

Date: 28 September 2017

Item: Tram Overturning at Sandilands, Croydon on 9 November 2016 - Update

This paper will be considered in public

1 Summary

- 1.1 This paper updates the Panel on the activity underway and planned following the Tram overturning and derailment at Sandilands on 9 November 2016.
- 1.2 The Rail Accident Investigation Branch (RAIB), Office of Rail and Road (ORR) and British Transport Police (BTP) continue their investigations, alongside those of TfL and First Group. We continue to support all the agencies in their ongoing investigations. The RAIB has confirmed the areas that key recommendations are expected to cover prior to the publication of their final report.
- 1.3 Infrastructure-based measures in addition to those implemented prior to the resumption of service continue to be progressed, including follow-up and evaluation of systems discussed at the Trams Summit held on 24 January 2017 and measures to address the key areas as noted by the RAIB.
- 1.4 Tram passenger numbers are back to the levels recorded before the derailment and have improved marginally on the previous year.

2 Recommendation

- 2.1 **The Panel is asked to note the paper.**

3 Background

- 3.1 Measures to assist all those affected by the tragedy remain in place. Work continues on a comprehensive programme of measures to further reinforce safety and confidence on the system. This paper provides an update on these aspects.

4 Programme

- 4.1 Our thoughts remain with those affected by the tragic event. We remain focused on doing everything we can to offer support to all those affected and are dealing with requests for support quickly.
- 4.2 Via the Sarah Hope Line, we continue to encourage anyone requesting interim financial support, to lodge a formal claim via our claims handler, Gallagher Basset. We are engaging proactively with the law firms representing the majority of claimants, to ensure that processes and communication are as efficient as

possible, including processing over £1m worth of payments to date and organising referrals to counselling and therapeutic support quickly.

- 4.3 Discussions are continuing with the London Borough of Croydon for a memorial and longer term community outreach arrangements. Details have been received from the Borough on its long-term plan to support those affected either directly (bereaved families and passengers) or indirectly (first responders, school children and the wider community). These are being reviewed to determine a suitable level of TfL support. We have offered our support to Croydon Council as it progresses a memorial.

Infrastructure and Operations

- 4.4 We have introduced a number of additional safety measures to the tram network, including:
- (a) additional speed restrictions and associated signage have been installed near Sandilands and at three other locations on the tram network. We will implement a permanent speed reduction across the London tram network by the end of September, meaning the maximum speed trams can travel will be 70kpm (previously 80kph). Step down speed signage has been installed at four locations, providing a graduated reduction in allowable line speed on approach to sharp curves;
 - (b) the size of speed signs has been increased. Enhanced chevron signs have been installed at the four sites with significant bends to provide an additional visual cue for drivers. The number of speed signs will be increased and additional lineside digital signage will provide added speed warnings to drivers;
 - (c) an in-cab driver protection device has been fitted to all trams. Next steps are to fully trial the device and Tram Operations Limited are currently consulting on this. Any sign of driver distraction or fatigue will result in the driver being alerted immediately
 - (d) we are working with safety experts to test various options to strengthen the glass fitted to trams;
 - (e) work on developing an in-cab driver alert system for monitoring and managing tram speed is continuing;
 - (f) the iTram system is being progressed;
 - (g) potential track modifications are under consideration. We are currently tendering for a concept design in order to assess potential benefits;
 - (h) we are working to improve locally powered emergency lighting and are developing a specification for the tram fleet which will prevent unintentional interruption during an emergency; and

- (i) the CCTV recording system has been replaced and upgraded.
- 4.5 We continue to work with the wider tram industry on these improvements and also continue to work with the RAIB and will consider any further measures that could be introduced to improve safety.
- 4.6 We are continuing to explore the development of in-cab systems for monitoring and managing tram speed to provide live tracking and speed warnings. Such systems are rare on trams so we are seeking interest from the wider industry to help support us in their development and introduction of a system. We have published a Prior Information Notice to help in identifying suitable technology.
- 4.7 The Trams oversight panel established to review the resumption of service following the derailment reconvened and continues to meet. This comprises senior representatives from FirstGroup and TfL to provide assurance of the infrastructure and operator mitigations. It also provides a Forum for us to review FirstGroups safety performance and management arrangements. We continue to monitor the enhanced driver management arrangements FirstGroup has put in place, which includes the more frequent programme of speed checks, fatigue management and counselling.

Investigations

- 4.8. We continue to work with the RAIB to support its investigation and with the ORR and the BTP who are also conducting investigations. The RAIB has confirmed the areas that the key recommendations are expected to cover prior to the publication of its final report. These are listed below and are shown on the RAIB's website. <https://www.gov.uk/government/news/fatal-tram-accident-in-croydon>:
 - (a) provision of active tram protection to prevent serious accidents due to excessive speed at high risk locations;
 - (b) research into active means of detecting the attention state of drivers and intervening in the event of inattention;
 - (c) improved containment of passengers by tram windows and doors; and
 - (d) setting up of an industry body to facilitate more effective cooperation between UK tramway owners and operators on matters related to safety performance and the development of common standards.

We are reviewing these areas to consider what further action we need to take in response to the final report when published.

- 4.9 RAIB's final report is also expected to highlight the importance of ensuring the availability of in-tram CCTV systems and any actions already taken to address the issue. If necessary, the RAIB has stated it will also make a recommendation for further improvement in this area.
- 4.10 Finally RAIB's has said the investigation into how Tram Operations Ltd manage fatigue risk may result in a recommendation.

- 4.11 SNC-Lavalin, the company undertaking TfL's independent investigation is on target to report on its conclusions in the autumn.
- 4.12 As noted at the last Panel meeting, we also reviewed our response from an administrative handling perspective, (as opposed to an incident management or operational perspective). This review covered the following areas:
- (a) The Sarah Hope Line;
 - (b) Link to the Major Incident command structure;
 - (c) Information sharing;
 - (d) Handling Materials and Investigations;
 - (e) Data on complaints and trend analysis;
 - (f) Insurance arrangement; and
 - (g) Communications.

Safety and Procedures

- 4.14 We continue to closely monitor the end-to-end process for acting upon safety-related complaints received through the TfL Customer Contact centre and ensuring complaints are passed on to the relevant party for review and action. This includes working closely with FirstGroup, to ensure all tram related complaints are reviewed and appropriate action taken in response.

List of appendices to this report:

None

List of Background Papers:

None

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