
Confidential Minutes

Agenda item : 16
Drafted : 16.03.11

**Confidential minutes of the Consumer Affairs Committee held on 9 March 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.

Contents

- 1 Confidential minutes and matters arising**
- 2 Discussion of Oyster Extension Permits**
- 3 Tickets sold online and collected at stations**
- 4 Internal monitoring of the origin of telephone enquiries**
- 5 Changes to London TravelWatch website**
- 6 Meeting review**

Present

Members

David Barry (Chair), Terry Bennett, Gail Engert, Sharon Grant, David Leibling (Deputy Chair)

Secretariat

Tim Bellenger Director, Research & Development
Bryan Davey Director, Public Liaison
Jo deBank Communications Officer
Sharon Malley Senior Committee Administrator (minutes)

Minutes

1 Confidential minutes and matters arising

The confidential minutes of the Consumer Affairs committee meeting held on 15 September 2010 and of the Fares & Ticketing meeting held on 30 November 2010 were agreed and signed as a correct record.

It was agreed that the issue of charter refunds should be carried forward into future agenda planning.

2 Discussion of Oyster Extension Permits

The Director, Research & Development, reported on his confidential discussions with ATOC representatives about proposals relating to Oyster Extension Permits (OEPs). His understanding was that ATOC would announce the abolition of OEPs at the Mayor's transport summit on Friday 11 March, which was something London TravelWatch had been seeking for some time.

It was agreed that London TravelWatch would issue a press release early on Friday restating its opposition to OEPs and calling for their abolition at the summit.

Action: Communications Officer

It was noted that ATOC may revise its penalty fare system in London to bring it into line with that used by TfL. It was agreed that on balance London TravelWatch would welcome a simplification of the system.

3 Tickets sold online and collected at stations

Members discussed problems faced by passengers who booked tickets online then collected them at machines at stations.

In some instances passengers had lost the credit or debit card they had booked their tickets with, which meant they were unable to access the tickets at the TVM at the station. Some operators were more sympathetic to reissuing tickets than others.

In other instances, passengers had not been issued the correct tickets by the TVM at the station or had failed to retrieve all the coupons issued by the TVM for their journey. Again some operators dealt with problems caused by the incorrect issue or retrieval of tickets more sympathetically than others. In the case of a fault with the issue of a ticket it was not clear where the responsibility for the fault lay; with the booking website or the station operator.

It was noted that a consistent approach across operators would be helpful for passengers.

It was noted that it would be helpful for passengers if the receipt, which was the final coupon issued by the TVM, could be marked as such and be very different in design to the other coupons, so that passengers would know when the machine had issued all the coupons for their journey.

It was agreed that London TravelWatch should look further into this matter, in respect of understanding responsibilities when faults occurred, redress for passengers and processes for passengers who lose a credit or debit card on which they had purchased tickets.

Action: Director, Public Liaison

4 Internal monitoring of the origin of telephone enquiries

The Director, Public Liaison, presented the report on the origin of telephone enquiries to London TravelWatch.

It was noted that two-thirds of 'quick calls' to London TravelWatch (those calls relating to transport issues but not taken up as substantive enquiries) related to buses. This was almost certainly due to the availability of the number on posters in buses themselves and the fact that it was the only geographical number on the posters.

It was noted that on most occasions London TravelWatch was not able to provide the answer or service that the caller required, which was frustrating for the caller and demoralising for London TravelWatch staff.

Bus-related quick calls most commonly related to lost property.

It was agreed that:

- London TravelWatch's number should be removed from bus posters but its name and website should remain
- The details for lost property should be included on the posters
- London TravelWatch would continue to press TfL in relation to its decision to move away from a non-geographic phone number and to encourage it to handle complaints better

Action: Director, Public Liaison

Members discussed the advertisement that featured on the Metro's transport page, in which London TravelWatch's number was included without any explanation as to its role. It was agreed that this was not very helpful for passengers and that the Communications Officer would raise with TfL whether the wording could be clarified.

Action: Communications Officer

5 Changes to the London TravelWatch website

The Communications Officer outlined the scope of the recent work on the website, which focused on increasing flexibility for officers, making it easier to update content and add contacts, and improving the appearance of the site on mobile devices such as palm pilots and smart phones.

Members noted that the website did not appear to load properly using Safari on a Mac. Members also raised some suggestions about the layout of the front page of the website, including moving the login button to the bottom of the screen and changing the 'register' button to a hyperlink. A member also commented on concerns that the 'Our Work' page was not consumer-friendly. The Communications Officer agreed to look into these comments and suggestions.

Action: Communications Officer

It was agreed that the issues raised in the member note on the website would be discussed in greater detail at a working group comprising David Barry, Sophia Lambert and the Communications Officer.

Action: Communications Officer

6 Meeting review

Risk issues: Members considered whether the meeting had resulted in any reputational risks for the organisation and noted that the discussion of future ticketing had been useful.

Press and Media opportunities: It was noted that media opportunities had been identified during the course of the meeting.