

Light Rail Operators Committee Meeting Minutes

Meeting held at the Nottingham Express Transit, Armstrong Way, Wilkinson Street,
Nottingham NG7 7NW
26th September 2019

Present:

Mike Mabey (MM) – Nottingham Trams(Chair)
Gary Scanlon (GS) – Vice Chair
Steve Mabey (SM) - Manchester Metrolink
Daniel Hill (DH) UKTram
Constantina Samara (CS) Nottingham Trams
Ray Harris (RH) – Midland Metro
Dave Joyce (DJ)) – Transdev LUAS
Jamie Swift (JS) – UKTram
Marlene Pearson (MP) – Edinburgh Trams
Julie Chesman (JC) SYPTE

Sarah Singh (SS) – Edinburgh Trams
Lorraine George (LG) – UKTram
Carl Williams (CW) – Midland Metro
Tom Singleton (TS) London Trams
Ben Groome (BG) – First Group
Steve Duckering (SD) - UKTram
Lynne Hanley (LH) – Blackpool Trams
Sharon Galloway (SG) – Sheffield Supertram
Keith Burnett (KB) – Edinburgh Trams

Apologies for absence:

Geoff Lusher (GL) – PreMetro
Jeremy Grimshaw (JG) Isle of Man
Ian Rossiter (IR) – Independent
Paul Jarman (PJ) – Beamish Tramways
Terry South (TS) – Sheffield Supertram
Steve Firth (SF) Independent

James Stewart – (JS) – Sheffield Supertram
Lee Taylor (LT) – Seaton Tramway
Ian Middlemiss (IM) – Blackpool Trams
Paddy Devereux (PD)) – Transdev LUAS
Carole Mason (CM) - Manchester Metrolink
Mike Crabtree (MC) – National Tramway Museum

ITEM	NOTE	ACTION
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1. WELCOME TO NOTTINGHAM

1.1 MM welcomed everyone to the meeting and thanked GS/SD for their presentation which took place prior to 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 4.1 Action: SD is still waiting for responses from Manchester and Dublin in regards to Driver Recruitment

Actions from this meeting

Item 4.1 SD to send Driver Training survey to group. All – complete survey and provide feedback to SD

3. UKTRAM UPDATE

3.1 Report of current position

DH provided the following update:

UKTram Chairman – Following interviews held in June/July the Board announced George Lowder the new Chairman of UKTram

UKTram Summit – UKTram held their annual summit on the 10th of September in Birmingham. The event was well attended and had various presentations that were led by industry recommendations. Steve Berry, DfT also attended and advised that there will be further funding for the LRSSB.

Apprenticeships – UKTram have been working with Julia Whittaker in producing apprenticeships for the industry. This information can now be found on the UKTram website.

AGM – UKTram held their AGM on the 24th of September and a vote was held for the three vacant roles on the Board. The successful candidates were Iain Anderson, George Lowder and Lindsey Murphy.

4.

UKTRAM EXECUTIVE/LROC FOCUS4.1 **LROC Focus/ Deliverables**

Tram Surfing Solutions – SD advised that due to time constraints that he has been unable to discuss tram surfing with Craig O'Brien, but will be putting some time in both of their diaries to work on this issue.

Recruitment – SD advised that he is still awaiting some response, but once received he will compile the information and update the group

Driver Training – SD advised that he has put together an on-line survey and will forward a link to the group. He asked all members to complete the survey and provide feedback on the format and range of questions. **Action: SD to send group survey.**

Fatigue Risk Index – SD is awaiting responses and will feed back results to the Executive Group once received.

TAIR – SD advised that all systems should now be populating the TAIR database. Some members were having problems with the system and have identified issues that UKTram are aware of, but SD advised that until TAIR is populated we won't be able to see whether there are common issues that can be addressed or ensure that by amending one issue it won't cause problems for others.

The group also discussed problems with Atkins. SS advised that during their visit they were advised that the figures they were using were "way off the mark" but felt that as Atkins were present when the numbers were being inputted that Atkins could have raised concerns at the point of entry.

Anti-Social Behaviour – MM/SD advised that they still would like to work on best practise for anti-social behaviour, but would need to look at how to produce a document that the industry could use

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

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. The group also discussed the different levels of training staff would need.

SM that they have recently produced an industry definition on vulnerable people and asked whether LROC could produce one for the industry.

MM went on to advise that the group would hold a Best Practise day in March 2020.

TS advised that they are now looking at fence lines and access to tramways following an incident where a tram was derailed after children placed items on the track and tried to do it again to derail a second tram following the first incident. It was found that they accessed that track via a hole in the fencing.

ITEM**NOTE****ACTION**

The derailment led to an improvement notice in terms of access to track, crossing ect and TS advised that this notice will probably have an impact on other systems. CW advised that they have also been working on this issue following suicide attempts on the line and have put in a single rail in certain areas which will force the driver to stop the tram if someone is in front of the rail.

SS advised that they have also been focusing on crossing following an incident and have introduced blue signage on pavements, fencing and have also looked at lighting.

CW went on to discuss the retro fit of their new fleet which have received a tender exercise in regards to the design of the lighting, emergency access hatches, window thickness and will be happy to share the report once received.

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

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

Goose Fair – largest travelling fair in Europe, new timetable developed to cope with the increased number of customers attending the event

Bonfire Night – Revised table to cope with increased number of customers attending the event

Christmas Lights switch on – revised table to exclude trams in the city centre

New Year's Eve – extended timetable to operate to 2am

Out of ordinary occurrences (last three months):

Extreme weather where we saw temperatures of 36 degrees impacted on tram availability, however there was no infrastructure issues (OLE and track)

Between the 5th and 18th August major track renewals were carried out on the Network between The Forest and High School. This required a special timetable and dedicated bus replacement service, as no trams could operate between The Forest and Old Market Square. Failed trams on the south of the network during this time caused a persistent impact on performance over a number of days due to the not being able to return to the depot for repair.

Generally, though the track works went very well from an operational perspective. On the first day we experienced some issues with the bus replacement capacity during evening peak. This was addressed the following day with extra bus capacity during morning and evening peak times, which alleviated the poor customer experience.

ASB was the lowest recorded for the past 11 months with no incidents of tram surfing reported.

Blackpool

Anything happening in the next three months:

Starting to train up Conductor/Drivers which we have done before to make it easier to replace drivers who have to give just a weeks' notice and takes 5 weeks to replace we started to do this last year but due to drivers leaving we upgraded these conductor/drivers immediately to take up driver positions and we didn't get the opportunity to create a pool of conductor/drivers, if we are successful in creating this pool it will actually create more permanent positions which will mean we take on less seasonal staff in the future.

Out of ordinary occurrences (last three months):

Tuesday 27th September 2019 Cyclist hit by LRT tram during the event of ride the lights ongoing investigation with ORR

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

Looking into how we staff forthcoming events whether it is our event or events organised by other organisations i.e. Council run events etc.

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

Will be putting in place winter rosters in November which will possibly run until late May 2020 instead of April 2020 and the ongoing plans for the extension of the tramway up to Blackpool North railway station.

Initiatives:

None at present.

Regulator Contact:

We have been in contact with ORR and also RAIB with regards to incident with cyclist on 27th September 2019.

Crich

Visitor numbers up by 8% on 2018, this was a 'low year because of the effect on early season 'Beast from the East' and the very hot summer when people either went to the coast or stayed at home in their garden, against 2017, a more average year, visitor numbers only up 3%. Visitor numbers at Crich are very weather dependent.

Newcastle 102 Brill 27 G2 trucks manufactured in the USA by J G Brill dating from circa 1900 following NDT have been found to be cracked in several places. A specialist casting recovery firm has been contracted to carry out a recovery welding process

Progress is slow on developing the plan for the new hospitality centre as costs have escalated. A more modest single story building is now being considered.

ITEM**NOTE****ACTION****Edinburgh****Anything happening in the next three months:**

Planned contractor audits
ATS online recruitment system
CASCADE HR System

Out of ordinary occurrences (last three months):

All night running Friday and Saturday during Festival
Pedal For Scotland event – mass cyclist transit
Gap analysis conducted across Full Tram driving HSMS to ensure procedures are up to date with current practise

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

Various work streams surrounding crossings
Trams – wheel modification - CAF

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

Onward Travel Ambassadors – airside in the airport – ongoing
DM Roster

Initiatives:

Everyone Together – new mental Health community now launched 24 ambassadors have been trained.
ILM Level 5
Project Management and Event Management courses
Palladium Security
Institute of Customer Service – Assessor Qualification underway

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

New Luas operating and maintenance contract commences 1st December 2019

Out of ordinary occurrences (last three months):

INOSS failures due to ageing equipment.

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

Upgrade to improved system in new contract

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

New org structure for upcoming contract which contains many new roles for Luas

Initiatives:

Passenger Safety on board tram campaign – door trappings, hold on while in motion, tram surfing are some of the content of the communication

Regulator Contact:

Yes, following some RTC involving swept path encroachments

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

Working towards the opening of the Trafford Park Line, engaging with stakeholders such as Intu Trafford Centre, Manchester United and Event City. Also working towards the delivery of 27 new M5000 Trams.

New Managing Director – Gillaume Chanussot

Out of ordinary occurrences (last three months)

RTC with Tipper Truck on the Eccles Line. Tipper truck was clearly turning, and driver failed to notice and rear ended the truck, resulting in approx. £150,000 of damage to Cab.

Vehicle Availability has been poor for the last 2 periods, with an increase in RTC's and increased allocation for services on the network. Currently need to provide 103 trams from 120, raising to 110 for special event days.

Fatality at Burton Road, non-suspicious, but would like to ask other networks whether they have been asked, or already have access to a preferred undertaker for such incidents.

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

More work to be done in our Adverse Weather Procedure, with issues found during hot weather affecting rolling stock.

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

Awaiting the addition of 27 new M5000 Rolling Stock (Expected to start deliveries early 2020.)

On boarding a CCTV Manager to manage the CCTV Process for both internal and external investigations.

Initiatives:

DMP version 2 – Now rolled out across the business, with an additional 27 new scenarios covering the most frequent disruptions that occur on the network.

Also working on an M5000 Fault Finding guide for Drivers, looking to include tools for conducting checks of Pantographs and dynamic risk assessments for minor collisions (People walking into the side of trams, wing mirrors etc.)

ITEM**NOTE****ACTION****Regulator Contact:**

Ongoing investigation into the Ashton passenger injury that happened during the dispatch process. RAIB have met with KAM SMT to discuss likely recommendations. Ongoing investigation into Deansgate Castlefield incident where driver SPAS, then non-stopped platform without authority.

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

Training and embedding of new Ops structure -

Out of ordinary occurrences (last three months):

No

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

No

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

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

Introduction of new ticket machines with ability to pay by contactless

Looking at making small changes to TT timetable

Out of ordinary occurrences (last three months):

On 12th August the driver of the lorry involved in the Staniforth Rd derailment pleaded guilty to driving through a red light and was fined £250 and given 3 penalty points. CPS offered no evidence for the 2nd charge of dangerous driving. We still have not got the damaged tram back 11 months on from the incident.

Finished 2019 rail replacement works, full service until April 2020 when we start again

ITEM**NOTE****ACTION****Lessons learned or recommendations from occurrence or exercise (last three months):**

Nothing of note

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

Moving from 24/7 cover for Fixed Equipment Maintenance personnel to 5 days a week and on call at weekends

Initiatives:

Our work, recording red light violations and near misses when we have a LRT proceed has now been progressed to SY Police at highest level, after involving stake holders

JS advised that they held the first Marketing and Comms meeting before the LROC meeting, which was well attended and very positive and are looking at dates to hold the next meeting.

HR AND TRAINING

No update

CURRENT TOPIC/ISSUES RAISED BY MEMBERS

SD asked the group whether they were interested in developing Electrical Principles and Control of SCADA Systems Training to see whether we could apply a common approach. If interested please contact SD.

ANY OTHER BUSINESS

Dave Joyce announced that Paddt Deveruex and himself would be leaving Luas and this would be Dave's last LROC meeting. Both Dave and Paddy will be moving on to new challenges in November. All members thanked Dave and Paddy for their contribution to LROC meetings and wished them all the best for the future.

End of Meeting

ITEM

NOTE

ACTION

7.

8.

9.

ITEM

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ACTION