Independent review of train operators' revenue protection practices

Annex D: Organisations we met during the review

We met with the following stakeholders (either virtually or in-person) during the review.

Rail industry

- CrossCountry/ Arriva Group
- Cross-Industry Working Group
- DfT Operator Limited (DfTO)
- Great British Railway Transition Team (GBRTT)
- Rail Delivery Group
- Rail Industry Fraud Forum
- Scottish Rail Holdings
- Third party retailers/white label providers:
    - Assertis
    - Omio
    - On Track Retail
    - Raileasy
    - SilverRail
    - Trainline
    - Virgin Trains Ticketing

Government or public body

- Attorney General's Office
- British Transport Police
- Competition and Markets Authority
- Criminal Cases Review Commission
- Crown Prosecution Service
- Department for Transport
- HM Courts and Tribunals Service
- HM Crown Prosecution Service Inspectorate
- Ministry of Justice
- Transport for London
- Transport Scotland
- Welsh Government

Consumer and other

- Independent Rail Retailers Group
- London TravelWatch
- ORR's Consumer Expert Panel
- ORR's Expert Advisory Group
- RMT (National Union of Rail Maritime and Transport Workers)
- Third party revenue protection support or services:
    - Arepo Solutions
    - Carlisle Support Services
    - ITAL (trading as "Appeals Service" and "IRCAS")
    - Penalty Services Limited
    - Raspberry Software
    - Transport Investigations Limited
- Transport Focus

Shadowing of revenue protection staff or visits to ticket office or back office staff

- Arrival Rail London Limited – London Overground
- First Greater Western Limited – Great Western Railway
- First MTR South Western Trains Limited – South Western Railway
- First Trenitalia West Coast Rail Limited – Avanti West Coast
- Govia Thameslink Railway Limited – GTR
- London North Eastern Railway Limited – LNER
- Merseyrail Electrics 2002 Limited – Merseyrail
- Northern Trains Limited – Northern
- TransPennine Trains Limited – TransPennine Express
- Transport for Wales Rail Limited – Transport for Wales
- Transport UK East Anglia Limited – Greater Anglia
- Trenitalia c2c Limited – c2c
- ScotRail Trains Limited – ScotRail
- SE Trains Limited – Southeastern
- West Midlands Trains Limited – West Midlands Railway

- ← Previous Annex C: Train operators and retailers within the scope of this review
- → Next Annex E: Flowcharts and indicative escalatory approach