

Transport for London

Minutes of the Rail and Underground Panel

Boardroom, 14th Floor, Windsor House, London
10.00am, Wednesday, 16 November 2011

Members

Christopher Garnett	Chair
Steve Wright	Vice Chair
Charles Belcher	Panel Member
Isabel Dedring	Panel Member
Tony West	Panel Member

Staff

Howard Carter	General Counsel
Geoff Hobbs	Head of Planning, London Rail
Phil Hufton	Asset Performance Director, London Underground (for part)
Tony Matthews	Olympic Operations Manager, London Underground (for part)
Andrew Pollins	Director of Finance, Rail and Underground
Gareth Powell	Director of Strategy and Service Development, London Underground
Howard Smith	Chief Operating Officer, London Rail
James Varley	Secretariat Officer

25/11/11 Apologies for Absence and Declarations of Interest

Apologies for absence had been received from Daniel Moylan, Peter Anderson, Sir Mike Hodgkinson, Steve Allen and Mike Brown.

The following interests were declared: Christopher Garnett as a member of the Olympic Delivery Authority and non-executive director of Aggregate Industries Limited; Steve Wright on matters relating to private hire vehicles; and Tony West as a member of Bexley Council's Public Transport Advisory Group.

26/11/11 Minutes of the Meeting Held on 12 July 2011

The minutes of the meeting held on 12 July 2011 were approved as a correct record and signed by the Chair.

27/11/11 Matters Arising and Actions List

The Panel noted the Actions List.

28/11/11 Managing Director's Report – London Underground and London Rail

Andrew Pollins introduced the report which highlighted performance up to period 6 of 2011/12 (1 April to 17 September 2011).

Demand continued to grow on London Underground (LU) and customer satisfaction scores remained good.

The four-year pay offer had been agreed with the trade unions which represented a positive step forward for LU.

Reliability on the Victoria line was still a key focus following the complete introduction of the new rolling stock. Reliability on the Central and District lines had declined. This was the result of programmed maintenance work taking place ahead of the 2012 Games.

Panel members requested LU and London Rail (LR) to investigate how the effects of blockades were measured in terms of customer satisfaction before, during and after the works had taken place.

Demand remained strong on LR. Further work would take place to understand the drivers of this demand and further information was due to be reported to a meeting of the Finance and Policy Committee. **[ACTION: Geoff Hobbs]**

Customer satisfaction scores had declined slightly on the East London line. It was believed to be attributable to crowding due to the popularity of the services.

Further work would take place to develop the performance statistics provided to the Panel. **[ACTION: Mike Brown]**

The Panel noted the report.

29/11/11 London Overground Impact Study

Howard Smith and Geoff Hobbs introduced the paper setting out the results of analysis of demand patterns on the London Overground network.

The Panel noted the success of the network and asked if more information about the success of London Rail could be put in the public domain and also if awareness could be raised within the DfT and government.

Members were informed that future growth forecasts fed into the London and South East Rail Utilisation Study which in turn fed into the High Level Output Specification. Line capacity still existed and beyond that, there was the potential to increase train lengths to meet any increasing demand.

Work would take place to assess value for money figures on the network to aid the case for growth. An important factor in assessing value was the relief the network provided to the national rail London terminals.

The Chair requested a further paper to go to a future Board meeting. **[ACTION: Howard Smith]**

The Panel noted the paper.

30/11/11 Rail and Underground Reliability Improvement Programme

Phil Hufton introduced the paper which updated the Panel on the Reliability Improvement Programme.

The strategy focussed on three key areas – response and recovery, predicting and preventing failures and improving asset upgrades and purchases.

The response and recovery plan included the establishment of new technical offices on the network to improve response times. Staff were receiving training in additional technical skills to broaden their areas of expertise, to create a more flexible response team. Plans were also underway to co-locate engineering and operations staff to create a command and control centre.

Predict and prevent activities included remote monitoring to gain a better idea of degradation rates of assets. This allowed actions to be taken before problems arise.

The Automatic Track Monitoring System (ATMS) was to be installed on new rolling stock and this would provide real time information on track condition.

Improving asset upgrades and purchases was essential in making technology work for LU in the manner expected. Reliability of assets was driven by their design and use. Staff were embedded at Bombardier to gain knowledge of how the trains were built which would enhance understanding of the required maintenance.

Maintenance regimes were being closely analysed to enable the use of intelligence such as wear rates to inform the regime rather than use time or cycle based programmes. This was a key area for leveraging changes in the way LU maintains its assets and the Panel were assured that safety would remain the main priority.

Management of the supply chain was critical and experience had shown that understanding systems integration enhanced reliability.

Panel members were welcome to visit the Acton workshops to gain more insight into the programme.

Further information on lessons learnt on the Victoria line upgrade would be provided after completion of the Victoria line asset replacement programme. A further update on the reliability programme, with reference to target setting would also be presented to a future meeting.

[ACTION: Mike Brown]

The Panel noted the paper.

31/11/11 London 2012 Transport

Tony Matthews introduced the paper and presentation which set out an overview of transport arrangements during the 2012 games.

Members requested a further report on resilience planning which would be provided to the next meeting of the Panel. **[ACTION: Mike Brown]**

The Panel noted the paper.

32/11/11 Any Other Business

There being no further business, the meeting closed at 11.55am. The next scheduled meeting would be held on Tuesday 21 February 2012 at 10.00am.

Chair: _____

Date: _____