

Letter of Authority - Ticketless Travel Surveys

The bearer of this letter is a surveyor working for KANTAR TNS a company contracted to run ticketless travel surveys (TTSs) on TfL Rail services on behalf of TfL. The surveyor has the right to undertake their fieldwork independently and without interference to ensure that the results are not subject to bias. The surveyor must also not impede or interfere with the revenue protection activities of the operator (MTR Crossrail). Where surveyors undertaking the TTS encounter MTR Crossrail revenue protection staff or contractors on board trains, the staff or contractors will cease their activities on board the train concerned and permit the TTS fieldwork to continue unhindered. Where the operators' staff or contractors are undertaking revenue protection activities on board trains at termini before they depart they will immediately cease to perform this activity if advised that fieldwork for the TTS is about to commence on the train concerned at the station concerned. This restriction only applies to the train that is being covered by the TTS fieldwork.

The bearer will have a bearer pass, which can be used as a means of identification.

If you have any queries about this letter, please contact me on xxxxxx or on xxxxxx.

Yours sincerely