
Confidential Minutes

Agenda item: 15
Drafted: 24.12.13

Confidential minutes of the meeting of the Board held on 26 November 2013 at Dexter House.

These minutes are in addition to the public minutes of a meeting of the Board on the same date. The Board resolved, under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the item(s) to be discussed, it was desirable in the public interest that the public should be excluded for this part of the meeting.

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Present

Members

Chris Brown, Richard Dilks, Glyn Kyle, Stephen Locke (Chair), Abdikafi Rage, John Stewart, Ruth Thompson

Secretariat

Tim Bellenger	Director, Policy and Investigation
Janet Cooke	Chief Executive
Richard Freeston-Clough	Communications Officer
Robert Nicholls	Policy Officer
Sharon Malley	Executive Assistant (minutes)

1 Confidential minutes of the meeting on 15 October 2013

The confidential minutes of the Board meeting held on 15 October were agreed and signed as a correct record.

2 London TravelWatch research on passenger attitudes to the travelling environment (LTW453)

The Director, Policy and Investigation, presented a report on research into passenger attitudes to the travelling environment. He said London TravelWatch had a long history of trying to persuade transport operators to place more emphasis on the travelling environment and this report provided evidence to back up these demands. He confirmed that the intention was to publish the report as a London TravelWatch document, with credit to AECOM for the primary research.

Members welcomed the opportunity to develop an understanding of passenger priorities beyond the basic top level requirements of safety, reliability and cost.

Members supported, in principle, the idea of station staff taking on multi-functional roles and this should be stated clearly but sensitively, and in a way that minimised the scope for any consumer detriment. The Director, Policy and Investigation, said that staff on the Underground were part of a unified railway and station staff who have had the appropriate training could gain access to the track (eg to remove litter). On National Rail, because of the separation of the infrastructure from the train service, station staff were unable to gain access to the track themselves, and had to wait for Network Rail employees if they needed access to the track. This could sometimes lead to delays. He said that Network Rail were committed to carrying out a certain number of litter picks per year and if extra were required the train operating companies (TOCs) had to pay Network Rail extra to carry them out.

It was agreed that the report should recognise the case for greater staff flexibility to encourage better use of resources across the transport network.

Members agreed that the report was an intelligent approach to commissioning research and welcomed the inclusion of non-users. It was noted that there should be greater reference to PCSOs and other enforcement agents in the forward.

Members noted that many respondents raised problems relating to bus driver behaviour and the difficulties caused by poor driving or too many pushchairs. In relation to the broader point of fear of anti-social behaviour by other passengers on buses, there was general lack of clarity over the responsibilities of bus drivers to keep order. A lot of points raised by passengers related to training issues and it would be useful to find out more information relating to driver training programmes.

The Director, Policy and Investigation, said that TfL had probably the best driver training programme in the UK and the communications systems between drivers and control rooms was also very good. Because drivers were in cabs it might seem to passengers as though the drivers were not trying to solve problems but they could be speaking to the control room and seeking assistance through the iBus system. Drivers also undertook refresher training. It was agreed that it would be reasonable to include a reference to driver training in the report.

It was agreed that although anti-social behaviour could be seen as a matter for the police, operators did bear some responsibility for ensuring safety on their services. In addition, many of the factors mentioned by passengers, such as loud music, were not criminal and so were not matters for the police. Operators could also look at issues such as the designs of trains and buses to improve the perceptions of safety on their services. It would be important to ensure that the language of the report did not imply that operators had no powers or responsibilities in this area.

It was noted that actual crime levels were falling even though ridership was increasing. The concerns raised by passengers related less to serious crimes and more to low-level anti-social behaviour and this should be clarified in the report.

It was agreed that the hierarchy of needs diagram should be moved to later in the report.

It was agreed that members would provide detailed comments to the Director, Policy and Investigation, by 6 December 2013, and that the report would be amended in line with their comments and those discussed above and published thereafter.

Action: Members, Director, Policy and Investigation

3 Meeting review

Members agreed that Dave Ward appeared keen to secure London TravelWatch's involvement and this was positive for the future. It was noted in relation to the gap between trains and platforms that the national standards mentioned by Mr Ward still allowed for a big diagonal gap.

It was agreed that London TravelWatch would write to Mr Ward thanking him for attending and highlighting the key issues. The problems caused by a large gap between train and platform went beyond the accidents themselves and also included access as some passengers refused to use the railway through fear of accidents.

Action: Director, Policy and Investigation

The Chief Executive reported on her meeting earlier that morning with Baroness Susan Kramer, Minister of State for Transport. She said the Minister had asked London TravelWatch to provide examples of good practice in relation to transport accessibility. It was agreed that the letter to Baroness Kramer should be copied to Dave Ward.

Action: Chief Executive

It was noted that the Safety and Policy Adviser would be making a presentation to the Office of Rail Regulation's safety committee during December 2013.

It was agreed that London TravelWatch should take up the offer from Sir Peter Hendy of a joint briefing from Mike Brown and Leon Daniels about the integration of night bus and night tube services.

Action: Executive Assistant

Members noted they still had a lack of confidence in the data relating to bus crowding and bus stops being skipped. This was something to raise with Leon Daniels at the next opportunity.

No reputational or operational risks arising from the meeting were noted.