
Confidential Minutes

Agenda item : 16
Drafted : 17.5.10

**Confidential minutes of the meeting of the London TravelWatch Board
held on 23 March 2010 at 6 Middle Street, London EC1**

These minutes are in addition to the public minutes of a meeting of the Board on the same date. The Board 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 was desirable in the public interest that the public should be excluded for this part of the meeting.

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Present

David Barry; Terry Bennett; Kevin Davis, Gail Engert; Daniel Francis; Sharon Grant (Chair); Sophia Lambert; Teena Lashmore; David Leibling; Onjali Rauf; Lorna Reith (Deputy Chair)

Tim Bellenger	Director, Research and Development
Janet Cooke	Chief Executive
Bryan Davey	Director, Public Liaison (min. 3 to 5)
Jo de Bank	Communications Officer (min. 3 to 5)
Mark Donoghue	Committee Administrator
Patti Tobin	Director, Finance and Personnel (min. 3 to 5)

1 Confidential minutes

The confidential minutes of the Board meeting held on 26 January 2010 were approved and signed for the record.

2 Meeting review

Members commended the presentation by National Rail Enquiries (NRES). They were not impressed however with the attitude and demeanour of some of the staff who represented Transport for London (TfL) at the earlier item on information to passengers.

3 Draft work plan

The Chief Executive introduced this item by noting that the work plan was the way of monitoring delivery over the year. The work plan monitors how the objectives in the business plan are achieved. Members discussed the draft work plan for 2010/11 and suggested amendments to it.

4 Bus research

The Director, Research and Development noted that the research (still in draft) was carried out in conjunction with Passenger Focus. His presentation may be viewed in full at <http://www.londontravelwatch.org.uk/document/4127/get>. Three locations were chosen in London, (Brixton, Harrow and Victoria) and interviews were carried out. He worked through the priorities that bus passengers wanted to see generally and highlighted that there were important differences between the priorities of London bus passengers and bus passengers outside London.

The Director, Research and Development noted that there were important lessons to be drawn from the research : London's bus passengers prioritised; buses being on time or arriving within 5 minutes of their scheduled arrival. This result supported London TravelWatch's policy to support bus priority measures which helped to ensure reliability.

The published research would be presented at the London TravelWatch board meeting on 25 May 2010.

5 London Assembly review of London TravelWatch

The Deputy Chair felt that the London Assembly Transport committee were concerned that London TravelWatch was stepping on their remit. It was important to put forward a sophisticated argument on our independent role.

Members and the Senior Management team discussed the review and discussed various implications of it.

The Chief Executive asked members for their views on confidentiality of information in the course of the review. It was agreed that the London Assembly should not have access to personal passenger or staff information.

6 Glossary

NRES	National Rail Enquiries
TfL	Transport for London