

Board meeting 02.04.19

Secretariat memorandum

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Agenda item: 8

LTW603

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Proposed response to the Department for Transport (DfT) consultation on extending Pay As You Go fares

1 Purpose of report

- 1.1. To give an outline of the proposed structure of the London TravelWatch response to this consultation.

2 Recommendation

- 2.1. Members are recommended to agree the proposed structure of the response.

3 Background

- 3.1. Members agreed at their last meeting that a response should be made to this consultation.

4 Proposed report structure

- 4.1 Defining the extent of problems in the existing rail fares and ticketing system:

- Disparities in fares by route and region
- Passenger dissatisfaction and expectations
- Numbers of incomplete journeys and Penalty Fares (from TfL data)
- Managing peak capacity (referencing our Annual Season Tickets research)
- Barriers to growth
- The wider social and economic impact (referencing our 'Living on the edge' research relating to people on low incomes living in outer London).

- 4.2 Addressing the issues using the principles set out in the Rail Delivery Groups 'Easier fares for all' consultation:

- Value for money
- Fair pricing using the examples of zonal fares, Oyster and contactless introduction in London
- Simplicity
- Flexibility
- Assurance

4.3 Issues raised relating to the DfT consultation, answering the specific questions put by the DfT:

- Concessionary fares compatibility
- Railcards
- Natural boundaries
- Regulated fares
- Passenger benefits

5 London TravelWatch priority

5.1. The issue of fares and ticketing complexity affects a significant proportion of rail travellers. This response therefore reflects London TravelWatch's prioritisation criteria.

6 Equalities and inclusion implications

6.1. Simplifying fares and ticketing will be beneficial overall to passengers, people with disabilities and people with protected characteristics.

7 Legal powers

8 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

9 Financial implications

9.1. There are no financial implications for London TravelWatch arising from this report.