

# Coaches

## Improving skills

During 2005, we introduced a number of new safety initiatives. These included a review of garage accident records, concentrating in particular on rear end shunts which are a common cause of road traffic accidents. We continue to participate in the Well Driven scheme providing drivers with the opportunity to comment on the driving standards of our coach drivers.

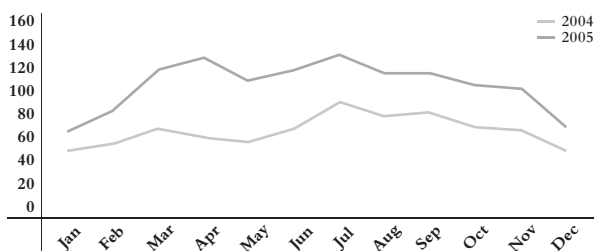
As part of the driver training review, we are introducing training courses which review driver track records and lifestyle. In addition, we developed accident investigation training for managers which will be rolled-out together with driver competence training during 2006. Both these initiatives are targeted at improving our safety performance.

We continue to invest in technology which can improve our productivity, efficiency and quality of service. For example, new internal and external bespoke CCTV systems are now standard on all new vehicles, providing a record of journeys, as well as being installed at coach stations.

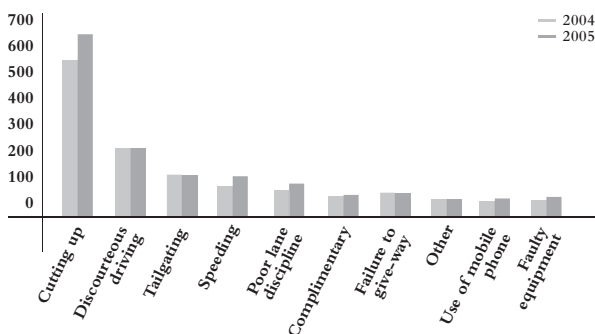
Following the proposed introduction of the EU Road Transport Directive, we have improved the recording of driver duties, ensuring that working patterns comply with regulations.

Turning to occupational welfare, many factors influence the likelihood of driver fatigue, a major cause of road accidents. These include shift patterns, vehicle routes, vehicle design, medical and individual factors. We have commenced research into driver fatigue to find ways to reduce incidences occurring. We also undertook noise and stress risk assessments across the division. We are piloting a Safecall alarm system which enables staff to raise the alarm when an incident occurs at a coach station. This provides them with vital support and assistance.

WELL DRIVEN SCHEME – COMMENT LEVELS COMPARED 2004/2005



WELL DRIVEN – TYPES OF COMPLAINT 2004/2005



# Buses

## Enhancing the safety culture

During 2005, we began a process of change in the safety culture within the bus division by introducing the concept of preventability into the investigation of road traffic accidents. The aim is to achieve a more open discussion of safety matters, supported by a more robust accident investigation procedure, in order to identify and implement improvements.

## Greater use of CCTV

As part of TWM's commitment to working in partnership in order to improve safety, CCTV plays a major role in both detecting and deterring crime on our services. Many of our UK buses now carry either digital or analogue CCTV format systems. Every new vehicle is fitted with state-of-the-art digital CCTV, leading to the availability of more and better images of on-board activity. All Travel Dundee and TfL contracted Travel London buses are now fitted with CCTV.

At each depot, dedicated operators collect CCTV information and ensure that all on-board systems are serviced and monitored. In addition, regular contact with the local police is maintained. To promote awareness among the general public, we run a "Yes They Do" advertising campaign which informs passengers that CCTV technology is in use. Developed in partnership with Crimestoppers, the campaign was launched in all areas through a high profile press campaign featuring senior police officers. We share CCTV and driver intelligence with local schools through the widely-respected 'SMART' Schools Project.

The innovative flat-screen 'Crystaleyes' system has been introduced on all new TWM and Travel Coventry vehicles as well as on over 200 buses in the existing TWM fleet. The screens show images from all the vehicle's cameras as well as offering entertainment.

Our long-established "Shop a Job" campaign operates in conjunction with the local media and consists of an appeal, CCTV images and details of how the public can provide information on crime or bus related incidents.

## Operation Safer Travel

In the West Midlands, we continued to play an important role in the award-winning Operation Safer Travel (OST), in partnership with the police and other key agencies. OST aims to improve the safety of bus and metro travel for staff and customers. The expansion of OST continued with the launch of a second Urdu leaflet for the Asian community and further local promotion of OST initiatives was undertaken at Travel Dundee. The Scottish arm of OST was launched with Tayside Police during 2004. Through OST, we have two representatives who sit on the Department for Transport's STOP Panel. Further details on OST can be found at [travelwm.co.uk/ost](http://travelwm.co.uk/ost).

Much work continues to be undertaken within schools to educate students on how to use public transport. An information campaign, 'Safer Students', was launched in 2005. The campaign targets foreign or inexperienced students, explaining how to remain safe on public transport. OST 'Mark of Excellence' certificates were presented to two individuals and one school during the year, recognising their willingness to address major citizenship issues.

# Travel London

## Building safety into the business

Safety procedures introduced by our Travel London team have underpinned a new safety culture and earned praise from Transport for London (TfL).

Travel London was formed following our purchase of Connex bus operations in February 2004 and Tellings Golden Miller in 2005.

In September 2004, we appointed a new Safety & Quality Standards Manager with the prime remit to implement a full Health and Safety audit system from scratch, whilst also raising staff awareness of safety-related issues.

During 2005, we changed the safety culture within the bus division to one of preventability. This has resulted in a more open discussion of safety matters with a view to constructive improvements.

**Drawing on extensive experience** We have now further enhanced our procedures for safety within the ISO9000 quality management system, which is in place within the engineering function of the bus division.

The new management system incorporates the implementation of the risk assessments and safe systems of work for the tasks performed by the employees in the business, the Control of Substances Hazardous to Health (COSHH) and control of visitors to the premises. At the same time, we have implemented bi-monthly Health, Safety and Environmental audits to aid our control of the physical environment.

The initial audits identified a number of issues and we have subsequently commissioned works including:

- bunding and containment to comply with the new oil storage regulations.
- drainage and containment channels to assist with any accidental release or spillage in the depot.
- the introduction of safe walkways and vehicle one-way systems within the depots to ensure staff and visitor safety whilst on our premises.

**Proven performance** Recently, Travel London has been the subject of a new round of audits by TfL which it successfully passed.

*“There has been a significant improvement in Health and Safety practice since Travel London took over the business. We are pleased with progress made and are confident that this momentum will be maintained in the future.” Clare Kavanagh, Transport for London, Director of Performance for London Buses*

[www.travellondonbus.co.uk](http://www.travellondonbus.co.uk)

Travel London – Putting a safety culture in place

|                    | 2004     | 2005     |
|--------------------|----------|----------|
| Gateway Checks*    | 206      | 211      |
| Arrests            | 252      | 259      |
| Broken glass costs | £430,000 | £483,000 |
| Staff assaults     | 163      | 115      |

OST 2004/5 report source

\* Checks by inspectors in conjunction with the local police

## Supporting our people

During 2005, we reviewed our drug and alcohol policy for employees, introducing independent monthly random testing at every garage.

We constantly review driver performance data in order to improve road safety. Further identification of poor driver behaviour is now available via new Drive-Cam technology, previously used in our North American division but now being trialled in our bus division. This technology, which will be introduced towards the end of the year, will enable us to download events on-board or around buses. In addition, we upgraded our defensive driving training module and every new driver is now subject to a structured review early in his or her career. New drivers are also now supported by a video route trainer with a review of risk assessments to help drivers become familiar with routes.

In terms of occupational health, safety at bus depots was focused on this year as between 85-90% of accidents occur at depots. We again focused on segregating buses and people movements around our depots, reviewing the allocation of dedicated lanes and areas for bus movement and introducing improved traffic systems.

All depots were tested for air quality standards and diesel emissions in 2005 and all met air quality standards. We also carried out an assessment of other noise-generating tasks such as wheel changing and cash counting and implemented necessary changes to reduce noise levels. In addition, all garages now carry 'noise zone' signage to warn employees that ear protection may be required in particular locations.

