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## Minutes

Agenda item: 5  
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### Minutes of the meeting of the Board held on 26 January 2016 at City Hall, The Queen's Walk, London SE1 2AA

#### 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 17 November 2015
6. Matters arising (LTW513)
7. Key activities (LTW514)
8. London Underground issues
9. Cycle safety (LTW515)
10. Transport users' priorities for the 2016-20 Mayoral term
11. Schedule 17 consultations
12. Appointment of subsidiary bodies (LTW516)
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

Theo Haughton	Head of Strategy & Business Planning, London Underground (Item 8)
David McNeill	Director of Public Affairs and Stakeholder Engagement, Transport for London (Item 8)
Simon Bradbury	Road safety, Transport for London (Item 9)
Paul Lavelle	Cycle team, Transport for London (Item 9)

##### Members of the public

##### Secretariat

Tim Bellenger	Director, Policy and Investigation
Janet Cooke	Chief Executive
Richard Freeston-Clough	Communications Manager
Sharon Malley	Executive Assistant (minutes)
Vincent Stops	Policy Officer (VS)

## 1 Chair's introduction and pre-meeting announcements

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

## **2 Apologies for absence**

There were no apologies for absence.

## **3 Declarations of interest**

There were no declarations of interest in addition to the standing declarations.

## **4 Chair's activities and Transport Focus update**

The Chair said that he had attended a Transport Focus board meeting on 14 January where the board had considered the issue of winter resilience of the rail network. Heavy rainfall had caused landslips and significant disruption. The Board meeting had also considered Govia Thameslink Railway's poor performance, on the basis of presentations by Charles Horton and Dyan Crowther, the company's Managing Director and Director of Operations. These had been caused by a range of factors including works at London Bridge station, crew shortages and rolling stock problems; but the general concern raised by the meeting was the operator's apparent loss of credibility with the general public. This would take some time to turn round. Meanwhile the Minister had attended a meeting with GTR, members of Parliament and the Director, Policy and Investigation, where MPs had expressed strong dissatisfaction over performance levels.

The Chair said that London TravelWatch had been asked to give views to the Office of Rail and Road (ORR) about Which?'s supercomplaint about rail compensation. It would be interesting to see how the Office of Rail and Road handled the outcome of this.

Transport Focus had carried out research on planned engineering works with a lot of detail on the information that passengers needed during disruption. It was due to be published shortly. The research took place on the GWR line around Bath, but the general conclusions would also be relevant to London TravelWatch.

The Chair said that he had met Leon Daniels, Vernon Everitt and Geoff Hobbs at Transport for London (TfL). The meeting with Geoff Hobbs discussed rail devolution and the then imminent announcement of the strategic partnership between the Department for Transport and TfL. London TravelWatch had pressed hard for this objective for several years and it warmly welcomed the announcement on 20 January that the principal of devolution to TfL of responsibility for most suburban surface rail Metro services had now been accepted. He had also attended meetings with Kemi Badenoch AM and Val Shawcross AM.

The Chair said he and the Director, Policy and Investigation, had given evidence to the House of Commons Private Bills Committee on High Speed 2. They had expressed London TravelWatch's concerns over the proposed facilities and connections at Euston station and the handling of the Old Oak Common interchange. They also objected to proposals to bypass normal consultation issues for closures of lines affected by HS2.

## **5 Minutes**

The minutes of the Board meeting held on 17 November 2015 were agreed and signed as a correct record.

## **6 Matters arising (LTW513)**

The Chief Executive said she had asked the Old Oak Common and Park Royal Development Corporation for London TravelWatch to be represented on its transport panel. The corporation had been reluctant as it viewed London TravelWatch as a scrutiny body. The Chief Executive said she had offered London TravelWatch's advice on a confidential, ad hoc basis and would report back on any significant issues.

It was noted that the next Policy committee would consider an update on the ORR standardised complaint handling policies for train operators and protocol for appeal cases involving London TravelWatch and Transport Focus. The main framework was announced by ORR in September 2015 but a lot of detail still remained to be completed. The meeting would also consider surface transport issues including buses and gyratory systems.

It was noted that some of the outcomes of TfL's recent consultation on private hire vehicles followed closely London TravelWatch's recommendations and it should claim credit for influencing this in the passenger interest.

## **7 Key activities (LTW514)**

The Policy Officer (VS) said that the 'Meet the Manager' bus event in Brixton had been visited by one bus passenger, who had been very interested in London TravelWatch's work. The staff at the bus garage had been very keen to participate in the event, which had been a good format, but clearly it had been difficult to get people to attend. David McNeill from TfL said he would be happy to look at how attendance could be improved if similar events were held elsewhere.

The Director, Policy and Investigation, said that he had attended a briefing on Christmas services at Southeastern and that generally the operator had been satisfied with how the festive period had worked. However, it was too early for formal review or feedback to have happened yet.

The Director, Policy and Investigation, reported that he had attended 'bidder days' at the Department of Transport's invitation along with other stakeholders and bidders to discuss the vision for the franchise. He had also attended various confidential meetings with individual bidders to set out London TravelWatch's aspirations.

The Chief Executive said that Vernon Everitt of TfL had attended the European Passenger Federation meeting and European colleagues had been keen to hear from him. They had been interested in TfL's culture of implementing changes early rather than waiting until absolutely all the risks were eliminated, which meant that change happened quicker and problems could be well managed.

## 8 London Underground issues

Theo Haughton, Head of Strategy & Business Planning at London Underground, gave a brief introduction to issues currently affecting the tube. He said that demand continued to grow, with the underground experiencing its busiest single day and busiest week in the run-up to Christmas. This underpinned the need for capacity improvements. He said that the Victoria line would increase to 36 trains per hour on the whole route by the end of 2016.

Members asked when sub-surface lines would see improvements. Mr Haughton said that there would be staggered outcomes with the earliest timetable uplift hopefully achieved by 2021.

In relation to the remaining unmodernised deep lines, the Piccadilly would have the largest capacity increase. It currently had the oldest signalling infrastructure so was most in need of upgrading. If the Bakerloo line extension went ahead it would increase capacity and require investment in new trains, with delivery taking place through the 2020s.

Mr Haughton said that TfL tried to minimise line closures during engineering works but sometimes they could not be avoided. Mr McNeill said that all closure programmes were supported by heavy use of travel demand management, to give information to passengers on alternative travel options.

Members asked how capacity increases would be managed at stations that were already busy. Mr Haughton said the capacity works were planned as an integrated system addressing all elements, including stations and any nearby improvements works such as Crossrail.

Members asked whether changes to the tube would have an impact on local bus routes. Mr McNeill said that detailed work on this issue was underway. He said that modernisation of the western end of the Jubilee line had reduced the need for buses along the corresponding corridor but there was not a wholesale swap as buses would always have a role.

Members asked whether the increase in capacity would lead to reduction in crowding at peak times. Mr Haughton said TfL expected the new capacity to be absorbed by extra passenger numbers within about five years. Mr McNeill said that even with the planned investment congestion would remain but that major projects such as Crossrail 2 would help address increased demand. Alongside this, maintenance and renewal of tracks and trains would improve reliability.

Mr McNeill confirmed that the upgrade work was dependent on funding and that the programme continued beyond the current business plan and committed funds. The majority of funding would come from increased returns on public sector land and building assets although there were questions about how to derive strong, reliable funding from that source. The more certainty there was about long-term funding the better was TfL's negotiating position with its supply chain. This was an important issue for TfL.

Mr McNeill said no date had yet been set for the launch of the night tube although he was confident TfL would be able to reach agreement with the unions. TfL was

prepared operationally to begin the service as soon as negotiations with staff were complete.

Members asked whether TfL intended to review the operation of the night tube following implementation. Mr McNeill said this would happen and would include consideration of Oyster data and the interface with buses to ensure the hub and spoke approach was working.

Mr McNeill said that many of the current night buses operated in effect as replacements for rail services so when the night tube was introduced the frequencies of those bus services would be reduced. It would be important to understand the transfer of passengers between tube and bus.

The Chair thanked Mr Haughton and Mr McNeill for their useful presentation and responses to questions.

## **9 Cycle safety (LTW515)**

The Policy Officer (VS) presented a report on safety among cyclists in the London area. He said that the Mayor's Transport Strategy had a target of doubling cycling and London TravelWatch supported this aim. The report looked at information on cycle safety and casualty figures and noted that the rate of cycle casualties as a proportion of miles cycled was decreasing.

The Policy Officer said that London TravelWatch supported the '3 Es' approach of education, enforcement and engineering to improve cycle safety and the perception of safety. He said that some of the innovations introduced by TfL to improve safety, such as cycle superhighways and segregated tracks, were novel and he proposed work to scrutinise the operation of these features to assess whether the safety benefits were materialising. He hoped to secure external funding for this work and the report proposed some areas that could be scrutinised.

The Chair welcomed Simon Bradbury from TfL's road safety team and Paul Lavelle from the cycle team to the meeting. Mr Bradbury said that TfL adopted a 'safe system' for road safety, covering safe people, safe vehicle and safe roads. Members supported this approach and stressed the importance of highlighting TfL's good practice as well as areas where things could be improved.

A member noted that the report was not specific about what was meant by 'cycle lanes' and this needed clarifying. Members noted the importance of involving cyclists and cycling organisations in scoping the research.

Members agreed that increasing the perception of safety was important, as a means of encouraging modal shift away from cars, and so increasing the efficient use of road space. Minimising cycling casualties was important but it should not be at the expense of cycling volumes.

Mr Lavelle welcomed the report and scrutiny of TfL's work. He said that TfL was carrying out cycle research work and would share relevant information with London TravelWatch to ensure its proposed work was complementary. He said that TfL was also working to try to amend the Highway Code to highlight the need

for motorists to be aware of cyclists on their inside when turning left. TfL would welcome London TravelWatch's assistance with this. It was agreed that London TravelWatch would support TfL's work to amend the Highway Code in this area.

In response to a question, Mr Lavelle said that each new cycling project had some monitoring and review associated with it. TfL had an in-house road safety audit process for all highway changes and a system for monitoring causalities at difficult locations. This was part of its evidence-led approach. Mr Lavelle told the Board that the cycle lane adjacent to the parking bays at Whitechapel Market would be removed and a 5m wide bus lane created.

It was agreed that London TravelWatch would invite Mr Lavelle to attend a future meeting to update members on the monitoring and review of cycle safety.

**Action: Executive Assistant**

The recommendations in the report were agreed, along with the proposal in relation to the Highway Code. In addition, it was agreed that cycle casualty figures should be included in London TravelWatch's report on TfL's performance. The Chair highlighted the importance the Board attached to the twin objectives of improving actual levels of cycle safety, and improving perception of safety, as an encouragement to take up cycling or use bikes more frequently. The two objectives clearly overlapped but they were not one and the same.

**Action: Policy Officer (VS)**

The Chief Executive noted that she and the Chair of the Policy committee would be meeting representatives of the cycling community next month and would raise these issues in discussion.

The Chair thanked Mr Lavelle and Mr Bradbury for their useful contributions to the debate.

## **10 Transport users' priorities for the 2016-20 mayoral term**

The Chief Executive presented London TravelWatch's document on transport users' priorities for the next mayoral term. She said that officers had been liaising with campaign teams of the mayoral candidates and that the priorities would be used to brief journalists and to inform stakeholders. She hoped the document would help shape developing manifestos as well as build on policies following the election.

## **11 Schedule 17 consultations**

The Director, Policy and Investigation, said that London Underground's consultation on the closure of ticket offices in nine ex-Silverlink stations would close on the day following the meeting. A consultation on reduction in opening hours at some Great Western Railway stations would close a few days later. There had been a large response to the Underground proposals and officers would circulate an analysis to members following the end of the consultation.

**12 Appointment of subsidiary bodies (LTW516)**

The appointment of subsidiary bodies was agreed as set out in the report.

**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 the approach to the schedule 17 consultations and proposals to withdraw the electronic version of the national rail timetable and reviewed the meeting.