



### **Media Briefing Note – Oyster on National Rail**

#### **What is Oyster?**

Oyster is a world-leading smartcard ticketing system that works on London's integrated public transport network – on the Tube, London Buses, Tramlink, DLR, London Overground and currently on some National Rail services.

Oyster was introduced in 2003 and has been a phenomenal success, with more than 7 million cards in regular use in London. Last year more than 3 billion passenger journeys were made with Oyster.

#### **How does Oyster work?**

Oyster is a ticketing smartcard which can hold three season tickets and up to £90 pay as you go credit.

Oyster users need to touch their card on a yellow reader when they board a bus or tram. When travelling on the DLR, Tube, London Overground and National Rail services they must touch their card on the reader at the start and end of the journey to ensure they are charged the correct fare.

A typical Oyster transaction takes 200 milliseconds (a fifth of a second), during which time the card is read, the presence of a valid season ticket is identified or, for customers using pay as you go, the correct fare is calculated from a possible 1.83 million fare combinations (this figure will increase to 5 million fare combinations when Oyster pay as you go rolls out to all National Rail services on 2 January 2010).

#### **Where can you currently use Oyster?**

Travelcards on Oyster are accepted on London Buses, Tube, Tramlink, DLR, London Overground and all National Rail services in Greater London.

Oyster pay as you go is **currently** accepted on London Buses, Tube, Tramlink, DLR, London Overground and on a limited number of National Rail services.

#### **What does today's announcement mean and who will benefit?**

The Mayor, the Secretary of State and Train Operating Companies have announced that, from 2 January 2010, passengers will be able to use Oyster pay as you go on all National Rail services (that currently accept Travelcards) in London. Oyster will also be accepted on c2c services between Grays and Rainham and Grays and Upminster.

The further rollout of Oyster pay as you go will benefit passengers by making it much easier for them to travel round London every day as they will now be able to use Oyster on all public transport services in the Greater London.

This announcement will be of particular significance for those people that live, work and travel in south and north east London, enabling hundreds of thousands of passengers to use Oyster pay as you go at more than 200 additional National Rail stations.

From 2 January 2010, it will bring the total number of National Rail stations that accept Oyster pay as you go to 350 within Greater London (zones 1-6).

There is an average of 2.1 million passenger journeys on National Rail services in Greater London every day.

### **On which services can you currently use Oyster pay as you go?**

Oyster pay as you go can **currently** be used on a limited number of National Rail services, specifically:

- Amersham – Marylebone (operated by Chiltern Railways)
- West Ruislip – Marylebone/Paddington (operated by Chiltern Railways)
- Finsbury Park – King's Cross/Moorgate (operated by First Capital Connect)
- Stratford – Liverpool Street (operated by National Express East Anglia)
- Tottenham Hale/Seven Sisters – Stratford (operated by National Express East Anglia)
- Walthamstow Central/Tottenham Hale/Seven Sisters – Liverpool Street (operated by National Express East Anglia)
- Upminster/Rainham (Essex) – Fenchurch Street/Liverpool Street via Barking; but not at Forest Gate/Maryland (operated by C2C)
- Watford Junction – Euston (operated by London Midland)
- Watford Junction – Clapham Junction (operated by Southern)
- West Hampstead (Thameslink) – Moorgate/Elephant & Castle/London Bridge (operated by First Capital Connect)
- West Drayton/Greenford to Paddington (operated by First Great Western)
- Balham to London Victoria (operated by Southern)

**Which are the additional stations that will accept Oyster pay as you go from 2 January 2010?**

<b>Train Operating Company</b>	<b>No. Stations</b>	<b>Key routes and interchanges</b>
<b>First Capital Connect</b>	27	On the Thameslink route around the Wimbledon Loop in the south and as far as Elstree & Borehamwood in the north, and on the Great Northern route from King's Cross and Moorgate to Hadley Wood on the mainline and Crews Hill on the Hertford Loop
<b>Southern</b>	64	Charing Cross/London Bridge (via Norwood Junction) and Victoria (via Clapham Junction) to East Croydon and stations within zone 6
<b>National Express East Anglia</b>	27	Remaining stations on route from Liverpool Street to Harold Wood and Upminster as well as stations within zones north of Seven Sisters, Tottenham Hale and Walthamstow Central.
<b>Southeastern</b>	71	All stations on routes from Charing Cross, Victoria, Blackfriars and Cannon Street to Hayes, Knockholt, St Mary Cray, Bromley North, Crayford, Barnehurst and Slade Green (not Dartford).
<b>South West Trains</b>	44	On routes from Waterloo to Feltham, Hampton, Hampton Court, Surbiton, Chessington South and Ewell West.
<b>c2c</b>	4	On services between Grays and Rainham and Grays and Upminster.

**How can I find out where I can use Oyster pay as you go come 2<sup>nd</sup> January 2010?**

A new map that reveals the incredible reach of Oyster around the capital from January has been produced. The map will become a feature of stations all over London in the build up to full Oysterisation.

**Fares** - From 2 January 2010, there will be three types of fares, depending on the modes of transport used by passengers.

**National Rail pay as you go fares** – Train Operating Companies will set Oyster pay as you go fares on the National Rail network. These will be zonally based, but will be different from fares on TfL services. Train Operating Companies cash fares on trains in Greater London will be frozen at 2009 prices.

In the overwhelming majority of cases, Oyster pay as you go will offer the cheapest single rail fare applicable to that particular route. The only exceptions are holders of certain National Railcards (Network, Family and Goldcard) for whom cheaper paper tickets for travel on National Rail may be available. Passengers are advised to check the best fare before travelling with the relevant train operator.

**TfL fares** – will continue to apply on the Tube, DLR, London Buses, Croydon Tramlink, London Overground and National Rail services that currently accept Oyster pay as you go.

**Combined TfL/National** – this new fare will be applied when passengers travel on both National Rail and TfL services.

### **Buying Oyster and topping up pay as you go credit**

Passengers can obtain an Oyster card and add pay as you go credit at:

- Almost 4,000 Ticket Stops in shops across London. You can find your nearest Oyster Ticket Stop at the following link:  
<http://ticketstoplocator.tfl.gov.uk/LocationLocator/>
- Online at: [www.tfl.gov.uk/oyster](http://www.tfl.gov.uk/oyster)
- At Tube and London Overground ticket offices and ticket machines
- At Travel Information Centres across London (open 7 days a week)
  - Liverpool Street Tube station
  - Piccadilly Circus Tube station
  - Euston Mainline station
  - Victoria Mainline station
  - Heathrow Terminals 1,2,3 Tube station
  - Camden Town Hall – opposite King’s Cross station (Mon-Fri only)
- Via the Oyster Helpline on 0845 330 9876 (open 0800-2000 daily)
- Passengers will be also be able to add pay as you go credit at most National Rail stations

## **Daily Price Capping**

Daily Price Capping with Oyster pay as you go, ensures that passengers who make multiple journeys on public transport in a day in London will never be charged more than the price of the equivalent Day Travelcard or One Day Bus Pass.

## **Paper Tickets vs Oyster pay as you go**

We would always advise customers to check which ticket or travel product is best for them – depending on the route, time of day and mode of transport taken – before they start their journey.

From 2<sup>nd</sup> January 2010, the best way to do this is by using TfL's single fares finder:

<http://www.tfl.gov.uk/tfl/farefinder>

This will be updated to include fares on National Rail services when Oyster pay as you go is rolled out from 2 January 2010.

Alternatively passengers can seek information from staff at TfL or National Rail ticket offices or stations.

## **Busiest suburban rail stations in London**

The busiest of the new National Rail stations accepting Oyster pay as you go (from 2 January 2010) in Greater London, based on passengers entering and exiting stations, are listed by Train Operating Company below:

<b>Train Operating Company</b>	<b>Station</b>	<b>Total Entry/Exits (Millions) per annum</b>
<b>Southern</b>	East Croydon	19.5m
	Sutton	6.0m
	Balham	5.5m
	Forest Hill	3.0m
	Streatham Common	3.0m
	Norwood Junction	2.9m
	West Croydon	2.9m
	Peckham Rye	2.6m
	Purley	2.5m
	Norbury	2.5m
<b>Southeastern</b>	Lewisham	5.8m
	Bromley South	5.7m
	Orpington	5.1m
	Sidcup	3.0m
	Bexleyheath	3.0m

	Abbey Wood	2.8m
	Hither Green	2.8m
	Denmark Hill	2.7m
	Blackheath	2.7m
	Woolwich Arsenal	2.7m
<b>South West Trains</b>		
	Clapham Junction	18.9m
	Wimbledon	15.9m
	Vauxhall	10.4m
	Surbiton	9.0m
	Putney	6.8m
	Richmond	6.5m
	Kingston	5.6m
	Earlsfield	5.5m
	Twickenham	4.9m
	Raynes Park	4.3m
<b>National Express East Anglia</b>		
	Romford	7.4m
	Ilford	5.1m
	Harold Wood	3.0m
	Gidea Park	2.7m
	Walthamstow Central	2.4m
	Chadwell Heath	2.2m
	Goodmayes	2.0m
	Forest Gate	1.9m
	Edmonton Green	1.9m
	Highams Park	1.7m
<b>First Capital Connect</b>		
	Elstree & Borehamwood	3.4m
	West Hampstead Thameslink	3.0m
	Elephant & Castle	2.6m
	Mill Hill Broadway	2.2m
	Cricklewood	1.5m
	Palmers Green	1.5m
	Kentish Town	1.4m
	Loughborough Junction	1.2m
	Winchmore Hill	1.2m

### **Number of people travelling on National Rail services in Greater London each day**

There is an average of 2.1 million passenger journeys on National Rail in Greater London every day.

### **Oyster acceptance on National Rail services outside Greater London**

You can currently use Oyster to travel to Amersham (zone 9) and Watford Junction (zone W) which are both outside Greater London.

From 2 January 2010 passengers will also be able to Oyster pay as you go at Grays, Chafford Hundred, Purfleet and Ockendon stations in Essex.

### **Rezoning of stations**

The rezoning of National Rail stations is a matter for the Department for Transport (DfT).

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