
Confidential Minutes

Agenda item: 19
Drafted: 07.08.13

Confidential minutes of the meeting of the Board held on 23 July 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, Ruth Thompson

Secretariat

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

1 Confidential minutes of the meeting on 7 May 2013

The confidential minutes of the Board meeting held on 7 May 2013 were agreed and signed as a correct record.

2 Research on passenger perception of value for money (LTW444)

The Director, Policy and Investigation, presented the draft report on research about passenger perceptions of value for money. He said there were two key findings. First, that annual fare increases well above inflation were difficult to bear in the context of tightly constrained wages. Second, that although the cost element of value for money was difficult to improve, this was not an excuse for avoiding improvements to service standards.

The research found there were other elements than fares that could positively influence how consumers see value for money, such as removing the 20p/30p fee for using a toilet at a terminal station or improving the cleanliness of trains and stations.

Buses with the best accessibility were found to have the highest ratings for value for money.

It was noted that the research participants felt so strongly about the cost of fares that there was a risk that it could soon become the sole factor in perceptions of value for money.

The Board concluded that, in highlighting the research findings, London TravelWatch should focus on consumer detriments, such as excessive fare increases, poor information causing users to pay more than they need, anomalies in the system and poor quality of service. It was not London TravelWatch's role to do a marketing job to improve the public image of the TOCs or TfL, but it was very important that the real underlying issues revealed by the research should be tackled.

It was agreed that comments on the draft should be sent to officers by the end of the week for incorporation in the final version. The final version would be signed off by the Chair and Chief Executive.

Action: Members, Chair, Chief Executive

3 Meeting review

In relation to the discussion on Crossrail 2, it was agreed that London TravelWatch should welcome the proposals because of the benefits they would bring to passengers in areas that were currently poorly served or subject to major congestion. However, the Board concluded that London TravelWatch should not favour either the metro or regional options at this stage as London TravelWatch represented passengers from a very wide area and there were significant potential downsides with each option.

The following specific issues were raised:

- a) Passengers at stations such as Raynes Park could potentially lose out if, for example, the service on the Wimbledon to Waterloo main line was reduced as a result of Crossrail 2 being introduced.
- b) Non-TfL stations in the general Crossrail 2 area might begin to be overlooked in transport planning.
- c) There was a balance to be struck between providing convenient stations and guaranteeing a quick journey. However, members wondered whether the gaps between stations such as Wimbledon, Tooting Broadway and Clapham Junction might be too big.
- d) Members recognised that Chelsea was not currently well served by public transport but would like more information about potential passenger flows to the proposed Kings Road station as it would be the only non-interchange station on the route.
- e) There was a need for more information about the context of Crossrail 2 in relation to the transport network as a whole, and in particular on how the proposed interchanges at crowded places such as Clapham Junction would

work. Members would also like to see analysis of how bus routes would feed into the interchange stations.

- f) Areas beyond the Greater London Authority should contribute in some way towards the cost of the scheme if the regional option were chosen, because they stood to benefit considerably by the new link.

Members stressed that London TravelWatch's views were informed by its particular focus on the needs of passengers in the London area, which may differ slightly from the objectives held by the Mayor and Crossrail 2.

The Board requested that London TravelWatch's response to the Crossrail 2 consultation be submitted shortly and should reflect the considerations above.

Action: Director, Policy and Investigation