

Recommendation Status Report: Passenger injury at Ashton-under-Lyne tram stop

This report is based on information provided to the RAIB by the relevant safety authority or public body.

The status of the recommendation(s), as reported to us, are described by the following categories:

Key to Recommendation Status

Open (replaces Progressing and Implementation On-going)	Actions to address the recommendation are ongoing.
Closed (replaces Implemented, Implemented by alternative means, and Non-implementation)	ORR consider the recommendation to have been taken into consideration by an end implementer and evidence provided to show action taken or justification for no action taken.
Insufficient response:	The end implementer has not provided sufficient evidence that the recommendation has been taken into consideration, or if it has, the action proposed does not address the recommendation, or there is insufficient evidence to support no action being taken.
Superseded:	The recommendation has been superseded either by a newer recommendation or actions have subsequently been taken by the end implementer that have superseded the recommendation.
Awaiting response:	Awaiting initial report from the relevant safety authority or public body on the status of the recommendation.

RAIB concern over the way that an organisation has responded to a recommendation are indicated by one of the following:

Red – RAIB has concerns that no actions have been taken in response to a recommendation.

Blue – RAIB has concerns that the actions taken, or proposed, are inappropriate or insufficient to address the risk identified during the investigation.

White – RAIB notes substantive actions have been reported, but the RAIB still has concerns.

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Report Title	Passenger injury at Ashton-under-Lyne tram stop
Report Number	15/2019
Date of Incident	12/03/2019

Rec No.	Status	RAIB Concern	Recommendation	RAIB Summary of current status
15/2019/01	Closed - I	None	<p>The intent of this recommendation is to minimise the risk of accidents at the platform-tram interface by improving drivers' observation of the interface, as trams depart from tram stops.</p> <p>KAM should complete the provision of the instructions to tram drivers about the correct use of the side-view CCTV monitors when departing from tram stops so that, where appropriate, drivers continue to scan the interface as the tram starts to move. These revised instructions, contained in the updated rule book, should be briefed to all tram drivers, and incorporated into the training and assessment procedures used within the driver management function within KAM.</p>	<p>ORR has reported that Network Rail has reported that it has completed actions taken in response to this recommendation. ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.</p>
15/2019/02	Closed - I	None	<p>The intent of this recommendation is for tram drivers to have improved visibility of any passengers near trams at tram stops.</p> <p>KAM should:</p> <p>(a) carry out a review of the lighting conditions at tram stops to identify any local lighting conditions, taking into account backgrounds, which may make it difficult for tram drivers to see passengers in close proximity to the tram, particularly during night-time operations.</p> <p>(b) implement the findings of the review, in conjunction with TfGM, to improve the visibility of passengers at the platform-tram interface (e.g. by</p>	<p>ORR has reported that KAM has reported that it has completed actions taken in response to this recommendation. ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.</p>

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			improving platform lighting and/or tram CCTV systems).	
			This recommendation may apply to other light rail operators in the UK.	
15/2019/03	Closed - I	None	<p>The intent of this recommendation is that tram drivers are better able to manage the safety of impaired passengers, particularly around the platform-tram interface.</p> <p>KAM should undertake a risk-based review of the actions which tram drivers should carry out if they encounter an impaired passenger. This review should consider the well-being of both the staff member and passenger. Once completed, the output of the review should inform guidance for staff. This guidance should be incorporated into the training and assessment procedures used within the driver management function within KAM.</p> <p>This recommendation may apply to other light rail operators in the UK.</p>	<p>ORR has reported that Keolis Amey Metrolink has reported that it has completed actions taken in response to this recommendation. ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.</p>
15/2019/04	Closed - I	None	<p>The intent of this recommendation is to improve the communication between North West Ambulance Service and KAM, to reduce risk to both staff and passengers.</p> <p>North West Ambulance Service and KAM should jointly develop and agree communication protocols so that each organisation is aware of the other's intentions and actions when dealing with incidents and accidents which affect Metrolink operations. The protocols should aim to reduce overall risk to both staff and passengers and should be communicated to all relevant levels within both organisations.</p>	<p>ORR has reported that Network Rail has reported that it has completed actions taken in response to this recommendation. ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.</p>