
Minutes

Agenda item: 4
Drafted 03.11.15

Minutes of the meeting of the Board held on 22 September 2015 at 169 Union Street, London SE1 0LL

Contents

1. **Chair's introduction and pre-meeting announcements**
2. **Apologies for absence**
3. **Declarations of interest**
4. **Chair's activities and Transport Focus update**
5. **Minutes of the Board meeting held on 21 July 2015 and of the Governance committee**
6. **Matters arising (LTW503)**
7. **Key activities (LTW504)**
8. **Transport for London performance report (LTW505)**
9. **Euston station High Speed 2 proposals (LTW506)**
10. **Annual report and accounts (LTW507)**
11. **Mike Brown, Acting Transport Commissioner**
12. **Waterloo station redevelopment (LTW508)**
13. **Any other business**
14. **Resolution to move into confidential session**

Present

Members

Chris Brown, Richard Dilks, Glyn Kyle, Stephen Locke (Chair), Abdikafi Rage, John Stewart, Ruth Thompson

Guests

Mike Brown	Acting Transport Commissioner, Transport for London (Item 11)
Vernon Everitt	Managing Director, Customer Experience, Marketing and Communications, TfL (Item 11)
Tim Shoveller	Managing Director, South West Trains (Item 12)
Arthur Pretorius	Customer Relations Director, South West Trains (Item 12)

Members of the public

Secretariat

Tim Bellenger	Director, Policy and Investigation
Janet Cooke	Chief Executive
Richard Freeston-Clough	Communications Officer
Sharon Malley	Executive Assistant (minutes)
Robert Nichols	Policy Officer/Safety Adviser (RN)
Vincent Stops	Policy Officer (VS)
Chris Wise	Policy Officer (CW)

1 Chair's introduction and pre-meeting announcements

The Chair welcomed members and visitors to the meeting and made standard safety and evacuation announcements.

2 Apologies for absence

There were no apologies for absence.

3 Declarations of interest

There were no additional declarations of interest beyond the standing declarations.

4 Chair's activities and Transport Focus update

The Chair said that, following a regular bilateral meeting on 7 September between Janet Cooke, himself, Jeff Halliwell and Anthony Smith (respectively Chair and Chief Executive of Transport Focus) he and Janet had agreed to present to a Transport Focus staff meeting on the role and working practices of London TravelWatch, in order to raise understanding of London TravelWatch's work among Transport Focus officers.

The Chair confirmed that London TravelWatch's response to Transport Focus's consultation on the future of the National Rail Passengers Survey had been submitted without reference to the Chair, to avoid any possible conflict of interest, given his position as Chair of the Transport Focus Statistics Steering Group, which had overseen the consultation and would be reviewing the responses.

The Chair noted that since the last Board meeting he had attended several Transport Focus meetings, including an informal Board meeting to discuss the forthcoming Comprehensive Spending Review, a bi-annual meeting between London TravelWatch and Transport Focus Chairs and Chief Executives to discuss links between the two organisations and a meeting of the Statistics Governance Group, which he had chaired.

In addition, he had attended an informal Board meeting in Edinburgh to consider the consumer aspects of transport devolution and the respective responsibilities for consumer policy in Scotland and the rest of the UK. Also in Edinburgh was a formal Board meeting which looked at the Scotrail franchise, the Caledonian Sleeper franchise and a research report on extreme weather. This was followed by a visit to the newly opened Borders Railway, which ran for 50km between Edinburgh and Tweedbank. The Chair noted that ridership of the route had been heavy, much heavier than expected, which demonstrated latent demand. There was also an exemplary multi-modal interchange along the route, at Galashiels.

Other significant meetings attended by the Chair took place with Lord Ahmad, the Minister of Transport for London, and Assembly Members Richard Tracey and Tom Copley.

The Chair noted that London TravelWatch had received an appreciative letter from the Mayor of London, responding to our Annual Report and highlighting the work the organisation carried out on behalf of transport users in London.

5 Minutes

The minutes of the Board meeting held on 21 July 2015 were agreed and signed as a correct record.

The Governance committee minutes of 2 June 2015 were noted.

6 Matters arising (LTW503)

Members noted that they were due to attend a visit to Bank station that afternoon and that other visits were in hand.

Members noted that Leon Daniels' letter to London TravelWatch, in response to concerns about recent bus performance, did not quite pick up all the relevant issues. This would be discussed at the next meeting with him.

It was agreed that the work on small stations was part of one Policy Officer's regular workload and could now be removed from the Matters Arising report.

The Director, Policy and Investigation, said that London Underground's programme for the closure of ticket offices seemed to be proceeding on schedule. London TravelWatch would continue monitoring the results of TfL's own mystery shopping and other research, and adding its own observations on the basis of experience. He was expecting to see the beginning of the formal consultation process for the closure of ticket offices at former Silverlink stations shortly.

7 Key activities (LTW504)

In response to questions from members, the Director, Policy and Investigation, said that the Centre for London was a body seeking to ensure that London functioned well as a city and that it was in the process of conducting some research on rail devolution. It had been useful to meet them to give the passenger perspective.

The Policy Officer (VS) said that his meeting with Transport for London (TfL) to discuss taxis and private hire vehicles was a regular twice-yearly update and that he had sought progress on London TravelWatch's goal of including complaint leaflets in taxis.

The Policy Officer (VS) said that the Transport Focus event on bus punctuality related to south east England, not south east London as stated in the report. It had been a useful opportunity for transport users to meet the Traffic Commissioner for the south east.

The Director, Policy and Investigation, said that the meeting with the Civil Aviation Authority had been an opportunity to discuss competition issues relating to surface transport access to London's airports. It was noted that the Parliamentary Transport Select Committee would be looking at surface access to airports in the future and

this was welcomed. London TravelWatch planned to make a submission to the inquiry, based on its research report.

The Chief Executive said the meeting with the Association of Train Operating Companies had been positive and it had put forward some ideas for changing interchange symbols on maps following the recommendations in London TravelWatch's Interchange Matters report.

Chris Brown noted that he had attended the Hackney Downs interchange walkway opening event with Policy Officer (CW).

The Policy Officer (VS) said that TfL's review of social needs transport was not yet published but he expected the final document to recommend changes to service provision.

Members noted that officers achieved much their work through liaison with others in the transport industry and that the schedule of key activities highlighted the extent to which they were focussed on achieving outcomes for passengers, across a very wide range of sectors and issues.

8 Transport for London performance report (LTW505)

The Policy Officer (VS) presented a report on TfL's performance for the period January to March 2015. He noted that the report had been delayed by the length of time taken by TfL to provide necessary information and that he was hoping that in future he would be able to streamline this process.

The Policy Officer said that TfL's performance had generally been good, with the exception of the performance of streets and the knock-on impact on buses. He said that TfL was intending to relax the target for streets performance, which measured the amount of time it took to make a journey compared with normal expectation, in order to recognise the changes to the network that led to increased congestion.

The Policy Officer said that the report included a graph showing lost customer hours on London Underground, to measure losses caused to passengers by disruption.

Members questioned why there had been such a decline in bus performance. The Policy Officer (VS) said it was due to lost mileage that bus operators were reporting as a result of increased levels of congestion.

Members were keen to consider how TfL could consider relaxing its target for streets performance. There was some concern that relaxing targets was an easy option and did not address the fundamental problem of traffic taking longer to reach destinations, partly because of construction and other works.

Action: Executive Assistant

Members noted that the data on cycle hire performance was old and that the Policy Officer (VS) was trying to obtain more recent information.

Members requested information on accessible bus stops broken down by borough to see whether any particular boroughs might be in need of attention.

9 Euston station High Speed 2 proposals

The Policy Officer (RN) presented a report on proposed amendments to the High Speed 2 proposals that affected Euston station. He said that the changes would allow for the number of approach tracks to be reduced for a shorter period and potentially for the introduction of two additional platforms.

The Policy Officer (RN) said that London TravelWatch's focus was on ensuring that Euston station was developed on an integrated basis as part of the High Speed 2 proposals, including the provision of additional entrances and level access. He said that London TravelWatch thought that the Network Rail part of the station should be included in the scheme. It was also important to learn the lessons from London Bridge in relation to the need to focus on resilience when reducing the number of approach tracks.

It was agreed that although the proposals were an improvement on the original scheme, the benefits did not go far enough. London TravelWatch would maintain its petition against the proposals and would add that the Network Rail works must be an integral part of the HS2 works, while also strengthening calls for additional resilience to the network during the engineering works.

It was noted that the petition was a marker for London TravelWatch's views but that dialogue would continue alongside, as a more constructive way of influencing the proposals.

It was agreed that the Policy Officer (RN) would circulate the proposed changes to London TravelWatch's petition for approval.

Action: Policy Officer (RN)

10 Annual report and accounts

The annual report and accounts for the 2014-15 financial year were received.

11 Mike Brown

Mike Brown, the Acting Transport Commissioner at Transport for London, gave a presentation on current issues facing transport users in London. He was joined by Vernon Everitt, Managing Director of Customer Experience at Transport for London.

Mr Brown highlighted the importance of transport to the economy and the need for government to commit to continued investment, such as Crossrail 2 and other rail improvements.

Mr Brown said that the spending review in November would set out the position for spending for the duration of this parliament. He said that TfL had four priorities from the spending review:

- That London needed confirmed support for all aspects of TfL's business plan to 2020-21 in order to allow the network operation to be fully funded by fares
- That there should be investment in Crossrail 2
- That there should be more progress on issues such as the devolution to TfL of responsibility for national rail services
- That TfL should be able to take control of, and be able to benefit from, investment opportunities on property it owns.

Mr Brown also highlighted TfL's recent achievements, including the introduction of 5-car trains on parts of the Overground network, plans for the night tube and the roads modernisation programme.

Members put a range of questions to Mr Brown. A member asked about the recent poor performance of buses and whether Mr Brown was convincing boroughs to find resources for bus priority measures. Mr Brown said that he had embarked on a meeting programme with all London boroughs and that bus priority and performance was discussed in those meetings. He had put several measures in place to improve bus reliability and had asked Leon Daniels, Managing Director of Surface Transport, to work on proposals to improve general streets performance.

Members asked whether data from iBus was used to help TfL to respond to bus problems more quickly. Mr Brown said that real-time bus performance was monitored in control rooms and there was also targeted strategic work to improve routes with particular problems.

Members asked whether Mr Brown had views on measures that could be introduced to manage road capacity in future. Mr Brown said that this had been raised in discussions with mayoral candidates and that all recognised that the increased levels of traffic growth needed to be managed. This did not necessarily mean road pricing or tolling. Other options included restricting access to light goods vehicles, better use of the network for freight and handling construction traffic.

On the issue of pedestrianising Oxford Street, Mr Brown said it was inevitable that TfL would continue to evaluate options, especially following the opening of Crossrail 2. It would mean a dramatic reconfiguring of many bus routes and access for taxis was also important. There were no imminent plans to introduce pedestrianisation.

Members asked when the new night tube would be implemented, in light of resistance from the trade unions. Mr Brown the demand clearly existed and he hoped to get the issues resolved soon. Members confirmed that, from the London TravelWatch perspective, there was strong consumer demand, not just from theatre goers and clubbers but from many employees in the 24-hour economy.

Members raised problems that had occurred in relation to the tube improvement programme. Mr Brown said that although the contract had been let to Bombardier in good faith, he had felt obliged to terminate it in favour of another contractor that would be cheaper and more reliable. He said that reliability on the Northern line

had been transformed without excessive disruption for passengers. The final works on the overall upgrade programme would be delivered by 2022-23 but there would be incremental improvements within the next few years.

In relation to the Bakerloo line, Mr Brown said that this was one of the group of lines next in the list to be upgraded. He hoped to issue a tender next year for replacement of 250 trains and the signalling system. It was dependent on funding being maintained at current levels. Members and Mr Brown agreed that it was difficult to perform accurate cost benefit analyses of projects such as these as traditional measures did not adequately value the benefits of improved transport infrastructure. Mr Brown said he thought the DfT agreed with this and added that the Bakerloo line extension was dependent on the upgrade going ahead on the existing line.

Members asked about the implications for London of the High Speed 2 proposals. Mr Brown said that he would be disappointed if the benefits of the high speed line were lost by encountering significant delays at Euston station. He said it would be important to minimise disruption during construction and also that he did not want to see temporary or semi-permanent termination of high speed services at Old Oak Common. Members noted that Old Oak Common had potential to be a very useful interchange and Mr Brown agreed that the area was not currently well served.

Members asked whether TfL would consider the reinstatement of the 1-4 zone one-day paper travelcard. Vernon Everitt, Managing Director for Customer Experience, Marketing and Communications at TfL, said that it was important to rebalance the cost of travel for flexible workers and there were good incentives for people to move onto Oyster or contactless payment methods rather than travelcards. Contactless payments now accounted for 20% of pay as you go travel. The cost of reducing fares for flexible workers, who travelled regularly but not necessarily for full weeks or every week, was an increase in fares paid by infrequent travellers.

In relation to concerns about the general complexity of fares, Mr Everitt said that the main confusion for passengers was in the difference between TfL, National Rail and joint fares. Clear, consolidated fares would encourage greater use of transport services and National Rail was also in favour of simplification but it was likely to take years to reach a simplified fares structure.

Members asked whether TfL was under pressure of transport affordability and the level of fares. Mr Everitt said that there was a recognition of affordability problems, particularly for those living in outer zones, but the evidence was that those on the tightest budgets tended to buy weekly bus and tram passes.

Mr Brown said that the role of London TravelWatch as a 'critical friend' was very important and that he welcomed London TravelWatch's use of research to challenge TfL proposals. There were disagreements on individual issues from time to time but he welcomed the strategic function London TravelWatch performed.

The Chair thanked Mr Brown and Mr Everitt for attending and for their detailed responses to questions from members.

12 Waterloo station redevelopment (LTW508)

Tim Shoveller, Managing Director, and Arthur Pretorius, Customer Service Director, at South West Trains attended the meeting and gave a presentation on issues relating to Waterloo station and other parts of the South West network.

He said that the station was incredibly busy, with almost one train arriving every minute in peak periods. It was very difficult to respond to problems in real time because of the high volumes of train arrivals and departures.

Mr Shoveller said that trains in and out of Waterloo were very crowded and the DfT was aware of that. Fares relating to journeys in and out of Waterloo generated over £1 billion in passenger revenue, which meant that South West Trains was exceeding all its operating costs. Nevertheless the network had not received the level of investment it deserved in the last 20 years. There had been an increase in passenger levels from 108 million to over 200 million since privatisation but the railway infrastructure was fundamentally the same.

Proposals for redevelopment and modernisation had been put forward before but had not been taken forward, partly because of the enormous transitional problems involved, which he regarded as a missed opportunity. A lot of work was undertaken to manage the network as well as possible and also to allow it to grow.

Mr Pretorius highlighted the need to manage within the existing infrastructure while maintaining passenger safety. The increase in passenger volumes meant that other stations such as Clapham Junction and Vauxhall also needed to be managed to ensure passenger safety. There was a secondary team in place monitoring crowding and it was possible to close exits and introduce one-way systems to manage crowds if necessary. Mr Shoveller said this option was important because if changes were made at Waterloo it would have a knock-on effect across the network.

Mr Shoveller said there was an agreement with the Department for Transport and Network Rail to rebuild Waterloo International to allow trains to use this space while the rebuilding of the suburban platforms proceeded. Proposals for the redevelopment have been drawn up over the last three years and the first £240 million had been signed off, with a further £50 million required. New rolling stock had now been ordered. The plans would see an increase in peak passenger capacity of 30% for less than £1 billion, which was very good value. Planning had been assisted by good working relations by the three organisations. Mr Shoveller hoped to see the capacity at Waterloo International introduced in around two and a half years with work due to begin in November 2015.

Mr Shoveller said that the Waterloo proposals had been developed with Crossrail 2 in mind but questions remained, such as the rebuild of Clapham Junction station. If Crossrail 2 were to interchange at Clapham Junction this would need to be accommodated but it would not be acceptable to delay the Clapham Junction upgrade because of uncertainty over Crossrail 2.

Mr Pretorius said that Vauxhall and Clapham Junction stations were physically full and that subways and bridges were at capacity during the peak. By 2017 the stations would grind to a halt, so crowd management was critically important. The

only long-term solution was investment but there would be the problem of managing while work was ongoing.

Members noted that there was a loss of public trust in train companies and it could be difficult to communicate effectively when trust levels were low. Mr Pretorius said that South West Trains worked hard to ensure its messages were received by intended audiences and this remained a strong focus for the future. Mr Shoveller noted that there was a 20 second animation on the South West Trains website showing how the rebuild would work. This could be shared digitally and was more easy to understand than a 20 page document. It was important to reach as many passengers as possible about the complexity of the project.

Mr Shoveller and Mr Pretorius noted that the problems at London Bridge had impacted on them at Waterloo. There had been a small increase in footfall but with capacity at the station so tight this had led to crowd management concerns. It became important to have systems in place to assist passengers to leave the station safely.

Members asked whether lessons had been learned from an incident at Twickenham during the Rugby World Cup that had led to significant disruption. Mr Pretorius said that South West Trains had issued large amounts of travel information but it was difficult to tailor information to specific ticket holders. There was a tried and tested plan for events at Twickenham, which had been made more robust over the last few years, and it was rare to have a safety incident at Twickenham during a match.

Mr Shoveller said that the incident referred to by members was caused by an intoxicated passenger and that CCTV footage showed that the passenger had not acted in a way that would cause concern before the incident took place. There had been 52 members of staff at the station on the match day, excluding police, but unfortunately incidents could still occur.

The Chair thanked Mr Shoveller and Mr Pretorius for providing useful and context on a hugely challenging project and said that London TravelWatch would continue to monitor this closely.

13 Any other business

There was no other business.

14 Resolution to move into confidential session

It was resolved, under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the item(s) to be discussed, it was desirable in the public interest that the public should be excluded for a section of the meeting.

During the confidential session, members considered rail devolution and reviewed the meeting.