

## Bus Driver Toilet Facilities Working Group

Date	18 June 2019
Time	1515 – 1645
Location	TfL Office, Palestra
Attendees	See appendix A

### Objectives of this meeting

1. TfL to inform Bus Operating Companies, Unite, bus drivers and other stakeholders of long term plans and recent progress to improve the provision of toilets for bus drivers
2. Bus Operating Companies, Unite, bus drivers to escalate any long standing maintenance or operational issues with toilets
3. All parties to share information to improve how toilet facilities are provided and managed on London's bus network.

### Summary of discussion

#### Recent achievements

1. Facilities have now been provided on 28 of the routes.

#### Project progress

1. Project is on target for facilities in place for 42 routes by end July although five routes present challenges.
2. [REDACTED] advised that temporary facilities have had their cleaning/replenishment visits increased to daily in order to provide better service/reduce issues.
3. Issue re location of toilet for routes 124/126 escalated to Deputy Mayor. [REDACTED] arranging further meetings with RB Greenwich to agree a location and form of engagement with residents.
4. Bluewater – [REDACTED] has a meeting on 11<sup>th</sup> July to discuss facilities for TfL route.
5. Paid facilities – [REDACTED] advised TfL's formal position is that reimbursement for costs of accessing paid toilets is a matter for the bus companies.

#### Reporting / escalation of maintenance or operational issues

1. A number of issues raised, captured below. Many had detailed responses from Asset Operations – outstanding actions to be taken by TfL Asset Operations (AO) or Service Delivery (SD).
2. Significant issues re toilets to be sent in advance of the next meeting with TfL to provide responses at the meeting.
3. [REDACTED] re-confirmed the TfL Response Desk number is: [REDACTED]. E-mail: [REDACTED]@tfl.gov.uk.
4. The policy re replacement microwaves was advised – 24-48 hours timescale except over a weekend. It was noted that this time has been significantly longer on occasion.

<b>Continuing Issues</b>	
<b>Location</b>	<b>Issue</b>
Aldgate	██████████ expressed concern that 2 seats remain un-repaired at Aldgate since Sept 2018. ██████████ advised this was due to an administrative issue and Asset Ops will resolve urgently. Sewage smell in toilet area. Asset Ops to investigate/treat.
Brixton	██████████ advised that difficult to maintain with very high usage. Asset Ops to review number of toilets required.
Havering Park (294 / 365)	Door lock issue persists and toilet often blocked. Asset Operations to address.

<b>New Issues</b>	(All actions to Asset Ops unless otherwise noted)
Friern Barnet	██████████ advised these are difficult to maintain and have very high usage. Asset Ops to assess how to make more vandal-resistant. TfL to consider whether additional toilet needed at this location.
Ilford Hainault Street	Staff refusing to use due to poor state. Asset Operations to address.
Canning Town	Issue with rats advised at meeting – this had not been reported previously. Urgent action required.
Sudbury Town	LB Brent facility Poor state of cleanliness – ██████████ to progress with borough.
Blenheim Centre (H37)	Issues re cleanliness and access. ██████████ advised these appear to be not logged.
Staines Bus Station	██████████ advised this is a temporary facility and would be attended on a daily frequency now.
Queens Hospital Romford	Deep clean undertaken. However, remains in poor condition.
Gaunt Street (136)	Locks reported as smashed off again. Asset Operations looking at options on locks.
Trafalgar Square	Route 15 – listed as Charing Cross Station but no facility. Buses to investigate and if found to be no toilet, to add to future project.
Atlanta Boulevard	Asset Ops had undertaken a deep clean; however, facilities considered to still be in poor condition.
Stratford Bus Station	Female toilets require repairs. Broken seats in rest room.
Tooting Longmead Road	Sanitary issues – poor state of cleanliness: consider upping cleaning frequency.
Dalston Junction	Bi-folding door – this had been replaced after the last meeting.
Mile End Station	Local authority have removed old toilet. Drivers now using LUL facility at a distance from stand. Option suggested is to install a TFL toilet where borough had theirs. Priority of routes to be assessed by ██████████.

## Actions

ID	Bus route	Discussion	Action	Date raised	Date due	Action owner
DTWG_024	288	Options to be considered and progressed with Buses re using Queensbury LUL facility or developing stand and toilet on Honeypt Lane.	Sponsor to progress	01/04/19	Sept 2019	Project Sponsor, [REDACTED] (TfL)
DTWG_025	474	TfL rail have stopped bus drivers from using the facilities at Manor Park station. To be investigated with TfL Rail.	Sponsor to progress	01/04/19	Sept 2019	Project Sponsor, [REDACTED] (TfL)
DTWG_026	96	Progress at Bluewater to be investigated and actioned.	Project Manager to progress	01/04/19	Sept 2019	Project Delivery, [REDACTED] (TfL)
DTWG_027	468	Alternative stand options including Worton Road to be investigated.	Sponsor to progress	18/06/19	Sept 2019	Project Sponsor, [REDACTED] (TfL)

## Further discussion

- [REDACTED] asked whether TfL considers the no. of routes serving a toilet and the frequency of contractor visits. [REDACTED] advised this is done for temporary provision; [REDACTED] advised each site considered re permanent facilities.
- The condition and high usage of Putney Bridge station toilet was noted – [REDACTED] advised it would be considered for replacement/refurbishment in any future programme.
- [REDACTED] queried the Priority of route 455. LATER: route was a 2C.
- 468 – it was suggested that stand could be used at Worton Road.

## Next Meeting

23rd Sept 2019; Palestra, Room 8C1: 1515 – 1645.

## Appendix A – Attendees

External	Representing
[REDACTED]	RATP
[REDACTED]	Tower Transit
[REDACTED]	Unite
[REDACTED]	Unite
[REDACTED]	GoAhead
[REDACTED]	Unite
[REDACTED]	Stagecoach
[REDACTED]	Stagecoach
[REDACTED]	Abellio
[REDACTED]	Metroline
<b>TfL</b>	
[REDACTED]	TfL, Lead Sponsor, Stations and Structures
[REDACTED]	TfL, Assistant Project Manager
[REDACTED]	TfL, Asset Operations Officer
[REDACTED]	TfL, Response Desk Manager
[REDACTED]	TfL, Senior Performance Manager
[REDACTED]	TfL, Principal Sponsor