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## Confidential Minutes

Agenda item: 11  
Drafted: 31.10.18

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### Confidential minutes of the Board meeting held on 23 October 2018 at 169 Union Street, London 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 declarations of interest
2. Meeting review

#### Present

##### Members

Jackie Ballard, Alan Benson, Richard Dilks, Glyn Kyle, Arthur Leathley (Chair), Abdi Osman, John Stewart

##### Secretariat

Tim Bellenger	Director, Policy and Investigation
Gytha Chinweze	Governance Officer
Janet Cooke	Chief Executive
Richard Freeston-Clough	Operations and Communications Manager
Luke Muskett	Committee and Public Liaison Officer

#### 1 Minutes and declarations of interest

The confidential minutes of the meeting of 24 July 2018 were agreed and signed as a correct record. There were no additional declarations of interest.

#### 2 Meeting review

A member stated that the session had been chaired 'really well' and that he had got the impression that all parties that had come to listen to the item on the proposed ticket office closures had 'had their say'. Another member stated that he had been surprised to hear that oyster card transactions had not been accounted for as part of the 12 transactions per hour criteria set by the Secretary of State. He commented that it needed to be mentioned in the final report into the ticket office closures that would be presented before the Board at the meeting in November.

The Director, Policy and Investigation stated that staff would try to put together a draft report for 6 November for the Board to consider. He remarked that if London TravelWatch tried to delay the report until after 20 November the decision would likely be taken away from the organisation, which could result in a worse outcome

for passengers. Arriva Rail London also had a desire to give certainty to their staff to say what their role would be going forward.

A member recalled that one of the speakers had said that transactions for some specific journeys could not be done on the ticket machines, and passengers currently had to use the ticket office to make said purchases. He commented that it was important that London TravelWatch knew how often that was the case. He added that the point about ensuring staff would be visible throughout the station to help passengers was also critical.

The Chair stated that the step-free report had some good information contained within it though probably needed 'a fresh set of eyes' to check that the stations remained relevant. There had been things on some local routes that groups had been actively campaigning for, and he suggested that the organisation could reach out to them for more information. The Chief Executive said that it could be looked at again with the Board after Christmas.

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