

Transport Committee – 2 February 2017**Transcript of Agenda Item 6 – Bus Safety**

Caroline Pidgeon MBE AM (Chair): Let us move then on to our main item today, which is on bus safety. I should just say that we have a hearing this morning and we are then going to be following this up with a series of roundtables. We have a roundtable with bus drivers and their representatives and with bus operators. Then also we have a meeting with bus safety campaigner Tom Kearney to really make sure that we collect a lot of evidence on this to feed into our work.

I welcome our panel of guests before us this morning. To start off, we have Sarah Hope here, who is a Victim Support Consultant for TfL and the founder of the Sarah Hope Line and Elizabeth's Legacy of Hope. Welcome and thank you for coming along today. We have Wayne King, who is the Regional Co-ordinating Officer for Unite. Thank you for coming. We have Jane Lupson, who is the Bus Collision Reduction Programme Manager at TfL. Welcome, Jane. It is your first time before us. Gareth Powell, who was here last month, is Director of TfL's Strategy and Contracted Services. Welcome. Chris Langer is here today from the Confidential Incident Reporting and Analysis System (CIRAS) and Chris is the Scheme Intelligence Manager. We look forward to your contribution later. Then Tony Wilson is Managing Director for London and Surrey for the Abellio bus company. Thank you all very much indeed for coming along today.

Gareth, could we just ask you to start off with since we have this hearing today looking at bus safety? We are told that 423 of the new Routemasters have a fault with their back doors and are having to have work done to correct that fault. There is a Driver and Vehicle Standards Agency (DVSA) notice that has been issued.

Could you update us on that safety issue and whether the buses have to be immediately taken out of service or how this safety issue can be resolved?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Thank you, Caroline. Good morning. There was an incident in November of last year [2016], one incident, when a driver pressed the "door close" button repeatedly - many, many times - and, in that circumstance, the system attempted to open the doors briefly to recycle itself. The bus was travelling at below five miles an hour. If the bus had been travelling above five miles an hour, it would not have been possible in any sense. When the door opened, a halt brake was applied, which is standard procedure, and the bus came to a quite sudden halt, which resulted in a minor injury to a passenger. Because of the minor injury, the bus operator reported it - as it does through its normal processes - through to the DVSA and the advice was issued.

What actually is the underlining cause is that, within the software, the software tries to reset itself if there are these multiple "door close" button presses. It is a relatively simple modification by the manufacturer to update the software on the buses so that then is not possible. That has been done now on over half of the buses that are in service and the programme is ongoing as we speak to update them across the entire fleet.

It is not a situation that has happened before on the new Routemasters. It is not a very likely situation, either, because it is just a repeated pressing and, of course, all drivers have been reminded not to do that. We do not

really know the circumstances or why that was felt necessary at the time. However, as I said, the modifications are in train and will be completed in a matter of weeks.

Caroline Pidgeon MBE AM (Chair): Could you just explain? A driver, whilst driving, was non-stop pressing the "door close" button?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): So we understand. That was in the incident reported to the DVSA.

Caroline Pidgeon MBE AM (Chair): All right. That was slightly unusual --

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Very unusual. It is the first --

Caroline Pidgeon MBE AM (Chair): -- and it was because of that that the doors tried to reset themselves and therefore they opened whilst --

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Slightly. That then applied the halt brake, which could only happen anyway below five miles an hour. It is an unusual set of circumstances. It is reported as a recall but actually it is a standard notice process to the manufacturer. The manufacturer has produced a fix to this isolated incident and that fix is being rolled out as we speak. Over half of the buses are now updated.

Caroline Pidgeon MBE AM (Chair): We had 423 and so you are saying that over 212 have been fixed?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Yes.

Caroline Pidgeon MBE AM (Chair): They do not have to go back to Northern Ireland, I presume?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): No.

Caroline Pidgeon MBE AM (Chair): They can fix them in the garages here?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Yes, it is an update of the software and so, yes, they --

Caroline Pidgeon MBE AM (Chair): It is an update of the software?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): It is, yes.

Caroline Pidgeon MBE AM (Chair): When do you anticipate the other 200 being fixed?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): It is an ongoing process at the moment and we are just talking to the manufacturer about exactly when it is going to complete the last few, but we think that it will over the next few weeks. It is a rapid process.

Caroline Pidgeon MBE AM (Chair): They do not have to come out of service in the meantime?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): No.

Caroline Pidgeon MBE AM (Chair): Florence, did you want to pick up anything on this?

Florence Eshalomi AM: I do not know if you had asked about the cost associated with that?

Caroline Pidgeon MBE AM (Chair): No.

Florence Eshalomi AM: What will the cost be to TfL? My understanding is that these buses were purchased by TfL instead of by the operators, again highlighting quite how expensive these buses are. What cost will that be to TfL?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): There is no cost to TfL. This is all being done by the manufacturer as part of its processes.

Florence Eshalomi AM: OK.

Caroline Pidgeon MBE AM (Chair): Anything else you want to ask, Florence?

Florence Eshalomi AM: No, that is all.

Caroline Pidgeon MBE AM (Chair): Thank you for that. We just wanted to make sure that that was on record. I want to pick up then the first area of questions, which is looking at the Bus Safety Programme and so maybe we can direct this to TfL to start off with. We know that there were 4,297 injuries from quarter 1 to quarter 3 in 2015/16 compared to 4,196 over the same period the year before and so we have seen a 2.5% increase.

You launched in February 2016 your Bus Safety Programme. What has that programme achieved since it launched a year ago? Is that for Jane [Lupson]?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): If I may just start, Chair, then Jane will pick up. Before we start, can I just say that safety is our top priority? We have said that many times in different hearings publically. Of course, any injury on the bus network is one injury too many and we take that very seriously. It is a responsibility of TfL and it is a responsibility of the operators, the drivers and all who work in the bus industry in London to address this issue. It is the subject of a very considerable amount of focus.

The bus safety initiative that you referred to is part of that overall process. It is by no means everything that is happening and I hope today we will be able to have a full discussion on all the initiatives that we are doing. We very much welcome this discussion and the roundtables that the Committee is going to have. In this area, as in many areas, the more information, the more suggestions and the more discussion that is had about these issues, the better we are all able to address, move forward and make modifications and changes to the things that we do to make the overall system safer. We very much welcome this and we welcome the opportunity to talk to you about what we are doing and to receive feedback and to get suggestions from Committee Members and others to be able to do so.

The Bus Safety Programme itself - which, as you said, was launched last February - specifically aims to continue to drive down the number of people killed or seriously injured (KSIs) on the bus network and reduce the number of injuries on the bus itself. Of course, we must consider both aspects of bus safety: the injuries that are caused when there is a collision with a bus and the injuries that occur to passengers on the bus as they

are travelling. In many cases, the two relate to one another because evasive action taken by a driver may result in something like sharp braking, which may indeed result in some form of injury to a bus passenger. The whole subject, in our view, needs to be taken in the round. We very much welcome this discussion that we are able to have today, the subsequent roundtables and your report that we will come to. Jane, did you want to --

Caroline Pidgeon MBE AM (Chair): What has the programme achieved since it launched?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): In February [2016], we made a public statement about a number of different things that we were hoping to deliver both in the past year and going forward.

Some of the highlights have been CIRAS, which we will probably talk about in more detail later. That was launched in January [2016], just before the programme itself, and all bus operators are now signed up to that.

In March, we launched the incident support service, the Sarah Hope Line. Again, we will probably talk about that in more detail a bit later on.

In July, we had our London bus awards and, for the first time, there was a Safety Champion category, which was very well received. We had a lot of applications for that.

We focused very much over the summer on our data. We are very keen that the start of this process really needed to be about making more data publically available and ensuring that there is transparency across everything we do. This included both STATS19 and a ten-year trend paper, and also making the Incident Reporting and Information System (IRIS) data, which we publish every quarter, more accessible to the general public. We produced some dashboards to reflect that. Also on transparency, we have now published the summary findings of our collision investigations online, obviously once police investigations and Coroner reports have been completed. There is only a certain amount of information we can share at certain points.

We kicked off a big piece of work looking at the police collision investigation files to really do a deep dive into what the causes of fatalities have been and what the countermeasures would be to prevent those kinds of collisions happening in the future. That has been a key part of starting the work towards the development of the Bus Safety Standard, which is around making changes to the vehicle in terms of technology and also in terms of its physical design. Through that process, we have had suggestions not only about what we could fit to the buses that would improve safety, but also about the human factors: what we could do with drivers, what we could do with other road users and also what we can do with the road environment. It is important that we cover all of those in the round.

Finally, on the Bus Safety Standard, once that countermeasures list had been brought together in the research, we had a workshop with manufacturers and bus operators to discuss the feasibility of those countermeasures because, of course, we have to primarily consider their effectiveness for safety and also their cost and how they might interact or maybe have an adverse effect on each other if we start fitting lots of things to the buses. That is the start of that process. It is really important that we take the bus operators and the manufacturers with us on that journey.

Caroline Pidgeon MBE AM (Chair): We will get into the detail of some of these things as we go through, but what do you plans do you have on how you report how you are delivering against some of the objectives and some of the targets, maybe, you are setting in this area?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): As you know, TfL produces an annual safety report and the Bus Safety Programme will very much be part of that. We also report to the Safety, Sustainability & Human Resources Panel, which is a subset of the TfL Board. I produce a paper for that every session.

Caroline Pidgeon MBE AM (Chair): That is publically available, is it not, and so we can look at that?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): It is, yes.

Caroline Pidgeon MBE AM (Chair): What about funding for the programme? Is that secured in the business plan?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): It is, yes. We have £32.5 million secured in the business plan and that is over the next five years. The majority of that is the development of the Bus Safety Standard and then the first three-and-a-half or four years of the rollout to the new bus fleet.

It is probably worth also highlighting the fact that in the business plan we have £2.1 billion for the Healthy Streets initiative, and road safety is rolled up into that as well.

Caroline Pidgeon MBE AM (Chair): Yes. Lovely. Who at TfL has overall responsibility for bus safety?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): I do.

Caroline Pidgeon MBE AM (Chair): Thank you very much. Let us move on to monitoring the buses. Keith?

Keith Prince AM (Deputy Chairman): Thank you. I suppose I will start with Gareth. The Chair touched on targets. Do you have targets to reduce --

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): It is a very difficult area. I will start by reiterating that every injury, every casualty and every accident is one too many. The Mayor has set out his Vision Zero, which is to have a long-term aspiration and a long-term target of zero collisions and accidents on the road network. We work very much with that in mind.

Targets are not currently set by the TfL Board specifically for bus - or indeed for road - safety but they are being developed now and we are having discussions with the panel of the TfL Board, as Jane [Lupson] outlined. The bus safety targets will be developed in the same way and will be part of the overall road safety targets that will be published in due course.

Keith Prince AM (Deputy Chairman): When can we expect to see some targets, then?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): This year.

Keith Prince AM (Deputy Chairman): This year. Mid? Late?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): That will depend on the process with the TfL Board, but it is being developed now and so I would anticipate progress over the next few months.

Keith Prince AM (Deputy Chairman): A few months. Thank you. There is some trend analysis called STATS19 and it is showing that over a ten-year period there was a falling trend, but do we think that that is reliable?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): That is the national database used by the police for all of these sorts of incidents and, clearly, it is a primary source of data for us. As to its reliability or integrity, that is really a matter for the police, who collect and maintain that data. We use it very actively.

We have been working with the police in London to improve its timeliness. They are moving towards a system where police officers are able to record in real time through handheld devices the nature of incidents, which will improve the speed and, we believe, also support the quality of what is recorded. One of the frustrations in the past has been the time lag between the incident occurring and then the data being available. This process that the police are doing - and we are working very closely with them - will speed that up.

What we want to be able to do is to bring together and publish the data from our own sources - from the IRIS database we have that the operators complete for us - on all incidents and the data that is coming from the STATS19 process that the police collect on the incidents they are involved in. We want to be able to publish that within a month, ideally. We would like to do it in real time, actually, but the aspiration here is to get it within a month. We think we should be able to do that by about May of this year.

It is really important for us to get these data sources together, to make sure that we can interrogate them properly and that they can be available in a timely fashion and made public. We believe that the more information on this subject that is available to everybody, the faster progress can be made by all concerned.

Keith Prince AM (Deputy Chairman): You think it is going to be April time, then?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): We are targeting May of this year. Clearly --

Keith Prince AM (Deputy Chairman): Yes, I am saying the target it is May but, if you deliver in April, that is desirable.

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): We will do it as soon as we can, as soon as it is available and as soon as we can put these things together. As I said, if we could do it in real time or if we could do it the next day, we certainly would. It would be great.

Keith Prince AM (Deputy Chairman): Thank you.

Caroline Pidgeon MBE AM (Chair): Let us get into some of the other areas now and bring in some of the other guests. Navin, you are going to look at incident investigations?

Navin Shah AM: Thank you, Chair. I have a few questions for TfL colleagues and then if other panel members would like to come in and respond. The opening question is: how is TfL making incident investigations more rigorous and transparent? Jane?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): Just so that everyone is aware of how the incident investigation process works --

Navin Shah AM: Yes, sure.

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): -- all incidents are reported to TfL by the operators via the IRIS system and that is regardless of whether an injury has taken place. It also includes damage only.

For those incidents that have been the most serious, when someone has been killed or seriously injured, the operators also have to provide us with a full collision investigation report, known as the Notification and Investigation of Major Incidents (NIMI) process. That is a TfL-mandated process whereby we specify what the information is that we need to know from the operator. That process is currently under review because at the moment we sometimes have a difference in the amount of information that is provided to us. It varies from operator to operator and we want to ensure that we are getting the full amount of data from all of the operators across the piece.

Navin Shah AM: And there is consistency about it?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): Yes.

Navin Shah AM: Can you let us know, whatever tweaking is taking place, as to how you are improving this process?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): Sorry, can you repeat the question?

Navin Shah AM: Can you let us know when the process is refined and reviewed?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): When we plan to finish it? Yes.

Navin Shah AM: Any comments from any other guests?

Tony Wilson (Managing Director - London & Surrey, Abellio): I guess it is really the operators that provide the source data. TfL can police the system, if you like, and try to improve consistency across the network, but each of the individual operators is the source of the incident.

Our investigations will include, depending on severity, everything from the driver's statement and witness statements to closed-circuit television (CCTV) evidence, which we use comprehensively now. As a single source of data, that is probably the best thing we have.

Again, depending on the severity, we go out and visit locations. We look at road layouts. We look at lines of sight. We are getting far more in-depth now. We look at whether hedges are obscuring the lines of sight for drivers and the positioning of bus stops. We were talking the other day with Jane [Lupson] about how perhaps we need to get a bit more critical about where we position bus stops and where a bus has to go next. There are many occasions when a bus has to go from the inside lane of a three-carriageway or two-carriageway junction to get right over the other side when all of the traffic is trying to go past it. We are starting to get far more in-depth about root causes. That is the vehicle base and the road layout.

Then, of course, we are also looking at the behaviour of drivers. The same as just about every other operator I have ever come across, we are looking at driver behaviour in terms of incident prevention. What are the simple things that a driver can do to reduce either the chance of having an incident in the first place or the severity of that incident?

There is a whole host of different things. We use independent assessors to go out and look at them in far more detail if there is a major incident in particular.

As an operating fraternity - and I cannot speak for other people but I do get to talk to them - the whole fraternity is now far more geared up and far more focused on road traffic incidents. I have been in the business for 40 years this year. In the past, health and safety was all about what was done in depots. Whilst important, that ignored the fact that we hurt, injure and potentially kill far more people out on the road than we ever did in depots. The depots are now safe, but we have to look outside to where the real damage is being done and where the cost comes as well. It is a very real business impact, as well as the moral issues about not wanting to hurt, injure or kill people.

Navin Shah AM: Serious incidents go on to TfL for investigation, etc. My question was about how TfL ensures that all incidents are properly managed, reported and investigated?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Every serious incident I personally review. We have a review process with an internal group that goes through all of those each period, when we can.

What we do with those is we check that the investigation has been done as thoroughly as we think. We look to the things that TfL can do to assist: if it is possible to review the highway and so on, if it is a bus stop that is a contributory factor, if there is an engineering issue across different types of buses. We bring our people that we can to look at the particular incident. We take the operator's report and we have a dialogue with the operator.

Then, if there are any lessons to be learned from that incident that we think can be applied more widely, they are shared across all of the operators. We have regular meetings specifically focusing on safety and safety incidents between TfL and the operators.

Navin Shah AM: I will bring in Wayne [King] in a minute. I have a couple of questions following on from that as well.

Whilst we are on the TfL response, currently you investigate and take on board serious incidents, but do you think there is benefit also in TfL taking responsibility for more minor and other regular incidents? Any incident is something that can be avoided or has implications. Do you think there is mileage in you taking on board the minor incidents as well for investigations?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Yes, absolutely. Every incident - minor or major or, indeed, near misses in many cases - is reported through the systems by the operators to us. We look for trend analysis on all of those.

It is really important that we look for precursors as well as the incidents themselves. We have an independent driver quality monitoring process, for example, that is run for us by an independent company that we use. We do annual safety audits with the operators to look at the safety processes of any individual operator and whether there are things that can be shared across the operators.

You are absolutely right. This is not just about serious incidents. This is about the whole system of safety and the whole culture across our industry being able to focus on reducing the likelihood of these situations occurring.

Navin Shah AM: Wayne, whilst you probably want to respond to what has been said, may I also ask you if you would like to comment on whether bus drivers generally are comfortable with the process of incident reporting?

Wayne King (Regional Co-ordinating Officer, Unite): There is a limited involvement of members and trade union representatives after an accident or an incident. I am not aware of any of our elected representatives being given reports or the final reports of the incidents passed to TfL. It seems to go to a certain level and then stop. Our members are the ones who are going to be intrinsically involved in this, but I am not aware that we are informed and our local representatives are not informed of what the outcomes are.

There is a general perception, whether it is true or not, that there is a blame culture that exists when investigations are carried out. As soon as there is a likelihood that a driver can be blamed, the investigation will cease and that then makes the end of it, "Everything is fine". There do not seem to be any discussions around fatigue, stress or the welfare of the driver. It is, "This is what happened. This is what it is", and then that is the end of it. Whether it is true or not, that is the general perception. If we are talking about changing cultures, one of the cultures we have to change is the perception of drivers and not everything is really always going to be the driver's fault.

As the trade union that has the vast majority of membership across London buses at all levels, we think that much better relationships can be built around involving us more in safety investigations and accident investigations.

Navin Shah AM: Can I have a response from TfL colleagues? Having heard about the real or perceived blame culture that Wayne [King] has suggested, are you doing anything about this? How can you overcome this? It is a serious concern and we really do need to come to grips with this.

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Maybe I will just say that there is no intention to have a blame culture because a blame culture, in my view, does not move us all forward as quickly as we can. It is also the case that every incident we see is not the fault of the driver. In fact, many cases, from the incident reports that I have reviewed, are not the fault of the drivers and drivers have taken some very good - and, indeed, in some cases very courageous - avoidance actions themselves.

In general, from a TfL perspective, we do not encourage that. Actually, what we want is a collaborative culture that is able to look in the round at how we can improve the situation. Tony, I do not know if you want to comment.

Tony Wilson (Managing Director - London & Surrey, Abellio): Yes, again, speaking for the operating fraternity as a whole, from the experience in my company, I hear what Wayne [King] says and there may be a perception of blaming drivers. What we seek to try to establish is whether the incident was avoidable or unavoidable. In that context, we are looking at bus drivers as professional drivers and we so have a higher standard. We expect them to drive in a more defensive manner and in a more predictive manner.

Within that process, we clearly are seeking to be fair and the ultimate arbiter will be any disciplinary process that eventually happens. Unite will represent that person and they will have all the reports, but I do take on

board the feedback scenario. One of the principles of health and safety management is that representatives of the workforce are in the mix, if you like.

You are quite right that we should be giving our health and safety representatives and our union colleagues access to those NIMI reports. I have written that down. That is easily done. Equally, I am quite happy to share all of the incident investigation data with them. There is nothing secret about it. It does establish or seeks to establish avoidability or unavoidable, root causes and what can be done to improve the scenario for all of us. I am quite happy to share it in my company and I cannot imagine for one minute that my colleagues in other companies would do anything different.

Picking up on what we were talking about and how the mechanism works, we also have a safety forum with TfL where all the operators sit with TfL to discuss these common issues and what we can take forward in terms of best practice, accident reduction, incident reduction and preventative measures. It is a closed loop in that respect and, as I said earlier, the impetus from the whole organisation is to reduce the damage we do out--

Navin Shah AM: Do you have any trade union representation on your safety --

Tony Wilson (Managing Director - London & Surrey, Abellio): Yes, that is a fundamental part of the safety culture. In each depot, there is a safety committee that very much includes the union representatives.

Navin Shah AM: Thank you. Chair, one last question. I believe that TfL has given a commitment to publish the outcomes of all fatal collision investigations annually as of this year. When is that going to happen and in what form?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): That has already happened back in November [2016] and it is on our website.

Navin Shah AM: That is an annual process?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): Yes.

Navin Shah AM: Thank you.

Caroline Pidgeon MBE AM (Chair): I do not know if Chris wanted to come in about drivers from CIRAS's point of view and whether you have picked up anything about incident report. Then Sarah [Hope] had wanted to come in.

Chris Langer (Scheme Intelligence Manager, Confidential Incident Reporting and Analysis System): One of the main things to point out is that we are not about incident reporting as such. What we tend to have coming through the system are reports when there is a perception that longstanding safety issues have not been addressed on the ground. That is why people are approaching CIRAS: to see if we can facilitate the resolution of what is in fact a longstanding unaddressed safety issue. If there is a perception that people are unhappy with the internal response they have received from their operators, they are coming to us to try to see if we can facilitate some further resolution.

Caroline Pidgeon MBE AM (Chair): Lovely. Sarah, you had indicated to come in?

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): Yes. My incident happened in 2007 and I will tell you more about it later, but

I started talking to senior people at TfL in February 2014. It is very interesting that we are talking about driver behaviour here and the perception of blame that you have been talking about and that maybe bus drivers seem to think that they might automatically be blamed for something, even though maybe it was not their fault.

I am afraid I do believe that TfL staff need to respect bus drivers more. They need to listen to them. You talked about the bus driver who continually pressed the button to open the door. What was he doing? It is really important that you find out. Why was he doing that? The bus driver who damaged my family and changed our lives forever did that in a fit of road-rage. Was that bus driver having a fit of road-rage? It is really important to find out. It is very important to find out why because you do not want that happening again.

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Absolutely.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): Thank goodness that person had only a minor injury. It could have been much worse.

What I am going to say to you might sound like small fry to you, but it is something that I remember from one of my first meetings with a TfL Surface [Transport] manager. He was discussing about how a bus driver's life - let us face it - is a very sedentary life. They are sitting down all day. They are not getting any exercise. I was told that a lot of them are very overweight. I do not know how long their breaks are. How long are their breaks? What do they --

Tony Wilson (Managing Director - London & Surrey, Abellio): A minimum of 40 minutes. That would be pretty typical across the country. The legal minimum is 30 minutes.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): All right, but the bus drivers have 40 minutes between shifts and they --

Tony Wilson (Managing Director - London & Surrey, Abellio): In most companies in London, certainly in ours.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): I just need to know. They go back to their depots?

Tony Wilson (Managing Director - London & Surrey, Abellio): No, they do not.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): What do they do in those --

Tony Wilson (Managing Director - London & Surrey, Abellio): They will be released at various different places around the network.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): They can just go off and do what they like?

Tony Wilson (Managing Director - London & Surrey, Abellio): The time is theirs, yes. That is the principle of it.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): How about TfL really looks after those bus drivers when they are having their 40 minutes' break and that they eat really healthily, food that helps them feel good? I did suggest this a while ago and I never heard anything back. How about a gym or somewhere they can get some exercise?

It has been proved that if they increase their serotonin levels, they may be calmer in their minds. You do not want drivers driving and feeling that they have not eaten properly and are not being looked after. I really believe that it is very important. Exercise is vital for our serotonin levels. It was a bus driver having road-rage who killed our family and who killed my mother. I hope that TfL might really think about what those bus drivers do in their 40-minute break so that they get behind the wheel of the bus feeling calm.

Caroline Pidgeon MBE AM (Chair): A package of care around bus drivers?

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): A package of care around bus drivers because I do not sense from all my talks with TfL that there is a great deal of respect for the bus drivers. Maybe you need to build up that respect --

Caroline Pidgeon MBE AM (Chair): That is a really helpful point, Sarah, yes.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): -- because bus drivers need to be calm behind the wheel of the bus. How many times have you gone out onto the road and somebody is honking at you angrily? Do that behind the wheel of a bus. It is really dangerous.

Caroline Pidgeon MBE AM (Chair): Absolutely. It is a tough job being a driver, particularly on the streets at the moment.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): It is a very tough job. The stress is phenomenal.

Caroline Pidgeon MBE AM (Chair): Thank you for that. Wayne and Chris [Langer] wanted to respond to that and then we will move on to our next area. Wayne, do you want to --

Wayne King (Regional Co-ordinating Officer, Unite): Yes. I agree with the vast majority of what has been said. There is not a great deal of compassion and respect towards London bus drivers from - to be completely honest - TfL, the operators and the general public.

It is an unbelievably stressful and demanding job. The hours are relentless with early starts and late finishes. Scheduling is a continual problem across all of London. Although the ideal is that there are 40-minute breaks, that is not always possible with traffic delays and the pressures placed on operators to run the services. Otherwise, they get fined if they do not run the service properly and they get penalties for lost mileage. You end up in a continual cycle of pressure and it all ends up in one place, which is with the driver. It is stressful.

Yes, there should be more care. We have just been discussing with TfL and the operators getting a mental health bus that will travel around all of the garages and help with healthy lifestyles, work-life balance, dietary stuff and things like that.

Again, it is a culture change. There is a problem around scheduling, breaks and rests. I cannot see it changing too soon, to be honest.

Caroline Pidgeon MBE AM (Chair): That was helpful, though, and it sounds like something is in progress. That is something we will pick up.

Tom Copley AM: Can I just ask how many breaks per shift? It is a 40-minute --

Caroline Pidgeon MBE AM (Chair): Yes. Tony, just explain how a driver's shifts --

Tony Wilson (Managing Director - London & Surrey, Abellio): Generally, only one.

Tom Copley AM: One. How long would a shift be?

Tony Wilson (Managing Director - London & Surrey, Abellio): Legally, it can be up to 16 hours, but I do not think there are many people in London operating like that.

Caroline Pidgeon MBE AM (Chair): What would a normal driver on an Abellio route drive?

Tony Wilson (Managing Director - London & Surrey, Abellio): The average week is about 42 hours, plus meal relief, and so you are doing a nine-hour day in general. The longer shifts are going to be 12 hours, potentially, something like that.

Tom Copley AM: Potentially, 12-hour shifts with just a 40-minute break during that shift?

Tony Wilson (Managing Director - London & Surrey, Abellio): That is a minimum. They can very readily have more than 40 minutes. That is a minimum.

Tom Copley AM: That is meal breaks?

Tony Wilson (Managing Director - London & Surrey, Abellio): That is meal breaks.

Wayne King (Regional Co-ordinating Officer, Unite): That is not guaranteed. Again, if you are in traffic and you get delayed, the pressure is to get the bus out again because, otherwise, there are lost miles, fines, penalties, etc. You might get only 30 minutes before you get back out on the road.

Caroline Pidgeon MBE AM (Chair): We will come on to the incentives later. We will pick that up there. That is an important point. On congestion, we have just produced a report with some bold suggestions in it to try to tackle that, which would help things. Chris, you wanted to come in quickly?

Chris Langer (Scheme Intelligence Manager, Confidential Incident Reporting and Analysis System): Yes, I just wanted to come in on that because we recognise a lot of what you are saying there from the reports we receive from bus drivers and from talking to bus drivers over the phone confidentially about the concerns that they have. Fatigue is a major source of concern and it is the most popular, alongside maintenance, that comes up through confidential reports in the last year. We have those 45 reports that we have taken and fatigue is an issue that is flagged up.

In terms of lifestyle, shift patterns and all of those things, we have put together a video on that, which has been shown at Abellio with Tony's [Wilson] assistance and at other bus companies, to talk about those things and to raise awareness of diet, lifestyle and shift patterns, with an emphasis on what the employer can do and what the employee can do - because this is a joint effort that we are talking about here - and just to bring that

awareness into the culture. There are those sorts of initiatives, which we hope we can contribute to more in the future.

This was off the back of some of the things that we heard through these confidential reports that we are receiving. There is a unique opportunity there through confidential reporting because people are free to say what they want to without fear of repercussion from their line managers or any senior managers. They can do that in their own time and they trust the service. There are those initiatives there underway, which we would like to see spread more widely.

Caroline Pidgeon MBE AM (Chair): Let us move on to our next section, which is looking at driver training and monitoring. David, you are going to lead that for us?

David Kurten AM: Thank you, Chair. First of all, some of you have mentioned things that lead into this in terms of creating a culture where there is a greater emphasis on health and safety and getting out of the depot and inculcating that in the fleet when people are on the road.

I understand that most driver training and the main part of driver training is done by the bus companies like Abellio and so I will start off asking you, Tony. Has driver training improved in the last year or so and what effect have any changes or improvements had?

Tony Wilson (Managing Director - London & Surrey, Abellio): Certainly in our context. All of the operators do it in different ways and it does depend on, initially at least, where and how you recruit. Do you recruit staff who have car-driving licences and then train them up to get bus licences? Do they come in pre-trained?

We have changed our new-entrant training to include things like "In the Zone" that TfL has put out with Sarah's [Hope] input and we have shifted the emphasis more towards preventative measures and behaviour in terms of predicting.

Last year [2016], up to about 18 months ago, we had a practical course that we ran as part of our Certificate of Professional Competence (CPC) process. Every bus driver and every truck driver has to go through 35 hours of training within a five-year period and, generally, all of us do it as one day per year. In our last cycle, we introduced a very practical preventative training programme. We had drivers who went out on the road with a trainer and with some of their colleagues to refresh their knowledge in many cases but also put them in front of their colleagues. You get a lot of interaction and you get some very useful help from your colleagues when you do things wrong. That proved to be very successful. That was the practical demonstration.

In this cycle, we have moved on to more of the mental aspects, which sit in "In the Zone". It is constantly trying to refresh that process and, once they are back in the organisation, bearing in mind that this is only one day a year, keeping those messages very live. We, as I know other operating companies do, try to establish some very simple measures.

We have this thing called the "Three Sees". "See three" is keeping a three-second gap between you and the vehicle in front. "See me" is all about looking for the nearside, where we get a lot of incidents with cyclists, street furniture and pedestrians. "See more" is the global aspect. We are trying to keep those mantras very much in people's minds. If you walk in to our organisation, like many others, you will see this stuff plastered everywhere.

That is part of the battle, but what we have found is that people become almost blind to it. When I ask a driver what they know about the “Three Sees”, they sit and look blankly. Then I say, “On your high-visibility vest, they are on there. What are they?” It is trying to keep it alive. I know that Chris [Langer] has been doing a lot of work with us and with others about the mental aspects of safety. How do we get these messages over in the first instance and how do we keep them live after people have spent one day and have seen something? It is a constant challenge, but we then try to relate that back to what we find in those accident investigations. If there has not been this gap kept, the driver is refreshed, “Why do you think that happened? What was the gap you kept? Why did you move off immediately as the car in front of you moved off?” It is those sorts of things.

Just picking up on Wayne’s [King] instance and this issue of blaming drivers, I know that last week at our Battersea depot about 60% of the incidents were attributed as unavoidable. That is people hitting us or getting in our way, which is quite extraordinary. It is not all about blaming drivers. It is trying to find out what the root causes are and what are the real things going on behind them.

David Kurten AM: If I could bring in Sarah, thanks for your answer. You are involved in the “In the Zone” programme. I wonder if you could give some thoughts as well on whether driver training has improved and what the effects are.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth’s Legacy of Hope): Yes. Just in case people do not know, on 25 April 2007 a bus mounted the pavement in a fit of road-rage in Mortlake. My mother was killed instantly and my daughter, who was just two at the time, lost her leg below the knee. I could not help them because I was trapped under the bus. I had banged my head against the wall, but I slipped in and out of conscious and so I remember it well.

About 13 months after our terrible incident, I had to go to court to give evidence. It was there that I became very ill, collapsing, and I did not remember anything about that afterwards. I would like TfL to address the need for victims to have to go to court after something terrible has happened to them regardless of liability. Sorry. I know that is not quite driver training, but I would like to just make that point.

Then, seven years later, due to intervention by Boris Johnson [MP, former Mayor of London], TfL and Metroline finally apologised, but not for seven years. At that meeting, I said, “If you are sorry, ‘sorry’ must mean change”.

However, at the court case, before I collapsed, I do remember just listening to the facts. There was a lot of talk in the court case as to what shoes the bus driver was wearing. I have brought this up in meetings before when Isabel Dedring [former Deputy Mayor for Transport] was at City Hall and I do not know what has happened about that. I would like to know what sort of shoes the bus drivers wear. There was a lot of talk about that. I cannot really go into it because I cannot really remember what happened, unfortunately. Footwear, surely, is vital for bus drivers.

Talking of bus driver training, I made a film - it was in July 2014 - which went out to the 24,000 bus drivers in London. This film was picked up by a company in the north of England as well. The surgeon who treated both Pollyanna and me that day and has looked after us for ten years also took part in the film because he is a surgeon at the Chelsea and Westminster [Hospital] and treats a lot of people who have been hit by buses.

I have not been informed. TfL has not been informing me of what has happened with that film. I do not know about the impact of the film. I do not know whether or not it is still being shown. I do not know anything that

has happened with the film. It was a shocking film because I had to talk about what happened to me that day and I had to try to explain the lasting damage.

I need to try to get TfL to understand the impact of life-changing injuries. My daughter is going into hospital next week. She could not walk. She is an amputee.

In my work, while I have been working with TfL, I have learned a lot from other people as well. I would like to tell you about a man called George Atkinson and I would like to tell TfL more about him. He lost his daughter about 20 years ago when she was run over by a lorry while she was standing on the pavement. He has set up the "Learn to Live" campaign, in which teenagers are told about the horrors of bad driving. It is very effective. It shows films and it has interviews with ambulance workers who have rescued who have been killed and it shows films about the horrors of having to tell a parent that their child has died. It is very shocking but it is very effective. I would like to tell TfL more about it. It has now been rolled out in different counties and it is a very effective way of teaching teenagers to drive safely. Maybe you need to refresh the shock tactics to the bus drivers, not scare them but just refresh them, as to how important it is to be safe at all times.

Caroline Pidgeon MBE AM (Chair): Gareth, could you just update us? David's question was on the "In the Zone" training. Is this rolled out everywhere? Could you pick that up, please?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Yes, it is. I will just say that all of these interventions are really important as part of the overall approach here. We will support whatever initiatives come forward because the point here is to try to develop, as Tony [Wilson] was saying, a constant reminder and a constant thought in drivers' and other road users' heads about their own safety and about the safety of those around them. It must be an ongoing battle that we all take on in order to keep that live. You are absolutely right to highlight the causal factors and the things about what drivers are feeling and thinking and what other road users are feeling and thinking. All of these things are important. We must all think of new and creative ways to be able to keep this in the forefront of people's minds.

Absolutely, the "In the Zone" training is rolled out. We are also doing other training interventions that touch on this subject and try to help as well. We have things that are specific like "In the Zone" and CPC and other things, but there are others that are generally about the role of the driver, their attentiveness, their awareness and how they are thinking about their customers.

The "Hello London" process, which all bus drivers are going through for two days, talks exactly about that and goes very much to your point about respecting the driver. The role of the driver is a very difficult one and a very complicated one and we need that respect to come from all of those associated with the bus industry and our customers because that driver is doing a very difficult and very professional job. "Hello London" is part of the process to give drivers greater customer service skills and also to enable us more widely to have that culture developing. I agree entirely with many of those points.

Wayne King (Regional Co-ordinating Officer, Unite): Who is the "In the Zone" training designed for? Tony said about new drivers coming into garages and stuff, but who is it designed for?

Tony Wilson (Managing Director - London & Surrey, Abellio): It is for all bus drivers. We have incorporated it into new-entrant training because that is the easiest way to deliver it as we turn staff over. It was also delivered across the whole operation to existing bus drivers as well and we are targeting to complete that by the end of March this year [2-17]. By the fact that we get currently about a 20% turnover, we have done an awful lot of new entrants at the same time as we are doing it retrospectively, if you like.

Wayne King (Regional Co-ordinating Officer, Unite): The reason I ask is that I have asked our most senior representatives about it. The vast majority have not heard of it and the vast majority do not appear to have done it or been involved in it. I have seen a presentation that has come through, which was on the TfL website, but it did not resonate with any of them when I asked them what they knew of it or knew about it.

Part of my concern around this is that when these courses are designed, the experts are not involved and the experts are the drivers. People are designing a course or designing a training module for a job that they probably do not do and do not understand and they are not including the person who does the job on a day-in/day-out basis. If you want to get real training and real worth, you probably need to involve the person who is going to be doing it.

We would all agree that one day's training a year is not going to be enough because you will have your training one day and, two days later or the day after, you will be back doing the job and the pressures and the stresses of your job are going to push the training you have just had out. Whatever training there is around safety, driving awareness and accident reduction needs to be a continual rolling process. It cannot be a one-off every year and it cannot be any singular event. It has to be continual and then it becomes embedded in what you do and how you do it.

David Kurten AM: It seems that Abellio is offering the "In the Zone" training to everybody, but I wonder if I could just bring Gareth back in. Do you have any method to monitor this? Abellio is doing it, but what about all of the other bus companies? How do you monitor that they are doing it as well?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): The "In the Zone" training and, indeed, other training courses are all rolled out with all of the operators. What we want each of the operators to do is to develop for itself training packages that are specific to its circumstances.

What we do in order to be able to assess the effectiveness of the operators' training is we have independent monitoring of driver standards. We think that that is the most effective way for us in our role to be able to provide feedback to operators and say, "Clearly, whatever you are doing and whatever tools and techniques you are using to keep this live and so on is not working because your quality is going down". We can provide that feedback. The survey process is done independently - we do not know who is going to be surveyed or where - by an independent company, AA DriveTech. It assesses exactly how the driver has performed in their experience and that feedback goes directly to the operator. The driver will not know they are being monitored. This is not about individual drivers. This is about trying to provide feedback to the operators about how their training is working and whether we are seeing improvements in that randomised survey process.

That is our primary tool. We also do that, of course, for engineering quality as well, which is a factor here.

Tony Wilson (Managing Director - London & Surrey, Abellio): It is possible that when asked the question, drivers will not recognise "In the Zone" as the descriptor. We include it in a CPC module, which is a whole day, called "Safety Matters". "In the Zone" takes half of that day and they do other things like first-use checking and other safety-related things. It is possible that they have seen the training module, they have seen the video and they have had the interaction but without quite recognising it as "In the Zone".

Wayne King (Regional Co-ordinating Officer, Unite): Would that not suggest that that might be a fundamental flaw? If a driver is going to go through something that is coming from TfL, they should understand what it is and that it is coming from TfL. It should not be used and then called another name because what you are not going to get is consistency of understanding.

Surely the best thing for us to do as TfL, the unions and the operators is to come up with a consistent London-wide training programme that can be used, agreed and implemented so that we all know what the standard is and we all know that how our drivers are being trained is generic, is standard and then can guarantee that there will be a consistent level of training given to them. It is not just about how to drive a bus but how to drive a bus when you have been doing it for two, three or four - sometimes 15 or 20 - years. If it is not consistent, it is always likely to be flawed.

Tony Wilson (Managing Director - London & Surrey, Abellio): That was done for "In the Zone". If I remember rightly, Tangerine, the company that was involved in producing it, came out and trained the trainers to deliver it. I am not for one minute saying that this is a flaw, but it was a four-hour training module, broadly. We did not want to - I do not think any operator wants to - stand drivers down for four hours. We wanted to fill a whole day and so we chose to put it into something else. It is a very distinct piece of training that should be easily recognisable as TfL's "In the Zone". It should be delivered in the same format across all of the operators.

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): If I may, this is an area that, as many people have said, we need to keep going. We need to keep thinking of new ideas and new approaches. One of the things that we are going to be trialling with the driver trainers is a safe urban driving course, which has been rolled out for heavy goods vehicles (HGV) drivers, particularly in urban areas, focusing on vulnerable road users. We are trying to see how that might apply as another set of tools and techniques that can be applied.

This should be a constantly live area. This should be an area where ideas and initiatives coming from one operator and from others are able to be synthesised and we can keep this environment very dynamic. It is a really important area that we have focused on together with the unions, with the operators, with the drivers themselves and with all stakeholders. It is one that you want to keep going and you always want to keep it alive and fresh.

David Kurten AM: Taking up Wayne's point again from Unite and the union, how much are the drivers involved in designing the courses like the safe urban driving course and the "In the Zone" course. There is another called "Hello London", I believe, that has been rolled out a little bit. How much are drivers involved in all of those courses?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): It varies by the course, but if I take "Hello London" as an example, we ran focus groups to get drivers' input. We had operators' input. We had professional input, too. That course is focused very much on the customer.

What we did for the first range of courses was to have pilots with the drivers themselves and we took the feedback that the drivers were giving us and made adjustments to the course as we went along. There were various ways of getting input.

We should always do more. We are always talking about how we can do that and how we can get more. We need the right blend of independent professional advice, which comes from all types of expertise, with how it is going to be received and the things that drivers themselves are experiencing and, therefore, how they will receive the training and how we can make it more effective. We have to bring those two things together and we are constantly looking at how we do that to make these courses as effective as they can be.

David Kurten AM: With "Hello London" and the safe urban driving training, when is the date? Do you have a date or a target for rolling them out across the whole of the bus fleet?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): “Hello London” is going at the moment and so all the drivers today are -- we have courses running four days a week with that. That is a two-year programme, which will go across all drivers across London.

With specifics like the safe urban driving and so on, as Tony [Wilson] said, the normal practice for operators is to have one day of CPC training a year for their drivers. What we are looking to do as TfL is to continually stimulate new content for those courses and to have those then rolled out by the operators in their processes. We are always looking for new content and new ideas there and then it is rolled out through the CPC process, typically, that Tony described.

David Kurten AM: One other thing that goes on to monitor drivers on an ongoing basis is the [Bus] Mystery Traveller Survey, which was last updated, I believe, in 2010. To TfL and Abellio, do you think that that is still fit for purpose? If it is, also maybe you can answer how many times each year a driver will be subjected to the Mystery Traveller Survey.

Tony Wilson (Managing Director - London & Surrey, Abellio): It was updated last year [2016] and it is now called the Bus Customer Experience Survey. It is more focused and it is more applicable so that we get better data to be able to go back to individual drivers and say, “You had this score and this is where you could improve”. The relevance of it is now far greater and far better than it was previously.

I am really struggling to think how many surveys are done in a week or in a period. I am sure that Jane --

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): There are 21,000 surveys a year.

David Kurten AM: That is nearly all of the bus drivers --

Tony Wilson (Managing Director - London & Surrey, Abellio): Yes, on average.

David Kurten AM: -- but not quite all.

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): It is randomised, but there are 21,000 events where people are taking surveys.

Tony Wilson (Managing Director - London & Surrey, Abellio): It is now much easier to go back to individuals. In terms of monitoring their performances, we now have a useful tool. It is far more granular and it is far easier to understand for everybody.

David Kurten AM: Does it actually have an impact on safety in terms of reducing the number of accidents and incidents that we see on buses?

Tony Wilson (Managing Director - London & Surrey, Abellio): There are three questions. There are specific questions that are indicators of safety, like the customer’s perception of smooth driving, as opposed to AA DriveTech’s, which does the driver quality monitoring. They are far more technically based. It is an impression rather than some sort of objective view. Yes, it is an indicator.

David Kurten AM: Yes. I will just finally come back to Sarah. What do you think bus companies and TfL might do in the future? We have heard about lots of things that are ongoing, but what would you like to see happen in the future if there is anything specific?

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): Regarding bus driver training?

David Kurten AM: Bus driver training and monitoring and how that can impact on safety.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): I have to admit that I am not such an expert on the safety of the buses themselves but I do very much think about, as I have said, the mind-sets of the bus drivers. It is very important that they feel that they are contributing to society and that they are very important. They really are fundamental to London. It is very important that we have a good bus service. It is vital that we get the cars off the roads. We want people to feel safe and we want people to feel happy on those buses.

As I have said, there are other good people who have been involved in incidents. The "Learn to Live" campaign is a very important one. I hope that TfL might look at campaigns like that and the work that other people are doing to make, for example, lorry drivers drive safely. The road safety charity Road Peace has a lot to offer. You need to look at charities like that. They are experts in what they do.

As well as that, think about the buses themselves. We know that these incidents are not always the fault of the bus drivers and, unfortunately, we cannot monitor everyone out there. I hope very much that you will be thinking about the mind-sets of the bus drivers, respecting them, understanding how important their job is and making them feel important.

Just for example, do they have to pay for their lunch? Do they go out and buy their own lunch? If you gave them a healthy restaurant and healthy food to eat and they did not have to pay for it, maybe they would eat healthily. Think about that.

Of course, road-rage is very important in my mind and there are so many people out there with road-rage; yet it is not really something people think about. People talk about drivers texting or drivers speeding, but you have to avoid road-rage.

Make bus drivers feel positive about themselves. That is very important to me: just thinking about their wellbeing.

David Kurten AM: Absolutely. Just before we move on, does anyone else have any final comments about the future of bus driver training and monitoring?

Wayne King (Regional Co-ordinating Officer, Unite): It just needs to become less insular. It should not be about what one operator does and then what the next operator does. It should be generic so that you can guarantee. When you have a (Inaudible) of drivers, then you have to make sure that what you get is consistent and consistent and consistent again. That is the way you change a culture and build a safety culture within what you do.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): Can I just say? I did not really catch that. Are people still seeing the "In the Zone" film that I made?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Yes, and they will continue to do so, certainly in our company, although --

Caroline Pidgeon MBE AM (Chair): Gareth said it was rolled out across all of them and they were using it and so --

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Yes, we gave it to all operators.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): Yes.

Caroline Pidgeon MBE AM (Chair): Can I just pick up the issue of first aid training? Many TfL staff and transport workers are first aid trained. It is not mandatory for bus drivers. Is this something that you consider could be rolled out across bus drivers?

Tony Wilson (Managing Director - London & Surrey, Abellio): We have a challenge in that we have two distinct things working against each other. We do not encourage drivers to get out of their cabs and, in some companies and we have also worked with this, we have told drivers not to get out of their cabs to avoid conflict situations. As you know, we were discussing one the other day when the driver did get out of the cab and helped a wheelchair passenger board the bus and did all sorts of things.

It is a fine line. In a perfect world, there would not be an assault screen and there would not be a barrier. There was not many years ago. I would love to see the bus network revert to that because it is a far more customer-friendly approach --

Caroline Pidgeon MBE AM (Chair): In terms of first aid training because you cannot see that --

Tony Wilson (Managing Director - London & Surrey, Abellio): In terms of training, it is a big challenge. We struggle to get enough people to volunteer for depot-based first-aiders, let alone trying to roll it out to all of the bus drivers.

Caroline Pidgeon MBE AM (Chair): Gareth, is that something TfL has considered or is it just not in your programme?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): No, we have certainly considered it and, of course, across all transport services, we have been looking at this issue, as you know. Bus drivers are human beings and I am sure that almost all bus drivers would want to help in the circumstances if they can. The question here is one of making sure that they are able to do their job properly. That is something that we are talking to the operators about because we need to take into account all of the things they need to do.

In a perfect world, as Tony [Wilson] said, having a high prevalence of first aid training and the ability to do that in a way that is helpful and proper and to make the right decisions and so on would be fantastic. We have as an industry - indeed, in some cases, as a society - quite a long way to go to do that. To go back to the original points, there are a lot of issues about fault and so on that come into this. As I said earlier, we really ought to be moving away from that and moving towards this more progressive thing, but it is a long-term challenge for us all.

Wayne King (Regional Co-ordinating Officer, Unite): There would be a general reticence among drivers to get out of the cab after an accident. They are then going to put themselves in the line of whatever has gone on. Again, it is a general culture - not just among drivers - and a blame culture if the driver is concerned they might get something wrong and then be held accountable. It would be nice in an ideal world, but the reality of it would not work.

Caroline Pidgeon MBE AM (Chair): Before I move on to the next section, Shaun, I realise that I did not call you but you indicated earlier. Did you want to come in on your question?

Shannon Hawthorne (Press and Public Affairs Director, The Pre-School Learning Alliance): I just want to ask a question --

Caroline Pidgeon MBE AM (Chair): Yes, sorry.

Shaun Bailey AM: -- about how you relay lessons learned to the drivers. There was a lot of talk earlier on about the procedures around investigating crashes or whatever, but if you are a driver and have not been involved in a crash, you could still learn from an - let me remove the word "crash" - incident. Is there is a mechanism to educate drivers across the network about things that are happening for and to other drivers?

Tony Wilson (Managing Director - London & Surrey, Abellio): It is something that we could do better and it did spark in my mind when Wayne [King] mentioned it.

What we have done is we have put out on our LCD information screens, which we have for all sorts of messages for drivers, images of incidents and how they could have been avoided and so there is that direct feedback.

We also produce a route hazard booklet, which Jane [Lupson] saw the other day. For each route, we have prepared a booklet. It is a conglomeration of ideas and thoughts on road layouts from drivers and management so as to put some of those learning experiences back into a hard copy that is then distributed to all. The key to that is not just doing it once, of course; it is refreshing it. If there are incidents or a road layout changes, it is updated and it is still relevant.

I am with you. I am sure we could do more. It is trying to find the mechanism to do it in an effect way when drivers are not in the depots for very long. That is one of the big challenges we face.

Caroline Pidgeon MBE AM (Chair): Thank you. Let us move on to confidential health and safety reporting. Caroline Russell is going to do that.

Caroline Russell AM: This is about CIRAS, which is actually the Confidential Incident Reporting and Analysis System. It is great that we are looking at it now in February 2017 because it is about a year since it was first made available to London bus drivers.

I understand that last August [2016] you reported that to date 24% of all the confidential reports - this is Chris I am talking to - that CIRAS received nationwide had come from the London bus sector, despite TfL's contracted bus companies representing less than 2% of the national membership of CIRAS. All of those safety reports except one have come from TfL bus drivers.

I am just interested in the CIRAS view of this. Is this because, do you think, there are more systemic problems and issues in London with safety and also in other groups of people who are reporting to you, the non-TfL ones? Do you get more reports from bus drivers and managers and other people involved in the system? Is it disproportionate to have so many of those reports coming from bus drivers?

Chris Langer (Scheme Intelligence Manager, Confidential Incident Reporting and Analysis System):

We have introduced it to the bus community and so this is a new period in confidential reporting. Our experience from rail was that we had a large number of reports when it became a national system in 2000. We had a large number of reports and we ran at several times the number that we do today for rail. Therefore, it would not be strange for that same pattern to be replicating itself. We have what seems like a high proportion of reports nationally, but it is actually people getting used to CIRAS and used to what confidential reporting means and they then perhaps feel that they will try the system to see what difference it may make.

Therefore, that is the first thing to mention: perhaps it looks like a high proportion of the reports, but it has to be seen in that context. It is a new system and perhaps bus drivers feel they would like to try that system to see how effective it is.

On your second point about bus drivers reporting, yes, it is typical in that we see frontline staff reporting. It tends not to be managers. If we talk about rail, we will see signallers, drivers and track workers reporting and those make up the main categories of reports. You would expect to see the pattern that we are seeing with bus drivers reporting as part of the bus community as well. We get frontline people reporting their safety concerns because they are closest to incidents and potential incidents.

Caroline Russell AM: Thank you. Again, for Chris, what do you think are the most serious areas of concern reported by TfL bus drivers?

Chris Langer (Scheme Intelligence Manager, Confidential Incident Reporting and Analysis System):

We have two aspects there. There is the fact that people may want to use a confidential reporting service in the first place. To set it in context a bit, most concerns - 91% - have been reported internally before somebody approaches CIRAS. They are approaching CIRAS for a particular reason and that is because, generally, they feel that the safety culture where they work has not been able to give voice to their concern and have it addressed. There is a big part of this about the reporting culture. We are picking up information on that these days because we can ask about how somebody has made a report internally and the response they have had. Therefore, there is a reporting culture side to it.

There is also the content of those issues. The concern there is some of the issues that come to us, the main one being fatigue. That is something that is being reported 24% of the time when we are talking about the issues that people are raising through us. It is the kind of thing that we see a similar pattern for in rail as well. You probably will not want to talk to your driver manager about feeling very fatigued and perhaps feeling unable to do your job very effectively, but you may well feel able to talk to a confidential reporting service about that because there are no repercussions. Drivers may well be aware of feeling fatigued, but talking to somebody about it or talking to management about it is often quite a difficult thing to do. This is where we uniquely get that information coming in because people can trust that there are no repercussions in saying something. For example, they might be saying, "I am very tired. I am worried that I might have an accident". That is not something that you can generally talk to your line manager about. You can say that in an ideal world you should be able to talk to your line manager about that, but it is easier sometimes to talk to a third party. That is the voice that we are enabling to come up that way.

Caroline Russell AM: Do you think that that information is being acted on? Do you get feedback from TfL and from the bus companies? We have heard the testimony from Sarah Hope earlier on the importance of driver wellbeing and we have 24% of those reports to CIRAS saying that people are feeling tired. Also, I noticed - I have a pie chart in front of me - that 7% of people are reporting pressurised driving, which must potentially relate to road-rage and the stress that maybe drivers come under. How is that acted on once the information gets to CIRAS?

Chris Langer (Scheme Intelligence Manager, Confidential Incident Reporting and Analysis System): There are two approaches there. One is on a case-by-case basis. We take the report and the report is processed. We are acting as an independent facilitator and we are asking the operator concerned to have a look at that particular issue and, very often, we are posing questions about how that is being dealt with systemically. Therefore, it is not just about this one report but perhaps, if there is a wider issue there, how is that being addressed in terms of initiatives on driver training and on talking to drivers about fatigue? That is on a case-by-case basis. We will take a report and it will be processed. We are looking at the quality of the response that comes back and acting as a facilitator to try to see that our original reporter is satisfied and that concern has been acted on. That is how it works on that front.

On the second front, it is about collecting those reports together, as we have done here, and looking for those trends. I really should say that this is quite a small sample. We are talking about only 45 reports over the year. If we are collecting something together that seems significant to us, what we want to do is to work with the operators to design initiatives, if that is appropriate, and to talk about some of the things that come through in our reports.

The obvious one is fatigue. We have taken that particular issue and run with it. We have said to the operators, like in the case of Abellio, "How can we help you facilitate some kind of discussion on that amongst managers and drivers in particular to raise awareness about the issues that may impact on them, whether we are talking about shifts and breaks or whether we are talking about lifestyle factors?" What we are trying to do is to inject that into the conversation.

What we have found there is that generally people are quite unaware, perhaps, in the job they do of the effects of driving for a long time in a small, confined space. The aspect of it that we want to concentrate on is what we can do about that. Talking about these issues and highlighting exercise and dietary advice is one way of getting that conversation going.

Caroline Russell AM: Thank you. Can I bring in Tony at this point? Do you find the CIRAS reports helpful in terms of how you manage your bus operation?

Tony Wilson (Managing Director - London & Surrey, Abellio): We have not had very many. The one that is probably more relevant for today than others was very much a generic complaint or awareness-raising of fatigue. It was generic.

It is really targeted at an issue across the whole of the network, which is the late finishing of drivers. It is an issue for us. It is an issue for Wayne's [King] members. It is an issue for TfL. Due to worsening or sustained traffic congestion - it got worse and at the moment is not getting any better - late finish of duties is one of the biggest issues we face with not only driver welfare but driver wellbeing in the larger sense. Most of us want to come to work and have some idea of when we are going to go home. That is quite a challenge for drivers at the moment due to the very variable traffic conditions we deal with.

This generic approach to fatigue is not easy to answer in the things we do. However, we have worked with CIRAS. In particular, as Chris [Langer] said, we have gone out and talked to drivers about having sufficient rest, looking after their health and diet and all the things we can do while still trying to tackle, with TfL and within our own environment, how to address this late finish issue and how we can get bus schedules that are more appropriate to very variable traffic conditions. You can only schedule for a particular traffic condition. We do not schedule for the worst and we do not schedule for the best. In that context it will never be right. Therefore, you have to make adjustments. Things do not go as planned.

It is a difficult challenge for all of us. We are working hard with TfL and the union to do things about it but it is not going to be one of those we solve overnight.

Caroline Russell AM: Taking us back to CIRAS, do you find having member of CIRAS useful?

Tony Wilson (Managing Director - London & Surrey, Abellio): It is another outlet that is useful. There have not been very many in our organisation. All of the other managing directors I have spoken to in the operation fraternity have whistleblowing policies as well. It is another outlet for staff where they may feel freer to have this non-attributable reporting line. There have not been many of them. Initially there would have been a rush for reporting but in reality it was not an overwhelming flood. It was a very low volume. It is trying to get it into context. It is another way of people expressing their concerns. We would have had five or six in total since--

Caroline Russell AM: It is useful to you to be able to hear from bus drivers in another channel?

Tony Wilson (Managing Director - London & Surrey, Abellio): It is useful. Any way people can express their views is useful. It is another one and some will feel more comfortable than others using it.

Caroline Russell AM: In your bus company, what is the proportion between employee bus drivers and agency workers?

Tony Wilson (Managing Director - London & Surrey, Abellio): At this moment we probably have a dozen true agency workers but over 2,000 bus drivers.

Caroline Russell AM: That is a very small proportion.

Tony Wilson (Managing Director - London & Surrey, Abellio): Yes, but it is a point in time. At the end of last year we had some contract changes where we were going to lose work. We did not recruit a load of drivers to fill holes when we knew in December and January we were going to lose contracts. It was getting over a particular problem at the time. It is not a matter of course that we would employ true agency drivers.

Caroline Russell AM: Do the agency workers also have access to CIRAS?

Tony Wilson (Managing Director - London & Surrey, Abellio): Yes, they would do in the normal way. We treat them as any other employee. There is no reason why they could not report it to CIRAS.

Caroline Russell AM: Moving on to TfL, Gareth, do you think CIRAS reporting is helping you make improvements in terms of reducing road danger attributable to buses in London?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): As you know, we have been very encouraging of the CIRAS initiative. It rolled out across the vast majority of TfL services

regardless of who operates it. Our Director of Health, Safety and Environment, Jill Collis, sits very closely on the board with CIRAS. We get summary reports that are relevant not only to the bus operators but also, of course, to other areas of our transport delivery. As Tony said, any other outlet that exists for drivers, frontline employees or others to be able to express things they did not otherwise feel they wanted to express has to be really useful. The reporting we get back is just another mechanism, another flag and another symbol of things we can then take action against.

In our case it is not specific to the individual instance and so on because that is for the bus operators. This is about looking at whether there are trends. For example, fatigue, late finishes and all of those things are issues we are collectively working on. As Tony [Wilson] rightly says, it is a very challenging issue but it is one that has come to us from a number of sources including, of course, the work of CIRAS. It is another mechanism and therefore we really welcome it.

Caroline Russell AM: Are you also seeing differences between the different operators reflected within the CIRAS reports? For instance, in your operational safety data, Abellio, which is here, operates 8% of TfL's buses but accounts for just 3% of TfL's collisions. Therefore, there will be other operators who are accounting for a higher proportion of collisions. Are you seeing a difference in CIRAS reporting from these different companies?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): This is probably an issue that Chris [Langer] can comment on. The individual incidences of CIRAS reporting from an employee of an operator are dealt with on a case-by-case basis with that operator, as they should be, by CIRAS and so I cannot really comment on that.

What I would say on the prevalence of incidence is that it is not only about the operators but where the routes go in London. We do have a higher incidence of incidents in the centre of London than we do elsewhere. There are different factors at play about where incidents occur on the network and so on. Chris may be more able to comment on different operators than I am.

Chris Langer (Scheme Intelligence Manager, Confidential Incident Reporting and Analysis System): There is a wide variety of responses going from the proactive end of scale of, "This is a report we really need to listen to, let us have a look and see if that tallies with any other information we are getting from other sources", to, "This is a total nuisance and I am not interested in responding to this".

It is quite a difficult issue for us. It very much varies, dependent upon the operator and dependent upon exactly who is responding to the report. There is a difference in safety cultures. That sometimes manifests itself in the kind of response and quality of response that comes back. There are pockets of really excellent stuff and then some responses where you think, "That is not too good", and may represent something else in terms of the safety culture going on underneath. We would like to see high quality responses where a particular issue has been acted on and that initial safety concern raised has been closed down.

Caroline Russell AM: Do you think TfL could take some of these strategic issues and pick them up from the work that is coming through CIRAS reporting?

Chris Langer (Scheme Intelligence Manager, Confidential Incident Reporting and Analysis System): It is certainly good to bring those common themes up to see if they tally with other sources of information. Perhaps we have a small part to play there. The point has been made a few times that we are talking about quite a small sample of reports. If it does represent a wider trend and we can join that up with other sources of data it may be representative and tell us something that is perhaps not available through those sources as well.

In terms of content and issues it may point to similar issues that come out through accidents and incidents that are good to join up with. What we may have is some underlying data on the safety culture that may be difficult to get through traditional means. If we can flag that up, it is going to be useful to TfL. Joined-up thinking there is the answer.

Caroline Russell AM: Thank you. I would like to come to Wayne now. Fifty-seven per cent of people reporting felt the issue that they were worried about could cause injury to staff or passengers and 32% feared that a road traffic collision could result if their concern went unaddressed. First of all, do Unite members have any feedback on the CIRAS reporting process?

Wayne King (Regional Co-ordinating Officer, Unite): It has not been advertised as widely as everybody would have hoped. We had an initial presentation from CIRAS just after drivers were included and we had a follow-up before Christmas. Information that had been passed to some operators had not been trickled out in the garages to members and drivers. It is part of a growing process. There is always a certain amount of cynicism to anything new that comes in. There will be an increase in reports from drivers in the next year or so because it is becoming more embedded, its reputation is growing and people do feel comfortable to do it. It highlights not only if there are issues between the driver and operator but also if maybe some of our structures and processes are not working as well as they should or could work. It is a learning process for everybody at the moment. It is working.

There is growing confidence in the process. It will grow in benefit. There does need to be better involvement at the local level. I do not doubt at all that TfL's operators are fully engaged in what it is and what it needs to be. However, there are cultural changes in garages that need to happen about reporting, reporting back and making sure everybody is aware what the issues are. We will not get the full worth out of it if we are not engaged at every single level in an organisation.

Caroline Russell AM: Is there anything in particular you think could be happening at the bus garages to get that cultural change to happen?

Wayne King (Regional Co-ordinating Officer, Unite): Engaging more with local representatives, when you hit the day-to-day management level and engagement with health and safety committees. As Tony [Wilson] rightly said, there is a health and safety committee at every garage. We have made it clear that CIRAS should be on the agenda for every single health and safety committee. There is a reluctance to do it because there is a concern about highlighting problems that may or may not be there. It is about bringing it more to a local level than at a higher level.

Caroline Russell AM: Gareth, are you able to take that away in terms of the need to get CIRAS more embedded?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Absolutely we will. We believe it is a very important tool. I know the operators have committed to it as well. As Wayne said, if there are any issues at a local level we will be encouraging operators to address those. United has a part to play there also to help flag up any issues with its adoption. We think it is a great tool and should be encouraged. We can make sure that is picked up in our regular dialogue.

Caroline Russell AM: That is great. We have heard from Sarah the absolute devastation to families when these collisions and crashes happen. It is not just "oops". It is not an accident. These are really serious, life-changing things. It is also a life-changing experience for anyone involved at the wheel of a vehicle when there is a life-changing incident.

I have a couple more questions for Wayne regarding these reports about fatigue and in particular the 7% about pressurised driving. What is Unite doing to ensure these issues are properly addressed?

Wayne King (Regional Co-ordinating Officer, Unite): We carried out a London-wide safety survey amongst our members to get the reality of this. We had several thousand responses. We will be taking this up at a local level with the forum we have with TfL and the operators.

We cannot ignore the reality that there is a high amount of fatigue for drivers. Long hours, enforced overtime, traffic, general pressure and stress and abusive passengers all lead to one result of drivers potentially not performing to their best. That then creates the likelihood of injuries. We are concerned. We are trying to work as constructively as we can with the operators and TfL about fatigue.

There are some real core problems with it. It is around scheduling, traffic congestion and, something that is out of everybody's control to a certain extent, tiredness effects caused by pollution. There is a much wider issue around fatigue and how we deal it as well as lifestyle, diet and everything else. It is a much deeper thing we all need to look at and make sure we work collectively to get a result.

Caroline Russell AM: Coming back to the issue of congestion, if this is resulting in driver fatigue and pressurised driving, then the cost of that congestion is death and life-changing injuries for Londoners. That puts more pressure on the congestion report that the Committee has recently published. Thank you, Caroline.

Caroline Pidgeon MBE AM (Chair): We are going to bring you in in the next section, Sarah, if you could bring your comments in then. I am conscious, Members, that we have four more sections to get through and so maybe we need a little bit more pace. Let us look at passenger support. Joanne?

Joanne McCartney AM: You have spoken eloquently this morning about your life-changing experience. You have talked about the court case you had to go through. It was, obviously, extremely gruelling. What was apparent was that your needs were very different as someone who had been very badly affected by this incident.

What did you discover you needed in terms of support from TfL? I know you have been quite instrumental in changing the support it does give and in particular the setting-up of the Sarah Hope support line.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): As I said, our incident happened in 2007. There was no support whatsoever; absolutely nothing. In fact, I did not even think of TfL for seven years. I thought about Metroline. We had this terrible incident. There was no support at all. I had a lawyer who, literally, offered money. This is what happens.

What has happened since April 2007 is that 148 humans have been killed by London buses. That is 15 a year or practically one a month. This has to stop.

After seven years - with the intervention of Boris Johnson [MP, former Mayor of London] - Metroline and TfL apologised. Up until then, I had not even thought about TfL. I was told that it is the umbrella organisation that runs all the bus operators. I had been wanting Metroline to apologise. It did not. Metroline ignored me whenever I tried to contact it. I can tell you a little bit more about that if you want me to.

Seven years after my family's horror, Boris made Metrolink apologise. That was when I said, "You said 'sorry' and so I want things to change", and the Sarah Hope Line was established. I told TfL that there needed to be a voice of kindness at the end of the telephone for people who are really struggling, who have lost family members or who have suffered life-changing injuries. If a family member suffers a life-changing injury, it is not just that person whose life has been damaged; it is the entire family. You have to think about the whole family. TfL is really trying hard. It is in Pier Walk. I visit it regularly and have seen for myself the hard work and dedication of the staff there. Staff have been trained by the Samaritans, by Cruse and by lots of the different charities out there to be able to speak to people in the correct way. People out there do not know about the Sarah Hope Line. The Sarah Hope Line, surely, is a good-news story for TfL. It is finally listening to victims and offering the financial support and kindness they require in their hour in need. That was something we did not have.

I was very disappointed when I read in the *Croydon Advertiser* that the Sarah Hope Line did not manage to call somebody back. I want to know what that was about. I want to know why that particular case went wrong. When the tram incident happened, the numbers of people calling the Sarah Hope Line went up from about 14 people to about 261. I do not know how many people exactly. The Sarah Hope Line exists but there is a lot more TfL needs to do. People need to know more about it.

I need to know what TfL is doing about apologising to victims. I want everyone to be apologised to. When I started talking to TfL I learnt some shocking things from TfL managers. I learnt that victims on the network do not really have names; we are just insurance statistics. As you go through a personal injury claim that is what you are: another insurance statistic and not really a person.

There is progress with the Sarah Hope Line. It cannot get involved legally at all with anything. It is literally a voice of kindness at the end of the line, which is vital at the time when tragedy strikes. However, I am very disappointed to learn that TfL does not even know how the hundreds of people its bus crashes are sending to hospital with serious injuries are doing. TfL does not keep in touch. It is not interested, really, in the people who are hurt. It needs to show interest and kindness.

I was a bit disappointed to find out that Metrolink, the company that hurt us, in 2015 was the company with the highest number of pedestrian fatalities but was still named by TfL to be the best operator of the year. I do not know why that happened. Why was it the best operator of the year if it had the highest number of fatalities? We have heard today that Abellio did not have as many. How many did you have?

Tony Wilson (Managing Director - London & Surrey, Abellio): I cannot tell you fatalities. I can think of the most recent one but I cannot tell you in total.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): I do not know if this is now the right time for me to talk about victim support.

Joanne McCartney AM: Yes, that will be very helpful. Can you let us know what extra TfL should do?

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): I have been talking to TfL about this a lot. We have to be very grateful for the Sarah Hope Line. It is a good start but it is very much a start. If you are going to help people in their hour of need it is like sending somebody to hospital and when they are starting to get better saying, "Get out and go and look after yourself now". You need to keep up with those people and find out how they are. We need to oblige TfL to do more to make victims and their families aware that the Sarah Hope Line exists.

There is a TfL report that came out in January 2017 to say only 14 calls from bus victims had been received by the Sarah Hope Line. They did not even know about it. There is a voice of kindness that is there waiting for them. TfL is paying for it but the people did not even know about it. It is very important we think of some way of victims getting to know about the Sarah Hope Line. It is a fine line because the Sarah Hope Line exists to help people with life-changing injuries, people who witness dreadful things on the network or the bereaved. What we do not want is people with very minor injuries getting in touch with the Sarah Hope Line all the time but that is something for the Sarah Hope Line people to judge. This is a good news story for TfL. It is finally listening and finally being kind, whereas in 2007 there was no voice of kindness whatsoever. We need to think about how more people can know about the Sarah Hope Line.

The Sarah Hope Line needs to take a more proactive stance on finding out how victims and their families are doing. This is something I have been talking to a few people at City Hall about. TfL needs to work with the Mayor's Office for Policing and Crime (MOPAC).

They have been talking about setting up a Victims Commissioner for London. This, in my experience, is because personal injury law is a shambles. It is a horrible experience. We hear about ambulance-chasing lawyers and I know all about them. I believe it is an abomination of human dignity. It is just a way for personal injury lawyers to make money out of people's disasters. When that bus hit my family, there were three members of my family. For personal injury lawyers that is their bread and butter. It is not just bread and butter; it is bloody gold dust to them. If you look at an advertisement for a personal injury lawyer, you will read about how much money they have made, "I have won millions of pounds for somebody". They will not be telling you how much money they creamed off that millions of pounds. I believe personal injury law is a way for personal injury lawyers to make money out of our disasters.

I have started speaking to TfL about it. I believe it is starting to listen. I can report that Vernon Everitt [Managing Director, Customers, Communication & Technology, TfL] has committed to asking the Mayor to write a letter to the Ministry of Justice so that the Government can establish precisely what it is doing to protect victims in civil claims. I am looking forward to seeing this letter.

I have to say that I am also part of the Victims Commissioner's victim reference group. The remit for the Victims Commissioner, Baroness Newlove, does not include providing support for victims who go through the regulatory and civil process. She looks after victims of crime. If you are not a victim of crime, the Government will not look after you. TfL needs to work with the Government.

As an example of when things go wrong, the psychologist who was appointed to look after my family has been under investigation with the Health and Care Professions Council for 18 allegations of fraud and misconduct against my family.

Caroline Pidgeon MBE AM (Chair): That is not really appropriate for here, to be honest.

Joanne McCartney AM: Can I put some of those points you have made to Gareth? Perhaps I should own up to previously being a personal injury lawyer.

Gareth, can I ask you a range of issues? Sarah is quite right. We find this in the police as well, actually. When things go wrong, public bodies in particular are very reluctant to say sorry because they often confuse that with accepting liability and the legal process. That can make a big difference at the outset. Is that something TfL is looking at?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Firstly, I want to say a huge thank you to Sarah for the work she has been doing. She has turned what has been an absolutely tragic and unimaginable incident for many of us who have not been involved in such a thing into something that is very positive. It is very positive for our organisation because we have had, in a way, some of the scales removed from our eyes in this area. We really were not active at all in the sorts of issues Sarah has been outlining. We have made a start and it is only a start.

The Sarah Hope Line is a fantastic resource. It is something we want everybody to know about. It is difficult. We do not automatically know the names of those who are affected by injuries on the road network. That information is not ours. We ask the police to share such information with us. We ask individuals to have awareness. We are giving cards now to our first-line responders. We are talking to the operators about how we make that well known for bus drivers and those in the vicinity of an incident to make people aware, as well as a general awareness across London through the publicity we can give. It is only a start. We really do want everybody to know about the resources the Sarah Hope Line can give. It is something we ought to be doing and now are able to do.

It is the same with saying sorry. We, as an organisation, do care very deeply about the services we provide. We have a lot of impact on people's lives across London. We absolutely want to say sorry where we can. It is really a human thing that we should always do.

Without the Sarah Hope Line, during the tragic events in the tram incident we would not have been able to provide some of the very extensive support we did. It is a huge attribute to Sarah in the work she is doing. She is really helping us as an organisation to start to move forward in this area. This has been a big step forward. There is a lot more we can do and we are having that very regular dialogue. Vernon Everitt, my colleague, is the lead for us with Sarah to be able to do that. It has been very productive, very progressive and really helpful.

Joanne McCartney AM: The line itself can offer support. It can signpost people to other areas that cover support. Does it offer upfront payments? A legal process can take a while and immediate payments for often quite small costs can make a massive difference to people.

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Absolutely it can. We absolutely help people with travel expenses and provide them with immediate support and so on. The line has been doing that for those who contact it from a variety of sources. Yes, we can do that. We do that without recourse to liability or any of those things. These are things that are an immediate hardship that we need to step forward and help address. The line is there for that, too.

Joanne McCartney AM: Sarah also raised that you will need to work with MOPAC and the police. I understand that not only British Transport Police but also Metropolitan Police Service (MPS) officers are meant to be giving out the Sarah Hope Line number to victims of incidents. Do you monitor how well they do that?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): It is a really good question. Funnily enough, we asked that same question ourselves. It is a challenge. These are professionals doing their job in really trying and difficult circumstances. We have asked to have feedback on how well this is done.

The test of it, in the end, is how well known the line is and how many people take advantage of its services. We really do want to monitor how many people understand that the line is available. We have a range of mechanisms for doing that from feedback we get from the police and the London Ambulance Service and so

on through to the surveys and so on we can conduct and, of course, the use of the line itself. Any information we can get on its usage is going to help us make it more widely available to people.

Joanne McCartney AM: Could you let me know what the budget is for the Sarah Hope Line and if you have plans to expand that budget?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): I do not know specifically. I do not think we have such a thing as a constrained financial budget. That is not what this is about. This is about providing the level of support that is necessary. As I say, it has been a really useful resource in response to the tragic incident on the tram derailment. In that process we have provided it with extra resources when we felt that it needed it. It is not a question of budgeting this. It is a question of making sure the line is there and is working effectively and that people know to use it.

Joanne McCartney AM: You are confident that if there was another major incident you would be able to provide resources quite flexibly and quickly?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Absolutely. We are always trying to learn from these situations. We are trying to make the best use of it. Feedback is always welcome.

Joanne McCartney AM: The final point Sarah made is that you now have quite a cohort of people who have been injured on the network. Do you have any plans to keep in touch with those people and perhaps use them as part of your focus group for improvement surveys?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): It is certainly something we are going to look into. The Sarah Hope Line is relatively new. This approach for TfL is relatively new. We want to look into how we can provide ongoing support. We have certainly said we are here for as long as is necessary for people. We try very hard to fulfil that obligation when people contact us and are engaged with the line itself. It is a start and there is a lot more we want to do.

Caroline Pidgeon MBE AM (Chair): We will want to get details of at least what your core staffing is to understand how the line works. Shaun wanted to come in quickly.

Shaun Bailey AM: I will make this very short. The point has been made about working with the MPS and the work it has done around victim support. It has improved. It started at a very low place.

Surely, as two mayoral controlled bodies, you could be writing to the Mayor to ask him to prompt them to help you some more. You made a comment that you do not always get the information about an incident from the police. Surely a protocol can be fixed there. We are talking about very traumatic events to Londoners, particularly to the Londoners who are involved. I cannot understand why that has not been addressed in a strong procedural fashion.

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): I am no expert and so I am not going to comment on the particulars of it other than to say that the names, addresses and contact details of individuals are a matter for individuals. These are private individuals out on the road network. Clearly, if there is data and information we can get so that we can proactively contact people, of course we can try to do that. That is something that is for the police. In many cases, they are not our customers. They do not have a relationship with TfL.

From my perspective, the key thing - as Sarah has said - is whether people generally know this support is available. That is the best thing we can do to be able to make sure it is used and we can provide support like this. Making sure data is shared is a very difficult area because, of course, it is an individual's data.

Caroline Pidgeon MBE AM (Chair): We may well pick that up as a recommendation. Thank you. Tom, incentives for bus operators, something that comes up an awful lot?

Tom Copley AM: Thank you, Chair. I will start with Gareth. How does TfL incentivise bus operators to prioritise safety?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): We have a range of mechanisms contractually and otherwise with the bus operators for their overall performance. Safety is very much a part of that performance. We do an absolute minimum standard. We audit bus operators every year and there is a minimum standard a bus company needs to attain in its processes and attitude towards safety before they can continue to operate within London. There is a minimum level.

Tom Copley AM: If they do not meet that they cannot carry on?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Absolutely, there is a minimum standard. Above that we have a variety of mechanisms. At the moment we are putting together - going back to the earlier data point - these data sources in order to be able to develop a performance scorecard in this area. It is a brand new initiative. At the moment we are talking to operators about how we might use that information to further upgrade the incentivisation for operators.

The culture we want here is one of complete learning and openness. That is the culture we want to engage in. We use whatever mechanisms we can with the operators but really this is something the operators themselves own. They have their own ideas and their own initiatives. On the very specifics of incentivisation, we are looking at the scorecard and set of measures we are developing and seeing how we can put that into the overall monitoring and management regime we have with the operators.

Tom Copley AM: Why do you not have a direct link between operator safety records and financial rewards or penalties?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): It is not something we have had explicitly in the past in terms of the specific use of individual data and so on. It is something we are looking towards doing. Clearly the precursors to those that we talked about before - such as driver quality monitoring, customer surveys and so on - are things we take into account when looking at overall operator performance and whether we award new contracts and so on. That is used in that process as a measure of whether the operator's training and so on is effective.

Tom Copley AM: As a scoring mechanism?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Yes. Those surveys produce a score. Their scores are discussed with the operators and are used for benchmarking purposes across all the operators across the network, with the aim of driving up the level of scores and making sure overall quality improves. The specifics of using a suite of measures to performance manage operators are something we are looking at very actively at the moment. We have not reached any conclusions on exactly how to do that but we are looking at it right now.

Tom Copley AM: That is interesting. It is something Network Rail does in some areas. Staff have a financial bonus that takes into account safety records and things like that.

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Some operators have that approach. Tony might want to comment on that.

Tom Copley AM: Can I bring in Tony here to talk about this issue?

Tony Wilson (Managing Director - London & Surrey, Abellio): One of the things that is prevalent in the whole of the bus business is that it is almost like you should not need any incentives because it is an absolute no-brainer to try to reduce your third party claim costs. It is such a huge amount of money it should be something you go at relentlessly in any respect.

We very much welcome TfL's thoughts on the safety scorecard. Benchmarking is always useful. You can have a league table for everything. The use of benchmarking is to say, "Hang on a second, why are they better than us?" Even if you are the best in the market you cannot be complacent. You should be looking to continuously improve. People move around in league tables. It is a way of measuring yourself against other people, "Why is it they are better than us? What could we do differently? How could we improve?" It should be almost a natural thing. We are a commercial business. We should be interested in the vast cost of those third party claims so we should not need that massive incentive. It should be so glaringly obvious that you try to reduce it to the absolute minimum. There is a point, when you get to the absolute minimum, of where you go next, if you ever get there. That is semantics in many respects.

Caroline Pidgeon MBE AM (Chair): We have two primary schools before us today. We have Mowlem Primary School from Tower Hamlets and Marion Richardson Primary School from Tower Hamlets. You are very welcome. This is the Transport Committee. We have guests before us and we are looking at how we can make our buses even safer on the roads in London. Back to you, Tom.

Tom Copley AM: How do you balance up waiting time targets and safety targets? Is there a conflict between the two?

Tony Wilson (Managing Director - London & Surrey, Abellio): In terms of the way I am incentivised - as well as my top team and the senior middle managers - we do have some specific safety targets in there. You can always argue that one incident is too many. To set this benchmarking we do have safety targets within our own bonus scorecard. There is very much a direct relationship. We report it up to our board on a monthly basis. The whole organisation has a safety emphasis that is very visible to all. It is overt. It is out there. The aim is to get better.

Tom Copley AM: Are you looking at other organisations for inspiration as to what could be brought in in terms of safety measures?

Tony Wilson (Managing Director - London & Surrey, Abellio): Yes, very much so. That is something that, again, is evolving. In our instance we can go and look at the rail industry. In Abellio we have far more rail operation than we do bus. What is it that they do that we could do better? How do they get messaging across? We talk about driver behaviour and those messages. What tools do they use to get those messages out? It is very much an outward looking process as much as it is inward. We welcome TfL's wider view because we do not directly go and talk to our competitors. That is not the nature of the market. Having a safety forum, as we said earlier, where we can discuss those things is very helpful for us.

Tom Copley AM: Unless someone is burning to come in I will leave it there because I am aware of the time.

Caroline Pidgeon MBE AM (Chair): Lovely. Thank you very much indeed, Tom. Wayne?

Wayne King (Regional Co-ordinating Officer, Unite): The very title of “incentive for safety” sums it up better than anything else. You should not have to incentivise safety. As Tony said, it should be the bottom line. It should not be about trying to reduce third-party claim costs, either. It should just be that that is what the bottom line is. There should no incentive.

What there probably should be is the opposite; there should be penalties. I am not aware of anything in the tendering process that says, “If you are a continually unsafe operator, you can lose the route or the contract”. If you really want to make this something people are going to take seriously then that needs to be a part of it. If good high standards are set, not minimum standards, and do not reach them or continually are in breach of them then there should be the risk that you will lose that contract because you are not safe.

Caroline Pidgeon MBE AM (Chair): Thank you for that. Let us move on to bus technology. Jane [Lupson] started mentioning this right at the start. Shaun, you are going to lead this for us.

Shaun Bailey AM: My first comments are mainly to Gareth [Powell] and Tony [Wilson] to start and then anybody can come in. How does TfL use its influence to improve safety through better bus design and new technology?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): I will answer that one, if I may.

The Bus Safety Standard is designed to have a holistic approach to the whole of the bus, both in terms of technology and vehicle design. We know from road safety research that TfL has done recently around vehicle technology that that has probably been the single biggest cause of our reduction in KSIs in London. It makes sense that we then take what has been developed - particularly in the car industry and also latterly in the HGV industry - and apply that to buses. We have done a couple of trials already. One was around cyclist and pedestrian detection. Another was around bus intelligent speed adaptation (ISA) and speed-limiting the buses. The Bus Safety Standard is designed to do that a bit more holistically and also to have an evidence-based approach. I mentioned earlier that we have been doing some work looking at the police collision investigation files and so, instead of thinking that a technology sounds like a good idea, we can really understand whether it would have prevented a fatality or serious injury.

The point we are at now is that we have a long list of potential countermeasures we want to trial. These vary from things that will reduce KSIs outside the bus to things we can do inside the bus to the bus interior to prevent or mitigate injuries to bus passengers. We are going to be letting that as a whole contract to an independent test house so it can take those different technologies and test how they interact with each other. We then want to come up with a shorter list that will be included in our vehicle specification. That will be rolled out subsequently on all new buses.

During that process there will be some quick wins that come out. Things that may not be technological but a little bit simpler, maybe in terms of internal bus design, that we can do more quickly. In which case, of course, we will introduce those more quickly. In some aspects as well we may have different issues with different types of vehicles; in which case there may be evidence that we should do some retrofitting. However, the overall proposal is that they will come onto new vehicles.

Shaun Bailey AM: Can you give us an idea of any new technologies you have already implemented or that are in the pipe or on the way down? If you drive a car, you readily see that there are new active systems coming all the time: pedestrian detection, self-braking and all that kind of stuff. Are we beginning to see that in buses? Do you have that planned? Have you done anything recently that I should be happy about? I use the bus a lot.

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): Pedestrian autonomous emergency braking is very much in development at the moment. That will be part of the first tranche of the Bus Safety Standards. Although we will introduce the standard at one given point in time, part of the work will also be to develop a roadmap whereby we know some of this technology exists but it might not be ready for a bus yet. From the research the autonomous emergency braking came out on top.

Of course, we have some challenges with that. If the bus is stopped automatically, then it is whether that harsh braking would result in injury inside the bus when we have standing passengers. There will be a lot of testing around what the thresholds are for that stopping, and also whether the bus comes to a complete stop or just reduces its speed right down before a collision occurs.

The other thing that will be first on the list to look at is the front of bus design. There has been a lot of research done into how the shape of the front of the bus could influence how an impact with a pedestrian occurs, to try to reduce the impact or certainly to reduce the incidence of them going under the bus if they are struck by the bus.

It is also really simple things like the mirrors. That is certainly something we will be looking at to make sure the mirrors reduce the blind spot, through to the arms that the mirrors are attached to that need to be able to flip back if there has been a collision. That is something we will be doing quickly this year.

Shaun Bailey AM: Two last questions in the interest of brevity. Can you give us an update on the iBus? Can you tell us if there is any potential risk to the quiet nature of electric and hydrogen buses?

Jane Lupson (Bus Collision Reduction Programme Manager, Transport for London): iBus 2 is due for rollout in 2021. In that sense we will be looking to introduce a lot of the technology-side through iBus rather than having bolt-on solutions. A good example of that is ISA. From that point ISA will be inbuilt into iBus. Obviously we want to introduce that sooner than 2021 so it will be a bolt-on solution for that interim period.

In terms of the quiet buses, there is going to be new legislation around acoustic vehicle alerting systems. This also forms part of the Bus Safety Standard because, of course, for hybrid and electric vehicles we want to ensure that there is a sound so that it is not causing a danger to partially sighted users and pedestrians, but also that that sound is consistent across the fleet. It could get very confusing if every different bus was fitted with a different sound. That is something we are working on.

Shaun Bailey AM: I make a plea as someone who lives near a bus stop. The diesel engine was horrifically loud and ruined my life for many years. You need to think very carefully about what that sound is, how it sounds and how far it travels. Chair, I will stop there. Thank you.

Caroline Pidgeon MBE AM (Chair): Maybe in our follow-up correspondence we could get a timescale to get a feel for when you are hoping to roll stuff out and so on would be helpful because that is obviously important. There are some great initiatives. As you say, there is an awful lot you can learn from the stuff on lorries.

Let us go to our final area of questions. Florence, you are going to lead this on road design.

Florence Eshalomi AM: I am sure we have all seen the statistics in terms of collisions and the number of dangerous hotspots where there have been, unfortunately, fatalities of bus passengers. Just earlier this year there was a major accident just outside the Town Hall in Brixton, my constituency. My understanding is it was quite serious and a lady lost her leg.

In terms of looking at road design and layout, what more can TfL be doing to look at improving that, Gareth?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): It is a very important area. When you look at reducing the likelihood of an incident occurring, the road layout, design and how people interact with it is very important. There is work ongoing at the moment to continue to update where bus casualty hotspots might be occurring. We will look at where those are and then look at the highway design characteristics and who the users of the highway in that area are likely to be.

We have done quite a lot of work over recent years, particularly with the introduction of the Cycle Superhighways, to look at different types of interventions for making the overall road environment safer. Speed is an important part of that. Slower speeds are a very important contributor to making the road environment safer as is, in some cases, the width or indeed the nature of the pedestrian crossings; the way bus stops are sited, and the prevalence of pedestrians to go from one side of the road to another to go to a different bus stop to go in a different direction and so on. As Tony [Wilson] said before, the siting of bus stops versus the route the bus is taking after the bus stop and so on are all factors that are under active consideration at the moment.

We do regularly update our highway design guidance. That is the book by which we try to improve the standard of highway design, not only for our own design on our road network but, of course, for the London boroughs and the work that is done on their networks.

There is quite a lot here that is very active. Trying to get an improvement in the overall safety environment for buses, and for all road users, is a constant area of focus for our road safety team and highway designers.

Florence Eshalomi AM: Will any of the £200 million that is earmarked for bus priority measures be used specifically for addressing any of those hotspots?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): The focus of the bus priority measures is to put bus priority schemes in. Those bus priority schemes, when we put them in, need to be done in a way that is safe. Of course, there are advantages and disadvantages to bus priority, particularly in relation to pedestrian conflicts. An advantage of bus priority is that we have evidence to show segregation of different types of traffic improves the overall safety of the network. On the other hand, bus priority measures are generally operating in close proximity to pavements and elsewhere. We do have a steady flow of buses in those areas that is good for safety, but sometimes pedestrians might be tempted to try to cross a bus lane only to find traffic coming next to it and then being in a very vulnerable position indeed. There is quite a lot here to get right.

There are specific road safety budgets contained within the overall Healthy Streets portfolio to be prioritised. The bus priority has to be done in such a way as to improve safety as well as the performance of the bus network. That is the focus of those individual scheme designs.

Florence Eshalomi AM: Wayne and Tony [Wilson], in a number of different areas across London there are all of these big schemes and changes to the road layouts. Do you feel your drivers have sufficient information when there are changes to some of their routes?

Wayne King (Regional Co-ordinating Officer, Unite): These things do not pop up. There is knowledge they are coming or they are planned to come in. There is not enough proactive behaviour to make sure drivers are aware. I am not convinced that the risk assessments per route are done on a regular enough basis. They are done once every now and again, maybe. There should be a rolling period. There should be a cycle of risk assessments for every single route in London because there will be bits of it that change, such as whether buses go closer or further from schools. There is not enough risk assessment done to make sure we have things in place that might stop them first.

We have a behaviour of not including the experts. The experts are the drivers. We all look into this. This is their daily existence of driving these roads. We do not have enough involvement of the real experts about what needs to happen about the best ways to risk assess or run a route. If we can do that then we have a chance of getting better changes more quickly.

Florence Eshalomi AM: For clarity, say, for example, there has been a big improvement to a junction or a road layout. When are the drivers involved? Is it a case of, "We have a fantastic new layout and lots of money has been spent by TfL and the local councils"? Is the first time the drivers know about it when they come back onto their buses?

Tony Wilson (Managing Director - London & Surrey, Abellio): Not in reality, of course. There is a long process. None of these things happen overnight.

Florence Eshalomi AM: I am thinking there may be diversions or they will be taking other routes whilst that work is going on.

Tony Wilson (Managing Director - London & Surrey, Abellio): There are maps and guidance given every time there is a diversion. I have mentioned earlier the route booklets we have produced. In those you will find a certain number of drivers will be attributed with having contributed to those routes. The drivers at that point have been engaged in it. The crucial point, that Wayne makes very well, is that if there is a change that that is reflected in the book and we do consult with the drivers or, what I would really like to see, the drivers come and tell us of the changes. Some of them are not major schemes that have changed. Some of them are day-to-day type things that happen. I would love to think they feel comfortable in coming and telling us that these have happened. That does happen, to be honest. It is trying to keep the information up-to-date and getting the communication out there effectively.

Florence Eshalomi AM: One of the other things I wanted to raise in terms of road design and layout is floating bus stops. Gareth, you have probably received correspondence from me on one of the more controversial ones that has been proposed outside St Thomas' Hospital. It got to the stage where, unfortunately, the trust thought it had to go down the digital review route with TfL because it felt some of the concerns it was getting back from patients were not being addressed. Do you feel that floating bus stops are safe?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): There are many advantages of floating bus stops. They do reduce some of the conflicts buses have when they have to pull in and out of traffic and also with not cutting across a flow of cyclists as in the past, without segregated and provisioned for bus stops, would have had to have happened.

However, we are reviewing and monitoring exactly what is happening at the floating bus stops we have at the moment. They are a new intervention associated with the Cycle Superhighways. They are being reviewed in order to be able to ascertain precisely what is happening. We do not have any evidence so far that they are not safe but we are taking a very keen interest in them to make sure that all the things about them are working to the best advantage. In almost all cases, the positioning of them is sufficient that we can get all the bus infrastructure into them. It is quite important that it is a proper sheltered bus stop, etc., so that there is a good place for pedestrians to be. It is a new thing that has been associated with the Cycle Superhighways. It has been raised with us and we are monitoring it very closely.

Florence Eshalomi AM: Does anybody else want to comment on floating bus stops? Have you had experience of using floating bus stops, Sarah?

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): No.

Florence Eshalomi AM: There is a segregated cycle line and on the other side there is the bus stop. Essentially, pedestrians will have to cross over that cycle lane to get to the bus stop. There have been some concerns around near-collisions. It is a case of more people using that shared space.

Sarah Hope (Victim Support Consultant, Transport for London, and Founder, Sarah Hope Line and Elizabeth's Legacy of Hope): I do not think I have used them.

Florence Eshalomi AM: From the bus operator's perspective, have you seen them?

Tony Wilson (Managing Director - London & Surrey, Abellio): I have not heard anybody comment on them. I am glad you gave an explanation of what it was because I was thinking, "What is a floating bus stop?"

Caroline Pidgeon MBE AM (Chair): We are all a bit techie here.

Tony Wilson (Managing Director - London & Surrey, Abellio): It is a Dutch invention, I believe, which I should have known because I work for a Dutch company, but there you go. No, I have not heard any comment on that, to be honest. I have had an experience of my own getting off in the middle of Blackfriars Road, thinking it was a dual carriageway and nearly stepping out in front of another bus; not one of mine, thankfully. I can quite understand the issue.

Caroline Pidgeon MBE AM (Chair): Stratford has one in place. Maybe we should write to whatever bus companies operate on that stretch to find out if they have any comments.

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): There are a number in operation. We can give you the details in writing.

Florence Eshalomi AM: Could we get some information? My understanding is that a number of them are having trials with zebra crossings in them. That would probably make them safer and so it would be good to get some information on how that is working.

Caroline Pidgeon MBE AM (Chair): Gareth, I will ask you to contact the bus companies and get us some evidence on that.

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Yes, we can do that and write back to you.

Florence Eshalomi AM: A final one was around the big changes at Tottenham Court Road that were announced last year by Camden Council and TfL. How do you feel that shared space with buses and pedestrians will work and will it help improve bus safety?

Gareth Powell (Director of Strategy and Contracted Services, Transport for London): Shared road space between all different types of vehicles and users is clearly a big issue. There are a number of schemes that are looking at shared space between pedestrians and buses, such as Tottenham Court Road that you mentioned.

The key for these areas is going to be about clear demarcation and clear understanding of how these things work. In general, buses will be traveling very slowly in these zones. A bus travelling very slowly, stopping and starting at frequent bus stops, is a better interaction than perhaps a HGV or car going through a similar sort of area. We are not against them in any sense. We think they could have a part to play. Clearly they have to be done very carefully and we have to evaluate what they do. That is part of our role.

Caroline Pidgeon MBE AM (Chair): Thank you very much. That brings an end to our questions this morning. Thank you all so much for your contributions. Thank you Sarah, Wayne, Jane, Gareth, Chris and Tony. If there are any things that you wish we had asked and we have not - I know CIRAS has already given us some detailed evidence - and there are other things you think of, please do put them in writing to us as part of our investigation.