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**External meeting report**

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Agenda item : (b)

Paper : TS023

Drafted : 26.11.09

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**Metropolitan line service issues meeting 9 September 2009**

**1 Purpose of report**

- 1.1. To apprise members of the proceedings of a meeting at which London TravelWatch was represented.

**2 Recommendations**

- 2.1. That members note the report.

**3 Information**

- 3.1. This meeting was held on Wednesday 9 September 2009 at the London Underground Limited offices at Baker Street. The Rail and Underground Policy Officer and David Leibling represented London TravelWatch.
- 3.2. The minutes are attached at Annex A. They were prepared by the Rail and Underground Policy Officer.

**4 Equalities and inclusions implications**

- 4.1. The report poses no equalities or inclusions implications for London TravelWatch.

**5 Financial implications**

- 5.1. The report poses no financial implications for London TravelWatch.

**6 Legal powers**

- 6.1. 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 the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

**Annex  
London TravelWatch**

**Summary note of meeting held at London Underground Baker Street offices on  
9<sup>th</sup> September 2009**

Present :

Steve Burnett – Performance Manager, LUL Metropolitan line  
David Leibling – Member, London TravelWatch  
Matt Ball – Stakeholder Relations Manager, LUL  
Jerry Gold – Rail & Underground Policy Officer, London TravelWatch

**Metropolitan line issues**

The meeting was held at London TravelWatch's request, after Mr. Leibling had raised various matters through the London TravelWatch members' enquiry procedure.

1. Moor Park - early departures DL welcomed the installation of clocks to help drivers ensure they do not depart early; however some trains were still doing so. SB said trains will be re-timed in the December 2009 timetable to take account of the higher speeds now permitted at Watford South Junction. North of Harrow, where frequencies are relatively low, he expects trains to run to the advertised timetable.
2. Aldgate – accuracy of 1<sup>st</sup> train out indicator SB said the problem would only really be solved by the December timetable, as the service should then run better with fewer late decisions about the sequence of departures.
3. Baker St - accuracy of 1<sup>st</sup> train out indicator to City SB said the problem here is that the trains from platform 5 only “drop on” to the system when they leave Edgware Road. Information from station staff is likely to be the best remedy, but even this would be imperfect as they too have limited information on the whereabouts of trains because the Tracker Net system does not cover west of Edgware Road.
4. Finchley Road northbound train indicators DL said there are two indicators on the northbound Metropolitan platform, but for passengers standing in the middle of the platform they are both obstructed by other signs. SB said he would investigate.  
**Action : SB**
5. Dot matrix indicators north of Wembley Park DL queried that these had been installed but were not working. SB said there is no signalling or Tracker Net input to input the information, and now no funds to provide it.
6. Service status reports DL said that public address systems and the booking hall “rainbow boards” too often announce “good service” when the actual performance is manifestly otherwise – particularly following incidents. SB said the intentions are good, but the service can vary along different parts of the line.
7. Imbalance between Watford and Uxbridge trains DL asked about the policy on this, particularly when the service is disrupted. SB said Uxbridge is the busier branch, so in the peaks is scheduled to have more trains. This can mean two consecutive trains going to Uxbridge. If the service is disrupted, there might be three trains to Uxbridge;

although a Watford train might be very close behind, passengers could be unaware of it as the platform indicators only show the next three trains.

SB also said there is a particular issue with the 1759 Baker St. – Watford. This is the last pm peak train out of Neasden depot and is therefore vulnerable to cancellation if there have been train or operating problems.

SB said the December timetable should run a lot better, so there should be less disruption and therefore fewer instances of more than two consecutive Uxbridge trains.

8. Delays at Wembley Park southbound DL asked about delayed train driver changeovers at Wembley Park, which can also delay following trains. SB said he could not promise to eliminate these. However in December 2010 a new train crew depot will open at Harrow on the Hill and this will take over all the Wembley Park driver reliefs. The track and platform layout at Harrow is more flexible, with a facility for a delayed train to be overtaken by following trains and thus minimising the “knock-on” delays.
9. Staff visibility DL spoke of the differences in the extent to which station staff make themselves visible to passengers. He contrasted Northwood where they are out and about, and Moor Park where they are only seen when they stand outside the station to smoke. SB acknowledged the problem.
10. Moor Park cycle racks DL spoke of his long-running concern that insufficient keys were issued to the cycle room. LU staff were of the view that sufficient keys had been issued, approximately twice as many as there are cycle spaces. DL’s view, based on his observations, is that there are very often spare spaces and issuing more keys would increase the likelihood of full utilisation of the space available. SB said he would look into this but could not promise a solution.

**Action : SB**