

*Tonbridge Station Improvements
and Winter Preparations*

Tonbridge and Malling Rail Forum

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Tonbridge Station Improvement

- **Station Front Works**

- New cladding & canopy
- New relocated windows & double doors with shutter system

- **Second Entrance Works**

- Installation of false ceiling with lighting
- Installation of cladding to interior walls & repairs to flooring and stairs

- **Platform 1&2 Works**

- Re-plaster old waiting room and renew utilities for future use as a retail unit

Tonbridge Station Improvement (cont)

- **Platform 1&2 Works (cont)**

- Remove Glasdon information point/retail outlet/vending machines and create new customer facing information point
- Convert the existing toilet block into new toilets with disable access.
- Additional Eglin style seating to match existing
- New glazed screened waiting room at London end of platform

- **Platform 3 Works**

- Refit men's toilet facilities and create new access to disabled toilet
- Redecorate ladies toilet & waiting room

Tonbridge Station Improvement (cont)

- **Booking Hall & Ticket Office Works**

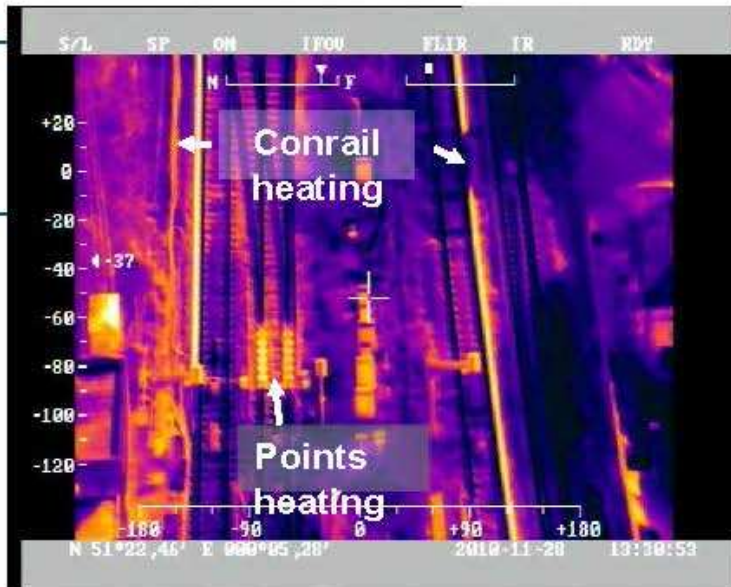
- Wider booking hall with new non slip flooring
- Removal of existing doorway to taxi office and block off
- Install new doorway, door and door furniture from road
- Relocate ticket vending machines



Existing



Refurbished



Winter preparation

- Conductor rail heating, completing 2 year programme
- Launched new fitment programme in spring 2010
 - By Winter 2010 – 40 locations
 - By Winter 2011 – over 120 locations
 - Plus 30 additional locations in Sussex
- Remote operation by Kent Integrated Control Centre with local over-ride facility

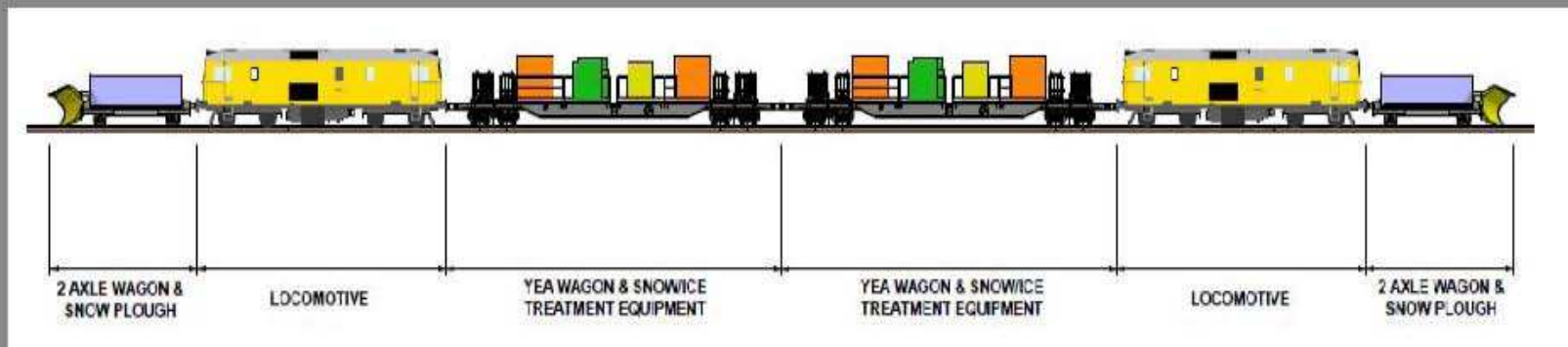




Treatment trains

- Anti-icing / de-icing and snow clearance trains for winter 2011/12 will be:
 - 8 Anti / de-icing trains and enhanced multi purpose vehicles (MPVs) – 2 more than 2010
 - 2 snow and ice treatment trains new for 2011 – more in South East available if needed
 - 20 class 375 Electrostar fleet to be fitted with in-service anti-icing capability – new for 2011

Snow and ice treatment trains



- Able to clear snow from the running rails and conductor to 50mm above rail head
- Ice scraping and de-icing capability with a heavy duty sleet brush/ ice scraper
- Application of hot de-icing fluid onto the conductor rail head
- One train to provide two passes of ice scraping and de-icing
- Locomotive hauled combined with Dellner couplers provides capability to rescue stranded passenger trains

Winter Preparation - Station & on train equipment

- Increased supplies of grit, salt, ice melt chemicals stored at locations across the network for stations, car parks and depots
- 100 additional grit salt bins
- Additional equipment to help staff clear snow and ice efficiently such as 220 hand pushed ploughs
- 16 motorised snow clearance vehicles for larger stations and depots
- 4,000 foil blankets and glow sticks onboard trains for vulnerable passengers

Customer information

- Contingency timetable agreed and ready to implement
- Training and briefing for customer facing staff – increasing confidence and understanding of what passengers need
- Announcement guidelines trained and briefed to customer facing employees
- Improved access for station staff to information changes to train service
- Station PA linked directly to central control
- New Twitter data feed, automated email alerts, i-phone App, etc

Learning the lessons from last year

- Joint review of processes conducted with Southeastern
- Combined “gold command” including operations, maintenance and Southeastern
- “On ground” response staff focussed on vulnerable/high risk locations
- Infrastructure & vehicle improvements ready for “early winter”
- Options to deploy solutions for Frost Ice & Snow
- More preventative options
- Building on front line staff commitment – “we never closed a signal box” due to ice or snow

Our expectations for this winter

- We will be able to provide better information to passengers
- We will be able to provide and a more robust train service
- We will be able to recover more quickly and return to operating a normal timetable service

This quote given by Charles Horton to Press Association in December 2010 & still holds true,

“if there is very heavy snow, we are always going to find it a struggle to provide a good service. Fortunately, bad weather is only around for a very small part of the year. The big question is what is the right balance for investing in equipment to keep the network free of snow and ice?”

Questions ?

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