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Dear Andrew,

## London Assembly (Plenary) – 7 December 2023

Thank you for your letter to me regarding **Motion 3.5 - Bus Safety** agreed by the Assembly in December 2023.

We have no higher priority than the safety of our customers and staff, and our Board rightly considers scrutiny of this aspect of our operations to be its most important responsibility. As you will see in my Commissioner's Report to the TfL Board from December and in future iterations, the report updates on incidents where there has been a loss of life either on or involving a TfL vehicle or premises, including any fatalities involving TfL's buses across London. Fatalities on the road network will not be routinely reported in the Commissioner's Report, unless a bus or other TfL vehicle is involved, but there may be exceptions where I decide an update is warranted. We maintain the flexibility to include within the Commissioner's Report incidents that fall outside the scope outlined here and will do so when I consider it appropriate.

The purpose of the Commissioners report to the TfL Board is to provide a summary of activities that have taken place across our network since the Board's previous meeting. It complements information published on our website, such as:

- The Safety Health and Environment Quarterly reports, which contains numbers of people killed or serious injured by buses, plus our target and performance against that target for this metric. This is the same way

similar incidents on the Tube network are reported as these reports also contain information on customers killed or seriously injured across our network.

- The Bus Safety Dashboard, which includes all incidents on our bus network involving serious injuries or hospitalisations.
- The bus fatalities list, which is updated quarterly and provides summary details of all bus-involved fatalities, including medical incidents and the status of any investigatory work being undertaken by us or the relevant bus company.
- The bus injury detailed list, which provides record level data on all bus injuries including the incident type (for example, slip trip fall, collision, medical incident).

As I am sure you are aware, a panel comprised of selected Board members meets separately – the Safety, Sustainability and Human Resources Panel – and considers matters of safety across our network in further detail and then advises the full Board as required. This Panel meets in public unless there is a specific reason for them not to, and the vast majority of the papers that it considers, including our Safety, Health & Environment Quarterly Reports, which provide a narrative account of incidents and the trends associated with them – are published in advance. To minimise duplication, not all the incidents that are referenced in that forum are detailed additionally in my Commissioner's Report.

I hope this update is helpful and our officers would be pleased to meet with you to discuss the matter of how it reports on bus safety further, if needed.

Yours sincerely

Andy Lord  
**Commissioner**  
**Transport for London**