

LONDON BUSES TRIPARTITE MEETING

Date: 16th March 2017

Venue: 11R4, Wapping, Palestra

| Attendees | Initials | Representing |
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| Gareth Powell | GP | Director of Strategy & Contracted Services |
| Claire Mann | CM | Director of Service Delivery and Operations (Buses) |
| Tom Cunnington | TC | Snr Commercial Development Manager |
| Tony Akers | TA | Head of Bus Operations, Surface Transport |
| Andrew Cruickshank | AC | Business Manager, Contracted Services |
| Tony Wilson | TW | Managing Director, Abellio London & Surrey |
| Charlie Beaumont | CB | Chief Operating Officer, Tower Transit |
| Wayne King | WK | Senior Regional Coordination Officer (UNITE) |
| Bruce Swann | BS | Vice Chair of London Advisory Committee (UNITE) |
| Kevin Stagg | KS | Chairman of London Advisory Committee (UNITE) |

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| 1. | INTRODUCTIONS & UPDATES | |
| 1.1 | <p>Introductions and Apologies</p> <p>There were no apologies. The previous minutes were approved by all parties.</p> | |
| 1.2 | <p>Previous Actions Update</p> <ul style="list-style-type: none"> ▪ TA has shared details of disability awareness work and is to discuss wider health bus next steps with Carolyn Simpson. ▪ WK has emailed a draft copy of anti-racism statement to AC. ▪ Provide operators with TfL period-based statistics on open and closed assault investigation cases (Andy Brook) ▪ Provide details of spit kits on buses in fleet ▪ Write to all operators for feedback on Licence for London ▪ Provide details of driver skills workshops for circulation (WK) ▪ Share examples of HR best practice on fasting ▪ Arrange TUPE meeting with Unite to address concerns (TC) | <p>CLOSED</p> <p>CLOSED OPEN</p> <p>CLOSED CLOSED OPEN CLOSED OPEN</p> |
| 2. | BUSINESS UPDATE | |
| 2.1 | <p>Business Plan</p> <p>GP outlined the changes in patronage trends seen over the past two years and the correlation with average bus speeds. Action to recover rising passenger numbers included 170 bus priority schemes to improve speeds, targeted marketing in growth areas, commercial development of assets and rebalancing bus travel within the mayor's Healthy Street initiative, assisted by London's forecast population rising to 10 million by 2029.</p> <p>WK queried if adjustments to the TfL Business Plan would result in front-line impacts. GP said it accommodated Government grant reducing to zero and sought to maintain services provided to the front line with fluctuating demand to be managed through flexing at the margins. GP said a chart on patronage would be sent to WK to illustrate trends which, without flattening off and reversing, would return patronage to 2000 levels in five years.</p> <p>TW noted that introduction of the Elizabeth Line would lead to further reshaping of the bus network as people migrated outwards and demand was increasingly redistributed from the</p> | |

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| | centre of the capital to outer London. ACTION: Email bus patronage chart to WK | AC |
| 3. | BUS DRIVER ASSAULTS (SPIT KITS) | |
| 3.1 | <p>Update from Workplace Support Group (WSG)</p> <p>GP said TfL envisaged mandating spit kits so all drivers had immediate access to them personally or on the bus. A trial of clip-on kits behind seats by Metroline was proceeding well and was being monitored by TfL and its bus operators.</p> <p>WK expressed a strong preference for kits to be carried on buses, adding that assurance could be provided through driver's pre-service checks. CB endorsed this as a pragmatic approach.</p> <p>TA anticipated TfL quickly mandating spit kits being available to drivers or on the bus, operators taking steps to fulfil this instruction and kits being issued from summer, subject to suppliers being able to meet such large volume orders.</p> <p>WK expressed concern at the staffing capacity of the WSG to gather enough statements. Andy Brook reported that 210 statements had been made last year against a Unite estimate that potentially 12 per cent – or 700 drivers – had indicated being victims of spit kit assaults over an unspecified period. There continued to be issues with police officers being unfamiliar with the DNA evidence collection process. WK reiterated his view that such offences should result in withdrawal of the vehicle on obscenity and hygiene grounds.</p> <p>GP said the starting point was to get spit kits provided across the network, review the process for capturing the data and then tackle issues that might reduce full reporting. Taking a bus out of service would have significant impacts on not just customers but drivers too who would have to instruct passengers to leave.</p> <p>CB added that if people knew DNA evidence was collected in 90 per cent of cases and up to 70 per cent of suspects faced prosecution this would increase reporting and act as a strong deterrent. TW added that if someone spat at a driver, it would almost certainly lead to a code red call, the vehicle being stopped, the police attending and passengers being decanted.</p> <p>ACTION: Seek guidance from the Met Police/WSG to establish exact protocols for dealing with spitting assaults and capture of DNA evidence from drivers when they use spit kits. Roll out spit kits to all drivers in fleet before the effectiveness of assault follow-up process is considered</p> | TA |
| 4. | BUS NETWORK SAFETY | |
| 4.1 | <p>Safety Initiatives</p> <p>GP said TfL looked forward to receiving recommendations from the GLA's Transport Committee following its open session on bus network safety on February 2.</p> <p>To monitor safety more closely, a set of overall bus safety targets were being set for the TfL Board to track and would be shared with Unite once they were in place.</p> <p>Steps were also being considered to help TfL move towards the Vision Zero target set out in the Mayor's Transport Strategy and how customer feedback on safety could be used.</p> <p>Another issue for the bus network was that while severity of bus</p> | |

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| | <p>incidents such as fatalities was reducing, the overall volume of collisions appeared to be increasing.</p> <p>WK suggested a health and safety sub group might be beneficial in moving the GLA Transport Committee agenda forward.</p> <p>GP said he was keen to develop a clear action plan for reducing casualties on the road network. The outcome of the committee's scrutiny hearing would help steer this and views could be sought at that time on the way forward.</p> <p>WK said there were markedly different levels of awareness and internal publicity on the Confidential Incident Reporting and Analysis System (CIRAS) among the bus operators. GP said CIRAS was rolled out to all companies and each would have its own initiatives. All three parties could make a difference in this area and he welcomed the input of Unite.</p> | |
| 5. | TRIPARTITE REVIEW | |
| 5.1 | <p>Communications</p> <p>WK called for more openness and better communication of action on bus network issues from TfL and the operators. This would enable Unite to regularly share information from the Tripartite forum with its stewards and members, rather than react to changes and retrospective updates. CB said this was a good principle, and that Unite should also adopt the same open minded collaborative approach.</p> <p>TW stressed the Tripartite was not a negotiation or collective-bargaining forum and the bus operators attending could not agree action in behalf of others. TfL, however, was in a unique position where it could mandate some things for the network.</p> <p>WK viewed the Tripartite as a forum in which generic matters which affected the bus network and drivers as a whole could be discussed. It would also be useful, he said, to have a summary of progress on matters of general interest. He also thought operator attendance would rotate so new faces would be there.</p> <p>GP said all attendees would need to be confident activities were suitable for sharing externally and could be progressed collectively.</p> <p>POST MEETING NOTE: AC emailed a Tripartite headlines bulletin to WK for communication purposes on March 22.</p> <p>POST MEETING NOTE: Bus operator attendees at the next Tripartite to be Tony Wilson, Bob Scowen and Fiona Taylor.</p> <p>ACTION: Introduce a summary of key points to be distributed in advance of the full minutes</p> | AC |
| 6. | SUB-GROUP STRUCTURES | |
| 6.1 | <p>Sub-Group Work</p> <p>WK itemised the Tripartite's sub groups as the Equalities Programme, Facilities Issues, TUPE, Licence for London and Health Bus, and said Unite officers would be assigned to lead on these. He foresaw sub groups such as TUPE not making decisions but coming up with recommendations.</p> <p>TW said if the intent of the TUPE sub group was to tidy up the code of conduct that might be agreeable but employers would not entertain potential conflicts with areas bounded by law.</p> <p>WK suggested the first step was agreeing what the sub groups</p> | |

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| | were and how they would be used. GP said the Tripartite should be the forum for setting up groups, deciding their terms of reference and the main issues to look at. Details of TfL leads for the sub groups will follow at the next Tripartite. ACTION: Advise on TfL leads for sub groups | TC |
| 7. | SAFETY SURVEY | |
| 7.1 | Driver Fatigue and Stress WK said that while Unite would wait for the outcome of the GLA Transport Committee's report on bus network safety it would be looking to address issues highlighted in its safety survey and break these down by bus operator. GP said it would be useful to see the methodology applied, what was within and outside the scope, to understand how the information would inform debate. | |
| 8. | HEALTH BUS | |
| 8.1 | Health Awareness Go Ahead has volunteered to provide a vehicle for mobile health awareness at bus garages across the network. TA has met with Unite representative Carolyn Simpson (CS) twice and viewed the vehicle to check its suitability and fit out work. He would share livery designs with CS as soon as these were developed. TC said the vehicle was relatively old but offered an immediate way of moving forward with health awareness. | |
| 9. | LATE DRIVER FINISHES | |
| 9.1 | Late Finishes TC said work involving the scheduling team and bus operators continued to bear down on late driver finishes. As this issue was mainly caused by road works and unplanned short-term disruption, the affected routes and their journey times constantly varied. TfL had looked at the challenges of curtailing routes particularly at the end of driver duties from the past six to 12 months and the benefits of this more specific approach was beginning to be felt by drivers who previously might have finished late. TfL tried to prevent consecutive buses being curtailed in a row to protect services and get drivers to meal breaks on time. BS stated service control needed to work better and the task for the bus operators was to get the balance right between TfL performance standards and driver issues. He felt issues were not being reported across all operating companies. WK added he was unaware of Unite stewards being involved. CB confirmed that in his company Unite representatives raised issues locally and so were involved as they wished. Any issues raised were always dealt with in the proper way. For example if there were TU meetings, these would include minutes and it would be impossible to ignore them. He assumed this was also the case at other operators. GP said if a TfL-bus operator process was not working properly, this should be highlighted as a systematic issue. Otherwise it would best to identify local issues and take these forward. TC is to look at the initial list of late-finish routes and check if progress has been made to reduce this and address local issues. | |

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| | ACTION: Check initial list of late finish routes has reduced | TC |
| 10. | LONDON LIVING WAGE | |
| 10.1 | <p>Contracts Affected WK pointed out that clause 14 of the Framework Agreement had not changed and he believed that some operators were not paying London Living Wage (LLW) such as to drivers in training. GP said TC would look into its contract requirements and how LLW was disseminated to ensure it was being applied correctly.</p> <p>ACTION: Check LLW is being applied consistently</p> | TC |
| 11. | ANTI-RACISM STATEMENT | |
| 11.1 | <p>Proposed Statement WK asked if TfL and bus operators would agree to jointly endorse Unite's proposed statement on anti-racism, and if it could be considered for adoption by the Mayor's Office. GP said that while TfL would need to check the exact wording the idea appeared to be fine in principle. WK said he would like the statement to be published on the TfL page in the free London newspaper, Metro.</p> <p>ACTION: TfL Legal to check anti-racism statement wording</p> | AC |
| 12. | TUPE MATTERS | |
| 11.1 | <p>Transfer of Undertakings Issues TC said the TUPE sub group would look to provide revised guidelines on TUPE once non-legal issues were separated out from mandated legislative matters. GP said proposals could be brought back to the Tripartite to look at how they might work in practice. TW advised that he and CB did not have authority to agree revised guidelines on behalf of other operators.</p> | |
| 12. | NEXT MEETING | |
| 12.1 | <p>Meeting Date The provisional date of the next Tripartite Meeting is June 20, from 1430 to 1630.</p> | |
| 13. | ANY OTHER BUSINESS | |
| 13.1 | <p>Code Red Dispute WK asked what the bus network impacts would be of a potential dispute over code red reporting. TA said he could not envisage control room cover being lost as managers could always provide a continuous radio link.</p> | |
| 13.2 | <p>Preferred Bidders WK said he was concerned operators with non-union-recognition arrangements could be awarded contracts to run routes in London. TC said no new operators had entered the London market in the past 12 months. If there was a specific example, WK could send it through to him.</p> | |
| | Ends | |