Major Incident Review – CE Disruption Review

1 Summary of disruption

Heading	Details
Date	22/01/2023
Start time	0730
End time	0920

2 Incident Overview

Summary

07:25 – 9H54 reports from LSX that they have no speedo/speed hook but is able to take ATO. Driver is advised to do so and then call at next station (FDX) to report any further issues.

07:30 – Driver of 9H54 contacts TM1 to advise no speedo/hook available. Driver is transferred to DCM Central desk. Transferred to ISST who recommends a new SOM.

07:31 – 9Y55 (train in rear) has departed LSX and is now between stations (stranded).

07:33 – Station holds implemented WB between ABX – LSX (SWM?)

07:35 – Driver reports to DCM C that new SOM has not rectified the issue. Transferred to ISST for further assistance.

07:36 – ISST instructs a CBTC reset (following confirming method of communication).

07:42 – Minor delays ABX – PDX

07:44 – Driver of 9H54 calls back to report CBTC reset has not resolved the issue. Driver confirms that doors are open and is advised to close them and move forward in SA (Staff Accountable).

07:50 – Driver advises that SA is not available and they are unable to move forward. At this point, Driver of 9Y55 (stranded for 20 mins) calls to advise that on-board PA reported as inaudible by customers. Approx. 1000 customers on board and are seemingly unable to be kept informed.

07:51 – 9Y59 instructed to detrain at WHX and move out of the platform to allow stranded 9Y61 (15 mins) into the platform.

07:52 – Severe delays ABX-PDX. Trains begin to be removed into XPG from ABX in order to free up platforms and move trains EB.

07:53 – Driver of 9Y55 calls in again to report inaudible PAs to customers and an alarm is heard in the cab (possible CFA/PEA) highlighting a significant egress risk.

07:56 – CAT 1 incident declared by RfLI. Driver calls back to advise that fault remains and ISST suggests Recovery Mode to get the train moving.

3 Systems Accuracy –

During entire incident	
% Trains advertised correctly	86%
% Trains advertised 10+ mins before scheduled departure time	23%
% Trains advertised 0-10 mins before scheduled departure time	8%

4   Customer Feedback

- 18 complaints. Main themes:
  - Lack of information for those on stranded trains – reports of no driver announcements or driver announcements with little information as to when the recovery will commence. Complaint examples below:
    - *The train communication system must have failed since no announcements were made at any point and we were left stationary for over an hour. Passengers became understandably worried after about 20 mins so raised the emergency alarm but no communications were established between the driver and the passengers. It was left to a passenger moving to the front of the train and knocking on the driver's door to get any information about what was going on. I feel the driver did not have sufficient training to deal with this situation. There must be proper procedures in place to deal with a comms break down and this morning's journey proves that those procedures are not in place. Eventually we were diverted back to Liverpool St but at no point was this officially communicated to any of the very frustrated passengers"*
    - *Another delay on the Elizabeth line, stuck in the train for over half hour. Why? Driver not announcing what's going on. It's caused me inconvenience on my way to work.*
    - *There is a chronic lack of communication from staff when disruption occurs. Staff just seem to shrug their shoulders and advise customers they have no further information*
  - Response to incident
  - *What really surprised me was the lack of platform staff helping and the fact we were told that the station doors are independent to the train doors which meant the passengers were essentially trapped on the train in the station. I'd like to know why only one set of doors were used to evacuate the train making a pretty busy train walk the length of the train to get off. I asked a member of staff and was told they don't know why?*
  - *"Really not impressed with the delays this morning. Why couldn't you divert all trains to the Upper level of Liverpool Street as soon as the problem became apparent? I took nearly 2 hours to complete a 40 minute journey."*

General line reliability – one of many regular incidents

5   CE Team – What Went Well and Learnings

What went well	Learning Opportunities / Recommendations
- Volunteer support from HQ - Crowd control in COS stations - Onward travel information from COS stations - Completion of customer support CE-on call checklist actions	- Awareness of when services would likely resume - We could have made block cancellations on downstream journey planning systems to removed trains that weren't running (and showing as 'delayed' from blocking up the view / lists of trains that were actually running outside of the central section - There were no announcements on-board one of the stranded trains – establish root cause - Customer challenges with egress through only one door – look at how this can be addressed

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	Service status overall worked well and was accurate
	Ticket acceptance arranged	Y	Y	Comprehensive ticket acceptance was in place
	CIS updated and regularly checked	Y	Y	No services in the COS. Improvement action for block cancellations
	Regular radio broadcasts	Y	Y	Made at regular intervals, including the service status
	LLPA and Special Notices	Y	Y	Recorded and broadcast at regular intervals
	Check or update NRES special notices	Y	Y	Regularly updated and checked
	Regular updates on Teams	Y	Y	Please see list below

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	Displayed at all stations and checked in place, photos taken
	Resources moved to where most needed	Y	Y	Additional volunteer support was provided at COS stations
	Manage crowd control	Y	Y	COS stations suspended and staff placed at station entrances.
	CIS screens monitored	Y	Y	As per above

Icon				
	Attendance to site	Y	Y	Station managers in attendance at locations of stranded trains
	Station colleague announcements checked	Y	Y	

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	Issued at regular intervals
	CIS Accuracy Monitored	Y	Y	Monitored closely by station teams. Faults reported on CIS Fault Group – mitigated with announcements and checking Darwin apps
	Social Media Monitored	Y	Y	
	Check accuracy of Tyrell	Y	Y	Checked regularly and was accurate. One error was resolved quickly
	Maintain regular contact with 1st Line	Y	Y	Regular calls and incident calls and Teams messages relayed
	NRES accuracy checked	Y	Y	Clogged with lists of delayed trains and captured as an improvement action
	Rainbow board status checked	Y	Y	
	Support to trapped trains	Y	Y	
	Monitor station interval dashboard	Y	Y	
	Bus replacement needed?	N	N/A	

7   Running story of our actions to help customers and colleagues

22 January

[●] ▇▇ 22/01 07:13

9U35 will divert to PAD HL
Return working 9H78 will start from PAD HL departing at 08:24.
This is due to a speed restriction in the SLO area

West: Due to damage to the roof on the LU side of EAL station, the central line will not operate.
NR side has been inspected and no impact at this time please expect increased passengers number on trains from EAL this morning.

👍 1

[●] ▇▇ 22/01 07:28

AM Radio Checks

Radios
East: No faults/issues
West: No faults/issues
Central: No faults/issues

Lifts
East: MYL - Platform 1
West: MAI P2&3 (planned works)
          WDT P2&3
          BNM - P1&2
Central: No faults/issues

Other Issues
None to report

[●] ▇▇ 22/01 07:29

DOO's down at PAD LL .Westbound services being dispatched by CE team

▇▇ 22/01 07:32

[●] Thanks ▇▇

Central - 9H54 - FDX Plat B - Train Fault

- 9H54 has come to a stand due to a train fault.
- Driver is currently in conference with the tech attempting to rectify the fault

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▇▇ 22/01/2024, 07:33

> Central - 9H54 - FDX Plat B - Train Fault 9H54 has come to a stand due to a train fault.Driver is currently in conference with the tech...

9Y63 will be diverted to LST HL
Return working 9W56 will start from LST HL departing at 08:23

[●] ▇▇ 22/01 07:38

> Central - 9H54 - FDX Plat B - Train Fault • 9H54 has come to a stand due to a train fault. • Driver is currently in conference with the tech...

Train still on platform..

Driver attempting another reset

[●] ▇▇ 22/01 07:42

Driver is still in conference with the tech.
Minor Delays declared between ABX and PDX

[●] ▇▇ 22/01 07:46

> ▇▇ 22/01/2024, 07:42
> Driver is still in conference with the tech. Minor Delays declared between ABX and PDX

Any news on this train. Been over 13 mins now?

[●] ▇▇ 22/01 07:49

Doors closed using LCP
👍 1

Severe Delays declared between ABX and PDX
Ticket acceptance in place with the following:

- London Underground via any reasonable route
- GWR between Paddington and Reading
- London and Local Buses via any reasonable route
- SWR between Waterloo and Reading
- Heathrow Express between Paddington and Heathrow Terminals (pre booked tickets only)
- DLR via any reasonable route
- Southeastern between Abbey Wood and London Terminals
- Thameslink between Abbey Wood and Farringdon
- Mutual ticket acceptance with Greater Anglia between London Liverpool Street and Shenfield

👍 1

Current Stranded Trains:

- 9Y55 Between FDX and LSX - 26 LATE
- 9Y61 is outside WHX - 19 LATE

2/01 07:56

WHX (LSX BC)

22/01 08:01

Part Suspended between ABX and PDX

Radio Broadcast complete

22/01 08:01

Train at FDX coming up to 30 mins

22/01 08:04

Team in place to detrain
👍 1

Waiting on the driver to open the doors
👍 1

<   x

Elizabeth line
Part Suspended

No service between Abbey Wood
and Paddington while we fix a
Faulty train at Farringdon. GOOD
SERVICE on the rest of the line.

08:16   ..ll 4G 🔋
◀ National Rail

☰   🔵 National Rail   🔍

**Disruption to
Elizabeth line
services through
Farringdon
expected until
09:30**

See all service disruptions

Service alteration details
Incident reported: 22 Jan 2024 at 07:40

🐦 If you would like to follow this
incident on X, please
use #Farringdon

Description

A fault on a train at Farringdon means that some lines are blocked. Elizabeth line services running through this station may be cancelled, delayed or revised.

Disruption is expected until 09:30.

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

â nationalrail.co.uk

08:17   .ıl 4G ▮
● National Rail

☰   National Rail   Q

Tickets, Railcards and Offers

Buying a Ticket

Ticket Types

Railcards

Saving Money

â nationalrail.co.uk

🔥 1

22/01 08:19

08:17   .ıl 4G ▮

<   ···   🔔   🗑   🗄

Elizabeth line
Information Update

CORE MSG 1 (CSL2 ACTIVATED)-Part Suspended: A broken down train at Farringdon Crossrail.

Message status: CORE MSG 1 (CSL2 ACTIVATED)
Time: 08:15 on 22/01/24

Latest Update

Problem:

- What is the cause? **Broken down train.**
- Where has it occurred? **FDX - Platform B**

Current Status of Elizabeth line services

- Good Service:
- Minor Delays: **N/A**
- Severe Delays: **N/A**
- Part/Suspended: **Abbey Wood - Paddington**

Impact:

- Which operators and lines are affected?

↩ ⌄ Reply

✉   📅   📇   🔲
Email   Calendar   Feed   Apps

08:17   .ıl 4G ▮

<   ···   🔔   🗑   🗄

Impact:

- Which operators and lines are affected? **MTREL.**
- Are any stations not being served and in which direction? **Stations between Abbey Wood - Paddington will not be served due to part suspension.**
- What time is the incident expected to be resolved? 10:00
- What is the latest update? 9H54 currently trapped at FDX and it is causing block back. Services in the COS are part suspended.

Advice:

- What is the advice for customers? **Please make alternative arrangement and allow extra time for your journeys.**
- Is ticket acceptance in place? *Ticket*

Live trains

⚠ Industrial action to affect many National Rail services between 25 Jan and 6 Feb

Time	Destination		
07:56	Gidea Park		>
08:25	29 mins late		
07:57	London Liverpool Street		>
	Delayed	3	
08:01	London Paddington		>
	Delayed	3	
08:06	Heathrow Airport T5		>
	Delayed	3	
08:09	Shenfield		>
08:28	20 mins late	4	
08:14	Shenfield		>
08:36	22 mins late	4	
08:15	London Paddington		>
	Cancelled	3	
08:19	London Paddington		>
	Delayed	4	

My travel | Live trains | Planner | More

👍 2

22/01 08:21

...please could we kindly divert some colleagues to support at Paddington high level if not already

22/01 08:22

22/01/2024, 08:21 ...please could we kindly divert some colleagues to support at Paddington high level if not already

Will ask STM if they can send anyone

👍 2

/01 08:22

The plan will be as follows:

- 9Y61 will be diverted on to Platform A at LSX
- 9Y59 will step back in to WHX Platform B.
- 9Y58 will terminate at LSX Plat B. This will also step back.

The Service Status should be
Part Suspended - ABX to PDX
Severe Delays - Rest of the line

👍 1

22/01 08:26

08:26
🔒 tfl.gov.uk
Tube, Overground, Elizabeth line, DLR & Tram

| Select Transport Mode | ∨ |
| Now 08:26 | Select date ∨ |

📍 View live map

Lines | Stations | ⊕ Add favourites

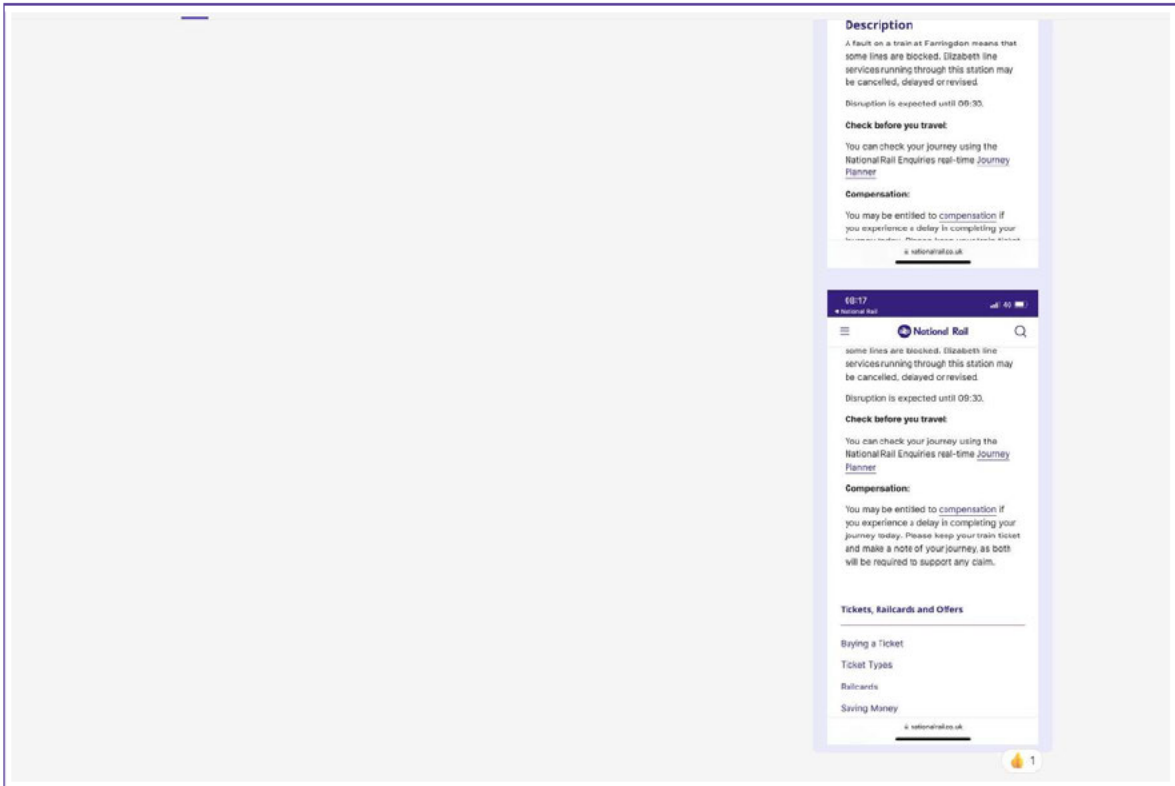| Central | Part suspended | + |
	Minor delays	
Elizabeth line	Part suspended	−
	Severe delays	

No service between Abbey Wood and Paddington while we fix a Faulty train at Farringdon. SEVERE DELAYS on the rest of the line.

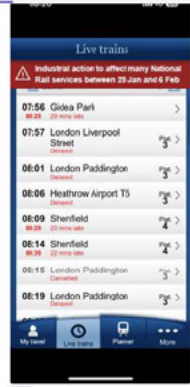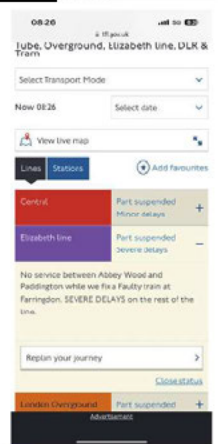| Replan your journey | > |

Close status

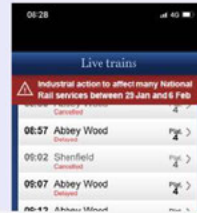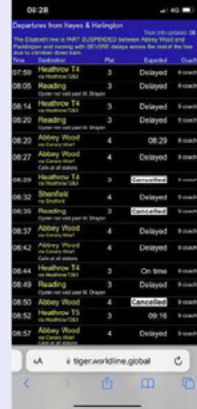| London Overground | Part suspended | + |

Advertisement

👍 1

22/01 08:27

CIS on west stations still has services calling all stations towards Abbey Wood

22/01/2024, 08:22
Will ask STM if they can send anyone

Nobody to support at present can we send anyone from low level?

███████████ yes it does.

██████ would the CECs be able to clear the delayed trains and amend those showing as running? Thank you

😄 1

██████ 22/01 08:31

Ambassadors on route to ABW and PDX
██████ supporting img LSX LL

❤️ 3   👍 3

██████ /01 08:34

Once 9Y59 steps back in to WHX this will form 9W52 back to SNf

9Y58 is now moving back

██████ /01 08:48

9Y58 will divert to PDX and the OOC.
9Y55 will also do the same

██████ 22/01 08:52

9Y55 sweeper at LSX

██████ 22/01 08:54

> ██████ 2/01/2024, 08:48
> 9Y58 will divert to PDX and the OOC. 9Y55 will also do the same

9Y58 will run as passenger service to PDX
9Y55 is a defective train. This will run ECS to OOC

██████ 22/01 09:04

What is the next eastbound?

██████ 22/01 09:05

9w74 platform 16 LST leaving 09:07 all stations Shenfield

9W76 platform 17 LST leaving 0911 all stations Shenfield

Departures from Farringdon Elizabeth Line

The Elizabeth line is PART SUSPENDED between Abbey Wood and Paddington and running with SEVERE delays across the rest of the line due to a broken down train.

Time	Destination	Plat	Expected	Coaches
07:27	Heathrow T4 via Heathrow T2&3	B	Delayed	9 coaches
07:39	Reading	B	Delayed	9 coaches
07:44	Heathrow T4 via Heathrow T2&3	B	Delayed	9 coaches
07:49	Reading	B	Delayed	9 coaches
08:17	Paddington	B	Delayed	9 coaches
08:19	Reading	B	Delayed	9 coaches
08:22	Abbey Wood	A	Delayed	9 coaches
08:22	Paddington	B	Delayed	9 coaches
08:27	Heathrow T5 via Heathrow T2&3	B	Delayed	9 coaches
08:29	Shenfield	A	Delayed	9 coaches
08:34	Shenfield	A	Delayed	9 coaches
08:34	Reading	B	Delayed	9 coaches
08:39	Shenfield	A	Delayed	9 coaches
08:42	Abbey Wood	A	Delayed	9 coaches
08:44	Shenfield	A	09:08	9 coaches
08:44	Heathrow T4 via Heathrow T2&3	B	Delayed	9 coaches
08:47	Abbey Wood	A	Delayed	9 coaches
08:49	Shenfield	A	Delayed	9 coaches
08:49	Maidenhead	B	Delayed	9 coaches
08:52	Abbey Wood	A	Delayed	9 coaches
08:54	Shenfield	A	Delayed	9 coaches
08:57	Heathrow T5 via Heathrow T2&3	B	09:32	9 coaches

Departures from Hayes & Harlington

The Elizabeth line is PART SUSPENDED between Abbey Wood and Paddington and running with SEVERE delays across the rest of the line due to a broken down train.

Time	Destination	Plat	Expected	Coaches
07:59	Heathrow T4 via Heathrow T2&3	3	Delayed	9 coaches
08:05	Reading Oyster not valid past W. Drayton	3	Delayed	9 coaches
08:14	Heathrow T4 via Heathrow T2&3	3	Delayed	9 coaches
08:20	Reading Oyster not valid past W. Drayton	3	Delayed	9 coaches
08:20	Abbey Wood via Canary Wharf	4	Delayed	9 coaches
08:27	Abbey Wood via Canary Wharf Calls at all stations	4	Delayed	9 coaches
08:32	Shenfield via Ilford	4	Delayed	9 coaches
08:49	Reading Oyster not valid past W. Drayton	3	Delayed	9 coaches
08:52	Heathrow T5 via Heathrow T2&3	3	Delayed	9 coaches
09:02	Reading Oyster not valid past W. Drayton	3	Delayed	9 coaches
09:07	Abbey Wood via Canary Wharf	4	Delayed	9 coaches

22/01 09:18

Train on move at Farringdon

👍 1

22/01 09:24

What is the plan with high level trains from Paddington please?

22/01 09:27

> 22/01/2024, 09:24
> What is the plan with high level trains from Paddington please?

Apologies for the delayed repsonse.
9U55 will form 9R06.
Currently awaiting confirmation of 9U57

22/01 09:28

What is the plan with 9R60 on plat a @ Pad please

22/01 09:29 Edited

> 22/01/2024, 09:28
> What is the plan with 9R60 on plat a @ Pad please

9R60, 9h62 and 9R66 terminating at PDX

22/01 09:29

I am on the train stuck between LST and Farringdon. Do you need me to do anything?

22/01 09:32

5H54 is now on the move at 10 mph
RfLi advises it could take up to 40 mins for it to exit the CDS.
Plan will be to introduce trains.
We are monitoring the CIS screens and amending services as best as possible

22/01 09:34

> 22/01/2024, 09:27
> Apologies for the delayed repsonse. 9U55 will form 9R06. Currently awaiting confirmation of 9U57

Do we have a platform update please. We are just moving customers around at Paddington

22/01 09:40

Better picture of accuracy on downstream systems. 👆

Thanks [REDACTED] and team

22/01 09:51

5H54 arrived at pad driver currently on the phone to control

Platform b

22/01 09:51

3 x Special Services to run between SNF and LST
9Z01 0940 ex SNF
9Z02 0950 ex SNF
9Z03 1000 ex SNF
👍 1

22/01 09:57

9W84 on the move from LST

5Y55 has developed a further fault.
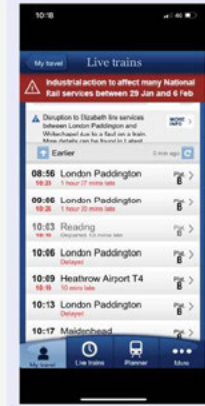More to follow
👍 2

22/01 10:10

Screens updated thank you 👍
👍 1

22/01 10:11

No Problem

5Y55 on the move and about to exit
👍 1

2 trains have left ABX in passenger service.
9R36 and 9H38 will run however, I would recommend remaining in exit only as we are yet to achieve the threshold required for Severe Delays

22/01 10:24

9U65 has entered the COS

Whitechapel westbound 👆

22/01 10:25

Just reinforce we are still part suspended and stations to remain in exit only

👍 1

22/01 10:25

22/01/2024, 10:25

Just reinforce we are still part suspended and stations to remain in exit only

Thanks ____ my eta to getting a more frequent service please?

And the set up of the PAD highlevel services

22/01 10:30

Travel apps like google maps aren't displaying correct information, it shows us working correctly.

Having same issue at Paddington...a passenger showed me signal maps of trains moving and asked why we lying.

22/01 11:30

Thanks for everyone's hard work.

I would advise customers that we are in service recovery, and while there are some train movements, we can't yet advertise the service until such time as we can safely restore services

👍 2

22/01 11:31

9H54 will start from PAD HL
9U95 will terminate at CUS return working 9R76 to start from CUS.
9U37 will start from PDX
9U41 will start from MAI

22/01 11:41
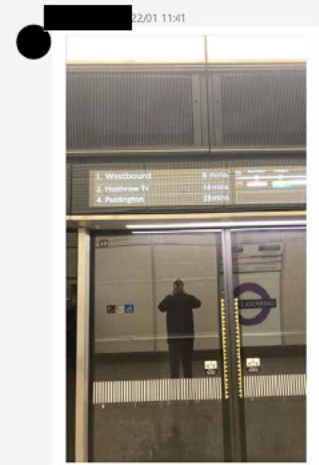
2/01 11:50

It was the delayed 11:09

2/01 11:53

addington HL control has not been informed that the HL service is running NR where too 9H54 I believe. Could someone contact them please

2/01 12:06

Thanks for the heads up

9R66 will additionally call at IVR

2/01 12:15

COS is now over 6 TPH and can be opened to customers

👍 1

22/01 12:15

Thanks for the update. Trains are moving now so stations to re-open please

Please keep and eye on the service and report back 🙏

2/01 12:16

Severe Delays declared in the COS
DCM has identified number of missing diagrams and a plan is being devised to reintroduce these.
LUCC advised
The team are in the process of updating the CIS/PA

2/01 12:24

9R96 will start from EAL

2/01 12:31 Edited

9U49 diverted to PAD HL
9R08 will start PAD HL
PAD Base advisd

9N02 will start from EAL

22/01 13:45

Just at Finsbury Park (LU) and the announcements are still saying no service Paddington-Abbey Wood. Rainbow boards saying Severe Delays

😲 1