

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, 15 July 2015**

Members

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

Staff

Glynn Barton	Road Space Management, Head of Outcomes Delivery
Peter Blake	Director of Service Operations, Surface Transport
Simon Bradbury	Senior Strategy and Planning Manager – Road Safety Surface Transport (for Minutes 17/07/15 and 22/07/15)
Alan Bristow	Director of Road Space Management (for Minute 22/07/15)
Andrea Clarke	Director of Legal
Patrick Doig	Finance Director, Surface Transport
Garrett Emmerson	Chief Operating Officer, Surface Transport
Elizabeth Kelly	Programme Manager Behaviour Change, Surface Transport (for Minutes 17/07/15 and 22/07/15)
Ben Plowden	Director of Surface Strategy and Planning, Surface Transport
Dana Skelley	Director of Asset Management, Surface Transport
Mike Weston	Director of Buses, Surface Transport
James Stanton	Secretariat Officer

13/07/15 Apologies and Declarations of Interest

Apologies for absence were received from Keith Williams. Howard Carter and Leon Daniels were also unable to attend the meeting.

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. Bob Oddy declared an interest as Deputy General Secretary of the Licensed Taxi Drivers' Association regarding any matters concerning taxis. Steve Wright declared an interest as Chair of the Licensed Private Hire Car Association regarding any matters concerning private hire vehicles.

14/07/15 Minutes of the Meeting held on 13 May 2015

The minutes of the meeting held on 13 May 2015 were approved as a correct record and signed by the Chair.

15/07/15 Matters Arising and Actions List

The Panel noted the actions list.

16/07/15 Managing Director's Report

Garrett Emmerson presented the report, which updated the Panel on Surface Transport's performance for Periods 1 and 1 in 2015/16 (1 April 2015 to 30 May 2015) and provided an overview of recent significant issues and developments within Surface Transport.

Significant major developments road improvement works, including TfL's extensive Road Modernisation Plan, had been taking place. This had contributed to increased road congestion, which in turn had an impact upon bus reliability times. A number of initiatives had been introduced with bus operators to address any deterioration in the reliability of the bus network. Addressing potentially detrimental effects on service performance was a high priority and crucial to ensuring that customer satisfaction remained high. Customer satisfaction with the New Routemasters remained higher than for other buses.

There was evidence of a modal shift in transport taking place in parts of the network. The improved reliability and comfort of modernised Tube services was seen to have led to a reduction in the number of bus journeys. Understanding this relationship would be crucial in the implementation of the Night Tube and related night bus services.

In response to a question about the Bus Intelligent Speed Assistance trial, a press release with details of the scheme would be circulated to Panel members.

[Action: Ben Plowden]

The number of taxi and private hire vehicles in London was approximately 83,000, with a further growth of around 1000 additional private hire vehicles each month. Members expressed concerns about reports of private hire drivers who had registered with multiple companies at the same time via mobile apps and the impact this would have on the ability to monitor safe working patterns. Active consideration was being given to measures which might increase assurance levels as part of the Private Hire Regulations Review.

Members discussed the impact of Operation Neon, a high visibility, multi-agency operation to deter and disrupt illegal minicab activity in hotspot locations in central London. Over 5,000 individual actions on infringements had been taken, with only nine repeat offenders reported. Operation Neon had proved to be effective as both a deterrent and as a means of keeping roads and ranks clear so that the legitimate, law abiding trades could operate. At the conclusion of Operation Neon, its effectiveness would be reviewed and a further targeted activities would be considered as part of the legacy programme.

The figures for the take up of the new Taxi and Private Hire counter service would be provided to Bob Oddy once available.

[Action: Peter Blake]

Road safety continued to improve. London had met the Mayor's target of a 40 per cent reduction in the number of people killed or seriously injured (KSI) six years ahead of the target date. Given the scale of this success, Members considered whether the new target of a 50 per cent reduction in KSI could be increased. Officers advised that this figure would be kept under review.

In response to questions regarding the setting of Transport for London's Road Network Journey Time Reliability, the Panel would be consulted as part of future target setting. It was noted that this might require amendments to the current process to ensure that it tied into the schedule of Panel meetings. **[Action: Patrick Doig]**

Information on TfL's Roads Reopening Protocol would be brought to a future Surface Transport Panel meeting. **[Action: Steve Burton]**

Additional information on the construction phasing and associated restrictions on Power Road Bridge would be circulated to Members when available. **[Action: Garrett Emmerson]**

The Panel noted the report.

17/07/15 Delivery Plan for Schools and Young People – Annual Update

Ben Plowden introduced the Delivery Plan for Schools and Young People and highlighted key aspects of the pan-TfL programme of activity with schools and young people. The programme was based around five areas: community and personal safety; skills and employment; casualty reduction; active and independent travel; and youth involvement.

The Panel welcomed the visible increase in the number of primary school children using the public transport network. Members discussed information provided to young cyclists to encourage safety and good practice. It was considered important to get the messages right and to make them available in an accessible format, for example, video. This, and continued work with local boroughs, would help to continue to boost the numbers of young people using active and independent travel at secondary school level.

The Panel noted the paper.

18/07/15 Coach Facilities for London

Dana Skelley introduced the paper, which provided an update on the review of coach terminal facilities in London. The Panel noted that this provided an opportunity to raise awareness of the process and considerations involved ahead of a more detailed discussion item to be brought to a future meeting.

Members discussed the opportunities that major infrastructure developments, including Crossrail and Old Oak Common, provided for a strategic overview of transport interchanges. A hub based approach had much to recommend it though

coach operators currently favoured the central location of Victoria Coach Station. Collaborative working with the coach operators, including taking into account their logistics and preferences, would be important in ensuring the success of any future proposals.

The Panel noted the paper.

19/07/15 Scheme Post-Implementation Modelling Review

Glynn Barton presented the Road Space Management's traffic scheme post-implementation modelling review process. The presentation addressed a request by the Finance and Policy Committee on 22 January 2015 that a post-implementation major scheme review and the feedback mechanism for traffic modelling would be reported to a future meeting of the Panel.

The presentation set out the operational modelling hierarchy, provided case studies of schemes delivered over the last five years and the operational models used. It covered the monitoring strategy and how continuous improvement was delivered. The continuous improvement approach was used to ensure the modelling process produced increased accuracy. TfL's modelling was within a 10 per cent variance of observed journey times, providing for greater accuracy than the national guidelines. The modelling information obtained from traffic schemes was mapped and shared with other parts of TfL to ensure the data could be used to inform business cases and service improvements across the network.

The Panel noted the paper.

20/07/15 Taxi and Private Hire Vehicle Inspection Rates

Peter Blake presented an overview of the vehicle inspection process for all London licensed taxi and private hire vehicles. Members had also received an update on the first time pass rate for vehicles presented for inspection.

Testing stations remained busy and this was, in part, due to the high level of re-tests which took place. The service would therefore benefit from being able to increase the first time pass rate.

The Panel discussed some of the issues which affected vehicle pass rates. Mechanical issues were more prevalent for taxis, potentially due to the older technology in some vehicle designs, For private hire vehicles, around 24 per cent failed due to insufficient paperwork and most of these were for drivers new to the industry. Members suggested that the failure rate could be reduced by improving the information provided to customers prior to inspections so that they understood the requirements better, for example by including a checklist of items to bring for inspection.

[Action: Peter Blake]

The Panel noted the paper.

21/07/15 Bus Customer Satisfaction

Mike Weston provided an update on recent trends in bus customer satisfaction and the factors driving them. Customer satisfaction had increased year on year and the results for 2014/15 represented a record high. This improvement was mainly attributed to improved reliability, the availability of real time information, the ambiance and design of newer buses and the performance of bus drivers.

The Panel considered the proposed customer training course to be introduced for all drivers from 2016/17. Members requested that driver training include specific consideration to the experience of wheelchair users. Situation based training, for example focusing on how drivers could use their personal judgment to handle issues such as buggies being placed in the wheelchair users' priority space was also seen as being of potential benefit. Mike Weston advised that the journey experiences of wheelchair users would be a key focus of customer service training.

Members highlighted the prediction that a fall in the reliability of services, in part due to the Road Modernisation Plan, would lead to significantly lower levels of customer satisfaction over a long period. Members suggested that effort should be focused on the other aspects of the customers' journey experience that could be improved during this period of road infrastructure investment. The new customer service training for all bus drivers represented one of these initiatives and while turnover of staff within bus companies presented a challenge, TfL was confident in its ability to deliver on this commitment.

Members requested a wider discussion on customer satisfaction levels. A paper would be submitted to a future meeting benchmarking customer satisfaction across different modes of transport and identifying what were considered to be acceptable levels of satisfaction for each.

[Action: Garrett Emmerson]

Customer satisfaction for night services would be monitored with the introduction of Night Tube. Details of current customer satisfaction surveys for night buses would be provided.

[Action: Mike Weston]

The Panel noted the paper.

22/07/15 Road Modernisation Plan: Road Safety Portfolio

Ben Plowden presented the Road Modernisation Plan Road Safety Portfolio – 'Delivering a 40 per cent reduction in fatalities and serious injuries on London's roads'.

The Panel welcomed the encouraging progress that had been made in the area of road safety and acknowledged the success of London in reducing the number of people killed or seriously injured.

The Panel noted the paper.

There being no further business the meeting closed at 12.05pm.

The next scheduled meeting would be held on 22 October 2015 at 10.00am.

Chair: _____

Date: _____