

## Annex 7 - Example of Communications

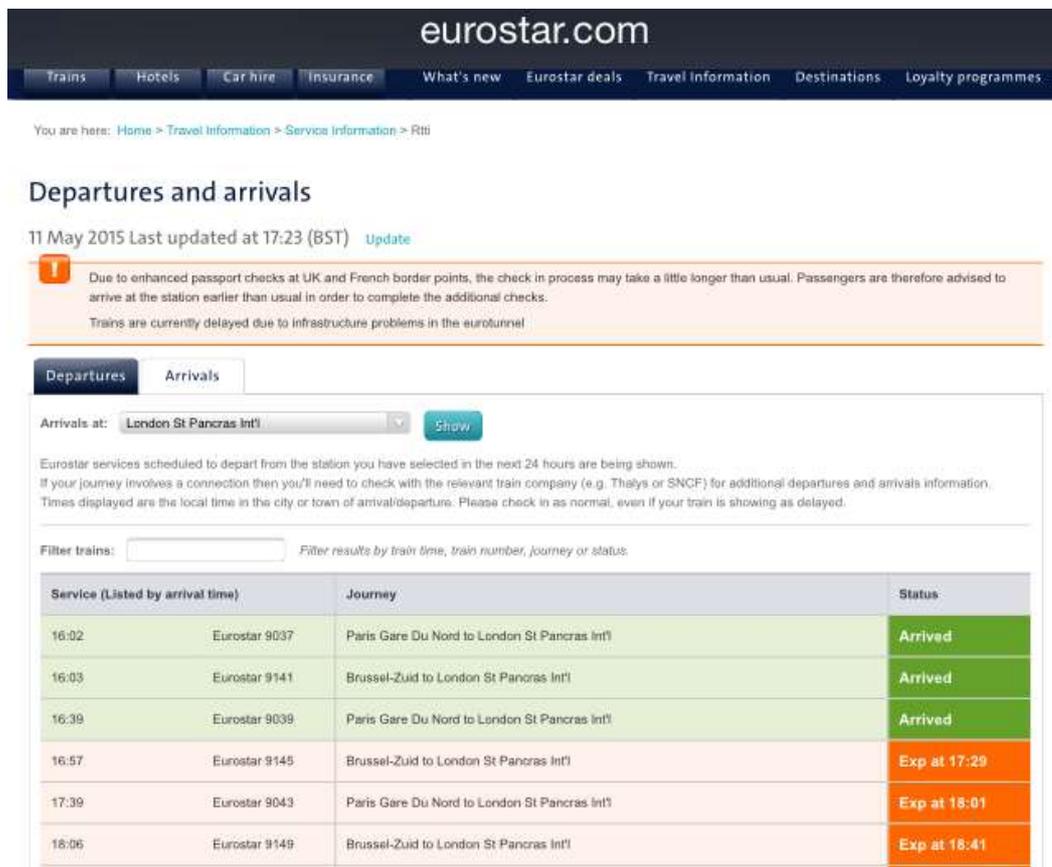
### Monday 11th May 2015

Some of the review team travelled on Eurostar train 9149 from Lille (1736 CT) to London, due at St Pancras at 1806 (BST).

Although, as we later learnt, an incident had been causing delays in the Channel Tunnel since 1557 BST, there was no warning at Lille or before Calais of any possible delay.

At 1710 BST we stopped on the through track at Calais Frethun. The Train Manager announced there would be a delay of 20 minutes, “waiting authorisation to enter the Channel Tunnel”. At 1720 BST the train crawled slowly towards the tunnel portal.

At 1723 BST the Eurostar website was already predicting a 35 minute delay, saying this was due to “infrastructure problems in the Eurotunnel”.



The screenshot shows the Eurostar website interface. At the top, the logo 'eurostar.com' is displayed. Below it, a navigation bar includes links for Trains, Hotels, Car hire, Insurance, What's new, Eurostar deals, Travel information, Destinations, and Loyalty programmes. A breadcrumb trail indicates the current page: Home > Travel information > Service information > Rtti.

### Departures and arrivals

11 May 2015 Last updated at 17:23 (BST) [Update](#)

**!** Due to enhanced passport checks at UK and French border points, the check in process may take a little longer than usual. Passengers are therefore advised to arrive at the station earlier than usual in order to complete the additional checks.  
Trains are currently delayed due to infrastructure problems in the eurotunnel

**Departures** Arrivals

Arrivals at:  [Show](#)

Eurostar services scheduled to depart from the station you have selected in the next 24 hours are being shown.  
If your journey involves a connection then you'll need to check with the relevant train company (e.g. Thalys or SNCF) for additional departures and arrivals information.  
Times displayed are the local time in the city or town of arrival/departure. Please check in as normal, even if your train is showing as delayed.

Filter trains:  Filter results by train time, train number, journey or status

Service (Listed by arrival time)	Journey	Status
16:02 Eurostar 9037	Paris Gare Du Nord to London St Pancras Int'l	Arrived
16:03 Eurostar 9141	Brussel-Zuid to London St Pancras Int'l	Arrived
16:39 Eurostar 9039	Paris Gare Du Nord to London St Pancras Int'l	Arrived
16:57 Eurostar 9145	Brussel-Zuid to London St Pancras Int'l	Exp at 17:29
17:39 Eurostar 9043	Paris Gare Du Nord to London St Pancras Int'l	Exp at 18:01
18:06 Eurostar 9149	Brussel-Zuid to London St Pancras Int'l	Exp at 18:41

At 1740 BST the train entered the Channel Tunnel, using the running tunnel north. Train Manager apologised for the delay and said he would give an estimated time of arrival in London once we had left the tunnel. We proceeded slowly through the tunnel, switching to the running tunnel south en route.

At 1812 BST the Eurostar website was continuing to predict a 35 minute delay, because Eurostar were “blind” to the train’s slow progress through the tunnel.

You are here: [Home](#) > [Travel Information](#) > [Service Information](#) > [RTI](#)

## Departures and arrivals

11 May 2015 Last updated at 18:12 (BST) [Update](#)

**i** Due to enhanced passport checks at UK and French border points, the check in process may take a little longer than usual. Passengers are therefore advised to arrive at the station earlier than usual in order to complete the additional checks.  
Trains are currently delayed due to infrastructure problems in the eurotunnel

Departures
Arrivals

Arrivals at: London St Pancras Int'l Show

Eurostar services scheduled to depart from the station you have selected in the next 24 hours are being shown.  
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Times displayed are the local time in the city or town of arrival/departure. Please check in as normal, even if your train is showing as delayed.

Filter trains:  Filter results by train time, train number, journey or status.

Service (Listed by arrival time)	Journey	Status
16:39 Eurostar 9039	Paris Gare Du Nord to London St Pancras Int'l	Arrived
16:57 Eurostar 9145	Brussel-Zuid to London St Pancras Int'l	Arrived
17:39 Eurostar 9043	Paris Gare Du Nord to London St Pancras Int'l	Arrived
18:06 Eurostar 9149	Brussel-Zuid to London St Pancras Int'l	Exp at 18:41

At 1814 BST Eurotunnel’s website was saying there are delays due to an “incident”

eurotunnel.com

## Latest travel information

### For customers travelling today via our UK Terminal

Our passenger service is currently operating with some timetable disruption, this is due to an incident in the Tunnel which is in the process of being resolved. There is a waiting time of approximately 90 minutes on the terminal.  
We sincerely apologise for the inconvenience this will cause to your journey.

### For customers travelling today via our French Terminal

Our passenger service is currently operating with some timetable disruption, this is due to an incident in the Tunnel which is in the process of being resolved. There is a waiting time of approximately 60 minutes on the terminal.  
We sincerely apologise for the inconvenience this will cause to your journey.

This information is also available via our 24 hour (recorded) service information on [+44 \(0\) 8444 63 00 00](tel:+4420844463000).

Last update: 11/05/2015 - 18:14 (Time updated GMT+1 hour)

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At 1815 BST train 9149 left the Channel Tunnel. The Eurostar website quickly updated to show a 52 minute delay. The Train Manager apologised, without giving a reason for the delay, and predicted arrival at St Pancras at 1900 BST.

11 May 2015 Last updated at 18:20 (BST) [Update](#)

**1** Due to enhanced passport checks at UK and French border points, the check in process may take a little longer than usual. Passengers are therefore advised to arrive at the station earlier than usual in order to complete the additional checks.  
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**Departures** Arrivals

Arrivals at:  [Show](#)

Eurostar services scheduled to depart from the station you have selected in the next 24 hours are being shown.  
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Filter trains:  Filter results by train time, train number, journey or status

Service (Listed by arrival time)	Journey	Status
16:30	Eurostar 9036 Paris Gare Du Nord to London St Pancras Intl	Arrived
16:57	Eurostar 9145 Brussel-Zuid to London St Pancras Intl	Arrived
17:30	Eurostar 9043 Paris Gare Du Nord to London St Pancras Intl	Arrived
18:06	Eurostar 9149 Brussel-Zuid to London St Pancras Intl	Exp at 18:58

At 1825 BST The BBC are now tweeting the delays due to a “freight train stopped in the tunnel”.

02-UK 3G 18:25 50%

Home Notifications Discover Me

**BBC Sussex** @BBCSussex [Follow](#)

Wait time up to 1.5 hours for Passenger Eurotunnel services at Folkestone due to a freight train stopped in the tunnel

11/05/2015 18:44

2 RETWEETS

At 1825 Eurostar 9149 stops at Ashford International, as shown in the screenshot below of the UK National Rail staff website, which collects real time train running data from all possible sources. Note that, as with Eurostar’s real time monitoring system, there is no data from the Channel Tunnel.

realtime.nationalrail.co.uk

Departures and arrivals | Eurostar

L15034 11/05/2015 1656 [BXS] to [STP]

Station: Ashford International From: HC: Time: ID by: Headcode Show Source Show Operational TOC: All Operators Time: auto Date: Today To: Date: Today Through: Clear Go Clear Go

Headcode: 9149 UID: L15034 11/05/2015 1656 Brussels Midi [BXS] to London St Pancras (Intl) [STP]  
 Train next at London St Pancras (Intl) [STP] - 9158 London St Pancras (Intl) [STP] to Brussels Midi [BXS]  
 This Train is operated by Eurostar.

Location	FD	Scheduled Arrival	Scheduled Departure	Expected Arrival	Arrival Source	Expected Departure	Departure Source	PI	Lateness	DR
<b>Brussels Midi [BXS]</b>			<b>1656</b>				No log			
CHUNCTR		Pass	<b>1726</b>	Pass		<b>1816</b>	TD		<b>30</b>	
WENHX		Pass	<b>1728</b>	Pass		<b>1819</b>	TD		<b>31</b>	
ASHPCEJ		Pass	<b>1731</b>	Pass		<b>1822</b>	TD		<b>31</b>	
<b>Ashford International [APK]</b>			<b>1734</b>	<b>1825</b>	TRUST				<b>J 51</b>	
Ashford West Junction		Pass	<b>1740</b>	Pass		1830	Darwin			
LENHAMX		Pass	<b>1744</b>	Pass		1834	Darwin			
CSMLX		Pass	<b>1746</b>	Pass		1836	Darwin			
NASHENX		Pass	<b>1749</b>	Pass		1839	Darwin			
SPLTJN		Pass	<b>1752</b>	Pass		1842	Darwin			
EBSPFN		Pass	<b>1752</b>	Pass		1842	Darwin			
EBSFWJN		Pass	<b>1753</b>	Pass		1843	Darwin			
WENGTNX		Pass	<b>1755</b>	Pass		1845	Darwin			
DAGNFIN		Pass	<b>1756</b>	Pass		1846	Darwin			
STFOEJN		Pass	<b>1800</b>	Pass		1849	Darwin			
STPOWJN		Pass	<b>1800</b>	Pass		1850	Darwin			
YWAYSJN		Pass	<b>1803</b>	Pass		1853	Darwin			
<b>London St Pancras (Intl) [STP]</b> next working to service <b>9158</b> to <b>Brussels Midi [BXS]</b>			<b>1806</b>	1855	Darwin					

This page was generated at: 11/05/2015 18:28:54

Eurotunnel twitter messages are also saying there is a “freight train stopped in the tunnel”.

Tweets

Eurotunnel LeShuttle @LeShuttle 50m  
 The delay for customers travelling from Folkestone has reduced to 60 mins. ^ST

Eurotunnel LeShuttle @LeShuttle 55m  
 @Petenevton10 Hello Pete, yes trains are still moving through the other tunnel, but departures are obviously less frequent. ^ST

Eurotunnel LeShuttle @LeShuttle 59m  
 The delay in France has increased to 60 mins, please accept our apologies for any inconvenience caused. ^ST

Eurotunnel LeShuttle @LeShuttle 1h  
 Due to the stopped train in the tunnel, there is an approximate delay of 90 mins in the UK and 30 mins for customers in Calais. ^ST

Eurotunnel LeShuttle @LeShuttle 1h  
 @NigelOFletcher Apologies Nigel, we have a freight train stopped in the tunnel. We are hoping to get you on your way as soon as possible ^ST

Eurotunnel LeShuttle @LeShuttle 1h  
 Due to a freight train stopped in the tunnel our service is currently

Eurotunnel's website is saying there is an "incident in the Tunnel".

The screenshot shows the Eurotunnel website with the 'le shuttle' logo. The navigation bar includes 'Home', 'Book Now', 'Tickets & Fares', 'Travelling with Us', 'Offers & Savings', 'Inspiring Ideas', 'Trade', and 'Contact Us'. A 'My Eurotunnel Booking' button is in the top right. The main content area features 'Latest Travel Information' with two sections: 'For customers travelling today via our UK Terminal' and 'For customers travelling today via our French Terminal'. Both sections state that the passenger service is operating with some timetable disruption due to an incident in the Tunnel, with a waiting time of approximately 60 minutes. A 'Fare Finder' sidebar on the right allows users to search for fares based on 'Going out' and 'Coming back' dates and locations, and includes options for 'Vehicle', 'Roofbox/bikes', 'Trailer or caravan', and 'Country of Residence'. A 'Search and book' button is at the bottom of the sidebar.

Eurostar are saying the delays are due an "earlier failure of an Eurotunnel shuttle"

The screenshot shows the Eurostar Twitter account (@Eurostar) with a welcome message and a list of tweets. The account has 2,009 following and 26.4K followers. The tweets include:

- A tweet from 11h: "@pwoodwardhk Please accept our apologies for the catering shortfall this evening. If you've not been emailed, please call and we will 1/2"
- A tweet from 19m: "@GillesG\_BE Apologies that your train was held - this was due to the earlier failure of an Eurotunnel shuttle which has now been moved."
- A tweet from 2h: "@Darbs60 You're welcome Pete"
- A tweet from 2h: "@Darbs60 That might be one to re-direct: [ow.ly/MOb19](#) @StPancrasInt"

## Departures and arrivals

11 May 2015 Last updated at 19:00 (BST) [Update](#)

**I** Due to enhanced passport checks at UK and French border points, the check in process may take a little longer than usual. Passengers are therefore advised to arrive at the station earlier than usual in order to complete the additional checks.  
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Departures Arrivals

Arrivals at:  [Show](#)

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Service (Listed by arrival time)	Journey	Status
18:57 Eurostar 9145	Brussel-Zuid to London St Pancras Intl	Arrived
17:39 Eurostar 9043	Paris Gare Du Nord to London St Pancras Intl	Arrived
18:06 Eurostar 9149	Brussel-Zuid to London St Pancras Intl	Exp at 19:03

At 1903 BST the Eurostar 9149 arrived at St Pancras International, 57 minutes late. There were crowds at the terminal waiting for arriving passengers, all looking at the “arrivals screen”.



We later heard the following explanation from Eurostar (time altered to be shown in BST to correspond to the rest of this appendix):

*Incident occurred at 15:57: "A truck shuttle (7433) stopped in the interval 5"*

*It was not until 5:10 p.m. that we received more information from the on-call officer of ET:*

*"We have an interval closed on the French side of the tunnel following the detection of a hot box on a truck shuttle.*

*This shuttle wrong way now way (towards the French entrance to Eurotunnel) and will reboard the detector within the next 10 minutes.*

*If it goes well, everything will return to normal at 18:00.*

*If there is a problem, re-opening will be much later in the evening."*

*The incident effectively ended at 18:16 but we suffered the direct impact of this incident until 20h (CT) and the indirect impacts until the end of the day including the reusing of trains (eg the Eurostar 9054 (SPI 20:01 / PNO 23:35): +35' ARR).*

*13 trains were delayed for between 3 and 57 minutes.*

In total we observed four explanations for the simple delay as follows:

1. An incident
2. Infrastructure problems
3. A freight train stopped in the tunnel
4. The failure of a Eurotunnel shuttle

It was interesting to note that on this day there were catenary problems in both the UK and France that the review team were caught up in. For comparison here are the passenger communications for both incidents – Tamworth (UK) and Paris-Nord (France).

