
Secretariat memorandum

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Agenda item 5
TS029
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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 Recommendations

- 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. How many passengers would change at Kennington for the Charing Cross branch of the Northern Line if the line were partially split (14.10.09, minute 10)

The following response was received from Transport for London on 19 March 2010 :

“Under the proposal, all Morden branch trains would serve the Bank branch and all Charing Cross branch trains would start at Kennington. Morden branch passengers would need to interchange at Kennington in order to travel to Charing Cross branch destinations. Trains on the Edgware and High Barnet branches would continue to serve both the Charing Cross and Bank branches.

These changes would enable us to boost capacity by a third on the Bank branch during the peak and by 20 per cent on the Charing Cross branch. The combined benefit of an additional 12 trains per hour (8 on the Bank branch and 4 on the Charing Cross branch) would be equivalent to 40 per cent of the capacity of a new line across central London.

All Morden branch customers wanting to travel to Bank branch destinations in the peak would benefit from an increased train frequency of 32 Bank branch trains per hour, instead of 22 now and 24 after the upgrade. Morden branch customers, interchanging at Kennington to travel to Charing Cross branch destinations would

also benefit, with an increased service frequency of 28 trains per hour, compared to 20 now and 24 after the upgrade. Edgware and Barnet branch customers would gain from 28 trains per hour scheduled in the peak, compared to 20 now and 24 after the upgrade.

The service improvements I have outlined, mean about 11,500 more passengers interchanging at Kennington over the three-hour peak period. London Underground does not anticipate that the changes proposed would require any alterations to be made to the platforms at Kennington station. The station does not currently experience significant levels of crowding, and under the proposal, services on the Charing Cross branch would increase so that an empty train would be arriving at the station almost every two minutes (compared to one train every three minutes at present).”

- 3.3. To find out where the ‘What passengers want’ survey is from, how it was carried out, sample size, etc (14.10.09, minute C3)

The information on the slide featured data from the Bus Customer Satisfaction Survey. A break down of the sample size, etc is included in the annex to this report.

- 3.4. To check the information passengers are given regarding the Tottenham Court Road bus diversions (21.1.10, minute 5i)

London Buses have confirmed that the following iBus announcements are made to passengers regarding the bus diversions due to the rebuilding works at Tottenham Court Road :

“Route 73/N73 - an alight here for announcement is made at stop (36760) RE stating ‘alight here for Tottenham Court Road’

Routes 7, 8, 10, 55, 98, 390, N7, N8, N41, N55, N98 and N207 – an alight here for announcement is made at stop (20465) OL ‘bus on diversion after this stop’

Route 73/N73 – an alight here for announcement is made at stop (34554) OF ‘bus on diversion after this stop’.”

A copy of the leaflet given to passengers is included in the annex to this report.

- 3.5. TfL to update information to passengers whose buses no longer enter Tottenham Hale station (21.1.10, minute 5ii)

London Buses have confirmed that there was an email campaign to registered Oyster card users and information was on the TfL website. Posters are still up in the station about the routes not entering the station.

- 3.6. To organise a visit to the Waterloo and City line (21.1.10, minute 6)

The Chair, Senior Policy Officer and a member visited the Waterloo and City Line on 12 April 2010. Two members of the Casework team visited on 13 April 2010.

- 3.7. To send a copy of the Dial-a-Ride membership form and demographic information (21.1.10, minute 7)

A copy of the eligibility requirements can be viewed on the Transport for London (TfL) website (<http://www.tfl.gov.uk/gettingaround/1187.aspx>). A copy of the application form for Dial-a-Ride can also be viewed on the TfL website (<http://www.tfl.gov.uk/assets/downloads/London-dial-a-ride-application-form.pdf>). A copy of the demographic data for users is included in the annex to this report.

- 3.8. To report on what training was available for drivers on making public address announcements and lessons learnt from London Underground (3.3.10, minute 3)

Bus drivers are provided with a comprehensive training document “Big Red Book”. Page 17 of this document provides clear information to drivers on what is expected of them when they make public address announcements (A copy is available to members). Transport for London has indicated that best practice is disseminated across all modes.

- 3.9. What service the Waterloo and City line would operate during the Olympics (3.3.10, minute 3)

On 14 April 2010 London Underground (LUL) reported that they plan to maintain the normal service, as the predicted level of demand does not justify any changes.

- 3.10. Letters should be sent to Lead Officers in each part of Local Government within a franchise asking for their views on the franchise consultation (3.3.10, minute 6)

Letters were sent to the local authorities whose boundaries covered the areas of the franchises. Details of which local authorities were consulted can be found in London TravelWatch’s franchise consultation responses.

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 TS029

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status
14.10.09	10	To provide details on how many passengers would have to change at Kennington for the Charing Cross branch of the Northern Line.	LUL	Committee Services	Complete – see para 3.2 above
14.10.09	C3	To find out where the ‘What passengers want’ survey is from, how it was carried out, sample size, etc.	London Buses	Committee Services	Complete – see para 3.3 above
21.1.10	4	To report on the impact of the Southeastern Railway December 2010 timetable.	London TravelWatch	Senior Policy Officer	Verbal update
21.1.10	5	i) To check the information passengers are given regarding the Tottenham Court Road bus diversions. ii) TfL to update information to passengers whose buses no longer enter Tottenham Hale station.	London Buses	Committee Services	i) Complete – see para 3.4 above ii) Complete – see para 3.5 above
21.1.10	6	To organise a visit to the Waterloo and City line.	LUL	Committee Services	Complete – see para 3.6 above
21.1.10	7	To send a copy of the Dial-a-Ride membership form and demographic information.	London Buses	Committee Services	Complete – see para 3.7 above
3.3.10	3	To report on what training was available for drivers on making public address announcements and lessons learnt from London Underground.	London Buses	Committee Services	Complete – see para 3.8 above
3.3.10	3	What service the Waterloo and City line would operate during the Olympics	London Underground	Committee Services	Complete – see para 3.9 above

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status
3.3.10	6	Issues regarding Oyster irregularities would be put on an agenda for the Fares and Ticketing committee.	London TravelWatch	Committee Services	The Fares and Ticketing committee meeting on 18 February 2010 discussed this item. As we become aware of anomalies we will raise these with the operators.
3.3.10	6	Letters should be sent to Lead Officers in each part of Local Government within a franchise asking for their views on the franchise consultation.	London TravelWatch	Communications Officer/Senior Policy Officer	Complete – see para 3.10 above
3.3.10	8	To organise a site visit to the Circle line.	London Underground	Committee Services	In progress

Bus Services Customer Satisfaction Study 2009/2010

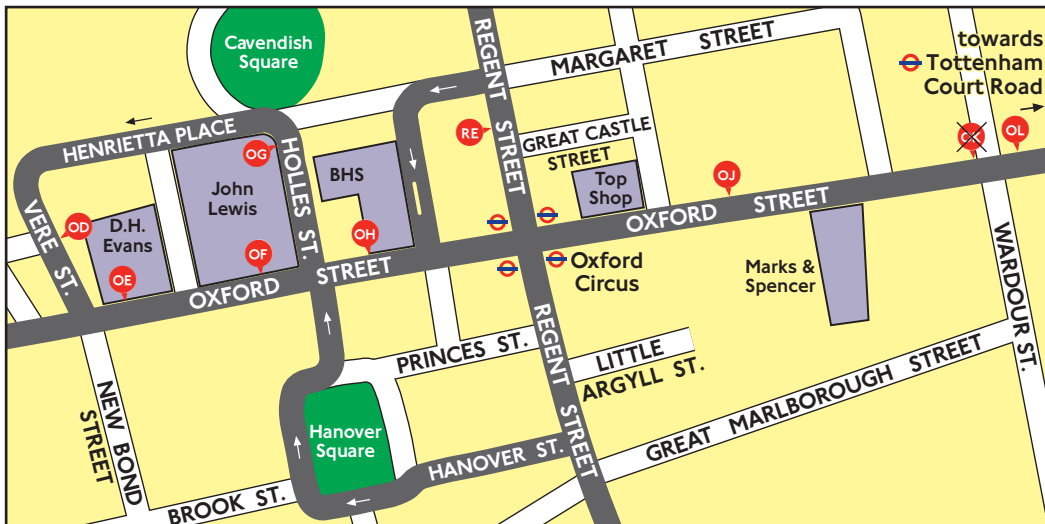
Demographic Profile - Weighted and Unweighted

Annual Data

	Weighted	Unweighted
Number of interviews	9600	12841
	%	%
Gender		
Male	45.7	47.6
Female	54.3	52.4
Age		
14*-24	27.7	21
25-44	48.5	41.4
45-64	18.8	24
65+	5	13.6
Journey Purpose		
Non-Leisure	69.3	54
Shopping	11.7	21.6
Leisure	16.7	22.1
Other	2.3	2.3
Frequency of Bus Travel		
At least 5 days a week	55.1	73.3
3-4 days a week	16.1	14.1
2 days a week	10	5.5
Once a week	6	3.1
About once a fortnight	3	0.9
About once a month	2.9	1.1
Less than once a month	7	2.1
Ethnic Origin		
White	54	56.7
BAME	38.1	36
No answer	7.9	7.3
SEG		
AB	20.9	18.3
C1	26.8	25.2
C2	9.4	9.3
D	12.5	13.4
E	8.5	13
No answer	22	20.8

*14-15 year olds excluded from Quarter 3 onwards

Buses from Oxford Circus



Route	Towards	Bus stops
7	Russell Square	OF OJ OL
8	Bow	OD OF OJ OL
10	King's Cross	OF OJ OL
25	Ilford	Tottenham Ct Rd
55	Leyton	OD OJ OL
73	Seven Sisters ▼	OF RE
73	Stoke Newington	OF RE
98	Holborn	OF OJ OL
390	Archway	OF OJ OL
N7	Russell Square	OF OJ OL
N8	Hainault	OD OF OJ OL
N55	Woodford Wells	OD OJ OL
N73	Walthamstow Central	OF RE
N98	Holborn	OF OJ OL
N207	Holborn	OF OJ OL

▼ Daily except Mondays to Fridays peak hours

Buses from Tottenham Court Road



Route	Towards	Bus stops
8	Bow	L WB
10	Hammersmith	X
10	King's Cross	Goodge Street
25	Ilford	L WB Z5
55	Leyton	L WB
73	Stoke Newington	Euston Square
73	Victoria	X
98	Holborn	L WB
390	Archway	Goodge Street
390	Notting Hill Gate	X
N8	Hainault	L WB
N55	Woodford Wells	L WB
N73	Walthamstow	Euston Square
N98	Holborn	L WB
N207	Holborn	L WB

For all other routes from Oxford Circus and Tottenham Court Road, please see bus stop publicity

Customer Age		1 to 11	12 to 25	26 to 45	46 to 60	61 to 70	71 to 84	85 +	LEGACY NO AGE/	
GENDER										
F	Asian Other		3	7	12	21	87	27	GENDER	160
	AsianBangladeshi		4	14	25	22	25	4		96
	AsianIndian	8	22	85	171	335	983	248		1904
	AsianOther	4	10	18	37	48	143	40		308
	AsianPakistani	6	16	26	43	49	77	5		226
	Black African	7	22	84	76	107	137	26		470
	Black Carrib	6	14	86	152	156	661	239		1354
	Black Other	1	3	22	18	12	47	11		116
	Chinese			5	10	10	19	14		58
	Mixed Other	1	1	4	4	6	26	5		49
	Mixed White/Asian		8	7	19	12	39	25		113
	Mixed White/Black African		2	12	10	8	13	6		52
	Mixed White/Black Carrib	3	7	17	38	31	103	29		232
	Not Known	7	23	202	369	380	1714	2120		4898
	Other	1	3	29	38	33	101	62		275
	White British	57	112	487	1204	1686	7946	10610		22542
	White Irish	1	1	16	48	115	478	343		1033
	White Other	6	13	65	85	101	397	311		1001
	(blank)	2	1	5	11	24	78	67		196
F Total		110	265	1191	2370	3156	13074	14192		35083
M	Asian Other		3	2	11	8	37	20		81
	AsianBangladeshi	2	3	12	11	19	38	7		95
	AsianIndian	2	37	63	86	143	410	149		919
	AsianOther	3	12	16	11	31	55	22		154
	AsianPakistani	6	16	25	22	18	70	15		174
	Black African	7	23	45	52	45	90	13		285
	Black Carrib	10	11	50	67	48	258	114		587
	Black Other	2	5	8	6	8	15	5		51
	Chinese	2		3	3	4	21	7		41
	Mixed Other	2		5	4	6	7	4		31
	Mixed White/Asian	1	2	6	8	6	20	10		54
	Mixed White/Black African		2	7	5	7	10			31
	Mixed White/Black Carrib	2	10	11	11	13	47	22		117
	Not Known	4	31	144	200	156	429	343		1339
	Other	1	10	24	18	16	26	15		117
	White British	47	117	379	725	896	2403	2698		7440
	White Irish	2	3	23	46	93	181	79		442
	White Other	4	15	35	40	47	130	93		375
	(blank)	1		10	9	10	23	21		84
M Total		98	300	868	1335	1574	4270	3637		12417
INCOMPLETE GENDER LEGACY RECORDS										227
Grand Total		208	565	2059	3705	4730	17344	17829	1287	47727