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**Secretariat memorandum**

Author : Mark Donoghue

Agenda item 7

TS040

Drafted 3.12.10

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**Matters arising**

**1 Purpose of report**

- 1.1 To record responses to or further information received on, and/or of action that has arisen from, items tabled at previous meetings.

**2 Recommendation**

- 2.1. That the report is received for information.

**3 Information**

- 3.1. The current position with respect to items outstanding from previous meetings is detailed on the table at Annex A. Updates for inclusion in this report are invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

**4 Equalities and inclusion implications**

- 4.1. None – report is for information only.

**5 Financial implications**

- 5.1. None – report is for information only.

**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). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the 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.

## Annex A Transport Services Committee Matters Arising Report TS040

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
21.7.10	9	To confirm with Network Rail the current plans for London Bridge National Rail station.	London TravelWatch	Senior Policy Officer	The Senior Policy Officer has chased this information.	<b>In progress</b>
21.7.10	10	London Underground to come back to London TravelWatch once the Northern Line closure programme had been confirmed.	Transport for London	Committee Services	This item will be on a future agenda for this committee.	<b>In progress</b>
21.7.10	10	To invite the Casework Manager to the Oyster customer service centre.	Transport for London	Casework Manager	The Casework Manager and Director, Public Liaison visited the Oyster customer service centre on 22 November 2010.	<b>Complete</b>
20.10.10	7	To determine the reasons for delays on London Overground services.	London TravelWatch	Policy Officer	This data was e-mailed to members of the committee on 22 November 2010. A copy is enclosed in annex B of this report.	<b>Complete</b>
20.10.10	7	To monitor the customer satisfaction level on London Overground.	London TravelWatch	Policy Officer/Senior Policy Officer	This will be picked up in regular liaison meetings with London Overground and in the performance reports.	<b>Complete</b>

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
20.10.10	7	To confirm why TfL Streets were recorded as having a Good rating.	London TravelWatch	Streets and Surface Transport Policy Officer	The Senior Policy Officer recorded in his opinion the measure as Good because the overall measure of journey time reliability had improved and the only targets missed were by small amounts.	<b>Complete</b>

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
20.10.10	7	Data should be rounded up to one decimal point in future.	London TravelWatch	Policy Officer/Senior Policy Officer	The Senior Policy Officer has investigated this request. But not all modes are easily comparable, as they are not all produced quarterly, and the report is ordered by mode not by theme, if members wanted the report restructured to run thematically e.g. Customer Satisfaction, Performance... etc. Rather than Streets, Buses, London Underground etc... this request could be more easily accommodated. Otherwise it simply adds to the length of the report.	<b>Complete</b>
20.10.10	7	To invite TfL to a meeting to provide an update on the Circle and Hammersmith and City lines.	London TravelWatch	Committee Services	This item has been added to the Committee work plan.	<b>Complete</b>

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
20.10.10	7	To discuss the performance of the Circle and Hammersmith & City lines with London Underground.	London TravelWatch	Senior Policy Officer	This will be picked up in regular liaison meetings with London Underground and in the performance report.	<b>Complete</b>
20.10.10	7	For all modes to be included in one chart to compare customer satisfaction.	London TravelWatch	Senior Policy Officer	Where possible this will be done.	<b>Complete</b>
20.10.10	7	To write to Transport for London regarding the receipt of data, commentaries for the performance report.	London TravelWatch	Senior Policy Officer	A letter was sent to Transport for London on 3 November 2010.  A copy of the letter is included in annex C of this report.	<b>Complete</b>

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
20.10.10	9	To report on bus journey times in central London.	Transport for London	Committee Services	The Streets and Surface Transport Policy Officer reported on 8 November 2010 :  "I have met with TfL who have looked at this issue. I am satisfied that there is no material difference in delays to buses caused by the introduction of motorcycles into bus lanes between inner and outer London bus lanes."	<b>Complete</b>
20.10.10	9	To determine why London TravelWatch's question was not included in the Synovate research.	Transport for London	Committee Services	Information requested on 2 November 2010	<b>In progress</b>
20.10.10	9	To look at the casualty analysis to see if there were any differences in gender.	Transport for London	Committee Services	Information requested on 2 November 2010	<b>In progress</b>
20.10.10	9	To report the attitudes of bus drivers to motorcycles in bus lanes.	Transport for London	Committee Services	Information requested on 2 November 2010	<b>In progress</b>

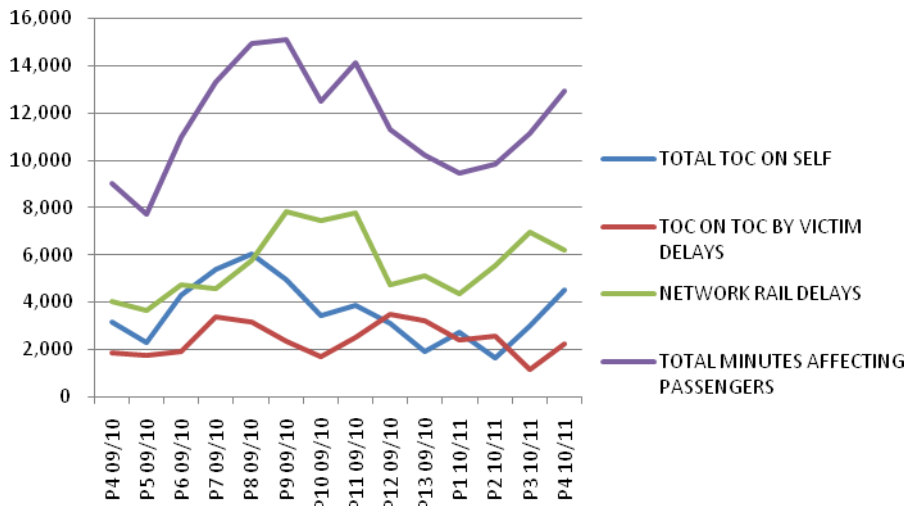
Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status	Complete
20.10.10	C2	To include in the press release for the National Rail performance report the work London TravelWatch had done with London Midland to improve performance.	London TravelWatch	Communications Officer	On 10 November 2010, the press release for the National Rail performance report was issued. It may be viewed on the London TravelWatch website <a href="#">here</a> .	<b>Complete</b>
20.10.10	C3	To carry out further research on motorcycles in bus lanes.	London TravelWatch	Streets and Surface Transport Policy Officer	A paper was circulated to members of the committee on 15 November 2010. In addition a paper has been tabled at this meeting TS044 (Motorcycles in bus lanes).	<b>Complete</b>



**London Overground Performance Q1 2010-11**

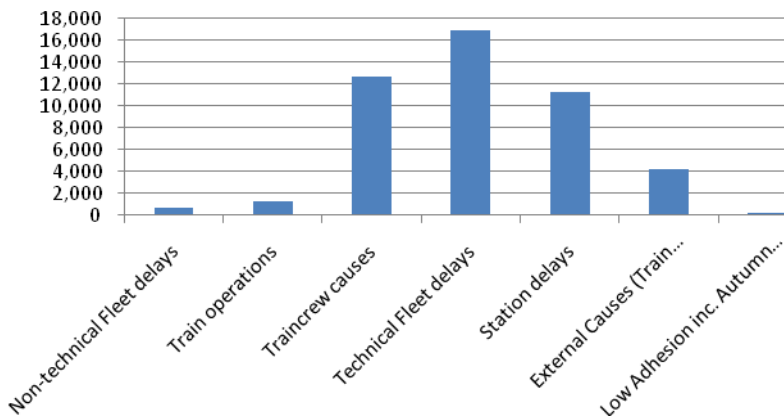
Members asked Officers to provide greater detail on the performance of London Overground in Q1 2010-11. The delays to London Overground break down into three categories those TOC-on-Self, TOC-on-TOC by Victim, and lastly Network Rail. The graph below shows that the proportion of delays caused by London Overground has increased. Periods 1-4 comprise the first quarter of 2010-11.

**Graph 1 – London Overground Delay by Cause**



Of the delays caused by London Overground the reasons are shown in the graph 2. This shows that the most significant cause of delay related to rolling stock. The introduction of the new Class 378 this probably explains the increase in TOC-on-Self delays experienced by London Overground in the periods in question.

**Graph 2 – London Overground TOC-on-Self Delay by Cause**



**TOC-ON-SELF :**

Delays which are caused by the same company trains e.g. a Southeastern Dartford service causes a delay to a Southeastern Pettswood service train.

**TOC-ON-TOC BY VICTIM DELAYS :**

Delays which are caused by another company's trains (including those of freight companies) e.g. a Southeastern service train to Victoria may cause a delay to a Southern service train to Victoria.

**NETWORK RAIL DELAYS :**

Delays attributed to Network Rail include all those not caused by TOCs (or directly by their passengers), and therefore include some caused by third parties (e.g. trespassers and vandals) or extreme weather conditions.

## Annex C

David Brown  
Managing Director, Surface Transport  
Transport for London  
Palestra, 197 Blackfriars Road  
London, SE1 8NJ

Dear David

### **London TravelWatch performance monitoring of London Buses**

As you may be aware London TravelWatch has been producing a TfL performance report with the aim of providing, in one place, information about the performance of TfL's transport network from the perspective of users. The idea being to complement TfL's own performance reporting to its Board and to actively monitor performance with the objective of highlighting areas in need of improvement. This report has been produced quarterly since the second quarter of 2009-10. The report has been welcomed by members. I enclose the latest report for your information.

In preparing each of these reports London TravelWatch has sought to work with TfL Buses to gather information about those routes which are performing worst on the network to both highlight these routes, to seek an improvement in consistently poor performance and to assure ourselves that TfL and its partners are actively working to improve poor performing routes. Members consider this as part of their function as the passenger watchdog for TfL.

We reiterate our strong support for bus services in London given their importance in modal share terms to London's transport users. Fundamentally, we do not want to see these services cut back as a result of the current funding strictures. Rather we want to promote a bus network which increases in quality of service provided to the passenger.

However, just as we highlight the very good performance of the bus network, for example in the first quarter of 2010-11, we must also present a balanced picture and look at where the bus network may be facing performance problems. We particularly want to prompt London's local highway authorities to do their bit to support bus service performance by, for example, installing bus priority on their roads.

An approach had been agreed with TfL, through engagement with your stakeholder team, whereby we would publish a list of those 10 bus routes with the greatest excess waiting time deviation from the contract minimum standard. TfL would then provide commentary to explain which of these routes were temporarily affected by external factors, such as road works, and which had more serious performance issues and the measures TfL was seeking to take to address these. For example we highlighted the Route 30 and we are pleased to see that the performance of this route has now substantially improved.

## Annex C

The problem that we have encountered is that there has been a reluctance to disclose this information on the basis, presumably, that this information could paint TfL in a negative light. We understand that there was disquiet in TfL when we published the list of worst performing routes without a TfL commentary, but feel that with this information a balanced picture of performance is presented and it is an opportunity for TfL to say what action you are taking to improve service performance for the passenger.

In the absence of this supporting material we will be publishing our latest report for the first quarter of 2010-11 without information about poor performing bus routes. We believe that this means that the report lacks balance in that for example with London Underground we are able to highlight which lines have performed less well, or where engineering works has excessively disrupted passengers' journeys.

London TravelWatch therefore requests that you seek a resolution with your staff to establish a regular quarterly reporting of this information and commentaries to allow us to have the information from TfL to be able to effectively represent bus passengers.

We would be very happy to discuss this issue further with you to seek a solution to this matter.

Yours sincerely,

Vincent Stops  
Streets and Surface Transport Policy Officer