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National Control Instructions

and

Approved Code of Practice

Section 4.7

Station Overcrowding and Special Events

This section contains:

		Issue	Dated
4.7.1	Special Events		
4.7.2	Station Overcrowding		

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4.7 Station Overcrowding and Special Events

National Control Instruction

Controllers shall ensure that instances of station overcrowding and special events are managed in adherence to the respective instructions contained in this section.

Approved Code of Practice

Reference

Train Operating Companies contingency plans

4.7.1 Special Events

4.7.1.1 For any pre-planned special event, a specific plan will be drawn up by the relevant Train Operator and Network Rail Retail & Customer Services teams. The plan will identify the potential for overcrowding at particular stations, along with appropriate control measures to be implemented.

4.7.1.2 Staff on site or in CCSCs will monitor passenger flows and, if required, request Controls to arrange for additional stock, stops or services, as dictated by the volume of customers.

4.7.2 Station Overcrowding

4.7.2.1 In dealing with any report of overcrowding on a station, full liaison between Network Rail controllers and relevant TOC controllers is essential.

4.7.2.2 Information relating to overcrowding at stations may come from a variety of sources, including BTP, CCSCs, railway staff, member of the public.

4.7.2.3 The following information should be ascertained:

- Station and platform affected
- Scale of the problem (how full the platform is)
- Whether people are waiting to get onto the platform
- Potential for further increase in crowd levels
- Presence of staff at the location
- Danger of injuries (passengers being pushed onto the track, crushing, potential for violence)
- Ability of the train service to remove the crowds
- Whether any immediate actions are required

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