

WELCOME

TRACK WORKER STRUCK BY A PASSENGER TRAIN: SHARED LEARNING

LAVERTON INCIDENT TRACK ACCESS DESK ROLE

TOOLBOX 5



MetroSafe



OBJECTIVE

To welcome and clarify the goal of the session.

WELCOME

This session looks closely at the role of the Track Access Desk (TAD) and provides you with clear information about the role of the TAD, and when and why contact is made with the TAD.

Housekeeping rules – phones off, duration of session (approximately 15 minutes).

WHY WE ARE HERE

This is the fifth of ten Toolbox Talks created to share learnings from the Laverton Incident.

Previous sessions:

1. The overview of the Laverton Incident
2. Planning Worksite Protection
3. Pre-Work Briefs
4. TFPC and WGS Accountabilities.

OUR SAFETY PLEDGE

LAVERTON INCIDENT: TRACK ACCESS DESK ROLE

OUR SAFETY PLEDGE

I WILL ALWAYS ENSURE THAT I
HAVE COMPLETED ALL SAFETY
REQUIREMENTS AND HAVE
THE APPROPRIATE AUTHORITY
BEFORE ENTERING THE RAIL
ENVIRONMENT.

ZERO HARM

OBJECTIVE

To clarify and emphasise our Safety Pledge and ensure participant understanding.

READ

I will always ensure that I have completed all safety requirements and have the appropriate authority before entering the rail environment.

DISCUSS

Pose question to group:

- Why is it important to contact the TAD prior to entering the rail corridor?

Ensure you discuss:

- What the role of the TAD is
- When you need to contact them – prior to/following works, reporting incidents or unsafe acts etc.
- What information needs to be provided when requesting Track Access or Rail Corridor Number and why that information is so important

INTRODUCTION

The Track Access Desk (TAD) is responsible for authorising access within the Rail Corridor and Danger Zone.

Obtaining approval from the TAD is an important step in ensuring the rail network is not entered without the required safe working measures and controls.

This booklet provides clear information about the importance of the TAD role and how it related to the Laverton incident.

This the fifth of ten toolbox talks created to share learnings with industry.



OBJECTIVE

Ensure understanding of the role of the TAD.

READ AND CLARIFY

The Track Access Desk (TAD) is responsible for authorising access within the Rail Corridor and Danger Zone.

Obtaining approval from the TAD is an important step in ensuring the rail network is not entered without the required safeworking measures and controls.

Or, positioned as a positive statement...

Obtaining approval from the TAD ensures the rail network **is entered with the required safeworking measures and controls.**

DISCUSS

Emphasise – in the Laverton incident, TAD **did grant access** to the rail corridor. We will examine the circumstances surrounding this later in the session.

Ask the group to **provide definitions of:**

- Rail Corridor
- Danger Zone

Clarify the groups understanding of the term 'safeworking measures and controls' (level of protection, Position of Safety etc.).

LAVERTON INCIDENT: TRACK ACCESS DESK ROLE

RELATED
STATISTICS

The MTM Track Access Desk processed approximately 37,200 access requests between July 2017 and June 2018.



On average, this equates to 3,100 track access requests per month.



ZERO HARM

OBJECTIVE

Emphasise the large scale of calls the TAD receives and its established position in MTM's safeworking processes.

READ AND CLARIFY

The TAD processes approximately 37,200 access requests per year.

The TAD processes approximately 3,100 access requests per month.

Pose a question to the team:

- Does anyone here have experience in dealing with the TAD?

Encourage the team to share their experience of dealings with the TAD.

Emphasize that the TAD is a well-established element of MTM process and will continue to play a vital role in ensuring safety.

LAVERTON INCIDENT SUMMARY

TRACK WORKER STRUCK BY A PASSENGER TRAIN



On the morning of Friday 2 October 2015, a workgroup was assembling track-side in Laverton, Victoria. They planned to undertake dog spike removal works in preparation for re-sleepering of a section of track on the Altona Loop Line.

At around 0910, the supervisor for the works commenced marking the track to identify those dog spikes to be removed. He was working in a track crossover about 400 meters on the Melbourne side of Laverton Railway Station. A lookout had been placed for his protection.

At about 0916, a Metro Trains Melbourne suburban commuter train arrived at Laverton station, bound for Flinders Street Station in central Melbourne. After its scheduled stop, the train departed Laverton and approached the worksite. The lookout observed the train, warned workers of its approach and signalled to the driver that the track was clear. However, as the train took the crossover, the supervisor was foul of the track, and was struck by the train that was travelling at about 59 km/h. The supervisor suffered serious injuries.

OBJECTIVE

Ensure the team understand the Laverton Incident and its link to the TAD role.

READ

Read the summary of the Laverton Incident.

DISCUSS FURTHER DETAILS

At about 0832, the TFPC called Track Access Desk (TAD) and advised them of the works to be undertaken on track.

The TFPC informed TAD that he had completed the Rail Safety Worksite Hazard Assessment (RSWHA) and had conducted the Rail Safety Pre-Work Briefing (safety briefing) to all staff, although this in fact, had not yet been conducted.

TAD confirmed that the TFPC intended to apply full track protection, after which they granted approval to access the track.

Summarise:

1. Misinformation was provided to the TAD on the day of the incident.
2. The TAD relies on the honesty, integrity and accountability of those requesting track access.

LAVERTON INCIDENT: TRACK ACCESS DESK ROLE

SHARED LEARNINGS - TRACK ACCESS DESK ROLE

1

The TAD provides a single approval point for all requests to access the Rail Corridor and Danger Zone and must grant permission prior to entry and works commencing.

2

The TAD must confirm that a Rail Safety Worksite Hazard Assessment (RSWHA) has been completed by a qualified TFPC.

3

The TAD is accountable for ensuring that all required details are collected and recorded correctly in MTM's Access and Resource Management System (ARMS).

4

The TAD ensures that access is only granted once the TFPC or Work Group Supervisor (WGS) can satisfy all entry requirements. This access is in the form of a Rail Corridor Number (RCN) or Track Access Number (TAN).

5

A RCN or TAN must be granted by the TAD and recorded on the RSWHA and WGS Pre-Work Brief. All RSWs must have attended and signed on to the relevant Pre-Work Brief prior to entering the rail corridor and must wait until the TFPC approves entry for the works to commence.

OBJECTIVE

Introduce the concept of five key learnings and emphasise the roles and responsibilities of the TAD, TFPC and track worker in ensuring that all requirements are met before commencing work.

READ AND CLARIFY

Read out each key learnings and discuss each before moving to the next point.

- 1. The TAD provides a single approval point for all requests to access the Rail Corridor and Danger Zone and must grant permission prior to entry and works commencing.**

Ensure understanding of Rail Corridor and Danger Zone.

Discuss compliance with permission BEFORE entry.

Show location of TAN and Rail Corridor Number (RCN) on the RSWHA.

- 2. The TAD must confirm that a Rail Safety Worksite Hazard Assessment (RSWHA) has been completed by a qualified TFPC.**

Discuss the importance of honesty (has the assessment actually been completed, are you actually qualified?).

Emphasize the importance of understanding your role, knowing the limits of your ability and not stepping beyond your limits or responsibilities. Pose questions to the group:

- In the case that you are asked to perform the duty of a TFPC but you are not yet a TFPC or not at the required level of TFPC, what will you do or say?

How will you politely explain that you are not yet qualified to make TFPC judgements or take on TFPC responsibilities?

LAVERTON INCIDENT: TRACK ACCESS DESK ROLE

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READ AND CLARIFY

3. The TAD is accountable for ensuring that all required details are collected and recorded correctly in MTM's Access and Resource Management System (ARMS).

Further explain the process:

The TAD records details such as:

- name of the TFPC
- location of works
- scope of works
- work group size
- protection method.

Once complete, the ARMS system generates the TAN which the TFPC then records on the RSWHA.

It's important that MTM understand where works are being conducted on the network and that we have a history of this.

LAVERTON INCIDENT: TRACK ACCESS DESK ROLE

SHARED LEARNINGS - TRACK ACCESS DESK ROLE

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READ AND CLARIFY

Read out each key learning and discuss before moving to the next point.

4. The TAD ensures that access is only granted once the TFPC or Work Group Supervisor (WFS) can satisfy all entry requirements. The access is in the form of a Rail Corridor Number (RCN) or Track Access Number (TAN).
5. A RCN or TAN must be granted by the TAD and recorded on the RSWHA and WGS Pre-Work Brief. All RSWs must have attended and signed on the relevant Pre-Work Brief prior to entering the rail corridor and must wait until the TFPC approves entry for the works to commence.

Show the group an example of the RSWHA and Pre-Work Brief.

Point out the location of the TAN and RCN.

Explain that these numbers indicate that track authority has been gained from the TAD.

Reinforce the importance of reading and checking details before signing. Know what you are signing!

Pose questions to the group:

- Have you ever been unsure of details at a briefing? The Position of Safety for example?
- Have you ever misheard or felt confused?
- Did you speak up?

Ask the group to share ideas on how to seek clarity. It doesn't have to mean speaking up in front of the group and could be a question to the supervisor after the meeting.

WHAT IS THE TRACK ACCESS DESK?

The TAD provides a single approval point for internal and external stakeholders requiring access within the Rail Corridor and Danger Zone.

The track access desk is operated 24 hours a day, 7 days a week by a qualified Track Force Protection Coordinator (TFPC) 3.3 with a good understanding of the MTM Network.

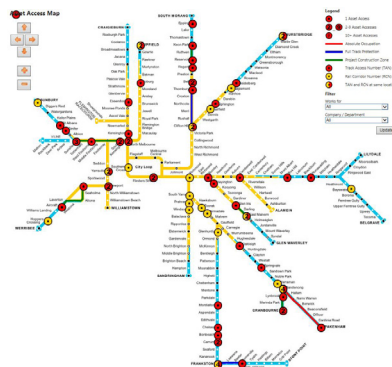
After the completion of the RSWHA at the potential worksite, the TFPC will contact the TAD for authority to enter.

The TAD is accountable for:

- Recording all contact information of the person requesting access
- Documenting the scope of works to be performed
- Documenting location of works and affected lines
- Confirming that the planned worksite protection is appropriate
- The issuing/cancelling or denying of RCNs and TANs

- Updating the RCN and TAN when advised of changes and shift change overs
- Reporting of incidents in line with the Incident Reporting and Investigation Procedure

A RCN or TAN must be granted by the TAD and recorded on the RSWHA and WGS Pre-Work Brief.



OBJECTIVE

Reinforce the role of the TAD and the ready access to TAD (that they operate 24 hours a day, 7 days a week).

READ AND CLARIFY

Read the details shown on the page.

Ensure understanding of TAD accountabilities:

- recording all contact information of the person requesting access
- documenting the scope of works to be performed
- documenting location of works and affected lines
- confirming that the planned worksite protection is appropriate
- the issuing/cancelling or denying of RCNs and TANs
- updating the RCN and TAN when advised of changes and shift change overs
- reporting of incidents in line with the Incident Reporting and Investigation Procedure.

Elaborate further:

- The TAD can and do deny access to the track, although this is not a common occurrence.
- TFPCs who experience multiple denials may receive follow up from their supervisors and further training.

LAVERTON INCIDENT: TRACK ACCESS DESK ROLE

WHEN ARE YOU REQUIRED TO CONTACT THE TRACK ACCESS DESK?

The TAD must be contacted prior to any work commencing within the Rail Corridor and Danger Zone.

Any work must first be assessed by a TFPC to:

- Determine the potential for the work to impact the Danger Zone, and
- Identify the appropriate level of worksite protection

When contacting the TAD, the TFPC or WGS where appropriate must ensure:

- The TFPC has completed the entire RSWHA and understands the full scope of works
- The worksite protection has been planned in accordance with network requirements
- When working in the Rail Corridor with no impact to the Danger Zone, the WGS has in their possession a completed RSWHA that has been completed and signed off by a suitable qualified TFPC

- They provide the scope of work details to the TAD
- The name, company, contractor and contact details are accurate
- They advise the TAD if the works are going to be in the Rail Corridor or Danger Zone
- At shift changeover, the incoming TFPC contacts the TAD to confirm the change of details
- On completion of works and when the worksite is clear, the TFPC contacts the TAD, reports any issues and cancels the access number
- That incidents are reported as soon as they happen in line with the network requirements

The TFPC must contact the TAD upon completion of a RSWHA and obtain approval before allowing works to commence within the Rail Corridor or Danger Zone.

OBJECTIVE

Explain at what stage the TAD must be contacted when works are planned.

READ AND CLARIFY

Read the details shown on the page.

Emphasize that contact must be made prior to any work commencing within the Rail Corridor and Danger Zone.

When reading, show a copy of the RSWHA and locate the details as discussed.

Elaborate on the process:

- Where work is assessed (by a TFPC) to not impact the Danger Zone, the workgroup does not need a TFPC present at the time work is taking place.
- In the case that the work does not take place in the Danger Zone, a WGS (rather than a TFPC) may communicate with TAD to issue an RCN.

Elaborate on the mandatory nature of the process:

- An RCN or TAN must be granted by the TAD and recorded on the RSWHA and WGS Pre-Work Brief. This is done during a phone call which takes, on average, 2- 5 minutes.
- This process must take place and cannot be bypassed in any way, under any circumstance.

WHY IS THE TRACK ACCESS DESK IMPORTANT?

The TAD is accountable for granting or denying access within Rail Corridor and Danger Zone.

Access in the form of a RCN or TAN will be granted, providing the applicant has followed the correct process to enter and perform work on the network.

The TAD play an important role in maintaining safety on the network by ensuring all safe working standards and protocols are adhered to when granting access.

The TAD provides a single approval point for access within the Rail Corridor and Danger Zone and ensures that there is record of:

- Where the works are going to take place
- What sort of works are taking place
- What protection is going to be used to maintain the safety of all RSWs
- The position of safety (POS) to be used at the worksite

- The sighting distance and conditions that allow all workers to be able to reach a POS in at least 25 seconds prior to the arrival of rail traffic
- The size of the work group
- The TFPC accountable for managing the worksite protection
- The WGS accountable for managing the works

The TAD ensures that the TFPC has selected the correct type of protection to implement and that all important information is recorded in the case of an emergency or incident.



OBJECTIVE

To reinforce the importance of the TAD as a safety measure that ensures safeworking practices when working in the Rail Corridor and Danger Zone.

READ AND CLARIFY

Read the details shown on the page.

Ensure understanding of details recorded by the TAD:

- where the works are going to take place
- what sort of works are taking place
- what protection is going to be used to maintain the safety of all RSWs
- the position of safety (POS) to be used at the worksite
- the sighting distance and conditions that allow all workers to be able to reach a POS in at least 25 seconds prior to the arrival of rail traffic
- the size of the work group
- the TFPC accountable for managing the worksite protection
- the WGS accountable for managing the works.

The TAD ensures that the TFPC has selected the correct type of protection to implement and that all important information is recorded in the case of an emergency or incident.

Explain the importance of recording information and its use in emergency situations. Pose questions to the group:

- Does anyone have experience with an emergency?
- What happened? Was the necessary information readily available?
- What would have happened if the information had not been recorded?

GLOSSARY

All Right Hand Signal:

The All Right hand signal is one arm held in the horizontal position. By night a white light held steady.

Australian Transport Safety Bureau (ATSB):

The ATSB is Australia's national transport safety investigator.

Danger Zone:

Is all space within 3 metres horizontally from the nearest rail and any distance above or below this zone including being on the line, unless a Position of Safety exists or can be created.

Flagman/Handsignaller:

Is a rail safety worker who displays hand signals to the operators of rail traffic movements. A Handsignaller is also referred to as a Flagman.

Metro Trains Melbourne (MTM):

Metro Trains Melbourne, known colloquially as simply Metro, is the franchised operator of the suburban railway network in Melbourne, Australia. Metro Trains Melbourne is a joint venture between MTR Corporation, John Holland Group and UGL Rail.

Office of the National Rail Safety Regulator (ONRSR):

An independent body corporate established under the Rail Safety National Law (South Australia) Act 2012. The primary objectives of the ONRSR are to encourage and enforce safe railway operations and to promote and improve national rail safety.

Protection Officer (PO):

The qualified worker responsible for rail protection (NSW, SA, QLD, WA).

Position of Safety (POS):

Is a place where people or equipment cannot be struck by rail traffic.

Rail Safety Pre-Work Briefing:

Is a formal briefing on the worksite protection arrangements provided by the Track Force Protection Coordinator to all rail safety workers associated with the worksite protection and the Work Group Supervisor.

Rail Safety Worksite Hazard Assessment (RSWHA):

Is an assessment of the rail safety hazards to determine the method/level of protection requirement for a worksite.

Rail Safety Worker (RSW):

Is a person who has carried out, is carrying out or is about to carry out, rail safety work, and includes:

- a) a person who is employed or engaged by a rail operator to carry out rail safety work
- b) a person engaged by a person (other than by a rail operator) to carry out rail safety work
- c) a trainee
- d) a volunteer.

Track Access Desk (TAD):

Provides a single approval point for access by internal and external stakeholders requiring track access within the Rail Corridor and Danger Zone.

Track Force Protection Coordinator (TFPC):

Is the person appointed to assess and implement worksite protection arrangements on site.

Track Force Protection:

Track force protection is a method of protecting work on track between rail traffic movements.

Work Group Supervisor (WGS):

Is the individual ultimately responsible for the supervision of the programmed activities within a Work Site.

Work Group Supervisor Pre-Work Briefing:

Is a formal briefing on the task related activities provided by the Work Group Supervisor to the work group and Track Force Protection Coordinator.

FURTHER INFORMATION AND SAFETY PLEDGE



FURTHER INFORMATION

If you require any further information, please discuss with your supervisor.

INFORMATION SOURCES

- Rail Occurrence Investigation RO-2015-019 Final 24 August 2016
- RSWHA Briefing Note L4-OPS-GDL-002
- Rail Safety Worksite Hazard Assessment L4-OPS-FOR-014
- Planning Worksite Protection In The Rail Corridor L1-SQE-PRO-54
- General Operating Procedures L1-OPS-PRO-025
- MTM Asset Access Procedure L1-INF-PRO-021

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OBJECTIVE

Commitment to the pledge from all participants.

Advise participants that further information about the incident is available.

READ

Restate the pledge: **I will always ensure that I have completed all safety requirements and have the appropriate authority before entering the rail environment.**

DISCUSS

Leader commits to the pledge by providing a summary of the importance of completing all safety requirements (i.e. contacting the Track Access Desk) before entering the rail environment.