

CASE STUDY

METRONET RAIL BCV LTD



Metronet Rail was one of two infrastructure companies in a public-private partnership with London Underground. Metronet was responsible for the maintenance, renewal, and upgrade of the infrastructure on nine London Underground lines from 2003 to 2008.

In 2004, Wingman was invited to develop a programme to assess the effectiveness and robustness of the Adverse Weather Conditions Plan (AWCP). The AWCP is designed to protect rail operations during times of severe weather conditions.

“The importance of this (exercise) cannot be overstated. The information we gained was invaluable. It helped our plans no end. - Peter Gobby, Service and Performance Manager

CLIENT BRIEF

In consultation with the client, we agreed the following areas for development:

- Test the activation and initiation of the plan under real life conditions
- Test the effectiveness and speed of plan implementation
- Generate data against clearly defined performance measures that can be used to improve the effectiveness of the plan
- Provide assurance to Metronet’s Board and all AWCP stakeholders of its overall adequacy and effectiveness

FRAMEWORK

Scoping: Looked at the direct causal links between human factors and organisational understanding, including a series of confidential interviews with staff of mixed seniority and management levels

Development: A report was submitted detailing concerns, questions and recommendations. A working group was created to progress and rectify these findings prior to running a live Adverse Weather exercise

Assessment: A live exercise was conducted simulating adverse weather condition.

Review: All feedback and learnings were inculcated into the AWCP and communicated throughout the organisation

OUTCOMES

- The AWCP has been tested in a safe and controlled environment.
- Awareness of the AWCP heightened at all levels within the Metronet, namely:
 - How it actually works
 - How long it takes to ‘anti-ice’ the tracks
 - Clearer roles & responsibilities for all staff
- The desire by all AWCP stakeholders to work together is reassuringly strong.
- The exercise provided a confidence boost for the workforce, management and Board that the system is set up and ready for adverse weather.

“We learnt such a lot and all the information we gained was fed back into the plan as we set about solving what went wrong. - Delegate



GET IN TOUCH

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