

# 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, Thursday 10 March 2016

### Members

Charles Belcher	Chair
Michael Liebreich	Vice Chair
Sir Brendan Barber	Panel Member
Richard Barnes	Panel Member
Bob Oddy	Panel Member

### In Attendance

Brian Cooke	Board Member
Shaun McCarthy	Adviser
David Morris	Adviser

### Staff Attending

Cathy Behan	Head of HSE, Surface Transport
Martin Brown	HSE General Manager, London Rail and Corporate
Howard Carter	General Counsel
Jill Collis	Director of Health, Safety and Environment
Leon Daniels	Managing Director, Surface Transport
Vernon Everitt	Managing Director, Customer Experience, Marketing and Communications
Garrett Emmerson	Chief Operating Officer, Surface Transport
Steve Hails	Crossrail Director of Health and Safety
Clive Walker	Director of Internal Audit
James Stanton	Secretariat Officer

## 1/03/16 Apologies for Absence and Chair's Announcements

Apologies for absence had been received from Baroness Grey-Thompson DBE and Dr. Alice Maynard (adviser).

The Chair agreed to vary the order of the agenda, taking minute items 11/03/16, 12/03/16 and 13/03/16 at the start of the meeting.

The Panel noted that James Varley (TfL Secretariat) would no longer be providing secretariat support to the Panel. The Chair thanked him for his work with the Panel since 2006.

## 2/03/16 Declarations of Interests

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.

### **3/03/16 Minutes of the Meeting of the Safety, Accessibility and Sustainability Panel held on 10 December 2015**

The minutes of the meeting of the Safety, Accessibility and Sustainability Panel held on 10 December 2015 were approved as a correct record and signed by the Chair.

### **4/03/16 Matters Arising and Actions List**

The Panel considered an update on the analysis of Platform Train Interface data. It was noted that the vast majority of incidents did not relate to moving trains. In the small proportion of incidents involving moving trains, these tended to involve contact with the heads or shoulders of passengers as the trains moved into and away from platforms. Very few incidents, under one per cent, were noted to relate to falls between the train and the platform.

**The Panel noted the Actions List.**

### **5/03/16 Quarterly Health, Safety and Environment Performance Reports**

Jill Collis, Leon Daniels, Garrett Emmerson and Steve Hails introduced the Quarterly Health, Safety and Environment Performance Reports for Rail and Underground, Surface Transport and Crossrail respectively.

Members noted the following updates on reporting:

- (a) a recent low speed derailment at Ealing Broadway had brought to an end an eight and a half year period without incident;
- (b) an incident resulting in a fractured ankle had concluded a record of two million hours without loss of time through injury on London Overground; and
- (c) a couple of recent incidents meant that Crossrail would not meet the corporate objective of a 20 per cent reduction of the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) Accident Frequency Rate though there would still be an overall reduction.

During the discussion of the performance reports, the following points were noted:

- (a) the removal of ticket offices at Underground stations had led to a reduction in the number of assaults on staff;
- (b) Members discussed the use of internal and external sensitive edge technology on train doors in relation to the recently released report of an incident which had taken place at Clapham South in March 2015;
- (c) work to improve platform train interface would continue to take place on London Underground, including trials around platform markings, and would be reported in future monitoring;
- (d) improvements to lighting on the tram network had safety benefits and had received positive customer feedback;
- (e) improvements to the quality of CCTV footage across the TfL network continued to be examined, including its potential use in relation to fly tipping incidents;
- (f) the increase in the number of scooter and motorcycle fatalities was being monitored to identify any potential trends;

- (g) the target for Countdown timers on pedestrian crossings had been increased by 200 sites and would be delivered on a priority and funding basis utilising developer and local borough funding. Evidence showed that Countdown timers could make a material difference to safety and the efficient use of lights;
- (h) Transport for London had received the public authority award at the European PRAISE (Preventing Road Accidents and Injuries for the Safety of Employees) Awards for outstanding measures for reducing road deaths and injuries by improving road safety at work; and
- (i) the cost per head of staff surveys, response and web pages, including the translation into the six languages most used by Crossrail employees, was estimated to cost just over £9 per head. The value of ensuring that health and safety messages were getting across to Crossrail's diverse workforce was noted.

It was agreed that further details would be provided to Members on the outcome of investigations into the number of station overruns across London Overground, with particular regard to West Anglia and the maintenance of train sander units by Abelio.

**[Action: Martin Brown]**

It was agreed that quarterly and annual bus injury and fatality incident figures would be circulated to Members and that statistical updates would be included in future quarterly reporting.

**[Action: Cathy Behan]**

It was agreed that a paper would be brought at an appropriate point setting out the work to upgrade Waterloo Bus Garage to enable the operation of 50 electric vehicles.

**[Action: Leon Daniels]**

**The Panel noted the paper.**

## **6/03/16 Resilience Report**

Leon Daniels and Garret Emmerson introduced the paper. The Panel considered the update on developments on resilience matters relevant to TfL since the previous meeting, covering the period of Quarter 3 of financial year 2015/16.

The main activity of note for the period had been the preparation and delivery of the 2015 New Year's Eve celebration. The event was delivered against a background of an increased terrorist threat level following the terrorist attacks in Brussels in January 2015 and Paris in November 2015. An enhanced search regime increased the requirement for infrastructure and additional stewarding. There had also been an enhanced police deployment at Railway and Underground stations.

The large scale EU partnership collaborative joint exercise "Exercise Unified Response", involving the largest rail crash exercise in Europe, was currently being planned. An update on both this exercise and a cyber threat exercise to be carried out on 11 March 2016 would be reported back to the Panel in due course.

**The Panel noted the paper.**

## **7/03/16 Health, Safety and Environment Priorities 2016/17**

Jill Collis presented the paper setting out TfL's health, safety and environment priorities for 2016/17 across each business area. Members noted that a revised version would

include reference to the TfL Corporate Environment Framework. A copy of TfL's accessibility priorities would be circulated to Members for information.

**[Action: Jill Collis]**

Members noted the priority around promoting road safety behaviour, in particular education and training for young people. A breakdown of the training provided by London boroughs would be circulated to Members. **[Action: Cathy Behan /Leon Daniels]**

**The Panel noted the paper.**

## **8/03/16 Bus Safety Programme**

Leon Daniels presented the paper. Members noted the update on the number of collisions and injuries associated with London bus operation and the development of the Bus Safety Programme, which had been launched on 1 February 2016.

The Panel discussed the monitoring arrangements for bus related incidents and the potential for improvements in reporting information to aid the delivery of improvement goals. Suggestions from Members included:

- the production of an annual report on operational incidents involving buses, making use of longer term comparisons and reconciliation between information sources;
- ensuring that robust arrangements were in place to capture as much information about each incident as possible and record this for future use;
- encouraging drivers and the public to report safety related concerns through easily accessible channels and requiring contractors to report back on any significant issues raised; and
- reviewing current accident investigation procedures to ensure that best practice lessons from other transport sectors were carried across in terms of independence, protocol and methodology.

Leon Daniels advised that many of the issues raised during the discussion had been embedded as part of the high level action points presented in the paper. Officers would discuss the points raised with the advisers and safety professionals and produce a response for Members. **[Action: Leon Daniels]**

**The Panel noted the paper.**

## **9/03/16 Key Findings from Internal Audit Reports**

Clive Walker presented the paper on the Internal Audit Reports related to Safety, Accessibility and Sustainability issued during Quarter 3.

The Panel received an update on the the meeting of the Audit and Assurance Committee on 8 March 2016. Members noted that audits had been strategically targeted on areas that had been identified as having increased risk. Members welcomed this more focused approach while acknowledging that there might be a corresponding increase in the number of areas identified as requiring improvement.

**The Panel noted the paper.**

## **10/03/16 Integrated Assurance Plan 2016/17**

Clive Walker introduced that paper. The Panel noted the 2016/17 Integrated Assurance Plan which had been approved by the Audit and Assurance Committee at its meeting on 8 March 2016.

**The Panel noted the paper.**

## **11/03/16 Travel Demand Management Programme - helping our customers avoid crowding and congestion**

Vernon Everitt introduced the paper. Members noted the ongoing work with the Travel Demand Management Programme to assist customers to avoid and reduce crowding and congestion wherever possible. As a result of recent trials in improved information sharing with customers, the spread of customer journeys during peak times had broadened by 3-5 per cent. The lessons from these trials would be incorporated into 'business as usual' to enable more comfortable journeys for passengers.

Improvements in the information available to passengers included the display of real time train and platform crowding information from the Victoria line and the production of alternative transport information guides such as the Walking Map showing the walking times between London Underground stations. The next phase of the Programme would involve discussions with some of London's major employers, similar to those held prior to the 2012 London Games, to see if TfL could do anything to help them broaden the times at which most commuters travelled. While it was recognised that most commuters had limited flexibility to travel at different times, the trials had shown that providing help to those at the margins who could work more flexibly could lead to significant benefits both operationally and in the comfort of the journeys experienced by passengers.

**The Panel noted the paper.**

## **12/03/16 TfL Technology and Data Strategy**

Vernon Everitt presented the paper. TfL had been preparing a new, proactive and organisation-wide Technology and Data Strategy in order to realise the benefits that effective investment in this area could bring. As a first step, a road map was being produced of TfL technology and data. This would identify how much was being invested, to what end and how this could be organised so that it was of most use to staff in delivering a better service. Key to this process would be establishing the highest levels of reliability for TfL's core systems and examining how the business could be transformed via technology. Later developments would include a resource guide, identifying where staff were experts in certain areas and held skills that could be used and shared.

Members noted that data itself was increasingly being recognised as one of the organisation's key assets. The use of data in procurement and interactions with suppliers were noted to be areas which could be further developed.

**The Panel noted the paper.**

## **13/03/16 TfL Customer Information Strategy**

Vernon Everitt presented the paper on TfL's Customer Information Strategy. The Panel noted the update and, in particular, the action plans to improve the flow and consistency of real time information. This included enabling customers to access more integrated information at the start and end of their journeys, for example via real time digital displays at the entrance and exits to stations and information on transport interchanges.

Members considered the ways in which best practice within travel information media could be promoted. The policy of opening up TfL data had produced a great variety of innovative products and social media apps. While recognising the importance of not interfering with this innovation, the Panel considered ways in which best practice might be promoted to help customers. Members agreed that consideration should be given to promoting a 'top ten downloaded apps' which made use of TfL data on the tfl.gov.uk website. Members advised that this should be determined and updated on the basis of user popularity rather than TfL being seen to review or 'approve' individual apps.

During a wider discussion on the Customer Information Strategy, the following points were noted:

- (a) a recent survey had examined creative ways of addressing the 20 tube stations that did not currently have electronic information boards;
- (b) work was taking place on a second version of the London Underground Walking Map and this would look at how to incorporate additional information about the walking times between stations on different lines;
- (c) the language used to convey information was being considered, for example to give service frequency details in minutes rather than generic 'good service' messages; and
- (d) TfL continued to work towards being channel and device 'agnostic' in terms of the format in which it provided travel data.

Panel Members recorded their congratulations on the work achieved so far and looked forward to receiving details of further developments in future.

**The Panel noted the paper.**

## **14/03/16 Any Other Business the Chair Considers Urgent**

There being no further business, the meeting closed at 12.50pm

The next meeting of the Safety, Accessibility and Sustainability Panel would be held on 30 June 2016.

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

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