

Significant Incident Messaging – CAT 1 Incident

Incident type & location:	Swan on line – Westbourne Park
Date and time of incident start:	29/06/2312:17
Lines affected:	Crossrail West
Other operator(s) affected:	N/A
Advice to passengers:	
Latest update:	<p>Update 2 – 13:20 – Line block taken 1257 at Westbourne Park with 9R76 acting as protection</p> <p>Plan A - if swan moves then 9R76 forward to Ealing</p> <p>Plan B -. If not then attempt to step forward in order to clear route behind, before setting back to Paddington</p> <p>Stranded trains management of 9Y87 and 9U49, 9T94and 9R76 (Swan train):</p> <ul style="list-style-type: none"> • 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 <p>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.</p>

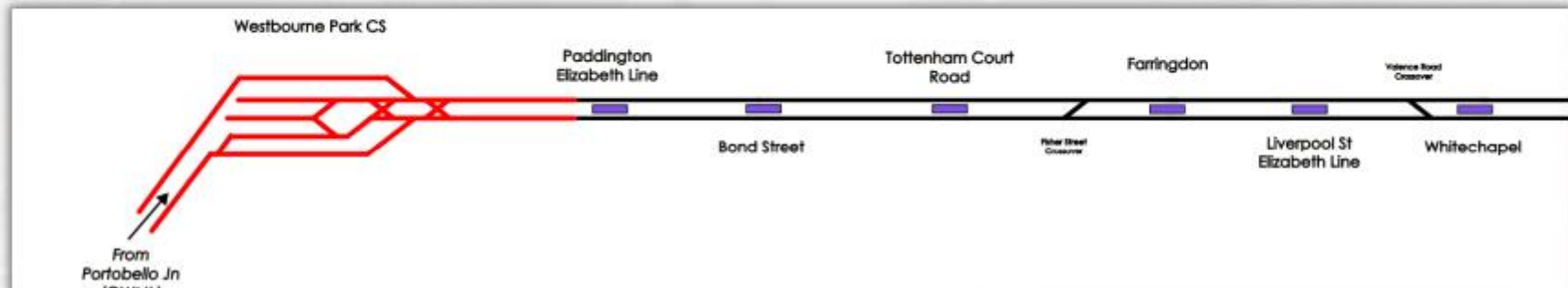
<u>COMMAND AND COMMUNICATIONS PLAN</u>	
Strategic command structure:	Strategic Commander: [REDACTED] Tactical Commander: [REDACTED] Operational Responder: All DCMs
Senior TSD on call:	
<u>WORKING STRATEGY</u>	
Strategic Risks:	Stranded Trains: Weather: Benign Key Resources:
Conference Strategy:	Train 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- Shenfield to Heathrow services withdrawn.
- Paddington (LL) to Abbey Wood services withdrawn.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- Maidenhead to Abbey Wood services withdrawn.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..