
Secretariat memorandum

Author : Mark Donoghue

Agenda item 7
LTW 349
Drafted 17.5.10

Matters arising

1 Purpose of report

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

2 Recommendation

- 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 obtain SERCO Docklands' detailed figures regarding Community Ambassadors' scheme (15.3.09, minute 432)

The figures for the sample size are enclosed in Annex B to this report.

Docklands Light Railway (DLR) will provide a full report to London TravelWatch on the data for the Community Ambassador's scheme.

- 3.3. 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 (TfL) is currently reviewing the gyratories in Stratford, Stoke Newington and Elephant & Castle. TfL have offered to give a presentation on this area.

- 3.4. To ask if TfL suspended Penalty Charge Notices (PCNs) on the Transport for London Road Network (TLRN) during the recent bad weather (26.1.10, minute 11)

Transport for London reported on 19 March 2010 that, "There was no formal suspension on the TLRN. We expect both our Wardens and CCTV operators to have a common sense approach in issuing Penalty Charge Notices (PCNs) in such conditions where lines or signs are obscured by snow. As James Mead outlined in his recent presentation to the LTW Board, we exercise discretion when dealing with cases of this nature."

- 3.5. To determine if any extra income had been obtained during the bad weather from the 0843 number (26.1.10, minute 11)

London TravelWatch understands that the 0843 phone number generates a negligible amount of income and that this income should be set against the investment made by TfL.

- 3.6. To check what the reasons were for the relocation of the pelican crossing in Knightsbridge by Westminster council (23.3.10, minute 5)

The Streets and Surface Transport Policy Officer reported on 31 March 2010 that :

"It is still the case that an off the shelf design for a signalized pedestrian crossing will come with a length of guard rail to shepherd pedestrians to where the engineers want them to cross. So the default position is to install guardrail. Thankfully some authorities have challenged this assumption and are thinking hard whether guard rail is really beneficial. Some, like TfL have programmes to assess its usefulness and are taking a lot out."

- 3.7. To check if the new bus stop in Harrow Road in Brent was related to improvements to Northwick Park Hospital (23.3.10, minute 5)

The Streets and Surface Transport Policy Officer reported on 31 March 2010 that the bus stop proposal was for a location near Sudbury and Harrow Road rail station.

- 3.8. To send a response to South West Trains (23.3.10, minute 11)

On 25 March 2010 the Director, Research and Development sent a response to South West Trains regarding their schedule 17 application to reduce ticket office opening hours. A copy is included in Annex C of this report.

- 3.9. To send a response to Chiltern Railways (23.3.10, minute 12)

On 4 May 2010 the Director, Research and Development sent a response to Chiltern Railways regarding their schedule 17 application to reduce ticket office opening hours. A copy is included in Annex D of this report.

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.

<u>Title</u>	<u>Publication date</u>
London Rail station standards (an update of Whose Station are You?)	June 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 349 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	Complete – see para 3.2, above.
26.1.10	8	To report on how the Aldgate gyratory was working.	TfL	Committee Services	TfL have offered to give a presentation on gyratories.
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 3.3, above.
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	Complete – see para 3.4, above.
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	Complete – see para 3.5, above.
23.3.10	5	To check what the reasons were for the relocation of the pelican crossing in Knightsbridge by Westminster council	London TravelWatch	Streets and Surface Transport Policy Officer	Complete – see para 3.6, above.

Date	Minute	Action	Action owner	London TravelWatch owner	Status
23.3.10	5	To check if the new bus stop in Harrow Road in Brent was related to improvements at Northwick Park Hospital	London TravelWatch	Streets and Surface Transport Policy Officer	Complete – see para 3.7, above.
23.3.10	9	To share the results of the consultation on Countdown with London TravelWatch	London TravelWatch	Committee Services	This item will be put on a future agenda item for the Access to Transport committee
23.3.10	9	How diversity would feed through into the vision of interacting with customers, for example, interacting with foreign nationals.	Transport for London	Committee Services	Information requested.
23.3.10	11	To send a response to South West Trains regarding their schedule 17 application to reduce the opening hours of ticket offices	London TravelWatch	Director, Research and Development	Complete – see para 3.8, above.
23.3.10	12	To send a response to Chiltern Railways regarding their schedule 17 application to reduce the opening hours of ticket offices	London TravelWatch	Director, Research and Development	Complete – see para 3.9, above.

Annex B

Sample size of the research carried out by Docklands Light Railways on their campaigns (this includes the Yourailway campaign which they presented to the London TravelWatch board on 17 March 2009).

Methodology: Summary schedule and sample size - 2009

Audience	2009 Waves		
	Wave 1 (actual)	Wave 2 (actual)	Wave 3 (actual)
Commuters	308	318	325
Local Residents	355	446 (Woolwich Arsenal n= 89)	417
Leisure Visitors	193	207	184
Total	856	971	926



Annex C

Lynn McLachlan
Retailing Development Manager
South West Trains
1st Floor Overline House
Southampton
Hants SO15 1AL

Our Ref: TJB/swt/
Your Ref:
SSWT/DFT/0210/563

25 March 2010

Dear Lynn,

Proposed changes to Ticket Office Hours on South West Trains

I am writing in response to your letter of the 23 February 2010.

We received over 70 submissions objecting to your proposals, from members of the public, users groups, local authorities, members of parliament and other bodies. These were considered alongside the information that you supplied to us in your proposal by our board on the 23 March 2010.

Members were however extremely concerned that in many cases the number of transactions per hour at stations in our area that would be adversely affected by this change were, by some margin above the standard of 12 per hour set by the Secretary of State in a previous decision. You justified this by saying that since the introduction of Oyster Pay As You Go (PAYG) in January 2010 that transactions at ticket offices had reduced by between 30 and 50 per cent. However, you did not quantify this at the individual stations concerned.

We also believe that it is unreasonable to take a decision on the long term future of ticket office hours at any station based on this period because of the severe weather experienced during this period and the consequent disruption to train services which would have naturally resulted in reduced passenger numbers and therefore reduced transactions – particularly of more casual users who by the nature of their journeys will make more transactions to purchase tickets.

In the London area the introduction of Oyster on the 2 January 2010 on your network will have had an impact on transactions, but this is still very early days in the use of Oyster PAYG on National Rail, with many passengers possibly still unaware of the benefits of Oyster use, especially in relation to off-peak fares.

For these reasons members felt strongly that we should object to your proposal, until and unless you can provide substantial evidence from a retailing period when train services have operated normally that shows that these stations have tickets sales of less than standard of 12 per hour set by the Secretary of State and where in London the impact of Oyster PAYG can be easily understood and quantified.

Annex C

In addition members felt that South West Trains could in the London context be more proactive and supportive of the Oyster product by a) publicising the differences between Oyster fares and cash fares at stations and b) reconsidering its long standing opposition to providing top up and retailing of Oyster at its Ticket Vending Machines and Booking Offices. As we understand it, South West Trains is now the only train operating company of London services not to have committed to upgrades to its Ticket Vending Machines to include Oyster top up devices. We also understand that any new devices ordered will have as standard from the provider the capability of also accepting ITSO standard smartcards for use on other journeys. As South West Trains is already engaged in a major ITSO project we believe that it would not be unreasonable to consider fitting such devices at the earliest opportunity, as this would also enhance the benefit derived from the existing ITSO project.

Turning to other issues London TravelWatch is concerned that a number of issues that we raised in previous consultations on booking office hours changes have either not been addressed or not been answered by South West Trains, despite assurances that work would be done to review matters.

Primary amongst these is that of the continued exclusion of stations (with direct services from South West Trains stations) from the destination list available on your ticket vending machines. London TravelWatch believes that this is unreasonable as it potentially penalises users of other train operator's services. We have supplied you with various pieces of information over the past year on this, but we have had no feedback whatsoever on whether you have implemented any changes or have made any decisions whether to include such stations or not in your database.

In addition we would like you to respond to our previous concerns about queuing times (and this should include monitoring post Oyster PAYG introduction) at booking offices and ticket vending machines, and about staff availability on stations such that they should be multi-functional, visible and accessible to passengers.

We also noted that from amongst the public comments on these proposals that there were recurring themes at a number of locations of ticket vending machines not being usable in bright sunlight at certain times of day, unavailable for cash or card transactions or unreliable in service.

I attach a copy of the redacted (depersonalised) responses from individual members of the public and those from public bodies and representatives for your information.

Yours sincerely

Tim Bellenger
Director, Research and Development

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Fax : 020 7726 9999

Switchboard Telephone: 020 7505 9000

Email : tim.bellenger@londontravelwatch.org.uk

cc. Jocelyn Pearson Passenger Focus, Michael Dollin DfT, Iain Johnstone SWT

Annex D

Chad Collins
General Manager South
Chiltern Railways Ltd
2nd Floor Western House
14 Rickfords Hill
Aylesbury
Bucks HP20 2RX

Our Ref : TJB
Your Ref :

4 May 2010

Dear Chad,

Application to change schedule 17 booking office hours

Further to your submission to change booking office hours on your network, I can confirm that London TravelWatch considered your proposal, and has come to the view that provided you are able to guarantee that when public events occur at Wembley Stadium that you are able to open booking offices outside of your normal hours to cater for demand, that we have no objection in principle to your proposal.

The stations concerned are as follows :

Aylesbury (Monday to Friday and Sunday evenings)
Denham (Saturday afternoons)
Haddenham and Thame Parkway (Monday to Friday evenings)
Princess Risborough (Monday to Friday evenings)

We considered a number of objections, and I attach these in anonymised form for your information. One issue raised by an objector which I believe does merit further investigation is the issue of season tickets for car parks, being only available at the station they apply to (in this case Princes Risborough). Please could you investigate the feasibility of such season tickets being made available at other stations (particularly London Marylebone) or the potential to renew such tickets via your website or by telephone. This would need to be a few days before their expiry and would need to be posted to the person

As I understand it, you are about to receive an upgrade to the Ticket Vending Machines at stations within the London Pay As You Go area, such that passengers will be able to top up their Oyster cards at these machines. I would be grateful if you could confirm the details and proposed dates of these works.

Yours sincerely

Tim Bellenger
Director, Research and Development

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