
Minutes

Agenda item : 5a)
Drafted 21.6.10

Minutes of the meeting of the Board held on 25 May 2010 at City Hall London SE1

Contents

- 1 Chair's Introduction and Pre-meeting announcements
- 2 Apologies for Absence
- 3 Declarations of Interest
- 4 To elect a Chair for the Consumer Affairs Committee
- 5 Chair's Activities and Passenger Focus
- 6 Minutes
- 7 Matters Arising (LTW 349)
- 8 Actions Taken (LTW 350)
- 9 Bus research
- 10 Peter Hendy, Commissioner, Transport for London
- 11 Research programme 2010/11 (LTW351)
- 12 Transport users' surgeries (LTW 352)
- 13 London TravelWatch's work plans 2009/10 and 2010/11 (LTW 353)
- 14 Any Other Business
- 15 Resolution to move into Confidential Session
- 16 Glossary

Present

Members

David Barry; Terry Bennett; Kevin Davis, Gail Engert; Daniel Francis; Sharon Grant (Chair); Sophia Lambert (min. 13 to 15); Teena Lashmore; David Leibling; Sarah Pond, Onjali Rauf, Lorna Reith (Deputy Chair).

Guests

Peter Hendy	Commissioner, Transport for London (TfL)
Vernon Everitt	Managing Director, Marketing and Communications, TfL

Stakeholder Representatives

Matt Winfield	Stakeholder Engagement Manager, TfL
---------------	-------------------------------------

Secretariat

Tim Bellenger	Director, Research and Development, London TravelWatch
Janet Cooke	Chief Executive, London TravelWatch
Jo deBank	Communications Officer (min. 12)
Mark Donoghue	Committee Administrator, London TravelWatch

1 Chair's Introduction and Pre-Meeting Announcements

The Chair welcomed members, officers and guests to the meeting. She noted that this month marked the sixtieth anniversary of the first meeting of London TravelWatch's predecessor body.

2 Apologies for Absence

Advance apologies had been received from Sophia Lambert for her late arrival at the meeting. .

3 Declarations of Interest

There were no additional declarations of interest; the full list of members' interests may be found on the London TravelWatch website (<http://www.londontravelwatch.org.uk/document/3861/get>).

4 To elect a Chair for the Consumer Affairs Committee

David Barry was agreed as the Chair for the Consumer Affairs committee. The Chair noted her thanks to Mr Barry and also her thanks to Ms Pond for chairing the committee previously.

5 Chair's Activities and Passenger Focus update

5.1 Chair's activities

The Chair reported that the general and local elections had taken place since the last board meeting. Some meetings had been cancelled due to the importance of neutrality during this period. The time made available due to the cancellation of meetings had been taken up by progressing work arising from the London Assembly review. The Chair had met with various Train Operating Companies (TOCs) and the new Managing Director of London Underground, Mike Brown. She had attended the opening of platform 0 at Kings Cross railway station and the opening of the East London line.

5.2 Passenger Focus

Mr Leibling reported that the last Passenger Focus board meeting had taken place in Edinburgh. A reception was held where board members met local transport representatives about issues in Scotland.

6 Minutes

The minutes of the Board Meeting held on 23 March 2010 were agreed, subject to the following amendments : On page 5, minute 9, paragraph 2, first sentence should be amended to include that the amount reimbursed is often less than the cost of a call and that this was unsatisfactory.

On page 4, minute 8, paragraph 1, the minute should include reference to the need for a distinct independent consumer body for London.

On page 7, minute 12, paragraph 2, the proposed changes at Stoke Mandeville station regarding access at weekends, particularly opening hours, was queried. The Director, Research and Development replied that the station would still be staffed and that a significant proportion of people accessing Stoke Mandeville hospital go via Aylesbury station.

The Chair noted that the public meetings about the Northern Line referred to at the last Board meeting, would now take place later in the year after the proposed acquisition of Tubelines by TfL.

The Director, Research and Development noted that a response was awaited on the schedule 17 application by South West Trains and the Secretary of State's decision.

7 Matters Arising (LTW 349)

It was agreed to keep item 3.2 (To obtain SERCO Docklands' detailed figures regarding Community Ambassadors' scheme) open until the report had been received. The Chair requested that the matter be followed-up by the Access to Transport committee.

Action : Secretariat

It was agreed to take up Transport for London's (TfL) offer of a presentation on gyratories. This would go to the Transport Services committee.

Action : Secretariat

A member asked if there was any evidence from the Casework team on whether they had received correspondence from appellants who had been given a Penalty Fare Notice (PFN) during the period of adverse weather.

Action : Chief Executive

8 Actions Taken (LTW 350)

A member queried the response to Waltham Forest's proposed junction cycle facility and asked why London TravelWatch had preferred cyclists on the carriageway.

Action : Secretariat

9 Bus research

The Chair welcomed Peter Hendy, Commissioner, TfL, and Vernon Everitt, Managing Director, Marketing and Communications, TfL, to the meeting.

The Director, Research and Development reported that the project had come out of joint research with Passenger Focus (who focused on services outside London) on what bus passengers' priorities were. He went on to explain how the research was carried out and which locations were chosen. The main priority for passengers in London is journey time (certainty of when they would arrive at their destination). This is of most importance to the elderly and young who are most dependent on buses. There has been a substantial improvement in bus services in London and the public wish it to continue, for example this was reflected in the high rankings given by passengers to frequency (second priority) and electronic information to passengers (third priority). He highlighted differences between the national results on a variety of factors including bus shelters, obtaining a seat and ticketing.

A member felt that the research was very interesting and reflected what had been received anecdotally in the past.

A member asked what areas were covered outside of London. The Director, Research and Development replied that they were metropolitan, sub-metropolitan and rural areas.

The Chair asked about differences based on gender or age in the responses. The Director, Research and Development noted making the journey smoother and reducing jolting on bus journeys, would encourage older people to use the buses more (older people are afraid of

falling). Improving Closed Circuit Television (CCTV) ranked higher for older people and those aged under 19.

A member noted their surprise at the high ranking of iBus. Why was this? The Director, Research and Development replied that iBus was completed in October 2009, about the same time as the survey was being carried out.

The Chief Executive noted that the research was very important. There was now empirical evidence to support what London TravelWatch had been arguing for. She noted that the passenger responses from the Croydon and Romford bus surgeries showed how much public transport was valued. The Chair also noted her thanks for the work and how useful it was.

The Chair asked Mr Hendy for his thoughts on the research. Mr Hendy began by thanking the Chair for inviting him to the board meeting. He welcomed the research as it gave an understanding of what passengers wanted and needed. It confirmed the research carried out by TfL. The most important priorities for passengers are frequency, reliability and security. Punctuality has improved and four fifths of bus services do not need a timetable. It was important to have a reliable service so there was no wasted mileage or time. Steps were being taken to improve the standard of driving. A variety of technological devices were being used to do this, for example, a traffic light system which displays green, yellow and red lights to drivers to inform the driver in real time how well they are driving. Mr Hendy offered to show members how this worked. The system was important as it rewarded good behaviour.

Mr Hendy noted that the new Countdown system had been bought and developed. The legislation which enabled the creation of the Oyster card system gave control over modes of transport. The frequencies of bus services were higher in London than the rest of the UK. There were many attributes that the respondees to the research had taken for granted, for example, the investment in the bus network and the legislation to support it. He appreciated the support of the Mayor for the funding levels for London. The Mayor is keen to defend the volume of buses.

10 Peter Hendy, Commissioner, Transport for London

Mr Hendy noted that the Mayor had been in office for 2 years and TfL is delivering the Mayor's manifesto commitments. This is an unparalleled time for public spending. The Mayor is in discussions with the Secretary of State for Transport about the budget for TfL. He noted that TfL's services carried 24 million passengers a day. London is the most productive part of the United Kingdom : it pays the most in taxes, etc. TfL have a budget of £9.5 billion, of which £3 billion is from the Department for Transport (DfT). He was not surprised to have to justify the budget with the current pressures on public spending. TfL is key to the productive capacity of London : the population of London want to be mobile, access work, etc. There had been some pressures on budgets from the recession, for example, a drop in revenue from London Underground (LUL). Some projects have been deferred, for example, step-free access, to make savings. TfL is looking to reduce costs by £5 billion, for example, by reducing 1,000 jobs. He hopes to deliver investment and meet the budget through to 2017/18. There was a cost in taking over Metronet when that collapsed. The Mayor has set up an investment project advisory group to scrutinise infrastructure projects. Work had begun at Tottenham Court Road, Farringdon and Shoreditch for Crossrail. It was vital to continue Crossrail to increase capacity in London.

TfL is focused on delivering the tube upgrades and increasing capacity. The Victoria line upgrade programme was almost finished (it will be completed by 2012). It is hoping to complete the Jubilee line upgrade and is looking at the Northern line upgrade, particularly the level of closures. The sub-surface line upgrades were required as the signalling was almost at the end of its life. The Mayor did not want to see the same level of fare increases repeated in 2011. The

East London Line (ELL) extension had opened (and on budget). The DLR was in the process of upgrading to three car operation and extending the line to Stratford International. The autumn spending review would put TfL under pressure to deliver. TfL had to do the tube upgrades and Crossrail.

How TfL is planning to fund capital expenditure, meet current needs and hold fares down? Mr Hendy replied that the Mayor had told him that the Government of London was 2 years ahead of the rest of the country. TfL had already cut costs and reduced staff. The Mayor was keen to make that point to Government.

The Chair asked about the recent developments with Tubelines (the proposed purchase of Tubelines by TfL for £310 million). Where had that money come from and would there be an additional call on the budget for this year? Mr Hendy replied that the £310 million would be paid over two years, but would save £500 million over the length of the contract. He was confident that this was a better approach to deliver the upgrades for the Northern and Jubilee lines. TfL can also borrow money more cheaply. The Piccadilly line would not be complete by 2017 due to a lack of money. Mr Everitt noted that there would be no further call on Government or tax payers.

Would the existing contractors continue to be used? Mr Hendy replied that Bechtel would bow out as a contractor. However, Amey (Ferrovial) would continue to supply staff for maintenance. He did not want to lose any good parts of the current working arrangements that Tubelines had. The scope would not change for the upgrades. However, he did feel that the way the contracts for the Public-Private Partnerships (PPPs) had been drafted, meant that insufficient importance had been given to passengers, for example, the disruption to passengers at weekends who normally use the Jubilee line. TfL were looking at the number of closures it would take to carry out the upgrades and minimise disruption to passengers, for example, the sub-surface line resignalling contract. He did not want lines closed and weekends with little work being done.

A member asked how 3G (bus priority schemes to improve reliability and frequency) was progressing. Mr Hendy noted that the focus had shifted from surface transport to the road network, for example, smoothing the traffic flow. There had been a change to Local Implementation Plans (LIPs) to enable Boroughs to make improvements more coherently. He offered to organise a presentation to update London TravelWatch on this.

The Chair reported that London TravelWatch is monitoring how LIP money was being spent. How were the LIPs particularly conducive to bus priorities? Mr Hendy replied that the Excess Waiting Time for buses had remained the same, despite a gentle increase in traffic in outer London.

How is TfL planning to reduce carbon dioxide and the planned reduction in kilometres operated by London Buses? Mr Hendy replied that unlimited resources ended in 2009/10 (regardless of the economic situation). London Buses will need to make sure that they can cope with the peaks in demand. On carbon dioxide emissions London Buses will need to look at the impact of running more buses and the impact that has on reducing car use (leading to an overall reduction in emissions).

How are concessionary fares for recipients of unemployment benefit being promoted? Mr Everitt reported that the applicants receive the information on what they are entitled to at their benefit office. The take-up rates are impressive, in comparison with other benefits. He promised to supply up to date figures (broken down by Borough) on the take-up rates.

Action : TfL

Mr Hendy asked London TravelWatch for ideas to improve the take-up rates for these schemes.

The Chair noted that TfL do not publish their complaints data, but Train Operating Companies (TOCs) do. Mr Everitt replied that he would revisit this.

What have TfL learned from the outer London Commission? Mr Hendy noted that the final report by the Commission was due to be published soon. Effective local transport is beneficial for economic growth. Croydon will have its town centre redeveloped and this will require more trams.

The Chair noted her thanks to Mr Hendy and Mr Everitt and expressed her desire for London TravelWatch and TfL to continue to work closely together.

11 Research programme 2010/11 (LTW 351)

The Director, Research and Development reported that the policy team were not involved in just carrying out research, but also involved in supporting Casework and policy development. He felt that working collaboratively with other organisations was the best way of producing good results. London TravelWatch had a small research budget and it was important to obtain good value and influence. The research budget had been reduced for 2010/11. With constraints on public spending there will be reductions in the transport network which will impact upon passengers. He raised concerns about reductions to the scope of the Thameslink and Crossrail projects. Adverse affects upon users should be mitigated.

The Chair noted that the budget was around £30,000 (by comparison the research budget for Passenger Focus was around £2.5 million). Members felt that quick wins could be achieved on faith communities and walking. It was also important to be involved in TfL's research. The Chief Executive would feed these ideas through into the work plan and maintain flexibility for things which might arise over the year.

12 Transport users' surgeries (LTW 352)

The Communications Officer noted that the two locations for the surgeries, Croydon and Romford, had been chosen due to London TravelWatch's strategic priorities and interchange in outer London. People in Croydon were happy with public transport, but Romford had a higher use of cars and lower use of public transport. Specific issues relating to freedom passes were raised at both surgeries. Also, information was provided on the use of ramps and accessibility of buses for wheelchair users. The next two events were planned for Kingston and Southall.

The Deputy Chair noted that both events raised London TravelWatch's profile and that a press release was issued on freedom passes after members of the public highlighted issues at the surgeries.

The Chair asked for an updated paper to be given setting out plans for future surgeries and how they tied into the research programme.

Action : Communications Officer

13 London TravelWatch's work plans 2009/10 and 2010/11 (LTW 353)

The Chief Executive reported that last year (2009/10) had been the first year that work planning had been used and this had been successful in raising awareness of the need to focus on

business plan delivery. The wider management group had been involved. She pointed out that many target dates were linked to board and committee meetings.

Members suggested that for recording progress against the 2010/11 workplan, a traffic lights system should be included for targets, as well as the names of individuals responsible for key targets.

Overall performance against the 2009/10 business plan would now be reported to the Greater London Authority (GLA).

Members congratulated the staff on achieving so many of the targets.

14 Any Other Business

None.

15 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 confidential session, members approved the minutes for the confidential session of the Board meeting held on 23 March 2010 and reviewed the meeting. They also discussed the draft Standards at London's Rail Stations report.

The next meeting of the full Board will be held on 6 July 2010 at Greenwich Town Hall (Woolwich).

16 Glossary

CCTV	Closed Circuit Television
DfT	Department for Transport
GLA	Greater London Authority
LIPs	Local Implementation Plans (LIPs)
LUL	London Underground Limited
PPP	Public-Private Partnership (a way in which some major infrastructure projects are funded in the UK)
TfL	Transport for London
TOC	Train Operating Company