Reducing Fare Evasion: Understanding Behaviours

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The challenge

Fare Evasion is currently estimating a rate of 3.4%, which would be down from 3.8% during 2023/24.

Over 96% of customers pay for their journey correctly

Compared with other metro systems TfL's fare evasion levels are relatively middling

TfL's aim is to reduce fare evasion to no more than 1.5% by 2030

A strong, green heartbeat for London

Building our offender understanding
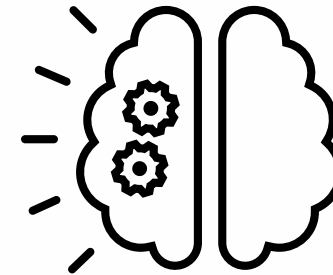
What?

How?

Accidental | **Opportunist**

Calculated | Chronic

Why?

Accidental

Who are they?

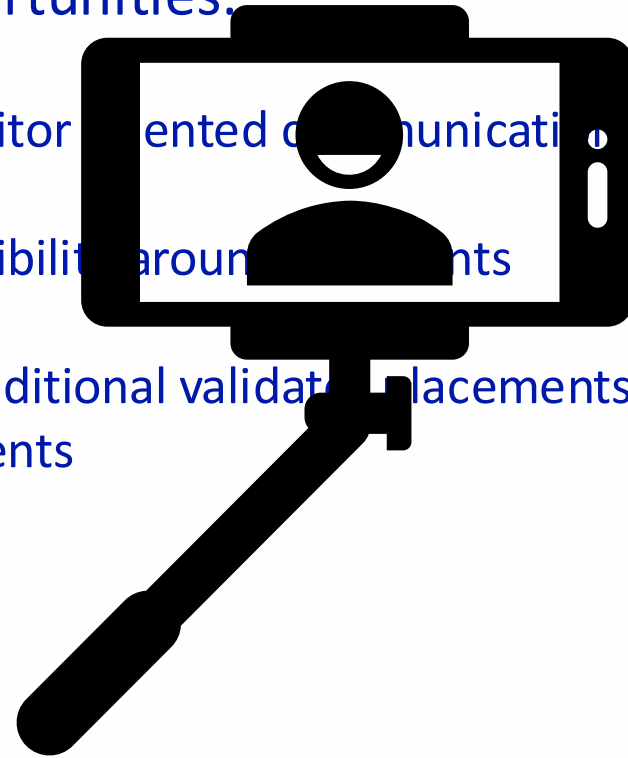- Visitors to London: tourism / events

How do they offend?

- Unfamiliar with ticketing infrastructure and zonal payments

Why do they offend?

- Inadvertently commits fare evasion due to confusion

Opportunities:

- Visitor oriented communications

- Visibility around events

- Additional validator placements during events

Opportunistic

Who are they?

- Commuters who risk fare evasion based on the infrastructure they encounter

How do they offend?

- Avoiding taps due to open gates or ungated areas of the network

Why do they offend?

- Low risk and to save money from their commute

Opportunities:

- Limit open infrastructure

- Increase visibility at touchpoints

- On train checks specifically for CPC

Calculated

Who are they?

- Commuters who have identified vulnerability within payment systems
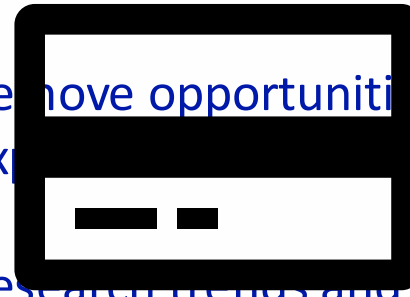
How do they offend?

- Digital wallets, using other customers concessionary passes, zonal avoidance and generating negative debt

Why do they offend?

- Financial but also exploitative nature

Opportunities:

- Investigations on travel patterns for prosecution

- Remove opportunities for technology to be exp

- Research trends and identify risk with future changes associated to infrastructure and payments

Chronic

Who are they?

- Disregard for the rules, often younger and more abusive

How do they offend?

- Pushing through barriers, jumping, and double gating behind others

Why do they offend?

- Social and economic factors often similar views to crimes such as shoplifting

Opportunities:

- Strengthen barriers

- Enforcement a̶n̶d̶ ̶p̶r̶o̶s̶ecution

- Joint working w̶i̶t̶h̶ ̶o̶ther a̶g̶e̶ncies such as policing partn̶e̶r̶s

- Intel-led approach in̶c̶luding plans for repeat offenders

- Engagement with schools and colleges

Examples of this in practice

Accidental   **Opportunistic**   **Calculated**   **Chronic**

Any Questions?