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## Minutes

Agenda item 5  
Drafted 13.07.11

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### Minutes of the meeting of the Board held on 12 July 2011 at London TravelWatch

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#### Present

##### Members

David Barry, Terry Bennett, Gail Engert, Sophia Lambert, David Leibling (Deputy Chair in the Chair)

##### Guests

Hugh Sumner Director of Transport, Olympic Delivery Authority (Item 8)  
Clare Springett Head of Travel Demand Management, TfL Surface Transport (Item 9)

##### Stakeholder Representatives

Matt Winfield Stakeholder Engagement Manager, TfL

##### Local transport users

##### Secretariat

Tim Bellenger Director, Research and Development  
Gytha Chinweze Executive Assistant  
Jo deBank Communications Officer  
Sharon Malley Senior Committee Administrator

## **1 Apologies for absence**

David Leibling reported apologies from Sharon Grant, which meant he would be chairing the meeting, and from the Chief Executive.

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

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

## **3 Declarations of interest**

There were no additional declarations of interest.

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

The Chair reported on activities at Passenger Focus, where the main focus was on its internal reorganisation. In addition, Passenger Focus had been reviewing the McNulty report and producing its own annual report. Passenger Focus had simplified its meetings programme to six Board meetings per year and members' meetings on alternate months. It had had an operational budget reduction of 50%.

## **5 Minutes**

The minutes of the meetings of 24 May 2011 were agreed and signed as a correct record. There were no matters arising not dealt with elsewhere on the agenda.

## **6 Matters arising (LTW381)**

### **6.1 Transport for London (TfL) complaints data**

Matt Winfield reported that the complaints data needed to be analysed so that it was in the same format as that used by the Office of Rail Regulation. Hopefully this would be completed shortly and then cleared internally by TfL for public release.

### **6.2 TfL's use of non-geographic phone numbers**

Members welcomed Caroline Pidgeon AM's concerns about TfL's use of non-geographic phone lines and would be interested to see TfL's response to her on that issue.

**Action: Committee services**

### **6.3 Passenger event in South-West London**

It was agreed that the Communications Officer would report to the next Board meeting on the programme for passenger events for the remainder of the year.

**Action: Committee services/Communications Officer**

#### **6.4 Peter Hendy question and answer session**

It was agreed that details of the question and answer session held with Peter Hendy, Transport Commissioner, at the May Board meeting should be featured as a stand-alone document on the London TravelWatch website as well as being included in the minutes of the meeting.

**Action: Committee services**

#### **6.5 Visit to TfL's roads control centre**

Members had completed a successful visit to TfL's roads control centre. TfL had made significant improvements in processing traffic data and hoped to be able to move to real-time processing in future.

#### **6.6 Submission of unanswered questions from London TravelWatch board to TfL**

It was noted that a handful of questions submitted to London TravelWatch in advance of the question and answer session with Peter Hendy had not been answered at the meeting and that the questions had subsequently been sent to TfL for response. It was agreed that this action should not be marked as complete until the answers to the questions were published on the website.

**Action: Committee services**

#### **7 Actions taken (LTW382)**

The report on actions taken by officers was noted. Members observed that officers had responded to 13 consultations over the two-month period and had chosen not to respond to 56 consultations, which appeared to be the correct targeting of resources. It was agreed that this was work that London TravelWatch should continue to carry out.

#### **8 London's Olympic legacy**

Hugh Sumner, Director of Transport at the Olympic Delivery Authority (ODA), gave a presentation on the transport legacy of the London Olympic Games. The presentation covered the following points:

- Who will be travelling to the Olympic Games, where will they be travelling from and to, and what times of day they will be travelling.
- Which modes of transport they are likely to use and how those modes will be supplemented during Games time.
- How information about travelling will be provided to visitors.
- The legacy of the Games including capital transport infrastructure investment of £6.5bn, integration of sports and transport ticketing, earlier ticket availability, improved customer service training, better walking and cycling routes, considerable improvements to transport in East London, and increased employment and training opportunities for East London residents.

In response to questions, Mr Sumner stated:

- Even though some of the sports sessions were of short duration, the ODA expected visitors to spend long periods in the Olympic park taking part in other activities, which would help stagger the entrance and departure times.
- Visitors could now buy train tickets to the Games, as long as they held a valid sports ticket, and this ability to purchase so far in advance could potentially be continued beyond the period of the Games if agreed by the Association of Train Operating Companies and Network Rail.
- The “temporary” humps and ramps being provided on Underground platforms to improve accessibility would in fact have a lifespan of 10-15 years.
- There had been significant investments by TfL in the road network and the ODA would work closely with TfL during the Games period to minimise any roads disruption, for example ensuring that utility companies did not plan roadworks during the Games.
- Taxi drivers would be provided with an Olympics manual to aid their understanding of how to take passengers to events. In addition, work was underway with TfL to improve communications channels with drivers to enable the provision of real-time information about events. It would be important for taxi drivers to understand how security restrictions would affect them, for example some larger hotels would have security cordons that taxis would not be able to enter.
- The ODA was “confident but not complacent” about its ability to cope with the volume of visitors and contingency planning and testing was underway.
- The ODA was working with TfL, Network Rail, the Highways Agency and others on methods of providing real-time travel information to visitors and these working relationships would hopefully continue throughout the Games period and beyond.

Members thanked Mr Sumner for his useful presentation and agreed that closer integration across different transport agencies would be a beneficial legacy of London 2012.

## **9 Keeping London moving during the Olympics**

Clare Springett, Head of Travel Demand Management at the Olympic Delivery Authority, gave a presentation on managing passenger volumes during the Games. The presentation covered the following points:

- There will be unprecedented demand on the transport system during the Games period and, despite the substantial capital investment, there will be times during the Games when demand is likely to exceed capacity.
- Influencing enough passengers to make enough changes to their journeys will help avoid congestion problems during the Games.

- The Travel Demand Management (TDM) programme aims to influence passenger behaviour temporarily through interventions including the provision of travel advice to businesses, communications around hotspots and information about travel services.
- The TDM team is providing site-specific advice to large businesses in the Olympic area and is also working with business groups representing over 200,000 members as part of the work to disseminate travel information and advice. Businesses are being encouraged to plan ahead and are being warned that transport will be “severely affected” during the Games.
- Extensive information is being provided online for Games visitors to enable them to plan their journeys.

In response to questions, Ms Springett stated:

- She was aware of the need to make use of social media such as Twitter to keep people informed of travel information and work was underway on this.
- There would be a complicated communications challenge around the operation and enforcement of the Olympic Road Network.
- She hoped that by using the phrase “severely affected” businesses would understand the need for flexibility during the Games period. In addition, she was in discussion with BT about the promotion of teleworking during the Games.
- The TDM team was working closely with Olympics planning teams in other organisations, such as the NHS, to ensure that their travel needs were not compromised.
- She was working on “movement management areas”, locations in central London such as Horseguards Parade and Hyde Park that were the focus of Games activities, to ensure that visitors would be able to access and depart the areas safely.

Members noted that one train operator, Southern, had proposed changes to its timetable during the Olympic period that would see trains not stopping at several London stations despite these stations not being directly affected by the Olympics. This was apparently in order to keep to its franchise performance targets and avoid fines. It was agreed that London TravelWatch should continue to make representations on this to both the ODA and the Department for Transport.

**Action: Director, Research & Development**

Members thanked Ms Springett for her helpful presentation.

## **10 Passengers’ views in Stratford (LTW 383)**

The Communications Officer presented her report on the outcome of London TravelWatch’s passenger event in Stratford in March. Members noted that the feedback questionnaires did not reveal any common theme or concern relating to public transport in the area.

It was agreed that the Communications Officer would present a programme of passenger events for the rest of the year to the next Board meeting.

**Action: Communications Officer**

**11 Meeting programme 2012 (LTW 384)**

The programme of London TravelWatch meeting dates for 2012 was agreed.

**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 September 2011.