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## Secretariat memorandum

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### Casework report – Information updates

#### Incoming casework

There was a sudden increase in complaints received during January and February 2015 and this is shown by the number of received contacts. The amount of cases closed during quarter four stayed level but the quantity of cases carried forward (80) rose as these were still open.

The number of complaints returned to normal in March 2015 although the database upgrade took place at this time. The upgraded system has more potential but there are still issues that makes the case administration longer than necessary.

#### Penalty fares and prosecutions

Two operators contacted the Casework Manager to request feedback about potential changes in their revenue protection system.

First Great Western are looking to abandon Unpaid Fares Notices (UFN) and replace them with Penalty Fare Notices (PFN) although there will be a ceiling amount. If they go ahead with this, it would be likely to start in October of this year. They are also frustrated by the lack of initiative taken by RPSS when dealing with some revenue protection cases and are evaluating the option of whether to take this service back in house.

This method by FGW would simplify an overcomplicated system. Policy and Investigation have also looked at these changes and agree the potential lower cost of a penalty fare with a ceiling may be better for the passenger. FGW will give a more detailed break down of how and where the trigger points for PFNS are located before the new system is introduced.

South West Trains have a new prosecution manager who is looking to completely overhaul their systems. South West Trains have always moved very quickly to prosecute passengers and their internal processes did not support this method of working. The new manager wants to streamline the back office functions to provide a more robust and fair process and change the focus of revenue protection to habitual fare evaders.

This overhaul is cautiously welcomed as any changes to the revenue protection processes which supports passengers who have clearly made a mistake and should not be facing prosecution is a definite step in the right direction.

### **Evidence of Oyster Pay As You Go**

As part of this year's workplan research as to whether or not a TOC, or staff member, has made the penalty fare/prosecution issue worse.

Over the past year we have had about 20 cases from passengers appealing penalty fares because they travelled to Dartford expecting to be able to use an Oyster card.

Interestingly, in each of these cases the passengers claim they were given misleading information about the penalty fare process by the revenue inspector.

This has been passed to Policy and Investigation to raise with managers at Southeastern. This feedback from passengers, who had expected to be able to use their Oyster PAYG at Dartford does reinforce the case for extending it.

### **London TravelWatch information on TOC websites**

The grid on the following pages outline how easy or not London TravelWatch information and contact details are to find on TOC website. It is worth noting that there is no similarities between the websites making searching for London TravelWatch unnecessarily complicated and protracted. It would be helpful to have our contact details in the same place on every TOC website.

## London TravelWatch information on TOC websites

Apr-15

TOC	Search results from homepage and availability of Information	Futher information
<b>Chiltern Railway</b>	<u>Available:</u> Contact info Link to website Description of LTW	
	1. Search "London TravelWatch" 2. Follow 'Rail Users Groups' link (2 of 3) 3. Scroll down to bottom of page for LTW listing.	Not easy or obvious to find, and no information about organisaiton or about appeals
<b>C2C</b>	<u>Available:</u> No info	
	1. Search "London TravelWatch" 2. Follow 'Making Rail Accessable' link (1 of 1) 3. LTW mentioned in first paragraph (name only).	Not easy or obvious to find, and no information about organisaiton or about appeals
<b>East Midland</b>	No search function available	
		No information found in pages
<b>Eurostar</b>	<u>Available:</u> Contact info Link to website Description of LTW	
	1. Search "London TravelWatch" 2. Follow 'Eurostar Contact Details' link (1 of 1) 3. Scroll down to 1/2 way to 'Traveller Care' section. 4. LTW listed alongside Passenger/Transport Focus.	Information at bottom of page but good detail

TOC	Search results from homepage and availability of Information	Further information
Thameslink (GTR)	<p>Available:  Contact info  Link to website  Description of LTW</p>	
	<ol style="list-style-type: none"> <li>1. Search "London TravelWatch"</li> <li>2. Follow 'Contacting Us' Link (1 of 7)</li> <li>3. Scroll 1/2 way down page</li> <li>4. LTW listed alongside Passenger Focus</li> </ol>	Good detail
First Great Western	<p>Available:  Contact info  Link to website  Description of LTW</p>	
	<ol style="list-style-type: none"> <li>1. Search "London TravelWatch"</li> <li>2. Follow 'Appeals Bodies' Link (1 of 5)</li> <li>3. LTW listed as an appeals body</li> </ol>	Easy to find. Dedicated page for London TravelWatch and Transport Focus
Gatwick Express	No search function available	
		No information found in pages
Abellio Greater Anglia	<p>Available:  Link to website  Description of LTW</p>	
	<ol style="list-style-type: none"> <li>1. Search "London TravelWatch"</li> <li>2. Follow 'London TravelWatch' Link (1 of 636)</li> <li>3. 'Find Out More' link will re-direct to the LTW home page</li> </ol>	Dedicated page for London Travelwatch with website link
Heathrow Connect	No search function available	
		No information found in pages

TOC	Search results from homepage and availability of Information	Futher information
Heathrow Express	No search function available	
		No information found in pages
London Midland	Search function available	
		No information found from search or in pages
Southern Railway	Search function available	
		No information found from search or in pages
South Eastern	<p><u>Available:</u>  Contact info  Link to website  Description of LTW</p>	
	<ol style="list-style-type: none"> <li>1. Search "London TravelWatch"</li> <li>2. Follow 'Frequently Asked Questions' Link (3 of 183)</li> <li>3. Scroll down page to 'I don't feel my complaint has been dealt with' section</li> <li>4. LTW listed as a contact</li> <li>5. Also available: Passenger Charter, Delay Repay</li> </ol>	Indicates information is contained within the passenger charter but not easy to find

TOC	Search results from homepage and availability of Information	Futher information
South West Trains	Search function available	
		No information found on search but London Travelwatch information found at bottom of SWT 'contact us' page
Transport for London	<p style="text-align: center;"><u>Available:</u> Link to website (not obvious)</p>	
	<ol style="list-style-type: none"> <li>1. Search "London TravelWatch"</li> <li>2. Follow 'Suggestions and Complaints' Link (7 of 10 on page 1 of 204)</li> <li>3. "Webpage cannot be found"</li> <li>4. Most other links are not related to LTW in content, but do have further links on the side-bar/bottom of page to LTW website directly.</li> </ol>	<p>No search results for 'London TravelWatch' but information was returned for 'TravelWatch'. This may be because the word 'London' produces so many results.</p> <p>No information contained in results. A small icon at bottom right hand side of page is a link to London TravelWatch website.</p>
Virgin Trains	Search function available	
		No information found in pages
Virgin Trains East Coast	<p style="text-align: center;"><u>Available:</u> No info</p>	
	<ol style="list-style-type: none"> <li>1. Search "London TravelWatch"</li> <li>2. Follow 'Delay Repay' link (1 of 1)</li> <li>3. LTW is mentioned in connection to complaints.</li> </ol>	No information regarding London TravelWatch