
External meeting report

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Agenda item : (c)

Paper : TS024

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Essex Thameside Franchise Replacement Pre-consultation Stakeholder Briefing

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 Thursday 10 September 2009 at the Westcliffe Hotel, Westcliffe-on-sea. The Policy Officer represented London TravelWatch.
- 3.2. The minutes are attached at Annex A. They were prepared by the 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 252A of the Greater London Authority Act 1999 places a duty upon London TravelWatch (as the London Transport Users Committee) to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

Minutes : Essex Thameside Franchise Replacement Pre-consultation Stakeholder Briefing

Date : Thursday 10th September 2009

Time : 14:00-15:30

Location : The Savoy Suite – Westcliffe Hotel

Present:

Sacha Hatteea (SH) Franchise Sponsor
Supriya Bhol (SB) Procurement Manager
Tunde Olatunji (TO) Passenger Link Manager
Poonam Tamana (PT) Transport Policy Officer
Representatives from local councils

Department for Transport
Department for Transport
Passenger Focus
London TravelWatch

London TravelWatch main focus :

In the specification process, London TravelWatch believes it is important for the franchise to identify specific issues, in particular :

- Tilbury Line frequency to be increased
- Works at Barking, Upminster, Lime House and West Ham
- Improve the number of stops at West Ham

1) Franchising Process

SH who invited London TravelWatch to this meeting is just focusing on the planning part of the franchise and is welcoming any comments for consideration from all who are present at the meeting.

**The current c2c franchise is due to end on Sunday 29 May 2011
DfT will award the new franchise in early 2011**

SH mentioned it is worth to note that c2c has the entire 357s rolling stock – if this rolling stock needs to be further expanded for the new franchise, DfT need to look at alternative rolling stock options.

2) Summarised Main Objectives

SH and SB gave a brief introduction of the main objectives of the franchise specification objectives, in particular :

- Accommodate growth
- Value for money
- Benchmark and improve performance
- Overall satisfaction e.g. fit with today's transport needs such as smart cards
 - Look at 2012 during the franchise change process, particularly in West Ham
- Maintaining an operational performance

3) Passenger Focus Introduction Presentation

TO gave an introduction presentation on Passenger Focus's involvement with the franchise specification process and the issues that they consider to be vital. TO mentioned that Passenger Focus will be working closely with London TravelWatch to represent passengers during the franchise specification process.

TO explained that Passenger Focus expects the Department for Transport (DfT) to look at more passenger specific requirements, in particular :

- Easy input (Oct/Nov 2009) – option to be developed
- Require passenger specific measures which will impact the franchise selection
- Consider the needs for different types of passengers e.g. business, leisure, education etc. Hence DfT need to focus and cover passenger needs and expectations.

TO explained that during the selection process, Passenger Focus expects certain passenger issues to be considered, in particular :

- Passengers requirements are vital to consider
- Value for money should be accurately balanced between the tax payer and passenger
- Railway service should be punctual, reliable and safe
- Railway service should be an 'easy to use' railway
- Railway service needs to take advantage of new technology to meet today's transport needs
- Railway service should have a rail system for continuous improvement

TO mentioned that Passenger Focus have commissioned a new research project on 'Passenger priorities for Essex Thameside' – **This report will be completed in mid November 2009**

4) **Partnership**

DfT have appointed Steer Davies Gleaves for this franchise specification process for technical travel advice, initial data gathering and the franchise review.

SH mentioned that we are welcome to send our issues and concerns which we believe need to be considered during the Franchise specification.

5) **Franchise Specification**

SH gave a brief and explained the main topic which is of most importance for the franchise specification, in particular :

- Value for money
- Station enhancements to improve station standards
- Operational – depends within the franchise agreements which would be based on their own performance measures
- DfT are going to set a base case and each franchise will have to meet the requirements which are close to what the base case may be

If the franchise is for 15 years max, passenger usage through demographics may change and passenger requirements will differ from the start of the franchise.

- It purely depends on the governments requirements from a rail franchise
- The assumption which is given to SH by technical advisors is the franchise agreement will be between 10-15 years

There are not as many constraints with this particular franchise as seen with c2c, its PPM has increased and improved to 93%.

London TravelWatch has to organise a separate meeting with Passenger Focus to discuss the main issues and concerns from the passenger representative perspective.

- In this meeting with Passenger Focus, we need to discuss the options of ticket operability, as there needs to be a better relation between the TOC and TfL.
- In this meeting with Passenger Focus, we need to discuss the capacity enhancements : a 12 car platform in the Tilbury loops for 2011.

SH advised that we should write to him about any enquires about works.

All present at the meeting need to bear in mind that DfT are only in charge for providing funding for operational works from ORR/NR which is for a 12 car funding.

- In the meeting with Passenger Focus, we need to specify the value for money case, big station re-developments (SH is open for us to send our views from a passenger perspective).

It was mentioned that an option which could be looked into is changing Basildon to be linked to the Lakeside centre.

- There is a Bus Rapid Transit proposal which has been submitted to link Southend, Basildon and Lakeside.

Freight will need to be considered and the impact this may have during the franchise selection (maybe have additional 15 paths railway).

Station staff : there are no national thoughts.

Need to look at the Sunday service especially in Rainham.

The minimum number of stops at West Ham is due to the lack of signals. There would be signalling issues if stops were increased which will affect inner London. This would be done after the Olympics because funding is not available at the moment and would need to be discussed with Passenger Focus and DfT.