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## Minutes

Agenda item 5  
Drafted 13.08.12

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### Minutes of the meeting of the Board held on 24 July 2012 at London TravelWatch

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#### Present

##### Members

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

##### Stakeholder Representatives

Matt Winfield Stakeholder Engagement Manager, TfL

##### Local transport users

##### Secretariat

Tim Bellenger	Director, Policy and Investigation
John Cartledge	Safety and Policy Adviser
Janet Cooke	Chief Executive
Richard Freeston-Clough	Communications Officer
Susan James	Casework Manager (Items 8 and 9)
Sharon Malley	Executive Assistant
Vincent Stops	Policy Officer (Item 11 to end)

## **1 Chair's introduction and pre-meeting announcements**

The Chair welcomed members, officers and guests to the meeting and gave information about fire and safety to attendees.

## **2 Apologies for absence**

There were no apologies for absence.

## **3 Declarations of interest**

There were no additional declarations of interest beyond those included on the London TravelWatch website.

## **4 Chair's activities and Passenger Focus update**

The Chair reported that she had been focused on the premises move as London TravelWatch moved from offices in Middle Street to new offices in Dexter House. She thanked the work of staff, and in particular that of Kathiravan Uthayanan, who was with London TravelWatch on secondment from Network Rail, for all their help.

David Leibling said that the most recent meeting of Passenger Focus had been held in Swindon and had considered Passenger Focus's research report, Short and Tweet, which was a survey on use of social media during periods of service disruption. It found that people did want information in a short, polite format but did not want over-familiarity or bland messages that did not provide useful information.

Passenger Focus members had also looked at bus service reductions, ticket office opening hours and refranchising.

## **5 Minutes**

The minutes of the meeting of 29 May 2012 were agreed and signed as a correct record.

It was noted, in relation to Item 4, that a meeting was being arranged with Isabelle Dedring, the Deputy Mayor with responsibility for transport.

In relation to Item 6.1, about Transport for London's complaints data, it was agreed that London TravelWatch would submit a Freedom of Information request to obtain the data. Matt Winfield said that the data would be made available to London TravelWatch in advance of the September TfL Board meeting. It was noted that if the information was forthcoming the Freedom of Information request would be unnecessary.

**Action: Policy Officer/Executive Assistant**

The minutes of the meeting of the Governance Committee of 29 May 2012 were noted.

## **6 Matters arising (LTW407)**

### **6.1 Redress for pedestrians following trips on the TLRN footway**

It was noted that this item needed to be progressed, through a meeting with the relevant TfL officer and updating the London TravelWatch website.

**Action: Policy Officer**

### **6.2 Fixmytransport.com**

It was noted that the question of fixmytransport.com and its relationship with TfL and other transport authorities was due for consideration at a future Consumer Affairs committee.

### **6.3 TfL's use of the Data Protection act**

It was agreed, subject to discussion with the Casework Manager, that this item should be regarded as complete as the concerns that caused it to be raised originally appeared to be overcome.

**Action: Executive Assistant**

### **6.4 High Speed 2 rail link**

It was noted that London TravelWatch's work in relation to the High Speed 2 would focus on the impact on London. The Director, Policy and Investigation, was meeting with Department for Transport officials on the day after the Board meeting and would raise this with them then.

## **7 Actions taken (LTW408)**

The report on actions taken by officers was noted. David Leibling said that only one of the meetings on the list was with TfL officers. The Chair said that meetings with TfL were now combined into a single meeting rather than holding a series of separate meetings with individual TfL heads. This had led to a long but productive meeting.

## **8 Closure of Ealing Broadway-Kensington Olympia-Wandsworth Road service (LTW409)**

The Director, Policy and Investigation, presented his report on the proposals for the closure of the service between Ealing Broadway and Wandsworth Road. He said that London TravelWatch had received a number of objections to the proposals from users, some objecting to the principle and the process behind the proposals. Others pointed out the potential growth in ridership in the future if the lines concerned were reused for additional services. In addition, there was a disadvantage to passengers who used the route from Milton Keynes to South Croydon if the alternative route via Wandsworth Road was not available during periods of disruption.

The Director, Policy and Investigation, drew members' attention to the recommendations outlined in paragraph 9 of the report. In particular, London TravelWatch should refuse consent to close the section of the route between

Longhedge Junction and Latchmere No 1 junction because of the impact on users of the Milton Keynes to South Croydon service and the no cost to DfT of maintaining the existing service. However, it should accept the closure of the sections of the route between Willesden West London Junction to Acton Wells Junction, and Acton Wells Junction to Acton East Junction.

The Safety and Policy Adviser suggested that it may be worthwhile seeking to link the Acton stations for fares purposes to enable their use by passengers with not-via-London tickets.

The recommendations set out in the report were agreed, along with the proposal to recommended linking the Acton stations for fares purposes.

## **9 Rail franchises and the implications for passengers in London**

The Director, Policy and Investigation, gave a presentation on the franchises that were under consultation and would have an impact on travel in London.

During questions, the Director, Policy and Investigation, said that it was likely that the cost of providing additional services would be recouped from fares via higher access charges.

He highlighted some of the controversial and problematic aspects of the franchises, including the proposed changes to the routing of the Wimbledon loop, the retention of TfL commitments on some Southern services and the absence of proposals for devolution to the Mayor of London. It was noted that there were no proposals for the electrification of services between Gospel Oak and Barking, nor West Ealing to Greenford, nor Uckfield to London Bridge.

It was agreed that the proposal to include shorter routes to Moorgate in the East Coast mainline franchise was not best for passengers as the needs of commuters on the shorter routes were often in conflict with those of passengers travelling longer distances.

The Director, Policy and Investigation, said that he would send the draft responses to members as they were completed.

## **10 Update on options for Tramlink**

David Leibling gave a presentation to members on future options for the Tramlink service. The presentation had previously been given by TfL to stakeholders, including Mr Leibling.

It was noted that there had been some improvements at West Croydon station following London TravelWatch's work and that six new trams were now in service which has allowed an increase in frequency between Therapia Lane and Elmers End.

The proposals for extending the Tramlink service were outlined in priority order, and included extensions at Crystal Palace, Sutton and Bromley. Mr Leibling said that options for other extensions required either wide roads or disused railway lines.

**11 Transport for London performance report (LTW410)**

The Policy Officer presented London TravelWatch's report on TfL's performance for Quarter 4 2011-12. He apologised for the delay in producing the document, which was caused by waiting for the data from TfL.

He said that London Streets remained below target for journey time reliability but did not appear to have bottomed out the reasons as yet, which was why London TravelWatch still rated it as Amber.

Tramlink, the scores for which had previously dipped, was back at good levels, having responded to the issues that had caused the previous problems.

It was noted that the new iBus system would now hold a considerable amount of data about bus performance and it would be useful to know how that information could be analysed to assess bus performance at a more detailed level.

**Action: Executive Assistant**

It was noted that the Dial-a-Ride booking satisfaction score was high, at 76%. It was noted that the score reflected only the experience of users and not those who had used the service previously but decided not to continue. However, the service did appear to have improved over the past 18 months.

The Chair noted that it was good to see so many green lights against the various indicators but there remained some questions about the measures themselves. It was noted that it would be useful to audit the measures and be clearer about what each score actually meant.

**Action: Policy Officer**

**12 Annual review and accounts (LTW411)**

The London TravelWatch annual review and accounts for the year 2011-12 were noted.

**13 London TravelWatch meetings calendar 2013 (LTW412)**

The London TravelWatch meetings calendar for 2013 was noted.

**14 Any other business**

David Leibling said that the Mayor of London was asking for submissions to the London Roads Taskforce by 14 September. It was agreed that London TravelWatch would submit its views, possibly in partnership with the Assembly if it was considered appropriate.

Mr Leibling also said that he had produced a report on parking that was available on the RAC website.

**15 Resolution to move into confidential session**

It was resolved, under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the item(s) to be discussed, it was desirable in the public interest that the public should be excluded for a section of the meeting.

During the confidential session, members reviewed the meeting.

The next meeting of the full Board will be held on 27 November 2012.