

Freedom Pass

London's Concessionary Fares Scheme

London Councils on behalf of the 33 London councils

- 1,050,000 million pass holders
- 926,000 are older pass holders
- 124,000 are disabled pass holders
- £226,843 million in 2007-8

Contractors

- Transport for London
- National Rail (London services)
 - **Modes:**
 - Buses, Tube, Tramlink, Docklands Light Railway (DLR), trains and boats (discounted)
- 266,533 million (approx) bus trips in 2006
- 36,350 million (approx) tube trips in 2006

Ticketing

- Oyster technology
 - Smart since 2004
 - No stored value
 - No user data on card
- Functionality
 - Convenient and swift boarding
 - Travel data recorded
 - Hotlisting reduces fraud

Issuing and Renewal

- Issued through some borough councils and the London Post Office network
- Issue counter profile:
 - 5 boroughs issue older & disabled passes
 - 16 boroughs issue disabled passes but issue older passes through the Post Office
 - 12 boroughs issue both older and disabled passes through the Post Office

Issuing and Renewal

- 2 year issue cycle
- Last reissue 2006 (Feb – Sept
1,050,000 passes reissued)
- 895,000 issued by the Post Office using
their Horizon counter
- Data passed to London Councils
overnight
- New London Councils database in place

Issuing and Renewal

- Cards live until 2010
- Cards date stickered
- Non renewed cards hotlisted
- Late applicants require new passes

Card failures

- 2% actual failure
- 0.38% predicted failure
- Is it the user?
 - Feeding the gates
 - Breaking the aerial
- Is it the card or the operator?
 - Fragile
 - Gate blockades
 - Staff recommending replacement

Hotlisting and fraud

- Data from Boroughs and Post office
- Lists to Transys
- Fraud reports from TfL and national rail
- Reports to boroughs for action

Data protection

- London Councils and boroughs have customer data
- TfL (Transys) have card numbers & issuing borough
- Data only used for purpose of cost apportionment and aggregate travel data
- Formal police requests relating to crime

What next

- 2008 reissue and more stickers
- 2008 national scheme
- Stored value for people who travel outside free hours?
- Cost apportionment based upon usage?
- New cards – converged technology (Jan 2009 Oyster and ITSO)?

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