

---

# Penalty Fares Scheme

## ***GreaterAnglia***

**Abellio Greater Anglia Ltd**

**February 2012**

# 1 Introduction

1.1 We, Abellio Greater Anglia Ltd, give notice, under rule 3.2 of the SRA's Penalty Fares Rules 2002, that we want to introduce a penalty fares scheme with effect from 05 February 2012. This Scheme will operate over the same geographical area covered by the London Eastern Railway. This document describes our penalty fares scheme for the purposes of rule 3.2 b.

1.2 We have decided to introduce a penalty fares scheme in this area because it has proved to be the most effective way of protecting revenue and the interests of fare-paying passengers whilst causing the least inconvenience. The franchise operates frequent, heavily used commuter and leisure services in urban and suburban areas that are predominantly staffed on a driver-only basis. Most of our penalty fare stations do not have automatic ticket gates or permanent ticket inspectors.

1.3 We have prepared this scheme taking account of the following documents.

- The Railways (Penalty Fares) Regulations 1994.
- The Railway (Penalty Fares) (Amendment) Regulations 2005.
- The Penalty Fares Rules 2002.
- Strategic Rail Authority Penalty Fares Policy 2002.

1.4 In line with rule 3.2, we have sent copies of this scheme to:

- The Department for Transport (Rail);
- Passenger Focus;
- London TravelWatch.

## 2 Penalty Fares Trains

2.1 For the purposes of this scheme, all the trains that we operate within the area bounded by the following stations will be penalty fares trains.

Liverpool Street and Enfield Town, Chingford, Hertford East, Kings Lynn, Stansted Airport, Braintree, Southend Victoria, Colchester Town, Clacton, Upminster, Walton on the Naze, Norwich.

A map showing the routes on which the penalty fares trains run is attached as Appendix A.

### 3 Penalty Fares Stations

3.1 For the purposes of this scheme, the following stations will be penalty fares stations.

Alresford	Enfield Town	Newport	Turkey Street
Audley End	Forest Gate	Northumberland Park	Upminster
Bethnal Green	Frinton	Norwich	Waltham Cross
Billericay	Gidea Park	Prittlewell	Walthamstow Central
Bishop Stortford	Goodmayes	Ponders End	Walton on the Naze
Braintree	Great Bentley	Rayleigh	Ware
Braintree Freeport	Great Chesterford	Rectory Road	Waterbeach
Brentwood	Hackney Downs	Rochford	Watlington
Brimsdown	Harlow Mill	Romford	White Hart Lane
Broxbourne	Harlow Town	Roydon	White Notley
Bruce Grove	Harold Wood	Rye House	Whittlesford
Bush Hill Park	Hatfield Peverel	Sawbridgeworth	Wickford
Cambridge	Hertford East	Seven Kings	Witham
Cambridge Heath	Highams Park	Seven Sisters	Wivenhoe
Chadwell Heath	Hockley	Shelford	Wood Street
Chelmsford	Hythe	Shenfield	
Cheshunt	Ilford	Silver Street	
Chingford	Ingatestone	Southbury	
Clacton	Ipswich	Southend Victoria	
Clapton	Kelvedon	Stowmarket	
Colchester	Kings Lynn	Stratford	
Colchester Town	Kirby Cross	St. James Street	
Downham Market	Littleport	St. Margarets (Herts)	
Diss	Liverpool Street	Stamford Hill	
Edmonton Green	London Fields	Stansted	
		Mountfitchet	
Ely	Manningtree	Stoke Newington	
Elsenham	Manor Park	Theobalds Grove	
Enfield Lock	Marks Tey	Thorpe-le-Soken	
	Maryland	Tottenham Hale	

A map showing where these penalty fares stations are is attached as Appendix A.

3.2 These stations include all of the stations served by penalty fares trains, except for the following.

Cressing	Persistent vandalism of machines.
Emerson Park	Persistent vandalism of machines.
Stansted Airport	High volume of tourist traffic.
Weeley	Station unstaffed. Volume of business does not warrant installation of ticket machines.
Needham Market	At present, self-service ticket machines do not meet the criteria for the station to be included as a penalty fares station.
Southend Airport	Tourist traffic.

## 4 Compulsory ticket areas (CTAs)

4.1 The scheme will not create any compulsory ticket areas.

## 5 Ticket facilities

5.1 The ticket facilities provided at each penalty fares station are set out in Appendix B. A second way of buying tickets is provided in the form of a ticket machine at each staffed station. At some stations, where there are no ticket facilities when the station is closed, a 'permit to travel' is provided.

5.2 The ticket facilities at each penalty fares station are sufficient to meet the Ticketing and Settlement Agreement and Passenger's Charter queuing standards under normal circumstances at all times of day.

This standard is normally five minutes at peak times and three minutes at other times. When queuing standards are not met, Ticket Offices will inform the Communications Centre who will advise authorised collectors by pager to make sure that passengers are not charged a penalty fare.

5.3 At staffed stations, staff will check ticket and 'permit to travel' machines every day that the station is staffed. Additionally, Avantix, Shere and S&B machines will automatically alert ticket office staff if they are not offering a full service. Staff will be trained to put faults right themselves wherever possible, otherwise our maintenance contractors will repair any faults. Under our maintenance contract, machine faults on all makes of service will normally be put right within 4 – 48 hours, depending on the time of callout. Any machine not offering full service will be reported to the appropriate manager and the Communications Centre, so that the authorised collectors can be advised by pager and use their discretion where appropriate (see also section 8.5).

5.4 At unstaffed stations, if an Avantix self-service machine breaks down, staff at

various locations are automatically alerted. They will advise the Communications Centre and the contractor responsible for maintaining the machine. The Communications Centre will then advise authorised collectors via the paging system. The contractor will then either reset the machine remotely, contact local staff to fix the problem or send an engineer as per 5.3. S&B and Shere machines are not located at unstaffed stations.

Where unstaffed stations are equipped with other ticket issuing and/or 'permit to travel' machines, revenue protection staff will be rostered on a daily basis to check their status. Any faults will be reported to the Communications Centre so that authorised collectors can be advised by pager. Revenue protection staff will also advise the appropriate manager so that arrangements can be made for faults to be put right.

5.5 At staffed stations, where 'permit to travel' machines are located, ticket office staff will normally switch off the 'permit to travel' machine when the ticket office is open. Ticket office staff will switch on any 'permit to travel' machine, whenever unusually long queues build up at the ticket office.

## 6 Publicity and warning notices

6.1 We will do the following to make sure that the scheme is well publicised.

- Posters at stations
- Penalty Fare leaflet distribution at stations
- Announcements on trains and at stations

6.2 Before the scheme is introduced, we will brief ticket office staff, platform staff, customer services staff and traincrew about how the penalty fares scheme will work. We will keep a record of this briefing.

6.3 We will produce leaflets, which will explain how the scheme works, and which will include a map showing the penalty fares stations and the routes on which penalty fares trains run. These leaflets will be available, free of charge, at all staffed penalty fares stations. We will do all we reasonably can to make sure that copies of the leaflet are available at each staffed penalty fares station and from our customer services department for as long as the scheme remains in force. We will give a copy of this leaflet and a copy of the SRA's Penalty Fares Rules to each person who asks for information about the scheme under rule 8. The wording of the leaflet is attached as Appendix C. Our customer services department will send a large-print or audio-tape version of the leaflet to anyone who asks.

6.4 Penalty fares warning notices will be displayed in line with rule 4, at each penalty fares station from the date the scheme is introduced and for as long as the scheme remains in force. These notices will take the form of metal signs or posters at dedicated sites, displayed at each entrance to the platforms and on the platforms at interchange stations where they can be seen by any passenger changing onto a

penalty fares train. The wording and design of these warnings is shown in Appendix D. The signs will follow the signing guidelines contained in the code of practice on penalty fares produced by the Association of Train Operating Companies.

We will check that these warning notices are properly displayed at each station which we operate every four weeks as part of our regular station audit process. Where Abellio Greater Anglia charges penalty fares at a station run by another operator, we will ask that operator to contact our Communications Centre by telephone if penalty fare warning notices are missing, damaged or obscured. We will carry out audits at these stations every four weeks.

6.5 We will also provide penalty fares warning notices on board penalty fares trains. The wording of these warnings is shown in Appendix E.

6.6 The use of electronic customer information systems to display a penalty fares warning at stations is not currently an option. However, it would be desirable and is something we intend working towards.

## 7 Selecting and training authorised collectors

7.1 Candidates will be required to attain set standards in literacy and mathematics and also participate in role-play situations to assess their temperamental suitability for the post. They will finally be selected following a one-to-one interview.

7.2 We will train each person who is to be an authorised collector to make sure that they do this job properly. The training will include:

- product training, including ticket types and restrictions, excess fares and railcards;
- National Rail Conditions of Carriage;
- railway bye-laws;
- Penalty Fares Rules and the Regulations;
- details of this scheme, including how authorised collectors should use their discretion;
- customer service; and
- how to avoid conflict.

This training will be carried out by our own NVQ standard trainers.

We will keep appropriate records of this training.

7.3 After the training, we will assess trainees' knowledge and ability. We will only appoint someone as an authorised collector, and give that person identification as an authorised collector, if that person shows a satisfactory knowledge of the subjects listed above.

7.4 We will give refresher training to each authorised collector every 24 months.

The refresher training will cover the same subjects as the initial training, and an assessment will be carried out afterwards. If an authorised collector fails to reach a satisfactory standard in the assessment, we will not allow them to continue as an authorised collector until they successfully pass an assessment after more training. We will keep appropriate records of this refresher training.

7.5 We will fully investigate all complaints about authorised collectors or how this penalty fares scheme is run, and we will take any action which is necessary as a result. We will keep records of the investigation and the action which we take. If appropriate, we will remove an authorised collector from duty and withdraw their authorised collector's identification, until they have been given extra training and re-assessed as being satisfactory.

7.6 Each authorised collector will be given a routine briefing by his or her supervisor or manager every four weeks, covering relevant issues concerning safety, customer service, product changes and revenue protection.

7.7 We will use a combination of induction training and briefing to make sure that other staff, including ticket office staff, platform staff, customer services staff and traincrew, know how the penalty fares scheme works. We will keep appropriate records of this training or briefing.

## 8 Written instructions to authorised collectors

8.1 Authorised collectors will wear a distinctive uniform that clearly shows that they work for us. In line with rule 5, they will carry identification and produce it when charging a penalty fare or when asked by a passenger. This identification will include the authorised collector's photograph and will show that they are authorised to collect penalty fares on our behalf and on behalf of any other operators who have authorised them to collect penalty fares. We will not allow authorised collectors to collect penalty fares if they do not have this identification with them. The design of this identification will be in line with the code of practice on penalty fares produced by the Association of Train Operating Companies, and an example is shown in appendix F.

On occasions, our Revenue Protection Inspectors, who are all authorised collectors, will operate in plain clothes. If they need to charge a penalty fare in these circumstances, they will first produce their authorised collector's identity card.

8.2 When they charge a penalty fare, authorised collectors will follow rule 8 by issuing a penalty fare notice. The wording and layout of this notice is shown in appendix G.

8.3 We will provide each authorised collector with written instructions in the form of a Penalty Fares Handbook. A copy of these instructions is enclosed. The instructions will include details of the penalty fares trains and penalty fares stations under this scheme, the opening hours and contact phone numbers for the ticket

office at each penalty fares station and the retail control centre. It will include details of the arrangements made in connection with other operators' trains, passengers and penalty fares schemes. We will issue replacement pages to authorised collectors to keep their handbooks up to date whenever we make any changes.

8.4 The instructions will clearly set out where passengers are, and are not, to be charged a penalty fare, including the procedures for:

- passengers who have changed onto a penalty fares train from another train;
- passengers who have tickets, which are not valid only because of a ticket restriction;
- passengers who have a ticket for their journey, but who are travelling by a route for which that ticket is not valid;
- passengers who have standard class tickets who are travelling in first class;
- season-ticket holders who do not have their season ticket with them; and
- Oyster card holders.

8.5 Authorised collectors will be given the discretion not to charge a penalty fare, and either charge the full single fare in line with National Rail Conditions of Carriage or charge any relevant discounted fare as appropriate under the circumstances. The instructions will set out clear guidelines for using this discretion, which will be used towards:

- passengers who have mobility problems and passengers who are frail, elderly or heavily pregnant, who may not be able to get to the ticket office easily at the station where they got on the train or stand in a queue for a long time;
- passengers who are not aware of the scheme because they are blind or partially sighted, are foreign visitors who live abroad, do not speak English very well, or have learning difficulties;
- passengers who are travelling from stations where the only available ticket facilities are ticket machines or a 'permit to travel' machine, who have enough money (or credit or debit cards) to buy a ticket, but not the correct coins or notes needed to use the ticket or 'permit to travel' machine;
- passengers travelling from stations where the only available ticket facilities are ticket machines, who claim that the machines were accepting coins only or the exact fare only and the passenger did not have the necessary coins (unless the authorised collector can confirm that the machines are in fact working normally);
- passengers who are travelling from a station where the authorised collector has been told about long ticket office queues, or where fewer ticket windows than normal are open; and
- all passengers when the train service is severely disrupted.

8.6 The instructions will set out procedures to make sure that people at risk,



including children, people who are frail, elderly or heavily pregnant, and other vulnerable passengers, are not put at greater risk by charging them a penalty fare, especially late at night.

8.7 The instructions will remind authorised collectors that although they may require passengers to make a minimum payment in line with rule 8.2, passengers who are charged a penalty fare have 21 days in which to pay the rest. Authorised collectors will be given the discretion not to charge this minimum payment but to give passengers 21 days in which to pay the full amount of the penalty fare.

8.8 If a barrier check is to be carried out at a station, authorised collectors will make sure:

- that they are in a position where they can see that a person approaching the barrier has got off a train; or
- that they carry out a thorough search of the platform area before the check starts, to make sure that there is no-one on the platform side of the barrier check who is not travelling.

8.9 Authorised collectors will not receive commission on the penalty fares or excess fares they issue.

8.10 We reserve the right to prosecute passengers if we think they intended to avoid paying their fare. In these circumstances, we will not charge them a penalty fare or, if they have already been charged a penalty fare, we will refund it.

## 9 Checking that ticket facilities are available and warning notices displayed

9.1 We have set up a Communications Centre at [REDACTED] This will be open 24 hours a day. Ticket office staff at each penalty fares station which we operate will tell the centre:

- when they open their ticket office;
- if their ticket office closes temporarily (and when it reopens);
- if their ticket office closes before its advertised time;
- when very long queues build up (and when queuing levels return to normal);
- when ticket or 'permit to travel' machines break down, or only accept coins or the exact fare; and
- when these ticket or 'permit to travel' machines are working properly again.

9.2 At unstaffed stations, if an Avantix or S&B self-service ticket machine breaks down, staff at various locations are automatically alerted. They will advise the Communications Centre and the contractor responsible for maintaining the machine. The Communications Centre will advise authorised collectors via the paging system. The contractor will then either reset the machine remotely, contact local staff to fix

the problem or send an engineer as per 5.3. Where machines are not located at unstaffed locations.

Revenue Protection staff will be rostered to monitor the status of all other ticket issuing and 'Permit to travel' machines at unstaffed stations on a daily basis. The details of any machine that is not offering full service or is otherwise out of order will be passed to the Communications Centre for onward transmission to all authorised collectors by pager message. The revenue protection staff will also inform the relevant manager so that the machine can be put right. Under the terms of our maintenance contracts, engineers will call to rectify faulty machines within 4 – 48 hours of being notified of a fault, depending on the time of call-out.

9.3 Where we operate penalty fares at a station run by another operator, the operator will be provided with the relevant telephone number of our Communications Centre. They will be requested to report by telephone any retail information that would affect the operation of our penalty fares scheme.

9.4 The Communications Centre will keep an appropriate record of the information they have received, and will give this to our Customer Services Department. This Department will provide information to the Independent Penalty Fares Appeals Service (IPFAS) or to the Independent Appeals Service (IAS) as requested so that they can investigate appeals.

9.5 We will give each mobile authorised collector a message pager. At static locations, such as automatic ticket barrier gatelines, one pager will be provided for authorised collectors to use on a shared basis. The Communications Centre will send details of ticket office closures, ticketless passengers and faulty ticket or 'permit to travel' machines to every authorised collector. We will give each mobile authorised collector a mobile phone, and ensure barrier line authorised collectors have access to a landline, so they can confirm whether ticket offices are open and whether ticket and 'permit to travel' machines are working properly, with the Communications Centre or with the station staff.

## 10 Selling tickets on board trains

10.1 We do not intend to train conductors, guards or other on-train staff to be authorised collectors. On-train staff will check and sell tickets on board penalty fares trains, but will provide a written penalty fares warning to any passenger who is liable to a penalty fare and will draw the passenger's attention to that warning. The wording of the written warning is as follows.

**"If travelling from a penalty fare station, on a penalty fare train, you must buy your ticket (or get a "Permit to Travel") before you board the train, where ticket or "Permit" issuing facilities are available.**

**If an authorised penalty fares collector had been checking tickets, you may have been charged a £20 penalty fare or twice the full single fare to the next**

station stop, whichever is greater.

**You must buy a valid ticket before boarding a train, if ticket facilities are available."**

Penalty fares warnings will be issued by Avantix Mobile machines.

Staff who are not authorised collectors and only issue tickets on board penalty fare trains will be given initial training and assessment regarding written penalty fare warnings. This will be supported by refresher training and assessment every two years.

## 11 Arrangements with other operators

The following table identifies each penalty fares station, which is served by trains of other operators, and sets out the arrangements that we will make with other operators.

Station	Is there a CTA?	Also served by trains operated by:	Does this operator have a penalty fares scheme?	Arrangements that will apply
Audley End	No	Cross Country	No	A
Cambridge	No	Cross Country First Capital Connect	No Yes	A C
Downham Market	No	First Capital Connect	Yes	C
Ely	No	Cross Country East Midlands First Capital Connect	No No Yes	A A A
Kings Lynn	No	First Capital Connect	Yes	C
Littleport	No	First Capital Connect	Yes	C
Liverpool St	No	C2C	Yes	E
Norwich	No	East Midlands	No	A
Seven Sisters	No	London Underground	Yes	G
Stratford	No	London Underground C2C LOROL DLR	Yes Yes Yes Yes	G E E G
Tottenham Hale	No	London Underground	Yes	G
Upminster	No	C2C	Yes	E
Walthamstow Central	No	London Underground	Yes	G
Waterbeach	No	First Capital Connect	Yes	C
Watlington	No	First Capital Connect	Yes	C

A - Passengers getting off this operator's trains will not be charged penalty fares, but will be dealt with in line with the current National Rail Conditions of Carriage. It is possible to see who has got off this operator's trains from the place where checks are carried out.

B - Passengers joining or getting off this operator's trains will not be charged penalty fares. The trains of this operator use separate platforms, and ticket checks will only affect passengers on trains to which penalty fares apply.

C - Passengers joining or getting off this operator's trains will not be charged penalty fares.

D - Passengers who say they have got off this operator's trains (at or around the times when this operator's trains arrive) will not be charged a penalty fare. Only a few trains run by this operator serve this station on any given day.

E - Penalty fares will be charged to passengers getting off this operator's trains under the terms of that operator's scheme, as long as the authorised collector has been individually authorised to collect penalty fares on behalf of this operator. These authorised collectors will be trained in the details of the other operator's scheme, including the relevant discretion guidelines and how to confirm what ticket facilities are available at the penalty fares stations of the other operator. The identification carried by each authorised collector in line with rule 5 will show the names of the operators who he or she is authorised to collect penalty fares for.

F - We will authorise this operator's authorised collectors to charge penalty fares under this scheme on our behalf. These authorised collectors will be given details of this scheme, including the discretion guidelines and details of how to contact the Retail Control Centre.

G - TfL and/or DLR operate a penalty fares scheme at these stations, but as our schemes are incompatible, we will not issue penalty fares to their passengers and vice versa.

## 12 Appeals

12.1 All appeals against a penalty fare charged under this scheme will be handled by the Independent Penalty Fares Appeal Service (IPFAS) or the Independent Appeals Service IAS. In line with the SRA's Penalty Fares Rules, every passenger charged a penalty fare under this scheme will be made aware of their right to appeal. IPFAS' or IAS' address will be shown on the penalty fare notice, together with details of how to make an appeal.

12.2 IPFAS/IAS will decide appeals in line with their code of practice approved by the Regulator on 23 December 1997, as amended with the DFT's approval from time to time. IPFAS/IAS will send passengers a copy of this code of practice if they ask.

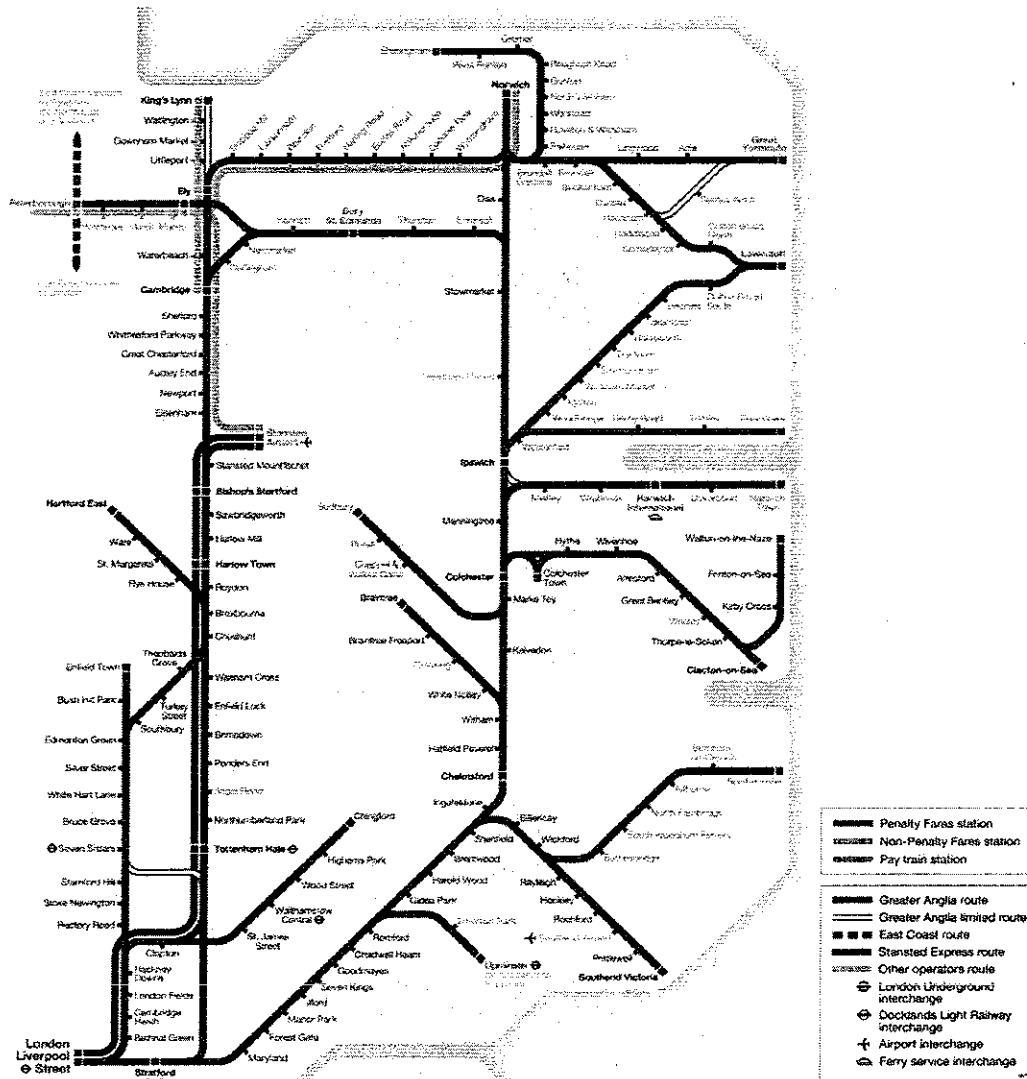
12.3 We will give IPFAS/IAS details of this scheme, including details of ticket

facilities and ticket office opening hours, the instructions given to authorised collectors and guidelines for using discretion. We will tell IPFAS/IAS about any changes to this information promptly. We will give IPFAS/IAS the necessary contact details for the Communications Centre, relevant revenue protection managers and ticket offices so that they can investigate appeals. We will pay IPFAS/IAS a set fee for each appeal, whether or not the appeal is accepted.

## Appendices

Appendix A	Map showing penalty fares trains and penalty fares stations.
Appendix B	Summary of the ticket facilities available at penalty fares stations.
Appendix C	Wording of the leaflet explaining the penalty fares scheme.
Appendix D	Wording and design of the penalty fares warning notices which will be displayed at every penalty fares station in line with rule 4.
Appendix E	Wording and design of the penalty fares warning notices which will be displayed on board trains.
Appendix F	Wording and design of the identification for authorised collectors.
Appendix G	Wording and layout of the penalty fare receipts and notices (rule 8).

# Appendix A: Penalty Fares Trains and Stations



## Appendix B: Ticket Facilities at Penalty Fares stations

Station	Operator	Ticket office opening hours			'Permit to travel' machines	Ticket machines
		Mon to Fri	Saturday	Sunday		
Alresford	GA	06:30-13:30	06:30-13:30	0	0	1
Audley End	GA	06:00-20:00	06:00-20:00	09:00-19:00	0	1
Bethnal Green	GA	0	0	0	0	1
Billericay	GA	06:00-20:15	06:10-20:15	07:10-20:40	0	3
Bishops Stortford	GA	06:00-21:00	06:00-21:00	06:55-21:40	0	3
Braintree	GA	05:45-19:10	05:45-13:05	07:45-15:30	0	1
Braintree Freeport	GA	0	0	0	0	1
Brentwood	GA	06:10-20:00	06:10-20:00	07:10-20:10	0	2
Brimsdown	GA	06:15-17:45	07:10-14:00	0	0	1
Broxbourne	GA	06:15-20:15	07:15-18:45	08:15-17:45	0	2
Bruce Grove	GA	06:30-13:40	06:30-13:40	0	0	1
Bush Hill Park	GA	06:30-13:40	06:30-13:40	0	0	2
Cambridge	GA	05:10-23:00	05:10-23:00	07:00-22:55	0	4
Cambridge Heath	GA	0	0	0	0	1
Chadwell Heath	GA	06:10-19:40	06:10-19:00	08:10-15:40	1	1
Chelmsford	GA	05:50-23:00	05:50-22:00	07:00-23:00	0	4
Cheshunt	GA	06:15-19:45	06:15-19:45	08:15-15:40	0	2
Chingford	GA	06:00-20:00	07:00-20:00	08:00-15:40	0	1
Clacton	GA	05:15-18:00	05:15-18:00	07:15-16:30	0	1
Clapton	GA	06:30-20:00	06:30-20:00	08:00-16:00	0	1
Colchester North	GA	04:30-23:15	04:30-22:30	06:00-23:15	0	5
Colchester Town	GA	06:10-20:15	07:00-18:45	0	0	1
Downham Market	FCC	06:0 - 17:10	07:00 - 13:30	0	0	2
Diss	GA	06:05-19:25	07:15-15:20	09:00-18:25	0	2
Edmonton Green	GA	06:30-20:55	06:30-20:55	07:45-15:15	1	2
Ely	GA	06:00-20:00	06:00-20:00	08:30-18:30	0	2
Elsenham	GA	06:00-13:30	06:00-13:30	0	1	2
Enfield Lock	GA	06:15-13:10	07:10-13:40	0	0	1
Enfield Town	GA	06:45-20:00	06:45-19:10	07:45-15:15	0	2



Station	Operator	Ticket office opening hours			'Permit to travel' machines	Ticket machines
		Mon to Fri	Saturday	Sunday		
Forest Gate	GA	06:10-19:40	06:40-18:40	08:10-15:40	0	1
Frinton	GA	06:00-13:00	05:40-13:00	08:10-15:50	0	1
Gidea Park	GA	06:00-20:00	06:00-20:00	06:30-20:00	0	2
Goodmayes	GA	06:10-19:40	07:10-19:00	08:10-15:40	1	1
Great Bentley	GA	07:00-14:00	06:30-13:30	0	0	1
Great Chesterford	GA	06:15-11:00	0	0	0	1
Hackney Downs	GA	06:20-20:00	06:20-20:00	08:20-15:30	0	1
Harlow Mill	GA	06:45-11:15	0	0	0	1
Harlow Town	GA	06:00-21:00	06:00-21:00	06:00-21:00	0	3
Harold Wood	GA	06:10-19:40	06:10-19:40	07:10-18:30	0	1
Hatfield Peveral	GA	06:15-19:30	06:15-13:00	0	0	1
Hertford East	GA	07:15-18:00	07:40-14:30	0	0	1
Highams Park	GA	06:00-20:00	06:00-20:00	08:00-15:40	0	2
Hockley	GA	06:00-19:30	06:00-19:40	08:10-15:40	0	2
Hythe	GA	0	0	0	1	0
Ilford	GA	06:10-20:00	06:10-20:00	06:10-20:00	0	3
Ingatestone	GA	06:00-19:40	06:00-12:45	07:30-15:30	0	1
Ipswich	GA	05:00-21:20	05:00-21:20	07:20-22:00	0	2
Kelvedon	GA	05:30-19:30	05:30-12:15	08:15-15:30	0	1
Kings Lynn	FCC	05:30-20:00	05:30-19:30	07:50-17:00	0	2
Kirby Cross	GA	0	0	0	1	0
Littleport	FCC	0	0	0	0	1
Liverpool Street	GA	03:30-01:00	03:30-01:00	03:30-01:00	0	22
London Fields	GA	0	0	0	0	1
Manningtree	GA	05:45-20:45	05:45-20:45	07:50-19:15	1	1
Manor Park	GA	06:10-19:40	07:10-14:00	08:10-15:40	0	1
Marks Tey	GA	05:35-22:10	05:35-22:10	08:20-19:30	0	1
Maryland	GA	06:40-13:45	06:40-13:45	0	1	0
Newport	GA	06:15-14:00	07:00-14:00	0	0	1
Northumberland Park	GA	06:45-10:00	0	0	0	1
Norwich	GA	04:45-20:45	04:45-20:45	06:45-20:45	0	3

Station	Operator	Ticket office opening hours			'Permit to travel' machines	Ticket machines
		Mon to Fri	Saturday	Sunday		
Prittlewell	GA	06:00-13:00	06:00-13:00	0	1	0
Ponders End	GA	06:15-12:45	0	0	0	1
Rayleigh	GA	06:00-20:00	06:00-20:00	06:00-20:00	0	3
Rectory Road	GA	06:15-13:20	06:15-13:20	0	0	1
Rochford	GA	06:00-17:00	07:30-14:20	09:00-15:00	0	1
Romford	GA	06:00-20:00	06:15-20:00	07:10-20:10	1	3
Roydon	GA	06:45-11:15	0	0	0	1
Rye House	GA	06:15-13:00	07:45-14:30	0	0	1
Sawbridgeworth	GA	06:00-20:00	06:00-18:00	08:00-19:40	0	1
Seven Kings	GA	06:10-19:40	06:10-19:00	08:10-15:40	1	1
Seven Sisters	GA	06:00-20:00	07:00-19:00	08:00-15:00	0	1
Shelford	GA	06:00-10:30	0	0	0	2
Shenfield	GA	06:10-20:00	06:10-20:00	07:10-20:10	0	2
Silver Street	GA	06:30-13:40	06:30-13:40	0	0	1
Southbury	GA	06:15-18:10	07:15-14:25	0	0	1
Southend Victoria	GA	05:00-23:00	06:00-23:00	07:00-23:00	0	1
Stowmarket	GA	06:15-19:30	07:15-16:30	06:15-18:30	0	2
Stratford	GA	06:15-21:30	06:15-21:30	06:15-21:30	0	7
St. James Street	GA	06:30-20:00	06:30-20:00	08:00-16:00	1	1
St. Margarets (Herts)	GA	06:20-13:30	07:45-15:00	0	0	1
Stamford Hill	GA	07:15-14:20	07:15-14:20	0	0	1
Stansted Mountfitchet	GA	06:00-13:00	06:00-13:00	08:00-15:00	0	1
Stoke Newington	GA	06:20-13:20	06:15-13:20	0	0	1
Theobalds Grove	GA	06:15-17:45	07:15-14:00	0	0	1
Thorpe le Soken	GA	05:15-22:45	05:40-22:50	07:15-23:00	0	1
Tottenham Hale	GA	06:30-20:30	06:30-20:30	08:00-15:00	0	3
Turkey Street	GA	06:15-13:00	07:15-14:00	0	0	1
Upminster	c2c	05:15-22:00	06:15-22:00	06:45-22:00	0	5
Waltham Cross	GA	06:10-20:00	07:45-14:40	08:15-15:45	0	1
Walthamstow Central	GA	06:00-21:00	06:00-21:00	06:30-21:30	0	9

Station	Operator	Ticket office opening hours			'Permit to travel' machines	Ticket machines
		Mon to Fri	Saturday	Sunday		
Walton on the Naze	GA	06:00-13:30	06:00-13:00	08:40-16:10	1	0
Ware	GA	06:15-19:45	07:15-19:45	07:15-19:45	0	1
Waterbeach	FCC	0	0	0	0	2
Watlington		0	0	0	0	1
White Hart Lane	GA	06:30-18:00	06:30-13:40	0	0	1
White Notley	GA	0	0	0	1	0
Whittlesford	GA	06:00-13:30	06:00-13:30	0	0	1
Wickford	GA	05:55-20:00	06:00-19:30	08:10-19:30	0	2
Witham	GA	06:00-22:00	06:15-21:00	06:45-21:00	0	2
Wivenhoe	GA	06:10-20:30	06:15-20:30	07:50-16:15	0	1
Wood Street	GA	06:00-17:40	06:00-17:40	08:00-15:40	0	1

## Key

**'Permit to travel' machines (PERTIS):** A machine which issues a 'permit to travel' giving the time, date and station when a passenger puts in any amount from 5p up to the fare to be paid. The permit must be exchanged for a ticket within two hours either on the train or at the destination or interchange station. The amount paid will be taken off the price charged for the ticket. 'Permit to travel' machines will be switched on by the ticket office staff when the ticket office closes.

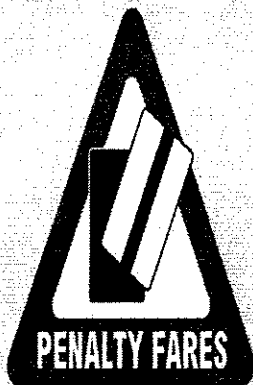
Types of ticket machine:

**'Scheidt & Bachmann'** – A ticket machine which sells a wide range of ticket types, to a wide range of destinations, and which accepts debit and credit cards as well as coins and notes.

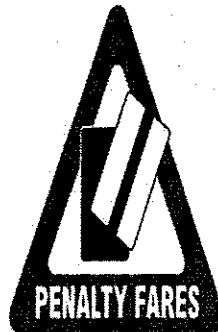
**'Shere Fast Card Only'** – A ticket machine which sells a wide range of tickets to a limited range of destinations, and which accepts only debit and credit cards. Machines that are placed in ticket halls and so can only be used when the ticket office is open are marked with a '\*'.

Important: The number of ticket and PERTIS machines, and the ticket office opening hours shown above, are a minimum. We have the right to open the ticket office earlier or close it later, provide more ticket or PERTIS machines, or provide machines of a different type which offer the same or greater range of destinations, ticket types and methods of payment.

## Appendix C: Penalty Fares Leaflets



**Remember:**  
**Buy a ticket before you**  
**travel otherwise you may**  
**have to pay a Penalty Fare**  
**(minimum £20)**



**Do you have any questions?**

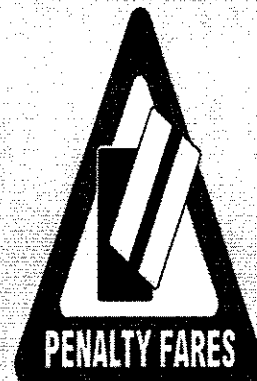
For further information about Penalty Fares  
on Greater Anglia services please  
contact our Customer Service team:

**GreaterAnglia**

Telephone: 0845 600 7245\*  
Email: [contactcentre@greateranglia.co.uk](mailto:contactcentre@greateranglia.co.uk)

\*All calls charged at national rate, calls may be recorded

## Penalty Fares information



This leaflet gives you advice about how  
and where to buy your ticket and contains a  
map showing the Penalty Fare areas for the  
following train operating company

**GreaterAnglia**

December 2011

This leaflet is intended as a guide and should not be regarded as  
a complete or authoritative statement of the law or regulations.  
Other train operators may have their own Penalty Fares scheme.  
This leaflet only covers the stations served by Greater Anglia.

 **National Rail**  
Network of train companies working together

**Department for  
Transport**

## An explanation of Penalty Fares

### The need to protect revenue

Each year the UK rail network carries over one billion passengers and earns over £5 billion from the sale of tickets. Even if only a small percentage of these passengers travel without paying, the rail network will lose a considerable amount of money. Reducing the number of people who travel without a ticket is not only in the interests of us, the operator, but also in the interest of our fare-paying passengers.

Few of us want to pay more for our tickets because some people avoid paying, and the loss of income due to people travelling without tickets reduces the money available to invest in a better rail service.

### What are Penalty Fares?

A Penalty Fare scheme works on the same principle as a 'pay and display' car park, where motorists may have to pay a penalty if they do not buy a ticket when they park. Where Penalty Fares apply, a passenger must buy a ticket or Permit to Travel before starting their journey.

If a passenger gets on a train without a ticket or Permit to Travel at a station where ticket facilities are available, they may be liable to pay a Penalty Fare. The penalty is the greater of £20 or twice the full single fare from the station where the passenger got on the train to the next station at which the train stops. If the passenger wants to travel beyond the next station they must also pay the relevant fare from that station to their final destination.

Where the facility to do so has been provided, **you must purchase a ticket or Permit to Travel before you travel.**

If you cannot produce a valid ticket or Permit to Travel for inspection when required, you may have to pay a Penalty Fare (minimum £20).

## Buying your ticket

### On the internet

You can buy a wide range of tickets, from our website [greateranglia.co.uk](http://greateranglia.co.uk). Tickets can be sent by first class post or special delivery or you can collect them from selected self service ticket machines at our stations. There may be a postal charge.

### Self-service ticket machines

Self-service ticket machines are available at many of our stations. These offer a quick and easy way of buying or collecting a wide range of tickets. Tickets can be purchased with a credit card, debit card or cash without having to visit the ticket office.

### At the station

Each staffed station displays a poster showing the opening hours of the ticket office and other useful information. All Greater Anglia ticket offices offer a wide range of National Rail tickets. We will always sell you the ticket that most suits your needs, regardless of whether or not you are travelling on our trains.

### Reservations

You don't need a reservation to travel on our trains. However, if you are planning to travel on the services of another train operator who offers seat reservations, we can arrange these for you when you buy your ticket.

### Queuing

Please allow sufficient time to buy your ticket, particularly if your requirements are complicated. If you wish to renew a season ticket or make a reservation on another train operator's services it may be better to avoid the busy morning and evening rush hours. This will help our staff to give you the best possible service.

### Permit to Travel

At all our unstaffed stations we provide a Permit to Travel machine. A Permit to Travel is not a ticket but gives you authority to start your journey. It is valid for two hours, during which time you should exchange it for a full ticket at the first opportunity.

If you are travelling from a station where there is no permanent ticket office or the ticket office is closed and there is no self-service ticket machine you should purchase a Permit to Travel from the Permit to Travel machine. 'Permit to Travel' machines are normally located near the ticketing issuing facilities, at station entrances or on platforms. Charts showing a limited range of fares are normally located nearby. Insert the maximum amount of coins that you have to the value of your journey. A guide for purchasing a permit and a list of the most popular fares is located on each machine.

# Your ticket

## Railcards and discounted tickets

Remember to keep your Railcard or other discount card with you at all times. Discounts are only available if the discount card can be produced when purchasing tickets. Discounted tickets are only valid when presented with a valid discount card. If you cannot produce your discount card and any relevant photocard for inspection at the time of travel, you may have to pay a Penalty Fare.

## Season ticket holders

If you have forgotten your season ticket and you notice before travelling, you should purchase another ticket or Permit to Travel before starting your journey. You can usually claim a full refund. Please note, however, only two such refunds are allowed in any 12 month period. You can get a claim form from ticket offices. However an administration fee may be charged.

If you discover that you have forgotten your season ticket or photocard after you have started your journey you may be issued with a Penalty Fare which you may appeal. You will need to provide a good quality photocopy of both your season ticket and photocard to the address shown on the Penalty Fare notice. Please note, you are only allowed two such appeals in any 12 month period on these grounds.

## Ticket extensions

If you wish to travel to a station beyond the validity of your ticket, you should buy an extra ticket before starting your journey. You may have to pay a Penalty Fare if you do not buy a Permit to Travel or extra ticket before joining the train, where the facility to do so had been provided.

Please note that Pay As You Go cannot be used to pay for a journey extension on National Rail services and a separate ticket is required if you wish to travel beyond the validity shown on your ticket. London Underground can usually only issue ticket extensions for National Rail operators' services within the Travelcard area, so if you are planning to travel outside of zones 1-6 on a Greater Anglia service you are advised to buy a ticket from a National Rail retail outlet.

## Upgrading your ticket

If you wish to upgrade a standard class ticket to first class, you should pay the additional fare before travelling. This also applies to season ticket holders who wish to upgrade. If you fail to do so, you may have to pay a Penalty Fare.

## Oyster Pay as You Go

Where Pay as You Go is valid on Greater Anglia services you must touch in and touch out to ensure you are charged the correct fare for your journey. If you fail to touch in then your Pay as You Go is not valid and you may be liable to pay a Penalty Fare.



## Frequently asked questions

### **If I do not buy a ticket before travelling, is it an automatic Penalty Fare?**

You are responsible for ensuring that you purchase before travelling, a ticket or Permit to Travel that is valid for your entire journey, otherwise you may have to pay a Penalty Fare. Greater Anglia is responsible for ensuring that the facility to purchase a ticket or Permit to Travel is available.

### **Can I pay at my destination if I am in a rush?**

If you board a train without a valid ticket or Permit to Travel, then you may have to pay a Penalty Fare. If it is shown that your intention was to avoid your fare, then you are breaking the criminal law and you may be liable to prosecution.

### **What methods of payment can I use to pay a Penalty Fare?**

You can use cash, Visa, MasterCard, Electron, Maestro or Delta.

### **What if I am unable to pay the full amount of the Penalty Fare on the spot?**

If you do not have the full amount, then you will be allowed to make a part payment of at least the full single fare; you then have 21 days to pay the remaining amount of the Penalty Fare. This can be done using the online facility on the Independent Revenue Collection and Support (IRCAS) website or telephone payments centre. Details of how to do this are on the Penalty Fare notice.

### **Is there a right of appeal against a Penalty Fare?**

If you wish to appeal against a Penalty Fare you must do this in writing within 21 days of the issue date and send it to the appeals address on the Penalty Fare notice. The appeals body adheres to an agreed Code of Practice (approved by the Department for Transport) in the assessment of all appeals. The Independent Appeals Service will consider all the facts presented to them on appeal and notify the appellant of the outcome.

### **What if I want to buy a season ticket and the ticket office is closed, or the machine doesn't sell the ticket I want?**

Self-service ticket machines sell most weekly season and Travelcard season tickets for journeys on Greater Anglia services. Monthly season ticket holders can renew their ticket provided their details are recorded in our database. If the required destination station is not listed on the ticket machine, then please purchase a single ticket to your interchange station or use the Permit to Travel machine (where provided). The cost of this ticket or Permit to Travel will be deducted from the cost of the ticket you require.

### **What if I pay too much for my Permit to Travel?**

When exchanging your Permit to Travel for a ticket, it is treated just like cash. Change will be given at the time.

### **What if I haven't got any change to buy a permit?**

Just like a passenger must pay on boarding a bus, you are responsible for ensuring that you are carrying sufficient funds to purchase a Permit to Travel or ticket before travelling, otherwise you may have to pay a Penalty Fare.

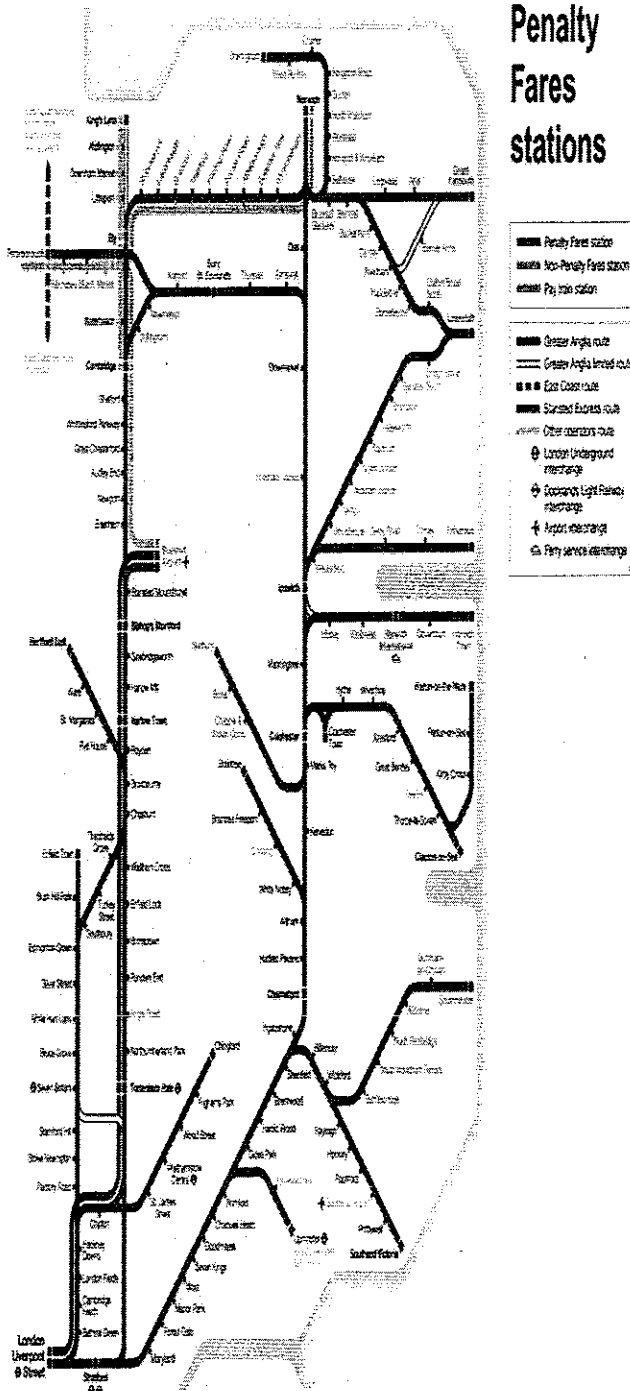
### What happens if I refuse to pay the Penalty Fare?

You will receive a reminder letter advising you of the outstanding sums owed to us. If you travel on the railway with intent to avoid payment of the fare then you may be prosecuted under criminal law. The current maximum penalty upon conviction is £1000 fine and/or three months imprisonment.

### Why are my name and address details required if I am paying in full?

You are required by law to provide your full name and address, even if you pay the Penalty Fare in full at the time of issue.

## Penalty Fares stations



## Appendix D: Penalty Fares Warning Notices (Stations)

### Northern Stations

**PENALTY FARES**

# WARNING

## Have you paid?

**Please buy your ticket  
before you travel, otherwise  
you may have to pay a  
Penalty Fare (at least £20)**

If you cannot produce a valid ticket for your entire journey, or permit to travel when asked to do so you may be charged a Penalty Fare of £20 or twice the full single fare (whichever is the greater amount) to the next station at which your train stops. Also, you may be charged the full single fare to your destination station if you continue your journey on the same train.

#### Buying your ticket

Please buy your ticket from the ticket office or the self service ticket machines (where available). If the ticket office is closed and you cannot buy the ticket you want from a self service ticket machine, you must buy a Permit to Travel (where there is a machine available), paying as much of your fare as possible. A Permit to Travel is only valid for 2 hours and you must exchange it for a ticket as soon as possible.

#### Examples of when a Penalty Fare may be charged

If you:

- travel without a valid ticket
- are unable to produce an appropriate Railcard for a discount ticket
- travel in First Class accommodation with a Standard ticket
- are aged 16 or over, travelling on a child rate ticket
- travel beyond the destination on your ticket.

For further information please pick up a Penalty Fares leaflet from your nearest staffed station. Penalty Fares Regulations do not apply to passengers using East Midlands train services or Passengers using Abellio Greater Anglia 'Paytrain' services except between Ipswich and Stowmarket and Ely and Cambridge.



**GreaterAnglia**

**Department for  
Transport**

DAK/2000



# WARNING

## Have you paid?

**Please buy your ticket  
before you travel, otherwise  
you may have to pay a  
Penalty Fare (at least £20)**

If you cannot produce a valid ticket for your entire journey, or permit to travel when asked to do so you may be charged a Penalty Fare of £20 or twice the full single fare (whichever is the greater amount) to the next station at which your train stops. Also, you may be charged the full single fare to your destination station if you continue your journey on the same train.

#### Buying your ticket

Please buy your ticket from the ticket office or the self service ticket machines (where available). If the ticket office is closed and you cannot buy the ticket you want from a self service ticket machine, you must buy a Permit to Travel (where there is a machine available), paying as much of your fare as possible. A Permit to Travel is only valid for 2 hours and you must exchange it for a ticket as soon as possible.

#### Examples of when a Penalty Fare may be charged

If you:

- travel without a valid ticket
- are unable to produce an appropriate Railcard for a discount ticket
- travel in First Class accommodation with a Standard ticket
- are aged 16 or over, travelling on a child rate ticket
- travel beyond the destination on your ticket.

For further information please pick up a Penalty Fares leaflet from your nearest staffed station.



28/02/2008



# WARNING

## Have you paid?

### Please buy your ticket before you travel, otherwise you may have to pay a Penalty Fare (at least £20)

If you cannot produce a valid ticket for your entire journey, or permit to travel when asked to do so you may be charged a Penalty Fare of £20 or twice the full single fare (whichever is the greater amount) to the next station at which your train stops. Also, you may be charged the full single fare to your destination station if you continue your journey on the same train.

#### Buying your ticket

Please buy your ticket from the ticket office or the self service ticket machines (where available). If the ticket office is closed and you cannot buy the ticket you want from a self service ticket machine, you must buy a Permit to Travel (where there is a machine available), paying as much of your fare as possible. A Permit to Travel is only valid for 2 hours and you must exchange it for a ticket as soon as possible.

#### Examples of when a Penalty Fare may be charged

If you:

- travel without a valid ticket
- are unable to produce an appropriate Railcard for a discount ticket
- travel in First Class accommodation with a Standard ticket
- are aged 16 or over, travelling on a child rate ticket
- travel beyond the destination on your ticket.

For further information please pick up a Penalty Fares leaflet from your nearest staffed station. Penalty Fares Regulations do not apply to passengers using Cross Country or East Midlands train services and Passengers boarding all services at Stansted.



**National Rail**  
Delivering First Class services working together

**GreaterAnglia**



**First Capital Connect**

**Department for Transport**

DMC/2014

## Appendix E: Penalty Fares Warning Notices (On Board)



**PENALTY FARES**

**You may be liable to pay a Penalty Fare if you travel without a valid ticket or Permit to Travel.**

This is £20 or twice the single fare to the next station (whichever is the greater). You will also be charged the full single fare from the next station to your destination if you continue your journey on this train.

You must purchase a ticket at the first available opportunity.

DMC302 V



**PENALTY FARES**

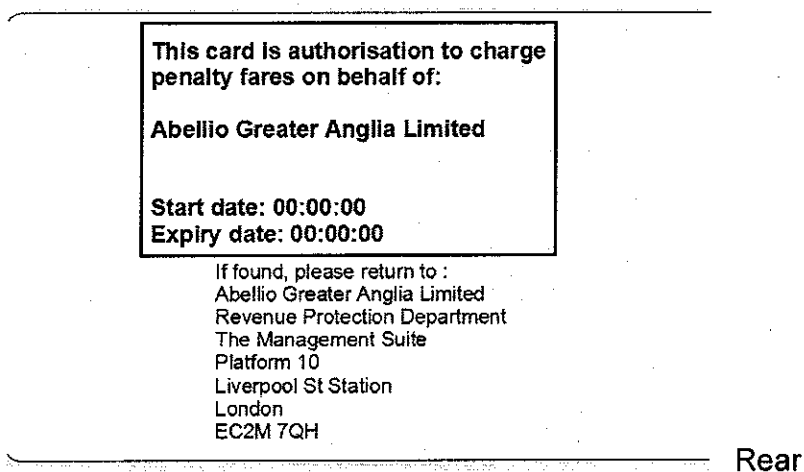
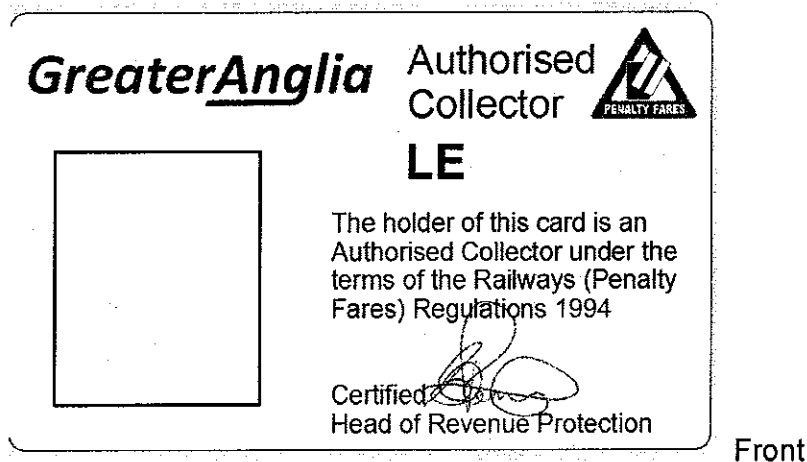
**You may be liable to pay a Penalty Fare if you travel without a valid ticket or Permit to Travel.**

This is £20 or twice the single fare to the next station (whichever is the greater). You will also be charged the full single fare from the next station to your destination if you continue your journey on this train.

You must purchase a ticket at the first available opportunity.

DMC302 V

## Appendix F: Authorised Collectors Identification



# Appendix G: Penalty Fares Receipts and Notices

## PENALTY FARE NOTICE/RECEIPT



Date

Mr Mrs Ms

At hrs, having travelled and failed to produce either a valid ticket, or other authority to travel, for your journey, you are required to pay a

Other  
If under 16 - date of birth and name of parent/guardian

PENALTY FARE of £ or

Twice the appropriate full single fare £ whichever is the greater

Surname

For names

From

House number / name

To

Street

(shed or other station stop)

District

1st Class 2nd Class On train At station

Town

County

Postcode

How Validated

Reference

Validation: Address Name

Passenger's Signature

Reason

- 00 No ticket
- 01 Stid to First
- 02 Out of date
- 03 Travel beyond validity
- 04 No supporting document
- 05 Adult on child ticket
- 06 Other
- 07 Failed to carry season ticket
- 08 Oyster Card

GA

IMPORTANT NOTICE  
Unless the amount owing is paid in full by

Total due £

Amount Received £

Amount owing £

legal proceedings may be brought against you, if you wish to dispute your liability to pay a Penalty Fare, a statement giving an explanation of your failure to produce a valid ticket or other authority for your journey, together with any information as to your journey, relevant to that explanation, must be made in writing or online to the address below so as to arrive no later than

This penalty fare notice/receipt is given in accordance with the Penalty Fares Rules 2002, and is an authority to finish the journey detailed above without a break of journey. It does not authorise you to undertake a return or any other train journey.

The Independent Appeals Service.

PO Box 212, Paterfield GU22 9BQ

On-line appeals to: [www.gas.co.uk](http://www.gas.co.uk)

Any information provided must include an indication of the time when and the station where you started your travel. Copies of the rules and a summary of the approved penalty fares scheme may be obtained from the Independent Appeals Service whose address is shown above.

Authorized Collector Number GA  
Not Transferable

### PLEASE FORWARD THIS DOCUMENT WITH ANY CORRESPONDENCE OR PAYMENT

Payment Advice (to be completed when payment sent to Independent Revenue Collection and Support) requires Greater Anglia Order or Credit Card/Debit Card authorisation for £ (please cheque/£10 payable to IRCSA). Credit/Debit card payments made by card are subject to 3% de minimis fee.

Payment may be made:

online at [www.gas.co.uk](http://www.gas.co.uk)

by phone at 0844 544 6468

or by post to IRCSA, PO Box 212, Paterfield GU22 9BQ

Full details on the back of this notice.

Card type: Visa / Mastercard / Maestro / Electron

Start Date / Expiry Date / Card No. (last 4 digits only)

Cardholder's Signature

Address: Greater Anglia Ltd

Registered in England No. 06481310

Registered Office: 5 Fleet Place, London EC4A 3DF

PAID / DECLINED

GA

Form Reference