

## PART 1 – Occurrence Description

Time & Date	05/01/2021 @ 01:13 hours
Organisation	Transdev Dublin Light Rail (TDLR)
Location	Suir Road
Incident/Accident Description	The RAIU were notified that a section of track adjacent to the Suir Road was isolated to facilitate high level inspection maintenance. While the section was in the process of being isolated, a tram travelling to the Red Cow Depot entered the isolated section. The RAIU reviewed the voice communications related to the incident, resulting in the commencements of this Urgent Safety Advice Notice (USAN).
Evidence reviewed	Evidence included: voice communications from the incident; random selection of further voice communications; and, TDLR documentation related to safety critical communications.

## PART 2 – RAIU status of investigation

Are the RAIU investigating this incident?	The RAIU are conducting a full investigation into the above incident; this investigation is ongoing at the time of publication of this USAN. This USAN is intended to advise TDLR to review their safety critical communications urgently. The full investigation may make further safety recommendations related to safety critical communications.
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## PART 3 – Review of evidence related to this USAN

Review of documentation related to safety critical communications	<p>It is noted that the voice communications related to this incident were made by mobile phone to the CCR; as such there is no specific documentation related to this mode of communication. However, TDLR do have documentation related to radio communications which requires staff:</p> <ul style="list-style-type: none"> <li>• Not to use profane or indecent language;</li> <li>• Not to transmit anything other than your voice;</li> <li>• Not to transmit personal details;</li> <li>• Not to “chit/chat”;</li> <li>• To speak slowly and clearly, be short and concise. The document also sets out seven steps for making a “normal call” to CCR, as follows:</li> <li>• State “Service/Staff XX to control”;</li> <li>• Wait until CCR acknowledge your transmission: “Go ahead Service/Staff XX”;</li> <li>• State the nature of your call.</li> <li>• Ensure a clear understanding is reached by all parties;</li> <li>• Elaborate / repeat if requested to do so;</li> <li>• Traffic Supervisor will confirm their understanding by stating “That’s received Service/Staff XX”.</li> <li>• Staff will indicate receipt of an instruction or directive from CCR by stating “That’s received”.</li> </ul>
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Review of the voice communications related to this incident	<p>In relation to the calls made on the 5<sup>th</sup> January 2021 related to the incident, the RAIU found that the communications did not meet the requirements of TDLR documentation (although it is noted that this was not radio communications) and that the safety critical communications were below that expected of a professional railway organisation in that:</p> <ul style="list-style-type: none"> <li>• Parties routinely did not identify themselves;</li> <li>• A clear understanding was not always reached between the parties;</li> <li>• Instructions were often not repeated;</li> <li>• Clear language was not always used.</li> </ul> <p><b>As a result, during this safety critical communication, a misunderstanding of a request was actioned resulting in an isolation being granted while an out-of-service tram was approaching the isolated section on route to the Red Cow Depot.</b></p>
Review of random selection of voice communications	The RAIU also reviewed a number of Green Line and Red Line calls, taken at random; it was noted that similar discrepancies as above occurred.

#### PART 4 – Urgent Safety Advice Notice

USAN Date	01/03/2021
USAN Title	Safety Critical Communications
USAN Number	USAN 003
Addressee	TDLR & Commission for Railway Regulation
Implementer	TDLR
Safety Issue Description	A review of the safety critical communications on the Luas was found, by the RAIU, to be of poor standard and not in keeping with the TDLR requirements.
Possible consequences	The safety consequences as a result of poor safety critical communications could lead to multiple types of incidents.
Urgent Safety Advice	<b>TDLR should urgently undertake a review of their safety critical communications for all modes of communication.</b>
Safety Recommendation	<p>Whilst the USAN above should process with immediate effect, the RAIU consider that TDLR should:</p> <ul style="list-style-type: none"> <li>• Develop and publish a concise standard for safety critical communications for all modes of communication;</li> <li>• Implement a robust competency management programme for initial and refresher training based on the requirements of this new standard;</li> <li>• Continuously assess safety critical communications to ensure that staff are adhering to safety critical communications set out in the new standard.</li> </ul>

#### PART 5 – USA Sign-Off

CI Signature	David Murton
Date	01/03/2021