

Light Rail Operators Committee Meeting Minutes

Meeting held at the Ian Rowe Associates Ltd
1st Floor 10 Warren Park
Milton Keynes
Thursday 28th March 2019

Present:

Mike Mabey (MM) – Nottingham Trams(Chair)
Gary Scanlon (GS) – Vice Chair
Steve Mabey (SM) - Manchester Metrolink
Simon Lomax (SL) - RAIB
Daniel Hill (DH) UKTram
Ray Highstead (RH) – Keolis Amey Docklands
David Joyce (DJ) – Transdev LUAS
Jamie Swift (JS) – Edinburgh Trams
Marlene Pearson (MP) – Edinburgh Trams

Sarah Singh (SS) – Edinburgh Trams
Lorraine George (LG) – UKTram
Constantina Samara (CS) Nottingham Trams
Jeremy Grimshaw (JG) Isle of Man
Ian Rossiter (IR) – Independent
Lynne Hanley (LH) – Blackpool Trams
Ian Rowe (IR) - IRAL

Apologies for absence:

Paul Barefoot (PB) – West Midlands Metro
Geoff Lusher (GL) – PreMetro
Mike Crabtree (MC) – National Tramway Museum
Jeremy Grimshaw (JG) Isle of Man
Paul Jarman (PJ) – Beamish Tramways
Terry South (TS) – Sheffield Supertram

Steve Firth (SF) - UKTram
James Stewart – (JS) – Sheffield Supertram
Lee Taylor (LT) – Seaton Tramway
Ian Middlemiss (IM) – Blackpool Trams
Mo Rahman (MR) – West Midlands Metro
Carole Mason (CM) - Manchester Metrolink

ITEM	NOTE	ACTION
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1. WELCOME TO MILTON KEYNES

- 1.1 MM welcomed everyone to the meeting and thanked Ian Rowe for arranging the meeting. MM explained the safety procedures and house rules and also advised of the meeting times/venues for those intending to meet up socially that evening.

INTRODUCTIONS AND APOLOGIES FOR ABSENCE

- 1.2 MM asked all attendees to introduce themselves and the organisation they represent.
- 1.3 MM read out the apologies received from those listed above.

2. REVIEW OF LAST MEETING

2.1 Review of Previous Meeting Notes

All attendees agreed the minutes were a true and accurate reflection of the last meeting.

2.2 Review of Actions from the last meeting

Item 5.1 MM advised that LG had not received anyone's door tolerances and asked the group to forward over their information. Action LG to send out a reminder to the group.

Actions from this meeting

- 1. Item 4.1 - Action: SD to create template and action tracker**
- 2. Item 4.1 – Action: All – Group agreed to forward updates ahead of next meeting**
- 3. Item 6 – Marketing - Action – SD to look into subject of transurfing and discuss problem with LREG**
- 4. Item 6 – Safety - Action: MM to share policy on 10 rules**
- 5. Item 6 Wrong side Door - Action: LG to forward information on pointing and calling**
- 6. Item 8 – Battery Supplier - Action: All – please forward information to SS.**

3. UKTRAM UPDATE

3.1 Report of current position

DH provided the following update:

LRSSB:

The Board has now been appointed with Jonathan Fox (TfL) and Bob Morris (TfGM) representing Owners & Authorities, Carl Williams (MML) and David Nichols (KAM) representing Operators and is currently being chaired by Phil Hewitt

Following the announcement from the Minister in February, we have now been awarded funding for the first year of operation of the LRSSB. The LRSSB were under the impression that we would receive the full amount as one lump sum, which has not been the case and the Board have now written to the Minister to ask for an explanation.

ITEM**NOTE****ACTION****Risk Model:**

The Industry Risk Model work being undertaken by Atkins is progressing well with the trial system KAM. If anyone needs any information please contact Mark Ashmore who is leading on this project.

TAIR:

All operators had submitted the requested information in relation to common indexes to enable population of the database relevant to individual system requirements.

Further development and modification to the database design was also progressing following feedback received from individual operators, allowing TAIR to be modified to suit individual system asset references and data collection requirements in addition to the adding of the near miss module to the system. Two training days have also been held on the 26th and 28th of March in Birmingham.

RM3:

UKTram are also hosting the Risk Maturity Model RM3: 2019 launch workshop on the 10th of April that will be facilitated by the ORR. The aim of RM3: 2019 launch workshop is to inform the light rail industry of the updated RM3 model and to allow the ORR and duty holders to explore the best ways to use the model to drive excellence in risk management within the industry. A few places are still available, please contact Mark Ashmore if you would like a place.

Recruitment:

We have now successfully interviewed and appointed our Engineering Manager Craig O'Brien, Operations Manager, Steve Duckering and Commercial/Marketing, Jamie Swift. Julia Whittaker from The Big Solution will also be leading on training and careers for UKTram

Geoff Inskip will also be standing down as Chair of UK Tram and are in the process of recruiting a new chair

Relocation:

UKTram and LRSSB have now relocated into our own office area within 16 Summer Lane and with the move into our new office we have procured and set up video conferencing facilities.

Training and apprenticeships:

Midland Metro Alliance Construction operative apprenticeship (supported by UKTram) successfully through submission stage and is now in its funding phase. Our Driver apprenticeship is now ready and available and awaiting sign up to the course.

Mainspring:

Look out for dates of Excellence days which will be tailored for operators which will take place later in the year

ITEM**NOTE****ACTION****Events:**

UKTram sent Mark Ashmore to the Annual Yarra Tram conference in Australia in February and will be sending Steve Duckering to the Light Rail and Tramcar conference in New Jersey in April so that we are able to start sharing international best practise.

UKTram Summit:

The summit will be held on the 10th of September, Invites and more information to follow shortly and we are looking for ideas on topics or speaker that you would like showcased at the event.

4. UKTRAM EXECUTIVE**4.1 LROC Focus**

MM and SD met last week to see how they can take the group forward and have been looking at the UKTram business plan and input members gave at the UKTram summit. SD is keen to ensure that the information gathered at LROC meetings is being captured and utilised to the best benefits.

SD went on to introduce some of UKTram's objectives over the coming months in relation to the consolidation of best practice within the industry which will ultimately lead to the delivery of best practice guides for Light Rail Operators.

SD advised that he will be contacting LROC members via email for feedback and will also be visiting each system in the next few months.

MM went on to discuss a suggestion for the group from LG. LG attends LREG meeting and has worked with the Chair/Vice Chair to streamline their meeting to allow time to work on their deliverables/best practise.

LG advised that to cut down a portion of time during their meeting, members now send their system updates (Initiatives) out via LG two weeks before the meeting.

This allows members a chance to go through the updates and pick out any hot topics or any topics that they can offer advice or resolve. This has allowed LREG to spend half of their meeting focused on best practise/deliverables.

MM noted that the group had previously been asked to send their information prior to the meeting, but that the format was complicated and a few members never complied.

With this in mind SD offered to create a simple template that members could use. The group agreed that this could benefit the group and agreed to start forwarding their information prior to meetings. SD also suggested that we create an action tracker for all actions set at meetings. **Action: SD to create template and action tracker)**

4.2**LROC Deliverables**

MM advised that the report by Sub Committee/IRAL will be published shortly and that along with the work on the TAIR database it should make it far easier for the industry to know where all operators are and benchmark against it.

5. RAIB/ORR REPORTS AND RECOMMENDATIONS

5.1 Updates/discussions on RAIB Reports:

No on-going RAIB recommendations, SL advised that they were busy responding to the ORR report and were producing a new strategy document that the industry will have to report on.

SL went on to say that there is a live investigation on-going at Salton, which is 2-3 months away from being published and advised they group to continue looking at safety advice on audible warning devices as it will be a key part of their report, but that there are a lot of other issues involved as well.

LG advised that the Heads of Safety (Andy Wallace) and LREG (Colin Kerr) were working together looking at audible warning devices and would be happy for LROC to join their group.

6. INITIATIVES – EACH OPERATOR TO PROVIDE INFORMATION REGARDING THEIR BUSINESS ON THE FOLLOWING TOPICS:-

A. Driver Initiatives:

MM stated that they had had no new driver initiatives, but had been using the driver simulator more and more to train staff, especially now that it includes trap and drags. SM advised that they had reduced their driver training to eight weeks in Manchester and are looking to reduce it further, but want to have risk assessments done before any decision is made.

The group then when on to discuss final assessment stage cut off points during training, Nottingham drivers are signed off into passenger service by a driver panel, the panel consists of; Driver Manager, Training Manager, HR Manager and safety advisor. Each minder driver cab ride sheet is reviewed to ensure each new driver has completed 50 hours driving and have attained the standard to be allowed to drive unaccompanied. Drivers that fail to reach the required standard are provided with additional training or minder driving and on occasions pushed back to resit the training on the next available course.

MP advised that they have a similar process, but also use driver profiles to try to provide bespoke additional training.

The group then went onto discuss using a type of Tram driver licences and talked about the difficulties it would cause using such systems as different operators use different factors when disciplining staff. MM suggested that the group look at creating a regulation process for the industry.

The group went on to discuss the positives of using “just culture” which has led to staff becoming more trusting and coming forward to report incidents without fear of being punished.

Marketing:

JS advised that the “My Metro” app launched on the 2nd of January. It was a low cost app, purchased with a local supplier at around a cost of £6,000 and they pay a monthly commission on what they sell. They now have 3000 registered users and the app provides information on disruptions and sells tickets.

CS stated that they have a similar app in Nottingham which will be launched shortly and can be purchased through the app store. They are planning on doing a soft launch to see how it is received and will allow ticketing for season tickets and comms.

They expect it to do well during student season and they will be attending open days to highlight the app and they hope it will reduce the number of people purchasing tickets in-store.

SM advised that they are planning on creating a video about the dangers of tram surfing. The group discussed that this is a big problem across the industry, but were aware that highlighting the subject sometimes caused more offenders.

MM stated that they have a “see it report it record it” campaign and drivers now stopped trams when offenders are tram surfing, which causes the tram to go nowhere and has seen a reduction of offences.

SD asked whether the industry has any best practise in regards to dealing with tram surfing and thought it might be something we could produce that could provide information on what the pros and cons are and provide a variety of tools for dealing with incidents: **Action – SD to look into subject and discuss problem with LREG**

Revenue Protections

MM reminded the group of an incident that had raised at the last LROC meeting. Ticket inspector found a 12 year old girl traveling without a valid ticket. The girl had purchased an online ticket and had a receipt, but due to not having access to Wi-Fi she was unable to show the inspectors the ticket. They offered her the chance to purchase a ticket and let her off with a warning, but the girl refused and walked to her destination rather than wait for the next tram as she was only going to the next stop.

Once home, the girl informed her parents who then raised a complaint with Nottingham trams, but also contact the local media and Council and have even accused them of being racist. The inspectors were found to have followed procedure.

Following the incident Nottingham City Council requested that the tram introduced a trial where children found travelling without a ticket were allowed to remain on-board, but this has led to children thinking they can ride for free and has also seen an increase in staff assaults. Further discussions regarding the trial are to be held with the authority.

Staff Assaults

MM advised that across the system anti-social behaviour has risen, which is driven by a lack of policing and lack of resources. The group agreed that this was a problem across the industry.

MM went on to say that they will be introducing body cameras in May in the hope that it will reduce incidents and the evidence can be used in prosecutions.

SM advised that they have been working with children in problem area and have held 5 a side football matches, which has seen a reduction in incidents.

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Safety Initiatives/Campaigns

The group went on to discuss emergencies on-board trams and working with the emergency services to avoid delays. The group faced problems with intoxicated people and people fainting in the morning and had ran campaigns to make passengers aware.

MM has also been working closely with the emergency services in regards to where they park their vehicles, which has had an impact on delays when dealing with incidents.

RH advised that they are currently updating their “lifesaving rules” .MM advised of the “10 basics rules that you need to follow” policy and offered to share it with the group.

Action: MM to share policy

Wrong Side Door

The group had had no new incidents of wrong side door openings. The group discussed trap and drag incidents and ways to reduce incidents, including door signage and announcements. SL advised that the SPARK website had a lot of research on the subject that the group might find helpful.

LG discussed the Japanese occupational safety method of pointing and calling for avoiding mistakes by pointing at important indicators and calling out their status. LG thought that the method could be useful for wrong door opening and to highlight speed signs.

LG went on to say that the method is being used in Japan, Australia and the USA and has seen a reduction of mistakes by almost 85%. It is thought that the method works as it requires co-action and co-reaction among the operator’s brain, eyes, hands, mouth and ears.

The group had used similar aspects of the method, but asked if LG could provide more information. **Action: LG to forward information.**

Customer Service

CS advised that 10% of their customers are using their live chat to contact us, but a recent survey discovered that 75% of their customer would still prefer to call them.

LH advised that they will be running trams every 10 minutes in April, along with some special services and expect Easter to be very busy period.

7.

HR AND TRAINING

No update

8.

CURRENT TOPIC/ISSUES RAISED BY MEMBERS

SS asked members to forward details of any decent battery suppliers, they currently have a three month lead time at the moment. **Action: All – please forward information to SS.**

ITEM

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9.

ANY OTHER BUSINESS

GS advised that IRAL were looking to create a focus group involving their customers and want to receive information on how the sim is working, what works, what doesn't and what could be included in the future. It would also provide information to their customers on how other systems are using their sim and give the latest information on updates. They are also looking at how they provide assistance to their customers. The group thought that it was a good idea and suggested that they hold two annual meetings. GS advised that he will be contacting members and asked LG/DH for assistance with collating member's information.

End of Meeting