

## **Response to Transport for London concerning withdrawal of London travel card**

**June 2023**

Please find attached a response jointly prepared by the three Sub-national Transport Bodies in the wider South East and directly neighbouring Greater London. England's Economic Heartland submit the attached representing the officer views of Transport East, Transport for the South East and England's Economic Heartland.

### **Engagement to withdraw Day Travelcards, TfL – Wider South East Sub-national Transport Bodies – England's Economic Heartland, Transport East and Transport for South East:**

This response represents the officer views of the Sub-National Transport Bodies in the wider South East - England's Economic Heartland (EEH), Transport East (TE) and Transport for the South East (TfSE) in relation to your engagement to withdraw paper one day travelcard products, as well as 'add-on' travelcards for rail tickets.

We have set out within our response the impacts we consider this proposal would have to residents in our regions, however it would be useful if an equality impact assessment on different users could be shared for our review ahead of any further consultations or engagement.

Day Travelcards provide unlimited travel of all Transport for London (TfL) services (including bus and Underground) and National Rail services within London and can also be added to train tickets purchased to travel to London. This makes it a convenient product for those travelling from areas outside of London, including many residents from across our STB regions who access work or other key services such as medical appointments within London, as one ticket covers all travel requirements. Furthermore, discounts available through National Railcards can be applied to Day Travelcards bought outside of London.

The withdrawal of this product would result in all users without weekly, monthly or annual season tickets to use Pay As You Go (PAYG) oyster or bank card contactless to use TfL services.

We recognise that any financial implications would depend on exact journeys undertaken, for example, it may be cheaper to secure advance fare rail tickets and use TfL PAYG for a limited number of tube/ bus journeys, than paying for a day return including travelcard. This will depend on exact circumstances though and we consider overall that there would be disproportionate impact on more occasional visitors, than commuters to, or within London- therefore people just outside London such as in our STB regions, rather than the population within London who are likely to be more regular users of the TfL services.

The key cost advantage is mainly from the ability to apply National Railcard (e.g. Network Railcard, Senior Railcard) discounts to the Day Travelcard. It is not currently possible to do this with contactless cards, and hence the full price would need to be paid. This could have a disproportionate impact on certain demographics including more vulnerable users such as the elderly or disabled users.

Analysis by local authority partners has indicated that off-peak and railcard users could particularly lose out if needing to use PAYG instead of the travelcard product, especially if undertaking several journeys within the travelcard zones that take them to the current TfL price cap. TfL are also proposing to cut other weekend travel cards, such as the family weekend travel card and other group travel cards. This would, for example, impact on leisure users, such as families and other individuals wishing to have a 'day out' in London, or those needing to travel within London (several times) for work purposes. It should also be noted that the alternatives are not options that can be used by children. The option to "apply in advance for a Zip card or get the Young Visitor discount set on an Oyster card" is not appropriate for occasional trips and the purchase of single and return tickets is likely to add considerably to the cost of a day out in London.

Withdrawal of the Day Travelcard is particularly inconvenient for those who travel less regularly as the combined train/ travelcard product is often convenient to buy and use. Splitting this up into train and PAYG could make some travellers hesitant to travel due to uncertainty of costs, impacting on customer experience and potentially pushing people to use other transport modes such as private car. It could create a psychological barrier to travel, through perceived inconvenience or complexity, as well as uncertainty of costs. It could also disadvantage those less comfortable with technology, and those who may have issues with access to bank accounts. These people could be tied to buying single paper tickets for journeys on the TfL network which are much higher in cost than PAYG.

We recognise the situation will change over time as contactless ticketing using bankcards is rolled out to many more of our rail stations within the wider south east, however discounts available from National Railcards needs to be incorporated within the contactless system.

Overall, these proposals reduce ticketing choice for those travelling into London from the EEH, TE and TfSE area. At a time when we are trying to integrate transport and ticketing options, this seems like a backward step and for the reasons set out above we do not support removal of the day travel card or add on to National Rail products.

Forwarded by email on behalf of:

**Rupert Clubb – Chief Officer for Transport for the South East**

**Naomi Green – Managing Director for England's Economic Heartland**

**Andrew Summers – Chief Officer for Transport East**