

Business Plan



2022-25

Key Objectives 2023-24

Our Members



Key Objectives 2023-24

In 2023-24 UKTram will deliver year 2 of our 3-year Business Plan (2022-25).

UKTram's priority focus areas over the next year cover the following:

Delivering the Light Rail Strategy

Customer
Experience

Sustainability
&
Decarbonisation

Sector Growth

Innovation

Improving
Connectivity

Modal Shift

New Scheme
Development

Pipeline of
Work

Building
Confidence

Accessibility
for all

Careers, PDP,
Training, Diversity
& Inclusion

UK
Manufacturing

Benchmarking

Best Practice

UKTram's Functional Groups, Working Groups and Sub-Groups will continue to deliver against their objectives, benefitting the groups participating members and the wider industry. The objectives are set by each group from the members hot topic priorities and are overseen and managed via the UKTram Executive.

James Hammett
Managing Director, UKTram



Light Rail Industry Strategy

UKTram, with the support and endorsement from Government, Members and Stakeholders will start the delivery of the new Light Rail Strategy, through the following areas:

Year 2 (2023-24)

- Update, monitor and review the Tram Tracker
- Help define viability for new schemes on the Tram Tracker and viable extensions and/or upgrades to existing Schemes (Year 2 2023-24)
- Advise and support top schemes from Year 2 (2023-24) development by:
- Review any New Systems Strategic Outline Business Cases (SOBC's) and
- Critiquing Outline Business Cases via UKTram Centre of Excellence
- Annual Refresh of the Light Rail Strategy following Year 1's experience and sector & economic change.
- Delivery of the following:



Customer Experience

As part of the recovery, re-building and long-term growth of patronage, UKTram will work with members to maximise the return and increase in industry patronage and ensure Light Rail maintains and continues to improve the highest level of Customer Satisfaction.

Year 2 (2023-24)

- Deliver Annual Industry Customer Survey and compare results to previous data
- Identify target areas for improvement in Year 2 (2023-24)
- Share Best Practice on improving Customer Experience and
- Build confidence in Light Rail - target 90% National pre-Covid patronage
- Feed in findings from UITP research in passenger diversity, design and experience
- Collaborate with all transport modes to increase modal shift and develop collaborative ways to improve connectivity with a target increase in modal shift from 2022/23

Sustainability, Environment and Decarbonisation

To ensure the sector continues to be at the forefront of environmentally friendly mass transit, we will be actively working on the following:

Year 2 (2023-24)

- Support the Sector in the Rail Sustainability review
- Promote the impact Light Rail has on cutting CO₂ emissions, cutting carbon, improving air quality to all City Regions, Combined, Local & Transport Authorities
- Continue the improvement of sustainability through Innovation, R&D and collaboration
- Share developments and initiatives for further improving the sectors environmental credentials



Sector Growth

To maximise sector growth, UKTram will work with the DfT utilising the knowledge and experience of our Centre of Excellence to:

Year 2 (2023-24)

- Continue aiding new scheme development (see Light Rail Strategy), including VLR systems/Tram-Train schemes and the new power technologies
- Identify and prioritise a pipeline of schemes and developments to present to Government and Industry
- Engage with Women in Transport and represent/promote the sector
- Support and engage with Worktree to promote the sector for careers and personal development
- Represent the sector in the DfT Transport Employment Skills Taskforce initiative (TEST) and be the conduit to feedback on all developments
- Engage with 'national weeks' with relevant events and stories



Innovation

UKTram will continue to support Innovation and R&D projects to aid the improvement of industries cost effectiveness, efficiency and supporting the development of UK based manufacturing and supply to the sector via:

Year 2 (2023-24)

- Attend and feed into the LRRIG (DfT, UKTram, Network Rail and LRSSB)
- Utilise the Operational Innovation Working Group to drive use of innovation technologies in daily operation and maintenance
- Support and assist the implementation of SMART Technology to aid cost and time reductions on daily operations and maintenance
- Work in collaboration with LRSSB, Network Rail and RSSB on cross sector Innovations on all areas detailed below:
- Support Innovation projects for SMART Grants and relevant Innovation funding schemes
- Project Manage and support Focus+ project

General Support

UKTram will continue to provide support to members, stakeholders, and the industry, by providing advice, sharing Best Practice, Benchmarking, Peer Review, tackling Hot topics and any assistance. Including the ongoing impact and recovery from the Covid-19 crisis. UKTram will continue to collate lessons learnt and share these accordingly.

UKTram and its members will continue to support its subsidiary company the Light Rail Safety and Standards Board (LRSSB) through collaboration, resource, standards, guidance, and document reviews.

The main day to day support and deliverables that UKTram focuses on for members and the industry will continue through our daily activities via the functional groups.

Throughout the uncertain and changing times caused by Covid-19, UKTram will remain flexible and agile to ensure it supports the priorities of its members and the industry, whilst continuing to strive in improving the Light Rail Sector and maximising the opportunities that present themselves over the next 3 years.

Summary

Over the next 3 years, as well as the continued daily support and assistance to our members and the industry, UKTram is targeting some key areas as detailed in the sections above, these are highlighted in a snapshot below:

- Review any new Light Rail schemes and proposed extensions for viability
- Support the top viable schemes in implementation
- Support and assist Industry in reaching above Pre-Pandemic Patronage
- Through cross mode collaboration, assist in achieving an increase in modal shift
- Identify our Industries Carbon Footprint and reduce this in key identified areas
- Increase the sector's career pathways and accessibility to training
- Help the sector improve diversity and inclusion across the industry
- Aid and support new Innovation Grant applications
- Support and aid the implementation of a VLR Pilot scheme
- Trial newly developed Power Technologies that could aid the sector





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