



Department  
for Transport

From the Secretary of State  
**Rt Hon Louise Haigh MP**

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John Larkinson, CEO  
The Office of Rail and Road

13 November 2024

Dear John,

Given the recent issues that have come to light regarding train operators' revenue protection practices, my priority is to ensure that fare evasion is addressed, but whilst always treating passengers fairly and in accordance with the correct procedures.

The ORR's status as an independent economic and safety regulator for the railway gives it a unique and valuable perspective. I would like to draw on this by requesting that the ORR, in accordance with Section 51 of the Railways Act 2005, conducts an independent review of train operators' revenue protection practices. I would like the review to assess and make recommendations on two main areas: operators' and retailers consumer practices, such as how they are communicating ticket conditions; and operators' enforcement and broader consumer practices in this area, including the use of prosecutions.

I encourage the review team to draw upon advice from independent experts, including legal and industry specialists, as well as engaging fully with passenger representatives. The ORR should consider the operational context and the industry and taxpayer requirement to protect revenue.

Officials at the Department for Transport will work directly with the ORR to finalise the scope, timings and terms of reference of this review. The Public Transport and Local Group will act as a point of contact in respect of this work to facilitate effective communications.

Yours sincerely,

**Rt Hon Louise Haigh MP**

**SECRETARY OF STATE FOR TRANSPORT**