

Light Rail Operators Committee

Manchester

Meeting to be held at the Irish World Heritage Centre, Queens Road, Manchester M8 0RY

Programme – Thursday 20th June 2019

11:30 – Presentation on DriveSmart from Trevor Dowens

12:30 - Lunch

13:00 – Main Meeting

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

19:00 - Meet for dinner -

Contact:

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Lorraine George, Business Manager, UKTram, Tel: 0121 214 7107,
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Hotel Information

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

Premier Inn Manchester City Centre Piccadilly, Tel: 0871 527 9390

ibis budget Manchester Centre, Pollard Street, Tel: 0161 272 2020

Britannia Hotel Manchester, Portland St, Tel: 0871 222 0017

Travelodge Manchester Piccadilly, Tel: 0871 984 6513

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. SYSTEM UPDATES/INITIATIVES – | 14:00 |

EACH OPERATOR TO PROVIDE AN UPDATE PRIOR TO THE MEETING IN REGARDS TO THEIR BUSINESS ON THE FOLLOWING TOPICS OR ANY HOT TOPICS AFFECTING THEIR SYSTEM

- 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 |