
Confidential Minutes

Agenda item : 11
Drafted : 05.12.11

Confidential minutes of the Consumer Affairs Committee held on 29 November 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.

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- 1 **Confidential minutes and matters arising**
- 2 **Preliminary results of ticket office closure research**
- 3 **Complaint handling procedures at London Buses**
- 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
Gytha Chinweze	Executive Assistant
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 20 September 2011 were agreed and signed as a correct record. There were no matters arising.

2 Preliminary results of ticket office closure research

The Policy Officer presented preliminary results of research conducted on behalf of London TravelWatch about the presence of staff in ticket offices and on gatelines in London Underground stations where there had been reduced ticket office opening hours.

The Policy Officer reported that the research had covered over 50 stations, spread across the network. It was noted that the final report should be published in January.

3 Complaint handling procedures at London Buses

The Director, Public Liaison, reported that TfL's previous proposal that London TravelWatch caseworkers should liaise directly with bus companies rather than through a centralised TfL officer was not now going to proceed. It was agreed that this issue would be kept under review while the organisational changes to complaint handling at TfL were still ongoing.

4 Any other business

There was no other business.

5 Meeting review

Risk issues: The ticket office research report was potentially politically sensitive and care would need to be taken over its publicity at launch.

Press and Media opportunities: London TravelWatch would comment on the changes to fares but would reiterate its previous fares priorities.