

## Agenda

Time 10.40  
Location 6 Middle Street  
London EC1  
Contact 020 7505 9000

There will be a confidential session for members only from 9.30-10.40  
The formal meeting will begin at 10.40 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.

### Confidential session

**1 Confidential minutes (9.30)**

To approve the confidential minutes of the Fares & Ticketing Committee meeting held on 2 December 2009

**2 Oyster Pay As You Go (9.35)**

A briefing from the Director, Research and Development.

**3 Taxis : fares issues (40 min) (10.00)**

With Luke Howard, Senior Strategy and Integration Manager, Public Carriage Office.

### Public meeting

**4 Chair's introduction , pre-meeting announcements; apologies for absence (10.40)**

**5 Declarations of interest**

All members have been asked to make a standing declaration of interests which can be inspected at London TravelWatch's office or viewed on the internet at <http://www.londontravelwatch.org.uk/document/110/2859>. If any item on this agenda requires a specific declaration to be made, members are requested to do so.

**6 Minutes (10. 45)**

To approve minutes of the Fares & Ticketing Committee meeting held on 2 December 2009

**7 Matters arising (FT21) (10.50)**

A report on actions agreed for follow up at previous meetings of the Fares and Ticketing Committee, or matters arising from other Committees which pertain to its work.

**8 Actions taken (FT22) (10.55)**

A report on actions taken by the Secretariat on behalf of the Committee since its previous meeting.

## 9 Snow day refunds (FT23) (11.00)

Presentation and discussion with Shashi Verma, Director of Fares and Ticketing, transport for London on the technical detail of why season tickets loaded on to Oyster cards cannot be extended or altered to refund their lack of use on that day.

## 10 Rail fares : pan-European research (FT24) (11.50)

To receive a briefing from Guy Dangerfield, Passenger Focus Passenger Link Manager, on the recent Fares and Ticketing Study research report, with particular reference to Annex B, 'Comparison Between Fares and Ticketing in Great Britain and Continental Europe'.

Paper FT 24 reproduces Annex B for reference. The entire report may be found at

[:http://www.passengerfocus.org.uk/news-and-publications/document-search/default.asp?keywords=fares+and+ticketing+study&topic=&year=&type=&sdocsearch.x=0&sdocsearch.y=0](http://www.passengerfocus.org.uk/news-and-publications/document-search/default.asp?keywords=fares+and+ticketing+study&topic=&year=&type=&sdocsearch.x=0&sdocsearch.y=0)

## 11 C2C and TfL add-on fares (FT25) (12.20)

Briefing from the Director, Public Affairs, on cases where different operators charge different fares for the same journey.

## 12 Information papers

Unless otherwise indicated, information papers are available to view online at the London TravelWatch website.

- a) Oyster cards charge notice letter (FT26)
- b) DLR monitoring report as example of good practice (hard copy to meeting) (FT27)

## 13 Any other business (12.40)

Any other relevant business of which due notice has been given. **Note** the Chair will not accept late items unless they are genuinely of an emergency nature.

## 14 Resolution to move into confidential session (12.45)

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 items, it is desirable and in the public interest that the public should be excluded from the meeting.

## 15 Meeting review (12.45)

- a) To review the issues raised during the meeting and any financial, reputational or other risks that these may pose to the organisation.
- b) To discuss future agenda items.

## Notes

- i A location map is appended. Access to the meeting room is step-free, and the room equipped with an infra-red induction loop installed by RNID, as is the reception area.
- ii Anyone likely to experience difficulty in accessing the venue is invited to notify the Committee Services Team on 020 7505 9000 (committeeservices@londontravelwatch.org.uk), prior to the day of the meeting.
- iii Please be aware of the fire evacuation procedure. Details will be announced at the start of the meeting and are displayed on the pin board within the meeting room.
- iv Tea/coffee will be available from 10.40. Lunch for members will be available at 13.00
- v It is anticipated that the public meeting will conclude no later than 13.00. The Chair makes every effort to keep to the timings shown, but there may be occasions when it is necessary to alter them at short notice.
- vi The next meeting of the Fares & Ticketing Committee will be held on 21 July 2009.

## 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 and limited National Rail service
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. Please contact Mark Donoghue, Committee Administrator, for further details on 020 7726 9966 or use the following web link:

<http://pie.completedirections.com/pbb/CyxBnyEC2> .

### Cycle parking

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