

# LONDON BUSES TRIPARTITE MEETING

**Date: 18 January 2016**

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

Attendees	Initials	Representing
Leon Daniels	LD	Managing Director, Surface Transport
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
Jane Lupson	JL	Programme Manager, Surface Transport (item 4)
Alex Moffat	AM	Performance Manager, Surface Transport (Item 5)
Richard Hall	RH	Managing Director, RATP
Charlie Beaumont	CB	Chief Operating Officer, Tower Transit
Tony Wilson	TW	Managing Director, Abellio
Wayne King	WK	Senior Regional Coordination Officer (UNITE)
Bruce Swann	BS	Regional Industrial Organiser (UNITE)
Kevin Stagg	KS	Convenor for Go Ahead (UNITE)

<b>1.</b>	<b>INTRODUCTIONS</b>	<b>LEAD</b>
1.1	<b>Introductions and Apologies</b> There were round table introductions.	
<b>2.</b>	<b>ACTIONS FROM PREVIOUS MEETING</b>	
2.1	<b>Signing of Terms of Reference (TOR)</b> WK confirmed he had signed and sent the TOR to MOD.	
2.2	<b>Check-Off System</b> MW said that TfL was not currently intending to make any changes to check-off arrangements in respect of provisions of the Government's proposed Trade Union Bill (2015) unless required by draft legislation. But in light of a potential grey area MOD was to check there were no new legal obligations on TfL. <b>Check TU Bill does not entail check-off issues for TfL</b>	<b>MOD</b>
<b>3.</b>	<b>BUSINESS UPDATE</b>	
3.1	<b>Road Modernisation Plan (RMP)</b> MW explained the impacts the Road Modernisation Plan (RMP) was having on reliability of the bus network and revised forecasts for excess wait time (EWT). In the past year, more than 250 route schedules have been revised and more than 150 extra buses have been introduced to help offset the effects of traffic disruption. The bus network was also facing reduced patronage and fares income but this change was anticipated to be short to medium term, with longer term growth expected to return following the RMP, primarily reflecting London's population growth. Locations for future bus network growth were expected to be mostly in suburban districts while in some inner London areas capacity could be reduced as projects like Crossrail would provide additional capacity for cross-city travel.	

3.2	<b>Comprehensive Spending Review (CSR)</b> MW reported that TfL was aiming for its operational services to be financially self-sufficient by 2020/21 following an announcement that revenue grant would be phased out by the Department for Transport over the next three years. More detailed plans would be developed following the outcome of the mayoral election in May and once the financial implications of manifesto commitments were known.	
4.	<b>BUS SAFETY PROGRAMME</b>	
4.1	<b>Bus Network Collision Reduction</b> Jane Lupson outlined a series of initiatives aimed at improving safety and transparency across the bus network. These would be officially launched in late January and could help dispel the perception that bus drivers were to blame for all collisions. Included in the programme were trials of new technologies such as Intelligent Speed Assistance (ISA) and emergency braking, publication of incidents data, assistance and guidance from an incidents support team, and enhanced bus driver training. WK asked whether the key findings of collision incidents would be shared with stakeholders such as Unite. MOD said that TfL was working to improve the consistency of information from investigations and once this process was complete wider dissemination would be considered. WK wanted Unite to be involved in discussions about new bus technology at the outset. MW said some vehicle technologies under consideration were not ready for introduction and might need to be preceded by mini-trials including driver feedback to see if they were feasible. TfL was considering options, rather than changes now, and anticipated updating its vehicle specifications from late 2016 impacting on new vehicles from late 2017. Any significant proposals could be brought forward to the tripartite meeting for discussion. MW suggested Unite also nominate a lead person who could be invited to look at autonomous braking technology. <b>Provide contact details of Unite rep for autonomous braking</b>	<b>CLOSED</b>
4.2	<b>London-wide Driver Survey</b> WK advised that Unite would be surveying London's bus drivers on the issue of safety and would pass on the findings to TfL. WK is to send a copy of the survey to AC so that it can be circulated more widely and comments can be fed back. <b>Provide copy of survey to AC for wider circulation</b>	<b>WK</b>
4.3	<b>Bus Safety: Standing Agenda Item</b> MW said that the bus safety programme should be a standing item on the Tripartite Meeting agenda. <b>Add Bus Safety Programme to Tripartite agenda</b>	<b>CLOSED</b>
4.4	<b>Investigation Process and Outputs</b> CB commented that accident investigations and their outputs needed to be more consistent to help understand the causes of collisions and where greater focus might be required. This would help inform discussions on risk and mitigation. TW added that his company ran a two to three day course on risk and the accident investigation process for this reason.	

4.5	<b>Incidents Support Team</b> MOD said the team would provide advice and support to individuals and/or families of people injured on the TfL network including in bus collisions and refer them to specialist agencies and bereavement professionals. This had been highlighted as an area where TfL could be more diligent and sensitive to customer needs in light of the impact of the Mortlake fatality on the Sarah Hope family.	
5.	<b>TRANSFER OF UNDERTAKINGS (PROTECTION OF EMPLOYMENT) REGULATIONS</b>	
5.1	<b>TUPE</b> WK is to email contentious issues affecting the transfer of bus routes between operators under TUPE to MOD. He reported there were grey areas which would benefit from clarity and a more consistent approach from bus operators in London. WK asked for a copy of the TUPE guidance document used between operators and TfL to be shared with Unite. WK suggested a working party could be created to discuss TUPE processes as per the framework agreement going forward. <b>Email details of contentious TUPE transfer issue to MOD</b>	WK
6.	<b>BUS DRIVER TWO-DAY TRAINING COURSE</b>	
6.1	<b>Bus Customer Experience Programme</b> AM reported that all 24,500 bus drivers in the fleet would be undertaking a two-day customer experience course from spring while garage staff would attend a consolidated one-day version. Each session would have around 100 attendees and be held in Blackfriars because of its central location and ease of access by bus, tube and rail. The provider, who was yet to be appointed, would meet all stakeholders including Unite and from the information gathered would develop course content. The objective was to turn the most prevalent frustrations of customers such as a bus not stopping into better customer experiences and greater satisfaction. This could include giving better real-time information to passengers in the event of unscheduled diversions and suggesting travel choices.	
6.2	<b>Training Philosophy</b> WK said that the starting point for bus driver training should be what constituted a professional driver and how this could be developed over an entire career, not just customer needs. He suggested TfL and the operators should move away from focussing on assessment results and outcomes which had a disciplinary feel to them. Instead, it should look at the time and qualifications required to become a driver, and use regular assessment to tackle old habits. He suggested a standardised training programme similar to an apprenticeship could be developed for London and become a recognised standard for the UK industry. Unite had experience in setting up learning agreements in other fields and attracting Government funding that could largely offset the costs. Unite would want to see a learning agreement across London, signed by all the contracted operators and TfL. Unite also suggested introducing a minimum requirement to hold	

	a driving licence for two years before anyone could train to operate a bus in London.	
6.3	<b>Equality Programme</b> WK said that Unite was interested in promoting greater diversity in the bus industry in London and suggested future discussions on a London-wide diversity programme.	
6.4	<b>Licence for London</b> WK said that Unite would ultimately like to see a licence for all bus drivers that would incorporate agreed criteria. This licence would enable drivers to move between operators without going on to a new starter rate of pay. WK suggested a working party be created to discuss potential collective training initiatives going forward as per the framework agreement.	
<b>7.</b>	<b>BUS DRIVERS FATAL ASSAULT FUND</b>	
7.1	<b>Bank Account Application</b> AC reported that signatory details were being finalised on the application form for a Unity Bank account into which the proceeds of the assault fund could be paid. AC to liaise with WK if further details such as electronic signatures were required.	
7.2	<b>Fund Governance</b> WK queried how the fund might operate after being reconstituted. MW said the current focus was to regain control of the funds and reimburse Unite for a payment it had previously made. A view could then be taken on governance and how the fund might operate from 2016.	
<b>8.</b>	<b>ANY OTHER BUSINESS</b>	
8.1	<b>Staff Travel – Nominee Passes</b> MOD explained the purposes of an audit on staff passes including those held by the nominees of bus drivers. The audit was now complete and the Staff Travel team were in the process of cancelling a number of nominees' passes where evidence had not been submitted to confirm continued entitlement. Re-applying for the pass would incur a £10 administration charge. LD provided context around discussions on this discretionary benefit.	
	<b>ends</b>	