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**Secretariat memorandum**

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**Safeguards for passengers in the event of further devolution of rail franchises to the Mayor of London**

**1 Purpose of report**

- 1.1 To suggest what should be key safeguards that need to be put in place in the event that the Mayor of London through Transport for London (TfL) is given more responsibility for running services on the National Rail network in the London area.

**2 Background**

- 2.1 Members have previously considered the issue of devolution of responsibility for rail franchises in the London area, and have supported this concept for the benefits to passengers that it would bring. This was discussed at the board meeting on 7 May 2013 (see document <http://www.londontravelwatch.org.uk/document/14332>). Previously in response to the June 2012 Department for Transport (DfT) consultation on proposals for rail devolution London TravelWatch agreed the following response: <http://www.londontravelwatch.org.uk/document/14187> .
- 2.2 The DfT is currently considering the proposals put forward by the Mayor for devolution of parts of the Southeastern and Greater Anglia franchises. In support of these it is proposed that London TravelWatch demands a number of specific guarantees that would ensure that the interests of all passengers are taken account of in this process.
- 2.3 The suggested principles (which have been discussed with Passenger Focus officers) are set out below:

**Seven passenger safeguards for successful and equitable devolution of rail services to Transport for London**

1. **Guaranteeing equality of track access** between continuing (DfT) franchises and any devolved concession operations so as to ensure that the needs of all passengers are catered for.
2. **A commitment to work together on providing seamless information to passengers**, especially during times of disruption and at interchanges between franchises and the concession.

3. **A commitment to an operational agreement to work together in the best interests of all passengers**, sharing resources at times of disruption, and to efficient use of resources where separate provision is not justified.
4. **Separation of fares baskets (how fares are calculated)** between the franchise and the concession to ensure that political or commercial decisions in either franchise or concession do not have unintended negative consequences in the other.
5. **A commitment to regular and meaningful consultation** by all parties with London TravelWatch and Passenger Focus on issues affecting passengers. This should be inclusive from tender design stage by TfL through to day to day operation by the concessionaire, and should be at a minimum comparable to that currently required of train operating companies under the existing franchise arrangements and licensing regime.
6. **A commitment to work with local authorities**, both inside and outside London, to ensure a better whole passenger journey experience, through improved interchanges and through ticketing schemes with local public transport.
7. **A commitment to transparency of data**, on items such as delay attribution and performance

2.4 Supporting documentation from Transport for London will be circulated to members at the meeting.

### **3 Equalities and inclusion implications**

3.1 There are no equalities and inclusion implications arising from this report

### **4 Legal powers**

4.1 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 it to be desirable, to make representations with respect to – any matter affecting the services and facilities provided by Transport for London which relate to transport (other than freight) and which have been the subject of representations made to it by or on behalf of users of those services and facilities. Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon it in respect of representations received from users or potential users of railway passenger services provided wholly or partly within the London railway area.

## **5 Financial implications**

5.1 There are no financial implications for London TravelWatch arising from this report.

## **6 Recommendation**

6.1 That the report is agreed.