
Minutes

Agenda item: 4
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**Minutes of the Transport Services Committee meeting held on 19 June 2012 at
6 Middle Street, London EC1**

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Present

Members

David Barry, Terry Bennett, Gail Engert (Chair), Sharon Grant, Sophia Lambert (Deputy Chair), David Leibling

Guests

Nick Baker	Head of Operations and Contracts, London Tramlink (Item 7)
Graham Jones	Games Programme Director, Transport for London (Item 9)

Secretariat

Tim Bellenger	Director, Policy & Investigation
Janet Cooke	Chief Executive
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 made the standard housekeeping and safety announcements.

The Chair noted that members had arrived back from a successful site visit at Exhibition Road, where they had been able to view the new shared-surface layout of street.

Members had a long-standing interest in the redesign of Exhibition Road and welcomed the opportunity to see how it worked in practice following its completion.

2 Apologies for absence

No apologies were received.

3 Declarations of interest

There were no additional declarations of interest.

4 Minutes

The minutes of the Transport Services committee held on 13 March 2012 were agreed and signed as a correct record.

5 Matters arising (TRS030)

5.1 Transport for London complaints figures

It was noted that the complaints figures from Transport for London would not be able to disaggregate those relating to disabilities. This action would therefore be rolled into the general action relating to complaints data.

5.2 Meeting with Minister for Transport

Progress was being made with arranging a meeting with relevant members of Parliament and the Chair would keep members informed of the outcome.

5.3 Licensing of pedicabs

The issue of licensing pedicabs would now be included in the Law Commission's review of taxis and private hire vehicles, although this would not be in time for changes to be made in advance of the Olympic Games.

5.4 Cost to TfL of compensation for poorly maintained roads and pavements

It was noted that the figures supplied by TfL showed that TfL was paying relatively small amounts in compensation for damage caused by poorly maintained roads and pavements and that it had a relatively high rate of successfully defended claims.

Members would be interested in viewing the amounts paid by London Underground in relation to Passenger Charter-based refunds.

6 Actions taken (TRS031)

The Director, Policy and Investigation, presented his report on his team's activity since the previous meeting. He said that in his meeting with the Office of Rail Regulation he continued to emphasise the problems caused by under-reporting levels of use of stations in London.

The meeting with TfL about rail devolution had been positive, with TfL sharing many of London TravelWatch's views on the government's proposals.

7 Performance of London Tramlink

Nick Baker, Head of Operations and Contracts at London Tramlink, attended the meeting to discuss Tramlink's recent performance. He said that recent drop in customer satisfaction scores had been concerning and had led him to review the reasons why passengers were beginning to feel unhappy with the service.

He said that the Tramlink timetable had not been revised since implementation in 2000 but passenger levels had increased by 50%, leading to longer journey times. In addition, the introduction of an enhanced off-peak service to Wimbledon had made managing the services in early evening very difficult. Passengers were also raising concerns relating to cleanliness.

There had been a problem with the train wash for cleaning the outside of the tram carriages. The wash was operating at the wrong speed and with the wrong bristle length, which led to a deposit being left on the trams after washing. This was now resolved. Trams had all been hand cleaned, a better quality cleaning solution was being used in the wash and new vinyls had been applied to all the trams. The trams went through the wash every evening and had a deep clean every four weeks.

There was an internal refit of trams around two years ago and new vinyls had been applied that were cleaner and easier to maintain. Protective film had been applied to the windows.

Reliability was being improved through measures including a quicker response time for removing broken down buses, a new timetable, double-tracking at Mitcham and Elmers End, a programme to manage the behaviour of disruptive passengers and the introduction of six new trams.

The condition of the tram stops had deteriorated over time and these had been cleaned and a new contractor put in place with a focus on maintaining cleanliness of stops. Work had taken place with the British Transport Police and others to increase the visibility of uniformed officers on the network to improve the sense of security.

In response to questions, Mr Baker said that the increased litter picking had been funded from his own budget but other improvements had come from getting better value from contractors. The dip in customer satisfaction had prompted the Tramlink team to review operational issues and address any complacency that may have crept in.

Mr Baker said that mystery travellers were used to monitor the service and that stops were ranked by quality, including cleanliness. He had noted that Ampere Way, for example, was often litter-strewn on a Sunday evening as passengers left the retail area but that the first litter pick on Monday was not scheduled until 9.00 am, which meant that the stop was not cleaned until after the morning peak.

Mr Baker said that ticket vending machines would be updated by 2015 but they would not be able to process Oyster transactions until then. However, he hoped to be able to install Oyster-enabled machines in the Whitgift Centre and Tramlink shop in the near future. The Chief Executive noted that there were many areas of suburban Croydon where it was not possible to top up Oyster cards and that there was no information at East Croydon station about where to top up cards.

The Chief Executive questioned whether bins could be installed on trams to alleviate the litter problem. Mr Baker said that additional litter picking within the trams had been introduced but that it may not be possible to install bins of the right size for the sort of litter that was typically left. He agreed to take the issue away for further consideration.

Action: Executive Assistant

Mr Baker hoped to increase capacity for the Tramlink in future through measures such as double-tracking more of the route and creating a new platform at Wimbledon.

The Chair thanked Mr Baker for responding to questions and for seeking to address the concerns raised by the customer satisfaction scores.

8 National Rail performance report (TRS032)

It was noted that the report showed an increase in the number of deaths on the railway and that a task force had been established to examine this. Members asked for a report on the reasons for this from the Safety and Policy Adviser for the next meeting.

Action: Executive Assistant

It was noted that members had previously asked whether the report could be amended to show the reason for performance failure, to differentiate between delays caused by other operators, Network Rail and so on.

Action: Policy Officer

The Director, Policy and Investigation, said that he was due to meet First Capital Connect soon and would raise the issue of their declining performance with them.

The Director, Policy and Investigation, said that operators had been required to significantly improve their performance, with a particular focus on long-distance services. This might have a negative impact on local London commuter services and the Director, Policy and Investigation, would keep this under review.

9 Olympic road network

Graham Jones, Games Programme Director at TfL, gave a presentation to members on preparations for the Olympic Games with particular reference to the highway network. He said that work had focused on the needs of different users including the Games family, spectators, drivers, business, those with mobility impairments and those who want to use the bus and tube to carry out their normal journeys.

Mr Jones made the following points:

- All spectators are expected to travel by public transport, except for a limited number of pre-booked Blue Badge car parking spaces. Spectators are being asked to allow plenty of time to reach their seats, including getting across venues and getting through security clearances.
- The transport options will focus on tube and DLR, with 3,000 members of TfL office staff acting as ambassadors to help spectators reach venues. There will be an increase in bus capacity but some routes will be diverted during the Games.
- There will be significant disruption to drivers when road events take place, in addition to the restrictions in place for the Games lanes. Drivers should plan ahead as far as possible. Outer London will be largely unaffected.
- TfL is promoting walking and cycling heavily during the Games. The operators of the cycle hire scheme are aware that patterns of behaviour will be different in the Games period.
- TfL is aiming for high levels of accessibility for those with mobility impairments. This is especially important during the Paralympics. Ticket sales do not disaggregate spectators with accessibility requirements but it is likely that there may be groups of wheelchair-user passengers.
- There will be no roadworks on the Olympic route network or other key roads during the Games period to help ease traffic flows.
- The Jubilee Pageant gave some learning opportunities for managing crowds and river-based events.
- The Olympic route network is over 100 miles of re-engineered road with restrictions on access by non-permitted vehicles. It will take some time to put down but will not become operational until 24 July. Potentially 20,000 vehicles will be permitted to use the Games lanes.

- The Olympic Torch relay will finish in central London at midday on 26 July, allowing time for crowds to disperse before the opening ceremony takes place in the evening.
- The Olympic route network will be closed in the period between the Olympic and Paralympic Games with those parts not required for the Paralympics being removed. The Paralympics will be more closely focused on central and east London.
- On 10 September there will be a parade for British Olympians. The highway network will return to business as usual from 11 September.

In response to questions, Mr Jones said that the markings for the Games lanes would be formed of temporary tape that was easy to remove and generally left no marks on the road surface.

Mr Jones said that the Jubilee had shown that there were some problems with people queuing to buy tickets and so TfL was considering the use of 'pop-up' ticket booths and also promoting to visitors that they should buy tickets in advance of arrival.

A great deal of modelling had been done in the past three years to predict traffic flows and adapt signals and junctions to smooth traffic flow as far as possible. Alternative routes were planned in the event of disruption and there would be full CCTV coverage of the network.

Mr Jones said that pedestrian crossings would be removed from some locations but the distance to alternative crossings would be less than three minutes and all road orders were now in place will all objections addressed.

The Chair said that she hoped the responsiveness of utilities and others to addressing problems with the road network would remain as a legacy beyond the duration of the Games. She thanked Mr Jones for the presentation and for answering questions.

10 Any other business

There was no other business.

11 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.