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Dear David

York – automatic ticket gates

Passenger Focus is aware that the plan to introduce automatic ticket gates at York station has been widely reported in the local press. We are receiving correspondence from passengers raising some concerns.

While we are broadly supportive of ticket gates at stations because they have the potential to reduce ticketless travel and anti-social behaviour, Passenger Focus considers each scheme on its individual merits.

In relation to the York scheme we would welcome your response to the following specific issues:

- What arrangements will be in place to allow 'meeters and greeters' access to the platform, for example to assist passengers with luggage to the train? Will platform tickets be available for this purpose, including at the Railway Museum entrance for those using the west side car parks?
- What assessment has been made of the likely additional transactions through York ticket office – and their impact on compliance with the three and five minute queuing time standards?
- It is important that passengers who arrive on trains from unstaffed stations without tickets are not unduly delayed on their journey. It is not their fault that the Guard did not make it to them. How has the capacity of the Excess fares point been determined?
- How will Grand Central passengers, who are permitted to buy tickets on the train without financial penalty, be granted access to the platforms?
- In the event of TVM failure at either of the 'remote' gate lines, what will passengers without tickets be expected to do?



- How will the gate lines be managed at times of congestion, e.g. on race days?

Finally, please would you confirm the following?

- That the cycle parking area on Platform 1 will be outside the gate line
- That the TVMs located at the Museum entrance and the entrance from the car park will be TOD-enabled?
- That it is intended to have TVMs at both 'remote' gate lines on an ongoing basis (the phrase "temporally installed" on the Lambert Smith Hampton plan for the Railway Museum entrance creates some doubt).

I look forward to hearing from you.

Yours sincerely

Guy Dangerfield
Passenger Link Manager