
Secretariat memorandum

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Agenda item: 8

PC157

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Bus occupant safety

1 Purpose of report

- 1.1. To provide background on the research London TravelWatch has commissioned investigating bus occupant safety.

2 Recommendation

- 2.1. That members note the report.

3 Background

- 3.1. Every quarter there are many thousands of slips, trips, and falls on London's buses of varying severities. Some passengers require hospital treatment. Thankfully most will only be minor, though even minor injuries can be debilitating for older people and may affect their confidence in using public transport.
- 3.2. Following discussions about bus safety issues, members determined to try and commission research looking at this issue. Subsequently a successful grant application was made to the Road Safety Trust. Together with this grant and a financial contribution from London TravelWatch, Loughborough University Design School were commissioned to undertake research.
- 3.3. The research included an analysis of bus operator incident reports, video recordings of incidents and some interviews with injured passengers. The objective is to understand the problems and propose counter-measures.
- 3.4. This is a substantial and innovative study. It has entailed coordination between ourselves and the bus companies with the support of TfL. There have been a number of challenges using personal information, but these have been overcome.

4 Publication and further work

- 4.1. The final element of the work is a workshop with ourselves, Loughborough University, bus operators and others in the industry. The outcomes of the workshop will feed into the final report.
- 4.2. Following publication it is intended that we will continue to engage with the industry to promote the consideration and adoption of any counter-measures. We have had

preliminary discussions with Transport Focus with a view to undertaking a seminar with the industry more widely than just London operators.

5 Equalities and inclusion implications

- 5.1. London's bus service is the only public transport network available across the whole of London, 24/7 that is accessible and affordable to all Londoners. The safety of passengers is, of course, the top priority for London TravelWatch. It is particularly important that older and vulnerable passengers feel and are safe using the bus because if they do not they will cease to use bus services leading to issues of isolation etc.

6 Legal powers

- 6.1. Section 248 of the Greater London Authority Act 1999 requires London TravelWatch (as the London Transport Users Committee) to consider, and where it appears to it to be desirable, to make recommendations with respect to any service or facility provided by or for (or in the case of hackney carriages and private hire vehicles, licensed by) Transport for London, other than a matter relating to the transportation of freight, if it has been the subject of representations made by or on behalf of users of that service or facility.

7 Financial implications

- 7.1. London TravelWatch has made a financial commitment to the commissioning of this work that is accounted for in its budget. Further work to promote the findings of the work will be part of the ongoing workplan.