

Overview

This standard is about how you operate and control a Tram vehicle safely and efficiently. You must be able to drive your vehicle efficiently and safely, making sure your customers are comfortable and safe and you follow all the relevant signals, rules, regulations and instructions. You should be able to drive on the different types of Tramway on your route. You should know and understand your organisation's procedures for stopping at, and moving off from, designated Tram stops. You will also be able to monitor and maintain your progress against the operating schedule ensuring the Tram follows a timetable schedule and any variations are dealt with in line with organisational procedures.

This standard comprises of three elements:

1. Drive the Tram vehicle safely and efficiently
2. Operate the Tram vehicle at stops
3. Monitor and maintain progress against the operating schedule

This standard is for anyone who drives Tram vehicles.

Operate and control a Tram vehicle safely and efficiently

Performance criteria

You must be able to:

Drive the Tram vehicle safely and efficiently

- 1 carry out **pre-commencement activities** in line with your organisation's procedures
- 2 commence Tram movements smoothly and safely while considering customers, other road users including pedestrians and cyclists.
- 3 operate and control the Tram vehicle in a way that does not put **others** at risk
- 4 use audible warning systems as appropriate
- 5 regulate the speed and position of your Tram vehicle in a way that is appropriate to the current conditions and complies with relevant speed limits
- 6 respond to actual and potential **hazards** in line with your organisation's procedures
- 7 respond to signs and signals in line with your organisation's procedures
- 8 respond to in-cab warning indications in line with organisation's procedures
- 9 meet all relevant legal requirements and your organisation's procedures relating to operating and controlling Tram vehicles safely and efficiently

Operate the tram vehicle at stops

- 10 stop the vehicle smoothly and safely in the correct position
- 11 comply with signs, signals and directions relating to entering and exiting stops
- 12 carry out **platform checks** as required
- 13 pick up and drop off customers safely
- 14 move off smoothly and safely, taking into account the safety of customers, pedestrians, other vehicles.

Monitor and maintain progress against the operating schedule

- 15 make scheduled stops in line with the operating schedule
- 16 respond to variations to the tram schedule in line with your organisation's procedures

17 report deviations or potential deviations to the operating schedule to the **relevant person(s)**

Knowledge and understanding

You need to know and understand:

Drive the Tram vehicle safely and efficiently

- 1 how your driving style affects the comfort and safety of your customers
- 2 how your driving style affects how efficiently the Tram vehicle runs
- 3 the **relevant laws and regulations** relating to driving
- 4 the relevant signs and signals and how you must respond to them in line with your organisation's procedures
- 5 the route you are driving, including speed limits
- 6 the types of distractions that can occur whilst driving
- 7 the types of warning systems and devices and their meaning in the Tram and Tramway environment
- 8 how to drive on differing track conditions
- 9 how to drive in different weather conditions
- 10 the importance of line of sight when driving a Tram vehicle
- 11 how to recognise and anticipate hazards and how to respond to them
- 12 the purpose and location of the obstacle deflector
- 13 the importance of being vigilant and alert at all times

Operate the tram vehicle at stops

- 14 the relevant legislation and your organisation's procedures relating to moving off and stopping
- 15 how to recognise, and adapt to dangerous situations relating to moving off or stopping
- 16 how to adapt your driving style to suit different customers, particularly those with disabilities and particular requirements, especially when moving off or stopping
- 17 the signs, signals and directions relating to entering and exiting stops and how to respond to them in line with your organisation's procedures
- 18 the importance of carrying out platform checks
- 19 the effects of track condition and the weather when moving off or stopping

Monitor and maintain progress against the operating schedule

- 20 how to interpret timetables and schedules
- 21 the organisation's procedures for monitoring and maintaining progress against the operating schedule
- 22 the effects of weight/customer numbers on tram performance
- 23 how to minimise delays and disruptions

Scope/range

Performance Scope

- 1 **Pre-commencement activities** may include; walk round check, authority to take a tram, setting up the tram cab, setting correct customer information displays.
- 3 **Others** may include; customers, pedestrians, members of the general public, other road users (vehicles, cyclists).
- 6 **Hazards** may include; pedestrians, pedestrian crossings, footpaths running parallel, trackside foliage, cyclists, trackside work parties, other vehicles, rubbish and debris.
- 12 **Platform checks** may include; for vulnerable persons, trap and drag obstructions, intending passengers, surfers.
- 17 **Relevant person(s)** may include; control centre, Revenue Protection staff, mobile staff.

Knowledge Scope

- 3 **Relevant laws and regulations** may include; Road Traffic Act, highway code, standard operating procedures.

Glossary

Customer(s)

This includes those who are travelling, have the intention of travelling or are assisting others to travel. It may also include members of the general public who are or may be affected by the operational service.

Operate and control a Tram vehicle safely and efficiently

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