

Date: 26 June 2017

**Item: Tram Derailment 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 derailment at Sandilands on 9 November 2016. Friday 9 May marked the six month anniversary of the accident.
- 1.2 The Rail Accident Investigation Branch (RAIB), Office of Rail and Road (ORR), British Transport Police (BTP) continue their investigations, alongside those of TfL and FirstGroup. The Mayor drew to the RAIB's and ORR's attention the allegations made in the BBC's Victoria Derbyshire programme and in Evening Standard's article around driver fatigue to include in their investigations as appropriate.
- 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.
- 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 this paper.**

3 Background

- 3.1 Measures to continue 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 The six month anniversary of the derailment was 9 May 2017. Our thoughts remain with those affected by the tragic accident. 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 At the request of the partner of one of the seriously injured, the BTP coordinated arrangements for a discussion group for approximately 20 people and their

partners to discuss how they can support each other. The organiser reported that the event went well and our proposal for a special tram journey for this group was positively received. A special tram was run and a visit to the accident site arranged in May for those affected by the incident. Plans are also being put in place for further site visits for bereaved families and assisted travel for those injured or otherwise affected, to regain their confidence in the system.

- 4.3 The volume of weekly contacts through the Sarah Hope Line (SHL) is now low. The SHL has reverted to its usual operating hours, with out-of-hours calls routed to voicemail and actioned within two operational hours.
- 4.4 Via the SHL, 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 appropriate interim payments and referrals to counselling and therapeutic support quickly.
- 4.5 As noted in the previous report to the Panel, following discussions with Insurers, liability has been admitted in relation to civil claims arising from the derailment. Letters have been sent on behalf of both Tram Operations Limited and Tramtrack Croydon Limited to the people who have notified claims for injuries sustained in the derailment and to the people who are claiming as next of kin or dependents of those who lost their lives. The SHL also made contact with as many of the claimants as possible to ensure they understood the purpose of the letters.
- 4.6 Discussions have been held with the London Borough of Croydon to discuss a memorial and longer term community outreach arrangements. Details have been received from the Borough on its long-term plan to support those affected by the tram derailment 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 in progressing a memorial.

Infrastructure and Operations

- 4.7 The programme of work to install fixed chevron signs at four sites with significant bends across the tram network was completed, as scheduled, on Sunday 22 January 2017. Work to install lineside digital signs to complement the fixed chevron signs was completed and the signs brought into service on 3 April as planned. These warn drivers of an approaching speed limit. They are similar to those on the road network. If a tram approaches at above 20kph the radar detects this and a warning will flash '20 zone' giving the driver time to reduce their speed to 20 kph.
- 4.8 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 in the Official Journal of the European Union to help in identifying suitable technology, as well as examining what systems other operators may use.

4.9 The Trams oversight panel established to review the resumption of service following the derailment reconvened. 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 FirstGroup's safety performance and management arrangements. We continue to monitor the enhanced driver management arrangements FirstGroup have put in place, which includes the more frequent programme of speed checks, fatigue management and counselling.

Investigations

- 4.10 We continue to work with the RAIB to support its investigation and also with the ORR and the BTP who are also conducting investigations. The Mayor wrote to the RAIB to draw its attention to the allegations made in the BBC's Victoria Derbyshire programme to include in its investigation as appropriate. We also immediately alerted the RAIB and the ORR to the Evening Standard's article around fatigued drivers and a driver appearing to be asleep at the controls of a tram, stopped at lights in the Croydon area. The ORR confirmed it is investigating the allegations made in this article independently of the derailment. The Mayor also requested that we urgently investigate all the claims made in the BBC programme.
- 4.11 SNC-Lavalin, the company undertaking our independent investigation, expect to report on its conclusions in the Autumn.
- 4.12 While investigations into the cause of the derailment continue, we are also reviewing our response to the derailment to ensure that appropriate lessons are captured.

Safety and Procedures

- 4.13 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.
- 4.14 We have updated the TfL safety related complaints procedures to make it more efficient following feedback including from the TfL Customer Contact Centre, and the SHL.

List of appendices:

None

List of Background Papers:

None

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