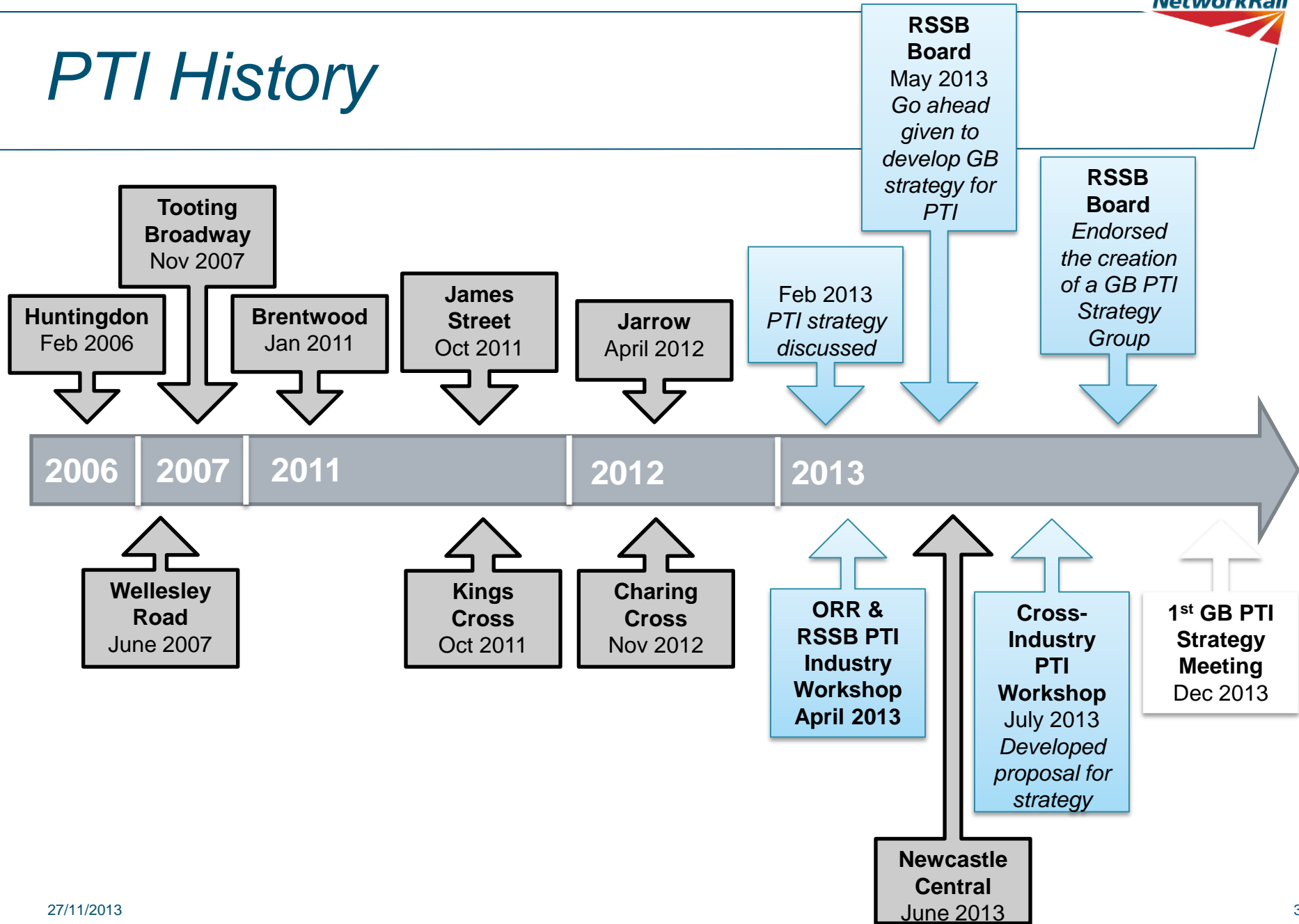


# *London Travel Watch Board Meeting*

*Dave Ward, Route Managing Director, London*  
*27/11/2013*

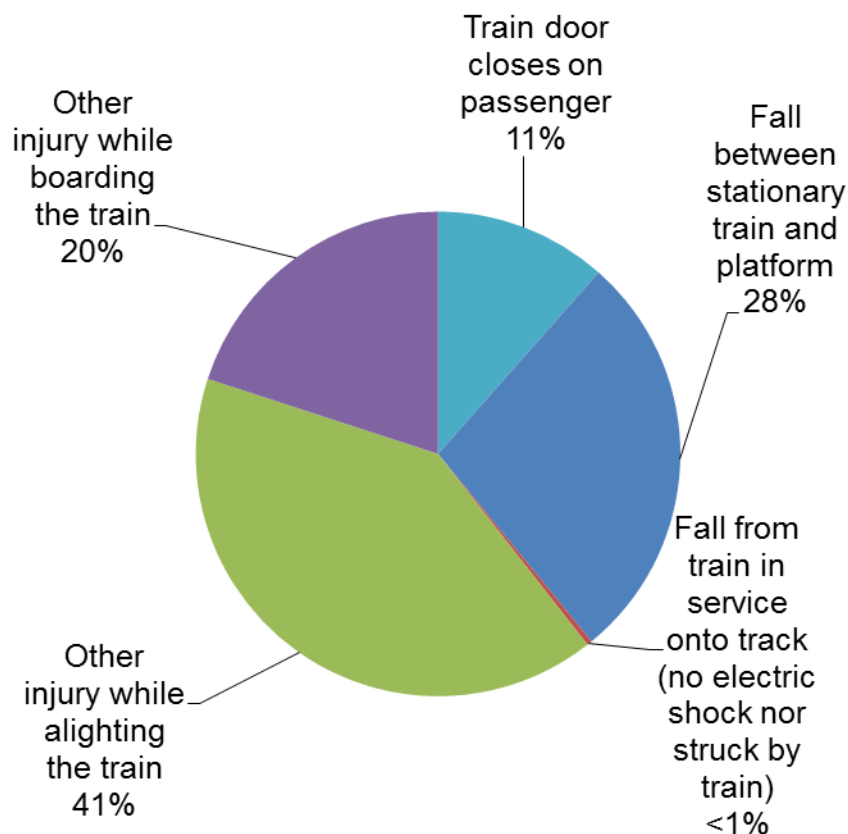
# *Platform train interface*

# PTI History



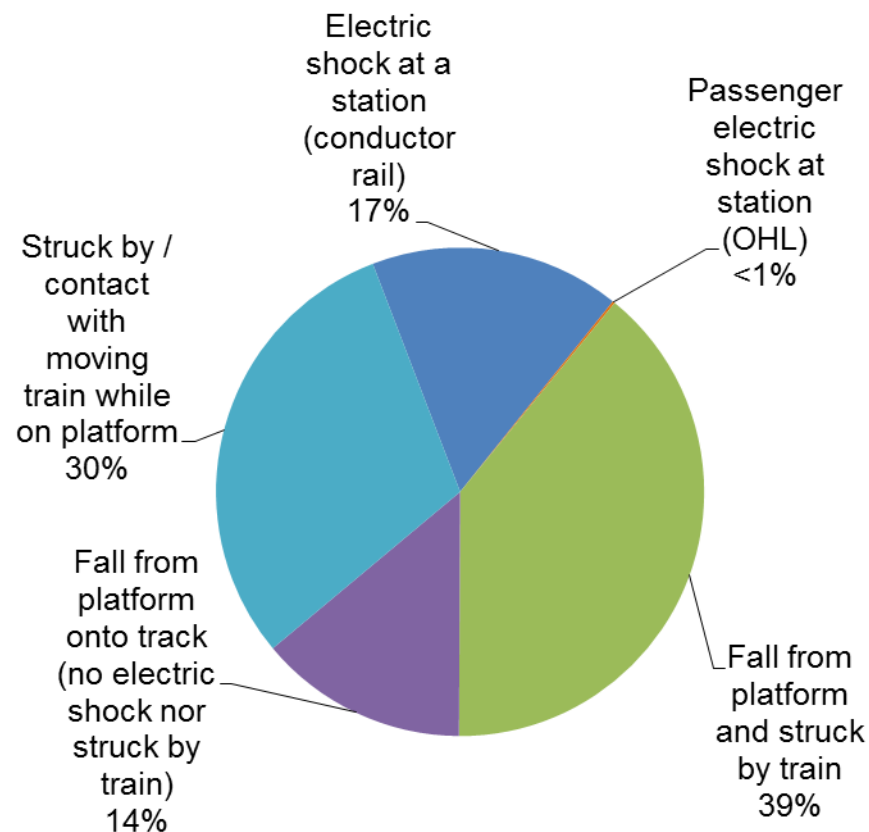
# PTI Risk

## Passenger PTI risk due to boarding/alighting (5.35 FWI per year)



Source: SRM v7

## Passenger PTI risk not due to boarding/alighting (5.09 FWI per year)



# *PTI – the challenge*

*PTI poses a unique risk to the rail industry, many factors affecting occurrence of accidents which overlap:*

## *Physical/Engineering*

- Legacy platforms that do not conform to the current standard
- Varied Rolling Stock, stepping distances & heights
  - Boarding and dwell times reduced
  - Crowding
  - Ageing population

## *Behavioural*

- Distractions – increase in use and dependency on technology
  - Intoxication
  - Footwear
  - Weather
- Frequency of travelling

# What do we want to avoid?

Inconsistencies – some examples:



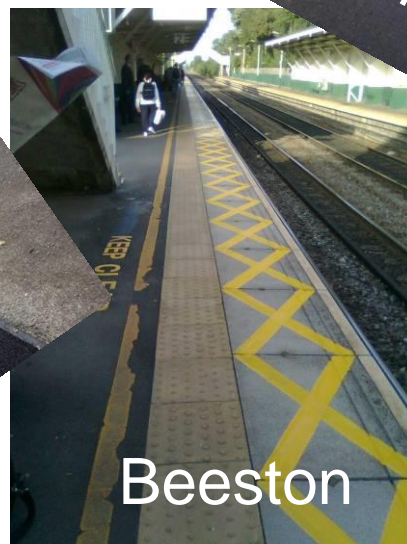
Three Bridges



Yeovil Junction



Dewsbury



Beeston



Tey Branch

# *What do we want to achieve?*

- Establish a longer term vision but not at the expense of missing early benefit
- Develop a strategy that reduces incidents and accidents, taking into account engineering and performance issues as well as public behaviours, supported by a National Media Campaign
- Establish a risk reduction programme to identify the top % risk platforms and recommend solutions supported by a National Media Campaign
- Consistent industry approach
- Optimise operational performance and availability



# Clapham Junction case study

## A Tale of Two Platforms.....Platform 14 & 15

### Station Footfall 2011/12

•Entry/Exit	21,918,116
•Interchange	21,609,997
•Total	43,528,113

### Types of Train

•377
•442
•455
•456

- Managed by Southwest Trains
- Platform 14 & 15 mainly serves Southern trains, used mainly by commuters and for leisure.
- Case study based upon a Southern train dispatch RA.



**Platform 14** – Up Brighton Slow Line



**Platform 15** – Down Brighton Slow Line



# Platform 14 at Clapham Junction

- **2010-2013:**

- **18** public accidents
  - **1** staff accident
- **8** accidents attributed to boarding
- **11** alighting a train, including **3** falling into the gap

- Platform stepping distance:

- Horizontal (mm) **350**

- Vertical (mm) **520**



- Diagonal (mm) **627**



27/11/2013



## Platform 15 at Clapham Junction - Before

- **2010-2013:**
  - **30** public accidents
  - **1** staff accident
- **23** accidents attributed to boarding
- **8** alighting a train, including **7** falling into the gap

### Platform stepping distance (before 2012) :

•Horizontal (mm) **325\***

•Vertical (mm) **350\***

•Diagonal (mm) **478\***



\*Class 455



**During 2012, in a joint project between Southern and Network Rail, platform 15 was heightened with new coping stones and the track was lowered.....**

# Platform 15 at Clapham Junction - After

- Changes to platform 15 achieved the following:

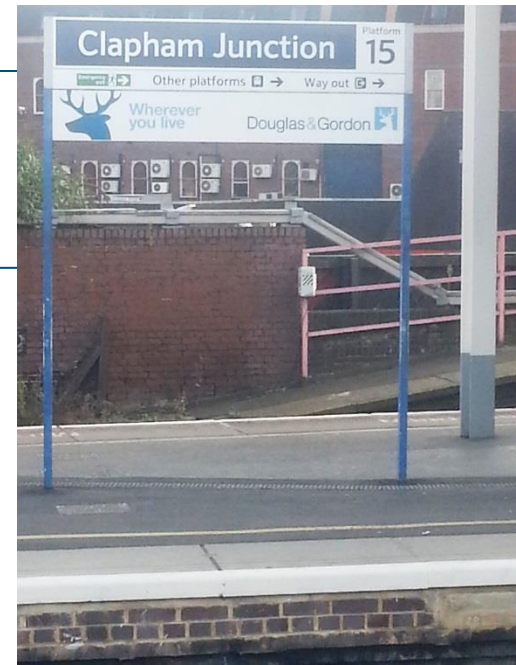
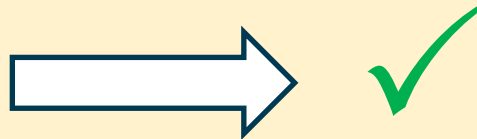
Accidents before work Jan – Aug 2012	Accidents after work Jan – Aug 2013	Accident Reduction
10	3	70%

## Platform stepping distance (now) :

•Horizontal (mm) 220

•Vertical (mm) 240

•Diagonal (mm) 312



# *PTI National Media Campaign*

- Strong appetite to run a media campaign
- Difficulty in aligning awareness with actual changes in behaviour and a reduction in incidents and risk – need a consistent message
- Some recent examples of You Tube releases:
  - *‘Drunk Train Passengers on platform’ 74,734 hits*
  - *‘CCTV of some embarrassing slip ups’ 2,406,602 hits*
  - *Person falls under train at Barnsley (BTP Christmas Video) 1,244,228 hits*
- Metro Campaign – newly released

## *In summary.....*

- We will develop and agree the national PTI strategy covering:
  - Current and emerging risk ➡ Guidelines to manage it
  - National Risk register and supporting mitigation plan
  - Facilitate a consistent approach for the industry

# *Way-finding*



# Way-finding at our stations

## Network Rail Signage

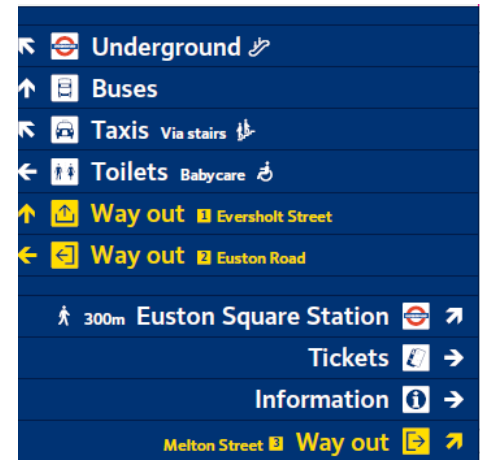
- The signs at our stations are designed to operate as one 'holistic' system. These follow UK and international standards (inc. BSI)

## Challenge

- Events, station work and redevelopments mean that changes have to be made to these systems and this can cause problems

## Improvements

- Research at key locations such as Paddington
- Working with LTW around specific locations
- Feedback is always welcome



# *Travel Demand Management*

# *Network Rail and TDM*

- *During London 2012 the transport industry that serves London demonstrated that it could offer customers better support and a better service by working together at a time when transport was under significant stress*
- This 'One Team Transport' approach enabled the industry to ensure that all the passengers, businesses and communities that rely on transport received consistent and authoritative advice about how best to make their journeys under one single unified TDM programme
- A key legacy from the 2012 Games is the industry's commitment to continue to collaborate on TDM to give our customers the best possible service at times of significant disruption to transport in London

# *Integrated communications*

- Major events
- Major works
- Every day hotspots
- *London Bridge*



# *TDM for Christmas and NYE 2013*

- For the first time national rail information has been integrated into TfL's 'check before you travel' campaign
- Between 23 December and 1 January 2014 your journey may be affected by service changes
- Essential maintenance takes place and TfL and Network Rail networks



# *Questions*