
Agenda

Time : 9:45*
Venue : Committee room 4, City
Hall, London, SE1
Contact : 020 7505 9000

*The public meeting will be preceded by a members' only session from 09.30 until 9.45
The public meeting will begin at 9.45 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, Kevin Davis, Gail Engert, Daniel Francis, Sharon Grant (Chair), Sophia Lambert, Teena Lashmore, David Leibling, Sarah Pond, Onjali Rauf, Lorna Reith (Deputy Chair)

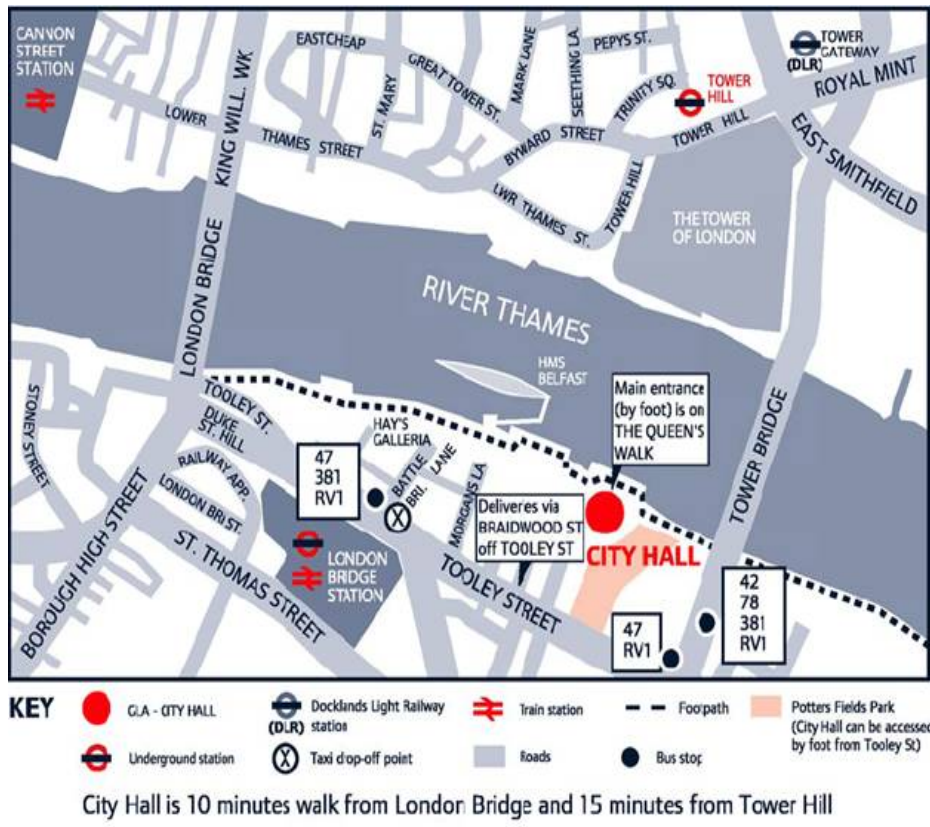
- 1 9.45 **Chair's introduction and pre-meeting announcements**
- 2 **Apologies for absence**
- 3 **Declarations of Interest**
All members have been asked to make a standing declaration of interests which can be consulted at the London TravelWatch office or viewed on the internet at: <http://www.londontravelwatch.org.uk/document/110/2859>. If any item on this agenda requires a specific declaration to be made, members are requested to do so.
- 4 **To elect a Chair for the Consumer Affairs Committee**
- 5 **Chair's activities and Passenger Focus update**
- 6 10.00 **Minutes**
To approve the minutes of Board meeting held on 23 March 2010
- 7 10.05 **Matters arising (LTW 349)**
To note a report on matters arising from previous meetings.
- 8 10.15 **Actions taken (LTW 350)**
To note a report on actions taken by members and/or officers since the last meeting.
- 9 10.20 **Bus research**
To receive a presentation from the Director, Research and Development on London TravelWatch's research on bus passengers' priorities in London.
- 10 10.35 **Peter Hendy, Commissioner, Transport for London**
To comment on the findings of London TravelWatch's bus research and to discuss the key priorities and challenges facing Transport for London.
- 11 11.35 **Research programme 2010/11 (LTW 351)**
To consider London TravelWatch's research programme for 2010/11.
- 12 11.50 **Transport users' surgeries (LTW 352)**
To consider a report from the Communications Officer on the transport users' surgeries held in Croydon and Romford and agree where future surgeries should take place.

- 13 12.10 London TravelWatch's work plans 2009/10 and 2010/11 (LTW 353)**
To consider the proposed work plan for 2010/11 and note performance against the 2009/10 work plan.
- 14 12.40 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 (Lunch from 13.00 to 13.45)
- 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 13.45 Confidential minutes**
To approve confidential minutes of the Board meeting held on 23 March 2010
- 17 13.50 Standards at London's Rail Stations (LTW 354)**
To consider and discuss the findings of the London TravelWatch research report, Standards at London's Rail Stations (draft report to be tabled for comment).
- 18 14.30 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 Please note the City Hall Emergency alarm and evacuation procedure :
If the alarm is sounded, you will hear either :
 a woman's voice: "**There is an incident, stand by to evacuate the building**"
or a man's voice: "**Evacuate the building immediately**"
On hearing the "**Evacuate the building immediately**" instruction, please:
- **Leave** by the nearest available exit
 - **Assemble** in the centre of the Potters Field Park (between City Hall and Tower Bridge)
 - **Follow** any instruction given by City Hall Security Officers
- You should not stop to collect personal belongings, use the lifts or re-enter the building.
- v Lunch for members will be taken at 12.45, with the public meeting concluding by about 12.45.
- vi The next meeting of the Board will be held on 6 July 2010 at Greenwich Town Hall.
- vii Contact for queries regarding this meeting : Committee Services team on 020 7505 9000 or email committeeservices@londontravelwatch.org.uk
- viii The Board meeting will be followed by an informal meeting for London TravelWatch members from 14.30 to 15.30.

Location of and directions to City Hall



- Rail :
 - London Bridge (Jubilee and Northern lines and National Rail)
 - Tower Hill (Circle and District lines)
 - Tower Gateway (Docklands Light Railway)
- Buses : 42, 47, 78, 381, RV1
- River services : to London Bridge City Pier, also Tower Millennium Pier and St Katharine's Pier - see <http://www.tfl.gov.uk/modalpages/2648.aspx>

For more detail about getting there by public transport, use Transport for London's http://journeyplanner.tfl.gov.uk/user/XSLT_TRIP_REQUEST2?language=en.

- Bicycle: racks are available on the south side of City Hall by Potters Fields Park.
- Car : If you plan to drive to City Hall, you will need to book one of the four parking bays reserved for Blue Badge holders. To book a Blue Badge parking bay, call City Hall's facilities management on 020 7983 4000. If no bays are available, or you are not a Blue Badge holder, you will not be able to park at City Hall. Parking in streets near City Hall is limited.
- Step free access : For detailed information on step-free access to City Hall by bus, car, taxi and rail or Underground from London Bridge station please visit the following web address : http://www.london.gov.uk/gla/disabled_access.jsp.

Inside City Hall

The main entrance to City Hall is on the north side, by the river (see map). Please allow up to ten minutes upon arrival for security clearance and getting to the Chamber from the main entrance.

Wheelchair access

To the left of the main rotating doors there are wheelchair-accessible automatic doors. To open these, press the yellow button on the outside rail and they will swing outwards. Staff inside should be available to help.

Deaf or hard of hearing visitors

The Chamber is equipped with an infra-red induction loop for the hard of hearing.

Blind or visually impaired visitors

Blind or visually impaired visitors to City Hall can now use a series of tactile maps to help orient themselves while in the building. The moulded plastic maps, which are in a booklet, are to be used in conjunction with an audio guide on CD. The CD explains how the maps work, and how to find where you are on the maps once you are in the building.

The audio guide and tactile maps are available free for loan and can be requested in advance by calling the Greater London Authority's Public Liaison Unit on 020 7983 4100.