



CEO of Govia Thameslink Railway via email

Re: Implementation of TfL tap in/tap out and its impact on train ticket prices

Dear Angie Doll,

Many of my constituents are worried about fare increases as a result of changes to off-peak timings of the rollout of tap in/tap out. The Government has frozen rail fares. Please explain how any additional revenue from fare changes is consistent with the Government's freezing of rail fares.

This can only be consistent if the fare changes are revenue neutral overall.

Due to the removal of the super off-peak category, Govia Thameslink Railway (GTR) claim that they have reduced off-peak prices. However, some of my constituents have said that due to the off-peak times changing, trains that were previously off-peak, now fall into the peak fare category, increasing prices anyway.

For example, with a senior railcard, the Southern 8:43am train from Dorking Main station to London Victoria has increased from £8.45 to at least £19.85. I understand this is because Train Operating Companies (TOCs) previously had greater latitude to define off-peak trains on non-TfL regulated routes. This gives rise to the nonsensical situation whereby a passenger boarding the same train at the Holmwood station (8 mins further away from London than Dorking) still benefit from Southern's alternate fare definitions and still pays just £12.30, considerably less than a fellow constituent boarding the train at Dorking!

This has also impacted senior railcard holders travelling home during the newly applied Peak PM trains.

GTR have publicly stated that TfL fare harmonisation is not "designed to increase the amount of money generated from ticket sales." The Government says that fares are supposed to be frozen this year, so it's important that my constituents are not being disadvantaged in practice as well as by design. TfL have also said that the underlying fares remain the responsibility of the TOCs.

Please can you provide clarity on how any individual fare increases as a result of this change are being offset by fare decreases elsewhere to ensure you are complying with the Government's policy that rail prices should be frozen.

Yours sincerely

Chris Coghlan

Liberal Democrat MP for Dorking and Horley