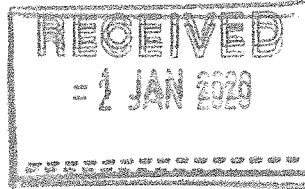


GTR



Head of Independent Assurance
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Veronica Hamilton-Deeley, DL. LL.B.
Her Majesty's Senior Coroner
The Coroner's Office
Woodvale, Lewes Road
Brighton
BN2 3QB

Your Ref: VHD/TS/INQ 01212-2018

31st December 2019

Dear Madam,

RE: The late Carl Richard KLIMAYTYS

Thank you for your Regulation 28 report dated 7th August 2019 addressed to Patrick Verwer, Chief Operating Officer for Govia Thameslink Railway (GTR), who has asked me to respond on his behalf and on behalf of GTR.

The first of your Regulation 28 reports, expresses a concern in relation to signage on the platform at Preston Park station to (1) warn customers of the existence of ground laid electric rails and (2) to keep customers away from the edge of the platform. The second report refers to facts presented to the inquiry, that identified areas of improvement in the call handling of the Rail Operating Centre.

GTR is Station Facility Owner at 235 stations, including Preston Park and is responsible for ensuring that each operate safely and in compliance with industry standards. These stations include those with traction current supplied by 3rd Rail (Conductor Rail), Overhead Lines and some non-electrified lines. Staff working at stations are trained and are familiar with the specific

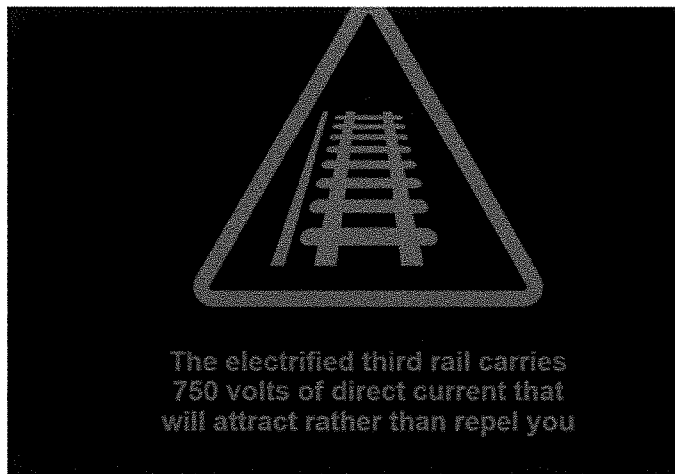
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risks at their locations, pertaining to electrification.

The risk of trespass onto the railway track is a widely recognised industry wide issue; one which nationally accounts for hundreds of people each year unintentionally injured or killed. We recognise that the railway is full of hidden dangers, which includes the risk of being hit by an unexpected train or encountering lethal current in rails and power lines. To help publicise and manage these risks the industry recently launched the 'You vs. Train' campaign.

This campaign, based on extensive research, targets specific groups identified as more vulnerable from trespassing onto the railway track; it is accessible in several ways including TV, Poster and Social Media specific to the risk at varying locations. One of the messages and accompanying video focuses on the dangers of the 3rd Rail. The campaign having received a high degree of visibility has received an award from the Institute of Occupational Safety and Health (IOSH).

You vs. Train



The third rail is probably the hardest danger to see. It looks just like an ordinary rail, but it carries 750 volts – easily enough to kill you.

It's designed to send power to the train, but you are 70 per cent water and the perfect conductor for this electricity. If you touch the rail, you will "stick" to it. The DC current that flows through it will pull you in and not let go until the emergency services are able to switch the power off.

Nearly half of the UK rail network is now electrified – and more than 30 per cent uses a third rail to power the train. The only way to avoid stepping on this hidden danger is not to step on the track.

<http://www.youvstrain.co.uk/>

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GTR continues to work with groups such as the industry Trespass Risk Group to learn and promote good practice, monitor the effectiveness of current trespass management and be involved and sponsor work in this area to raise public awareness. This broader approach is combined with the local notifications at specific locations to reduce the likelihood of trespass.



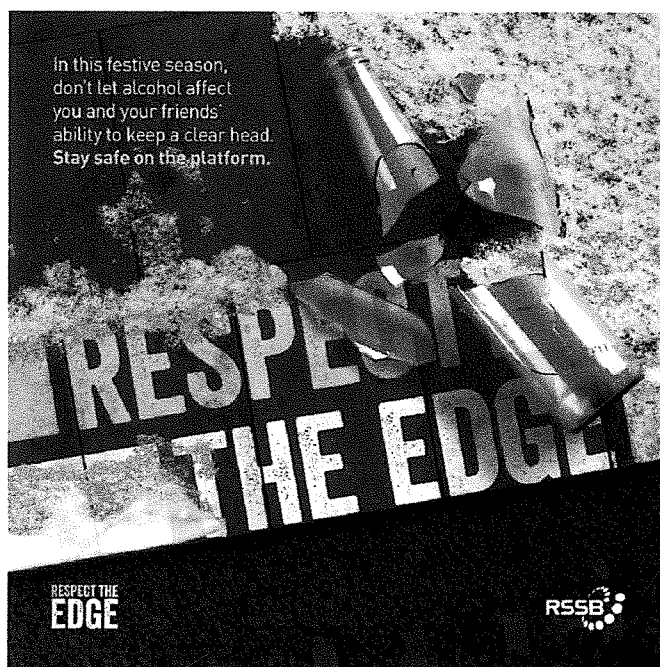
Preston Park Station

In recent years there has been significant investment in anti-trespass measures at stations. This includes barriers and anti-trespass matting at platform ends, in addition to the trespass warning and danger of live rail signs. These signs are compliant with Railway Group Standard GI/RT7033 in both design and positioning (*CB01 – Electrical Hazard: Warnings to the Public; CA03 – Danger – No Unauthorised Access*). To supplement our planned general inspection regime, GTR are currently surveying all its sites to access anti-trespass and suicide measures,

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including Samaritans signage.

We recognise the significant risks associated with heavy drinking in how it potentially impairs judgement and the increased risk of death on the railway for those affected. In preparation for this year's festive season, GTR made use of the Respect the Edge campaign messaging to keep people and staff safe.



Respect the Edge Social Media graphic (2019)

The festive socialising campaign was used as a timely reminder to take extra care during the festive season, when we see more people out socialising, to the extent where they are more likely to have an accident. This campaign was supported by posters at stations that have a high frequency of slips, trips, falls was heavily pushed to GTR's 333,000 Twitter followers and in briefing to staff. It's key messages for customers are to not let alcohol affect you and your



friends' ability to keep a clear head and to stay safe on the platform. Key messages for staff were to pay extra attention during the festive season as some customers may be affected by alcohol and may be vulnerable; be on the look-out for anyone who needs help on the platform or while getting on or off the train. As well as advice on how to manage people who may be under the influence.

Consideration for the use of cross-hatching to demark the platform edge is a recommendation made regularly by the Designing Out Crime Unit and is based on a theoretical basis that it could influence people in suicide crisis to not cross the psychological barrier. However, there is no evidence to support that this either influences the behaviours of those in crisis or travelling passengers generally.

This recommendation has been selected by the report author, a member of BTP's Designing Out Crime Unit, from an industry document which has subsequently been formally reviewed by the industry (published in May 2018 (ref: T1118 Optimising the design and position of platform markings to keep people away from the platform edge)). The aim of this review was to develop good practice guidance on the design and position of platform markings for keeping people away from the platform edge. This included an appraisal of the efficacy of platform markings such as the yellow line and cross hatching. The research concluded that platform marking are a weak control method and any strong safety benefits should not be attached to them. To try and maximise their effectiveness as a weak control, a consistent approach to the location of the yellow line should be adopted, but could be modified considering local risks and constraints, and other markings should be avoided. It can be observed in the report (CRU 2018 2255) that the consistent approach endorsed in T1118 of tactile paving and painted yellow lines is in place at Preston Park Station.

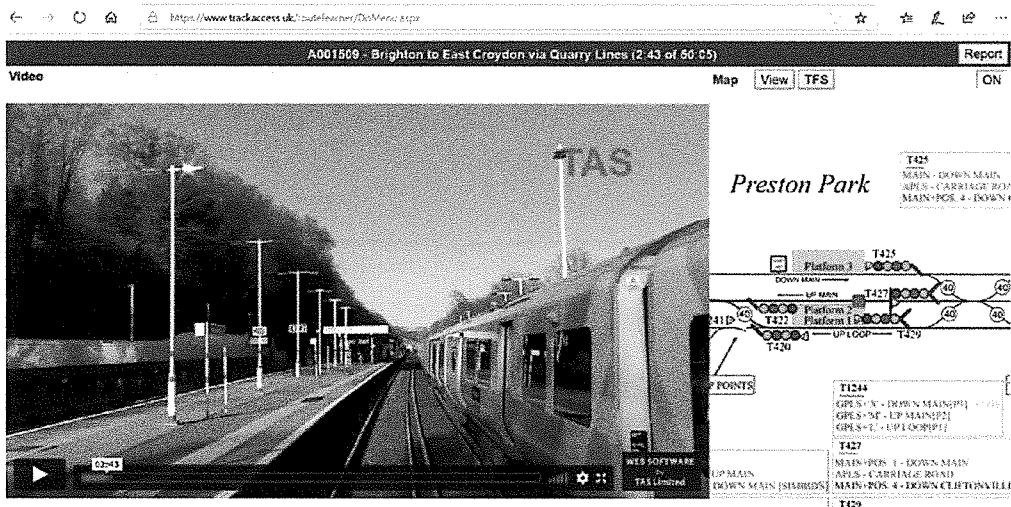
The Resilience Customer Ambassador (RCA) role provides a valuable interface for our customers which can respond directly to their questions about live network operations. Where we anticipate greater demand, agency staff will supplement the normal establishment. Temporary staff are subject to the same training and competency assessment regime as permanent staff. This now includes safety-critical communications training, which is assessed as part of the Customer Ambassador standard, so there is no longer a reliance on a Team Leader to establish a clear understanding about an emerging situation.

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The new training for Help Point Assessment includes functional tasks such as launching and logging into the system, answering calls and making calls back to the help point. This enhanced competency development cycle includes a 'Quiz' which tests personal knowledge and was established in February 2019 as an action from the learnings from this tragic incident.

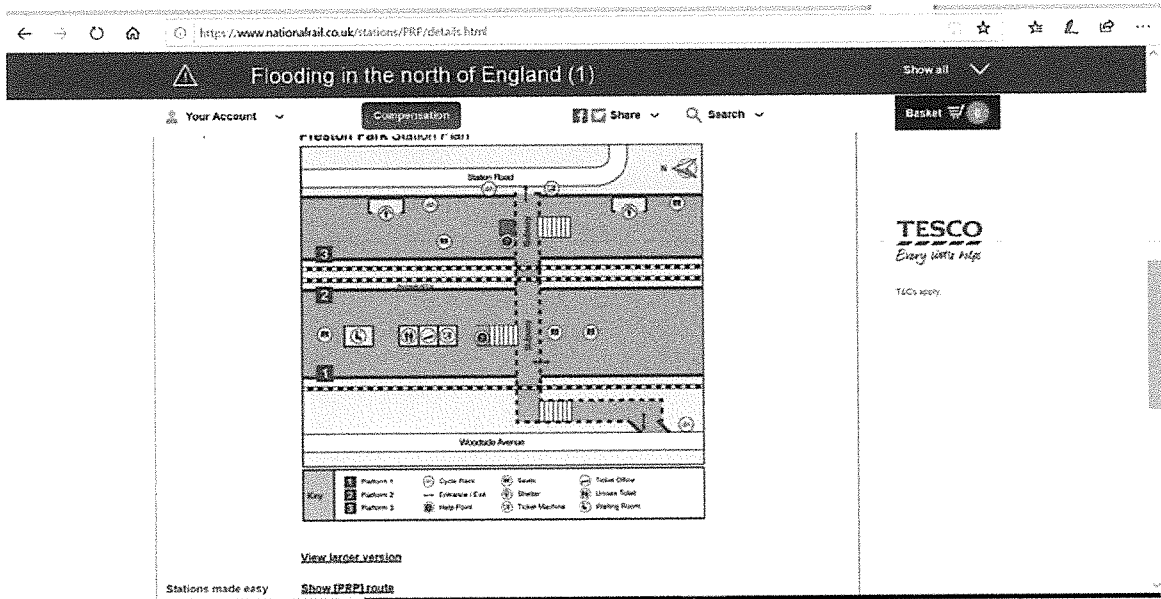
Competencies, are managed through a Competency Management System (CMS), as used for other safety critical roles; this establishes an assessment cycle and maintains records of assessments, which are subject to audit.

Information resources now include access to a 'Track Access' system that can be viewed on line with video and associated track map, and the Stations Made Easy section of National Rail Enquiries, to provide an interactive view of the station and its facilities such as ticket offices etc.



Track Access © image

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National Rail Enquires

We at GTR express our deepest condolences to the family for their tragedy and we appreciate their unimaginable loss. Our thoughts remain with them.

Yours sincerely,

