

Light Rail Operators Committee

Milton Keynes

Meeting to be held at the Ian Rowe Associates Ltd
1st Floor 10 Warren Park
Milton Keynes
MK12 5NW

If using Goggle maps - Warren Yard, Warren Park, Wolverton, Milton Keynes

Programme – Thursday 28th March 2019

11:00 – Presentation from IRAL – Tram Simulators

12:30 - Lunch

13:00 – Main Meeting

16:00 – Meeting close – Retire to hotels or travel home

19:00 - Meet for dinner - Middleton Steakhouse and Grill, 434 Midsummer Blvd, MK9 2EA

Contact:

Mike Mabey, Head of Operations, Nottingham Express Transit, Telephone: 07931 177063
mike.mabey@thetram.net

Lorraine George, Business Manager, UKTram, Tel: 0121 214 7107,
lorrainegeorge@uktram.co.uk

Hotel Information

For those planning to attend the LROC meeting and staying overnight.

Travelodge Milton Keynes Central

Travelodge Milton Keynes at the Hub

Jurys Inn Milton Keynes Central

Light Rail Operators Committee Meeting

AGENDA

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| 1. INTRODUCTIONS AND APOLOGIES FOR ABSENCE | 13:00 |
| 2. REVIEW OF LAST MEETING | 13:10 |
| 2.1 REVIEW OF PREVIOUS MEETING NOTES | |
| 2.2 REVIEW OF ACTIONS FROM THE LAST MEETING | |
| 3. UKTRAM UPDATE | 13:15 |
| 3.1 REPORT ON CURRENT POSITION | |
| 3.2 WORKING GROUPS & ACTIVITIES REVIEW | |
| 4. UKTRAM EXECUTIVE | 13:25 |
| 4.1 RECENT STRATEGY MEETING | |
| 4.2 LROC FOCUS | |
| 5. RAIB/ORR REPORTS & RECOMMENDATIONS | 13:35 |
| 5.1 UPDATE/DISCUSSION ON RAIB REPORTS | |
| 6. INITIATIVES – EACH OPERATOR TO PROVIDE INFORMATION REGARDING | 14:00 |
| THEIR BUSINESS ON THE FOLLOWING TOPICS:- | |
| A. DRIVER INITIATIVES | |
| B. MARKETING – WHAT’S NEW? | |
| C. REVENUE PROTECTION | |
| CONDUCTORS/INSPECTORS | |
| FARE EVASION | |

STAFF ASSAULTS

TRAINING

D. SAFETY INITIATIVES/CAMPAIGNS

TRAPPED IN DOORS

WRONG SIDE DOOR OPENINGS

SPA'S

WRONG ROUTE

E. CUSTOMER SERVICES

SOCIAL MEDIA UPDATE

CURRENT PID MESSAGES

PUBLIC ADDRESS INITIATIVES

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| 7. HR AND TRAINING | 15:00 |
| 7.1 TRADE UNION, TRAINING, DEVELOPMENT & MONITORING OF STAFF | |
| 7.1 SIMULATOR DEVELOPMENT | |
| 8. CURRENT TOPICS/ISSUE RAISED BY MEMBERS | 15:20 |
| 9. ANY OTHER BUSINESS | 15:40 |
| 10. CLOSE OF MEETING | 16:00 |