

From: [REDACTED]
Subject: Cabinet - 24 September 2025 - Response to Public Question
Date: 24 September 2025 at 19:30
To: Bob Egerton bobegerton@mac.com

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Information Classification: CONTROLLED

Dear Bob

In respect of the question you submitted to today's Cabinet meeting, I set out below the response given (which will form part of the draft minutes once published).

The Portfolio Holder for Transport provided the following response.

"Thank you, Mr Egerton for your question. For those who may not be familiar with tap and cap, passengers tap their card when they get on a bus and again when they get off and are automatically charged the correct fare. A small number of passengers have faced issues with the system and a recent review that was undertaken to sort this out was complex and involved several organisations who look after the technical data on behalf of the bus operators.

I am pleased to say that the review has now been concluded and the technical issues caused by the zones used to calculate tap and cap have been found and resolved. The data will continue to be regularly monitored to ensure passengers are charged appropriately. The bus operators who are responsible have asked me to pass on their sincere apologies to any passengers affected. The issues found equate to a small number (0.019%) of passenger journeys for the period of the technical issue. The majority of refunds have been paid, however, a small number are subject to further review and will be processed as soon as this is complete.

I handled the issue when Mr Egerton raised it on behalf of a visitor to Cornwall and raised it with officers and bus operations. The initial response then went back to Mr Egerton who felt the response was incorrect and Mr Egerton then undertook a number of bus journeys himself to explore and feedback. Since then, further investigations were undertaken that have resulted in what we are talking about today. I asked officers and bus companies to look at the issue at the time and passed on all the information that Mr Egerton shared throughout that process.

Egerton shared throughout that process.

I would like to thank Mr Egerton for the way in which he has pursued this issue.”

Mr Egerton posed the following supplementary question.

“The figures you have quoted from the bus companies showing a low percentage of customers had been overcharged is incorrect for the simple fact that they have no clue as to the number of people that have been overcharged because they do not have the data themselves and I raised that point with Mr Collins two days ago. Mr Collins said he was investigating the failings but I suggest that you take a lot more action to delve into the issue and I would be happy to work with you on this.”

In response, the Portfolio Holder for Transport stated the following.

“I know that the issue here is to do with protected data and how it can be shared through the payment system and with separate operators, etc. I am happy to continue those discussions and work with Mr Egerton going forward.”

With best wishes

[REDACTED]

[REDACTED]

[REDACTED]

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From: Bob Egerton <bobegerton@mac.com>

Sent: 12 September 2025 12:33

To: [REDACTED]

Subject: Question to Cabinet 24 September

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[REDACTED]

Could I please ask the following public question at the Cabinet meeting on 24 September. I plan to be there to ask it in person

September. I plan to be there to ask it in person.

"Council transport officers claimed to have sorted out the issue of tap and cap overcharging on buses. They hadn't. Bus operator management claimed to have sorted out the issue. They hadn't. Does the portfolio holder for transport regret that he did not do more about this issue three months ago?"

Many thanks.
Bob Egerton

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