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## Confidential Minutes

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Agenda item: 15  
Drafted: 23.12.14

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### **Confidential minutes of the Board meeting held on 9 December 2014 at 169 Union Street, SE1 0LL**

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. London TravelWatch report on interchanges (LTW485)**
- 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)
Vincent Stops	Policy Officer

### **1 Confidential minutes of the meeting on 7 October 2014**

The confidential minutes of the Board meeting held on 7 October 2014 were agreed and signed as a correct record.

### **2 London TravelWatch report on interchanges (LTW485)**

Members discussed the draft report on interchanges and made various suggestions, including:

- Define better the meaning of an interchange for the purposes of the report
- Focus on the main message about the need to improve interchanges and the failure of operators to view them from the passenger perspective

- Material relating to the travelling environment could distract from the main messages relating to interchanges and it would be useful if the relevance of cleanliness to interchanges could be explained
- It was important to bring out the lack of information provided to passengers about out-of-station interchanges
- “Clarity” of layout may be preferable to “intuitive” layout
- The questionnaire at the back of the document may not be necessary
- “Selling” tickets may be preferable to “retailing” tickets
- The title may need amending to something more descriptive of the report
- It may be useful to include a map in the early part of the report that showed the sort of interchanges under discussion
- Out-of-station interchanges were important and could make the transport system work more efficiently at little extra cost
- The report should list and describe all the out-of-station interchanges and include a small selection in detail in the main body of the document
- There should be greater clarity in the recommendations around whose responsibility each action was to take forward and what actions and timescales should be applied
- There should be more clarity on who the main audiences were, including train operators, TfL, local authorities, user groups and so on
- The appendix relating to AECOM’s work should be removed from the report and included as a separate document on London TravelWatch’s website

It was agreed that members would forward any detailed comments on the draft to the Policy Officer by 19 December and officers would work on a final draft in the new year.

**Action: Members/Policy Officer**

### **3 Meeting review**

Members were concerned that the presentation by David Statham did not focus in any detail on issues relating particularly to passengers in London and this might reflect the overall priorities of Southeastern in relation to the direct award. . This was somewhat disturbing given the very substantial percentage of Southeastern’s passengers and revenues accounted for by journeys within the London area. Members noted that lack of rolling stock was given as a reason for not increasing some services and this might be something to raise with the DfT or as part of London TravelWatch’s priorities for the next Mayoral term.

Members did not identify any reputational or operational risks arising from the meeting.