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## Minutes

Agenda item : 5  
Drafted : 26.2.10

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### Minutes of a meeting of the Fares and Ticketing Committee held on 18 February 2010 at 6 Middle Street, London EC1

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#### Present

##### Members

David Barry; David Leibling (Chair) and Sharon Grant (London TravelWatch Chair)

##### Guests

Michael Dollin	Manager, Fares, Ticketing and Passenger Benefits Team, Department for Transport (DfT)
Lucy Preston	Ticketing Policy Manager, Transport for London (TfL)
Peter Twigg	Head of London & South East Support Association of Train Operating Companies (ATOC)
Wilco Chapels	London Pricing Manager, ATOC

##### Stakeholder Representatives

Matt Winfield	Stakeholder Engagement Manager, TfL
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##### Secretariat

Tim Bellenger	Director, Research and Development
Janet Cooke	Chief Executive (min 1 – 9)
Mark Donoghue	Committee Administrator

## **Minutes**

### **1 Chair's introduction, pre-meeting announcements and apologies for absence**

The Chair welcomed members and guests to the meeting. Apologies were received from Lorna Reith, Daniel Francis, Onjali Bodrul and Kevin Davis

### **2 Declarations of interest**

No additional declarations of interest were made. A public record of member's interests may be found on the London TravelWatch website.

### **3 Minutes**

The minutes of the meeting held on 1 December 2009 were approved and signed for the record.

### **4 Matters arising**

On minute 6, 1.12.09 Lucy Preston said Transys had calls received no complaints around agents experiencing these problems (running out of Oyster cards). If there was specific information TfL can target individual agents.

Mr Verma said the complaints need to distinguish between Oyster cards and paper tickets. Agents will run their paper ticket stock low. He has not heard of an agent running out.

The Chair asked if responses had been received from TOCs on the Chair of London Travelwatch's letter on Oyster Extension Permits (OEPs)? The Director, Research and Development replied that the majority of replies received by London TravelWatch had sought to justify the introduction of OEPs.

### **5 Actions taken**

The paper was noted for the record.

### **6 Oyster Pay As You Go (PAYG) Roll out on National Rail**

Mr Leibling noted that Oyster Pay As You Go (PAYG) had now rolled on national rail.

Mr Twigg noted that given the complexity and change that had taken place with the introduction of Oyster PAYG it had gone remarkably smoothly. This was due to the hard work of Mr Verma and this team at TfL. Oyster PAYG had proved to be an instant hit and the take up is still growing (volumes and revenue are increasing). However, it is a little too early to draw any conclusions. He noted that the nine millionth journey had already taken place and this was not out of line with predictions. The roll out has been popular with users. A number of issues

needed to be resolved, for example, some stations do not have top-up facilities, but this will happen by early summer. Some validators were not turned on at the start of the roll out, but this had been resolved by TfL. Some errors in fares had been picked up and resolved, for example, Herne Hill. The Chair asked how this had been resolved. Mr Chapels explained that the problems had been resolved before the roll out went live and passengers were given an automatic refund.

Mr Twigg reported that a significant number of passengers were not touching in or out and were being charged the maximum fare. He felt that this should decline once passengers get used to using Oyster PAYG. There has been an increase in call volumes to TfL. On OEPs he understood London TravelWatch's position. A potential fraud risk had been identified. The OEPs were the least worst solution, but he recognised how difficult they were to understand as a concept for passengers. OEPs can be bought at stations. Their usage will be monitored and reviewed after six months.

Mr Verma noted that the roll out had taken a long time but it had been carefully planned. The roll out had gone smoothly. The system had been vigorously tested in its first week of operation on national rail with the adverse weather. Usage figures are currently almost one million journeys per week. TfL would be targeting people who were not using Oyster now. Revenue was being apportioned automatically, so that the correct share could go to the right operator. He predicted that the percentage of incompletes on national rail would decline to around 4–5%.

The Chair noted his thanks to TfL and ATOC for their work in the success of the roll out.

Mr Verma outlined some of the operational issues which had been encountered, for example, gates being switched off or validators not working. These were resolved quickly. The route validators were also working well. He went on to give details of OEP usage since the roll out. At present 3% of all extension journeys made in London, each day were made with OEPs. Most people pay the right fare. There is the same chance of fraud with paper tickets. He is concerned about systemic fraud. The Oyster system can identify users who are making multiple incomplete journeys. If systematic abuse is found action will be taken. TfL will share intelligence data with TOCs.

The Chair asked if any consumer research was planned. Mr Verma replied that nothing was planned, but correspondence was monitored. The Chair of London TravelWatch asked if there had been any shift from tube to rail since the roll out. Mr Verma replied that there had not. Members were concerned that any shift between modes could have revenue implications for TfL. Mr Dollin noted that there was a good business case for Oyster PAYG and it could generate revenue growth for TOCs.

The Chair asked about guidance given to Revenue Protection Inspectors (RPIs). Mr Twigg noted that for an initial period RPIs were allowed to give passengers some flexibility if they did not have an OEP. The TOCs were trying to educate passengers at the moment. At a local level, if RPIs were aware of particular individuals evading fares they would take action.

Members were concerned that with the low the 3% usage of OEPs it would be difficult to enforce a prosecution. Mr Twigg repeated ATOC's commitment to review usage in the short and medium term. TOCs wish to minimise fraud and want to look at the best way of achieving it. The Chair of London TravelWatch felt that TOCs should do more to remind passengers to

touch out and felt that announcements should be made at stations. Mr Verma reported that some stations did that and posters were on display for passengers. Mr Twigg noted that some TOCs were applying different policies. He would take back the suggestion to the next forum meeting of TOCs.

The Director, Research and Development reported that London TravelWatch had received some casework on the roll out. Some TOCs were not telling passengers that Oyster PAYG was cheaper. In South London some passengers were being advised to contact TfL if they had a query by the ticket office staff. He asked if queuing times at National Rail stations had decreased. Mr Twigg did not have this information at the moment.

The Chair concluded this item by thanking those present. He noted London TravelWatch's support for Oyster PAYG. He also recognised Mr Twigg's undertaking to review OEPs. London TravelWatch deplores fraud on the system and welcomed a forensic approach to detecting fraud on the network.

## **7 Withdrawal of non-Oyster tickets**

The Director, Research and Development began by noting that the majority of transactions now took place using Oyster. There are still a small portion of tickets sold which are not on Oyster. How would passengers who purchased paper tickets be catered for on an on-going basis?

He wondered if the central London bus zone (passengers can not pay by cash in zone 1) would need to continue. Would TfL look at installing top-up machines at road sides, perhaps, integrating them at bus stops which have the new countdown system, solar panels, etc.

Mr Verma replied that one day bus passes were withdrawn on 10 January 2010. He had received few letters of complaint. The saver ticket had been abolished in September 2008. Roadside ticket machines had been removed where facilities for topping up Oyster cards were available. There is an aspiration to have no cash purchases of tickets on buses.

The business case for replacing the roadside ticket machines would be considered when their suitability was at an end. The particular example the Director, Research and Development had given (roadside top-up facilities) were a risk due to theft. Mr Verma wanted to see the transport system in London fully oysterised.

Ms Preston noted that Oyster had been successful in reducing boarding times for buses and TfL were wary of reintroducing pay on board for buses. There were no plans to change that policy.

## **8 Gating National Rail Stations**

The Director, Research and Development began by explaining that he thought it would be useful to get an overview on gating schemes. His paper highlighted stations which had high volumes of passengers but were un-gated.

He had explored the reasons why gates were used, for example, crime, fraud and customer satisfaction. There are significant differences between TOCs gating strategies, for example,

Southern and London Overground stations on the East London Line were more likely to be gated. In comparison, Southeastern and National Express East Anglia had a lower proportion of gated stations. There seemed to be a correlation between gated stations and how prosperous an area is. He highlighted the ticketless travel survey at the last meeting of the committee. As stations had been gated the level of ticketless travel had fallen, crime had dropped and customer satisfaction had gone up. There needed to be a London wide gating strategy to resolve the inequality in the provision of gates. Mr Verma noted that TfL would like to gate Finsbury Park underground station (not all London Underground stations are gated).

Mr Twigg explained that it was up to TOCs to decide whether to gate stations. TOCs decide to gate depending on whether there is a business case for doing so or if there is a franchise commitment to gate. This is why gating varies across London. He wondered whether a London wide strategy would be appropriate. Mr Dollin felt that the methodology applied to gating stations on the south central franchise could be applied elsewhere. The Chair asked how much a gate cost. Mr Verma replied that gates did not cost a lot. Mr Twigg noted that at old railway stations costs were higher due to cabling and if they were a list building.

The Chair felt that members should carry out a mystery shopper exercise to see if staff were present on gatelines at London Underground stations (LUL).

**Action: Members**

Members discussed how the work on gating could be progressed. Members were happy with the general policy, but asked the Director, Research and Development to look at the specifics.

**Action: Director, Research and Development**

## **9 Any other business**

Mr Twigg reported that ATOC were not withdrawing CIV tickets. The detail was on a specific issue from casework regarding the underground portion of the ticket.

Ms Preston updated members of the committee on the former articulated bus routes and current levels of fare evasion. The 507 and 521 bus routes were open board and still had the same levels of evasion. Route 38 had moved to double decker operation in mid November. Since then evasion had gone from almost 8% to 2–3%. TfL were comfortable on how the change had gone as far.

## **10 Resolution to move into confidential session**

The Committee resolved, under section 15(b) of schedule 18 of the Greater London Authority Act 1999, that, by reason of the confidential nature of the following items, it was desirable in the public interest that the public should be excluded from the meeting.

In private session members considered the confidential minutes for the meeting held on 1 December 2009. They reviewed the meeting and discussed future agenda items.

The next meeting would take place on 17 June 2010.

## 11 Glossary

ATOC	Association of Train Operating Companies
CIV	Conditions Internationales de Vente (International Conditions of Sale) are used by passengers who travelled via Eurostar services to the continent.
LUL	London Underground
OEPs	Oyster Extension Permits
PAYG	Pay As You Go (Oyster cards)
TfL	Transport for London
TOC	Train Operating Company