

Jacob Gemma

From: Godwin Harold
Sent: 13 June 2016 15:41
To: Jacob Gemma
Subject: FW: Gatwick Airport PAYG/CPAY allocations

Harold Godwin
Pricing and Forecasting Manager
Transport for London
4th Floor Windsor House
London SW1H 0TL

Tel [REDACTED]

From: Godwin Harold
Sent: 11 March 2016 13:32
To: 'Wallis, Hugh'
Cc: Walker, Nicola; Nairne, Arabella; Bennett Sarah; De Ste Croix Richard; Jackson Stephen (CORP)
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Hugh,

It's the Hatch End fare, not the 2-6 fare.

The arrangement that you have at the moment involves an extension fare exceeding the equivalent fare for the extension part of the journey. The issue that we've been seeking to explore is what happens if an extension fare exceeds an end-to-end journey fare – whether the customer is charged cap+fare or cap+extn fare.

Stephen's not in the office at present. When he's back we'll ensure between us that you get a response to your other points.

Kind regards,

Harold Godwin
Pricing and Forecasting Manager
Transport for London
4th Floor Windsor House
London SW1H 0TL

Tel [REDACTED]

From: Wallis, Hugh [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: 11 March 2016 12:51
To: Godwin Harold
Cc: Walker, Nicola; Nairne, Arabella; Bennett Sarah; De Ste Croix Richard; Jackson Stephen (CORP)
Subject: RE: Gatwick Airport PAYG/CPAY allocations


Harold

Thanks for clarification. So just to confirm, whilst extension fares generally are set equal to a local fare, because local fares vary, they are not necessarily the same as the equivalent local fare (e.g. 5-10 is £2.80 peak, £2.50 off peak for Dagenham Dock to Grays, compared with the extension fare of £2.90 peak, £1.80 off peak). Would Zone 6 to Watford/Grays use the Hatch End to Watford fare (£2.40/£1.80) or the generic 5 zone non Zone 1 inboundary fare (£2.80/£1.50)?

On the issue of extension fares exceeding journey fares, we already have that on the Gatwick extension (to avoid a single journey being capped). Is what you're checking that the passenger is only charged the local fare if making a local journey and that is cheaper than a cap plus extension fare?

I'm assuming Stephen will respond on the other points.

Regards
Hugh

From: Godwin Harold [[mailto:](#) 
Sent: 10 March 2016 17:54
To: Wallis, Hugh
Cc: Walker, Nicola; Nairne, Arabella; Bennett Sarah; De Ste Croix Richard; Jackson Stephen (CORP)
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Dear Hugh,


The £2.90 extension fare to Grays is the Peak TfL Z5 to Watford Junction fare. Grays, being also in Zone 10, has to share extension fares with Watford Junction. So the correct extension fare has been charged with the Z1-4 cap in the case that you couldn't follow. We'll have a think about the best way of getting the full set of CPAY fares to you.

I acknowledge that I'm still outstanding to reply to you concerning possible increases to Gatwick extension fares. In our internal discussions we've identified the need to ensure that unintended effects don't happen if extension fares were ever to exceed journey fares. We're looking into that at present and I will reply again as soon as possible. We've still a little time to change things for May.

Kind regards,

Harold Godwin
Pricing and Forecasting Manager
Transport for London
4th Floor Windsor House
London SW1H 0TL

Tel 

From: Wallis, Hugh [[mailto:](#) 
Sent: 09 March 2016 14:54
To: Jackson Stephen (CORP)
Cc: Walker, Nicola; Nairne, Arabella; Godwin Harold; Bennett Sarah; De Ste Croix Richard
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Stephen

Thanks for this. Sorry it has taken a bit of time to digest!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I'd be grateful if you (Harold?) could provide me with a complete set of current CPAY fares (Harold told me that the extension prices match the local fares, but e.g. I'm having difficulty understanding why the peak extension fare to Grays with a 1-4 cap is £2.90). What would also be very useful is a look-up that tells me for any origin, destination and possibly route which fare (zonal combination and NR/Thru/LU) applies.

We discussed the issue at London SMG yesterday. We agreed we needed to estimate the financial effects. Would you therefore be able to send me a complete day's worth of CPAY journeys. Preferably all of them, but if not practical for those cards which are capped.

Regards
Hugh

From: Jackson Stephen (CORP) [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: 18 February 2016 13:41
To: De Ste Croix Richard; Wallis, Hugh
Cc: Walker, Nicola; Nairne, Arabella; James Carr; Godwin Harold; Bennett Sarah
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Hugh,

We've added the TfL and NR distances to the file, so you could experiment on what the fare would be if it was based on distances – please see attached.

Thanks, Stephen

From: Jackson Stephen (CORP)
Sent: 18 February 2016 10:40
To: De Ste Croix Richard; 'Wallis, Hugh'
Cc: Walker, Nicola; Nairne, Arabella; James Carr; Godwin Harold
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Hugh,

As requested Please find attached one day (4th Feb) of CPay data relating to Gatwick journeys.

Thanks, Stephen

From: De Ste Croix Richard
Sent: 08 February 2016 12:55
To: 'Wallis, Hugh'; Jackson Stephen (CORP)
Cc: Walker, Nicola; Nairne, Arabella; James Carr; Godwin Harold
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Hugh

Stephen's on leave today, but it may take a while to get together the kind of detailed analysis you want.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Regards

Richard

From: Wallis, Hugh [[mailto:](#) [REDACTED]]
Sent: 08 February 2016 10:14
To: Jackson Stephen (CORP)
Cc: Walker, Nicola; Nairne, Arabella; De Ste Croix Richard; James Carr; Godwin Harold
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Stephen

I think there are two problems here. Firstly I agree the fares seem "a bargain" and they should be increased [REDACTED]
[REDACTED]

If you didn't want to change it, we could consider increasing these extension fares so they were never (or almost never) used; making them the price of the through journey from Zone 1 would seem to make CPAY more similar to Oyster PAYG. I'd be interested in your thoughts on that option?

[REDACTED]

[REDACTED] I was wondering if you could send me an extract giving as a minimum all CPAY journeys for a day to and from Gatwick with the fare and the allocation (the format in the email from Harold would be ok). It would be nice to have it for the intermediate stations as well. Also if it is practical to provide info so we can see the whole history of the day's travel at a card level (for those cards using the extension) that would be very helpful. Finally similar information for Oyster PAYG would also be very helpful.

As mentioned we have SMG tomorrow afternoon, so anything you can do quickly would be useful.

Regards
Hugh

From: Jackson Stephen (CORP) [[mailto:](#) [REDACTED]]
Sent: 05 February 2016 16:14
To: Wallis, Hugh
Cc: Walker, Nicola; Nairne, Arabella; De Ste Croix Richard; James Carr; Godwin Harold
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Hugh,

[REDACTED]

Perhaps there's a couple of alternatives to consider:

- Increase the extension fare, £3 seems somewhat of a bargain, a higher extension fare would decrease the likelihood that customers hit the daily cap
- [REDACTED]

Let me know what you think.

Thanks, Stephen

From: Wallis, Hugh [[mailto:](#) [REDACTED]]
Sent: 05 February 2016 15:25
To: Jackson Stephen (CORP)
Cc: Walker, Nicola; Nairne, Arabella; De Ste Croix Richard; James Carr; Godwin Harold
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Stephen

[REDACTED]

[REDACTED]

[REDACTED]

Regards
Hugh

From: Jackson Stephen (CORP) [[mailto:](#) [REDACTED]]
Sent: 04 February 2016 17:09
To: Wallis, Hugh
Cc: Walker, Nicola; Nairne, Arabella; De Ste Croix Richard; James Carr; Godwin Harold
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Hugh,

[REDACTED]

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Wallis, Hugh [\[mailto:\[REDACTED\]\]](#)
Sent: 04 February 2016 11:02
To: Jackson Stephen (CORP)
Cc: Walker, Nicola; Nairne, Arabella; Mackova Adriana; De Ste Croix Richard; James Carr; Godwin Harold
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Hi Stephen

I was just wondering where you are on replying to this? As you'll be aware I've been having separate correspondence with Harold about the fares being charged, [REDACTED]
[REDACTED] We've got an SMG meeting on Tuesday and I would like to understand the situation properly before then.

Regards
Hugh

From: Wallis, Hugh
Sent: 01 February 2016 09:45
To: 'Jackson Stephen (CORP)'
Cc: Walker, Nicola; Nairne, Arabella; Mackova Adriana; De Ste Croix Richard; 'Carr, James'
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Hi Stephen

Thanks for looking into this.

Firstly I'm not sure why it's recorded in Lennon as via Victoria if you're saying it's via Blackfriars?

[REDACTED]

[REDACTED]

Regards
Hugh

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Jackson Stephen (CORP) [\[mailto:\[REDACTED\]\]](#)
Sent: 29 January 2016 09:59
To: Wallis, Hugh
Cc: Walker, Nicola; Nairne, Arabella; Mackova Adriana
Subject: RE: Gatwick Airport PAYG/CPAY allocations

Hi Hugh,

We've had a look into this and the example of Gatwick Airport to Maida Vale (via Blackfriars) on CPay, the customer was charged £12.30 for that day, which is Z0104 Peak One Day cap plus extension fare to Gatwick (£3). [REDACTED]

Hope that helps.

Stephen

From: Wallis, Hugh [\[mailto:\[REDACTED\]\]](#)
Sent: 28 January 2016 13:56
To: Jackson Stephen (CORP)
Cc: Walker, Nicola; Nairne, Arabella
Subject: Gatwick Airport PAYG/CPAY allocations

Hi Stephen

It seems as if we have a bit of a problem with Gatwick PAYG. It seems the revenue we're getting from (some) through (TrainTube) fares are not what we expect. [REDACTED]

[REDACTED]

[REDACTED] Could somebody at TfL have a look (apologies if you're not the right person) and let me know what you think?

Regards
Hugh

Hugh Wallis
Revenue Agreements Manager, Govia Thameslink Railway (GTR)



Click [here](#) to report this email as SPAM.

The contents of this e-mail and any attached files are confidential. If you have received this email in error, please notify us immediately at postmaster@tfl.gov.uk and remove it from your system. If received in error, please do not use, disseminate, forward, print or copy this email or its content. Transport for London excludes any warranty and any liability as to the quality or accuracy of the contents of this email and any attached files.

Transport for London is a statutory corporation whose principal office is at Windsor House, 42-50 Victoria Street, London, SW1H 0TL. Further information about Transport for London's subsidiary companies can be found on the following link: <http://www.tfl.gov.uk/corporate/about-tfl/>

Although TfL have scanned this email (including attachments) for viruses, recipients are advised to carry out their own virus check before opening any attachments, as TfL accepts no liability for any loss, or damage which may be caused by viruses.
