

Oyster and Contactless rollout stakeholder briefing

Introduction

In November 2018 the Department of Transport (DfT) made an announcement regarding the next phase of stations that would get PAYG (Pay as you go). Prior to the announcement GTR had been in discussion with DfT and Transport for London (TfL) regarding the first three phases of stations, which is why we are able to implement them in the first half of 2019.

Contactless and Oyster payment station phase 1 & 2

Phase	Stations	Date	Payment system
1. Epsom	Epsom	Complete	Oyster, Contactless, Pay As You Go
2. Hertford North	Cuffley Bayford Hertford North	Complete	Oyster, Contactless, Pay As You Go
2. Potters Bar	Potters Bar Radlett	Summer 19	Oyster, Contactless, Pay As You Go

Passenger ticket buying behaviour

With the introduction of additional payment choices for customers such as contactless payment systems, e-ticketing and other smart card ticketing options (such as GTR's the Key Smartcard), the number of people using Oyster cards to pay for tickets is declining and Contactless has now overtaken Oyster and continues to grow. This change of behaviour and the impact of the extending PAYG to more GTR stations needs to be considered against

- the costs of installing infrastructure necessary to obtain, top up and refund the balance on Oyster cards,
- the zone limitation of the Oyster system,
- the costs of managing the Oyster system
- the costs of debt recovery for unpaid fares
- passengers need to hold a minimum balance on Oyster
- the ability to obtain an Oyster card outside of London

GTR, in discussion with DfT and TfL, will in the future be investing in new contactless and e-payment choices for passengers and will implement the following payment options for phase 3 and 4

Contactless and Oyster payment station phase 3 & 4

Phase	Stations	Date	Payment system
3. Welwyn Garden City	Brookmans Park, Welham Green, Hatfield, Welwyn Garden City	By end of 19	Contactless and pay as you go
4. Luton Airport Parkway	St Albans, Harpenden, Luton Airport Parkway	By end of 19	Contactless and pay as you go

Passenger benefits

The new contactless PAYG option will provide passengers with:

- A quick and convenient means to access the network without having to pre-purchase a ticket by means of a contactless bank card or mobile device
- No requirement to obtain an Oyster card and top up
- The choice between existing ticketing, contactless and pay as you go options