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## Confidential Minutes

Agenda item: 10  
Drafted: 08.04.13

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### Confidential minutes of the Transport Services Committee held on 12 March 2013 at Dexter House, London EC2

These minutes are in addition to the public minutes of a meeting of the Committee on the same date. In that meeting 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 this part of the meeting.

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- 1 Confidential minutes and matters arising**
- 2 Transport for London performance report (TRS045)**
- 3 Meeting review**

#### Members

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

#### Secretariat

Tim Bellenger	Director, Policy & Investigation
Janet Cooke	Chief Executive
Sharon Malley	Executive Assistant (minutes)
Vincent Stops	Policy Officer

#### Minutes

##### 1 Confidential minutes and matters arising

The confidential minutes of the Transport Services committee held on 11 December 2012 were agreed and signed as a correct record. There were no matters arising.

Glyn Kyle declared that he had used Dial a Ride and Taxicard services in the past.

##### 2 Transport for London performance report (TRS045)

The Policy Officer presented London TravelWatch's report on Transport for London's performance in the third quarter of 2012-13. He circulated a revised version to members that included some additional information not available when the original version was issued. He apologised for the document not being in the public domain but it was still in draft, awaiting some final details from Transport for London (TfL), and it was not good practice to publish incomplete documents.

It was noted that the performance measure for buses short turning (ie terminating before reaching their advertised final destination) did not reflect the impact on passengers, which could be very disruptive. The Policy Officer noted that data collected by the iBus system might give more information about short turning than was previously held. It was agreed that this issue might need further consideration at a future meeting.

**Action: Executive Assistant**

The Policy Officer said that the report analysed performance of individual routes, which was not done by any other organisation, and this helped identify longer term trends or problems. He said that as an example work by the Transport Services committee had helped bring about improvements to bus stop accessibility across London.

It was noted that performance on the Underground depended largely on how complicated the routes were; the Waterloo and City line was very straightforward and therefore operated at higher levels of reliability than other lines, which had longer stretches of track, more interchanges and more branches.

On Tramlink, it was noted that the longer term trend was deteriorating and it was possible that this service should no longer be marked at 'green' for good or satisfactory performance. It was also noted that reporting on London Overground may change in future and that it might form part of the national rail report in future.

**Action: Policy Assistant**

It was noted that satisfaction levels for the Dial a Ride service varied, with satisfaction for regular bookings being high but for one-off bookings being low. It may be worthwhile asking Transport for All to review concerns about Dial a Ride, with a view to inviting Dial a Ride to attend a future meeting.

**Action: Policy Assistant**

### **3 Meeting review**

**Risk issues:** It was noted that the speakers were lengthy and took a long time to deliver their information. In future it would be useful to advise speakers more clearly about the time available to them.

It was agreed that London TravelWatch should write to the speakers to thank them for attending and calling for better consultation to be carried out across all TfL modes.

**Action: Director, Policy and Investigation**

**Press and Media opportunities:** No specific media opportunities were identified during the meeting.