Mind the gap

Guide to the GB mainline railway’s platform train interface strategy
January 2015

Pooling expertise from across the whole rail industry, we have developed a strategy to ensure that the railway is in the best position to handle the operational and engineering challenges for capacity and safety at the platform train interface, now, and in the future.
1 Background

We all know that in the context of an increasingly safe railway, none of us can afford to be complacent. Ultimately the success of the railway relies on our ability to accommodate more passengers and contribute to an efficient and effective service, supported by the right decisions about capacity and safety.

Analysis of the data from incidents and from industry’s own risk models shows that platform train interface (PTI) accounts for 21% of the safety risk (injuries and fatalities) and 48% of the fatality risk to passengers. So, as more people choose to travel by train, this is an area of the business which requires strategic thinking.

We need to take full account of operational performance, capacity, right of access for train operation (including freight services), accessibility, public behaviour, and perception. Consistent industry approaches to these issues, together with the need to grow efficiently, are essential.

We have developed a cross-industry strategy to make the gap between the platform and the train safer, and to ensure that growing numbers of passengers can continue to enjoy safe and efficient train services in the future. It represents a great example of cross-industry collaboration. We have a roadmap to improve safety, reduce PTI incidents, and improve performance across the immediate (2015), short (rest of CP5), medium (CP6 and CP7) and long term (CP8 and beyond).

We adopted a whole-system, risk-based approach to create a comprehensive strategy, which included workstreams in human factors, operations, engineering, and data analysis. Critically, it has been driven and sponsored by rail companies working together – both train operators and Network Rail as the infrastructure manager.

Alongside the production of the main PTI strategy, a high-level action plan with assigned owners has been produced and will be updated regularly to reflect industry progress. In addition, an area of the operational safety resource site OPSWEB (www.opsweb.co.uk) will be made available. This will be devoted to sharing of good practice, and has links to a technical report on the methodology and to data used during development of the strategy.

First outputs from the strategy include a national media campaign. It aims to raise awareness of the PTI and influence passengers to be considerate to their fellow passengers and lend a helping hand where appropriate.

All proposed deliverables described in this strategy will be developed, piloted and, where applicable, implemented in line with the guidance set out in Taking Safe Decisions, using the Common Safety Method for Monitoring and the Common Safety Method on Risk Evaluation and Assessment (CSM RA).

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**Passenger risk by accident type**

<table>
<thead>
<tr>
<th>Passenger FWI risk (58.4 FWI/per year)</th>
<th>Passenger fatality risk (8.3 per year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Train accidents</td>
<td>47%</td>
</tr>
<tr>
<td>Other passenger accidents</td>
<td>7%</td>
</tr>
<tr>
<td>Platform edge incidents (boarding/alighting)</td>
<td>11%</td>
</tr>
<tr>
<td>Platform edge incidents (not boarding/alighting)</td>
<td>5%</td>
</tr>
<tr>
<td>Slips, trips and falls</td>
<td>16%</td>
</tr>
<tr>
<td>Assault and abuse</td>
<td>5%</td>
</tr>
<tr>
<td>On-board injuries</td>
<td>5%</td>
</tr>
</tbody>
</table>

Source: SRM v8.1
2 Aims

We aimed to identify deliverables for the mainline railway system as a whole, for:

- New railway developments and major renewals
- Existing stations and rolling stock

In delivering the core aim, the strategy:

- Reflects the wide range of operation, performance, engineering, and behavioural issues surrounding the PTI
- Accounts for the short- and long-term needs of the industry
- Defines the research, where appropriate, needed to develop and deliver the strategy
- Seeks industry buy-in for the implementation of the strategy
- Includes proposals for developing and implementing national campaigns to influence public behaviour on stations and at the PTI, including a national media campaign and passenger education programme

3 Structure

Our strategy looks at 6 specific areas:

- Data and intelligence gathering
- Passenger movements through the station and across the PTI
- Train stopping positions, dispatch, monitoring the dispatch corridor, and stopping once dispatched
- Optimising the step and gap
- Accessibility
- Performance and capacity

The strategy will be updated as activities are progressed, knowledge gained, lessons learned, and targets refined.
4 Targets

We have adopted a whole-system, risk-based approach. We have identified potential ways for PTI risk to be managed in the future so far as is reasonably practicable. To ensure that as an industry we all have a focus on what we can achieve, a series of immediate, short-, medium- and long-term PTI risk reduction targets have been established.

The targets have been produced from a combination of cross-industry workshops, attended by industry experts, linked back to the factors understood to be present in PTI events, to build a better picture of which mitigations could have the greatest impact and where. Each mitigation was given a suggested impact, cost, and timescale.

Progress against the targets can be continually measured by monitoring the trends of the precursors that make up each of the 5 incident types. As an industry, we need to take action now to ensure that the outcomes we forecast are met within the timescales defined.

For implementation to be successful, the strategy needs continued support from all areas of our industry.

<table>
<thead>
<tr>
<th>Incident type</th>
<th>In the immediate term, we can potentially decrease the normalised FWI of PTI events by</th>
<th>With mitigations achievable in the short term, we can potentially decrease the normalised FWI by</th>
<th>With mitigations achievable in the medium term, we can potentially decrease the normalised FWI by</th>
<th>With mitigations achievable in the long term, we can potentially decrease the normalised FWI by</th>
<th>With all mitigations in place and working as intended, we could cumulatively reduce the normalised FWI by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alighting events</td>
<td>2%</td>
<td>24%</td>
<td>6%</td>
<td>6%</td>
<td>38%</td>
</tr>
<tr>
<td>Boarding events</td>
<td>2%</td>
<td>27%</td>
<td>4%</td>
<td>*</td>
<td>33%</td>
</tr>
<tr>
<td>No train present</td>
<td>*</td>
<td>14%</td>
<td>1%</td>
<td>*</td>
<td>15%</td>
</tr>
<tr>
<td>Train present – moving</td>
<td>*</td>
<td>20%</td>
<td>2%</td>
<td>*</td>
<td>22%</td>
</tr>
<tr>
<td>Train present – stationary</td>
<td>*</td>
<td>11%</td>
<td>1%</td>
<td>*</td>
<td>12%</td>
</tr>
</tbody>
</table>

* No long term risk measures identified at this stage, these will be determined as the strategy develops.

5 Cross-industry cooperation

The development of the strategy has been widely supported and influenced by industry.

The Platform Train Interface Strategy Group (PTISG), which includes Network Rail, train operating companies, ROSCOs, ORR, DfT, and London Underground, will continue to meet during 2015, becoming the Platform Train Interface Strategy Implementation Group (PTISIG) to maintain momentum. We need you, as senior industry leaders, to continue support for this group and its associated activities and outputs.

Many of the long-term recommendations are focussed on engineering solutions. To be successful we require a step change in our industry’s approach to projects, and in particular funding. We will need to create a senior level industry policy group to review current structures; particularly the funding of maintenance, renewals, and enhancement projects. In parallel, as an industry, we will be required to review the prioritisation and combining of projects, to obtain the greatest benefit for the industry and passengers. A whole-system approach will ensure that future PTI-related projects are not delivered in isolation.

We all need to commit to the action plan, with both industry-wide and local level implementation of the recommendations made in the strategy. Tools such as the sharing of good practice on OPSWEB, the PTI risk tool, and the TOC and Route PTI accident dashboards will assist in supporting companies to identify hotspots and implement the most suitable mitigations, based upon our different risk profiles and operating environments.

For more information, contact RSSB, enquirydesk@rssb.co.uk www.rssb.co.uk tel 020 3142 5300.