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## Confidential Minutes

Agenda item: 14

Drafted: 28.11.12

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### Confidential minutes of the meeting of the Board held on 27 November 2012 London TravelWatch

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

David Barry; Terry Bennett; Gail Engert; David Leibling (Acting Chair)

#### Observer

Stephen Locke                      Chair Designate

Janet Cooke                      Chief Executive  
Tim Bellenger                    Director, Policy and Investigation  
Sharon Malley                    Executive Assistant

#### **1 Confidential minutes of the meeting on 25 September 2012**

The confidential minutes of the Board meeting held on 25 September 2012 were approved and signed as a correct record. It was noted that London TravelWatch was not yet in a position to publicise its work on Alexandra Palace but would be able to do so when the work was further advanced.

#### **2 Changes to the Transport for London charter refund**

The Director of Policy and Investigation tabled a briefing note giving further information about changes to the Transport for London charter refund.

Members considered TfL's proposal to move from a paper-based system of refunds, which were paid following a 15-minute delay on the Underground following an application from a passenger, to a system that automatically refunded passengers without them needing to apply but not until after a 30 minute delay. The 30 minute level would bring the Underground into line with other charters operated by TfL and

the automation would see refund payments increase three-fold, based on current data.

Members agreed it would be useful to know how many people would be entitled to claim under the existing arrangements, compared to how many would be eligible in future. They also noted that TfL had agreed to provide details of passenger research into this topic.

Members agreed the proposals represented an overall improvement through consistency between modes and increased automation. However, TfL would need to explain to passengers how the new system worked and should consider reviewing after 12 months.

Members agreed to support the change to a delay of 30 minutes on the Underground before compensation could be claimed, having previously strongly supported the 15 minute delay period on the basis of journeys on the Underground often being of short durations.

It was noted that TfL was proposing to move its main helpline number to one with a standard low tariff, regardless of telephone or mobile provider. Members welcomed this move, which was something they had been seeking for some time.

### **3 Meeting review**

**Risk issues:** The greatest issue facing London TravelWatch was continuity of policy perspective following the appointment of the new Board and both Board and staff agreed they could mitigate this risk. Members agreed that it would be helpful in future to have staggered appointments to ensure continuity.

**Media:** The work on Alexandra Palace station would be publicised in due course, as would London TravelWatch's role in TfL's decision to move to a low-tariff phone number.