

Date: 23 January 2017

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

This paper will be considered in public

1 Summary

- 1.1 This note updates on the activity underway and planned following the Tram derailment at Sandilands on 9 November 2016.
- 1.2 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.
- 1.3 Services on the tram system are returning to normal with 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.
- 1.4 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.

2 Recommendation

- 2.1 **The Panel 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.
- 4.7 A Tram summit is scheduled on Tuesday 24 January 2017, which will provide 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.

Claims

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

Investigations

- 4.9 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.

- 4.10 SNC-Lavalin, the company undertaking TfL's independent investigation, continue work to produce a report.
- 4.11 RAIB continue their investigation and we await the publication of their full report. We continue to work with them to support the investigation.
- 4.12 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 Panel meeting.

List of appendices to this report:

Appendix 1 – Tram Passenger Journeys

List of Background Papers:

None

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Appendix 1 – Tram Passenger Journeys



