

***Winner of CILT award for best practice in passenger transport (2013)***

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Ticketing Block Exemption Team  
Competition Consumer and Markets Group  
Competition and Markets Authority  
7th Floor Victoria House  
37 Southampton Row  
London WC1B 4AD

15<sup>th</sup> September 2015

Dear Team,

**Consultation on Ticketing Block Exemption**

1. TravelWatch NorthWest is an independent Community Interest Company representing the interests of public transport users throughout. NW England. We welcome the opportunity to respond to this consultation.
2. This is a brief response to say that we very much urge that the existing Block Exemption is renewed until 28 February 2026. The 10 year period is sensible and indeed as far as we are concerned it could be longer. We agree that passengers benefit greatly from integrated public transport ticketing services, for example allowing a consumer to use one ticket for a journey involving travel on more than one operator's services. "Greener" modal choices are also encouraged.
3. We would hope that Multi operator ticketing schemes would attract more people to use public transport. But an important prerequisite is the ease and ability of finding out about such fares and indeed all categories of fares. There is still a long way to go with making such information easily available on websites and other information outlets. Our report of March 2014 (attached) shows the lack of progress in this regard.

Thank you for the opportunity to respond

Yours faithfully

John Moorhouse  
Company Secretary