
Secretariat memorandum

Author : Mark Donoghue

Agenda item 4
TS009
Drafted 30.9.09

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 Recommendation

- 2.1. That the report is received for information.

3 Information

- 3.1. 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.
- 3.2. To meet Southeastern Railway on the draft timetable for December 2009 (meeting 14.7.09, minute 5)

A full report of the meeting may be found online as information paper TS015.

In the meeting London TravelWatch requested that passengers be given special tickets as compensation for the withdrawal of the direct link at peak time between Woolwich and Blackheath (Minute 3.4). On 8 September Mike Gibson replied to London TravelWatch advising that Southeastern does not consider it can agree to these requests. The reply is attached as annex B.

A similar example occurred when British Rail (BR) services were withdrawn from Westbourne Park in 1992. This meant that passengers interchanging from the BR Slough line to London Underground Limited's (LUL's) Hammersmith line had to go via Paddington and thus enter fare zone 1. To mitigate this, an arrangement was made that any passengers who registered to do so were allowed to go via Paddington for up to five years without having to pay the extra fine.

Members may wish to consider whether and how the matter should be pursued.

- 3.3. To submit London TravelWatch's response to the Kent RUS to Network Rail (meeting 14.7.09, minute 6)

A copy of London TravelWatch's response to the Kent Route Utilisation Strategy can be accessed here : <http://www.londontravelwatch.org.uk/document/3860/get>

- 3.4. Wasted resources at Gatwick Airport : write on behalf of the London TravelWatch and Passenger Focus Chairs to the Secretary of State (meeting 14.7.09, minute 7) (Post meeting note : it had been agreed to write to Lord Adonis, Secretary of State, with a copy of the Sussex RUS instead)

On 9 September 2009 a copy of the Sussex RUS was sent with a covering letter to Lord Adonis. A copy of the letter is attached in the Annex to this report.

- 3.5. A draft of the Sussex Route Utilisation Strategy response to be circulated to members of the committee (meeting 14.7.09, minute 7)

On 12 August 2009, the draft of the response was circulated as requested, with the final version submitted to Network Rail on 20 August 2009. This may be viewed in full here : <http://www.londontravelwatch.org.uk/document/3888/get>

- 3.6. To submit Annex 1 of the Transport for London Performance Indicators – Progress Report (TS008) to TfL, with a request that initial reports be available at the next meeting (meeting 14.7.09, minute 9)

On 16 July 2009 the Rail and Underground Policy Officer sent the agreed list of performance indicators to Transport for London.

- 3.7. To arrange a meeting with TfL on surface transport performance indicators (meeting 14.7.09, minute 9)

On 9 September 2009A meeting with Transport for London took place. The Streets and Surface Transport Policy Officer and Committee Chair attended this meeting.

- 3.8. East London Line replacement bus services : return this Committee's recommendations to London Overground (meeting 14.7.09, minute 10)

On 15 July 2009 the Rail and Underground Policy Officer sent the following :

"Members considered your note about reducing / withdrawing routes ELW and ELC at our Transport Services Committee meeting today.

"They regret the circumstances which have led to London Rail's proposal to reduce the frequency and operating hours of route ELW and withdraw the ELC.

"If it is the intention to go ahead, they believe the following mitigation measures must be put in place:

"ELW

"As 20 minutes is below the turn-up-and-go standard, timetables should be displayed at each station and bus stop showing the departure times. These should also be

produced in leaflet form and handed out to passengers prior to the introduction of the reduced service.

“Strict control should be enforced to ensure ELW buses do not run early.

“ELC

“TfL should run a pro-active programme to identify existing users, find out the full length of the journeys they are making and offer them bespoke advice on the best alternative routes.

“The principle must be that no existing passengers should be out of pocket as a result of the withdrawal of this bus route. Therefore, where this would entail them paying a higher fare than now, arrangements should be made on a personal basis either to provide them with a ticket at their present fare or to recompense them for the difference.

“We are aware that this is similar to a request, at the time that the East London line was closed, to allow passengers to use National Rail and the Jubilee line via London Bridge without paying a zone 1 fare. London TravelWatch was never happy that this was refused, but at least the existence of bus route ELC meant that passengers via both New Cross and New Cross Gate had a reasonably convenient alternative route. The withdrawal of ELC means that circumstances will now be different, and for New Cross Gate passengers in particular this route will no longer be acceptably convenient.

“Both routes

“We note your recognition that for both routes there are questions of capacity which may require further investigation. We look to London Rail to take whatever measures are necessary to deal with this.”

On 10 September 2009 the following response from London Overground was received :

“I can confirm that we are not making any changes to the ELW service, however we will keep this under review.

“We will be discontinuing the ELC service from 25th September 2009 and I wanted to update on the actions we have taken to address the concerns you outlined in your email below.

“We will be running a communications campaign for existing passengers and this includes:

- Passenger posters informing them of alternative journey options. FYI I have attached a copy of the passenger poster. These will be posted from next week on the replacement buses and the following week at the bus stops
- Canada Water local bus service leaflet, which is available at the station
- PA Announcements at stations”

“You raised concerns about passengers not being out of pocket and I can confirm that we have arranged for ticket acceptance for passengers with a valid ticket or travelcard on routes 381 and 225. At New Cross the high frequency 225 route covers New Cross to Rotherhithe, with passengers being required to take a short walk or short bus journey east from New Cross Gate to pick up the service near New Cross station.

“I noted your suggestion about offering bespoke travel advice, however now that we have secured ticket acceptance on route 225, which follows the similar route of ELC, this is not a complex change to passenger journeys. Passengers can also use the TfL journey planner to plan their amended journey and all station staff at relevant LU stations have been briefed.

“We do appreciate that this change will require existing ELC passengers to make a small change to their travel patterns.”

4 Equalities and inclusion implications

4.1. None – report is for information only.

5 Financial implications

5.1. None – report is for information only.

6 Legal powers

6.1 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.

Annex A Transport Services Committee Matters Arising Report TS009

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status
28.4.09	5	When can we see the alternative diagram for the Circle line proposals	TfL	Research & Development	
14.7.09	5	To meet Southeastern Railway on the draft timetable for December 2009	London TravelWatch	Rail and Underground Policy Officer	Complete – see para 3.2, above
14.7.09	6	To submit London TravelWatch's response to the Kent RUS to Network Rail	London TravelWatch	Rail and Underground Policy Officer	Complete – see para 3.3, above
14.7.09	7	Wasted resources at Gatwick Airport : write on behalf of the London TravelWatch and Passenger Focus Chairs to the Secretary of State (Post meeting note : it has been agreed to write to Lord Adonis, Secretary of State, with a copy of the Sussex RUS instead)	London TravelWatch	Rail and Underground Policy Officer	Complete – see para 3.4, above
14.7.09	7	A draft of the Sussex Route Utilisation Strategy response to be circulated to members of the committee	London TravelWatch	Rail and Underground Policy Officer	Complete – see para 3.5, above
14.7.09	8	To prepare a sample of the new reporting format using the quarter 4 data and circulate it to members.	London TravelWatch	Policy Assistant	In progress
14.7.09	9	To submit Annex 1 of the Transport for London Performance Indicators – Progress Report (TS008) to TfL, with a request that initial reports be available at the next meeting	London TravelWatch	Rail and Underground Policy Officer	Complete – see para 3.6, above
14.7.09	9	To arrange a meeting with TfL on surface transport performance indicators	London TravelWatch	Streets and Surface Transport Policy Officer	Complete – see para 3.7, above

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status
14.7.09	10	East London Line replacement bus services : return this Committee's recommendations to London Overground	London TravelWatch	Rail and Underground Policy Officer	Complete – see para 3.8, above

Annex B

Southeastern reply re. meeting items 4a) and b)

From: Gibson, Mike

Sent: 08 September 2009 11:59

To: Jerry Gold

Cc: Boundy, Sarah; Rowley, Brian

Subject: Dec 2009 Timetable: withdrawal of direct link (peak) Woolwich - Blackheath/Lewisham

Dear Jerry

With reference to our looking at some form of compensation to passengers affected by the withdrawal of this link, I have discussed with our Commercial team and unfortunately, this is not an option.

First, you will appreciate that it is difficult to establish the numbers of existing passengers who regularly use the route and would be adversely affected. Even if we could, to do, as TravelWatch suggests, to issue them a special ticket allowing travel on the DLR between Lewisham and Greenwich at the same rate as they currently pay on the train, would be difficult to administer. This also applies to your proposal to issue them with an Oyster Pay As You Go card with Southeastern arranging top up.

Second, even if it were possible to implement and administer these schemes, it would leave us open to accusations of unfairness from new passengers wishing to make the journey post 13 December and from other passengers across our network that may be similarly disadvantaged by timetable changes.

Telling current passengers about this and other timetable changes will be very important and we will begin a formal communications exercise well in advance of the implementation date. This will include posters at stations, website updates, stakeholder briefings, printed information and announcements on trains. If TravelWatch have any suggestions for how we can improve communication to passengers on the new timetable, please let us know.

B. Regards

Mike Gibson
Public Affairs Manager
Southeastern

Lord Adonis
Secretary of State
Department for Transport
Great Minster House
76 Marsham Street
London, SW1P 4DR

COPY

9 September 2009

Dear Andrew,

Sussex RUS – London TravelWatch concerns

We have recently submitted our response to the Sussex RUS consultation, and I am pleased to attach a copy. There are however particular matters which we feel need to be drawn directly to your attention.

I would particularly refer you to sections E - G of the paper's Executive Summary. These deal with important issues which the draft RUS does not cover. We raised them at meetings of the RUS Stakeholder Management Group, along with Passenger Focus and some of the industry representatives, but regrettably Network Rail's RUS team decided not to investigate them.

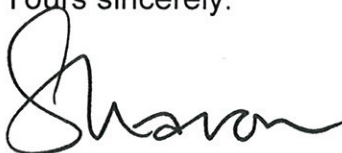
We regard all the points as important, but the most important of all (particularly given the present financial position) is the matter of the 48 carriages (the Class 460 fleet and worth over £70m) which are unused for most of the commuter peak periods. This goes totally against the long-standing (and obviously sensible) principle that peak traffic should be catered for by making maximum use of the railway's assets.

We understand how this situation has come about, and can accept that there might be good reason for it as a temporary arrangement. What we cannot accept, and I hope you will agree, is that it should be accepted for the longer term without a thorough investigation of alternative possibilities.

I hope this is helpful to you. We would of course be happy to elaborate our points at a meeting if required.

Kind regards,

Yours sincerely,



Sharon Grant
Chair

