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## Agenda

Time: 10.00 am  
Venue: Committee Room 2, City Hall  
The Queen's Walk, More London, SE1 2AA  
Contact: 020 3176 2999

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\*The public meeting will be preceded by a members' only session from 9.30 am until 10.00 am. The public meeting will begin at 10.00 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: Josephine Channer, Richard Dilks, Glyn Kyle, Stephen Locke (Chair)  
Abdikafi Rage, John Stewart, Ruth Thompson

1. 10.00 **Chair's introduction and pre-meeting announcements**
2. **Apologies for absence**
3. **Declarations of Interest**  
All members have been asked to make a standing declaration of interests which can be consulted at the London TravelWatch office or viewed on the internet at: [http://www.londontravelwatch.org.uk/home/declarations\\_of\\_interest](http://www.londontravelwatch.org.uk/home/declarations_of_interest). If any item on this agenda requires a specific declaration to be made, members are requested to do so.
4. **Chair's activities and Passenger Focus update**
5. 10.05 **Minutes**  
The minutes of the Board meeting of 27 November 2012 are attached for reference. They were agreed as a correct record at the Transport Services committee meeting of 11 December 2012.
6. 10.10 **Matters arising (LTW423)**  
To note a report on matters arising from previous meetings.
7. 10.15 **Actions taken (LTW424)**  
To note a report on actions taken by members and/or officers since the last meeting.
8. 10.20 **Appointment of subsidiary bodies (LTW425)**  
To note a report on the structures and Chairs of committees and the appointment of a Deputy Chair of the Board.
9. 10.25 **Rail franchising (LTW426)**  
To consider the current position in respect of rail franchising.
10. 10.45 **Customer services at Transport for London**  
To consider recent changes to Transport for London's customer service offering, including a presentation by Vernon Everitt, Managing Director of

Customer Experience, Marketing and Communications, and Shashi Verma, Director of Customer Experience, at Transport for London.

**11. 11.30 Overview of surface transport**

To consider issues relating to surface transport in London, including streets, buses and cycles, following a presentation by Leon Daniels, Managing Director of Surface Transport at Transport for London.

**12. 12.15 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.*

**13. 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.

**14. 12.20 Confidential minutes**

The confidential minutes of the Board meeting held on 27 November 2012 are attached for reference. They were agreed as a correct record at the Transport Services committee meeting of 11 December 2012.

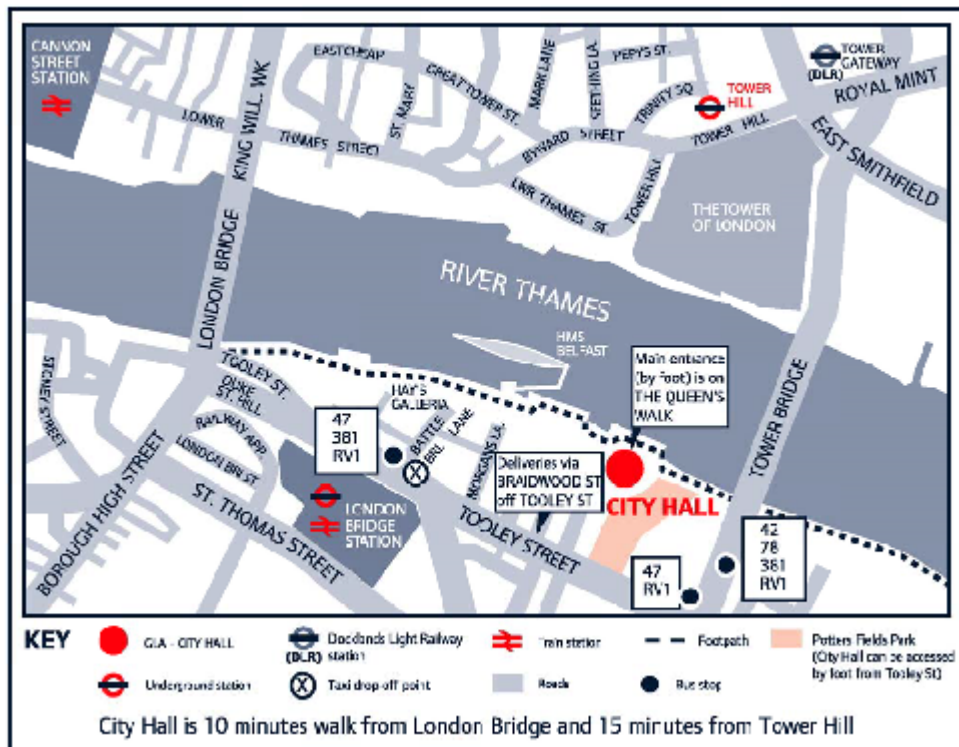
**15. 12.25 Meeting review**

To review the meeting and any financial, reputational or other risks posed therein.

**Notes on the Agenda**

- i Access to meeting rooms is step-free, and 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 from 09.45.
- iv The next meeting of the Board will be held on 19.03.13 at Dexter House.
- v Contact for queries regarding this meeting: Committee Services team on 020 3176 2999 or email [sharon.malley@londontravelwatch.org.uk](mailto:sharon.malley@londontravelwatch.org.uk)

## Location of and directions to the meeting



### Getting to City Hall

#### Underground and rail stations

- London Bridge (Jubilee and Northern lines and mainline station)
- Tower Hill (Circle and District lines)
- Tower Gateway (Docklands Light Railway)

#### Buses

Routes 42, 47, 78, 381, RV1 pass close by City Hall.

#### River services

City Hall is near London Bridge City Pier, also Tower Millennium Pier and St Katharine's Pier. See Transport for London's river services website for details.

#### Bicycle

Bicycle racks are available on the south side of City Hall near to Potters Fields Park.

#### Cycle hire docking station

The nearest cycle hire docking station is on Tooley Street, at the junction with Weaver's Lane.