

Light Rail Operators Committee Meeting Minutes

Meeting held at the Beckton Depot, Armada Way, Approach Road, Beckton, London
E6 7FB
12th December 2019

Present:

Steve Duckering (SD) – UKTram (Chair)	Matthew Knight (MK) - North star
James Hammett (JH) UKTram	Lorraine George (LG) – UKTram
Martin Gurr (MG) Blackpool H	Ray Highstead (RH) – Keolis Docklands
Daniel Hill (DH) UKTram	
Jeremy Grimshaw (JG) Isle of Man	
Stephen Lane (SL) – Transdev LUAS	
Graham Fitzgerald (GF) – Transdev LUAS	
Jamie Swift (JS) – UKTram	
Lynne Hanley (LH) – Blackpool Trams	

Apologies for absence:

Geoff Lusher (GL) – PreMetro	James Stewart – (JS) – Sheffield Supertram
Sharon Garroway (SG) Sheffield Supertram	Lee Taylor (LT) – Seaton Tramway
Ian Rossiter (IR) – Independent	Ian Middlemiss (IM) – Blackpool Trams
Paul Jarman (PJ) – Beamish Tramways	Sarah Singh (SS) – Edinburgh Trams
Terry South (TS) – Sheffield Supertram	Carole Mason (CM) - Manchester Metrolink
Steve Firth (SF) Independent	Mike Crabtree (MC) – National Tramway Museum
Mike Mabey (MM) – Nottingham Trams(Chair)	Gary Scanlon (GS) – Vice Chair
Marlene Pearson (MP) – Edinburgh Trams	Ray Harris (RH) – Midland Metro
Steve Mabey (SM) - Manchester Metrolink	Ben Groome (BG) – Tram Operations Ltd
Tom Singleton (TS) - TfL	

ITEM	NOTE	ACTION
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1. WELCOME TO DOCKLANDS

1.1 SD welcomed everyone to the meeting. RH explained the safety procedures and house rules and also advised of the meeting times/venues for those intending to meet up socially that evening.

The group were provided with a presentation from Brian Harvey and Patrick Jackson from Faverley Transport in regards to Anti drag technology.

INTRODUCTIONS AND APOLOGIES FOR ABSENCE

1.2 SD asked all attendees to introduce themselves and the organisation they represent.

1.3 SD read out the apologies received from those listed above.

ITEM**NOTE****ACTION**

on the TAIR, Risk Model, RM3. Mark will also still maintain our SMS and company Safety documentation, which in turn covers LRSSB.

LRSSB Chair Appointment – The LRSSB are currently advertising to fill the LRSSB Chair position.

Training and apprenticeships – NTAR/Siemens training being considered by LREG for Engineering training course. Website now has live section on apprenticeship and training available.

We now have a new Marketing, Communication and Customer service group which is run by Jamie Swift. They held their second meeting in November, which was well attended and received.

JS went on to say that the group discussed systems joining the Institute of Customer Service following good feedback from Edinburgh who currently are members.

The group discussed marketing for ticketing and revenues. JS will be visiting Blackpool in January to assist with their current marketing ticket app. The group's next meeting will be held in February in Manchester.

JH/JS went to advise the group that UKTram will be sending out a questionnaire in regards to the LR Conference and will be asking members what they would like to see at the next conference and what changes they would make to the conference.

LRSSB Update**TAIR**

TAIR database training has now been provided to all networks, with modifications to the system currently being undertaken. Several operators have now started to input data. Liaison is currently underway for outputs, in order to tie in with individual networks.

A safety alert and risk assessment module has now been added to the TAIR database. Further training sessions have been taking place with operators.
Risk Model

LRSSB and Atkins are developing a scope of improvement works for 2020 and beyond. A fortnightly conference call currently takes place with Atkins, to discuss progress.

RM3

Mark Ashmore now sits on the ORR - RM3 Board, with rail workshops due to take place in December 2019. However, as they have a heavy rail bias, it is now proposed that light rail workshops will take place with the ORR in late January/early February 2020. Dates to be confirmed with Ian Skinner of the ORR. Dates will be sent out for ORR workshops in due course.

PERCLOSE Lab Testing

A meeting with Ian Rowe Associates and the ORR took place on 23/10/2019. Details are to be shared with HoS, Owners & Authorities on what's been tested to date, with 2 or 3 stand out systems.

ITEM**NOTE****ACTION****Standards Update**

The standards database provides revision retention and change history tracking as well as secure access to documents, with the advantage of business resilience due to being hosted on external servers.

Standard guidance documentation LRG 1.0, LRG 2.0 and LRG 5.0 have already been useful for Duty Holders providing responses to the ORR Report into the fatality at Saughton tram stop.

Currently the standards guidance that has been published to date is outlined below:

LRG 1.0 Tramway Principles and Guidance

LRG 2.0 Non-Motorised Crossings

LRG 3.0 Management of Electro Magnetic Compatibility (EMC) Guidance

LRG 5.0 Tramway Audible Warning Acoustic Test Guidance

Standards Currently Under Review:

LRG 4.0 - Signing and Marking of Tramways and Highway Interface Guidance

LRG 6.0 - Fatigue Management Guidance

LRG 7.0 - Trap and Drag Prevention Guidance

LRG 8.0 - Vulnerable Persons Guidance

LRG 9.0 - Selection and Recruitment Guidance

LRG 10.0 - Loading for Light Rail Bridges Guidance

LRG 11.0 – Medical Standards

LRG 12.0 – Statutory Reporting of Incidents

LRG 13.0 – Underrun Protection

LRG 14.0 – On-Street/ Off- Street Principles

LRG 15.0 - Stray Current Management

LRG 16.0 - Managing the Wheel-Rail Interface Guidance

LRG 17.0 - Determination of Tramway Wheel and Rail Profiles to Minimise Derailment

LRG 18.0 - Cycle Tramway Interface

Commercialisation

LRSSB is establishing working relationships with overseas bodies and will ensure that we stay abreast of developments from other nationality networks, as well as potentially becoming a source of income through commercialisation of LRSSB assets such as the Risk Model and TAIR systems.

Currently LRSSB have established relationships with VDV, UITP, TII (Transport Infrastructure Ireland), Danish Transport Ministry, APTA, and STTRMG in France. Several other countries have also expressed interest in our progress and are keen to have future dialogue with LRSSB including Australia, USA and Israel. With a potential for membership of LRSSB and usage of TAIR and the risk model to be offered at a commercial rate. This will enable more work to be carried out and potential reductions to member subscriptions.

LRSSB Chair

The recruitment for the position of Chair for LRSSB is currently being undertaken. Interviews are due to take place shortly and it is anticipated that the role will be filled by January 2020.

Graduate Recruitment Update

Recruitment for two graduate posts within LRSSB is currently underway.

Shortlisting and interviews are due to take place in early 2020.

Placements within the industry are also to be arranged, with reciprocal placements from Duty Holders to be arranged.

4.

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

Tram surfing Solutions - SD advised that he has had discussions with LREG in regards to exploring if any technical assistance could be provided to drivers identifying acts of tram surfing. The group are hoping to hold a BP day on this subject at their next meeting and SD will feedback to LROC.

SD went on to say that he had sent out a fitness for duty survey following the Heads of Safety group to gather information to prepare Guidance Standards, but is still awaiting input from Sheffield, Nottingham and LUAS.

Fatigue Risk index Calculator – SD thanks everyone for sending him their FRI spread sheets but advised that a small error had been identified with Sheffield's so he was waiting for a revision from them before benchmarking could take place. When complete SD will pass this to the Heads of Safety group.

Hazard Perception Tool – SD said that following completion of the Recruitment Paper that LRSSB had agreed in principle to fund the Hazard Perception Tool development but would look at charging a fee (Circa £500) to 'purchase' the system from LRSSB when complete. It would therefore become accessible for all varying sizes of system (Heritage included) as it would be heavily subsidised by LRSSB. SD met with IRAL yesterday to 'sketch out' some basic scenarios to start production of a 'demonstrator' tool. Further sessions will be required but the input of end users will be very valuable.

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

Ashton-under-Lyne tram stop

At around 22:55 hrs on Tuesday 12 March 2019, a passenger was involved in a tram dispatch accident at Ashton-under-Lyne tram stop, on the Manchester Metrolink system, which resulted in him falling from the platform onto the track after the tram departed. The passenger sustained facial injuries from the fall which required treatment in hospital.

The accident happened because the passenger had been leaning on the tram as it departed. He suffered from impaired mobility, making it difficult for him to stand unaided. The tram driver had not observed that the passenger was in close proximity to the tram when he moved the tram away from the tram stop. Once the tram had passed by the passenger and it was no longer supporting him, he fell from the platform onto the track.

The RAIB investigation has also identified two underlying factors. Firstly, the tram operator, Keolis Amey Metrolink (KAM) had not provided instructions to its drivers on the use of the side-view CCTV monitors as a tram is departing from a tram stop. Secondly, KAM had not provided any guidance to its staff on appropriate actions in the event that they encounter an impaired passenger on a tram.

As a result of its investigation, the RAIB has made four recommendations. Three are made to KAM, and cover:

ITEM**NOTE****ACTION**

- 1) improving guidance to drivers on the use of the side-view CCTV monitors when departing from tram stops;
- 2) improving the visibility of passengers at tram stops; and
- 3) Reviewing the guidance given to staff who may encounter impaired passengers.

The fourth recommendation calls for KAM and North West Ambulance Service to jointly develop a communications protocol so that KAM's control office is informed of any actions of the ambulance service that may be relevant to tram operations.

The investigation also identified two learning points for tram operators. The first of these highlights that it can be difficult for tram drivers to see people at the platform- tram interface in their CCTV monitors during night time operation, and that this should be considered in risk assessment and driver training activities. The second learning point highlights the importance of ensuring that staff travelling on board trams are able to react appropriately to emergencies.

The group discussed a similar incident that had taken place in Dublin and SD advised that the group will be looking at producing guidance for such incidents.

SD went on to say that the group will be forming a working group to produce guidance for Vulnerable people and would like to hold a BP day next year to work on this topic. SD had asked the group to forward their systems current guidance, but had only received information from Manchester and Nottingham. **Action: Can all systems please forward their current guidance on vulnerable people to SD.**

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

In the run up to Christmas an "Ambassador" role is to be introduced to be effective on the Network during the month of December. Ambassadors will be introduced to support the Travel Officers and provide valued assistance for our customers. Ambassadors will be deployed to the busier stops checking customer's tickets and passes prior to boarding, advising customers of the NETGo app and its benefits and assisting customers to purchase tickets via the ticket vending machines.

The next big event will be the New Year's Eve celebrations at Old Market Square, tram will stop operating between Royal Centre and Nottingham Railway Station from 11:30pm until approx. 12:30am to allow the event to take place safely. Trams will also operate until 2am on New Year's Day to allow parties to get home.

Out of ordinary occurrences (last three months):

On Monday 4 November Tram 221 developed an issue with its pantograph between Depot and Lace Market. This caused multiple power trips across the network causing major delays until it had been fully identified. This was an unusual event that required every tram on the network to lower its pantograph, each tram was individually asked to raise their pantograph until the offending tram was identified at Trent University. The tram was unable to return to the depot under its own power therefore it was recovered back to the depot.

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

None

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

Incentro tram refurbishment continues and will be complete by the end of 2020.

Initiatives:

The free NETgo app was launched on 14 October 2019. The app offers the ability to purchase tickets, receive timetable information and service updates. With the launch of Phase 1 the app allows customers to purchase single, day and weekly products (adult, students and under 19s) as well as group tickets.

In September body worn cameras were introduced to the Travel Officer grade, this is in addition to the numerous CCTV cameras currently in operation on tram stops and trams. The body cameras have the ability to capture both visual and audible data and any potential verbal/physical assaults on staff and customers the images and audio will be shared with Nottinghamshire Police

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

Going forward we have again started to recruit a pool of conductor/drivers to alleviate the waiting period for recruiting new drivers.

Out of ordinary occurrences (last three months):

Service had to be suspended for a morning during November due to overhead issues several span wires were broken this caused us to have 2 pantographs broken off on trams, the issue was soon resolved and service returned promptly.

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

Nothing new learned as our teams worked as always promptly to get service back.

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

Still ongoing with the tramway extension up to North railway station in the future.

Looking at recruiting a compliance/ revenue officer from our conductor base to ensure that all figures are gathered each period especially when assistant service managers are busy and cannot always check these.

Looking at creating positions for drivers to become assessor/Driver

Also looking at recruiting drivers externally as this has not been done since 2012 and so hopefully will have a good response.

ITEM**NOTE****ACTION****Initiatives**

None at present.

Crich**1.0 Accreditation:**

The Museum is periodically required to revise and resubmit its Museum accreditation documentation to the Arts Council.

This is required to enable the Museum to retain its status as an accredited museum with a collection of national importance.

This accreditation is a vital requirement when applying for grants, external funding, etc

2.0 Catering Success:

The Museum's catering outlets have recently achieved a 5 star hygiene rating (the highest level) awarded by Amber Valley Council's Environmental Health Officer (EHO).

3.0 New Catering Building:

The project to replace the existing and aging café/tearooms building is being re-evaluated due to rising costs of the proposed development and the difficulties being experienced in sourcing grant aid funding.

4.0 Museum Curator:

The Museum's Curator, Miss Laura Waters, has gone on a 14th month secondment to The Science Museum Group.

5.0: PW Renewals:

The double track between Bandstand and Cliffside is being re-laid this winter 2019/20, using some of the grove rail the Museum purchased from Mersey Travel following the collapse of the proposed Liverpool Supertram System

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

New Duty Manager Roster
OMNI – launch of parallel running
ICS – Service Mark Assessment
CMS procedure review

Out of ordinary occurrences (last three months):

Bus across tracks wiping out signals (Eastfield Ave)
Santa Express Tram

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

Continued works on off-street crossings
Review of shift patterns
Additional 4 colleagues now RAIB accredited agents

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

Launch of ATS system
Performance appraisal to include objectives
Onward Travel Ambassadors – airside in airport

Initiatives:

Annual 'Tramtastic' award
Bright Ideas campaign
Bespoke modules on 'SMART Trams' – Tramway Track Safety

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

Full implementation of the new O&M contract. This commenced on 01/12/19.

Out of ordinary occurrences (last three months):

Transition from current contract to joint operation and maintenance contract. This included vehicle and infrastructure maintenance being incorporated under operations.

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

Vast amount of planning was involved to facilitate changeover. This included transfer of staff and change of IT systems on multiple levels.

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

Introduction of new timetable in first quarter of 2020, Ongoing tram extensions on green line to convert 402 to 502 specification.

Initiatives:

Introduction of new maintenance software to dispatch technicians to tram and infrastructure issues.

Regulator Contact:

ITEM**NOTE****ACTION**

Transport Infrastructure Ireland

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

Working towards Trafford Park Line opening at the end of March. Also work starting on the Capacity Improvement Program which will see additional stabling at both depots, in readiness for 27 new M5000 Trams.

Work continuing the Performance Improvement Plan, with 3 key objectives; Vehicle Availability, Road Traffic Collisions, Integrated Planning.

Continuing work with key stakeholders across the city. New Transport Unit from GMP, North West Ambulance Service, InTU Trafford Centre and Manchester United to name a few.

DMP v3 due prior to launch of Trafford Park Line.

Out of ordinary occurrences (last three months):

23rd October 2019 – GBE Network Failure resulting in loss of communications on the network for approx. 2 hours. This caused mass disruption and highlighted the urgent need for an industry standard for operations with critical asset failure (Radios, Signalling Equipment, and Traction SCADA Control etc.)

7th November 2017 – Collision with a female pushing a buggy crossing the tracks. Investigation found that female had a hood up, whilst talking on a mobile phone and didn't look before crossing. ORR interest in this incident.

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

Driver Recruitment – Need to plan for new lines earlier

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

Driver Management Re-Org – Introduction of 10 Driver Team Managers, 6 Network Incident officers and Driver Supervisor Roles.

Introduction of a CCTV Manager Role – Driving improvements in both on board and platform CCTV, as well as supporting requests from new transport unit to drive down ASB and Crime.

Additional 27 Trams have been delayed, first delivery expected August 2020.

Initiatives:

ITEM**NOTE****ACTION**

Want support from members to risk assess the failure of critical systems, and how we should operate whilst in a degraded state, whilst understanding pressures and workload within the NMC.

SD commented that he had recently visited Manchester where SM had shown him what the risk assessment process and guidance might look like. SD said that he thought that the process would be very useful to all operators but he would need SM to pitch his idea to the meeting to get some buy in.

Would like an open debate about driver recruitment. Some good work by Steve D, but need to understand whether all operators are aligned in their expectations.

Regulator Contact:

RAIB Report released for the Ashton Incident

ORR requesting additional information for the Collision with female on 7th November. Made reference to not having CCTV available. (We currently have an issue with on board CCTV and the recovery of data)

Draft report received from Atkins into Driver SPAS Incident at Deansgate Castlefield on 17th May 2019. Internal review has taken place prior to providing this to the ORR. Recommendations include;

Integrated vigilance device onto Traction Brake Controller

Improved driver support services following incident

Review of RA's associated with LoS Principles

RA's in the Deansgate area to be reviewed especially surrounding the decision to not "SPAS Protect" the signals involved.

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

CSQ Extension opening mid-December – 1st Battery powered tram in UK – two extra stops – hall and Library (CSQ) – currently in shadow running mode. Lots of issues around tram availability which are preventing decent trial period of timetable.

Out of ordinary occurrences (last three months):

N/A

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

ITEM**NOTE****ACTION**

N/A – some low level RTC – change of season catching drivers unaware of braking characteristics changing in autumn – addressed through internal briefing note.

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

Potential changes to the core tramway timetable in 2020 to make better use of resource and provide an improved service. May see significant changes to routes and the colours used to identify routes. Not expected to impact frequency.

Dec 15th timetable change; reduction in Purple route to 2 services an hour all day every day (currently increases to 20 minute frequency after 1900 and all day Sunday) and changes to Tram Train timetable to introduce later services to align better with tramway, especially on Sunday's – last service goes from 1800 to 2100. Early morning services reduced slightly and Sunday service reduced to 2 an hour all day rather than 3 an hour

Out of ordinary occurrences (last three months):

Flooding at Rotherham Central closed the Tram Train route for 8 days. We were also unable to serve Meadowhall Interchange for around 5 days as flooding at Tinsley (where trams cross the River Don) meant the bridge was out of use until a dive inspection could be carried out to check it's integrity

Frosty mornings have caused significant power issues on Tram Train in recent weeks (specifically the Network Rail substation) resulting in severe disruption to our services and to other operator services. On two occasions trams had to be shunted off the railway using a diesel loco

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

Nothing significant learned for us - OLE issues on the railway are the responsibility of NR.

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

Timetable changes referred to above

Initiatives:

Nothing new to report at present

ITEM

NOTE

ACTION

Docklands

Anything happening in the next three months:

Ongoing planning work on the Beckton Depot extension and the PSA apprenticeship
Lift pit access risk assessment and redesign of access points
Review of SOPs
Review of RAs

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 and accidents including a serious assault on a member of staff

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

Keolis Amey have started an apprenticeship for all new PSA entrants
Additional validators at stations where regular complaints are received
New design for lift pit entrances

Initiatives:

Smart phones for PSAs
Life changing rules
Updated DMP
New training for TfL on DLR CEX processes

7. HR AND TRAINING

No update

8. CURRENT TOPIC/ISSUES RAISED BY MEMBERS

No update

ITEM

NOTE

ACTION

9.

ANY OTHER BUSINESS

No other business

End of Meeting