
Secretariat memorandum

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Agenda item : 4

AT012

Final Draft : 7.12.09

Matters arising

1 Purpose of report

1.1 To record progress on action items tabled at previous meetings.

2 Recommendation

2.1 That the report is received for information.

3 Information

3.1 The table at Annex A indicates the current position in relation to matters arising from previous meetings of the Committee. There are also some items included from the now defunct Access to Health Care Task Force (AHTF), Community Safety Task Force and the Transport Accessibility Committee (TAC).

3.2 Updates for inclusion in this report were invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

3.3 Royal Free Hospital (10.11.08, minute AHTF 57)

The Streets and Surface Transport Policy Officer provided an update as follows on 25 November 2009 :

“Pedestrian crossings in the London borough of Camden : The highway authority have informed us that although there are no plans nor funding for a crossing at this location, they nevertheless are looking to implement one should funding become available as part of any development in the locality – S106 funding.

“Details of consultations and the entrance design : Despite several attempts and direct conversations with the facilities people at the Royal Free and promises of a response I have not been able to get any answers to these questions for members.”

3.4 The distribution of TfL leaflets at hospitals (5.5.09, minute 5)

The following information was received from Transport for London on 7 December 2009 :

“1) The local bus route maps are always available and we send them to hospitals on a regular basis or when we get requests for more. 2) We provide bespoke spider

maps for hospitals. Bus maps with appointment cards was trialed, but there was only marginal extra take-up of the service. It remains an option though.

1) The route maps will continue to be available for take away. NHS London are helping to collate an up-to-date contact list so we send them to people who will actually do something with them.

2) We recently wrote to all hospitals to confirm if they wanted to keep stocking bespoke spider maps. Very few replied and so we suspect we have the wrong contact or they are not making the most use of the info, and so we are taking three actions :

- Establishing an up-to-date contact list of info champions with the help of NHS London
- Encourage hospitals to make the pdfs accessible on their website and at patient/ visitor information points (<http://www.tfl.gov.uk/tfl/gettingaround/maps/buses/>. Click on the map for the area and then select from the list)
- Chose between either a bespoke bus spider map or a Travel Plan map. The Travel Plan map includes cycle and walking routes as well as bus routes. The difference is that the bespoke bus spider map in hard copy is costly to produce, especially when it stays in the box. The Travel Plan map is paid for by advertising by local businesses.

We are having a meeting with NHS London early next year to agree an approach.”

3.5 To raise the issue of sexual offences with the London Youth Parliament (7.7.09, minute 3)

The Chair of London TravelWatch reported that at her meeting on 5 August 2009 with the London Youth Parliament she had raised the issue of sexual offences, although it was not an issue that had been raised by their members. The Chief Executive undertook to raise this issue at future meetings with their representative when appropriate.

3.6 To find out what the views of DPTAC (Disabled Persons Transport Advisory Committee) and IDAG (Independent Disability Advisory Group) were on fixed bus stops (7.7.09, minute 8)

The Streets and Surface Transport Policy Officer met with Dai Powell, Chair of DPTAC, who has promised a response. Meanwhile, IDAG is an advisory body and is not in a position to respond.

3.7 To determine the additional cost of air conditioning and energy consumption on LOROL and new buses (16.9.09, minute 6)

The following response was received from London Buses on 24 November 2009 :

“TfL doesn’t specify air conditioning on buses because doors are frequently opening, but TfL does specify air cooling on newer buses. The air cooling system pushes air through the upper deck of double deck buses.

Upper deck air cooling operates at a fixed output, automatically when the interior temperature exceeds 24c (to be reduced to 21c on latest specification proposals).

Energy consumption of air cooling equipment on new buses is very low and not recorded. The unit draws power from the bus battery and has negligible impact on fuel consumption. The approximate cost for fitting air cooling to new buses is £3,000 per bus. “

3.8 To feed back members’ concerns regarding the new London Overground (LOROL) train fleet (16.9.09, minute 6)

The Rail and Underground Policy Officer provided feedback to LOROL on 18 September 2009. The following response was received on 26 October 2009 :

‘1. Members are impressed at the various features which contribute to the trains’ load carrying ability, such as the wide door areas and the open inter-car gangways. They also appreciate the ambience and passenger security benefits of the inter-car gangways.’

“Response : Thank you for these comments. We have received similar anecdotal feedback from some of our London Borough stakeholders and user groups. The general opinion is that the trains are suitably designed to support the level of demand in the peak and offer safe and comfortable travel conditions in the off peak.

‘2. However they feel that the low seating capacity of the side-seating layout is only appropriate for the particular circumstances of the present Overground network, with many sections providing for short orbital journeys and high turnover of passengers. Therefore, looking ahead to the possible application of Overground principles to mainstream radial commuting routes, where trains carry progressively higher loads as they approach central London, members consider that the greater number of seats provided by cross-seating would continue to be more appropriate.’

“Response : The committee members have raised a very valid point. If we were to extend London Overground services to more radial routes, we would then consider the most appropriate seating layout to meet passenger’s needs. However, we believe that the layout is well adapted to the demand profile and the short journeys that are being made on our services - the seating capacity of the new Class 378, three car train is 112 seats and this will increase to 152 seats for the four car trains (including tip ups).

“This seating configuration will also be adequate for the ELL, when it reopens next year. In fact, we are expecting a high level of demand and will need the standing space that the new trains offer to accommodate the number of passengers. The analysis of planned demand indicates that from Brockley station we can expect approximately 3 passengers per square meter standing until Canada Water on the Class 378 trains. With a different train layout, this could easily increase to 5 passengers per square meter or more. On the class 378, the average is maintained at 3 passengers per square meter and with a journey time of 7 minutes, we believe that this is an acceptable duration to expect passengers to stand for.

‘3. Members confirm the view already passed to you, that line diagrams should be provided above the windows so that they can be seen by seated passengers. Additional points are that the lettering on the existing diagrams is too small, and that the new diagrams should (as on LUL) show the fare zones. Members note that London Rail has already accepted that diagrams are needed in the seating areas,

but ask that they should be shown a mock-up (in a train) of the new arrangements now being planned.'

"Response : We recognise that providing line diagrams above the windows would be useful to passengers and are therefore reviewing this option. We are waiting for the cost confirmation of production and maintenance of the line diagrams. However the fare zones can't be applied on the diagram. This was tried but as our trains run orbital routes not radial ones, the services cross a number of zones more than once. It is therefore simply not possible to fit the zones on the space available for the network diagram.

'4. The London Connections map is considered too small for easy reading. It is suggested that a larger version could be placed over the doorways once the line diagrams are repositioned.'

"Response : As you know, the London Connections map is produced by ATOC and it is not within our gift to alter its content or format. Furthermore, it isn't possible to position the map over the doorway as there isn't the space to place a readable London Connections sized map in that location and we would not want to remove the line diagrams from above the door.

'5. Members ask to be provided with information about the number of wheelchair spaces and a photograph of same.'

"Response : Two wheelchair areas are provided per train, at the centre of the train (at the end of the middle carriage on a 3 car train; at the end of the 2nd carriage on a 4 car train) (please see Annex B).

'6. The double grab-rails by the seats are liked. Members wonder why the same idea is not also used for the floor to ceiling grab-poles. Such poles are used on Southeastern's 376 units (see attached photo), the design of which formed the basis of your 378s.'

"Response : We believe that the 378 trains are fitted with sufficient hand rail provision, as follows:

- double vertical hand rails lining the seating bays, offering more holding opportunities for standing passengers
- single overhead horizontal hand rails as well as additional grab loops throughout the train
- single vertical hand rails in the middle of the door vestibule areas
- single vertical grab rails on the sides of the doors
- single overhead horizontal hand rail near the doors
- double vertical grab rails next to the perch seats

"We will monitor the feedback we receive from our passengers via the customer services team.

'7. The use of a different moquette for the priority seats is welcomed, as this is something which London TravelWatch has advocated for some time. However members feel that the colour differentiation is insufficient to really convey the desired message. Something with a much greater contrast is recommended, plus perhaps a distinctive floor colour around these seats.'

“Response : I’m sorry to read that the Committee feels there isn’t sufficient colour differentiation. However the colourways chosen for the moquettes provide over 25 per cent of contrast.

“There is also a priority seating sticker positioned above each priority seat. A mock up was available for viewing in Derby before the train manufacturing started, and key stakeholders including London TravelWatch and DPTAC were invited to provide feedback. No issues were identified at the time.

“We will however monitor the feedback we receive from our passengers via the customer services team and will consider any changes based on this feedback (a picture of the priority seat in comparison with the normal seat and the colour scheme are included in Annex C).

‘8. More immediately, members regret that the additional priority seat labels at the side of the seats – to be visible to a person sitting there and which you agreed to provide after my visit to Derby last November – have not been installed.’

“Response : The priority seats are all labelled by a sticker located above the window where the priority seat is, making it visible to all passengers. The moquette has been carefully designed with a different colour pattern to identify a priority seat, whilst keeping in line with the moquette for the livery.

“We have not received any customers complaints to date, but will continue to monitor this via the customer services team and will consider making any changes based on feedback (a copy of the sign is included in Annex D).

‘9. Members discussed whether efforts should be made to keep bikes to designated sections of the trains. We sounded out Steve Murphy on this. He said that there are sections of the trains which are best suited to bikes. However he felt that the whole issue of bikes should be considered more widely, as the present policy inherited from Silverlink is complicated and therefore difficult to understand. Bike parking could also usefully be reviewed. He said he would draft a paper on which he would invite London TravelWatch’s comments, and then submit it to Rail for London for consideration.’

“Response : We inherited a rather confusing bike policy from Silverlink Metro when we took over management responsibility for the network. We are keen to review the policy and will do so once we have the opportunity to review the impact of the new fleet of trains being in service (as well as the cycle parking improvements). We will then work with LOROL to agree this before liaising with our stakeholders.

“At present, the new Class 378 trains provide a large amount of standing space, especially near the doors. We believe that this is a convenient place for passengers to keep their bike and enables fairly rapid movements on and off the trains. On average, our passengers make short journeys on the Overground and we therefore believe that having dedicated storage area on some of our crowded services would delay the movements on and off the trains amongst the other standing passengers.”

- 3.9 To look at Euston-St Pancras interchange and draw up recommendations on future progress (16.9.09, minute 7)

The Streets and Surface Transport Policy Officer reported that :

“In consultation with the Chair of this committee, the Streets and Surface Transport Policy Officer has arranged a meeting for 13 January 2009 at St Pancras station to be jointly hosted by Eurostar and Southeastern.”

- 3.10 To provide a list of Hail-and-Ride routes (16.9.09, minute 8)

On 4 December 2009 London Buses provided a list of Hail-and-Ride routes. In summary, 191 sections of bus routes have hail-and-ride sections. A further 12 routes have proposals to convert sections of the service into hail-and-ride. A copy of the list is available on the London TravelWatch website at <http://www.londontravelwatch.org.uk/document/3971>

- 3.11 To pass details of Disability Officer at TfL to Chair of London TravelWatch and Committee Chair (16.9.09, minute 9)

Completed on 21 September 2009.

- 3.12 To provide details on which LUL (London Underground) stations have platform humps to enable step-free access (16.9.09, minute 9)

TfL provided these details and may be found at Annex E.

4 Equalities and inclusion implications

- 4.1 This report has no equalities and inclusion implications for London TravelWatch.

5 Financial implications

- 5.1 This report has no financial implications for London TravelWatch.

6 Legal powers

- 6.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

Annex A : Access to Transport Committee matters arising

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status
10.11.08	AHTF 57	To provide a stand-alone report on the Royal Free Hospital, detailing i The Royal Free Hospital's record of various consultation schemes with patients. ii Details of the redesigned entrance iii Details of crossings to be installed nearby	Royal Free Hospital NHS Trust / Camden Council / TfL	Streets and Surface Transport Policy Officer	Complete – see para 3.3, above

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status
5.5.09	5	<p>TfL leaflets at hospitals – to liaise with TfL and health care facilities on distribution of travel information</p> <p>Ref Actions Taken Paper AT002 : On 20 February 2009 the Senior Committee Administrator wrote to TfL regarding placement of transport link leaflets in hospitals. On 24 February 2009, TfL responded :</p> <p>“Some hospitals have taken down posters and leaflet racks that were initially intended to house TfL travel advice. To maintain a consistent policy across the board, TfL is reviewing the provision of travel advice literature to healthcare organisations. Our Group Marketing team is looking at the best way of taking this forward, ensuring that patients receive up-to-date travel information.</p> <p>“In consultation with the hospitals, we want to arrive at a solution that works in terms of the resources available to all parties. We are suggesting that hospitals distribute leaflets with appointment cards and that the information is available in a PDF format on the hospital website. It is expected that a decision will be reached before the end of March.”</p>	TfL	Streets and Surface Transport Policy Officer	Complete – see para 3.4, above
7.7.09	3	The Chair of London TravelWatch to raise the issue of sexual offences when she attended the London Youth Parliament.	London TravelWatch	Committee Services	Complete – see para 3.5, above

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status
7.7.09	8	To find out what the views of DPTAC (Disabled Persons Transport Advisory Committee) and IDAG (Independent Disability Advisory Group) were on fixed bus stops	Streets and Surface Transport Policy Officer	London TravelWatch	In progress – see para 3.6, above
16.9.09	6	To determine the additional cost of air conditioning and energy consumption on i) LOROL and ii) new buses.	TfL	i) Rail and Underground Policy Officer/Senior Policy Officer (LOROL) / ii) Committee Services (bus)	ii) Complete – see para 3.7, above
16.9.09	6	To supply an image of the wheelchair space on the new London Overground (LOROL) trains to members.	London TravelWatch	Streets and Surface Transport Policy Officer	Complete – see para 3.8, above (see point 5)
16.9.09	6	To feedback on the concerns raised by members to LOROL.	TfL	Rail and Underground Policy Officer/Senior Policy Officer	Complete – see para 3.8, above
16.9.09	7	To look at Euston-St Pancras interchange and draw up recommendations on future progress and put forward a paper for the next meeting	London TravelWatch	Streets and Surface Transport Policy Officer	Complete – see para 3.9, above
16.9.09	8	To provide a list of Hail-and-Ride routes	TfL	Committee Services	Complete – see para 3.10, above

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status
16.9.09	9	To pass details of Disability Officer at TfL to Chair of London TravelWatch and Committee Chair	London TravelWatch	Committee Services	Complete – see para 3.11, above
16.9.09	9	To provide details on which LUL stations have platform humps to enable step-free access from the platform on to the train	TfL	Committee Services	Complete – see para 3.12, above
16.9.09	9	To ask LUL for details on footfall, cost and benefits on deferred step-free access schemes.	TfL	Streets and Surface Transport Policy Officer	

Annex B

Wheelchair space on new London Overground rolling stock



Annex C

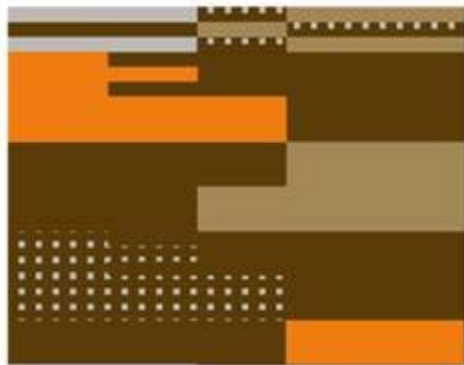
Colour of the priority seats on the new London Overground trains in comparison with standard seating



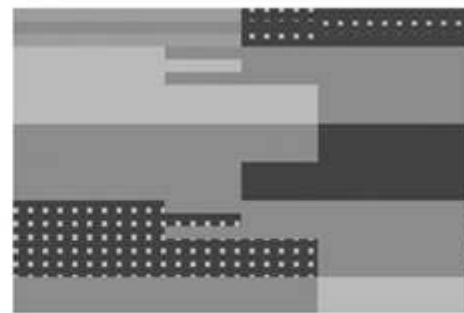
Annex C

Colour of the priority seats on the new London Overground trains in comparison with standard seating

Standard Moquette



Priority Moquette



Block areas total contrast = 415

Block areas total contrast = 323

Annex D

Priority seat signage on new London Overground trains



Annex E

Platforms with level access provided by humps or whole platforms

Station	Line	Platform Number	Type	Date installed
Bank	W & C	7	platform hump	September 2006
Bank	W & C	8	platform hump	September 2006
Bermondsey	Jubilee	1	whole platform	December 1999
Bermondsey	Jubilee	2	whole platform	December 1999
Brixton	Victoria	2	platform hump	October 2008
Brixton	Victoria	1	platform hump	October 2008
Canada Water	Jubilee	1	whole platform	December 1999
Canada Water	Jubilee	2	whole platform	December 1999
Canary Wharf	Jubilee	1	whole platform	December 1999
Canary Wharf	Jubilee	2	whole platform	December 1999
Canning Town	Jubilee	1	whole platform	December 1999
Canning Town	Jubilee	2	whole platform	December 1999
Heathrow T5	Piccadilly	Arrivals	whole platform	March 2008
Heathrow T5	Piccadilly	Departures	whole platform	March 2008
Kings Cross	Victoria	5	platform hump	March 2009
Kings Cross	Victoria	4	platform hump	May 2009
London Bridge	Jubilee	3	whole platform	December 1999
London Bridge	Jubilee	4	whole platform	December 1999
London Bridge	Northern	1	platform hump	May 2007
London Bridge	Northern	2	platform hump	May 2007
North Greenwich	Jubilee	1	whole platform	December 1999
North Greenwich	Jubilee	2	whole platform	December 1999
North Greenwich	Jubilee	3	whole platform	December 1999
Southwark	Jubilee	1	whole platform	December 1999
Southwark	Jubilee	2	whole platform	December 1999
Stratford	Jubilee	13	whole platform	December 1999
Stratford	Jubilee	14	whole platform	December 1999
Stratford	Jubilee	15	whole platform	December 1999
Tottenham Hale	Victoria	1	platform hump	September 2008
Tottenham Hale	Victoria	2	platform hump	September 2008
Waterloo	Jubilee	5	whole platform	December 1999
Waterloo	Jubilee	6	whole platform	December 1999
Waterloo	W & C	25	platform hump	September 2006
Waterloo	W & C	26	platform hump	September 2006
West Ham	Jubilee		whole platform	December 1999
West Ham	Jubilee		whole platform	December 1999
Westminster	Jubilee	3	whole platform	December 1999
Westminster	Jubilee	4	whole platform	December 1999