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## Minutes

Agenda item: 4  
Drafted: 24.12.12

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### Minutes of the Transport Services Committee meeting held on 11 December 2012 at Dexter House, London EC2

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#### Present

##### Members

David Barry, Terry Bennett, Gail Engert (Chair), Sophia Lambert (Deputy Chair), Stephen Locke, David Leibling

##### Guests

Phil Young	Head of TfL Online, Transport for London (Item 7)
Shahzad Ashfaq	Production & Operations Manager, TfL Online, Transport for London (Item 7)
Gerard Butler	Journey Planner Systems Manager, Transport for London (Item 7)
Andy Emmonds	Chief Traffic Analyst, Transport for London (Item 8)
Katherine Abraham	Programme Manager, Transport for London (Item 9)
Stephen Golden	Head of Equality and Sustainability, Transport for London (Item 10)

Matt Winfield Stakeholder Engagement Manager, Transport for London

##### Members of the public

##### Secretariat

Keletha Barrett	Policy Assistant (Item 11)
Tim Bellenger	Director, Policy & Investigation
John Cartledge	Safety and Policy Adviser
Janet Cooke	Chief Executive (from Item 8)

Richard Freeston-Clough    Communications Officer  
Sharon Malley                Executive Assistant (minutes)  
Vincent Stops                Policy Officer

## **1        Chair's introduction and pre-meeting announcements**

The Chair welcomed members, officers and guests to the meeting and informed those present about the safety arrangements.

## **2        Apologies for absence**

No apologies were received. The Chief Executive sent apologies for lateness.

## **3        Declarations of interest**

There were no declarations of interest in addition to those included on the online register.

## **4        Minutes**

The minutes of the Transport Services committee held on 11 September 2012 were agreed and signed as a correct record.

It was noted that new laws had now been introduced on the sale of scrap metal, with merchants no longer able to pay cash to suppliers, and that this should begin to make a difference to problems associated with metal theft.

It was also noted that buses would shortly be able to accept contactless payments at the same fare level as Oyster Pay As You Go. TfL's view was that in the event of any problems with the contactless payments, passengers would choose for themselves whether to contact TfL or their bank, and that TfL had been in contact with card issuers in relation to this. Receipts would not be issued for contactless payments but details would be available on passengers' bank statements and on the TfL website.

It would not be possible for the reader to accept two cards and if more than one card was presented at once, for example if an Oyster card were stored in a wallet alongside contactless cards, the system would usually decline both. In addition, similarly to Oyster, it would not be possible to pay for two fares using the same bank card.

It was agreed that the London TravelWatch website should contain a link to TfL's page on this issue.

**Action: Communications Officer**

The minutes of the Consumer Affairs committee of 12 October 2012 and of the Board of 27 November 2012 were agreed and signed as a correct record.

## **5 Matters arising (TRS037)**

It was noted that most of the actions on the report had been progressed or were completed and that the remaining actions would be handed to the new Board for completion.

## **6 Actions taken (TRS038)**

It was noted that the Director, Policy and Investigation, had attended a large number of meetings since the previous report to committee, which was largely due to the need to catch up with contacts after the summer and the Olympic Games.

In relation to the meeting with London Buses, it was noted that the Government was proposing to change the fuel duty rebate so that it now went as a single grant to Transport for London (TfL), which reduced the level of administration required.

## **7 Journey Planner**

Phil Young, the Head of TfL Online at Transport for London, gave a presentation on TfL's Journey Planner website. The presentation including the following information:

- The website had received its largest ever number of hits in November 2012.
- During the Olympic Games, two websites were run: one aimed at spectators; and a general one, for people seeking to make non-Games journeys, which identified hotspots that the Games might cause. A legacy of the Games was that the site now included greater information about journey accessibility.
- A recent change to the site simplified the entry fields, which was beneficial to users.
- Work was currently ongoing to improve information on single fares, which would be followed later by more detailed fares information. The team was looking into whether it would be possible for users to search for the cheapest fare option but this may be technically difficult to implement.
- Work was also underway on personalisation of the site so that it would remember the preferences of users, and also localisation, so that the site would be able to identify a user's location and plan from there. In addition, work on improving the information for drivers and cyclists, as well as improving the architecture of the site, was planned.

A member asked whether more information about walking could be included on the site. Mr Young said that the team was looking at whether they could source data files with information about, for example, the number of stairs at stations, so that this could be included on the site. Also, the site included an option to enable users to select between stair and escalator options. This had previously been removed but following complaints from users was reinstated.

It was noted that sometimes the time periods allowed for interchanges could be quite generous, which might have the effect of suggesting that journeys would take longer than was really the case. Mr Young said that the team did err on the side of caution when estimating interchange times as they needed to allow enough time for passengers to buy tickets, carry luggage and walk at a moderate pace. However, they would be open to discussion if there were specific concerns.

He said that at Paddington station, for example, the system held around 30 time values for travelling between different parts of the station and that the relevant values were added together to give specific interchange allowances.

A member asked whether it would be possible to include information about parking facilities at stations, in order to promote the use of public transport for at least part of journeys that might otherwise be made wholly by private car. Mr Young said this would be useful but was complicated as not all the required information was under TfL's control and drivers would not necessarily think to come to TfL as their first source for information about parking.

Mr Young agreed that it would be useful to include an option for feeding back comments, especially in relation to suggested routes, which could sometimes seem counter-intuitive.

Mr Young said he would look into whether there was data available to show passengers where on the platform to board their train to be closest to the exit when disembarking.

It was noted that sometimes Journey Planner used different names for bus stops than those used by local residents, which could be confusing. Mr Young said that Journey Planner was programmed as far as possible to use the same names as iBus but that the stops in Journey Planner needed to be unique, which sometimes led to differences between Journey Planner and iBus.

A member said that occasionally Journey Planner instructed passengers to use unexpected routes, which could take them a long way out of their way and be more expensive, because they were one or two minutes quicker than more direct and cheaper routes.

The Director, Policy and Investigation, said that since the withdrawal of the South London Line, the Journey Planner was giving some unhelpful and illogical suggestions for replacement journeys. For example, those seeking to travel from Victoria to Denmark Hill were not being directed to use the 185 bus. Mr Young said TfL had checked that Journey Planner was working correctly for the new travel options but had not checked that users seeking to replicate journeys provided on the old South London Line were being given the best options. He agreed to check this and report back to London TravelWatch.

The Director, Policy and Investigation, said that sometimes the problem was one of labelling, with passengers not being aware of why particular routes were being recommended. Mr Young said that TfL was working on introducing maps of routes, to assist passengers' understanding.

It was noted that train times to Heathrow were often given as via Heathrow Express but that this was not an Oyster journey and attracted a premium fare. Mr Young acknowledged that this was a common query but said that the default was always to show the fastest journey, even if this meant a higher fare. However, they did try to ensure that Oyster restrictions were flagged on the site.

The Policy Officer said that although London TravelWatch was seeking to promote station to station interchanges, some information held by Journey Planner was incorrect. An example would be Shoreditch to Liverpool Street, which was listed as taking five minutes on foot but actually took 12. Mr Young said that the walking time was given as the amount of time it would take to walk from the edge of Liverpool Street station to the edge of Shoreditch station and that if a passenger had to walk for a long distance through Liverpool Street before reaching the edge, it would increase the walking time.

## **8 Journey time reliability on the roads**

Unfortunately Glyn Barton, who had been due to give the presentation on journey time reliability on the roads, was unwell, and Andy Emmonds, Chief Traffic Analyst at TfL, was substituting for him.

Mr Emmonds said that journey time reliability on the road was measured by calculating the percentage of journeys that would be expected to take 30 minutes but actually took in excess of 35 minutes. This was very seasonal, with journeys in August being most reliable and those in December being least reliable.

The TfL road network was divided into 23 corridors that were separately managed but Mr Emmonds said that TfL had no plans to publish data ranking journey time reliability by corridor. The journey time reliability indicator was relatively new and there was uncertainty over the extent to which corridor management could influence it.

It was noted that the biggest influence on journey time reliability was volume of traffic and TfL hoped to achieve modal shift to improve journey times by road. However, this should not be at the expense of roads or by losing road space.

It was noted that TfL had been implementing a lane rental scheme since June 2012, with utilities being subject to rental charges when their works obstructed the TfL road network. It was too early to state whether this was having any impact on journey time reliability.

The Chair thanked Mr Emmonds for giving the presentation and responding to questions, especially given his late substitution.

## **9 Henlys Corner review**

Katherine Abraham, Programme Manager at TfL, gave a presentation on the changes made to the road junction at Henlys Corner and the effect they had had on traffic in the area. She said that the junction had been improved through the introduction of new feeder lanes for vehicles turning right, which allowed a greater number of vehicles through the junction at each cycle of traffic lights. The scheme was successful as TfL already owned the additional land required to create the new lanes; this solution would not be available at all difficult junction sites.

The scheme took nine months to implement in full. TfL had initially intended to implement the scheme more quickly, using more intensive working, but the impact on the traffic network had been too severe and so TfL decided to revert to a more traditional programme of off-peak working.

The new road layout led to improved journey times on all branches except the A406 eastbound. There had been a net reduction in the number of cyclists using the junction. TfL had met the Barnet Cycling Campaign and was developing proposals for north-south cycles lanes. Information about buses had been requested but not yet provided.

Members were told that the junction was now seeing much higher levels of traffic, a rise from 94,000 to 150,000 a day. TfL hoped that much of this was traffic that had previously used less appropriate routes. As a result there was queuing at the signals which TfL were trying to resolve with changes to signal timing.

Members thanked Ms Abraham for the presentation and welcomed the improvements to traffic flows and pedestrian crossings that the scheme had introduced.

## **10 Travel Support Card**

Stephen Golden, Head of Equality and Sustainability at TfL, gave a presentation on the implementation of TfL's Travel Support Card. The card was introduced following TfL's work with a group of people with learning difficulties, who needed a way of letting transport staff know that they needed additional support, especially during periods of disruption. The card showed the individual passenger's particular needs and provided information such as the destination the passenger wanted to travel to.

Since introduction, there had been nearly 2,000 attempts to download the application form for the card and over 1,400 applications to TfL. The feedback from users had been generally very positive and internal analysis suggested the card was having the desired effect.

Mr Golden said that there had been some interest in the card from other organisations and that TfL was considering partnering with other groups or charities and distributing the card through their client networks. This would have the added benefit of controlling and legitimising the use of the card.

The Casework Manager said that London TravelWatch had received some complaints about some wheelchairs not being permitted on some buses. Mr Golden said that all chairs, including larger motorised chairs, should be able to board buses, although motorised scooters may not be able to board. The Casework Manager agreed to feed back any specific cases as they arose.

The Chair thanked Mr Golden for his useful presentation and welcomed the introduction of the Travel Support Card, which was opening up the transport network to people who might otherwise be unable to use it.

## **11 National Rail performance report (TRS039)**

The Policy Officer presented London TravelWatch's report on National Rail performance for the second quarter of 2012-13, which covered the period of the Olympics and Paralympic Games.

The report included a table showing the causes of delays. The Safety and Policy Adviser explained that compiling the table required a considerable amount of officer resource as the data was collected by train operating companies to determine contract payments rather than as a performance tool.

It was agreed that it would be useful to look at this data periodically in future.

## **12 Harrow transport users stakeholder engagement event (TRS040)**

The Communications Officer presented a report on the transport users stakeholder engagement event held recently in Harrow. The event had taken place on a Saturday at several locations in Harrow town centre, including on a New Bus for London. Transport users had filled out questionnaires about their travelling habits and concerns about transport in the area.

The findings showed that, of the people who filled out questionnaires, there was a high level of bus use and many had come to Harrow that day for shopping. There was a lot of concern about the lack of disabled access at Harrow on the Hill station and a view that travel was too expensive generally.

Some respondents commented on the New Bus for London, including that the ceilings were low, the seats at the rear were too high and there was not enough space for pushchairs.

The Communications Officer said that he hoped to be able to organise the next event in Lewisham in the new year.

### **13 Any other business**

David Leibling said that the RAC had published a report, jointly commissioned with the Office of Rail Regulation, Transport Scotland and the Independent Transport Commission, on car and train travel trends in Britain. It included references to the reduction in car use in London, suggesting reasons including that immigrants based in London often had no access to private cars and made greater use of public transport.

Members noted that this was their final meeting as a Board and formally thanked Matt Winfield of TfL for his support during their term of office.

### **14 Resolution to move into confidential session**

The meeting resolved, under section 15(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the next following item/s, that it was desirable in the public interest that the public should be excluded from the meeting.

In confidential session, members reviewed the meeting.