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**Secretariat memorandum**

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Agenda item 5  
LTW 303  
Drafted 12.5.09

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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 Information**

- 2.1. The current position is set out in the accompanying table, with background . Information set out below.

- 2.2. Improving signage and information on the Underground network to enable visitors to interchange more easily between lines, e.g. to highlight particularly easy interchanges for those with luggage. (23.9.08; minute 325). Further to enquiry, London Underground (LU) replied :

Congestion mostly happens during the peaks when mainly commuters travel and they know exactly where to stand and when to change for the ideal journey. Visitors can get confused, but they need clear and simple instructions to help them get from station to station. The more detail you add, the more confusing it gets for people not familiar with the system.

The Underground is a high stimulation environment with a lot of messages for passengers already. Adding even more – telling passengers which carriage to get into for the next few stations would mean a lot of messages – would not provide any benefit and may in fact make the overall information strategy less effective.

At Finsbury Park passengers are told to ‘change here for the Victoria line’ and regular passengers know that this is the best place to interchange. Similar messages are provided at other stations, where appropriate.

- 2.3. South West Trains Booking office hours – (10.2.09, minute 414)

London TravelWatch requested the rationale for the Department for Transport’s (DfT) response to South West Trains booking office hours proposals, where the response suggested opening hours that were worse than those SWT proposed.

The Director, Research and Development, reported that the DfT had approached the whole proposal afresh, and had applied the twelve transactions per hour standard across the board.

- 2.4. Snow Business 2.2.09 : enquire of Tramlink why its service did not operate on this day (10.2.09; minute 417)

The Rail and Underground Policy Officer wrote to Tramlink and, on 11 March 2009, Julie Dixon, Head of Marketing and Communications at Transport for London (TfL) London Rail, responded with the report, appended in full at Annex B.

- 2.5. Snow Business 2.2.09 : information provision letter to ATOC (10.2.09; minute 417)

On 10 February 2009 the Rail and Underground Policy office wrote to the Association of Train Operating Companies (ATOC) :

The London TravelWatch Board has discussed the bad weather issues from last week. One of the issues raised was the resilience of the rail industry's websites when faced with increased demand for service information.

You will recall that after the July 2005 bombings in London this was an issue of some discussion. We are pleased that this bore fruit, for example with NRES increasing the capacity of its system, and with some TOCs easing the pressure by putting up a single page of basic service information.

However judging by the bad weather on Monday 2 February, the present arrangements do not yet appear to be sufficient. Whilst we do not have a full picture, examples known to us are the NRES site – now designed for 6 times overload – being overwhelmed by a 16 times increase, and Southeastern's site crashing at 0720 but taking until 1000 to put up a single page simplifier.

We would like to ask ATOC, as the co-ordinating body for NRES and all the TOCs, to take the lead to review current provision, learn lessons from this latest experience, and secure consistency across the industry of website resilience for overloads, and for content and speed of action regarding single page simplifiers. We would be happy to offer input into any draft proposals that ATOC can bring forward.

On 30 March 2009, ATOC sent the following response :

Firstly let me tell you how we are working to improve passenger information generally. NRE, TOCs and Network Rail have been working together to improve "passenger information during disruption" ("PIDD") and set up a Steering Group towards the end of last year which reports directly to the ATOC / NR joint board meetings. The Steering Group includes Directors of NR and train operators. This group is looking at all the ways we can improve the provision of PIDD from trackside to passengers.

Now to the specific issues seen during the snowfall in early February.

Firstly we at NRE have already increased the capacity of our services beyond their capacity on 2/209. We are currently load testing each one to determine the maximum load it can now take. By the end of April we will have completed this and analysed options for further capacity improvements.

Secondly there is a question of consistency of information. One of the key tenets of the PIDD Steering Group's work is that there should be "one source of the truth" for each type of information. This is readily achieved by train operators replacing some of their existing information services with services provided by NRE but branded as the TOC – adopting an approach of "NRE-inside" as it were. To date TOCs have rolled out over 170 such services already.

Thirdly there is the capacity of individual TOC sites. We are reviewing this with each TOC (see below).

In terms of overall co-ordination, you can see from the above that the PIDD SG is in the lead across the industry, with NRE playing a strong role. My team are just completing a full review of all the communications sent by all TOCs during that incident (amounting to several thousands of messages). The next step is to produce a summary report for each TOC which I will then discuss with each TOC MD.

### **3 Forthcoming Publications**

- 3.1. Further to a request from members at the Board meeting 17.3.09, a new section has been added to this report, listing forthcoming publications from London TravelWatch with approximate publication date. An historical list is available on the website.

<u>Title</u>	<u>Publication date</u>
London TravelWatch Annual Review 2009	June/July 2009

### **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.

### **7 Recommendations**

- 7.1. That the report is received for information.

## LTW 303 Annex A : Matters arising from previous London TravelWatch meetings

Key : Completed items are marked **Complete** All other items are ongoing.

### Complete table of matters arising

Date	Minute	Action	Action owner	London TravelWatch owner	Status
23.9.08	325	To ask how signage and information on the Underground network could be improved to enable visitors to interchange more easily between lines, e.g. to highlight particularly easy interchanges for those with luggage etc.	London Underground	Senior Committee Administrator	<b>Complete</b> – see para 2.2, above
16.12.08	397	Christmas period 2008 services (LTW 276 para 1.11) What was the rationale behind the closures listed in this report? (para 1.11)	LUL	Senior Committee Administrator	Information requested 23.1.09 Chased May 09
10.2.09	411	TfL information line Christmas opening hours – Respond as advised by the Board to TfL’s comments on this in Matters Arising report LTW 281 para 2.9 Board did not accept the given response and requested that London TravelWatch pursues this further with a formal request for the line to be open at least later on Christmas Eve and earlier on Boxing Day, if not throughout the period, so that passengers may plan for travel in advance.	TfL –	Senior Committee Administrator	
10.2.09	414	SWT booking office hours : request rationale for DfT’s response where its proposal was worse than SWT’s.		Director, Research and Development	<b>Complete</b> – see para 2.3 above
10.2.09	417	Christmas timetable information : liaise with TfL on incorporation of TOCs’ Christmas operations with TfL’s Christmas services information booklet.	TfL	Senior Committee Administrator	
10.2.09	417	Snow Business 2.2.09 : service provision - write to Tramlink asking why service did not operate on this day		Rail and Underground Policy Officer	<b>Complete</b> – see para 2.4 above, and Annex B

Date	Minute	Action	Action owner	London TravelWatch owner	Status
10.2.09	417	Snow Business 2.2.09 : information provision - write to ATOC recommending a standard resilience for websites across the industry, to cope with surges in demand in times of severe weather ' emergency etc. refer to London TravelWatch recommendations after 7/7. Note : Future representations on this matter will be handled by the Transport Accessibility Committee		Rail and Underground Policy Officer	<b>Complete</b> – see para 2.5 above
15.3.09	428	To list forthcoming publications on the matters arising report	London TravelWatch	Senior Committee Administrator	<b>Complete</b> – see para 3 above
15.3.09	432	SERCO Docklands detailed figures regarding Community Ambassadors' scheme	London TravelWatch	Senior Committee Administrator	<b>Chased 7.5.09</b>

## **LTW 303 Annex B**

### **LONDON TRAMLINK - RESTORING THE TRAM SERVICE FOLLOWING THE HEAVY SNOWFALL OF 2<sup>nd</sup> FEBRUARY 2009**

#### **Background**

Tramlink opened to the public in May 2000. Snowfall since opening has not exceeded 3 inches deep and has not affected the Tramlink service.

The heavy snowfall that started on the evening of 1<sup>st</sup> February was the heaviest and most prolonged that has occurred since the system opened. 7 inches fell and it was considerably deeper where strong winds had caused drifting – especially in Croydon town centre and Wandle Park flyover. This was deep enough to trigger the pressure sensitive lifeguard device in front of a tram's wheels. Once triggered, the brakes are applied and the tram cannot be moved until an engineer attends and gets under the tram to reset the brakes.

#### **Sunday 1 February**

Based on the weather forecast normal arrangements were in place for adverse weather conditions, including running trams throughout the night to keep the tracks and points clear. It was not considered necessary to bring in any other specific additional resources.

Trams ran until the close of service. However the timetable began to be disrupted from around 21:00 due to deteriorating weather conditions. This included poor adhesion of trams to the track and the risk to, and from, other road users in slippery conditions. Scheduled overnight engineering works were cancelled. First Tram Operations Ltd ("TOL"), in consultation with Bombardier and Tramlink's on-call manager, withdrew the overnight trams due to the extreme nature of the snowfall which was leading to concerns over triggering the life guards which would leave trams stranded out on the network making it even more difficult to re-start the service.

#### **Monday 2 February**

Tracks at the Depot were cleared first to allow trams to be inspected prior to going into service. Due to the severity of the exceptional snowfall, the track was cleared manually from the depot outwards and trams were run along cleared sections to prevent further build up of snow. However gritting on the segregated sections of highway proved ineffective because there was no traffic running over it and snow continued to fall on top of it.

Services started operating around lunchtime and by late afternoon there was a service along the Wimbledon branch (see attached schedule).

#### **Tuesday 3 February**

A 20-strong 'gang' was assembled to clear the remainder of the system working from Wandle Park towards the eastern end of the system.

The grinding machine (currently available as being used to improve track condition around the network) was used to break up the compacted ice covering the rails. Snow and ice had also been compressed into rail groove – particularly by pedestrians on segregated sections. Clearing of the groove had to be done manually.

By 9.00pm there was a full Wimbledon to New Addington service. Remaining sections were cleared manually overnight.

#### **Wednesday 4<sup>th</sup> February**

Full service by 05.40.

#### **Looking ahead**

Since TfL took over ownership and management of Tramlink in June 2008 we have been surveying and monitoring the infrastructure and major track works are scheduled for this Summer.

We have had discussions with Croydon Council to assist in keeping the town centre tracks clear at the same time as they work on adjoining roads. We will also investigate options for mechanically and chemically preventing the build up of snow and ice on the street track sections.

We have asked Carillion to provide proposals for fitting points heaters to all points on the network and replacing points heaters that were found to have been damaged prior to TfL's acquisition of Tramlink.

Two mechanical sweeping machines have been purchased for clearing platforms of snow (which is a problem after much lighter snowfall) and leaves, etc.

## **Restoration of Tramlink service**

### **Monday 2 February**

13:36	Trams running Therapia Lane to Wandle Park
15:19	Trams running Wandle Park to Beddington Lane
15:56	Trams running Wandle Park to Mitcham Junction
16:50	Trams running Wandle Park to Phipps Bridge
17:56	Trams running Wandle Park to Wimbledon

### **Julie Dixon**

Head of Marketing and Communications  
TfL London Rail

11 March 2009