

Date: 28 September 2017

Item: Bus Driver Facility Improvements

This paper will be considered in public

1 Summary

1.1 At its meeting on 21 June 2017, the Panel requested further information regarding TfL's bus driver facility improvement programme. This paper provides an update on the numbers, programme and challenges associated with bus driver toilet facilities.

2 Recommendation

2.1 The Panel is asked to note the paper.

3 Background

3.1 There are multiple benefits from good quality, appropriately located and well maintained bus driver facilities – including reduced bus operator costs, improved bus driver satisfaction and, anecdotally, improved service to bus customers.

3.2 The programme has been running since the formation of TfL and is ongoing because:

(a) as bus routes change the locations requiring facilities, and their relative priorities, change; and

(b) existing public facilities close.

3.3 A quarterly meeting is held with representatives from the bus driver union Unite, bus operators and TfL. This meeting identifies issues, agrees priorities and monitors progress.

3.4 In the last 12 months a comprehensive review of the programme has taken place and the programme has been accelerated. By the end of September 2017 it is expected that all routes will have at least one facility however there are some locations where provision is inadequate and these are being addressed.

4 Status

4.1 Progress made on bus driver toilet facilities since 2000 includes:

(a) 51 new cabin-type toilets delivered at bus stands;

(b) 28 new toilet facilities delivered through third parties. These include facilities agreed through developments as part of planning obligations and more

informal agreements negotiated with local businesses where TfL pay for access and/or additional cleaning costs;

- (c) access to 54 London Underground stations agreed;
- (d) 35 new toilet facilities provided at bus stations and stands; and
- (e) 10 toilet facilities refurbished and a number of mess rooms renewed, upgraded and introduced at bus stations and stands.

4.2 Appendix 1 includes examples of some of the facilities which have been installed.

4.3 Maintaining an accurate and up-to-date record of the number of these facilities across the whole network, has been challenging. Therefore, a concerted effort has been made in 2017 by all parties to update and correct the facilities database. This has recently been completed and an updated guide book to bus driver toilets has been provided to bus operators and Unite.

4.4 The table below summarises the current status of staff facilities.

Table 1: Routes and staff facilities

Feature	Number
TfL bus routes	592
Bus route termini	624
Termini with staff facilities	416
Termini without staff facilities	208
Routes without access to facilities	1
Routes with limited access to facilities	41

Note: the number of bus routes does not include school routes which operate as a single journey.

Note: One terminus can serve multiple routes hence there is not a 1-to-1 match between the number of termini and number of routes requiring facilities

4.5 The remaining route without toilets facilities is route 124 which runs between Eltham and Catford. Design work to install a permanent facility at the Eltham end of the route has commenced and the build is planned to be completed by March 2018. In the interim a temporary facility is to be installed by the end of September 2017.

4.6 The following priorities have been agreed with bus operators and Unite.

Table 2: Priority classifications

Priority	Description	Number
1	Routes without any staff facilities at either terminus	1 (route 124)
2	Routes that have limited access and run beyond the opening hours of the available facilities	41
3	Routes with a round trip greater than 150 minutes with a toilet provision only at one end	33
New	Sites where a route is being extended or introduced that do not have existing facilities	average 2 per year

5 Challenges

5.1 Various toilet solutions are investigated at each site. These include arrangements with privately owned toilet facilities, access to local rail or London Underground stations, or community toilets, as well as the provision of dedicated bus driver toilets on street.

5.2 At sites that require a dedicated facility the challenges include:

(a) residents and businesses – frequently strong resistance is experienced to the installation of toilet units which leads to a lack of support from local authorities;

(b) planning approval – including negotiations with London Boroughs; and

(c) engineering – finding a suitable location to connect the unit with utilities (water, wastewater and electricity).

5.3 The typical cost of providing a permanent toilet is around £60,000 - £80,000 plus on-going maintenance. However, experience shows that it takes 18-24 months from identification to commissioning – due to the challenges listed above.

5.4 The cleanliness of toilets and closure of sites due to repair, can be a significant issue for bus drivers. Sites owned and operated by TfL are cleaned daily and repairs are carried out as soon as practical. We are discussing with the bus operators which sites require more than daily cleaning. Furthermore, a new design of toilet cabin, using easily sourced replacement parts, has been produced that makes cleaning and repair easier.

6 Progress and Next steps

6.1 The timeline taken to deliver on-street units (18-24 months) is the major constraint on the programme delivery. This coupled with a changing and evolving network means that there will always be a consistent, and fluctuating, demand for new facilities. The key next steps, and recent progress, are summarised below:

(a) all routes will have at least one facility by end of September 2017.

- (b) the installation of more temporary units where existing provision is inadequate (e.g. toilet not available at all times of the day) will continue. Temporary units can be deployed more rapidly (although at a cost) if agreement can be obtained with Boroughs to facilitate the placement of units. Six temporary toilets have been installed over the last year and a further four are planned to be installed by October 2017;
- (c) the list of second priority sites (routes with limited access to facilities) has been reviewed with bus operators and further categorised to focus effort on the sites with the most pressing need;
- (d) work with bus operators and Unite to ensure all available options are explored and that the priority list is agreed by all;
- (e) work with boroughs, commercial and other organisations to deliver access to facilities; and
- (f) Implementation and future delivery programme under review due to financial constraints.

List of appendices to this report:

Appendix 1: Examples of driver facilities

List of Background Papers:

None

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Appendix 1: Examples of facilities which have been installed

New permanent facility at Longmead Road, Tooting:



Temporary facility at Vulcan Way, Addington:



