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Sent: 0	9 April 2020 14:38	
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Subjec	t: Agenda & Notes for call today @4pm	

Hi.

Suggested agenda for the call @ 4pm today. We can add any items you wish to also discuss.

- General Update
- Sanitiser/wipes/bus and garage cleaning
- Assault Screens/ Front passenger seats
- Middle Door Boarding Trial
- Remote Meal Relief and canteens
- Sick Pay/Furloughing
- AOB

My quick notes from our call on Monday below (not all of us were on) and notes from our meeting last week reattached.

#### Masks/PPE

- Latest guidance from TfL is masks not needed
- TfL working on planning for event should this change to (i) understand exact specification of mask required (ii) how the mask should then be used ensuring clear guidance is provided

## **Assault Screens**

- All operators should have assault screens covered by Wednesday latest ( to send summary of this by operator to the but most already done
- Concern about people struggling to communicate with driver with film not in place. TfL to look at potential for some wording to be added to driver cab to advise customers not to speak unless essential (e.g. please respect driver, due to enhanced safety he/she may not be able to hear you. Please only speak to the driver if essential or an emergency")
- Potential to also include some travel advice suggestions on driver cab (e.g. "see TfL Journey Planner app/website for travel advice")

### Sashes

- Need to firmer as customers still not adhering
- Most operators by tonight are trying taping off the seats (approx. chest height)
- Future solution might be tape and simply do not use sign
- Need to be mindful of equality issue with this approach

### Maximum Loading

- to raise concern about H14 loading issue to see if messaging filters through to TfL
- Potential for TfL to produce notice about encouraging drivers to report overloading
- to check if ibus function for overloading still works (as this could also be an option for drivers)

- to check Metroline approach to safety reps
- Suggestion should drivers have loading concerns they would be within their right to not accept any more passengers but they must report this so this is understood
- to look into maximum numbers, current position from DfT is this is still a work in progress but potential to introduce a maximum number (which drivers could then use discretion if needed)

# Cleaning

- to raise on operator call concern about enhanced cleaning recognising cleanliness of driver cab concern
- Push for driver cab to be deep cleaned.

# Garages

- Concern about not enough being done on garages and social distancing; to raise on operator call tomorrow

| Buses Operations, Surface Transport |
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