

**Date issued:** 26 November 2020

### **Freedom of Information Request**

We are writing in response to your request for additional information further to the information you received in response to a Freedom of Information request you made in March 2020 about Transport Investigations Limited (TIL). You have outlined the questions you believe were not sufficiently responded to, and your request has been considered in accordance with the requirements of the Freedom of Information Act and our information access policy.

#### **You asked for the following information:**

- 1) Does income from fines (administrative settlements) issued by TIL to passengers reported for ticket irregularities from TFW stations form part of TFW's financial or income plans and/or strategy for the coming years? If so, how much is the desired income from this source and over what period of time?
- 2) TFW does not take part in the Penalty Fare System. What are the reasons for which it does not participate in this scheme? If this was a legacy practice inherited from Arriva Trains Wales (ATW), what due diligence was carried out by TFW on this practice?
- 3) TFW stations are exempt from Great Western Railways' (GWR) penalty fare scheme, which came into force in April 2019 across the GWR network, except South Wales. What are the reasons for which TFW stations on GWR routes are not covered by this scheme?
- 4) Does the Agreement between TFW and GWR which governs TFW's non-participation in the GWR penalty fare scheme state or foresee any kind of financial compensation or payment by TFW to GWR?

#### **Having reviewed your questions, we are able to provide the following information:**

##### **In response to question 1:**

Transport for Wales does not receive income from fines. TIL staff do not work on commission – this was a deliberate business decision to ensure fairness and consistency.

##### **In response to question 2:**

The service from Shrewsbury to Birmingham does participate in the Penalty Fares Scheme. We have chosen not to expand our participation across our whole network as we are currently working towards better ticket buying facilities (namely a ticket vending machine at every station) in order to present passengers with an easy opportunity to buy a ticket, which we will encourage them to utilise.

##### **In response to questions 3:**

Individual train operators make their own decision as to whether they participate in the Penalty Fares Scheme. GWR has chosen to participate in the scheme; whilst at present, for the reasons outlined in question 2, TfW have not. As such, the scheme is not in place at any TfW stations along GWR routes. It is not the case that TfW is 'exempt' from GWR's Penalty Fares Scheme; rather, the

scheme is only in place at stations under the ownership of a train operator that has chosen to participate in it. GWR's decision to participate in the scheme has no bearing on whether or not TfW – or indeed any other train operator – also chooses to participate. Previously, GWR and Arriva agreed not to participate across Wales. However, if TfW does choose to participate at a later date, GWR has indicated that it would support us introducing the scheme.

**In response to questions 4:**

No. As outlined in the answer to question 3, the schemes in place/not in place for GWR and TfW (respectively) have nothing to do with each other. There is no agreement between TfW and GWR in relation to the Penalty Fares Scheme.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**