

# 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.

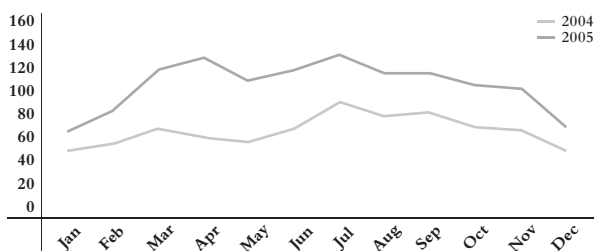
As part of the driver training review, we are introducing training courses which review driver track records and lifestyle. In addition, we developed accident investigation training for managers which will be rolled-out together with driver competence training during 2006. Both these initiatives are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

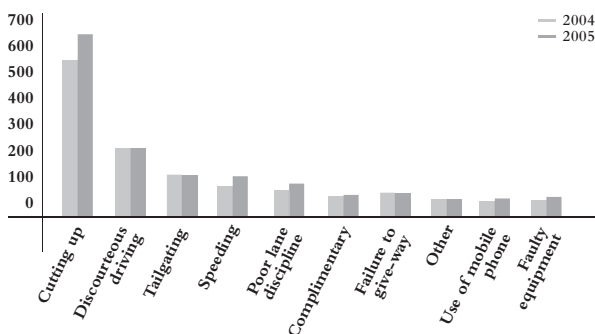
Following the proposed introduction of the EU Road Transport Directive, we have improved the recording of driver duties, ensuring that working patterns comply with regulations.

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.