London TravelWatch responses to the questions asked in the DfT consultation on the extension of PAYG (May 2019).

Q1 – Do you think that the price you pay to travel by rail should relate more closely to the amount that you travel?

No, it should relate more closely to the cost of operation, incentivising travel at off-peak times, where capacity is available. At peak times we would expect fares to reflect the fact that capacity is at a premium, and the costs of operation are high.

Q2 – Do you think that there should be more options for people who work part-time?

Yes there should be to reflect the lower income that part time workers attract, and also to incentivise travel outside of peak times.

Q3 – Please explain why

Working patterns have changed substantially in recent years with the growth in part time and home working. This is also needed for employers to be able to draw on a wider pool of potential workers. The lack of options for part-time workers is a disincentive to people to consider taking up work of this nature

Q4 – Do you agree with the proposals as to how a PAYG travel area would work?

Yes

Q5 – Please explain why

The proposals largely mirror the existing well understood systems of Transport for London (TfL).

Q6 – Which smart ticketing technology, or technologies, would you prefer to use? (the current options are contactless bank card, dedicated smartcards for transport and the Oyster card).

Oyster cards (or a replacement equivalent) and contactless bank cards are our preferred option.

Q7 – Please explain why

These offer a simple, easy to use, transparent and easy to understand method of traveling that is trusted by passengers. We do not favour a system wholly based on contactless bank cards, as there will always be people who for a variety of reasons will not have access to these types of cards.

In addition an Oyster card (or replacement equivalent) has the capacity to add discounts of varying types such as Railcards or age-related benefits that can be

applied at different times of day or week. At present contactless bank cards do not have this functionality and it is questionable whether the banking industry would agree to such a change without central government direction or funding. This is against a background of an increasing take up of railcards of all types and the introduction of new Railcards such as the 26-30 and Two Together products.

Freedom Passes are concessionary passes issued by London boroughs to eligible elderly or disabled persons for use on the transport network in London. The technology used is the same as Oyster but there is no facility for additional PAYG journeys outside of the current area of validity. This means that passengers wishing to use some services must instead purchase extension paper tickets or use an alternative Oyster card / contactless bank card at a higher cost e.g. Oyster PAYG is available to Gatwick Airport, but a Freedom Pass is only valid to Coulsdon South. The solution to this issue would be to remove the block on additional PAYG on Freedom Passes. This would bring alignment with other concessionary passes such as TfL's Zipcard for under 16s that does have the ability to include PAYG for out of area or time / mode of validity that the Freedom Pass does not currently allow access to.

Passenger dissatisfaction with fares and ticketing is linked to the complexity of the system and the lack of trust that operators will give them the best fare for their journey. The current system does not meet passenger expectations. This can be seen in the levels of 'incomplete journeys' and Penalty Fares issued to users of Oyster / Contactless bank cards, where passengers have expected that their destination station would be within the London system, but is not at present.

In the case of airports, prior to the introduction of Oyster / Contactless to Gatwick Airport in 2016 around 5,000 Penalty Fares were issued a year to passengers arriving at Gatwick Airport who had travelled there using Oyster / Contactless cards. Since then this has been eradicated. However, at Stansted Airport, in the same period the numbers of Penalty Fares have risen from a few hundred per year to 16,000 in 2018; again from passengers not realising that Oyster / Contactless was not valid at this location. This is matched by a reduction of 39% in the numbers of 'incomplete' journeys at stations most associated with the extension to Gatwick Airport in the same period e.g. Victoria National Rail station from 415,982 journeys in 2015 to 254,331 in 2018. Conversely, between 2011 and 2018 the station most associated with Stansted Airport (and not affected by other changes) – Tottenham Hale saw an increase of 847% from 7,066 journeys in 2011 to 66,920 in 2018 (a decline from 85,997 in 2015). Appendix A shows the change in distribution of 'incomplete journeys' between 2011 and 2018.

These figures show that passengers prefer the simplicity and ease of use of the Oyster / Contactless system, particularly for journeys to and from London's airports. However, this applies equally to other journeys within the London commuter area e.g. places served by TfL buses such as Staines, Esher, Denham or Potters Bar: or where the service pattern is part of a 'Metro' service such as the Shepperton branch or the Darenth Valley and stopping services to Sevenoaks.

Q8 – Do you agree with these principles for deciding which stations a PAYG scheme should cover?

Largely we agree with this but would suggest amendments to the area of operation to include stations such as Edenbridge Town and Farnborough (Main). However,

we do not agree that existing popular destinations should be a deciding factor on whether to include a station in the PAYG area, instead the reverse, that less popular stations should be prioritised as this will reduce overall industry costs of operation and still produce a passenger benefit.

We also believe that Leagrave station should be included in the initial PAYG area, for consistency with other stations within the Luton urban area.

Q9 – Please explain why

These stations are used interchangeably by passengers with stations nearby (Edenbridge and Farnborough North) that are included in the PAYG area. In the case of Edenbridge and Edenbridge Town, passengers will use either station to travel to and from the London area depending on the time of day and ease of connections. In addition passengers also interchange between the two stations when travelling from stations on the Tonbridge line and stations between Oxted and South Croydon. At Farnborough (Main) and Farnborough North, passengers change between the two stations to get between stations on the North Downs line and services to Woking and London Waterloo. Leagrave should be included for consistency with other stations in the Luton urban area.

We think there is a strong case for including less well used stations in the PAYG area, because of the cost savings in railway operation that will accrue from its introduction. This will support less well used routes and stations.

Q10 – Do you agree with the proposed PAYG travel area?

Yes, but with addition of Farnborough (Main) and Edenbridge Town for the reasons outlined above.

Q11 – Please explain why

The area largely reflects the London travel to work area.

Q12 – Would our plans for PAYG encourage you to travel more by rail?

Evidence from previous exercises in fares simplification in the London area, such as zonalisation (2007), extension of Oyster PAYG to National Rail (2010) and the introduction of contactless bank cards (2014) all resulted in increases in passenger numbers in London and the South East above the national average, and above those predicted by train operators. This can be seen in ORR data available here :-

[1] **http://dataportal.orr.gov.uk/displayreport/report/html/a578fd7d-bd90-4e28-bfbc-da153157e196 and http://dataportal.orr.gov.uk/displayreport/report/html/a10e3c7b-7766-40ae-a87a-14c56cf85a63**

Q13 – Please explain why

A simple, easy to understand and trustworthy system of fares and tickets will encourage passengers to travel more by rail instead of by private car.

Q14 – What is the highest amount you would be comfortable in spending to make a rail journey by PAYG? Should there be a cap?

Capping should be always available. We make no comment on the amount of a maximum spend, although we think that it would be desirable for such limits to be reviewed annually in the light of inflation.

Q15 – Do you think that we should extend PAYG further away from London to busy destinations such as Brighton, Cambridge, Milton Keynes or Oxford?

Yes, as these areas would also benefit from its introduction, especially for local journeys, as these places are important generators of employment and wealth in their own right.

Q16 - Should any rollout be phased?

Yes

Q17 – Please explain why

To enable systems to be fully tested, ironing out fares anomalies to allow proper introduction on a route by route basis.

Q18 – Do you think passengers should be able to mix-and-match peak and off-peak fares?

Yes, in order to make best use of capacity.

Q19 – Do you think that single and return fares should be re-priced so that it is always cheaper to travel at quieter times?

Yes, in order to make the best use of capacity.

Q20 – Please explain why

Fares should be used as a means of managing capacity at peak times and encouraging use at other times.

Q21 – Do you think the amount that passengers pay using PAYG should be capped so that they know how much in total they will be charged?

Yes

Q22 – Please explain why

Capping is an essential part of making PAYG trusted by passengers, and therefore to encourage people to change mode from private cars to public transport.

Q23 – For routes where it is cheaper to buy a weekly season ticket than five peak return tickets, do you think that daily prices should decrease and weekly prices, increase?

No, season tickets have a significant role in encouraging use of sustainable modes of transport such as rail, and of providing a regular income stream for transport operators.

Q24- Do you have any other suggestions for making fares fairer for part-time commuters?

The introduction of PAYG and capping mechanisms will benefit part-time and low income users.

Q25 - Should there be both PAYG as well as weekly tickets available for the same routes?

Yes, and the levels of capping should be the same as the equivalent of a weekly ticket.

Q26 – Please explain why

Passengers should be given choice in the type of ticket that they use.

Q27 – Where two or more operators cover the same routes, should PAYG fares be the same for all such operators?

Yes, so that available capacity is used efficiently. Revenue allocation can also be done fairly by the timing of taps in and out of the system corresponding to the times of trains.

Q28 – Should Super Off Peak and Peak tickets have the same price?

No

Q29 – Please explain why

Super off peak tickets should be priced to encourage use, whilst peak tickets should be priced to encourage best use of capacity and to cover the costs of peak operation.

Q30 – Do you have any other suggestions for making fares simpler?

Yes – see London TravelWatch research on Annual Season Tickets: http://www.londontravelwatch.org.uk/documents/get_lob?id=4438&field=file . We would also like to see a single tariff used for all National Rail and TfL journeys made using Oyster and Contactless bank cards in the London Travelcard area, instead of the existing variable tariffs. Analysis of employment rates and average incomes shows that areas that are predominantly served by National Rail services have lower employment rates and higher proportions of average incomes required to be spent on fares for travelling to and from work.

Q31 – Should fares for PAYG travel be cheaper?

Yes, to reflect the lower operational costs of this type of operation and the greater operational data that it provides.

Q32 - (Alternatively), would you be willing to pay more for PAYG as long as any refund for delays is automatically credited to you, when you are entitled to it?

No

Q33 – Please explain why

Passengers expect trains to be reliable and consistent, and so there should be no premium on fares based on the assumption that trains might be late.

Q34– Would you support a move to zonal fares?

Yes

Q35 – Please explain why

In the past 20 years different government and commercial policies have created wide differences in the cost of travel for similar distances. This exemplified by these variations in season ticket costs for approximately 20 miles form central London. However, the use of zonal fares can also incentivise passengers to use some lines and stations where capacity is at a premium on other nearby lines. An example of this are the branch lines to Epsom Downs, Tattenham Corner and Caterham, which are included in Travelcard zone 6. This offers passengers a choice between a slower, but cheaper and less crowded route and fast, but more expensive and more crowded alternatives. (Epsom Downs against Epsom, Kingswood against Reigate, and Caterham against Redhill). This principle could also be extended to the Shepperton and St.Albans Abbey branches, both of which have potential for growth compared to adjacent South Western Railway or Thameslink routes.

Q36 – What other changes to fares should we consider?

Creating a single tariff structure for all TfL and National Rail services within the London Travelcard area

Q37 – Please explain why

The current structures are not transparent enough and disadvantage passengers travelling to and from areas where National Rail services are the principal means of transport to and from the major areas of employment. This is shown in the table over the page.

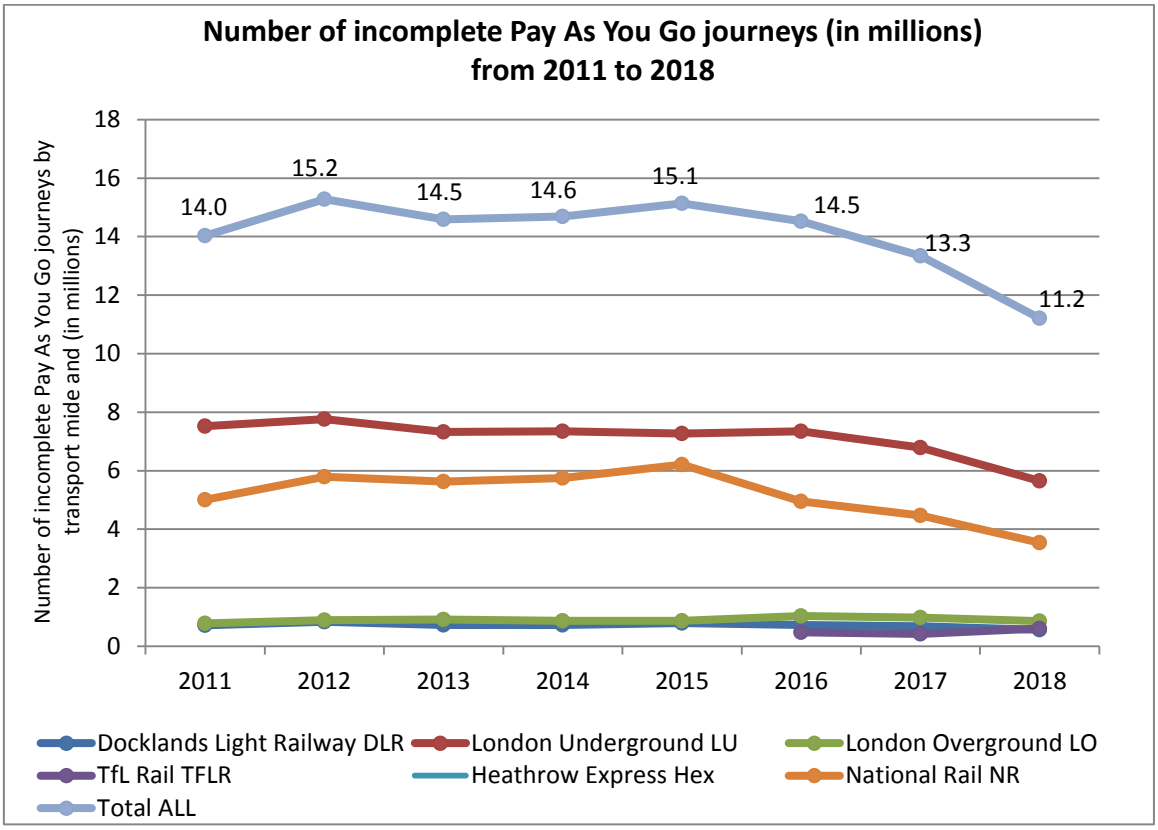
Analysis of employment patterns around London shows that participation rates in the economy are lower in areas served exclusively by National Rail services, as passengers in these areas need to pay out a higher proportion of their income in order to travel to and from places of employment.

Appendix A

Incomplete Pay As You Go journeys – 2011, 2015 and 2018

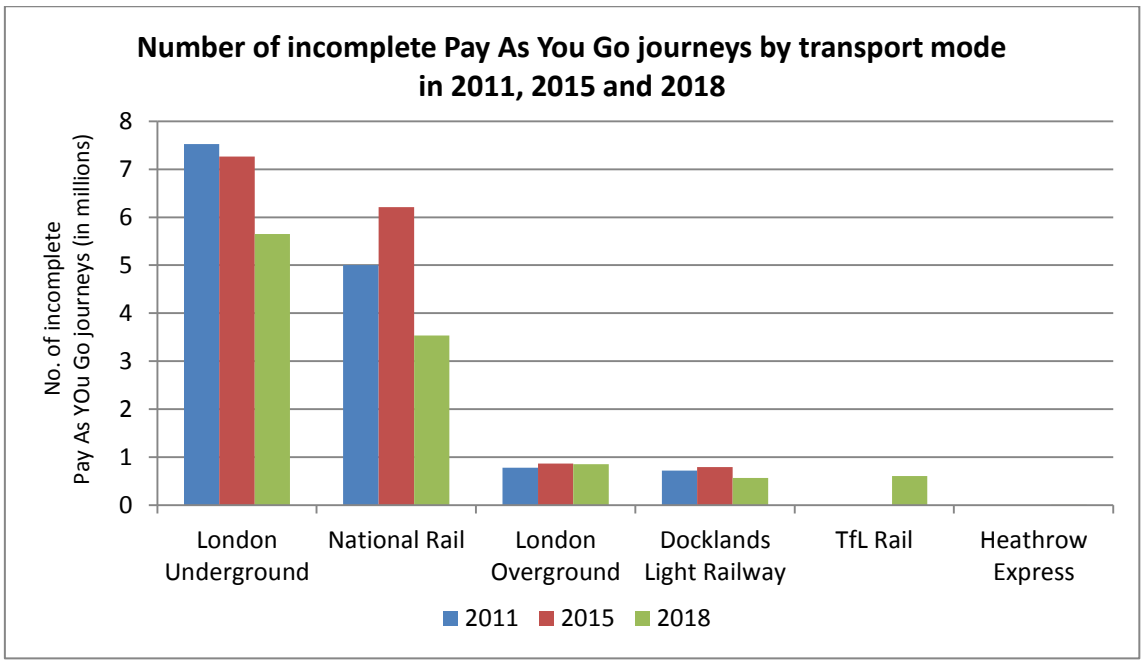
The below graph shows the number of incomplete journeys for each year from 2011 to 2018, by transport mode and the total figure per year.

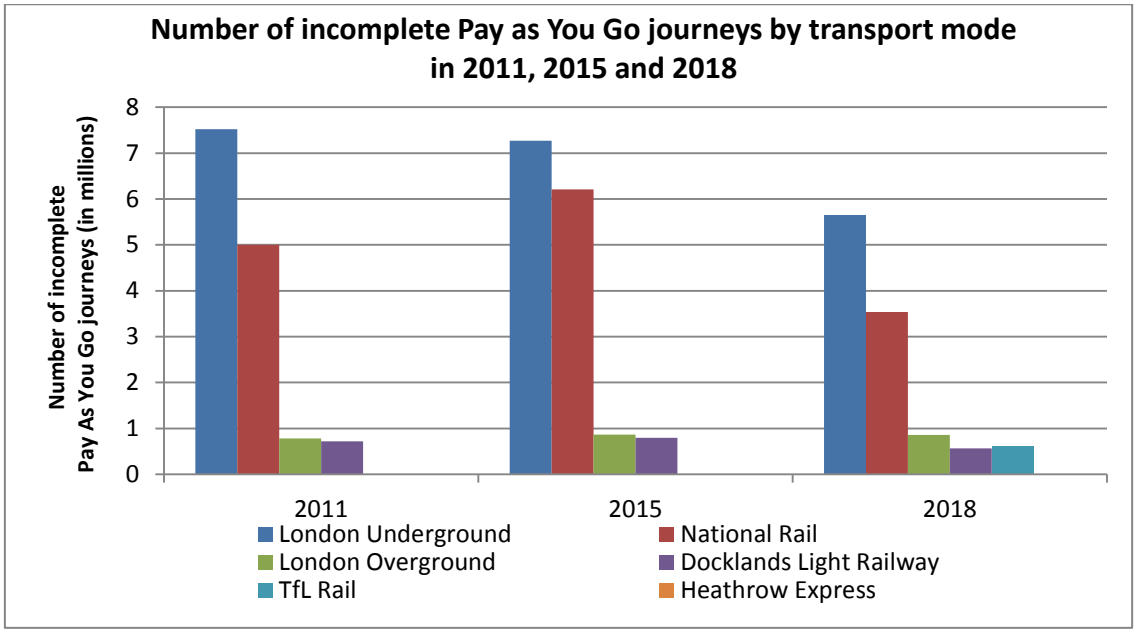
Since 2015, the number of incomplete journeys has dropped year on year. 2015 is therefore used within this analysis as a way to assess the shorter term trends from 2015 to 2018 in addition to the long term trends from 2011 to 2018.



Between 2011 and 2018 all transport modes (except London Overground) saw a reduction in the number of incomplete Pay As You Go journeys.

The graphs and table below provide further detail for the period.





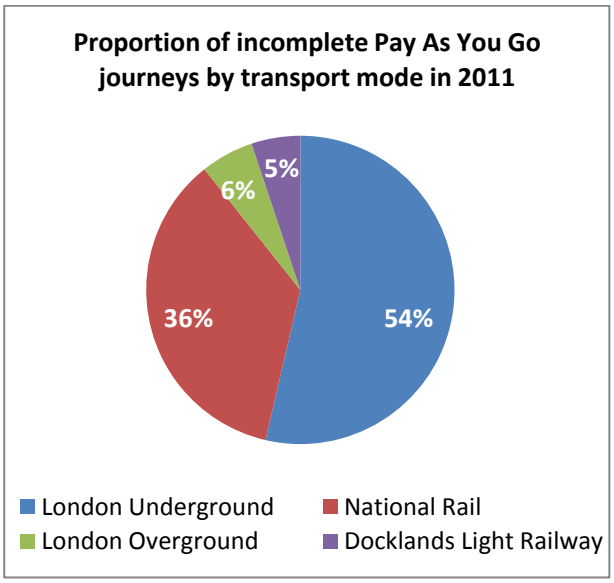
Operator	Number of incomplete journeys			% difference in number of incomplete journeys in 2018 compared to 2011
	2011	**2015**	**2018**	
London Underground	7,523,386	7,267,468	5,647,735	-24.9%
National Rail	5,004,169	6,212,157	3,536,355	-29.3%
London Overground	780,446	867,090	853,809	9.4%
Docklands Light Railway	719,810	792,031	567,367	-21.2%
TfL Rail	-	-	604,276	n/a
Heathrow Express	-	-	7	n/a
Total	**14,027,811**	**15,138,746**	**11,209,549**	**-20.1%**

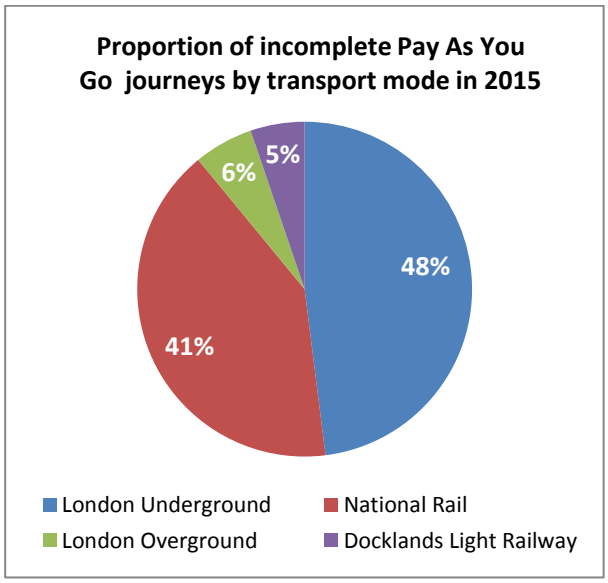
Between 2011 and 2018, the number of incomplete Pay As You Go journeys:

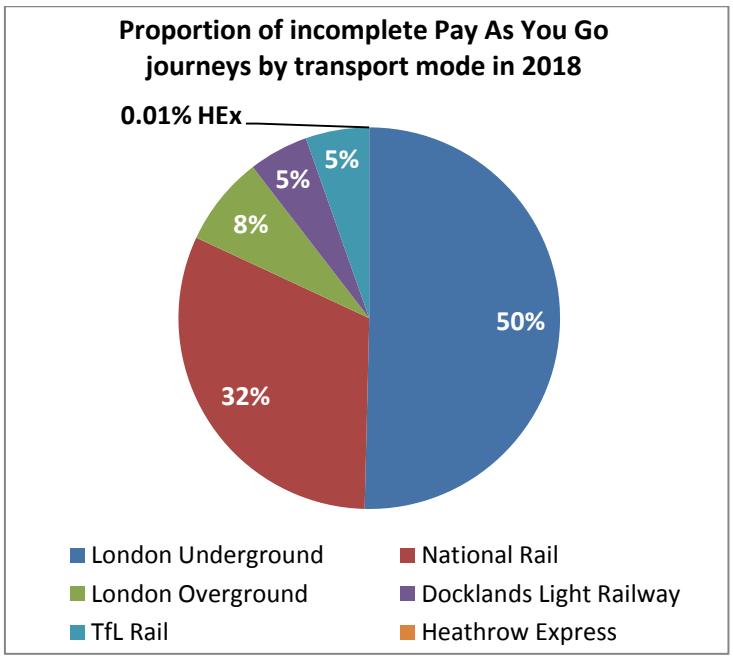
- Dropped on **London Underground** although the proportion of them slightly increased between 2015 and 2018, mainly due to the steeper decline in the number of incomplete journeys on National Rail
- Rose on **National Rail** between 2011 and 2015 but dropped by 9% between 2015 and 2018
- Increased on **London Overground** by 73,000. It is the only transport mode to have increased its proportion of incomplete journeys between 2011 and 2018
- Dropped by 150,000 on the **DLR**, although the proportion of incomplete journeys is broadly unchanged.

The first data for **TfL Rail** was in 2016, with 472,387 incomplete journeys. Although the number of incomplete journeys fell in 2017, it rose steeply in 2018. The 2018 figure is 28% higher than the 2016 figure and 44% higher than the 2017 figure. This reflects the transfer of services from Great Western in May 2018 and greater levels of enforcement at gatelines

The only data for **Heathrow Express (Heathrow Connect)** (for 2018) shows 7 incomplete journeys.






Proportion of incomplete Pay As You Go journeys by transport mode in 2018
0.01% HEx
5%
5%
8%
50%
32%
London Underground
National Rail
London Overground
Docklands Light Railway
TfL Rail
Heathrow Express

Incomplete Pay As You Go journeys in 2011, 2015 and 2018 by operator

The below information is an analysis of incomplete Pay As You Go journeys by operator over the period 2011-2018, showing stations that experienced an **increase** over the period.

In addition to using the data from 2011 and 2018, 2015 is also included. 2015 was (with the exception of 2012), the highest year of incomplete journeys in the period 2011 to 2018. It is therefore a helpful point from which to judge whether the number of incomplete journeys for each station had fallen by 2018.

The stations in the tables are colour coded, as follows:

Direction of travel is improving:
The number of incomplete journeys at this station increased from 2011 to 2015. It then dropped by 2018 although the figure in 2018 was still higher than 2011.

Direction of travel is worsening:
The number of incomplete journeys at this station increased from 2011 to 2015. It then further increased from 2015 to 2018.

Direction of travel is worsening:
The number of incomplete journeys at this station dropped from 2011 to 2015. It then rose by 2018, with the figure higher in 2018 than 2011.

Where stations are multi modal, they are included under the operator to which the data has been assigned. For instance, Stratford is only listed as National Rail but Cannon Street has separate data for the London Underground and National Rail stations.

Docklands Light Railway

11 of the 40 DLR stations **(27%)** recorded an increase in the number of incomplete Pay As You Go journeys between 2011 and 2018. They are listed below, divided into their branches.

The stations with the largest number of incomplete journeys (**Tower Gateway, London City Airport, Royal Victoria and Prince Regent**) showed increases from 2011 to 2018 although they all showed an improvement compared to 2015.

The remaining stations collectively showed a 73% increase in incomplete journeys from 2011 to 2018 and a 31% increase from 2015 to 2018.

Those stations listed below on the Stratford International branch (**Abbey Road, Star lane and Stratford High Street**) saw large rises over the period. However, when looking at the 2011 figures it should be noted that these were new stations in 2011, only operating for part of that year. The number of incomplete journeys at these stations is also relatively small.

Stations	**2011**	**2015**	**2018**	% increase of incomplete journeys in 2018 compared to 2011
Tower Gateway	29,602	50,314	36,155	22%
Stratford Int'l branch				
Stratford High Street	613	2,483	3,609	489%
Abbey Road DLR	802	2,129	2,069	158%
Star Lane DLR	1,062	2,727	3,080	190%
Beckton Branch				
Royal Victoria	10,067	18,447	15,260	51%
Prince Regent	11,591	18,846	14,879	28%
Royal Albert	4,720	5,874	8,149	72%
Beckton Park	1,243	1,423	1,468	18%
Gallions Reach	4,648	3,962	4,798	3%
Woolwich branch				
Pontoon Dock DLR	3,287	4,145	5,876	78%
London City Airport	17,099	24,823	19,353	13%

London Overground

19 of the 90 London Overground stations **(21%)** recorded an increase in the number of incomplete Pay As You Go journeys between 2011 and 2018. They are listed below, divided into their branches/operational sections.

There has been a continued increase at **Walthamstow Central**, where the number of incomplete journeys has more than doubled from 2011 to 2018.

In the northern suburbs, **between White Hart Lane, Theobalds Grove and Enfield Town**, all the stations (except Bush Hill Park) experienced increases in the number of incomplete journeys over the period. The size of the increase at **Turkey Street**, a rise of 228%, is particularly striking. Ticket gates were also introduced at **Edmonton Green** over the period.

On the GOBLIN, both **South Tottenham** and **Wanstead Park** saw the number of incomplete journeys fall from 2011 to 2015 but have since risen again, especially at Wanstead Park. In 2017/18, the service was suspended for long periods.

Stations	**2011**	**2015**	**2018**	% increase of incomplete journeys in 2018 compared to 2011
Chingford branch				
Bethnal Green LO	4,875	6,060	5,012	3%
Walthamstow Central LO	10,302	16,433	21,438	108%
Cheshunt branch				
Theobalds Grove	-	2,644	3,908	48% (comparison to 2015)
Turkey Street	2,604	5,276	8,549	228%
Southbury	2,968	7,662	6,589	122%
Enfield Town branch				
Enfield Town	11,009	15,466	12,972	18%
Joint section				
Edmonton Green	9,705	20,546	15,542	60%
Silver Street	5,072	6,162	6,901	36%
White Hart Lane	4,782	4,886	4,839	1%
Gospel Oak to Barking				
South Tottenham	6,793	6,152	6,910	2%
Leyton Midland Road	4,680	6,237	4,741	1%
Leytonstone High Road	3,933	5,605	4,043	3%
Wanstead Park	3,505	3,396	4,636	32%
Other stations				
Shadwell LO	8,729	21,117	11,913	36%
Clapham High Street	2,211	14,670	6,146	178%
Wandsworth Road	2,052	3,975	2,187	7%
Kensington Olympia	14,242	28,700	18,174	28%
Anerley	2,684	3,156	2,782	4%
Bushey	7,591	10,264	8,573	13%
Headstone Lane	1,695	2,106	1,784	5%

London Underground

Only 19 of the 246 London Underground stations * **(7%)** recorded an increase in the number of incomplete Pay As You Go journeys between 2011 and 2018. They are listed below.

** This relates to the designation of operator in the data not the total of tube stations served.*

The District line serves 12 stations where there had been an increase in the number of incomplete journeys between 2011 and 2018. Significantly, this includes all LU-owned stations **east of Barking**. At all but Elm Park (where the number of journeys rose from 2011 to 2015 and continued rising to 2018), the number of incomplete journeys actually fell between 2011 and 2015 before rising again by 2018.

To complete the LU stations on this line section, Hornchurch does not appear on this list as the number of incomplete journeys fell by 16% between 2011 and 2018. However, it should be noted that there has been a 3% increase in the number of incomplete journeys since 2015.

Of the remaining stations, the sharp rise of incomplete journeys at **Tottenham Court Road** reflects a particularly low number in 2015 due to Crossrail construction works and associated closures of the station. A more realistic comparison would be to 2017, where there were 95,799 incomplete journeys; this then dropped by 11% in 2018.

The alteration of National Rail services during the rebuilding of London Bridge station is reflected in the significant increases at **Cannon Street** and **Southwark** (for passengers to/from Waterloo East).

The continued rise at **Wembley Park** reflects the additional use of Wembley Stadium by Tottenham Hotspur FC since August 2017.

Stations	Tube line(s) serving station	**2011**	**2015**	**2018**	% increase of incomplete journeys in 2018 compared to 2011
Upminster Bridge	District	2,986	2,904	3,441	15%
Elm Park	District	9,698	10,122	11,054	14%
Dagenham East	District	12,203	11,531	12,953	6%
Dagenham Heathway	District	24,945	24,716	26,306	5%
Becontree	District	13,587	12,947	15,006	10%
Upney	District	8,339	8,002	8,398	1%
Bromley-by-Bow	District, H & City	6,911	7,552	7,110	3%
Cannon Street LU	Circle, District	5,167	11,044	8,489	64%
Canons Park	Jubilee	6,439	7,316	6,981	8%
Chesham	Metropolitan	3,880	4,554	4,200	8%
Latimer Road	Circle, H & City	3,341	5,447	4,059	21%
Monument	Circle, District	37,572	50,440	39,264	5%
Paddington LU	Bakerloo, Circle District, H & City	99,166	157,323	111,352	12%
Southwark	Jubilee	29,347	88,913	71,335	143%
Tottenham Court Road	Central Northern	82,807	31,714	84,659	2%
Tower Hill	Circle, District	47,393	65,896	52,686	11%
Vauxhall LU	Victoria	40,345	47,683	42,232	5%

Stations	Tube line(s) serving station	2011	2015	2018	% increase of incomplete journeys in 2018 compared to 2011
Wembley Park	Jubilee Metropolitan	42,391	49,622	51,266	21%
Westminster	Circle, District Jubilee	56,746	74,669	66,732	18%

TfL Rail

6 of the 23 TfL Rail stations **(26%)** recorded an increase in the number of incomplete Pay As You Go journeys between 2011 and 2018. TfL Rail began on the eastern section in May 2015 (replacing Greater Anglia services) and on the western section in May 2018 (replacing Heathrow Connect services). The earlier data therefore refers to when the stations were under National Rail.

The 6 stations with increases are listed below, divided into their operational sections.

The first specific TfL Rail data was in 2016, when there were 472,000 incomplete journeys. This fell to 419,000 in 2017 then rose steeply to 604,000 in 2018. The 2018 figure is 28% higher than the 2016 figure and 44% higher than the 2017 figure.

Emerson Park, which experienced the largest percentage increase in the number of incomplete journeys, does not have ticket gates. The number of incomplete journeys at **Harold Wood, Chadwell Heath** and **Seven Kings** in the east, and at **Hayes & Harlington** in the west is higher in 2018 than in 2011 but lower than in 2015.

TfL Rail	2011	2015	2018	% increase of incomplete journeys in 2018 compared to 2011
Liverpool Street to Shenfield				
Harold Wood	5,201	10,394	7,651	47%
Chadwell Heath	8,719	16,362	11,784	35%
Seven Kings	7,671	11,920	8,973	17%
Brentwood	-	6,585	6,706	1% (comparison to 2015)
Romford to Upminster				
Emerson Park	406	624	736	81%
Paddington to Heathrow Airport				
Hayes & Harlington	24,379	29,997	26,761	10%

National Rail

98 of the 229 **National Rail** stations (**42%**) recorded an increase in the number of incomplete Pay As You Go journeys between 2011 and 2018. 26 of the 98 saw an increased number of incomplete journeys between 2015 and 2018. This reflects the introduction of Contactless bank cards to the system and the higher use of this method of ticket purchase on National Rail.

The 26 stations are listed below, grouped by TOC and route. Also named are stations which showed an increase in the number of incomplete journeys between 2011 and 2018 but where the number was lower in 2018 than in 2015.

Southeastern	**2011**	**2015**	**2018**	% increase of incomplete journeys in 2018 compared to 2011
Dartford lines				
Woolwich branch				
Abbey Wood	15,760	16,221	23,430	49%
Belvedere	4,087	5,430	5,802	42%
Slade Green	2,702	3,994	4,361	61%
In addition to the above, the following station on this branch showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: Erith				
Eltham branch				
Barnehurst	3,046	3,815	4,184	37%
In addition to the above, the following station on this branch showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: Kidbrooke				
Sidcup branch				
New Eltham	5,452	5,862	6,027	11%
Bexley	3,517	4,332	4,868	38%
In addition to the above, the following stations on this branch showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: Albany Park, Crayford and Sidcup				
Hayes branch				
Hayes	2,962	3,431	3,608	22%
West Wickham	2,659	2,767	2,771	4%
In addition to the above, the following station on this branch showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: Eden Park				
Services to Bromley South, Orpington and Sevenoaks				
Elmstead Woods	2,147	2,244	2,297	7%
Kent House	2,679	3,827	4,239	58%
Petts Wood	4,641	5,648	5,795	25%
Sydenham Hill	2,506	3,040	3,496	40%
In addition to the above, the following stations showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: Beckenham Hill*, Beckenham Junction, Bellingham*, Bickley, Bromley South, Catford, Chelsfield, Denmark Hill, Grove Park, Knockholt, Orpington, Peckham Rye, Penge East, Ravensbourne*, St. Mary Cray and Shortlands * limited Southeastern service; main service by Thameslink				

Southern	**2011**	**2015**	**2018**	% increase of incomplete journeys in 2018 compared to 2011
Birkbeck	625	865	693	11%
Queens Road (Peckham)	5,705	10,023	10,631	86%
Ticket gates were introduced at Queens Road (Peckham) during the period. In 2012 the East London Line introduced higher frequency services at this station.				
Tattenham Corner branch				
Woodmansterne	613	725	800	31%
In addition to the above, the following stations on this branch showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: Tattenham Corner, Tadworth, Chipstead, Coulsdon Town and Reedham				
Caterham branch				
Caterham	2,164	3,288	3,550	64%
In addition to the above, the following stations on this branch showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: Kenley, Whyteleafe and Whyteleafe South				
East Grinstead branch				
Riddlesdown	580	857	874	51%
Sanderstead	1,566	2,433	3,096	98%
In addition to the above, the following station on this branch showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: Upper Warlingham				
South Croydon to Coulsdon South				
Coulsdon South	3,441	4,467	4,631	35%
In addition to the above, the following station on this route showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: South Croydon, Purley Oaks and Purley				

SWR	**2011**	**2015**	**2018**	% increase of incomplete journeys in 2018 compared to 2011
Malden Manor	1,247	2,030	2,250	80%
In addition to the above, the following SWR stations showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: • Chessington branch: Motspur Park, Malden Manor, Tolworth, Chessington North, and Chessington South • Epsom branch: Worcester Park, Stoneleigh and Ewell West • Feltham, Hounslow and Whitton • Wimbledon – Thames Ditton (inclusive): Wimbledon, Raynes Park, New Malden, Berrylands, Surbiton and Thames Ditton				

Thameslink Sutton/Wimbledon loop	**2011**	**2015**	**2018**	% increase of incomplete journeys in 2018 compared to 2011
Loughborough Junction	3,513	4,905	5,573	59%
Ticket gates were introduced at Loughborough Junction during the period. There has been a growth in usage at the station reflecting the importance of the Kings' College Bio-medical campus nearby. In addition to the above, the following stations on this route showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: Mitcham Eastfields, Hackbridge, St Helier, Morden South and Wimbledon Chase				

c2c Grays via Rainham and Ockendon	**2011**	**2015**	**2018**	% increase of incomplete journeys in 2018 compared to 2011
Dagenham Dock	894	1,224	1,685	88%
Limehouse NR	6,827	8,236	9,270	36%
Ockendon	2,102	3,224	3,623	72%
Rainham Essex	4,322	6,367	6,751	56%
In addition to the above, the following station on this route showed an increase in the number of incomplete journeys between 2011 and 2018 although the number was lower in 2018 than in 2015: Grays				

The following table shows Central London stations with an increased number of incomplete journeys in 2018 compared to 2011. By contrast, Waterloo and Liverpool Street saw falls of 30% and 32% respectively, with a 1% reduction at King's Cross and Paddington.

Caution should be applied when looking at the increase of incomplete journeys at **Blackfriars** from a very low number in 2011 because the station was only part open in 2011.

Central London stations	**2011**	**2015**	**2018**	% increase of incomplete journeys in 2018 compared to 2011
Blackfriars NR	5,898	46,724	35,439	501%
Cannon Street NR	40,358	77,248	48,879	21%
Euston NR	51,828	103,230	53,935	4%
Marylebone NR	23,948	61,787	42,363	77%
St Pancras International	46,450	80,559	73,823	59%
Victoria NR	251,152	415,982	254,331	1%
Waterloo East NR	35,219	81,194	43,079	22%

Across the shorter timescale between 2015 and 2018, each of the stations had a reduction in the number of incomplete journeys. The number of incomplete journeys at **Euston** and **Victoria** even returned close to the 2011 levels.

With regard to **Blackfriars, St Pancras International** and **Victoria**, the figures reflect the extension of Pay As You Go to Gatwick Airport in 2016.

The significant increases at **Cannon Street** and **Waterloo East** are related to the alteration of services during the rebuilding of London Bridge station.

Central London stations	% reduction of incomplete journeys in 2018 compared to 2015
Blackfriars NR	-24%
Cannon Street NR	-37%
Euston NR	-48%
Marylebone NR	-31%
St Pancras International	-8%
Victoria NR	-39%
Waterloo East NR	-47%

The following table shows key interchange stations outside Zone 1.

The percentage rises at **Stratford International** and **Tottenham Hale** are the highest at any station of any operator between 2011 and 2018, albeit that there has been a reduction at Tottenham Hale since 2015.

Tottenham Hale is a key interchange station for passengers travelling to/from Stansted Airport especially via the Victoria line. Pay As You Go is still not permitted at Stansted Airport.

It should also be noted that the low number of incomplete journeys at **Stratford International** in 2011 was because the station was only open for part of that year.

Of the other stations, the completion of the Thameslink programme is reflected with the figures at **Elephant & Castle. West Hampstead** is a key interchange including for Luton and Gatwick Airports. Pay As You Go coverage dose not extend to Luton Airport Parkway whilst Pay As You Go was only introduced at Gatwick Airport in 2016.

The rise at **Limehouse** between 2011 and 2015 has continued until 2018.

Non-Zone 1 key interchanges	**2011**	**2015**	**2018**	% increase of incomplete journeys in 2018 compared to 2011
Elephant & Castle NR	8,807	17,004	10,800	23%
Limehouse NR	6,827	8,236	9,270	36%
Stratford International	1,173	8,064	8,205	599%
Tottenham Hale NR	7,066	85,997	66,920	847%
Vauxhall NR	87,721	161,720	89,424	2%
Watford Junction	49,494	73,042	63,937	29%
West Hampstead NR	12,328	29,111	21,576	75%

London TravelWatch

30th April 2019.