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## Confidential Minutes

Agenda item: 11  
Drafted: 11.07.19

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### Confidential minutes of the Board meeting held on 9 July 2019 at the Quaker Meeting House, 7 Upper Lattimore Road, St Albans, AL1 3UD

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 declarations of interest
2. Meeting review

#### Present

##### Members

Alan Benson, Jackie Ballard, Arthur Leathley (Chair), Laura Osborne

##### Secretariat

Tim Bellenger	Director, Policy and Investigation
Richard Freeston-Clough	Operations and Communications Manager
Saphia Haffejee	Policy Officer
Luke Muskett	Committee and Public Liaison Officer
Joanna Simons	Chief Executive

#### 1 Minutes and declarations of interest

The confidential minutes of the meeting of 2 April 2019 were agreed by the Board and signed by the Chair as a correct record. There were no additional declarations of interest.

#### 2 Meeting review

A member remarked that there had been a lot of useful information provided by the various speakers. She suggested that at the upcoming away day members think about how the concerns of user groups were heard and voiced without meetings becoming bogged down in local level minutia. The Chief Executive remarked that it was likely that the user groups had few places to go to raise their specific points. Another member remarked that allowing such groups to air their grievances enabled the higher level issues to be uncovered.

The Chief Executive asked if the different operators were good at engaging with local user groups. The Director, Policy and Investigation replied that most were good at engaging with them, mainly because it was a requirement in the franchise contract to

do so. He remarked that particularly at times when the franchise was up for renewal the operators would be very keen to ensure that local user groups were on side. The Director added that one operator that did less well in this area was Transport for London (TfL), who were very much a top down organisation. He added that they would have likely struggled to respond to the type of scrutiny that had been witnessed during the meeting towards Govia Thameslink Railway (GTR).

The Chair asked whether TfL's reasoning for why it did not engage as much as other train operators with local user groups is that it believed that its relationship with London TravelWatch was the avenue in which this process was done. The Director, Policy and Investigation replied that at times this would likely be their thinking. A member commented that TfL had a better diverse inclusion approach than other operators, though lacking when it came to engaging with passengers groups more generally.

The Chair commented that there was clear confusion with regards to Oyster and to the how far out it operates. He asked if this was something London TravelWatch could pick up to help clarify things for passengers. The Operations and Communications Manager replied that the frequently asked questions about Oyster on the website could be reviewed to provide people with further information.

The Chief Executive asked whether there were any websites that gave a comprehensive overview of Oyster and everywhere that it could be used. The Director, Policy and Investigation replied that there was a non TfL site (Oyster-Rail) that thoroughly displayed an array of information on Oyster. The Chief Executive suggested that a link to the site could be put up on the website.

The Director, Policy and Investigation remarked that the point around Oyster being phased out was wrong as contactless would not be able to provide the same level of functionality. A member commented that there was also confusion for passengers in terms of whether it was cheaper to use Oyster or the operator's smartcard. The Chief Executive remarked that simplifying all the information on the topic could be something the organisation could campaign on.

The Chair thanked everyone for their time and closed the meeting.