

# LONDON BUSES TRIPARTITE MEETING

**Date:** 31 May 2016

**Venue:** 11R4, Wapping, Palestra

Attendees	Initials	Representing
Mike Weston	MW	Director of Buses, Surface Transport
Mark O'Donovan	MOD	Head of Bus Contracts, Surface Transport
Andrew Cruickshank	AC	Business Manager (Buses) Surface Transport
Mandy Courtney	MC	Marketing & Comms Portfolio Manager (Items 1-3)
Mark Threapleton	MT	Managing Director, Stagecoach London
Charlie Beaumont	CB	Chief Operating Officer, Tower Transit
John Trayner	JT	Managing Director, Go Ahead London
John Murphy	JM	Regional Officer (UNITE)
Bruce Swann	BS	Vice Chair of London Advisory Committee (UNITE)
Kevin Stagg	KS	Chairman of London Advisory Committee (UNITE)

<b>1.</b>	<b>INTRODUCTIONS</b>	<b>LEAD</b>
1.1	<b>Introductions and Apologies</b> Apologies were from LD and WK. There were round-the-table introductions and an amendment to KS's role title in the minutes.	
<b>2.</b>	<b>ACTIONS FROM PREVIOUS MEETING</b>	
2.1	<b>Check-Off System</b> As the Government has changed position on check-off in the proposed Trade Union Bill (2015), JM observed that there were currently no associated issues for TfL. <b>Clarity TU Bill position on check-off issues for London</b>	<b>CLOSED</b>
2.2	<b>London-wide Driver Survey</b> WK emailed a copy of the survey to AC for information and this was circulated to attendees at the meeting. JM said the survey would be issued within the next two weeks. The content was not for debate. <b>Provide copy of survey to AC for wider circulation</b>	<b>CLOSED</b>
2.3	<b>TUPE</b> MOD said that initial discussions had taken place with WK who had outlined his main concerns on pan-London TUPE issues. WK was to provide the names of two to three Unite nominees so a working group could be set up. If there were operator-specific issues of concern, MOD said a separate session would be set up to address these. <b>Email details of contentious TUPE transfer issues to MOD</b>  <b>Provide names of Unite nominees for TUPE working group</b>	<b>CLOSED</b>  <b>WK/JM</b>
2.4	<b>Risk Assessment</b> JM asked for copies of risk assessments associated with road modernisation works as well as bus routes for forwarding to Unite stewards. He said bus drivers were now more at risk of stress because of cycle lanes, highway disruption, reduced meal reliefs, late finishes, absence of toilet facilities and nearing the regulated limits of driving hours due to the contracting system. MW said the current contract system had been in place since	

	<p>the early 2000s. Risk assessment were conducted to serve several purposes: the highway authority (borough or TfL) role of managing traffic to ensure all road users remained safe and bus operator evaluation of risks along routes.</p> <p>CB stated the real change for drivers had been the onset of the Road Modernisation Plan in the past two years which had made operating conditions extremely challenging for all.</p> <p>His personal view was that more consideration should have been given to the risk of reduced highway space/effect on bus passengers at policy level before the road modernisation plan and cycle superhighways started.</p> <p>MOD said around 150 contract changes had been brought in during road modernisation to ensure schedules reflected slower traffic speeds but the need for this intervention was tailing off as cycle superhighways were completed and traffic flow eased. He asked for specific highway risk examples to be given.</p> <p>MT said union representatives were involved in route risk assessments (RRAs) at Stagecoach.</p> <p>BS said a standardised approach across London would be a step forward as he was not sure the Stagecoach model was reflected across all companies. In terms of the highway works risk assessments, bus drivers were a highways stakeholder but were not in a position to add value to the risk process. He added they could often work up to 45 minutes over their shift hours and he thought there was a link between driver stress and fatigue, and higher rates of collisions in London.</p> <p>JM said that supervisors were instructing drivers to speed up to help meet contract targets and this practice was not conducive with statements about safety being paramount.</p> <p>CB said the current QIC system had been in place for around 15 years, and was broadly received as a change for the better when it was brought in. He had not seen or been advised by union representatives of unsafe practices being created in London due to the contract structure, but it was certainly the case that bus services had to operate more carefully because of greater road works. He added that his company also did its best to manage the situation effectively, and stayed within set driver hours, and he believed that this was the case for others too.</p> <p>JM argued bus services must be delivered in a sustainable way to alleviate pressure on drivers as it was becoming harder for operators to make money out of contracts.</p> <p>MW responded that TfL and bus operators would be reviewing resourcing on a route-by-route basis over the next six months to return the network to a more steady state, consolidating or removing of temporary schedules as far as possible.</p> <p>MT warned against assuming the Road Modernisation Plan was the cause of collisions as many drivers continued to maintain exemplary accident-free records.</p>	
<b>3.</b>	<b>MARKETING SUPPORT (for Bus Drivers)</b>	
3.1	<p><b>Marketing and Communication</b></p> <p>Mandy Courtney provided an overview of marketing support for bus driver training. This aimed to address customer behaviour that frustrated bus drivers as well as tackle sources of journey</p>	

	<p>frustration for passengers. The campaign's complementary communication tasks were directed at customer behaviours, attaching more value to bus drivers and humanising the role so people respected rather than blamed staff if things went wrong. MC showed several <i>Mister Men</i> posters that would be displayed at bus shelters, interior vehicle areas, online and social media from July 1 to convey messages. She also provided illustrations of posters, and press and radio advertisements that showed bus drivers do more than just operate a vehicle. She added changing attitudes was not immediate but often took some time, with the campaign envisaged to continue beyond two years. JM observed there was valuable content in the marketing material presented.</p>	
<b>4.</b>	<b>BUSINESS UPDATE</b>	
4.1	<p><b>New Mayoral Commitments</b></p> <p>MW reported that several announcements had been made on the bus network since the election of Sadiq Khan as London Mayor. These included the launch of the Hopper Ticket from September which would initially allow two bus trips in an hour at the standard fare. This would be broadened to unlimited journeys following ticketing software changes in 2018. This would be good for bus drivers as, if journeys were cut short, transfer tickets would become less of an issue. While this would reduce bus network revenue, there would be no impacts on bus operators. Reducing the cost of multiple bus trips in the first hour was likely to lead to around 10 million more journeys a year. There were also several new initiatives to help enhance air quality in London. The Mayor was consulting on enlarging the Ultra-Low Emission Zone to the North and South Circular boundaries and ensuring all ULEZ double deck buses were hybrid from 2019 instead of by 2020. He was also looking at retrofitting of Euro V buses to the Euro VI engine emission standard for NOx and particulate matter, and ensuring new buses entering the fleet from 2018 were hybrid diesel-electric or zero-emission technology. It was anticipated Night Tube would be launched from August and phased in over the following months. Further work on bus feeder services would be undertaken in support of this.</p>	
4.2	<p><b>Business Plan</b></p> <p>TfL was reviewing its Business Plan for the next eight years in light of the new mayor's priorities, the phased withdrawal of DfT operational grant by 2018/19 and opportunities to raise income from new commercial development.</p>	
<b>5.</b>	<b>BUS DRIVERS FATAL ASSAULT FUND</b>	
5.1	<p><b>Fatal Assault Fund Account</b></p> <p>AC advised that an account had now been opened at the Unity Trust Bank with four signatories: Leon Daniels, Bob Scowen, John Griffiths and Jim Buckley. The balance of around £129k would be transferred into the new account next month (June). Governance would need to be established for the new fund and arrangements could then be made to reimburse Unite for a unilateral payment anticipated to be around £25,000. A separate</p>	

	meeting would need to be convened for this purpose.	
<b>6.</b>	<b>BUS DRIVER TRAINING TASTER SESSION</b>	
6.1	<p><b>Location of Driver Training Venue</b></p> <p>KS said there had been no engagement with Unite about the venue and times of the two-day Hello London driver training course. This had not considered the cost and time of attendees travelling into London, part-time working and child care issues. MT said he had not heard of staff complaints at Stagecoach relating to attendance issues, adding drivers were familiar with making arrangements to attend courses linked to the Certificate of Professional Competence.</p> <p>JM queried why training could not have been split into north, south, east and west quadrants of London. MW said the 10 facilitators were best deployed at a single venue which could accommodate daily session sizes. With 80 garages across London, there would be issues where ever the training was held. Lunch had been included to minimise inconvenience.</p> <p>MW said the venue had been discussed at the previous Tripartite Meeting and carefully selected to make sure it was a central location and easily reached by public transport. If there were attendance issues, these should be fed through the respective employing companies. There would, however, be a review process to see how the course was being received.</p>	
<b>7.</b>	<b>UNITE SAFETY SURVEY</b>	
7.1	<p><b>Safety Survey</b></p> <p>See item 2.2. MW suggested the format might benefit from a review by a specialist survey advisor or organisation to provide greater assurance over the results, and added that a graduated scoring matrix of 1-4 would have produced weighted rather than absolute results. JM reiterated that the survey was already being circulated or in the process of being issued, and the content had been given for information, not for debate.</p>	
<b>8.</b>	<b>UNITE DISABILITY AWARENESS PROGRAMME</b>	
8.1	<p><b>Programme Update</b></p> <p>JM provided a brief overview of the programme and suggested the area could be included on the driver's Certificate of Professional Competence. He felt it was best to hear accessibility issues direct from disabled people and added Unite could provide details of customers to help update the existing module. MW said accessibility awareness had been an element of the BTEC course and would feature in the new City &amp; Guilds qualification. Some garages had already engaged locally and there had been input from the charity SCOPE but a broader spectrum of disability groups would be welcome.</p>	
<b>9.</b>	<b>UPDATE ON TUPE AND NEXT STEPS</b>	
9.1	<p><b>TUPE Issues</b></p> <p>See item 2.3.</p>	

<b>10.</b>	<b>PROVISIONAL DATE OF NEXT MEETING</b>	
10.1	<b>Diary Dates</b> A list of meeting dates for 2016/17 is to follow by email.	
<b>11.</b>	<b>ANY OTHER BUSINESS</b>	
11.1	<b>Further Items</b> All AOB items were raised under section 2.	
	<b>ends</b>	