

## Workplan 2018-19

Agenda item 8a.

Date: 6 November 2018

<b>1. Support and advocate objectives which will make best use of scarce capacity on all London's transport networks and promote infrastructure changes that will help this.</b>	
Submit evidence to Commons Transport Committee inquiry on rail infrastructure plans.	December 2017 <b>Completed</b>
Respond to consultation on Mayor's plans to pedestrianise Oxford Street regarding the impact on bus passengers.	January 2018 <b>Completed</b>
<b>Management of road capacity</b> <ul style="list-style-type: none"> <li>Review final MTS particularly regarding bus priority measures but also cyclists and pedestrians.</li> <li>Update our policy/lobbying perspectives accordingly. Will follow up particularly on: <ul style="list-style-type: none"> <li>Hail and Ride sections of bus routes. Investigate full extent and impact of these. Begin to lobby TfL and the London Boroughs to introduce fix stops instead.</li> </ul> </li> <li>Pavement obstructions. Lobby TfL to influence London boroughs</li> <li>Engage with TfL re their proposals to change bus services in Central London</li> <li>Lobby TfL to increase bus priority measures in conjunction with Local Authorities</li> <li>Road Pricing Event (Ruth Thompson memorial lecture)</li> </ul>	April 2018 <b>Completed</b> May 2018  September 2018 and ongoing. Raising at next Gareth Powell meeting October 2018 Ongoing September 2018 <b>Completed</b> September 2018 <b>Completed</b> November 2018
<b>Promote improvements which make best use of current assets</b> <ul style="list-style-type: none"> <li>Audit TOC station travel plans and analyse how these fit with our aspirations for improved station access by walking and cycling, particularly in outer London. General papers to board. Discussion held with RDG and meeting arranged with DfT.</li> <li>Start detailed engagement programme with TOCs to encourage them to improve access to stations by walking, cycling and public transport. <b>Delayed due to staff vacancy, restarting shortly.</b></li> </ul>	<del>March 2018</del> October 2018 and ongoing (GTR and c2c) <del>Spring 2018</del> <b>Delayed</b> October 2018
<b>Improve surface access to London's airports</b> <ul style="list-style-type: none"> <li>Hold a good practice seminar on improving surface access to London's airports.</li> <li>Pull together updated statistics on access to London's major airports.</li> <li>Update and republish our research into improving surface access to London's airports. <b>Delayed slightly by other work</b></li> </ul>	January 2018 <b>Completed</b> March 2018 <b>Completed</b> September 2018 <b>Almost complete</b>  December 2017

<p><b>Promote further devolution of NR services to the Mayor</b></p> <ul style="list-style-type: none"> <li>Supportive comment following Mayor’s ‘tweet’.</li> <li>Promote TfL model in meeting with new Transport Minister – including proposals in Gibb review.</li> <li>Discussed with Chris Gibb at board meeting.</li> <li>Member briefing on how TfL concession model differs from DfT franchise model.</li> <li>GTR – create a ‘wishlist’ for the Minister</li> </ul> <p><b>Timetables</b></p> <ul style="list-style-type: none"> <li>Review impact of new Southeastern, Southern, Thameslink, Great Northern, SouthWest Railway and GWR timetables.</li> <li>Ongoing discussion with TOCs as timetables develop</li> <li>Monitor closely as major change is introduced on 20 May</li> </ul>	<p>Completed and ongoing  <del>March 2018</del>  June 2018  Completed  Spring 2018  Completed  April 2018  Completed  Letter sent in  September 2018  Completed</p> <p>Ongoing – with  October update to  Board  Ongoing  July 2018  Completed</p>
<p><b>2. London has a transport system that is well-integrated and accessible to all, with convenient interchanges, easy to use ticketing.</b></p>	
<p><b>Ticket office closures</b></p> <ul style="list-style-type: none"> <li>Closely monitor TfL’s progress in implementing the recommendations made after our review of the impact on passengers of closing London Underground ticket offices</li> <li>Closely monitor TfL’s progress in implementing the recommendations made after our review of the impact on passengers of closing London Underground ticket offices</li> <li>Oversee passenger consultation on any London Overground plans for ticket office changes; make recommendations to TfL and DfT. <b>TOC delaying announcements until after local elections.</b></li> </ul> <p><b>Fares</b>  Commence work with industry to promote simplified rail fares structure.</p> <ul style="list-style-type: none"> <li>Successful meeting held – we will now convene quarterly.</li> <li>Board briefing on London passenger dis-benefits under current arrangements</li> <li>Begin targeted campaign</li> </ul> <p><b>Accessibility</b>  Continue to push LUL to ensure rebuilt Bank station is fully step-free.</p> <ul style="list-style-type: none"> <li>Discussion held with LU</li> <li>Meeting held with City of London</li> </ul>	<p>January 2018  Completed and review  July 2018  Almost complete</p> <p><del>March 2018</del>  July 2018  October and November 2018.  Consultation commenced in September 2018.  Consultation process complete</p> <p>February 2018  Completed and ongoing  April 2018  Completed  June 2018  Completed</p> <p>Ongoing  June 2018  Completed  September 2018</p>

<ul style="list-style-type: none"> <li>Consider future step-free access improvements on National Rail and TfL networks and recommended priorities for improvement</li> </ul> <p><b>Promote good practice at transport interchanges</b></p> <ul style="list-style-type: none"> <li>Publish guide into service standards passengers should expect at bus stations. Detailed survey of bus stations underway.</li> <li>Press TfL to adopt our interchange standards and include us in early stages of design.</li> <li>Review signage and accessibility in and around Victoria/ Paddington/London Bridge stations following major changes.</li> <li>Hold seminar to promote good practice at interchanges on surface access to airports.</li> <li>Hold seminar to promote good practice at interchanges.</li> <li>Agree the criteria to be used in 2019/20 to select 4 key outer London town centre interchanges for a particular focus on promoting improvements needed for transport users.</li> </ul>	<p>Completed October 2018 Completed</p> <p>March 2018 June 2018 October 2018 Completed October 2018</p> <p>September 2018 Delayed due to staff vacancy January 2018 Completed June 2018 Completed To be agreed in Q4</p>
<p><b>3. All decisions about transport in London take account of transport users' needs and priorities</b></p>	
<ul style="list-style-type: none"> <li>Submit evidence to House of Commons Transport Committee inquiry on Mobility as a Service.</li> <li>Offer to evaluate Demand Responsive Transport tender bids – needs formal offer</li> <li>Respond to DfT closure proposal for Angel Road station</li> </ul> <p><b>Network Rail's new route supervisory boards</b></p> <ul style="list-style-type: none"> <li>Proactive work to influence Network Rail's new route supervisory boards to reflect the needs of London's passengers whilst priorities are being established. Discussed Anglia Board with key TOCs. Discussed Wessex Board with NR Route MD</li> <li>Ongoing discussion with NR's Director of London Rail as route supervisory board is established</li> </ul> <p><b>Input to DfT franchises before they are tendered</b></p> <ul style="list-style-type: none"> <li>Provide commentary on passenger facing elements of bids for the new Southeastern franchise.</li> <li>Provide commentary on passenger facing elements of bids for the new East Midlands franchise.</li> <li>Provide commentary on passenger facing elements of bids for the new West Coast Partnership franchise.</li> </ul>	<p>December 2017 Completed TfL declined</p> <p>December 2018 In hand</p> <p>March 2018 Completed</p> <p>Ongoing discussion took place but, due to post holder leaving their role, unlikely to be completed in envisaged form. Network Rail and ORR will also likely make changes to these arrangements.</p> <p>Spring 2018 Completed Autumn 2018 Completed Summer 2018 Completed</p>

<p><b>Give bus passengers a voice</b></p> <ul style="list-style-type: none"> <li>• Conduct outreach work with bus users affected by previous and future changes to services around Oxford Street.</li> <li>• Hold bus user event in East London area.</li> <li>• Hold bus user event in West London area.</li> <li>• Hold meeting to discuss TfL Central London bus change proposals</li> <li>• Hold bus user event in Abbey Wood/Belvedere</li> <li>• Hold bus event in Ealing area in conjunction with Rupa Huq MP</li> <li>• Review our different methods used to engage bus passengers</li> </ul> <p><b>Continue to seek improvements to passenger safety</b></p> <ul style="list-style-type: none"> <li>• Comprehensively review the findings of the RAIB report on the Croydon tram derailment with the Board.</li> <li>• Provide TfL with feedback from a passenger perspective to proposed changes arising from RAIB and SNC Lavalin reports into tram derailment.</li> <li>• Attend RSSB meetings on the safety aspects of the stepping gap between trains and platforms.</li> <li>• Publish research conducted by Loughborough University into bus occupant safety.</li> <li>• Hold two industry seminars on the findings of our research into bus occupant safety to encourage operators and decision-makers to respond to our recommendations.</li> </ul>	<p>June 2018 Deferred due to Oxford Street political impasse</p> <p>October 2018 Completed</p> <p>July 2018 Completed</p> <p>October 2018 Completed</p> <p>Date tbc Delayed due to staff vacancy and change to opening date of Crossrail/Elizabeth line</p> <p>December 2018 Q4</p> <p>January 2018 Completed</p> <p>April 2018 Completed</p> <p>Quarterly In attendance Present to TfL in September 2018 (Q2). Meeting arranged for November 2018. Interim report passed to funder November &amp; December 2018 Feb/March 2019</p>
<p><b>4. The travelling public are well informed by service providers, they get high quality and timely information about services available, fares and ticketing and any disruption to their journeys</b></p>	
<p><b>Encourage operators to better manage service disruption</b></p> <ul style="list-style-type: none"> <li>• Participate as a critical friend in industry's multi-agency travel demand management Board.</li> <li>• Consider the impact on passengers of rail and Underground engineering works over the 2017/18 Christmas holiday period.</li> <li>• Immediate and detailed discussion with Southeastern and ARL about trains stranded in snow in March 2018.</li> <li>• Follow up with Southeastern into stranded train at Lewisham</li> </ul>	<p>Monthly On target</p> <p>January 2018 Completed</p> <p>March 2018 Completed</p> <p>September 2018 Completed – paper</p>

<ul style="list-style-type: none"> <li>Review of autumn/winter resilience on National Rail and London Underground.</li> </ul> <p><b>Rail Passenger Ombudsman Scheme</b></p> <ul style="list-style-type: none"> <li>Continue to attend meetings to provide independent challenge as the Rail Passenger Ombudsman Scheme comes into operation.</li> <li>Assist DfT and RDG with establishing new penalty fare appeals panels for National Rail passengers</li> <li>New consultation from DfT on level of penalty fares</li> <li>Adopt new procedures to integrate the ombudsman scheme into our casework. <b>RDG procurement delayed so scheme will not start until end of November 2018.</b></li> <li>Continue to handle appeals from passengers whose complaint is ineligible for the new scheme, alongside our TfL casework.</li> <li>Regularly review feedback so that we can incorporate any lessons for the industry in our advocacy work.</li> </ul>	<p>at Sept Policy Committee June 2018 <b>Completed</b></p> <p>Q1 and ongoing</p> <p>April 2018 <b>Completed</b> August 2018 <b>Completed</b> Q2/Ongoing <b>Delayed</b> September 2018 Ongoing</p> <p>Q3 On track</p>
<p><b>5. An efficient and responsive organisation</b></p>	
<ul style="list-style-type: none"> <li>Review comparable accommodation. Review complete to target, move in hand for end of November</li> <li>Partially restructure staff team to improve resilience. Structure agreed. Recruitment underway for frozen posts.</li> <li>Agree 2018 objectives for board members.</li> <li>Complete induction of Finance Adviser – new shared service agreement with LFEPA.</li> <li>Review and update finance procedures. <b>Delayed by competing pressures.</b></li> </ul>	<p>March 2018 <b>In hand</b> April 2018 <b>In hand</b> April 2018 <b>Completed</b> January 2018 <b>Completed</b> March 2019 tbc</p>