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## Minutes

Agenda item : 3  
Drafted : 26.1.10

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### Minutes of a meeting of the Transport Service Committee held on 21 January 2010 at 6 Middle Street, London EC1

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#### Present

Members: Terry Bennett (Vice Chair); Gail Engert; Teena Lashmore; David Leibling; Lorna Reith (Chair); Sharon Grant (Chair, London TravelWatch) :

#### Guests

Peter Tollington	General Manager, Central and Waterloo & City lines, Transport for London (TfL) (min.6)
Kunal Mundul	Stakeholder Communications, London Underground, TfL (min. 6)
Paul Blackwell	Managing Director, Dial-a-Ride, TfL (min. 7)
Matt Winfield	Stakeholder Engagement Manager, TfL

#### Staff

Chief Executive (min. 6 to 10); Committee Administrator; Director, Research and Development (min. 7 and 8); Policy Officer (min. 9); Senior Policy Officer; Streets and Surface Transport Policy Officer (min. 7 and 8)

#### Minutes

##### 1 **Chair's introduction, pre-meeting announcements and apologies for absence**

The Chair welcomed visitors, members and staff to the fourth meeting of the committee, and made standard housekeeping announcements. No apologies were received.

##### 2 **Declarations of interest**

No additional declarations of interest were made. A public record of members' interests may be found on the London TravelWatch website.

### **3 Minutes**

The minutes of the meeting of held on 14 October 2009 were approved and signed for the record.

### **4 Matters arising (TS019)**

The Chair of London TravelWatch commented on the new pattern of service on the Circle Line and asked when it would be reviewed. The Senior Policy Officer replied that there would be a review at the next meeting of this committee on the 3 March 2010. Observations should be sent to Senior Policy Officer, who would feed these back to London Underground (LUL).

**Action: Members / Senior Policy Officer**

The Chair asked whether or not 3.3 was complete. The Senior Policy Officer replied that the timetable began on 13 December 2009, he spoke about the communication policy and how it had been communicated to the passengers. A member commented that there the number of passengers affected by the timetable changes was small. The Senior Policy Officer commented that he had received a number of complaints. He has assessed if they are of substantive merit. He would write a report on the impact of the Southeastern December 2009 timetable for the next meeting of this committee.

**Action : Senior Policy Officer**

The Senior Policy Officer would write to Chiltern Railways about their Christmas and New Year timetable and service information.

**Action : Senior Policy Officer**

On the outstanding matters arising the Committee Administrator pointed out that he had already asked TfL the questions and was awaiting a reply.

### **5 Actions taken (TS020)**

The Chair felt that it would be a good idea to check the information that Tottenham Court Road bus passengers are receiving. Bus drivers needed to make clearer announcements so the passengers can determine which stops they would need to use. The Chair of London TravelWatch commented that it would be useful if the announcements were also said twice to help ensure that the passengers were not missing them, if they were listening to music, on the telephone, etc. Members commented that train drivers had a lot of training on how to make clear structured announcements and are better at communicating with passengers. The Senior Policy Officer asked if there was a standard template for bus announcements as it would help if a script was shared amongst drivers and if there was training. The standard does not appear to be the same as the train staff. The Vice Chair commented that maybe there should be a recorded message.

Giving an example of the changes to routes which were diverted from Tottenham Hale Station the Chair said that at the moment there were no announcements on the buses, so passengers did not know that they were not going into Tottenham Hale. There had been no change of the announcements on buses since July 2009. A member stated that it was very rare for there not to be any automated announcements on the buses.

**Action: TfL**

Members recorded their thanks to the Senior Policy Officer for the Rail Utilisation Strategy (RUS responses).

## **6 Waterloo and City line performance**

The Chair welcomed Mr Tollington to the meeting. His presentation may be viewed in full at <http://www.londontravelwatch.org.uk/document/4024/get>.

The Waterloo & City Line is unique and was built in 1898. It was purchased from British Rail in 1994 for a £1. It is entirely underground including the depot. The Waterloo & City has 5 trains (1992 rolling stock).

It is not linked to any other line. It was used by 10.4 Million passengers last year. The power supply comes from National Rail. They use cranes to get the trains and out of the station. The line was upgraded in 2006 (by Metronet). The tunnels, tracks, stations at either ends of the line, and signals were upgraded. The works took 6 months at a cost of £40 Million. The depot was not upgraded. Mr Tollington also invited members to visit the line.

### **Action: Committee Services**

Performance could be improved by for example, renewing points and cabling needs. There are training issues due to the fact the Waterloo & City line is unlike any other line and training is very time consuming and costly. This means when they need staff when problems occur they have very few staff properly trained. Points failure and power supply problems can be a major issue and take some time to rectify (this is an inherent weakness). Access is an issue at both ends of the line. Water ingress is a problem at Waterloo.

The Chair asked who uses the line. Mr Tollington replied that the line is most frequently used at peak hours during the week (the line closes at 6.30pm on a Saturday and is closed on a Sunday).

The London TravelWatch Chair asked about the economics of the line and the revenue received to operational costs. Mr Tollington said he did not know exact figures, but the line had a net social benefit and relieved congestion. The London TravelWatch Chair stated that it seemed expensive for little patronage Mr Tollington said there were queues of passengers in the rush hours and that the City Corporation, were keen to run the line on a Sunday.

The Chair stated that she was not aware of the line and did not use it, but she had never seen any promotions to help with awareness of the line. It seemed like there was a fixed group of commuter users. Mr Tollington responded that when the Jubilee Line was closed passengers were using the Waterloo & City Line as an alternative.

Mr Tollington updated members on the renewal of the escalators at Bank. They are now half way through replacing them Mr Tollington reported to members that plans are in place to build a new exit for the Waterloo and City line, which would be sited in the basement of Bucklersbury House. This site is going to be redeveloped, but work has not started yet.

A Member asked if there would be any changes for the Olympics. Mr Tollington said that the trains would run over night. The Senior Policy Officer asked about the period 9 spikes, Mr Tollington said there was no specific reason for this at all.

## **7 Dial-a-Ride performance update**

The chair welcomed Mr Blackwell. His presentation may be viewed in full at <http://www.londontravelwatch.org.uk/document/4025/get>.

Mr Blackwell reported that Dial-a-Ride's performance had improved over the last year. They now have an in house IT system and the call centre is working well and delivering a better service. Dial-a-Ride is close to their meeting call time target to process bookings. More people are making regular bookings, but if Dial-a-Ride can not do a booking they suggest alternative times. Dial-a-Ride also has had a new telephone system installed with better queue management and simpler options for the customer to follow. In spring 2010 self service cancellations and confirmations and internet bookings will go live. Dial-a-ride sent out 6,000 mail shots in the summer of 2009, to target under-represented groups e.g. ethnic minority groups. As a result, 800 membership applications had been received and this promotional activity is going to continue.

The Vice Chair asked what areas are covered?

Mr Blackwell said that all London Boroughs are covered. Trips on the periphery of London are covered but the journey should start and finish in the London boundary. Dial-a-Ride has around 360 vehicles.

Mr Blackwell would email London TravelWatch the Dial-a-Ride membership form and demographic data of users.

**Action: TfL**

The Chair asked about hospital appointments. Mr Blackwell said that they did not take hospital bookings. There is statutory provision for these trips. The reservationists have a list of the places Dial-a-Ride does not cover.

A member asked if the cost per trip is £20. Mr Blackwell said costs had increased to £27 per trip after centralisation, but this had now fallen to £23. He expected this figure to decline further. The Chair invited Mr Blackwell to come back to the committee to report on progress.

## **8 TfL Performance Report Q2 2009-10**

The Chair asked members to review the report by section.

A member noted that the data in the London Streets section was out of date. More up to date information was required and TfL should be asked to release them. Members noted that the Congestion charge impact report was no longer being published. As an alternative measure they suggested using the average speed of traffic. Members noted that details on the bicycle hire scheme would be required. The Chair requested data on the 10 best and worst performing bus routes.

It was agreed that if members found an area of concern a report would be requested to look at the problem highlighted in the statistics, further.

On London Underground a member asked that excess wait time should be added. It was agreed to identify poor performing lines and ask for more information. Members felt that the Tramlink data should look at more comparative questions. The Chair asked for comments to be sent to the Senior Policy Officer. He would incorporate comments and publish the report.

**Action : Senior Policy Officer**

It was agreed to send a finalised report to the Transport Committee members with a covering letter.

## **9 Stations in London TravelWatch's remit (TS021)**

The Senior Policy Officer and Policy Officer gave a presentation on this item. Their presentation may be viewed in full at <http://www.londontravelwatch.org.uk/document/4023/get>.

The Senior Policy Officer explained that the report was London TravelWatch's proposed response to the better stations report (<http://www.dft.gov.uk/pgr/rail/passenger/stations/betterrailstations/>). London TravelWatch broadly supported the report, but there were some London specific issues. Members noted areas in the report that needed to be amended, for example, on page 12, the flagship toilets proposed minimum needed to include London TravelWatch's support. Barbican station would be removed, as it was now only a London Underground station. The Senior Policy Officer would incorporate the committee's comments on the Better Rail Stations consultation response.

**Action : Senior Policy Officer**

The Chair of London TravelWatch asked that the final response should be sent to the Transport Committee and Passenger Focus.

The Policy Officer reported that she was conducting research on London Station Standards (LUL and National Rail). The research would:

- Update London TravelWatch's 2004 report, whose station are you;
- London specific response (focus mainly on LUL stations);
- Inform London TravelWatch's input in Rail Utilisation Strategies (RUS).

The Senior Policy Officer noted that Network Rail would be doing a station RUS. The Policy Officer reported that the research would assess services passengers need audits had taken place of stations. LUL Stations were chosen on usage and geographical coverage across London and zones. The National Rail stations would be an update on the 2004 report. She then outlined the audit criteria for stations. 80 Stations would be audited (30 LUL and 50 National Rail). The report was expected to be ready for the 3 March 2010 meeting of the committee.

## **10 Any other business**

A member raised the figures on London Overground's (LOROL) performance with the high level of TOC-on-TOC delays. The Senior Policy Officer reported that the new rolling stock had not been as reliable as hoped. LOROL interacts with freight lines it uses. The Policy Officer would write to London Midland about stakeholder engagement as no commentary had been received from them.

**Action : Policy Officer**

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

The Committee 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, it was

desirable in the public interest that the public should be excluded from this part of the meeting.

In confidential session, the Committee reviewed the meeting, and discussed the Committee's forthcoming work plan, including future work on buses.

The next Transport Services Committee meeting will be held on 3 March 2010.

## **12 Glossary**

LOROL	London Overground
LUL	London Underground
PPP	Public Private Partnership
RUS	Rail Utilisation Strategy
TfL	Transport for London