
Secretariat memorandum

Agenda item 6
AT003
Drafted 25.6.09

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Matters arising

1 Purpose of report

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

2 Information

- 2.1 The table at Annex A indicates the current position in relation to matters arising from the previous meeting of the Committee. There are also some items included from the now defunct Access to Health Care Task Force (AHTF), Community Safety task Force and the Transport Accessibility Committee (TAC).

- 2.2 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.

- 2.3 To liaise with TfL on the problems experienced by particular catchment areas of Mayday Hospital (meeting 13.3.08, minute AHTF 36)

The Director, Research and Development has confirmed that London TravelWatch has incorporated comments in our bus consultation responses to TfL.

- 2.4 To research lift signage throughout TfL : clarify terms of reference for Secretariat to proceed (Board 10.2.09, 411)

London TravelWatch has been liaising with lift signage at Kings Cross St Pancras on the Hammersmith and City and Circle lines problem arises on the Eastern staircase from the platform level where there is not enough signage.

- 2.5 For the work on travel plans and the promotion of good practice to be included in London TravelWatch's annual review (meeting 5.5.09, minute 3)

The Communications Officer has confirmed that this work will be included in the 2008/09 London TravelWatch annual review.

- 2.6 To determine what the criteria are for lift and step-free access (meeting 5.5.09, minute 3)

The criteria for the inclusion of stations in the step-free programme are :

“Key Stations have been selected on the following criteria :

- Above average usage
- Station layout
- Interchange opportunities with other modes (buses, National Rail, car parking)
- Local amenities (shopping centres, major hospitals, etc)
- Geographic coverage (the network includes at least one station in every London Borough served by the Underground)
- Route coverage (access to every major branch of the network)
(From Unlocking London for all, Transport for London, 2002)”

- 2.7 Are bus drivers told how to communicate to passengers when their bus is told to come out of service (Stop short) (meeting 5.5.09, minute 7)

Details of this are included in the training manual for London Bus drivers, Big Red Book, a copy of the relevant page will be available to members at the meeting.

- 2.8 What initiatives does TfL run with young people? (meeting 5.5.09, minute 9)

TfL provided an extensive list of its initiatives with young people. A copy of is available on request from the committee services team for London TravelWatch members only as we do not have permission for it to be a public document.

- 2.9 The Streets and Surface Transport Policy Officer to send a letter to the Equalities and Human Rights Commission regarding accessible bus stops (meeting 5.5.09, minute 11)

A copy of the letter and London TravelWatch’s criteria is included as an appendix to this document.

- 2.10 The Streets and Surface Transport Policy Officer would write a letter to a London borough as a test case (meeting 5.5.09, minute 11)

A letter has been sent by the Streets and Surface Transport Policy Officer to a London borough.

- 2.11 Countdown II project/iBus update

Transport for London (TfL) sent an update for members on the progress of Countdown II and iBus :

“Countdown II project : Unfortunately it is at the tendering stage so we can not disclose any detailed information as it is commercially sensitive.

TfL have completed the 100 per cent roll out of the iBus project across the entire London Buses fleet, providing live bus-tracking of bus services for service control and emergency response coordination. Bus travel information provided by iBus feeds into the existing Countdown system, providing improved predictions for the arrival time of buses at those bus stops currently with Countdown signs.

Countdown II will provide options for the delivery of bus arrival information for passengers through a number of media delivery channels such as on street

displays, the Internet and mobile phones. As soon as the tendering process is over I will provide you with further information.”

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). 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 Recommendation

6.1 That the report is received for information.

Annex A : Access to Transport Committee matters arising

Date	Minute	Action	Stakeholder	Secretariat lead	Status
13.3.08	AHTF 36	To liaise with TfL on the problems experienced by particular catchment areas of Mayday Hospital.	London TravelWatch	Director, Research and Development	Complete - see para 2.3, above
10.11.08	AHTF 56	To report on the evaluation of the work undertaken by Transport for London in collaboration with Princess Royal Hospital University.	Transport for London	Streets and Surface Transport Policy Officer	
10.11.08	AHTF 57	To provide a stand-alone report on the Royal Free Hospital, detailing i The Royal Free Hospital's record of various consultation schemes with patients. ii Details of the redesigned entrance iii Details of crossings to be installed nearby iv Whether TfL would provide better information on journeys to Royal Free Hospital – e.g. 'alight here for Royal Free Hospital' announcements.	Royal Free Hospital NHS Trust / Camden Council / TfL	Streets and Surface Transport Policy Officer	
10.2.09	Board 411	To research lift signage throughout TfL : clarify terms of reference for Secretariat to proceed	TfL	Access to Transport Committee	Complete - see para 2.4, above
5.5.09	3	What initiatives does TfL run with young people?	TfL	Committee Services	Complete - see para 2.8, above
5.5.09	3	Work on travel plans and the promotion of good practice to be included in London TravelWatch's annual review	London TravelWatch	Committee Services	Complete - see para 2.5, above
5.5.09	3	To determine what the criteria are for lift and step free access	TfL	Committee Services	Complete - see para 2.6, above

Date	Minute	Action	Stakeholder	Secretariat lead	Status
5.5.09	5	<p>TfL leaflets at hospitals – to liaise with TfL and health care facilities on distribution of travel information</p> <p>Ref Actions Taken Paper AT02 : On 20 February 2009 the Senior Committee Administrator wrote to TfL regarding placement of transport link leaflets in hospitals. On 24 February 2009, TfL responded :</p> <p>“Some hospitals have taken down posters and leaflet racks that were initially intended to house TfL travel advice. To maintain a consistent policy across the board, TfL is reviewing the provision of travel advice literature to healthcare organisations. Our Group Marketing team is looking at the best way of taking this forward, ensuring that patients receive up-to-date travel information.</p> <p>“In consultation with the hospitals, we want to arrive at a solution that works in terms of the resources available to all parties. We are suggesting that hospitals distribute leaflets with appointment cards and that the information is available in a PDF format on the hospital website. It is expected that a decision will be reached before the end of March.”</p>	TfL	Streets and Surface Transport Officer	
5.5.09	7	Are bus drivers told how to communicate to passengers when their bus is told to come out of service (Stop short)	London TravelWatch	Committee Services	Complete - see para 2.7, above
5.5.09	7	How many bus stops have seats and/or shelters – as percentage etc	TfL	Committee Services	

Date	Minute	Action	Stakeholder	Secretariat lead	Status
5.5.09	7	TfL to provide more information on the roll out of solar powered bus stops	TfL	Committee Services	
5.5.09	11	To write to either the Mayor or Peter Hendy, copied to Transport Committee, on safety issues in black taxis, as an issue of public concern	TfL / PCO	Streets and Surface Transport Officer / Chair of the Board	
5.5.09	11	The Streets and Surface Transport Policy Officer to send a letter to the Equalities and Human Rights Commission regarding accessible bus stops.	London TravelWatch	Streets and Surface Transport Policy Officer	Complete - see para 2.9, above
5.5.09	11	The Streets and Surface Transport Policy Officer would write a letter to a London borough as a test case	London TravelWatch	Streets and Surface Transport Policy Officer	Complete - see para 2.10, above A letter has been written to a local authority.

From the Chair

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Dear Trevor

Interpretation of the DDA

London TravelWatch is the statutory watchdog representing transport users in London

I am writing to you as Chair, since my officers at London TravelWatch have had some difficulty in making progress with yours on this matter.

We want to promote equality of access for all to London's bus services. We believe some London councils, acting as the local highway authorities, are setting aside their obligations under the DDA to promote equality, by prioritising parking provision where buses need access to the kerb. We wish to see this tested in law and have sought the assistance and advice of the EHRC in doing this. To date we have not been able to have a satisfactory discussion with officers of the EHRC. We wonder whether this is an administrative error or an unwillingness to become involved in such work.

The note attached expands on the detail of our concerns.

I hope you may help.

Yours sincerely

Sharon Grant
Chair, London TravelWatch

Note on accessible bus stop issue for London TravelWatch

London is now well placed in terms of accessible buses. London has a great network of bus services and every bus in London is low floored and has a space for wheelchairs. This is an important achievement as buses will continue, for many years, to be the only form of public transport in London that can be accessible to almost all – the Underground and National Rail will take much longer, some stations may never be accessible.

However, in order that the service is to be accessible to wheelchair users and the less mobile the bus must be able to pull into the kerb, particularly if the bus driver is to deploy the ramp.

To facilitate this and allow enforcement against vehicles parking at the bus stop, the local highway authority needs to:

- i) implement a bus stop clearway - yellow line the kerb and paint markings on the carriageway as per the regulation drawings;
- ii) attach a time plate on the bus stop flag adjacent to the clearway.

London TravelWatch believes that in order for a local highway authority to comply with its duties under the DDA it should implement bus stop clearways, as described above, at all of its bus stops and that they should be in force for at least the hours that buses serve the stop, to enable wheelchair users to have access to bus services in a similar manner to the able bodied. The cost of implementation is minimal.

However, some London local authorities have taken the view that there is a balance to be struck between the needs of motorists to park at the kerbside and the need for disabled access to bus services and have concluded that at some locations parking should be prioritised.

