

**Board**

**Date: 24 September 2015**

**Item: Report of the meeting of the Safety, Accessibility and Sustainability Panel held on 7 July 2015**

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**This paper will be considered in public**

## **1 Summary**

- 1.1 To report to the Board on the meeting of the Safety, Accessibility and Sustainability Panel held on 7 July 2015.

## **2 Recommendation**

- 2.1 **That the Board note the report.**

## **3 Background**

- 3.1 The main matters considered by the Panel were:

- (a) Quarterly Health, Safety and Environment Performance Reports for Quarter 4, 2014/15;
- (b) TfL Green Bonds;
- (c) Emissions from the TfL Bus Fleet;
- (d) Intelligent Speed Assistance;
- (e) Road Safety Update;
- (f) Accessibility Schemes at Crossrail Surface Stations;
- (g) Resilience Report;
- (h) Key Findings from Internal Audit Reports;
- (i) Legal Compliance Report;
- (j) TfL's Customer Strategy and Action Plan; and
- (k) TfL's Response to the London Assembly Next Steps Report on Customer Service

## **4 Issues Discussed**

### **Quarterly Health, Safety and Environment Performance Reports for Quarter 4, 2014/15**

- 4.1 The Panel noted the quarterly HSE reports for Quarter 4, 2014/15, for Rail and Underground, Surface Transport, Crossrail and the Corporate directorates. Items discussed included:
- (a) the actions being taken to reduce Platform Train Interface incidents and the resultant positive effects at stations;
  - (b) the increase in work-related violence on staff which was being investigated;
  - (c) an update from the Safety Adviser, David Morris, on safety management and risk mitigation on Night Tube. He was content with the appropriateness of the safety systems and analysis of risk;
  - (d) the success in achieving the target reduction in people killed or seriously injured on London's roads; and
  - (e) Crossrail's work on its Target Zero programme and Golden Rules to ensure they were appropriate for the changing risk profile as the project moved into its fit-out stage.

### **TfL Green Bonds**

- 4.2 The Panel noted the paper, which provided an overview of the development, issue and benefits of TfL's first Green Bond. The issue of the bond had been successful, raising £400m which was invested in projects with demonstrable environmental benefits. The Panel congratulated TfL on the success of the issue and suggested that it should become a case study and be presented to interested parties.

### **Emissions from the TfL Bus Fleet**

- 4.3 The Panel noted the paper and presentation, which provided an overview on the work undertaken to reduce emissions from buses. Data from monitoring at Oxford Street had shown a reduction of NOx levels and the introduction of the Ultra Low Emissions Zone would also make a significant contribution.

### **TfL Bus Driver Behaviour Training**

- 4.4 The Panel noted the paper and presentation, which provided an overview of the training developed by TfL and London Bus Operators for bus drivers. The Panel were also shown a video interview, which formed part of the bus driver training, with Sarah Hope who, with members of her family, had been involved in a serious collision with a bus.

### **Intelligent Speed Assistance**

- 4.5 The Panel noted the paper and presentation, which provided information on the Intelligent Speed Assistance technology developed to assist bus drivers. This was being trialed on two bus routes, the 19 between Parkgate Road and Finsbury Park and the 486 between North Greenwich and Bexleyheath.

### **Road Safety Update**

- 4.6 The Panel noted the paper and presentation on the progress of the Safe Streets for London programme. The target of a 40 per cent reduction in KSIs from the 2005-09 baseline by 2020 had been achieved. Members discussed the introduction of a stretch target of a 50 per cent reduction given the challenges from an increase in population and corresponding increases in traffic and cycling.

### **Accessibility Schemes at Crossrail Surface Stations**

- 4.7 The Panel noted the paper and presentation, which provided an overview of the proposals for improving accessibility at seven surface Crossrail stations. The paper had been presented to the Rail and Underground Panel at its meeting on 20 May 2015.

### **Resilience Report**

- 4.8 The Panel noted the report, which provided an update on developments with resilience matters relevant to TfL since the last meeting.

### **Key Findings from Internal Audit Reports**

- 4.9 The Panel noted the paper, which provided information on the Internal Audit Reports related to Safety, Accessibility and Sustainability, issued during the fourth quarter of 2014/15.

### **Legal Compliance Report**

- 4.10 The Panel noted the report, which provided information on actual and alleged breaches of HSE legal obligations between 1 October 2014 and 31 March 2015.

### **TfL's Customer Strategy and Action Plan**

- 4.11 As part of what will be regular consideration of TfL's approach to continuous improvement of customer service, the Panel noted the paper and presentation, which provided an overview of TfL's Customer Strategy and Action Plan focused on meeting the changing needs of TfL's customers.
- 4.12 The strategy is based on a framework informed by customer research, complaints, operational data and feedback from staff and others and is brought together under 'Every Journey Matters'.

- 4.13 The action plan involving hundreds of individual steps is based around the things customers want us to improve most. It includes better bus driver training and automatic refunds on Oyster and contactless payment cards. It harnesses technology and free open data to provide up to date and coordinated travel information. Following the example from London Underground and London Rail, provision of accurate and timely incident and travel demand information is now also being provided to road users.
- 4.14 As with all modern customer focused organisations, this will be a continuous programme of action reflecting the evolving needs of London and the changing expectations of customers.

### **TfL's Response to the London Assembly Next Steps Report on Customer Service**

- 4.15 The Panel noted the paper and presentation, which summarised the commitments made to the Transport Committee of the London Assembly in response to its March 2015 "TfL's Customer Service Next Steps" report. The work done by the Transport Committee was very constructive and TfL agreed with nearly all the recommendations and, as the Customer Strategy and Action plan demonstrated, was committed to improving customer service.

#### **List of appendices to this report:**

None

#### **List of Background Papers:**

Papers for the meeting of the Safety, Accessibility and Sustainability Panel held on 7 July 2015.

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