

TRANSPORT FOR LONDON

SAFETY, HEALTH AND ENVIRONMENT ASSURANCE COMMITTEE

**SUBJECT: QUARTERLY HEALTH, SAFETY AND ENVIRONMENT
PERFORMANCE REPORTS – QUARTER 3 2011/12**

DATE: 6 MARCH 2012

1 PURPOSE AND DECISION REQUIRED

- 1.1 To inform the Committee of the key Health, Safety and Environment matters during Quarter 3 2011/12.
- 1.2 The Committee is asked to note the report.

2 BACKGROUND

- 2.1 Full reports on Health, Safety and Environmental performance are produced annually. These quarterly reports are to update the Committee on any significant matters from the previous quarter.

3 INFORMATION

- 3.1 The Quarter 3 2011/12 Health, Safety and Environment Performance Reports for each business area are attached as follows:

Appendix 1	London Underground
Appendix 2	Surface Transport
Appendix 3	London Rail
Appendix 4	Crossrail
Appendix 5	Corporate Directorates

4 RECOMMENDATION

- 4.1 The Committee is asked to NOTE the report.

5 CONTACT

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LONDON UNDERGROUND
QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 The majority of safety, environmental and health performance indicators remain stable or are improving with some exceptions noted below. It has been 196 days since the last major incident.
- 1.2 The reduction in the number of environmental complaints, which started at the beginning of 2011/12, continued in this quarter with a 16 per cent reduction. Improvements managing noise generated by works is the main contributor.
- 1.3 The majority of HSE improvement programme actions due were delivered on target. Some highlights are noted below and the exception is summarised in 1.11.
- 1.4 All health fairs across London Underground (LU) were held to programme, with positive feedback received.
- 1.5 The hearing aid trial for specific maintenance staff continues. To date, six train maintainers have been assessed for eligibility to take part in the trial; four were found suitable and were referred for hearing aid fitting.
- 1.6 Completion of the safety climate survey across LU went well. The questionnaires are currently being analysed with feedback due next quarter.
- 1.7 An audit of security measures across all categories of LU stations found a very high degree of compliance with security plans and protocols.
- 1.8 Smart electricity meters were installed at 150 stations to assist with energy management.

Areas for improvement

- 1.9 The number of platform train interface incidents (150) exceeded the aim of 119 incidents for the quarter. The main contributor continues to be passengers caught in train doors while boarding or alighting. Two safety awareness campaigns to caution customers about the hazards of becoming caught in train doors are currently running.
- 1.10 Two employee major injuries occurred in the quarter. Investigations are complete for both incidents and recommendations have been actioned.
- 1.11 A two month delay to the Low Carbon Station Initiative arose because of difficulties with the supply of LED lighting and with finalising the contract for the building management system. These problems have now been resolved.

Key deliverables in the next quarter

- 1.12 Confirmation of the renewal of LU's Safety Certificate and Safety Authorisation will be received from the Office of Rail Regulation.
- 1.13 A review of training and competence management arrangements with respect to avoiding work related violence will begin.
- 1.14 Negotiations will commence with the shortlisted parties under the Power Sourcing Project.
- 1.15 A call to market will be carried out for interested parties to develop possible options for the redevelopment of Greenwich as a low carbon/high efficiency power source.

2 Major incidents

- 2.1 There were no major incidents in Quarter 3.

SURFACE TRANSPORT

QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 The provisional road casualty figures for the 12 months to the end of September 2011 show that the overall number of people killed or seriously injured fell by 13 per cent to 2,649 compared to the corresponding 12 months in the previous year where the figure was 3,055.
- 1.2 The latest transport crime statistics for the first seven months of the year continue to show reductions in crime levels with a 9.3 per cent decline in offences on buses, equivalent to 1,496 fewer offences.
- 1.3 A multi agency live emergency exercise, Exercise St Barbara, involving the three Emergency Services, the Environment Agency, TfL's bus, traffic and tunnel control centres along with the roads directorate tunnel operations staff and their maintenance contractors, was held at the Southbound Blackwall Tunnel in December 2011. The aim of the exercise was to test both internal and external communication systems and emergency response plans to a major incident; this was successfully achieved.
- 1.4 The Department for Transport (DfT) has committed £5 million, to be match funded by TfL, in order to reduce NOx emissions from the bus fleet. The £10 million will fund the fitment of 900 buses with Selective Catalytic Reduction. The fitment of this equipment will cut NOx emissions by around 400 tonnes. The first buses will be fitted by autumn 2012 with the roll out being complete by March 2014.
- 1.5 The number of operational electric vehicle charging points in the Source London scheme increased from 218 to 238. Membership of the scheme increased significantly following the reduction of the annual membership fee from £100 to £10.
- 1.6 Phases 3 and 4 of the Low Emission Zone (LEZ) were successfully introduced in January 2012. Emissions standards for the vehicles already subject to LEZ (diesel-engine lorries, buses and coaches) were tightened from Euro III to Euro IV for Particulate Matter (PM) and larger vans, minibuses and other specialist light-duty diesel vehicles became subject to Euro III for PM for the first time. In total, the owners of around 150,000 vehicles will have had to take some form of action to comply with the scheme if driving in the Zone from 3 January 2012. The changes to the scheme are projected to deliver twice the reduction in emissions of PM10 and NOx than those resulting from the first phases of the scheme introduced in 2008.

- 1.7 Following a public consultation on exemptions of taxi age limits, six exemption categories were confirmed in October 2011. These are: alternative fuels, historic and classic/niche vehicles, specialist transport, private hire vehicles (PHVs) covered by the LEZ, wheelchair accessible PHVs and adapted/modified vehicles used by disabled drivers.
- 1.8 Taxi marshalling at several central London mainline station taxi ranks has been introduced, in addition to organising the taxi and passenger queues, the marshals have been collecting data and encouraging drivers to switch off their engines when possible.
- 1.9 Progress on the Clean Air Fund (CAF) workstreams continued as follows:
- (a) Taxi Marshals are deployed in priority locations including ten mainline stations;
 - (b) an awareness and education campaign targeted at drivers to discourage unnecessary engine idling has been developed;
 - (c) cleaning and dust suppressant measures being applied at selected PM10 hotspots;
 - (d) a green wall installed at Edgware Road London Underground station on Marylebone Road, 50 planted towers are in place on Lower Thames Street and the planting of trees and shrubs at selected PM10 hotspots is nearing completion;
 - (e) two prototype Diesel Particulate Filter installations have been fitted to Euro IV and Euro V buses. Both have been tested and proven to give significant reductions in particulate emissions and it is now planned to fit 150 further buses; and
 - (f) 300 businesses in targeted areas are being engaged on business green procurement, Delivery Service Plans, Business Travel, Green Infrastructure and an air quality focused toolkit.
- 1.10 Surface Transport was the runner-up in the Low Carbon Vehicle Partnership's 2011 Low Carbon Champions Awards ceremony under the category of Low Carbon Vehicle Operator of the Year. The recognition was for the work undertaken on "greening" the support fleet which includes:
- (a) introducing electric and hybrid vehicles;
 - (b) setting stringent CO₂ emission limits for new vehicles purchased;
 - (c) providing smarter driver training for staff, and
 - (d) setting environmental standards for fleets in TfL contracts.

Areas for improvement

- 1.11 The number of employees assaulted rose in two consecutive quarters with 49 cases reported in Quarter 3. Initial analysis has not revealed a discernable reason for the increase. The work of the workplace violence unit and the provision of conflict avoidance training to frontline staff will be continued in Quarter 4.

- 1.12 Research has indicated that very few licensed taxi drivers have completed a smarter driving course and so drivers will be encouraged by various means, including Taxi Marshals, to undertake smarter driving training. A less than expected number of smarter driving courses for taxi and private hire drivers have been organised with the Energy Saving Trust; these are being funded by the CAF. More work will be undertaken to encourage drivers to sign up for the course.

Key deliverables in the next quarter

- 1.13 Work towards the publication of a Motorcycle Safety Action Plan scheduled for May 2012. This will follow work with key stakeholders to develop the plan.
- 1.14 Work to reduce all collisions on London's roads will continue with a new cycle and heavy goods vehicle campaign going live as well as a new "teens" campaign specifically targeting teen pedestrians.
- 1.15 The review of Cycling on the Transport for London Road Network (TLRN) and Barclays Cycle Superhighways has identified 149 major TLRN junctions in design phase and 377 Barclays Cycle Superhighway junctions to be considered. The majority of these have already been prioritised for detailed review, with 62 junctions being identified as top priority on the Barclays Cycle Superhighways. External stakeholders are now being approached to participate in the review process.
- 1.16 The Transport Research Laboratory, on behalf of TfL, carried out research into collisions involving fatal injuries to pedestrians in London and their findings were presented to TfL in February 2012, following which a final report will be produced. TfL will use these findings to inform future decisions on pedestrian road safety interventions.
- 1.17 Surface Transport will continue work on the development of its Health and Safety risk profile. This will feed into the work being undertaken to update the Surface Transport corporate strategic risk register to reflect the current risks profile and key issues within the organisation. It will also inform the work being done by TfL's Internal Audit on the Integrated Assurance Planning.
- 1.18 TfL is to participate in what is likely to be the world's largest trial of wireless (induction) charging for electric vehicles in partnership with a US based wireless communications technology company.
- 1.19 Age limits for taxis and PHVs commenced on 1 January 2012. The impact of the age limits on the number of licensed vehicles will be monitored and applications for exemptions from the age limits will continue to be considered. Two applications to approve Euro V LPG systems for licensed taxis are also being considered. The CAF funded smarter driving courses and taxi marshalling will continue.

2 Major incidents

- 2.1 Two bus passengers, both elderly, died from injuries they sustained when they fell in separate incidents in September 2011 and a pedestrian was fatally injured in a road traffic collision with a bus also in September 2011. The incidents are under investigation.

2.2 Investigations into seven previous fatal incidents involving buses were concluded in the quarter and no recommendations were made by the Coroner's Court for TfL or any of the bus contractors involved.

LONDON RAIL

QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 In this quarter, the Docklands Light Railway (DLR) safety index, which is a composite of a number of HSE indicators, has shown a steady improvement, and was above target throughout the quarter.
- 1.2 The DLR project safety performance, including that of the Emirates Air Line cable car construction, has continued to improve with no serious incidents or accidents in the last quarter.
- 1.3 Preparations for the delivery and safety acceptance of the six new trams on London Tramlink have progressed well. The new trams should be available for testing on the network in the next quarter.
- 1.4 There has been a concern in London Tramlink about incidents in which pedestrians have not been paying attention while crossing the tram path, mainly when they have been distracted by mobile electronic devices they were using. An awareness campaign was developed to run up to the Christmas in 2011. The results of the initial campaign showed a better than expected awareness of the campaign messages. However, further evaluation on the persistence of the message and changes in behaviour will be monitored.
- 1.5 The Accident Frequency Rate (AFR) for London Overground Infrastructure, which includes Phase 2 construction works of the East London Line, reached zero by the end of period eight and remains at zero.
- 1.6 On London Overground Rail Operations Limited (LOROL), the independent Railway and Other Guided Transport Systems (Safety) Regulations 2006 (ROGS) safety management audit has been issued. The report is positive about the safety leadership and culture in LOROL. It also confirms that the LOROL safety manual contained all relevant procedures to underpin the requirements of ROGS. A plan to manage improvements has been developed.
- 1.7 In relation to graffiti and stone throwing on the East London Railway, continued work with stakeholders, including Network Rail and the British Transport Police, and some physical changes, has seen the numbers of incidents start to decrease.

Areas for improvement in the quarter

- 1.8 On London Overground, there were two category 'A' Signals Passed at Danger (SPAD) incidents and 10 incidents of door irregularities. All incidents have been subject to investigation and a number of recommendations are being implemented to reduce the likelihood of reoccurrence. Performance is being closely monitored and LOROL is being urged to determine if any further measures are reasonably practicable, beyond their existing comprehensive driver management programme.

1.9 The number of minor road traffic incidents involving trams and other road vehicles, including buses, has been increasing. London Tramlink has been working closely with colleagues in Surface Transport to raise the profile of trams among bus companies in South London and to ensure that all incidents are properly reported and investigated. Work includes improvements in removing vehicles from the tram path.

Key deliverables in the next quarter

1.10 The DLR will be submitting its application for the renewal of its Safety Authorisation and will be developing its engineering and operational acceptance regime for the introduction of the Emirates Air Line Cable Car.

1.11 Safety verification will be progressed for the introduction of the new trams. Construction work will begin on the extension to the depot shed and the modifications required to tram stops to accommodate the new vehicles.

1.12 On London Overground, a safety campaign for passengers with pushchairs has now been developed. It will be launched in the next quarter and will involve both on train and on station publicity.

2 Major incidents

2.1 There were no major incidents in Quarter 3.

CROSSRAIL
QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 What went well

- 1.1 The Occupational Health Tunnelling forum took place, with involvement from Crossrail, Principal Contractors and third parties. The feedback from those that attended was extremely positive.
- 1.2 The Target Zero forum focussed on the safety of vehicle and plant movement.
- 1.3 Launch of the Health and Safety Team award scheme; the initial submissions were in early December 2011 with the first award in February 2012.
- 1.4 Surveillances have been conducted on Principal Contractor Behaviour Based Safety Programmes; they have identified good practices and improvement opportunities.
- 1.5 Crossrail's contractor environment awards (the Green Line Awards) were launched and a successful Awards Ceremony was held.

Areas for improvement in the quarter

- 1.6 Review of the Works Information to reflect a lean management approach adopted by Crossrail.
- 1.7 Starting a workstream to improve the quality and timeliness of contractor reporting.
- 1.8 Contractor performance management against selected Crossrail environmental requirements.

Key deliverables in the next quarter

- 1.9 An update of RIVO Safeguard to continue to improve the system for ease of input and extraction of data.
- 1.10 Reorganisation of the Health and Safety Management Systems to reflect the reorganisation of the Health and Safety Department.
- 1.11 The appointment of a new Health and Safety Director due to be in post by May 2012.
- 1.12 The release of the next Target Zero campaign focusing on 'A State of Mind' where individuals from across the organisation at different levels share their personal commitment stories.
- 1.13 The organisation of a Principal Contractors' Forum focusing on Occupational Health management best practices.

1.14 Supplier performance league tables will be developed and implemented to drive better performance from contractors in, among other areas, HSE.

1.15 An internal audit of the Environmental Minimum Requirements will be undertaken.

2 Major incidents

2.1 There were no major incidents in Quarter 3.

CORPORATE DIRECTORATES
QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 A webinar in conjunction with the US Federal Transit Administration and the Federal Highways Administration on Lessons Learned from Managing Extreme Weather and Adapting to the Changing Climate was organised. This was a direct follow on from the presentation given to the American Public Transport Association in August 2011 on TfL's work. TfL will explore using this as a channel for further sharing of experience and good practice.
- 1.2 The London Assembly Environment Committee undertook a review into management of lineside land in London, taking views from residents, London boroughs, Rail Operators, the London Wildlife Trust and Greenspace Information for Greater London (GiGL). TfL provided an extensive written submission to the Committee and hosted a site visit for its members. The Committee's report praises TfL's approach and encourages Network Rail to follow TfL's lead. The report suggests engagement processes with local communities can be further improved and this is now being considered.
- 1.3 A comprehensive review into the HSE requirements of the Corporate Directorates in the new structure began. A safety development plan for the coming year will be developed from the outcome of the review.
- 1.4 Work has been done to examine TfL's HSE leading and lagging indicators and how they can be further improved. This will allow progressively better consistency of measurement and normalisation of data across TfL.
- 1.5 Following the successful roll-out of the TfL drivers online risk assessment for pool vehicle users in November 2011, the Olympic Delivery Authority asked TfL to help with the development of an online version for bus and coach drivers during the Games. This has now been done and the tool will be implemented.

Areas for improvement in the quarter

- 1.6 None of significance.

Key deliverables in the next quarter

- 1.7 There are currently two approaches to display screen equipment (DSE) assessments in TfL. A review to determine the best approach will be finalised. In addition, DSE assessments outstanding for staff who have moved following recent organisational changes will be completed.
- 1.8 The HSE consultation arrangements to match the new organisational structure will be put in place.

1.9 Health Fairs provided by the Occupational Health team will be held at Windsor House and in Pier Walk.

1.10 A programme will be determined to integrate the HSE management system into the proposed new TfL Management System.

2 Major incidents

2.1 There was one employee fatality in the quarter at Pier Walk offices. A formal incident investigation has been held and the recommendations arising are being implemented.