

Transport for London



Customer Experience, Revenue Policy: Staff Briefing Notice **04**

May Fares Revision 2012: Deferred

Effective date:	20 May 2012
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The majority of scheduled changes for the 20 May fares revision have been deferred until a later date. A further staff briefing notice will be sent in due course.

The changes that will take place as originally planned are:

Maximum Journey Times

Maximum journey times will be increased by 20 minutes (Monday to Saturday) and 25 minutes (Sunday) for the following journeys:

- Between Mitcham Eastfields and Honor Oak Park/Forest Hill/Sydenham
- Between South Merton - West Sutton and Reedham - Tattenham Corner

London Overground cash single fares

Some fares will be corrected, resulting in a reduction of 10p from £2.00 to £1.90

Out of Station Interchanges

Following the re-opening of Blackfriars station, the out of station interchange will be removed from:

- Blackfriars (National Rail) to Temple (London Underground)
- Blackfriars (National Rail) to Mansion House (London Underground)

Travelcards

TOMs will no longer be able to issue a 7 Day magnetic Travelcards.

Customers buying magnetic 7 Day Travelcards from National Rail stations will need a photocard. They must carry their photocard with them at all times on all modes and must show it when asked to do so by a member of staff.

Customer information

Despite the May fares revision being deferred, the following customer information activities will continue as planned:

1. Posters will be displayed at selected stations to inform customers they need a valid ticket to cover all zones they travel through.

2. Letters have been sent to 2,100 customers reminding them to ensure they have a valid ticket to cover all zones they travel through.
3. New messaging will be displayed on all Oyster route validators (pink card readers) advising customers when they should be used.

Please ensure you evaluate the impact of the late fares revision changes in your area and take appropriate action.

If you have any questions, comments or suggestions concerning this briefing please email

