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## Minutes

Agenda item: 4  
Drafted: 02.12.10

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### Minutes of a meeting of the Fares and Ticketing Committee held on 30 November 2010 at 6 Middle Street, London EC1

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#### Present

##### Members

David Barry; Kevin Davis, David Leibling (Chair) and Sharon Grant (London TravelWatch, Chair) (item 7 to 12)

##### Guests

Ade Aderemi	Customer Relations Manager, Transport for London (TfL)
Serena Allen	Ticketing Services Manager, Transport for London (TfL)
Arthur Borkwood	Oyster Revenue Development Manager, London Underground (LUL)
Joe Kerrigan	Acting Passenger Benefits Manager, Department for Transport (DfT)
Lucy Preston	Ticketing Policy Manager, TfL

##### Stakeholder Representatives

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

Tim Bellenger	Director, Research and Development (item 8 to 12)
Janet Cooke	Chief Executive
Bryan Davey	Director, Public Liaison
Mark Donoghue	Committee Administrator
Vincent Stops	Streets and Surface Transport Policy Officer (item 7)

## **Minutes**

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

The Chair welcomed visitors from TfL and members to the meeting.

### **2 Apologies for absence**

Apologies were received from Michael Dollin, Daniel Francis, Onjali Rauf. Sharon Grant and the Director, Research and Development gave apologies for lateness.

### **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/home/declarations\\_of\\_interest](http://www.londontravelwatch.org.uk/home/declarations_of_interest)).

### **4 Minutes**

The minutes of the meeting held on 21 September 2010 were approved and signed for the record.

### **5 Matters arising (FT47)**

On the item about carrying out a survey on whether staff were on gate lines at London Underground stations (18.2.10, minute 8), the committee agreed to consider how this could be done when the new system was in operation.

The Director, Public Liaison reported that in relation to the item regarding Oyster card anomalies (21.9.10, minute C4), this would be kept under review. It was easier to generate press coverage if a case could be linked to an individual's experience.

The Chair noted that South West Trains would now be retailing Oyster. He thanked all staff and organisations which had put them under pressure.

### **6 Actions taken (FT48)**

The Chief Executive reported that there would be a joint event with the Association of Train Operating Companies (ATOC) about the first class travel report. The date had yet to be agreed. The Train Companies (TOCs) are fairly positive about it.

### **7 Public Carriage Office taxi fares consultation (FT49)**

The Chair noted that the paper by the Director, Research and Development highlighted a number of issues. Members agreed with recommendation 3.3 of the Public Carriage Office's (PCO) proposals.

A member noted that whilst they had no problem with the amount of the increase, the method of increase was not transparent particularly as the meter operated on both time and

distance. It was deceptive for passengers because they did not realise that the distance had changed for each 20p increment. An alternative was to change the unit from 20p to say 25p and make the corresponding change to distance and time. Another member noted that in London the meters are trusted by passengers. However, if you use a taxi after a long gap, you would notice an increase. There should be a one-sentence statement on the fare increase in black cabs. The Chief Executive noted that London TravelWatch is in dialogue with the PCO on publicity, etc and would raise this suggestion.

The Director, Public Liaison felt that passengers should have an idea of what a typical fare is. The Chair noted that there are posters, for example, at Piccadilly explaining indicative taxi fares.

The Chair noted that London TravelWatch did not support the fuel price adjustment as fuel prices fluctuated. The committee agreed with the Director, Research and Development's proposal (3.2.2, FT49).

On section 6 of the PCO proposals it was agreed to find out who provided the marshalls for marshalled taxi ranks.

**Action : Committee Services**

On section 7 the Chair felt that passengers should be able to negotiate a fare. The proposal by the PCO was accepted.

On section 8, the Streets and Surface Transport Policy Officer wanted pre-agreed fares to be more widely publicised. A member felt that negotiating a fixed fare would increase the value of the black cabs. It gave passengers better certainty and was better for the public. The Chair felt that this should be promoted to passengers.

A member asked whether Oyster cards and credit cards would be accepted more widely. Ms Preston replied that there was a cost problem installing Oyster in cabs, whilst some cabs do accept credit cards. However, the market is moving to payment by bank cards or similar technology, for example, pay and wave, etc. The Streets and Surface Transport Policy Officer would include a request via the Access to Transport committee in the response about issuing receipts automatically.

The Chair of London TravelWatch asked about disputes with drivers after a fare had been agreed. The Chair felt that the PCO should be encouraged to issue more posters in London and include a list of prices at all airports.

**Action : Secretariat**

The Chair noted that black cabs were becoming more like private hire vehicles (PHVs), as they were now accepting bookings. Members felt that there was convergence between the two types of taxis due to the growth of mobile phone usage.

The committee agreed with the introduction of booked journeys. The Chair thanked the Director, Research and Development for his work.

## **8 London Underground ticket vending machine (TVM) upgrade**

The Chair welcomed Mr Borkwood to the meeting. Mr Borkwood began by noting that there will be a number of changes to ticket vending machines (TVMs). There will be an increased range of languages from six to seventeen this month. The Chair asked if usage of the languages was monitored. Mr Borkwood replied that it was not at the moment, but Transport for London (TfL) would like to. Passengers could access the language function

from the base screen.

On 12 November national rail tickets had been added to ticket machines. This would enable passengers to access some national rail tickets, although some route options were not available. Ms Preston noted that ideally TfL would like to do that, but there was a difficulty regarding the space on the screen. Mr Borkwood noted that some TVMs were difficult to upgrade.

Mr Borkwood noted that in May 2011 there would be a hardware upgrade. TVMs would be able to vend Oyster cards as TfL wish to increase passengers' ability to purchase Oyster cards when the changes to ticket office opening hours take place. There were 48 separate Oyster vending machines currently. Advanced TVMs (there is one in each station) would be able to vend cards. Passengers will have to register their cards after purchase. Once the card is registered, monthly options will be available. The card will be dispensed from the ticket box. An internal reader will be placed inside TVMs to validate the cards when they are dispensed. The machines would hold 400 cards. He expected 150 cards to be issued at a heavily used machine each day. Station staff would replenish machines. The current vending machines would be phased out.

The Director, Public Liaison was concerned that there would be more unregistered Oyster cards. He understood it would be easier for tourists, but that it might create problems later. Ms Preston noted that whilst she felt that was a valid point, she queried whether people would risk losing the credit on their card. A great deal of information was available on the internet. The only text on the card are the conditions of carriage. The Chair felt that leaflets in stations explaining how to use Oyster, etc should be kept up to date and in stock.

Mr Borkwood explained that TfL is going to carry out research on the ticket experience after these changes to TVMs. TfL is investigating whether signage can be provided to show which TVM to use for their transaction. The research would look at the ticket hall experience of passengers.

The Chair asked how many people had a railcard loaded on to their Oyster card. Ms Preston replied that there were around 50,000 Oyster cards with a railcard on. In response to a question about Network Railcards, Mr Borkwood responded that this had not been incorporated into the ticket machines due to the complexity of the product, in particular the £13 minimum fare.

A member asked whether TfL is considering installing journey planner on to TVMs to give passengers the fastest and cheapest journey. Ms Preston noted that TfL is trying to do that and will achieve some of that next year. Ideally there would be a hybrid between the internet and journey planner. However that has major cost implications and with the growth of mobile phone applications, etc it is harder to produce a business case.

The Chair felt that there might be a higher risk of problems with TVMs as they had more functionality. Mr Borkwood explained that the current performance regime with CUBIC was set at the same level. He did not doubt that there would be an initial impact.

The Chair noted that London TravelWatch would be happy to help in the research and the Chief Executive felt that the signage needed to be clear about which machines passengers needed to use.

## 9 London Underground fare evasion

Mr Borkwood noted that London Underground (LUL) had four main points on tackling fare evasion and revenue protection : gateline management (stations are gated); ticketing strategy (ease of buying a ticket); Revenue control inspectors (RCIs); and prosecution.

Staff are deployed throughout the network, either front line staff on the gateline and in station; RCIs; British Transport Police (BTP); the locations being chosen using staff knowledge and intelligence. RCIs are deployed in areas they are familiar with. Penalty Fare Notices (PFNs) had declined over the last few years. RCIs had been reduced, but the introduction of maximum (capping) fares had reduced fares. Improved LUL gateline management now meant that gates were open less often at stations.

The Director, Public Liaison noted that the prosecution rate was low and asked whether cases are dropped before court. The low rate was actually due to customers offering to pay the fine rather than go to court. In one case an individual had paid £1200. The Chair wondered how the decision was made whether to prosecute or to give a PFN. If the case is clear cut then the individual will be prosecuted. If no intent can be pin pointed then a PFN will be issued.

The Chair of London TravelWatch wondered if there was any gender or ethnicity breakdown of individuals subject to Penalty Fares or prosecution. LUL replied that the RCI will record the country of origin, etc and this will be entered on to a database. There has been an increase in people from Eastern Europe, which is due to counterfeit tickets. If someone is caught would gender, ethnicity or age play a part in whether they get a PFN or are prosecuted? Ms Preston noted that individuals are prosecuted on intent to defraud. RCIs are well trained and are objective. It is not about the number of PFNs or prosecutions.

The Chair asked about the relationship LUL had with the BTP. There are 230 RCIs who cover 270 stations. Intelligence is shared between the two organisations. A BTP officer is unable to ask to see a customer's ticket. RCIs and the BTP work closely together.

A member asked whether there was variability with PFNs by area and it was noted that this would lie where they started their journey. There are some areas that are particularly vulnerable, for example, some big stations or after 7pm when gates are open.

The Chair asked if the wider gates made it easier for people to evade fares. LUL replied that evasion rates were similar to 'normal' gates. They also felt that people who fare evaded want to be 'invisible', (and therefore dedicated fare evaders do not wish to draw the attention of staff to themselves). The LUL investigation team, who work alongside the BTP, had arrested ring leaders who mass produce tickets, for example, one individual had 200 tickets when they were arrested. The loss in revenue is currently 1.5 per cent. There was an increase from 2002 to 2005, but since then there has been a big effort on tackling it. The Director, Public Liaison felt that some of this was due to passengers getting used to Oyster. The number of incomplete journeys (where passengers exit a station without touching out at the end of their journey) had risen due to ungated national rail stations.

The Director, Public Liaison noted that gating had a major deterrent on fare evasion. The Chief Executive noted that London TravelWatch had made the same point to the DfT. The gates also need to be operational.

The Chair thanked Mr Borkwood and his colleague for their openness. Mr Borkwood agreed to check with his colleagues to see what London TravelWatch could do to assist on tackling fare evasion. The Chair noted that London TravelWatch did not condone fare evasion.

Members discussed whether a press release should be issued on fare evasion. It was agreed to wait until a new initiative from TfL was launched. It is the paying customer who pays to make-up the shortfall in revenue.

## **10 January 2011 fare increases for National Rail and TfL**

Ms Preston reported that fares had increased by RPI plus 2 per cent which the Mayor had set out in his business plan. The Chair noted that non-Oyster had borne the brunt of the rises in January, which was the opposite of the previous year. The Chair noted that the zone 2 to 5 travel card had been removed. Ms Preston replied that the natural switch for passengers was to transfer to Oyster Pay As You Go (PAYG). Most people who use zone 2 to 6 travel cards do not make sufficient journeys to meet the cost. There will be customer information on the TfL website and at stations.

On national rail fares, the Director, Research and Development reported that individual fares would not be available until 5 or 6 December 2010. One train company (TOC), Southeastern would be increasing point to point tickets (origin station to London terminals) by more than RPI plus 3 per cent (12-13%). He also commented that he believed awareness of the substantial savings available to Goldcard holders, by putting their Goldcard on to their Oyster card card, was very low. He noted that a number of operators had responded to London TravelWatch's first class travel research. Virgin and East Coast are making it better value for passengers. Most unregulated fares would increase by 6 to 8 per cent. London TravelWatch will put out a press release advising passengers where to get the best deal and to renew early if possible.

**Action : Director, Research and Development/Communications Officer**

Mr Kerrigan noted that this year there would be more flexibility for TOCs.

The Chair noted that TfL had abolished peak fares for journeys into zone one in the evening (4pm to 7pm). Ms Preston noted that this was only TfL services and did not apply to national rail fares.

The Chair noted that London TravelWatch was disappointed by the level of increase, but would promote best value to passengers. He asked for an update on the Ticketing and Settlement agreement. Mr Kerrigan replied that ATOC were looking at this and would come back in the spring of 2011.

The Director, Research and Development asked about progress on the penalty fares review. Mr Kerrigan noted that the DfT had not got round to this yet. The Director, Public Liaison asked about the review of Oyster Extension Permits (OEPs). Mr Kerrigan replied that ATOC were looking at this.

## **11 Any other business**

The Chair asked if any response had been received from the DfT on having Stratford as a joint station. The Director, Research and Development replied that he had not. He had raised the issue with Southeastern. No one appeared to want to take up ownership of this problem. The Docklands Light Railway extension was due to open in February 2011. The Chair asked for the issue about Stratford to be raised again at the opening of the extension.

**Action : Director, Research and Development**

## **12 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 confidential session members reviewed the meeting and approved the confidential minutes from the meeting on 21 September 2010.

## **13 Glossary**

ATOC	Association of Train Operating Companies
BTP	British Transport Police
CUBIC	It runs the day-to-day management of the Oyster card system
DfT	Department for Transport
DLR	Docklands Light Railway
LUL	London Underground
OEPs	Oyster Extension Permits
PAYG	Oyster Pay As You Go
PCO	Public Carriage Office
PFN	Penalty Fare Notices
RCIs	Revenue Control Inspectors
TfL	Transport for London
TOCs	Train Operating Companies
TVMs	Ticket Vending Machines