



London Ambulance Service **NHS**
NHS Trust

Procedure for Attending Calls on the Croydon Tramlink Network

DOCUMENT PROFILE and CONTROL

Purpose of the document: To ensure all ambulance personnel attending a call on the Croydon Tramlink have up-to-date information about Tramlink's operational procedures and that the safety and welfare of ambulance staff, whilst dealing with an incident on or adjacent to the Tramlink network, is ensured.

Sponsor Department: Emergency Preparedness Unit

Author/Reviewer: South Emergency Planning Advisor. To be reviewed by Aug 2012.

Document Status: Final

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30/7/10	2.11	Staff Officer to the DDO	FINAL
29/07/10	2.10	Staff Officer to the DDO	Minor following EqIA and staff side consultation
16/07/10	2.9	Records manager	Added responsibilities
15/07/10	2.8	Staff Officer to Deputy Director of Operations	Implementation Plan
08/07/10	2.7	Records Manager	Reformatted
30/03/09	2.6	Emergency Planning Advisor	Added scope and monitoring
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19/03/09	2.4	Emergency Planning Advisor	Implementation plan completed
16/01/09	2.3	Records Manager	Reformatted
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29/12/08	2.1	Emergency Planning Advisor	Introduction updated, 3.2 amended

***Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

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EqlA completed on	By
29/07/10	Committee
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Links to Related documents or references providing additional information		
Ref. No.	Title	Version
TP023	Driving Care of Service Vehicles	
MIP/003	Major Incident Plan	

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

1. Introduction

Trams will operate throughout the network between the hours of 04.30hrs and 01.00hrs with a peak time of a tram every 1-2 minutes in the central Croydon area. The tramway is operated on a 'line of sight' principle, which means that it is the driver's responsibility to control the speed of the tram so that it can be stopped within the distance seen to be clear.

Croydon Tramlink is an 18.5 mile light rail network serving Croydon, a major population centre in the south of Greater London, and the surrounding areas. The nucleus is a one-way loop through the streets of Croydon town centre, and three lines radiate from here to Wimbledon, Addington and Beckenham Junction; there is also a short branch from the Beckenham Junction line to Elmer's End. Much of the network uses former railway lines.

The trams are 98' 9" (30.1m) long and 8' 8" (2.65m) wide, composed of two cars joined by a central articulated section. They are low-floor, being step-free apart from a single step into the very front and rear of the vehicle. The top speed is 50mph, although trams operate at road speeds on the street-running sections of the system.

Passenger capacity is 70 seated and 138 standing, with spaces for wheelchairs and pushchairs. Trams operate singly in passenger service, but may be coupled in an emergency. The network is powered by a high voltage direct current that could endanger life, and trams are connected to this power by a single wire pantograph current connection.

2. Scope

This procedure applies to all incidents that involving Croydon Tramlink. This procedure will not apply to incidents occurring on tramlink services within the London area.

3. Objectives

1. To ensure all ambulance personnel attending a call on the Croydon Tramlink have up-to-date information about Tramlink's operational procedures and local by laws affecting traffic.
2. To ensure the safety and welfare of ambulance staff whilst dealing with an incident on or adjacent to the Tramlink network.

4. Responsibilities

- 4.1 Tramlink Control is responsible for notifying tram drivers within the area that emergency services are working within the corridor; and managing the power supply to the corridor.

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- 4.2 EOC is responsible for notifying Tramlink Control that a crew is required to work, stop or park within the tramway corridor and the access the crew require.
- 4.3 It is the responsibility of station management teams from those complexes through which the Croydon tramlink travels (and those that directly neighbour them) to ensure their front line operational staff suitably trained in the application of this procedure.
- 4.4 It is the responsibility of operation staff to adhere to this procedure, in particular, to notify EOC when they are required to work within the corridor.

5. Definitions

EOC	Emergency Operations Centre
Pantograph	Arm connecting tram to overhead power

6. Crossing Tramlink Points whilst Responding to Calls

- 6.1 When engaged on an emergency call that will necessitate crossing the tramway, staff should be aware that traffic signals controlling these junctions are phased in the tram's favour.
- 6.2 At these junctions when a red traffic signal shows, the driver must:

STOP THE VEHICLE ON THE CORRECT SIDE OF THE ROAD, SWITCH OFF THEIR SIRENS AND BLUE LIGHTS AND REMAIN THERE UNTIL THE TRAFFIC SIGNAL INDICATES THAT THE LINE IS CLEAR.

- 6.3 Service staff in attendance **must** also satisfy themselves that there is not a second tram approaching. An indicator at the roadside will show that a second tram is approaching. Where there are no lights controlling the crossing, the driver **must** stop and satisfy themselves that the line is clear before proceeding.

7. Road Markings

- 7.1 The limits of the tramway corridor in the street running sections are marked by a clearly visible change in the road surface, by white line markings or by lines of yellow dots.
- 7.2 Where the tram corridor is not clearly defined, crews should consider 1.5 meters from the nearest running rail as the tram corridor.

8. Working within the Tramlink Corridor

- 8.1 Tramlink overhead lines remain live throughout the 24 hour period. Ambulance staff attending any call that requires them to work, stop or park within the tramway corridor **must** request EOC to inform Tramlink Control. EOC will subsequently notify Tramlink Control on 020 8689 5613 (this line will be tested every Monday at 10:00).
- 8.2 On receipt of this notification, Tramlink Control will message all tram drivers within the area that emergency services are working within the corridor. A Tramlink official may also be dispatched to the scene to liaise with the emergency services.
- 8.3 In the event of any incident requiring emergency services the tram driver, working under advice of Tramlink Control will isolate the tram from the overhead power supplies by lowering the pantograph.
- 8.4 Tramlink control should be informed via EOC if the incident requires ambulance staff to walk along segregated pieces of track to access a patient. Ambulance staff should walk in the recess and facing the direction of oncoming trams. If staff are required to work within 1 metre of the overhead line, Tramlink Control should be requested to de-energise the wire before the area is entered.
- 8.5 Upon arrival at such a call, staff must:
- **LIAISE WITH THE TRAM DRIVER AND/OR TRAMLINK OFFICIALS**
 - **ENSURE THE PANTOGRAPH HAS BEEN LOWERED WHICH ISOLATES THE TRAM FROM ITS POWER SUPPLY**
- 8.6 If for any reason, the driver is unable to isolate the tram from its power supply, appropriately trained ambulance staff should locate and press the red 'Emergency Isolation' button which is situated under the skirt pane on exterior of each carriage. This will lower the pantograph and disconnect the tram from the overhead power supply. This isolates the low voltage circuits within the tram, causing the brakes to be fully applied and turning off all lighting in the passenger compartment.
- 8.7 Whilst the pantograph is attached to the overhead power supply there remains a risk of electric shock from the wheels of the tram.

9. Emergency Access

- 9.1 The doors into the passenger compartment can be released in one of two ways:

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- by activating the external emergency door release which is situated on the right hand side of each tram. Only the tram driver and Tramlink officials have the required key to do this; or
- by activating the passenger emergency door release handle situated inside the passenger compartment on the right hand side of each door.

10. Pedestrian Incidents

10.1 In the event that a moving tram strikes a pedestrian and that pedestrian goes under the front of the tram, a beam known as the 'Lifeguard' will prevent them from coming into contact with the wheels. It should be noted this device is only fully effective on street running sections where the track and road surfaces are level. The Lifeguard can be easily removed by the London Fire Brigade to facilitate any rescue efforts.

11. Vehicle incidents

11.1 The majority of incidents involving a collision between a tram and vehicle result in an impact at the front of the tram. Due to the weight differentials, the road vehicles usually sustain significantly more damage.

11.2 Before attempting to rescue any patients from road vehicles involved, staff must ensure that the provisions of Section 8 have been satisfied.

IMPLEMENTATION PLAN	
Intended Audience	All operational staff
Dissemination	Available to all staff on the Pulse
Communications	Revised procedure to be announced in the RIB and a link provided to the document.
Training	During local complex inductions.
Monitoring	<p>In the event of an incident on or adjacent to Croydon Tramlink the local management team will be required to complete an investigation and provide a report, which will be submitted to the Emergency Planning Advisor.</p> <p>The Emergency Planning Advisor will consider if changes are required to be made to the procedure and will discuss suggested changes with the local Health and Safety Group.</p> <p>Serious incidents or near misses will be reported to the Corporate Health and Safety Group. Any issues of significant note will be reported to Risk, Compliance and Assurance Group (RCAG).</p> <p>Particular attention will be paid to staff most likely to respond to calls which will call for the procedure to be used.</p>