
Agenda

Time: 9.30 am
Venue: London Councils conference
suite, first floor, 59½ Southwark Street,
London SE1 0AL
Contact: 020 3176 2999

***Refreshments will be available for members from 9.15 am.
A confidential item will be discussed from 9.30 am to 10.15 am.
The public meeting will begin at 10.15 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 **Research into London Underground ticket office changes**
To consider the findings of London TravelWatch's research into proposed changes to London Underground ticket offices.
3. 10.15 **Move into public session**
4. **Chair's introduction and pre-meeting announcements**
5. 10.20 **Minutes**
To approve the minutes of the Policy committee held on 16 September 2014.
6. 10.25 **Matters arising (PC042)**
To note a report on matters arising from previous meetings of Policy committee.
7. 10.30 **Key activities (PC043)**
To note a report on key activities undertaken by members and/or officers since the last meeting.
8. 10.35 **Transport for London performance report (PC044)**
To note London TravelWatch's report on Transport for London's performance for the period January to March 2014.
9. 10.50 **Tram satisfaction survey comparison (PC045)**
To note London TravelWatch's report the comparison of satisfaction among users of various tram services.

- 10. 10.55 Casework report (PC046)**
To note the performance of transport operators in response to casework for the period April to June 2014 and to consider key issues raised by transport users.
- 11. 11.10 Feedback questionnaire report (PC047)**
To note the report on satisfaction among users of London TravelWatch's casework services.
- 11.20 Break
- 12. 11.30 Research into London Underground ticket office changes (PC048)**
To consider the findings of London TravelWatch's research into passenger views about the proposed changes to London Underground ticket offices and agree future actions.
- 13. 12.20 Bakerloo line extension consultation (PC049)**
To consider London TravelWatch's consultation on extending the Bakerloo line and wider travel implications in South East London and agree London TravelWatch's response.
- 14. 13.00 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.*
- 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. 13.05 Confidential minutes**
To approve the confidential minutes of the Policy committee held on 16 September 2014.
- 17. 13.10 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 24 February 2014.
- v Contact for queries regarding this meeting: Committee Services team on 020 3176 2999 or email sharon.malley@londontravelwatch.org.uk.

Note to members

- The Policy committee will be followed by a short lunch.
- Between 1.30 pm and 3.30 pm, members will review passenger charters, delay-repay and compensation schemes for bus users.