

londonmidland :

**London & Birmingham Railway Limited
Penalty Fares Scheme**

Introduction

- 1.1. London & Birmingham Railway Limited (L&BR), already operates a Penalty Fare Scheme and has done so for the last five years and gives notice, under Rule 3.2 of The Penalty Fares Rules 2002 that we wish to alter our penalty fares scheme. It is the intention of L&BR to alter this scheme once it has been approved by the Department for Transport (DfT).
- 1.2. This document describes our penalty fares scheme which is unchanged in the way Penalty Fares are applied. However, the changes that apply can be found in Appendix B for the purposes of rule 3.2b.
- 1.3. We have prepared this scheme taking account of the following documents:
 - The Railways (Penalty Fares) Regulations 1994;
 - The Penalty Fares Rules 2002;
 - The Strategic Rail Authority Fares Rules & Policy; and
 - Existing London Midland Penalty Fares Scheme.
- 1.4. In line with Rule 3.2, we have sent copies of this scheme to:
 - DfT Rail;
 - West Midlands Passenger Transport Executive (Centro);
 - Rail User Groups – Marston Vale and The Abbey Line;
 - Passenger Focus;
 - London Travelwatch;
 - Revenue Protection Support Services
 - Virgin Trains, Cross Country, Arriva Trains Wales, Northern Trains, Merseyrail, Southern Trains, Chiltern Trains, London Overground, East Midland Trains.

2. Penalty Fares Trains

2.1. For the purposes of this scheme, all the trains that operate on the routes shown in the table below will be penalty fares trains. A map showing the routes on which the penalty fares trains run is attached as Appendix A.

Route and Service Group (as defined in our Passenger's Charter)	Train Service
London Midland Express	All train services operated by L&BR as shown in the map Appendix A
London Midland City	All train services operated by L&BR as shown in the map Appendix A

3. Penalty Fares Stations

3.1. For the purposes of this scheme, the following are stations at which the London Midland Penalty Fares will apply:

Acocks Green	Hagley	Smethwick Rolfe Street
Acton Bridge	Hall Green	Solihull*
Adderley Park	Hampton-in-Arden	Spring Road
Albrighton	Hamstead	Stafford
Alvechurch	Harrow & Wealdstone *	Stechford
Apsley	Hartford	Stoke on Trent*
Aston	Hatton	Stone
Atherstone	Hednesford	Stourbridge Junction
Barnt Green	Hemel Hempsted	Stourbridge Town
Berkhamsted	Henley in Arden	Stratford upon Avon
Berkswell	Hereford	Sutton Coldfield
Bescot Stadium	Jewellery Quarter	Tame Bridge Parkway
Bilbrook	Kidderminster	Telford Central
Birmingham International *	Kings Langley	The Hawthorns
Birmingham Moor Street *	Kings Norton	Tile Hill
Birmingham New Street *	Landywood	Tipton
Birmingham Snow Hill	Langley Green	Tring
Blake Street	Lapworth	Tyseley
Bletchley	Lea Hall	University
Bloxwich	Leamington Spa *	Walsall
Bloxwich North	Ledbury	Warwick *
Bournville	Leighton Buzzard	Warwick Parkway *
Bromsgrove	Lichfield City	Watford Junction
Bushey *	Lichfield Trent Valley	Wellington
Butlers Lane	Liverpool Lime Street *	Wembley Central *
Canley	Liverpool South Parkway *	Whitlocks End
Cannock	Longbridge	Widney Manor
Cheddington	Long Buckby	Winsford
Chester Road	Lye	Witton
Codsall	Malvern Link	Wolverhampton *
Colwall	Marston Green	Wolverton
Coseley	Milton Keynes Central	Worcester Foregate Street
Cosford	Northampton	Worcester Shrub Hill
Coventry *	Northfield	Wylde Green

Cradley Heath	Oakengates	Wythall
Crewe *	Old Hill	Yardley Wood
Dorridge*	Olton	
Droitwich Spa	Penkridge	
Duddeston	Perry Barr	
Dudley Port	Redditch	
Erdington	Rowley Regis	
Euston *	Rugby *	
Five Ways	Rugeley Town	
Four Oaks	Rugeley Trent Valley	
Gravelly Hill	Runcorn	
Great Malvern	Sandwell & Dudley	
	Selly Oak	
	Shenstone	
	Shifnal	
	Shirley	
	Shrewsbury *	
	Small Heath	
	Smethwick Galton Bridge	

Note: Stations marked with an asterisk are stations where London Midland is not the Station Facility Operator (SFO).

3.2. For the purposes of this scheme, the following table shows stations which will be exempt from the issue of penalty fares:

Alsager	Lidlington	
Aspley Guise	Millbrook	
Barlaston	Mossley Hill	
Bearley	Norton Bridge	
Bedford	Park Street	
Bedford St Johns	Polesworth	
Bedworth	Ridgmont	
Blakedown	Stewartby	
Bordesley	St Albans Abbey	
Bow Brickhill	The Lakes	
Bricket Wood	Watford North	
Claverdon	Wedwood	
Danzey	Wilmcote	
Earlwood	Woburn Sands	
Fenny Stratford	Wood End	
Garston	Wootton Wawen	
Hartlebury		
How Wood		
Kempston Hardwick		
Kidsgrove		

4. Compulsory Ticket Areas (CTAs)

4.1. The following stations will retain clearly marked Compulsory Ticket Areas

Station	Part of Station covered by CTA	Reason for CTA
Birmingham Moor Street	Both platforms and footbridge	These are stations where all passengers must have a ticket to enter the platforms in order to make a barrier check practical
Birmingham Snow Hill	Platforms and concourse	
Note: Both of the operators serving these two stations have penalty fare schemes in operation		

4.2. At both stations shown above where there is a CTA, Platform Tickets will be sold by the ticket office for a small fee of not more than £0.10 to people who wish to enter the CTA but do not wish 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.

5. Ticket Facilities

- 5.1. Appendix B shows the ticket facilities that are provided at each station where the London Midland Penalty Fares Scheme will apply, along with the ticket office opening hours. If the ticket office is closed customers will be able to purchase a ticket via a PERTIS (Permit to Travel) machine or other self-service ticket machines.
- 5.2. The ticket facilities at each penalty fares station are sufficient to meet the Ticketing and Settlement Agreement and the relevant SFO's Passenger Charter queuing standards under normal circumstances at all times of day. The Passengers Charter queuing standard at L&BR stations is 5 minutes during the peak, and 3 minutes off peak and the times defined as peak are shown on the notices exhibited at each station. In situations where queuing standards are exceeded and customers are unable to use alternative ticketing facilities these details will be forwarded to our Retail Support Centre so that they can contact our Revenue Protection staff by mobile telephone to ensure that discretion is provided to customers. In times of exceptional demand at individual stations we will switch on PERTIS machines. Where queuing standards are not met regularly we will invoke provisions necessary to ensure sufficient ticket office windows are provided and sufficient staffing is provided to restore queuing standards.
- 5.3. At staffed stations operated by L&BR, staff will check PERTIS and other self-service ticket machines every day that the station is staffed. Staff will be trained to put faults right themselves whenever possible, otherwise our maintenance contractor will repair any faults. Under our maintenance contract, machine faults will normally be corrected within 48 hrs. All faults must be reported to the Retail Support Centre so that these can be passed to Revenue Protection Staff and again once faults have been rectified.
- 5.4. At unstaffed stations, the ticket issuing machines are checked to be in working order. This is done by:
- Remote monitoring of the operating performance of the automatic ticket vending machines is performed continuously by the Retail Support Centre.
 - Our security company contracted to empty cash boxes and replenish ticket stocks, for both automatic and PERTIS machines, will also be trained in basic fault rectification. If they cannot rectify a problem they will escalate the fault to our Retail Support Centre.
 - Customers can inform the on-train Revenue staff if a problem with any machine is encountered. The on-train staff will be able to check the

alleged fault and if confirmed report it to the Retail Support Centre by using a mobile telephone.

- Periodical checks every 4 weeks undertaken by Line Managers as part of their audit regime or within 48 hours if it appears on the TVM issue list.

The Retail Support Centre will page out that the problem exists and consequently Penalty Fares will be suspended for persons travelling from that station. The Retail Support Centre will arrange that the reported machine fault be investigated as a priority by alerting either of the following:-

- London Midland staff who are trained to put faults right themselves wherever possible or,
- Our maintenance contractor if a machine fault cannot be rectified by London Midland staff or a problem persists.

Machine faults will normally be put right within 48 hours. Once the faulty ticket machine has been repaired, the Retail Support Centre is notified. They will then advise Authorised Collectors that the machine is now fully operational and the charging of penalty fares can be re-instated.

The Retail Support Centre will record all matters in their daily log. This information can be used to help -:

- Managerial staff to monitor station ticket machine availability.
- Identify trends of vandalism/crime.
- Help the appeals service to make informed decisions if there is a complaint from a customer issued with a penalty fare when they say the machine was faulty.

5.5. At staffed stations operated by L&BR, PERTIS machines will normally be switched off when the ticket office is open, but will be switched on by the ticket office staff when the ticket office closes. Ticket office staff will be given instructions on how to use their discretion when to switch on any PERTIS machine whenever long queues build up at the ticket office as per 5.2.

6. Publicity and Warning Notices

- 6.1. The London Midland Penalty Fare scheme has been in operation for the last 5 years. Warning notices are already in place concerning where Penalty Fares apply.
- 6.2. L&BR already issue a penalty fares leaflet that explains our penalty fares scheme. The leaflet includes a map showing the penalty fares stations and the routes on which penalty fares trains run. This leaflet is already available to passengers. The wording of this leaflet is shown in Appendix C.
- 6.3. All ticket office staff, platform staff, customer services staff, revenue protection staff and traincrew already know how the penalty fares scheme works. The changes to Appendix B will need to be briefed out to staff so that they are familiar with the changes being proposed.
- 6.4. The penalty fares leaflet is available free of charge at all staffed penalty fares stations. We will provide a copy of the leaflet and a copy of the Dft's Penalty Fares Rules to each person who asks for information about the scheme under Rule 8. It is also our intention to display penalty fares warning messages on our customer information screens at selected key stations and our Customer Relations Team will provide alternative accessible formats such as Braille, large print, Easy-read, electronic or audio cd.
- 6.5. Penalty fares warning notices will continue to be displayed in line with Rule 4 at each penalty fares station and at the entrance to each CTA, and will continue to be displayed as long as the scheme remains in force. These notices will take the form of signs displayed at each entrance to the platform and on the platforms at interchange stations where they can be seen by any passenger changing onto a penalty fares train. The design and wording of these signs is shown in Appendix D. ATOC has drafted signing procedures in a Code of Practice on Penalty Fares and we have adopted these guidelines on new signage. We will check that these warning notices are properly displayed at each penalty fares station as part of our Service Quality Management System (SQMS) at stations and regular station visits. For stations where L&BR is not the SFO, we will seek to include such checks in the relevant Annex 1 of the Station Specific Annexes subject to regulatory approval pursuant to section 22 of the Railways Act 1993.
- 6.6. We also provide penalty fares warning notices on board penalty fares trains.

6.7. The Useful Information Posters at all penalty fares stations operated by L&BR will continue to incorporate details of the penalty fares scheme and a penalty fares warning.

7. Selecting and Training Authorised Collectors

- 7.1. Human Resources identify candidates that may be suitable to become authorised collectors. These candidates will have to pass basic literacy and mathematical assessments before they are formally interviewed. The respective Revenue Protection Managers for each route will interview these candidates using the person specification for the post of an authorised collector to determine if they are suitable to be employed in that role. Records of each interview are kept on personal files of those that are successful.
- 7.2. Each person who is to become an authorised collector will receive formal classroom training and personal one-to-one mentoring during the training programme. We will keep appropriate training records for all our authorised collectors. The training will include:
- Product training, including ticket types and restrictions, excess fares and railcards;
 - National Rail Conditions of Carriage;
 - National Routing Guide;
 - Railway bye-laws;
 - Penalty Fares Rules and Regulations;
 - In depth and detailed knowledge of the L&BR Penalty Fares Scheme, including the use of discretion by authorised collectors;
 - Customer service; and
 - Conflict handling.
- 7.3. After every training course, we will assess the knowledge and ability of each trainee. We will only appoint someone as an authorised collector and issue them with the appropriate Authorised Collector identification badge if that person shows a satisfactory knowledge of the subjects listed above in 7.2
- 7.4. We will provide 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 that assessment, we will not allow them to continue as an authorised collector until they successfully pass a further assessment following additional training. We will keep appropriate records of this refresher training. In addition we will carry out annual performance reviews with each of our authorised collectors. These reviews will assist us to identify additional training that is required in any aspect of the authorised collector's role.

- 7.5. We will fully investigate all complaints and take appropriate action as necessary to resolve such matters concerning our authorised collectors and how we operate our penalty fares scheme. We will keep records of each investigation and the action that we take. If appropriate, we will remove an authorised collector from their duties and withdraw their authorised collector's identification until they have been given corrective training and have been reassessed as satisfactory.
- 7.6. Each authorised collector will be given a routine briefing by his or her supervisor or manager every 13 weeks. These briefings will cover relevant issues concerning safety, customer service, product changes and revenue protection. If there are any immediate issues or major policy changes within 13 weeks, a special briefing will be arranged, including prior to the introduction of our London Midland scheme.
- 7.7. We will use a combination of induction training and briefing to ensure that other staff, including ticket office staff, platform staff, customer service staff and traincrew, understands how our 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 the L&BR uniform that clearly shows that they work for us. In line with Rule 5, they will carry identification and produce this when requested by a passenger. This identification will include:

- The authorised collectors photograph;
- An identifying name or number;
- A statement that they are authorised to collect penalty fares on behalf of L&BR, or on behalf of other operator(s) who have given their permission.

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 ATOC and an example is shown in Appendix E.

On certain occasions L&BR will also deploy authorised collectors in plain clothes to tackle specific problems such as the misuse of first class accommodation. On such occasions the authorised collector will carry their authorised collector badge with them and produce it as they introduce themselves to the passengers that they are checking.

8.2. When a penalty fare is charged, authorised collectors will comply with Rule 8 by issuing a penalty fares notice. The wording and layout of this notice is shown in Appendix F.

8.3. We will provide each authorised collector with written instruction concerning our penalty fares scheme in the form of a penalty fares handbook. These instructions will include details of our penalty fares trains, penalty trains stations, the opening hours and contact phone numbers for the ticket office at each penalty fares station and of the Retail Support Centre. It will include details of the arrangements made in connection with other operators' trains, passengers and penalty fares schemes. We will issue replacement pages to authorised collectors to keep their handbooks up to date whenever we make any alterations.

8.4. The instructions will clearly set out when passengers are to be charged a penalty fare and when they are not, including procedures that cover:

- Passengers who have changed onto a penalty fares train from another train;
- Passengers who have a ticket for their journey, but who are travelling by a route for which the ticket is not valid;

- Passengers with tickets that are not valid only because of a ticket restriction;
- Standard class ticket holders 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 discretion not to charge a penalty fare if they feel that the passenger could not reasonably have been expected to buy one before joining the train. The authorised collector can then either charge the appropriate full single/return fare in line with National Rail Conditions of Carriage or charge any relevant discounted fare as appropriate under the circumstances. The instructions will set out clear guidelines for using discretion, to include the following situations:

- 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 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 Permit to Travel machines and who have the means (credit/debit cards or notes) to buy a ticket, but not the correct coins needed to use the machine;
- Passengers who are travelling from stations where the only available ticket facilities are Card Only Automatic Vending Machines and who have the means (notes or coins) to buy a ticket, but not a credit/debit card needed to use the machine;
- Passengers travelling from stations where the only available ticket facilities are self service ticket machines, who claim that the machines were accepting coins only, or the exact fare and the passenger did not have the necessary coins; unless the authorised collector can confirm that the machines were 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;
- All passengers affected by severe service disruption and;
- Passengers who are elderly, pregnant or disabled travelling in first class accommodation with standard class tickets because no standard class seats are available.

8.6. The instructions will set out procedures to make sure that people at risk, including children, people who are elderly, frail or heavily pregnant and other vulnerable passengers are not put further at risk by charging them a penalty fare, especially at night.

8.7. The instructions will remind authorised collectors that although they may require passengers to make a minimum payment in line with Rule 8.2, passengers who are charged a penalty fare have 21 days in which to pay any 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 without a CTA, authorised collectors must ensure that:

- They carry out a thorough search of the platform area before a check starts to ensure there is no-one on the platform side of the barrier check who is not travelling;
- They are in a position where they can see that a person approaching the barrier has actually alighted from a train service or put a system in place to control access to the platforms.

8.9. Authorised L&BR collectors will not be paid commission on any revenue that they collect from Penalty Fares.

8.10. We reserve the right to prosecute passengers if we believe that they intended to avoid paying their fare. In these circumstances we will not charge them the penalty fare, or if we have already charged them a penalty fare we will cancel it and refund any money that they have already paid towards the penalty fare and inform them that this matter will now be dealt with under the terms of the Regulation of Railways Act 1889.

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

9.1. Our L&BR Retail Support Centre in Birmingham will collate retail information relevant to the L&BR penalty fares scheme and will ensure that such information is paged out to the Revenue Protection Staff. The Retail Support Centre is open continuously, 24-hours a day, 7 days a week (excluding Christmas Day and Boxing Day).

Processes will be put in place to ensure that the Retail Support Centre is informed of the following information:

- When ticket office do not open at their advertised times;
- When ticket offices close temporarily and when they re-open;
- When ticket offices close before their advertised time;
- When long queues build up and when queuing levels return to normal;
- When self service machines break down, or accept coins only or the exact fare only;
- When Automatic Ticket Vending Machines are vandalised and as a result functionality is reduced i.e./ cash and card machines are placed into card only mode and;
- When these self service ticket machines are working properly again.

9.2. At unstaffed stations, if the self-service ticket machine breaks down, then our Retail Support Centre (and other nominated points as appropriate from time to time) and our maintenance contractor will be alerted. Our Retail Support Centre will advise Revenue Protection staff and the contractor or staff will either reset or fix the machine remotely or ask an engineer to attend. This will normally be put right within 48 hours. The self-service machines at unstaffed stations are emptied of money on a regular basis and this would also highlight malfunctioning machines which would be reported to our Retail Support Centre for the appropriate remedial action to be taken. Revenue Protection staff will be instructed to look out for and report machine faults at unstaffed stations. Our Revenue Protection staff will show discretion to customers if they are unable to immediately verify if ticket machines are out of order.

9.3. London Underground (Transport For London), London Rail Concession (LOROL (London Overground Rail Operations Ltd), Virgin West Coast, Arriva Trains, Chiltern Trains, Southern Trains, First Great Western and Network Rail will be provided with relevant phone numbers and asked to contact our Retail Support Centre to report any retail information that would affect the operation of our penalty fares scheme.

- 9.4. The Retail Support Centre will keep appropriate records of the information that they have received, and will give this to the Independent Penalty Fares Appeals Service as required so that they can investigate penalty fare appeals. Such information will be held for 6 months before being destroyed.
- 9.5. We will give each authorised collector a mobile telephone, and the Retail Support Centre will send details of ticket office closures, very long queues, and faulty self-service ticket machines to every authorised collector on their route. Each authorised collector via the mobile telephone can confirm whether ticket offices are open and whether self-service ticket machines are working properly, with the Retail Support Centre or with the station staff.

10. Selling tickets on board trains

- 10.1. We do not intend to train senior conductors, Assistant Ticket Examiners, guards or other on-train staff to be authorised collectors. On-train staff will sell and check tickets on board penalty fares trains, but will provide a written penalty fares warning to any person who is liable to a penalty fare, and will draw the passengers attention to that warning.

On-train staff who are not trained as authorised collectors who sell tickets in the penalty fares area will issue an additional Avantix ticket with the penalty fare warning.

On-train staff that are not trained as authorised collectors have been and will continue to be trained and regularly briefed on the importance of correctly issuing penalty fare warning tickets. The Penalty Fares Handbook incorporates written instructions on when to issue the Penalty Fare Warning tickets from the Avantix ticket machines.

Monitoring is undertaken as part of the downloading process of Avantix at the end of each shift. A print can be obtained from Datasys which provides details on each ticket issued during a shift. This information includes the origin, destination, type of ticket and the fare paid. Additionally the same printout identifies whether the Penalty Fare Warning ticket has been issued from this machine (these are coded 2ZWQ Lennon Code).

Each day the following shift numbers are monitored to ensure that penalty fares warning notices were issued:

- London Midland Express: 10% of daily shifts for Avantix Machines;
- London Midland City: six prints from Birmingham New Street, one print from Leamington Spa, one print from Stourbridge Junction and one print from Worcester Shrub Hill for Avantix machines.

Results of the monitoring process will be recorded and arrangements have been made to ensure that all Senior Conductors are monitored at least once every twenty weeks. Senior Conductors found not to be issuing Penalty Fare Warnings will be initially re-briefed on the importance of their issue and subsequently, if they continue to refuse to issue Penalty Fare Warnings, may be dealt with through the disciplinary procedure.

11. Arrangements with other operators

11.1. The following table identifies each penalty fares station served by London Midland that is also served by other operators, and sets out the arrangements which we will make with these operators.

Key to “Arrangements that will apply”:

- A: Passengers alighting from this operator's trains **will not** be charged penalty fares, but will be dealt with under the terms of the current National Rail Conditions of Carriage. It is possible to see from the place where the ticket checks have been carried out who has alighted from this operator's trains.
- B: Passengers alighting from 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 alighting from this operator's trains **will not** be charged penalty fares. The CTA does not cover the platforms used by this operator.
- D: Passengers who say they have alighted from this operator's trains (at or around the time when this operator's trains arrive) **will not** be charged a penalty fare.
- E: Penalty fares **will** be charged to passengers alighting from this operator's trains under the terms of that operator's scheme, as long as the authorised collector has been individually authorised to collect penalty fares on behalf of this operator. These authorised collectors will be trained to enforce the other operator's scheme and will be aware of the relevant discretionary guidelines, as well as how to confirm what ticket facilities are available at the penalty fares stations of the other operator. The identification carried by each authorised collector (in line with Rule 5) will show the names of the operators on whose behalf they are authorised to collect penalty fares.
- F: We **will** authorise this operator's authorised collectors to charge penalty fares under the terms of our scheme and on our behalf. These authorised collectors will be given details of our scheme, including the discretionary guidelines and details how to contact our Retail Support Centre.
- G: London Underground and LOROL operates a penalty fares scheme at these stations but as our schemes are not compatible, we **will not** issue penalty fares to their passengers and vice-versa.

Station	Is there a CTA ?	Also served by trains operated by	Does this operator have a penalty fares scheme?	Arrangements that will apply
Acocks Green	No	Chiltern	Yes	EF
Bearley	No	Chiltern	Yes	A
Bedford*	No	First Capital Connect, East Midlands Trains	Yes , No	A, A
Berkhamstead	No	Southern	Yes	EF
Birmingham International *	No	Virgin, Cross Country, Arriva Trains Wales	No / No / No	A / A / A
Birmingham Moor Street *	No	Chiltern	Yes	EF
Birmingham New Street *	No	Virgin, Cross Country, Arriva Trains Wales	No / No / No	A / A / A
Birmingham Snow Hill	Yes	Chiltern	Yes	EF
Bletchley	No	Southern	Yes	EF
Bromsgrove	No	Cross Country	No	A
Bushey*	No	TFL / LRC	Yes / Yes	G / G
Claverdon	No	Chiltern	Yes	A
Colwall	No	First Great Western	No	A
Cosford	No	Arriva Trains Wales	No	A
Coventry*	No	Virgin, Cross Country	No / No	A / A
Cradley Heath	No	Chiltern	Yes	EF
Crewe*	No	Virgin, Cross Country, Northern, East Midlands Trains, Arriva Trains Wales	No / No / No / No / No	A / A / A / A / A
Dorridge*	No	Chiltern	Yes	EF
Great Malvern	No	First Great Western	No	A
Hagley	No	Chiltern	Yes	EF
Harrow & Wealdstone *	No	TFL / LRC / Southern	Yes/Yes /Yes	G / G / EF
Hatton*	No	Chiltern	Yes	EF
Hemel Hempstead	No	Southern	Yes	EF
Hereford	No	Arriva Trains Wales / First Great Western	No / No	A / A
Jewellery Quarter	No	Chiltern	Yes	EF
Kidderminster	No	Chiltern	Yes	EF
Langley Green	No	Chiltern	Yes	EF
Lapworth*	No	Chiltern	Yes	EF
Leamington Spa *	No	Cross Country, Chiltern	No / Yes	A / EF
Leighton Buzzard	No	Southern	Yes	EF
Ledbury	No	First Great Western	No	A
Lichfield Trent Valley	No	Virgin	No	B
Liverpool Lime Street*	No	Virgin, Cross Country, Northern, Merseyrail, East Midlands Trains, Transpennine Express	No / No / No / Yes / No / No	A / A / A / A / A / A

London & Birmingham Railway Limited
Penalty Fares Scheme
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Liverpool South Parkway*	No	Northern, Merseyrail, East Midlands Trains, Transpennine Express	No / Yes / No / No	A / A / A / A
London Euston *	No	Virgin, Scotrail, LRC	No / No / Yes	A / D / G
Lye	No	Chiltern	Yes	EF
Malvern Link	No	First Great Western	No	A
Milton Keynes Central	No	Virgin, Southern	No / Yes	D / EF
Northampton	No	Virgin	No	D
Nuneaton	No	Virgin, Cross Country	No / No	A / A
Old Hill	No	Chiltern	Yes	EF
Olton	No	Chiltern	Yes	EF
Rowley Regis	No	Chiltern	Yes	EF
Rugby *	No	Virgin	No	D
Runcorn*	No	Virgin, Northern	No / No	D / A
Sandwell & Dudley	No	Virgin	No	A
Shrewsbury*	No	Arriva Trains Wales	No	A
Small Heath	No	Chiltern	Yes	EF
Solihull*	No	Chiltern	Yes	EF
Smethwick Galton Bridge	No	Chiltern	Yes	EF
Stafford*	No	Virgin, Cross Country	No / No	A / A
Stoke on Trent*	No	Virgin, Cross Country, East Midland Trains, Northern	No / No / No / No	A / A / A / A
Stourbridge Junction	No	Chiltern	Yes	EF
Stratford upon Avon	No	Chiltern	Yes	EF
Tamworth	No	Virgin / Cross Country	No / No / No	A / A
Telford Central	No	Arriva Trains Wales	No	A
The Hawthorns	No	Chiltern	Yes	EF
Tring	No	Southern	Yes	EF
Tyseley	No	Chiltern	Yes	EF
Warwick*	No	Chiltern	Yes	EF
Warwick Parkway*	No	Chiltern	Yes	EF
Watford Junction	No	Virgin, Scotrail, LRC, Southern	No / No / Yes / Yes	D / D / G / EF
Wellington	No	Arriva Trains Wales	No / No	A
Wembley Central *	No	TFL / LRC / Southern	Yes/Yes/Yes	G / G / E
Widney Manor	No	Chiltern	Yes	EF
Wilmcote	No	Chiltern	Yes	A
Worcester Foregate Street	No	First Great Western	No	B
Worcester Shrub Hill	No	First Great Western,	No	A
Wolverhampton *	No	Virgin, Cross Country, Arriva Trains Wales	No / No / No / No	A / A / A

Note: Stations marked with an asterisk are stations where London Midland is not the Station Facility Operator (SFO).

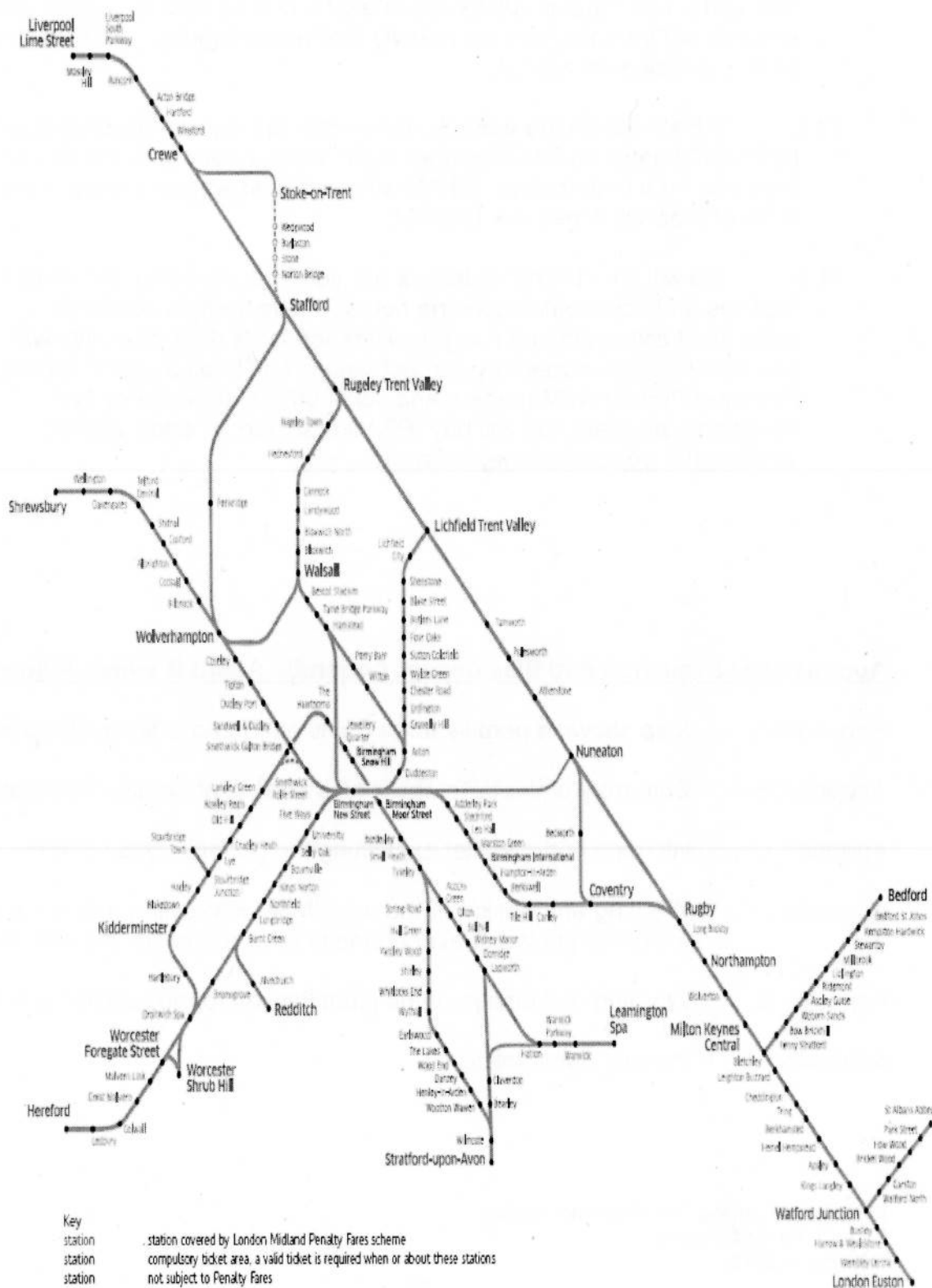
12. Appeals

- 12.1. All appeals against a penalty fare charged under this scheme will be handled by the Independent Penalty Fares Appeals Service (IPFAS). In line with the Penalty Fares Rules, every passenger charged a penalty fare under our scheme will be made aware of their right to appeal. IPFAS address will be shown on the penalty fare notice together with the 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 ask to do so.
- 12.3. We will give IPFAS details of our scheme, including details of ticket facilities and ticket office opening hours, the instructions given to authorised collectors and the guidelines for using discretion. We will inform IPFAS the necessary contact details for Retail Support Centre, Revenue Protection Managers and ticket offices so that they can investigate appeals. We will pay IPFAS a set fee for each appeal, whether the appeal is accepted or not.

Appendices: (see attached files except Appendix A and B which follows)

Appendix A	Map showing penalty fares trains and penalty fares stations
Appendix B	Summary of the ticket facilities available at penalty fare stations
Appendix C	Wording of the leaflet explaining the penalty fares scheme
Appendix D	Wording and design of the penalty fares warning notices which will be displayed at every penalty fares station in line with Rule 4
Appendix E	Wording and design of the identification for authorised collectors
Appendix F	Penalty Fare Notice

APPENDIX A



Appendix B

Summary of the ticket facilities available at penalty fare stations

Office Hours of Staffing and Ticket Machines									
Station	Operator	PF or CTA	Ticket Office Opening Hours					Permit To Travel Machines	Automated Ticket Vending Machines
			Monday	Tuesday to Thursday	Friday	Saturday	Sunday		
Acocks Green	London Midland	PF	0700 to 1600	0700 to 1600	0700 to 1800	0800 to 1600	Closed	One	TVM in ticket Hall
Acton Bridge	London Midland	PF	Unstaffed					One	None
Adderley Park	London Midland	PF	Closed	0700 to 1200	0700 to 1000	1200 to 1400	0900 to 1400	One	None
Albrighton	London Midland	PF	Unstaffed					One	None
Alvechurch	London Midland	PF	Unstaffed					One	None
Apsley	London Midland	PF	0600 to 1400 and 1600 to 1900	0600 to 1940	0600 to 1940	0800 to 1445	1000 to 1600	None	TVM in booking hall
Aston	London Midland	PF	0700 to 1030 and 1200 to 1800	0700 to 1100 and 1200 to 1800	0700 to 1100 and 1500 to 1800	1100 to 1500	Closed	One	TVM in waiting shelter on platform 2
Atherstone	London Midland	PF	Unstaffed					None	TVM on to Nuneaton platform
Barnt Green	London Midland	PF	Unstaffed					None	TVM on platform 3

Berkhamstead	London Midland	PF	0600 to 2000	0600 to 2000	0600 to 2000	0700 to 1900	0800 to 1700	None	3 x TVMs inside car park entrance
Berkswell	London Midland	PF	0700 to 1300	0700 to 1300	0700 to 1300 and 1500 to 2100	0800 to 1600	1000 to 1300	One	None
Bescot Stadium	London Midland	PF	0700 to 0900	Closed	0900 to 1100	1000 to 1500 and 1700 to 1900	Closed	One	TVM on platform 1
Bilbrook	London Midland	PF	Unstaffed					Two	None
Birmingham International	Virgin	PF	0540 to 2100	0540 to 2100	0540 to 2100	0540 to 2100	0740 to 2100	None	TVM on concourse
Birmingham Moor Street	Chiltern	CTA	staffed first to last train					None	TVM by the ticket office
Birmingham New Street	Network Rail	PF	staffed continuously					None	TVM on concourse & Navigation Street entrance
Birmingham Snow Hill	London Midland	CTA	0600 to 2100	0600 to 2100	0600 to 2300	0700 to 2300	0800 to 2000	One	TVM in ticket office area
Blake Street	London Midland	PF	0600 to 1600	0700 to 1400	0700 to 1400 and 1600 to 1900	0700 to 1800	0900 to 1500	One	TVM outside station front
Bletchley	London Midland	PF	0600 to 2100	0600 to 2000	0600 to 2000	0700 to 1800	0800 to 1700	None	TVM in booking hall
Bloxwich	London Midland	PF	Unstaffed					None	TVM to be installed
Bloxwich North	London Midland	PF	Unstaffed					None	TVM to be installed
Bournville	London	PF	0600 to	0600 to	0600 to	0800 to	0900 to	One	TVM on B'ham

Bromsgrove	Midland	PF	2000	2000	2000	2000	1600	None	platform TVM on station entrance
Bushey	LRC	PF	Unstaffed					None	TVM in booking hall
Butlers Lane	London Midland	PF	0700 to 1300 and 1500 to 1700	0700 to 1300	0700 to 2100	0800 to 1900	1100 to 1500	One	TVM on platform 1
Canley	London Midland	PF	0700 to 1300 and 1500 to 1800	0700 to 1200	0700 to 1900	0800 to 1600	1000 to 1200	One	TVM on station front
Cannock	London Midland	PF	Unstaffed					None	TVM on to Walsall platform
Cheddington	London Midland	PF	Unstaffed					None	TVM outside booking hall
Chester Road	London Midland	PF	0600 to 1900	0600 to 1900	0700 to 2000	0800 to 2000	0900 to 1600	None	TVM near ticket office
Codsall	London Midland	PF	Unstaffed					One	None
Colwall	London Midland	PF	Unstaffed					One	None
Coseley	London Midland	PF	0615 to 1600	0615 to 1400 and 1600 to 1900	0615 to 1900	0700 to 2000	0900 to 1400	One	TVM outside ticket office
Cosford	London Midland	PF	Unstaffed					One	None
Coventry	Virgin	PF	0515 to 2130	0515 to 2130	0515 to 2130	0530 to 2045	0730 to 2130	None	TVM on concourse
Cradley Heath	London Midland	PF	0600 to 2000	0600 to 2000	0600 to 2000	0700 to 2000	0915 to 1800	None	TVM near ticket office
Crewe	Virgin	PF	0530 to	0530 to	0530 to	0530 to	0810 to	None	TVM in ticket

			2030	2030	2030	2030	2030	2030		office area
Dorridge	London Midland	PF	staffed first to last train					2030	None	TVM near ticket office
Droitwich Spa	Chiltern	PF	0700 to 1800	0700 to 1800	0700 to 1900	0800 to 1500	Closed	Closed	None	TVM near ticket office
Duddeston	London Midland	PF	0800 to 1000	0800 to 1000	0800 to 1000	Closed	Closed	Closed	One	None
Dudley Port	London Midland	PF	0615 to 2000	0615 to 2000	0615 to 2000	0700 to 2000	0900 to 1700	0900 to 1700	One	None
Erdington	London Midland	PF	0600 to 2000	0600 to 2000	0600 to 2000	0800 to 2000	0925 to 1600	0925 to 1600	None	TVM near ticket office
Five Ways	London Midland	PF	0700 to 2000	0700 to 2000	0700 to 2000	0800 to 1800	1000 to 1600	1000 to 1600	None	TVM in ticket office area
Four Oaks	London Midland	PF	0600 to 2000	0600 to 2000	0600 to 2000	0700 to 2000	0900 to 1600	0900 to 1600	One	TVM on Lichfield platform
Gravelly Hill	London Midland	PF	0600 to 2000	0600 to 2000	0600 to 2000	0700 to 2000	0800 to 1600	0800 to 1600	One	None
Great Malvern	London Midland	PF	0600 to 1700	0600 to 1700	0600 to 1700	0700 to 1400	Closed	Closed	None	TVM near ticket office
Hagley	London Midland	PF	0700 to 1600	0700 to 1600	0700 to 1600	0800 to 1500	Closed	Closed	One	TVM at station entrance
Hall Green	London Midland	PF	0625 to 1400	0625 to 1400	0625 to 1900	0800 to 1700	Closed	Closed	One	TVM on platform 2
Hampton-in-Arden	London Midland	PF	0700 to 1000	0700 to 1000	0700 to 1000	0900 to 1400	Closed	Closed	One	None
Hamstead	London Midland	PF	0600 to 1300	0600 to 1300	0700 to 1300 and 1500 to 1700	0900 to 1600	Closed	Closed	One	TVM on platform 1
Harrow & Wealdstone	LRC	PF	staffed first to last train					None	None	TVM in booking hall
Hartford	London Midland	PF	0600 to 1700	0600 to 1700	0600 to 1900	0700 to 1500	1035 to 1200	1035 to 1200	One	TVM at station front
Hednesford	London	PF	Unstaffed					None	None	TVM on to

	Midland										Walsall platform
Hemel Hempsted	London Midland	PF	0600 to 2000	0600 to 2000	0600 to 2000	0700 to 2000	0800 to 1900	None	None	2 x TVM's outside booking hall	
Henley in Arden	London Midland	PF	Unstaffed						None	TVM on station entrance	
Hereford	Arriva Trains Wales	PF	0520 to 1830	0520 to 1830	0520 to 1830	0645 to 1830	0915 to 1840	None	None	TVM in ticket office area	
Jewellery Quarter	London Midland	PF	Closed	Closed	1600 to 1800	1100 to 1300 and 1500 to 1700	Closed	One	One	TVM in ticket hall	
Kidderminster	London Midland	PF	0610 to 1900	0610 to 1900	0610 to 1900	0700 to 1800	0900 to 1700	None	None	TVM in ticket office area	
Kings Langley	London Midland	PF	0600 to 1940	0600 to 1940	0600 to 1940	0800 to 1500	1000 to 1500	None	None	TVM in booking hall	
Kings Norton	London Midland	PF	0600 to 1900	0600 to 1900	0600 to 2000	0700 to 2100	0930 to 1600	One	One	TVMs on B'ham and Longbridge platforms	
Landywood	London Midland	PF	Unstaffed						None	TVM to be installed	
Langley Green	London Midland	PF	0700 to 0900	0700 to 1900	0700 to 1100	0900 to 1400	Closed	One	One	TVM on platform 2	
Lea Hall	London Midland	PF	0615 to 1800	0615 to 1800	0600 to 1900	0700 to 1900	1000 to 1300	One	One	TVM on station entrance	
Leamington Spa	Chiltern	PF	0545 to 2010	0545 to 2010	0545 to 2010	0545 to 2010	1040 to 2130	One	One	TVM Outside the station front	
Leighton Buzzard	London Midland	PF	0600 to 2000	0600 to 2000	0600 to 2000	0700 to 2000	0800 to 1800	None	None	2 x TVMs in booking hall	
Lichfield City	London Midland	PF	0600 to 1900	0600 to 1900	0600 to 2000	0700 to 2000	0900 to 1900	One	One	TVM in Ticket office area	

Lichfield T.V.	London Midland	PF	0600 to 1900	0600 to 1900	0600 to 1900	0700 to 1600	Closed	None	TVM near ticket office
Liverpool Lime Street	Network Rail	PF	0533 to 0013	0533 to 0013	0533 to 0013	0533 to 0013	0743 to 0013	None	TVM in ticket office area
Liverpool South Parkway	Merseyrail	PF	0550 to 0033	0550 to 0033	0550 to 0033	0550 to 0033	0755 to 0033	None	TVM in ticket office area
London Euston	Network Rail	PF	0600 to 2325	0600 to 2325	0600 to 2325	0600 to 2325	0745 to 2230	None	3 TVMs on concourse
Longbridge	London Midland	PF	0600 to 2000	0600 to 2000	0600 to 2000	0700 to 2000	0930 to 1500	One	TVM in Ticket office area
Long Buckby	London Midland	PF	0615 to 1100	0615 to 1100	0615 to 1100	Closed	Closed	None	TVM outside ticket office
Lye	London Midland	PF	Unstaffed					One	None
Malvern Link	London Midland	PF	0630 to 1300	0630 to 1300	0630 to 1800	0800 to 1400	Closed	One	TVM on platform 1
Marston Green	London Midland	PF	0615 to 1900	0615 to 1900	0615 to 2000	0800 to 2000	0900 to 1400	None	TVM near ticket office
Milton Keynes Central	London Midland	PF	0445 to 2200	0445 to 2200	0445 to 2200	0600 to 2200	0645 to 2130	None	3 x TVMs on concourse
Northfield	London Midland	PF	0600 to 2000	0600 to 2000	0600 to 2000	0700 to 2100	0920 to 1620	One	TVM in Ticket office area
Northampton	London Midland	PF	0600 to 2100	0600 to 2100	0600 to 2100	0600 to 2100	0645 to 2000	None	3 x TVMs in booking hall
Nuneaton	London Midland	PF	0600 to 2000	0600 to 2000	0600 to 2000	0600 to 2000	0900 to 2100	None	1 x TVM in booking office
Oakengates	London Midland	PF	Unstaffed					One	None
Old Hill	London Midland	PF	0700 to 1100	0700 to 1100	0700 to 1100	0900 to 1600	Closed	One	TVM on platform 1
Olton	London Midland	PF	0700 to 1500	0700 to 1300 and 1700 to 1900	0700 to 2000	0800 to 2000	1100 to 1300	One	TVM in ticket hall
Penkridge	London	PF	Unstaffed					One	None

	Midland									
Perry Barr	London Midland	PF	0700 to 1800	0700 to 1800	0700 to 1900	0900 to 1700	1000 to 1600	One	None	
Redditch	London Midland	PF	0615 to 1900	0615 to 1900	0615 to 2000	0615 to 2000	0900 to 1600	One	TVM outside the station front	
Rowley Regis	London Midland	PF	0600 to 1900	0600 to 1900	06000 to 2000	0600 to 2000	1000 to 1500	One	TVM near ticket office area	
Rugby	Virgin	PF	0545 to 2000	0545 to 2000	0545 to 2000	0545 to 2000	0810 to 1950	None	TVM in concourse	
Rugeley Town	London Midland	PF	Unstaffed						One	TVM to be installed
Rugeley Trent Valley	London Midland	PF	Unstaffed						None	TVM at station entrance
Sandwell & Dudley	London Midland	PF	0520 to 2000	0520 to 2000	0520 to 2000	0520 to 1900	0800 to 1900	One	TVM in ticket hall	
Selly Oak	London Midland	PF	0600 to 2100	0600 to 2100	0600 to 2100	0700 to 2100	0900 to 1900	One	TVM in Ticket office area and B'ham platform	
Shenstone	London Midland	PF	0700 to 1000	0700 to 1000	0700 to 1000	0700 to 1000	Closed	One	None	
Shifnal	London Midland	PF	Unstaffed						One	None
Shirley	London Midland	PF	0630 to 1200	0630 to 1200	0630 to 2000	0800 to 2000	1000 to 1400	One	TVM on platform 1	
Shrewsbury	Arriva Trains Wales	PF	0520 to 2040	0520 to 2040	0520 to 2040	0520 to 1930	0730 to 1930	None	TVM in ticket office area	
Small Heath	London Midland	PF	0700 to 1000	0700 to 1000	0700 to 1000	Closed	Closed	One	None	
Smethwick Galton Bridge	London Midland	PF	0615 to 1300	0615 to 1300	0615 to 1800	0800 to 1600	1000 to 1300	One	TVM in ticket hall	
Smethwick	London	PF	0700 to	0700 to	0700 to	0800 to	Closed	One	TVM in ticket	

Tipton	London Midland	PF	0700 to 1400	0700 to 1400	0700 to 1400	0800 to 1600	1100 to 1400	One	None
Tring	London Midland	PF	0600 to 1900	0600 to 1900	0600 to 1900	0715 to 1400	0800 to 1500	None	TVM in booking hall
Tyseley	London Midland	PF	0700 to 0900	0700 to 0900	0700 to 0900	Closed	Closed	One	None
University	London Midland	PF	0700 to 2000	0700 to 2000	0700 to 2000	0800 to 1900	1000 to 1600	One	TVM in Ticket office area
Walsall	London Midland	PF	0600 to 1900	0600 to 1900	0600 to 2000	0700 to 2000	0920 to 1645	None	TVM machine on concourse
Warwick	Chiltern	PF	0550 to 1950	0550 to 1950	0550 to 1950	0550 to 1950	0930 to 1740	One	None
Warwick Parkway	Chiltern	PF	0530 to 1944	0530 to 1944	0530 to 1944	0640 to 1704	0530 to 1730	One	None
Watford Junction	London Midland	PF	0530 to 2300	0530 to 2300	0530 to 2300	0530 to 2300	Closed	None	3 TVMs in booking hall
Wellington	London Midland	PF	0700 to 1300 and 1500 to 1700	0700 to 1300	0700 to 1300 and 1500 to 1700	0800 to 1300	Closed	None	TVM near ticket office
Wembley Central	LRC	PF	0630 to 2045	0630 to 2045	0630 to 2045	0630 to 2045	0715 to 2000	None	TVM in booking hall
Whitlocks End	London Midland	PF	Unstaffed					None	TVM in car park near to Stratford platform
Widney Manor	London Midland	PF	0600 to 1200	0600 to 1200	0600 to 1200	0800 to 1500	1020 to 1300	One	TVM on platform 1
Winsford	London Midland	PF	0700 to 1200	0700 to 1200	0700 to 1500	0700 to 1500	Closed	One	TVM on platform 2
Witton	London Midland	PF	Unstaffed					One	None
Wolverhampton	Virgin	PF	staffed continuously					None	TVM on concourse
Wolverton	London	PF	0615 to	0615 to	0615 to	Closed	Closed	None	TVM on

	Midland		1100	1100	1100	1100	1100			platform 4
Worcester	London	PF	0610 to 1900	0610 to 1900	0610 to 1900	0610 to 1900	0610 to 1900	0900 to 1645	One	TVM in ticket office area
Foregate Street	Midland									
Worcester	London	PF	0600 to 1100	0600 to 1100	0600 to 1900	0600 to 1900	0700 to 1100	0900 to 1400	One	TVM in ticket office area
Shrub Hill	Midland									
Wylde Green	London	PF	0605 to 1900	0605 to 1900	0700 to 2000	0700 to 2000	0800 to 2100	0925 to 1600	None	TVM near ticket office
	Midland									
Wythall	London	PF			Unstaffed				One	TVM outside ticket office
	Midland									
Yardley Wood	London	PF	0630 to 1400	0630 to 1400	0630 to 1900	0630 to 1900	0800 to 1600	0930 to 1300	One	TVM at station entrance
	Midland									

* **Note:** TVM means Ticket Vending Machine