on the rest of the line declared with LUCC</p> <p>12:53 – NRES contacted to update service status due to IT issues with uploading Tyrell</p> <p>13:00 – Ticket acceptance agreed with London underground, local buses, GTR and SWR</p> <p>13:14 – All CIS in the COS blanked</p> <p>13:20 – All trains amended to start and terminate Ealing Broadway and PAD HL updated on Tyrell</p> <p>13:31 – Plans made for stranded train to step forward into Ealing Broadway as swan had move adjacent of the train. Station contacted ahead of train departure to be available for customer's welfare</p> <p>13:35 – Part Suspended updated for ABX-HTR/RDG</p> <p>13:43 – Station staff informed to be ready to provide customer service to customers who were stranded on the train</p> <p>13:45- Confirmation received that water is in place to welcome stranded customers</p>		

	<p>13:50 – All trains earlier brought to a stand at all COS stations updated on Tyrell to terminate at their stand locations. Stations informed all trains should be cleared of customers and customers should seek alternative transport</p> <p>13:58 – WEB UI and LICC GUI crashed during disruption- last message updated was Services Part suspended between ABX and PAD</p> <p>14:12- STSM requested GWR 2P52 to call additionally at HAY</p> <p>14:20 – Line block taken to remove swan on the line</p> <ul style="list-style-type: none"> <li>- Few trains able to run within the COS</li> <li>- Part Suspended still advertised due to the scanty service</li> <li>- Re-introduced services advertised as decisions were made on a train by train basis</li> </ul> <p>15:00 – All RDG services (both directions) cancelled for an hour</p> <p>15:14 – Hex ticket acceptance withdrawn due to one their trains broken down</p> <p>15:54 – All COS station advised to allow customers traveling WB only to access the stations due to a few trains running WB</p> <p>16:40 – All screens unblanked</p> <ul style="list-style-type: none"> <li>- Issues with blank PIS at PAD reported to RTIM</li> </ul> <p>17:06 – Severe delays declared across the line</p> <p>17:25 – Blank removed from all screens</p> <p>17:50 – Service status further updated as follows:</p> <ul style="list-style-type: none"> <li>- Severe delays PAD-HTR/RDG</li> <li>- Minor delays PAD-ABX/SNF</li> <li>- Good service on the rest of the line</li> </ul> <p>18:30 – All ticket acceptance arrangements withdrawn</p> <p>18:34 – Minor delays declared HAY- RDG only</p> <ul style="list-style-type: none"> <li>- Good service on the rest of the line</li> </ul> <p>19:31 – Good service declared across the route</p> <p><b>Indicative PPM:</b> 164 PPM fails</p>
<p><b>Timeline (Facts)</b></p>	<p><b>Timeline (summary):</b></p> <p>12:20 - A/R emergency line rung to inform the RFLI TM1 that a swan is on the line.</p> <p>A caution has been put on.</p> <p>12:24 - Driver of 9R76 has reported that the swan is in front of the unit.</p> <p>Hold has been put in place. 9Y77, 9U43 and 9U47 are currently not berthed in a station.</p> <p>12:29 - 9U43 has now been moved into Paddington Platform A.</p> <p>12:30 - Diversions to high levels on the east and west taking place.</p> <p>12:32 - Driver has advised the RFLI TM1 that the horn has been sounded but the swan has not moved. A caution has been put in place on the east bound.</p> <p>12:33 - Stranded Train Champion appointed as STSM. Identified, 9Y87, 9U49, 9T94 and 9R76 all as being stranded currently. 9Y87 driver has been spoken too regarding a welfare check and will report back passenger numbers and any mobility passengers. Approx 200 customers on the unit at Westbourne Park 9R76.</p> <p>12:35 MOM requested and suggestion of ERU from SSDO - This was considered but allowing the MOM to site was deemed best course of action due to them having confirmed competency.</p>

12:39 - COS10 contingency plan implemented. CEC Central conducts all station broadcast to inform stations, advised all stations to clear passengers from any trains currently being held within platforms and seek alternative routes due to unknown length of time of incident currently. Service status amended to Part-Suspended ABX-PDX and Severe Delays on remainder of the route. Relevant ticket acceptance in place with LUCC.

Stranded Train plan -

Plan - 9U49 enter COS at caution before line block taken to remove the swan 9Y87 outside WHX. Train currently at WHX 9R86 to detrain, move forward to LSX A to enable 9Y87 into platform

9T94 Driver set back to WWC

9R76 - Incident train. Required as part of line block protection as can't set back currently as over set of points at Westbourne. If able to move forward once Swan is removed or if not, hopefully far enough forward so to clear the points and if required set back to PDX A.

12:42 - 9R86 to de train at Whitechapel, continue to Liverpool Street Platform A and form 9C02 to Gidea Park CS.

12:48 - 9T94 to set back to Woolwich.

12:57 - Line Block Taken.

13:00 - Stranded 9Y87 now entering WHX. All stranded trains apart from 9R76 now in platform as of 1305. High level diversions remain but deemed more advantageous to keep the units already in platforms in the COS holding on Westbound as will enable quicker recovery of services when resumed and units can terminate into OOC if required to regain right time starts in a controlled manner. . If situation prolongs however, units will be sent back to PLU CS.

13:16 - 9Y87 to de train at Whitechapel and form 9W62 to Shenfield.

13:19 - 9T98 to be diverted to Plumstead CS.

13:20 - Numerous challenges made with RFLI regarding response to incident so far. NR Western have also deployed a MOM who is expected on scene imminently. Discussed with SIM that priority is the stranded 9R76 and if IRM is having no luck with the swan then line-block to be given up and if 9R76 can either go forward to Ealing Broadway or turn back to PDX.

13:24 - 9R96 to be diverted to the bolt hole.

13:25 - 9T78 to be diverted into WBP and form its booked back working of 9U73.

13:34 9R76 on the move after swan was reported as now being on Turnback C. Plan to run to Ealing Broadway - Maidenhead - MAI CS. Driver welfare follow up planned on termination.

13:41 - 9R76 reports they cant move further forward than what they already have due Swan being back in front of the train. As train has now cleared points driver instructed to change ends and proceed back to PDX to enable passengers off the train. PDX Control informed so to complete welfare check on passengers and distribute water etc.

13:45 - GWR contacted to see if some of their Western services can call at intermediate stations which are currently experiencing a very limited service from MTR due to the disruption. Will report back feasibility.

AM/PM Shift change over

14:03 - 9R76 driver has changed end and is setting back to PDX platform 'A'

14:11 - STSM contacts GWR and 2P52, 2N44, 2P58, 2P60 to additionally call at Hayes and Harlington and Ealing Broadway.

14:31 - Line block in place at Westborne Park

14:47 - Swan has now moved onto NR running lines

15:04 - Reports that swan has been hit by the GWR service

15:15 - Driver of 9U01, that was terminated at Ealing Broadway and was tuning around at OOC Eng. sidings, advised Control, that when changing ends there was passenger on board.

Driver spoke with the person and advised them, that they will be going back to EAL shortly. Passenger was ok with that.

CEC and STSM advised

15:20 - Block now lifted

Service recovery now in place - SDP's used - units stepped up, cancelled, terminated short , DCM C made sure that drivers were kept on booked head codes where possible to prevent the second wave of disruption.

Contingency plan removed 15:30

16:59 - 1P44 - GA service at a stand , GA services being diverted on top down electric between GDP and SNF causing additional delays to MTR services.

Service recovery carried out and reintroduction of diagrams to now begin.

18:40 - Good service on all lines.

**Notifications / Time to Site of Key responders:**

- IRM line blockage taken 12:57.
- MOM on site 13:23

**Train Service Management / Recovery:**

- 9T70 starting 16:30 PLU
- 5U82 starting 16:47 ABX
- 9N62 starting from OOC
- 9T60 starting from OOC
- 9W98 starting 18:15 OOC
- 9Y89 starting SNF 16:48
- 9T87 starting SNF16:43
- 9W98 starting 18:15 OOC
- 9T60 starting 18:16 OOC
- 9R62 starting 17:43 OOC
- 9N62 starting 16:10 OOC
- 9R90 starting 17:35 OOC

<p>Observations (Findings / Feelings)</p>	<ul style="list-style-type: none"> <li>• <b>What went well (Best Practice):</b> <ul style="list-style-type: none"> <li>○ SSDO requested MOM to attend via Western MOM</li> <li>○ Recovery of operations was well controlled and brought the service together in a consistent and time based manner – setting targets for trains and stepping</li> </ul> </li> <li>• <b>Feedback from responders:</b></li> <li>• <b>What could be improved:</b> (Comms, Time to site, Plan, initial Response Service Recovery etc) <ul style="list-style-type: none"> <li>○ Question asked by SSDO whether ERU was required – should have been called regardless.</li> <li>○ First IRM to site confirmed they had not had relevant training.</li> <li>○ Network Rail MOM was at the access point for a while before being able to access line as decision made by RFLI for them to wait until relieving IRM arrived.</li> <li>○ Relieving IRM had handheld terminal issue – second HHT issue of the day.</li> <li>○ Length of time to both put on and take off line blockages in COS seems very long.</li> <li>○ Only one SDRM on shift for early turn.</li> <li>○ Time of incident meant that units being diverted were driven by drivers at end of their diagrams. On West, if all trains had terminated at EAL then units could have been worked into Old Oak depot instead of being left at Paddington HL. Drivers at ABX and PLU unable to pass through COS</li> </ul> </li> <li>• <b>Lessons Learnt</b> <ul style="list-style-type: none"> <li>○ More West trains to terminate at EAL then ECS into Old Oak.</li> </ul> </li> </ul>
<p>Opportunities (Future)</p>	<p><b>Actions / Recommendations</b></p> <ol style="list-style-type: none"> <li>1. Have IRMs had sufficient training with removal of swans/animals? [REDACTED]</li> <li>2. Handheld terminal issue to be investigated [REDACTED]</li> <li>3. Contingency plans to be reviewed and Ealing Broadway to be considered more for terminating trains [REDACTED]</li> <li>4. Should drivers leave trains at Paddington high level if there is no relief driver? Severely limits operational capabilities if train left in platform. [REDACTED]</li> </ol>

*To be completed and sent to Post Incident Review email group where possible before the next traffic day morning by 08:00*