

# Transport for London

## Minutes of the Rail and Underground Panel

Conference Rooms 1 and 2, Palestra, 197 Blackfriars Road  
London, SE1 8NJ  
10.00am, Wednesday 24 February 2016

### Members

Sir John Armitt CBE	Chair
Steve Wright	Vice Chair
Sir Brendan Barber	Panel Member
Richard Barnes	Panel Member
Charles Belcher	Panel Member
Brian Cooke	Panel Member
Daniel Moylan	Panel Member

### Staff

Sarah Atkins	Commercial Director, Rail and Underground
Nick Brown	Managing Director, London Underground and London Rail
Howard Carter	General Counsel
Michael Flynn	New Tube for London Programme Director, London Underground
David Hughes	Director of Major Programme Sponsorship, London Underground
Andrew Pollins	Finance Director, Rail and Underground
Aydin Sheibani	Head of Benchmarking and Value, London Underground
Shashi Verma	Director of Customer Experience
David Waboso	Capital Programmes Director, London Underground
James Varley	Secretariat Officer

### **01/02/16 Chair's Announcements, Apologies for Absence and Declarations of Interest**

Apologies for absence were received from Peter Anderson and Isabel Dedring. Members noted that this meeting would be the last for Isabel Dedring as a Member, following her resignation as Board Member and Deputy Mayor for Transport with effect from 18 March 2016.

There were no interests to be declared that were relevant to items on the agenda.

The Panel noted that this was its last meeting prior the Mayoral election taking place on 5 May 2016.

### **02/02/16 Minutes of the Meeting of the Rail and Underground Panel Held on 16 October 2015**

The minutes of the meeting of the Rail and Underground Panel held on 16 October 2015 were approved as a correct record and signed by the Chair.

## **03/02/16 Matters Arising and Actions List**

There were no matters arising from the previous meeting.

**The Panel noted the Actions List.**

## **04/02/16 Managing Director's Report – Rail and Underground**

Nick Brown introduced the report, which provided commentary on the performance of Rail and Underground and presented updates on the status and progress of major investment projects, particularly in periods 6-10 (23 August 2015 to 9 January 2016).

In Quarters 2 and 3, LU achieved its best ever customer satisfaction score of 85. Period 10 has the lowest number of Lost Customer Hours on record.

The number of significant injuries per million hours was better than target and work continued to take place to mitigate risk for customer and staff injuries.

Work was progressing on various industrial relations matters. The pay deal was close to settlement, with the Trades Unions recommending that their members agree to the offer.

Work was commencing on the modernisation and capacity upgrade of Bank station following the granting of the Transport and Works Act Order. The construction of the Metropolitan line extension was due to start later in 2016 and a rigorous approach to financial and project management was being used to ensure that budget constraints were not exceeded.

In response to the request from the London Borough of Islington for a Judicial Review on the proposed closure of Caledonian Road for essential lift engineering works, further analysis of the programme had taken place. It was decided that the station would remain open and sequential maintenance programmes would be introduced for the two lifts.

The Emirates Air Line achieved a Customer Satisfaction Score of 94 in Quarter 3 and availability remained above target at 95.3 per cent. Future reporting would include reliability performance data exclusive of weather related closures. Demand was sufficient to ensure that operational costs were covered by revenue and analysis of the demand would take place to better understand the customer profile.

Members welcomed the positive and timely approach used for dealing with an incident on the Central line on 22 February 2016, which was caused by contractors working on an extension to the Westfield Shopping Centre in White City breaching the tunnel wall.

The proposals for a transfer of responsibility for passenger rail services within the Greater London Boundary (and some outside that boundary) had been well received.

The Panel welcomed the naming of the Crossrail railway as the Elizabeth line and congratulated David Waboso on his appointment as President of the Association for Project Management.

**The Panel noted the report.**

## **05/02/16 Fit for the Future – Stations: Visitor Centres**

Shashi Verma introduced the paper and presentation, which provided an overview of the Visitor Centre offering to tourists and the benefits it gave to the station operating model at Gateway stations.

The strategy was revised as part of the Fit for the Future – Stations programme. Options for the future strategy and requirements were being analysed.

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

## **06/02/16 International Benchmarking Report**

Aydin Sheibani introduced the paper, which presented LU and DLR's performance on a range of metrics in comparison with other metros from CoMet (Community of Metros) and Nova (Nova Group of Metros).

LU and DLR had made significant improvements in their Operating Cost Trends and the Fit for the Future – Stations programme would assist in continuing the positive trend. Further benchmarking would take place to understand factors affecting administration costs on DLR. **[Action: Nick Brown]**

Reliability performance was good and it was noted that this performance was against the expected trend of a decline in reliability during periods of significant asset renewal.

Engagement events took place and LU /DLR would be involved in sharing information and learning from other metros experiences.

A paper would be presented to a future meeting of the Panel highlighting a benchmarking case study in which LU has been identified as 'world class'. **[Action: Nick Brown]**

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

## **07/02/16 Jubilee and Northern Line Train Procurement**

Sarah Atkins and David Hughes introduced the paper and presentation, which provided an overview of the project to procure 10 additional trains for the Jubilee line and 17 additional trains for the Northern line.

It was not possible to procure trains that would be identical to the rolling stock used at the lines currently, as technological change had meant that a number of systems used were no longer available. As a result, the procurement would seek to obtain the best deal possible through competition and, at the same time, aim for a train that was similar to the existing trains from the perspective of the customer and the operator.

**The Panel noted the paper and presentation**

## **08/02/16 New Tube for London Signalling and Train Control Procurement**

Sarah Atkins and Michael Flynn introduced the paper and presentation, which described the business context, principles and scope of the procurement.

It was planned to issue the Official Journal of the European Union (OJEU) notice Pre-Qualification Questionnaire in March 2016, following lengthy discussions with the LU supply chain.

A rigorous process of shortlisting and ongoing dialogue would take place to ensure competition would drive innovation and allow LU to obtain the best product at the best price.

**The Panel noted the paper and presentation, and supplemental information in Part 2 of the agenda.**

## **09/02/16 Any Other Business**

There were no additional items of business.

## **10/02/16 Date of Next Meeting**

The next scheduled meeting would be held on Tuesday 10 May 2016 at 10.00am

## **11/02/16 Exclusion of Press and Public**

The Panel agreed to exclude the press and public from the meeting, in accordance with paragraph 3 of Schedule 12A to the Local Government Act 1972 (as amended), in order to consider the exempt information in relation to the item on New Tube for London Signalling and Train Control Procurement.

The meeting closed at 12.05pm

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

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

# Transport for London

## Minutes of the Surface Transport Panel

Conference Rooms 1 and 2, Ground Floor, Palestra  
197 Blackfriars Road, London, SE1 8NJ  
10.00am, 25 February 2016

### Members

Charles Belcher	Vice Chair (in the Chair for the meeting)
Baroness Grey-Thompson DBE	Chair
Roger Burnley	Panel Member
Brian Cooke	Panel Member
Bob Oddy	Panel Member
Steve Wright	Panel Member

### Staff

Peter Blake	Director of Service Operations, Surface Transport
Alan Bristow	Director of Road Space Management
Steve Burton	Director of Enforcement and On-Street Operations
Howard Carter	General Counsel
Patrick Doig	Finance Director, Surface Transport
Alison Henderson	Head of Customer and Employee Insight (Minute reference 08/02/16)
Catherine Jones	Principle Transport Planner (Minute reference 08/02/16)
Ben Plowden	Director Surface Strategy and Planning
Dana Skelley	Director of Asset Management, Surface Transport
Sue Riley	Secretariat Officer

### 01/02/16 Apologies and Declarations of Interest

An apology for absence was received from Keith Williams. Charles Belcher chaired the meeting as the Chair had to leave early.

Leon Daniels and Garrett Emmerson had also been unable to attend. As this was the last Panel meeting of the current Mayoral term, a note of thanks to Members and staff from Leon Daniels was read out.

Charles Belcher declared an interest as a member of Atos Origin Advisory Council on Transport. Baroness Grey-Thompson, DBE declared an interest as a member of the London Legacy Development Corporation. Bob Oddy declared an interest as Deputy General Secretary of the Licensed Taxi Drivers' Association regarding any matters concerning taxis. Steve Wright declared an interest as Chair of the Licensed Private Hire Car Association regarding any matters concerning private hire vehicles.

## **02/02/16 Minutes of the Meeting held on 22 October 2015**

The minutes of the meeting held on 22 October 2015 were approved as a correct record and signed by the Chair.

## **03/02/16 Matters Arising and Actions List**

It was agreed that officers would check the accuracy of the data reported on the Roads Re-Opening protocol as it did not appear to include a recent incident on the A21, which had resulted in a longer than four hour delay. **[Action: Steve Burton]**

Officers agreed to liaise with the Metropolitan Police Service (MPS) on the importance of capturing the recording of incidents as part of the new MPS system (CRIS – Crime Recording Information System). **[Action: Steve Burton]**

**The Panel noted the actions list.**

## **04/02/16 Managing Director's Report**

Patrick Doig presented the report, which provided an update on Surface Transport's performance for Periods 6, 7, 8, 9 and 10 in 2015/16 and an overview of recent significant issues and developments.

Members highlighted the continued decline in bus passenger numbers. It was felt that increased traffic congestion, which was impacting on bus reliability and journey speeds, was having an impact on ridership. It was anticipated that some modal shift had been made to walking and cycling, combined with improvements to services on the London Underground and the Overground, which may have also influenced passenger choices.

The Panel requested further detailed information on bus routes which had been most impacted by the change in bus journey ridership. **[Action: Patrick Doig]**

The launch of the Bus Safety Programme on 1 February 2016 was highlighted, which included a range of innovative new bus safety technologies, as well as improvements to the investigation of bus collisions. This information would be published in an annual report in future.

Members requested that the option of using bus and other transport maps for selling advertising space be considered. **[Action: Graeme Craig]**

The Panel discussed the decision to suspend the issuing of any new in-venue licenses, as part of TfL's Private Hire Regulations Review. The Board would be asked to agree a number of recommendations following the review and this currently included a recommendation to discontinue these licenses.

Steve Wright had invited Panel Members to meet a number of in-house taxi and private hire licenced venue operators to discuss the implications of removing this service and its operation in practice. Bob Oddy supported TfL's position, but other Panel Members had concerns at the potential impact on public safety in withdrawing

this service from the late night economy and requested that officers reconsider the proposal to no longer issue in-venue licenses. Recommendations from the review would be considered by the Board at its meeting on 17 March 2016.

**[Action: Peter Blake]**

Howard Carter agreed to confirm that there were no legal implications in the use of green Blaze Laserlights on the highway.

**[Action: Howard Carter]**

The Panel requested that Santander be asked to consider marketing the Cycle Hire Scheme to the 'silver market'.

**[Action: Peter Blake]**

Dana Skelley was congratulated on her recent award of an OBE for services to transport in London.

Patrick Doig reported that since the publication of the report, TfL had held the first 'Buggy Summit' in the UK, which Baroness Grey-Thompson had attended. One of the suggestions from the conference had included a kite standard for public transport friendly buggies.

**The Panel noted the report.**

## **05/02/16 Road Modernisation Plan: Major Road Improvement Schemes – Public Consultations Update**

Alan Bristow introduced the update on open and recently closed public consultations on the TLRN. The Panel acknowledged the large number of consultations which TfL was engaged with on a weekly basis.

**The Panel noted the update.**

## **06/02/16 Tackling Unlawful Highway Obstructions**

Steve Burton introduced the update on the enforcement engagement activity being undertaken as part of 'Operation Clearway'.

**The Panel noted the paper and the new problem-solving approach to improving compliance on the TLRN.**

## **07/02/16 Semi-Permanent Structures on the TfL Footway**

Dana Skelley introduced the paper setting out the legal position relating to the placement by third parties of semi-permanent structures on the TfL footway.

The Chair welcomed the clarity of the paper.

**The Panel noted the paper.**

## **08/02/16 Road Customer Satisfaction**

Alison Henderson and Catherine Jones introduced the presentation on customer satisfaction with journeys on the TLRN.

**The Panel noted the presentation.**

## **09/02/16 Asset Portfolio – Progress Update**

Dana Skelley introduced the presentation on the detail of one of the five investment portfolios which make up the Road Modernisation Plan.

The Panel welcomed the presentation.

TfL benchmarked its contract management of its asset portfolio against other international cities of similar size. Best value was to be achieved through working more closely with boroughs to jointly manage and maintain assets.

**The Panel noted the paper.**

## **10/02/16 A23/A232 Fiveways Croydon**

Alan Bristow presented the update on the progression of the A23/A232 Fiveways Croydon project.

Officers agreed to confirm whether a road over the railway bridge had been considered as part of the project appraisal. **[Action: Alan Bristow]**

**The Panel noted the progression of the project and the next steps.**

## **11/02/16 Brent Cross Cricklewood Regeneration Project**

Alan Bristow introduced the update on the status of this project, including the highway concept design, and proposals for the controls to be established for TfL's risks

A further status update would be provided to a future meeting. **[Action: Alan Bristow]**

**The Panel noted the status of the project.**

## **12/02/16 NSL Contact Centre Performance**

Peter Blake introduced the update on the contact centre performance of NSL, the service provider responsible for delivery of the taxi and private hire vehicle inspection services.

A promotional campaign had been instigated to encourage drivers to arrive prepared. Re-testing was currently free but TfL may consider charging in the future.

**The Panel noted the paper.**

### **13/02/16 Taxi and Private Hire Enforcement**

Steve Burton presented an update on activity undertaken as part of 'Operation Neon'.

While the scheme was resource intensive, it was yielding positive results in terms of both intelligence gathering and acting as a deterrent.

Brian Cooke thanked Steve Burton for hosting his recent visit to observe Operation Neon in action. Other outer London areas that had also been targeted were Clapham and Croydon.

It was agreed that officers would provide a more detailed breakdown of the 10 operators listed in the report, which had come to TfL's attention as part of the enforcement activity.

**[Action: Peter Blake]**

**The Panel noted the paper.**

### **14/02/16 Any Other Business the Chair Considers Urgent**

A copy of a letter sent to the Chair from representatives of Save Our Green Lanes campaign group, regarding the London Borough of Enfield 'mini-Holland' cycling scheme was circulated at the meeting. Members were advised that this scheme was a borough led initiative.

### **15/02/16 Date of Next Meeting**

The next meeting would be held on Thursday 12 May 2016 at 10.00am.

The meeting closed at 12.25pm.

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

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