
Secretariat memorandum

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Agenda item 4
FT36
Drafted 10.2.10

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 Recommendation

- 2.1. That the report is received for information.

3 Information

- 3.1. The current position with respect to items outstanding from previous meetings is detailed on the table at Annex A.
- 3.2. 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.
- 3.3. To update members on the resolution to the problem regarding different providers charging different fares for the same tickets (28.4.09, minute 9)

The Director, Public Liaison reported that progress had been made. TfL and C2C had met. They had agreed common fares with C2C on through fares into London. The additional fare for London Underground would be £3 for journeys originating outside of London. The add-on is Fenchurch Street station, not Upminster or Barking. It is still an anomaly that booking separate tickets is cheaper than a through fare. The change will take place on 2 January 2010. Passengers from Basildon to London will save a few pounds.

- 3.4. To determine whether any extra income had been obtained from the introduction of peak and off peak fares on London Underground, London Overground and DLR services (21.7.09, minute 7)

The Director, Research and Development reported that extra income had been received, but not a significant amount to impact upon the TfL budget.

- 3.5. Oyster agents criteria (22.9.09, minute 4)

On 9 February 2010, the Director, Research & Development reported that he had formally withdrawn the previously circulated criteria by email on 18 December 2009. He is proposing to arrange a meeting with TfL/Transys and report back to the next Committee meeting.

- 3.6. When the confirmation of the gating at Lewisham station would be made (22.9.09, minute 4)

The Director, Research and Development reported that a decision had been made. Lewisham station would be gated apart from platform 4. The pathway on platform 4 would be open from 16:00 to 18:00 Monday to Friday. This was a partial London TravelWatch victory. The arrangement would be monitored and any complaints highlighted.

- 3.7. Gating of South Central Stations (1.12.09, Minute 5)

The information is covered in the paper for this meeting, Provision of ticket barriers at stations : a discussion of possible strategy (FT39).

- 3.8. Progress on gating stations within London TravelWatch's remit (1.12.09, Minute 5)

Stations which are due to be gated are identified as "planned" within the paper for this meeting, Provision of ticket barriers at stations : a discussion of possible strategy (FT39).

- 3.9. London TravelWatch concerns regarding Oyster Extension Permits (OEPS) (1.12.09 minute 7)

The Chair of London TraveWatch wrote to the Managing Directors of Train Operating Companies on 21 December 2009 regarding concerns about Oyster Extension Permits. Please see the appendix to this report for a copy of the letter (Appendix B).

- 3.10. Public carriage office consultation document (1.12.09, minute 9)

The Director, Research & Development circulated the document to member on the 11 December 2009.

- 3.11. Secretariat to add future items to work plan (1.12.09, minute C2)

The requested items have now been added to the work plan for the committee by the Committee Administrator.

4 Equalities and inclusion implications

- 4.1. 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.

5 Legal powers

- 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 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.

6 Financial implications

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

Appendix B

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

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status
28.4.09	9	The Director, Public Liaison to update members on the resolution to the problem regarding different providers charging different fares for the same tickets.	London TravelWatch	Director, Public Liaison	Complete – see para 3.3 above
21.7.09	7	TfL to determine whether any extra income had been obtained from the introduction of peak and off peak fares on London Underground, London Overground and DLR services.	Transport for London	Committee Services	Complete – see para 3.4 above
22.9.09	4	To revisit the criteria circulated at the meeting for Oyster agents and resubmit the drafts to the committee for approval	London TravelWatch	Director, Research and Development	In progress see para 3.5 above
22.9.09	4	The DfT to advise the committee when an announcement on the gating at Lewisham station would be made.	DfT	Committee Services	Complete – see para 3.6 above
1.12.09	5	Mr Lodge agreed that to find the exact number of South Central stations which were gated.	DfT	Committee Services	Complete – see para 3.7 above
1.12.09	5	Mr Lodge confirmed that he would respond with what gating was in progress at stations within London TravelWatch's remit.	DfT	Committee Services	Complete – see para 3.8 above
1.12.09	6	Ms Preston expressed concern that smaller agents did not have sufficient cards, and explained that there was an automatic process for agents to be sent further cards. She would discuss this further with Transys, which operates the Oyster system.	TfL	Committee Services	

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status
1.12.09	6	A member asked whether the original argument behind the withdrawal of cash fares in zone one (reducing dwell times and boarding times) had now run its course, and whether cash transactions would now be allowed. Ms Preston would ask the question.	TfL	Committee Services	
1.12.09	7	The Chair of London TravelWatch would write to ATOC regarding London TravelWatch's concerns regarding OEPs.	London TravelWatch	Director, Research and Development	Complete – see para 3.9 above
1.12.09	9	To circulate the PCO consultation document to members.	London TravelWatch	Director, Research and Development	Complete – see para 3.10 above
1.12.09	C2	Secretariat to add future items to work plan.	London TravelWatch	Committee Services	Complete – see para 3.11 above

Appendix B

From the Chair
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To MD's of all train operating companies

21st December 2009

Dear ,

RE: Implementation of Oyster Extension Permits.

I am writing to express London TravelWatch's concerns about the decision to introduce Oyster Extension Permits.

As you will no doubt be aware, London TravelWatch has long campaigned for and supported the extension of Oyster Pay As You Go to the National Rail network. The final introduction of this on the 2nd January 2010 is something that we have welcomed.

It came as a great surprise to us therefore, when at a late stage the concept of the Oyster Extension Permit was announced. This development (which only affects holders of Monthly or Annual Travelcards) to us represents a serious downgrading of the Oyster product, which compromises the simplicity of the current product offer and has a serious reputational risk attached to it.

Firstly it complicates the process of ticket purchase for a group of travellers who have already committed themselves to public transport with a large upfront payment, by still requiring a visit to a ticket office or vending machine. Typically these travellers are buying tickets for journeys within the London Travelcard area which have a very low cash value. The cost of retailing these is however likely to be quite high. For both the operator and the passenger it would be desirable to move these transactions to a low cost option such as Oyster.

The reputational risk to you as an operator is incurred because of the fact that without such a permit any Travelcard holder will be liable for a Penalty Fare if inspected between their zone boundary and final destination within the London Travelcard area. Perversely if travelling from outside their zone to their Travelcard boundary then a permit is not required. We believe that passengers will see this at worst as highly unjust and at best as an example of small print designed to catch out the unwary with additional charges, particularly as in most cases they will have sufficient credit on the Pay As You Go part of their card.

Faced with this I believe, most passengers will either still purchase a Goldcard discounted extension ticket or simply ignore the requirement to get one of these permits.

I would urge therefore you to consider the following :

- Instruct your revenue protection staff not to issue Penalty Fares where clearly passengers have sufficient credit on the Pay As You Go part of their card.
- Abolish the requirement for Oyster Extension Permits altogether, and adopt the same principles of operation as Transport for London has used for a number of years.
- Consider allowing a loading of the 'Goldcard' discount on to Oyster (as is done with other railcards) with an automatic reduction of 34% on Pay As You Go fares in the London Travelcard area at the same times as the current discount.

I am sending this to all Managing Directors of Train Operating Companies in the London area (and copying it to DfT, TfL and ATOC) in the hope that you will collectively agree to address this situation.

Yours sincerely

Sharon Grant