

Board



Date: 8 February 2017

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

This paper will be considered in public

1 Executive Summary

Decision required	The Board is asked to note the paper
Previous Consideration	On 17 November and 15 December 2016 (respectively) the Safety, Sustainability and Human Resources Panel (SSHHP) and the Board considered a paper on the Tram Derailment at Sandilands in Croydon. On 23 January 2017, the SSHHP considered an update paper.
Sponsoring Director	Contact Officer: Leon Daniels Number: 0203 054 0180 Email: leondaniels@tfl.gov.uk
Information classification	Public.

Summary

- This paper updates on the activity underway and planned following the Tram derailment at Sandilands on 9 November 2016.
- A comprehensive set of measures to assist all those affected continues to be in place. The Sarah Hope Line (SHL), is available for all of those affected and is staffed by a specially trained team who are able to make referrals to partnering agencies offering support, counselling and trauma care depending on the needs of each individual case.
- Services on the tram system are returning to normal with temporary speed restrictions still in place at several locations. Passenger numbers have recovered to levels recorded before the derailment and are up on last year (to some extent due to the strikes on Southern). A full picture of passenger numbers is provided in the Appendix 1.
- In advance of the outcome of external investigations we are proactively considering a number of infrastructure mitigations that could be introduced, and we are engaging with the tram industry both in the UK and overseas to share knowledge.

Safety, Sustainability and Human Resources Panel Considerations

- The SSHHP Panel considered a similar paper on 23 January 2017. This paper has been updated to include details of the Trams Summit held on 24 January 2017 and the latest passenger journey figures in Appendix 1.
- The Panel requested (and has been provided with) the terms of reference of TfL's externally commissioned investigation.
- The Panel's thanks has been passed to all staff who had been and were continuing to be involved in the management of the incident.

2 Recommendation

2.1 **The Board is asked to note this paper.**

3 Background

3.1 Work is proceeding with a comprehensive programme of measures to further reinforce safety and confidence on the system. Measures to continue to assist all those affected by the tragedy remain in place.

4 Programme

Supporting Those Affected

4.1 We remain focused on doing everything we can to offer support to all those affected and are dealing with requests for support quickly. To date, this support has been largely financial to cover funeral and other expenses, lost earnings, counselling and medical care.

4.2 We are working with the British Transport Police (BTP) family liaison officers who have been the primary support for the bereaved families.

4.3 Bereaved families and those injured or otherwise affected continue to be encouraged to make formal claims for compensation through their legal representatives.

Infrastructure and Operations

4.4 In advance of the outcome of external investigations we are proactively considering a number of infrastructure mitigations where we think it useful to provide additional cues to drivers on speed limits, these include:

- (a) chevron signs to be installed at four sites with significant bends across the tram network;
- (b) additional lineside digital signage to be installed to provide additional speed warnings to drivers at the same key locations across the network;
- (c) options to transfer technology used on buses, such as iBus, to monitor speeds and locations of trams are under evaluation;
- (d) an in-cab, driver alert system is under consideration; and
- (e) an upgrade to the CCTV system.

4.5 We continue to engage with First to monitor the enhanced driver management arrangements they have put in place. These include: a more frequent programme of speed checks; briefings on fatigue management; accompanied driving through the area of the derailment where requested; and counselling.

4.6 A teleconference was held on Wednesday 21 December with participants from UK Trams, UITP (Union Internationale des Transports Publics) Nottingham

Trams, Metrolink, Transport for Greater Manchester and Edinburgh Trams to discuss the industry response and potential mitigation measures.

Tram Summit 24 January 2017

- 4.7 A Tram summit was held on Tuesday 24 January 2017. It provided an opportunity to consult with industry partners to learn about experiences and systems adopted in the UK and abroad, and to validate our direction of travel on infrastructure and fleet design.
- 4.8 Delegates from across the UK and European Tram industry were in attendance to share best practice, including Michael Liebreich, Board Member and Chair of the Safety, Sustainability and Human Resources Panel, the Commissioner Mike Brown and Leon Daniels Managing Director Surface Transport who gave a keynote speech to open proceedings.
- 4.9 Examples of best practice and initiatives were presented by some of our European counterparts, and we are currently reviewing their potential application to our system.
- 4.10 There was widespread support for further work to investigate possible improvements to our networks even more safe, not only in terms of technology but also in the area of driver monitoring and wider issues around human factors.

Claims

- 4.11 We continue to receive claims and together with the insurers are processing appropriate interim payments and referrals to medical support quickly.

Investigations

- 4.12 A single point of contact has been agreed for the receipt and issue of responses to BTP, Rail Accident Investigation Branch (RAIB) and Office of Rail and Road (ORR) to support their investigations.
- 4.13 SNC-Lavalin, the company undertaking TfL's independent investigation, continued work to produce a report. The TfL investigation had broader Terms of Reference than the RAIB and ORR investigations.
- 4.14 RAIB continue their investigation and we await the publication of their full report. We continue to work with them to support the investigation.
- 4.15 As with any major event of this kind, we are also conducting an exercise to examine the lessons we can learn for the future. An update on this will be brought to a future meeting of the Safety, Sustainability and Human Resources Panel.

List of appendices to this report:

Appendix 1: Tram Passenger Journeys

List of Background Papers:

None

Contact Officer: Leon Daniels, Managing Director, Surface Transport
Number: 020 3054 0180
Email: LeonDaniels@tfl.gov.uk

Appendix 1 – Tram Passenger Journeys

