

# ELSTREE and BOREHAMWOOD TOWN COUNCIL



Fairway Hall,  
Brook Close,  
Borehamwood,  
Herts. WD6 5BT

NOTICE is hereby given that the next meeting of the  
**TRANSPORT AND ROAD SAFETY FORUM**

will be held at Fairway Hall, Brook Close, Borehamwood, WD6 5BT  
on **Wednesday 25 October 2017 at 7.00pm to 9.00 pm**  
[Whilst the meeting will conclude at 9.00 pm – every effort will be made to  
provide 20 minutes for the Open Session item on the agenda]

**[Meeting Open to Press & Public]**

## **AGENDA**

1. **Apologies:** To receive any apologies for non-attendance.
2. **Declarations:** To:
  - a) receive declarations of interest from Councillors on items on the agenda;
  - b) receive written requests for dispensations for declarable interests; and
  - c) grant any requests for dispensation as appropriate.
3. **Minutes:** To confirm and sign the Minutes of the Meeting held on 5 July 2017 (any update reports on issues discussed to be raised in the Public Session unless covered elsewhere on the agenda).

**- Attached**
4. **Signage:** To receive report from J Cartledge in relation to signage at intersection of Hillside and Cardinal Avenues and to note any update on actions taken (5 Minutes).
5. **Parking Matters:** To receive report from Chairman in relation to article (attached) on parking '1 in 5 car parking spaces wasted due to bad parking' (5 October 2017 - PetrolPrices.com Limited) (10-15 Minutes).

**- Attached**

6. **Bus Services in Elstree and Borehamwood:** To consider Operators' Reports and any matters concerning service changes (20 Minutes).
7. **Traffic and Road Safety Report: Hertfordshire Constabulary:** To receive an update report from Hertfordshire Constabulary, if available, on local traffic and road safety issues and to answer questions from Forum Members (20 Minutes).
8. **Train Services:** Members are asked to receive update statement, if available, from GTR - Elstree and Borehamwood railway station (20 Minutes).
9. **150 Years of Elstree and Borehamwood Railway Station:** To receive report from J Cartledge (10 Minutes).
10. **Open Session :** To consider items raised by attendees or items for further discussion by the Forum at a future meeting.  
*(Attendees are kindly asked to state their name and their interest in the Forum)* (20 Minutes).
11. **Date of next meeting:** Wednesday 21 February 2018 at 7.00 pm at Fairway Hall, Brook Close, Borehamwood, WD6 5BT.
12. **Meeting Close:** To close meeting at 9.00 pm.



H R O Jones  
Town Clerk  
13 October 2017

Town Council Offices  
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WD6 5BT

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[Distribution List attached]

*[NOTE: As a Council Policy to conserve paper and postage costs, hard copy agendas are not posted to those on the distribution list who have not attended at least one of the previous three meetings (unless requested to do so). It is understood that attendance at meetings will fluctuate as diverse topics are considered by the Forum]*

Name	Organisation	post	e-mail
Cllr C Butchins	EBTC Transport Forum (Chairman)	x	x
Cllr Mrs S Parnell	EBTC Transport Forum	x	x
Cllr V Eni	EBTC Transport Forum	x	x
Cllr S Rubner	EBTC Transport Forum (Vice-Chairman)	x	x
Cllr G Silver	EBTC Transport Forum	x	x
Cllr E Silver	Town Mayor	x	x
Cllr Mrs P Strack	EBTC	X	X
Cllr Mrs S Parnell	EBTC Leader of Council	X	X
Cllr G Franklin	EBTC Opposition Leader		
Cllr A Coleshill	EBTC		X
Cllr Mrs A Mitchell	EBTC		X
Cllr E Silver	EBTC		x
Cllr Mrs F Turner	EBTC		x
O Dowden MP	Hertsmere MP		x
A Dismore	London Assembly: Barnet & Camden		x
M Silverman	HBC Policy & Transport		x
L Lucas	HCC Policy & Transport		x
G Brigden	HCC Policy & Transport	x	
D Tancock	HCC Policy & Transport		
M Goodyear	HCC Policy & Transport		x
S Parnell	HCC Highways Environment Dept.		
S Davies	BW Driving Instructors Association		
A Aresti	Triple A School of Motoring		
J Cartledge	Resident	x	
M Finn	University Bus (Uno)		
A Dunn	Sovereign Buses (London) Ltd		
J Brown	Pensioners' Rights	x	
S Simmonds	Sullivan Buses	x	x
D Sullivan	Sullivan Buses	x	x
B Godfrey	Arriva Buses		
L Heyman	GT Railway	x	x
S Bowler	GT Railway	x	x
H Matereke	GT Railway (Station Manager)	x	
C Izzard	Metroline	x	x
E Aherne-Sime	Metroline	x	
CI S O'Keeffe	Hertfordshire Constabulary		
PCSO A Gibson	Hertfordshire Constabulary		x
PCSO Hainsworth	Hertfordshire Constabulary	x	
Station Commander	Herts Fire and Rescue		
M Condon	Borehamwood Times	x	
Borehamwood Library	96 Shenley Road	x	
Cllr M Bright	HBC Leader and HCC		

V Kane	HBC		x
Cllr M Vince	HBC Councillor		x
P Childs	Nationwide Handling Ltd		x
A De Swarte	Resident	x	
N Skultela	GT Snacks		x
R Redman	First Impressions		x
Cllr W Prentice	London Borough of Barnet		x
Cllr R Cornelius	London Borough of Barnet		
J Shipman	London Borough of Barnet		x
P J Stonie	Resident		
L Stack	Resident	x	
S Alford	Resident		x
J Berkowitz	Resident		x
C Blake	Resident		x
R Goodall	Resident		x
S Teacher	Resident		x
G Teacher	Resident		x
C Barker	Resident		x
D Gupta	Resident		x
D Barton	Resident		x
P Mirams	Resident		x
C Mooring	Resident		x
P Stone	Resident		x
A Samuelson	Resident		x
P Elsen	Resident		x
N Clark	Resident		x
P Page	Resident		x
J Newmark	Resident		x
Cllr S Brown	Hertfordshire County Council		
Cllr D Ashley	Hertfordshire County Council		x
Cllr R Sangster	Hertfordshire County Council		x
Cllr A Plancey	Hertfordshire County Council	x	
Cllr C Clapper	Hertfordshire County Council		

**ELSTREE AND BOREHAMWOOD TOWN COUNCIL (EBTC)**

**TRANSPORT FORUM**

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

Present:

- Cllr C Butchins (Transport Forum Chairman - EBTC)
- Cllr S Rubner (Vice Chairman in the Chair) (EBTC)
- Cllr G Franklin (EBTC)
- S Simmonds (Sullivan Buses)
- L Heyman (GTR)
- J Cartledge (Resident)
- L Stack (EBRA)
- R Redman (First Impressions and Elstree Screen Heritage)
- N Clark (Resident)
- S Alford (EBRA)
- S Szmolenski (Resident)
- A de Swarte (Resident)
- S, J and B Melinek (Residents)
- D and V Neiman (Residents)
- 3 other residents
- H Jones (Town Clerk)

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

**01. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

Apologies were received from O Dowden MP, (Hertsmere MP), A Dismore AM (London Assembly: Barnet and Camden), Cllr S Brown (Hertfordshire County Council), Cllr A Plancey (Hertfordshire County Council), Cllr G Silver (EBTC), Cllr C Kelly (Hertsmere Borough Council), M and C Blake (Residents), PCSO 6344 J Hainsworth (Hertfordshire Constabulary, D Sullivan (Sullivan Buses), C Izzard (Metroline) and E Aherne-Sime (Metroline).

**02. DECLARATIONS OF COUNCILLORS' INTERESTS**

There were none.

**03. TRANSPORT FORUM MINUTES**

The Minutes of the meeting of the Forum held on 10 May 2017 were approved and duly signed as a true record by the Chairman.

#### **04. BUS SERVICES IN ELSTREE AND BOREHAMWOOD**

##### Sullivan Buses

Members received a report from S Simmonds (Sullivan Buses).

*"Borehamwood Area Bus Changes: July to September 2017:*

*1/ Plenty of resurfacing work is going on. As a result Sullivan Buses are making changes to the B3 as it will not be able to serve much of Well End from the 19<sup>th</sup> to 26<sup>th</sup> July outside of the peak hours. An emergency timetable for the period of the roadworks is set out in the attached notice.*

*2/ There will be diversions to the 306 evening service after 20.00 from 10<sup>th</sup> to 17<sup>th</sup> July due to resurfacing in the Bushey area. Notices will be posted.*

*3/ From early September Sullivan Buses will be making changes as follows:-*

*306 Borehamwood to Watford via Elstree and Bushey Minor timetable changes during Monday to Friday peak hours and school times and on Sundays to reflect worsening traffic conditions throughout the route. The extra buses from Tesco's to North Borehamwood at 16.55 and 17.25 will no longer run. These two journeys suffered from very low passenger numbers in part because traffic had made them unreliable. There will be an extra 306 bus from Queens' School to Borehamwood in the afternoons.*

*398 Potters Bar- Borehamwood-Radlett- Watford Owing to disappointing loadings the Monday to Friday service is being reduced from hourly to two hourly between peak hours and the evening departures from Watford will be reduced to hourly instead of every 30 minutes with the last bus at 18.55. There will be a couple of extra buses in the evening peak between Potters Bar and Borehamwood, although the last journey from Potters Bar will be one hour earlier at 17.45. Hertfordshire and Hertsmere councils have been informed about the changes.*

*It is believed there will be some changes to the Uno 601, 615 and 658 at the end of September but details are not yet known.*

*Route B3: Road Closures in Well End: Weds 19<sup>th</sup> July To Weds 26<sup>th</sup> July: 9.30 am to 4.00 Pm*

*Road closures for resurfacing will be taking place in Well End on the above dates. During these times Route B3 will be unable to serve bus stops in Denham Way and the section of Studio Way from the Banks Road (Toby Carvery) roundabout to Rowley Lane.*

*To give certainty and to minimise the inconvenience for our passengers route B3 to Well End will be diverted and run in two separate sections (each one running once an hour) as follows:*

*Alexandra Road bus stops dep 9.49 and every hour until 15.49  
Tesco dep for Alexandra Road 9.43 and every hour until 15.43*

*Toby Carvery bus stop for Town Centre depart 10.17 and every hour until 15.17  
Tesco dep for Toby Carvery stop 10.08 and every hour until 15.08.*

*No other bus stops in Well End will be served during the above times.*

*Monday to Friday peak hour buses before 9.30 am and after 16.00 will run over the normal line of route and serve all bus stops as will all buses on Saturday 22<sup>nd</sup> July. School route 823 is not affected.*

*Normal service will be restored once both Studio Way and Denham Way are fully open to traffic. We will keep passengers up to date on Twitter @ Sullivanbuses or phone 01707 646803."*

#### Metroline

Members received a written report from Metroline Travel (read by the Chairman):

*"We are responsible for the local operation of London Buses route 107 that passes through Elstree.*

*We have serious concerns that there is a significant pothole/depression in Station Road, Borehamwood, directly at the exit to the Railway Station. This has been reported over several months and no action appears to have been taken. The nature of the depression is that it causes buses to be grounded if there is any other vehicle alongside and this grounding is believed to be the principal cause of damage to gearboxes recently. We are liable to consider making a claim against the County Council if there is no immediate improvement for substantial damages caused.*

#### *Route 107 Operation.*

*This route operates on a On Time basis as do most bus services in the area. This is quite challenging as there are multiple pressure points that affect the route, among them A41/Canons Corner within Barnet Borough, the junction of A1 at Stirling Corner, repeated works and restrictions in the area near Arkley P.H. due to new housing development, revision to junction at Wellhouse Lane near Barnet Hospital, and several critical road works and Burst Water Mains at the base of Barnet Hill.*

*Despite these, the route continues to perform above the target level set by London Buses and the margin of improvement usually means that Edgware is the best performing garage within London Buses for Low Frequency Operation.*

*Within the limitations, there has been focus in recent months to ensuring that there are fewer gaps in service affecting the area near Centennial Park but inevitably there will be times buses are running late due to other congestions.*

*In recent weeks, the major Burst Water Main on A41 Watford Way, north of Elstree area, had a major detriment on the morning of 8th June. There was also a recent programme of resurfacing in Allum Lane which meant buses had to omit Elstree completely and be diverted via A41 and A1 after RNOH - before regaining at Elstree and Borehamwood Station - about 6 miles for 1.8 miles of route. This diversion was planned because Barnet Lane is not considered suitable for double deck vehicles due to multiple instances of overhanging trees.*

*There are some mornings which may relate to other traffic issues creating increased flows of traffic when the approach from Allum Lane into Elstree is thoroughly congested through to the traffic signals at Barnet Lane and delays to services can exceed 15 minutes. In general terms the amount of these instances has declined."*

**It was AGREED that:**

**Metroline be thanked for providing the update report and Hertfordshire County Council be notified of the concerns raised.**

#### **05. TRAFFIC AND ROAD SAFETY REPORT: HERTFORDSHIRE CONSTABULARY**

There was no report, PCSO 6344 Hainsworth having already submitted his apologies.

#### **06. TRAIN SERVICES**

The Forum received a report from L Heyman (GTR) (copy of slides attached at **APPENDIX A**).

Matters raised in response to the report included:

- Notification of timetable availability on the GTR website from December 2018 (with improvements at Elstree and Borehamwood railway station noted in peak and off peak times);
- The challenge of funding station improvements by March 2019 (with the possibility of seeking contributions from CIL (Community Infrastructure Levy monies) from Hertsmere Borough Council and/or Elstree and Borehamwood Town Council);
- The automatic acknowledgement facility on the customer services facility; and
- The difficulty in obtaining discounted tickets for holders of HCC concessionary fare passes at times when the booking office was unstaffed, as users are unaware



that they should purchase child tickets (which are sold at the same 50% discount) from ticket machines instead.

## **07. 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 (Hillside Ward)

The Chairman read an update report from Cllr A Plancey (Hertfordshire County Council) in connection with the parking difficulties aired at previous meetings of the Forum:

*'The issues of over parking due to college students, school parents, office workers, gym users and flat occupants are still present and there have been many meetings with different departments at the council and meetings have also taken place at the 2 schools, Monksmead and Yavneh. There is also another meeting next week with senior officials and highways so more information will follow. The issues of the road condition is still being reviewed and the road is due to be resurfaced next year. In the meantime any potholes that are arise should be reported and will hopefully be fixed in the interim period.'*

## **08. CLOSURE AND DATE OF NEXT MEETING**

The meeting closed at 8.15pm.

It was noted that the next meeting was scheduled for Wednesday 25 October 2017 at 7.00pm at Fairway Hall, Brook Close, Borehamwood, WD6 5BT.

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

# Govia Thameslink Railway (GTR)

## Elstree & Borehamwood Transport Forum

5 July 2017

Larry Heyman, Local Development Manager, Thameslink & Great Northern

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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

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ThamesLink/

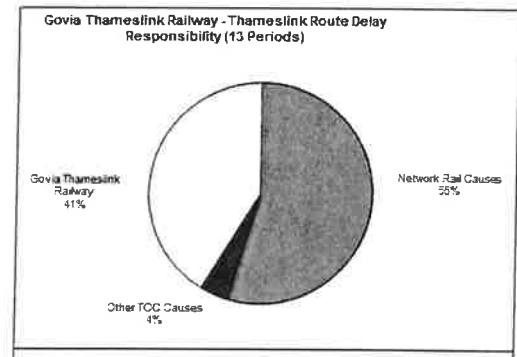
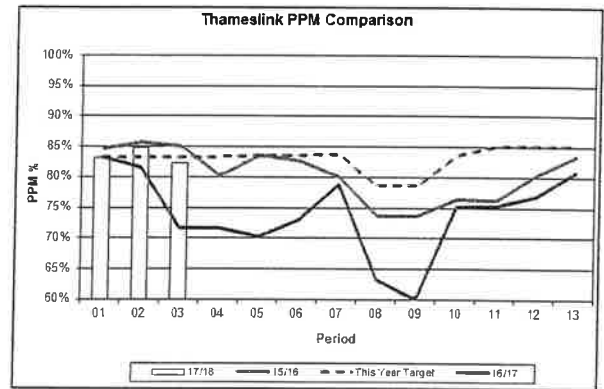
# Performance – Thameslink- Period 3

## Public performance measure (PPM)

82.28% PPM (28 May – 24 June)

### Major incidents that affected performance:

- Sunday 4 June: Loss of signalling at Victoria Signalling Centre affecting all Thameslink trains in south London: 1,054 delay mins and 102 cancellations
- Tuesday 6 June: Fallen tree on the track/overhead lines at West Hampstead: 4,608 delay mins and 121 cancellations
- Sunday 18 June: Electrical fault on the overhead lines at London St Pancras: 1,876 delay mins and 32 cancellations
- Monday 19 June: Trackside Fire in the Earlswood area: 2,684 delay mins and 102 cancellations
- Tuesday 20 June: Track problems near Preston Park: 1,397 delay mins and 36 cancellations



**GN**  
GATWICK EXPRESS

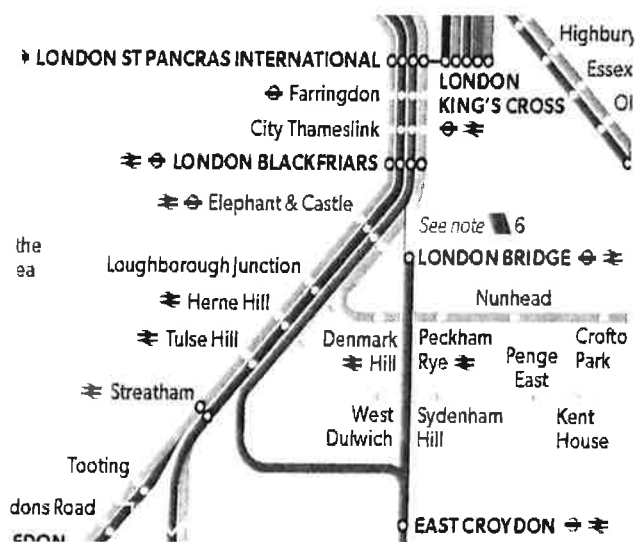
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ThamesLink/

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## 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 by the DfT and Network Rail.

**GN**  
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# 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
- 30 units (11 12-car, 19 8-car) currently in traffic covering over 220 trains per day
- Reliability has improved over the past two months. We intend to introduce a further five Class 700s into service from Monday 10 July.
- By the end of September we anticipate that the entire Thameslink fleet will be composed of the Class 700s
- The DfT, who specified and ordered the Class 700s, have agreed that Wi-Fi and seat back tables will be installed. Timescales awaited
- Action being taken to resolve excessive temperature on peak services



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## 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
- Software downloads being implemented to resolve current reliability issues
- Planned that in the summer all Class 319s will have been cascaded out
- Weekday driver-related cancellations now almost at zero
- £300m Network Rail investment to reduce infrastructure-related delays
- A resolution of the RMT and ASLEF disputes on Southern (SN) would 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

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GATWICK EXPRESS

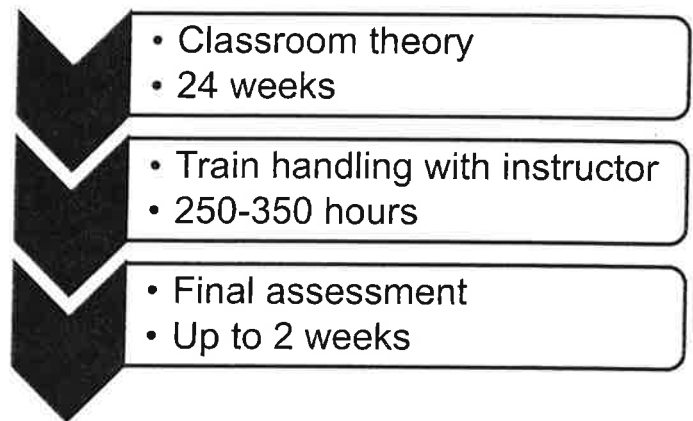
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# Thameslink driver recruitment and training

Date	Qualified drivers	Trainee drivers	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
14-Mar-17	372	159	390
17-Apr-17	374	183	390
08-Jun-17	384	180	390
04-Jul-17	389	168	390



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

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ThamesLink/

## Passenger Benefits – more connections, more destinations

- From 2018, Thameslink route grows – allowing passengers to get into Central London and across the capital without taking the tube
- New links from Peterborough, Cambridge, Kent and Sussex
- Journeys between Cambridge and Gatwick Airport will be just 1 hour 40 minutes – 30 mins quicker than today
- From December 2018, new links with Farringdon via Crossrail's services to Heathrow will make Farringdon an important new hub
- Full public consultation on 2018 timetable

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ThamesLink/

# 2018 timetable consultation – phase 2

- Following over 13,000 responses to phase 1. Phase 2 is running from 26 June – 27 July 2017
- New website – [www.transformingrail.com](http://www.transformingrail.com).
- Easy to use journey planners, alongside full Monday to Friday timetables
- Advertised via homepages on all brand websites, social media, meet-the-managers at key stations, posters at stations, door drops, on train and station announcements, press releases, stakeholder meetings & emails, internal briefings for staff to speak to passengers.
- Weekend timetables to be consulted on separately later in the summer.

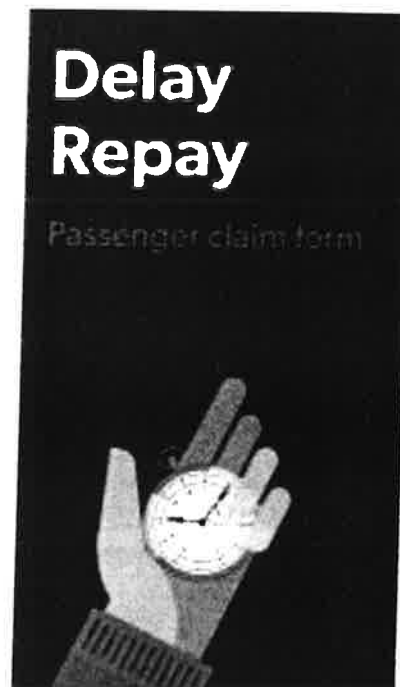
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ThamesLink/

## Delay Repay 15

- Delay Repay for delays over 15 mins introduced December 2016
- Improved scheme will provide 25% discount on single fares for delays between 15 and 29 minutes
- Since October 16 2016 we have given passengers options for payment including credit card, debit card, electronic bank transfer and PayPal



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ThamesLink/

# 1 in 5 car parking spaces wasted due to bad parking

News entry dated 05th Oct 2017

Do you enjoy driving round looking for a parking space? Whether you're out shopping or trying to park outside your own house, there's little more irritating than having to hunt for a parking space day after day. Now, new data has shown that it's not a lack of parking spaces that's the issue. People are in fact parking so badly that a fifth of all kerbside parking spaces are going to waste.

Direct Line Car Insurance commissioned a review of 120 roads that were often described as being "full," to find out why people were finding it so difficult to park on them. The study uncovered that 17% more parking space would be available on average if people parked more effectively. That would be enough to accommodate thousands of vehicles.

If everyone used parking assist technology, which helps find spaces that are the right size for your car, and ensures that you use the space correctly, this would go a long way towards freeing up the lost 17% of parking space.

## The UK's worst cities for parking

London and Birmingham were found to have the most parking space wastage, at 20% each. The study found that drivers in these cities left the greatest distance between their cars. Conversely, Brighton was found to have the most efficient parkers, with just 11% of space left unused on "full" streets.

Out of 2,000 drivers who were questioned as part of the research, 47% said that poor parking has caused them major frustration over the past year. Furthermore, 40% avoid going to the shops because they're concerned about parking. This is bad news for the UK's businesses.

When it comes to bad parking habits, 13% of drivers admitted to parking across two spaces in order to save a space for someone else. Meanwhile, 11% said they had put a bin in a parking space to secure it, while 38% had deliberately left space to protect their car.

A guilty 10% of motorists had parked in a space so small that others couldn't move. By contrast, a whopping 73% had left space so that they could easily manoeuvre. The study also found that 31% of motorists had chosen a space based on the quality of the cars parked on either side of it.

## Parking with confidence

Looking at people's parking confidence also uncovered a



(Shazz by CC 2.0)

few surprising details. A fifth of people had parked away from home to avoid parking in a difficult space. Around the same number had asked a friend or relative to park for them. In addition to this, 18% of drivers had given up on trying to park in a space because someone was watching them.

Inrix has calculated that Brits spend an average of 44 hours per year looking for parking spaces. That adds up to £733 per driver in wasted fuel, time, and emissions. The situation is even worse in London, where people spend as many as 67 hours per year trying to park, at a cost of £1,104.

Belfast, Leeds and Bristol also score highly when it comes to time spent searching for a parking spot. On a UK-wide basis, it has been suggested that a total of £30 billion is wasted on this time-consuming exercise every year.

## The worst parking in the UK?

One of the worst cases of parking that was reported on earlier in the year was that of a driver who had parked their Seat over four parking spaces. The motorist was concerned about another driver hitting their vehicle. The selfishness involved caused uproar.

By parking inefficiently, drivers are wasting valuable space that could be used by other motorists. Bad parking habits mean that people are spending an unreasonable amount of time and money searching for somewhere to park.

With this in mind, it may be that parking assist technology should be on everyone's car wish-list in the future. This could make parking a more efficient and less stressful task for drivers up and down the UK.