

**From:** [REDACTED]  
**Subject:** Re: [EXTERNAL] Tap and cap overcharging update  
**Date:** 22 September 2025 at 10:57  
**To:** Bob Egerton bobegerton@mac.com  
**Cc:** [REDACTED]  
[REDACTED]  
[REDACTED]



Dear Bob,

Commercially we are not allowed to see other operators data, unless it forms part of a capped ticket.

This is the reason we enlisted LittlePay as the provider.

I have put wheels in motion to understand the failings.

Thanks

[REDACTED]

[REDACTED]  
Commercial Director  
Go South West

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**From:** Bob Egerton <bobegerton@mac.com>  
**Sent:** Monday, September 22, 2025 10:53:17 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** Re: [EXTERNAL] Tap and cap overcharging update

[REDACTED]:  
You have just confirmed what I said in my email of 11 September, i.e.  
"I do not believe that you have the necessary systems that will identify all the passengers that have been overcharged"  
If you cannot see any other operators data unless it forms part of a multi operator cap, and the multi operator cap is not being applied, then nobody in either bus company is ever going to realise that the multi operator cap is not working!  
Did this catch 22 never occur to any of you when you set up the system?  
Regards.  
Bob

On 22 Sep 2025, at 10:32, Mark Collins <Mark.Collins@gosouthwest.co.uk> wrote:

Dear Bob,

Thanks for the update, appreciated.

All of the refunds from GCB have been actioned.

Where the passenger had requested the refund from LittlePay direct, not those issued by GCB were stuck in the system. As you can see from the below, the 18<sup>th</sup> August ticket was sent for settlement on the 20th August. On Thursday last week, I asked for them to be cleared. This will be in your bank this week.

I can not see any more refunds on your account our end, all the activity we can see is below.

£13.50 for the multi operator tickets will be refunded today.

I will take this up with LittlePay urgently, as GCB can not see any other operators data unless it forms part of a multi operator cap. I.e on the 18<sup>th</sup> August, we can not see the £9 First ticket, only First or LittlePay will see this.

I have asked for this to be put on the agenda of the next Go Ahead Retail Forum Board, which I attend.

Thanks

[REDACTED]

[REDACTED]

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**From:** Bob Egerton <bobegerton@mac.com>  
**Sent:** 22 September 2025 10:09  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** [EXTERNAL] Tap and cap overcharging update

[REDACTED]:  
The good news:  
It looks like you have finally managed to fix the multi-operator capping issue with tap and cap. I caught 4 Go Cornwall Buses and 2 First buses on one day last week and a "Cornwall Adult Day" cap of £9 was made to the charges. Hopefully, that was not a one-off fluke, and it is happening universally now. I will continue to monitor it in the future and I would hope that your company and the Council will also do their own testing from time to time.  
The bad news:  
You have not, despite your promise to do so, reimbursed all passengers who have been overcharged on tap and cap over the last months (maybe even years?).  
On the days when I tested the system in August and September, I was charged as follows:  
18 August: First £9.00, GCB £10.00, total £19.00  
19 August: First £5.50, GCB £5.00, total £10.50  
10 September: First £5.50, GCB £10.00, total £15.50  
For those 3 days, I was charged in total £45.00, an overcharge of £18.00 versus what should have been 3 x £9.00 per day.  
I have received refunds from GCB as follows:  
£1.00 marked as settled on Littlepay on 11 September, received in my bank account on 15 September  
£1.00 marked as settled on Littlepay on 16 September, received in my bank account on 19 September  
£2.50 marked as settled on Littlepay on 18 September, received in my bank account on 22 September  
After three attempts to sort out the issue, you still owe me £13.50.  
It is inconceivable that I am the only person who has been overcharged and not reimbursed. There must be dozens, if not hundreds, of passengers who have not been reimbursed.

Whatever reports you are running on capped fares are clearly not the right reports.  
I hope that somebody in Cornwall Council is taking note of this failure and taking the necessary action to hold Go Ahead to account.  
Regards  
Bob

Trevillick House, Fore Street, Grampound, Truro TR2 4RS  
Tel: 07785 748844  
[www.cornwallbuses.org.uk](http://www.cornwallbuses.org.uk)

On 16 Sep 2025, at 11:08, [REDACTED] > wrote:

Dear Bob,

We are able to pull data on all Tap and Cap transactions and then filter them by cap amount. Anything over £9 we red flag to look into.

Between the 1<sup>st</sup> and 11<sup>th</sup> September we can see that 26 people were incorrectly charged the wrong amount. Whilst others charged £10 were charged correctly, as they took journeys in both Cornwall and Plymouth. In the same period we carried over 150,000 passengers.

We can see that the 34 / 41 / 92 / 93 / 94 were the services that needed the second fix. The 94 was the issue on your travel.

I am running periodic reports on all capped fares, monitoring any discrepancies.

Best Wishes

[REDACTED]

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**From:** Bob Egerton <[bobegerton@mac.com](mailto:bobegerton@mac.com)>

**Sent:** 11 September 2025 16:48

**To:** [REDACTED]

**Subject:** Re: [EXTERNAL] Tap and cap overcharging

[REDACTED]  
Thank you for your latest email.

Whilst I will bring matters to your attention when I think that something is amiss, I don't think that your company should be relying on me, a volunteer, to catch a bus at 8 p.m. into Truro and straight back on the return bus, and pay for the journeys by tap and cap merely to check up on whether or not you have done what you said that you would do, i.e. to fix the capping system.

I suggest that your company implements its own monitoring system whereby, for example, every couple of months, an employee catches a few buses on one day, both First and Go Cornwall Bus, and pays by tap and cap, and you can then see whether the system is performing properly. Sitting in an office running simulations on a ticket machine is clearly not working. If you did on the ground monitoring, you would find, for example, that half the time the Ticketer machine for tapping off is not working, or is not even turned on, resulting in passengers either not tapping off or having to ask the driver if they can tap off on his/her machine and hoping that it is registered as a tap off and not a tap on for a new journey. This is an issue on both First and GCB buses.

And frankly I do not believe that you have the necessary systems that will identify all the passengers that have been overcharged either through the failure of the multi-operator cap or through the single operator Tamar Connect issue.

Regards.  
Bob

On 11 Sep 2025, at 16:18, [REDACTED] <[\[REDACTED\]@st.co.uk](mailto:[REDACTED]@st.co.uk)> wrote:

[REDACTED]

This has been investigated and unfortunately and frustratingly one of the fixes did not update the whole system.

Go Ahead Group Retail Team have pushed out an urgent update, which will fix it live.

We have had apologies, which I send on, along with mine, that the original fix was not successful.

A new refund list has been provided and the local team will do this over the next day or two.

We will monitor this our end, but please do contact me if you see anything strange happening.

Best Wishes

[REDACTED]

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**From:** Bob Egerton <[bobegerton@mac.com](mailto:bobegerton@mac.com)>

**Sent:** 11 September 2025 08:49

**To:** [REDACTED]

**Subject:** Re: [EXTERNAL] Tap and cap overcharging

[REDACTED]  
Not only has the issue of multi-operator capping not been resolved, but even the single operator capping for Go Cornwall Bus is still wrong. It is still capping at £10, calling it Tamar Connect even when all journeys are on bus routes that never get within 40 miles of the Tamar and all journeys are marked as complete.

See attached.  
Regards.  
Bob

<GCB only 10 September 2025.jpeg>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]