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## Minutes

Agenda item : 4  
Drafted : 21.6.10

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### Minutes of a meeting of the Fares and Ticketing Committee held on 17 June 2010 at 6 Middle Street, London EC1

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#### Present

##### Members

David Barry; Daniel Francis and David Leibling (Chair)

##### Guests

Wilco Chapels	London Pricing Manager, Association of Train Operating Companies (ATOC)
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, ATOC

##### Secretariat

Tim Bellenger	Director, Research and Development
Janet Cooke	Chief Executive
Mark Donoghue	Committee Administrator

#### Minutes

##### 1 **Chair's introduction and pre-meeting announcements**

The Chair welcomed guests and members to the meeting.

## **2 Apologies for absence**

Apologies were received from Sharon Grant, Kevin Davis, Lorna Reith and Onjali Rauf.

## **3 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 (<http://www.londontravelwatch.org.uk/document/3861/get>).

## **4 Minutes**

The minutes of the meeting held on 18 February 2010 were approved and signed for the record.

## **5 Matters arising (FT 40)**

The Chair noted the item on gating (to look in further detail at the gating of national rail stations 18.2.10, minute 8). How did London Underground monitor staffing on gate lines? Ms Preston replied that Performance Managers monitor this and raise the issue at team meetings. The Chair felt that a staff presence at a station made passengers feel more secure. He asked if London Underground would guide London TravelWatch on their policy. Ms Preston would discuss this with colleagues and see who would be appropriate.

**Action : TfL**

The Director, Research and Development reported that as part of the joint work with Transport for London (TfL) on the funding of the South London Line (SLL), a business case for gating a number of stations had been looked at. This would provide a significant financial contribution to the operation of the service. Secondly he had been in correspondence with a member of the public regarding the gating at Kings Cross national rail station. The member of the public did not feel it was appropriate for long distance travel. The Director, Research and Development had looked at the proposal and the scheme was not necessarily about revenue protection, but security. The member of the public felt that the gate line would create problems, for example, queues and issues for passengers with luggage.

The Chair noted that Euston and Paddington national rail stations were still only partially gated.

## **6 Action taken (FT41)**

The Director, Research and Development reported that he had taken up the issue of inconsistencies of the availability of fares and tickets on the line from New Cross Gate to Crystal Palace / West Croydon since the opening of the East London Line extension, and changes to when and where Freedom Passes could be used now that there was a TfL service operating on that route. Examples cited were that freedom pass holders are now able to enter National Rail stations on this route before 0930. However, if you got on the train at Forest Hill

station prior to 9.30 am and tried to exit London Bridge, you would not be able to do so, and would be liable for a penalty fare. The issue had been raised at the Croydon Public Transport Liaison meeting. The only solution is to have a unified fares system across London.

Mr Twigg noted that he did not think this problem would be resolved quickly. London Councils do not have enough funds at the moment. Mr Chapels noted that there was a similar situation on the West London Line.

Ms Preston reported that the issues the Director, Research and Development had highlighted in the Actions taken paper had been discussed with London Rail. London Rail had not heard of any complaints regarding them.

Ms Preston reported that there had not been a substantial increase in Oyster Extension Permits (OEPs). Mr Twigg noted that TOCs would now enforce OEPs more rigorously. The Director, Research and Development noted that Southeastern had changed their penalty fares policy to include OEPs. A review of OEPs will be undertaken and a report published in the Autumn.

There were small differences in prices between (London Overground) West Croydon and (national rail) East Croydon. Mr Twigg reported that ATOC were looking at the scope for further changes to simplify the fares structure.

The Chair asked for casework to be monitored and any cases to be highlighted to ATOC and TfL.

**Action : Director, Research and Development**

## **7 Schedule 17 applications by Chiltern Railways and South West Trains (FT42)**

The Director, Research and Development reported that he had heard nothing further regarding Chiltern Railways application. The application by South West Trains (SWT) had gone to the Board meeting on 23 March 2010. In some cases the data used had not taken into account the introduction of Oyster Pay As You Go (PAYG). Transactions had fallen by 50%, which was due to a period of severe weather.

SWT had responded to London TravelWatch's comments. They now propose to withdraw their plans for most stations in the travel card area, in particular stations where transactions were over 12/hour. He was concerned about reductions at Strawberry Hill station.

The Chair noted his thanks to the Director, Research and Development.

Mr Dollin reported that SWT and Transport for London (TfL) were in discussions about retailing Oyster cards. He would report back on the outcome.

**Action : DfT**

The Chair asked what other TOCs did. Mr Dollin replied that other TOCs, for example, Southern and Southeastern sold pre-loaded cards at stations. Ms Preston noted that this is at cost for the TOCs. Mr Dollin noted that South West Trains and the Office of Rail Regulation (ORR) are in discussions about some stations retailing Oyster. He would update London TravelWatch on the outcome.

**Action : DfT**

There was no timetable for updating Ticket Vending Machines (TVMs) at South West Train stations.

The Chair thanked the Director, Research and Development and welcomed the changes made by SWT. However, the Director, Research and Development would go back and discuss Strawberry Hill further. He would also raise Oyster retailing, destination lists at TVMs and queuing times at stations. He would co-ordinate media coverage with the Communications Officer.

**Action : Director, Research and Development**

## **8 Any other business**

There was no further business.

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

The Committee resolved, under section 15(6) 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 ATOC review of fares policy and the confidential minutes for the meeting held on 18 February 2010. They also reviewed the meeting and discussed future agenda items.

The next meeting would take place on 21 September 2010.

## **10 Glossary**

ATOC	Association of Train Operating Companies
ORR	Office of Rail Regulation
OEPs	Oyster Extension Permits
PAYG	Oyster Pay As You Go
SLL	South London Line
SWT	South West Trains
TfL	Transport for London
TOCs	Train Operating Companies
TVMs	Ticket Vending Machines