



East Coast Main Line Company Limited
East Coast House, 25 Skeldergate
York YO1 6DH

virgintraineastcoast.com

Jake Fassam
request-255873-0aabc3a2@whatdotheyknow.com

13 March 2015

Dear Mr. Fassam,

I am writing in response to your request for information, dated 28 February 2015, concerning resources used in relation to Revenue Protection.

As explained in my previous email, as of 1 March 2015 East Coast Main Line Company Limited is now trading as Virgin Trains East Coast following a share sale process. As a result, the provisions of the Freedom of Information Act 2000 (FOIA) no longer apply to the Company. However, as your request was submitted while the Company was still subject to the FOIA, I am happy to respond to your request. Please note that this response is in respect of the information held and in place at the date of your request (while the Company was still trading as "East Coast"). Further, as this response is issued by Virgin Trains East Coast, I will be responding outside the provisions of the Act.

With regard to your request for a copy of all fares and ticketing manuals and policies on ticketless travel; this information is all contained within the Revenue Protection Handbook. This handbook also contains the guidance we provide to staff about ticket routeing. A copy of the Revenue Protection Handbook has already been released by East Coast in response to a previous Freedom of Information request and can be viewed at this link:

https://www.whatdotheyknow.com/request/revenue_protection_handbook#incoming-383092

As section C of the Revenue Protection Handbook has been updated following the release of the above information, I have attached a copy of the version that was in use as at 28 February 2015. Please note that when modifications have been made to this document, they have been marked and dated.

As before, Section H (Contacts) has been redacted as it contains personal data. The other sections have been redacted because there is a risk that disclosure of the information could be used by someone to evade or compromise the revenue protection policies of Virgin Trains East Coast or for a competitor to gain an advantage that would be to Virgin Trains East Coast's detriment.

The above information relates to the procedures in place for establishing the validity of tickets presented for inspection on-board trains. You may also wish to refer to The National Rail Conditions of Carriage also which sets out the obligations of train operators and those travelling on their services. A copy of the National Rail Conditions of Carriage can be accessed using the following link:

http://www.nationalrail.co.uk/times_fares/nrcoc.aspx

In relation to your request for training materials relating to ticket validity, this information has also been released previously by East Coast:

https://www.whatdotheyknow.com/request/revenue_staff_training#incoming-282866

The Avantix computer system is the one relevant to your enquiry. The information for this part of your request has also been published previously:

https://www.whatdotheyknow.com/request/avantix_mobile_training_material#incoming-408427

For information regarding Franchise Breach notices received by East Coast, please refer to the Department for Transport's website where these are detailed for all operators that report to the Department:

<https://www.gov.uk/government/publications/east-coast-mainline-company-limited>

I hope the above is helpful to you.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'MS' or 'Matt Short', written in a cursive style.

Matt Short
Virgin Trains East Coast