

ANNUAL REPORT

2001 - 2002



LONDON TRANSPORT USERS COMMITTEE



Speaking for transport users
in and around London



6 Middle Street London EC1A 7JA

Telephone: 020 7505 9000 Fax: 020 7505 9003
www.ltuc.org.uk

Chair: Suzanne May OBE Director: Rufus Barnes

Trevor Phillips
Chair
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

Richard Bowker
Chairman
Strategic Rail Authority
55 Victoria Street
London SW1E 0EU

Dear Mr Phillips/Mr Bowker,

In pursuance of Section 250 (2) of the Greater London Authority Act 1999 (as amended), I have the honour to present the second Annual Report of the London Transport Users Committee covering the twelve months until the 31st of March 2002.

Suzanne May
Chair

The London Transport Users Committee is the statutory watchdog, representing the interests of the users of transport provided, procured or licensed by Transport for London, the Underground, Heathrow Express, Eurostar and the national railways in and around London

Nearest National Rail and Underground Stations to the LTUC offices are:
Barbican, Farrington, City Thameslink and St. Pauls.

Nearest bus routes are:
4, 8, 17, 45, 46, 55, 56, 63, 100, 153, 172, 242, 243 and 521



Contents

The Chair's Foreword	2
The Year Reviewed	4
The Year Ahead	16
Performance Review	18
Committee Membership	27
The Secretariat	28
Accounts	29

LONDON TRANSPORT USERS COMMITTEE
6 Middle Street
London
EC1A 7JA

Tel: 020 7505 9000
Fax: 020 7505 9003

Chair: Suzanne May OBE
Director: Rufus Barnes

ISSN 1475-777X
Published by the London Transport Users Committee



Chair's foreword



Suzanna M.

- 1.1. The preparation of an Annual Report can be a very useful process, giving, as it does, an organisation the opportunity to reflect publicly on the past year's activities. In this LTUC Annual Report we evaluate and comment on the performance of and changes to the transport services provided in and around London.
- 1.2. It was not the best year for public transport users. The railways struggled to recover from the aftermath of Hatfield and the floods, the Government struggled to decide on the right structure for the industry and then struggled to implement it. Of course it took a number of years of under-investment, neglect and mismanagement to get the railways into their current mess, so I suppose it will take quite a few more to get them out of it. But, for the user, progress and improvements seem frustratingly slow.
- 1.3. One of the greatest challenges both the Government and the industry face is to ensure there is sufficient money to provide long term investment for the railways. Adequate money to replace, repair and modernise the infrastructure including tracks, signalling, stations and trains. Recent forecasts for the amount required in the 10-year plan now look inadequate. It is time to take a hard look at why costs continue to escalate.
- 1.4. In London there are a number of exciting proposals for new lines and extensions to existing ones. All of them, when completed, will provide new travel opportunities and better interchanges with other services and reduce current overcrowding. However we also hope that the smaller scale, less glamorous projects, which could increase capacity and improve reliability on current services, are not overlooked or dismissed because any available new money has to go to the big schemes.
- 1.5. Where new rolling stock has been introduced it has been greatly appreciated by users and their perception of the railway is much improved. TOC's however will need to be more effective in keeping it clean and free from graffiti and damage caused by vandals, (and repair it quickly if it does occur) so that the good impression that the users have gained is not quickly dissipated.
- 1.6. My fear is that with the still relatively short franchises of 15-20 years investment decisions will be taken for the wrong reasons. The cheapest solution is not always in the best long-term interest of users. (See 2.85 re First Great Eastern's rolling stock).
- 1.7. Progress and improvement for London Underground users have also been slow in arriving. The bitter confrontation between the Government and the Mayor over the PPP, the complexity of the contracts and the need to establish clear procedures to ensure that the PPP works and can deliver the investment needed, and the need to avoid the pitfalls which were created by the structure of railway privatisation, have all taken longer to sort out than the Government bargained for.
- 1.8. The management of London Underground has focused on improving the reliability of the services and considerable effort has been expended over many months with some success. A number of lines are now performing better and this improvement is being maintained.
- 1.9. The increase in users of bus services in London has reaffirmed their crucial role in London's transport network. All the people involved in running London Buses are to be congratulated on the many improvements they have achieved. New buses combined with more understandable information about services, simpler maps, and flat fares make buses more attractive and easier to use for the many thousands of people who depend on them every day.
- 1.10. There remains, however, one big problem for those providing bus services. The streets of London are dominated by traffic and all too often people park at bus stops and in bus lanes, delaying the bus and making bus journeys much slower and longer than they should be. One person illegally parking a car can delay up to 70 people on a full bus. Added to that high levels of traffic create noise, dirt, pollution and danger, making walking and cycling unpleasant and unattractive and reducing the quality of life for everyone.
- 1.11. The Mayor and the London Boroughs need to give greater priority to plans to reduce traffic and to create safer, quieter, well-lit streets for walking, cycling and for talking to our neighbours.
- 1.12. The members of LTUC are appointed by the London Assembly to represent the views of London's transport users. Currently the Committee has 25 members - 11 women and 14 men. They represent all ages. Some are parents of young children, some work, some

are retired, some have a disability. What we do have in common is that we all care about public transport, use it regularly and we are all pedestrians.

- 1.13. An important part of the Committee's activities is to establish good working relationships with the many people 'influencing' and providing transport services. If LTUC is to be effective it is important that the views and ideas we put forward are well researched, robust, relevant and respected. We undertake and commission research on issues we consider important for users, we produce reports and respond to consultations by other bodies. We were pleased to contribute to scrutinies undertaken by the London Assembly's Transport Operations Scrutiny Committee.
- 1.14. As well as our regular Committee and Sub-Committee meetings, we hold one or two meetings a year to discuss with local user groups and interested individuals their ideas and needs about important issues, as it helps to keep us well informed. All of our meetings are open to the public and during 2001/2002 we held two main Committee meetings in London and one each in Welwyn Garden City and Croydon.
- 1.15. The members of LTUC have the benefit of working with a hard working and committed team of staff led by Rufus Barnes. I am pleased to record our thanks to them for their continuing support.
- 1.16. It has been stimulating and enjoyable working with the members of the Committee during 2001/2002 and I would like to thank them for their invaluable contribution and support. They have given considerable time to reading papers, attending meetings and providing written responses to the many consultations that LTUC is involved in. A special note of thanks goes to those members who chair sub committees, panels and sub groups where their extra contribution adds to the effectiveness of the organisation.
- 1.17. Lastly I would like to thank all those people who work in public transport in and around London. We know that it is not always an easy job but it is a vital one for both London and those who live and work in this vast city.

Suzanne May OBE
Chair

The Year Reviewed by Rufus Barnes, Director LTUC

What passengers want – the LTUC vision



Rufus Barnes
LTUC Director

- 2.1. The Committee's major research project for the year resulted in the publication of 'London on the Move – transport policies for a liveable city.'
- 2.2. The project provides the Committee with a series of goals against which it can consider all proposals to do with the transport in its remit. Whilst recognising that much of London's transport system has much to commend it, the report set its sights on goals that would meet both the needs and expectations of Londoners. The Committee believes that its document is visionary in a way that, sadly, the Mayor's Transport Strategy, is not.

- 2.3. The Committee commends its report to everyone involved with transport and land use planning in and around London. Transport is rarely an end in itself, but a high quality transport system is a major contributory factor in improving the quality of life for those living, working in or visiting London.

(copies of the report are available on request to the Committee's Secretariat and on the Committee's web site www.ltuc.org.uk)

The Underground struggles on

- 2.4. The Greater London Authority Act 1999 envisaged that the Underground (LUL) would pass to the control of the Mayor of London and Transport for London once the Government had put Public Private Partnership (PPP) finance agreements in place. PPP, it is said will provide a guaranteed cash flow to bring the system up to 21st century standards – to deliver the 'Decently Modern Metro' advocated by a former Chief Executive of London Transport.

- 2.5. The Committee believes that the Deputy Prime Minister was right, when he was responsible for LUL, to identify that the priority was to provide it with a guaranteed cash flow – to remove its finances from the vagaries of funding that go with being part of the annual central government expenditure round. Whilst arguments on the matter have raged in the High Court, the Committee has remained agnostic as to the relative merits of bond funding, PPP, or any other method of securing that guaranteed cash flow. The Committee's central concern has been that LUL urgently needs money. Even if the PPP is not the best way forward, if it is the only option that the Government is willing to endorse, it must be allowed to proceed before parts of the system grind to a halt, bringing chaos to the daily lives of millions of people who live and work in our capital city.

- 2.6. Despite the delay in signing off the PPP contracts, the Committee has supported the approach of Paul Godier, the Managing Director of LUL, who has focussed his attention on improving the quality of those parts of the system that can deliver a better service without substantial investment. The Committee is particularly pleased to note the real improvements that were achieved during the year in the performance of the Central and Northern lines, both of which have been the subject of wholly justified passenger criticism for much of the past decade. LUL must make every effort to ensure that these improvements are sustained. The Jubilee line extension, too, is now proving more reliable and is already fully accepted as an integral part of the capital's transport network.

- 2.7. Some other lines have not fared as well, and the users of the Hammersmith and City, Circle, Piccadilly and District lines can justifiably complain that their service is in urgent need of improvement. The Committee believes that LUL must turn its attention to addressing these problems as a priority.

- 2.8. Soon after Mr Godier took over as Managing Director, he undertook to take up the Committee's concerns about the inadequacy of information about national rail services at LUL stations from which they operate. The Committee had been made aware of the problem as a result of representations from the very active West Brompton Station Users Group, and it quickly became clear that their concerns were mirrored elsewhere. The Committee will continue to press Mr Godier, and the TOCs, which must play their part

by providing up-to-date information for LUL to display, to meet this basic passenger requirement.



- 2.9. Station 'Help Points' were introduced by LUL to provide passengers with additional ways of seeking emergency assistance, as well as general information, at locations where staff may not be readily available.
- 2.10. The Committee has been extremely vexed by the fact that so many 'Help Points' have been out of use for months or even, in some cases, years. It raised its concerns first with LUL and, when it appeared that the issue centred on the availability of money, with John Spellar, the Minister of Transport.
- 2.11. LUL eventually responded to the Committee's concerns by ensuring that newly installed 'Help Points' were commissioned. At the Committee's suggestion, those older ones, which need complete replacement because parts are no longer available, have been provided with revised notices making it clear that the emergency fire alarm is still in use.

London's buses – at last signs of agencies working together for a better service

- 2.12. The Committee has long been pressing for action to improve the performance of London's buses – the mode of transport that carries by far the largest number of passengers every day and which has the greatest potential for 'easy wins'. It is therefore, pleased that bus passengers began to see the benefits of the policies being pursued by the Mayor, and details of the real improvements to the service can be found in paragraphs 4.22 – 4.28 of this report.
- 2.13. The Committee's Director continued to Chair the Litmus Group of stakeholders involved in the London Bus Initiative (LBI), and although LBI may not end up delivering all the improvements originally envisaged, it has played an important role in bringing together the various organisations involved in securing high quality bus services. The Litmus Group was an initiative welcomed by the Committee.
- 2.14. The development of Quality Contracts and the introduction of the Mayor's bonus to enhance the wages of bus drivers were further signs that the Mayor and TfL's Managing Director of Surface Transport meant real business. As the year ended perhaps the most important development yet – the agreement between TfL and the Metropolitan Police Authority on the establishment of a Transport Policing Initiative – was nearing implementation. At last, after years of pressure from the Committee, its predecessors and others, some members of the Police will have the enforcement of road traffic law as their top priority. Perhaps the message will now get through to those who

think otherwise that observing such laws is obligatory and not optional.

- 2.15. As the year progressed, details emerged of London Buses' plans to meet the expected effects of the central London Congestion Charging scheme. The Committee gave detailed examination to London Buses' proposals and recommended a number of changes, specifically to reduce the number of routes terminating at the boundary of the congestion charging regime. The Committee believes that with the changes to the package that have now been agreed, the bus network in and around the central area will be even more attractive and that it will be in a strong position to meet the challenges faced by the introduction of congestion charging.
- 2.16. The Committee spent a considerable amount of time considering each and every one of the multitudes of bus service changes put forward by London Buses during the year. In addition to the central London proposals referred to above, packages covering large parts of the network in Ealing, Kingston and Sutton were considered.
- 2.17. The Committee's Deputy Chair and Deputy Director served on a working party established by London Buses in response to a recommendation from the Committee to review policy on bus service provision across the Greater London boundary. The Committee is pleased to record that even before the working party has reported, it has become clear that London Buses has adopted a far more positive approach to such services and the needs of their users. The action taken to step in and replace previously commercially operated services in north Surrey, abandoned at short notice by Arriva when it reduced its network was particularly helpful.



You're nicked!

A joint Transport for London/Metropolitan Police initiative provides greater security on board and rapid intervention when other passengers obstruct buses.

Feltham Gateway and bus route 285

- 2.18. The Project Board established by TfL to oversee the rejuvenation of the Feltham Gateway interchange completed its work during the year. Its task was made more difficult by having to take on board London Buses' decision to replace the dedicated, but heavily loss-making, T123 bus link between Feltham station and Heathrow Airport with an improved service on bus route 285.
- 2.19. The Committee was pleased to play a full role as a member of both the Project Board and also the route 285 working group. A number of suggestions put forward by the Committee's Director, in respect of the interior design of the buses used on the route and an improved interior cleaning regime at Heathrow were adopted by London Buses and the airport's operator, BAA.

Social Inclusion

- 2.20. The Committee regards it as a high priority to press for improved public transport for people who, for whatever reason, find existing services do not meet their needs. It responded to the Government's consultation on Transport and Social Exclusion. Subsequently the Committee made representations to the Mayor asking him to consider how he could better meet the needs of people who are unable to get together with friends, family or take part in organised activities on Christmas Day because of the very limited public transport operating on that day.
- 2.21. The Committee recognised that the types of journeys likely to be made on Christmas Day are different to other days of the year. It suggested to the Mayor that the most economical way to meet the needs of people who find themselves excluded because of the lack of affordable public transport may be to introduce some form of subsidy of taxis and private hire cars.

Dial-a-Ride services

- 2.22. During the year the Committee was consulted on the future operation of Dial-a-Ride services.
- 2.23. Dial-a-Ride and Taxicard have a vital role to play for those people who are unable to use traditional public transport. It was not clear to the Committee, however, that the Dial-a-Ride service then operating was the most effective way of meeting the needs of users. The Committee was disappointed that the scope of the review was limited to the operation of the Dial-a-Rides and that it did not take into account other modes of special needs transport.



Dial-a-Ride, it does exactly what it says on the van.

- 2.24. Despite the limitations of the review, the Committee was encouraged by the Mayor's decision to take over responsibility for the operation of Dial-a-Ride, in addition to his previous responsibility for its funding. The Committee supports the suggestion that the Dial-a-Ride service might use a wider range of vehicles, recognising that it might be more appropriate to sub-contract a particular journey to a taxi operator than to operate it directly.
- 2.25. The Committee has decided to undertake a research project to determine why some people with disabilities appear reluctant to use the fully accessible transport now operating in many parts of London, preferring instead to continue to call on the limited and very stretched resources of Dial-a-Ride.

Taxis and Private Hire cars

- 2.26. The Committee contributed to the complex process of introducing licensing to private car hire in Greater London as well as to the on-going review of the operation of the London taxi trade. Our member Beryl Reeves, who had formerly been responsible for taxis at the Metropolitan Police, provided invaluable assistance to the Committee in getting to grips with these important, but sensitive matters.

Casework

- 2.27. The Committee is delighted to report that it has succeeded in bringing the casework awaiting staff attention to manageable levels. After many years when it and its predecessor continually reported a casework backlog, this year it is able to report that real progress has been made and most complainants are getting responses in more acceptable timescales. Paragraph 4.48 records the effect of this improvement in the rise in the level of satisfaction amongst the people who have sought assistance from the Committee.

- 2.28. An individual complaint about the action of an LUL member of staff resulted in the Committee being referred to the Parliamentary Ombudsman. The complainant felt that the Committee should have obtained information from LUL on the detail of the disciplinary action taken against the member of staff and that this information should have been made available to him. The complainant was also unhappy about the time the Committee, and its predecessor, had taken to deal with his complaint.
- 2.29. Complaints about individual employees of transport providers have always been some of the most difficult for the Committee and its predecessors to deal with, because of issues relating to employment law and the rights of employees.
- 2.30. The Ombudsman concluded that the Committee had not acted unreasonably, although, because of the then casework backlog and staff absences, there were some unfortunate delays in handling the case. It was accepted that the Committee was taking appropriate action to deal with its backlog. However, the Ombudsman's office supported the Committee Director's proposal that the Committee should seek legal advice to check whether its informal understanding of the law was indeed correct.
- 2.31. Given the importance of the issue and the likelihood that the transport operators would want to examine, (and potentially challenge) it, the Committee decided to seek advice from a leading consumer law lawyer. The advice totally vindicated the Committee's stance, and has provided the entire RPC network with clear guidance as to how to deal with such appeals in the future. The Ombudsman's office was satisfied that the Committee had properly met its responsibilities in this regard.

The future – the small(-ish), the large and the very large!

- 2.32. Can it really be that all the various new transport schemes currently under consideration will all be built? Will the London area really end up with a transport network that will address most of its existing shortcomings?
- 2.33. It is difficult to imagine that all the various schemes will pass the wide array of hurdles – planning and financial – that exist before they can be turned from plan to reality. Nevertheless, London now faces the prospect of more new schemes getting over those hurdles than at any time since the expansion of the tube network in the early 20th century and the expansion of the rail network in the mid 19th century. Why? Because the only

chance that the Government has of achieving the targets in its 10 year plan will be to provide sufficient capacity for vastly more rail journeys in London and the south east, at the same time as the Mayor pursues policies to ensure that London remains a world class city.

- 2.34. The Committee is delighted that approval has been given to extending the **Docklands Light Railway (DLR) to London City Airport** (with the commitment sought by the Committee to provide 2 lifts at City Airport station). This link will be warmly welcomed by all users of the airport, and the alignment will allow for a further extension to Woolwich Arsenal, opening up travel opportunities between the south-east of London, Docklands and inner east London. The Committee hopes that agreement on the link's funding package can be put in place without further delay.
- 2.35. The Committee shares the widespread frustration that the **East London Line extensions**, which were approved by the Government during the year, have become beset by arguments about the heritage value of the Bishopsgate Goodsyard. It is, in the Committee's view, quite scandalous that English Heritage and the other bodies which are now holding up construction work on implementing the scheme should be doing so now, when they had decided not to raise concerns when the Transport and Works Act order application was being considered in the early 1990s.
- 2.36. The Committee has not wasted any opportunity to remind those involved in decisions about the extensions that they provide the opportunity to open up much of inner east London. They would also provide through journey opportunities between places such as Willesden Junction and New Cross and, with the new station at Whitechapel proposed on Crossrail 1, provide an alternative to the somewhat cramped Farringdon as a north-south/east-west interchange in later years.
- 2.37. The Committee has shared the pleasure of everyone involved with **Croydon Tramlink** at its evident success in significantly improving public transport in the whole of the area it

In April 2001 Mr C and his son experienced a disastrous journey up to Manchester with Virgin Trains. On the outbound journey the train was delayed by two hours. On the return leg to Euston they were unable to take up their First Class seats because the train was so full. They were forced to stand for the whole journey in a smoking carriage. Added to this the train arrived 45 minutes late. Despite receiving £131 in vouchers Mr C remained dissatisfied and wrote to the Committee seeking an increased amount of compensation. LTUC managed to persuade Virgin to provide a further £100 in travel vouchers and £61 in cash.

serves. It is particularly encouraging to record that Tramlink has succeeded in attracting a number of erstwhile car users onto public transport. This confirms the widely held view that trams are perceived by the public in a totally different light to buses, and have a major role to play in achieving the modal shift from private to public transport that is advocated by the Government and supported by the Committee.

2.38. The other aspect of Tramlink that deserves a special mention is its ease of use by people in wheelchairs and parents with baby buggies. It is heartening to receive reports of two or more wheelchair users being able to turn up at tram stops, without having to give prior notice of their intention to travel, and being able to travel together on the same tram, knowing that there is no risk of being faced with an out-of-order lift or an otherwise inaccessible stop at their destination.

2.39. The Committee has worked with Tramlink to help iron out a number of the relatively minor glitches surrounding such matters as sun glare on ticket machines. It has also given initial consideration to options for extending the Tramlink network to serve new communities in the vicinity of the existing service, and looks forward to being involved in their development over the coming years.



Wheels within wheels... Tramlink offers ease of access without precedent on London's public transport networks.

Cross River Transit, 2002



Happy go lightly? Unlike most taxis (by reputation), this light rail scheme would actually go south of the river, but the apparent inclusion here of Paris as a destination is probably optimistic.

2.40. The Mayor announced his decision to proceed with four **intermediate mode schemes** in central, east, south-east and west London. The Committee was disappointed that tram options had been rejected for east London and on the Greenwich peninsula in favour of guided buses, but recognised that all four schemes would significantly improve the public transport in the areas concerned.

2.41. The Committee is seriously concerned and has made strong representations to TfL that the consultation arrangements for the West London Transit proposals, and to a lesser extent to those for Cross River Transit proposals appear to have been unsatisfactory. The result has been a serious backlash in parts of Ealing from residents who feel that their concerns have not been heard.

2.42. TfL, after initially refuting the Committee's concerns, now seem to be taking them seriously. The evidence available to the Committee suggests that at least some of the residents' concerns may be based on incorrect hearsay, but the Mayor and TfL must learn from this experience and take urgent steps to repair the damage already done to the image of the West London Transit project.

2.43. **Thameslink 2000** remains an important project for London, and at the end of the year the report of the Inspector who held the inquiry into the Transport and Works Act order application was still awaited. The Committee remains committed to the principles of the project despite its concerns about certain

detailed aspects. As mentioned in paragraph 2.48 below, the revised Crossrail 1 proposals to provide a new interchange with the East London Line at Whitechapel could satisfactorily address some of the Committee's concerns about the adequacy of Farringdon to cope as the major north-south / east-west interchange station. The Committee hopes that (in this regard at least) Thameslink 2000, the East London Line and Crossrail 1 can be considered as a combined project.

2.44. During the year the Government gave approval to BAA's application to build a fifth terminal at Heathrow and, subject to certain conditions, the proposed **extensions to Heathrow Express and the Piccadilly line** to serve that new terminal. The Committee acknowledges that these extensions are an integral part of the airport expansion proposals, but it has already put up a marker with LUL to be sure that the needs of the non-airport passengers on the Piccadilly line are adequately protected.

2.45. The one major new rail scheme already being built is the **Channel Tunnel Rail Link (CTRL)**. CTRL will eventually provide for high-speed rail journeys between the Channel Tunnel and St Pancras, with intermediate stops at new stations at Ebbsfleet and Stratford. Initially, however, trains will operate on the first stage of the project, branching off the high-speed line near Ebbsfleet and running on existing tracks into Waterloo International station.

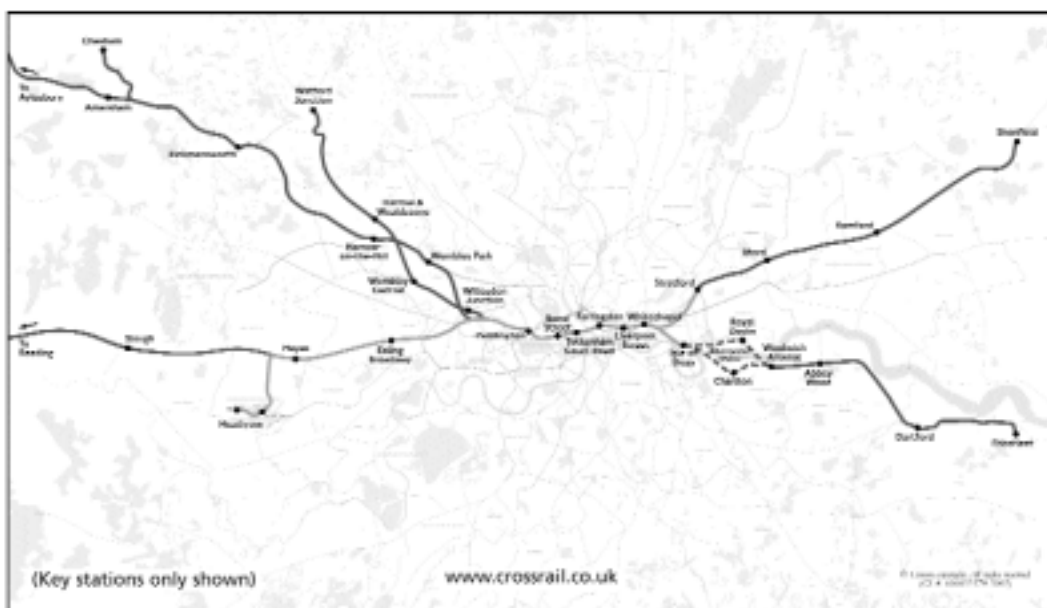
2.46. For London it is the completion of stage two that will bring the most important changes. As well as providing a significantly faster rail link with the continent of Europe, there will be new,

fast domestic services linking St Pancras and Stratford with Ebbsfleet and East Kent. These services will transform journey times and make commuting this distance more attractive for many people. The Committee's main concern has been to press those responsible to ensure that there are good transport links between the international stations at Stratford and St Pancras and passengers' final destinations.

2.47. The largest of the rail projects currently under consideration is the traditional Crossrail project, now called **Crossrail 1** – Crossrail 2 being what was previously known as the Chelsea – Hackney line. After years in the doldrums, having failed to pass Parliamentary scrutiny or meet Government investment criteria, the Crossrail 1 project has been resurrected as part of a project jointly supported by the Government, the Mayor and the SRA. It is understood that the project is a key element of the Mayor's plan to regenerate the east Thames corridor. Overall it is a very different project to its predecessor.

2.48. Crossrail 1 would be a Metro-type operation providing a high frequency stopping service, rather than the inter-urban service as originally conceived. The core route would provide a station at Whitechapel, thus addressing one of the original scheme's greatest downsides – Tower Hamlets had all the pain and none of the gain. Dealing with another bone of contention and meeting the aspirations of the City of London, it has already been decided that Heathrow Airport would be served.

2.49. The Committee will be contributing to the debate as to the route and service patterns for



*Old rail schemes never die...
Despite all previous setbacks, Crossrail is once again being promoted as a multi-million pound contribution to mitigating congestion in the central area.*

this service. The decision that it should be a Metro-type service in part dictates the type of rolling stock that will be used, and this in turn will dictate the maximum length of journeys that should be provided for.

‘Reaching the Skies’

- 2.50. The Committee’s study of surface access to London’s airports was eventually published in the Spring of 2002. It had been ready for publication in September 2001, but following the events of September 11th it was felt inopportune to publish it then.
- 2.51. The study examined each of London’s five major Airports plus Biggin Hill. It provided a checklist of the improvements needed for each airport and recommended a series of principles that should underpin surface access to all airports.
- 2.52. The Committee has been encouraged by the reception given to the report, and by the conclusion reached elsewhere in the country that it was a concept that deserved to be replicated elsewhere.

The National Railways – a grim year with hope for the future

- 2.53. The year under review for many passengers was one they will want to forget, although, to be fair to the public transport industry, it was not uniformly bad, and by the end of the year there were signs that things generally were improving.
- 2.54. In the Committee’s first Annual Report it was suggested that Hatfield had been the turning point for the country’s national rail network, and so it turned out to be. This year saw further changes that served only to confirm that the privatisation model adopted by this country for its railways was unworkable and indeed that the measures put in place by the Labour Government of 1997 had failed to

address the underlying nature of the problems – in some respects they might even have made matters worse.

- 2.55. The effects of gauge-corner cracking continued to cause problems on many lines – particularly in East Anglia and on some of the Inter City routes. However, for many Train Operating Companies (TOCs) this merely added to the variety of other problems they were suffering. In the Committee’s view, some of these problems were self-imposed (e.g. driver shortages on Connex South Central and WAGN), others stemmed either from the TOCs’ own success in attracting more passengers onto a network parts of which had insufficient capacity to deal with the demand (e.g. the Brighton main line and the Great Western main line), or from a system that was becoming increasingly unreliable through old age (e.g. the West Anglia line), or from the effects of the disruption caused by work to upgrade an already busy railway (e.g. the West Coast main line).
- 2.56. The arrival of a new Secretary of State to head up the new Department of Transport, Local Government and the Regions (DTLR) after the May 2001 General Election signalled the beginning of real change. Stephen Byers, recognised that the nettle had to be grasped and the rising public concern about the state of the nation’s railways had to be properly addressed. The subsequent departure from the Strategic Rail Authority (SRA) of Sir Alistair Morton, who had an aversion to any form of ‘command and control’ of the railway industry, and his replacement by the more hands-on Richard Bowker was an inevitable consequence of this change.
- 2.57. The decision of Mr Byers to put Railtrack Plc into Railway Administration was probably also inevitable, given the level of public money that was needed to shore up the infrastructure owner and is likely to be needed to ensure the delivery of future projects.



- 2.58. For passengers these measures might not have resulted in any obvious changes. However, they should ensure that systems are in place to enable the railway to be considered, to operate and to develop as an integrated whole. Certainly there will still be private-sector service providers, but the emphasis will be on strategy and integration. Companies bidding for a new franchise will have a clearer idea of what they are expected to deliver, rather than being asked to decide themselves what they think might be the way forward for their bit of the network (if such a word is appropriate in such a disjointed approach).
- 2.59. Mr Bowker successfully secured additional public money to help him and his team to deliver the railway's part of the Government's 10-year transport plan. It may be, however, that even more public money will be needed and the Government must address the question as to whether it is reasonable for the Transport Budget to bear all the costs involved. Many aspects of the 10-year plan actually benefit society as a whole, by improving quality of life and the environment, and potentially reducing costs to the health service. Looked at in this light, it would seem entirely reasonable for other public sector budgets to contribute to the delivery of the plan.

- 2.60. Commentators have rightly questioned whether the West Coast main line upgrade has really increased in price to the level now quoted and whether the doubling of the track between Bicester North and Aynho Junction should really have cost £60 million. These questions need to be properly addressed before the major rail schemes planned for the London area find themselves ruled out, not because they are not needed, but because they have become unaffordable.

Re-franchising the National Railway

- 2.61. The change of leadership at the Strategic Rail Authority brought new momentum to the re-franchising process, with a clearer picture emerging as to what was required of aspirant franchisees. The Committee had shared the concerns of many people in the industry who felt that without clear guidance from the SRA any consideration of bids was like comparing apples with pears.
- 2.62. The SRA quickly embarked on a re-think as to the number and size of franchises that are appropriate for Britain's railways. It was quickly decided that there should be a single franchise covering all the operators currently serving Liverpool Street – a move that was seen as enabling best use to be made of the limited platform and approach lines at one of London's busiest stations.
- 2.63. Earlier plans to split South West Trains and Wales and West to create a new Wessex franchise are now being questioned and consultation exercises are being embarked upon to consider the future of the franchises serving Euston and Paddington stations. In considering its responses to such exercises, the Committee has been able to make good use of its 'Requirements for Train Services' statement (published in February 2002 and available on request to the LTUC Secretariat), in which it set out its general policy aspirations for rail services in and around London, as well as detailed aspirations for each line in the Committee's area. The Committee has continued to argue strongly for improvements to rail services in London and to express opposition to the use of scarce paths to enhance longer distance, limited stop services which do little for the needs of Londoners.

Mr G was unhappy that Connex did not appear to recognise that his ticket covering New Beckenham to Cannon Street, with an Underground add-on, covered effectively the same journey as one without the Underground, when it came to renewing his season ticket. Following strong representation by the Committee, Connex agreed to use extra discretion this year in light of disruption to services post-Hatfield. Mr G has now been offered a cheque or vouchers – at his choice - for £47.60, the equivalent of a 7% discount.

Mr F of Stirling and three friends were so delayed on the Stansted Express that they missed their flight to Prestwick and, as their tickets were non-transferable, they had to buy four new single tickets at a total cost of £100. He was initially sent £20 in travel vouchers which he rejected and appealed to the Committee. WAGN agreed to send £100.

Mr and Mrs M of Glasgow had bought First Class return ticket from Glasgow to London. The return leg was badly disrupted involving travel by coach and taxi which resulted in long delays. Mrs M asked for a refund of half the fares (£252) and was sent a cheque for £70 and £182 in travel vouchers. Mrs M rejected this offer. The Committee secured a cheque for £252.

- 2.64. Turning to the re-franchising process itself, anticipation that an announcement would be made about a new franchisee for the East Coast main line franchise turned into a farce. The SRA made it clear that it had made a recommendation to the Government and that the Government was unwilling to accept it. Two very different bids had been submitted – a relatively conservative one, albeit providing for continuous growth, from GNER and a very radical one, involving the provision of a high-speed line, from Virgin.
- 2.65. Eventually GNER was given a 2 year extension to its franchise whilst further consideration was given to the future of the East Coast main line and a study was undertaken on the possibility of a high speed rail line linking London and Scotland. The Committee was pleased to be invited to provide a member to serve on the Rail Passengers Committee network's sub-group looking at the high speed line proposals.

2.66. Although the Committee's first annual report recorded that heads of terms had been agreed for the letting of new franchises in respect of three important TOCs in the LTUC area, only one, for the Chiltern franchise, was signed off during the year. This goal was only achieved after further delays during which time the SRA entered into a Deed of Variation with the franchise owner to mitigate the effects of the delay and to allow some important passenger benefits to be provided as an interim solution.

2.67. Although LTUC is generally pleased with the commitments from M40 Trains, the Chiltern franchise owners, to improve services, it remains disappointed

that the company felt it necessary to renege on an earlier apparent commitment to introduce a limited Metro service to the London suburban stations on the High Wycombe line, two of which are currently the worst served in London.

- 2.68. Connex, which had lost the battle for a new South Central franchise, decided to concentrate on its South Eastern franchise and sold its remaining franchise rights in South Central to the winners of the new franchise, GoVia. The Committee shared the frustration of apparently everyone involved at the bureaucratic delays in completing the hand-over, which involved both the UK Government and the European Commission. Once the hand-over had taken place, the Committee was horrified to find that South-Central faced yet another serious driver shortage for which GoVia were quick to blame Connex and

Connex was equally quick to state that GoVia knew about when it bought the franchise! The Committee put forward a number of proposals to limit the adverse effects of the shortage and it was greatly encouraged by the very positive attitude of the new management at South Central towards those proposals.

- 2.69. Progress on re-letting the South West Trains franchise to Stagecoach seems to have made very little headway. By the end of the year there were some voices being heard (including some on the Committee) questioning the appropriateness of handing a new franchise to a company whose public performance measure (PPM) is at the time of writing the worst of all the London and South East commuter TOCs.

- 2.70. It is certainly true that once it had signed heads of terms, Stagecoach wasted no time in showing its commitment to the franchise by ordering a fleet of new trains to replace its ageing Mark 1 slam door rolling stock, but it is also true that between April 2001 and March 2002 passengers experienced an appalling 28.9% of trains running late.

- 2.71. The Committee obviously shares the concerns of passengers that any company which is given a contract for a 15 to 20 year franchise must show that it can deliver consistently high quality services. The Committee made it clear that it felt that the decision to award the South Central franchise to GoVia was the right one because Connex had lost the confidence of its customers. Stagecoach and its operating company South West Trains need to show that they can deliver a quality service now or the doubts being voiced about a new long franchise may rise to a deafening cacophony.

- 2.72. During the year agreement was reached between the SRA and the National Express group to secure the future of its franchises whilst the re-franchising process was completed. For the Committee's area, an important element of the agreement was a requirement to provide a new passenger information system at stations on the Great Northern section of the WAGN franchise. This addresses a number of appeals complaints received from passengers (and subsequent formal referrals by the Committee to the SRA under Section 77 of the Railways Act 1993). The Committee will be closely monitoring the delivery of the new system.

Passenger Panels, Boards, etc

- 2.73. An interesting development has been the stated desire of the new franchise holders to get closer to the concerns of their passengers or the wider constituency of their stakeholders. South West Trains appointed Sir Alan Greengross, a former Chairman of this

Mr L was unhappy with delays resulting in a journey of 15 mins becoming 1hr and 35 mins. He was further dissatisfied with LUL's Charter refund of £2.70 (the cost of single fare). He suggested he should at least have received the cost of a One Day 1-4 Travelcard. Following the Committee's representation's, Mr L was sent a further cheque for £4.30.

Committee's predecessor body, to be a non-executive Director of the company and to chair its new Passengers Panel. Chiltern Railways has similarly established a Passengers Board. In both cases LTUC has nominated a member to serve on these new bodies.

- 2.74. GoVia has decided to adopt a different option in relation to its South Central franchise and it is establishing a Stakeholder Board including representatives from its workforce but no representatives from either the Rail Passengers Committee (RPC) for Southern England or this Committee. A similar body, but including RPC and LTUC members, was established by First Great Western to help counter accusations that it had lost touch with its passengers.
- 2.75. The Committee will carefully monitor the activities of these new bodies. Anything that improves the service provided to passengers is worth trying, but the Committee would not want to see these bodies duplicating its statutory responsibilities and possibly causing confusion for passengers – a view, which it is, understood the SRA shares.

First Great Western Inquiry

- 2.76. The performance of First Great Western (FGW) plummeted during the summer of 2001, and news of passenger reaction in western England quickly reached the corridors of power. A grass-roots local campaign threatened 'direct passenger action' in the form of a 'passengers' strike'. Although the Committee and the local RPCs did not support the strike concept, they immediately recognised that the major deterioration of the TOC's performance, on top of a long period of already unsatisfactory performance, justified exceptional action.
- 2.77. The Committee agreed to join with the RPCs for Wales and Western England and to hold an inquiry into FGW's performance. This would also assist the SRA's consideration of FGW's proposal to extend its franchise.
- 2.78. James Gander represented the Committee at all the public meetings of the Inquiry and the Committee's Chair attended the London session.
- 2.79. The inquiry, which was the first of its kind, reported that the problems faced by passengers were by no means all the fault of the TOC, with many being attributable to Railtrack. A suitably penitent attitude by the Managing Director of First Great Western, and real improvements to the company's performance by the time the report was published, have helped to restore some degree of passenger confidence in the service. (copies of the Inquiry report can be obtained

from the offices of the Rail Passengers Committee for Western England, Tower House, Fairfax Street, Bristol BS1 3BN)

Rolling Stock

- 2.80. The cry of the rolling stock manufacturing industry at the time of railway privatisation was that it would disappear if new orders dried up. Since then the response of the TOCs, particularly those using electric traction, has been 'we've ordered new trains, but they are often unusable or at best unreliable.'
- 2.81. It is a sad fact that the railway industry as a whole seems to have failed to work together to ensure that it properly understood the limitations of such crucial factors as power supply, signalling and lineside clearances. The Committee commissioned a very helpful report from railway expert Roger Ford who was able to identify the causes of many of these problems and the action needed to address them. This report enabled the Committee to make informed comments on a very sensitive subject, rather than take indiscriminate pot shots at elements of the industry, which may be the victims rather than the culprits.
- 2.82. During the year, the SRA decided it was time to adopt a more hands-on approach to dealing with this problem. As a result, the new rolling stock on c2c is now all in service. Despite having faced industrial action and inordinate delays in sorting out serious teething problems, c2c can now claim the accolade of being the first TOC since privatisation to have introduced a complete new fleet of trains. The Committee hopes that the line's passengers will now benefit from a sustained high-quality service.
- 2.83. Elsewhere on the rail network in and around London, the picture relating to new rolling stock remains patchy. Chiltern has continued to add to its fleet of new trains and invited the Committee to contribute to a major consultation exercise on new interiors for its existing class 165s. Virgin began the successful introduction of its fleet of Voyager trains on its cross-country routes and, after lengthy delays, FGW began the introduction of its Adelante fleet.

Mrs W wrote to the Committee in April 2001 after injuring herself on a route 268 Bus. As Mrs W was leaving the bus near Hampstead Tube station she caught her leg on a piece of metal, which was protruding from one of the seats. This caused Mrs W's leg to bleed and damaged her clothing. On writing to Metroline Mrs W received an offer of £50 in respect of the damage to her clothing. However, following the Committee's representations Metroline increased their offer to £200, which Mrs W gratefully accepted.

Mr H and his wife experienced delays on their journey from Barking. After writing to LUL for a refund the complainant received two vouchers to the value of £2.70. Mr H was unhappy with the vouchers, as he had paid cash for his tickets. As a result of the Committee's efforts LUL agreed to provide a cheque for £10.50, representing a full refund for both legs of the journey. LUL had previously only been willing to refund the affected leg of the journey.

Mr G felt that his e-mails to Thameslink were either not being responded to, or were not being answered on a point by point basis. He also felt that he was not being offered either compensation for the recent disruptions, or for periods throughout 2000. Following the Committee's intervention Thameslink agreed to pay £216 in respect of past problems.

Mrs L felt that the initial compensation of rail vouchers for £15 and £41 respectively did not compensate for missing her friend's wedding. A further cheque for £48.30 was secured as a result of the Committee's intervention.

2.84. The Committee has been both disappointed and encouraged by events at South West Trains. Its fleet of class 458s, due to be introduced in 2000, remains very unreliable and few of the trains are in regular service. However, the company has gone to extraordinary lengths to try to ensure the next new fleet of trains ordered from Siemens in Germany on the day Stagecoach signed heads of terms for a new franchise, will work properly from day one. Siemens has even built a test track in Germany replicating the vagaries of the track on which South West Trains operates! The Committee was pleased to be able to visit the factory and comment on the interior train design.

2.85. Siemens is also building a smaller new fleet for First Great Eastern to replace its remaining slam-door trains and the Committee looks forward to their introduction. It very much regrets, however, that a late change to the design will mean that these trains will not have through corridors between units. To have done so would have required changes to the location of platform cameras, mirrors, etc.

needed for one-person operation, which were deemed to be too expensive. The Committee is concerned that experience may show this decision results in an imbalance of passenger



*...auf den Schienen?
...ass 360 trains have been put through their paces in
...ontrary to some passengers' belief, the operator's
...front does not mean that they are First Class only.*

loadings on multi-unit trains, which through corridors would have addressed.

2.86. Gatwick Express, which (like c2c) had by now planned to replace its entire fleet, continues to face performance problems. As a result, some of the loco-hauled sets, which should have been withdrawn, are having to soldier on.

2.87. The Committee welcomed Midland Mainline's invitation to provide input to the design of the new trains it committed to as part of its franchise extension.

2.88. The Committee has had lengthy discussions with Connex about the design of its new suburban trains. It hopes that the broad agreement reached as to the features needed to meet present and projected demand will be incorporated into the final design. The Committee commends Connex for bravely embarking on a very contentious debate as to how it can carry the number of passengers wanting to travel, within the constraints of the existing line capacity.

2.89. The Committee fully accepts that the concept of fewer seats and more comfortable standing space will not immediately commend itself to the users of Connex's Metro services. However, the do-nothing option is a non-starter. The Committee has set down a number of requirements that it believes must be met to make the Connex plans acceptable. These include the provision of wider, sliding (not plug) doors, and the completion of the work needed to accommodate 12-car trains on the Dartford lines. The Committee also believes that Connex must address the issue of toilet provision – toilets, if not provided on trains, must be provided (and properly maintained) at all stations.

2.90. Around the whole of south London, however, the situation relating to the introduction of new rolling stock remains critical. All the old Mark 1, slam-door rolling stock must, by law, be replaced by the end of 2004. Real problems have come to light with the power supply, which make it impossible to introduce the new Connex and South Central fleets of class 375 trains in the formations planned until Railtrack undertake major upgrade work. The SRA has acknowledged the seriousness of the issue. The Committee hopes that new firm leadership will ensure proper co-ordination between the rolling stock manufacturers, Railtrack and the TOCs to address the outstanding problems.

Croxley rail link

2.91. The SRA embarked on the statutory closure process for the railway line between the junction south of Watford High Street station and Croxley Green station, together with Croxley Green and Watford West stations.

- 2.92. The line has a long history of being a part of a small, but locally significant scheme to link the Watford branch of LUL's Metropolitan line to the national rail network, enabling LUL to serve Watford Junction. This scheme has been around for at least 50 years. Because the lines fall outside Greater London, but the funding of the Underground has been the responsibility of those involved with London's transport, it has never quite reached the position of getting the necessary approval to proceed.
- 2.93. No trains had actually operated on the line since 1996 when, under an agreement between the then Rail Regulator, Hertfordshire County Council and Silverlink, the line had been severed close to Croxley Green to allow a road to be built to a new industrial estate. The previous one train a day service had been maintained by the provision of a solitary bus replacement service operating in the early hours of the morning. However, the arrangement had been in place for five years and under the law, the line could have closed permanently without any consultation, had the SRA not embarked on the statutory closure process.
- 2.94. The Committee held a public hearing in Watford Town Hall, when the strength of local feeling about the importance of the link and the line's potential for assisting the economic regeneration of West Watford was made abundantly clear. There was also a very strong feeling that were the line to be allowed to formally close, it would undermine the continuing efforts of the local authorities to find ways to fund the Croxley link.
- 2.95. The Committee's report to the Secretary of State found that the closure would indeed result in hardship, and it recommended against allowing the closure until such time as a decision has been taken on the future of the Croxley Link. The Committee pointed out that the legislation sets no time limit on the Secretary of State to reach a decision on a closure application, and recommended that the report should 'sit on the table' for as long as may be necessary. The Committee's conclusions found a substantial amount of favour with those people who made oral or written representations against the closure proposal.

Eurostar and European issues

- 2.96. The Committee is responsible for providing the Chair and Secretariat for the RPC Network's Eurostar Joint Sub-Committee (EJSC), at which representatives from all of the RPCs are able to jointly consider passenger concerns about Eurostar services in Great Britain.
- 2.97. EJSC spent some considerable time examining Eurostar's poor performance, and expressed very strong concern about the

less than helpful attitude of the operator in its approach to the statutory user committees. A subsequent positive meeting with the Managing Director of Eurostar restored good relationships, and the flow of information available to EJSC members is now better than it has ever been.

- 2.98. The single issue relating to Eurostar that continues to cause most concern to members of the RPC network, particularly those in the north west of England, is the company's failure to operate any services beyond London. Such services were originally proposed when the cross-channel service was first mooted in the mid 1980s and substantial sums of money have since been spent to make the routes, including parts of the North London Line, compatible for the operation of Eurostar trains.
- 2.99. Studies commissioned by the Government and the former British Railways Board suggested that through services would not be economic to run. The EJSC questioned the suppositions used in reaching that decision. Members met the SRA to express their hope that the forthcoming SRA review of international rail services would at least keep the option of through services alive. It was, however, recognised that the decision by Eurostar to surrender its rights to paths on the West Coast main line until 2007 would limit the operation of any such services before then.
- 2.100. During the year, the European Commission embarked on a process aimed at improving the rights of passengers making international rail journeys within the European Union (EU). The Committee's Director represented the RPC network at a consultation exercise in Brussels launching this process. Work is now continuing to ensure that the RPC network, as one of only two such statutory passenger organisations within the EU (and the only one with a remit for international rail services), plays a full role in this important development.

Miss H of Dagenham was stuck on the Underground for over two hours and was dissatisfied with the £2.10 refund of the single fare in compensation sent to her. LUL were invited to consider the level of compensation and, as a gesture of goodwill, they gave Miss H £20 in travel vouchers.

Mr S and partner of London NW8 intended to go on a day return to Manchester and spend several hours visiting an art exhibition. In fact the outward journey was delayed by over four hours as the train was terminated at Macclesfield and there was no time to visit the Art Gallery. The return journey was over an hour late. Virgin explained that a special timetable was in force at the time of the journey and sent £5 in travel vouchers. Virgin were persuaded to make a full refund of £40 in travel vouchers.

The Year Ahead

A better future

3.1 After a year during which there was further disruption to many public transport services in and around London, the Committee hopes that this year will see the emergence of a clearer, and more positive, picture for the future.

3.2. There are at present large numbers of uncertainties surrounding the future of London's public transport. These uncertainties need to be removed and confidence restored by commitments being given to address the problems encountered by millions of transport users in London every day.

3.3. The Government's 10 year Transport Plan envisaged a substantial shift from private to public transport with a 50% increase in passenger journeys by train. The Chairman of the SRA has acknowledged that London and the south-east will have to see the largest growth in rail traffic if this target is to be achieved. For this to happen, we need to see progress in the delivery of schemes that will increase the capacity of London's rail network

3.4. The Committee, therefore, will this year continue to press the Government, the Mayor and the SRA to progress schemes that will make rail transport so attractive that it becomes the mode of first choice for people wishing to travel in and around London.

3.5. The future for London's buses is much brighter. The bus network is reaching more of London than ever before, and the replacement of older vehicles with modern buses ensures a more comfortable, accessible ride. The Committee very much hopes that these changes, accompanied by the higher levels of enforcement stemming from the Bus Policing Initiative, will result in measurable improvements to bus services which, in turn, will encourage more people to use them.

3.6. Arguments about the future funding of the Underground have gone on long enough. The Committee believes new money must be made available at the earliest opportunity and it looks forward to opportunities to influence the way that money is used.

3.7. Both the previous and the following chapters record the improvements that LUL have

already been able to make to the service on some lines. Passengers look forward to seeing improvements throughout the network. The Committee would, however, sound a word of caution – there will inevitably be some pain to get to the gain! It is never easy to modernise an existing public transport system and it is impossible to do so without some disruption.

3.8. The Committee will work closely with LUL to try to ensure that the disruption is managed as sensibly and as sensitively as possible. When appropriate it will work with the Association of Train Operating Companies (ATOC) and Network Rail to encourage them to co-ordinate their major work programmes and thus minimise the risk that work on alternative routes is undertaken simultaneously.

The Committee's research programme

3.9. When work on the railways is being undertaken the railway company concerned frequently, but not always, provides rail replacement bus services. The Committee receives a steady flow of complaints about these bus services and it has decided to undertake a research project this year into their adequacy.

3.10. The Committee is very aware of the importance of trying to meet the transport needs of people with disabilities. One of its research projects this year is to ascertain the factors that cause some people with disabilities to continue to use Dial-a-Ride services and Taxicard, when on the face of it they could use fully accessible main-stream public transport.

Mr B of Gipsy Hill was on several occasions not given change when he had tendered £1 coins for a 70p fare and once a £5 note. In the latter case he had asked the advice of an Inspector, who had boarded the bus. He suggested an appeal to Connex, the Bus Operator, but they would not compensate. An appeal to Transport for London produced an offer of £10 from Connex, which Mr B accepted.

Mr T of Cowes, Isle of Wight, dropped his pager on the line at Clapham Junction and had some difficulty in getting a response from Connex to his enquiries about whether it had been found. It was never found and the claim he made was founded on the fact that it could only have been recovered by a member of staff and must have been in the lost property network. After the Committee's appeal, an ex-gratia payment of £25 was offered to him which he refused. The Committee secured an increase of a further £75, which was accepted.

- 3.11. Despite the undertakings by the Managing Director of LUL that he will be arranging for information to be posted at LUL stations about the national rail trains serving those stations, the Committee believes that more needs to be done to promote rail in London as an integrated network. A project has, therefore, been embarked upon to identify what needs to be done at all LUL/national rail interchange stations to make interchanging less of a challenge.
- 3.12. Travel by public transport can involve a number of uncertainties. The Committee's post bag indicates that passengers welcome reassurance whilst they are travelling, but before a journey even begins people need to know it can be made and the options open to them. Many people tell the Committee that they find it quite difficult to obtain accurate and up-to-date pre-journey information, so it has been decided to undertake some research into what is available.
- 3.13. Anyone travelling in London will know that there is a total lack of consistency when it comes to the type of street name signs displayed in London and where they should be located. The policy seems to vary within individual boroughs, depending on when the signs were first erected or last replaced. For people trying to find a destination in a unfamiliar surroundings the situation is very confusing. The Committee will be undertaking some research into the legal position, identifying good and bad practice and making recommendations for future action.
- 3.14. Fares are both contentious and confusing. It can be galling to discover that the person travelling with you on a train between London and Scotland paid less than one fifth of the fare you paid and has a reserved seat whilst you risk having to stand, but are there good grounds for the railways having such a confusing range of fares? Which fares should be regulated? How can Travelcard be protected when the fares' policy on the national railways is so different to that on London's buses and the Underground? These and other issues relating to fares and ticketing will be the subject of a major Committee research project this year.
- 3.15. As ever, the Committee's ability to complete all its proposed research projects will depend on the number of requests it receives to comment on consultation documents produced by other organisations or to contribute to London Assembly Scrutinies, TfL Best Value reviews etc. The same staff who undertake pro-active research also prepare responses to consultation documents and the Committee's Research Panel has the job of determining whether it is necessary to alter the pro-active

work programme because of the demands on staff time imposed by external agencies.

Raising the Committee profile

- 3.17. The Committee web site will be launched in November or December 2002. The site will be advertised widely and it is intended to make use of it to ascertain user opinion on different aspects of transport policy in the Committee area.
- 3.18. The Committee moved offices at the end of September 2002. The opportunity afforded by this move will be used to produce new publicity material to raise the Committee's profile.
- 3.19. The Committee has appointed a new Communications Officer and one of his priorities will be to put together a new Communications Strategy.

Working with others

- 3.20. The Committee works closely with all the organisations that between them share responsibility for the delivery of transport in and around London.
- 3.21. The Committee will continue to work closely with the London Assembly in its transport scrutinies, assisting as necessary, and with TfL on its Best Value studies. It will also continue to assist the SRA in its wide-ranging review of policies on the provision of rail services.
- 3.22. The Committee will continue to work as a full part of the Rail Passengers Committee network, where it will ensure that the concerns of the London area are taken into account in the national decision-making processes.

Representations were made regarding lack of information facilities on the Hounslow Loop Stations. After initial promises by SWT to put this right were not followed through by them, the Committee finally succeeded in getting this work carried out, and a further £50,000 committed by SWT to be spent on the stations.

Ms R of London W1 and her travelling companion, Ms A, were travelling to Lichfield and were assured by NRES that the fares would be £31.50. After some pressure this was confirmed by Virgin Trains, but she was advised to buy the tickets at Euston. However they were charged £82.60 each for the train leaving at 8.13 am. After a claim both received £20 in travel vouchers rather than a full refund, which in Ms R's case was increased to £82 in travel vouchers; but she wanted cash. She approached the Committee which persuaded Virgin Trains to make a full refund to them of £164 in cash.

The year's performance reviewed

by John Carridge, Deputy Director, LTUC

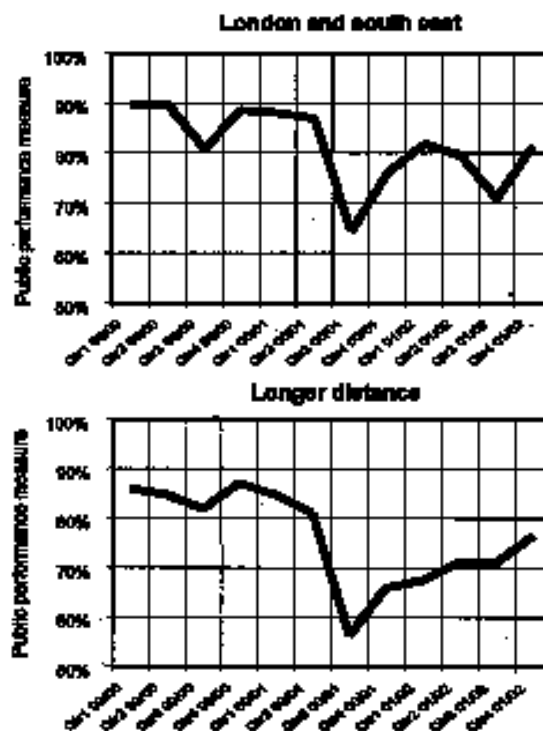


John Carridge
LTUC Deputy Director

National Rail

- 4.1 The "public performance measure" (PPM) used by the Strategic Rail Authority (SRA) for the National Rail train operators records the percentage of the trains planned which ran and which arrived at their final destinations on time. For this purpose, "on time" means not more than five minutes late in the case of London and south east operators, or ten minutes late in the case of longer distance operators.
- 4.2 In the two years prior to the autumn of 2000, the PPM for the London and south east operators generally hovered at or close to 90%, with a dip each autumn (i.e. quarter 3 of each reporting year, starting in April) reflecting the seasonal impact of poor rail conditions or "leaves on the line". The equivalent figure for the longer distance operators was generally between 70 and 80%, with a much less pronounced cyclical pattern. But the Hatfield derailment in October 2000 resulted in the widespread imposition of severe temporary speed restrictions, and was closely followed by extensive flooding. The result was a plunge in performance to unprecedentedly low levels – around 65% in London and the south east, and around 55% for the longer distance operators serving the capital.
- 4.3 The year under review witnessed the rail industry's gradual - but only partial - recovery from this post-Hatfield trough in performance. The accompanying charts show that by the end of 2001/2, the operators in the London and south east network were achieving a PPM result of around 80%, though this had fallen to

barely 70% during the autumn. And even with the more relaxed definition of lateness which is applied on the longer distance routes, almost one in four of the trains run by these operators serving London was still terminating late (or cancelled) at the year's end.



- 4.4 As always, such network averages can and do obscure great variety in the achievements of individual companies. The table below gives the out-turn results for the major London area operators (South Central is no longer prefixed by Connex, as this franchise was transferred to another holder – Govia - during the year).

Mr W booked tickets over a month in advance, but they were then sent to a third party at an incorrect address. After contacting the Committee, Mr W received an acknowledgement from Virgin of its telesales error and they apologised and offered £25.00 in rail vouchers.

NATIONAL RAIL TRAIN OPERATORS' PERFORMANCE 2001-2002								
Operator	Trains planned		Trains cancelled		Trains late		PPM	
	Number	% change	%	% change	%	% change	%	% change
London and south east								
2c	96518	-10.8	8.2	+1.2	14.7	+3.0	82.1	-4.2
Chiltern	80654	+0.6	0.5	+0.1	10.1	-10.7	89.4	+10.8
Connex S Eastern	568868	-0.4	1.4	-1.1	15.4	-2.7	80.2	+9.8
First Gt Eastern	267937	+2.4	0.5	-0.5	14.0	-4.0	85.2	+4.6
Gateway Express	64086	-4.8	3.5	-1.0	15.4	-5.5	81.1	+0.6
Silverlink	202801	+2.0	1.8	-1.9	15.3	-3.3	82.9	+4.6
South Central	576228	+6.4	1.2	-1.3	21.2	+0.3	77.8	+1.0
South West Trains	548583	-1.7	1.2	-1.1	28.9	-1.3	21.2	-4.1
Thames Trains	287868	+0.8	1.7	0.0	18.2	-1.1	28.8	-2.5
Thameslink	158348	-7.5	1.7	-1.4	26.5	+8.7	71.8	-2.9
W Anglia Gt Northern	328148	+3.7	2.9	1.1	22.3	+3.3	74.8	-4.9
L&SE sub-total	3157983	+0.8	1.8	-0.7	20.6	+0.4	77.9	+0.3
Heathrow Express	41735	(n/a)	0.7	(n/a)	8.8	(n/a)	90.4	(n/a)
Longer distance								
Anglia InterCity	28321	+9.7	1.8	0.0	21.1	+0.4	77.3	-0.3
First Gt Western	68994	+10.5	1.4	-0.8	27.0	+5.0	71.5	-4.1
Gt North Eastern Ry	38085	+5.3	1.8	-1.1	28.4	+2.8	70.0	-1.1
Midland Mainline	44771	+7.8	1.1	-0.5	24.8	+1.9	74.2	-1.5
Virgin West Coast	58237	+7.0	1.3	-1.2	30.0	-4.7	68.7	+5.9
LD sub-total	230388	+8.1	1.4	-0.8	27.0	+3.9	71.7	-0.1

4.5 The total number of trains planned on the London and south east network rose by 0.5%, as the industry recovered from the post-Hatfield phase of disruption. On the longer distance routes, where the impact of the post-Hatfield speed restrictions had been greater, the recovery (at 8.1%) was much more pronounced, and shared by all operators. But in London and the south east, against the trend, several operators ran reduced timetables. For example, c2c, was badly affected by industrial action accompanying the introduction of one-person operated trains, and Gatwick Express withdrew its all-night service as a result of the decline in the volume of air travel after the terrorist attacks in the United States on 11 September. The apparent reduction in the volume of Thameslink services is merely the result of a reclassification by the Strategic Rail Authority of trains running via the Wimbledon loop as single workings rather than separate journeys in opposite directions.

4.6 The average PPM score on the London and south east routes was 77.9%, a 0.3% decline relative to the preceding year. The best result was that for Chiltern at 89.4%, and the worst was once again that for South West Trains at 69.9%. The greatest contribution to this is made by lateness, with only 1.6% of advertised trains actually cancelled (0.7% fewer than in 2000/01). The cancellation rate was lowest on Chiltern and highest on Gatwick Express (the frequency of this company's service means that any train suffering more than a short delay

automatically becomes a cancellation).

4.7 For the first time, data on Heathrow Express are included in this review. This is an unfranchised operator, running on a purely commercial footing, but it has voluntarily provided details of its performance results on common basis with that used by the SRA for calculating the industry's PPM. They compare very favourably with the mean for the London and south east group.

4.8 The longer distance operators serving London cancelled fewer trains than their London and south east counterparts, but ran them less punctually. The average PPM score was 76.7% (a decline of 0.1% over the year). Anglia Intercity remained the best-performing operator in this group (at 77.3%), and Virgin West Coast the worst (at 68.7%) - though the latter did achieve the greatest improvement relative to its result for the preceding year.

4.9 Delays to trains on the National Rail network are measured in "lost minutes" which are attributed to causes and divided between those ascribed to train operators and those ascribed to the infrastructure provider (Railtrack). This data became publicly available in a disaggregated form for the first time during 2001/02. The following table, expressed in percentages, shows the percentage of minutes lost during the year for each principal category of cause, divided between the two groups of train operators serving London.

Cause	London and south east	Longer distance
Rolling stock	18.7	20.8
Train crew	8.8	4.1
Station delays	7.2	3.0
Train operations	8.8	4.3
External factors	6.0	2.3
Depots	1.5	2.1
'Neutral zone'	1.4	0.3
Total operator delays	51.3	38.8
Track and structures	15.9	38.4
Signalling and control	10.2	9.2
Vandalism 'acts of God'	2.7	2.7
'Neutral zone'	2.0	0.4
Power supply	1.3	3.0
Other factors	12.0	10.8
Unexplained	1.7	0.8
Total Railtrack delays	48.8	63.2

Mr W of Hertford's appeal was taken up after IPFAS had turned it down, as the Committee was not clear that it had taken into account the status of the ticket machine at St Margarets (Hertfordshire). After a further review IPFAS conceded that, as the ticket office closed early, it could not be certain that the ticket machine was in service (as the record said) when Mr W had tried to use it. His appeal against the issue of a penalty fare was, therefore, upheld and Mr W received a refund of £8.10.

- 4.10 The category described as "neutral zone" covers problems arising at the interface between trains and infrastructure (e.g. poor wheel/rail adhesion) which cannot be ascribed exclusively to a single party. Third-party causes of delay, such as vandalism to infrastructure and extreme weather conditions, are included (for purposes of classification) within the Railtrack total.
- 4.11 During the year under review, in London and the south east the train operators accounted for a little over half the minutes lost, while on the longer distance routes the equivalent share was a little over one third. But on routes served by more than one operator, delays caused by one company can also affect another. In London and the south east, 12.2% of lost minutes were caused by a train operator other than the one which suffered them, and on the longer distance routes this figure was 11.4%. For both categories of operator, difficulties with track and structures were the largest single cause of delay, followed by defective rolling stock and signalling problems.
- 4.12 The national passenger survey (NPS), commissioned by the SRA, is an industry-wide tracking study of passengers' perceptions of service quality. It is conducted twice a year, and covers a representative sample of each company's passengers, using a common series of questions. The data in the following table are expressed in terms of the net satisfaction rate, i.e. the excess of those expressing satisfaction over those who were dissatisfied. The results for the autumn 2001 and spring 2002 surveys have been combined to give full-year results, and these are compared (in the "change" column) with the equivalent totals for the preceding year.
- 4.13 In London and the south east, overall satisfaction rose by 4% relative to the results for 2000-01, when they had been depressed by the post-Hatfield disruption to services. There were modest increases, or no change, in the ratings for nine of the eleven individual service attributes covered, but satisfaction with train maintenance and with journey time fell. Gatwick Express and Chiltern continued to score the highest ratings for individual operators, but the lowest ratings column is notable for the disappearance of Silverlink, which achieved a striking improvement in its scores during the year. Its place was taken by a range of operators, amongst which c2c is prominent because of the negative impact on its passengers of an industrial dispute with guards which disrupted its services.
- 4.14 On the longer distance routes, overall satisfaction also rose by 4%, but the changes in the ratings for individual service elements were more pronounced, with strongly favourable shifts in respect of information, journey times and ticket facilities. Anglia displaced Great North Eastern as the highest-rated operator in terms of overall satisfaction, though Great North Eastern and First Great Western also picked up first place ratings for individual service elements. Virgin West Coast was again placed last in the overall satisfaction ratings, although each of the other operators in this group except Great North Eastern was also placed last in respect of at least one service element.
- 4.15 There continue to be some striking discrepancies in satisfaction ratings between these two groups of operators. The longer distance companies not only achieved a net overall satisfaction rating 23% higher than that

NATIONAL RAIL PASSENGER SURVEY RESULTS 2001-2002 (NET)						
Service element	All operators	Change	Highest rating		Lowest rating	
			Score	Operator	Score	Operator
London and south east						
Overall satisfaction	57	+4	84	Gatwick Express	48	c2c
Punctuality/cancellations	40	+3	78	Gatwick Express/Chiltern	18	W Anglia Gt N
Frequency	53	+0	81	Gatwick Express	24	c2c
Value for money	-1	+1	23	Chiltern	-16	c2c
Information re times/platforms	49	+3	74	Chiltern	31	W Anglia Gt N
Upkeep/repair of trains	17	-2	87	Chiltern	-7	S Central
Length of journey time	58	-1	82	Gatwick Express	40	c2c
Seat availability	34	+2	79	Gatwick Express	27	Thameslink
Train connections	50	0	78	Gatwick Express	40	c2c
Seat comfort	31	0	78	Gatwick Express	22	S Central
Station ticket sales facilities	45	0	72	Chiltern	32	Connex SE
Station waiting environment	37	+2	71	Chiltern	28	W Anglia Gt N
Longer distance						
Overall satisfaction	70	+4	81	Anglia	62	Virgin W Coast
Punctuality/cancellations	50	+6	85	Anglia	49	Virgin W Coast
Frequency	71	+2	79	Gt North Eastern	67	First Gt Western
Value for money	10	-2	24	Anglia	9	First Gt Western
Information re times/platforms	71	+8	77	Gt North Eastern	66	Midland
Upkeep/repair of trains	56	-4	86	First Gt Western	48	Anglia
Length of journey time	89	+8	81	Gt North Eastern	53	Virgin W Coast
Seat availability	69	+6	88	Anglia	66	Virgin W Coast
Train connections	80	+4	87	Gt North Eastern	44	Virgin W Coast
Seat comfort	54	-2	80	First Gt Western	50	Virgin W Coast
Station ticket sales facilities	65	+7	75	Gt North Eastern	67	Virgin W Coast
Station waiting environment	63	+6	87	Anglia	35	Midland

for the London and south east group, but were also more highly rated for each of the separate elements of service. It is particularly intriguing that this is so in the case of punctuality, where the PPM data show that in reality their performance was significantly worse. This finding probably reflects the fact that London and south east passengers are more likely to be frequent rail users, and therefore to have suffered unpunctuality at some point in the past, which is reflected in their answers even if it has not affected the journey being made at the time they were surveyed.

- 4.16 Crowding on the London and south east network - excluding Gatwick Express - is tracked by means of an annual census of "passengers in excess of capacity" (PIXC), which takes place each autumn. Passengers on weekday trains travelling in the peak-flow direction during the three-hour morning and evening peak periods are counted at the point of maximum usage, normally the approaches to the London terminus. PIXC is expressed as the percentage of the total number of standard class passengers carried in excess of the planned capacity of the trains on which they are travelling (assuming, for this purpose, that the trains are running with the whole of their planned number of carriages and standard class seats). Planned capacity is exceeded if the number on board is more than about 135% of the number of seats on sliding door trains or 110% on slam door trains. If the train runs non-stop for more than 20 minutes, planned capacity is assumed to equal the number of seats. The results are averaged over all with-flow peak period trains, so any individual train may be much more or less heavily loaded than the PIXC result indicates.
- 4.17 This table summarises the autumn 2001 results, taking the morning and evening peaks together, and shows the change relative to the previous year :

Operator	2001	Change
c2c	0.6	-0.8
ChMer	1.8	0.0
Connex South Eastern	2.3	-0.8
First Great Eastern	2.7	-1.4
Silverlink	6.9	-0.7
South Central	6.9	+2.2
South West Trains	4.8	-0.3
Thames Trains	2.6	+0.8
Thameslink	4.1	+0.6
West Anglia Great Northern	2.0	-0.3
London and south east	3.8	0.0

- 4.18 Taking the network as a whole, there was no progress in reducing peak hour crowding during the year, with the overall PIXC rate remaining unchanged at 3.6%. But this statistic has little relevance to individual

passengers, because the success of train operators in matching supply of capacity to demand varies widely. Six out of the ten operators in the group did achieve some reduction in their PIXC rate, in the case of First Great Eastern by as much as 1.4%. But three saw an adverse trend – the worst case being that of South Central, where the total rose by 2.2% to 6.9%.

- 4.19 Operators are required by the terms of their franchise agreements to take remedial action, as far as is practicable, if their PIXC rate exceeds 3.0% across both morning and evening peaks, taken together. Four companies were in breach of this threshold in 2001.
- 4.20 Taken together, these data reveal that for the typical rail passenger to, from or around London in 2001/02, his or her train was a little less likely to be cancelled than in the previous year, but a little more likely to be late, and no less likely to be crowded. He or she was a little more satisfied with most elements of service quality, but the rail industry's overall user satisfaction rate remains much lower than that for a typical range of retailers of other goods and services.
- 4.21 Many users find themselves in a captive market, because there is no effective or acceptable alternative means of making their journeys – but LTUC does not regard this as a legitimate reason for failing to meet their reasonable expectations in terms of service quality and value for money. The industry has taken the first steps towards recovery from the crisis into which it was plunged by the Hatfield derailment and its aftermath, but the process remains slow, uneven and spasmodic. Sadly, the scale of the task before it, and of the sums of both public and private funding required, are such that there is still no early prospect of a radical improvement in most passengers' lot.

Examples from other parts of the world (and, indeed, from the best of the domestic operators) show that there is no technical reason why rail travel should not be qualitatively far superior to the current norm in Britain. But weak leadership, indifferent management and political misjudgement have brought the industry to its present state. Passengers can be forgiven for suspending judgement on whether recent changes in its organisation and ownership, and the in personalities occupying its most senior roles, will trigger the transformation for which they have been waiting for so long.

Note : PPM data quoted relate solely to Anglia's longer distance services to and from London. Other tables include all Anglia routes/stations. Four other franchised train operators provide some services in the LTUC area (Central Trains, ScotRail, Virgin Cross Country, Wales and Borders) but are excluded from this report because these account for only a very small proportion of their respective networks. LTUC's remit also covers Eurostar and Hull Trains, but these are unfranchised operators not subject to the same performance reporting requirements.

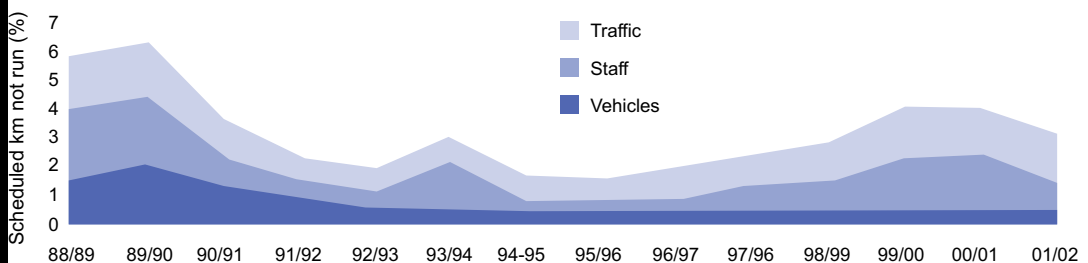
London Buses

4.22 The Mayor's Transport Strategy aims for "a real change in the quality of the bus system" during the first Mayoral term, i.e. by 2004, recognising that it is buses which have the greatest potential to deliver service improvements quickly. Not only do they account for by far the largest number of public transport journeys in London, but the crowded condition of the rail networks means that only the bus system has the ability to accommodate in the short term the additional demand likely to arise if and when congestion charging is introduced next year for car drivers in the central area. So the performance of London's buses is a matter of critical significance not only to their users but to the well-being of the capital as a whole.

BUSSES : KEY STATISTICS 2001-2002		
	2001/02	Change
Proportion of schedule operated	98.4%	+1.1%
Higher-frequency routes		
Average scheduled wait	4.6 mins	0.0 mins
Average actual wait	6.6 mins	-0.2 mins
Chance of waiting <10 minutes	77.2%	+1.1%
Chance of waiting >20 minutes	3.8%	-0.8%
Lower-frequency routes		
Buses "on time"	89.4%	+1.7%
Buses >2 minutes early	4.5%	-0.1%
Buses >15 minutes late or not running	7.7%	-1.8%
Passenger satisfaction scores		
Overall satisfaction with buses	75	+1
On-bus safety and security	83	0
Reliability	64	-1
Staff	83	0
Information on board	77	0
Cleanliness	76	0
Condition of vehicle	79	0
Journey quality	77	0
Bus stops and shelters	74	-1
Bus stations	86	+1
Night buses	74	+3

4.23 It is therefore encouraging to be able to report that 2001/02 showed the first signs of the renaissance in service quality which has been so long overdue. The volume of service operated rose by 2.2% and the number of passenger journeys made by 5.6%. The proportion of scheduled kilometres not operated fell by 1.1% to 3.6%. The causes of such "lost kilometres" are shown in the following graph.

Attribution of scheduled bus kilometres not run



4.24 Bus kilometres not operated for engineering (vehicle-related) reasons remained at a low level, and there was a very welcome decline in the proportion of journeys not run for staff-related reasons (which had been growing for the preceding four years). The efforts made by London's bus operators to recruit and retain sufficient staff to deliver the full advertised service were beginning to show positive results (assisted by the "Mayor's bonus" of £20 per week for bus staff). Prior to the creation of Transport for London, greater emphasis had been placed by the Government on cost reduction than on service quality delivered to the user, and this was reflected in downward pressure on contract prices and thus in the ability of the operators to compete in a difficult labour market. New bus service contracts now contain a quality incentive component, under which operators can be penalised for unreliability as well as simply for failure to deliver the specified volume of service, and this helps to set more passenger-oriented managerial objectives.

4.25 But sadly, the reduction in staff-related lost mileage has not yet been matched by a comparable reduction in the proportion lost because of traffic delays. Despite the steady extension of the bus priority network (now branded as Bus Plus), the general growth in traffic and the widespread abuse of parking and waiting restrictions and of bus lanes makes it ever more difficult for buses to operate reliably on London's crowded roads. More radical measures and greater political determination are needed to crack this problem. The Committee therefore welcomes the agreement between Transport for London and the Metropolitan Police to establish a dedicated Operational Command Unit, part of whose task will be to ensure that traffic regulations are systematically enforced on a network of key routes. In the medium term, the introduction of congestion charging should reduce the pressure of other traffic on roads in the central area, and this too should bring benefits for buses.

4.26 The overall reduction in lost kilometres was echoed in the standards of service reliability experienced by bus users. On the higher frequency routes (where there is no published timetable, and passengers simply wait for a bus to appear), the average scheduled waiting

time was unchanged but the average time actually waited fell by 0.2 minutes. This may appear to be a barely perceptible interval, but multiplied by the hundreds of millions of waits experienced by users in the course of the year, it equates to a very substantial and welcome improvement. Greater reliability on higher-frequency routes was echoed by greater punctuality on the lower-frequency services, where performance is related to advertised departure times. The proportion of buses leaving "on time" (defined as not more than two minutes early or five minutes late) rose by 1.7%, and the proportion which did not run – or ran so late as to be ineffective – fell by 1.8%. Nevertheless, there was still a 30% chance that a bus on one of these routes would not run on time : a salutary reminder of the scale of the improvement still needed before the widespread perception of London buses (especially among non-users) as being characterised by chronic unreliability ceases to be justified.

4.27 London Buses' user satisfaction survey invites a sample of passengers to rate a range of service attributes on a scale of 1 to 10, the results being expressed on a scale of 1 to 100. At 75, overall satisfaction showed a one point increase in the year, and none of the ratings for individual service elements moved by more than a single point in either direction except that for night buses, which rose by three points. As previously, the highest ratings were given for staff and for safety and security, and lowest for reliability and for the condition of bus stations.

4.28 Traffic conditions, and the tightness of the local labour market, are not uniform across the capital. So network averages can conceal wide variations in performance between different parts of London. At 2.1 minutes, excess waiting time (i.e. the difference between the scheduled and the actual waits experienced by passengers) for higher-frequency services was a whole minute greater in Hackney and in Kensington and Chelsea than in Havering. And on the lower-frequency routes, the proportion of "on time" departures ranged from 73.8% in Bexley down to only 56.6% in Kensington and Chelsea. But these external factors cannot fully explain the substantial discrepancies often found between the performance of individual routes (and operators) within one locality. For these, more specific explanations are required, and it is encouraging that London Buses has now adopted a more systematic approach to identifying and focusing managerial attention on the worst-performing services.

London Underground

4.29 The Committee's report for 2000-2001 made reference to the "desperate need for massive

injections of capital investment" required to bring the Underground's assets up to the condition of a "decently modern metro", and forecast that little improvement in performance was in prospect as long as the dispute between the Government and the Mayor over the best means of financing this dragged on. A year later, the contracts remained unsigned, and the political wrangling was as bitter as ever. Meanwhile, the Underground continued to operate on a patch-and-mend basis, with its physical dilapidation and operational shortcomings a standing indictment of the lack of trust between the central and regional tiers of government, and of the absence of any agreed basis for meeting the system's long-term funding needs. Its unfortunate users have found themselves the pawns in a political power struggle, played out in the headlines and in the courts, and in a climate of grim industrial relations. In the circumstances, what is remarkable is not that the Underground's performance has not improved but that it has not deteriorated further than has been the case.

	2001/02	Change
Proportion of schedule operated	92.9%	+1.3%
Average peak waiting time	2.9 mins	0 mins
Average excess journey time	3.4 mins	-0.3 mins
Chance of waiting <5 minutes	80.1%	0.0%
Chance of waiting >10 minutes	5.0%	-1.2%
Average lift availability	94.3%	0.0%
Average escalator availability	93.9%	-1.0%
Peak trains with all seats full	62.6%	-6.8%
Passengers queuing >3 mins for tickets	7.2%	-0.7%
Passenger satisfaction scores		
Overall satisfaction	79	+1
Train service	75	0
Safety and security	78	-2
Staff	89	+1
Cleanliness	68	+1
Information	76	0

4.30 The total number of passenger journeys made declined by 1.7% after several consecutive years of growth, partly because of the downturn in visitor numbers (tourists account for a larger proportion of the Underground's business than for other modes). But the total of train kilometres operated rose by 2.5%. This achievement was due partly to increases in the scheduled level of service and partly to a drop of 1.3% in the proportion of scheduled kilometres "lost", mainly because of fewer interruptions caused by industrial action. This increase in schedule coverage was a very welcome reversal of the trend in recent years. It is noteworthy that by this measure the Underground still lags far behind either the National Rail operators or London's buses, although the impact on passengers is less marked on a high-frequency network where most services operate on a walk-on basis rather than to an advertised timetable.

4.31 It was reflected by a reduction from 3.7 to 3.4 minutes in the average excess journey time, a measure of the difference between the observed time actually taken by a sample of passengers to complete their journeys (from station entry to station exit) and the time which would be required if all components of these journeys operated exactly to plan. The increase in train service frequency, combined with a reduction in queueing times at ticket offices, more than offset the effect of reduced escalator availability. And although there was no change in the chance of waiting less than 5 minutes for a train, there was a marked reduction in the chance of waiting more than 10 minutes, indicating both higher scheduled service levels at less-busy times and greater success in regulating the service to eliminate excessive gaps. Such gaps create unevenness in train loadings and thus make a significant contribution to on-train crowding. The reduction of 6.5% in the proportion of peak trains running with all seats full will have been especially welcome to involuntary strap-hangers, even though these trains still accounted for more than half the total.

4.32 Despite this improvement, there was an increase from 43 to 51 in the rate of severe train delays (i.e. those exceeding 15 minutes) per million train kilometres. The largest share of these was accounted for by signal problems (29.0%), followed by rolling stock defects (16.7%), staff unavailability (15.3%), passenger actions (12.7%), track problems (10.4%), and safety and security alerts (9.2%).

4.33 The overall passenger satisfaction score rose by one point. Ratings for individual service elements either rose by the same amount, or were unchanged, except in the case of safety and security which fell by two points.

4.34 As with the National Rail and bus networks, aggregate data for the Underground conceal wide discrepancies in the performance of

individual lines. There are a number of different indices of train service quality, including scheduled kilometres lost, train service headways achieved, and excess waiting times. Each of these tracks a related element of the service, but differs technically in the details of data collection and analysis. The chart below shows a composite measure of train service reliability obtained by amalgamating these individual measures. White columns denote performance above the system-wide mean, and black columns show performance below it.

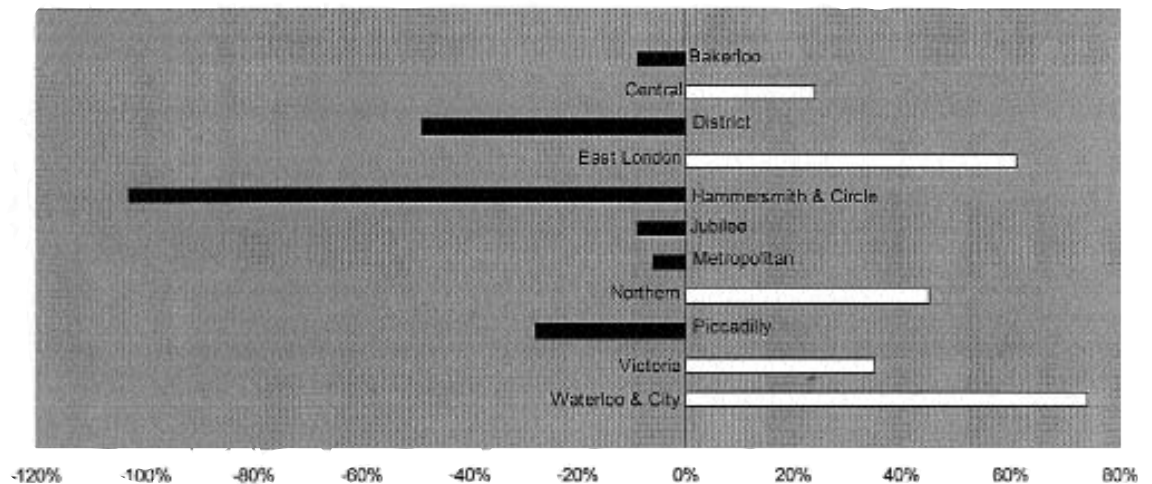
Docklands Light Railway

DLR KEY STATISTICS 2001-2002		
	2001/02	Change
Train service reliability	98.1%	-0.2%
Lift availability	98.8%	+1.2%
Escalator availability	98.5%	-0.1%
Ticket machine availability	98.5%	-0.5%
Information displays working	98.6%	0.0%
Passenger satisfaction scores		
Overall satisfaction	92	+2
Train cleanliness	98	-1
Service information	94	+2
Safety and security	91	+1
Staff	94	+2

4.35 Journeys on the Docklands Light Railway rose by 7.6% during the year. It continued to achieve a level of service reliability, and of user satisfaction, that London's other public transport operators could only dream of. On-time running of the train service (measured by departures not more than three minutes greater than the published service intervals) fell fractionally, but was still greater than 96%. Although there were slight falls in the availability of escalators and ticket machines (a particularly important attribute of a system without ticket offices), lift availability improved.

4.36 For the second consecutive year, the DLR's polling showed an upward shift in overall user satisfaction, to a rating of 92. This upward trend was echoed in the ratings for each

Reliability of service on Underground lines
(relative to system-wide mean)



individual service element except train cleanliness. But it is important to note that differences in survey methodology and data analysis mean that these scores (and the equivalent figures for other modes) can only be used to track changes through time for the mode in question, and should not be used for inter-modal comparisons.

Other operators

OTHER OPERATORS' KEY STATISTICS 2001/02		
	2001/02	Change
Croydon Tramlink		
Schedule operated	95.2%	-4.0%
Headways achieved	99.6%	+0.5%
Passenger satisfaction scores		
Overall satisfaction with trams	87	-1
On-tram safety and security	88	-2
Reliability	86	-2
Driver announcements	85	-3
Information	85	-3
Cleanliness	81	-5
Vehicle condition	86	-3
Journey quality	85	-2
London River Services		
Schedule operated	99.0%	+0.5%
Victoria Coach Station		
Passenger satisfaction scores		
Overall satisfaction	74	+1
Pleasantness	88	0
Staff	77	+3
Cleanliness	79	0
Information and signage	83	+1
Dial-a-Ride		
Calls answered first time	42.3%	+8.0%
Passenger satisfaction scores		
Overall satisfaction	93	0
Driver helpfulness and courtesy	86	0
Punctuality	82	-1
Booking process	82	-1
Booking helpfulness and courtesy	80	0
Woolwich Ferry		
Planned hours operated	93.0%	+1.8%
Crossings per hour	6.6	-0.2
Travel Information Call Centre		
User satisfaction scores		
Ease of reaching	82	+3
Helpfulness	83	+2

4.37 Although the proportion of scheduled services operated by the Croydon-based Tramlink network fell by 4% in its second year of operation, it still succeeded – remarkably – in raising the proportion of "headways achieved". A "headway" is the planned interval between consecutive departures, and is deemed to be achieved if the actual interval is less than twice the planned time. The overall user satisfaction rating fell by one point, but remained impressively high. There were slightly greater reductions in respect of the individual service elements.

4.38 London River Services operates several of the passenger piers along the Thames, and licences (but does not operate) the boat services on the river. Passenger satisfaction polling started for the first time in 2001/02, so full-year results are not yet available. The proportion of scheduled departures which were cancelled fell by 0.5%, but there was a 9.1%

decline in the number of passengers carried. This reflects the reduction in tourist numbers after the terrorist attacks in the USA on 11 September, and the increase in the previous year's total contributed by visitors travelling by water to the Millennium Dome.

4.39 Victoria Coach Station is London's principal terminal for long-distance coach services. Although the coaches are operated on an unregulated commercial basis, the terminal itself is owned and operated by Transport for London. User satisfaction surveys showed a one point rise in overall satisfaction during the year, and a three point rise in the rating for staff. "Pleasantness" remained the attribute with the lowest rating, unchanged at 69.

4.40 Dial-a-Ride is a book-ahead, accessible transport facility for passengers who have difficulty in using mainstream services. The number of journeys made rose by 3% in 2001/02. Although the proportion of calls from users making bookings which were answered at the first attempt was still less than half, it was 8% better than in the previous year. The low overall rate is caused by the highly peaked pattern of demand. User satisfaction ratings remained extremely high.

4.41 Responsibility for the Woolwich Ferry was taken over from the Government when Transport for London came into being in 2000. The number of passengers carried rose by 4.8% over the year. The proportion of planned operating hours covered rose by 1.8%, although there was a slight reduction in the number of crossings per hour achieved (this is largely dependent on the number of vehicles using the Ferry service and thus the time required for loading and unloading). Currently there are no satisfaction surveys of Ferry users.

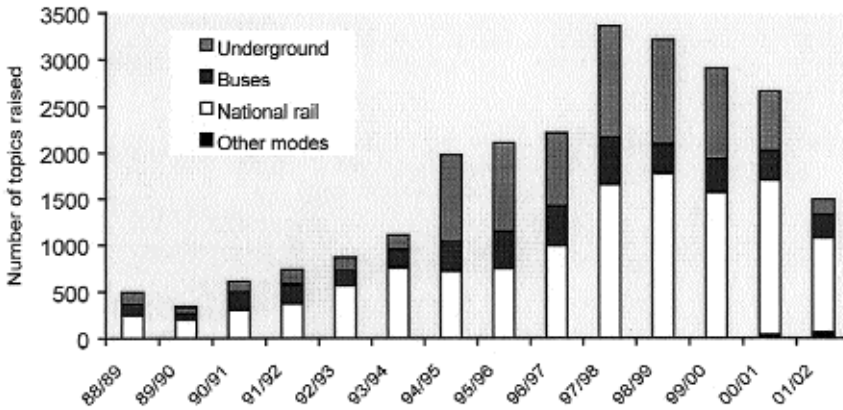
4.42 Transport for London operates the Travel Information Call Centre on behalf of all public transport operators in the London area. User satisfaction tracking showed a three point rise in the rating for the ease with which the centre can be reached by phone, and a two point rise in the rating for the helpfulness of its operators.

Mr S of Carshalton Beeches rang to seek the Committee's assistance as he was not being allowed by First Great Western to book discounted seats for his wife and daughter to St. Austell. As it was close to the day of departure, LTUC rang FGW and was assured that they would ring him that day. They did, but when he was rung by the Committee and told of the promise, he said that due to the proximity of the journey, he had bought Standard rate tickets. LTUC went back to FGW and they advised that in the circumstances, they would uprate the tickets to First Class without any additional charge. Mr S was pleased to accept the offer.

LTUC performance

4.43 The total number of appeals handled by the Committee in 2001/02 was 1300, a drop of 22.7% relative to the previous year. They raised a total of 1502 topics, the lowest figure since penalty fares were introduced on the Underground in 1995. The installation of ticket gates at all Underground stations has largely eliminated the risk that passengers may inadvertently fall foul of the rules prohibiting ticketless travel. This in turn has persuaded London Underground to adopt the Committee's long-held view that such transgressions should result in the issue of warnings rather than penalty fares on the first occasion, and this in turn has had a major positive impact on the Committee's caseload.

Committee appeals caseload
(measured by number of topics raised)



4.44 Of the topics raised, 1018 (67.8%) concerned the National Rail operators, 253 (16.8%) concerned the buses, 166 (11.1%) concerned the Underground, and 65 (4.3%) concerned other modes or intermodal issues such as Travelcards.

4.45 The most common topic raised by National Rail users was refunds and claims (17.2%), followed by fares and ticketing policies (10.7%) and Passengers Charter conditions (9.5%). In contrast with National Rail passengers' preoccupation with the cost and terms of travel, bus users were most likely to raise the issue of punctuality (10.7%), followed by staff conduct (10.3%) and problems with bus stops (8.7%). Underground casework was headed by refunds and claims (16.9%), followed by station facilities and environment (12.0%) and passenger information (9.6%).

4.46 The following table shows the number of topics raised in appeals against individual train operators and service providers on the National Rail system, and the change in these totals since the previous year. The reduction of more than two thirds in the total for Connex South Eastern is especially worthy of note.

No inference should be drawn from the comparative numbers relating to specific operators, because they vary greatly both in the number of passengers carried and in the proportion of those journeys which are made within LTUC's geographical ambit.

	2001/02	Change
Anglia	7	+1
2c	24	0
Chiltern	22	-7
Connex South Eastern	111	-232
Eurostar	30	-22
First Great Eastern	16	-9
First Great Western	47	-18
Garwick Express	11	-18
Great North Eastern	23	-18
Heathrow Express	3	+2
Midland Mainline	8	-8
ScotRail	1	+1
Silverlink	52	-13
South Central	104	-178
South West Trains	128	-15
Thameslink	57	-38
Thames Trains	17	-32
Virgin Trains	104	-60
Wales and Borders	2	+2
West Anglia Great Northern	151	-38
ATOC (*)	21	+4
Railtrack	28	-35
Others (**)	58	-10

(*) Association of Train Operating Companies
(**) Includes British Transport Police, Health & Safety Executive, National Rail Enquiry Service and Strategic Rail Authority

4.47 In 2001 the Committee succeeded in acknowledging, classifying, forwarding and recording 48.5% of incoming cases within two working days of their receipt, an improvement of 4.7%. London Underground and Transport for London replied to 55.1% of appeals sent to them within 20 working days, an improvement of 19.2%. National Rail operators replied to 56.5% within the same time interval, a decline of 12.8%. The Committee aims to send final replies to appellants within a further 20 working days, and achieved this in 61.8% of cases, an improvement of 15.5%.

4.48 All appellants are sent a prepaid questionnaire to assess their satisfaction with the service provided by the Committee. In 2001/02, 26% of these were returned, a decline of 17%. In 77.0% of cases, the appellants expressed satisfaction with the outcome achieved, an improvement of 17.4%. 75.0% were satisfied with the manner in which their case was handled, a rise of 0.3%. The proportion who considered that their concerns had been dealt with quickly was 74.5%, a rise of 16.8%. The improvements in the speed of the Committee's handling of casework, and in users' satisfaction with the service provided, are a source of pride and encouragement. They have been greatly assisted both by the decline in the total volume of cases received and by a very welcome increase in the level.

Membership of the Committee 2001-02

(correct as at 1.11.02)

Suzanne May OBE (appointed Acting Chair 3.7.00, Chair 1.12.00)	Greenwich
Charles King (appointed 3.7.00, Deputy Chair 1.1.01)	Coulsdon
Tony Adams (appointed 1.1.01, resigned 31.10.02)	Kingston
Eze Ani (appointed 7.3.02)	Deptford
Jeanette Appleton (appointed 1.1.01)	Beckenham
Andy Brabin (appointed 3.7.00)	City of London
Ron Brewer (appointed 1.1.01)	Wanstead
Stella Fowler (appointed 3.7.00, resigned 11.4.01)	Camden
James Gander (appointed 3.7.00)	Langley, Berks
Katrina Hide (appointed 1.1.01)	Whetstone
Christine Hodgson (appointed 3.7.00)	Forest Gate
Cara Jordan (appointed 1.1.01, resigned 31.10.02)	Epping
Nick Keay (appointed 23.7.01)	Hemel Hempstead
Libby Kemp (appointed 1.1.01)	Acton
Cynthia Lake (appointed 3.7.00)	Whetstone
Graham Larkbey (appointed 1.1.01)	Walthamstow
Claire Marshall (appointed 7.3.02)	Palmers Green
Peter Noble (appointed 3.7.00, retired 31.12.00, reappointed 7.3.02)	Weybridge
David Overall (appointed 3.7.00)	Wendover
Adam Pokun (appointed 1.1.01)	Ilford
Beryl Reeves (appointed 3.7.00)	Tadworth
Bernard Saltmarsh (appointed 7.3.02)	Hackney
Tony Shields (appointed 1.1.01)	Chalfont St Peter
Gurcharan Singh (appointed 1.1.01, resigned 12.9.01)	Southall
Patty Singleton (appointed 1.1.01)	Whitechapel
David Smith (appointed 1.1.01, resigned 11.6.01)	Woking
John Smith (appointed 23.7.01)	Bedford
Elaine Todd (appointed 1.1.01)	Stonebridge
Ros Weatherall (appointed 1.1.01, resigned 30.11.01.)	Brixton

The Committee is part of the Rail Passengers Committee [RPC] network. As part of that network, members and staff of LTUC serve on a number of RPC bodies:

Suzanne May is, ex officio, a member of the Rail Passengers Council and also serves on the Council's Rail D Task Force.

Katrina Hide serves on the Council's Safety Task Force and John Cartledge is the senior advisor to that Task Force. Jeanette Appleton serves on the Council's Accessibility Working Group.

Katrina Hide sits on a special group set up by the Council looking at the possibility of a north-south, high-speed rail line through Britain.

A number of Joint Sub-Committees have been set up by the Rail Passengers Council to provide a focus for user consideration of services provided by Train Operating Companies whose operation covers four or more Rail Passengers Committee areas.

Christine Hodgson and James Gander sit on and Christine chairs the Eurostar Joint Sub-Committee. Rufus B is its Secretary.

Cynthia Lake sits on the Central Trains Joint Sub-Committee.

Katrina Hide sits on the East Coast Joint Sub-Committee.

James Gander and Tony Shields sit on and James is Vice-Chairman of the Thames Trains Joint Sub-Committee. Libby Kemp and David Overall sit on the Virgin Trains Joint Sub-Committee.

The Committee and the Rail Passengers Committee for Eastern England have set up a Panel to consider issues relating to the operation of c2c services. LTUC's representatives on the Panel are Christine Hodgson (Vice Chair) and Graham Larkbey.

Members serve on a number of other formally constituted organisations, as well as others of a more ad hoc nature. The following list covers those that are formally constituted.

South West Trains has set up a Passengers Panel and Peter Noble represents the Committee on that Panel.

Chiltern Railways has set up a Passengers Board and David Overall represents the Committee on that Board.

First Great Western has set up a Stakeholder Board and James Gander represents the Committee on that Board.

Croydon Tramlink has established an appeals body to consider appeals against the imposition of a Penalty Fare. David Overall represents the Committee on that body.

A number of members and staff represent the Committee on other transport-related organisations set up by local authorities, airports etc.

Committee Secretariat as at 1.11.02

Director

Rufus Barnes

Director's PA and IT Systems Officer

Jaz Deol

Policy Development

- John Campbell (Deputy Director)
- Vacant (Assistant Director, Policy Development)
- Vincent G... (Senior Research Officer)
- Jerry G... (Civil Support Officer)
- Dolores H... (Accessible Transport Officer) [part-time]
- Robert S... (Service Performance Analyst) [part-time]
- Rachel M... (Research Officer)
- Vacant (Research Team Support) [part-time]

Finance and Personnel

- Pat T... (Assistant Director, Finance and Personnel) [part-time]
- Paul K... (Senior Finance Officer)
- Vacant (Finance Officer) [part-time]

Consultancy

- Laurie M... provides assistance with the production of the minutes of the Committee and its sub-committees

Committee Administration and Communications

- Bryan Davey (Assistant Director, Committee Administration and Communications)

Casework

- Christine Evans (Senior Casework Officer)
- Paula Williams (Public Liaison Officer)
- Dan Taylor (Casework Officer)
- Mike Spittles (Casework Officer) [part-time]
- Jenny Mourton (Casework Officer)
- Debbie Miles (Public Liaison Officer)
- Alison Thompson (Casework Team Support)
- Margaret Amu (Casework Team Support)

Communications

- Steve Cottingham (Sub-Committee Secretary)
- Simon Barnabas (Communications Officer)
- Adam Kirkup (Team Support) Publications List

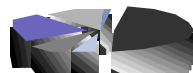
Income and expenditure account

Income and Expenditure Account

for the period ended 31 March 2002

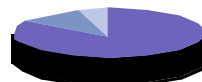
	12 Months to 31-Mar-02	9 Months to 31-Mar-01
	£	£
Income		
Greater London Authority grant received	1,045,000	614,310
Rail Passengers Council	126,397	90,340
Other income	74	40,462
	1,171,471	745,112
Expenditure		
Chair's costs	25,696	12,926
Employee costs - pay	552,143	328,912
Employee costs - non pay	23,638	26,881
Members costs	101,809	4,477
Accommodation costs	307,288	227,393
Supplies and Services	164,580	88,617
Depreciation of tangible fixed assets	25,482	13,638
	1,200,636	702,844
Operating surplus / (deficit)	-29,165	42,268
Interest receivable	1,802	1,518
Interest payable	0	0
Surplus / (deficit) for the financial year	-27,363	43,786
Retained surplus brought forward	43,786	0
Retained surplus carried forward	16,423	43,786

Expenditure 2000-2001 / 2001-2002



- Chair's Costs
- Employee costs - pay
- Employees costs - non pay
- Members costs
- Accommodation costs
- Supplies & Services

Income - 2000-2001 / 2001-2002



- GLA Grants
- Rail Passengers Council
- Other

The Committee had no recognised gains or losses in the year ended 31 March 2002 other than those noted above

Balance sheet

as at 31 March 2002

	31-Mar-02	31-Mar-01
	£	£
Fixed Assets		
Tangible assets	37,379	62,861
Current Assets		
Debtors	69,976	76,613
Cash at bank and in hand	26,059	35,418
	96,035	112,031
Creditors: amounts falling due within one year	(21,712)	(35,827)
Net Current assets	74,323	76,204
Total assets	111,702	139,065
Financed by:		
Income and expenditure reserve	16,423	43,786
General reserve	95,279	95,279
	111,702	139,065

Cash flow statement

for the period ended 31 March 2002

Reconciliation of Operating Surplus / Deficit to net cash inflow / outflow from operating activities

	12 Months to 31-Mar-02	9 Months to 31-Mar-01
Operating surplus / (deficit)	(29,165)	42,268
Depreciation of tangible fixed assets	25,482	13,638
(Increase) / decrease in debtors	6,637	(76,613)
Increase / (decrease) in creditors	(14,115)	35,827
Net cash Inflow / outflow from Operating Activities	(11,161)	15,120
Return on investment and servicing of finance		
Interest Received	1,802	1,518
Interest Paid	0	0
Capital Expenditure and financial investment		
Purchases of tangible fixed assets	0	(42,731)
Financing	0	61,511
Increase / (Decrease) in Cash	(9,359)	35,418

The financial statements were approved by the Director on 24 October 2002 and signed on the Committee's behalf by:

Rufus Barnes
Director
London Transport Users Committee

This is a summarised version of the audited financial statements. Detailed accounts available from the Committee's offices.



LONDON TRANSPORT USERS COMMITTEE

6 Middle Street
London
EC1A 7JA

Images Courtesy of:

Transport for London Visual Image Services,
First Great Eastern,
Transport for London,
The Guardian.