

MANAGING A SERIOUS INCIDENT AT A MUSEUM

In NSW

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RAIL REGULATORS

- Rail Regulators
 - 2002 DoT – initial regulator in NSW
 - 2004 ITSRR – setup and operated under NSW Law including reliability
 - 2007 ITSRR issued a sample SMS to T&H groups
 - 2010 ITSRR dropped Reliability function
 - 2012 ONRSR – setup and operates under Rail Safety National Law

Progress of National Rail Safety

- Jan 2013 – included South Australia, Tasmania, Northern Territory and NSW.
- May 2014 – Victoria enacted the law but excluded the T&H and tramways
- November 2014 Australian Capital Territory joined ONRSR
- November 2015 Western Australia joined ONRSR
- Queensland to enact the law in 2016.

RAIL INVESTIGATORS

- Rail Investigators
 - OTSI – operates under NSW law and includes bus, ferry and rail incidents
 - ATSB – operates under Commonwealth law and includes aviation, marine and rail.

ATSB

- Investigates incidents and produces “no blame” reports.
- Evidence cannot be used in a court of law
- Before being interviewed, interviewee must sign a document to say they cannot talk about the investigation
- Because evidence cannot be used in court, the interviewees must be very open when answering questions.
- Expertise “very thin” on light rail.

ONRSR

- Investigates incidents and can prosecute
- Does NOT issue reports of investigations
- Usually only issues Improvement Notices but can issue fines or jail
- Can also be investigated by OTSI/ATSB
- Does independent investigation from OTSI/ATSB
- Expertise “very thin” on light rail.

NOTIFIABLE OCCURRENCES

- The *Rail Safety National Law* requires notifiable occurrences to be reported. A notifiable occurrence means an accident or incident associated with railway operation that has, or could have, caused significant property damage, serious injury or death.

NOTIFIABLE OCCURRENCES

- Category A
 - Most serious
 - Must be reported immediately orally to ATSB
 - Provide a written report within 72 hours to ONRSR
- Category B
 - Provide a written report within 72 hours to ONRSR
 - See website of definitions of categories <http://www.onrsr.com.au/operations/reporting/notifiable-occurrences>

STM Serious Incident



Outline of Accident

- Unmanned tram ran away down Tramway Avenue.
- Collided with passenger tram returning from Sutherland.
- Driver stopped and ordered all passengers and crew off the tram before collision.
- No physical injuries to passengers or crew occurred.

Process of Reporting An Accident

- Phone ATSB with details.
- ATSB contacted ONRSR and OTSI.
- Both authorities notified that they will come to investigate.
- Quarantined the site.
- Crews were Drug & Alcohol tested.
- Statements obtained from crews.
- Preliminary investigation on the day by all.
- More formal interview conducted later at authorities' offices and on site.

Investigators

- OTSI decided to escalate the investigation to the ATSB (Commonwealth law) after discussion with superiors.
- The persons involved were summoned to attend a formal investigation which was recorded.
- The damaged tram (675) was “quarantined” and not to be touched after being moved from the accident site.
- Experts brought in to thoroughly inspect the damaged trams (over the pit).

Lessons from Accident

- Passengers

- Request an ambulance in case of injuries.
- Have all passengers moved to a site away from the accident to:
 - Check for any injuries.
 - Get names and addresses of passengers.
 - Get details from witnesses.
 - Offer them drinks.
 - Perhaps offer another free visit?

Lessons from Accident

- Crew

- Provide a “sick bay” for crews to recover from shock.
- Have other members, not involved in accident, talk to them to allow them to express their concerns.
- Don’t let them drive home, either send them in a taxi or let another member take them home.
- Ensure any crew involved in such incidents are offered counseling.

Other Comments

- STM has prepared a report but is waiting for responses from ATSB and ONRSR.
- Be proactive in issuing documentation to members.
- Did a desktop emergency exercise in 2013. It involved all OIC's to ensure that they knew the processes.
- In 2015 we had an SES exercise of them rescuing a person trapped between a tram and the RNP platform. We provided a tram, a crew and observed.
- However nothing can prepare for the real thing. Luckily there were NO injuries.