GSM-R Bulletin - 33

Access to GSM-R Voice Recordings   Version 01

Introduction

This bulletin provides an overview of the process for train operators to obtain voice recordings of GSM-R calls. A GSM-R specific 'remote access to voice recording' system (known as BBRC) was implemented by Network Rail in late 2012. Access to voice recordings through the Local Operations Manager or Route Control is primarily for accidents, incidents or operational irregularities.

Authority to Obtain Voice Recordings

Only trained and authorised Network Rail personnel are able to access the BBRC system, therefore all requests for voice recordings must be channelled through Network Rail. All Network Rail Routes have an authorised person to manage the administration of access to GSM-R voice recordings. The authorised person will issue the appropriate members of Network Rail Route teams with access to download voice recordings in their geographical area.

Voice recording Access for Accidents, Incidents and Irregularities

1. The GSM-R Programme has introduced the BBRC to store voice messages, this has replaced the legacy systems.
2. Voice recordings for incidents should be obtained from the Local Operations Manager or through the Route Control, this has not changed from previous practices.

Voice recording Access for Competency

1. Each Railway Undertaking will continue with their competency management process to help manage the quality of Driver communications.
2. The competency management process includes simulator work or observations in the driving cab to carry out assessments.
3. Voice communication consistency is managed through Communications Review Group on behalf of OPSRAM.
4. Access to voice recordings for competency should be facilitated through agreements between the Railway Undertaking and the Network Rail Route.

Notes:
1) Operators with geographical areas spread across a number of Routes/areas should make their request to the Local Operations Manager or Route Control.

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