

BUSES

To reflect increased focus on safety management, a new Safety and Environment Director was appointed to the division during this year.

Safety on buses continues to be a primary concern of travellers, particularly late at night. Through our continued partnership in Operation Safer Travel, we have continued to play our part in reducing crime and deterring antisocial behaviour particularly in the West Midlands.

We record fatalities across our operation including those where we are not liable and those which do not involve passengers on board our services. During this year we saw an increase from four to six of such incidents. There were no workforce accidental fatalities during 2004, however, we continue to see an increase in employee assaults and have implemented a range of initiatives to help combat these. These include conflict avoidance training, CCTV which drivers can monitor; greater liaison with the police and a more determined approach to the prosecution of offenders.

We have over 1,000 CCTV systems, fitted across our bus division. We are also developing a competence management system for bus drivers.

We work closely with schools to educate students in using bus services. In 2004 we developed the Mark of Excellence diploma which we award to a local body which has helped to reduce crime on our services. One of the first diplomas was awarded to Wolverhampton Community Safety Partnership who collaborated with a range of partners to tackle criminal damage along the Metro line near Priestfield.

	2003	2004
Gateway Checks	171	206
Arrests	255	252
Broken glass costs	£400,000	£430,000

OST 2004 report source

COACHES

Within our coach operations, we are focused on improving the quality and driving technique of our drivers while monitoring the performance of third party contractors. A new driver training programme has been introduced with different levels of achievements being recognised at bronze, silver and gold levels.

During 2004 two passenger fatalities occurred, an increase on 2003. We experienced no employee fatalities.

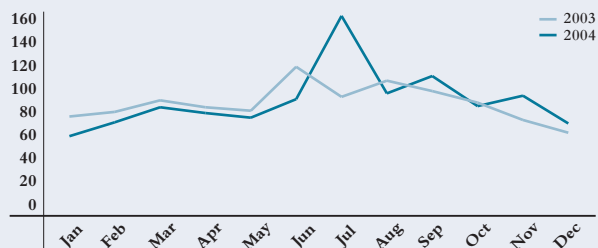
In common with our bus division, we will be developing a detailed competence management system for coach drivers in 2005. This will include regular driver assessments and the identification and monitoring of drivers who may need greater levels of support.

Statistics suggest that around 25% of serious road accidents are sleep related. Many factors can influence this including shift patterns, vehicle routes and personal factors. During 2005 a programme of research will be undertaken to address this and determine the true causes and effects of driver fatigue.

We continued to participate in the Well Driven scheme. We follow up each complaint and investigate drivers receiving more than one complaint.

After gaining a bronze award in 2003, National Express achieved a silver ROSPA Occupational Health and Safety award in 2004, reflecting improvements in health & safety within the operation.

WELL DRIVEN SCHEME – COMMENT LEVELS COMPARED 2003/2004



WELL DRIVEN – TYPES OF COMPLAINT 2003/2004

