



## Risk Assessment: Buses – Coronavirus - Safely managing the transition to Step 4

Directorate: Buses

Review Date:

15 July 2021

Residual Risk Medium

Reference:

STRA0556

No	Hazard	Activity / plant / Material	Persons that could be harmed	Existing Controls	Severity	Likelihood	Rating	Proposed Actions	Completion Date
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**19 July 2021: This risk assessment seeks to take account of all the ways the easing of lockdown measures, will impact on bus passenger numbers, and how these can best be managed. Consideration has been given to the key paths through which coronavirus may be transmitted – i.e. through the air and via contact with surfaces, and mitigation actions put plans in place to help manage risks as passenger numbers begin to increase. As part of developing our approach throughout the pandemic we have given consideration to all reasonable steps to ensure passengers can travel safely and confidently while on our services, and this is underpinned by a suite of measures to ensure the vehicles are regularly cleaned, that minimise the exposure potential, and also require customers (age 11+) to continue to wear face coverings while on board buses (unless exempt).**

**In line with the government decision to move to Step 4 of easing lockdown arrangements and the pan-TfL approach, removing remaining capacity restrictions on buses (i.e. rear facing seating and no standing) are considered to be commensurate with the level of risk posed by coronavirus as increasing numbers of people have either been vaccinated or acquired immunity to coronavirus.**

**In tandem extensive communications and Travel Demand Management campaigns continue to be run to raise awareness of the importance of ventilation and wearing face coverings, and encourage passengers to retime their travel, or walk or cycle for short journeys where possible.**

**Based on available research of how the virus is transmitted, for the time being we will continue to mandate the use of face coverings over the mouth and nose (unless exempt) on TfL services through our Conditions of Carriage. Maximising fresh air ventilation will also help to dilute and replenishing the air inside the vehicles.**

**Robust personal hygiene and isolating when unwell should be stringently followed. Additionally the continued growth in twice weekly home-testing and surge testing for variants will help to reduce the number of asymptomatic individuals that may inadvertently travel, and continued vaccination (including boosters) will further protect against the likelihood of severe illness. We will continue to review the latest data and advice, promote the staggering of journey times to spread peak demand, and continue to regularly clean the fleet with antiviral products to minimise the potential for coronavirus to survive upon surfaces.**



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1	<b>Exposure to coronavirus</b>	While waiting for a bus at Bus Stations (& stops)	Customers	<ul style="list-style-type: none"> <li>Alignment with Government advice and guidance.</li> <li>Specific Public Health England advice for members of the public in high-risk categories</li> <li>NHS vaccination programme prioritizing most vulnerable and elderly</li> <li>Work with schools and businesses to spread demand, including staggering start and finish times where possible</li> <li>Everyone in England to have access to 2 rapid coronavirus tests per week</li> <li>Targeted customer communications on active travel and busiest travel times – these include TfL website, posters, announcements and email comms</li> <li>Appropriate existing social distancing materials to remain in place across bus stations initially as reminders of being considerate of each other</li> <li>Hand sanitiser dispensers in place at key Bus stations and interchanges</li> </ul>	2	1	2	<p>Ongoing updated Government guidance which sets out the relevant control measures (in line with PHE guidance for passengers):</p> <ol style="list-style-type: none"> <li>minimize duration of exposure</li> <li>Ensure hands are regularly washed</li> <li>Self-isolate if you or anyone in your household has symptoms or a positive test.</li> </ol> <p>Publicity and communication around “test before you travel”</p>	



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				<ul style="list-style-type: none"> <li>• Maximising bus service frequency and reliability as far as possible helps enable passengers to spread out</li> <li>• Close collaboration between modes at interchange locations</li> <li>• Travel Demand Management plans aimed at managing the time and volume of customer demand away from travel peaks</li> <li>• Encouraging the four R's (retime, remode, reroute, reduce) in response to government guidelines</li> <li>• Streetspace schemes facilitating additional space at some of our busiest bus stops/stations</li> <li>• Virtually all of our roadside bus stops and stations are not enclosed spaces, are outside and well ventilated</li> <li>• Customers encouraged to spread out where possible, including at busy entrances, exits, under canopies, bus stops, or outside of stations.</li> </ul>					



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				<ul style="list-style-type: none"> <li>Face coverings over mouth and nose are required in all TfL controlled bus stations</li> <li>Temporary changes to Older Person's Freedom Pass, 60+ Oyster photocard and English National Concessionary Scheme suspending usage in morning peak to spread demand remain in place.</li> </ul>					
2	<b>Exposure to coronavirus</b>	While travelling on a bus	Customers	<ul style="list-style-type: none"> <li>Following Government and Public Health England advice</li> <li>Maximising bus service frequency and reliability as far as possible helps passengers spread out through even provision of volume of service</li> <li>NHS vaccination programme prioritizing most vulnerable and elderly with most vulnerable now having had two vaccines, and the large majority of the population having had one vaccination.</li> <li>Everyone in England to have access to 2 rapid coronavirus tests per week</li> <li>Clear guidance that people must not travel if</li> </ul>	2	2	4	<p>Publicity and communication around "test before you travel"</p> <p>Encouraging passengers to minimise their journey time and improve their health by getting off one or two stops earlier and walking. (Also links in with the Mayor's Transport Strategy target for all Londoners to achieve 20 minutes active travel each day)</p>	



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				<p>they, or a member of their household, has symptoms of coronavirus or a positive test</p> <ul style="list-style-type: none"> <li>• Suppressing background demand for services through publicity campaigns encouraging active travel, travel outside busiest times where possible and spreading out where possible.</li> <li>• To help meet demand, passengers able to use all available seating, and stand where services become busier</li> <li>• Customers should avoid physical contact, face away from others, and keep the time spent near others as short as possible</li> <li>• Temporary changes to Older Person's Freedom Pass, 60+ Oyster photocard and English National Concessionary Scheme suspending usage in morning peak to spread demand remain in place.</li> <li>• Face coverings (which covers customers nose and mouth) required for travel on TfL bus network for those 11+who are not exempt</li> </ul>				<p>Reinforce importance of respecting other people's space while travelling</p> <p>Ongoing work to ensure bus priority is retained where possible to keep journey times low while introducing Streetspace schemes</p> <p>Building on existing training schemes (e.g. Free cycling skills training)</p>	



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				<ul style="list-style-type: none"> <li>• Frequent announcements on buses regarding face coverings being worn</li> <li>• Encourage customers to sit in window seats first</li> <li>• Stickers and announcements advising to keep windows open where possible to increase general ventilation</li> <li>• Maintenance of heating, ventilation and air conditioning (HVAC) systems to ensure correct operation and temperature optimisation</li> <li>• Using PEPA (pathogen eliminating) filters in ventilation systems to help remove potential airborne virus particles where possible.</li> <li>• Installation of blocks in windows where possible to prevent them closing fully to aid overall ventilation</li> <li>• Clearly communicated exemptions for those who don't need to wear face coverings for health, age or equality reasons.</li> </ul>					



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				<ul style="list-style-type: none"> <li>Encouraging regular hand washing &amp; hand sanitising – including dispensing of sanitiser (minimum 60% alcohol) at bus stations</li> <li>Travel Demand Management campaign to discourage people travelling at busiest times/locations</li> <li>Encouraging the four R's (retime, remode, reroute, reduce) in response to government guidelines</li> </ul> <p>TfL messaging encouraging people to:</p> <ul style="list-style-type: none"> <li>travel outside of busiest times if possible</li> <li>use quieter stations and stops – get off a stop early if it's less busy</li> <li>keep changes to a minimum, for example, between bus and train</li> <li>walk for more of the journey, for example the first or last mile</li> <li>Contactless modes of payment for bus journeys</li> </ul>					
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				<ul style="list-style-type: none"> <li>Increased cleaning in place including regular 'touch points' such as grab poles and bell pushes using an anti-viral disinfectant</li> <li>Periodic treatment of surfaces on buses with long lasting hospital-grade cleaning substances that offer protection for up to 4 weeks.</li> <li>Encouraging customers to take litter with them</li> <li>Emergency cleaning response arrangements for reported coronavirus cases</li> <li>Encouraging customers to wait for the next service where they don't feel comfortable boarding a bus</li> <li>Customers should avoid consuming food and drink on public transport, where possible</li> </ul>					
3	<b>Exposure to coronavirus</b>	Increased loading on buses as lockdown measures are	Customers	<ul style="list-style-type: none"> <li>Maximizing bus service frequency and reliability as far as possible helps enable passengers to spread out through even provision of volume of service.</li> </ul>	2	3	6	Encourage passengers to minimise their journey time and improve their health by	



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		eased		<ul style="list-style-type: none"> <li>• Pre-coronavirus the average number of people on a bus was 16; increasing maximum capacity would enable buses to be at higher capacity for short periods at the busiest section in the busiest time segments.</li> <li>• Suppressing background demand for services through publicity campaigns</li> <li>• NHS vaccination programme prioritizing most vulnerable and elderly</li> <li>• Roll-out of community testing facilities including increased asymptomatic testing</li> <li>• Customers should avoid physical contact, face away from others, and keep the time spent near others as short as possible</li> <li>• Temporary changes to Older Person's Freedom Pass, 60+ Oyster photocard and English National Concessionary Scheme suspending usage in morning peak to spread demand remain in place.</li> <li>• Face coverings (which covers customers nose and mouth) required for travel on TfL bus</li> </ul>				<p>getting off one or two stops earlier and walking. (Also links in with the Mayor's Transport Strategy target for all Londoners to achieve 20 minutes active travel each day)</p> <p>Reinforce importance of respecting other people's space while travelling</p> <p>Publicity and communication around "test before you travel"</p> <p>Ongoing work to ensure bus priority is retained where possible to keep journey times low while introducing Streetspace</p>	



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				<p>network for those 11+ who are not exempt</p> <p>Announcements on buses regarding face coverings</p> <ul style="list-style-type: none"> <li>• Seeking to keep windows open where possible to increase general ventilation and encourage customers to sit in window seats first</li> <li>• Stickers and announcements advising to keep windows open to increase general ventilation</li> <li>• Maintenance of heating, ventilation and air conditioning (HVAC) systems to ensure correct operation and temperature optimisation</li> <li>• Using PEPA (pathogen eliminating) filters in ventilation systems to help remove potential airborne virus particles where possible.</li> <li>• Installation of blocks in windows to prevent them closing fully where possible</li> <li>• Clearly communicated exemptions for those who don't need to wear face coverings for health, age or equality reasons</li> </ul>				schemes	



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				<ul style="list-style-type: none"> <li>Encouraging regular hand washing &amp; hand sanitising – including dispensing of sanitiser (minimum 60% alcohol) at bus stations</li> <li>Close collaboration between modes at interchange locations</li> <li>Members of the public encouraged to consider other forms of transport (i.e. walking/cycling) where possible before using public transport.</li> <li>Travel Demand Management campaign to discourage people travelling at busiest times/locations</li> <li>Encouraging the four R's (retime, remode, reroute, reduce) in response to government guidelines</li> <li>Additional automated announcements added for driver to communicate key coronavirus requirements to those on board</li> <li>Bus drivers able to log instances where face coverings are not being worn to target enforcement activity</li> </ul>					



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4	<b>Exposure to coronavirus</b>	While bus is defective / service disruption	Customers	<ul style="list-style-type: none"> <li>In the unlikely event of a bus becoming defective, where safe to do so, if the bus is going to be stationary for a prolonged period, customers encouraged to stand in open air or continue their trip on a following bus.</li> <li>Keep windows open if customers to remain on bus</li> <li><i>Also see controls for hazard 1</i></li> </ul>	2	1	2		
5	<b>Exposure to coronavirus</b>	Dealing with customer incident	Driver / Customers	<ul style="list-style-type: none"> <li>Face coverings available to drivers when outside of cab</li> <li>NHS vaccination programme prioritizing most vulnerable and elderly</li> <li>Everyone in England to have access to 2 rapid coronavirus tests per week and expected to self-isolate if tested positive for coronavirus</li> <li>Drivers issued with hand sanitiser</li> <li>Drivers not attending work when unwell</li> <li>Minimise duration of close contact as far as possible</li> <li>Clear guidance issued to drivers and control</li> </ul>	2	2	4	Publicity and communication around "test before you travel"	



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				centre around persons ill on bus <ul style="list-style-type: none"> <li>Promptly seeking emergency assistance where required</li> </ul>					
6	<b>Anti-social behaviour</b>	Confrontation between passengers as loadings increase	Customers / Staff	<ul style="list-style-type: none"> <li>Maximising bus service frequency and reliability as far as possible helps enable passengers to spread out through even provision of volume of service.</li> <li>Increasing the chance of each customer getting on the first bus that arrives reduces the chance of frustration and aggression.</li> <li>Code Red and Code Blue call escalation</li> <li>Onboard CCTV systems deters poor behaviour</li> <li>Enabling passengers to sit side-by-side or stand to maximise available capacity</li> <li>Communication, education and encouragement of face covering usage</li> <li>Incident reporting processes</li> <li>CPOS &amp; MPS support where required</li> </ul>	1	1	1		



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### Risk Rating Matrix

		Likelihood			
		Probable	Reasonably Probable	Remote	Extremely Remote
Severity	Fatal	16 High	12 High	8 High	4 Medium
	Severe	12 High	9 High	6 Medium	3 Medium
	Major	8 High	6 Medium	4 Medium	2 Low
	Minor	4 Medium	3 Medium	2 Low	1 Low