

EAST SURREY TRANSPORT COMMITTEE

Chair : Charles King MBE

Secretary : Peter Roberts

To Jacqueline Stevens
TFL Engagement Officer
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10th May 2023

Dear Jacqueline

Engagement on Withdrawal of One Day Paper Travelcard

East Surrey Transport Committee represents users of public transport in the London Borough of Croydon, parts of London Borough of Sutton and northeast Surrey. Please find our response to the Engagement on Withdrawal of One Day Paper Travelcard.

The One Day Travelcard was introduced in April 1984 almost 40 years ago. The One Day Travelcard has proved to be one of the best, easiest and popular tickets to travel round London especially for children who do not have an Oyster Zip card. The One Day paper Travelcard is a perfect example of integrated ticketing across all forms of transport in London. This would seem to be accepted in that TfL intends to keep the Oyster/Bankcard capping.

We understand that travel patterns may have changed over this 40-year period, but the need for a simple convenient integrated one-day ticket valid on all transport has not. Last year some 12m One Day paper Travelcards were still being sold.

We are concerned that TfL has decided to use the engagement process rather than consultation process which gives the impression that the decision has already been made. We note that TfL assume this decision will raise between £0.5bn and £1bn in increase revenue. This can only mean the cost of traveling in and around London must increase and this revenue will come from passengers who have just had a 5.9% increase in fares in March this year.

London already has the reputation of having the highest public transport fares of any capital city in Europe. The assumption seems to be made that people will continue to travel to London and by public transport. Yet the massive increase in cost added complication and stress is more likely to have the opposite effect with people deciding not to visit London or at least not again.

There are clear equalities issues as the withdrawal of the One Day paper Travelcard will clearly discriminate against many groups of travellers including : Families, children, group travellers, those on lower incomes and those without access to smart technologies, those without bankcards. We know that from work by London Travelwatch that up to 20% of people do not have access to modern technology.

This 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. Even prohibitive for families and young children.

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How will the proposal affect public transport users in the Zones ?

- Adults who do not have a bank card or and Oyster will have to obtain and 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.
- 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.
- Children who are not regular travellers and do not have an Oyster Zip card will have to pay single peak fares. They will not be able to use the bus as they are cashless.
- 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.
- Children who are not regular users and do not have an 11-16 Oyster Zip card or a Visitors Oyster. Obtaining these is both complex, lengthy and difficult and need to be ordered in advance.
- The cost of Oyster Zip card for a casual visitor or users at £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 just as 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.

How will the proposal affect public transport users outside the Zones ?

It will affect passengers in the same way as those in the zones plus a number of additional factors that will be lost with the withdrawal of add-on Travelcards which will increase the cost and complexity of travel in London.

- Adults who do not have a bank card or and Oyster will have to obtain and 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.
- Senior and disabled card holders will not be able to obtain discount on off-peak fares unless they obtain an Oyster card and register their railcard.
- Children who are not regular travellers and do not have an Oyster Zip card will have to pay single peak fares on the underground. They will not be able to use the bus or tram as they are cashless.
- 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.

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- Children who are not regular users or do not have an 11-16 Oyster Zip card or visitors Oyster is both complex, lengthy and difficult and need to be ordered in advance.
- The cost of Oyster Zip card for a casual visitor or users at £14.00 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 just a 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 within the zones to register the Visitors Oyster.

The additional changes and costs to those outside the Zones which will further increase the cost and complexity of travel in London.

- 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.
- Withdrawal of the Group discount which at present offers a 30% discount on groups of 3 or more people travelling together will increase the cost of travel to London by 30%.

Rail Company Alternatives

- At present a number of rail companies offer special offers especially during school holidays. An example of this 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. *Although these can't be used for journeys wholly in the zones.* Passengers can take advantage of these to reach London and buy a paper adult travelcard for use in London.
- There is no indication that these special offers will be stopped in fact they are likely to increase with the withdrawal of paper travelcards. However, this is likely to result in the problem of onward travel in London. For onward travel the adults will require 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 won't be able to use the bus.

Conclusion

The withdrawal of the One Day paper Travelcards is the negative step of withdrawing the integrated public transport ticket in London despite 40 years of success and over 12m being sold last year

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This can only lead in cost and complexity of travel in London. It will cause conflict between Staff and passenger especially when people are refused travel. It will lead to more Fare evasion.

It will make London a more expensive and less attractive to visit and will make people think again about travelling to London.

The unexpected consequence could well be that the cost of travelling to, from and around London becomes more complicated and expensive and the number of visitors to London by public transport goes down and TfL does not receive its forecast increase in revenue.

We should be encouraging people to travel to London by public transport improving air quality and reducing congestion. Not discouraging it and making it more complex.

We believe withdrawal of the One Day paper Travelcard is wrong and detrimental to London. Rather than withdraw the One Day paper travelcard. TfL should renegotiate the agreement with the train companies.

Yours

Charles King

Charles King MBE, MA

Chair : East Surrey Transport Committee

Copy : Sadiq Khan Mayor, Seb Dance deputy Mayor. Zoe Murphy, Sarah Varnham TfL, London TravelWatch