
Secretariat memorandum

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Agenda item 6
LTW 281
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Matters arising

1 Purpose of report

- 1.1 To record responses to or further information received on, and/or of action that has arisen from, items tabled at previous meetings.

2 Information

- 2.1 The current position is set out in the accompanying table. Information received since the previous report to the Board is set out below.
- 2.2 Education of the public on luggage restrictions, with particular reference to IKEA customers at Tottenham Hale Station. (23.9.08, minute 325)

The Secretariat researched the situation at Tottenham Hale Station to verify reports that staff were restricting the size of packages taken into the station, and found that a poster outlining London Underground's (LU) Conditions of Carriage was displayed for passenger information.

The Rail and Underground Policy Officer reported that London Underground's (LU) Conditions of Carriage, with reference to luggage clearly state that staff may refuse permission for any item, which legitimises any local restrictions at Tottenham Hale. The relevant section of the Conditions of Carriage is reproduced for information at Annex A.

Even so, London TravelWatch would expect LUL management to satisfy itself that any such restrictions were reasonable, and to give due consideration to any representations London TravelWatch might make. In this case, no representations were recommended.

- 2.3 Plans to reduce National Rail congestion at Moorgate Station (23.9.08, minute 324)

The Rail and Underground Policy Officer reported that congestion occurs during the busiest part of the morning peak for passengers alighting from Finsbury Park line trains as they try to board the escalators. There are no National Rail plans to directly address this issue, which would need tunnelling to create new subways and would therefore be very expensive.

There are plans to improve the signalling on this line to enable more trains to operate, in order to relieve crowding levels on the trains. A reduction in the number of passengers on each train would ease the congestion at Moorgate. However, if – as experience elsewhere in London suggests – the present crowding levels are suppressing demand, then running more trains will result in crowding levels quickly building up again to present levels. The present economic recession may delay this result, but is unlikely to prevent it.

2.4 Reducing accidents on steps at stations (23.9.08, minute 332)

On 20 December, the Rail safety and Standard Board (RSSB) responded to the query of what work was being done on this :

Our previous work on slips trips and falls generally was managed by CIRIA (Construction Industry Research and Information Association) and can be found on our website at

[http://www.rssb.co.uk/Proj_popup.asp?TNumber=157b&Parent=81&Ord=.](http://www.rssb.co.uk/Proj_popup.asp?TNumber=157b&Parent=81&Ord=)

We are following this project by making a contribution to a guide being produced by the Centre for Accessible Environments. This project is to produce a further Specifiers' Handbook on stairs and ramps in non-domestic buildings to provide guidance on design and detailing covering external and internal steps, stairs and ramps, escalators and moving walkways and will be published by RIBA (and will be available in due course, on our own website).

2.5 To identify the process for prioritising stations for work to reduce the gaps between trains and platforms. (23.9.08, minute 332)

On 20 December 2008, the RSSB advised :

Although we have done research into the platform / train interface (at http://www.rssb.co.uk/Proj_popup.asp?TNumber=426&Parent=81&Ord=) any programme of physical works to reduce the gaps would be a matter for Network Rail to comment on.

This matter has subsequently been referred to Network Rail.

2.6 To seek assurance that the traffic calming proposals for Twyford Avenue and Southwark will not displace parking onto bus routes. (25.11.08, Minute 377)

The Streets and Surface Transport Policy Officer reported that London TravelWatch is regularly consulted by the London boroughs about area-wide traffic calming schemes. These schemes typically include crossing facilities, road humps and yellow lines at junctions to improve sight lines. It is usual for the design to cover a residential area within surrounding (but not including) main roads. Such schemes will usually result in a loss of kerbside parking and, if demand is high, may displace parking onto other roads.

If these other roads are bus routes then we simply remind the designer to consider whether or not parking restrictions on the bus route/s need upgrading in order to limit any impact on bus performance.

- 2.7 Euston – St Pancras interchange : to establish the facts on passenger use of trolleys along Euston Road to transfer between stations (Meeting 25.11.08, minute 378)

The Rail and Underground Policy Officer reported that that there are no step-free alternatives to the route along Euston Road, and this is a genuine issue. In addition, the main walking route, even it was step-free, is very congested.

However the Officer suggests that there is an alternative walking route via Phoenix Road (to the north of Euston and St Pancras), arriving directly outside St Pancras station. Minimal adaptation would create a step-free route, and avoid the main walkway. The rail and Underground Policy officer suggests that this could be achieved, with cooperation between the stations, Camden Council, and the train operators concerned. The Rail and Underground Policy Officer has undertaken to research this alternative further and develop it as a topic for the Board.

- 2.8 To discover the costs and time scale for making more bus stops accessible (25.11.08, Minute 380).

In response to a request for this information, Transport for London responded :

The TfL Business Plan 2009/10 – 2017/18 confirms that we plan to make 76% of stops accessible by 2018. We consider a bus stop to be of the optimum accessibility if it would allow unimpeded boarding/alighting of buses, with an optimum kerb height of 125mm to ensure wheelchair ramps can be deployed correctly.

Going beyond the commitment confirmed in the Business Plan, we estimate that an additional £30M would be required to complete the bus stop accessibility programme. However, I should say that at those stops that won't be treated, this does not mean that passengers with disabilities cannot use these, just that they are not operating at their maximum efficiency.

- 2.9 Transport for London information line opening over Christmas period, and information on Docklands Light Railway Services (16.12.08, minute 397)

On 22 December 2008, TfL's Director of Customer Services, Ian Henderson, responded to London TravelWatch's enquiry as follows :

Historically there has been no telephone enquiry service on Christmas Day. The lines close after the last services have finished in the early hours of Christmas day morning and reopen again at 9am on Boxing Day. The lines are always open when there are services on the TfL network. On Christmas Day when the lines are closed, there is a recorded message providing detailed travel information which directs customers to other sources should they wish to use them. Comprehensive travel advice is available on the TfL website, on the network itself, in print and broadcast media, and in a customer email and printed magazine for those who have opted in when they purchased an Oyster card. There is also the opportunity to register for SMS text alerts.

On 22 December 2008, with regard to DLR services on Boxing Day, TfL responded as follows :

Boxing Day is the only day we operate trains at a frequency less frequent than every 10 minutes as a minimum. We have not had any comment previously regarding the frequency or the information put out.

However [we] appreciate that just giving the frequency is not very helpful. [We] have therefore arranged for the departure times from the various terminals to be included on the website and this is being done today. We do not have space to put up posters as there is so much work going on around the railway that poster sites are at a premium.

We will make sure this is included in future years and in the advance publicity too to improve the information we put out.

3 Equalities and inclusion implications

3.1 None – report is for information only.

4 Financial implications

4.1 None – report is for information only.

5 Legal powers

5.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

6 Recommendations

6.1 That the report is received for information.

Annex : Matters arising from previous London TravelWatch meetings

Key : Completed items are marked **Complete** All other items are ongoing.

Complete table of matters arising

Date	Minute	Action	Action owner	London TravelWatch owner	Status
23.9.08	324	To ask what plans were in place to reduce National Rail congestion at Moorgate station.	Department for Transport	Director, Research & Development	Complete – see para 2.2, above
23.9.08	325	To ask what plans London Underground had in place to educate people on an acceptable level of luggage on the tube network, and to ask what restrictions were in place at Tottenham Hale Underground station to restrict the taking of large packages from the local IKEA store on to the system.	London Underground	Rail and Underground Policy Officer	Complete – see para 2.3, above
23.9.08	325	To ask how signage and information on the Underground network could be improved to enable visitors to interchange more easily between lines, eg to highlight particularly easy interchanges for those with luggage etc.	London Underground	Senior Committee Administrator	Information requested 26.01.09
23.9.08	332	To request information on work being carried out to reduce accidents on steps at stations	RSSB	Committee Administrator	Complete – see para 2.4 above
23.9.08	332	To identify the process for prioritising stations for work to reduce the gaps between trains and platforms.	RSSB / Network Rail	Committee Administrator	Complete – see para 2.5 above
14.10.08 / 25.11.08	341 / 376	To arrange a meeting with TfL to ask how it monitors progress of street works, in particular the operation of temporary traffic management systems.	London TravelWatch	Streets & Surface Policy Officer	Complete - meeting proposed for Jan 09

Date	Minute	Action	Action owner	London TravelWatch owner	Status
25.11.08	377	To seek assurance that the traffic calming proposals for Twyford Avenue and Southwark will not displace parking onto bus routes.	London TravelWatch	Director, Research and Development / Streets and Surface Policy Officer	Complete see para 2.6 above
25.11.08	378	Euston – St Pancras interchange : to establish the facts on passenger use of trolleys along Euston Road to transfer between stations	London TravelWatch	Rail & Underground Policy Officer	Complete see para 2.7 above
25.11.08	380	To discover the costs and time scale for making more bus stops accessible.	Transport for London	Committee Administrator	Complete see para 2.8 above
25.11.08	388	To determine how TfL would monitor the impact of cycle training.	London TravelWatch	Research and Development / Streets and Surface Transport Officer	Complete Reference to this was included in paragraph 2.12.4 in LTW 279.
16.12.08	397	Christmas period 2008 services (LTW 276 para 1.11) What was the rationale behind the closures listed in this report? (para 1.11)	LUL	Senior Committee Administrator	Information requested 23.1.09
16.12.08	397	TfL closure of Travel Information line from midnight Christmas Eve to 0900 on Boxing Day	TfL	Director, Research & Development	Complete see para 2.9 above

Annex B

Extract from the general rules for TfL services regarding carriage of luggage :

- 12.1.1 For safety reasons, and for the comfort of other passengers, we have to control what you can bring with you onto our buses, Underground trains and property, although we do not charge you for the things we allow. If you have luggage or a folding buggy/pushchair, or a shopping trolley or folding cycle you must not put it on the seats or allow it to block gangways, stairs, lifts or passages. On buses, unfolded cycles are not permitted and folding cycles may only be carried in the designated luggage area.
- 12.1.2. You may bring with you:
 - personal luggage that you are able to carry yourself (including up/down fixed stairways)
 - folding buggies, pushchairs and cycles that you are able to carry yourself (including up/down fixed stairways)
 - any other item, provided it is not dangerous or likely to injure anyone
- 12.1.3. You must not bring with you anything that:
 - is more than 2 metres long
 - you are unable to carry yourself (including up/down fixed stairways)
 - is a hazardous or inflammable substance
 - is likely to cause injury or offence to other customers or to our staff
 - is likely to cause damage to buses, Underground trains or stations
- 12.1.4. Staff can refuse permission for you to take any item onto our services. If you are not sure if a particular item will be allowed, contact London Travel Information for advice before you travel.
- 12.1.5. Please keep your luggage and possessions with you at all times. Unattended property is a security risk and can cause unnecessary delays to services. It will be removed by our staff, and may be destroyed by the Police. We have the right to prevent you from bringing anything onto buses, Underground trains and property if we believe it may create a security risk.