

Light Rail Operators Committee Meeting Minutes

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

Present:

Mike Mabey (MM) – Nottingham Trams(Chair)
 Gary Scanlon (GS) – Vice Chair
 Steve Mabey (SM) - Manchester Metrolink
 Daniel Hill (DH) UKTram
 Jeremy Grimshaw (JG) Isle of Man
 Ray Harris (RH) – Midland Metro
 Paddy Devereux (PD)) – Transdev LUAS
 Jamie Swift (JS) – UKTram
 Marlene Pearson (MP) – Edinburgh Trams

 Andy Wallace (AW) - (Tram Operations)

Sarah Singh (SS) – Edinburgh Trams
 Lorraine George (LG) – UKTram
 Mike Crabtree (MC) – National Tramway Museum
 Jeremy Grimshaw (JG) Isle of Man
 Ian Rossiter (IR) – Independent
 Steve Duckering (SD) - UKTram
 Craig O’Brien (COB) – UKTram
 Steve Firth (SF) Independent
 Sharon Galloway (SG) – Sheffield Supertram
 Julian Smedley (JuS) – Nottingham Trams

Apologies for absence:

Paul Barefoot (PB) – West Midlands Metro
 Geoff Lusher (GL) – PreMetro
 Constantina Samara (CS) Nottingham Trams
 Lynne Hanley (LH) – Blackpool Trams
 Paul Jarman (PJ) – Beamish Tramways
 Terry South (TS) – Sheffield Supertram

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

<i>ITEM</i>	<i>NOTE</i>	<i>ACTION</i>
--------------------	--------------------	----------------------

1. WELCOME TO MANCHESTER

1.1 MM welcomed everyone to the meeting and thanked Steve Mabey 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.

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

Actions from this meeting

Item 4.1 Action: SD to email the group with a set of questions to see whether a standard could be formed.

Item 8 Action SD/COB to create working group.

AOB Action LG to send link to safety Video

3. UKTRAM UPDATE

3.1 Report of current position

SD/LG provided the following update:

Industry Consultation: The DfT released a call for evidence on how to better use and implement Light Rail and other rapid transit solutions in cities and towns. UKTram held an Industry Consultation meeting on the 8th of May to discuss and formalise an industry response.

TGP – David Keay and UKTram held a standards review of TPG on the 8th of May. The document will be formatted and released shortly.

ITEM**NOTE****ACTION**

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

RM3 – UKTram hosted the Risk Maturity Model RM3: 2019 launch workshop on the 10th of April that was facilitated by the ORR. The aim of RM3: 2019 launch workshop was 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.

MM went on to say that the ORR have been visiting each system and are looking at the following

- 1) Tram Maintenance
- 2) Trap and Drag
- 3) Driver Management
- 4) Points and Cross overs

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, once a new chair has been found and UKTram are in the process of recruiting a new chair

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

Mainspring look out for further dates for Excellence days which will be tailored for operators/engineers which will take place later in the year

Business Plan – James Hammett has arranged visits with every operator/owner to discuss the UKTram Business plan and our objectives.

Events – UKTram sent Steve Duckering to the Light Rail and Tramcar conference in New Jersey in April and also attended the EU Light Rail Conference in Brussels so that we are able to start sharing international best practise.

UKTram Summit – The summit will be held on the 10th of September, Invitations to the event have been sent out and an agenda for the event will be released at the end of June.

4. UKTRAM EXECUTIVE

4.1 LROC Focus

MM advised that SD had created a driver recruitment paper which had been sent to the group prior to the meeting. The group were surprised to see the differences between each system and felt that the information could be used to benchmark or create a recruitment standard

ITEM**NOTE****ACTION**

Action: SD to email the group with a set of questions to see whether a standard could be formed.

JS advised that he will be working with LROC to create a Comm standard and will be contacting each operator to see exactly what they will be looking for.

4.2

LROC Deliverables

No further information.

5. RAIB/ORR REPORTS AND RECOMMENDATIONS**5.1 Updates/discussions on RAIB Reports:**

MM advised that the Sub-Committee group sent out a report from Ian Rowe which provided information on the ten technology solutions that would address items 3 & 4 of the RAIB recommendations. He went on to say that the next step would be laboratory testing on each of the solutions and a report would then be composed to show how they work and what works best.

The group has some concerns in regards to the timeframe for completion as the RAIB are expecting systems to start implementing equipment.

AW asked whether we needed to go back to the RAIB and ask them to clarify their recommendation as to whether "it's an either/or in regards" to fatigue/braking and ask "do we need both or just one".

MM advised that the RAIB are also looking at "Platform Duties" (Tram Dispatch) and are looking at driver training in regards to vulnerable people and noted that they recently amended their procedures to cover this. The group went on to discuss the different types of vulnerable people and how to ensure that their procedures covered all types of people.

6. INITIATIVES/SYSTEM UPDATES – EACH OPERATOR TO PROVIDE INFORMATION REGARDING THEIR BUSINESS ON THE FOLLOWING TOPICS:-**Nottingham****Anything happening in the next three months**

Engineering works from 5 – 18 August to replace set of point at The Forest and replace both inbound and outbound rails at High School

Introduce body cameras to Travel Officers following a significant increase in staff assaults and anti-social behaviour

Developing a revised Network Controllers roster in line with working time directive

Out of ordinary occurrences (last three months):

ITEM**NOTE****ACTION**

Switch in ASB from youths on Clifton Line to various ASB within city centre (Drink, drugs, homeless, threat with acid)

During the period there has been a marked increase in anti-social behaviour and in particular against our staff.

On 9 March a Travel Officer was seriously assaulted on board a tram whilst stationary at Trent University tram stop. The assault was unprovoked without prior warning and before any dialogue had taken place.

The Travel Officer received severe bruising to the face and was taken to the hospital. X-rays confirmed that the Travel Officer had fractured her eye socket and sustained a broken her nose.

In addition to the staff assault there has been an increase in anti-social behaviour along the Clifton line with youths using the tram network as a place to meet their friends and travel without purchasing a ticket. A 19-point action plan was produced calling upon the police, community protection, youth offenders' team, anti-social behaviour team, Nottingham housing, social services and the Pythian Club for support.

In April the largest ever joint policing and security operation was carried out along the Clifton line, this was a huge success and a number of youths will be visited by one of the support agencies in the coming weeks.

During the past two months there has been an increase in anti-social behaviour between Old Market Square and Basford tram stops which has exceeded what has been experienced in Clifton. The revenue teams are coming across drunk and disorderly customers, drug users and homeless people.

In December a number of ticket vending machines were vandalised in The Forest/Hyson Green area. Following some good detective work by both control room and revenue staff the offender was seen entering a betting shop in the city centre. The police were alerted and made an arrest. The offender attended court where he pleaded guilty and was sentenced to 18 months in prison.

Lightning strike takes out breakers in two sub-stations and causes significant damage to CCTV and PID's

On two occasions in March a male threatened to jump from bridges at Highbury Vale and Basford. The overhead line was isolated on each occasion and the police have since arrested the individual who has subsequently been sectioned under the Mental Health Act.

Lessons learned or recommendations from occurrence or exercise (last three months):

Working with partnership agencies to reduce anti-social behaviour has been a real success storey and has reduced anti-social behaviour within a deprived area that the trams operate

Proposed changes in the near future (infrastructure/personnel /service/vehicle/contract):

Not a change to infrastructure however the city centre in Nottingham is growing at an alarming rate with many projects working in isolation from each other. This has the potential for pedestrians to the tram way at along the viaduct at the railway station as a short cut to either the railway station or the city centre. This has been raised with the PTA to understand who is in overall control of pedestrian movements and how will they mitigate against pedestrians using the viaduct as a walkway.

Initiatives:

Tramlink (our client) will launch a new mobile ticket application this month, trials are currently taking place which are proving to be successful.

Regulator Contact:

Chris Goodlad will visit Nottingham Trams on 10 June to introduce the new inspector Ian McDermott and have hinted that they will want to look at maintenance regime.

Blackpool

Anything happening in the next three months:

Nothing Major other than the regular seasonal events held in Blackpool where split service is carried out on some of the major events.

Out of ordinary occurrences (last three months):

We had a tram derailment within the depot confines whilst putting tram into stabling area after finishing service.

Over the last 3 months we have an unusual increase in tram drivers leaving the company due to them finding alternative employment either Bus driving and also a number are leaving to take employment with Northern rail as they have been recruiting.

Lessons learned or recommendations from occurrence or exercise (last three months):

Nothing

Proposed changes in the near future (infrastructure/personnel /service/vehicle/contract):

There is no proposed changes in the near future with the infrastructure of the tramway coming up later will be the new tramway extension to Blackpool North station.

As far as personnel is concerned we are hoping to get some of our current tram drivers trained up to trainer standard which will then give us trainers on site at starr gate when we require tram schools carrying out as and when needed instead of maybe having to wait for trainer availability.

Whilst paid driver rates when driving then when carrying out training duties pay will be increased accordingly.

Initiatives:

Currently we are carrying out trials on tram tracking this can then be put onto our App so that the customers can track the tram and will know where it is and what time it will arrive at their stop. When the trials have completed this will then be put onto the Blackpool transport App.

Regulator Contact:

None.

Crich

Museum & tramway opened for 2019 season on 16th March

Operation limited as the northern terminus remodelling had been completed, trams turning short at Wakebridge loop

18trams commissioned for public operation including the wheelchair accessible tram Visitor numbers roughly to budget. Early season numbers a great improvement on 2018 - no 'beast from the east'. The result 21% up on last year at this time but no complacency as May numbers showed a slight dip.

This year's tram driver school has 6 entrants and training has commenced.

Ultimate Driving Experience (UDE) that allows members of the public to be a tram driver for a day continue to sell well.

ITEM**NOTE****ACTION**

Planning permission has been received for the new hospitality/catering suite

Docklands**Anything happening in the next three months:**

Ongoing work on the Beckton Depot extension and the PSA apprenticeship.

Out of ordinary occurrences (last three months):

None#

Lessons learned or recommendations from occurrence or exercise (last three months):

Several investigations in progress around train incidents.

Proposed changes in the near future (infrastructure/personnel /service/vehicle/contract):

Keolis Amey have started an apprenticeship for all new PSA entrants and additional validators at stations where regular complaints are received.

Initiatives:

Smart phones for PSAs and life changing rules

Edinburgh**Anything happening in the next three months:**

RAIB report on fatality will be published

Liverpool playing at Murrayfield

Internal Auditing (Systems/Processes) ISO 14001

Out of ordinary occurrences (last three months):

New trend of tram surfing on rear of tram

Increase in anti-social behaviour – 3 physical assaults – 1 spitting incident, 2 staff punched – all 3 involved the same aggressive minor

Atkins – Risk Profiling – 2 day workshop

Lessons learned or recommendations from occurrence or exercise (last three months):

Various work streams surrounding crossings e.g. kick rails, speed restrictions, desire lines

Trams – horn modification

Coupling activities (Depot)

ITEM**NOTE****ACTION****Proposed changes in the near future (infrastructure/personnel /service/vehicle/contract):**

Onward Travel Ambassadors – airside in the airport

OMNI – Scheduling/Rostering system

CASCADE – HR system

Initiatives:

Everyone Together – new mental Health community being launched

Driver Simulator- Planning & Implementation

Institute of Customer Service – Professional Qualification

Smart Trams- Learning Management System- Compliance Drive

Controller Sim Programme Development

Controller dedicated

Dublin**Anything happening in the next three months:**

Continuation of Tram extensions on Luas Green Line fleet to 52mts

Out of ordinary occurrences (last three months):

Sanding Plant replacement in Red Cow Luas depot

Lessons learned or recommendations from occurrence or exercise (last three months):

Speed restriction in place for duration of works due to Trams being unable to be sanded. Full review of passenger impact, use of replacement busses to supplement service.

Proposed changes in the near future (infrastructure/personnel /service/vehicle/contract):

Mobilisation plan to begin process of moving to new operate & maintain contract

Initiatives:

Safety Campaign Pedestrian, Cyclist & Motorist (link sent)

Paperless penalty Fare system will be rolled out along with on the spot Credit Card Payment system

Manchester**Anything happening in the next three months:**

Work continuing with Metrolink Capacity Improvement Programme (MCIP)

Work continuing Operational Readiness Plan for Trafford Park Line.

Driver Management Re-Organisation.

ITEM**NOTE****ACTION****Out of ordinary occurrences (last three months):**

Bomb Hoax at Piccadilly Gardens – Massive Disruptive event
Deansgate Castlefield SPAS incident – To be investigated by RAIB
RAIB investigation into Ashton incident

Lessons learned or recommendations from occurrence or exercise (last three months):

Emergency Desktop Exercise conducted with on call teams prior to Parklife. No real lessons learnt as such but cemented the use of the Disruption Management Procedure with all on Call Teams.

Proposed changes in the near future (infrastructure/personnel/service pattern /vehicle/contract/operating procedure):

Currently working on a Joint Emergency Procedure between KAM, Intu Trafford Centre and Event City in readiness for Trafford Park Line.

Introduction of Remote Condition Monitoring at Irk Valley – Successfully used to proactively attend the points WC 03/06/2019.

Initiatives (Ticketing/Safety/Staff Engagement):

Contactless to be rolled out very soon.

Metrolink Performance Improvement Board – Looking to tackle Rolling Stock Failure, Road Traffic Collisions.

Joint Business Plan with TfGM

Midland Metro**Anything happening in the next three months:**

Training and embedding of new Ops structure -

Out of ordinary occurrences (last three months):

Lessons learned or recommendations from occurrence or exercise (last three months):

Proposed changes in the near future (infrastructure/personnel /service/vehicle/contract):

New HoO

Initiatives:

Conductor incentive scheme

Changes to Control room process –daily reporting / incident notification.

Standardisation of incident responses.

Regulator Contact:

Visit planned by RI – platform train interface

ITEM

NOTE

ACTION

Sheffield

Anything happening in the next three months:

Ongoing Rail Replacement until Aug 2019

Out of ordinary occurrences (last three months):

Fatality on West Street

Lessons learned or recommendations from occurrence or exercise (last three months):

Following on from 2 x derailments we have been pushing for a red light camera at Junction of Staniforth Rd and Woodbourne Rd, as we have compiled large amounts of data showing what a regular occurrence this is. However the SY safety camera partnership has said no as it "doesn't meet the criteria

Proposed changes in the near future (infrastructure/personnel/service pattern /vehicle/contract/operating procedure):

None

Initiatives (Ticketing/Safety/Staff Engagement):

We have new contactless ticket machines which we are hoping to introduce over the summer

GS advised that they are currently looking at hazard perception and will be working with UKTram on a general standard. They continue to work with Edinburgh with their driver/control simulator. They are also working with Manchester to update their system and have a range of other projects in the pipeline.

Their 1st user system meeting will be held on the 16th of July.

7.

HR AND TRAINING

No update

8.

CURRENT TOPIC/ISSUES RAISED BY MEMBERS

The group went onto discuss the problem with tram surfing. COB and SD agreed to form a working group with LREG and LROC members so that the issue can be looked at by both engineers and operators. **Action SD/COB to create working group.**

ITEM

NOTE

ACTION

9.

ANY OTHER BUSINESS

PD asked whether he could share the link to their new safety video. **Action LG to share**

The group provide RH with information in regards to a change of culture in their control room and were happy for RH to visit their control rooms.

SM asked whether you needed a SIA licence in regards to CCTV. The group advised that he did not.

End of Meeting

.