

## Travelcards Engagement Spring 2023 - Questions asked of TfL

<https://haveyoursay.tfl.gov.uk/travelcards>

### ONE

Hi, is there an equalities assessment available that addresses the loss of travelcards? I might be looking for up to three of them - physical/mental exclusion (the more traditional scope, normally the only one needed for topics such as lifts provision), financial exclusion and digital exclusion. Thank you

### TWO

Hi, does TfL have any plans to install QR code readers on any of its gatelines and on its buses?

### THREE

Hi, Contactless is given as an alternative, and it is also predicted that Rail Operators will stop offering Zone 1-6 Travelcards. From some National Rail stations (eg St Albans and Harpenden), Contactless is valid, but Oyster is not. Are there any plans to support Railcards on Contactless and offer the appropriate discount when valid? Thank you

### FOUR

National Rail offers more fare options than TfL. For instance, from Harpenden & St Albans, 4 return fare options are available: 1 Anytime 2 Off-Peak (MF - into London after c9:30, return anytime) 3 Super Off-Peak (MF - into London after c9:30, return outside pm peak) 4 Weekend (sometimes also named Super Off-Peak) Single Leg pricing in the Contactless model effectively maps the two Contactless prices (Peak and Off-Peak) to the first three National Rail return fare prices. Are there any plans to extend Contactless to support weekend pricing - and in the case of routes into other London terminuses, to more closely match their fare pricing model?

### FIVE

I can understand two concerns with the current Travelcard arrangement: 1 Most one day Travelcards are issued in paper form (whether by National Rail or TfL) and it is therefore very difficult to work out a fair share of revenue between TfL and National Rail 2 The add-on cost from certain National Rail stations at some times can be quite small (eg in 2022, for a weekend fare from St Albans, the incremental cost of a Travelcard is £2.80 less than the Zone 1/2 Contactless Cap for Off-Peak). Has TfL undertaken any work to consider mechanisms to 1) generate detailed travel records from usage? (in response to #1) [eg [although recognised to be very expensive] to install QR code readers to allow detailed tracking of tickets mainly held on a phone] and/or 2) to standardise the Travelcard add-on for National Rail to be a set common cost? And if 'yes' to either, are/can the papers be made available?

*If answers are received, they will be included here.*

The questions above were asked on 27 April 2023.