

**Date:** 28 September 2017

**Item:** Bus Safety Programme

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**This paper will be considered in public**

## **1 Summary**

- 1.1 This paper provides an update on progress of the Bus Safety Programme and key future deliverables.

## **2 Recommendation**

- 2.1 **The Panel is asked to note the paper.**

## **3 Bus Safety Programme Delivery Update**

- 3.1 In February 2016, TfL launched the Bus Safety Programme to address the increase in the number of collisions and the number of injuries on the bus network and to continue to drive down the numbers of people killed or seriously injured. We are now also working to meet the Mayor's new targets as set out in his draft Mayor's Transport Strategy:
- (a) to reduce the number of people killed or seriously injured on or by a bus by 70 per cent by 2022; and
  - (b) for zero people to be killed on or by a London bus in 2030.

- 3.2 The bus safety programme is separated into six key work streams. Further detail of TfL's activities in respect of each of these is outlined below.

## **4 Vehicle Design and Bus Safety Standard**

- 4.1 Last month TfL announced our plans to test new safety technology on London Buses. A range of innovative new technologies are being considered to form part of the Bus Safety Standard, including collision avoidance systems, such as Automatic Emergency Braking (AEB). Other potential design innovations include improving wing mirror design; windscreens glazing and front of bus re-design to reduce the impact of any collision. Transport Research Lab (TRL) have been appointed to independently trial each safety measure and if successful, be introduced to new buses as a package, which will be written into the vehicle specification as the Bus Safety Standard from the end of 2018.
- 4.2 An initial road map for the Bus Safety Standard will be available in November 2017 and will be updated throughout the project. This road map will show which technologies and design features are suitable for inclusion in the first phase of the Bus Safety Standard, and which of these are not quite ready for market yet but will be suitable to fit to new buses in future years.

- 4.3 The analysis of police collision investigation files for fatalities involving buses and Road Accident In-Depth Study (RAIDS) database research is now complete and has been published on the TfL website at <https://tfl.gov.uk/corporate/publications-and-reports/road-safety>.

## 5 Contracts and Performance Management

- 5.1 A bus operator safety scorecard was developed in 2016, using safety related metrics to benchmark safety performance at an operator and garage level. However, this has since been superseded by a Safety Performance Index (SPI) for the Bus Network which encompasses pre cursor information as well as outputs. This offers a more accurate reflection of the safety maturity of the bus network and is an approach that is already used across other Surface modes.
- 5.2 We are now working with the bus operators to develop an operator level SPI which is due for completion by the end of the year. After an initial bedding in period it will be used as a performance management tool from Summer 2018.

## 6 Driver Training

- 6.1 'In The Zone' training has been successfully delivered to all bus drivers, and is being delivered to new drivers as part of the compulsory City and Guilds qualification. Some operators have chosen to continue to deliver 'In the Zone' as part of driver's ongoing Certificate of Professional Competence (CPC) training.
- 6.2 Later this year we will begin providing bus operator driving instructors with Safe Urban Driving style training. The course for driving instructors will update and enhance their skills and knowledge of Safe Urban Driving best practice to ensure that the safest possible driving skills are passed on to new drivers.
- 6.3 We have also begun to develop a new safety training course for all drivers to be delivered once drivers have completed the 'Hello London' customer experience training in summer 2018. The course for all drivers will use innovative training techniques to develop driver skills in identifying risk on the road and increase drivers understanding of vulnerable road users. The driver course will be CPC accredited to form part of compulsory driver periodic training and will be delivered by bus operators.

## 7 Bus Collision Data

- 7.1 We have set up a dedicated area on our website for bus safety data, at <https://tfl.gov.uk/corporate/safety-and-security/road-safety/bus-safety> which enables easy access to both IRIS and STATS19 data from a central location. In addition to the quarterly IRIS data publication, TfL have now published a summary of this data in a user friendly format. This can be found here: <https://tfl.gov.uk/corporate/publications-and-reports/bus-safety-data>.
- 7.2 To ensure that we maximise our use of all information held by TfL that may provide an insight into incidents on the bus network, in addition to utilising the daily CentreComm logs we now utilise information received from the police in the immediate aftermath of the incident. This improves the information that we capture regarding the severity of injury and the type of injury sustained. No information identifying individuals will be shared under this arrangement.

7.3 Customer injuries represent the largest proportion of total injuries on the bus network therefore we have commissioned a study into bus occupant injuries, utilising both STATS19 and IRIS data. The study will also explore the types of initiatives that will reduce the number and severity of injuries occurring. These initiatives will focus on road user behaviour and the road environment as changes to the vehicle are already being explored through the development of the Bus Safety Standard. The report will be published in February 2018 and generate new projects/initiatives for inclusion in the Bus Safety Programme.

## **8 Assurance**

- 8.1 We routinely receive reports from operators on serious incidents that take place on the network. We have now established a Surface Incident Review Group to peer review the investigation of bus-related fatalities and other significant incidents. It is chaired by the TfL Director of Health, Safety and Environment, supported by representatives from across the business and technical experts relevant to the nature of the incident. The remit of the group is to ensure that the causes of incidents are understood and the proposed actions are appropriate to prevent recurrence. Bus operators are invited to attend when an incident involving their driver occurs to ensure lessons learned are shared across the industry as appropriate.
- 8.2 We continue to oversee the completion of actions arising from investigations through refreshed assurance activity. The Bus Operator HSE Assessment Tool will replace the annual health and safety audit carried out by TfL with each operator with an ongoing assessment throughout the year, which incorporates health and safety management maturity and culture and focuses on what the Operators health and safety management arrangements are actually delivering on the ground. The approach has been shared with the operators and will be implemented in October 2017.

## **9 Other Developments**

- 9.1 In June 2017, we held a customer injury workshop with the bus operators. Trends in the data were presented with the group then coming up with solutions to specific issues. Each operator identified an initiative to take away and trial over the next six months and will report back on progress and results to the safety specific Bus Operator Forum we hold quarterly with the bus operator Managing Directors. TfL took actions to explore in other areas of the business, specifically Highways Engineering and Behaviour Change. This work will compliment the bus occupant injury study that is currently underway (see section 7).
- 9.2 The London Assembly Transport Committee published its report 'Driven to distraction: Making London's buses safer'. We are drafting a response to the report and will share with Panel Members prior to submission to the Assembly at the end of October 2017.
- 9.3 In November 2017, we will be holding a Bus Safety Summit. TfL and Bus Operators will come together to hear from other transport sectors such as rail and air on how they manage safety and risk. Fatigue management is a challenge across the transport industry and will be one of the key topics for discussion.

## **10 Conclusion**

- 10.1 The panel is asked to note the update on progress of the Bus Safety Programme. A summary of key future deliverables can be found in Appendix 1.

**List of appendices to this report:**

Appendix 1: Bus Safety Programme Key Future Deliverables

**List of Background Papers:**

Bus Safety Programme, Safety, Sustainability and Human Resource Panel, 23 January 2017

Bus Safety Programme, Safety, Accessibility and Sustainability Panel, 30 June 2016

Bus Safety Programme, Safety, Accessibility and Sustainability Panel, 10 March 2016

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## Appendix 1

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### Key future deliverables

Driver Training

December 2017  
Safe Urban Driving Style training course developed for bus driver trainers and supervisors

Autumn 2018  
New safety training course begins for bus drivers

Vehicle Design

August 2017  
Announcement of Test House to trial new bus technology  
Publication of Intelligent Speed Assistance (ISA) trial report

December 2017  
Roll out of Intelligent Speed Assistance begins

December 2017  
Future Vehicle Design Road Map for London Buses and Speed Compliance Tool developed

June 2018  
Hello London training delivered to all drivers

2022  
All London buses fitted with ISA

December 2018  
First bus with new Bus Safety Standard in service (incl ISA)

Transparency

July 2017  
Revised process for notification and investigation of Major Incidents

Contract and Performance Management

December 2017  
New operator-specific Bus Safety Performance Indicator developed

**MTSTargets**  
**2022:** 70 per cent reduction in the number of people killed or seriously injured in or by a bus  
**2030:** Zero people killed in or by a London bus

Bus Collision Data

September 2017  
Publication of bus fatal file research

Summer 2018  
New Bus Safety Performance Indicator incorporated into our bus operator performance management

February 2018  
Publish in-depth analysis of bus occupant injuries



2017

2018

2019 onwards

EVERY JOURNEY MATTERS

