

# Driver Behaviour Database

## Transport for West Midlands (TfWM) Operator Manual



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# Driver Behaviour Database

The Driver Behaviour Database was created to ensure an efficient and prompt way of feeding back to operators any occurrence where one of their drivers has breached the Bus Station Users Agreement, in place between the West Midlands Combined Authority (WMCA) and yourselves.

The Bus Station Users Agreement (BSUA) was created to ensure that everyone is aware of what is expected on TfWM managed bus stations and the terms in which they are operated. Any drivers found in breach of the BSUA will be issued an irregularity report by TfWM. This breach will then be recorded on the DBD so that operators are able to see the breach that has occurred and take appropriate action to ensure that a subsequent breach does not happen.

The BSUA requires all operators to actively take part in viewing/acting on irregularity reports addressed to their company. Irregularity reports are split into two classifications; High and Low Level. Low Level incidents include speeding between 11-12mph and smoking and do not require a response these are recorded for information only. The list of High Level incidents includes but is not limited to occurrences such as Double Parking, Speeding 13mph and above and Failing to stop at a Pedestrian Crossing.

Once a driver has had three irregularity reports issued within a rolling year, this will trigger the database to generate an automated email that is sent to the garage, listing all offences committed. . The auto generated email will list all offences committed by that individual during the rolling year and also provide links for each so that you are able to view each offence. If a driver has more than 3 serious incidents within the rolling year, the database will generate an automatic email each time a new serious offence is committed.

TfWM expect that a garage logs into the database regularly, and reviews each irregularity and breach of the BSUA taking the appropriate action and responding where necessary. We hope that this database allows you to continuously monitor and assist in making the bus stations a safe environment for all that uses it.

# Logging on

1. Log onto the database using the following address

<https://driverbehaviours.tfwm.org.uk/>

User Name:

Password:

2. Use the log in details provided by TfWM specific to operator and/or garage. If you have not received log in details, have a problem with your account or need to change any details please email;

[ServiceDesk@wmca.org.uk](mailto:ServiceDesk@wmca.org.uk)

**TfWM** Part of the  
**WEST MIDLANDS**  
COMBINED AUTHORITY

Home | New Record | Reporting | Operators | Administration | Account

## Login

Email

Password

[Login](#)

[Forgot Password?](#)

[Need an Account?](#)

3. Once you have been logged in the home screen will look like this:

**TfWM** Part of the **WEST MIDLANDS** COMBINED AUTHORITY

Home | Operators | Account

[Logoff Hanson's Buses](#)

Operators

Date From: 17/07/2014 | Date To: 14/10/2014 | Operator: All Operators | Bus Station: All Bus Stations | Response Status: All Status | Behaviour: All Behaviours

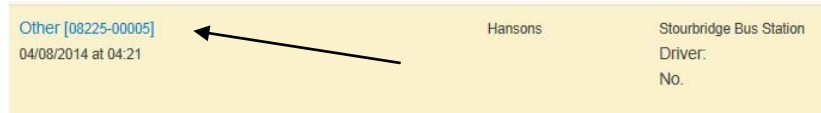
List View |  Table View | [Download Excel](#) | [Display](#)

<a href="#">Using mobile phone [08753-00008]</a> 02/09/2014 at 09:13	Hansons	Dudley Bus Station Driver: No. 1234	Responded
<a href="#">Low level speeding [09002-00001]</a> 01/09/2014 at 10:06	Hansons	Cradley Heath Driver: No.	No Response
<a href="#">Drop off/pick up in layover area [00050-00002]</a> 05/08/2014 at 07:41	Hansons	Pool Meadow Driver: billy the kid No. 4514	Responded
<a href="#">Low level speeding [08753-00009]</a> 17/07/2014 at 23:23	Hansons	Dudley Bus Station Driver: No.	No Response

This is the main page which will display all the tickets and irregularity reports related to your garage.  
You will only be able to see the ones related to your company.

# Viewing and Responding to Irregularity Reports

- To view an irregularity issued against one of your drivers, please click the title of the irregularity.  
Example:



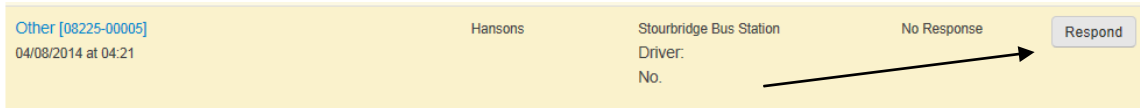
- When the page has loaded, you should now have the following screen (Ticket Page) showing the information on the Irregularity Report.

The screenshot shows the TfWM West Midlands Combined Authority website. At the top left is the logo for TfWM, with the text "Part of the WEST MIDLANDS COMBINED AUTHORITY". Below the logo are three navigation tabs: "Home", "Operators", and "Account". In the top right corner, there is a button labeled "Logoff Hanson's Buses". The main content area is titled "Incident Report Detail". Below this title is a table of incident details:

<b>Ticket No.</b>	08225-00005
<b>Date:</b>	04/08/2014
<b>Time</b>	04:21
<b>Bus Station</b>	Stourbridge Bus Station
<b>Operator</b>	Hansons
<b>Vehicle Registration</b>	515814
<b>Service</b>	622
<b>Behaviour:</b>	Other
<b>Additional Info</b>	

At the bottom right of the page, there are two buttons: "Back" and "Respond".

- Once you have viewed the Irregularity Report submitted by station staff, we request you investigate what happened with the driver, and take action where appropriate.
- When satisfied with the action you have taken or the understanding of breach that has taken place, we request you update the Irregularity report with your response as the operator. You will be able to respond by clicking on the Respond Button, located on the ticket page or you can respond on the main operator screen by choosing respond.



- When responding, you will be taken to the Irregularity page with an additional section at the bottom to fill in your response as shown below.

Operator Response

---

Driver Name

Driver Number

Action Taken Select Action ...

Select Action ...

Driver has appealed

Driver has been counselled and advised on behaviour

Driver has been referred to company disciplinary procedures

Driver has been spoken to

No action taken

Operator Additional Information

Respond

**Please note: the driver number will be the last 8 digits of the driver's license.**

- Check that you are happy with the response you have given before pressing the Respond Button. When you have responded you will be diverted to a confirmation page, this page confirms your response and also gives you the option to either go back to the list of irregularities or to log out.
- If you choose to go back to your list of irregularities, please continue completing or reviewing any outstanding reports that have no response for your garage.

PLEASE NOTE ONLY TfWM WILL BE ABLE TO SEE YOUR RESPONSE. NO OTHER OPERATOR WILL HAVE ACCESS TO VIEW AND ALL IRREGULARITIES ARE FILTERED TO THEIR RESPECTIVE GARAGE ONLY AND NOT BROADCASTED.

# Exporting Data

11. You can Export data from the database at any time. This data will assist you in reviewing what irregularities are being committed by drivers from your garage. The exported data will be in CSV format and open in Microsoft Excel. The data can be exported in various ways such as; date, bus station and also by behaviours/irregularity.
12. The following tab highlights the way the data can be exported; adjusting each one will tailor make the data specific to your needs.

Date From	Date To	Operator	Bus Station	Response Status	Behaviour
<input type="text" value="17/07/2014"/>	<input type="text" value="14/10/2014"/>	<input type="text" value="All Operators ..."/> ▼	<input type="text" value="All Bus Stations"/> ▼	<input type="text" value="All Status ..."/> ▼	<input type="text" value="All Behaviours ..."/> ▼

By leaving the tabs in their default settings all information for your garage will be displayed for the last 90 days. You can export data for a longer duration if required by changing the date.

13. To download and export the data please choose the Download Excel button located under the information tabs; you will then be prompted to save the CSV file. The information will then be recorded in a spreadsheet for your information.



# Help and Support

If you have any queries or feedback please contact:

Alistair Blackwood –

[Alistair.Blackwood@tfwm.org.uk](mailto:Alistair.Blackwood@tfwm.org.uk)

07887 794220

WMCA IT Service Desk – [ServiceDesk@wmca.org.uk](mailto:ServiceDesk@wmca.org.uk)

0121 214 7474