



Heathrow Rail Pod

DUTY CONTROLLER SHIFT LOG USER GUIDE

LOCAL OPERATION PROCEDURE

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1. Introduction

The POD Duty Controller Shift Logging System is an internet-based system, accessed through a normal internet browser (such as Chrome, Firefox or Edge) and is used to capture Duty Controller Shift Logs and relevant events that happen to the Heathrow POD System during each shift. The Internet Address URL to access the system is <https://reports.heathrowrail.online>.

It is part of a Heathrow Rail Portal that allows users, including Duty Controllers, to view system performance data and reports. The Heathrow Rail Portal automatically gets update information from the Live System, so reporting and information is up to date.

The Portal uses unique usernames (usually a person's email address) and passwords for each individual user. Every user has a number of parts of the Portal they are allowed to see, for example, users with "POD Controller" rights are the only ones who are allowed access to the POD Controller Shift Logging Screens, but they can also access the same system reports that a general user would see.

As a POD Controller, when you log shift and event details, this information is stored in the Reporting Portal and can be used alongside the live system data to produce reports and show system performance.

As well as capturing the data for every shift, the Shift Logging System also automatically sends out emails (such as at the end of a shift) and alert texts (for example, if a safety incident has been logged) to alert people of useful events and information.

This document provides guidance for Duty Controllers on using the POD Duty Controller Shift Logging system.

Screen shots are given for guidance only. The times, vehicles, MAXIMO and OMRA references used should not be assumed as operational information.

2. First Access

To gain access to the System, an administrator will have to ensure your email, phone and access details are up to date and correct. They will then instruct the system to authorize you. This means that you will receive an email and a text message. The email will contain a link, that will open a web browser and take you to a page asking you to enter the code that was sent in the text message.

Once entered, the system will then ask you to create a password (which is encrypted and will never be known to anyone but you) and allow you to log in and start using the system.

NOTE – when you are starting to use the system, please remember to check your spam folder for this initial email and add the email sender to your safe senders list – as it is also used if you ever forget your password.

3. Logging on to the system

Step 1

Enter your Heathrow Work email address and password. Your password you use to create your login at this stage will not be remembered, so you could just type in a simple word and then log in.

The screenshot shows the 'Heathrow Rail Shift Logging and Reporting Portal' login interface. On the left is a purple vertical bar with the Heathrow logo and tagline 'Making every journey better'. The main area is light grey and contains a white login box titled 'Please enter your login details'. Inside the box are two input fields: 'Email' and 'Password'. Below the password field is a 'Log in' button and a link for 'Forgotten your password?'. The footer of the purple bar contains copyright information: 'Copyright © 2012, BCC Limited. All Rights Reserved. 2.0.1.2'.

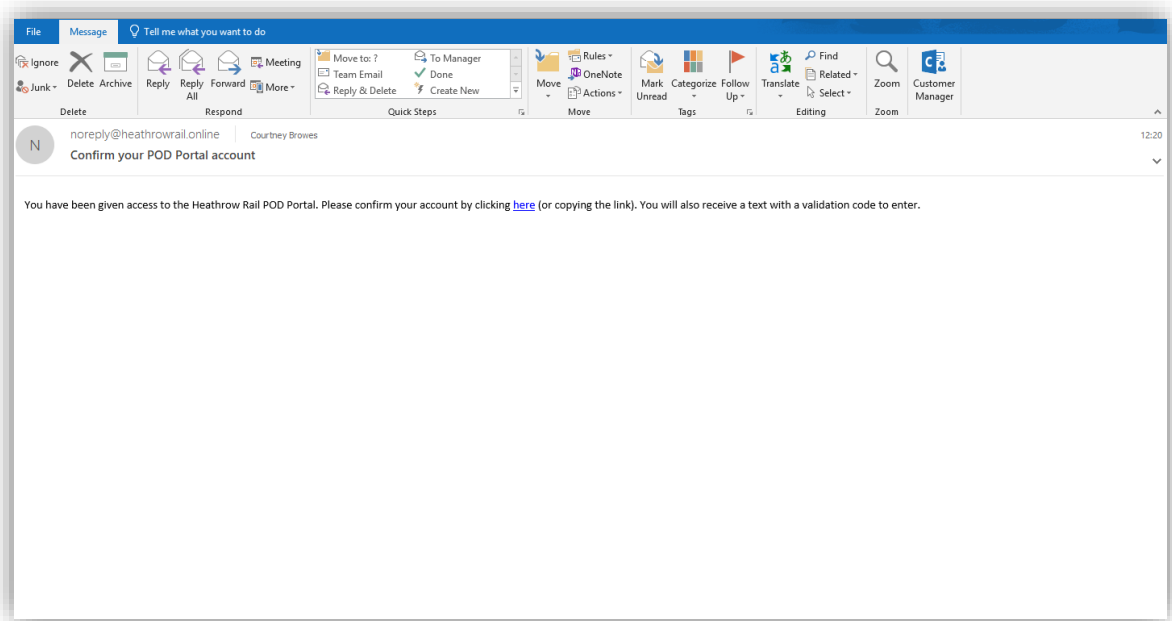
Step 2

Enter your work mobile phone number just to verify who you are.

The screenshot shows the 'Heathrow Rail Reporting Portal - First Login' page. The header includes the Heathrow logo and tagline on the left, and the page title 'Heathrow Rail Reporting Portal - First Login' with a 'Log off' link on the right. Below the title is a sub-header 'Vehicles In Service -'. The main content area is light grey and contains a welcome message: 'Welcome to the Heathrow Rail Reporting Portal'. It then instructs the user to verify their mobile number by clicking the 'Send Code' button. It notes that an email will be sent with a link and that the user will also receive an SMS message with a one-time access code. A note states that the email and code are valid for 3 minutes. Below this is a 'Mobile Number' field with a masked number and a 'Send Code' button. The footer of the purple bar contains copyright information: 'Copyright © 2012, BCC Limited. All Rights Reserved. 2.0.1.2'.

Step 3

You will receive an E-Mail looking like this. This could be sent to your spam folder please check there if you can't find it in your normal e-mails.




Step 4

You will receive a text message like this.



Step 5

Once you select the link from the E-Mail this tab will come up on your screen.



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Confirm email and mobile

Vehicles In Service -

Log off

Confirm email and mobile

Please enter the validation code went to your phone and a new password.

Code

Password

Confirm password

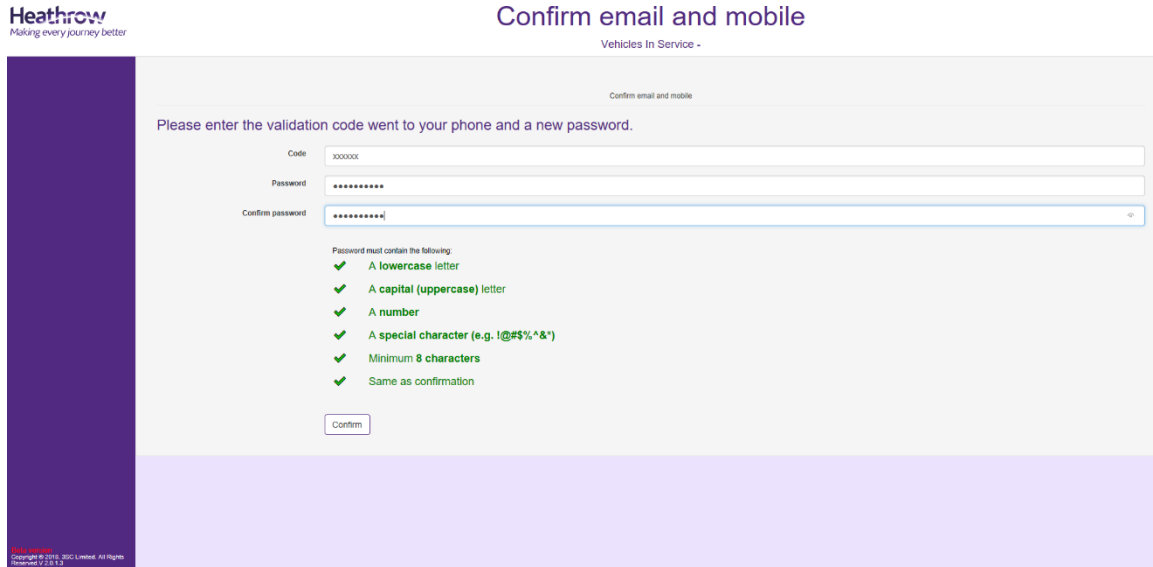
Password must contain the following:

- ✗ A lowercase letter
- ✗ A capital (uppercase) letter
- ✗ A number
- ✗ A special character (e.g. !@#\$%^&*)
- ✗ Minimum 8 characters
- ✗ Same as confirmation

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Step 6

Enter the code you received on your work mobile and create your password it must contain all off the following guidelines to have safe password. Once you have your password select confirm to proceed.



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Confirm email and mobile

Vehicles In Service -

Confirm email and mobile

Please enter the validation code went to your phone and a new password.

Code: xxxxxx

Password: *****

Confirm password: *****

Password must contain the following:

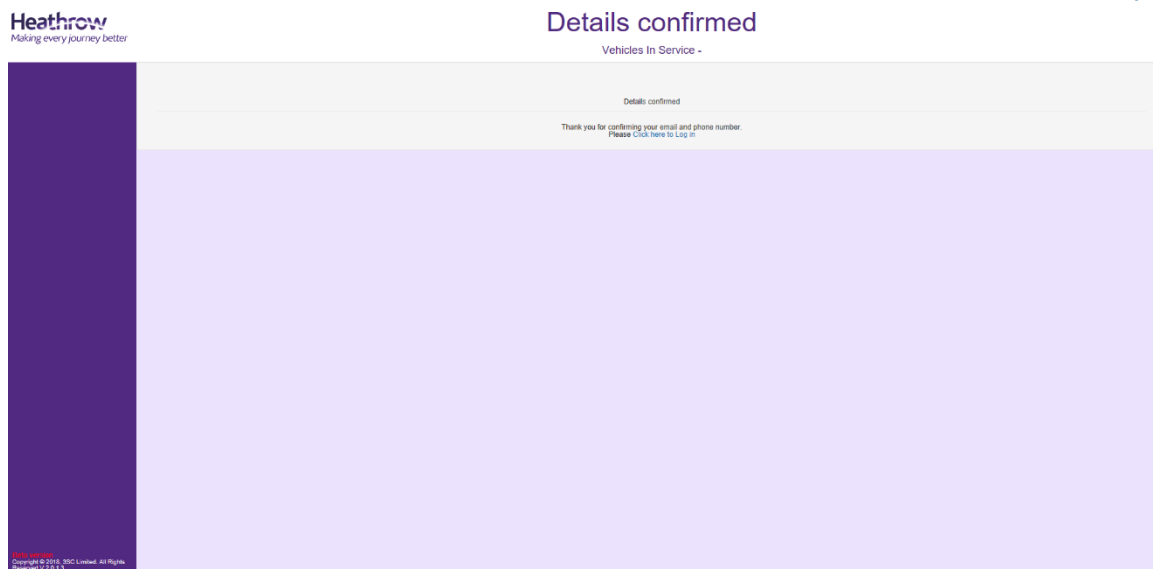
- ✓ A lowercase letter
- ✓ A capital (uppercase) letter
- ✓ A number
- ✓ A special character (e.g. !@#\$%^&')
- ✓ Minimum 8 characters
- ✓ Same as confirmation

[Confirm](#)

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Step 7

This will confirm you have now made your login details. Click the link to now log in.



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Details confirmed

Vehicles In Service -

Details confirmed

Thank you for confirming your email and phone number.
[Please Click here to Log in](#)

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Step 8

this is the same as step one but your proper password that you have set up will log you on to the system now.

The screenshot shows the login interface of the Heathrow Rail Shift Logging and Reporting Portal. On the left is a purple sidebar with the Heathrow logo and tagline 'Making every journey better'. The main content area has a light gray background. At the top right, it says 'Heathrow Rail Shift Logging and Reporting Portal'. In the center, there is a white box titled 'Please enter your login details'. Inside this box, there are two input fields: 'Email' and 'Password'. Below the 'Password' field is a 'Log in' button. Below the button is a link that says 'Forgotten your password?'. At the bottom left of the purple sidebar, there is small text: 'Copyright © 2010, 2011 Heathrow Ltd. All Rights Reserved. V 2.1.1.3'.

Step 9

Conformation of your first time logging in on the system.

The screenshot shows the 'First Login' page of the Heathrow Rail Reporting Portal. On the left is a purple sidebar with the Heathrow logo and tagline 'Making every journey better'. The main content area has a light gray background. At the top right, there is a 'Log off' link. The main heading is 'Heathrow Rail Reporting Portal - First Login'. Below this heading is a sub-heading 'Vehicles In Service -'. Below that is a section titled 'Welcome to the Heathrow Rail Reporting Portal'. Under this section, there is a message: 'Thank you, please check your email (remember the spam folder), follow the link and enter the code from the SMS message. Any issues, please contact your manager.' Below this message is a large light purple rectangular area. At the bottom left of the purple sidebar, there is small text: 'Copyright © 2010, 2011 Heathrow Ltd. All Rights Reserved. V 2.1.1.3'.

Step 10

The first page you will see on your screen under the side heading 'current shift'.

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Current Shift

Service Available

Current Shift

Started at 01/11/2018 07:00:00
Duty controller Arvinderjit Sandhu
Next shift handover text

V217 (SIMV) - Both kits to be tested in V217 tonight. Once tested, convert back for passenger use.

Latest Events Shift

New event End Shift Log

- 15:18 V207 released from depot AS
- 14:18 PPS/7 Day manual release active AS
- 11:01 V207 sent to depot AS
- 07:22 APOC Fog warning AS
- 03:00 service resumed apoc/apcoa informed POD-DP1
- 02:15 permit 0145011118 closed POD-DP1
- 01:45 permit 0145011118 opened for guideway inspection POD-DP1
- 01:09 PMV released again completed trip no issues POD-DP1
- 01:08 V202 released from depot POD-DP1
- 01:03 PMV aborted in PPS to 73 front left tyre pressure returned to depot POD-DP1
- 01:02 PMV released in preventative mode POD-DP1
- 01:00 shutdown - maintenance POD-DP1

Last Shift

Ended at 01/11/2018 07:00:36
Duty controller David Pippin
Last shift handover notes

WO-3125488 - V203 B7 FC 106 - Door Critical Fault
SIMV kit

Weather forecast

Issued at 04:00 14/12/2018 (local time)
Today: A frosty start for many on Friday. Remaining cold but dry with occasional sunny spells. Less cold and cloudier to the east, with the odd shower possible across Kent. Maximum Temperature 5C
Tonight: A dry and cold night with a frost for many. Mainly clear skies but a chance of cloudier, windier and milder conditions developing in the west by dawn. Minimum Temperature -3C.

Long journey waits

No journeys with long wait times to check

Depot visits

No vehicle depot visits

AOB

last updated by Arvinderjit Sandhu at 08:09 on 01/11/2018

VEHICLES IN DEPOT: 4

WO-3092388, V102 requires a DCMu, wheel alignment test & Y-load. Powered Down outside
WO-3125488 - V203 B7 FC 106 - Door Critical Fault
V217 - Converted to SIMV
WO-3069210 - V211- FC 66/67 LH brake slow to release

VEHICLES OFFSITE: 2

WO-2945090, V219 - Taken to AARK for Chassis works
WO-2860567, V101 in Cardiff for training
WO-3089981, V214 has V102 DCMu

Step 11

This screen shows the second side heading down 'Productivity & Breakdown'.

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Current Shift

Service Available

Current Shift

Started at 01/11/2018 07:00:00
Duty controller Arvinderjit Sandhu
Next shift handover text

V217 (SIMV) - Both kits to be tested in V217 tonight. Once tested, convert back for passenger use.

Latest Events Shift

New event End Shift Log

- 15:18 V207 released from depot AS
- 14:18 PPS/7 Day manual release active AS
- 11:01 V207 sent to depot AS
- 07:22 APOC Fog warning AS
- 03:00 service resumed apoc/apcoa informed POD-DP1
- 02:15 permit 0145011118 closed POD-DP1
- 01:45 permit 0145011118 opened for guideway inspection POD-DP1
- 01:09 PMV released again completed trip no issues POD-DP1
- 01:08 V202 released from depot POD-DP1
- 01:03 PMV aborted in PPS to 73 front left tyre pressure returned to depot POD-DP1
- 01:02 PMV released in preventative mode POD-DP1
- 01:00 shutdown - maintenance POD-DP1

Cleaners

last updated by Arvinderjit Sandhu at 11:52 on 01/11/2018

x2

The following vehicles were internally cleaned:

V201,
V202,
V204,
V206.

Breakdown SMS

Last sms 2019:10 00:52 Resumed after maintenance

Incident sms Please select

Time for sms 12:32

Text that will be sent

0160 characters

Send Message

Productivity

last updated by Arvinderjit Sandhu at 08:09 on 01/11/2018

Deliveries

last updated by Arvinderjit Sandhu at 07:12 on 31/10/2018

N/A

AOB

last updated by Arvinderjit Sandhu at 08:09 on 01/11/2018

VEHICLES IN DEPOT: 4

WO-3092388, V102 requires a DCMu, wheel alignment test & Y-load. Powered Down outside
WO-3125488 - V203 B7 FC 106 - Door Critical Fault
V217 - Converted to SIMV
WO-3069210 - V211- FC 66/67 LH brake slow to release

VEHICLES OFFSITE: 2

WO-2945090, V219 - Taken to AARK for Chassis works
WO-2860567, V101 in Cardiff for training
WO-3089981, V214 has V102 DCMu

Extra Feature

This is a tester login and should only be logged in when asked, to check new features and to see if they work and durability of the updates. You will know this is a tester login by the red text above the box saying 'You are viewing the beta version' there is also a link to go to the live version. There is also 'BETA VERSION' above the copyright label in the bottom left corner on some screen shots in this guide.

The screenshot shows the login interface of the Heathrow Rail Shift Logging and Reporting Portal. On the left is a purple vertical bar with the Heathrow logo and tagline 'Making every journey better'. The main area is light gray with the title 'Heathrow Rail Shift Logging and Reporting Portal' at the top. A white login box in the center contains the text 'Please enter your login details'. Above the email input field, red text reads 'You are viewing the beta version - click here for the current live version'. The form includes fields for 'Email' and 'Password', a 'Log In' button, and a 'Forgotten your password?' link. A copyright notice is visible in the bottom left corner of the purple bar.

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Heathrow Rail Shift Logging and Reporting Portal

Please enter your login details

You are viewing the beta version - click here for the current live version

Email

Password

Log In

Forgotten your password?

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4. Main Screens

The following is a brief description of all the areas on the main Duty Controller Shift Logging screen's.

The main screen is broken down into the following sections: -

Service Available Vehicles In Service - 21 14/12/2018 12:30

Current Shift Started at 1 01/11/2018 07:00:00 Duty controller Arvinderjit Sandhu Next shift handover text V217 (SIMV) - Both kits to be tested in V217 tonight. Once tested, convert back for passenger use.	Last Shift Ended at 3 01/11/2018 07:00:36 Duty controller David Pippin Last shift handover notes WO-3126488 - V203 B7 FC 106 - Door Critical Fault SIMV kit	Weather forecast Issued at 04:00 14/12/2018 (local time) Today: A frosty start for many on Friday. Remaining cold but dry with occasional sunny spells. Less cold and cloudier to the east, with the odd shower possible across Kent. Maximum Temperature 6C Tonight: A dry and cold night with a frost for many. Mainly clear skies but a chance of cloudier, windier and milder conditions developing in the west by dawn. Minimum Temperature -3C. 6
Latest Events Shift 2 <input type="button" value="New event"/> <input type="button" value="End Shift Log"/> 15:18 V207 released from depot AS 14:18 PPB/7 Bay manual release active AS 11:01 V207 sent to depot AS 07:22 APOC Fog warning AS 03:00 service resumed apoc/apcoa informed POD-DP1 02:15 permit 0145011118 closed POD-DP1 01:45 permit 0145011118 opened for guideway inspection POD-DP1 01:09 PIMV released again completed trip no issues POD-DP1 01:08 v202 released from depot POD-DP1 01:03 PIMV aborted in PPB Ic 73 front left tyre pressure returned to depot POD-DP1 01:02 PIMV released in preventative mode POD-DP1 01:00 shutdown - maintenance POD-DP1 23:17 v205 sent to washbay for both camera outages reported POD-DP1	Recent unavailability 4 No unaccounted system unavailabilities	Long journey waits 7 No journeys with long wait times to check
	Depot visits 5 No vehicle depot visits	AOB last updated by Arvinderjit Sandhu at 08:09 on 01/11/2018 8 VEHICLES IN DEPOT: 4 WO-3092388; V102 requires a DCMu, wheel alignment test & Y-lead. Powered Down outside WO-3126488 - V203 B7 FC 106 - Door Critical Fault V217 - Converted to SIMV WO-3069210- V211- FC 66/67 L/H brake slow to release VEHICLES OFFSITE: 2 WO-2945090; V219 - Taken to AARK for Chassis works WO-2860567; V101 in Cardiff for training WO-3089981; V214 has V102 DCMu

Service Available Vehicles In Service - 21 14/12/2018 12:35

Current Shift Started at 1 01/11/2018 07:00:00 Duty controller Arvinderjit Sandhu Next shift handover text V217 (SIMV) - Both kits to be tested in V217 tonight. Once tested, convert back for passenger use.	Cleaners 9 last updated by Arvinderjit Sandhu at 11:02 on 01/11/2018 x2 The following vehicles were internally cleaned; V201, V202, V204, V205.	Breakdown SMS Last sms 20/10/18 00:52-Resumed after maintenance Incident sms --- Please select --- Time for sms 12:32 Text that will be sent 0/160 characters 12 <input type="button" value="Send Message"/>
Latest Events Shift 2 <input type="button" value="New event"/> <input type="button" value="End Shift Log"/> 15:18 V207 released from depot AS 14:18 PPB/7 Bay manual release active AS 11:01 V207 sent to depot AS 07:22 APOC Fog warning AS 03:00 service resumed apoc/apcoa informed POD-DP1 02:15 permit 0145011118 closed POD-DP1 01:45 permit 0145011118 opened for guideway inspection POD-DP1 01:09 PIMV released again completed trip no issues POD-DP1 01:08 v202 released from depot POD-DP1 01:03 PIMV aborted in PPB Ic 73 front left tyre pressure returned to depot POD-DP1 01:02 PIMV released in preventative mode POD-DP1 01:00 shutdown - maintenance POD-DP1 23:17 v205 sent to washbay for both camera outages reported POD-DP1	Productivity 10 last updated by Arvinderjit Sandhu at 08:09 on 01/11/2018	AOB last updated by Arvinderjit Sandhu at 08:09 on 01/11/2018 VEHICLES IN DEPOT: 4 WO-3092388; V102 requires a DCMu, wheel alignment test & Y-lead. Powered Down outside WO-3126488 - V203 B7 FC 106 - Door Critical Fault V217 - Converted to SIMV WO-3069210- V211- FC 66/67 L/H brake slow to release 8
	Deliveries 11 last updated by Arvinderjit Sandhu at 07:12 on 31/10/2018 N/A	AOB last updated by Arvinderjit Sandhu at 08:09 on 01/11/2018 VEHICLES IN DEPOT: 4 WO-3092388; V102 requires a DCMu, wheel alignment test & Y-lead. Powered Down outside WO-3126488 - V203 B7 FC 106 - Door Critical Fault V217 - Converted to SIMV WO-3069210- V211- FC 66/67 L/H brake slow to release VEHICLES OFFSITE: 2 WO-2945090; V219 - Taken to AARK for Chassis works WO-2860567; V101 in Cardiff for training WO-3089981; V214 has V102 DCMu

1. Current Shift - Allows you to
 - Start your shift log
 - See information from the previous shift handover
 - Enter events throughout your shift
 - End your shift log
 - View the current and previous shift logs
2. Latest Events Shift - This displays all previous events regarding the system. The controller can input and update these in their shift. This is also used to sign in and out of a shift and record any event/ issues there have been during your shift.
3. Last Shift - Updates from the previous shift and who was covering.
4. Recent Unavailability – This displays an periods of System unavailability. These must be cleared before the current controller finishes their shift.
5. Depot Visits – This displays a list of vehicles that have visited the depot recently and any comments against that visit.
6. Weather - Displays the latest weather, as provided by the Met Office.
7. Long Journey Waits - Displays a list of all long journey wait times. This is used to confirm if the journey wait is valid or not having viewed the CCTV footage.
8. POD AOB - This allows you to input any relevant information which has not been captured in any other sections, for your information and the next controllers to be able to see.
9. Cleaners - This allows you to input any relevant information about cleaners (as a reminder, for your information and for the next controllers to see)
10. Productivity - This allows you to input any relevant information about productivity (as a reminder, for your information and for the next controllers to see)
11. Deliveries - This allows you to input any relevant information about deliveries (as a reminder, for your information and for the next controllers to see)
12. Breakdown SMS - Used when the system service becomes suspended or degraded and when it is resumed, to send an appropriate SMS message to relevant personnel. There is also a box underneath that you can change the message to suit the incident

5. Detailed Guidance Notes

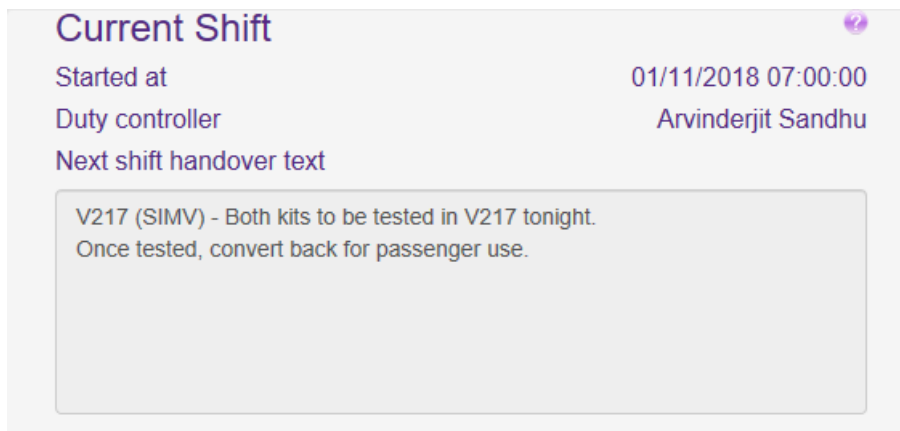
The following chapters provide information and guidance on how to use the Shift Logging System in more detail, with screen shots as well as descriptive information.

The sections are in the same order as described in the Main Screen section of this document.

5.1. Section 1 - Current Shift Section

5.1.1. Current Shift

This section tells everyone who is on shift and what date and time they started. And any handover information needed for the next shift.



Current Shift

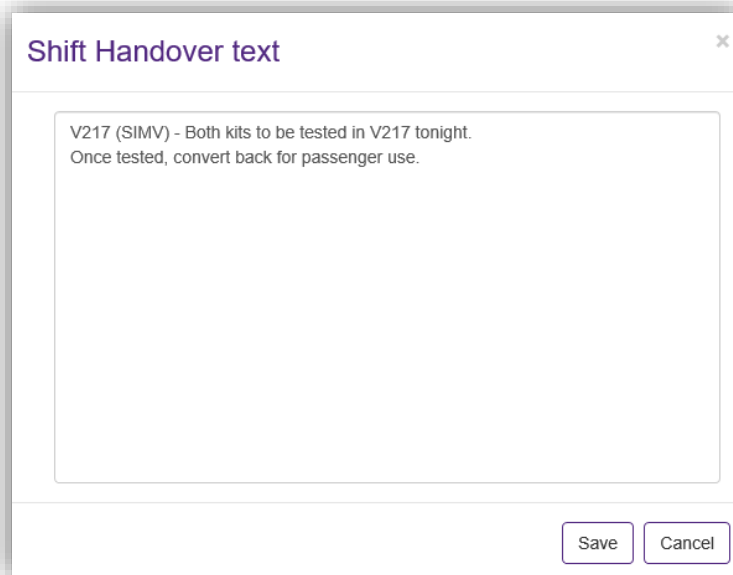
Started at 01/11/2018 07:00:00

Duty controller Arvinderjit Sandhu

Next shift handover text

V217 (SIMV) - Both kits to be tested in V217 tonight.
Once tested, convert back for passenger use.

When you select the above screen shot the screen shot below will appear on screen once updated press save and it should be on your main screen.





Shift Handover text

V217 (SIMV) - Both kits to be tested in V217 tonight.
Once tested, convert back for passenger use.

Save Cancel

5.2. Section 2 Latest Event Shifts

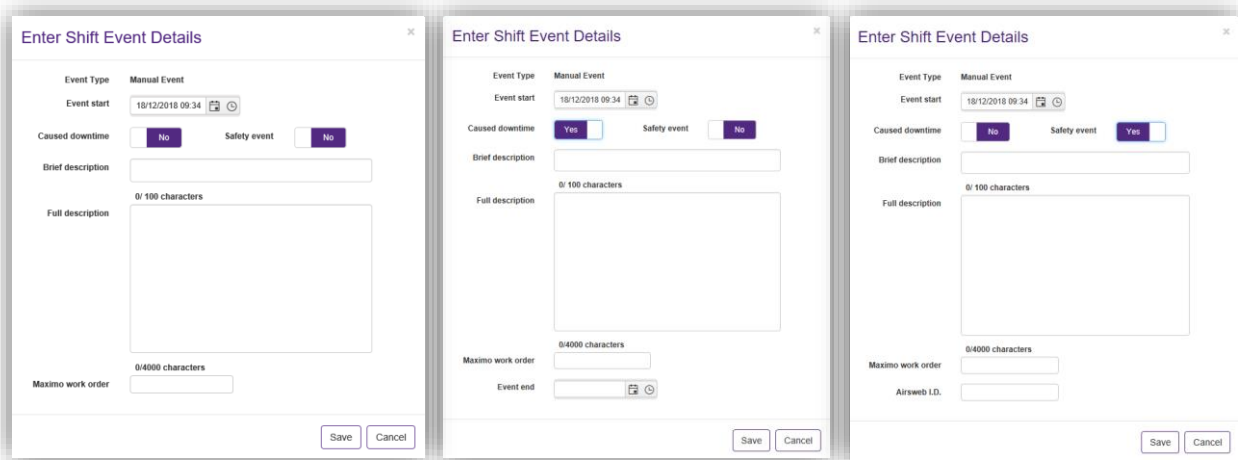
The “Latest events” list shows all the latest events, with the most recent at the top.

 New event	 End Shift Log
15:18 V207 released from depot	AS
14:18 PPB/7 Bay manual release active	AS
11:01 V207 sent to depot	AS
07:22 APOC Fog warning	AS
03:00 service resumed apoc/apcoa informed	POD-DP1
02:15 permit 0145011118 closed	POD-DP1
01:45 permit 0145011118 opened for guideway inspection	POD-DP1
01:09 PIMV released again completed trip no issues	POD-DP1
01:08 v202 released from depot	POD-DP1
01:03 PIMV aborted in PPB fc 73 front left tyre pressure returned to depot	POD-DP1
01:02 PIMV released in preventative mode	POD-DP1
01:00 shutdown- maintenance	POD-DP1
00:55 v205 sent to washbay for both camera outages reported	POD-DP1

These side labels are displayed in purple if the event is from your own current shift; you can click on these to edit them at any time during your shift.

Previous shift's events are shown with the side labels in grey. These cannot be edited as they're either entered by another controller, or from a previous shift.

Events that caused downtime and/or involved a safety incident are shown in red. Hovering your mouse over these events in the list will quickly show you the downtime and safety details.



The image shows three overlapping screenshots of the "Enter Shift Event Details" form. Each form has the following fields:

- Event Type:** Manual Event
- Event start:** 18/12/2018 09:34
- Caused downtime:** Radio buttons for Yes/No. In the first screenshot, both are "No". In the second, "Yes" is selected. In the third, "No" is selected.
- Safety event:** Radio buttons for Yes/No. In the first and second screenshots, both are "No". In the third, "Yes" is selected.
- Brief description:** Text input field.
- Full description:** Text area with a character count of 0/100.
- Maximo work order:** Text input field with a character count of 0/4000.
- Event end:** Text input field with a calendar icon.
- Airweb I.D.:** Text input field.
- Buttons:** Save and Cancel at the bottom right.

When you want to log a new event, click the “New Event” button, this will display the following popup, allowing you to enter the event details.

Event start – date and time defaults to the current time but can be altered if entering information retrospectively.

Caused downtime – defaults to No, but if the event caused some downtime, press the space key, or click with the mouse to toggle between YES and NO. This will then give you another option to enter when the downtime ended.

Safety event – defaults to No, but if the event caused a safety incident, press the space key, or click with the mouse to toggle between YES and NO. This will then give you another text box to enter Airsweb I.D.

Brief description – type information – limited to 100 characters (this will be the detail shown in the shift event list)

Full description – type additional, more detailed information if required– limited to 4000 characters (displayed on the full shift log)

Maximo work order – enter the associated MAXIMO reference for this event.

Once completed click on Save button. **You can edit this event at any time during your current shift.**

5.2.1. Entering Basic Shift Events

Click on “End Shift Log” to allow you to enter the details required to end your shift.

Edit Shift Log

Shift B	Shift start time	01/11/2018 07:00	In progress
Duty controller	Arvinderjit Sandhu	Duty technician	Scott Byrne
Weather forecast Today: A cloudy start with some persistent and locally heavy rain. Drier weather with sunny spells and perhaps the odd shower then spreading slowly east during the day, but not reaching east Kent until evening. Maximum Temperature 13C. Tonight: Any showers in the west soon dying out to give a dry night across the region with long clear spells. With light winds, a widespread frost will develop by morning. Minimum Temperature -3C.			
Next controller	Please select ▼	Next engineer	Please select ▼
Next technicians	Please select ▼		Please select ▼
Handover text	V217 (SIMV) - Both kits to be tested in V217 tonight. Once tested, convert back for passenger use.		

The following screen appears as a pop up and will default to the current date and time, who the duty controller and the duty technician are on shift. With the upcoming days weather forecast retrieved from the Met office for future reference. When shifts change a list of names will drop down from each box stating ‘Please Select’ whoever is on shift next will be selected and your handover will be input from the current shift section.

Next Controller – select the controller on shift after you.

Next engineer – Select the next engineer on shift.

Next technicians – Select the next technicians on shift.

Once completed, click the “End Shift” button and your shift will end.

5.3. Section 3 Last Shift

This section allows them to view the log from the last shift. This section is not editable and is just to show who was the last controller and any notes they may have left.

Last Shift

Ended at01/11/2018 07:00:36

Duty controllerDavid Pippin

Last shift handover notes

WO-3126488 - V203 B7 FC 106 - Door Critical Fault

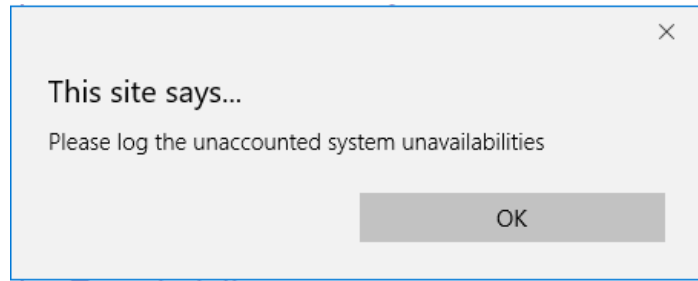
SIMV kit

5.4 Section 4 Recent Unavailability

This section shows any recent unavailability, this is when either T5 is unavailable or both PBB and PBA are unavailable for passengers to use.

Recent unavailability			
From	To	Duration	Log shift event
2018/11/01 09:35	2018/11/01 09:59	24 mins 0 secs	Log

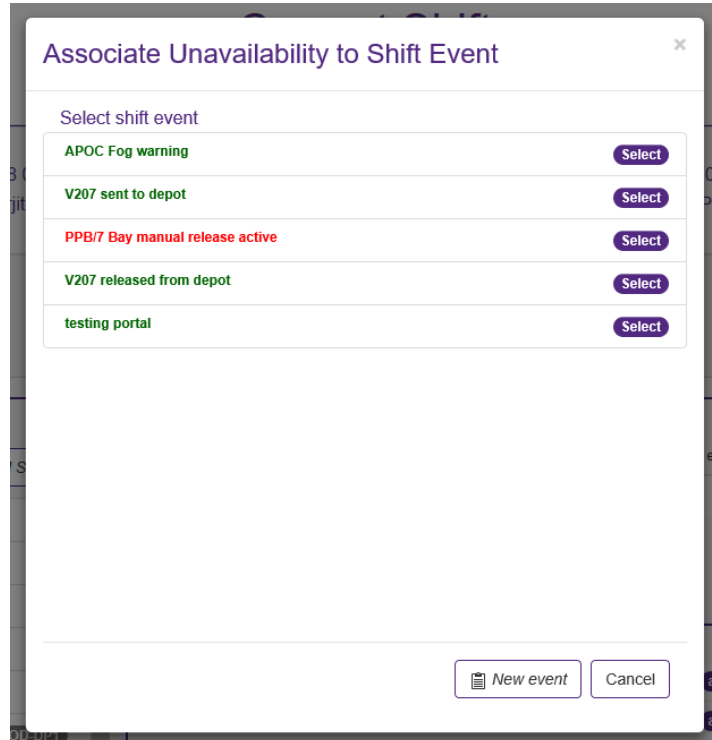
If any unavailability appears in this section the current controller must log an event associated with that unavailability, otherwise they will get a message to say that they must log an event before ending their shift (see right).



To log an event against the period of unavailability simply click on the “Log” button for the period you wish to log. After clicking this button, you will then get the following popup window appear (see right).

From this window you can then select a shift event from the list by clicking the “Select” button or use the “New Event” button to create a new one.

Clicking on one of the pre-populate events will log the event with no further input from the controller. If you wish to create a new event using the “New Event” button, then another popup will be displayed (see below).



From this popup (see left) you can enter the details for the period of unavailability and then use the “Save” button to save the event.

5.5 Section 5 Depot Visits

This section is a list of vehicles that are either currently in the depot or vehicles that have been in the depot recently. As you can see below each vehicle will have time stamps of when the vehicle entered the depot and when it left. Comments can also be added to each one so there is a record of why that vehicle was in the depo, for example, **WO-3092388; requires a DCMu, wheel alignment test & Y-lead. Powered Down outside.**

To leave a comment against each visit simply click on the “Add” or “Edit” buttons. This will then open a popup which is a text box that can be edited by the controller (see below).

Depot visits			
Vehicle	When entered	When departed	Comments
102	21/09/2018 01:27:47	10/12/2018 01:18:03	add
203	27/10/2018 23:20:14	03/11/2018 01:44:11	edit
217	28/10/2018 02:18:02	02/11/2018 01:02:06	edit
211	31/10/2018 09:53:11	30/11/2018 01:04:57	add
207	01/11/2018 11:01:35	01/11/2018 15:19:28	add

To enter/edit the text simply type the text into the text area and then click the “Save” button to save the text.

Update Depot Visit comments

WO-3092388; requires a DCMu, wheel alignment test & Y-lead. Powered Down outside

Save

Cancel

5.6 Section 6 Weather

This section shows the current weather forecast for the Heathrow area as given by the MET Office. For the upcoming day for more accuracy and its specifically for the London area.

Weather forecast

Issued at 04:00 14/12/2018 (local time)

Today: A frosty start for many on Friday. Remaining cold but dry with occasional sunny spells. Less cold and cloudier to the east, with the odd shower possible across Kent. Maximum Temperature 6C.

Tonight: A dry and cold night with a frost for many. Mainly clear skies but a chance of cloudier, windier and milder conditions developing in the west by dawn. Minimum Temperature -3C.

5.7 Section 7 - Long Journey Waits

One of the metrics used to report the performance of the system is the number of passenger journeys with a very long wait time.

However, there are some journeys where this is caused by a passenger getting into another vehicle, or walking away after requesting a journey, and these should not be included in the system performance reports.

This section shows you all the journeys that the system has recorded with a long waiting time. For each, you can confirm that a passenger did have to wait that long, by clicking “Valid”, or by clicking “Ignore” if it was an erroneous request that should be ignored in performance reports.

Note – this is done by checking the CCTV system for the request time in the specified station and for the specified vehicle.

Long journey waits						
Time	From	To	Veh	Delay	Confirm	
22/01/2019 18:33	MSCP5	PPA	211	307s	Valid	Ignore

5.8 Section 8 POD AOB

Update AOB text

VEHICLES IN DEPOT: 4

WO-3092388; V102 requires a DCMu, wheel alignment test & Y-lead. Powered Down outside
WO-3126488 - V203 B7 FC 106 - Door Critical Fault
V217 - Converted to SIMV
WO- 3069210- V211- FC 66/67 L/H brake slow to release

VEHICLES OFFSITE: 2

WO-2945090; V219 - Taken to AARK for Chassis works
WO-2860567; V101 in Cardiff for training

WO-3089981; V214 has V102 DCMu

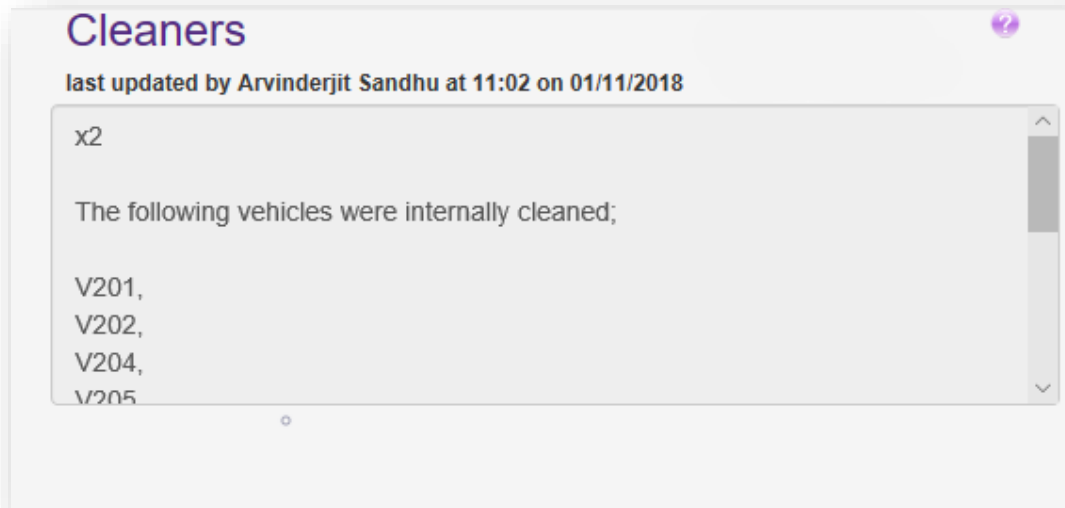
Save

Cancel

This section shows the Any Other Business text that was last entered and allows you to change it. This is free text and the latest entered update is always displayed to you and following controllers.

5.9 Section 9 Cleaners

This section shows text giving useful information about cleaning of the vehicles that was last entered and allows you to change it. This is free text and the latest entered update is always displayed to you and following controllers.



Cleaners

last updated by Arvinderjit Sandhu at 11:02 on 01/11/2018

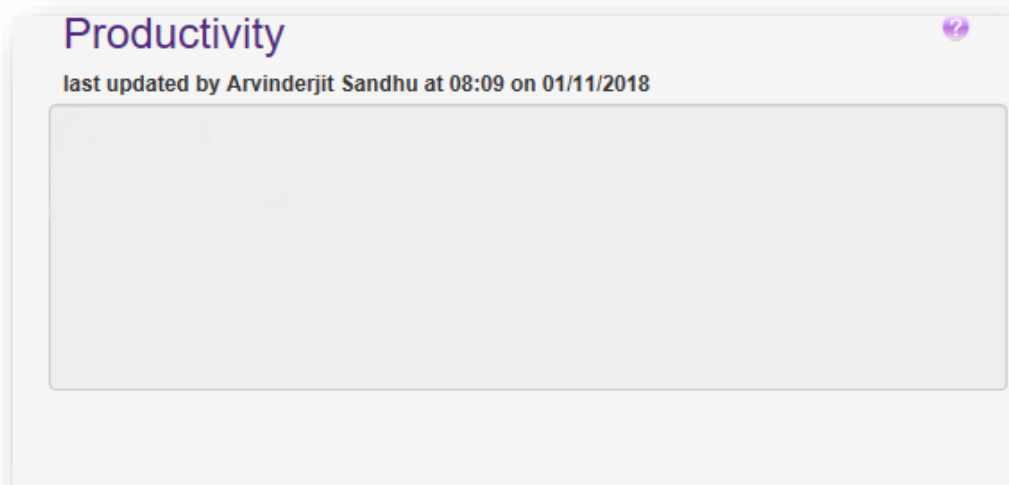
x2

The following vehicles were internally cleaned;

V201,
V202,
V204,
V205

5.10 Section 10 Productivity

This section shows the Productivity text that was last entered and allows you to change it. This is free text and the latest entered update is always displayed to you and following controllers.

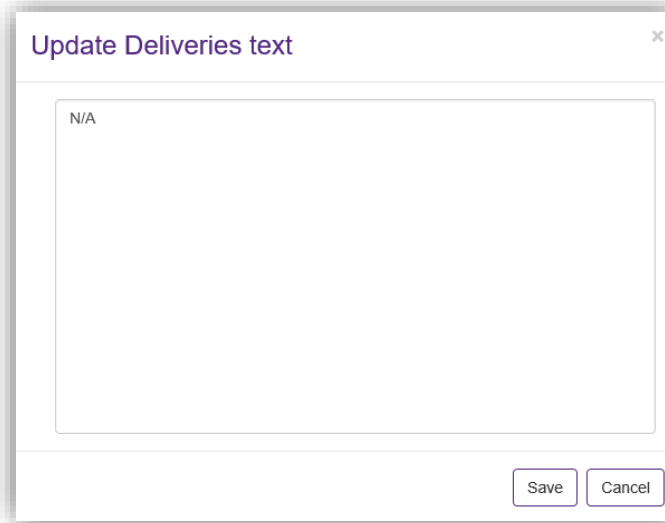


Productivity

last updated by Arvinderjit Sandhu at 08:09 on 01/11/2018

5.11 Section 11 Deliveries

This section shows text giving useful information about deliveries that was last entered and allows you to change it. This is free text and the latest entered update is always displayed to you and following controllers.

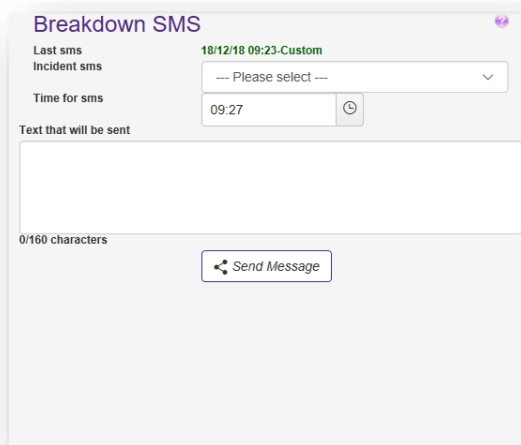


A dialog box titled "Update Deliveries text" with a close button (X) in the top right corner. Inside the dialog, there is a large text area containing the text "N/A". At the bottom right of the dialog, there are two buttons: "Save" and "Cancel".

5.12 Section 12 - Breakdown SMS

Use this section to send SMS text messages to relevant people in the event of the system entering a degraded mode, service being suspended or during system maintenance and when the system service is resumed. You can edit the message to suite your needs.

5.12.1 Sending SMS messages to Breakdown Group



A screen titled "Breakdown SMS" with a purple icon in the top right corner. It contains the following elements:

- Last sms**: 18/12/18 09:23-Custom
- Incident sms**: A dropdown menu with the text "--- Please select ---" and a downward arrow.
- Time for sms**: A text input field containing "09:27" and a clock icon.
- Text that will be sent**: A large text area for composing the message.
- 0/160 characters**: A character count indicator.
- Send Message**: A button with a paper plane icon.

Click on to the Incident SMS as highlighted in the following screen shot and a drop-down list appears, allowing you to select the message required to send. You can also change the message to suite your needs if needed in the text box so you can see what exactly is been sent.

Breakdown SMS

Last sms
Incident sms
Time for sms

18/12/18 09:32-Resumed after maintenance

Text that will be sent

0/160 characters

--- Please select ---
 Suspended due to vehicle breakdown
 Suspended due to system fault
 Degraded, only Station A working
 Degraded, only Station B working
 Suspended, Emergency Services
 Suspended, Fire alarm/evacuation
 Service resumed
 Suspended for planned maintenance
 Resumed after maintenance
 Custom

Send Message

Next, the time can be changed with the drop-down box to the closest hour and you can manually edit the minutes by clicking in the box, so it highlighted, as shown in the screen shot.

Breakdown SMS

Last sms
Incident sms
Time for sms

18/12/18 09:23-Custom

Suspended due to vehicle breakdown

09:25

Text that will be sent

Heathrow pod service suspended at 09:27 due to vehicle breakdown, replacement bus service operating

99/160 characters

Send Message

Once completed Click on Send Message button. The screen will appear as below. Note that the writing goes from Green to Red, to indicate the last SMS sent was a degraded message. The screen will update, showing which SMS was last sent and the time it was sent.

Breakdown SMS

Last sms
Incident sms
Time for sms

18/12/18 09:30 - Suspended due to vehicle breakdown

--- Please select ---

09:25

Text that will be sent

99/160 characters

Send Message

The SMS will be sent to all relevant people to update them on the progress and if any precautions need to be put in place. and the screen will update, showing which SMS was last sent and the time it was sent. (When these messages are displayed green, it is a quick indication tha the last SMS sent was a service resumed message.)

Breakdown SMS

Last sms
Incident sms

18/12/18 09:30 - Suspended due to vehicle breakdown

Time for sms

Resumed after maintenance

09:30

Text that will be sent

Heathrow Pod full service resumed at 09:30 on 18/12/2018. Planned maintenance works completed

93/160 characters

Send Message

Once the pod has been recovered and maintained you must then update the breakdown MSM that tell the relevant people the issue has been resolved or service resumed. You can select a different response and edit the message if needed and changes the time as well. All details are sent in the SMS when you click the Send Message button.

Breakdown SMS

Last sms
Incident sms

18/12/18 09:32 - Resumed after maintenance

Time for sms

--- Please select ---

09:30

Text that will be sent

93/160 characters

Send Message

Here the SMS has been sent and note that the last SMS sent will turn back to green text, to indicate the last one sent was a service resumed message. This will stay like this until the next message is sent out to keep people up to date on the issue was.

HRailPortal

DELETE

Tuesday, 18 December 2018

Heathrow pod service suspended at 09:25 due to vehicle breakdown, replacement bus service operating 09:30

Heathrow Pod full service resumed at 09:30 on 18/12/2018. Planned maintenance works completed 09:32

Below is an example of the SMS messages received when the issue has been resolved and resumed service

This will also automatically trigger the end of shift email to be sent to all relevant recipients. An example of the end of shift email is given in Appendix

6 Appendix A – Example End of Shift Email

Availability

PODS in service at end of shift:15

Vehicles in Maintenance:6

Vehicle	When entered
219	31/01/2018 02:42:19
101	01/02/2018 01:43:36
204	01/02/2018 01:43:36
211	01/02/2018 02:25:46
207	01/02/2018 15:37:54

Minutes down time from start of shift till End (as of email sent time):89

Occurrences:2

Brief description of downtime faults:

05:46 - V215 stopped T5 en-route to B e-stopping station, loss of V reg messages & reporting zero UPS - 39 minutes Maximo reference WO-2322017

06:23 - Paxs getting out of PODs unescorted at T5 - 50 minutes Maximo reference n/a

AIR01:

06:23 - Pax's getting out of PODs unescorted at T5 - Reference IN-41738

AFA's:

none

Weather report at start of shift

Evening/night: Windy this evening and overnight with some clear spells and a few showers, perhaps wintry in places by morning. Becoming cold with the risk of a few icy patches developing. Minimum Temperature 1C.

Tomorrow, Tuesday: A cold and windy day across the region with sunny spells and occasional showers, these wintry in places and most frequent in the west. Maximum Temperature 6C.

Resources

Duty controller: **Stuart Baldry**

Duty technician(s): **Geoffrey Bashford**

Dan Hughes, Adam Ghous

Others: **none**

Oncoming shift controller

Bob Baine

Productivity

None entered

Work handed over

**Van Keys just be logged in Daily Log when used and returned
Remind cleaners about berth 3**

POD AOB

None entered

Deliveries

None entered

Cleaners

None entered