

Driver Behaviour Database

Transport for West Midlands (TfWM) User 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 West Midlands Combined Authority (WMCA) and all Operators.

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 instances are posted 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 would expect that a garage logs into the database at least weekly, and reviews each irregularity and breach of the BSUA taking the appropriate action and responding where necessary. We hope that this database allows operators to continuously monitor their drivers and assist in making the bus stations a safe environment for all that use it. TfWM will ensure that all instances of an Irregularity Report being issued are logged on the system within a week of them being issued, TfWM expects operators to respond to tickets within 28 days from when the incident occurred.

Logging on

1. Log onto the database using the following address;

<http://www.driverbehaviours.tfwm.org.uk>

User Name: Your TfWM email address – Example joebloggs@TfWM.org.uk

Password: To be confirmed by Alistair Blackwood

2. Use the log in details specific to you, provided by TfWM to access the driver database. If you have not received log in details, have a problem with your account or need to change any details please speak you your bus station manager.

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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:

Driver Behaviours DB - Demo

This is the Release Candidate of the new Driver Behaviours database application currently under development.

Please forward your comments and enquiries to the [ICT Development Team](#)

This is the main page which will provide you with links to record a new Irregularity Report or view existing reports.

Incident Reports

Date From: Date To: Operator: Bus Station: Response Status: Behaviour:

List View Table View

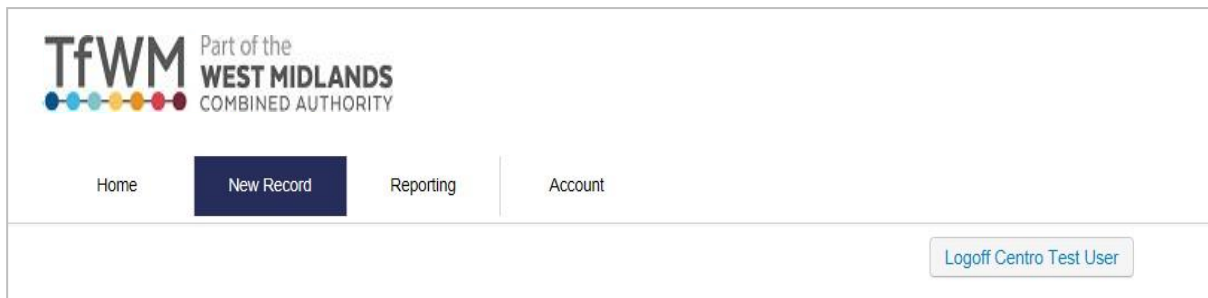
Download Excel Display

Double Parking [07179-00001] 28/08/2014 at 12:00 j	NX Pensnett Indra Sarkar	Bilston Bus Station	Responded	<input type="button" value="Edit"/>
Excessive time in lay over bays [08225-00001] 14/08/2014 at 13:00 Edited by IS 1633. Edited by SL 0935	NX Pensnett Steve Lawrence	Stourbridge Bus Station	Responded	<input type="button" value="Edit"/>
Double Parking [08753-00002] 04/08/2014 at 07:00	NX Pensnett Indra Sarkar	Dudley Bus Station	Responded	<input type="button" value="Edit"/>
Double Parking [08753-00002]	NX Pensnett	Dudley Bus Station	Responded	<input type="button" value="Edit"/>

Recording a New Irregularity Report

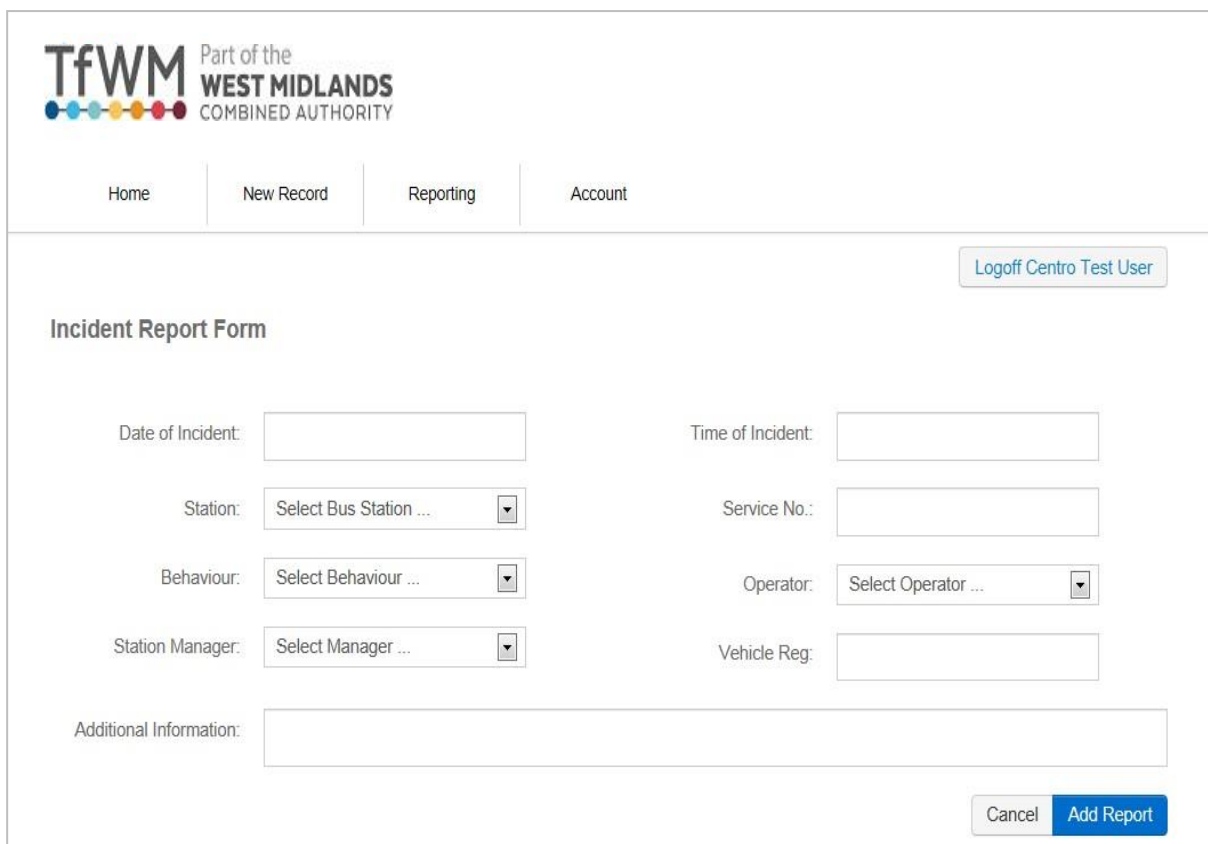
- To record an Irregularity Report you have issued against a driver, please click on the new record tab at the top of the page.

Example:



The screenshot shows the top navigation bar of the TfwM website. On the left is the logo for TfwM, which includes the text 'Part of the WEST MIDLANDS COMBINED AUTHORITY' and a colorful dot pattern. To the right of the logo are four navigation tabs: 'Home', 'New Record' (which is highlighted in a dark blue box), 'Reporting', and 'Account'. In the top right corner, there is a button labeled 'Logoff Centro Test User'.

- When the page has loaded, you should now have the following screen to input the details of the ticket.



The screenshot shows the 'Incident Report Form' page. At the top, it features the same TfwM logo and navigation tabs as the previous screenshot, with 'New Record' still highlighted. A 'Logoff Centro Test User' button is also present in the top right. Below the navigation is the title 'Incident Report Form'. The form contains several input fields arranged in two columns. The left column includes: 'Date of Incident:' with a text box; 'Station:' with a dropdown menu showing 'Select Bus Station ...'; 'Behaviour:' with a dropdown menu showing 'Select Behaviour ...'; and 'Station Manager:' with a dropdown menu showing 'Select Manager ...'. The right column includes: 'Time of Incident:' with a text box; 'Service No.:' with a text box; 'Operator:' with a dropdown menu showing 'Select Operator ...'; and 'Vehicle Reg:' with a text box. At the bottom left, there is a label 'Additional Information:' followed by a large text area. At the bottom right, there are two buttons: 'Cancel' and 'Add Report'.

- Please fill in the all fields and with as much detail as possible, reviewing all information before choosing Add Report. When inputting the Date or Time, a box will pop up to assist you to complete the field.

Incident Report Form

Date of Incident:

Station:

Behaviour:

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Station Manager:

Additional Information:

Time of Incident:

Service No.:

Operator:

Vehicle Reg:

Choose Time

Time
00:00

Hour

Minute

- After submitting the report you will be redirected to the Irregularity Reports page, which displays all tickets currently on the database.

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[Home](#)
[New Record](#)
[Reporting](#)
[Account](#)

Incident Reports

Date From:

Date To:

Operator:

Bus Station:

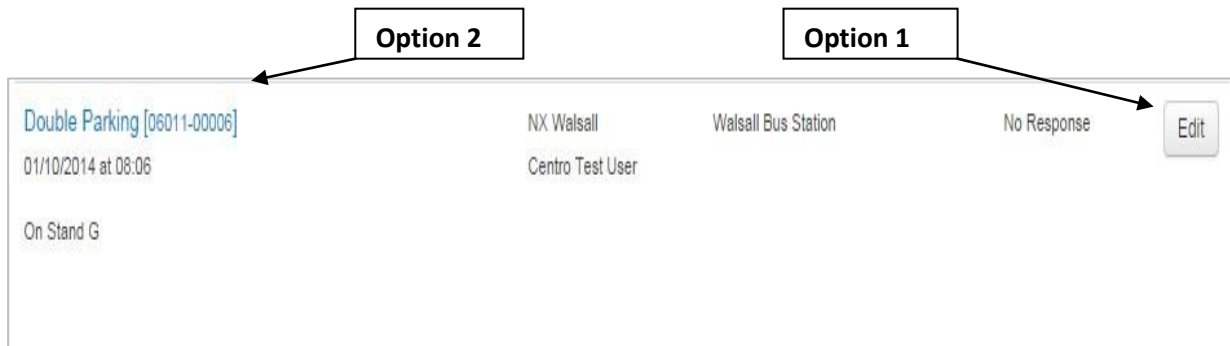
Response Status:

Behaviour:

List View
 Table View

Double Parking [07179-00001] 28/08/2014 at 12:00 j	NX Pensnett Indra Sarkar	Bilston Bus Station	Responded	<input type="button" value="Edit"/>
Excessive time in lay over bays [08225-00001] 14/08/2014 at 13:00 Edited by IS 1633. Edited by SL 0935	NX Pensnett Steve Lawrence	Stourbridge Bus Station	Responded	<input type="button" value="Edit"/>
Double Parking [08753-00002] 04/08/2014 at 07:00	NX Pensnett Indra Sarkar	Dudley Bus Station	Responded	<input type="button" value="Edit"/>
Double Parking [08753-00002] 04/08/2014 at 07:00	NX Pensnett Indra Sarkar	Dudley Bus Station	Responded	<input type="button" value="Edit"/>

8. If you have made a mistake, you will be able to edit the ticket, you can do this by clicking on the edit button at the right hand side of the Irregularity (Option 1) make your changes when the page loads and finish by pressing the update button, or alternatively load up the ticket (Option 2) then press the edit button and update the fields finishing by pressing the update button.



9. When you have finished updating you will be redirected back to the list of irregularity reports.

PLEASE NOTE DO NOT EDIT A TICKET THAT HAS BEEN RESPONDED TO.

Viewing, Sorting and Exporting Tickets

10. When a ticket has been responded to by an operator the status will change from No Response to Responded.

<p>Double Parking [09399-00002] 06/10/2014 at 11:29 Just another test.</p>	<p>Arriva Cannock Indra Sarkar</p>	<p>Bearwood Bus Station</p>	<p>Responded</p>
<p>Using mobile phone [07179-00002] 01/10/2014 at 13:00</p>	<p>Diamond Steve Lawrence</p>	<p>Bilston Bus Station</p>	<p>No Response</p>

11. To see the operator's response, load the report and information and response submitted by the operator will be located at the bottom.

Incident Report Detail

Ticket No.	06011-00006
Date:	01/10/2014
Time	08:06
Reported By	Centro Test User
Bus Station	Walsall Bus Station
Operator	NX Walsall
Vehicle Registration	1544
Service	99
Behaviour:	Double Parking
Additional Info	On Stand G 1

Operator Response

17/10/2014 09:06:46	Nx Walsall	Billy the kid	456752	Driver has been referred to company disciplinary procedures driver will be also educated on his behaviour.
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- You can sort the tickets by date, site, offense or response to do this change the filters at the top of the Irregularity reports page. Select the information you require from the date from/to boxes and drop down menus and choose display. This will then repopulate the tickets being displayed on the list.

Incident Reports

Date From	Date To	Operator	Bus Station	Response Status	Behaviour
<input type="text" value="28/07/2014"/>	<input type="text" value="17/10/2014"/>	<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 ..."/>

List View
 Table View

- If you leave the filters in their default setting, the information will display all tickets issued to every operator for all sites and offences, the default date setting will only show the last 90 days.

- To export the data in excel format, choose the relevant filters you require if applicable and then press "display" to load up your selection. Once the page has populated with your choices click the Download Excel button and you will then be prompted to open or save a CSV File.

Response Status	Behaviour
<input type="text" value="All Status ..."/>	<input type="text" value="All Behaviours ..."/>

Do you want to open or save **Driver_Incident_Data_17_10_2014_09_20_25.csv** (2.29 KB) from driverbehaviours.cenapps.org.uk?

The file will be specific to your choices from the filter menu.

	Blocking	Double P	Drop off/	Excessive	Excessive	Incorrect	Leaving t	Low level	Not wear	Other	Passenger	Reversin	Smoking	Speeding	Using mc	Grand To	% Compli	Annual Departures
A Line	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TBC	TBC
Aardvark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TBC	TBC
Arriva Cannock	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	3	TBC	TBC
Arriva Wednesfield	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2	TBC	TBC
Banga Travel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TBC	TBC
Central Buses	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TBC	TBC
Central Connect	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TBC	TBC
Coach Express	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TBC	TBC
Community Transport Co	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TBC	TBC
Corporate Express	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TBC	TBC
Diamond	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	TBC	TBC
Express Travel	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	TBC	TBC
Finesse Travel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TBC	TBC
Green Bus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TBC	TBC

Additional Information

15. The new database alerts the operator when a driver has received 3 serious offenses. The new database generates an email to the operator displaying all offenses this driver has committed. Selected TfWM staff are also copied into the generated email, this is to ensure that we are also aware a driver has broken the BSUA and able to continuously monitor.
16. If a driver does commit 3 serious offenses and an email is generated, any further breaches beyond the first 3 will generate an email to the operator. This is to highlight someone who consistently breaches the BSUA.
17. Operators will only need to respond to high level / severe offences. Low level offences should still be inputted so that both TfWM and the Operator can monitor driver behaviour over our bus stations.
18. The new database has been designed for ease of access. The aim is for all Bus Station Supervisors to be able to use and input their own tickets onto the database.
19. TfWM has much greater control over this database. It is has been built in house by our ICT team from the ground up. A lot of the design and functionality was created using feedback from people who issue and record irregularities regularly. All operator details have been added to this database and will also be trained on how to use the system, to ensure it's used correctly.

Help and Support

If you have any queries or feedback please contact:

Alistair Blackwood – Alistair.Blackwood@tfwm.org.uk

07887 794220

WMCA IT Service Desk – ServiceDesk@wmca.org.uk

0121 214 7474