

Date 11th March 2009

Councillor Ian Auckland
Sheffield City Council
Town Hall
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Dear Ian,

Subject: Station Gating at Sheffield Station

Thank you for your letter of 10th February 2009. I note that we have answered most of the questions before in different forums, but thank you for shortening the original lists of questions. In response to your specific points:

Senior Citizens Travel Passes – these passes allow holders to travel free on Northern trains and would therefore be able to pass through the gateline to access Northern Trains.

Crowd Safety at Football Matches and other Large Events - all of our major stations currently have crowd control procedures for football matches and other large events and these will be modified to fit with the operation of the gates. These procedures will be reviewed by the EMT safety department, the British Transport Police and other parties as may be appropriate.

Network Rail and Other Approvals – we are preparing both Landlords Consent and Station Change documentation for NR and a Listed Building Application. On the basis that the listed building process has a number of statutory requirements on all sides and there are many precedents for the installation of gates in listed buildings, we do not anticipate a significant issue.

How is a “demonstrable link to Sheffield” defined, and how will people be informed that they are entitled to apply for a pass and how will passes be issued (is there an application form)? – We anticipate that advertisement of the pass scheme will commence three weeks prior to the gatelines coming into operation. There will be a “road show” at the station to explain to all rail and bridge users how the system will operate, this will be supported by posters on the station and information on the EMT website. EMT will also contact directly all of the local businesses and other agencies in the vicinity of the station whose employees are likely to use the bridge.

There will be an application form for passes. People will be asked to provide: name, address, contact details, proof of identify and a picture. In addition there will be a tick box section for applicants to indicate why they need a pass.

It is intended that a pass can be issued as soon as an application form is filled in (and in case of ticket office applications be handed over immediately). Applications by post or email will be processed as far as possible within 48 hours and dispatched by post.

In practice, anyone who asks for a pass with the correct identification is likely to be given one.

Will those who come from the tram stop side of the station, but who do not have a pass, be allowed through the barriers to buy a train ticket, and will holders of Senior Citizen concessions under ENCTS be allowed through the other way as these are valid on the tram? – we think that most tram users who do not hold a rail ticket will be holders of a gate pass allowing entry. For those users who do not hold a gate pass we are currently investigating alternatives but in any case we will continue to let such users across at the reasonable discretion of our staff.

As the gates are supposed to be compatible with the tram tickets what prevents someone buying the cheapest tram ticket, entering the station and getting on a train without buying a train ticket? We have other ways of detecting such deliberate acts of fraud.

Will the gate passes have an expiry date (e.g. will passes for students be issued for the length of their attendance / issued every year or valid indefinitely) and is the pass system guaranteed to continue for the life of the franchise? – each pass will be valid for at least a year and can be renewed. Our scheme will endure for the life of our franchise.

Under what circumstances, and how, would a gate pass be stopped and / or replaced (for example if lost, stolen or out of date)? – if a gate pass is lost or stolen it will be logged on the EMT system and will not be able to be used to open the gateline. Users of such lost passes will have their passes replaced unless EMT has evidence to suggest that they may be being misused.

How long will pass holders be allowed in the station, what sanctions will be applied if this time limit is exceeded and how will it be enforced? It is intended to allow pass holders up to around 15 minutes to transit through the station. Given that transit time is a matter of one or two minutes in practice, this allowance would be more than adequate. Users who take longer than this time with a reasonable explanation would be allowed through both set of gates but without a reasonable explanation would be treated in the same way as any passenger without a ticket.

Can Yorcards or other ITSO compatible smartcards be used as gate passes and can the Sheffield gate passes be used for rail and other travel? Yes.

EMT says it will allow "mobility-impaired non-rail users (defined in a broad way)" to use the station without a pass, how will it be determined if someone falls into this category? How will station staff judge if people have 'invisible' disabilities (for example learning disabilities) and what provision will there be for disabled people who don't speak English as their first language? – Our gateline staff will be expected to use their discretion.

What provision will there be for people who need to meet disabled travelers from the platform? – Mobility assistance is available at Sheffield Station. However, we realise that this may not meet the requirements of all travelers. Access to platforms for disabled meet and great will be provided at the discretion of gateline staff. This is the case at almost all gated stations across the UK and tends to work well.

How much will it cost to implement and run such a scheme, have the volumes of people expected been assessed and does this affect the number of gates needed and therefore the costs? – EMT have included the costs of the implementing the gateline in its business plan. Full pedestrian flow modeling has been undertaken and this is one of the factors in determining the optimum design of the gateline.

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Yours sincerely



Jake Kelly

Customer Service Director