
Minutes

Agenda item: 5
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Minutes of the meeting of the Board held on 27 March 2012 at London TravelWatch

Contents

- 1 Chair's introduction and pre-meeting announcements
- 2 Apologies for absence
- 3 Declarations of interest
- 4 Chair's activities and Passenger Focus update
- 5 Minutes of the meeting held on 24 January 2012
- 6 Matters arising (LTW399)
- 7 Actions taken (LTW400)
- 8 Role of London TravelWatch during the Olympic Games
- 9 Appointment of closure panel (LTW401)
- 10 London Assembly review of London TravelWatch (LTW402)
- 11 Any other business
- 12 Resolution to move into confidential session

Present

Members

David Barry, Terry Bennett, Gail Engert, Sharon Grant (Chair), Sophia Lambert, David Leibling (Deputy Chair)
(from Item 8)

Stakeholder Representatives

Matt Winfield Stakeholder Engagement Manager, TfL

Local transport users

Secretariat

| | |
|-------------------------|---------------------------------------|
| John Cartledge | Safety & Policy Adviser (from Item 8) |
| Janet Cooke | Chief Executive |
| Tim Bellenger | Director, Policy and Investigation |
| Richard Freeston-Clough | Communications Officer |
| Sharon Malley | Executive Assistant |
| Vincent Stops | Policy Officer (Item 9) |

1 Chair's introduction and pre-meeting announcements

The Chair welcomed members, officers and guests to the meeting and made the standard housekeeping announcements. She noted that during the pre-election period members and visitors must take special care to observe the special rules of neutrality during their comments.

2 Apologies for absence

There were no apologies for absence. David Leibling sent apologies for lateness.

3 Declarations of interest

There were no additional declarations of interest.

4 Chair's activities and Passenger Focus update

The Chair said that her activities had focused on work relating to the London Assembly review of London TravelWatch, which would be reported further under Item 10 on the agenda. David Leibling would give an update on Passenger Focus activities under Any Other Business.

5 Minutes

The minutes of the meeting of 24 January 2012 were agreed and signed as a correct record.

The minutes of the Governance Committees of 6 December 2011 and 24 January 2012 were noted.

6 Matters arising (LTW394)

It was noted that following a previous discussion at London TravelWatch about the security of wave and pay cards, there had been reports that Barclays had withdrawn its wave and pay cards out of concern that they were not adequately secure.

6.1 Information about slips and trips on TLRN pavements

It was noted that work could begin on updating the website with information for pedestrians without waiting for a meeting with Transport for London (TfL) officers.

Action: Policy Officer

6.2 High Speed 2 rail link

It was noted that this action should be re-worded as it related to London TravelWatch's concerns rather than the Department for Transport's concerns.

7 Actions taken (LTW400)

Members noted that the visit to Canning Town had been useful and provided an opportunity for members to ask questions about development in the area.

The Chief Executive reported that she had been a judge at the London Transport Awards and had presented the award for Contribution to Sustainable Transport.

8 London TravelWatch's role during the Olympic Games

The Director, Policy & Investigation, presented London TravelWatch's evidence to the Transport Select Committee on preparations for the Olympic Games. The evidence focused on two areas: the ability of people to get to the Games events; and the impact on people trying to carry on business as usual in London during Games time.

Members welcomed the news that Stratford Underground and DLR stations would be under the sole management of London Underground during the period of the Games and hoped that sole management would be the permanent position.

Members also welcomed proposals for Paddington station including the potential erection of Legible London signage outside the station and a totem at the Praed Street entrance.

It was noted that visitors to London were often unprepared for its scale and that it would be important that they were aware of how long it took to travel through it.

The Director, Policy & Investigation, gave a brief presentation on how London TravelWatch had worked to date in preparing for the Games and what it would work on in the run-up to the start in July.

It was noted that London TravelWatch did not expect policy issues to arise during the Games themselves as issues of policy would have been raised and addressed before the Games began.

It was noted that normal channels for information about transport services, such as Transport for London or tourist information centres, might be overwhelmed and that London TravelWatch might therefore receive redirected requests for information during the Games period.

The Chief Executive stated that she was not certain at present where London TravelWatch would be located by the time of the Games as an office move was anticipated in early Summer. Once the location of the new office was certain, officers would work on staff travel plans, potential for flexible working and rotas for cover during the Games. In relation to resource implications, the Games was likely to represent an opportunity cost rather than a new cost base as resources would be diverted from other tasks to deal with Games-related activity.

It was noted that London TravelWatch did have a 24-hour number for press enquiries.

It was noted that London TravelWatch staff would need to keep a close track of how transport worked during the Games period, with a view to observing good practice which could be retained, and how legacy projects were delivered in order to fully learn lessons from the Olympics.

It was agreed that feedback from user groups during the Games would be welcomed and it was possible that some mystery shopping may take place to test transport services during the Games.

9 Appointment of closure panel (LTW401)

The Policy Officer presented a report on the need to appoint a panel to consider the closure of the Watford underground station on the Metropolitan line. He said that it would be the first closure to be considered under the 2005 legislation.

The Policy Officer said that there were two processes associated with the closure of Watford station and the creation of a new link to Watford Junction: a Transport & Works Act for the new infrastructure, and a closure panel. At present there were 71 objections to the proposed closure and the deadline for objecting was 13 April.

The closure proposal appeared to have been well advertised with posters in all Metropolitan line stations and an email from TfL to its registered Oyster users in the area.

TfL hoped to provide to London TravelWatch its response to the objections by 11 May and a hearing was likely to happen in early June. The deadline for responding to the Mayor on the closure proposals was 1 September 2012.

It was agreed that David Leibling would chair the closure panel and David Barry and Gail Engert would be members. Sophia Lambert would be a reserve member.

10 London Assembly review of London TravelWatch (LTW402)

The Executive Assistant presented a report showing how the recommendations from the London Assembly review of London TravelWatch had been taken forward.

It was noted that members retained concerns that London TravelWatch's statutory duty to represent passengers geographically across London and passengers with disabilities was not being met by the current membership and welcomed the Assembly's commitment to begin recruiting new members following the London election in May.

11 Any other business

David Leibling reported that Passenger Focus had recently launched the findings of its bus survey and had also held an 'awayday' for staff.

12 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 29 May 2012.