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Andy Lord
Commissioner of Transport

Transport for London
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By email only

13 October 2025

Dear Elly.

Thank you for your letter following the London Assembly Transport Committee's session on fare evasion and for sharing the Committee's recommendations.

Fare evasion deprives Transport for London (TfL) of millions of pounds of vital revenue every year and costs us money that would otherwise be reinvested back into our services. It is a criminal offence that impacts our customers, staff, and finances, and we are committed to reducing its occurrence on our transport network.

I acknowledge the Committee's recommendations and the work that we at TfL are already doing in relation to the issues raised. I will respond to your recommendations in turn below.

1. **Data:** TfL should carry out analysis of its data on fare evasion by the end of 2027 after five years of consistent data collection. TfL should commit to publishing this data, to enable further scrutiny. Alongside the data TfL should publish the details of the financial resources that are being committed to the issue in terms of infrastructure, staffing and other measures.

We are committed to transparency in our approach to tackling fare evasion. We will publish our methodology alongside the fare evasion rates in the public domain via our website and in reports to the Safety and Security Panel of the TfL Board. We are in the process of updating our 'Tackling Fare Evasion' webpage with data, insights, and progress reports on our approach.

We commit to sharing analysis that will capture the period from 2022/23 to 2027/28, which covers five years of consistent analysis. We have previously shared the costs of enforcement staffing with the Committee and will continue sharing this data alongside other project costs associated with our revenue protection programme.

2. **Ticket barriers and gatelines:** Over the next six months, TfL should monitor planned and unplanned instances of when and where gatelines are being left open and unstaffed and share the findings with this Committee. TfL should then set a target to reduce these instances occurring.

Improving gateline integrity across the network remains a key priority, and we have introduced enhanced controls and measures across our rail services. These measures are specifically designed to reduce fare evasion by minimising unplanned instances of gatelines being left open or unstaffed.

To strengthen gateline integrity on the London Underground, we are working closely with our gateline supplier to improve data collection. This will track locations and stations with higher levels of open gates, enabling targeted improvements in these areas of the network.

Following a cyber incident in September 2024, we are still in the process of recovering some key gateline data sources and rebuilding reports. We are actively working to address these gaps and remain committed to providing the Committee with data and insight on gateline integrity across the network as soon as practicable.

3. **Station staffing:** TfL must reconsider its approach to staffing stations and its routine use of lone working without sufficient mitigation to improve both the reality and perception of staff safety in the context of fare evasion.

Fare evasion has a serious impact on our frontline colleagues. Approximately half of all reported incidents of violence and aggression towards our staff are linked to fare evasion and revenue disputes.

We do not tolerate any violence, aggression or threatening behaviour towards staff or customers and always seeks the strongest possible action against offenders. We have a specific workplace violence and aggression (WVA) strategy, which seeks to eradicate violence and aggression against our staff through strong leadership; preventing incidents; supporting our people; learning and improving.

Our risk assessment process for working alone considers the risk of violence and aggression and the requirement to put controls in place. This standardised process has not highlighted a higher risk of WVA when working alone.

While our monitoring and analysis of reported WVA incidents does not show an increased risk for staff who are lone working on the transport network, we know that fear of WVA is heightened when staff are lone working. This calendar year, the ten stations with the highest number of WVA incidents across our rail networks are generally busy stations with high footfall and well staffed: Victoria, Tottenham Court Road, Romford, Kings Cross St Pancras, Paddington, Stratford, London Bridge, Baker Street, Southall and Wood Green.

Every report of WVA is read and analysed by our dedicated WVA Analysts. These reports can be made through different reporting channels – from formal incident reporting to TfL and/or the police, to more informal reporting through staff apps. These reports are reviewed to identify the triggers and any contributing factors and assigned a harm score. This information is then used to monitor and respond to emerging trends and hotspots and to inform our strategic and tactical interventions for tackling WVA including deployments of our Transport Support and Enforcement Officers (TSEOs).

We also have a number of measures in place to reduce the risk of assault and improve the safety of our people including risk assessments, staff safety and conflict avoidance training, dedicated workplace violence support teams, spit kits, and local targeted problem-solving plans to tackle the triggers of WVA, such as work with schools and colleges.

We are committed to continuing to staff our stations throughout the traffic day. The majority of our stations do not have staff lone working. Where lone working does exist, we have multiple safety measures as previously stated to ensure staff safety while working alone.

In addition to station staffing we also have other operational teams across TfL that ensure staff and customer safety across our network:

- Revenue control team that are deployed across the network to reduce fare evasion
- Travel Support Enforcement Officers that support stations colleagues and customers in reducing antisocial behaviour and risks associated with WVA and fare evasion
- Good partnerships with local communities and the BTP.

We are planning for a TfL WVA Summit early next year. This will be relevant to the whole TfL network and include our trade union colleagues. We will use it as an opportunity to reflect on delivery of TfL's first WVA Strategy launched in 2020, to discuss current issues impacting work-related violence and aggression and to refresh the WVA strategy for the coming five years.

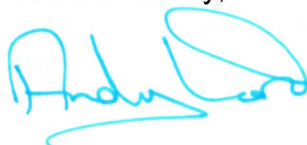
4. **Target:** TfL should provide the Committee with annual updates on progress toward its target to reduce fare evasion by 1.5 per cent by 2030, starting in January 2026, and a breakdown of financial resources that are being committed to this issue

The average fare evasion rate during 2024/25 was 3.5 per cent, down from 3.8 per cent the previous year. In 2022/23, it was 3.9 per cent, so we have seen an overall reduction in the fare evasion rate for the past two years.

We are committed to transparency, and this information will be available on our website and reported to our Safety and Security Panel.

I hope this information is useful and clarifies our position. I can assure you that we are committed to continuing our work to combat fare evasion and thank you for your continued interest in this.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Andy Lord', with a stylized flourish at the end.

Andy Lord