
Secretariat memorandum

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Agenda item 5

TS036

Drafted 5.10.10

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.

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 TS036

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
28.5.10	7	To determine whether the volume of trains operated by each TOC is included in the overall result for the PPM (Public Performance Measure)	London TravelWatch	Senior Policy Officer	The Senior Policy Officer confirmed that the volume was taken into account in the overall PPM result	Complete
28.5.10	9	To supply the report on the marketing of the X26 bus service.	TfL	Committee Services	Please see the annex to this report.	Complete
21.7.10	5	Motorcycles in bus lanes to be included as an item at a board meeting	London TravelWatch	Committee Services	This item is on the agenda for the 20 October 2010 committee.	Complete
21.7.10	7	To better explain the Availability measure for London Underground in the next Transport for London performance report	London TravelWatch	Senior Policy Officer	This will be done in subsequent performance reports.	Complete

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
21.7.10	7	To write to TfL, Highway Authorities and the operator on changes that can be made to improve the performance of route 30.	London TravelWatch	Secretariat	Letters have been sent to the operator and to each highway authority that the bus operates through. Please see the annex to this report for an example of a letter to a highway authority and a copy of the letter sent to the bus operator.	Complete
21.7.10	7	To include the National Passenger Survey (NPS) in the National Rail Performance Report	London TravelWatch	Senior Policy Officer	The Senior Policy Officer has confirmed that it will be included.	Complete
21.7.10	7	To discuss Oyster Pay As You Go (PAYG) on National Rail at a future Fares and Ticketing committee meeting.	London TravelWatch	Committee Services	This item has been added to the Fares and Ticketing committee's work plan.	Complete
21.7.10	9	To confirm with Network Rail the current plans for London Bridge National Rail station.	London TravelWatch	Senior Policy Officer	The Senior Policy Officer has chased this information.	In progress
21.7.10	9	To discuss Crossrail at a board meeting.	London TravelWatch	Committee Services	This item went to the Board on 28.9.10	Complete

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
21.7.10	10	London Underground to come back to London TravelWatch once the Northern Line closure programme had been confirmed.	TfL	Committee Services	This item will be on a future agenda for this committee.	In progress
21.7.10	10	To invite the Casework Manager to the Oyster customer service centre.	TfL	Casework Manager	The Committee Administrator has chased this item. TfL will contact the Casework Manager.	In progress

Annex B

Our Ref: Bus route 30
Your Ref:

Rachael Stopard
Director of Culture and Environment
London Borough of Camden
Town Hall Extension
Argyle Street
London WC1H 8EQ

14 September 2010

Dear Ms Stopard

Bus route 30

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

We have recently taken an interest in the performance of bus route 30, which uses Camden roads. We have found that it has been poorly performing against TfL's standard for a couple of years. Members of London TravelWatch Board have asked that we try and understand why and then prompt action from the various stakeholders as appropriate.

We recognise that there have been some longstanding road works along the route which have caused unavoidable delays, but believe there may well also be other operational and traffic reasons for this poor performance. We are writing to TfL, to the local highway authorities (Westminster, Camden, Islington and Hackney) along the route and to the bus operator to ask them what might be done.

We recognise that bus route does not use roads controlled by Camden, but uses TLRN roads, nevertheless would like to know if Camden Council has any suggestions to improve the performance of bus route 30?

Yours sincerely

Tim Bellenger
Director, Research and Development

Annex B

Our Ref: Bus route 30
Your Ref:

The Garage Manager
East London Buses
West Ham Garage
Stephenson Street
London E16 4SA

14 September 2010

Dear Sir/Madam,

Bus route 30

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

You may know we have recently taken an interest in the performance of bus route 30 and have found that it has been poorly performing against TfL's standard for a couple of years. Members of London TravelWatch Board have asked that we try and understand why and then prompt action from the various stakeholders as appropriate.

We recognise that there have been some longstanding road works along the route which have caused unavoidable delays, but believe there may well also be other operational and traffic reasons for this poor performance. We are writing to TfL, to the local highway authorities (Westminster, Camden, Islington and Hackney) along the route and to you, as the bus operator, to ask them what might be done.

I would welcome your comments.

Yours faithfully

Tim Bellenger
Director, Research and Development

RESEARCH SUMMARY

Title	X26 bus user research
Objective	To assess the attitudes and travel patterns of the users of the orbital X26 bus route and of parallel bus services, before and after a change from an hourly service to a 30-minute service
Date	April 2009
Methodology	254 face-to-face interviews with users of the X26 route or other nearby bus routes (i.e. some sections running parallel) before the changes in November 2008, and 303 interviews with users afterwards

Key findings

- The research overall showed that the frequency change was popular, as expected, and satisfaction increased. 48% of existing users would support a further reduction in the number of stops, with 14% considering this would make the service worse.
- The main reasons cited by X26 users for using this service are that it is 'quicker' or 'more direct'
- The distributions of age, gender, working status and access to a car were very similar for X26 users to those for users of the other routes. However, one clear difference between X26 users and others was that they used the service less often, with some 40% using the service less than once per month or for the first time.
- 61% of X26 users were aware that the frequency of the X26 service had recently increased from hourly to every half an hour
- Three quarters of other route users were aware of the X26 service. The main reason other route users did not use the X26 on the day of interview is because they took the first bus to arrive or the X26 was not going where they needed to go

Job number: 08047

TRANSPORT FOR LONDON

SURFACE TRANSPORT PANEL

SUBJECT: ORBITAL BUS SERVICES

DATE: 10 NOVEMBER 2009

1 PURPOSE AND DECISION REQUIRED

1.1 The Mayor gave a commitment to review the role of orbital bus services. This paper updates the Surface Transport Panel on the work carried out on the orbital bus route X26 and the proposed way forward on this matter.

2 BACKGROUND

2.1 Buses are the principal form of public transport for suburban travel in London. The current service provides an extensive network of orbital links, allowing people to travel to local town centres and beyond without changing bus. Longer distance journeys often require interchange between bus services, or between rail and bus. A trial, increasing the frequency of route X26, has been carried out to help in understanding the priorities for further development of orbital bus services.

2.2 Route X26 is an express service between Croydon and Heathrow, stopping only in the main centres, including Kingston and Sutton. Frequency was doubled to half-hourly on 22 November 2008. Affected boroughs, Assembly Members and others were consulted in the usual way prior to the change. Passenger surveys took place, before and after implementation, to understand what trips people are making, how often, for what purpose, and their views on the change.

2.3 The cost of operation increased by £1.2 million per year to a total of £2.4 million per year. Passenger usage has risen by approximately 80 per cent, or by 1,400 passengers per weekday, to a total of 3,200. Taking account of the extra fares income net of transfers from other services, the change has increased net operating cost by approximately £1 million per year. The benefits to passengers due to reduced waiting and travel time are estimated at approximately £0.9 million per year. Hence the change has a benefit to net cost ratio of 0.9 to 1. A ratio of 2.0 to 1 is normally required to justify ongoing subsidy.

2.4 Passenger surveys took place in October 2008, before the frequency increase, and again in February/March 2009. For comparative purposes, passengers using parallel all-stops services 213, 285 and 407 were also surveyed, on the same days.

2.5 The distributions of age, gender, working status and access to a car were very similar for X26 users to those for users of the parallel routes. One clear difference between X26 users and others was that they used the service less often, with some 40 per cent using the service less than once per month or for the first time.

- 2.6 The research overall shows that the change has been popular, as expected, and satisfaction has increased. It confirms that existing users, on balance, would support a further reduction in the number of stops. Stakeholders welcomed the improved frequency but also called for further enhancements to local services.

3 CONCLUSIONS

- 3.1 The change has been well received by users and stakeholders. However, net operating costs have risen by £1 million per year, with benefits to a relatively small number of passengers. The frequency has been retained as withdrawal will lead to significant adverse reaction from stakeholders.
- 3.2 Wider research for the developing transport strategy indicates that the dominant type of bus trip in the suburbs will remain relatively local, either as a stand-alone journey or as part of a longer journey involving interchange in a town centre to another bus or a train.
- 3.3 A number of stakeholders made suggestions for additional stops to be inserted on the route. However, existing passengers would welcome a reduction in stops. Generally, the provision is considered to broadly provide the right balance.
- 3.4 Findings from the research will feed into the ongoing development of the bus network, through detailed service planning and via engagement with boroughs on a sub-regional basis.
- 3.5 In the context of TfL's current Business Plan, the level of benefit delivered per pound of investment suggests that further investment in express orbital routes would not be a priority over other calls on funding. Investment in new services for growth areas such as Barking Riverside and maintenance of adequate services in and around town centres more generally, were examples of these other priority areas.
- 3.6 This leads to the conclusion that the benefit of current investment in orbital bus routes should be maximised by ensuring good awareness of the available network. Development of the information available, on all travel options, on the TfL website and through links to Local Authority sites is underway, with a pilot implemented with the London Borough of Richmond. If successful, this will be rolled out to other boroughs.

4 RECOMMENDATION

- 4.1 The Surface Transport Panel is asked to NOTE the report.

5 CONTACT

- 5.1 Contact: Clare Kavanagh, Director of Performance, Surface Transport
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Email: clarekavanagh@tfl.gov.uk