# Board meeting 28.9.10



Minutes Agenda item 5
Drafted 13.7.10

# Minutes of the meeting of the Board held on 6 July 2010 at Woolwich Town Hall SE18

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#### **Present**

Members

David Barry (items 1 to 15 and 17); Terry Bennett (item 1 to 12 and 15 to 17); Kevin Davis, Gail Engert; Daniel Francis; Sharon Grant (Chair); Sophia Lambert; Teena Lashmore; David Leibling; Sarah Pond; Lorna Reith (Deputy Chair).

Guests

Richard Browning Director of Games Transport, Transport for London (TfL)

Stephen Thomas QPM Assistant Chief Constable, Operations, British Transport Police (BTP)

Hugh Sumner Director of Transport, Olympic Delivery Authority (ODA)

Stakeholder Representatives

Matt Winfield Stakeholder Engagement Manager, TfL

David Keep Company Secretary, Docklands Light Railway (DLR)

Local transport users, Councillor Denise Hyland (Cabinet member for Transport, Greenwich) and local media

Secretariat

Tim Bellenger Director, Research and Development, London TravelWatch

Janet Cooke Chief Executive, London TravelWatch

Mark Donoghue Committee Administrator, London TravelWatch

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

The Chair welcomed members, officers and guests to the meeting.

#### 2 Apologies for Absence

Apologies were received from Onjali Rauf

#### 3 Declarations of Interest

Daniel Francis reported that he is currently working on a short term basis for Teresa Pearce MP (Erith and Thamesmead). A public record of members' interests may be found on the London TravelWatch website (http://www.londontravelwatch.org.uk/document/3861/get).

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

#### 4.1. Chair's activities

The Chair reported that issues had begun to arise from the Budget and cuts to public expenditure. London TravelWatch would see how they develop and affect transport. There had been some developments already, in particular the possible increase above inflation of rail fares. This could mean a big difference in the ability to pay transport fares. A further report on the impact of the recession would be tabled at a Board meeting.

**Action: Secretariat** 

She had visited the London Underground control centre and attended a meeting of the London Assembly Transport Committee on accessibility. Meetings had also taken place with the British Transport Police (BTP); Surface Transport, Transport for London (TfL); and with TfL on the South London Line. She noted that some people had misinterpreted the role London TravelWatch had played. A meeting had also taken place with a group concerned with parking fines and about the clarity of signage and the concentration of fines in particular places.

# 4.2. Passenger Focus update

Mr Leibling reported that the most recent Passenger Focus Board meeting had taken place in Birmingham. The meeting had looked at transport issues in the Midlands. The national passenger survey had shown satisfaction levels were up. The improvements made by London Overground (LOROL) had not been recognised by the results of the survey. Passenger Focus had moved to Pimlico and their Manchester office would also be moving.

Members wondered whether the engineering works on the lines operated by LOROL explained the passenger survey results. The Director, Research and Development noted that a lot of surveys were handed out at Euston and Watford. The LOROL services at these stations used older rolling stock until recently. He did not think too much should be read into the results.

Members discussed the possibility of fares rising above inflation to reduce the deficit. They noted that London freedom passes were funded by a block grant from Transport for London (TfL) to London Councils. This is not what happened in the rest of the country.

The Chair noted that the options for the South London Line had been circulated to members. The Director, Research and Development noted that a report on the South London Line would go to the Transport Services Committee on 21 July. The preferred option, option seven, was the most viable (the gap between the operational cost and subsidy is £950,000).

#### 5 Minutes

# 5a) Minutes of the Board meeting held on 25 May 2010

The minutes of the Board meeting held on 25 May 2010 were agreed subject to the following amendments: on page 6 first paragraph, an action needed to be recorded for Mr Everitt. The paragraph also needed to include Mr Hendy's positive response and his agreement to look at the decision not to publish complaints data.

#### 5b) Executive Group meeting minutes

A member asked whether there would be a meeting of the Board with the London Assembly staff carrying out the review of London TravelWatch. The Chair replied that she had not heard, but was going to a meeting on Thursday.

#### 6 Matters arising (LTW 355)

The Chair asked for the DLR community ambassador's scheme to go to the Access to Transport committee.

**Action: Committee Services** 

The Committee Administrator would circulate the figures for the DLR community ambassador's scheme to members.

**Action: Committee Services** 

#### 7 Actions taken (LTW 356)

The report was noted.

#### 8 Mayor's Transport Strategy (LTW 357)

The Senior Policy Officer noted that not much had changed from the draft strategy. The only additions were the High Speed 2 announcement and the inclusion of an Olympics section. The draft had included a stronger emphasis on road user charging, but this had been toned down, but moved forward to a future aspiration. The transport strategy would feed through into other documents, for example, TfL's interchange guidance, etc. The strategy would also affect Borough's Local Implementation Plans (LIPs).

The Streets and Surface Transport Policy Officer would be responding to the London air quality strategy, which was proposing to close some roads if air quality measures were breached.

The Director, Research and Development noted that London TravelWatch had made a strong case for including access to healthcare in the Mayor's Transport Strategy. At a meeting with TfL, they had expressed surprise about it not being included and would consider it. It was

disappointing that this had been addressed. A member agreed, as both the NHS and TfL had accepted this as an issue, and it was agreed that further lobbying on this subject might be necessary.

Members agreed that the LIPs monitoring being carried out by the Streets and Surface Transport Policy Officer would go to a future board meeting. The Chair noted that it would be possible to draw conclusions by the autumn.

**Action: Committee Services** 

The Chair noted that the London Plan will be revised in light of the Mayor's Transport Strategy.

A member noted the recent media stories about cable cars. Where would they operate? The Director, Research and Development replied that the cable cars would link Silvertown and the Greenwich peninsula.

A member asked why the Watford to Euston stopping service would be removed from Euston. The Senior Policy Officer replied that this is due to the High Speed 2 line, potentially taking up more of the platform capacity at Euston.

# 9 Board and Committee meeting dates for 2011 (LTW 358)

The Chief Executive reported that a lot of work had gone into the preparation of dates. Some committees would move to quarterly meetings to fit in with reporting cycles.

# 10 Transport for London (TfL) update on Olympics preparations

The Chair welcomed Mr Browning to the meeting. A copy of his presentation may be viewed in full at <a href="http://www.londontravelwatch.org.uk/document/4198/get">http://www.londontravelwatch.org.uk/document/4198/get</a>.

Mr Browning gave an overview of the 2012 Olympiad and the work TfL had carried out, for example, on infrastructure, legacy, etc. TfL is working with the London Organising Committee of the Olympic and Paralympic Games (LOCOG). They were in talks about procuring bus fleets to move people. TfL is also working with the Greater London Authority (GLA) to keep London moving during the games.

As part of the successful Olympic bid, a large number of projects were brought forward. Transport was a cornerstone of the bid and will deliver a transport legacy for London. In addition, underground lines will be upgraded and stations made step free. The legacy will deliver 3 car train operation on the Docklands Light Railway (DLR), new branches of the DLR and the creation of an orbital railway in London.

The East London Transit will provide faster connections between Ilford and Barking. An Olympic Route Network (ORN) will also be created to make journey times more reliable. Use will also be made of the river. There will be 8 cycle routes.

A leaving survey of visitors will take place to find out the experience they had of the city.

The 2012 Olympiad poses challenges. The Diamond Jubilee will take place in June 2012. There will be an additional 1.3 million people moving round London on top of normal travellers.

Plans are in place to make sure that the transport system works and streets are clean.

A member asked whether the finalised colour scheme for signage had been agreed. Mr Browning replied that he is in discussions with LOCOG about signage. Would announcements be made on trains, etc? Mr Browning explained that they would and vinyl stickers for venues at stations.

A member raised concerns about the central line and existing overcrowding. Mr Browning replied that there would be two journey planners: one for ordinary travel and one for the Olympiad. TfL is looking at getting people to use different routes. Employers may need to stagger start and finish times for employees.

A member asked if the visually impaired were being consulted. Mr Browning confirmed TfL is talking to the Independent Disability Advisory Group (IDAG) within TfL and other groups. He would look into special announcements on iBus.

The Deputy Chair asked whether TfL is liaising with Network Rail on litter. Mr Browning replied that the Olympic Delivery Authority (ODA) is liaising with Network Rail. She also asked whether cuts to the bus network would impact upon the Olympiad? . He was not aware of the current base level deteriorating in relation to services to the Olympic venues.

The Chair asked if bus routes would be enhanced if needed. Mr Browning replied that resources would not be taken from normal London routes. The ODA would be providing its own buses and coaches between venues and hotels, etc for competitors and officials. Information on additional buses for spectators would be available in mid-2011. The Chair asked for this information to be sent to London TravelWatch.

Action: ODA/TfL

Mr Browning confirmed that tickets for Olympiad events would include travel to the venue. The ODA funds this. The ODA is investigating the integration of ticketing.

A member noted that the London Line sites could increase traffic flows. Mr Browning replied that TfL is investigating this at the moment.

In response to a question from the Chair about the cable car project, Mr Browning replied that the idea was being investigated. The project would be privately funded and planning permission could be submitted by Autumn. He hoped to agree a revenue split and agree acceptance of Oyster cards.

The Director, Research and Development asked about plans for bus priority measures, highlighting route 30 which was regularly delayed in traffic. Mr Browning would investigate further and respond.

Action: TfL

A member of the public asked if testing would take place prior to the Olympiad. Mr Browning replied that it would. Testing would begin in early 2012, with some testing of communications and security being done now.

The Chair asked if London TravelWatch could be involved in testing and asked Mr Browning to liaise with the Chief Executive. She thanked Mr Browning and asked him to come back in a year.

#### 11 London TravelWatch business plan 2011/12

The Chief Executive outlined the very tight budget that London TravelWatch would have in the next few years. This could mean a reduction of £103,000 to £156,000 on the current budget.

Members agreed to continue the current areas of focus: interchange, outer London, bus, impact of recession and social inclusion.

Members asked the Chief Executive to circulate the draft budget and business plan via e-mail for comment.

**Action: Chief Executive** 

# 12 Greenwich Transport issues

The Director, Research and Development noted that access to Olympic sites in the borough would be via Greenwich, Maze Hill and Blackheath national rail and Cutty Sark DLR stations. Network Rail have applied to install lifts at Blackheath. There are problems with signage at Woolwich Arsenal DLR station. The proposed Abbey Wood branch of crossrail would go via the borough. There are problems with road congestion in the borough particularly around the Blackwall Tunnel and Greenwich Town Centre. The Chair introduced the lead board member for Greenwich.

A member of the public noted that when people talked about transport issues in Greenwich, they focused on the strip alongside the river. The Southern most part goes down to Chislehurst and the main centre of the population is Eltham. There is a reasonable train service, but there is a need for longer trains. He thanked London TravelWatch for coming to Greenwich.

Daniel Francis reported that he lived in Belvedere and was a former councillor in Bexley. He said that Crossrail was essential to ensure the regeneration of this part of the Thames Gateway.

Mr Keep, Company Secretary, DLR noted that he would look at the signage issues at Woolwich Arsenal. There is no funding available for the previously proposed Dagenham Dock extension.

The public raised concerns about how local congestion would be exacerbated by the Olympiad.

London TravelWatch would raise the upkeep of train stations, litter, etc with Network Rail and Train Operating Companies (TOCs).

**Action: Secretariat** 

# 13 London 2012 Olympic and Paralympic games (LTW 359)

The Director, Research and Development reported that by engaging early with the ODA, London TravelWatch had succeeded in making changes to their plans and engaged with them, for example, opening the High Speed One station at Stratford earlier and improving Stratford national rail station. The ODA had also worked on the assumption that the volume of traffic would fall by 15%. That might not be the case. There would be an impact on bus services. Greater use needed to be made of the river as an alternative means of transport..

The paper noted that much of what London TravelWatch had emphasised in 2004/5, had been incorporated in the plans made by the ODA, and was a good example of how involving London TravelWatch at an early stage, had resulted in a much better overall plan

The Director, Research and Development noted that the Olympics was served by multi-modes and London TravelWatch was able to take a broader view and influence transport operators, than others with more limited parochial concerns

#### 14 Security

The Chair welcomed Assistant Chief Constable Stephen Thomas, QPM to the meeting. His presentation may be viewed in full at <a href="http://www.londontravelwatch.org.uk/document/4197/get">http://www.londontravelwatch.org.uk/document/4197/get</a>.

Mr Thomas outlined the challenges that the British Transport Police (BTP) faced with the Olympiad. The DfT will be funding the BTP during the duration of the games. The summer of 2012 will have a number of events apart from the Olympiad, for example, Wimbledon, start of domestic football season, etc. A final version of the events schedule would be issued in Autumn 2010.

A member asked how the BTP would cope given the demands upon them? Mr Thomas replied that the previous experience of Olympiads was that crime fell 20%. However, incidents or calls to the police go up. The BTP will co-ordinate nationally across transport. 800 officers would be on duty: 500 from BTP and 300 officers from elsewhere. Police Community Support Officers (PCSOs) would continue with their current duties. The BTP would maintain vigilance on cable theft and fraud.

The Chair asked if service disruption was not in the Government strategy? Mr Thomas replied that it was not. The Government strategy looked at risk.

The Director, Research and Development noted that suspicious objects could cause disruption. Would the BTP be encouraging Network Rail to remove rubbish? Mr Thomas replied that the BTP work closely with Network Rail.

A member asked how the BTP would get around during the Olympiad and how they would interact with foreign nationals. Mr Thomas replied that they would be based near Hatfield. If they are unable to use the national rail line, they would use coaches. In terms of interacting with foreign nationals, there would be no difference from now.

A member asked about accidents on the railways. Mr Thomas replied that the 90 minute target for clearing accidents would remain. He would have staff in the Stratford area.

#### 15 Olympic Delivery Authority Transport Strategy update

The Chair welcomed Mr Sumner to the meeting. Mr Sumner's presentation may be viewed in full at <a href="http://www.londontravelwatch.org.uk/document/4196/get">http://www.londontravelwatch.org.uk/document/4196/get</a>.

Mr Sumner explained that the ODA has two roles: it builds all the venues and provides transportation for the games. The challenges are to keep on time and keep London and the UK moving.

The Olympic Route Network (ORN) will comprise of less than 2% of London's roads. There will be alternative routes.

A member asked about risks and the impact of budget changes on accessible transport. Mr Sumner replied that he was comfortable that the public transport system would work effectively. There was a 2 fold challenge: to make the road system work and balance load versus capacity. There was spare capacity on trains to Stratford on the North London Line and services from Fenchurch Street and Liverpool Street. On accessible transport he was disappointed, but understood why TfL had reduced the number of accessible stations.

The Deputy Chair asked if there were plans to get customer feedback on passenger's experience. Mr Sumner replied that a series of reports would be written after the Olympiad. There would be research on travel patterns. Some surveys had been carried out in Vancouver. TfL would track questions on the legacy infrastructure and if there was a change in travelling patterns.

A member asked about the Paralympics and people with mobility impairments. Mr Sumner replied that data is being tracked on pre-registry for tickets to check if people had mobility impairments. Buses are now accessible. He would work with TfL on bus stop accessibility. He also noted that the ODA was working with developers, cultural organisations and transport operators about the walking route between Euston and St Pancras.

A member asked about testing of transport links and testing. Mr Sumner replied that there would be major tests in 2012. When the Westfield Centre opened, he expected 250,000 people to visit. Sports and other events would allow for further testing.

The Chief Executive asked about wheelchair access on national rail. Mr Sumner noted that TOCs were limited by the configuration of their rolling stock.

The Chair asked if the ODA could support London TravelWatch's work as a complaints body during the Olympiad. Mr Sumner agreed to discuss this further. He also offered to give members a tour of the Olympic park.

**Action: Committee Services** 

#### 16 Any other business

None.

#### 17 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 the remainder of the meeting.

The next meeting of the full Board will be held on 28 September 2010.

## 18 Glossary

BTP British Transport Police
DfT Department for Transport
DLR Docklands Light Railway

GLA Greater London Authority

IDAG Independent Disability Advisory Group

LIPs Local Implementation Plans

LOCOG London Organising Committee of the Olympic and Paralympic Games

LOROL London Overground Rail Operations Ltd

ODA Olympic Delivery Authority
ORN Olympic Route Network

PCSOs Police Community Support Officers

TfL Transport for London

TOCs Train Operating Companies