

Ticketless Travel Surveys on South Central

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1st December 2009

- Why we carried out the survey
- How the survey was conducted
- The results
- The gating project – 14 stations (12 completed so far)
- Outputs from the gating schemes so far

Why Survey Was Carried out

- TfL analysis shared with DfT regarding levels of ticketless travel on North London Line & routes that will become East London Line
- A general view that ticketless travel was a problem
- Need for evidence to justify a gating strategy within the metro area – linked to the opportunity presented by PAYG
- Need for evidence to develop the South Central franchise specification

How the Survey was conducted

- On train interviews with passengers
- Monday to Sunday 0600-2300
- 27th June to 6th July 2008
- Routes:
 - London Victoria – Sutton (via West Croydon)
 - London Bridge – Beckenham Junction (via Crystal Palace)
 - London Victoria – Epsom (via Mitcham Junction)
 - East Croydon – Caterham / Tattenham Corner
 - London Bridge – London Victoria (via Denmark Hill / Streatham Hill)

Results - 1

Passenger Class / Route	Valid	No ticket	Invalid ticket	Refused	Alighted	Total
Victoria - Sutton	3,859	154	103	62	718	4,896
London Bridge – Beckenham Junction	1,976	157	66	68	365	2,632
Victoria - Epsom	3,579	169	68	84	669	4,569
East Croydon - Caterham/ Tattenham Corner	2,770	169	74	75	388	3,476
Victoria - London Bridge	3,395	143	105	30	786	4,459
All routes	15,579	792	416	319	2,926	20,032

Results – 2

- Key issue – classification of refusals or alighters and assumptions given to these
 - **Refusals** – those who refuse to take part on survey – surveyors have no right to compel
 - **Alighters** – people who genuinely get off the train as they approach their stop OR who get off in response to the approaching surveyor as a result of no ticket
 - Therefore High / Central / Low Case
 - Since a large number of observations in this survey were alighters (14.6%) compared to refusals (1.6%), results are more sensitive to fare evasion assumptions on alighters than refusals.

Assumptions for Refusals & Alighters	% Refusals Fare Evaders	% Alighters Fare Evaders
High Case	75%	25%
Central Case	50%	Same as average
Low Case	Same as average	Same as average

Results - 3



Day/ Time	Low Case % Fare evasion	Central Case % Fare evasion	High Case % Fare evasion
Mon - Fri	7.2%	8.0%	10.9%
0600-1000	8.7%	9.5%	11.7%
1000-1600	5.8%	6.5%	8.0%
1600-1900	6.2%	7.2%	12.5%
1900-2400	8.9%	10.1%	14.2%
Saturday	7.4%	8.1%	10.6%
Sunday	7.5%	8.2%	10.9%
Overall (weighted average)	7.2%	8.0%	10.9%

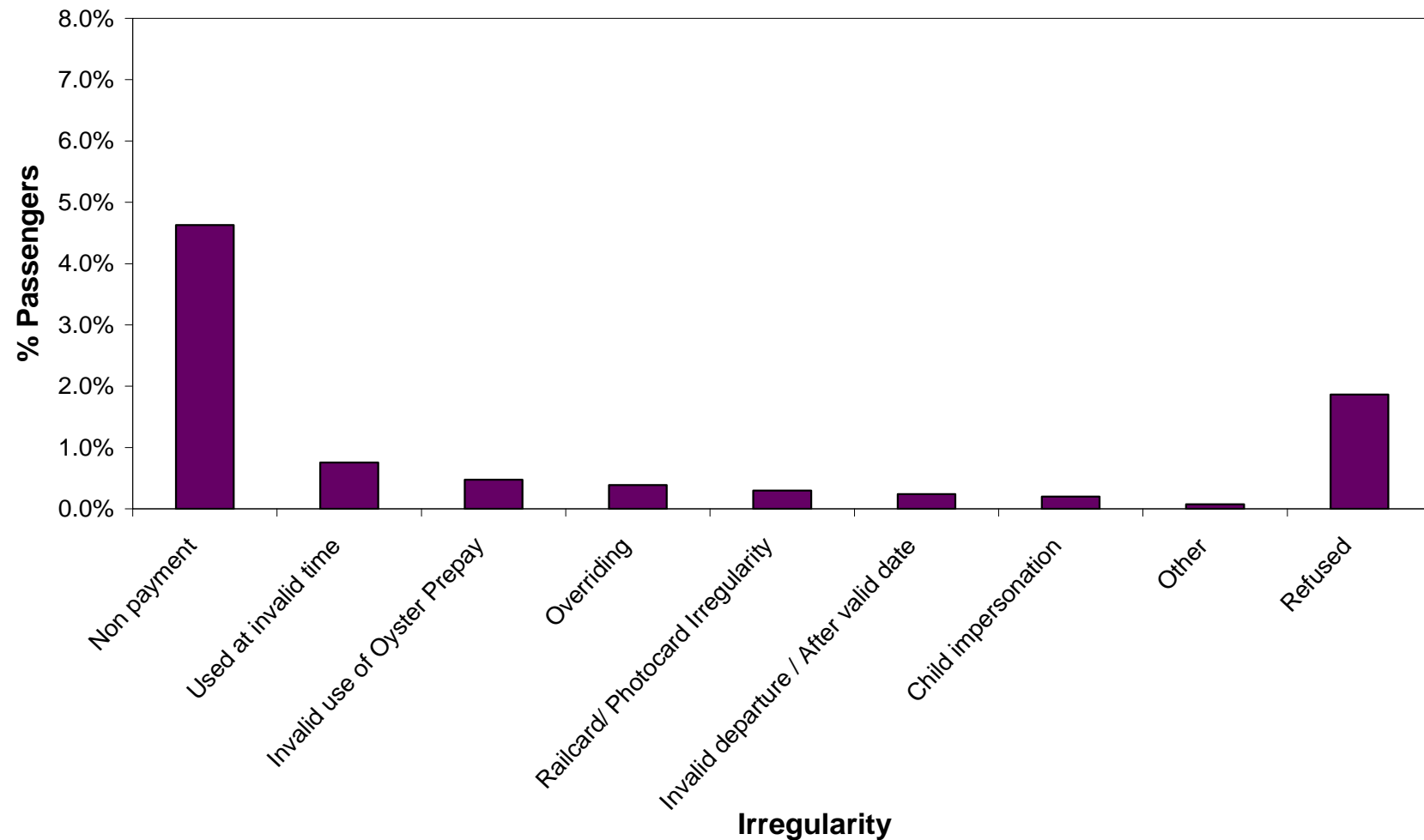
Results – 4

Fare evasion rates by time of day

	Victoria - Sutton	London Bridge - Beckenham	Victoria - Epsom	East Croydon	London Bridge - Victoria	All routes (weighted average)
Mon - Fri	7.7%	12.5%	7.5%	8.2%	6.3%	8.0%
0600-1000	9.9%	11.6%	9.3%	9.2%	8.7%	9.5%
1000-1600	4.1%	12.9%	5.6%	6.4%	5.8%	6.5%
1600-1900	7.7%	7.8%	4.5%	12.4%	3.5%	7.2%
1900-2400	12.3%	18.6%	10.5%	8.2%	6.0%	10.1%
Saturday	5.2%	8.3%	5.3%	12.2%	8.2%	8.1%
Sunday	6.9%	8.2% *	8.8%	8.6%	8.5%	8.2%
Overall (weighted average)	7.5%	12.2%	7.4%	8.5%	6.4%	8.0%

* Does not operate on a Sunday

Reasons for Irregularities



Gating

- The results indicated that ticketless travel was an issue on this the part of the network
- Unique opportunity
 - PAYG Role Out / Franchising Relet / TfL Gating schemes
- Installing gates early would
 - Allow DfT to gain maximum value for the franchise from installing gates early
 - Avoid need for TfL to install then remove readers for PAYG
 - Lower cost as a result of gates being part of larger TfL order

Gating - 2

- Survey results backed up a view that a 5% increase in revenue could be expected with gates and an appropriate operating hours
- Recognised that gates do not reduce all fraudulent travel
- Financial case developed to install ticket gates at 14 stations across South London part of South Central
- All financially positive over 10 years (including staff costs etc)
- Budgets allowed DfT to provide £5.5m toward the project to bring forward the scheme and deliver benefits early

Gates - 3

- Agreement DfT / TfL / Southern signed Jan 09
- First gates installed at South Croydon – April
- 12 complete by franchise start date
- Streatham Hill / Gipsy Hill will be installed early 2010 after NSIP works complete
- Project also allowed other small scale improvements to take place at some locations
 - CCTV
 - Station refresh
 - CIS Screens
 - Lighting



Gates - 4

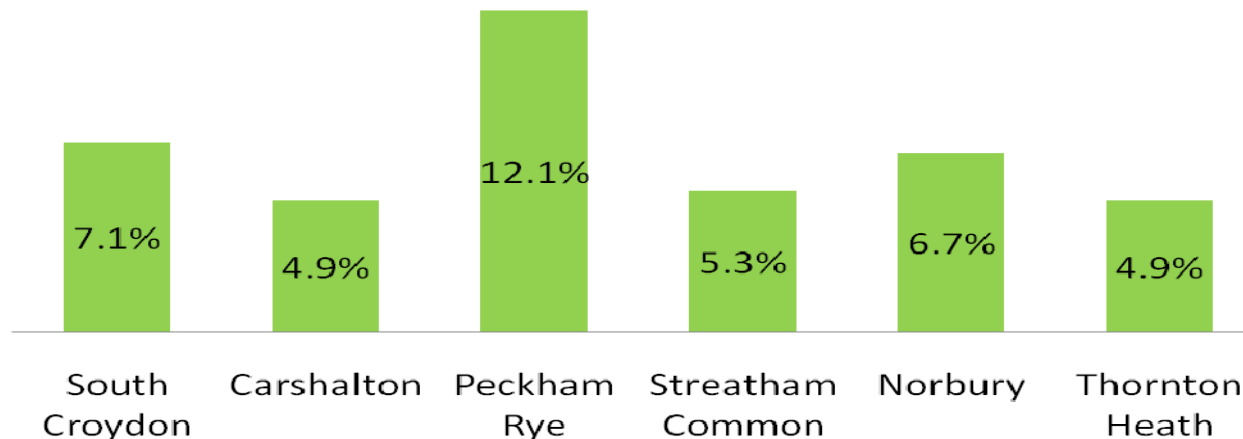
- Gated stations chosen depends on
 - Revenue uplift
 - Ease and cost of gating scheme
- Stations chosen
 - Battersea Park
 - Carshalton
 - Norbury
 - Peckham Rye
 - Purley
 - South Croydon
 - Streatham
 - Streatham Common
 - Thornton Heath
 - Tulse Hill
 - Wallington
 - West Norwood

 - Also Gipsy Hill, Streatham Hill early 2010
 - Hope also to gate Selhurst (if budget allows)

 - Southern committed to gate Coulsdon South as part of their franchise obligations

Results so far

- Early days
- Many different ways of measuring – given other exogenous factors
- Gates staffed today approx 0700-1900, Mon - Fri
- From April franchise commitment to staff gates first to last trains in line with commitment to staff all stations (exc 4) first to last train with GLA area
- Overall + 5.2% (up to September)



Average increase in weekly earnings YOY after gates

Results so far - 2

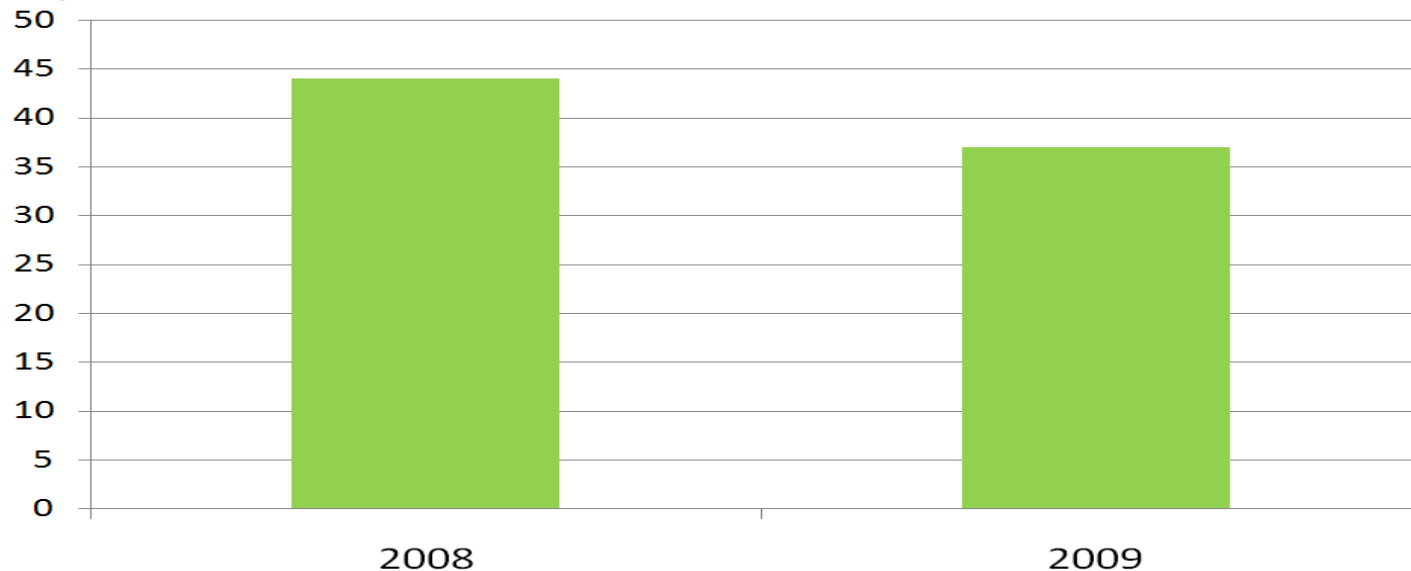
- Similar results on Sydenham corridor stations

Station	Estimated Revenue Growth Without Gates (based on similar neighbouring stations)	Actual Growth
Brockley	6%	20%
Forest Hill	4%	14%
Norwood Junction	6%	11%
Crystal Palace	8.5%	10%
Sydenham	6%	9%

Results so far - 3

- Crime
 - Probably too early to tell. Reported incidence increased as some locations - due to gates being in place etc
 - Overall down 16%

Reported Crime



Overall reported crime has reduced by 16% for stations that have had gates installed (year on year)

Most importantly to passengers:

- Assaults are down by 33%
- Theft reduced by 25%

Results so far - 4

- Other benefits
 - Greater & more visible staff presence at the station
 - Gatelines and staffing required to operate them are a good way of justifying increased staff visibility – something passengers value
- Likely to have other - difficult to value – benefits
 - Grafitti etc

Lessons

- Gates can be implemented quickly
- Gates can generate significant benefits both in revenue and security – but probably too early to draw firm conclusions from these projects – but early signs good.
- Probably greater acceptability in London area – people more used to them

Questions