
Confidential Minutes

Agenda item: 14
Drafted: 15.12.15

Confidential minutes of the Board meeting held on 17 November 2015 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. **Rail passenger compensation (LTW512)**
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
Robert Nichols	Policy Officer

1 Confidential minutes of the meeting on 22 September 2015

The confidential minutes of the Board meeting held on 22 September 2015 were agreed and signed as a correct record.

2 Rail passenger compensation (LTW512)

The Director, Policy and Investigation, presented a report on compensation arrangements for rail passengers. The report built on discussions he had previously held with Shashi Verma at Transport for London on how to apply TfL's approach to compensation to rail users.

The Director, Policy and Investigation, said there were four principles to embed in the process for compensation: eligible time period, quantum of recompense, ease of obtaining refund and identification of those eligible for the refund. He had worked up some examples to illustrate these issues.

The industry held a good deal of data on the time that trains arrived and whether they were late. Oyster and contactless systems held a lot of data about when passengers touched in and out. If the two sets of data could be married together it should be possible to establish automatically who should get refunds and the level of refunds they should be entitled to.

It was noted that even without reducing eligibility from 30 minutes to 15, automatic refunds would still lead to a larger compensation bill because so many passengers did not currently claim the refunds they were entitled to. But this should not undermine the principle that, where passengers have not received the service they have paid for, they should get some money back.

In relation to the levels of compensation, the Director, Policy and Investigation, said that delays of between 15 and 59 minutes should lead to compensation of 50% of the cost for the leg of the journey affected. This should be made clearer in the report.

It was noted that at TfL it was possible for Shashi Verma to declare a blanket refund in the event of very serious disruption, which was beneficial for passengers. Members noted that persistent poor performance used to lead to a reduction in the cost of season tickets (or extension of the applicable term) but this compensation avenue had been lost.

It was agreed that the report was very useful and could form the basis of discussion with people in the industry when calling for improved compensation for passengers.

3 Meeting review

It was agreed that the speakers at this meeting had been high quality and interesting. It had been worthwhile to spend some time on the issue of taxis and private hire vehicles and the presence of Transport for All was welcomed.

Members noted that items met London TravelWatch's priority criteria and that the use of partnership working developed knowledge, reducing the likelihood of reputational risk.