

TfL – fatigue awareness training

Who we are

TfL is the integrated transport authority responsible for meeting Mayor Sadiq Khan's strategy and commitments on transport in London. We run the day-to-day operation of the Capital's public transport network and manage London's main roads. We manage a bus fleet of around 9,300 vehicles operating across 675 routes.

Overview and objectives

<http://content.tfl.gov.uk/bus-driver-fatigue-report.pdf>

The bus driver fatigue report provided solutions within 5 themes. One of these was education and this case study covers the education workstream in relation to raising awareness of driver fatigue amongst managers and supervisors. (There is a separate training piece for drivers in design)

Approach

TfL engaged an L&D provider with bus experience to work alongside the 10 private bus operators in London to design and deliver training material for managers, union officials and supervisors to raise awareness of fatigue. In addition trainers within the larger bus operator companies were also trained to deliver the material. Using the Loughborough University report, live examples from the companies and input from stakeholders a half day workshop was agreed on. A key aim was to achieve a culture shift in how fatigue was recognised, spoken about, and acted on. The topics covered included –

- A definition of fatigue and how it differs to tiredness
- To consider research on fatigue in bus operation
- To raise awareness of the impact of fatigue on individuals and businesses
- Understanding how company culture impacts on fatigue management
- How to spot the signs of fatigue, and how to manage that proactively
- Sharing best practice to build a fatigue aware working environment

** more detail on material and delivery method can be obtained from the contacts listed below

Results

A mixture of online and on-site workshops delivered the workshop material to over 1743 people over a 7-month programme. TfL designed pre and post workshop questionnaires to measure awareness, relevance, and action for change. Feedback examples include

“Firstly, thank you so much. It’s going to be new subject for some but also one that will resonate with many in the team, so it’s great that we are recognising fatigue as an issue and as a business we are making steps to address it”

“I will now be encouraging people to talk about fatigue without fear of stigma or a negative response.”

“I will be using toolbox talks to raise awareness about fatigue and how to spot the signs, to check in with each individual to see if fatigue could be a factor for them.”

Conclusion

This is a complex and challenging subject however raising awareness, having conversations, and encouraging people to show empathy for others has meant progress has been made. Awareness training alone will not reduce fatigue related incidents, but it is a crucial building block. For people to know that it is alright to talk about being fatigued and that they will be listened to as opposed to being disciplined or ignored is key to success, part of the cultural change we set as an objective for this training delivery.

If you’d like to know more about this project please contact Rachel or Caroline below.

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