

Winter weather
update

Impact of severe weather

Week commencing 26 February 2018

- Unusual easterly winds brought extremely cold air, causing heavy snow, freezing rain and sub-zero temperatures
- Contingency plans initiated in partnership with Network Rail, including:
 - Specialist snow and ice treatment trains (see left)
 - “Ghost” trains run overnight to keep rails clear of ice
 - Heaters and insulation attached to points and conductor rails, to reduce risk of freezing stuck
 - Snow and ice clearance at stations
 - Lengthened trains to increase resilience of power supply from conductor rail in icy conditions



Passenger information

- Throughout last week we used all available information channels to keep passengers updated and provide travel advice
 - Significantly higher volumes of contact – nearly 10,000 tweets on Friday – a more than ten-fold increase on a normal weekday
- 24/7 Twitter
 - On-train announcements
 - Platform announcements and information screens
 - Passenger database update emails
 - Station posters
 - Proactive broadcast media interviews
 - Stakeholder updates
 - Regular proactive media statements
 - GSM-R (remote on-train announcements from our Control Centre)



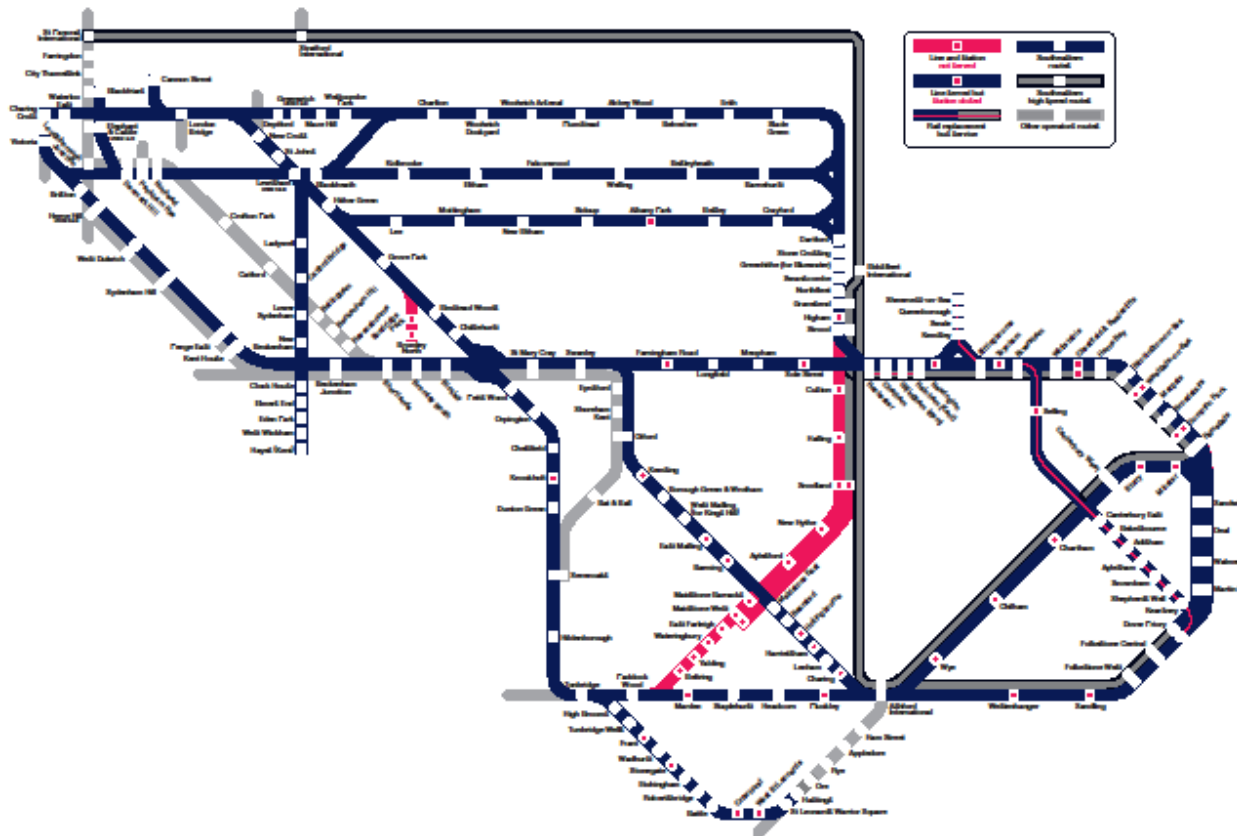
Key Route Strategy

Wednesday 28 February – Saturday 3 March

- As weather conditions worsened, we agreed with Network Rail to implement a contingency “Key Route Strategy”
- This plan focused our combined resources on ensuring a more reliable train service, including:
 - Amended timetable, with fewer services
 - No trains on selected routes
 - Trains not calling at some stations
 - Replacement buses where road conditions allowed them to run safely
 - Speed restrictions



Closures due to extreme weather conditions



Disruption on Friday 2 March

- Forecast for significant snowfall and freezing rain
- “Do not travel” advice issued to passengers

Morning

- 21 trains become stranded in East Kent
- Freezing rain causes severe ice on conductor rails
- Snow drift at Lenham blocks line

Afternoon/evening

- All stranded trains rescued by early afternoon
- Freezing rain continues, lines in East Kent impassable by mid-afternoon
- Freezing rain heads west into London, Sidcup Line closed because of ice
- 9 trains stranded at Lewisham after train blocks line due to ice, and multiple self-evacuations by passengers
- Tracks cleared, and all trains moving to original destinations by 10pm



Disruption in Lewisham area

Key

Incident begins

Tracks clear, ready to go

Unauthorised self-evacuation

Incident ends

Lewisham timeline

- 17:40 – 2M48 stopped by emergency brake, ice causing power issues and faults
- 18:16 – driver of 2M48 resolves system issues on train, but cannot move off due to ice
- 18:36 – power isolated by Network Rail on two lines to de-ice conductor rail
- 18:40 – power ready to be recharged – final safety checks being carried out
- 18:45 – passengers on 2M50 self-evacuate onto tracks, power on all lines isolated
- 18:50 – passengers on 2S54 self-evacuate onto tracks
- 19:00 – line cleared, power ready to recharge – final safety checks being carried out
- 19:06 – passengers on 2M48 self-evacuate onto tracks
- 19:15 – line cleared, power ready to recharge – final safety checks being carried out
- 19:15 – passengers on 2S56 self-evacuate onto tracks
- 19:30 – more passengers from 2M50 self-evacuate onto tracks (time estimated)
- 19:32 – passengers from 2H50 self-evacuate onto tracks
- 20:15 – line cleared, power ready to recharge – final safety checks being carried out
- 20:26 – more passengers from 2M48 self-evacuate onto tracks
- 21:00 – line cleared, power ready to recharge – final safety checks being carried out
- 21:10 – London Fire Service check track using drones and
- 21:36 – line confirmed clear, power restored, queue of trains begins to move within the following 10-20 minutes

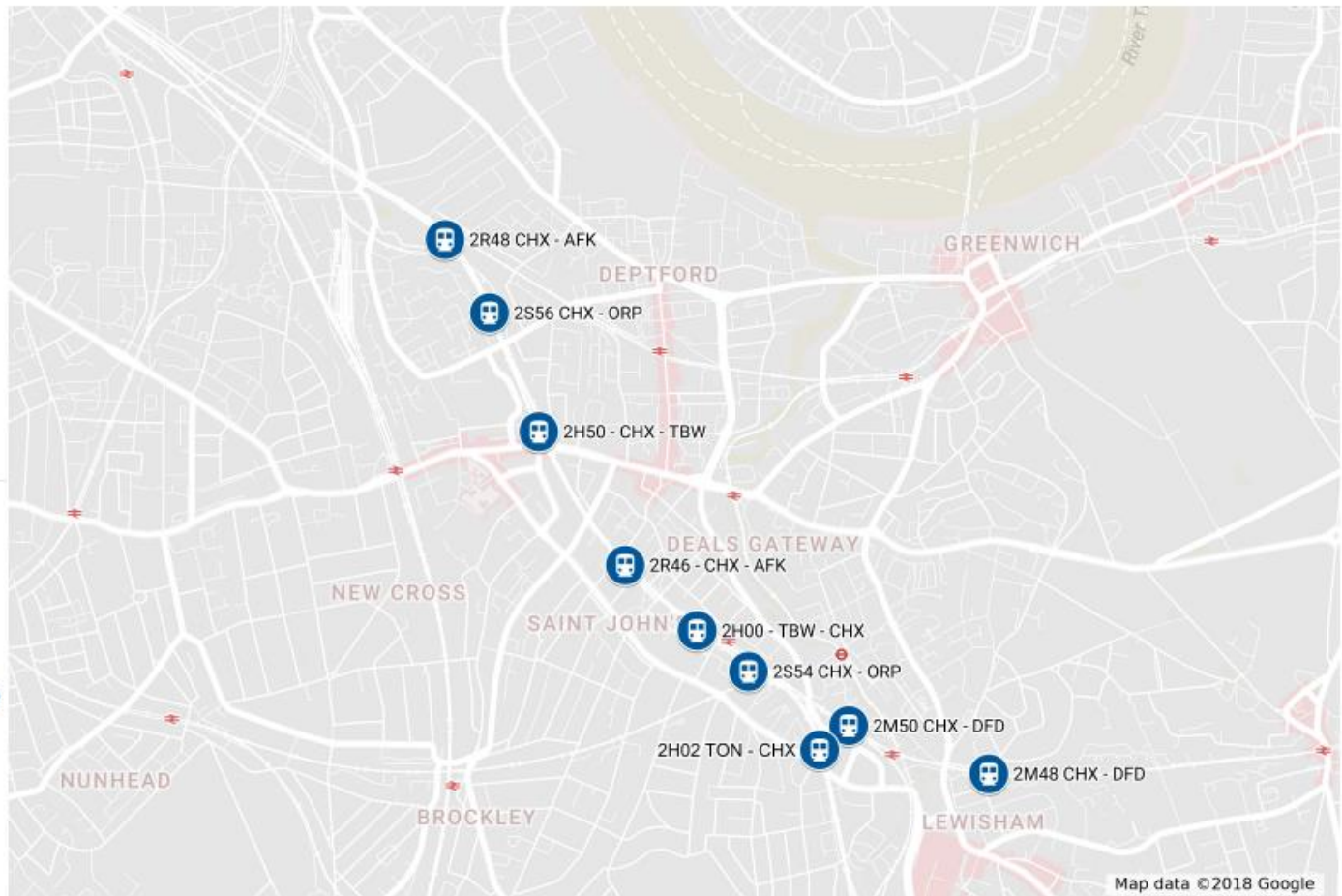
Lewisham disruption - 2 March 2018

Stranded train locations - not in platform

- 2M48 CHX - DFD
- 2M50 CHX - DFD
- 2H02 TON - CHX
- 2S54 CHX - ORP
- 2H00 - TBW - CHX
- 2R46 - CHX - AFK
- 2H50 - CHX - TBW
- 2S56 CHX - ORP
- 2R48 CHX - AFK

Location of disrupted trains, not at platforms, on the evening of Friday 2 March 2018

n.b. locations are approximate



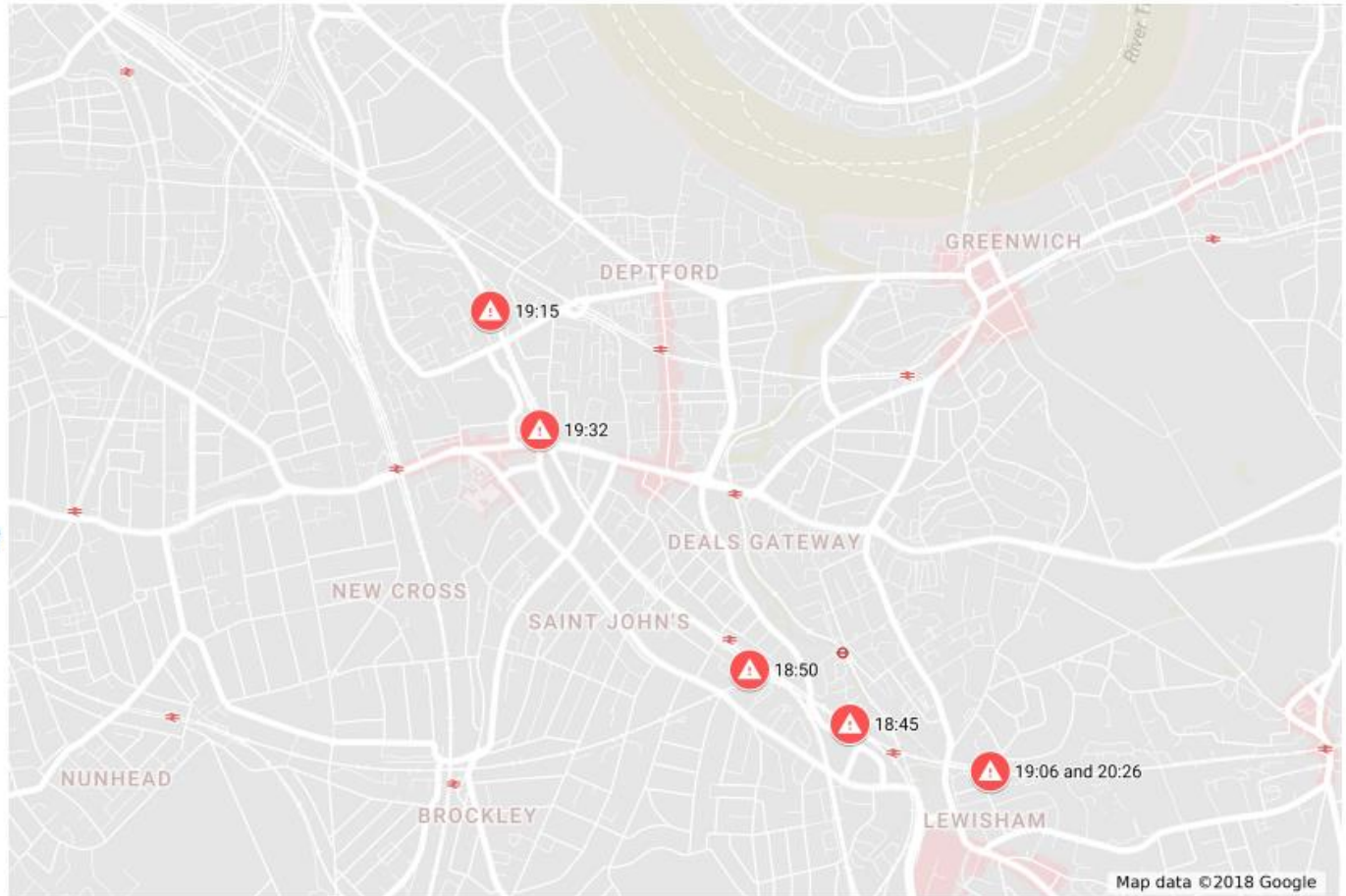
Lewisham disruption - 2 March 2018

Unauthorised passenger self-evacuations

- ▲ 2M50
- ▲ 2M48
- ▲ 2S54
- ▲ 2S56
- ▲ 2H50

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Lewisham disruption - 2 March 2018

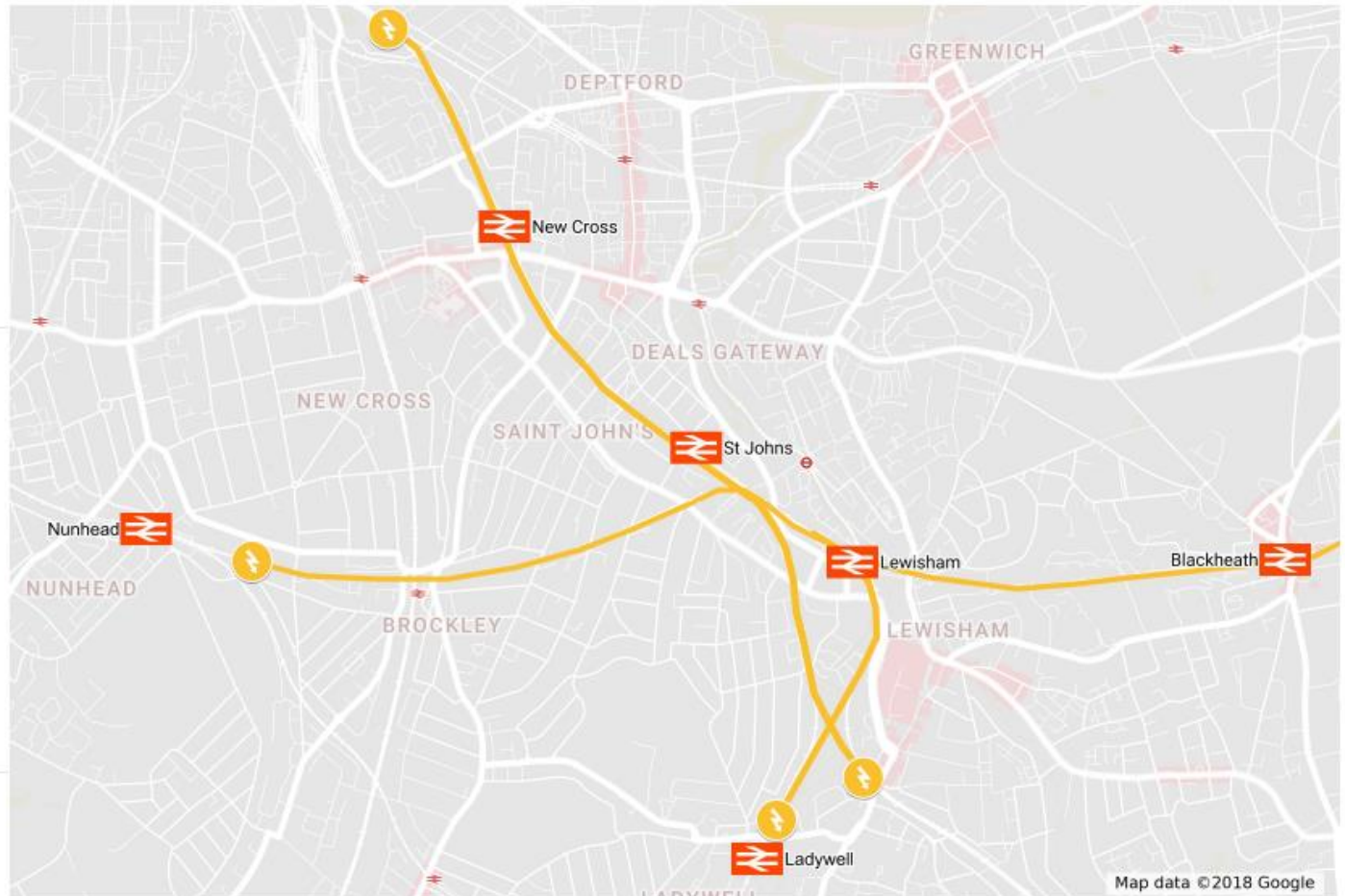
Stations

-  St Johns
-  Lewisham
-  New Cross
-  Blackheath
-  Ladywell
-  Nunhead

Power supply isolation

-  Point 1
-  Point 2
-  Point 3
-  Point 4
-  Point 5
-  Line 7
-  Line 8
-  Line 9
-  Line 10

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n.b. locations are approximate

Investigation and compensation for passengers

- We've announced an independent investigation of Friday's disruption, in partnership with Network Rail
- Interim findings will be announced by the end of March, with a full report planned for the end of April
- Rail Accident Investigation Branch also notified, in line with normal procedure
- We are offering double Delay Repay compensation to passengers disrupted from Tuesday to Friday.
- Additional compensation for those on stranded trains on Friday



Train service update

Sunday 4 March onwards

- Normal Sunday timetable on 4 March
- Normal weekday timetable from Monday 5 March
- However, a number of our trains were seriously damaged by ice, and we've worked around the clock to repair them.
- The damage to our fleet means that while most trains are now running, they are more fragile than they would usually be
- This could mean occasional short-formed services and the potential for cancellations over the coming weeks

