**RSSB2746 - T1147 - The Health, Wellbeing and Safety Effects of Crowding on trains and in stations**

Tender Questions and Answers Document

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| **Supplier Question 1**What is the number of incidents in the database that has crowding as a causal/contributing factor? |
| **RSSB Answer 1**It’s hard to give a specific answer for now. As part of the project we would want to supplier to find this information out. As part of the work package, we at RSSB could do the searches in SMIS under instruction from the supplier, with analysis of the data carried out by the supplier. A very quick search by the RSSB systems safety team on the sub-field ‘congestion and crowding’ found 37 events in the new SMIS system. As it can be difficult to extract the number of incidents that have crowding as casual/contributory (poor reporting), there are techniques that could be utilised during extraction. For example, extracting incidents from SMIS from specific locations/stations and then running a narrative search on the output (eg specific words such as ‘crowding’ ‘congestion’ etc). For information: the project team who carried out T307 ran a detailed crowding incident search between 1999 and 2004 using similar extraction techniques and found 126 crowding incidents on Network Rail stations and all en route on-train incidents.  |
| **Supplier Question 2**Can you provide an example of an incident report in a suitably anonymised format? |
| **RSSB Answer 2**‘Conductor has reported that a female passenger fainted due to severe overcrowding on xxxxx. The service was formed 2 cars vice 4 cars due to unit shortages. Passenger continued on her journey after being given water but declined any medical assistance at Birmingham New Street. Passenger was travelling with family group. Full report will be submitted by the conductor. Accident reports state that the service was shortformed 2 car vice 4 causing it to be full and standing. The passenger felt unwell and fainted.  Water was given and what space could be found was made. The passenger declined medical assistance on arrival at BHM. the weather was warm and sunny,  it is unknown if the passenger had any existing condition which could have contributed. the investigating manager recommends making the service drop off  only at certain stations on this route when reported full and standing.’ |
| **Supplier Question 3**Will RSSB provide industry/relevant stakeholders, and the venue for the workshop? |
| **RSSB Answer 3**It is envisaged that RSSB will provide the names/contact details of the relevant stakeholders upon request. The names of relevant stakeholders should be raised and discussed at the steering groups. It would be up to the supplier to then recruit participants for the workshops. The project steering group has a number of key industry representatives, if the supplier had any issues with recruitment, then this should be raised to the steering group who will aid in the recruitment process. If required, the workshops could be help at RSSB’s offices in Moorgate, if enough notice was provided. This makes sense as it is likely that many of the industry stakeholder will have attended meetings at RSSB’s offices before.  |
| **Supplier Question 4**The ITT, Section 7.0 TENDER EVALUATION (SELECTION CRITERIA), page 10 require 2 examples of   projects undertaken for GB mainline railway clients. Can you please define what is meant by ‘GB mainline railway clients’? |
| **RSSB Answer 4**Any project that has been produced specifically for implementation on the GB mainline railway. This could be for a range of different clients, included those such as RSSB, RDG, DfT, ORR, TOC’s, FOC’s etc.  |
| **Supplier Question 5**Do the examples include or exclude  projects undertaken for RSSB? |
| **RSSB Answer 5**The examples include projects undertaken for RSSB. |
| **Supplier Question 6**S1 requires examples demonstrating experience in the GB mainline railway, while S2 requires experience of crowding. Can the answer for S1 and S2 include the same client (and project), or should they be different? |
| **RSSB Answer 6**It can include the same project, for the same client.  |
| **Supplier Question 7**Please can you share details of who the expected attendees at the industry workshops would be? |
| **RSSB Answer 7**Representatives from the following organisations should be in attendance (list may not be exhaustive and we would expect the supplier to utilise own knowledge of the industry to support the organisation):* Network Rail
* RSSB
* TOC’s (suburban, long distance, etc)
* London Underground
* Transport focus
* BTP
* ORR
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| **Supplier Question 8**Please can you share details of who the relevant stakeholders to be engaged with are? |
| **RSSB Answer 8**We envisage this engagement to involve similar stakeholders as the industry workshops. It’s envisaged that the majority of engagement will be completed with relevant TOC’s to understand what role they can play to minimise the risks of crowding. Stakeholders could include those such as:* TOC’s (suburban, long distance, etc)
* Network Rail
* RSSB
* London Underground
* Transport focus
* BTP
* ORR
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| **Supplier Question 9**Please can you share details of which organisations are likely to be represented within the project steering committee? |
| **RSSB Answer 9**Organisations confirmed as providing representation (there may be other organisations which express interest, likely to be other TOCs):* RSSB
* RDG
* ORR
* Abellio
* Network Rail
* Transport focus
* TFL
* CrossCountry
* ARL
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| **Supplier Question 10**Do you have a working definition of what constitutes overcrowding i.e. what conditions are necessary to make a train or platform “overcrowded” as opposed to simply “busy”? |
| **RSSB Answer 10**A general definition of overcrowding used by HSE is: “The situation whereby an excessively large number of people gathered within a defined area which could lead to injuries and in the extreme cases, death” It is difficult to provide a definition due to the subjective nature of crowding. In terms of health and safety crowding becomes overcrowding when the numbers of people are such that there exists the potential for harm. It is important to note that there is no black and white distinction between crowding and overcrowding, however. As for the conditions, it was hoped that this project would go some way to identifying the conditions likely to make a situation overcrowded (eg findings from the literature review, engagement, etc).  |
| **Supplier Question 11**Who do you see as stakeholders and can you provide contact details for these people? |
| **RSSB Answer 11**We envisage this stakeholder engagement could include individuals from organisations such as:* TOC’s (suburban, long distance, etc)
* Network Rail
* RSSB
* London Underground
* Transport focus
* BTP
* ORR

RSSB and the project steering group should be able to provide contact details for the appropriate representation within these organisations.  |
| **Supplier Question 12**Who would you like to include in the industry workshops?  |
| **RSSB Answer 12**Representatives from the following organisations should be in attendance (list may not be exhaustive):* Network Rail
* RSSB
* TOC’s (suburban, long distance, etc)
* London Underground
* Transport focus
* BTP
* ORR
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| **Supplier Question 13**To what extent do you envisage focus groups being made up of passenger group representatives, or directly with individual passengers? |
| **RSSB Answer 13**Focus groups are a valuable way of collecting appropriate data. For ease of data collection we envisage the majority of the data being collected at this stage from the focus groups with passengers than from individual interviews.   |
| **Supplier Question 14**How many steering groups would you like us to attend? |
| **RSSB Answer 14**It is envisaged that you will attend 1 kick off meeting and 2 steering group meetings (one after the stage 2-‘engagment’ and the other a close out meeting after phase 3-‘reporting’). |
| **Supplier Question 15**Is the budget including or excluding VAT? |
| **RSSB Answer 15**The budget is excluding VAT. |
| **Supplier Question 16**How many people have been invited to bid for this project? |
| **RSSB Answer 16**The Contract Notice has been advertised publicly and therefore any organisation is eligible to bid for this. |