



**Elly Baker AM**  
**Chair of the Transport Committee**

Lucy D'Orsi  
Chief Constable  
British Transport Police  
(Sent by email)

2 September 2025

Dear Lucy,

## **British Transport Police response times to TfL callouts**

The London Assembly Transport Committee recently examined the issue of fare evasion in London. As part of this, we heard concerns about slow British Transport Police (BTP) response times to incidents of violence and aggression towards TfL staff. We heard reports that officers rarely arrive before an assailant has left the scene. Jared Wood, London Transport Regional Organiser for RMT, told us that outside of a busy central London station "it would be unusual for the BTP to arrive while an assailant is still present."<sup>1</sup>

With around half of all incidents of violence and aggression towards TfL staff stemming from fare evasion or payment disputes,<sup>2</sup> rapid police responses are vital. As Jared Wood told us "perpetrators of violence do not see alternatives to the BTP as much of a deterrent as they do the police themselves."<sup>3</sup> TfL told us that, "Ideally, we want policing presence alongside enforcement presence there to prevent violence and aggression happening in the first place, rather than to just to think about response capability."<sup>4</sup>

---

<sup>1</sup> London Assembly Transport Committee, [Transcript of Agenda Item 6 – Fare Evasion – Panel One](#), 8 July, p. 5

<sup>2</sup> TfL, [Revenue protection summary](#), April 2025, p. 3

<sup>3</sup> London Assembly Transport Committee, [Transcript of Agenda Item 6 – Fare Evasion – Panel One](#), 8 July, p. 4

<sup>4</sup> London Assembly Transport Committee, [Transcript of Agenda Item 6 – Fare Evasion – Panel Two](#), 8 July, p. 24

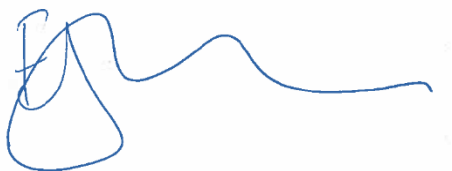
We believe closer cooperation between TfL, BTP and the Met Police is essential to tackle incidents of violence and aggression towards TfL staff.

Given the concerns we heard from TfL staff representatives, we are seeking reassurances from TfL that it is taking action to support staff, but it is clear that closer cooperation between the Met Police, TfL and BTP will be essential in tackling this issue. Speedier response times should be a part of this. Could you write to the Committee detailing:

- How you cooperate with TfL on incidents of crime, specifically fare evasion; and
- What actions you will take to reduce response times.

I would be grateful if you could respond to this letter by 14 October 2025. Please send your responses to Hannah Barlow, Principal Committee Manager, [hannah.barlow@london.gov.uk](mailto:hannah.barlow@london.gov.uk) and Eleanor Haigh, Senior Policy Adviser, [eleanor.haigh@london.gov.uk](mailto:eleanor.haigh@london.gov.uk).

Yours,



**Elly Baker AM**  
**Chair of the Transport Committee**