

---

**Agenda**

Time: 10.00\*  
Location: 6 Middle Street  
London EC1  
Contact 020 7505 9000

---

\*The public meeting will be preceded by a members' only session from 09.50 until 10.00.  
The meeting will begin at 10.00 hours and will be open to the news media and public unless a resolution to move into private session is passed in respect of specific agenda items.

Members: David Barry (Chair), Terry Bennett, Gail Engert,  
Sharon Grant, Sophia Lambert, David Leibling (Deputy Chair)

- 1 10.00 **Chair's introduction, pre-meeting announcements**
- 2 **Apologies for absence**
- 3 **Declarations of interest**  
All members have been asked to make a standing declaration of interests which can be consulted at the London TravelWatch office or viewed on the website at: <http://www.londontravelwatch.org.uk/documents/view?id=3434>. If any items on this agenda require a specific declaration to be made, members are requested to do so.
- 4 10.05 **Minutes**  
To approve the minutes of the Consumer Affairs Committee meeting held on 9 March 2011.
- 5 10.10 **Matters arising (CAC005)**  
To note a progress report on matters arising from previous meetings of the Consumer Affairs committee.
- 6 10.25 **Actions taken (CAC006)**  
To note a report of recent work undertaken by the secretariat on matters pertinent to the Committee.
- 7 10.30 **Passenger charters and compensation (CAC007)**  
To note a report on the current position relating to passenger charters and cash compensation schemes.
- 8 11.00 **London TravelWatch recommendations on compensation arrangements**  
To agree London TravelWatch's conclusions and recommendations in relation to passenger charters and compensation arrangements.
- 9 11.30 **Ticket vending machine payment methods (CAC0009)**  
To note a report about ticket vending machines being unable to accept cash payments.

- 10 11.45 Casework report and update (CAC010)**  
To consider the casework report for the period Jan-Mar 2010 and the update from officers.
- 11 12.05 Stakeholder questionnaire report and update (CAC0011)**  
To consider the stakeholder questionnaire report for the period Oct 2010 to March 2011 and the update from officers.
- 12 12.25 Tickets purchased online**  
To note that the Office of Rail Regulation intends to pursue its own investigation into problems surrounding the purchase of train tickets online for collection at stations and that London TravelWatch will be contributing to this.
- 13 12.30 Any other business**  
To consider any other relevant business of which due notice has been given. The Chair will not accept late items unless they are genuinely of an emergency nature.
- 14 Resolution to move into confidential session**  
To resolve, 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, it is desirable in the public interest that the public should be excluded from the meeting.
- 15 Train Operating Company compensation schemes research (CAC008)**  
To note a report on the findings of joint Passenger Focus and London TravelWatch on Train Operating Company compensation schemes.

Lunch 13.00 to 13.30

- 16 13.30 Confidential minutes**  
To approve the confidential minutes of the Consumer Affairs Committee meeting held on 17 November 2010 and the confidential minutes of the Fares & Ticketing Committee meeting held on 30 November 2010.
- 17 13.35 Research on incomplete journeys on Oyster (CAC012)**  
To receive a presentation from Andy Firman, Research Director of Outlook Research, on the issue of journeys carried out using Oyster Pay As You Go when passengers fail to touch in and out at both ends of their journey.
- 18 15.00 Meeting review**  
To review the issues raised and any financial, reputation or other risks that these issues pose to the organisation, and to discuss future agenda items and work plan.

## Notes

- i A location map is appended.
- ii It is anticipated that the public meeting will conclude no later than 15.05. Every effort will be made to keep to the timings shown for items on this agenda, but there may be occasions when it is necessary to alter them at short notice.
- iii Refreshments will be available on a self-service basis from 09.30. Lunch will be served at 13.00.
- iv Access to the meeting room is step free. London TravelWatch's reception area and the meeting room are equipped with an infra-red induction loop installed by RNID.
- v Anyone likely to experience difficulty in accessing the venue is invited to notify the Committee Service Team on 020 7505 9000 ([sharon.malley@londontravelwatch.org.uk](mailto:sharon.malley@londontravelwatch.org.uk)) prior to the day of the meeting.
- vi Please be aware of the fire evacuation procedure. Details of the correct procedure will be announced at the start of the meeting and are displayed on the pin board within the meeting room.
- vii The next Consumer Affairs Committee meeting will be held on 20 September 2011.

## Location of London TravelWatch offices (6 Middle Street, London EC1)



### Buses

4 and 153	serving Aldersgate Street
100	serving London Wall, King Edward Street and St Martin's le Grand
8, 25, 242 and 521	serving Newgate Street and Holborn Viaduct
172	serving King Edward Street and St Martin's le Grand
55 and 243	serving Clerkenwell Road
56	serving Aldersgate Street and Giltspur Street
17, 45, 46 and 63	serving Farringdon Road

### Rail and tube

Barbican	Underground
Farringdon	Underground and National Rail
St Paul's	Underground
City Thameslink	National Rail

### Blue Badge disabled parking

The nearest Blue Badge parking is situated in Bartholomew Close, which can only be accessed from Little Britain via King Edward Street, as shown on the map. For further details contact 020 7505 9000 or use the following web link:

<http://www.bluebadgelondon.org.uk/bblMaps/baySearch.aspx>.

### Cycle parking

The nearest cycle stand is in Long Lane near the eastern end of Smithfield Market.

### Cycle hire docking stations

The nearest cycle hire docking stations are as follows:

- West Smithfield Rotunda, Farringdon
- Museum of London, Barbican
- Aldersgate Street, Barbican