

Safety, Accessibility and Sustainability Panel



Date: 7 July 2015

Item: TfL Bus Driver Behaviour Training

This paper will be considered in public

1 Summary

1.1 The accompanying presentation provides an overview of the training Transport for London has developed with London Bus Operators for the Capital's 24,500 bus drivers.

2 Recommendation

2.1 The Panel is asked to note this paper and presentation.

List of appendices to this report:

Appendix 1: In the Zone – TfL Bus Driver Behaviour Training

List of Background Papers:

None

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IN THE ZONE



TfL Bus Driver Behaviour Training

MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

In The Zone

TfL Bus Driver Behaviour Training

- Mayor's objectives to make London's streets safer
- Current bus driver training
- New Training – 'In The Zone'
- Interactive, interviews, films
- Self reflection and self policing
- 24,500 drivers to be trained by mid 2016
- Supports Cycle Safety and Road Safety Action Plans



Aims & Objectives

TfL Bus Driver Behaviour Training

Course aim:

- encourage greater awareness of the human factors and behaviours related to crashes

Objectives:

- recognise where and why risk taking behaviours occur
- implement effective self reflection and self policing techniques to reduce the consequences of risk taking

Sarah Hope Interview





Traits and Mistakes

TfL Bus Driver Behaviour Training



- Human fallibility



- Incidents

- 5 Traits

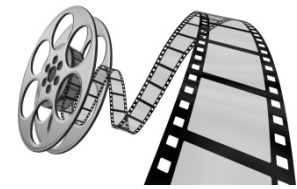


- Humans and machines

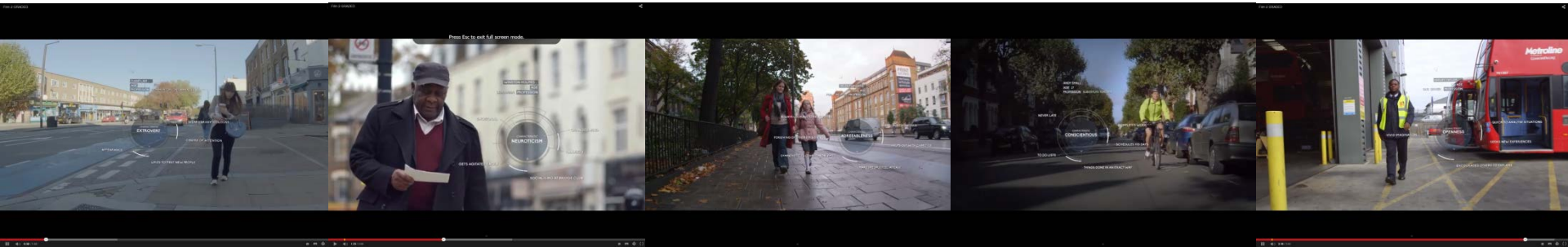


Films 1, 2, 3, 4a & 4b

TfL Bus Driver Behaviour Training



- Film 1 - Characters and traits
- Film 2 - Individual risk taking
- Film 3 - Bus drivers and mental workload
- Dangers vs risks
- Taste, smell, touch/feeling, hearing, sight
- Mental workload and distraction
- Film 4a – Run up to crash
- Film 4b – No crash



Summary

TfL Bus Driver Behaviour Training

- Take away – ‘Top Tips’
- Research re success and driver receptiveness
- 2014 Business Plan including £25 million investment in customer service

- Humans make mistakes
- We don't always see and hear things perfectly
- Some of us like to take greater risks than others
- ‘Self Policing’ – makes us *S.A.F.E.R.I*

My top tips

1.....

2.....

IN^{THE}ZONE



TfL Bus Driver Behaviour Training