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## Confidential Minutes

Agenda item: 13  
Drafted: 28.07.14

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### Confidential minutes of the Board meeting held on 15 July at Dexter House, Royal Mint Court

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. **Interchanges (LTW470)**
3. **ORR consultation on ticket sales**
4. **Meeting review**

#### Present

##### Members

Chris Brown, Richard Dilks, Glyn Kyle, Stephen Locke (Chair), Abdikafi Rage, Ruth Thompson, John Stewart (Items 2-3)

##### 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 3 June 2014

The confidential minutes of the Board meeting held on 3 June 2014 were agreed and signed as a correct record.

#### 2 Interchanges (LTW470)

The Policy Officer presented his draft report on interchanges for review and comment. He said that good interchanges were convenient for both passengers and the network as a whole. If the network were to grow to meet expected demand, interchanges would need to work harder in future.

The Policy Officer said that the forward to the report set out London TravelWatch's ambitions for interchanges and the introduction focused on London TravelWatch's recent research. The most surprising finding related to accessibility, with passengers saying that access was important for everyone, not just people with

accessibility difficulties. Passengers wanted good layouts to make it easy to continue their journey and also wanted easy access to staff. The findings on areas immediately outside stations was more mixed.

Members asked what London TravelWatch hoped to achieve in the longer term with the findings of the report. The Policy Officer said that London TravelWatch hoped to facilitate a ranking of interchanges according to various criteria identified as important by passengers. London TravelWatch was working with AECOM to develop a model and definition of best quality interchange.

The Director, Policy and Investigation, said that London TravelWatch expected to use the findings in the context of London's growth and to focus attention on the issue in the run-up to the 2016 Mayoral election.

Members questioned whether a star-based ranking would work well for passengers. The Policy Officer said that the feedback from research was that the star ranking concept was more popular than using words to rank interchanges.

Members said that the report needed to be clearer on its aims in order to achieve positive outcomes following publication. They suggested that it would be worthwhile to define more specifically what was meant by interchange and highlight the importance of interchanges in outer London. The case studies could be emphasised by putting them in boxes and the report should allow interested passengers to evaluate their own interchanges. The tone of the report should be less focused on London TravelWatch's past research findings (which should be taken as read, and could be covered in references) and more on being a practical guide going forward.

It was agreed that members would submit comments to the Policy Officer by the end of July and would review the next version following that.

**Action: Policy Officer**

### **3 ORR consultation on ticket sales**

The Director, Policy and Investigation, said that the issue of the ORR's consultation on ticket sales would be considered in the public part of the Board meeting but he welcomed the opportunity to brief members on some issues in confidence.

The Director, Policy and Investigation, said that the Office of Rail Regulation (ORR) was a regulatory body staffed with many academics and economists. This led them to take a fairly theoretical view of markets rather than to look at the passenger perspective. For example, while passengers value the ability to purchase through tickets, this may not be valued as highly if a purely economic approach is taken.

When the Director, Policy and Investigation, queried the role of Oyster in the ORR's view of ticketing, the ORR did not appear to have given it a great deal of consideration. Oyster was a significant aspect of ticketing in London and it would be important for the ORR to look at it when considering ticketing issues nationwide.

The Director, Policy and Investigation, said that London TravelWatch had been looking at proposals to close ticket offices in London Underground and this should form part of the ORR's review of ticket sales. He also noted that the ORR's comment

that innovation was slow to develop and passenger preferences were not being met was possibly somewhat subjective. There were many areas that London TravelWatch could question the ORR's approach to ensure that the London experience was not ignored. It was also important that shorter distance commuter journeys into London were not overlooked by train operators at the expense of the more valuable longer distance routes.

It was noted that the Director, Policy and Investigation, had the opportunity to influence the scope of the ORR's review for the benefit of transport users in London but this must be undertaken carefully to avoid inadvertently making the situation worse.

**Action: Director, Policy and Investigation**

#### **4 Meeting review**

Members noted that the meeting was successful but also identified that there was a possible risk of taking matters that had been told to London TravelWatch in confidence into the public session. No other reputational or operational risks arising from the meeting were noted.