

## Agenda

**Meeting: Surface Transport Panel**

**Date: Thursday 25 February 2016**

**Time: 10.00am**

**Place: Conference Rooms 1 and 2,  
Palestra, 197 Blackfriars Road,  
London, SE1 8NJ**

### Members

Baroness Grey-Thompson DBE (Chair)  
Charles Belcher (Vice-Chair)  
Roger Burnley  
Brian Cooke

Bob Oddy  
Keith Williams  
Steve Wright

Copies of the papers and any attachments are available on [tfl.gov.uk How We Are Governed](http://tfl.gov.uk/How-We-Are-Governed).

This meeting will be open to the public, except for where exempt information is being discussed as noted on the agenda. There is access for disabled people and induction loops are available. A guide for the press and public on attending and reporting meetings of local government bodies, including the use of film, photography, social media and other means is available on [www.london.gov.uk/sites/default/files/Openness-in-Meetings.pdf](http://www.london.gov.uk/sites/default/files/Openness-in-Meetings.pdf).

### Further Information

If you have questions, would like further information about the meeting or require special facilities please contact: Sue Riley, Secretariat Officer, telephone: 020 7983 4392; email [sueriley@tfl.gov.uk](mailto:sueriley@tfl.gov.uk).

For media enquiries please contact the TfL Press Office; telephone: 0845 604 4141; email: [PressOffice@tfl.gov.uk](mailto:PressOffice@tfl.gov.uk)

Howard Carter, General Counsel  
Wednesday 17 February 2016

**Agenda  
Surface Transport Panel  
Thursday 25 February 2016**

**1 Apologies for Absence and Chair's Announcements**

**2 Declarations of Interests**

General Counsel

**Members are reminded that any interests in a matter under discussion must be declared at the start of the meeting, or at the commencement of the item of business.**

**Members must not take part in any discussion or decision on such a matter and, depending on the nature of the interest, may be asked to leave the room during the discussion.**

**3 Minutes of the Meeting of the Surface Transport Panel held on 22 October 2015 (Pages 1 - 6)**

General Counsel

**The Panel is asked to approve the minutes of the previous meeting held on 22 October 2015 and authorise the Chair to sign them.**

**4 Matters Arising and Actions List (Pages 7 - 14)**

General Counsel

**The Panel is asked to note the updated actions list.**

**5 Managing Director's Report (Pages 15 - 52)**

Managing Director, Surface Transport

**The Panel is asked to note the report.**

**6 Road Modernisation Plan: Major Road Improvement Schemes - Public Consultations Update** (Pages 53 - 68)

Managing Director, Surface Transport

**The Panel is asked to note the update.**

**7 Tackling Unlawful Highway Obstructions** (Pages 69 - 78)

Managing Director, Surface Transport

**The Panel is asked to note the paper and the new problem-solving approach to improving compliance on the Transport for London Road Network (TLRN).**

**8 Semi-Permanent Structures on the TfL Footway** (Pages 79 - 84)

Managing Director, Surface Transport

**The Panel is asked to note the paper.**

**9 Road Customer Satisfaction** (Pages 85 - 94)

Managing Director, Surface Transport

**The Panel is asked to note the presentation on customer satisfaction with journeys on the TfL Road Network (TLRN).**

**10 Asset Portfolio - Progress Update** (Pages 95 - 120)

Managing Director, Surface Transport

**The Panel is asked to note the paper.**

**11 A23/A232 Fiveways Croydon** (Pages 121 - 134)

Managing Director, Surface Transport

**The Panel is asked to note the progression of the project and the next steps.**

**12 Brent Cross Cricklewood Regeneration Project** (Pages 135 - 146)

Managing Director, Surface Transport

**The Panel is asked to note the status of the project.**

**13 NSL Contact Centre Performance** (Pages 147 - 156)

Managing Director, Surface Transport

**The Panel is asked to note the paper.**

**14 Taxi and Private Hire Enforcement** (Pages 157 - 160)

Managing Director, Surface Transport

**The Panel is asked to note the paper**

**15 Any Other Business the Chair Considers Urgent**

**The Chair will state the reason for urgency of any item taken.**

**16 Date of Next Meeting**

**Thursday 12 May 2016 at 10.00am**