

Dear Caroline,

Further to our letter of May this year in response to the recommendations contained within the *Tram and Bus Safety in London: Progress and lessons learned on safety on the London transport network* report, I am writing to provide a further update on this incredibly important work.

In spite of considerable amounts of time and resources managing the response to the pandemic over recent months, progress continues to be made against the recommendations of the Transport Committee. Please see below for status updates on each recommendation.

TfL should consult with the Department for Transport (DfT) to review the Highways Act (1980) and the Road Traffic Signs Regulations and General Directions (2016) in relation to tram signs, signals and road markings, in order to assess how their application best meets the safety requirements of trams when operating in a street environment.

As you know, when we engaged with the Light Rail Safety and Standards Board (LRSSB) they confirmed that they were best placed to carry out any such industry review. We worked closely with the body to ensure any work in this area considered the specific issues seen on the London Trams network.

A [guidance note](#) for the industry on the signing and marking of Tramways was published on 1 February 2021, but no further work has yet been completed by the LRSSB. We will revisit this matter with the LRSSB and provide a further update to the Assembly in due course.

TfL should work with the Light Rail Safety and Standards Board (LRSSB) and the Office of Rail and Road (ORR) to monitor and report on how sector-wide industry guidance, designed by LRSSB, is being implemented on the London tram network, with a particular focus on: Safe design of cycle facilities and pedestrian environments; and Safety design features on tram rolling stock

The work by the LRSSB to update this standard remains yet to be completed. We remain committed to complying with any standards published by the LRSSB when any upgrades or enhancements are completed on the London Tram network.

While progress has been understandably slower than it otherwise might have been due to the ongoing significant COVID-19-related disruption in 2020 and 2021, the LRSSB is due to publish an updated version of the Tramways and Principles Guidance document in the New Year.

TfL should work with the newly established LRSSB and the ORR to develop a ‘Tram Safety Standard’, focussed on both tram vehicle design and tram infrastructure. TfL should provide a timeline for implementation of this recommendation, informed by LRSSB and ORR timelines to develop safety standards.

Work continues on this action and the recent Prevention of Future Deaths report issued by the Coroner for the Sandilands Inquest will help inform the work further. We expect an update to LRSSB guidance to be published next year.

TfL should: 1) Report all data associated with road traffic casualties, involving buses, together to enable comprehensive evaluation of data and trends of road traffic casualties; and 2) Regularly review and update the Committee on their progress towards improving and ensuring greater consistency between available datasets, to ensure highly accurate long-term trend reporting and analysis of collisions.

All safety related incidents involving a bus and including collisions are now updated in an updated analytical tool. This tool, like the Vision Zero Dashboard, enables organisations and members of the public to access and interpret London's Bus Safety data, which is recorded by bus operators, more easily. [This link](#) provides data up to June 2021 and is updated quarterly.

On 24 June 2021, we released [Road safety statistics for 2020](#) on schedule and we are on track to do so again for 2021. Data to June 2021 [was released at the end of November](#) and information on fatalities is released on a monthly basis.

TfL should provide an update to the Committee on steps it has taken to improve the timeliness, accessibility and visibility of its safety datasets to the public. We ask that a timeline on implementation of this recommendation is provided in the response to this report, by September 2020.

We have continued the enhancements highlighted in my last update and have further improved our Bus safety data. Improvements include the speed and frequency at which data can be released, ability for persons without technical expertise to analyse data, including pre-populated charts on trends and improved accessibility through the use of PowerBI accessibility tools. We make this data on our Power BI web analysis tool, available on the Bus safety data pages [on our website](#). This change has been made to assist analysis and scrutiny, as well as improve efficiency around the collecting and compiling of data within TfL.

Publishing the bus safety data in this new format brings it in line with the standard of our reporting for road safety and travel demand during Covid-19, bringing a range of benefits. The public is now able to access all bus safety data through one access point, with a user experience that is similar to the intuitive web browsing experience found elsewhere. The new format is also more transparent. It is not reliant on the user having access to costly software, nor having data analysis skills in order to understand bus safety performance. Furthermore, the data is presented more efficiently, for example by showing the entire time series from 2014 onwards in one place rather than having to collate many Excel spreadsheets to undertake the same analysis. The new dashboard is also accessible to all Londoners, using colour blind-friendly colour palettes and contains alternative text for screen readers.

TfL welcomes feedback on the content provided in this publication and will work to continue to improve its data offering to Londoners.

TfL should ensure that the pioneering research undertaken on bus driver fatigue is also carried out in other transport modes, particularly trams.

We continue to share all lessons learned and disseminate good practice through the pan-TfL Fatigue Management Programme. This programme is continuing to screen business areas for fatigue risk factors. London Trams Maintenance policy for managing the working hours of on-call staff has been shared with other modes to help develop their own fatigue management practices, and the Bus Safety Development Team have produced internal fatigue branding to promote consistent fatigue awareness messaging to staff. This will be made available for other modes to use in due course.

London Trams is continuing its procurement of software which will enable it to conduct a dynamic risk assessment of shifts for its infrastructure and maintenance teams. Additionally, London Trams have also agreed to take part in a ground-breaking research trial to develop our understanding of the impacts of fatigue on cognitive performance. Once this trial is complete, the pan-TfL Fatigue Management Programme will ensure all research is shared across all modes and assess how any information may be brought to bear.

TfL should ensure that adequate welfare facilities are provided to bus and tram drivers, including the prompt provision of 24/7 toilets and adequate rest rooms.

We remain committed to providing all staff with the welfare facilities they need, However, the continued short-term nature of our funding deals with government does pose a risk to the rate of progress we are able to make.

As discussed previously, the renewals programme is progressing, a full assessment of all facilities has been completed and the tender exercise has commenced to upgrade welfare facilities at the first ten priority sites as part of phase 1. The renewals programme will continue for all facilities across our network to upgrade both toilet and rest facilities where required.

Since the start of the COVID pandemic we have additional mess room space in 34 stations and stands, and added more than 20 temporary toilets in place of closed commercial toilets that were previously used by bus drivers. We are now considering whether we should make any of these sites permanent.

Since 2018, we have added new toilets to a total of 61 bus routes, provided significant additional welfare facilities, and made a sizeable annual cleaning spend increase of over 50 per cent. Hand sanitisers for members of the public and for staff have been deployed across our stations and stands, as well as in mess rooms. Hospital-grade cleaning products continue to be used at every mess room and toilet.

Following the Committee's recommendations from its 2017 bus safety report, TfL should work with operators to reduce the number of distractions bus drivers face, including vehicle maintenance, radio contact and a review of best practice for bus infrastructure and design.

As noted previously, we acknowledge that bus drivers can face a number of distractions when carrying out their job and that these need to be reduced as far as practicably possible. We continue, as part of the Bus Safety Standard, to review the infrastructure and design of vehicles to ensure drivers are not overloaded with information while driving.

One way in which TfL is working with operators to improve bus maintenance is to support activities aimed at addressing the chronic shortage of engineers in the bus industry.

Recently, TfL has worked with Go-Ahead and London CRC, who manage the majority of offenders under probation supervision alongside the National Probation Service, to deliver a pilot programme which offered short-term work experience to ex-offenders with the potential to lead to an apprenticeship opportunity. Through this single pilot project, three candidates were offered apprenticeships at Go-Ahead. TfL is also planning to host a virtual apprenticeship fair in February 2022 as part of National Apprenticeship Week.

Through the Bus Safety Programme, TfL continues to keep under review vehicle design, technology, road infrastructure and behaviours to reduce distractions or mitigate their impact on drivers, and ensure drivers are not overloaded with information while performing their safety critical role.

TfL should examine and consult with relevant stakeholders, bus operating companies and unions to understand:

- a) variance in drivers' hours and shifts; and**
- b) current rate of progress towards implementing changes to rota agreements within bus operating companies.**

Along with our licensed bus operating companies, we continue to work to help control the risks from fatigue. The University of Surrey, commissioned as a result of the Request for Quote (RFQ) earlier this year, is in phase one of its research into the efficacy of a number of available Biomathematical Modelling (BMM) tools. Due to be complete shortly, phase one will deliver initial findings to help us and the bus operating companies understand what BMM model the tool is based on, what variables the tools use and how well they can determine the risk of fatigue including through using data arising from known fatigue events.

This work is key to helping stakeholders, bus operating companies and trades unions understand the variances in drivers' hours and shifts. Furthermore, it will help progress changes to rota agreements in order to help reduce further the risks from fatigue in bus drivers. Again, where applicable, these findings will be shared pan-TfL, including London Trams.

The 2021 Bus Safety Innovation Challenge focusing on bus driver fatigue, health and wellbeing attracted many applications. Nine applications for a range of initiatives to help tackle fatigue and improve driver health and wellbeing, led by eight London bus operators have been accepted to receive funding and support. These projects will begin as soon as contracts have been agreed and funding restrictions allow.

TfL, tram and bus operating companies should take actions immediately to ensure that drivers feel comfortable to report near-misses and do not go to work when they

feel it would be unsafe for them to drive. All stakeholders across bus and tram sectors must be brought into implementation of a just culture and drivers must be consulted on changes which affect their work.

The bus safety team is developing a project to fit around 450 buses with fatigue detection technology across all ten bus operators, subject to funding. One of the aims of this project is to assist the bus operators in the practical change and development of current practices which would enable a more supportive culture in which bus drivers would feel confident in reporting when they are not fit to drive.

This project will start in 2022 and will operate for up to 18 months. A full evaluation will be undertaken and results will be shared when they are available.

TfL, tram and bus operating companies should measure behavioural change from managers in response to the shift towards a just culture across both bus and tram sectors.

The Fatigue Management Awareness Training provided to all bus operators was completed in July 2021 and 1,743 people across all operators completed the training. Actions committed to by delegates at the end of the training were recorded and included in the evaluation of the training. Most actions were centred around communication and management including actions to support an open culture, being more observant, asking more questions and raising awareness and sharing information.

The TfL-led Bus Operator Fatigue Working Group will continue to follow up on these actions and a plan is being developed with bus operators on the next steps.

Finally, there were a number of recommendations regarding improvements to the Sarah Hope Line including reviewing the case management of the line, ensuring effective promotion and publishing information on how the agencies involved in the line are proactively contacting those involved in an incident and their families.

The Sarah Hope Line (SHL) continues to support families and individuals affected by incidents on our network that have caused serious injuries or fatalities.

To continue raising awareness of the Sarah Hope Line, we have embarked on a series of roadshows, refreshing our key stakeholders of the work of the incident support line, and how we can work in partnership with them to support our service users. The first roadshow event took place in mid-November 2021, with the full program scheduled to be delivered by March 2022

To promote the work of the SHL to staff, we are publishing blog posts and articles highlighting Sarah Hope's story and the work of the incident support team. The marketing team has also taken steps to improve the online visibility of the Sarah Hope Line. The training provided to Sarah Hope Line staff is being redesigned to reflect the experience that has been gained in managing serious incidents.

A program is being initialised to deliver a Serious Incident Response Plan, supported by a second tier of fully trained incident support staff. This will allow the Sarah Hope Line to

provide extended support to the Capital in the event of a major incident, as we did in response to the Sandilands Tram incident and the terror incident at Parson's Green.

We are currently in the process of developing and launching a Victim Experience Feedback Form, an optional SHL client feedback form designed to measure the uptake of SHL services and to gather insight from victims on their experience of contacting and using the Sarah Hope Line. This valuable feedback will be used to further help the SHL team to tailor and improve on the support provided to our clients.