

Date: 28 February 2018

Item: Bus Driver Facility Improvements

This paper will be considered in public

1 Summary

- 1.1 This paper provides the first in a series of six monthly updates on the Bus Driver Facilities Programme as agreed at the panel on 28 September 2017.
- 1.2 The Bus Driver Facilities Programme aligns with the draft Mayor’s Transport Strategy by ensuring that the bus network is operationally efficient and reliable. Well located toilets mean that drivers can access facilities within the time constraints of their breaks, allowing them to resume their bus service as timetabled.

Strategic Driver / Policy	A Good Public Transport Experience
Primary Outcome Indicators	R2. Public transport reliability and performance (Buses)

Alignment to the Mayor’s Transport Strategy

- 1.3 Needing the toilet is a distraction for bus drivers, potentially impacting their ability to concentrate on the road. By reducing distractions facing bus drivers, the safety of bus passengers, pedestrians and other road users is improved.

2 Recommendation

- 2.1 **The Panel is asked to note the paper.**

3 Background

- 3.1 Current provision of toilet facilities is addressed by a mixture of public and private amenities. While this ensures that the vast majority of drivers have access to a toilet during all hours of operation, some routes are left not fully served within these arrangements, for example, where we have an agreement with a local business for drivers to use their toilets, but that business is not open after hours or on weekends.
- 3.2 Those routes where toilets are not available at all times can be addressed by a mixture of permanent or temporary facilities, such as those shown in **Appendix 1**.

- 3.3 The London Assembly report, 'Driven to Distraction', was published in July 2017, and included a recommendation that TfL should commit to the provision of toilets on all routes at all times the bus is in service by the end of 2018.
- 3.4 Routes were classified as either Priority 1, 2 or 3 depending on their level of toilet provision, and the below table outlines the route prioritisation as agreed with all key stakeholders including Unite, the bus drivers' union.

Priority	Description
1	Routes without any staff facilities at either terminus
2	Routes that have limited access and run beyond the opening hours of the available facilities
3	Routes with a round trip greater than 150 minutes with a toilet provision only at one end
New	Sites where a route is being extended or introduced that do not have existing facilities

4 Current Status

- 4.1 As of November 2017, all London bus routes now have access to a toilet facility at either terminus. We have therefore **already responded to all Priority 1 classifications**.
- 4.2 However, there remain 40 routes on the network that, while having a toilet facility available, do not necessarily have toilet facilities available during all hours of operation. **These are the remaining Priority 2 routes that we need to address urgently.**
- 4.3 On 13 February 2018, The Mayor of London, Sadiq Khan, announced £6m of funding to help deliver toilets on those remaining Priority 2 routes **in order that all bus routes have access to toilet facilities during all hours of operation.**

5 Forward Programme

- 5.1 The primary focus of TfL's forward programme will be the provision of facilities on all 40 Priority 2 routes. This will ensure progress is made towards the London Assembly's recommendation.
- 5.2 We have undertaken an initial high level review of the 40 Priority 2 routes to determine a potential delivery timetable, and we are confident that we can deliver new toilet facilities, available during all hours of operation, by the end of the 2019/20 financial year.
- 5.3 A number of the necessary sites for new facilities have complex requirements, so our programme will deliver temporary facilities at a small number of routes. These facilities will be replaced with permanent toilets by the end of the 2020/21 financial year.

6 Next steps

- 6.1 A project delivery team has been mobilised and will review the deliverability of each site with input from a contractor over the next two months, allowing the development of a detailed delivery programme.
- 6.2 An update will be provided to the panel in June setting out the detailed delivery programme.

7 Ongoing work

- 7.1 TfL will continue to engage with bus drivers, operators and Unite to ensure that as bus routes change, they are all assigned the correct priority within the programme and that new facilities are delivered to the highest priority routes.
- 7.2 In addition to further assessment of the Priority 2 routes, TfL continues to identify opportunities for developers to provide facilities for bus drivers, as part of Section 106 contributions or other negotiated agreements.
- 7.3 We have identified a further 34 routes that have a round trip greater than 150 minutes with toilet provision at only one end, and are therefore Priority 3. A high level plan for the Priority 3 routes will be developed, subject to available funding. An update on this will also be provided in June.

List of appendices to this report:

Appendix 1: Examples of driver facilities

List of Background Papers:

SSHRRP – Bus Driver Facility Improvements, 28 September 2017

Surface Strategy Board – Bus Driver Facilities Programme, 1 February 2018

Driven to Distraction, London Assembly report, July 2017

Driven to Distraction, TfL Response, October 2017

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Appendix 1: Examples of facilities which have been installed

New permanent facility at Molesworth St., Lewisham:



Temporary facility at Vulcan Way, Addington:



