

Operational Standards Notice No. 99 version 2

Accounting for customers during detrainments

Staff involved:

Station staff – all lines
Train Operators – all lines
Duty Managers – all lines
Service control staff – all lines

Effective: From 26th December 2011
until further notice

Version 2

OPERATIONAL STANDARDS NOTICE

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Effective from 26th December 2011

Accounting for customers during detrainments

General

Rule Book 4 section 9 and Rule Book 19 section 2 "Accounting for the customers" requires that customers be counted as they detrain from a stalled train and again when they board the assisting train, or arrive at the station, or other evacuation point.

However, a head count is not always necessary. Customers do not need to be counted if:

- the start and finish points are in sight and the detrainment supervisor can either continuously see the customers or position members of staff with a clear view of the stalled train and the assisting train, a station or other evacuation point, and
- there are no bolt holes or crossovers where individuals could become separated from the group.

The detrainment supervisor:

- will decide whether or not customers need to be counted based on the information gathered en-route to the stalled train
- must tell the controller, the service manager or silver control (as appropriate), and the assisting staff that customers do not need to be counted.

The detrainment supervisor must confirm that all customers have:

- left the stalled train, and
- arrived at the assisting train, a station, or the evacuation point as appropriate.

To accommodate this change, Rule Book 4, section 9 and Rule Book 19 section 2 will be amended in due course.



Operational improvement and competence manager

Distribution List

Line general managers - all lines
Performance managers – all lines
Group station managers - all lines
Train operations managers - all lines
Service control managers – all lines
Duty managers – all lines
Train operators – all lines
Service control staff – all lines
Station supervisors – all lines

NOC managers

Mark Moore
Kevin Hafter
Pat Halpin
Hilary Signy
Tim Shore
Richard Jones
Andy Barr
Jill Collis

