
Agenda

Time : 9:50*

Venue : 6 Middle Street London EC1

Contact : 020 7505 9000

*The public meeting will be preceded by a members' only session from 09.40 until 9.50
The public meeting will begin at 9.50 hours 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 : David Barry, Terry Bennett, Onjali Bodrul, Kevin Davis, Gail Engert, Daniel Francis, Sharon Grant (Chair), Sophia Lambert, Teena Lashmore, David Leibling, Sarah Pond, Lorna Reith (Deputy Chair)

- 1 9.50 **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/document/110/2859>. 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 10.00 **Minutes**
 - a) To approve the minutes of Board meeting held on 26 January 2010
 - b) To receive for information the minutes of the Executive Group meetings held on 19 October 2009, 12 November 2009 and 21 January 2010
- 6 10.05 **Matters arising** (LTW 342)
To note a report on matters arising from previous meetings.
- 7 10.15 **Actions taken** (LTW 343)
To note a report on actions taken by members and/or officers since the last meeting.
- 8 10.20 **London Assembly review of London TravelWatch** (LTW 344)
- 9 10.35 **Transport for London (TfL) communication to passengers**
To receive an update from TfL on their communication to passengers, with specific reference to the phone numbers which they now use (0845 or 0843) and TfL's growing reliance on the internet to disseminate information. Ian Henderson, Director of Customer Services, TfL and Beverley Hall, Head of Surface Transport Communications, TfL and will attend for this item.
- 10 11.35 **The performance of National Rail Enquiries during the recent adverse weather** (LTW 345)
To understand from National Rail Enquiries (NRES) how it performed during the adverse weather and what plans are in place to prevent improve performance. Kathryn Daniels, Information Development Manager, NRES will attend for this item.

- 11 12.15 South West Train Schedule 17 consultation (LTW 346)**
To consider the proposed changes by South West Trains to reduce the opening hours of ticket offices (Schedule 17 application).
- 12 12.45 Chiltern Railways Schedule 17 consultation (LTW 347)**
To consider the proposed changes by Chiltern Railways to reduce the opening hours of ticket offices (Schedule 17 application).
- 13 13.00 Changes to Passenger Focus' remit (LTW 348)**
To receive an update on the changes to Passenger Focus' remit in relation to buses.
- 14 13.05 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.

Lunch break

- 15 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.
- 16 14.00 Confidential minutes**
To approve confidential minutes of the Board meeting held on 26 January 2010
- 17 14.05 Draft work plan**
To receive for comment London TravelWatch's draft work plan 2010/11
- 18 14.35 Bus research**
To receive a confidential briefing from the Director, Research and Development on the research on buses conducted with Passenger Focus.
- 19 14.50 London Assembly review of London TravelWatch**
To further discuss in confidential session the proposed review of London TravelWatch.
- 20 15.05 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 09.30.
- iv Lunch for members will be taken at 13.15, with the public meeting concluding by about 13.15.
- v The next meeting of the Board will be held on 25 May 2010 at City Hall.
- vi Contact for queries regarding this meeting : Committee Services team on 020 7505 9000 or email committeeservices@londontravelwatch.org.uk

Location of London TravelWatch offices (6 Middle Street, London EC1)



Buses

4, 153	Aldersgate Street
100	London Wall, King Edward Street and St Martin's le Grand
8, 25, 242, 521	Newgate Street and Holborn Viaduct
172	King Edward Street and St Martin's le Grand
55, 243	Clerkenwell Road
56	Aldersgate Street and Giltspur Street
17, 45, 46, 63	Farringdon Road

Rail and Underground

Barbican	Underground
Farringdon	Underground and National Rail
St Paul's	Underground
City Thameslink	National Rail

Blue Badge disabled parking

The nearest Blue Badge parking is situated in Bartholomew Close (access only from King Edward Street via Little Britain). For further details contact Carmel Cannon, Senior Committee Administrator, on 020 7726 9961 or use the following web link:

<http://pie.completedirections.com/pbb/CyxBnyEC2>.

Cycle parking

The nearest cycle stand is in Long Lane near the eastern end of Smithfield Market.