

Transport for London

Minutes of the Rail and Underground Panel

Conference Rooms 1 and 2, Palestra, 197 Blackfriars Road
London, SE1 8NJ
10.00am, Friday 16 October 2015

Members

Sir John Armitt CBE	Chair
Steve Wright	Vice Chair
Sir Brendan Barber	Panel Member
Richard Barnes	Panel Member
Charles Belcher	Panel Member
Brian Cooke	Panel Member

Staff

Howard Carter	General Counsel
Jonathan Fox	Director, London Rail
Steve Griffiths	Chief Operating Officer, London Underground
Geoff Hobbs	Head of Transport Planning, London Rail
Steve Lousley	Project Manager, Station Capacity Programme, London Underground
George McInulty	Programme Director of Renewals, London Underground
Andrew Pollins	Finance Director, Rail and Underground
Gareth Powell	Strategy and Commercial Director, London Underground
David Waboso	Capital Programmes Director, London Underground
James Varley	Secretariat Officer

30/10/15 Chair's Announcements, Apologies for Absence and Declarations of Interest

Apologies for absence were received from Peter Anderson, Isabel Dedring and Daniel Moylan. Nick Brown was also unable to attend the meeting.

There were no interests to be declared that were relevant to items on the agenda.

31/10/15 Minutes of the Meeting of the Rail and Underground Panel Held on 16 July 2015

Subject to amending minute number 25/07/15 to state that the anticipated service frequency was a train every eight to ten minutes, the minutes of the meeting of the Rail and Underground Panel held on 16 July 2015 were approved as a correct record and signed by the Chair.

32/10/15 Matters Arising and Actions List

Steve Wright commented on the Car Park Strategy and asked for further work and analysis of the implications of reducing parking capacity to be taken into account during the decision making process. Gareth Powell undertook to progress the matter and update Steve Wright. **[Action: Gareth Powell]**

The Panel noted the Actions List.

33/10/15 Managing Director's Report – Rail and Underground

Gareth Powell introduced the report, which provided commentary on the performance of Rail and Underground and presented updates on the status and progress of major investment projects, particularly in periods 4 and 5 (28 June to 22 August 2015) and interim highlights of period 6 (23 August to 19 September 2015).

London Underground reliability remained strong with underlying Lost Customer Hours and Excess Journey Times above target, although industrial action had impacted performance. The Customer Satisfaction Score of 85 in Quarter 1 of 2015/16 matched the previous record figure, achieved in Quarter 4 2013/14.

Members asked if the customer satisfaction targets should be revised in light of the strong performance. This would be considered. **[Action: Nick Brown]**

The Fit for the Future – Stations programme continued, with 3,034 members of staff having received new customer service training. Feedback from staff and customers had been positive with regard to moving staff out of ticket offices. Visitor Information Centres had been modernised and opened at 'gateway' stations' where customer profiles included significant numbers of infrequent users such as tourists. Again, feedback from visitor centre users had been positive. An analysis of the customer experience would be presented to a future meeting of the Panel. **[Action: Nick Brown]**

Members requested that future reports provide separate figures for significant injuries per million hours for customers and staff. **[Action: Nick Brown]**

The Four Lines Modernisation programme was progressing well, with Thales awarded the contact for signalling and train control.

The timetable on the Metropolitan line was due to be revised in December 2015. In the longer term, the implementation of the signalling upgrade would remove the operational constraints on the line that currently required trains to be held at stations on a regular basis.

The relining of the Jubilee line tunnel between Baker Street and Bond Street had been completed. The Chairman requested that the Panel's congratulations be passed on to the engineering team involved in the work. **[Action: Nick Brown]**

Work at Arsenal and Bond Street stations was ahead of schedule. The replacement of the floor at Arsenal took place whilst the station was open. Close liaison with station staff enabled the team to put in 12 hour shifts, giving much more time on tools and keeping customer disruption to a minimum. At Bond Street, tunnelling work had

reached a key milestone with the breakthrough from the London Underground station to the new Crossrail station.

Demand on London Overground continued to grow with the help of the introduction of five car trains and fewer weekend closures. Reliability had been affected by lower than expected performance of rolling stock on the West Anglia lines and the continuing Network Rail works at London Bridge.

The Hackney Interchange had opened and this enabled customers to move between Hackney Downs and Hackney Central stations through a covered walkway. Planning and cost restrictions meant that a simple design approach was used.

The commencement of Night Tube has been deferred to allow discussions with trades unions to conclude.

Reliability had improved on Tramlink, however passenger journeys were six per cent lower than budget due to the closure of the line around Croydon Town Centre. The work in Croydon was scheduled but was not known at the time that the performance targets were set.

The Panel noted the report.

34/10/15 Walthamstow Blockade

David Waboso and George McNulty introduced the paper and presentation, which provided an overview of the delivery of the Walthamstow blockade on the Victoria line.

The growth of Walthamstow over the last ten years meant that the capacity constraint that resulted from the layout of points at Walthamstow Central needed to be removed to allow an increase in frequency from 24 trains per hour to 34 trains per hour by May 2016 and 36 trains per hour by the end of 2016.

The blockade was a substantial piece of work and required extensive planning and implementation. Media and social media reaction to the project and its completion had been positive. Communication of the blockade to customers and the provision of information and alternative transport had been very successful.

It was noted that the success of the project was the result of collaborative working with Siemens, Balfour Beatty, Track Partnership and within TfL, London Buses and London Overground.

The Panel noted the paper and presentation.

35/10/15 Victoria Station Upgrade

David Waboso and Steve Lousley introduced the paper and presentation, which provided an overview of the Victoria Station Upgrade programme.

The upgrade was taking place to address congestion and station design. In 2008, over 82 million journeys per year were made and this was forecast to increase to 100 million

in 2020. The station was subject to congestion at peak hours, crowding at one end of the Victoria line platforms and insufficient access points to Victoria Street.

The new station layout included an additional entrance from Cardinal place in Victoria Street, which also linked to a new ticket hall and platform entrance to the Victoria line.

Panel Members would be invited to a tour of the site. **[Action: David Waboso]**

The Panel noted the paper and presentation.

36/10/15 London Underground Customer Information

Gareth Powell introduced the paper, which summarised London Underground's approach to improving customer information.

A hierarchy of needs had been identified. The lower levels of the hierarchy, the 'hygiene factors' had been successfully achieved and this was evidenced through the customer satisfaction surveys. The next phases of the hierarchy required the provision of accurate and timely information relating to individual journeys and the ability to describe to the customer the experience they will have on their journey. To achieve this, London Underground would work with the mobile app market but would also consider its own information channels.

The Panel noted the paper and presentation.

37/10/15 London Overground and Docklands Light Railway Growth

Geoff Hobbs introduced the paper and presentation, which described the enhancements to increase capacity to cope with the recent growth in demand on London Overground and the Docklands Light Railway (DLR) in recent years.

TfL was keen to increase capacity on the network but was constrained by freight paths on key routes. Network Rail had invested in the Felixstowe to Nuneaton route however a number of freight paths existed on the network in London and those paths, whether used or not would continue to exist until their expiry dates.

It was expected that the introduction of Crossrail services in 2018/19 would have a temporary dampening effect on demand on DLR services, however, demand on DLR services was expected to recover and grow strongly from 2019/20.

The Panel noted the paper and presentation.

38/10/15 Any Other Business

There being no further business, the meeting closed at 12.15pm. The next scheduled meeting would be held on Wednesday 24 February 2016 at 10.00am.

Chair: _____

Date: _____