
Secretariat memorandum

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Agenda item: 5

TRS021

Drafted: 28.11.11

Matters Arising

1 Purpose of report

- 1.1. To record matters arising from previous meetings of the Transport Services committee and give progress on their resolution.

2 Recommendation

- 2.1. That the report is received for information.

3 Information

- 3.1. The table at Annex A indicates the current position in relation to matters arising from previous meetings of the Committee.
- 3.2. Updates for inclusion in this report were invited five working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

4 Equalities and inclusion implications

- 4.1. None – report is for information only.

5 Legal powers

- 5.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

6 Financial implications

6.1. None – report is for information only.

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
1	23.06.10	8c	To draw up a list of stations which were not step-free, but where access had improved.	Policy Officer	The status of very few stations has changed and an update will be made in the new year.	In progress
2	23.06.10 05.04.11 06.07.11 05.10.11	C2 5.2 5.1 5.1	To determine the number of complaints TfL receive from disabled passengers. To confirm the number of disabled passengers on TfL.	Policy Officer	TfL aims to publish the complaints data early in the new year.	In progress
3	13.10.10	5	To monitor progress on arranging a meeting with the Ministers of Health and Transport.	Policy Officer	The Policy Officer has fed into the work of the TfL officer responsible for access to healthcare but continuing to seek the meeting with Ministers is on hold pending clarification of government proposals.	In progress
4	13.10.10	10	To update London TravelWatch on the hidden disabilities card (correct name Travel Support card)	Executive Assistant	Roll out of the Travel Support card is now expected to be early 2012. The delay will enable TfL to undertake staff training and facilitate the card's smooth introduction. TfL is also continuing dialogue with accessibility groups.	In progress
5	13.10.10	10	To contact Arthritis Care about the placement of an article in their members' magazine.	Communications Officer	To be progressed when the Communications Officer is in post.	In progress
6	05.04.11 06.07.11	11.2 5.4	To meet TfL's Red Route officer to conclude the issue of licensing pedicabs.	Policy Officer	The Policy Officer has met with TfL officers on this issue and the note of the meeting is being checked with TfL for factual accuracy before being issued.	In progress

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	05.04.11	10	The Governance Committee to consider means of transferring the knowledge held by the Safety & Policy Adviser to other members of staff.	Chief Executive	This is being incorporated as part of the work on succession planning.	Complete
8	06.07.11	11	Research which London boroughs had most problems with provision of accessible bus stops.	Policy Officer	The Policy Officer has written to Chief Executives of the boroughs with scores below 40%, ie Barnet, Bromley, Enfield, Havering, Redbridge, Richmond, Westminster.	In progress
9	06.07.11	C2	Consider organising a launch of the Interchange & Walking report at Paddington station during summer.	Policy Officer	The report was launched on 13 September and has been discussed with the MD of TfL Surface Transport. A further update is scheduled for the meeting on 07.12.11.	Complete
10	05.10.11	4	Add changes to District line service at Olympia to workplan for review in summer 2012.	Executive Assistant	This has been added to the workplan.	Complete
11	05.10.11	5.3	Refine data provided by TfL on areas of traffic congestion in order to progress the issue with TfL's head of streets. Consider whether it should be included within London TravelWatch's manifesto.	Policy Officer	This issue has been raised with the MD of TfL Surface Transport and a response is being chased.	In progress
12	05.10.11	5.7	Write to the Mayor expressing disappointment about the decision to not install Countdown signs at priority bus stops.	Policy Officer	The Chair wrote to the Mayor on this subject on 18 October, a copy of the letter is attached at Annex B.	Complete

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
13	05.10.11	7	Consider including research on bus passenger priorities in London TravelWatch priorities document.	Policy Officer	London TravelWatch's passenger priorities document is now published.	Complete
14	05.10.11	8	Implement recommendations of the report on development of train services on the Chiltern route.	Director, Policy & Investigation	Discussions are ongoing with Chiltern Railways and TfL. This work is now included within London TravelWatch's workplan.	Complete

Our Ref:
Your Ref:

18 October 2011

Mayor Boris Johnson
Greater London Authority
City Hall
The Queen's Walk
London SE1 2AA

Dear Mayor Johnson

Bus Countdown stop selection criteria

London TravelWatch is the statutory watchdog representing transport users in London.

In May, 2010 we published research we had undertaken into bus passengers' priorities for improvements in London. I enclose a copy.

It is clear from that work that real-time bus service information at bus stops is a priority for passengers. This issue was ranked third behind reliability and frequency of services.

Whilst we welcome internet and text messaging of real-time bus service information this does not replace the need for signs at stops. Many passengers, for a variety of reasons, may not be able to access mobile phone information. They may be too young to have a phone or too old, they may have special educational needs. Sometimes the weather will be too inclement, the light too poor, the passenger's phone out of battery or there is no network coverage available. The 12p SMS fee plus the operator's tariff will be too costly to access on multiple occasions for some passengers.

London TravelWatch board members and officers spent a lot of time considering the bus stop selection criteria that TfL developed for the limited number of Countdown signs that had been funded. We supported their approach that looked to broadly maximise the benefits to the largest number of passengers. We know that some bus stops where Countdown is located are not as heavily used as stops that presently have no Countdown sign. This was an opportunity to deal with this and add some more signs to the network. Although we recognise that some existing users would be disadvantaged.

We are therefore disappointed to hear that the selection criteria has been changed, without consultation with us and will be sub-optimal compared to the plans we had agreed with.

I would urge you to reconsider this decision and install these signs according to the agreed criteria that was designed to maximise passenger benefit.

Yours sincerely

Sharon Grant
Chair