

Application for Authority to Operate a Penalty Fares Scheme

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1 Introduction

1.1 We, First Great Western, incorporating the British Airports Authority (BAA) Heathrow Connect services between Hayes and Harlington and London Paddington station, respectfully give notice, under rule 3.2 of the Penalty Fares Rules 2002, to request the authority to make changes in our Department for Transport (DfT) authorised operation of our First Great Western Penalty Fares Scheme. This document describes our penalty fare scheme for the purpose of rule 3.2b.

1.2 We wish to operate a Penalty Fares Scheme to include stations and all of the train services that operate within this proposed area. These trains would be the services operated by First Great Western.

The proposed area is as follows:

- Bristol Temple Meads station to Swindon station via Bath Spa station;
- Bristol Temple Meads station to Cheltenham Spa station.
- Bristol Temple Meads station to Westbury station
- Bristol Temple Meads station to Taunton station

1.3 We have prepared this scheme taking account of the following documents: The Railways (Penalty Fares) Regulations 1994, The Penalty Fares Rules 2002 and The Department for Transport Penalty Fares Policy 2002. We wish for the new scheme to start on Saturday 31st March 2007

1.4 We have decided to introduce a penalty fare scheme to these areas because, and in compliance with the National Rail Conditions of Carriage, to reduce ticketless travel by actively encouraging the customers to purchase a ticket before travelling. We are fully supportive of the concept that a penalty fare scheme acts as a deterrent to ticketless travel.

1.5 The proposed areas mainly consist of suburban areas where the stations are sited close together, making it difficult for revenue staff to conduct full ticket checks on-board the services between station stops; and other areas where it is difficult for the staff to conduct full ticket checking duties due to the passenger loadings on the services in the morning and evening peak times due to high volume commuter traffic. The areas include our stations that are our key commuter routes as defined by passenger journey numbers.

1.6 In line with Rule 3.2, we have sent copies of the scheme to:

- Passenger Focus
Whittles House, 14, Pentonville Road, London. NI 9HF
- Passenger Focus
Freepost WA 1521, Warrington, WA4 6GP
- London TravelWatch
6 Middle Street London, EC1A 7JA
- Severnside Rail Partnership
- TravelWatch SouthWest, West House, Freshford, Bath BA2 7WA

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2 Penalty fares trains

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- 2.1 For the purposes of this scheme, all the trains that First Great Western operate within the routes as shown at 1.2 above.
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.

Bristol Temple Meads station to Westbury station

Bristol Temple Meads, Keynsham, Oldfield Park, Bath Spa, Bradford-on-Avon, Trowbridge and Westbury

Bristol Temple Meads station to Cheltenham Spa station.

Bristol Temple Meads, Filton Abbey Wood, Bristol Parkway, Yate, Cam and Dursley, Gloucester and Cheltenham Spa

Bristol Temple Meads station to Swindon via Bath Spa station;

Bristol Temple Meads, Keynsham, Oldfield Park, Bath Spa, Chippenham and Swindon

Bristol Temple Meads station to Taunton station

Bristol Temple Meads, Nailsea and Blackwell, Yatton, Worle, Western-super-Mare Highbridge and Burnham, Bridgwater and Taunton.

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

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

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Avoncliff
Freshford

No Ticket Facilities, This is an unmanned station that serves the area. Customer flow does not warrant a ticket office.

Lawrence Hill
Stapleton Road

No Ticket Facilities, This is an unmanned station that serves the area. Customer flow does not warrant a ticket office.

Bedminster
Parson Street
Weston Milton

No Ticket Facilities, This is an unmanned station that serves the area. Customer flow does not warrant a ticket office.

These stations are intended to be included in the Penalty Fares scheme when the facility to purchase a ticket from the stations is addressed. They do not have a large customer flow and are not considered as a priority or a real concern. However, for the purpose of making the scheme uncomplicated for our customers we do intend to include these stations as Penalty Fare stations.

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Authorised Collectors are trained to explain the Penalty Fares Regulations thoroughly to ensure that customers understand the scheme and that there is no confusion on these lines.

A map showing these penalty fares stations is included as **Appendix A**.

4 Compulsory ticket areas (CTA's)

- 4.1 The scheme will not create any compulsory ticket areas.

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5 Ticket facilities

- 5.1 The ticket facilities provided at each penalty fares station are set out in **Appendix B**.
- 5.2 The ticket facilities at each penalty fares station are sufficient to meet the Ticketing and Settlement Agreement and First Great Western's Passenger's Charter queuing standards under normal circumstances at all times of day. Our commitment is to make queuing times for passengers requiring tickets for immediate travel at our ticket offices no longer than 5 minutes during the peak and 3 minutes off peak.

We will do the following to make sure that passengers are not charged penalty fares when the queuing standards are not met: -

- A message will be paged out to all On-Train Staff alerting the Authorised Collectors to problems with queues at stated station;
 - Staff will be deployed with mobile ticket issuing machines to the stations that have excessive queues and assist in reducing the length of the queues;
 - Booking office staff will be advised to turn on any ticket and Pertis machine sited at the station; and
 - At stations that we find problems occurring regularly the Penalty Fares Manager may decide to temporarily suspend Penalty Fares until the problem has been rectified at that station.
- 5.3 At staffed stations, staff will check ticket issuing vending machines every day that the station is staffed. Staff are trained to put faults right themselves wherever possible; otherwise our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be put right within 24 hours. During this time Authorised Collectors will be alerted to the problems so as to stop them from charging Penalty Fares to Passengers coming from these stations where the ticket machines are not working.
- 5.4 At un-staffed stations, the ticket issuing machines are checked to be in working order. This is done by two methods:
- Remote monitoring of the operating performance of the Schiedt and Bachmann ticket vending machines is performed continuously by both the First Great Western Control Room staff and the machine supplier; and, in addition,
 - The customers inform the on-train Revenue staff if a problem with any machine is encountered. The on-train staff will report the alleged fault to the First Great Western Control Room and the Station's manager or Duty manager by use of the mobile telephone.

The Control Room will page out that the problem exists and consequently Penalty Fares will not be issued to persons travelling from that station. The Station or Duty manager will arrange that the reported machine fault be investigated as a priority. Staff are trained to put faults right themselves wherever possible; otherwise our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be put right within 24 hours.

During this time Authorised Collectors will be alerted to the problems so as to stop them from charging Penalty Fares to Passengers coming from these stations where the ticket machines are not working.

- The second method is that the Station or Duty managers have a duty to visit the un-staffed stations daily to check that all is in order i.e. vandalism, litter and machine ticket maintenance.
After investigation of a reported ticket machine fault the Control Room will be informed. The Authorised Collectors are then informed of the status of the ticket machines by the pager system.

6 Publicity and warning notices

- 6.1 In line with Rule 3, notices telling passengers that we are going to introduce a penalty fares scheme will be displayed where they can be seen clearly at each penalty fares station for at least three weeks before the date on which the scheme comes into force. The wording of the notices is shown in **Appendix C**.
- 6.2 As well as these notices, we will do the following to make sure that the introduction of the scheme is well publicised: -
Announcements will be made on board trains operating within the Penalty Fares scheme area one month before the penalty fares scheme goes live;
Posters will be put in place at penalty fares stations one month before the penalty fares scheme goes live;
Announcements will be made in the local press within the penalty fares scheme area one-month before the penalty fares scheme goes live;
We will run a 'week count down' poster scheme at the stations. These posters will be prominent and will declare the number of weeks leading to the penalty fares scheme becoming live. We will do this for four weeks prior to 31st March 2007;
Our Ticket Office staff will hand to our customers a leaflet that will explain that penalty fares are to be introduced at this new station from 31st March 2007 and the leaflet will explain how our customers can avoid receiving a penalty fare. We will do this for four weeks prior to the penalty fare scheme goes live.
- 6.3 Before the scheme is introduced, we will brief ticket office staff, platform staff, customer services staff and train crew about how the penalty fares scheme will work. We will keep a record of this briefing.
- 6.4 We will produce leaflets that 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 from at least three weeks before the scheme is introduced. 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 DfT'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 D**.

Our customer services department will send a large-print or audiotape version of the leaflet to anyone who asks. In areas where a large number of people do not speak English as their first language, or when the penalty fares scheme covers stations serving ports or airports, we will produce leaflets and notices in other languages.

- 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 We will use the electronic customer information systems to display a penalty fare warning at all First Great Western stations within the penalty fares scheme area. The warning will include the words 'Penalty Fares - Please buy your ticket before travelling as penalty fares apply to this train' at the bottom of the 'next train' information display for each penalty fares train.

7 Selecting and training authorised collectors

- 7.1 Revenue Protection Inspectors and Officers are selected for their abilities; we look for a number of qualities within any applicant who applies for a position as a Revenue Protection Inspector or Officer. We first screen successful applicants by using psychometric testing and then interview candidates using evidence from their previous roles and education. We do have our own Training and Development Department that will train successful candidates to a competent level when the candidate demonstrates that he has the aptitude and abilities that we look for in an authorised person to collect Penalty Fares.

PERSON SPECIFICATION FOR AN AUTHORISED COLLECTOR OF PENALTY FARES		
Smart Professional appearance	Willingness to wear Full uniform	Good Health
Good Attendance record	Pass the Company Medical	Good General Education up to GCSE level and above
Experience of Team Working	Past Experience in Retail or a Similar Role	Cash Handling
Able to relate to a wide range of people	Self Motivated	Takes Initiative
Friendly and Approachable	Willing to work Shifts including nights	Mobile
Calm in a Crisis	Assertive	Awareness of what constitutes good Customer Awareness
Ability to write clear and concise reports	Communication Skills	Good Verbal Reasoning and Writing Skills
DESIRABLE ATTRIBUTES		
Desirable O/A level Maths and English	Desirable Knowledge of Penalty Fares and PACE	Understanding of Railway Geography
Team Player		

- 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 byelaws;
 Penalty Fares Rules and the Regulations;
 Details of this scheme, including how authorised collectors should use their professional judgement;
 Customer service; and
 Conflict Avoidance

This training will be carried out by: -
First Great Western Training and Development Department to NVQ standards. 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 and is proven competent.
- 7.4 We will give refresher training to each authorised collector every 12 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 bi-monthly 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 train crew, 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 compliance to 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**.
- 8.2 When they charge a penalty fare, authorised collectors will follow Rule 8 by issuing a penalty fare notice.
- 8.3 We will provide each authorised collector with written instructions in the form of a revenue protection handbook. 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 Control Room. 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 the ticket is not valid;
- Passengers who have standard class tickets who are travelling in first class; and Season-ticket holders who do not have their season ticket with them.

8.5 Authorised collectors will be given the right to use their professional judgement in deciding not to charge a penalty fare. They would then either charge the full single fare in line with National Rail Conditions of Carriage, or charge a relevant discounted fare, as appropriate, with regard to the circumstances. The instructions will set out clear guidelines to assist in the use of professional judgement for: -

- 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 accordance with Rule 8.2, passengers who are charged a penalty fare have 21 days in which to pay the outstanding amount. 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 where two or more train operating companies operate services, 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 particular train.

8.9 Authorised collectors will not be paid commission on either the ticket or the penalty fare that they issue.

8.10 We reserve the right to prosecute passengers if we consider that 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 a First Great Western Operational Control Room located at [REDACTED]. This is open 24 hours seven days a week. Ticket office staff, or Station or Duty managers for each penalty fares station that we operate will tell the Control Room: -

- When the Ticket Office is closed;
- If their ticket office closes temporarily (and when it re-opens);
- 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.

This information will be passed to the authorised collectors by way of their individually issued pagers.

9.2 At un-staffed stations Revenue Protection staff, in conjunction with Station and Duty managers, will check ticket machines daily at the stations and report any ticket machines out of order to First Great Western Control Room who will then page a message to all On-Train Staff. In addition, both the First Great Western Control Room and the machine suppliers continuously monitor the operating status of all Schiedt and Bachmann ticket machines. In the event of any malfunction, or following a problem that has been rectified, First Great Western Control will page a message out to all on train staff informing of the ticket machines operating status.

9.3 The Control Room keep appropriate records of the information they have received, and will give this to the Independent Penalty Fares Appeal Services as necessary to assist in any investigation of appeals.

9.4 We will issue each authorised collector a message pager, and First Great Western Control will send details of ticket office closures, very long ticket queues and faulty ticket or 'permit to travel' machines or other self-service ticket issuing machines to every authorised collector. We will give each authorised collector a mobile phone so they can confirm whether ticket offices are open and whether ticket and 'permit to travel' machines are working properly, with the Control Room or with the station staff.

10 Selling tickets on board trains

10.1 We do not intend train conductors, train managers, guards or other on-train staff to be authorised collectors of penalty fares. 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:

10.2 Penalty Fare Warning

When Travelling From Stations within the Penalty Fares area you **must** buy your ticket (or obtain a permit to travel) **before you board the Train** where ticket purchasing (or permit issuing) facilities are available, if you do not then:

- If you are checked by a Penalty Fares Inspector you will be charged a £20 Penalty Fare. Or Twice the standard single fare to the next station stop whichever is the greater
- If you are checked by the conductor you will only be sold a full price standard single or return ticket
- Conductors will not sell any tickets when there is a Penalty Fares Inspector checking the train

This penalty Fares Warning will be issued with any ticket sold within the Penalty Fares area by any person not an Authorised Collector under the Scheme. FGW staff will issue a penalty fares warning from the Sportis/Avantix mobile or other portable ticket machine as per RSP ticket type 2ZWQ/9ZWQ, or by the issue from a pad on which the individual sheets are progressively numbered. Issuing staff will endorse an identification number and the number of the actual travel ticket on each written warning notice that they issue. This will be issued sequential to the travel ticket issued to the passenger.

- 10.3 Training of new staff will be done through our Training and Development Department who will incorporate the new Regulations into the Penalty Fares Course. Any existing Authorised Collector will receive a full days Briefing explaining the new regulations. Any other on train staff that will be working within the Penalty Fares area will receive a full briefing explaining the need for continuity with the warnings and they will all have re training on the conditions of carriage.

- 10.4 All On-Train staff will be monitored and will be checked on a four weekly basis, at random, through the accounts department. The Penalty Fares Manager will check and record these checks. All monitoring will be subject to Audit.

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
Bristol Temple Meads	No	Virgin Trains South West Trains	No No	C C
Bristol Parkway	No	Virgin Trains	No	C
Cheltenham Spa	No	Virgin Trains Arriva Trains Wales Central Trains	No No No	C C C
Gloucester	No	Virgin Trains Arriva Trains Wales Central Trains	No No No	C C C
Keynsham	No	South West Trains	No	C
Oldfield Park	No	South West Trains	No	C
Weston-super-Mare	No	Virgin Trains	No	C
Taunton	No	Virgin Trains	No	C
Westbury	No	South West Trains	No	C
Trowbridge	No	South West Trains	No	C
Bradford-on-Avon	No	South West Trains	No	C
Bath Spa	No	South West Trains	No	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.

12 Appeals

12.1 The Independent Penalty Fares Appeal Service (IPFAS) will handle all appeals against a penalty fare charged under this scheme. In line with the DfT's Penalty Fares Rules, every passenger charged a penalty fare under this scheme would be made aware of their right to appeal. IPFAS' address will be shown on the penalty fare notice, together with details of how to make an appeal.

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

12.3 We will give IPFAS 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 about any changes to this information promptly. We will give IPFAS the necessary contact details for the retail control centre, relevant revenue protection managers and ticket offices so that they can investigate appeals. We will pay IPFAS 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 notices telling passengers that a penalty fares scheme will be introduced, which will be displayed in line with Rule 3.4.
Appendix D	Wording of the leaflet explaining the penalty fares scheme.
Appendix E	Wording and design of the penalty fares warning notices, which will be displayed at every penalty fares station in line with Rule 4.
Appendix F	Wording and design of the identification for authorised collectors.

Appendix B: Ticket facilities at penalty fares stations

Station	Operator	Ticket office opening hours			Permit to travel machines	Ticket machines (location and type)
		Monday to Friday	Saturday	Sunday		
Swindon	First Great Western	0600-2030	0600-2000	0800-2045		1 Shere machine, card only, and 1 Shere, cash and card machine both at front entrance to station outside booking Hall. 1 Schiedt & Bachmann ticket machine on overbridge
Chippenham	First Great Western	0550-2000	0550-1930	0750-1930		2 Shere machines in Main Booking Hall 1 Schiedt & Bachmann ticket machine at entrance from North car park by overbridge
Bath Spa	First Great Western	0600-2030	0645-1815	1010-1740		3 Shere machines in Main Booking Hall 1 Schiedt & Bachmann ticket machine, location TBA
Oldfield Park	First Great Western					2 Schiedt & Bachmann ticket machines: At station platform entrances on both platforms 1 and 2
Keynsham	First Great Western					2 Schiedt & Bachmann ticket machines: at Platform 2 next to car park ticket machine and next to the ticket office on overbridge.
Bristol Temple Meads	First Great Western	0545-2145	0600-2130	0730-2130		4 Shere Fast machines in main ticket hall.
Bristol Parkway	First Great Western	0550-1915	0650-1500	0830-1900		4 Shere Fast TVMs in Booking Hall
Westbury	First Great Western	0655-1540	0740-1340	CLOSED		1 Schiedt & Bachmann ticket machine in ticket hall next to main entrance
Trowbridge	First Great Western	0640-1830	0730-1500	0915-1835		2 Schiedt & Bachmann ticket machines: at main entrance next to ticket office door and Platform 2 next to customer shelter
Bradford-On-Avon	First Great Western	0620-1300	0700-1300	CLOSED		1 Schiedt & Bachmann ticket machine at side entrance next to timetables display

Station	Operator	Ticket office opening hours			Ticket machines (location and type)	Permit to travel machines
		Monday to Friday	Saturday	Sunday		
Filton Abbey Wood	First Great Western				1 Schiedt & Bachmann ticket machine at main station entrance	
Yate	First Great Western				2 Schiedt & Bachmann ticket machines: Platform 1 entrance and Platform 2 entrance, car park side, next to ticket office	
Cam and Dursley	First Great Western				1 Schiedt & Bachmann ticket machine at station entrance to platforms, by customer help point	
Gloucester	First Great Western	0600-1900	0645-1800	0930-1820	2 Schiedt & Bachmann ticket machines	
Cheltenham Spa	First Great Western	0545-2015	0700-1800	1300-2030	2 Schiedt & Bachmann ticket machines	
Nailsea and Blackwell	First Great Western				1 Schiedt & Bachmann ticket machine on Platform 2, car park side, by customer shelter.	
Yatton	First Great Western	0630-1230	0755-1200	CLOSED	1 Schiedt & Bachmann ticket machine outside ticket office at station entrance	
Worle	First Great Western	0600-0930	CLOSED	CLOSED	1 Schiedt & Bachmann ticket machine on Platform by car park entrance to station, next to customer shelter	
Weston-super-Mare	First Great Western	0610-1745	0610-1745	0830-1820	1 Schiedt & Bachmann ticket machine in ticket hall next to a TicketXpress TVM.	
Highbridge and Burnham	First Great Western				1 Schiedt & Bachmann ticket machine at station entrance	

Station	Operator	Ticket office opening hours		Permit to travel machines	Ticket machines (location and type)	Operator
		Monday to Friday	Saturday to Sunday			
Bridgwater	First Great Western	0630-1430	0630-1430	Closed	1 Schiedt & Bachmann ticket machine next to ticket office under canopy	Operator
Taunton	First Great Western	0610-2000	0610-2000	0800-2040		

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. The ticket office staff will switch on 'Permit to travel' machines when the ticket office closes.

Types of ticket machine:

'Quickfare' – A ticket machine which sells a wide range of ticket types, to a wide range of destinations, and which accepts only coins and notes.

'Queuebuster' – 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 ¹⁴⁰.

Avantix Multi Ticket Machines- – A ticket machine which sells a wide range of ticket types, to a wide range of destinations and which accepts coins, notes and credit and Debit Cards.

'Shere' – A ticket machine which sells a wide range of ticket types, to a wide range of destinations and which accepts payment by coins, notes or coins, note and credit cards

'Schiedt & Bachmann' – One of the latest technology advanced models of ticket machine which sells a wide range of ticket types, to a wide range of destinations and which accepts coins, notes and credit and Debit Cards

'TicketXpress' -

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.

Application for Authority to Operate a Penalty Fares Scheme

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1 Introduction

1.1 We, First Great Western, incorporating the British Airports Authority (BAA) Heathrow Connect services between Hayes and Harlington and London Paddington station, give notice, under rule 3.2 of the Penalty Fares Rules 2002, to request the authority to make changes in our Department for Transport (DfT) authorised operation of our First Great Western Penalty Fares Scheme. This document describes our penalty fare scheme for the purpose of rule 3.2b.

1.2 We wish to operate a Penalty Fares Scheme to include stations and all of the train services that operate within this proposed area. These trains would be the services operated by First Great Western.

The proposed area is as follows:

- Exeter St Davids station to Plymouth station;
- Newton Abbot station to Paignton station;
- Plymouth station to Truro station; and
- Exeter St Davids station to Exmouth station

1.3 We have prepared this scheme taking account of the following documents: The Railways (Penalty Fares) Regulations 1994, The Penalty Fares Rules 2002 and The Department for Transport Penalty Fares Policy 2002. We wish for the new scheme to start on Saturday 31st March 2007

1.4 We have decided to introduce a penalty fare scheme to these areas because, and in compliance with the National Rail Conditions of Carriage, to reduce ticketless travel by actively encouraging the customers to purchase a ticket before travelling. We are fully supportive of the concept that a penalty fare scheme acts as a deterrent to ticketless travel.

1.5 The proposed areas mainly consist of suburban areas where the stations are sited close together, making it difficult for revenue staff to conduct full ticket checks on-board the services between station stops; and other areas where it is difficult for the staff to conduct full ticket checking duties due to the passenger loadings on the services in the morning and evening peak times due to high volume commuter traffic. The areas include our stations that are our key commuter routes as defined by passenger journey numbers.

1.6 In line with Rule 3.2, we have sent copies of the scheme to:

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- Passenger Focus
Whittles House, 14, Pentonville Road, London. NI 9HF
- Passenger Focus
Freepost WA 1521, Warrington, WA4 6GP
- London TravelWatch
6 Middle Street London, EC1A 7JA
- Severnside Rail Partnership
Riverside, Temple Street, Keynsham, Bristol, BS31 1LA
- Devon and Cornwall Rail Partnership
School of Geography, University of Plymouth, Plymouth, PL4 8AA

- TravelWatch SouthWest
West House, Freshford, Bath, BA2 7WA

2 Penalty fares trains

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- 2.1 For the purposes of this scheme, all the trains that First Great Western operate within the routes as shown at 1.2 above.
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.

- **Exeter St Davids to Plymouth.**
Exeter St Davids, Dawlish, Teignmouth, Newton Abbot, Totnes, Plymouth
- **Newton Abbot to Paignton**
Newton Abbot, Torquay, Paignton
- **Plymouth to Truro**
Plymouth, Liskeard, Bodmin Parkway, Par, St Austell, Truro
- **Exeter St Davids to Exmouth**
Exeter St Davids, Exeter Central, Digby and Sowton, Topsham, Exmouth

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

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

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Exeter St Thomas
Starcross

No Ticket Facilities. This is an unmanned station that serves the area. Customer flow does not warrant a ticket office.

Dawlish Warren

No secondary method of selling tickets

Torre

No Ticket Facilities, This is an unmanned station that serves the area. Customer flow does not warrant a ticket office.

Ivybridge
Devonport
Dockyard
Keyham
St Budeaux Ferry Road
Saltash
St Germans
Menheniot
Lostwithiel

No Ticket Facilities, These are unmanned stations that serve the area. Customer flow does not warrant a ticket office.

St James Park
Polsloe Bridge
Exton
Lympstone Commando
Lympstone Village

No Ticket Facilities, These are unmanned stations that serve the area. Customer flow does not warrant a ticket office.

These stations are intended to be included in the Penalty Fares scheme when the facility to purchase a ticket from the stations is addressed by the future planned introduction of Ticket Vending Machines. They do not have a large customer flow and are not considered as a priority or a real concern. However, for the purpose of making the scheme uncomplicated for our customers we do intend to include these stations as Penalty Fare stations in the future.

Authorised Collectors are trained to explain the Penalty Fares Regulations thoroughly to ensure that customers understand the scheme and that there is no confusion on these lines.

A map showing these penalty fares stations is included as **Appendix A**.

4 Compulsory ticket areas (CTA's)

- 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**.
- 5.2 The ticket facilities at each penalty fares station are sufficient to meet the Ticketing and Settlement Agreement and First Great Western's Passenger's Charter queuing standards under normal circumstances at all times of day. Our commitment is to make queuing times for passengers requiring tickets for immediate travel at our ticket offices no longer than 5 minutes during the peak and 3 minutes off peak.

We will do the following to make sure that passengers are not charged penalty fares when the queuing standards are not met: -

- A message will be paged out to all On-Train Staff alerting the Authorised Collectors to problems with queues at stated station;
 - Staff will be deployed with mobile ticket issuing machines to the stations that have excessive queues and assist in reducing the length of the queues;
 - Booking office staff will be advised to turn on any ticket and Pertis machine sited at the station; and
 - At stations that we find problems occurring regularly the Penalty Fares Manager may decide to temporarily suspend Penalty Fares until the problem has been rectified at that station.
- 5.3 At staffed stations, staff will check ticket issuing vending machines every day that the station is staffed. Staff are trained to put faults right themselves wherever possible; otherwise our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be put right within 24 hours. During this time Authorised Collectors will be alerted to the problems so as to stop them from charging Penalty Fares to Passengers coming from these stations where the ticket machines are not working.
- 5.4 At un-staffed stations, the ticket issuing machines are checked to be in working order daily. This is done by two methods:
- The customers inform the on-train Revenue staff if a problem with any machine is encountered. The on-train staff will report the alleged fault to the First Great Western Control Room and the Station's manager or Duty manager by use of the mobile telephone.

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The Control Room will page out that the problem exists and consequently Penalty Fares will not be issued to persons travelling from that station. The Station or Duty manager will arrange that the reported machine fault be investigated as a priority.

Staff are trained to put faults right themselves wherever possible; otherwise our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be put right within 24 hours.

During this time Authorised Collectors will be alerted to the problems so as to stop them from charging Penalty Fares to Passengers coming from these stations where the ticket machines are not working.

- The second method is that the Station or Duty managers have a duty to visit the un-staffed stations daily to check that all is in order i.e. vandalism, litter and machine ticket maintenance.

After investigation of a reported ticket machine fault the Control Room will be informed. The Authorised Collectors are then informed of the status of the ticket machines by the pager system.

6 Publicity and warning notices

- 6.1 In line with Rule 3, notices telling passengers that we are going to introduce a penalty fares scheme will be displayed where they can be seen clearly at each penalty fares station for at least three weeks before the date on which the scheme comes into force. The wording of the notices is shown in **Appendix C**.
- 6.2 As well as these notices, we will do the following to make sure that the introduction of the scheme is well publicised: -
Announcements will be made on board trains operating within the Penalty Fares scheme area one month before the penalty fares scheme goes live;
Posters will be put in place at penalty fares stations one month before the penalty fares scheme goes live;
Announcements will be made in the local press within the penalty fares scheme area one-month before the penalty fares scheme goes live;
We will run a 'week count down' poster scheme at the stations. These posters will be prominent and will declare the number of weeks leading to the penalty fares scheme becoming live. We will do this for four weeks prior to 31st March 2007;
Our Ticket Office staff will hand to our customers a leaflet that will explain that penalty fares are to be introduced at this new station from 31st March 2007 and the leaflet will explain how our customers can avoid receiving a penalty fare. We will do this for four weeks prior to the penalty fare scheme goes live.
- 6.3 Before the scheme is introduced, we will brief ticket office staff, platform staff, customer services staff and train crew about how the penalty fares scheme will work. We will keep a record of this briefing.
- 6.4 We will produce leaflets that 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 from at least three weeks before the scheme is introduced. 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 DfT'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 D**.

Our customer services department will send a large-print or audiotape version of the leaflet to anyone who asks. In areas where a large number of people do not speak English as their first language, or when the penalty fares scheme covers stations serving ports or airports, we will produce leaflets and notices in other languages.

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 We will use the electronic customer information systems to display a penalty fare warning at all First Great Western stations within the penalty fares scheme area. The warning will include the words 'Penalty Fares - Please buy your ticket before travelling as penalty fares apply to this train' at the bottom of the 'next train' information display for each penalty fares train.

7 Selecting and training authorised collectors

7.1 Revenue Protection Inspectors and Officers are selected for their abilities; we look for a number of qualities within any applicant who applies for a position as a Revenue Protection Inspector or Officer. We first screen successful applicants by using psychometric testing and then interview candidates using evidence from their previous roles and education. We do have our own Training and Development Department that will train successful candidates to a competent level when the candidate demonstrates that he has the aptitude and abilities that we look for in an authorised person to collect Penalty Fares.

PERSON SPECIFICATION FOR AN AUTHORISED COLLECTOR OF PENALTY FARES		
Smart Professional appearance	Willingness to wear Full uniform	Good Health
Good Attendance record	Pass the Company Medical	Good General Education up to GCSE level and above
Experience of Team Working	Past Experience in Retail or a Similar Role	Cash Handling
Able to relate to a wide range of people	Self Motivated	Takes Initiative
Friendly and Approachable	Willing to work Shifts including nights	Mobile
Calm in a Crisis	Assertive	Awareness of what constitutes good Customer Awareness
Ability to write clear and concise reports	Communication Skills	Good Verbal Reasoning and Writing Skills
DESIRABLE ATRIBUTES		
Desirable O/A level Maths and English	Desirable Knowledge of Penalty Fares and PACE	Understanding of Railway Geography
Team Player		

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 Byelaws;
Penalty Fares Rules and the Regulations;
Details of this scheme, including how authorised collectors should use their professional judgement;
Customer service; and
Conflict Avoidance

This training will be carried out by: -
First Great Western Training and Development Department to NVQ standards. 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 and is proven competent.
- 7.4 We will give refresher training to each authorised collector every 12 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 bi-monthly 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 train crew, 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 compliance to 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**.
- 8.2 When they charge a penalty fare, authorised collectors will follow Rule 8 by issuing a penalty fare notice.

8.3 We will provide each authorised collector with written instructions in the form of a revenue protection handbook. 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 Control Room. 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 the ticket is not valid;
- Passengers who have standard class tickets who are travelling in first class; and Season-ticket holders who do not have their season ticket with them.

8.5 Authorised collectors will be given the right to use their professional judgement in deciding not to charge a penalty fare. They would then either charge the full single fare in line with National Rail Conditions of Carriage, or charge a relevant discounted fare, as appropriate, with regard to the circumstances. The instructions will set out clear guidelines to assist in the use of professional judgement for: -

- 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 accordance with Rule 8.2, passengers who are charged a penalty fare have 21 days in which to pay the outstanding amount. 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 where two or more train operating companies operate services, 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 particular train.
- 8.9 Authorised collectors will not be paid commission on either the ticket or the penalty fare that they issue.
- 8.10 We reserve the right to prosecute passengers if we consider that 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 a First Great Western Operational Control Room located at [REDACTED]. This is open 24 hours seven days a week. Ticket office staff, or Station or Duty managers for each penalty fares station that we operate will tell the Control Room: -
- When the Ticket Office is closed;
 - If their ticket office closes temporarily (and when it re-opens);
 - 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.

This information will be passed to the authorised collectors by way of their individually issued pagers.

- 9.2 At un-staffed stations Revenue Protection staff, in conjunction with Station and Duty managers, will check ticket machines daily at the stations and report any ticket machines out of order to First Great Western Control Room who will then page a message to all On-Train Staff. When the problem has been rectified First Great Western Control will page a message out to all on train staff stating that the problem has now been rectified.
- 9.3 The Control Room keep appropriate records of the information they have received, and will give this to the Independent Penalty Fares Appeal Services as necessary to assist in any investigation of appeals.
- 9.4 We will issue each authorised collector a message pager, and First Great Western Control will send details of ticket office closures, very long ticket queues and faulty ticket or 'permit to travel' machines or other self-service ticket issuing machines to every authorised collector. We will give each authorised collector a mobile phone so they can confirm whether ticket offices are open and whether ticket and 'permit to travel' machines are working properly, with the Control Room or with the station staff.

10 Selling tickets on board trains

- 10.1 We do not intend to train conductors, train managers, guards or other on-train staff to

be authorised collectors of penalty fares. 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:

10.2 **Penalty Fare Warning**

When Travelling From Stations within the Penalty Fares area you **must** buy your ticket (or obtain a permit to travel) **before you board the Train** where ticket purchasing (or permit issuing) facilities are available, if you do not then:

- If you are checked by a Penalty Fares Inspector you will be charged a £20 Penalty Fare. Or Twice the standard single fare to the next station stop whichever is the greater
- If you are checked by the conductor you will only be sold a full price standard single or return ticket
- Conductors will not sell any tickets when there is a Penalty Fares Inspector checking the train

This penalty Fares Warning will be issued with any ticket sold within the Penalty Fares area by any person not an Authorised Collector under the Scheme. FGW staff will issue a penalty fares warning from the Sportis/Avantix mobile or other portable ticket machine as per RSP ticket type 2ZWQ/9ZWQ, or by the issue from a pad on which the individual sheets are progressively numbered. Issuing staff will endorse an identification number and the number of the actual travel ticket on each written warning notice that they issue. This will be issued sequential to the travel ticket issued to the passenger.

10.3 Training of new staff will be done through our Training and Development Department who will incorporate the new Regulations into the Penalty Fares Course. Any existing Authorised Collector will receive a full days Briefing explaining the new regulations. Any other on train staff that will be working within the Penalty Fares area will receive a full briefing explaining the need for continuity with the warnings and they will all have re training on the conditions of carriage.

10.4 All On-Train staff will be monitored and will be checked on a four weekly basis, at random, through the accounts department. The Penalty Fares Manager will check and record these checks. All monitoring will be subject to Audit

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
Exeter St Davids	No	Virgin Trains South West Trains	No No	C C
Dawlish warren	No	South West Trains	No	C
Dawlish	No	South West Trains	No	C
Teignmouth	No	South West Trains	No	C
Newton Abbot	No	Virgin Trains South West Trains	No No	C C
Totnes	No	Virgin Trains South West Trains	No No	C C
Plymouth	No	Virgin Trains South West Trains	No No	C C
Exeter Central	No	South West Trains	No	C
Paignton	No	South West Trains	No	C
Torquay	No	South West Trains	No	C
Bodmin Parkway	No	Virgin Trains	No	C
Liskeard	No	Virgin Trains	No	C
Par	No	Virgin Trains	No	C
St Austell	No	Virgin Trains	No	C
Truro	No	Virgin Trains	No	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 getting off this operators trains will be charged penalty fares as an agreement between this operator and First Great Western has been made, this agreement is shown at 4.35 Penalty Fares Policy May 2002

12 Appeals

12.1 The Independent Penalty Fares Appeal Service (IPFAS) will handle all appeals against a penalty fare charged under this scheme. In line with the DfT's Penalty Fares Rules, every passenger charged a penalty fare under this scheme would be

made aware of their right to appeal. IPFAS' address will be shown on the penalty fare notice, together with details of how to make an appeal.

- 12.2 IPFAS will decide appeals in line with the code of practice approved by the Regulator on 23 December 1997, as amended with the DfT's approval from time to time. IPFAS will send passengers a copy of this code of practice if they request this action.
- 12.3 We will give IPFAS 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 about any changes to this information promptly. We will give IPFAS the necessary contact details for the retail control centre, relevant revenue protection managers and ticket offices so that they can investigate appeals. We will pay IPFAS 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 notices telling passengers that a penalty fares scheme will be introduced, which will be displayed in line with Rule 3.4.
Appendix D	Wording of the leaflet explaining the penalty fares scheme.
Appendix E	Wording and design of the penalty fares warning notices, which will be displayed at every penalty fares station in line with Rule 4.
Appendix F	Wording and design of the identification for authorised collectors.

Appendix B: Ticket facilities at penalty fares stations

Exeter St Davids	First Great Western	0545-2035	0630-2130	0815-2035	2 Shere Fast ticket machines next to ticket window
Dawlish	First Great Western	0705-1900	0700-1400	CLOSED	1 Schiedt & Bachmann ticket machine at side entrance to station from street and car park
Teignmouth	First Great Western	0735-1545	0800-1530	CLOSED	1 Schiedt & Bachmann ticket machine at station entrance
Newton Abbot	First Great Western	0550-1910	0610-1750	0845-1945	1 Shere Fast ticket machine in ticket hall, near to sales windows.
Totnes	First Great Western	0725-1610	0725-1545	1050-1825	1 Schiedt & Bachmann ticket machine in Ticket Hall before entrance to platform
Plymouth	First Great Western	0520-2030	0520-1900	0800-2030	2 Shere Fast ticket machines next to ticket window
Exeter Central	First Great Western	0750-1815	0800-1730	CLOSED	1 Schiedt & Bachmann ticket machine on main entrance walkway leading to platforms
Paignton	First Great Western	0655-1900	0655-1655	CLOSED	1 Schiedt & Bachmann ticket machine at station entrance on the platform
Bodmin Parkway	First Great Western	0630-2000	1035-1940	1035-1940	1 Schiedt & Bachmann ticket machine at side entrance at side of station building, next to CIS.
Par	First Great Western				1 Schiedt & Bachmann ticket machine on platform by main entrance

Liskeard	First Great Western	0615-1845	0615-1845	1100-1830	1 Schiedt & Bachmann ticket machine outside station ticket office on slope to platform
Truro	First Great Western	0645-1815	0705-1700	0915-1725	1 Schiedt & Bachmann ticket machine in station Booking Hall
Exmouth	First Great Western	0710-1555	0710-1555	CLOSED	1 Schiedt & Bachmann ticket machine in station Booking Hall
Topsham	First Great Western				1 Schiedt & Bachmann ticket machine on platform by main entrance
Digby and Sowton	First Great Western				1 Schiedt & Bachmann ticket machine at station entrance
Torquay	First Great Western	0710-1700	0840-1540	0945-1715	1 Schiedt & Bachmann ticket machine on Platform 2, next to customer help point.
St Austell	First Great Western	0550-1900	0650-1900	0945-1645	1 Schiedt & Bachmann ticket machine at main entrance to station just before overbridge

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. The ticket office staff will switch on 'Permit to travel' machines when the ticket office closes.

Types of ticket machine:

'Quickfare' – A ticket machine which sells a wide range of ticket types, to a wide range of destinations, and which accepts only coins and notes.

'Queuebuster' – 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 ^(*).

Avantix Multi Ticket Machines- – A ticket machine which sells a wide range of ticket types, to a wide range of destinations and which accepts coins, notes and credit and Debit Cards.

'Shere Fast' – A ticket machine which sells a wide range of ticket types, to a wide range of destinations and which accepts payment by coins, notes or coins, note and credit cards

'Schiedt & Bachmann' – One of the latest technology advanced models of ticket machine which sells a wide range of ticket types, to a wide range of destinations and which accepts coins, notes and credit and Debit Cards

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.

Application for Authority to Extend a Penalty Fares Scheme

1 Introduction

- 1.1 We, First Great Western, incorporating the British Airports Authority (BAA) Heathrow Connect services between Hayes and Harlington and London Paddington station, respectfully give notice under Section 11 of the Penalty Fares Rules 2002 to request the authority for an extension in operating our Department for Transport (DfT) authorised First Great Western Penalty Fares Scheme.
- 1.2 We wish to operate a Penalty Fares Scheme to include stations and all of the train services that operate within this proposed area. These trains would be the services operated by First Great Western and BAA Heathrow Connect

The proposed extended area would be as follows:

- Paddington station to Oxford station;
 -
- 1.3 We wish for the new scheme to start on Sunday 1st October 2006.
- 1.4 We have decided to extend the penalty fare scheme to include these areas because, and in compliance with the National Rail Conditions of Carriage, we aim to reduce ticketless travel by actively encouraging the customers to purchase a ticket before travelling. We are fully supportive of the concept that a penalty fare scheme acts as a deterrent to ticketless travel.
- 1.5 The proposed areas mainly consist of suburban areas where the stations are sited close together, making it difficult for revenue staff to conduct full ticket checks on-board the services between station stops; and other areas where it is difficult for the staff to conduct full ticket checking duties due to the passenger loadings on the services in the morning and evening peak times.
- 1.6 In line with Rule 3.2, we have sent copies of the scheme to:
- Passenger Focus
Whittles House, 14, Pentonville Road, London. NI 9HF
 - Passenger Focus
Freepost WA 1521, Warrington, WA4 6GP
 - London TravelWatch
6 Middle Street London, EC1A 7JA

2 Penalty fares trains

- 2.1 For the purposes of this extended scheme, all the trains that First Great Western and BAA Heathrow Connect operate within the routes as shown at 1.2 above.
For clarification, BAA Heathrow Connect services operate, within this proposal application, between Paddington and Hayes stations.
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 within our extended scheme:

Paddington station to Oxford station:

London Paddington, Acton Mainline, Ealing Broadway, West Ealing, Hanwell, Southall, Hayes And Harlington, West Drayton, Iver, Langley, Slough, Burnham, Taplow, Maidenhead, Twyford, Reading, Tilehurst, Pangbourne, Goring & Streatley, Cholsey, Didcot Parkway and Oxford.

Acton Mainline station and Greenford station

Slough station and Windsor and Eton Central station

Maidenhead station and Bourne End station

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.

Castle Bar Park

No Ticket Facilities, This is an unmanned station that serves the area. Customer flow does not warrant a ticket office.

Drayton Green

No Ticket Facilities, This is an unmanned station that serves the area. Customer flow does not warrant a ticket office.

South Greenford

No Ticket Facilities, This is an unmanned station that serves the area. Customer flow does not warrant a ticket office.

Cookham

No secondary method of selling tickets

Furze Platt

No secondary method of selling tickets

Appleford
Culham
Radley

Limited ticket purchasing facilities.

Customer flow does not warrant a ticket office.

These stations are intended to be included in the Penalty Fares scheme when the facility to purchase a ticket or permit from the stations is addressed. However, there is no intention to extend the area to include South Greenford, Castle Bar Park and Drayton Green stations because to introduce penalty fares would be contrary to TfL's OysterCard ticketing objective, which is to ensure that all customers travelling within the London travel zones are purchasing pre-paid travel tickets. The majority customer flow on the Greenford line comes from Greenford Underground station.

The other stations, listed at paragraph 3.2 above, do not have a large customer flow and are not considered as a priority or a real concern. However, for the purpose of making the scheme uncomplicated for our customers we do intend to include these stations as Penalty Fare stations.

Authorised Collectors are trained to explain the Penalty Fares Regulations thoroughly to ensure that customers understand the scheme and that there is no confusion on these lines.

A map showing these penalty fares stations is included as **Appendix A**.

4 Compulsory Ticket Areas (CTA's)

- 4.1 The scheme includes the following compulsory ticket areas, which are clearly marked.

Station	Part of station covered by CTA	Reason for CTA
Greenford TfL Station	All platforms.	Authorised TfL CTA
M Maidenhead	All platforms and footbridge	This is a major station where all passengers must have a ticket to enter the platforms as ticket gates are installed at this station.
Ealing Broadway	All platforms and footbridge	This is a major station where all passengers must have a ticket to enter the platforms as ticket gates are installed at this station. It is also a major gateway to the London Underground network

All the operators serving these stations have a penalty fares scheme.

- 4.2 At each station where there is a CTA, the ticket office, for a small fee, will sell platform tickets to people who want to enter the CTA but who do not want to travel. This will include people who are seeing passengers off, helping passengers or meeting passengers. People who are helping passengers with disabilities will not be charged to enter the CTA. Platform tickets will not be needed to enter the CTA when the ticket office is closed, and the warning signs will say this. If the ticket office is closed and the ticket gates are not open the member of staff on duty at the gates will sell the platform tickets and or any other tickets that are required for travel. When the

gates are not open there will be a member of staff on duty at the gates. If there is no member of staff then the gates are not be allowed to be in operation.

5 Ticket Facilities

5.1 The ticket facilities provided at each penalty fares station are set out in **Appendix B**.

5.2 The ticket facilities at each penalty fares station are sufficient to meet the Ticketing and Settlement Agreement and First Great Western's Passenger's Charter queuing standards under normal circumstances at all times of day. Our commitment is to make queuing times for passengers requiring tickets for immediate travel at our ticket offices no longer than 5 minutes during the peak and 3 minutes off peak.

We will do the following to make sure that passengers are not charged penalty fares when the queuing standards are not met: -

- A message will be paged out to all On-Train Staff alerting the Authorised Collectors to problems with queues at stated station;
- Staff will be deployed with mobile ticket issuing machines to the stations that have excessive queues and assist in reducing the length of the queues;
- Booking office staff will be advised to turn on any ticket and Pertis machine sited at the station; and
- At stations that we find problems occurring regularly the Penalty Fares Manager may decide to temporarily suspend Penalty Fares until the problem has been rectified at that station.

5.3 At staffed stations, staff will check ticket and 'permit to travel' and other ticket issuing machines every day that the station is staffed. Staff are trained to put faults right themselves wherever possible; otherwise our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be put right within 24 hours. During this time Authorised Collectors will be alerted to the problems so as to stop them from charging Penalty Fares to Passengers coming from these stations where the ticket machines are not working.

5.4 At un-staffed stations, the ticket issuing machines are checked to be in working order daily. This is done by two methods:

- The customers inform the on-train Revenue staff if a problem with any machine is encountered. The on-train staff will report the alleged fault to the First Great Western Control Room and the Station's manager or Duty manager by use of the mobile telephone.
The Control Room will page out that the problem exists and consequently Penalty Fares will not be issued to persons travelling from that station. The Station or Duty manager will arrange that the reported machine fault be investigated as a priority.
Staff are trained to put faults right themselves wherever possible; otherwise our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be put right within 24 hours.

During this time Authorised Collectors will be alerted to the problems so as to stop them from charging Penalty Fares to Passengers coming from these stations where the ticket machines are not working.

- The second method is that the Station or Duty managers have a duty to visit the un-staffed stations daily to check that all is in order i.e. vandalism, litter and machine ticket maintenance.
After investigation of a reported ticket machine fault the Control Room will be informed. The Authorised Collectors are then informed of the status of the ticket machines by the pager system.

6 Publicity and warning notices

- 6.1 In line with Rule 3, notices telling passengers that we are going to introduce a penalty fares scheme will be displayed where they can be seen clearly at each penalty fares station for at least three weeks before the date on which the scheme comes into force. The wording of the notices is shown in **Appendix C**.
- 6.2 As well as these notices, we will do the following to make sure that the introduction of the extended scheme is well publicised: -
Announcements will be made on board trains operating within the extended Penalty Fares scheme area one month before the penalty fares scheme goes live;
Posters will be put in place at penalty fares stations one month before the penalty fares scheme goes live within the proposed scheme; and
Announcements will be made in the local press area within the extended penalty fares scheme area one-month before the penalty fares scheme goes live.
- 6.3 Before the scheme is introduced, we will brief ticket office staff, platform staff, customer services staff and train crew about how the penalty fares scheme will work. We will keep a record of this briefing.
- 6.4 We will produce leaflets that 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 from at least three weeks before the scheme is introduced. 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 DfT'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 D**.

Our customer services department will send a large-print or audiotape version of the leaflet to anyone who asks. In areas where a large number of people do not speak English as their first language, or when the penalty fares scheme covers stations serving ports or airports, we will produce leaflets and notices in other languages.

- 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 We will use the electronic customer information systems to display a penalty fare warning at all First Great Western stations within the penalty fares scheme area. The warning will include the words 'Penalty Fares - Please buy your ticket before travelling as penalty fares apply to this train' at the bottom of the 'next train' information display for each penalty fares train.

7 Selecting and Training Authorised Collectors

- 7.1 Revenue Protection Inspectors and Officers are selected for their abilities; we look for a number of qualities within any applicant who applies for a position as a Revenue Protection Inspector or Officer. We first screen successful applicants by using psychometric testing and then interview candidates using evidence from their previous roles and education. We do have our own Training and Development Department that will train successful candidates to a competent level when the candidate demonstrates that he has the aptitude and abilities that we look for in an authorised person to collect Penalty Fares.

PERSON SPECIFICATION FOR AN AUTHORISED COLLECTOR OF PENALTY FARES		
Smart Professional appearance	Willingness to wear Full uniform	Good Health
Good Attendance record	Pass the Company Medical	Good General Education up to GCSE level and above
Experience of Team Working	Past Experience in Retail or a Similar Role	Cash Handling
Able to relate to a wide range of people	Self Motivated	Takes Initiative
Friendly and Approachable	Willing to work Shifts including nights	Mobile
Calm in a Crisis	Assertive	Awareness of what constitutes good Customer Awareness
Ability to write clear and concise reports	Communication Skills	Good Verbal Reasoning and Writing Skills
DESIRABLE ATRIBUTES		
Desirable O/A level Maths and English	Desirable Knowledge of Penalty Fares and PACE	Understanding of Railway Geography
Team Player		

- 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 byelaws;
 Penalty Fares Rules and the Regulations;
 Details of this scheme, including how authorised collectors should use their professional judgement;
 Customer service; and
 Conflict Avoidance

This training will be carried out by: -

First Great Western Training and Development Department to NVQ standards. 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 and is proven competent.

- 7.4 We will give refresher training to each authorised collector every 12 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 bi-monthly 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 train crew, 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 compliance to 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**.
- 8.2 When they charge a penalty fare, authorised collectors will follow Rule 8 by issuing a penalty fare notice.
- 8.3 We will provide each authorised collector with written instructions in the form of a revenue protection handbook. 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 Control Room. 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; and Season-ticket holders who do not have their season ticket with them.

8.5 Authorised collectors will be given the right to use their professional judgement in deciding not to charge a penalty fare. They would then either charge the full single fare in line with National Rail Conditions of Carriage, or charge a relevant discounted fare, as appropriate, with regard to the circumstances. The instructions will set out clear guidelines to assist in the use of professional judgement for: -

- 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 accordance with Rule 8.2, passengers who are charged a penalty fare have 21 days in which to pay the outstanding amount. 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 where two or more train operating companies operate services, 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 particular train.

8.9 Authorised collectors will not be paid commission on either the ticket or the penalty fare that they issue.

8.10 We reserve the right to prosecute passengers if we consider that 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 a First Great Western Operational Control Room located at [REDACTED] [REDACTED] This is open 24 hours seven days a week. Ticket office staff, or Station or Duty managers for each penalty fares station that we operate will tell the Control Room: -

- When the Ticket Office is closed;
- If their ticket office closes temporarily (and when it re-opens);
- 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.

This information will be passed to the authorised collectors by way of their individually issued pagers.

9.2 At un-staffed stations Revenue Protection staff, in conjunction with Station and Duty Managers, will check ticket machines daily at the stations and report any ticket machines out of order to First Great Western Control Room who will then page a message to all On-Train Staff. When the problem has been rectified First Great Western Control will page a message out to all on train staff stating that the problem has now been rectified.

9.3 The Control Room keep appropriate records of the information they have received, and will give this to the Independent Penalty Fares Appeal Services as necessary to assist in any investigation of appeals.

9.4 We will issue each authorised collector a message pager, and First Great Western Control will send details of ticket office closures, very long ticket queues and faulty ticket or 'permit to travel' machines or other self-service ticket issuing machines to every authorised collector. We will give each authorised collector a mobile phone so they can confirm whether ticket offices are open and whether ticket and 'permit to travel' machines are working properly, with the Control Room or with the station staff.

10 Selling Tickets On- board Trains

10.1 We do not intend to train conductors, train managers, guards or other on-train staff to be authorised collectors of penalty fares. 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:

10.2 Penalty Fare Warning

When Travelling From Stations within the Penalty Fares area you **must** buy your ticket (or obtain a permit to travel) **before you board the Train** where ticket issuing (or permit issuing) facilities are available, if you do not then:

- If you are checked by a Penalty Fares Inspector you will be charged a £20 Penalty Fare. Or Twice the standard single fare to the next station stop whichever is the greater
- If you are checked by the conductor you will only be sold a full price standard single or return ticket
- Conductors will not sell any tickets when there is a Penalty Fares Inspector checking the train

This penalty Fares Warning will be issued with any ticket sold within the Penalty Fares area by any person not an Authorised Collector under the Scheme.

FGW staff will issue a penalty fares warning from the Sportis/Avantix mobile or other portable ticket machine as per RSP ticket type 2ZWQ/9ZWQ, or by the issue from a pad on which the individual sheets are progressively numbered. Issuing staff will endorse an identification number and the number of the actual travel ticket on each written warning notice that they issue. This will be issued sequential to the travel ticket issued to the passenger.

- 10.3 Training of new staff will be done through our Training and Development Department who will incorporate the new Regulations into the Penalty Fares Course. Any existing Authorised Collector will receive a full days Briefing explaining the new regulations. Any other on-train staff that will be working within the Penalty Fares area will receive a full briefing explaining the need for continuity with the warnings and they will all have re-training on the conditions of carriage.
- 10.4 All On-Train staff will be monitored and will be checked on a four weekly basis, at random, through the accounts department. The Penalty Fares Manager will check and record these checks. All monitoring will be subject to Audit

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
London Paddington	No	Heathrow Express	No	B
London Paddington	No	Heathrow Connect	No	D
Greenford	Yes	Transport for London	Yes	A
Ealing Broadway	Yes	Transport for London	Yes	C
Hayes and Harlington	No	Heathrow Connect	No	D
Reading	No	Virgin Trains South West Trains	No Yes	B D
Didcot	No	Virgin Trains	No	C
Oxford	No	Virgin Trains	No	A

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 getting off of this operator's trains will be charged penalty fares as an agreement between this operator and FGW has been made. This agreement is shown at 4.35 Penalty Fares Policy, May 2002.

12 Appeals

12.1 The Independent Penalty Fares Appeal Service (IPFAS) will handle all appeals against a penalty fare charged under this scheme. In line with the DfT's Penalty Fares Rules, every passenger charged a penalty fare under this scheme would be made aware of their right to appeal. IPFAS' address will be shown on the penalty fare notice, together with details of how to make an appeal.

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

12.3 We will give IPFAS 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 about any changes to this information promptly. We will give IPFAS the necessary contact details for the retail control centre, relevant revenue protection managers and ticket offices so that they

can investigate appeals. We will pay IPFAS 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 notices telling passengers that a penalty fares scheme will be introduced, which will be displayed in line with Rule 3.4.
Appendix D	Wording of the leaflet explaining the penalty fares scheme.
Appendix E	Wording and design of the penalty fares warning notices, which will be displayed at every penalty fares station in line with Rule 4.
Appendix F	Wording and design of the identification for authorised collectors.

Appendix B: Ticket facilities at penalty fares stations (listed in route sequence for ease of understanding)

Station	Operator	Ticket office opening hours			Permit to travel machines	Ticket machines (location and type)
		Monday to Friday	Saturday	Sunday		
Oxford	First Great Western	0545-2000	0730-2000	0715-2000	One	In main Booking Hall – 1 x Avantix Multi Ticket cash/card machine. 1 x Queuebuster* card only machine. 1 x Quickfare cash only machine on concourse. Outside- 1 x Quickfare cash only machine outside concourse next to main entrance
Didcot Parkway	First Great Western	0600-1940	0630-1940	0800-1940	One	1 Quickfare machines outside main station building plus another Quickfare situated in the station booking hall with one Shere machine
Cholsey	First Great Western	0630-1300	0630-1200	CLOSED	One	1 Quickfare machine outside main station building
Goring & Streatley	First Great Western	0630-1300	0630-1200	CLOSED	One	1 Quickfare machine outside main station building
Pangbourne	First Great Western	0635-1310	0640-1300	CLOSED	One	1 Quickfare Ticket Vending machine situated outside station entrance
Tilehurst	First Great Western	0645-1315	0715-1400	CLOSED	One	1 Quickfare Ticket Vending machines outside main station building entrance

Station	Operator	Ticket office Monday to Friday	Opening hours Saturday	Opening hours Sunday	Permit travel machines	Ticket machines (location and type)
Reading Main Station Area	First Great Western	0515-2245	0515-2245	0715-2245	One	8 x Shere cash/card machines plus 7 x Quickfare sited on main concourse
Reading Car Park Entrance	First Great Western	0615-0915	0615-0915	CLOSED	NONE	2 x Shere card machines plus 1 x Quickfare
Twyford	First Great Western	06.00-19.00	06.00-15.30	08.00-15.30	One	1x Quickfare in Booking Hall 1x Quickfare by main entrance to station
Maidenhead	First Great Western	06.00-21.00	06.45-21.00	07.00-21.00	One	2x Quickfare's by Front of Station 1x Queuebuster machine
Bourne End	First Great Western	06.15-13.15	07.15-14.15	CLOSED	NONE	1x Quickfare on Platform
Taplow	First Great Western	06.20-13.14	CLOSED	CLOSED	One	1x Quickfare on Platform 4
Burnham	First Great Western	06.10-19.30	08.10-15.00	09.15-16.45	One	1x Quickfare on Platform
Slough	First Great Western	06.00-21.30 07.00-20.30w2	06.30-21.30 08.45-17.00w2	07.00-21.30 09.45-17.00w2	One	2x Quickfare's in main Booking Hall South Side 1x Quickfare by Ticket office North Side

Station	Operator	Ticket office Monday to Friday	Opening hours Saturday	Sunday	'Permit travel' machines	Ticket machines (location and type)
Windsor and Eton Central	First Great Western	06.40-20.20	06.40-19.50	08.20-17.50	One	2x Quickfare prior to platform
Langley	First Great Western	06.00-19.30	08.10-15.00	CLOSED	One	1x Quickfare Platform 1
Iver	First Great Western	06.40-11.20	CLOSED	CLOSED	One	
West Drayton	First Great Western	06.30-20.24	06.30-20.24	08.10-15.30	One	1x Quickfare in front of Booking Hall
Hayes And Harlington	First Great Western	06.10-20.00	06.10-20.00	06.40-21.00	One	2x Quickfare by Ticket Windows
Southall	First Great Western	06.30-22.20	06.30-22.20	08.00-15.30	One	1x Quickfare by Ticket Office Window
Hanwell	First Great Western	05.50-13.15	05.50-13.15	CLOSED	One	1x Quickfare by Station Entrance
West Ealing	First Great Western	05.35-20.50	05.35-20.50	CLOSED	One	1x Quickfare in Entrance to Booking hall
Ealing Broadway	First Great Western	05.35-23.25	05.35-23.25	07.00-20.30	One	4x Quickfare's on Main Concourse
Acton Mainline	First Great Western	06.40-10.40	08.00-15.15	CLOSED	One	1x Quickfare on Overbridge

Station	Operator	Ticket office Monday to Friday	opening hours Saturday	Sunday	Permit travel machines	Ticket machines (location and type)
Greenford	Transport London	for 06.30-21.30	08.30-17.30	09.00-17.30	NONE	TfL Self Service Machines on Concourse
London Paddington	Network Rail	24 HOURS Heathrow Express 04.40-00.20 First Western 07.00-22.00 Great Western 07.00-22.00	24 HOURS Heathrow Express 04.40-00.20 First Western 07.00-22.00 Great Western 07.00-22.00	24 HOURS Heathrow Express 04.40-00.20 First Western 07.00-22.00 Great Western 07.00-22.00	NONE	2x Quickfare's platform 11/12 1x Quickfare on Overbridge 2x Quickfare overbridge Plt 8 3x Quickfare Plt 1 Taxi Rank 2x Quickfare's by FGW ticket office 3 Queuebuster machine in FGW ticket hall 4 Quickfare on platform 6/7 2x Avantix multiticket machines by First Great Western Link Ticket office

Continued

[illegible]

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. The ticket office staff will switch on 'Permit to travel' machines when the ticket office closes.

Types of ticket machine:

'Quickfare' – A ticket machine which sells a wide range of ticket types, to a wide range of destinations, and which accepts only coins and notes.

'Queuebuster' – 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 ¹ 'x'.

Avantix Multi Ticket Machines-- A ticket machine which sells a wide range of ticket types, to a wide range of destinations and which accepts coins, notes and credit and Debit Cards.

'Shere' – A ticket machine which sells a wide range of ticket types, to a wide range of destinations and which accepts payment by coins, notes or coins, note and credit cards

'Schiedt & Bachmann' – One of the latest technology advanced models of ticket machine which sells a wide range of ticket types, to a wide range of destinations and which accepts coins, notes and credit and Debit Cards

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.