Customer Service and Operational Performance Panel

Date: 5 December 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. This year, we have further developed and embedded our approach to reducing the level of fare evasion across our services. An ambitious target has been set to drive down fare evasion to below 1.5 per cent in our TfL Strategy. Our approach tailors interventions to the specific patterns and methods of how people evade fares on each mode of travel, underpinned by common approaches across all modes to target evaders.

1.2 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.

2 Recommendation

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

3 Background

3.1 Fare evasion is a crime that negatively impacts our customers, our colleagues, and our finances. It can make public transport feel unsafe and deter people from choosing to use sustainable travel options. Fare evasion and revenue disputes are a precursor to approximately half of all reported work-related violence and aggression incidents towards frontline colleagues across the network. Fare evasion also impacts our financial sustainability and denies us vital revenue to both operate and continually invest in our network. In addition to lost revenue, the costs of combatting fare evasion places further pressure on our budget, that could be better invested to the direct benefit of paying customers.

3.2 We have established a more robust and reliable methodology to calculate the level of fare evasion. Through ticketless travel surveys and other data sources, our most recent estimate of fare evasion across all our public

transport modes for 2022/23 is 3.9 per cent, which equates to a value of unpaid journeys of over £130m. This fare evasion rate compares favourably to other international transport organisations.

3.3 We run an integrated network made up of different transport modes that are each designed and operated differently. There is not a 'one size fits all' technique to revenue protection that is equally appropriate across all modes. As we increase our efforts to tackle fare evasion, we need to be confident that our efforts yield the greatest impact and return on investment.

4 Approach Overview

4.1 While the accountability to prevent and tackle fare evasion is led centrally by Compliance, Policing, Operations and Security Directorate (CPOS) each mode is responsible for its local revenue protection plan. Each mode now develops, agrees, and delivers against an annual plan and target to drive down evasion. These plans work in concert with a CPOS led central plan of pan-modal interventions. The activities prioritised in these plans are based on an understanding of the cost of interventions and the impact they each have on the level of fare evasion.

4.2 To drive down fare evasion we cannot rely only on the things we already do today. We need to innovate. Each plan is based on four principles:

(a) **Data Led**. We understand when, where, and how fare evasion is committed and use this to prioritise our interventions against it;

(b) **Target Driven**. We have clearly defined targets with clarity on who is responsible for delivering against them;

(c) **Learning and Improving**. We constantly improve our existing interventions by measuring their effectiveness and adapting them accordingly; and

(d) **Innovative**. We identify and trial new approaches to mitigating fare evasion, and scale them up where they can be more efficient or effective than existing ones.

4.3 Our overarching principle with all trials and new projects focussed on reducing fare evasion is to ensure fairness, transparency and consistency. We review all these through our established equality impact assessments and ensure they are aligned to our enforcement policy.

4.4 With each mode taking responsibility for their level of evasion, CPOS has pan-modal accountability and own an annual plan to deliver interventions that impact the level of evasion across all TfL services, in support of the mode's annual plans. An example of an activity on this plan this year is to ensure a greater deterrent across all modes, we are awaiting Mayoral approval to increase the Penalty Fare to £100, reduced to £50 if paid early. This will bring TfL into alignment with the penalty fares on National Rail service.

4.5 Effectively tackling fare evasion relies not just on CPOS and modal teams, but other teams inside and outside of TfL that enable their work. We will continue to work collaboratively with our franchisees and contracted operators, as well as our policing partners to deliver this approach.

4.6 Underpinning the ability to be data led and target driven, CPOS are investing in analytical capability to develop more robust and insightful data to enable this approach. We continue to monitor operational enforcement activity monthly and during the first half of this financial year we have seen higher levels of enforcement than in previous period averages. During this financial year to date over 31,000 Penalty Fares have been issued and over 11,000 cases referred to our Investigation Appeals and Prosecutions Team. We are developing our long-term behaviour change approach to increase the deterrent effect and have re-introduced publicising enforcement results from recent operations across the network.

4.7 Working with colleagues within our Technology and Data Teams we are exploring how new technologies and tools, such as artificial intelligence (AI) can support us even further in identifying fare evasion across the network, identify more complex cases of fraud and fare evasion in our ticketing data, and support the effective deployment of our enforcement teams.

4.8 Technology continues to play a leading role in our efforts to tackle fare evasion and we are continually developing our data and analysis platform, the “Irregular Travel Analysis Platform” (ITAP). We are now exploring how ITAP can be further developed and are carrying out a horizon scanning project to review learnings from how AI supports other industries such as in the financial and banking sectors to identify irregular patterns of data.

4.9 A recent pilot project carried out at Willesden Green station used AI algorithms and motion detection through our existing CCTV cameras. The pilot project was able to detect fare evasion attempts through the gateline and enrich our data and insight on fare evasion levels and methods. The pilot used image detection AI to detect the act of fare evasion and not as a facial recognition tool. The project supported us in working with our gateline supplier to review improvements that can be made to the wide aisle gate. Following a review by our Safety, Health and Environment Team we will be progressing this to an in-station trial to monitor its effectiveness.

4.10 A clear governance structure has been established to monitor and assure delivery of the revenue protection plans and to ensure that the new approach delivers against.

List of appendices to this report:

Appendix 1: Revenue Enforcement Investigation Prosecution Data (Periods 1 – Period 6 2023/24)

Appendix 2: Six month Crime and Anti-Social Behaviour Report

Following the meeting of the Panel on 5 December 2023, the Six month Crime and Anti-Social Behaviour Report has been updated and republished to correct errors in the crime figures, as reported at the meeting, and to also provide additional/updated information in places. The changes in this updated version are highlighted using a yellow box.

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

List of Background Papers:

None

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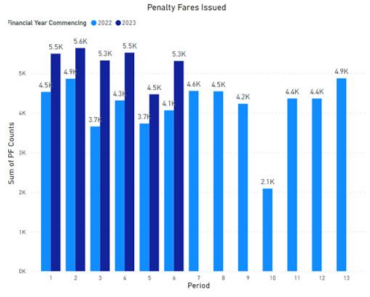
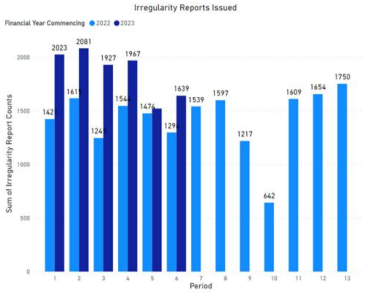
Appendix 1

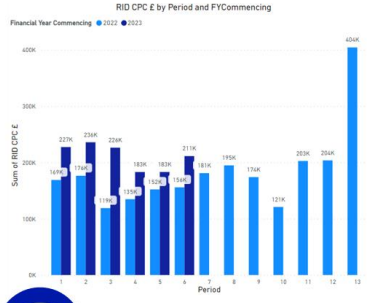
Revenue Enforcement Investigation Prosecution Data (Periods 1 – Period 6 2023/24)

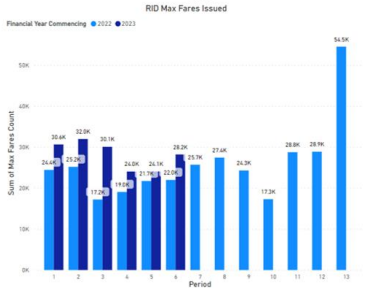
REIP Performance Summary - Enforcement

TfL Total



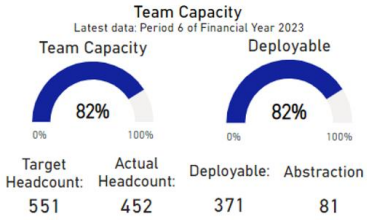






PI-6 Comparison:

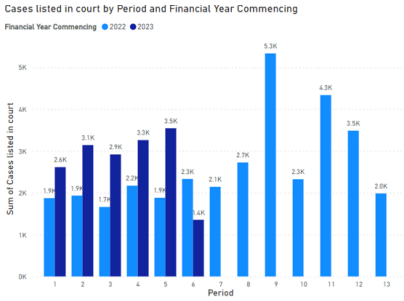
- Increase in Penalty Fares by 26.2%
- Increase in Irregularity Reports by 29.8%
- Increase in RID Max Fares by 30.4%
- Increase in RID Max Fares Income by 39.7%
- £1.3m RID Max Fares collected
- Increase in CPC Checks by 107.1%

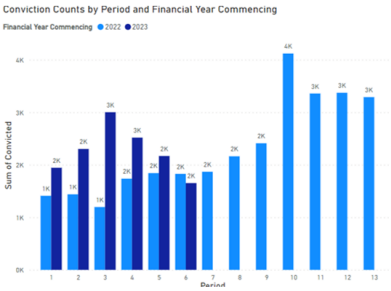


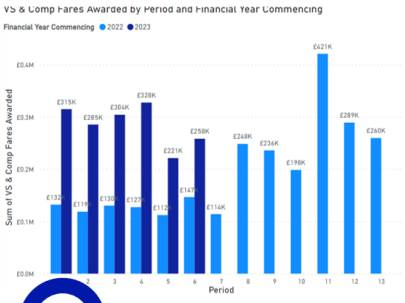
Comparisons made between PI-6 2023/24 with 2022/23
Team capacity does not include DLR PSAs

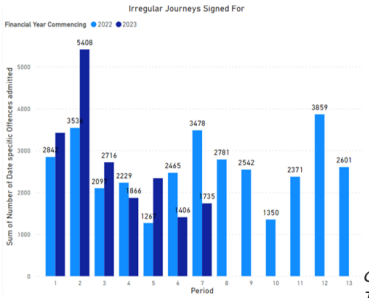
EVERY JOURNEY MATTERS

REIP Performance Summary – Investigations & Prosecutions









PI-6 Prosecutions:

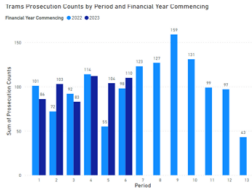
- Increase in cases by 53.5%
- Increase in Victim Surcharge & Comp Fares by 137.9%
- £985,000 awarded in court (VS & Comp Fares)
- Increase in convictions by 61.2%

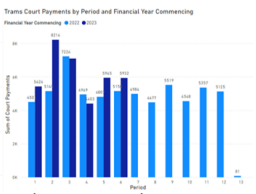
PI-7 Investigations:

- 213 offenders Stopped and interviewed
- Average £821 per offender in fares evaded
- Average 89 journeys evaded per offender
- £175,000 total admissions

PI-6 Tram Prosecutions:

- Increase in cases by 12.4%
- Increase in court payments by 16.5%
- £37,011 court payments accounted for





Comparisons made between PI-6 2023/24 with 2022/23
Tram prosecutions accounted and processed independently from IAP

EVERY JOURNEY MATTERS