

Date: 22 November 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 To mark the first anniversary and to commemorate those involved Croydon council have unveiled two memorials; a memorial plinth was placed in a communal area of New Addington and another near to the crash site at Sandilands Junction.
- 1.3 Our thoughts remain with all those affected and we continue to do all we can to offer our support. Since the derailment, we have introduced a number of additional safety measures to the tram network, including extra speed restrictions, enhanced speed monitoring, new signage for drivers and an upgrade of the CCTV recording system. An in-cab driver protection device has been fitted to all trams. Any sign of driver distraction or fatigue will result in the driver being alerted immediately.
- 1.4 We also continue to work with the wider tram industry on these improvements and are considering what further measures could be introduced to improve safety.
- 1.5 The Rail Accident Investigation Branch (RAIB), Office of Rail and Road (ORR), British Transport Police (BTP) continue their investigations, alongside those of TfL and First Group. We continue to support all the agencies as they come to the end of their investigations. The RAIB confirmed in August the areas that key recommendations are expected to cover prior to the publication of its final report, these have not changed. We continue to consider measures to address the key areas as noted by the RAIB

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. We are concerned to hear following the first anniversary commemoration events some people, who have been affected by the tram overturning and derailment, may feel that they have not had access to all of the support that is available to them. The TfL Sarah Hope Line (SHL) will make contact by telephone with all people we have contact details for and will speak to them about what they might need.
- 4.2 The SHL, run by specially trained staff, remains available to all those affected and continues to provide help with counselling and other support. To date, more than £1m has been paid for counselling, rehabilitation, compensation and other activities to support those affected. We are proactively staying in contact with all those affected to provide continued support and urge anyone needing further help to contact us directly so that we can look into their concerns immediately.

Infrastructure and Operations

- 4.3 We have introduced a number of additional safety measures to the tram network, including:
- (a) we have implemented a permanent speed reduction across the London tram network meaning the maximum speed trams can travel will be 70kpm (previously 80kph). Step down speed signage has also been installed at four locations, providing a graduated reduction in allowable line speed on approach to sharp curves;
 - (b) Chevron signs have been installed at Sandilands and at the three other significant bends to provide an additional visual cue for drivers. The number of speed signs has been increased and additional lineside digital signage provides added speed warnings to drivers;
 - (c) an in-cab driver protection device has been fitted to all trams which is now in service. Any sign of driver distraction or fatigue will result in the driver being alerted immediately;
 - (d) we are continuing to work 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, including the automatic application of emergency brakes is continuing;
 - (f) the adoption of iBus technology on the tram network as a package of safety improvements – this is referred to as iTram;
 - (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.
- 4.4 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. A second trams summit is being arranged for early 2018.
- 4.5 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 have put in place, which includes the more frequent programme of speed checks, fatigue management and counselling.

Investigations

- 4.6. The RAIB's, the ORR's and the BTP's investigations continue. The RAIB continues to update its website with the latest progress of its investigation. <https://www.gov.uk/government/news/fatal-tram-accident-in-croydon>. The RAIB has drafted its investigation report and has sought comments from those directly involved. It will then discuss the final report with the bereaved families and is expecting the final report to be published before the end of 2017. In the last update paper we noted that the RAIB had confirmed the areas that the key recommendations are expected to cover. These remain unchanged since the last update to the Panel. They are listed below and are also shown on the RAIB's website. The RAIB has given early notification of these areas as the actions are likely to take some time to implement.
- (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 continuing to review these areas to consider what further action we need to take in response to the final report when published.

- 4.7 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.
- 4.8 Finally RAIB has said the investigation into how Tram Operations Limited manages fatigue risk may result in a recommendation.
- 4.9 SNC-Lavalin, the company undertaking TfL's independent investigation has concluded its report. We are liaising with the regulatory authorities about the timing of the publication of our report. We will also ensure that those affected are sensitively briefed on developments.
- 4.10 As noted at the last Panel meeting, we have reviewed our response from an administrative handling perspective (as opposed to an incident management or operational perspective). In summary, the work of the Sarah Hope Line (SHL) has proved invaluable and we will ensure that there are contingency arrangements in place to provide additional incident-based resource if needed. SHL and our insurers have worked well together. We are also improving our explanation to external agencies of the role of SHL.
- 4.11 We are also learning lessons on information collation at the time of an incident and subsequent sharing between relevant agencies to ensure there is a clear understanding and an efficient approach which avoids needing to re-confirm the approach across agencies. We can also strengthen links between the Gold/Silver/Bronze command structure and longer term administrative support.
- 4.12 We know that we must treat with very high priority ensuring, wherever we can, that those affected are carefully and sensitively briefed on developments. This will be particularly the case in the context of the publication of the report by SNC-Lavalin referred to above and we are working with the BTP to ensure proper liaison.

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 First Group, 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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