
Confidential Minutes

Agenda item: 12
Drafted: 14.01.15

Confidential minutes of the Policy committee held on 18 November 2014 at London Councils, Southwark Street

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.

Contents

- 1 Confidential minutes and matters arising
- 2 Research into London Underground ticket office changes
- 3 Cycle Superhighways
- 4 Meeting review

Present

Members

Chris Brown, Richard Dilks, Glyn Kyle, Stephen Locke (acting Chair), Abdikafi Rage, Ruth Thompson

Secretariat

Keletha Barrett	Policy Officer
Tim Bellenger	Director, Policy & Investigation
Richard Freeston-Clough	Communications Officer
Janet Cooke	Chief Executive
Robert Nichols	Policy Officer
Sharon Malley	Executive Assistant
Vincent Stops	Policy Officer

Minutes

1 Confidential minutes, declarations of interest and matters arising

John Stewart apologised for his absence and the meeting was chaired by Stephen Locke. The confidential minutes of the Policy committee held on 15 April 2014 were agreed and signed as a correct record, subject to correcting the spelling of “highways” in the title of Item 3. There were no matters arising.

2 Research into London Underground ticket office changes

The Policy Officer introduced the discussion on London TravelWatch’s research into London Underground’s proposals to close all its ticket offices. He said that London TravelWatch had not sought to collate data on passengers’ views on the actual

proposals but had gathered information on current usage, the categorisation of stations and the sorts of mitigation that would be appropriate and that might need implementing early in the scheme.

It seemed clear that TfL had already decided that the ticket offices would be closed and so London TravelWatch should focus its attention on making sure that the closures were handled properly and appropriate measures were put in place. In particular, London TravelWatch was concerned that the approach should be incremental rather than happening all at once.

The Policy Officer said that the next stage would be to analyse the proposals station by station, examining the particular characteristics of individual stations and checking whether the proposals met their particular needs. For example, not all busy stations would have a heavily used ticket office, but some smaller stations, such as Tower Hill, might need increased ticketing facilities because of its location adjacent to a major tourist attraction.

It was also important to consider different ways of measuring stations, such as ticket sales and station entries and exits. TfL's figure of 3% of tickets being bought at a ticket office was misleading as around 20% of passengers might ask for information or make some other use of the ticket office.

It was noted that London TravelWatch needed to balance being quick with its analysis against being thorough with the data. It was agreed that an interim report would be produced early in the new year with more detailed reports following. The report should focus on the need for flexibility, particularly where a station is predicted to change in nature (such as at Farringdon with the advent of Crossrail) or an area likely to change in character (such as Elephant & Castle). It was agreed that London TravelWatch should seek a commitment from TfL to consult London TravelWatch on changes of use of the space occupied by ticket offices in the same way that National Rail would need to do.

Members noted that it would be useful for London Underground to benefit from previous experience such as the problems passengers experienced at Paddington where the passenger need has not been considered during development processes. It was important that London Underground should meet minimum standards for passengers.

Members noted that flexibility was important as it was not possible for London Underground to foresee all issues and changes might need to be made in the future. It was possible that London TravelWatch would need to identify in its report on the consultation the safeguards London Underground should be implementing.

It was agreed that the report should include the need for London Underground to include break clauses in the leases for any new commercial uses and to specify that any commercial uses should be passenger-friendly. It should also make reference to the problems with TfL's handling of the issue including the absence of consultation, the provision of misleading information and the failure to allow the substantive questions to be debated.

3 Cycle superhighways and TfL update

The Policy Officer updated members on press coverage following London TravelWatch's press release on the cycle superhighways proposals. He said that London TravelWatch's position had been criticised by the Mayor's commissioner for

cycling. He had attended a meeting to discuss the east-west route and had spoken on behalf of people with disabilities as no disability groups had been invited to attend. Other organisations with concerns about the proposals were there, such as taxi drivers, Canary Wharf and Westminster council, as well as many cyclists and cycling bloggers. Living Streets was generally supportive of the proposals but shared London TravelWatch's concerns about bus stop bypasses. There were no groups specifically speaking up for bus users apart from London TravelWatch. TfL did not provide any reassurances on London TravelWatch's concerns about bus routes although there will be a further meeting with TfL on this. TfL had extended the deadline for responding to the consultation to reflect the fact that some of its information was provided late.

4 Meeting review

Members noted that the recent briefing from TfL on the January fares update had not been comprehensive and had omitted significant elements of the scheme. This was very regrettable and the Chair would write to Shashi Verma on this, with a follow-up letter to Sir Peter Hendy.

Action: Chief Executive

There did not appear to be any areas of reputational risk for London TravelWatch and no specific media opportunities were identified as arising from the meeting.