
Confidential Minutes

Agenda item : 11
Drafted : 14.5.10

Confidential minutes of a meeting of the Transport Service Committee held on 3 March 2010 at 6 Middle Street, London EC1

This meeting was held in private session with reference to 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.

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Present

Members: Terry Bennett (Vice Chair); Gail Engert; Teena Lashmore; David Leibling; Lorna Reith (Chair); Sharon Grant (Chair, London TravelWatch)

Staff
Committee Administrator; Senior Policy Officer

Minutes

1 Confidential Minutes

The confidential minutes of the meeting on the 3 March 2010 were agreed and signed for the record.

2 Meeting review

The Chair of London TravelWatch asked how long Mr Ibe had been in post for. The Communications Officer replied that he was a recent appointment. The Senior Policy Officer felt that they went into too much detail. Members felt that both performance measures, Excess Waiting Time and Excess Journey Time, should have been used.

Members were concerned that they were not getting the full information or data on Dial-a-Ride. The Chair of London TravelWatch felt that London TravelWatch should focus on the customer experience and take action to improve that she was concerned that members had been misled.