

ELSTREE AND BOREHAMWOOD TOWN COUNCIL (EBTC)

TRANSPORT FORUM

MINUTES of a meeting held at Fairway Hall, Brook Close, Borehamwood, WD6 5BT on Wednesday 22 February 2017 at 7.00pm

Present:

- Cllr C Butchins (Transport Forum Chairman in the Chair - EBTC)
- Cllr S Rubner (Vice Chairman - EBTC)
- Cllr Mrs S Parnell (EBTC)
- Cllr Mrs F Turner (HBC and EBTC)
- Cllr A Plancey (HCC)
- PCSO 6344 T J Hainsworth (Hertfordshire Constabulary)
- L Heyman (Thameslink)
- S Simmonds (Sullivan Buses)
- E Aherne-Sime (Metrolink)
- J Cartledge (Resident)
- J Brown (Pensioners' Rights)
- J Kaye (Resident)
- J Liff (Resident)
- G and S Schofield (Residents)
- S Affleck (Resident)
- D Edwards (Resident)
- M Grant (Resident)
- D Brodie (Resident)
- M Hirschfield (Resident)
- A Mena (Resident)
- G Goodman (Resident)
- J and E Elliman (Residents)
- A Jacobs (Resident)
- S Joshi (Resident)
- H Gadian (Resident)
- S and J Melinek (Residents)
- H Jones (Town Clerk)

[Only those residents wishing their names to be included in the minutes are recorded above.]

22. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Apologies were received from Cllr V Eni (EBTC and Hertsmere Borough Council), Cllr G Silver (EBTC and Hertsmere Borough Council), Cllr Mrs P Strack (EBTC), Cllr C Barker (EBTC and Hertsmere Borough Council), O Dowden MP (Hertsmere MP), A Dismore AM (London Assembly: Barnet and Camden), N Clark (Resident), M and C Blake (Residents), A de Swarte (Resident), R Redman (First Impressions and Elstree Screen Heritage) and G Brigden (Hertfordshire County Council).

23. DECLARATIONS OF COUNCILLORS' INTERESTS

There were none.

24. TRANSPORT FORUM MINUTES

The minutes of the meeting of the Forum held on 26 October 2016 were approved and duly signed as a true record by the Chairman.

25. BUS SERVICES IN ELSTREE AND BOREHAMWOOD

A news release from Hertfordshire County Council in relation to the future of Hatfield bus services was tabled at the prior request of G Brigden (PR 21424).

Members received a report from S Simmonds (Sullivan Buses) on timetable changes since 21 January 2017 in relation to the 306 Borehamwood-Watford, 398 Potters Bar-Borehamwood-Watford, 303, 358 and 823 school routes. Updates were also provided on the UNO services 655 Borehamwood-St Albans-Hatfield and 615 Hatfield-Borehamwood-Stanmore (a copy of the detailed report is appended to these Minutes at **APPENDIX A**).

Some Forum members described the reductions in service (particularly the total withdrawal of buses from Farriers Way) as “another nail in the coffin of the bus network” and argued that the cuts were out of kilter with the stated desires expressed in the County Council’s “Transport Vision 2050” project, which would be used to shape the long term development of Hertfordshire’s transport system over the next 35 years (www.hertfordshire.gov.uk/transportvision2050) and had emphasised the value of buses – together with walking and cycling - in combating increasing congestion, air pollution and obesity. It was also felt that the increasing number of “Sorry, no buses serve this stop” signs was a sad reflection on the situation.

The Forum welcomed E Aherne-Sime (Metroline) to her first Transport Forum meeting.

It was noted that although a raised (“Kassel”) kerb had now been installed by the county council at the eastbound bus stop at Stirling Corner, the same action had not yet been taken at the corresponding westbound stop, which had been the subject of a specific request from local residents at a previous meeting of the Forum.

26. TRAIN SERVICES

The Forum received a PowerPoint presentation report from L Heyman, Thameslink, concerning performance by Thameslink in Period 11 (a copy of the report is appended to these Minutes at **APPENDIX B**).

Forum Members were informed that the reliability of the heavily computerised new trains was improving (some difficulties had been experienced with software downloads). It was also noted that the industrial dispute concerning the Southern service had had knock-on consequences for the Thameslink service, e.g. displaced passengers resulting in extended station dwell times.

The Forum wished to record its appreciation to the former station manager at Elstree and Borehamwood railway station, J Gillet (who had been promoted). In addition, the book exchange installed at the station (in partnership with Borehamwood Library) was welcomed and evidence suggested that it was much in use.

Some Members expressed concern about the reliability of using Twitter to obtain information about delays to the service. It was suggested that National Rail Enquiries live departures website/app was one of the best sources of information:

<http://ojp.nationalrail.co.uk/service/ldbboard/dep/ELS/STP/To>

Responding to queries from Forum Members, L Heyman reported that additional 8 car trains would be in service (bringing the total to 7) in May 2017. This would ensure that there would be no more 4 car peak hour services from this time.

27. TRAFFIC AND ROAD SAFETY REPORT: HERTFORDSHIRE CONSTABULARY

The Forum received a report from PCSO 6344 T J Hainsworth (Hertfordshire Constabulary) (a copy of the report is appended to these Minutes at **APPENDIX C**).

In Cowley Hill ward, specific projects included dealing with obstructive parking in Morpeth Avenue, abandoned vehicles, a 'Safer Streets' exercise (visiting residents living in bungalow dwellings) and speed signage (with a request for a sign on Stapleton Road).

PCSO Hainsworth agreed to report to the next meeting in response to a query about the possibility of parents helping to reduce the parking problems outside schools at "drop off" and "pick up" times.

28. TRAFFIC MANAGEMENT IN BULLHEAD ROAD

Cllr A Plancey reported that he had been working with Cllr Mrs F Turner to address representations made in recent weeks by residents of Bullhead Road in connection with

speeding, the condition of the road and lack of parking provision (including blocked driveways). He indicated that he had visited many of the affected residents and had had meetings with Borough and County officers (in particular in relation to the possibility of controlled parking (CPZ)). Subject to budget availability, he hoped to arrange for a speeding sign to be in place in May 2017.

Some Forum members noted that the issue of safety had been raised at a recent Community Safety Partnership (CSP) meeting with several road traffic accidents (RTAs) having been reported. They emphasised that a solution was required to this issue of great concern to residents. Some of the problems were seen to be aggravated by the high number of vehicles in properties occupied by multiple tenants, by some Yavneh College 6th form students parking, dog walkers and the lack of crossings on the road.

It was noted that the CPZ issue had been previously considered and rejected some 7 years previously. However, Cllr Plancey was reopening the matter with officers.

29. VARIABLE MESSAGE SIGNS (VMS) UPDATE REPORT

It was noted that at the previous meeting, some members expressed concerns about the usefulness of the information displayed on the newly installed VMSs in and around Borehamwood (e.g. deer hazard on roads). A hope was expressed that the relevance of the information would improve in the future.

The Chairman provided the Forum with a statement submitted to the Town Council by the Assistant Network Manager (Operations) at Hertfordshire County Council:

“With regards to how messages are selected, our priorities are to ensure any major incidents are displayed as a priority followed by planned works which are likely to have an impact.

We also display campaign messages which are in line with the DfT’s Think! Road Safety Campaign messages. Unfortunately we do not accept messages that deviate from this process as we must ensure that we follow some sort of criteria within Hertfordshire to be consistent with national campaigns, otherwise we risk having un-meaningful messages that lose their audience.”

It was reported by J Cartledge that the relevance of messages had improved (e.g. the notice concerning the current resurfacing of the civic offices carpark). Others present at the meeting queried whether rail service messages could be included on the VMSs.

30. OPEN SESSION

[For clarity and context, questions raised in the Open Session but relating to other agenda items are recorded in the text of the relevant minute above].

Parking Across Driveways

Although acutely problematic at Bullhead Road (Minute 28 above) a number of queries were raised concerning the legality and reporting mechanism in cases where vehicles were parked wholly or partially across driveways. PCSO Hainsworth reported that the correct telephone number to call was "101" and that a PCSO would be likely to investigate. It was understood that some discretion was permitted depending on the extent to which a vehicle was blocking a driveway and that PCSOs often sought to tackle problems in an informal manner in the first instance, such as a letter to the vehicle owner in question. PCSO Hainsworth offered to report back to the next meeting with further details.

31. DATE OF NEXT MEETING

It was noted that the next meeting was scheduled for Wednesday 10 May 2017 at 7.00 pm at Fairway Hall, Brook Close, Borehamwood, WD6 5BT.

32. MEETING CLOSE

The meeting closed at 9.05pm.

A period of informal discussion continued after the meeting at Fairway Hall until 9.30pm.

Date:..... CHAIRMAN.....

Sullivan Buses BUS SERVICE CHANGES

21ST January 2017

To improve reliability in the light of ever increasing traffic congestion Sullivan Buses made a number of changes to its bus services:-

306 Borehamwood - Watford.

Service to and from Watford reduced from every 20 to every 30 minutes (less frequent after 19.00 and on Sundays) with extra journeys at school times and additional peak hour journeys within Borehamwood.

The Sunday & Public Holiday service was reduced with fewer journeys around North Borehamwood and no longer runs via Allerton Road and Belford Road.

398 Potters Bar - Borehamwood - Watford

Some little used peak hour journeys between Potters Bar and Borehamwood were withdrawn. However, the 12.25 Monday to Friday journey from Potters Bar (12.43 ex Borehamwood Tesco) was extended to Watford and the 18.30 journey from Watford was replaced by a later journey at 19.00.

The Saturday service is improved to run every two hours between Borehamwood and Potters Bar.

303, 358 and 823 These school routes now leave a few minutes earlier in the mornings due to increased traffic levels.

27th March 2017

655 Borehamwood – St Albans- Hatfield (UNO) Service withdrawn and replaced by route 601 at similar frequency levels. Within Borehamwood service withdrawn completely without replacement between Farriers Way and Manor Way. On Mondays to Fridays only route 601 will provide a more direct service between St Albans and Hatfield and will provide a direct link to Welwyn Garden City. Saturday service now runs only between Borehamwood & St Albans.

615 Hatfield- Borehamwood- Stanmore (UNO) Revised times to improve reliability in the light of increasing traffic congestion, particularly on schooldays for which a different timetable has been introduced.

Govia Thameslink Railway (GTR)

Elstree & Borehamwood Town Council
Transport and Road Safety Forum

22 February 2017

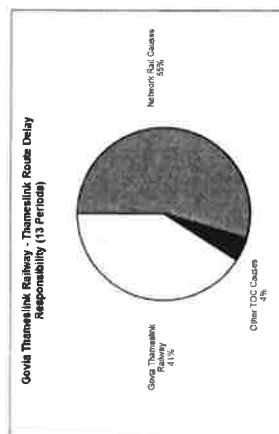
Larry Heyman, Local Development Manager



ThamesLink/

Performance – Thameslink - Period 11

Public performance measure (PPM)
75.3% PPM (8 January – 4 February)



- Major incidents that affected performance:**
- 12 January – Signalling problem in the London St Pancras area
 - 24 January – Derailed train in the Lewisham area
 - 2 February – Emergency services dealing with an incident at East Croydon
 - 2 February – Train failure in the Tulse Hill area



ThamesLink/

Class 700 high capacity trains

- 2+2 seating throughout, so wider aisles encourage passengers to move through the train
- Passenger Information Screens show current loading in each carriage, encouraging movement through the trains
- No interconnecting doors between carriages so easy to move from one carriage to another
- Fixed formation, so no redundant drivers cabs between front and rear of trains
- Wide doors with stand-back areas allow faster boarding and alighting; passengers are more ready to stand in the wider aisles without fear of being 'trapped' when the train approaches their destination station



5



ThamesLink/

Working to improve performance

- Initial poor reliability of new Class 700s has resulted in 28 year old Class 319s staying in service longer than planned
 - Siemens responsible for both the build and the maintenance of Class 700s
 - Two software downloads planned for this month to resolve current reliability issues, including short-formed trains
 - The five remaining peak 4-car Class 319 services will be replaced by 8-car Class 700s in May
 - By end June all Class 319s will have been cascaded out
 - £320m Network Rail investment to reduce infrastructure-related delays
- An early resolution of the RMT and ASLEF disputes on Southern (SN) will have a positive impact on Thameslink (TL) performance as TL cannot be divorced from what happens south of the river
- Removing need for additional station stops, e.g. at Redhill, and eliminating excessive dwell times at SN stations
 - Our Rail Operating / Service Delivery Centre is a finite resource. Much of their time has been swallowed up managing heavily reduced SN services
 - As a result TL train service management has not been the main issue for them and that has had a negative impact on service recovery



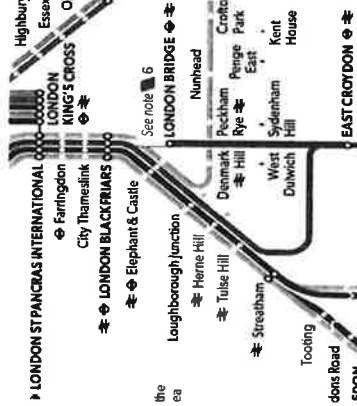
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ThamesLink/

London Bridge impact on performance

- Since 20 December 2014 the Thameslink cross-London route through London Bridge has been closed to allow the station to be rebuilt
- It will reopen to cross-London Thameslink services in May 2018
- Since December 2014 all trains to and from the Brighton Main Line have to go via the heavily congested route through Herne Hill and Tulse Hill
- The impact of any performance issues on the Brighton Main Line on the Public Performance Measure (PPM) was greatly underestimated prior to the TSGN franchise being let.



3



ThamesLink/

Now appearing on the Thameslink routes: Siemens Class 700 trains

Key features

- 115 fixed formation trains on order (55 x 12-car and 60 x 8-car)
- New depot at Three Bridges
- Enhanced depot facilities at Hornsey
- 26 units currently in traffic covering over 150 trains per day
- Reliability is gradually improving but not yet where it should be
- Two software updates planned for February in response to train failures
- The DfT, who specified and ordered the Class 700s, have agreed that Wi-Fi and seat back tables will be installed. Timescales awaited



4



ThamesLink/

Our unique contract

- All farebox revenue is passed to the DfT, who determine the level of all fares increases
- All performance income from Network Rail is passed to the DfT
- The DfT funds all payments against Delay Repay claims but GTR funds the necessary administration costs
- GTR receives a payment from the DfT for running the franchise.
- The payment varies and depends on performance against Service Delivery, Customer Experience and Ticketless Travel benchmarks

Driver recruitment and training

Date	No of qualified drivers	No of driver trainees	Driver Target
Jan-15	327	18	356
May-15	327	59	366
Dec-15	330	83	371
May-16	343	96	371
Aug-16	354	91	371
Dec-16	370	134	390
31-Jan-17	369	148	390

- Classroom theory
 - 24 weeks
- Train handling with instructor
 - 250-350 hours
- Final assessment
 - Up to 2 weeks

It takes 12-14 months to train a driver from scratch.

2018 Timetable - Update

Phase 1 of consultation ran from September to 8 December

- Earliest a train operator has gone out to consultation
- Range of communications channels used – reaching out to all
- Open, honest, transparent conversation about what the train service should be in the future
- Over 10,000 responses received

Next steps:

- A report with recommendations has been submitted to the DfT
- Phase two launching late spring / early summer 2017 detailing full weekday and weekend timetables one year prior to start



Customer compensation

...Delay Repay - the facts

- First TOC to launch Delay Repay 15
- Top of the ORR table
- 'auto' DR for Key Go users from Summer 17
- Most generous comp in industry

1. **Raising awareness**
Promoted at every opportunity
2. **Ease of making a claim**
>85% are online claims
Form simplified – multiple claims
3. **Speed of providing a decision**
Invested to auto process
>65% within 4 working days
ALL within 20 working day SLA
Manual intervention – claim error
4. **Flexibility of payment options**
Since Oct 16 includes BACs, Pay

[illegible]

APPENDIX C

ELSTREE & BOREHAMWOOD TOWN COUNCIL

TRANSPORT AND ROAD SAFETY FORUM WEDNESDAY 22 FEBRUARY 2017

The following is a summary of the number of incidents reported for six consecutive two month periods under the following headings. All of these categories include all types of vehicle, including bicycles:

- Road Traffic Collision, Damage Only
- Road Traffic Incident, Suspected Injury
- Road Offence
- Vehicle Nuisance Or Inappropriate Use

Road Traffic Collision, Damage Only

Ward	01.03.2016 30.04.2016	01.05.2016 30.06.2016	01.07.2016 31.08.2016	01.09.2016 31.10.2016	01.11.2016 31.12.2016	01.01.2017 07.02.2017	Totals
Elstree	2	2	3	4	6	8	25
Brookmeadow	6	3	5	4	7	9	34
Cowley Hill	1	4	0	7	6	3	21
Hillside	7	7	9	9	8	13	53
Kenilworth	7	6	8	9	10	3	43
Totals	23	22	25	33	37	36	176

Road Traffic Incident, Suspected Injury

Ward	01.03.2016 30.04.2016	01.05.2016 30.06.2016	01.07.2016 31.08.2016	01.09.2016 31.10.2016	01.11.2016 31.12.2016	01.01.2017 07.02.2017	Totals
Elstree	7	5	0	4	6	2	24
Brookmeadow	3	0	2	1	5	2	13
Cowley Hill	2	1	2	1	2	0	8
Hillside	8	5	6	7	3	1	30
Kenilworth	3	1	7	11	5	1	28
Totals	23	12	17	24	21	6	103

Road Offence

Ward	01.03.2016 30.04.2016	01.05.2016 30.06.2016	01.07.2016 31.08.2016	01.09.2016 31.10.2016	01.11.2016 31.12.2016	01.01.2017 07.02.2017	Totals
Elstree	5	9	5	8	8	2	37
Brookmeadow	3	4	7	3	9	4	30
Cowley Hill	5	7	3	1	4	2	22
Hillside	11	11	11	10	11	9	63
Kenilworth	6	7	8	11	11	2	45
Totals	30	38	34	33	43	19	197

Vehicle Nuisance Or Inappropriate Use

Ward	01.03.2016 30.04.2016	01.05.2016 30.06.2016	01.07.2016 31.08.2016	01.09.2016 31.10.2016	01.11.2016 31.12.2016	01.01.2017 07.02.2017	Totals
Elstree	3	2	4	3	5	1	18
Brookmeadow	7	8	14	7	6	5	47
Cowley Hill	12	14	6	5	7	3	47
Hillside	23	19	11	21	13	17	104
Kenilworth	10	11	7	8	5	5	46
Totals	55	54	42	44	36	31	262