
Secretariat memorandum

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Agenda item: 6

LTW390

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Matters arising

1 Purpose of report

- 1.1. To record responses to or further information received on matters arising from previous meetings.

2 Recommendation

- 2.1. That the report is received for information

3 Information

- 3.1. The current position is set out in the accompanying table (Annex A). Updates for inclusion in this report are invited five working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

4 Equalities and inclusion implications

- 4.1. None – report is for information only.

5 Financial implications

- 5.1. None – report is for information only.

6 Legal powers

- 6.1. 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.

LTW 390 Annex A: Matters arising from previous London TravelWatch meetings

| No | Date | Minute | Action | Action owner | London TravelWatch owner | Status | Complete |
|-----------|--|------------------------------|---|---------------------|---------------------------------|--|--------------------|
| 1 | 06.07.10 09.11.10 24.05.11 12.07.11 27.09.11 | 4 11 6.2 6.1 6.1 | To further investigate the publishing of complaints data. | TfL | Executive Assistant | The data still awaits internal approval. The Policy Officer and Executive Assistant have seen the data in draft. This issue is now scheduled for consideration at the November Consumer Affairs committee meeting. | In progress |
| 2 | 22.03.11 | 12 | Report on redress when pedestrians trip on pavements on the TLRN and on likely condition of pavements in future. To consider whether there should be more information on the London TravelWatch website about this issue. | London TravelWatch | Policy Officer | The TfL website does now issue reference numbers when a complaint is lodged. A meeting with TfL streets maintenance officers is still being pursued to discuss the other issues. | In progress |
| 3 | 24.05.11 17.09.11 | 5 6.2 | Welcome Caroline Pidgeon AM's concerns about TfL's use of a non-geographic telephone number and to seek, if possible, a copy of TfL's response to her. | London TravelWatch | Executive Assistant | Information on this has been sought from TfL and Caroline Pidgeon. | In progress |
| 4 | 12.07.11. 27.09.11 | 6.6 6.3 | To publish the answers to the unanswered questions put to Peter Hendy at the May Board meeting. | London TravelWatch | Executive Assistant | These questions have been put to TfL and we are waiting for responses. | In progress |

| No | Date | Minute | Action | Action owner | London TravelWatch owner | Status | Complete |
|----|----------|--------|---|--------------------|----------------------------------|--|--------------------|
| 5 | 27.09.11 | 7 | Report to next meeting of Transport Services committee on potential work to be based on information on bus patronage figures. | London TravelWatch | Executive Assistant | This item is on the agenda for consideration at the December Transport Services committee meeting. | Complete |
| 6 | 27.09.11 | 8 | Respond to the changes to TfL fares that will take effect in January 2012. | London TravelWatch | Director, Policy & Investigation | The letter was sent on 5 October and is attached at Annex B. | Complete |
| 7 | 27.09.11 | 10 | Provide members with more detailed proposals for passenger engagement events at Tooting and Southall and propose further events for the new year. | London TravelWatch | Executive Assistant | Venues have been sought in south London for the Northern line event, which will now take place in early 2012. Details will be provided closer to the time. | In progress |

LTW 390 Annex B: Letter to the Mayor in relation to fares increases

5 October 2011

Mr B Johnson
Mayor of London
Greater London Authority
City Hall
The Queen's Walk
More London
London SE1 2AA

Dear Mayor Johnson,

Fares and Tickets from January 2012

Thank you for your recent letter advising us of the changes you are proposing to implement to Transport for London (TfL) fares in January 2012.

London TravelWatch welcomes the greater transparency that you have shown in relation to your fares decision. The publication of the advice that you received from TfL on this matter is most welcome. Previously, this has not been either available publicly or transmitted to us as the statutory consumer watchdog.

We also welcome the fact that you have not initiated structural changes to fares at this stage. In the past, structural changes such as the withdrawal of the zone 2-6 Travelcard resulted in substantial increases in fares for some users, which was not reflected in the published headline increases in fares, because it was a structural change.

These positive developments, are however, overshadowed by our concern that the level of increase in fares that you are proposing will have an impact on passengers, who are at the same time not seeing any real increase in their incomes. We believe, that for many on lower incomes fares will become unaffordable. For the remainder, if these increases are to be tolerated by passengers, they will expect the service levels to be maintained and reliability of the services they use to improve, so that they get some value added in return for the higher fares they are being asked to pay..

We are also concerned by the numbers and amounts of money taken from Oyster Pay As You Go users in the form of 'maximum journey charges' arising from 'incomplete' journeys. You will be aware of our recent research report that highlighted this issue – which I attach for your information. We acknowledge that since publication TfL has responded by introducing the 'autofill' arrangement that calculates the correct fare in relation to 'unfinished' journeys, and by providing simpler statements for passengers. We note too that since the publication of our report, an additional 15,000 passengers per month are making the effort to resolve journeys for which they have been overcharged.

However, despite these positive developments, the total number of such 'unresolved journeys' continues to rise. We therefore look to TfL, to not only address the 'system issues' but also the human failures and comprehension issues that lead people to incur these

'maximum fares' in the first instance. This requires serious engagement by TfL and train operators to implement the recommendations of our research.

There are other proposals that we would wish you to consider:

- We suggest that you withdraw the proposed increase in the single cash bus fare from £2.20 to £2.30, but instead raise the single zone 1 tube Oyster fare by 10p to £2.10 – at present many journeys which would otherwise involve the use of two buses in central London are cheaper to do by tube. We believe this would give people a financial incentive to use buses in central London, and thus help reduce crowding on the tube.
- Extend the discount given to Railcard holders on Oyster Pay As You Go journeys to include peak fares between 1600 and 1900 Monday to Friday, in line with the practice for paper tickets. We believe that this would help reduce queues at ticket offices at these busy times.
- Charge off-peak fares between 1600 and 1900 on journeys toward central London in zones 9, 8 and 7 to 2 in line with the current policy for journeys to zone 1 from these zones, as this creates an anomaly.

We are, as ever, very keen to engage with you on matters of interest to passengers. Should you have any queries on this letter please do not hesitate to contact me.

Yours sincerely

Sharon Grant

Chair