
Secretariat memorandum

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Ticket Vending Machines – usability by passengers

1 Purpose of report

- 1.1. To discuss the outcome of research by Passenger Focus into the usability of ticket vending machines (TVMs).

2 Recommendation

- 2.1. Members are recommended to note this report and the presentation from Passenger Focus.

3 Ticket Vending Machine passenger research

- 3.1. Members are reminded that in the Business Plan for 2009/10 it was originally intended for London TravelWatch to carry out its own passenger research into the usability of TVMs. However, following discussions with a train operator and TVM manufacturer, it was clear that rapid technological change would most likely overtake the current generation of such machines, and be able to get over most if not all of their current perceived drawbacks. On this basis the Board decided that there would be little value in pursuing our own independent research at this time.
- 3.2. However, Passenger Focus, as the national consumer body decided to pursue its own research into this subject.
- 3.3. The report of their findings is attached for members' information.
- 3.4. The report was based on the use of 60 semi-structured depth interviews of 15 passengers each from Southeastern, South West Trains, East Midlands Trains and First Great Western. Each of these companies operates in and around London and has considerable numbers of TVMs at stations throughout London and the London TravelWatch area.
- 3.5. The TVMs that were used in the research are also used by every other train operating company in the London area (including some on London Underground). In addition the general findings of the work would also have relevance to London Underground, Docklands Light Railway and Croydon Tramlink. Members might wish to bear this in mind when the Board discusses the issue of ticket office hours on London Underground on the 28th September 2010.
- 3.6. The conclusions of the report do not contain any great surprises, and are in line with London TravelWatch's experiences from our casework.

4 Equalities and inclusion implications

- 4.1. The research had six respondents with three different types of disability take part. It was found that there were significant barriers to usage of TVMs by people with visual impairments, wheelchair users and/or learning difficulties.

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 (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee 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. There are no financial implications for London TravelWatch arising from this report.