

### From the MD: James Hammett

We would like to take this opportunity to thank you for your support over the past year. We value all contributions to UKTram and memberships make up the lifeblood of our organisation. Your involvement is extremely important to us and very much appreciated.

We sincerely hope that you will not only renew your membership but also actively encourage participation in our work streams and activities to ensure we continue to maximise the sector's achievements and success.

Despite focussing a lot of time and resource on the COVID-19 work, we've continued to deliver on our 5 key areas of our 3-year business plan. The team has been working extremely hard to ensure we've maintained progress where possible on all areas of the Business Plan.

We're now in the final phase of publishing the revised 2020/21 Business Plan having undertaken a full review of the work streams, COVID-19 impact on the sector and other work programmes, and this will be published in September. Attached is an overview of the work we've undertaken since the start of this membership year and topics we'll focus on moving forward.

UKTram has also been busy ensuring the LRSSB is in a strong position to build on the great foundations laid in its first year of operation, and with the successful appointment of a new Chair and permanent CEO, we will continue to work with and support the organisation as it continues to grow and deliver on Safety and Standards work for the industry.

While it continues to be a trying and busy time for us all, these unprecedented circumstances have seen the sector come together in a way that will help us build for the future.

Stronger relationships, new wider contacts and better understanding of our industry within the Department for Transport and Government can only assist us going forward, and the 'Green Restart' offers a fantastic opportunity to highlight the benefits of light rail.

The pandemic has seen us embrace new technologies to assist the way we operate and share best practice and information more readily, and our connections and engagements with other transport sectors have been strengthened.

I believe we have been able to demonstrate our adaptability and agility to assist and support you as our members in constantly changing times, something we couldn't have achieved without your ongoing support and contributions.

We'll continue to focus on the high-priority needs of members as we deal with the ongoing pandemic and recovery and ensure we maintain high levels of communication with all stakeholders with our team here to support you wherever possible.



## Engineering

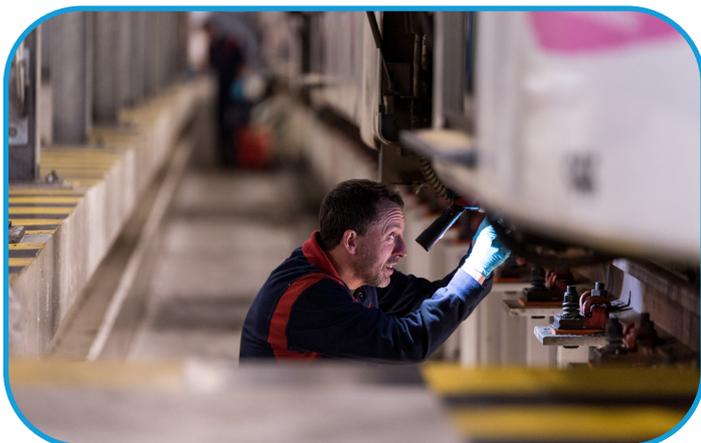
By Craig O'Brien, UKTram Engineering Manager

UKTram is currently progressing a wide variety of projects offering major benefits for members and the wider sector. These include a review of current switches and crossings, standards and maintenance requirements and the development of a generic methodology for maintenance of S&C.

We're also implementing the first light rail National Occupational Standard and a bespoke training package for engineering personnel and producing a Best Practice Maintenance manual on the OLE with work continuing on a number of CEN/BSI Urban Rail standards as well as LRSSB guidance and standards.

In addition, there are a number of trailblazing projects in the pipeline including a Data Management and Analytics Platform, which will host a Data Analytics and Comparison system. It compares data and creates dynamic benchmarks for costs, availability, maintainability and stock holding, with a number of other potential functions.

Another exciting project is the application study of grooved rail for simulated defects using Ultrasonic Phased Array, which looks to develop a first-of-its-kind prototype probe system and 'walking stick' for phased array weld inspection.



## Operations



By Steve Duckering, UKTram Operations Manager

So far in 2020 we've made significant progress on a wide range of projects, including Driver Recruitment & Training Benchmarking, with papers now being circulated.

An 'Industry Vacancy Page' is also in development while a new Hazard Perception tool is expected to be ready for practical demonstrations towards the end of the year, and a number of National Occupational Standards (NOS) have been submitted for final approval.

Three papers have been produced on driver fitness benchmarking exercises from information submitted by members, including:

- Drugs and Alcohol Screening
- Medical Standards
- Fatigue Management baselines (HSE – FRI benchmarking).

All papers have now been submitted to the LRSSB for comment and possible development into guidance documents.

Our coronavirus response has included special Operations Sounding Board meetings – that have covered topics such as: Changes to Operations (staffing), Safer Transport Guidance for Operators (DfT), Revenue Protection/Collection/ customer reactions, and 'Road Map' to recovery.

These meetings have ensured a great deal of sharing of innovative and timely solutions.

As we return to the new normal, we're looking forward to benchmarking and sharing best practice on topics such as the introduction and integration of DAS (Driver Assistance Systems), extreme weather and degraded operations, SPAS categorisation and fare evasion with safe collection.

# Marketing, Communications and Customer Services

By Jamie Swift, UKTram Marketing and Commercial Manager

The Light Rail Marketing, Communications and Customer Services group was formed last year to support our operator members and share knowledge and best practice. Meeting quarterly, we've so far covered a range of subjects from managing disruption communications to enhancing customer relations through training from the Institute of Customer Services.

We've since held two virtual meetings during the pandemic to support colleagues with their Covid-19 safety signage, face-covering communications and service recovery plans. Following updated DfT guidance, we have also added best practice case studies to our website.

UKTram communications have been enhanced to support members throughout the pandemic. As well as the usual website news story updates, we have also increased the frequency of our e-shot newsletters from monthly to weekly.

## #Staysafe when using the tram

Please remember that you must wear a face covering when using the tram



Please be considerate to others  
Hidden disabilities or medical conditions  
may mean not everyone can

Links to the latest news stories are also posted on our Twitter and LinkedIn pages.

Feedback from members has been extremely positive as the thirst for industry updates has grown during such a difficult time.

In response to feedback from members and ongoing restrictions, UKTram rescheduled our high-profile light rail summit that was planned for September. An expanded event will now be held early in 2021 and cover an even wider range of topics, including the post-coronavirus challenges facing the sector.

## Centre of Excellence

The Centre of Excellence is pressing on with a broad range of projects aimed at bringing the best outcomes for the industry as it strives to standardise processes.

Our standardised maintenance procedures project picks up on work that was done some time ago within the group and is mindful of the individual types of infrastructure and rolling stock while developing a common approach which sets down an industry standard that operators can reference against.

A standardised Vehicle Approval Process follows on from the introduction of ROGS that offers a standardised process against which Independent Competent Persons can go through a common set of checks through the safety validation process. It's hoped the adoption of such a standard process will ultimately allow trams to once again become 'approved highway vehicles' as they were when subject to HMI approval.

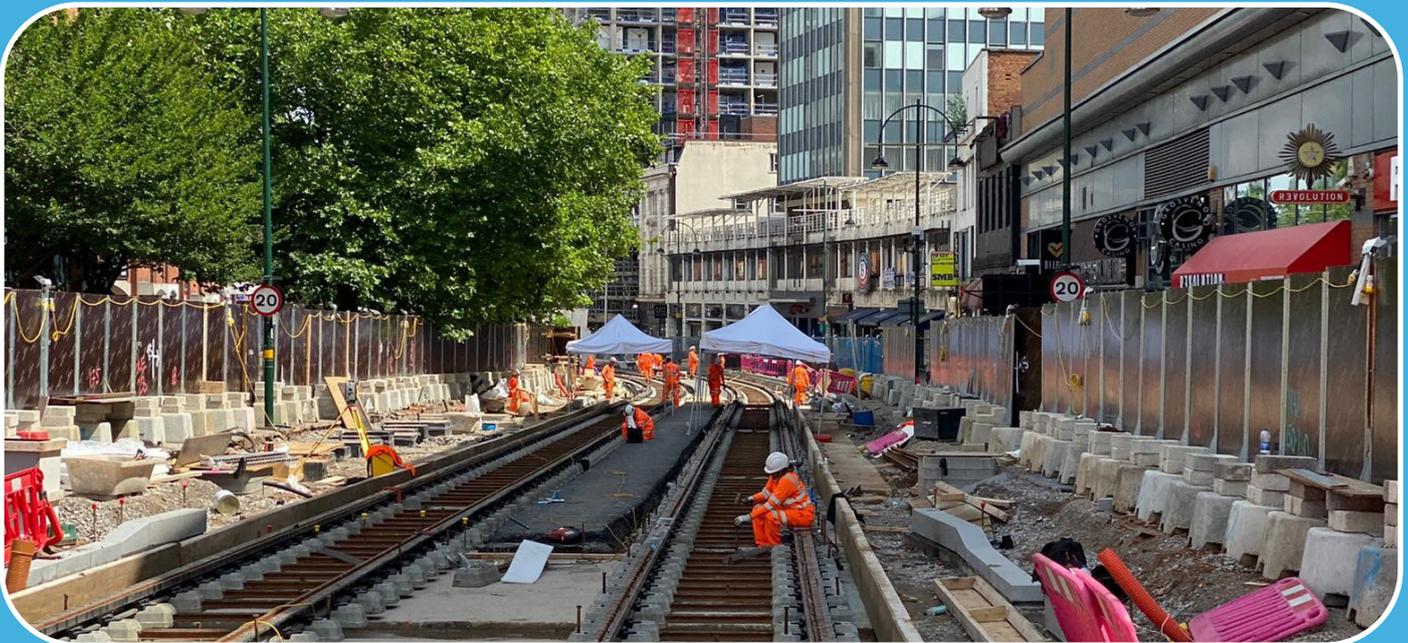
We're also developing a simplified 'Road Map' for potential light rail sponsors providing them with a simple-to-understand process map taking them

through the way to decide upon, develop and implement a particular mode of public transport. The road map has links which allow the reader to get a more in-depth understanding of such things as the TWAO process, the 'Black Book' of infrastructure costs, and hopefully with industry support, a simple 'average operating cost' summary.

The group is currently embarking on a review of the 'Model Clauses' which will ultimately allow sponsors to have a better understanding which of the Model Clauses are relevant to their scheme and which ones they need to apply, rather than simply having them all in their TWAO as is the normal current practice.

We have also set up a small sub group who are dealing with issues relating to the DfT 'Restoring Your Railways' initiative and are working closely with DfT and Network Rail to ensure that any opportunities to reduce costs and improve efficiencies by utilising Light Rail are picked up.

It is potentially an exciting time for the Light Rail Industry, and the Centre of Excellence is determined that the industry will be in the best position ever to take advantage of these opportunities.



## Get in touch!



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