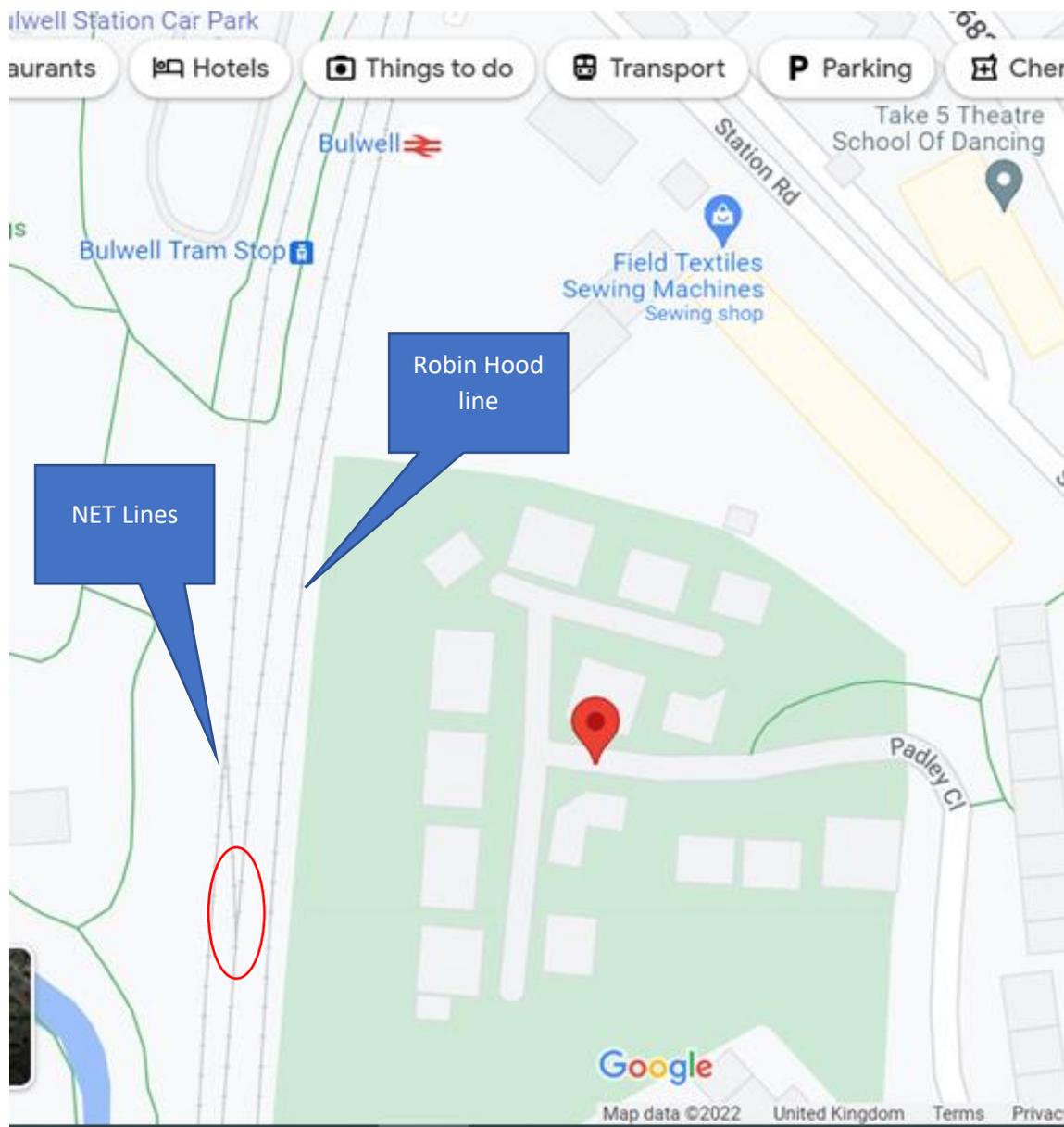


GNLRT Advisory Committee - Complaint Ref Noise & Vibration in Bulwell Area

Complaint summary

The Complainant highlights a noise and vibration issue from trams driving over BUP1 causing damage to property and mental stress. Since his concerns were first reported, we have carried out a thorough investigation, as outlined below, and the complainant has been kept informed.

For location purposes please see the map below which highlights the points in question.



For context, line speed over these points in this location is 70kph (reduced from the original 80kph in 2014). Northbound trams will need to be slowing down in brake on approach to Bulwell for the pedestrian crossing and compulsory stopping. In a southbound direction, trams are accelerating out of the tram stop to reach the line speed of 70kph. Approximate speed, depending on loadings etc, at this point would be around 40 to 50 kph, approximately half the allowed line speed as it would not be possible for a tram to accelerate/decelerate to/from the maximum speed between the points and tram stop.

NET standards monitoring checks

NET carry out regular standards monitoring checks of drivers across the tram network, not just in this location, to monitor compliance of speed limits; this can include on-tram data recorders and speed gun checks. As modifications to comply with Office of the Rail Regulator requirements are completed, this will also monitor any overspeed of drivers.

No infringements have been observed at any point at this location. Tram drivers are not speeding and are well under the design speeds.

All track and point work across the network is subject to regular checks and servicing. No issues have been noted on inspection with these points. There is no damage to these points, or in the area, which may cause additional noise. There is no reported impact of ground borne vibrations between the two railways.

This has been explained to the complainant on previous occasions.

Conclusions

Our investigations show that there are no discernable faults with this section of the line, or that drivers are crossing the points at excessive speed. Apart from this complaint there are no indications that noise levels have changed over time and there have been no reports from employees, customers or other local residents of unusual sounds or vibrations as trams traverses the section.

As this is an off-road section of the network, with track laid on ballast which is designed to absorb vibrations, and a heavy rail line (which also lies on ballast) is located between the tramway and the complainant's home, it is highly unlikely that vibrations caused by a tram could cause the property damage reported.

Furthermore, this section of line has, in November, undergone regular maintenance, and recent inspections show that it is performing well within the design specification. We will continue to monitor the situation and should there be any grounds for further investigations these will be carried out as appropriate.