

Customer Service and Operational Performance Panel



Date: 12 July 2023

Item: Customer Safety and Security Update

This paper will be considered in public

1 Summary

- 1.1 This paper provides an update on our important work to tackle fare evasion and ticket fraud. Fare evasion denies vital revenue for TfL to invest in a safe, frequent, and reliable transport network.

2 Recommendation

- 2.1 **The Panel is asked to note the paper and exempt supplementary information on Part 2 of the agenda.**

3 Background

- 3.1 Through our pan-TfL Revenue Protection Programme (RPP), we have a comprehensive programme covering design, ticketing policy, communications, behaviour change, operations, assessment, and evaluation which is informed by data and evidence of what works. The RPP delivered a total end of year (2022/23) revenue benefit and loss avoidance of £13.8m.
- 3.2 Most of our customers are fare paying (around 96 per cent) and our fare evasion rates compare favourably to other world cities. A key focus for the RPP recently has been establishing a reliable methodology to measure and calculate the current level of fare evasion, ticket irregularity and revenue loss in a consistent manner. Through ticketless travel surveys and new data sources, our most recent estimate (2022/23) of fare evasion across all our public transport modes is 3.9 per cent which equates to around £130m loss each year.
- 3.3 Fare evasion and revenue disputes account for approximately half of all reported work-related violence and aggression incidents towards front line colleagues across the network.
- 3.4 The RPP draws on research and insight from across Europe, and this evidence provides us with the framework where we categorise types of fare evasion as accidental, calculated, and chronic, with interventions tailored and targeted accordingly. We have carried out further analytical assessment to review offender profiles which will complement our existing framework

- 3.5 A paper is included on the Part 2 agenda which contains supplementary information that is exempt from publication by virtue of paragraph 3 of Schedule 12A of the Local Government Act 1972 in that it contains information relating to the business and financial affairs of TfL that is commercially sensitive and is likely to prejudice TfL's commercial position.

4 Current areas of focus

- 4.1 Our revenue teams are deployed every day across the network providing a highly visible presence carrying out routine revenue protection activity to deter and detect fare evasion and identify offenders for enforcement. We have recently refreshed our performance and oversight of each modal revenue team through a monthly forum that considers data and insight to review trends and measures the effectiveness of our operational enforcement activity. Through this forum we promote cross-modal collaboration, share best practice and coordinate joint operations with our policing partners. We adopt an intelligence-led approach to our tasking and deployment of our revenue teams and this forum allows us to respond to emerging trends in a co-ordinated approach across all our modes.
- 4.2 Over the 2022/23 financial year, approximately 54,000 Penalty Fares have been issued and over 18,000 cases listed in court by our Investigation, Appeals and Prosecution Team. Over £2.4m maximum fares have been issued through Revenue Inspections. During the initial periods of 2023/24, output of the revenue enforcement teams shows increasing levels of penalty fares and maximum fares issued, significantly above previous period averages. With more customers being checked, we are enforcing and detecting more fare evasion as rates increase.
- 4.3 A key element of the RPP is to design out the risk of fare evasion. We are progressing with our gate line supplier improvements in the wide aisle gate as, through analysis, we have found that this style of gate is the main access point for chronic fare evaders. We are scheduled to trial changes to reduce the likelihood of fare evasion through this gate while still offering safe access for people with reduced mobility, luggage and customers travelling with young children.
- 4.4 Cities around the world are increasingly using Closed Circuit Television (CCTV) in their interventions by identifying offenders and sharing this data with investigation teams. We are currently reviewing our processes with our Information Governance team to support our in-house investigation team in focussing on chronic and calculated offenders through CCTV. Chronic offenders do not leave a digital footprint. They are blatant in their fare evasion and most likely to be rude, aggressive or intimidating to our colleagues and other members of the public if challenged.
- 4.5 Technology continues to play a leading role in our efforts to tackle fare evasion and we have invested in the next phase of our irregular travel analysis platform . Through this platform we are working closely with our Ticketing and Payments team to further strengthen our response to those fare evaders who deliberately and knowingly avoid paying the correct fare. Although their behaviour is surreptitious, they leave a digital footprint for our investigators to pursue.

- 4.6 Over the 2022/23 financial year, our pro-active Investigation Team detected calculated and persistent evaders, responsible for 35,734 irregular journeys with an average of 90 unpaid journeys per offender. Average revenue loss per offender was £780. Two hundred and thirteen cases were taken to court by our Prosecutions Team, and all resulted in a guilty verdict. These cases have resulted in a combined costs and compensation awarded to TfL of over £191,910.
- 4.7 This year we will be publishing our pan-TfL Revenue Protection Strategic approach. This will establish the principles on how we prevent and tackle fare evasion on our network towards the target published in the TfL Strategy of reducing the risk of fare evasion by two-thirds, to under 1.5 per cent by 2030. This bold approach will support our front-line teams, fare paying customers and TfL's financial sustainability.

List of appendices to this report:

Appendix 1 - Crime and Antisocial Behaviour 6-monthly Report.

A paper containing exempt supplemental information is included on Part 2 of the agenda.

List of Background Papers:

None

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