
Minutes

Agenda item 5
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Minutes of the meeting of the Board held on 25 September 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)

Guests

Mark Evers Director, Games Transport, Transport for London

Stakeholder Representatives

Matt Winfield Stakeholder Engagement Manager, TfL

Various local transport users

Secretariat

Tim Bellenger	Director, Policy and Investigation
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 (Items 9 to 11)

1 Chair's introduction and pre-meeting announcements

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

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 her main focus during period since the previous Board meeting had been the Olympic and Paralympic Games and she was pleased to note the London TravelWatch had been influential in relation to travel demand management.

The London TravelWatch business plan had been submitted to the London Assembly and accepted without amendment.

Continuing with London TravelWatch's commitment to accessibility and step-free access, the Chair said that she had been working with the Director, Policy and Investigation, on an issue at Alexandra Palace station. Network Rail was undertaking extensive improvement works at the station, including the provision of a completely new platform, and was including passive provision for a lift at a future date but was not installing a lift as part of these works on the grounds of cost. This was despite the station being accessed only via a steep staircase at present.

The Chair had corresponded with Network Rail, the Office of Rail Regulation and the Department for Transport over the application of European and domestic regulations for step-free access when works such as these were undertaken. She said that the works had been described to the DfT as 'platform works', which would generally refer to fairly minor works and therefore had not triggered the application of the regulations for step-free provision. However, she believed the works were, in fact, considerably more extensive than simply platform works and that step-free access should have been provided.

It was agreed that the Director, Policy and Investigation, would review the process for derogation and whether the derogation had been fully explored in this case.

Action: Director, Policy and Investigation

David Leibling updated members with work at Passenger Focus. He said that the Passenger Focus board had reviewed a report on smart ticketing and ticketing methods of the future such as the use of smart phones.

Mr Leibling said that Passenger Focus had been offered £400,000 by the DfT to carry out research on smart ticketing and officers were currently assessing how best to accommodate the project with their existing workload.

Passenger Focus had seen an increased number of appeals about train services with East Coast in particular continuing to perform badly. It was suggested that train operators at the end of their franchises may have a tendency to allow customer

service standards to slip. Passenger Focus would be approaching the DfT for additional funding to service this increased work. Given that London TravelWatch was also experiencing higher appeal volumes, this might be a path it would also like to follow.

Passenger Focus had been given £100,000 to put its surveys and appeals data online. They had also been given £460,000 to assist with the cost of their relocation.

Mr Leibling said that 18 names had been shortlisted for their Board vacancies and that it was thought the Board would comprise nine in total.

In recognition of the fact that it was Sharon Grant's final meeting as Chair of London TravelWatch, Mr Leibling gave thanks for her extremely hard work during what had sometimes been a difficult period for the organisation. The Chief Executive also thanked the Chair for her focus on securing the future of the organisation. She noted that it was appropriate, given the Chair's commitment to improving customer service, that her final Board meeting would look at the legacy from the Olympic and Paralympic games as well as data about TfL complaints, both of which focused strongly on customer service.

The Chair thanked Mr Leibling and the Chief Executive for their comments. She noted that Mr Leibling would be acting as Chair until the new Chair was appointed and she wished him and everyone at London TravelWatch good luck for the future.

5 Minutes

The minutes of the meeting of 24 July 2012 were agreed and signed as a correct record, subject to the alteration of the date of the next meeting on the final page.

It was noted, in relation to Item 9, that London TravelWatch had submitted its response to the Thameslink franchise consultation and had objected to the termination of services from the Wimbledon loop at Blackfriars. It had also said that services from Moorgate should remain within the Thameslink franchise rather than be absorbed into the East Coast franchise. It had also called for the electrification of the Barking to Gospel Oak line.

6 Matters arising (LTW413)

6.1 Mayor of London's Roads Task Force

David Leibling said that would be attending the roads taskforce on Monday. It was noted that London TravelWatch was not represented on the taskforce as the Greater London Authority believed that, because TfL was responsible for buses, there was no need for London TravelWatch to attend. However, TfL had a commercial interest in bus operation whereas London TravelWatch was only interested in supporting the travelling public. It was noted that TfL was also responsible for cycles and pedestrians but they were still represented on the taskforce. It was agreed that the Chair would write to Isabel Dedring to explain why London TravelWatch should be represented on the roads taskforce.

Action: Chair

7 Actions taken (LTW414)

The report on actions taken by officers was noted.

8 The Games legacy (LTW415)

The Director, Policy and Investigation, gave a short presentation showing some of travel initiatives that had been successful during the Olympic and Paralympic Games, including clear signage and assistance from the travel ambassadors.

Mark Evers, Director of Games Transport at TfL, gave a presentation about how TfL supported the 2012 Olympic and Paralympic Games. The presentation covered the following points:

- Detailed planning going back to before the bid was submitted in 2005 was the bedrock that ensured transport would work well during the Games period
- £6.5bn was spent on transport investment in the run-up to the Games
- The transport system carried record numbers of people at venues across London, with the tube carrying 35% more passengers than normal during the Olympics and 39% more than usual during the Paralympic Games
- There were twice the number of passengers on the Docklands Light Railway and 54% more passengers on the London Overground during the Olympics
- Games family vehicles exceeded journey time reliability target and achieved journey times 30% quicker than normal
- Despite the volume of passengers and the demands placed on the system transport coped well during both the Olympics and Paralympics, in part because transport was integrated within TfL and other operators worked collaboratively
- In addition, spectators were encouraged to travel by public transport through the provision of free travelcards, extensive travel advice and information and the use of head office TfL staff as travel ambassadors at key public transport locations
- Roads were managed so that pedestrians would have safe routes to venues across London, roadworks were postponed and Games Lanes were only operational when necessary
- Most importantly, passengers had been informed of the potential problems ahead and given advice on how to avoid them, and this travel demand management had assisted with smoothing the peaks across the network
- Businesses had also been flexible in planning their travel, both in terms of employees and deliveries, to avoid the most congested periods and places
- The transport system became more accessible with 66 step-free tube stations, manual boarding ramps at 16 stations, platform humps for level

access to trains and other measures designed to assist passengers with disabilities

- Benefits from the Games should be embedded in the transport network, including better relationships between operators and passengers, more flexibility in the use of the network by businesses and provision for greater facilities for pedestrian and cyclists

In response to questions, Mr Evers confirmed that travel ambassadors' use of hand-held tablet computers was an important way to be able to give real time information to passengers. He said that travel ambassadors were all staff who usually worked in TfL's head office and that he hoped that their work would improve understanding of the business across all staff.

Mr Evers said that road traffic reduced by about 16% in the morning peak during the Olympics and about 10% in the morning peak during the Paralympic Games. The largest group using the roads was the media, but their needs were different to previous Olympics as working methods changed. This information was being passed on to the team preparing for Rio 2016.

Mr Evers acknowledged the role played by London TravelWatch in developing the travel demand management plans and encouraging joined-up working by operators. It was agreed that the use of travel demand management to reduce travel in the 'peak of the peak' was very welcome and it would be good to see it continued. In addition, cycling had increased by 28% and ideally this would be maintained.

Mr Evers confirmed that he wanted to continue to use of the manual boarding ramps if possible. In addition, the travel ambassadors had proved very successful and had been deployed at the Notting Hill carnival in August and were being considered for New Year's Eve.

Discussions continued with the freight industry to consider whether the move to night time deliveries could be maintained. It was noted that deliveries could now be made more quietly than previously but that such a change would need to be made in conjunction with planning authorities and businesses.

When asked whether he would have done anything differently with the benefit of hindsight, Mr Evers said that he may have chosen to promote West Ham as an alternative station for accessing the Olympic park more directly rather than relying on the journey planner website to give that option.

Mr Evers said that negotiations with unions had allowed staff to work flexibly and he hoped this would prove to be a good basis for future discussions around flexible working.

Mr Evers said there had been a reduction in crime on the tube by 19% and on the bus by 3% during the Olympic Games.

The Director, Policy and Investigation, welcomed the flexibility shown by operators when responding to overrunning events late at night by holding back trains and running a later timetable. He said that during discussions with the DfT over changes to simplify the mechanism by which temporary timetable changes were agreed it was suggested that London TravelWatch consider working with Passenger Focus to

develop a good practice guide for this, which could be incorporated in future franchise agreements.

It was agreed that it may be worth reconsidering whether the HS1 route should be integrated into Oyster to encourage alternative services between central London and Stratford.

Members thanked Mr Evers and congratulated TfL for its achievements during the Games period. The report from the Director, Policy and Investigation, was noted, with particular recognition for the Appendix. It was agreed that this should be reviewed again in nine months' time.

Action: Executive Assistant

9 Transport for London complaints data (LTW16)

The Policy Officer presented the report on Transport for London's complaints data. He welcomed TfL's publication of the data, which London TravelWatch had been seeking for some time. The data was presented in the format of the number of complaints per 100,000 journeys, which enabled comparison with train operating companies who also reported their complaints in this way.

The Policy Officer said that the report did not include complaints about streets as TfL had not yet decided how to report that information in relation to the number of journeys.

It was noted that although Dial-a-Ride generated a large volume of complaints to TfL, they handled them well internally so they did not result in many appeals to London TravelWatch.

It was noted that overall the train operating companies generated considerably more appeals to London TravelWatch than the TfL modes. London Overground, as the fourth largest train operating company, maintained good levels of customer satisfaction that were generally in excess of other train companies.

It was noted that presenting the data per 100,000 journeys allowed comparisons between modes but that it would also be useful to see the volume of journeys made for each mode to be able to understand the extent of any problems.

Matt Winfield agreed to circulate copies of the new Big Red Bus book to London TravelWatch. Members were keen to see the advice given to drivers about stopping in bus cages and near flags.

Action: Executive Assistant

It was noted that there was a theme among the complaints relating to ticket vending machines including problems with obtaining change from Docklands Light Railway machines or machines on the DLR, Overground and Tramlink being unable to top up Oyster cards. This may be an area worth further consideration by the Consumer Affairs committee.

Action: Executive Assistant

In addition, the Consumer Affairs committee may like to consider further work based on the complaints data, perhaps isolating the areas for greater analysis and then reviewing specific areas.

Action: Executive Assistant

10 London TravelWatch business plan (LTW417)

The Chief Executive presented the London TravelWatch business plan and budget bid for 2013-14, which had been received by the London Assembly Transport Committee without amendment. She said that the plan highlighted future work on the environmental quality of the transport network, including litter and train cleansing both inside and out.

It was agreed that officers would produce a budget in a format compatible with the monthly accounts for the next Governance Committee.

Action: Executive Assistant

It was agreed that the Chair's covering letter to the Chair of the Transport Committee was important for highlighting the financial difficulties faced by the organisation and the risk that cutting resources further would result in the organisation being unable to carry out its statutory functions. The report was noted.

11 Watford Metropolitan line station closure panel (LTW418)

The Policy Officer presented a report on the findings of the Watford Metropolitan line station closure panel. It was noted that London Underground (LUL) had some concerns about London TravelWatch making representations to the Transport and Works Act Inspector but that London TravelWatch was able to make whatever observations it deemed pertinent. It was also noted that following London TravelWatch's challenge on passenger numbers LUL conceded that London TravelWatch was correct.

The Chair thanked David Leibling and the other members of the panel for their work on this projects.

12 Any other business

There was no other business.

13 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.