

RAIL AND UNDERGROUND PANEL

5 MAY 2011

ACTIONS LIST

**Actions from the Last Meeting**

Minute No.	Description	Action By	Target Date	Status/note
04/02/11	<p><u>Managing Director's Report – London Underground</u></p> <p>Present a paper on levels of staff visibility and customer experience methodology.</p> <p>Present a paper on the Northern line upgrade.</p> <p>Present a paper on the approach used for line closures.</p>	<p>Mike Brown</p> <p>Mike Brown</p> <p>Mike Brown</p>	<p>-</p> <p>-</p> <p>-</p>	<p>On agenda for this meeting – Item 5 - Operations Strategic Plan.</p> <p>On agenda for July meeting.</p> <p>On agenda for July meeting.</p>
05/02/11	<p><u>Review of the New Sub-Surface Railway Service Pattern Introduced on 13 September 2009</u></p> <p>Provide further information on customer feedback.</p>	<p>Richard Parry</p>	<p>-</p>	<p>Further detail to be provided to Members by the end of June 2011.</p>

Minute No.	Description	Action By	Target Date	Status/note
	<u>High Level Output Specification – February Update</u>  Distribute to Members a copy of the letter sent to Sir Roy McNulty.  Provide further information on the review of the franchise model.	Geoff Hobbs  Geoff Hobbs	-  -	Completed.  On agenda for July meeting.

**There were no outstanding actions from previous meetings.**