



Small business of the year 2008



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**Link Up approved**



**Supplier number 22840**

# Rail Operations Development Limited Capability Statement

## 4 years on

Our client needs remain our first consideration, understanding these requirements ensure that Rail Operations Development Ltd (RODL) develop and deliver solutions which are built around your strategic aims and objectives. This approach reflects the fact that many of our team have spent a considerable amount of time working within client organisations and in doing so they are able to share the real hands on experience they have acquired at all levels within the industry.

We seek to build long term relationships with clients and we will ensure a fundamental understanding of your business needs, enabling us to deliver cost effective and practical solutions which result in realistic and valued benefits to your business.



## Introduction to Rail Operations Development Ltd

RODL is a solutions driven consultancy working within the rail industry. The business was formed in April 2005 when Alan Macdonald and Bill O'Connor took the opportunity to pool their considerable railway knowledge and expertise. Between them they have more than 60 years experience which they are now utilising to help ensure the delivery of practical, cost effective and client driven solutions.

RODL provides cross-functional 'best practice' business solutions to all sectors of the industry and, in particular, is making significant contributions and helping to improve the operational and safety performance of the railway with key players, such as, RSSB, Network Rail, Iarnród Éireann, Infrastructure Maintenance Providers, Train Maintenance Providers and Passenger, Freight and Light Rail Operating Companies.

Our success, in delivering an effective, solution driven contribution to the industry is assured by building upon and continually extending our skill base. We achieve this through employing key personnel who are able to demonstrate their expertise and competence in a wide range of professional skills.

As this Capability Statement demonstrates, our profile is such that we retain the ability to adapt to the specific needs and requirements of each client. We pride ourselves on our ability to deliver successful, cost effective solutions in all areas of Railway Operations.

## Our philosophy and approach

The RODL philosophy is to utilise the experience and competence of its team to its fullest extent. Our aim is to ensure each client receives first class, cost effective support. We do however, appreciate that whilst competence and experience are essential in ensuring successful delivery there are other aspects which are of equal importance. Our approach will be open and honest at all times and our energy and commitment will be directed towards achieving the most effective, the most efficient and the most economical solutions. We will work to maintain a close personal relationship with each and every client. Our hands-on approach will help to ensure that your individual and specific needs are fully understood

We aim to add value and ensure that each customer receives the highest levels of satisfaction and commitment at all times. We recognise that clients seek value for money with appropriate and suitable solutions. We will find the most effective way of addressing and mitigating risks, and will fully outline all available options.

Our key objective is to ensure we deliver high quality solutions in line with client needs which are based on your project objectives.

RODL believe in assisting clients develop their systems and people to be cost effective to the business. We shall utilise our knowledge and expertise so that it delivers performance enhancing solutions that match and exceed your expectations.

RODL commits to achieving your objectives within agreed timescales. Our sole aim is to ensure client satisfaction and to develop lasting relationships which we believe will provide mutual benefit.

## **RODL Capabilities**

**The extensive knowledge and the wide range of skills within RODL enable us to ensure support and assistance in the following areas:**

### **Safety**

- Certification/Authorisation.
- Verification & Validation
- Systems Development & Audit
- Hazard Identification, Risk Assessments & Control Measures

### **Training**

- Development of Competence Management Systems
- Training needs and task Analysis
- GSM-R (including IVRS) – Fixed Terminal and Cab Mobile
- Accident & Incident Investigation
- Train Operator Liaison Officer (TOLO)
- Train Driver

### **Productivity, Performance & Business Development**

- Franchise Bids and Mobilisation
- Interim Management
- Resource Management & Resource Planning
- Productivity Audits
- Performance Improvement and Service Control & Recovery Plans
- Train Planning

### **Policies and Procedures**

- Operational Standards & Procedures for Heavy and Light Rail
- Station Procedures
- Management Procedures
- Contracts of Employment & Equal Opportunities Policies
- Discipline and Grievance Procedures
- Drug and Alcohol Policy & Procedures

## Examples of our recent experiences and achievements

### Introduction of the new national radio system

#### Global system for mobile communications for railway networks (GSM-R)

RODL developed the specification for the in-cab and fixed terminal simulator systems and subsequently developed the training plans for both the in-cab and fixed terminal systems.



We are currently providing the training for both the in-cab (driver/conductor) and fixed terminal (signaller) systems.

RODL has also been engaged to provide operational support to the national rollout of the in-cab simulators.

*"I am very pleased with the progress and feel that we are going from strength to strength"*  
Network Rail

### Rolling stock introduction

RODL provided Project Management for the introduction of new rolling stock. We developed the Hazard Log and assisted the client to remove, or control all associated risks. We advised on 'Stepping' Distance Exceedence and correlation of the optimum platform stopping position. We provided a comprehensive risk based data-base including thousands of pictures of all platforms associated with the new rolling stock.



RODL recently developed and produced a range of traction/driver manuals and devised new arrangements for the shutting down of traction units whilst in service.



This work included the development and validation of a simplified brake continuity test, preparation, disposal and mobilisation/immobilisation instructions, which have all delivered a significant benefit for the client.

## Examples of our recent experiences and achievements

### Operational training

#### Accident & Incident investigation



We have developed a training course which provides the trainees with the skills and competence to undertake accident & incident investigations. The course is delivered by RODL personnel who have significant experience in undertaking accident & incident investigations from Local Investigations to Formal Investigations.

*"Probably one of the best training courses I have attended very interesting. Lots of practical, 1<sup>st</sup> day hard work lots of info"*

*"Another excellent course from RODL, I now feel fully equipped to be able to carry out my on call commitments"*

#### Train Operator Liaison Officer & Station Incident Officer

Our TOLO/SIO course provides the skills and knowledge to undertake the role and responsibilities of a TOLO with a confident and competent approach. We explore and understand the decisions, actions and communication requirements of a TOLO and work through a selection of TOLO related incident scenarios.



*"A very well presented course totally relevant to our role. Good in depth, knowledge and covered by approachable friendly Tutors"*

#### Train driver training including steam driver training



The wealth of talent within RODL includes five qualified and competent train driver trainers including a qualified certificated steam train driver trainer. We recently completed a Verification & Validation of steam train operation for an overseas client to enable continued steam train operation.

RODL recently delivered QUADS On Train Monitoring Recorder (OTMR) training for a Train Operating Company.

## Examples of our recent experiences and achievements

### Management of route knowledge



RODL has developed a comprehensive route knowledge programme which includes all of the potential hazards and operational route risks. We have made full use of all available technologies and our detailed maps and videos are captured on DVD's



These are used to identify training needs, route learning norms and also support driver briefing and training requirements, confirmation of underpinning knowledge, and both interim and final competence assessments requirements.

The route maps are produced in Microsoft Visio and are exclusive to each individual client

We are always on hand to provide immediate support to clients who find themselves with a short term need. Our executives and senior managers have held a variety of operational roles and we can be relied upon to help ensure the seamless continuity of your business. RODL are able to supply Interim Managers for a wide variety of roles and most recently have supplied resources for the following roles:

- Professional Head of Operations. TOC & FOC.
- Operations Standards Manager. TOC.
- HR Manager. TOC.

### Train service control and performance

RODL have been engaged in the development of Service Control and Recovery Plans. Having to ensure robust arrangements for train regulation, adverse weather, 'cut & run and train service connections.

We developed contingency plans which included the utilisation of diversionary routes coupled with the cost effective arrangements of train driver route knowledge acquisition and retention arrangements.

We developed the Service Control and Service Recovery Plans incorporating Performance Improvement Plans for a Franchise Bid and supported their implementation during Franchise Mobilisation.

## Examples of our recent experiences and achievements

### Franchise bids and franchise mobilisation

RODL has supported a number of organisations with franchise bids and the subsequent mobilisation of the successful bids.

Our expertise has supported all aspects of these bids/mobilisations especially railway operations including, safety strategy, train service performance, service control & recovery, train crew and on-board resourcing.

### Depot operations – service delivery plans

We have developed and delivered train service scenarios to test the robustness of the railway operational systems of work regarding train arrivals and departures at a major train depot. This led to changes which optimised the requirements of train maintenance and train service delivery.



### Train dispatch and risk assessment



RODL have completed train dispatch risk assessments and developed train dispatch plans for several Train Operating Companies.

*“Our company was very impressed with the work undertaken by Bill O'Connor in respect of compliance with GO/RT3475. It is our belief that as a result of Bill's work, that we now have one of the best and most compressive train dispatch plans in the UK. These plans cover 180 stations and over 500 platforms, and for the first time ever, our company has been able to publish a bespoke train dispatch booklet that we believe will become industry good practice”*

*“Thanks to you we now have the best and most comprehensive train dispatch plans”*

### Shunting risk assessment

We recently completed a risk assessment of the shunting activities which involved a complete review of the tasks, activities, individuals and supporting systems and processes involved, that enabled improved and robust, control and mitigation measures to be implemented.

## Active involvement with the following Industry Groups

RODL maintains a close involvement and association with key Rail Industry Groups. We recognise the importance and significance of ensuring that our knowledge remains current and updated at all times. We have a real interest in ensuring that we keep pace with technological developments and our work with GSM-R and OTMR are just two examples of how we have remained active in this field.

Some of our recent and current involvement with Industry Groups includes the following:

- Rail Safety and Standards Board (RSSB) - SPADWEB
- Health and Safety Executive (HSE) – Safety critical work (RIAC)
- Association of Train Operators (ATOC) – Driver management group
- Network Rail GSM-R training working group (TWG)

We are proud of our associations across the Rail Industry and we are equally proud of the wide range of clients who have already engaged RODL to assist and support them in a diverse range of activities.

CORPORATE/INDUSTRY	TOC/FOC
RSSB	LOROL
Network Rail	FTPE
First Group	London Midland
Stagecoach	East Midlands
TFL	NXEA
GOVIA	First Scotrail
Siemens	Victa Westlink
Keolis	Jarvis Fastline
Seco-Rail	GBrF
Harsco Track Technologies	Central Trains
Irish Railways	Chiltern Railways
AEA Technology	First Capital Connect
BAE Systems	EWS
CORYS Tess	Grant Rail
Serco	Virgin Trains

## Our Commitment to You

Rail Operations Development Ltd has developed many positive and lasting relationships with a wide and diverse range of clients across the industry. We are proud of the fact that we have satisfied and in many cases exceeded all of our customer expectations. It is particularly rewarding that much of our business has been built around a shared understanding and desire to achieve professional, timely, efficient and cost effective solutions.

We will always ensure that our resource and our solutions are tailored to meet the individual and specific needs of each customer. We respect and are bound by the confidentiality which is necessary to ensure an open and trusting relationship. We shall work to ensure that our contributions and inputs are always aligned with current and best practise.

RODL believes in continued development and will always invest in any new and appropriate technologies which will enhance our ability to ensure that customers receive the most effective and efficient solution. We are committed to maintaining and developing our skills base and will always ensure our understanding of any new and upcoming legislation which may influence or impact on your ability to operate a safe and efficient railway.

We recognise the increasing constraints within the industry and have determined that our contribution and input must ensure a measured return on investment. Our customer's needs and aspirations will remain paramount at all times and our efforts will be directed towards ensuring your best interests at all times.

## Contacts

For further information please contact us at: [enquiries@rodl.co.uk](mailto:enquiries@rodl.co.uk) or you may wish to call us directly on:

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