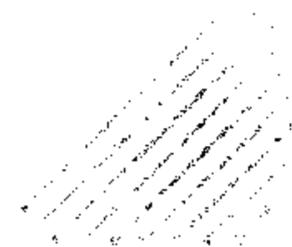


**APPENDIX 1**



## **National Express East Coast – Automatic Ticketing Gates Supplementary Document, May 2009**

### **Overall Context**

#### **(1) Rationale for Ticketing Gates**

The introduction of ticketing gates will prevent fraudulent ticketless travel and protect revenue that can be reinvested back into the railway.

National Express East Coast has evidence of large-scale fraud with people failing to attempt to pay for tickets either on board or before boarding trains. This substantial lost revenue could be channelled back into the rail industry, including investment to improve stations and facilities for customers. This will help National Express East Coast, other Train Operating Companies and the British taxpayer to build a better railway.

Gating will improve the environment of stations and provide a more comfortable and pleasant travelling experience for customers. It will improve safety and security for customers and staff alike, and ensure that those people who are on the platforms are those who intend to travel by train or who have travelled by train.

National Express East Coast plans to invest a significant initial outlay to install ticketing gates and make other improvements to its stations. The company's business case for its ticketing gates scheme is a sound and robust one. As a public limited company, National Express East Coast will not disclose the details of its business case because it contains commercially sensitive information.

The introduction of ticketing gates at six of the stations managed by National Express East Coast, including York Station, is a franchise commitment: it is part of a contractual agreement with the Government as a condition of awarding the company the East Coast Franchise (from December 2007 to March 2015).

#### **(2) National Express East Coast's Gating Scheme**

National Express is committed to taking forward the introduction of automatic ticketing gates at six stations this year: Darlington, Durham, Grantham, Newark Northgate, Newcastle Central and York. Five of these stations require the relevant local authorities to grant Listed Building Consent in respect of the ticketing gates scheme.

In May 2009, Newcastle City Council granted Listed Building Consent to National Express East Coast to install ticketing gates and make other improvements to Grade I listed **Newcastle Central Station**.



In the same month, Durham County Council granted Listed Building Consent to the company to install ticketing gates at Grade II listed **Durham Station**. Both the Durham and Newcastle decisions are subject to conditions and referral to the Government Office for the North East (GONE).

Gates will also be introduced at Grade II listed **Darlington Station**. The installation of the gates did not require Listed Building Consent, although the company did require this in order to install the accompanying CCTV cameras; this was granted, subject to referral to GONE.

Listed Building Consent has been granted to install ticketing gates at Grade II listed **Newark Northgate Station**.

Gates were installed at **Grantham Station** in May 2009. No Listed Building Consent was required at this locality.

The policy of gating railway stations is becoming increasingly common on the UK rail network. On the East Coast Main Line, Leeds was gated in 2008, while ticket checks by staff at gated areas is conducted at Durham, Darlington, Peterborough, Newark Northgate, Stevenage and Edinburgh Haymarket (and for ScotRail services at Edinburgh Waverley). London King's Cross, which is the busiest station on the East Coast Main Line, has manual gating by staff at certain times of the day. Permanent gates will be installed from 2012 by Network Rail. London Waterloo was recently gated by Network Rail – with 70 million customers per year, this is the largest gated station in Europe.

In February 2009, the Government announced it had brought forward a gating scheme for stations within the new South Central Franchise (\*see point 5).

### **(3) Preserving and Protecting the History and Heritage of York Station**

National Express East Coast has worked with local authorities and stakeholders across the East Coast route to sensitively and flexibly plan the installation of ticketing gates and other improvements to the stations it manages. It is committed to ensuring that all station development will preserve and protect the historic environment of the buildings, while seeking to enhance and improve the environment and facilities for customers.

Stations have always moved with the times and key to their historic significance is that they remain fully functioning stations. One only has to look at St Pancras to see a station where the historic importance of the station is important but where modern controls on passenger movement are successfully incorporated into the design.

National Express East Coast, which manages Grade II\* listed York Station, is committed to preserving and protecting the heritage of this fantastic and historic building. The company has worked with City of York Council, English Heritage, The Railway Trust and other stakeholders to ensure that its plans to develop the station are sensitive to its historical, cultural and architectural context, and can be applied flexibly to achieve desired outcomes.



The proposed ticketing gates at York Station have been reduced in height from an original maximum height of 1.8 metres to 1.1 metres in the main gateline areas (adjacent to WH Smith) and a maximum of 1.3 metres in other areas within the train shed. The gates and fencing are modern, glass structures, supported by stainless steel. They have a sharp and contemporary feel. Their low height and glass structure would preserve the superb views and the open and long vistas of the station, its sense of space, its grandeur and character.

The newly revised height, configuration and more symmetrical layout of the gatelines has been proposed following extensive consultation with stakeholders. National Express East Coast believes its new application would minimise the visual impact of the ticketing gates on the building and create the most effective layouts in terms of station operation and passenger flows, which have been substantially researched and analysed.

National Express East Coast's plans for gating York Station would also open up parts of the station through the removal of some units and "clutter", thereby improving sightlines and views throughout. The application therefore not only seeks to preserve but to enhance the station and views throughout the building.

#### **(4) Record of Station Development**

There are plenty of examples across the railway network where ticketing gates and other modern installations have been sympathetically and effectively installed, including within historic and listed buildings. National Express East Coast is committed to this principle when considering any new installation at any of the stations it manages.

Durham is an example of National Express's commitment to investing in stations and developing them sensitively and within the historical, cultural and architectural context of each locality. Durham Station has benefited from significant investment of £2.5 million to reinvigorate it to its former Victorian grandeur. In September 2008, Durham beat more than 2,500 other stations to the accolade of Station of the Year at the highly prestigious National Rail Awards.

#### **(5) Government Support**

The Rail Minister, Lord Adonis, has expressed his support for National Express East Coast's plans to introduce ticketing gates at York Station. The Government's support for ticketing gate schemes in general was indicated further in February 2009 when it brought forward a scheme to gate 14 stations in South London at a cost of £5.5 million. This scheme had originally been intended to be a condition of the new South Central Franchise: with the preferred bidder not being announced until later in 2009, the Government effectively brought the introduction of gating forward at considerable initial cost.



**(6) Passenger Watchdog Support – Staff Presence on Stations**

Passenger Focus, the independent public body set up by the Government to protect the interests of Britain's rail passengers, has offered in-principle support to the concept of gating, based upon a case-by-case basis. It has very strongly supported gating where it will lead to further visible staff presence on stations. Its Chief Executive, Anthony Smith, stated in a Press release issued by the Department for Transport, in February 2009, that:

"Gating can bring benefits. Clearly passengers who do the right thing and pay for their ticket should not be forced to subsidise those who try to cheat the system.

"One of the key advantages of installing gates is that they must be supervised and therefore staff are present and visible at the station.

"Passengers tell us that they feel safer when there are staff around and it also means they can ask advice about their journey and easily seek out help."

National Express East Coast staff will be present at the main gatelines, adjacent to WH Smith, at all times when the gates are operational. The other gatelines will either have staff present or will have staff accessible via an intercom and CCTV camera to assist customers or people with a further genuine reason to access platforms (\*see point 16).

**(7) National Express's Long Term Commitment to York Station**

National Express East Coast's headquarters, national training academy and national control centre are based in York. The company employs 900 people in Yorkshire and the East Coast Main Line contributes at least £100 million a year to the regional economy, sustaining 14,000 jobs. National Express East Coast is committed to continuing to play a significant role in the regional economy, future sustainability and development of York.

This is reflected in National Express East Coast's commitment to take forward the multi-million pound refurbishment and development at York Station, as outlined in its Master Plan, submitted as part of its application to City of York Council for Listed Building Consent. This includes the proposed introduction of ticketing gates, a new lounge and First Class facility, extra facilities for cyclists, including parking provision for at least a further 100 cycles, more CCTV cameras and to undertake a review of lighting. A major repainting and re-branding exercise is being carried out at the station, while the refurbishment of Platform Nine has recently been completed.

Meanwhile, new electronic information posters and a "smart column", that will display and print information for customers, are to be installed shortly.



In the longer term, National Express East Coast is working with City of York Council, Cycling England and other stakeholders to develop the station as a “cycle hub”. The company is a member of the recently established Cycling City Steering Group. It is committed to exploring options to promote cycling in the station and throughout the city, including the development of Scarborough Bridge as a direct cycle route leading into the station.

The cycle hub development is linked to National Express’s aspiration of creating the first “green station” in England at York. The concept of a green station is being developed and could include measures to promote energy efficiency and creation, the development of recycling facilities, links to other environmentally friendly modes of travel, and the undertaking of projects and initiatives to promote sustainability.

National Express East Coast continues to work with local communities. For example, its Connectors programme has seen National Express employees working within their local communities and schools to engage with more than 1,000 secondary school pupils across York on sustainable development and ways to lead a more sustainable life.

Meanwhile, it also continues to engage with a wide range of stakeholders. This resulted in significant alterations to its plans for introducing ticketing gates at York Station.

The company is also committed to working with partners to ensure the station attracts workers, visitors and tourists to the city. This includes long term schemes that potentially add to the development and prosperity of York. For example, it has this year supported a recommendation by a City of York Council Committee to explore the possibility of a new bridge over the East Coast Main Line as part of the promotion of the York “Cultural Quarter” and to improve links between the York Central site and the city centre.

## **(8) National Express East Coast’s Vision for York Station**

***York Station will be a progressive, modern transport interchange that delivers an excellent journey experience for customers and helps to make travel simpler.***

***National Express East Coast will promote and protect the rich heritage of this gateway to the city, and continue to significantly contribute to the future development and prosperity of York and its surrounding region.***



## **Operational Issues – How the Gates Will Work**

### **(9) Customer Access and Service**

Automatic Ticketing Gates (ATGs) can check tickets more quickly than a manual system. The number of gates at each location is applicable to the number of customers predicted from pedestrian flow analysis.

Each of the individual gates can accommodate up to 33 people per minute. National Express East Coast will also install wide aisle gates at all four gatelines (\*see point 10). People with tickets will therefore not be inconvenienced at all.

ATGs will only operate when they are managed by a member of staff. The ticketing gates scheme will ensure that customers have a clear opportunity to query travel information if they are uncertain about the validity of their ticket. Under the gating scheme, we envisage that there will be a member of staff with a radio that could be used to summon additional assistance, should this be required.

### **(10) Wide Aisle Access for Passenger Comfort/Safety of the Gates**

All gatelines will include a minimum of one wide aisle gate, as outlined under the Department for Transport and Transport Scotland's Accessible Train and Station Design for Disabled People: A Code of Practice (\*see point 11). The wide aisle gates are significantly wider than the other gates and have slower closing paddles. It has been specifically designed to ease the passage of encumbered passengers, passengers with buggies, bicycles, dogs, large cases, wheelchairs and walking aids, or who have young children accompanying them.

The proposed gates meet all relevant UK rail-related safety regulations. The gates have a back-off feature which means they open again if they encounter an obstruction when closing. In addition to this, the gates have been improved on previous versions currently installed at other UK locations, and now include additional sensors at a very low level to specifically recognise when small children or objects pass through the gates.

If necessary, the gatelines can be opened if a major event is taking place, such as a Race Day, or it is judged necessary on health and safety grounds. They will open automatically if a fire alarm is activated.

### **(11) Accessible Train and Station Design for Disabled People: A Code of Practice**

The ticketing gates comply with the Department for Transport and Transport Scotland's Accessible Train and Station Design for Disabled People: A Code of Practice. The gates are thus in line with industry-wide practice.



## **12) Link to Short Stay Car Park**

The proposed corridor from the short stay car park to the main gateline/station concourse is Disability and Discrimination Act (DDA) compliant. The creation of this nine metre long corridor is with the agreement of The Railway Trust. It is in response to engagement with stakeholders and members of the public: they aspired for a covered, level route from the car park to the inner concourse that would preclude the need to leave the covered station building via Tea Room Square and re-enter it at the main entrance. It was felt that this would particularly benefit people with disabilities, small children and the elderly.

## **(13) Purchasing Tickets**

The installation of gates and the purchasing of tickets before boarding trains at gated stations is well established industry practice. Under the plans, Automatic Ticket Vending Machines (ATMs) would be located at the gatelines adjacent to the long stay car park and Leeman Road entrance to enable customers to purchase or print off tickets without having to enter the main station concourse, if they so wished. ATMs would also be available close to the main gatelines within the inner concourse of the station. Tickets would continue to be sold at the Travel Centre, by telesales or the Internet.

## **(14) Compatible Tickets**

Extensive testing of the gates has been undertaken and further testing will be completed before the gates are delivered to the station. Best practice at other UK gatelines have been taken into consideration during development of these gates.

The gates will incorporate a barcode reader for self-print and mobile phone tickets. These will read any ticket with an industry standard barcode. Extensive testing will also be completed on this prior to installation of the gates. There will be a minimal number of incompatible tickets such as those that do not conform to the industry standard. Passengers in possession of these tickets will be able to pass through the gates by presenting their ticket to a member of staff.

## **(15) Excess Fares Offices**

Once ATGs are introduced passengers will no longer be able to exit the station without a valid ticket. At York, a new Excess Fares Office will be created to sell tickets from any starting point.

## **(16) Platform Passes for “Meeters and Greeters”, Rail and Heritage Enthusiasts**

National Express East Coast proposes to implement a system of platform passes to people who have a genuine reason to join or assist relatives, friends or colleagues on a platform. It does not intend to charge for these passes – unlike the platform tickets which were sold in the past. These passes will also be issued, at the discretion of station staff, to people who wish to view York Station or who are train/rail enthusiasts.



**(17) CCTV**

Once commissioned, the ATGs would become the single points of entry to the rail side of stations.

Following the 7/7 attacks, there is a requirement to have CCTV coverage of entry and exit points at stations. In order to achieve identification and/or recognition standards, a spread of coverage is required on both sides of the gatelines as gates are bi-directional.

CCTV cameras are also used to reduce crime and anti-social behaviour, to act as a deterrent and to reduce the fear of crime. In order to keep the number of cameras to a bare minimum, a holistic approach has been taken which will attempt to change the views of existing cameras that have become redundant as opposed to installing new ones.

**(18) Reducing Anti-Social Behaviour and Improving Security and Safety**

Safety is and continues to be National Express East Coast's paramount priority and will never be compromised.

ATGs and the accompanying CCTV cameras improve the safety and security of customers, staff and members of the public. Ticketing gates improve the environment of the station and the customer experience.

There is a clear correlation between instances of staff assaults and ticketless travel: 38 per cent of all physical assaults on National Express East Coast staff during 2008 were caused by ticket disputes.

National Express East Coast believes that by preventing people without tickets from using trains it will reduce injuries and verbal assaults on staff. People will feel more reassured through the presence of ticketing gates (and CCTV cameras) and the increase in staff that are visible and on-hand on station platforms and concourses.

ATGs will allow NXC to manage potential conflicts about ticketless travel in an open environment where the conflict can more easily be diffused. An argument over ticketless travel at an ATG is more likely to be resolved by the potential fare evader either giving up or going to buy a ticket.

National Express East Coast has this year been awarded Secure Station status by British Transport Police (BTP) and the Department for Transport. This Government-backed initiative is aimed at improving personal security at railway stations. It sets out standards of good practice and recognises stations which work with the BTP and other local partners to implement security measures.

National Express East Coast has also recently introduced 14 Rail Enforcement Officers to work alongside British Transport Police (BTP) to patrol trains and stations on the East Coast route. The proposed gating scheme will complement and build upon these improvements in security and safety for customers and staff.



The scheme is not a replacement for the policy of using guards to check tickets on board National Express East Coast services; along with the introduction of Rail Enforcement Officers and further improvements to safety and security at stations, it is designed to substantially contribute to the prevention of fraudulent ticketless travel and the protection of revenue.

## **(19) Trading Kiosks**

Once the ATGs are installed, the retail kiosks on the concourse will be relocated and rationalised to minimise the clutter on the station and optimise services offered to passengers on both rail and land side of the barriers.

## **(20) Signage**

The signage on the station will be amended to direct passengers to the excess fares office and ensure the nearest exit is clear. Where possible, signage will be rationalised.

## **(21) Passes for Employees**

All employees of Train Operating Companies will be permitted access through the gatelines on production of valid employee identification. This also applies to employees of Network Rail and, when appropriate, railway contractors or employees of companies with legitimate grounds to access platforms.

National Express East Coast has agreed to a request from the Head of the National Railway Museum to permit the museum's 250 staff access through the gatelines. This is subject to the production of National Railway Museum Employee identification. National Express East Coast works in partnership with the National Railway Museum to promote the railways and visitors to the city and museum. The museum is adjacent to the station and visitors to the museum or tourists with a valid rail ticket will also be able to enter and access the station via the Leeman Road entrance.

## **(22) Influencing Consumer Behaviour**

National Express East Coast believe the impact of gating across the rail network will influence consumer behaviour as more and more stations are gated and people become used to them. People who have habitually travelled without a ticket will see this is no longer acceptable and the installation of ATGs is a clear manifestation of this. Consumer behaviour will change and approaching ticketing gates could soon become the "norm" and an accepted and easy method of entering and exiting station platforms, as it is already at stations where ticketing gates currently exist.



## APPENDIX 2- Details of Revised/ Additional Plans

### REVISION 1

The following additional and revised plans received were received on 21 January 2009:

- a) Statement by NXEC providing justification for the proposed gates
- b) Location 2- Drawing No. 2456/09/203 elevation as existing and proposed
- c) Location 3- Drawing No. 2456/09/304B amended to reduce the number of CIS monitors from 3 no. to 2no.
- d) Drawing Nos. 2456/09/402C and 404B amended to reduce the number of CIS monitors from 3 no. to 2 no. and the relocate them to the wall of the current waiting room
- e) Drawing Nos. 2456/09/502C and 503A amended to alter barrier line to avoid a drainage run and manhole
- f) Drawing No. 23456/09/602B amended to include an enclosure to the Automated Ticket Machine and to increase the size of the building. Photograph of similar installation at Newark Northgate Station.

### REVISION 2

Taking account of discussions, amended plans were received on 6 March 2009 that included Drawing No. 2456/09/801D and a historical analysis document titled " York Station: Historical Development of the Station " that charts the significant developments of the station since its opening in 1877. The significant amendments are as follows-

LOCATION 1- New Customer Information Point; removal of public telephones at north end of Portico to allow for flower seller to be relocated

LOCATION 2- Simplified glazed barrier line at 1800mm high to maintain security

LOCATION 3 & 4- Symmetrical barrier line either side of former signal box; removal of ATM and retail kiosks from inner concourse to Locations 9 and 11; provision of 2 No. post-mounted customer information monitors on barrier line; glazed barrier height reduced to 1100mm to match gates

LOCATION 5- Minor amendments to alignment of gates and barriers

LOCATION 6- Minor amendment to position of ticket vending machine

LOCATION 7- No change

LOCATION 8- Provision of 3 No. ATMs within vacant kiosk on Platform 5 ( Initially only 2 to be provided )

LOCATION 9- Relocation of Hertz unit to former parcels office; provision of 3 ATMs to external façade of former parcels office ( initially only 2 to be provided )

LOCATION 10- Pedestrian crossings at entrance to long stay car park

LOCATION 11- Relocation of 2 no. kiosks to Location 4 with an additional kiosk

### REVISION 3

Further revised plans and additional information received on 1 May 2009 and include-

a) supplementary masterplan drawing

b) revised Design and Access Statement to include client's justification for the barrier scheme; technical information on the automatic ticket gates and cctv cameras; details of additional signage required in association with the proposed barriers

c) changes to the barrier line at Locations 3 and 4

d) conversion of existing kiosk on Platform 5 to ATM room and additional ATMs on the external elevation of the former Red Star office ( Location 9 )

e) two pedestrian crossings across the access to the Long Stay Car Park

f) relocation of two catering kiosks and the formation of a third kiosk in the area between Platform 1 and the existing Passenger Lounge ( Location 11 )

### REVISION 4/ ADDITIONAL DETAILS Received 28.5.2009

a) Amended sections of the Design and Access statement

b) Amended sign schedule

c) JCP's technical drawings

d) Amendments to Drawings including

- Both barriers in stainless steel with 114.3mm diameter posts; flange plate reduced in size
- Manifestations in light grey
- Removal of duct at base of barrier and replaced with buried duct. 75mm gap below glass ( Location 2 )
- Flat screen monitors on barriers; glass infill panels on access gates ( Location 3 and 4 )
- Larger details of Customer Information Point ( Outer Concourse )
- Relocation of retail units
- Retention of timber panels on ATM room ( Location 8 )
- Columns changed to circular ( Location 6 )
- Amended drawing to retain corncicing ( Location 7 )

- Barriers to match recently installed barriers by Council ( location 10 )

SUPPLEMENTARY JUSTIFICATION DOCUMENT- DATED May 2009, Received by email on 1 June 2009 from applicant

ADDITIONAL DRAWINGS / INFORMATION – Received 25 June 2009-06-30

Gateline CCTV Installation details and Drawing No Yrk –0008 by JCP showing position within station complex from agent

Ticket Gate; Signing Schedule form agent



## APPENDIX 3

### REPRESENTATIONS FROM MEMBERS OF THE PUBLIC, LOCAL BUSINESSES, INTERESTED PARTIES- NON-LISTED BUILDING ISSUES

#### BUSINESS CASE:

- Barriers not a preventative measure ( 102 )
- Barriers would benefit applicant only ( 32 )
- No security problem at York Station ( 80 )
- High cost ( 50 )
- Increased cost to passengers ( 17 )
- Fundamental change by transient owner ( 22 )
- Anti-competitive ( 71 )
- More staff required not barriers ( 93 )
- Jeopardy to staffing levels ( 13 )
- All barriers should be fully manned at all times ( 42 )
- Incompatibility with all types of ticket ( 26 )
- Suspect quality of technology ( 25 )
- Short journey/ metro barriers inappropriate ( 13 )
- Ill- advised franchise commitment ( 30 )
- Barriers not used in European cities ( (15 )
- Barriers will only work if all stations have barriers ( 5 )
- Facilities should be improved with or without barriers ( 3 )
- Improved facilities not needed ( 1 )
- Only revenue problem on short commuter lines- barrier these- ( 4 )
- Measure of savings from gating system ? ( 1 )

#### IMPLICATIONS WITHIN STATION COMPLEX:

- Passenger delays/ congestion/ safety ( 177 )
- Restriction of public access to all areas/ platforms ( 182 )
- Loss of NRM link to rear of station ( 139 )
- Complicates cycle use/ insufficient consideration ( 36 )
- Impact on use of station retail facilities ( 25 )
- Impact on disabled traveller ( 31 )
- Station layout inappropriate to barrier ( 31 )
- Short stay car park less convenient/ congestion ( 25 )
- Long stay car park less convenient ( 8 )
- Barriers unfriendly ( 62 )
- Retrograde step ( 16 )
- Cycle parking near ticket office would be required ( 1 )
- Litter at barriers ( 1 )
- Barriers would not prevent anti-social behaviour on platforms ( 16 )
- Absence of cycle parking at Leeman Road ( 16 )
- Concern over unmanned ticket barrier at Leeman Road entrance ( 21 )

#### IMPLICATIONS FOR SURROUNDING USES:

- Concern about state of Marble Arch tunnel in absence of footbridge access ( 40 )
- Implications for York Central/ transport interchange/ railway quarter if access is closed ( 49 )
- Alternative footbridge/ DDA access would be required if access is closed ( 12 )
- Economic impact on businesses on Micklegate ( 2 )
- Less easy to use long stay car park on Leeman Road ( 18 )
- Impact on catchment of Millthorpe School ( 4 )

IMPACT ON WIDER USES/ ECONOMY:

Harm to city asset and gateway / tourist facility wider York economy/ tourist link ( 120 )

Restriction on public access to heritage building ( 103 )

Discourage greater use of rail travel/ public transport / transport policy ( 17 )

Contrary to tourist policy/ open accessible buildings ( 9 )

GENERAL:

Mistake/ dreadful/ pointless ( 8 )

Contrary to sustainable development policy/ use of more electricity ( 11 )