
Agenda

Time: 10.00 am
Venue : 6 Middle Street London EC1
Contact : 020 7505 9000

*The public meeting will be preceded by a members' only session from 9.30 am until 10.00 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: David Barry, Terry Bennett, Gail Engert, Sharon Grant (Chair),
Sophia Lambert, David Leibling (Deputy Chair)

1. 10.00 **Chair's introduction and pre-meeting announcements**
2. **Apologies for absence**
3. **Declarations of Interest**
All members have been asked to make a standing declaration of interests which can be consulted at the London TravelWatch office or viewed on the internet at: http://www.londontravelwatch.org.uk/home/declarations_of_interest. If any item on this agenda requires a specific declaration to be made, members are requested to do so.
4. **Chair's activities and Passenger Focus update**
5. 10.05 **Minutes**
(a) To approve the minutes of Board meeting held on 15 November 2011.
(b) To note the minutes of the Governance committee for 2011.
6. 10.10 **Matters arising (LTW394)**
To note a report on matters arising from previous meetings.
7. 10.20 **Actions taken (LTW395)**
To note a report on actions taken by members and/or officers since the last meeting.
8. 10.25 **Presentation by Shashi Verma**
To consider a presentation by Shashi Verma, Director of Customer Experience at Transport for London, on customer services at TfL and changes following its internal reorganisation.
9. 11.20 **Research on London Underground ticket office staffing (LTW396)**
To consider the findings of London TravelWatch's research on staffing at London Underground ticket offices following implementation of changes to staffing levels. [Paper to follow.]

- 10. 12.10 Railway command paper**
To consider what issues may be included in the forthcoming Government command paper on railways and potential impact on passengers.
- 11. 12.25 High Speed 2**
To consider the implications for the travelling public in London of the recent announcement confirming proposals for the HS2 rail link.
- 12. 12.35 TfL performance report Q2 2011-12 (LTW397)**
To note LTW's report on TfL's performance during Q2 of 2011-12.
- 13. 12.40 Appointment of subsidiary bodies and terms of reference (LTW398)**
To note a report on London TravelWatch's terms of reference and proposed committee chairs.
- 14. 12.45 London TravelWatch staffing reorganisation**
To note an update on London TravelWatch's new organisational structure.
- 15. 12.50 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.*
- 16. 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.
- 17. 12.55 Confidential minutes**
To approve confidential minutes of the Board meeting held on 15 November 2011.
- 18. 13.00 Meeting review**
To review the meeting and any financial, reputational or other risks posed therein.

Notes on the Agenda

- i Access to meeting rooms is step-free, and 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 from 09.30.
- iv The next meeting of the Board will be held on 27.03.12 at London TravelWatch.
- v Contact for queries regarding this meeting: Committee Services team on 020 7505 9000 or email sharon.malley@londontravelwatch.org.uk

Location of and directions to the meeting



Buses

4, 153	Aldersgate Street
100	London Wall, King Edward Street and St Martin's le Grand
8, 25, 242, 521	Newgate Street and Holborn Viaduct
172	King Edward Street and St Martin's le Grand
55, 243	Clerkenwell Road
56	Aldersgate Street and Giltspur Street
17, 45, 46, 63	Farringdon Road

Rail and Underground

Barbican	Underground
Farringdon	Underground and National Rail
St Paul's	Underground
City Thameslink	National Rail

Blue Badge disabled parking

The nearest Blue Badge parking is situated in Bartholomew Close (access only from King Edward Street via Little Britain). For further details contact Sharon Malley, Senior Committee Administrator, on 020 7726 9961 or use the following web link :

<http://www.bluebadgelondon.org.uk/bblMaps/baySearch.aspx>.

Cycle parking

The nearest cycle stand is in Long Lane near the eastern end of Smithfield Market.

Cycle hire docking stations

The nearest cycle hire docking stations are as follows:

- West Smithfield Rotunda, Farringdon
- Museum of London, Barbican
- Aldersgate Street, Barbican