

# Transport for London

## Minutes of the Surface Transport Panel

Conference Rooms 1 and 2, Ground Floor, Palestra  
197 Blackfriars Road, London, SE1 8NJ  
10.00am, 13 May 2015

### Members

Baroness Grey-Thompson DBE	Chair
Charles Belcher	Vice Chair
Roger Burnley	Panel Member
Brian Cooke	Panel Member
Steve Wright	Panel Member

### Staff

Howard Carter	General Counsel
Patrick Doig	Director of Finance, Surface Transport
Garrett Emmerson	Chief Operating Officer, Surface Transport
Nigel Hardy	Head of Sponsorship, Road Space Management (for 06/05/15)
Sue Riley	Secretariat Officer

### 07/05/15 Apologies and Declarations of Interest

Apologies for absence had been received from Leon Daniels, Bob Oddy and Keith Williams.

Charles Belcher declared an interest as a member of Atos Origin Advisory Council on Transport. Baroness Grey-Thompson, DBE declared an interest as a member of the London Legacy Development Corporation. Steve Wright declared an interest as Chair of the Licensed Private Hire Car Association regarding any matters concerning private hire vehicles.

### 08/05/15 Minutes of the Meeting held on 11 February 2015

The minutes of the meeting held on 11 February 2015 were approved as a correct record and signed by the Chair, subject to Bob Oddy's declarations of interest being included.

### 09/05/15 Matters Arising and Actions List

The Panel noted the actions list.

## **10/05/15 Managing Director's Report**

Garrett Emmerson presented the report, which updated the Panel on Surface Transport's performance for Periods 10, 11, 12 and 13 in 2014/15 (7 December 2014 to 31 March 2015) and provided an overview of recent major issues and developments within Surface Transport.

Increased road congestion continued to impact on bus reliability times, particularly in outer London, due to a combination of improving economic activity leading to greater car usage and a high level of road works. Passenger usage of London River Services was continuing to increase to record levels. Due to planned refurbishment works of both ferries and the piers there had been some recent interruptions to the reliability of ferry services but the service was on target to meet its 96 per cent target.

The impact of road works from the start of the next stage of the Cycle Superhighway works, particularly at busy spots such as Embankment was being carefully managed with active mitigation measures. Details of the impact of road traffic management would be included in the Managing Director's report to the next Panel meeting.

An update on the numbers of Taxi and Private Hire drivers was circulated, as previously requested by Members. It was agreed that the numbers of taxi and private hire drivers would be provided for Quarter 4. **[Action: Garrett Emmerson]**

The Chair welcomed the recent campaign Project Guardian and congratulated officers on the approach, particularly aimed at young women.

**The Panel noted the report.**

## **11/05/15 2015/16 Surface Plan and Update on Performance Targets**

Patrick Doig introduced the update on changes to the Surface Transport key performance targets for 2015/16 and the Surface Transport Plan for 2015/16. A summary version had been circulated to all staff in Surface Transport.

This was the third year that this style of report had been produced. Targets were continually being updated based on current performance.

Officers were challenged on stretch targets and the types of targets set within the report. Stretch targets were being discussed by the Leadership Team with a view to taking a more consistent approach across the organisation.

Steve Wright expressed the concerns of the private hire industry regarding meeting the Mayor's zero emission targets for 2018 due to the lack of affordable, compliant vehicles.

Members requested that the section on crime key performance indicators be rewritten to clarify the reference to the 24 percent of Londoners' journeys affected.

**[Action: Patrick Doig]**

It was agreed that the Director of Enforcement and On Street Operations be invited to attend a future meeting to discuss key performance indicators in the area of crime and anti-social behaviour on the transport network. **[Action: Garrett Emmerson]**

A full update on work with the taxi and private hire industry would be included in the Managing Director's Report to the next meeting, including the launch of the new customer service desk.

**The Panel noted the paper.**

## **12/05/15 Road Modernisation Plan: Major Highways Improvements**

Nigel Hardy presented the paper detailing the investment portfolios which make up the £4bn Road Modernisation Plan.

Update reports on large project schemes would be submitted to future Panel meetings.

**[Action: Nigel Hardy]**

The Panel welcomed the substantial programme of major infrastructure projects set out in the report, and acknowledged the challenge of maintaining a programme of large infrastructure improvements.

**The Panel noted the paper.**

There being no further business the meeting closed at 11.30am.

The next scheduled meeting would be held on 15 July 2015 at 10.00am.

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

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