

# Key Supplier Forum summary – 22 June 2015

Purpose	Areas of focus	What does 'one team' look like?
---------	----------------	---------------------------------

- Improve strategic relationships between client and supplier through regular and meaningful supplier engagement and communications
- Introduce the theme of 'one team' to suppliers and how we embed this in everything we do
- Improve knowledge of our upcoming critical milestones and challenges in the year ahead
- Provide a clearer insight into future Rail and Underground works directly to suppliers
- Consider how we effectively cascade information through the supply chain



Starts early in the procurement process

Shared objectives

Shared vision and goals

Shared workspace where possible – embedded teams feel more like teams

Celebrate success together

Collaboration – working together to fix problems, deliver on time and save money

Remove culture of blame



# Key Points - The year ahead and upcoming challenges



**Mike Brown**  
Managing Director  
London Underground & London Rail

## Rail & Underground Priorities

1. Reliability & Safety
2. Capacity from the *current* network
3. Capacity from *growing* the network
4. Transforming customer service

Underpinned by:

Efficiency    People    Technology

## What we have achieved

Reliability improvement of 30 per cent achieved 12 months early

Passenger demand increase of 18 per cent in last four years

Customer satisfaction at all time high of 84



**London Overground**  
238 per cent increase in passenger journeys since 2007 – 25 per cent capacity increase

## Capacity from the current network

### Victoria line

- New signalling and new trains
- 34 trains per hour at busiest times
- 21 per cent increase in capacity

### Jubilee line

- 33 per cent more capacity
- 2,500 more customers per hour
- 30 trains per hour at busiest times

### Northern line

- 20 per cent more capacity
- 11,000 more customers per hour
- Up to 30 trains per hour at busiest times

## Things to come

### Victoria station

- Existing ticket hall size doubled new ticket hall added
- 9 new escalators and 7 new lifts
- Improved connections and step-free access

### Our next lines for modernisation:

Circle

Hammersmith & City

District

Metropolitan

## Capacity from growing the network

### Expanding Rail Services

Gospel Oak to Barking Riverside

### New Tube for London

Piccadilly line – 60 per cent capacity increase with new trains and signalling



### Crossrail: fully open by 2019



Northern Line Extension

Customer service transformation: Fit for the Future Stations

## Challenges

### Raising Demand

London population projected to reach 10m by 2030  
1.6m New Londoners  
0.6m New jobs

### Funding

Increasingly covering our operating costs from fares and other income

We need your support to make our case for future funding to continue to grow our network

### What's next?

2015 Spending Review  
2016 Mayoral elections



# Key Points - Supplier Perceptions

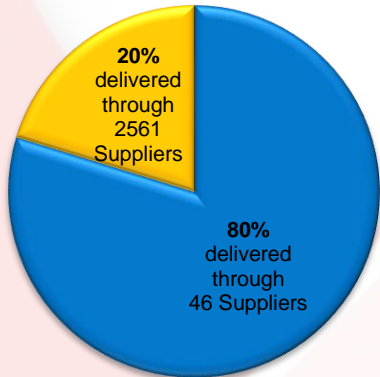


**Dorothy Wallace**

Head of Commercial (Supplier and Market Development)  
London Underground & London Rail

## Focus on the Key Suppliers

Over half of LU and Rail expenditure is through the supply chain



## Making London Underground and London Rail a client of choice

### More supplier communications and engagement

- Supplier Perception Surveys
- Designated points of contact
- 'Meet the Buyer' events
- Monthly Commercial Bulletin
- Increased early market engagement for key procurements
- Supplier Forum

### Collaboration and Innovation

- Early market soundings
- TfL Innovation Portal
- PRO-LITE
- Focus on replicating success stories of innovative contractor engagement
- Innovative contractor engagement for future stations

### Efficient procurement

- More early market engagement
- Greater focus on supplier relationship management
- Being ready with documentation at notice of procurement
- More e-procurement

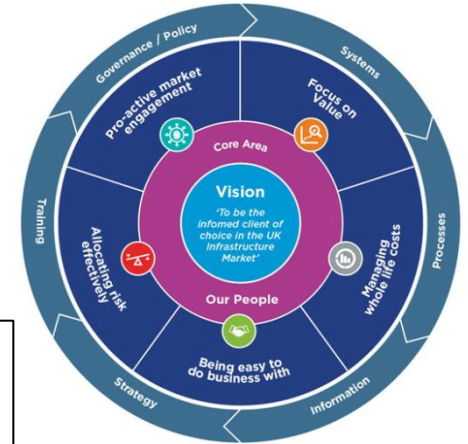
### Better visibility of future work

- Updating supplier pages on the TfL website
- Increased engagement through trade Associations
- Using CompeteFor to advertise opportunities
- Supplier Bulletin and regular publications on TfL programmes

## Consistent approach



## Commercial Strategy



# Key Points - Night Tube



**Keith Foley**  
Head of Night Tube  
London Underground & London Rail

## Late Night Demand

Demand on the Tube has risen:

- 61% growth in last 20 years
- 24% in last 10 years
- Demand is rising most after 22:00
- The pace of increasing customer numbers on Night Bus services indicate high demand for travel through the period when there is currently no Tube service

## Safety

- Stations will be fully staffed at all times during customer service hours
- Greater number of BTP officers providing high visibility policing on the Night Tube

Demand overnight will be low compared to daytime – we will continue to allow restricted track or asset closures where there is a clear case for this method.

## Night Tube lines:

**Central line**

**Jubilee line**

**Northern line**

**Piccadilly line**

**Victoria line**

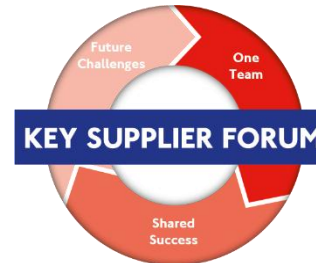
## Track and Stations Access

- No engineering access to track from Friday start of traffic to Sunday close of traffic on Night Tube lines
- Loss of 'extended' engineering hours on Saturday night/Sunday morning
- During night operations network **MUST** remain accessible
- Access Transformation Programme provides more time in current engineering hours to undertake more work



## Impact on Maintenance

Most maintenance work is undertaken over five nights today. There are still five nights available after Night Tube starts. Maintenance schedules will utilise Sunday evenings much more than today.





# Useful links and contacts

## Useful links

### [Contract opportunities](#)



**Electronic tendering**  
Information on future contract opportunities and access to our [e-tendering system](#)



Technology Innovation Portal

[Information for suppliers and contractors](#)

## Useful information



MAYOR OF LONDON



MAYOR OF LONDON



### [Improving Work Related Road Risks in TfL contracts](#)



[Email us](#) for more information on WRRR



## Supporting our case for funding

If you would be interested in supporting our case for funding for the upcoming **Spending Review** please [contact us](#)

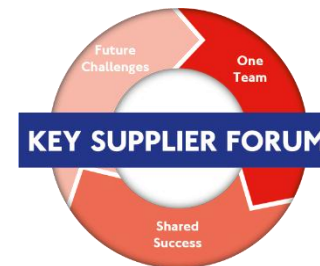
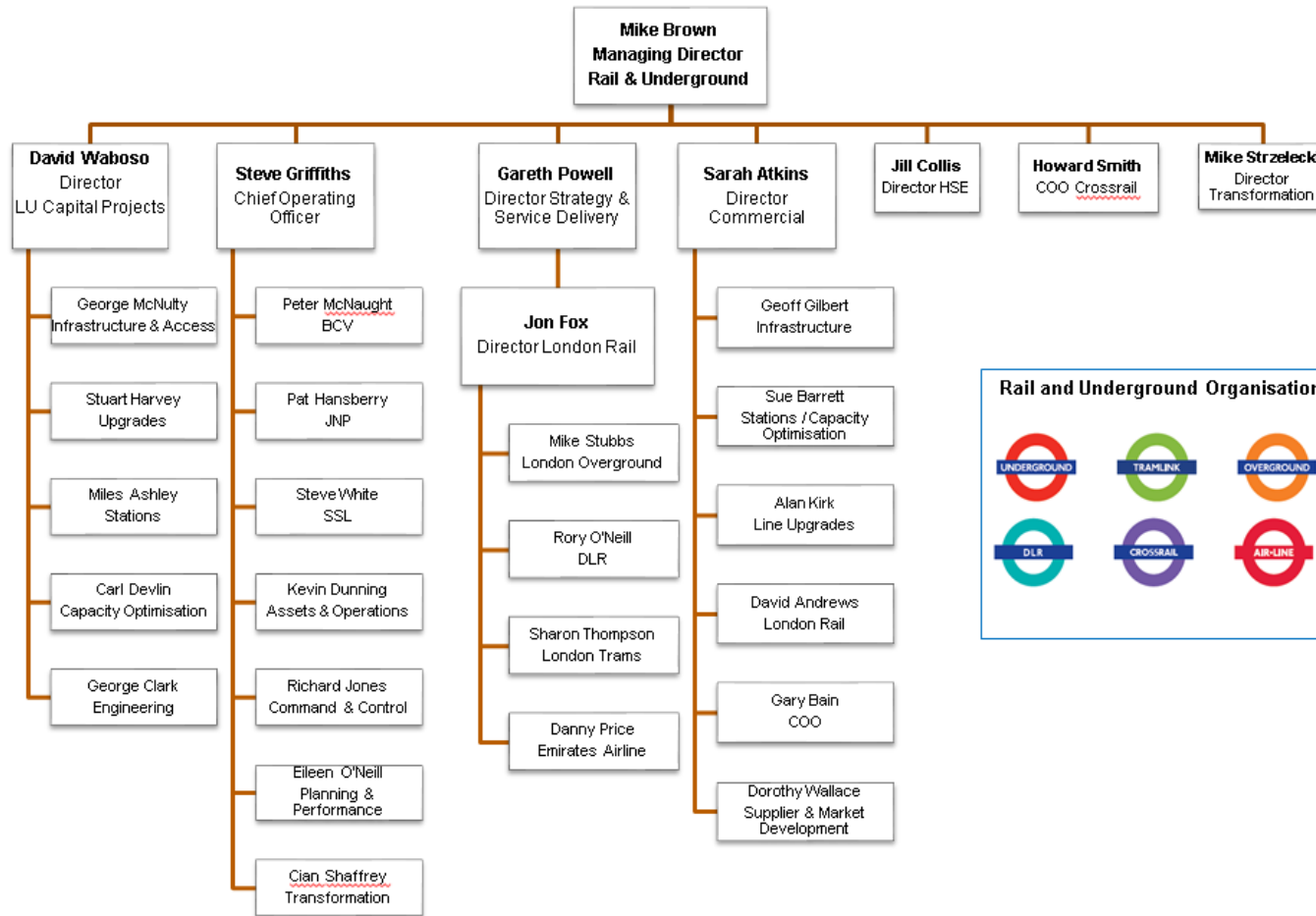


If you have any questions about Night Tube, you can visit our [website](#) or [email us](#).

For information on our **Access Transformation Programme** [contact us](#)

Please keep in contact with us and send any general queries to [RandUCommercial@tfl.gov.uk](mailto:RandUCommercial@tfl.gov.uk)





Correct as of 22 June 2015