
Confidential Minutes

Agenda item: 20
Drafted: 20.06.14

Confidential minutes of the Board meeting held on 3 June at 55 Broadway, London SW1H 0BD

These minutes are in addition to the public minutes of a meeting of the Board on the same date. The Board resolved, 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 was desirable in the public interest that the public should be excluded for this part of the meeting.

Contents

1. Minutes and matters arising
2. Recommendations in relation to London Underground ticket office proposals
3. Meeting review

Present

Members

Chris Brown, Richard Dilks, Glyn Kyle, Stephen Locke (Chair), Abdikafi Rage, John Stewart, Ruth Thompson

Secretariat

Tim Bellenger	Director, Policy and Investigation
Janet Cooke	Chief Executive
Richard Freeston-Clough	Communications Officer
Sharon Malley	Executive Assistant (minutes)

1 Confidential minutes of the meeting on 18 March 2014

The confidential minutes of the Board meeting held on 18 March 2014 were agreed and signed as a correct record.

2 Recommendations in relation to London Underground ticket office proposals

Members considered the presentation given by Gareth Powell at Transport for London (TfL) on London Underground's vision for the tube, including 24-hour opening at weekends and the closure of all ticket offices.

Members were concerned that TfL may not be prepared to listen to passengers on the issues relating to ticket office closures and noted the stricter requirements on franchised train operators to consult the public before closing ticket offices. Members were also concerned that London Underground (LUL) was attempting to make several significant changes at once and that this increased the risks that any problems encountered during the changes would be compounded.

Members noted, further, that there did not appear to be any fall-back position should the changes not pan out the way the modelling indicated. Some of the changes appeared to be irreversible.

Members noted that LUL's vision for the tube included elements such as improving accessibility and questioned whether the proposed accessibility improvements were ambitious enough. Members noted that the 24-hour tube proposals would have knock-on impacts on buses and National Rail.

Members were concerned that some current members of staff were not well suited to a more passenger-facing role.

The Chief Executive said that TfL had proven their flexibility in the London 2012 Games but they needed prompting to ensure that the passenger view was considered when the proposals were finalised.

It was agreed that members held a number of initial concerns, including the availability of tickets, the suitability of staff to deal directly with passengers and manage queues, the interface with National Rail and the decision to make several irreversible changes at once.

Members noted that Mr Powell's response to concerns over safety appeared unsatisfactory, in relation to both staff and passengers. TfL's record on safety was generally very good so members hoped to see more detail on this in areas such as CCTV coverage before plans were finalised.

It was noted that the proposals were for 150 new TVMs across more than 200 stations, which may prove to be inadequate.

It was agreed that the Director, Policy and Investigation, would consolidate the views of the meeting and present them to Gareth Powell. Secondly, London TravelWatch should initiate its own consultation programme for passengers. This would be likely to take place following the publication of the individual station proposals in late July.

It was agreed that the Director, Policy and Investigation, would circulate to members the position statement as soon as possible and the consider making it a public document. There should be a brief report to members at the 15 July Board meeting on the shape of the proposed passenger consultation.

Action: Director, Policy and Investigation

3 Meeting review

Members agreed that the infrastructure item was a useful opportunity to consider the bigger transport picture rather than more immediate issues. London TravelWatch would review the consultation documents when published and respond to the areas that were clearly within its remit.

Action: Director, Policy and Investigation

No other reputational or operational risks arising from the meeting were noted.