

Our reference: MGLA290823-5224

26 September 2023

Dear

Thank you for your request for information which the Greater London Authority (GLA) received on 29 August 2023. Your request has been considered under the Freedom of Information Act (Fol) 2000.

You requested:

I'm writing to make a freedom of information request about the withdrawal of the Day Travelcards. I'm aware there are documents, including the equality impact assessment, on the GLA website, and it states that the process is reversible.

<https://www.london.gov.uk/md3142-withdrawal-day-travelcards-tfl-network>

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

After the engagement closed on 6 June 2023. From this date forward to the present day, would you be able to publish the number of comments, including complaints, objections, and issues raised about the withdrawal of the Day Travelcards sent to the GLA (including the Mayor and Deputy Mayor of Transport)?

The number of issues raised in relation to the withdrawal of the Day Travelcard should include:

- Disabled people
- Railcard holders, including companions
- Victims of crime
- Lost and stolen cards (including Oyster, Freedom pass, concessionary pass, contactless card, etc.)
- People waiting for their replacement cards
- Contactless cards blocked by their bank
- Tourists, especially overseas/international/foreign visitors to London
- Digitally excluded
- Contactless system not accepting non-UK and foreign bank cards.
- The price of the new Oyster card
- No cash fares on buses
- Retention of the Day Travelcards

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- Other areas selling day tickets
- Tube Challenges to break records
- Maximum fares on Pay As You Go on Oyster and Contactless

And I believe there's more issues raised, which I haven't listed.

Can you publish the documents (such as action plan, business case etc.) relating to the withdrawal of the Day Travelcards?

Our response to your request is as follows:

Please note that this consultation was managed by Transport for London (TfL) rather than the GLA, therefore we do not hold the totality of information that may fall within the scope of your request. You should contact TfL via foi@tfl.gov.uk if require any further information relating to the consultation responses.

The FOI provides access to recorded information. We do not have to answer your request if it would require the creation of new information or the provision of a judgement, explanation, advice or opinion that was not already recorded at the time of your request. A review of the complaints received and providing a statistical response in relation to the criteria specified would require an element of judgement and amount to creating information.

Therefore, using "travel cards" and "travelcards" as a search term of our correspondence Management System, the GLA has identified 17 communications between 6 June 2023 and 28 August 2023. Please find these attached. Personal information (names, addresses, biographical information) is exempt from disclosure under s.40 (Personal information) of the Freedom of Information Act. This information could potentially identify specific individuals and as such constitutes as personal data which is defined by Article 4(1) of the General Data Protection Regulation (GDPR) to mean any information relating to an identified or identifiable living individual. It is considered that disclosure of this information would contravene the first data protection principle under Article 5(1) of GDPR which states that Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject.

In relation to the Business Case, the appropriate resource would be our Decision Making framework: [MD3142 Withdrawal of Day Travelcards on TfL Network | London City Hall](#). Here you will find:

- Objectives and outcomes
- Equality considerations
- Financial comments
- Legal comments
- Planned delivery
- Appendices and supporting papers

You may also wish to review a document already published by TfL regarding revenue source options: [New Revenue Sources Report - August 2021 \(tfl.gov.uk\)](#).

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA290823-5224

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Yours sincerely

Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

5224 – Travel cards

WriteON returns – ‘Travel cards’ / ‘Travel card’ 6 June 23 to 28 Aug 23

9268	<p>I am writing to express my deep concern after learning of Transport for London's (TfL) engagement on the proposed withdrawal of the One Day Travelcard, Weekend Travelcards and the London Family Travelcard. I am also registering my great disappointment that TfL did not think this was important enough to bring to our direct attention, this engagement is happening 'under cover of darkness'.</p> <p>The One Day Travelcard is a convenient, affordable and integrated option for those who need to use public transport for a single day, and is something that has been in existence for decades. It provides flexibility and ease of use for those residents who do not have an Oyster card, do not wish to use a contactless payment and those who do not have a contactless payment method. With the withdrawal of this option many Surrey residents, and residents in other Local Authorities, will be forced to pay more for their travel or make alternative arrangements.</p> <p>There will be negative financial impacts on residents as a result of this proposed change, alongside a worsening of transport integration. It will result in passengers paying more; ultimately the £0.5bn - £1bn of revenue that TfL are hopeful that will be generated from the withdrawal of these ticketing products. The concept of withdrawing the one day travelcard at this particular juncture will be a frightening prospect for many during a deepening cost of living crisis that is already creating financial difficulties for many households.</p> <p>The Child Day Travelcard will create a barrier to travelling if children have to apply for a Zip Card given the £14 administration fee, something that is required in advance of travel. Those travelling into London very occasionally or those making ad hoc journeys may not have the opportunity to pre-purchase an Oyster Zip Card and may not see the benefits of this £14 charge. The alternative for these travellers will be to pay the adult fare. That will not encourage families to travel into London sustainably, if at all. That's bad for the environment and bad for the economy of London. The alternative of a Child Visitors Oyster also has to be purchased in advance and then registered at a Tube station, requiring travel into London to do this, making it a costly option.</p> <p>Surrey residents will be required to pay more for their journey to a London station and then use contactless, obtain an Oyster Card or purchase a paper ticket for onward travel. The integration between bus and rail/underground will also be lost, something that I know TfL and many council have strived to achieve over many years making the premise illogical; other than for financial gain.</p> <p>I understand that TfL are facing financial challenges, however, I believe the withdrawal of the One Day Travelcard is a short sighted decision that will ultimately deter people from using public transport at a time when we are all looking to achieve the opposite. To this end, I would like to understand how this action supports TfL's aspirations that people from outside London will shift to public transport if /when the proposed ULEZ expansion happens, given this change will make their travel even more expensive and more complex in terms of ticketing.</p> <p>The withdrawal of this well used, easily understood and affordable product will have a negative impact on sustainable journeys. It is not something that this Council can support. I urge TfL to explore alternative option to address the financial challenges that do not have such a negative impact on TfL's passengers and our residents given that passengers paying higher fares will have a greater financial effect on those travelling into London from outside of the Oyster zone, including from Surrey.</p>
9604	<p>██████████ due to you raise costs for the business in London. As a result they have moved outside London. ██████████</p> <p>██████████ Know I heard that you are going to stop the travel cards on the TFL. ██████████</p> <p>██████████ You are also making it hard for the elderly people by stopping to go the mosques by stopping them use their pass. It is easy for you to do this as I have seen you drive a Diesel range rover. According to your laws how can you live with yourself. When you are driving the car that most of the Londoners drive the year that you bought your car. So how much are you going to pay for driving in London. I had trust in you as Muslim person living in London and go to the Baker Street mosque when it is Eid. As I result of the cost of living crisis you are making it harder for the Muslim community in London.</p>

9612	<p>You're plan for a completely undemocratic change to millions of peoples travel plans by scrapping "Travel cards" is shocking. It shows the pure contempt of you and you're colleagues with the same arrogance you have used have used by creating and now extending the ULEZ zones.</p> <p>Are they "Green" plans for the climate, peoples health and wellbeing, or simply just methods you have thought up to tax the population that need to travel? You're meant to be an elected official representing the electorate. Now then, actually represent me as part of that electorate and scrap your insane plans.</p>
9796	<p>I must say it is a spiffing great idea to abolish ASAP day travel cards.</p> <p>I know the public consultation closed on the 23rd May. I made appropriate representations.</p> <p>Over thirty years ago with the advent of the combined bus, train and underground vehicle traveling around, a great thing was brought in. It was too good and too successful, so you are right, it should go.</p> <p>We have been talking about reduction of pollution, encouraging people to use public transport. And now what are you trying to do? We don't really want to encourage reduction of pollution, stewardship of the environment. The russians are very good at the moment with environmental destruction. Maybe we should go along with that.</p> <p>I know, you will pass the buck onto the government saying they have cut TFL's funding, so it is not your problem. Notwithstanding political games. And if I was to turn to the government, they would say that it was your decision. Passing the buck eh?</p> <p>[REDACTED]</p> <p>The existence of the station is great. One can conveniently travel to London and back, like one can from outlying stations on the London underground and suburbs. [REDACTED] [REDACTED], it's like living in outer London. Whenever I want to travel to London, all I do is go to the station, purchase a day travel card to London and then in Paddington (35 minutes later if its a good connection in Reading), I get off the train and jump onto any tube or bus line. No worries? Cost is a bit dear though at around £30 (I remember when ten years ago it was around £9), but with a senior citizens card, I am able to knock the cost down to around £19.90 - still expensive, but cheaper though.</p> <p>Now I will have to purchase a return ticket to Paddington, then using an oyster card (I dont like them and dont like the fact my movements on the System are monitored). So paying £28 to travel to Paddington and then a max cap of £12 or whatever means that I am paying much more for a journey to London. The consequences are that its not worth much coming into London.</p> <p>Why not leave something that has and is working well, alone. Don't mend what is not broken!</p> <p>I am not the only one who is against your proposals. There are thousands of people. People in towns all over the South East - Bedford, Brighton, Dartford etc. Then there are people who are used to paper tickets, and not all those fancy modern gizzmos. And the handicapped. Being forced into using something they are unable to do.</p> <p>So it's the worst thing to abandon (and as soon as possible) day travelcards to London (I presume there is nothing stopping you extending it to season tickets at a later date).</p> <p>Arguments that there are benefits using the Elizabeth line. This applies for the residents of Reading, not for the residents of other places. In fact, people over 60 living on the Elizabeth Line beyond West Drayton should now have access to the Freedom Pass, in line with people living on statins of TFL (nothing to stop some Elizabeth Line trains extended to Green Park in Reading, so commuters from London can reach there without changing).</p> <p>So I vehemently and with full force oppose your intentions to abolish day (and at a later date when you come to make the decision - season tickets) to London.</p>

	<p>One more thing - how far can you go cutting costs?</p> <p>First guards have been abolished on trains Then trains are more easily maintained without the need to disassemble and rebuild them every five to six years. I have seen the consequences of that). Ticket office closures. Reduction of ticket issue bureaucracy</p> <p>Driverless trains, robots, automation, TFL services running without humans. And still that will be not enough.</p> <p>Perhaps like in Luxembourg, free public transport travel? But that is too much and I am not expecting that yet.</p> <p>To summarize, I hope that there is enough opposition for you to forget about abolishing day travel card, because I am too insignificant as a person to have any say in the affairs of this world, let alone influence. If you go ahead, I will no longer travel to London, so TFL will have no revenue from me whatsoever.</p>
2529	<p>I know that you intend to stop the day travel card for London but unfortunately I don't use a credit card and how could I buy a oyster card? For cash or could I get a weekly travel card as I may come to London for a city break later in the year.</p> <p>I think doing way with the travel card could effect tourism or those who use the travel card from outside the capital.</p>
2533	<p>I read that you are looking to phase out travel cards for those of us living outside of London. I travel on one of these cards roughly 40 times a year, also I use my senior railcard to purchase the ticket. I am assuming that to use contactless cards to travel on the tube I will not have an option of the senior railcard discount. Whilst I can use my old age bus pass to travel this is very inconvenient compared to the tube. As a result I am going to have to pay more and travel less. I'm sure that journeys to London will decrease so whilst saving the TFL budget £40m pa it may end up costing London's economy more than this. It also seems quite unfair that Londoners can get a free Oyster card at 60, whereas I had to wait until 66 to get a bus pass. How much does this cost TFL each year? I would greatly appreciate your views on this.</p>
2844	<p>Please let me bring to your attention that your methods leave a lot to be desired. If as the news on TV suggests, all day travel cards might or will be dispensed with.</p> <p>If this is the fault of london rail companies then you have my apology, [REDACTED]</p> <p>Perhaps your attention should be diverted to the knock on effects. It's all very well having a vision, good as it may be, but your ulez will affect those who cannot afford electric cars. This I think will affect carers who are on low wages and businesses, which then costs the government more does it not? but it will also affect your party too. It would seem that there is a lack of forward thinking and eco pressure. After all, pricing people to settle a debt like the conservatives is not in Londons favour.</p> <p>So now how many more difficulties are going to be placed in the way of those who don't live but work in London?</p> <p>[REDACTED] has been ruined by the current government as also my retirement age. I do not see positive and IF, Labour win the election why are you hell bent on a forward motion which has some merits but will not promote your party's efforts in the next election.</p>
3686	<p>It appears, Mayor Khan, that you and the railway companies have cooked up another money saving idea that is aimed solely at the poorest train users, that is, to do away with one-day travel cards. Why should it be up to a 'committee' of privileged, chauffeur driven, expense account holders to decide that taking away the only means for a great deal of people to be able to afford to travel would be a good idea?</p>

	<p>Without one-day travel cards, a journey to London for a special occasion, a once a year treat, or theatre trip, will double overnight, putting it beyond the reach of people who are already struggling. When the railways started off in the 1800s, they catered mainly for the rich and if the poorer classes wanted to travel, they were herded in 3rd class cattle trucks, is it really necessary to return to those times?</p> <p>Is there any chance that members of parliament, regional councillors, the general public etc can actively campaign against this latest attempt at keeping the working classes in their place?</p>
4196	<p>I am writing to you regarding the decision to withdraw day travel cards.</p> <p>I have heard from several of my constituents, who rely on day travel cards, that are extremely disappointed by this decision. Not only will this impact those travelling from towns across Kent, but I also believe this will have a negative affect on London tourism. I know many families who can only afford to travel to London and get across the capital by using a travel card.</p> <p>As such, I would strongly urge you to reconsider this decision.</p> <p>With best wishes</p> <p>Member of Parliament for Maidstone and The Weald Prime Minister's Special Envoy for Girls' Education Prime Minister's Trade Envoy to Nigeria</p>
4476	<p>I'm writing to object to the withdrawal of your Day Travelcards as they will make travel in Greater London for digitally excluded including visitors to London.</p> <p>One of my main concerns is, people who had their cards lost, stolen or even their contactless cards blocked by their bank for fraud protection.</p> <p>Therefore, people had to wait for their replacement cards to arrive in the post. To make matters worse, you have increased the Oyster card price to £7 and stopped issuing refunds!</p> <p>Your red buses don't accept cash fares as they only accept Oyster, contactless cards, concession bus pass and Day Travelcards.</p> <p>I consider the Day Travelcards to be a very important ticket and you must retain the sale of them at all costs!</p>
5224	<p>USERS FIGHT 390 SAVE LONDON I DAY TRAVEL CARDS NOW -IT'S A VIOLATION OF FREEDOM [AND ADDED TO THE ULEZ UNACCEPTABLE AS WE HAVENT GOT DONTWANT CANT AFFORD A CAR AND DON'T WISH TO ADD MORE TO CONGESTION IN ANY CASE] I read this is TLB for May[TLB705] and am NOT happy with this idea The odea that anyone least of all a LABOUR mayor should come up with this crap is incredible[[Any one Tories or otherwise that comes up with this idea is clearly stupid and not thinking-and reverse Brexit too b y the way] [REDACTED]</p> <p>[REDACTED] was convenient and acceptable and like German Cities with City Tickets [Same as travelcards]should be RETAINED as day week month or annual [this facility should also be on Oyster by the way and should be RETAINED] ifi/we go to London I need unlimited travel a si/we visit several places at once [ie Woolwich Plumstead Dartford Welling Blackheath Bromley or Stratford Ilford Romford or to go to Richmond and Kingston [just central London is walkable from Kings Cross [or Victoria [REDACTED] [quicker to walk than using the 59!JThis will dissuade MANY visitors to London already excurbated by effects ofUNWANTED Viruses UN WANTED Brexits and UNWANTED Lunatic Putins war.This is not acceptable from anyone[Even the Tories] yet ailOne a LABOUR mayor!!!!this country has totally gone down the can [and wed like to leave due to the stupidity of people and unfriendliess here] but KEEP TRAVELCARDS DAY,WEEK.MONTH[just simply put price up a bit]as convenience make sthem ideal alternative to cars. AND YOU DO THIS at the same time as having the Ulez zone making many people with cars and vans who need them forjobs being unable to afford a new one or re engining. Talk about sheer lashingating smegging STUPIDITY.We need day.week and Trvalecards .more than ever to reduce car use,and in any case some jobs need cars so the ULEZ lark at the same time is also a bit lashionish. If I got o London my wife can use her DP pass on buses [REDACTED] and if I was in London id have a pensioner pass or so if I was in Scotland or Wales for that matter-I can go with her WITHIN NORFOLK Only and across the border in I direction [In Scotland id be able to go all over Scotland and id have a pass anyway] but if we need to go for from center we</p>

