



## NEWS RELEASE

28 December 2017

LTWfaresincreases18

### **Passenger watchdog urges National Rail passengers to renew their season tickets now to beat the January fare rise**

London TravelWatch has expressed disappointment at the 3.6% increase in National Rail fares which takes effect on 2 January. The watchdog urges passengers to renew their season tickets before then to avoid the 2018 price rises.

London TravelWatch Chair, Arthur Leathley commented: 'Another real terms fares freeze on TfL services will be a relief for some passengers. However, National Rail passengers hit by fares rises will rightly be exasperated when punctuality fails to meet their needs and when overcrowding levels are getting worse. Serious anomalies in the cost of travel remain from various different points around London's commuter belt and passengers are often not entitled to compensation. We encourage passengers to put off the 2018 fares increase by renewing their season tickets before 2 January.'

Arthur continued: 'In 2018 we will continue to press the Government and rail industry to work towards a simpler, fairer and more unified fares structure across the wider London area to eliminate the large and confusing variations in commuter fares. It simply cannot be right that, for example, passengers travelling from Redhill are sometimes paying more to travel into London than those travelling from Gatwick Airport Station, despite Gatwick being over five miles further out.'

In October 2017, London TravelWatch [published research](#) showing that season ticket holders feel like they are being taken for granted by operators despite paying thousands of pounds to travel to and from work. The watchdog called on the rail industry to do more to ensure that commuters were made aware of the full range of tickets available to them and to make it easier to ensure they are buying the tickets that offer them the best value for money.

London TravelWatch's website has a series of money saving tips, which include details on how people can choose the best value fare. There is also information about discounts available to those in receipt of Job Seekers Allowance and Railcard holders.

### **Notes to editors**

1. Information on the fare rises on all services is available on the [Transport for London website](#), the [National Rail Enquiries website](#), or from your regular [train company](#).
2. London TravelWatch is the operating name for the London Transport Users Committee. We are the official watchdog representing the interests of transport users in and around London, and independent of the transport operators and government. London TravelWatch is sponsored and funded by the London Assembly, part of the Greater London Authority.
3. Follow London TravelWatch on [Twitter](#) and [You Tube](#).
4. For more information, please contact the London TravelWatch press office on 020 3176 5941 or 07734 055494.