
Minutes

Agenda item: 4
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**Minutes of the Transport Services Committee meeting held on 5 October 2011 at
6 Middle Street, London EC1**

Contents

- 1 Chair's introduction, pre-meeting announcements
- 2 Apologies for absence
- 3 Declarations of Interest
- 4 Minutes
- 5 Matters arising (TRS015)
- 6 Actions taken (TRS016)
- 7 'Year of the Bus' review (TRS017)
- 8 Development of train services for the Chiltern route (TRS018)
- 9 Consultation on transport accessibility
- 10 Victoria line presentation
- 11 Network Rail network planning proposals
- 12 National Rail performance report (TRS019)
- 13 Major projects review
- 14 Any other business
- 15 Resolution to move into confidential session

Present

Members

David Barry, Terry Bennett, Gail Engert (Chair), Sharon Grant (from item 5), Sophia Lambert (Deputy Chair), David Leibling

Guests

Matt Winfield Stakeholder Engagement Manager, Transport for London (TfL) (from Item 4)

Secretariat

Tim Bellenger	Director, Policy & Investigation
Gytha Chinweze	Executive Assistant
Janet Cooke	Chief Executive
Bryan Davey	Director, Public Liaison
Poonam Hayer (Items 8-13)	Policy Officer
Kate Lewis (Item 7)	Corporate Support Assistant
Sharon Malley	Executive Assistant (minutes)
Vincent Stops	Policy Officer

Minutes

1 Chair's introduction and pre-meeting announcements

The Chair welcomed members, officers and guests to the meeting and made the standard housekeeping and safety announcements.

2 Apologies for absence

No apologies were received.

3 Declarations of interest

There were no additional declarations of interest.

4 Minutes

The minutes of the Transport Services committee held on 6 July 2011 were agreed and signed as a correct record.

It was agreed that the issue of the changes to the District line services at Olympia should be put on the workplan for review in six months' time.

Action: Executive Assistant

5 Matters arising (TRS015)

5.1 Transport for London complaints data

It was agreed that the Chief Executive would raise the publication of TfL's complaints data at her meeting with Stephen Critchley, which had been arranged to discuss performance in general. If this did not result in a satisfactory outcome, the matter would be escalated to Peter Hendy.

Action: Chief Executive

5.2 Travel Support Card

It was noted that the National Autism Society was producing a card to draw people's attention to the particular needs of those with autism. It would be useful for TfL's Travel Support Card to include those with conditions such as autism.

5.3 List of road congestion hotspots

It was agreed that the list of road congestion hotspots made a useful starting point for future work. The Policy Officer would seek further details from TfL to refine the list before taking it forward with TfL's Head of Streets. In addition, it would be considered as a potential issue for inclusion in London TravelWatch's forthcoming work in advance of the London elections.

Action: Policy Officer

5.4 Safety & Policy Adviser knowledge transfer

The work around knowledge transfer from the Safety & Policy Adviser was being incorporated as part of the succession planning programme and the action should therefore be marked as complete.

Action: Executive Assistant

5.5 Boroughs with low rates of accessible bus stops

The Policy Officer stated that he intended to discuss the introduction of further accessible bus stops with those borough that have the lowest rates before the next meeting of the Transport Services committee.

Action: Policy Officer

5.6 Update on formal investigations into rail safety incidents

Members noted a recent incident in which a partially sighted passenger had fallen from the platform at Clapham North, where there was no tactile paving installed. Members noted that tactile paving was now so common that in situations where it was not installed its absence was potentially very dangerous.

5.7 Update on Countdown signs at bus stops

Members noted with disappointment that TfL no longer planned to ensure that Countdown signs would be installed at priority bus stops. It was agreed that the Policy Officer would write to the Mayor of London in those terms.

Action: Policy Officer

It was agreed that it would be useful if Countdown signs could be introduced at bus stations.

6 **Actions taken** (TRS016)

It was noted that the Director, Policy & Investigation, was planning to attend another meeting to follow up work relating to the publication of meaningful performance data for London Underground passengers.

It was noted that London Underground did not publish reliability data at its stations, unlike at national rail stations.

It was noted that proposals to carry out work on overhead wiring between Liverpool Street and Shenfield in July 2012 may have an impact on the Olympics and the Director, Policy & Investigation had raised concerns with the Olympic Delivery Authority and others.

7 **'Year of the Bus' review** (TRS017)

The Policy Officer presented a report reviewing the outcomes of London TravelWatch's recent focus on bus services.

It was noted that it may be useful to know more about how factors such as reliability and overcrowding were measured on buses, and that information on how often buses fail to stop to collect passengers would be worthwhile.

It was agreed that London TravelWatch should monitor routes that might have been affected by the opening of the East London Line and ensure that, where necessary, changes to routes were made.

It was agreed that the focus on the bus had been important and worthwhile. London TravelWatch's research on bus passenger priorities should be highlighted in its manifesto.

Action: Policy Officer

8 **Development of train services for the Chiltern route** (TRS018)

The Director, Policy & Investigation, presented a report on London TravelWatch's aspirations for the development of the Chilterns routes.

Members had seen a draft of the document in February and the current version had been updated to take account of their comments and those of stakeholders who had responded to the consultation on the initial draft. The current version included changes relating to the addition of a pre-development stage, an expanded section on the need for an interchange at West Hampstead and the deletion of the support for the Uxbridge branch of Crossrail.

The report was agreed, with the Director, Policy & Investigation to focus on highlighting the possibility of developing West Hampstead station into the main interchange on the route. Work would include discussions with local media, local political representatives and local groups, to gain support.

9 Consultation on transport accessibility

Stephen Trinder, Principal Transport Planner, and Stephen Golden, Head of Equality & Inclusion, both from TfL, gave a presentation on the Mayor's transport strategy accessibility implementation plan. The presentation covered the following main points:

- TfL was consulting on proposals to implement the accessibility aspects of the Mayor's Transport Strategy
- The Transport Strategy took a 'whole journey' approach to accessibility, seeking to ensure that those with mobility difficulties could make entire journeys from door to door
- This required review of issues such as journey planning, better street environments, more accessible transport modes including the buses, trains and tubes themselves, accessible interchanges, ability to get from platforms onto trains, and better staff training and awareness
- Other options for transport including Dial-a-Ride and private cars making use of the Blue Badge scheme
- The objective was to reduce the difference in journey time between step-free routes and whole-network routes by between 30% and 50% and to increase the amount of London that was accessible within 90 minutes of home via the step-free network from 50% to 80%
- Consultation on the draft report was open until the end of October and the finalised report was due by the end of 2011

Members commented that they would like to see further information about accessibility at stations, such as marking those stations on maps that had 10 or fewer steps or those that had very difficult interchanges. It might also be beneficial to provide the information on the Journey Planner website.

It would be helpful to some mobility-impaired passengers to know where to stand on curved platforms so that they would not have to cross large gaps to reach the doors.

Members said they would like to see TfL take action on pavement clutter such as advertising A-boards as they caused problems for people with mobility difficulties.

The Chief Executive stated that at previous London TravelWatch passenger engagement events many disabled residents had told her that they were not aware that they could use buses and that more work on promoting the accessibility of buses would be worthwhile.

The Director, Policy & Investigation, raised concerns about unadopted roads and the problem they can cause if they are not maintained to a reasonable standard. An example

was around Kent House station in Bromley, where there were very few paved streets in the vicinity of the station.

In response to questions from members about the incident in Clapham North station affecting a visually impaired passenger, Mr Golden said that all Northern line stations would have tactile paving installed as part of the upgrade programme. He added that he had considered the installation of stick-on plastic tactile strips, as used in some other metro systems, but it was found not to be robust enough for use on the Underground and could potentially cause problems of tripping.

Mr Golden acknowledged that bus driver training was of key importance in ensuring that passengers with mobility difficulties could use the bus network and work on this was ongoing.

10 Victoria line presentation

John Doyle, Victoria Line General Manager, and Graham White, Victoria Line Upgrade Delivery Manager, both of London Underground, gave a presentation on recent performance of the Victoria line. The presentation covered the following points:

- The Victoria line was opened in 1968 as the world's first automatic railway and has seen a 13% increase in demand since 2000
- The line was undergoing upgrade work costing approximately £1 bn
- Work has already been carried out to replace the entire fleet with new stock, install a new control centre, track and signalling and implement the regenerative braking system
- Work was now ongoing to remove the old signalling and increase the service to a total of 33 peak and 24 off-peak trains per hour by January 2013
- Measures to improve reliability were being introduced, including revisions to the 'sensitive edge' door technology, changing the design of the passenger emergency alarm, improving trackside signalling equipment, increasing tolerances of train components and deep-cleaning dust vents and grilles

In response to questions, Mr Doyle said that he was actively looking for ways to cool the trains, including regenerative braking, upgrades to tunnel ventilation and cooling three more stations.

It was noted that the possibility of a station at Northumberland Park was considered very carefully prior to beginning the upgrade programme but it was not possible to make the business case for it bearing in mind the need to segregate the new station from the train depot.

The Chair thanked Mr Doyle and Mr White for their presentation.

11 Network Rail network planning proposals

The Director, Policy & Investigation, reported on proposed changes by the DfT to the way Network Rail planned for changes to the rail network. The changes would mean that the network was planned according to particular routes, such as Liverpool Street to Cambridge, or particular markets, such as London Commuter, rather than the current arrangement of reviewing by franchise. The DfT believed this would be more flexible and responsive than the present arrangement.

12 National Rail performance report (TRS019)

The Policy Officer presented the report on Network Rail's performance during Quarter 1 of 2011-12. It was noted that the overall public performance measure had decreased slightly compared to the same period last year and that there had been a decrease in train operators' overall performance this quarter, compared with the same period last year.

It was noted that London TravelWatch hoped to invite the British Transport Police to attend a forthcoming meeting of the Transport Services committee to comment on issues such as cable theft that might be affecting reliability of services.

13 Major projects review

The Policy Officer updated members on the current position in respect of major transport infrastructure projects. It was noted that although TfL's step-free stations projects were deferred following funding cuts, the DfT's Railways for All continued and Network Rail was working to improve accessibility at several London stations in advance of the Olympics.

It was also noted that the Stratford extension of the DLR had now opened, as was the upgraded Green Park station for full step-free access.

14 Any other business

There was no other business.

15 Resolution to move into confidential session

The meeting resolved, under section 15(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the next following item/s, that it was desirable in the public interest that the public should be excluded from the meeting.

In confidential session, members considered research into passenger compensation schemes and research into incomplete journeys on Oyster and reviewed the meeting.