

London Assembly Transport Committee

Individual submissions to Bus Safety investigation

From: [REDACTED]
To: [Transport Committee](#)
Subject: Evidence to improve business services
Date: 05 January 2017 19:18:26

I have been a bus driver for 21 years and have been, for the last 2 1/2 years, [REDACTED]. I would welcome any effort to improve what has been a career choice for me, not just a job.

Firstly I would like to say that TfL's decision to award tender wins to the lowest bid rather than the operator who has a proven record of good services, training and safety has greatly contributed to the "race to the bottom" pay and conditions operators have had to implement and resulted in new drivers with less training and skill levels and staff working as bus drivers who could not meet the required standard that I had to meet years ago.

As a result there has been a noticeable increase in incidents on buses resulting in passenger injury, RTA's, poor customer service and damage to buses and road users. It does not surprise me, therefore, that some people have now chosen to use alternative transport, including cars, increasing congestion even further. In addition it appears that all manner of vehicles may now legally access bus lanes and even park in them in boxed areas forcing buses around into traffic, slowing trips down.

Some Cyclist in particular navigate them any way they feel, ignoring the highway code, traffic lights and any semblance of safety, seemingly without consequences. As you will be aware unacceptable numbers now die under lorries and other larger vehicles.

I also believe that the hopper ticket is a bad idea. Revenue is already falling and the idea of allowing passengers 2 for 1 rides will increase the footfall of passengers onto already busy buses without earning any more to invest in improvements.

The idea of a drivers passport is, however, a good idea. Good drivers with good records will be able to work for good operators offering good wages, forcing poorer operators to offer better wages and conditions to retain staff. I hope it will lead to bus drivers being seen again as more professional and eventually lead to more consistent standards across the whole industry.

I hope you find these comments constructive and they contribute to saving an industry that I love and has helped me to raise my children and now my grandchildren. I am very grateful to the buses.

Yours Sincerely

[REDACTED]

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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
31 January 2017

Bus Services: London Assembly Call For Evidence

Dear Sir / Madam,

I have long taken an interest in London Bus Services and wish to take part in your call for evidence in respect of Bus Services in London. Since the inception of TfL until recently, there has been funding for improving bus services. Now, with the abolition of the Government grant it is going to be far tougher to fund existing bus services, never mind improvements and TfL will need different management skills to provide the right bus services in these circumstances. This coupled with bus journeys taking longer, partly due to the unintended consequences of the Road Modernisation Programme (RMP), is creating a very tough environment. An increasing population will only add to the challenges as additional bus services will be needed.

In order to change a bus services TfL undertake a consultation and much of this letter is concerned with the consultation process as it is not fit for purpose. It is only by having a good consultation process that the right bus service changes can be made which in turn will provide the right level of service.

Bus Network Planning

1. Is London's bus network fit for purpose?

No, and becoming less so. In outer London there are too many low frequency routes and insufficient radial routes. In inner London there are even bigger problems than in outer London with bus reliability and journey times. Duplication of bus services in central London looks an obvious place for savings; however cutting services is likely to lead a loss of passengers and will have unintended consequences. For example taxi sharing services such as Uber Pool may give a real alternative to some, especially where bus journey times are getting worse or through journeys can no longer be made. Such a transfer of passengers to taxi sharing will only further increase congestion. If bus routes are changed so a change of bus is required where previously it wasn't, this is likely to lead to a significant loss of passengers. While the Hopper ticket is an excellent idea I am unsure that it will sufficiently mitigate against this, and for many the real issue will be the inconvenience of changing buses where previously this was not needed.

2. How does the bus system compare in inner and outer London?

There are far more high frequency routes in inner London. In outer London too many bus routes are not of a high enough frequency. A high frequency route generates passengers and in any event to provide an attractive service that people wish to use, a high minimum level of service is required. Too often in outer London this minimum level of service is not provided.

3. What different challenges do the inner and outer networks face?

The inner London network has particular problems with reliability, while outer London services are insufficient. The target must be to provide an attractive level of service, with fast bus journey times, going to where people wish to travel regardless of whether it is inner or outer London.

4. How well do TfL currently plan bus routes?

Historically, quite well. Recently this has changed as TfL's priority is now to save money and providing the right level of service no longer has the priority it should. Nowadays, too often TfL's use of the phrase 'right level of service' is just a euphemism for cutting services, and as a result planning is of secondary (or worse) importance.

5. Does TfL take account of the London Plan and housing developments when planning bus routes? Could they improve the way they make these decisions?

TfL do this to an extent, but now this will be much tougher due to budgetary pressures. These decisions could be improved by better consultation which I cover in a later question.

6. What bus priority measures has TfL already introduced and how successful are they?

London is a growing city and in order for its economy to continue to thrive a good road network is required to support this. This means all traffic must be able to get around reasonably fast, but priority must be given to buses. Bus lanes and other measures certainly help, but not only are they insufficient, the Road Modernisation Plan has sent bus reliability and journey times backwards. I don't know of anyone who doesn't think cyclists shouldn't have safe streets to ride on, but some of the changes made under the RMP are nothing short of a disaster for buses. It really doesn't have to be this way, as with better planning it is perfectly possible to provide for safe cycling whilst not adversely impacting buses. The single most important thing that could be done to improve bus journey times is re-visit future (and past) RMP Projects and make changes so as to both deliver for cyclists and ensure there is no adverse impact on bus journey times. I believe this is perfectly possible.

7. What impact could the introduction and development of the hopper ticket have on the design of London's bus network?

Huge care needs to be taken here. Passengers wish to get from A to B with as few changes, and preferably no changes, as possible. If the design of the bus network were to force passengers to change buses where previously they did not have to, rather more passengers than you might imagine will stop using buses. Instead they will find other ways to get around or maybe not make the journey at all, or less frequently. There will be unintended consequences if this is done. It will only be a relatively small amount of passengers for whom having the hopper ticket will be the difference that makes them change buses. Please do not underestimate the inconvenience of changing buses. It is not just the second wait (and finding the right stop to wait for the second bus) those are only part of the inconvenience. Having made oneself comfortable on one bus (maybe having had to stand before gaining a seat), no one wishes to get off to change bus and fight for another seat. The weather may not be conducive either, eg, rain, snow, cold, hot etc. I think it would be quite wrong to change the design of the bus network and so force a change of bus where previously this was not required. This will only reduce overall passenger numbers, even with the Hopper ticket.

8. Does TfL plan new bus services to stimulate demand or just to respond to existing demand?

I don't think TfL particularly plans services to stimulate demand. Indeed in the current financial climate I think to do so would be challenging as it would take resources away from places with proven demand.

9. What tools does TfL have to monitor and forecast demand?

A good question, and probably best for TfL to answer! I hope you will publish the answer as I too am interested to know.

10. What other approaches to network design should TfL be considering? As appropriate, please make reference to these or others:

- orbital routes
- through routes
- bus rapid transit systems
- shuttles and hubs

I think orbital and through routes is an excellent approach as they tend to get passengers to where they wish to go as directly and with as few changes as possible. I think some additional express routes (perhaps some of the through routes) would also support passenger needs. Shuttles and hubs I am less keen on as they make journeys require more changes, are less direct and longer.

11. Is it a good idea for TfL to consider different types of network for different areas of London? How could this work in practice?

I am unclear exactly what different types of network are being thought of here, so it is difficult for me to comment.

12. How successful have existing express routes been, such as X26 and 607?

As with question 9 I will let TfL answer this, but I do like the idea of express routes.

13. What can we learn from others cities about successful/unsuccessful bus network redesign?

I am sure there is plenty to learn, but I am no expert on other cities. It is important to make any comparison as like for like, for example in terms of city size, road layout, size and structure along with population.

14. What are the challenges associated with this kind of large-scale change to the bus system?

The biggest challenge is to get this right and gain acceptance from passengers so the bus services are not just used, but meet the needs of London. This means that changes must be made consensually.

15. Could TfL improve the way it consults the public on proposed changes to bus routes? How?

Yes, very sadly the current consultation process is not fit for purpose. TfL effectively acts as the prosecutor, judge and jury for consultations all rolled into one. Each of these three functions should be independent of the others, but the culture within TfL is that all the functions are there to support the changes and they are completely biased in this respect. Senior TfL Management state that TfL wish to hear opinions on consultations and alternative ideas, however the reality is very different. TfL have an extremely arrogant attitude and treat passengers who wish to comment or find out more with disdain. For example they don't reply to e-mails, you have to keep asking to get a response, and TfL refuse to provide the facts and figures and evidence to back up their plans. It is very difficult to speak to them and have a constructive conversation. This really isn't the way to conduct a consultation. TfL are able to ignore all consultation responses and continue with whatever plans they have, no matter how much opposition there is to those plans, and so consultations seemed to have turned into box ticking exercises. There seems no point in spending time coming up with ideas and suggestions when at best they will just be ignored. I base this on some recent consultations I have taken part in, and below I give further details to back this up.

I have taken part recently in two consultations affecting my local area that of changes to bus services on the Finchley and Abbey Roads and CS11. This has highlighted a number of deficiencies in the consultation process:-

- In respect of the changes to bus services I requested to speak to someone from TfL about the plans. I had to e-mail multiple times just to get a response, but credit where it is due, I did eventually manage to have a telephone conversation with them. It needs to be much easier to have constructive conversation about consultations with TfL. TfL also need to hold public meeting on controversial consultations such as this, just as they did on CS11.
- TfL need to provide relevant requested information pertinent to the consultation swiftly during the consultation period. Most information I requested was not supplied. I requested the business case for the changes and this was turned into a Freedom of Information which was rejected as the business case would be published as part of the 'issues raised' document once a decision has been made. The information needs to be provided promptly during the consultation period, not after a decision has been made. The information I requested was on the number of people impacted by the changes and a detailed rationale for the changes, just the sort of information TfL should have at their fingertips and be able to supply quickly. The sad truth is that one cannot come up with the best ideas if TfL keep denying relevant information.
- The consultation needs to be fair and this means both the consultation and the online questions need to be impartial. The whole truth also needs to be provided. For example, question 3 in the consultation asks if one is in favour of bus replacing bus 82 with bus 13 offering a more frequent service. This is completely disingenuous as while it is true that the proposed bus 13 will be more frequent than the existing bus 82, the existing combined service of both buses 13 and 82 is significantly more frequent than the proposals. This gives the impression there will be more buses, when in fact there will be far fewer. This is no way to conduct a consultation.
- TfL publish bus usage figures on their website and these figures need to match the assertions they make in the consultation. In this case they contradict each other and TfL need to explain the reasons for this and convincingly show they are using the right data.

The results of the consultation have just been advised. The vast majority of respondents were against the proposals. There was also a petition against the proposals. The petition, whilst not completely ignored, has not been given proper weight as TfL claim the signatures are a response to version of the consultation, not the actual consultation. The arrogance of this is quite unbelievable, and given the way TfL 'spin' their questions (see question 3 above) the petition is a fairer reflection than TfL's own questions. To quote the phrase, the pot really is calling the kettle black here! TfL need to assess the petition (and there's little wrong with it), and if they feel it doesn't properly reflect the consultation, then they need to explain why. TfL just give the impression of demeaning the petition so it can be ignored by them.

Despite the vast majority of respondents being against the scheme, TfL are progressing regardless with no changes. In their consultation response they have failed to properly address the points made, they simply don't care. The consultation seems nothing more than a box ticking exercise to stay within the Law.

In respect of CS11, again TfL had no regard to the points made by the local community. It has taken the Mayor's office as part of the approval of the scheme to get them to re-engage, however TfL have only done this half-heartedly simply to try and satisfy the Mayor's office. This simply is not good enough.

I therefore do not believe that TfL's consultations are fit for purpose. I think we are now at the point whereby a separate organisation, completely independent of TfL, is needed to run the consultations. The new organisation would take properly into account all comments received and be able to get all relevant information published. The new organisation would look to provide the best service for the greater good, something which TfL is supposed to do now, but if the above consultations are anything to go by, certainly do not. There also need to be some method of appealing a decision.

Many changes to bus services will happen over the next few years, and it is important to get them right. An independent body performing the consultation would increase the prospects of the right changes being made. I would strongly urge for consultations to be undertaken independently.

Bus Safety

1. What should TfL's priorities be for delivering a safe bus network?

I think TfL do quite well here, but better lighting at bus stops would be beneficial to making them feel safer. In areas with problems, more transport police patrols would be good.

2. Are you aware of any particular accident blackspots?

No, I am not, but I am sure there are some.

3. What are the particular safety concerns for:

- **Passengers on buses**
- **Other road users**

On buses passengers should be safe. This means letting those with mobility issues sit down before moving away from the bus stop. Other road needs to be more aware of buses and the amount of space they need.

4. How are operators and drivers incentivised to prioritise safety?

I will leave this question to TfL and the Operators.

5. Should operators face contractual financial penalties for poor safety records?

If an Operator's safety record is inadequate, then unless that situation is addressed they should not be operating any buses in London.

6. Are drivers provided with adequate 'driving skills' training?

The performance of individual drivers is quite variable. Bus driving is a very difficult job that is underpaid (I have never driven a bus in case you are wondering) and it is important for the driver to have some discretion. For instance at the driver's discretion IF it is SAFE to do so why not pick up or let off passengers when stationary in a traffic jam?

7. How effective is this training (which is delivered by individual operators)?

Given the difference in performance between individual drivers, the training could clearly be more effective.

8. Should there be a 'London standard' for driving skills training (which would likely result in TfL managing the training)?

I think a London standard would be a good idea. Once defined, I don't see why individual bus operators can't make it part of their driver training. TfL could mandate this as part of the contract. TfL would not need to run or manage the training.

9. How are incidents managed by TfL and by the operators? What kind of support is available to those involved in bus collisions and incidents?

I don't know, I will leave this to TfL and the Operators to answer.

10. Has TfL taken advantage of new technologies to make buses safer?

Partly, there is CCTV on buses. I think some safety features on some cars such automatic braking when getting too close would be beneficial. I am not particularly keen on speed limiting devices as in all the years I have travelled on buses I have never witnessed a problem due to the excess speed of a bus.

11. What other technology advances should TfL consider piloting?

See question 10.

12. Are there any problems caused by bus and cycling infrastructure sharing road space (particularly kerb side) and how could these be resolved?

Yes, there are lots of problems. There is only one real solution and that is education, understanding and consideration by bus drivers, passengers and cyclists. Without this, it will not be possible to satisfy everyone.

13. Would expanding 20mph zones be a good way of reducing collisions?

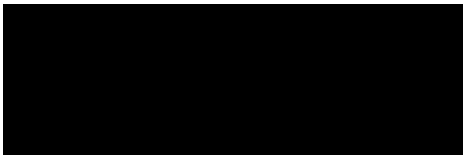
I don't know the data here. There are plenty of 20mph areas, but I don't know what the impact on accidents has been. Without this knowledge it is difficult to comment.

14. Would further investment in bus priority measures like bus lanes be a good way of reducing bus collisions?

A bus lane is an excellent way to speed up buses, but I am a little baffled how it might reduce bus collisions.

I thank the London Assembly for undertaking this very timely investigation, and I would be grateful if you could take my comments into account.

Yours faithfully,

A large black rectangular box redacting the signature of the respondent.A small black rectangular box redacting contact information, likely a phone number.

From: [REDACTED]
To: [Transport Committee](#)
Subject: Fwd: Study into bus services in London
Date: 07 February 2017 17:33:45

As a supporter of Vauxhall Cross in its current incarnation I echo the comments made by Pauline Gaunt and Helen Irwin of **Save Vauxhall Bus Station Campaign**:

BUS NETWORK PLANNING

A major part of successful network planning is to ensure safe and effective interchange. Vauxhall is a key example of the importance of integrating bus services with tube and rail. TfL's plans must:

- Provide sufficient space for passengers to transfer safely and comfortably between road, rail and bus.*
- Ensure complete weather cover between bus stops and buses and for passengers transferring between stops. (Excellent examples are the current arrangements at Vauxhall, and at Canada Water. A recent bad example is the new bus station at West Croydon.)*
- Allow for expansion as new commercial and housing developments come on stream and new bus routes are introduced – such as the recent changes to routes 452 and 436.*
- Build in contingency space and facilities for emergencies (such as closures of tube station).*
- Allow for more bus transfers as innovations such the hopper ticket are taken up.*
- Have effective signage (an example of where this is currently needed at Vauxhall is the absence of signs from the rail station to the lift to the underground).*
- Have reliable indicator boards at every stop.*
- Provide ticket machines at street level and information about bus services.*

CONSULTATION

Change is not necessarily improvement. There should not be an assumption that change is always the best option; sometimes the status quo should prevail. All consultative material should include an option to retain the status quo. Each question should be phrased to cover a single issue, and should ask a straight question. Not once in the consultations over the past three years have residents been asked if they would like to see the current Vauxhall Bus Station demolished. Passengers more broadly have scarcely been consulted at all.

SAFETY OF BUS PASSENGERS AND OTHER ROAD USERS

Most accidents do not take place within bus stations. At Vauxhall the danger points are the road crossings around the interchange.

Planning should take account of pedestrian flows and actual passenger behaviour. The internationally-recognised safe waiting time for pedestrian and cyclist crossings is 40 seconds. As part of the plan to develop two-way roads at Vauxhall TfL plans extended waiting times of up to 119 seconds for pedestrians and 65 for cyclists. People will not wait for this length of time. This will neither be safer nor more pedestrian- (or cyclist-) friendly.

We invite the Committee to visit Vauxhall to see an example of a successful, safe and well-planned bus station.

CYCLISTS: In addition I would like to suggest that with increasing numbers of cyclists using the roads there should be some form of introduction to the Highway Code, the use of signalling to indicate intent to change direction, and awareness of other road users for safety not only of the cyclists themselves but pedestrians and car/bus/HGV drivers.

[REDACTED]

[REDACTED]

From: [Bus Driver X](#)
To: [Samira Islam](#); [Transport Committee](#)
Subject: If We Are to Make Safety TfL's Priority: A TfL Bus Driver's Evidence Submission to the London Assembly Investigation into TfL Bus Safety, February 2017
Date: 31 January 2017 13:16:15

Members of the Transport Committee
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

31 January 2017

Dear Transport Committee Members,

RE: If We Are to Make Safety TfL's Priority: A TfL Bus Driver's Evidence Submission to the London Assembly Investigation into TfL Bus Safety, February 2017

By way of introduction, since February 2014 I have been writing under the alias of [Bus Driver X](#) and have been revealing the manifestly unsafe environment in which TfL bus drivers are forced to operate.

I do this anonymously, because, if I reveal my identity I will certainly be sacked.

Just look at what happened to those [Go-Ahead Drivers](#) who [gave evidence in court](#).

While BusCos show their contempt for safety and enforce a culture of fear, how do we get TfL to show that safety is *the absolute priority*?

Here are my thoughts:

1. If we want to avoid bus drivers killing and injuring from fatigue and sleep deprivation then we should not allow TfL to ignore the rotas that pay no attention to human biology of fatigue and sleep.

I've written about this in ["Dying for Sleep"](#) in February 2014. The Croydon tram Incident and the video footage showing another tram driver dozing off is a sad reflection of TfL's complacency. If the tram drivers' shifts are anything like the buses, then this explains the sad situation and sader outcome.

BusCos are not asking basic questions about fatigue of their drivers. It's the driver's responsibility to turn up fit to work even if the shifts themselves make drivers unfit. The assumption is that the shifts are not the problem, the drivers are.

If we are to make safety TfL's priority, then TfL should start awarding work to BusCos that design and monitor work rotas that maximise wakeful, sober driving.

2. If we don't want Drivers to focus on time instead of safety then the we need to challenge the parts that are already in place. Less time than necessary to get from A to B, a headway indicator that focuses the driver on keeping an (often) unsafe pace, controllers and managers who focus drivers on the goal set by TfL—performance bonuses that punish failure and reward success—all indifferent to safety.

If we are to make safety TfL's priority, we have to ensure TfL place incentives that ensure BusCos are incentivised to be safe. EWT is a distraction with bonuses for success and fines for failure. But what about safety incentives? Should that not have been the first thing TfL did when they began their "world leading" bus safety scheme.

3. If we don't want Bus Drivers to leave people behind, cut up cyclists or run red lights then challenge TfL to set the tone of the behaviours that center on unsympathetic market norms.

Actually the tone is very much an organisation issuing contracts and ensuring the grunt work is done. How TfL conduct the entire operation still filters to the bottom. I also wrote about this ["System Abnormal"](#) in March 2014.

If we are to make safety TfL's priority, we have to ensure that they focus on the public good. Consider how much the NHS, paid by us, would save if buses reduced the amount of casualties. This is not even to begin to address the life-changing injuries that passengers, pedestrians and other road users face.

4. If we don't want Bus Drivers to answer radio calls while they are driving then challenge TfL to innovate its radio system that ensures that controllers regularly (blind to whether a bus is moving or not) contact drivers while buses are in motion... and ask them to respond!

I wrote about this in ["Why's TfL Peddling Confusion about 'Pedal Confusion'"](#) in November 2016.

If we are to make safety TfL's priority, we have to ensure that the safety implications of the iBus communications system are analyzed by a competent independent organisation. Right now, iBus communication between Controllers and Bus Drivers is just like having a mobile phone in the cab with you. Texts appear in the driver's view, conversations begin audibly or drowned out by static and information—much irrelevant (if it comes from a TfL Controller), sometimes important (if it comes directly from your BusCo Controller) —distracts you while you're driving a 15 ton bus full of passengers on London's congested streets. Since we are (a) well aware of the dangers of driving whilst using phones and (b) have passed laws to stamp out the practice, it's time to neutralise the clear and present danger iBus communication poses to Bus Drivers, Passengers and other Road Users.

I've been writing [since February 2013](#) and *nothing has really changed*.

Actually *not nothing*: thanks to [Tom Kearney's relentless campaign](#) to improve the safety conditions of TfL Bus Drivers like me, [CIRAS is finally here](#).

But with no advertising and little visibility within bus garages being shown from Bus Operators and Unite the Union, CIRAS is—regrettably, an invisible safety system to most bus company employees.

That is really unfortunate because CIRAS is the strongest and only card bus companies have to get *honest feedback* from their employees.

If we don't care about safety, then the answer's really easy: we just leave safety up to TfL, the BusCos and the Union and we end up with nothing.

Please ensure that TfL takes safety seriously.

Too many peoples' lives are being destroyed by TfL's, the BusCos' and the Union's complacency about safety.

And I'd be fired if I told you that in public.

Yours sincerely,

Bus Driver X

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From: [REDACTED]
To: [Transport Committee](#)
Subject: Bus investigation
Date: 28 January 2017 09:37:31

I would like to share some thoughts on how buses are driven and their contribution to cycle safety (in particular).

I am a regular commuter by bike (I also use buses regularly), from Bromley to central London.

First, I would stress that my general experience of bus drivers is that they are driven with consideration. I share most of my commute with major bus routes, without incident.

But, seemingly in line with how they are trained, buses do one particular thing that confuses other road users: leaving their hazard lights on when stationary. When this is a single bus it is reasonably obvious that they are stationary. However, when multiple buses are at a bus stop, this can have the effect of hiding the lights nearest the pavement and giving the impression of indicating to move off.

This is confusing to other road users. Indeed, it means that when buses are indicating to move off (but have a bus behind them) other road users do not know if they are indicating or have their hazards on.

The simple solution: use hazards like other road users. Indicate left when temporarily stationary to pick up passengers, indicate right when pulling off, and when stationary for a period of time just rely on no indicators and brake lights.

Seems like a minor issue. But an opportunity to improve safety.

Thanks

[REDACTED]

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From: [REDACTED]
To: publicrealm@islington.gov.uk, [Transport Committee](#)
Subject: Fwd: Central St transport
Date: 23 January 2017 00:57:05

----- Forwarded message -----

From: [REDACTED]
Date: 22 January 2017 at 23:41
Subject: Central St transport
To: mayor@london.gov.uk, publicrealm@islington.gov.uk

I am writing to you as someone who has lived in the area for 45 years and also holds a PCV licence also HGV. So I know a bit about bus weight restrictions and bridges.

We desperately need a bus service along Central Street/Golden Lane. (North to south)
Also along Lever Street/Percival Street. (East to West)

We must also have a cycle lane (separated) in both Central Street/Golden Lane. (North to south) and Lever Street/Percival Street. (East to West). I have seen so many fatal and near fatal accidents in my road in the last few months.

I see you are trying to regenerate this area, but without any infrastructure here this will be impossible. We still have no buses stops anywhere in this area. No tube station since 1922 when (Central Street Station, northern line) was closed. Perhaps one day you will realise that it needs reopening? Until that day, We must have a bus service in our now very busy road Central street/Golden Lane. There is nothing here. Early morning rush hour cars are bumper to bumper all the way down Lever Street/Percival and also Central Street/Golden Lane. The fumes are unbearable. And so many people on the pavement having to walk so far to get to work, breathing all this in. I really don't understand why you don't just ban private cars in central London. There is just no need for a car in London.

There is a huge triangle area 2 kilometres X 2 kilometres X 1.5 kilometres with no public transport. You must admit it's a fairly large area. This is ridiculous! This is central London! And yet it's like the Bermuda triangle. People go there, get lost, and so never come back. There have been tens of thousands of new homes built in this area in the last 15 years and many more to come. But these new homes will only be of interest to people with a car, as we have NO BUS SERVICE!

ANYWHERE!

The two roads that run parallel to Central Street/Golden Lane are far too over serviced. Empty buses run night and day, up and down, City road and Goswell Road. Why? This is not where people live or work or are travelling to. Let me tell you! It is all happening in Central Street/Golden Lane. Tourists are visiting, Thistle Barbican Hotel (463 rooms), 2 new hotels are opening soon 50 stories high. The Barbican, restaurants, St. Luke's Community Centre, Ironmonger Row Baths/Spa, many shops & businesses, Weston Primary School, City of London School for Girls, The list goes on and on. There are so many wonderful places to visit, all of them in Central street/Golden Lane. Unfortunately these areas are completely inaccessible to those without a car. All my neighbours have cars! This is only because there is no tube station (since 1922) and No bus services anywhere in this area. All you need to do is reroute a few buses.

My proposition/planned new routes are;

Bus No. 153 could turn right in under the Barbican (you may take some fence down as the gap is rather narrow at present. It can then continue down Central Street/Golden Lane (they are going that way already) 153 can then turn left into Lever Street/Percival Street. Now it has just taken a short cut, but is now back on its normal route once more. Having collected many children from schools, busy Moms doing shopping, workers from the Barbican, etc. Instead of it's usual empty route. You will never find anyone on this bus between its start in Finsbury Square and the top end of St. John's Street. This is because it is competing with so many other buses (also empty) they are doing the same route No 4, 56, 76 for example.

Here is a list of buses that could all quite easily be rerouted to turn down Central Street/Golden Lane and, or, Lever Street/Percival Street; 153, 4, 56, 76, 55 243, 38, N35, N55, 43, 135, 205, 214, N205, 141, 21, 271, 46, 63, 17, 45, N63, 25, 242, 8, N8, 394, 30, 73, N73, 476, 59, 10.

I'm sure there are many more. If we just had 25% of these buses rerouted down Central Street/Golden Lane (north to south, and another 25% (east to west) across Lever Street/Percival Street. It would still leave plenty for the other routes.

Please take heed! Central street/Golden Lane is now the main hub of EC1, and has an ever growing population. On behalf of those with small

children, the elderly, disabled and those with walking disabilities. We so desperately need just a few buses rerouted into our quarter 'today' not next year.

Also we must have Sheffield bike stands. Hundreds of them, particularly outside Tesco in Central Street. We need hundreds in the area. There is nowhere to chain your bike. If you put 1000 here in the morning by the after noon you would need to put more.

And benches along Lever Street. There is nowhere to sit. Some people need to sit regularly.

Thank you [REDACTED]

Yellow lines are the bus routes now. Red are where they should travel to be useful.

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From: [REDACTED]
To: [Transport Committee](#)
Cc:
Subject: Bus Safety Submission - Bells and Hooters etc.
Date: 03 January 2017 16:08:49

Dear Members

I would like to make a brief submission on the subject of bus safety from the point of view of a cyclist and bus user in both London and Paris.

Some years ago in Paris there was a very poor relationship between cyclists and bus drivers in Paris, with an ill-tempered public discussion and a large number of minor incidents on the shared bus lanes. Not unlike the situation in London recently vis-a-vis cyclists and taxis. The then mayor of Paris then had all buses equipped with a bell as well as the standard hooter.

The idea was that an overtaking bus would tinkle the bell just to tell the cyclist that they were coming and the the cyclist had been seen. The hooter was reserved for moments when somebody was in the way or in danger. It also applies when pedestrians are waiting to cross the road or bus lane.

It seems to have worked incredibly well. Being hooted at is often seen as an aggressive thing, especially if the person concerned is not formally in the wrong in any way and provokes an angry riposte. Now with the use of the hooter much reduced, relations have calmed down and it's much more pleasant and safer for all concerned. The transport authorities have also mounted a public education campaign to show the public just what the driver can and can't see in the mirror.

Would you consider adding a bell as a simple inexpensive aid to safety on London buses too?

The other point I'd like to make is about driver training and good practice in the reverse situation when a cyclist is passing a bus at a bus stop. If this is in an unobstructed bus lane and doesn't involve the manoeuvre of pulling out, drivers often pull away without indicating (or looking in the mirror) . This clearly leads to conflict and possible danger for the cyclist or other road user. So could drivers be instructed to always indicate before they pull away as well as before they pull out?

I hope you find my small contribution of some interest and good luck with your work to revitalise and reverse the current decline in our bus services.

[REDACTED]
Waltham Forest resident

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London Assembly – Call for Evidence

My qualification for responding to your call for input into the Call For Evidence is having been a bus driver for some 9 years now and a former driver trainer for the British School of Motoring for 20 years previous to this attaining and maintaining Grade 6 and teaching instructor training and advanced driving techniques to all levels. I held distinctions in Fleet driver training and passed and taught all of the advance driving tests available to the public.

1. Bus Usage – The Problem

We have a unique situation in London whereas we are possibly one of the most congested cities on the planet yet we appear to not have any idea of how to tackle the situation. Traffic congestion continues to increase and as we know the central London problem extends from the amount of mini cabs, black cabs and van drivers, flooding onto the streets since the introduction of online shopping. The West London end of Central London hardly moves now and this in turn has had its impact on bus usage. The buses are haemorrhaging passengers whilst the tubes are full to capacity as people try to spend the least amount of time travelling to work. The introduction of headway running for the buses, whilst entirely understandable to have a regulated service, has in turn slowed the buses even more (maybe not in actual time, but people's perspective of time). Sitting still in an empty road with the hazard lights on because a bus two miles ahead has slowed down does not give the passengers any incentive to trust the bus. In my own experience, since the introduction of headway only running many passengers actually get off and walk in disgust that the bus, when it gets a clear road refuses to budge. In fact, it looks to the passenger that we always drive as if there is a traffic jam even when there isn't one. This cannot be the solution to a regulated service.

Possible solutions are to introduce a more flexible switching system to ensure that if one bus is delayed that doesn't delay the whole fleet. The ibus technology definitely needs upgrading as it is not fit for purpose and is not accurate enough for drivers to work with. This is one of the stress inducing factors I will talk about later.

Is London's bus service fit for purpose?

I think the answer is it has to be! The only thing we have to do is make it so. We have to consider the factors that make the buses less attractive to passengers. The aforementioned problems are just part of the problem, but however, it can be improved upon. To get London's buses moving things could be done to improve the running:-

- Make priority bus lanes in central London and other traffic blackspots 24 hour, 7 days a week operation.
- Introduce bus priority traffic lights at the end of central London bus lanes to allow the bus to move away a couple of seconds before the rest of the traffic.
- Restrict black cab use in Central London bus lanes to outside rush hour, e.g., between 0700-1000 and 1400-1900. Many bus lanes are full of black cabs in Central London adding to the delays.

Other things mentioned like the hopper ticket can only be a good thing but if you are to win back passengers then you have to get the buses moving again.

London's bus routes in general are quite good but there are severe problems where too many routes converge as in Oxford Street and much of the city. I think the plan to pedestrianise Oxford Street will have such an impact on the surrounding area that nothing will move at all. I assume the buses that travel down Oxford Street will all be using the much narrower Wigmore Street which will cause all sorts of problems. Anyway that is for the Mayor to consider.

Other problems that cause delays on the buses.

Bad parking makes up for a large amount of delays during the day with inconsiderate parking by lorry drivers parking opposite other Lorry drivers thereby narrowing roads to a single lane. The mayor himself only recently had a campaign to clean up the Putney High Street. Well one of the best ways to do that is increase the green phase at each end of the street for vehicles leaving and stop the endless parking of lorries during the day. It is really simple but nobody seems to listen. Much the same goes for all over London, whereas the Police used to walk around the streets telling bad parkers to 'move on you're nicked' we now have a bloke on a moped going round slapping parking tickets on trucks which the manufacturers then pass back to the public in the cost of their goods.

Roadworks are so badly managed in London it has become the main source of delays. Whenever roadworks appear there is never any thought for the surrounding infrastructure. We put up temporary lights whilst leaving the pedestrian crossing five metres past the roadworks in full operation, we allow people to park right up to the roadworks. Far more planning needs to be given to the surrounding area and the impact it has on traffic movement before digging a hole in the road.

2. Bus Safety

The accidents in London are increasing and, in my opinion, are mostly avoidable but to improve the situation much has to change. The causes can be mostly placed on the following:-

- Training – Much has to be done to improve how bus drivers are employed and trained
- Demotivational factors – The industry has never been more demoralised than it is at present.
- The blame culture – It's all 'stick no carrot' and everything that goes wrong is the bus drivers fault.
- TFL – The current tendering system where every company has to fight to undercut each other to gain routes always culminates with the driver's pay, terms and conditions being attacked to ensure bus companies make profits.

Bus drivers do not go around crashing their own private cars so why are the accident rates so high in the buses? Obviously the size of the vehicle must have some impact on the reasons for accidents in London, the world's ticking time bomb in relation to the pace of life. Everyone is in a hurry, nobody has any time, drivers do not want to be behind a slow bus so it is down to the bus driver to use experience and judgement to get the bus and its passengers safely from A to B. In my opinion bus driver training should include ensuring the candidate has the right mentality for the job. The ultimate aim of bus driver trainers should be to produce quality bus drivers, not car drivers in buses. The situation gets worse as we often see bus drivers jumping lanes in traffic, cutting up other bus drivers to get in front, jumping red lights, pulling up 6 feet from the curb to block the traffic behind and get a quick launch off from the stop, passengers getting trapped in doors as the driver closes it too early in an attempt to get away, etc., etc,. Most of this frantic driving emanates from a few causes:-

- Mentality towards the job
- Trying to get back on time to have a reasonable break
- Trying to get back on time to finish

The other factors surrounding why accident rates occur and are apparently rising are down to the factors above. The driver is placed under huge stress whilst driving the bus. The solution then must rely in releasing or removing the stress factors involved or at least reducing them. Many drivers now have duties which are pushed to the maximum drive time allowed by law. If a driver returns late to the changeover point their meal relief, or rest period, can drop to only 40 minutes. Which means the bus driver has to find somewhere to go to rest and eat and be back at the departure stop in 40 minutes time? This is one stress factor. The other being that drivers now through traffic congestion and the headway running are arriving late from their duties which already can be up to 12 hours (from sign on

to sign off). The stress placed on drivers from these factors alone increases the risk of accidents. Take into consideration that bus drivers literally have to fight their way off every single bus stop as other road users simply won't let them go has another bearing on the stress levels. Many accidents happen on the way back to the garage or change over point. Controllers, presumably under order from TFL are reluctant to 'turn' buses as they used to this adds to the late finishes. If TFL can remove the stress from the driver then the accident rates will surely fall, continue to use the driver as a punch bag for profits will surely increase the accident rates. We are all to blame here not just the Bus Driver!

So possible solutions:-

1. Stop training bus drivers just to pass a test
2. Remove the stress factors to ensure finish times are within reason
3. Stop bullying the bus driver, we all have a part to play.
4. Better ongoing education
5. If a driver has a blameworthy accident don't just give them a disciplinary award. Try to find out what the problem was that caused it. More carrot, less stick!

I think the idea that TFL should offer financial penalties to companies if they have a poor safety record will only again end up being taken out on the drivers.



3. Conclusions

We need to invest in high quality training which should be funded, by TFL and the operating companies to ensure a high quality driver is produced as the end product, but it cannot stop there for there is little reward in producing a good quality driver if all that happens after is demoralising and de-motivational treatment by the companies. The driver has enough to deal with when navigating London's overcrowded streets and looking after the woes of the whinging public. We have to ensure that all the factors are put in place to not only train but keep the driver feeling like they are an important part of what keeps London moving. Currently bus drivers feel like browbeaten steering wheel attendants and this cannot continue if we want our cities public transport network to be the best in the world.

We have to get London's buses moving again if we are to entice our lost passengers back from the tubes. This will ultimately lead to the mayor having to make difficult decisions about what he wants to achieve. The need for more bus lanes with 24/7 operation and bus priority traffic lights would go some way to help. I think there would be little impact in raising the congestion charge as most users in Central London would only pass this off in tax returns. Maybe considering car free roads in Central London to ensure the movement of passenger transport could be a solution? After all the aim should be to get people back onto public transport and clean up London's rapidly degrading air quality.

Speed restrictions, I think, will have little impact on accident statistics as most bus accidents happen at relatively low speed anyway. Most buses struggle to achieve more than 20 MPH in London anyway, no surely, it is down to quality training to get quality drivers!

With hope for the future!


London Bus Driver


From: [REDACTED]
To: [Transport Committee](#)
Subject: Bus consultation.
Date: 19 January 2017 15:39:41

Dear TFL,

Personally I think you do a wonderful job in general.

One of buses biggest problems are where roads narrow bus lanes disappear. I would be happy to see buses getting priority over road traffic, e.g. the bus lane continuing and cars/trucks not allowed to enter unless they can get to the road the other side. e.g. like the box system.

The box system needs to be reinforced, countless times I have seen chaos at Oval as people enter the box and cannot get out then blocking traffic going the other way.

Put in cameras and fine people. Help raise money.

Take out speed humps put in cameras and fine people again.

A strong camera/fining structure really works. (In Australia they rigidly enforce speeding raised loads of money the first year now no one speeds)

I think one of the reason bus trips are down is due to cycling which has vastly improved in London over the last couple of years thank you. Please try and put bike racks under cover where possible though.

Bus interchanges like Vauxhall are wonderful as you can change bus/train underground seamlessly with out getting wet.

Some traffic lights seem to be out of sync at the moment. example Pimlico Lucas rd to vauxhall bridge road and Kennington park road going into Newington butts/Kennington Lane.

I don't know why there are more bus accidents, but I have seen people step out in front of buses unaware that they take longer to stop than smaller vehicles. So 20mph might be good or a public awareness campaign.

Also where roads narrow cyclists and buses not mix so well. e.g. Kennington Park road/Newington Butts.

Give buses & Cyclists priority over cars. We need to get people out of their cars to get air pollution and CO2 levels down so. Make it harder, slower and more expensive for them.

Lorries and Trucks eg vehicles over a certain size should only be allowed in London at night, I am sure other cities do this.

That will do for now. Keep up the good work. [REDACTED]
[REDACTED]

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From: [REDACTED]
To: [Transport Committee](#)
Subject: Call for evidence - bus services
Date: 04 January 2017 09:07:32

Dear Sir/Madam

I am writing in response to your consultation on bus services in London

I am a bus user from Bromley in South London. I feel TFL does little in this neck of the woods. Buses are very overcrowded such as the 162 where I have seen an old lady fall over as she was forced to stand due to poor capacity. This is a very useful route connecting so many key destinations and the recent increase of an extra bus an hour has been very welcome.

My main issues as a bus user are as follows:

Free bus travel for school children/Post Peak time bus availability

I regularly travel around London by bus during the rush hour in the morning. A major issue I often have is trying to get on one to begin with as often buses arrive already full of school children. An area in which I catch buses regularly is Archway in Islington. On routes such as the 271, 210, W5 and 143, buses often become full from children who are able to travel free and abuse the service by getting the bus only two stops from Archway station to Waterlow Park. This takes less than 10 minutes to walk. This means often paying commuters face significant delays getting on a bus as often passengers must wait for several buses to pass before they can get on one. The buses get very busy and often bunch during the rush hour. This effect is really felt shortly after during the period of 9-10am where bus frequency drops and the service is still trying to recover from the large number of people and delays that have occurred during the period of approx 7.45-8.30. A bad example of this is 162 in Bromley where there are no extra buses in the peak period and as such for a bus service that is

due every 15 minutes I am often left waiting 30-40 minutes for a bus.

TfL Consultations

I feel often TfL change junctions such as Archway and give little attention to the needs of bus users. Archway has now become far more confusing as a bus passenger with buses towards Highgate Village now staggered across the junction. At the bottom of Highgate Hill the previous bus lane has been replaced with a wider pavement and cycle lane. Buses must now queue with other traffic causing significant delays.

Buses are also delayed by cyclists riding in bus lanes. I have on numerous occasions been on a bus between Borough and Elephant and Castle and the bus has travelled at less than 10mph for the entire stretch of Newington Causeway due to cyclists blocking the bus from going faster.

TfL seem to put out consultations with a cyclist first perspective and with little to no regard to bus users. I strongly support the increased promotion of cycling in London but this cannot come at the expense of all else.

Poor destinations of bus services

Many buses seem to terminate at seemingly random locations. Most notably route 136 terminates at Grove Park - this area is mainly residential with the main attraction being the station. Why does this not terminate at Bromley North thus providing connections to Bromley Town Centre?

In the consultation document it says worsening congestion is often blamed for decrease in bus use. It is rare in Central London the queues are so bad I am delayed to this extent. Congestion is still better than it was say 15 years ago before the congestion charge. I feel partly the drop in use is the explosion of users of app based taxi services such as uber who will now call a cab as opposed to hopping on a bus. More must be done to deter this.

The frequency of bus services in some parts of London, especially Hackney, is very high, often to the extent buses are empty as so many serve one route.

I feel some of these resources should be diverted to other areas of London and even out the balance.

Bus safety black spots

I have seen a series of issues relating to accidents at the new Elephant and Castle gyratory. In particular outside UAL and the church in the middle of the junction. Here there are several bus stops and in the middle of the pavement and the area where people alight buses is a large cycle lane. People frequently run for the bus and there are often near misses between cyclists and pedestrians who run across the cycle lane from the pavement for the bus.

Revenue

At least once a week I get on a bus and the Oyster reader doesn't work. This is probably because the machines are now old and are overused since the ban on cash they break. Drivers need an alternative/back up way of collecting fares from passengers.

I would strongly oppose the introduction of new 20 zones. I feel this would unnecessarily slow buses down. Most road users are unaware of 20 zones in boroughs like Hackney and Islington and often ignore them.

Finally I hope you can see above I am a regular bus user and feel very strongly about the efficiency of the service. I would like to be involved in further consultations/chances to voice my opinion on this matter. Please let me know if these occur or if there is a way I can become more involved.

Yours sincerely



From: [REDACTED]
To: [Transport Committee](#)
Subject: Buses Consultation
Date: 30 January 2017 09:27:00
Attachments: [Buses London Ass. Consultatn#30Jany17.docx](#)

Herewith a response to your consultation

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From: [REDACTED]
To: [Transport Committee](#)
Subject: Call for evidence: Bus Services December 2016
Date: 25 January 2017 17:29:09

Dear Transport Committee,

Because of tube and train overcrowding (with resulting claustrophobia issues), I tend to rely more on bus services. I find buses really flexible as they reach the parts that other public transport do not. I have the following comments:-

A. The effect of cross rail and cycle super-highway works:

1. these works have slowed traffic and so lengthened journeys. I have experienced gridlocks in traveling by bus from Liverpool Street Station to Oxford Street in some cases having to resort to walking. So I do not visit central London as much as before. Others(acquaintances), prefer using the tubes to using the slower buses so the tubes are even more overcrowded and buses are under occupied.

2. **I object to giving cyclists priority over buses on major roads, by removing bus lanes** and creating cycle lanes. The amount of road space is reduced, slowing traffic which increases already major air pollution which is a health hazard to cyclists (The subsidising of diesel cars has made air pollution worse). **Cycle Lanes ought to be on minor roads.**

3. Bus stops with boarders across cycle lanes are a potential hazard to bus users from cyclists - especially the elderly/infirm, wheelchair and pram users of buses.

4. For the reasons mentioned in (2) and (3), THERE SHOULD BE A MORATORIUM ON FURTHER CYCLE LANES, to evaluate their impact. THIS SHOULD APPLY IMMEDIATELY TO THE PROPOSED CYCLE LANES FOR THE BOROUGH OF ENFIELD, WHERE THE COUNCIL IS PROCEEDING DESPITE A VERY SIGNIFICANT MAJORITY BEING AGAINST THEIR IMPOSITION ON THE MAJOR ROADS.

B. Bus Service Operations:

1. I welcome the electronic displays at bus stops indicating bus arrival times. More should be provided.

2. I welcome the use of debit and credit cards (touch card) payments on buses.

3. I support the TfL system for operation buses in London compared with the "free for all" elsewhere. The London system which has proved to be effective should be applied countrywide.

4. I support the travel information indicators, cctv, bus stop announcements, introduction of air conditioning(but not the un-openable windows in the "Boris Bus routemasters"), within buses.

5. There should be an ergonomic study of the handrails in buses - I find that the handrail supports on the stairs from the upper deck tend to hit hands as one descends which can be painful!

6. I find buses tend to jerk heavily when starting from bus stops or stopping at bus stops. This can be hazardous for those passengers using stairs, or standing or alighting. There should be a study of the bus braking and accelerator mechanisms and a psychological study of bus driver behaviour to determine ways of making this smoother.

7. Generally I find the frequency of buses satisfactory, though they tend to bunch due to the problems in (A) above.

8. Traffic lights management are another cause of slowing traffic. The lights change much too frequently which leads to stop-go movement of traffic (and the jerkiness of the bus movements mentioned in 6?). Less pedestrian crossings but which are more spacious and attractive with greater crossing times and more "count down" indicator lights at these pedestrian crossings should make these crossings easier to use by pedestrians and avoid holding up traffic.

9. As more hospitals concentrate specialist services, patients have to travel further and wider especially in suburban areas. Efforts should be made to increase bus routes to these hospitals, perhaps with more feeder smaller-hopper buses.

Many thanks for your time.

Yours faithfully.

[Redacted signature]

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From: [REDACTED]
To: [Transport Committee](#)
Subject: London Assembly Call for Evidence - Buses Services
Date: 18 January 2017 17:18:15

I wish to comment on some aspects:-

General questions

Qu 1

Indicators at bus stops.

A I live near a part of the 263 bus route not served by any other buses. We would love to have at each bus stop, or on nearby lampposts the simplest of indicators. **Just a two digit indicator of how many minutes until the next bus.** Then if the next bus is say 14 minutes I will walk to my destination. (We do not need the large more expensive displays at stops served only by one bus service, but we would like a basic display at every such stop.)

Yes, I could every time get out my smart phone etc. But using the most basic electronics to receive the info (my son in law has done it on a credit card size printed circuit board for mounting in the hall near the front door) and a low cost 2 digit display would be convenient service for everyone. It would also speed up the buses - because if there were a delay causing a long gap in service, people would be aware of that and some would walk - when the bus eventually arrives there would be less of a backlog of passengers to squash onto the bus.

These simple displays would be lovely at bus stops served by only one bus route. In such cases they would also be great on lampposts at corners of side roads where the bus stop is in one direction but the destination is in another direction. That is - if I am going by bus I turn one way at the end of our side road, but if I am walking to my destination I turn the other way, so I would like to know before reaching the bus stop. (But of course they should be sited only where they would not risk causing someone to run across a side road road carelessly in order to catch a bus.)

B Existing displays

At stops which several bus services serve, the existing more complex and expensive displays are good but what is displayed (i.e. format) could be revised. e.g. at Turnpike Lane the display tells me the bus I can board now is a 41. But my preferred bus is a 230 and I want to know urgently how soon that is - that will enable me to decide whether to board the 41 or wait. But unfortunately the display shows me what the eight and ninth buses to come will be and I must wait a while before it scrolls to show what the immediately next two buses will be. That there is another 41 bus in 6 and 10 minutes is irrelevant to me. There seems to be enough width of display to show that the 41 is due and then on the same line to show how many minutes to the next two 41s. This is definitely relevant to someone with a buggy who may not be able to board the first 41. The second and third line could show the next two services and how many minutes to their next two arrivals e.g. 230 3 min & 10 min. (In the rare cases that the destinations are shorter/longer - If the destinations of the bus in 10 min is nearer perhaps that could be indicated by initials of destination). Then the first three lines would show the next route numbers - e.g. 41, 230, W4. The last display line could be used to show other services due after that, and if more than 4 routes serve this stop then that line could scroll to show the remaining routes.

Safety

- Technology

Question 12 Are there any problems caused by bus and cycling infrastructure sharing road space (particularly kerb side) and how could these be resolved.

Yes. (This is not anyone's fault but needs addressing). This is what I see on Tottenham High Road and elsewhere. Bus wheels inflict heavy loading on the tarmac and drains near the kerb - particularly but not exclusively on the approaches to bus stops, as bus nearside wheels inevitably all travel a virtually identical line to the bus stop. This results in tarmac disappearing leaving a pothole or round a drain a deep trough of several inches. Opposite the college where I volunteer a cyclist was injured about 4 years ago due to a pothole on the approach to a bus stop. Evidently he had not seen the pothole in time - perhaps due to cyclists or other traffic ahead of him. Medics were in attendance for a very long time and it may be that he died at the location.

In heavy rain a pothole may be effectively invisible because one does not know that there is a void of significant depth below the surface of water.

There are various technologies that could alleviate the problem.

1 The TfL website should have less problematic navigation for reporting serious dangers such as potholes, and faults surrounding drains. And a promised response time of 10 days is extraordinary/terrible and potentially very expensive as well as dangerous. (The website in this respect appears not to distinguish between problems with Oyster cards and dangerous faults in roads. Also the website confuses by having several supposedly mandatory fields of no relevance so one thinks one is on the wrong place in the website so backtracks etc. With persistence one finds in the so called mandatory/required fields there is an option 'not applicable' - bizarre design!). The traffic lights in East Finchley have been knocked out of alignment now for several weeks - but with TfL's 'user hostile' reporting system, people do not spend the time reporting.

2 Buses have GPS - buses could be equipped with a way for drivers to very easily report the location of this particular category of road fault. They will sometimes be very aware of it because of the impact on the bus. They could be able to just press a button to record location of potholes.

3 A few buses could be equipped with sensors which monitor major jolts of the nearside front/rear wheel.

The sooner TfL is alerted to faults the more efficient can be their response and the risk is addressed, and more extensive damage may be avoided..

Thank you

[Redacted signature block]

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From: [REDACTED]
To: [Transport Committee](#)
Subject: London Assembly Investigation into TFL Bus Safety
Date: 30 January 2017 10:08:22

To whom it may Concern

I would like to comment as someone who both walks and cycles daily in London and frequently uses buses and have had frightening experiences using all these modes from the behaviour of many bus drivers. I would also like to point out that every time I get on a bus I greet the driver cheerfully and with a hello and very very rarely get a response!

I cycle miles every day the length and breadth of London and have experienced many close passes, deliberate and otherwise and also being overtaken at inappropriate places. Many drivers cut me up when overtaking and then pull in to a bus stop not many yards beyond where I am cycling causing me to have to pull out into often fast and speeding traffic.

I find that when I board a bus the driver pulls away before I have the chance to sit down - I appreciate they have to keep to a timetable however if they do start to drive they have to drive slowly and without accelerating at speed.

I often travel in off peak hours and very frequently very late night/early morning and the speed drivers travel at is not safe and I am sure above legal limits. I also experience many bus drivers driving through red lights and amber to red and blocking junctions too.

I have complained on a number of occasions providing the time, place and number of the bus plus a description of the driver when I have experienced dangerous manoeuvres from drivers whilst I am cycling. I never ever have received a proper response, just a formulated letter which means nothing. Every bus driver should have to have a cycling course physically cycling and not just being told about safety for cycling. It is completely different if you have experienced being on a bike. When there is an incident with a bus driver (and as I often group ride I do have witnesses) this should be investigated properly and there should be a method by which I know and other people who experience the same danger can know this has been correctly dealt with. Driver anonymity has to go - after all if you have an incident with a car driver you swap names and details and can take it further as an individual.

Please make sure that the safety of people cycling and walking and using buses are made of the paramount importance. The statistics for deaths and injuries by bus driver error is truly shocking and if it were a train or plane crash there would be a public inquiry.

Thanks
Yours sincerely

[REDACTED]

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From: [REDACTED]
To: [Transport Committee](#)
Subject: Bus Services Investigation
Date: 19 January 2017 15:19:58

Here are some suggestions

Cycle Lanes: Congestion and Pollution

It's not surprising passenger numbers are decreasing because the increased congestion in Central London makes buses a much less useful means of transport. A major contributor to such congestion is the installation of cycle lanes which in many places have replaced bus lanes. Personal observation suggests that many (the majority?) of the cycle lanes are under-used for most of the day, and many are much wider than necessary (eg Harleyford Road, Blackfriars Road). It is frustrating to be sitting on a stationary bus beside a wide and empty cycle lane. Moreover, the increased congestion caused in major part by cycle lanes contributes massively to pollution as cars, lorries and buses queue along single lanes, affecting cyclists, drivers and pedestrians alike. The planners have overlooked or ignored the way the proliferation of under-used cycle lanes has contributed to the deterioration of the Central London environment. There seems to be a sense that cycle lanes are "good" in all circumstances and on principle - practical considerations (eg usage and impact on all road users) are not deemed worthy of attention.

Transport Hubs: Convenience and Safety of Passengers

Safe and convenient interchange between bus routes at major transport hubs is essential. A good example of the application of this principle is the Vauxhall bus station where bus stops are grouped together undercover and interchange passengers don't have to cross a road. Access to the Underground and Main Line stations is also safe and convenient. An example of the reverse of this principle is Elephant & Castle where changing routes remains a dangerous nightmare, especially for those who are old or physically frail. TFL have argued that it's impossible to retain the Vauxhall bus station under its new traffic management plans for two way traffic - no one has asked users whether they would prefer two-way traffic. Planners seem to recite the mantra "one way bad, two ways good" irrespective of the circumstances.

Traffic Safety

It's not surprising that the rate of traffic accidents has increased. To some extent this is likely to be caused by the increasing complexity of road layout - New Bridge Street and Blackfriars Road are good examples of roads where drivers have difficulty in determining which lane they should be in. A further cause may well be the frustration engendered by the increased congestion - it certainly encourages car and van drivers to take risks, eg by unexpectedly swapping lanes or cutting in.

From: [REDACTED]
To: [Transport Committee](#)
Subject: Bus network planning and safety call for evidence
Date: 19 January 2017 22:30:04

BUS NETWORK

A safe and effective bus service is key to a good service for the millions of us who use the service in London everyday. Effective interchanges between bus routes, rail and the underground network allows London Transport to move the volume of people it does safely across and through the capital.

Vauxhall is a key example of the importance of integrating bus services with tube and rail. TfL's plans must:

- Provide sufficient space for passengers to transfer safely and comfortably between road, rail and bus.*
- Ensure complete weather cover between bus stops and buses and for passengers transferring between stops. This was achieved at Vauxhall relatively recently using the canopy that provides cover and light at all times of day and night, reducing crime and protecting pedestrians using the interchange from traffic (buses, cars, motor bikes and bicycles);*
- Allow for expansion as new commercial and housing developments come on stream and new bus routes are introduced – such as the recent changes to routes 452 and 436.*
- Build in contingency space and facilities for emergencies (such as closures of tube station).*
- Allow for more bus transfers as innovations such the hopper ticket are taken up.*
- Have effective signage (an example of where this is currently needed at Vauxhall is the absence of signs from the rail station to the lift to the underground).*
- Have reliable indicator boards at every stop.*
- Provide ticket machines at street level and information about bus services.*

CONSULTATION

Change is not necessarily improvement. There should not be an assumption that change is always the best option; sometimes the status quo should prevail. All consultative material should include an option to retain the status quo. Each question should be phrased to cover a single issue, and should ask a straight question. Not once in the consultations over the past three years have residents been asked if they would like to see the current Vauxhall Bus Station demolished. Passengers more broadly have scarcely been consulted at all.

As a local resident and user of the bus services I am OPPOSED to the proposal to remove the canopy or the bus stops from the safety of the bus station at Vauxhall.

SAFETY OF BUS PASSENGERS AND OTHER ROAD USERS

Most accidents do not take place within bus stations. At Vauxhall the danger points are the road crossings around the interchange.

Planning should take account of pedestrian flows and actual passenger behaviour. The internationally-recognised safe waiting time for pedestrian and

cyclist crossings is 40 seconds. As part of the plan to develop two-way roads at Vauxhall TfL plans extended waiting times of up to 119 seconds for pedestrians and 65 for cyclists. People will not wait for this length of time. This will neither be safer nor more pedestrian- (or cyclist-) friendly.

We invite the Committee to visit Vauxhall to see an example of a successful, safe and well-planned bus station.

[Sent from Yahoo Mail for iPhone](#)

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From: [REDACTED]
To: [Transport Committee](#)
Subject: Submission in response to Call for evidence: bus services
Date: 31 January 2017 22:04:13

Dear Transport Committee,

I welcome the London Assembly's Transport Committee's decision to investigate the bus system.

No system exists in isolation, and it's important that the committee interrogate the bus network in the wider context of TfL's role as not only a provider of movement for goods and people, but also in its responsibility as a significant influencer on the broader health and well-being of people in the capital.

This response will first address some high-level points which were lacking in the questions, and then address the questions that were raised.

Most important for this consultation, is the first assumption made, that falling usage of the bus network is a problem.

*"A number of indicators have suggested the performance of the bus network has deteriorated recently, particularly: **Usage has fallen:** The number of passenger journeys has started to fall after a long period of increase – in the past year the number of bus journeys made fell by 3.7 per cent. This has had an effect on revenue, which has fallen by 2 per cent."*

There is nothing intrinsically wrong with declining bus patronage. If people decide they would rather walk or cycle this is to be welcomed from a health and economic perspective (money that would have been spent on the bus ticket can be used on more economically productive goods). TfL as a public body, must prioritise the physical, mental and economic health of Londoners over revenue generating. Therefore, the actual indicator TfL need to report on is how many passengers have stopped using buses in favour of cars, taxis and PHVs, since these have a negative impact compared to bus use.

To this point, the committee and TFL must urgently address a common occurrence whereby bus network priority (and motor traffic congestion) is prioritised at the expense of safe cycling provision. A recent example is the A23, Brixton Hill, where there is no alternative route for cycling in the area, yet the demographic is highly likely to want to cycle but this desire isn't being met. This would likely see a shift from bus users to cycling, but may also speed up buses as they no longer wait behind people cycling. A safe cycle track should replace a bus lane here. There are numerous examples across London where a fear of a small delay to buses, or declining bus usage prevents safe convenient cycling, such as Hampstead Road, Kingston mini holland, Champion Hill, Archway, Hammersmith gyratory, Nags Head, Kings Cross Road, Tottenham Court Road etc.

The investigation cites congestion as a cause of declining bus usage. The TfL reported cited doesn't mention which routes have seen a decline in usage, or what caused decline in these routes specifically. The London Assembly should ensure this information is more readily available.

Analysis of congestion must be more nuanced; a road or junction with a bus lane, good cycle track, and wide pavements, could be congested for private cars, but not necessarily buses, cyclists, or pedestrians.

Bus Network Planning

1. Is London's bus network fit for purpose?

No.

2. How does the bus system compare in inner and outer London?

The bus system in inner London is too dominant over other modes. In particular, buses are prioritised over walking and cycling despite most journeys being relatively short. In outer London, bus routes are less well served, especially orbitally.

3. What different challenges do the inner and outer networks face?

Inner London is over crowded and with short journeys. It needs fewer buses, and more provision for walking and cycling.

Outer London's road network is more spread out and private cars dominate. Bus routes must be prioritised over motor traffic more, and planned in conjunction with walking and cycling provision.

4. How well do TfL currently plan bus routes?

Poorly. It is based on organic growth of bus demand rather than systematic, holistic, analysis of mobility needs. TfL should re-examine London's surface transport network and redevelop it based on the hierarchy of walking, cycling, public transport, cars.

5. Does TfL take account of the London Plan and housing developments when planning bus routes? Could they improve the way they make these decisions?
6. What bus priority measures has TfL already introduced and how successful are they?

Bus lanes and bus gates.

Bus gates are more successful in that they hold back cars and taxis.

Bus lanes can be effective but suffer significant flaws, especially in being fundamentally incompatible with cycling, as buses pull in they cause danger, whereas cycling speeds tend to slow down buses. Delays in bus lanes are also all too common, particularly parking.

7. What impact could the introduction and development of the hopper ticket have on the design of London's bus network?

The hopper ticket is a very impressive contribution. It should be the catalyst for significant changes to London's surface transport network.

8. Does TfL plan new bus services to stimulate demand or just to respond to existing demand?

It stimulates demand in so far as much "demand" is for mobility not necessarily buses, but TfL prioritised buses over other mobility choices.

9. What tools does TfL have to monitor and forecast demand?
10. What other approaches to network design should TfL be considering? As appropriate, please make reference to these or others: orbital routes through routes bus rapid transit systems shuttles and hubs

TfL should approach network design with a holistic nature; far more roads could be closed to through traffic with buses and active travel prioritised. Good (but not perfect) proposals include Tottenham Court Road, and Bank Junction.

Bus rapid transit systems could also be effective. The overtaking nature of London's current bus system at bus stops is inconvenient, slow and dangerous.

11. Is it a good idea for TfL to consider different types of network for different areas of London? How could this work in practice?
12. How successful have existing express routes been, such as X26 and 607?
13. What can we learn from other cities about successful/unsuccessful bus network redesign?
14. What are the challenges associated with this kind of large-scale change to the bus system?
15. Could TfL improve the way it consults the public on proposed changes to bus routes? How?

Bus Safety

1. What should TfL's priorities be for delivering a safe bus network?

Have zero tolerance of bus collisions.

Trains or planes would be closed indefinitely if they caused just 1 death. Buses cause scores every year. TfL cannot be allowed to continue treating this as unacceptable.

Reduce expected times of journeys. TfL need to accept that journeys take longer than they currently project and therefore relieve pressure from drivers to meet unrealistic expectations.

2. Are you aware of any particular accident blackspots?

By their very nature, bus stops without bus stop bypasses are accident blackspots for cycling, even if only causing near misses. Particularly dangerous areas, especially for the number of buses converging and pulling out are Brixton Road (outside the station), Camberwell, Elephant and Castle (sadly this is even after the redesign). I recommend the Transport Committee refer to Tom Kearney's evidence for further details.

3. What are the particular safety concerns for: Passengers on buses Other road users

Pedestrians are at risk, as are those cycling.

- 4. How are operators and drivers incentivised to prioritise safety?
- 5. Should operators face contractual financial penalties for poor safety records?

Yes, and they should have their contracts removed.

- 6. Are drivers provided with adequate 'driving skills' training?
- 7. 7. How effective is this training (which is delivered by individual operators)?
- 8. Should there be a 'London standard' for driving skills training (which would likely result in TfL managing the training)?
- 9. How are incidents managed by TfL and by the operators? What kind of support is available to those involved in bus collisions and incidents?
- 10. Has TfL taken advantage of new technologies to make buses safer?
- 11. What other technology advances should TfL consider piloting? Infrastructure and design
- 12. Are there any problems caused by bus and cycling infrastructure sharing road space (particularly kerb side) and how could these be resolved?
- 13. Would expanding 20mph zones be a good way of reducing collisions?

20mph should be default for all London, though a bus travelling at 20mph is still dangerous. Buses frequently exceed 20mph. Their speeds should be mechanically restricted to this speed.

- 14. Would further investment in bus priority measures like bus lanes be a good way of reducing bus collisions?

No, collisions occur in bus lanes. I am not aware of any collision involving a bus which would not have happened had there been a bus lane.

Regards,

[REDACTED]

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By email and Blog Post

Transport Committee
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

30 January 2017

Dear Members of the Transport Committee,

RE: #LondonBusWatch An Assessment of and Recommendations for TfL's 'world leading' Bus Safety Programme: Evidence Submitted to the London Assembly's Investigation of TfL Bus Safety, February 2017

Following 5 years of [campaigning](#) with [TfL Bus Drivers](#), independent [Transport Specialists](#) and [Cycling, Pedestrian, Crash Victims' Rights](#) Campaigners, after fully recovering from critical injuries sustained in a TfL Bus Crash on [Oxford Street on 18 December 2009](#), my voluntary #LondonBusWatch Campaign—with crucial assistance from the London Assembly—has *successfully convinced* Transport for London ([which contracts a quarter of all bus services in the United Kingdom](#)) to adopt the following well-established 'common sense' Operational Safety Performance measures:

1. [Confidential Safety Reporting](#)— TfL Bus Drivers have access to the rail industry's long-standing [Confidential Incident Reporting and Analysis System \(CIRAS\)](#) which was extended by the Mayor of London to [TfL's Contracted Bus Operation 31 July 2015](#) and has been [in force from 4 January 2016](#);
2. [Quarterly Publication of Bus Safety Incident Casualty Data, first published in June 2014.](#)

Notwithstanding the fact that, since TfL's foundation in 2000 (a) *nobody* in TfL management had ever thought of *pro-actively* taking abovementioned long-standing and well-established transport safety monitoring and reporting measures; (b) the Transport Commissioner and TfL Surface Transport management [actively opposed and/or delayed these actions](#) when they were [proposed by members of the London Assembly](#) (at least [4 years ago](#)); and (c) [TfL itself acknowledges](#) "Buses are four times more likely to be involved in a KSI collision with a pedestrian than would be expected for their share of traffic", TfL's announcement of its ['world leading' Bus Safety Programme](#) on 1 February 2016 was indeed [an important milestone](#): for the first time in its history, TfL agreed to implement a six-point programme of Bus Safety Policies [for which it could publicly be held to account](#), i.e.:

- A. Develop a world leading bus safety standard for London;
- B. Update TfL's bus contracts to include new safety incentives;
- C. Provide a UK-first Incident Support Service for those affected by fatal or serious injuries;
- D. Publish additional bus collision data and making it more accessible;
- E. Provide greater transparency on bus collision investigations;
- F. Provide a new safety training module to all 24,700 drivers.

In response to the London Assembly's [request for evidence](#) for its Investigation of Bus Safety, please find my #LondonBusWatch Campaign's:

- I. **Assessment** of TfL's 'world leading' Bus Safety Programme (nearly a year having passed since TfL's announcement of the reform) and;
- II. **Recommendations** to help make this important Programme a reality.

I. Assessment of TfL's 'world leading' Bus Safety Programme

OBSERVATION 1: Deaths and Injuries from Safety Incidents involving transport services contracted, managed and regulated by [London Bus Services Limited and TfL Surface Transport](#) are increasing.

In 2016, there have been 12 TfL Bus Fatalities, 11 of which resulted from collisions: 10 (91%) of these TfL Bus collision deaths occurred *after* TfL announced its 'world leading' Bus Safety Programme. In addition, 7 passengers were killed in the Croydon Tram Crash, [a contracted service that is directly overseen by London Bus Services Limited](#), *the management team that is responsible for contracting, managing and regulating London Buses and for implementing the Bus Safety Programme*. Taking into account the 14 deaths which occurred from services directly contracted and managed by London Bus Services Limited in 2015 (which, in itself, represented a 40% increase on 2014), 2016's 19 *fatal*s (12 from bus and 7 from tram, 18 of which were from *crashes*) represent a further YoY increase of 36%.

Fatalities involving TfL Buses - 2016

TfL Bus Fatalities 2016	Month	Route Number	Operator	Borough		Victim's Sex	Victim's Age	Type of Incident	Victim's Mode
1	Jan-16	472	Selkent - Stagecoach	Greenwich	Fatal	Female	Adult	Collision Incident	Pedestrian
2	Jan-16	213	London General - Go Ahead	Kingston upon Thames	Fatal	Male	Elderly	Collision Incident	Pedestrian
5	Feb-16	5	East London - Stagecoach	Newham	Fatal	Male	Adult	Slip Trip Fall	Passenger
3	Mar-16	253	Arriva London North	Hackney	Fatal	Male	Adult	Collision Incident	Pedestrian
4	Mar-16	355	London Central - Go Ahead	Merton	Fatal	Female	Adult	Collision Incident	Pedestrian
7	Apr-16	8	East London - Stagecoach	Tower Hamlets	Fatal	Male	Adult	Collision Incident	Motorcyclist
8	May-16	159	Abellio London	Westminster	Fatal	Male	Elderly	Collision Incident	Pedestrian
9	May-16	73	Arriva London North	Westminster	Fatal	Female	Elderly	Collision Incident	Pedestrian
6	Jun-16	15	East London - Stagecoach	Westminster	Fatal	Male	Adult	Collision Incident	Cyclist
10	Jul-16	OOS	London United - RATP	London United	Fatal	Male	Adult	Collision Incident	Pedestrian
11	Nov-16	134	Metrolink	Camden	Fatal	Male	Adult	Collision Incident	Pedestrian
12	Nov-16	46	Metrolink	Westminster	Fatal	Female	Adult	Collision Incident	Pedestrian

Source: TfL (Q1-Q3), Press Reports (Q4)

Based on TfL's published data, during the first 3 quarters of 2016 (NB: TfL will not be releasing Q4's casualty data until March 2017), 901 people (over 3 per day) were injured in Bus collision incidents, with 333 people hospitalised, 169 of these with serious injuries.

Taking into account all recorded TfL Bus Safety Incidents that resulted in people being injured, during the first 3 quarters (273 days) of 2016, 4459 people (over 16 per day) were recorded as having been injured, of which 1184 (over 4 per day) were hospitalised, 583 (over 2 per day) with serious injuries.

2016 TfL Bus Collision Injuries	Q1	Q2	Q3	Q4	Total
All TfL Bus Collision Injuries	281	304	316	N/A	901
All Fatal Collision Injuries	4	4	1	3	12
Peds	89	83	77	N/A	249
of which Hospitalised	42	32	33	N/A	107
of which serious	18	22	18	N/A	58
of which fatal	2	2	1	N/A	5
Passenger	97	126	126	N/A	349
of which hospitalised	40	31	33	N/A	104
of which serious	27	10	12	N/A	49
Motorcyclist	9	8	4	N/A	21
of which hospitalised	4	4	3	N/A	11
of which serious	0	1	1	N/A	2
Member of Public	2	1	1	N/A	4
of which hospitalised	0	0	0	N/A	0
Cyclist	12	25	31	N/A	68
of which fatal	0	1	0	N/A	1
of which hospitalised	4	8	9	N/A	21
of which serious	2	2	4	N/A	8
Bus Driver	28	14	32	N/A	74
of which hospitalised	15	8	10	N/A	33
of which serious	8	3	4	N/A	15
3rd Party Driver/Occupant	46	46	44	N/A	136
Fatal	2	0	0	N/A	2
of which hospitalised	17	23	17	N/A	57
of which serious	9	15	13	N/A	37
Conductor	0	0	1	N/A	1
Operational Staff	0	0	1	N/A	1

Source: TfL

Compared to the full years of 2014 (12 killed, 1300 hospitalised) and 2015 (14 killed, 1585 hospitalised)—unless trends reversed dramatically in Q4—2016 appears to be another year where both fatalities (12 from Buses, 7 from Trams) and hospitalisations *will have increased* from the Surface Transport services contracted, managed and regulated by TfL's London Bus Services Limited.

CONCLUSION 1: The *continuous and increasing casualties* being produced from TfL's contracted Surface Transport Operations would suggest that—even though its goals are laudable and could serve as the foundation of a [genuine operational safety policy](#)—for the past year, TfL's 'world leading' Bus Safety Programme *has been no more than a PR stunt*.

OBSERVATION 2: TfL Surface Transport is *consciously failing to monitor* the Operational Safety Performance of its Contracted Bus Fleet

Compounding the negative trends in TfL Surface Transport KSI Casualties, it is perhaps TfL's (in my opinion) [contemptuous indifference](#) to the most basic principles of exercising responsible operational safety performance that raises the highest alarm.

Here is some recent proof of that 'contemptuous indifference':

In October 2016, Mayor Sadiq Khan responded to Mayor's Question Time (MQT) Questions from AMs Caroline Pidgeon and Caroline Russell that TfL:

- [Still doesn't receive copies](#) of its Bus Contractor's investigations of Serious Incidents;
- [Has no idea how victims seriously injured in Bus Collisions](#) are doing;
- [Cannot provide a Budget](#) for its 'world leading Bus Safety Programme';

In November 2017, TfL reported:

- Despite that—for the period 1 January-30 September 2016—1184 hospitalisations and 583 serious injuries were recorded from Safety Incidents involving its Bus Operation, [only 9 calls had been taken](#) by 'UK-first Incident Support Service for those affected by fatal or serious injuries involving Buses' *up until 17 November 2016*.

In December, through more MQTs responses, the Mayor of London let us know that TfL:

- [Does not consult with CIRAS](#) in the design of its yet-to-be published 'Bus safety metrics';
- [Does not conduct financial analysis of Bus Collisions](#) 'as a matter of course.'

CONCLUSION 2: Not only is the Safety Performance of TfL's Surface Transport Operations apparently *not a priority*, TfL's Management appears to be [actively obstructing public scrutiny](#) into its failure to design, implement and *enforce* policies that would obligate them and their for-profit private surface transport contractors to improve operational safety performance.

OBSERVATION 3: Our 'statutory watchdog' London TravelWatch is failing the public on the Provision of Meaningful and Timely Analyses of TfL's Bus Safety Performance.

At a [meeting with the London Assembly on 10 November 2015](#), London TravelWatch Chair Stephen Locke promised to consider the Operational Safety Performance of TfL's contracted Bus Operations. The fact that [London TravelWatch has not bothered to look at this issue once](#) since its creation in July 2000 speaks volumes about [how indifferent](#) our "statutory watchdog" is about the issue of Bus Safety Performance. A [London TravelWatch Board Secretariat Memorandum](#) dated 23 February 2016—inter alia—gives the following reasons for failing to monitor Bus Casualty Data diligently i.e., "there are typically seasonal variations as well as variation from year to year" and "it is not advisable to compare one year to another, but to look at trends." Notwithstanding that this churlish document ignores one of the basic precepts of modern operational safety practice—namely, that achieving [recurring marginal gains](#) are key to catalysing systemic change—it's *blithe parroting* of TfL's [mendacious safety narrative confirms](#) that [London TravelWatch has neither the qualified staff nor leadership interest](#) to conduct

meaningful analyses of the Operational Safety Performance of TfL's contracted Bus Fleet.

CONCLUSION 3: The London Assembly should hire an *independent* team of experts to regularly review and report directly to it about the Operational Safety Performance of TfL's Surface Transport Operation. Perhaps it could redirect some funds from London TravelWatch's (in my opinion) [bloated £1+ million annual budget](#)?

OBSERVATION 4: The Croydon Tram Crash provides a Unique Opportunity for TfL Surface Transport to Learn and Fix its Degraded Operational Safety System for benefit of all TfL Surface Transport Operations.

On 9 November 2016, the Croydon Tram—managed by London Bus Services Limited since 2008—*crashed*, killing 7, seriously injuring 8 and sending dozens more to hospital. This was the first railway-related death in 8 years in the United Kingdom (the last one, again, connected to the Croydon Tram, when [it hit a London Double Decker Bus in September 2008](#)). From two written communications I've received from the Rail Accident Investigation Bureau (RAIB) in response to recent correspondence with the Chief Inspector of Rail Accidents and his staff, I am pleased to report the RAIB has confirmed that its investigation *will scrutinise* London Bus Services Limited's (LBSL) role as Contractor and will consider some of the safety concerns that TfL Bus Drivers have publicly voiced over the years about LBSL's contracted surface operations, namely —

- [fatigue-inducing work scheduling](#);
- [huge pressure to deliver timely performance](#);
- [financial incentives which place timeliness and availability ahead of safety](#);
- [punishment for employees who report safety concerns](#);
- [ignorance of fundamental safety performance system design flaws](#)

—and whether or not these safety flaws were present in [the Croydon Tram Operation](#).

Perhaps a signal indicator of TfL's failure to monitor the Operational Safety Performance System of its contracted surface operations is the fact that—even though CIRAS had been extended to [LBSL's Contracted Bus Operators in July 2015](#), the TfL-owner of the Croydon Tram Infrastructure (Croydon Tramlink) [was not signed up to CIRAS until April 2016](#) and *I can find no evidence* to confirm that the private for-profit Tram Operator (FirstGroup Tram Operations) was signed up to CIRAS at the time of the crash.

[A recent \(23 January 2016\) TfL submission](#) to the Safety, Social Responsibility and Human Resources Panel highlights a number of actions TfL has undertaken since the Croydon Tram Disaster, *inter alia*:

“continue to engage with First to monitor the enhanced driver management arrangements they have put in place. These include: a more frequent programme of speed checks; briefings on fatigue management; accompanied driving through the area of the derailment where requested; and counselling.”

These sensible and well-established operational safety principles now being undertaken by TfL *since the Croydon Tram Crash* only beg further questions:

- Why weren't these actions being taken before 9 November 2016?
- Why aren't any of these lessons applicable to the rest of TfL's contracted Surface Operations?
- How can TfL explain the late extension of CIRAS to its owned Croydon Tram Infrastructure and—if it's indeed the case—why its contracted Croydon Tram Operator FirstGroup was not subscribed at the time of the 9 November 2016 crash?

CONCLUSION 4: RAIB's forthcoming investigation into the Croydon Tram Disaster should be studied closely and, where applicable, its conclusions and recommendations applied to reform the [Degraded Safety Culture that pervades TfL Surface Transport](#).

OBSERVATION 5: The Safety Culture of TfL's Bus Operation calls for an Independent Investigation

Since 2013, I have been in contact with over 3500 TfL Bus Drivers through Social Media , email and face-to-face meetings. Since that time, a number of these Bus Drivers [have confidentially blogged for me](#) and it was my realisation that they had *no safe outlet to report their safety concerns* that inspired me to campaign for TfL [to extend CIRAS to its contracted Bus Operations in 2015](#).

Based on my interactions over 5 years, I have observed that:

- TfL Bus Driver Morale is Extremely Low *and getting Lower*;
- Working Conditions—Job Stress, Time for Break Periods (including Toilet Breaks), Fatigue, Working Hours and Rotas—*have worsened*;
- Pressures on Bus Drivers *to ignore reporting bad safety practice and faulty vehicles* have increased;
- Contempt from Bus Drivers for passengers, pedestrians and cyclists has increased in direct proportion to decreasing morale;
- Bus Drivers feel (a) disrespected by both the public and their employers and (b) powerless to change issues and conditions affect their ability to operate Buses with duty of care;

CONCLUSION 5: An Independent Inquiry into the *Safety Culture of TfL's Contracted Surface Operations* needs to be conducted *immediately*.

Since—

- TfL's Bus Drivers will ultimately determine the success or failure of any Bus Safety Programme, and;
- Since 2012, the fatalities from TfL's Surface Operations have given us—on average—2 'Croydon Tram Crashes' per year;

—this investigation needs to be on the scale of and vested with the powers of Lord Cullen's landmark investigation [into the causes of the Ladbroke Grove Rail Crash](#). In my opinion, TfL is incapable of and—because of the '[revolving door](#)' that exists between TfL Surface Operations and the Bus Industry—is perhaps *inherently conflicted* in carrying out the necessary institutional reforms *on its own*.

II. RECOMMENDATIONS to make TfL's 'world leading' Bus Safety Programme a *reality*

Given the scale of the, in my opinion, [Manifest Safety Failure](#) that is evidenced by TfL's Surface Transport Operations [even after its 1 February 2016 announcement](#), I believe that, by using the laudable goals stated in TfL's 'world leading' Bus Programme as the first catalyst in changing TfL Surface Transport "Killing for Convenience" Safety Culture, the #LondonBusWatch campaign recommends the following actions to assist TfL to achieve the stated goals of its 'world leading' Bus Safety Programme.

A. Develop a world leading bus safety standard for London

RECOMMENDATION A1: Stop Red-light Jumping and 'Amber-Gambling' by Bus Drivers. The [#LondonBusWatch site](#) shows plenty of instances where Bus Drivers wittingly [choose to run red lights](#) and/or [speed up at crowded junctions](#). It is my understanding that it would be simple and quick to reconfigure existing CCTV cameras to record and monitor instances where the Bus Driver has wittingly chosen to jump a red light or 'amber-gamble.' Stamping out instances of "Signals Passed at Danger" (SPAD) has been one of the key safety achievements of the Rail Industry since 2000 and, if TfL is serious about safety, TfL should take the same approach with its own contracted Bus Drivers. The technology already exists: TfL should use it, constantly monitor this behaviour and take action to stamp it out in real time.

RECOMMENDATION A2: Enhance iBus to include Safety Alerts: In February 2015, Bus Driver X proposed ([cf. "iFix iBus"](#)) some innovative ways to reconfigure iBus to alert Bus Drivers to safety issues (dangerous junctions, accident hotspots) on the road ahead. In February, the existing £260 million iBus Contract was extended by an additional 7 years **without any safety**

add-ons. If TfL Bus Drivers can think of ways iBus can be modified to improve safety monitoring and reporting, why did no one at TfL (or its Board) think of adding safety alert features to the £98.2 million contract extension?

RECOMMENDATION A3: [Give Bus Drivers existing technology](#) to report Road Danger in ‘Real Time’: the London Cycling Campaign launched "Give A Beep" Campaign in conjunction with the firm Hövding using a technology I think could be useful for Bus Drivers to identify dangerous junctions and bad traffic layouts. By having a "Flic" somewhere easily accessible in the Bus Cab, Bus Drivers could generate real time road danger information that would *immediately alert* BusCos, TfL and the Public to dangerous junctions and traffic layouts.

RECOMMENDATION A4: Limit iBus Communication between Controllers and Bus Drivers to emergencies and only when the vehicle is stopped safely. [Bus Drivers operating buses are penalised if they do not respond to an iBus Controller’s call.](#) The perverse incentive for Bus Drivers to answer calls while driving endangers the lives of Bus Passengers and other Road Users. Moreover, Bus Drivers report that by placing the iBus Communications response button on the floor, Bus Operators are deliberately creating a situation where ‘pedal confusion’ is *inevitable*.

RECOMMENDATION A5: Investigate Unintended Acceleration Events involving TfL Buses Seriously, instead of just Blaming Bus Drivers for “Pedal Confusion.” Bus Drivers allege that the “Drive-by-wire” systems on new buses cause dangerous incidents of “Unintended Acceleration” which have resulted in a number of unexplained crashes where people (including Bus Drivers) have been seriously injured. In a [recent MQT response](#), TfL admitted to 114 incidences of Unintended Acceleration Crashes that have occurred between between April 2010 and July 2016. A quick study of these incidents will reveal that the frequency of these events has increased dramatically in the past two years. TfL’s approach to the problem [has been to blame the Bus Driver for “pedal confusion”](#) when research suggests that [design problems associated with braking system controls](#) and [footwell configuration combined with interruptions from iBus Controllers](#) may well be at fault.

RECOMMENDATION A6: Improve Collection and Storage of CCTV Evidence. [TfL should take the lead to establish a new contractual safety standard](#) that would require Bus Operations to procure widely-available low-cost systems that allow them (or an independent third party operator as is done in the airline industry) to download and store recorded on-board CCTV evidence *permanently*. The fact that TfL allows its subcontractors to retain crucial operational safety performance evidence for only 7-10 days before it’s destroyed poses, in my opinion, an obvious conflict-of-interest and (also, in my opinion) appears to be *negligent*. Responsibility for obtaining and retaining this critical CCTV data must be taken away from any party that might have a material interest in having such information ‘disappear.’

]

B. Update TfL's bus contracts to include new safety incentives

COMMENT: Given that Members of the London Assembly have been requesting that the Mayor implement safety performance-linked Bus Contracts [at least since 2012](#) and similar [performance criteria have been embedded into Rail Contracts](#) for decades, members of the Transport Committee should be aware that 'updating' TfL Bus Contracts to include safety performance KPIs constitute the [last—lowest priority?—milestone](#) in TfL's 'world leading' Bus Safety Programme.

RECOMMENDATION B1: To ensure that the Safety Incentives to be included in TfL Bus Contracts [are not compromised](#) by [TfL's management's close relationship with its Private Bus Contractors](#), TfL's 'updated' Bus Contracts must be subject to Independent Scrutiny by CIRAS *before these documents are signed*. Even though we've just learned from an [MQT from Caroline Pidgeon](#) that "TfL does not consult with CIRAS on its safety metrics," it would seem wise (to me at least) to invite CIRAS—the *only independent safety body* that is in constant contact with both Bus Drivers and Bus Company Management—to participate in the design and approval of these contracted safety incentives. Since TfL has never bothered to design such contract criteria in the past 19 years it's been contracting private Bus Services, I believe it would be foolhardy to leave the responsibility to design these new contract terms in the hands of TfL management, who obviously have no experience, expertise or historical interest in this matter.

RECOMMENDATION B2: TfL adopts a Vision Zero Policy for all its Surface Subcontractors – [Directly link TfL Management's bonuses and BusCo and Tram contract payments to the reduction of safety incidents](#), namely Bus collisions and On-board Injuries. In years where KSIs increase, [TfL Management sacrifices its bonus](#) to fund additional safety activities (just like rail). No EWT Bonus should be paid to any Bus or Tram Operator when any KSI incidents have increased in a quarter, regardless of how on-time their vehicles were.

RECOMMENDATION B3: Appoint a [Chief Safety Officer for Buses](#). If improving Bus Safety is truly a priority, then it needs to appoint a *single point of contact* with line responsibility to ensure that TfL subcontractors are demonstrating that they are spending an adequate amount of time dedicated to safety issues with all front line staff, namely Bus Drivers. The Chief Safety Officer will ensure that each Surface Transport Subcontractor has a responsible and empowered Operational Safety Management team in place and that robust and 'scrutinisable' systems for collecting, monitoring and analysing operational safety performance data are in place and communicated to decision-makers in real time.

RECOMMENDATION B4: Stop TfL from Pretending that it has a Bus Operator's Licence and Make TfL Publish the Name and Contact Details of Every Contracted Bus Operator's Transport Manager on its Website. We know from a Mayor's Question Time Question, that, as a Tendering Authority, [TfL does not have a Bus Operator's Licence](#). Regardless

of this fact, on its own website, TfL perpetuates the myth that it is “London’s Bus Operator”:

1. Introduction

Exit this survey

Dear Customer

Your local bus operator, London Buses, would like to know what you think of the bus service in London. For example, are the buses usually on time? Is it easy to find the best route for your journey, is it easy to pay the fare for your journey? Are the buses clean, comfortable and well-driven?

We are interested in your replies whether you use the buses frequently, occasionally, or even if you hardly ever use the bus service.

There are 20 statements below, and we would like to know whether you agree or disagree with each of them. Just click the column that shows your reaction to each statement.

Fourteen world cities are conducting this survey at the same time, so that they can find out what their passengers think of the service they provide. These cities will compare the results of the surveys, so that they can learn from each other and work towards giving you an even better service.

Your personal details and responses will remain confidential and will not be used for any other purpose.

Thank you for completing our survey.

Next

Not only is this incorrect, in my opinion, this deliberate conflation of TfL’s *actual authority* with one that actually lies with its [10 contracted private for-profit Bus Operators](#)—combined with TfL’s [persistent refusal to identify the actual Bus Operator](#) on its Bus Route Information pages—represents a *deliberate effort* by TfL to *shield* its Subcontractors from contact and scrutiny from the public. In order to correct this deliberate misinformation, TfL *should be obligated* to publish **(a) the name and contact details of each Bus Operator’s Transport Manager**, **(b) the Bus Operator’s Licence Number** and **(c) Bus Operator’s Name on every Bus** and on every *Bus Route Information Page* on its website.

RECOMMENDATION B5: Oblige TfL to Report any Evidence of Illegal Bus Driver Behaviour to the Metropolitan Police. According to [a 2015 MQT](#), TfL reported that it “does not have an obligation to pass on any reports of illegal bus driver behaviour” to the Metropolitan Police. Since TfL is the sole contractor and regulator of these services, I believe that TfL’s position is indefensible.

RECOMMENDATION B6: Oblige TfL to Publish the Safety Performance Records of all Bus Service Contractors

Looking at incidents of the 169 people killed and seriously-injured in Bus Collisions by Bus Operator, for the period 1 Jan-30 Sep 2016:

Collision KSIs per TfL Bus Operator, Q1-Q3 2016			Total Collision KSIs	Operator % of Total Bus Collision KSIs	Operator as total % of Collision Fatalities	Operators Fleet as % of Contracted TfL Fleet
Operator	Serious Injury	Fatality				
Abellio	4	1	5	3%	10%	8
Arriva	66	2	68	38%	20%	18
Stagecoach	5	4	9	5%	40%	14
RATP	20	1	21	12%	10%	11
Go Ahead	50	2	52	29%	20%	25
Metrolink	21	0	21	12%	0%	18
Tower Transit	3	0	3	2%	0%	5
CT Plus	None Recorded	None Recorded	None Recorded	None Recorded	None Recorded	1
Total	169	10	179	100%	100%	100%

Source: TfL Bus Safety Data, <https://tfl.gov.uk/corporate/publications-and-reports/bus-safety-data>

TfL Bus Subcontractor Arriva accounts for only 18% of the Buses in TfL's total subcontracted fleet, but as of 30 September 2016, that company accounted for 38% of the total Bus Collision KSIs recorded and published by TfL as of 30 September 2016. Two Bus Companies—Arriva and Go Ahead—accounted for 43% of TfL's total subcontracted Bus Fleet, but for 67% of all Bus Collision KSIs up to 30 September 2016.

A quick review of TfL's published "[Bus Safety Dashboards](#)" will show that the reader is offered *no useful information* about *operator-specific safety performance*. TfL's reluctance to publish Safety Performance by specific TfL Bus subcontractor suggests—to me at least—that TfL is more concerned about [protecting the public reputation of its paid subcontractors](#) than it is about comparing these private companies' operational safety performance.

An example of the kind of Operator-Specific Bus Safety Performance that TfL refuses to publish:

TfL Bus KSI Collisions 2015, by Bus Operator			
Operator	% of Total Contracted Bus Fleet	% of Total TfL KSI Bus Collisions	KSI Collision per Bus in Operator's Fleet
Stagecoach	14	29	One KSI collision per 12 Buses
Arriva	18	24	One KSI collision per 19 Buses
Go-Ahead	25	22	One KSI collision per 30 Buses
Metrolink	18	14	One KSI collision per 34 Buses
CT Plus	1	1	One KSI collision per 41 Buses
RATP	11	5	One KSI collision per 53 Buses
Tower Transit	5	2	One KSI collision per 55 Buses
Abellio	8	3	One KSI collision per 66 Buses

Source: <https://tfl.gov.uk/corporate/publications-and-reports/bus-safety-data>

C. Provide a UK-first Incident Support Service for those affected by fatal or serious injuries.

RECOMMENDATION C1: Greatly Improve Distribution of Information about the Existence and the Performance of The Sarah Hope Line.

The Sarah Hope Line was established in March 2016. As stated earlier, according to a [report from the Safety, Sustainability and Human Resources Panel dated 17 November](#), during the approximately 9 months that the Sarah Hope Line had been established, there were 10 fatalities and over 4000 injury incidents associated with TfL's Bus Operations but only "9 calls regarding incidents involving buses" had been received. [Recent press about the Croydon Tram Crash](#) report that victims' experience with the service has been unsatisfactory.

To wit:

"I rang TfL, that's when they transferred me to the Sarah Hope Line, and I spoke to this girl who was brilliant, very calm, saying what she would do was get in touch with someone around my area.

"So I made an appointment [with a counsellor] after Christmas but I didn't get anything. No phone call [to explain they couldn't make it]; nothing."

The Sarah Hope Lines's *very limited uptake* and the [continuous flow of negative public feedback](#) would suggest that this vital and humane public service needs improvement. A simple way for this service to improve is to make it *pro-active*: instead of casually distributing information to traumatised victims or their families, why not have the Sarah Hope Line contact the victims or their families [after an injury has been inflicted](#)?

RECOMMENDATION C2: Empower the Sarah Hope Line to Find out how Seriously Injured Bus Crash Victims are Doing. As noted above, an [October MQT revealed that TfL has "no information"](#) about how the 61 people seriously injured in Bus Collisions in Q1 are doing, i.e. whether they are still in hospital, have life-changing injuries or have returned to work. While it is imperative that TfL collect and analyse the full impact of the injuries sustained from its contracted Bus Operation, contacting victims and/or their families is also the right thing to do. I am sure my family would have appreciated a call from TfL or Arriva when I was in a near death coma over Christmas and New Year's 2009-10: an *empowered* and *pro-active* Sarah Hope Line could really assist here.

RECOMMENDATION C3: Empower the Sarah Hope Line to take Victim's Statements from every TfL Surface Transport Victim (or their families). The [Victims' Commissioner for England and Wales](#) recently stated that all victims of crime should be given the opportunity to have their victim's statement read out in court. Following that logic, instead of having "no information," TfL should be recording the impact fatal and serious injuries

have had on the survivors and victims' families. Again, an *empowered* and *pro-active* Sarah Hope Line could assist.

D. Publish additional bus collision data and making it more accessible

RECOMMENDATION D1: TfL should Produce Casualty Data in Real Time. On 3 January 2017, the [Mayor of New York City announced that city's 2016 traffic casualties](#). TfL will not release its bus casualty figures for a least 12 weeks after 31 December 2016 and will not release 2016's London-wide casualties until 30 June 2017. If the Mayor of London considered the Operational Safety Performance of vehicles that TfL contracts, manages and regulates a priority, TfL might be expected to produce such casualty data in real time.

RECOMMENDATION D2: TfL should Publish its Financial Analysis of Bus Collisions. Based on the 2012 Department of Transport estimates of the cost of the fatalities and serious injuries, [I've estimated that 2015's](#) 1149 Bus Collision Fatalities and Injuries totalled £112, 305,523: this estimate doesn't include the costs of the other 4352 *recorded* injury incidents (there were 2884 "slip trip fall" incidents on TfL buses recorded in 2015, 1 of which was a fatal and 442 resulted in hospitalisations with serious injuries). Based on the partial casualty data we have for three quarters (273 days) 2016, I'm already up to £53 million for those killed (11) and seriously injured (169) in TfL Bus Collisions. A [recent MQT confirmed](#) that TfL "does not conduct financial analysis of Bus Collisions 'as a matter of course.'" In my opinion, this is further evidence that TfL is being *manifestly negligent* about the human costs of safety failures from the Bus Services it contracts, manages and regulates. In 2015, TfL's Bus Subcontractors took home operating profits in excess of £135 million while inflicting costs from deaths and serious injuries of over £93 million: if over £200 million (about 10 percent of the total budget for Buses) is being taken out of the public purse by the activity of TfL's private for-profit Bus Operators, TfL should be keeping track of these figures and that the fact that TfL doesn't 'as a matter of course' is, in my opinion, *manifestly negligent*.

Cost of 2015 Bus FataIs & Serious Injuries vs. Profits by Bus Operator

BusCo	Collision FataIs	Cost of FataIs	Collision Serious Injuries (SI)	Cost of SI	Total Cost: Fatal + SI	2015 (or latest available) Operating Profit
Metroline	5	£9,588,830.00	44	£9,637,892.00	£19,226,722.00	£47,461,000.00
Arriva	3	£5,753,298.00	74	£16,209,182.00	£21,962,480.00	£23,246,000.00
Go Ahead	2	£3,835,532.00	67	£14,675,881.00	£18,511,413.00	£47,100,000.00
RATP	2	£3,835,532.00	17	£3,723,731.00	£7,559,263.00	£5,103,000.00
Stagecoach	1	£1,917,766.00	90	£19,713,870.00	£21,631,636.00	£6,437,000.00
Abellio	0	£-	10	£2,190,430.00	£2,190,430.00	£3,297,000.00
Tower Transit	0	£-	7	£1,533,301.00	£1,533,301.00	£2,128,681.00
CT Plus	0	£-	2	£438,086.00	£438,086.00	£294,231.00
Total	13	£24,930,958.00	311	£68,122,373.00	£93,053,331.00	£135,066,912.00

Cost of Fatal	£1,917,766.00
Cost of S.I.	£219,043.00

Sources: TfL, DfT, Companies House

RECOMMENDATION D3. TfL to publish Bus Collision Data every month on its website. Right now, the only way you can acquire this data from TfL is via Mayor’s Question Time or a [Freedom of Information Act Request](#). Why does TfL make this basic safety performance information so difficult for the public to scrutinise? Any Bus Collision event is one that has a capacity to kill: near miss events are assiduously collected and analysed by the Rail, Air and Maritime industries, but keeping track of and analysing these regular occurrences seems a mystery to TfL management.

RECOMMENDATION D4: Publish “League Tables” of Safety Performance. Direct comparisons of Safety Performance will increase the public accountability of the private companies that own and operate TfL’s Contracted Buses. [Based on TfL’s published data](#), in 2015, two Bus Operators—Stage and Arriva—accounted for over 50% of all KSI Collision incidents in London. It is precisely this kind of operational safety performance information that should be made public and scrutinised.

RECOMMENDATION D5: Include operator details on the TfL website alongside bus route information. As a Tendering Authority, TfL’s [London Bus Services Limited does not have an Operator’s Licence](#), yet, TfL wittingly conflates its Contracting role with that of the actual Operator: this intentional confusion reduces the accountability of the company that owns and operates the Buses. Why does TfL not [include the name and contact details of the Licenced Bus Operator](#) that operates the route on its web pages?

RECOMMENDATION D6: Whenever there is a collision reported by @TfLTravelAlerts or @TfLBusAlerts, if a TfL bus is involved, name the route number and the operator. In the rail, airline and maritime industries, it is customary for a neutral non-judgemental “Statement of Facts” to be issued by the authorities *immediately* after a major safety incident. In London, [having TfL or the Metropolitan Police tweet the name and route number of the any Contracted Bus Operator involved in a major safety incident](#) would significantly enhance real-time operational safety performance monitoring and reporting: as soon as a major safety incident had occurred, *the public would immediately know* which publicly-funded Private For-Profit Bus operator was involved. Since [TfL reports that accidents are to blame for 9% of the causes of congestion in London](#), it is important to know in real-time how many of these incidents are attributable to its own contracted vehicles.

RECOMMENDATION D7: Make it simple for the public to report and receive direct feedback on safety concerns from Bus Operators. In the absence of a Chief Safety Officer for Buses at TfL, the contact details of each [Bus Operator's Contact Details](#) should be posted in Buses, at Bus Stops and on the [Route Information Pages found on the TfL website](#), QED.

The screenshot shows the TfL website interface for the 134 bus route. At the top, there is a navigation bar with links for 'Plan a journey', 'Status updates', 'Maps', 'Fares & payments', and 'More...'. Below this, the route number '134' is displayed, followed by 'Operated by' and the 'Metroline' logo. A search bar is also present. The main content area features a map of the route, a list of stops, and a section for 'Find another bus stop or route'. On the right side, there is a section for 'If you've had a Safety Incident involving a 134 Bus, please contact:' which lists contact details for Metroline (24 Hour Telephone, Email Address, Twitter Address, Facebook Address) and TfL (24 Hour Telephone, Email Address, Twitter Address, Facebook Address). Below this, there is a section for '2015 Route Safety Performance' which lists 15 injury incidents, 1 fatal pedestrian collision, 1 serious injury pedestrian collision, 4 assaults, 4 slip/trips, and 2 other incidents.

RECOMMENDATION D8. Solicit free Operational Bus Safety Performance Data from the thousands of cyclists with helmet cams and cars with dash cams. [Based on the Mayor's response to a recent MQT](#), TfL appears to be resistant to capturing thousands of hours of free operational safety performance footage involving its contracted Bus Fleet. Why?

E. Provide greater transparency on bus collision investigations:

RECOMMENDATION E1: Bus Collision Investigations should be conducted by an Independent Investigation Unit based on the Rail Accident Investigation Bureau. The Mayor's admission [that TfL does not](#)

[even receive copies of its own Contractors' Bus Crash Investigations](#) is, in my opinion, an admission of *criminal negligence*. There can be no Bus Safety Programme—'world-leading' or otherwise—if the authority responsible for contracting, managing and regulating the services *is not learning anything*. In order to ensure that lessons are being learned, the responsibility for investigating these incidents and learning from them needs to be taken out of TfL's and the Bus Subcontractors' responsibility. The conclusions and recommendations reached by this independent "Bus Accident Investigation Bureau" must have the force of law so that TfL and its Contractors [cannot avoid implementing them](#).

RECOMMENDATION E2: Independently Assess whether or not TfL's funding of [nearly half the Met's Road Traffic Justice Unit's annual budget](#) constitutes a conflict-of-interest for [proper investigation](#) of fatal and serious-injury collision incidents involving TfL Buses.

- Based on [research](#) carried out by RoadPeace "Criminal convictions and pedestrian and cyclist deaths in London - July 2013," a driver involved in a fatal collision with a cyclist or pedestrian stands a 35% chance of being convicted of careless or dangerous driving.
- Based on FOIA and MQT responses from the [CPS](#) and the [Mayor of London](#), a TfL bus driver involved in a fatal collision involving a pedestrians, stands a 13% chance of *being prosecuted* by the CPS. My research into the [results](#) of trials of those bus drivers who have actually been prosecuted shows that *convictions are even rarer*. This result is confirmed by what [little information TfL has made available on its website](#).

F. Provide a new safety training module to all 24,700 drivers.

RECOMMENDATION F1: The London Assembly should independently assess whether or not "[Hello London](#)"—a 2 day seminar where Bus Drivers and Actors "play act" at a cost of approximately £10 million (my estimate)—qualifies as a "new safety training module." The Bus Drivers I am in contact with assure me "Hello London" is a public relations training course and has *nothing* to do with improving Operational Safety Performance.

RECOMMENDATION F2. Introduce a Health and fitness standard for all contracted Bus Drivers

The [2014 Glasgow Bin Lorry Crash](#) underscored the risks imposed on the public by unfit drivers of public services. In order to ensure that all TfL Bus Drivers are fit to drive, TfL should introduce a fleet-wide Health and Fitness Standard for all Bus Drivers which could include, *inter alia*:

- Use of "FitBit" Technology and Blood Pressure Machines to Monitor Health and Stress Levels of Bus Drivers;

- independent Annual Physical and Mental Assessment for each Bus Driver;
- Design of working hours, rest breaks and work rotas to ensure for Bus Drivers which reduce fatigue and stress.

RECOMMENDATION F3: TfL Bus Contractor use of Agency Bus Drivers needs to be addressed as part of this investigation. Bus Drivers report that several TfL Bus Contractors are using agency-contracted Temporary Drivers to operate services for TfL routes. They are very concerned that these agency drivers have had no due diligence conducted on them and thus may be holding down other driving jobs—e.g., for Uber, delivery companies, etc—in the hours where they are not working on temporary contracts for the TfL Bus Contractors. Bus Drivers are also concerned that the use of agency drivers is used to circumvent hiring union drivers on a permanent basis.

RECOMMENDATION F4: Oblige TfL to Heed the Operational Safety Warnings Reported by its own Bus Drivers.

Thanks to #LondonBusWatch's successful campaign, TfL Bus Drivers now have the right to report their safety concerns to an independent authority without being at risk of being fired, so the extension of [Confidential Incident Reporting and Analysis System](#) (CIRAS) to TfL's Bus Operations should be applauded. That such a culture of fear about safety reporting *even exists at all* implies that—without independent oversight and regulation—any 'top-down' Bus Safety program *will be destined for failure*. A simple listing of the safety concerns TfL Bus Drivers have enumerated on my blog shows the *depth of the Operational Safety Failure* at TfL:

- In February 2014, Bus Driver X wrote that TfL Bus Subcontractor were foisting fatigue-inducing work schedules on Bus Driver: [cf. Dying for Sleep](#)
- In February 2014, Bus Driver X described how [TfL's Excess Wating Time \(EWT\) Targets and Headway Monitoring](#) meant TfL's bus system was unsafe at its core.
- In September 2014, Bus Driver Z illustrated how cost-saving measures [pressurised engineering staff](#) to let unsafe buses back on the road,
- In February 2015, Bus Driver V revealed how [Drivers were effectively 'driving blind' on the nearside](#) because of faulty and/or damaged mirrors.
- In February 2015, Bus Driver U discussed how [poor working conditions and practices](#) were undermining safety performance.
- In January 2016, Bus Driver T [described the 'culture of fear'](#) that inhibited safety reporting.

Over the years I've been campaigning, TfL Bus Drivers have regularly and openly reported that the systemic conditions which underpin the EWT and

Headway performance contracts under which they operate have created a London Bus System where (a) poor working conditions and (b) dangerous incentives are *rife*, where (c) faulty engineering and (d) defective mirrors are *endemic* and where (e) a [culture of fear surrounding safety reporting](#) is *pervasive*. These long-stated 'scrutinisable' allegations suggest that the key components of any Robust Operational Safety System—e.g., Prudent Regulation, Contracting aimed at *continuously improving* Operational Safety Performance with *Measured* and *Published* Performance Indicators that *ensure* Managers are *accountable*—within the Mayor of London's control have become so *degraded* that the *Operational Safety Performance of London's Buses* is simply beyond TfL's ability *to fix it on its own*.

If the Mayor of London and TfL *are indeed serious* about implementing a 'world leading' Bus Safety Programme, just as The Right Honourable Lord Cullen recommended for the rail industry, [independent Regulation, Investigation and Safety Reporting, Standard-setting and Monitoring](#) *will need to be established and empowered* to see that improving the operational safety performance of London's Buses is done correctly and—if the [current obstructionist TfL Surface Transport Management Team](#) must be kept in place—it is *ever done at all*.

Yours sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [Transport Committee](#)
Subject: Bus service consultation
Date: 17 December 2016 15:22:20

In 2016 there has been a marked increase in bus related crashes. Ladbroke grove bus mounted pavement and pinned a women to a wall. Bus hits Putney bridge and nearly ends up in river Thames. Many, many more like this and it is on the increase.

Why is this?

Fact -Bus drivers are moonlighting as Uber PHV drivers to supplement their wages. When they then turn up for their bus shift they are already tired and then do not drive safely, falling asleep at the wheel making basic errors and hence crashing. This can be cross referenced by checking phv licence files. This is a public safety issue.

Why is bus usage down?

This is due to the loss of road space caused by cycle super highways all over London slowing traffic to a standstill in areas that were previously free flowing. Why have we given London over to a group who blatantly break all the highway code rules in the book and account for only 3% of road users. Also massive building sites closing road space for years on end.

Phv'S vehicles licences have exploded to 117,000 and rising by 750 more every week, week in week out. Totally flooding and blocking London's street to gridlocking levels.

These reasons have slowed traffic speeds down to 8mph or less making getting on a bus pointless when one can use "aspirational transport" ie; walk! Valerie shawcross's words!

Common themes here are: Inept decisions made on CSH and building site permissions.

Phv vehicles being left to run riot over London's rules. All dealt with by TFL who should be held to account but that won't happen will it as You are powerless.

Results: Nothing will be done, TFL will carry on ignoring you and ruin London. Londoners will suffer and you will pontificate and hold more pointless consultations.

Please feel free to prove me wrong.

Regards [REDACTED]

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From: [REDACTED]
To: [Transport Committee](#)
Cc: [Caroline Pidgeon](#)
Subject: Bus service -call for evidence
Date: 07 January 2017 15:10:51

Several areas I receive resident feedback and concur through my own experiences using bus services:

1. Countdown.

I often don't feel safe getting my smart phone out to check when buses are due. I find countdown really helpful. With modern technology I find it remarkable that Countdown displays are so antiquated and not universal.

Do you have research about how they or if they increase or change bus usage?

If you don't then you should seek such research being initiated by TfL.

I would imagine mass producing such displays and using 4G data would result in £500/bus stop for a 5 year period total cost of ownership - my day job is estimating and procuring telecoms devices.

2. Changing Drivers.

Why does this occur in the middle of bus routes and take so very long?

I despair when it happens and I've never seen it take less than 3-5 minutes and often longer. When it means the end to end journey time has large variability beyond traffic congestion and makes buses less attractive.

Could buses have a light if this is going to occur - I would often choose not to get on a bus indicating a change of driver was going to occur.

3. Bus Announcements.

We hear so many I'm now finding I'm tuning out from hearing them.

Can the announcements have different voices at different times or randomly.

Something so they're harder to tune out please. They're also rather dull. A bit of variety would be welcome and could be fun.

4. Noise and Pollution

Great the bus fleet is gradually improving. But this need to accelerate. Night buses especially are often way too noisy for very quiet residential routes.

Regards [REDACTED]
[REDACTED]
[REDACTED]

I'll keep you updated on what's going on locally through my local email list that I've added you to. If you want to leave the list at any time, simply click the 'unsubscribe' link that is at the bottom of every email

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From: [REDACTED]
To: [Transport Committee](#)
Subject: Call for Evidence: Bus Services
Date: 31 January 2017 13:46:23

Dear Samira,

Thank you for inviting me to contribute to your review. I am doing so because I think it is about time some of the safety issues related to bus driver practice and service management are addressed.

- 1 The worst aspect that I wish to bring to your attention is bus drivers setting off before the fare paying transaction is complete. This is not even taking into account passengers reaching their sets before the bus pulls away. Both should be addressed, but is the former really too much to ask!
- 2 Too many bus drivers are not very good at protecting the safety of their passengers from the dangers caused by the behaviour of other passengers. Amongst these concerns, I would like to suggest that passengers are asked (a recorded message could be used – like the very helpful and effective ones that I have noticed, advising people “to stay with the buggy” for their “child’s safety”, and “please give up your space for a wheelchair user”) not to stand in the exit door area when there are seats available.
- 3 Something that I am incredulous about is drivers allowing “Metro newspaper” vendors to place their Metro newspapers in a metal holder in the passenger luggage area. How ridiculous is this? Surely anyone whose concern is that passengers journeys should be safe and comfortable would see that putting this luggage space out of action in this way only means that heavy luggage then has to be stored in areas that obstruct other passengers movement. This is really quite fundamental and makes me anyway question the judgement of the person supposedly with a responsibility for passengers’ safety.
- 4 Lastly, can the Transport Committee look into why the 37 service at Peckham bus station, unlike any other service operating there, frequently does not conform to the Countdown facility? On the vast majority of occasions incorrect information is displayed. This causes real problems trying to plan the journey. Why is it that this service of all those operating out of there is able to opt out of the system? Do the individual drivers have over-ride switches?

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Dear Sir/Madam,

With regard to the Call for Evidence: Bus services. I should like to add my comments.

I have taken each heading and the relevant questions in sequence.

General Questions.

Q1 In some cases no. Regarding disabled users it is not clear as to whom has priority regarding the space designated for wheel chair users. We need this enshrined in law. Disabled people are at a disadvantage because of the lack of mobility that most people enjoy. I do not see it as an inconvenience for a push chair to be folded up to make space. Before buses had an area for disabled push chairs were always folded up. I see no difference to-day, just sheer laziness, and self-centeredness.

B) the need for more limited stop routes.

Q2 The City & West End could be so much better.

Q3 Inner London Phasing of traffic lights is often a cause for delay. In 1976 I could travel from Selfridges to Charing Cross station in 17 minutes, and that included the fact we had motor cars along Oxford Street. To-day the journey can take 45 minutes.

b) the distance between bus stops has widened. This is a great inconvenience to many people. They may not necessarily be classed as disabled, but will suffer from breathing problems, a bad back, bad legs, and in a case of someone I know, arthritis in an ankle.

Designing the bus network.

Q4 Badly it is as if they do it to please themselves, to keep their jobs. Changes for changes sake.

Q5 Probably, and yes.

Q6 Bus priority lanes, which are pretty good. And designated lay over bays/parking areas, as opposed to taking up road space.

Q7 The impact of the "Hopper" ticket could well increase the usage of buses, particularly in inner London.

Q8 Both.

Q9 Not working for them I`m not entirely sure. I know they some times have on board surveys - handing out cards. That they have staff riding around making notes (I`d like to do this job please). Presumably the ticket reader by the driver, or in the case of the New Routemaster elsewhere around the bus registers the tickets and boarding location.

Alternative Models and Approaches.

Q10 Through Routes There are now a shortage of these, particularly in the south and south-eastern London.

These areas do not have an underground line as an alternative, nor can older people use their Freedom Passes on National Railways services until after 09.30. Consequently they are at a disadvantage compared to those that live in other parts of London. Should they have a need to

get into London (say for a hospital appointment) they have to set out extra early and go by an inconvenient routing.

Bring back the 47 Bromley - Shoreditch, 21 Eltham - Newington Green, 109 Croydon - Trafalgar Square, and the X68 to become an all day route.

b) Orbital Routes The X26 provides a vital service between Croydon and Heathrow And I am delighted to hear it is to be double decked from April. It surprises me that the incumbent operator has not used their initiative and used their own double deckers.

c) A northern version for the XC26 would be useful. It is not always convenient to use an underground train into London, and back out again, least of all if someone has a disability making it difficult, or impossible to access the underground - and the distance when changing lines. Jubilee to Piccadilly at Green Park comes to mind.

Q11 It probably already does. I.e. The Ealing area lettered routes and the Woolwich area numbered routes. In practice, I feel it would require an interchange.

Q12 I think express routes are a superb idea, witness the 607. It encourages people to consider longer distances.

b) More please particularly into London. Croydon - Streatham - Victoria, not currently possible by bus.

Q13 Don't know, we are getting cleaner quieter buses. More longer express routes perhaps.

Q14 Large scale changes to the network only go to infuriate passengers - and drive them away. There have already been unnecessary changes - LEAVE THEM ALONE.

Q15 Yes, they could actually take notice of the responses they receive. In a recent consultation at Highgate Archway station, 75% were against the proposals but went ahead and did them anyway. Now they want to do it again along the Finchley Road where 52% are against (overall).

b) If they intend to continue to ignore respondents, what is the point in having them ? Answer - to keep their jobs.

BUS SAFETY.

Q16 It would help if the brakes weren't so fierce - people lose their footing far too often. Too often the public are irresponsible and cause unnecessary accidents - they need to pay attention to what they are doing, realise they are responsible for their actions and the consequences. Too often these days people think "It wasn't my fault" and blame someone else for their actions.

b) All too often the E.W.T. Targets are responsible for poor driving, speeding, cutting corners, missing out stops - we have a notorious one round our way. Time tables are sometimes too tight to achieve resulting in driving like Lewis Hamilton or Jensen Button. Equally there are times when the drivers will try and get a few minutes extra on their rest time

c) Effective Safety within Contracts Place a financial award on the safety aspect of a driver, rather than time targets. At the moment time and mileage targets seem to have priority.

d) A centralised safety scheme, will at least provide the same training for all drivers regardless of which company they drive for.

e) Introducing more technology on board a bus could include upright poles on the stairwell, rather than the "in-line" poles we currently have, where ones hand could slide from top to bottom if the vehicle was to brake hard, or if the passenger were to lose their footing.

f) This bus is turning left vocal warning, similar to H.G.V` s.

1) General questions on bus safety. Ensuring drivers are trained to be aware of what is going on around the bus (externally in particular).

Operators & Drivers

The incentive for operators and safety could be incorporated into the tender for the route and used in deciding whether the contract was extended for two years and whether the route was re-awarded to them or not.

b) A driver could be rewarded financially, and/or by a industry wide commendation. with incentives increasing in line with the number of years of safe driving.

c) Initially I do not think operators should have any financial penalties awarded against them for poor safety records. Rather, TfL, or an recognised industry body should look into the way training is delivered and if needed, suggest better procedures.

d) Questions 6,7, no comment.

e) Q8 Yes, I do think a " London standard" of driving would be a good thing. London is unique in this country and can require greater skills.

f) Q9 Managing incidents. Whilst concern is at its greatest for the victim(s) and passengers, one shouldn` t forget the trauma the driver has endured, and treat that equally with other aspects of the incident.

Technology.

Questions 10 & 11. No comment.

Infrastructure & Design.

Q12 Generally I think the current arrangement works well. Space on our roads does not often allow separate cycle lane.

Q13 No, I do not think expanding the 20 m.p.h. Speed limit will reduce collisions, indeed it could exacerbate them if a driver thinks they are going so slow that they can use their mobile telephone. Safety is all about concentration and being aware of what is going on around the vehicle you are driving.

Q14 Yes I do think additional bus lanes would reduce collisions.

Thank you for taking my views into account. [REDACTED]



Q1. *Is London's bus network fit for purpose?*

1. Services on routes 139 and 189 should not be reduced between at least the junction of Willesden Lane/West End Lane and Oxford Circus. These services are always busy and at rush hours there are always many passengers standing.

Camden Council is planning housing on this route at the corner of Abbey Road and Belsize Road which is likely to lead to a significant increase in the number of passengers.

2. Bus stops should be placed as near as possible to road junctions so that they serve passengers in both the road along which the bus is travelling and those in the adjoining road. This is especially important for passengers who want to make a connection in the adjoining road. For example, the bus stop on the south side of Marylebone Road immediately west of Baker Street should be nearer the junction with Gloucester Place; that would serve the bus stop near the north end of Gloucester Place and also make it closer to Marylebone Station.

3. When bus stops are temporarily suspended, a temporary stop should replace it, as near as possible, or an announcement at the previous stop that the next stop is closed until it is restored. The previous stop may be nearer the pedestrian's destination than the one after the closed stop. Most passengers have parcels, cases, luggage or heavy bags which may be quite heavy – Please don't make us walk further than we need to.

4. At Regents Park Station, passengers for the Zoo should be advised to go to Baker Street Station and take the 274 in Dorset Square. There are no buses along Marylebone Road that go near the Zoo. It is a long walk across The Regent's Park to get to the Zoo from Marylebone Road.

QQs 4 and 5. See Q. 1 above – Camden Council building at junction of Abbey Rd and Belsize Rd.

Q8. *Does TfL plan new bus services to stimulate demand or just to respond to existing demand?*

Stimulate demand, get more cars off the roads, (and also more vans and lorries off the roads also). If buses are already there, people, especially new residents, are less likely to feel they need to have a car.

Q9. *What tools does TfL have to monitor and forecast demand?*

Encourage bus users to suggest routes they would like, work through other local forums and groups, advertise on the buses that you are open to suggestions and how suggestions might be developed. Encourage the development of supporter groups, so that people begin to feel the buses are their buses. I presume you have links with local Councils, which also run local area meetings for residents.

Technology Q12 *Are there any problems caused by bus and cycling infrastructure sharing road space (particularly kerb side) and how could these be resolved?*

The kerb side and the roadway are also shared with cars and commercial vehicles.

1. Vehicles stop for pedestrians at pedestrian crossings. They should also stop for buses pulling out from bus stops, after all there are ten, twenty, thirty people on the bus whose journey is held up while a number of cars (many with only the driver inside) and other vehicles sail past. This is surely not right.

2. In some cities, traffic lights turn green at the approach of a bus – I understand that Zurich is an example. Surely this can be tried in London.

3. There is far too much parking in less broad streets and parking on both sides of such streets. Buses are held up to allow the passage of oncoming vehicles; some sections of Abbey Road and Belsize Road are examples.

4. Bus seats would be more comfortable if both the backs and the seats were flat, curved ones squeeze hips or shoulders – we're not all the same shape.

Q13 *Would expanding 20mph zones be a good way of reducing collisions?*

Yes, more time to think for drivers and pedestrians and cyclists and to get out of the way.

For cyclists, a physical barrier, as exists in the south end of Gordon Square, is the most sure way of securing their safety. Such measures should be installed more widely.

