

---

**Confidential Minutes**

Agenda item : 13  
Drafted : 29.06.11

---

**Confidential minutes of the Consumer Affairs Committee held on 15 June 2011  
at 6 Middle Street, London EC1**

These minutes are in addition to the public minutes of a meeting of the Committee on the same date. In that meeting it was 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 Confidential minutes and matters arising**
- 2 Train operating company compensation schemes research (CAC008)**
- 3 Research on incomplete journeys on Oyster (CAC012)**
- 4 Any other business**
- 5 Meeting review**

**Present**

Members

David Barry (Chair), Terry Bennett, Gail Engert, Sharon Grant, Sophia Lambert, David Leibling (Deputy Chair)  
(Items 3-4)

Guests

Simon Feast Fares & Passenger Benefits Manager, Department for Transport (DfT) (Item 2)  
Andy Firman Research Director, Outlook Research (Item 3)

Secretariat

Tim Bellenger Director, Research & Development  
John Cartledge Safety & Policy Adviser  
Janet Cooke Chief Executive  
Bryan Davey Director, Public Liaison  
Jo deBank Communications Officer  
Sharon Malley Senior Committee Administrator (minutes)

## Minutes

### 1 Confidential minutes and matters arising

The confidential minutes of the Consumer Affairs committee meeting held on 9 March were agreed and signed as a correct record.

#### 1.1 Matters arising

It was noted that an officer-member meeting had been held on updating the website and some changes requested by members had already been implemented. Members were keen that the momentum of this work should not be lost.

**Action: Communications Officer**

### 2 Train operating company compensation schemes research (CAC008)

The Director, Research & Development, presented his report on the research that had been carried out jointly between Passenger Focus, First Group and London TravelWatch on passengers' views about train operating companies' (TOCs) compensation schemes.

It was noted that passengers in the research generally favoured the delay repay model and viewed the complicated aspects of the traditional charter scheme with some cynicism, which coincided with London TravelWatch's long-held policy position.

Passengers expressed a dislike of the use of vouchers as compensation and preferred to have compensation paid in the same way as the tickets had originally been purchased, including putting value back onto a credit card or an Oyster or other smart card.

Simon Feast noted that TOCs did have the option to make compensation payments other than in vouchers but that vouchers were the default option as that served to keep the funds within the train industry. Members expressed the view that the funds should only stay within the industry when the service provided by the industry was of an acceptable standard. They also noted that if compensation were routinely paid other than in vouchers it might provide a greater incentive for operators to improve their services.

The recommendations within the research were agreed by members.

### 3 Research on incomplete journeys on Oyster (CAC012)

Andy Firman, Research Director of Outlook Research, presented the findings of research commissioned by London TravelWatch about passengers' views on being charged for incomplete journeys made on their Oyster cards.

Key findings were:

- Incomplete journeys undermined passengers' confidence in Oyster as offering value for money

- Passengers had a low level of understanding of how incomplete journeys might be incurred, especially when making unfamiliar, multi-modal journeys, and were unaware of how much might be charged as a consequence
- There were numerous barriers that prevented Oyster users attempting to resolve incomplete journeys, including low awareness, problems with staff, the need to call an 0845 number, the fact that issues could only be resolved at LU stations, and the fact that passengers had poor experiences in the past

Members agreed to endorse the recommendations within the report.

#### **4 Any other business**

Members agreed to review the targets in the Casework report in Autumn, once the changes from the internal review had been implemented.

**Action: Director, Public Liaison**

#### **5 Meeting review**

**Risk issues:** Members considered whether the meeting had resulted in any reputational risks for the organisation and noted that it had been a useful meeting with several high quality reports.

It was agreed that it would be useful to have a standing quarterly item on the Governance Committee agenda to review progress with research commissioned by London TravelWatch.

**Action: Executive Assistant**

It was noted that the decision to withhold the research on incomplete Oyster journeys was potentially risky in that it might affect London TravelWatch's relationship with TfL.

**Press and Media opportunities:** It was noted that media opportunities had been identified during the meeting, in particular in relation to the publicising of the research on incomplete journeys.