

Consumer Affairs Committee

16.10.12



Agenda

Time: 10.00*
Location: Dexter House, Royal Mint Court, London EC3N 4QN
Contact: 020 3176 2999

*The public meeting will be preceded by a members' only session from 9.50 until 10.00. The meeting will begin at 10.00 hours 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 (Chair), Terry Bennett, Gail Engert,
Sophia Lambert, David Leibling (Deputy Chair)

- 1 10.00 **Chair's introduction, 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 website at: http://www.londontravelwatch.org.uk/home/declarations_of_interest. If any items on this agenda require a specific declaration to be made, members are requested to do so.
- 4 10.05 **Minutes**

To approve the minutes of the Consumer Affairs Committee meeting held on 10 July 2012.
- 5 10.10 **Matters arising (CAC038)**

To note a progress report on matters arising from previous meetings of the Consumer Affairs committee.
- 6 10.15 **Actions taken (CAC039)**

To note a report of recent work undertaken by the secretariat on matters pertinent to the Committee.
- 7 10.20 **Complaints referrals via websites**

To review the use of complaints referral websites by transport users following a presentation from Mark Longair and Myfanwy Nixon of fixmtransport.com.
- 8 10.50 **Casework report and update (CAC040)**

To consider the casework report for the period April-June 2012 and the update from officers.
- 9 11.00 **Feedback questionnaire report (CAC041)**

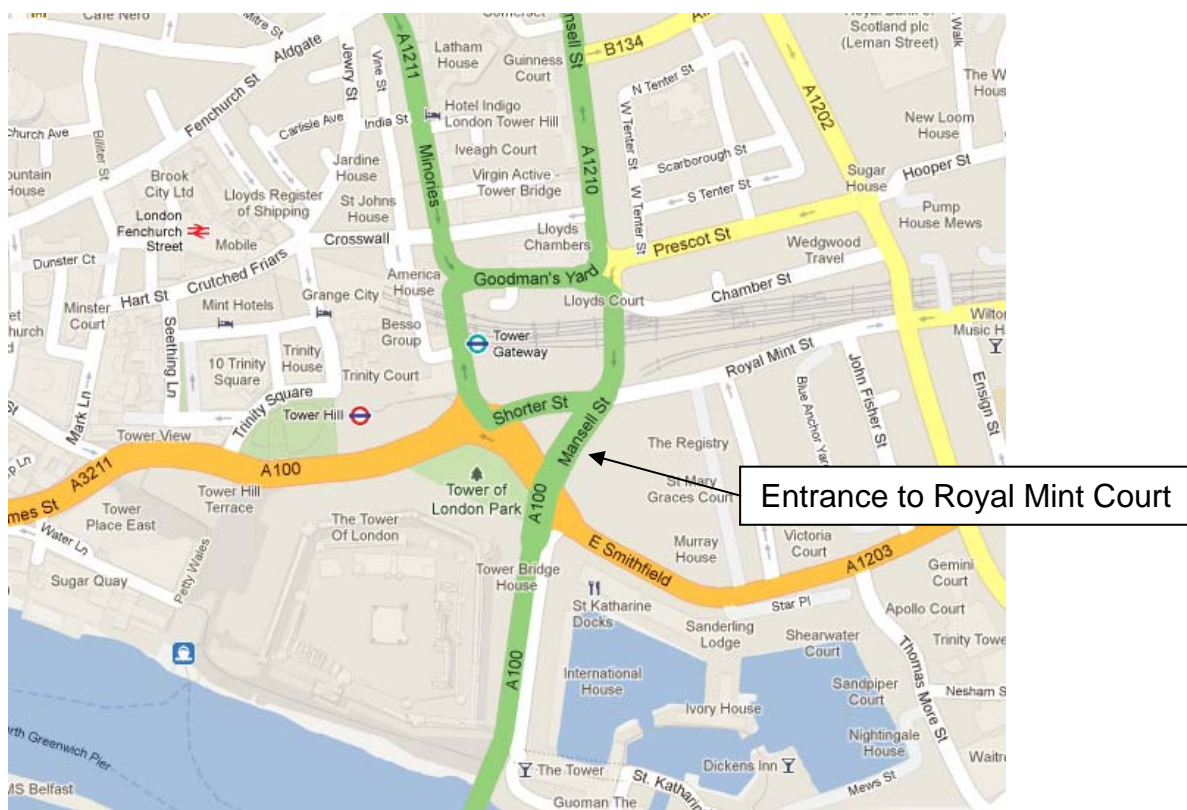
To consider the report giving feedback from transport users who have appealed to London TravelWatch for the period April to September 2012 and the update from officers. [This report is to follow]

- 10 11.10 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.
- 11 Resolution to move into confidential session**
To resolve, under section 15(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the next following item/s, it is desirable in the public interest that the public should be excluded from the meeting.
- 12 11.15 Customer service at Transport for London**
To consider changes being made at Transport for London to improve customer service, in discussion with Vernon Everitt, Managing Director of Marketing and Communications, and Shashi Verma, Director of Customer Experience, both of TfL.
- 13 12.15 Use of differential fares to modify passenger behaviour**
To assess the impact of Transport for London's use of peak and off-peak fares to reduce demand at peak hours.
- 14 12.25 Fare changes for 2013**
To consider potential changes to fares in 2013.
- 15 12.35 Confidential minutes**
To approve the confidential minutes of the Consumer Affairs Committee meeting held on 10 July 2012.
- 16 12.35 Meeting review**
To review the issues raised and any financial, reputation or other risks that these issues pose to the organisation, and to discuss future agenda items and work plan.

Notes

- i A location map is appended.
- ii Every effort will be made 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 Refreshments will be available on a self-service basis from 09.30.
- iv Access to the meeting room is step free.
- v Anyone likely to experience difficulty in accessing the venue is invited to notify the Committee Service Team on 020 3176 2999 (sharon.malley@londontravelwatch.org.uk) prior to the day of the meeting.
- vi Please be aware of the fire evacuation procedure. Details of the correct procedure will be announced at the start of the meeting.
- vii The next Consumer Affairs Committee meeting will be held on 12 February 2013.

Location of and directions to the meeting



Dexter House is located opposite the Tower of London. 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 View 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

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http://www.towerhamlets.gov.uk/lqsl/251-300/279_blue_badges.aspx

Cycle hire docking stations

The nearest cycle hire docking stations are as follows:

- Tower Gardens, Tower Hill
- Crosswall
- Vaughan Way, Wapping
- Jewry Street, Aldgate
- Leman Street, Whitechapel