

Transport for London
Surface Transport Panel
18 February 2014
Actions List

Actions from the Last Meeting

Minute No.	Item/Description	Action By	Target Date	Status note
23/10/13	Matters Arising and Actions List Members be sent a copy of the Bus Service Contracts to be presented to the meeting of the Finance and Policy Committee on 27 November 2013.	Secretariat	-	Report circulated. Completed.
24/10/13	Managing Director's Report A site visit to be arranged for Panel Members to Victoria Coach Station. Members to be advised how the timings for the Project Guardian operation to tackle unwanted sexual behaviour on London's public transport system had been decided.	Secretariat Leon Daniels	18 February 2014 18 February 2014	Visit will take place following the meeting. Completed. There was no specific intelligence on offending which determined the timings of the operation. The operation covered morning and evening rush hour periods which presented the greatest opportunity to engage widely with the travelling public.

Minute No.	Item/Description	Action By	Target Date	Status note
				The timings of the operation were decided by the Project Guardian Board which includes senior representatives from TfL's Directorate of Enforcement and On-street Operations, BTP, STC and CoLP.
	<p>Members to be updated on the impact of the introduction of the Disclosure and Barring System on the processing of taxi and private hire renewal applications.</p> <p>Members to be provided with further information on the grounds on which the 20 per cent of Private Hire Operators failed compliance inspections.</p> <p>Panel Members to be involved in target setting in future for Surface Transport.</p>	<p>Garrett Emmerson</p> <p>Helen Chapman</p> <p>Leon Daniels</p>	<p>9 April 2014</p> <p>9 April 2014</p> <p>9 April 2014</p>	<p>In progress.</p> <p>In progress</p> <p>In progress</p>
27/10/13	<p>Fare Evasion on London Buses</p> <p>Members to be provided with a breakdown of the primary enforcement sanctions issued on buses for fare evasion and also on the New Bus for London when conductors are present or absent, and that this information be included in any future reports.</p>	Steve Burton	-	Information attached. Completed.
28/10/13	<p>Roads Task Force Update</p> <p>A six month update to be submitted to a future meeting of the Panel.</p>	Michèle Dix	9 April 2014	Scheduled.

Outstanding Actions from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status note
18/07/13	Matters Arising and Actions List A customer satisfaction survey would be scoped and undertaken in due course on the new taxi and private hire licensing depot arrangements and the findings shared with the Panel.	Helen Chapman	To be confirmed	In progress

Actions from the Surface Transport Panel Meeting of 22 October 2013

The Surface Transport Panel at its meeting on 22 October 2013 requested Members to be provided with a breakdown of the primary enforcement sanctions issued on buses for fare evasion and also on the New Bus for London when conductors are present or absent, and that this information be included in any future reports.

Fare Evasion and Penalty Fare Appeals

1 Purpose

- 1.1 The purpose of this paper is to provide clarification to members of Surface Transport Panel on the primary enforcement sanctions issued on buses for fare evasion and also on the New Bus for London when conductors are present or absent.

2 Ticket irregularity on London Buses / Penalty Fare appeals

- 2.1 When Revenue Protection Inspectors (RPIs) detect a ticket irregularity offence they take one of two courses of action in normal circumstances - either issue a penalty fare or report the passenger for prosecution for cases of repeat offending or deliberate fare evasion.
- 2.2 In 2012/13, RPIs issued almost 35,000 penalty fares. The tables below provides a breakdown of ticket irregularity reports made by (RPIs) during 2012/13 and for periods one to seven in 2013/14¹. Please note that the penalty fare categories, which are generated from the RPI hand held devices, have changed slightly from 2012/13 to 2013/14 which is why there are some different and additional categories in the penalty fare tables below.
- 2.3 The penalty fare categories differ for 2012/13 and 2013/14. This is because the system was upgraded and the penalty fare categories were reconfigured to reflect the type of offences now being detected. Some of the categories were renamed to make it clearer for RPIs when recording the offence details.

Penalty Fare	2012/13
Transferred ticket or pass	10,909
No ticket or pass	9,404
Oyster - Unvalidated	9,404
Ticket or Pass not valid on this service	2,050
Out of date ticket or pass	1,064

¹ Period 1 to 7 covers 1 April to 12 October 2013.

Adult using a child ticket or pass	770
Failed to purchase ticket before boarding	422
Photocard defaced	344
Pass or ticket used outside valid times	237
Altered or Mutilated ticket or pass	74
Non-validated saver ticket	38
Cash Ticket not valid	26
Family Travel Card without Adult or Child Present	7
Other	3
Total	34,752

Penalty Fare	2013/14 (Periods 1-7)
No ticket or pass	5,376
Transferred ticket or pass	3,645
Oyster / CPC- Unvalidated	3,619
No supporting photocard or documents	2,840
Oyster - Insufficient Funds	1,434
Ticket or Pass not valid on this service	1,031
Out of date ticket or pass	821
Adult using a child ticket or pass	402
Failed to purchase ticket before boarding	60
Altered or Mutilated ticket or pass	51
Photocard defaced	36
Family Travel Card without Adult or Child Present	35
Pass or ticket used outside valid times	21
Forged or Counterfeit ticket or pass	16
Non-validated saver ticket	6
Other	67
Cash Ticket not valid	2
Total	19,462

2.3 The table below provides a breakdown of reports for prosecution made by RPIs during 2012/13 and for periods one to seven in 2013/14. The three most common offences detected in both 2012/13 and in 2013/14 were transferred pass, failing to pay fare and no ticket/pass produced. In 2012/13, these three offences accounted for 83 per cent of all irregularity reports made by RPIs.

Irregularity	2012/13	2013/14 (Periods 1-7)
Transferred Pass	9,065	5,290
Failing to Pay Fare	3,316	2,000
Ticket/Pass Not Produced	2,152	1,350
Adult on Child Pass	827	449
Unvalidated Oyster Card	616	275
Altered or Mutilated ticket/pass	433	181
Insufficient Funds on Oyster Card	361	177
One-day Pass Out of Date	121	88
Pass Out of Date	129	57
Ticket valid on Rail Only	140	56
Public Order	81	51
Counterfeit	91	46
Aiding & Abetting	26	23
Advance Dated	17	14
Invalid New Deal Card	28	12
Equipment Interference	1	7
Unvalidated contactless payment (CPC)card	0	4
Invalid CPC	2	4
Smoking	3	3
Re-used RTM Ticket	2	2
Unvalidated Saver Ticket	4	2
Out of Date/Time RTM Ticket	4	1
Adult on Child Cash	7	0
Adult on Student Pass	5	0
Adult on Youth Pass	3	0
Bearer Pass not valid on buses	3	0
Deliberate fare evasion e.g. boarding through back doors	66	0
Total	17,503	10,092

2.4 The table below provides a breakdown of the action taken in response to the reports for prosecution made by RPIs. In 2012/13, almost 50 per cent of all reports resulted in prosecution.

Outcome	2012/13	2013/14 (Periods 1-7)
Prosecution	8,487	6,670
No Further Action	2,147	1,010
Warning Letter Sent	6,869	1,615
Still In Progress	0	797
Total	17,503	10,092

Average per period	1,346	1,442
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2.5 A summary of penalty fare appeals (stages 1 – 3), including the percentage of appeals upheld at each stage, is provided in Appendix A.

2.6 TfL monitors the rate of fare evasion on the bus network through a quarterly independent survey conducted by a third party contractor (MVA). The survey captures ticket irregularity on the New Bus for London as part of the aggregate results for fare evasion on the network. Early indications are that levels of fare evasion on the New Bus for London are broadly consistent with levels of fare evasion seen across the network. More detailed fare evasion results will be reported to a future meeting.

2.8 Contact: Leon Daniels, Managing Director, Surface Transport
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Appendix A – Penalty Fare appeals

Bus Penalty Fare Appeals - Summary												
	1st Stage (IAS)				2nd Stage (Directorate of Enforcement and On-street Operations)				3rd Stage (Independent Appeals Panel)			
	Refused	Allowed	Received	% Upheld	Refused	Allowed	Received	% Upheld	Refused	Allowed	Received	% Upheld
2009/10	6,462	2,241	8,703	26%	722	204	926	22%	174	12	186	6%
					% reappealing:		14%		% reappealing:		26%	
2010/11	6,770	2,167	8,937	24%	638	176	814	22%	136	7	143	5%
					% reappealing:		12%		% reappealing:		22%	
2011/12	7,579	2,150	9,729	22%	718	220	938	23%	159	6	165	4%
					% reappealing:		12%		% reappealing:		23%	
2012/13	8,261	1,876	10,137	19%	1,105	269	1,374	20%	187	15	202	7%
					% reappealing:		17%		% reappealing:		18%	