

Independent Disability Advisory Group

Thursday 21st July 2022

14.30 – 16.30

Attendees	
██████████	████████████████████
██████████	██████████
██████████████	██████████
██████████	██████████
██████████	██████████
██████████	██████████
██████████	██████████
██████████	██████████
██████████	████████████████████
██████████	██
Ticketing	
██████████████	██████████
██████████	██████████
██████████████████████████████████	
██████████████	██████████████
██████████	
██████████	██████████

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

3. Phase removal of magnetic strip tickets

Billy gave an overview of the project, comms plans and future timelines.

Points raised by IDAG included:

Data

- Do you have data for people buying magnetic tickets?
- Concerned there isn't enough data to identify who will be affected
- More data is needed – from ticket offices, machines etc.
- Are there hotpots where people are buying them?
- Recommendation to conduct some investigation into who is still using magnetic cards, particularly if this is one specific project that is part of a larger shift towards ticketing change. The following suggestions/recommendations were made:
 - a 3-4 month data collection/mystery shopping to identify potential issues – to avoid critical issues
 - ongoing monitoring to continue to identify appropriate mitigations
 - running a comms and engagement campaign promoting new ways of travel and data collection as to who is still buying the magnetic tickets alongside each other
- Worth reviewing the old Contactless buses / Cashfree buses / network wide Contactless launch campaigns for comms insights

Low income

- Many people who don't have a bank account/contactless/oyster card are likely to be on a low income, therefore may not be able to afford the oyster card deposit
- Have you thought about how this change will affect those who are on a low income?
- People who are not eligible for any concession and can't afford an oyster or have a contactless – worth exploring the possibility of a link with universal credit to identify these people to offer free oyster cards ?
- What about the impact on refugees and asylum seekers. Asylum seekers are often worse off than refugees.

Tourists

- Some tourists may lose Oyster cards between one trip to London and the next, therefore prefer one day or several day cards for that particular trip
- Some tourists prefer paper tickets – overseas contactless may not work with their cards.
- Or they may be nervous about using contactless.

Further comments

- People who are undocumented/off grid – this change removes the option of staying off-grid
- Some will travel infrequently and may not see the messaging – a short promotional campaign won't reach them.
- Posters at bus stops that people walk past even if they are not travelling by bus that day.
- Some people with impulse control / response inhibition difficulties (e.g. those with ADHD or bipolar disorder) also choose not to use contactless in order to control spending and impulse behaviours.
- Many people who have care workers are encouraged not to have contactless to make them less likely to be stolen from.
- Some people choose not to have contactless
- Worth talking to colleagues at GLA who are running the Migrant Londoners Hub on potential impact around people who have NRPF - NRPF being No Recourse to Public Funds
- <https://www.london.gov.uk/what-we-do/communities/migrant-londoners-hub>
- Some people feel safer buying paper tickets
- **There needs to be an overall look at the cumulative impact of ticketing changes as there are several proposals at the moment**

TfL responses included:

- We don't have data unless customers are using a registered oyster card
- Will promote concessions as well as oyster and contactless

- The number of people who smart phones and contactless for travel has grown significantly
 - journeys using CPC. 2018/19 - 367,337,458. 2021/22 - 452,060,581.
- We have considered that there will be a group of people that will be affected which will be balanced against TfL's need to reduce operational costs, and the increased digitisation of society
- Working with councils to support refugees with travel costs
- Hotspots – main interchanges e.g. Heathrow, however a huge drop since the pandemic

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]
 [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]

[REDACTED]

■ [REDACTED]

■ [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]

■ [REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]

[REDACTED]

■ [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED].

- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]

[REDACTED]

- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
[REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]

[REDACTED]

[Redacted text block]

[Redacted text block]

- [Redacted list item 1]
- [Redacted list item 2]
- [Redacted list item 3]
- [Redacted list item 4]
- [Redacted list item 5]
- [Redacted list item 6]
- [Redacted list item 7]
- [Redacted list item 8]
- [Redacted list item 9]
- [Redacted list item 10]
- [Redacted list item 11]
- [Redacted list item 12]
- [Redacted list item 13]
- [Redacted list item 14]
- [Redacted list item 15]
- [Redacted list item 16]
- [Redacted list item 17]
- [Redacted list item 18]
- [Redacted list item 19]
- [Redacted list item 20]

[Redacted text block]

[Redacted text block]

- [Redacted list item 21]