
Confidential Minutes

Agenda item: 13
Drafted: 24.04.13

Confidential minutes of the meeting of the Board held on 19 March 2013 at Dexter House.

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.

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Present

Members

Josephine Channer, Richard Dilks, Glyn Kyle, Stephen Locke (Chair), Abdikafi Rage, John Stewart

Tim Bellenger	Director, Policy and Investigation
Janet Cooke	Chief Executive
Richard Freeston-Clough	Communications Officer
Robert Nichols	Policy Officer (Item 3)
Sharon Malley	Executive Assistant (minutes)

1 Confidential minutes of the meeting on 29 January 2013

The confidential minutes of the Board meeting held on 29 January 2013 were agreed and signed as a correct record. It was noted that London TravelWatch still awaited information from Transport for London (TfL) about the cost to customers of moving from a system of refunding delays on the Underground after 15 minutes to 30 minutes.

Action: Executive Assistant

2 Research on passenger purchase and sales experiences

Andy Firman of AECOM gave a presentation to update members on the initial findings of London TravelWatch's research into the experiences of passengers when buying tickets to travel. He said that the research was based on in-depth qualitative analysis rather than mass surveys of passengers.

The initial findings suggested that passengers often stated that they wanted to see staff available in ticket offices. However, on further questioning they said what they

actually wanted was a presence of staff in the station more generally, not necessarily in the ticket offices. Passengers felt staff at stations improved security and safety.

Some passengers did not find Oyster to be the easiest and cheapest way of travelling and found some aspects of buying tickets very confusing. There was some concern expressed by focus group participants that TfL would be able to track passengers' movements if they registered their Oyster cards online.

There was a generally low level of awareness of how the advance purchase system of rail tickets worked and a lack of knowledge about when cheap tickets were released. There was a perception that fares on trains were something of a lottery.

Many of the people in the focus group sample only carried small balances on their Oyster Pay As You Go cards and so would find any penalties for incomplete journeys particularly difficult. There was a lot of confusion among the passengers about when peak and off-peak fares applied and some concern about the minimum top-up of £5 at London Underground ticket offices.

Some passengers were not confident about the application of the daily price cap on Oyster PAYG and did not trust it to be applied correctly. There was also concern about needing to attend an Underground station to resolve problems on Oyster as passengers in areas such as Croydon did not have easy access to Underground stations.

Pink validators, for use by passengers who wanted to signify to Oyster which route they had taken for their journey, were confusing for many passengers, and many of the focus group participants had difficulty in identifying their purpose.

Some passengers remained unaware of why they were charged for incomplete journeys and very few passengers regularly checked their Oyster balances for incomplete journey charges. However, there was some good feedback for ticket office staff when trying to resolve problems.

There was a low awareness of the ability to check statements online but passengers generally approved of the statements after being shown them. Only one passenger was aware of the ability to check journey history at ticket vending machines but again, once this facility was demonstrated, it was well received.

The Director, Policy and Investigation, said that the research would inform London TravelWatch's response to the government's review of fares and ticketing in May. It would also influence work on the Mayor's fares revision in January 2014 and London TravelWatch's project on passenger priorities on the Underground.

It was agreed that once the research was complete, a full report should be published and made available as widely as possible. But it would be important to formulate a detailed action plan to inform follow up work with operators and providers.

3 Passenger priorities on London Underground (LTW431)

The Policy Officer, Robert Nichols, gave a report on progress with the London TravelWatch's report on passenger priorities on the London Underground. He said that he had sought to interrogate data already compiled by TfL and analyse it in a way

that revealed information about the issues passengers rated as priorities on the Underground. London TravelWatch had paid TfL's research consultants to provide additional analysis of the original data to gain more insight from the passenger perspective.

4 Meeting review

Risk issues: Members noted that the presentations had been useful and the feedback on the research on passengers' purchasing experiences had been very interesting.

Media: No specific issues for publicity were raised in the meeting.