

ELSTREE AND BOREHAMWOOD TOWN COUNCIL (EBTC)

TRANSPORT FORUM

MINUTES of a meeting held at Fairway Hall, Brook Close, Borehamwood, WD6 5BT on Wednesday 13 July 2016 at 7.00pm

Present:

- Cllr S Rubner (Vice Chairman in the Chair) (EBTC)
- Cllr V Eni (EBTC and Hertsmere Borough Council)
- Cllr R Butler (EBTC and Hertsmere Borough Council)
- Cllr D Burcombe (Hertsmere Borough Council)
- PCSO 6344 T J Hainsworth (Hertfordshire Constabulary)
- G Brigden (Hertfordshire County Council)
- J Gillett (Thameslink)
- L Heyman (Thameslink)
- D Sullivan (Sullivan Buses)
- S Simmonds (Sullivan Buses)
- J Cartledge (Resident)
- L Stack (EBRA)
- R Redman (First Impressions and Elstree Screen Heritage)
- A De 'Swarte (Resident)
- S Alford (EBRA)
- S, J and B Melinek (Residents)
- N Clark (Resident)
- J Brown (Pensioners' Rights)
- 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 Cllr C Butchins (Transport Forum Chairman - EBTC), Cllr Mrs S Parnell (EBTC), Cllr G Silver (EBTC), O Dowden MP, (Hertsmere MP), S Davies (BW Driving Instructors' Association) and A Dismore AM (London Assembly: Barnet and Camden).

02. DECLARATIONS OF COUNCILLORS' INTERESTS

There were none.

03. TRANSPORT FORUM MINUTES

The Minutes of the meeting of the Forum held on 4 May 2016 were approved and duly signed as a true record by the Chairman.

04. TRAIN SERVICES

The Forum received a 40 minute presentation from L Heyman (GTR). It was noted that a copy of the presentation slides would be appended to the minutes of the meeting (**APPENDIX A**).

Responding to queries from some Forum Members about the car park space changes, L Heyman clarified that with regards to “pick up” and “drop off” parking at Elstree and Borehamwood railway station, with the exception of the Premier Bays and disabled bays, vehicles could park in any bay for a period of 20 minutes provided that the driver remains with the vehicle. He reported that traffic consultants would be hired by GTR in order to advise on how the company might better address congestion on access routes to the station.

The Chairman queried whether the “night gate” at Elstree and Borehamwood train station could be opened in the peak morning times (or for the “disabled” ticket gate be left open) to allow better flow of passengers entering and leaving the station. L Heyman (GTR) stated that the company was investigating innovative solutions to the congestion problem and he would be better able to report on this topic at a later meeting.

Responding to a query from L Stack (EBRA), L Heyman (GTR) clarified that there was no time limit restriction on the parking bays for blue badge holders (disabled use) at Elstree and Borehamwood train station.

J Cartledge (Resident) reported that at a recent presentation to rail user groups, GTR had indicated that its provisional timetable for 2018 onwards (i.e. after completion of the Thameslink enhancement programme) provided for the retention of the current 4 trains per hour (tph) weekday off-peak all-stations service from Elstree and Borehamwood to the Wimbledon Loop, which would continue to be operated with 8-coach units because the platforms at stations on the Loop could not accommodate longer trains. This would be augmented by a 2 tph semi-fast service (calling only at Mill Hill Broadway and West Hampstead between Elstree & BW and St Pancras) which would continue via London Bridge to Rainham in north Kent. This could be run with 12-coach trains. There was also the prospect of a doubling of the Sunday service frequency to 4 tph. These plans would be the subject of a forthcoming consultation exercise in which Elstree & BW Town Council would be included.

05. TRAFFIC AND ROAD SAFETY REPORT: HERTFORDSHIRE CONSTABULARY

PCSO Hainsworth (Hertfordshire Constabulary - Borehamwood Safer Neighbourhood Team) provided an update report on the following transport and road safety operations between May and June 2016:

- Parking operation Caishowe Road (for Cowley Hill School)
- Parking operation Allerton Road (for Parkside School)
- Parking operation Leeming Road
- Parking operation Shenley Road
- Stay Safe assembly Cowley Hill School
- Stay Safe assembly for Year 8 Hertswood Academy
- Stay Safe talk for Nursery and Reception classes Cowley Hill School
- Speed operation Barnet Lane
- Adjustment to timing on Pelican crossing Allum Lane railway bridge
- Adjustment to timing on Pelican crossing near Morrisons.

In addition, PCSO Hainsworth provided updated data on comparisons between the periods of 1 March 2016 to 30 April 2016 and 1 May 2016 to 30 June 2016 in relation to road traffic reported incidents in Elstree and Borehamwood. The results were:

Ward	Road Traffic Collision Damage Only	Road Traffic Incident suspected injury	Road Offence
Elstree	2 (2)	5 (7)	9 (5)
Brookmeadow	3 (6)	0 (3)	4 (3)
Cowley Hill	4 (1)	1 (2)	7 (5)
Hillside	7 (7)	5 (8)	11 (11)
Kenilworth	6 (7)	1 (3)	7 (6)
Totals	22 (23)	12 (23)	38 (30)

[Explanatory Note: the number in brackets () relates to the 1 March 2016 to 30 April 2016 period].

Responding to queries from Forum Members, it was reported that eight tickets had recently been issued using the speed gun in Barnet Lane. A technical assessment was scheduled to be carried out in October 2016 to further investigate the possibility of having double yellow lines in Barnet Lane east of Deacons Hill Road.

Other matters reported included:

- speeding in Arundel Drive;
- anti-social behaviour by young cyclists (Leeming Road and Shenley Road, especially in early evening);
- visibility for pedestrians by building hoardings near Scratchwood (Barnet Lane);

Responding to a specific query from S Alford (EBRA), PCSO Hainsworth indicated that dangerous driving on motorbikes was an issue being tackled by the Constabulary. An initial warning had been provided to an identified group who were riding in an inconsiderate way in Borehamwood and at the nearby Scratchwood open space (in LB Barnet). In issuing a Section 39 Order, the next stage was to seize and crush the vehicles in question. It was understood that the dangerous riding of motorbikes caused alarm and stress to the public. As such, this was a matter taken with the greatest seriousness.

Forum Members thanked PCSO Hainsworth for reporting back to the meeting with answers to the queries raised at the previous meeting and for his helpful and informative report.

06. BUS SERVICES IN ELSTREE AND BOREHAMWOOD

Operators' Reports

Forum Members received an update report from S Simmonds (Sullivan Buses) concerning changes to Sullivan Bus services from 3 September 2016. It was noted that no changes to other companies' services had been announced at the time of the meeting.

It was noted that a copy of the changes schedule would be appended to the minutes of the meeting (**APPENDIX B**) and published on the Town Council's website (www.elstreeborehamwood-tc.gov.uk).

Responding to an anecdotal account of a delay in service on the 306 route raised by J Brown (Pensioners' Rights), S Simmonds and D Sullivan (Sullivan Buses) provided an explanation of how the traffic flow problems in and around Borehamwood were affecting the company's targets for meeting timetable performance. Passengers experiencing problems were encouraged to visit the website (www.sullivanbuses.co.uk) and to report incidents to Sullivan staff. It was noted that the number of instances of extreme delay (over 1 hour) were very rare.

Cllr D Burcombe (Hertsmere Borough Council) reported on anecdotal incidents of the Uno bus service "cutting out" journeys on the 655 and 658 routes.

The Bus Services Bill: An Overview

Due to time constraints at the meeting, the Chairman asked for the above item to be deferred for consideration at the next Forum on 26 October 2016. In the meantime, Forum Members were encouraged to read the Bill from the Department for Transport carefully in light of the government's intention that if enacted, the measure would enhance the scope for local transport authorities to assist and promote local bus services. Hertfordshire County Council Members and Officers would be made aware that the

Transport Forum was considering this item in the hope that opportunities for closer partnership working would be fully investigated and embraced as a means of securing future improvements to the local bus service.

07. TRAFFIC FLOW IN BOREHAMWOOD AND ELSTREE

It was noted that Officers at Hertfordshire County Council were aware of the request made by the Forum for an update report on progress made to date in implementing the Elstree and Borehamwood Urban Transport Plan 2013. A written report was scheduled to be submitted to the next meeting on 26 October 2016. It was further noted that Hertfordshire County Council officers were unable to commit to attendance at all Transport Forum meetings but would seek to do so where there was a specific reason (e.g. the recent Hertfordshire County Council consultation document on bus services).

08. TRANSPORT FORUM TERMS OF REFERENCE

Members of the Forum noted the Transport Forum Terms of Reference 2016/17 as agreed by Full Council on 16 March 2016 (Minute Council 2015/16 68 (iv)).

09. 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].

Air Pollution from Traffic

Responding to concerns from some Forum Members about air pollution in Elstree and Borehamwood as a consequence of high volumes of traffic in the local area, Cllr V Eni indicated that he had reported the matter to Hertsmere Borough Council and that he would provide a further report to the next meeting, if available, pending the receipt of data requested from Hertfordshire County Council.

10. CLOSURE AND DATE OF NEXT MEETING

The meeting closed at 9.00pm.

The Chairman thanked Members for attending, especially those who had provided presentations from GTR, Sullivan Buses and Hertfordshire Constabulary.

It was noted that the next meeting was scheduled for Wednesday 26 October 2016 at 7.00pm at Fairway Hall, Brook Close, Borehamwood, WD6 5BT.

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

Govia Thameslink Railway (GTR)

13 July 2016

Transport & Road Safety Forum

Elstree & Borehamwood Town Council

Larry Heyman – Local Development Manager, Thameslink

James Gillett – Station Manager, all stations from Radlett to Cricklewood

**Gatwick
Express**

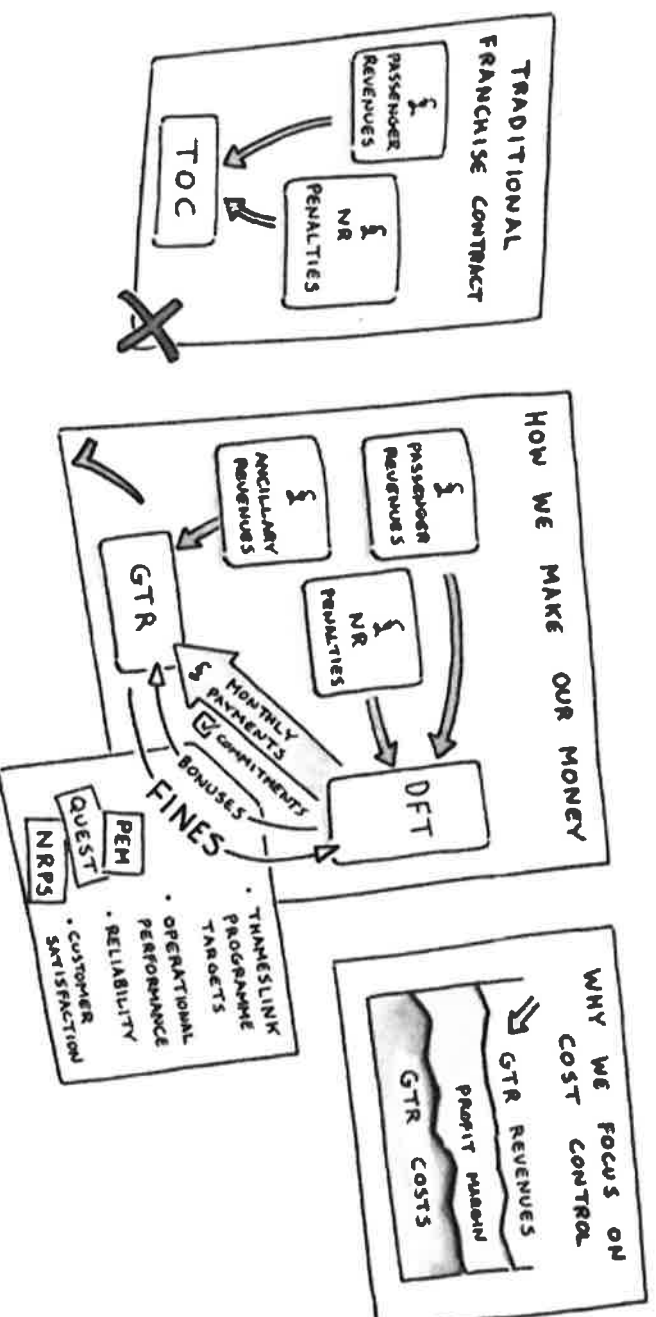
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Our unique contract

Farebox revenue and performance income from Network Rail are passed to DfT. GTR receives a payment for running the franchise that varies depending on performance against service delivery, customer experience and ticketless travel benchmarks.



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Background context

- The south east has seen a phenomenal growth in past 5 years
- A once in a generation transformation of the railway is underway, with the £6.5bn government-sponsored Thameslink Programme
 - we are 21 months into a four year programme
- The GTR franchise aims to manage a huge period of change on the railway, with many committed obligations – projects and improvements to deliver - while working with Network Rail to minimise the impact of Thameslink Programme infrastructure works on passengers
- Passengers will gradually see improvements in the quality and reliability of services and information over the next two years
- The full benefits will materialise in 2018

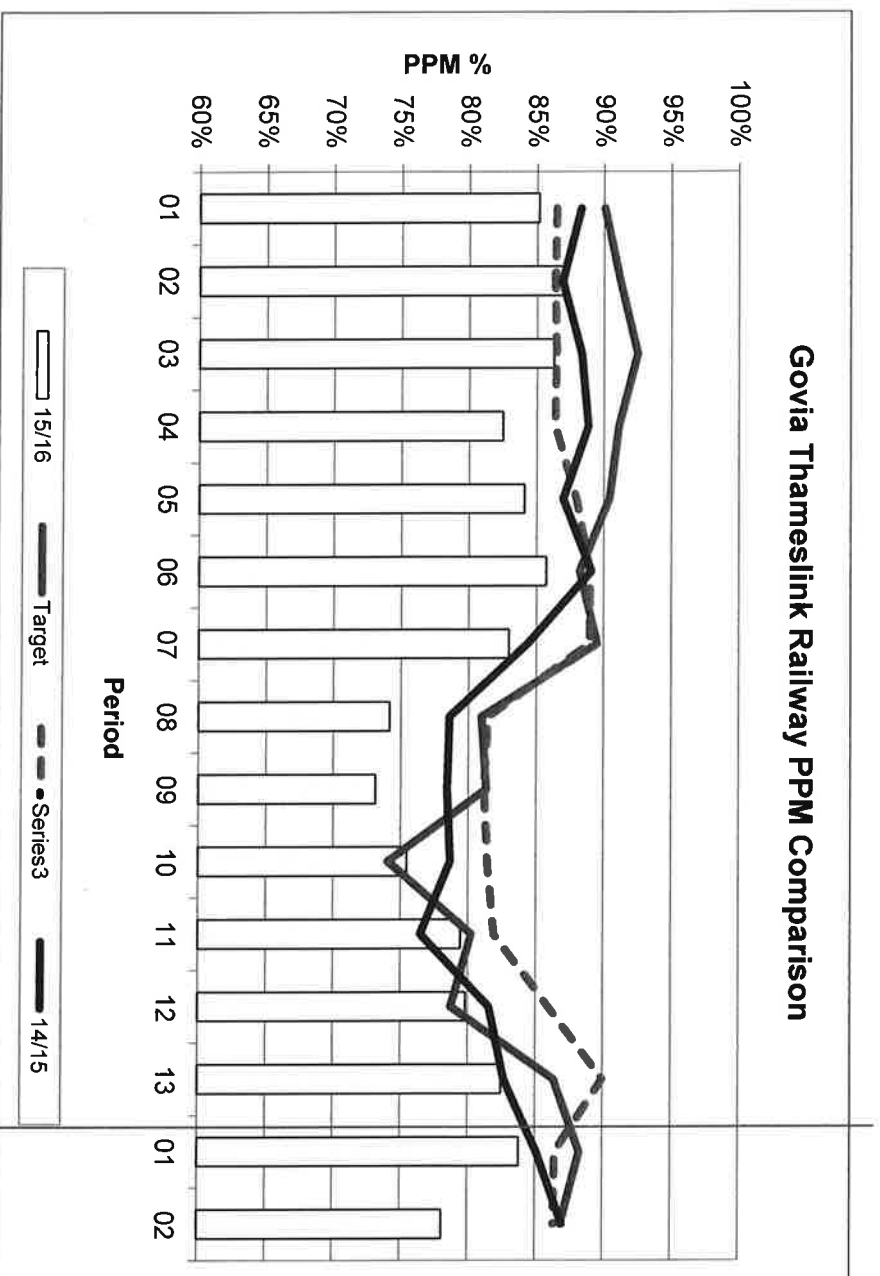
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GTR performance update



2015/16 ← → 2016/17

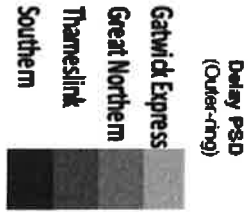
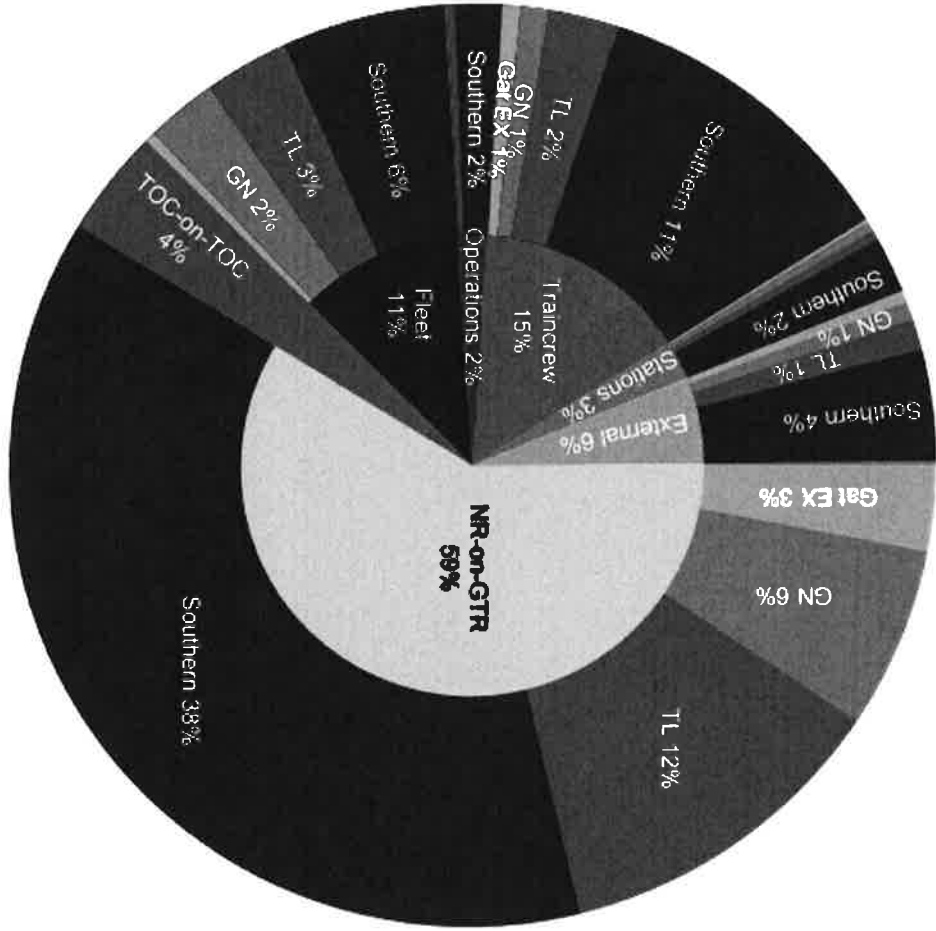
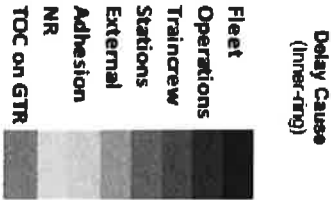
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GTR delay minutes split (1613)



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Southern

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Driver recruitment and training

- Between January and March 2016, we have 51 newly qualified drivers with more drivers continuing to pass out every month.
- There are currently 261 drivers in training including:
 - 74 for Southern
 - 92 for Thameslink including to Brighton
 - 95 for Great Northern
- We are delivering a large training requirement in 2016/17:
 - Class 700 = 6672 days - underway
 - Cricklewood Depot = 322 days - complete
 - Hornsey Depot signalling = 960 days - started
 - Three Bridges route knowledge = 996 days - started
 - Gatwick Express trains = 271 days - started
 - Great Northern trains = 3288 days - started
- More training needs are required and have yet to be agreed with the Unions e.g. expect circa 7000 days of training for ATO.
- The rest day working need fluctuates depending on labour turnover, sickness levels as well as covering for holiday leave and training.



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Steady delivery of improvements

2018

2017

2016

- More qualified drivers
- New Class 700
- New Gatwick Express
- Free WiFi at 104 stations
- Platforms 7-9 open
- From August, Charing Cross services resume calling at London Bridge. Cannon Street services will not call at London Bridge
- Better service information
- Longer trains on Uckfield line

- Reinstate fourth track approach at London Bridge
- Platform 6 re-opens at LB
- Automated delay repay



- Platforms 1 - 5 open

- Completion of track, signalling and major bridges work around London Bridge station
- Station work completes
- Southeastern and Thameslink services to and from Cannon Street resume calling at London Bridge
- 24 tph through central London
- Crossrail interchange at Farringdon

- New Moorgate trains



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Improving our stations

We are modernising stations to improve our customers' experience, making it easier for them. We want our customers to have access to more modern technology, use improved and secure station environments, be able to seek support from fully trained employees, more readily available to meet their needs.

What we have done so far :

- Staffed 25 more stations from first to last trains (1 million annual football)
 - 23 GN stations, and 22 TL stations
- Safer stations through better ticketless travel initiative
 - reduced from 2.6% in November 2014 to 1.95% in September 2015
- New gates being introduced at 21 stations to improve security
 - 6 TL stations, 8 GN stations, and 7 Southern stations
 - Once operational they will be staffed and allow contactless payments
- Improved online retailing, and rolled out the Key smartcard
- Staff receiving new information devices
 - Able to access the latest travel information

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- GTR will introduce the role of Station Host.
- We have reviewed the use of ticket office opening hours, based on customer demand.
- Less than 30% of all tickets are sold through a ticket office.
- Our plans to change opening hours have gone through a public consultation
- Our Hosts will assist customers when buying tickets, and are able to sell them also.
- They will be available and accessible on the station concourse where our customers need them most
- All Station Hosts will have enhanced customer service training

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- Substantial increase in hours when staff are available to sell tickets, particularly evenings and weekends



- One window of existing ticket office will continue to be used at least at peak times plus a Station Host in the concourse
- Implementation likely to be in late Autumn 2016 and latest by March 2017



Current ticket offices hours		Proposed ticket office hours		Proposed Station Host minimum hours		Additional	
Mon-Fri 0600-2030	Sat 0600- 2030	Sun 0630- 2115	Operating from one window of existing ticket office plus Station Host in concourse	Mon-Fri 0500- 2300	Sat 0500- 2300	Sun 0700- 2300	First-last staffing

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Improving customer information

Planning

- Website service updates
- App
- Twitter handles
- Lines of route

At the station

- Departure screens
- Front line team
- Help points
- Info screens
- Announcements

On the train

- Announcements
- Screens
- Twitter
- App

Consistent and reliable communication is key when things don't go to plan.

- Social media team moved to Three Bridges Service Delivery Centre
- New customer 'ambassadors' being trained
- Real time information devices provided to all our front line teams
- One source of information shared across all our systems
- GTR resource working with TfL since the new year
- TfL/GTR Alliance to deliver benefits that will improve customer experience e.g. interchange with Crossrail at Farringdon

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CHANGES TO SULLIVAN BUS SERVICES FROM 3rd SEPTEMBER

ROUTE NO.	ROUTE	CHANGES
306	Borehamwood – Watford via Elstree and Little Bushey	Revised timetables to improve reliability following further increases in traffic congestion. As a result slightly reduced frequency Monday to Friday peak hours to approximately every 20 minutes. Due to low patronage at weekends service reduced to every 30 minutes on Saturdays and every 90 minutes on Sundays.
306B	Potters Bar – Borehamwood – Watford	This Saturday service is withdrawn (see 398).
306c	Borehamwood- Garston (St Michaels School) via Elstree, Bushey Village, Watford, Leavesden	This schooldays service is withdrawn between Borehamwood and Watford via Bushey Village. A service 306 journey via Little Bushey is instead extended via Watford to St Michaels Catholic School as a replacement.
398	Potters Bar- Watford via South Mimms, Borehamwood, Radlett	Increased service Monday to Friday peak hours. Reintroduced on Saturdays between Potters Bar and Borehamwood to partially replace route 306B but at a reduced frequency following withdrawal of all funding from Hertfordshire County Council.
303	Potters Bar- Oaklands(Nicholas Breakspear School)	This school service is extended from South Mimms to start in South Borehamwood replacing 358 in order to provide extra capacity.
358	Borehamwood- Oaklands(Nicholas Breakspear School)	This school service is replaced in South Borehamwood by route 303. It starts instead at Tesco's.
823	Borehamwood- Garston (St Michaels School) via Elstree, Little Bushey	This school service now starts and finishes at Balmoral Drive (Ripon Way) instead of Furzehill Road (Ashley Drive) due to lack of use on this section.
B77	Radlett – Kingsbury(JFS) via Borehamwood	Departs earlier in the morning to combat the effects of traffic congestion.

No changes to other companies' services have been announced.

SULLIVAN BUSES
July 2016