

Appendix 1 to EqIA – Number of Day Travelcards sold during the period April 2022 – February 2023.

Day Travelcards issued by TfL	Off-Peak	Peak
Adult	1,923,653	273,871
Child	178,174	65,103
Total	2,101,827	338,974

Day Travelcards issued by TOCs inside zones 1-6	Off-Peak	Peak
Adult	870,274	533,793
Child	253,826	65,103
Total	1,124,100	598,896

Day Travelcards issued by TOCs outside zones 1-6	Off-Peak	Peak
Adult	6,222,099	533,793
Child	1,053,505	39,679
Total	7,275,604	573,472

Group Day Travelcard issued by TfL	Off-Peak	Peak
Adult	14,726	N/A
Child	15,923	N/A
Total	30,694	N/A

Group Day Travelcard issued by TOCs in zones 1-6	Off-Peak	Peak
Adult	8,223	N/A
Child	6,548	N/A
Total	14,771	N/A

Group Day Travelcard issued by TOCs outside zones 1-6	Off-Peak	Peak
Adult	973,954	N/A
Child	1,283,734	N/A
Total	2,257,688	N/A

Day Travelcards issued by TfL, bought using Railcards	Adult	Child
16-25	65,212	N/A
26-30	14,394	N/A
Annual Gold	978	93

Disabled Persons	6,471	N/A
Family	18,567	17,094
HM Forces	3,345	407
Network	4,906	486
Senior	16,931	N/A
Two Together	15,104	N/A
Veterans	2,131	N/A
Total	148,039	18,801

Day Travelcards issued by TOCs, bought using Railcards	Adult	Child
16-25	1,380,981	N/A
26-30	642,254	N/A
Annual Gold	12,320	9,648
Disabled Persons	116,424	466
Family	137,774	99,551
HM Forces	25,709	1,326
Network	1,103,197	32,299
Senior	837,890	N/A
Two Together	163,023	N/A
Veterans	50,943	1,524
Total	4,470,515	144,814

Day Travelcards issued by third party retailers	Total
	2,259,634

Appendix 2 – Cost implications for customers switching to PAYG

In this appendix:

1. Section 1 - Examples of cost of travel of with/without using Discounted Day Travelcards with National Railcards
2. Section 2 - Examples of cost of travel with/without using the Family Travelcard
3. Section 3 – Examples of cost of travel with/without using the Weekend Travelcard
4. Section 4 – Examples of cost of travel using only paper single/return tickets

Section 1 – Examples of cost of travel with/without using Discounted Day Travelcards using National Railcards

It is important to note that the third discount that is available on Day Travelcards with a National Railcard can be applied to Oyster, and this will continue to be the case should the Proposal be approved. When this discount is applied to a customer's Oyster card, it applies a one third discount to daily PAYG caps and so is cheaper than the cost of Day Travelcards that are discounted by one third with a National Railcard.

The table below shows the comparison between adult daily off-peak daily caps (column c) vs Off-peak Day Travelcards (column d) when using a National Railcard.

For illustration purposes the table also shows how much adult daily peak caps (column a) are compared to buying the equivalent (peak) Anytime Day Travelcard (column b).

Zones	a. Peak daily PAYG caps	b. Anytime (Peak) Day Travelcard	c. Daily off-peak PAYG caps (using Railcard)	d. Off-peak Day Travelcard (using Railcard)
1 - 2	£8.10	£15.20	£5.30	£10.00
1 - 3	£9.60	£15.20	£6.30	£10.00
1 - 4	£11.70	£15.20	£7.70	£10.00
1 - 5	£13.90	£21.50	£9.15	£10.00
1 - 6	£14.90	£21.50	£9.80	£10.00
1 - 7	£16.20	£27.20	£9.80	£10.60
1 - 8	£19.10	£27.20	£9.80	£10.60
1 - 9	£21.20	£27.20	£9.80	£10.60

With a Disabled Person's Railcard the third discount is available both on peak and off-peak. However, the following Railcards allow for more than one discounted Day Travelcard to be purchased: Family Railcard – additionally up to three adults and four children; HM Forces Railcard – additionally up to four children; Network Railcard – up to three adults and four children; Two Together Railcard – for two adults; Veterans Railcard – additionally up to four children; Annual Gold card – additionally up to three adults and four children; Disabled Persons Railcard – additionally for one accompanying companion. The discounts for additional travellers would not be available to apply as a discount to Oyster.

The examples below show the cost implications for customers switching from paying for travel using Railcards to PAYG on contactless or Oyster where the total amount of adults and children that are eligible to travel as a group under the relevant Day Travelcard do so.

The example below shows how much travel could be for four adults and four children travelling in zones 1-2, using PAYG on Oyster cards and reaching the daily cap in those zones, compared to how much it would cost to buy a Zones 1-6 Discounted Day Travelcard using a **Family & Friends Railcard**.

Cost of travel using Family Railcard for four adults and four children	Cost of travel using PAYG with price caps for four adults and four children* travelling in zones 1-2	Cost of Oyster cards for eight people (four adults and four children)	Total cost of travel without using Family Railcard (daily caps zones 1-2 for four adults and four children* + eight Oyster cards)
£60	£48.60	£56	£104.60

*Using Young Visitor discount (YVD)

The example below shows how much travel could be for four adults and four children travelling in zones 1 - 6, using PAYG on Oyster cards and reaching the daily cap in those zones, compared to how much it would cost to buy the equivalent (zones 1-6) Discounted Day Travelcard using a **Family & Friends Railcard**.

Cost of travel using Family Railcard for four adults and four children	Cost of travel using PAYG with price caps for four adults and four children* travelling in zones 1-6.	Cost of Oyster cards for eight people (four adults and four children)	Total cost of travel without using Family Railcard (daily caps zones 1-6 for four adults and four children + eight Oyster cards)
£60	£89.40	£56	£145.40

*Using YVD

The example below shows how much travel could be for four adults and four children travelling in zones 1-2, using PAYG on Oyster cards for adults and Zip Oyster photocard for children, and reaching the daily cap in those zones, compared to how much it would cost to buy a Zones 1-6 Discounted Day Travelcard using a **Family & Friends Railcard**.

Cost of travel using Family Railcard for four adults and four children	Cost of travel using PAYG with price caps for four adults and four children** travelling in zones 1-2	Cost of Oyster cards for four adults + administration fee for Zip Oyster photocard	Total cost of travel without using Family Railcard (daily caps zones 1-2 for four adults and four children** + four Oyster cards + admin fee for Zip Oysters)
£60	£39.20	£88	£127.20

**Using Zip Oyster photocards.

The example below shows how much travel could be for four adults and four children travelling in zones 1-6, using PAYG on Oyster cards for adults and Zip Oyster photocard for children, and reaching the daily cap in those zones, compared to how much it would cost to buy a Zones 1-6 Discounted Day Travelcard using a **Family & Friends Railcard**.

Cost of travel using Family Railcard for four adults and four children	Cost of travel using PAYG with price caps for four adults and four children** travelling in zones 1-6	Cost of Oyster cards for four adults + administration fee for Zip Oyster photocard	Total cost of travel without using Family Railcard (daily caps zones 1-6 for four adults and four children** + four Oyster cards + admin fee for Zip Oysters)
£60	£66.40	£88	£154.40

**Using Zip Oyster photocards

In the period April 2022 – February 2023 183,387 Travelcards were issued using a Family & Friends Railcard. Family & Friends Railcards cannot be added to an Oyster card.

The example below shows how much travel could cost for one adult and three children travelling in zones 1–2, using PAYG on Oyster cards and reaching the daily cap in those zones, compared to how much it would cost to buy to buy zones 1-6 Day Travelcards using a **HM Forces Railcard**.

Cost of travel using HM Forces Railcard for one adult and four children	Cost of travel using PAYG with price caps for one adult and four children* travelling in zones 1-2.	Cost of Oyster cards for five people (one adult and four children)	Total cost of travel without using HM Forces Railcard (daily caps zones 1-2 for one adult and four children + five Oyster cards)
£30	£24.30	£35	£59.30

*Using YVD

The example below shows how much travel could cost for one adult and three children travelling in zones 1–6, using PAYG on Oyster cards and reaching the daily cap in those zones, compared to how much it would cost to buy the equivalent Day Travelcards using a **HM Forces Railcard**.

Cost of travel using HM Forces Railcard for one adult and four children	Cost of travel using PAYG with price caps for one adult and four children travelling in zones 1-6.	Cost of Oyster cards for five people (one adult and four children)	Total cost of travel without using HM Forces Railcard (daily caps zones 1-6 for one adult and four children + five Oyster cards)
£30	£44.70	£35	£79.70

*Using YVD

The example below shows how much travel could cost for one adult and three children travelling in zones 1–2, using PAYG on Oyster cards for adult and Zip Oysters for children, reaching the daily cap in those zones, compared to how much it would cost to buy to buy zones 1-6 Day Travelcards using a **HM Forces Railcard**.

Cost of travel using HM Forces Railcard for one adult and four children	Cost of travel using PAYG with price caps for one adult and four children** travelling in zones 1-2.	Cost of Oyster card for one adult and Zip Oyster admin fee for four children	Total cost of travel without using HM Forces Railcard (daily caps zones 1-2 for one adult and four children + one Oyster card + Zip Oyster admin fee for four children)
£30	£14.90	£67	£81.90

**Using Zip Oyster photocard

The example below shows how much travel could cost for one adult using Oyster card and three children using Zip Oyster photocard, travelling in zones 1–2, using PAYG and reaching the daily cap in those zones, compared to how much it would cost to buy zones 1-6 Day Travelcards using a **HM Forces Railcard**.

Cost of travel using HM Forces Railcard for one adult and four children	Cost of travel using PAYG with price caps for one adult and four children** travelling in zones 1-2.	Cost of Oyster cards for one adult + admin fee for Zip Oyster photocard	Total cost of travel without using HM Forces Railcard (daily caps zones 1-2 for one adult and four children + one Oyster card + admin fee for three Zip Oyster photocard)
£30	£13.20	£52	£65.20

**Using Zip Oyster photocard

In the period April 2022 – February 2023 30, 787 Travelcards were issued using an HM Forces Railcard. HM Forces Railcard can be added to an Oyster card to get 1/3 off PAYG daily fares and caps but only for the card holder.

The example below shows how much travel could be for three adults and four children travelling in zones 1-2, using PAYG on Oyster cards and reaching the daily cap in those zones, compared to how much it would cost to buy the equivalent Day Travelcards using a **Network Railcard**.

Cost of travel using Network Railcard for three adults and four children	Cost of travel using PAYG with price caps for three adult and four children* travelling in zones 1-2.	Cost of Oyster cards for seven people (three adults and four children)	Total cost of travel without using Network Railcard (daily caps zones 1-2 for three adult and four children + seven Oyster cards)
£50	£40.50	£49	£89.50

*Using YVD

The example below shows how much travel could be for three adults and four children travelling in zones 1 – 6, using PAYG on Oyster cards and reaching the daily cap in those zones, compared to how much it would cost to buy the equivalent Day Travelcards using a **Network Railcard**.

Cost of travel using Network Railcard for three adults and four children	Cost of travel using PAYG with price caps for three adult and four children* travelling in zones 1-6.	Cost of Oyster cards for seven people (three adults and four children)	Total cost of travel without using Network Railcard (daily caps zones 1-6 for three adult and four children + seven Oyster cards)
£50	£74.50	£49	£123.50

*Using YVD

The example below shows how much travel could be for three adults and four children travelling in zones 1-2, using PAYG on Oyster cards for adults and PAYG on Zip Oyster photocard for children, and reaching the daily cap in those zones, compared to how much it would cost to buy the equivalent Day Travelcards using a **Network Railcard**.

Cost of travel using Network Railcard for three adults and four children	Cost of travel using PAYG with price caps for three adult and four children** travelling in zones 1-2.	Cost of Oyster cards for three adults + admin free for four Zip Oyster photocards	Total cost of travel without using Network Railcard (daily caps zones 1-2 for three adult and four children + three Oyster cards + four Zip Oyster admin fees)
£50	£40.50	£81	£121.50

**Using Zip Oyster photocards

The example below shows how much travel could be for three adults and four children travelling in zones 1-6, using PAYG on Oyster cards for adults and PAYG on Zip Oyster photocard for children, and reaching the daily cap in those zones, compared to how much it would cost to buy the equivalent Day Travelcards using a **Network Railcard**.

Cost of travel using Network Railcard for	Cost of travel using PAYG with price caps for three	Cost of Oyster cards for three adults + admin free for four Zip Oyster photocards	Total cost of travel without using Network Railcard (daily caps zones 1-6 for three adult

three adults and four children	adult and four children** travelling in zones 1-6.		and four children + three Oyster cards + four Zip Oyster admin fees
£50	£51.50	£81	£132.50

**Using Zip Oyster photocards

In the period April 2022 – February 2023 1,140,888 Travelcards were issued using a Network Railcard. Network Railcards cannot be added to an Oyster card to get 1/3 off daily fares and off-peak caps.

The example below shows how much travel could cost for one adult and four children travelling in zones 1-2, using PAYG on Oyster and reaching the daily cap in those zones, compared to how much it would cost to buy zone 1-6 Discounted Day Travelcards using a **Veterans Railcard**.

Cost of travel using Veterans Railcard for one adult and four children	Cost of travel using PAYG with price caps for one adult and four children* travelling in zones 1-2.	Cost of Oyster cards five people (one adult and four children)	Total cost of travel without using Veterans Railcard (daily caps zones 1-2 for one adult and four children + five Oyster cards)
£30	£24.30	£35	£59.30

*Using YVD

The example below shows how much travel could cost for one adult and four children travelling in zones 1 – 6, using PAYG on Oyster and reaching the daily cap in those zones, compared to how much it would cost to buy the equivalent Discounted Day Travelcard using a **Veterans Railcard**.

Cost of travel using Veterans Railcard for one adult and four children	Cost of travel using PAYG with price caps for one adult and four children travelling in zones 1-6.	Cost of Oyster cards five people (one adult and four children)	Total cost of travel without using Veterans Railcard (daily caps zones 1-6 for one adult and four children + five Oyster cards)
£30	£44.70	£35	£79.70

*Using YVD

The example below shows how much travel could cost for one adult and four children travelling in zones 1-2, using PAYG on Oyster for adults and Zip Oyster photocards for children, and reaching the daily cap in those zones, compared to how much it would cost to buy zones 1-6 Discounted Day Travelcards using a **Veterans Railcard**.

Cost of travel using Veterans Railcard for one adult and four children	Cost of travel using PAYG with price caps for one adult and four children** travelling in zones 1-2.	Cost of Oyster card for one adult + Zip Oyster admin fee for four children	Total cost of travel without using Veterans Railcard (daily caps zones 1-2 for one adult and four children + one
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			Oyster card + admin fee for four Zip Oyster photocards)
£30	£14.90	£67	£81.90

**Using Zip Oyster photocard

The example below shows how much travel could cost for one adult and four children travelling in zones 1-6, using PAYG on Oyster for adults and Zip Oyster photocards for children, and reaching the daily cap in those zones, compared to how much it would cost to buy zones 1-6 Discounted Day Travelcards using a **Veterans Railcard**.

Cost of travel using Veterans Railcard for one adult and four children	Cost of travel using PAYG with price caps for one adult and four children** travelling in zones 1-6.	Cost of Oyster card for one adult + Zip Oyster admin fee for four children	Total cost of travel without using Veterans Railcard (daily caps zones 1-6 for one adult and four children + one Oyster card + admin fee for four Zip Oyster photocards)
£30	£21.70	£67	£88.90

**Using Zip Oyster photocard

In the period April 2022 – February 2023 54,598 Travelcards were issued using a Veterans Railcard. Veterans Railcard can be added to an Oyster card to get 1/3 off PAYG daily fares and caps but only for the card holder.

The example below shows how much travel could cost for four adults and four children travelling in zones 1-2, using PAYG on Oyster cards and reaching the daily cap in those zones, compared to how much it would cost to buy zones 1-6 Discounted Day Travelcard using an **Annual Gold card**.

Cost of travel using Annual Gold card for four adults and four children	Cost of travel using PAYG with price caps for four adults and four children* travelling in zones 1-2.	Cost of Oyster cards for eight people (four adults and four children)	Total cost of travel without using Annual gold card (daily caps zones 1-2 for four adults and four children + eight Oyster cards)
£60	£48.60	£56	£104.60

*Using YVD

The example below shows how much travel could cost for four adults and four children travelling in zones 1 – 6, using PAYG on Oyster cards and reaching the daily cap in those zones, compared to how much it would cost to buy the equivalent Discounted Day Travelcard using an **Annual Gold card**.

Cost of travel using Annual Gold card for four adults and four children	Cost of travel using PAYG with price caps for four adults and four children* travelling in zones 1-6.	Cost of Oyster cards for eight people (four adults and four children)	Total cost of travel without using Annual gold card (daily caps zones 1-6 for four adults and four children + eight Oyster cards)
£60	£89.40	£56	£145.40

*Using YVD

The example below shows how much travel could cost for four adults and four children travelling in zones 1-2, using PAYG on Oyster cards for adults and Zip Oyster for children, and reaching the daily cap in those zones, compared to how much it would cost to buy zones 1-6 Discounted Day Travelcard using an **Annual Gold card**.

Cost of travel using Annual Gold card for four adults and four children	Cost of travel using PAYG with price caps for four adults and four children** travelling in zones 1-2.	Cost of Oyster cards for four people + Zip Oyster photocard admin fee for four children	Total cost of travel without using Annual gold card (daily caps zones 1-2 for four adults and four children + eight Oyster cards)
£60	£48.60	£88	£136.60

**Using Zip Oyster photocards

The example below shows how much travel could cost for four adults and four children travelling in zones 1-6, using PAYG on Oyster cards for adults and Zip Oyster cards for children, and reaching the daily cap in those zones, compared to how much it would cost to buy zones 1-6 Discounted Day Travelcard using an **Annual Gold card**.

Cost of travel using Annual Gold card for four adults and four children	Cost of travel using PAYG with price caps for four adults and four children** travelling in zones 1-6.	Cost of Oyster cards for four people + Zip Oyster photocard admin fee for four children	Total cost of travel without using Annual gold card (daily caps zones 1- 6 for four adults and four children + four Oyster cards + Zip Oyster admin fee for four children))
£60	£66.40	£88	£154.40

**Using Zip Oyster photocards

In the period April 2022 – February 2023 23,039 Travelcards were issued using an Annual Gold card. An Annual Gold card can be added to an Oyster card to get 1/3 off PAYG daily fares and caps but only for the card holder.

The examples below show how much travel could cost for two adults travelling into London without using the **Two Together Railcard**.

They would still be able to buy a discounted National Rail ticket to London but would not be able to buy a ticket with the Travelcard add-on.

Cost of return train ticket Reading to London using a Two Together Railcard, including zones 1 – 6 Day Travelcard add-on	Cost of return train ticket Reading to London using a Two Together Railcard, without Travelcard add-on.	Cost of travel using PAYG with price caps for two adults in zones 1-2	Cost of Oyster cards for two people	Cost of travel for two people using Two Together Railcard rail ticket without Travelcard add on + PAYG caps in zones 1 – 6 + two Oyster cards
£39	£31.60	£16.20	£14	£61.80

Cost of return train ticket Reading to London using a Two Together Railcard, including zones 1 – 6 Day Travelcard add-on	Cost of return train ticket Reading to London using a Two Together Railcard, without Travelcard add-on.	Cost of travel using PAYG with price caps for two adults in zones 1-6	Cost of Oyster cards for two people	Cost of travel for two people using Two Together Railcard rail ticket without Travelcard add on + PAYG caps in zones 1 – 6 + two Oyster cards
£39	£31.60	£29.80	£14	£75.40

The example below shows how much travel could cost for two adults travelling in zones 1 – 2, using PAYG on Oyster cards and reaching the daily cap in those zones, compared to how much it would cost to buy zones 1-6 Discounted Day Travelcards using a **Disabled Persons Railcard**.

Cost of travel using Disabled Persons Railcard card for one adult and one companion	Cost of travel using PAYG with price caps in zones 1 - 2 for two adults	Cost of Oyster cards for two people (two adults)	Total cost of travel without using Disabled Persons Railcard (daily caps zones 1-6 for two adults + two Oyster cards)
£20	£16.20	£14	£30.20

The example below shows how much travel could cost for two adults travelling in zones 1 – 6, using PAYG on Oyster cards and reaching the daily cap in those zones, compared to how much it would cost to buy the equivalent Discounted Day Travelcards using a **Disabled Persons Railcard**.

Cost of travel using Disabled Persons Railcard card for one adult and one companion	Cost of travel using PAYG with price caps in zones 1 - 6 for two adults	Cost of Oyster cards for two people (two adults)	Total cost of travel without using Disabled Persons Railcard (daily caps zones 1-6 for two adults + two Oyster cards)
£20	£29.80	£14	£43.80

The example below shows how much travel could cost for one adult travelling into London on a National Rail off-peak day return ticket (using a **Disabled Persons Railcard**) and using PAYG on Oyster to travel in London in zones 1 – 2, compared to the equivalent cost of travel using a Disabled Persons Railcard.

Cost of off-peak day return from Reading to London with Travelcard add-on using Disabled Persons Railcard	Cost of Day return ticket (Reading to London) without Travelcard add-on, using Disabled Persons Railcard	Cost of a new Oyster card	Cost of travel in zones 1 – 2 with daily price cap (Disabled Persons Railcard discount applied)	Total cost of travel into London using a Disabled Persons Railcard (+PAYG cap for zones 1-2 + one Oyster card)
£19.50	£15.80	£7.00	£5.30	£28.10

The example below shows how much travel could cost for one adult travelling into London on a National Rail off-peak day return ticket (using a **Disabled Persons Railcard**) and using PAYG on Oyster to travel in London in zones 1 – 6, compared to the equivalent cost of travel using a Disabled Persons Railcard.

Cost of off-peak day return from Reading to London with Travelcard add-on using Disabled Persons Railcard	Cost of Day return ticket (Reading to London) without Travelcard add-on, using Disabled Persons Railcard	Cost of a new Oyster card	Cost of travel in zones 1 – 6 with daily price cap (Disabled Persons Railcard discount applied)	Total cost of travel into London using a Disabled Persons Railcard (+PAYG cap for zones 1-6 + one Oyster card)
£19.50	£15.80	£7.00	£9.80	£32.60

In the period April 2022 – February 2023 123, 361 Day Travelcards were sold using a Disabled Persons Railcard.

Section 2 - Examples of cost of travel without using the Family Travelcard

Family Travelcard

The below examples are based on two adults and four children travelling into and around London. Each adult would need to have a contactless payment method, already have an Oyster card or buy a new one for £7 to pay as you go. If not, they would need to buy paper tickets, which would make travel more expensive than the examples show.

The example below shows how much travel could cost for two adults and four children under 11 (who get free travel in London).

Journey	Family Travelcard cost (for two adults)	Off-Peak Return to London Terminal (for two adults and four children)	Off-Peak Adult PAYG cap zones 1-2 (per adult)	Cost of travel without using Family Travelcard	Cost of travel (ticket to London, PAYG daily cap for two
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	and four children)			(ticket to London +contactless daily PAYG cap for two adults	adults + price of two Oyster cards)
Reading to London	£63.40	£117	£8.10	£133.20	£147.20
Milton Keynes to London	£57.80	146.80	£8.10	£168.00	£182.00

The example below shows how much travel could cost for two adults and four children aged between 11-15. Children are using an Oyster card with a Young Visitor discount applied.

Journey	Family Travelcard cost for two adults and four children)	Off-Peak Return to London Terminal (for two adults and four children)	Off-Peak Adult PAYG cap zones 1-2 (per adult)	Off-Peak child PAYG cap zones 1-2 with Young Visitor discount (per child	Cost of travel without using Family Travelcard (ticket to London + daily PAYG caps for two adults and four children)	Cost of travel (ticket to London, PAYG caps for two adults, PAYG caps for four children+ price of six Oyster cards)
Reading to London	£63.40	£117	£8.10	£4.05	£149.40	£191.40
Milton Keynes to London	£57.80	146.80	£8.10	£4.05	£179.20	£221.20

The example below shows how much travel could cost for two adults and four children under 11 (who get free travel in London).

Journey	Family Travelcard cost (for two adults and four children)	Off-Peak Return to London Terminal (for two adults and four children)	Off-Peak Adult PAYG cap zones 1-6 (per adult)	Cost of travel without using Family Travelcard (ticket to London	Cost of travel (ticket to London, PAYG daily cap for two adults + price of
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				+ contactless daily PAYG cap for two adults)	two Oyster cards)
Reading to London	£63.40	£117	£14.90	£146.80	£160.80
Milton Keynes to London	£57.80	146.80	£14.90	£176.60	£190.80

The example below shows how much travel could cost for two adults and four children aged 11-15 travelling in zones 1-6. Children are using an Oyster card with a Young Visitor discount applied.

Journey	Family Travelcard cost (for two adults and four children)	Off-Peak Return to London Terminal (for two adults and four children)	Off-Peak Adult PAYG cap zones 1-6 (per adult)	Off-Peak child PAYG cap zones 1-6 with Young Visitor discount (per child)	Cost of travel without using Family Travelcard (ticket to London + daily PAYG caps for two adults and four children)	Cost of travel without using Family Travelcard (ticket to London, PAYG caps for two adults, PAYG caps for four children + price of six Oyster cards)
Reading to London	£63.40	£117	£14.90	£7.45	£161.70	£203.70
Milton Keynes to London	£57.80	146.80	£14.90	£7.45	£206.40	£248.40

The example below shows how much travel could cost for two adults and four children aged between 11-15. This example shows children using Zip Oyster photocards.

Journey	Family Travelcard	Off-Peak Return to London Terminal	Off-Peak Adult PAYG cap	Off-Peak child PAYG cap	Cost of travel without using	Cost of travel (ticket to
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	cost for two adults and four children)	(for two adults and four children)	zones 1-2 (per adult)	zones 1-2 with Zip Oyster (per child)	Family Travelcard (ticket to London + daily PAYG caps for two adults and four children)	London, PAYG caps for two adults, PAYG caps for four children+ price of two Oyster cards + admin fees for Zip Oyster)
Reading to London	£63.40	£117	£8.10	£1.70	£140.00	£214.00
Milton Keynes to London	£57.80	146.80	£8.10	£1.70	£169.80	£243.80

The example below shows how much travel could cost for two adults and four children aged between 11-15. This example shows children using Zip Oyster photocards.

Journey	Family Travelcard cost for two adults and four children)	Off-Peak Return to London Terminal (for two adults and four children)	Off-Peak Adult PAYG cap zones 1-6 (per adult)	Off-Peak child PAYG cap zones 1-6 with Zip Oyster (per child)	Cost of travel without using Family Travelcard (ticket to London + daily PAYG caps for two adults and four children)	Cost of travel (ticket to London, PAYG caps for two adults, PAYG caps for four children+ price of two Oyster

						cards + admin fees Zip Oyster)
Reading to London	£63.40	£117	£14.90	£1.70	£153.60	£227.60
Milton Keynes to London	£57.80	146.80	£14.90	£1.70	£183.40	£257.40

28,337 Family Railcard tickets were bought in the period April 2022 – February 2023 for travel into London from Reading.

41,837 Family Railcard tickets were bought in the period April 2022 – February 2023 for travel into London from Milton Keynes.

In the period mentioned a total of 972,867 Family Travelcards were issued at TOC stations

Section 3 - Examples of cost of travel without using the Weekend Travelcard

Users of this Travelcard would need to buy a London Terminal ticket and then switch to PAYG on contactless or Oyster card for travel in London. If needing an Oyster card, customers would have to pay £7 for a new one. Children would need a Zip Oyster photocard and pay the admin fee or get a Young Visitor discount set on a standard Oyster card. Either way, there would be an additional cost of getting a card.

The example below shows how much travel would be for one adult travelling into London with an off-peak return National Rail ticket and travelling in zones 1-2 using PAYG on Oyster, compared to the cost of using a Weekend Travelcard.

Journey	Cost of travel using Weekend Travelcard (one adult)	Off-Peak Return to London Terminal (one adult)	Off-Peak Adult PAYG cap zones 1-2 (one adult)	Cost of Oyster card	Cost of travel (ticket to London, PAYG daily cap for one adult x 2 days + price of one Oyster card)
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Aylesbury to London	£46.00	£30.50	£8.10	£7.00	£53.70
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The example below shows how much travel would be for one adult travelling into London with an off-peak return National Rail ticket and travelling in zones 1 – 6 using PAYG on Oyster, compared to the cost of using a Weekend Travelcard.

Journey	Cost of travel using Weekend Travelcard (one adult)	Off-Peak Return to London Terminal (one adult)	Off-Peak Adult PAYG cap zones 1-6 (one adult)	Cost of Oyster card	Cost of travel (ticket to London, PAYG daily cap for one adult x 2 days + price of one Oyster card)
Aylesbury to London	£46.00	£30.50	£14.90	£7.00	£67.30

The example below shows how much travel would cost for one adult and one child travelling into London with an off-peak return National Rail ticket and travelling in zones 1 – 2 using PAYG on Oyster, compared to the cost of using a Weekend Travelcard.

Journey	Cost of travel using Weekend Travelcard (one adult + one child)	Off-Peak Return to London Terminal (one adult + one child)	Off-Peak daily PAYG cap zones 1-2 (*using Young Visitor discount)	Cost of Oyster card	Total cost of travel for one adult and one child using Weekend Travelcard	Total cost of travel (ticket to London for one adult + one child + PAYG daily caps x 2 days + Oyster cards)
Aylesbury to London (adult)	£46.00	£30.50	£8.10	£7.00	£69.00	£84.05

Aylesbury to London (child)	£23.00	£15.25	£4.05*	£7.00		
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The example below shows how much travel would cost for one adult and one child travelling into London with an off-peak return National Rail ticket and travelling in zones 1-6 using PAYG on Oyster card, compared to the cost of using a Weekend Travelcard.

Journey	Cost of travel using Weekend Travelcard (one adult + one child)	Off-Peak Return to London Terminal (one adult + one child)	Off-Peak daily PAYG cap zones 1-6 (*using Young Visitor discount)	Cost of Oyster card	Total cost of travel for one adult and one child using Weekend Travelcard	Total cost of travel (ticket to London for one adult + one child + PAYG daily caps x 2 days + Oyster cards)
Aylesbury to London (adult)	£46.00	£30.50	£14.90	£7.00	£69.00	£104.70
Aylesbury to London (child)	£23.00	£15.25	£7.45*	£7.00		

The example below shows how much travel would cost for one adult and one child travelling into London with an off-peak return National Rail ticket and travelling in zones 1-2 using PAYG on Oyster for adults and Zip Oyster for children.

Journey	Cost of travel using Weekend Travelcard (one adult + one child)	Off-Peak Return to London Terminal (one adult + one child)	Off-Peak daily PAYG cap zones 1-2 (*using Zip Oyster)	Cost of Oyster card **admin fee for Zip Oyster	Total cost of travel for one adult and one child using Weekend Travelcard	Total cost of travel (ticket to London for one adult + one child + PAYG daily caps x 2 days + Oyster card + admin fee)

Aylesbury to London (adult)	£46.00	£30.50	£8.10	£7.00	£69.00	£77.55
Aylesbury to London (child)	£23.00	£15.25	£1.70*	£15.00**		

The example below shows how much travel would cost for one adult and one child travelling into London with an off-peak return National Rail ticket and travelling in zones 1-6 using PAYG on Oyster for adults and Zip Oyster for children.

Journey	Cost of travel using Weekend Travelcard (one adult + one child)	Off-Peak Return to London Terminal (one adult + one child)	Off-Peak daily PAYG cap zones 1-6 (*using Zip Oyster)	Cost of Oyster card **admin fee for Zip Oyster	Total cost of travel for one adult and one child using Weekend Travelcard	Total cost of travel (ticket to London for one adult + one child + PAYG daily caps x 2 days + Oyster card + admin fee)
Aylesbury to London (adult)	£46.00	£30.50	£14.90	£7.00	£69.00	£84.35
Aylesbury to London (child)	£23.00	£15.25	£1.70*	£15.00**		

Section 4 – Examples of cost of travel using paper single/return tickets

Paper tickets

For people who cannot pay using PAYG on contactless or Oyster card they would need to pay for travel using paper single or return tickets. There would be no opportunity for people in this cohort to benefit from a daily price cap, and so they may pay more for travel (depending on their journeys). See table below for examples of the cost of travel using single and return tickets. The cost of a return ticket is twice the price of a single.

Off-Peak journey	Adult PAYG fare	Single paper ticket	Daily cap	Equivalent cost of travel using singles***	Difference in cost daily cap vs single tickets
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Oxford Circus to Hatton Cross (Zones 1-5)	£3.50	£6.70	£13.90*	£26.80	+£12.90
Walthamstow Central to Victoria (Zones 1-3)	£3.00	£6.70	£9.60*	£26.80	+£17.20
King's Cross to Westminster (Zone 1)	£2.70	£6.70	£8.10**	£20.10	+£4.90

*To reach the daily cap, in this example people would need to make four journeys within the zones identified. **To reach the daily cap, in this example people would need to make three journeys within the zone identified. ***The cost of buying the equivalent single tickets to make the same amount of journeys needed to reach the cap.

The example below shows how much travel would cost if travelling into London on a National Rail Day Return ticket, including using single paper tickets to travel around London, compared to the price of a Day Return with a Travelcard add-on.

Journey	Cost of travel using off-peak Day Return to London Terminal with zones 1-6 add on (one adult)	Off-Peak Return train ticket to London Terminal (one adult)	Cost of an adult single paper ticket	Cost of travel for one adult making two journeys on the Tube in a day (using single paper tickets) + cost of return train ticket
Reading to London	£29.60	£24.00	£6.70	£37.40

The example below shows how much travel would cost if travelling into London on a National Rail Day Return ticket, including using single paper tickets to make multiple journeys around London, compared to the price of a Day Return with a Travelcard add-on.

Journey	Cost of travel using off-peak Day Return to London Terminal with zones 1-6 add on (one adult)	Off-Peak Return train ticket to London Terminal (one adult)	Cost of an adult single paper ticket	Cost of travel for one adult making six journeys on the Tube in a day (using single paper tickets) + cost of return train ticket
Reading to London	£29.60	£24.00	£6.70	£69.80

Appendix 3

Examples of costs for customers using Group Day Travelcards compared to using pay as you go on contactless/Oyster card/Zip Oyster

Summary

The cost of group travel using Oyster/contactless PAYG may, in some instances, be cheaper than using the Group Day Travelcard and for children (11-15) using Zip Oyster significantly so. In other instances, it may be more expensive – sometimes significantly so – especially if members of the group have to purchase Oyster cards to benefit from PAYG caps, or use paper tickets. Some illustrative examples are set out below. Group Day Travelcards are available for zones 1-6 and zones 1-9. The examples below refer to the zones 1-6 Group Day Travelcard, which costs £10 for adults and £5 for children. Where the cost of purchasing an Oyster card is referred to, this is the £7 cost of a standard Oyster card.

Examples where group travel can be cheaper

- The cost of 10 adults using a zones 1-6 Group Day Travelcard is £100. The cost of using PAYG and reaching the daily off-peak cap in zones 1-2 for 10 adults is £81, but £151 if they all need to purchase Oyster cards to benefit from PAYG caps.
- The cost of 35 adults using a zones 1-6 Group Day Travelcard is £350. The cost of using PAYG and reaching the daily off-peak cap in zones 1-2 for 35 adults is £283.50 (but this rises to £528.50 if they all need to purchase Oyster cards to benefit from PAYG caps).
- The cost of a zones 1-6 Group Day Travelcard for five adults and five children is £75. The cost of using PAYG and reaching the daily off-peak cap in zones 1-2 for five adults and five children is £60.75 (assuming the Young Visitor discount is applied to the five children's Oyster cards) – but this rises to £130.75 if they all need to purchase Oyster cards to benefit from PAYG caps.
- The cost of 35 children using a Group Day Travelcard is £175. The cost of using PAYG and reaching the daily off-peak cap in zones 1-2 for 35 children aged 11-15 is:
 - £59.50 if the children all have Zip Oyster cards
 - £141.75 if the children all have Oyster cards and the Young Visitor discount is applied to them
 - £386.75 if they all need to purchase Oyster cards to benefit from PAYG caps, and then have the Young Visitor Oyster discount applied to them.

Examples where group travel will be more expensive

- The cost of 10 adults using a zones 1-6 Group Day Travelcard is £100. The cost of using PAYG and reaching daily off-peak cap in zones 1-6 for 10 adults is £149, but £219 if they all need to purchase Oyster cards to benefit from PAYG caps.

- The cost of 35 adults using a zones 1-6 Group Day Travelcard is £350. The cost of using PAYG and reaching the daily off-peak cap in zones 1-6 for 35 adults is £521, but £766 if they all need to purchase Oyster cards to benefit from PAYG caps.
- The cost of a zones 1-6 Group Day Travelcard for five adults and five children is £75. The cost of using PAYG and reaching the daily off-peak cap in zones 1-6 for five adults and five children is £107.25 (assuming the Young Visitor discount is applied to the five children's Oyster cards), but £177.25 if they all need to purchase Oyster cards to benefit from PAYG caps.
- The cost of 35 children using a Group Day Travelcard is £175. The cost of using PAYG and reaching the daily off-peak cap in zones 1-6 for 35 children aged 11-15 is:
 - £59.50 if the children all have Zip Oyster cards
 - £260.75 if the children all have Oyster cards, and the Young Visitor discount is applied to them
 - £505.75 if they all need to purchase Oyster cards to benefit from PAYG caps, and then have the Young Visitor Oyster discount applied to them.

Out-of-boundary customers who do not have contactless, and need to purchase an Oyster card to benefit from PAYG caps, cannot buy them at their station of origin; they would need to purchase these in advance online, or on arrival in London.

Contactless and Oyster PAYG cards can only be used by a single traveller. This may present difficulties for some travelling groups who would otherwise use Group Day Travelcards. This is because if all members of the travelling group, including children, do not have contactless or Oyster/Zip Oyster cards, these would need to be purchased to benefit from PAYG caps; or paper tickets would need to be purchased, which are more expensive. See above for how and where Oyster and Zip Oyster cards can be purchased, and the Young Visitor discount applied; and the cost of paper tickets. This could, in particular, affect secondary school/student travelling groups, and tourist groups. However, it should also be noted from the above that where children aged 11-15 have Zip Oyster, travel is significantly cheaper using the Zip Oyster than child Group Day Travelcards.

Illustrative Examples

The example below shows how much travel would cost for 10 adults using a Group Day Travelcard, compared to using PAYG on contactless/Oyster card, travelling in zones 1-2 and reaching the daily price cap in those zones. It also shows how much travel would cost if each person needed a new Oyster card

Cost of an Adult Group Day Travelcard (per adult)	Cost of daily off-peak cap for zones 1-2(per adult)	Cost of a new Oyster card	Cost of travel for 10 adults using a Group Day Travelcard	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-2 for 10 adults using contactless/without buying Oyster cards	Cost of travel using PAYG and reaching daily price cap in zones 1-2 + buying 10 Oyster cards

£10.00	£8.10	£7.00	£100	£81.00	£151.00
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The example below shows how much travel would cost for 10 adults using a Group Day Travelcard compared to using PAYG on contactless/Oyster card, travelling in zones 1-6 and reaching the daily price cap in those zones. It also shows how much travel would cost if new Oyster cards were needed.

Cost of an Adult Group Day Travelcard (per adult)	Cost of daily off-peak cap for zones 1-6 (per adult)	Cost of a new Oyster card	Cost of travel for 10 adults using a Group Day Travelcard	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-6 for 10 adults using contactless/without buying Oyster cards	Cost of travel using PAYG and reaching daily price cap in zones 1-6 + buying 10 Oyster cards
£10.00	£14.90	£7.00	£100	£149.00	£219.00

The example below shows how much travel would cost for 35 adults using a Group Day Travelcard, compared to using PAYG on contactless/Oyster card, travelling in zones 1-2 and reaching the daily cap in those zones. It also shows how much travel would cost if each person needed a new Oyster card.

Cost of an Adult Group Day Travelcard (per adult)	Cost of daily off-peak cap for zones 1-2(per adult)	Cost of a new Oyster card	Cost of travel for 35 adults using a Group Day Travelcard	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-2 for 35 adults using contactless/ without buying Oyster cards	Cost of travel using PAYG and reaching daily price cap in zones 1-2 + buying 35 Oyster cards
£10.00	£8.10	£7.00	£350.00	£283.50	£528.50

The example below shows how much travel would cost for 35 adults using a Group Day Travelcard, compared to using PAYG on contactless/Oyster card, travelling in zones 1-6 and reaching the daily price cap in those zones. It also shows how much travel would cost if each person needed a new Oyster card.

Cost of an Adult Group Day Travelcard (per adult)	Cost of daily off-peak cap for zones 1-6(per adult)	Cost of a new Oyster card	Cost of travel for 35 adults using a Group Day Travelcard	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-6 for 35 adults using contactless/without buying Oyster cards	Cost of travel using PAYG and reaching daily price cap in zones 1-6 + buying 35 Oyster cards
£10.00	£14.90	£7.00	£350	£521.00	£766.00

The example below shows how much travel would cost for five adults and five children using a Group Day Travelcard, compared to using PAYG on contactless/Oyster card, travelling in zones 1-2 and reaching the daily price cap for those zones. It also shows how much travel would cost if each person needed a new Oyster card.

Cost of an adult Group Day Travelcard	Cost of a child group Day Travelcard	Cost of adult daily price cap zones 1-2	Cost of child daily price cap using Young Visitor discount	Cost of new Oyster card	Cost of travel for 5 adults and 5 children using a Group Day Travelcard	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-2 using contactless/without buying Oyster cards	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-2 + buying 10 Oyster cards.
£10.00	£5.00	£8.10	£4.05	£7.00	£75.00	£60.75	£130.75

The example below shows how much travel would cost for five adults and five children using a Group Day Travelcard, compared to using PAYG on contactless/Oyster card, travelling in zones 1-6 and reaching the daily price cap for those zones. It also shows how much travel would cost if each person needed a new Oyster card.

Cost of an adult Group Day Travelcard	Cost of a child group Day Travelcard	Cost of adult daily price cap zones 1-6	Cost of child daily price cap using Young Visitor discount	Cost of new Oyster card	Cost of travel for 5 adults and 5 children using a Group Day Travelcard	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-6 using contactless/without buying Oyster cards	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-6+ buying 10 Oyster cards
£10.00	£5.00	£14.90	£7.45	£7.00	£75.00	£107.25	£177.25

The example below shows how much travel would cost for five adults and five children using a Group Day Travelcard, compared to using PAYG on contactless/Oyster card for adults and Zip Oyster photocards for children, travelling in zones 1-2 and reaching the daily price cap for those zones. It also shows how much travel would cost if each person needed a new Oyster card, plus the price of the admin fee for each Zip Oyster.

Cost of an adult Group Day Travelcard	Cost of a child group Day Travelcard	Cost of adult daily price cap zones 1-2	Cost of child daily price cap using Zip Oyster	Cost of new Oyster card	Admin fee for Zip Oyster photocard	Cost of travel for 5 adults and 5 children using a Group Day Travelcard	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-2 using contactless/without buying Oyster/Zip cards	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-2 + buying 5 Oyster cards + admin fee for 5 Zip Oyster cards
£10.00	£5.00	£8.10	£1.70	£7.00	£15.00	£75.00	£49.00	£159.00

The example below shows how much travel would cost for five adults and five children using a Group Day Travelcard, compared to using PAYG on contactless/Oyster card for adults and Zip Oyster photocards for children, travelling in zones 1-6 and reaching the daily price cap for those zones. It also shows how much travel would cost if each person needed a new Oyster card, plus the price of the admin fee for each Zip Oyster.

Cost of an adult Group Day Travelcard	Cost of a child group Day Travelcard	Cost of adult daily price cap zones 1-6	Cost of child daily price cap using Zip Oyster	Cost of new Oyster card	Admin fee for Zip Oyster photocard	Cost of travel for 5 adults and 5 children using a Group Day Travelcard	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-6 using contactless/without buying Oyster/Zip cards	Cost of travel using PAYG and reaching daily off-peak cap in zones 1-2 + buying 5 Oyster cards + admin fee for 5 Zip Oyster cards
£10.00	£5.00	£14.90	£1.70	£7.00	£15.00	£75.00	£83.00	£193.00

30,694 in-boundary Group Day Travelcards were bought from TfL in the period April 2022 – February 2023.

14,771 in-boundary Group Day Travelcards were bought from TOCs in the period April 2022 – February 2023.

2,257,688 out-boundary Group Day Travelcards were bought form TOCs in the period April 2022 – February 2023.

Appendix 4 - summary of cost of travel implications from switching from different Day Travelcards to PAYG

While a very significant majority of our customers use contactless or Oyster PAYG, from April 2022 to February 2023, a significant number of customers also used the different types of Day Travelcards, which are only available as paper tickets.

It is not possible to specifically identify all the different potential cost implications for customers, should TfL stop accepting Day Travelcards as this depends on a multitude of factors – including who is travelling and from where and when; the number of journeys they make in London; the mode of transport and ticket used; and whether any concessions or TOC discounts are available. Indeed, the Family Travelcard, Weekend Travelcard, and the Discounted Day Travelcards with Railcards are TOC offers and it is open to the relevant TOCs to identify further offers on their services, in lieu of a cessation of these Day Travelcard products, that could help reduce the cost of travel.

It is, however, possible to identify the following general cost of travel implications for customers, should TfL stop accepting Day Travelcards. The information below summarises the detail provided on these matters above and in Appendices 2-3 of the EqIA. The cost comparisons below assume that customers have access to contactless or Oyster/Zip Oyster, unless stated otherwise. Where there are comparisons to group travel under different types of Day Travelcard, the comparisons assume that the total amount of adults and children that are eligible to travel as a group under the relevant Day Travelcard do so.

- In the case of in-boundary travel, travel will be cheaper for adults if they switch to PAYG contactless or Oyster, rather than using standard Day Travelcards. For those that need to purchase Oyster, this is a single additional expense, and it is anticipated that over time many in-boundary standard Day Travelcard customers would recoup the cost of this through the savings to be made by using PAYG;
- Child in-boundary travel will be significantly cheaper using Zip Oyster than Child Day Travelcards, and cheaper using Oyster with a Young Visitor Discount applied. For those that need to purchase Zip Oyster or Oyster, this is an additional expense; but Zip Oyster confers significant benefits of free and heavily discounted travel on all TfL services. It is anticipated that over time many child customers would recoup the cost of this through the savings to be made by using the Zip card;
- For both adult and child (11-15) customers travelling into London from a National Rail station with a Standard Day Travelcard added on to the ticket, travel is likely to become slightly more expensive when using/switching to PAYG, if the zones 1-2 daily PAYG cap is reached; or materially more if the zones 1-6 daily cap is reached and or the Travelcard “add-on” is a Discounted Day Travelcard with National Railcard. However, the number of customers reaching the zones 1-6 daily cap (and therefore paying more) is much less than the volume of customers reaching the zones 1-2 daily PAYG cap¹;
- For customers using Discounted Day Travelcards with a National Railcard, the same discounts are available by having the discounts applied to an Oyster card; although the discounts cannot be applied to contactless payment mechanisms and so possession of Oyster is required to get the discount;

¹ In 2022/23 approximately 28m zones 1-2 adult daily caps were reached vs 4m zones 1-6 adult daily caps.

- Where customers use Discounted Day Travelcards with a National Railcard that permits group discounted adult and child travel, the group discounts would no longer be available. However, in many cases travel in zones 1-2 using the PAYG cap would be cheaper, and significantly cheaper if the children (11-15) travelling in the group use Zip Oyster. Where the daily zones 1-6 PAYG cap is reached, then PAYG would sometimes be cheaper but generally more expensive and in some instances significantly more than using the Discounted Day Travelcard. It will often depend on the amount of children travelling in the group. If there are many children (11-15~~6~~) travelling the group who have Zip Oyster, the group travel is generally cheaper using PAYG even if the zones 1-6 daily cap is reached;
- For adults using the Group Day Travelcard and also the Weekend Travelcard, travel in zones 1-2 using the PAYG cap would be cheaper, but may be more expensive if the daily zones 1-6 PAYG cap is reached. However, as above, the number of customers reaching the zones 1-6 daily cap (and therefore paying more) is much less than the volume of customers reaching the zones 1-2 daily PAYG cap². Child group travel will be significantly less expensive using Zip Oyster than the Child Group Day Travelcard;
- Because Oyster/contactless can only be used by a single customer, if many or all members of a travelling group, including children, do not have contactless or Oyster/Zip Oyster cards, these would need to be purchased to benefit from PAYG caps, which could significantly increase the price of travel relative to the existing group options. In addition, applying for a Zip Oyster or applying a Young Visitor discount to a Oyster card, particularly for Groups or families with several children may present an inconvenience or difficulty;
- The Family Day Travelcard is significantly cheaper than the alternative of customers purchasing National Rail return tickets to London, and using PAYG in London. However, the Family ticket is a TOC product and the main reason why the alternative is much more expensive is because of the price of the TOC return ticket into London (see Appendix 2 to the EqIA, section 2). It is open to the relevant TOCs to identify further offers on their services, in lieu of a cessation of these Day Travelcard products, that could help reduce the cost of travel.

² In 2022/23 approximately 28m zones 1-2 adult daily caps were reached vs 4m zones 1-6 adult daily caps.

Appendix 5 – stakeholder responses

Contents

- 1 List of stakeholders and inclusion groups engaged with
- 2 Summary of themes from stakeholder and inclusion group engagement
- 3 Stakeholder engagement
- 4 Summary of themes from public comments

1. List of stakeholders and inclusion groups engaged with

List of stakeholders and inclusion groups engaged with – withdrawing Day Travelcards
Adam Holloway, MP for Gravesham (on behalf of constituent)
Theresa May, MP for Maidenhead (on behalf of constituent)
Elliot Colburn, MP for Carshalton and Wallington (on behalf of constituent)
Rachel Hopkins, MP for Luton South (on behalf of constituent)
Rachel Hopkins, MP for Luton South
Crispin Blunt, MP for Reigate (on behalf of constituent)
Adam Holloway, MP for Gravesham (on behalf of different constituent)
Huw Merriman, MP for Bexhill and Battle (on behalf of constituent)
Rt Hon. Priti Patel, MP for Witham
Rob Butler, MP for Aylesbury (on behalf of constituent)
Matt Rodda, MP for Reading East
Caroline Pidgeon MBE, London Assembly Member
Sian Berry, Green Party Member of the London Assembly
Abbey Line Users' Group
East Surry Transport Committee
Railfuture
Bedford Borough Council
The East Coulsdon Residents' Association
Cllr Tony Page, Deputy Leader, RBC and Lead Member for Climate Strategy and Transport
Watford Rail User Group
Save Our Buses (SOB)
Samantha Tharme, Head of Strategic Transport, City of London
Trainline, John Davies
Wokingham Borough Council, Rebecca Brooks
Royal Borough of Windsor and Maidenhead, Dug Tremellen
West Northamptonshire, Esme Cushing, Principal Transport Planner
Matt Furniss, Cabinet Member for Transport, Infrastructure and Growth, Surrey County Council
John Clarke, Chairman, Hartley & District Residents Association
Peter Twigg, London Schemes Manager, Rail Delivery Group
Cllr Samir Dwesar, Conservative Councillor for Purley & Woodcote
Cllr David Brazier, Kent County Council
Bus users UK, Dawn Badminton-Capps, Director
Marlow-Maidenhead Passengers' Association
Southeastern Railway (Rail Delivery Group), Damian Testa, Head of Stakeholder Relations
Mary Lowe, Hatfield Association of Rail Travellers
City Hall Conservatives, Nick Rogers & Neil Garratt
Sian Berry, Green Party Member of the London Assembly
Phil Crockford, Policy Officer (Strategic Transport), Sutton and Kingston Councils
Campaign for Better Transport (<i>Travel Watchdog</i>)
Inclusion London (<i>Accessibility and EDI</i>)
London TravelWatch (<i>Travel Watchdog</i>)
Transport for All (<i>Accessibility</i>)
Transport Focus (<i>Travel Watchdog</i>)
TFL Youth Panel (<i>Youth</i>)
Child Poverty Action Group (<i>Youth</i>)
Heart of London Business Association (<i>Business group</i>)

2. Summary of themes from stakeholder and inclusion groups engagement

The below is a summary of the themes which emerged from engagement with the key stakeholders listed in section 1 and the percentage of

Comment Themes	Percentage Agree
More expensive for travellers from outer London	70
General opposition to proposal	41
Will make London Less attractive place to visit	61
Environmental concerns	22
Wary of using Oyster/contactless	26
Excludes those who do not have a bank account	26
Railcards cannot be loaded onto credit/debit cards for contactless payment	33
Not all stations outside Z6 have Oyster readers	22
Concern about charges to obtain an Oyster card	11
General concern about increased travel costs	9
Support proposal	4
More expensive for travellers from outside London	33
More difficult for those who use a physical ticket to claim expenses	37
More expensive for young people/families	52
Concern about capping system/overcharging/refund delays	52
Some users will pay more for exceeding Oyster maximum journey times	17
Concern about Disabled Railcard users companion discount	17
Buying multiple tickets for a single journey will be confusing	28
Concern about physically breaking a journey to obtain a second ticket or use Oyster/contactless	9
More difficult for disabled/less mobile/older people	24
More difficult for tourists/people unfamiliar with London's transport system	22
More difficult for organisations who obtain DTCs to give to visiting students/workers	22
Allow DTCs on Oyster	4
Allow joint ticketing from other train companies	4
Withdraw over 60s free travel and keep DTC	2
Keep DTC but increase cost	7

3. Stakeholder engagement

The following is a summary of information provided to TfL by stakeholders and individuals on the potential impacts of the proposal. Information provided as to general impacts are set out first, followed by impacts relevant to those with Protected Characteristics.

General impacts

The cost of travel for those travelling into London from out of boundary will increase considerably, compared to current Day Travelcards added on to a National rail ticket and Group and Family Day Travelcard options.

Travel will become less convenient and will not be seamless, particularly for those travelling into London from out of boundary.

Customers outside London cannot buy Oyster cards at their station of origin, and some travellers do not wish to use their debit cards (for security and other issues). They will have to queue to get/renew/add money to an Oyster card. If the Travelcard is withdrawn, steps should be taken to ensure those who live anywhere outside London can purchase an Oyster card before outset of travel.

Oyster card cannot be topped up from numerous facilities that ought to accept it, including much of the TfL and National Rail networks.

The move will discourage out of boundary travel/visitors to London, and will be particularly problematic to occasional visitors who do not have Oyster.

It is easier to apply discounts, such as child fares and Railcards, to a travelcard.

The Oyster PAYG system is unreliable, and not as convenient as Day Travelcards.

There is increased risk of fraud when using a credit/debit card at the gates multiple times and the potential inconvenience of having to reclaim any charging errors.

The withdrawal of Group/Family Day Travelcards could result increase queuing for individual tickets.

The withdrawal of Day Travelcards will discourage use of public/sustainable transport, and could result in increased car use with associated environmental implications. TfL should offer a range of ticketing options to encourage use of its network.

Overseas customers may be negatively impacted because not all foreign debits cards contactless functions work in the UK, or may be charged for this each time.

This proposal will affect both people who live in London and visitors alike, adding cost and complication to travel in and around London. Worsening the reputation of London as good place to visit, but very expensive.

The withdrawal of day Travelcards will have a detrimental impact on London's economy through not spreading travel demand and increased costs reducing the appeal or capability for people/groups travelling into London.

The proposal is unlikely to generate much revenue because customer numbers travelling to London from outside are likely to decrease; given the increased cost of travel for families and groups with Family and Group Day Travelcards no longer being available. It is likely that the change will result in a loss of income for TfL as potential passengers abandon public transport. There would be no savings for TfL in maintenance costs as TfL will be to maintain the infrastructure to support weekly and monthly Travelcards. The loss to the London economy could be far larger than any savings or extra income that TfL are expecting from scrapping the Travelcard.

It is incompatible with the mayor's transport strategy which seeks to ensure that 80% of all trips in London be made on foot, by cycle or using public transport by 2041.

Age

Adults who do not have a bank card or an Oyster will have to obtain an Oyster card or will be unable to obtain an off-peak fare on the rail network or be able to use a bus which is cashless.

It will negatively affect those who do not possess contactless technology or an Oyster, who are often from underrepresented groups. Not everyone is willing or able to use Contactless or Oyster. The digitally excluded remain an important minority of users, including a key demographic of older overseas visitors.

Contactless or Oyster can be confusing or daunting to some, especially older people.

It is easier to apply discounts, such as child fares and Senior Railcards, to a travelcard.

Senior and disabled card holders (who do not have a Freedom Pass) will not be able to obtain discount on off-peak fares unless they obtain an Oyster card and register their railcard.

The cost of travel for those travelling into London from out of boundary and for users of group or family Day Travelcards will increase considerably, compared to current Day Travelcards added on to a National rail ticket.

Customers outside London cannot buy Oyster cards at their station of origin, and many older travellers do not wish to use their debit cards (for security and other issues)

People with children and teenagers purchase Day Travelcards which are much cheaper and more convenient.

Children who are not regular travellers and do not have an Oyster Zip card will have to obtain one or pay single peak fares, which could not be used on the bus as they are cashless. Obtaining an 11-16 Oyster Zip card or a Visitors Oyster is both complex, lengthy and difficult and they need to be ordered in advance. The cost of Oyster Zip card for a casual visitor or user is £14.00. This is both prohibitive and also can only be purchased in advance, on line and requires a photo. It can also take up to 10 days to deliver.

The alternative of a Child Visitors Oyster is complex. It has to be purchased in advance. It has to be registered at a Tube station. This does not take into consideration that the majority of South London is a considerable distance from the nearest tube station and would require purchasing a single ticket to the nearest tube station to register the Visitors Oyster.

Even where a child between the age of 11-16 has a bankcard the technology TfL uses will not be able to distinguish that it is a child and will charge the adult fare.

Withdrawal of the Family Travelcard will increase the cost of travel to London for families. On reaching London children will have the same problems if they do not have an Oyster Zip card. The cost may even be prohibitive for families and young children.

Unless the Children over the aged of 11 have an Oyster Zip card or a Visitors Oyster card. They will have to buy single tickets for the underground, but will not be able to use the bus.

Debit cards are not practical / cannot be used for more than one adult, and so cannot be used to pay for fare paying children. There is also the additional problem of tapping in and out after each journey especially with say a large family whereas the problem does not arise with paper Travelcards.

Customers taking advantage of any TOC offers for travel into London (e.g.: Southeast Trains “Kids for a Quid” where an adult can buy up to 4 child tickets for children who are accompanying them for £1.00 each), will have difficulties for onward travel if they do not have a bankcard or an Oyster Card. They will have to purchase single tickets on the underground, but will not be able to use the bus. Unless the Children over the aged of 11 have an Oyster Zip card or a Visitors Oyster card. They will have to buy single tickets for the underground, but will not be able to use the bus.

The withdrawal of Group Day Travelcards is likely to significantly impact school parties, because the alternative is using separate individual Oyster cards, or separate paper tickets.

Withdrawal of the One Day paper Travelcard will disadvantage many groups of travellers including: Families, children, group travellers, and others (see below - those on lower incomes and without access to smart technologies, those without bankcards.

Disabled People

Travelcards make it easier for disabled people to travel.

Some disabled people using Oyster and Contactless PAYG have been issued maximum fares for exceeding the maximum time allowed for journeys, because of needs for breaks and waiting for assistance with ramps. Maximum fares can only be corrected and refunded three times within a calendar month.

Some wheelchair users find it difficult and stressful trying to get close to ticket barriers to tap in and out; with Day Travelcards they show these and are let through.

Other disabled people are likely to have difficulties tapping in and out. Some stations only have tap out readers and no gated barriers, meaning it is very difficult to find the right place to tap out, with the potential to get charged the maximum fare. Often, these readers are not at a high level of contrast with the surrounding environment, meaning that they are hard to see, particularly for blind and visually impaired people.

Some people with learning disabilities use Day Travelcards to help them budget.

For some disabled people the PAYG system can be complicated to understand, including loading any Disabled Persons Railcard, and tapping in and out. It is much easier to have a paper-based ticket which does not require tapping in and out.

Those with mobility or language barriers are likely to find Contactless / Oyster more difficult. Disabled card holders (who do not have a Freedom Pass) will not be able to obtain discount on off-peak fares unless they obtain an Oyster card and register their railcard, which could be difficult for some.

Companions of Disabled Persons Railcards, who currently benefit from a railcard discount, would lose this which could be a barrier to travel for the disabled person.

Low income / other

It will negatively impact those who do not possess contactless technology or an Oyster, who are often from underrepresented groups. Not everyone is willing or able to use Contactless or Oyster. The digitally excluded remain an important minority of users. The cost of purchasing Oyster will be an issue for some.

Will be disadvantaging the most vulnerable and poor in society.

Withdrawal of the One Day paper Travelcard will disadvantage many groups of travellers including: including those on lower incomes and those without access to smart technologies, those without bankcards. Work done by London Travelwatch shows that up to 20% of people do not have access to modern technology.

Suggested mitigations

Below is a summary of mitigations suggested in responses.

Contactless should accommodate "Railcards" or discounts of any type.

It is important that the infrastructure, such as "touch-points" for reading "Contactless" devices are in place and fully functioning prior to any future introduction.

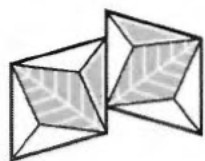
Full impartial advice must be given to passengers, advising them of the new arrangements and the best and economic way to pay for their journeys.

[See below for Summary of themes from comments sent to "Have Your Say" web page].

4. Summary of themes from comments sent to “Have Your Say” web page

The table below show the themes that emerged from these comments and the percentage of comments that fall within each theme from 1333 comments received.

Comment Themes	Percentage Agree
Support proposal	0
General opposition to proposal	26
Will make London Less attractive place to visit	31
Environmental concerns	9
Wary of using Oyster/contactless	3
Excludes those who do not have a bank account	1
Not all railcards can be loaded onto Oyster	5
Railcards cannot be loaded onto credit/debit cards for contactless payment	3
Not all stations outside Z6 have Oyster readers	1
Concern about charges to obtain an Oyster card	1
General concern about increased travel costs	19
More expensive for travellers from outer London	3
More expensive for travellers from outside London	8
More difficult for those who use a physical ticket to claim expenses	1
More expensive for young people/families	6
Concern about capping system/overcharging/refund delays	2
Some users will pay more for exceeding Oyster maximum journey times	2
Concern about Disabled Railcard users companion discount	1
Buying multiple tickets for a single journey will be confusing	3
Concern about physically breaking a journey to obtain a second ticket or use Oyster/contactless	4
More difficult for disabled/less mobile/older people	7
More difficult for tourists/people unfamiliar with London's transport system	4
More difficult for organisations who obtain DTCs to give to visiting students/workers	1
Allow DTCs on Oyster	1
Allow joint ticketing from other train companies	1
Withdraw over 60s free travel and keep DTC	1
Keep DTC but increase cost	1
Other ticketing suggestions	4



City Hall Greens

**Sian Berry AM
City Hall
Kamal Chunchie Way
LONDON E16 1ZE**

By email

31 May 2023

Response to consultation: Engagement to withdraw Day Travelcards

I am writing to respond to your engagement consultation to stop Transport for London (TfL) from selling or accepting Day Travelcards.¹ From the earliest stage that the Travelcard agreement has been in question, I have been receiving concerned correspondence from constituents who work or live in London, particularly disabled people concerned about the potential impact on their ability to travel affordably.

The paper Day Travelcard is currently the only method that enables one person to buy tickets for others for a day's travel. There is no means to do this within an Oyster or Contactless account. To buy a day ticket for a second person if this option is pursued means creating a second account.

All of these alternatives – either a separate contactless card or purchasing an Oyster card and adding credit to it – represent barriers to simple or spontaneous family, group and other companion travel. Disabled people have been particularly concerned that, although they may be able to load their railcard discount onto their own Oyster card, there is no way to provide for discounted travel for a family member or carer, which the availability of discounted Day Travelcards currently provides.

Research by London Travelwatch shows that 1 in 5 Londoners say they have paid more for travel because they are not able to buy tickets online or by using mobile apps.²

Groups that visit London may now stop using public transport because there is no simple daily fare option available to them. TfL widely promotes the visitor travelcard as part of its offer to tourists and regularly refers to it on social media, particularly in response to requests for group travel services.³

¹ Engagement to withdraw Day Travelcards, TfL, April 2023 <https://haveyoursay.tfl.gov.uk/travelcards>

² Left Behind Londoners, London Travelwatch, March 2023
<https://www.londontravelwatch.org.uk/campaigns/digital-exclusion/>

³ A twitter discussion on 20 May where someone asks TfL for how to get tickets for a group of 40 young people to travel around London, where the Visitor Day Travelcard is the suggested solution.
<https://twitter.com/TfL/status/1660407628508409856>

The absence of this option also prevents major event organisers offering or bundling a Day Travelcard with sales for event tickets, which has been proven to encourage more visitors to use public transport, including very successfully during the 2012 Games.⁴

The removal of the Day Travelcard ticket will increase costs for many people who live outside London who currently buy Day Travelcards alongside their return fares at their local station, and are able to use any railcard discount for the Travelcard as well.

This is against policy 12 in the Transport Strategy which says: “The Mayor will ensure public transport fare levels are set to enable access to affordable travel for all Londoners”. The Transport Strategy also says that pricing should not vary based on who provides services: “As many Londoners as possible should be able to benefit from affordable public transport services, with the same fares structure and policy applying across the whole transport system in London, whether or not it is provided by TfL”⁵

The need for the Day Travelcard is reflected by its continued usage. Data I have obtained shows that TfL sold 870,000 day travelcards in the most recent quarter of 2022-23 (Q3), and rail companies sold 3.2 million Day Travelcards in the same period.⁶ The Day Travelcard has played a part in the recovery of journeys on public transport since 2020, and it cannot be removed without an equivalent alternative way of obtaining the same service being available.

Reducing integration between different parts of the public transport system is the wrong way to go. Paper Travelcards may not be the long-term solution to these issues, but I urge you not to withdraw Day Travelcards at this time. You must work with the Government to maintain this option.

Yours sincerely,



Sian Berry
Green Party Member of the London Assembly

⁴ Door to Turnstile, Campaign for Better Transport, May 2023 [Door to Turnstile CfBT FINAL web.pdf](https://www.bettertransport.org.uk/door-to-turnstile-cfBT-FINAL-web.pdf) ([bettertransport.org.uk](https://www.bettertransport.org.uk))

⁵ Mayor’s Transport Strategy, 2018 <https://www.london.gov.uk/sites/default/files/mayors-transport-strategy-2018.pdf> - note that Londoners are defined in the glossary as “Permanent and temporary residents of London and, where also applicable, commuters from outside London, visitors and tourists.”

⁶ Sales of travelcards MQ 2023/0668, Sian Berry AM <https://www.london.gov.uk/who-we-are/what-london-assembly-does/questions-mayor/find-an-answer/sales-travelcards>

Caroline Pidgeon MBE AM

05 June 2023

Transport for London

BY EMAIL: haveyoursay@tfl.gov.uk

To whom it May Concern,

TfL Removal of Day Travelcard Consultation

I write on behalf of the Liberal Democrat Group on the London Assembly in response to the consultation on the proposed withdrawal of Day Travelcards.

I have been in correspondence with local residents, Liberal Democrat MPs and consulted with London transport user groups in preparation of this response.

Overview

I would like to express my deep concern over the outlined proposal to withdraw the One Day Travelcard.

The Mayor's transport strategy sets out plans to encourage the use of public transport. To do so, we need to ensure people have a range of ticketing options, one of which is the One Day Travelcard.

Recently published figures for the use of the One Day Travelcard show there has been a significant increase in the use of the travelcard after the pandemic. In 2022/2023, 521,845 Peak One Day Travelcards and 3,049,404 Off-Peak One Day Travelcards were used across the capital per year. Whilst we acknowledge that these figures are still below the pre-pandemic levels, it shows that the One Day Travelcard is still the preferred option for millions of Londoners and visitors to our capital.

The proposal will make travelling more difficult for a number of people and is likely to hit people who are already struggling in this cost-of-living crisis.

The One Day Travelcard is a pre-paid travel option that provides many in our community with the ease of mind that they will not be charged the maximum fare at the end of the day.

Young people, families, people on low income, and disabled people, in particular, will be vulnerable as a result of the proposed changes and are likely to end up having to pay more as contactless payment does not allow for railcard discounts to be applied in every scenario.

Disabled People

Senior and disabled cardholders (who do not have a Freedom Pass) will not be able to obtain discounts on off-peak fares unless they obtain an Oystercard and register their railcard.

A number of disabled residents have confirmed that they avoid using Oyster and Contactless PAYG because they keep being issued the maximum fares for travelling too slowly. During their journey across London, they often need to take a break or wait for assistance with ramps and therefore take much longer to reach their destination. As a result, they time out and pay a maximum fare on their Oystercard or contactless card. They can advise TfL and have the fares corrected, but TfL will only amend fares up to 3 times per calendar month, and they are not part of the daily caps. Using a One Day Travelcard allows many disabled passengers to avoid being charged the maximum price and have confidence in travelling in London.

Similarly, the companion of a disabled railcard holder currently is entitled to a 30% discount on a One Day Travelcard when accompanying the railcard holder and would therefore lose this benefit, increasing their cost of travel.

Transport for All has told us that the One Day Travelcards are often less stressful than tapping out for very practical reasons. Some stations only have tap out readers and no gated barriers. Often, these readers are not at a high level of contrast with the surrounding environment, meaning that they are hard to see, particularly for blind and visually impaired people. Many people have had bad experiences with the readers being broken, or not knowing if their card has been read. This shows that there are therefore many situations for disabled people to unintentionally end up paying the maximum fare. As TfL only pays 3 claims per month, the One Day Travelcard is therefore a more appropriate option to use transport in London confidently.

Families and Children

Children and families will be particularly impacted especially if they are not regular travellers or do not have an Oyster Zipcard. In these cases, they will have to pay single peak fares.

Children between the age of 11 and 15 years will particularly have issues. They will be restricted from taking the bus as buses are cashless. If they do have a bank card, the technology used by TfL currently does not distinguish children and they will therefore be charged as an adult.

Parents can obtain an Oyster Zipcard, however, it costs £14. It can be purchased in advance and online and requires a photo. Once bought, it then takes up to 10 days to deliver.

The alternative would be a Child Visitors' Oystercard. It also has to be purchased in advance and has to be registered at a Tube station. For people coming from out of London or even areas of Outer London, this would mean they have to purchase a single ticket to the nearest tube station to register the Visitors' Oystercard.

Both options can therefore be very cumbersome for families and do not come close to the ease of travel that the One Day Travelcard provides.

People on Low Incomes

People on low incomes are already hard hit by the cost-of-living crisis and this measure will only contribute to their problems. The One Day Travelcard is a pre-paid option while the cost of travel with an Oystercard and PAYG are calculated at the end of the day. This can be a big worry. The One Day Travelcard gives them the opportunity to budget for their travel and know in advance what they will be paying.

As highlighted previously, some stations only have tap out readers and no gated barriers, meaning it's very difficult to find the right place to tap out, and people get charged the maximum fare.

As TfL will not give a refund if you have already claimed 3 maximum fare refunds in the same calendar month, people on low income run the risk of further squeezes on their finances.

Digital Exclusion

London TravelWatch recently published a report on Digital Exclusion and Disadvantages on London Transport.¹ The report shows that 1 in 6 Londoners (17%) said they had been unable to buy a ticket without a smartphone or internet connection, which had stopped them from travelling. This corresponds to about 1.5 million Londoners being digitally excluded from transport. Additionally, it showed that 1 in 5 Londoners (20%) said they had paid more for travel because they could not buy tickets online or digitally.

The report also highlights that there are about 260,000 people without a bank account in London. These people are likely to be more dependent on day travel as their preferred option to travel around London. The removal of the One Day Travelcard could therefore severely impact their ability to travel.

As London TravelWatch points out, digital exclusion has a negative impact on people's well-being, independence, and confidence in managing activities in many aspects of their life, and can leave people feeling left out of society. Any resulting limitation on travel has profound consequences for the quality of life of individuals, especially those who are already excluded or already face barriers.

Moving away from the One Day Travelcard reduces people's options for travelling, which would therefore negatively impact vulnerable people already struggling in the current environment.

Other Issues

The One Day Travelcard is one of a number of ways of enabling people to travel around our capital. Providing a number of ticket options enables people to choose their preferred option and therefore makes it easier for people to use the London transport network.

The Mayor's transport strategy encourages people to move away from their cars and to use more sustainable travel options, including public transport, to improve air quality and reduce congestion. The removal of the One Day Travelcard means TfL would be taking away a cheaper option for people to travel potentially leading to some people returning to their cars.

Moreover, anyone who is entitled to claim back their travel (e.g. for study or work purposes) usually needs a receipt or ticket as proof. It's much harder to evidence such journeys if they are done using contactless payments. If One Day Travelcards are going to be phased out then TfL needs to look at how evidence of travel can be provided easily.

A further concern is that people who have their wallets stolen could temporarily be dependent on One Day Travelcards to continue to travel whilst they await their replacement cards.

¹ <https://www.londontravelwatch.org.uk/wp-content/uploads/2023/03/Left-Behind-Londoners.pdf>

Conclusion

The proposals outlined in TfL's Engagement to withdraw One Day Travelcards are very concerning and will impact more vulnerable people in our capital.

As highlighted, young people, families, people on low income, and disabled people, are the groups within our community most likely to be negatively impacted by the removal of the One Day Travelcard.

The Liberal Democrat Group on the London Assembly recognises the complexities of TfL's challenges, but for the outlined reasons does not support the proposal and urges TfL to reconsider.

Yours sincerely,



Caroline Pidgeon MBE AM

Liberal Democrat London Assembly Member

Day Travelcard queries

From: Tim Verboven <[REDACTED]>
Sent: 22 May 2023 08:33
To: Ally Routledge [REDACTED]
Subject: consultation on Day Travelcard

Morning Ally,

I was told that the Day Travelcard consultation will be extended as certain documents were unavailable.

Are you able to confirm this?

Many thanks in advance,

Tim Verboven
Research and Support Officer
Liberal Democrat Group
LONDONASSEMBLY
City Hall, Kamal Chunchie Way, London, E16 1ZE
[REDACTED]

Click below to follow me on Twitter and LinkedIn:

Read the Liberal Democrat Group's [Latest Report](#)

From: Debbie Vidler [REDACTED]
Sent: 19 May 2023 11:07
To: Members Correspondence <MembersCorrespondence@tfl.gov.uk>
Subject: FW: Bluetree Contact Form - [REDACTED] (Case Ref: RO17300)

Dear Correspondence Team,

I am writing to you on behalf of one of Mr Butler's constituents, Mr [REDACTED].

Please see the enquiry below.

Any assistance you can provide would be greatly appreciated so that Rob can respond to [REDACTED].

Kind regards,

Debbie Vidler
Caseworker to Rob Butler MP
Member of Parliament for Aylesbury

In line with data protection regulations, the office of Rob Butler MP processes constituents' data for casework and policy query purposes under the lawful basis of public task

***** ENQUIRY RECEIVED *****

Message (submitted): Dear Rob, I am horrified to read that fare's from aylesbury into London could go up by more than 30% because of the plans by TfL to scrap Day Travelcards,

including those which are added on to National Rail tickets for people travelling from outside the Oyster zone. If the plans go through, people visiting or working in London who want to use TfL services throughout the day from other parts of the South East will have to pay for their National Rail fare into London, and then switch to Oyster or contactless where they would be subject to daily capping. As an example, an Off-Peak Day Travelcard from Aylesbury currently costs £30.70. Were this to be scrapped, the same journeys would require a £26.70 return, plus a daily cap of up to £14.90 - a total of £41.60, a 32 per cent increase. As you are no doubt aware the service of Chiltern is already failing with services being withdrawn and train formations shortened sometimes from 6 carriages to 2 even during rush hour. This sort of increase is designed to raid funds from people outside of London who have to travel in but have no democratic representation over the governance and decisions of TfL. I hope you and other local MP's make strong representations to the Department for Transport and London's Mayor regarding this unprecedented increase. I look forward to hearing your views on this matter and if you are going to take this up as a matter of urgency. Regards [REDACTED]

From: Ally Routledge <[REDACTED]>
Sent: 19 May 2023 12:34
To: Elise Lally <[REDACTED]>
Cc: Vicky Kafetzi <[REDACTED]>
Subject: Travelcard feedback from CP

Hi Elise,

As promised a v short update from Caroline P on Travelcards.

She has been meeting with stakeholders including LTW to discuss this. She will be submitting a response to the consultation on Monday or early next week. She'll also send a copy to me which I can share with you.

The focus for her will be on disabled people. She says that a lot of the responses she's received from constituents or stakeholders is that people with disabilities take longer to make a journey and therefore don't count in the cap and get double charged. She said that even though you can apply to TfL for a refund, you can only do this three times a month.

One question her staffer had was about when people have to travel via London to get to a different part of the country (eg Devon to Leicester). He asked about whether this would be more expensive without the Travelcard but I wasn't sure what the answer was on this – do you have any more info please?

Hope all helpful – shout if nothing makes sense (Friday brain is real today!)

Ally

Ally Routledge | Government Relations Adviser

Tube, Rail & Elizabeth line

T [REDACTED]

11th Floor, Palestra, 197 Blackfriars Road, London SE1 8NJ

From: Office of Priti Patel MP <WithamMP@parliament.uk>

Sent: 17 May 2023 10:16

To: Mayor of London <mayor@london.gov.uk>

Subject: (Case Ref: ZA82616)

CAUTION: This email originated from outside this organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning

Please see the attached letter for the information of the Mayor of London.

With kind regards,

Office of the Rt. Hon Priti Patel MP
Member of Parliament for Witham

Mr Sadiq Khan
Mayor of London
City Hall
Kamal Churchie Way
London
E16 1ZE

Our Ref: ZA82616 15 May 2023

Dear Mayor Khan,

TfL Day Travelcards

I am contacting you with regards to the news that you are exploring the option to withdraw day travelcards.

These changes would mean that the 1.2 million British citizens who don't have a contactless bank card or an oyster card will struggle to use London transport. Railcard holders also risk losing flexibility as contactless daily caps are incompatible and this is likely to mainly affect young people, disabled people, families and veterans.

I am increasingly concerned of the actions you have taken to transform London which has led to a crumbling public transport system and these latest plans continue to prove that those who need or wish to visit London are treated with contempt and are penalised. Travel into London should be accessible and encouraged.

Day travelcards give unlimited travel on TfL services, including buses, London underground and overground, tram and National Rail services. This is incredibly disappointing to my constituents, meaning it will cost them more to travel around London at a time when public transport in the city is both unreliable and overpriced.

I would be interested to know if these plans are likely to go ahead and if you have an assessment of the impact these changes would have and if you are able to share that with me?

Yours sincerely,

Rt Hon Priti Patel
Member of Parliament for Witham

From: Huw Merriman MP <huw.merriman.mp@parliament.uk>

Sent: 15 May 2023 14:06

To: Members Correspondence <MembersCorrespondence@tfl.gov.uk>

Subject: Huw Merriman MP: constituency correspondence

Dear TfL correspondence team

Would it be possible to receive a response to the below enquiry raised with me by one of my constituents? I look forward to hearing from you.

Best wishes

Huw

Huw Merriman
MP for Bexhill and Battle
House of Commons
London SW1A 0AA

Tel: [REDACTED]
Website: www.huwmerriman.org.uk
Twitter: @huwmerriman
Facebook: huwmerriman/bexhillbattle

From: no-reply@conservativewebsites.org.uk <no-reply@conservativewebsites.org.uk>
Sent: 02 May 2023 10:11
To: MERRIMAN, Huw <huw.merriman.mp@parliament.uk>
Subject: Bluetree Contact Form - [REDACTED]

This is an email sent via the Contact form on your Bluetree website. It is not spam.
Please do not reply, but instead copy the email address and compose a new message.

Name (submitted): [REDACTED]
Email (submitted): [REDACTED]
Address (submitted): [REDACTED]
Postcode (submitted): [REDACTED]
Telephone (submitted): [REDACTED]
Originating IP : [REDACTED]
Submission time: Tuesday, May 2, 2023, 09:10:40
Timezone: UTC

Message (submitted): Dear Huw I understand that the London Travelcard facility is possibly to be stopped. This is especially concerning for regular users of the train travelling from Bexhill, as I do, mostly for leisure into London (with a combined train ticket & Travelcard). Train travel has not recovered completely from the effects of covid, except in the leisure sector, where it now exceeds pre-covid levels. Surely this measure will be a shot in the foot for the recovery of environmentally friendly leisure based train travel.

Parliamentary constituency (calculated): Bexhill and Battle
Admin county (calculated): East Sussex
Admin district (calculated): Rother
CED (calculated): Bexhill South
Admin Ward (calculated): Bexhill Central
Parish (calculated): Bexhill-on-Sea
Volunteer for us: no
Email subscription: yes

From: Georgina Casey [REDACTED] >
Sent: 15 May 2023 11:06
To: Members Correspondence <MembersCorrespondence@tfl.gov.uk>
Subject: (Case Ref: AH61272)

Dear Team,

We wrote to you some weeks ago about TFL's plans to abolish day Travel Cards, and the impact this will have on some of Adam's constituents but I note we are yet to receive a response.

Another constituent, [REDACTED] has contacted Adam with the following e-mail:

Good Afternoon Adam,

I'm not sure if you've seen this proposal from TFL and The Mayor of London, however, it is clearly a price gauge on non-London residents from a short-sighted Mayor. I assume he thinks it's a shrewd move to raise cash while not upsetting the London residents responsible for his re-election.

Would you be able to object to this latest proposal from TFL and the Mayor of London for your constituents?

Thanks,

██████████

Adam would be most grateful if you could respond to ██████████ concerns, and in particular the point he makes about the imposition of additional costs on those without the right to have a say in the election of the next Mayor.

With kind regards,

Georgina Casey
Office of Adam Holloway MP

<p>From: MILLER, Alex <██████████> Sent: 10 May 2023 12:33 To: Members Correspondence <MembersCorrespondence@tfl.gov.uk> Subject: Re: Plans to scrap day travel cards to London</p>

Dear Sir/Madam,

Crispin Blunt MP has recently been contacted by his constituent, ██████████, regarding TfL's proposal to scrap day travelcards for London transport.

██████████ is very concerned about this proposal due to the increased cost this will impose on those travelling into London. Her email can be seen below:

Dear Mr Blunt,

I am annoyed to see that it is proposed to scrap day travel cards into London. What is the rationale behind this decision? Please can I ask you to register my dissatisfaction and try to persuade Transport for London to change their mind about this issue.

Yours sincerely

██████████

Would it be possible for yourself or the relevant person to make enquiries in relation to this and provide comment on the rationale behind this proposal, as well as to outline what TfL will be replacing the day travel card with?

I look forward to your response.

Kind regards,

Alex

From: Rachel Hopkins MP <rachel.hopkins.casework@parliament.uk>
Sent: 10 May 2023 13:33
To: Members Correspondence <MembersCorrespondence@tfl.gov.uk>
Cc: info@londontravelwatch.org.uk
Subject: (Case Ref: RH18349) Withdrawal of Day Travelcard

Dear Mayor and Deputy Mayor (Transport),

I would like to object to the proposal to withdraw the Day Travelcard and have been contacted by a number of constituents on this matter. The Travelcards are popular for off-peak travel both within London and when bought as part of a return ticket from out-of-zone stations such as Luton and Luton Airport Parkway in my constituency.

This proposal will have an impact on those who use day travelcards; they are typically commuters travelling off peak or less often, day trippers, and students. In addition, while a railcard will be applicable to the London return journey, the additional journeys in London could potentially raise a weekend super off peak day trip by over 50%.

Those with weekly and annual cards, such as the better paid business workers, may continue to use travelcards and receive their benefits. It seems that this will have a disproportionate impact on day trippers and the less well-off. This will particularly affect families, those travelling in groups and holders of Network Railcards as none of those can benefit from the same discounts when using PAYG or Oyster cards.

There would be the additional inconvenience of passengers having to buy additional tickets from London Termini on their arrival within the TfL area.

While I recognise TfL is being put in the position of raising additional finance due to the government's economic policy, it has been suggested that one option to raise an additional £40m from the 15 million Day Travelcards would be to increase the cost of their cost by £3. This would of course impact on the cost of living rather than increasing the subsidy to TfL from HM Treasury taxation.

I also found it difficult to respond to the proposal with a comment or contribution as TfL frames it as a 'discussion' or 'engagement' and where one can only ask a question as if the decision on this matter has already been made.

I am copying this correspondence to London Travelwatch and hope they will be responding to this proposal in similar terms to my constituents.

I look forward to a reply to my correspondence in due course and hope that TfL will withdraw this proposal.

Yours sincerely,

Rachel Hopkins MP
Luton South

From: Rachel Hopkins MP <rachel.hopkins.casework@parliament.uk>
Sent: 28 April 2023 13:31
To: Members Correspondence <MembersCorrespondence@tfl.gov.uk>
Subject: FW: New submission from Contact Rachel (Case Ref: RH18323)

Dear Members Correspondence,

Re: [REDACTED]

Please see below from our constituent regarding the Day Travelcard.

Kind Regards,

Francis Steer
Caseworker

From: sites@labour.org.uk <noreply@laboursites.org>
Sent: 28 April 2023 12:51
To: HOPKINS, Rachel <rachel.hopkins.mp@parliament.uk>
Subject: New submission from Contact Rachel

Your Name

[REDACTED]

Email Address

[REDACTED]

Address

[REDACTED]

Postcode

[REDACTED]

Contact Telephone Number

[REDACTED]

Please provide an outline of your issue, including any reference numbers

Hello, I am writing about the TFL proposal to withdraw the Day Travelcards both within London and when bought from an out-of-zone station such as Luton. This will have an appalling impact on those who use day travelcards; they are typically commuters travelling off peak or less often, day trippers, and students. In addition, while a railcard will be applicable to the London return journey, the additional journeys in London could potentially raise a weekend super off peak day trip by over 50%. Those with weekly and annual cards, such as the better paid business workers, may continue to use travelcards and receive their benefits. It seems that this will have a disproportionate impact on day trippers and the less well-off. I have also found it almost impossible to respond to the consultation (or in TFL's language, the 'discussion'). Are you aware of this and will you responding to this decision, with the hope it is taken off the table. If they want to raise an extra £40m from the 15 million day travelcard sales (their words), surely a better outcome would be to add £3 onto the fare, rather than remove the flexibility and planning certainty that a day travelcard offers.

Many thanks

From: Elliot Colburn MP <elliot.colburn.mp@parliament.uk>
Sent: 27 April 2023 10:08
To: Kirsten Hearn <[REDACTED]>
Subject: FW: TfL withdrawing travel cards (Case Ref: EC25445)

Good morning,

I hope this email finds you well.

I write on behalf of [REDACTED]. Our reference number is EC25445.

[REDACTED] has been in touch to raise concerns regarding the zone's 1-6 travelcards. Specifically, [REDACTED] is deeply concerned about the impact removing travelcard's will have on people commuting across London.

Please see below my constituent's original email.

Could I please ask that you look into this email, and respond by outlining TFL's latest position on this issue? As you can see, [REDACTED] is deeply concerned about the impact this will have on him and many of commuters.

Thank you and I look forward to your response.

Kind regards,
Elliot

Elliot Colburn MP
Conservative Member of Parliament for Carshalton and Wallington

From: [REDACTED]
Sent: 20 April 2023 09:03
To: COLBURN, Elliot <elliot.colburn.mp@parliament.uk>
Subject: Re: TfL withdrawing travel cards

Hi Elliott,

I hope you are well.

My attention is drawn to this proposal for tfl to withdraw its globally renown and probably most successful rail ticket product in British rail history... the Zone1-6 Day Travelcard.

Last weekend, my daughter and I travelled no less than 27 trains across London on a day out. The one day travel card cost £15 for myself and my daughter. This was discounted using a Friends and Family railcard, designed to promote leisure travel. The Oystercard cap would overnight increase this cost to £22.45 without the travelcard.

Our family uses travelcards consistently for 3 decades... I buy this product at least 3-4 times a month. It is cheaper and less error prone than a payg oyster, for adhoc-flexible travel.

I find Oystercard is unreliable for adhoc travel. Many signs are confusing, readers dont always work, entries/exits not always recorded. On nearly every occasion I use oystercard, I need to complain and have a fare corrected.

Now consider children, elderly, disabled are not able to navigate or reach the different types of readers... or when the station is unstaffed at night and machines turned off.

Think about a school trip using a group ticket... now each child will require an oystercard, with parents cash credit tied up... what if one child loses their oyster, or gets mixed up with another childs... how safe it is to manage 30 kids through a ticket barrier, one at a time, or dealing with the one who gets stuck ?

These result in penalty fares, or worse tfl RPIs go to immediate prosecution without discussion for any mis-read oyster, regardless if the fault lies with the equipment, leading to stressful encounters that require considerable burdens of proof to be corrected... that includes children, and teachers !

None of this happens with a paper travelcard ticket, with its supporting discounts.

Anyone with a railcard: child, student, 16-30's, disabled, veterens, elderly all have railcards which offer Travelcard discounts.

They will all be affected, which is a substantial number of voters in this area.

Please consider the above and advise how to stop this madness.

The day travelcard, group travel cards etc are what makes London a great and flexible city to use. Removing this forcing everyone to an oystercard is removing a hugely flexible method of use. The travelcard, and supported railcards, group discounts covers a wide variety of "catch alls", and hugely supports flexibility and promotes tourism. This will be lost and I do not believe adding an 80% uplift in costs by removing them without replacement, as proposed will be achieved... they will simply lose a large proportion of those customers, to minibus, taxi, car or simply abandoned as too difficult or too expensive.

I have discovered that since losing the last 2 hours services to Carshalton in the evening, it is cheaper to use uber from London, than travel to Croydon and take a taxi. I now realise with a family, that losing the travelcard with its supported discounts will make it cheaper for me to use Uber instead of a train altogether. So tfl will simply lose my revenue fully. I suspect others will similarly resort to uber, or their own cars, simply making the transport problem worse.

Coupled with the rail service reductions, bus reductions, no overground, no Tube, no tram, ULEZ and now losing the only travel benefit of being part of Greater London I feel like I have to ask what benefit is there to Sutton remaining part of Greater London, and paying taxes towards it ? Is there a route for our borough to exit Greater London ?

Your attention to this proposed TFL travelcard withdrawal would be appreciated, and the consultation is urgent, less than 1 month away.

Myself, I have travelled by rail more than 1 million miles in 60 countries. I have more than 500k rail photographs. I find the London Travelcard one of the most flexible, friendly, tourist promoting products I have ever seen. Conversely I find Oystercard one of the worst implemented systems I have ever seen, due to its adhoc, mis managed and out right confusing deployments. Its suited to out and back journeys but not multi-connected transit systems like the UK.

Happy to discuss further,



From: BRADBURY, Cameron J <[REDACTED]>
Sent: 19 April 2023 15:37
To: Members Correspondence <MembersCorrespondence@tfl.gov.uk>
Subject: FW: concern at consultation into getting rid of day travelcards

Dear Sir/Madam,

Theresa has been contacted by one of her constituents regarding news that TFL could be scrapping day travelcards.

I have enclosed below a copy of the email sent to Mrs. May for your reference.

Theresa has grave concerns about the implications this decision will have for her constituents. Please could you confirm whether or not TFL plan on going ahead with this proposal, and if so, why are TFL considering this move?

Theresa would also be most grateful for your comments on the matter raised by her constituent.

Yours Sincerely,

From: [REDACTED]
Sent: 19 April 2023 14:50
To: MAY, Theresa <theresa.may.mp@parliament.uk>
Subject: concern at consultation into getting rid of day travelcards

Dear Mrs May,

I understand you are most likely very busy, but should you have the time to read and respond to this email I would greatly appreciate it!

I am a fairly recent constituent after just moving to Maidenhead from up north in January for my job in [REDACTED]. I have no friends or family in the local area, and live on a budget as I am 26, just finished my PhD and want to get on my feet after living on a stipend for 4 years.

One great thing I am able to do, and something I look forward to each week, is being able to get into London on weekends and the odd evening to meet my aunt, go to church, and meet young people there - all for £13.45 using my Railcard. Coming from the north where our

commuter rail services are much less frequent and poor value for money, I love the service, flexibility, and affordability of rail travel here. It absolutely needs protecting.

I was just informed of a consultation into the removal of these day travelcards on TfL, and it just feels like another slap in the face to young people, many of whom are forced out of central London to Maidenhead and Reading because of high rents.

The benefit of the Elizabeth Line is that we can get into and across central London, and onto the tube network, on a single ticket, but by removing day travelcards this would become impossible for railcard users in Maidenhead, and result in my fare rising to £20.10 for a return to Tottenham Court Road.

Public transport works best when tickets are integrated, and I encourage you to do what you can to oppose these proposed changes.

Kind Regards,

[REDACTED]

From: Georgina Casey <[REDACTED]>
Sent: 26 April 2023 11:05
To: Members Correspondence <MembersCorrespondence@tfl.gov.uk>
Subject: (Case Ref: AH61270)

Please find attached correspondence from Adam Holloway MP.

With kind regards,

Georgina Casey
Office of Adam Holloway MP

Our Ref: AH61270

26 April 2023

Re: [REDACTED]

I have received correspondence from the above constituent, which I have copied below for your information:

Transport for London has just announced that they plan to remove day travel cards in an attempt to raise extra revenue, I would like to strongly object to this as it will significantly increase the cost of my commute I would be grateful if you could convey this to the minister for transport

I would be very grateful if you would respond to the issues raised by my constituent. I should be glad to know the basis for the decision to scrap the day travel card – a cost effective option for many of my constituents – just as so many people are grappling with the cost of living crisis.

With best wishes,

Adam Holloway
Member of Parliament for Gravesham

Jacqueline Stevens
Engagement Officer
Transport for London

Via email

Copy to:

*Andrew Anderson, TfL
Dale Campbell, TfL
Naheed Arshad, TfL
Lucy Preston, TfL
Billy McConnachie, TfL*

22 May 2023

Dear Ms Stevens

DISCUSSION – PROPOSED WITHDRAWAL OF DAY TRAVELCARDS

Further to the Discussion process announced on TfL’s website, the Train Companies have requested the Rail Delivery Group (“RDG”) to respond and make a number of points on their behalf.

As signatories to the Travelcard Agreement the Train Companies have a direct and strong commercial interest in the future of the Travelcard. They have requested me, as their formal Representative under the Travelcard Agreement, to raise the following points.

1. Volume of sales from outside the Zones

A substantial volume of Day Travelcards exists originating at National Rail stations outside the London Zones. In the 12 months up to February 2023 approximately 14.2 million Day Travelcards were issued from over 600 such stations. Of these issues:

- 20% were “Anytime Day Travelcards” allowing travel at peak times;
- 80% were “Off-peak Day Travelcards”.

2. Passengers with distinct needs

Of the 14.2 million Travelcards described above, only half were issued to full-fare paying adults. The other half were issued to people with distinct needs, for example:

- children under 16;
- young people entitled to a 16-25 Railcard;
- older people entitled to a Senior Railcard;

- people with disabilities entitled to a Disabled Person's Railcard;
- families and other parties travelling in groups (such as Groupsave discount).

3. Convenience, revenue generation and impact on the London economy

A key benefit of the Day Travelcard is convenience; a passenger wishing to go up to London for the day can purchase one ticket, with the assurance that their travel needs for the day are taken care of. We discuss in more detail below the lack of viable alternative products that offer the same level of convenience for all rail users.

As noted above the bulk of Day Travelcards are sold to people making off-peak journeys. Our economic research points to off-peak travellers being relatively price-sensitive. Withdrawing Day Travelcards could cause some potential users to question whether the alternatives represent value for money. In some cases they may simply not travel, leading to a reduction in revenue to both the Train Companies and TfL.

In addition to the direct impact on these bodies, consideration should be given to the wider impact on the London economy. If passengers are deterred from coming to London, they will not patronise London shops or restaurants; they will not visit London theatres or cinemas.

4. Lack of direct alternative to the Day Travelcard for all travellers

The Train Companies recognise that within the Greater London area the ability to use Oyster or contactless pay-as-you-go (PAYG) offers a viable alternative to the Day Travelcard for many users. However contactless travel is currently only available from a handful of stations outside Greater London. The Secretary of State has recently announced that it will become available from a further 52 stations by the end of this year, but that still represents only a small fraction of the stations which currently issue Day Travelcards.

Thus if the Day Travelcard is withdrawn, someone coming up to London for the day would be forced to buy a rail ticket to London and then either purchase a single or return on the Underground, or separately purchase the travel they require on TfL services. Both these options have significant drawbacks.

Drawbacks of buying singles/returns on the Underground

While it is still possible to purchase individual tickets for Underground travel, this is likely to be a relatively expensive option – particularly if multiple journeys are to be made. Moreover:

- they are not valid on London Buses;
- they offer only one Underground journey (in each direction in the case of a return) compared to unlimited journeys for a Travelcard;
- they are inflexible; the passenger must decide in advance which combination of Underground zones are required.

Drawbacks of purchasing TfL travel (other than by way of single / return tickets) separately from rail travel

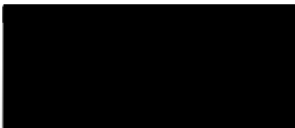
The easiest and most cost-effective way to purchase TfL travel would not be to purchase single / return Underground tickets, as described above, but instead to use a Contactless bank card (for TfL travel more generally – not just Underground travel). However this is not a complete answer:

- It is not a solution for people who are unable (or unwilling) to obtain a contactless bank card. Moreover those with foreign-issued bank cards would likely face additional charges - a particular issue for those arriving at stations which serve London's airports;
- Contactless is not a solution for the roughly 50% of Travelcard purchasers who do not buy full-fare adult tickets. We acknowledge that steps are being taken to enable Contactless to handle certain discounts in the future, but it is as yet unclear what the full scope of this proposal will be or when it can be implemented.
- While Oyster PAYG is a possible alternative for some of these groups, this requires the user to purchase an Oyster Card and pay the £7 fee, and then have the appropriate discount entitlement set on the Card beforehand. Someone living a long way from London and not a frequent traveller may consider purchasing an Oyster Card to be less straightforward (and the process of setting Oyster discount entitlements may be considered to be more convoluted than presenting a Railcard and purchasing a discounted Day Travelcard at the time of travel). This might increase the risk of passengers in such groups opting not to travel at all.
- PAYG (in either Oyster or contactless form) is a "one card one person" proposition. It is not a viable alternative for people who travel in groups, such as Family or Two Together Railcard holders. This is also likely to have a disproportionate impact on groups of people with particular needs or vulnerabilities such as the elderly, young people or people with disabilities, as such groups are more likely to need someone to travel with them.

We therefore consider that withdrawing Day Travelcards is a retrograde step which carries potential economic risks to the Train Companies, TfL and the wider London economy. It also seems to represent a step which is likely to have a negative impact on social inclusion.

Given all of the above, and particularly the potential price impacts customers currently using these tickets will face, as well as the challenges for customers travelling in groups, we are keen to work together with TfL to identify alternative solutions to enable us to continue to offer the valuable (and valued) Day Travelcard product to our joint customers.

Yours sincerely



Paul Bowden
RDG Representative



Department
for Transport

Sadiq Khan
Mayor of London
City Hall
Kamal Chunchie Way
London
E16 1ZE

From the Secretary of State
The Rt Hon Mark Harper MP

Great Minster House
33 Horseferry Road
London
SW1P 4DR

Tel: 0300 330 3000
E-Mail: mark.harper@dft.gov.uk

Web site: www.gov.uk/dft

Our Ref: MC/421436

06 June 2023

Dear Sadiq,

I note your recent proposal to withdraw Day Travelcards and the associated engagement exercise launched by TfL. I am concerned this proposal will damage businesses and place yet another burden on travellers at a challenging time.

Withdrawing Day Travelcards could have an unfair financial impact on many passengers travelling into London from outside the capital and make it more difficult for those without pay-as-you-go Oyster cards to access the concessions they are entitled to. There could be an additional potential impact on tourism in the capital, whereby potential visitors are discouraged from travelling to London by public transport due to increased costs or unfamiliarity with alternate methods of using the TfL network.

Introducing this proposal at the same time as making it harder to drive into London will exacerbate this effect. Withdrawing Day Travelcards seems at odds with your commitment to providing a positive public transport option to those who will be impacted by your expansion of the Ultra Low Emission Zone to Outer London. Reducing the ticket options for cross-border public transport would be a further challenge to those with a non ULEZ compliant vehicle.

I would like to understand what analysis, if any, you and TfL have conducted into the potential impact on rail passengers and the wider London economy through potentially reduced visitor numbers. How have you ensured that this isn't like ULEZ expansion – with the poorest travellers facing the heaviest cost? Also, what arrangements you propose to make for those who cannot

Please note this letter is subject to the Council's standard 5-day call in period – ends 31 May 2023

Telephone:

Email: paul.fishwick@wokingham.gov.uk

Date: 23rd May 2023



**WOKINGHAM
BOROUGH COUNCIL**

P.O. Box 150

Shute End, Wokingham

Berkshire RG40 1WL

Tel: (0118) 974 6000

Sadiq Khan
Mayor of London
Transport for London
London

Dear Mr Khan,

Engagement to Withdraw Day Travelcards

Wokingham Borough Council (WBC) is writing to you to express concerns about your proposal to withdraw Day Travelcards. Whilst the Council understands that the impacts of the pandemic have been significant for public transport and that Transport for London is required to develop and implement changes that will generate up to £1bn per year of additional income, WBC does not see how the proposed changes to Day Travelcards will achieve this.

WBC shares your vision and ambition of the Mayor's Transport Strategy for a good public transport experience where public transport is the most efficient way for people to travel distances that are too long to walk and cycle. WBC also agrees that a seamless 'whole journey' experience will provide an attractive alternative to using the car. WBC does not agree that the Mayor's proposal will support this vision and ambition.

Wokingham Borough has six rail stations, five of which directly link to London and one of which, Twyford Station, is served by the TfL Elizabeth line. Residents in Wokingham Borough travel to London for many purposes including peak travel for employment and off-peak family leisure travel.

You mention that withdrawing Day Travelcards would mean customers travelling in a single day would have to use pay as you go (PAYG) using contactless or Oyster or buy paper tickets to travel on TfL services. For residents travelling from Twyford Station the Oyster ticket option is not available. For residents travelling from all Wokingham Borough stations, especially families with children, the proposal will mean making multiple purchases and more than likely additional paper ticket purchases. Inevitably journeys will become less seamless and less convenient between Wokingham and London than they currently are.

We truly understand the challenges which the pandemic has had on the economic viability of all public transport provisions, as Wokingham Borough has faced similar challenges. However, increasing the cost of travel significantly is likely to have a detrimental effect on the demand for rail travel and therefore amplify the financial situation not improve it.

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INVESTOR IN PEOPLE

The current cost for an adult to travel off-peak from Twyford Station to London with a Day Travelcard is £26.40, and the cost of an equivalent journey from Wokingham Station to London with a Day Travelcard is £32.40. Whilst the cost of travelling to underground stations in Zones 1 and 2 may be slightly cheaper, for travel in zones beyond these the cost increases by 27% from Twyford Station and by 29% from Wokingham Station should the Day Travelcard be removed.

Adult Off-Peak Return Journey

Journey from	To Paddington	Underground	Whole Journey
Twyford	£18.60	£2.70 contactless (Z1-2)	£21.30
		£6.70 cash (Z1-2)	£25.30
		£8.10 daily cap (Z1-2)	£26.70
		£14.90 daily cap (Z1-6)	£33.50 (+£7.10)
Wokingham	£26.80	£2.70 contactless (Z1-2)	£29.50
		£6.70 cash (Z1-2)	£33.50
		£8.10 daily cap (Z1-2)	£34.90
		£14.90 daily cap (Z1-6)	£41.70 (+£9.30)

Cost increases of 27-29% are significant, especially set against the backdrop of the current increases in cost of living which have resulted in residents having less disposal income. Off-peak leisure travel is likely to be non-essential travel and therefore any increases in cost are more likely to disproportionately reduce demand for travel or cause residents to look for other ways to make their journeys. It is thought more than likely residents who do wish to travel will look to do so by driving to stations closer to London where rail journeys are cheaper, even after accounting for the cost of parking.

WBC is committed to increasing active and sustainable travel, not only because it is more equitable but also because it helps tackle the climate emergency, improve air quality, and reduce congestion. The borough has ambitious plans as part of its Local Cycling and Walking Improvement Plan (LCWIP) and Bus Service Improvement Plan (BSIP). The plans look to increase accessibility to stations for those that walk, cycle and use buses. If demand for rail travel reduces, this puts at risk the viability of these future schemes. Furthermore, it facilitates a continued cycle of increased car travel.

It is for the above reasons that WBC is unable to support the Mayors proposal to withdraw the Day Travelcard and urges the Mayor to reconsider the true impacts of scheme.

Yours sincerely,



Councillor Paul Fishwick
Executive Member for Active Travel, Transport and Highways





**West
Northamptonshire
Council**

Esme Cushing
Transport Planning
West Northamptonshire Council
One Angel Square
Angel Street, Northampton
NN1 1ED
0300 126 7000
www.westnorthants.gov.uk | [REDACTED]

Have Your Say
Transport for London
5 Endeavour Square
London
E20 1JN

23 May 2023

Dear Jacqueline,

Response by West Northamptonshire Council to Transport for London's engagement on proposals to withdraw Day Travelcards

Introduction

West Northamptonshire Council is a Unitary Authority that was formed in April 2021 and covers the towns of Brackley, Daventry, Towcester and Northampton and has a population of 425,725 (2021 Census). It is part of the Oxford Cambridge Arc and is approximately 60 miles north of London.

There are three railway stations within West Northamptonshire; Northampton, Long Buckby and Kings Sutton, but residents also use Milton Keynes, Rugby and Banbury to access the rail network.

Rail travel is therefore a viable and attractive option for journeys between West Northampton and London for both commuting purposes and day trips for work or leisure. Onward travel within London is an important consideration for many people making these journeys.

Day Travelcards currently offer value for money and convenience for passengers who are travelling to London and want to travel by public transport for their onward travel. Removing them would represent a worse deal for passengers and we feel would discourage greater use of the railways.

We object to their removal and request that Transport for London reconsiders and fully evaluates the impact on passengers travelling from outside London.

Passengers who would be affected by the withdrawal of Day Travelcards

TfL's proposals relate specifically to Day Travelcards, including those bought with a ticket for travel to London from Northampton (and to a lesser extent Long Buckby).

Regular commuters who use season tickets will not be affected, but some people who travel to London for work purposes less regularly, for whom a full season ticket would not make financial sense, will be affected. People who use Flexi Season tickets, which provide a discount on eight days' travel in a 28 day period, cannot purchase a Travelcard as part of the season ticket, and so already have to pay separately for onward travel within London. However, anyone using a day rail ticket

can currently buy a Day Travelcard with it, so passengers using these tickets to travel to London for work stand to lose out from the proposed changes. People who travel to London for leisure purposes will overwhelmingly use day tickets, and so will also be disadvantaged. Table 1 shows the impact on passengers travelling in the peak and off peak buying the equivalent PAYG capped ticket.

Ticket type	Ticket price	Day Travelcard (Zone 1 to 6)	Ticket plus PAYG Cap (Zone 1 to 6)	Different in cost to rail passenger
Northampton to Euston Anytime Day Return	£72.30	£79.60	£87.20	+£7.60
Northampton to Euston Off peak Day Return	£38.30	£43.50	£53.20	+£9.70

Table 1 – Increased cost of onward travel to Zones 1 to 6 during peak and off peak without Day Travelcard ticket option

If passengers remain within zones 1 and 2, the impact is less pronounced (see Table 2).

Ticket type	Ticket price	Day Travelcard (Zone 1 to 6)	Ticket plus PAYG Cap (Zone 1 to 2)	Difference in cost to rail passenger
Northampton to Euston Anytime Day Return	£72.30	£79.60	£80.40	+£0.80
Northampton to Euston Off peak Day Return	£38.30	£43.50	£46.40	+£2.90

Table 2 – Increased cost of onward travel to Zones 1 to 2 during peak and off peak without Day Travelcard ticket

Many travellers who hold railcards will also be affected. As set out in Table 1, the range of railcards available, and the combinations of benefits they offer, are extensive. However, all offer at least some facility for purchasing discounted Day Travelcards, while they do not all offer discounts on pay-as-you-go (PAYG) travel. The loss of Day Travelcards will remove this option for discounted travel for all railcard users buying tickets to travel into London.

Railcard	Day Travelcard discount?	Pay-as-you-go discount?	Ticket/s for others?	Can be added to Oyster?
16-25	Off-peak	Off-peak	N	Y
26-30	Off-peak	Off-peak	N	Y
Senior	Off-peak	Off-peak	N	Y
HM Forces	Off-peak	Off-peak	Off-peak	Y

Disabled Persons	Off-peak	All times	Off-peak	Y
Network	Weekends and public holidays	N	Weekends and public holidays	N
Family & Friends	Weekends and public holidays	N	Weekends and public holidays	N
Two Together	Off-peak	N	N	N
Veterans	Off-peak	Off-peak	Y	Y

Table 3 – Railcard discounts (slightly simplified)¹

For some passengers, the availability of PAYG discounts may, depending on their exact journey, counterbalance the loss of the Day Travelcard. But this is only true for passengers whose railcards can be loaded onto an Oyster card. Journeys between Northampton and London are in the Network Railcard discount area, so current users of the Network Railcard and the Friends & Family Railcard stand to lose their current access to discounted Day Travelcards, without any other possible avenue for discounted travel in London. Table 4 and 5 outline the impact on Network Railcard holders who will be unable to load their railcard onto an Oyster card.

Ticket type	Ticket price with Network Railcard	Day Travelcard with Network Railcard (Zone 1 to 6)	Ticket plus PAYG Cap (Zone 1 to 6)	Increased cost to rail passenger
Northampton to Euston Off peak Day Return	£25.25	£28.70	£40.15	+£11.45

Table 4 - Increased cost of onward travel to Zones 1 to 6 during off peak with Network Railcard without Day Travelcard ticket

Ticket type	Ticket price with Network Railcard	Day Travelcard with Network Railcard (Zone 1 to 6)	Ticket plus PAYG Cap (Zone 1 to 2)	Increased cost to rail passenger
Northampton to Euston Off peak Day Return	£25.25	£28.70	£33.35	+£4.65

Table 5 - Increased cost of onward travel to Zones 1 to 2 during off peak with Network Railcard without Day Travelcard ticket

¹ Source: <https://tfl.gov.uk/fares/free-and-discounted-travel/national-railcard-discount>, accessed on May 2nd 2023

Indeed, no railcard discounts are available for travel in London to anyone paying by contactless debit or credit card: any passenger wishing to access the discount must load their railcard onto an Oyster card. However, not everyone has an Oyster card, and obtaining a new one costs £7 plus a minimum level of PAYG credit, either £1.50 or £5 depending on where the card is purchased. Taken together, the barriers to using Oyster will mean that some railcard users who are eligible to retain access to their discounts will not be able to do so in practice if they can no longer buy a Day Travelcard with their rail ticket into London.

Conclusion

The withdrawal of Day Travelcards by TfL would be a major backward step in respect of integrated ticketing and pricing and would create additional cost and inconvenience for rail passengers, particularly for family groups travelling to London for leisure.

Travel to and from London, for business and leisure, is a major aspect of how people in Northampton use their railway connections. The withdrawal of Day Travelcards will make many of their journeys more expensive. Railcard users, including disabled people, older people and veterans, stand to lose out. This extra cost, and the extra complexity the changes will involve, are likely to influence at least some travellers' behaviour: they are very likely to reduce the extent to which visitors move around within London, and may tip the balance against making some trips entirely.

We object to their removal and request that Transport for London reconsiders and fully evaluates the impact on passengers travelling from outside London.

Yours sincerely,

A black rectangular box redacting the signature of Esme Cushing.

Esme Cushing

**Principal Transport Planner
Place and Economy Directorate**

David Brazier
Cabinet Member for Highways & Transport



Mr Sadiq Khan
Mayor of London
City Hall
Kamal Chunchie Way
London
E16 1ZE

Sent by email only

Members' Desk
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ME14 1XQ
Tel: 03000 411009
E-mail: members.desk@kent.gov.uk
Your Ref:
Our Ref:
Date: 22 May 2023

Dear Mr Khan,

Day Travelcards Withdrawal

I understand Transport for London (TfL) are running an engagement exercise on your behalf concerning your proposal to withdraw the Day Travelcard for use on TfL operated services. I write to express my disappointment and concern about your proposals the reasons I have set out and trust that these are considered as you prepare to decide. I also trust that yourself or TfL will be able to provide the information I have requested.

In summary, I consider this a counter-productive move at a time when London's transport system and the wider region's rail network including Southeastern trains in Kent are continuing to face a lower usage which has impacted the volume of services operated. We are concerned that withdrawal of the Travelcards could further compound lower use of rail and public transport services which risks the quality of the service offered to customers in the future. This counter-productive effect is furthermore notable given your proposed extension of the Ultra Low Emission Zone and that public transport is an alternative to non-compliant vehicle use.

I understand that Southeastern Trains company have seen less of a recovery in their travel market for trips to London compared to the reverse direction into Kent and particularly to our coastal attractions. The withdrawal of Day Travelcards will not help the recovery and lowering of financial support necessary to ensure National Rail services are operated to their fullest potential to get visitors to attractions in London and enable Kent residents to easily access London employment opportunities.

I have set out some further detailed concerns which cover both your approach to engagement and how particular customers may be impacted by your decision. I trust that where I have asked for further information it will be forthcoming in a reply.

Approach to engagement

I am disappointed that Kent County Council, as the Local Transport Authority representing constituencies of 1.6 million people only came to hear of this engagement exercise via other home-county authorities. So far as I know, my Council has not had any invitation or contact from your team or Transport for London. Furthermore, I am concerned that our experience is likely to be that of the many thousands of Day Travelcard users across Kent who use this ticket to access services in London and who will not be on your mailing lists as Oyster card holders.

I would appreciate if you could detail what actions you have taken to engage with our Council and the public in Kent. Given you wish to discuss your plans and proposals to help you develop better solutions for the Day Travelcard withdrawal proposal, I assume you would make every reasonable effort to ensure the public in Kent are made aware. After all, at least 70% of Day Travelcards are purchased at rail stations outside of the London area, for which the Southeastern network in Kent would account for a large proportion of.

Affordability for cash-paying customers

Our main concern is for customers who are unable to use cashless payment options. Some of these customers may fall into those groups with protected characteristics based on the Equalities Act. Customers of Southeastern Trains who wish to purchase a Day Travelcard in cash can do so at ticket offices or ticket machines and benefit from the affordable travel the Day Travelcard provides. Your planned withdrawal of the Day Travelcard will leave these customers needing to pay in cash for travel on the TfL operated network once they arrive in London. These prices are substantially higher than Pay as You Go / contactless fares. For example, a zone 1 off-peak pay as you go / contactless single journey price is £2.70 compared to £6.70 in cash.

The Financial Conduct Authority holds research (such as its Financial Lives survey run in 2020 which considered the circumstances of 16,190 people) that shows Black, Asian, and Minority Ethnic groups are more likely to have no bank account and therefore have a higher reliance on making cash payments. Given this, what measures to prevent such customers from Kent being financially disadvantaged are you considering?

Evidence of impact assessments

Given my concerns about affordability and impact on sections of the Kent population, I would appreciate receiving the evidence of your impact assessments. According to the Department for Transport Settlement Letter you received on the

25th February 2022, contained in Annex A paragraph 7b it states that as part of your consideration of the proposal you would:

- "...provide to DfT an impact assessment on different passenger groups of the withdrawal from the travelcard agreement prior to commencing with the withdrawal"; and
- "...complete an Equalities Impact Assessment where necessary on the chosen options"; and
- "...commence public consultation, which includes an Equalities Impact Assessment, on [his] proposals".

Can you please confirm if it was determined to be necessary to complete an Equalities Impact Assessment and if you have completed it, then please provide a copy. If you did not determine it was necessary, can you please provide me the reason for that decision.

Aside from the Equalities Impact Assessment, can you also please provide me any information or assessment you have undertaken estimating the reduction in passenger journeys travelling from Kent National Rail stations and all National Rail stations to London if you implement your proposal. Furthermore, what volume of passenger journeys will switch from National Rail transport to other forms of transport (listed by type) and any assessment of the impacts of those switched passenger journeys on those other forms of transport (e.g. carbon emissions, air quality impacts, crowding, congestion, journey time impacts etc).

Publicising and implementation of the withdrawal

If you decide to implement the withdrawal, I understand there will be a 6-month notification period filed with the Secretary of State about TfL's planned withdrawal from the Travelcard Agreement. No indication is given on the TfL engagement website about when you are planning to make this decision and therefore at what point the Travelcard withdrawal could come into effect. I would appreciate an estimate on when you anticipate that you will make this decision.

Yours sincerely



David Brazier

Darryl Hemmings
Planning & Transport Policy Manager
Planning Services

██████████ (Direct)

██

www.westsussex.gov.uk

County Hall
West Street
Chichester
West Sussex
PO19 1RG



Transport for London

15 June 2023

Dear Transport for London,

Re: Day Travelcards

West Sussex County Council has recently become aware that Transport for London (TfL) has been engaging with stakeholders on a proposal to withdraw day travelcards. Although we understand that the formal engagement has now closed, we request that this letter is taken into account as the West Sussex County Council response to the engagement.

As this proposed change would negatively affect users outside London, including many in West Sussex, it is disappointing that West Sussex County Council does not appear to have been included in the recent engagement on the proposed changes to day travelcards.

Day travelcards currently provide the West Sussex community with unlimited travel on TfL services, often as an 'add-on' to rail tickets to London. The proposal to withdraw day travelcards would require users to make a separate purchase to access TfL services. This would significantly increase the cost of accessing TfL services for the West Sussex community; for example, a group of 2 adults and 2 children (aged 11-15) can currently travel off-peak from Burgess Hill to London using day travelcards for a total cost of £34.40. The proposed change would require these users to purchase a return ticket (£29.30) plus access to TfL services. If we assume that access to TfL services is capped at the daily off-peak pay as you go rate (£26.80) this would cost £56.10 which is a 63% increase on the current arrangements.

The County Council considers that the proposed change to day travelcards would be detrimental to its communities and disproportionately affect those on the lowest incomes because they spend a greater proportion of their income on travel.

The need to purchase an additional ticket to access TfL services would also be less convenient than purchasing day travelcards which could undermine our efforts to encourage use of sustainable modes of transport.

The proposed change would also reduce the attractiveness of travelling to London for business and leisure purposes which will be detrimental to residents and businesses in London.

For these reasons, the County Council opposes the proposed change to day travelcards and requests that its views are taken into account as part of the engagement process.

Yours sincerely

A black rectangular redaction box covering the signature of Darryl Hemmings.

Darryl Hemmings

Transport Planning & Policy Manager

HARTLEY & DISTRICT RESIDENTS' ASSOCIATION

Protecting and advancing the common interest of the area
John Clarke, Chairman, [REDACTED]
[REDACTED] email: chair@hadra.org



Jacqueline Stevens
TfL Engagement Officer
TfL 5 Endeavour Square
London E20 1JN
[REDACTED]
Haveyoursay@tfl.gov.uk

25 May 2023

Dear Jacqueline,

Engagement Upon Proposed Withdrawal of One Day Travelcards

Hartley & District Residents Association is one of the main residents' associations in Purley, South Croydon Area.

We would like to strongly object to the proposal to withdraw the One-Day paper Travelcard. This ticket has been one of the most important tickets for our residents to use when travelling by train, underground and bus from Purley to central London for forty years.

Although many people have Oyster and bank cards for their use and children who travel regularly have Oyster Zip Cards. There are many in the community who do not and rely on the One-Day paper Travelcard. This includes people who travel infrequently and visitors. This would seem to be confirmed in that some 12 million One Day Travelcards were sold last year and 29 million a year before Covid.

Withdrawing the One Day paper travelcard makes travelling to centre London much more difficult, more complex and worse still more expensive specially for families and children. This can only lead to fewer people bothering to travel to London for days out and for entertainment and will lead to less income for TfL not more. We believe that with air quality in London an issue, that we should be encouraging people to travel to London by public transport. This action can only lead to people using cars or worse still not travelling at all.

This also discriminates against those that are unable to use modern technology and do not have bank accounts and the poorest members of our community. We would urge that TfL reconsider this and renegotiate the present arrangement between TfL and National Rail companies rather than withdraw the important One Day paper Travelcard.

Yours sincerely
John Clarke
Chairman, Hartley & District Residents Association

Copy: Chris Philp MP, Jason Perry Mayor of Croydon Purley & Coulsdon Councillors

Engagement to withdraw Day Travelcards: Trainline response

1 Exec Summary

- 1.1 Trainline acknowledges the exploration of withdrawing Day Travelcards by TfL
- The Travelcard concept dates from January 1985 and allows customers to travel seamlessly across London’s bus, rail and Underground network; it is a good example of intermodal integrated transport and we estimate that 15m are sold each year
 - Our response primarily focuses on the need to ensure that the customer, industry and societal economic impacts of removal of the Day Travelcard are comprehensively understood before the decision to remove it is taken;
 - Aside from whether the ascribed economic benefits are delivered, some customer groups will be profoundly impacted including groups, families and children;
 - Therefore, the withdrawal of the magstripe Day Travelcard should be accompanied by a policy and strategy objective to allow the same product to be delivered as either a Barcode ticket and as part of GBRTT’s own plans to introduce PAYG.

2 Introduction

- 2.1 The Mayor is currently exploring the option of withdrawing Day Travelcards
- The process of engaging with key stakeholders to develop the impact assessment of the potential change has started.
 - This paper represents the consultation response from Trainline.com Limited ('Trainline'), a third-party rail retailer, providing its view on the potential impacts and setting out some further questions that TfL should address prior to taking action. We would be welcome to further dialogue with TfL on any aspects of this response if that would be helpful.

3 Context

- 3.1 Day Travelcards provide unlimited single-day travel on TfL services, including bus, Tube, Tram, Docklands Light Railway, London Underground, London Overground and Elizabeth line, and National Rail services in London, and also offer a one-third discount on River Services fares.
- They are only available as paper tickets and as either peak or off-peak products.
 - They can be purchased as an *In-boundary Day Travelcard* or, when travelling from outside London, customers can buy an “add-on” of a Day Travelcard to be included on their National Rail ticket to travel around London. We shall refer to the latter as '*Out-boundary Day Travelcards*'.

- It is believed that in total c.15m Day Travelcards (In-boundary or Out-boundary) are sold annually and around 70% of these were purchased outside the London area.
- 3.2 If withdrawn, Day Travelcards would no longer be sold or accepted by TfL. Daily Pay As You Go (PAYG) caps would not be affected, nor would weekly or longer-term Travelcards.
- Customers would therefore have to use PAYG, via CPAY or Oyster, or buy paper single/return tickets to travel on TfL services
- 3.3 TfL is exploring this option because of the conditions of its Government funding settlement, which requires TfL to develop and implement changes that will generate between £0.5-£1.0bn per year of additional revenue from 2023.
- One option identified by TfL was to withdraw from the Travelcard Agreement completely, but this has since been revised to only withdraw from the Day Travelcards Agreement, which is the subject of this consultation.
 - TfL aims to generate c.£40m of additional revenue per year by scrapping the Day Travelcards. This is dependent on a series of unknown assumptions, and whilst TfL may gain additional revenue, other players in the industry such as TOCs (which are government funded) may have reduced revenue.
 - TfL should aim to reach “Green Book” levels of surety that withdrawing Day Travelcards is genuinely generative in the anticipated way, when looking through TfL and overall government lenses.

4 Industry and commercial impacts

Costs

- 4.1 Removing the mag stripe Day Travelcard will reduce the number of paper tickets issued, which will help improve the efficiency of ticket retailing for the industry. We welcome this, as improving the efficiency of retailing is a principle Trainline strongly supports.
- Reducing the use of paper tickets is also more sustainable and will also improve passenger flow through gatelines.
 - We note that Day Travelcards can also be delivered to an ITSO smartcard as well, which would not impact the number of paper tickets issued.

- 4.2 The rail industry, and Trainline, have been working to modernise rail retailing to reduce cost and improve efficiency. The use of barcode tickets has been a great success in replacing paper tickets on the National Rail network (see paragraph 6.3)
- 4.3 We expect customers buying **In-boundary Day Travelcards** largely to migrate to CPAY/Oyster - but with some marked challenges for certain customer segments (see section 5)
- 4.4 Customers purchasing **Out-boundary Day Travelcards** will migrate to separate purchase of the Train ticket, which could be fulfilled through a variety of medium (paper, barcode, smartcard etc.) and purchasing PAYG for their London travel via CPAY or Oyster. This could present issues/challenges for multiple customer groups, as explored further in Section 5 - Customer impacts and benefits.

Revenue

- 4.5 We would expect that the removal of the **In-boundary Day Travelcard** will have a negative revenue impact, given this product is more expensive than the daily caps offered on CPAY and Oyster (for all zones). It is unclear whether this effect has been considered in the £40m of additional revenue TfL is aiming to generate from this initiative.
- In turn, this has a positive customer benefit, in effect migrating customers to a cheaper, equivalent fare in the form of the Oyster/CPAY daily cap
 - We note that there may be modest generative impacts (i.e. demand stimulation) to consider from this effective reduction in fare – albeit it is important that the potential friction of migrating between the products is minimised (see section 5)
- 4.6 With the **Out-boundary Day Travelcard**, there is currently an **allocation process** which governs how the total ticket price is distributed between TOCs and TfL. We understand that the current allocation factors are determined through Travelcard Diary Surveys, which were suspended due to the pandemic and have not yet restarted.
- It is possible that these allocation factors may no longer accurately represent demand – especially given changes in travel patterns post-pandemic.
 - If the Out-boundary Day Travelcard was removed, this may reduce the complexity around allocations as the TOC leg of the journey would be a distinct fare, and any TfL travel would (we assume) be allocated under the dynamic Oyster Clicks allocation system as with other PAYG travel
 - This is a complex area, and we consider it crucial that the impact on both TOC and TfL farebox is analysed and forecast in detail prior to making any change.

- 4.7 Determination of whether the proposed changes are generative or not (at an overall industry level) will be complex. Some customers are evidently content to purchase an Out-boundary Day Travelcard prior to their arrival in London, and enjoy the convenience benefit of price certainty in advance of travel, or benefit from pre-payment (for example with Corporate customers), even though it may be more expensive overall. Therefore we have a wider concern around whether removing the **Out-boundary Day Travelcard** and substituting it with a National Rail fare + PAYG will actually increase total revenue for the industry, when considering that:
- (i) some customers will currently be buying the Out-boundary Day Travelcard even though it is more expensive
 - (ii) the increased friction of buying two separate tickets may act to reduce overall demand
 - (iii) the price differential between Out-boundary Day Travelcard and CPAY/Oyster daily caps.
- 4.8 Many customers, especially if they are infrequent travellers, may be purchasing the **Out-boundary Day Travelcard** as it is the simplest option to cover their needs when travelling to and in/around London. Such customers are presumably content to pay for the convenience of a single ticket with the right to consume as much travel as they wish in the London area for a fixed price.
- For the customers who currently buy Out boundary Day Travelcards, , when they switch to CPAY/Oyster within London, the overall revenue collected will reduce.
- 4.9 *QUESTION: What customer research and/or analysis has TfL done to investigate the customer purchase behaviour and the need for pre-paid certainty or the convenience of a single transaction in order to understand whether the shift to CPAY and/or Oyster would be net generative for TfL (and the whole industry)?*
- 4.10 Furthermore, the **increased friction** in purchasing separate train tickets and CPAY or Oyster travel in London may impact a customer's decision on whether or not to travel to London at all, with clear consequences for **journey numbers** and both TOC and TfL revenues
- Customers purchasing Out-boundary Day Travelcards with National Rail tickets are already more likely to be infrequent travellers. Removing the combined ticket they were purchasing previously and introducing more complexity has the potential to impact their decision on whether to travel to London or not
 - Certain customer groups (including those eligible for concessions, or travelling in groups) will be impacted more significantly, which may further deter travel - we explore this further in section 5
- 4.11 *QUESTION: What research and/or analysis has TfL done to understand the travel frequency of customers purchasing the Out-boundary Day Travelcard, their familiarity with the rail network and the likelihood they will still travel to London if they need to switch to CPAY or Oyster?*

Wider economic impacts

- 4.12 If the removal of the Out-boundary Day Travelcard **reduces the volume of travel to London by train**, this would clearly have wider economic and environmental impacts outside of the rail industry
- If customers still decide to travel to London but via alternative modes, and especially if this is by private car, this would represent a negative environmental impact as journeys shift away from rail
 - Any shift to car travel would also contribute to congestion in and around London, bringing both an economic and environmental cost, through reduced air quality and increased congestion.
- 4.13 The removal of the Out-boundary Day Travelcard also **reduces the intermodal operability of the National Rail network**, as customers are no longer able to purchase a single ticket to cover train, underground, bus, tram and river services in London. Without a suitable replacement product, the rail and TfL networks would become disjointed making it more difficult for customers to make end-to-end multi-modal journeys.
- 4.14 *QUESTION: Have TfL done any analysis on whether removal of the Out-boundary Day Travelcard would result in people coming to London making more environmentally damaging journey choices?*

5 Customer impacts and benefits

Customer impacts

- 5.1 We have meaningful concerns about the impact these changes will have on customers. It is not clear that TfL has made an assessment of these impacts to date, nor have we seen any detail of mitigations that TfL is planning to put in place to protect customers from the adverse impacts of these changes.
- 5.2 We expect the withdrawal of the Day Travelcard to have **three main types of impact on different customer segments**, as outlined in (5.3 - 5.5). We have mapped these impacts by customer segment in Table 1.
- 5.3 Removing the Out-boundary Day Travelcard means that customers will **no longer have one simple, combined ticket for an end-to-end trip into and around London**. The requirement to purchase two separate tickets increases the friction to travel, which may impact a customer's decision on whether to travel at all.
- Not all international travellers will be able to use CPAY in London, they may incur additional transaction fees, and the requirement for purchasing an Oyster card and topping up may be cumbersome, especially for short visits.

- 5.4 Removing both the In-boundary and Out-boundary Day Travelcard, will **remove the ability for certain customer groups to access discounted travel** within London. These customer segments are not entitled to discounted travel under PAYG or Oyster in London when previously they could purchase discounted Day Travelcards.
- We have identified specific customer segments which will be impacted in **Table 1** below.
- 5.5 Customers eligible for concessionary fares (inc. Railcard holders) will find it **more difficult to access concessionary fares**, as they will need to load the discount manually onto the Oyster card in person at a TfL station.
- Currently, the process of adding the discount to an Oyster card is difficult and time-consuming - customers need to register their Oyster card, and ask a member of staff at the station to manually apply the discount – taking time and requiring additional forward-planning prior to travel.
 - Withdrawing the Day Travelcard will increase the number of customers who need to follow this process, increasing the requirement on TfL staff and potentially extending waiting times for customer service
 - This process also forces certain customer groups onto Oyster, instead of CPAY, which in the longer-term will restrict TfL's ability to retire the Oyster product (which is in its roadmap)
 - The required knowledge on how to access the concessionary fares and the time required to do so before travel will likely mean that a proportion of eligible customers will not know about this process and end up paying the full fare instead.
 - We have identified specific customer segments which will be impacted in **Table 1** below.

Table 1: Adverse impacts of the withdrawal of Day Travelcards, by Customer Segment

Customer segment	(5.3) Removal of a combined ticket to London	(5.4) Discounts no longer available	(5.5) Process to access available discounts
Groups	<ul style="list-style-type: none"> In future, no customers will be able to purchase one combined ticket for the end-to-end journey into and around London 	<ul style="list-style-type: none"> Groups with >10 people will no longer receive discounted travel on TfL as the Group Day Travelcards are withdrawn 	<p><i>n/a – no alternative discount mechanism available and customers are forced to pay full fare</i></p>
Railcard Holders		<ul style="list-style-type: none"> Some railcard holders (e.g. Network Railcards) are not entitled to discounted PAYG travel on TfL and will no longer receive discounted travel when the Day Travelcards are withdrawn 	<ul style="list-style-type: none"> Other railcard holders need to use a registered Oyster card and ask a member of staff at a TfL station to add the discount entitlement to the Oyster card This process needs to be repeated each time a new Railcard is purchased
Disabled Persons		<ul style="list-style-type: none"> Adult companions of Disabled Persons will no longer be able to purchase a discounted Day Travelcard when travelling together 	<ul style="list-style-type: none"> Disabled Persons need to use an Oyster card and ask a member of staff at a TfL station to add the discount entitlement to the Oyster card This process needs to be repeated with each new Railcard
Children		<p><i>n/a – same discounts available</i></p>	<ul style="list-style-type: none"> Apply in advance of travel for an Oyster Zip card Use an Oyster card and get the Young Visitor discount set on the Oyster card at a TfL station

5.6 **QUESTION:** What research and/or analysis has TfL done to understand the proportion of the Day Travelcards bought by each of these customer groups and the likely impact on these segments? Has TfL identified any mitigations (e.g. ongoing communications campaigns) it can put in place to minimise the impact on these customer groups and the long term costs associated with these mitigations?

Customer benefits

- 5.7 Whether all other customers benefit from the shift to CPAY or Oyster will depend on the **frequency of their travel within London**.
- **Customers making a limited number of journeys within London could save money** by using PAYG vs. buying an Out-boundary Day Travelcard with their train ticket. On average customers making fewer than 4 journeys (during peak) or 3 journeys (during off-peak) will pay less on CPAY/Oyster than the incremental cost of adding an Out-boundary Day Travelcard to their National Rail ticket. (This assumes no concurrent change to the National Rail fare concerned).

EXAMPLE: A passenger travelling from Woking to London for a business meeting, may travel by train to London and use TfL for two single journeys (to the business meeting within Zones 1-2 and back) during the day. Currently they can buy an Anytime Day Travelcard for £36.40. Given they are only using two journeys on TfL, they would actually save money purchasing the Anytime Day Return London to Woking (£25.80) and using PAYG for TfL services (£6.20 – one peak and one off-peak journey), bringing the total to £32.00 (vs £36.40).

- **Customers making a greater number of journeys within London will be negatively impacted** as the cost of the daily cap under PAYG is greater than the incremental cost of purchasing an Out-boundary Day Travelcard in addition to their National Rail ticket.

EXAMPLE: A passenger travelling from Woking to London for leisure, may arrive in London, head out to a museum, some shopping, followed by dinner, then the theatre and head back to the train station to head home to Woking (5 TfL journeys within Zones 1-2). Currently they can buy an Off-Peak Day Travelcard for £29.10. If the Day Travelcard is withdrawn, they would be forced to purchase an Off-Peak Day Return for £21.50 and hit the daily PAYG cap of £8.10 for travel. This is a total of £29.60 vs £29.10. Any journeys outside of Zones 1-2, would increase the costs as the daily cap could increase to £9.60 (£31.10 total vs £29.10 with the Day Travelcard for Zones 1-3).

- 5.8 We appreciate that migrating all customers to PAYG could be considered a fairer way for customers to pay for their travel, as they only pay for the journeys they make up to a cap.
- 5.9 However, without knowing the distribution of frequency of travel within London of the customers purchasing Out-boundary Day Travelcards, it is not possible to determine whether there would be more winners or losers from withdrawing the Out-boundary Day Travelcards
- 5.10 *QUESTION: Does TfL have any research or analysis to understand the frequency of travel within London of Out-boundary Day Travelcard purchases to help determine the winners/losers as described above?*

6 Potential mitigations

- 6.1 To help reduce the impact of withdrawing the Day Travelcards on the above customer groups, it may be possible to introduce mitigations to provide better, more 'future-proof' alternatives to paper ticketing and ongoing reliance on Oyster cards
- To help identify mitigations and suitable alternative products, TfL should work with partners in the rail industry to explore options. Trainline would welcome engagement with TfL on this topic.

Improved ability to offer group/concession fares

- 6.2 There is no clear way to cater for groups (including families) on CPAY or Oyster as each traveller is required to have a valid "ticket" (electronic token). For groups, each member could have an Oyster card, but for large groups making infrequent trips, this would be a large upfront cost and administrative burden.
- Similarly, any concessions (including child discounts) are currently reliant on the Oyster product and are not available via CPAY. Requiring an Oyster card increases upfront costs and administrative burden

Expand the use of barcode ticketing

- 6.3 One such alternative could be extending the successful use of barcode ticketing on National Rail to include travel in and around London.
- A growing proportion of train tickets sold are being fulfilled as barcode tickets, currently reaching c.24% of tickets sold today and 46% of revenue (*Source: RDG Tableau for March 2023*).
 - Adding the Out-boundary Day Travelcard to a mobile barcode ticket could be an alternative solution to offering a paperless single ticket for a customer's journey to/from and in/around London. This ticket would provide all the benefits of the original single paper ticket from a customer perspective, whilst also reducing industry retailing costs.
 - We acknowledge that the challenge with this solution is the ability to validate the barcodes at all the points where Day Travelcards are accepted. One solution could be the visual validation on bus (as is done today with Day Travelcards sold on Mag

Stripe) with the capability of onboard inspection by Revenue Inspectors and enablement of the gates at stations.

Expanding account-based ticketing to CPAY

6.4 Expanding account-based ticketing to CPAY, allowing the Day Travelcard product and any concessions to be purchased at a customer/account level

- This would enable customers to purchase a digital version of the Out-boundary Day Travelcard when purchasing a train ticket, but not require the need to purchase and top-up a separate Oyster card. Concessions would be available just like with the paper Out-boundary Day Travelcards.
- To minimise the negative impact to customers, it would be most beneficial if customers can purchase such account based Out-boundary Day Travelcards at the same as their train tickets providing customers with all the tickets they need in a single transaction. This would mean these account-based Out-boundary Day Travelcards would need to be available through all ticketing retailers and not just TfL.

This would mitigate many of the customer disbenefits, with the only exception of customers who do not have access to an accepted contactless payment card

6.5 The withdrawal of the Day Travelcard product in favour of growing reliance on Oyster and EMV is an example of where customer utility is being diluted in support of greater contactless fulfilment. It overlooks the fact that many customers prefer the certainty of pre-purchase and the convenience of 'one token' to support all their travel needs. There is no direct replacement for the magstripe ticket and its universal acceptance across National Rail and TfL.

- This means that principles of intermodality and integrated public transport will be diluted as a result
- To prevent this it would be beneficial if current plans by GBRTT to develop Mobile App-based PAYG were designed to be consistent with permitting seamless, integrated travel across the TfL network and from National Rail.

- 6.6 *QUESTION: Has TfL identified any suitable mitigations or alternative products for group or concessionary travel? If not, should the withdrawal of the Day Travelcard wait until there are viable alternatives?*

7 Conclusions

- 7.1 15m Day Travelcards are purchased annually, and it still represents a significant amount of revenue for the industry and a diverse group of customers purchase the ticket.
- 7.2 It is very difficult to comment in full on the potential impact of the withdrawal of the Day Travelcards without reviewing the official Equality and Quality Impact Assessment (EQIA), which has not been provided
- As a result, we have raised some questions where it would be beneficial to understand any research or analysis TfL may have available to further inform the impact assessment.
 - We have provided our view of the potential benefits, challenges and mitigations based on the information available to date. We appreciate if the official impact assessment is released, this may be updated.
- 7.3 Removing the **In-boundary Day Travelcard** is likely to be beneficial for customers as the daily caps on offer with CPAY and Oyster are lower than the In-boundary Day Travelcard and it does not require customers to pre-purchase a Day Travelcard committing a minimum spend up front each day.
- However, some customer groups, such as infrequent visitors to London may still benefit from a paper ticket if they cannot use CPAY or are only visiting for a short period of time and do not want to purchase an Oyster card.
- 7.4 We believe there are multiple challenges in removing the **Out-boundary Day Travelcard** as it is unclear whether this will be revenue generative for the industry and it increases the friction in making the journey as customers need to purchase two separate tickets
- 7.5 Removing the **Out-boundary Day Travelcard will also negatively impact certain customer segments** more than others. Some customer segments, such as groups, certain railcard holders, and companions of disabled persons will no longer be able to purchase discounted travel in London. As a result, any additional revenue generated will be partially due to these customer groups paying increased fares. Customer segments entitled to concessionary travel will also find it more difficult to access these fares as they need to manually load their discount to an Oyster card at a station
- 7.6 It is unclear whether TfL have made plans to **implement any mitigations or introduce new products** to help minimise the impact of removing the Day Travelcard on different customer groups.
- We suggest TfL work with partners in the industry, such as Trainline, to identify any product developments to help reduce the impact of these changes such as digital

fulfilment via CPAY account based ticketing or transfer to another digital format such as barcode ticketing.

- 7.7 Without clear mitigations or new products in place, the withdrawal of the Day Travelcard also makes the **overall rail network more disjointed and harder for customers to use**. This would be a step backwards in creating inter-modal transport networks across the UK. This would also not be encouraging for more customers to make rail journeys, **reducing the proportion of customers making sustainable journey choices**.
- 7.8 **Until the full impact of the withdrawal of the Day Travelcard is understood** (revenue, costs, customer impact) and no replacement products are available, we would suggest TfL delay the decision to withdraw the Day Travelcard.



THE EAST COULSDON RESIDENTS' ASSOCIATION

Vice Chair: Gill Hickson

[REDACTED]
Coulsdon CR5 1AX
[REDACTED]

Secretary: Maureen Levy

[REDACTED]
Coulsdon CR5 1RA.
[REDACTED]

Jacqueline Stevens
TfL Engagement Officer
TfL 5 Endeavour Square
London E20 1JN
[REDACTED]
Haveyoursay@tfl.gov.uk

21st May 2023

Dear Jacqueline,

Engagement Upon Proposed Withdrawal of One Day Travelcards

East Coulsdon RA is one of the main residents' associations in Coulsdon. We would like to strongly object to the proposal to withdraw the One-Day paper Travelcard. This ticket has been one of the most important tickets for our residents to use when travelling by train, underground and bus from Coulsdon to central London for forty years.

Although many people have Oyster and bank cards for their use and children who travel regularly have Oyster Zip Cards. There are many in the community who do not and rely on the One-Day paper Travelcard. This includes people who travel infrequently and visitors. This would seem to be confirmed in that some 12 million One Day Travelcards were sold last year and 29 million a year before Covid.

Withdrawing the One Day paper travelcard makes travelling to centre London much more difficult, more complex and worse still more expensive specially for families and children This can only lead to fewer people bothering to travel to London for days out and for entertainment and will lead to less income for TfL not more. We believe that with air quality in London an issue, that we should be encouraging people to travel to London by public transport. This action can only lead to people using cars or worse still not travelling at all.

This also discriminates against those that are unable to use modern technology and do not have bank accounts and the poorest members of our community. We would urge that TfL reconsider this and renegotiate the present arrangement between TfL and National Rail companies rather than withdraw the important One Day paper Travelcard.

Yours
Maureen Levy

Maureen Levy
Secretary: East Coulsdon Residents Association

Copy : Neil Garratt GLA, Chris Philp MP, Jason Perry Mayor of Croydon, Coulsdon Councillors.

Jacqueline Stevens
Engagement Officer
Transport for London
5 Endeavor Square
London
E20 1JN

Dear Jacqueline Stevens

Engagement to withdraw Day Travelcards

Thank you for the opportunity to engage on the issue of withdrawing the day travelcard from Transport for London services.

The City Corporation notes that whilst oyster and contactless payments make up a great deal of fares into the capital, certain groups are likely to be more affected by the withdrawal of day travelcards than others.

The City's policy position is to encourage non-car travel both by commuters and for leisure and tourism into the Square Mile and London and the accessibility and affordability of the public transport network, is imperative to this objective.

The removal of this ticket option and resulting obligation to use oyster or contactless whilst on the TfL network for onward journeys could, for some, lead to significant increases in the cost of travelling into and around London for the day, making them financially unviable and potentially discouraging travel into London altogether.

Further to this, some concern is raised over how accessible it is to obligate both the young and elderly to use contactless payments or oyster cards, especially those travelling in from outside London for the day, who may be unfamiliar with contactless payments or require ticket machines that accept cash. If this change is made, it is possible that a disproportionate impact could be made on some people with protected characteristics travelling into London.

The City Corporation would like to ensure TfL considers the following questions in its impact assessment:

- Has TfL tested a change in demand from those travelling in from outside of London who currently purchase an 'add on' day travelcard?
- Will an economic impact on any changes to travel to central London be included in the assessment?
- What impact is it likely to have on the average user of a day travelcard – does TfL have data on this?
- There is a need to identify the range of impacts; what is the price cap for people travelling off-peak on contactless cards compared to current add-on to rail ticket?
- How many journeys during a day on oyster/contactless can be made for the same add-on cost for a day travelcard?

Jacqueline Stevens

Page 2

- We assume an Equalities Impact Assessment will be included.

We note that on the engagement page for TfL for this possible change there is reference to TfL "...engaging with key stakeholders to develop our impact assessment on the potential change". Can you whether we are considered key stakeholders in this context, and what the next steps are beyond the 23rd May 2023.

Yours sincerely,

Samantha Tharme
Head of Strategic Transport

City of London | Environment Department | PO Box 270 | London EC2P 2EJ | [REDACTED]

[REDACTED]

please reply to:
Neil Middleton

Have Your Say
Transport for London
5 Endeavour Square
London
E20 1JN



For the attention of Jacqueline Stevens

haveyoursay@tfl.gov.uk

11 May 2023

Dear Have Your Say Team

Engagement to withdraw Day Travelcards

Railfuture is Britain's leading, longest-established, national independent voluntary organisation campaigning exclusively for a better railway across a bigger network for passenger and freight users, to support economic (housing and productivity) growth, environmental improvement and better-connected communities. We seek to influence decision makers at local, regional and national levels to implement pro-rail policies in development and transport planning.

Please find enclosed Railfuture's response to this engagement exercise. We would welcome the opportunity to meet in person or virtually to discuss this issue further; a key element of response in objecting to this change is not that we are inherently against Contactless; rather that its current and known near term functionality means it does not provide a suitable alternative. But for many, it could do, although that will not meet the needs of the digitally and financially excluded.

Yours sincerely

Neil Middleton

Neil Middleton
Railfuture
Director

www.railfuture.org.uk www.railfuturescotland.org.uk www.railfuturewales.org.uk
www.railwatch.org.uk

London Travelcards (and the National Rail add-on) Why they should be retained – and how they should evolve A briefing paper

“Better to have an unsatisfactory share of the cake than a much smaller cake”.

Transport for London (TfL) has set out their plans to abolish the London Travelcard and expects National Rail TOCs to follow suit with their add-on product. They are undertaking an ‘engagement’ exercise until 23 May 2023 – see <https://haveyoursay.tfl.gov.uk/travelcards>. As part of this exercise we have asked 5 questions and a response is awaited.

In this paper, Railfuture sets out its views and explains why we think the Travelcard should be retained – and how it should evolve. In summary, we think that insisting on Contactless means:

- **Replacing a simple, well understood product that can be purchased ahead for everyone.** Whilst many are familiar with it, there are significant numbers who are unfamiliar and nervous about it and do not understand it. The price ranges shown in the table will substantially increase nervousness and uncertainty. It’s easy to think it is widely used in London, so everyone understands use on public transport well, but this isn’t true – it’s only widely used outside London on buses, these bus services are often very limited, and the experience is much more akin to other small purchases – no account, no capping etc.
- **A substantial increase in costs for many using standard contactless**, most notably families, all travellers on the cheaper off-peak National Rail fares and (for now) Railcard holders.
- **That some, but not all of the cost increases can be mitigated**; for families in particular, doing so is tedious, has a cost and requires 4 weeks’ prior notice (need to organise an Oyster Zip card).
- **That families, the disabled, army veterans and the financially and digitally excluded will all suffer**, including those without bank cards (or available funds on them) who may need to pay for the much higher fares at Ticket Vending machines (this could apply to families as well, if they don’t have enough bank cards for every member).
- **That these increased travel costs (and the noticeable tedium and prior planning required to mitigate) are likely to result in many decisions not to travel**, so we expect this to a pyrrhic “victory” – fewer visitors to London, so less money for the visitor economy and TfL.
- **Damage to the Contactless “Brand”** as this will be seen by many as a significant breach of any promise, implied or not, that there is Price Parity between Contactless and other options to travel; combined with the continued lack of Railcard discounts, this will cause people to label Contactless as the “expensive option”.

Harpenden to London; a Saturday, 2 adults with Railcards & 2 children (11 & 13)

Travelcard	£26.30
Contactless throughout (now)	£76.40

Note 1

National Rail to London then Contactless (Z1 to Z3)	£57.30
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National Rail to London + Oyster (Railcard Registered) + Child Oyster Zip cards (Z1 to Z3)	£34.90 (& £30 set up)
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Note 1: TfL seem not to have published 2023 caps for Contactless only stations. This is 2022 + 5.9%.

At a time when London is already an expensive place to travel on public transport, adding more cost and complexity is highly likely to have unwanted outcomes – income per passenger for TfL may well grow, but passenger number reductions and wider adverse impacts on London will outweigh this.

Why retain them?

We think the two biggest commercial reasons to retain them are the adverse impact to London’s economy and the loss of revenue to TfL and National Rail.

The Travelcard and its related National Rail add are a well understood and simple product that is a great product to persuade tourists and other spenders to come to London. The product is well understood and offers a key advantage in that the price is fixed before the day's travel commences. Whilst the most regular travellers are probably prepared to make the effort to understand how Contactless and Oyster capping works, and to subsequently realise that in some circumstances the cost will be similar (or even cheaper), we do not believe this is true for a noticeable portion of London visitors. The uncertainty over Contactless (for those not familiar with the concept) is, in Railfuture's view a significant disincentive to come to London.

For families it is complex and tedious to organise themselves so their children can take full advantage of TfL's Child fares by applying for a 5-10 or 11-15 Zip Oyster Card – which costs £15 and can take up to 28 days – and can require a visit to a TfL Visitor Centre. For families visiting London very regularly it is credible to believe that this will happen. But it is not believable for most occasional visitors.

Similarly, with less financial impact, but considerably easier to organise, a visitor may need to obtain an Oyster Card and register a Railcard to get best value on TfL fares.

This will make school and group trips to London much more difficult to organise, with individual tickets now required.

We also think that there is an equalities aspect to their demise, as contactless bank card use pre-supposes that intending travellers can qualify for (and already have) a Credit/Debit card and have funds available on this card – no longer will being given (eg) £10 in cash by a friend or family member to travel to, say, a job interview be simple. And there is a digital exclusion aspect as well – whilst it is possible to use a Contactless card without setting up an online account, not doing so means that charges will appear on the relevant account without any explanation of amount or calculation basis.

And finally, this is likely to be damaging to the whole TfL contactless “brand” as intending travellers will think of it as the “expensive” option – one to be avoided, not enthusiastically used.

Why the alternative isn't fit for purpose

The suggestion is that a Contactless bank card for payment is a suitable alternative. And that's true for many, but critically, not everybody. At present TfL's Contactless product:

- | | | |
|---|---|------------------------------|
| 1 | Requires you to both qualify for a card – and to have available funds on it. Oyster is a partial solution, but coverage is substantially less than for Contactless. | Oyster is a partial solution |
| 2 | Is a product for individuals, not for families and groups. A Travelcard is priced and sold to a family – multiple tickets from a single transaction. | No known plan to address |
| 3 | Doesn't support Railcards, resulting in substantial increases in cost. | Apparently in progress |
| 4 | Doesn't support all National Rail fare types – for instance, for Thameslink North the 2 fares offered on Contactless (Peak and Off-Peak) match to the National Rail fares on Mondays to Fridays, but not to the weekend fare. | No known plan to address |

Contactless payment is only available at a limited number of stations at present – relatively near to London and only on selected lines. There are plans to deploy it to more stations, but only within a limited radius of London – and substantially less than stations selling Travelcards. For instance on the Midland Mainline, we understand Contactless will be available to Luton, but Travelcards can be bought from stations a considerable distance from London such as Nottingham and Leicester. We think Contactless needs to be much more widely deployed before Travelcards are demised.

Once a solution for all of the above is in place, the disincentives to travel to London might be reduced enough, and it starts to make commercial sense (as measured by received revenue across all operators) to cease the Travelcard product.

What could be done to improve the Travelcard / Travelcard add-on?

We recognise that a challenge with the current paper/magnetic stripe ticket product (typically with orange stripes on it for National Rail and hereafter referred to as a 'magnetic stripe ticket') is that it is not clear if revenue is fairly shared between operators (and routes and types of public transport). Unfortunately, TfL's Readers can only capture detailed use data from Oyster, Contactless and ITSO Cards, not from magnetic stripe tickets. And they do not allow QR codes to be presented on phone screen or paper as is now widely available on National Rail.

We believe TfL should be considering the acceptance of QR codes. We recognise that this would not be cheap, but it will help National Rail move away from magnetic stripe tickets as the only option for cross London journeys and allow TfL to demise magnetic stripe ticket readers from their network in due course.

In the interim, we think that more detailed usage data could be collected by offering a small price incentive to holders of National Rail ITSO cards (such as GTR's KeyGo) to purchase day Travelcards on ITSO. This will then generate usage data which will inform the allocation decision (although we recognise that it will not be a fully representative sample [eg not many families]).

Although it would not address all the limitations – such as families, the possibility of introducing a pre-pay option to contactless should be considered – Via an account, pre-purchase an e-Travelcard. Tap-ins / outs would occur in the normal way and in the end of day central processing every journey within scope of the pre-pay would be priced at £0, and other journeys charged on a post-pay basis.

We also recognise that for some stations and some fares (eg weekend fares) are a real bargain, priced significantly less than from other stations, and we accept that TfL's need for revenue is such that some form of normalisation of fares is sensible. Whilst we wouldn't support it, we could tolerate it if the Travelcard Add-on switched to two standard prices – Peak and Off-Peak.

What should I do about this?

Write to your local MP (and, if in London, TfL and your Local Assembly member) to complain. Personalise your complaint with your circumstances. Use your local TOC's website or brfares.com for National Rail prices and TfL's [Single Fare Finder](#) and [Contactless Caps](#) pages for costs on TfL. If you have children under 16, see TfL's [free & discounted](#) travel pages to check the process, evidence requirement and cost for reduced rate travel.

TFL CONSULTATION ON WITHDRAWAL OF ONE DAY TRAVELCARDS

RESPONSE FROM READING BOROUGH COUNCIL

Reading Borough Council has been made aware of the current proposal to withdraw the option for travellers from out-of-London to be able to purchase a one-day travelcard for their national rail travel into London.

The Council strongly opposes this withdrawal due to the increased cost of travel that will be imposed on residents travelling to London, the inconvenience and complexity of separate ticketing arrangements, the negative impact on developing sustainable travel options, and the detrimental impact on London's business and tourist economies.

The details of our objections to this proposal are as follows.

1) Increased cost to travellers.

The biggest impact will be on off peak travel.

The current cost of an adult one-day travelcard from Reading to London is £29.60 compared to an off peak return to Paddington of £24.00. The future cost of an off peak return plus a zone 1, 2 cap using a contactless bank card will be £24.00 + £8.10 = £32.10 which is an additional £2.50 or 8.5% increase.

For those people unable to use a contactless bank card an additional cost will be the need to purchase an Oyster card.

However, the current Travelcard covers travel in zones 1-6 and if that coverage is required the fare will instead be £24.00 + £14.90 = £38.90, an additional £9.30 or 31% increase.

For peak travel the increases are less.

For a journey to zone 1, 2 the cost will be £55.20 anytime return plus a zone 1,2 cap of £8.10 making £63.30 or 10p more than now, and for a journey to zones 1 to 6 would be £55.00 plus £14.90 making £70.10 which is £6.90 or 11% more than currently.

Given that Reading residents already pay a high rate for train fares the increased costs will be most unwelcome at a time of cost of living crisis.

London is a popular destination for visits from Reading and currently a group off peak one day travelcard costs £78 for 4 people. In future the proposed withdrawal of the travelcard will make the cost £63.20 (group off peak return to Paddington) plus 4 x £8.10 zone 1,2 capped contactless fares making £95.60 in total. This is an additional £17.60 or 22% increase.

2) Inconvenience of separate ticketing arrangements.

The current one-day travelcard is a rare example in the UK of a true multi-modal ticket with the main-line train, London tubes and buses all available on the one ticket. This of itself encourages people to choose London as a destination for leisure purposes, knowing that all their travel is taken care of with one easy to understand ticket. Replacing this inclusive arrangement with the need for a separate (or several separate) ticket arrangements is counter-productive to people choosing to use public transport to access London and even to choosing London as a destination at all.

Some categories of passenger will be adversely penalised as the contactless capping only offers one price fares, with no discount for groups or children/teenagers.

3) Undermining of sustainable travel alternatives

Reading Borough Council, in common with many local authorities, has committed to doing everything it can to reach net-zero carbon by 2030 in response to the climate emergency. We have made significant progress. The town has cut its carbon footprint by 55% since 2005 – the 4th largest cut of all 374 local authority areas in the UK. The Council's own carbon footprint – that is the carbon the Council is directly responsible for - has been reduced by 71.3% in 13 years. A significant part of our success to date is in part attributable to developing realistic and cheap alternatives to the private car, through investment in the Council-owned bus company, building more priority routes for buses and delivering new and improved cycle and pedestrian infrastructure.

At a time when many local authorities are following suit, a rise in rail fares of this magnitude will simply deter people from using the train, at a time when it should be encouraged. Indeed, it appears counterproductive to the progress made by TfL and the Mayor of London in recent years in delivering a range of sustainable travel options for the capital.

4) Detrimental Impact on Economy of London.

All the evidence of the post covid 'recovery' is that off peak travel demand has recovered better than peak travel, and off peak travel remains the cheapest to provide due to no extra trains being required and an avoidance of 'congestion peaks'. The trend to spreading demand should be encouraged so as to even out the provision of resources and thus make service provision more economical. The proposed change effectively penalises optional off peak travel to a much greater extent than peak travel and with it is likely to choke off this optional demand that has so far recovered well.

The optional off peak travel from major centres such as Reading would be expected to contribute to higher than commuter spend on optional purchases such as meals, shopping, entertainment and souvenirs and therefore any suppression of this demand for optional travel will likely result in less spending in London venues.

Since the pandemic it has been reported that London is more heavily reliant on leisure spend due to more flexible working and lower numbers of commuters, so markedly reducing the attractiveness of optional travel to London is an illogical and potentially counter-productive proposal.

For the reasons set out above I therefore request on behalf of Reading Borough Council that this proposal is dropped.

Cllr Tony Page

Deputy Leader, RBC and Lead Member for Climate Strategy and Transport

9TH May 2023

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The optional off peak travel from major centres such as Reading would be expected to contribute to higher than commuter spend on optional purchases such as meals, shopping, entertainment and souvenirs and therefore any suppression of this demand for optional travel will likely result in less spending in London venues.

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For the reasons set out above I therefore request on behalf of Reading Borough Council that this proposal is dropped.

Cllr Tony Page

Deputy Leader, RBC and Lead Member for Climate Strategy and Transport

9TH May 2023

Response by Bedford Borough Council to Transport for London's engagement on proposals to withdraw Day Travelcards

Introduction

The Borough of Bedford includes the county town of Bedford, the urban area of Kempston and 43 rural villages. Its population at the 2021 census was 185,300, around two thirds of whom live in the main urban area of Bedford and Kempston. It is situated on the arc between Oxford and Cambridge, and is approximately 45 miles north of London.

Bedford has generally strong rail links with London: travel between the two is reasonably quick and easy. Data from the Office of Rail and Road estimates 2,324,364 entries and exits at Bedford station in 2021-2: a substantial proportion of these travellers will have made journeys between Bedford and London.¹

Semi-fast services operate twice an hour in each direction between Bedford and London St Pancras, mostly as part of East Midlands Railway's 'EMR Connect' service from London to Corby, and taking just over 40 minutes. Additional, and sometimes faster, services operate outside peak hours.

Additionally, Bedford is one of the northern terminuses of the Thameslink network. Thameslink operates four trains per hour between Bedford and London in each direction for most of the day, typically taking about an hour to travel between Bedford and St Pancras, and offering onward travel to stations in the Thameslink core (included in the ticket price between Bedford and London) and to destinations south of London.

Rail travel is therefore a viable and attractive option for journeys between Bedford and London for both commuting purposes and day trips for work or leisure. Onward travel within London is an important consideration for many people making these journeys.

We strongly recommend that the current offer to passengers between Bedford and London should be preserved, and not downgraded as Transport for London (TfL) proposes. Day Travelcards offer integrated ticketing and fair value for money for passengers: removing them would downgrade public transport links to and from London, which would represent a worse deal for passengers, and is unjustifiable when the requirements of broader transport and environmental policy are to encourage, not discourage, greater use of the railways. We strongly advise Transport for London to think again, and call on the Government to provide funding, if necessary, to maintain the offer to rail users at its current level.

Passengers who would be affected by the withdrawal of Day Travelcards

TfL's proposals relate specifically to Day Travelcards, including those bought with a ticket for travel to London from Bedford.

¹ Bedford station is sometimes referred to, including by official rail bodies, as Bedford Midland in order to avoid confusion with Bedford St Johns station, which is not on the line to London.

Regular commuters who use season tickets will not be affected, but some people who travel to London for work purposes less regularly, for whom a full season ticket would not make financial sense, will be affected. People who use Flexi Season tickets, which provide a discount on eight days' travel in a 28 day period, cannot purchase a Travelcard as part of the season ticket, and so already have to pay separately for onward travel within London. However, anyone using a day rail ticket can currently buy a Day Travelcard with it, so passengers using these tickets to travel to London for work stand to lose out from the proposed changes.

People who travel to London for leisure purposes will overwhelmingly use day tickets, and so will also be disadvantaged.

Many travellers who hold railcards will also be affected. As set out in Table 1, the range of railcards available, and the combinations of benefits they offer, are extensive. However, all offer at least some facility for purchasing discounted Day Travelcards, while they do not all offer discounts on pay-as-you-go (PAYG) travel. The loss of Day Travelcards will remove this option for discounted travel for all railcard users buying tickets to travel into London.

Table 1: Railcard discounts (slightly simplified)²

Railcard	Day Travelcard discount?	Pay-as-you-go discount?	Ticket/s for others?	Can be added to Oyster?
16-25	Off-peak	Off-peak	N	Y
26-30	Off-peak	Off-peak	N	Y
Senior	Off-peak	Off-peak	N	Y
HM Forces	Off-peak	Off-peak	Off-peak	Y
Disabled Persons	Off-peak	All times	Off-peak	Y
Network	Weekends and public holidays	N	Weekends and public holidays	N
Family & Friends	Weekends and public holidays	N	Weekends and public holidays	N
Two Together	Off-peak	N	N	N
Veterans	Off-peak	Off-peak	Y	Y

For some passengers, the availability of PAYG discounts may, depending on their exact journey, counterbalance the loss of the Day Travelcard. But this is only true for passengers whose railcards can be loaded onto an Oyster card. Journeys between Bedford and London are in the Network Railcard discount area, so current users of the Network Railcard and the Friends & Family Railcard stand to lose their current access to discounted Day Travelcards, without any other possible avenue for discounted travel in London.

What's more, no railcard discounts are available for travel in London to anyone paying by contactless debit or credit card: any passenger wishing to access the discount must load their railcard onto an Oyster card. However, not everyone has an Oyster card, and obtaining a new one costs £7 plus a minimum level of PAYG credit,

² Source: <https://tfl.gov.uk/fares/free-and-discounted-travel/national-railcard-discount>, accessed on May 2nd 2023

either £1.50 or £5 depending on where the card is purchased. Taken together, the barriers to using Oyster will mean that some railcard users who are eligible to retain access to their discounts will not be able to do so in practice if they can no longer buy a Day Travelcard with their rail ticket into London.

Whether a passenger has a railcard discount or not, across many and possibly most permutations of journey they are likely to lose out financially if Day Travelcards are withdrawn. Table 2 shows the difference in price across a range of journeys, in 2023 prices, comparing the current cost of a Day Travelcard with the cost of separately buying a ticket to London and then using contactless payment to make a single return journey in London. In all cases, it assumes a train journey from Bedford to London St Pancras, then one return journey to a destination in the stated travel zone, without any access to a railcard discount when travelling within London using contactless payment. Where the table shows a negative value, the journey costs more in the absence of a Travelcard; where it shows a positive value, using a Travelcard is more expensive. This pattern of journey will be typical for a person travelling to London for work purposes, and returning directly from their work venue the same day. (Full details of assumptions and methodologies for the price comparisons are given in the Appendix.)

Table 2: Rail ticket with Day Travelcard compared to rail ticket plus individual contactless return fare

	Peak	Off peak	Peak, Railcard user	Off peak, Railcard user
Bedford to Zone 1 return	+£3.70	+£0.80	+£0.55	-£1.30
Bedford to Zone 2 return	+£2.50	+£0.60	-£0.65	-£1.50
Bedford to Zone 3 return	+£1.90	+£0.20	-£1.25	-£1.90
Bedford to Zone 4 return	+£0.50	-£0.20	-£2.65	-£2.30
Bedford to Zone 5 return	-£0.90	-£0.80	-£4.05	-£2.90
Bedford to Zone 6 return	-£1.90	-£1.00	-£5.05	-£3.10

For these simple journeys, Day Travelcards can in fact sometimes be more expensive than paying the relevant fares individually. However, even in these examples railcard users lose out on most journeys without access to Day Travelcards, and everyone travelling to Zone 5 or beyond is worse off.

Table 3: Rail ticket with Day Travelcard compared to rail ticket plus TfL price cap

	Peak	Off peak	Peak, Railcard user	Off peak, Railcard user
Bedford to Zone 1 return, with extra travel to reach price cap	+£1.20	-£1.90	-£1.95	-£1.20
Bedford to Zone 2 return, with extra	+£1.20	-£1.90	-£1.95	-£1.20

travel to reach price cap				
Bedford to Zone 3 return, with extra travel to reach price cap	-£0.30	-£3.40	-£3.45	-£2.20
Bedford to Zone 4 return, with extra travel to reach price cap	-£2.40	-£5.50	-£5.55	-£3.60
Bedford to Zone 5 return, with extra travel to reach price cap	-£4.60	-£7.70	-£7.75	-£5.05
Bedford to Zone 6 return, with extra travel to reach price cap	-£5.60	-£8.70	-£8.75	-£5.70

Table 3 considers a similar scenario, where a passenger travels to London from Bedford, but this time travels around within London enough to hit the TfL price cap for travel between Zone 1 and their destination zone, if different. This pattern may be more common for leisure visitors. In nearly all cases, the loss of Day Travelcards would make the day's travel more expensive.

Table 4 considers a different scenario. Many destinations in London can be reached directly from Bedford using National Rail tickets alone. This includes some train services operated by TfL, notably the Overground and the Elizabeth Line; it also includes Thameslink and other connecting National Rail services. Two examples have been explored, although there are many other possibilities: a journey to and from the new Canary Wharf station on the Elizabeth Line (changing at Farringdon), which is in Zone 2, and a journey to and from a Zone 3 station. As the table shows, direct rail tickets can work out cheaper than Day Travelcards, although if the passenger adds on some additional local travel and hits the TfL price cap, they will again lose out.

Table 4: Rail ticket with Day Travelcard compared to direct rail ticket, with and without additional travel to hit TfL price cap

	Peak	Off peak	Peak, Railcard user	Off peak, Railcard user
Bedford to Canary Wharf, via Elizabeth Line (National Rail only)	+£5.00	+£1.00	+£3.30	+£0.65
Bedford to Canary Wharf, via Elizabeth Line, with extra travel to reach TfL price cap	-£4.60	-£8.60	-£6.30	-£5.65
Bedford to Zone 3 destination (National Rail only)	+£1.70	-£0.10	+£1.15	-£0.05
Bedford to Zone 3 destination by National Rail, with extra travel to reach TfL price cap	-£7.90	-£9.70	-£8.45	-£6.35

Considering all these possible journeys together, the withdrawal of Day Travelcards will make it more expensive for people from Bedford and elsewhere to move around London in many scenarios. Some passengers will be incentivised to stay off any service that would require PAYG payment to TfL, and instead stick to areas they can reach just using their train ticket.

For journeys that involve hitting the price cap, off-peak users will be hit more heavily than peak users, reflecting the greater level of discount currently available via off-peak Day Travelcards. The most heavily penalised users will be a Railcard user hitting the Zone 6 cap and travelling during peak times (£8.75), and an off-peak user hitting the Zone 6 cap outside peak hours (£8.70); that's leaving aside people travelling across London by train and additionally using TfL services up to the price cap, who will be hit even harder (eg £9.70 on a direct train ticket to a Zone 3 station, plus price cap).

Conclusion

We are in a moment where transport policy should clearly be deployed to support people to travel by rail. It is a more efficient and effective use of resources, not least (but not only) because it entails fewer carbon emissions than road travel. Bedford Borough declared a climate emergency in 2019, and supports policies to reduce carbon emissions from transport and reduce reliance on the private car. We therefore believe that any proposal that reduces the value for money and ease of use of the railway is clearly inappropriate. The withdrawal of Day Travelcards by TfL would be a major backward step in respect of integrated ticketing and pricing, from a transport authority that has traditionally been a leader in the field.

Travel to and from London, for business and leisure, is a major aspect of how people in Bedford use their railway connections. The withdrawal of Day Travelcards will make many of their journeys more expensive, sometimes quite substantially so. Railcard users, including disabled people, older people and veterans, stand to lose out particularly heavily. This extra cost, and the extra complexity the changes will involve, are likely to influence at least some travellers' behaviour: they are very likely to reduce the extent to which visitors move around within London, and may tip the balance against making some trips entirely. This is bad for people in Bedford and, multiplied across all the other towns and cities from which people regularly visit the capital, bad for London too.

Finally we must observe that rail passengers using services on the Midland Main Line to and from Bedford have repeatedly been on the receiving end of poor treatment by railway planners and decision makers. Bedford lost its peak time express services entirely for a period from 2018 (in the peak direction), and they have only since been restored as semi-fast services on a slower timetable between Bedford and London. The promised comprehensive refurbishment of the trains now used on those services has, we understand, been cancelled; and the trains themselves have been plagued by unacceptable unreliability since their introduction. The new timetable also leaves Bedford without direct services into the East Midlands for the first time since the Midland Main Line was opened in the 1850s. During the pandemic, emergency timetables between Bedford and London regularly left travellers from Bedford who still needed to reach London with only slow, all-stations Thameslink trains, which for some people made their employment difficult to sustain. This catalogue of downgrades for Bedford's rail services illustrates the powerlessness of local people, and local authorities, in decision-making about rail services: for the rail network to meet the needs of the people who use it (or would

use it if they could), decision-making needs to include a clear and meaningful role for local authorities, or rail users, or ideally both.

The loss of Day Travelcards would be a further blow to Bedford's rail users, on top of the many they have already suffered. We strongly advise Transport for London to think again, and we call on the Government to provide funding, if necessary, to maintain the offer to rail users at its current level.

Appendix: Worked example fares

Tables 2-4 above show the differences in cost between tickets between Bedford and London incorporating Day Travelcards and the same journeys made without Travelcards. This Appendix outlines how these figures were calculated, and the assumptions made.

The selection of journeys shown is illustrative, and not exhaustive. Other journeys can be made using many further combinations of tickets and calling points. The examples are intended to illustrate the range of possible impacts from the proposals to withdraw Day Travelcard, but not to identify every last possible consequence.

In all cases, the journey shown is a return journey made by a single adult from Bedford stations (Bedford Midland, or Bedford St John via Bedford Midland) to London St Pancras (although the same figures would apply for any station in the Thameslink core), and then a London Underground station in the stated zone, or direct by National Rail only to the stated destination. For the journeys shown as 'peak' the outward leg and return leg are both undertaken in peak hours for both National Rail and TfL purposes (departing Bedford 8am, and London station of origin 5:30pm), and for journeys shown as 'off-peak' both legs are undertaken outside the peak (departing Bedford 10:30am, and London station 8:30pm). In practice many return day journeys may combine peak and off-peak travel, but for simplicity the illustrative journeys are all one or the other.

For the railcard user examples, fares were selected for users of a 16-25 Railcard. Table 1 above shows the different permutations of discount available for different railcard: not all railcard users can access the same discounts on all journeys, but when railcard discounts apply they will typically be to the values shown.

In all cases, the cheapest return fares are shown. In some cases these are Super Off-Peak fares, so there may be certain times of day when only Off-Peak fares are available, and the cost of the journey will be higher than shown here, but still less than the peak fare. The journeys all use return National Rail tickets, for ease of comparison; for some journeys, combinations of single tickets may in practice be cheaper.

For the 'price cap' examples, it is assumed that the traveller makes enough journeys between Zone 1 and their destination zone (if different) within London to hit the relevant price cap, in-between (or in combination with) their outward and return legs.

For Railcard users, it is assumed that the traveller would buy a rail ticket plus Travelcard under the current arrangement using their railcard, but in the absence of Travelcards will buy a National Rail ticket with their railcard and then use a contactless card for further travel within London. Users who have their railcard loaded onto an Oyster card and use that will be able to access some further discount.

Pricing information was taken on April 25th 2023, from <https://www.nationalrail.co.uk/> and <https://tfl.gov.uk/fares/find-fares/tube-and-rail-fares/caps-and-travelcard-prices>.

The tables below show all fares data used to calculate the differences between the different journey types

Adult journey, no railcard

	Zone 1 destination	Zone 2 destination	Zone 3 destination	Zone 4 destination	Zone 5 destination	Zone 6 destination	Canary Wharf (Zone 2)	Blackheath (Zone 3)
Peak rail ticket + Travelcard	£59.80	£59.80	£59.80	£59.80	£59.80	£59.80	£59.80	£59.80
Off-peak rail ticket + Travelcard	£34.80	£34.80	£34.80	£34.80	£34.80	£34.80	£34.80	£34.80
Peak rail ticket	£50.50	£50.50	£50.50	£50.50	£50.50	£50.50	£54.80	£58.10
Return contactless fare	£5.60	£6.80	£7.40	£8.80	£10.20	£11.20	n/a – through rail ticket	n/a – through rail ticket
Total	£56.10	£57.30	£57.90	£59.30	£60.70	£61.70	£54.80	£58.10
Off-peak rail ticket	£28.60	£28.60	£28.60	£28.60	£28.60	£28.60	£33.80	£34.90
Return contactless fare	£5.40	£5.60	£6	£6.40	£7	£7.20	n/a – through rail ticket	n/a – through rail ticket
Total	£34.00	£34.20	£34.60	£35.00	£35.60	£35.80	£33.80	£34.90
Peak rail ticket	£50.50	£50.50	£50.50	£50.50	£50.50	£50.50	£54.80	£58.10
TfL price cap	£8.10	£8.10	£9.60	£11.70	£13.90	£14.90	£9.60	£9.60
Total	£58.60	£58.60	£60.10	£62.20	£64.40	£65.40	£64.40	£67.70
Off-peak rail ticket + TfL price cap	£28.60	£28.60	£28.60	£28.60	£28.60	£28.60	£33.80	£34.90
Total	£36.70	£36.70	£38.20	£40.30	£42.50	£43.50	£43.40	£44.50

Adult journey, 16-25 Railcard user

	Zone 1 destination	Zone 2 destination	Zone 3 destination	Zone 4 destination	Zone 5 destination	Zone 6 destination	Canary Wharf	Blackheath
Peak rail ticket + Travelcard	£39.45	£39.45	£39.45	£39.45	£39.45	£39.45	£39.45	£39.45
Off-peak rail ticket + Travelcard	£22.95	£22.95	£22.95	£22.95	£22.95	£22.95	£22.95	£22.95
Peak rail ticket	£33.30	£33.30	£33.30	£33.30	£33.30	£33.30	£36.15	£38.30
Return contactless fare	£5.60	£6.80	£7.40	£8.80	£10.20	£11.20	n/a – through rail ticket	n/a – through rail ticket
Total	£38.90	£40.10	£40.70	£42.10	£43.50	£44.50	£36.15	£38.30
Off-peak rail ticket	£18.85	£18.85	£18.85	£18.85	£18.85	£18.85	£22.30	£23
Return contactless fare	£5.40	£5.60	£6	£6.40	£7	£7.20	n/a – through rail ticket	n/a – through rail ticket
Total	£24.25	£24.45	£24.85	£25.25	£25.85	£26.05	£22.30	£23
Peak rail ticket	£33.30	£33.30	£33.30	£33.30	£33.30	£33.30	£36.15	£38.30
TfL price cap	£8.10	£8.10	£9.60	£11.70	£13.90	£14.90	£9.60	£9.60

Total	£41.40	£41.40	£42.90	£45.00	£47.20	£48.20	£45.75	£47.90
Off-peak rail ticket	£18.85	£18.85	£18.85	£18.85	£18.85	£18.85	£22.30	£23.00
TfL price cap	£5.30	£5.30	£6.30	£7.70	£9.15	£9.80	£6.30	£6.30
Total	£24.15	£24.15	£25.15	£26.55	£28.00	£28.65	£28.60	£29.30



31 May 2023

Dear Ms Stevens

Proposed withdrawal of Day Travelcards

Bus Users UK is aware of growing concern over the proposed withdrawal of the Day Travelcard. While we fully appreciate the need to make savings and protect services, this particular proposal will have a significant impact on passengers.

Day Travelcards are frequently used by people travelling into and around London for work, day trips and to visit the capital's museums, theatres, shops and restaurants. They also provide vital and affordable access to London's specialist hospitals and healthcare providers. While journeys have yet to return to the levels they were pre-Covid, numbers have slowly been rising but without access to the Day Travelcard this trend is unlikely to continue, effecting not only visitor numbers but the businesses and services they would be using while there.

Day Travelcards offer unlimited and fully integrated travel on TfL services including Tube, DLR, London Overground, Elizabeth line and Tram, and can be used to get reduced fares on London River Services. At the moment they can be purchased as an 'add-on' when visiting the capital with a normal train ticket but under the new proposals, passengers would need to buy a rail ticket to London and then use an Oyster card or PAYG within London.

This will prevent many people from travelling including those without access to a contactless card or the funds to charge an Oyster card, and those of us who are digitally excluded or who need or prefer to buy their ticket in person. It is likely that these proposals will have the greatest effect on people with protected characteristics and we would ask that an Equality Impact Assessment is carried out as a matter of urgency.

Withdrawing the Day Travelcard will create a barrier to travel at a time when the need for affordable transport has never been greater. We would strongly recommend that TfL does not proceed with these proposals.

Yours sincerely

Dawn Badminton-Capps

Director for England

Marston Vale Community Rail Partnership Response to Transport for London Proposal to Withdraw Day Travelcards



Introduction

Marston Vale Community Rail Partnership (MVCRP) welcomes the opportunity to respond to the Day Travelcards Consultation.

Overview of Community Rail and MVCRP

Community Rail is 'A growing grassroots movement made up of community rail partnerships and groups across Britain. They engage communities and help people get the most from their railways, promoting social inclusion and sustainable travel, working alongside train operators to bring about improvements, and bringing stations back to life'. *Association of Community Rail Partnerships (2018)*. N.b. This organisation has since been rebranded as Community Rail Network.

There are currently over 70 Community Rail Partnerships (CRPs) across the country, which work to deliver the Four Pillars of Community Rail in the Department for Transport (DfT) Community Rail Development Strategy published in November 2018. The Pillars are as follows:

- Providing a voice for the community
- Promoting sustainable, healthy and accessible travel
- Bringing communities together and supporting diversity & inclusion
- Supporting social and economic development

Consultation Publicity

The consultation has not been adequately publicised for example no posts have been published on the TfL Facebook page and no posters or information on Customer Information Screens were observed on the TfL network during a recent visit.

Consultation Response

We strongly object to TfL's proposals to withdraw Day Travelcards in London. The withdrawal would undoubtedly have numerous negative consequences on passengers including making travel less accessible and less affordable. This will deter people from using public transport at a time when great efforts are being made within Community Rail and across the wider industry to attract passengers back.

Not only is greater use of public transport vital to the economy, but also it is essential if targets to reduce carbon emissions are to be met and the full impacts of the climate crisis averted.

Day Travelcards are an extremely popular and easily understood travel option for London residents and tourists alike. They have a unique benefit in offering a single ticket that provides unlimited travel on TfL services throughout the day.

We are extremely concerned that withdrawing Day Travelcard will significantly increase the cost of travel, reduce the appeal of public transport, and prevent some people from travelling completely.

The proposal to replace Day Travelcards with Contactless is completely unfit for purpose. Whilst Day Travelcards are a simple product that is widely understood, Contactless is not.

Contactless would also significantly increase costs for many passengers, in particular families, disabled people and military veterans, as it is not available with a Railcard.

A recent report by London Travelwatch found 1 in 6 people in London say they are unable to buy a ticket as they cannot use or do not have access to a smartphone or internet connection. The report also found that almost 4 in 10 digitally excluded and disadvantaged people agree that the use of technology has made travel more difficult. Digitally excluded people are already more likely to make fewer journeys across London.

Please see <https://www.londontravelwatch.org.uk/campaigns/digital-exclusion>

Therefore, we strongly object to this proposal and urge TfL to reconsider.

I trust MVCRP's views will be taken into account. Please acknowledge receipt of this response.

[REDACTED]

[REDACTED]

Transport Team Leader & Marston Vale Community Rail Partnership Officer

Tel. [REDACTED] (direct line)

E-mail [REDACTED]

Submission via the 'Have your Say' website: Engagement to withdraw Day Travelcards. Submitted 22 May 23

I am writing on behalf of Transport Focus to object to the proposal to withdraw Day Travelcards.

Transport Focus is an independent, statutory consumer watchdog promoting the interests of transport users. Our remit covers rail passengers throughout Great Britain, bus, coach and tram passengers in England outside London, and users of the motorways and major 'A' roads managed by National Highways. We work with our colleagues at London TravelWatch to ensure that the rail passengers' voice is heard.

Our focus in this letter is on 'out-boundary' Day Travelcards. If these are withdrawn, then people will have to use contactless payment or an Oyster card instead. We believe that this would be detrimental to many passengers wanting to travel to London. It will result in some passengers paying more for travel (at a time when rail is already struggling to grow the market back to pre-pandemic levels and during a cost-of-living crisis) while also making travel less convenient and inclusive. If this results in fewer people travelling to London, then it could also impact on the wider London economy.

Passengers outside the London zones can currently add a travelcard onto their rail ticket. These add-ons are often sold at a discounted rate. For example, a Brighton to London Victoria Off Peak Day Travelcard costs an extra £5.50 on the price of the return ticket. This is less than the equivalent Pay-As-You-Go (PAYG) daily price cap – meaning passengers making more than minimal use of the travelcard element will pay more. For instance, in the Brighton example above, anyone making more than two Zone 1 tube journeys would pay more than before. The same would apply to many other stations outside the Transport for London area.

Day Travelcards also allow child fare discounts to be applied. This is also possible under PAYG but only when using Oyster rather than contactless payment. Children / families without an oyster card would now have to register for a card, pay a set-up fee, and then top the card up with funds. For example, to get a child discount for a 14 year old would require families to register for an 11-15 Zip Oyster card, something which can only be done online, pay a £15 admin fee, and then wait for it to be issued. This is more expensive and considerably less convenient than buying a Child Day Travelcard at the station on the day of travel.

Similarly, some (but not all) railcard discounts can only be applied to Oyster rather than bank cards. If people do not already have an Oyster card they will have to

register in advance and pay the relevant fee. Once again, this will make the process more expensive and less convenient than buying a Day Travelcard at the station on the day.

A similar disincentive also applies to group travel. You can get a group Off Peak Travelcard that offers a discounted price if you are travelling with ten or more passengers – something that might suit school parties etc. A PAYG option would require everyone to have a bankcard or everyone to apply in advance for an Oyster card (with the consequent need for registration and admin fees).

Removing Day Travelcards risks adding cost and friction to what is currently a simple transaction. We know from our research that cost and convenience are the two biggest barriers to travel amongst non- or lapsed users (Footnote 1) . As a result, we believe that removing Day Travelcards will deter some people from travelling.

In addition to the potential cost, Day Travelcards are also a more inclusive product. They do not require the use of the internet to register for an Oyster card or that someone has a bank account (or sufficient bankcards for all members of a family travelling together). The Financial Conduct Authority Research estimated that 1.2 million adults were 'unbanked' in February 2020 (2). The groups most likely to be unbanked include the unemployed (11%), adults with no educational qualifications (7%), those who work in the gig economy (7%) and those who are digitally excluded (7%) . In addition, our colleagues at London TravelWatch estimate that some 260,000 people in London do not have a bank account (3). In contrast, Day Travelcards can simply be bought in cash on the day of travel – making them a more inclusive and accessible product for some people.

It is for these reasons that we strongly oppose plans to remove Day Travelcards. At a time when public transport needs to win back customers, it is hard to see a reason to make their experience more difficult. We do not believe this to be in passengers' interests and urge you to not to proceed with this option.

Mike Hewitson
Head of Policy
Transport Focus

Sources:

(1) Williams Rail Review – Barriers to travel: How to make rail more attractive to infrequent and non-users. Transport Focus. 2019

(2) Financial Lives 2020 survey. Financial Conduct Authority. February 2021

(3) Left behind Londoners. London TravelWatch. March 2023

18 May 2023

TfL consultation on the withdrawal of day travelcards

Response from Heart of London Business Alliance

Thank you for the opportunity to respond to this consultation. We appreciate the tight constraints imposed by you as part of your funding settlement with Government and the challenges involved in generating significant additional revenue.

The use of day travelcards is particularly high among visitors to Central London – whether domestic or overseas visitors. As you know, the economic ecosystem of Central London is particularly dependent on these visitors.

Getting around Central London is not always straightforward, particularly if there is a language or mobility barrier, and it can be intimidating for many. Integrated tickets, such as day travelcards, have the benefits of being relatively simple to use and understand, as well as capping costs. The knowledge that there is a simple way to get around can be a source of additional comfort for many visitors to Central London. It is also much easier to apply discounts, such as child fares, to a travelcard.

The solution of pay-as-you-go, on a tap-in tap-out basis, is good but in our view only a partial one: it is less effective for overseas visitors, who may be charged for using their own cards, and is not an option for people who are digitally excluded, which remains an important minority of users, including a key demographic of older overseas visitors.

Finally, we would be concerned about creating a situation where visitors spend more time queuing for and buying individual tickets – as many still do. This is not merely cost-inefficient for those visitors: it risks creating more congestion at points of sale (often at already very busy Tube stations), as well as giving visitors less time to contribute to the economy by visiting Central London's fantastic shops, hospitality and culture.

That said, the above points could at least partially be mitigated by a tourist-focused campaign highlighting other options available to get round Central London efficiently and affordably.

We would be happy to discuss this in greater detail if that would be helpful.

Matt Panteli
Head of Public Affairs, HOLBA



London TravelWatch's response to TfL proposals to withdraw Day Travelcards

London TravelWatch (LTW) is the official independent transport watchdog, using evidence to campaign to improve journeys and advocate for all people who travel in and around the capital. We liaise and work closely with transport operators, providers, regulators, and local authorities. In turn, transport operators consult us on proposed changes to services and closures of lines or stations.

I am writing on behalf of London TravelWatch to object to TfL's proposals to withdraw Day Travelcards in London. The withdrawal is likely to have many negative consequences for passengers including making travel less accessible and less affordable. These risks deter people from using public transport at a time when the industry should be encouraging passengers back onto it.

While we understand TfL are facing significant financial pressures, we believe removing a popular, convenient, and inclusive travel option for Londoners and visitors is not the solution. Whether it's to get to work, education, healthcare or to see family and friends, public transport is a crucial and necessary service for people and the economy.

The Day Travelcard, available as paper tickets bought by cash or card, provides passengers with the benefit of buying one ticket that offers unlimited travel on most TfL services for a day. In this way it provides a more cost-effective and accessible option for people travelling. There were 15 million Day Travelcards sold in 2022/23, which highlights the demand of this ticketing option. Additionally, while TfL note that sales of paper-based Day Travelcards for 2022/23 are around 35% lower than in 2018/19, they are continuing to recover since the pandemic. Total paper-based Day Travelcard sales in Q3 2021/22 were 3.2 million, rising to 4.1 million in Q3 2022/23¹, a 28% increase - indicating a continued desire for access to this ticketing option.

Withdrawing the Day Travelcard would mean that passengers no longer have the flexibility to choose between unlimited peak travel or unlimited off-peak travel. Passengers traveling into London will also no longer be able to buy an "add-on" of a Day Travelcard to their rail ticket, which can reduce travel costs (particularly if they have a railcard) and make it easier to move between modes. Instead, people will have to pay for each journey they make using Pay as You Go (PAYG) or by buying paper tickets, with separate train tickets if needed.

We are concerned that removing the option of buying a Day Travelcard will increase the cost of travel, reduce the accessibility of public transport, and prevent some people from travelling completely.

Increasing the cost of travel

The withdrawal of the Day Travelcard will have negative cost implications for some passengers. The current system is beneficial for people who use it, with add-ons to train tickets often sold at a discounted rate.

Example 1: An off-peak Day Travelcard ticket from Brighton to London costs £40.90, compared to £35.40 for an off-peak return. For this extra £5.50 they receive unlimited travel

¹ [Sales of travelcards | London City Hall, 2023](#)

within zones 1-6 on most TfL and National Rail services. If the Day Travelcard is no longer an option people may have to pay up to £14.90 (the PAYG cap for zones 1-6) for equivalent travel once they're in London, plus their train ticket. This would be a total of £50.30, 23% more than the current Day Travelcard. And while a significant number of passengers may spend less on PAYG than the £14.90 cap, anyone making more than two Zone 1 tube journeys would still pay more than they would have for a Day Travelcard.

Railcards and concessions can also be used to purchase Day Travelcards, giving holders a significant discount, and again providing a more affordable travel option. People who will instead have to use PAYG contactless payments won't be able to benefit from this as you cannot attach concessions or railcards to contactless payment options, such as age-related discounts. Similarly, while some concessions can be linked to Oyster cards, not all can.

Example 2: A young adult with a 16-25 railcard and no Oyster card travelling from Slough into London can currently buy an off-peak Day Travelcard for £11.70. Without this they would have to buy a £8.05 return train ticket with their travelcard, and then a PAYG contactless cap of up to £14.90, totalling £22.95 and an up to 96% increase. Even with an Oyster card linked to their railcard (reducing the PAYG off-peak cap to £9.80) they could still be facing an increase of £6.15, or 53%.

We are particularly concerned about increased costs giving the cost-of-living crisis many Londoners are already facing. Indeed, we've received concerns about the proposals from passengers who are worried given many people "are already struggling financially". With some relying on a Travelcard to get to and from work, including key workers, there are concerns that this change will leave them worse off, or unable to afford travel at all.

Reducing the accessibility of travel

While TfL provide the option to PAYG, this payment method is not an inclusive option for some people and creates more barriers to travel. Notable examples of those who are likely to be disproportionately impacted by the withdrawal of Day Travelcards include:

- The digitally excluded and disadvantaged. Our latest [research](#) into this shows that these are often people who are already facing disadvantage in other ways, with older people, Disabled people, and people on a lower income more likely to be digitally excluded. As Day Travelcards do not require internet or bank access, they present a more accessible ticket option than PAYG or Oyster. Nearly 4 in 10 digitally excluded and disadvantaged people agree that the use of technology has made things harder for them to travel, and digitally excluded people are already more likely to make fewer journeys across London. There are concerns from some that as the use of digital tools increase, other alternatives that they depend on are disappearing. The proposed withdrawal of Day Travelcards in favour of contactless and Oyster would make this worry a reality.
- Disabled people. This is likely to negatively impact them in a variety of ways. For example, people with a Disabled Persons Railcard would no longer be able to buy an accompanying carer or companion a discounted Off-Peak Day Travelcard, incurring extra fees. Concerns have also been raised by those who often "time out" of their journeys when using the Underground, which results in them being charged the

maximum fare. As they can only challenge this 3 times a month, they use Day Travelcards instead to avoid this issue.

- Those without access to a bank card, including children, young school groups and tourists. With Day Travelcards and contactless payment not an option, they will have to rely on more expensive paper tickets for each individual journey or go through the extra administrative process of acquiring an Oyster card. This is a particular problem for those who want to use buses, which do not accept cash payment. For example, a parent travelling with two children who only has one bank card would be unable to use contactless to pay for all of them. This means they would either have to buy more expensive paper tickets each time they use transport or get an Oyster card for each child. However, this also has an extra cost and is considerably less convenient, requiring the admin of purchasing and registering the card, and topping up the funds. If they want to get a child discount, they have to register for a Zip Oyster, which can only be done online, and wait for it to be issued.

Prevent some people from travelling completely

Fundamentally, the withdrawal of Day Travelcards would create additional expense, inconvenience, and barriers to travel. While many may be able to use alternatives, for some it may be enough to stop them traveling completely. The additional costs some will face to travel in absence of a Day Travelcard may be unaffordable for those already under financial pressure. Those without contactless payment may find it too difficult to obtain an Oyster card, particularly if they do not live in London. This would also limit the ability for some to use buses given they do not accept cash payment, which is especially concerning given it is the most affordable and accessible form of transport in the city. Again, the groups most likely to be prevented from travelling are also those who are already facing disadvantage in other areas and can least afford it.

Transport should be easy, affordable, and accessible to use. In a time where travel is becoming more expensive, TfL should be reducing barriers and encouraging people to use public transport instead of making it more difficult. This is particularly timely ahead of the expansion of ULEZ, when Londoners will be looking for more sustainable and affordable alternatives to using their car.

Therefore, we strongly oppose this proposal. The withdrawal presents more barriers than benefits for passengers, with groups such as the digitally excluded, Disabled people, families and lower income Londoners disproportionately affected. The Day Travelcard is a vital and convenient travel option for passengers in and around London.

While we understand TfL are under financial pressure to make savings, we urge you to seek alternative solutions that preserve the affordability, accessibility, and inclusivity of public transport in London. The £500 million that TfL hold in cash reserves for liquidity, plus the £500 million facility provided by the Mayor's budget, indicate there is opportunity to maintain this important ticket option, and as such we hope TfL's reconsider their proposal to withdraw Day Travelcards.

LONDON CALLING: TRANSPORT IN AND AROUND LONDON

Fieldwork May 2023

1. An overview

CPAG has commissioned a panel of parents from communities across London to understand more about the concerns, challenges and needs of low income, BAME families in the capital. The panel includes a participant from each of London's 32 boroughs – the profile of the panellists is as follows, at the time of recruitment:

- **All panellists are in work** (full or part time) and receive either working tax credits or Universal Credit (UC).
- All panellists have **at least one child of primary school age**.
- 16 panellists are employed in **key worker** roles.
- The age of the panellists ranges from **21yrs to 54yrs** at the time the panel was recruited (November 2020).
- **The ethnicity of the panellists reflects London's population overall** with boosted recruitment for ethnicities shown to be overrepresented in CPAG's key audiences (Pakistani and Bangladeshi). All ethnicity was self-defined and includes:

Mixed ethnicity	Pakistani
Black Caribbean	Asian
Black African	Indian
Bangladeshi	

- Panellists represent families living in **social housing, privately rented accommodation, and accommodation owned with a mortgage**.
- The household structures represented by panellists include **single parents, married / co-habiting parents, blended families and extended families**.

The fieldwork in April 2023 focused on exploring:

- Panellists' experiences of travelling in and around London.**
- Thoughts on specific policy areas such as concessions, discontinuing the One Day Travel Card and the ULEZ extension.**
- Perceptions of TfL and what could help improve panellists' travel experiences.**

NB Fare prices were out of scope of this research so were not probed directly.

The main fieldwork sessions were group discussions held on Zoom on May 11th with follow up interviews for panellists who were unable to make the main sessions. Two panellists were unable to participate: one had last minute work commitments and one had to care for their father who had just had a health crisis.

2. Travelling in and around London

Panellists were asked to share their views of the ideal travel experience for travelling in and around London. This was useful in itself as it showed what panellists valued the most but it also prompted discussions about what is currently closest to this ideal view, and where more work would be welcomed.

Opinion was split during the discussions between:

- People who felt that London's public transport options were fast, efficient and a good way to travel.

"I think overall ... I find it a positive experience."

"Good connectivity I think."

- Those who experience frequent issues.

"Hmm, buses not so much."

"I went to Rome recently and our system is nowhere near as good as theirs."

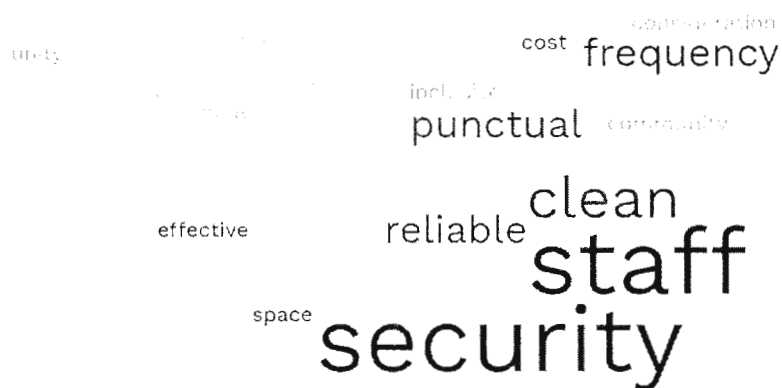
Where individual panellists sat on this spectrum was determined largely by where they lived and which transport option they used the most. Those who used buses most often had greater issues with minor to moderate delays; those who used the trains mentioned more issues with cancellations; and those using the tubes spoke of their greatest frustrations being overcrowding or tubes being too full to get on during rush hour.

The Elizabeth Line and DLR were felt to be closest to the ideal transport experience; rush hour tubes were the furthest away.

"The Elizabeth Line has it all really. Spacious, well ventilated, it feels roomy and it runs on time."

"The worst is definitely one of the older tube lines like the Central Line or the Northern Line, especially at peak times. It really is dire."

While the sample size of the panel means this is not statistically significant, the words used to describe the **ideal travel experience** have been captured in a word cloud:



i) Better security and more visible staff were the most frequently mentioned points – particularly when panellists thought about their (older) kids travelling alone.

“Security is so important. That can be security staff or just normal staff who can alert the security teams to problems if they need to.”

“I think about my daughter who will be travelling without us soon and I think I want someone there. Kids can go to a staff member that is trustworthy and they will help them.”

Panellists fully understood the financial considerations that have led to fewer staff being visible in stations or on trains, tubes, buses etc, however:

- **They felt that the older methods of transport were designed to have more staff so now feel suboptimal** whereas newer forms of transport, notable the DLR, were designed to be much more automated so functioned well without staff.

“With the DLR, you were never meant to have staff so you don’t feel like you’ve missed out. It’s all designed to be, or at least feel, safer. Better visibility, more light, it just feels very different.”

“The thing with the tubes, trains and buses is that we are all used to them being better staffed so now it does feel like we’ve lost something. Like seeing an empty window where there should be a customer support person, or not seeing a conductor on the bus.”

- **Alternative support mechanisms, such as the ‘alarm’ and ‘information’ communication buttons in stations were not particularly reliable.** This meant there were no staff on the platforms or in the ticket halls etc and, even if a customer needed to get hold of staff, the systems to enable this were not trustworthy.

“In Clapham Common, there was smoke coming out of a tube and we were pressing the alarm button and the communication button but nobody responded – I think it was either broken or there just was nobody there. We couldn’t get signal on our phones so it was only because some construction workers were there and used their hammers and that to break the windows that people got out.”

“Even in a situation that’s not an emergency, you have a question but there’s nobody on the platform so you use the communication button but that doesn’t put you through to anyone. you’re on your own completely.”

- **While having fewer staff available or visible was acceptable most of the time, panellists felt that it could be a problem in three main ways:**

- **Limited help in an emergency** – the responsibility seems to have been abrogated to fellow customers.

“We had an attack on the tube and we had to wait for 45 minutes before the police came and the guy was there with a knife stabbing at people but nobody came. They locked the doors but nobody came to help us. We didn’t even know if the police knew – I guess an onlooker must have run from the platform to the surface and called.”

"I was taken ill on a tube and it was the other passengers who helped me, there was nobody at the station. One of the commuters waited with me until the medics arrived."

- **No management of low-level antisocial behaviour** before it escalated to a major incident.

"Sometimes, just knowing there is someone official around can make people behave better or at least not behave worse."

"Someone at the ticket barriers just to keep the really drunk people off."

- **Reduced availability of key information** making the travel system less accessible to those who may have additional needs or less knowledge of the capital.

"If you think of someone whose first language isn't English and they are new to the tube and it's confusing, or if someone doesn't see very well so they can't read the signs, they need someone to talk to and without that, it just makes everything harder."

ii) Cleanliness / hygiene was the second most frequently mentioned component of an ideal experience. This was driven by some panellists' poor experiences but also reflected the impact of the pandemic. Panellists talked of being very impressed by the level of deep cleaning and sanitation TfL implemented during Covid which, combined with social distancing and far fewer people using public transport delivered an entirely different transport experience. (NB Half the panellists are key workers and many continued to travel during lockdowns.)

"You just want to know that you're clean and the environment around you is hygienic, especially with the remnants of Covid."

"I think TfL did a brilliant job actually during Covid, you could see them cleaning and sanitising and it all felt so much better but now we've just gone back to the usual grime."

Ventilation was another point raised as an ideal directly related to safety measures during the pandemic – an increased understanding of how fresh air contributes to a more hygienic environment could be seen throughout the discussions.

"We all know about how important fresh air is now and it's hard to go back to being cooped in. Some of the buses, their windows don't open and in the tube, it's not exactly fresh is it?"

iii) Punctuality, reliability and frequency were all interrelated. Panellists agreed that, when it was working well, the transport system in London was fast with good connectivity and frequent trains, tubes, trams and buses. However, the most common issue people faced was being let down by late running or cancelled transport, and delays caused by the regulation of service across tubes and buses in particular.

"I think the tube system, when it works, it's incredible. You don't need to worry about timetables, you turn up and you can get across the whole of the centre of town in about 30 mins."

“The problem is you just need one delay and it turns it into chaos.”

“On my tube line, we’re lucky, we don’t get many delays but if we do, I have to use the buses and then what I think is a delay is just actually their normal schedule.”

“I do not trust the buses to get me anywhere on time. if it’s important I arrive by a certain time, I use the tube or the train.”

Buses were accepted to be more vulnerable to traffic delays but the phenomenon of waiting a long time for a bus followed by multiple buses on the same route arriving at once fuelled a suspicion that the buses were not being managed effectively.

iv) Consideration, courtesy and politeness. Panellists had all experienced gold-standard examples of considerate, courteous staff and spoke of how much of a positive difference this made to their journeys. They wanted TfL staff to know how important their kindness and consideration could be to encourage a more consistently courteous culture across the network.

“It makes such a difference and I wonder if sometimes [the staff] even know. I remember I was running late, so late, for work once because my daughter had been ill and I had to drop her with my sister rather than at nursery and my boss was already out to get me for being late and this one bus driver stopped and waited for me and I ended up being on time and I think I wonder if he knew he did that.”

“It’s a bit potluck though isn’t it? Sometimes the staff can be awful. Maybe knowing they can have a real impact on someone’s day might help them be a bit kinder.”

This was particularly important when considering travelling with younger kids, or older kids travelling on their own.

“Sometimes, you’re struggling with the kids and some people look at you like you don’t know what you’re doing but sometimes, it’s the staff that smile at you and open the barriers for you that make you think I can get on with the rest of my day.”

“My kids went on the tube and they knew the route really well but the Central Line was down and they just couldn’t work out what to do. They were really panicking but one of the staff talked them through the alternative and it was really kind – they didn’t make them feel stupid or anything.”

v) Community, unity, and inclusivity. These words were all used to capture a similar sentiment: that London is a fantastic mix of lots of different cultures so the ideal transport system would reflect this sense of a diverse community by being accessible to all customers - Londoners and tourists.

“With London, everything, everyone gets on together. So it’s more about peace and more unity, like a community, like reflecting what London is in how the transport works.”

The practical manifestation of this would include information being readily available in all different languages and formats with clear signposting to help those with less experience of travelling around the capital to find their way.

“Your starting point has to be what do people need and how can we provide that, not what’s easiest for us to do. So you have to think about information – what do they need? What’s the easiest way for them to absorb that information? Not is it cheaper to put up a poster or write it on a white board?”

"It's easier for us because we're used to London. Imagine you're coming here for the first time and you're like what is going on? And you think you know the route you're taking then you get spun around by the tunnels and the escalators and you're like which city am I even in now?"

vi) Simple pricing and handovers between different services / operators. This was not mentioned in the initial discussions that created the word cloud but emerged in the conversation around what works well / less well at the moment.

Many panellists found the transition between lines, services and operators during the course of one journey very confusing. For example, while changing lines in a station such as Whitechapel, it is not always obvious that one needs to tap between the London Overground service and the Underground lines.

"I thought I'd tapped in and out but then it charged me something outrageous and I asked about it and the member of staff said, 'Yeah, I think you went through Whitechapel and you didn't tap between lines so that's why it's charged you the full possible fare.' I had no idea about that."

"They're different colours aren't they the ones you have to tap between the trains rather than entering or leaving a station? But it's like Where's Wally, you've got to be searching for them. Try doing that in rush hour when you can't even see your feet."

"It was the first time I'd changed onto the Elizabeth Line and I'd got it really wrong – it was a very expensive mistake. But the crazy thing is, I wasn't even chancing my luck or trying to get out of paying, I just genuinely didn't know I had to tap anything that wasn't at a barrier."

The boundaries beyond which contactless was no longer accepted were also unclear.

"I was going to Esher and it's on my normal line and I just didn't think it wouldn't be contactless but it wasn't."

"I totally missed my stop once and the guard said technically he should charge me a fine because I was out of the contactless zone but that if I just got off at the next stop and changed platforms and came straight back in the other direction that it would be okay."

Different definitions of peak and off-peak for different operators also left panellists confused:

"One thing I want is just one definition of peak and off-peak that works across everything everywhere in London. Is it peak time? Yes on tubes, no on trains, no on buses, who knows about trams?"

3. Key learnings on specific policy points and questions

3.1 Active travel

Most of the panellists incorporated active travel into their journeys at least some of the time. For nearly all, active travel meant walking although two panellists regularly cycled to their nearest train station.

The reasons for choosing active travel were, in approximate order of relevance:

i) Fitness. Nearly all of the panellists who walked to and from a station or stop said they were motivated by fitness – particularly as people returned to office working, this was a valued opportunity to move more at either end of an otherwise sedentary day.

“Yes I have started to walk, now I’m going back into the office, I walk more to make sure I’m getting my steps in.”

“It’s one of the only ways I can fit more steps into my day to be honest.”

ii) Mental wellbeing. Many also chose walking as a way of incorporating some outdoors time into their day.

For some, this was about embracing a positive:

“I love the fresh air on my face in the mornings. it wakes me up.”

“It’s like a bit of a meditation for me, time to see the trees and just enjoy being outside.”

For others, it helped them to avoid negative transport experiences:

“It’s much nicer in your own bubble.”

“I didn’t get myself fresh and clean to be stuck with people who haven’t brushed their teeth or showered.”

iii) Convenience / punctuality. Particularly during rush hour, panellists felt that travelling shorter distances on foot was often less stressful and more reliable than having to add an extra public transport component.

“I could take the bus but there’s no guarantee it will show up and then I’ll be late.”

“I don’t like changing tubes or buses in rush hour as that’s where you get the worst delays. I’d rather get off and walk two or three stops rather than change.”

iv) Cost. This was not mentioned spontaneously in either discussion group but, when prompted, many of the panellists agreed that reducing expenditure was a significant motivator for choosing active travel.

As the cost of living crisis is continuing to bite, even small savings can all mount up. By extension, there was a sense that as the fares increase, some panellists are being priced out of the trips they would normally make.

“Yes, definitely avoiding the additional cost helps.”

“You look at a single trip and think it’s not worth it but then double it and multiply it by the number of days you go into work each month and it’s actually not that small.”

“We’re looking at all ways to save money and the more the costs go up, the more walking we do. I only have a certain budget for travel, with the costs going up, that means more walking for us.”

3.2 Concessions

Detailed awareness of initiatives to provide concessions or to help customers manage the cost of travel in and around London was very limited.

- The panel felt that concessions were available for kids and pensioners but there was very little available for adults of working age.
- Zip cards were well known, particularly among those with kids in secondary school.
- There was some awareness that contactless payment for multiple trips was cheaper than paying for individual tickets for each journey. Panellists spoke of there being a cap but they were unsure of what this was or if it covered different types of transport.

Panellists were very keen to understand more about how to keep their travel costs down – either through formal concessions or through knowing more about caps and the pros and cons of different ways to travel. From a minority of panellists, there was a feeling that TfL is not as forthcoming about concessions as they could be:

“They keep it all very quiet don’t they?”

“It’s only because one of the guys in the station told me it was cheaper to pay by contactless that I even realised, otherwise I would have spent a small fortune on buying different tickets.”

“It’s part of making money – they put the prices up and don’t tell you about the ways to keep them down.”

The following outlines feedback on specific concessions TfL wanted to discuss with the panel:

i) Zip cards. All panellists were aware of the concessions for kids / young people delivered through Zip cards. Understanding of the detail of the concessions was highest among those with kids in secondary school as they were the most likely to use them regularly.

The panel appreciated the discounts offered by Zip cards – the cards enabled kids to travel to and from school independently and helped to lower the costs of days out.

The application process was seen as easy and quick, however, the robustness of the cards themselves was raised an issue by a few parents whose children used their cards to and from school. They had problems with the photo component of the card wearing out rendering it invalid meaning the parents had to pay another £15 for a new card.

“The Zip cards are great. They really give the kids a sense of independence when they are old enough to travel alone and even for the younger ones, it means they travel free. Usually kids take the buses to school anyway so that lasts until they are 15 I think.”

“The whole process is the easiest thing about TfL. I did it all online and it arrived within a week. It was clear and easy and such a life saver in terms of school logistics.”

“Literally the only thing I would question would be how long the photos stay on. We’ve had the card for a year or so and we’re already on our third because the photo just keeps rubbing off – like it’s defaced but it’s not, it’s genuinely rubbed off.”

ii) The hopper fare. Regular bus users were aware of the hopper fare but only one panellist fully understood the detail of it – others knew that taking bus journeys closer together was cheaper than spreading them out throughout the day but did not know the name of the concession or the exact details.

The concept was seen as very useful – particularly as taking kids to and from school and medical appointments often involved multiple bus routes.

“Again, it’s about making that bus travel easier. The kids go free and I only pay once for the journey even though we take two buses and I travel home again afterwards.”

“It’s a rare example of travel policy actually making sense.”

iii) Job Centre Plus Travel Discounts. Only one panellist was aware of this concession as they had benefitted from it in the past. Many others had been eligible at some point over the past few years but had been unaware of it.

The panellist who had used it only found out about it through the Job Centre and it was clear that accessibility depended on the individual Job Centre staff raising it with eligible customers. This exemplified the issue panellists raised before about information not being shared in a relevant, timely way.

“It seems like it’s a bit up in the air about whether you get someone at the Job Centre who knows about it and wants to tell you about it.”

“Why can’t TfL advertise more? Especially right now, there are lots of people who are looking for jobs and this could help.”

“That’s another one they keep to themselves.”

3.3 One Day Travel Cards

When the idea of withdrawing the One Day Travel Card was discussed, the panel did not feel that they or their families would be affected. They also understood that the way people use the travel network has changed and that payment is now predominantly digital. With the daily travel cap on contactless payment, the One Day Travel Card did not represent a unique benefit to panellists.

“I can’t even remember the last time I saw a One Day Travel Card – didn’t know they still exist.”

“Isn’t it like paying with contactless but more hassle because what happens if you lose it?”

However, panellists were concerned for other groups of travel customers:

- People with no ability to pay via contactless – the elderly and / or the financially vulnerable.
- Tourists / non-Londoners who do not know about the financial benefits of contactless payment and may book single trip tickets.
- People on a very tight budget who needed to manage their travel spend.

“What about those who don’t have bank accounts or who only use cash? Isn’t that discriminating against them?”

“Tourists might struggle a bit if they are not used to paying by contactless.”

“The only thing I would say is that sometimes, if money is really tight, I used a One Day Travel Card as then I knew how much I’d spent and I wasn’t going to have to spend any more on travel that day.”

Despite these concerns, all but two of the panellists felt that withdrawing the One Day Travel Card made sense and would not be a problem for them.

Ideally, this move would be supported by greater access to information about fare caps and contactless payment to help people feel more comfortable managing transport spend.

“But you can’t take away the Travel Cards if you aren’t also telling people about how to get the fare cap – that would be a problem for people who don’t know about the different ways of paying and could mean people wouldn’t travel because they are worried about overspending.”

3.4 ULEZ

ULEZ has been raised frequently during panel discussions as a frustration and a financial burden. Panellists appreciated the chance to give their view to TfL on ULEZ as they felt it was an example of a policy pushed through with little or no regard for working class Londoners.

Most panellists were aware of the upcoming extension of ULEZ to include all London boroughs although some were unclear about whether this was definitely happening as they had heard of boroughs mounting a legal challenge to the extension.

“My borough is actually involved in taking the Mayor to court over this so I didn’t know if it was definitely going ahead?”

The responses from panellists were overwhelmingly negative - the main issues raised included:

- **The timing.**

As the cost of living crisis is squeezing everyone’s budgets and panellists are struggling more than ever to bridge the gap between static salaries and soaring inflation, the panel felt that adding to this burden by requiring Londoners either to pay more to drive their cars, to buy a new car or to force them onto increasingly expensive public transport demonstrated a total disregard for working class people’s lives.

“I don’t agree with it anyway but particularly now. First we had Covid, then we were just getting back on our feet and then the war in Ukraine and the cost of living crisis hit us. This is the worst time and it shows we are being subject to the vanity project of someone who has no idea what it is like to deal with living in London on a low income.”

“Policy makers may say there is never a good time but come on, this is so obviously the worst time. What about in a year once inflation is calmer?”

- **The principle behind ULEZ and the fairness of its application.**

The panel understood the link between emissions and air quality; however, this link became more tenuous to panellists as the ULEZ zone was extended outside central areas.

The disconnect that was causing the most resentment was that, for many in the outer boroughs, there were far fewer cars compared to central London so the perceived gain of reducing emissions was much lower.

“I look out of my window and I see no cars.”

“My area does not feel like London. I understand in central London there are too many cars and you have to do something about that but my area, it’s green, it’s leafy, it’s practically the country so what justification is there?”

Many panellists compared ULEZ to the congestion charge and found the latter to have a much more obvious, direct benefit.

"I understand the congestion charge. There are too many cars, they cause congestion, you have to ease that congestion to reduce pollution and to make it easier for everyone to get around but ULEZ? What difference will it make on my street? Apart from making the Mayor money."

One panellist works at Heathrow and has to drive to work as the free bus service he used previously has not been reinstated after Covid and he works shifts which means public transport is not always running. He questioned why he will now have to replace his car or face an impossible commute for shift work while countless planes are using the capital with no equivalent of ULEZ being applied to them.

"I need to work to feed my family and because of lots of things that have happened outside my control like Covid and then councils not reinstating things that were in place before Covid, it's getting harder and harder for me and I think why are you persecuting me? What difference is my little car getting me to work where there are no traffic jams going to make that's bigger than all the planes overhead? Why are you not taxing the planes for your money rather than people who are only just scraping by?"

- **The perceived financial motivation behind ULEZ.**

As the rationale for ULEZ did not feel relevant or beneficial to the panellists, they inferred that making money was a key motivation for its implementation. This was a cause of strong resentment and, in panellists' minds, another sign that policy makers did not understand them.

"It's purely about making money."

"They say it's about pollution but it's not, it's about money for them."

"This is another money making scheme that they've dressed up so they're not actually saying it. I'd have more respect for them if they actually came out with it and said it was for the money."

- **The perceived burden on less well-off working households.**

This was a very emotive subject for the panel. Their perception was that affluent families would already have a ULEZ compliant car as they were more likely to be able to afford to upgrade their vehicle regularly and those who are out of work do not face the pressure of commuting and / or will qualify for the scrappage scheme. Panellists felt they were facing the worst of both worlds – many of them could only afford older vehicles and needed them for work so had no choice but to buy a new car with no help from policy makers.

The very real challenge this represented to panellists was seen as further evidence that policy makers have little or no empathy with working class parents in London.

"We're getting squeezed again – it's always the people who are working but not earning much, we get caught by everything."

"We're earning so we need to go to work but we're not earning enough that we can afford this."

"Does [the Mayor] think we're made of money? I would like him to live on what I'm earning and tell me why I should pay for a new car. I simply can't afford it so what do I do? I bet he can afford it – actually, I'm sure his cars are already ULEZ friendly because I bet he doesn't drive around in an old banger because that's all he can afford."

"Do they know we're not choosing these cars? They're the only things we can afford."

- **The bluntness of applying ULEZ to everyone regardless of circumstances.**
Linked to the point above, the blanket application of ULEZ was felt to be insensitive and potentially damaging to some families. One of the panellists had a relative whose child was severely autistic and could not use public transport because of his sensory processing issues.

"[My relative] has four kids and one is severely autistic. He can't use public transport and when he walks, he runs off. When ULEZ came in, she couldn't afford to drive to school each day because of ULEZ so she was walking to and from school for months to save up for a new car. Wind, rain, snow, for months with all her kids and one who is a runner. That's the human toll of this ridiculous charge."

She felt so strongly about the impact of ULEZ that she followed up the discussion with an email:

"I can't stop thinking about the hundreds more people who will be affected like [my relative]. She was broken by the end of having to walk everyone to school. Her son medically can't do long walks or take public transport but nobody cared."

Other individual circumstances were also mentioned as deserving of discounts or occasional waiving of the ULEZ fees:

"What about the disabled or their carers who need their cars? They're not going to be rolling in money such that they can afford this but what are they going to do?"

"Then there's young women living on their own. What are they going to do? If they are working late shifts, it's dangerous for them to travel home on public transport on their own. What do they do?"

"I know people whose kids need to go to hospital regularly for appointments – it's not a luxury or a fun day out. This will be hugely disruptive to their lives."

- **The scrappage scheme: limited information and 'flat fee.'**
Very few panellists were aware of the scrappage scheme that accompanies the extension of ULEZ. Among those who were aware of it, a major source of discontent was the fact that it was believed to be a flat fee regardless of the cost of the vehicle which did not make sense to the panel:

"They can find you fast enough if they want to fine you but suddenly they don't know where you live to send you information on a scrappage scheme? Come on."

"But if I'm right, even if you do qualify, you all get the same amount whether your car is worth £7,000 or £700. Again, that doesn't seem right at all."

"I think it's just the same amount of money regardless of the worth of the car so you get it even if your car was about to be written off and you'd be making money from that or if you have an old car but it's still in great shape and running well. There's no sense in that."

3.5 Encouraging participation in consultations.

The panel members were all keen to contribute their views to TfL and were pleased to have been given the opportunity to do so, however, the appetite to participate in formal

consultations was less clear. There were three main barriers to panellists contributing their thoughts to consultations:

- Lack of awareness about how to do so.
- Perceived lack of action on public feedback.
- Perceived lack of accessibility because of opaque processes and language.

Making consultations easier to access and seeking contributions more pro-actively could help engage people like the panellists:

“There is a lot of literature, it’s a fact there is really low uptake of ethnic minorities contributing to consultations. There are various reasons why and some of them are literally that it’s not plain English. They make these things so difficult to understand, so difficult to access that people just don’t join in and people think their voices are not going to be heard.”

“If they are not speaking in a language that people understand, they are not being invited, not included then people are just not going to get involved.”

“Personally, I feel my voice just isn’t going to make a difference so I just don’t [get involved].”

Demonstrating what has been done with the feedback would also help to build faith in the value of participating – even if, ultimately, the feedback was not actioned, explaining why would show respect for the people who contributed.

“Maybe they could say what they’d done as a result of listening to people so you get a sense of what’s happening and that you were listened to.”

“Even if the result was, ‘We’ve listened but we couldn’t act on this point or that point because of these reasons’, at least you’d know they’d tried and they’d taken you seriously.”

4. Perceptions of TfL

Throughout the discussion, panellists inferred points about TfL and its policy makers from the outcomes they experienced as low-income parents. The two recurring themes were:

i) TfL felt quite removed from the day to day realities the panellists were facing. This was evident in the lack of concessions for low income families, difficulties in finding relevant information and policies that seemed to place an unfair and disproportionate burden on working class parents.

“We’re at a place where we’ve got someone who is in such an isolated position making rules. I mean the Mayor, there’s no correlation between decisions and how people live. There’s such a gap between this and everything seems to be cost cutting but the impact it has on people is catastrophic.”

“The people who make the policies have no idea what life is like for us. They should, what’s the phrase?, it’s not ‘Walk a mile in my shoes,’ it’s ‘Travel a mile of my commute on my buses and delayed trains and then see how you feel about paying ULEZ.”

ii) TfL operates as a business, not a service. While panellists understood that TfL is not a charity, there is a difference between being run as a business rather than a service. The

perceived focus on profits above the experience being delivered to customers meant TfL was definitely seen as a commercially driven organisation rather than a public service.

Key drivers of this perception were:

- ULEZ being implemented in a way and at a time which disadvantaged low income families with little, if any, perceived tangible benefit to Londoners.
- The efficiency with which traffic fines are delivered to Londoners contrasted with the inconsistent provision of information about how to take advantage of ways to keep travel costs down.
- Travel costs rising faster than salaries.
- Reduction in visible staff which increases cost-efficiency but leads to a perceived reduction in service levels and safety.

When asked directly if they believed TfL cares about and supports parents in London, most panellists felt that TfL either did not care or simply did not know enough about the needs of parents to translate that care into tangible policies / actions.

"No. Simply no they do not."

"They care about making money."

"I think it goes back to what we said that they don't really understand what our lives are like. I don't think it's that they don't care but they don't understand."

"They might care in a vague way but they haven't bothered enough to find out what can actually help us enough to do anything that it shows they care."

"Caring is about actions and on that basis, no."

As panellists could only answer this question based on their experience of TfL, their responses were largely based on the following:

- The travel environment did not always feel family friendly.
- They were not aware of family specific concessions or support.
- Rising costs meant the frequent short trips needed to take kids to and from school / appointments / clubs etc did not align with the idea of caring about families.

5. Opportunities to provide more support to families and working parents

The panel understood that business considerations leading to pricing policy was out of scope of the research discussion, however, they raised three major points that could make a lot of difference to them regardless of the cost of fares.

These points speak to the importance of understanding how difficult the logistics of day to day life can be for busy, often stressed parents and helping them to manage the mental and financial loads they face.

5.1 Proactive information on keeping travel costs down.

Panellists would strongly welcome information to clarify how fares across London work and how to keep costs down. Many were working from assumptions or information they had heard from friends and felt quite unsure that they could predict exactly how much a journey would cost if it was one they did not make regularly. This is problematic when planning travel and caused anxiety in terms of budgeting.

The ideal scenario for panellists would include:

- An online tool where you could plan your journey and see the breakdown of costs across it.
- A list of ways to manage costs and an outline of the savings each can provide, for example:
 - Travelling before or after rush hour on the tubes and trains.
 - Travelling on the bus with kids under 15 so they travel for free and you just pay one fare even if you need multiple routes.
 - Checking which fare zone a station is in and suggesting alternatives to reduce the number of zones to cross – ie you can get off a stop earlier and walk to save £x.
- How fare caps are calculated and how errors are addressed / refunded.

“At the moment, it’s like everything is in different places and if you want to work out costs, you have to go to different sites. I would like it all in one place.”

“When you find someone in a station to ask, they can often tell you the cheapest option but why isn’t this advertised more clearly? Like you could put in a journey and you have an option for the fastest, and one for the cheapest so you tell it what is important to you and it gives you some guidance.”

“It’s the tricks like changing at this stop means you pay less or getting off here means you don’t go into zone one or whatever it is. That would really help.”

“I don’t know how the cap works with my bank card. I can see it on Oyster but with my bank card or phone, sometimes it looks like they’ve charged me too much but I can’t tell because I don’t know which payment was for today and which was a delayed payment from a few days before. And what if they do charge you too much? Do I chase that? Or will the system work it out?”

5.2 Simple payments that help people manage their budgets.

A source of frustration and anxiety that was mentioned across the different discussions was the unpredictable timing of TfL payments from contactless cards / devices: sometimes payment seemed to be taken immediately, and sometimes it took up to 48hrs.

This was a problem for people managing very tight budgets as they may make decisions based on their current bank balance without realising that payment for a recent trip had not yet been taken which could result in an accidental overspend.

“You look at your account and think I’ve got £20 to spend but you don’t because yesterday’s travel costs get taken and then you’ve only got £10. That’s happened to me so much and it makes me panic.”

Multiple payments could also be made at different times from different services – for example, a trip involving a bus, tube and train could have each component taken separately across a number of days. Again, this was a challenge for managing budgets tightly and also made it harder for panellists to check fare caps had been applied correctly. One panellist pointed out that this reflected the way TfL was structured rather than what the customers wanted or needed.

“I get it because it’s like that’s how they work – the buses are different to the trains and the tubes. But for us, it’s all coming out of one account for one journey.”

"You think you've paid for it all and then you get money taken out for a train trip and you realise they just forgot to take it all at once."

An idea that attracted a lot of support came from one panellist who suggested there could be one TfL account that allowed you to cover all types of travel such as public transport and ULEZ payments. This would help people manage all of their London based transport charges and pool information together in one place for ease of use and budgeting.

"If TfL is responsible for all of this, can we just have one TfL account? And everything to do with travel comes out of it? Train fares, congestion charge, ULEZ. Just so you can see it all in one place and it's easier to pay?"

"That would really help actually. If I'm honest, I know I should be more organised but I'm so busy. I have so many other things to remember and budget for, if they could make it a bit easier for me to see everything in one place. I know this is daft but I like the idea of everything in one place – like an Oyster card that covers everything."

5.3 Better signposting while travelling – particularly in stations where there are services from multiple operators.

As mentioned earlier in the report, the issue of mid-journey tapping in and out when people switched providers / lines / services was very frustrating. It led to confusion and unnecessary spend should the tapping in / out be forgotten or if it was just too hard to achieve during busy periods.

Better awareness of the need to do this and signposting in stations to show where the machines are would help to avoid this.

"I'm not stupid – I've actually got a Masters Degree. But I just get caught out and it's enough that it's really annoying. Can they make it clearer where the machines are in case you can't see them in rush hour?"

"Yeah the one thing that would help me, personally, is to stop me paying for a zone six journey when I've actually stayed in zones one and two but just didn't see the tapping machine."

"I know my commute really well but outside that, I have no idea when I'm meant to tap where. The tapping in and out is much easier than paper tickets in barriers but at least with the old way, you literally couldn't mess it up. Any help to explain or tell me what to do when and where would make a difference."



Engagement to withdraw Day Travelcards - Transport for London Consultation response from Campaign for Better Transport

About us

Campaign for Better Transport is the national charity working across England and Wales to make transport better, greener and fairer. Our vision is for all communities to have high quality, sustainable transport that meets their needs, improves quality of life and helps protect the environment. The charity is based in London and maintains close links with Transport for London, the London Assembly and other city-wide stakeholders. We have worked with Transport for London on previous projects, including most recently on Zero Emission Buses and to support the TfL introduction of orbital bus services.

Our view

We oppose plans to withdraw the Daily Travelcard. If enacted, this would be a retrograde step and discourage use of public transport.

Campaign for Better Transport has long called for more multi-modal integration – to ensure that public transport is the preferred method of transport at every step of a journey. The goal of public transport bodies, like Transport for London, should be to encourage a combination of active travel and public transport for any given journey.

We supported the introduction of the Oyster Card in 2003, and the move to contactless payments from credit and debit cards in 2014 as ways to expand and simplify access to London's travel network. For those who reside in a London fare zone, these decisions made perfect sense. For the same reasons, throughout our history, we have also welcomed the simplicity, affordability and integrated nature of the Daily Travelcard as a means of travel.

For commuters and visitors to our city, allowing unlimited travel on London's wide variety of transport modes can only be seen in a positive light. When an individual, or a family, buys a travelcard when travelling from outside London zones, they are likely to use sustainable transport methods to reach their final destination – as the cost is priced into the ticket that they have purchased. For the vast majority of passengers, these travelcards encourage sustainably minded behaviour rather than onward travel by taxi or private hire vehicle.

For those inside of our city – the Daily Travelcard serves as a lifeline to those who do not possess contactless technology or an oyster card. Often these users – from underrepresented groups – are unheard in these debates but are between 6-9% of the total users on London's transport network.¹ To remove this alternative method of payment could seek to move these users into private vehicles – or force them into mobility poverty. As an organisation that advocates for increased access to the transport network – to remove the Daily Travelcard would seek to remove access to public transport for a significant proportion of London's population.

We would urge Transport for London to withdraw plans to scrap the Daily Travelcard, for the reasons outlined above.

¹ <https://www.mylondon.news/news/zone-1-news/tfl-stop-selling-paper-tickets-26411500>

Sadiq Khan
Mayor of London
City Hall
Kamal Chunchie Way
London
E16 1ZE

15.05.23

By email to: mayor@london.gov.uk

Dear Sadiq,

Proposed withdrawal of day travelcards

I am writing to you regarding your proposals to withdraw day travelcards from sale and acceptance in London. RMT is opposed to the proposal because we believe that it will make travel by public transport into and around the Capital less convenient for passengers and more expensive.

I note that London Travelwatch's response to the proposals stated that 'scrapping one day travelcard will make things more difficult and will likely hit the least well off, right in the middle of a cost-of-living squeeze' and we agree with this sentiment.

TfL's proposal is explicit that it is designed to generate additional income, so we must conclude that withdrawing day travelcards will increase costs for passengers that currently travel with these fares.

As you will be aware, when passengers travelling via National Rail in and out of London purchase a day travelcard, the day travelcard element of the ticket is less, and in many cases significantly less than the daily pay-as-you-go cap on TfL. Many Train Operating Companies outside London offer family travelcards, with child fares at £1 or £2.

Currently National Railcard discounts can be used when purchasing day travelcards, but it is not possible to apply the discounts when using contactless as opposed to Oyster.

The consultation states that child day travelcards would no longer be available and passengers travelling from outside London (who often pay just £1 or £2 for a child travelcard as part of a family travelcard outside of peak times) would have to register in advance for a zip card or get a young visitor discount on Oyster. This prohibits spontaneous travel, will likely increase overall costs and increases difficulty and inconvenience for passengers. Undoubtedly families travelling into and around London on a family travelcard value the convenience of one ticket covering both their rail journey to and from London and all travel around the Capital.

Passengers who currently purchase day travelcards solely for the TfL network currently pay £15.20 for a one-day off-peak ticket. If these people are not able to use contactless ticketing, then their only option would be to purchase single or return tickets for each part of their journey. Given that single journey tickets are £6.70 within zones 1-6 (and returns are double the single fare), if passengers are taking multiple journeys (which is to be expected when a travelcard is purchased) then they could

easily be forced to pay more than they do currently. This proposal also seems to penalise those that purchase day travelcards as opposed to longer length travelcards.

As you may be aware, London Travelwatch recently published a report 'Left behind Londoners' which examined the extent of digital exclusion impacting access to public transport across the Capital. The research found that 1 in 6 Londoners, equivalent to more than 1.5 million people were digitally excluded from transport because they did not have a smartphone or internet access.

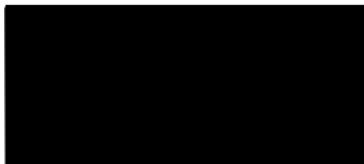
There are equalities impacts of digital exclusion, with people in this group more likely to be older, disabled and have a lower income. Given that day travelcards are available as a paper ticket and can be purchased from a ticket office on the national rail network, withdrawing these fares undoubtedly risks widening digital exclusion in London and surrounding counties.

We believe that the outcome of withdrawing day travelcards could be to disincentivise travel on public transport and push people into cars, which would be counterproductive, potentially damaging TfL revenue and increasing air pollution and carbon emissions.

We are, of course, aware that there remains pressure from central Government on TfL to make cuts to its budget, and you will be aware of RMT's position on this. We absolutely believe that the Government must provide a fair funding settlement for London's transport network and continue to demand this. However, short-sighted cuts that will make travel in London more expensive for many and risk deterring people from public transport are ill-judged and risk harming TfL's fiscal position in the long-run if it discourages travel. For these reasons I believe you must retract your proposals to withdraw day travelcards.

I continue to urge you to work with RMT to demand a fair funding settlement for London from the Government that works for passengers and staff.

Yours sincerely



Michael Lynch
General Secretary

Transport for All evidence on the one day Travelcard

General concerns:

We have seen a lot of concerns around the proposed cuts to the Travelcard. Members of our community have been in touch on this issue.

Below are two examples of the concerns we have heard:

"Every time I visit London to stay with my friends, I always use a One Day Travelcard which is cheaper, easier, and better than an Oyster card. When I turn up at the barriers in my wheelchair, I show the staff my Travelcard and they let me through with ease. As compared to using an Oyster card, I have to get closer to the reader to touch in and touch out, which is stressful. That's why I use a Travelcard and TfL must remain in the scheme with railway companies."

"I've had very bad experiences using PAYG on my contactless bank card- I have to spend longer on the Underground because I'm a wheelchair user and I keep exceeding the maximum journey time, which charges me the maximum fare, and makes my journey very expensive."

I do not have a Freedom pass because I do not live in London. My [bus pass] does not allow free travel on TfL and National Railway services in London. Therefore, I purchase a One Day Travelcard at a cheap price with my railcard. It completely takes out the anxiety as you pre-pay the travel for the day.

If TfL proceeds to remove the Travelcard, it will definitely make our travel much worse and more expensive, especially as we are in a cost of living crisis."

Lots of people have told us that the Travelcards are less stressful than tapping out- some stations only have tap out readers and no gated barriers, meaning it's very difficult to find the right place to tap out, and people get charged the maximum fare. Often, these readers are not at a high level of contrast with the surrounding environment, meaning that they are hard to see, particularly for blind and visually impaired people. Further, many people have had bad experiences with the readers being broken, or not knowing if their card has been read, once again meaning they are being charged a higher fare.

Many disabled people have also told us it's cheaper and easier to use than an Oyster card, and does not require them to spend time and effort getting refunded when they have erroneously been charged a maximum fare. With disabled people facing higher monthly living costs (around £583 per month, a figure which will only have risen due to the cost of living crisis), it is imperative that simple concessionary schemes remain in place.

Insights and Advice team casework examples:

An anonymous helpline user concerned about TfL proposing to withdraw from the travelcard agreement writes:

"The current Oyster Pay As You Go system is not suitable because they have maximum journey times and they charge you a maximum fare if you forgot to touch out or their Oyster readers have stopped working, or enthusiasts who like to explore by using the TfL

and railway system within the Travelcard zones. The proposal will affect people that live outside of the Oyster Pay As You Go system, it's impossible to ticket break as you have a longer journey by exiting the station and touching in, and you end up paying more with a standard ticket if the outboundary One Day Travelcard is removed! This is not the time especially we are in a cost of living crisis!"

<https://tfl.gov.uk/fares/how-to-pay-and-where-to-buy-tickets-and-oyster/pay-as-you-go/keep-within-maximum-journey-times>

On the TFL website, it says "We will not give a refund if you have already claimed 3 maximum fare refunds in the same calendar month."

<https://tfl.gov.uk/fares/refunds-and-replacements/exceeded-maximum-journey-time!>

[Additional note from TfA: this can mean that people who find the tap out system confusing end up overpaying if it happens more than 3 times per month]

I've quoted various legislations in relation to TFL requiring to cooperate with Secretary of State for Transport on railways, Travelcard Agreement document etc. I've noticed one clause which could breach the Mayor's general transport duty on transport integration.

Greater London Authority Act 1999
Section 141

General transport duty.

(1) **The Mayor shall develop and implement policies for the promotion and encouragement of safe, integrated, efficient and economic transport facilities and services to, from and within Greater London.**

(2) *The powers of the Authority under this Part shall be exercised for the purpose of securing the provision of the transport facilities and services mentioned in subsection (1) above.*

(3) *The transport facilities and services mentioned in subsection (1) above include facilities and services for pedestrians and are—*

(a) **those required to meet the needs of persons living or working in, or visiting, Greater London, and**

(b) *those required for the transportation of freight.*

<https://www.legislation.gov.uk/ukpga/1999/29/section/141>

(Date of email: 7 Jan 2023)

The anonymous helpline user above was also supported by ERTA, who wrote to their supporters in a newsletter saying:

"Dear Friends, Colleagues and Elected Representatives,

ERTA has been following this for a while. Please wade in in whatever capacity and retain the walk-on, walk-off paper-based Travelcard benefits and accessibility to non-digital age people, including those with walking and hidden disabilities which the Government seem blinkered to as per many 'I'm alright Jack' who want reform to mean de-staffing of stations and support for rail and bus users it seems. At a time of environmental concern and a need to get people out of cars and cut road emissions, getting public transport sorted should be a top priority, instead we're trading cuts and rationalisation. Please write to your MP. The person who sent us this information wishes to remain anonymous but the source-references should speak for themselves.

It is not just a London matter, but covers a wider area.

Yours sincerely,

Richard Pill

ERTA Secretary"

A community member with a mobility impairment wrote in a shared letter to us and a few other disability organisations about their bad experiences with the PAYG system and opposition to plans to withdraw from the travelcard agreement:

"I've been shared a document of TFL's business plan 2023 because I've been told they are considering withdrawing from the Travelcard Agreement. I find it to be distressing and it has caused me anxiety.

It's on page 42

<https://board.tfl.gov.uk/documents/s19197/Appendix 2 Draft TfL Business Plan 2023.pdf>

I'm a wheelchair user, I've had very bad experiences with the Oyster PAYG system which impacted my mental and physical health because I keep overstaying the maximum journey time limit which overcharges me due to broken lifts, longer waits for assisted travel and Oyster readers not working or missing, plus some are out of reach that I can't touch in/out.

<https://tfl.gov.uk/fares/how-to-pay-and-where-to-buy-tickets-and-oyster/pay-as-you-go/keep-within-maximum-journey-times>

What is worse, on the TFL website, they only allow refunds of maximum fares three times per calendar month. This reverted back to purchasing a One Day Travelcard because they have no limits as I've already paid for unlimited travel for the day and it makes me feel less anxious.

Since I live outside of Greater London, I'm not entitled to a Freedom Pass. I only have free bus travel in England including London. I hold a disabled person's Railcard which gives me a discounted One Day Travelcard.

As we recently got a new Prime Minister and a new Transport Secretary which is good to rebuild relations with TFL and the Mayor. I urge the Mayor and TFL management with a heavy heart to remain in the Travelcard Agreement by dropping the withdrawal consideration completely, and to retain the sale of One Day Travelcards which includes use on National Rail. They need to look at transport services in other areas (such as Birmingham, Manchester etc.) because they have their own multi-mode (bus, light rail and

National Rail) day tickets, this will be completely unfair, discriminatory and against the Equality Act if TFL withdraws from the Travelcard Agreement.

As we are currently in a cost of living crisis, withdrawing the Travelcards will make our travel (including families with children and teenagers) horrendously expensive because an adult Oyster and ZIP Oyster for children and teenagers already cost a fortune. Therefore, people with children and teenagers purchase Travelcards which is much cheaper and reduces so much hassle. By removing the Travelcards, how will people ride on your buses as they don't take cash, this includes people who don't have Oyster and contactless bank cards?

I'm also aware ULEZ is expanding to cover the entire Greater London, this is another reason why TFL must retain the sale of Travelcards.

The Travelcard system is not broken, it's absolutely perfect and the sale of Travelcards must remain for social reasons because they make it easier for disabled people such as myself to travel on the London transport system (railway and tube) as the Oyster PAYG system is completely unreliable, unfair, unhealthy and discriminatory!

If TFL removes the sale of Travelcards, I will be deterred from visiting London because it will cause a massive negative impact for many people of different groups.

I'd be grateful if you can do anything to help save the Travelcards."

Concerns from the perspective of someone who works on our helpline:

- A lot of people are not in possession of contactless bankcards. If they are visiting London for one day only, it means that they would have to purchase a blank Oyster Card (deposit is £7, minimum top up is £5). This means that visitors to London who do not have a contactless bank card will have to remember to return their Oyster card at the end of the day to claim their deposit, something that is not widely known to people who just visit London. In 2021, there was half a billion pounds on unused Oyster cards.
- We've had a few enquiries from family members of Londoners with learning disabilities relating to their ability to budget and use money. They were not eligible for the Freedom Pass and thus had to rely on buying tickets to travel. In some instances, this meant that people relied on cash payments and staff assistance to travel independently. The PAYG system can be complicated for people to understand – it is much easier to have a paper based ticket which doesn't require tapping in and out. By taking away the paper travelcard, some people with learning disabilities who are not eligible for concessions will no longer be able to travel independently.
- We often get enquiries from disabled and older tourists wanting to come to London for a short trip. In one particular case, an older and disabled couple from Australia wrote to us asking if there is a daily or weekly ticket for transport in London to purchase at a station, because their bank cards did not have contactless enabled abroad. Once we explained the options – both the Oyster and paper travelcards, they opted for a one day paper travelcard as it seemed much less daunting to someone completely new to London's transport system.