

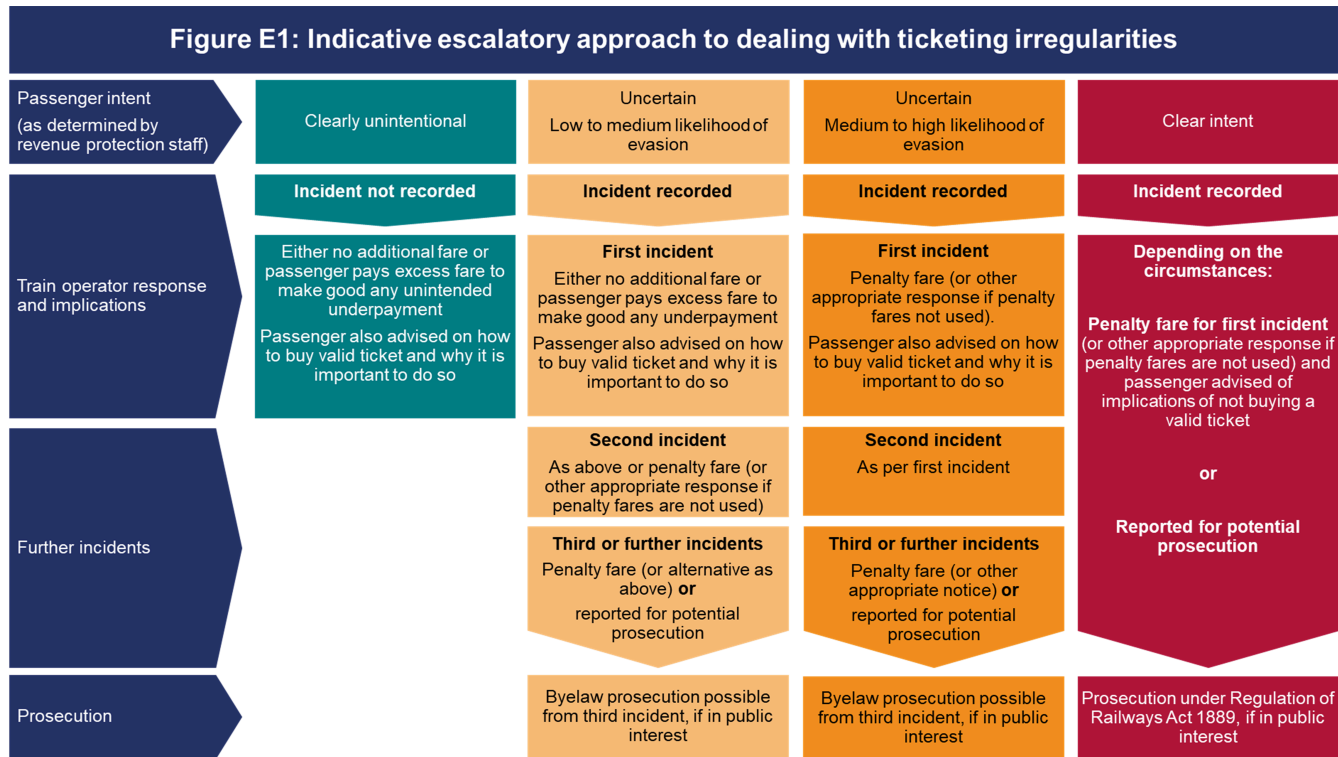
Independent review of train operators' revenue protection practices

Annex E: Flowcharts and indicative escalatory approach

This annex includes the following:

- Figure E1: This diagram sets out an indicative escalatory approach to dealing with ticket irregularities, which is discussed further in paragraphs 4.76 to 4.83 of the report. It will be for industry and government to develop an escalatory approach, but this is intended to provide an overview what this could look like.
- Figure E&W1.1: This flowchart shows the options for frontline staff in England and Wales where they find a passenger without a valid ticket.
- Figure E&W1.2: Following on from Figure E&W1.1, this flowchart sets out the process following any action taken by a member of frontline staff and the potential outcomes for passengers.
- Figure E&W2: This flowchart sets out the process in England and Wales for the prosecution of a passenger for a fare evasion or ticketing offence.
- Figure S1: This flowchart sets out the options for frontline staff in Scotland where they find a passenger without a valid ticket, along with the different potential outcomes for the passenger.
- Figure S2: This flowchart sets out the prosecution process in Scotland in relation to a fare evasion or ticketing offence.

Figure E1: Indicative escalatory approach to dealing with ticket irregularities



- Note:**
- Penalty fares (and any corresponding alternatives) to be subject to an **appeal process** as a safeguard for an erroneous revenue protection staff decision.
 - Non-payment of penalty fare or alternative could lead to court action, regardless of the stage of escalation.
 - This is intended to be indicative. All cases are different, and circumstances (such as vulnerability and disability) would need to be taken into account.

Figure E&W1.1: Invalid or no ticket – frontline options (England and Wales)

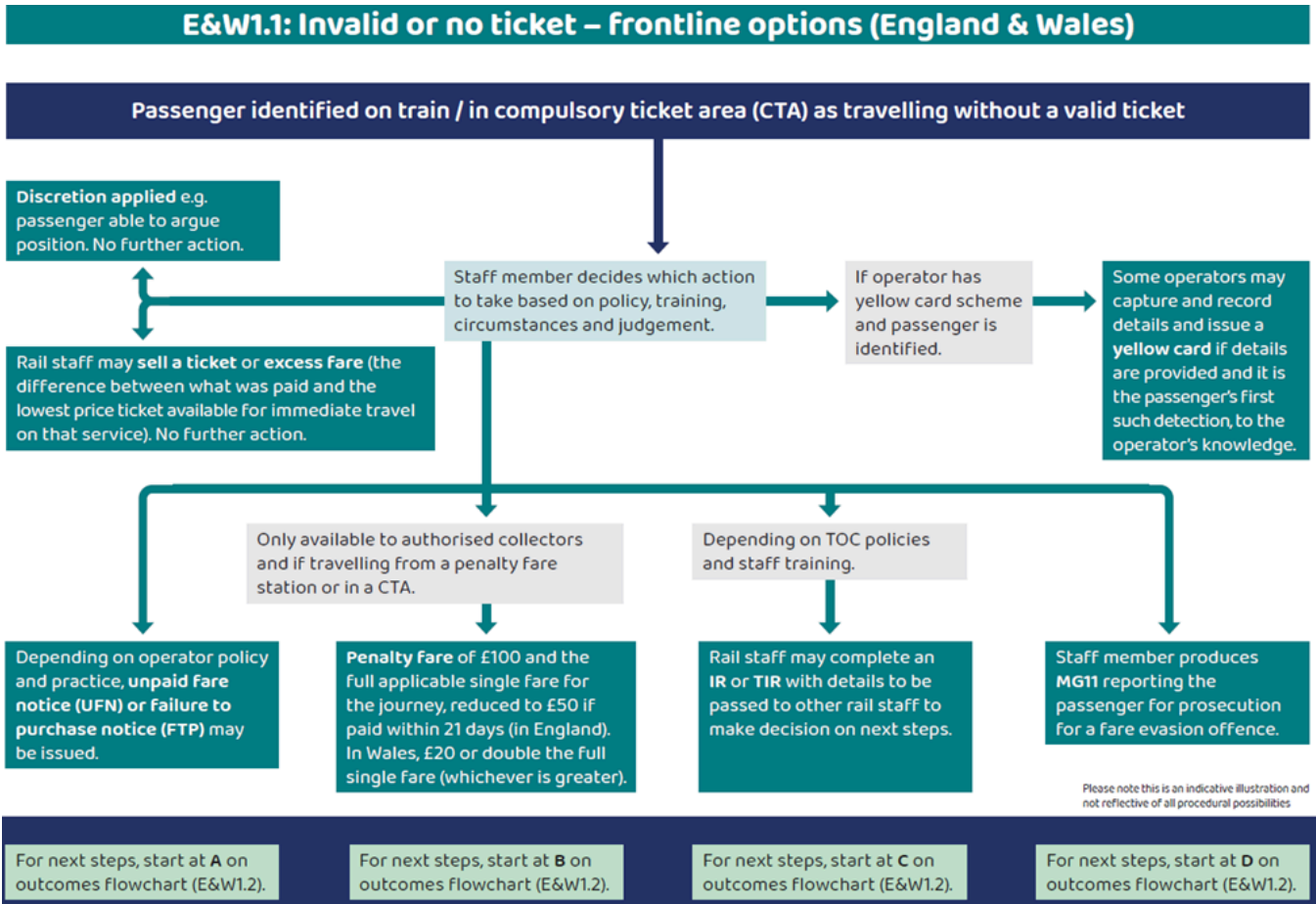


Figure E&W1.2: Invalid or no ticket routes and outcomes (England and Wales)

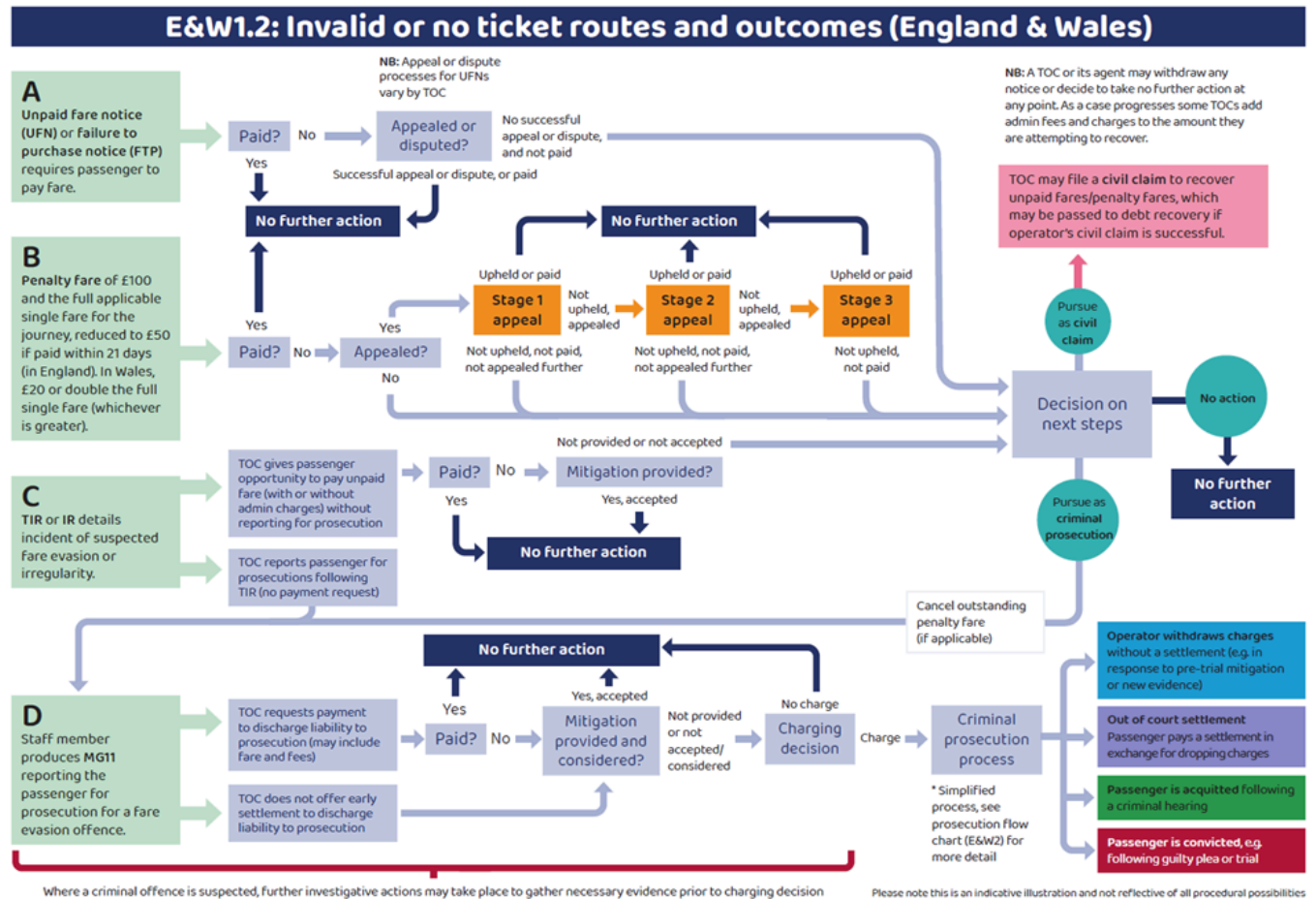


Figure E&W2: Prosecution process (England and Wales)

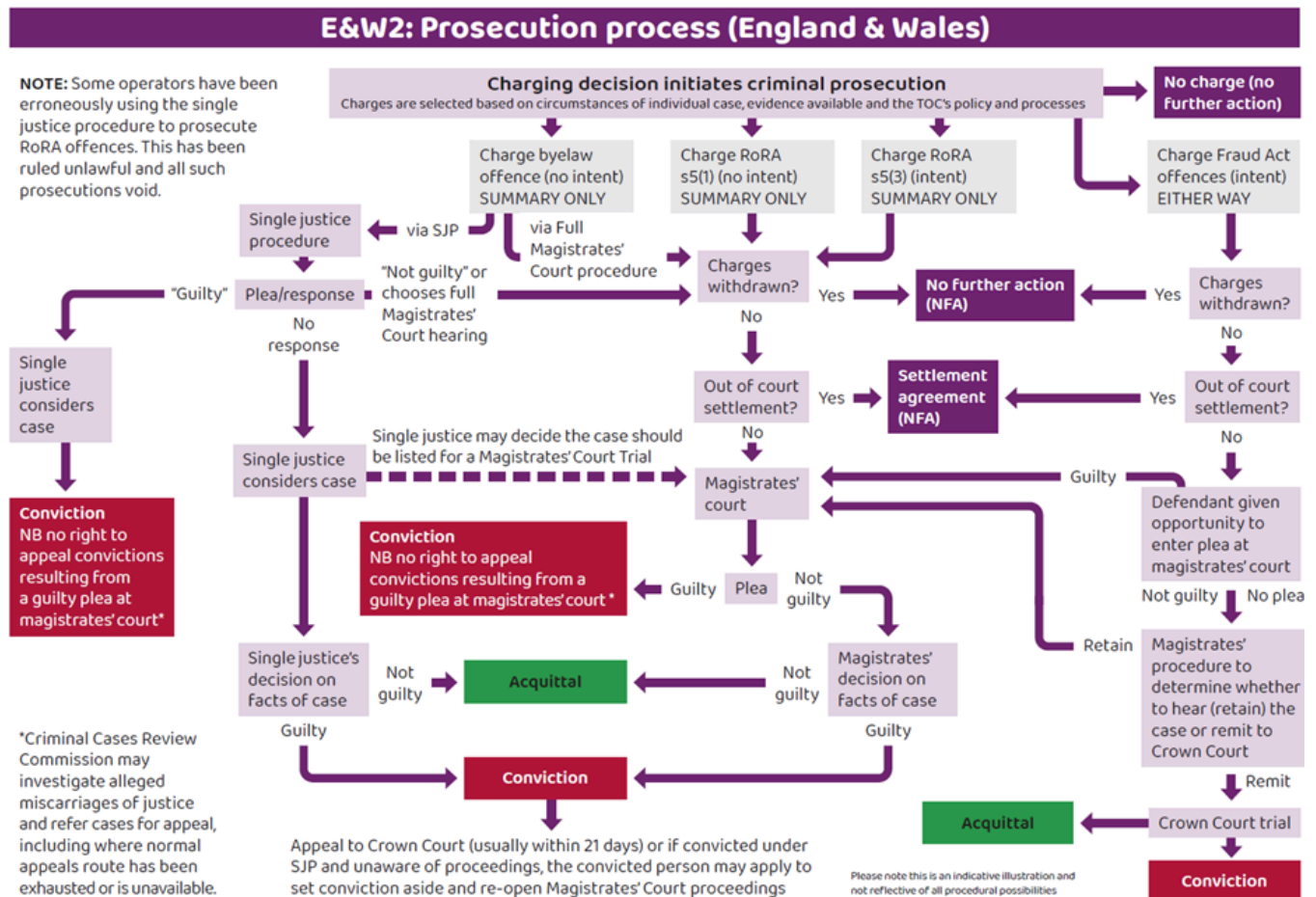


Figure S1: Invalid or no ticket - frontline options, routes and outcomes (ScotRail)

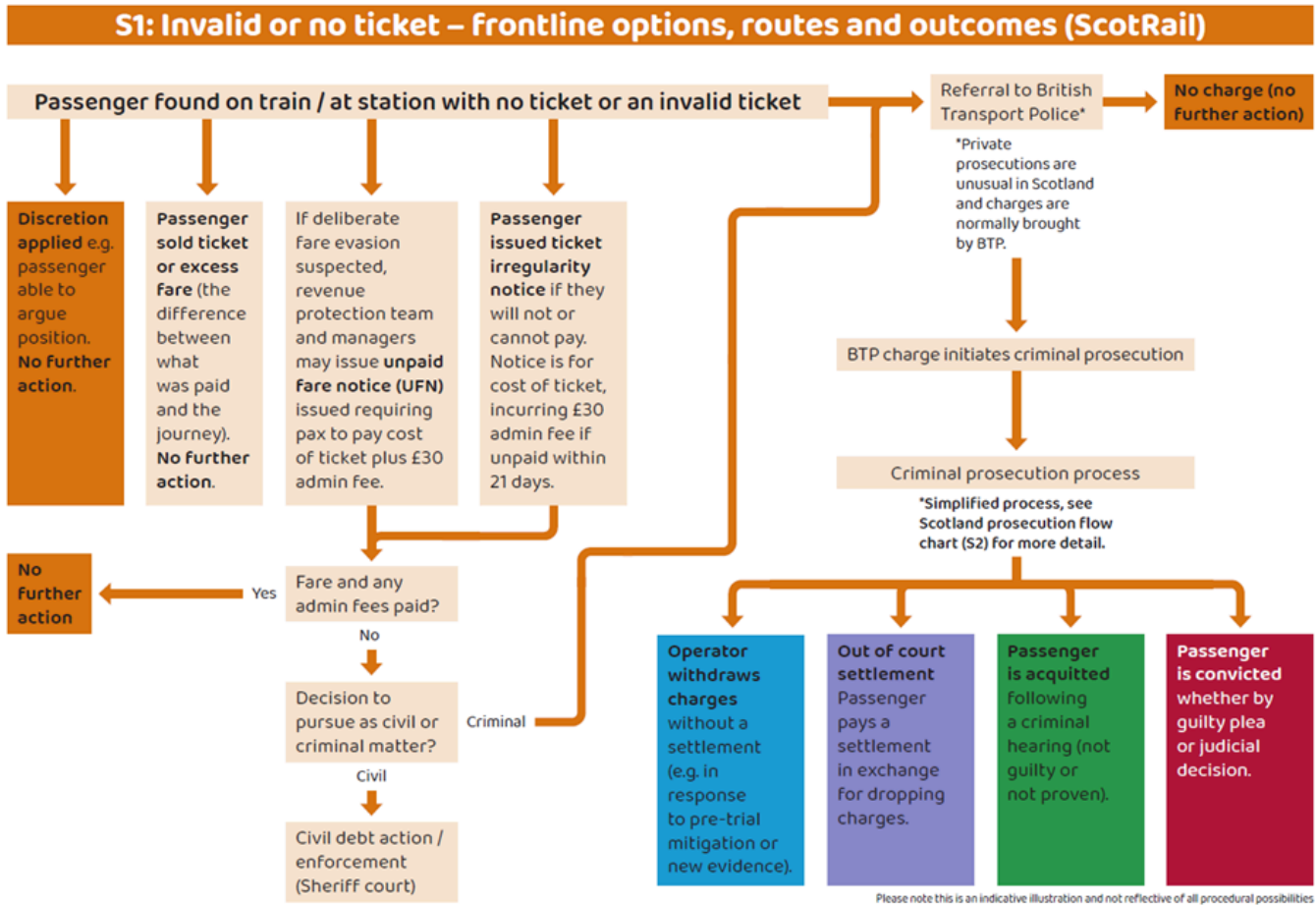


Figure S2: Prosecution process (Scotland)

