
Minutes

Agenda item: 4
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Minutes of the Transport Services Committee meeting held on 7 December 2011 at 6 Middle Street, London EC1

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Present

Members

David Barry, Terry Bennett (Items 1-9), Gail Engert (Chair), Sharon Grant (from item 5), Sophia Lambert (Deputy Chair), David Leibling

Guests

Lilli Matson	Head of Delivery Planning for TfL Better Routes & Places (Item 7)
Siwan Hayward	Deputy Director, Community Safety, Enforcement & Policing, TfL (Item 8)
Steve Buton	Director, Community Safety, Enforcement & Policing, TfL (Item 8)
Julie Dixon	Head of Marketing & Communications, TfL London Rail (Items 12-13)
Akosua Tseyayo	Stakeholder Researcher, TfL

Secretariat

Keletha Barrett	Policy Assistant (Item 10)
Tim Bellenger	Director, Policy & Investigation
Gytha Chinweze	Executive Assistant (from Item 6)
Janet Cooke	Chief Executive
Poonam Hayer	Policy Officer (from Item 9)
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 reported that the Safety & Policy Adviser, who was unable to attend the meeting, had forwarded comments about a number of matters arising from the previous minutes. In relation to minute 5.6, he reported that Clapham North and Clapham South stations were unusual in being the only two beneath-ground stations on the Underground network that had an island platform, which meant that the incident of a partially sighted passenger falling onto the opposite track was not one that was likely to be replicated elsewhere. London Underground (LUL) was still investigating the incident and possible solutions and the issue would remain on the Matters Arising report until the Rail Safety & Standards Board had reported.

In relation to minute 6, the Safety & Policy Adviser reported that LUL did not publish reliability statistics at stations as previous attempts to replicate the data published by train companies under the terms of their franchises did not appear to be of great interest to Underground passengers. Instead, and in consultation with London TravelWatch, LUL decided to publish detailed reliability information on its website and allow the poster space to be used for other information campaigns.

In relation to minute 8, the Director, Policy & Investigation, reported on productive discussions with Chiltern Railways over the previous few weeks. Chiltern was consulting on changes to its public service requirement and proposing a more standardised peak hour service pattern.

Chiltern was interested in pursuing the development of an interchange at West Hampstead station and London TravelWatch welcomed this. The Chief Executive said that the West Hampstead issue was being promoted to the Mayoral candidates and it may be possible to add it to the London TravelWatch work plan for next year.

In relation to minute 7, the Director, Policy & Investigation, reported that Transport for London (TfL) had seen some changes in usage of bus routes in the Hackney area following the opening of the East London line and that TfL was reviewing the provision of services there as a result.

5 Matters arising (TRS021)

5.1 Boroughs with low provision of accessible bus stops

The Policy Officer reported that he had written to the Chief Executives of those boroughs with the lowest provision of accessible bus stops but had no response to date.

5.2 Distribution of Countdown signs at bus stops

The Policy Officer reported that he had written to the Mayor of London commenting on his decision not to change the location of some bus stop Countdown signs and that he had received a reply, which would be circulated to members and appended to the minutes.

6 Actions taken (TRS022)

The Actions Taken report was noted.

7 Safety of cyclists

The Chair welcomed Lilli Matson, Head of Delivery Planning for TfL Better Routes & Places, and introduced the item on cyclist safety as part of London TravelWatch's ongoing interest in the safety of transport users. Ms Matson reported that her role covered safety of all surface transport modes and that cyclist safety was currently of concern as a result of a series of recent cyclist collisions on TfL roads. She hoped to return to London TravelWatch in the new year to discuss road safety more generally but her current presentation focused on cyclists. It covered the following points:

- The rate of cycling in London had been increasing but the absolute number of cyclists involved in collisions resulting in being killed or seriously injured (KSI) was declining and the rate of decline per trip was even greater.
- The number of cyclist fatalities had been around 15-16 per year over the last five years, before which the level was higher. 12 of the 16 fatalities in 2011 involved a goods vehicle, of which 7 were construction vehicles.

- TfL's work on improving cycle safety included the production and delivery of the Cycle Safety Action Plan, which covered engineering safer routes, educating cyclists and drivers and enforcing road safety regulations.
- In relation to problems with HGVs, TfL was involved in a trial to test the efficacy of sensors on trucks that would give additional information to drivers about the presence of cyclists and pedestrians in their blind spots. TfL was also working on HGV driver education campaigns and lobbying for retro-fitting of side guards on construction vehicles.
- Education campaigns were also being pursued among other road users and Ms Matson agreed to report back to London TravelWatch with the number of individuals who had taken part in adult cycle training.

Action: Executive Assistant

- TfL was reviewing all design proposals for new junctions on its road network to ensure cycle safety, and would also review all existing junctions on the Cycle Superhighway. This was a considerable undertaking and would take some time but would be worthwhile.
- In the first year of the Cycle Hire scheme, there were 35 slight collisions, 6 serious collisions and no fatalities.

In response to questions, Ms Matson said that around 6% of collisions resulted from cyclists jumping red lights and this formed part of the education campaigns.

Ms Matson noted that the Department for Transport had undergone a considerable restructure and that TfL was seeking to ensure that cyclist safety remained a high priority within the Department.

The Policy Officer welcomed TfL's decision to review junctions on the Cycle Superhighway, which was an action London TravelWatch called for during the consultation on the Cycle Superhighway proposals.

The Chair thanked Ms Matson for her presentation and for her responses to questions.

8 Safer travel at night (TRS023)

Steve Burton and Siwan Hayward, Director and Deputy Director of Community Safety, Enforcement & Policing at TfL, gave a presentation on work to improve passenger safety in relation to use of taxis and minicabs at night. The presentation covered the following points:

- Education of vulnerable taxi users (predominately younger women who were out late at night and may have been drinking) about the risk of using unlicensed mini cabs and the alternatives that were available.

- The difficulty of targeting the message without appearing to blame the victims.
- The implementation of the “Safer travel at night” campaign involved awareness raising, provision of alternative transport options, better transport information and regular enforcement.
- Previous campaigns had used hard-hitting imagery to get the message through, with the new campaign moving from the word ‘unlicensed’, which many people did not understand, to ‘unbooked’, which was more readily understood.
- Work was being carried out with clubs, operators and licensing authorities to promote safety. In addition, panels were being introduced to consider difficult or marginal taxi licence applications, which allowed authorities to take a more nuanced view of applications.
- TfL was now using the Proceeds of Crime Act to confiscate cars and other assets from persistent taxi touting offenders. In addition, taxi touting was now an arrestable offence, which meant that DNA could be taken from touts and this had led to some successful cold-case prosecutions.
- The Safer Travel at Night initiative had resulted in reducing the amount of touting, the usage of illegal cabs by women had also reduced and several arrests had been made for touting.

It was agreed that London TravelWatch would link from its website to the Cabwise page on TfL’s website. In addition it would support the launch of the December Safer Travel at Night programme through its own press release.

Action: Communications Officer

The Policy Officer presented his report updating members on the Board’s work on taxi and mini cab safety. He welcomed the Home Office’s decision on enhanced CRB checks for taxi drivers, which London TravelWatch had called for. He also presented TfL’s report on taxi and mini cab safety, which members noted.

The Chair thanked Ms Hayward and Mr Burton for their informative presentation and the subsequent discussion on safety.

9 Walking through Paddington

The Policy Officer updated the meeting about the event held the previous day at Paddington station to discuss the conclusions of London TravelWatch’s Walking & Interchange report.

It was agreed that the event was a useful way of bringing together a range of disparate stakeholders who had not previously been communicating with each other to discuss issues such as planning permissions and listed building consents that would be required to improve the station for transport users.

It was agreed that London TravelWatch should review the implications of Crossrail on particular stations, for example the closure of Farringdon. It would be important to conduct research beforehand to ensure the right questions were being asked. It was important to clarify London TravelWatch's role as a statutory consultee in relation to Crossrail.

Action: Director, Policy & Investigation

10 National rail performance report (TRS024)

The Policy Assistant presented the National rail performance report, which stated that cable theft had been a major cause of disruption in the previous period, along with flooding on the Brighton main line that had disrupted Southern services.

London TravelWatch welcomed London Overground's continued improvement both in relation to performance and significant lateness.

It was agreed that officers would consider the possibility of reporting responsibility for disruption within the performance report.

Action: Director, Policy & Investigation

It was noted that National Express East Anglia continued to have low performance measures but that the franchise would be taken over by Abellio from February and it may be appropriate to invite Abellio to a meeting after that.

Action: Executive Assistant

11 Major projects review

The Director, Policy & Investigation, reported that there would be a delay of several months in reopening Blackfriars Underground station and that London TravelWatch had not been given advance notice of this decision. The station was not now likely to reopen until later in the new year.

Members welcomed the opening of the new Bankside entrance to the mainline Blackfriars station, which allowed Blackfriars to be accessed from both north and south sides of the river.

12 Cable car update

Julie Dixon, Head of Marketing & Communications at TfL London Rail, gave a presentation on the new London cable car river crossing, now known as the Emirates Air Line. The presentation and discussion covered the following issues:

- The benefits of the project, including speed of build and provision of alternative transport services to the Greenwich peninsula for residents and visitors.
- Likely demand for the service and possible fare structures. It was noted that TfL was aiming to cover the operating costs but also wanted to ensure the Air Line was accessible to regular commuters as well as people making leisure trips. Ms Dixon reported that TfL was considering options including carnet bundles and discount systems. She hoped to be able to begin finalising the fare structure in February 2012.
- Operating issues, including its capacity of 2,500 passengers per hour in each direction, the target opening date of Summer 2012 and standard operating hours of 7.00-8.00 am to 8.00 pm, with the possibility of opening later on event days.
- A computer-generated fly-through that showed how journeys would feel from a passenger point of view.

13 Transport for London service update boards

Ms Dixon went on to give a presentation on TfL's electronic service update boards, which covered the following points:

- TfL's electronic service update boards (also known as 'rainbow boards') were being reviewed to ensure they were giving out the best and most relevant travel information to passengers. TfL also wanted to ensure the boards were flexible enough to handle events such as snow, strikes or the Olympics.
- TfL carried out direct research with its passengers to inform the review, with findings that included that passengers wanted to have disrupted lines grouped together at the top of the board with 'good service' and 'minor delays' listed alphabetically beneath.
- The first phase of changes to the boards had now been implemented with further changes to be made by May 2012.

It was agreed that the phase 2 changes would represent a significant increase in the provision of information for passengers during periods of disruption.

The Chair thanked Ms Dixon for two useful presentations and engaging with members in discussions.

14 Any other business

It was noted that the TfL performance report that had been considered in draft at the previous meeting was now available on London TravelWatch's website.

Members considered the Director, Policy & Investigation's report on transport issues in areas affected by civil disorder in Summer 2011. It was noted that Darra Singh had now published an interim report on the civil disorder and some reference to transport was included in that.

The Director, Policy & Investigation, noted that this report was an attempt to bring together various transport proposals that had been considered in particular areas over a period of many years. It was agreed that the report provided a useful starting point for those considering regeneration projects in affected areas and members welcomed the positive initial feedback from London boroughs and TfL.

It was agreed that the report should be circulated widely including to the relevant boroughs, Assembly Members, Mayoral candidates and relevant users groups (including the Barking & Gospel Oak users).

Action: Director, Policy & Investigation

Members agreed to note a formal vote of thanks to Bryan Davey and Patti Tobin, the Director, Public Liaison and the Finance Director, who were leaving London TravelWatch at the end of December 2011 after many years' excellent service.

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 reviewed the meeting.