

## Detrainment South of Crystal Palace Station

2<sup>nd</sup> March 2018

### Background

On 2<sup>nd</sup> March 2018, much of the UK experienced extreme weather conditions. The UK rail network was severely affected with several significant incidents taking place, key amongst them the passenger-led detrainment at Lewisham and the overnight train failures in the South West of the country.

### The Incident

At approximately 15:20, a London Overground service approaching Crystal Palace station failed when trying to climb the incline into the station. The train had been proceeding slowly towards Crystal Palace for some time and finally came to a halt approximately 30 metres from the station.

It was established quickly that an Arriva Rail London Service Delivery Manager was travelling on the train, and he could assist the driver to provide help, information and reassurance to the 30 customers on board.

At the same time, a further London Overground service failed while in the Southbound platform at Honor Oak Park. This meant that one immediate option, to assist the unit from the rear, was not as easily available.

London Overground controllers were in regular discussions with Network Rail colleagues to discuss the best options to rescue the service, including the potential for a controlled evacuation from the train. At 16:00, a rescue loco was sourced at Willesden Junction and dispatched to the area.

Because of the chance of rescue and mindful of customer safety, a controlled evacuation was not decided upon immediately. Staff on the train were in regular contact with Control and explained the plan to customers, to ensure that they were kept informed. Arrangements were made at the station for staff to meet customers and for bottled water to be available immediately upon any evacuation.

By 16:30, additional staff were on site from Network Rail to assist with the rescue loco. British Transport Police also arrived and supported customers on board the train.

It became clear by 16:55 that the rescue loco would not be able to couple to the failed train. A decision was then taken to implement a controlled evacuation. The walking route to the platform was cleared of snow and, following the discharge of the electrical current, detrainment began at 17:15, with the last customers arriving at the station by 17:40.

### Timeline

c.14:50	Unit observed as being in difficulty approaching Crystal Palace Station
15:20	Unit fails outside Crystal Palace Station, approximately 30 metres from the platform ramp
15:25	Contact established with staff member on board train
15:25	Failure declared on unit at Honor Oak Park, blocking rear assistance route to CYP. Options considered for rescue of failed unit at Crystal Palace, including evacuation and assistance from rescue loco or other LO units in the area
16:00	NR staff sent to site to assist. Evacuation discussed and decision made to attempt retrieval of unit via Class 37 rescue loco dispatched from Willesden Junction
16:05	Additional Class 378 rescue unit dispatched to the area
16:30	Staff from Network Rail and the British Transport Police on site
16:55	Rescue loco is not able to couple up and decision taken to undertake a controlled evacuation
17:15	Evacuation proceeds after electrical current discharged and walking route cleared of snow
17:40	Evacuation completed.
18:40	Units returned to Crystal Palace platform

## Pictures



## Summary

This incident was complicated by multiple failures of infrastructure and rolling stock across the route and put a large amount of pressure on all involved. Several agencies, including ARL, TfL, Network Rail and the British Transport Police, worked together to bring the incident to a safe end as promptly as possible in the changing circumstances.

An appropriate decision-making process was followed that focussed on:

- Finding an appropriate solution that kept customers safe
- The conditions on board the train
- Ensuring regular communications to customers, staff and the station
- An assessment of the likelihood of rescue from an assisting unit/loco
- The availability of additional staff to come to the incident site to assist

The plan was flexible enough to change when considering:

- The passage of time
- New information about the likelihood of rescue from an assisting unit/loco
- The ongoing conditions inside the train

A full review of the incident will take place to ensure that any learning and improvement can be implemented for the future.