
From: James Penhaligon
Sent: Friday, 18 December 2020 2:46 PM
To: GCLR
Cc: Cam M Green
Subject: RE: GCLR-OM :: New File Tasks -LF_ GoldlinQ 0072833_2.0_Incident Investigation Report- Slip trip fall -mobility scooter

GCLR,

Rail safety matter occurred, at SUP, 7 November 2020.

Passenger in mobility scooter received an injury, under LRV brake application.

Matter resolved – KDR advises nonactions are identified as part of investigation report.

Please close item.

Kind Regards

James Penhaligon
Technical Analysis Manager (Gold Coast Light Rail)
TransLink Division | Department of Transport and Main Roads

Level 8 | 12 Marine Parade | Southport QLD | PO Box 10420, Southport Qld 4215
t: 07 5555 4640 | m: NR
e: james.penhaligon@translink.com.au
w: www.tmr.qld.gov.au

From: GCLR <GCLR@translink.com.au>
Sent: Friday, 18 December 2020 2:33 PM
To: James Penhaligon <James.Penhaligon@translink.com.au>
Cc: Greg N Bousen <Greg.Bousen@translink.com.au>; Brendan Morphett <Brendan.Morphett@translink.com.au>; Ping Q Mao <Ping.Q.Mao@tmr.qld.gov.au>; Felicity Morris <Felicity.Morris@translink.com.au>; Xiang Z Gu <Xiang.Z.Gu@tmr.qld.gov.au>
Subject: FW: GCLR-OM :: New File Tasks -LF_ GoldlinQ 0072833_2.0_Incident Investigation Report- Slip trip fall - mobility scooter

Hi James

Incident Investigation Report: - Please review the attached correspondence and provide a response or advise if not responding and why for updating of relevant Registers

Kind Regards

Linda Matthews
A/Senior Recordkeeping Advisor (Gold Coast Light Rail)
TransLink Division | Department of Transport and Main Roads

Level 8 | 12 Marine Parade | Southport QLD | PO Box 10420, Southport Qld 4215
t: 07 5555 4615 | f: 07 5585 1858
e: linda.matthews@translink.com.au
w: www.tmr.qld.gov.au



From: notifications@asite.com <notifications@asite.com>
Sent: Thursday, 10 December 2020 1:16 PM
To: GCLR <GCLR@translink.com.au>
Subject: GCLR-OM :: New File Tasks

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Folder Path	Doc. Ref.	Title	Purpose of Issue	Status	Iss. / Ver.	Rev. No	Publisher	Publishing Date	Task Name	Task Due Date	Task Notes
GCLR-OM\Keolis Downer\03 Incident Investigation Reports	0072833	Incident Investigation	Issued for Information	Approved	2	2.0	PI Keolis Downer	10-Dec-2020 10:49 AEST	For Status Change	24-Dec-2020 23:59 AEST	

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Released under RTI - DMR

From: notifications@asite.com
Sent: Tuesday, 8 December 2020 10:23 AM
To: GCLR
Subject: GCLR-OM :: New File Tasks

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Folder Path	Doc. Ref.	Title	Purpose of Issue	Status	Iss. / Ver.	Rev. No	Publisher	Publishing Date	Task Name	Task Due Date	Task Notes
GCLR-OM\Keolis Downer\03 Incident Investigation Reports	0073530	Incident Notification	Issued for Information	Approved	1	1.0	PI Keolis Downer	08-Dec-2020 08:36 AEST	For Status Change	22-Dec-2020 23:59 AEST	

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Released under RTI - GCLR

Incident Classification:	Slip Trip Fall – on tram
Incident #:	0073530
Date:	05/12/2020
Time:	00:25
Location:	Florida Gardens Station (FLG)
Rolling stock:	LRV 017
Direction:	Southbound
Chainage:	30111
Incident Severity Level:	Level 2
Rail Safety Worker:	n/a
Fatigue score:	n/a
Drug / Alcohol:	n/a
Time of test:	n/a
Damage description:	n/a
Injury:	No injury reported
Emergency services:	n/a
Passengers on board:	Yes
Incident Description:	<ul style="list-style-type: none"> As LRV 017 departed Florida Gardens Station, a PI passenger seated in a wheelchair toppled over The passenger was not in the priority seating area and the wheelchair was facing to the side of the LRV. MOP and PI passenger, as well as two Customer Service Officers assisted the PI back up onto the wheelchair. The PI passenger did not report any injury and exited the LRV at Broadbeach North Station (BRN) with PI
Cause(s) / Contributing factor(s):	Wheelchair was not secure during LRV departure.
Investigation required:	No

From: Brendan Morphett
Sent: Tuesday, 8 December 2020 10:35 AM
To: GCLR
Subject: SMS RECD 4/12/20

SMS Level:2

Type: Slip/Trip/Fall

Time(24hrs): 2327

LRV#: 17

Dir: SB

Damge: no

Injury: no

Locatn: BBS

Emgcy Svcs: no

Service disruption: no

OCD informed: no

Additional Info: PI in wheelchair fell as LRV 17 came into BBS. CSO's on LRV helped PI no injury.

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Released under RTI - DTMR

Incident Classification:	Slip Trip Fall – on tram
Incident #:	0077179
Date:	14/04/2021
Time:	10:51pm
Location:	Nerang Street and Scarborough Street Intersection (i13)
Rolling stock:	LRV 017
Direction:	Southbound
Chainage:	23946
Incident Severity Level:	Level 2
Rail Safety Worker:	n/a
Fatigue score:	n/a
Drug / Alcohol:	n/a
Time of test:	n/a
Damage description:	n/a
Injury:	None reported
Emergency services:	n/a
Passengers on board:	Yes
Incident Description:	<ul style="list-style-type: none"> OCC was alerted by an emergency help point call from LRV 017 of a passenger who had fallen out of their wheelchair. CCTV review showed a PI passenger in a wheelchair entered the LRV at Southport Station (SOU) with PI The passenger entered module four of the LRV and stopped on the articulation plate with the PI sitting on the end of the raised seating area. LRV 017 departed SOU station southbound and proceeded through the Nerang Street and Scarborough Street (i13) intersection. As LRV 017 accelerated after the intersection, the passenger's wheelchair tipped backwards causing them to fall to the floor. The PI and another passenger assisted the PI back into their wheelchair. The OCC requested the driver of LRV 017 to attend and assist at Southport South Station (SPS). The driver re-located passenger to a wheelchair priority seating area and reported the passenger was not injured.
Cause(s) / Contributing factor(s):	The passenger did not utilize a wheelchair priority seating area and stopped their wheelchair on an articulation plate.
Investigation required:	No

From: notifications@asite.com
Sent: Friday, 16 April 2021 1:48 PM
To: GCLR
Subject: GCLR-OM :: New File Tasks

Dear TransLink,

Workflow Agent of System has assigned you the following Task(s) on File(s) within the **GCLR-OM** Workspace

Folder Path	Doc. Ref.	Title	Purpose of Issue	Status	Iss. / Ver.	Rev. No	Publisher	Publishing Date	Task Name	Task Due Date	Task Notes
GCLR-OM\Keolis Downer\03 Incident Investigation Reports	0077179	Incident Notification	Issued for Information	Approved	1	1.0	PI Keolis Downer	15-Apr-2021 15:54 AEST	For Status Change	30-Apr-2021 23:59 AEST	

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From: Brendan Morphett
Sent: Friday, 16 April 2021 9:45 AM
To: GCLR
Subject: SMS RECD 14/4/21

SMS Level: 2

Type: Slip/Trip/Fall on LRV

Time(24hrs): 22:54

LRV#: 17

Dir: SB

Damge: NIL

Injury: NIL

Locatn: SOU-SPS

Emgcy Svcs: NIL

Service disruption:

OCD informed: NIL

Additional Info: Passenger in wheelchair was parked half on turntable and half on saloon floor. Wheelchair twisted and passenger fell out of chair. Passengers and LRVO assisted passenger back in to chair and guided them to wheelchair accessible area. No injury to passenger.

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Released under RTI-DTMR

Incident Classification:	Slip Trip Fall – on tram
Incident #:	0072833B
Date:	07/11/2020
Time:	13:14
Location:	Markwell Ave and Surfers Paradise Blvd (i37)
Rolling stock:	LRV007
Direction:	Southbound
Chainage:	29032
Incident Severity Level:	Level 2
Rail Safety Worker:	n/a
Fatigue score:	n/a
Drug / Alcohol:	n/a
Time of test:	n/a
Damage description:	n/a
Injury:	Minor injury to right shoulder
Emergency services:	QAS
Passengers on board:	Yes
Incident Description:	<ul style="list-style-type: none"> • A passenger on a mobility scooter fell over during the emergency brake application for a collision at the i37 and sustained a minor injury to their right shoulder. • Translink Survey SNOs were on board at the time of the incident and assisted the PI passenger. • They remained with the passenger until detraining occurred at Northcliffe Station. • QAS were called out to attend to the passenger, however the PI did not require any medical treatment.
Cause(s) / Contributing factor(s):	Emergency brake during a collision
Investigation required:	No

From: notifications@asite.com
Sent: Tuesday, 10 November 2020 2:33 PM
To: GCLR
Subject: GCLR-OM :: New File Tasks

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NR											
GCLR-OM\Keolis Downer\03 Incident Investigation Reports	0072845	Incident Notification	Issued for Information	Approved	1	1.0	Keolis Downer	09-Nov-2020 16:24 AEST	For Status Change	24-Nov-2020 23:59 AEST	

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