Customer Service and Operational Performance Panel



Date: 13 July 2017

Item: Working in Partnership with other UK Cities

This paper will be considered in public

1 Summary

1.1 The purpose of this paper is to brief the Panel on our collaborative work with transport authorities in cities and regions around the country.

2 Recommendation

2.1 The Panel is asked to note the paper.

3 Background

- 3.1 There has always been strong collaboration between the country's transport authorities so that we each learn from our respective approaches and experience. This has strengthened in recent years as regions have entered into devolution deals with Government, giving them more power over local transport networks and capital investment.
- 3.2 Six city regions elected a 'Metro-Mayor' on 4 May 2017: Greater Manchester; Liverpool City Region; the West Midlands; the West of England; Cambridgeshire and Peterborough; and Tees Valley. Other cities across the country are negotiating deals with the Government giving them more power over transport, public services and in some cases tax raising authority as well. Sub-National Transport Bodies, Transport for the North and Midlands Connect have also been established.
- 3.3 This paper sets out the approach we have taken to bilateral relationships and through our membership of the Urban Transport Group (UTG), which brings together the largest transport authorities in the country to provide thought leadership, a collective voice and a professional network.

4 Our Engagement

Urban Transport Group

4.1 Our staff are active members of the UTG professional network, sharing best practice in areas such as technology and data, customer information, rail devolution and transport planning, developing common approaches when it is sensible to do so. All authorities acknowledge that capital investment to improve transport is not a zero-sum game: investment in one region should not be at the

cost of other regions. Vernon Everitt is our representative on UTG's Board. This work has included:

- (a) publication of common principles for responding to disruptive technology through a "Smart Futures Vision Statement" (attached as Appendix 1);
- (b) improving urban freight policy and associated guidance for the haulage industry;
- (c) sharing details of the Healthy Streets Approach with other cities, Public Health England and third-sector stakeholders; and
- (d) participating in major events at Party Conferences and in Parliament.
- 4.2 The July 2017 meeting of the UTG Board will cover the main elements of the Mayor's Transport Strategy.

Bilateral relationships

- 4.3 There is also a long history of bilateral partnerships to help improve transport across the country. Recent examples include:
 - (a) assisting Transport for West Midlands with the development of their digital customer information platform;
 - (b) providing support and advice to Transport for Greater Manchester on technical aspects of bus franchising and contact centre operations;
 - (c) technical peer review of Transport for the North's smart ticketing programme; and
 - (d) sharing best practice in customer service with Nexus Tyne & Wear. Staff from Tower Hill station visited Newcastle Central Station in May 2017 and the stations have now been "twinned" (more information at Appendix 2).
- 4.4 This has generally involved secondments, visits and ad-hoc advice. We would look to place arrangements on a more commercial basis were we asked for formal consultancy or delivery, as has been the case with the exploitation internationally of our contactless payment middle office technology.

5 Next Steps

5.1 We will continue to deepen our ties with UTG and city and regional transport authorities.

List of appendices to this report:

Appendix 1 – Urban Transport Group Smart Futures Vision Statement (only a web version is available so hard copies will be provided at the meeting. The web version is available here:

http://www.urbantransportgroup.org/media-centre/press-releases/transport-authoritieslaunch-vision-smart-futures-urban-transport.

Appendix 2 – Metro hosts visit from Transport for London – Press Release

List of Background Papers:

None

Contact Officer:	Vernon Everitt, Managing Director, Customers, Communication and
	Technology
Number:	020 3054 7167
Email:	VernonEveritt@tfl.gov.uk