
Minutes

Agenda item : 3
Drafted : 16.10.09

**Minutes of a meeting of the Transport Service Committee
held on 14 October 2009 at 6 Middle Street, London EC1**

Contents

- 1 Chair's introduction, pre-meeting announcements and apologies for absence**
- 2 Declarations of interest**
- 3 Minutes**
- 4 Matters arising**
- 5 Actions taken**
- 6 Extended Circle line update**
- 7 Transport for London bus services**
- 8 TfL performance indicators**
- 9 National Rail Performance Report Q1 2009-10**
- 10 Northern Line performance update and future development**
- 11 East Midlands and Great Western Route Utilisation Strategy (RUS) Consultation response**
- 12 Any other business**
- 13 Resolution to move into confidential session**
- 14 Glossary**

Present

Members: Terry Bennett; Gail Engert; David Leibling (Vice Chair) (min. 11 to 13); Lorna Reith (Chair); Sharon Grant (Chair, London TravelWatch) (min. 5 to 13)

Guests

James Tringham	Stakeholder Communications, London Underground Limited (LUL) (min. 6 and 10)
Tony Matthews	Circle Line Performance Manager, LUL (min. 6)
Alex Moffat	Performance Manager, Transport for London (TfL) (min. 7)
Simon Mouncey	Streets and Surface Liaison Manager, TfL (min. 7)
Matt Winfield	Manager, Stakeholder Relations, TfL

Staff

Chief Executive; Committee Administrator; Director, Research and Development (min. 2 to 11); Policy Assistant Officer (min. 9); Senior Policy Officer; Streets and Surface Transport Policy Officer (min. 7 and 8)

Minutes

- 1 Chair's introduction, pre-meeting announcements and apologies for absence**

The Chair welcomed visitors, members and staff to the second meeting of the committee, and made standard housekeeping announcements. Apologies were received from Andrew Probert and Teena Lashmore, and for lateness from David Leibling.

2 Declarations of interest

No additional declarations of interest were made. A public record of members' interests may be found on the London TravelWatch website.

3 Minutes

The minutes of the meeting of held on 14 July 2009 were approved and signed for the record.

4 Matters arising (TS009)

Meeting 14 July 2009, minute 5 Members considered whether the proposed withdrawal of the direct link at peak time between Woolwich and Blackheath should be pursued further with Southeastern. The Senior Policy Officer reported that there had already been complaints about this planned change and Southeastern's own customer service department had been unable to confirm whether the change would go ahead, and the Chair noted that Southeastern had provided no details on the communication to passengers about this change. It was agreed that the Senior Policy Officer would investigate this further.

Action : Senior Policy Officer

Meeting 14 July 2009, minute 7 on wasted resources on the Gatwick Express, the Secretary of State had replied that the Department for Transport had considered changes to the Brighton Line timetable as part of the South Central re-franchising. The Chair requested that London TravelWatch writes to the Secretary of State after a few months to ascertain what actions have been taken on the points raised.

Action : Senior Policy Officer

The Chair asked whether any complaints had been received on Meeting 14 July 2009, minute 10 (East London Line replacement bus services). The Committee Administrator reported that there been only a negligible number of complaints received on this matter.

5 Actions taken (TS010)

The report was noted. It was agreed that the committee would monitor the proposed licensing of motorcycles as private hire vehicles.

6 Extended Circle line update (TS011)

A copy of the presentation is available on the London TravelWatch website :
<http://www.londontravelwatch.org.uk/document/3969/get>

The Chair welcomed James Tringham, Stakeholder Communications, London Underground Limited (LUL) and Tony Matthews Circle Line Performance Manager, LUL back to London TravelWatch. He had briefed the committee in May 2009 on the plans to extend the Circle Line and was invited back to report on the trial runs during the summer. The new service pattern would be fully implemented on 13 December 2009.

The customer information had been developed further and network wide posters were in preparation (Available from the start of November) and would be distributed along with leaflets for specific locations. LUL would supply copies to London TravelWatch.

Action : Committee Services

The two pilot weekends had been successful, even though they had coincided with closures on the Piccadilly line and passengers had only been able to access Heathrow airport via Paddington rail services. The extended Circle Line service ran to timetable and the new platform arrangements at Edgware Road had worked well. Improvements had been made to customer information for the second pilot, and the final pilot was scheduled for 24-25 October.

The Chair asked whether the tube map would reflect the new pattern of service and whether the current Hammersmith and City line would change colour to match the Circle line. Mr Tringham replied that the new tube map would be available in December and that the Hammersmith and City portion of the line would now be pink and yellow.

Members asked what arrangements were in place at Edgware Road when trains went in to the wrong platform, particularly for passengers with mobility problems. Mr Matthews assured members that staff would be on hand to assist passengers, those with mobility problems would be advised to travel to Paddington and change there; indeed, train drivers already make such announcements.

The Chief Executive raised concerns about congestion at Paddington on the bridge near the gate line, and queried whether this had been discussed with Network Rail. Mr Matthews said he had visited this area during the pilot weekends when the station had similar passenger numbers to peak travel periods during Monday to Friday : a few people had stood there, but it had been well managed. LUL staff will monitor the build up of people in that area. Members remained concerned that there was an incentive to stand on the bridge because there were Ticket Vending Machines (TVMs) there and the ticket locations at the main line station were so poor.

The Chair asked what post-trial monitoring would take place. Mr Matthews replied that some monitoring was already in place and that more would take place before and after the new pattern of service was introduced.

The Senior Policy Officer asked whether the signage at Paddington would be updated. Mr Tringham reported that yes, LUL had been working with Network Rail to update signage.

A member of the public raised the issue of out-of-station interchange at the current Hammersmith and City line platforms which led to passengers using Oyster being charged twice. Mr Tringham undertook to that he would check on the exact reason for this and report back to the Committee.

Action : Committee Services

The Director, Research and Development asked about the replacements TVMs near the Hammersmith and City line platforms at Paddington. Would they give a list of LUL stations or simply sell a ticket to a zone? Mr Tringham replied that he would find this out and report back.

Action : Committee Services

7 Transport for London bus services (TS012 and TS018)

A copy of the presentation is available on the London TravelWatch website : <http://www.londontravelwatch.org.uk/document/3970/get>

The Chair welcomed Alex Moffat, Performance Manager, Transport for London (TfL) to the meeting. His presentation may be viewed in full on London TravelWatch's website.

The Director of Research and Development noted that his report (TS012) was not set in stone and welcomed comments on it. The data was taken from the Quality Service Indicators (QSIs) on high frequency, low frequency and night bus services. He explained that the results in the annexes were often dependent on how long the route was, as short or very local routes were less likely to be disrupted, so routes with lower scores were often those which ran over long distances. He felt it was important to find out from Transport for London how many passengers were affected. The best performing routes, eg, H1, H2 and H3, were the smallest buses on the network and were operated locally. Remedial measures had been taken to improve some of the night buses, for example, the N10 would be split as would the N36.

Mr Moffat's presentation used data from June-September 2009. The key issue for passengers was the amount of time they spent waiting and riding : one of the benefits of the Congestion charge had been to improve reliability and increase road capacity, but road works were now impacting upon reliability and road capacity.

The data showed the percentage of kilometres lost to traffic the higher the percentage the greater the kilometres lost to traffic. Routes 150 and 169 had bad results due to major infrastructure projects at Gants Hill and Redbridge and measures were being put in place to mitigate these problems. The 228 was a new route (started in January 2009) and extra resource had been added. Route 30 had problems with vehicles and delays from the East London Line works, and was the last route to get iBUS.

The Chair asked whether Mr Moffat's team was aware of the blockades on London Overground. Mr Moffat replied it was and that route 30 may be enhanced during the North London Line closure.

The Streets and Surface Transport Policy Officer felt that the best way for London TravelWatch to work with Transport for London would be adding value, for example, accessible bus stops. There was a need to understand the issues by talking to bus operators, local authorities, etc. By doing that London TravelWatch could work with TfL and passengers to champion buses. The Chair felt that bus performance should be raised at London Councils, particularly how one borough's decision might impact on bus services in other boroughs.

Mr Moffat reported that his team were focusing on small schemes that would deliver a lot of benefit to passengers, for example, it does not cost a lot to enforce a Sunday bus lane.

The Senior Policy Officer introduced his report (TS018), which was based on data which had been provided by TfL. The figures showed that the customer satisfaction ratings were fairly static, with some declines, overall customer satisfaction of the bus network was more stable. The Committee advised that in future the report should only include data referring to 30 responses or more, and the ratings with a difference of three or more should be highlighted.

Action : Senior Policy Officer

8 TfL performance indicators

The Streets and Surface Transport Policy Officer reported that he had met TfL with the Chair of the Committee about the Key Performance Indicators (KPIs). London TravelWatch was still waiting for the data.

9 National Rail Performance Report Q1 2009-10

Members were invited to comment on this report, which had been redesigned to make it more visually interesting, and collating the data as graphs had been easier and reduced the time taken in writing the report. Members agreed that it was a significant improvement, but felt that there needed to be more differentiation in the colours used. The Policy Assistant was congratulated for her work on the report.

Data for 2009/10 would be collated at the end of October 2009 and the report would be ready for the next meeting.

Members agreed to receive any commercially sensitive information in confidential session.

The Chair felt that the report should be more widely distributed, for example, it should go to lead transport officers at boroughs. The Chair of London TravelWatch agreed and asked that it should go to MPs, etc.

Action : Policy Assistant

The Chair undertook to bring the report to the attention of London Councils.

10 Northern Line performance update and future development (TS013)

The Senior Policy Officer explained that the objective of this plan was to increase capacity. However, the separate service could lead to performance issues. Currently if one line is blocked, passengers can go via the other. A full separation could create dis-benefits. The plan had been included in the Mayor's Transport Strategy. It could lead to a separate train service during the AM (and possibly PM) peak and create capacity above that currently envisioned above the current upgrade.

Mr Tringham would confirm the exact plans, but the separation would occur at Kennington station with all trains going via Camden Town. The Director, Research and Development asked how many passengers would have to change at Kennington for the Charing Cross branch.

Action : Committee Services

He went on to ask whether the extension from Kennington to Nine Elms (which would be funded by a developer) would prevent the split from taking place. Mr Tringham replied that they were separate schemes and the extension had not been confirmed. The Northern Line split was not dependent on the extension.

The Committee felt the proposal had merit and would be of benefit to passengers.

The Chair of London TravelWatch noted that the proposed change had been presented without any cost consideration. She felt that it would be useful to know the costs associated with the change : it was important for London TravelWatch to take a position, but credibility was at risk if we support such projects without financial information.

11 East Midlands and Great Western Route Utilisation Strategy (RUS) consultation response

The Senior Policy Officer presented the key points for consideration in drawing up a response and so members' comments would be required by early November. Whilst both Routes are largely outside the scope of London TravelWatch, they both have significant commuter services and London termini. Outside of the Greater London area capacity and performance issues may also impact upon services within our remit.

On the Great Western RUS there were a multitude of projects occurring on this line between London Paddington and Slough (Crossrail, electrification, etc), most which would not be finished until 2017. There were several uncommitted schemes : Heathrow western access (Airtrack), Ealing Broadway station improvements and introducing services from Oxford to London Marylebone.

A member suggested that London TravelWatch should prioritise Ealing Broadway as it was an important interchange station on national rail and LUL. They referred the Senior Policy Officer to a former member of the board who lived in Ealing.

On the East Midlands RUS, as an example of issues outside of London TravelWatch's remit which affect services in the London area are improvements in Leicester and Trent Valley, both of which affect capacity down the line. There were large investments schemes in this area : Thameslink, resignalling and a freight enhancement scheme between Nuneaton and Ipswich.

It was agreed that the Senior Policy Officer would circulate the draft responses via e-mail for comment by members.

Action : Senior Policy Officer

12 Any other business

There were no items of other business.

13 Resolution to move into confidential session

The Committee resolved, under section 15(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the next following item/s, it was desirable in the public interest that the public should be excluded from this part of the meeting.

In confidential session, the Committee reviewed the meeting, and discussed the Committee's forthcoming work plan, including future work on buses.

The next Transport Services Committee meeting will be held on 21 January 2010.

14 Glossary

FGW	First Great Western
LUL	London Underground Limited
PIXC	Passenger in excess of capacity (overcrowding measure used by the Department for Transport)

QSIs
RUS
TfL
TOC
TVMs

Quality Service Indicators
Route Utilisation Strategy
Transport for London
Train Operating Company
Ticket Vending Machines