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## **Secretariat memorandum**

Author : Mark Donoghue

Agenda item 7

FT32

Drafted 3.9.09

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### **Matters arising**

#### **1 Purpose of report**

- 1.1. To advise members of matters dealt with by the Chairman, Deputy Chair, the Chief Executive and/or the secretariat since the last meeting.

#### **2 Recommendation**

- 2.1. That the report is received for information.

#### **3 Information**

- 3.1. The current position with respect to items outstanding from previous meetings is detailed on the table at Annex A.
- 3.2. Updates for inclusion in this report are invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.
- 3.3. The Director, Research and Development to liaise with Transport for London (TfL) on the criteria for Oyster Agents (28.4.09, minute 4)

The following criteria were agreed with the Chair of the Committee and sent to TfL on 17 August 2009 :

Oyster Ticket Stop selection criteria – additional filter requirements taking into account the needs of minority faith communities.

1. Any premises should be seen to be clean, clear of clutter (such that people do not have to brush against other people or products on sale), easily accessible and visible in the surrounding community.
2. The business should be free from material considered to be offensive or harmful to any community or individual.
3. The business should not sell alcoholic beverages of any sort, except for those which are considered to be ritualistic to a faith community. Similarly no tobacco products should be available for sale.
4. The business should be open to all people regardless of sex, gender, ethnic background or faith.

5. If the application is to serve the needs of a specific minority faith community which otherwise may be excluded from access to Transport for London's services by virtue of the fact that other outlets in the area do not conform to points 1 to 4 above, then certification from the appropriate minority faith community authority is required. This should be displayed prominently on the premises and in any advertising / promotion for the business.

#### Application

1. The premises should have step free access, with gangways permitting 2 persons to pass easily between the entrance and the point of sale for Oyster products, signage outside the property should indicate the availability of Oyster products. Standards of cleanliness should be consistent with the guidelines issued by the appropriate minority faith community authority.

2. The premises must not contain any material considered to be pornographic or exploitative of, or injurious to other persons, and any images of men or women should respect the modesty of minority faith communities.

3. The premises must not normally be subject to licensing law. However, it may be acceptable to sell wine for Pesach / Passover celebrations or Communion.

4. The premises must not prohibit any person(s) from any public area, during opening hours. This means that a restriction for example on women entering the premises would not be acceptable. Staff at the business will be expected to treat all persons with courtesy and without prejudice and be seen to do so.

5. As an example, an Oyster outlet serving the Orthodox Jewish community would require certification from that communities' rabbinical authority that the business was operated in accordance with the requirements of that authority. Similarly an outlet serving the Sunni Muslim community would need similar authority."

3.4. The issues relating to the gating of Lewisham station would be sent to the Department for Transport (21.7.09, minute 1C)

On 22 July 2009 the Director, Research and Development wrote to the Department for Transport on 22 July 2009. A copy of his letter to Southeastern Railways can be accessed on this link : <http://www.londontravelwatch.org.uk/document/3834/get>.

3.5. A letter would be sent to the Secretary of State for Transport highlighting issues that might prevent the roll out of Oyster PAYG on national rail (21.7.09, minute 3C)

On 22 July 2009 the Chair of London TravelWatch wrote to the Secretary of State as requested. A copy of the letter is included in Annex B of this report.

## 4 Equalities and inclusion implications

4.1. In accordance with London TravelWatch's duties under the Disability Discrimination Act and other legislation, account is taken when responding to consultations on proposals from external bodies of their particular impact (if any) on the needs of

people whose access to transport may be restricted by reason of disability or social exclusion.

## **5 Legal powers**

- 5.1. 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 places a duty upon it 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.

## **6 Financial implications**

- 6.1. No specific financial implications for London TravelWatch arise from this report.

## Annex A : matters arising from previous Fares and Ticketing committee meetings

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status
28.4.09	4	The Director, Research and Development to liaise with Transport for London on the criteria for Oyster Agents.	London TravelWatch	Director, Research and Development	<b>Complete</b> – see para 3.3 above
28.4.09	9	The Director, Public Liaison to update members on the resolution to the problem regarding different providers charging different fares for the same tickets.	London TravelWatch	Director, Public Liaison	Awaiting decision by Department for Transport
28.4.09	4C	i It was suggested that a members' visit to the Oyster operations centre, the better to see the scope and limitations of the systems and so to enhance understanding of how the system works.	London TravelWatch	i Committee Services	In progress
21.7.09	7	TfL to determine whether any extra income had been obtained from the introduction of peak and off peak fares on London Underground, London Overground and DLR services.	Transport for London	Committee Services	
21.7.09	11	TfL to see if the operation of the Victoria line replacement bus services could operate in a different way.	Transport for London	Committee Services	
21.7.09	1C	The issues relating to the gating of Lewisham station would be sent to the Department for Transport.	London TravelWatch	Director, Research and Development	<b>Complete</b> – see para 3.4 above
21.7.09	1C	To include on the agenda for the next committee meeting an item on how the roll out of Oyster Pay As You Go (PAYG) on national rail is communicated to passengers.	London TravelWatch	Committee Services	This item will be included on the agenda for 22.9.09

Meeting	Minute	Action	Action Owner	London TravelWatch owner	Status
21.7.09	3C	A letter would be sent to the Secretary of State for Transport highlighting issues that might prevent the roll out of Oyster PAYG on national rail.	London TravelWatch	Director, Research and Development	<b>Complete</b> – see para 3.5 above

## Annex B

From the Chair  
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Lord Adonis  
Secretary of State  
Department for Transport  
Great Minster House  
76 Marsham Street  
London  
SW1P 4DR

22 July 2009

Dear Andrew,

RE: Implementation of Oyster Pay As You Go (PAYG) on National rail in London

I am writing to express the concerns of London TravelWatch about progress towards achieving "Oysterisation" by the proposed January 2010 implementation date.

At the meeting of our Fares & Ticketing Committee yesterday, we heard testimonies by representatives from your department, TfL and ATOC. We were extremely concerned about the range of issues (mainly administrative) which have still yet to be resolved, as well as about the apparently late consideration being given to a communications strategy so that the public will be apprised of the ways in which the scheme will affect the travel options open to them.

Oysterisation has been long awaited by the travelling public in London, and they expect all parties involved to resolve the final obstacles to implementation. As you will be aware, it is expected to remove considerable inconvenience for thousands of passengers, as well as offering some solutions to overcrowding by making rail options more easily available to commuters. Passengers will however, not appreciate a further delay in implementation on account of internal arguments between operators, the Department and Transport for London over matters which are of no interest or concern to them.

We would urge you to make sure that the goal of implementation in January 2010 remains in place, is adhered to and that there is no further delay in establishing a coherent message to passengers about changes ahead.

Yours sincerely,

Sharon Grant