
Confidential Minutes

Agenda item : 12
Drafted : 28.09.11

Confidential minutes of the Consumer Affairs Committee held on 20 September 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 **Customer satisfaction questionnaire (CAC019)**
- 3 **Update on changes to fares and ticketing arrangements (CAC020)**
- 4 **Any other business**
- 5 **Meeting review**

Present

Members

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

Secretariat

Tim Bellenger Director, Policy & Investigation
Bryan Davey Director, Public Liaison
Sharon Malley Executive Assistant (minutes)

Minutes

1 **Confidential minutes and matters arising**

The confidential minutes of the Consumer Affairs committee meeting held on 15 June 2011 were agreed and signed as a correct record. There were no matters arising.

2 **Customer satisfaction questionnaire (CAC019)**

It was noted that Passenger Focus was currently reviewing its own customer satisfaction questionnaire and that this presented an opportunity to align it with London TravelWatch's, to enable more accurate comparisons between the two organisations.

It was agreed that London TravelWatch should encourage Passenger Focus to collect demographic information about its customers, but that even if it declined to do so, London TravelWatch and Passenger Focus could still align the substantial questions.

It was agreed that London TravelWatch would defer the review of its own questionnaire until Passenger Focus was in a clearer position.

Action: Director, Public Liaison

3 Update on changes to fares and ticketing arrangements (CAC020)

The Director, Policy & Investigation, presented a report on changes to fares and ticketing arrangements, including the potentially controversial proposal to remove the ability of passengers to purchase split rail tickets. It was noted that London TravelWatch had worked with Passenger Focus on the changes to the National Rail Conditions of Carriage and welcomed some of the proposals.

Members also considered the re-categorisation of various train stations and the knock-on implications for potential reductions in opening hours. It was agreed that decisions about ticket office opening hours should be taken on the basis of need and use rather than the size of the station. The Director, Policy & Investigation, was due to meet the DfT on fares policy shortly and would raise this issue then.

Action: Director, Policy & Investigation

4 Any other business

There was no other business.

5 Meeting review

Risk issues: It was noted that some visitors at the meeting were unidentified and it would be useful in future for the Chair to seek introductions at the start of the meeting.

It was noted that it may be better practice to review the Matters Arising report page by page rather than item by item.

It was noted that discussions of individual members of the Assembly and their relationship with London TravelWatch may not always be appropriate.

Press and Media opportunities: It was agreed that a press release on the progress with the Oyster incomplete journeys research and calling on the Mayor to take action to reduce the number of incomplete journeys would be issued.

Action: Director, Policy & Investigation