

Board meeting
14.01.14

Secretariat memorandum

Author : Sharon Malley

Agenda item: 7
LTW458
Drafted: 06.01.14

Key activities

1 Purpose of report

- 1.1. To advise members of actions undertaken since last meeting by the secretariat or members in relation to any matter pertaining to this committee.

2 Recommendation

- 2.1. That the report is received for information.

3 Information

- 3.1. The table attached at below contains a list of meetings attended by senior officers of London TravelWatch with various transport providers and organisations. Details of specific actions may be requested via the listed contact.
- 3.2. In addition, the appendix includes copies of correspondence between the Chief Executive and Baroness Kramer arising from their meeting on 26 November 2013.

4 Equalities and inclusion implications

- 4.1. This report poses no specific equalities and inclusion implications.

5 Financial implications

- 5.1. No specific financial implications for London TravelWatch arise from this report.

6 Legal powers and financial implications

- 6.1. Section 248 of the Greater London Authority Act 1999 requires London TravelWatch (as the London Transport Users Committee) to consider, and where it appears to it to be desirable, to make recommendations with respect to any service or facility provided by or for (or in the case of hackney carriages and private hire vehicles, licensed by) Transport for London, other than a matter relating to the transportation of freight, if it has been the subject of representations made by or on behalf of users of that service or facility. Section 252B of the same Act places a similar duty on the Committee in respect of users or potential users of railway services provided wholly or partly within the "London railway area" as defined under the provisions of the Railways Act 1993. The Consumer Affairs Committee is not required to consider matters which appear to it to be frivolous or (in the case of railway services) vexatious.

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
London Underground	Vernon Everitt, Managing Director, Customer Experience, Marketing and Communications; Gareth Powell, Director of London Rail; Mundul Kumal, London Underground Communications Manager	Presentation of LUL's vision for the future including	Chair; Chief Executive; Director, Policy and Investigation; Policy Officer	18.11.13
Stansted Area Transport Forum	Various stakeholders and representatives of Stansted Airport	Discussed issues relating to access to the airport	Chief Executive	21.11.13
Department for Transport	Eddie Muraszko, Franchise Manager, Thameslink Southern Great Northern; Colin Westwood, Projects Manager	Discussion of the franchise award process	Chair; Chief Executive; Director, Policy and Investigation	21.11.13
Underground and Rail Advisory Panel	Gareth Powell, Director of London Rail, and various business representatives	Forthcoming closures and issues concerning public access to the West End over Christmas / New Year	Chief Executive	25.11.13
Department for Transport	Baroness Kramer, Minister of State, and representatives of Passenger Focus, Bus Users' UK, Disabled Persons Transport Advisory Committee and the Traffic Commissioner	Round table event on accessible transport	Chief Executive	26.11.13
Rail Delivery Group / Association of Train Operating Companies	Michael Robert, Chief Executive, Peter Twigg, Head of London Support	New structure of ATOC/RDG, fares and ticketing issues, ORR periodic review, London TravelWatch research	Chief Executive; Director, Policy and Investigation; Policy Officer	29.11.13
Southeastern	Charles Horton, Managing Director, Alison Nolan, Head of Communications and Publicity	Performance, service recovery, winter preparedness, direct award update, fares, Christmas services, Network Rail performance	Chief Executive; Director, Policy and Investigation; Policy Officer	11.12.13
London Overground	Peter Austin, Managing Director	Performance issues	Director, Policy and Investigation; Policy Officer	02.12.13
London Midland	Francis Thomas, Head of Communications; Barry Cottam, Head of Route	Performance issues	Director, Policy and Investigation; Policy Officer	20.12.13
Southern	Chris Burchell, Managing Director, Alex Foulds, Commercial Director	Performance, Christmas services, Network Rail performance	Chief Executive; Director Policy and Investigation	16.12.13

In addition to the strategic meetings outlined in the table, the Chief Executive has been involved in several activities including the following:

- Meeting with Bharat Mehta, Chief Executive, Trust for London
- UK Bus Awards lunch as guest of TfL having helped judge their sponsored items
- Women and Transport event chaired by Louise Ellman
- Introductory meeting with Katie Smith, Head of Scrutiny, GLA
- Informal discussion about London's surface transport with senior industry figures
- London Transport Awards judging panel
- Head of Elections and Special Projects, GLA – re MoU
- Iona Wakely, Network Rail to input into their review of the impact of the London Bridge signal box fire

08 January 2014

Baroness Susan Kramer
Minister of State for Transport
Great Minster House
33 Horseferry Road
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Dear Baroness Kramer

I found last week's meeting very constructive and welcome your intention to further raise awareness of transport accessibility issues. As you suggested, I am writing with some further details of the good practice which we have observed in this area.

Legacy of the 2012 Olympic and Paralympic Games

TfL will be able to give you details of any impact studies they have done but our observation is that these really did leave a positive legacy in terms of transport accessibility in London. For example:

- TfL, Network Rail, individual train operating companies and London boroughs all made permanent infrastructure improvements ranging from new dropped kerbs to accelerating the introduction of new tube trains with level access.
- Staff working with the public all received disability awareness training and hopefully operators will ensure that this awareness is kept up to date.
- The need to make the transport arrangements as accessible as possible encouraged operators to think differently about the way they provided their services, for example, using portable ramps on the Underground whereas previously it had been argued that this would not be possible.
- Recent research of our own showed that passengers in London were very positive about the provision of additional services to meet the needs of disabled people. Whilst recognising that these can be expensive facilities to provide, people want to see this kind of investment which they perceive as good value for money.

Bus issues

Buses in London are fully accessible, however driver training is equally important combined with mystery shopping to confirm that high standards of driving and behaviour are applied in practice. It is also important that in the vicinity of bus stops local authorities eliminate street clutter, adjust the kerb height and enforce parking regulations so that the driver is able to pull up properly alongside the pavement and deploy the ramp.

Boroughs such as the City of London and Kingston have always been very good at this and many others have significantly improved their performance in recent years. Since 2009 there has been an increase in the number of fully accessible bus stops in London from 50% to 72%, and we are pleased that the Mayor has now set a target for 95% of bus stops to be fully accessible by 2016.

We are also pleased at the campaign TfL have been running to encourage buggy users to recognise that wheelchair users have priority when space is limited on the bus although have not yet heard how successful this has proved. Further marketing might be necessary to wheelchair users themselves, particularly in outer London where we have found that many are unaware that using the bus rather than private car is even an option for them.

Railway stations

Improving physical accessibility is particularly challenging when so many stations were originally constructed in the Victorian era. In this respect we have welcomed the DfT's on-going commitment to raising standards through its Access for All funding programme. However, we would like to see more being done to encourage the industry to work together to develop other initiatives to improve physical accessibility outside of this programme, particularly through adding on accessibility works when major upgrade works are taking place in or adjacent to stations.

We have seen some good examples in this area such as when the opportunity was taken to build a ramp at East Dulwich station as part of other works, but there are other examples of missed opportunities to incorporate accessibility improvements into station upgrades such as at Alexandra Palace station.

It is also important to remember that programmes to provide step free access to rail and Underground stations do not necessarily provide step free access from the street to the train because of the large gaps which are often present between the edge of the platform and the train. Research in 2011 identified that only 6.8% of the 5671 platforms on the mainline network complied with the industry's own standard for both the horizontal and the vertical stepping distances when new platforms are built, and this standard itself falls well short of the findings of your department's own research on *Significant Steps*.

We have been raising this matter with the industry for some time and recognise that it is something which is extremely difficult to address. However both London Underground and Network Rail are putting measures in place to mitigate the impact of large gaps, developing strategies that identify opportunities for locally tailored 'quick wins' as well as developing longer term plans.

This new more flexible approach is definitely something to be commended.

Information

Good travel information is important for everyone, but it is vital that disabled people have access to comprehensive, up to date and reliable information about their journey both in advance of and during the journey. The better the information they receive the more confident they can feel about using public transport.

Another major legacy from the 2012 Games has been that TfL, Network Rail and key London train operators are keen to maintain the joint working culture they developed and have put in place a formal mechanism for working together to coordinate activity and public communications during major disruptions.

This also includes a commitment to improving the quality of signage and information given at transport interchanges, particularly around major London terminals where Network Rail have been working with us to identify what information is most important to passengers at every stage as they transfer from one mode of travel to another.

For the first time national rail information has been integrated into TfL's 'check before you travel' campaign for the Christmas/New Year period. This move to provide a more joined up service is a welcome development for all passengers.

Overall, it seems that awareness of the needs of disabled transport users is greater than it has been in the past and, whilst there is still a long way to go, we are seeing much more proactive work across the transport industry and local authorities. If you would like further details on any of these matters we would be pleased to provide it.

We are liaising with your office to set up a short meeting with our Chair, Stephen Locke, and me to update you with some of the work London TravelWatch has been doing recently so I look forward to meeting you again soon.

Yours sincerely

Janet Cooke
Chief Executive

CC Stephen Locke, Chair



Department
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Our Ref: MC/92677

27 DEC 2013

Dear Janet

Thank you for your letter of 5 December, providing good practice examples on the transport legacy of the 2012 Olympic and Paralympic Games following our productive meeting on 3 December.

I am grateful for your organisation's effort in putting this information together and I will ensure the Department makes good use of it when raising accessibility issues further with the transport industry.

I also understand Stephen Locke, Chair of London TravelWatch, is in touch with my office and officials are looking to organise a date in the New Year for a joint meeting with Parliamentary under Secretary of State Stephen Hammond MP.

Look forward to our meeting in the New Year.

BARONESS KRAMER