
Minutes

Agenda item : 3
Drafted : 5.1.10

**Minutes of a meeting of the Fares and Ticketing Committee
held on 1 December 2009 at 6 Middle Street, London EC1**

Contents

- 1 Chair's introduction, pre-meeting announcements and apologies for absence**
- 2 Declarations of interest**
- 3 Minutes**
- 4 Matters arising**
- 5 Department for Transport Ticketless Travel Survey on South Central**
- 6 January 2010 fare increases for National Rail and TfL**
- 7 TfL and National Rail communication strategy and Oyster Extension Permits for Oyster PAYG roll out on National Rail : January 2010**
- 8 National Rail penalty fares review : Draft consultation response to Department for Transport (DfT)**
- 9 Any other business**
- 10 Resolution to move into confidential session**
- 11 Glossary**

Present

Members

David Barry; Onjali Bodrul; Kevin Davis (min 5 to 10); Sophia Lambert; David Leibling (Chair) and Sharon Grant (London TravelWatch Chair)

Guests

Michael Dollin	Manager, Fares, Ticketing and Passenger Benefits Team, Department for Transport (DfT)
Nick Jones	Steer Davies Gleave (SDG) (min 5)
Matthew Lodge	Franchise Sponsor, DfT (min 5)
Lucy Preston	Ticketing Policy Manager, Transport for London (TfL)
David Williams	Retail Standards Manager, Fares Ticketing and Passenger Benefits Team, DfT (min 5 to 8)
Matt Winfield	Stakeholder Engagement Manager, TfL

Staff

Chief Executive; Committee Administrator; Director, Public Liaison; Director, Research and Development

Minutes

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

The Chair welcomed members, visitors and the public to the meeting. Apologies were received from Daniel Francis and Peter Twigg, Head of London and South East Support, Association of Train Operating Companies (ATOC)

2 Declarations of interest

The Chair and Sophia Lambert declared that they each held a Freedom pass.

3 Minutes

The minutes of the meeting of held on 22 September 2009 were approved and signed for the record.

4 Matters arising

The Chair of London TravelWatch requested an update on the Oyster ticket agent criteria. The Chair reported that the criteria previously submitted to TfL had already been withdrawn.

5 Department for Transport Ticketless Travel Survey on South Central

The Chair welcomed Mr Lodge and Mr Jones to the meeting. Their presentation may be viewed in full at <http://www.londontravelwatch.org.uk/document/3973/get>. Mr Lodge began by explaining that the reason for the research was to justify the gating strategy on the South Central franchise.

The level of evasion on the franchise was on average 8 per cent and ticket irregularities (using off peak tickets too early, rail cards, etc) were highest Monday-Friday, 06:00 to 10:00. The Chair asked how the survey compared with revenue protection inspector statistics. Mr Lodge replied that the survey was not, as it measured ticketless travel in a different way.

Surveyors presented themselves to passengers by dressing smartly and following announcements on the carriages of trains. The only passenger information recorded was whether they were over 16.

Mr Lodge went on to discuss what the DfT decided to do in light of the survey results. The fact that TfL was rolling out Oyster Pay As You Go (PAYG), South Central franchise was being refranchised and TfL was carrying out gating schemes on the North London Line presented a unique opportunity for the DfT to install gates earlier than anticipated. Twelve stations were already gated with a further two to follow.

Fares revenue had increased by just over 5 per cent on average. A further increase was anticipated when gates were staffed later during Monday to Friday and at weekends, as the evidence showed that, after gating, the number of tickets issued often increased by 100 per cent.

The Chair asked whether the queues at booking offices were now longer. Mr Lodge replied that there was no firm evidence, but anecdotally some stations had never been so busy. Mr Lodge pointed out that similar increases in growth had been experienced in the Sydenham corridor stations since they were gated. He also explained that crime had fallen, but that at certain stations detection rates had increased alongside the presence of police at stations. The Director, Public Liaison, commented that the system of ticketing was now more complex for passengers, and that often passengers do not intentionally purchase the wrong ticket.

A member asked if there would be any follow-up to this survey. Mr Lodge replied that Southern, the franchise holder for South Central, would be carrying out a follow-up survey in 6 to 12 months.

The level of ticket irregularities would differ in different parts of the network. Mr Lodge would confirm which South Central stations within London TravelWatch's remit were gated and which stations were to be gated.

Action : DfT

The Director, Research and Development reported that the East Coast franchise would be gating the rest of Kings Cross station.

The Chair of London TravelWatch noted that the DfT had subsidised the cost of gating and asked whether the Department would receive enhanced income. Mr Dollin confirmed that revenue sharing was in the franchise agreement and the DfT would claw back revenue when TOCs (Train Operating Companies) exceeded that level. Mr Lodge added that the manning of gates was in the franchise agreement; if the TOC did not staff the gates for 95 per cent of the hours covered, they were penalised.

6 January 2010 fare increases for National Rail and TfL

In her opening remarks Ms Preston noted Oyster PAYG fares had not increased as much as other fares, and suggested that most customers would not notice the changes.

The Director, Research and Development commented that some single journeys (for zones 1-4) on Oyster PAYG would be cheaper on National Rail than TfL. Discrepancies such as DLR cash fares for zones 2 and 3 and the seven day bus and tram Travelcard had been ironed out, but, the cap on Oyster Pay As You Go had increased.

The Chair noted the increase for bus fares from £1 to £1.20 and plans by TfL to abolish the one-day bus and tram pass paper ticket. Ms Preston revealed that cash transactions on buses were 2% of the total, and the withdrawal of the paper equivalent would have a minimal effect. The long term strategy of Oyster PAYG was to eliminate cash fares on buses, with the transition being made in incremental steps. A member noted that in her local area, some Oyster agents did not have sufficient cards and issued the one-day bus and tram pass paper tickets instead. 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.

Action : TfL

Members discussed the withdrawal of the self-service bus ticket machines in some locations. It was noted that the criteria for their removal was that those machines was whether they were close to stations (Underground or National Rail), or Oyster agents. 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.

Action : TfL

Members expressed concern that if a passenger's Oyster card did not work, there would not be a back-up such as a paper ticket.

The Chair noted that there was the possibility with TOCs operating on a fare structure of increasing fares by RPI +1% or RPI +3% (Southeastern only) and TfL now operating on an RPI +2% that TfL fares would go up faster than TOCs.

The Director, Research and Development noted that London TravelWatch wanted to see convergence between London Underground and National Rail fares, so that there was a single fare structure in London.

7 TfL and National Rail communication strategy and Oyster Extension Permits for Oyster PAYG roll out on National Rail : January 2010

The Director, Research and Development, reported that Oyster PAYG on National Rail would start on 2 January 2010, and had recently met with ATOC on the strategy to communicate this.

He explained that there would be different fares at peak times, with a new afternoon peak fare operating between 16:00 to 19:00.

Oyster Extension Permits (OEPs) would be introduced with the roll out of Oyster PAYG. The Director, Research and Development, gave an example of a passenger having a zone one to three travel card (with Oyster PAYG credit), travelling to Hounslow in zone five. To carry out their journey they would need to buy an OEP for their card at an Oyster machine or agent. When the passenger touches £1.50 will be deducted from the card, and on the return journey they would not need to purchase an OEP. If a passenger did not have an OEP they would be penalty fared. Concern was expressed that it was unenforceable and that the complexity would confuse passengers. It might be easier to purchase an extension using a Gold card season ticket than purchase an OEP. The Chair of London TravelWatch expressed concern that the whole purpose of Oyster PAYG on National Rail was undermined, and she had raised this with DfT. It was agreed that the Chair of London TravelWatch would write to ATOC regarding OEPs.

Action : London TravelWatch

Members asked how passengers were going to be informed of the roll out on Oyster PAYG. The Director, Research and Development, felt that the communication of OEPs to passengers posed a significant challenge. Posters and leaflets would be at National Rail stations from December 2009, and publicity at Tube stations from January 2010. TfL would sponsor adverts in the local press and e-mail Oyster card holders. There would be an update on the TfL website, the National Rail Enquiries (NRES) website and through individual TOCs.

A member asked whether there would be any changes to Zip cards, concessionary fares, etc. Ms Preston noted that new photocards cards would be issued for children aged 5 to 10, to ensure they were charged the right OPAYG fare on National Rail.

8 National Rail penalty fares review : Draft consultation response to Department for Transport (DfT)

The Director, Research and Development explained that this consultation was the result of lobbying by London TravelWatch several years ago, as the rules on penalty fares were not consistently being applied. The paper started from first principles and took into consideration developments such as smart cards and mobile phone technology. There should be a common standard across the appeal bodies.

The Chair introduced the paper and noted that the Director, Public Liaison had selected recent cases to give examples where the appeal bodies had been over zealous in their application of the rules.

The Director, Public Liaison commented that the appeals bodies knew the criteria, but that the circumstances were not being taken into account when people were appealing against their penalty fare. The two appeals bodies (Independent Appeals Service and Independent Penalty Fares Appeals Service) needed to act in a consistent manner.

Mr Williams commented that some of the cases highlighted by London TravelWatch showed a need for tickets to be made more accessible to passengers. Mr Dollin felt that part of the problem was that discretion was not codified in the penalty fare rules.

The Chair of London TravelWatch commented that the disability issues in the review should be amplified. The Director, Public Liaison, noted the failure to share information between appeal bodies as TOCs may be using the same line, but using different organisations for their penalty fares. The Chair of London TravelWatch felt that the cases raised could be used in future publicity on this subject.

Action arising?

9 Any other business

The Director, Research and Development, noted that the Public Carriage Office (PCO) had issued consultation regarding fares from April 2010 and other changes involving shared taxi journeys and fixed fares from Heathrow airport to central London. This would be circulated to members for comment.

Action : Director, Research and Development

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 22 September 2009. They reviewed the meeting and discussed future agenda items.

11 Glossary

ATOC	Association of Train Operating Companies
C2C	Train Operating Company serving Essex and East London
DfT	Department for Transport
DLR	Docklands Light Railway
NRES	National Rail Enquiries
OEPs	Oyster Extension Permits
PAYG	Pay As You Go (Oyster cards)
PCO	Public Carriage Office
RPI	Retail Price Index (Government measure of inflation used to determine the increase in fares)
TfL	Transport for London
TOC	Train Operating Company