

Agenda

Time : 09:45

Venue : 6 Middle Street London
EC1

Contact : 020 7505 9000

*The public meeting will be preceded by a members' only session from 9.30 until 09.45.
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, Onjali Bodrul, Kevin Davis, Gail Engert, Daniel Francis, Sharon Grant (Chair), Sophia Lambert, Teena Lashmore, David Leibling, Sarah Pond, Lorna Reith (Deputy Chair)

- 1 **Chair's introduction, apologies for absence, Chair's activities and Passenger Focus update** (09.45)
- 2 **Minutes** (09.55)
 - a) To approve the minutes of Board meeting held on 29 September 2009 at City Hall
 - b) To note minutes of Executive group meeting held on 17 September 2009
- 3 **Matters arising** (LTW 328) (10.00)
- 4 **Actions taken** (LTW 329) (10.05)
- 5 **TfL communications** (LTW 330) (10.10)

To discuss how London TravelWatch and TfL can work more closely together, Vernon Everett, Managing Director, Marketing and Communications, Transport for London (TfL)
- 6 **TfL complaints** (LTW 331) (10.55)

To discuss complaints handling with Beverley Hall, Head of Surface Transport Communications and Engagement, TfL
- 7 **Mayor's Transport Strategy** (LTW 332) (11.15)

To receive a presentation on the Mayor's Transport Strategy from Mike Keegan, Transport Strategy and Cross Modal Policies Manager, TfL (<http://mts.tfl.gov.uk/>)
- 8 **TfL Business Plan** (12.15)

To receive a presentation on TfL's Business Plan from Stephen Critchley, Chief Finance Officer, TfL (<http://www.tfl.gov.uk/assets/downloads/corporate/tfl-business-plan-2009.pdf>)
- 9 **TfL Research – strengthening London TravelWatch's relationship** (12.40)

with Bob Crowther, Head of Customer Research, TfL
- 10 **Memorandum of Understanding** (LTW 333) (13.45)

To agree the Memorandum of Understanding between London TravelWatch and the London Assembly Transport Committee.
- 11 **London TravelWatch 6 monthly performance report** (LTW 334) (14.00)

To receive for information the performance report
- 12 **Amendments to Risk Policy** (LTW 335) (14.15)

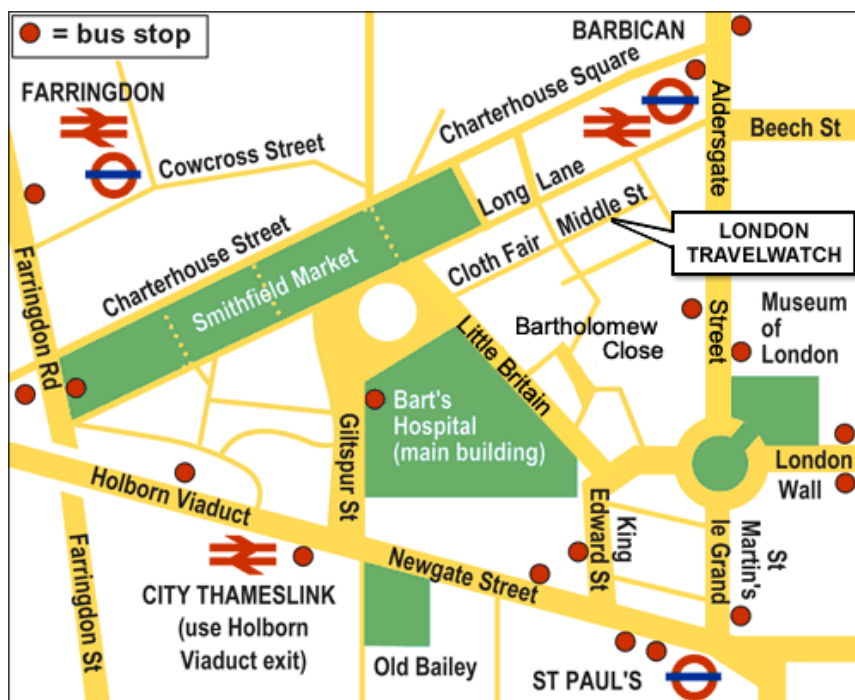
To receive for information amendments to London TravelWatch's risk policy.

- 13 Any other business (14.20)**
- 14 Resolution to move into confidential session (15.15)**
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.
- 15 Confidential minutes (14.25)**
To approve confidential minutes of the Board meeting held on 30 June 2009.
- 16 Meeting review (14.30)**
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 9.30.
- iv Lunch for members will taken at 12.55; with the public meeting concluding by about 13.45.
- v The next meeting of the Board will be held on 26 January 2010 at our offices at 6 Middle Street.
- vi Contact for queries regarding this meeting : Committee Services team on 020 7505 9000 or email committeeservices@londontravelwatch.org.uk

Location of and directions to the meeting



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

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|-----------------|---|
| Barbican | Underground and limited National Rail service |
| 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.