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| Policy committee  23.02.16 | LondonTravelWatch-2 |
| **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 9.30 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

**Members are requested to arrive at 9.15 am to discuss the approach to Item 17**

1. 09.30 **Chair’s introduction and pre-meeting announcements**
2. 09.35 **Minutes**

To approve the minutes of the Policy committee held on 15 December 2015.

1. 09.40 **Matters arising** (PC079)

To note a report on matters arising from previous meetings of Policy committee.

1. 09.45 **Key activities** (PC080)

To note a report on key activities undertaken by members and/or officers since the last meeting.

1. 09.50 **Surface transport discussion (Items 6-10)**

To consider various following issues relating to surface transport in the London area, with contributions from Ben Plowden, Director of Surface Strategy and Planning at Transport for London.

1. 09.50 **Survey of bus users** (PC081)

To consider the findings from London TravelWatch’s survey of bus users.

1. 10.10 **Streets and bus performance** (PC082)

To consider issues relating to bus performance including reliability and curtailment.

1. 10.30 **London road and bus safety** (PC083)

To consider issues relating to road safety.

1. 10.50 **Gyratories systems update** (PC084)

To consider issues relating to the removal of gyratory systems.

1. 11.00 **Transport for London performance report** (PC085)

To consider London TravelWatch’s report on Transport for London’s performance for the period October to December 2015.

1. 11.10 **National Rail performance report** (PC086)

To note the performance of National Rail for the period October to December 2015 and to consider key issues raised for transport users.

11.25 Break

1. 11.35 **Casework report** (PC087)

To note the performance of operators in response to casework enquiries for the period October to December 2015.

1. 11.45 **Ticket office closure consultations** (PC088)

To receive an update on various consultations about proposed changes to ticket offices.

1. 12.05 **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.*

1. **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.

1. 12.10 **Confidential minutes**

To approve the confidential minutes of the Policy committee held on 15 December 2015.

1. 12.15 **London Underground ticket office closure proposals** (PC089)

To receive an update on the progress of discussions with London Underground about consultation on changes to ticket offices.

1. 12.35 **Signposting and complaint handling protocols** (PC090)

To consider issues relating to operators’ signposting of complainants to London TravelWatch and new proposals.

1. 12.50 **Meeting review**

To review the meeting and any financial, reputational or other risks posed therein.

**Notes on the Agenda**

1. A location map is appended.
2. 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.
3. Tea and coffee will be available for members during the meeting.
4. The date of the next meeting will be 26 April 2016. This meeting will be held in private and papers will be released following the Mayoral and Assembly election on 5 May 2016.
5. Contact for queries regarding this meeting: Committee Services team on 020 3176 2999 or email sharon.malley@londontravelwatch.org.uk.

**Notes to members**

* The meeting will be followed by a sandwich lunch then a visit to the Kings Cross St Pancras Underground control room
* Members will need to be at the control room by 14.00. The visit is expected to conclude by 15.00.

**Location of and directions to the meeting**

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

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**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.