

# Transport for London

## Minutes of the Rail and Underground Panel

Boardroom, 14<sup>th</sup> Floor, Windsor House, London  
10.30am, Tuesday 8 February 2011

### Members

Christopher Garnett	Chair
Steve Wright	Vice Chair
Daniel Moylan	Deputy Chairman (for part)
Peter Anderson	Panel Member
Sir Mike Hodgkinson	Panel Member
Tony West	Panel Member

### Staff

Mike Brown	Managing Director, London Underground and Managing Director, London Rail
Howard Carter	General Counsel
Jonathan Fox	Director, Docklands Light Railway (for part)
Stuart Harvey	Head of Upgrades, Tube Lines Limited
Geoff Hobbs	Head of Planning, London Rail
Ellen Howard	Director of Corporate Governance
Richard Parry	Strategy and Commercial Director, London Underground
Andrew Pollins	Director of Finance and Support Services, London Underground
Shashi Verma	Director of Fares and Ticketing
David Waboso	Capital Programmes Director, London Underground
James Varley	Secretariat Officer

### **01/02/11     Apologies for Absence and Declarations of Interest**

Apologies for absence had been received from Charles Belcher and Steve Allen.

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; Daniel Moylan as Deputy Leader of the Royal Borough of Kensington and Chelsea, a director of the London Transport Museum and Chairman of Urban Design London; Peter Anderson as a director of the Canary Wharf Group plc in relation to Crossrail and the Jubilee line upgrade; Sir Mike Hodgkinson as a non-executive director of Crossrail Limited; and Tony West as a member of Bexley Council's Public Transport Advisory Group.

### **02/02/11     Minutes of the Meeting Held on 11 November 2010**

The minutes of the meeting held on 11 November 2010 were approved as a correct record and signed by the Chair.

**03/02/11**      **Matters Arising and Actions List**

**The Panel noted the Actions List.**

**04/02/11**      **Managing Director's Report – London Underground**

Mike Brown introduced the report which described LU's performance over the first nine periods of the year. It was noted that Customer Satisfaction remained on or above target. Good levels of service were maintained during the periods of heavy snowfall in December.

Planned rostering changes for station staff had taken place and customer satisfaction and other metrics would be used to monitor the situation. A paper would be presented to the next meeting on levels of staff visibility and customer experience measurement methodology. **[ACTION: Mike Brown]**

In response to a request from the Chair, papers would be presented to future meetings of the Panel on the Northern Line Upgrade and the approach used for planning line closures. **[ACTION: Mike Brown]**

Stuart Harvey provided an update on the Jubilee line upgrade, with particular focus on the disruption to the service that occurred on Friday 4 February 2011. This was caused by the sensors on several trains detecting wheel slippage due to grease on the track which placed the trains into a default safety mode.

Work was in progress to look at improving communication with passengers, with particular reference to providing details about technical matters in an easy to understand format.

**The Panel noted the report.**

**05/02/11**      **Review of the New Sub-Surface Railway Service Pattern Introduced on 13 September 2009**

Mike Brown and Richard Parry introduced the paper. The reliability of the line had improved following the implementation of the changes to the service pattern. Feedback from staff had been positive. Further information on customer feedback would be provided to Panel members. **[ACTION: Richard Parry]**

**The Panel noted the paper.**

**06/02/11**      **Managing Director's Report – London Rail**

Mike Brown and Jonathan Fox introduced the report which highlighted performance for periods 7 to 9 (19 September 2010 to 11 December 2010).

Demand was at record levels and performance remained strong with Tramlink performing particularly well during the period of adverse weather conditions.

**The Panel noted the report.**

**07/02/11     High Level Output Specification – February Update**

Geoff Hobbs introduced the paper which updated members on developments to the High Level Output Specifications (HLOS) since the last meeting of the Panel in November 2010.

Work was continuing to ensure TfL was able to influence HLOS2. The situation in London was unique in that TfL needs to retain a degree of prescriptiveness in the franchise specifications as it recognises a number of non-commercial imperatives. A copy of a letter sent to Sir Roy McNulty on 18 January 2011 would be sent to members.  
**[ACTION: Geoff Hobbs]**

A review of the TfL franchising model was due to take place to ensure that it continued to be appropriate for the future. Further information on this review would be provided to the Panel.  
**[ACTION: Geoff Hobbs]**

**The Panel noted the paper.**

**08/02/11     Oyster on National Rail – Progress Update**

Shashi Verma introduced the paper. The pay as you go (PAYG) service had been launched on 2 January 2010 and the following 12 months had seen demand build up quickly and reach higher levels than expected. It appeared that PAYG had stimulated demand because the fare structure was clearer for users which in turn encouraged the use of public transport.

Discussions were taking place with the train operating companies to use Oyster PAYG beyond the boundaries of Zone 6.

**The Panel noted the paper.**

**09/02/11     Any Other Business**

There being no further business, the meeting closed at 12.15pm. The next scheduled meeting would be held on 5 May 2011 at 10.00am.

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

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