

---

## Agenda

Time: 9.30 am  
Venue: 169 Union St, London SE1 0LL  
Contact: 020 3176 2999

---

**\*\*Refreshments will be available for members from 9.15 am.  
The public meeting will begin at 10.30 am 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: Chris Brown, Richard Dilks, Glyn Kyle, Stephen Locke  
Abdikafi Rage, John Stewart (Chair), Ruth Thompson

1. 09.30 **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 following item.
2. 09.35 **Current transport issues**  
To discuss issues facing transport users in London with Peter Wilkinson, Managing Director of Rail Executive Passenger Services, Marianna White, Head of Passenger Service Excellence, and Simon Smith, Director of Passenger Service Design, of the Department for Transport.
3. 10.30 **Move into public session**
4. 10.30 **Chair's introduction and pre-meeting announcements**
5. 10.35 **Minutes**  
To approve the minutes of the Policy committee held on 24 February 2015.
6. 10.40 **Matters arising (PC055)**  
To note a report on matters arising from previous meetings of Policy committee.
7. 10.50 **Key activities (PC056)**  
To note a report on key activities undertaken by members and/or officers since the last meeting.
- 11.00 Break
8. 11.10 **Rail issues update (PC057)**  
To review the current position in respect of engineering works at London Bridge station and train performance across south London.

9. 11.25 **National rail performance report (PC058)**  
To note London TravelWatch's report on Transport for London's performance for the period January to March 2015.
10. 11.40 **Transport for London performance report (PC059)**  
To note London TravelWatch's report on Transport for London's performance for the period October to December 2014.
11. 12.00 **Casework report (PC060)**  
To note the performance of transport operators in response to casework for the period January to March and to consider key issues raised by transport users.
12. 12.15 **Feedback questionnaire report (PC061)**  
To note responses to London TravelWatch's consumer satisfaction survey.
13. 12.25 **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.*
14. **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.
15. 12.30 **Confidential minutes**  
To approve the confidential minutes of the Policy committee held on 24 February 2015.
16. 12.35 **Casework report – information updates (PC062)**  
To note the confidential update on matters under consideration in the casework team.
17. 12.45 **Meeting review**  
To review the meeting and any financial, reputational or other risks posed therein.

### **Notes on the Agenda**

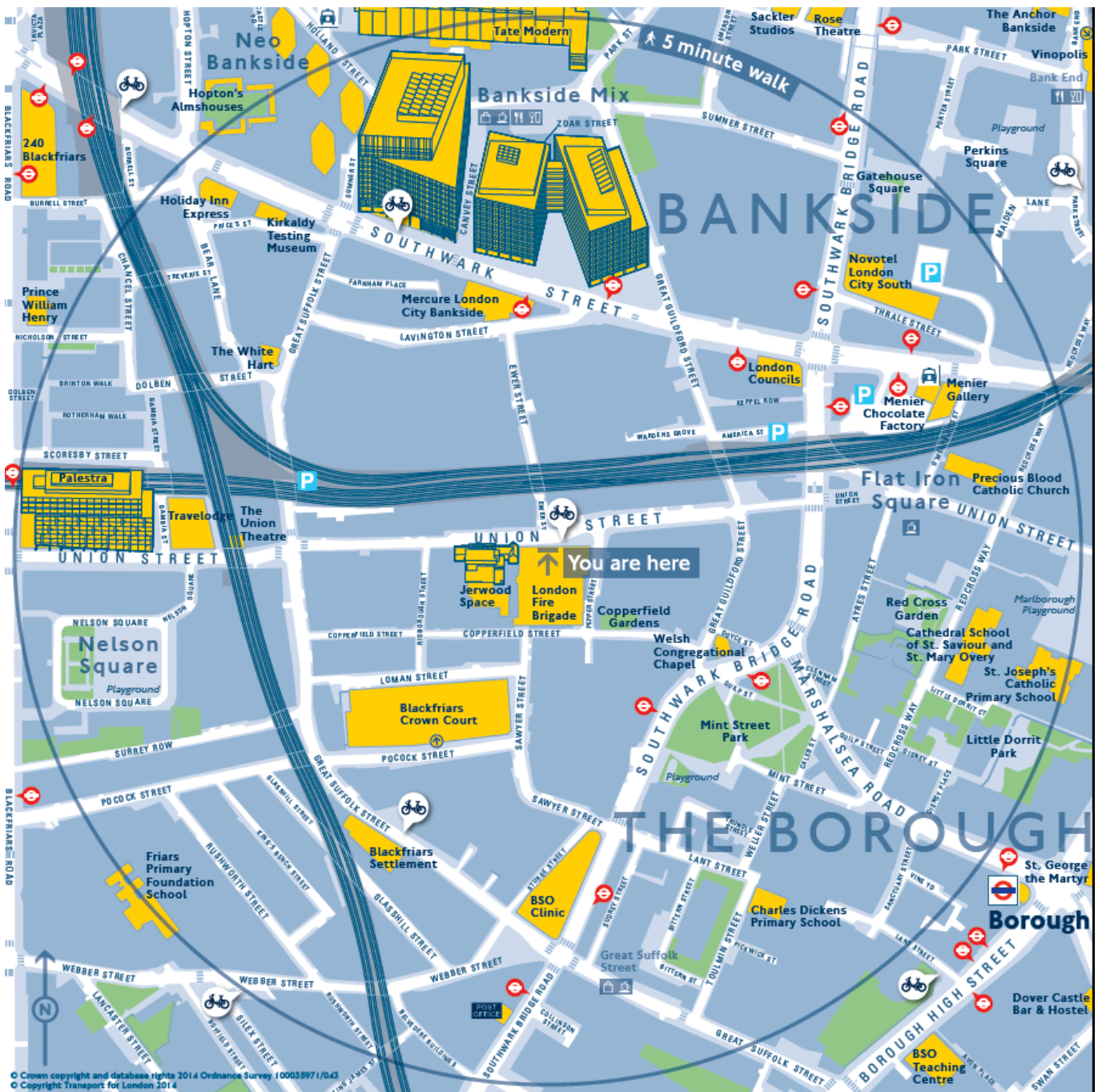
- i A location map is appended.
- ii The Chair will make every effort to keep to the timings shown for items on this agenda, but there may be occasions when it is necessary to alter them at short notice.
- iii Tea and coffee will be available for members during the meeting.
- iv The date of the next meeting will be 20 October 2015.
- v Contact for queries regarding this meeting: Committee Services team on 020 3176 2999 or email [sharon.malley@londontravelwatch.org.uk](mailto:sharon.malley@londontravelwatch.org.uk).

### **Notes to members**

- The meeting will be followed by a sandwich lunch.
- An interchange visit will take place after lunch, which should conclude in the Clapham area by 3.30 pm.

## Location of and directions to the meeting

### The Fire Brigade HQ, 169, Union Street



## Underground and rail stations

We are a short walk from Waterloo (10 minutes) and Southwark (5 minutes) stations to the west, London Bridge (10 minutes) to the east and Blackfriars (10 minutes) stations to the north.

## Buses

The 45, 63, 100, 344, 381 and RV1 pass nearby.

## Cycle hire docking station

The nearest cycle hire docking station is in front of our building.