

From: Alex Constantinides
Sent: 18 October 2021 12:15
To: Trudy Hems [REDACTED] <[REDACTED]@tfl.gov.uk>
Subject: FW: Ticketing info- related to staff complaint (Ref- [REDACTED])

Hiya Trudy

Here is the email I mentioned just now.

Alex

From: T&D Payments Fares Team <[REDACTED]@tfl.gov.uk>
Sent: 27 September 2021 09:26
To: Alex Constantinides <[REDACTED]@tfl.gov.uk>
Cc: Phil Nelson [REDACTED] <[REDACTED]@TfL.gov.uk>; Nix David [REDACTED] <[REDACTED]@tube.tfl.gov.uk>
Subject: RE: Ticketing info- related to staff complaint (Ref- [REDACTED])

Alex

Ending the cross-London transfer early in this way is permitted and the route taken was valid so the customer was correct. It's far more common in central London so I'm not entirely surprised North Greenwich gateline staff weren't aware; I've copied in David Nix who might want to do a T&R Update reminder.

Best wishes.

Andrew Simpson

*Senior Fares Analyst
Technology & Data - Transport for London*

From: Alex Constantinides <[REDACTED]@tfl.gov.uk>
Sent: Monday, 27 September 2021 08:37
To: Andrew Simpson [REDACTED] <[REDACTED]@tfl.gov.uk>
Cc: Phil Nelson <[REDACTED]@TfL.gov.uk>
Subject: Ticketing info- related to staff complaint (Ref- [REDACTED])

Good morning Andrew

Here's a customer who is unhappy they were refused exit at North Greenwich. Staff said their ticket wasn't valid. They say it was and want to complain.

Can you please let me know who is wrong as this will shape my ensuing response?

Thank you ever so much sir. Customer copy below. Thanks for reading.

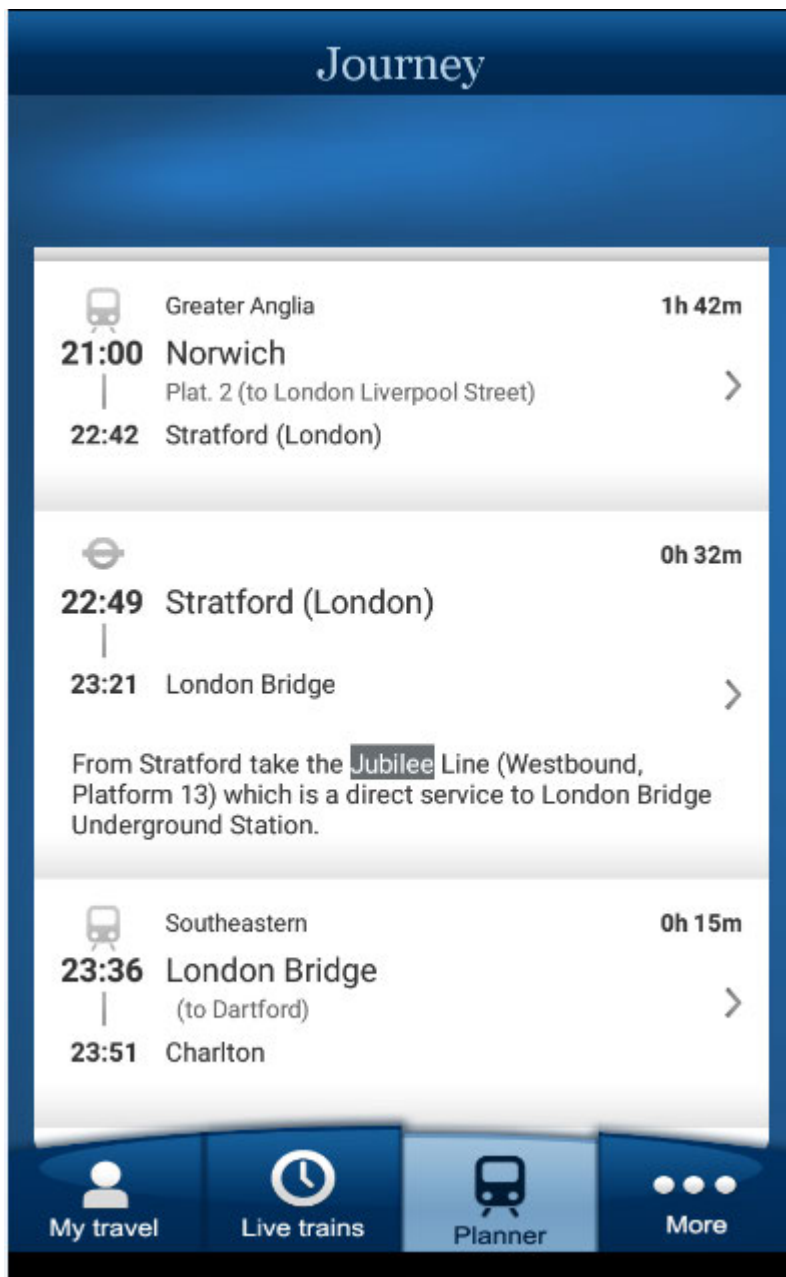
Alex Constantinides

London Underground Customer Services correspondence

Comments: I travelled using a National Rail ticket from Norwich with a destination of Charlton. In accordance with the National Rail terms I choose to break my journey at North Greenwich (this is a valid journey as shown on the National Rail journey planner as Norwich - Stratford - London Bridge - Charlton > example screenshot attached). This gave North Greenwich as a station along the line of route. I approached the gate line at North Greenwich and advised [REDACTED] that I wished to end of Cross London Transfer here, [REDACTED] refused and did not open the ticket barrier. [REDACTED] insisted that I couldn't leave and I didn't know the rules. I showed [REDACTED] the National Rail website (https://www.nationalrail.co.uk/times_fares/ticket_types/Travelling-to-london.aspx) which states: "You can 'break your transfer journey' and leave the Underground at any intermediate station, e.g. if you are travelling between Victoria and Euston you can exit at Oxford Circus. However, if you subsequently wish to continue your journey by Underground you will have to purchase another ticket"; [REDACTED] said that I could only transfer in Zone 1 and I shouldn't be at North Greenwich. I showed [REDACTED] the National Rail journey planner & list of stations on the National Rail webpage as proof that cross London transfers were not limited to Zone 1 - [REDACTED] still refused to accept I was permitted to leave the station. It was now clear that [REDACTED] was not aware of the correct rules, so I asked to speak to [REDACTED] supervisor [REDACTED] appeared to laugh (face mask was on) and refused. At no time did [REDACTED] consult any colleagues or direct me to [REDACTED] supervisor, after over ten minutes of being detained, a colleague of [REDACTED] opened the barrier and allowed me to exit the station. I had dictated the information to [REDACTED] numerous times yet [REDACTED] was insistent that I was misinterpreting the rules for my own benefit, which is both wrong and rude. It's frustrating to be delayed on a journey, but [REDACTED] not even attempt to seek clarification from a colleague. Please respond

Date of Travel: [REDACTED]/2021 Time of Travel: [REDACTED] Station: North Greenwich Staff Description: [REDACTED] gave [REDACTED] name as [REDACTED]. Travel Mode: tube Traveling From: Stratford Underground Station Traveling To: North Greenwich Line: jubilee

XXXX



Hello [REDACTED]

Thank you for your web form received on [REDACTED] containing a complaint for a member of staff at North Greenwich. I'm sorry to read of the disagreement you had.

By all means I can find out the categorically correct answer to this and proceed from there if you'd like to please reply with a copy of the paper ticket used for the journey. I'll then be able to double check with a colleague in ticketing whether North Greenwich was valid for that ticket and provide you and the staff member with the feedback.

XXXXX

Dear TfL,

Thank you for your reply.

As requested please find attached a photograph of the ticket used for travel which your employee ██████ at the North Greenwich gate line would not accept as valid because ██████ believed cross-London transfers were only valid between Zone One stations, which is ironic as over half of the fifty-five stations permitted for Cross-London transfer transfers are not in Zone One. Additionally for the journey I was making there is at least one permitted routes which does not enter Zone One.

I wish to reiterate that I showed your colleague the National Rail 'London' webpage (https://www.nationalrail.co.uk/times_fares/ticket_types/Travelling-to-london.aspx) which shows a list of stations at which a cross-London transfer can start/finish where relevant to the journey (including Stratford); and also clearly states that the transfer can be broken (ended) as I intended. I also showed ██████ the National Rail journey planner proving the route I had chosen was valid (changing at Stratford for Underground transfer to London Bridge).

The routing of the ticket via the Jubilee line from Stratford to London Bridge can typically be generated on the National Rail journey planner by specifying London Bridge as a 'via' point. Other valid routes include:

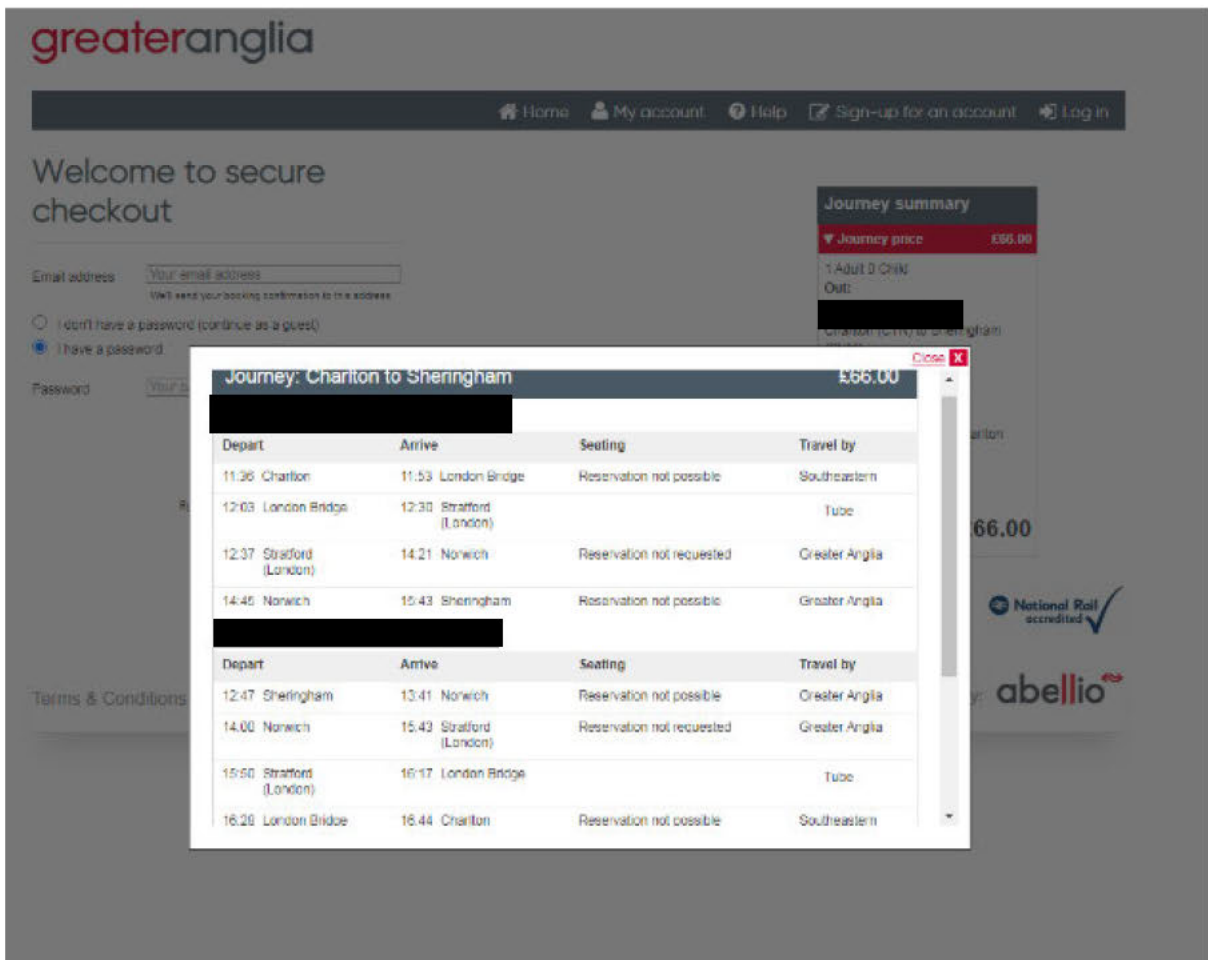
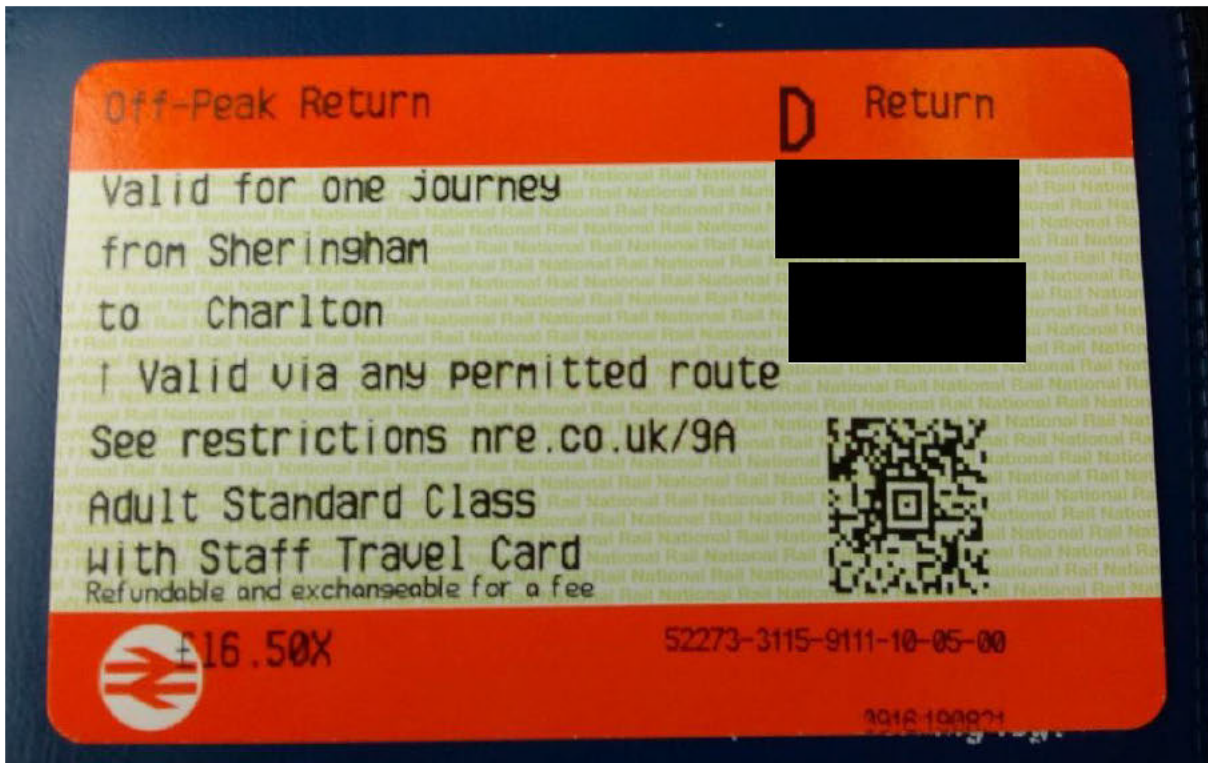
Sheringham - Norwich - Stratford - Woolwich Arsenal - Charlton

Sheringham - Norwich - Liverpool Street - Farringdon - Charlton

Sheringham - Norwich - Liverpool Street - London Bridge - Charlton

It was incredibly frustrating to be prevented from passing through the gate line due to your colleagues misunderstanding of the rules and refusal to accept ██████ error or seek guidance, which was further compounded by ██████ refusal of my request to speak to a Supervisor regarding the matter.

Please seek whatever clarification you require internally and revert back to me. I have attached screenshots of the National Rail and Greater Anglia journey planners showing the routing I chose as being a valid route.



Route details

Add to calendar Text travel Print Save

Back to train times and fares

Sheringham (SHM) to Charlton (CTN)

Departing 16:49 Arriving 20:51 Duration 4h 02m Changes 3 Check fares

There are currently no reported service disruptions Set up Journey Alerts

Ticket type: Off-Peak Return
 Price: £50.00

Other services you can travel on
 Other valid routes

Advertisement

Advertisement

Travel by	Leaving	From	Platform	To	Arriving	Platform	Duration	Additional info
	16:49	Sheringham (SHM)	1	Norwich (NRW)	17:41	5	0h 52m	
Great Western service from Sheringham to Norwich + show calling points								
	18:00	Norwich (NRW)	4	Stafford (London) (SFA)	19:43	9	1h 43m	
Great Western service from Norwich to London Liverpool Street + show calling points								
	19:50	Stafford (London) (SFA)		London Bridge (LDB)	20:22		0h 32m	
From Stafford take the Northern Line (Westbound, Platform 13) which is a direct service to London Bridge Underground Station. Check for live travel updates								
	20:36	London Bridge (LDB)	2	Charlton (CTN)	20:51	2	0h 15m	
Southeastern service from London Cannon Street to London Cannon Street + show calling points								

Route availability and fares are subject to these notices

