

# Industry Compensation Arrangements and regular users of day tickets

## *APTU and BCA Letter to the GTR Chief Operating Officer*

Links: [Press Release](#) | [Website Compensation page](#)

Dear Nick

[Copied to MPs, Councillors etc in the BCA (Bedford Commuters Association and APTU (Association of Public Transport Users – Harlington – West Hampstead, inc Luton, St Albans & Elstree) Rail User Groups area whose constituents are adversely impacted by the current arrangement]

I write on behalf of the BCA and APTU Rail User Groups to set out our disquiet at the lack of compensation for those who travel regularly on day tickets. Whilst those of us who travel on Season Tickets (myself included) are well covered by the compensation arrangements – possibly receiving up to 100% and definitely receiving around 50% (for myself, it looks like it will be around 57%) compensation, there is a noticeable segment of travellers who regularly buy day tickets. Given that the breakeven point for purchasing a season ticket is 4 days (or just under typically) in a week, there are large numbers of people who travel regularly for whom a series of day tickets is the best option. These include:

- 4 days a week travellers (save £5.90 when using Carnet tickets)
- Young Persons (save £29.70 when travelling 4 days and £13.25 when travelling 5 days)
- Not working normal office hours – eg travel at 10am & 7pm
  - Save £36.70 when travelling 4 days and £22.00 when travelling 5 days)
  - Many Railcard holders save £56.70 when travelling 4 days and £47.00 when travelling 5 days)
- 3 days a week travellers (save £20.80 or £28.30 when using Carnets)

(All the examples above are for Harpenden to St Pancras; unless otherwise stated, peak hour travel and no railcard)

We believe the compensation arrangement in place absolutely needs to cover all of the above. The comment “they have a choice to obtain a refund if the service on that day does not meet their needs” simply isn’t true if they need to travel for work, education or other regular commitment.

Thus, the APTU & BCA believes that the compensation arrangement needs to extend to cover anyone who can demonstrate regular travel over some or all of the last 8 weeks. Given that you will offer compensation for anyone who can demonstrate at least one week’s travel by season ticket, it seems reasonable to require day ticket users to demonstrate travel for at least 5 days to qualify. It also seems doubly unjust that someone who could have travelled 32 times on day tickets will not receive compensation. Adding on a requirement to demonstrate they are a regular traveller would be tolerable. In the same way that weekly travellers who only offer (say) two tickets, there would be a pro-rata refund if less than 20 days travel was demonstrated.

Regards

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APTU Chairman

BCA contact: Arthur Taylor