
Secretariat memorandum

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Agenda item 5
TS006
Drafted 21.5.09

Matters arising

1 Purpose of report

- 1.1 To record responses to or further information received on, and/or of action that has arisen from, items tabled at previous meetings.

2 Information

- 2.1. The current position with respect to items outstanding from previous meetings is detailed on the table at Annex A. Updates for inclusion in this report are invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.
- 2.2. The Rail and Underground Policy Officer would convene a small working group about plans for a new service pattern for Heathrow Connect services (meeting 23.9.08, minute 331)

The Rail and Underground Policy Officer has reported :

“BAA has advised that their board has decided not to commit to investment in new trains until stakeholder concerns can be resolved. Also, the necessary Network Rail track and station changes at West Ealing could not be completed in time for December 2010. Increasing the service is still a BAA strategic objective, and they are working to resolve the concerns which have been raised. December 2011 would now be the earliest possible date, but even this may be a challenge for completion of the West Ealing work.

Because BAA had not confirmed their intention to go ahead, the members’ working group never met. Officers will keep in touch with BAA as necessary.”

- 2.3. When will London Overground (LOROL) be able to brief the Rail and Underground Policy Officer on the train plan? (meeting 20.5.09, minute 4i)

London Overground replied that :

“LOROL should be offered the train times from Network Rail on 10 July 2009 and then have until 24 July 2009 for any fine tuning. We will therefore be in position to brief LTW at the end of July/early August.”

- 2.4. Will London Overground be planning a session on bus planning? (meeting 20.5.09, minute 4ii)

London Overground replied that :

“We can host a session and we are currently reviewing the best date for this session.”

- 2.5. Will there be a shuttle between Queens Road and Euston during the Dec 09 – Jan 10 blockade? (meeting 20.5.09, minute 4iii)

London Overground replied that :

“LOROL have said that they are aiming to provide a shuttle service. However this is yet to be confirmed due to issues with loss of access to depot over this extended period.”

- 2.6. Will the Bakerloo be running during the Wembley Queens Park closures – Dec 09 to Jan 10 and Weekends (meeting 20.5.09, minute 4iv)

London Overground replied that :

“The Bakerloo line will have the same blocks as LOROL so will have bus services for the affected area, but generally they will keep running on the non-affected areas.”

- 2.7. Will the Bakerloo line be running during the Queens Park closures? (December 2009 to January 2010 and weekends) (meeting 20.5.09, minute 4v)

London Overground replied that :

“Exact closure dates are as follows:

Watford DC

Sun 16 Aug (until 1200) LOROL only run Watford – Harrow half hourly (Bakerloo is normal)

Sun 13 Sep bus service Queens Park – Wembley Central

Sun 20 Sep bus service Queens Park – Wembley Central

Sun 27 Sep bus service Queens Park – Harrow and Wealdstone

Sun 4 Oct bus service Wembley Central - Watford

Sun 11 Oct bus service Harrow - Watford, train service Euston – Willesden, Bakerloo normal

Sun 1 Nov bus service Queens Park – Willesden Junction (TBC)

Sun 6 Dec bus service Queens Park – Willesden Junction (NB from 2000 Sat LOROL Willesden – Watford only, Bakerloo normal)

0220 Fri 25 Dec to 0500 Mon 4 Jan 2010

1 week closure Queens Park – Wembley Central

From Sun 10 Jan 2010 to Sun 18 Apr 21010 = 14x Sunday closures
Queens Park – Wembley Central (sometimes extended to Harrow)

Richmond – Stratford

19 April – 20 December 2009 – Sunday closures of whole line

25 December 2009 – 12 April 2010 – 16 week closure between Gospel Oak and Stratford – whole line closed on Sundays

Gospel Oak - Barking

7 February - 13 December 2009 – weekend closures

Clapham Junction – Willesden Junction

19 April – 20 December 2009 – Sunday closures between Shepherd’s Bush and Willesden Junction

25 December 2009 – 05 April 2010 Sunday closures between Shepherd’s Bush and Willesden Junction

07 April – 06 June 2010 – Saturday closures between Clapham Junction and Olympia/Willesden Junction (NB NO TRAIN SERVICE ON SUNDAYS)”

- 2.8. Have London Overground thought about having an 020 telephone number rather than an 0845 customer service number? (meeting 20.5.09, minute 4vi)

London Overground have replied that :

“There is an 0207 number however callers using this number by-pass the call-sorting functions of the 0845 number and therefore greatly increased the likelihood of longer waiting times to respond to a call or the caller being misdirected. The majority of other TOCs use 0845 numbers or similar and within TfL both the Oyster line and Congestion Charge lines are 0845.”

- 2.9. Was London Overground working with hospitals to include details of engineering work with hospital appointment letters (meeting 20.5.09, minute 4vii)

London Overground replied that :

“We offered this to Royal Free for the 2008 autumn closures and they chose not to do this. We have made the same offer to Homerton Hospital this year and they are more likely to take up the offer. Arrangements, timings etc are still to be decided.”

- 2.10 Following the oral summary given at the Transport Services Committee meeting on 20th May, further study of the draft Southeastern December 2009 timetable revealed several issues requiring comment (meeting 20.5.09, minute 9)

Following the meeting on 20th May the Rail & Underground Policy Officer carried out a more detailed study of the draft timetable. This included consideration of submissions received on behalf of users of Blackheath station. As a result, comments and questions were sent to SouthEastern. These are attached as an appendix to this report, along with SouthEastern’s responses and proposed further responses by London TravelWatch. Members’ comments are invited, particularly on the proposed stance regarding the first two items , i.e. Blackheath and the Bromley North branch.

It is intended to ask SouthEastern for a meeting to discuss the issues. Any members who wish to attend are asked to indicate accordingly.

- 3 Equalities and inclusion implications
 - 3.1. None – report is for information only.
- 4 Financial 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).
- 6 Recommendations
 - 6.1. That the report is received for information.

Annex A Transport Services Committee Matters Arising Report TS006

Meeting	minute	Action	Stakeholder	London TravelWatch owner	status
Board 23.9.08	331	The Rail and Underground Policy Officer would convene a small working group about plans for a new service pattern for Heathrow Connect services.	London TravelWatch	Research and Development	Complete – see para 2.2, above
28.4.09	4i	When will London Overground be able to brief the Rail and Underground Policy Officer on the train plan	London Overground	Committee Services	Complete – see para 2.3, above
28.4.09	4ii	Will London Overground be planning a session on bus planning	London Overground	Committee Services	Complete – see para 2.4, above
28.4.09	4iii	Will there be a shuttle service between Queens Road and Euston during the December 2009 to January 2010 blockade?	London Overground	Committee Services	Complete – see para 2.5, above
28.4.09	4iv	Will the Bakerloo line be running during the Queens Park closures? (December 2009 to January 2010 and weekends)	London Overground	Committee Services	Complete – see para 2.6, above
28.4.09	4v	Do London Overground have the exact dates for the December 2009 to January 2010	London Overground	Committee Services	Complete – see para 2.7, above
28.4.09	4vi	Have London Overground thought about having an 020 telephone number rather than an 0845 number	London Overground	Committee Services	Complete – see para 2.8, above
28.4.09	4vii	Were London Overground working with hospitals to include details of engineering work with hospital appointment letters	London Overground	Committee Services	Complete – see para 2.9, above
28.4.09	5	When can we see alternative diagram proposals please?	TfL	Research & Development	

28.4.09	9	Following the oral summary given at the Transport Services Committee meeting on 20 th May, further study of the draft Southeastern December 2009 timetable revealed several issues requiring comment.	London TravelWatch	Rail and Underground Policy Officer	Complete — see para 2.10, above
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