

# Transport for London

## Minutes of the Rail and Underground Panel

Boardroom, 14<sup>th</sup> Floor, Windsor House, London  
10.30am, Tuesday 9 February 2010

### Members

Steve Wright	Chair (for the meeting)
Daniel Moylan	Deputy Chairman of TfL and Panel Member
Charles Belcher	Panel Member
Tony West	Panel Member

### Staff

Steve Allen	Managing Director, Finance
Ian Brown	Managing Director, London Rail
Howard Carter	General Counsel
Ellen Howard	Director of Corporate Governance
Richard Parry	Interim Managing Director, London Underground
James Varley	Secretariat Officer

### **01/02/10     Apologies for Absence and Declarations of Interest**

Apologies for absence had been received from Christopher Garnett, Peter Anderson and Sir Mike Hodgkinson.

Declarations of interest were declared by Steve Wright in relation to private hire matters and Daniel Moylan as Deputy Leader of the Royal Borough of Kensington and Chelsea, as a Director of the London Transport Museum Ltd and as Chairman of Urban Design London.

### **02/02/10     Minutes of the Meeting Held on 12 November 2009**

The minutes of the meeting held on 12 November 2009 were approved as a correct record and signed by the Chair.

### **03/02/10     Matters Arising and Actions List**

Members were given an update on the Actions List.

**The Panel noted the Actions List.**

### **04/02/10     Managing Director's Report – London Underground**

Richard Parry introduced the report which described LU's performance over the first nine periods of 2009/10 (1 April to 12 December).

Passenger journeys had shown signs of recovery and the Customer Satisfaction Survey scores remained high.

The Jubilee line upgrade continued to require attention. Members commented that the ongoing closures of the Jubilee line had been managed well and communications with passengers had been good. The Victoria line upgrade was progressing. Some train issues had been identified and work was ongoing to rectify the situation. Members were informed that while every effort was made to source replacement buses of a consistently high standard, the level of demand for vehicles occasionally resulted in vehicles being used that were fit for purpose but did not reach the optimum standard.

The opening of the northern ticket hall at King's Cross had gone well and discussions were taking place with Network Rail to investigate how time could be made up on the Thameslink project.

An update on the Circle line performance figures would be given to the next Panel meeting. **[ACTION: Richard Parry]**

**The Panel noted the report.**

**05/02/10      London Underground Employee Engagement Survey 'Speak Up 2009' Results**

Richard Parry introduced the report. Although the results were slightly below those for the previous year, a number of events had taken place in the year such as the resignation of the previous Managing Director and the merger with Metronet, which could have had a significant negative effect and therefore sustaining a strong position was a good result.

The survey had identified elements of the communication process with staff that required further development. Action was being taken to secure improvements as communication with staff was an important factor in maintaining sound industrial relations.

Further information about the action plans being put in place would be made available to Members. **[ACTION: Richard Parry]**

**The Panel noted the report.**

**06/02/10      London Underground Reputation Survey 2009 Results**

Richard Parry introduced the report which outlined the results of the recent stakeholder survey.

Net advocacy over the period 2003/04 to 2009/10 had improved although areas of improvement had been identified and an action plan was being created.

**The Panel noted the report.**

**07/02/10      Managing Director's Report – London Rail**

Ian Brown introduced the report which described London Rail's performance for periods 7-9 (20 September to 12 December).

The DLR three car capacity enhancements on the Bank – Lewisham line had been completed and a funding package had been agreed for the Beckton line.

The delivery process of trains for the East London line was complete and trains were now being delivered for the North London line.

The decision from the DfT with regard to partial funding for a station at Surrey Canal Road was still outstanding.

The Greater Anglia rail franchise was the next line for renewal and, following from input on the South Central refranchise, discussions with the DfT would take place to ensure TfL had input into the franchise specification.

Freight in Quarter 2 2009/10 was 9.7 per cent below the previous year. This was attributable to economic conditions.

Oyster Pay As You Go was launched on 2 January. The Train Operating Companies wanted to ensure passengers were not travelling beyond the boundaries permitted by their Oyster cards and efforts to ensure passengers understood the fare structures were being made.

**The Panel noted the report.**

**08/02/10      Any Other Business**

The Panel noted that this was the final meeting for Richard Parry in his role as Interim Managing Director of London Underground and thanked him for his contribution in this position.

There being no further business, the meeting closed at 11.50 am. The next scheduled meeting would be held on 12 May 2010 at 10.00am.

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

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