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**Secretariat memorandum**

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Agenda item 5

FT47

Drafted 16.11.10

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**Matters arising**

**1 Purpose of report**

- 1.1. To advise members of matters dealt with by the Chairman, Deputy Chair, the Chief Executive and/or the secretariat since the last meeting.

**2 Recommendation**

- 2.1. That the report is received for information.

**3 Information**

- 3.1. The current position with respect to items outstanding from previous meetings is detailed on the table at Annex A.
- 3.2. Updates for inclusion in this report are invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

**4 Equalities and inclusion implications**

- 4.1. In accordance with London TravelWatch's duties under the Disability Discrimination Act and other legislation, account is taken when responding to consultations on proposals from external bodies of their particular impact (if any) on the needs of people whose access to transport may be restricted by reason of disability or social exclusion.

**5 Legal powers**

- 5.1. 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 places a duty upon it 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.

## **6 Financial implications**

6.1. No specific financial implications for London TravelWatch arise from this report.

**Annex A : matters arising from previous Fares and Ticketing committee meetings**

<b>Meeting</b>	<b>Minute</b>	<b>Action</b>	<b>Action Owner</b>	<b>London TravelWatch owner</b>	<b>Status</b>	<b>Complete</b>
18.2.10	8	To carry out a survey on whether staff were on gate lines at London Underground stations.	London TravelWatch	Members	Further action to be discussed.	<b>In progress</b>
17.6.10	5	To confirm what London Underground's policy was on staffed presence at stations.	Transport for London	Committee Services	A response was received from London Underground Limited (LUL) on 24 September 2010. A copy is enclosed in annex B of this report.	<b>Complete</b>
17.6.10	7	To report back on discussions between the Department for Transport (DfT) and South West Trains about retailing Oyster.	DfT	Committee Services	The Director, Research and Development reported at the Fares and Ticketing committee on 21 September 2010 that South West Trains are now more positive in their attitude towards the retail of Oyster (please also see the item on page 5).	<b>Complete</b>

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
17.6.10	7	To report back on discussions between the Office of Rail Regulation (ORR) and South West Trains about retailing Oyster.	DfT	Committee Services	The Director, Research and Development reported at the Fares and Ticketing committee on 21 September 2010 that South West Trains are now more positive in their attitude towards the retail of Oyster (please also see the item on page 5).	<b>Complete</b>

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
17.6.10	7	<p>i) To discuss issues relating to stations which would have their booking office hours reduced with South West Trains.</p> <p>ii) To raise issues regarding Oyster retailing, Ticket Vending Machines and queuing times with South West Trains.</p> <p>iii) To liaise with the Communications Officer on press coverage.</p>	London TravelWatch	Director, Research and Development	<p>j) The Director, Research and Development reported at the Fares and Ticketing committee meeting on 21 September 2010 that :</p> <p>“Most of the plans to reduce the opening hours of ticket offices in London TravelWatch’s remit were withdrawn. Most of the stations were over 12 transactions per hour rule. Some proposals were accepted, for example, Berrylands will be closed on Saturdays. The proposals for Strawberry Hill were not all agreed to by the Secretary of State.”(minute 8)</p> <p>ii/iii) Subsequent to this meeting, South West Trains have agreed to retail Oyster. London TravelWatch issued a press release on 12 November 2010 welcoming this :</p> <p><a href="http://www.londontravelwatch.org.uk/news/2010/11/swt_oyster_good_news">http://www.londontravelwatch.org.uk/news/2010/11/swt_oyster_good_news</a></p>	<b>Complete</b>

<b>Meeting</b>	<b>Minute</b>	<b>Action</b>	<b>Action Owner</b>	<b>London TravelWatch owner</b>	<b>Status</b>	<b>Complete</b>
21.9.10	12	To write to the DfT arguing that the two stations at Stratford should be classified as one station.	London TravelWatch	Director, Research and Development	The Director, Research and Development sent an e-mail to the Department for Transport (DfT) on 28 September 2010. A copy is included in annex C of this report.	<b>Complete</b>
21.9.10	C4	To issue a press release arguing that Oyster card anomalies, which result in higher fares, should be reimbursed to passengers.	London TravelWatch	Communications Officer	This will be issued once a passenger consents to have their case used as an example for a press release.	<b>In progress</b>

## **Annex B**

### **To confirm what London Underground's policy was on staffed presence at stations**

The following response was received from London Underground on 24 September 2010.

"We monitor staff visibility and deployment via the Staff and Information Survey (SIS), an objective measure of how well we are delivering customer information and customer service across the network.

The SIS was introduced in April 2009 and replaced some of the aspects which used to be measured by Mystery Shopping Survey (MSS). The reliability and condition of our assets will continue to be measured in the Contracts Mystery Shopping Survey. The SIS focuses on customer service and real time information, two key areas in our drive to deliver a world class service for our customers.

The 'staff: customer service' portion of the SIS covers the following areas :

- The appearance, politeness, helpfulness and friendliness of staff
- Whether enquiries are dealt with satisfactorily in terms of the information received
- Knowledge of staff within certain topic areas, eg :
  - Accessibility
  - Ticketing
  - Familiarity with the network
  - Key London locations
- Visibility and deployment of staff

The last bullet point specifically addresses the concern you highlight below.

Of course our station management teams also monitor staff performance directly. The duty station management teams on every station group are expected to spend the majority of their time out on our stations monitoring staff performance and ensuring that staff are demonstrating the appropriate behaviours.

Where there are issues identified with a particular member of staff, via whatever means, we have established paths to address poor performance or specific development needs. These can range from coaching, setting targets about both performance and behaviours via our structured performance and development process, through to issuing corrective action plans requiring improvements in specific areas."

## **Annex C**

### **To write to the DfT arguing that the two stations at Stratford should be classified as one station.**

The following e-mail was sent to the Department for Transport (DfT) on 28 September 2010 :

To Michael Dollin and Mike Ainsworth, Department for Transport

Dear Both

I have been asked to write to you following a discussion at our Fares and Ticketing Committee earlier this month. We have been asked by Newham Council to take up the issue(s) related to the acceptance of National Rail tickets on the Docklands Light Railway (DLR) when it opens between the International and Regional stations at Stratford in late 2010/early 2011.

So far we have managed to get agreement from the various parties that tickets marked with a '+' sign as per usual cross London arrangements will be honoured by the DLR, but that tickets to either Stratford station to get to the other one will not be honoured. We feel that this is unacceptable for the following reasons :

1. Up to now it has always been assumed that the Regional and International stations have been and are treated as one destination, and therefore to introduce now the concept that they are two separate destinations is / will be confusing to passengers.
2. That although the original planning consent talked about a mechanised link, it did not specify that this could be charged for – it was regarded more in the spirit of an airport travelator or Personal Rapid Transport (PRT) or shuttle (I confirmed this understanding with Hugh Sumner at the Olympic Development Agency).

DLR have obviously said that they wish to be paid for allowing passengers to travel, and we have no objection to the idea that passengers must have a valid ticket, but we do not see any benefit in introducing this distinction between the two stations just because various rail industry parties cannot agree on how much revenue is or is not apportioned to them. We would therefore like the DfT to use its influence with London & Continental Railways, Southeastern and National Express East Anglia to come to a more reasonable and passenger friendly arrangement such that any ticket issued to Stratford whether International or Regional is honoured on the DLR between the two stations.

You will also note Dominic's complaints that National Express East Anglia will not/have not upgraded their ticket vending machines (TVMs) to issue tickets for High Speed one (HS1) even though passengers need to have one of these tickets to get through the barrier line to get on the shuttle bus service.

Yours sincerely

Tim Bellenger  
Director, Research and Development