SOROPTIMIST INTERNATIONAL OF SOUTH EAST ENGLAND

"It takes a bit of knowing"

Users' experience of railway ticket machines

October 2006

This report is the latest in a series on aspects of passenger safety and comfort prepared by the Soroptimist Rail Safety Task Force. It collates the findings of a survey by clubs across England of what ordinary rail users perceived as available for issuing tickets when they arrived at a station. It does not purport to be a comprehensive tally of all that may actually have been there.

Soroptimist International is a major voluntary organisation for women in management and the professions with 95,000 members around the world. Key action areas include health, education, the environment and the creation of a safer society. Through research, reports and practical projects, it seeks to ensure that women are part of decision-taking at all levels. Further information on its work can be found on www.sorop.org

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"IT TAKES A BIT OF KNOWING"

Users' experience of railway ticket machines

EXECUTIVE SUMMARY

Some railway stations lack sufficient staff and working ticket machines. A survey carried out at 39 stations across England shows that this can lead to passengers being charged unnecessarily high fares or missing chosen trains. A new generation of touch-screen machines is being installed that offer extra purchase options, but which many passengers find difficult to use due to poor instructions, bad siting and maintenance and no consistency in the screen sequences offered. Examination of 24 touch-screen models revealed no fewer than 23 different sequences on offer and some confusing choices. This deters users, is stressful when time is short leading to many mistakes, makes passengers vulnerable to theft and contributes to aggression towards staff.

The report makes 25 practical recommendations for putting matters right. In particular:

▸ every station should have working ticket and Permit to Travel machines. Passengers should not be penalised by poor ticketing;

▸ wherever possible staff should be at hand to help passengers with problems with the new machines or long queues, and respond flexibly when problems arise;

▸ all touch screen models should follow the same standard sequence of actions everywhere across the railway system. There should be clear accompanying instructions in bullet form on a placard;

▸ design changes and better siting are needed for some machines;

▸ greater attention should be given to the security aspects of poor ticketing arrangements, for both passengers and staff.

The report recommends that Train Operating Companies use its recommendations as a basic good practice check-list. On the general issue of the incoherent approach to ticket machine design, it calls on the Association of Train Operating Companies and the Department for Transport to give a lead on a Rail Standard to cut down the needless confusion and waste this is creating.

Contents

1: Why we undertook this survey

- *Long queues of "turn up and go" passengers at booking office windows close to newly installed ticket machines standing idle or labelled "out of order".*

- *Passengers agonising whether it is legal to buy a ticket on the train if the booking office window is shut or is not coping with the demand.*

- *Confusingly different sequences on the new touch-screen machines, each requiring separate study.*

- *No immediate indication whether a rail card can be used or the machine will offer the cheapest deal.*

- *Hesitation, frustration and irritation as the chance to catch a particular train disappears.*

These are some of the situations that can be observed any day as booking office hours are cut, stations become unstaffed and a new generation of state of the art ticket machines has sprouted up on rail concourses across England. Travellers need simple standard systems for buying their tickets when they turn up at stations. Plainly they are currently encountering difficulties with this. One of the outcomes is obvious disgruntlement and sometimes angry exchanges with staff.

The Soroptimist Rail Safety Task Force therefore decided to look, with the help of SI clubs from across England, at a cross section of stations of different sizes and in different areas to identify the main problems arising with ticket machines and to offer suggestions about how these might be tackled.

This, like our previous reports, is intended to contribute to securing safer and better rail travel in Britain in the interests of users, railway staff and operating companies alike.

2:   What we did

Between April and August 2006, teams from Soroptimist Clubs across England visited 39 randomly selected local stations, ranging from Poole to Carlisle (listed in Annex B), to see how many had visible ticket vending machines and whether they posed any problems for users. The teams completed questionnaires (Annex C) and we then asked for further details about the 28 stations where touch-screen ticket machines were provided.

The supplementary questions were:

▸   Are there clear instructions visible to passengers before they start to use the machine?

▸   How soon do users know whether concessionary fares would be available from that particular machine?

▸   Where trains of more than one Train Operating Company (TOC) operate through a particular station, do the machines sell tickets which are valid on all trains operating that particular route?

3:   What we found

It is welcome that ticket machines are becoming increasingly available to offer options to travellers. But people need to have easy access to them and to be able to use them quickly and confidently. The survey identified a number of factors operating against this. The most striking was the failure of train companies to appreciate that their customers needed consistency and clarity. The second was the failure to recognise that poor ticketing arrangements can create aggression and disputes, which affect not only passengers but also their own staff.

Six main problems emerged:

i.   wide variation in availability and types of provision;

ii.   inadequate general instructions;

iii.   uncertainty over use of rail cards and whether tickets would be valid on trains of a different TOC;

iv.   inconsistent sequences on the touch-screen machines being introduced;

v.   poor siting of machines and consequent poor screen visibility; and

vi.   high rate of breakdown or damage.

i.   Variations in availability and types of provision

There was no consistency in the observed availability, types and makes of machines. But the programme of installation of the touch-screen type clearly has been advancing rapidly with nearly three quarters of the stations surveyed equipped with them.

Annex B also shows the machines installed at the stations surveyed. Of the 39 stations:

6	had no machines for the main rail network
3	had a permit to travel machine only
1	had permit to travel machine *plus* other machines
2	had push button type machines only
2	had push button machines *plus* other machines
28	had the touch-screen type.

We recognise that rail companies are still in the process of updating their fares equipment and that this takes time. However, we believe that passengers should be able to arrive at any station, irrespective of whether it is staffed or un-staffed, confident that they will be able to obtain without difficulty an adequate ticket for their journey.

> We recommend that:
> ▸ ticket machines should be provided in good working order at all stations;
> ▸ every station should have a Permit to Travel machine located outside the station as a fall-back.

ii.   Inadequate general instructions

While all types of machine had examples of poor instructions, the main problem was with the touch-screen machines because of the sequences and many options they offered. In the case of such machines, it was standard practice for passengers to be expected to rely entirely on "on-screen" instructions and options given as they proceeded through the sequence. Where separate instructions were offered, a quarter of responders considered even those to be unclear.

We believe that it is quite wrong that it should be necessary actually to use the machine before discovering what it is going to deliver to you. This is particularly vexing when, as now, there is no common standard of sequence for machines so that each requires careful study by the unfamiliar user. We also believe that the ability to read and think about the instructions in advance, perhaps on some other occasion while waiting near the machine, would lead to more people having the confidence to use the machines and thus reduce demands on the staffed positions.

Thought also needs to be given to those for whom English is not their native language. In some areas we found that users have a choice of languages. In Southern England French and German were sometimes offered as an alternative to English and at Chester Station instructions beside the machine were in both English and Welsh.

So far as we are aware there is no agreed general practice on offering alternative languages.

> We recommend that:
> ▸ all machines should have a placard placed beside them saying in very simple terms what tickets can be obtained and what the sequence is;
> ▸ this wording should be standard right across the rail system and set out as bullet points in plain English;
> ▸ where appropriate it should also be in other languages.

Some survey teams mentioned that any problems with operating the machines were dealt with by a member of staff being available to assist the passengers. This was happening on the day of survey at just five stations:

Beaconsfield	Coventry	Farnborough
Maidstone	Peterborough	

Another respondent commented:

> *"I use the Skipton–Leeds line every day for work and we have the advantage of having a ticket office and a ticket machine and on occasions an additional member of staff issuing tickets on the platform."*

We thought this was good practice that should be copied everywhere. Time and again in our surveys users have made clear their view that there is no substitute for staff on the spot. Ticket machines merely offer a useful alternative.

We recommend that:

▸ available station staff are prompt to help travellers needing assistance in using the machine, especially at busy times.

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iii.   Uncertainty over use of rail cards and validity of tickets

In the case of most touch-screen machines, the holder of a rail card using that machine for the first time could not determine at the outset whether or not a discounted ticket would be available. He or she had to go through the sequence of displays on the screen until reached they reached the one at which that option was offered. In some instances that was as late as stage 3. The exceptions were at Chester and Poole, where this information was stated on the machine before the traveller started.

We believe that travellers should know whether they can use their rail cards for discounted travel before they begin to use the machine and that they are made aware of any time restrictions on when such tickets should be valid.

> We recommend that:
> ▸   an early point in that instruction placard should be whether the machine delivers discounted travel i.e. rail card reductions;
> ▸   any time restriction regarding the validity of tickets should be clearly stated.

In the same way, users need to be confident whether a ticket sold on one company's machine allows travel by another company's trains. Many bus users visiting an unfamiliar area have had bitter experience of operators refusing to accept from them the return half of a ticket sold to them on the outward journey by a rival operator on the route.

A typical comment made to us was:

> *"I couldn't use the machine because it might be all right to get to London but it's all different rail companies after that isn't it and you wouldn't get a ticket for that".*

We checked in a sample of stations about validity. We were assured that tickets from the machines could be used on trains of any TOC operating that route. The exception was Doncaster where the push button machine for local stations delivered tickets for Arriva trains only.

> We recommend that:
> ▸   passengers should be made aware whether tickets are valid on the trains of any operator along the chosen route.

iv.   Inconsistent touch-screen sequences

The sequence of choices to be made by the passenger differs widely. The table opposite illustrates the many different sequences in operation, as they appeared to our lay observers. Out of 24 examples examined only two appeared to match. That is to say that travellers were faced with no fewer than 23 different varieties of sequence in 24 stations examined. We found this astonishing.

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Touch-screen ticket machines

Variations in sequence of choices to be made

Choices:

a.	destination	b.	ticket type
c.	date/time of travel		
d.	rail card/concessions	e.	payment method
f.	number of passengers		

Stage in sequence at which choice occurs:

	a.	b.	c.	d.	e.	f.
Beaconsfield	1	2	3	4	5	2
Blackpool North	1	2		3	4	2
Carlisle	1	2			3	
Cheltenham	1	4	2	5	6	3
Chester	2	2	1	3	5	4
Coventry	2	3	1	4	5	4
Doncaster	1	2	3	4	6	5
Farnborough Main	2 or 3	2		4	5	5
Gillingham	1	2	3	4		5
Lancaster	1			3		2
Lewes	4	3	1	5	6	2
Maidstone West	1	2			4	3
Penrith	2	4	5	3	6	3
Peterborough	1	1	3	2	4	2
Pevensey & Westham	1	1 or 2		3		4
Poole	1	2				
Rainham	1	2		3	5	4
Reading	1	2	5	3	6	4
Rochester	2	2		3		
Sheffield	1	4	2	5	6	3
Skipton	2	3			4	1
Stafford	3	1	4	2	6	5
Tunbridge Wells	1	1 or 2		3	4	3
Watford Junction	1	1		2	4	3

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There was no obvious reason for this divergence and it seemed a remarkably tunnel-vision approach. It is not only causing problems for users now, but it seems likely that ultimately the lack of standardisation may have to be put right at some cost. Meanwhile the result of all these random variations is that each machine has to be studied carefully before and during use. This

slows down purchases and leads to errors. Several people mentioned finding at the end of the process that they had bought the wrong ticket and could do nothing about it. Many cases were observed of errors while using the machine, requiring users to have two or three tries to get the sequence right. This maddened those awaiting their turn to use the machine. It also maddened the users who gave up in disgust and had to join the tail-end of a long queue for the booking office. In some cases it led to abuse of staff and altercations.

There were many comments about this:

> *"I have used the machine before, it takes a bit of knowing, it isn't easy to follow and I was worried about entering my plastic card at the start of booking";*

> *"A person not familiar with touch-screen systems may be nervous. It's pretty logical when you can use a computer but it must be hard for people who can't";*

> *"The set up is a bit disorientating as the first screen only has the most common destinations and type of ticket, the button for other destinations is not immediately obvious";*

> *"I wasn't sure which ticket I needed and there wasn't a queue so I went to the desk";*

> *"I was worried about entering my plastic card at the start of booking";*

> *"Too many options – so very confusing";*

> *"I think one can only purchase tickets for the present day of travel – which precludes cheaper alternatives!";*

> *"If two are travelling each requiring a different ticket type (e.g. child/senior rail card) these have to be purchased separately";*

> *"I had to return to the beginning twice before it [the machine] accepted that I had a rail card";*

> *"I found the touch-screen temperamental until I realised that one's fingers must touch the section/letter at the top rather than the bottom".*

On a more complimentary note:

> *"I tried buying a ticket to somewhere which I knew to be a complex journey from Maidstone (Worthing). I was impressed that I was immediately offered three choices – via London, via London avoiding underground and avoiding London altogether."*

We believe that all ticket machines on the rail system should follow the same sequences so as to be user friendly and avoid delays. This is not a competition matter. It is a national rail product matter and bears on the confidence of travellers and their sense of being positively helped rather than passed over to a dehumanised machine.

We recommend that:

▸ a common sequence should be adopted by all rail companies, perhaps in the form of a Rail Standard;

▸ the sequence for machines and for the web sales of railway tickets should be as similar as is practicable, allowing for the wider range of options available on the latter;

▸ this should be done as soon as possible right across the industry.

v.   Poor design and siting of machines

We found that the low position and angle of some screens, quite properly intended to make them accessible to wheelchair users had the unfortunate effect of making them very hard to read by tall users. This applied to both the main screen and to the slot for inserting credit cards where we saw people struggling to find the right angle to read instructions. We watched a procession of people at one machine bending double to look at the credit card slot. This is a basic design failure that needs attention.

We also found that in two instances the positioning of the machine, either in direct sunlight or where the screen reflected the glazing of the station roof, prevented users from seeing the screen. One was in a major mainline station that had recently had a complete make-over: the other in a busy suburban station.

> *"Various passengers helped to shield the screen to enable us to book our tickets. Took ages!"*
>
> *"We could not use the machine. The screen showed no print whatsoever. The sun was just too strong and stopped all possibility of purchasing a ticket. I went into the ticket office and found it shut".*

We were surprised that operators had not learned from bad experience with poorly sited dot matrix screens in stations and similar difficulties with banks' "hole in the wall" machines.

We recommend that:

▸ the location and angle of screens and position of credit card slots should be reviewed to ensure they meet the needs of standing as well as sitting users;

▸ machine designers and those responsible for their positioning should consider carefully lighting in all conditions.

vi. High rate of failure

It was not uncommon to find machines with notices saying "out of order" or "credit cards cannot be used in this machine for the time being".

Difficulties observed in using the touch-screen machines included:

▸ the touch-screen did not always respond due to being dirty;

▸ it was sometimes impossible to use notes in the machine as it was regularly closed due to vandalism;

▸ some machines were breaking down, according to station staff, because " ... *they are too complex and attempt to do too much*".

Moreover as the picture on page 3 shows some of the other simpler machines were in a grossly neglected condition, plastered with stickers and graffiti.

We recommend that:

▸ all ticket machines should be regularly maintained and kept in working order.

4:   Some associated issues

i.   When the system is overloaded

The value of staff on the spot to help people struggling with machine payments has already been mentioned.

But it was clear that at times the system for issuing tickets could not cope, with long queues of passengers kept waiting to purchase tickets, resulting in some being unable to catch their intended trains. On one occasion we observed a long queue with only one out of three possible desks open. Several passengers tried to use the ticket machine located nearby but most were unsuccessful and expressing frustration rejoined the queue for the desk. On another occasion there were queues at both the desk and two ticket machines. The train arrived and staff barred entry to the platform for all who had not managed to purchase a ticket. Understandably, passengers were very upset by this.

We feel that it was unfair to bone fide travellers to be prevented from catching trains for which they had arrived as much as 15 minutes earlier, when their failure to get a ticket was the fault of the TOC: some combination of an insufficient number of its staff on duty and the inadequacies of its ticket machines.

We consider that on both occasions staff should have avoided this by a combination of:

▸   helping at the ticket machines;

▸   activating the Permit to Travel machine, designated for use when the ticket office is closed, and guiding some of the queuing passengers to it. (The particular TOC's website says that Permit to Travel machines are switched on when the ticket office is very busy, "especially if the queue may mean you waiting more than 5 minutes." At that station, the machine is tucked away beside a gate that is normally only open when the ticket office is closed: passengers diverted to the machine from the queues in the booking office would only be able to reach it if the gate were unlocked specially or if the staff permitted passengers to go onto the platform to reach it from there);

▸   waiving the Penalty Zone Requirement, telling the passengers to pay on the train and warning the train staff they had done so*.

    *   The Railways (Penalty Fares) Regulations 1994 make specific provision for such a waiver. Regulation 6 provides that the penalty charge shall not apply *inter alia* where a notice or a person acting on behalf of the TOC has informed passengers that they may join the relevant train without a ticket or permit to travel.

13

We do not know how far these particular incidents were the result of the TOC failing to give its staff adequate instructions on

▸   when to activate the Permit to Travel machine and to guide passengers to it, and

▸   when to waive the Penalty Zone requirement,

and how far it was due to the staff failing to act sensitively. We know that train companies are devoting much attention to ensuring that staff are trained to handle and avert aggression. The best solution of all would be to prevent the problems that create it from occurring in the first place.

We recommend that:

▸   TOC's should ensure that all passengers who arrive the recommended 10 minutes in advance to purchase a ticket should be able to join the train;

▸   in particular, the Permit to Travel machine should be switched on when there are long queues at the ticket office and ticket machines, the waiting passengers should be told that this had been done and shown the way to reach the machine;

▸   staff should have discretion to waive the Penalty Zone requirements, if that is the only way to ensure that all passengers who had arrived in good time catch the train;

▸   if, notwithstanding this, a passenger who has not a ticket because of the fault of the TOC's staff or equipment is not allowed to board a train, they should be entitled to compensation for the resultant delay on the same basis as if the train had been delayed.

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ii.   Unfairness for those unable to buy tickets when no facility is available

We became aware of a further injustice to those who travel from a station where tickets are not on sale because it is unstaffed, or only staffed for part of the day, and there is no ticket machine. We were quoted instances not only from some of the stations surveyed but also from rural areas in North West England, in the Conwy Valley in Wales and around Stratford-upon-Avon. As a regular routine, passengers have to purchase their tickets on the train, but cannot get the concessions that would be available if the ticket were bought from a booking office. Moreover, there is confusion in some areas about what is or is not allowable.

Morpeth is such a station with no machine and with the ticket office open only on weekday mornings. For the rest of the time, tickets have to be bought on the train and these tickets may be more expensive. The ticket office, when open, will sell a cheap day return from Morpeth to Newcastle-upon-Tyne for £4.60. But the guard on the train may only issue a standard day return for £4.90. Apparently he would be within his rights in insisting that the passenger purchase a single ticket for £3.90.

It seems to us that this sort of discretionary power makes for ill feeling and possibly aggression. Not only does the ticket cost more than it should, but uncertainty about their legal position and the fear of embarrassment can deter *bona fide* members of the public from using the rail network. A disgruntled honest fare-paying customer choosing an alternative form of transport may mean permanent loss of revenue to the rail business. A balance has to be struck between legitimate revenue protection and not deterring *bona fide* passengers.

We recommend that:

▸ there should be an agreed routine for all passengers to follow if no ticket purchasing facilities are available;

▸ such passengers should not penalised by being charged more for their journey;

▸ passengers should be made aware of the system by clear, well-sited notices in carriages as well as on stations.

5:   Why good ticketing matters

Rail users have made plain that they want to feel confident and secure in a user-friendly environment. This includes knowing that they can readily obtain the ticket they require for their journey. Inability to do so is a deterrent to choosing to travel by rail at all.

The picture is certainly not all gloom and doom. User-friendly ticket machines offer useful options for travellers in a hurry who are relying on getting tickets when they turn up at the station. It is welcome that investment is being made in this area.

Some respondents in our survey commented that although they had no previous experience of using ticket machines, after having time to explore the machine, they would be confident in using that machine again. If machines conformed to one design with a consistent sequence both experienced and new users of the technology would feel more confident in using machines across the network.

It therefore seems an "own goal" by railway companies to have made no effort to coordinate their approach to their costly new investment in these sophisticated products, so as to offer a national rail product and to avoid design features so manifestly unfriendly to users. This is all the more surprising in that it not only neglects users' convenience but has implications for the personal security of both passengers and staff.

As regards passengers, we have in previous reports recommended some sort of ticketing provision on both sides of the railway line. It is unreasonable to expect women with baby buggies and elderly people to negotiate steep steps and dark subways. The tragic effects of having to cross the railway tracks to get a ticket, or else face a fine, were demonstrated at Elsenham only last year.

Our earlier reports have also shown that good signage and information are very important, because people become vulnerable to theft and unwanted approaches when they are obviously hesitating and confused. Thieves and pickpockets look out for people who are distracted. In our survey of people using the ticket machines, we frequently observed people paying little attention to their personal possessions while concentrating on the touch-screens. British Transport Police data shows that 30 theft offences per month take place at ticket machines or other ticket related areas of the stations. These of course are only the recorded offences and undoubtedly many more occur.

Using a ticket machine can entail particular kinds of hesitation and fumbling. Most women passengers have to open a handbag to extract money or card and many people take out glasses in order to scrutinise all the detailed instructions. Besides making it simpler for people to understand the machine and thus be less obviously hesitant and distracted, it would be desirable for a clear notice to be posted to remind passengers to take care of their belongings.

As regards staff, as earlier sections of this report have noted, inability to buy the right ticket or indeed one at all, the requirement to pay extra in some cases, and the fear of missing a planned train, can all result in aggression and abuse to staff. Railway companies are rightly reminding the public that assaults on staff will result in prosecutions, and are investing in training staff to handle and reduce aggression. It is therefore inconsistent that they should have a blind spot about how their own poor provision for issuing tickets can contribute to the likelihood of such aggression and assaults.

> We recommend that:
>
> ▸ all these security aspects should be given full weight by TOCs;
>
> ▸ a clear reminder to protect personal possessions while using the machine should be posted in a prominent position;
>
> ▸ careful consideration should be given to personal safety when deciding the position of ticket machines.

6: What should happen next

Throughout this report we have offered a series of practical suggestions for tackling the problems. The first and obvious step is for every rail company to review how these could improve its performance. For convenience a check-list list of our recommendations is set out in Annex A.

But these necessary management improvements will only take matters so far. We welcome the close interest that Passengerfocus, the passengers watchdog, is taking in fares and ticketing matters generally. There is far too much needless confusion and waste in what is offered. Where ticket machines are concerned, the Association of Train Operating Companies, and the Department for Transport need to join forces to look at the wider issues we have raised about the incoherent approach to the new generation of equipment across the whole system, and its impact on both passengers and staff. This would seem of direct interest also to the Railway Safety and Standards Board, and the British Transport Police as key partners with ATOC on standard setting on safety matters. One way forward would be establishment of a working party to agree on a Rail Standard for ticket machines.

Ad hoc travellers who use the railway system off peak make random trips to a huge variety of destinations. They offer a vital contribution to its finances. They do not want, nor deserve, to have unnecessary difficulties placed in their way. After the turmoil and confusions of recent years on ticketing, it is overdue for the railways business to demonstrate to these in particular that buying a ticket to travel is a straighforward matter open to all, not just the proficient few, and no longer "takes a bit of knowing".

Annex A: Check-list for action

Variations in availability and types of provision (§3(i))

▸ ticket machines should be provided in good working order at all stations;

▸ every station should have a Permit to Travel machine located outside the station as a fall-back.

Inadequate general instructions (§3(ii))

▸ all machines should have a placard placed beside them saying in very simple terms what tickets can be obtained and what the sequence is;

▸ this wording should be standard right across the rail system and set out as bulleted points in plain English;

▸ where appropriate it should also be in other languages;

▸ available station staff should be prompt to help travellers needing assistance in using the machine, especially at busy times.

Uncertainty over use of rail cards and validity of tickets (§3(iii))

▸ an early point in that placard should be whether the machine delivers discounted travel tickets, i.e. rail card reductions;

▸ any time restriction regarding the validity of tickets should be clearly stated;

▸ passengers should be told whether tickets are valid on trains of any operator along the chosen route.

Inconsistent touch-screen sequences (§3(iv))

▸ a common sequence should be adopted by all rail companies, perhaps in the form of a Rail Standard;

▸ the sequence for machines and for the web sales of railway tickets should be as similar as is practicable, allowing for the wider range of options available on the latter;

▸ this should be done as soon as possible right across the industry.

Poor design and siting of machines (§3(v))

▸ the location and angle of screens and position of credit card slots should be reviewed to ensure they meet the needs of standing as well as sitting users;

▸ machine designers and those responsible for their positioning should consider carefully lighting in all conditions.

High rate of failure (§3(vi))

▸ all ticket machines should be regularly maintained and kept in working order.

When the system is overloaded (§4(i))

▸ TOC's should ensure that all passengers who arrive the recommended 10 minutes in advance to purchase a ticket should be able to join the train;

▸ in particular, the Permit to Travel machine should be switched on when there are long queues at the ticket office and ticket machines, the waiting passengers should be told that this had been done and shown the way to reach the machine;

▸ staff should have discretion to waive the Penalty Zone requirements, if that is the only way to ensure that all passengers who had arrived in good time catch the train;

▸ if, notwithstanding this, a passenger who has not a ticket because of the fault of the TOC's staff or equipment is not allowed to board a train, they should be entitled to compensation for the resultant delay on the same basis as if the train had been delayed.

Unfairness for those unable to buy tickets when no facility is available (§4(ii))

▸ there should be an agreed routine for all passengers to follow if no ticket purchasing facilities are available;

▸ such passengers should not penalised by being charged more for their journey;

▸ passengers should be made aware of the system by clear, well-sited notices in carriages as well as on stations.

Personal safety (§5)

▸ all these security aspects should be given full weight by TOCs;

▸ a clear reminder to protect personal possessions while using the machine should be posted in a prominent position;

▸ careful consideration should be given to personal safety when deciding the position of ticket machines.

Annex B: Stations & machines surveyed

Station	Type of machine			
	Touch-screen	Button	Permit to Travel	None
Aldershot		✔		
Ash Vale		✔		
Beaconsfield	✔			
Blackpool North	✔			
Bourne End, Bucks	✔			
Carlisle	✔			
Cheltenham	✔			
Chester	✔			
Coventry	✔			
Darlington	✔			
Doncaster	✔	✔		
Farnborough Main	✔			
Gargrave				✘
Gillingham	✔			
Kemble				✘
Kidderminster			✔	
Lancaster	✔			
Lenham			✔	
Lewes	✔			
Longfield	✔			
Maidstone West	✔			
Morpeth				✘
Penrith	✔			
Peterborough	✔			
Pevensey & Westham	✔			
Poole	✔			
Rainham, Kent	✔			
Reading	✔			
Rochester	✔			
Sheffield	✔	✔		
Skipton	✔			
Spalding				✘
Stafford	✔			
Steeton and Silsden				✘
Stratford-upon-Avon			✔	
Sunderland				✘‡
Tunbridge Wells	✔		✔	
Watford Junction	✔			
West Wickham	✔			

‡   Touch-screen machine available only for issue of Nexus Metro tickets.

Annex C: Survey Questionnaire

SURVEY QUESTIONS

Name of Station

Name of Train Companies operating through this station. (EG Virgin)

Location of ticket machine in the station

 Experience of using the machine:

Please number the following in <u>the order in which the information is asked for</u>.

Destination …………………………………………………………___

Ticket type…………………………………………………………___

Date/time of travel………………………………………………___

Railcard type/concessions………………………………………___

Payment method cash/card……………………………………___

No of tickets required/passengers travelling………………___

Other (*please specify*)_____ ………………___

Other _____………………___

Other _____…………………___

Were there instructions clearly visible on the machine? Yes/No

Were the instructions on the screen clear as you progressed through the stages?   Yes/No

Finally, if you have a digital camera please take a photo showing the ticket machine and any instructions for use.