

Significant Disruption 29th June – CE Disruption Review

1 Summary of disruption

Heading	Details
Date	29 th June
Start time	0600
End time	1900
CEDM	XXXXXXXXXX
1 st Line on Call	XXXXXX
Senior on Call	XXXXXX

2 Incident Overview

Summary

Incident start time: 12:20
Incident end time (good service declared on all lines): 18:40
12:20 call received in the RCC via the LS AR emergency line that there is a swan on the line at WBP
Caution imposed and at 12:24 the driver of 9R76 reported that the swan is in front of their train on the WB line.
Station hold put in place trapping 3 trains between stations
Diversions to Paddington/Liverpool St HL commence at 12:30
Caution in place on the EB line at 12:32
12:35 NR MOM requested to attend site (Hayes Inner)
12:39 COS10 implemented
Line blockage taken at 12:57 (by RfLI IRM)
13:20 IRM unable to capture swan and therefore request made to SIM for line block to be lifted in order to move 9R76 into a station as has been stranded for some time.
13:34 9R76 OTM after swan now moved to TB C
13:41 unable to move any further due to swan now being back in front of the train. Decision made to have driver change ends and reverse train back into PDX as it is now clear of the points
13:45 request made to GWR for their services to stop additionally at MTR stations due to lack of service from us
14:03 9R76 reported as setting back into PDX
14:31 MOM on site to assist IRM and line block back in place for second attempt to catch swan
14:47 Swan has now moved onto NR mainlines
15:04 swan struck by GWR service
15:20 block lifted
15:30 contingency plan removed and service recovery commenced
Good service declared at 18:40 on all lines

3 Systems Accuracy –

4 Customer Feedback

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Number of customer complaints received and summary:	<p>There were 25 customer complaints (not including Social Media), around the following themes:</p> <ul style="list-style-type: none"> - General inconvenience about the disruption - Service status showing as severe delays when part suspended - CIS screen inaccuracies (CIS screens were turned off at the start of the disruption)
Excerpt of Social Media Report:	
Remedial action required	Please see the section below

5 CE Team – What Went Well and Learnings






What went well – Top 5?	Learning Opportunities / Recommendations – Top 5
<ol style="list-style-type: none"> 1. Strong leadership and CATS presence across stations 2. Decision to advertise part suspended was made quickly on both occasions 3. Incident calls with the RCC worked well and we put in place quickly 4. CE conference calls worked well and were put in place quickly 5. Disruption banners were put in place quickly 6. The travel advice for customers was formulated quickly and advertised quickly across all channels 7. The stranded train was greeted effectively at Paddington, with the Station Manager and Head of CE onsite, and water provided to customers 8. Onward travel was provided to vulnerable customers who were on the failed train, through taxis 	<ol style="list-style-type: none"> 1. The CIS screens were inaccurate and had to be switched off 2. Customers were entering Paddington low level station before entrance to the station was authorised 3. Driver displacement was a challenge and this imported risks on the Western Section, with some outer stations not being served for sustained periods of time

6 Checklist Completion

6.1 Customer Experience Delivery Manager











Icon	Checklist deliverable	Was it required?	Was it checked effectively?	Any learning opportunities?
	LUCC service status changed and correct	Y	Y	
	Ticket acceptance arranged	Y	Y	
	CIS updated and regularly checked	Y	Y	
	Regular radio broadcasts	Y	Y	
	LLPA and Special Notices	Y	Y	
	Check or update NRES special notices	Y	Y	
	Regular updates on Teams	Y	Y	

6.2 CE 1st line on call

Icon	Checklist deliverable	Was it required?	Was it checked effectively?	Any learning opportunities?
	Disruption banners arranged	Y	Y	
	Resources moved to where most needed	Y	Y	
	Manage crowd control	Y	Y	Paddington station access
	CIS screens monitored	Y	Y	
	Attendance to site	Y	Y	

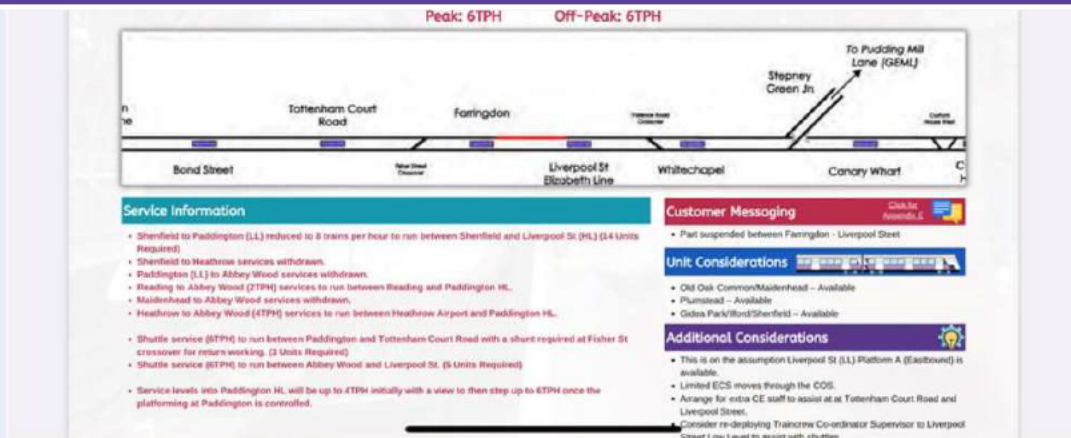
	Station colleague announcements checked	Y	Y	
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6.3 CE 2nd line on call

Icon	Checklist deliverable	Was it required?	Was it checked effectively?	Any learning opportunities?
	Press Office Updated	Y	Y	
	CIS Accuracy Monitored	Y	Y	
	Social Media Monitored	Y	Y	
	Check accuracy of Tyrell	Y	Y	
	Maintain regular contact with 1st Line	Y	Y	
	NRES accuracy checked	Y	Y	
	Rainbow board status checked	Y	Y	
	Support to trapped trains	Y	Y	
	Monitor station interval dashboard	Y	Y	
	Bus replacement needed?	N	N	

7

Teams Entry



COS8 to be in place this morning

COS8 Implemented and severe delays declared

Service conference to be held at 06:10 - can relevant on-calls please atyend.

https://teams.microsoft.com/l/meetup-join/19%3ameeting_Y2MzYTBiMjctYWRkMC00NWU0LTk4OGUtODUxZDU3ZWE1YjRl%40thread.v2/0?content=1%7b%22id%22%3a%2271878248-7c0d-41cb-ad30

Outputs from Incident Call:

- Item 12 overrun due to axle counter failure
- First train cancelled 9U37 which ran as (9U07 to try and clear the axle counters which hasn't worked
- S&T en route ETA 6:30 – 6.45 (traffic is challenging)
- Block needs to be taken
- Every train currently needs to be talked through at present – currently took 10 mins
- COS 8 to run
- 8 TPH LST high level to Shenfield
- 6TPH on the west
- Shuttle services in the COS turning at Farringdon
- [REDACTED] suggested that we reign back the contingency to make it workable
- I raised the previous learnings from last time COS8 was used – need to make sure it's workable, turning trains at TCR, making sure it can be mobilised and if not reigning it back and advertising as such to customers
- Preparations being made for it lasting through the morning as a worst case scen

↓ New messages

such to customers

- Preparations being made for it lasting through the morning as a worst case scenario
- Driver displacement and comms will be a focus
- There is only one CEC on night shift which is making comms mobilisation challenging.
- Please can 1st line CE On Call Managers make a telephone call to the CEDM every 30 mins from 0700 with an update on station support measures, crowding and any pain points

Morning all,

A tough morning expected again.

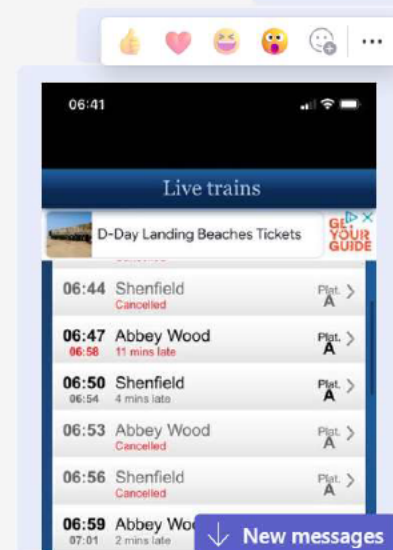
Can I suggest we have a conference call in CE at 0700 to review the following:

- Attended by on call managers
- Confirmation all yellow banners and disruption posters in place
- Update on locations of management and volunteer support
- NRES status and LU service status confirmed in place (CEDM)
- Press office update confirmed
- Ticket acceptance arrangements confirmed across the route
- Support at PAD high level confirmed in place
- CIS screen accuracy and mitigations in place appropriately in the COS
- Any local station impacts (non stopping etc. and a

↓ New messages

29/06 06:42

This is FDx



29/06 06:42

Is a service running in the COS at the moment or should we be part suspended?



COS8 hasn't yet been mobilised but there is a very thin service in the CoS which will fall far short of meeting passenger demand

Let's move to part suspended



We all know from previous experiences that COS8 is unworkable in the peak in the COS from a customer perspective

Let's push customers to alternative routes in the COS

29/06 06:45

Ok

29/06 06:47

Next service conference 07:00

↓ New messages

29/06 06:47

Next service conference 07:00

Current risks:

- Overcrowding: regular contact between control and stations to ascertain risk.
- Driver displacement: risks to be identified and mitigation put in place. TCC and DTM assisting at ABX.

RCC incident call at 0700 for all on calls

Local CE one in place for 0715 (expect to just be a 5 mins call to review delivering our CE checklists)



29/06 06:50

Management deployment is being mobilised on east. Disruption banners being confirmed as up.

No issues with crowding as of yet

Live

Part Suspended

No service between Paddington and Abbey Wood due to a signal failure at Tottenham Court Road. GOOD SERVICE on other routes.

29/06 07:21



East Team Deployment:

- LST
- SRA
- MYL
- FOG
- MNP
- IFD
- CTH
- RMP

Additional support being provided TSO Teams.

Trains busy but being controlled in both directions.

Banners all displayed



Outputs from 0715 CE Call:

East:

- Extensive leadership presence across key stations
- Support in place at LST high level to support customers
- Disruption banners up
- Busy but manageable
- Minor delays to be advertised

COS

- Exit only and part suspended
- Disruption posters in place
- Colleagues supporting customers at entrances with alternative routes
- Request for volunteers from SMA to support

↓ New messages

West:

- Moderately busy
- Support in place at PAD high level
- Disruption banners up
- Extra support in place at key locations
- Minor delays to be advertised

Comms

- Tyrell message issued and accurate
- NRES special notice not in place but in progress (will be driven by core message)
- Service status accurate and in place – part suspended COS
- Ticket acceptance in place

↓ New messages

29/06 07:37

Ambassadors en route to PAD and LST high level

07:32

◀ National Rail



National Rail

Beta

Disruption between London Paddington and Abbey Wood expected until 08:30

[See all service disruptions](#)

Service alteration details

Incident reported: 29 Jun 2023 at 07:23



If you would like to follow this
incident on Twitter, please
use **#AbbeyWood**

Last updated



New messages

Route(s) affected

Between London Paddington and Abbey Wood

Description

A fault with the signalling system between London Paddington and Abbey Wood means trains running between these stations may be delayed by up to 30 minutes or cancelled.

Disruption is expected until 08:30.

Ticket acceptance in place with the following:

- [London Underground](#) via any reasonable route
- Great Western Railway between London Paddington and Reading
- Thameslink between Abbey Wood and London Terminals
- Southeastern between Abbey Wood and London Terminals

[Heathrow Express between London](#)

[nationalrail.co.uk](#)

07:32
National Rail

↓ New messages

07:32

National Rail



National Rail

Beta

- Heathrow Express between London Paddington and Heathrow Terminal 5

Check before you travel:

You can check your journey using the National Rail Enquiries real-time [Journey Planner](#)

Compensation:

You may be entitled to [compensation](#) if you experience a delay in completing your journey today. Please keep your train ticket and make a note of your journey, as both will be required to support any claim.

Tickets, Railcards and Offers

[Buying a Ticket](#)

[Ticket Types](#)

[Railcards](#)

[Saving Money](#)

↓ New messages



29/06 07:44

29/06/2023 07:40

I've asked NRES to say disruption expected to be resolved later than 0830

Also reaffirmed that this should say part suspended

29/06 07:47

WEST - Burnham and West Drayton are reporting higher footfall and are getting busier

29/06 07:49

East Update:

Due to large gaps team having to do number of stop and holds westbound. Customers being advised to used alternative routes.

↓ New messages

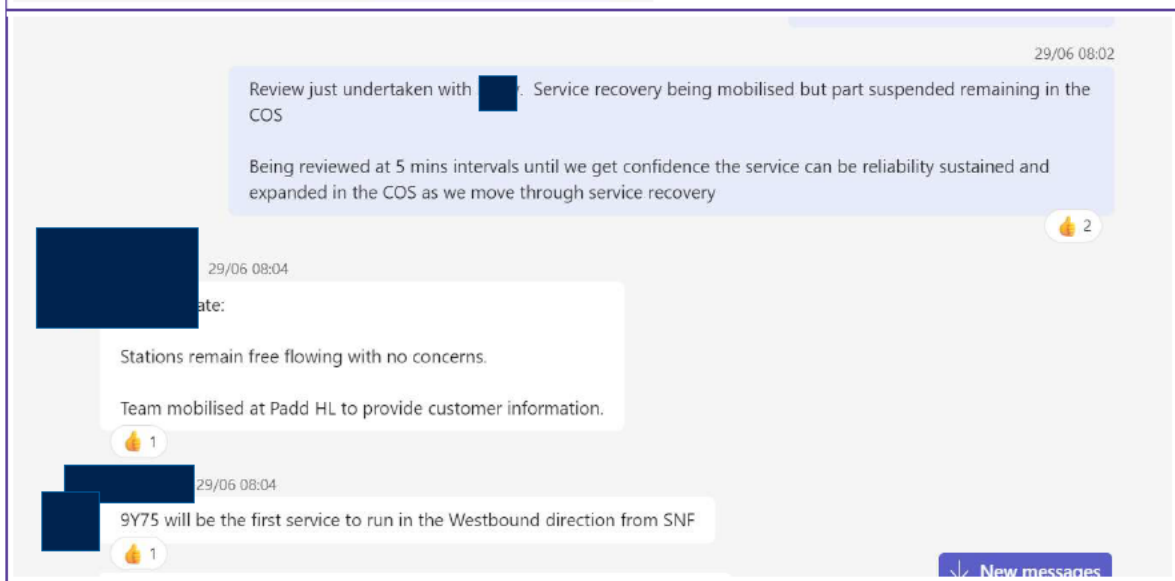
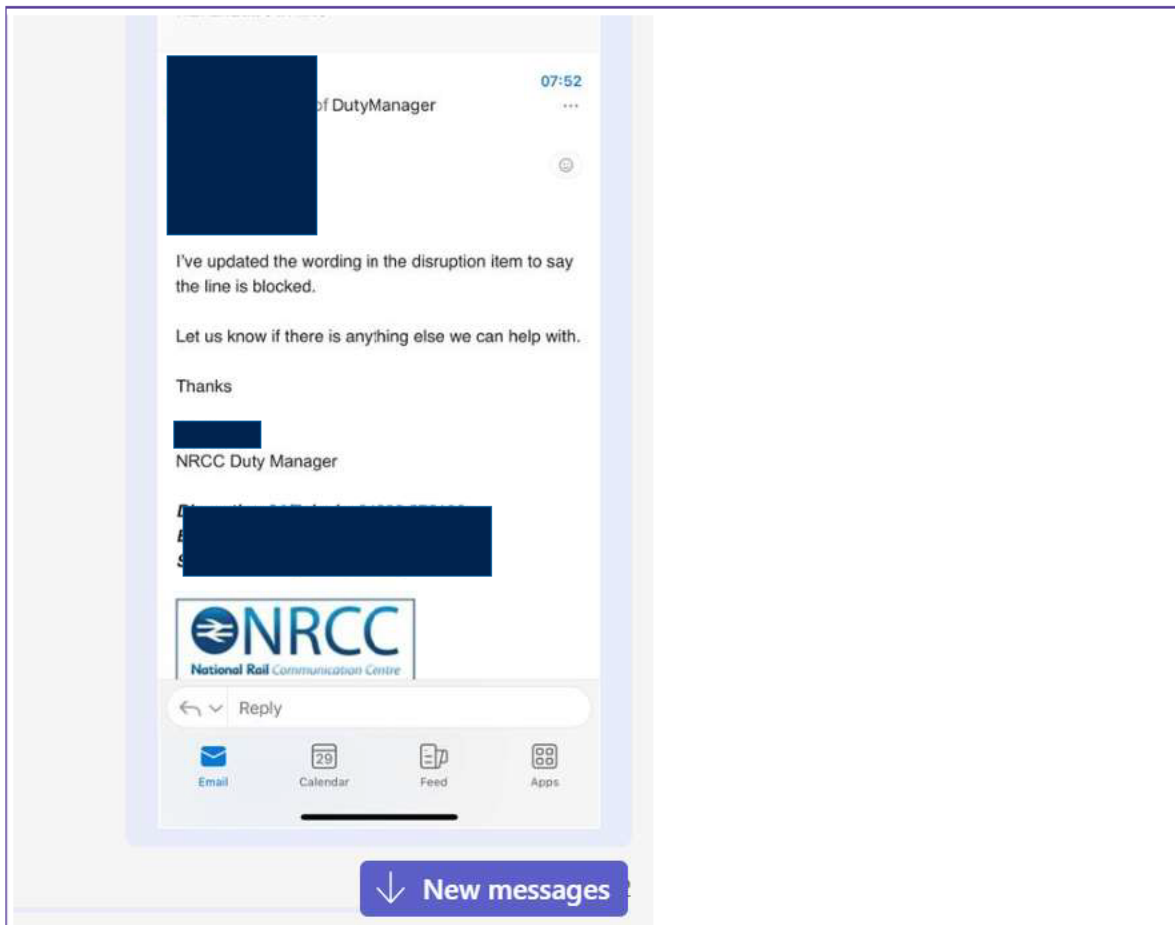
29/06 07:52

Fault fixed

Block will soon be lifted

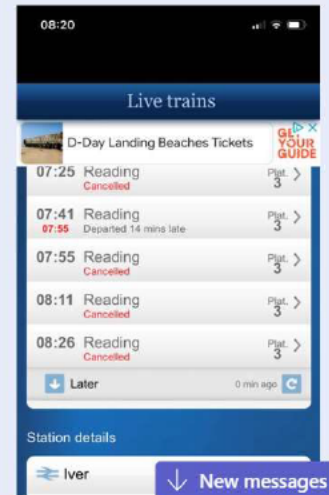
However, we plan to proceed very cautiously with lifting the part suspension in the COS - and will do so at such time as the service is recovering and is sufficient to meet COS demand as we open back up

More to follow



29/06 08:20

could the team try and plug the gap westbound at Iver?



29/06 08:28

Severe delays now about to be declared in the COS within the next few mins

Through trains expected to now start running through with a reasonable and workable frequency

29/06 08:28

Severe Delays declared between Abbey Wood to Paddington
Minor Delays on the rest of the line



9W64 should be the first train to depart from PDX to SNF

Some gaps in service east and west while we recover the service in the COS

Severe delays about to be declared network wide while we recover the full route



29/06 08:41

Services busy across the West!!

Team Ealing doing a great job managing demand!!

Management presence deployed across the route.



29/06 08:47

Fire panel engineer on site ABX.



29/06 09:11

Current Identified Missing Diagrams and Plan for Re-introduction

102 – Start OOC 5T32 0945

103 – TBC

New messages

29/06 09:59

Minor delay trigger expected to be reached in 30 mins but we plan to proactively do this in 15 mins to start giving customers more confidence to travel

29/06 10:01

outers frequency looking far better now!!!

29/06 10:18

Minor Delays declared across the whole route

🔥 1

29/06 10:33

East - SVK - Trespasser

- Reports of a trespasser in the SVK area
- More to follow

Edited

↓ New messages

29/06 12:01

Good service being declared

A huge thanks for everyone's hard work and support today

29/06 12:33

👍 ❤️ 😄 🤖 🗣️ ...

COS - Animals on the line

- 9R76 1147 ex ABX has come to a stand at Westbourne Park due to a swan on the line.

29/06/2023 12:33

COS - Animals on the line 9R76 1147 ex ABX has come to a stand at Westbourne Park due to a swan on the line.

More information to follow

29/06 12:46

Should we go part suspended in the COS?

Tools Start of Service 29... May 2023 Conting... H

24 / 32

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

Central Operating Section - Trains Per Hour Minimum
Peak: 6TPH Off-Peak: 6TPH

from Tottenham Court Road

Service Information

- Sheffield to Paddington (LL) reduced to 8 trains per hour to run between Sheffield and Liverpool St HL. (14 Units Required)
- Sheffield to Heathrow services withdrawn.
- Paddington (LL) to Abbey Wood services withdrawn.
- Reading to Abbey Wood (ZTPH) services to run between Reading and Paddington (HL).
- Maidenhead to Abbey Wood services withdrawn.
- Heathrow to Abbey Wood (KTPH) services to run between Heathrow Airport and Paddington (HL).
- Shuttle service (ETPH) 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

- Part suspended between Paddington - Tottenham Court Road

Unit Considerations

- Old Oak Common/Maidenhead - Available
- Plumstead - Available
- Gidea Park/Wood/Gideafield - Available

Additional Considerations

- No EC3 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 Trainline Co-ordinator Supervisor to Tottenham Court Road to assist with shuttles

New messages

Due to the ongoing issues
We are currently operating with
PART SUSPENDED - ABX - PDX
SEVERE DELAYS - Rest of the line



Apologies if I've missed it but do we have ticket acceptance please?

Outputs from Incident Call:

- Two trapped trains. Trapped train at Custom House 9Y87 - plan will be to detrain and move forward. Plan also being mobilised for the second one
- COS10 being put in place
- Part suspended Abbey Wood to Paddington - but hoping to move this to PDX to TCR as per contingency plan
- Severe delays east and west
- There are challenges with Tyrell which affects our ability to update downstream systems and this has been faulted
- LU SORs have been informed of disruption and service status
- Additional support being arranged for PAD and LST high levels
- Platforms at LST high level full - may need to turn at SRA and at TCR

East:

- Extensive leadership presence across key stations
- Support in place at LST high level to support customers
- Disruption banners up
- Busy but manageable
- Minor delays to be advertised

COS

- Exit only and part suspended
- Disruption posters in place
- Colleagues supporting customers at entrances with alternative routes
- Request for volunteers from SMA to support

West:

- Moderately busy
- Support in place at PAD high level
- Disruption banners up

↓ New messages

Comms

- Tyrell message issued and accurate
- NRES special notice not in place but in progress (will be driven by core message)
- Service status accurate and in place – part suspended COS
- Ticket acceptance in place
- CIS checks being made – some trains showing as running through to Abbey Wood but these are being closed down and worked through asap

The above actions are being reinstated

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.

13:04



Elizabeth line Information Update

**CORE MSG 1 (CSL2 ACTIVATED)-Part
Suspended: Animals on the railway London
Paddington - Abbey Wood Crossrail.**

Message status: CORE MSG 1 (CSL2 ACTIVATED)

Time: 12:59 on 29/06/23

Latest Update

Problem:

- What is the cause? **A swan on the line (9R76)**
- Where has it occurred? Westbourne Park in the Westbound direction

Current Status of Elizabeth line services

- Good Service: **N/A**
- Minor Delays: **N/A**
- Severe Delays: **The rest of the line**
- Part/Suspended: **Abbey Wood and
Paddington**



Reply



New messages

- Good Service: **N/A**
- Minor Delays: **N/A**
- Severe Delays: **The rest of the line**
- Part/Suspended: **Abbey Wood and Paddington**

Impact:

- Which operators and lines are affected?
MTREL
- Are any stations not being served and in which direction? **Currently all trains at a stand in the Central section**
- What time is the incident expected to be resolved? **16:00**
- What is the latest update?
- **COS -10 Contingency plan in place**
- **All West trains to start and terminate at PAD HL**

Advice:

- What is the advice for customers?
Customers are advised to seek alternative transport



13:04

↓ New messages

13:04



Advice:

- What is the advice for customers?
Customers are advised to seek alternative transport
- Is ticket acceptance in place? **More ticket acceptance arrangements being completed**
- **London Underground**
- **Local buses via all reasonable routes**

Stranded trains: More to follow

Are there any trains stranded between stations?

- Operator:
- Headcode(s), departure time and origin:
- Stranded location:
- How long has the train(s) been stranded:

Due to animals on the railway between London Paddington and Abbey Wood some lines are blocked.

↓ New messages

13:06

Elizabeth line

Live

Part Suspended

No service between Paddington and Abbey Wood due to an obstruction on the track. SEVERE DELAYS on the rest of the line.

Severe Delays

No service between Paddington and Abbey Wood due to an obstruction on the track. SEVERE DELAYS on the rest of the line.

New messages

Service Update

- Services currently Part suspended between Abbey Wood and Paddington
- Severe delays on the rest of the line
- Ticket acceptance in place with London Underground, local buses, GTR, GWR,SWR (awaiting confirmation from HEX)
- Tyrell message further info to be updated soon
- PA/CIS completed
- Regular radio broadcast being made to all stations
- Train amendemnets being completed

1

29/06 13:08

We are preventing customers at LSX getting access to EL platforms

2

29/06 13:09

Disruption banners are up at West stations. Additional staff at PAD HL to assist

2

29/06 13:10

Disruption banners back up at CWX

New messages

29/06 13:08

We are preventing customers at LSX getting access to EL platforms

 2

29/06 13:09

Disruption banners are up at West stations. Additional staff at PAD HL to assist

 2

29/06 13:10

Disruption banners back up at CWX

 1

29/06 13:11

Central CIS - all blanked
CEC/CEDM currently working through all train amendments

 2

29/06 13:11

Can we get these across the route please



29/06 13:14

Stranded Train
9R76 - stranded outside PDX

29/06 13:15

29/06/2023 13:14

Stranded Train 9R76 - stranded outside PDX

Currently 56 mins

29/06 13:15

29/06/2023 13:14

thanks, is that all PIDs and ticket hall screens?

Just Platforms

29/06 13:15

Let's do ticket halls too please

 1

29/06 13:21



Amendments on the following services:
9U51 - Term PAD HL
9U53 - Term EAL
9W56 - Term PAD HL
9U57 - Term EAL
9U59 - Term PAD HL
9U61 - Term EAL
9U63 - Term PAD HL
All of their RTN workings currently cancelled

Stranded Train

9R76 now on the move

Train amended to run fast to EAL and then ECS to MAI

Tyrell being updated

Latest Update

Swan is back in the front of 9R76!

29/06 13:43

9R76 is going to step back to Paddington low level



1

29/06 13:43

29/06/2023 13:39

Stranded Train 9R76 now on the move Train amended to run fast to EAL and then ECS to MAI Tyrell being updated

Driver of 9R76 currently changing ends to set back into Paddington

Staff have been informed to be ready to de-train 9R76 from platform A

↓ New messages

Have we liaised with LU at all? This from LSX:

Control have told the driver of the train on platform B to leave the doors open and not sweep the train yet people are still coming down onto platform and getting on the train while we close off all platform entrances

We should be dosing the doors

Customers still coming down from northern line link and running onto train

29/06 13:53



Stranded Train

SSDO has agreed with 1st CE COS for customers welfare on 9R76

CEC has informed PDX SOR to be ready on train arrival

29/06/2023 13:53

Stranded Train SSDO has agreed with 1st CE COS for customers welfare on 9R76 CEC has informed PDX SOR to be ready on train...

200 passengers on board



1

29/06 13:54

Please could confirm the screens are still blanked in the COS? looks like they've come back on

↓ New messages

29/06 14:11

Team at PDX did an excellent job with stranded train as it arrived

Water being handed out

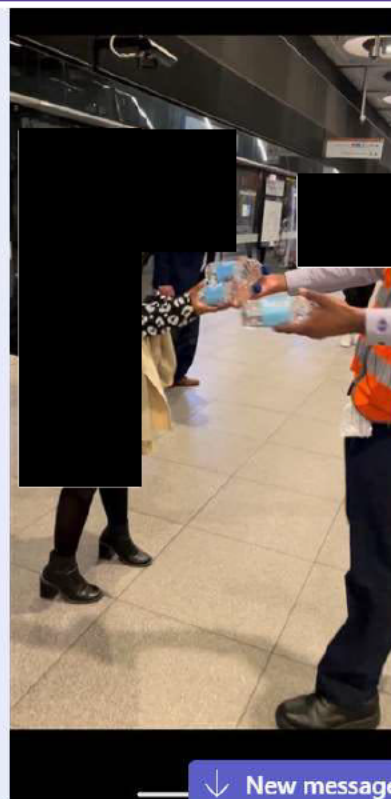
Circa 200 customers alighted

We spoke with them all to assist with onward journey planning



29/06 14:11

STSM requested with GWR to ask if any of there services can call at any MTR stations. They have agreed to get 2P52 to call additionally at Hayes & Harlington



↓ New messages

Service Update

- Part suspended ABX- HTR/RDG , Severe delays on the rest of the line
- Ticket acceptance in place via all reasonable routes with London underground, local buses,GTR, SWR,GWR and HEx
- Earlier stranded train will now depart PDX LL into OOC as 5Y76 to clear the line for services to run EB
- Limited trains starting and terminating PAD and LST HL
- 9U83 set to depart CWX in passenger service towards ABX
- 9U79 to be formed of 9T84 currently at LSX in passenger service to ABX

29/06 14:24



Up escalator at LSX (to Liverpool Street is currently failed)



Stranded train from earlier - We've been assisting customers who were on the failed train into taxis at Paddington where they have been travelling back onto the western section

29/06 14:58

29/06/2023 14:55

Stranded train from earlier - We've been assisting customers who were on the failed train into taxis at Paddington where they have be...

Many thanks

14:58

29/06/2023 14:17

9R76 has been swept

Just departed

29/06 15:00

Service Update

All services ABX-HTR/RDG and RTN cancelled for the next hour

29/06 15:26

Please don't start letting customers into core COS stations yet. There is no reliable service yet. I will update as and when we get more information.

👍 4

29/06 15:27

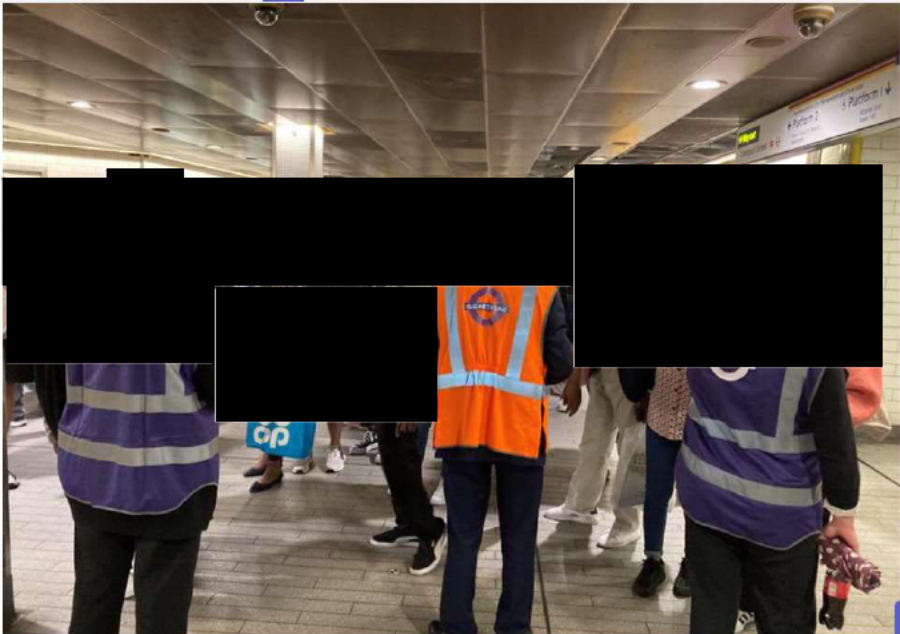
First COS service from SNF
9Y47 (1448 ex SNF) currently approaching WHX

PAD HL
9Z43 (1535 ex PAD) will be the next departure from PAD HL
Tyrell currently being updated

29/06 15:30

We've got platforms at PDX low level filling up - let's keep the message as part suspended and hold back until we have a service please. Thanks everyone

New messages



New messages



RCC looking to move us into severe delays - please shout if anyone thinks this is premature

29/06/2023 17:12

Still off I'm afraid

It's been reported to RTIM

1

29/06 17:25

Are the screens back on elsewhere across the network?

29/06 17:25

9R90 (1716 ex ABX) will start from EAL
9R92 (1720 ex ABX) will start from EAL calling all stations as booked hence no requirement for additional stoppings for 9R90

29/06/2023 17:25

Are the screens back on elsewhere across the network?

Yes- blank has been removed everywhere

The issue with PDX has been reported to the RTIM

New messages

29/06 17:50

29/06/2023 17:48

Minor delays being declared Shenfield / Abbey Wood to Paddington.
Severe delays Paddington to Reading / Heathrow

Thank you

Service Update
Severe delays PAD-HTR/RDG
Minor delays PAD-ABX/SNF
Good service on the rest
All PA/CIS being updated
Radio broadcast to all stations
LUCC informed