

TRANSPORT FOR LONDON

SAFETY, HEALTH AND ENVIRONMENT ASSURANCE COMMITTEE

**SUBJECT: OFFICE OF RAIL REGULATION REVIEW OF DLR OPERATIONS**

**DATE: 12 MARCH 2010**

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**1 PURPOSE AND DECISION REQUIRED**

- 1.1 This report provides an update on a formal meeting called by the Office of Rail Regulation (ORR) with Docklands Light Railway Limited (DLRL) and Serco Docklands on 3 November 2009 to consider if adequate change controls existed for the management of signalling system upgrades on the Docklands Light Railway (DLR).
- 1.2 The Committee is asked to note the report.

**2 MEETING THE ORR**

- 2.1 The Director and team from DLRL, with the Managing Director and team from Serco (the DLR franchisee) were asked to attend a meeting with the ORR on 3 November 2009 to discuss the measures put in place following a derailment at West India Quay on 10 March 2009 and a subsequent 'near miss' at the same location in similar circumstances on 23 April 2009.
- 2.2 This meeting had followed a series of meetings and correspondence between ORR, DLRL and Serco, and exchanges with Thales (as the signalling system was operating in manual mode on both occasions).
- 2.3 ORR representatives included the inspectors allocated to the DLR, and their immediate manager, an ORR expert on signalling matters and the Deputy Inspector for Railways.
- 2.4 The focus of the meeting was on the following issues:
  - (a) Change Management systems;
  - (b) The DLRL led programme of works to improve systems and processes;
  - (c) Co-operation between the parties;
  - (d) Adequacy of contractual documentation; and
  - (e) Current adequacy of signalling infrastructure.
- 2.5 After explanation and clarification, DLRL and Serco were able to demonstrate effective management control in all of the above areas.
- 2.6 The ORR expressed thanks for the explanation and clarification on all the issues and was content that they were being managed holistically and confirmed it would not be writing to either party further on these matters.

- 2.7 The ORR added that it would be changing the focus of the remaining (normal) annual intervention plan to ensure that the matters discussed remained on target for completion.
- 2.8 This is considered to be a fair and satisfactory outcome to the discussions with the ORR but it is imperative to continue the good work already in place. The DLR team is focused on ensuring that this is the case.

### **3 RECOMMENDATION**

- 3.1 The Committee is asked to NOTE the report.

### **4 CONTACT**

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