

## [Unique Reference Number]

# Respond to operational difficulties during Tram service operations



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### Overview

This standard is about responding to operational difficulties during Tram service operations. It is about dealing with faults and failures affecting Tram vehicles and operational difficulties arising from abnormal working situations, such as faults and failures of tramway infrastructure or adverse weather conditions.

This standard is for anyone who drives a tram vehicle.

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#### Performance criteria

- You must be able to:*
- P1 identify **faults and failures** in Tram vehicle and on Tramway infrastructure
  - P2 respond to **operational difficulties** in line with organisational requirements
  - P3 stop the Tram vehicle at a safe location, if necessary
  - P4 take action to reduce the risk of accident or incident in line with organisational procedures
  - P5 report faults and failures to the **relevant person(s)**, in line with organisational procedures
  - P6 follow instructions from **relevant person(s)**, to deal with faults and failures

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the types of **faults and failures** that could occur in Tram vehicles and **infrastructure systems and equipment**
- K2 your organisation's procedures for dealing with faults and failures in Tram vehicles and infrastructure systems and equipment
- K3 the types of **operational difficulties** that might occur during Tram service operations and their causes
- K4 what constitutes a safe place to stop
- K5 the tram protection procedures as required by your organisation
- K6 how to contain problems, protect the vehicle and avoid further incident or accident
- K7 the limits of your own authority when putting right faults and failures
- K8 your organisation's procedures for reporting faults and failures

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#### Additional Information

##### Scope related to performance criteria

P1 **Faults and failures** may include; points, signals, lighting (tram vehicle and infrastructure), traction defects, flooding, low visibility (fog, mist or smoke).

P2 **Operational difficulties** may include; low rail adhesion (slip slide), visibility constraints, buckled rails, damage to Overhead Line Equipment (OHLE), revised service plans, line blockages (e.g. collisions, trees, pedestrians).

P4 **Relevant person(s)** may include; control centre, technician, mobile staff, track engineer.

P5 **Relevant person(s)** may include; control centre, technician, mobile staff, track engineer.

##### Scope related to knowledge criteria

K1 **Faults and failures** may include; points, signals, lighting (tram vehicle and infrastructure), traction defects, flooding, low visibility (fog, mist or smoke). **Infrastructure systems and equipment** may include; tunnels, bridges, track, points, signalling, communications, overhead line, platforms, tram stops, shelters.

K3 **Operational difficulties** may include; low rail adhesion (slip slide), visibility constraints, buckled rails, damage to Overhead Line Equipment (OHLE), revised service plans, line blockages (e.g. collisions, trees, pedestrians).

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