# Revenue Protection Inspector Refresher Course



# **House Keeping**

# Overground House Learning & Development Centre



#### **Evacuation**

- If the alarm sounds, <u>do not</u> use the lifts
- Try and stay together
- Meet at the S.A.P.
- Procedure is on the Wall









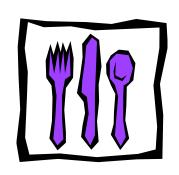
#### AT ENTRANCE TO FIRST FLOOR

## (NO SMOKING IN BUILDING)





# **Course Start - 09:00 Finish - 16:00**



10:00 10:15 - Break for Tea

12:00 - 12:45 - Lunch

14:00 - 14:15 - Afternoon Tea

Plenty of food shops on the main road



#### Day 1 Agenda

- 09:00 09:10 Intro/House Keeping
- The Role Of An RPI
- 09:10/10:00 National Rail Conditions Of Carriage (NRCOC) Definition of a 'Contract'

Reinforcing Ticket knowledge (Magnetic/Oyster)

- 10:00/10:15 Tea Break
- 10:30/11:40 Movie Readers
- 11:40/12:00 Consolidation Morning Session lead to afternoon session
- 12:00/12:45 Meal Break
- 12:45/14:00 Note Book Code of Behaviour/Questioning Techniques'
- 14:00/14:15 Tea Break
- 14:15/15:30 Decision Making NFA/PF/MG
- 15:30/16:00 Consolidate afternoon's session lead to morning session
- 16.00 Finish



## Objective/"What's in it for me" (WIFM)

- Understanding your Role
- Condition of Carriage Customers Contract explained
- Why do we check tickets?
- Understanding the various Ticket/Oyster products,
- Oyster readers MOVie 440.
- Your Note Book Code of Behaviour
- What questioning do I ask
- "Am I Making the right decision"? NFA/PF/MG
- Nil Paid Vs MG 11
- Outcome Reinforce Revenue Knowledge







# The Role of a Revenue Protection Inspector (RPI)

Your Role as Revenue Protection Inspector (RPI) within LOROL new structure will be at times a very demanding, multi skilled, Customer facing role, we must at all times remind our selves that we are the visible face of LOROL and as such maintain excellent customer service standards. We should at all times do our utmost to exceed and set new levels of standards were ever possible.

A certain amount of personal discretion is required when working with our customers and no two days will be the same. Some days will be more demanding than others but a vast support network is there to help you from colleagues to managers in-house and off site help line out of house.

You are required at all times to:



# **Roles and Responsibilities**

- Report for duty on time
- Uphold the integrity of your grade
- Conduct yourselves in a professional manner
- Not to bring your grade, your colleagues, LOROL or TfL into disrepute Conduct your duties in strict compliance with all current directives and abide with all instructions given
- When attending stations for customer service/revenue duties, you must comply with all LOROLs sign in/Evacuation procedures
- Interview customers in strict compliance with Revenue directives
- Ensure that all paperwork is as accurate as possible and complies to the revenue protections departments training standards.
- Comply with all cash regulations at all levels.
- Adhere to all safety instructions, ensuring the health and safety of yourself and others



# **Roles and Responsibilities**

- Build relationships with your fellow workers thus enhancing the team membership concept
- Not speak ill of your co-workers
- Lead and encourage other staff by maximising their commitment and leading by example
- You must ensure that they you always present yourself well in public, that at all times treat customers in a friendly, helpful and courteous manner thus helping to enhance the Company's image and reputation.



## **Expectations and Behaviours**

- You must endeavour to make yourself a role model in terms of carrying out your day to day duties, at all times in a courteous and efficient manner.
- Whilst on duty You must be visible to customers in full uniform (appropriate attire if instructed to be on plain-clothes duties), including name badge and shoes if issued or approved by the Company.
- You must when requested to do so by a member of the public give your name (or pseudonym name) or employee number; whichever is applicable, and your grade.
- You must manage your own personal performance, conduct, appearance, work attendance and resolution of personal problems affecting work performance.



## **Expectations and Behaviours**

- Minimise customer complaints and maximise customer satisfaction.
   Investigate and deal with all customer complaints with efficiency and tact.
- Never place yourself in a position that could lead to allegations of sexual assault when dealing with customers.
- Never manhandle or chase after customers thus placing yourself and others at risk.

So come to work on-time, be visible and professional at all times and give the best customer service and standards possible. We expect a high level of commitment from you at all times and we will fully support you and your career development within LOROL.







#### **Introduction to Contracts**

#### **Express**

With the purchase of a ticket in advance of travel

#### **Implied**

Permission given to pay at Destination

If neither apply then the person is <u>trespassing</u>





#### Civil Law vs. Criminal Law

- Civil law: Deals with the disputes between individuals, organizations, or between the two, in which compensation is awarded to the victim.
- Type of punishment: A defendant in civil litigation is never incarcerated and never executed. Losing defendant in civil litigation only reimburses the plaintiff for losses caused by the defendant's
- Burden of proofs: Burden of proofs is initially on the Prosecution.



#### Civil Law vs. Criminal Law

- Criminal law (also known as penal law) is the body of statutory and common law that deals with crime and the legal punishment of criminal offences.
- Type of punishment: A guilty defendant is punished by either incarceration in a jail or fine paid to the government, or, in exceptional cases, the death penalty.
- Burden of proofs: Burden of proofs is initially on the Prosecution, Beyond Reasonable Doubt.

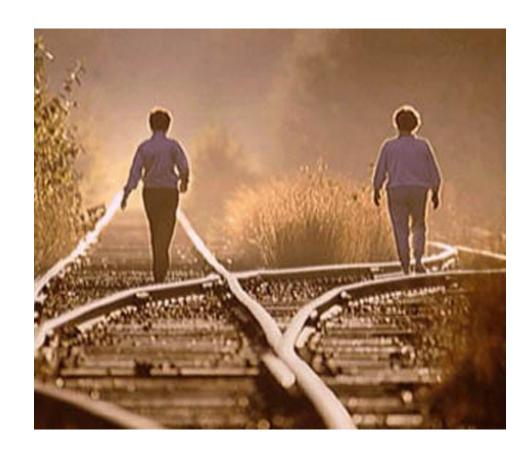


# Get off my land!!!

Is trespass a criminal act or a civil wrong?

Civil

Unless.....on land where law prescribes it as **Criminal...** 





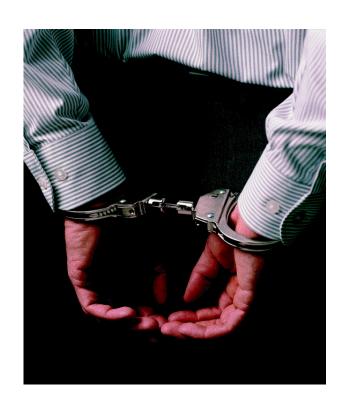
# Where might trespass be criminal?

Railways

Ministry of Defence

Airports

Buckingham Palace





# National Rail Conditions Of Carriage (NRCOC) Definition of a 'Contract'





#### **Definition of a 'Contract'**

# What are the essential requirements to make a contract valid?

- i. there must be an offer and acceptance (Agreement)
- ii. there must be an intention to create legal relations
- iii. there must be consideration
- iv. the parties must, have the capacity to contract
- v. there must be genuine consent by all parties to the terms of the contract

Written formalities are only needed for money lending and Land sales



#### **Valid Contract**

there must be an offer and acceptance

There is an offer of a service and an acceptance by the customer to buy a ticket

there must be an intention to create legal relations

We give them a ticket as proof of purchase and inform them that we will get them from "a to b"

there must be consideration

We have terms and conditions and the Customer Charter shows we look at all possible ways to be fair



#### **Valid Contract**

- the parties must, have the capacity to contract
  the Ticket Seller issues tickets on behalf of LOROL/LU to the
  customers. Customers can also buy tickets from Agents
  who are authorised to sell on behalf of LOROL/LU
- there must be genuine consent by all parties to the terms of the contract

'Conditions of Carriage'



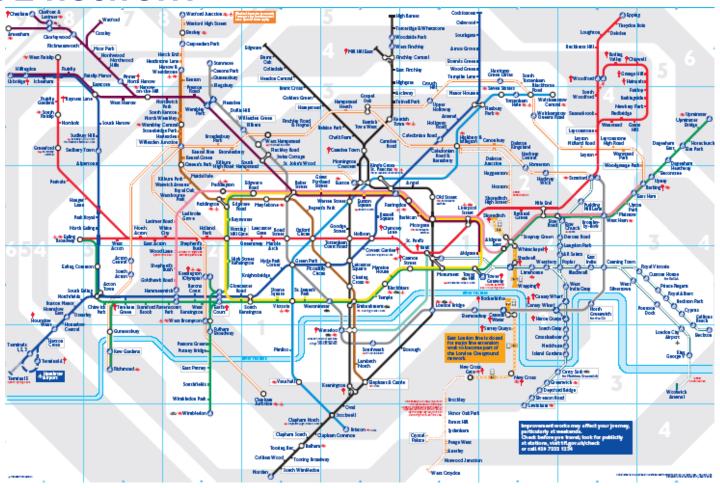


Ticket Types & Validities

Reinforcing ticket knowledge



# Think of the combination of tickets, you encounter whilst working on the LOROL network





#### Date

All tickets are valid on the date shown on the ticket, and some are also valid on subsequent dates. Tickets are NEVER valid BEFORE the date shown

#### Destination

Usually a named station. Other possibilities are:
U ZONES: Through ticket to destinations on the London Underground or Docklands Light Railway. Valid for travel between the named stations on LOROL, plus the "U Zones" on LU or DLR.
R ZONES: For a Travelcard – ticket valid in the stated Zones
L ZONES: For an LT Card – ticket valid in the stated Zones LONDON TERMINALS: For travel to any Central London Terminal Station which can be reached without crossing London by Underground

#### Route

Most tickets are valid at the "from" station (origin point), the "to" station (destination) and for travel between the two.

Some types of ticket permit the customer to break their journey at an intermediate station, whilst others do not.

Some tickets allow the customer the travel by "any permitted" route between the origin point and destination, whilst other are only valid on specific routes or certain Train Company services only



# **Ticket Types & Validities**

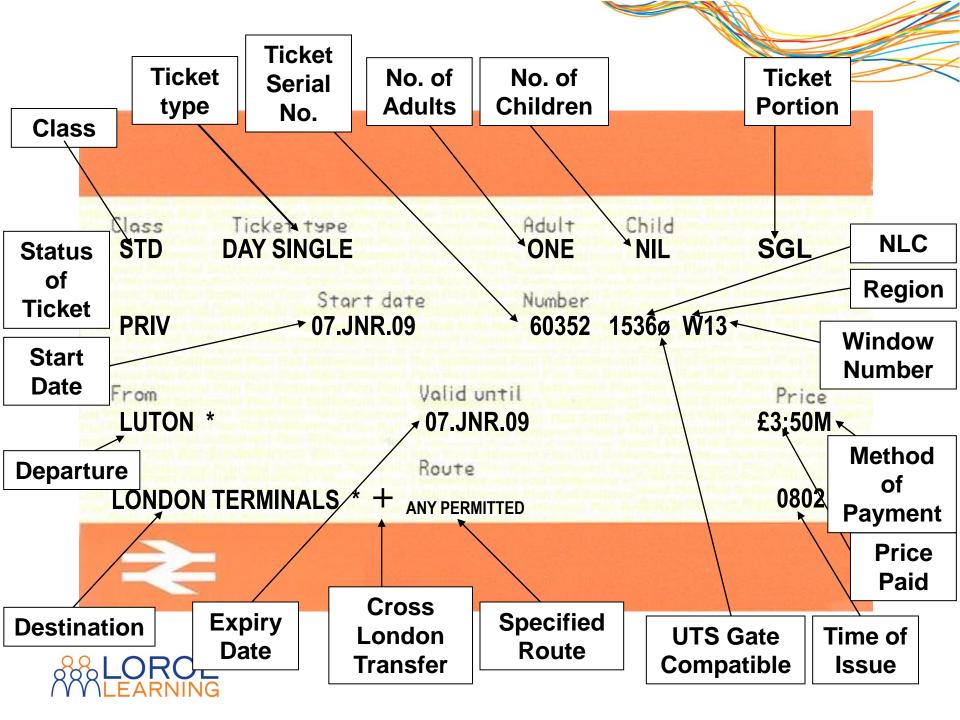
- Whilst the majority of our customers will have a valid ticket for their journey, it is important that tickets are checked to ensure that those with non-valid tickets are asked to pay the appropriate fare.
- A customer may possess a ticket which, on examination, proves to be not valid for the journey made. Often, this may happen because the customer is unaware of restrictions on the ticket, but in some cases you will find that a customer is wilfully misusing a ticket. Such customers depend upon sloppy standards of ticket checking as they continue to avoid payment of the correct fare –our job is detecting this practice!

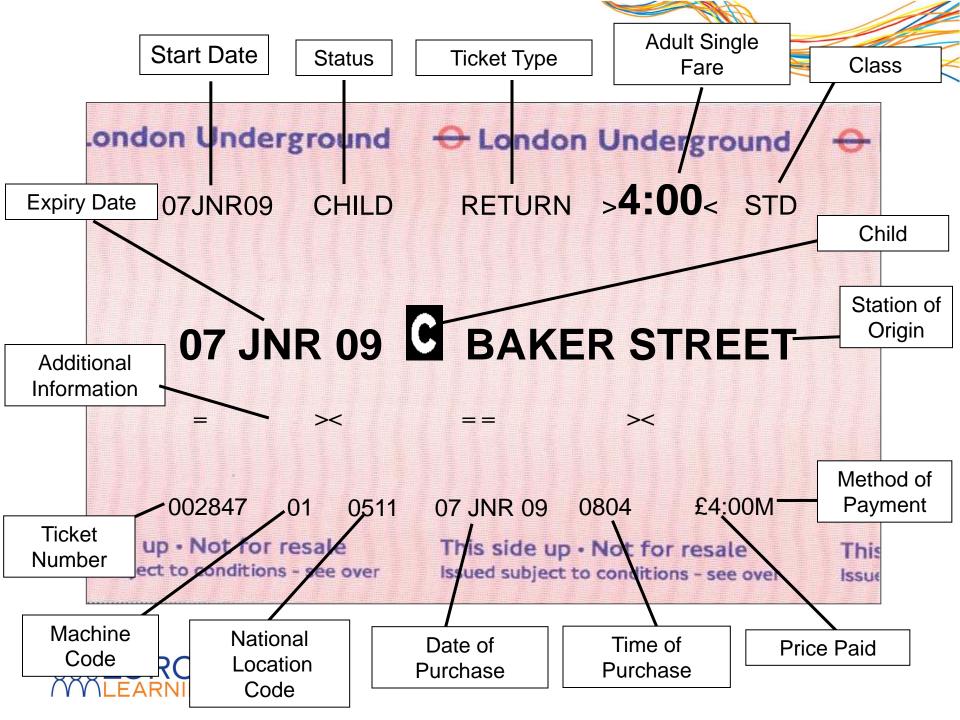


# **Ticket Types & Validities**

- Most of LOROL stations are equipped with Ticket Gates, so the checking of tickets may be achieved automatically.
   Very occasionally, the gate may reject a perfectly valid ticket, but in the vast majority of cases non-valid ticket are successfully intercepted. It is therefore important that when a customer asks to use the side gate at a gated station, his or her ticket should be carefully scrutinised.
- The main features of a ticket which require examination are:







# **One Day Travel card Validity**





## **One Day Travel card Validity**

#### Validity (Anytime)?

 From 00:01 Monday to Friday on the date of validity until 04:30 hours following expiry date

#### Validity (Off Peak)?

- From 09:30 Monday to Friday on the date of validity until 04:30 hours following expiry date
- 00:01 on Saturday, Sunday and Public holidays on day valid until 04:30 following expiry date

#### Availability?

- LU, LOROL, DLR, NR, Tramlink & Buses
- within the zones stated on the ticket



# Validity of season tickets

A season ticket gives you the right to travel between the stations or within the zones stated on it for the period shown up to and including the expiry date shown on it. This includes the right to break and resume your journey, as described in Condition 15. If you use the season ticket to travel to another station, or within another zone, you will be treated as having joined the train without a valid ticket for that extra part of your journey and Condition 7 or 8 (whichever is relevant) will apply.

The routes you are entitled to take with a season ticket are explained in Condition 13.



#### **Photocards**



If a photocard is required to buy a season ticket, that season ticket is not valid unless it can be presented with a photocard bearing a true likeness of the person for whom the season ticket was issued. The season ticket must show the photocard serial number. If you are unable to present a photocard with your season ticket at the request of staff or agents of a Train Company, but are able to do so later, that Train Company may, at its discretion, refund any excess fare or penalty fare paid (less a reasonable administrative charge). However, the Train Company will not refund more than two claims in any 12 month period.



# Who needs a photocard?

- You do not need a photocard to buy or use any adult-rate Travelcard or Bus & Tram Pass on <u>Oyster</u>.
- You do need an adult photocard to buy or use:
- A monthly or longer-period Travelcard that includes validity to a National rail station beyond Zone 6.
   It is not needed from Moor Park-Watford/Chesham/Amersham inclusive.
- Point to point season tickets on London Overground
- 7 Day, monthly or longer period National Rail only season tickets
- You can apply for an adult photocard at any Tube or London Overground station



# **Paper Season Tickets**













Discount &

Concessionary Tickets



### **Disabled Persons Railcard**

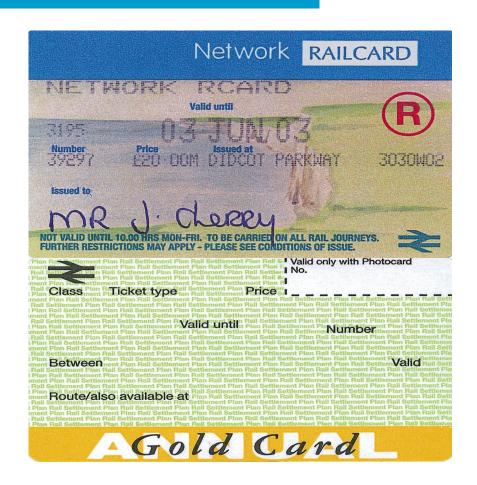
 If you have a disability that makes travelling by train difficult you might qualify for the Disabled Persons Railcard. The Railcard allows you to get a 1/3 off most rail fares throughout Great Britain. If you're travelling with an adult companion they also can get the same discount - so you can save money for your friends too!





### Network RAILCARD

- Network Railcard?
  - The Network Railcard costs £20 for a year and gives savings on most rail fares throughout the South East of England.
  - You and up to three other adults can save 1/3
  - Gold card or Gold Oyster record card?
    - Holder and 3 adults and 4 children





#### 16-25? SAVE 1/3 ON RAIL FARES

16-25 Raticard

1654/0/09

March David

- **Holder only**
- As the name suggests, you're eligible if you're aged 16-25! You can also apply if you're 26+ and in full time study.

For just £24 for 1 year, or £65 for 3 years you'll save 1/3 on fares throughout Great Britain.





 As long as you travel with at least one child you can! And up to 4 adults and 4 kids can travel on the one Railcard.

It costs just £24 for 1 year or £65 for 3 years and you get 1/3 off adult fares and 60% off kids' fares.





### Senior Railcard

#### 60 OR OVER? SAVE 1/3 ON RAIL FARES

- Holder Only
- If you're 60 or over, you can buy a Senior Railcard for £24 for 1 year, or £65 for 3 years.

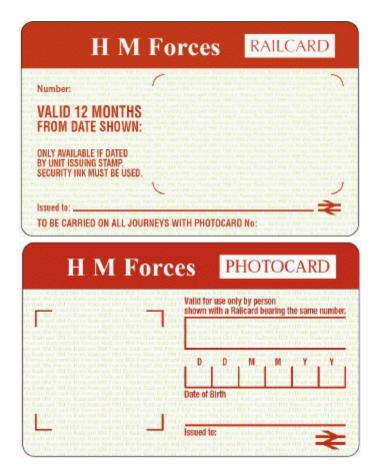
You will save 1/3 on Standard and First Class rail fares throughout Great Britain for a whole year.





### **HM Forces Railcard**

- Ensure that both the photocard (RSP No. 24903/5) and Railcard (RSP No. 24903/4) are produced.
- To prevent the use of colour photocopies of Railcards, take the Railcard out of the wallet and check that it is genuine ticket stock and is endorsed with the stamp of the issuing unit.
- Check that the photocard number on the Railcard is the number of the accompanying photocard.
- Check that the photograph on the photocard is one of the person presenting it.
- Check that the Railcard has been filled in properly, is endorsed with the issuing unit stamp on the reverse side of the card and is signed by the holder. If the card is unsigned ask the customer for a document with their signature on it (e.g. credit card), then ask the customer to sign the Railcard. Compare the signatures.
- Check that the Railcard is in date.





# Staff Travel Cards, TOC <u>Privilege</u> <u>Travel</u> Cards and Photo Identity Cards

- Using the TOC Privilege Travel Card to obtain Privilege discounted travel tickets
- The Privilege Travel Card is for leisure travel only.
   However, staff may buy privilege tickets to travel
   between a temporary place of residence and their
   place of employment. This would not normally be for a
   period of more than 14 days although some flexibility
   may be needed in individual cases.
- The holders must show their Privilege Travel Card and Photo Identity Card (where appropriate).
- Holders can buy tickets at Privilege discounted fares during the full period of the card's validity.
- The holder is eligible to purchase tickets at a discount of 75% of the full public fare on all Train Operating Companies services, except First ScotRail's Strathclyde PTE services and London Transport (TfL).
- Except for dependants aged 15 and under they must be supported by a recognised photograph identity card.
- These cards are not valid for free travel and the discounted tickets purchased are for leisure use only.









## Q. Is this ticket valid on LU? Explain your answer.



A. Yes. It has a '+' symbol under the route.



### Q. Name 5 pieces of information





### Q. What Is the NLC number of this Ticket?



A. NLC 3087



### Q. How many journeys is this ticket valid for?



A. 2 single journeys



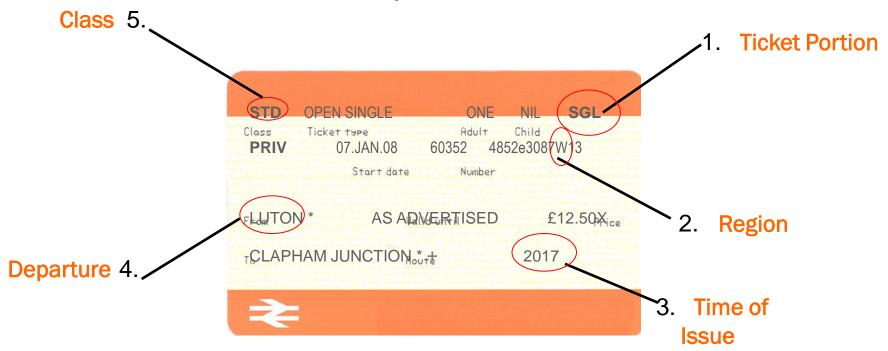
## Q. How many adults and children required for Family & friends use?



A. As long as you travel with at least one child you can! And up to 4 adults and 4 kids can travel on the one Railcard.



### Q. Name 5 pieces of information



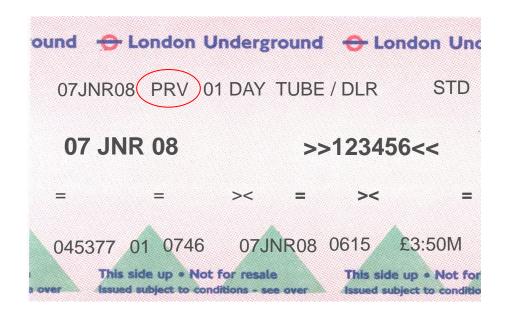


### Q. Name 5 pieces of information





## Q. What documentation would you expect to see with this ticket?



A. Privilege Ticket Authority Card (PTAC)



### Q. What makes you eligible for a16-25 Railcard?



A. As the name suggests, you're eligible if you're aged 16-25! You can also apply if you're 26+ and in full time study.



- Q1. How many people (minimum) will you see in this group?
- Q2. What would you do if more than 20 people?



- A1. 10
- A2. Contact interchange and destination stations



#### Q. What time is this Travelcard valid from?



#### A. After 0930 Mon-Fri from the start date

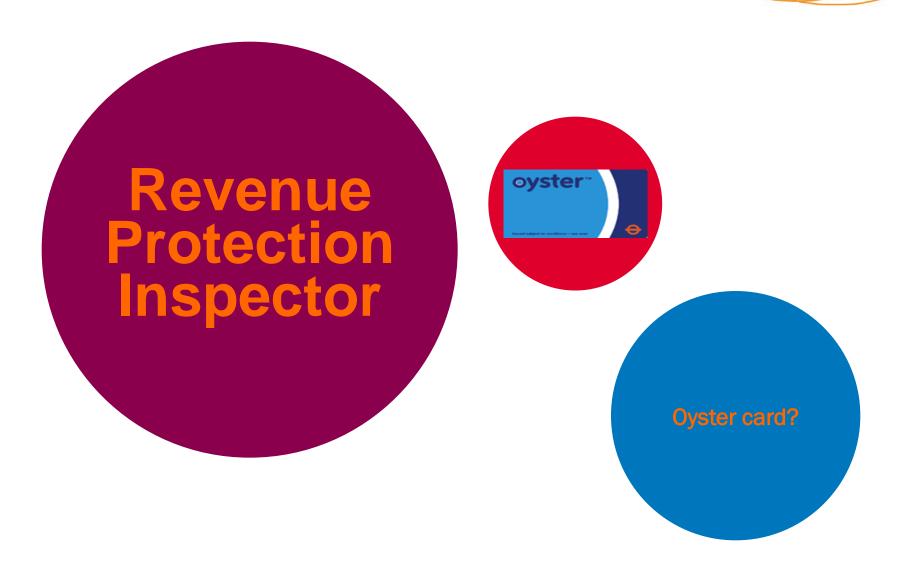


## Q. Will this ticket get me to Hammersmith station?



### A. Yes







### What is an Oyster card

- An Oyster card is a plastic credit card sized smart card which is issued by or on behalf of <u>Transport for London (TfL)</u>. The card itself is not a travel document, a ticket, or a permit to travel, and neither is it a method of payment such as credit card or debit card. The card has an embedded micro-chip that can store details of up to three different travel products at the same time.
- What products can I put on Oyster?
   Oyster cards can store up to £90 in cash value to use for pay as you go (PAYG) journeys and up to two 7-day or longer period Travelcard season tickets or London Bus Passes, or one of each. Travelcards are only available for travel within the London Fare Zones area.
- Travelcard season tickets: These tickets can be purchased for seven days, or
  for any period from one month to one year. They are 'multi-modal', meaning
  they are valid on trains, <u>London Underground</u>, <u>Docklands Light Railway</u> and
  <u>Croydon Tramlink</u> services within the zones for which the Travelcard is issued.
  Any Travelcard, regardless of the zone it is issued for, is valid on all bus services
  throughout the <u>London Bus</u> network.
- Pay-as-you-go (PAYG): For day single or return journeys wholly within the <u>London Fare Zones area</u> on all <u>London Underground</u>, <u>Docklands Light Railway</u>, <u>London Bus</u> services and participating National Rail services. See 'Where can I use my Oyster card?' below.



### What is an Oyster card

- The PAYG balance is automatically debited with the cost of your journey for the zones in, or through which, you have travelled. PAYG fares are subject to a daily price cap for any number of journeys made within a 24 hour period ending at 04.29 the following morning. Any additional journeys made after you have reached this cap will not be charged provided you touch in and out every time. The value of the cap is also dependant upon the time of day that you make your first journey and the zones travelled in or through.
- If you also hold a valid <u>Senior Railcard</u>, <u>Disabled Persons Railcard</u>, <u>Young Persons Railcard or a HM Forces Railcard</u> then by registering your Railcard at a London Underground ticket office you will be subject to a lower daily price cap for if you start your first journey after 0930 on Mondays to Fridays or at any time weekends and public holidays.
- Where can I use my Oyster card on National Rail?
- If you have a Travelcard on your Oyster card you can use it on any National Rail, or Transport for London service within the Fare Zones for which it is valid. See the <u>London</u> <u>Connections Map</u> for details of the Fare Zones
- When using PAYG on National Rail, please note that at an entry charge of either £4 or £5 will be deducted from the balance on your card at the start of your journey. This will be adjusted when you 'touch out' at the end of your journey so that you pay the correct advertised fare and qualify for the appropriate daily price cap.



# Changes to Oyster card deposit from 17 May

- The change will mean that passengers wanting a season ticket for a week, a month, or longer periods will be required to pay a £3 deposit when they first purchase a card or come to replace a misplaced, unregistered card.
- Passengers who use Oyster pay as you go (PAYG) already pay the £3 refundable deposit and the change does not affect anyone with an existing card.





### **Freedom Passes**





Validity?

At all times

Availability?

LU, LOROL, DLR, Tramlink, Buses & NR (some restrictions apply)



### **New Deal Oyster Photocard**



New Deal is a Government programme that aims to give and support they need to get into work.

If you have a New Deal photocard you can buy the following tickets at reduced rates:

Buy and use child-rate Tube, DLR and London Overground cash single and return tickets

Get an Oyster card to buy Travelcards and reduced-rate Bus Passes Use Oyster to pay as you go at 50 per cent of the adult Oyster rate





### **Barclaycard Oyster**



There are two types of Barclaycard Oyster: Debit/Credit

#### Card

Do not withdraw if reporting for irregular travel (unless instructed by BTP or Bankcard authorisation centre)

- Obtain print out
- Card can be used to travel even after the printed expiry date on the card



### Children

### **Under 11 years old Travel Free?**

- At all times with an adult with a valid ticket/Oyster card
- No adult Free if holding a 5-10 Oyster photocard only
- U14 or Child Oyster photocard must be with an adult with valid ticket/ Oyster card for free travel. No adult, child rate fares apply.

### 11 and under 16 years old?

 Child rate single, return, 1 and 3 day travelcards (do not need 11-15 Oystercard)







Movie Readers 440







### CIA

## Clear

## Intelligible

Accurate



### **Pocket Notebooks**

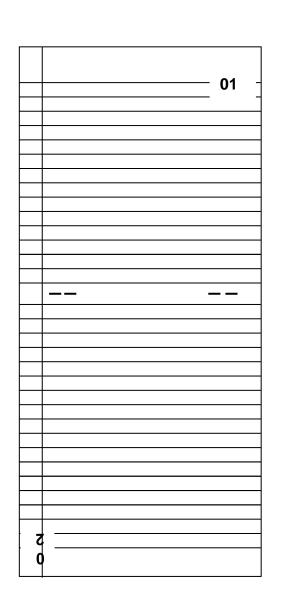
### NO

- E rasures
- L eaves torn out
- B lank spaces
- O ver writing
- W riting between lines

#### and

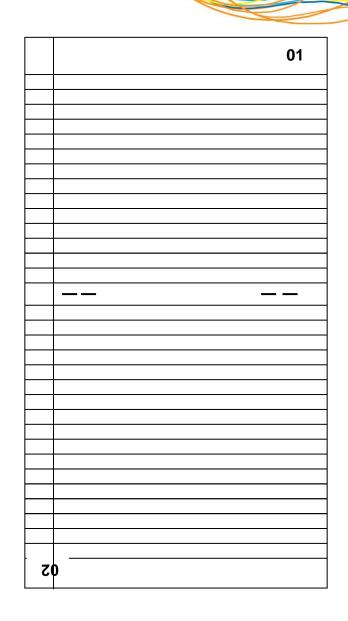
• S peech in direct context





### **Situation Details**

- Time
- Day and Date
- Station name or Train direction
- Type of check
- Reference to the offence
- What the customer did run off or jump off train etc

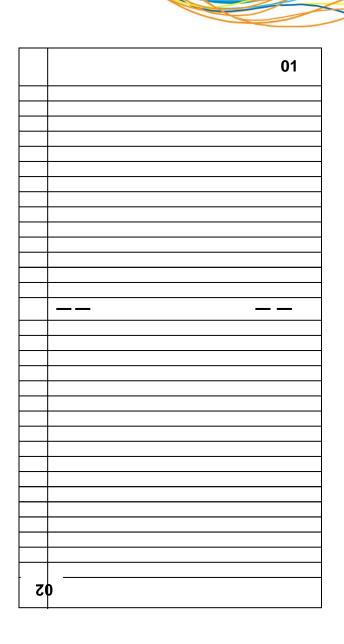




### **Ticket Details**

- Ticket Type
- Ticket Number
- Zones and availability
- Price on ticket
- Whether valid or not
- Station of issue
- Photocard number if applicable

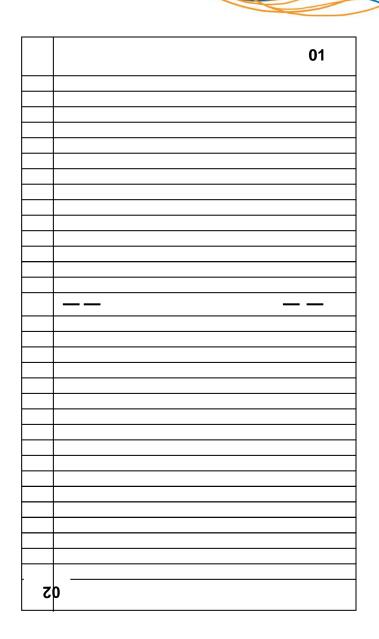




### **Customer Information**

Full Name
Address
Date of birth
Age
Place of birth
Country of origin
Occupation

National Insurance Number Telephone number Immigration document number





### **Description/DETAILS**

D - dress

E - ethnic origin

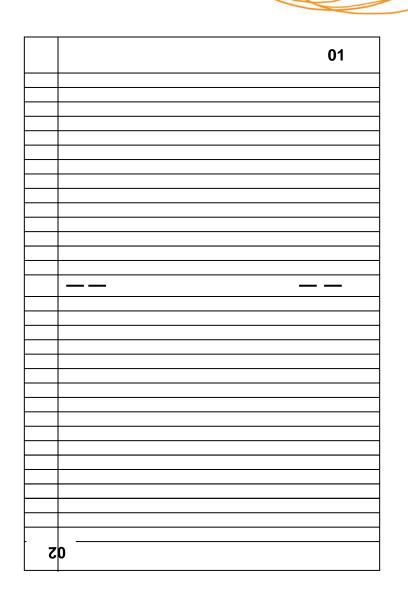
T - tall

A - age

I - imperfections

L - locks

S - sex





#### Verification

- Driving Licence nationality, full/provisional. Is the picture a true likeness of person stopped, number of licence
- Utility bill date of bill, name of company and a/c number
- Bank statement date of statement, name of bank
- National identity card/passport country of issue and passport number
- NOC
- Police collar number and station

#### **False Details**

Providing a false name and/or address will be served with another summons under RRA 1889 5 (3) (c)

#### **False Details**

Providing a false name and/or address will be served with another summons under RRA 1889 5 (3) (c)







### Questioning

"I knew six honest serving men they taught me all they knew their names were What and Where and When and Why and How and Who".





#### Communication



**VERBAL** 

7%



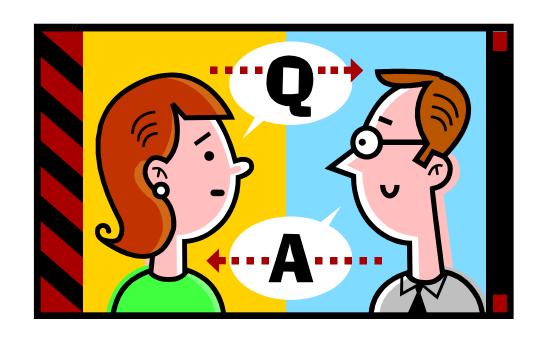
NON-VERBAL, VOCAL 38%



NON-VERBAL, BODY LANGUAGE 55%

## **Questioning**

- Open
- Closed
- Repeat
- Shadowing
- Leading
- Hanging





### **Questioning**

- Open a question that is open-ended, allowing the person who is answering a number of alternative answers
- Closed a question that leaves the question with only a choice of reply's, usually yes or no.
- Repeat a question that is repeated. You would usually use this for clarification of the whole question.
- Shadowing used to clarify points within an answer.
- Leading a question that leads the customer to an answer.
- Hanging a question that allows the person to carry on your question.



#### "On this occasion I have decided..."









# "On this occasion I have decided to take..."





## Criteria for taking No Further Action

#### No action should be taken if;

- the customer had a valid travel document but was unable to validate it because of a problem that was the fault of LOROL
- the customer has paid the correct amount for their journey, but has mistakenly purchased the wrong ticket
- the customer claims to have lost their ticket and provides enough proof to verify their story
- any safety or risk of injury to any party, which might arise from taking further action
- it would not be in LOROL's interest that a fare should be charged for the journey made



## "On this occasion I have decided to issue a.."





#### Criteria for issuing a PFN

- provided information which was investigated and proven to be incorrect
- failed to purchase or renew a ticket, when a facility to do so existed
- claims to have lost a ticket, but this cannot be verified
- travelled to or through a zone not covered by their magnetic ticket
- travelled beyond the availability of their Oyster card ticket, which already had an existing negative PAYG balance at the start of their journey
- has not paid a fare and it would not be in LOROL's interest to complete an Irregular Travel report
- hasn't touched in/out with PAYG then you can PF, but not with a Travelcard.



## "On this occasion I have decided to allow a.."





## Criteria for Fare To Be Paid

- given permission to travel and pay at their destination
- unable to purchase a ticket due to reduced ticket issuing facilities
- using a ticket no more than 1 working day out of date and started their journey at a station where there was no opportunity to validate their ticket
- clearly confused or misled



## **Decisions'**, **Decisions'**





#### Nil PF versus MG

You come across a person at 06.50 travelling from Stratford to Kentish town west without a ticket but has a cashpoint card and no other means. The customer informs you that the shop next door to the station was closed and would not be open until 07.00 and needed this train to get to work. Which of the following actions do you take and why:

- a. Ask further questions
- b. Issue a Nil Penalty Fare Notice
- c. Mg 11 report
- d. Let the person travel



#### The correct answer...

- Is to ask the passenger why he could not purchase the ticket in advance or why he failed to get cash/means the night before?
- How would they pay and who would they pay?
- Do they often make this journey?
- Why they did not use the cash point outside the station?
- Mg 11 report.



## Customer's action was wrong

 Under the Byelaws the Passenger did not honor his side of the contract by making attempt's to pay, by relevant means and it was not the company's fault by machine failure or no facilities and did not seek Authority from a member of staff.



## Nil Pay versus MG

You meet a passenger on the 06.15 from Stratford you come across them at Camden Road station. The passenger cannot produce a ticket, and informs you that the ticket machine was not accepting card payments at Caledonian Road & Barnsbury and they do not have any other means and did not see any official at the station, the person is on their way to work at Willesden junction Station and is intent on paying the fair but cant at that moment but offers proof of identity. What action do you take and why?



#### The correct answer...

- Ask further questions.
- Call up the station or retail Control to confirm the facts about the station status but get no answer.
- Ask the passenger where they are travelling to and by what means do they have to pay. If card only
- Once you can confirm who you are speaking.
- Nil paid Penalty fare issued.



### **Customer action was right**

- They seemed to have tried to purchase a ticket and you believe their efforts.
- Produced relevant means.
- Provided details which can be confirmed.
- Most of all show no intent to avoid the fare.



### Nil pay vs MG

Your at a barrier at a station at 16.50 you come across a passenger who had failed to validate their oyster card at the start of their journey. Balance £5.00 last journey 08.00 from Hackney Wick to Finchley Road & Frognal and you see a good travel history does not have any other means on their person what action do you take and why?



#### The correct answer...

- Ask further questions.
- Obtain details.
- View full journey history if good or first visit to that station.
- Did they show intent or just human error.
- If no intent.
- Nil pay penalty.



#### How many offences can you find?

The person gives you false details at the first time of asking, you point this out to the person who then swears at you f\*\*\* o\*\*. Then the person spits on the floor, the person then notices another passenger watching the situation. The person then threatens that passenger and tell them to f\*\*\* o\*\* as well. You can see the passenger is clearly shaken you ask a colleague to assist that person while you finish the interview, at this time the person gives you correct details which you confirm and process he then signs the statement and the interview has ended he then produces a hip flask of alcohol opens it and consumes some in front of you, where there are signs clearly stating that no smoking anywhere on the station or trains. And the consuming or carrying of any open containers of alcohol is not permitted this is witnessed by your colleague and the distraught passenger and whilst still on the station lights a cigarette.



## Most byelaw offences are a statement of facts

- Most byelaws are a statement of facts and do not need interviews under caution.
- Can you name these situations?
- No person shall smoke or carry a lighted pipe, cigar, cigarette, match, lighter or other lighted item where clear signage states note to.
- Consuming or carrying open alcoholic drinks.



## Byelaw offences (6) unacceptable behaviour

- (1) No person shall use any threatening, abusive, obscene or offensive language on the railway.
- (2) No person shall behave in a disorderly, indecent or offensive manner on the railway.
- (3) No person shall write, draw, paint or fix anything on the railway.
- (4) No person shall soil any part of the railway.
- (5) No person shall damage or detach any part of the railway.



# Byelaw offences (6) unacceptable behaviour

- (6) No person shall spit on the railway.
- (7) No person shall drop litter or leave waste on the railway.
- (8) No person shall molest or wilfully interfere with the comfort or convenience of any person on the railway.

These are statement of facts and should be recorded as so. If any third parties are involved details should be obtained and affects of the behaviour recorded.



### Sample statement of byelaw offence

I observed person on the rear carriage of the train near the guard's door sharing a lit cigarette with a male. My colleague inspector also in uniform approached the couple and identified ourselves as Inspectors and requested their details of I which received the details of person in her own hand these details were checked by the railway helpdesk and it was made clear to me that the persons family resided at that address, person confirm this revealing her sisters name. obtained ref: 40875 I then asked person to sign my notes as an accurate record of our conversation today, this she did I then informed her that the rail company would be in touch. I then continued my duties.



#### **Recap of Objectives**

- Condition of Carriage Customers Contract explained
- Why do we check tickets?
- Understanding the various Ticket/Oyster products,
- Oyster readers MOVie 440.
- Your Note Book Code of Behaviour
- what questioning Do I ask
- "Am I Making the right decision"? NFA/PF/MG
- Nil Payed Vs MG11
- Outcome



## Day Two

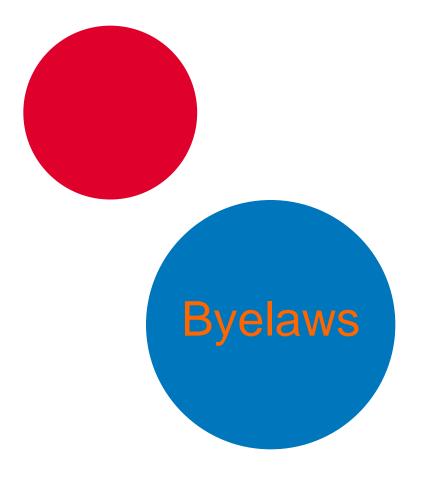


#### Day 2 Agenda

- 09:00- Intro/House Keeping
- 09:10/10:00- Byelaws/ Regulation of Railways Act 1889
- 10:00/10:15- Tea Break
- 10:30/11:40- Pre-Caution Notes/Appropriate Wording
- 11:40/12:00- Consolidation Morning Session lead to afternoon session
- 12:00/12:45- Meal Break
- 12:45/14:00- statements
- 14:00/14:15- Tea Break
- 14:15/15:30-statements
- 15:30/16:00- Consolidate afternoon's session lead to morning session
- **16.00** Finish









### **Objectives**

- Pre-Caution Notes/Appropriate Wording
- Regulations of Railways Act 1889
- Byelaws and you
- State the importance of quality statements
- Identify detention as "arrest"
- State when and by whom an arrest may be carried out
- Describe the company's policy on arrest
- Outline the potential pitfalls of arrest
- Demonstrate an awareness of the need to balance fraud prevention with the danger of unlawful arrest



# Railway Byelaws – Why they help us to help you

 Britain's Railway Byelaws cover trains, track and stations across the country. Thousands of trains use as many stations throughout the day and night. To ensure ease of travel and safety on the railway system, including passengers, staff, property and equipment, the Byelaws need to be observed by everyone.

Conduct and behaviour

 Some practices can be generally unpleasant, or can be dangerous to yourselves and others. To make travelling more comfortable and safer, unacceptable behaviour is banned on the railways. Other activities, such as smoking and music have limits imposed on them so that the majority of railway users can travel in comfort.



#### **TASK**



- What do these Byelaws mean?
- Give examples of how this offence could be broken



### Byelaw 3 Smoking

 3. Smoking No person shall smoke or carry a lighted pipe, cigar, cigarette, match, lighter or other lighted item on any part of the railway on or near which there is a notice indicating that smoking is not allowed.



# Byelaw 4 Intoxication and possession of intoxicating liquor

- 4. Intoxication and possession of intoxicating liquor
  - (1) No person shall enter or remain on the railway where such person is unfit to enter or remain on the railway as a result of being in a state of intoxication.
  - (2) Where reasonable notice is, or has been, given prohibiting intoxicating liquor on any train service, no person shall have any intoxicating liquor with him on it, or attempt to enter such a train with intoxicating liquor with him.
    - (3) Where an authorised person reasonably believes that any person is unfit to enter or remain on the railway, or has with him intoxicating liquor contrary to Byelaw 4(2), an authorised person may:
- (i) require him to leave the railway; and
  - » (ii) prevent him entering or remaining on the railway until an authorised person is satisfied that he has no intoxicating liquor with him and/or is no longer in an unfit condition.



### Byelaw 6 Unacceptable behaviour

- 6. Unacceptable behaviour
- (1) No person shall use any threatening, abusive, obscene or offensive language on the railway.
- (2) No person shall behave in a disorderly, indecent or offensive manner on the railway.
- (3) No person shall write, draw, paint or fix anything on the railway.
- (4) No person shall soil any part of the railway.
- (5) No person shall damage or detach any part of the railway.
- (6) No person shall spit on the railway.
- (7) No person shall drop litter or leave waste on the railway.
- (8) No person shall molest or wilfully interfere with the comfort or convenience of any person on the railway.



# Byelaw 18 Ticketless travel in non-compulsory ticket areas

- 18. Ticketless travel in non-compulsory ticket areas
- (1) In any area not designated as a compulsory ticket area, no person shall enter any train for the purpose of travelling on the railway unless he has with him a valid ticket entitling him to travel.
- (2) A person shall hand over his ticket for inspection and verification of validity when asked to do so by an authorised person.
- (3) No person shall be in breach of Byelaw 18(1) or 18(2) if:
- (i) there were no facilities in working order for the issue or validation of any ticket at the time when, and the station where, he began his journey; or
  - (ii) there was a notice at the station where he began his journey permitting journeys to be started without a valid ticket; or
  - (iii) an authorised person gave him permission to travel without a valid ticket.



#### **Task**



- What do these Byelaws mean?
- Give examples of how this offence could be broken
- You must pay particular attention to the intent that must be proved for breaking of this Byelaw



### **Byelaw 20**

**20(1)** This states that no one may alter a ticket with the intent to defraud the company.

- Changing the date of a ticket or zone or photocard number etc.
- Intent to defraud or prejudice

20(2) No one may use an altered ticket.

- If you have changed it or someone else has changed it then it is a separate offence to use it.
- Intent to defraud or prejudice



# Byelaw 21

- **21(1)** This states that you are not allowed to buy or sell tickets on LOROL.
- If you give someone money for a ticket you are breaking this Byelaw.
- The intent here is immaterial, just sell or buy
- **21 (2)** You are not allowed to transfer or receive tickets for the purpose of travelling.
- If you give away a ticket to someone for travelling you are breaking this Byelaw.
- The intent here is to allow another to travel.



# **Byelaw 21 (continued)**

21(3) You cannot use any ticket which has been sold or transferred.

- If you willingly use a ticket that you have bought or that has been transferred then you are breaking this Byelaw.
- The intent here is matched with the Byelaw

#### Byelaw 21

starts with - Subject to Byelaw 21(4). This means with the exception of 21(4). You can buy or sell tickets if you are an authorised person. This exempts you from all parts of this Byelaw. It means you can sell or transfer tickets if you're authorised to



### Byelaw 22

22(1) This Byelaw states that you cannot buy a ticket on

behalf of another person allowing them to not pay their fare.

- The intent here is allowing another to travel.
- This Byelaw prevents a person from buying a ticket on behalf of someone else.



# **Byelaw 22**

- The difference between this Byelaw and the transferring of a ticket is that in Byelaw 21 you must have a transfer and the party receiving knows that they are receiving. This byelaw covers when an innocent party is involved. When questioning, if it is established that the person was bought a ticket and did not know about the fraudulent travel this allows you to report the person who bought the ticket.
- 22(2) covers someone showing a ticket on behalf of the innocent party.
- The intent here is allowing another to travel.
- The principles of this are the same as 22(1)



#### Section 5(1)

 "Every passenger by railway shall, on request by an officer or servant of a railway company, either produce, and if so requested deliver up, a ticket showing that his fare is paid, or pay his fare from the place where he started, or give the officer or servant his name and address; and in case of default shall be liable on summary conviction to a fine not exceeding (£1000)".

#### In other words:

- 1. Produce or deliver up a valid ticket;
- 2. Pay the appropriate fare;
- 3. Give their name and address.



#### Section 5(2)

 This section outlines the powers given to an officer or servant of the railway to deal with an offence under 5(1)

#### 5(2)

"If a passenger having failed either to produce, or if requested to deliver up, a ticket showing this fare is paid pay his fare, refuses or fails, on a request pay or so tailway company, to give his name and addressing the pay his fare, refuses or fails, on a request pay or so tailway company, to give pany may detain him until he can be conveniently and interest pay of the pay his fare, refuses or fails and addressing the pay his fare, refuses or fails and addressing the pay his fare, refuses or fails and pay his fare is paid to pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare is pay his fare, refuses or fails and pay his fare is pay his fare is pay his fare, refuses or fails and pay his fare is pay



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Arrest is a restraint of obliging him to have the same and Detain are the same Arrest and Detain are the same and Detain are the same obliging him to have the same obligation of the same obliging him to have the same obligation have the same obliging him to have the same obli
                                                                                                                                   Police assistance should be sought
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#### Section 5(3)a

If any person

a) travels or attempts to travel on a railway without having previously paid his fare, and with intent to avoid payment thereof; or

Passenger travels or attempts to travel, without previously paying the fare, with intent to avoid payment



#### Section 5(3)b

(b) having paid his fare for a certain distance, knowingly and wilfully proceeds by train beyond that distance without previously paying the additional fare for the additional distance, and with intent to avoid payment thereof; or

Passenger having paid for a certain distance knowingly and wilfully, travels beyond that point with intent to Avoid Payment



#### Section 5(3)c

(c) having failed to pay his fare, gives in reply to a request by an officer of a railway company a false name or address; he shall be liable on summary conviction to a fine not exceeding (£1000) or, in the discretion of the court to imprisonment for a term not exceeding three months".

Passenger failed to pay fare, gives false name or address



Legislation	Section 5 (3) a	Section 5 (3) b	Section 5 (3) C
Offence	Travel without paying fare	Travel beyond distance	Give false name or false address
Intent	Avoid payment of fare	Avoid payment of additional fare	Immaterial
Constituents	Travels (or attempts to travel) Fare not paid Intent to avoid payment	Over travels Extra fare not paid Intent to avoid payment	Fails to pay fare Request name or address False name or address given



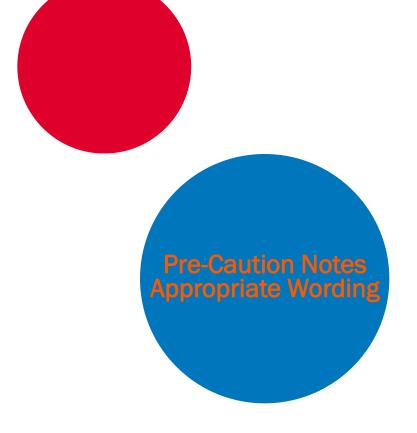
Legislation	Section 5 (1)	Section 5 (3) a	Section 5 (3) b	Section 5 (3) c
Offence	"Three Fails"	Travel without paying fare	Travel beyond distance	Give false name or false address
Intent	Immaterial	Avoid payment of fare	Avoid payment of additional fare	Immaterial
Constituents	Fails to produce ticket Fails to pay Fails to give name and address	Travels (or attempts to travel) Fare not paid intent to avoid payment	Over travels Extra fare not paid Intent to avoid payment	Fails to pay fare Request name or address False name and address

Powers: Of arrest given to an officer of the railway under section 5 (2) if a person has travelled and:

- 1) Fails to produce a ticket, then
- 2) Fails to pay the fare, then
- 3) Fails to give name or address









Pre-caution notes: Are very important to a case as they set the scene on what occurred during the incident. Whilst on their own they are not admissible as evidence they are however read out before the court and can be a powerful tool when it comes to influencing the Justices decision.



• No ticket or money. Upon request he was unable to produce a valid ticket or the appropriate means in which to pay for one.

• Adult on child. Upon request to produce a valid ticket he presented to me a child rate single ticket from Camden Road to Hackney Wick numbered 012345. In view of his age he was not entitled to this type of ticket. I withdrew the ticket and enclose it as evidence numbered AS01. I asked him if he had any other tickets for his rail journey and he said no. He had no appropriate means to pay the fare.



Pay and go Oyster. I requested to see their ticket and they produced an Oyster Card numbered 0123456789124, upon reading the card with my hand-held reader, I noticed that there was no period Travelcard or other product loaded onto it. The oyster card had not been validated at the start of their journey at Camden Road station. In order to undertake a journey using Pay as you Go credit, the passenger must ensure they have enough credit in the form of electronic funds and validate their oyster card at the start of their journey by touching in and close the journey by touching out at their destination, therefore being charged the correct fare for the journey undertaken. A pay as you go oyster card that has not been validated in this manner, as per the terms and conditions of the ticket, is therefore not a valid ticket for travel. The oyster card produced contained only £0.60 credit which was insufficient to allow a correct Entry validation at Camden Road Station. The minimum requirement currently is a credit of £1.10; He had no other tickets for his journey or the means in which to pay. The last recorded journey shown on the Oyster Card was a 46 bus at 12.29 hours on 15/04/09.



- Transferred ticket. I requested to see his ticket and he produced an elderly persons Freedom Pass numbered 0123456789 in the name of Mrs Joan Smith, I requested to see the supporting photocard which he was unable to produce. These tickets are not transferrable and are only for use by the appropriate holder. As the Freedom Pass was not his I withdrew it and enclose as evidence numbered AS01. He was unable to produce any other tickets for his journey and did not have the means to pay for one.
- <u>Travel Beyond Validity</u>. Upon request to produce a valid ticket for his journey he produced a single ticket numbered 12345, valid for travel between Euston and South Hampstead stations. As we were at Bushey I asked him if he could produce a valid rail ticket for the part of his journey from South Hampstead to Bushey, this he was unable to do.



- No supporting documents. Upon request to produce a valid ticket he showed a Woking to R1256 one day travel card numbered 67891 with Young Persons Railcard discount, this railcard entitles the holder to discounted tickets. I requested to see the railcard which he was unable to produce.
- False details. I requested his details in my notebook and he supplied: John Smith 22 Acacia Avenue, London, NW2 7YH, whilst I was on the phone to the railway helpdesk he admitted that he had given me a false name and address. He then supplied his correct details which were confirmed (name and address) by the railway helpdesk.



- Confirmation of passenger's details. The helpdesk should be your final port of call. The vast majority of people have something on their person with at the very least their name shown on it.
- I requested his details in my notebook which they provided and these were confirmed by a photo driving licence which showed a true likeness of him.
- I requested hi details in my notebook and these were confirmed by a bank statement which he had in his possession.
- I requested his details in my notebook and these were confirmed by the railway helpdesk (address only), (name and address) etc etc etc.
- The reason for this document is to make all situations that you come across in your day to day duties clear and transparent, as well as demonstrating a logical sequence of events, and the information required to help secure a conviction. All parties, the defendant, prosecutor, justices and inspector(s) involved need to have an understanding of our processes. Although they may be familiar to us they may not be to those outside of our business.

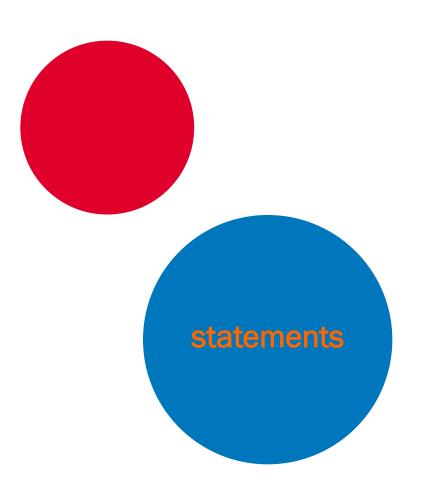


#### **Guidelines**

 These guidelines are to assist you with your precaution notes and whilst every situation should be treated on its own merit, this is simply to ensure best practice but to include a code of practice setting the standard of what will be expected from LOROL prosecutions. As much information and detail relevant to your report should be noted, including: ticket and oyster card number, date, time, type of ticket/oyster card, discounts, method of payment, journey details (from/to) and photo card number, if required. Other information to be recorded when dealing with an oyster irregularity: balance status and last journey made. The oyster card number should always be noted in the first instance as this will help to avoid confrontation when considering withdrawing an oyster card. It is the number that is important and not the card.









#### What is a statement?

A written report of an incident or situation

So what does this mean to you?

It is a written record of an RPI's first hand knowledge of an incident.



#### **Statements**

- Ensure your statement truly reflects your notebook and contains time, date, station names and names of all persons involved. These should not be abbreviated in your statement.
- When putting a time, it must be in 24 hour format.
- When putting a station name the zone must be included, as the court may not know the zonal system. This will help them understand the offence better and does not put you on the spot when giving evidence.
- When writing a report remember that you must make all points clear and factual. The best reports are set out like a story.



# **Statements - Scene Setting**

• The first part is the "scene setting". This is where you state who you are, where you are, what you were doing, and in cases where you may be using equipment, what equipment you were using and whether it was in working order. If working in plain clothes you should state this and that you identified yourself as an officer of the Railway.



### **Statements - The Main Story**

- The second part is the main story, (body of statement) what happened and what was said by whom.
- All questions and answers should be in 'I said' or 'he/she said' format and any breaks in the interview must be noted.
   The caution must be stated clearly and explanation given if required. Any responses by way of gestures should be clarified before noting.



### **Statements - The conclusion**

- Interview must be stopped when all relevant questions have been asked.
- Explain what has just happened and the reason why they have been questioned.
- Go through your notes with them as a true and accurate record of the interview.
- Ask if there is anything they wish to add.
- Obtain their signature along with your own and any other persons involved.
- Advise that the facts will be reported.

(You may need to note that the person then continued their rail journey or they then left the station)



#### **Statements**

- At the end of your notes you should sign your name, the passengers and any applicable witnesses.
- The witness signature is for a person who knows you and sees you sign. They are not signing to state they are a witness to the incident.
- When this is done it is important that you fill out the areas at the top of the page. This is where you swear that the statement is true, note when you sign this because if you have put anything in your statement that is not correct you could find yourself arrested for perjury.
- Finally, ensure the customer's name is on the top of the form, Regina V customer name.



#### **Recap of Objectives**

- Pre-Caution Notes/Appropriate Wording
- Regulations of Railways Act 1889
- Byelaws and you
- State the importance of quality statements
- Identify detention as "arrest"
- State when and by whom an arrest may be carried out
- Describe the company's policy on arrest
- Outline the potential pitfalls of arrest
- Demonstrate an awareness of the need to balance fraud prevention with the danger of unlawful arrest

