

---

## Agenda

Time: 9.30 am  
Venue: LPFA meeting room, Dexter House,  
2 Royal Mint Court, London EC3N 4QN  
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 10.30 am.  
The public meeting will begin at 10.10 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: Josephine Channer, Richard Dilks, Glyn Kyle, Stephen Locke (Chair)  
Abdikafi Rage, John Stewart, 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 **London TravelWatch research on passenger priorities on the Underground (LTW445)**  
To consider the preliminary findings of research into passenger priorities on London Underground and agree recommendations.
3. 10.10 **Move into public session**
4. **Chair's introduction and pre-meeting announcements**
5. **Apologies for absence**
6. **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](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.
7. **Chair's activities and Passenger Focus update**
8. 10.15 **Minutes**  
(a) To approve the minutes of the Board meeting of 23 July 2013.  
(b) To note the minutes of the Governance committee of 21 May 2013.
9. 10.20 **Matters arising (LTW446)**  
To note a report on matters arising from previous meetings.

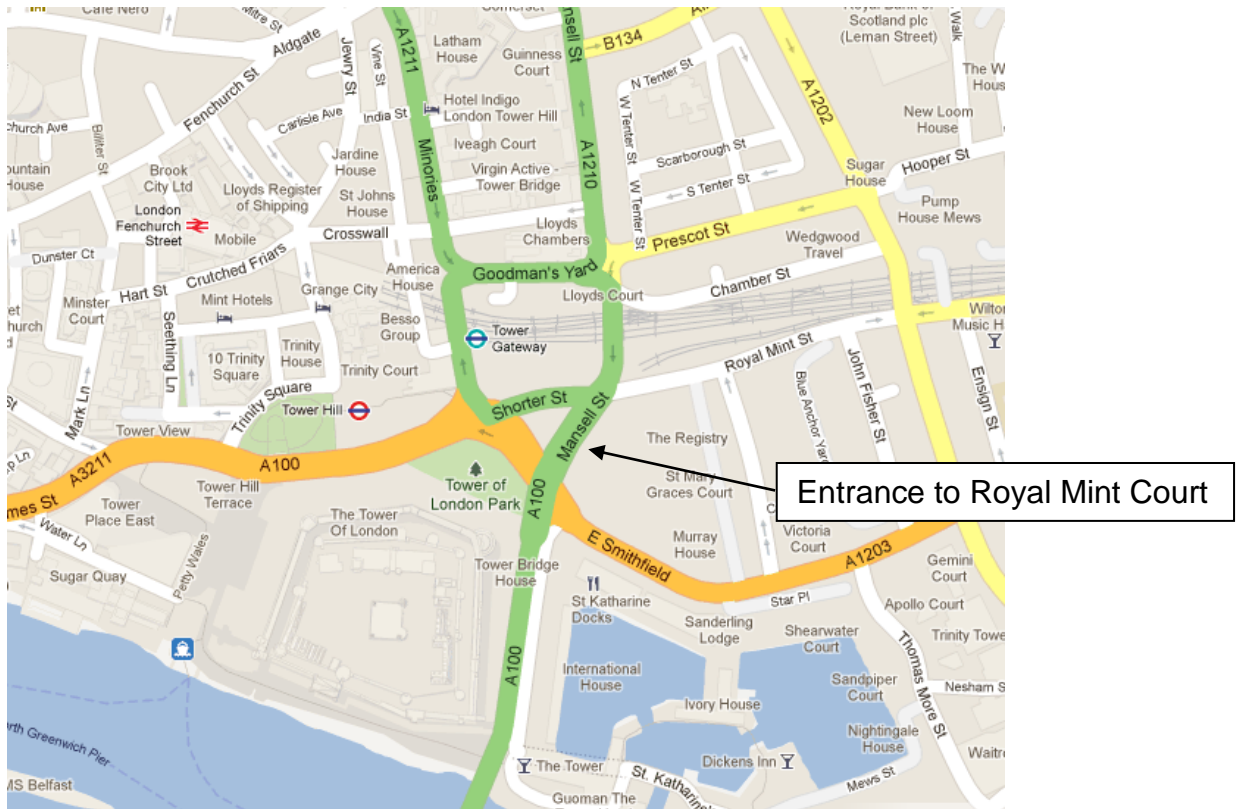
- 10. 10.25 Key activities (LTW447)**  
To note a report on activities undertaken by members and/or officers since the last meeting.
- 11. 10.30 Fares on Transport for London services in 2014**  
To consider changes to fares for Transport for London services in 2014.
- 12. 10.50 Transport for London performance targets (LTW448)**  
To consider the targets against which London TravelWatch measures Transport for London's performance.
- 13. 11.10 Transport for London performance report (LTW449)**  
To consider London TravelWatch's report on Transport for London's performance for April-June 2013.
- 14. 11.30 National Rail performance report (LTW450)**  
To consider London TravelWatch's report on National Rail's performance for April-June 2013.
- 15. 11.50 London TravelWatch business plan 2014-15 (LTW451)**  
To note London TravelWatch's business plan for 2014-15.
- 16. 12.00 Consumer responsibilities of the Office of Rail Regulation**  
To consider the consumer remit of the Office of Rail Regulation for the benefits of the travelling public in the London area, including a presentation from John Larkinson and Annette Egginton of the Office of Rail Regulation.
- 17. 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.*
- 18. 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.
- 19. 12.55 Confidential minutes**  
To approve the confidential minutes of the Board meeting of 23 July 2013.
- 20. 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 09.15.
- iv The next meeting will take place on 26 November 2013.

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)

## Location of and directions to the meeting



Dexter House is located opposite the Tower of London. The entrance is through the large stone arch into Royal Mint Court, at the junction of Minories and East Smithfield. Once through the arch, follow the signs to Dexter House.

### Rail, Underground, DLR

Tower Gateway	Docklands Light Railway
Tower Hill	Underground – District and Circle lines
Fenchurch Street	National rail
Aldgate	Underground – Metropolitan and Circle lines
Aldgate East	Underground – Hammersmith & City and District lines

### Buses

100	East Smithfield
42, 78, RV1	Tower Bridge Approach
15	Tower Hill

### Blue Badge disabled parking

Royal Mint Court is located within the borough of Tower Hamlets and Blue Badge holders can park for up to three hours in the pay-and-display bays on Royal Mint Street, as well as in other locations permitted under Tower Hamlets' scheme. For further details see here: [http://www.towerhamlets.gov.uk/lqsl/251-300/279\\_blue\\_badges.aspx](http://www.towerhamlets.gov.uk/lqsl/251-300/279_blue_badges.aspx)

### Cycle hire docking stations

The nearest cycle hire docking station is in Tower Gardens, Tower Hill.