Heathrow Rail Pod

DUTY CONTROLLER SHIFT LOG USER GUIDE

LOCAL OPERATION PROCEDURE

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Table of Contents

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.

Step 2

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

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.
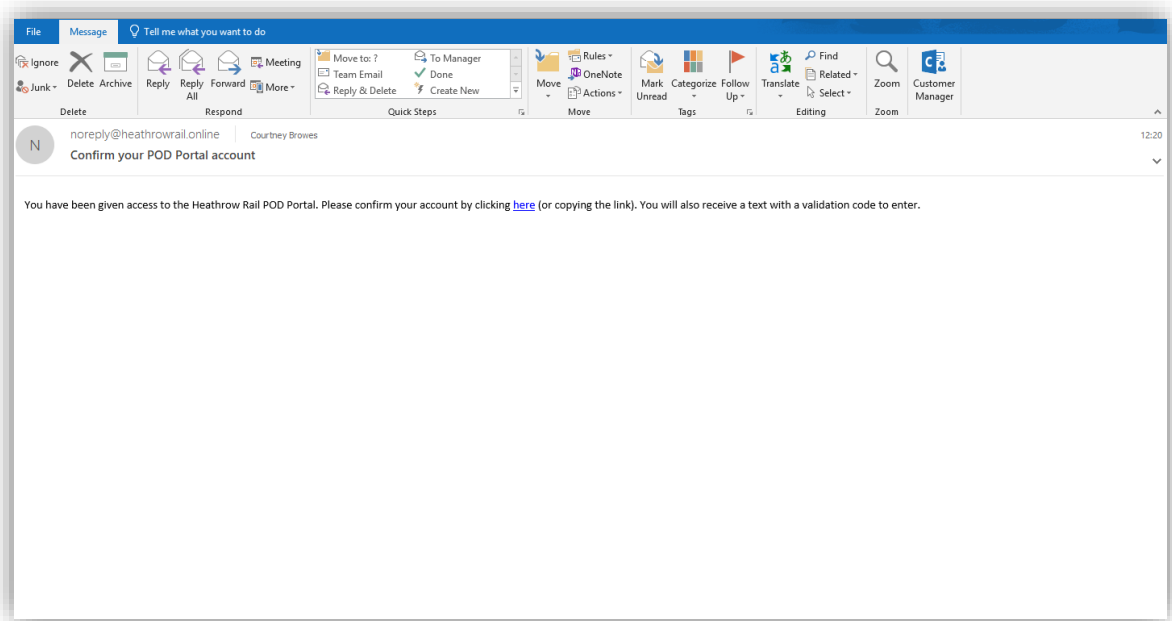
Step 4

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.
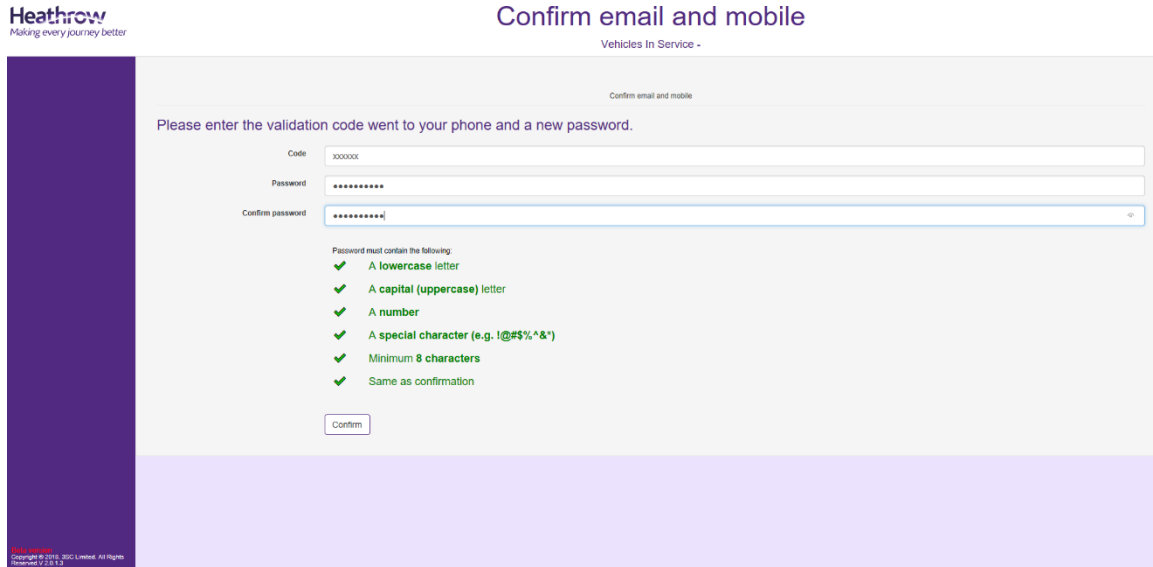
Step 6

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.
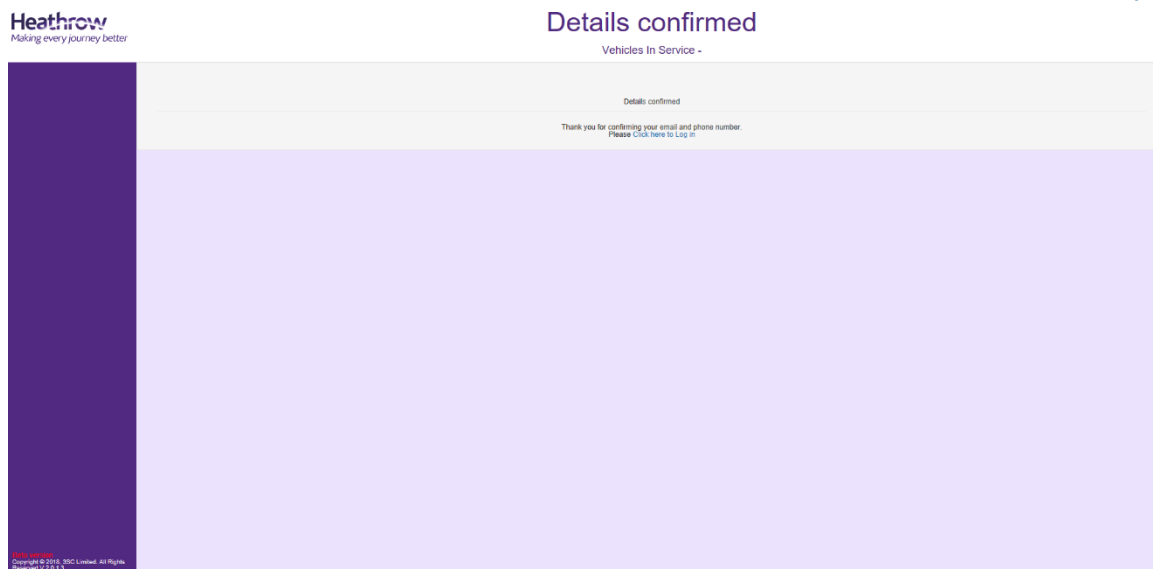
Step 7

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

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.

Step 9

Conformation of your first time logging in on the system.

Step 10

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

Step 11

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

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.

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: -

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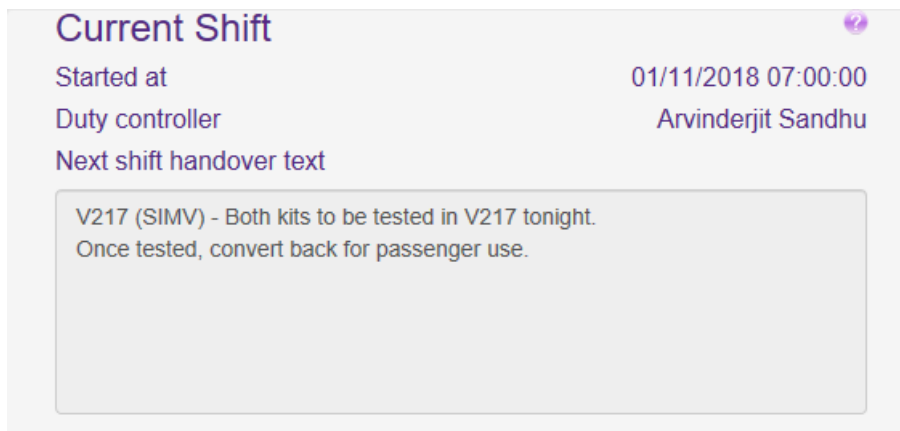
The following chapters provide information and guidance on how to use the Shift Logging System in more detail, with screen shots as well as descriptive information.

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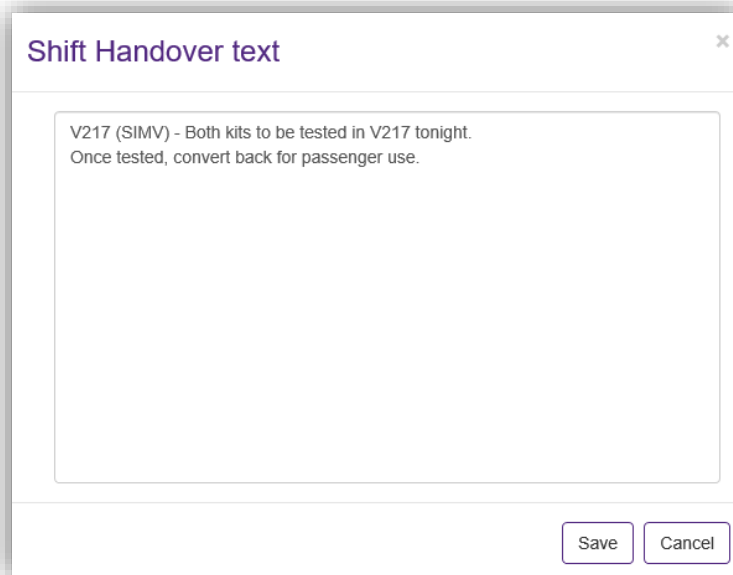
When you select the above screen shot the screen shot below with appear on screen once updated press save and it should be on your main screen.

5.2.   Section 2 Latest Event Shifts
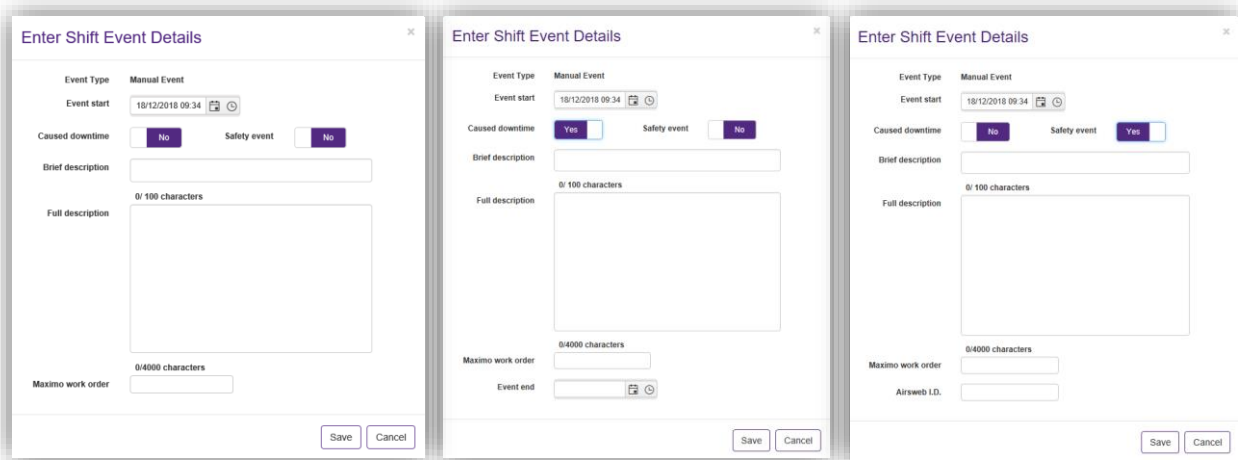
The "Latest events" list shows all the latest events, with the most recent at the top.

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.

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.

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 at	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

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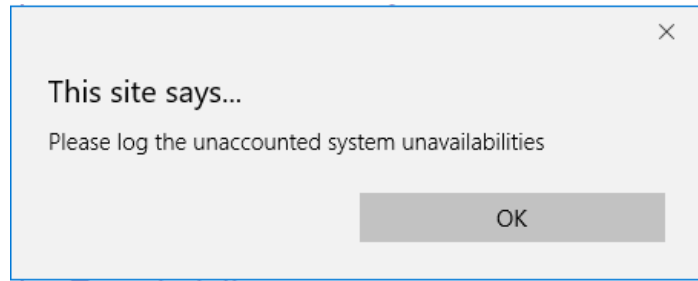
To log an event against the period of unavailability simply click on the "Log" button for the period you wish to log. After clicking this button, you will then get the following popup window appear (see right).

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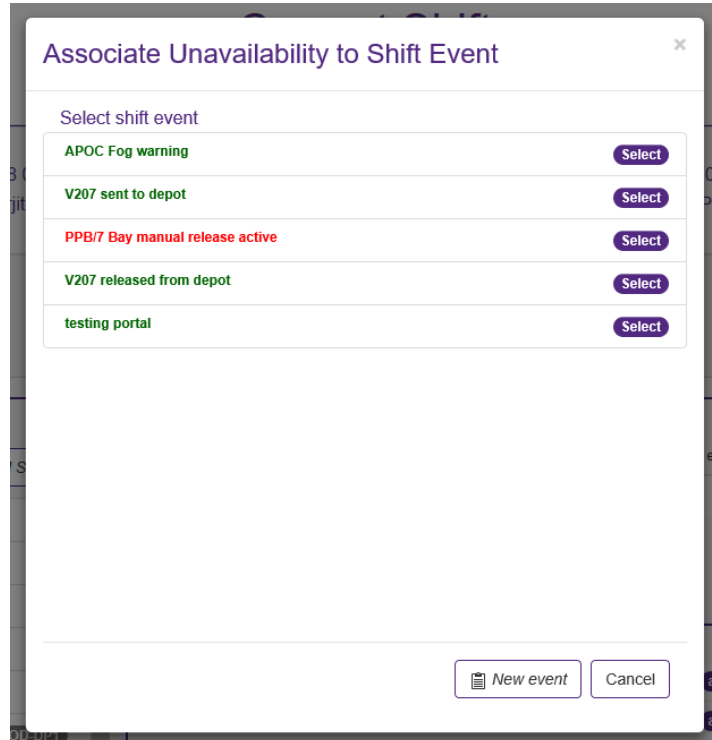
From this popup (see left) you can enter the details for the period of unavailability and then use the "Save" button to save the event.

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).

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

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.

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.

5.8 Section 8 POD AOB

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.
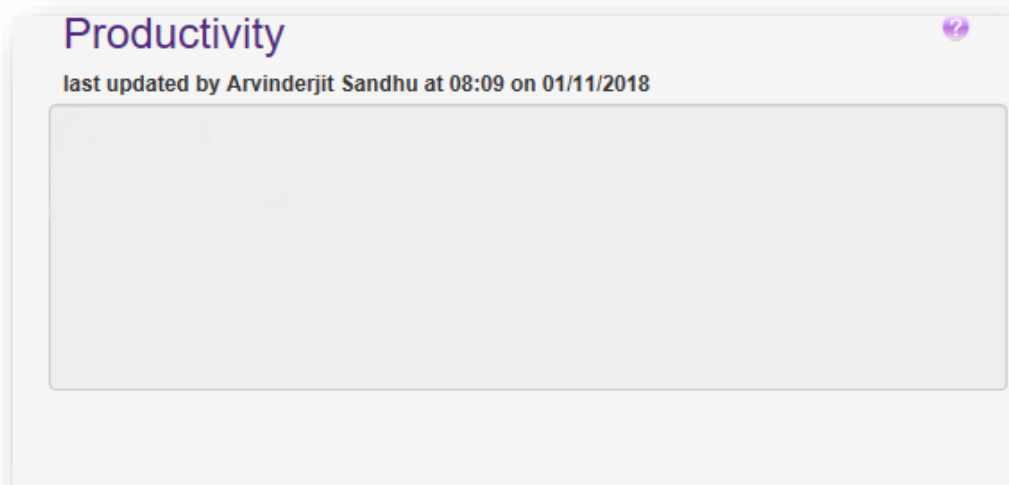
5.10 Section 10 Productivity

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.
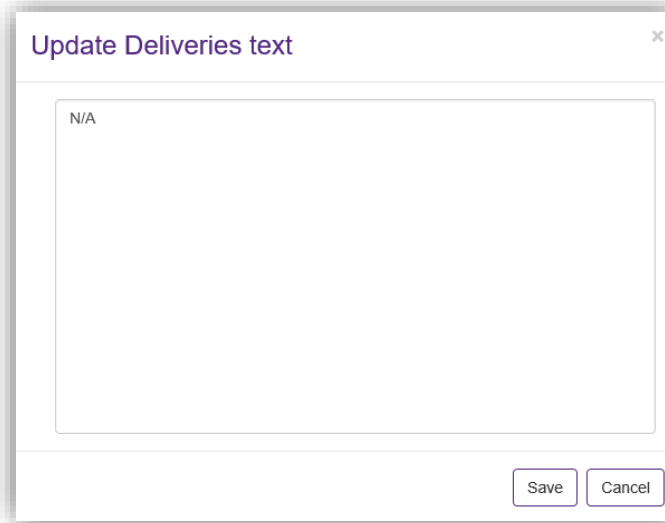
5.11 Section 11 Deliveries

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.
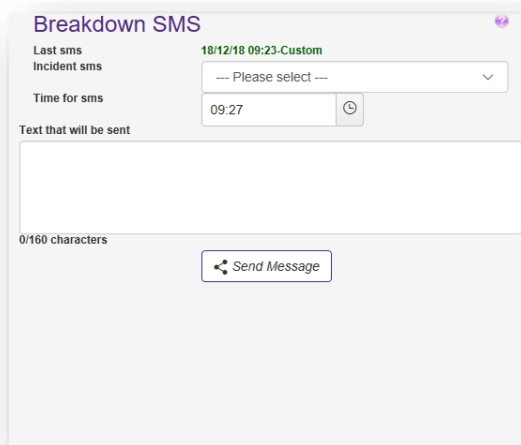
5.12 Section 12 - Breakdown SMS

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

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

--- 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

Text that will be sent

0/160 characters

Send Message

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

Breakdown SMS

Last sms
Incident sms
18/12/18 09:23-Custom

Suspended due to vehicle breakdown

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

--- Please select ---

Time for sms
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.)

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.

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.

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

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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