

SOUTHERN

**SOUTHERN
PENALTY FARES SCHEME**

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1 Introduction

1.1 We, Southern Ltd, give notice, under rule 3.2 of the SRAs Penalty Fares Rules 2002 that we want to introduce a Penalty Fares Scheme with effect from 27th April 2003. . This document describes our Penalty Fares Scheme for the purposes of rule 3.2 b.

1.2 We have decided to introduce a Penalty Fares Scheme in this area because

Southern have been operating a Penalty Fares Scheme in the Metro area and the experience has proved that it is an efficient means to deter ticket-less travel. Also by not having Penalty Fares Scheme in the rest of the company causes confusion for our passengers. Based on this experience and with a view to ensuring consistency in our policy, we are proposing extend to the Penalty Fares Scheme throughout the Southern network.

1.3 We have prepared this Penalty Fares Scheme taking account the following documents.

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

1.4 In line with rule 3.2, we have sent copies of this Penalty Fares Scheme to:

- The Department for Transport
- Passenger Focus
- London TravelWatch.

2 Penalty Fares Trains

2.1 For the purposes of this Penalty Fares Scheme, all the trains that we operate in the Sussex Coast and the South London Lines will be Penalty Fares Trains. This will include all Gatwick Express services that we operate from London Victoria at Gatwick Airport in both directions along with the extended Express services that run to Brighton and those that start from Brighton including all station stops on this line of route.

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 Penalty Fares Scheme, the following stations will be Penalty Fares Stations.

Aldrington	Amberley	Anerley
Angmering	Arundel	Ashford International
Ashtead	Ashurst	Balcombe
Balham	Banstead	Barnham
Battersea Park	Beckenham Junction	Bedhampton
Belmont	Berkhamstead	Berwick
Bexhill	Billingshurst	Birkbeck
Bletchley	Bognor Regis	Bookham
Bosham	Bournemouth	Boxhill & Westhumble
Brighton	Brockenhurst	Brockley
Burgess Hill	Buxted	Carshalton
Carshalton Beeches	Caterham	Charing Cross
Cheam	Chichester	Chipstead
Christchurch	Christs Hospital	Clandon
Clapham High Street	Clapham Junction	Collington
Cooden Beach	Cooksbridge	Cosham
Coulsdon South	Coulsdon Town	Cowden
Crawley	Crowborough	Crystal Palace
Denmark Hill	Dorking	Dormans
Durrington On Sea	Earlswood	East Croydon
East Dulwich	East Grinstead	East Worthing
Eastbourne	Edenbridge Town	Effingham Junction
Emsworth	Epsom	Epsom Downs
Eridge	Ewell East	Falmer
Fareham	Faygate	Fishbourne
Fishergate	Ford	Forest Hill
Fratton	Gatwick Airport	Gipsy Hill
Glynde	Goring-by-Sea	Guildford
Hackbridge	Ham Street	Hampden Park
Harrow & Wealdstone	Hassocks	Hastings
Havant	Haydons Road	Haywards Heath
Hemel Hempstead	Hever	Hilsea
Holmwood	Honor Oak Park	Horley
Horsham	Horsley	Hove
Hurst Green	Ifield	Imperial Wharf
Kenley	Kensington Olympia	Kingswood
Lancing	Leatherhead	Leighton Buzzard
Lewes	Lingfield	Littlehampton
Littlehaven	London Bridge	London Road (Guildford)
London Road Brighton	Merstham	Milton Keynes
Mitcham Eastfields	Mitcham Junction	Morden South

Moulsecoomb	New Cross Gate	New Milton
Newhaven Town	Norbury	North Dulwich
Norwood Junction	Nutbourne	Ockley
Oxted	Peckham Rye	Penge West
Pevensey & Westham	Plumpton	Polegate
Portchester	Portslade	Portsmouth & Southsea
Portsmouth Harbour	Preston Park	Pulborough
Purley	Purley Oaks	Queens Road Peckham
Redhill	Reedham	Reigate
Riddlesdown	Rye	Salfords
Sanderstead	Seaford	Selhurst
Shepherds Bush	Shoreham-by-Sea	South Bermondsey
South Croydon	South Merton	Southampton Central
Southbourne	Southwick	St Helier
St Leonards Warrior Square	Streatham	Streatham Common
Streatham Hill	Sutton	Sutton Common
Swanwick	Sydenham	Tadworth
Tattenham Corner	Thornton Heath	Three Bridges
Tonbridge	Tooting	Tring
Tulse Hill	Uckfield	Upper Warlingham
Victoria	Waddon	Wallington
Wandsworth Common	Wandsworth Road	Warblington
Warnham	Waterloo East	Watford Junction
Wembley Central	West Brompton	West Croydon
West Norwood	West Sutton	West Worthing
Whyteleaf South	Whyteleafe	Wimbledon
Wimbledon Chase	Wivesfield	Woldingham
Woodmansterne	Worthing	

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:

Appledore, Winchelsea, Doleham, Three Oaks, Ore, Normans Bay, Pevensey Bay, Southease, Newhaven Harbour, Bishopstone, Nutfield, Godstone, Edenbridge, Penshurst & Leigh

The above stations are not included in the scheme, as they currently do not fulfil the minimum ticket facility required by the penalty fares rules.

4 Compulsory Ticket Areas

- 4.1 The Penalty Fares Scheme will not create any compulsory ticket areas

5 Ticket Facilities

- 5.1 The ticket facilities provided at each Penalty Fares station are set out in appendix B. A second way of buying tickets is provided in the form of a 'permit to travel' machine or ticket machine at each staffed station. At some stations a 'permit to travel' machine will be the only facility available.
- 5.2 The ticket facilities at each Penalty Fares station are sufficient to meet the Ticketing and Settlement Agreement and Passenger's Charter queuing standards under normal circumstances at all times of day. This standard is normally five minutes at peak times and three minutes at other times.

To make sure that passengers are not charged Penalty Fares when the queuing standards are not met, we will monitor the queuing time on a regular basis, especially during rush hours and issue instructions through the mobile phone text system to our revenue protection staff that discretion should be used if excessive queues build up.

- 5.3 At staffed stations, staff will check ticket and 'permit to travel' machines every day that the station is staffed. Staff will be trained to correct faults themselves wherever possible. When this is not possible, our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be corrected within 24 hours.
- 5.4 At unstaffed stations daily visits will be made by staff to check the ticket and permit to travel machines. Staff will be trained to correct faults themselves wherever possible. When this is not possible, our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be corrected within 24 hours.
- 5.5 At staffed stations, 'permit to travel' machines where installed, 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 to switch on any 'permit to travel' machine whenever unusually long queues build up at the ticket office. This standard is normally five minutes at peak times and three minutes at other times.

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 Penalty Fares 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 Penalty Fares Scheme is well publicised:

Press Releases

Information on our Website

Notifying User Groups by letter

Leaflets

6.3 Before the Penalty Fares 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 which will explain how the Penalty Fares 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 Penalty Fares 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 Penalty Fares Scheme remains in force. We will give a copy of this leaflet and a copy of the SRAs Penalty Fares Rules to each person who asks for information about the Penalty Fares Scheme under rule 8. The wording of the leaflet is attached as appendix D. Our customer services department will send a large-print version or audio-tape version of the leaflet to anyone who asks.

6.5 Penalty Fares warning notices will be displayed in line with rule 4, at each Penalty Fares station from the date the Penalty Fares Scheme is introduced and for as long as the Penalty Fares Scheme remains in force. These notices will take the form of posters in special poster sites, displayed at each entrance to the platforms and on the platforms at interchange stations where they can be seen by any passenger changing onto a Penalty Fares train. The wording and design of these warnings is shown in appendix E. The signs will follow the signing guidelines contained in the Code of Practice on Penalty Fares produced by the Association of Train Operating Companies. We will check that these warning notices are properly displayed at each station which we operate every four weeks as part of our regular station audit process. As part of station access checks we currently carry out, we will include Penalty Fares Warning notices are in place at stations run by other operator.

7 Selecting and Training Of Authorised Collectors

- 7.1 All persons who are appointed to Authorised Collector posts will undergo the following recruitment process, whether they are internal or external.

Shortlisted applicants for interview will be invited to a recruitment day and supplied with job data sheets informing them of details of the post duties, person specifications and conditions.

During the recruitment day, candidates will undertake a number of test that assist the selection panel in deciding if candidates have the ability to undertake the role. The test will include:

- Numerical skills where emphasis is straightforward calculation and understanding of arithmetical operations.
- Using information where we will measure speed and accuracy in checking information.
- Report writing: we will consider accuracy of information, clarity, spelling and neatness.
- Formal interview with a panel comprising of a minimum of 2 persons. This will take an approximate 20-30 minutes and will consist of a set of questions devised for the round of interviews. Questions will aim at identifying a match to the posts Person Specification, personality and will identify any negative responses.

- 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;
- National Routing Guide
- Rail bye-laws;
- Penalty Fares Rule and Regulations;
- Details of this Penalty Fares Scheme, including how Authorise Collectors should use their discretion;
- Customer service and
- Conflict management

This training will be carried out by internal trainers and external specialists training companies and will be given to set guidelines, session plans and 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.

- 7.4 We will give refresher training to each Authorised Collector every 18 months. The refresher training will cover the same subjects as the initial training, and an assessment will be carried out afterwards. If an Authorised Collector fails to reach a satisfactory standard in the assessment, we will not allow them to continue as an Authorised Collector until they successfully pass an assessment after more training. We will keep appropriate records of this refresher training.
- 7.5 We will fully investigate all complaints about Authorised Collectors or how this Penalty Fares Scheme is run, and we will take any action which is necessary as a result. We will keep records of the investigation and the action which we take. If appropriate, we will remove an Authorised Collector from duty and withdraw their Authorised Collector's identification, until they have been given extra training and re-assessed as being satisfactory.
- 7.6 Each Authorised Collector will be given a routine briefing by his or her supervisor or manager every four weeks, covering relevant issues concerning safety, customer service, product changes and revenue protection.
- 7.7 We will use a combination of induction training and briefing to make sure that other staff, including ticket office staff, platform staff, customer services staff and 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 Southern. In line with rule 5, they will carry identification and produce it when charging a penalty fare or when asked by a passenger. This identification will include the Authorised Collector's photograph and will show that they are authorised to collect Penalty Fares on our behalf and on behalf of any other operators who have authorised them to collect penalty fares. We will not allow Authorised Collectors to collect Penalty Fares if they do not have this identification badge with them. The design of this badge 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 (PFN). The wording and layout of this notice is shown in appendix G.
- 8.3 We will provide each Authorised Collector with written instructions in the form of a Southern retail companion. A copy of these instructions is enclosed. The instructions will include details of the Penalty Fares Trains and Penalty Fares Stations under this Penalty Fares Scheme, the opening hours and contact phone numbers for the ticket office at each Penalty Fares station and the retail control centre. It will include details of the arrangements made concerning 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 discretion not to charge a penalty fare, and either charge the full single fare in line with National Rail Conditions of Carriage or charge any relevant discounted fare as appropriate under the circumstances. The instructions will set out clear guidelines for using this discretion, which will be used towards:

- passengers who have mobility problems and passengers who are frail, elderly or heavily pregnant, who may not be able to get to the ticket office easily at the station where they got on the train or stand in a queue for a long time;
- passengers who are not aware of the Penalty Fares 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;
- all passengers when the train service is severely disrupted.
- Airport Passengers travelling to and from Gatwick Airport especially for visitors unfamiliar with the UK Rail Network and people hurrying to catch flights.

- Passengers with standard class tickets who are elderly or pregnant and who are travelling in first class accommodation 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 frail, elderly or heavily pregnant, and other vulnerable passengers, are not put at greater risk by charging them a penalty fare, especially late at night.
- 8.7 The instructions will remind Authorised Collectors that although they may require passengers to make a minimum payment in line with rule 8.2, passengers who are charged a penalty fare have 21 days in which to pay the rest. Authorised Collectors will be given the discretion not to charge this minimum payment but to give passengers 21 days in which to pay the full amount of the penalty fare.
- 8.8 If a barrier check is to be carried out at a station **without** a CTA, Authorised Collectors will make sure:
- that they are in a position where they can see that a person approaching the barrier has got off a train; or
 - that they carry out a thorough search of the platform area before the check starts, to make sure that there is no-one on the platform side of the barrier check who is not travelling.
- 8.9 Authorised Collectors will be paid commission of 5% of the value of tickets they sell and of the value of the Penalty Fares which they charge.
- 8.10 We reserve the right to prosecute passengers if we think they intended to avoid paying their fare or have committed a bylaw offence. 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 Availability of Ticket Facilities and Display of Warning Notices

- 9.1 We will set up a retail control centre at Streatham Hill. This will be open on a 24 hours basis, 7 days a week. Ticket Office staff at each Penalty Fares station which we operate will tell the centre:
- when they open their ticket office;
 - if their ticket office closes temporarily (and when it reopens);
 - if their ticket office closes before its advertised time;
 - when very long queues build up (and when queuing levels return to normal);
 - when ticket or 'permit to travel' machines break down, or only accept coins or the exact fare; and
 - when these ticket or 'permit to travel' machines are working properly again.

In absence of ticket office staff, platform staff or revenue protection staff will provide the above information to the retail control centre.

- 9.2 At unstaffed stations, staff visiting every weekday will check machines and notify the retail control centre of any non-availability of ticket facilities.
- 9.3 We will make arrangements with other operators to provide information on availability of ticket facilities at stations which they control and are served by Southern's penalty fares trains.
- 9.4 The retail control centre will keep an appropriate record of the information they have received, and will give this to IPFAS as necessary so that they can investigate appeals.
- 9.5 We will give each Authorised Collector a message pager, and the retail control centre will send details of ticket office closures, very long ticket queues and faulty ticket or 'permit to travel' 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 retail control centre or with the station staff.

10 Selling Tickets On Board Trains

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

PENALTY FARE WARNING

When travelling from a Penalty Fare Station, within a Penalty Fares Area, you must buy your ticket (or obtain a permit to travel) before you board the train where ticket or permit issuing facilities are available. If you do not, then:

- If an Authorised Penalty Fares Collector is inspecting tickets you may be charged a £20 Penalty Fare or twice the appropriate full single fare to the next station stop, whichever is greater.
- If another member of ticket examination staff is inspecting tickets, you will only be sold a full-price standard single or return ticket. When a Penalty Fares Inspector is inspecting tickets no other member of ticket examination staff will sell tickets on board the train or at your destination station.

The Penalty Fare warning will be issued in one of two ways:

- On the reverse of an Avantix issued ticket, an extra ticket will be issued to any Passenger being sold a ticket, who is liable for a Penalty Fare (this is for auditing purposes).
- Ticket inspection staff that are not trained on how to use an Avantix machine will issue a warning card; the cards will be similar size to a credit card.
- We have trained all the Train Team Managers and Team leaders and supplied them with the material for above. They in turn have trained on-trained staff on one to one basis as the complete training takes some 15 minutes. Refresher training will be given as part of on train staff briefing process.

Both options above will be monitored by regular checks by supervisors and by mystery shoppers. Monitoring will be undertaken as part of the downloading process of SPORTIS at the end of each shift. A print can be obtained from the SDRU which details each ticket issued during the shift, the origin and destination, type of ticket and the fare paid. Additionally, the same printout identifies whether the Penalty Fare Warning ticket has been issued from the machine. Prints should be obtained according to locations.

Results of both monitoring processes will be recorded and be able to be audited. Arrangements will be made to ensure that all on-train staff are monitored at least once every 15 weeks. On-train staff found not to be issuing Penalty Fares Warnings will be initially re-briefed on the importance of their issue and subsequently if they continue to fail to use Penalty Fare Warnings, will be dealt with through the disciplinary procedure. Also Sportis tickets can be audited to ensure that an extra ticket had been issued.

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 which 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
Ashtead	No	SWT	Yes	E & F
Balcombe	No	First Capital Connect	Yes	E & F
Balham(Gated Station)	No	(LUL does not effect this station)	N/A	N/A
Barnham	No	First Great Western	No	A
Birkbeck	No	(Tramlink Platform Entrance Separate to Train Platform Entrance)	N/A	N/A
Boxhill & Westhumble	No	SWT	Yes	E & F
Brighton	No	First Capital Connect First Great Western	Yes No	E & F A
Burgess Hill	No	First Capital Connect	Yes	E & F
Carshalton	No	First Capital Connect	Yes	E & F
Chichester	No	First Great Western	No	A
Dorking	No	SWT	Yes	E & F
Earlswood	No	Southeastern	Yes	E & F
East Croydon	No	First Capital Connect ,	Yes	E & F
Epsom	No	SWT	Yes	E & F
Hackbridge	No	First Capital Connect	Yes	E & F
Hassocks	No	First Capital Connect	Yes	E & F
Haywards Heath	No	First Capital Connect	Yes	E & F
Hove	No	First Great Western	No	A
Leatherhead	No	SWT	Yes	E & F
London Victoria	No	Southeastern	Yes	E & F
		Gatwick Express (‘From’ & ‘To’ Gatwick Airport)	Yes	E & F
		Gatwick Express (‘To’ & ‘From’ Brighton) (Including stations on route from Gatwick Airport to Brighton and Brighton to Gatwick Airport)	Yes	E & F
Mitcham Eastfields	No	First Capital Connect	Yes	E & F
Mitcham Junction	No	First Capital Connect	Yes	E & F
Norbury	No	First Capital Connect	Yes	E & F
Ore	No	Southeastern	No	A
Peckham Rye	No	Southeastern	Yes	E & F
Preston Park	No	First Capital Connect	Yes	E & F
Redhill	No	First Capital Connect	Yes	E & F
		First Great Western	No	A
Reigate	No	First Great Western	No	A
Selhurst	No	First Capital Connect	Yes	E & F
Shoreham by Sea	No	First Great Western	No	A

Station	Is there a CTA?	Also served by trains operated by:	Does this operator have a Penalty Fares Scheme?	Arrangements that will apply
Streatham	No	First Capital Connect	Yes	E & F
Streatham Common	No	First Capital Connect	Yes	E & F
Sutton	No	First Capital Connect	Yes	E & F
Thornton heath	No	First Capital Connect	Yes	E & F
Three Bridges	No	First Capital Connect First Great Western	Yes No	E & F A
Tulse Hill	No	First Capital Connect	Yes	E & F
Wivelsfield	No	First Capital Connect	Yes	E & F
Worthing	No	First Great Western	No	A

Other TOC Stations and Arrangements

Station	Is there a CTA?	Station Southern trains serve and operated by:	Does this operator have a Penalty Fares Scheme?	Arrangements that will apply
Anerley	No	London Overground	Yes	A
Ashford International	No	Southeastern	Yes	E & F
Beckenham Junction	No	Southeastern	Yes	E & F
Bedhampton	No	SWT,	Yes	E & F
Berkhamstead	No	London Midland	Yes	E & F
Bletchley	No	London Midland	Yes	E & F
Bookham	No	SWT	Yes	E & F
Brockley	No	London Overground	Yes	A
Clandon	No	SWT	Yes	E & F
Clapham Junction	No	SWT, LOROL	Yes Yes	E & F A
Cosham	No	SWT, First Great Western	Yes No	E & F A
Crystal Palace	No	London Overground	Yes	A
Denmark Hill	No	Southeastern	Yes	E & F
Effingham Junction	No	SWT	Yes	E & F
Fareham	No	SWT, First Great Western	Yes No	E & F A
Forest Hill	No	London Overground	Yes	A
Fratton	No	SWT, First Great Western	Yes No	E & F A

Station	Is there a CTA?	Station Southern trains serve and operated by:	Does this operator have a Penalty Fares Scheme?	Arrangements that will apply
Gatwick Airport	No	First Capital Connect First Great Western Gatwick Express (Stations 'To' & 'From' Brighton) Gatwick Express ('To' & 'From' London Victoria)	Yes No Yes Yes	E & F A E & F E & F
Guildford	No	SWT, First Great Western, Arriva Cross Country	Yes No No	E & F A A
Harrow and Wealdstone	No	London Midland LUL LOROL	Yes Yes Yes	E & F A A
Hastings	No	Southeastern	Yes	E & F
Havant	No	SWT First Great Western	Yes No	E & F A
Haydons Road	No	First Capital Connect	Yes	E & F
Hemel Hempstead	No	London Midland	Yes	E & F
Hilsea	No	SWT First Great Western	Yes No	E & F A
Horsley	No	SWT	Yes	E & F
Honor Oak Park	No	London Overground	Yes	A
Imperial Wharf	No	LOROL	Yes	A
Kensington Olympia	No	LOROL Arriva Cross Country	Yes No	A A
Leighton Buzzard	No	London Midland	Yes	E & F
London Bridge	No	Southeastern, First Capital Connect	Yes	E & F
London Road Guildford	No	SWT	Yes	E & F
Milton Keynes	No	Londonmidland Virgin Trains LUL	Yes No Yes	E & F A A
Mitcham Junction	No	First Capital Connect	Yes	E & F
Morden South	No	First Capital Connect	Yes	E & F
New Cross Gate	No	London Overground	Yes	A
Norwood Junction	No	London Overground	Yes	A
Penge West	No	London Overground	Yes	A
Portchester	No	SWT First Great Western	Yes No	E & F A
Portsmouth Harbour	No	SWT First Great Western	Yes No	E & F A
Portsmouth & Southsea	No	SWT First Great Western	Yes No	E & F A

Station	Is there a CTA?	Station Southern trains serve and operated by:	Does this operator have a Penalty Fares Scheme?	Arrangements that will apply
St.Helier	No	First Capital Connect	Yes	E & F
St.Leonards Warrior Square	No	Southeastern	Yes	E & F
Shepherds Bush	No	LOROL	Yes	A
South Merton	No	First Capital Connect	Yes	E & F
Southampton Central	No	SWT First Great Western, Virgin	Yes No	E & F A
Sutton Common	No	First Capital Connect	Yes	E & F
Swanwick	No	SWT First Great Western	Yes No	E & F A
Sydenham	No	London Overground	Yes	A
Tonbridge	No	Southeastern	Yes	E & F
Tooting	No	First Capital Connect	Yes	E & F
Tring	No	London Midland	Yes	E & F
Watford Junction	No	London Midland Virgin LOROL	Yes No YES	E & F A A
Wembley Central	No	London Midland LUL LOROL	Yes Yes Yes	E & F A A
West Brompton	No	LUL LOROL	Yes Yes	A A
West Croydon	No	London Overground	Yes	A
West Sutton	No	First Capital Connect	Yes	E & F
Wimbledon	No	SWT First Capital Connect LUL	Yes Yes Yes	E & F E & F A
Wimbledon Chase	No	First Capital Connect	Yes	E & F
Woolston	No	SWT First Great Western	Yes No	E & F 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. The CTA does not cover the platforms used by this operator.

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

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

F – We will authorise this operator's Authorised Collectors to charge Penalty Fares under this Penalty Fares Scheme on our behalf. These Authorised Collectors will be given details of this Penalty Fares Scheme, including the discretion guidelines and details of how to contact the [retail control centre].

12 Appeals

- 12.1 All appeals against a penalty fare charged under this Penalty Fares Scheme will be handled by the Independent Penalty Fares Appeal Service (IPFAS). In line with the SRAs Penalty Fares Rules, every passenger charged a penalty fare under this Penalty Fares Scheme will 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 Rail Regulator on 23 December 1997, as amended with the SRA's approval from time to time. IPFAS will send passengers a copy of this code of practice if they ask.
- 12.3 We will give IPFAS details of this Penalty Fares 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 G	Wording and layout of the penalty fare receipts and notices (rule 8).