





APPENDICES

BUSES GOALS, PROGRESS AND OBJECTIVES

 OPERATIONS		
GOALS SET FOR 2006	PROGRESS DURING 2006	GOALS SET FOR 2007
<ul style="list-style-type: none"> → Continued campaigning for Quality Partnerships and Punctuality Improvement Partnerships in the West Midlands → Achieve the UK's first statutory quality partnership → Implement a Punctuality Improvement Partnership in Dundee 	<ul style="list-style-type: none"> → No Quality Partnerships agreed during the period however renewed discussion during Q1 2007 → Ongoing discussions continuing → PIP is part of the ongoing partnership discussions in Dundee. During 2006 improvements have included new facilities for customers including upgrading of information at bus stops → Network West Midlands branding rolled-out to bus stops and integrated into bus division publicity 	<ul style="list-style-type: none"> → Continued development and delivery of partnership initiatives in consultation with Centro → Improved customer handling with targets set of 85% for call answering and 90% of letters answered in 10 working days → New bus cleaning targets set at 43 points → Training completed for all cleaning employees at Matthew Boulton College → 160 vehicles in Coventry fleet fitted with AVL by the end of the year
<ul style="list-style-type: none"> → Implement a unified Network West Midlands brand identity for passenger information 		
 ENVIRONMENT		
GOALS SET FOR 2006	PROGRESS DURING 2006	OBJECTIVES SET FOR 2007
<ul style="list-style-type: none"> → Review options for improving fuel efficiency and reducing exhaust emissions of existing fleet and new vehicles → Reduce site energy use 	<ul style="list-style-type: none"> → Work undertaken and measures identified to improve fuel efficiency and reduce exhaust emissions → Completion of trial to retrofit exhaust gas recirculation to 10 Travel London buses → TWM reduced its site energy use by 13% 	<ul style="list-style-type: none"> → Maintain current baseline fuel efficiency → Undertake diesel-hybrid trial → Review biodiesel fuel → Seek further reductions in site energy usage
 SAFETY		
GOALS SET FOR 2006	PROGRESS DURING 2006	OBJECTIVES SET FOR 2007
<ul style="list-style-type: none"> → More route risk assessments to be undertaken → Expansion of occupational health initiatives in garages → Introduction of driver competency mystery shopper scheme → Pilot of new digital CCTV equipment with roll-out during 2007/08 	<ul style="list-style-type: none"> → Eight key route risk assessments undertaken during year based on most accident prone routes → 2% reduction in motor accidents → The following new occupational schemes were introduced during the year: <ul style="list-style-type: none"> (a) A comprehensive risk analysis was completed to ensure compliance to the new Vibration Regulations for the use of vehicles and power tools (b) The Occupational Health support schemes were reviewed and additional measures incorporated to reduce the risk to our employees and to facilitate their medical requirements within the revised Working Time Directive → Introduction of the Inovas Video Route Training system to address preventability. The system is used successfully to enhance the driver training experience by highlighting accident "black spots" → Driver quality was monitored with 1,433 assessments carried out representing nearly a third of drivers → Intelligent CCTV systems have been installed on new vehicles introduced into the fleet during the year. These detect pre-determined, specific driver behaviours and automatically download the footage on return to the garage via a wireless configuration 	<ul style="list-style-type: none"> → A further 500 main route risk assessments to be undertaken during 2007 → Increased communication to drivers of assessment results → More regular, structured reviews for new drivers with six months formal assessments → Embedding of assessments into garage management procedures → Continued investment in the CCTV/driver management system. 120 new buses to be fitted with the system with an ongoing programme of retrofitting the equipment
 PEOPLE		
GOALS SET FOR 2006	PROGRESS DURING 2006	OBJECTIVES SET FOR 2007
<ul style="list-style-type: none"> → Improved employee satisfaction and engagement → Travel Coventry and Travel London to seek liP accreditation 	<ul style="list-style-type: none"> → The bus division improved its employee satisfaction and engagement scores from a satisfaction score of 50 index points during 2005 to 53 index points in 2006 and an engagement score of 47 points in 2005 to 48 in 2006 → Travel Coventry undertook its liP assessment. With the new standard two areas required further focus. Further achievement of NVQ, SVQ, BTEC driver qualifications across the division 	<ul style="list-style-type: none"> → Further improvement in employee satisfaction and engagement scores with targets set of 55 and 50 index points respectively → Travel Coventry and Travel London to seek liP accreditation → Launch of the first level leaders programme