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**Secretariat memorandum**

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Agenda item 5  
LTW 312  
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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 Information**

- 2.1. 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 :

- 2.2. New Year's Eve 2008 services (16.12.08, minute 397) :  
The Board asked what rationale was behind station closures on New Years Eve.

On 13 May 2009 TfL responded as follows :

Blackfriars, Charing Cross, Covent Garden, Embankment, Leicester Square, Temple, Waterloo and Westminster were all special arrangements for crowd control / safety for the 'Marking of Midnight' event.

On 18 May 2009, TfL responded in more detail :

As noted previously, several stations in central London directly affected by crowds attending the NYE events had measures put in place to ensure we could handle the high number of customers safely. A number of Piccadilly line stations were also closed early to ensure we could offer a more robust and regulated train service on New Year's Eve. Russell Square, for example, was closed so we could redistribute resources to Leicester Square.

- 2.3. TfL information line Christmas opening hours (10.2.09, Minute 411)

The Board did not accept the original response and requested that London TravelWatch pursues this further with a formal request for the line to be open at least later on Christmas Eve and earlier on Boxing Day, if not throughout the period, so that passengers may plan for travel in advance

On 24 June 2009, TfL responded as follows :

Apologies for the delay in responding to you on this matter. At present the Travel Information Contact Centre (TICC) closes around 01:00 on Christmas Day and re-opens at 08:00 on Boxing day. Although this is the advertised time, TfL remains flexible on the actual time the lines cease to be staffed. In the past when there has been a high volume of calls around the advertised closure time, the line has remained open until the demand has fallen to an acceptable level.

To give you an idea of the level of demand when the line is closed, there were 2396 calls last year and during most hours there were less than 60 calls. Considering there are normally over 3.5 million journeys a day on the Tube alone, this is a small proportion of the number of people who use London's transport network. I would like to reiterate the TICC is staffed when any TfL mode is running a service. When the line is closed there is extended recorded information detailing the Boxing Day services and other alternative sources of information. It is likely that those trying to contact TfL when the line is closed are not doing so en route.

Londoners have a number of means at their disposal to plan a journey. TfL's Journey Planner and mobile travel services are available and promoted to callers for the two weeks surrounding the holiday period. We are investing heavily in this area to deliver more interactive services on-line. In addition to these facilities there a blanket campaign in the media, posters at stations and comprehensive travel advice leaflets readily available.

The morale of staff is fundamental to the successful operation of the TICC. There is currently a good relationship with the trade unions where the TICC is concerned and those working at the centre have felt engaged with changes that have taken place over recent years. It is likely that there would be no volunteers to work in the hours that the line is currently closed and that people would be instructed to work, creating resentment. I realise your role is to look after the interests of passengers but believe this is worth considering.

### **3 Forthcoming Publications**

- 3.1. 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>
Whose Station Are You?	October 2009 tbc

### **4 Equalities and inclusion implications**

- 4.1. None – report is for information only.

### **5 Financial implications**

- 5.1. None – report is for information only.

### **6 Legal powers**

- 6.1. 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.

## **7 Recommendations**

- 7.1. That the report is received for information.

## LTW 312 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
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	<b>Complete</b> see para 2.2, above
10.2.09	411	TfL information line Christmas opening hours – Respond as advised by the Board to TfL’s comments on this in Matters Arising report LTW 281 para 2.9	TfL	Senior Committee Administrator	<b>Complete</b> see para 2.3, above
10.2.09	417	Christmas timetable: liaise with TfL on incorporation of TOCs’ Christmas operations with TfL’s Christmas services information booklet.	TfL	Senior Committee Administrator	In progress
15.3.09	432	Obtain SERCO Docklands’ detailed figures regarding Community Ambassadors’ scheme	London TravelWatch	Senior Committee Administrator	Chased 7.5.09 and 24.6.09
19.5.09	4	Circulate working papers on the reserves policy discussed in the March meeting to members.		Chief Executive Officer	<b>Complete</b>
19.5.09	8	Re travel requirements for ethnic and religious groups; persuade TfL to look at this seriously ; 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	