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## Minutes

Agenda item: 4  
Drafted: 22.10.12

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**Minutes of the Consumer Affairs Committee meeting held on 16 October 2012 at  
6 Middle Street, London EC1**

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### Present

#### Members

David Barry (Chair), Gail Engert, Sophia Lambert, David Leibling (Deputy Chair)

#### Guests

Myfanwy Nixon                      fixmytransport.com  
Mark Longair                        fixmytransport.com

Matt Winfield                        Stakeholder Engagement Manager, Transport for London

#### Secretariat

Tim Bellenger                        Director, Policy & Investigation  
Janet Cooke                         Chief Executive  
Richard Freeston-Clough        Communications Officer  
Sharon Malley                        Executive Assistant (minutes)  
Susan Parham-McCance         Casework Manager

### Minutes

#### 1 Chair's introduction and pre-meeting announcements

The Chair welcomed members, officers and guests to the meeting and made the standard safety announcements.

## **2 Apologies for absence**

Apologies for absence were received from Terry Bennett, who had submitted his views on the reports in advance of the meeting.

## **3 Declarations of interest**

There were no additional declarations of interest beyond those recorded on the website.

## **4 Minutes**

The minutes of the Consumer Affairs committee held on 10 July 2012 were agreed and signed as a correct record.

## **5 Matters arising (CAC038)**

### **5.1 Production of posters giving information on black cab fares**

It was noted that the licensing of taxis at Gatwick Airport was a matter for Crawley Borough Council and was therefore not in London TravelWatch's remit. However, the Chief Executive agreed to raise the issue with the Head of Service Access at the airport at the next meeting.

## **6 Actions taken (CAC039)**

The Director, Policy & Investigation, presented his report on actions taken by officers since the previous meeting. He said that the installation of customer information screens at Barking Underground station was complicated as the inclusion of screens at concourse level was not confirmed. This meant that passengers were unable to find out which platform they should go to for the first available train.

## **7 Complaints referrals via websites**

Mark Longair, Developer, and Myfanwy Nixon, Marketing and Communications Manager, from mysociety.org, gave presentation to members about their website fixmytransport.com. The presentation covered how the fixmytransport website worked including how it sent complaints to relevant authorities and how it could automatically generate campaign materials such as websites and petitions.

Ms Nixon said that mysociety was a not-for-profit organisation that was funded partly by grants and partly through a commercial software development arm. Fixmytransport was one of a number of different sites under the mysociety umbrella, all of which aimed to

increase people's engagement with decision-making authorities in order to improve the services provided.

She said that one of the benefits of the sites was in making correspondence available online for public viewing, which allowed others to see what was happening in their area. At the moment about half of the fixmytransport cases were public. Some transport operators had embraced the public nature of the site, others were more cautious.

The site was run with the help of a team of volunteers, who were often able to provide solutions to problems more quickly than the transport operators.

The site was optimised for use on mobile devices and around half the submissions were made on the go.

Ms Nixon said that some organisations had created profile pages on the site and this was something London TravelWatch could consider. Profile pages could include logos, links to websites and twitter accounts and details of supported or created campaigns.

#### **Action: Communications Officer**

Ms Nixon said that Transport for London responded well to complaints received via fixmytransport and that her team had created good relationships with TfL to respond to problems.

Simon Feast of the Department for Transport said that transport users sometimes became frustrated when websites such as fixmytransport directed their complaints to the wrong authorities and that in those circumstances complaints could take longer to resolve than if passengers had gone to the transport operator directly. Ms Nixon said that she was hoping to put more information on the site to avoid misdirected complaints and also to be able to update the database showing which authority was responsible for each complaint more frequently.

Ms Nixon said that the website did contain data about trends, such as which areas received the most complaints, but that it was not published in that format.

London TravelWatch's Safety and Policy Adviser wondered why fixmystreet used the Ordnance Survey mapping platform but fixmytransport used Google Maps. Ms Nixon said she would find out.

Members agreed that the presentation had been very useful and agreed that London TravelWatch should review how it could work more closely with fixmytransport.com in future.

## **8 Casework report and update (CAC040)**

The Casework Manager presented the report of the Casework team for the period July to September 2012. Members noted that the report provided greater granularity in that it sought to investigate more deeply some of the data it contained and this was welcomed.

The report now included more information about what was causing complaints, such as the increase in complaints about penalty fares.

It was noted that the report had been produced quickly in order to be ready in time for consideration at the meeting. However, it appeared that the report contained some small glitches that required review and the report would be revised shortly to deal with them. It would then be republished on the London TravelWatch website.

## **9 Feedback questionnaire report (CAC041)**

The Casework Manager presented the report on feedback from transport users who had appealed to London TravelWatch for the period April to September 2012. It was noted that satisfaction levels among those who appealed to London TravelWatch were often linked to the outcome of the case rather than the process undertaken by the casework team.

It was noted that the report had been compiled very quickly in order to be ready in time for the meeting and that it needed clarification in certain aspects. The report would be updated following the meeting and republished on the London TravelWatch website.

## **10 Any other business**

There was no other business.

## **11 Resolution to move into confidential session**

The meeting resolved, under section 15(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the next following item/s, that it was desirable in the public interest that the public should be excluded from the meeting.

In confidential session, members considered customer service at TfL, the use of differential fares to modify behaviour and the fare changes for 2013.