






# Revenue Control Inspector

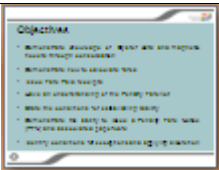

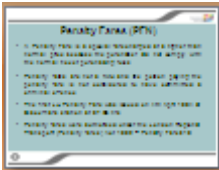
2010




Course  
notes  
Day 3



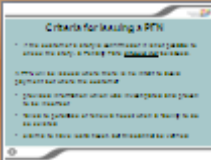
<b>Session Objectives:</b> <ul style="list-style-type: none"> <li>• Demonstrate knowledge of Oyster card and magnetic tickets through consolidation</li> <li>• Demonstrate how to calculate fares</li> <li>• Issue Fare Paid receipts</li> <li>• Have an understanding of the Penalty Fare Act</li> <li>• State the conditions for establishing liability</li> <li>• Demonstrate the ability to issue a Penalty Fare Notice (PFN) and associated paperwork</li> <li>• Identify conditions for exceptions and applying discretion</li> </ul>	
<b>Materials needed:</b> <ul style="list-style-type: none"> <li>• MOVie Readers</li> <li>• Oyster cards</li> <li>• Oyster scenarios</li> </ul>	
	Group work
	Flip chart work
	Insert slide from presentation and place slide number underneath
	Insert this symbol when there is a link to the valuing time behaviours
	Information for the trainer (cell coloured in grey)

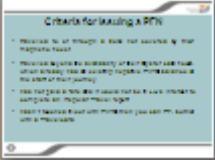

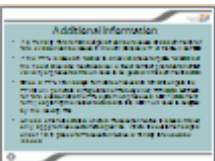

**SESSION      SUMMARY**



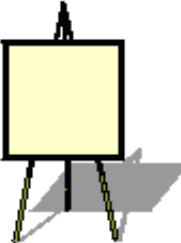
<b>Time</b>	<b>Session Summary</b>
09:00	<b>Ticket knowledge test</b>
10:05	<b>I Break</b>
10:45	<b>Penalty fares</b>
12:00	<b>Lunch</b>
13:00	<b>Scenario Results</b>
13:30	<b>Criteria for Fare Paid/Penalty Fare/Report/No Further Action</b>
14:15	<b>Break</b>
14:30	
16:00	<b>End Additional Learning</b>

Time	Trainer Notes (Explanations, Questions, Answers, <b>Tasks/ Aids</b> )
09:00	<ul style="list-style-type: none"> <li>• <b>Ticket knowledge test</b></li> <li>• Handout papers, delegates work on their own – 30 MINUTES MAX</li> <li>• Go through answers</li> </ul>
	<p>State today's objectives:</p> <ul style="list-style-type: none"> <li>• Demonstrate knowledge of Oyster card and magnetic tickets through consolidation</li> <li>• Demonstrate how to calculate fares</li> <li>• Issue Fare Paid receipts</li> <li>• Have an understanding of the Penalty Fare Act</li> <li>• State the conditions for establishing liability</li> <li>• Demonstrate the ability to issue a Penalty Fare Notice (PFN) and associated paperwork</li> <li>• Identify conditions for exceptions and applying discretion</li> </ul>
10:05	<b>Break</b>
<p>10:20</p>  	<p>Yesterday we looked at the criteria to Report a person for fare evasion, issue a Penalty Fare Notice, issue a Fare Paid Receipt or take No Further Action when dealing with customers. Now we will look into these options in more detail.</p> <p><b>Penalty Fares</b></p> <ul style="list-style-type: none"> <li>• A Penalty Fare is a special fare charged at a higher than normal price because the purchaser did not comply with the normal ticket purchasing rules</li> <li>• Penalty fares are not a <b><i>fine</i></b> and the person paying the penalty fare is not considered to have committed a criminal offence</li> <li>• The first LU Penalty Fare was issued on 4th April 1994 at Blackfriars station at 07.23 hrs</li> <li>• Penalty fares were authorised under the London Regional Transport (Penalty fares) Act 1992 – Penalty Fare £10</li> </ul>


Time	Trainer Notes (Explanations, Questions, Answers, <b>Tasks/ Aids</b> )
  	<ul style="list-style-type: none"> <li>This Act was replaced by the Greater London Authority (GLA) Act 1999 – Schedule 17</li> <li>Following the introduction of The Railways (Penalty Fares) (Amendment) Regulations 2005 the Penalty Fare was doubled to £20.</li> <li>As from 11<sup>th</sup> January 2009, under the Transport for London Act 2008, the GLA Act 1999 – Schedule 17 has been amended to allow an increase of Penalty Fares to £50, however, this will be discounted to £25 if payment is received within 21 days</li> <li>A record of the customer's name and address is required, even if the Penalty Fare is paid in full at the time of issue</li> </ul> <p><b>Additional Information</b>  <i>RCI's will need to adopt a different strategy in future, it may well be better to tell the person that you are issuing a Penalty Fare and require their name and address before mentioning payment. This way the matter is not finalised in the mind of the customer with the handing over of cash.</i></p> <p><b>What are our requirements under the Penalty fares Act?</b></p> <ul style="list-style-type: none"> <li>Proper administration</li> <li>Staff are trained in areas such as what a PFN is. Also how to issue them fairly</li> <li>The use of discretion</li> <li>Compulsory ticket areas are clearly and adequately signed (go back to slide 5 to show signage)</li> <li>An effective appeals procedure is in place</li> <li>Adequate ticket issuing facilities are available.</li> </ul> <ul style="list-style-type: none"> <li>Customer must be within the Compulsory Ticket Area and <b>liability</b> must be established.</li> <li>Conditions of Carriage does not give powers to issue PFN, it's the Act that does.</li> <li><b>What is meant by the word liability?</b> Allow for answers then reveal  Mozley and Whiteley's Law Dictionary describes liability as '<i>Liability: The being under an obligation; an obligation.</i>' Liability falls on both the customer and LU. LU must meet some strict requirements before a customer is made liable.</li> </ul>






Time	Trainer Notes (Explanations, Questions, Answers, <b>Tasks/ Aids</b> )
  	<p><b>Liability</b></p> <ul style="list-style-type: none"> <li>In all cases where a customer is detected within the Compulsory Ticket Area (CTA) without a valid ticket for their entire journey, before deciding whether to issue a PFN, the authorised member of staff must attempt to verify the information supplied by the customer (e.g. contact the Station Supervisor at the station of origin). These include details of;       <ul style="list-style-type: none"> <li>the customer's journey,</li> <li>the station of origin's ticket issuing facilities,</li> <li>the status of the train service</li> <li>whether permission for ticket-less travel has been given to the customer by an authorised person</li> <li>why the customer travelled without a ticket or why the customer attempted to travel with an incorrect ticket.</li> </ul> </li> </ul> <p>If the customer's story is confirmed or it is not possible to check the story, a Penalty Fare <u>should not</u> be issued.</p> <p><b>Criteria for issuing a PFN</b></p> <p>A PFN will be issued where there is no intent to avoid payment but where the customer;</p> <ul style="list-style-type: none"> <li>provided information which was investigated and proven to be incorrect</li> <li>failed to purchase or renew a ticket, when a facility to do so existed</li> <li>claims to have lost a ticket, but this cannot be verified</li> <li>travelled to or through a zone not covered by their magnetic ticket</li> <li>travelled beyond the availability of their Oyster card ticket, which already had an existing negative PAYG balance at the start of their journey</li> <li>has not paid a fare and it would not be in LU's interest to complete an Irregular Travel report.</li> <li>hasn't touched in/out with Pre Pay then you can PF, but not with a Travelcard</li> </ul> <p><b>PAYG on Oyster</b></p> <ul style="list-style-type: none"> <li>If the customer hasn't touched the reader/validator as they should do then they will be liable to a Penalty Fare</li> </ul> <p><b>Travelcard on Oyster</b></p> <ul style="list-style-type: none"> <li>If you only suspect that a customer has travelled beyond their Travelcard validity, then without evidence</li> </ul>

Time	Trainer Notes (Explanations, Questions, Answers, <b>Tasks/ Aids</b> )
  	<p>they cannot be issued a Penalty Fare</p> <p><b>Additional Information</b></p> <ul style="list-style-type: none"> <li>In order to raise a summons in any Magistrate Court, the defendant's date of birth is required.</li> <li>Therefore RCI's who issue part paid or nil paid PFN's will need to obtain the customers DOB and name &amp; address.</li> <li>Additionally if the PFN is issued in relation to a non valid ticket or pass, full details of the ticket should be recorded also i.e. ticket number photo-card number validity of product as this will need to be quoted in the summons details.</li> <li>Once a PFN hits 45 days from date of issue and remains unpaid the PFAO will generate a (Regulation of Railways Act) RRA 5(3)a summons for fare evasion and the PFN system will produce a MG11 (statement form) capturing the incident details and this MG11 will need to be signed by the issuing RCI. (in line with Schedule 17 of the GLA act 1999)</li> <li>Unless otherwise stated, where a Prosecution Notice is issued, this will only apply to those customers aged 18+ Where the customer is aged under 18 in place of a Prosecution Notice, a Penalty fare would be issued</li> </ul>
	<b>Lunch</b>
	<p>RCIs will be issued with a pad of blank Penalty Fare Notices; these are controlled documents so they must be signed for. Show slide 13 release slip, the DRCM issues the pad and the RCI must sign but it is important to check that all the PFNs are present before you sign.</p>

Time	Trainer Notes (Explanations, Questions, Answers, <b>Tasks/ Aids</b> )
  	<p><b>Exercise</b></p> <p>Delegates should already have an understanding of when to issue Fare Paid tickets or take No Further Action from the previous day. Delegates must now decide through questioning the customer whether they have decided to issue a PFN, Fare Paid or take No Further Action.</p> <p>Delegates are now RCIs, Tap smartboard on Slide 15 to reveal their location, date and time On train, Queensbury (Z4) to Canons Park (Z5), date: today, time: Now Tap smartboard to reveal female customer who presents a ODTN (off peak), zones 1234 As an Inspector, what is the most appropriate action to take? Delegates are now expected to question the customer, Trainer to be the customer.</p> <p>Only if asked the right questions customer will answer :</p> <p>Travelling from Waterloo (Z1) to Stanmore (Z5) Lives in Southampton, just in London for the day Has a NR day return from Southampton to London Terminals</p> <p>Delegates should exchange ticket for a 1-6 ODTN using <b>Fare Paid</b> receipt.</p> <p>Before completing the Fare Paid receipt go through the do's and don'ts when completing paperwork on a flip chart:</p> <ul style="list-style-type: none"> <li>▪ You must use blue or black ink</li> <li>▪ You must correct mistakes with a single horizontal stroke</li> <li>▪ You must not overwrite a figure and any mistake must be initialled.</li> <li>▪ You must not use correction fluid</li> <li>▪ You must not use continental sevens</li> <li>▪ You must not strike through zero's</li> <li>▪ Must not put a TOP and TAILS on ones</li> <li>▪ Zones must be clearly written</li> </ul>



Time	Trainer Notes (Explanations, Questions, Answers, <b>Tasks/ Aids</b> )
	<ul style="list-style-type: none"> <li>Blank spaces should be lined off so nothing can be inserted</li> </ul> <p>Handout blank Fare Paid receipts to delegates and using slide to complete together.</p> <p><b>What happens to the original ticket?</b>  <b>RCI withdraws ticket and at the end of their duty complete paperwork and pay in at ticket office.</b></p> <p>Tap smartboard to reveal next scenario, location: Wembley Park station (Z4), cross over bridge between the northbound and southbound platforms, date: today, time: 19:00 hours. Tap smartboard to reveal customer shows you an Oyster card with a 1 month Travelcard zones 1-3, expiry date 04.02.09, validated today at Baker Street station at 18:50 hours.</p> <p>As an Inspector, what is the most appropriate action to take?  Delegates are now expected to question the customer, Trainer to be the customer.</p> <p>Only if asked the right questions customer will answer :  A male customer presents to you the above Oyster card.</p> <ul style="list-style-type: none"> <li><b>Travelling from Baker Street (Z1) to Neasden (Z3)</b></li> <li><b>In a hurry, went down to Jubilee Line platform at Baker Street, and delays on Jubilee Line so decided to get the Metropolitan Line and going back one stop</b></li> </ul>

Time	Trainer Notes (Explanations, Questions, Answers, <b>Tasks/ Aids</b> )
  <p>Laminated PF codes</p>   	<p>There are no known delays to the Jubilee Line after checking.</p> <p>Delegates should issue a Penalty Fare Notice. Handout blank PFNs to delegates and using slide complete together. The completion of a PFN is much the same as a FP however unused lines and spaces are not crossed through in the same manner as FP.</p> <ul style="list-style-type: none"> <li>▪ If the customer pays in full then the RCI should explain the appeals process to the customer</li> <li>▪ If the customer makes a part payment then the RCI should explain they have 21 days to pay the balance etc...</li> </ul> <p>Show the reverse of the PFN</p> <p>Penalty Fare summary</p> <p>Completion slip once pad runs out</p>

Time	Trainer Notes (Explanations, Questions, Answers, <b>Tasks/ Aids</b> )
	<b>Break</b>
Scenarios	<b>Exercise – 30 minutes</b> <ul style="list-style-type: none"> <li>Delegates have 30 minutes to work on their own and go through each scenario and decide whether to issue a Penalty Fare, a Fare Paid receipt or take no further action and complete documentation.</li> <li>Go through answers.</li> </ul>
Paying in Forms  Evidence Bags	<b>Paying in Procedure – Fare Paid</b> <ul style="list-style-type: none"> <li>Revenue Control Officials <b>must</b> pay in all paper tickets they have issued and any monies collected, at any LUL Ticket Office.</li> <li>Before paying in, the Revenue Control Official must place copies of all the tickets issued into a sealed evidence bag:</li> </ul> <p>What do you think should be included on the evidence bag?</p> <ul style="list-style-type: none"> <li>RCI Name</li> <li>Employee Number</li> <li>Date</li> <li>Last ticket number</li> <li>Value paid in</li> <li>Total number of receipts issued</li> </ul> <p>The CSAMF should print 3 receipts from their TOM. One on the bag, one for the DDS and one for yourself.</p> <p><b>Paying in procedure – Penalty fares</b> Revenue Control Officials are responsible for completing a three part Penalty Fares Summary on which cash will be written on the left-hand side. Bank card payments are recorded on the right hand side and must not be processed through the TOM.</p> <p>The CSAMF will return 2 copies of the form to the RCI with printed receipts from the TOM, the Centurion Manager's (pink) and Authorised person's (yellow) copies of the summary.</p>

Time	<b>Trainer Notes</b> (Explanations, Questions, Answers, <b>Tasks/ Aids</b> )
	If it is possible go to the Ticket Office training rooms to pay in.
16:00	<b>End of Day 3</b>