

## **Significant Incident Messaging – CAT 1 Incident**

<b>Incident type &amp; location:</b>	Swan on line – Westbourne Park
<b>Date and time of incident start:</b>	29/06/23 12:17
<b>Lines affected:</b>	Crossrail West
<b>Other operator(s) affected:</b>	N/A
<b>Advice to passengers:</b>	
<b>Latest update:</b>	<p><b>Update 1 – 12:50 –</b></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><b>- Immediate Action:</b></p> <ul style="list-style-type: none"> <li>- STSM is appointed Stranded Trains Manager for both trains 9R76 and 9Y77 (9Y77 no longer stranded).</li> <li>- SSDO requested train 3Y75 to step forward to allow train 9Y77 to access PDX.</li> <li>- COS 10 has been implemented.</li> </ul> <p><b>Overall Strategy:</b></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><b>Strategic Actions:</b></p> <ul style="list-style-type: none"> <li>- Stranded Trains Management:</li> <li>- STSM is appointed as the Stranded Trains Manager for trains and will oversee the incident and coordinate the necessary actions.</li> </ul>

	<ul style="list-style-type: none"> <li>- Swan Removal: <ul style="list-style-type: none"> <li>- Personnel, including IRM (Incident Response Manager) and MOM (Mobile Operations Manager), are en-route to address the swan on the line. Line blockage taken.</li> </ul> </li> <li>- Controlled Operation Strategy: <ul style="list-style-type: none"> <li>- COS 10 has been implemented, indicating a controlled response to the incident.</li> </ul> </li> </ul> <p><b>Risks and Mitigation:</b></p> <ul style="list-style-type: none"> <li>- Train Delay: Mitigate delays by implementing the controlled operation strategy and coordinating train movements accordingly.</li> <li>- Passenger Disruption: Provide regular updates to passengers on board trains 9R76 and 9Y77, ensuring their comfort and safety during the incident.</li> <li>- Swan Safety: Safely remove the swan from the line to prevent harm to the bird and ensure the resumption of normal train operations.</li> </ul> <p><b>Customer Experience*</b></p> <ul style="list-style-type: none"> <li>- 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.</li> </ul> <p><b>Next Steps:</b></p> <ul style="list-style-type: none"> <li>- Remove the swan safely from the line to enable the resumption of normal train operations.</li> <li>- Coordinate train movements and communication to minimise delays and disruptions.</li> <li>- Continuously assess the situation and provide updates to passengers and stakeholders..</li> </ul>
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## COMMAND AND COMMUNICATIONS PLAN

Strategic command structure:

Strategic Commander: SSDO 

	Tactical Commander: STSM <div></div> Operational Responder: All DCMs	
Senior TSD on call:		
WORKING STRATEGY		
Strategic Risks:	Stranded Trains: Weather: Benign Key Resources:	
Conference Strategy:	Train Service Conference: Fleet – CE - Drivers – Control – AOB-	
Train service management plan:	Contingency Plan:	
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"><li>Instigate muster and co-ordinate the command roles as appropriate . Start incident clock and ensure immediate advice message sent. Declare incident category.</li><li>Review proposed milestone plan and challenge any areas which don't support the strategic aim.</li><li>Confirm plan for trapped/stranded trains. Confirm with STSM that SIO and on call teams have been briefed on plan for trapped trains.</li></ul>	<div>-</div> <div>-</div> <div>-</div>
	Stage 2 Access & Assessment (20- 40 mins)	Actions Update

	<ul style="list-style-type: none"> <li>• Instigate muster and co-ordinate the command roles as appropriate . Start incident clock and ensure immediate advice message sent. Declare incident category.</li> <li>• Review proposed milestone plan and challenge any areas which don't support the strategic aim.</li> <li>• Confirm plan for trapped/stranded trains. Confirm with STSM that SIO and on call teams have been briefed on plan for trapped trains.</li> </ul>	-
	<b>Stage 3 Recovery (40- 60 mins)</b>	Actions Update
	<ul style="list-style-type: none"> <li>• Support by arranging additional site resource if required.</li> <li>• If G-FORCE is being considered for use, ensure that this is reviewed and support any required escalation.</li> <li>• 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</li> </ul>	-
	<b>Stage 4 Service Resumption (60 mins)</b>	Actions Update
	<ul style="list-style-type: none"> <li>• Support by arranging additional site resource if required.</li> <li>• If G-FORCE is being considered for use, ensure that this is reviewed and support any required escalation.</li> <li>• 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</li> </ul>	-
	<b>Milestone Plan</b>	<b>Update</b>

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<b>Service recovery start (time):</b>					
<b>Service recovery complete (time):</b>					
<b>Options considered:</b>	<p>G-FORCE –</p> <p>Dynamic Risk Assessment -</p> <p>Plan (A/B/C) -</p>				
<b>Previous updates:</b>	<p>1.</p>				