

RE London Travelwatch's report about Oyster's user-friendliness – TfL could improve publicity about the pink readers detecting which route has been taken, especially the fact that Travelcard holders without Zone 1 should use them too. TfL also needs to add more readers to the network, such as on the Overground platform at Clapham Junction.

The report fails to mention a recent unhelpful development. The Oyster system now displays a "Balance Low" message when touching in or out when the balance is below the maximum rail fare for the time of day and type of card. That might seem a positive step until you realise that on validators and some gatelines, the message replaces the balance and price paid for the journey. Users may end up unnecessarily checking their balance at a ticket machine when they have enough credit for a return journey, and lose the chance to see the deduction at the end to confirm they've been charged correctly.

Mike Whitaker, oyster-rail.org.uk