

Transport for London

Minutes of the Rail and Underground Panel

Boardroom, 14th Floor, Windsor House, London
10.00am, Thursday 5 May 2011

Members

Christopher Garnett	Chair
Steve Wright	Vice Chair
Daniel Moylan	Deputy Chairman of TfL
Charles Belcher	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
Howard Collins	Chief Operating Officer, London Underground
Ellen Howard	Director of Corporate Governance
Barry Hutton	Head of Finance, London Underground
Jon Lamonte	Chief Executive, Tube Lines Limited
Richard Parry	Strategy and Commercial Director, London Underground
James Varley	Secretariat Officer

10/05/11 Apologies for Absence and Declarations of Interest

Apologies for absence had been received from Peter Anderson.

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 a Councillor for the Royal Borough of Kensington and Chelsea, a director of the London Transport Museum and Chairman of Urban Design London; 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.

11/05/11 Minutes of the Meeting Held on 8 February 2011

The minutes of the meeting held on 8 February 2011 were approved as a correct record and signed by the Chair.

12/05/11 Matters Arising and Actions List

The Panel noted the Actions List.

13/05/11 Managing Director's Report – London Underground and London Rail

Mike Brown introduced the report which highlighted performance for periods 10-13 (12 December 2010 to 31 March 2011).

The Panel welcomed the performance figures for London Underground. Customer satisfaction remained high, with a score of 79 points despite challenging conditions. Passenger numbers continued at record levels and excess journey time was within the targets.

Further information would be provided to Members on the capacity upgrades on the Jubilee and Victoria lines in due course. **[ACTION: Mike Brown]**

Information would also be provided on recurring reliability issues on the Underground network. **[ACTION: Mike Brown]**

London Overground, Trams and DLR continued to perform well and had attained high customer satisfaction scores.

The Panel noted that freight was trending downwards. This was understood to be due to lower levels of economic activity, particularly in the construction industry.

Following the confirmation that National Express was not being awarded an extension to the East Anglia franchise, work was ongoing to reach agreement regarding the management of Stratford Regional Station.

The Panel noted the report.

14/05/11 Operations Strategic Plan

Howard Collins introduced the paper which provided an update on the implementation of the Operations Strategic Plan (OSP), which was launched in March 2010.

The purpose of the OSP was to re-align staff resources with customer demands, particularly resulting from the greater usage of Oyster and ticket machines as well as simplifying the structure of the operational organisation.

A great deal of work had taken place to ensure a smooth transition into the new roster patterns. An ongoing review process was implemented to look at staff feedback and act on it where appropriate.

The Panel noted that the changes had taken place without the need for any compulsory redundancies and staff turnover was at very low levels.

Work would commence on analysis of the implementation of the OSP.

The Panel noted the paper.

15/05/11 London Underground Demand Trends

Richard Parry introduced the paper which provided an overview of demand patterns on London Underground. In the year 2010/11, over 1.1 billion passengers had been carried. This was the highest figure ever achieved by London Underground. Demand was continuing to increase, although the rate of growth was showing signs of declining.

The Panel noted the paper.

16/05/11 London Rail Demand Trends

Richard Parry introduced the paper which provided an overview of demand patterns on London Overground, DLR and Tramlink. Demand was at record levels on all three divisions.

Analysis of demand patterns had shown that passengers were using the Overground and DLR network to continue their journeys while avoiding the busy terminals such as London Bridge. It was also understood that the East London line was taking passengers who, in the past, would have used the bus network. A paper providing more information in these matters would be provided to a future meeting of the Panel.

[ACTION: Richard Parry / Steve Allen]

The Panel noted the paper.

17/05/11 Any Other Business

There being no further business, the meeting closed at 11.55am. The next scheduled meeting would be held on Tuesday 12 July 2011 at 10.00am.

Chair: _____

Date: _____