
Confidential Minutes

Agenda item : 15
Drafted : 17.09.13

Confidential minutes of the Policy committee held on 10 September 2013 at Dexter House, Royal Mint Court, London EC3

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.

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Present

Members

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

Guests

Andy Firman AECOM (Item 2)
Anthony Smith Chief Executive, Passenger Focus (Item 2)

Secretariat

Tim Bellenger Director, Research & Development
Janet Cooke Chief Executive
Richard Freeston-Clough Communications Officer
Sharon Malley Executive Assistant (minutes)

Minutes

1 Confidential minutes, declarations of interest and matters arising

The confidential minutes of the Policy committee held on 11 June 2013 were agreed and signed as a correct record. There were no matters arising or additional declarations of interest.

2 Passenger attitudes to the travelling environment

Andy Firman of AECOM gave a presentation on the draft findings of research into passenger attitudes towards to the travelling environment.

He said that passengers generally viewed the travelling environment as less important than fares or reliability when considering value for money, although there was some interrelationship between the two.

Passengers viewed three environmental issues as being of most importance: gaps between trains and platforms that may cause injury; trams travelling on roads and surprising other road users; and poor bus driving.

Passengers said that anti-social behaviour was a barrier to using public transport and that no authorities or organisations seemed to take responsibility for tackling this.

Passengers said that graffiti appeared to be less prevalent than in previous years, which they welcomed. Graffiti on trains was never acceptable as it implied a lack of care and maintenance of rolling stock. In relation to cleanliness, passengers were more concerned about removal of litter than about the cleansing schedule more generally.

Passengers thought it was acceptable to leave free papers behind as long as they were neatly folded and able to be read by others. Some passengers thought it would be useful to add racks to store papers for other passengers. The greatest concern relating to free papers was whether operators ensured that the papers were eventually sent for recycling.

Passengers welcomed the addition of flower baskets and similar at stations as this gave the impression that stations were cared for and may deter vandalism.

The environmental quality of the trackside was of little concern to passengers unless it directly impacted on safety.

Passengers thought that over-crowding was getting worse and this was a barrier for non-users. However, this did not impact on safety.

Overall, passengers appeared to view the problems of anti-social behaviour as relating to society as a whole rather than simply affecting transport. Key areas for improvement were in relation to littering and cleanliness.

In response to a question, Mr Firman said that passengers did not raise terrorism as a concern or a barrier to travel. They noted that it had a detrimental impact on the provision of litter bins but it did not dominate people's views.

A member said that it was possible to change behaviour over the long term, as had been achieved in relation to, for example, smoking on trains and in stations. It may be worthwhile to work more with the British Transport Police to focus more closely on addressing anti-social behaviour on transport.

It was agreed that more work would be done on refining the key messages of the document before publication.

Action: Director, Policy and Investigation

3 Government review of fares and ticketing

The Director, Policy and Investigation, said that the government's anticipated review of fares and ticketing had been delayed again following what appeared to be fundamental

disagreements between the Department for Transport and the train operating companies regarding who should bear the risks associated with changing the model for ticketing.

4 Meeting review

4.1 Cashless buses

The Chair sensed the mood of members during the discussion of cashless buses to be concerned that TfL may not have fully understood the consequences of its proposals. Removing the cash option for bus fares was a significant decision and it was important that all aspects had been properly thought through. For example, there had not been a convincing response about what would happen if a passenger needed to take two buses to get home.

The Chief Executive said that there appeared to be more movement from TfL on some of the detail than she had been expecting.

It was agreed that members had great reservations about removing the cash option from buses and would publicly oppose the proposals. If the proposals were implemented, members would seek significant safeguards to address the problems they had identified.

Action: Director, Policy and Investigation

4.2 Risk and media

It was noted that the position on cashless buses might generate media interest.

No specific risks were identified arising from the meeting.