

## Transport for London

### Minutes of the Safety, Accessibility and Sustainability Panel

Conference Rooms 1 and 2, Ground Floor, Palestra,  
197 Blackfriars Road, London, SE1 8NJ  
10.00am, Tuesday 7 July 2015

#### Members

Charles Belcher	Chair
Michael Liebreich	Vice Chair
Sir Brendan Barber	Member
Baroness Grey-Thompson DBE	Member
Bob Oddy	Member

#### In Attendance

Shaun McCarthy	Adviser
David Morris	Adviser

#### Staff

Cathy Behan	Head of Health, Safety and Environment, Surface Transport
Colin Britt	Head of Stakeholder Management (for part)
Howard Carter	General Counsel
Emanuela Cernoia-Russo	Assistant Treasurer (for part)
Jill Collis	Director of Health, Safety and Environment
Finn Coyle	Principal Technical Specialist, Surface Transport (for part)
Garrett Emmerson	Chief Operating Officer, Surface Transport
Vernon Everitt	Managing Director, Customer Experience, Marketing and Communications
Steve Hails	Crossrail Director of Safety
Lilli Matson	Head of Strategy and Outcome Planning, Surface Transport (for part)
Mike Shirbon	HSE Audit Manager, Internal Audit
Howard Smith	Operations Director, Crossrail
Peter Stanhope	Communications Officer, Surface Transport (for part)
Clive Walker	Director of Internal Audit
James Varley	Secretariat Officer

#### 14/07/15 Chair's Announcements, Apologies for Absence and Declarations of Interest

An apology for absence was received from Richard Barnes. Dr Alice Maynard (adviser) Mike Brown and Leon Daniels were also unable to attend.

David Morris declared an interest as Chair of the Confidential Incident Reporting and Analysis System (CIRAS). There were no other interests to be declared that were relevant to the items on the agenda.

Charles Belcher thanked staff from Surface Transport for the safety briefing session for Panel Members that had taken place on 29 June 2015. The attendees had found the session informative.

### **15/07/15 Minutes of the Meeting of the Safety, Accessibility and Sustainability Panel Held on 17 March 2015**

The minutes of the meeting of the Safety, Accessibility and Sustainability Panel held on 17 March 2015 were approved as a correct record and signed by the Chair.

### **16/07/15 Matters Arising and Actions List**

David Morris updated the Panel on progress with the Night Tube. The systems appeared robust and were based on appropriate analysis of risk. It was confirmed that the implementation of the programme could be altered, should further risk be identified that would require substantial mitigations.

Jill Collis provided further information on customer non-accidental fatalities. A consistent approach to first aid training existed across stations on the network, although staff at stations with a higher frequency of incidents had greater levels of practical experience in addition to their formal training.

Following a discussion on the general levels of adherence to 20 miles per hour speed limits, the Panel was informed that speeds generally decreased where the limits existed. Work was taking place to investigate methods of improving compliance without the need for Police intervention.

**The Panel noted the Actions List.**

### **17/07/15 Rail and Underground Quarterly Health, Safety and Environment Performance Report – Quarter 4 2014/15**

Jill Collis introduced the Rail and Underground Quarterly Health, Safety and Environment Performance Report.

The accident frequency rate and incident frequency rate in the Capital Programmes Directorate had continued to trend downwards.

There has been an increase in the absolute number of Platform Train Interface (PTI) incidents on the LU network over the past 12-18 months. This had now stabilised and an ongoing programme of mitigation was in place to address PTI issues. Although it was too early to assess results across the network, positive effects were being seen at individual stations.

There had been an increase in work-related violence on London Underground (LU) staff. A new mobile app had been introduced which had enhanced reporting and LU

was working closely with its own managers, police and suppliers to take appropriate action. Incidents were investigated and further information would be provided at a future meeting of the Panel. **[Action: Jill Collis]**

The number of Signals Passed at Danger (SPADs) continued to trend downwards on LU and London Overground, however, LOROL did not meet its objective of a 17 per cent reduction in SPADs.

A trial of body worn video cameras for staff was underway and an update would be given to a future meeting of the Panel. **[Action: Jill Collis]**

**The Panel noted the report.**

## **18/07/15 Surface Transport Quarterly Health, Safety and Environment Performance Report – Quarter 4 2014/15**

Garrett Emmerson introduced the Surface Transport Quarterly Health, Safety and Environment Performance Report.

The number of people killed or seriously injured (KSI) in London's roads in Quarter 4 2014/15 was 41 per cent below the 2005-2009 baseline, which meant that TfL had reached its long-term target of a 40 per cent reduction by 2020 six years early. A new stretch target of a 50 per cent reduction by 2020 had been agreed and in response to a request from the Panel, work would be undertaken to create a performance summary and review of KSI data for the next meeting. **[Action: Leon Daniels]**

The publication of road safety data was a complex process involving external parties such as the Metropolitan Police. The aim was to provide data as quickly as possible although a process of review and analysis had to take place prior to publication.

There had been a 15 per cent increase in slight injuries on the roads and work was taking place to identify the underlying factors. An update would be given at the next meeting. **[Action: Leon Daniels]**

Clarification was sought regarding the robustness of the data for the London Low Emission Zone Phase 4 and a note would be provided to Shaun McCarthy to provide further information. **[Action: Leon Daniels]**

**The Panel noted the report.**

## **19/07/15 Crossrail Quarterly Health, Safety and Environment Performance Report – Quarter 4 2014/15**

Steve Hails introduced the Crossrail Quarterly Health, Safety and Environment Performance Report.

Performance remained strong in Quarter 4 with 94 per cent of contracts achieving Crossrail's Health and Safety Performance Indicator score of two or above, which was above the target of 85 per cent. The Accident Frequency rate and Lost Time Injury Rate were trending downwards.

The Target Zero programme and Golden Rules were being refreshed to reflect the change in risk profile as the Crossrail programme moves from tunnelling to fit out. Staff and contractors on site would be changing and work patterns would also change and this required a different approach to safety training and culture.

**The Panel noted the report.**

## **20/07/15 TfL Green Bonds**

Emanuela Cernoia-Russo introduced the paper, which provided an overview of the development, issue and benefits of TfL's first Green Bond.

Proceeds from the issue of Green Bonds had to be invested in projects with demonstrable environmental benefits. The first issue of a Green Bond took place in April 2015 and this raised £400m.

The Panel congratulated TfL on the success of the issue and suggested that it should become a case study and be presented to interested parties.

**The Panel noted the report.**

## **21/07/15 Emissions from the TfL Bus Fleet**

Garret Emmerson and Finn Coyle introduced the paper and presentation, which provided an overview of the activities being taken to reduce emissions.

Buses were recognised as a significant contributor to PM10 emissions and work had taken place to reduce these emissions. Measurements at Oxford Street had shown a 48 per cent reduction on NOx emissions to date against a target reduction of 90 per cent by 2020. TfL had produced a transport emissions road map and this would be provided to Panel members. **[Action: Leon Daniels]**

The Ultra Low Emission Zone requirements meant that all single deck buses in London would need to be electric powered by 2020, although such vehicles may require a diesel back-up engine. The cost of hydrogen powered buses was falling and these had the potential to be part of the solution.

**The Panel noted the report.**

## **22/07/15 TfL Bus Driver Behaviour Training**

Garrett Emmerson, Alex Moffatt and Peter Stanhope introduced the paper and presentation, which provided an overview of the training developed by TfL and London Bus Operators for bus drivers.

The 'In the Zone' training programme aimed to encourage greater awareness of the human factors and behaviours related to road traffic incidents. Training included viewing videos on driver awareness and an interview with Sarah Hope who, with members of her family, has been involved in a serious collision with a bus. The training would be provided to 24,500 drivers by mid-2016.

Some buses were fitted with telemetry systems that could be used to highlight areas for training and monitor risk, although this was not a requirement for all bus contractors.

**The Panel noted the paper.**

## **23/07/15 Intelligent Speed Assistance**

Garrett Emmerson and Lilli Matson introduced the paper and presentation, which introduced the trial of Intelligent Speed Assistance on London Buses.

The three month trial had recently commenced which was assessing technology to assist bus drivers in complying with speed limits, and was taking place on two routes, the 19 between Parkgate Road and Finsbury Park and the 486 between North Greenwich and Bexleyheath.

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

## **24/07/15 Road Safety Update**

Garrett Emmerson and Lilli Matson introduced the paper and presentation, which updated the Panel on the Road Safety portfolio.

The Safe Streets for London was a data led approach that focussed on vulnerable road users. Risk profiling was used to inform the creation of 'risk paths' which showed how risk and casualty numbers varied with age and aided the targeting of interventions.

The target of a 40 per cent reduction in KSIs from the 2005-09 baseline by 2020 had been achieved. The Panel discussed the proposal to introduce a stretch target of 50 per cent and noted the challenges given the increase in population and corresponding increases in traffic and cycling. The Panel suggested that the TfL Board should be involved in road safety target setting and approval.

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

## **25/07/15 Accessibility Schemes at Crossrail Surface Stations**

Howard Smith and Colin Britt introduced the paper and presentation, which provided an overview of the proposals for improving accessibility at seven surface Crossrail

stations. The paper had been presented to the Rail and Underground Panel at its meeting on 20 May 2015.

The design for Iver station was not finalised and work was taking place to investigate the viability of fitting a third lift, sited on the fast lines platform, which would replace the planned ramp.

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

## **26/07/15 Resilience Report**

Garrett Emmerson introduced the report, which provided an update on developments with resilience matters relevant to TfL since the last meeting.

**The Panel noted the report.**

## **27/07/15 Key Findings from Internal Audit Reports**

Clive Walker and Mike Shirbon introduced the paper, which informed the Panel of the Internal Audit Reports related to Safety, Accessibility and Sustainability, issued during the fourth quarter of 2014/15.

**The Panel noted the paper.**

## **28/07/15 Legal Compliance Report**

Howard Carter introduced the report, which informed the Panel of actual and alleged breaches of HSE legal obligations between 1 October 2014 and 31 March 2015.

**The Panel noted the report.**

## **29/07/15 TfL's Customer Strategy and Action Plan**

Vernon Everitt introduced the paper and presentation, which provided an overview of TfL's Customer Strategy and Action Plan, which involved a rolling programme of work across all TfL services to focus on meeting the needs of TfL's customers. The action plan included staff training, the use of technology and big data to provide up to date and coordinated travel information, more visible staff and the provision of automatic refunds where there has been major disruption or someone has made a mistake.

Anecdotal evidence showed that customers were very positive about their relationship with TfL.

Work on the 'TfL Story' was ongoing and Panel Members requested sight of the document prior to its publication. **[Action: Vernon Everitt]**

The provision of accurate and timely incident and travel demand information had been very successful for London Underground and a similar approach would take with road users to enable better decision making.

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

### **30/07/15 TfL's Response to the London Assembly Next Steps Report on Customer Service**

Vernon Everitt introduced the paper, which summarised the commitments made to the Transport Committee of the London Assembly in response to its March 2015 "TfL's Customer Service Next Steps" report. The work done by the Transport Committee was very constructive and TfL agreed with nearly all the recommendations and was committed to improving customer service.

TfL's Customer Strategy and Action Plan, considered elsewhere on the agenda, set out TfL's wider plan for improving customer service.

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

### **31/07/15 Any Other Business**

There being no further business, the meeting closed at 12.45pm. The next scheduled meeting would be held on Tuesday 13 October 2015 at 10.00am.

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

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