

News release

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EMPTUF calls for fairer fare deal

The **East Midlands Passenger Transport Users Forum** (EMPTUF) called for a national review of ticket types at today's House of Commons Transport Select Committee hearing into Rail Fares.

EMPTUF, which represent 62 passenger organisations throughout the East Midlands, called for simplification and standardisation of rail fare types across operators to reduce the growing confusion amongst passengers seeking the best fare deals.

EMPTUF also expressed concerns about the price disparity between Standard (open) & off-peak Saver Tickets. Whilst EMPTUF accepts that bargains can be had by booking in advance the use of these tickets is severely restricted to specific trains. Furthermore, since privatisation, there has been a draconian growth in restrictions on the use of walk-on Saver Tickets, resulting in many passengers having to buy full price Standard fares to make the journey they require.

Alan Meredith, Chairman of EMPTUF said "Trying to buy a bargain ticket on the railways is akin to entering a lucky dip – you don't know what you'll get till it comes to paying the fare. This is a result of there being too many fare types – which confuses passengers and booking office staff alike. It can even result in rail users not being sold the cheapest ticket for the journey."

To address this growing confusion EMPTUF proposes the following:

- A review to simplify the range of tickets & remove anomalies

- The introduction of simple, national ticket "brands", common booking conditions & travel restrictions across all Train Operating Companies to remove the "TOC lottery"

- The use of technology to give better/clearer information on the best value fare available for any given journey.

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An incentive for “repeat travel” either a National Rail Loyalty Card or Regional Railcard. (The proposed new East Midlands franchise offers a perfect opportunity to trial a Regional Railcard)

- ENDS -

Notes for Editors

Examples of East Midland fares “anomalies”:

Similar off peak journeys (by distance):

Nottingham – Birmingham Cheap Day Return £10.20

Nottingham – Wellingborough Saver 17.70

Cheaper to buy multiple single tickets

Radcliffe to Sheffield - (Saver) £16.20

But by buying 2 Cheap Day Return tickets Radcliffe to Nottingham & Nottingham to Sheffield costs only £13

Buy from another station and make big savings

Leicester to Carlisle is £23

BUT if you buy the ticket from nearby Melton Mowbray it costs £63.40 – 175% dearer.

1. EMPTUF (the East Midlands Passenger Transport Users' Forum) is a new alliance of groups representing the consumer interest across all modes of public transport. Associated organisations include RailFuture, Bus Users-UK, Transport 2000, EMSTAR and many local bus and rail user groups. It has also received support from EMDA, the Regional Assembly and local authorities.
2. Initially set up by the former Rail Passengers Committee for the Midlands, EMPTUF is an independent body which aims both to represent the interests and concerns of public transport passengers across all forms of transport. AND to assist local and

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regional authorities' work towards an integrated and seamless quality public transport network for the East Midlands region.

3. EMPTUF's mission is to champion public transport so that it becomes:
 - Accessible to everyone – including the mobility impaired
 - Affordable and socially inclusive
 - Available when and where needed
 - Acceptable to all, whatever mode is chosen
 - Attractive – with high quality of services and reliable information
4. By bringing together for the first time within a single body, representative groups of bus, rail, light rail, air and other passengers, EMPTUF offers passengers a new opportunity for strong consumer representation and to regional policy makers a route to engage with transport consumers on an integrated basis throughout the region.

For further information contact:

PRESS CONTACT: Rupert Brennan Brown on 07973 950 923

EMPTUF CONTACTS:

- Chairman, Alan Meredith on 0116 2303895
- Secretary Steve Abbott on 01858 466629