

LONDON BUSES TRIPARTITE MEETING

Date: Monday 7th October 2019

Venue: St Pancras Meeting Room, 10th Floor, Palestra

Attendees	Initials	Representing
Claire Mann	CM	Director of Bus Operations, TfL
Tom Cunnington	TC	Head of Bus Business Development, TfL
Jane Lupson	JL	Senior Bus Safety Development Manager, TfL
Ross Williams	RW	Bus Commercial Development Manager, TfL
Bob Scowen	BS	Managing Director, Arriva London
Charlie Beaumont	CB	Chief Operating Officer, Tower Transit
Sarah Cook	SC	Regional Co-ordinating Officer, Unite
John Murphy	JM	Regional Officer, Unite
Sinisa Cica	SC	Chair of London Advisory Committee,
Johnie Meharry	JMe	Vice Chair of London Advisory Committee

1.	Welcome and introductions	CM
2.	Previous actions progress update	TC/RW
	<p>Anti-racism statement</p> <ul style="list-style-type: none"> - ACTION: Anti-Racism Statement – since the previous meeting, this has progressed to Unite, in liaison with City Hall/TfL, looking to publish a video with the aim to launch in hate crime awareness week with 16th October touted as potential day. This action can be closed at the next meeting if the video has launched. <p>Health Bus</p> <ul style="list-style-type: none"> - ACTION: JM to liaise with Carolyn Simpson at Unite to ensure a healthcare professional can be secured as soon as possible for the Health Bus. Noted that bus conversion works are now complete. Unite healthcare professional was never provided and as such Metroline’s healthcare provider were earmarked as quick solution to avoid further delay (see below action) - ACTION: Agreed to avoid delay of Health Bus roll out, to use Metroline health provider to start and allow them to begin using the bus. TfL to raise at BOF if Unite no further forward with healthcare professional and agree to allow Metroline to start. This action can be closed at the next meeting unless the Health bus has not launched (see below update) - 7 October Update: In the meeting a summary was provided on the Health Bus, noting the healthcare provider Medigold were reaching individual agreements with operators with TfL providing project management support with the schedule. November marked as launch date subject to contract agreements between Medigold and Bus operators. This action can be closed at the next meeting unless the Health bus has not launched. - ACTION: Bus assurance and pre-service checks – May 20th minutes appendix provided update. 	<p>TfL/Unite</p> <p>CLOSED</p> <p>TfL - TC</p> <p>CLOSED</p>

Hatched Floor Concept

- **ACTION: Hatched floor concept trial. TfL are working with Abellio to put together a project plan with the intention of starting in the next couple of months. TfL to report back to group at next meeting with more details. Noted request to trial different parts of London if possible. Keep action open until more details on this made available.**
- 7 October Update: TfL provided an update on the project, noting that there was no significant change from the previous Tripartite. TfL reiterated the purpose of the trial is to understand if this can help reduce safety concerns about passengers occupying the area by the driver's cab. TfL highlighted that Abellio have identified a company to carryout the markings and will look to progress this project forward.
- Unite raised concerns about the value of the analysis/trial and JMe pointed to examples on RATP where it hadn't worked and SC pointed to route 274 as a bad example of overcrowding by the driver's cab.
- CB suggested communication to drivers on how to react in these situations needs to be made clear.

TfL – TC

Meal Relief Wording

- ACTION: TC to share meal relief facilities wording to be added to ITT documentation with JM. Wording shared at meeting with minor amendment suggested by Unite for "suitable" facilities. TC to email operators after meeting with finalised wording. Wording attached in appendix (May 20th minutes) – Unite and Bus Operators to provide any additional comments by Friday 7th June. No further comment was provided from operators or Unite. Meal Relief wording now added to ITT documentation, including for rail replacement.

CLOSED

- **ACTION: JMe highlighted there was a recent Go-Ahead route which had no facilities. Unite/JMe to provide details of this route so it can be looked into as it was noted that the meal relief wording is now a contractual requirement.**

UNITE

Stamping out Fare Evasion (SOFA)

- ACTION: TfL to provide feedback on New Routemaster vehicle modification whereby it will be front door boarding only (except wheelchair users etc) and customers will be allowed to alight through either of the two rear doors. TfL to bring this back on the agenda once there is a substantive update owing to the delay with Wrightbus highlighted below.
- October update: TfL highlighted how a pilot was launched on route 8/N8 in August and initial feedback from drivers was positive in noticing a change. It was noted how Wrightbus were behind the original door control modifications and following their administration this initiative will now be delayed in terms of full rollout. Suggested to bring this back on the agenda once there is a more substantive update.

CLOSED (with view to bringing this back once further update)

Unite/TfL Transport Planning Meeting

- **ACTION: RW to arrange a meeting between Unite and the TfL Public Transport Service Planning team to discuss engagement on any future changes. See update below as to why this is still open.**

TfL – RW

- October Update: Original meeting for this got swapped to discuss fatigue. TfL sent email to Unite 18^h September to set this up but acknowledge rescheduled Tripartite and holiday season made this difficult. TfL follow up again to arrange this meeting liaising with Unite to find appropriate date.

Demand Responsive Bus Trials

- ACTION: if there is any further update before the next Tripartite meeting, TC will provide it to Unite. TfL have provided update via email and in this meeting. Agreed to bring this back on the agenda should further update be required (see below for overview of what was discussed on the two trials).
- 7 October update: Email sent on 27th September to Unite provides a summary of both the Go-Ahead Sutton and Ealing trial but this was reiterated in the meeting for clarity.
- Noted the Ealing consultation, for which Unite were engaged on, had closed and launch date was aiming to be by the end of the year.
- TC reiterated that more is needed to understand those taking trips and where they are coming from. This can help support the overall aim that DRB could help complement bus network and be a viable means to get individuals out of the private car and into active travel/public transport in car dominated areas.
- Agreed TfL can provide update at a future meeting as/when more substantive information is available and/or Unite would like to discuss.

CLOSED

Bus Mirror Cleaning Safety Concern

- ACTION: Unite raised concerns about cleaners' safety when cleaning bus mirrors with purported stretching aches/pains. TfL agreed to highlight this at BOF to make sure this was highlighted. This was highlighted at BOF with no operator aware of this concern. Unite reaffirmed the issue and as such it was agreed TfL would go back to operators to double check this.

TfL – TC

- CB has since clarified via email to attendees of this meeting, incidents in Tower Transit's operation where some buses the mirror does indeed need to be taken off. CB noted that a platform is provided if required but some taller staff find it easier to do without (so long as they don't put themselves at risk). CB noted there are no safety concerns that have been raised in their operations with the platform but has asked his Safety Manager to double check.

Camera Monitoring Systems (CMS)

- CMS had an outstanding action from the previous meeting but as this featured as a main agenda item it has been included there for ease.

See agenda item 6

Destination Zero

- Destination Zero had an outstanding action from the previous meeting but as this featured as a main agenda item it has been included there for ease.

See agenda item 5

Bus Safety Programme

- ACTION: Bus Safety Programme - TfL to set up separate meeting to take Unite through Bus Safety Programme and take them through key timings. TfL to also resend roadmap with key information. Meeting took place on 28th June.

CLOSED

Technology Forum

- ACTION: Agreed there needs to be a forum to discuss new technologies on buses between Unite, TfL and Operators. Previous meeting it was suggested JM would look into establishing a new committee through the London Advisory Committee to address this concern.
- JM was no further forward in establishing a new committee
- Closed due to Unite not deeming it necessary to have a standing forum but with the view to update Unite when there are developments to share
- TfL reiterated desire to set something like this up to avoid future concerns with new technologies that might be introduced on London Buses. The idea is to have a senior committee with Unite to avoid engagement having to be done locally with each operator.
- Unite didn't understand urgency and wanted more clarity on when new technologies are earmarked to be introduced and when.
- As a minimum, it was agreed TfL would outline key Bus Safety Standard changes being introduced and when and to make sure Unite are engaged well in advance of these.
- BS pointed to Arriva's use of a cab committee outside London and how this can help avoid concerns about new things being introduced on a bus.

CLOSED

Safety Campaign Dates

- ACTION: TfL to resend dates for safety campaign days to make sure they are in JM diary

CLOSED

Driver Fatigue Sub-Tripartite Meeting

- ACTION: Driver Fatigue - TfL to set up tripartite sub-committee/working group to discuss the findings and ensure Unite are engaged effectively. Two sub-tripartite meetings took place (specifically 14th and 25th June).
- Please note Driver Fatigue is on the main agenda and there are further actions and an update related to this.

CLOSED

See agenda item 7

London Buses Fatal Assault Fund

- ACTION: London Buses Fatal Assault Fund - From Unite the two nominees suggested are John Murphy and one of Wayne King or Peter Kavanagh. Unite to confirm final two nominations.
- JM confirmed unlikely to be Peter Kavanagh but asked if the nominees could be reviewed/changed tri-annually. TfL agreed to consider this approach but initial reflection is that it would be impractical because of the need to revise governance – both for the trust fund and signatories to the LBFAF account.
- ACTION: London Buses Fatal Assault Fund - For Operators, this was to be discussed at BOF on Thursday 23rd May to confirm nominees. Suggested it would be Bob Scowen and another. Operator nominees confirmed as Bob Scowen (Arriva) and Steve Harris (Metroline).

UNITE

CLOSED

Licence for London/TUPE

- ACTION: TfL to set up separate review meetings for TUPE and Licence for London (LfL) outside of Tripartite. Agreed to focus on Licence for London first and then TUPE.

CLOSED

	<ul style="list-style-type: none"> - Meeting took place 8th July with Steve Harris (Metroline), Charlie Beaumont (Tower Transit), Bob Scowen (Arriva) and John Murphy and Johnie Meharry (Unite) present. - All parties were happy with LfL but highlighted a couple of areas with TUPE which needed reviewing. As such wording was sent to all operators and Unite to provide comment. TfL will send round updated TUPE guidance once comments have been reviewed. <p>Joint Equality Initiative</p> <ul style="list-style-type: none"> - ACTION: Joint Equality Initiative - Michelle Braveboy from Unite to provide any feedback on draft before it is distributed. Unite agreed to chase Michelle. 	UNITE - MB
3.	Business Update	CM/TC
	<ul style="list-style-type: none"> - TC & CM provided overview of the second phase of the central London changes - Previous Tripartite we discussed the A5 booklet which provided key information on the Central London Changes with 20,000 copies sent to all garages. In this meeting a print of the mini A5 booklet highlighting phase two of Central London changes was shared. - The booklet showed the changes taking place from Saturday 12th October with changes to routes serving central London, Hackney and Walthamstow: <ul style="list-style-type: none"> • Route 48 – withdrawn • Route 55 - Rerouted away from Leyton Green and extended to Walthamstow Central Bus station (Where the current 48 route goes) • Route 388 - Will run additionally between Liverpool Street & London Bridge (Where the current 48 route goes) • Route 26 - Increased frequency between Hackney Wick to Waterloo Station - Unite and operators acknowledged feedback on the booklet had been positive - TfL agreed that at the next Tripartite they would highlight upcoming changes which are all centred around the Elizabeth Line. - It was also reiterated about getting a meeting with Unite and TfL's transport planning team as per the outstanding action above. 	
4.	Bus Safety Update	JL
	<ul style="list-style-type: none"> - CMS, Destination Zero and Driver Fatigue were covered in separate agenda items and as such this update merged across those 3 agenda items. 	
5.	Destination Zero	All
	<ul style="list-style-type: none"> - ACTION: Unite raised concerns about the STEPS Driver Safety Training programme and it being too basic. It was agreed TfL would review feedback from first round of training and assess if any changes are required. TfL to provide update at next meeting on the training programme. - TfL highlighted how the training programme continues to receive excellent evaluation scores from drivers. Latest figures show that 2976 drivers have completed the course and 97% would recommend the training to a colleague - JM challenged such high scores saying surveys are rarely filled in to give negative feedback. JM also highlighted how drivers would likely give positive feedback as the training course would allow for a day out of the office. - JM also reaffirmed Unite's view that the Destination Zero Programme is 	CLOSED

	too basic	
6.	Camera Monitoring System (CMS)	All
	<ul style="list-style-type: none"> - ACTION: TfL to follow up with Unite to address the concerns and find solutions, noting that this could fit into the forum set out below (NB this is action from 20th May meeting). - At the meeting with TfL on 28th June, the CMS bus was demonstrated to JM. JM reaffirmed his strong view that the cameras need to be adjusted, referring to his experience as a bus driver and needing to view the rear wheel arch as a point of reference for driving and that the CMS vision prevented this. - TfL noted that a small adjustment was made to the “default” setting to appease this concern but highlighted the regulatory challenges of adjusting the cameras due to UNECE Regulation 46. - JL explained that at vehicle approval, before first registration, all buses will be required to comply with UNECE Regulation 46. Regulation 46 mandates that buses of the class operated by TfL will be able to see the class II mirror zones. The same rules apply to the CMS sight zones. If cameras on the bus are as JM has requested (i.e. more adjustments beyond the default setting) then they would no longer comply with Reg 46 as the sight zones would change. - JM felt the UNECE reg was not a good enough excuse and specifically requested the Tripartite minutes documented he felt the CMS buses were unsafe for use in London - Unite also pointed to CMS buses used in Scotland as ones which don't have the same issue regarding the cameras on the ones in London - TfL highlighted how the Scotland buses (First Glasgow) are from the same supplier as the TfL buses but agreed to check what was being done with the Scotland Buses (and the other CMS buses in use in Trent-Barton) - ACTION: TfL to investigate what the difference is with other CMS buses being used in the UK, specifically in Scotland and Trent-Barton - Unite said the CMS bus was an example of a technology being introduced without them being properly consulted. - TfL pointed to the previous request to set up a technology forum as per above action to prevent similar issues happening in future. JL highlighted AVAS work as an example of best-practice engagement whereby all stakeholders have been involved in helping develop the future bus sound for London including disability groups, Unite, boroughs etc. - JL also highlighted how the CMS was not a requirement of the Bus Safety Standard until 2021 but this was something an operator had chosen to implement earlier than required and TfL had supported their proactive approach. - As per above action, TfL will report back on the other CMS buses used in the UK and look to come to a resolution with Unite on this. 	<p>TfL - TC</p> <p>TfL - JL</p> <p>TfL - JL</p>
7.	Driver Fatigue	All
	<ul style="list-style-type: none"> - Following the Loughborough report's publication, Unite raised the concern that the initial response from operators was targeting the quick-wins around education on fatigue (e.g. advice on sleep and work/life balance). - They feel the approach of getting drivers to say when they are tired and simply providing advice on sleep is not good enough and puts too much of the blame on drivers themselves - There was an acknowledgment from operators that this perhaps was not communicated clearly enough to indicate the quick-wins were part of a wider tranche of actions to tackle fatigue. - TfL highlighted how the driver facing element of the work behind the 	

	<p>scenes is the work on the Fatigue Risk Management Plans (FRMPs) which perhaps is not visible enough hence the concern above.</p> <ul style="list-style-type: none"> - CB argued that the quick-wins are actionable now whereas the other facets around culture and rosters/scheduling etc will take much longer to work up. It was felt by operators it was better to act on the quick-wins than to wait whilst other areas were worked up. - Unite accept that education is easier to implement but want a clearer plan of action and to move away from just focusing on quick-wins. - JMe pointed to an RATP leaflet on advice on sleep as an example of what those in bus garages are seeing with regard to this work - JMe acknowledged he supports some of these “quick-win” initiatives but that that these won’t have a significant impact and that scheduling is the bigger problem. - JMe also raised concerns that the lack of data on fatigue is unlikely to be overcome as drivers are unlikely to own up - JM highlighted his concern that fatigue work was being used by some operators to cut hours. JM also stressed his concern with the false rumours that Unite want to stop drivers doing overtime as part of Fatigue Management work. JM noted this was not the case and that he didn’t want to stop drivers doing overtime or working 13 out of 14 days for example, as long as it was voluntary and the drivers’ choice. JM is happy with drivers to work the hours they desire and doesn’t want a limit to be mandated as a result of fatigue work. - JM also highlighted how there should be a uniform FRMPs and raised concerns about why each operators’ FRMPs should be different - TfL highlighted how in the sub-Tripartite meetings from July it was agreed that all three Tripartite parties would draft an FRMPs to share and compare. The idea of the FRMPs is that it would broadly be the same but we need to work together with all parties to identify what this should include. - Unite acknowledge they had completed an FRMPs but had not yet shared this with TfL <p>- ACTION: Unite to share their FRMS draft with TfL</p> <ul style="list-style-type: none"> - Unite asked for TfL to share their 9 point document on fatigue. <p>- ACTION: TfL to share “9 point” document on fatigue with UNITE</p> <ul style="list-style-type: none"> - In acknowledgement that there are still a number of areas to work through with Unite and operators, TfL agreed to set up a series of sub-tripartite meetings to discuss fatigue work. <p>- ACTION: JL to set up a series of sub-Tripartite meetings to discuss fatigue work. It was noted having a series of meetings should ensure there is no time pressure and that it was better to have enough dates diarised</p>	<p>UNITE – JM</p> <p>TFL – JL</p> <p>TfL - JL</p>
8.	Retirement Passes	JM
	<ul style="list-style-type: none"> - Unite raised a concern from a steward around the policy on retirement passes for those with “operator” passes. - This appears to have featured on the agenda in 2014/15 Tripartite meetings and was essentially about clarifying the difference between entitlement to retirement passes for those employed before privatisation and after with London Buses - TfL clarified that those employed before privatisation were entitled to a retirement pass and those employed thereafter were not. - TfL highlighted that this was not a bus industry specific issue but much wider (e.g. rail) and that the policy applied to both TfL and bus operational 	

	staff. Unite accepted this response	
9.	Any Other Business	All
	<ul style="list-style-type: none"> - The next meeting is scheduled for 19th November but Unite highlighted how this may be difficult due to diary clashes. - ACTION: Unite to confirm whether 19th November meeting can go ahead and to provide alternative dates to TfL if they cannot make the next meeting. 	UNITE

LONDON BUSES TRIPARTITE MEETING

Date: Tuesday 19th February 2019
Venue: Wapping Meeting Room, 11th Floor, Palestra.

Attendees	Initials	Representing
Claire Mann	CM	Director of Bus Operations, TfL
Tom Cunnington	TC	Head of Bus Business Development, TfL
Jane Lupson	JL	Senior Bus Safety Development Manager, TfL
Hannah Sullivan	HS	Commercial Development Manager, TfL
Bob Scowen	BS	Managing Director, Arriva London
John Trayner	JT	Managing Director, Go-Ahead London
John Murphy	JM	Regional Officer, Unite
Paul		Convener, Unite

ACTIONS

1.	Welcome and introductions	TC
2.	Previous actions progress update	TC
	<ul style="list-style-type: none"> - ACTION: Anti-Racism Statement – Unite and TfL press officers are liaising to agree wording for a joint statement and an appropriate time to publish. - ACTION: Unite to work with bus operators to ensure each operator has an effective spit kit reporting process in place (the RATP protocol can be used as guidance). Close action at next meeting if no further issues identified. - TfL Workplace Support team to ensure the Met Police are engaged with the spit kits reporting process. - ACTION: JM to liaise with Carolyn Simpson at Unite to ensure a healthcare professional can be secured as soon as possible for the Health Bus. Bus conversion works are now complete. - ACTION: TC to liaise with Lee Vehit to revise Health Bus schedule and target central London locations first. TfL to arrange PR and communications for the Health Bus once it is ready to launch. - JL to update operators on how many staff have completed the fatigue survey to ensure there isn't operator under representation. - Stand times - Unite to provide details to TfL as to whether this is operator specific, so issues can be dealt with directly. TC to talk to the Bus Contract Compliance team to ascertain what operator processes are in place. - Pre-service checks are a legal requirement and it is the bus operator's responsibility to allow an appropriate period of time. TC agreed that pre-service checks will be reviewed as part of the Bus Assurance Programme. Unite to highlight any specific issues they become aware of to TfL. - ACTION: A trial will be run with an operator to test the hatched floor concept. JL to report back to group once details have been confirmed. - ACTION: TC to share meal relief facilities wording to be added to ITT documentation with JM. - Route learning - Unite to provide specific operator and garage examples to enable TfL to investigate further. 	<ul style="list-style-type: none"> UNITE & TfL UNITE CLOSED UNITE TfL - TC CLOSED CLOSED CLOSED TfL - JL TfL - TC CLOSED

3.	Bus Safety update	JL
	<p>Blind spot mirrors</p> <ul style="list-style-type: none"> - As part of the Bus Safety Standard, TfL will be rolling out enhanced blind spot mirrors onto buses this year. This will enable the driver to have broader vision around the bus and place them in a better position to be able to see vulnerable road users. <p>- ACTION: JL to invite JM to testing at West Ham Garage.</p> <p>Speed compliance</p> <ul style="list-style-type: none"> - TfL and bus operators will use monitoring from iBus data to identify bus speed compliance issues. A working group has been set up with four operators who are helping to test and provide feedback in this area ahead of wider use from March 2019. <p>Driver safety training</p> <ul style="list-style-type: none"> - TfL continues to develop a new bus driver safety training course with STEPS which will focus on driver awareness of more vulnerable passengers as well as looking at how to reduce the number and severity of injuries that occur on board. - STEPS have engaged with Unite as part of their research and data gathering. - The driver training will be rolled out from Spring 2019. <p>Operator large-scale safety site meetings</p> <ul style="list-style-type: none"> - Abellio coordinated a safety campaign day in Croydon on 5th December. <p>- ACTION: JL to share dates and locations of upcoming meetings with JM.</p>	<p>TfL - JL</p> <p>CLOSED</p>
4.	London Buses Fatal Assault Fund	BS & JT
	<ul style="list-style-type: none"> - BS and JT discussed the future of the fund with fellow operators at the recent Bus Operators Forum pre-meet. Operators are happy to continue with the fund and replenish it if a payment is made and the fund falls below a certain level e.g. operators donate £1 per bus driver employed. Operators believe the remit of the fund should be widened and its name changed to reflect that. - It was agreed that 2 bus operator representatives and 2 Unite representatives should be future trustees. <p>- ACTION: Unite and Bus operators to nominate future trustees so the deed of appointment and retirement can be updated. Details to be passed onto TfL Legal to take forward.</p> <p>- ACTION: Fatal Assault Fund to be kept on the agenda for discussion at future Tripartite meetings.</p>	<p>UNITE, BS, JT</p> <p>TfL - AC</p> <p>TfL</p>
5.	Stamping Out Fare Evasion (SOFA) on New Routemasters	TC
	<ul style="list-style-type: none"> - To reduce the scope for fare evasion, TfL will be modifying all New Routemaster vehicles so that they are front door boarding only (except wheelchair users etc) and customers will be able to alight through either of the two rear doors. - All buses will switch to the new operating approach on a single launch date in late 2019 /early 2020. Activities will include driver briefing 	

	sessions, customer communications and engagement and updated vehicle signage.	
6.	Central London route changes	CM
	<ul style="list-style-type: none"> - TfL received over 7,000 responses to the public and stakeholder consultation and are currently reviewing these responses and whether any changes should be made in the light of comments received. Update will be given at end of March 2019. - ACTION: TC to arrange a meeting between Unite and the TfL Public Transport Service Planning team to discuss engagement on any future changes. 	TfL – TC
7.	Safety equipment on buses	JT
	<ul style="list-style-type: none"> - JT requested that the process of engaging with Unite officers on trialling new technology on buses needs to be streamlined. Currently, there are differences in opinions and whilst some operators are gaining positive feedback from Unite, others are getting push back on the same technology. - ACTION: JM agreed to address this consistency issue through the London Advisory Committee with a view to establishing a new committee. 	UNITE
8.	Demand Responsive Bus trial	TC
	<ul style="list-style-type: none"> - After a competitive bidding process, ViaVan and Go-Ahead have been chosen to operate the trial in Sutton - press release announcing this publically was issued on 20th February and the 4 week consultation is now open. - TfL is exploring the possibility of delivering a second on-demand bus trial in a different area. 	
9.	Any other business	ALL
	<ul style="list-style-type: none"> - ACTION: TC requested that JM circulates an organisation chart for Unite, so TfL colleagues can better understand their structure. 	UNITE - JM

The next meeting will be held on Monday 20th May 2019, 14:00 – 16:00.

LONDON BUSES TRIPARTITE MEETING

Date: Monday 20th May 2019
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1.	Welcome and introductions	TC
2.	Previous actions progress update	TC
	<ul style="list-style-type: none"> - ACTION: Anti-Racism Statement – TfL press officers to finalise wording for statement and decide appropriate time to publish. - ACTION: Unite to work with bus operators to ensure each operator has an effective spit kit reporting process in place (the RATP protocol can be used as guidance). Can bring back on agenda at future meeting if required. - ACTION: JM to liaise with Carolyn Simpson at Unite to ensure a healthcare professional can be secured as soon as possible for the Health Bus. Noted that bus conversion works are now complete. - ACTION: TC to liaise with Lee Vehit to revise Health Bus schedule and target central London locations first. TfL to arrange PR and communications for the Health Bus once it is ready to launch. The health bus has now been fully fitted internally and wrapped externally and is ready to use. TfL have established the logistics of how the bus will move from garage to garage which has been agreed and signed off via memorandum of understanding by most operators, and a garage visit schedule has been produced based on geography of garage and proximity of handover to the next garage. Close this action. - ACTION: Agreed to avoid delay of Health Bus roll out, to use Metroline health provider to start and allow them to begin using the bus. TfL to raise at BOF if Unite no further forward with healthcare professional and agree to allow Metroline to start. - ACTION: Bus assurance and pre-service checks – see appendix for update 	<p>TfL</p> <p>CLOSED</p> <p>UNITE</p> <p>CLOSED</p> <p>TfL - TC</p> <p>See appendix</p>

	<ul style="list-style-type: none"> - Unite raised concern at this point about safety and for TfL to consider implementing a standard for bus checking time to stop operators cutting the checking time to gain a commercial advantage. 	
	<ul style="list-style-type: none"> - ACTION: Hatched floor concept trial. TfL are working with Abellio to put together a project plan with the intention of starting in the next couple of months. TfL to report back to group at next meeting with more details. Noted request to trial different parts of London if possible. 	TfL – TC
	<ul style="list-style-type: none"> - ACTION: JL to invite JM to testing at West Ham Garage. Workshop dates were provided although it was noted that where possible more notice should be given to Unite as they couldn't make the meetings. 	CLOSED
	<ul style="list-style-type: none"> - Bus Safety: there are a handful of other outstanding actions related to bus safety but these have been included in the Bus Safety Update on the agenda. 	See agenda item 4
	<ul style="list-style-type: none"> - ACTION: TC to share meal relief facilities wording to be added to ITT documentation with JM. Wording shared at meeting with minor amendment suggested by Unite for "suitable" facilities. TC to email operators after meeting with finalised wording. Wording attached in appendix – Unite and Bus Operators to provide any additional comments by Friday 7th June. 	TfL – TC
		UNITE
	<ul style="list-style-type: none"> - ACTION: JL to share dates and locations of upcoming 'campaign days' with JM. Dates provided to Unite in email following previous Tripartite meeting. This includes visits throughout 2019 at Walthamstow, Dalston/Hackney and Stratford. 	CLOSED
	<ul style="list-style-type: none"> - London Buses Fatal Assault Fund had outstanding actions but as this was listed as a separate agenda item, they have been included there for ease. 	See agenda item 5
	<ul style="list-style-type: none"> - ACTION: Stamping out Fare Evasion (SOFA) – TfL to provide feedback on New Routemaster vehicle modification whereby it will be front door boarding only (except wheelchair users etc) and customers will be allowed to alight through either of the two rear doors. 	TfL - TC
	<ul style="list-style-type: none"> - ACTION: TC to arrange a meeting between Unite and the TfL Public Transport Service Planning team to discuss engagement on any future changes. 	TfL - TC
	<ul style="list-style-type: none"> - ACTION: TC requested that JM circulates an organisation chart for Unite so that TfL colleagues can better understand their structure. It was decided there was no significant value in this and so this request can be closed. 	CLOSED
3.	Business Update	CM/TC
	<ul style="list-style-type: none"> - Update was provided on the Demand Responsive Bus Trial including highlighting the trial's aim to complement the existing bus network and encourage more people to use sustainable transport in an area of high car dependency. - Trial will be branded GoSutton and up to eight 14-seater Mercedes Sprinters will serve most of the LB of Sutton, operated by Via Van in partnership with Go-Ahead, out of Sutton Bus Garage. - The 'minimum professional London bus driver wage' and 'Licence for 	

	<p>London' would apply</p> <ul style="list-style-type: none"> - TfL looking at second trial, using a different operating model and in a different location - Unite expressed a concern about the “uber-isation” of London buses and the introduction of the gig economy into London Buses. - TfL acknowledge this concern but emphasise that TfL are not trying to bring about the “Uber-isation” of London buses and that the DRB trial as said above is trying to complement the bus network, support sustainable mode shift in a high car dependency are and use existing bus driver employment mechanisms and not follow gig economy structures. - ACTION: if there is any further update before the next Tripartite meeting, TC will provide it to Unite. 	TfL - TC
4.	Bus Safety Update	TC
	<p>Blind Spot Mirrors</p> <ul style="list-style-type: none"> - As part of the Bus Safety Standard, TfL will be rolling out blind spot mirrors onto buses this year. These mirrors will replace existing mirrors and provide a better field of view on both the offside and nearside. - ACTION: Unite raised concerns about cleaners’ safety when cleaning bus mirrors with purported stretching aches/pains. TfL agreed to highlight this at BOF to make sure this was highlighted. <p>Camera monitoring system (CMS) to replace external mirrors</p> <ul style="list-style-type: none"> - The longer-term aspiration is for camera monitoring systems to replace external mirrors (so current wing-mirrors or newer blindspot mirrors) on all new vehicles. This would mitigate concerns with both the existing mirrors and the newer blindspot mirrors, as well as enhancing the driver’s visibility to the front and sides of the bus - Four cameras are attached to the exterior of the vehicle while two screens inside the driver’s cab display the view to the driver. The screen positioning is being tested for HMI (human machine interface) now and some buses will enter the fleet in August 2019 with the CMS in place which we will be monitoring and gaining feedback on. - Unite raised concerns about the urgency of rolling this equipment out and the change this will have on drivers. They acknowledge training could overcome this but raised concerns about TfL or operators providing appropriate training to do so. - Unite also had concerns about adjusting the cameras to accommodate all drivers and the fact mirrors are in effect in the drivers cab now, citing the significant difference as a concern. - Unite questioned the safety trade off between mirror strikes and normal collisions from for example miss-judged corner. - ACTION: TfL to follow up with Unite to address the concerns and find solutions, noting that this could fit into the forum set out below. <p>Driver Safety Training</p> <ul style="list-style-type: none"> - ACTION: Unite raised concerns about the STEPS Driver Safety Training programme and it being too basic. It was agreed TfL would review feedback from first round of training and assess if any changes are required. TfL to provide update at next meeting on the training programme. <p>Bus Safety Programme</p> <ul style="list-style-type: none"> - ACTION: TfL to set up separate meeting to take Unite through Bus 	<p>TfL - TC</p> <p>TfL - TC</p> <p>TfL - JL</p>

	<p>Safety Programme and take them through key timings. TfL to also resend roadmap with key information.</p> <ul style="list-style-type: none"> - ACTION: Agreed there needs to be a forum to discuss new technologies on buses between Unite, TfL and Operators. Previous meeting it was suggested JM would look into establishing a new committee through the London Advisory Committee to address this concern. - ACTION: TfL to resend dates for safety campaign days to make sure they are in JM diary <p>Driver Fatigue Study</p> <ul style="list-style-type: none"> - It was highlighted how TfL took Unite through the headlines of the Driver Fatigue report on May 17th. This was done with a slide show that highlighted the purpose of the report, the methodology, headline findings and reasons for causes of fatigue. It also touched upon themes for potential solutions. - Unite were disappointed at when they were engaged on this considering their role in driving this forward and felt they were ignored by TfL and emphasised their desire to be engaged in unison with operators. - ACTION: TfL to set up tripartite sub-committee/working group to discuss the findings and ensure Unite are engaged effectively 	<p>UNITE</p> <p>TfL - JL</p> <p>TfL - TC</p>
5.	London Buses Fatal Assault Fund	All
	<ul style="list-style-type: none"> - It was reiterated that Operators are happy to continue with the fund and replenish it if a payment is made and the fund falls below a certain level e.g. operators donate £1 per bus driver employed. - Agreed the remit of the fund should be widened and its name changed to reflect that. - It was agreed that 2 bus operator representatives and 2 Unite representatives should be future trustees. <p>- ACTION: From Unite the two nominees suggested are John Murphy and one of Wayne King or Peter Kavanagh. Unite to confirm final two nominations.</p> <p>- ACTION: For Operators, this was to be discussed at BOF on Thursday 23rd May to confirm nominees. Suggested it would be Bob Scowen and another.</p> <ul style="list-style-type: none"> - Once nominees confirmed from both Unite and Operators, TfL Legal can update the deed of appointment and retirement accordingly. 	<p>UNITE</p> <p>TfL & Bus Operators</p>
6.	Setting up review for TUPE and Licence for London	TC
	<ul style="list-style-type: none"> - It was agreed a review into TUPE and Licence for London would be worthwhile but that it was best to separate them out and consider them as two different entities. - ACTION: TfL to set up separate review meetings for TUPE and Licence for London outside of Tripartite. Agreed to focus on Licence for London first and then TUPE. 	<p>TfL - TC</p>

7.	Any Other Business	All
	<p>Central London Changes</p> <ul style="list-style-type: none"> - TfL have spoken with bus operators; specifically garage teams as well as individual drivers, mentors, champions, etc. regarding what information would help with understanding the main changes within central London in June. - The overwhelming response was for a booklet (A5 size) that contains all of the changes, rather than individual leaflets, together with the rationale behind the changes, what this means for the driver and clear diagrams showing the changes within key local areas. - TfL presented a draft version of an A5 booklet which was distributed to Tripartite attendees who were ask to provide any feedback - At the request of garage teams, TfL are printing 20,000 copies so that all drivers based at garages operating routes to/from central London can receive a copy, plus garage teams, head office staff and appropriate TfL staff - Unite raised concerns about the changes being based on incorrect or rather undervalued data on bus patronage as fare evasion, particularly on New Routemaster (NRM) buses. - TfL acknowledge fare evasion on NRMs was an issue and are working to convert NRMs to be front door only boarding to overcome this. - Unite also highlighted concerns about the launch of ULEZ and the central London buses changes, citing how ULEZ will lead to an increase in public transport but that the changes may not support this. <p>Joint Equality Initiative</p> <ul style="list-style-type: none"> - Discussed this initiative which aims to increase representation of BAME staff in senior and managerial roles within bus companies in London. A toolkit has been developed to address this following a series of meetings/discussions with TfL, Unite and Arriva and Stagecoach in 2018. - Draft toolkit has been ready to go since January 2019. - ACTION: Michelle Braveboy from Unite to provide any feedback on draft before it is distributed. 	<p>UNITE - MB</p>

Appendix

The below are points that were raised in the meeting which we can immediately provide an update on.

(i) **Bus assurance programme: pre-service checks**

- **Point raised in meeting:** Unite raised concerns about the Bus Assurance Programme and how as part of this drivers were not being talked to during TfL visits.
- **Update:** TfL can confirm that on a typical visit usually 4-5 drivers are spoken with. These are informal conversations and often just a chat in output areas. We take onboard the comment though and will make sure these conversations are documented in our reviews.

(ii) **“One Module” Bus Training**

- **Point raised in meeting:** It was suggested that TfL are paying operators for staff training on moving to module per bus.
- **Update:** We can confirm that TfL do not pay operators for this training. We have provided Quick Reference cards for every driver and familiarised their own trainers so they can in turn familiarise drivers should they feel the need but the changes are minimal and formal training is not required.

(iii) **Reporting on prosecutions**

- **Point raised in meeting:** Unite again raised the question of more visibility of action taken to prosecute those who do wrong on the bus network - specially around assaults on drivers including spitting - but also revenue evasion.
- **Update:** The advice we have from the Police is that we can not name offenders we have successfully prosecuted for fare evasion or staff assaults (unless they received a custodial sentence). We publish aggregated data for all modes for staff assaults on a quarterly basis, and these are brought to BOF
- We are developing a communications plan on staff assaults;
- On fare evasion: we are in active discussion with marketing colleagues on a proactive campaign on the system to publicise the costs and consequences, though there is no budget allocated for this. In addition, the press team are actively seeking publicity opportunities. We had some recent successful coverage on BBC London and have a 5 part documentary coming up on channel 5.

Meal Relief Wording

“The welfare of bus drivers during their working day is essential, and appropriate locations for sign-on and sign-off as well as meal reliefs should be identified within the bid. These locations should have appropriate facilities available for drivers at the beginning and end of shifts to carry out their duties (including fitness for duty). For breaks and periods of rest between work there should be appropriate toilet provision (including the availability, condition and cleanliness of the facilities) and suitable locations to take a break. Whilst the obligation to provide suitable facilities remains with the bus operator, if there are any risks in not being able to supply these, the bus operator must make TfL aware in their tender or at any later stage when this becomes apparent.”

LONDON BUSES TRIPARTITE MEETING

Date: Thursday 28th November 2019
Venue: Wapping Meeting Room, 11th Floor, Palestra

Attendees	Initials	Representing
Claire Mann	CM	Director of Bus Operations, TfL
Tom Cunnington	TC	Head of Bus Business Development, TfL
Jane Lupson	JL	Senior Bus Safety Development Manager, TfL
Ross Williams	RW	Bus Commercial Development Manager, TfL
Sean Conroy	SC	Senior Policing & Partnerships Manager, TfL
Tony Wilson	TW	Managing Director, Abellio London
Charlie Beaumont	CB	Chief Operating Officer, Tower Transit
John Murphy	JM	Regional Officer, Unite
Sinisa Cica	SCi	Chair of London Advisory Committee, Unite
Johnie Meharry	JMe	Vice Chair of London Advisory Committee, Unite

NB the structure below is slightly different to actual agenda as previous actions were discussed at the end of the meeting but for ease of reviewing these have been included in their normal section in the minutes.

1.	Welcome and introductions	CM
2.	Previous actions progress update	TC
	<p>Anti-racism statement</p> <ul style="list-style-type: none"> - ACTION: Anti-Racism Statement – since the previous meeting, this has progressed to Unite, in liaison with City Hall/TfL, looking to publish a video with the aim to launch in hate crime awareness week with 16th October touted as potential day. This action can be closed at the next meeting if the video has launched. Video launched during hate crime awareness week so action can be closed. <p>Health Bus</p> <ul style="list-style-type: none"> - ACTION: Agreed to avoid delay of Health Bus roll out, to use Metroline health provider to start and allow them to begin using the bus. TfL to raise at BOF if Unite no further forward with healthcare professional and agree to allow Metroline to start. This action can be closed at the next meeting unless the Health bus has not launched (see below update). Health bus launched so this action can be closed. - JM raised concern about ULEZ and it was noted how no garages currently signed up on the schedule would be impacted. Waterloo garage has not been considered as a result. - Agreed this could be brought back on the agenda in the future to provide an update <p>Meal Relief Wording</p> <ul style="list-style-type: none"> - ACTION: JMe highlighted there was a recent Go-Ahead route which had no facilities. Unite/JMe to provide details of this route so it can be looked into as it was noted that the meal relief wording is now a contractual requirement. This action can be closed due to route 214 being identified and agenda item 4 addressing this in more detail. 	<p>CLOSED</p> <p>CLOSED</p> <p>CLOSED</p>

	<p>Unite/TfL Transport Planning Meeting</p> <ul style="list-style-type: none"> - ACTION: RW to arrange a meeting between Unite and the TfL Public Transport Service Planning team to discuss engagement on any future changes. See update below as to why this is still open. This action can be closed as the meeting was set up. - However, JM keen to highlight that Unite were not satisfied with the meeting and that it did not achieve what they had hoped. JM commented on how data underpinning changes were wrong and didn't factor in fare evasion. - More generally, JM would like meaningful input to future changes and pre consultation not just this but on wider initiatives. Pointed to consultation on big red book as an example of Unite's view being initially ignored. - CM acknowledged importance of getting Unite better involved. Specifically on service changes, it was suggested TfL could circulate the tender programme and area based reviews on a rolling basis. <p>ACTION: TfL to share tender programme and area based reviews with Unite on a rolling basis.</p> <p>Bus Mirror Cleaning Safety Concern</p> <ul style="list-style-type: none"> - ACTION: Unite raised concerns about cleaners' safety when cleaning bus mirrors with purported stretching aches/pains. TfL agreed to highlight this at BOF to make sure this was highlighted. This was highlighted at BOF with no operator aware of this concern. Unite reaffirmed the issue and as such it was agreed TfL would go back to operators to double check this. - Close this action as it has now been raised twice at Tripartite and BOF to operators. This is for operators to manage on a local level. Agreed can bring this back on the agenda if it is still seen as an unresolved issue. <p>London Buses Fatal Assault Fund</p> <ul style="list-style-type: none"> - ACTION: London Buses Fatal Assault Fund - From Unite the two nominees suggested are John Murphy and one of Wayne King or Peter Kavanagh. Unite have confirmed their nominees will be Peter Kavanagh and John Murphy. - To progress the deed of appointment, personal details of both retiring trustees and new trustees need to be provided. RW noted how some information needed confirming in this regard from Unite. <p>ACTION: RW to liaise with JM to clarify details of Unite's outgoing and new nominees so that deed of appointment document can be progressed.</p> <ul style="list-style-type: none"> - JM also discussed what update can be provided on this regarding Kenneth Matcham. Noting the procedural and legal requirements to update the fatal assault fund, it was suggested Bob Scowen (as existing trustee) should provide some lines to Unite to confirm the situation. <p>ACTION: RW/TC to liaise with Bob Scowen (Arriva) to confirm appropriate lines that can be shared with Unite in order to provide an update to Kenneth Matcham family.</p> <p>Joint Equality Initiative</p> <ul style="list-style-type: none"> - ACTION: Joint Equality Initiative - Michelle Braveboy from Unite to 	<p>CLOSED</p> <p>TFL - TC</p> <p>CLOSED</p> <p>CLOSED</p> <p>TFL – RW</p> <p>TFL – RW/TC</p> <p>UNITE – JM</p>
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provide any feedback on draft before it is distributed. JM to chase Michelle and provide update by next meeting but noted how he felt this sat with TFL as well. Agreed TfL would check what was outstanding from their side.

3.	Business Update	TC
	<p>Bus Network Changes</p> <ul style="list-style-type: none"> - TC provided a brief reminder of the second phase of the central London changes as discussed at the 7th October Tripartite (see October minutes for an overview of these changes). - TC also provided an update on changes happening in West London from 7th December, this includes the following routes: <ul style="list-style-type: none"> ▪ 52 (timetable change) ▪ 140 (Withdrawn between Hayes & Harlington and Heathrow Airport) ▪ X140 (Limited stop route between Harrow and Heathrow Airport) ▪ 186 (Revised terminus at Northwick Park Hospital) ▪ 218 (new route serving between North Acton Station to Hammersmith Bus Station) ▪ 224 (Withdrawn between Alperton Sainsbury's and Wembley Stadium) ▪ 228 (Timetable change) ▪ 266 (withdrawn between Acton High Street and Hammersmith) ▪ 278 (New route Ruislip to Heathrow Airport Central Bus Station) ▪ 306 (new route Acton Vale to Sands End Sainsbury's) ▪ 391 (Withdrawn between Hammersmith and Sands End Sainsbury's) ▪ 440 (Extended to Wembley Eastern Lands & rerouted between Acton and North Acton) ▪ 533 (Rerouted at Hammersmith Bus Station) ▪ H9 & H10 (Restructured to run to and from Northwick Park Hospital and extended at Northwick Park Hospital to serve St Mark's Hospital (a specialist facility in the Northwick Park Campus)) ▪ W19 (Frequency increase) - For a full overview on these details, the TfL website provides a helpful summary. <p>Demand Responsive Bus Trial</p> <ul style="list-style-type: none"> - As discussed at the 7th October Tripartite, an update on the second demand responsive bus trial in Ealing was provided. - Trial launched on Wednesday 13th November in Ealing - It will be a 12 month trial operated by London Sovereign (RATP Dev) in partnership with technology and mobility company MOIA. All drivers on the service will be fully qualified bus drivers (some of whom are likely to be new starters to the profession) who have completed enhanced customer training. - Drivers will continue to receive the same terms and benefits as when driving a traditional London bus, including the London Bus Driver Professional Wage (LPW) and the Licence for London will apply to this trial. - It was also pointed out how the first demand responsive trial GoSutton is continuing to grow more in line with what was expected - JM asked how TfL were measuring the trials to understand who is using it - TC highlighted how apps, surveys and questions to customers were providing this data but more work was needed to understand where the passengers were coming from. 	

	<p>Performance Update</p> <ul style="list-style-type: none"> - TC also provided a high level performance update, noting how in period 7 the network struggled in general across various metrics due to a burst water main, extinction rebellion, bad weather etc. However, period 8 did see an improvement due to less disruption but that across London (on the London Underground included) passenger journeys have gone down. <p>NRM front door boarding project</p> <ul style="list-style-type: none"> - TC pointed to New Route Master (NRM) front door boarding project and how this has been delayed due to Wrightbus going into administration. - New owners of Wrightbus are in place. 400 NRMs have been complete with 600 still to do. An agreement needs to be reached with Wrightbus to complete. 	
4.	Workplace Violence & dealing with/investigating assaults	SC (TfL) & JM (Unite)
	<ul style="list-style-type: none"> - SC provided an overview of TfL's workplace violence strategy and some of the key headlines including: <ul style="list-style-type: none"> • Recruiting directly employed transport support and enforcement officers to prevent work-related violence, aggression and anti-social behaviour and help ensure our customers and our people feel safe across our network. • Funding 50 additional British Transport Police (BTP) officers dedicated to tackling work-related violence against our people. • Doubling the size of our workplace violence support unit which will hopefully lead to a better level of support for all staff • Rolling out body worn video to frontline staff • Increasing the size of the London Underground Revenue Control team to tackle fare evasion. This will now be one "RPI" officer so in theory there could be more support on the network for buses. Depending on recruitment they will be in post around May 2020. - JM clarified about body worn cameras and that drivers won't wear them. SC highlighted that is optional for the individual TfL staff member - JM said there is a general trend to blame victims (pointed to recent example of driver getting out of cab to speak with 3 youths and ended up getting their teeth knocked out). Feels the general consensus that is that if you get out of cab blame is with driver and that this bias needs to change - JM noted it is important to train people how to investigate assaults (by people JM meant managers who investigate within the Operator) - TW noted how most operators' advice is to stay in the cab but acknowledged some drivers have said that, by doing so, it has made them felt trapped and defenseless. TW also said that drivers have sometimes been seen as the aggressor and thus each case must be treated on an individual basis rather than any automatic approach being applied. - CB highlighted how at Tower Transit there is a policy to try to ensure that drivers are supported and encouraged to report assaults, but that obviously there could well be exceptions where local supervisors make mistakes or don't follow the policy and act inappropriately. He said that he is not aware of any complaints raised by drivers or union reps about this, so hopefully if it did occur, it was rare. In fact CB said that far from not taking the assault allegation seriously, or blaming the driver, often managers rarely questioned the role of the driver (80% of time take driver's version of events). However, the driver was rarely the issue, and he did not want to paint a negative picture based on one or two bad examples; most driver assaults are about fare disputes; issue with drivers taking things personally etc 	

	<ul style="list-style-type: none"> - JM keen to avoid situation where driver loses earnings as a result of an assault and thinks to understand this issue we should get some data on this. - ACTION: TfL to liaise with bus operators to provide data on assaults and how many times operators have issued assault pay (loss of earnings pay as a result of time off work as a result of incident) - ACTION – SC to get data on number of drivers that have been assaulted - JM also thinks this should be about assault on duty and not just when on the bus - SC clarified that the role of the WVA team is to provide support with the police side of things and to also use their team as an escalation point if things are not being investigated once reported - SC noted how WVA will pick up incidents if significant and reported to the police - CM noted it is ultimately up to the MDs of operators to ensure that managers take appropriate action - JMe did note how there is a disconnection between borough officers and the workplace violence team. Also noted how with ‘code reds’ police do not respond in time and this ends up with situations where the bus is waiting for 20 minutes - There was a general comment that Unite reps must flag to operators when an incident has not been reported. - It was agreed it would be helpful for SC or a member of his team to reiterate guidance to operators at a future BOF meeting - ACTION: At future BOF, SC/CPOS to go through with MDs/Operators the process and protocol on how incidents are dealt with and WVA strategy more generally - JMe raised concern about spit kits being used and asked what data there was on this. Agreed that SC could provide this data - ACTION – SC to provide data on how many individuals have been prosecuted as result of spitting a driver 	<p>TfL – TC</p> <p>TFL – SC</p> <p>TFL – SC</p> <p>TFL - SC</p>
5.	Driver Facilities	JM
	<ul style="list-style-type: none"> - This agenda item stemmed from route 214 which is highlighted in the previous actions (section 2). - JM highlighted that despite meal relief wording there was still a case of the operator pushing this to TfL and vice-versa. - TC did clarify that with route 214 there is a time context with the route being awarded 2 years before the meal relief wording was implemented. - Specifically with route 214 it was noted how drivers can access the free public toilets at St Pancras and that the station also provides shelter away from the side of the road and access to free seating. This was the same situation when Metroline operated the route. - TC also highlighted that the Tendering Team do now speak with operators about relief facilities specifically - It was noted that there could be many routes like the 214 (i.e. contract award predates meal relief wording) and that this is better to be dealt on a local case by case basis and to be highlighted to TfL - JMe raised concern about the relief facilities for routes H9/H10 & the 186 	

	<p>noting how the default relief facility of the hospital nearby is only applicable from 7am-7pm and that this is also reliant on security letting drivers in.</p> <ul style="list-style-type: none"> - Outside this window it involves going round the side of the hospital which is time consuming and not easy to access for drivers. - ACTION: TC to look into H9/H10 & 186 route to clarify toilet facility situation <p>Since the meeting an immediate update has been sought and the following can be provided:</p> <ul style="list-style-type: none"> - Metroline advises that they have no issues with the driver facility arrangements for route 186 from 7 December. From 7 December 2019, the terminus of route 186 will be relocated to be one stop prior to St Mark's Hospital at the stop named St Mark's Hospital Social Club. - Public toilets are available within the hospital complex close to the social club (in the Lister Unit) and are accessible using a pin code which will be provided to all drivers on the route to ensure access to this toilet at all times. - There are toilets available at the other end of the route at Brent Cross - The facility available for the H9 and H10 routes is one that is open from 06:00-21:00hrs at St Marks. The drivers are scheduled to take their meal reliefs at the garage so they have their facilities there and in the event of an emergency there are facilities at Harrow Bus Station as well - Outside these hours if still required, there is the 24 hour toilet at Northwick Park Hospital which is located via the A & E entrance. - Between 7pm to 7am, the entrance via the maternity ward is no longer possible as the hospital has changed its policy over the recent months due to security breaches. 	<p>TFL - TC</p>
<p>6.</p>	<p>Bus Safety Update</p>	<p>All</p>
	<p>No specific safety update was provided as the bus safety summit was discussed at the start of the meeting and other items were covered by going through previous actions. For ease, all other safety actions and relevant comments have been listed in this section.</p> <p>Bus Safety Summit Following introductions, Tripartite members were asked for general feedback on the Bus Safety Summit that took place on 27th November. These comments have been captured here:</p> <ul style="list-style-type: none"> - JM felt that overall it was positive and in particular Ashleigh Filtness from Loughborough was on point; JM noted how they heard the AVAS sound but this was 1 month after operators had. More generally JM made the point that he did not want safety to be delegated to operators. - TW acknowledged that lots of work is required in this space and that over the past 40 years much of this has not been considered. Also acknowledged that resourcing will be a factor in some of these initiatives but that they should not be dismissed just because of cost - CB also acknowledged the tension between cost and deliverability and felt that some of the things discussed were not commercially grounded or realistic. However, pointed to the event and the work more generally in this space as a positive move forward. <p>Hatched Floor Concept</p> <ul style="list-style-type: none"> - ACTION: Hatched floor concept trial. TfL are working with Abellio to put together a project plan with the intention of starting in the next couple of months. TfL to report back to group at next meeting with more details. 	<p>CLOSED</p>

	<p>Noted request to trial different parts of London if possible. Keep action open until more details on this made available. Action can be closed as update was provided (see below). An update can be provided at a future Tripartite once there is more information to share</p> <ul style="list-style-type: none"> - JL provided an update noting how 4 buses on route 109 (Croydon to Brixton) have been identified for this trial - Hatched floor will be embedded as opposed to placed on top as this reduces trip hazard concern - We will do a before/after of CCTV analysis to determine the effectiveness of the hatched floor. - JM questioned whether the floor should be painted rather than embedded to save costs - TC suggested safety was likely the reason why this approach was discounted <p>Camera Monitoring System (CMS)</p> <ul style="list-style-type: none"> - ACTION: TfL to investigate what the difference is with other CMS buses being used in the UK, specifically in Scotland and Trent-Barton. Update provided on this (see below) so can be closed. - TfL sought clarity on this and can confirm the Trent-Barton model is of the same technology/version as the London models. - Noted how cameras for the London models have now been adjusted to appease some of the initial concerns about a driver's line of sight. - JM reaffirmed view from last meeting's minutes regarding safety concerns. - JMe raised concern about blind spot mirrors and the UNECE 46 regulation and how this was applicable to certain buses which require mirror arms noting how this has proved to be an issue. - TC noted certain models (E200 classic) required a new arm and that TfL were aware of this issue. - Since the meeting, it has been clarified that with the offside of the E200s this has been mitigated by using a S arm and mounting the mirror slightly lower in the middle of the curve which means the mirror is 100% visible - With the nearside, this is still being explored in further detail to mitigate the risk of the mirrors being too low and in harm of passengers. - JMe also raised concern about CMS and how this relates to DSE regulation. - ACTION: JL to look into DSE consideration for CMS buses - CB also clarified what is currently allowed in terms of ordering buses and it was reaffirmed that the current bus safety standard specifies blind spot mirrors (CMS is not a requirement for 2 years) <p>Driver Fatigue</p> <ul style="list-style-type: none"> - ACTION: Unite to share their FRMS draft with TfL - JM said that Unite would share this by the end of the week (i.e. Friday 29th November) in advance of the sub-tripartite meeting on the 2nd December - Important for FRMS to be shared so that all versions can be compared to discuss which parts work well and which do not - Since this meeting, on December 2nd Unite shared their FRMS with TfL - ACTION: TfL to share "9 point" document on fatigue with UNITE. This was shared with UNITE so can be closed. - ACTION: JL to set up a series of sub-Tripartite meetings to discuss fatigue work. It was noted having a series of meetings should ensure there is no time pressure and that it was better to have enough dates 	<p>CLOSED</p> <p>TFL - JL</p> <p>CLOSED</p> <p>CLOSED</p> <p>TFL - JL</p>
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	<p>diarised. Meeting set up for December 2nd where schedule of meetings will be set up. This can be closed at the next meeting assuming all meetings have been set up.</p> <p>Destination Zero</p> <ul style="list-style-type: none"> - Unite questioned the positive feedback from the Destination Zero training reaffirming their view that drivers only give it positive feedback because it is a paid day out of the driving cab and the nature by which individuals fill in feedback surveys - JL noted how an independent evaluation of the training course is taking place and that the results from this can provide more confidence on the success of the training. 	
7.	Driver Fatigue	All
	This was covered by discussing previous actions (see above) and noting that the sub-tripartite fatigue meeting on December 2 nd can delve into this topic in more detail.	
8.	Any Other Business	All
	<p>Staff Passes</p> <ul style="list-style-type: none"> - JMe raised the issue about staff passes and the length of time it takes for them to be issued upon a bus driver joining an operator. - JM commented that this can sometimes take up to 6 months - TC thought the SLA was 4 weeks but agreed to clarify what the policy is and to raise this concern with the relevant team within TfL - JMe highlighted how some operators provide a pre-paid oyster card until staff passes are issued - ACTION: TC to clarify policy on issuing of staff passes to bus operator staff - JM also asked if criteria for retirement passes could be circulated - ACTION: TFL to circulate criteria for retirement passes <p>AA Road TEC</p> <ul style="list-style-type: none"> - SCi raised concern that with some of the driver assessments, there is an increasing trend of marking drivers down for not smiling - CB suggested BCES is about acknowledgement as opposed to smiling and TW believes you should mark drivers up for engaging rather than down for not doing so - CM suggests this issue is picked up locally because the policy hasn't changed <p>Christmas Jumpers</p> <ul style="list-style-type: none"> - CM highlighted how operators can allow staff to wear festive or special jumpers on Friday 13th only - This should be done in conjunction with a charitable cause and staff must also wear something that identifies them as a genuine bus staff. This could be a visible item of bus operator clothing or an ID badge for security reasons. Drivers are not to wear bus operator hi-vis jacket while driving but something else to identify themselves - The above has been sent as a bus driver notice to comms/training managers <p>May 2020 Tripartite reschedule</p> <ul style="list-style-type: none"> - RW reiterated how the Tripartite needs to be rescheduled in May 2020 due to the election. - ACTION: RW to liaise with JM to confirm revised date for May 2020 	<p>TFL - TC</p> <p>TFL - TC</p> <p>TFL - RW</p>

	<p>Tripartite, noting a couple of dates were offered via email.</p> <ul style="list-style-type: none"> - Since this meeting, Unite have confirmed 2nd June looks like a viable option. RW will firm up with Operators to reschedule. 	
9.	Meeting closes	

Please note the next Tripartite meeting takes place on 4th February 2020