
Minutes

Agenda item : 2 (a)
Drafted 29.9.09

Minutes of a meeting of the London TravelWatch Board on 29 September 2009 held at City Hall, London.

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Present

Members

David Barry; Terry Bennett; Onjali Bodrul; Kevin Davis; Gail Engert; Daniel Francis; Sharon Grant (Chair); David Leibling; Sarah Pond; Andrew Probert; Lorna Reith (Deputy Chair)

Guests

| | |
|------------------|--|
| Beverley Hall | Head of Surface Transport Communications; Transport for London (TfL) |
| Kulveer Ranger | Mayoral Transport Advisor |
| Matt Winfield | Stakeholder Engagement Manager, TfL |
| Mike Gibson | Public Affairs Manager, Southeastern |
| Martin Jurkowski | Programme Director (London Bridge), Network Rail |
| Jim Morgan | Managing Director, First Capital Connect |

Secretariat

| | |
|----------------|-------------------------------------|
| Tim Bellenger | Director, Research and Development |
| Carmel Cannon | Senior Committee Administrator |
| John Cartledge | Safety and Policy Advisor |
| Janet Cooke | Chief Executive |
| Mark Donoghue | Committee Administrator |
| Jerry Gold | Rail and Underground Policy Officer |
| Rufus Impey | Senior Policy Officer |

20 members of the public.

Minutes

1 Chair's introduction and pre meeting announcements; apologies for absence

Chair welcomed guests and public to the formal meeting. Fire and safety arrangements were read out. Apologies were accepted from Sophia Lambert and Teena Lashmore

2 Declarations of Interest

Daniel Francis declared an interest as a Councillor in Bexley which may be affected by the South London Line (item 10) and as a daily user of London Bridge station (item 12).

3 Chair's activities and report from Passenger Focus Board

3.1. Chair's activities

The Chair had attended routine meetings with a range of stakeholders, Passenger Focus and the Mayor's transport advisor. She had also given evidence to the London Assembly Transport Committee (with the Director, Research and Development) on the effect of tube disruption on passengers, and to the Department of Transport on London regional roads management. She had met with TfL Streets and Surface team; the Public Carriage Office (PCO) regarding licensing of taxi drivers (where London TravelWatch's previous work had proven beneficial); discussed Tube Lines and Public Partnership Partnerships with London Underground Managing Director, Richard Parry, and young peoples' travel issues with the London Section of the UK Youth Parliament. The Chief Executive had followed this last item up by spending time with their campaigns team and we look forward to working more closely with them in future. The Chair and Chief Executive had also met with Anna Walker, the new chair of the Office of Rail Regulation (ORR), and were pleased to note her interest in consumer and passenger issues and in hearing regularly from London TravelWatch on the passenger's perspective.

3.2. Passenger Focus update

Mr Leibling reported on the Passenger Focus board meetings in July and September, highlighting three topics of most interest to London TravelWatch :

- National Express East Coast issues – whether the franchise was economically viable
- Bus remit – their target is to be working on 20 individual projects on buses e.g. bus users' priorities and non-users' priorities
- The September meeting was in Newcastle and so looked at local transport issues there.

4 Minutes

The minutes of the meeting of the Board held at City Hall on 30 June 2009 were agreed and signed for the record.

Minutes of the Executive Group meetings held on 18 June 2009 and 16 July 2009 were noted.

5 Matters Arising LTW 319

On item 417, regarding the Christmas information line topic, members asked that this be returned again to TfL – particularly that we are asking for a telephone service for those who either have no access to the internet or to London papers.

Action : Committee Services

A member asked about progress on working with TfL to look at travel requirements for ethnic and religious groups and to consider providing specific services for them, perhaps on a trial basis. The Director, Research and Development would continue work on this (B/19.5.09 min 8).

6 Actions Taken LTW320

Members requested that feedback on results of Highways Authority consultations should be included in the annex of this report. Members were particularly interested to see the results of consultations where we had recommended the installation of warnings for pedestrians on contraflow systems, the better to monitor the level of London TravelWatch's influence.

7 Consultation on extension of Passenger Focus's role to include buses, coaches and trams LTW 321

The Safety and Policy Advisor outlined the scope of the government's consultation, advising that the issue of most direct concern to London TravelWatch was the definition of the functional and geographical interfaces between Passenger Focus and itself, so duplication of roles could be avoided.

As London TravelWatch's modal remit was already clearly defined in law (and covered all services and facilities provided, procured or licensed by TfL, other than for freight), he recommended that the limits of Passenger Focus' remit should be redefined to align with and exclude these.

The draft Order which accompanied the consultation would require Passenger Focus to refer complaints and appeals about bus and tram services and facilities within London TravelWatch's remit, but would not otherwise preclude it from investigating matters relating to such facilities and services if it chose to do so. Since this would duplicate an existing statutory responsibility of London TravelWatch, there was no apparent need for Passenger Focus to have an overlapping remit, and he proposed that this duty should be deleted.

Regarding coaches, Passenger Focus would cover long distance services which do not carry passengers locally within London, because these are not licensed by TfL and so not within London TravelWatch's remit (although it did cover the facilities at Victoria Coach Station, at which most such services terminated, because this terminal was owned by TfL).

However, there were about 50 services (including commuter coach routes) which crossed the boundary of Greater London but carried passengers between points within it, and were therefore licensed by TfL. As a result, the in-London sections of these already came within London TravelWatch's remit, whereas the out-of-London sections were registered with the

Traffic Commissioners and would therefore be covered by Passenger Focus. Pragmatic co-operation between the two bodies should suffice to ensure that cross-boundary issues were handled appropriately.

The Board approved the recommendations set out in paper LTW 321, and the Chair thanked the Safety and Policy Advisor for the clear presentation of such a complex matter.

8 Motorcycles in bus lanes interim results

The Chair welcomed Josh Martin, Stakeholder Engagement Lead (Motorcycles in Bus Lanes) and Beverly Hall, Head of Surface Transport, Transport for London, to the table to share the interim results from the trial period of allowing motorcycles in bus lanes. The presentation which accompanied this item may be viewed on the London TravelWatch website at <http://www.londontravelwatch.org.uk/document/3928/get>.

Acknowledging prior work done with London TravelWatch, Mr Martin gave an overview of the scope of the research, in particular how TfL was answering the call for evidence-based decisions. Two sets of research were commissioned using 1000 Londoners in each one, with 28 control routes. TfL was aiming to facilitate information, remaining neutral and focussing on the Transport for London Road Network (TLRN) information.

The trial measured casualty numbers and rates, mode users, journey times, vehicle speeds, attitudes and behaviour, and feedback. Whilst too early to draw conclusions, early indications from online feedback were that there was 70% support for the scheme (80% aggregated), although it was recognised that respondents may be self-selecting from the motorcycle community.

A key measurement was the ratio of collision data against usage, and in the trial period there had been five collisions across all 416 routes (in or near the bus lane), but the precise context and final validation of these figures was yet to be established by the police. Therefore only the first four months of crash and collision statistics were available at the time of the meeting; full data would not be available until 2010, and overall mode usage not available at all.

Comparative data for sites of collisions was not available but researchers could refer to overall collisions history data to establish trends. 1000 hours of CCTV footage had been gathered and would be again after the trial ends, to analyse near misses and changes of behaviour. TfL included evidence from this footage of incidents which had not been reported to police, and took on board the suggestion from members that insurance company data may also provide useful insights.

Members asked about the response from bus drivers, whether the trial had been a deterrent to cyclists, and whether there was any difference in results between outer and inner London. Mr Martin answered that bus drivers' views would come through regular feedback channels: to date no material responses had been submitted from bus drivers' representatives. 66% of cyclists had stated that the scheme would make no difference to whether they would use red routes, and this was consistent across modes, and no discernable difference was noted between outer and inner London.

Members also asked about collision data for non-TLRN routes, particularly for cyclists, given that they may be using non-bus lane routes. Mr Martin responded that the 28 TLRN routes were matched by a control sample of 28 non-TLRN routes. The evaluation criteria were agreed

in advance, so that there would be objective and robust data on which the Mayor could base his decision.

As some London boroughs (Kingston, Richmond and Westminster) already allowed motorcycles in bus lanes, a member asked about working with councils on the scheme. TfL had stopped short of promoting the scheme to boroughs, in order to maintain a true control sample. Members were concerned that this would be confusing for motorcyclists (and cyclists and pedestrians) as it was not always clear when one was on a TLRN route. It may also mean that the controls were perhaps not as neutral as hoped. Mr Martin countered that all routes were clearly signed and the information regularly refreshed, which allowed for proper testing.

The Chair expressed disappointment at not having the full results in time for this meeting. The full interim report was due in October; the results presented here were ahead of time, and had been produced especially for this meeting. A summary of the research would be provided by TfL to all members, and would include London TravelWatch's comments when presented to the Mayor.

Action : Committee services

9 London's transport in a recession LTW322

The Director, Research and Development, highlighted key issues in a recession : value for money for passengers, and service delivery and service quality.

Value for money and service quality for passengers was dependent on the financial arrangements of operators, whose planning in recent years has presumed continual growth in the number of users, including TfL (presumed growth of 6% pa). Clearly, if the number of passengers starts to decline, it will have an effect on budget projections, and if money is not forthcoming from Central Government, fares will rise. The mayor will make his decision about fares in the next few weeks which will have a major impact on users.

London TravelWatch understands that there had been a decline in passenger numbers of about 6-7% on London Underground and a similar number on certain parts of the National Rail particularly at off peak times. Peak time decline was confined to specific areas such as City and Canary Wharf (corresponding with financial losses) and mirrors the recession in the late 80s and early 90s. Association of Train Operators (ATOC) had reported a significant amount of trading down from first class travel, either to first class advance or standard fares. TfL reported a reduction in the usage of buses – presumably due to the decline in motoring costs.

Sales of Annual Season tickets were still rising as a proportion of the number of tickets sold, likely due to low overall interest rates. Charges at station car parks were also being increased substantially by a number of operators. The numbers of bus journeys generated by Freedom Pass holders had not changed significantly, and on taxis there was only anecdotal evidence that there had been a decrease in the number of journeys undertaken.

A number of significant property development schemes had been withdrawn or deferred such as the development at Clapham Junction. The Chair mentioned a recent report on uncompetitive behaviour on the part of construction firms and asked whether there was any evidence for this problem in relation to transport works. This would be researched for information.

Action : Senior Policy Officer

No analysis of where services had been withdrawn was as yet available; the Director, Research and Development, pointed out that, contracts are reviewed every four to five years and any reductions may not be immediately apparent. He also predicted that it was likely that train companies would reduce train formations in order to save money, with a decline in standards of cleaning and other work that was usually done on overtime likely to go first. For TfL, it would be easier to cut the costs of buses than, say, the upgrade programme on the Northern Line.

Mr Kulveer Ranger, Transport Advisor to the Mayor, joined the meeting.

The Chair thanked Mr Ranger for honouring his commitment to speak with the Board every six months. Mr Ranger noted the appreciation that he and the Mayor have for London TravelWatch, its understanding of the transport environment in London, and its expertise in balancing expectations of passengers.

Mr Ranger reported that across TfL there had been a decline in usage with far fewer journeys per day than at this time last year. He was clear that the crucial conversation was about maintaining the current level of investment, quality of services, and continued development on Overground and Docklands Light Railway, whilst ensuring that Crossrail and other major infrastructure projects were maintained as priorities for investment.

He noted that TfL had reduced its cost base by £2.4bn. This figure included reductions in jobs, consultants, temporary staff (reduction of £220m); relocation of staff from central London; streamlining processes (improved customer services and new IT systems were in place, delivering £400m worth of savings); better data storage (£15m); and Oyster renegotiation (£130m). Senior staff pay had also been frozen, and bonuses cut.

Chair thanked Mr Ranger for his presentation and invited questions and discussion from members.

Mr Leibling, as Chair of the Fares and Ticketing Committee, asked when the fares rises would be announced and which problems that would be addressed in terms of fares. Mr Ranger indicated that the rises would be announced in a few weeks' time, with the TfL business plan. Mr Leibling also asked whether there was any plan to move the fares policy away from the usual Retail Price Index (RPI) + 1%. Mr Ranger responded that the Mayor would take into account all elements that impact on the business plan, and this formula would be one consideration.

Members and officers asked a number of questions of Mr Ranger.

1. Mr Ranger was quoted in Transit Magazine, which claimed that spending on subsidy on bus network is unsustainable, and so asked where the cuts would be, given that the lower socio economic sectors were highly reliant on buses. Mr Ranger responded that whilst the Mayor acknowledges the good work done over the years to bring the bus network to its current good state, it was true that £650m per year to maintain the bus network was unsustainable currently. Services would be looked at to see how they might be delivered with better value for money.

2. Members were aware that KPMG had made several recommendations to TfL in a recent consultation on value for money, and asked which were the most likely to be taken up. Mr Ranger responded that a number of them were still being considered.

3. The cost of replacing bendy buses was likely to be around £250-300k per bus and whether TfL would review this plan given the current economic climate. Mr Ranger responded that the replacements are functioning better. When pressed on this by members who quoted anecdotal evidence to the contrary – particularly in terms of capacity – he would find out the exact figures from TfL and send these to London TravelWatch.

Action : Committee services

4. The Mayor had made a priority of ‘smoothing the traffic’. Would this not encourage more traffic? Mr Ranger responded that this was not about encouraging people to get into their cars.

5. The £2.4bn savings will undoubtedly impact on the efficiency of customer services provided by TfL. Will these savings affect the quality of responses? As the body that handles complaints on TfL’s customer services we are concerned about this. Mr Ranger replied that he hoped that it would not affect the quality of responses, but in fact improve them. He would welcome any feedback that you have on this

6. We have had resistance from TfL to improving its complaints systems and are concerned if the position deteriorates any further. Mr Ranger replied that he shared London TravelWatch’s view on this subject. The Chair said that London TravelWatch would send him details of London TravelWatch’s concerns in this area. Mr Ranger undertook to take this matter forward.

Action : Committee services

7. The recent GLA young Londoners survey showed that fewer people travel on bikes to school due to parental concerns for safety and security. This would affect the ability to achieve the modal shift targets set by the Mayor. What will the Mayor do to encourage people to get on their bikes? Mr Ranger replied that this was a strategic issue which highlights about the need to improve infrastructure and work closely with the boroughs –£111m is being invested in cycling and £3m of that is invested in training. The ‘Biking borough’ programmes clarify how boroughs will work locally to encourage bike use. Mr Ranger agreed to provide further information on how the Mayor would work with the boroughs on the cycle superhighway plans.

8. Is the cycle hire scheme intended to be self supporting? Mr Ranger replied that negotiations were still ongoing and so could not comment on this.

9. Congestion charge – will the western charge extension zone be removed? Mr Ranger said that Londoners had been asked their opinion on this; Mayor’s intention is to do what Londoners asked. This was to remove the western extension of the congestion charging zone.

10. Will the planned upgrades to underground system slip in the current economic climate? Mr Ranger replied that discussions were still ongoing with Tubelines; London Underground is doing its best to stabilise the programmes it has there are 30-year contracts so there was no short period of time over which they were to be delivered. The Mayor is committed to ensuring that the level of investment for tubes is maintained.

11. We are just about to consider a paper on blockades on the underground during substantial works – we are looking at some of the advantages of having block closures – we would like to know that this possibility will be seriously considered by the Mayor. Mr Ranger replied that the Mayor will seriously consider this.

12. The TfL Board's confidential committee meetings are completely closed and give no indication of the items being discussed. Would it be possible to see some indication of what is being discussed on the confidential part of TfL's agenda, as it common practice elsewhere in the public sector? Mr Ranger agreed to take this away for consideration.

13. The latest Tube map does not include the Travelcard zones. Would it be possible to reinstate this? Mr Ranger said that TfL were considering the matter

Mr Ranger was thanked for his attendance and the board looked forward to the next meeting in six months' time.

10 Recent London TravelWatch research LTW 323 and 324

The Director Research and Development outlined the recent research into usage of the South London Line and how this would be used in the options study currently being undertaken jointly with TfL Rail.

The Chair congratulated him on the report and welcomed the opportunity to hold TfL to account.

An officer of TfL present in the public gallery asked how many people had taken part in the survey. They were directed to the report on the website.

The Director Research and Development noted that 43% of existing users of the South London Line would likely be disadvantaged by the changes proposed to services when phase 2b of the East London Line extension opened. He also noted that In relation to the South London Route Utilisation Strategy that this was the first time where any agreed recommendation which had been agreed by the whole rail industry had not been pursued by funding agencies such as the DfT or TfL. Discussions were also occurring with the existing operators Southern and Southeastern to see if existing services could modified to fill some of the gaps.

The Rail and Underground Policy Officer outlined his report on minimising disruption on the Piccadilly Line during the forthcoming upgrade works.

This report arose from the London Assembly Transport Committees hearing on disruption to and overcrowding on the Underground, particularly the effect of weekend and evening closures. At the hearing witnesses representing business interests – the O2 and Harrods, were concerned about the possible implications of working in the same way as the Victoria line when the Piccadilly line comes to be upgraded in 2012, particularly after Tim O'Toole's opinion that it would be impossible to do the Piccadilly line in the same way as Victoria line. The report addresses some of the issues of trying full blockades along parts of the line. It was noted that If there is a lot of track replacement to do, total possession of the lines and stations by the contractors was the most beneficial method in achieving this. Signage can be done around services. It was noted that some of the alternatives routes available do not currently offer off-peak services, but by 2012 Chiltern will offer a local all-day service between West Ruislip and Marylebone. There were also concerns about the adequacy of replacement bus services. The length of blockades was discussed with various scenarios discussed, for example, closing sections of the line for months at a time.

The Chair thanked the Rail and Underground Policy Officer for a useful and interesting paper, and expressed hope that this will start a debate at the London Assembly.

The Board also recorded formally its gratitude to Jerry Gold for his help over the last ten years. His deep knowledge of the underground and rail systems in London would be sorely missed by London Travelwatch. The Board wished him a happy travelling retirement.

11 Business plan 2010-2013

The Chief Executive spoke to this item. A detailed work plan will be drawn up in quarter 4, in line with the revised Memorandum of Understanding with the London Assembly Transport Committee. Members were invited to reply to the Chief Executive on any points of detail.

It was agreed that in relation to the strategic objectives on pages 9 and 10 that the wording of 'those less able to travel' be changed to 'people who face barriers to travel'.

Action : Chief Executive

12 London Bridge / Thameslink

Martin Jurkowski, Programme Director (London Bridge), Network Rail, and Jim Morgan, Managing Director, First Capital Connect gave a presentation on the London Bridge part of the Thameslink upgrade programme.

Mr Jurkowski began by refreshing the context of the London Bridge project. Thameslink is Network Rail's current largest project. It delivers a radical change of passenger services between north and south London with a capacity for 20 trains per hour. Stations will be lengthened to accommodate up to 12 cars. Key output 0 was delivered in March 09.

There are limits on how many trains can run through and to London Bridge station. It is 150 years old and was the first major station to have been built in London. It is inappropriate, unsuitable and inadequate for the current volumes of traffic, and difficult to navigate. Part of the plan for the station is to bring it into the twenty first century so it can accommodate growth.

One of the key aspirations is to make it an intuitive space, with easy navigation for passengers. It is not currently compliant with the requirements of the Disability Discrimination Act and it is part of the project aims to make it so. The Thameslink programme delivers extra capacity and compared to the current layout gives dedicated platforms for Thameslink services for the first time.

It is one of the busiest stations in Europe. The Thameslink programme is a once in a lifetime opportunity to improve this key bit of infrastructure. At present there are 86 trains per hour coming into London Bridge at peak hours. The new concourse at London Bridge will be integrated with the Shard development and will be in place by 2012, with a roof designed by Lornezo Piano. The forecourt will include the bus station, which will be bigger than at present.

The scheme will deliver significant opportunities for employment in the area both during and after its construction.

Mr Morgan, reported that the provision of extra seats on trains is the key motivation for the new works. The Thameslink programme demonstrates how well the industry can work together. First Capital Connect had 15 out of 23 new class 377 trains in service since March 2009 and

the remainder would be in service by December 2009. Passenger feedback on them has been good so far. In addition, passenger complaints are at an all time low. The branding has been trying to encourage people to plan around disruption.

The Chair thanked the speakers and invited questions from members and officers. These were:-

1. In respect of London Bridge, has either been or are you expecting any slippage in the programme. Mr Jurkowski replied that the major works are not intended to start until after the Olympics. That start date has not moved. This date was set before the Olympics was won for London. Some works have already started at Borough market, (the new viaduct); expenditure is already committed and we are starting to do the very early works within London Bridge prior to the major works now.

2. Are there any major obstacles implementing the programme? Mr Jurkowski replied that it was the intention to resolve issues (such as signalling control) before they become a problem – this is part of the job. Network Rail is moving away from electro-mechanical technology in signalling to digital technology. There will be a bedding-in and progressive change schedule that needs to be put in place. Everything has to happen at the same time; both the London bridge improvement and the track improvements. We have to strike a balance between engineering requirements and the needs of operators. In the end the impact on the travelling public has to be minimised.

3. The target of 24 trains per hour is ambitious – how robust is that plan and how will you deal with disruptions to services? Mr Jurkowski replied that the latter point is key. It is not just an infrastructure solution here; it is also an industry solution operators have to raise their game. First Capital Connect is recruiting additional drivers. All timetables have contingency for delays. Operators would also provide additional help for people with heavy luggage etc. at stations. He added that the core (of the Thameslink route in central London) is like a pipeline; trains will have longer stopping times at stations than the average tube train. Added to this communication systems will be better on the trains, giving drivers detailed instructions on how to approach the station – automatic train management system. The system has capacity for 30 trains per hour, which is the built in 'resilience' for the system. Consultation on timetable is due in 2010.

4. We are aware of timetabling issues for Southern and Southeastern (in the December 2009 and May 2010 timetables) which has caused much public comment? Mr Morgan replied that there is very little spare capacity through London Bridge; Southeastern has a commitment to operate more services in its franchise, and Southern has commitments To increase capacity on the services it operates.

5. Customer complaints (at First Capital Connect) have gone down significantly – is that related to seats? Mr Morgan replied that they have provided more seats so they are possibly less likely to complain about delays. First Capital Connect's overall performance measure is ahead of target.

6. It is not inconceivable in the present climate that the Thameslink programme will be asked to achieve savings – where would you make savings? Mr Jurkowski replied that the Thameslink upgrade is already over halfway through ; works are committed so it would be foolish to stop now. Regarding London Bridge, removing scope would mean that the issues Thameslink would address would not be dealt with. However, funding was not entirely within the control of Network Rail. However the ambitions such as the number of trains per hour

(requiring less sophisticated signalling); lower number of services would reduce the capacity and so require fewer escalators etc. could be looked at. At the moment Network Rail is looking at providing platform canopies all the way along platforms so it would be areas like this where money might be saved. The key achievement must be the two tracks for the Thameslink services. Mr Morgan stated that the London Bridge works were needed to deliver the Thameslink programme. Thameslink gives good value for money compared to the costs of other comparable projects.

7. The other important thing to realise is the impact of works on existing passengers. London Bridge is indeed a major piece of work; on the tube upgrades there have been a lot of closures and rail replacement buses etc – do you think this will be required in the case of London Bridge? Mr Morgan replied that it is very difficult to find spare terminal capacity around London. One of the key elements that Network Rail is considering at the moment is how to move all the current and expected users. Some First Capital Connect services might be diverted via Elephant and Castle in the interim. Network Rail is working very closely with operators. London Bridge has an advantage it has is that it is not the end destination for most trains, however about half the trains to Charing Cross at the moment do not stop at London Bridge and so we are looking at this, and looking at regional schemes e.g. longer trains would allow lower frequencies but deliver the same amount of capacity.

8. In the original plans it envisaged a reduction in terminal capacity from Peckham Rye and Forest Hill. Is this still the case and are there any possibilities of the existing quantum of capacity being retained? Mr Jurkowski replied that Network Rail is working closely with Southern to solve these issues

9. The Shard office development – is this partly financing the works at London Bridge? Mr Jurkowski replied that the developers are paying for works to the roof (worth £20m) and adjacent to the station but not the station itself.

10. Do we have your assurance that if there is any hint of changes to be made, will you consult us on this? Mr Jurkowski gave an assurance that Network Rail would advise London TravelWatch as soon as they we are made aware of any changes.

11. The Chair asked if it would be possible for members to visit London Bridge with Network Rail with members to see the works involved. Mr Jurkowski replied that this could be arranged.

Action: committee services

13 Any other business

No other business was raised.

14 Resolution to move into confidential session

The meeting resolved, 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.

In this session, members agreed the confidential minutes of the Board meeting held on the 30th June 2009, the business of the meeting and whether any of the issues raised posed risks to the reputation, finances or other risks to London TravelWatch.

15 Glossary

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| ATOC | Association of Train Operating Companies |
| DfT | Department for Transport |
| FCC | First Capital Connect |
| ORR | Office of Rail Regulation |
| TLRN | Transport for London Road Network |