
Public Board meeting Minutes

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Minutes of the Public Board meeting held on 08.11.23

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Present

Members

Arthur Leathley (Chair), Alan Benson, Priya Khullar, Tiffany Lam, Susan Stockwell,

Apologies

Karen McArthur, Laura Osbourne

Secretariat

Susan James, David Murdoch, Michael Roberts, Alex Smith, Eloise Williams

1. **Introduction & apologies for absence**

No declarations of interest were made at the meeting.

2. **Chair's update & collaboration with Transport Focus**

The Chair elect of London TravelWatch was observing the meeting, pending formal approval from the Department of Transport. Discussion was underway to extend the terms of two board members, Karen McArthur and Laura Osbourne. The new Chief Executive of Transport Focus, Alex Robertson, would start in post the following week.

3. CEO Report (LTW725)

The CEO's main focus since the last Board meeting had been on the ticket office consultation process. We had worked closely with Transport Focus during the ticket office consultation and an evaluation of what worked well and lessons learnt was being written up. A joint Board meeting was scheduled for mid-December for the London TravelWatch and Transport Focus Boards to discuss the nature of the relationships between the two organisations.

London TravelWatch had been in the process of securing a new lease of the office and was almost at completion between solicitors. The Budget for the next business year (as part of the Assembly's overall draft budget) had been considered by the Oversight Committee at the London Assembly, including the approach towards the annual cost-of-living award and London TravelWatch's policy on reserves.

4. Ticket office consultation update

London TravelWatch objected to all proposals in the recent ticket office consultation, which had now ended, and the proposals had been withdrawn. This had been one of the largest pieces of work the organisation had carried out in many years. The Board thanked all the staff who teamed up to make this process successful and efficient on behalf of the travelling public in London. Positive feedback was received from TOCs regarding our engagement and transparency, with no outward sign of relationship damage with these companies as the process has been dealt with constructively. A report on the process and issues raised by the public would shortly be published. The TOCs still faced the challenge of becoming more cost effective and this may yet have an impact on other areas, so the overall consequences arising from the withdrawal of the proposals remained to be seen. Board members suggested there was an opportunity for research into what passengers want in terms of a modern station experience.

5. Casework Report (LTW726)

Discussions were being held with the Ombudsman to have an easier representation process for people with disabilities with regards to buses. The team were taking forward an issue with Eurostar for not seating children with their guardians when there are changes to services or seat allocations. Uber to become a retailer for rail imminently and remits of casework with Transport Focus are being discussed. Typically, complaints which come to the casework team are those which are outside the operator's terms and conditions, but otherwise are handled by the operator's own complaints teams or the rail ombudsman.

6. Campaigns Report (LTW727)

The ticket office consultation had been the priority for the past few months. An engagement plan for stakeholders would be developed in the near future. The LGBTQ+ personal security report was being finalized and Alex Smith (AS) would be attending the transport committee at the end of November on this topic. Alan Benson mentioned the TfL rebranding across London looks bold and aggressive, which is something LTW will mention in their next meeting. 30-40 people attended the bus stop bypass event by TfL and AS will circulate the findings to the Board once this is published.

ACTION

AS to circulate findings of the bus bypass event.

7. Communications Report (LTW728)

The main focus of the report was on the ticket office consultation. In addition, ORR statistics showed the Elizabeth line to be the most unreliable in London currently and this was being closely monitored on social media. Superloop due to launch at the start of 2024.

8. Finance Report (LTW729)

The GLA had agreed the budget in principle for 2024-25, but we were still waiting for funding for this year's cost-of-living award to come through. The ticket office consultation costs were within budget and figures would be updated once October's numbers had been reviewed.