

# Transport for London

## Minutes of the Environment, Corporate and Planning Panel

Boardroom, 14<sup>th</sup> Floor, Windsor House, London  
10.00am, Wednesday 18 May 2011

### Members

Baroness Grey-Thompson	Chair
Sir Mike Hodgkinson	Vice Chair
Judith Hunt	Panel Member
Patrick O'Keeffe	Panel Member
Tony West	Panel Member

### Staff

Howard Carter	General Counsel
Richard de Cani	Director of Strategy and Policy, Planning
Michèle Dix	Managing Director, Planning
Vernon Everitt	Managing Director, Group Marketing and Communications
Stephen Golden	Head of Equality and Inclusion
Ellen Howard	Director of Corporate Governance
Tricia Riley	Director of Human Resources
Stuart Ross	Director of News
Julian Ware	Joint Acting Director of Corporate Finance
David Burgh	Secretariat Officer

### 08/05/11 Apologies and Declarations of Interest

Apologies for absence had been received from Peter Anderson, Eva Lindholm and Steven Norris. Apologies were also received from Steve Allen, Managing Director, Finance.

Baroness Grey-Thompson declared an interest as Vice Chair of the Athletes' Committee for the London Organising Committee of the Olympic Games (LOCOG). Sir Mike Hodgkinson declared an interest as a non-executive director of Crossrail Limited. Tony West declared an interest as a member of Bexley Council's Public Transport Advisory Group.

### 09/05/11 Minutes of the meeting held on 10 February 2011

The minutes of the meeting held on 10 February 2011 were approved as a correct record and signed by the Chair.

**10/05/11      Matters Arising and Actions List**

**Policy for wheelchairs and buggies on buses**

The Panel noted that drivers had a role in encouraging passengers to accommodate wheelchair users. Although notices clearly stating that wheelchairs have priority over buggies would be introduced, the driver might have to intervene if difficulties arose.

**The Panel noted the Actions List.**

**11/05/11      TfL Press Office**

Vernon Everitt and Stuart Ross introduced a paper regarding TfL's media activity, promoting service delivery and responding to scrutiny of its activities. This was the latest in a series of reports examining different elements of TfL's overall communications and customer information strategy.

The Press Office worked on proactive engagement with the media on a range of issues. Work was also undertaken with boroughs, local and community media. Recent developments in digital media and social networking were being addressed, with management needing to obtain timely information and respond promptly to events which might be publicised through these channels. A list of key bloggers would be provided to Members. **[ACTION: Vernon Everitt]**

The Panel discussed the most appropriate wording for announcements to inform Tube passengers of delays. Considerable research had been conducted and a paper on the matter would be provided to a future meeting. **[ACTION: Vernon Everitt]**

**The Panel noted the paper.**

**12/05/11      Any Other Business**

There being no further business the meeting closed at 10.20am.

The next scheduled meeting would be held on Thursday 7 July 2011 at 10.00am.

Chair: \_\_\_\_\_

Date: \_\_\_\_\_