

Report 06/2019: Train door incident, Finchley Road, Jubilee line, 1 September 2018

On publication of RAIB's report concerning the train door incident, Finchley Road, Jubilee line, 1 September 2018, Simon French, Chief Inspector of Rail Accidents, said:

"This very unusual incident highlights the stresses which Underground train operators can be subject to when something goes wrong. A technical fault which developed suddenly and without warning created a situation which the train operator had never encountered before. His attempts to solve the problem led him to isolate a safety circuit and move off without checking that the train doors were properly closed. In fact, ten sets of doors along one side of the train were wide open as the train ran the full distance to the next station. It is fortunate that there was no-one close to the doors at the time.

"The rise of automatic operation has greatly improved the reliability of train services, but it has reduced the amount of engagement the train operator has with the on-train systems and equipment, which have become ever more complex. It is rare that an operator has to deal with a technical problem in service and understandable that, as in this case, they may sometimes be unsure of what steps to take. It is therefore important that operators are given the best possible training, and that the effectiveness of their response to problems is assessed as part of the company's competence management system.

"We are recommending that London Underground improves the training given to operators, and we think it is particularly important that they get the chance to practise responding to technical faults in a simulated train cab environment. This kind of training has been standard for airline pilots for many years, and I believe that it is time that it was more widely used in the railway industry."