

## ELSTREE AND BOREHAMWOOD TOWN COUNCIL (EBTC)

### TRANSPORT FORUM

**MINUTES** of a meeting held at Fairway Hall, Brook Close, Borehamwood, WD6 5BT on Wednesday 4 May 2016 at 7.00pm

Present:

- Cllr C Butchins (Chairman in the Chair) (EBTC)
- Cllr S Rubner (Vice Chairman) (EBTC)
- Cllr V Eni (EBTC and Hertsmere Borough Council)
- Cllr A Plancey (Hertsmere Borough Council and Hertfordshire County Council)
- Cllr D Burcombe (Hertsmere Borough Council)
- K Cox (GTR)
- PCSO 6344 T J Hainsworth (Hertfordshire Constabulary)
- A De' Swarte (Resident)
- J Cartledge (Resident)
- L Stack (EBRA)
- S Alford (EBRA)
- R Redman (First Impressions and Elstree Screen Heritage)
- S and J Melinek (Residents)
- A Palmer (AAA Taxis)
- B Cahill (Resident)
- E Butchins (Resident)
- I Neary (Goodmans Autos)
- N Clark (Resident)
- J Brown (Pensioners' Rights)
- B Bowers (Resident)
- T Malton (Deputy Clerk)

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

### **31. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

Apologies were received from Cllr Mrs F Turner (EBTC and Hertsmere Borough Council), Cllr G Silver (EBTC and Hertsmere Borough Council), Cllr Mrs S Parnell (EBTC), Cllr Mrs P Strack (EBTC), Cllr C Barker (EBTC and Hertsmere Borough Council), G Brigden (Network Planning Hertfordshire County Council), L Hayman (GTR), J Gillet (GTR), P Bradley (TfL) and A Dismore AM (London Assembly: Barnet and Camden) .

### **32. DECLARATIONS OF COUNCILLORS' INTERESTS**

There were none.

### **33. TRANSPORT FORUM MINUTES**

The Minutes of the meeting of the Forum held on 24 February 2016 were approved and duly signed as a true record by the Chairman.

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

PCSO Hainsworth of the Borehamwood Safer Neighbourhood Team spoke to this item on behalf of Hertfordshire Constabulary. PCSO Hainsworth presented data showing the number of each of the following types of incident reported during the period 1 March 2016 to 30 April 2016:

- Road Traffic Collision (Damage Only)
- Road Traffic Collision (Suspected Injury)
- Road Traffic Offence

The data for the above were broken down by each ward in Elstree and Borehamwood. He gave details of specific roads in each ward where there had been a concentration of road traffic collisions. PCSO Hainsworth then set out details of operations he had been involved with during the period 1 March 2016 to 30 April 2016 as examples of the work which the Safer Neighbourhood Team were doing to improve road safety. The operations described were as follows:

- 16 March 2016 : Automatic Number Plate Recognition Operation Elstree Hill South
- 19 April 2016 : "Stay Safe" Assembly Woodlands Primary School
- 20 April 2016: Parking operation at Allerton Road entrance to Parkside Primary School
- 22 April 2016: Parking operation at Alban Crescent entrance to Woodlands Primary School

After his presentation PCSO received questions and comments in the following areas:

- Delay time on crossing on railway bridge at Elstree and Borehamwood station being excessive
- Unlit bollards
- Possibility of speeding operation in Barnet Lane
- Possibility of double lines in Barnet Lane
- Pedestrian crossing and speeding at Stirling Corner roundabout
- Dangerous way in which a car was permitted to park in Theobald Street between 7 and 10 April 2016
- Ticketing of vehicles causing an obstruction
- Dangerous driving around Farriers Way/ Furzehill Road/ Barnet Lane roundabout.

PCSO Hainsworth agreed to investigate the above issues as appropriate and provide data about road traffic collisions and road offences at a future Transport and Road Safety Forum so that trends and opportunities could be identified.

*[Post-meeting notes : (1) The timing of the crossing lights on Allum Lane bridge is designed to minimise the frequency at which traffic blocks back to the junction at the station entrance. Moving the crossing further from the junction would cause pedestrians going to/from Theobald Street to cross the road without the protection of the lights. (2) Unlit bollards should be reported to Hertfordshire Highways on <http://www.hertsdirect.org/services/transtreets/highways/hhonlineservices/hfr/>.]*

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

#### **Raised Kerbs: Stirling Corner Bus Stop**

It was reported by the Chairman that since the last meeting Hertfordshire County Council had been asked to update the forum regarding the implementation timetable for installing raised (“Kassel”) kerbs at Stirling Corner bus stops. The Town Council had received no responses to its most recent letters of 24 March 2016 and 19 April 2016. Hertfordshire County Council had previously indicated that the kerb at this location was scheduled to be raised in 2015.

**It was AGREED that:**

**further representations be made to Hertfordshire County Council to seek to ascertain an implementation time for the agreed work to raise the kerb at the bus stops in Barnet Lane near Stirling Corner.**

#### **Operators’ Report**

It was noted that an update report would be provided at the next meeting subject to the attendance of a representative from Sullivan Buses (or any other bus service provider).

### **36. TRAIN SERVICES**

The Forum received an update report from Ms K Cox (Govia Thameslink Railway) (GTR) which focused on the key areas of improvements at the station (including car parking), train service update and ticket office proposals:

*“Improvements at Elstree & Borehamwood station – GTR fully recognise that Elstree & Borehamwood station is extremely busy and the original station building was not built for the number of passengers that use the station today. Recently Network Rail carried out a pedestrian flow study at the station which is supported by the latest station usage figures published by the Office of Rail and Road. This data shows that Elstree &*

*Borehamwood had station footfall of 4,043,680 in 2014/15, which is 11.8% more than 2013-14 (3,616,336). Thameslink is working with Network Rail to look at how we could possibly redevelop the station. Network Rail will also be meeting with Hertsmere Borough Council's planning department to discuss future residential and commercial projects so that this future growth can be factored into plans for the station. This will also take into account the inward commuting growth for the area.*

*This financial year, April 2016 – March 2017, the Department for Transport has approved an improvement scheme to reduce the bottleneck of passengers passing through the gateline at Elstree & Borehamwood station. This will see the windows alongside the doors from the station forecourt to the gateline and from the gateline to the platforms replaced with more doors. A site meeting will take place in May to decide timeframes for the work to be carried out. This is subject to Network Rail consent.*

*Future train service update - There are no major timetable changes planned until 2018 due to the constraints GTR are operating within while London Bridge and the surrounding infrastructure is being rebuilt. Consultation will begin this summer for the next major timetable change in 2018. It is planned that there will be an increase in the number of peak time services calling at Elstree & Borehamwood. Additionally these services will be operated by the brand new Class 700s, which have greater capacity.*

*There are no current plans for 12 car trains to call at Elstree & Borehamwood. Services that call at Elstree & Borehamwood then go onto the Sevenoaks or Sutton/Wimbledon Loop lines which all have stations with 8 car platforms. GTR are unable to implement selective door opening on 12 car trains to allow 12 car trains to call at these stations as the timetable is very restrictive and GTR are unable to increase the length of time the trains wait at each station ('dwell times') on the route.*

*Ticket office proposals for Elstree & Borehamwood - In February GTR announced their proposals for bringing their ticket office staff out from behind ticket office windows and placing them on the station concourse in the new role of Stations Hosts, where they will be able to help assist passengers with ticket purchases and provide advice and improved customer service.*

*Under these initial proposals, Elstree & Borehamwood was identified as a model 2 station that would have a station hosting point on the station concourse from where the Station Host will be able to sell tickets from a handheld device, as well as assisting with ticket sales at ticket vending machines and providing general advice and assistance. From 22 February – 14 March GTR held a public consultation and received a large number of responses from stakeholders and passengers, both to GTR directly and via passenger bodies – London Travel Watch and Transport Focus. GTR have considered the feedback and sent a revised proposal to London Travel Watch and Transport Focus. GTR are waiting for a formal response to these plans. On a local level GTR recognise that space is tight on the concourse and that Elstree & Borehamwood station is extremely busy, so are reviewing their options. GTR will provide more information as soon as it is available.*

*It was noted that there were to be no compulsory redundancies under the proposals and there is to be increased staffing levels on the Thameslink route."*

Responding to queries from some Forum Members about the rationale for car park space changes, Ms Cox reported at the meeting that following a retail tendering process, local taxi company AAA taxis was granted the lease of a taxi office to be based at Elstree & Borehamwood station in the former newsagent's shop. It was noted that the public taxi rank was within GTR lease area and hackney cabs did not currently require a taxi permit to use the rank. It had been reported that some taxis had been parking in the 20 minute drop off bays without having been booked for railway business, blocking up the spaces for public use. It was also noted that irresponsible or high volumes of parking at the station posed difficulties for local bus services needing to gain access and egress to and from the forecourt area.

It was further noted that GTR were reviewing the current signage of the 20 minute waiting bays at the station with a view to put up clear notices not to park unless on railway business and car-parking patrol had been instructed to increase frequency of patrols at the station to enforce the 20 minute policy. It was also reported that additional cycle parking racks would be installed at the forecourt.

It was noted that the public meeting organised by O Dowden MP on 31 March 2016 at the Civic Offices (Hertsmere Borough Council) as part of his campaign to seek to improve the Thameslink service had been well attended. It was accepted by GTR that there was scope for better service delivery and that customer satisfaction and confidence were areas in which GTR could demonstrate a degree of improvement. It was acknowledged that there was a level of public uncertainty about the implementation of an automated ticket service at the station and that the details of the proposal appeared to be at an incomplete stage. Some Forum Members reiterated the benefits of retaining a designated person for the sale of tickets, preferring to take their queries to an individual rather than to be reliant on options offered by an automated service. J Cartledge reported that London TravelWatch had received 9000 representations regarding the proposed changes to GTR ticket offices, including 50 from users of Elstree & Borehamwood station. It had advised the Department for Transport not to approve the proposals in their current form because their practicability had not been pilot tested and there was no guarantee that no passengers would suffer detriment through being unable to purchase ticket options currently available.

Ms Cox announced that L Hayman would continue to work on a 16 hours per week basis for GTR. She agreed to discuss with him the desire expressed by some Forum Members for more trains to stop at Elstree and Borehamwood station in light of representations that could be made during the course of a future consultation on this topic scheduled for 2018.

Ms Cox thanked R Redman (First Impression) for spearheading the ongoing work carried out with the support of representatives of the Town Council's Youth Council and Staff at the station forecourt. She stated that it was a positive project for the local area and was widely acknowledged by GTR management and train passengers alike as a significant

improvement in the overall appearance of the station and an improvement also in the travelling experience for station users and visitors into Borehamwood.

Ms Cox was thanked for her contribution to the meeting.

### **36. TRAFFIC FLOW IN BOREHAMWOOD AND ELSTREE**

It was noted that representation had been made to Hertfordshire County Council on 29 March 2016 and 19 April 2016 to seek to obtain an update report on the Elstree and Borehamwood Urban Transport Plan and on any progress made to date

**It was AGREED that:**

**the assistance of the local County Councillors be sought in obtaining the update report requested by the Forum (i.e. to the Elstree and Borehamwood Urban Transport Plan).**

### **37. STIRLING CORNER**

Some Members reiterated the comments made at previous meetings regarding the perceived danger for road users and pedestrians alike due to irresponsible driving at Stirling Corner roundabout, especially in relation to the access to Morrisons supermarket (in Stirling Way). Representatives of Hertfordshire Constabulary agreed to monitor and to assist where they had the power to do so, although the roundabout (not Stirling Way) was wholly within London and therefore comes under the jurisdiction of the Metropolitan Police, not the Hertfordshire force.

### **38. CONSULTATION ON DRAFT CYCLING AND WALKING INVESTMENT STRATEGY**

The Chairman reminded the Forum of the active 'Consultation on Draft Cycling and Walking Investment Strategy' from the Department for Transport, noting that the deadline for individual comments was 23 May 2016. A copy of the consultation could be available online at:

[www.gov.uk/government/consultations/draft-cycling-and-walking-investment-strategy](http://www.gov.uk/government/consultations/draft-cycling-and-walking-investment-strategy)

Responding in general terms to the subject matter, some Forum Members expressed concern about poor standards of cycling enforcement, especially against cycling on pedestrian pavements. Nevertheless, the overwhelming view of the Forum was for improved cycle lane facilities and investigation of innovative strategies to tackle excessive car usage.

J Cartledge reminded the Forum that the Urban Transport drew explicit attention to the need for increased cycle and pedestrian travel (see minute 36). In addition, it was felt that liaison with schools, especially parents and governors, could help to formulate school travel plans and to improve public education in this area (especially in fostering “good habits” in travel choices).

**It was AGREED that:**

**the schools in Elstree & Borehamwood be invited to advise the Forum of the contents of their School Travel Plans and of any steps they were taking to foster healthy and sustainable travel choices by their pupils and staff.**

### **39. OPEN SESSION**

#### 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 agreed to seek to obtain relevant data from Hertsmere Borough Council and report this to the Forum Chairman for an update, if appropriate, to be delivered at the next meeting.

#### Mini Roundabout Suggestion and Parking Bays for Leeming Road

Some Forum Members asked whether any update was available on the suggestion for the construction of a mini roundabout at the end of Leeming Road (junction with Aycliffe Road) to help to resolve the problem of drivers performing dangerous U-turns at this location when searching for parking bays at the shopping area. It was noted that no response had been received and that the suggestion would be submitted to Hertfordshire County Council again by way of the Minutes of the meeting. It was also noted that at the meeting in July 2015 L Stack commented that the angle of parking bays could be altered at Leeming Road (by parade of shops on both sides) in order to encourage drivers to reverse into bays. This would be safer for vehicles and other road users when exiting because of restricted visibility (and the siting of the pedestrian crossing). It was noted that Cllr R Butler (Town Mayor) would raise this matter with Hertsmere Borough Council.

#### Tesco's Petrol Station

L Stack commented that a manhole cover at Tesco's petrol station had been damaged and left in a state of unrepair (potentially dangerous) for a significant period of time. It was noted that, unless already rectified, the store manager would be alerted to the matter.

Goodman's Autos Ltd in Manor Way

I Neary representing Goodman's Autos Ltd took the opportunity to set out for the Forum the nature and scope of service provided by the company from its base on Shenley Road. It was recognised that some concerns had been raised by some members of the public about the high number of Goodman's vehicles parked in Manor Way. Mr Neary stated that all the hire vehicles, whether parked in Manor Way or not were entirely legal, i.e. with MOT, tax and insurance. He expressed a willingness to meet with Hertsmere Borough Council representatives in an effort to seek to investigate mutually beneficial solutions to the perceived problem. However, he also expressed disappointment at some social media comments made about the company which he deemed to be unfair and unreasonable.

**40. CLOSURE AND DATE OF NEXT MEETING**

The meeting closed at 9.05 pm.

**[Post Meeting Note: the next meeting is scheduled for Wednesday 13 July 2016 at 7.00 pm at Fairway Hall, Brook Close, Borehamwood, WD6 5BT]**

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