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**Minutes**

Agenda item 5  
Drafted 22.03.11

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**Minutes of the meeting of the Board held on 22 March 2011  
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

Howard Collins                      Chief Operating Officer, London Underground (Item 9)  
Steve Gumbrell                      Strategic Marketing Manager, London Underground (Item 10)

Stakeholder Representatives

Matt Winfield                      Stakeholder Engagement Manager, TfL  
Matt Ball                              Stakeholder Engagement Manager, London Underground, Items 9 and 10

Local transport users

Secretariat

Tim Bellenger                      Director, Research and Development, London TravelWatch  
Janet Cooke                        Chief Executive, London TravelWatch  
Jo deBank                            Communications Officer (Items 1-9)  
Bryan Davey                        Director, Public Liaison (Items 7 to end)

Sharon Malley                      Senior Committee Administrator, London TravelWatch  
Vincent Stops                     Streets and Surface Transport Policy Officer (Item 12)  
Poonam Tamana                   Policy Officer (Item 8)

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

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

## **2        Apologies for absence**

No apologies for absence were received.

## **3        Declarations of interest**

There were no additional declarations of interest.

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

The Chair reported that work was continuing on London TravelWatch’s internal review and restructure.

She had been following the progress of the Localism Bill and reported that, as yet, no amendments had been proposed that would affect London TravelWatch, although it was still theoretically possible that one might be submitted. She circulated a letter she had received from the Mayor of London, in reply to an earlier one of hers, in which he re-stated his view that London TravelWatch’s role should be rolled into that of the London Assembly.

The Chair, Deputy Chair and Chief Executive were continuing to meet the Chair of the London Assembly’s Transport Committee and senior GLA staff to take forward the recommendations of the Assembly’s review of London TravelWatch.

The Chair reported that the vacancy for the Board member was now on the London Assembly’s website, with a link from our website, and that the closing date was 8 April. It was noted that this was for a four-year appointment.

David Leibling reported that Passenger Focus had held an all-staff meeting to discuss plans for its own internal review in order to achieve a budget reduction of one-third. It was seeking to preserve as much of its research function as possible but it was likely that some direct contact with transport operators would be reduced.

Passenger Focus had also spent some time considering High Speed 2 and had expressed some concern that it might take investment away from the rest of the network. London TravelWatch would need to reach its own position on the implications of the HS2 proposals for London and could perhaps work with Passenger Focus on the response to the consultation. It was noted that HS2 was scheduled for consideration at the next Transport Services committee.

## 5 Minutes

The minutes of the meetings of 9 November 2010 and of 1 February 2011 were agreed and signed as a correct record.

It was noted that London TravelWatch's report on the West Midlands and Chiltern Rail Utilisation Strategy had been sent to Assembly members as areas for further consideration. There had been no feedback as yet from residents in the Harrow area.

It was noted that members had attended an informative site visit to London Bridge station and environs at which the Director, Research & Development, had pointed out various matters of interest.

## 6 Matters arising (LTW375)

### 6.1 Bus surgeries

The surgery in Stratford, Newham would take place on Thursday 24 March and joining instructions for members would be issued shortly. The Kingston surgery was proving more problematic but officers were continuing to try to reach agreement with relevant parties on how to take this forward.

**Action: Communications Officer**

### 6.2 Concessionary fares scheme for those on Job Seekers Allowance

The Chair reported that she had raised this issue with key journalists and also with senior individuals at the Citizens Advice Bureau. She would continue to progress this matter.

**Action: Chair**

### 6.3 Motorcycles in bus lanes

The Chief Executive reported that Transport for London (TfL) had now identified additional resources to complete the analysis of the trial allowing motorcycles in bus lanes. She hoped to have feedback from TfL in early April.

### 6.4 Research on incomplete journeys

The Director, Research & Development, stated that he had let the contract to carry out research into incomplete journeys on Oyster.

It was noted that the statements provided by TfL showing passengers' journey history on Oyster were different depending on whether they were produced at a station, viewed by a passenger online, or produced centrally by TfL in response to a telephone request. Only the centrally-produced version was considered straightforward for passengers to understand. It was agreed that London TravelWatch should put a feature on its website to let passengers know how to obtain the user-friendly statements. It was also an issue that should be considered for press releasing.

**Action: Director, Research & Development, and Communications Officer**

## 6.5 Oyster Extension Permits

It was noted that, following a lengthy campaign by London TravelWatch and others, the Association of Train Operating Companies had agreed to withdraw Oyster Extension Permits (OEPs) at the end of the current contract at the end of May.

It was agreed that London TravelWatch would seek to urge train operators to apply a light touch to the enforcement of OEPs between now and the formal withdrawal.

**Action: Director, Public Liaison**

## 7 Actions taken (LTW376)

It was agreed that London TravelWatch would cease work on borough consultations and analysis of boroughs' Local Implementation Plans (LIPs) from 1 April 2011.

## 8 London and South East Route Utilisation Strategy

The Director, Research & Development, made a presentation on London TravelWatch's submission to the London and South East Route Utilisation Strategy (RUS) consultation. The presentation noted:

- The RUS set the strategy for rail travel in the entire London and South East region for the next 30 years, to accommodate passenger growth and policy developments
- The lengthy timespan was welcomed but passenger interests must be paramount
- Given that passengers in London comprise 70% of all rail passengers, it was very important to get London travel right
- London TravelWatch believed that it was important to expand the network to cover some areas of London that were not well served at present
- London TravelWatch welcomed the extensions being considered for the Northern and Bakerloo lines into south London and proposed the extension of Crossrail 2 into south London
- London TravelWatch called for the development of new interchanges to make better use of existing network capacity and for more turn-up-and-go services in the metro area, as well as series of detailed recommendations for individual lines and services

Members agreed that the response to the London and South East RUS had been thorough and well executed. Members thanked officers for their work on this.

## 9 Question and answer session with Howard Collins

Howard Collins, Chief Operating Officer at London Underground (LU), made a brief presentation about the Underground and responded to questions from members of the public.

In his presentation he noted:

- London's is the world's oldest Underground system
- Rebuilding the network was a major engineering challenge
- Staffing structures needed bringing up to date
- He needed to ensure value for money
- Passenger volumes had increased by 40% over the last 15 years with over 90 million passenger journeys during one four-week period at the end of 2010
- Total train kilometres had increased by 27% over the last 15 years
- Excess journey time had reduced by 44% over the last 10 years

Mr Collins responded to questions from members of the audience and from members of the public who had submitted questions earlier via email and Twitter. The questions were on the following subjects:

- The wording of announcements and use of the phrase 'good service'
- Weekend closures of the District line
- The need for so many weekend closures, across so much track, at the same time
- Deployment of staff at stations
- Escalator replacement work
- Routeing of trains at the eastern end of the Central line
- Refund amounts and procedures
- Provision of train information at Edgware Road
- Use of PA address systems on trains and at stations
- Better communication about problems on other lines at interchange stations
- Weekend closures of the Jubilee line

A full report of the question and answer session can be found on the London TravelWatch website at [XXX](#).

The Chair thanked Mr Collins for attending and for responding so thoroughly to the questions put by passengers and members.

## **10 Presentation by Steve Gumbrell, Strategic Marketing Manager, LU**

Steve Gumbrell, Strategic Marketing Manager at London Underground, made a presentation on the new communications strategy for the Underground upgrade. The presentation addressed the following:

- The new campaign was passenger facing, not aimed at technical or expert audiences
- It aimed to give fuller and clearer information to passengers about the upgrade and to link the ongoing disruption due to engineering works to the overall objectives of the upgrade programme
- The campaign included leaflets, posters and face-to-face events at particular stations, as well as information on the TfL website and radio ads
- The campaign material was fronted by LU staff who were in charge of delivering the programme, to ensure that the messages were genuine and sincere

In response to questions, Mr Gumbrell said that the previous “Transforming the Tube” campaign had not achieved its aims because passengers did not see that the upgrade work would actually lead to a transformation. The new campaign, “Tube Upgrade Programme”, was more realistic and chimed with passengers’ experiences.

## **11 Proposals to amend opening hours at London Midland booking offices (LTW377)**

The Director, Research & Development, presented a report on London Midland’s Schedule 17 consultation on proposals to change the operating hours of its booking offices.

There were no proposed changes to Euston or Watford Junction stations, but changes were proposed at the six stations beyond Watford Junction within the London TravelWatch area. These changes were outlined in Appendix B of the report.

The most controversial change appeared to be at Apsley station, where some hours proposed for closure saw more than 12 transactions per hour. In addition, it was noted that London TravelWatch had received several representations on the proposals (Confidential Appendix D), including one from the Office of the Rail Regulator, that expressed concern that Apsley booking office had not always been staffed when it should have been.

It was noted that if the booking office was not reliably opening for the advertised hours it was difficult to place confidence in the claimed average ticket sales per hour.

It was also noted that some respondents referred to the new residential development near Apsley station which might create greater need for the booking office in future.

It was agreed that London TravelWatch would object to the proposals for Apsley station and ask for the proposals to be put on hold pending clarification of the correct level of current sales and an assessment of likely future demand.

**Action: Director, Research & Development**

It was noted by a member of the public that none of the 29 new ticket machines would take cash payments and members believed that this was unacceptable on the grounds of social exclusion. It was also noted that it could be difficult to enforce penalty fares if passengers were not given a 'reasonable opportunity' to purchase a ticket using cash in advance of travelling. It was agreed that London TravelWatch would register its concern over the use of card-only ticket vending machines.

**Action: Director, Research & Development**

## **12 Standards of roads and pavements (LTW378)**

It was noted that members were keen to focus on redress for pedestrians should they experience problems with pavements.

The Streets & Surface Transport Policy Officer reported that roads and pavements were treated together under the heading 'highways' and they were covered by a similar legal framework. It was difficult to disaggregate roads and pavements in terms of funding.

Transport for London's Business Plan predicted a deterioration in the state of roads and footways over the next seven years, and the current condition of roads and pavements was in fact worse than predicted in the Business Plan.

It was agreed that officers should report back with detailed information on what happens when pedestrians trip or fall on pavements and where they could get redress. Members also wanted detail on the likely condition of pavements in future.

It was agreed that officers would research further the systems for reporting problems within TfL, including whether reference numbers were issued. Officers would also look into mobile phone apps that assisted people in making complaints about the state of roads and pavements and would consider whether there should be more information on the London TravelWatch website about this issue.

**Action: Street & Surface Transport Policy Officer**

It was noted that members needed to understand more fully the concerns and issues around this subject in order to take it forward with partners.

## **13 Any other business**

It was noted that Caroline Pidgeon AM had written to the Metro expressing her concern about the cost of calling TfL on its non-geographic phone line. London TravelWatch welcomed Ms Pidgeon's interest in the matter, having carried out work itself in this area over the past year.

It was noted that TfL may be considering significant alterations to the Metropolitan line timetables whereby off peak fast services would be replaced with stopping services. The Director, Research & Development, would research this more fully.

**Action: Director, Research & Development**

**14 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 24 May 2011.