



Rail Delivery Group



RDG and Network Rail Guidance Note: Meeting the Needs of Passengers Stranded on Trains

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About this document

Explanatory Note

The Rail Delivery Group (RDG) produces Guidance Notes for the information of its members. RDG is not a regulatory body and compliance with RDG Guidance Notes and Approved Codes of Practice is not mandatory; they reflect good practice and are advisory only. RDG members are recommended to evaluate the guidance against their own arrangements in a structured and systematic way, noting that parts of the guidance may not be appropriate to their operations. It is recommended that this process of evaluation and any subsequent decision to adopt (or not adopt) elements of the guidance should be documented. Compliance with any or all of the contents herein, is entirely at an organisation's own discretion.

This Guidance Note has been developed jointly between Rail Delivery Group and Network Rail.

Other Guidance Notes and Approved Codes of Practice are available on the [Rail Delivery Group \(RDG\) website](#).

Executive Summary:

This document provides guidance on the planning for and implementing of arrangements to meet the needs of Passengers who become stranded on trains (for whatever reason), noting that these need to be agreed jointly between Network Rail and TOCs.

Issue Record

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This document is reviewed on a regular 3-year cycle or earlier if required

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Contents

About this document	2
Explanatory Note	2
Executive Summary:	2
Issue Record	2
Contents	4
1 Purpose and Introduction	6
1.1 Purpose	6
1.2 Introduction	6
1.3 Scope	6
1.4 Definitions	6
2 How to Use this Document	9
2.1 Overview	9
2.2 Organisations responsibilities	9
3 Principles for Meeting Passenger Needs	9
3.1 Stranded Passengers principles for the GB rail industry	9
4 Identification of an Event	11
4.1 Identifying the start of an event	11
5 Understanding and Assessing On Board Conditions	12
5.1 Initial risk assessment	12
5.2 Understanding and assessing on board conditions	12
5.3 Factors to be considered	12
5.4 Resilience of contingency arrangements	15
5.5 Immediate action	15
6 Command and Control	16
6.1 Overview	16
6.2 Application of command and control arrangements	16
7 Supporting Passengers Stranded on Trains	17
7.1 Information to Passengers	17
7.2 Generic considerations for information provision	17
7.3 Passenger group behaviour	20
7.4 Particularly Vulnerable Passengers	20
7.5 Heating/air conditioning	21
7.6 Lighting	21
7.7 Access to and usability of toilets	22
7.8 Drink (and food)	22
7.9 Post evacuation/incident	22
8 Evacuation	23
8.1 Making a decision	23
8.2 Options for evacuation	23
8.3 Stranded Passengers once evacuated from the train	24
9 Larger Scale Events	24

9.1	Plans for larger scale events	24
9.2	Emergency services	25
10	Key Roles and Responsibilities	25
10.1	Responsibilities	25
10.2	Stranded Passenger Champion	26
10.3	Logging of decisions	27
10.4	Rail Incident Commander (RIC).....	27
11	Assurance, Training and Competency of Staff	27
11.1	Assurance	27
11.2	Training and competency of staff	27
12	Other Sources of Information and Advice	28
12.1	Rail industry documents	28
12.2	RDG (including former ATOC) documents	28
12.3	RSSB documents and reports	28
12.4	Other documents	28
Appendix A – Possible Causes of Stranded Trains		29
Appendix B – Passengers Stranded on Trains Risk Assessment (factors to take into account to determine the scale of incident).....		30
Appendix C – Joint Decision-Making Model for a Stranded Train Event.....		30
Appendix D – Suggested Timelines Framework from when it is Established that a Train is Stranded		31
Appendix E – Guidance for TOC Staff on Actions to Take in Respect of Passengers Stranded on Trains		32
Appendix F – Equipment to Support Stranded Trains.....		37
Appendix G – Notable Stranded Train incidents		38

1 Purpose and Introduction

1.1 Purpose

The purpose of this document is to provide guidance to enable Network Rail (as the infrastructure manager) and TOCs to plan for and implement appropriate arrangements for responding to events in which Passengers are stranded on trains. These need to consider:

- i. The safety of the Stranded Passengers.
- ii. The welfare of the Stranded Passengers.
- iii. Providing an excellent service to the Stranded Passengers.
- iv. The safety of rail staff and other responders.
- v. Minimising the impact on the performance of the network.
- vi. Reputational damage to Network Rail, the TOC concerned and the wider industry.

1.2 Introduction

Passengers who use rail services can be delayed on trains and in some cases can become stranded i.e. the train is not at a station it is booked to call at and is unlikely to move for some time. This potentially presents risks to Passenger health, safety and security, along with, inconvenience, frustration and discomfort. As events in which Passengers become stranded on trains are foreseeable, the rail industry must take and keep control of such situations and manage them in a way that meets reasonable needs but also shows care and competence.

There have been a number of high profile incidents where the industry has failed to effectively manage incidents involving Passengers being stranded on trains, causing both risk and distress to them and reputational damage. These include the multiple stranding of trains during the 'Beast from the East' adverse weather at Lewisham at the beginning of March 2018 and the National Grid power failures on 9 August 2019 which affected a wide area of southern and western England. For Govia Thameslink Railway (GTR) alone this resulted in 60 trains being affected with over 20 of these evacuated creating 24,000 Passenger compensation claims. Some notable incidents are set out in Appendix G.

While safety of the network is the industry's top priority, Passengers consider that this is a base requirement and are more concerned about security and wellbeing on the train. The focus must be on the Passengers rather than the train. How Passengers perceive an incident is being dealt with is key and there is a risk that Passengers will resort to an Uncontrolled Evacuation where it is felt that the situation is not being well managed, particularly when conditions on board the train become unpleasant/unhealthy and/or a station is close by. Passengers now have access to many sources of information which will influence their decision making, including increased risk taking.

The Guidance Note aims for a consistent and confident approach by the rail industry for Passengers, operational staff and society that situations will be well managed when trains become stranded. How these arrangements are applied will however reflect each organisation's business needs.

1.3 Scope

This Guidance Note applies to all members of the RDG Train Operators Operations Scheme and Network Rail and is also made available for anyone else who wishes to use it.

1.4 Definitions

Term	Definition in the context of this document
ACOP	Approved Code of Practice.
Assisting Train/Locomotive	Train or locomotive used or intended to be used to move/recover a Stranded Train.
Control	Central office with real time oversight of the state and operation of the network and responsibility for managing incidents in such a way as to ensure safety while minimising disruption to train services, Passengers

	and freight customers. This is normally a Route Control with joint Network Rail and TOC staffing but there can also be separate Network Rail and TOC Controls.
Controlled Evacuation	This is where Passengers evacuate the train under the supervision of railway industry staff and with all relevant safety controls in place, including that all train movements on adjacent tracks have been stopped and that the traction current on 3rd rail equipped routes has been switched off.
CSL2	Customer Service Level 2 (as described in ATOC/ACOP014 – Provision of Customer Information).
DCO	Driver Controlled Operation is where the driver controls the operation of the train including the train doors but where an additional staff member is normally also rostered on the train to undertake customer service duties.
DOO	Driver Only Operation is where the driver controls the operation of the train including the train doors and is normally the only member of staff provided on the train.
EPW	Emergency Permissive Working is the procedure set out in Section 3.4 of Module TS2 of the Rule Book which allows a signaller, in an emergency, to allow a train conveying Passengers to enter an occupied signal section to reach a station platform, as long as they have been authorised to do so by the signal box supervisor or Control.
ESW	Emergency special working is a method of operation provided for in the rule book which allows trains to be moved following a major signalling failure.
Human Rights Act	Human rights set out in the European Convention on Human Rights are protected by the Human Rights Act 1998. The right to life set out in this act needs to be considered in terms of how Vulnerable People are treated when stranded on trains.
GSM-R	Global System for Mobile Communications – Railway is the international wireless communications standard for railway communication and applications as used across Europe.
MOM	Mobile Operations Manager is the Network Rail role responsible for ensuring that, during times of service disruption or incidents with the potential to cause service disruption, incidents are managed effectively with the aim of minimising delay and coordinating prompt service recovery.
NRCC	National Rail Communication Centre is responsible for disseminating contextual information surrounding disruptions, ensuring that this information is accurate, consistent and complete and is available to Passengers through numerous channels. The NRCC is primarily provided with information from TOCs and plays a supporting role in passing this on to Passengers.
NRE	National Rail Enquiries is the Great Britain (GB) rail official Passenger website and inquiry bureau for information.
OHLE	Overhead Line Equipment.
On Board Staff	Staff, including contractors (such as catering or cleaning staff), on board a train other than members of the Traincrew. This includes any other members of rail staff who can be called on to provide assistance to members of the Traincrew.
PA	Public Address.
Particularly Vulnerable Passengers	Any Passengers who may be unable to hear/see/understand announcements/messages and/or who may have difficulty in following instructions. Specifically, this includes those who: <ul style="list-style-type: none"> • Have a disability or long-term health problem hence may need particular help or assistance (including, insulin dependence). • Are unaccompanied children/young persons. • unable to hear or follow instructions including a lack of English • may need additional help due to pregnancy or infirm or ill • Are travelling with infants/young children. • Affected by drug or alcohol consumption.

Passenger(s)	Person(s)/customer(s) who is travelling in a rail vehicle but is not a member of Traincrew or rail staff.
PIDD	Passenger Information During Disruption are documented arrangements to provide clear, consistent, correct and concise information. It is a regulatory requirement to have these arrangements documented.
RCM	Route Control Manager is Network Rail's shift manager in Control.
RDG	Rail Delivery Group.
Rescue Train	A train used or intended to be used to effect evacuation of Passengers from a Stranded Train or a train/loco to move and or provide power to a Stranded Train.
RIO	Rail Incident Officer is appointed by NR to take control at the scene of a rail accident or incident and assume the role of rail industry lead.
RU	Railway Undertaking is any private or public undertaking whose business is to provide rail services for the transport of Passengers (in this case) on trains and also known as a Train Operating Company (TOC) which is the term used in this document.
Stranded Passengers	Passengers on, or who have been evacuated from a Stranded Train through Controlled (or Uncontrolled) Evacuation. Passengers stranded at a station are outside the scope of this Guidance Note except where a train is stopped at a station where it is not booked to stop and from which Passengers cannot easily continue with their journey or where they have been taken to the station following evacuation from a Stranded Train.
Stranded Train	<p>A Stranded Train is defined in this Guidance Note as:</p> <ol style="list-style-type: none"> a. A Passenger train stationary (or moving very slowly) other than as scheduled; <u>and</u> b. it is established that <ol style="list-style-type: none"> i. either there is no reasonable certainty that it will resume its journey within the next X minutes. ii. or there is reasonable certainty that it will resume its journey but only after a delay of at least Y minutes (since coming to stand). <p>TOCs should liaise and agree with Network Rail (as infrastructure manager) the values of X and Y to be applied – it is suggested that a default value of 10 be used for X and of 30 for Y.</p> <p>A train stopped at a station where it is not booked to stop and from which Passengers cannot easily continue with their journey is defined as stranded. A train stopped at a booked station is not defined as stranded. Please note the definition of a Trapped Train below.</p>
TOC	A Train Operating Company also known formally as a Railway Undertaking (RU) is any private or public undertaking whose business is to provide rail services for the transport of Passengers (in this case) on trains.
TOLO	Train Operator Liaison Officer is the person appointed by a TOC as the on-site representative of all those TOCs affected by an incident. The TOLO reports to and liaises with the RIO.
Traincrew	Drivers and, where provided, guards/senior conductors/on-board train managers.
Trapped Train	A Trapped Train is one that has come to a halt at a red signal or other controlled emergency stop between stations as a result of an incident on the line ahead but retains power to on-board facilities such as air conditioning, PIS and lighting as the electric traction current remains switched on. Whilst Passengers may be effectively stranded on a Trapped Train they are at less risk as the train still has its on-board systems operating. Where possible any Trapped Trains should be moved into a station platform as a holding location. This can include the use of Emergency Permissive Working if appropriate.
Tyrell	The information messaging service as provided by Nexus Alpha and used by many TOCs within the industry for dissemination of real time information relating to train services.
Uncontrolled Evacuation	This is where Passengers evacuate the train without the supervision of railway industry staff due to a lack of trust or other circumstances. This is

	also known as self-evacuation.
Unexpected Stop	Any stop made by a train at a location which is both unexpected and unusual. This includes at stations at which the train is not booked to call (and for which no Special Stop Order has been issued), on running lines other than at signals and at signals unusually displaying a stop aspect. It is the responsibility of the guard/senior conductor (driver in the case of DOO/DCO services) to determine whether a stop is unexpected.

2 How to Use this Document

2.1 Overview

This document provides principles and supporting advice to TOCs and Network Rail on managing and responding to the needs of Passengers stranded on trains. TOCs vary considerably in the nature of their operations – the geographical areas served, the types of service provided, the number of On-Board Staff, type of roiling stock used, and the numbers and types of Passenger carried. This means that although the principles used are the same the approach will vary dependent on the circumstances.

As part of this, it is recommended that Network Rail Routes and TOCs develop a 'Protocol for Passengers stranded on trains' which sets out how the principles and advice in this Guidance Note are applied to individual businesses, including roles and responsibilities.

2.2 Organisations responsibilities

TOC and Network Rail should consider having the following arrangements in place to meet with the intent of this document:

- i. Stranded Passengers plan as part of Control arrangements.
- ii. Stranded Trains included as part of emergency plans especially for larger incidents/events.
- iii. A framework for cooperation and sharing between themselves and with other organisations
- iv. Staff trained and refreshed on their responsibilities in respect of Passengers stranded on trains.
- v. Assessment of the need, based on risk, for emergency equipment on trains, stations, in company vehicles and at other locations for dealing with Stranded Passengers on trains and potential evacuations.
- vi. Information protocols and arrangements in line with this document for Passengers stranded on trains.
- vii. Continuous improvement taking into account rail industry good practice.
- viii. Testing arrangements and staff knowledge using tabletop and/or live exercises.

3 Principles for Meeting Passenger Needs

3.1 Stranded Passengers principles for the GB rail industry

Ensure that after safety, Passenger welfare is the first priority when responding to and managing incidents involving one or more Stranded Trains.

The key cultural change for the rail industry is to 'think Passenger' with their welfare, and wellbeing being the whole basis of this Guidance Note and the approach needed.

Event, emergency and contingency planning should include managing the risks to Passengers stranded on trains.

Preplanning to prevent Passengers becoming stranded on trains is needed and should be part of the Extreme Weather Action Teams (EWAT) process.

Take steps to prevent other trains from becoming stranded.

To avoid the situation becoming worse, take immediate action to prevent or limit any escalation, e.g. by holding other trains back at stations outside the affected area rather than allowing them to approach or diverting them to an alternative route. This could include ESW and the use of dynamic risk assessment.

Take control of the situation.

One person in an organisation should oversee the response to incidents involving Passengers being stranded on a train. It is better to initiate an early full activation of the response plan and subsequently stand down resources than it is to ramp up the response too late with a degraded situation becoming a crisis.

Understand the situation on the train(s) and undertake a risk assessment which is updated regularly.

Decision making needs to be informed by a risk assessment. All relevant facts will rarely be known so judgement will also be required. Sources of data include staff on train, remote train monitoring systems, CCTV and social media messages. The risk assessment should take into account such factors as the number/type of toilets, on train environmental control systems, ability to open external windows, provision of refreshments, etc.

Agree a plan within 60 minutes be that rescue, recovery or evacuation to be reviewed regularly.

It is important that within 60 minutes a plan should be in place, be that rescue, recovery or evacuation. That plan should be reviewed regularly as conditions change or options become more limited. Whether to leave Passengers on the train or evacuate them needs to be a risk-based decision based on all the factors set out in this Guidance Note along with practical logistics.

Plans for evacuating trains to be developed concurrently with plans to move the train based on the ongoing situation.

These plans should be developed in parallel to make sure that if the first plan does not work there are already resources in place for other options. This means mobilisation of response staff and other resources ready for deployment rather than waiting.

Clear timescales, including a count-up clock in Control, should be used.

The management of time is a key part of managing Passengers stranded on trains hence having a visible timer should help with keeping plans time bound.

Where possible the correct resources are deployed to each Stranded Train.

Additional staff will be required to support a Stranded Train in most circumstances. DOO trains will need resources deployed faster than trains with On Board Staff. Resources deployed should be industry wide including use of Network Rail MOMs. Overloading of those in key roles such as that of RIO should be avoided.

Communicate accurate, relevant and meaningful information to Passengers quickly and at regular intervals.

Information is key to gaining and maintaining Passengers' trust, and hence control of the situation, by demonstrating care, empathy, competence and confidence. Clear and credible updates on progress are vital, especially to reduce the risk of Uncontrolled Evacuation. A detailed and structured communication plan should be in place for both Passengers and staff, in line with PIDD.

Ensure that staff are trained, and retain their competence, to deal with Passengers stranded on trains, including evacuation.

Instances of significant numbers of Passengers being stranded on trains are comparatively rare. In the absence of first-hand experience, adequate testing and exercising of operational scenarios involving Stranded Passengers becomes essential to developing and maintaining competence.

Trigger the emergency plan arrangements if the event warrants it.

Most incidents involving Stranded Passengers can be dealt with via normal arrangements, however processes need to be scalable such as where multiple trains are stranded, or a faster response is needed in very hot weather. Organisations should consider a 'worst case scenario' in terms of the number of trains that could plausibly become stranded by a credible failure (such as a power or signalling system outage) and then review their response plans to check their adequacy.

Record the decisions made in managing Passengers stranded on trains.

Stranded Passenger incidents are liable to trigger extensive investigations. Significant decisions by responsible staff should be recorded where possible (including the information known at the time and any risk assessments undertaken). TOC/NR should consider simplified processes and additional support to provide a record if Control staff are overloaded. The record may also be required if the event results in litigation.

4 Identification of an Event

4.1 Identifying the start of an event

Identifying that a train has become stranded with Passengers on board will routinely happen as a result of reports from railway staff e.g. signaller or driver using the Rule Book TW1. Control may also be alerted that a train has become or is likely to become stranded from other sources such as real time train movement monitoring systems and GPS alerts from trains. If a train is able to make only very slow progress, i.e. less than walking speed for an extended period, it should be regarded as stationary. This lesson was learnt from the incident at Lewisham in 2018. The location of the train needs to be clear. Control systems, GPS, GSM-R cells, train WiFi systems and photos from Traincrew smart phones can be used for this purpose.

Identifying and recording the start time of an incident is key to making sure that time is not lost. It is important to avoid the incident duration becoming protracted by failure to take positive and timely action.

Signallers and drivers must be alert to the need to recognise situations in which Passengers become or are likely to become stranded on trains, including when a train is moving abnormally slowly for an extended period, and report the fact accordingly. Signallers will also need to take action to prevent further trains becoming stranded.

For a table showing the possible causes of a trains becoming stranded please see Appendix A.

5 Understanding and Assessing On Board Conditions

5.1 Initial risk assessment

One of the key objectives is the need to reduce the risk of an Uncontrolled Evacuation.

Determining the needs and expectations of Passengers on board Stranded Trains is best met via a risk assessment based on the information available. The initial assessment will need to be refined and adjusted as further information becomes available and the situation develops.

Responsibility for conducting the risk assessment is with the TOCs and Network Rail jointly (through their integrated Control if such exists). Input from Traincrew and other staff on site will be critical in providing the situational awareness to inform the risk assessment.

The most fundamental decision is likely to be whether to seek to hold Passengers on board the train until it can be moved or set in motion arrangements for them to be evacuated. Evacuation of a train will result in risk and delay which needs to be balanced against moving the train which is usually safer. A hierarchy of priorities that should be considered are

- i. Recovery or rescue of stranded train
- ii. Evacuation to a platform
- iii. Train to train evacuation
- iv. Train to track to alternative train (brought up alongside)
- v. Train to track (walking along ballast)

5.2 Understanding and assessing on board conditions

The safest option will usually be for Passengers to remain on the train. However, the potential for Uncontrolled Evacuation will rise as the length of the delay increases.

Immediately it is judged to be likely that Passengers will start an Uncontrolled Evacuation (based on feedback and advice from Traincrew and other staff on site), they should be advised to remain on board and assured that a safe resolution of the situation is being developed.

A Controlled Evacuation will always be preferable to an Uncontrolled Evacuation

The risk assessment should be a tool to assist Control decision making. A permanent record of the risk assessment should be made. This can be undertaken using a check list/form or on white boards in Control or any electronic file or system.

5.3 Factors to be considered

To the extent that reliable information is available, risk assessments should take into account the following factors (these provide an overview of the issues, but it is unlikely that all these can be assessed fully in an unfolding event):

No	Factor	Items to consider
i	Reason for the stranding	For example, a simple mechanical failure is easier to deal with than a train trapped by extensive flooding.
ii	Duration	If the duration of the incident causing the train(s) to be stranded can be foreseen with a reasonable degree of certainty this will clearly influence the response.
iii	Types of Passengers principally involved (e.g. frequent or infrequent travellers, type and length of journey being	This will influence factors such as how much reassurance will be needed, the amount of luggage, whether Passengers are likely to have their own supplies of food and drink, etc. Most importantly this also influences the likelihood for an Uncontrolled Evacuation e.g. commuters making shorter

	made, etc.)	journeys and who know there is a station 400 metres down the track from which they can be picked up or make alternative arrangements to get home or to work may take matters into their own hands. Evidence indicates that Passengers in the London area tend to be quicker to start to Uncontrolled Evacuations than those elsewhere in the country.
iv	External media/peer group influences	This can come from a number of sources – personal messages, social media and more general media reporting. If Passengers become aware of other Uncontrolled Evacuations, they may be tempted to follow suit, particularly if confidence in the rail company is low.
v	Alcohol and group behaviour	Consumption of alcohol or being part of a large group may adversely influence Passenger behaviour.
vi	Attributes of individual Passengers involved – the number of Passengers with specific needs	Needs may be associated with vulnerable Passengers including ones with physical and/or mental impairment, understanding of English, etc. The Assisted Passenger Reservation System can provide details of any Passengers requiring (pre-booked) special assistance who are travelling on the train.
vii	Number/type of staff on board the train	This will determine how much and what form of additional support needs to be provided. DOO trains will generally require a larger and quicker response.
viii	The ability to provide information to Passengers stranded on the train	See section 7.2 for more detail.
ix	External conditions: geography – the exact location at which the train is stranded relative to cuttings, embankments, tunnels, viaducts, etc.	The ease with which evacuation to or via the track can be achieved should include factors such as whether the train is on single or double/multiple track and the suitability of the ballast for alighting onto/walking on, including cant deficiency.
x	Railway geography	This will determine the ease with which an Assisting Train/ Locomotive can be deployed while track geometry will affect the options for train to train evacuation. If the train is not at a platform, the distance to the nearest station or access point to the railway (such as a level crossing) and the overall remoteness will affect the ease of providing access and assistance.
xi	External conditions: weather	External air temperatures and the degree of sunlight shining directly on the train can have a direct impact on conditions inside the train, particularly if on train heating/air conditioning/ventilation systems are inoperative. If evacuation to or via the track is being considered then wind speed, precipitation, fog and ground conditions (e.g. wet or presence/depth of snow/ice/frost) should be considered.
xii	External conditions: level of light	Being stranded on a train during hours of darkness may increase the stress levels of Passengers, Traincrew and On Board Staff, particularly if on board lighting has failed. Similar issues apply if a train is trapped in a tunnel, where Passengers prone to claustrophobia will be particularly vulnerable. In both these cases, evacuation to or via trackside is likely to be considerably more difficult than it would otherwise be. Rail Safety and Standards Board (RSSB) research into train evacuation in emergencies showed that complete absence of light is very disconcerting to many people and conversely that even very limited amounts of light, such as created by mobile phones, are very reassuring. On trains without power, Traincrew should seek to turn off most of the train lighting, leaving only minimal lighting in each carriage, to conserve battery power as long as possible.

xiii	Internal conditions	Conditions on board the train should generally be the single most important factor influencing the decision on how best to respond. The type of train will affect this with electric only trains losing power quickly while diesel and bi-mode trains, or where auxiliary power can be provided, can sustain power to services for an extended period. There are two particularly critical elements. The first is the temperature/quality/humidity of air on the train. The speed at which, in the event of inoperative air conditioning, the on board environment can deteriorate during hot or even warm weather – especially on a heavily-loaded train – from one which is simply unpleasant to one which poses significant risks to health (and hence escalates the incident into a full-scale emergency) should not be under-estimated. Conversely, the ventilation effect of opening external doors and normally sealed windows should not be over-estimated. It is therefore recommended that in all such cases, preparations for evacuation should begin immediately the situation becomes apparent. The second concerns the availability of toilet facilities. For many people, including young children and those with certain medical conditions, even 2 hours without access to a working toilet may be very problematic, hence it is recommended that the aspiration should be to ensure that no Passenger is stranded on a train without functioning toilet facilities for more than 60 minutes.
xiv	Availability of drinks/ refreshments	Drink and to a lesser extent food will need to be provided if Passengers are stranded on a train with no or limited catering for a prolonged period.
xv	Availability of suitable assisting locomotives/train	A realistic assessment of the time within which a Stranded Train can be assisted by another train or locomotive needs to be made. This should take into account the location of any such locomotives/train(s) relative to the Stranded Train (and with which they must be compatible), sourcing of associated Traincrew, special equipment (such as emergency couplings) and the availability of the necessary infrastructure to permit the Assisting Train/Locomotive to reach the one that which is stranded. In some cases, for example where a train is stranded as a result of flooding or there are OHLE problems, such assistance may not be possible. Assistance of the train should only be seen as the primary response when there is confidence that the needs of Passengers on board the train can be adequately met until the assistance can be provided.
xvi	Availability of staff	The availability of staff both to assist during any evacuation and provide on-going support for Passengers while they are waiting onward transport should be considered when formulating a Controlled Evacuation plan as this may influence the choice of the precise evacuation point and the timing.
xvii	Provision of Rescue Train	An alternative to evacuating Stranded Passengers to the trackside is to transfer them to a Rescue Train. This may be achieved either by i) drawing a second train alongside and transferring Passengers using ‘bridges’ or via the track or ii) bringing a train to the front or rear and then either walking Passengers through (where corridor connections allow) or else transferring them via the track. As for Assisting Trains/Locomotives above, an assessment is needed of the practicality (including realistic timescales) of this option, taking into account all relevant factors.
xviii	Availability/suitability of alternative onward transport	This should include consideration of the expected time to mobilise such transport, including the logistics and practicality of it being able to reach the nearest or other available access point.
xix	Use of the Rule Book	Full use should be made of the provisions included within the Rule Book for the movement of trains in degraded situations, particularly to enable trains to reach platforms including EPW and

		ESW.
xx	Scale of incident	Stranded Train incidents can range from a small number of Passengers being stranded on a single train with fully functioning heating/air conditioning and several members of Traincrew/On Board Staff to multiple crowded trains losing power during the middle of a heat wave. Network Rail/TOC response plans need to be flexible enough to address a full range of incidents. While each incident is likely to have unique elements, a simple three - way classification (large/medium/small, major/intermediate /minor, red/orange/yellow, etc.) may prove helpful as a means of enabling all concerned to gain an immediate appreciation of the overall scale of the problem and also in acting as a trigger for incremental parts of the response plan. It is recommended that for all major and intermediate scale Stranded Train incidents a senior manager is assigned to 'think Passenger'.
xxi	Multiple trains with Passengers on board affected	Where Passengers are stranded on multiple trains then prioritisation of the resources based on the risk factors will be required. This needs to include the disproportional effect that stopping a number of trains to detrain Passengers on an individual train may have. .

Appendix B provides list of risk factors to be assessed and weighted to determine the scale of the incident. The risk assessment should be updated as the situation changes.

Where a number of trains are stranded then a simpler high-level risk assessment should be undertaken. This can be done using a white board in Control.

A record should be kept of the risk assessment and a picture taken of the white board for use in any subsequent debrief or inquiry.

5.4 Resilience of contingency arrangements

Network Rail Routes and TOCs responding to incidents involving Passengers stranded on train(s) should not rely on a single contingency plan but instead aim to have alternative options in place or in the process of being implemented so as to provide resilience. These should be planned in parallel with the preferred option.

5.5 Immediate action

Network Rail and the TOC(s) concerned should immediately activate the appropriate incident command structure.

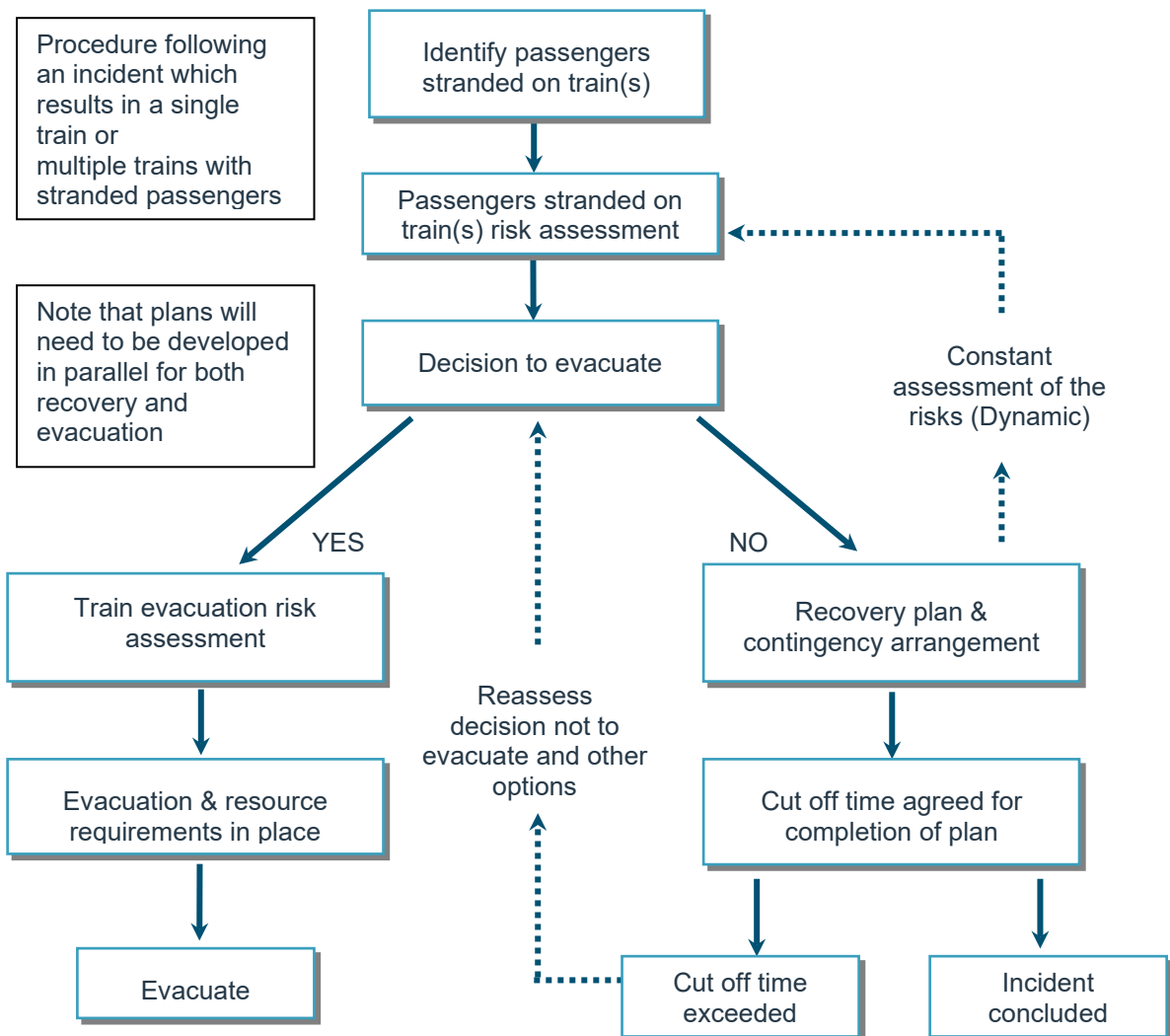
This should generally include deployment to site of a RIO, who may be supported by one or more MOMs, and a TOLO. Where more than one train is stranded, additional resources should be deployed.

Early consideration should be given to the availability of external resources which can potentially be called upon to assist. This should include the emergency services which should be alerted if it is apparent that the incident is serious or has the potential to rapidly escalate into one which is serious.

6 Command and Control

6.1 Overview

Network Rail Routes and TOCs responding to Passengers stranded on trains should implement a command and control structure to ensure that the incident is managed effectively. The approach for the management of incidents should be standard and this section sets out how this should apply to incidents involving Passengers stranded on train(s). This is depicted in the diagram below.



To support this, there is a Joint Decision Model (JDM) which is provided as Appendix C.

6.2 Application of command and control arrangements

The management of any Controlled Evacuation should be a co-operative venture between Network Rail and the TOC(s) affected. The application of the command and control procedure will depend upon how the Network Rail Route and TOC are organised, and local procedures will be required. The framework is summarised in Appendix D with suggested timelines for making and implementing decisions.

The level of resources - people, attendance at site, equipment and the level of control/command processes - will depend on the incident. The normal command and control will be via the Control with additional resources being mobilised as required. It should be recognised that resources may not be

available at the levels required which needs to be factored into the plans. In addition, different means of Controlled Evacuation will require differing levels of command and control and attendance.

Arrangements should include an on-call structure and when the company emergency plan would need to be enacted - see Section 9.

When the incident requires additional resources, command and control decisions should take into account the views and advice of the emergency services if they are on-site.

The information available to assist with decision making such as to evacuate or leave Passengers on a train may vary between organisations and any failure to agree the course of action should be raised to the appropriate senior TOC and NR on call managers.

To supplement pre-planned arrangements, command and control staff should be encouraged to be imaginative in exploring options for solutions and mitigations. For example, it might be possible to use a permanent way trolley to transfer supplies to a Stranded Train and/or to transport less able-bodied Passengers in the event of a Controlled Evacuation.

7 Supporting Passengers Stranded on Trains

7.1 Information to Passengers

It is vital that Passengers trust the TOC and Network Rail to resolve the incident. Regular information is a very powerful means of providing reassurance to Passengers that 'the railway' remains in control and is actively attempting to resolve the problem, thus dissuading them from taking matters into their own hands.

Accurate information must be provided irrespective of whether it is good or bad news. Information should be provided as defined in the appropriate PIDD guidance. In addition to the factual content (which may be fairly minimal, at least in the early stages), reassurance is also needed.

7.2 Generic considerations for information provision

Reference should be made to the content of the 'Good Practice Guides for Customer Information' produced by the RDG Information Development Group.

Where information is incomplete or imprecise it should still be passed on with suitable explanation of its limitations. This is to provide reassurance to Passengers that efforts are continuing to rectify the situation and that "the railway" cares.

Information provided, whether by On Board Staff, at stations, via social media/websites, Tyrell messages or the NRCC, should always be consistent in respect of the reason for the incident, the anticipated extent of delays and actions being taken to resolve the situation

It is recommended that the following information be provided:

No.	Event/Issue	Advice
i	Unexpected Stop	'Good Practice Guides for Customer Information' produced by the RDG Information Development Group apply: <ol style="list-style-type: none">An initial announcement (the 'disruption icebreaker') should be made within two minutes, even if the reason for the delay is not known at that point.A further announcement to be made as soon as further information is available about the cause and likely consequences of the delay.Announcements are about reassurance and confidence-building – even if nothing more is known. The content and style of the

		announcement are likely to be the biggest factors in managing Passenger behaviour and preserving railway business's reputation.
ii	Continuing delay	Further announcements should be made by a member of the Traincrew or other On Board Staff whenever new facts suitable for informing and/or reassuring Passengers become available. The 'Good Practice Guides for Customer Information' requires that even when no new information is available, staff must be able to demonstrate empathy and provide reassurance and confidence, with announcements continuing to be made at regular intervals of no more than 10 minutes.
iii	Dissuading Passengers from an Uncontrolled Evacuation	Where Traincrew or On Board Staff believe there is a risk of Uncontrolled Evacuation, all reasonable efforts to prevent this should be made. These should include making announcements highlighting the risks involved, such as dangers from moving trains, power cables, weather and ground conditions, presence of the 3rd rail, etc and emphasising to Passengers that their safest option is to remain on the train. Suitable and sufficient dialogue with Passengers reduces this risk.
iv	Use of recorded announcements	Recorded announcements should generally not be used to communicate to Stranded Passengers. People want to hear from someone who cares and is in charge. Whilst it is recognised that safety critical actions will need to take precedence over making announcements every effort should be made to continue to keep passengers informed by whatever means possible.
v	PA announcements via GSM-R	TOC information Control staff should use the GSM-R TOC terminal where provided to ensure that Passengers stranded on DOO trains have regular updates. Most trains can have this facility and updates can be provided to trains with On Board Staff as well. Good practice is that arrangements for Control are set out on how this is best managed.
vi	Use of social networking channels	<p>Many Passengers are using digital technology to communicate directly with people (including TOCs) outside the train and increasingly to access and exchange information and make comments on social networking sites. They are no longer reliant solely on information provided by On Board Staff and can often access more information than On Board Staff, though its accuracy may be variable.</p> <p>It is therefore vitally important that as much information as possible is made available via these forms of media, not least because if there is no "official" source of information Passengers can form an incorrect or misleading perception of what is actually occurring.</p> <p>The social media channel most likely to be used by Passengers is Twitter and it is recommended that all TOCs should not only have a Twitter account but should also have arrangements in place to monitor and respond to Twitter messages in real time during periods of disruption.</p> <p>TOC Twitter accounts should be regularly updated with the latest information about the incident. It should be acknowledged that trains are stranded, confirmation given of the specific trains involved and an estimate provided of when both individual trains and services more generally will be on the move.</p> <p>If it is likely that trains will be stranded for a significant length of time, this needs to be made clear to Passengers from the outset, together with information about what is being done both to get trains moving or the Passengers evacuated from them and to provide assistance to Passengers on board the train(s) meanwhile.</p> <p>NRE's national account (@nationalrailenq) is managed 24/7 by the NRCC. It is crucial that effective communication is maintained with the NRCC (e.g. via Tyrell and other messaging systems) to ensure that the Twitter accounts are kept up to date with changing developments and that individual replies can be sent to Passengers.</p> <p>Inbound questions from Passengers should be answered and assurance should be given about onward travel arrangements such as connections. TOCs should also actively monitor Twitter to see what is being said by Passengers affected by the disruption and indeed by those stranded on</p>

		<p>trains. This can indicate the “mood” on board the train and whether Passenger needs are being met, including for those who have special needs (e.g. medication). Where possible, those sending such messages should be asked specifically about conditions on board, which coach/car they are in, etc. Attempts should be made to substantiate any significant information provided.</p> <p>By monitoring Twitter, it may be possible to have an “early warning” of an Uncontrolled Evacuation of a train. Suitable messages can then be sent to Passengers to discourage them from taking this course of action. Staff responding to incidents will often use Twitter to monitor what is happening and again it is important that they are kept fully up to date.</p> <p>TOCs and Network Rail should train their social media teams specifically in their policies on the management of Stranded Trains and the questions to ask those stranded on board a train. This should include ensuring they are alert to significant information and the need to pass this to the relevant Control office without delay.</p> <p>Further information on social channels and responses to major disruption can be found in RDG’s Guidance Note ‘RDG-GN039 Issue 1 - Social Media Response to Major Incidents and Disruptive Events’.</p>
vii	Websites	<p>Whilst Twitter and other social media sites are important channels of communication, their take up is not universal and many Passengers will continue to want to use TOC and the NRE websites to obtain information.</p> <p>It is vital that websites are kept up-to-date, even if the message is that the situation hasn’t changed – the Stranded Passengers and people waiting for them need to know “the railway” is in control and has a plan. The NRCC should be on the standard distribution list for all updates so that the NRE website can be updated in real-time. This is particularly important as many TOCs now use a direct feed from NRE to update their own sites. Messages should be updated in line with the PIDD ACOP.</p>
viii	Telephone contact and station help points	<p>Some Passengers will prefer to call either NRE or TOC customer service departments for updates. The NRE contact centres are updated by the NRCC so it is vital that the NRCC is kept fully up to date with the latest developments.</p> <p>Those at stations meeting arriving Passengers will often use help points to ascertain what is occurring and when a train is likely to arrive. It is therefore vital that those staffing the help points are provided with the latest information.</p> <p>TOC should have pre-agreed plans in place that allow them to extend the opening hours of their customer service centres in the event of disruption occurring at a time when they would otherwise be closed.</p>
viv	Use of Darwin (the National Real Time Database)	<p>Where trains become delayed or stranded, and there is a reasonable estimate of when they are likely to be moving, this information should be communicated to Darwin so that Passengers and those meeting them at stations who use live departure boards and other real-time journey planning tools can see the estimated delay and have their expectations managed.</p> <p>In addition, a feature within Darwin provides TOCs with the ability to apply an ‘ad-hoc’ alert specific to a train. TOCs should adopt using this functionality so that Passengers can benefit from specific information pertaining to them.</p>
	WiFi	<p>TOCs should endeavour to remove any requirement for Passengers stranded on trains to have to pay to use the functionality of WiFi.</p> <p>At the same time, any bandwidth restrictions should be lifted if this will help with customer information.</p> <p>Priority should be given to maintaining the functioning of the train’s WiFi to allow Passengers to access information as phone signals may be a problem.</p>

7.3 Passenger group behaviour

Rail staff will need help to identify indicators (set out in the following table) that an Uncontrolled Evacuation may take place. Below is a simplified behaviour model which has been developed to describe the factors most likely to result in an Uncontrolled Evacuation.

Individual	Organisational
<ul style="list-style-type: none"> • Misperception of hazards • Perceived low likelihood of detection • Perceived immunity from consequences and decisions • Able bodied • Male Passengers are more likely to start an Uncontrolled Evacuation than females 	<ul style="list-style-type: none"> • Low staff to Passenger ratio • No established authority • Poor information provision
Environmental	Task/Scenario
<ul style="list-style-type: none"> • Unacceptable temperature • Not able to provide basic needs • Positive external conditions • Destination in sight • Evacuation route visible 	<ul style="list-style-type: none"> • Long delay • Crowded • Group pressure to evacuate • Shortage of time – perceived or actual • Complex procedures

This simplified model is suitable for aiding Traincrew in Passenger management and decision-making during disruptions. However, more detailed information is provided in the RSSB project report “Research into the management of passengers on trains stranded in high ambient temperatures “ T626 which may be useful in developing plans.

7.4 Particularly Vulnerable Passengers

When it is known that a train is likely to be stranded, Particularly Vulnerable Passengers should be identified e.g. by a responsible Passenger being asked to walk through the train.

Particularly Vulnerable Passengers need to be treated with equal respect as they have the “right to life” as set out in the Human Rights Act. This means, for example, that all the able-bodied Passengers should not be evacuated leaving mobility-impaired Passengers on the train without either evacuating them with the other Passengers or an alternative plan being in place to provide the right support.

The following are further considerations which may need to be addressed:

Issue	Action
Mobility-impaired Passengers and those with hidden disabilities	Access to on board toilet facilities - it may be necessary to ensure a through route to accessible toilets if the train is overcrowded.
Passengers with assistance animals e.g. Guide Dogs	It may be necessary to supply a bowl of water for an assistance dog, particularly in warmer weather.
Passengers on medication such as diabetics	It may be necessary to prioritise the provision of food for diabetics and those with other medical conditions.
Passengers with cognitive impairments	Instructions should be as simple and as clear as possible. Do not use over technical language or jargon.
English not first language	Use suitable staff or other Passengers to help with passing on messages.
Hearing impaired	Use suitable staff or other Passengers to help with passing on messages including writing them down.
Hidden disability that cannot be identified	Some disabilities, such as autism or the need to use a colostomy bag, are not immediately obvious

7.5 Heating/air conditioning

TOCs should have in place specific ‘hot weather’ and ‘cold weather’ plans to anticipate and mitigate such situations.

In the event of Passengers becoming stranded on a train, an assessment of the environmental conditions in each vehicle should be undertaken and the results reported to Control. Suggested timescales/frequencies for this are as follows:

External temperature	Status of on-train heating/AC	Initial assessment	Periodic assessments
Cold (i.e. below 5°C)	Functioning	Within 30 minutes	Every 30 minutes
	Not functioning	As soon as possible	Every 20 minutes
Moderate (i.e. 5°C – 25°C)	Functioning	Within 30 minutes	Every 60 minutes
	Not functioning	Within 30 minutes	Every 30 minutes
Hot (i.e. above 25°C)	Functioning	Within 20 minutes	Every 20 minutes
	Not functioning	As soon as possible	Every 15 minutes

Traincrew training should include an understanding of how quickly on board conditions can deteriorate to a potentially dangerous extent on a hot day (or in conditions of bright sunlight) in the event of the failure of the air conditioning. The build-up of humidity on a heavily loaded train can be especially problematic. RDG Guidance Note ‘RDG-GN015 Extreme Weather Arrangements’ provides more information.

Modern rolling stock with monitoring equipment allows Control staff to understand how long the equipment will continue to run before load shedding (i.e. the deliberate progressive shutdown of elements of the train’s power system necessary to prevent the failure of the entire system) occurs and it stops functioning.

If the loss of on train heating and other systems is due to icing of conductor rails preventing trains from drawing power, then local treatment with portable spraying equipment can allow restoration of the 3rd rail adjacent to the pick-up shoes thereby restoring power to on train systems.

TOCs may wish to provide emergency supplies of ‘space blankets’ on board trains during periods when extremely cold weather is forecast, particularly those operating over exposed/remote routes. In the event that train heating is unavailable during cold conditions, Traincrew should seek to concentrate Passengers together to generate/conserves heat.

7.6 Lighting

Total darkness is likely to cause distress and risk to Passengers. Urban environments are likely to have some light from other sources, but rural and remote locations could be completely dark.

Traincrew should be provided with instructions on how to maintain minimum levels of lighting on board a train which becomes stranded without power either during the hours of darkness or in a tunnel. This might include concentrating Passengers in certain vehicles and turning lighting off in other vehicles to conserve battery power or turning off a proportion of lights where this is provided for. Passengers should similarly be concentrated in the event that lighting fails completely as this will serve to reduce security risks/concerns and generally provide re-assurance.

The provision and use of light sticks is recommended to assist with management of Passengers in darkness. As well as assisting with evacuation from the vehicle, light sticks can also be used to mark out the safe walking route to the egress point. Light sticks can last up to 12 hours dependent on the specification.

7.7 Access to and usability of toilets

TOCs should ensure that Traincrew are familiar with the particular characteristics of the toilets on the trains which they operate (e.g. type of toilet, whether reliant on electrical power, etc).

Many modern toilets rely on electricity to flush. In the event of a loss of on train power they will work off the train battery for a limited time but will be subject to load shedding fairly early on which will also affect powered toilet doors.

Traincrew should seek as far as possible to manage use of toilets to conserve water (e.g. through reducing flushing and encouraging Passengers to use as little water as possible for hand washing).

TOCs should have in place contingency arrangements for when Passengers are stranded on trains with no access to a functioning toilet. The time in contingency plans to move Passengers will need to be quicker if there are no working or fitted toilets

With modern toilet systems, once either the toilet water tank is empty, or the controlled emission tank is full, flushing is no longer possible. This effectively means that once flushing has ceased the toilets effectivity will no longer be usable, and the toilet will lock itself out of use.

7.8 Drink (and food)

In hot conditions, regular intake of liquids is essential. Access to drinks will gain in importance as the delay extends, particularly for young children and those with certain medical conditions. Access to food is less essential from a health perspective (other than for Passengers with specific medical conditions) but may contribute to providing re-assurance and comfort to Stranded Passengers. TOCs should consider the following means of making drink and food available to Passengers on board Stranded Trains:

- i. Using existing supplies from the buffet car or catering trolley.
- ii. Using emergency supplies on board trains and/or at nominated stations. These may be in place either permanently or when extreme weather/temperatures is/are forecast.
- iii. Encouraging Passengers to share any food/drink they have brought onto the train themselves.
- iv. Getting supplies to the train (either by means of another train, by road, or other means) to facilitate this, TOCs should consider maintaining stockpiles of emergency supplies at nominated stations, either permanently or when extreme weather/temperatures is/are forecast.
- v. Arranging for refreshments to be provided to Passengers once evacuated from the Stranded Train.

7.9 Post evacuation/incident

When Passengers are evacuated, whether to another train, a station or some form of reception centre, the TOCs should as far as is practicable ensure that the following are immediately available to them:

- i. Information as to the arrangements for them to continue their journey (or be otherwise accommodated).
- ii. Toilet facilities.
- iii. Refreshments.
- iv. Medical facilities.
- v. Assistance in contacting concerned friends/relatives.
- vi. Information on compensation to which they may be entitled and how this may be claimed.

Proactive response to incidents, for example by giving out refund/feedback forms, is likely to be received positively by Passengers; conversely not doing so will serve to compound Passengers' ill feelings.

Being involved in a Stranded Train incident does not alter the need to travel for most Passengers (though the intended destination may change as a result) hence support to continue with onward travel should be put in place.

If the stranding incident leads to a formal investigation the results can be shared with Passengers to help to restore their confidence and regain their goodwill. Consideration should be given to the collection of Passengers' names and addresses to allow contact post incident.

8 Evacuation

8.1 Making a decision

Whilst moving a Stranded Train quickly is desirable, it is not always possible, and circumstances may dictate that a Controlled Evacuation is the better way to resolve the situation. Evacuating Passengers from a train is not a decision to be taken lightly because it will always take some time to complete and it introduces an element of additional risk which must be balanced against the risks arising from keeping them on board. But a positive decision to evacuate, if taken early, may resolve a situation faster than waiting for a technical resolution if Passenger numbers are low and/or the logistics simple.

There is a limit on how long Passengers will be prepared to remain on a Stranded Train, even though this may be the safest environment for them. When it is judged that an Uncontrolled Evacuation is likely (based on feedback and advice from Traincrew and other staff on site), every effort should be made to dissuade Passengers from this course of action. If this is unsuccessful a Controlled Evacuation of the train(s) should be started as soon as possible, with Passengers informed of this intention.

Any decision to evacuate must be based on a thorough review of the local conditions and an appropriately informed risk assessment. Clearly this will rely upon feedback from the staff at the incident site. An evacuation may require specialist equipment and will always need sufficient staff to guide Passengers through the unfamiliar procedure. When preparing for an evacuation, consideration must be given to the start and end points, any hazards that may be encountered and how these can be mitigated, plus arrangements for Passengers once they have been removed from the immediate situation. Care must be taken to avoid walking Passengers off a train on which conditions are good only to require them to wait at the roadside for a bus.

8.2 Options for evacuation

It is always preferable to evacuate Passengers to a station platform, if possible. Options for moving a train forward or back to get at least one door alongside a platform must be investigated at the earliest possible stage of the incident.

Passengers can be evacuated to another train on the same line by:

- a. Bringing a Rescue Train to the front or rear of the Stranded Train and walking Passengers through by means of end corridor connections; or by
- b. Bringing a Rescue Train close to the front or rear of the Stranded Train and transferring Passengers by requiring them to climb down to track level, walk between them and climb up into the Rescue Train.

Passengers can be evacuated to another train on a different line by:

- a. Bringing a Rescue Train directly alongside the Stranded Train and transferring Passengers via an approved ramp or bridge placed between them at train floor level; or by
- b. Bringing a Rescue Train to a point nearby and transferring Passengers by requiring them to climb down to track level, walk a short distance between the two trains and then climb up into the Rescue Train.

Passengers can be evacuated by requiring them to climb down to track level and escorting them along the track to a station or trackside access point. Evacuating Passengers via the track is usually the least preferable option and will involve stopping all train movements in the area and switching off power supplies.

In all cases of evacuation, but particularly when Passengers have been evacuated to or via the track,

care must be taken to ensure that all those evacuated have been accounted for i.e. have not become lost or unknowingly left behind in the process.

When a DOO train is involved, additional resources will be needed to support the driver. Trained TOC staff will usually manage evacuation from the train whilst NR staff will be in charge of Passengers once on the ballast.

The person leading the evacuation must identify any Passengers who cannot be evacuated, with or without assistance. These Passengers must be supported, including providing them with information about how they will be transported, the timescales involved, and the means of communication and facilities available to them. It is recommended that a member of staff or other suitable person should stay with or be available to anyone left behind following the initial evacuation, especially vulnerable Passengers. The assistance of the emergency services may be required in evacuating Passengers where this is beyond the capabilities of the rail industry personnel available. Emergency services should be informed as soon as possible of any possible request for their assistance in the evacuation.

TOCs should also consider what advice or instructions to give to Passengers and staff concerning luggage. Taking luggage will slow down the evacuation and may potentially give rise to additional risks, particularly if it has to be carried or wheeled for any distance. However, Passengers may not be prepared to leave luggage on the train as it will be unsecured, may contain essential or valuable items, will probably be unlabelled and they may well be unable to recover it for some time. Attempts to persuade or compel them to do so may give rise to altercations with staff. Labelling and safe storage of any items of luggage or other personal effects left on the train will make return to the rightful owners easier.

8.3 Stranded Passengers once evacuated from the train

Arrangements for maintaining contact with Passengers evacuated from a Stranded Train should be put in place. Where the evacuation is onto another train or to a station, use can be made of the associated communication systems. If it is to trackside, a public highway or local authority care then arrangement should be put in place such as deploying staff to maintain communications.

In addition, staff should be deployed to evacuation points to provide support for Passengers awaiting onward transport.

9 Larger Scale Events

9.1 Plans for larger scale events

Most instances of Passengers being stranded on trains can be dealt with via normal industry processes.

However, these may not be sufficient for more demanding events – for example Passengers being stranded on multiple trains, a train stranded in a particularly inaccessible position or extreme weather conditions – where special arrangements or even full activation of the company emergency plan may be required. The criteria for triggering such an escalation of the response and who has the responsibility/authority for doing so should be set out in company plans. These should include a review with a senior manager off site to help staff dealing with an incident to identify when additional assistance is needed, i.e. it is or is becoming a larger scale event.

TOCs will normally ensure that Passengers are able to complete their journeys or are put up in accommodation. Where a larger scale event means the number of Passengers is likely to overwhelm the industry then requesting the assistance of the local authority may be appropriate along with the emergency services and Royal Voluntary Service.

TOCs and Network Rail should identify a 'worst case scenario' in terms of the number of trains and Passengers that could plausibly become stranded by a credible failure (such as a power or signalling

system outage) and then review their response plans to check the adequacy of these for addressing such a scenario.

9.2 Emergency services

Early consideration should be given to asking the emergency services to assist with rescue, resources, equipment and control of the situation. As a minimum, the emergency services should be alerted to any significant incidents of Passengers being stranded on trains.

If the emergency services are on site, they will normally make the decision whether to evacuate, but this should be made in conjunction with the with the rail industry representatives (including Traincrew, RIO, TOLO and Control).

Other agencies external to the rail industry are potentially able to offer assistance with the evacuation of Stranded Passengers and/or providing them with food, drink, clothing or general rest and reception facilities. In particular, local authorities have a statutory duty, as Category One Responders under the Civil Contingencies Act, to respond to an emergency, including looking after people affected.

Network Rail Routes and TOCs should maintain up to date lists of emergency contacts for each of the relevant emergency services and organisations that can provide support in an emergency and maintain a regular dialogue with them.

10 Key Roles and Responsibilities

10.1 Responsibilities

This section sets out specific responsibilities applicable to specific job titles, however arrangements may vary between organisations.

Role	Action
Signaller	Alert and work with Control. Take appropriate immediate action to prevent other trains from becoming stranded. Act as the primary contact for the train driver transferring information about the on train situation and the response. Can use PA for announcements to Passengers on DOO trains.
Traincrew (this will be the driver on a DOO train and shared between the driver and conductor on non-DOO trains)	Undertake core duties to protect train, fault find and communicate with signaller and Control. Provide principle communication link regarding the situation on train including numbers and needs of Passengers. Be the primary point of contact on a train for Passengers and staff members (could be delegated to another member of staff), will usually be the guard/conductor/train manager when provided. Make frequent information updates to Passengers, even if there are no changes, in line with PIDD plan. Seek assistance from people on the train including rail staff (who should volunteer), police, members of the fire & rescue services, doctors and other suitable medically trained persons and other people assessed as suitable by the staff on site. Continue to monitor conditions on the train. Deal with Passenger issues that arise. Conductor/guard/train manager (driver if a DOO train) responsible for the train with any staff providing on-train assistance working under their direction and authority.
Incident Controller	Co-ordinator and decision maker for the overall response –

	<p>normally a NR employee. Record how operational issues have been resolved. Make Control Log entries concerning the incident. Record details of how Passengers on board are being/have been dealt with, including timelines.</p>
Mobile Operations Manager/RIO	<p>Make their way to the site and commence duties as RIO. Form a detailed overview of the situation, from both an operational and Passenger perspective, and provide this information to the Incident Controller. Maintain close liaison with the signaller, the Traincrew of all affected trains and the TOLO(s) as well as any other MOMs in the case of multiple Stranded Trains. Work with the TOLO, signaller and Traincrew to prepare for and initiate evacuation of Passengers from the train if needed.</p>
TOLO	<p>Make their way to the site, report to the RIO. Ensure that conditions on board the train are regularly monitored and reported back to the RIO. In conjunction with the Traincrew determine whether the situation on board the train is such that an evacuation is required and recommend this to the RIO.</p>
Network Rail Route Control Manager (RCM)	<p>Overall command of the Control staff managing the incident and compliance with required protocols for incidents including Passengers stranded on trains. May assume the Strategic (Gold) Command role when/if a formal command structure is put in place for the incident.</p>
TOC Duty Control Manager	<p>Lead the TOC element of response working with NR RCM. Provide the link from Traincrew on site to Control. Assess the situation on train, undertake risk assessment and formulate plans. Mobilise TOC resources and make sure they are in place including staff, supplies of food and drink at the relevant locations. Work with the local authority or other third party as appropriate if not at a station. Ensure that suitable messages are being communicated Record keeping of the incident. Appoint a manager to think customer which could be an call manager or someone from the Control team.</p>
On Call Customer Service Manager	<p>Attend locations when required by Passengers stranded on train events. Review with Control on progress during an incident. Give additional support to review decisions which are made by Control Provide welfare and practical support for staff who attend incidents where Passengers are stranded on trains. Check if required and if necessary, obtain additional resources on train such as water and food.</p>
Information Controller	<p>Provide information to and receive information from those at the site (including Traincrew) and those in Control. Issue the CSL2 message and Core Messages defined in PIDD. Ensure that the NRCC is made aware of the situation and updated on a frequent and regular basis.</p>

10.2 Stranded Passenger Champion

It is recommended that a senior TOC manager be appointed specifically to be a Stranded Passenger Champion for the duration of the incident. Their responsibility should be to ensure both that the emerging needs of Stranded Passengers are responded to and that they input to the decision-making process. Their authority in this role should be recognised by all concerned.

10.3 Logging of decisions

As stranded Passenger incidents are liable to trigger extensive investigations, potentially including legal inquiries, all those in decision making roles should ensure that a record is kept of all significant decisions made, as well as the basis for the decision (including the information known at the time and any risk assessments undertaken) and the grounds on which alternative options were rejected. Where meetings are convened (including by phone/video conferencing), it is recommended that a suitable trained decision loggist be made available to make such records.

10.4 Rail Incident Commander (RIC)

Rail Incident Commander (RIC): The nominated Network Rail person charged with the role of strategic command and control of a major rail incident involving train operations and railway infrastructure. A Rail Incident Commander (RIC) would be provided if the incident becomes more serious or larger in scope

11 Assurance, Training and Competency of Staff

11.1 Assurance

Organisations should assure themselves that the arrangements and protocols in place are suitable and implemented as intended with the required management oversight.

11.2 Training and competency of staff

Instances of significant numbers of Passengers being stranded on trains are comparatively rare. Those leading to an actual evacuation are ever rarer. This makes it difficult for relevant staff to build up much experience of managing them. It is therefore imperative that training (initial and refresher), testing and exercising of operational scenarios involving Stranded Passengers become integral to developing and maintaining the competence of the key staff involved in:

- i. The processes (including communication) relating to the management of Passengers stranded on trains.
- ii. The assessment and decision-making processes for responding to Passengers stranded on trains.
- iii. The actual train evacuation process.

The Rule Book covers responsibilities of drivers, guards and signallers when dealing with emergencies and train evacuation, but company competence processes should include all elements of managing Passengers stranded on trains situations, both from a direct (at site) perspective and from the perspective of those managing events within Control, who have links to such as emergency responders and external agencies.

The roles and responsibilities of all staff involved should be covered through initial and ongoing refresher training and monitored via company competence management systems, which must include responding to Passengers stranded on trains and train evacuation as specific elements directly associated with the implementation of company response and/or emergency plans.

Assessment or evidence of competence and demonstration of knowledge associated with managing Passengers stranded on trains situations and evacuation should be attained through a variety of methods, which may include one or more of the following techniques:

- i. Unannounced monitoring.
- ii. Observation.
- iii. Review of records, logs, voice tapes, etc.
- iv. Direct questioning.
- v. Practice via participation in exercises (tabletop and live).

12 Other Sources of Information and Advice

12.1 Rail industry documents

The following rail industry documents include content that is relevant to the management of Stranded Trains and the Passengers on them. Where appropriate, specific cross-references are provided within the text of this Guidance Note.

12.2 RDG (including former ATOC) documents

The following are the RDG and former ATOC documents and can be found on the following page <https://www.raildeliverygroup.com/our-services/cop-guidance.html>

Document	Title/information
ATOC/ACOP014	Provision of Customer Information
RDG-GN015	Extreme Weather Arrangements, including Failure or Non-Availability of On-Train Environment Control Systems
RDG-GN016	Competence of Train Operator Liaison Officers (TOLOs)
Good Practice Guides for Customer Information	Good Practice Guides for Customer Information section 4 covers information on train developed by the Customer Information Projects Board (formerly the Information Development Group)

12.3 RSSB documents and reports

Railway Group Standards and associated Guidance, in particular:

Document	Title/information
GERT8000	Rule Book
RIS-2730-RST Iss 1	Vehicle Fire Safety and Evacuation
RIS-3118-TOM Iss 2	Incident Response Planning & Management

All the above are available from the [RSSB Standards Catalogue](#).

Research reports:

Document	Title/information
T626	Research into the management of Passengers on trains stranded in high ambient temperatures 2006
T703	Facilitating shared expectations between Passengers and front-line staff (T703) - 2009
T1065	Identifying and developing good practice for making on-train announcements in the event of an incident - 2016
S341	Understanding and Preventing Passenger Self-Evacuation from Trains – Knowledge search - July 2019

12.4 Other documents

Further relevant information may also be found in the following external documents:

- [Emergency Response & Recovery – Non-Statutory Guidance Accompanying the Civil Contingencies Act 2004](#)
- [Identifying people who are vulnerable in a crisis: guidance for emergency planners and responders](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/61228/vulnerable_guidance.pdf)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/61228/vulnerable_guidance.pdf

Appendix A – Possible Causes of Stranded Trains

There are a variety of reasons why a train may be brought to a stand or prevented from making further movement and thus become 'stranded' (as defined in this Guidance Note). The following table lists possible causes of trains becoming stranded together with whether the driver or signaller will be the more knowledgeable about the circumstances. In all cases the person(s) concerned should comply with the applicable rules and regulations:

Cause of stranding	Lead*
Failure of the train	D
Failure of the signalling system	S
Failure of the traction current supply ¹	D
Failure/non-availability of the infrastructure (track faults, subsidence, flooding, etc.)	D/S
Presence of trespassers, animals and other obstructions	D/S
Police request (e.g. fatality, police chasing suspects, terrorist threat or incident)	S
Line ahead blocked by other trains	S
Driver taken ill or otherwise incapacitated	D ²
Major incident (e.g. train involved in derailment or collision or one in the vicinity)	D/S
Incidents outside but affecting railway property (smoke, fires, chemical spillages, exclusion zones, etc.)	D/S
Signaller(s) taken ill or otherwise incapacitated (e.g. signalbox evacuated)	Route Control
Unauthorised persons (including Passengers) on or about the line – note that this may be both a cause and a consequence of a train becoming stranded	D/S

Notes

*i.e. who is first likely to become aware of and/or have most information concerning the situation. D = Driver, S = Signaller, D/S = could be either (depending on whether the problem is already known about or is being first discovered and/or other circumstances)

¹ Electrically powered trains only. Diesel powered trains running out of fuel are covered by 'Failure of train'

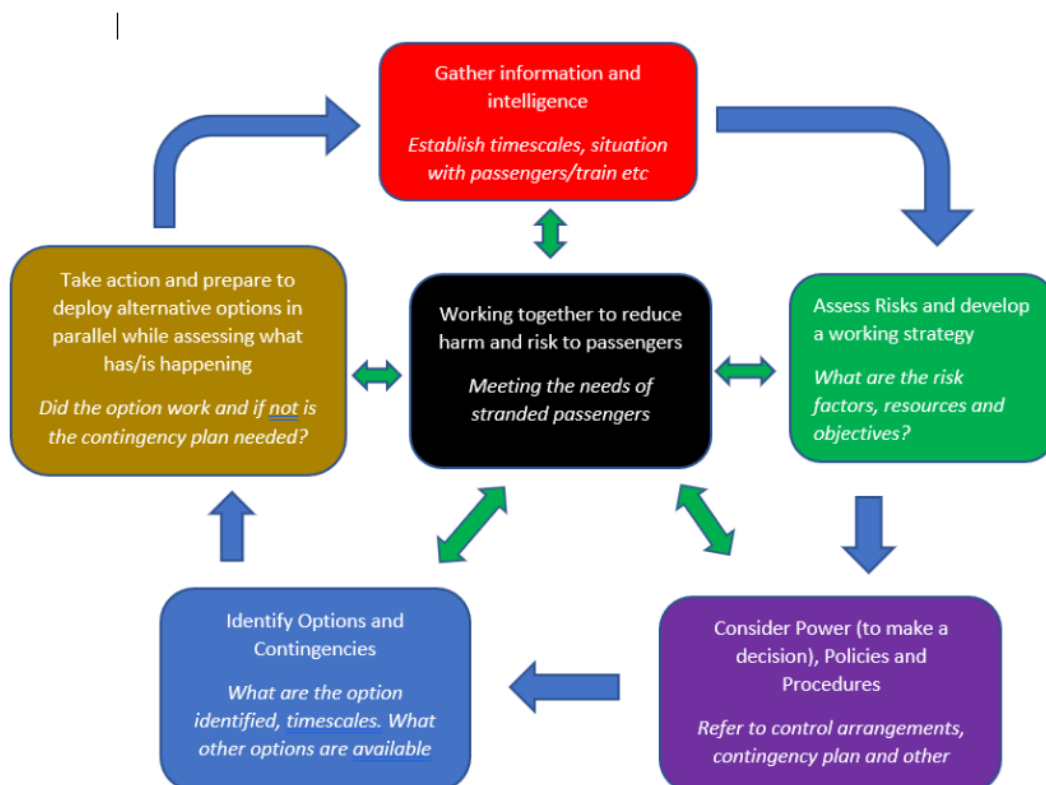
² Or another member of the Traincrew or On-Board Staff

Appendix B – Passengers Stranded on Trains Risk Assessment (factors to take into account to determine the scale of incident)

Risk Factors	Risk Factors
<ul style="list-style-type: none"> Reason Duration Time of day/day of week Number of trains involved Type of train i.e. ability or not to self-rescue or provide power to train heating and ventilation systems for an extended period of time Location incl. distance to nearest station Passengers – numbers/type/standing/special needs/ vulnerable Passengers Number/type of staff Whether DOO/DCO Ease with which staff can walk through train 	<ul style="list-style-type: none"> Geography including external ground conditions Weather External light Nearest road access (if evacuation to track side) Presence of OHLE/third rail Other trains in area (if cause congestion that would impact on time to effect evacuation) Internal conditions - assume are 'poor' unless there is clear evidence to the contrary Availability/functioning of toilets Availability of on-train PA On-train emergency equipment and access to it Availability of suitable assisting loco/train Provision of Rescue Trains Availability of alternative road transport

Appendix C – Joint Decision-Making Model for a Stranded Train Event

A Joint Decision Model (JDM) is used by Network Rail and has been adapted for application to Passengers stranded on trains incidents.



Appendix D – Suggested Timelines Framework from when it is Established that a Train is Stranded

Within	Signaller	Driver / Guard (Traincrew)	Incident Controller	MOM / RIO	On Call Ops Mgr / TOLO	On Call Customer Service Manager	Information Controller	Stranded Passenger Champion
10 Minutes	Identify Stranded Train/s & tell Control. Attempt to get Stranded Train into platform. Hold other trains at platforms; and hold trains back	Contact Signaller (and Control)	Call out MOM. Write prioritised plan to manage the incident. Appoint RIO. Call out TOLO.	Start to make way to Trapped Train. Become RIO.	Start to make way to nearest station or access point.	Check supplies of water/food.	Issue holding message. Ensure NRCC is updated.	<i>Ensure that needs of Stranded Passengers are being met and taken fully into account in overall response management.</i>
20 Minutes	Work through above options with RIO, maintain contact with the Driver.	Focus on reassurance/ care of Passengers, assessment of situation and request help	Lead prioritised plan and record events	Liaise with Signaller/ Incident Controller/ Traincrew. Work with TOLO.	Start to make way to Stranded Train to support RIO and become TOLO.	Ensure staff available with supplies at where Passengers likely to detrain. Monitor messages put out by NRCC and via social media.	Communicate with guard/s on Stranded Train/s. Ensure NRCC is updated.	<i>Ensure that needs of stranded Passengers are being met and taken fully into account in overall response management.</i>
30 Minutes	Continue as above.	Continue as above plus work with Signaller/ RIO on options.	Support Network Rail Route Control Manager by taking responsibility for options.	Assessment of situation & work through options with signaller/ Control	Support RIO with options, particularly with regard to Passenger care on the train.	Greet Passengers and arrange alternative transport. Monitor messages put out by NRCC and via social media. Mgt of staff on site.	Issue CSL2 message. Ensure NRCC is updated.	<i>Ensure that needs of stranded Passengers are being met and taken fully into account in overall response management.</i>
Target 1 hour	Agree and action the plan be that rescue, recovery or evacuation							
Target 2 hours	Complete rescue, recovery or evacuation (depending on location and numbers involved)							
Note: The above timescales are indicative only and will be subject to risk assessment of conditions on the day								

Appendix E – Guidance for TOC Staff on Actions to Take in Respect of Passengers Stranded on Trains

This Appendix suggests actions for TOC Traincrew, Control staff and Customer Response Teams in the event of Passengers becoming stranded on trains.

Such actions are broken down into time bands (generally ‘first 30 minutes’, ‘30 to 60 minutes’ and ‘after 60 minutes’). However, **it should be noted that these time bands are for guidance and should be regarded as flexible, taking into account the various factors set out in section 5.3.** TOCs may wish to adopt greater urgency when needed, e.g. during excessively hot weather.

A number of the suggested actions will be dependent both on the availability of staff and what physical equipment is carried on the train - certain of them will not be practical where trains are DOO.

E1 Checklists for Traincrew

E1.1 Within first 30 minutes

Issue	Guidance
Assess the situation	<p>Positive confirmation that assistance can be provided within an hour?</p> <p>Will interior conditions deteriorate due to the external temperatures?</p> <p>Are toilets available?</p> <p>What are the conditions outside the train and are these likely to change (e.g. temperature, weather, lighting)?</p> <p>Is there a safe place to which Passengers could be evacuated?</p> <p>Is there a safe route to get to that location?</p>
Information	<p>Identify the location of the train on which Passengers are stranded to the Control and try to ascertain the most practical means of accessing the train for providing supplies or assisting with Controlled Evacuation.</p> <p>Provide information and reassurance to Passengers including on progress of rescue arrangements.</p> <p>Check that all necessary ‘on-board’ functions such as toilets and air conditioning are operating correctly.</p> <p>Assess whether re on-board conditions are unlikely to deteriorate.</p>
Availability of other staff and other support	<p>Request all On Board Staff, other rail staff and other persons (such as emergency services personnel and those with medical training) travelling on the train to make themselves available to assist.</p>
Window blinds	<p>During hot weather or in the event of failure of on train air conditioning, lower window blinds and/or draw curtains (where provided) to prevent direct sunlight entering the vehicle.</p>
Exterior doors	<p>During hot weather, release an appropriate number of exterior doors to aid flow of fresh air to the train. This will be after the signaller’s permission has been obtained when rescue is not immediate.</p> <p>Cess side doors are to be released wherever possible - doors adjacent to a running line are only to be released when the signaller has confirmed that all train movements on such line(s) have been stopped.</p> <p>Exterior doors are only to be released when a competent attendant (who could be a member of the public) can be positioned at the door to prevent people from falling, crowding to the edge or an Uncontrolled Evacuation.</p> <p>Door space must be blocked with barriers, or tape, or only part opened.</p> <p>As many doors as needed may be released on one side of the train. Other than on single lines, doors must not be released on both sides of the train.</p> <p>Maintaining internal gangway doors in the open position may help a little with the flow of any air, and even if not, this can sometimes have a positive psychological effect on stressed Passengers.</p> <p>Communication must be maintained with other train crew members. Control and the signaller must ensure that doors facing adjacent lines can be closed to allow any necessary train movements.</p>

E1.2 Between 30 and 60 minutes

Issue	Guidance
Assess the situation	Further assessment of the situation/conditions on the train. Note the existence and specific needs of any vulnerable people. On-board functions such as toilets and air circulation are likely to be affected by this time.
Information	Continue to provide information and reassurance to Passengers including on progress of rescue arrangements. Check that all necessary 'on-board' functions such as toilets and air conditioning are operating correctly. Assess whether re on-board conditions are unlikely to deteriorate.
Refreshments	Free refreshments - priority to vulnerable groups such as small children, the elderly, and those with medical problems aggravate by the conditions.
Passengers within the train	Spread Passengers through the train where practicable to prevent localised crowding and can include declassifying First Class accommodation.
Kitchen/buffet areas	Kitchen and buffet areas - take out of use when conditions become unsafe. You should make an assessment of the desirability and practicality of continuing to serve food. Consider whether catering staff might be better utilised elsewhere.
Progress reports	Keep Passengers informed about the progress being made to allow them to continue their journeys, maintaining a close liaison with control to do this.

E1.3 Controlled Evacuation of train (a clear decision to be made after 60 minutes)

If a Controlled Evacuation is needed onto, or adjacent to, a running line this carries a degree of risk to Passengers and employees. This risk has to be balanced against the risk of Passengers remaining on the train during an emergency situation or attempting an Uncontrolled Evacuation. The decision to evacuate lies solely with the guard (or driver of a DOO train) unless the emergency services are on site where they are in the lead however any decision needs to be made in conjunction with the signaller and Control.

The decision to undertake a Controlled Evacuation must be made in the light of the potential risks.

Issue	Guidance
Consideration of risk	Where the risk is less immediate, and not perceived as life threatening, there may be a reluctance to evacuate the train, as this may be considered to be overreacting to the situation. The decision to keep Passengers on board may further be influenced by the risk of losing control of a large group of people in a trackside environment. In taking the decision to evacuate the train, be aware of the potential effects of poor air quality and internal conditions on the welfare and health of Passengers and weigh this against the other risks and consequences of moving people to track level. It should be recognised that the longer Passengers are held on the train – even where on-train conditions are good – the more likely they will try an Uncontrolled Evacuation, which will always be the least safe and hence least desirable outcome.
Criteria for Controlled Evacuation of train	The decision to undertake a Controlled Evacuation should be made where the following circumstances apply: There is no likelihood of restoring on-train critical functions (e.g. circulation of fresh air) within the next hour AND Release of external doors has not sufficiently improved on-board conditions AND The site assessment (as described below) indicates it is safe for Passengers to leave the train OR

	<p>There is a serious risk of Passenger forcing an Uncontrolled Evacuation.</p> <p>Once it has been agreed to evacuate, a Controlled Evacuation should commence as soon as possible</p>
Deciding to evacuate	<p>Any decision to carry out a Controlled Evacuation should be with the agreement of Control. You should advise them of degradation of the environmental conditions on the train and the impact on Passenger health and safety, also any indications that Passengers are considering an Uncontrolled Evacuation Comply with module M1 of the Rule Book, which includes protection of relevant running lines</p>
Site assessment	<p>A site assessment must be conducted between the driver and the guard/train manager. This assessment must identify the following:</p> <p>Location of any damaged OHLE and the risk of accidental contact.</p> <p>Evacuation should always be carried out in such a way as to avoid passing near to any damaged OHLE including the pantographs. The location of any damaged OHLE must be confirmed prior to evacuation and the door(s) to be used for evacuation selected accordingly.</p> <p>The nearest/most appropriate point of safety to which to evacuate Passengers may be either ahead of or to the rear of the train.</p> <p>The presence of a 3rd rail electrification system - evacuation should not commence until confirmation has been received that the traction current has been switched off.</p> <p>Is there a suitable place away from the operational railway to which evacuees can be directed?</p> <p>The presence of a Network Rail 'Mobile Operations Manager' (MOM) will assist in agreeing a safe refuge/egress from the operational railway.</p> <p>If not, is it safe for evacuees to remain in the cess? In addition to railway specific risks, this will be affected by external temperatures and weather and other unfavourable conditions such as falling rain/snow and high winds. Evacuees should not be required to remain in direct sunlight and temperatures below freezing or risk slippery conditions underfoot.</p> <p>Have you a confirmation from Network Rail that movements in the area have been stopped?</p> <p>Are there sufficient Traincrew (and rail staff) or staff from the emergency services available to manage the number of evacuees?</p> <p>If the emergency services are on site, they will normally make the decision whether or not to evacuate, but they will require advice from rail staff regarding for example, train movements and electric supply systems.</p> <p>Other hazards - A site assessment should also consider the underfoot conditions, proximity of embankments, tunnels, and other infrastructure hazards This should include the presence of a suitable safe route from the train to the most practicable egress point and staff deployment to assist.</p> <p>Protection of staff and Passengers from view of incident sites - Evacuation routes should avoid both Passengers being evacuated and staff having to walk past scenes which they may find distressing, for example where a fatality has occurred</p>
Assistance from rail staff and other suitable individuals	<p>Assistance should be sought as necessary from all On Board Staff and any other railway staff travelling on the train. Assistance may also be available from other persons such as emergency services personnel and those with medical training.</p>
Support	<p>If there are insufficient staff available to carry out a safe Controlled Evacuation, Control should be notified, and assistance requested. A judgement has to be made on the ability of available staff to safely lead Passengers to a position of safety prior to evacuating the train. Once a Controlled Evacuation has been identified as a possible/likely option, Control should instigate the on-call process for a suitable support response. They should arrange for alternative transport to be available where appropriate. In Passengers stranded on train situations, a TOLO should be appointed to go to the site to manage operational liaison with NR.</p> <p>Agree an emergency contact number that Control can issue to allow ongoing contact. This dedicated number will allow reliable communication between</p>

	Control and the evacuation site.
Opposite and adjacent lines	Ensure that all train movements on any lines that may pose a risk to the evacuation have been stopped and the lines concerned blocked by the Signaller prior to starting evacuation.
Controlled Evacuation	When available, the On-Call Duty Manager will support you in preparation for and during the train evacuation
Other help	Requested station and on-train teams to assist on site. Local teams can be sent to the site by taxi or train if practicable, to assist in evacuation
Safe egress	Once the evacuation has commenced, Passengers should be directed and marshalled wherever possible to the agreed egress point to await rescue. Luggage should be taken where this is feasible, by passengers or labelled to be recovered later.
Light sticks	The provision and use of light sticks are recommended to assist with management of Passengers in darkness. As well as assisting with evacuation from the vehicle, light sticks can also be used to mark out the safe walking route to the egress point.
Egress from the train	Egress from the train should be conducted using on-train emergency ladders or train to train bridges. The evacuation should always be carried out from a vehicle unaffected by damaged OHLE to avoid accidental contact. A suitable person should remain on the train and assist people onto the ladder/bridge, with another suitable person at the base/opposite end. This person need not be a member of rail staff, but someone to whom staff can delegate the task with some confidence.
Evacuation estimates	Where evacuation to track level is necessary, and only one ladder is provided on the train, it is estimated that it will take around 3-4 hours to carry out a full Controlled Evacuation of a Stranded Train of 400 Passengers, i.e. approximately 30 seconds per Passenger. The infrastructure manager or emergency services may be able to provide additional ladders, which will decrease the timescales commensurately, but this cannot be relied on. Re-joining the train will require similar timescales.

E2 Checklists for TOC control

E2.1 Within first 30 minutes

Issue	Guidance
Initial notification and assessment	Once aware of a train with Stranded Passengers, you should liaise with the Traincrew and with the NR RCM to assess the situation, predict the possible outcome(s) and begin planning for assistance, rescue and Controlled Evacuation as necessary, issuing 'on call' alerts as appropriate. Where there is no likelihood of the train moving within 30 minutes, you must prepare for a potential evacuation based on advice from the Traincrew. The likelihood of needing to carry out Controlled Evacuation will be significantly increased if on-train environment control systems e.g. air conditioning, are no longer operational
On-site support required	You should liaise with the Traincrew and with the NR RCM to assess the situation, predict the possible outcome(s) and begin planning for assistance, rescue and Controlled Evacuation as necessary, issuing 'on call' alerts as appropriate. On-site support should be provided with the appointment of a TOLO along with customer support staff as required by the situation. Where the Stranded Train has no likelihood of it moving within 30 minutes, prepare for advice from the Traincrew that the train is to be evacuated. The need to carry out Controlled Evacuation will be increased if on-train environment control systems /air conditioning is no longer work
Dedicated number	Provide a dedicated phone number to the Traincrew to allow unhindered communication during the failure.
Technical response	Ensure that an appropriate level of technical response is provided to the the train with Stranded Passengers .
Location of train	You should obtain details of the location of the train with Stranded Passengers and the most suitable access/egress point to/from it (for staff

	access, provision of supplies and evacuation). This can be done via Control systems, Traincrew information, GPS and train Wi-Fi system.
Information	Provide regular information to the Traincrew of progress of rescue arrangements and make arrangements for dealing with potential problems identified by Traincrew. These may include provision and delivery of refreshment supplies and notification of the BTP where appropriate.
Ongoing delay	Where the likely delay to Passengers stranded on the train is estimated to be more than 60 minutes, customer response teams to be directed to site to provide essential customer support. Arrangements should also be made to provide rail replacement coaches to provide onward transport, wherever practicable.

E2.2 Between 30 and 60 minutes

When the train has been stranded for between 30 and 60 minutes:

Issue	Guidance
On-going assessment	Use best judgement to predict likely outcomes and make necessary preparations, including mobilisation/direction of staff, to cater for all identified realistic scenarios. These should include the possibility of an extended delay and/or a full Controlled Evacuation.
Appointment of TOLO	If delay is continuing and one has not already been appointed.
Emergency Services/Local Authority	Consideration should be given to advising the British Transport Police (BTP), the civil emergency services and/or local authority emergency response contacts of the situation.
Customer response teams	Ensure customer response teams and rail replacement services are mobilised and en-route to an agreed location from where customer support can be offered. Teams should be given specific details of access point(s) to the site. Arrange for transport to the site from the most practicable location, using road or rail as appropriate.
Review arrangements	Try to review arrangements with the Traincrew regularly to ensure that all new developments (whether positive or otherwise) are recorded and managed appropriately.

E2.3 Train evacuation (with the aspiration of 60 minutes but will vary)

After 60 minutes – or sooner or later where circumstances demand - the Traincrew will make an assessment of the on-board conditions and, based on set criteria, may decide that a full Controlled Evacuation of the train should be undertaken.

The evacuation decision is with the Traincrew but should liaise with you and seek your agreement to this decision. In doing so they should advise you of the circumstances on board the train, including any issue with environmental conditions and impact on Passenger health and safety and the perceived likelihood of Uncontrolled Evacuation. You should take these factors fully into account when determining whether to support the decision to evacuate or not.

Among the criteria that help the Traincrew to make the decision to recommend Controlled Evacuation is an accurate appraisal of the likelihood of rescue/restored power to the Stranded Train. Where you are in any doubt about the ability to affect a quick rescue, this information must be passed to the Traincrew to allow them to make an appropriate assessment of the need for evacuation.

Prolonging this decision will result in worsening environmental conditions on the train and the likelihood of Passenger issues including serious medical problems. External conditions may also deteriorate – weather conditions/temperatures may be worsening, and remaining daylight may be limited (an evacuation during the hours of darkness will inevitably present higher risk). Where Passengers then resort to an Uncontrolled Evacuation, the potential exists for serious and even fatal injuries.

The TOLO will co-ordinate the evacuation of the Stranded Train with the Traincrew and the MOM.

E3 Checklists for station and on-board customer response teams

E3.1 Within first 60 minutes

Issue	Guidance
Initial advice	Assistance at train with Stranded Passengers or evacuation site - a suitable response team should be made available to go to site if requested. This must be arranged, irrespective of any estimates of the likely delay to the service. When advised that the Passengers are likely to remain stranded on the train beyond one hour, the response team should go to site, agreeing with Control how the site is to be accessed, using rail or road services as practicable. Refreshments - Arrange for (additional) refreshment supplies to be available for transport to site from the most practicable location. The need for additional supplies of water/refreshments to be brought to site should be assessed, taking account of possible rescue time. Requests should be made to Control who should then co-ordinate. Alternative road transport should be arranged where this is appropriate and the access to the site permits this.
At the train	When the response team arrives at the train, its members should assist the train crew as required, especially in the provision of refreshments and essential supplies to Passengers.

E3.2 Train evacuation (at the latest after 60 minutes)

Once the decision has been made to evacuate the train and evacuation has commenced:

Issue	Guidance
At the train	Assist with the evacuation of the train under the direction of the train crew, RIO, TOLO or such other person appointed as responsible for this.
At the station or other point at which evacuated persons are being assembled	Provide general support to those evacuated from the train, including provision of reassurance, information, water/refreshments, conveyance of messages to concerned family members, friends, work/business colleagues, etc. Provide instructions/information to replacement road vehicles and/or accommodation/reception centres. Maintain contact with Control to provide status reports on progress of evacuation and any emerging issues.

Appendix F – Equipment to Support Stranded Trains

It is important to provide equipment to support Passengers stranded on trains. The equipment and location can be provided in trains, at key stations or with response staff. The equipment provided and location will be dependent of the risk profile of the operation. This equipment is in addition to that required by the European Technical Specifications for Interoperability (TSI).

Equipment	Additional information
Bridges	Bridges so Passengers can be easily transferred from train to train at floor level. These can be specially adapted wheelchair ramps.
Door barriers	If train doors have to be opened away from platforms, then barriers should be considered and will require relevant operating arrangements.
Foil blankets	This is useful for cold weather, but large numbers will be needed
Food	A stock of food may be required where trains suffer prolonged stranding
Light sticks	Light sticks can provide light when train has lost all power and normally are expected to last up to 12 hours dependent on their specification
Luggage labels	If luggage has to be left on train, labels with the owner's name and address

	are vital for reuniting it with Passengers later
Toilets	Emergency toilets can be provided but the practical obstacles to transporting and managing them may not make this a feasible option but urination packs can be considered
Water	Drinking water will be needed, especially in hot weather, but is heavy to transport

Appendix G – Notable Stranded Train incidents

Historically the railway industry has not dealt with Passenger stranded on trains well enough, sometimes giving priority to the management of the train(s) involved rather than the effect on customers of being stranded. This changed following severe weather events in February 2009, December 2009/January 2010 and December 2010 which showed the industry needed to change its approach and think both operationally how not to strand trains and what is required to deal with Passengers who may become stranded. This led to the development of the current guidance note with the first version in 2011.

The following are some notable stranded Passenger events and reports that underpin the guidance in this document and will be of interest to TOCs and NR in formulating their protocols and arrangements.

Date	location	Outline
26/05/2011	Between Dock Junction and Kentish Town.	A service from Brighton to Bedford lost traction power and became stranded between St. Pancras and Kentish Town stations for almost three hours before it was assisted into Kentish Town station. First Capital Connect were fined under the Health and Safety at Work Act 1974. https://www.gov.uk/raib-reports/safety-incident-between-dock-junction-and-kentish-town
09/06/2011	Working	60 trains stranded following a cable fault at Working leading to uncontrolled train evacuations.
25/08/2013	Holland Park (LUL)	Uncontrolled Evacuation train, Holland Park station on LUL https://www.gov.uk/raib-reports/uncontrolled-evacuation-of-a-london-underground-train-at-holland-park-station
07/11/2017	Peckham Rye	Detrainment of Passengers onto electrically live track near Peckham Rye station https://www.gov.uk/raib-reports/report-16-2018-detrainment-onto-live-track-near-peckham-rye
02/03/2018	Lewisham	Self-detrainment of Passengers onto lines that were still open to traffic and electrically live at Lewisham, south-east London https://www.gov.uk/raib-reports/report-02-2019-self-detrainment-of-Passengers-onto-lines-that-were-still-open-to-traffic-and-electrically-live-at-lewisham
15/07/2019	North Pole Junction,	Passengers self-evacuating at North Pole Junction https://www.gov.uk/government/publications/safety-digest-092019-north-pole-junction/Passengers-self-evacuating-at-north-pole-junction-15-july-2019
13/06/2019	Corby	Train collision with material washed out from a cutting slope at Corby, Northamptonshire. https://www.gov.uk/raib-reports/report-04-2020-train-collision-with-material-washed-out-from-a-cutting-slope-at-corby-northamptonshire
09/08/2019	Thameslink services of wider area	National Grid power failures affected a wide area of southern and western England and which for GTR alone resulted 58 trains being affected with over 20 needed to be evacuated with 24,000 Passenger compensation claims.

Rail Delivery Group



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