

LONDON BUSES TRIPARTITE MEETING

Date: Thursday 26 April 2018

Venue: St James's Park Room, 11th floor, Palestra

Attendees	Initials	Representing
Claire Mann	CM	Director of Bus Operations, TfL
Tom Cunnington	TC	Head of Bus Contracts and Development, TfL
Jane Lupson	JL	Senior Bus Safety Development Manager, TfL
Andrew Cruickshank	AC	Executive Manager, Buses, TfL
Hannah Sullivan	HS	Commercial Development Manager, Buses, TfL
Sean O'Shea	SOS	Chief Operating Officer, Metroline
Fiona Taylor	FT	Managing Director, RATP
John Murphy	JM	Regional Officer, Unite
John Griffiths	JG	Regional Officer, Unite
Kevin Stagg	KS	Chairman of London Advisory Committee (UNITE)

1.	INTRODUCTIONS AND APOLOGIES	
	Apologies from Bob Scowen.	
2.	PREVIOUS ACTIONS UPDATE	
	<ul style="list-style-type: none"> ▪ Provide on-demand bus routes list to JM ▪ Lee Vehit (TfL) and Carolyn Simpson (Unite) to meet to discuss Health Bus proposals ▪ Send Hello London training dates to JM ▪ Look for data to highlight late finish exceptions <ul style="list-style-type: none"> - TC explained that a request was sent out to bus operators to provide information on involuntary overtime, in particular whether overtime hours have fallen since our last checks 18 months ago - We received responses from seven operators, some provided data on the number of involuntary overtime hours worked and others the financial costs - The % reductions in overtime hours/costs were shared with the group. Whilst one operator had an increase in 2016/17 this reduced by 2017/18, meaning all operators have seen a decline in involuntary overtime worked since 2015/16 - The trend is heading in the right direction, but individual discussions need to take place with bus operators to look at specific issues to reduce this further. ▪ ACTION: Anti-Racism Statement – JM to liaise with Unite Press Office over steps required to publish statement and any support needed from TfL. 	<p>CLOSED</p> <p>CLOSED</p> <p>CLOSED</p> <p>Unite - ongoing</p>
3.	BUS SAFETY UPDATE	
3.1	Bus Safety Standard <ul style="list-style-type: none"> - JL explained that we are currently in the testing phase of the Bus Safety Standard 	

	<ul style="list-style-type: none"> - ACTION: JL to send JM new dates for track testing visits for Unite reps to attend, spaces will be limited. 	CLOSED
3.2	<p>Bus Driver Safety Training</p> <ul style="list-style-type: none"> - JL said that a supplier engagement day was held on 25 April to share the aims of the training programme with the market, as we look to develop an innovative and immersive training experience for drivers and bus driving instructors - A train-the-trainer approach will be taken and drivers will receive safety training through their operator - Aim is to award the contract to the successful supplier in July, with training rollout commencing in early 2019. 	
3.3	<p>Driver fatigue</p> <ul style="list-style-type: none"> - JL said that the procurement process for commissioning independent academic research into fatigue, was underway - The study will include data analysis as well as interviews with drivers and other operational support staff. Research is expected to take six months. - ACTION: JL to share the name of the appointed supplier once announced, and the envisaged criteria. 	TfL
4.	BUSINESS UPDATE	
	<ul style="list-style-type: none"> ▪ CM shared the P13 and year end scorecard results for Buses and the main achievements from 2017/18: <ol style="list-style-type: none"> 1. Excess Wait Time best since records began 40 years ago, better than budget at 0.96 mins against a budget of 1.1 mins 2. Percentage of scheduled services operated was significantly better than budget, at 98.1% against a budget of 97.5% 3. Bus speeds were an improvement on a year ago, 9.3mph against a 9.2mph target in Inner London 4. Maintained our Customer Satisfaction Survey score of 86 or above. All of the above helped TfL exceed bus patronage targets. ▪ CM outlined the key priorities for Buses for 2018/19 ▪ TC reported that good progress is being made on the radio replacement project which will deliver better reliability and clarity for drivers. A new contract was signed with Tait Communications in March. Rollout of the new system will start in mid-June ▪ ACTION: JM asked TC to confirm which index figure is used for inflation in the London Bus Driver Professional wage ▪ ACTION: JM asked TC to confirm how many operators are using Licence for London 	<p>CLOSED</p> <p>TfL</p>
5.	DRIVER TOILET FACILITIES	
	<ul style="list-style-type: none"> ▪ JM is a member of the panel and reported that good progress is being made to deliver 42 new driver toilet facilities ▪ CM advised that there is a pan-TfL piece of work underway looking at where toilet facilities already exist across the TfL estate e.g London Underground stations ▪ CM assured the group that toilet facilities are a priority and for any service changes to be implemented, toilet facilities must be factored into planning 	

	<ul style="list-style-type: none"> JM raised the point that there are still limited facilities for drivers in many locations i.e. places to rest, have meal breaks and shelter from the weather. The group agreed that discussions should take place between Unite and the operators on where this is particularly an issue. Collaborative working is key and TfL will look for any cost effective options across its estate. 	
6.	HEALTH BUS	
	<ul style="list-style-type: none"> HS confirmed that Lee Vehit (TfL) and Carolyn Simpson (Unite) had met to discuss proposals for the Health Bus and were both satisfied with the scope Carolyn is leading on sourcing a healthcare professional to work on board the bus and is already approaching suitable candidates. Unite will cover the costs but are looking for candidates who may be able to work on a voluntary basis, but this is to be confirmed HS advised that [REDACTED], who had provided the quote to fit out the Health Bus, had pulled out of the project on 25 April due to financial constraints within the company. Lee is working to find alternative options and liaising with SOS to ensure the fit out can still be completed as quickly as possible Lee is working with the TfL design team to agree the bus wrapping designs The Health Bus visit schedule is to commence in September, involving tight lead times. 	
7.	IMPACT OF CHANGES TO OXFORD STREET	
	<ul style="list-style-type: none"> TC advised the group that Oxford Street bus network changes are still subject to consultation. An extract from the public consultation on the TfL website showing the proposed changes was shared with the group - https://consultations.tfl.gov.uk/roads/oxford-street/ If all proposals are implemented there is expected to be a net reduction of 20 PVR across 11 routes, but this is still subject to consultation and could change The reductions will be phased rather than introduced all at once, to enable headcount changes to occur through normal staff turnover. ACTION: An update on the Oxford Street proposals will be shared at the next meeting 	TfL
8.	SPIT KITS	
	<ul style="list-style-type: none"> JM expressed concerns around bus drivers having to carry spit kits around with them and the risk of forgetting and being unable to take samples for assaults JM questioned how many drivers were aware of the correct reporting process and asked if the TfL Workplace Support Unit could offer support e.g. collecting samples from drivers and taking to the Police on their behalf ACTION: TfL to look into the level of support the Workplace Support team can provide TC confirmed that all bus operators were contacted earlier this year and have spit kits available for drivers to use, but there are varying arrangements in how operators supply them to their staff. FT stated that spit kits are individually issued to drivers at RATP 	TfL

	<p>and SOS stated that they are kept on board the bus at Metroline</p> <ul style="list-style-type: none"> ▪ CM said that TfL does not want to mandate how operators issue the kits as both on board and on person approaches have pros and cons. The main aim is to ensure the collection of evidence is maximised for prosecution purposes ▪ FT stated that RATP has an effective reporting process in place, drivers know what they need to do if an incident occurs and it is dealt with like any other assault ▪ ACTION: CM to discuss spit kits at next Bus Operators Forum, and ask operators to share best practice. TfL will share a proposal for a way forward at the next Tripartite 	TfL
9.	SECURITY TRAINING	
	<ul style="list-style-type: none"> ▪ TC informed the group that TfL has contacted bus operators and found a variety of security training is taking place but a key issue is consistency of delivery and guidance. There is also a trend that new staff are trained but this is not necessarily renewed ▪ TfL will identify gaps in security training and devise a way of updating security guidance in an appropriate way, likely to be toolbox talk style sessions ▪ Drivers will be paid for training time, this is to be agreed by operators as to whether this will be overtime or during shift ▪ All operator staff are to be trained, not just drivers or new staff ▪ ACTION: TfL will share with Unite proposals on content for a training package and will add security training as an agenda item at the next Bus Operators Forum 	TfL
10.	ANY OTHER BUSINESS	
	<ul style="list-style-type: none"> ▪ JG requested an update from AC on the TfL Assault Fund and asked for a meeting to be held before the next Tripartite ▪ ACTION: AC to set up a meeting to discuss the TfL Assault Fund with JG. 	TfL
	Ends	