



BRITAIN'S LEADING PRO-RAIL CAMPAIGNING GROUP FOR PASSENGERS AND FREIGHT

[www.railfuture.org.uk](http://www.railfuture.org.uk)

[www.railfuturescotland.org.uk](http://www.railfuturescotland.org.uk)

[www.railfuturewales.org.uk](http://www.railfuturewales.org.uk)

## **PRESS RELEASE**

21 May 2012

### **RAIL TRAVELLERS ARE BEING TREATED HARSHLY**

Transport pressure group *Railfuture* agrees with Passenger Focus that rail travellers are being treated harshly when they haven't got exactly the right ticket.

"We believe that passengers making an innocent mistake should be treated with fairness – they shouldn't be made to feel like a criminal" said chairman Dr David Berman "We support the rail industry's attempts to tackle fare evasion but it's financially counter-productive for a train operator to upset a passenger so much that they might be put off from using the train ever again."

"*Railfuture* has been approached by members of the public who have experienced the same situations as stated by Passenger Focus, so we know that their report is accurate. We survey our members, and they consistently tell us that they want a simpler fare structure. It's one of the big issues that would make people more likely to use the train more often."

"Being scared that their ticket isn't valid is one factor that puts people off travelling by train. It's yet another reason not to close ticket offices, as ticket machines cannot give the same reassurance that face-to-face contact with a human can. Sometimes the stress of being at the head of a long queue can lead to people making mistakes at the ticket machines, and people cannot reasonably be expected to take in all the information on cluttered screens. Fare simplification must come first. It's an issue which is frequently raised at our conferences."

### **NOTE FOR EDITORS**

Passenger Focus's report calling for a change in the way train companies treat passengers is being published on Tuesday 22nd May

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*Railfuture* is Britain's only completely independent voice on railway development. We are not affiliated to or sponsored by any political party, trade union, or private industry. We are funded almost entirely by our members.

*Railfuture*'s President is Christian Wolmar, the well-known writer on rail issues. Its Vice Presidents include several retired train company chief executives, transport experts, MPs and MEPs from all main political parties and the former Secretary of State for Transport Lord Adonis. A full list of the *Railfuture* presidents can be found on our web-site at <http://www.railfuture.org.uk/tiki-index.php?page=vice%20presidents>.

*Railfuture* campaigns for Britain's railways to play a larger role for passengers and freight, calling for an enhanced and expanded network, including high-speed rail, along with light rail.

Rail is a vital part of an integrated efficient transport system serving a modern, vibrant, environmentally sustainable economy. We are pro-rail but not anti-road. *Railfuture* maintains that investment in rail travel and rail freight is vital to the future of the UK economy and environment.

Anyone supporting our aims can join online: [www.railfuture.org.uk/join](http://www.railfuture.org.uk/join)

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**Media passes to *Railfuture* conferences:** Please contact Bruce Williamson. Details of our forthcoming conferences are listed at [www.railfuture.org.uk/conferences](http://www.railfuture.org.uk/conferences).

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