

Councillor Howard Sykes

Our ref:8000071272

Howard.sykes@oldham.gov.uk

11 April 2018

Dear Councillor Sykes

RE: Metrolink Safety

Thank you for contacting Transport for Greater Manchester (TfGM) on behalf of the constituents who have contacted you regarding the arrangements that are made for passengers when a tram becomes unsafe to continue on a journey. Firstly, please accept my apologies for delay in responding to you.

The health and safety of passengers and staff is of paramount importance to both (TfGM) and the tram operator, Keolis Amey Metrolink (KAM). When the decision is taken to evacuate a tram, it is usually done so because of a serious act of vandalism; quite often, it is unsafe for the tram to continue the journey.

The most common reason for a tram to be evacuated is if a window is smashed or cracked. In this case it is unsafe to continue any further with passengers on board and we would be breaking Health and Safety guidelines if we were to continue the journey. This is also the case for cleaning. If something is spilt on a tram, we try our best to get cleaners to meet the service and clean it so it doesn't have to be removed, however, this is not always possible. If there is a risk of slips or falls, again the tram is taken out of service at the nearest stop.

I appreciate that taking a tram out of service at any time can cause inconvenience to passengers; fortunately, this does not happen often. In the event a passenger should experience any difficulty in continuing their journey, we would encourage them to use the on-stop help point and speak to a member of the Metrolink Customer Service team who are able to assist and provide advice with onward travel.

Once again, thank you for contacting me I hope that this information is useful to you and your constituents, however, if we can be of any further assistance, please do not hesitate to contact me or our Head of Customer Engagement, Sean Dyball at sean.dyball@tfgm.com

Yours sincerely

A handwritten signature in black ink, appearing to read 'D. Vaughan'.

Danny Vaughan
Head of Metrolink