
Confidential Minutes

Agenda item: 13

Drafted: 25.01.12

Confidential minutes of the meeting of the London TravelWatch Board held on 24 January 2012 at 6 Middle Street, London EC1

These minutes are in addition to the public minutes of a meeting of the Board on the same date. The Board 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.

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Present

David Barry; Terry Bennett; Gail Engert; Sharon Grant (Chair); Sophia Lambert; David Leibling (Deputy Chair)

John Cartledge	Safety & Policy Adviser
Janet Cooke	Chief Executive
Tim Bellenger	Director, Policy and Investigation
Gytha Chinweze	Executive Assistant
Richard Freeston-Clough	Communications Officer
Sharon Malley	Executive Assistant

1 Confidential minutes of the meeting on 15 November 2011

The confidential minutes of the Board meeting held on 15 November 2011 were approved and signed as a correct record. There were no matters arising.

2 Meeting review

Risk issues: It was noted that Shashi Verma had been unhappy with the findings of London TravelWatch's report on London Underground ticket offices and that further work should be carried out in this area, including reviewing LU's own mystery shopping research.

Action: Director, Policy & Investigation

It was agreed that members should consider further the issue of extending Oyster beyond the London boundaries.

Action: Executive Assistant

Media: It was agreed to promote the issue of Oyster beyond London, High Speed 2, the success in relation to Oyster readers at Wimbledon and confirmation of improved services at the Croydon tramlink shop.

Action: Communications Officer

