
Agenda

Time: 10.00 am
Venue: 169 Union St, London SE1 0LL
Contact: 020 3176 2999

**Refreshments will be available for members from 9.45 am.
The public meeting will begin at 10.00 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: Jackie Ballard, Alan Benson, Richard Dilks, Glyn Kyle, Stephen Locke, Abdi Osman, John Stewart (Chair)

1. 10.00 **Chair's introduction and pre-meeting announcements**
2. 10.05 **Minutes**
To approve the minutes of the Policy committees held on 14 March 2017 and 20 June 2017.
3. 10.10 **Matters arising (PC117)**
To note a report on matters arising from previous meetings of Policy committee.
4. 10.15 **Key activities (PC118)**
To note a report on key activities undertaken by members and/or officers since the last meeting.
5. 10.25 **Changes to the National Rail Passenger Survey**
To consider the impact on passengers of changes to the National Rail Passenger Survey, including a contribution from Ian Wright, Head of Insight at Transport Focus.
6. 11.10 **National Rail performance report (PC119)**
To consider the performance of National Rail services for the period April to June 2017.
7. 11.25 **Transport for London performance report (PC120)**
To consider the performance of Transport for London for the period April to June 2017.
8. 11.40 **Casework performance report (PC121)**
To consider the performance of transport operators in response to casework for the period April to June 2017.
9. 11.55 **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.

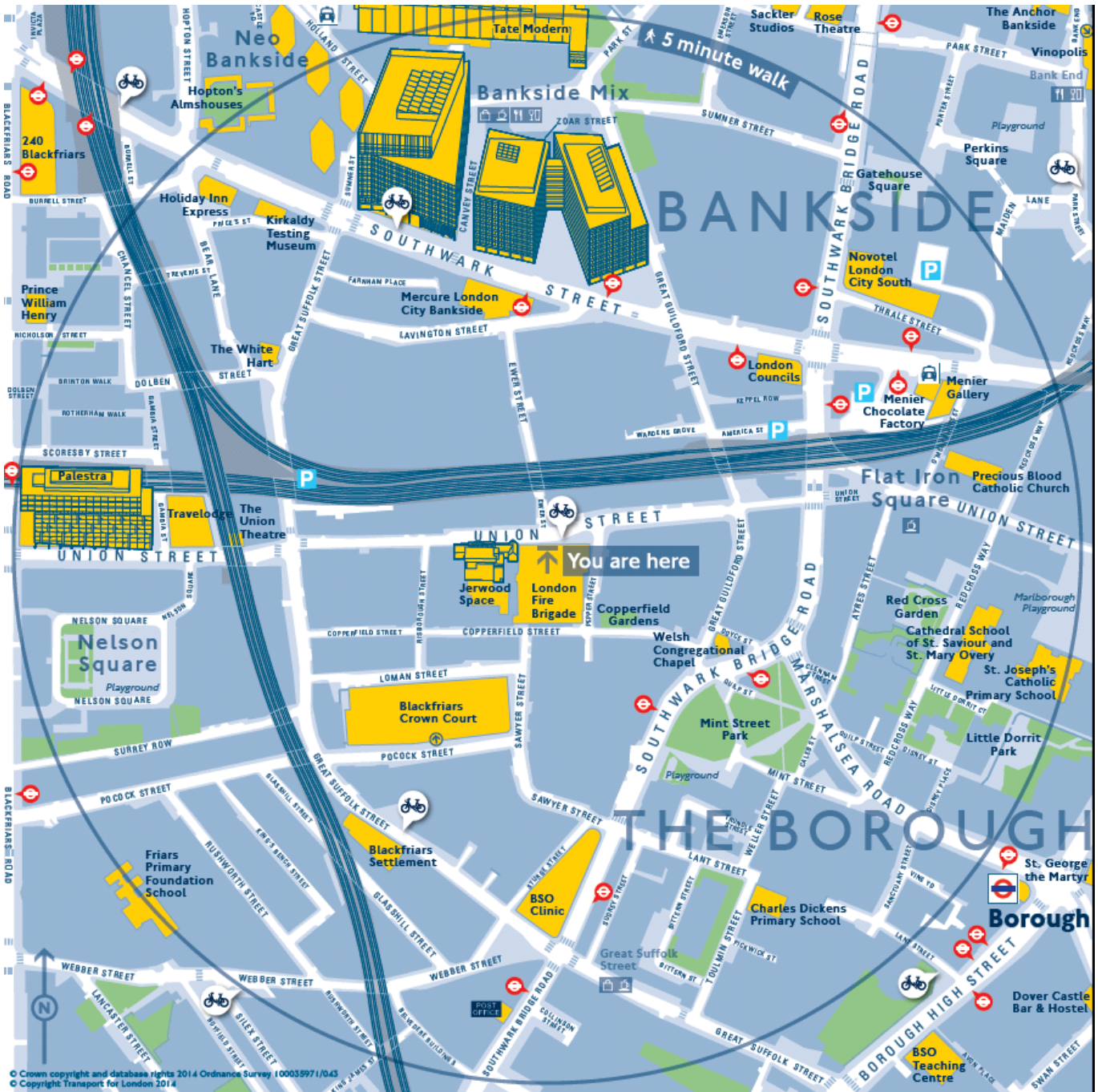
- 10. Resolution to move into confidential session**
To resolve, under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the item(s) to be discussed, it is desirable in the public interest that the public should be excluded for the remainder of the meeting.
- 12.00 Break
- 11. 12.10 Confidential minutes**
To approve the confidential minutes of the Policy committee held on 20 June 2017.
- 12. 12.15 London TravelWatch research on season tickets**
To consider findings of London TravelWatch's research on season tickets
- 13. 12.35 Changes to the consumer landscape**
To consider developments in relation to the National Rail ombudsman scheme and penalty fare appeals.
- 14. 12.55 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 March 2018.
- v Contact for queries regarding this meeting: Committee Services team on 020 3176 2999 or email sharon.malley@londontravelwatch.org.uk.

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.