
Agenda

Time: 9.30 am
Venue: Jubilee and Northern line meeting rooms,
Ground Floor, Transport for London, 15 Westferry
Circus, Canary Wharf, London, E14 4HD
Contact: 020 3176 2999

****Refreshments will be available for members from 9.15 am.
The public meeting will begin at 9.30 am and will be open to the news media and public unless a
resolution to move into private session is passed in respect of specific agenda items.**

Members: Chris Brown, Richard Dilks, Glyn Kyle, Stephen Locke
Abdikafi Rage, John Stewart (Chair), Ruth Thompson

1. 09.30 **Chair's introduction and pre-meeting announcements**
2. 09.35 **Minutes**
To approve the minutes of the Policy committee held on 18 November 2014.
3. 09.40 **Matters arising (PC049)**
To note a report on matters arising from previous meetings of Policy committee.
4. 09.50 **Key activities (PC050)**
To note a report on key activities undertaken by members and/or officers since the last meeting.
5. 10.00 **London Underground ticket office closures (PC051)**
To consider the updated position in respect of closure of London Underground ticket offices and outcomes of London TravelWatch research.
6. 10.30 **Performance at of the Thameslink, Southern and Southeastern franchises (PC052)**
To consider the impact on performance of works at London Bridge for passengers on Southern, Southeastern and Thameslink services.
- 11.10 Break
7. 11.20 **"Mind the Gap" RSSB guide to platform safety**
To consider the guide published by the Rail Safety and Standards Board on safety at the platform edge.
8. 11.50 **Transport for London performance report (PC053)**
To note London TravelWatch's report on Transport for London's performance for the period July to September 2014.

- 9. 12.05 Casework report (PC054)**
To note the performance of transport operators in response to casework for the period October to December 2014 and to consider key issues raised by transport users.
- 10. 12.20 Any other business**
To consider any other relevant business of which due notice has been given.
The Chair will not accept late items unless they are genuinely of an emergency nature.
- 11. Resolution to move into confidential session**
To resolve, under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the item(s) to be discussed, it is desirable in the public interest that the public should be excluded for the remainder of the meeting.
- 12. 12.25 Confidential minutes**
To approve the confidential minutes of the Policy committee held on 18 November 2014.
- 13. 12.30 Increase in levels of casework**
To consider a report on the increase in levels of casework.
- 14. 12.50 Meeting review**
To review the meeting and any financial, reputational or other risks posed therein.

Notes on the Agenda

- i A location map is appended.
- ii The Chair will make every effort to keep to the timings shown for items on this agenda, but there may be occasions when it is necessary to alter them at short notice.
- iii Tea and coffee will be available for members during the meeting.
- iv The date of the next meeting will be 16 June 2015..
- v Contact for queries regarding this meeting: Committee Services team on 020 3176 2999 or email sharon.malley@londontravelwatch.org.uk.

Note to members

- The Policy committee will be followed by a short lunch.
- Following the meeting, members will attend a private session to consider transport priorities. This session will take place in the Waterloo Room on the second floor.