

Transport for London

Minutes of the Rail and Underground Panel

Boardroom, 14th Floor, Windsor House, London
10.00am, Tuesday 22 May 2012

Members

Christopher Garnett	Chair
Steve Wright	Vice Chair
Daniel Moylan	Deputy Chairman
Charles Belcher	Panel Member
Sir Mike Hodgkinson	Panel Member
Tony West	Panel Member

Staff

Steve Allen	Managing Director, Finance
Howard Carter	General Counsel
Phil Hufton	Asset Performance Director, London Underground
Tony Matthews	Olympic Operations Manager, London Underground
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

08/05/12 Apologies for Absence and Declarations of Interest

Apologies for absence had been received from Peter Anderson, Isabel Dedring 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; 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; and Sir Mike Hodgkinson as a non-executive director of Crossrail Limited and as Chairman of Keolis UK.

09/05/12 Minutes of the Meeting Held on 21 February 2012

The minutes of the meeting held on 21 February 2012 were approved as a correct record and signed by the Chair.

10/05/12 Matters Arising and Actions List

The Panel discussed the implications of High Speed 2 and Crossrail and noted that a paper was due to be presented at the next meeting.

The Panel noted the Actions List.

11/05/12 Managing Director's Report – Rail and Underground

Andrew Pollins and Howard Smith introduced the report which highlighted performance from period 11 to period 13 (8 January to 31 March 2012).

On London Underground, the customer satisfaction score for the final quarter was 81, which resulted in a full year score of 80. This was the highest annual figure since records began. The press office was communicating the message to passengers that customer satisfaction was its highest ever.

Demand on the network continued to increase and work would take place to understand the drivers of this demand and the use of Freedom passes.

Operational performance remained good, with record performance for lost customer hours (LCH) and excess journey time. Further information on reliability performance variability would be included in the next Managing Director's Report.

The Jubilee line and Victoria line upgrades continued with the introduction of new timetables. Average journey times on the Jubilee line had improved by 11 per cent.

Track replacement was progressing well and a new record had been set with the replacement of 707 metres of ballasted track.

A trial of station Wi-Fi was taking place and a contract had been awarded to provide the service to up to 120 stations on the network. A list of those stations would be provided to the Panel. **[ACTION: Mike Brown]**

Following the Fit for London programme, London Underground was moving towards more local engagement with staff with a focus on effective communications. This would enhance industrial relations and reassure staff that issues could be resolved without recourse to the trade unions.

The Panel noted that London Underground was to be prosecuted for the incident involving the rail grinding train that occurred in August 2010.

On London Rail, performance was good, with a customer satisfaction score of 82 on the Overground service. This was trending downwards which was believed to be a result of the popularity of the service leading to crowding and capacity issues. Work was continuing to develop additional capacity on the network.

The Emirates Air Line was progressing well and remained on target for opening in summer 2012.

The performance charts would be modified for the next meeting and would include the annual target for mean distance between failure statistics.

The Panel noted the report.

12/05/12 Overview of Transport Arrangements for Olympic Park and Excel

Tony Matthews introduced the paper which updated the Panel on the plans for the Olympic park and Excel.

There had been significant opportunities for testing and further events were planned prior to the 2012 Games which would include use of the dynamic signs. Network Rail had been very helpful in preparing signage at its stations.

Efforts were being made to ensure Westfield Stratford City understood TfL's needs and would be in a position to assist where necessary.

Discussions with the London Organising Committee of the Olympic and Paralympic Games had resulted in a fuller understanding of 'last mile' responsibilities.

The Panel noted the paper.

13/05/12 Reliability, Availability, Maintainability and Safety (RAMS) Programme

Phil Hufton introduced the paper which updated the Panel on the progress being made with the RAMS programme.

The approach used was to create a priority list of the top five factors affecting reliability. As each one was addressed successfully, new actions would be identified and added to the list. It was believed that this would create a more focussed approach to problem solving than relying solely on statistical targets.

The programme was expected to deliver significant improvements in service quality, although it was important to understand return on investment performance in the evaluation process.

It was confirmed that safety related issues would be reported to meetings of the Safety and Sustainability Panel.

The Panel would receive regular updates on the progress of the RAMS programme.
[ACTION: Phil Hufton]

The Panel noted the paper.

14/05/12 Any Other Business

There being no further business, the meeting closed at 11:50am. The next scheduled meeting would be held on Thursday 5 July 2012 at 10.00am.

Chair: _____

Date: _____