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## Secretariat memorandum

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LTW438

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### Research on passenger experiences of purchasing tickets

#### 1 Purpose of report

- 1.1. To inform members of the response to the publications of London TravelWatch's report on passenger experiences of purchasing tickets and agree future action.

#### 2 Recommendation

- 2.1. That members receive this report for information.

#### 3 Information

- 3.1. London TravelWatch's research on Passengers' ticket purchasing and journey experiences was [published online](#) on Thursday 11 July. Hard copies were sent to key stakeholders including the Department for Transport, Transport for London, ATOC, the Office of Rail Regulation and Passenger Focus. The research received a wide range of media coverage, featuring on page 2 of the Evening Standard as well as in their leader column. It was also picked up by ITV London news and on various news websites/blogs and the Director of Policy and Investigation was interviewed on LBC radio. We received a number of retweets on Twitter and the coverage helped secure over 1,000 hits on the London TravelWatch website on Thursday 11 July and again on Friday 12 July, the second and third highest number of unique views ever received respectively. To date around 450 people have either viewed or downloaded the full report.
- 3.2. The Department for Transport has requested a meeting to go through the findings of the report in relation to the possible extension of the Southeastern rail franchise. Further meetings and discussions will take place with TfL and others.
- 3.3. At the time of writing the Department for Transport fares and ticketing review conclusions were awaited, that would give further opportunities for discussion of issues raised in the research.

#### 4 Equalities and inclusion implications

- 4.1. There are no specific equalities and inclusions implications arising from this report.

## **5 Financial implications**

- 5.1. There are no specific financial implications arising from this report.

## **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.