
Confidential Minutes

Agenda item: 12
Drafted: 16.11.17

Confidential minutes of the Board meeting held on 24 October 2017 at 169 Union Street, London SE1 0LL

These minutes are in addition to the public minutes of a meeting of the Board on the same date. The Board 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 this part of the meeting.

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1. **Minutes and declarations of interest**
2. **Bus station standards (LTW564)**
3. **Update on bus occupant safety research (LTW565)**
4. **Meeting review**

Present

Members

Jackie Ballard, Alan Benson, Richard Dilks, Glyn Kyle, Arthur Leathley (Chair), Abdu Osman, John Stewart

Guests

Alex Phillips Transport for London (Item 2)

Secretariat

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

1 **Minutes and declarations of interest**

The confidential minutes of the meeting on 11 July 2017 were agreed and signed as a correct record.

2 **Bus station standards (LTW564)**

The Chair welcomed Transport for London's Alex Phillips to the meeting. The Policy Officer said that London TravelWatch's Interchange Matters report had revealed that there were no agreed standards for amenities at bus stations. This meant that some bus stations may not be meeting passenger needs or expectations by not providing the right facilities.

London TravelWatch and TfL had worked together to develop standards for bus stations. TfL had initially viewed this work as focusing on engineering and technical

issues but London TravelWatch had shifted this to thinking about amenities for passengers, such as signage and information, as well as environmental issues and safety. The Chief Executive said that London TravelWatch would continue to work closely with TfL but proposed to produce its own good practice guide for use by transport operators in future.

Mr Phillips said that various departments at TfL were involved in the development of bus stations, which made it a more complicated issue than might be expected. He said it would be useful to hear an external view on what bus stations should look like.

Members noted that there was no agreed definition of what comprised a bus station. It was also noted that at places such as Elephant & Castle, there were many bus stops on the street but they were not grouped together so would not be considered a station. Mr Phillips said that the categorisation of bus stations would be important but he was not certain yet how this would go ahead. Grouping of stations would be difficult but it would be useful if groups and categories of station could be agreed.

Members asked how London TravelWatch knew what bus users wanted from bus stations. The Policy Officer said it was a combination of organisational experience, Transport Focus research on bus passenger priorities, London TravelWatch's focus groups conducted for the Interchange Matters report and other generally available research.

The Policy Officer said he planned to liaise informally with TfL as he produced the good practice guide. He intended to build in flexibility to enable it to be updated as needed. Mr Phillips said he hoped to discuss this issue again with bus operators over the next few months and also to review the statistics, with the aim of reviewing the position again in the new year. The Chair thanked Mr Phillips for attending and for supporting the work in this area.

3 Update on bus occupant safety research (LTW565)

The Policy Officer said that London TravelWatch had decided to investigate the issue of passenger safety on buses as this was an area that had not previously been looked into by any other organisations. He had applied for a grant from the Road Safety Trust to fund the project and had developed a productive partnership with Loughborough University to carry out the research.

The Policy Officer said he had been in discussion with the Managing Directors of London bus operators and TfL and that they were keen to co-operate with the research. The investigation would focus around 600 incidents and would include interviews and CCTV footage.

Members asked whether it would be possible to extend the research to include asking hospitals whether slips and trips on buses were leading to increased intakes to casualty departments. They also asked whether it would be possible to identify whether particular type of bus, such as the New Bus for London, had more incidents than others.

Members noted that it would be important for the final report to explain clearly why it was limited to incidents occurring inside buses and excluded accidents caused by buses in streets.

4 Meeting review

In relation to the bus station standards guidelines, the Chief Executive said it was important for London TravelWatch to produce the guidelines and to hold TfL to account for meeting them. London TravelWatch did not need to be constrained by the same factors that would limit TfL. It was also important in presentation terms that London TravelWatch 'owned' this work.

No media issues or reputational risks were identified.