
Minutes

Agenda item : 4
Final Draft : 24.11.10

**Minutes of a meeting of the Access to Transport Committee
held on 13 October 2010 at 6 Middle Street, London EC1**

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Present

Members

Kevin Davis, Gail Engert (Chair), Sophia Lambert, Sarah Pond, Lorna Reith, and Sharon Grant (London TravelWatch Chair)

Guests

Kate Llewelyn Head of Information Services, Arthritis Care

Stakeholder Representatives

Matt Winfield Stakeholder Engagement Manager, TfL

Staff

Committee Administrator; Streets and Surface Transport Policy Officer

Minutes

1 Chair's introduction and pre-meeting announcements

The Chair welcomed members, guests and the public and made the standard housekeeping announcements.

The Chair reported that members had visited Lea interchange bus depot. The Streets and Surface Transport Policy Officer reported that members had seen a demonstration of Drive Green (a system which improves bus driver's skills). Since its roll-out First Group had received 90% less personal injury claims. Drivers are also more aware of the need to conserve fuel (not running the engine whilst idle) and to provide smoother ride (less jerking, etc). The Chair felt that this was pertinent to the committee as elderly people are discouraged from using buses due to the lack of a smooth ride.

It was agreed that a press release should be issued on the visit. In particular it would highlight the fact that the scheme provided good value for the passenger, encouraged conservation of fuel and increased passenger safety.

Action : Communications Officer

2 Apologies for absence

Apologies were received from the Chief Executive and for lateness from Onjali Rauf.

3 Declarations of interest

No additional declarations of interest were made. A public record of member's interests may be found on the London TravelWatch website (<http://www.londontravelwatch.org.uk/document/3861/get>).

4 Minutes

The minutes of the meeting held on 23 June 2010 were approved and signed for the record, subject to one amendment.

It was agreed that minute 8(f) Countdown 2 should read as, "London TravelWatch deplore that the new Countdown system has not been rolled-out more widely, but accept Transport for London's (TfL) rationale for site selection."

5 Matters arising (AT027)

The Chair of London TravelWatch noted (with reference to 23.6.10/minute 8c) that a recent closure of the Victoria Line, platforms at Highbury and Islington, raised sections of platform had been installed. However, whilst this was welcome, there were no seats near the raised sections. People who use the raised platform to enter/exit the train would probably need seating close-by. It was agreed to write to London Underground regarding the location of seats and raised sections of platforms.

Action : Streets and Surface Transport Policy Officer

The Chair reported that she had used the countdown pedestrian crossings at Palestra (near Southwark tube station). There are ten trial sites for these crossings. The Chair asked for TfL's analysis of the behaviour of pedestrians, vehicle drivers, etc.

Action : TfL

On the item relating to the Taxi security (23.6.10/minute 8d, To revisit the list of issues relating to the changes for taxi drivers), the Streets and Surface Transport Policy Officer reported that he and the Chair of the Board, had attended a number of meetings with the Public Carriage Office (PCO). The

PCO had come to some internal conclusions which we had welcomed. However there had been some changes since. Whilst a liaison officer had been appointed, there was not going to be a poster on how to complain on the tip-up seats. The plan to introduce a driver photo ID with a picture of the driver and reference number had been delayed for further consultation. Mr Winfield noted that it would take longer to introduce the photo ID into taxis, but stated that this was still planned.

The Streets and Surface Transport Policy Officer felt that there needed to be an event which would tie into a press release. After a discussion it was agreed to issue a press release following a letter to the Transport Commissioner if this did not result in any meaningful progress.

Action : Communications Officer

On bus stop accessibility (23.6.10/minute 8b, To write to each London Borough highlighting the number of accessible bus stops), members noted the tremendous success that London TravelWatch had achieved.

The item regarding placing an article in a disabled organisation's journal (23.6.10/minute C2, To place an article in a disabled organisation's journals highlighting how to complain on transport issues), the Streets and Surface Transport Policy Officer noted that Arthritis Care would be the first organisation London TravelWatch would try this approach with. He also felt that Transport for All should be approached. A member offered to include an article in journals that he was involved with.

Members asked for progress to be monitored on arranging a meeting with the new Health and Transport ministers (23.6.10/minute 8a, To arrange a meeting with the new Health and Transport ministers) to be monitored.

Action : Streets and Surface Transport Policy Officer

6 Actions taken (AT028)

The paper was noted.

The Chair noted that this paper included the Streets and Surface Transport Policy Officer's submission to the London Assembly Transport Committee's scrutiny on walking. The Chair of London TravelWatch congratulated him on an excellent paper.

7 Update on work plan report

The Streets and Surface Transport Policy Officer reported that London TravelWatch's business plan 2010/11 called for a report on walking, with a particular reference to interchange. London TravelWatch's policy on walking was well established. The report would outline existing policy but emphasise the deficiencies of interchange. It would also have a whole journey approach and highlight deficiencies, for example, dropped kerbs, wayfinding gaps, lack of seating, etc. He would also look for more pedestrian routes between interchanges like the successful Euston to St Pancras interchange. The removal of clutter and railings would also be looked at, along with the management of the Transport for London Road Network (TLRN). There were also issues around the obstruction of footways. The report would be practical and recommend good practice. The report would be published in spring 2011.

He would be looking at two large terminals, a small underground station and a bus interchange.

The proposal was agreed. The Streets and Surface Transport Policy Officer would circulate the proposal to members of the committee and invite them to accompany him as part of the fieldwork.

8 Bus stop accessibility (AT029)

The Chair congratulated the Communications Officer on her work.

The Communications Officer noted that the press release was sent out in August to ensure the local press picked up on the story. She suspected there had been more coverage from local newspapers than London TravelWatch had recorded. The media campaign had been successful because league tables normally generated press coverage. Some papers ran the story for 2 weeks. Transport for All had picked up on the story. They had raised the issue with Redbridge and were now raising it with each London Borough. Coverage was also received from the trade magazines. A letter from a bus driver was supportive of London TravelWatch's argument on increasing bus stop accessibility.

The Chair reported that a member had told her that having the proportion of accessible bus stops in his borough liaison meetings was useful. These figures would be included in the TfL performance report and quarterly progress would be reported in each borough.

Members discussed problems that occur when cars or lorries park in bus stops, which causes buses not to be able to pull into the kerb to allow passengers on and off. The Communications Officer reported that letters from individuals had been received from people regarding associated issues. It was agreed that the Streets and Surface Transport Policy Officer would raise these cases with TfL and report back on progress to the committee.

Action : Streets and Surface Transport Policy Officer

The Communications Officer also noted that by carrying out this work, London TravelWatch had empowered Transport for All and empowered other people. The Chair felt that it was important that disability groups were campaigning on London TravelWatch's work and that this was an important consumer issue. It was good that a wider audience had been reached through this work.

The Chair of London TravelWatch felt that members of the public should send in pictures where the bus stop was blocked by parked vehicles or that could not be used by disabled passengers. A competition was suggested to highlight this issue

Action : Communications Officer

The Chair again thanked the Communications Officer for her work.

9 Transport for mobility impaired residents in the Greater London area (AT030)

The Streets and Surface Transport Officer explained that the paper summarised the many strands of work on door to door issues that were happening by various London Government organisations.

Members discussed whether there had been a shift from mobility impaired passengers from Dial-a-Ride to London Buses. Buses had become more accessible and the introduction of ramps on to buses. The Chair asked TfL if they had carried out any research on migration from Dial-a-Ride to London Buses.

Action : TfL

It was agreed that London TravelWatch should continue to focus on the experience of the consumer using Dial-a-Ride and other door-to-door services, whilst more strategic bodies, for example, the

London Assembly Transport committee or London Councils should consider the future structure and service provision.

10 Blister paving : the experience of arthritis sufferers

The Chair welcomed Ms Llewelyn to the meeting.

Ms Llewelyn explained that there are around 10 million people who have arthritis in the UK. The disease affects people of all ages. Arthritis Care is a patient representative charity. Walking on blister paving can be very painful. Some arthritis sufferers are unable to use walking aids due to the severity of the disease on their hands. It is very difficult for people with arthritis to use public transport. If there is a problem with public transport, it becomes more difficult for them to complete an entire journey using public transport. Also the lack of provision of seating can also cause problems.

Blister paving was originally introduced without much consultation. Standing on it can be painful. Councils have moved to shave off the points on blister paving. It is not pain free, but there are not the same issues as when it was originally introduced.

A member asked about the current situation in London. Ms Llewelyn noted that there was a degree of inconsistency in terms of blister paving, for example, the colour, sometimes using metal studs, etc. She prefers blister paving where the points had been shaved down best. Arthritis Care is not campaigning for the removal of all blister paving. Compromises had been reached on blister paving. Ms Llewelyn explained that steel blister paving was more difficult than concrete paving.

Accessible buses were much better for passengers with arthritis. If a bus driver stops away from the pavement, she will ask for help. If there is a gap between a train and platform it can be difficult to get on and off the train. Handles may not be in the right place when boarding or exiting public transport. Real-time information is important. It is also important that concessionary passes for people with hidden disabilities are recognised, particularly by staff. A member asked if Arthritis Care were involved in training transport staff. Ms Llewelyn replied that if it is, then it is on an ad-hoc basis. The attitude towards passengers with hidden disabilities is a big issue. The Chair asked for TfL to update London TravelWatch on the hidden disabilities card which had been trialled on London Underground.

Action : TfL

A discussion took place on arthritis patients' attitude towards bendy buses. It was noted that there was a better choice of seats and the bus was all on one level. The Streets and Surface Transport Policy Officer noted the importance of the demonstration that members had attended in providing a smooth ride and reducing injuries in light of Ms Llewelyn's comments about public transport and encouraging more people with mobility impairments to use buses. A member felt that there were common issues, for example, boarding and exiting public transport, with blind people.

Ms Llewelyn noted that Arthritis Care worked alongside other organisations which represented people with long term health conditions, for example diabetes. A member noted that tactile paving is not used properly by councils and that there is 40% more paving than is needed. The Chair felt that it should be kept to a necessary minimum and used consistently. A member noted that there is a standard approach, but that it is not being met by councils.

The Streets and Surface Transport Policy Officer would highlight issues about blister paving in the interchange report. He would invite Ms Llewelyn to a Surface Transport Design Forum meeting.

Action : Streets and Surface Transport Policy Officer

The Chair of London TravelWatch noted that she was keen to encourage people to complain and publicise what London TravelWatch does. The Streets and Surface Transport Policy Officer would contact Ms Llewelyn regarding the placement of an article about London TravelWatch.

Action : Streets and Surface Transport Policy Officer

11 Future Work

It was agreed that the Streets and Surface Transport Policy Officer would circulate dates to members when he would be carrying out site visits.

Action : Streets and Surface Transport Policy Officer

It was agreed that the Streets and Surface Transport Policy Officer and Communications Officer would liaise with the member who offered to place an article from London TravelWatch in his organisation's journal; sending questionnaires to local access groups (whose network he ran); and possibly place articles in other organisation's journals.

Action : Streets and Surface Transport Policy Officer/Communications Officer

It was agreed that the Chair of London TravelWatch would write to the London Assembly regarding the importance of public transport, in light of the changes to NHS (abolition of Primary Care Trusts, moves towards GP consortia to purchase services, etc).

Action : Chair of London TravelWatch

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 the remainder of the meeting.

In the confidential session, members approved the minutes for the confidential session of the Committee meeting held on 23 June 2010 and reviewed the meeting.

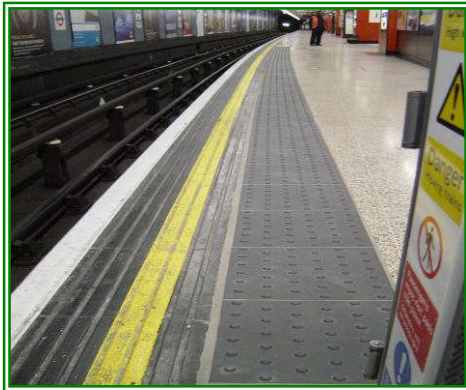
The next meeting of the Committee would be held on 1 December 2010.

13 Glossary

DfT	Department for Transport
PCO	Public Carriage Office
PCT	Primary Care Trust
TfL	Transport for London
TLRN	Transport for London Road Network

Tactile Installation

Livis has now completed over 100 tactile installation programmes with London Underground



Method of Installation

The width of the joint will be marked out and then cut directly behind the existing nosing stone.

The existing paving platform materials and bedding will be removed.



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Tactile Installation

We have installed both corduroy and blister tactiles achieving clear contrasts to the existing platform surfaces including asphalt, terrazzo, concrete, ceramic tiles and other flooring surfaces.

Our vast expertise in tactile installation projects allows us to use the most effective methods and materials to deliver excellent results.



Livis Tactile Machine

The machine is designed to excavate the correct width, depth and length of platform required for the tactile installation in one pass.

The process of installation has now been accelerated to improve programme and cost issues along with reducing the impact of damage on the existing structure.