

Revenue Protection Policy
TfW
Last updated March 2019

Transport for Wales Revenue Protection Policy

Introduction:

The vast majority of customers pay their train fares in full, before boarding trains with no problem. However, a small minority demonstrate intent to avoid paying train fares to the detriment of the vast majority of law-abiding rail users. Details of ticket buying facilities, including ticket office opening hours and ticket vending machines can be found on the [National Rail Website](#)

Transport for Wales takes deliberate fare evasion very seriously and will prosecute deliberate or persistent evaders with the full extent of the law. This means potential fines of up to £1000 and a criminal record

Buy Before You Board:

The [National Conditions of Travel](#) and [Railway Byelaws](#) set out the requirement for passengers to buy a ticket prior to boarding trains where the opportunity to do so is available. Our revenue protection policy is based on the conditions within and therefore we operate a 'Buy Before You Board' policy. Our policy will be communicated via leaflets, posters and public address announcements at stations and on trains. In line with the National Conditions of Travel, our Conductors are instructed to only sell "the full undiscounted anytime single fare to a station directly served by the train that you are on. You will not be entitled to any discounts or special terms" where ticket buying facilities have been available at the point of origin.

Treating Customers Fairly:

TfW's approach to revenue protection is to make it easy for customers to buy tickets and it will be rolling out a significant investment programme to improve ticket buying facilities such as installing new and better Ticket Vending Machines, Smart Ticketing and a new website and app.

TfW do not seek to penalise customers who may have made a genuine mistake or have become a victim of crime. In such circumstances, our Revenue Protection Officers or Conductors will use appropriate discretion and may issue an Unpaid Fare Notice for the Anytime Single fare appropriate to the journey being made. A customer with a valid reason, such as being a victim of crime or losing a wallet will be given 21 days to pay in full or provide sufficient evidence as to a reason for non-payment. We will retain records of customers who have previously received an Unpaid Fares Notice and may prosecute those who repeatedly do not pay their fare.

Penalty Fares:

Passengers who are travelling in a Penalty Fares area and who have failed to buy before boarding where facilities are available may be charged a penalty fare of £20 or twice the full single fare applicable to your journey (whichever is greater). Penalty Fare zones will be clearly marked using posters, leaflets and station and on-train announcements. Passengers being issued with a Penalty Fare Notice will be informed this is the case and will be advised what to do should they wish to appeal. We subscribe to an Independent Appeals process who consider the recipients' circumstances to determine if a Penalty Fare has been issued correctly. Penalty Fares may only be issued by an Authorised Collector identified with a unique identification card and number, typically this will be a Revenue Protection Officer who may be in uniform or in plain clothes.

All correspondence relating to Unpaid Fare Notices or Penalty Fares should be submitted in writing to: IRCAS, PO Box 212, Petersfield, GU32 9BQ.

Prosecution:

In the event of a passenger being found to have demonstrated 'intent' to avoid the fares due, TfW reserve the right as a last resort to prosecute to recover fares due and deter against further offences. A Revenue Protection Officer will request a name and address and validate this using the electoral role via our Revenue Protection Support team. Providing a false name and address in itself is a serious offence and is likely to be deemed as a deliberate attempt to avoid payment of fares by the courts.

Subject to individual circumstances, a person who has been deemed as showing intent to avoid payment may be given an opportunity to settle out of court. In this case, we will have incurred administrative charges which will be included as part of any settlement.

However, prosecution will be unavoidable in the following circumstances:

- Fraud e.g. defacing ticket details or impersonating a child to obtain cheaper fares
- Providing false personal details e.g. incorrect name and address
- Declaring an incorrect journey for personal gain e.g. declaring an incorrect origin
- Repeat offender e.g. travelling without a ticket on more than one occasion

These processes will be in line with the [ATOC Code of Practice 'arrangements for travel ticket irregularities'](#) and the Transport Focus publication ['ticket to ride'](#).

All correspondence relating to pending prosecutions or settlements should be in writing to: [Transport Investigations Ltd](#), 1 Station Approach, March, Cambridgeshire, PE15 8SE.

Other Information:

For the purposes of our revenue protection policy a 'ticket' is defined as a traditional railway orange ticket (card or paper), or an electronic ticket held on a mobile device, a legible barcode, or data stored on a smart card (accessed via an electronic card reader)

There is a requirement for customers to activate electronic barcode tickets prior to boarding their train to avoid any accusations of fraudulent use. Full terms, conditions and instructions are available at point of purchase.

Other Links:

Information on ticket types and how to buy tickets can be found [here](#)

Penalty Fare and Unpaid Fare administration [here](#)

Penalty Fares rules [here](#)