

Operator Incident Recording Process

Version 01

AUDIENCE:

Delay
Attribution

Maintenance
Staff & Cleaners

Signallers

Control
Office

This bulletin is aimed at persons engaged in the maintenance of GSM-R Cab Radio and is provided only for information and actioned by the Operator as appropriate.

Further information and support can be obtained by contacting:

NRTenquiries@networkrail.co.uk

Please ensure that the subject title of the e mail is "GSM-R Bulletin 42"

Introduction:

This guidance note has been produced to support operators in gathering required information when a GSM-R incident occurs, and the procedure for raising an FMS ticket to support investigations in identifying the cause and subsequent recommendations to prevent future occurrences.

This document is not intended to replace existing procedures or GSM-R bulletins. Please refer to <https://www.networkrail.co.uk/GSM-R/> for current GSM-R bulletins, operational staff user procedures plus other additional information.

Aims:

- Supporting operators and Network Rail in resolving delay attributions.
- Continuous performance measurement of the GSM-R cab radio and network.
- Supporting continuous ongoing improvement and development of the GSM-R cab radio and network.

Abbreviations:

- FMS – Fault Management System
- FOC – Freight Operating Company
- GSM-R – Global Systems for Mobile Communications – Railway
- IFC – Infrastructure Fault Control
- NRT – Network Rail Telecoms
- SLA – Service Level Agreement
- TEC – Technical Engineering Centre
- TOC – Train Operating Company
- TT – Trouble Ticket

Process:

The attached flow chart (Appendix A), summarises the process and accountabilities of the operator, Network Rail IFC and Network Rail Telecoms to raise, investigate and closeout an FMS ticket.

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NRT Response Timescales:

- As severity of incident and complexity of rectification are varied it is not possible for NRT to provide a set timescale to respond.
- Network Rail Stoke TEC shall produce a report within five days of a reported disputed GSM-R incident (TRUST).

Operator Requirements:

- It is imperative that the Network Rail IFC receive as much information as possible from the operator's Incident Controller / Duty Manager.
- Provide a fully completed GSM-R Fault Reporting Form.
- Driver and fleet maintenance reports are important to support NRT investigations into providing an accurate and quick response.

Reference Documentation:

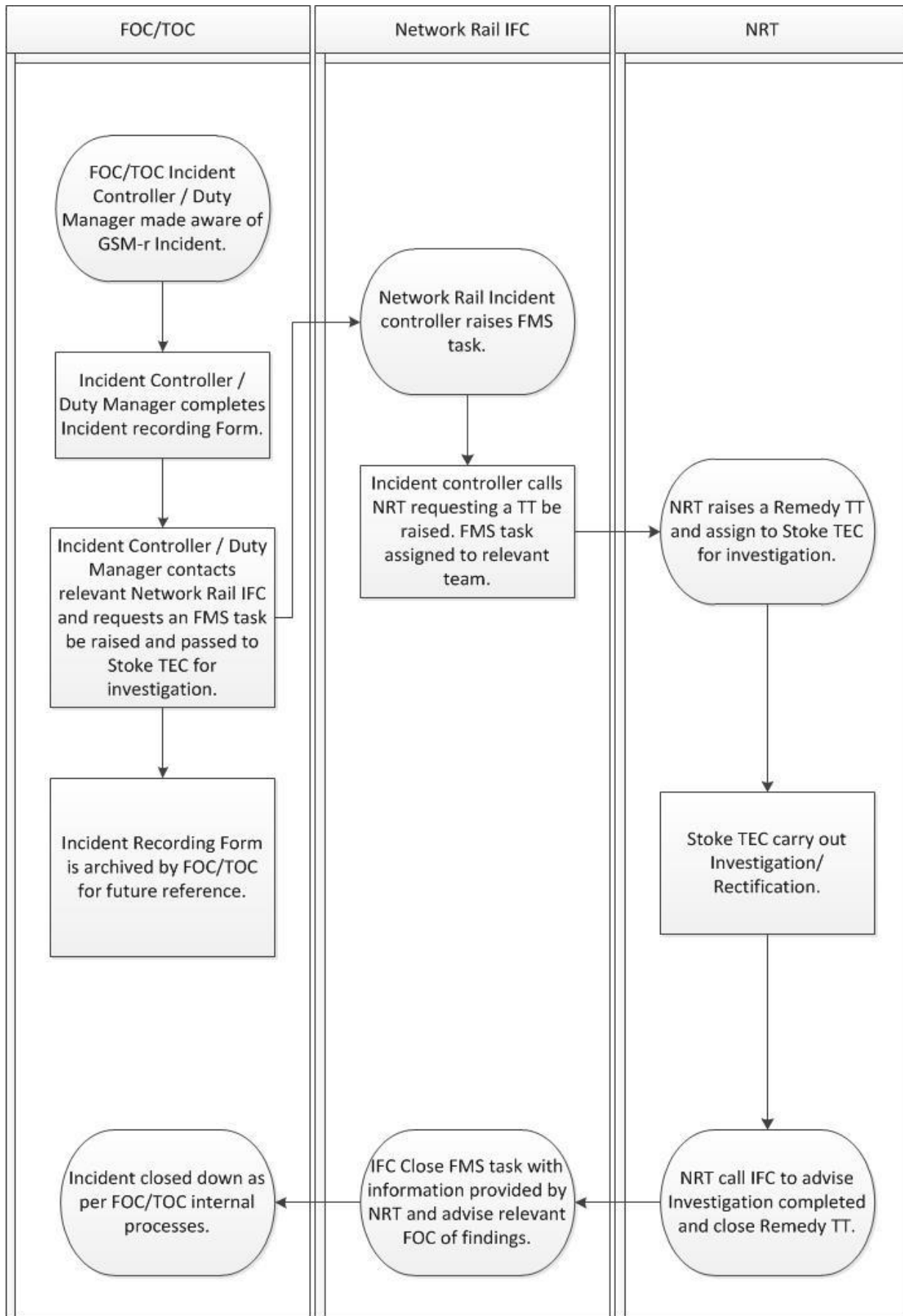
Appendix A – FOC/TOC Complete incident reporting process.

Appendix B – FOC/TOC GSM-R Incident fault recording form.

Delay Attribution Board - Incident Resolution Guide of GSM-R Faults and Failures - Issue 8.

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Appendix A – FOC/TOC Complete Incident reporting process:



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Appendix B – FOC/TOC GSM-R Incident Fault Recording Form:

GSM-R Incident / Fault Recording Form

This form is to be used to capture required information when a GSM-R Incidents / Faults occurs.

Section A General Details (All Boxes to be completed)

Incident Date		Signal Box or Route	
Incident Time		Signaller Panel	
Signaller Name		Head Code	
Contact No (if reqd for feedback)		Unit Number/Cab Number	
FMS Fault Number (obtained from Network Rail IFC)		Trust Number (if applicable)	
Location of Incident/Fault			

Section B Failure Type (tick one box only)

Registration Failure	<input type="checkbox"/>	Suspect Cab Radio	<input type="checkbox"/>	If ticked complete Section C below
Deregistration Failure	<input type="checkbox"/>	Call/Message Failure	<input type="checkbox"/>	If ticked complete section D below
Searching for Network	<input type="checkbox"/>	Wrong signaller Panel	<input type="checkbox"/>	If ticked complete section E below

Section C Behaviour of Cab radio (tick one box or enter number in one box only)

Stuck at Initialisation		Failure No (write number)	
Blank Screen		Unresponsive to button press	
Other			

Section D Call/Message Failure (tick one box only, then provide further info in section F)

Initial Setup failure	<input type="checkbox"/>	Call failed while communication in progress	<input type="checkbox"/>
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Section E Wrong signallers Panel (enter panel name)

Signallers Panel that should have received the call		Signaller panel that did receive the call	
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Section F Supplementary Details that may assist

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