

Susan Goldsmith
Deputy Managing Director
National Express East Coast
East Coast House
25 Skeldergate
YORK YO1 6DH

Whittles House, 14 Pentonville Road
London N1 9HF

w www.passengerfocus.org.uk
t 0370 336 6000 f 020 7713 2729
e info@passengerfocus.org.uk
direct 0370 336 6000
e guy.dangerfield@passengerfocus.org.uk

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Dear Susan

York – automatic ticket gates

Thank you for your letter dated 23 December 2008 and the clarifications provided. We will monitor feedback from passengers about how these arrangements work in practice.

We have some difficulty with one aspect of your reply: namely the intention to require Grand Central passengers to buy their tickets before boarding. I think it is worth emphasising that, while Passenger Focus is broadly supportive of gates it is as a necessary evil to tackle ticketless travel and anti-social behaviour. They are not in themselves a good thing – by definition they get in the way of customers! Therefore, when a train company elects to offer the facility to simply get on board and worry about paying during the journey it is a good thing from a passenger perspective. After all, what could be simpler? Please would you review your position on this point? It would be quite wrong for a station operator to dictate that a train company may not offer passengers a simple turn up and go railway.

I look forward to hearing from you.

Yours sincerely

Guy Dangerfield
Passenger Link Manager