



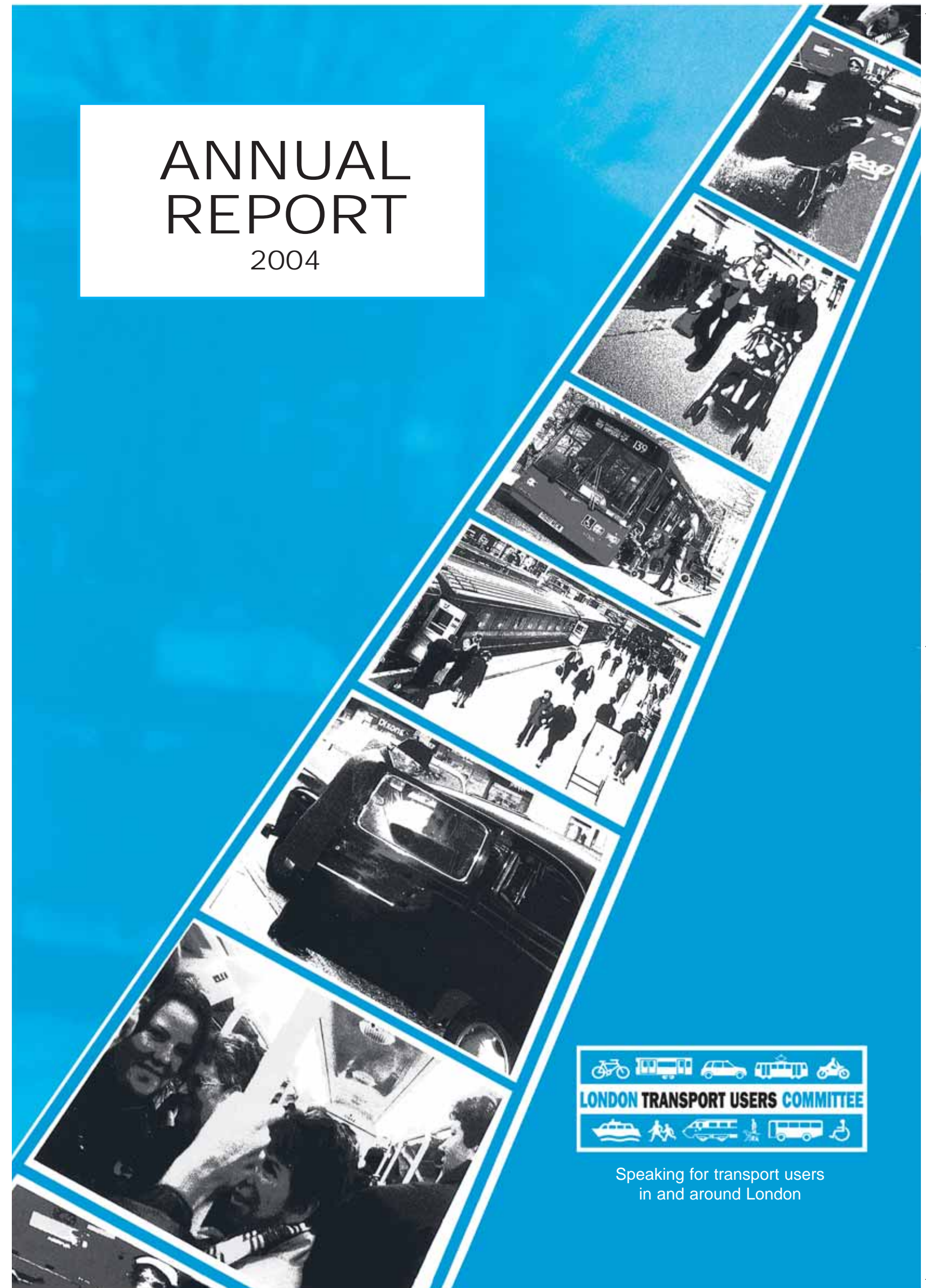
LONDON TRANSPORT USERS COMMITTEE
6 Middle Street
London
EC1A 7JA

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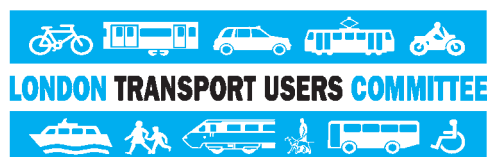
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ANNUAL REPORT 2004



Speaking for transport users
in and around London



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Chair: Brian Cooke Director: Rufus Barnes

29 October 2004

Brian Coleman
Chair
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

David Quarmby
Chairman
Strategic Rail Authority
55 Victoria Street
London SW1E 0EU

Dear Mr Coleman/Dr Quarmby,
In pursuance of Section 250 (2) of the Greater London Authority Act 1999 (as amended), I have the honour to present the fourth Annual Report of the London Transport Users Committee covering the twelve months until the 31st of March 2004.

During the whole of the period covered by the report, my predecessor, Suzanne May, was Chair of the Committee and, properly, she has provided the foreword to the report.

Brian Cooke
Chair



INVESTOR IN PEOPLE

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, Farringdon, 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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Speaking for transport users

Chair's foreword



Suzanne May OBE
Chair

1.1 I find it is always worthwhile to look back at the many activities undertaken by everyone involved with LTUC. The scale and variety of the topics covered is immense and impressive, but of course, we have to leave many issues out of our Annual Report. I hope you find this year's report interesting. I understand that many people look forward to receiving it and find it a useful tool as it summarises the important issues that have affected transport provision in and around London, and the impact these have had on passengers.

1.2 The following are some of the issues that stand out for me: the introduction of the cashless bus, with ticket machines on the streets of London for the first time, many more articulated buses and the launch of the new Oystercard. There were problems with all of these initiatives, but I am pleased that LTUC was consulted and involved with the discussions about how these problems could be solved.

1.3 As so many passengers approached us about their concerns on the handling of the closure of the Central line after the Chancery Lane accident, we felt we needed to explore the issue with London Underground Ltd (LUL). We

concentrated on only two aspects: had it really been necessary for the line to be closed, and could services have been restored earlier?

We organised a short public inquiry and had full co-operation from LUL. The report we produced on this aspect of the incident is available from the LTUC Secretariat.

The closure created huge inconvenience for many people for many months and later in this report you will see how successful we were in obtaining increased compensation for some of the badly affected passengers.

1.4 The Public Private Partnership (PPP) regime was implemented for the Underground but it is still too early to judge if is having any impact, good or bad, on the running of the Tube.

1.5 We have put in considerable effort to ensure the needs of the passengers are recognised in the railway re-franchising process. During the period covered by this report Connex lost the South Eastern Trains franchise and this is currently being run by a company owned by the Strategic Rail Authority (SRA) called South Eastern Trains (SET). Performance does appear to be improving and other aspects of service are also much better. Ticket offices are open at the correct times, the trains are cleaner and considerably more effort is going into removing the effects of vandalism promptly. However we have some concerns over the services proposed for the new Integrated Kent franchise which we will continue to pursue.

1.6 A new approach has been tried for Greater Anglia when all the train services running out of Liverpool Street station were merged into a single franchise. This was won by National Express, who named the new company 'One'. It will be interesting to see what beneficial effects, if any, this change has on the very busy routes in and out of Liverpool Street station.

1.7 We considered the proposed new Thames Gateway Bridge and its impact on local traffic, and have very recently been talking with the planners to ensure it benefits users of public transport.

1.8 We are pleased the extension of the Docklands Light Railway to Woolwich received the go ahead, but are disappointed about delays to other important schemes, particularly the stop Kim Howells (Minister of Transport) placed on the completion of the new LUL northern ticket hall at Kings Cross. If the scheme is not allowed to proceed, people encumbered with luggage or with small children and buggies, and people with disabilities, will be denied the benefits of lift access to the Underground, which was proposed in this area. It was an integral part of the new scheme at Kings Cross and St Pancras, and was designed to allow safer less congested circulation space for pedestrians between the various important new services that will call or terminate at this already very busy interchange.

1.9 There are some very big issues facing those responsible for London's transport. I am delighted that funding for the first phase of the East London line has been secured, but we do still urgently need progress to be made on the

Mr C claimed a full refund of two days of travel (£25.20) when he was unable to use his season ticket because his station had been closed due to action by LUL staff on days when members of the London Fire Brigade were on strike. He was only sent £5.40 in vouchers. On appeal LUL agreed to send him a cheque for £25.20.

Ms D sought compensation following an incident at a bus stop when she hit her head on the mirror of a bus. Insurers acted in negative way. LTUC secured compensation of £300.

Ms G waited for a train at Richmond and was told by station staff that it had been cancelled, and she should get a taxi and claim back money. She did so, the fare for which being £68. When she contacted SWT, they only offered £44, as their going mileage rate. LTUC secured an extra £24.

s in and around London



Thameslink 2000 project. Traffic congestion in the suburbs of London continues to cause considerable delays to vital bus services and must be reduced. This excess traffic also has a detrimental effect on the quality of life of the people who live and work there, causing poor air quality which undermines their health. It keeps children indoors because their parents fear they will be hurt or killed in road accidents and as a result they get taken to school by car, which again contributes to traffic congestion! This issue must be tackled sooner rather than later, because with each passing year, it becomes more difficult to solve.

- 1.10 I hope that after some 'full and frank' discussions between LTUC and the London Assembly there is a clearer and better understanding of the obligations and duties of both organisations so that the relationship can be more co-operative and productive in future (strong personalities and politicians' 'other agendas' permitting). Good luck to those who follow me – I am sure there will be times when you need it.
- 1.11 This is my last opportunity to write an introduction to the LTUC Annual Report as my four year appointment as Chair ends in the autumn of 2004. As I have been involved in LTUC and London Regional Passengers Committee (LRPC), its predecessor Committee, for about 19 years it never was my intention to apply for re-appointment. I remained involved because I believe passionately that transport users' views must be taken into account when changes and improvements are planned. I have been lucky to have had the opportunity to contribute in many different ways over the years. At times, I admit, it has been frustrating, irritating even boring but most of the time it's been satisfying, interesting and worthwhile.
- 1.12 I trust there will continue to be an **independent** body representing the users of **all** transport modes in London. This is very important, as on many of our journeys we often change between bus, train and Tube and that change must be made as easy as possible for users.
- 1.13 My good wishes and thanks to all the people I have encountered during my time on the committees, including those who have the task of running and developing the transport system in and around London. I have been treated with courtesy and I am delighted that LTUC continues to enjoy growing respect from

those it seeks to influence.

I have received much support and kindness from the members and staff of LTUC and LRPC over the years, thank you all.

Suzanne May

Ms F planned to purchase the advertised Virgin Advance tickets for the journey she planned to make. The tickets were not released for sale until the last minute. She ended up paying a higher fare. On appeal to LTUC Virgin offered vouchers for £20 representing excess paid.

Our complainant had a journey delayed by an hour, and was unable to get refreshments. She complained, but was not answered fully until 3 months later, and was offered £18 of vouchers. She wrote back, and received a further £10. She was still unhappy, and appealed to us. LTUC secured a cheque from Virgin for a further £28.

The complainant damaged his suitcase when it got stuck in the barrier at Shadwell LUL station. He made a complaint, and after some weeks he reached a verbal agreement for compensation of £50. He did not receive this for some time, and when he contacted LUL, they claimed no agreement existed, and that they would offer £20 as a goodwill gesture. Upon appeal to LTUC, LUL maintained that they had not acted negligently and the station logbook showed that the gate had been staffed. The passenger should have gone through the side gate and not tried to negotiate the ticket barrier. After a visit by our Director to view the station logbook, LUL offered a further £50.

Our complainant contacted LUL following a disrupted journey on the Jubilee line, culminating in taking a taxi. Initially LUL refunded the cost of the single journey in vouchers, which the complainant found unacceptable since he uses a Travelcard. LTUC secured a cheque for £50 covering the taxi fare, ticket costs and an ex-gratia goodwill gesture.

Our complainant was severely disrupted on his journey on Eurostar because of severe weather conditions. He complained to Eurostar and was offered a complimentary journey once the first phase of CTRL was open. However, he was unable to make use of this offer and requested LTUC's assistance to get a refund of the ticket costs. LTUC obtained a refund of £95.



Speaking for transport users

The LTUC year

by Rufus Barnes, Director



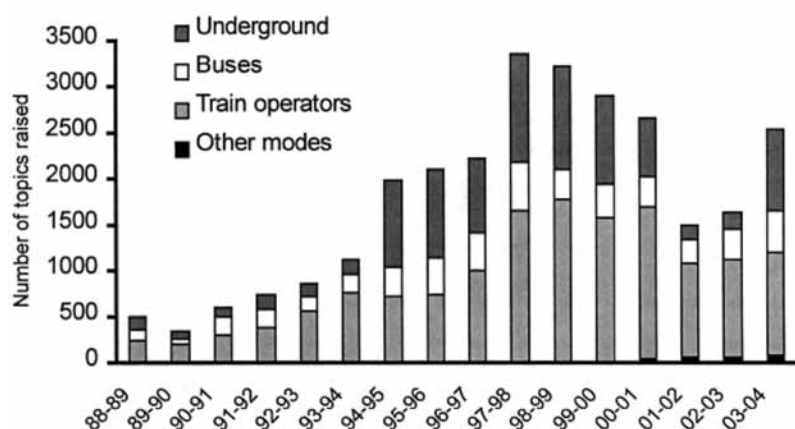
Rufus Barnes
LTUC Director

Achievements against our Business Plan targets

Complaints handling

- 2.1 Our achievements show our success in representing transport users. It is, however, difficult to identify every achievement because some of our successes will only become evident years later because we have influence but not power of direct control of transport.
- 2.2 For many passengers who face problems using public transport, the measure of our success will be directly related to the amount of refund or compensation we get for them. Using this measure, 2003 – 04 was our most successful year ever. **We secured a total of £72,140 for 664 passengers.** Of this total, £59,830 was for 446 passengers who had faced problems using the Underground after the Chancery Lane derailment (see paragraphs 2.18 – 2.21 below). In 2002 – 03 we secured compensation or refunds of £11,212.
- 2.3 The Chancery Lane derailment resulted in a **61% year-on-year increase in the number of cases referred to us by people who remained dissatisfied with the way that**

Committee appeals caseload
(measured by number of topics raised)



transport providers had dealt with their concerns.

The Committee received 2204 appeals raising 2548 different topics. The chart below shows how the casework numbers have moved over the past 16 years.

- 2.4 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 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 2003-04 PER RAIL SERVICE PROVIDER

	2003-04	Change
Anglia	11	-11
Arriva Trains Wales	2	-2
c2c	26	0
Central Trains	2	+1
Chiltern	14	-7
Eurostar	25	-4
First Great Eastern	17	-2
First Great Western	38	+4
Gatwick Express	3	-4
Great North Eastern	35	-4
Heathrow Express	4	+2
Midland Mainline	35	+15
ScotRail	2	+2
Silverlink	51	+6
South Central	89	+1
South Eastern Trains	206	+79
South West Trains	110	-43
Thameslink	74	+9
Thames Trains	18	-8
Virgin Trains	55	+6
West Anglia Great Northern	164	+10
ATOC (*)	8	-28
Network Rail	32	-11
Others (**)	77	+18

(*) Association of Train Operating Companies

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

- 2.5 The increase in casework resulted in a consequential increase in the time taken to deal with individual complaints and suggestions referred to us, but, despite this, complainants gave LTUC a **78.5 mean score when asked how satisfied they were with the way the Committee had handled their concerns.** This is a 5.5 point increase over the previous year and represents the best annual score ever achieved by the Committee, which masks an even better score of 83 achieved in the second half of the reporting year.
- 2.6 Inevitably slower response times caused by the larger caseload resulted in a less than

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satisfactory annual mean score of 62 to the question 'How quickly did LTUC deal with your concerns?'

- 2.7 We aim to maintain the high satisfaction rate in respect of our involvement with appeals referred to us by the travelling public, and to increase the users satisfaction with the speed with which appeals are handled by us. A panel of our members considers in detail the most difficult of the unresolved appeals and has been successful in a number of cases in persuading transport providers to take further action to the advantage of users.

Policy Development Reports

- 2.8 We recognise the importance of carrying out or commissioning independent research into issues that affect transport users in London. We make use of the data we collect and analyse from transport users who contact us about problems they have faced when things go wrong, but that is only part of the picture. Our research tries to look beyond the admittedly sometimes serious problems encountered by a minority of transport users to identify what could be done to improve transport for everyone.
- 2.9 Our projects during the year included studies of rail replacement bus services When is a train not a train? and an audit of station name signing Where is this?. In addition we continued our series of documents setting out what we would like to see included in the new railway franchises currently being negotiated by the Strategic Rail Authority.
- 2.10 During the year we also published two reports on research we had undertaken in 2002 – 03 on street name signs in London [Where am I?] and the views and concerns of Dial-a-Ride and Taxicard users [Transport for all?].
- 2.11 Two further projects were undertaken in 2003 – 04. These were a review of the facilities that should be, but often aren't, provided at stations served by both London Underground and national railways trains; and a study of the pricing of rail travel in London. These reports were published after the end of the financial year.
- 2.12 **The transport industry recognised the importance of the findings in our study into rail replacement bus services and London Underground arranged a seminar to which it invited all the train operators in the London area to consider how things might be managed better in future.**
- 2.13 Our report on **street name signing** was similarly **well received, particularly by Transport for London and the London Ambulance Service which both recognised the importance of making it easier for**

people to identify where they are. One London borough, Hackney, has already adopted our recommendations in full.

- 2.14 **The main taxi company providing Dial-a-Ride services, Computer Cab, organised a seminar to consider the findings in our report *Transport for all?* and has followed it up with a detailed report aiming to address the concerns of Taxicard users.**
- 2.15 We are pressing the train operating companies to improve the signing at stations, particularly the relationship between the location of signs and lighting.
- 2.16 **We are pleased that our aspirations for improved services on the Great Eastern Main Line in the new Greater Anglia franchise are largely met in the new timetable to be introduced by the recently appointed franchisee 'One' in December 2004. We will be working with 'One' to try to secure the improvements we seek on the West Anglia route for the December 2005 timetable changes.**
- 2.17 We are pleased that West Anglia Great Northern (WAGN) has agreed to undertake a trial of running later trains on Mondays to Fridays to and from Moorgate in 2005, in line with our recommendation for an all-day service on that route.

Mr O tried to buy a TfL student photocard and filled in the relevant application form. He did not receive his card and on making enquiries to TfL he was told to wait. He continued buying day tickets and because he had to wait so long, he ended up spending far more than he needed to on tickets. He applied to TfL for a refund, but was told he had to produce the relevant tickets – which he couldn't because they had been retained by the LUL ticket machines. LTUC secured a full refund of £54.

Mr W was travelling from Charing Cross to Greenwich and was stuck in the toilet, almost missing his stop. Connex offered him £20 leisure vouchers, but he was not happy. LTUC secured a £25 cheque.



Time stands still at Moorgate, where the old British Rail branding is still shown for what has now been known as WAGN for almost a decade. LTUC has successfully campaigned for trains to run later in the evenings, to help City workers on their homeward trips.



Speaking for transport users

Chancery Lane Inquiry

- 2.18 Following the derailment at Chancery Lane in January 2003 there was massive disruption to passengers for a number of months resulting from the total withdrawal of services on both the Central and Waterloo and City Lines, which use identical trains.



The Law's delays in Chancery were immortalised by Dickens - that the tradition lives on was evidenced by the time required to settle compensation claims arising from the Chancery Lane derailment.

- 2.19 **We recognised that other organisations were looking at why the incident had happened and that it would not be good use of our time, or of public money, if we embarked on a parallel inquiry. Our mailbag told us that passengers were concerned about two specific issues – (a) did LUL have any option but to withdraw the whole service after the derailment? and (b) could LUL have re-introduced services more quickly than it did?** We decided to investigate these two passenger-focussed matters and leave investigations into other aspects of the incident to others.
- 2.20 We recruited Alan Cooksey, a recently retired senior official from HM Railway Inspectorate to assist us and we held a meeting in public at which we examined the then Managing Director of London Underground and his senior colleagues.

- 2.21 Having considered all the facts, **we concluded that because senior managers at LUL had no idea what had caused the motor to fall off the carriage, and because this was not the first occasion that such an incident had occurred on this type of rolling stock, LUL had no option but to withdraw the service in the interests of passenger safety. We also concluded that in the circumstances it found itself in, LUL could not have restored services more quickly.** However, we raised a series of questions as to lessons that had been learnt and whether there are actions that LUL might be able to take to deal better with any similar such incidents in the future. [A copy of our report can be found on our web site at www.ltuc.org.uk/viewdocument.php?id=962 or can be obtained on request to our Secretariat.]

Consultation responses

- 2.22 Our pro-active work programme is, however, just one part of the way we influence policy makers. A significant part of our time is spent on considering and responding to consultation exercises undertaken by the Government, the House of Commons Transport Select Committee, the Mayor of London, the London Assembly, Transport for London, the Strategic Rail Authority and others involved in transport provision in our area. This is good use of the resources available to us because the policies and pronouncements of these bodies determine the shape of transport for years to come.
- 2.23 **At the request of the House of Commons Transport Committee, we gave evidence to its inquiry into "the future of the railways".** We stressed the vital part which rail transport continues to play in the economic life of London, and the threat which is posed to the city's future vitality by the cumulative effect of years of under investment in renewals and extensions. We drew attention to the higher standards of service that the rail systems in equivalent cities around the world are now delivering, and the evidence (from the few lines in London which have been comprehensively upgraded) that there is no technical reason why these should not be matched here. We pointed out that in addition to the "mega" schemes for new routes featured in the Mayor's and the SRA's forward strategies, there are numerous small-scale projects (e.g. station enhancement projects) awaiting authorisation that have the potential to achieve a radical improvement in the daily experience of rail travellers.
- 2.24 **Our response to the Government's review of railway industry regulation strongly supported the Mayor of London's case for the establishment of a London Rail Authority.**

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2.25 We submitted a position paper on roads policy to the London Assembly.

2.26 We submitted written evidence to the London Assembly's investigations into 'Traffic Calming Measures', on 'The Future of the Railways' and on 'Protecting the City Environment'. We contributed to an Assembly seminar on the role of light rail in London.

2.27 The smooth operation of the bus service is dependent on the priority given to buses within the available road space and the adequacy of the enforcement of those priority measures. We, therefore carefully consider all proposals from highway authorities to implement new bus priority measures and, where appropriate we send supportive letters in response to relevant consultation exercises.



It's official - London Buses favours queue-jumping. But only when it's a "bus gate" to allow buses to by-pass lines of other vehicles.

2.28 We are consulted by London Buses on all its proposals to change bus routes and times. We accept that most such proposals will bring overall benefit to passengers, albeit that every change is bound to upset some existing travel patterns. There are, however, a few proposals each year on which we feel strongly enough to press London Buses to think again. There are also a few instances when we feel that London Buses has unreasonably rejected LTUC and local pressure for the introduction of new services. The following paragraphs provide illustrations of a few of our bus successes.

2.29 **We persuaded London Buses to re-introduce two-way working on route R5, reversing an earlier decision to run the**

whole route as a single loop. We were pleased to work with the local London Assembly member to meet the demands of local residents.

2.30 **We successfully lobbied London Buses to continue the 215 summer service to the Lee Valley campsite.**

2.31 We were delighted that the Mayor of London agreed to the experimental introduction of bus route 603 between Muswell Hill and Swiss Cottage. Residents of Muswell Hill argued that there was demand for such a service, particularly to deal with the 'school run' to the many schools in the Swiss Cottage area. We and our predecessors had supported the local campaign over many years. Transport for London should have a pool of money available to trial such routes which have strong local backing but which may or may not prove successful in the long-run.



Contrary to rumours, 603 is not the record total of school children so far carried at a time on one of these journeys which are now running on special peak-hour journeys laid on in response to a vigorous local campaign.

2.32 We consider all proposals to change railway timetables in our area. Very difficult trade-offs sometimes have to be made to secure the greatest good for the greatest number, but we are always conscious that we must also protect the interests of smaller communities who have a right to a reasonable level of service at their local station.

Ms B was at Oxford Circus station, going up the escalator and her trainer was caught and damaged between the treads. She wrote to LUL who declined to compensate. LTUC secured a cheque for £40 as a gesture of goodwill.

Mr R's daughter had a ticket to travel from Sheffield to Bexhill. The day of travel was disrupted by heavy storms and all trains were cancelled. She was stranded at London Bridge, and Mr R had to drive to get her. LTUC secured £36.95 refund.

Mr S was travelling on Eurostar and suffered lengthy delays on the journey. Eurostar offered a free trip, next year, which Mr S felt this was unreasonable. Upon appeal LTUC secured Eurostar's agreement to the journey being taken at any time plus £10 as a gesture of goodwill.



Speaking for transport users

Mr V purchased a ticket at Victoria, which didn't operate the barriers on the Underground. He was challenged all day about the validity of the ticket, which meant that he was continually delayed. South Central could not ascertain what was wrong with the ticket, and then lost it so could not investigate. LTUC secured £15 in vouchers.

Mr D bought a ticket for £194 from Eynsford to Manchester, via Euston. On arrival at Euston, he met a companion also travelling to Manchester, from Euston, whose ticket was £101. Connex told Mr D his companion must have bought a Virgin Business Saver, which they could not sell and there was nothing they could do about it. LTUC secured a cheque of £84 from Connex, representing the difference between the two fares.

Mrs C and her disabled daughter had arranged for assistance at Euston on a return journey to Crewe. After handing their luggage to the member of staff it was mislaid. Following prolonged negotiations with Virgin Trains and Network Rail, LTUC secured two First Class return tickets on Virgin Trains and Network Rail offered an undisclosed figure of compensation.



2.33 During the year we secured changes to train operating company proposals which otherwise would have resulted in a worsening of services at some stations. The following paragraphs provide just a few examples of our successes.

2.34 **We persuaded South West Trains of a way to continue to run the same number of peak period trains at Whitton, reversing proposals to withdraw two popular local services. We persuaded c2c to double the weekday off-peak and Saturday service at Limehouse.**

2.35 **Perhaps the most important success of our year so far as rail timetables were concerned was the introduction of the first phase of the Overground Network [ON] – a metro-style service on a number of routes in south London. The ON concept had its genesis in our predecessor Committee's publication The South London Overground in which the former London Regional Passengers Committee showed how the suburban rail network in south London could be improved and promoted more effectively.** We hope that the initial ON services will be the precursor to the introduction of a fully integrated metro-style national rail service throughout London.

Ignore the invitation in the logo to make a U-turn. National Rail is now ON-message to promote its high-frequency suburban services more effectively.

2.36 We are frequently consulted by train operators and Network Rail on proposed changes to stations. We have achieved a number of small, but worthwhile, benefits for passengers through this process. The most significant, supported by the Strategic Rail Authority, is that when new refreshment facilities are provided at stations, the seating should be of a type that is usable by everyone and not merely high-level stools. **We also stopped the disabled parking spaces at Sevenoaks station being moved to a location that would have caused great inconvenience to disabled people.**

2.37 The Strategic Rail Authority and the Office of Rail Regulation are required to seek our views on proposals by the railway industry to dispose of land deemed surplus to current requirements. Where the land clearly has no likely future transport use, we raise no objections. However, some sites could be needed to improve London's public transport in the future. Their sale would make improvements impossible or unduly costly. We have opposed many such proposed sales – for example land at Lillie Bridge alongside the West London line that could be used to enhance that strategic route and land at Alexandra Palace that might be needed for depot space when the East Coast Main Line and WAGN franchises are re-let.

2.38 **We strongly objected to proposals to sell land at Churchfield Road, Acton. The site in question had been identified by Transport for London as a works site for the planned West London Tram. It was, therefore, with some concern that we learnt that the then Rail Regulator decided to allow the sale of the land on the basis that the tram scheme was not far enough advanced to enable him to take it into account! So much for joined-up planning.**

2.39 We were consulted by TfL on proposals to increase the penalty fare on buses and on Docklands Light Railway from £5 to £10. In both cases the increase would be the first since penalty fares were introduced in the early 1990s and we advised TfL that we supported the proposal. LTUC firmly believes that the vast majority of passengers strongly support measures to ensure that their fellow passengers pay the proper fare for the journeys they make and believe that the transport operators should take measures to deal with the millions of pounds of revenue lost each year through fares evasion. One person's avoided fare is another's higher fare.

2.40 A number of train operating companies consulted us on proposals to revise their Complaints Handling Procedures and/or their Passengers Charters. Our long-standing aspiration to see significant improvements to

s in and around London



the compensation regime, particularly for season ticket holders, may well bear fruit in the next round of franchises. Chiltern Railways' Passengers Charter provides 50% compensation for all passengers, irrespective of the type of ticket held, if the journey is delayed by 30 minutes, with a full refund if the delay is over 60 minutes. We would like to see this adopted as the industry standard.

- 2.41 We are always consulted by transport operators on their proposals to submit Transport and Works Act order applications to add to the railway or tram network in and around London. Most such applications are given our full support because the proposals would result in an improvement to the public transport network in our area. One such application during the year, however, caused us considerable concern.
- 2.42 When the Transport and Works Act was being considered by Parliament in 1991, assurances were given that the process would not be used to circumvent the statutory closure process. It was, therefore, of considerable concern to us that Docklands Light Railway included consequential closure proposals in its application to extend its system to Woolwich – an application that in all other respects we supported. We objected and were pleased when it agreed to its removal.
- 2.43 The local authorities outside Greater London seek our views on their annual transport plans. These consultation exercises afford us the opportunity to influence these authorities' transport policies and hopefully to improve the road transport links to the rail services in the areas in our remit. Indeed, a change to the law resulting from the Transport Act 2000 requires us to give consideration to such matters.
- 2.44 We keep a close eye on proposed primary legislation as it affects transport users within our remit. Since Parliamentary time is precious, we seize every opportunity to secure improvements or to address limitations in existing legislation. One such opportunity offered itself this year when **we successfully lobbied the House of Lords to amend the Railways and Transport Safety Bill to make provision for the British Transport Police be able, like other police forces, to appoint Community Support Officers.**

Enhancing our public outreach

- 2.45 We have expanded our active participation in local authority passenger transport consultative committees, in train operating company passenger boards/panels and in airport transport fora. A full list of the organisations on which we are represented can be found on page 37.

- 2.46 We have taken every opportunity to publicise our web site and ensure that it contains timely and helpful information to empower transport users to help themselves. As an example of this, our web site is publicised daily on the Transport for London page in the Metro newspaper.

- 2.47 We produced a new LTUC publicity leaflet *Bad Journey?* explaining how we can help people if their transport experience was unsatisfactory. This has been widely distributed to MPs' constituency offices, London Assembly members, local councils and local transport users groups, as well as to transport operators for them to send to any of their customers who are dissatisfied with the way a complaint has been handled.

- 2.48 **With our colleagues at the Rail Passengers Committees for Wales and Western England, we participated in an exercise involving leaflets and public meetings in London and elsewhere to ascertain what passengers would like to see in the new Greater Western franchise.**

- 2.49 During the year we appeared on radio and television to provide a user viewpoint on transport issues. Our press releases were regularly picked up and used in national and local newspapers. We have increasingly focused press statements on issues of interest to local media, which has resulted in a significant increase in references to the Committee on local radio and in local newspapers.
- 2.50 We took out a full-page advertisement in the Parliamentary Monitor supporting the Mayor's campaign drawing attention, during the Government's public spending review, to the importance to the nation of funding good transport in its capital city.

- 2.51 Our offices are located in the City of London and we have played an active role as a member of the local strategic partnership – 'The City Together'.

Mr P was travelling from Purley to London Bridge on the 11am train. Although he had waited for some time, the ticket queue was long, and he missed the 11.00. He boarded the next service, and when he changed at East Croydon he was issued with a penalty fare. He appealed against the penalty fare, but the appeal was rejected as being outside the time limit. Mr P claimed his appeal was 'in time' and asked IPFAS to provide proof of the postmark. IPFAS had not retained the envelope and following representations from LTUC the penalty fare was waived.

Mrs & Mrs M travelled needed to get to Portsmouth to take a ferry to France to visit their daughter, but upon arrival at Waterloo all trains to Portsmouth were cancelled, due to signal and points failures. They eventually got to Portsmouth, but missed their ferry and incurred charges to rebook. SWT refused compensation, saying it was not their fault. LTUC secured free First Class return tickets to any SWT destination.



Speaking for transport users

Promotion of social inclusion, transport integration and environmental protection

2.52 We continued to work with London Buses to identify the demand for bus services on Christmas Day – a day when the lack of public transport creates difficulties for essential workers to get to and from their place of employment and can leave some people totally isolated. Further work remains to analyse the results of this work and to consider what might be done at affordable cost.

2.53 We have been active members of the Commission for Accessible Transport, the London Mobility Advisory Panel and the City of London Access Forum. In our own offices we have improved the arrangements for meeting the needs of people with hearing impairment by providing an induction loop in our reception area and hearing assistance equipment in our meeting rooms.

2.54 We assisted the Strategic Rail Authority with an audit of accessible features at national rail stations in our area.

2.55 We objected strongly to London Buses, regrettably without success, about its then proposed removal of west-bound buses on route 205 from Euston bus station. Bus route 205 had been introduced as a replacement for the Stationlink service which provided a fully accessible bus service linking London's main railway termini. It was unacceptable for buses in one direction to be withdrawn from this important interchange in order to make room for new longer buses on another route. Our concerns were shared by organisations representing people with disabilities. Since then the 205 buses have also been excluded from the important and busy Liverpool Street bus station in one direction, also because of space constraints.

Bendy-buses are popular with many passengers. But they take up so much space in Euston bus station that the accessible inter-station route 205 was crowded out.



2.56 We considered the design of new rolling stock for South Eastern Trains suburban services. We recognise the importance that passengers attach to the provision of toilets on public transport. For some people the lack of toilets prevents them travelling at all. **We agreed to the new trains not having toilets on board on condition that these are provided at the stations they serve.**

2.57 We were disappointed that London Underground has been unable to secure at a reasonable cost within the PPP contract the additional vertical grab rails that we think are needed in the vestibules of the refurbished District Line trains. We have asked the Underground to give greater priority to such provision in future refurbishment projects as well as in the designs for new builds of rolling stock.

2.58 Good interchange between different modes of public transport is important to users. When we consider proposals to rebuild existing stations, ease of interchange is high on our list of priorities. We also always look for improvements to the access arrangements for people with mobility impairment.

2.59 We were delighted that the revised plans for Camden Town Underground station took on board our concerns and that lift access is to be provided to all platforms.

2.60 We support London Underground's plans to increase the number of stations that are accessible for wheelchair-users. King's Cross St Pancras, as one of the busiest stations on the LUL network, as well as a key interchange with the national railways, is extremely important in this regard. We have lobbied the Government in support of the northern ticket hall project, with its lifts to the deep-level tube lines, arguing that it is a vital component of the current refurbishment of the station complex.

2.61 The Croxley Rail Link proposals would improve integration of public transport in north-west London and south-west Hertfordshire. We have lobbied both the Government and the Mayor for approval to the funding for this project to proceed. The land needed to enable the Metropolitan line to operate to Watford Junction is only protected for a few more years, after which the opportunity to provide this link might be lost for ever.

2.62 Our overall policies recognise the importance of environmental protection. We continue to support measures to make public transport the preferred option of more people and to reduce the need for non-essential car journeys. Buses have an important role in achieving this goal. We support the introduction of measures to give greater priority to buses on London's

s in and around London



roads and we have strongly supported the work of the Transport Operational Command Unit – the joint Metropolitan Police/Transport for London initiative to enforce bus priority measures in London.

2.63 We have urged Transport for London to pay greater attention to the streetscape, to make walking a more attractive experience. We support aspirations to address the problem of street clutter. Our involvement in the City of London's local strategic partnership has given us the opportunity to press the same issue with the City Corporation.

2.64 We recognise the importance of proper provision for cyclists in London and we have met with Transport for London to discuss its cycling strategy. We are delighted at the increase in cycling on London's streets.

2.65 We recognise, however, a growing conflict between the carriage of people and non-folding bicycles on some suburban national rail services at peak times. There is no easy answer to this problem, and ultimately we believe that if space is limited, and it cannot be increased, then passengers have to come before space for bikes.

Rail re-franchising

2.66 Figures produced by Transport for London point to the important role the national railways play in London and, conversely, the importance of London to the future of the railways. 30% of all national rail journeys are made entirely within Greater London, 50% of all national rail journeys are made by Londoners and 70% of all national rail journeys either start or finish in Greater London. The emphasis of national rail in our work plans is further justified by the fact that 44% of the complaints we received from passengers last year were about national railway matters.

2.67 We have given detailed consideration to the issues we believe that the re-franchising process should address. We have produced draft *Requirements for Rail Services* documents setting out the principles that should be adopted for rail services in our area and the detailed service that should be provided on those routes that have been, are, or will shortly be the subject of re-franchising proposals. We have invited comments on the drafts and will amend them in the light of stakeholder views. They provide bidders for franchises with clear details of our aspirations – something that a number of bidders have told us that they have found extremely helpful.

2.68 We worked closely with South Central's (now Southern's) new owners Govia to secure improvements to the services they offer.

2.69 We met with all the bidders for the Greater

Anglia franchise to press for improvements that passengers wanted to see. We were delighted that the new franchisee, National Express's subsidiary 'One', accepted our recommendations that a metro-style service should be operated at all the inner suburban services on the Great Eastern Main Line and that more longer-distance trains should serve Stratford, giving access to the increasing job opportunities in Docklands. We look forward to working with 'One' to secure improvements to the service on its West Anglia route in December 2005, including a regular service between Stratford and the Lea Valley.

2.70 It came as no great surprise to passengers that the SRA decided to end the Connex franchise for the South Eastern train service, which had been the source of considerable dissatisfaction over a long period. Like many others, we were surprised that in the end the franchise was terminated on grounds of financial, rather than operational, performance. There was a ground swell of popular support for the publicly owned company, South Eastern Trains, that took over on a temporary basis. We have been greatly encouraged by the real efforts made by the new management team to provide passengers with a higher quality service than they had received in recent years. The SRA is determined to return the operation to the private sector at the earliest opportunity, but negotiations about the proposed Integrated Kent Franchise seem likely to be controversial. That, however, is a story for next year's report.

Investors in People

2.71 We were proud to achieve Investors in People accreditation this year. This reflects the importance that we attach to recognising that our staff are one of our most important assets and the policies we have in place to support this.

Ms A's journey from St Pancras had to be abandoned due to severe disruption. Although she was refunded the cost of the tickets she claimed further compensation. On appeal via LTUC Midland Main Line agreed to offer complimentary 1st Class tickets as a gesture of goodwill.

Mr T had parked in the car park at Carshalton station, and went to buy a ticket from the ticket office. The ticket clerk said he was closing, and Mr T asked whether he should buy a ticket. The clerk said it was up to him, so Mr T didn't as his train was at the platform. On returning later in the day, his car had been clamped. It cost £60 to have his car released. He wrote to South Central to get this refunded, on the grounds of misleading information from the staff member. South Central failed to respond, but LTUC secured a cheque for £70.

Mr M put his season ticket in for a refund as he was called up for territorial service in the Iraq War. On his return from the war, as a long-term passenger he sought the then applicable discount on a new ticket. His request was refused. On appeal to LTUC, WAGN agreed to provide vouchers to the value of £203.



How public transport in the LTUC area performed

by John Cartledge, Deputy Director

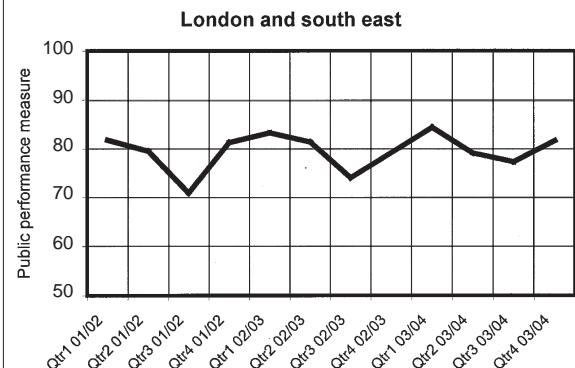


John Cartledge
LTUC Deputy Director

NATIONAL RAIL

- 3.1 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.
- 3.2 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.

imposition of speed restrictions which occurred during the period of unprecedentedly hot weather in August. The effects of leaf-fall, on the other hand, were less severe than in preceding years, thanks to the continuing efforts of the operators to control line side vegetation and improve rail-cleaning and anti-slide equipment. (Unlike its Gatwick counterpart, Heathrow Express is an unfranchised "open access" operator, and its performance results are therefore not included within the London and south east total in this table).



NATIONAL RAIL : TRAIN OPERATORS' PERFORMANCE 2003-2004								
Operator	Trains planned		Trains cancelled		Trains late		PPM	
	Number	% change	%	% change	%	% change	%	% change
London and south east								
c2c	109550	-0.2	2.7	-0.2	11.4	+0.7	85.9	-0.4
Chiltern	93714	-3.0	0.9	-0.3	8.3	-2.2	90.9	+2.5
First Great Eastern	262120	+0.9	0.9	0.0	11.5	+0.8	87.5	-0.8
Gatwick Express	54178	+8.1	1.8	-0.9	16.0	+0.7	82.3	+0.2
Silverlink	212736	+1.8	1.9	0.0	16.6	+2.4	81.5	-2.4
South Central	606689	+3.9	1.2	+0.2	18.6	-3.3	80.2	+3.0
South Eastern Trains	562197	+2.6	1.4	0.0	18.5	0.0	80.1	0.0
South West Trains	552018	-2.5	1.5	+0.1	24.0	-2.7	74.5	+2.6
Thames Trains	263132	-1.3	1.5	-0.2	19.9	+0.9	78.5	-0.7
Thameslink	160258	+5.8	2.3	-0.7	23.7	-0.2	74.0	+0.9
West Anglia Gt Northern	329271	+0.8	1.3	-0.9	14.9	-4.2	83.8	+5.1
L&SE total	3205863	+1.2	1.5	-0.1	18.2	-1.3	80.4	+1.4
Heathrow Express	54022	+1.3	0.9	-0.3	11.5	+1.7	87.6	-1.4
Longer distance								
Anglia Intercity	23069	-2.0	1.8	-0.6	20.5	+0.3	77.8	+0.4
First Great Western	60054	-6.7	1.1	-0.5	24.9	-1.6	74.0	+2.1
Great North Eastern	40792	-0.5	1.6	-0.2	24.4	-3.0	74.0	+3.2
Midland Mainline	47546	+5.5	1.8	-0.1	28.2	+3.7	70.0	-3.6
Virgin West Coast	57185	-2.3	1.7	+0.3	23.3	-1.8	75.1	+1.6
LD total	228646	-1.6	1.6	-0.2	24.6	-0.6	73.8	+0.8

- 3.3 As the accompanying chart shows, there is a pronounced cyclical pattern in performance on the London and south east network, with a downturn each autumn (quarter 3) caused by poor wheel/rail adhesion during the leaf-fall season. But in 2003-04, a downturn in quarter 2 is also apparent, due to the widespread

- 3.4 LTUC was pleased that, over the year as a whole, PPM in London and the south east rose by 1.4%. This was principally as a result of better timekeeping, although the rate of cancellations also fell. But at 80.4%, the outturn result was still well below the levels regularly achieved prior to the Hatfield derailment in 2000 (and the ensuing disruption to the network), with almost one train in five arriving late or not at all.

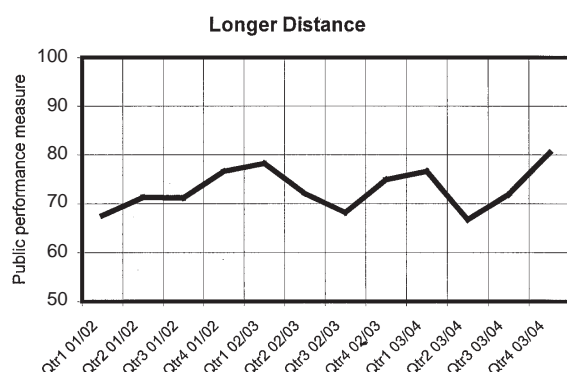
- 3.5 On the longer distance routes, timekeeping is (and remained) generally worse than in London and the south east, despite the more restricted definition of "on time" applied to these operators.

Performance in the summer was particularly poor, because of the extreme heat (and the consequent risk of track buckling), but happily this was offset by a better result in the first three months of 2004 than in any recent year. Over the 2003-04 reporting year, performance improved by 0.8%, but despite this more than

s in and around London



one long distance train in four was either cancelled or ran more than ten minutes late.



3.6 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, and South Central (now Southern) and West Anglia Great Northern demonstrated real signs of improvement.** But – as in previous years - the **performance of South West Trains and Thameslink remained worrying**, while the **recent improvement in Silverlink's record was reversed.**

3.7 The total volume of service planned has risen appreciably on most London and south east routes since the demise of British Rail in the mid-1990s, and did so again in 2003-04 (by 1.2%). 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 "slack 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, where 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 trains have been withdrawn (and some stops have been deleted from others) 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 with the train companies principally concerned (South West Trains, South Central and South Eastern Trains) on how and where it is implemented. In addition, it has closely monitored other action taken to improve punctuality, such as the reallocation of rolling stock between particular departures to give longer turn-round times.

3.8 "Lost minutes" are used by the National Rail network for attributing the causes of delays to trains. In the year under review, factors broadly

within the train operators' responsibility accounted for just under half the delays to London and south east services, and for well 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. In London and the south east, rolling stock defects were the largest single cause, followed by problems with the track and structures (bridges, tunnels, cuttings, embankments, etc), and with signalling. On longer distance routes, the same factors were also the top three causes of delay, but rolling stock accounted for fewer than track and structures. The increase (relative to 2002-03) in the share of delays attributed to the train operators is potentially deceptive, because the actual volume of lost minutes ascribed to them did not increase – but their share did so simply because of Network Rail's success in improving its own performance.

Mr H had a ticket from London Bridge to Gatwick, but once on board the train discovered he needed to go a little further to Three Bridges. He exited at Three Bridges and approached the inspectors, offering to pay the £1.20 excess. He was immediately issued with a fine for £36.50 for travelling without a valid ticket. Upon appeal to LTUC, Thameslink reconsidered and offered £35 of vouchers as a gesture of goodwill.

Dr W booked tickets over the phone, and was told to pick them up from the Fast Ticket machine at Paddington. She went to the station, and used the machine, thinking that she had everything. On the day of travel, it transpired she had only the reservation slips, and she had to buy new tickets for about twice the price. Staff at Paddington told her she would get these refunded. She wrote to First Great Western who offered £20 in vouchers. LTUC secured a further £25 to cover the full cost.

NATIONAL RAIL : CAUSES OF LOST MINUTES 2003-2004 (%)				
Cause	London & south east	Change	Longer distance	Change
Rolling stock	18.3	+0.7	21.8	+1.7
Train crew	7.9	+0.5	3.9	-0.1
Station delays	6.6	-0.3	2.6	-0.1
Train operations	6.5	+0.1	4.8	+0.3
External factors	5.5	+0.1	2.4	+0.3
Depots	1.6	0.0	2.4	+0.3
"Neutral Zone"	2.7	+1.9	0.7	+0.4
Total operator delays	49.1	+3.0	38.6	+2.8
Track and structures	18.1	-1.8	29.3	-4.4
Signalling and control	9.5	-2.2	12.0	+0.2
Vandalism/"acts of God"	5.2	+2.0	3.0	0.0
"Neutral Zone"	2.9	+1.2	1.4	+0.9
Power supply	3.4	+1.6	3.8	+1.6
Other factors	15.4	+0.5	12.3	+0.3
Unexplained	0.7	0.0	1.2	+0.2
Total Network Rail delays	55.2	+1.3	63.0	-1.2

Ms O was not told at the time of booking that the return leg of her journey would be extended by 90 minutes because of long-term engineering work. When she became aware of this she asked for a refund. She was charged £5 admin fee. On appeal to LTUC, Virgin agreed to give her a full refund.



Speaking for transport users

- 3.9 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.

NATIONAL RAIL : NATIONAL PASSENGER SURVEY : 2003-2004						
Service element	All operators %		Highest rating %		Lowest rating %	
	Value	Change	Value	Operator	Value	Operator
London and south east						
Overall satisfaction	59	-1	87	Gatwick Express	47	South Eastern Trains
Punctuality/cancellations	44	-1	87	Gatwick Express	18	Silverlink
Frequency	54	-1	94	Gatwick Express	40	South Eastern Trains
Value for money	-2	-3	29	Chiltern	-9	West Anglia Gt Northern
Information re times/platforms	61	+2	84	Gatwick Express	44	West Anglia Gt Northern
Upkeep/repair of trains	17	+1	83	Gatwick Express	-6	South Central
Length of journey time	64	-2	91	Gatwick Express	52	South Eastern Trains
Seat availability	27	-6	87	Gatwick Express	8	Silverlink
Train connections	55	+1	84	Gatwick Express	43	Thameslink
Seat comfort	32	0	87	Gatwick Express	13	Silverlink
Station ticket sales facilities	43	-1	77	Chiltern	25	South Eastern Trains
Station waiting environment	39	+2	75	Chiltern	18	South Eastern Trains
Longer distance						
Overall satisfaction	69	-6	76	Anglia / Great North Eastern	61	Virgin West Coast
Punctuality/cancellations	51	-10	70	Anglia	26	Midland Mainline
Frequency	71	-1	79	Great North Eastern	62	Midland Mainline
Value for money	16	+1	28	Anglia / Great North Eastern	5	First Great Western
Information re times/platforms	74	0	86	Great North Eastern	66	First Great Western
Upkeep/repair of trains	58	+8	69	First Great Western	37	Anglia / Great North Eastern
Length of journey time	69	-2	83	Great North Eastern	52	Virgin West Coast
Seat availability	58	-1	61	First Great Western	53	Midland Mainline
Train connections	54	+1	67	Great North Eastern	43	First Great Western
Seat comfort	60	+4	67	First Great Western	49	Anglia / Great North Eastern
Station ticket sales facilities	67	-5	75	Anglia	54	Virgin West Coast
Station waiting environment	58	+1	66	Anglia	42	Midland Mainline

challenge it faced in stretching its resources to provide services to Manchester in order to offer passengers an alternative route from London during the rebuilding of the West Coast Main Line.

- 3.12 Crowding of trains at busy times is a constant source of annoyance to passengers – as the low rating for "seat availability" by London and south east passengers demonstrates. It is tracked on this part of the 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 Authority to take whatever measures are reasonably open to it to address the problem.

- 3.10 Worryingly, this reveals a modest downward year-on-year shift in the reported level of "overall satisfaction" with London and south east services, and a much larger negative trend amongst users of the longer distance routes. But despite this, satisfaction levels remained higher amongst longer distance travellers than amongst those in London and the south east, except in the case of train connections (which are a more critical issue where service frequencies are lower). The huge gaps between the highest and lowest ratings for individual companies amply confirm the striking lack of homogeneity in the level and quality of service they provide.

- 3.11 The validity of these survey results is confirmed where recorded changes in satisfaction rates can be correlated with other evidence relating to the operators' performance. For example, in 2003-04 satisfaction with punctuality and cancellations was lower among Midland Mainline passengers than those on any of the other longer distance routes. The PPM table shows that this operator did indeed deliver the worst results this year – due in part to the

NATIONAL RAIL : AUTUMN 2003 PIXC (%)		
Operator / route group	2003	Change
c2c	1.0	+0.4
Chiltern	2.1	+0.3
First Great Eastern	2.1	-0.7
Inner	1.6	-2.6
Outer	2.5	+1.0
Silverlink	4.2	-2.8
Inner (orbital)	7.1	-9.7
Inner (radial)	1.5	+1.5
Outer	2.5	+2.0
South Central	3.1	-1.7
Inner	3.1	-2.1
Outer	3.2	-0.6
South Eastern Trains	2.0	-0.3
Inner	1.9	+0.6
Outer	2.1	-3.1
South West Trains	5.2	+2.5
Inner	4.8	+2.8
Outer	5.9	+1.9
Thames	1.5	-0.6
Inner	2.5	-1.0
Outer	0.8	-0.2
Thameslink	2.5	-1.1
Inner	2.4	-1.0
Outer	2.5	-1.2
West Anglia Great Northern	1.4	-0.6
Inner	0.7	-0.5
Outer	2.2	-0.6
London and south east	2.7	-0.2

s in and around London



3.13 Of the three operators which had exceeded the target threshold in the previous year (Silverlink, South Central and Thameslink), all made progress in reducing crowding during 2003, and in the case of Thameslink this was sufficient to bring it below the 3.0% threshold. **But the PIXC rate for South West Trains nearly doubled, mainly because of increased crowding on its inner suburban routes, causing this operator to breach the target again.**

3.14 Crowding on public transport continues to be a source of political concern, and an inquiry by the House of Commons Transport Committee (to which LTUC gave both written and oral evidence) was concluded during the year. In its report the select committee drew attention to the negative impacts of crowding on both business and tourism, suggested changes in the manner in which it is measured, and urged that measures to reduce it are included in future franchise agreements. It also expressed surprise at the absence of detailed research into possible health and safety effects, and welcomed an initiative by the Rail Passengers Council (supported by LTUC) to remedy this. A wide-ranging study is now underway, in which RPC has joined forces with a number of other interested parties (including Transport for London and the Corporation of London), headed by the Rail Safety & Standards Board.

3.15 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 their level of satisfaction at the overall quality of service provided was no higher. **As the Committee has noted previously, the railways still have a very wide gap to close if they aspire to achieve levels of user satisfaction similar to those routinely achieved by most other retail services and, indeed, by most members of Transport for London's family of operators.**

BUSES

3.16 LTUC has long argued that London's bus network is an under-used asset, with the potential 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. **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.**

BUSES : KEY STATISTICS 2003-2004

	2003-04	Change
Proportion of schedule operated	97.2%	+1.1%
Higher-frequency routes		
Average scheduled wait	4.4 mins	-0.2 mins
Average actual wait	5.8 mins	-0.6 mins
Chance of waiting <10 minutes	83.0%	+4.3%
Chance of waiting >20 minutes	1.8%	-1.4%
Lower-frequency routes		
Buses "on time"	74.6%	+4.1%
Buses >2 minutes early	3.7%	-0.4%
Buses >15 minutes late or not running	5.1%	-1.8%
Night buses		
"On time"	79.3%	+4.8%
Passenger satisfaction scores		
Overall satisfaction with buses	77	+1
On-bus safety and security	85	+1
Reliability	68	+2
Staff	85	+1
Information on board	80	+1
Cleanliness	78	0
Condition of vehicle	81	0
Journey quality	79	0
Bus stops and shelters	76	+1
Bus stations	69	+2
Night buses	70	-2
Value for money	77	-1

3.17 So it is extremely pleasing to be able to chart the further advances made by London Buses during 2003-04. The volume of service supplied (measured in bus kilometres) rose by 10.1%, and the volume of demand (measured in passenger kilometres) by an even more remarkable 12.4%. Both the level of service scheduled and the use made of the network are now higher than for more than 40 years, and the growth of bus travel in London alone is exceeding the Government's targets for the nation as a whole. Not only have new routes been introduced and frequencies enhanced on existing routes in the central area, to meet additional demand created by the introduction of congestion charging, but service levels have risen across London as a whole. Timetables have improved in the evenings and on Sundays, and there has been further expansion of the rapidly-growing night bus network.

Mr S phoned Connex to renew his season ticket, and was told that there was no record of him and so he wouldn't get the 5% discount. After some time, his details were found, and he was assured he would be charged the discounted rate. He was then charged the full rate. He phoned to complain and was told to write to Connex, and that it would take 28 days for a refund. Upon appeal via LTUC, Connex apologised and provided £20 in rail vouchers. Mr E had his initial request turned down for compensation following the Chancery Lane derailment. LTUC secured an offer of £145.46.



Speaking for transport users

3.18 **Not only was there a rise in the volume of service scheduled, but the proportion of the schedule operated also rose, by 1.1%.** As a result, on the higher-frequency routes (which do not have advertised timetables) the average length of time waited by passengers at stops fell by more than a half a minute, and most of this improvement was due to greater reliability rather than more buses. **"Excess waiting time" was at the lowest level ever recorded. The chance of waiting more than ten minutes fell by a fifth, and the chance of waiting more than 20 minutes by more than a third.** There was a similar improvement in performance both on the lower-frequency routes (with advertised times at stops) and on the night buses – in both cases, punctuality improved by more than 4%.

3.19 These "hard" measures of improvement were mirrored in the results of London Buses' tracking of passenger satisfaction, where the ratings for most of the individual attributes of the service (other than on night buses) improved. The small drop in the "value for money" score was not unexpected, as cash fares for trips made outside central London rose in January after being frozen for a number of years – although only about a fifth of passengers now choose to pay in this manner.

Miss N complained of the difficulties she had been having in obtaining a refund on her credit card after tickets had not been received through the post. Heathrow Express claimed to have no record of any transaction but agreed to offer a full refund if Miss N could show such evidence. LTUC secured two single tickets on Heathrow Express as a gesture of goodwill.

Mrs N travelled with a group of colleagues on Eurostar. The train was delayed by 5 hours. Several of her colleagues were offered various differing amounts of compensation but Mrs N received nothing. Upon appeal to LTUC Mrs N was given £50 and two return journey vouchers.

A trainee driver drove the SWT train on which Ms A was traveling. Following an abrupt stop at a station she lost several personal items as well as damaging her back. An offer of £200 was raised following LTUC intervention to £500, which Ms A accepted.

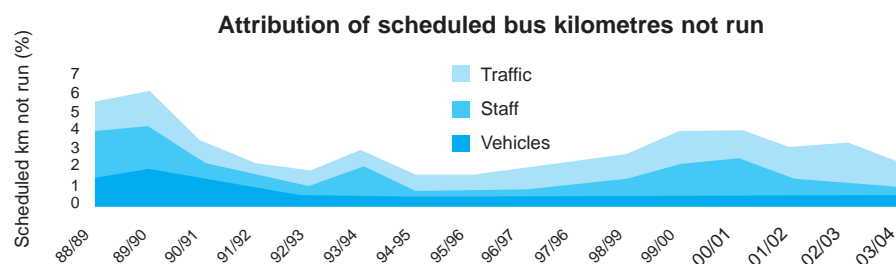
3.20 These positive performance and satisfaction indicators confirm the success of TfL's bus strategy, including rescheduling services to make timetable adherence easier, and introducing Quality Incentive Contracts. Under these, bus operators are rewarded not only for the volume of service they provide 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 vindicated in practice.

3.21 The proportion of the scheduled service not run because of mechanical failures remained very low, although the articulated "bendy buses" now used on a small number of busy routes had temporarily to be withdrawn for modifications after a number of fires in their engine compartments (an event which was the subject of detailed discussions between London Buses at the highest level and LTUC). In spite of the requirement for additional staff to operate the enhanced level of service, cancellations due to staff shortages continued to fall, principally because of higher recruitment and lower wastage rates achieved as a result of improved wages and conditions.

3.22 Much the largest proportion of "lost kilometres" was attributable to traffic congestion – a phenomenon which is frequently exacerbated by demonstrations, state visits, roadworks, traffic signal failures, etc. It appeared until recently that despite all of the investment which has been made by TfL and the London boroughs in bus priority measures (such as reserved bus lanes and bus-activated traffic lights), London's buses were losing their battle against the rising tide of congestion. 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.

3.23 It is therefore **especially encouraging that in 2003-04 the negative impact of the traffic environment in which the buses are obliged to run showed a significant decline for the first time in more than a decade.** A number of factors played their part in this, including the creation of the joint TfL/Metropolitan Police Operational Command Unit to enforce traffic regulations on key bus corridors, the gradual extension of the decriminalised parking control regime, and the introduction of congestion charging to the central area of the city. Continued vigilance and sustained effort will be essential to ensure that this progress is maintained in the years ahead.

3.24 Traffic conditions are not uniform across London as a whole, and the impact of congestion on bus reliability varies significantly. In the past, this problem has usually been greater in inner London than outer. But with the introduction of congestion charging in the central area, and the



s in and around London



continuing growth in traffic and on-street parking and loading elsewhere, the geographical picture is no longer so clear-cut. In 2003-04, the "excess" waiting time on higher frequency routes (i.e. the length of time passengers waited, on average, in excess of what would have been the case if all buses ran as planned) ranged from as little as 1.1 minutes in Kingston to as high as 1.8 in Kensington and Chelsea. "On-time" running on lower-frequency routes ranged from only 62.0% in Wandsworth up to 81.8% in Tower Hamlets.

THE UNDERGROUND

3.25 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.

3.26 Fortunately, a degree of peace has now broken out in this dispute – though at times relationships remain visibly uneasy. The year under review was the first complete 12-month period in which responsibility for maintaining and upgrading the vehicles and most of the the infrastructure has been in the hands of private sector consortia known colloquially as "infracos". **LTUC deliberately refrained from taking sides in the argument for and against the PPP** (public private partnership) arrangements introduced by the Government before it transferred ownership of the Underground to TfL in 2003, as **the Committee believed that passengers in general were more interested in securing a guarantee of long-term stability in funding than in taking sides over the technical merits of particular contractual mechanisms that might be used for this purpose.** The Committee stressed throughout that it would judge PPP by its results, not by its conformity to any preferred model of management structure.

3.27 Some aspects of the infracos' performance should manifest themselves fairly rapidly, such as train maintenance and station cleaning. But most require heavy investment, e.g. in the replacement of track, foundations, signalling, drainage, lifts, escalators and – ultimately – most of the trains themselves. Contracts were placed and work began during the year, as evidenced by the increasing number of "possessions" when parts of the system are

taken out of use to allow engineering activity to proceed. But **the benefits will only accrue over time, and it is generally still too early to reach any firm conclusions about the success of the PPP experiment.** There are, however, **some promising initial achievements, e.g. in the removal of graffiti from Circle and Hammersmith & City line trains, and in the improved reliability of their Central line counterparts.**

There have also been some setbacks, e.g. derailments due to track defects on the Piccadilly and Northern lines (at Hammersmith and Camden Town respectively), though the maintenance and renewals procedures being followed in these cases were no different from those which would previously have been applied by London Underground itself.

Mr H asked for an annual season ticket between Vauxhall and Putney. He was sold a point-to-point ticket for £552. A Zone 2 ticket costing £364 was all he needed. On appeal via LTUC SWT agreed to issue the correct ticket and to refund £188.

Mrs L's son lost his mobile phone on a First Great eastern train, which was then handed in at Stratford. The phone was logged, and Mrs L travelled to pick it up. However the phone was given to wrong person. Mrs L was offered £50, only half the value of the phone. LTUC persuaded FGE to agree to reimburse a further £49 to make up the total cost of the phone.

UNDERGROUND : KEY STATISTICS 2003-4

	2003-04	Change
Proportion of schedule operated	93.1%	+2.0%
Average excess journey time	3.4 mins	-0.8 mins
Chance of waiting <5 minutes	82.0%	+1.0 mins
Average lift availability	96.0%	+1.4%
Average escalator availability	94.5%	+1.4%
Peak trains with all seats full	58%	+5%
"Headways" missed	7.5%	+0.8%
"Severe" delays per million train kilometres	48.0	-2.1
Passengers queuing >3 mins for tickets	6.8%	-2.2%
Passenger satisfaction scores		
Overall satisfaction	76	+1
Train service	77	+2
Safety and security	80	+1
Staff	74	+3
Cleanliness	71	+3
Information	78	+2

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.

3.28 The PPP programme is due to take 30 years to complete – a measure of the scale of the task involved, and a reflection of the fact that as far as is practicable the system must be kept in operation while the work is carried out. **Building a metro system from scratch is a far simpler logistical challenge than rebuilding an existing one on which three million journeys are being made every weekday.** So it would not be surprising if performance had suffered as the PPP projects get under way. But in fact, the opposite has occurred – a remarkable achievement by all concerned.



Speaking for transport users

Mr F had received vouchers for poor service on the Underground, and wanted to use them when he renewed his Travelcard at Redhill. However, staff there refused to accept them as payment, saying they were invalid, causing him to pay £88 extra. LTUC persuaded the train operator that a mistake had been made and the vouchers were valid, and a full refund was issued.

Ms H and family booked via Qjump 1st Class tickets to Birmingham from Marylebone on Chiltern. However Chiltern do not offer First Class travel, so Ms H phoned Qjump to request a refund, but her request was refused. Upon appeal to LTUC QJump offered a refund and Chiltern offered £50 as a gesture of goodwill.

A child became separated from his grandmother when the doors closed on a Central Line service. He was left on the train. LUL would not offer compensation but after a long appeal they offered a box of gifts. The child's mother called to thank LTUC for our help and to say how much the gifts had meant to her son.

3.29 As the data in the accompanying table show, virtually all of the key performance indicators showed a positive trend.

A higher proportion of the scheduled service was operated than in 2002-03, despite the disruptive impact of such events as the derailments already mentioned, a severe power cut in September and heavy snowfall in February.

Events of this kind continued to be the subject of close scrutiny by LTUC, and senior representatives of the Underground's management appeared before meetings of the Committee to be questioned about their causes and the lessons to be learned from them. But **on average, journey times were shorter, more escalators and lifts were running, severe delays (i.e. those exceeding 15 minutes) were fewer, and ticket queues were shorter. Only crowding levels in peak periods – in some senses, a measure of the system's success, or at least popularity – became worse.**

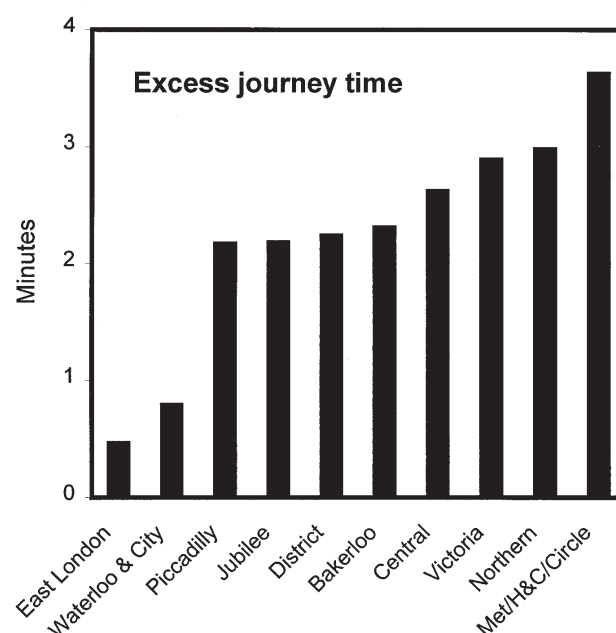
3.30 Overall, the volume of service operated (measured in train kilometres) increased by 3.5% relative to the preceding year, during which service on the Central and Waterloo & City lines had been suspended for prolonged periods to enable modifications to be made to the trains to prevent a recurrence of the gearbox and motor bracket failures which resulted in a serious derailment at Chancery Lane. **Demand (measured in passenger kilometres) fell by 0.4%.** This decline was due in part to the further widening of the fares differential between the bus and Underground systems, and in part to the success of the buses in retaining some of the passengers diverted from the Underground during the period of the Central line's closure, as well as those attracted by the higher levels of service the buses are now offering.

3.31 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. In the event, 2003-04 saw an increase in the proportion of peak trains observed to be running with all seats full.

3.32 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 2003-04, signal problems (at 24.2%) were again the largest single contributory factor. Other significant causes were defective rolling stock (19.3%), staff unavailability (14.1%), track defects (12.8%), passenger behaviour (12.6%), and safety or security alerts (6.0%).

3.33 "Excess journey time" is a measure of the difference between the time a representative sample of trips should take to complete if all components of the service were working as planned and the recorded time actually taken to make them. It is a useful index of overall service quality from the users' perspective. The discrepancy between the best and worst performing lines remains unacceptably wide. The East London and Waterloo & City lines are comparatively short and therefore less vulnerable to disruption. The poor performance of the Metropolitan, Hamersmith & City and Circle lines is a function both of their combined length and of their operational complexity (these lines are measured as a group, because they share tracks through the heavily-used corridor from Baker Street to Liverpool Street).



s in and around London



DOCKLANDS LIGHT RAILWAY

CROYDON TRAMLINK

DLR : KEY STATISTICS 2003-04

	2003-04	Change
Train service reliability	96.4%	+1.0%
Lift availability	98.7%	-0.3%
Escalator availability	98.5%	-0.5%
Ticket machine availability	99.0%	+0.6%
Information displays working	99.9%	+0.5%
Passenger satisfaction scores		
Overall satisfaction	94	+2
Train cleanliness	93	+2
Service information	95	+2
Safety and security	92	+2
Staff	95	+1

3.34 The DLR enjoyed another outstanding year, with a 4.8% rise in the volume of train service operated and a 6.0% rise in the number of passenger trips made.

3.35 Except in the case of the proportion of escalators and lifts working, its performance indicators showed improvements relative to 2001-02, while all of its passenger satisfaction scores moved in the positive direction. It is extremely unusual for such scores for any service to exceed 90, and the fact that the DLR's ratings are in this range across the board is a remarkable tribute to its success in meeting its users' expectations. It is consistently delivering a quality of service to its users of which passengers on much of the rest of the capital's transport system (and especially its suburban railways) can only dream.

3.36 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. DLR's performance provides "living" proof, in any were needed, 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. When they do so, this is the direct consequence of many years of under-funding, indifferent management and false political objectives. Too many Londoners have ceased to believe that change for the better will ever come. But transport issues were very much to the fore in the recent Mayoral and Assembly elections, and many promises were made. LTUC will be vigilant in observing whether aspirations voiced before the poll are translated into actions now the hustings are over and the votes are counted.

3.37 The performance data for Tramlink showed a further reduction during the year in its customary very low level of cancellations, though there was a fractional drop in its high level of reliability.

3.38 Although the overall user satisfaction score rose by two points, ratings for individual service elements were either unchanged or declined slightly. But in general passenger

satisfaction with Tramlink's service remained encouragingly high.

TRAMLINK : KEY STATISTICS 2003-04

	2003-04	Change
Schedule operated	99.6%	+0.7%
Headways achieved	99.4%	-0.1%
Passenger satisfaction scores		
Overall satisfaction with trams	88	+2
On-tram safety and security	88	-1
Reliability	86	0
Driver announcements	87	+1
Information	85	0
Cleanliness	81	-3
Vehicle condition	85	-1
Journey quality	86	-1

Ms B and a companion were traveling on discounted tickets. Her companion planned to purchase a Young Persons Rail Card prior to travel but because of queues was unable to do so. Ms B had a valid railcard. The ticket inspector withdrew her railcard on the grounds it was out of date, which it wasn't. On appeal via LTUC Virgin agreed to offer £30 in vouchers.

Mr M travelled on the Stansted Express, which broke down well before the airport. Passengers were given no alternative travel, and told to make their own arrangements. Mr M eventually caught a taxi to the airport. He wrote to ask for a refund, but experienced a number of problems with identifying the train, lost correspondence and no replies. LTUC persuaded Stansted Express to refund the £35 cost of the taxi fare.



Membership of the Committee 2003-04

	Appointed	Area of residence
Suzanne May OBE	Acting Chair 3.7.00, Chair 1.12.00	Greenwich
Charles King	3.7.00, Deputy Chair 1.1.01 – 31.12.02 and 6.3.03	Coulsdon
Tony Shields	1.1.01, Deputy Chair 6.3.03	Chalfont St Peter
Jeanette Appleton	1.1.01	Beckenham
Christella Avraam	1.1.03	Haringey
David Bertram	1.1.03	Twickenham
Ron Brewer	1.1.01	Wanstead
Valeria Coots	22.9.03	Woking
Julia Edwards	1.1.03	Barnsbury
Lisa Egan	1.1.03	West Hampstead
Shubra Goswami	1.1.03	Kingsbury
Katrina Hide	1.1.01	Whetstone
Christine Holloway	22.9.03	Islington
Libby Kemp	1.1.01	Acton
Graham Larkbey	1.1.01	Walthamstow
Emma Lonergan	1.1.03	Colliers Wood
Beryl Reeves	3.7.00	Tadworth
Bernard Saltmarsh	7.3.02	Hackney
Eric Roberts	22.9.03	St Albans
Ruth Samuel	1.1.03	Tooting
Paul Simpson	1.1.03	Southgate
Patty Singleton	1.1.01	Whitechapel
Celina Smith	1.1.03	East Finchley
John Smith	23.7.01	Bedford
Elaine Todd	1.1.01	Stonebridge

Committee Secretariat as at 31.3.04

Director
Rufus Barnes

Chair's and Director's PA
Paula Williams

Policy Development

- John Cartledge (Deputy Director)
- Tim Bellenger (Assistant Director, Policy Development)
- Vincent Stops (Senior Research Officer) [part-time]
- Jerry Gold (Rail Support Officer)
- Dolores Keane (Accessible Transport Officer) [part-time]
- Rachel King (Research Officer)
- Suzanne Fry (Policy Development Support Officer)

Finance and Personnel

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

Committee Administration

- Steve Cottingham (Senior Committee Administrator) [Long-term Sick Leave]
- Dan Taylor (Senior Committee Administrator)
- Adam Kirkup (Team Support)

Communications

- Jaskiren Deol (Webmaster and IT Systems Officer)
- Jo deBank (Communications Officer)



Speaking for transport users

LTUC representation and 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 working arrangements 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.

Charles King is the Chairman of the Eurostar Joint Sub-Committee and until 31.1.04 David Bertram was the Committee's second member. Ruth Samuel took up the second LTUC place on 1.2.04. Rufus Barnes is Secretary to the Joint Sub-Committee.

John Smith represents the Committee on the Central Trains Joint Sub-Committee.

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

Tony Shields and Libby Kemp serve on the Thames Trains Joint Sub-Committee.

Until the 31.1.04, Libby Kemp and Ruth Samuel sat on the Virgin Trains Joint Sub-Committee. Eric Roberts replaced Ruth Samuel on the 1.2.04.

Graham Larkbey serves as the c2c Panel's Vice Chair and he is joined as a Panel member by Ruth Samuel.

Tony Shields represented the Committee on the joint RPC task force identifying passenger priorities for the new Greater Western franchise.

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

London Buses asked the Committee to establish and Chair a Bus Design Forum. The forum is chaired by Suzanne May. Jeanette Appleton and John Smith represent LTUC on it.

South West Trains has set up a Passengers Panel. David Bertram is the Committee's representative. Chiltern Railways has set up a Passengers Board and Tony Shields is the Committee's representative.

First Great Western has set up a Stakeholder Board and Libby Kemp is 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. Beryl Reeves is the Committee's representative on that body.

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

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

John Smith represents the Committee on Transport for London's working group on the future of Coach Stations in London.

Charles King represents the Committee on the South London Metro Steering Group.

Charles King represents the Committee on the Stakeholder Group developing the Strategic Rail Authority's Brighton Main Line Route Utilisation Strategy. Jerry Gold is on the groups for the Midland Main Line, Great Western and East Coast Main Line Route Utilisation Strategies.

Tony Shields sits on the London 2012 Forum.

Beryl Reeves represents the Committee on the British Parking Association Forum.

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

Ron Brewer and Patty Singleton are judges for the national Bus Industry Awards.

Rufus Barnes is a judge for the London Transport Awards.

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

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

s in and around London



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

Rufus Barnes represents the Committee on the Stakeholder Group for the Strategic Rail Authority's East of England Regional Planning Assessment (RPA). Jerry Gold is on the group for the Kent/South East RPA.

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 South West London Transport Advisory Committee (SWELTRAC) and South East London Transport Committee (SELTRANS).

Jerry Gold represents the Committee on the Strategic Rail Authority's West Coast Route Modernisation Stakeholders' Group.

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
Hertfordshire County Council	- Eric Roberts
Kent County Council	- Ron Brewer
Surrey County Council	- Charles King
Barking and Dagenham	- Ron Brewer
Bedford	- John Smith
Bromley	- Jeanette Appleton
Chiltern	- Tony Shields
City of London	- Patty Singleton
Croydon	- Charles King
Ealing (until the committee was abolished)	- Libby Kemp
Elstree and Borehamwood	- John Cartledge
Enfield	- Rufus Barnes
Greenwich	- Vincent Stops
Hammersmith and Fulham	- Libby Kemp
Hounslow	- Libby Kemp
Islington	- Julia Edwards
Newham	- Ron Brewer
Redbridge	- Ron Brewer
Richmond	- David Bertram
Tower Hamlets	- Patty Singleton
Uttlesford	- Ron Brewer
Waltham Forest	- Graham Larkbey

Airports are now required to establish local transport fora which 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

The Committee has appointed 'Passenger Champions' to liaise with Network Rail in respect of the passenger facilities at the 11 Major Stations run by that company in the LTUC area.

Cannon Street	- Suzanne May
Charing Cross	- Eric Roberts
Euston	- Libby Kemp
Fenchurch Street	- Ron Brewer
Gatwick Airport	- Charles King
Kings Cross	- Katrina Hide
Liverpool Street	- Ron Brewer
London Bridge	- Suzanne May
Paddington	- Tony Shields
Victoria	- Jeanette Appleton & Graham Larkbey
Waterloo	- Charles King

A number of voluntary transport users groups have been established in the Committee's area. Other local organisations take an interest in transport related issues. Some Committee members are members of these groups, sometimes serving as officers on them. The Committee keeps in regular touch with many of the groups and attends meetings as resources permit. It will always try to provide a speaker for meetings of these groups if requested so to do. In the past year the Committee has attended meetings of the following groups:

Capital Transport Campaign
The Hospitallers Club (St John's Ambulance)
Wanstead Towns Women's Guild
Watford Rail Users Group
West Brompton Station Users Group
West Hampstead Amenity and Transport

Ruth Samuel is a member of the Executive Committee of the London Civic Forum
Tony Shields is Secretary of the Marylebone Line Travellers Association
Graham Larkbey is Secretary of the Barking – Gospel Oak Line User Group



London Transport Users Committee

Annual report and financial statements 2003-2004

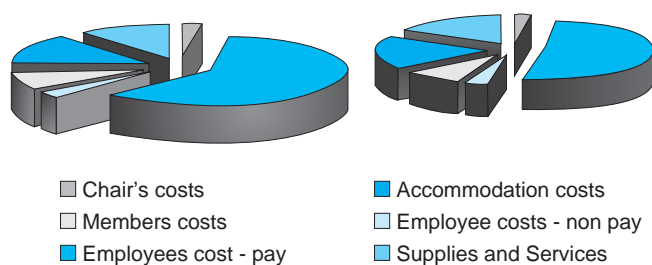
Income and expenditure account

Income and Expenditure Account

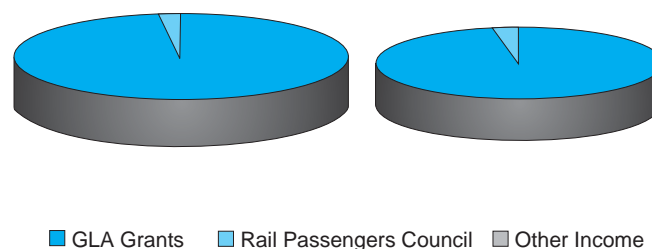
for the period ended 31 March 2004

	12 Months to Mar-04	12 Months to Mar-03
	£	£
Income		
Greater London Authority grant received	1,289,000	1,233,000
Rail Passengers Council	25,322	34,705
Other income	9	54
	1,314,331	1,267,759
Expenditure		
Chair's costs	29,026	26,143
Employee costs - pay	802,746	645,884
Employee costs - non pay	35,088	41,715
Members costs	113,878	110,251
Accommodation costs	195,440	236,860
Supplies and Services	144,752	212,579
Depreciation of tangible fixed assets	31,603	31,093
	1,352,533	1,304,525
Operating surplus / (deficit)	(38,202)	(36,766)
Interest receivable	820	1,181
Interest payable	0	0
Deficit for the financial year	(37,382)	(35,585)
Retained deficit brought forward	(19,162)	16,423
Retained deficit carried forward	(56,544)	(19,162)

Expenditure 2003-2004 / 2002-2003



Income 2003-2004 / 2002-2003



The Committee had no recognised gains or losses in the year ended 31 March 2004 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.

London Transport Users Committee

Annual report and financial statements 2003-2004

Balance sheet

as at 31 March 2004

	31-Mar-03	31-Mar-03
	£	£
Fixed Assets		
Tangible assets	1016,091	126,090
Current Assets		
Debtors	59,203	35,563
Cash at bank and in hand	20,358	5,691
	79,561	41,254
Creditors: amounts falling due within one year	(54,422)	(40,727)
Net Current assets	25,139	527
Creditors: amounts falling due after one year	(87,495)	(50,500)
Total assets	38,735	76,177
Financed by:		
Income and expenditure reserve	(56,544)	(19,162)
General reserve	95,279	95,279
	38,735	76,117

Cash flow statement

for the period ended 31 March 2004

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

	12 Months to 31-Mar-04	12 Months to 31-Mar-03
Operating surplus / (deficit)	(38,202)	(36,766)
Depreciation of tangible fixed assets	31,603	31,093
(Increase) / decrease in debtors	(23,640)	34,413
Increase / (decrease) in creditors	50,690	69,515
Net cash Inflow / outflow from Operating Activities	20,451	98,255
Return on investment and servicing of finance		
Interest Received	820	1,181
Interest Paid	0	0
Capital Expenditure and financial investments		
Purchases of tangible fixed assets	(6,604)	(119,804)
Financing	0	0
Increase / (Decrease) in Cash	14,667	(20,368)

The financial statements were approved by the Director on 26 October 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.

Publications List

Fare deals for London?

The pricing of rail travel in the capital (June 2004)

Whose station are you?

Facilities at joint Underground and National Rail stations (June 2004)

When is a train not a train?

Rail replacement bus services (April 2004)

The case for a London rail authority

LTUC's response to the Government's review of rail industry regulation (March 2004)

Where is this?

An audit of station name signing (March 2004)

The future of the railway

LTUC's submission to an inquiry by the House of Commons Transport Committee (September 2003)

Making the most of London's roads

A position statement prepared at the request of the London Assembly (September 2003)

Requirements for train services : principles

LTUC's aspirations for National Rail franchises (May 2003) plus route supplements for services from Liverpool Street (August 2003), Paddington (February 2004), Kings Cross/Moorgate (March 2004)

Transport for all?

Dial-a-Ride and Taxicard users speaking (May 2003)

Where am I?

Street name signs in London (May 2003)

London for the continent

Public toilets at transport interchanges (January 2003)

Overcrowding on public transport

LTUC's submission to an inquiry by the House of Commons Transport Committee (December 2002)

Good riddance to bad rubbish

A guide to getting litter cleared from railway land (December 2002)

National Rail fares for the future

LTUC's response to the Strategic Rail Authority's consultation on its future fares policy (October 2002)

Times Tables

Making sense of when and where trains run (March 2002)

London on the move

Transport policies for a liveable city (March 2002)

Reaching the skies

Policies for surface access to London's airports (February 2002)

Organising National Rail in London

LTUC's submission to the London Assembly's scrutiny of main line rail services in London (January 2002)

Which street for Southend?

The choice of terminus for c2c's late evening trains (December 2001)

What do passengers want from public transport in outer London?

LTUC's submission to the London Assembly's scrutiny of public transport in outer London (November 2001)

Going Underground

LTUC's submission to the London Assembly's scrutiny of "The Tube : Moving On" (October 2001)

Getting the public on board

LTUC's response to the recommendations of the London Assembly's report on "Improving London's bus services" (October 2001)

All aboard

LTUC's submission to the London Assembly's scrutiny of "Priority Bus Issues for London" (March 2001)

Easing the trip

Addressing the needs of disabled rail users (March 2001)

There's more to Chiltern than the Chilterns

The case for a Chiltern Metro (January 2001)

Crossing the border

A study of cross-boundary bus services (December 2000)

(The titles below were published by LTUC's predecessor body, the London Regional Passengers Committee)

Who goes home?

A study of last trains from central London (April 2000)

Yours disgusted, yours delighted

Case studies in complaint handling (March 2000)

The South London Overground

The case for enhanced suburban rail services (July 1998)

Major rail construction schemes in London

A discussion paper (March 1997) and results of a public consultation exercise (March 1998)

Handling complaints better

Proceedings of a seminar to promote good practice in the passenger rail industry (March 1996)

Inconvenience

A survey of lavatory facilities at London railway stations (1994)

Most of the publications listed can be found on LTUC's website www.ltuc.org.uk

If you require a printed copy, please contact our publications officer by phone on 020 7505 9000 or by email to Publications@ltuc.org.uk.