

## Agenda

**Meeting: Safety, Accessibility and Sustainability Panel**

**Date: Thursday 10 March 2016**

**Time: 10.00am**

**Place: Conference Rooms 1 and 2,  
Ground Floor, Palestra,  
197 Blackfriars Road, London,  
SE1 8NJ**

### Members

Charles Belcher (Chairman)  
Michael Liebreich (Vice-Chair)  
Sir Brendan Barber

Richard Barnes  
Baroness Grey-Thompson DBE  
Bob Oddy

Copies of the papers and any attachments are available on [tfl.gov.uk How We Are Governed](http://tfl.gov.uk/How-We-Are-Governed).

This meeting will be open to the public, except for where exempt information is being discussed as noted on the agenda. There is access for disabled people and induction loops are available. A guide for the press and public on attending and reporting meetings of local government bodies, including the use of film, photography, social media and other means is available on [www.london.gov.uk/sites/default/files/Openness-in-Meetings.pdf](http://www.london.gov.uk/sites/default/files/Openness-in-Meetings.pdf).

### Further Information

If you have questions, would like further information about the meeting or require special facilities please contact: James Stanton, Secretariat Officer; telephone: 020 7983 5537 email: [JamesStanton@tfl.gov.uk](mailto:JamesStanton@tfl.gov.uk)

For media enquiries please contact the TfL Press Office; telephone: 0845 604 4141; email: [PressOffice@tfl.gov.uk](mailto:PressOffice@tfl.gov.uk)

Howard Carter, General Counsel  
Wednesday 2 March 2016

**Agenda**  
**Safety, Accessibility and Sustainability Panel**  
**Thursday 10 March 2016**

**1 Apologies for Absence and Chair's Announcements**

**2 Declarations of Interests**

General Counsel

**Members are reminded that any interests in a matter under discussion must be declared at the start of the meeting, or at the commencement of the item of business.**

**Members must not take part in any discussion or decision on such a matter and, depending on the nature of the interest, may be asked to leave the room during the discussion.**

**3 Minutes of the Meeting of the Safety, Accessibility and Sustainability Panel held on 10 December 2015 (Pages 1 - 8)**

General Counsel

**The Panel is asked to approve the minutes of the previous meeting held on 10 December 2015 and authorise the Chair to sign them.**

**4 Matters Arising and Actions List (Pages 9 - 16)**

General Counsel

**The Panel is asked to note the updated actions list.**

**5 Quarterly Health, Safety and Environment Performance Reports (Pages 17 - 40)**

Director of Health, Safety and Environment

**The Panel is asked to note the reports.**

**6 Resilience Report (Pages 41 - 44)**

Managing Director, Surface Transport

**The Panel is asked to note the report.**

**7 Health, Safety and Environment Priorities 2016/17** (Pages 45 - 54)

Director of Health, Safety and Environment

**The Panel is asked to note the paper.**

**8 Bus Safety Programme** (Pages 55 - 62)

Managing Director, Surface Transport

**The Panel is asked to note the paper.**

**9 Key Findings from Internal Audit Reports** (Pages 63 - 76)

Director Internal Audit

**The Panel is asked to note the paper.**

**10 Integrated Assurance Plan 2016/17** (Pages 77 - 98)

Director Internal Audit

**The Panel is asked to note the paper.**

**11 Travel Demand Management Programme - helping our customers avoid crowding and congestion** (Pages 99 - 112)

Managing Director, Customer Experience, Marketing and Communications

**The Panel is asked to note the paper.**

**12 TfL Technology and Data Strategy** (Pages 113 - 116)

Managing Director, Customer Experience, Marketing and Communications

**The Panel is asked to note the paper.**

**13 TfL Customer Information Strategy** (Pages 117 - 140)

Managing Director, Customer Experience, Marketing and Communications

**The Panel is asked to note the paper.**

**14 Any Other Business the Chair Considers Urgent**

The Chair will state the reason for urgency of any item taken.

**15 Date of Next Meeting**

Thursday 30 June 2016 at 10.00am.