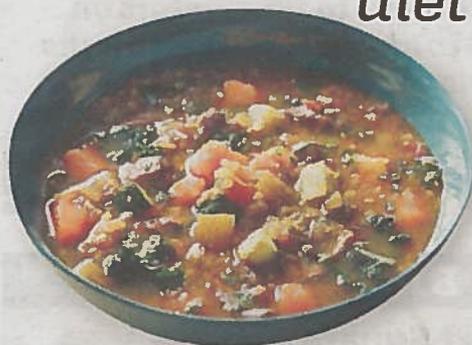


# METRO

Tuesday, February 3, 2015 THE WORLD'S MOST POPULAR FREE NEWSPAPER

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Page 20 »



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# Rail users 'are being treated like criminals'

RAIL companies are being told today to stop treating innocent commuters like criminals as they go in pursuit of fare-dodgers.

They will be ordered by the government to overhaul the fines system and remove references to criminal sanctions from their

by **AIDAN RADNEDGE**

threatening letters. It comes as a report by watchdog Passenger Focus reveals customers with good reasons for failing to show a ticket have still been penalised. One man

had to pay even after producing a photo of the broken ticket machine at the station he travelled from.

Rail minister Claire Perry said: 'Passengers rightly expect that we take strong action against fare-dodgers. But passengers

penalised through no fault of their own must be treated fairly.'

One traveller who failed to show his rail-card had to hand over an extra £229, even

Continued on **Page 7** »



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# Rail user fined £20 despite appeal 'victory'

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» Continued from **Page 1**

after submitting the card in his appeal, Passenger Focus found.

The man who photographed the machine was told he had

won his case – but would still have to pay £20 or face court.

'Those who have made an innocent mistake and been caught out by restrictions should be treated with understanding,'

said the watchdog's chairman Colin Foxall.

The government's demand for reform of the fines and appeals process is published today and subject to public consultation.

**What's your view?** Text the word *VIEWS* and your comment, name and where you live to 65400. Standard network charges apply