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## **Secretariat report**

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Agenda item 8

CA037

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### **Policy issues for consideration**

#### **1 Purpose of report**

- 1.1. To provide details of policy issues for consideration by the Committee which have arisen from recent cases dealt with by the London TravelWatch Casework team.

#### **2 Information**

- 2.1. Details of cases to be considered at this meeting are attached at Annex A.

#### **3 Recommendation**

- 3.1. Train Operating Company (TOC) policy on season ticket guides (Annex A, page 3)

Members are asked whether season ticket guides should be given to passengers when they purchase them.

#### **4 Equalities and inclusion implications**

- 4.1. No specific issues regarding equalities and inclusion arise from this report.

#### **5 Legal powers and financial implications**

- 5.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider – and, where it appears to it to be desirable, to make representations with respect to – any matter affecting the services and facilities provided by Transport for London which relate to transport (other than freight) and which have been the subject of representations made to it by or on behalf of users of those services and facilities. Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon it in respect of representations received from users or potential users of railway passenger services provided wholly or partly within the London railway area.

#### **6 Financial implications**

- 6.1. No specific financial implications arise from this report

## **Annex A**

### **Train Operating Company (TOC) policy on season ticket guides**

The casework team considers that a significant number of enquiries and complaints we receive from rail passengers are due to train operators failing to explain to passengers the terms and conditions of their ticketing products.

This is particularly the case in relation to season tickets. Season tickets are available for weekly, monthly or longer periods and as a result represent a significant investment by passengers. While some operators provide advice guides to passengers when they are issued, practice between operators.

We consider that upon issuing a season ticket is the ideal opportunity for operators to provide advice on issues such as Passenger Charter discounts, what to do if your ticket is lost or stolen, the benefits provided by the season ticket and the options available to you if you move house during the validity of the ticket.

We consider that doing this is likely to reduce the number of enquiries we get from passengers who do not understand why if they trade in their ticket they do not get a pro-rata refund or why they are not entitled to more than one duplicate ticket in any one period. We also think that better information would encourage passengers to “trade up” to annual season tickets for example which also provide discounted travel on rail travel in the south east and will soon be able to be linked to Oyster cards.

We consider that for many passengers season tickets are more expensive than other items that come with “how to use” guides, and that if you purchased goods of a similar cost from a manufacturer they would provide information on use of the product with it rather than requiring the consumer to search the internet to learn how to use their new purchase.

### **Recommendation**

That the Committee consider the merit of season ticket guides for operators and taking the issue up with operators.