

---

## Confidential Minutes

---

Agenda item : 12  
Drafted : 20.02.12

---

### Confidential minutes of the Consumer Affairs Committee held on 14 February 2012 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 **Implementing new ticketing technologies beyond the London area**
- 2 **Compensation arrangements during the Olympic Games**
- 3 **Confidential minutes and matters arising**
- 4 **Meeting review**

#### Present

##### Members

David Barry (Chair), Gail Engert, Sophia Lambert, David Leibling (Deputy Chair)

##### Guests

Jenni Borg	Head of Smarter Integrated Ticketing, Department for Transport (Items 1-2)
Michael Dollin	Smart Card Rollout in the South East, Department for Transport (Items 1-2)
Peter Twigg	Head of London Support, Association of Train Operating Companies (Items 1-2)
Matthew Hudson	Head of Business Development & Customer Experience, Transport for London (Items 1-2)
Matt Winfield	Stakeholder Engagement Manager, Transport for London (Items 1-2)

##### Secretariat

Tim Bellenger	Director, Research & Development
Janet Cooke	Chief Executive
Sharon Malley	Executive Assistant

#### Minutes

##### 1 **Implementing new ticketing technologies beyond the London area**

Jenni Borg said that the DfT had been allocated an additional £45m in the Autumn Treasury statement to expand ticketless technology beyond the London area. It was likely

that the majority of this funding would be spent by the end of 2012-13 with an anticipated end date for spending of January 2014.

Work was ongoing to build on the investment already made by the DfT and TfL with gatelines in London equipped to read Oyster, ITSO and contactless bank cards. The DfT had established a policy of incorporating smart ticketing into new franchises and this had happened with Southern, South West Trains, East Midlands and London Midland. The new funding would allow other train operating companies (TOCs) to take advantage of the new technology before the end of their current franchises.

It was noted that Ministers were focusing support on the commuter market and that smart ticketing would enable better products more closely aligned to actual travel patterns. It would also give more information on how season ticket holders travelled.

It was noted that when Oyster was initially introduced TfL did a good deal of work to simplify fare structures and other TOCs would need to do the same to take advantage of the new technology.

A joined-up approach would be beneficial and this was being considered in the context of a request by First Great Western to extend Oyster to Slough and Windsor, which the DfT was currently considering. Michael Dollin said that it would be difficult to put the national rail pricing structure onto the Oyster technology.

Jenni Borg said that the DfT was keen to work with TfL and ATOC in a genuine partnership and that the previous perception of the different technological systems being in competition was not to the benefit of passengers. It was important to begin by considering what was best for passengers and then look at how this could be achieved through the various technologies.

It was agreed that the DfT may find it beneficial to review London TravelWatch's rail boundaries as a starting point for considering a wider London area in ticketing technology terms.

It was noted that work still needed to be done on aftercare for the new technologies, such as providing refunds via validators, and it was agreed that London TravelWatch's research on incomplete Oyster journeys was an example of the sort of issue that would need to be resolved for ITSO and contactless bank cards. It was agreed that London TravelWatch would offer support in this area as necessary.

**Action: Director, Policy & Investigation**

It was agreed that Jenni Borg would circulate a presentation on this issue to members following the meeting.

**Action: Executive Assistant**

## **2 Compensation arrangements during the Olympic Games**

Peter Twigg said that the default position for people who had received free paper travelcards along with their Olympic event tickets was that 'delay repay' would not apply and there would be no compensation for delays. In addition, the standard terms of carriage

in relation to consequential loss would apply, so no compensation would be payable if, for example, transport delays resulted in people missing their events. This information should be included within the public minutes of this meeting.

Matthew Hudson agreed to contact LOCOG, the organisation putting together the ticketing packs, to consider the best means of promoting this message to passengers. It would be important not to be too negative and to balance it with positive information, such as about the flexibility of return portions of train tickets.

It was noted that these restrictions applied only to the free paper travel tickets supplied with Olympic event tickets. Travel tickets purchased separately would be subject to the usual terms and conditions.

### **3 Confidential minutes and matters arising**

The confidential minutes of the Consumer Affairs committee meeting held on 29 November 2011 were agreed and signed as a correct record. There were no matters arising.

### **4 Meeting review**

**Risk issues:** Members considered whether the meeting had resulted in any reputational risks for the organisation and noted that the confidential session in particular had been very useful.

**Press and Media opportunities:** It was noted that media opportunities had been identified during the meeting, in particular in relation to compensation arrangements during the Olympic Games.