

# MINUTES

**Meeting: Transport Committee**  
**Date: Friday 27 March 2015**  
**Time: 3.00 pm**  
**Place: Chamber, City Hall, The Queen's Walk, London, SE1 2AA**

Copies of the minutes may be found at:

<http://www.london.gov.uk/mayor-assembly/london-assembly/transport>

**Present:**

Caroline Pidgeon MBE AM (Chair)  
Valerie Shawcross CBE AM (Deputy Chair)  
Victoria Borwick AM  
Tom Copley AM  
Steve O'Connell AM  
Richard Tracey AM  
Murad Qureshi AM

## **1 Apologies for Absence and Chair's Announcements (Item 1)**

- 1.1 Apologies for absence were received from Dr Onkar Sahota AM, for whom Murad Qureshi AM attended as a substitute Member, and from Darren Johnson AM and Navin Shah AM.

## **2 Declarations of Interests (Item 2)**

- 2.1 The Committee received the report of the Executive Director of Secretariat. Valerie Shawcross CBE AM declared a non-pecuniary interest as a Southern Railway passenger, in the context of the rail services affected by the London Bridge station redevelopment under discussion at Item 3 on the agenda. The Chair indicated that a number of Members were passengers of train operating companies affected.

2.2 **Resolved:**

**That the list of offices held by Assembly Members, as set out in the table at Agenda Item 2, be noted as disclosable pecuniary interests.**

**3 London Bridge Station Redevelopment (Item 3)**

3.1 The Committee received the report of the Executive Director of Secretariat as background to putting questions on the impact on passengers of London Bridge station redevelopment to the following invited guests:

- Phil Hufton, Managing Director of Network Operations, Network Rail;
- Simon Blanchflower, Major Programme Director - Thameslink, Network Rail;
- Steve Knight, Sussex Area Director, Network Rail;
- Charles Horton, Chief Executive, Govia Thameslink Railway; and
- Alex Foulds, Commercial Director, Southern Railway.

3.2 A transcript of the discussion is attached at **Appendix 1**.

3.3 During the course of the discussion the Committee requested that the following information be provided in writing:

- An estimate by Network Rail of the economic cost of the disruption to date; and
- The number of Govia Thameslink Railway passengers who had taken up the enhanced season ticket compensation.

3.4 The Committee noted that Govia Thameslink Railway committed to looking at publicising that compensation applied to delayed journeys not just specific delayed services; and that Network Rail offered to share with the Committee its daily performance data.

3.5 The meeting adjourned at 4.34pm for a fire alarm test. The meeting reconvened at 4.35pm.

3.6 **Resolved:**

**(a) That the report and discussion be noted; and**

**(b) That authority be delegated to the Chair, in consultation with party Group Lead Members, to agree follow-up correspondence on the impact of London Bridge station redevelopment.**

#### **4 Transport for London Customer Service (Item 4)**

4.1 The Committee received the report of the Executive Director of Secretariat.

4.2 Valerie Shawcross CBE AM, Deputy Chair, who had been appointed as rapporteur to lead on the review of Transport for London's customer service, introduced the report, which called for Transport for London to introduce a customer charter incorporating all the passenger services. She explained that London Underground and some bus services did not have a customer charter and stated that an all-encompassing customer charter need not be expensive. Victoria Borwick AM expressed a wish that taxi and private hire passengers also be included in such a customer charter.

4.3 **Resolved:**

**That the report, *TfL customer service – Next steps*, as agreed by the Chair under delegated authority, in consultation with party Group Lead Members, be noted.**

#### **5 Transport Committee Work Programme (Item 5)**

5.1 The Committee received the report of the Executive Director of Secretariat setting out the work programme.

5.2 **Resolved:**

- (a) That the Committee's initial priorities for its 2015/16 work programme, as set out in the report, be noted;**
- (b) That the letter, agreed by the Chair in consultation with party Group Lead Members under delegated authority, to the Commissioner of Transport following up the Committee's discussion on taxi and private hire services at its meeting on 25 February 2015, be noted;**
- (c) That the letters to the Mayor and the National Union of Rail, Maritime and Transport Workers about taxi and private hire services be agreed;**
- (d) That authority be delegated to the Chair, in consultation with the party Group Lead Members, to agree arrangements for any site visits before the Committee's next meeting; and**
- (e) That authority be delegated to the Chair, in consultation with the party Group Lead Members, to write to Transport for London about District line services to Kensington (Olympia).**

## **6 Date of Next Meeting (Item 6)**

- 6.1 The next meeting of the Committee, subject to confirmation at the London Assembly's Annual Meeting in May 2015, was scheduled for Tuesday 9 June 2015 at 10.00am in the Chamber, City Hall.

## **7 Any Other Business the Chair Considers Urgent (Item 7)**

- 7.1 There was no other business.

## **8 Close of Meeting**

- 8.1 The meeting ended at 5.12pm.

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Chair

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Date

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