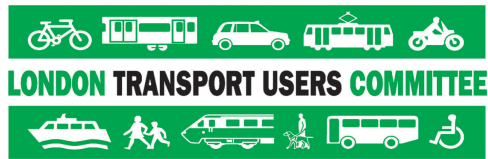


# ANNUAL REPORT

2003



Speaking for transport users  
in and around London



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**www.ltuc.org.uk**

Chair: Suzanne May OBE Director: Rufus Barnes

31st January 2004

Sally Hamwee  
 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 Ms Hamwee/Mr Bowker,  
 In pursuance of Section 250 (2) of the Greater London Authority Act 1999 (as amended), I have the honour to present the third Annual Report of the London Transport Users Committee covering the twelve months until the 31st of March 2003.

**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



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# Chair's foreword



Suzanne May OBE  
Chair

- 1.1 It is LTUC's job to be the informed voice of the users of transport in and around London. There are about thirteen million people living in the area we represent and there are over two and a half billion journeys made each year in London on all modes of public transport.
- 1.2 The Committee has 25 members (16 women and 9 men), ranging in age from early twenties to early eighties. All of us use public transport. Some of us are parents, some of us cycle, some of us drive, and some of us have a disability - we reflect the diverse nature of London's population. Many of us have other jobs and roles but the members are required to give at least 2-3 days each month to LTUC activities.
- 1.3 People living and working in our region continue to travel considerable distances. We now have to rent or buy our homes where we can afford them, which is often a long way away from where we work; parents often choose to send their children to some distant school rather than the local one; hospitals have closed or moved away and NHS dentists are hard to find; we prefer to travel to shopping malls and supermarkets rather than use the local shops. As a consequence we are faced with making even more longer distance journeys.
- 1.4 The majority of people use public transport to reach their destination and for them it is vitally important that the network is efficient. Users need clear and timely information, especially when things go wrong and they want clean and well cared for stations, trains, buses, toilets and footpaths. It is LTUC's role to keep pressing for improvements to the network and to influence all who run the transport systems. The rest of the report sets out how we fulfil that role.
- 1.5 One of our greatest concerns is the inability of the network to cope with these increasing demands. Overcrowding at peak times and the chaos that is created when services are disrupted is very stressful for the people involved. There is no compensation possible if people are late for an exam, for an important appointment or for an interview. There is an economic cost as congestion and delays have a negative impact on London's businesses.
- 1.6 We are told that London's population will grow even further over the coming decades, possibly with numbers that are equivalent to the size of the City of Leeds. This expansion will be centred on the Thames Gateway and it is to be hoped that sufficient jobs are created locally so that the need to travel to other areas of London is reduced.
- 1.7 The current transport infrastructure has been neglected over the last couple of decades. Government spending on public transport was not considered a priority so repair and maintenance has been inadequate. Users experience this neglect on a daily basis as they frequently have to struggle with the resulting delays and disruption. However if we are to cope with the promised increase in London's population and the backlog, other measures will need to be taken if London is to remain a vibrant city with a healthy economy.
- 1.8 Various schemes for increasing capacity and for connecting neglected parts of London such as Thameslink 2000, Crossrail and the East London Line have been limping along for years. Smaller schemes such as extending platforms and updating signalling would increase capacity and improve the quality of service. Quite apart from some planning hiccups the main problem with implementing any of these schemes is securing sufficient funding. The message was that privatisation, PFI and PPP schemes would attract large amounts of private money. My own perception is that the continual reorganisation and uncertainty about the final outcome and structure has created stagnation and reduced investment. When will decision makers recognise that constant organisational change on this scale casts a blight on investment levels. Vast amounts of money, management time and energy are spent on the need to manage this change and very complex new relationships have to be developed between parts of an organisation which was previously unified. Time and money are spent on lawyers who devise complex legal contracts to ensure responsibilities are clearly stated and organisations implementing these contracts have to provide sufficient resources to manage them and to ensure they deliver what was promised.
- 1.9 Time is running out and a transport crisis is looming for London. The Government's own analysis forecasts that, to avoid a decline in the London and UK economy, we have to expand London's public transport system to carry 25% more commuters per day by 2023. Each year London's economy generates around £20bn more in taxation than it receives in public spending benefits. This includes

about £9bn generated by tourism in London. An inadequate transport system undermines the attractiveness of London to visitors. It must make economic sense to allow London to keep a bigger share of the tax it generates to enable us to invest and improve our struggling system and ensure London continues to deliver the money the Treasury needs to spend on the rest of the UK.

- 1.10 It would be foolish to overlook the crucial role high quality bus services can play in supporting any proposed regeneration and in meeting the ever increasing demand to travel. Over the past year investment and the improvement to London's buses services has continued with more new low floor buses, new routes and higher frequencies on many other routes. Improvements to the reliability and shorter journey times in central London have been boosted by the effectiveness of the Congestion Charge. As the number of people happy to use the bus continues to increase it shows that investment and better services can attract people even to the allegedly unfashionable bus. Central London has also become a more attractive place to walk. With less traffic there is less noise and it is easier to cross the road and many people now feel it is safer to use their cycles.
- 1.11 There are many disparate organisations and influential individuals in London who recognise the problems facing the transport system in London. LTUC believes that we need a cross party coalition of all these groups to speak out strongly and lobby for London as happens in other regions of the UK but rarely if ever happens in London.
- 1.12 We urgently need to improve conditions for today's users and users perceptions of public transport could be greatly improved if more attention were given to improving the small things. Repainting run down stations, improving signage and keeping trains and buses clean; removing graffiti and then ensuring any further graffiti is removed promptly; investing and improving internal communications systems so that staff are well informed and are able to offer advice and information, especially when things go wrong.
- 1.13 None of this can be achieved without the efforts of key individuals working in transport. Firstly I would like to thank all the thousands of people involved in providing all forms of transport. You play a vital part in our lives and we know it can, at times, be a difficult job. We wish you well.

- 1.14 Finally I send warm thanks to all the members and staff of LTUC for your contribution to a successful and influential year. I have appreciated your support and hard work.

**Suzanne May**

**Mrs B was waiting for the 74 bus, which was over 15 minutes late. When it arrived, she asked the driver why, who became abusive. As the bus was late, she missed her excursion bus. She complained to TfL who refused any compensation. Upon appeal, London General offered £12 cheque, and London Buses £5 Boots vouchers.**

**Mr W bought tickets via Trainline.com that never arrived. He wanted to get a refund for the tickets but Trainline said they would not refund unless the tickets were returned to them. Upon appeal a full refund was given, plus £20 vouchers as a gesture of goodwill**

**Mr P was very concerned by the lack of information, facilities and staff at Kentish Town on Thameslink services. He did not receive a response, and when he did it was a standard letter. Upon appeal, the Committee secured £10 vouchers.**

**Ms M travelled from Rainham to Taunton. The trains were delayed and she missed her connection from Paddington. She was charged again, although she had travelled as advised. Upon appeal, was offered a total of £53 and £20 of vouchers**

**Mr and Mrs E of Oxford cut short their trip to Madrid (via Paris) having missed their sleeper service connection to Madrid after a 95 minute delay on Eurostar. Mr E was seeking a refund of their return tickets. Although not willing to refund their Eurostar tickets, after representations from the Committee, Eurostar did refund the unused sleeper tickets in the form of 2 cheques totalling £402.**

## Transport developments in the LTUC area

by Rufus Barnes, Director



Rufus Barnes  
LTUC Director

### General

- 2.1 With the introduction of Congestion Charging in central London, the Chancery Lane derailment on the Central line of the Underground and continuing problems on the national rail network, this has been a year like no other for transport in and around London. As a result, the Committee has been even busier than usual.
- 2.2 The Committee has dealt with appeals from passengers who feel their individual concerns have not been addressed adequately by the transport industry. It has sought to influence decision-makers to bring about improvements to transport, or to avoid decisions that could worsen some already unacceptable situations.

### Congestion Charging

- 2.3 The Committee welcomed the bold experiment of the Mayor of London to introduce Congestion Charging in central London. Although a number of members of the Committee shared the concerns of many in London as to whether the scheme would work, they were convinced that action such as this was necessary to avoid the increasing risk of gridlock on London's roads.



- 2.4 Prior to the scheme's introduction, the Committee spent a considerable amount of time looking at the criteria proposed by TfL for the categories of road users who would not have to pay to enter the Congestion Charge zone. The Committee also helped to assist a number of Blue Badge holders who faced unexpected problems as a result of a late decision by Transport for London to alter their registration arrangements.
- 2.5 The Committee is not responsible for dealing with Congestion Charge appeals; that role has been set up contractually with the Parking and Traffic Appeals Service. The Committee does, however, have a role to look at whether the processes in place are working and, when they are not, to report that fact to Transport for London. After the introduction of Congestion Charging, the Committee spent time looking at the early problems with the procedures in place at Capita (the company contracted to deliver the scheme on the streets) to deal with people who had faced difficulties in paying the charge and who were unreasonably being charged the higher 'late payment' rate for having driven into the charging zone.
- 2.6 The Committee contacted the Commissioner for Transport about the wholly unacceptable situation whereby people were finding that, through no fault of their own, they had paid twice for the same day, but Capita had no procedures in place to refund one of those payments. The Committee received assurances that this and other weaknesses identified in Capita's operations would be dealt with.
- 2.7 Congestion Charging was introduced at a time when a number of factors were already adversely affecting London's economy. The Iraq war, the continuing effects of September 11th and general uncertainties about the economy. Some commentators have suggested that Congestion Charging was the main cause of a downturn in sales at some shops in the charging zone. The Committee has not seen evidence that unequivocally shows that Congestion Charging has been responsible for this downturn. Indeed the evidence it has seen suggests that the economic downturn was underway well before the introduction of Congestion Charging. What is clear, however, is that traffic generally and buses in particular now move more freely within the charging zone. This the Committee warmly welcomes in that it makes the bus a really attractive transport alternative in an area of London where many people previously would never even have thought of using one.

*Massive congestion was caused by the world's media flooding London to record the spectacular impact of the Mayor's charging scheme*

## Buses

- 2.8 Buses are the great success of the first Mayoral term and for this success the whole Transport for London team deserve congratulations.
- 2.9 The Committee has been delighted to see the steadily increasing levels of reliability across the network and the resulting increase in the numbers of people who are willing to travel by bus.
- 2.10 As is well known, the improvements to the bus service have come at a high financial cost, but one that the Committee believes is worth it. Unless buses do deliver their potential and more people chose to travel by bus then London and Londoners will lose out. The key is for buses to be so attractive that people make the positive decision to use them (the carrot), rather than for policies to be pursued that force people to use them against their will (the stick).
- 2.11 The Committee and its predecessors have long argued that buses would not deliver their potential until and unless they were able to benefit from adequate levels of properly enforced bus priority measures. For too long there was a willingness to put in bus priority measures, but a reluctance to allocate the resources to enforce them. It was argued that enforcing traffic regulations was a low priority for a police force facing demands to address what were perceived as more serious breaches of the law.
- 2.12 The London Bus Initiative, launched in the late 1990s, was the first serious attempt to address the problem and the Committee played an important role, chairing a forum where all the interested parties could discuss their concerns with London Buses. It is, however, the Transport Policing Initiative, launched in 2002, with its new close working relationship between the Metropolitan Police and London Buses, which has made the real difference.
- 2.13 The Committee has paid particularly close attention to all these developments and has regularly met with Peter Hendy, Transport for London's Managing Director of Surface Transport, and others in his team, to make suggestions as to improvements that they might consider and to encourage them in their work. The Committee has also visited the Transport Operational Command Unit's Control Room and members were very impressed to see the close co-operation between bus controllers and officers of the Metropolitan Police. It was particularly encouraged to hear that both the Police and the bus operators were seeing benefits from the close working relationships that had been developed through the Transport Policing Initiative. The Committee would like to see the clear benefits of this initiative extended throughout London.

- 2.14 The build up to the introduction of Congestion Charging saw one of the biggest ever shake-ups in the central London bus network. The Committee had detailed discussions with London Buses on all the proposed changes and considered their likely impact on the Congestion Charge zone and the area immediately adjacent to it. The Committee particularly welcomed the new links provided by routes 148, 205, 705 and RV1. The Committee, however, regrets that the low frequency of route 705 means that it has not proved as attractive to passengers as its successful counterpart north of the river, the 205.

- 2.15 The Committee also considered proposed improvements to bus services outside central London. Bromley, Croydon, Ealing, Kingston and Sutton all saw improvements to their bus networks during the year.
- 2.16 The Committee carefully considered the plans to introduce articulated buses on the Red Arrow routes and later on routes 436 and 453. The buses themselves were always expected to be well received and they have been. The question marks have been around the requirement for all passengers to pay for their travel before boarding the bus. The Committee recognises that by transferring ticket sales off the bus, journey times will be reduced and this helps the image of bus travel. Although earlier experiments with ticket machines at bus stops did not suggest that they were particularly well used, their introduction, initially on Red Arrow Routes 507 and 521, and more recently elsewhere in central London, has generally been a success. London Buses has still to address the problem of unscrupulous people tampering with the machines and making them unserviceable – it is unacceptable for passengers to miss the first bus that comes along, or to be told they cannot board, simply because they are having difficulties in buying tickets from the roadside machines.

*No, not an escapee from the DLR – bendy-buses now grace the streets of London*

**Mr M was concerned that he had not received his full entitlement of compensation over recent years for disruption to his services. Connex were unable to locate any of his records but on appeal offered a cheque for £50.**

**Ms G of Reading was given wrong information on late night train services and missed the last train to Reading. First Great Western offered £30 in travel vouchers as a goodwill gesture. This was rejected by Ms G, who wanted the equivalent of the full fare of £74. It was eventually confirmed that the call had been to FGW and the Committee secured a revised offer of £74 in travel vouchers which was accepted.**



2.17 The Committee has already expressed extreme concern to Transport for London about longer-term proposals to extend the compulsory pre-pay concept to outer London without providing ticket machines at every stop. The Committee believes that without carefully worked out safeguards this would be unacceptable. Although about 86% of passengers in zone 1 and 75% of bus passengers elsewhere in London already have some form of pre-paid tickets, the Committee is concerned that TfL's plans could result in passengers who only travel by bus occasionally finding themselves unable to travel from relatively isolated parts of outer London because they have not got a pre-paid ticket and have no means of getting one.

2.18 Bus design has continued to be the subject of a number of representations from passengers to the Committee.



*The venerable Routemasters, now heading into history, still sport rear information displays far superior to those on any of the buses that are replacing them*

2.19 The Mayor has announced that London's Routemasters are to be phased out. Although their departure from London's streets will see the removal of a much loved, but now ageing, icon the Committee accepts that the decision means it will not be long before all bus routes in our capital are fully accessible to wheelchair users and easier to use for everyone. It accepts, however, that a few of the old Routemasters may have a continuing heritage role for the benefit of tourists. There remains, however, an active debate as to the ideal design for the interior of future generations of London's buses – not least amongst people who, out of misunderstanding rather than any malice, argue for conflicting aspirations about issues such as the location of grab rails, the space available for wheelchairs and the

location of seats that are readily accessible for people who are ambulant but frail, that are impossible to meet.

2.20 The Committee has accepted invitations to attend meetings of a number of the transport consultative committees established by local authorities in its area. At one such, attended by the Committee's Director, local councillors and representatives of local organisations were arguing the case for smaller, narrower buses to be used on routes along residential roads and, in the next breath, complaining that the bench seats on small buses were uncomfortable and not big enough for two people to sit on comfortably. Both are legitimate concerns, but it did not take a great deal of explanation to show why it is impossible to provide wider seats on the types of buses that the local people were advocating.

2.21 The Committee is pleased to have been invited by London Buses to establish and chair a design forum to consider what are sometimes conflicting user aspirations. The next annual report will provide an update on the progress made in considering this important issue.

2.22 The exterior of buses too is a sensitive issue – particularly when it comes to the destination and other information that should be displayed on the front, side and rear of vehicles. The Committee has made it clear to London Buses that it firmly believes that the number and destination alone give insufficient information to intending passengers. Further work remains to be done to determine exactly the information that the Committee will be recommending should be displayed on all buses. As with the interior design of buses, there are some difficult trade-offs to be weighed up between, on the one hand providing less information in larger print size to better meet the needs of visually impaired people and, on the other hand more information, in smaller print size, which may be welcomed by people with good eyesight, but which may not be visible to people whose sight is less good.

2.23 The Government's target is for local public transport (bus and light rail) to show increased use of more than 12% by 2010 compared with 2000 levels. The Committee is pleased that Transport for London's policies are more than meeting that aspiration. The coming years will no doubt see the debate move on to the question of whether the costs of achieving this laudable goal are affordable. If London is a better place in which to live and work and its businesses operate more efficiently as a result of these policies, the Committee believes that the proper question should be, "can we afford not to support our bus service at the level



needed to enable it to continue to deliver its current attractive service?"

## Social Inclusion

2.24 The Committee has devoted a lot of time to considering issues that make public transport more socially inclusive.

2.25 In its role as the Rail Passengers Committee for London, at the request of the Strategic Rail Authority, members and staff joined colleagues from the Rail Passengers Committees around the country visiting a range of national rail stations. On the visits we checked whether they provided the facilities for people with disabilities that the Train Operating Companies and Railtrack (now Network Rail) claimed to be providing. This audit of about 69 stations in the LTUC area included all the major London termini as well as a sample of smaller stations and it gave an excellent opportunity to review and identify improvements that the Committee felt should be made for the benefit of all users.

2.26 The Committee has been consulted by and has commented on proposed revisions to the Train Operating Companies' Disabled Persons Protection Policies.

2.27 The Committee has participated with the Rail Passengers Committee network in visits to examine and comment on the design of new rolling stock to be used by Train Operating Companies in the London area. On such visits a prime concern of the Committee is to ensure that the new rolling stock will better meet the needs of people with disabilities. Small changes, such as the type and location of buttons to gain entry to the fully accessible toilets, or the colour contrast between grab rails and the remainder of the carriage, can make a big difference to people who are disabled or partially sighted.



5 marks out of 10: the handrail is excellent for passengers who need support while boarding, but the buttons are out of reach for wheelchair-users

2.28 The Committee has remained active in pressing for better infrastructure and delivery of easy-access transport services as members of the London Mobility Access Panel, the Commission on Accessible Transport, the London Accessible Transport Alliance and the City of London Access Group.

2.29 Christmas Day has become a holiday for people from all faiths and for those with none. There are, however, many workers in key jobs who still have to get to work. There are other people who, having no access to a private car, are unable to share in the festivities with friends, families or even in emergency shelters, because there is hardly any public transport operating on that day. Christmas Day 2002 was even worse than usual because Transport for London, without any consultation with the Committee, withdrew the financial support, given via some London boroughs to private sector companies, which had put together a limited network of special bus services on this day in recent years.

2.30 The Committee fully accepts that the demand for public transport on Christmas Day will be limited and that it will not be the same as for transport on any other day in the year. The Committee is, however, convinced that without any public transport there are a number of people for whom Christmas is a time of extreme loneliness. The Committee was, therefore, pleased that London Buses responded to its concerns by inviting it to undertake a joint study to find out the likely level of demand for bus services on Christmas Day and the results of this work will be reported next year.

2.31 The Committee considers each and every proposal to introduce new bus services or to alter existing ones. As part of the Mayor and Transport for London's aspiration to make buses as accessible as possible, new routes are constantly considered which take them along roads that were not previously served by buses. Such proposals often result in local opposition from some residents who do not consider their roads to be suitable for bus operation and/or who do not believe there would be any demand for bus services from people living in their road.

**Mr P of Potters Bar was travelling to Birmingham to catch an excursion train. The 05.59 from Potters Bar to King's Cross was cancelled and he missed his connection. He decided to go to Leicester to join the outing and asked for reimbursement. WAGN was unwilling to meet the full claim of £38.50, but agreed to offer £15, which was accepted.**

**Mr P of London arrived at Paddington, on a delayed journey from Truro, too late to catch the last tube service. He took a taxi and claimed from First Great Western. They declined to refund his costs. On appeal they agreed to repay taxi fare and compensation amounting to £60.**

**Mr A was delayed on his Euston to Glasgow journey & missed his connection to Oban, so had the expense of overnight accommodation. Although Virgin offered him compensation for the delay they refused to meet consequential costs. On appeal they agreed to pay £58 hotel charges.**

**Two young people travelling from Worcester Park to East Anglia arrived late at Liverpool Street due to delays to the Underground. The Quickfare machine was out of action so they believed they could pay on the train, but were charged an excess fare of £85 by the conductor. On appeal Anglia Railways agreed to refund £85 in vouchers.**

**Mr R travelling from Dartford to Oxford on a ticket costing £35.40. At Oxford his ticket was retained in the barrier. He had to purchase a return ticket costing a further £19.20. Connex refused him any refund. On appeal they agreed that he had experienced considerable inconvenience and offered £36 in vouchers.**

**Following representations by Mrs S of London SE23, the Committee approached the Association of Train Operating Companies about the need for the wording on the Young Persons Railcard leaflet to be made more explicit with regard to the discount available on One Day Travelcards - it is not the 1/3 discount that is available on other types of ticket. Whilst not believing the leaflet to be misleading, ATOC did agree to revise the wording to show the One Day Travelcard separately from the other ticket types.**

2.32 All such proposals have to be considered by the local authority, by the police and by the Committee. The experience of the Committee and its predecessors has been that in virtually every such case, once introduced there is indeed real demand for the proposed new bus service, often from elderly people for whom the new bus route quickly becomes a lifeline transforming their lives. In some cases the demand is such that the frequency has had to be increased above that originally introduced by London Buses. As a guiding principle, the Committee believes that, so long as the local authority and the police accept that the proposed route is safe for bus operation, then new routes should be supported, at least on an experimental basis.

## London – a 24/7 city

2.33 London is a 24/7 city. Younger people in particular now enjoy clubbing into the early hours of the morning and after a night out they need to get home, not just from the West End of London but also from the growing number of suburban town centres with all night leisure attractions.

The Committee strongly supports the measures taken by the Mayor and Transport for London to license the minicab trade and to make travel by this form of transport safer for everyone. The Committee also supports the action of the police to curb the illegal activities of cab touts.

2.34 The Committee has warmly welcomed the numerous extensions being made to the night bus network, particularly those which link some of the outer area town centres which previously have not enjoyed this facility. The Committee also supports the concept of 24-hour bus routes with the same number, albeit with an 'N' prefix for night-time journeys, being given to day and night routes. It does, however, believe that the night-time demand may warrant slight diversions from the daytime routeing and it was concerned that there appeared to be reluctance on the part of London Buses to do this. However, following discussions with London Buses, the Committee is pleased that it was agreed to divert the N75 and the N213 to serve the transport hub at East Croydon station

2.35 The Committee is continuing to campaign for action to be taken to get the information about night buses servicing Liverpool Street bus station moved from within the mainline station, which is locked up at night!

2.36 From time to time there are calls from politicians and potential users for the Underground to operate a 24-hour service. The Committee fully understands these aspirations and, in different circumstances, it would be to the forefront of such demands. The Committee recognises that for many Londoners and visitors the lack of an Underground service throughout the night gives the perception that London is not a city adapting to 21st century demands.

2.37 The Committee is, however, convinced that the priority for London is for the Underground and its Public Private Partnership (PPP) contractors to catch up with the maintenance and modernisation works that have been under-funded for decades and thus to bring the system up to the reliability standards demanded by passengers. Unfortunately most of the London Underground operates on a two-track railway (unlike some metro services in major cities overseas which have four-track systems) and passengers have to accept that it is not physically possible to operate longer hours and to have a maintenance regime to improve reliability. In these circumstances, the Committee believes that a more reliable railway must be a higher priority than a railway that operates for longer hours.

2.38 It may be possible to tweak the maintenance regime to run a later service on Saturday night



*Taxi touts beware! The team from West End Central is on the case ...*

and in return to start services slightly later on Sundays. However, that would be understandably unpopular with the people, including the Committee, who now argue that Sunday should be regarded as an ordinary day of the week with a public transport system operated accordingly!

## Personal Security

- 2.39 Assurance of personal security is a high priority for people when travelling around London. In the Committee's view nothing reassures passengers (particularly women and elderly people) more than the visible presence of uniformed staff.
- 2.40 The Committee has continued to develop its long-standing relationship with the British Transport Police. Regular meetings are held with the Chief Constable and the head of 'L' Division (the division responsible for the Underground and Docklands Light Railway).
- 2.41 The Committee has welcomed the initiative by Connex to encourage staff to sign up as Special Constables with the British Transport Police and the initiative by South West Trains to appoint Travel Safe Officers to work alongside the British Transport Police in areas where security is a known problem.
- 2.42 The Committee has welcomed the joint initiatives between the British Transport Police and the Metropolitan Police to work together at and in the vicinity of railway stations and it has been encouraged by the reported success of this initiative at Finsbury Park.

## The Underground

- 2.43 For much of the year the Committee looked on with increasing concern and frustration at the very public disagreement between the Mayor and the Government as to the relative merits and demerits of PPP. The Committee issued public statements calling for a quick settlement to the row so that the much-needed new money could begin to flow into improving the Underground.
- 2.44 Leaving aside the relative merits of PPP and the alternative funding regime advocated by the Mayor, it realised that, so far as the Government was concerned, PPP was the only game on the table. The alternative for the Underground of a further 40+ years of under-funding and of being a political football was a non-starter.
- 2.45 The Committee emphasised to Bob Kiley, Transport for London's Transport Commissioner that whatever the outcome of discussions with the Government about the future funding of the Underground, Transport

for London should not repeat the mistake of the national railway and sack all the Underground's senior managers when control of the system passed to them. Mr Kiley acknowledged the importance of this point and he assured the Committee that the 'collective memory' of the Underground would remain available to Transport for London.

- 2.46 The Committee believes that the signing of the PPP contracts with Tubelines and Metronet provides an opportunity for the Underground to be brought up to 21st century standards and it looks forward to being involved with the companies on such issues as the design of new rolling stock, where input from passengers at the design stage can avoid the inclusion of avoidable design irritants and turn an 'acceptable' design into a really good one. Meetings already held with both companies have been constructive and the Committee looks forward to these relationships developing over the coming years.
- 2.47 As all readers of this report will be aware, on the 25th of January 2003, a westbound Central Line train derailed at Chancery Lane station causing the line to be closed for up to 11 weeks – the longest unplanned closure of a whole line in the history of the Underground. The disruption to the lives of thousands of Londoners was considerable with many people facing hours of additional journey time each day and the users of other railway lines (both Underground and national rail) and bus routes finding already crowded conditions made intolerable. The situation was made much worse than was necessary by extremely poor information dissemination by London Underground – a situation that was inexcusable. There was at least one occasion when it was only the intervention of the Chair of the Committee that resulted in updated information being displayed on the system after a lengthy period of almost total silence.



*Central line trains are not radioactive, but these accident inspectors were taking no chances in the aftermath of the Chancery Lane derailment*

- 2.48 The Committee was invited to send an observer to the independently chaired inquiry into the cause of the derailment and Katrina Hide admirably fulfilled this role. The Committee is grateful to Katrina for giving so much of her time to this important activity.
- 2.49 The Committee had heard from London Underground only a few months before the derailment that the stock was designed by manufacturers who did not have any maintenance obligation, and is the least reliable on the system. The Committee is very concerned that although bearing cage and gearbox failures, ultimately found to be the root cause of the derailment, were a common occurrence on the Central Line, motor and gearbox overhauls were not carried out at the recommended intervals.
- 2.50 London Underground's investigations into previous incidents, which should have led to more effective preventative maintenance, were too slow, too narrow in scope, and resulted in focus on tightening bolts, rather than determining what really caused the bolts to become loose (i.e. forces generated by bearing and gearbox failure). It must be a priority for the new management of the Underground to ensure that there is effective accountability for identifying, understanding and promptly rectifying any train defects.
- 2.51 Following the derailment, formal enquiries into its cause, and the handling of the passengers caught up in it, were held by London Underground, the Transport Committee of the London Assembly and the Transport Select Committee of the House of Commons. The Committee was inundated by representations from passengers asking whether London Underground should have closed down the whole line after the incident and, once the services had been withdrawn, whether they could have been restored more quickly. The Committee decided to undertake a focussed inquiry into these two matters, but agreed to delay the formal hearing in public until after the full service had been restored, so as not to divert staff from the priority of getting trains running. The Committee's next annual report will record the conclusions reached by this inquiry.

**Mr A tried to book APEX tickets for travel on First Great Western but as there was a delay in the reservations being released he ended up having to purchase tickets costing £72 more. On appeal FGW agreed to a cheque refund of £72.**

**Miss S was suspended from using West London Dial-A-Ride services due to a disagreement over non-payment of fares and confusion over the cancellation policy. The Committee secured a change of policy with London Dial-A-Ride that cancellation charges would be waived and that suspensions could only be authorised at Area Manager level.**

- 2.52 The Committee has encouraged London

Underground to work more closely with the Train Operating Companies to provide information about all the trains stopping at stations managed by the Underground but also served by the national railways. This has been a running sore at stations such as West Brompton where the local users group has long campaigned for what every sensible person would regard as a common-sense policy. The Committee's pressure paid off and display frames have been provided at all the relevant stations. It is now a matter of getting the Train Operating Companies to make sure that they provide the Underground with up-to-date information to go in the frames! (Is this another battle that the Committee will have to fight?)

- 2.53 It is the interface between the Underground and the Train Operating Companies where things often seem to go very wrong. Stratford is a particular case in point: a major station and interchange served by 4 TOCs, 2 LUL lines and Docklands Light Railway, yet one which has inadequate ticket-office facilities, no co-ordinated information provision, and hardly any information in the 'shop window' area on the 'public' side of the ticket barriers. At Richmond there are problems with real-time information about LUL and Silverlink services and at Wimbledon about LUL services, in both cases because the stations information systems are run by South West Trains who do not have direct access to the other operators systems. At Walthamstow Central there has been great local concern over problems with information, staffing and security stemming from the division of responsibility between LUL and WAGN. The Committee believes that these and other similar stations need an overall Station Manager to co-ordinate everything.
- 2.54 The prize for the most unsatisfactory station in the Committee's area could well go to Ealing Broadway – a very busy station managed by Thames Trains but also served by both the Underground's Central and District lines. More passengers use the Underground than use Thames Trains. The ticket office concourse is far too small for the numbers of passengers using it and the self-service ticket machines are old-style national railways machines which are slow to use and do not show the zone in which individual Underground stations are located. Despite its importance, the station is cramped, inaccessible to wheelchair users and extremely unfriendly for people with luggage, child buggies etc. The station must be a high priority for a total re-build.
- 2.55 Another Underground station that currently leaves a lot to be desired is Camden Town. The Committee had criticised LUL's first modernisation proposal for this station and was, therefore, delighted that revised proposals for remodelling the station were



*Whose station is this? Most Ealing Broadway passengers use the Underground, but the ticketing arrangements are geared to Thames Trains' requirements*

submitted during the year, which address its earlier concerns. The revised scheme provides for all four platforms to be fully accessible, whereas previously only three would have been accessible to wheelchair users.

## Crossrail and the East London Line extensions

2.56 Crossrail and the East London line extensions proposals bridge the Transport for London/Strategic Rail Authority divide. Both schemes are supported by the Committee which recognises the vital importance of increasing the capacity of London's rail network and of offering improved public transport as an incentive to people to change their transport mode.

2.57 An earlier Crossrail scheme had been promoted via a private Parliamentary Bill. It had failed not least because of the very effective lobbying by Tower Hamlets Council which argued that its residents would suffer all the pain of a new line being built in its area, without seeing any of its benefits. The Committee was, therefore, pleased to see that the new Crossrail proposals imaginatively address this objection by proposing a new station at Whitechapel which would link into the Underground, and particularly the extended East London line.

2.58 The Committee carefully scrutinised the Crossrail route options, weighing up the relative merits of the different propositions, realising that each of them had local supporters keen to see a new railway enhance the attractiveness of their localities.

2.59 The Committee determined some principles that it then used to assist it in finalising its preferred route options. The main such principle being that for Crossrail to be a reliable, high frequency, metro service, with a number of branches at both ends of the central core section, it would be desirable for it to run on segregated tracks thereby avoiding the impact of disruption to other services. The Committee was also keen to ensure that Crossrail would be a true metro service meeting the transport needs of people along its route and not merely a fast service to and from Heathrow Airport.

2.60 Having determined its principles, the Committee decided to support the favoured north-east route option to Shenfield. In respect of the north Kent service, the Committee argued that it should not go beyond Abbey Wood, because once it went further down the line to Dartford and beyond, there would be an ever increasing risk of disruption from the other trains using this already busy section of the national rail network.

2.61 The planners had put forward two route options to get to the north Kent route – via the Royal Docks or via Charlton. The Committee opted for the Royal Docks route with a preference for a station serving London City Airport. The Committee strongly urged the Crossrail team to avoid the mistakes made at other locations of failing to provide a station linking into an airport, especially when the route would take the line so close to it.

2.62 The consultation document put forward three distinct options for the western end of the route, in addition to the pre-determined decision that there would be a link to Heathrow Airport.

2.63 The option of running over the Underground's Metropolitan line to Amersham and onwards to Aylesbury found little support on the Committee. It was felt that there would be insufficient demand to justify a metro style service.

**Mr W and his companion failed to notice that tickets issued on the day prior to travel had been incorrectly dated. When trying to correct the mistake the following morning they were accused by staff of dishonesty. On appeal SWT offered £15 vouchers and an apology.**

**Mr & Mrs B travelled from Earlsfied to Waterloo on South West Trains, but the service was disrupted because of a failed train. They took a taxi to reach Waterloo, but they still missed their Eurostar service, but were allowed on the next service. On appeal SWT agreed to refund the taxi fare.**

**Miss P had applied for a refund of £22.80 for a weekly zone 1-3 ticket. After waiting for 7 months for a response she contacted the Committee. Following an appeal, Connex issued a refund to Miss P, and £40 of leisure vouchers as compensation.**

**Mrs K was trapped in the train after missing the stop because she was in the toilet. WAGN initially offered £33 of vouchers, which they then increased, as a gesture of goodwill, to £66.**

**Ms A – an elderly and partially sighted passenger – was given incorrect information about the validity of her saver ticket for a journey from London to Hereford. Following an appeal by the Committee, Connex issued £25 of rail vouchers.**

**Mr B claimed for taxi refund he had expected to get from Stansted Express but his claim was turned down. The Committee secured a cheque for £92, the full cost of the taxi fare.**

2.64 The Committee looked at the various terminus options for a service on the Great Western Main Line. Members felt strongly that a service to Reading would not be supportable because the rolling stock, which would need to be high density for use in central London, would not be suitable for longer distance journeys. It would also be too costly to provide segregated tracks for Crossrail beyond Slough. After considering the relative merits of Ealing Broadway and Hayes as possible termini, the Committee concluded that Slough would be the best place for Crossrail services to terminate on this route.

2.65 Finally the Committee considered and supported the option for taking over the local service on the Euston – Watford Junction route north of Willesden Junction with a new link between Willesden and the Great Western Main Line.

2.66 Later in the year, out of the blue, the Committee was asked to consider a wholly new route option because the Crossrail team were concerned that none of the options already considered for the western end of the route generated sufficient demand to match the train frequency needed at the eastern end. This new route option

involves the construction of a spur off the Great Western Main Line to link into the Richmond branch of the Underground's District line and thence proceed to Kingston and Norbiton. It was argued that this route option would generate substantial passenger traffic and has the benefit of relieving one of London's busiest termini – Waterloo.

2.67 Although the logic of wanting to better match demand at both ends of the central core section of Crossrail was impeccable and the option had clear benefits so far as Waterloo

was concerned, the new route totally failed to meet the Committee's aspiration that Crossrail should be a stand-alone railway. In the Committee's view this option would seriously put at risk the reliability of Crossrail and because of this, members felt unable to support it.

2.68 The proposed East London line extensions would open up inner east London and provide new direct rail links between the route of the traditional East London line and Clapham Junction and Croydon.

2.69 The Committee shared the excitement of everyone involved in the project when the Government signified its agreement for it to proceed to the next stage. This excitement was short-lived when a legal challenge was mounted to stop work at the Bishopsgate Goods Yard on the grounds that the work would damage the historic Braithwaite viaduct within the site. The challenge and subsequent appeals put the whole project at risk and the Committee worked closely with the local authorities, the Strategic Rail Authority and London Underground pressing for a way to be found to ensure that all the good work on this project was not lost, especially as it appeared that the proposed work would not actually affect the historic structure, merely part of the surrounding area.

2.70 There is always a balance to be achieved between preserving the old and meeting the needs of the future – the Committee believes that in this case, the legal challenge very nearly scuppered an extremely important transport project for the 21st century and the law should be reviewed to ensure that a similar challenge could not do the same thing, or worse, at some other occasion in the future.

2.71 The Committee strongly supports the campaign for a station to be provided at Brixton High Level on the Clapham Junction branch. Although it accepts that the cost of providing this station will be substantial, it believes that it is a strategic location and the interchange opportunities with buses, other National Rail trains and the Underground, justify its provision.

## Thameslink 2000

2.72 The Committee shared the extreme frustration felt by many (including, it was reported at the time, Richard Bowker, Chairman of the Strategic Rail Authority) when the Transport and Works Act Inquiry Inspector concluded that there were deficiencies in the Thameslink 2000 scheme such that it could not be approved in its current form.

2.73 It quickly became apparent that two of the three areas of concern to the Inspector – those

*Swiss-Re's gherkin looms on the skyline as the remains of Bishopsgate goods yard go under the hammer*



relating to Blackfriars station and Borough Market – could be addressed relatively simply by means of planning applications to the relevant local authorities which the Office of the Deputy Prime Minister (ODPM) could then call-in for consideration as part of the wider Thameslink 2000 scheme. The Inspector's concerns about London Bridge station were more wide-ranging and require action on a different scale.



*Possibly the only London station with a chessboard on the platform, Kings Cross Thameslink is far too small for the numbers using it at peak times, and is due to be replaced ... eventually*

2.74 The Committee urged ODPM to take a pragmatic approach to the matter and to direct that new planning applications be submitted for Blackfriars station and Borough Market, which, if acceptable could result in the northern part of the Thameslink 2000 project being approved, with the London Bridge aspect being dealt with later. Unfortunately, despite the fact that others had also proposed similar solutions, this option was not felt to be acceptable because, since the application had been for the whole scheme, approval too had to be for the whole scheme.

2.75 Thameslink 2000 has now become Thameslink 2012 (at the earliest), but the Committee continues to believe that the scheme has a vitally important role to play in addressing rail congestion in central London and, in particular, in dispersing passengers from St Pancras after the second stage of the Channel Tunnel Rail Link (CTRL 2) has been opened in 2007.

2.76 Whilst Crossrail and the East London Line extensions would both create new links and add welcome capacity to London's rail network, the Committee believes that Thameslink 2000 is in a category of its own because without it both international and domestic rail passengers arriving at St Pancras will overwhelm the already heavily crowded transport network serving the Kings Cross St Pancras hub.

2.77 The Committee is very conscious that the findings of the hearings it (and the former London Regional Passengers Committee (LRPC)) held in 2000 into the consequential closures necessary for the Thameslink 2000 project will be open to question if and when work on the scheme begins, at the earliest, in 2007. Many new people will be using the existing railway and their views need to be taken into account. The Committee believes that, just as the Transport and Works Act hearings will need to be re-opened, so the closure hearings might also need to be reopened and thus avoid the risk of the project being further held up by an unnecessary legal challenge.

2.78 As part of the Thameslink 2000 scheme a new station is to be built below St Pancras. It will eventually replace Kings Cross Thameslink station. Powers to construct the new station

were included in the Channel Tunnel Rail Link Act because the underground box in which the station will eventually be located has to be constructed before the new international station is built above ground. The Committee is urging the Government and the Strategic Rail Authority to separate the fitting out of the new station from the Thameslink 2000 project so that it could open at the same time as CTRL 2 in 2007.

## Potters Bar

2.79 Just when everyone thought things on the railways could not get worse, they did. On the 10th of May 2002 a train from Kings Cross to Cambridge derailed killing 6 passengers and 1 other person.

2.80 At the centre of subsequent inquiries was the condition of a set of points south of the station which broke up as the train went over them and the role that might have been played in the accident by Jarvis, the private-sector company responsible for maintaining the points and the section of line involved.

2.81 The Committee had observer status at the railway industry inquiry into the accident, but it is concerned that the Health and Safety Executive's final report into the incident remains to be published whilst a decision is awaited from the Crown Prosecution Service as to whether it intends to take proceedings against any of the parties involved.

**Mr B applied for a replacement of his lost ticket but no records were held at the LUL station of issue and his application was refused. On appeal LUL agreed to offer a cheque for £51.20, a full refund of the value of the lost ticket.**

**Mr D purchased a week's worth of daily tickets in advance but when sickness prevented him from travelling on a particular day Connex refused to offer a refund. This happened on a number of occasions. On appeal Connex agreed to offer £30 in vouchers.**

**Mr C and his wife, travelling to an important meeting from West Ruislip, were not made aware when they purchased their tickets of the serious delay to services. They were detained at Greenford and had to complete their journey by taxi. On appeal LUL agreed to refund the £21 taxi fare.**

There is immense public interest in this matter and delays of this nature do little to restore confidence in the processes in place to ensure that our railways run as safely as possible.

- 2.82 After the Hatfield crash in 2000, the Committee was appalled by the way that passengers using stations on the Hertford Loop of the West Anglia Great Northern Railway (WAGN) had been totally sacrificed to the needs of longer distance passengers on both WAGN and Great North Eastern Railway (GNER). The Committee had made strong representations to the industry that this action was totally unacceptable. Following the Potters Bar crash, the industry worked effectively and efficiently and diverted through services via the Hertford Loop, but at the same time WAGN acted upon the Committee's earlier recommendations and maintained a limited service to the stations at the southern end of the loop.

## Railtrack in administration and the rise of Network Rail

- 2.83 For much of the year Railtrack remained in railway administration, run in effect by accountants.

**Ms W travelled via the Jubilee and District lines to reach London City Airport. Delays on both lines caused her to miss her flight. She was initially offered only £4.10, the price of a single Underground ticket, but the Committee secured a cheque for £50.**

**Dr W was unable to purchase a discounted ticket from West Ham station for a journey to Upminster on c2c services. LUL, which operates the ticket office at West Ham, argued that they only had facility to have 25 national rail destinations on their ticket machines, the journey being made was not one of them. On appeal they agreed to include this journey (from Jan 2003).**

**Mr B tried to board a train at Lewisham to travel to Gravesend. His guide dog put his paws on the train, but the doors closed prematurely, causing Mr B to fall back. He complained, but felt that Connex weren't taking him seriously. Upon appeal, the Committee secured a £50 cheque.**

- 2.84 This situation resulted in increasing levels of uncertainty because decisions about urgent investment were stalled as a result of increased levels of bureaucracy needed to approve even small levels of new expenditure.
- 2.85 The Committee welcomed the creation of Network Rail – the new not-for-profit company created to take over the assets and responsibilities of Railtrack. The Committee strongly supports the declared priorities of the Government and everyone in the railway industry, and Network Rail in particular, to get to grips with the inordinate rise in the costs of any project on the railway.
- 2.86 Looking back to the time that Railtrack was set up as a separate company from the then British Railways Board, the former LRPC expressed concerns that there would be a temptation to concentrate on the profits that might be made from the property portfolio at the expense of concentrating on maintaining the operational railway.

- 2.87 Whilst it would be unfair to overlook the commitment of many seasoned railway staff who, in the face of adversity, continued to do their best to maintain Railtrack's infrastructure, LRPC's fears have proved to have been justified. The Committee has watched with a sense of despair as the performance of many of the Train Operating Companies has, quarter after quarter, suffered from the effects of failures on the part of Railtrack, now Network Rail.

- 2.88 For passengers, it is Train Operating Companies (TOCs) such as Thames Trains and Thameslink that have failed to deliver a quality service. However, once the figures are properly analysed it is apparent that, although these and other TOCs are by no means paragons, there is more than a little justification in their claims that their performance suffers unduly from failures on the part of Railtrack/Network Rail. It must be a priority for Network Rail to get to grips with its maintenance regime and deliver the quality of infrastructure that will enable the TOCs to operate a consistently high level of service for passengers.

## New franchising policy

- 2.89 The SRA launched a revised franchising policy, which will have a major impact on rail services in the Committee's area. Out is the concept of competition on main corridors. In is the concept of a single operator for each of the main London termini.
- 2.90 The Committee believes that the new policy has much to commend it if it means that passengers will get a more joined-up service. For too long passengers have suffered from a 'not my problem' mentality which has left passengers waiting on platforms because the cancellation of a train by one company has not resulted in another company's train making an extra stop to fill what might otherwise be an hour's gap in service.
- 2.91 The first new franchise will be let for Greater Anglia, taking in the services currently operated by Anglia Railways, First Great Eastern and the West Anglia part of WAGN. The Committee is disappointed that the initial indications are that the new franchise will not address the problems faced by passengers at Maryland, Forest Gate and Manor Park. They currently do not benefit from the 10 minute frequency enjoyed by the users of other suburban stations on this line despite the fact that one of the existing operators on the Great Eastern Mainline assured the Committee that a single operator on that line would make it easy to deal with it. The Committee expects the SRA to address exactly these types of concerns through its new policies.



## Southern Region power supply

2.92 It is almost unbelievable that hundreds of new trains were ordered to replace the old, slam-door rolling stock on the South Eastern, South Central and South West Trains franchises without proper consideration being given to the adequacy of the power supply, but because of the fragmented structure of the industry and Railtrack's incompetence, that is exactly what happened. The most obvious effect was that passengers saw a steady build-up of new trains sitting in sidings all over the south east, whilst they were continuing to travel in trains that should have long-since been retired.

2.93 The Committee met with the head of the project at the SRA dealing with this problem and was eventually persuaded that a robust timetable had been put in place to ensure that almost all the old trains could be replaced by the end of 2004 – the date by which the old stock must be withdrawn from service or modified to comply with the new safety regulations that come into force on the 1st of January 2005. A small number of derogations will still be needed to allow older trains to remain in service for a short time.



*In spite of appearances, South Central's class 375 are not tilting trains, but they do feature through inter-unit connections, a great improvement over their counterparts on other lines*

2.94 Passengers are already experiencing the benefits of the new trains on South Eastern and South Central and will shortly do so on South West Trains. Their arrival is welcome since it is the most, and in some cases, the only, visible evidence of the vast sums of money that are flowing into our national rail network.

## South Eastern suburban trains

2.95 Connex South Eastern consulted the Committee at length about a new fleet of trains for its suburban services. The discussions centred on two specific issues – toilets and standing room.

2.96 The Committee believes that passengers give high priority to the provision of toilets on public transport. [See 'London for the Continent' – public toilets at transport interchanges, published by the Committee in January 2003]



*New public toilet at Notting Hill Gate: only the best will do for Hugh Grant and Julia Roberts*

2.97 It was, therefore, difficult for the Committee to agree to Connex's proposals to build its new suburban trains without toilets in order to provide more space for passengers on the trains. It did so only on the understanding that the company would provide toilets at all stations on the routes served by the new trains. Connex believed that it could do this by means of a Rail Passenger Partnership (RPP) bid, only for that source of funding to dry up soon afterwards. The Committee remains committed to pressing for toilets at South Eastern stations.

2.98 Connex undertook a lot of research into the interior design of its new trains with a view to providing a better travel experience for those peak hour passengers for whom standing is the only option. Whereas the Committee knows that passenger aspirations are that everyone should have a seat, that aspiration is just not deliverable on some lines in the London area at peak times. It, therefore, recognised that Connex's work in this area was to say the least innovative and, given the adverse reaction in certain sectors of the press, some would say brave.

2.99 After careful consideration and visits to rolling stock manufacturers, the Committee

**Ms K had lost one Travelcard and received a duplicate. She then had the duplicate ticket stolen and was issued with a further ticket. Ms K then moved house and had no need of her ticket so requested a refund. This was refused as she was using a duplicate ticket. The Committee secured a £383 refund from LUL for her.**

**Mrs S was faced with restricted entry to the bus she was boarding because only half of the door had opened. As a result an accident occurred that led to personal injury. TfL passed her claim to their solicitors who denied responsibility. The Committee secured an ex gratia payment of £300.**

**Mr and Mrs R booked a trip through tour operators that included Eurostar tickets. Their journey was aborted on the first try, and they were booked on the next day, but everything that could go wrong did go wrong. They were initially offered £50 each, in travel vouchers. Mr and Mrs R now live in Australia so vouchers were no use to them. They were then offered £25 each in the form of a cheque. The Committee secured compensation of £250 per person.**

decided to support the Connex proposals as being in the best interests of passengers. A view subsequently supported by the SRA when it gave approval to the placing of the order of the new trains by Connex.

- 2.100 The lines between London and Dartford are busy and they had large sums of money spent on them in the past preparing for the introduction of Networker trains. However, although the signalling of Dartford station allows for 12-car trains, the platforms remain too short. The Committee believes that this final piece of work should be completed as quickly as possible so that 12-car trains can be introduced and the capacity of the lines increased to improve the travelling conditions of passengers.

**Mrs M-B was travelling on a train when a pellet smashed the window. The complainant was covered with glass, and understandably shocked. She made a complaint to Connex, but had no reply. Upon appeal, Connex offered £50 of leisure vouchers.**

**Mr E was given incorrect information as to the platform for his last direct train home. As a result he had to make part of the journey by taxi. On appeal to South Central, they agreed to pay the £43 taxi fare.**

**Mr G was only offered £25 by Virgin following severe disruption to his journey. On appeal from the Committee they agree to offer a full refund of £196.**

## South West Trains

- 2.101 The Committee is pleased to record that its vigilance in considering proposed timetable changes resulted in a threatened reduction in the peak hour service at Whitton station being avoided.

- 2.102 South West Trains planned to replace class 455 sliding door trains by newer and longer class 458 trains for a couple of peak services and because the platforms at Whitton are slightly too short for these trains, the Whitton stops were to be withdrawn. The Committee took the matter up with South West Trains, suggesting a way round the problem, and the stops were saved.

## Operation Princess

2.103 Virgin Trains brought in a wholly new timetable in September 2002 to coincide with the full introduction of new Voyager trains on its Cross-Country network. The planning for the change had taken years, with a lot of consultation and about 80 iterations of the draft timetable, but it still did not work. There were knock-on effects in the Committee's area on the Chiltern Railways timetable, which proved very unpopular with passengers and performed very badly.



*There is no truth in the suggestion that Virgin Voyagers are so named because the only passengers willing to travel on them are those who have never had the experience before*

- 2.104 It took some fast footwork by Virgin and the SRA to remedy the deficiencies. In respect of Virgin Cross Country the impact on the Committee's area was the withdrawal of Virgin from Paddington and the reduction of the service to Brighton/Gatwick via Kensington to a virtually useless couple of trains a day. Chiltern, to their credit, also quickly realised that they needed to make changes to meet the large number of complaints received both by them and by the Committee, particularly in relation to the stopping pattern and service level at stations between Gerrards Cross and High Wycombe. The revisions quickly restored Chiltern's reputation as a company which, except in respect of its smaller stations in London where the Committee remains deeply concerned that service levels are well below those that passengers are entitled to expect, listens to and tries to meet its customers' aspirations.

## Croxley Green line

- 2.105 In July 2001 the Committee held a public hearing into the proposed closure of the Croxley Green branch of the national rail network. The Committee argued that whatever the outcome of the application, nothing should be done which might prejudice the construction of the Croxley Rail Link which would enable London Underground's Metropolitan Line to serve Watford Junction station.

- 2.106 In 2002 it was announced that closure consent had been given, but that a condition was imposed placing a 5 year ban on the disposal of the land to allow further work to be done on the Croxley Rail Link project.

- 2.107 The Committee applauded the imposition of the condition and has since actively supported Hertfordshire County Council's plans to progress the Croxley project. In the Committee's view this is an excellent example where a relatively small-scale rail scheme could bring substantial benefit to the travelling public. The Committee firmly believes that projects such as this should not be allowed to fall by the wayside because all the available money for railways in the south-east is allocated to mega projects such as Thameslink 2000 and Crossrail.

## Surface access to airports

- 2.108 The Government issued a consultation document on future airports policy for London and the south-east. The Committee, whilst remaining neutral on the principle of new airports or the expansion of existing airports, submitted detailed comments on issues relating to the surface access to those airports.

2.109 The Committee firmly believes that, wherever airports are located, the surface transport to/from the airport must not be allowed to adversely affect the non-airport transport users in the vicinity. Thus, if Stansted Airport were to be expanded, then the railway infrastructure to and from the airport must be expanded to allow for the actual and future demands of non-airport users as well as the needs of the airport. The costs of the extra capacity to meet the needs of the airport should be met by the airport and should not be a cost borne by the railway industry or non-airport railway passengers.

2.110 The Committee is delighted that work has now begun on the Docklands Light Railway extension to London City Airport – a scheme that has long-standing Committee support and on which the Committee was able to secure improvements during consideration of the Transport and Works Act order application.

2.111 The Committee opposed the extension of the Penalty Fares regime on Thameslink, and on South Central to include Gatwick Airport station. The ticketing arrangements for travel between London and Gatwick are some of the most complicated in the country, despite the fact that large numbers of the passengers using the route are from overseas and may not have a firm grasp of the English language, let alone any understanding of the law on Penalty Fares. The Committee was not altogether surprised when Viscount Astor, the Conservative transport spokesman in the House of Lords sought the Committee's assistance in raising questions on this issue in Parliament.

2.112 The Committee firmly believes that both Thameslink and South Central should follow the example of Gatwick Express and exclude Gatwick Airport from their Penalty Fares regimes.

## Minor closures

2.113 The Committee is regularly consulted by the Strategic Rail Authority on proposals for small parts of the national rail network – e.g. a small area of a station platform to allow a retail outlet to open. In most cases these are non-contentious, but the Committee noted that a number of proposals were coming forward for permission to close part of a waiting room to allow it to be converted to a cafeteria.

2.114 The Committee sees much merit in such proposals, so long as the new facility:

- remains available to all passengers, whether or not they want to avail themselves of the available refreshments;

- allows waiting passengers to use the seats throughout the time that trains serve the station; and
- has seats that are suitable for shorter people and people with disabilities i.e. they are not all high level stools.

2.115 The Committee is delighted that the SRA felt that these concerns justified drawing up a code to apply to all future such applications and that the Committee was invited to contribute to the formulation of that code.

## Eurostar

2.116 The Committee leads the Rail Passengers Council and Committee network's consideration on matters to do with Eurostar. Through the Eurostar Joint Sub-Committee the performance of Eurostar is regularly monitored and concerns are raised as appropriate with senior management. During the year considerable time was spent looking at the impact of delays on Eurostar on passengers travelling by train to places beyond Brussels. Eurostar was also asked to consider introducing a range of cheaper advanced purchase tickets to counter growing concerns that the existing ticket range was too expensive.

2.117 On the 7th of February 2003 a Eurostar train to Paris failed on the viaduct south of Vauxhall and passengers were trapped on the train for five hours – much of the time without on-board power and thus without light or air conditioning. The circumstances surrounding the train failure were the subject of detailed discussions between the Committee and the top management of Eurostar to ensure that the Company learn all the necessary lessons from this awful episode and passengers will never have to go through such an experience again.

## European Passengers Federation

2.118 The Committee is one of the inaugural members of the European Passengers Federation (EPF) - a pan-European grouping of passenger organisations set up at the behest of the European Commission (EC) to be a voice primarily, but not exclusively, for international rail passengers.

2.119 EPF is working with the EC to improve passengers' rights on international trains, either by voluntary agreement with the train operators or by means of regulations enforceable under European law.

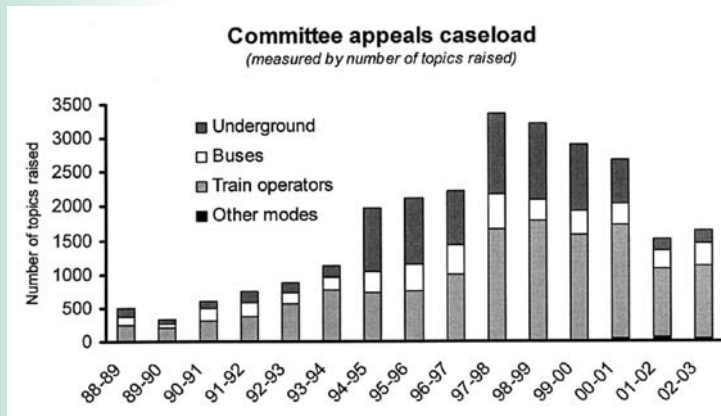
2.120 The Committee has played an active role in the work of EPF, particularly on a small group drawing up the Federation's aspirations for passengers' rights.

# The year's performance reviewed

by John Cartledge, Deputy Director

## LTUC Performance

3.1 The total number of appeals handled by the Committee in 2002-03 was 1369, a year-on-year rise of 5.3%. They raised a total of 1637 topics.



3.2 Of the topics raised, 1068 (65.2%) concerned the National Rail operators, 338 (20.6%) concerned the buses, 175 (10.7%) concerned the Underground, and 56 (3.4%) concerned other modes or intermodal issues such as Travelcards. Appeals against penalty charge notices issued to drivers failing to pay the central London congestion charge are heard by the Parking and Traffic Appeals Service, sponsored by the Association of London Government. But LTUC is now receiving a small number of cases raising issues relating to the principles and administration of the scheme, and these are included in the "other modes" category.

3.3 The most common topic raised by National Rail users was refunds and claims (16.8%), followed by fares policy and ticketing (12.6%) and Passengers Charter conditions (9.4%).

Bus users were more likely to be concerned with staff conduct (13.3%), punctuality (12.7%), and the manner in which their complaint had been handled (12.7%). The Underground caseload was topped by refunds and claims (20.0%), station facilities and environment (11.4%) and passenger information (9.7%).

3.4 The following table shows the number of topics raised in appeals against individual train operators and service providers on the National Rail network, and the change in these totals since the previous year. No inference should be drawn from the comparative numbers relating to specific operators, because they



John Cartledge  
LTUC Deputy Director

vary greatly in the number of passengers carried and in the proportion of these journeys which are made within LTUC's area.

### APPEALS TOPICS RAISED IN 2002-03 PER RAIL SERVICE PROVIDER

	2002-03	Change
Anglia	22	+15
c2c	26	+2
Central Trains	1	+1
Chiltern	21	-1
Connex South Eastern	127	+16
Eurostar	29	-1
First Great Eastern	19	+4
First Great Western	34	-13
Gatwick Express	7	-4
Great North Eastern	39	+16
Heathrow Express	2	-1
Midland Mainline	20	+14
ScotRail	0	-1
Silverlink	45	-7
South Central	88	-16
South West Trains	153	+25
Thameslink	65	+7
Thames Trains	26	+9
Virgin Trains	49	-55
Wales and Borders	4	+2
West Anglia Great Northern	154	+3
ATOC (*)	36	+15
Network Rail (**)	43	+14
Others (***)	59	+6

(\*) Association of Train Operating Companies

(\*\*) Formerly Railtrack

(\*\*\*) Includes British Transport Police, Health & Safety Executive, Independent Penalty Fares Appeals Service, National Rail Enquiry Service and Strategic Rail Authority

3.5 In 2002 the Committee succeeded in acknowledging, classifying, forwarding and recording 75.8% of incoming cases within two working days of their receipt, an improvement of no less than 27.2%. Transport for London and London Underground replied to 71.8% of appeals sent to them within 20 working days, an improvement of 16.7%. The National Rail operators responded to 74.2% within the same interval, an improvement of 17.7%. The Committee aims to send final replies to appellants within a further 20 working days, and achieved this in 90.3% of cases, an improvement of 28.5%.

**Mr M planned a bicycling holiday in Scotland. His bike was put off at the wrong station so he had to hire another one. GNER only offered to refund the cost of hire. On appeal they agreed to offer First Class return tickets on their services.**

**The bus operators and their insurers did not satisfy Ms F with the way her claim had been handled. On appeal the insurers offered £250 as a gesture of goodwill.**

3.6 The further welcome improvements achieved during the year in the time taken to bring cases to completion stemmed in part from the substantial reduction in the overall caseload which occurred in 2001, due largely to changes (long urged by LTUC) in London Underground's approach to enforcing its Penalty Fares policy, following the extension of ticket gates throughout the network. But it was greatly assisted by the strengthening of the Committee's casework team, made possible by additional funding generously provided by the London Assembly.

3.7 All appellants are sent a reply-paid questionnaire to assess their satisfaction with the service provided by the Committee. In 2002-03, 22% of these were returned, a further decline of 4%. The reasons for this reduction in the response rate are not clear. Of those who responded, 77.6% expressed satisfaction with the outcome achieved by the Committee on their behalf, an increase of 0.6%. 78.0% were satisfied with the manner in which their case had been handled, a rise of 0.3%. The proportion who considered that their concerns had been dealt with quickly was 84.6%, a rise of no less than 10.1% which mirrored the actual improvement in "turn round" times already recorded.

3.8 In many cases, appellants who approach LTUC for help are not looking for monetary compensation. Rather, they are seeking a fuller explanation of the problem encountered, or a more convincing assurance that action has been taken to mitigate the likelihood that it will recur, or simply a more wholehearted expression of regret for the inconvenience caused. But in cases in which they have suffered significant material loss, the Committee does encourage the operators to make an ex-gratia offer, either in cash or as vouchers redeemable when buying tickets for future trips. In 2002-03, the total value of compensation obtained was £11,212. In addition to this, some appellants received offers with no specific face value (such as two first class return tickets for a journey of their choice).

## National Rail

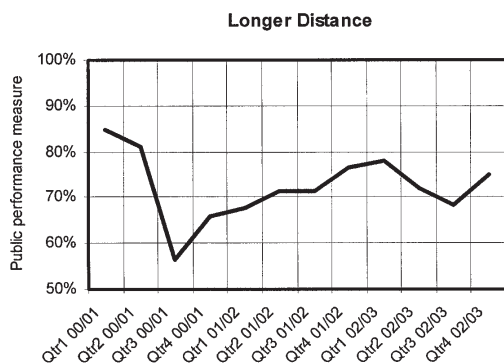
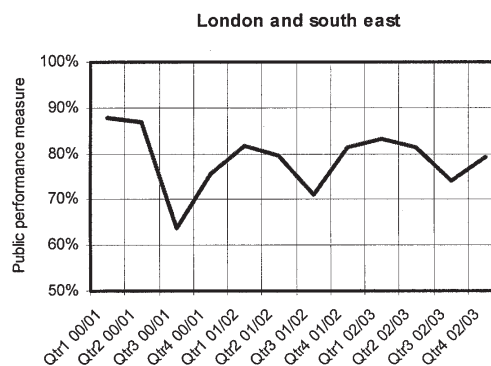
3.9 Monitoring trends in the quality of service delivered by the transport operators to their users, and raising questions about the underlying factors which help to account for the variations in performance revealed, is an important – if relatively unsung – facet of LTUC's role. In the case of the National Rail companies serving London, the Committee produces a quarterly service performance bulletin which is widely circulated both within the industry and to policy makers and opinion formers elsewhere.

3.10 On the main line railways, the key statistic used

is the "public performance measure" (PPM). This records the proportion of the trains planned in the timetable which were operated and which reached their destinations on time. The definition of "on time" used varies with the type of service provided : not more than five minutes late in the case of local services in London and the south east, or ten minutes in the case of longer distance routes.

NATIONAL RAIL : TRAIN OPERATORS' PERFORMANCE 2002-2003								
Operator	Trains planned		Trains cancelled		Trains late		PPM	
	Number	% change	%	% change	%	% change	%	% change
<b>London and south east</b>								
c2c	109719	+10.3	2.9	-0.2	10.7	-4.0	86.3	+4.2
Chiltern	96618	+6.6	1.2	+0.7	10.5	+0.3	88.4	-1.0
Connex South Eastern	548042	-1.9	1.4	0.0	18.4	0.0	80.1	0.0
First Great Eastern	259891	+0.8	0.9	+0.2	10.7	-3.3	88.4	+3.2
Galwick Express	50115	-7.3	2.7	-0.8	15.3	-0.1	82.1	+0.9
Silverlink	208929	+2.9	1.9	+0.1	14.3	-1.1	83.9	+1.0
South Central	583970	+1.5	1.0	-0.2	21.8	+0.7	77.2	-0.4
South West Trains	566409	+3.8	1.4	+0.2	26.6	-2.3	72.0	+2.1
Thames Trains	266475	-0.5	1.7	-0.4	19.0	+1.4	79.2	-1.0
Thameslink	151457	-3.1	3.0	+1.4	23.9	-2.7	73.1	+1.3
WAGN Railway	326646	-0.5	2.2	-0.7	19.1	-3.3	78.7	+4.0
<b>L&amp;SE sub-total</b>	<b>3168271</b>	<b>+1.0</b>	<b>1.6</b>	<b>0.0</b>	<b>19.4</b>	<b>-1.1</b>	<b>79.0</b>	<b>+1.1</b>
Heathrow Express	53349	-1.7	1.2	+0.5	9.8	+1.6	89.0	-2.0
<b>Longer distance</b>								
Anglia Intercity	23536	+0.9	2.4	+0.8	20.2	-0.9	77.3	0.0
First Great Western	64356	+0.6	1.6	+0.2	26.5	-0.5	71.9	+0.3
Great North Eastern	40993	+4.9	1.8	+0.2	27.4	-1.0	70.8	+0.8
Midland Mainline	45080	+0.7	1.9	+0.7	24.5	-0.1	73.6	-0.6
Virgin West Coast	58506	-1.2	1.4	+0.2	25.1	-5.0	73.5	+4.8
<b>LD sub-total</b>	<b>232471</b>	<b>+0.9</b>	<b>1.7</b>	<b>+0.4</b>	<b>25.3</b>	<b>-1.7</b>	<b>73.0</b>	<b>+1.3</b>

3.11 The performance of the entire National Rail network was very severely affected by the speed restrictions imposed after the Hatfield derailment in the autumn of 2000, and subsequent recovery has been slow. The accompanying chart shows a pronounced cyclical pattern on the London and south east network, with a downturn each autumn caused by poor wheel/rail adhesion during the leaf-fall season.



**Mr & Mrs H of Sutton were sold Zones 1-5 Annual Travelcards by the booking clerk at Sutton, when they actually only required Zones 1-4. Their home station was in Zone 4 and some trains to London go via Zone 5, but Mrs H told the Committee she and her husband never went this way. They subsequently changed their journey to go from an LUL station (also in Zone 4), but merely renewed their tickets like for like, thus still buying zonal validity they didn't need. After considerable 'toing' and 'froing' between the Committee and South Central, South Central agreed to offer Mrs H a cheque for £848, being 2 years worth of the difference between the higher and lower priced Travelcards.**

**Mrs S of Newbury Park made various LUL Charter claims, which appeared to have been lost by LUL, who asked her to re-send them. This she did, but due to an administrative error, that LUL later acknowledged, her claims were refused as being fraudulent. The Casework Panel finally managed to get LUL to sort out their mistake and to pay Mrs S her outstanding claims.**

**Ms G was at Borough Underground Station and was trapped in the lift for over 1 hour. When she wrote to complain to LUL, the reply she received referred to timetables! The Committee secured £40 and an apology.**

with the senior managers of Thameslink (and of the Network Rail zone in which it runs) to explore the specific challenges they have been facing. No single factor was uniquely to blame – at various times, the route had been hit by engineering overruns, storms, flooding, defective traction motors, degradation of lineside cabling, fatalities, bridge strikes, and the knock-on effects of delays to other companies' trains. The intensive nature of the operation (including loop working via Sutton) left little or no slack in the timetable, and could quickly result in serious congestion at key stations, making recovery from any disruption more difficult.

3.16 The problem of timetable congestion is not confined to the Thameslink route. The total

3.12 LTUC was pleased that, over the year as a whole, PPM in London and the south east rose by 1.2% (principally as a result of better timekeeping). But at 79.1%, the outturn result was still below pre-Hatfield levels, with more than one train in five arriving late.

3.13 On the longer distance routes, a worrying increase in cancellations was offset by the improved punctuality of those trains which ran, so on average PPM also rose. But the overall result, 73.0%, meant that more than one in four of these operators' trains arrived late, even allowing for the more restricted definition of lateness which is applied to them.

3.14 There continue to be striking variations between individual operating companies. In London and the south east, Chiltern and First Great Eastern again delivered impressive results, while c2c and West Anglia Great Northern showed real signs of improvement. But the performance of South West Trains and Thameslink remained particularly worrying.

3.15 A special meeting of LTUC's service quality sub-committee was held

volume of service planned has risen appreciably on most routes since the demise of British Rail in the mid-1990s. While prima facie this offers passengers a greater choice of journey opportunities, on busy lines a point is eventually reached at which most of the available track capacity is used. Inserting additional trains thereafter can destabilise the entire operation, because too little "recovery time" is left to absorb the impact of any minor day-to-day irregularities. This situation has arisen on much of the London rail network. The total number of trains scheduled rose again in 2002-03 by nearly 1%, but in peak periods most of the critical sections of line approaching the London termini are now effectively saturated, and the scope for further frequency enhancements is very limited. The Strategic Rail Authority (SRA) has embarked on a series of capacity utilisation studies, to gain a better insight into the options available, and meanwhile a small number of less heavily-used trains have been withdrawn in an effort to improve the "robustness" of the timetable as a whole. LTUC is keeping this process under close review, and has been actively engaged in a dialogue on how and where it is implemented.

3.17 The Committee's annual report for 2001-02 showed that, of the longer distance operators serving London, First Great Western (which operates from Paddington to the west country and south Wales) was suffering the greatest negative shift in its punctuality record. This company's record was a source of sufficient disquiet to cause LTUC to join forces with its counterparts serving Western England and Wales in setting up a special investigation to explore the underlying causes and make appropriate recommendations. The findings of this investigation were published in April 2002, under the title *What's happening to Brunel's railway...* It is encouraging to report a modest improvement in the company's timekeeping in 2002-03, though in concert with all of the longer distance companies, its rate of cancellations rose.

3.18 "Lost minutes" are used by the National Rail network to attribute the causes of delays to trains. In the year under review, factors broadly within the train operators' responsibility accounted for rather less than half the delays to London and south east services, and for a little over a third of those to longer distance trains. The balance was largely attributable to Network Rail, though it includes some third-party actions (such as vandalism and "acts of God" – e.g. severe weather conditions) beyond the railways' control. Rolling stock defects were the largest single cause, followed by problems with the track and structures (bridges, tunnels, cuttings, embankments, etc), and with signalling.

Cause	London & south east	Change	Longer distance	Change
Rolling stock	17.6	-1.1	20.1	-0.7
Train crew	7.4	-2.2	4.0	-0.1
Station delays	6.9	-0.3	2.7	-0.3
Train operations	6.4	-0.4	4.5	+0.2
External factors	5.4	-0.6	2.1	-0.2
Depots	1.6	+0.1	2.1	0.0
"Neutral zone"	0.8	-0.6	0.3	0.0
<b>Total operator delays</b>	<b>46.1</b>	<b>-5.1</b>	<b>35.8</b>	<b>-1.0</b>
Track and structures	19.9	+1.0	33.7	-2.7
Signalling and control	11.7	+1.5	11.8	+2.6
Vandalism/"acts of God"	3.2	+0.5	3.0	+0.3
"Neutral zone"	1.7	-0.3	0.5	+0.1
Power supply	1.8	+0.5	2.2	-0.8
Other factors	14.9	+2.9	12.0	+1.4
Unexplained	0.7	-1.0	1.0	+0.1
<b>Total Network Rail delays</b>	<b>53.9</b>	<b>+5.1</b>	<b>64.2</b>	<b>+1.0</b>

3.19 The SRA sponsors a twice-yearly survey of rail users' satisfaction with key elements of the industry's service to its passengers. The results of this appear as the National Passenger Survey. The accompanying table shows – for the users of train companies serving London – the net satisfaction rate (i.e. the percentage of respondents who declared themselves satisfied, less those who were dissatisfied), averaged over the year as a whole.

travellers, as this has been the subject of consistent pressure by the Committee in its dialogue with rail industry representatives over the years.

3.21 Crowding of trains at busy times is a constant source of annoyance to passengers. It is tracked on the London and south east network by means of an annual census, conducted in the autumn, which measures the proportion of all peak period travellers (in the with-peak direction) who are being carried in excess of the planned capacity of the trains on which they are travelling. This capacity is not a legal limit – there is no ceiling on the number of people who can squeeze themselves aboard if they choose to do so. But when the "passengers in excess of capacity" (PIXC) result for a particular company exceeds 3.0%, taking the morning and evening peaks together, the company is required by the Strategic Rail

Service Element	All operators %		Highest rating %		Lowest rating %	
	Value	Change	Value	Operator	Value	Operator
<b>London and south east</b>						
Overall satisfaction	60	0	87	Gatwick Express	52	Connex SE
Punctuality/cancellations	45	+5	85	Gatwick Express	32	W Anglia Gt Northern
Frequency	55	+2	93	Gatwick Express	46	Silverlink
Value for money	1	+2	27	Chiltern	-9	W Anglia Gt Northern
Information re times/platforms	59	+10	78	Chiltern	39	W Anglia Gt Northern
Upkeep/repair of trains	16	-1	69	Gatwick Express	6	South Central
Length of journey time	66	+8	86	Gatwick Express	58	Connex SE
Seat availability	33	-1	85	Gatwick Express	19	Connex SE
Train connections	54	+4	85	Gatwick Express	47	Connex SE
Seat comfort	32	+1	84	Gatwick Express	8	Thameslink
Station ticket sales facilities	44	-1	75	Chiltern	24	Connex SE
Station waiting environment	37	0	73	Chiltern	8	W Anglia Gt Northern
<b>Longer distance</b>						
Overall satisfaction	75	+5	81	Great North Eastern	63	Virgin West Coast
Punctuality/cancellations	61	+11	64	Great North Eastern	47	Midland Mainline
Frequency	72	+1	81	Great North Eastern	66	Anglia
Value for money	15	+5	26	Anglia	8	First Great Western
Information re times/platforms	74	+3	80	Great North Eastern	68	Virgin West Coast
Upkeep/repair of trains	50	-6	64	First Great Western	41	Anglia
Length of journey time	71	+2	81	Great North Eastern	56	Virgin West Coast
Seat availability	59	0	63	Great North Eastern	57	Anglia
Train connections	53	+3	61	Great North Eastern	42	Virgin West Coast
Seat comfort	56	+2	64	First Great Western	50	Virgin West Coast
Station ticket sales facilities	72	+7	76	Great North Eastern	61	Midland Mainline
Station waiting environment	57	+4	61	Anglia / First Great Western	37	Midland Mainline

3.20 Happily, this reveals a modest upward year-on-year shift in the reported level of "overall satisfaction" and for most of the individual service elements. As is customary, satisfaction levels were higher amongst longer distance travellers than those on the London and south east routes, except in the case of train connections (which are a more critical issue where service frequencies are lower). The wide variation between the highest and lowest ratings for individual companies amply confirms the striking lack of homogeneity in the level and quality of service they provide. LTUC was particularly pleased to note the higher level of satisfaction with information which was reported by London and south east

Authority to take whatever measures are reasonably open to it to address the problem.

3.22 Three operators exceeded the target threshold in 2002, although two of these (South Central and Thameslink) did so by a lower margin than a year previously. The worsening situation on Silverlink was due mainly to the rapid growth in usage of the orbital North London line, on parts of which crowding levels are now severe, although most journeys are relatively short.

Operator / route group	2002	Change
<b>c2c</b>	0.6	+0.1
<b>Chiltern</b>	1.8	+0.2
<b>Connex</b>	2.3	0.0
Inner	1.3	-0.4
Outer	5.2	+1.2
<b>First Great Eastern</b>	2.8	+0.1
Inner	4.2	-0.1
Outer	1.5	+0.3
<b>Silverlink</b>	7.0	+1.1
Inner (orbital)	16.8	+4.1
Inner (radial)	0.0	-1.1
Outer	0.5	-1.4
<b>South Central</b>	4.8	-2.1
Inner	5.2	-1.3
Outer	3.8	-4.2
<b>South West Trains</b>	2.7	-1.9
Inner	2.0	-2.6
Outer	4.0	-0.7
<b>Thames</b>	2.1	-0.4
Inner	3.5	+0.6
Outer	1.0	-1.2
<b>Thameslink</b>	3.6	-0.5
Inner	3.4	-4.8
Outer	3.7	+0.6
<b>West Anglia Great Northern</b>	2.0	0.0
Inner	1.2	-0.6
Outer	2.8	+0.7
<b>London and south east</b>	2.9	-0.7

- 3.23 Crowding on public transport in general, and on the railways in particular, is a source of very understandable passenger dissatisfaction and political concern. During the year, the House of Commons select committee on transport launched an inquiry into the issue, the findings of which were due to appear later in 2003. LTUC was invited to submit a memorandum of evidence (of which copies are available on request), and the Chair and Deputy Director attended in person to answer MPs' questions. The opportunity was taken to point out the paucity of information about the health and safety effects of crowding, and to stress the need for further research in this field. LTUC has been instrumental in pressing, via the Rail Passengers Council, for this issue to be taken up in the research programme sponsored by the new Rail Safety and Standards Board.
- 3.24 Taken together, these data show that over the year the typical London rail user was marginally less likely than a year previously to suffer a delay or cancellation in the course of their journey, and at peak times their train was likely to have been a little less crowded. But unless they were travelling on a longer distance route between London and the rest of the country, their level of satisfaction at the overall quality of service provided was unlikely to have been appreciably higher. The railways still have much lost ground to make up before they can achieve levels of user satisfaction remotely comparable with those of most other retail services.

## Buses

- 3.25 LTUC has long argued that London's bus network is an under-used asset, with the potential ability to make a greatly enhanced contribution to meeting the capital's transport needs. Bus services can be introduced, and modified to reflect changing patterns of demand, far more speedily than is possible with trains. Their infrastructure requirements are less costly, and a much denser network of routes can be provided. Rail is best suited to carrying large flows of people, at higher speeds, over longer distances, in dense corridors of demand. The bus network performs a complementary role, penetrating deeply into residential areas and providing essential local "feeder" and "distributor" links to and from stations, town centres, public services, visitor attractions and leisure facilities. So LTUC has been a consistent and vocal supporter of the Mayor's commitment to bring about a renaissance of the bus network, with radical improvements in both the quantity and quality of service offered.
- 3.26 In terms of quantity, 2002-03 saw a further welcome advance, with an increase of 6.9% in the volume of supply (measured in bus kilometres), and of no less than 10.4% in the volume of demand (measured in passenger kilometres). Both the level of service scheduled and the use made of the network are now higher than for more than 30 years, and the growth of bus travel in London alone is exceeding the Government's targets for the nation as a whole. This is a truly remarkable achievement, and one which LTUC has warmly acknowledged. A significant part of the

**Ms B of Richmond contacted the Committee as South West Trains sold her the wrong ticket for her journey. South West Trains refused to compensate her. The Committee took up her case and secured a £21.15 cheque (the price of the excess she paid for her ticket) and an apology.**

**Mr F of Sheffield contacted the Committee as NRES provided him with incorrect information about a replacement ticket for his daughter that meant he had to pay twice for her to travel and she was detained for 3 hours. Midland Mainline did not offer any compensation. The Committee took up the case and secured Mr F two standard class tickets from Sheffield to London, valid for 12 months and worth £196.**

**Mr G was traveling on the Underground, at Hammersmith Station. He had a large suitcase, so he went to the gate where staff advised him to go through the barrier. He did so, and got his suitcase stuck. He wrote to LUL to complain, but received no response. Upon appeal, the Committee secured a cheque for £49, the value of the suitcase.**

**Mrs C-S contacted the Committee after her father had to purchase a full fare ticket despite showing his Senior Railcard. Upon appeal, SWT agreed to pay the difference between the two ticket costs, £17, in vouchers.**

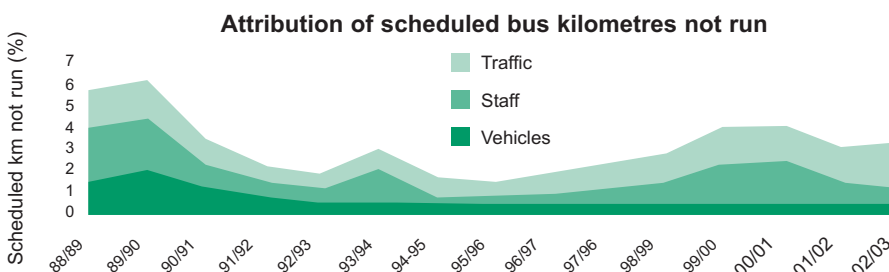
**BUSES : KEY STATISTICS 2002-2003**

	2002-03	Change
Proportion of schedule operated	96.1%	-0.3%
<b>Higher-frequency routes</b>		
Average scheduled wait	4.6 mins	-0.1 mins
Average actual wait	6.4 mins	-0.2 mins
Chance of waiting <10 minutes	78.7%	+1.6%
Chance of waiting >20 minutes	3.2%	-0.6%
<b>Lower-frequency routes</b>		
Buses "on time"	70.5%	+1.1%
Buses >2 minutes early	4.1%	-0.4%
Buses >15 minutes late or not running	6.9%	-0.8%
<b>Night buses</b>		
"On time"	74.5%	+0.2%
<b>Passenger satisfaction scores</b>		
Overall satisfaction with buses	76	+1
On-bus safety and security	84	+1
Reliability	66	+2
Staff	84	+1
Information on board	79	+2
Cleanliness	78	+2
Condition of vehicle	81	+2
Journey quality	79	+2
Bus stops and shelters	75	+1
Bus stations	67	+1
Night buses	72	-2



increase in service volume stemmed from the new routes and enhanced frequencies introduced in the central area to accommodate the additional demand for public transport arising from the congestion charging scheme, which went live on 17 February 2003.

- 3.27 The increase in the volume of service scheduled easily exceeded a 0.3% decline in the proportion of the schedule delivered, with the result that average waiting times on the higher frequency routes continued to drop. And though it still falls far short of what LTUC would regard as acceptable - and is achieved by bus operators elsewhere - the punctuality of the lower-frequency routes (i.e. those with fewer than four buses per hour), and of the night bus routes, continued to rise. These improvements were reflected in the results of London Bus Services' tracking of passenger perceptions, where the satisfaction scores for every service element (except night buses) showed a positive shift.
- 3.28 Virtually all of these indicators confirm the success of TfL's bus strategy, including the introduction of Quality Incentive Contracts. Under these, bus operators are rewarded not only for the volume of service they provide but also for the reliability with which they do so, and for their delivery of the "softer" (but no less important) elements such as information, vehicle condition and staff helpfulness. LTUC has always argued that it is the total journey experience which is critical in winning and retaining passenger loyalty, and it is encouraging to see this confirmed in practice.



- 3.29 Set against this generally improving picture, the increase in the proportion of scheduled kilometres not operated – though small – was disappointing, particularly after two years in which it had been reduced. Vehicle failures remained at a low level, and staff-related cancellations continued to fall, thanks to the further easing of downward pressure on drivers' wages and conditions. But these improvements were more than offset by the record proportion of services cancelled or curtailed as a result of traffic delays. Despite all of the investment which has been made in recent years in bus priority measures (such as reserved bus lanes and bus-activated traffic lights), London's buses have been losing their battle against the rising tide of congestion.

If they are to be able to fulfill their true potential, it is imperative that they should have the freedom to run unhindered, and that when necessary the movement (and parking) of other classes of vehicle should be regulated to secure this.

- 3.30 For this reason, LTUC has long campaigned both for the extension of bus priority measures and for their strict enforcement. It has warmly supported the creation of the Transport Operational Command Unit, a joint TfL/Metropolitan Police initiative to provide a dedicated police presence. Initially this is being concentrated on the 20 most intensively used bus corridors, but it is intended that in due course it will be extended to the network generally. It has the benefit of being able not only to deal with obstructions to bus operation but also to target crime and anti-social behaviour occurring on the network.
- 3.31 LTUC has also added its voice to calls for greater control over street works carried out by public utilities, and over loading and unloading freight vehicles at the roadside at busy times (the "white van phenomenon").
- 3.32 Towards the end of the year under review, there were early indications of the positive effect of the congestion charging scheme on bus reliability in central London, but the full impact of this will not become evident until the data for the following year are available.
- 3.33 Traffic conditions are not uniform across London as a whole, and the impact of congestion on bus reliability varies significantly.

As a rule, the problem is greater in inner London than outer. In 2002-03, the excess waiting time on higher frequency routes ranged from 1.2 minutes in Havering to 2.3 in Kensington and Chelsea. "On-time" running on lower-frequency routes ranged from 74.0% in Bromley to 57.6% in Islington.

**Mrs F's granddaughter was travelling on a District Line train at Upton Park. She sat down on an empty seat and too late realised that there was excrement on the seat, which covered her jacket. Initially LUL refused to compensate, but upon appeal, they offered £40.**

**Miss N had arranged disabled access for her mother during a journey from Nottingham to Bedford. However, this was not forthcoming at Bedford. She complained to Thameslink numerous times but failed to receive a satisfactory response. Upon appeal, the complainant received £50 in vouchers for future journeys and a bouquet of flowers in apology.**

**Mrs P was travelling on a route 57 bus when she requested a stop. Although the driver opened the front doors to allow passengers to board, he failed to open the exit doors. He then stopped further down the road; the complainant believing this was the next stop. However this was not the case and she was forced to leave the bus in an unsafe location, with no pavement and heavy traffic. Whilst trying to cross the road, she fell, fracturing her ankle and sustained other injuries. She complained directly to the operator and London Buses but was unhappy with the response received given the nature of the incident. The Committee secured £100 compensation.**

**Ms S had a Travelcard valid for travel on the Underground, which would not operate the barriers at stations for several months. LUL refused to offer compensation for the disruption, but upon appeal offered a cheque for £56.20.**

**Ms W of Frimley was stuck on the train for 5 hours in cold and darkness when her journey should have only taken 40 minutes. On appeal, South West Trains paid a £20 cheque to Ms W as a gesture of goodwill.**

## The Underground

3.34 For many years, London's Underground network has suffered from serious underinvestment in the maintenance and renewals activity necessary even to ensure the continued delivery of existing service standards, let alone raise them to levels comparable with those which are now the norm on similar metro systems elsewhere. In many ways, what has been remarkable has been the Underground's success in to continuing to operate on a patch-and-mend basis, whilst political battles have raged over the best means of financing its long-term investment programme.

3.35 Fortunately, these battles neared their end in the year under review. Responsibility for infrastructure maintenance and upgrades on the Jubilee, Northern and Piccadilly lines passed to a private sector consortium, Tube Lines, on 1 January 2003. A second consortium, Metronet, assumed similar responsibility for the rest of the system on 4 April 2003. LTUC has deliberately refrained from taking sides in the argument for and against the PPP (public private partnership) arrangements introduced by the Government before transferring ownership of the

Underground to TfL, in the belief that passengers in general are more interested in securing a guarantee of long-term stability in funding than in taking sides over the technical merits of particular mechanisms that might be used for this purpose. The Committee has stressed throughout that it will judge PPP by its results, not by its conformity to any preferred model of management structure.

3.36 But in order for this to be done, it is essential that there are clear and frequent mileposts set in place, by which the progress made by the infrastructure consortia can be measured. This point has been made in LTUC's evidence to the House of Commons' Transport Committee's review of the PPP scheme, and we welcome the fact that it is now being echoed at the highest levels in TfL too.

UNDERGROUND : KEY STATISTICS 2002-2003

	2002-03	Change
Proportion of schedule operated	91.1%	-1.8%
Average excess journey time	4.2 mins	+0.8 mins
Chance of waiting <5 minutes	81.0%	-0.9 mins
Average lift availability	94.6%	+0.3%
Average escalator availability	93.1%	-0.8%
Peak trains with all seats full	53.0%	+0.5%
"Headways" missed	6.7%	+0.6%
"Severe" delays per million train kilometres	50.1	-0.9
Passengers queuing >3 mins for tickets	9.0%	+1.8%
<b>Passenger satisfaction scores</b>		
Overall satisfaction	75	+1
Train service	75	+2
Safety and security	79	+1
Staff	71	+2
Cleanliness	68	0
Information	76	0

*Note : A "headway" is missed when the interval between consecutive trains is more than twice the planned length. A "severe" delay occurs when a train is held for more than 15 minutes. The passenger satisfaction survey was re-calibrated at the start of 2002-03, so previous year data may differ from earlier reports.*

3.37 Data for the Underground as a whole show that in 2002-03, relative to the preceding year, a larger proportion of the scheduled service was not run, the "excess" (i.e. unplanned) element of journey times rose, more escalators were out of service, the intervals between trains became more irregular, the chance of having to stand in peak periods was greater, and passengers queued longer to buy tickets. Offsetting these negative trends, however, the chance of a long wait and of a severe delay to a train fell, and more lifts were working.

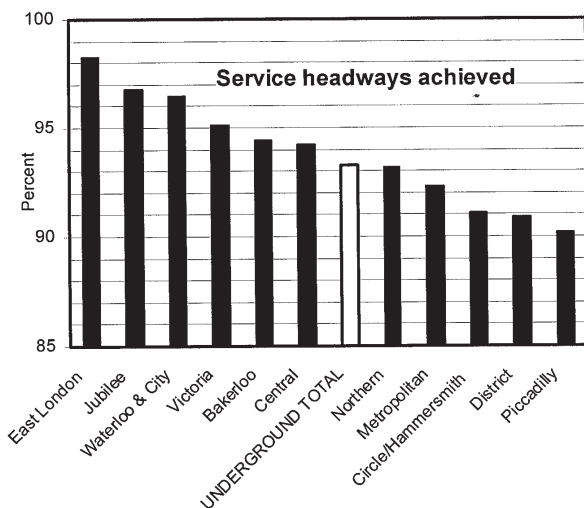
3.38 That there was no overall improvement in most aspects of the service was scarcely remarkable, given the organisational and funding uncertainties with which the future of the Underground was clouded throughout the year. It is perhaps a tribute to the stoicism of its users that their recorded satisfaction levels with the various elements of the service were at worst static, and in most cases slightly more positive than in the preceding year.

3.39 But aggregate data can be misleading, because they disguise great discrepancies between different parts of the network. No two lines are wholly alike in terms of the age and quality of their equipment, or of the particular operational challenges they face. The principal negative impacts on the performance of the Underground in 2002-03 were three 24-hour strikes by some operating staff, the closure of deep-level stations accessed by lifts during 15 days of industrial action by firefighters, and the derailment of a train at Chancery Lane on 25 January. This event – and the modifications to trains which had to be carried out to prevent a recurrence – resulted in the total closure of the Waterloo & City line for three weeks and of the Central line for seven. Services on the latter had not been fully restored by the end of the reporting year. *[LTUC's response to this derailment is recorded elsewhere in this report.]*

3.40 Had these events not occurred, the volume of service operated would have been 3.4% greater, so the underlying trend remained positive. In the event, the number of train kilometres run was unchanged from the previous year, and demand (measured in passenger kilometres) fell by 1.1%. Unfortunately, this reduction in overall usage does not automatically manifest itself as a reduction in crowding, an outcome which Underground travellers (and LTUC) would enthusiastically welcome, because the crowding problem tends to be specific in time and place, and is accentuated by other independent factors such as train service regularity.

3.41 Given the high frequency of services on most of the Underground network, and the inevitable minor irregularities arising from (e.g.) variations in the time taken by passengers to board and alight from trains, slight delays excite little interest or concern. But severe delays (exceeding 15 minutes) can have a serious impact on the convenience of travel, and may cause appointments or onward connections to be missed. So special attention is directed at their causes. In 2002-03, signal problems (at 23.8%) were again the largest single contributory factor. Other significant causes were defective rolling stock (17.4%), staff unavailability (16.9%), passenger behaviour (13.2%), track defects (11.3%), and safety or security alerts (7.5%).

3.42 "Headways achieved" is a measure of the regularity of the service operated, i.e. of the absence of bunching followed by prolonged gaps between trains. It is a useful index of overall train service quality. The discrepancy between the best and worst performing lines remains unacceptably wide.



## Docklands Light Railway

3.43 The DLR enjoyed another outstanding year, with a 10.3% rise in the level of train service operated and a 12.2% rise in the volume of passenger demand.

	2002-03	Change
Train service reliability	95.4%	-0.7%
Lift availability	99.0%	+0.2%
Escalator availability	99.0%	+0.2%
Ticket machine availability	98.4%	-0.4%
Information displays working	99.4%	-0.2%
<b>Passenger satisfaction scores</b>		
Overall satisfaction	92	0
Train cleanliness	91	-2
Service information	93	-1
Safety and security	90	-1
Staff	94	0

3.44 Except in the case of the proportion of escalators and ticket machines working, its performance indicators showed slight falls relative to 2001-02, while its passenger satisfaction scores were either static or also moving in the negative direction. The reduction in service reliability (a measure of the proportion of departures from termini not exceeding the published intervals by more than three minutes) was due in part to security alerts, over which the railway has little or no control.

3.45 But these negative shifts were relative to an extremely high inherited level of performance and satisfaction, and the DLR has continued to deliver a quality of service to its users of which passengers on much of the rest of the capital's transport system can only dream. Its success demonstrates that there is nothing intrinsic to the London operating environment which condemns its transport networks always to under-perform by comparison with their counterparts overseas. If – as is often the case – they do, this is the product of many years of under-funding, indifferent leadership, false political priorities, and public resignation. It is the policy and practice of LTUC to give warm public recognition to those elements of the network which serve their users well, no less than to draw attention to the abundant scope for improvement elsewhere.

## Croydon Tramlink

	2002-03	Change
Schedule operated	98.9%	+3.7%
Headways achieved	99.6%	+0.1%
<b>Passenger satisfaction scores</b>		
Overall satisfaction with trams	86	-1
On-tram safety and security	89	0
Reliability	86	0
Driver announcements	86	+1
Information	85	+2
Cleanliness	84	+3
Vehicle condition	86	0
Journey quality	87	+2

3.46 The performance data for Tramlink showed a recovery during the year to its customary very low level of cancellations, and a further improvement in its already high level of punctuality.

3.47 Although the overall user satisfaction score slipped by one point, ratings for individual service elements were either unchanged or improved, and passenger satisfaction with Tramlink's service remained encouragingly high.

## The Committee

### Membership

- 4.1 The entire membership of the Committee, except for the Chair, was reviewed by the London Assembly late in 2002. This review resulted in 10 members retiring on the 31st of December. In addition to the changes in membership resulting from the London Assembly's review, two members resigned for personal reasons during the year.
- 4.2 Those retiring included a number of members who had served for long periods on both this Committee and its predecessor, the London Regional Passengers Committee (LRPC). Particular mention should be made of the work of Christine Hodgson and David Overall who both chaired a number of the Committee's subsidiary bodies and whose dedication to improving the lot of the travelling public resulted in them putting in long hours on behalf of transport users in and around London. Peter Noble too, although he had not held office on either of the Committees, had been a member for nearly nine years during which time the Committee benefited from his detailed knowledge of much of London's railway network.
- 4.3 The overall impact was that on the 1st of January 2003 the Committee had 9 new members and 3 vacancies awaiting the appointment of members specifically to represent the interests of transport users in those parts of Essex, Hertfordshire and west Surrey which come within the Committee's geographical area.
- 4.4 The appointments process, managed in its entirety by staff at the Greater London Authority, threw up a real problem resulting from the failure of the advertisements to attract any candidates from Essex or Kent and only minimal numbers from the rest of the Committee's area outside Greater London.
- 4.5 The Committee has a statutory responsibility to represent rail passengers in large areas surrounding London and it is important to try to find ways of attracting suitable candidates from these areas in the future. The Committee believes, as a general rule, that of its 24 members, 16 should come from within Greater London and 8 from places outside London. This breakdown should ensure that the Committee is able to properly represent the whole of its area. The Committee hopes to persuade the London Assembly of the merits of these arrangements before the next review of membership in late 2004.
- 4.6 In March 2003, the London Assembly acceded to the Committee's request that it should appoint not 1, but 2 Deputy Chairs to the Committee. In addition to re-appointing Charles King, the Assembly appointed Tony Shields, both to serve until the end of 2004. In the Committee's view, its wide remit more than justifies these appointments to provide assistance and support to the Chair.

### Committee structure

- 4.7 It is possible to spend hours considering the relative merits of different structures of organisations such as LTUC. Such debates often achieve little and take time from the real work that members and staff need to undertake.
- 4.8 This Committee has a remit that bears little comparison with its sister Committees in the Rail Passengers Council and Committee network. In addition to representing the users of 20 different franchised Train Operating Companies, Hull Trains, Heathrow Express and Eurostar, it also represents the users of the London bus network, the Underground, River Bus, Docklands Light Railway, Croydon Tramlink, Victoria Coach Station, Woolwich Free Ferry, London's main roads and, subject to a number of limitations, London's taxis and private hire cars. The task is a monumental one and it is sometimes difficult to find the time to liaise effectively with all the service providers concerned.

### Investors in People

- 4.9 In December 2002 the Committee was awarded Investors in People accreditation.
- 4.10 The Committee is proud of this achievement because it recognises the value that it attaches to its staff and the importance that it attaches to ensuring that they are properly trained, encouraged and rewarded.
- 4.11 The Committee is committed to pursuing policies that further develop its policies in this regard.

### Employment policies

- 4.12 During the year the Committee undertook a complete review of all of its employment policies. This resulted in the introduction of new terms and conditions, annual appraisal procedures and revised job descriptions for its entire staff. As part of this process the opportunity was taken to align pay rates to those used by its sponsor, the Greater London Authority.

### Secretariat structure

- 4.13 The Committee recognises that limited available funding means it must constantly review its structures to consider if they continue to meet current requirements. This means that, in most cases, new activities have to be funded by savings made elsewhere, rather than from an expansion in the size of the Secretariat.
- 4.14 The Committee reached an agreement with the Rail Passengers Council that the Council would buy the services of the Committee's Deputy Director for 2 days a week to advise the Council on rail safety issues. This formalised a situation that had worked in practice for some considerable time, albeit previously at the Committee's expense. The new arrangement enabled the Committee to fund the appointment of an additional Research Officer for the Policy Development Team.
- 4.15 The successful launch of the Committee's web site in December 2002 (see paragraphs 22 - 26) was quickly followed by the appointment of a new Web Master who is responsible for

managing the site and keeping it up-to-date and for liaison with the Rail Passengers Council on plans to launch a national network of users of the web to help inform the Rail Passengers Committee network (including LTUC) of current passenger concerns.

- 4.16 The Committee recognised the importance of raising public awareness of its role and activities. Following its success in dealing with its inherited backlog of passenger representations, a decision was taken to re-designate one Caseworker post to create a new post of Communications Officer. This decision will result in the creation of a new Communications Strategy and the Committee is confident that this will in turn result in a significant increase in public awareness of LTUC.
- 4.17 Over the past two years the Finance and Personnel Team has come under increasing pressure to deal with such issues as the changed requirements of employment law, changes to the Civil Service Pension Scheme and an organisation which now has to handle the administration of paying 24 members of the Committee, in addition to the Chair and Secretariat. A new 2 days per week Finance Officer post was established during the year and the Committee's budget bid for 2003-04 provided for a part-time (25 hours per week) Personnel Officer to support the Committee's existing part-time Assistant Director, Finance and Personnel and its full-time Senior Finance Officer.

### Office move

- 4.18 When the Committee was established arrangements were put in place to allow it to remain in the offices occupied by the former LRPC for the remainder of the lease held by the then Secretary of State for the Environment – i.e. until the 30th of September 2002.
- 4.19 Early discussions with the freeholder suggested that an extension to the lease would be agreed for a period prior to planned demolition and construction of a new building expected sometime around the middle of this decade.
- 4.20 Lulled into a sense of false security, it came as a shock to the Committee to find in the late Spring of 2002 that a short-term lease renewal was no longer an option and that new premises were needed as a matter of urgency. The problem was made worse by the fact that the Committee had no budget for an office move!
- 4.21 Assisted by Montagu Evans, a firm which the Committee cannot praise too highly, new premises were identified, satisfactory terms were negotiated, a refurbishment project was put in hand and the move was completed which allowed the Committee to move out of its old office on the very last day of the old lease.
- 4.22 Perhaps the miracle was that the move was achieved to time and at cost without the need to return to the London Assembly to request anything more than the release of funds earmarked for the Committee, albeit budgeted for another project. It did, however, involve using up most of the Committee's available reserves, which could create a different set of problems in future years. The Committee

believes that it was no mean feat to have undertaken such a project that was neither planned nor funded only 6 months previously. It wishes to place on record its appreciation of the work undertaken by Christine Evans, its Casework Manager, who became Project Officer for the move and whose attention to detail ensured the project was a success.

### LTUC Web Site

- 4.23 The Committee launched its web site in December 2002 as the culmination of a project co-ordinated by its Assistant Director, Committee Administration and Communications under the guidance of committee member, Tony Shields, an expert in the field of management of IT projects.
- 4.24 The site has already won a number of plaudits from users for the ease with which it can be used, the clarity of the information contained on it and the wide-range of links available through it. The Committee is determined to maintain the high standards it has established and to ensure that the information contained on the site remains current and useful – it has a target (which it is generally meeting, or exceeding) to include at least three fresh items in the 'news' section each week.
- 4.25 Although the Committee is exploring ways in which it can make use of the opportunities afforded by the web to reduce the mountains of paper that seem to land annually on everyone's door-steps, it has concluded that it will continue to despatch its Annual Report to all readers in printed format. It believes that it is unwise to rely on its stakeholders themselves finding the time to open and read this report on the web, although it will be there for those who wish to make use of this format.
- 4.26 Work is continuing with the Rail Passengers Council to determine how best to roll out nationally the 'Network of Networks' concept of a core of web users whose views can be sought on specific transport policy matters. The Committee recognises the potential benefits of having such a system in place, but there remain issues to address to ensure that London Transport Users Committee, with its wider transport remit, can be fully integrated into a project that has so far been totally rail dominated and managed under a Rail Passengers Council and Committee network banner.

### Award for outstanding achievement

- 4.27 The Committee was delighted that its Deputy Director, John Cartledge, who has become an acknowledged expert in the field of railway safety, was awarded an Honorary Master of Science degree by the University of Plymouth in recognition of his work representing passengers' interests at the public inquiries following almost every major safety related incident on the railways in Britain over the past 15 years. It is the first time that the work of any member of staff in the Rail Passengers Committee network has been recognised in such a way. It was a well-deserved award.

## Membership of the Committee 2002-03

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 – 31.12.02 and 6.3.03)	Coulsdon
Tony Shields (appointed 1.1.01, Deputy Chair 6.3.03)	Chalfont St Peter
Tony Adams (appointed 1.1.01, resigned 31.10.02)	Kingston
Eze Ani (appointed 7.3.02, retired 31.12.02)	Deptford
Jeanette Appleton (appointed 1.1.01)	Beckenham
Christella Avraam (appointed 1.1.03)	Haringey
David Bertram (appointed 1.1.03)	Twickenham
Andy Brabin (appointed 3.7.00, retired 31.12.02)	City of London
Ron Brewer (appointed 1.1.01)	Wanstead
Lisa Egan (appointed 1.1.03)	Golders Green
James Gander (appointed 3.7.00, retired 31.12.02)	Langley, Berks
Shubra Goswami (appointed 1.1.03)	Kingsbury
Katrina Hide (appointed 1.1.01)	Whetstone
Christine Hodgson (appointed 3.7.00, retired 31.12.02)	Forest Gate
Cara Jordan (appointed 1.1.01, resigned 31.10.02)	Epping
Nick Keay (appointed 23.7.01, retired 31.12.02)	Hemel Hempstead
Libby Kemp (appointed 1.1.01)	Acton
Cynthia Lake (appointed 3.7.00, retired 31.12.02)	Whetstone
Graham Larkbey (appointed 1.1.01)	Walthamstow
Emma Loneragan (appointed 1.1.03)	Colliers Wood
Claire Marshall (appointed 7.3.02, retired 31.12.02)	Palmers Green
Peter Noble (appointed 3.7.00, retired 31.12.00, reappointed 7.3.02, retired 31.12.02)	Weybridge
David Overall (appointed 3.7.00, retired 31.12.02)	Wendover
Adam Pokun (appointed 1.1.01, retired 31.12.02)	Ilford
Julia Randall (appointed 1.1.03)	Barnsbury
Beryl Reeves (appointed 3.7.00)	Tadworth
Bernard Saltmarsh (appointed 7.3.02)	Hackney
Ruth Samuel (appointed 1.1.03)	Tooting
Paul Simpson (appointed 1.1.03)	Southgate
Patty Singleton (appointed 1.1.01)	Whitechapel
Celina Smith (appointed 1.1.03)	East Finchley
John Smith (appointed 23.7.01)	Bedford
Elaine Todd (appointed 1.1.01)	Stonebridge

### LTUC representation on other bodies

The Committee is part of the Rail Passengers Committee [RPC] network. As part of that network, members and senior 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 Delivery 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.

Rufus Barnes is a member of the RPC network's Network Executive.

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.

Until the 31.12.02, Christine Hodgson and James Gander sat on and Christine chaired the Eurostar Joint Sub-Committee. From 29.1.03, Charles King has been the Chairman of the Joint Sub-Committee and David Bertram has been the Committee's second member. Rufus Barnes is its Secretary.

Until the 31.12.02, Cynthia Lake was a member of the Central Trains Joint Sub-Committee. On Cynthia's retirement from the Committee, John Smith was appointed to replace her.

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

James Gander and Tony Shields sat on and James was Vice-Chairman of the Thames Trains Joint Sub-Committee until the 31.12.02. Following James' retirement from the Committee, Libby Kemp was appointed to replace him on the Joint Sub-Committee.

Until the 31.12.02, Libby Kemp and David Overall sat on the Virgin Trains Joint Sub-Committee. Ruth Samuel succeeded David Overall on his retirement.

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. Until the 31.12.02, LTUC's representatives on the Panel were Christine Hodgson (Vice Chair), Ron Brewer and Graham Larkbey. Both Committee's agreed to reduce the size of the Panel from the 1st of January 2003 and Ron Brewer ceased to be a member from that date. Following Christine's retirement from the Committee, Graham became the Panel's Vice Chair and Ruth Samuel joined him as a Panel member.

Members and staff serve on a number of other organisations, as well as others of a more ad hoc nature.

South West Trains has set up a Passengers Panel. Until his retirement Peter Noble represented the Committee on that Panel. David Bertram is now the Committee's representative.

Chiltern Railways has set up a Passengers Board and until his retirement David Overall represented the Committee on that Board. Tony Shields is now the Committee's representative.

First Great Western has set up a Stakeholder Board and until his retirement James Gander represented the Committee on that Board. Libby Kemp is now the Committee's representative.

London Underground set up an independently chaired inquiry into the Chancery Lane derailment and Katrina Hide was appointed to be the Committee's observer at that inquiry.

Croydon Tramlink has established an appeals body to consider appeals against the imposition of a Penalty Fare. Until his retirement David Overall was the Committee's representative on that body. Beryl Reeves now fills that position.

Jeanette Appleton represents the Committee on the London Mobility Advisory Panel.

Ron Brewer represents the Committee on the Commission for Accessible Transport.

Patty Singleton sits on the East London Line Group that champion the proposed extensions to that line.

Suzanne May, Ron Brewer and Rufus Barnes are judges for the annual national Bus Industry Awards.

Rufus Barnes sits on the Department for Transport's Safer Travel on Public Transport Working Party.

Rufus Barnes is Vice Chairman of the City of London Local Strategic Partnership ('The City Together').

Rufus Barnes is a member of the Administrative Council of the European Passengers Federation.

John Cartledge is a member of the Health and Safety Commission's Railway Industry Advisory Committee. He also serves on Rail Safety Working Party of the Parliamentary Advisory Council on Transport Safety. In his role as the Safety Policy Advisor to the Rail Passengers Council, John serves on a number of other safety bodies within the railway industry.

John Cartledge sits on the UK Members Group of the International Union of Public Transport (UITP).

Vincent Stops represents the Committee on the South London Metro Steering Group, on South West London Transport Advisory Committee (SWELTRAC) and South East London Transport Committee (SELTRANS)

A number of local authorities have set up liaison bodies on transport in their areas. The Committee tries to provide members to serve on these bodies when invited to do so:

Essex County Council	-	Ron Brewer
Kent County Council	-	Ron Brewer
Surrey County Council	-	Charles King
Barking and Dagenham	-	Ron Brewer
Croydon	-	Charles King
Ealing	-	Libby Kemp
Elstree and Borehamwood	-	John Cartledge
Enfield	-	Rufus Barnes
Greenwich	-	Vincent Stops
Hammersmith and Fulham	-	Libby Kemp
Newham	-	Ron Brewer
Redbridge	-	Ron Brewer
Richmond	-	Andy Brabin (until 31.12.02) David Bertram (from 1.1.03)
Tower Hamlets	-	Patty Singleton

Airports are now required to establish local transport fora that consider surface access to the airports. The Committee is a member of the fora in its area

Gatwick Airport Transport Forum	-	Charles King
Heathrow Airport Transport Forum	-	Libby Kemp
London City Airport Transport Forum	-	Tony Shields
Luton Airport Transport Forum	-	John Smith
Stansted Airport Transport Forum	-	Ron Brewer

# Committee Secretariat as at 31.3.03

## Director

Rufus Barnes

## Chair's and Director's PA

Paula Williams

### Policy Development

- John Cartledge (Deputy Director)
- Sarah Key-Bright (Assistant Director, Policy Development)
- Vincent Stops (Senior Research Officer) [part-time]
- Jerry Gold (Rail Support Officer)
- Dolores Keane (Accessible Transport Officer) [part-time]
- Robert Brown (Service Performance Analyst) [part-time]
- Rachel King (Research Officer)
- Suzanne Fry (Research Team Support)

### Finance and Personnel

- Patti Tobin (Assistant Director, Finance and Personnel) [part-time]
- Paul Kasozi (Senior Finance Officer)
- Sandra Ambo (Finance Officer) [part-time]

### Consultancy

- Laurie Mack provides assistance with the production of the minutes of the Committee and its subsidiary bodies

### Committee Administration and Communications

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

### Casework

- Christine Evans (Casework Manager)
- Mike Spittles (Casework Officer) [part-time]
- Jenny Mourton (Casework Officer)
- Simon Barnabas (Public Liaison Officer)
- Debbie Miles (Public Liaison Officer)
- Margaret Amu (Casework Team Support)
- Emma Gatelan (Casework Team Support)
- Margaret Amu (Casework Team Support)

### Committee Administration

- Steve Cottingham (Senior Committee Administrator)
- Dan Taylor (Committee Administrator)
- Adam Kirkup (Team Support)

### Communications

- Jaskiren Deol (Webmaster and IT Systems Officer)



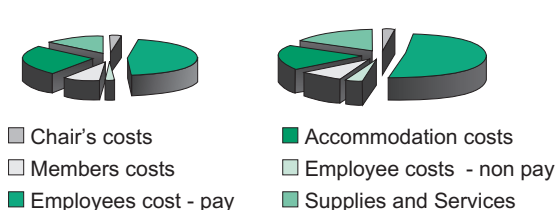
# Income and expenditure account

## Income and Expenditure Account

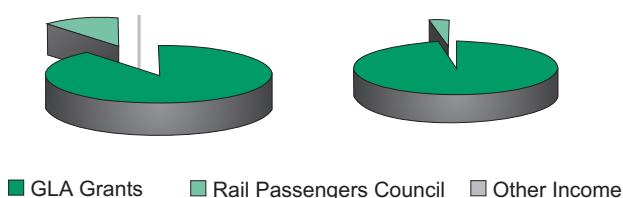
for the period ended 31 March 2003

	12 Months to Mar-03	12 Months to Mar-02
	£	£
<b>Income</b>		
Greater London Authority grant received	1,233,000	1,045,000
Rail Passengers Council	34,705	126,397
Other income	54	74
	<b>1,267,759</b>	<b>1,171,471</b>
<b>Expenditure</b>		
Chair's costs	26,143	25,696
Employee costs - pay	645,884	552,143
Employee costs - non pay	41,715	23,638
Members costs	110,251	101,809
Accommodation costs	236,860	307,288
Supplies and Services	212,579	164,580
Depreciation of tangible fixed assets	31,093	25,482
	<b>1,304,525</b>	<b>1,200,636</b>
Operating surplus / (deficit)	(36,766)	(29,165)
Interest receivable	1,181	1,802
Interest payable	0	0
Surplus / (deficit) for the financial year	(35,585)	(27,363)
Retained surplus brought forward	16,423	43,786
Retained surplus carried forward	(19,162)	16,423

Expenditure 2001 - 2002 / 2002 - 2003



Income 2001 - 2002 / 2002 - 2003



The Committee had no recognised gains or losses in the year ended 31 March 2003 other than those noted above and all operations are continuing.

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

## Balance sheet

as at 31 March 2003

	31-Mar-03	31-Mar-02
	£	£
<b>Fixed Assets</b>		
Tangible assets	126,090	37,379
<b>Current Assets</b>		
Debtors	35,563	69,976
Cash at bank and in hand	5,691	26,059
	41,254	96,035
Creditors: amounts falling due within one year	(40,727)	(21,712)
<b>Net Current assets</b>	<b>527</b>	<b>74,323</b>
Creditors: amounts falling due after one year	(50,000)	0
<b>Total assets</b>	<b>76,117</b>	<b>111,702</b>
<b>Financed by:</b>		
Income and expenditure reserve	(19,162)	16,423
General reserve	95,279	95,279
	<b>76,117</b>	<b>111,702</b>

## Cash flow statement

for the period ended 31 March 2003

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

	12 Months to 31-Mar-03	9 Months to 31-Mar-02
Operating surplus / (deficit)	(36,766)	(29,165)
Depreciation of tangible fixed assets	31,093	25,482
(Increase) / decrease in debtors	34,413	6,637
Increase / (decrease) in creditors	69,515	(14,114)
<b>Net cash Inflow / outflow from Operating Activities</b>	<b>98,255</b>	<b>(11,161)</b>
Return on investment and servicing of finance		
Interest Received	1,801	1,802
Interest Paid	0	0
Capital Expenditure and financial investment		
Purchases of tangible fixed assets	(119,804)	0
Financing	0	0
<b>Increase / (Decrease) in Cash</b>	<b>(20,368)</b>	<b>(9,359)</b>

The financial statements were approved by the Director on 15 January 2004 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.

## Publication List

- **All Aboard** – LTUC's submission to the Greater London Authority's scrutiny of 'Priority Bus Issues for London' (LTUC, March 2001)
- **Crossing the Border** – A study of cross-boundary bus services (LTUC, December 2000)
- **Easing the Trip** – Addressing the needs of disabled rail users (LTUC, March 2001)
- **Going Underground** – LTUC's submission to the Greater London Authority's scrutiny of 'The Tube – Moving On' (LTUC, October 2001)
- **Good riddance to bad rubbish** – A guide to getting litter cleared from railway land ( LTUC and RPC network, December 2002)
- **Inconvenience** – A survey of lavatory facilities at London railway stations (LRPC , 1994)
- **London for the Continent** – Public toilets at transport interchanges (LTUC, January 2003)
- **London on the Move** – Transport policies for a liveable city (LTUC, March 2002)
- **Organising National Rail in London** – A statement of evidence from LTUC to the Greater London Authority's of scrutiny of mainline rail services in London (LTUC, January 2002)
- **Major Rail Construction Schemes in London** – Results of a public consultation exercise , March 1997 & March 1998)
- **Reaching the Skies** – Policies for surface access to London's airports (LTUC, February 2002)
- **Requirements for Train Services** – Principles for Train Services (LTUC, May 2003)
- **Requirements for Train Services** – Route Supplement – Liverpool Street Routes (LTUC, August 2003)
- **The South London Overground** – The case for enhanced suburban rail services (LRPC, July 1998)
- **There's More to Chiltern than the Chilterns** – The case for Chiltern Metro (LTUC, January 2001)
- **Times Tables** – Making sense of when and where trains run (LTUC, March 2002)
- **Transport for all?** – Dial-a-Ride and Taxicard users speaking (LTUC, May 2003)
- **What do Passengers Want from Public Transport in Outer London?** – A note to the Greater London Authority's scrutiny of public transport in outer London. (LTUC, November 2001)
- **Where am I?** – Street name signs in London (LTUC, May 2003)
- **Which Street for Southend?** – The choice of terminus for c2c late evening trains (LTUC, December 2001)
- **Who Goes Home?** – A study of last trains from central London (LRPC, April 2000)
- **Yours Disgusted, yours Delighted** – Case studies in complaint handling

**If you would like to receive a copy of any of the listed publications please contact publications at LTUC on 020 7505 9000 or email by [publications@ltuc.org.uk](mailto:publications@ltuc.org.uk)**



## LONDON TRANSPORT USERS COMMITTEE

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