

# Transport for London

## Minutes of the Rail and Underground Panel

Boardroom, 14<sup>th</sup> Floor, Windsor House, London  
9.30am, Thursday 26 February 2009

### Members

Christopher Garnett	Chair
Peter Anderson	Board Member
Charles Belcher	Board Member
Dame Tanni Grey-Thompson	Board Member
Sir Mike Hodgkinson	Board Member
Tony West	Board Member

### Staff

Howard Carter	General Counsel
Naomi Connell	Director of Finance and Support Services, London Underground
Ellen Howard	Director of Corporate Governance
Tim O'Toole	Managing Director, London Underground
Richard Parry	Director of Strategy and Service Development, London Underground
James Varley	Secretariat Officer

### **01/02/09      Apologies for Absence and Declarations of Interest**

Apologies for absence had been received from Daniel Moylan.

Declarations of interest were declared from Sir Mike Hodgkinson in relation to Crossrail and Christopher Garnett in relation to the Olympic Delivery Authority.

### **02/02/09      Terms of Reference**

Howard Carter introduced the report.

**The Panel noted the Terms of Reference of the Rail and Underground Panel and noted that changes to the Panel and its Terms of Reference may be recommended to the Board as a result of the review of the Panels and Committees.**

### **03/02/09      Managing Director's Report – London Underground**

Tim O'Toole introduced the report. Passenger numbers in Period 10 were on plan however there was evidence of a decline in Period 11. Passenger numbers were down by around 3 per cent although revenues had not yet seen a similar decline. The effects of a negative Retail Price Index needed to be fully understood as well as the process of setting fares.

Members requested that future reports include information on train frequencies.  
**[ACTION: Richard Parry]**

**The Panel noted the report.**

**04/02/09      Circle, Hammersmith and City, District and Metropolitan Lines – Proposed Service Changes**

Richard Parry introduced the item about the proposed service changes to the Circle, Hammersmith and City, District and Metropolitan lines.

Although sections of the Circle line would have a slight reduction in service, improvements in reliability would mitigate this. Also, the service would better match demand patterns. Consultation had taken place and by giving the Circle Line a terminal at Edgware Road, it made shift planning, especially in times of disruption, easier. The proposals had been welcomed by the drivers. Communication would take place with stakeholders and customers to explain the changes.

**The Panel noted the report and presentation.**

**05/02/09      Speak Up 2008 and People Strategy**

Richard Parry introduced the Speak Up 2008 presentation. Response rates to the Speak Up survey had been the highest ever, with 12,000 respondents from the Service Delivery Unit and 3,000 from the rest of London Underground. Scores for all three top level indicators were the highest ever achieved.

Some areas for improvement had been identified, but even these areas had shown higher scores than in previous surveys. The most tangible indicator of the improvement in staff morale was that customer focus had increased and was beyond the level predicted.

Tim O'Toole introduced the People strategy.

The presentation showed the programme of staff engagement since 2005. The next step was the development of a uniform management system. Work was ongoing to create a standard set of staff handbooks detailing process and procedures. This would be implemented before the line upgrades took place.

In noting Tim O'Toole's departure, Members expressed their thanks for his contribution to London Underground. Under his leadership, the organisation had aligned itself to the challenges ahead and the work in relation to the Metronet administration was commendable.

**The Panel noted the report and presentations.**

**06/02/09      Managing Director's Report - London Rail**

**The Panel noted the report.**

**07/02/09      Overground - Year 1**

The Panel noted the report.

**08/02/09      Docklands Light Railway – Olympics Project Overview**

The Panel noted the report.

**09/02/09      Briefing and Site Visits**

Howard Carter introduced the item.

**The Panel considered what further briefings or site visits they require and it was agreed that the following briefings and site visits would take place:**

- a)      Briefing on multi-modal freight issues;**
- b)      Edgware Road station and signal box;**
- c)      Valuing Time Workshop; and**
- d)      Operational visits to DLR and LOROL.**

**[ACTION: Secretariat]**

**10/02/09      Any Other Business**

There being no further business, the meeting closed at 11.00am. The next scheduled meeting would be held on Wednesday 20 May 2009 at 10.00am.

Chair: \_\_\_\_\_

Date: \_\_\_\_\_