London TravelWatch

Secretariat memorandum
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Agenda item 6
LTW 342
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Matters arising

1   Purpose of report

1.1   To record responses to or further information received on matters arising from previous meetings.

2   Recommendations

2.1.   That the report is received for information.

3   Information

3.1.   The current position is set out in the accompanying table (Annex A). Updates for inclusion in this report are invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

        Details of completed items are as follows :

3.2.   To persuade TfL to look seriously at travel requirements for ethnic and religious groups (19.5.09, minute 8)

        London TravelWatch will continue to raise this in ongoing work.

3.3.   To provide further details of the exact timeline of the Smoothing the Traffic project (30.6.09, minute 8)

        The Streets and Surface Transport Policy Officer reported that :

        "TfL have undertaken protracted consultation on 'Smoothing the Traffic Flow'. They have established a web group and held stakeholder roundtables. They intend to draw a conclusion by holding a final conference on 12 March 2010 and then include conclusions and strategy as part of the MTS2 (Mayor's Transport Strategy).

        London TravelWatch has submitted its views at various stages."

3.4. To confirm anecdotal evidence the number of taxi journeys has increased (29.9.09, minute 9)

The Director, Research and Development reported that it is very difficult to get hold of this information, because taxi drivers do not necessarily record this information or pass it on to the Public Carriage Office (PCO).

3.5. Detail concerns regarding the Mayoral priorities (29.9.09, minute 9)

This item has been covered in London TravelWatch's response to the Mayor's Transport Strategy.

3.6. Cycle Super-Highways (29.9.09, minute 9)

The Streets and Surface Transport Policy Officer has been keeping a watching brief on how the Super Highways are developing. TfL launched this scheme in February and will roll it out on two routes. TfL have been available to talk to members regarding their plans.

3.7. To confirm the cost of replacing bendy buses (10.11.09, minute 10)

The Director, Research and Development reported that:

"TfL will only be able to provide this as and when services are retendered or renegotiated. This is not going to be complete until the end of 2011."

3.8. To determine whether the Ticket Vending Machine (TVMs) survey could be completed on-line (10.11.09, minute 13)

The Director, Research and Development advises this research should not be pursued in the form that was originally envisaged because of likely technological advances / developments of such machines. A report of a meeting with one manufacturer (Shere) is attached as Annex B of this report.

3.9. Completion dates for the London Underground upgrades (26.1.10, minute 3)

The Senior Policy Officer has confirmed the dates as follows :

Jubilee Line : October 2011 (current forecast)
Victoria Line : Late 2012
Northern Line : January 2012 (to be confirmed) with part two due to finish by 2018
Piccadilly Line : due to finish by 2014
Sub-surface (District, Circle, Hammersmith and City and Metropolitan) due to finish by 2018
Bakerloo – due to finish by 2020

For future reference, the place to find the most up-to-date project information is in the Investment Programme Report released Quarterly :
http://www.tfl.gov.uk/assets/downloads/corporate/Item07-Operational-Financial-Performance.pdf

3.10. To produce a paper on gyratories and solutions to them (26.1.10, minute 8)

The Streets and Surface Transport Policy Officer reported that Transport for London is currently reviewing the gyratories in Stratford, Stoke Newington and Elephant & Castle.

4   Forthcoming Publications

4.1. This section lists forthcoming publications from London TravelWatch with approximate publication date. An historical list is available on the website.

Title	Publication date
London Rail station standards (an update of Whose Station are You?)	April 2010 (after approval by sub-committees) the delay is because survey work is now being undertaken in partnership with Passenger Focus in addition to the original scope of the report

5   Equalities and inclusion implications

5.1. None – report is for information only.

6   Financial implications

6.1. None – report is for information only.

7   Legal powers

7.1. 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.

LTW 342 Annex A : 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
10.2.09	417	To liaise with TfL on incorporation of TOCs' Christmas services information with TfL's seasonal information booklet.	TfL	Committee Services	In progress. This item will be raised again in relation to 2010.
15.3.09	432	To obtain SERCO Docklands' detailed figures regarding Community Ambassadors' scheme.	Committee Services	London TravelWatch	Chased 7.5.09 and 24.6.09 – passed to TfL for follow-up Sept 09 and Feb 10
19.5.09	8	To persuade TfL to look seriously at travel requirements for ethnic and religious groups; to consider providing services, perhaps on a trial basis, and to look at other situations where there are other ethnic and religious minorities which may need specific services.	Research and Development Team	London TravelWatch	**Complete** – see para 3.2, above.
30.6.09	8	i To provide further details of the exact timeline of the Smoothing the Traffic project to involve local councils within four weeks of this meeting.	TfL	Committee Services	**Complete** – see para 3.3, above.
29.9.09	9	To confirm anecdotal evidence the number of taxi journeys has increased.	Director, Research and Development	London TravelWatch	**Complete** – see para 3.4, above.
29.9.09	9	London TravelWatch to provide any evidence that bus routes where bendy buses were replaced are not performing well for Mr Ranger, who also undertook to provide cost data to confirm figures.	TfL	Committee services	No factual evidence to date.

Date	Minute	Action	Action owner	London TravelWatch owner	Status
29.9.09	9	To send details of concerns regarding the Mayoral priorities and smoothing the traffic impact to Mr Ranger for response.	Mayor's Office	Chair / Committee services	**Complete** – see para 3.5, above.
29.9.09	9	Cycle Super-Highways : Mr Ranger to submit details to board on how they will work with the boroughs – TfL offers a presentation.	TfL	London TravelWatch	**Complete** – see para 3.6, above.
10.11.09	10	To confirm the cost of replacing bendy buses, how many vehicles were required to replace them and their specification	TfL	Committee Services	**Complete** – see para 3.7, above.
10.11.09	13	To determine whether the ticket vending machine survey could be completed on-line.	London TravelWatch	Director, Research and Development	**Complete** – see para 3.8, above.
26.1.10	3	To confirm the completion dates for the London Underground upgrades.	London TravelWatch	Committee Services	**Complete** – see para 3.9, above.
26.1.10	8	To report on how the Aldgate gyratory was working.	TfL	Committee Services	
26.1.10	8	To produce a paper on gyratories and solutions to them.	London TravelWatch	Streets and Surface Transport Policy Officer	**In progress** – see para 3.10, above.
26.1.10	9	To arrange a speaker on road maintenance	London TravelWatch	Committee Services	This item is to be allocated to a Transport Services committee agenda
26.1.10	11	To ask if TfL suspended Penalty Charge Notices (PCNs) on the TLRN during the recent bad weather.	TfL	Streets and Surface Transport Policy Officer	

Date	Minute	Action	Action owner	London TravelWatch owner	Status
26.1.10	11	To determine if any extra income had been obtained during the bad weather from the 0843 number.	London TravelWatch	Committee Services	

Annex B

A note of a meeting with Neil Briscoe and Tom Martin of Shere Ticketing Systems at Guildford 12 February 2010

I met with this company to discuss the possibilities of research into passenger requirements for Ticket Vending Machines. Shere is a major supplier to a large number of rail companies such as Southern, Southeastern, First Capital Connect, London Overground, Virgin and Docklands Light Railway (DLR).

1. I raised the various issues relating to the existing DLR machines that we get many comments about – an upgrade programme is already underway.

2. I was told that the company had developed a Ticket Vending Machine (TVM) capable of issuing Oystercards for Transport for London (TfL), but that TfL had declined to place any orders for the product.

The Virtual Booking Office

The company demonstrated to me a new development of one of their existing TVMs. This was an existing Oyster enabled National Rail machine, but with an additional screen, a web camera, and an internet connection to a remote 'booking clerk'. The concept behind this machine is to provide the full functionality of a station ticket office and the interaction with a human being without the two being physically in the same place. The machine in normal mode operates on the same principles as any other conventional machine. However, it has the ability to be switched by either pressing a button or voice activation to a human operator. This persons' picture is displayed on the screen, whilst the customer's picture is displayed on the operator's computer. The human operator can either provide advice or alternatively may remotely take over the operation of the machine. In the remotely operated mode the machine can issue tickets for any journey on the network, provide seat reservations, journey information and could also potentially issue railcards.

This machine brings together a number of existing technologies of proven functionality and combines them in a new format. It would potentially if taken up have the potential to reduce the cost of selling tickets at stations by a substantial margin, and enable to staff to be redeployed to other duties or times of operation.

Passenger advantages

The new machine has a number of advantages for passengers. Firstly it effectively creates a 'ticket office' capability within a ticket vending machine, and so allows the sale of all types of tickets, the giving of information and also the personal service that is valued by users. Secondly, it has the potential to release station staff to a range of other duties where they could and should interact with passengers. It would also give the potential to provide 'booking office' services at stations and times of day where previously it was considered uneconomic to produce such a personal service.

The machine would also potentially allow the expansion of DDA (Disability Discrimination Act) compliant services at stations – firstly by allowing the extension of all booking office functions

to all operational hours and secondly because it would be able to serve more people with a wider range of disabilities than is currently possible – this would work even better with the use of smartcards and other electronic means where proximity devices could be used. It would also mean that potentially larger numbers of spoken languages could be offered to passengers.

Operator advantages

The new machine could give substantial savings to operators.

As an example a rail line has 5 medium sized stations with a half hourly train service. There are peaks in ticket selling activity at each station en route about 10 minutes before the arrival of each train. The time distance between each station is about 10 minutes. Currently at peak times you might need 5 ticket clerks employed across the 5 stations and each one they have a 'lull' of around 15 minutes twice an hour. With this system you might be able to operate with 2 ticket clerks based elsewhere, who in effect work continuously in each hour, as the wave of peak selling activity moves from one station to another.

There are a number of implications for staffing – firstly such a system may be able to release existing staff from duties selling tickets to covering activities at the station. It would also allow staff to be redeployed by time of day – such that at less busy times they could be employed in a reassurance role or be more able to assist passengers with queries or who need help getting on and off trains.

Implications for London TravelWatch

Previously it had proposed to do some research into passenger requirements for ticket vending machines. However, it is clear from this demonstration that potentially the next development in ticketing is the ability to combine the functions and capabilities of both ticket vending machines and booking offices. This would clearly address many concerns that London TravelWatch has about the use and functionality of Ticket Vending Machines, but this would need to be tempered with new guarantees on the levels of staffing at stations instead, as well as the duties performed by staff.

Shere are pushing this product with various train operators and it is clear that in a time where reducing costs is big concern, that at some point a train operator will purchase a system either from Shere or another manufacturer, and use it as a means of consolidating its staffed booking offices as well as expanding to cover areas currently only served by vending machines.

My recommendation is therefore that researching passenger attitudes to current TVMs is likely to be of limited value given the potential for imminent technological change. Instead we should be preparing to do research on how passengers feel or might react to a 'Virtual Booking Office'.