

TfL Ref: FOI-0256-1112

Thank you for your email received by Transport for London (TfL) on 6 June 2011 asking for information about Oyster maximum fares.

Your request has been considered in accordance with the requirements of the Freedom of Information Act and TfL's information access policy. I can confirm that TfL holds some of the information you require. You asked for:

A table showing for (a) 2008, (b) 2009, (c) 2010, and (d) January to May 2011, the level of overcharging by Oyster Pay As You Go due to incomplete journeys being charged for, with figures broken down for the value of maximum fares per station for the following forms of transport:

a) Train Operating Companies and Network Rail

b) London Underground

c) Docklands Light Railway

d) London Trams

e) London Overground

Maximum fares are not 'overcharges'. The terms of Oyster pay as you go (PAYG) make it quite clear that users must touch in and out to obtain the correct and best fare. Maximum fares are charged to deter fraud and ensure that users validate their cards properly.

In principle, customers who do not touch in at the start of their journey are at risk of a maximum fare because they are travelling without a valid ticket. TfL calculates that between 60 and 80 per cent of the revenue raised through maximum fares would have been spent by customers if their Oyster card were validated correctly.

Refunds of the charges detailed in the tables are available from the Oyster help-line and London Underground stations. Approximately £10m of maximum fares are refunded to customers each year representing up to a quarter of all maximum charges.

Some four million Oyster cards are used for PAYG each month and the number of incorrectly validated journeys is falling. Just 2 per cent of the Oyster PAYG journeys made each week on the TfL network are left incomplete and charged a maximum fare.

40 per cent of all maximum fares are incurred at National Rail stations, many of which do not have a ticket barrier to act as a physical reminder for customers to touch out. It must be recognised that it is on National Rail that the greatest scope exists for fraud by customers travelling beyond the Oyster boundary. At rail terminals such as Waterloo, up to half of all journeys extend beyond the Oyster boundary. TfL continues to work closely with the train operating companies to further reduce the

occurrences of maximum fares, including station announcement reminders and high profile posters at stations about validating Oyster journeys.

We recognise that more can be done and are working to further improve Oyster and the service provided to customers, including improved journey history information and work on a technological solution which we hope to introduce later this year to tackle the issue of incomplete journeys.

Please see the attached file containing the information held by TfL in relation to part of your request, about maximum fares incurred at National Rail, LU, DLR and London Overground stations in 2010, please note that maximum fares do not apply on Tramlink as there is no requirement to touch out at the end of the journey. Unfortunately, to provide the remaining information you have requested would exceed the 'appropriate limit' of £450 set by the Freedom of Information (Appropriate Limit and Fees) Regulations 2004.

Under section 12 of the FOI Act, we are not obliged to comply with a request if we estimate that the cost of determining whether we hold the information, locating and retrieving it and extracting it from other information would exceed the appropriate limit. This is calculated at £25 per hour for every hour spent on the activities described. We have therefore provided as much information as we could within the scope of the cost limit, using the information we had available, as TfL does not hold incomplete revenue and journey data at the station level in the format requested and compiling it would take in excess of 18 hours and so exceed the 'appropriate limit' for FOI requests. The information we have provided was prepared as the result of an earlier one-off exercise.

If this is not the information you are looking for, or if you are unable to access it for some reason, please do not hesitate to contact me.

Please see the attached information sheet for details of your right to appeal as well as information on copyright and what to do if you would like to re-use any of the information we have disclosed.

Yours sincerely

Lee Hill

FOI Case Officer

FOI Case Management Team

Corporate Governance Directorate

General Counsel

Transport for London