
Secretariat memorandum

Author : Carmel Cannon

Agenda item 5
FT28
Drafted 13.7.09

Matters arising

1 Purpose of report

- 1.1. To advise members of matters dealt with by the Chairman, Deputy Chair, the Chief Executive and/or the secretariat since the last meeting.

2 Information

- 2.1. The current position with respect to items outstanding from previous meetings is detailed on the table at Annex A.
- 2.2. Updates for inclusion in this report are invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.
- 2.3. Oyster machine installation at Clapham Junction (meeting 29.7.08, minute 95)

At the meeting of this committee on 28 April 2009, Peter Legg, the Ticketing Proposition Manager, Transport for London (TfL), confirmed that there are no Oyster retailing facilities at Clapham Junction national rail station (run by Southwest Trains), nor any planned for this station, as the agent outside the station was coping with the demand.

- 2.4. Bus ticketing issues (meeting 28.4.09, minute 4Ciii)

There are a number of discounted fares schemes available on Transport for London services. Discounted fares schemes information will be found in the London TravelWatch pack present at the meeting of the Board held on 19 May to members.

There are a number of schemes available for adults (Details of which can be found on the following link : <http://www.tfl.gov.uk/tickets/faresandtickets/1012.aspx>

Also a number of schemes are in operation for children and young adults which can be found on the following link : <http://www.tfl.gov.uk/tickets/faresandtickets/1063.aspx>

As of the 17 June 2009 :

82,608 Bus and Tram discount Photocards have been issued. 75,356 have been issued to Income Support claimants.

New Deal Photocard holders are eligible to have a New Deal discount set on a standard Oyster card. There are 12,824 Oyster cards with an active New Deal discount.

3,247 Oyster cards for the Veterans Concessionary Travel Scheme have been issued.

(Written questions were asked on this subject area by Assembly Member, Mike Tuffrey, at the Mayor's question time on 21 May 2009 (Pages 90 and 91 <http://www.london.gov.uk/assembly/assemmtgs/2009/mqtmay21/minutes/written-answers.pdf>))

Transfer tickets are issued to passengers when a bus breaks down and has to be taken out of service or alternatively when a bus stops short of its final destination. The appendix of this document includes the instructions to drivers on how to carry out this process (Page 47 from the Big Red Book).

On page 43 of Transport for London's Conditions of Carriage (http://www.tfl.gov.uk/assets/downloads/CoC_17_May_2009.pdf) outlines how they refund bus passengers. London TravelWatch's casework team reviews cases individually and will request gestures of goodwill if they feel that the case merits such action.

This will be included in the next version of the Bus Network pack for members.

3 Equalities and inclusion implications

- 3.1. In accordance with London TravelWatch's duties under the Disability Discrimination Act and other legislation, account is taken when responding to consultations on proposals from external bodies of their particular impact (if any) on the needs of people whose access to transport may be restricted by reason of disability or social exclusion.

4 Legal powers

- 4.1. 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 the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act places a duty upon it to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

5 Financial implications

- 5.1 No specific financial implications for London TravelWatch arise from this report.

6 Recommendation

- 6.1 That the report is received for information.

Annex A : matters arising from previous Fares and Ticketing committee meetings

Date	Minute	Action	Stakeholder	London TravelWatch owner	Status
29.7.08	95	To discover the installation date of the Oyster ticket machine at Clapham Junction.	South West Trains passenger panel	Kevin Davis	Complete – see para 2.3 above
Board 25.11.08	376	Paragraph 2.4 : £1 charge from Oyster Pay-as-you-go for entry and exit at a station without having boarded a train after 30 minutes. This is a particular issue for London Overground with the extension of Oyster Pay As You Go (PAYG) to the National Rail network in London, on which scheduled frequencies were fewer, with the consequent higher likelihood of entering and leaving a station after 30 minutes due to lack of service.	Oyster	Fares and Ticketing Committee	Complete – put forward to agenda for July meeting.
28.4.09	4	The Director, Research and Development to liaise with Transport for London on the criteria for Oyster Agents.	London TravelWatch	Director, Research and Development	
28.4.09	4	Inform Casework team of Oyster criteria for accepting statements for refunds	London TravelWatch	Committee Services	Complete
28.4.09	9	The Director, Public Liaison to update members on the resolution to this problem	London TravelWatch	Director, Public Liaison	
28.4.09	3C	Members send their thoughts via e-mail to the Director, Research and Development on Public Carriage Office fares issues.	London TravelWatch	Members to Director, Research and Development	

Date	Minute	Action	Stakeholder	London TravelWatch owner	Status
28.4.09	4C	<ul style="list-style-type: none"> <li data-bbox="451 367 1199 529">i It was suggested that a members' visit to the Oyster operations centre, the better to see the scope and limitations of the systems and so to enhance understanding of how the system works. <li data-bbox="451 529 1199 691">ii The Chair of the committee requested a full report on Oyster PAYG roll out developments for the next meeting. <li data-bbox="451 691 1199 883">iii Chair of Board requested a paper on bus ticketing issues – for example members were not clear about how to claim refunds, how transfer tickets work and discounted fares schemes for those on benefits and other financially disadvantaged groups. 	<ul style="list-style-type: none"> <li data-bbox="1199 367 1430 529">London TravelWatch <li data-bbox="1199 529 1430 691">London TravelWatch <li data-bbox="1199 691 1430 883">London TravelWatch 	<ul style="list-style-type: none"> <li data-bbox="1430 367 1724 529">i Committee Services <li data-bbox="1430 529 1724 691">ii Research and Development Team <li data-bbox="1430 691 1724 883">iii Secretariat (if not addressed in the bus pack sent to Board 19.5.09) 	<ul style="list-style-type: none"> <li data-bbox="1724 367 1944 691">Complete – put forward to agenda for July meeting. <li data-bbox="1724 691 1944 883">Complete – see para 2.4 above.