

Subject: *The Future of Ticketing*

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 17 January 2012

This report will be considered in public

1. Summary

- 1.1 This report sets out for the Committee's agreement the Transport Committee's report, *The Future of ticketing*.

2. Recommendations

- 2.1 **That the Committee agrees the report: *The future of ticketing*; and**
- 2.2 **That the Committee recommends to the Assembly that it uses its powers under section 60(1) of the Greater London Authority Act to request a response to the report from the Mayor.**

3. Background

- 3.1 The Transport Committee agreed on 14 July 2011 to carry out an investigation into Transport for London (TfL)'s future ticketing plans with the following terms of reference:
- To examine TfL's plans for ticketing; and, in light of the findings
 - To identify any further actions that should be taken by the Mayor and TfL to develop future ticketing that is of maximum benefit to passengers and mitigates any risks.

4. Issues for Consideration

- 4.1 The draft report is attached as **Appendix 1** (for Members only) for the Committee's formal agreement. It is also available at <http://www.london.gov.uk/who-runs-london/the-london-assembly/publications>.
- 4.2 The report contains eight recommendations addressed to TfL and the Independent Investment Programme Advisory Group (IIPAG). In summary, the recommendations to TfL seek reports back to the Committee on the following issues:

- The fraud levels or other security matters detected due to increased use of contactless cards on the transport system;
- An analysis of the issues raised with the customer call centre related to contactless payments, any work carried out to examine bus driver difficulties with the system, and any agreement with banks for promotion campaigns in London;
- The full list of support being offered to those who wish to use contactless payments including any additional support over and above the website;
- How customers, regardless of bank status, will have access to the cheapest fares;
- An update on the development of plans for phases 3 to 5 of the Future Ticketing Project including plans to re-develop Oyster and how the ITSO standard will be used to ensure increased inter-operability and flexibility for passengers;
- The initial launch of contactless bankcard payment on buses including: the experience of passengers and drivers; any technical changes to the software as a result of initial testing; and a full timetable for the multi-modal launch on DLR, the Tube and the Overground; and
- Any proposed organisational changes resulting from preliminary scoping work on Phases 3 to 5 of the Future Ticketing Project including in relation to ticket offices, staff structures, and the plans for consulting the Committee and passengers on this issue.

4.3 In summary, the recommendation to IIPAG requested that it examine the business case for Phase 1 and 2 of the Future Ticketing project and report back to the Committee by March 2012.

4.4 The report and its recommendations fall within the terms of reference.

5. Legal Implications

5.1 The Committee has the power to do what is recommended in this report.

6. Financial Implications

6.1 There are no financial implications to the GLA arising from this report.

List of appendices to this report:

Appendix 1 – *The future of ticketing*

Local Government (Access to Information) Act 1985	
List of Background Papers: None	
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