

CROYDON TRAMLINK

ADVANCING SAFETY, WELLBEING AND OPERATIONAL EXCELLENCE WITH GUARDIAN

Tram Operations Ltd manages the Croydon Tramlink network, delivering safe, reliable, and sustainable transport across South London. Carrying millions of passengers every year across multiple routes, the organisation maintains a strong commitment to safety, service excellence, and the wellbeing of its drivers and customers. Since first installing Guardian in 2017, Croydon Tramlink has continued to strengthen that commitment, recently upgrading to the latest generation of the technology to further protect drivers and enhance network safety.

Client problem

- High-frequency operations requiring sustained driver concentration across mixed environments
- Continued critical focus on fatigue following tragic incident in 2016
- Growing challenge of distraction due to increased presence of delivery riders, e-scooters, cyclists, and digital devices
- Need for a proven, real-time fatigue and distraction solution to integrate into an already mature safety management system
- Requirement to rebuild driver acceptance after rapid post-incident rollout created early adoption challenges



Guardian solution

- Addresses fatigue and distraction through real-time, in-cab alerts
- Actionable analytics enable long-term trend monitoring, scheduling improvements, and wellbeing interventions
- Upgrade to Guardian Generation 3 provides enhanced accuracy, predictive fatigue capabilities, and advanced analytics
- Integrates seamlessly with Tram Operations' operational platforms

"Upgrading to Guardian Generation 3 is more than a technology upgrade, it's an investment in safety, wellbeing, and confidence.

It ensures we remain leaders in fatigue management and operational excellence, with Guardian helping us deliver on our promise every day."

Ben Groome, Service Delivery Director, Tram Operations Ltd

The results

- 86% reduction in fatigue-related incidents across the network
- Early identification of serious health conditions for a number of drivers (e.g., sleep apnoea, diabetes, overactive thyroid) through Guardian data, enabling medical intervention and improved wellbeing
- Strong improvement in driver acceptance – Guardian is now viewed as a supportive wellbeing tool rather than surveillance
- Enhanced ability to protect passengers and maintain public trust
- Positioned to meet future industry challenges through continuous innovation and predictive, AI-driven fatigue management