

Guidance Document

G1155

Guidance Notes for Monitoring Operational Communications

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1 Purpose

- 1.1 The quality of verbal communication is critical to the efficient and reliable operation of the Underground network. When the communication is of a safety critical nature, the importance cannot be overstated, with mistakes and misunderstandings leading to significant potential loss.

The Operational Communications Monitoring (OCM) guidance notes establish a standard process for monitoring verbal communications.

2 Scope

- 2.1 The OCM guidance notes have been updated to reflect the current responsibilities of managers and to help maintain / continue ongoing improvements to safety critical verbal communications.

3 Guidance

3.1 Operational Communications

- 3.1.1 This Guidance applies to all London Underground and Transport for London staff working on the Underground network when using safety critical verbal communication.
- 3.1.2 If you have management responsibility for employees who give or receive operational communications, you are required to monitor a random sample (as detailed in Appendix 2) of communication per week. This can be radio traffic either 'live listening' via your CONNECT radio or monitoring appropriate recordings randomly selected from within agreed parameters that Connect provides by prior agreement. It can also be listening to auto phone/mobile calls being made.

The intent is to identify trends/hotspots which can receive tailored interventions. To gauge the true picture, it is important that you score this honestly – it's not a competition! The scoring system was developed to draw out centralised feedback (see Appendix 1 for the Checklist and Appendix 3 for the electronic form template).

Note: If you have any further queries about the Operational Communications Monitoring programme please contact the Network Operations Control Centre (NOC), the LU Control Centre (LUCC), or the JNP Control Centre.

4 Responsibilities

- 4.1 Each Manager who has responsibility for staff who give or receive operational communications needs to monitor his or her staff (as per set targets in Appendix 2) for internal (Rail & Underground, R&U) and external (Office of Rail Regulation (ORR)) audit purposes.
- 4.2 In the Asset Performance (AP) areas this includes Operational Business Managers, e.g. Depot Managers, Track Managers, Signals Incident Managers, Control Centre Managers and JNP Fault Control Centre (see Appendix 2 for further detail).

In the Chief Operating Officers (COO) areas this includes Network Operations Centre Managers; Centurions, Service Control Managers; Senior Operating Officers, Trains Operations Managers; Area Manager Stations and equivalent level Managers in the Track Access and Power Control areas (see Appendix 2 for further detail).

The electronic Monitoring form must be used to record the details (see Appendix 3). The Operational Communications Database and associated form is located on the following drive:

<\\onelondon\\shared\\public\\Operational Critical Comms Monitoring\\OCMLauncher.xls>