



Safety and security annual report 2014

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Executive summary

Safety and Security has been running since 2006 to provide the Enforcement and On Street Directorate (EOS) with information to inform the direction, priorities and policies for policing services on and around the London transport system.

The survey covers a broad range of topics including key measures relating to experiences and perceptions on public transport, the impact of fear of crime on use of public transport, incidents of unwanted sexual behaviour, and attitudes towards policing and enforcement on the network.

Key measures – levels of worry

General worry and recall of specific worrying events – two key measures from the Safety and Security survey – have been trending downwards (i.e., improving) over the past three years.

Twelve per cent of Londoners were very or quite worried about their personal security when using public transport in London across 2014, and 17 per cent recalled an incident which made them feel worried about their personal safety. These compare with average figures of around 12-15 per cent, and 18-23 per cent respectively in 2012, indicating clear improvement.

Within the headline figures, some groups of Londoners remain more likely to be affected than others: women, BAME Londoners, disabled Londoners and gay, lesbian and bisexual Londoners are the groups most likely to be generally worried, and to have experienced worrying incidents.

The most common cause of a worrying incident is threatening behaviour from other passengers. As the total level of worrying incidents has fallen, this factor is taking a greater share of all worrying incidents, suggesting that other causes of worry are being tackled more effectively. However, the volume of threatening behaviour is not in itself rising – 7% of Londoners have been worried by threatening behaviour in each of the last three years.

Encouragingly, the experience of a worrying incident is having an increasingly small impact on Londoners' use of forms of transport: in 2012 47 per cent said the experience of worrying incidents had not put them off using the form of transport, but this has now risen to 60 per cent in 2014.

Impact of fear on use of public transport

Concern about crime and anti-social behaviour is having an increasingly lower impact on extent to which Londoners avoid using public transport in the Capital. Over 2014 around 23 per cent said their frequency of use of the bus, Tube and train was affected 'a lot' by concerns about crime and anti-social behaviour, down from on average 27 per cent in 2013 and 29 per cent in 2012. The strongest improvements have been in travel after dark, and for bus use during the day.

Unwanted sexual behaviour

Across 2014, seven per cent of Londoners said they experienced unwanted sexual behaviour when using public transport – this has remained fairly consistent over the last three years. Women and younger Londoners (aged 16-24) are more likely than other groups to have experienced unwanted sexual behaviour. There is also evidence that gay, lesbian and bisexual Londoners are more likely to experience unwanted sexual behaviour than heterosexual/straight Londoners. The most commonly experienced incidents are staring and groping/touching.

The vast majority of incidents are not reported – just seven per cent of those experiencing an incident of unwanted sexual behaviour say they reported it in 2014. The main reasons for not reporting incidents are that victims do not view the incident as serious enough to report, they dealt with it themselves (for example by moving away), or that reporting the incident seems like too much hassle.

Attitudes towards policing and enforcement

While many areas of the survey have improved over the last three years, perceptions of policing and enforcement have shown some deterioration. At least half of Londoners still agree that police, TfL and other partners are tackling the crime and anti-social behaviour issues that matter on the Tube, bus and train but levels of agreement have trended downwards since 2012. This has been driven by the young (25-34s) and disabled Londoners. At the same time, the proportion of Londoners that believe penalty fares are well enforced has fallen this year to 44 per cent (on Tube and bus) and 45 per cent (on trains). Falls are driven mainly by women and young Londoners across all modes and by ABs in the case of Tube and train.

Background, objectives & methodology

Background

EOS is committed to improving safety and security of transport and travelling in London and consults residents through regular research. The research findings are used to identify key areas for improvement, and to measure how safety and security measures are perceived.

EOS's responsibilities are as follows:-

- Set the policies and priorities for policing services on and around the London transport system
- Undertake intelligence, analysis and research activities to identify and inform responses to community safety and network disruption issues
- Undertake activities to minimise fare evasion and ticket irregularities on buses
- Manage the 11-18 free travel schemes on London's buses
- Manage performance and evaluate policing and crime reduction activities
- Provide specialist crime and anti-social behaviour reduction advice
- Deliver crime and anti-social behaviour reduction projects and activities in partnership with the Police and other organisations
- Investigate and prosecute fare evaders and other offenders
- Coordinate and provide support for CCTV activities on the bus network
- Manage requests from the police and other law enforcement agencies for customer information and CCTV footage to address policing, national security and law enforcement issues affecting London

EOS also works in partnership with TfL's operational businesses and with education, media, marketing, planning, design, environment and the public realm teams to deliver appropriate services. They generally engage with staff and customers to create a safe and secure transport system.

Research objectives

The primary objectives of the research are to measure:

- Londoners' general levels of worry when using public transport in London and the incidence of worrying events experienced on the network
- Experiences of anti-social behaviour on different modes of transport
- The extent to which Londoners' travel frequency is affected by any concerns they have about crime and anti-social behaviour

Additional modules are added in the October surveys which look at:

- Awareness of the law and experiences of taxi touting
- Revenue protection

Methodology

1000 adult Londoners are interviewed every quarter by telephone. In this report we look at results from 2014 making comparisons with 2013 and 2012. Some questions are only asked in the October questionnaire and so results are shown for October 2014 compared with October 2013 and October 2012.

Throughout this report statistically significant differences are highlighted between 2014 and 2013.

Main findings

Deterrents to using public transport

Londoners were read a list of eleven things that could put them off using public transport in London more often and asked which ones applied to them.

Safety and security concerns, while important, are not top of the list of deterrents to using public transport more. They come behind things such as overcrowding, slow journey times, cost of tickets and unreliable services.

Three in ten Londoners (31%) are put off using public transport more by concerns about the anti-social behaviour of others and over a fifth (22%) are deterred by fear of crime **getting to and from and waiting for** buses and trains. 20% are deterred by fear of crime **on** buses/trains. One in six (17%) are deterred by knife crime specifically.

In 2014, the proportion of Londoners deterred by concerns over anti-social behaviour and fear of crime has reduced significantly compared to 2013.

Table 1 Deterrents to using public transport

	2012	2013	2014
Overcrowded services	55	55	57
Slow journey times	37	42	42
Cost of tickets	46	45	39 ↓
Unreliable services	36	40	37
Concern about anti-social behaviour of others	34	35	31 ↓
Dirty environment on the bus/ train	24	26	26
Fear of crime getting to and from and waiting for the bus/ train	25	27	22 ↓
Fear of crime on the bus/ train	23	25	20 ↓
Fear about knife crime	23	25	17 ↓
Dirty environment getting to the bus/ train	16	16	17
Fear of terrorist attack	12	13	13

Significance testing against 2013

SS4. I am going to read out a number of things that other people have said stops them from using public transport in London more often and I would like you to tell me whether or not each applies to you personally?

Base: All (2012 n=1,036; 2013 n=1,000; 2014 n=1,000)

General worry and incidence of worrying events in the last three months

There are two important measures that are trended over time in this study:-

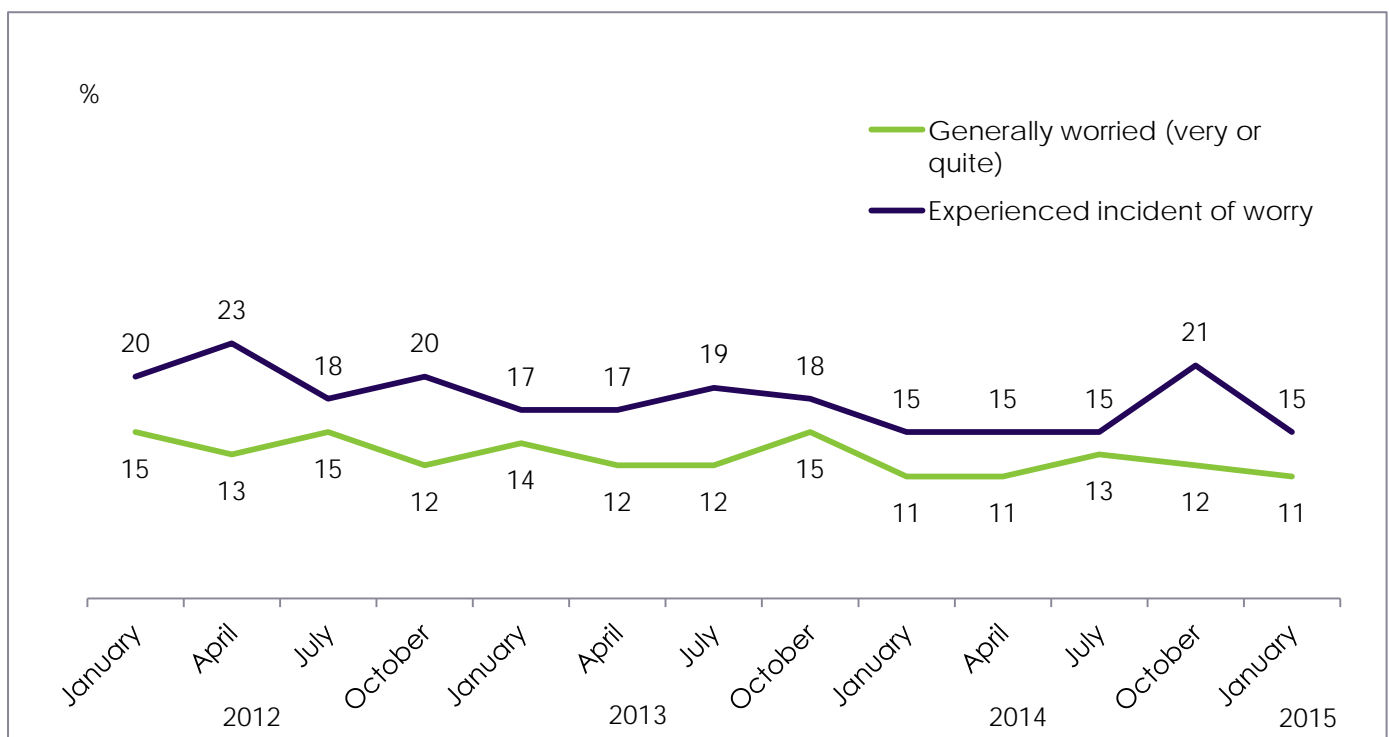
- General worry about personal security when using public transport in London
- Whether felt worried about personal security in the last 3 months when using public transport in London

Chart 2 below, tracks results for these over the past three years and shows that both trend lines are moving downwards (which is a positive result).

Eleven to thirteen per cent felt generally worried (very or quite worried) about their personal security when using public transport in London last year (2014) compared to 12-15 per cent in 2012.

Fifteen per cent had experienced a worrying event in the three months prior to being interviewed in 2014 (apart from an isolated spike in October) compared to between 18 and 23 per cent in 2012.

Chart 2 General worry and incidence of worrying events in the last three months



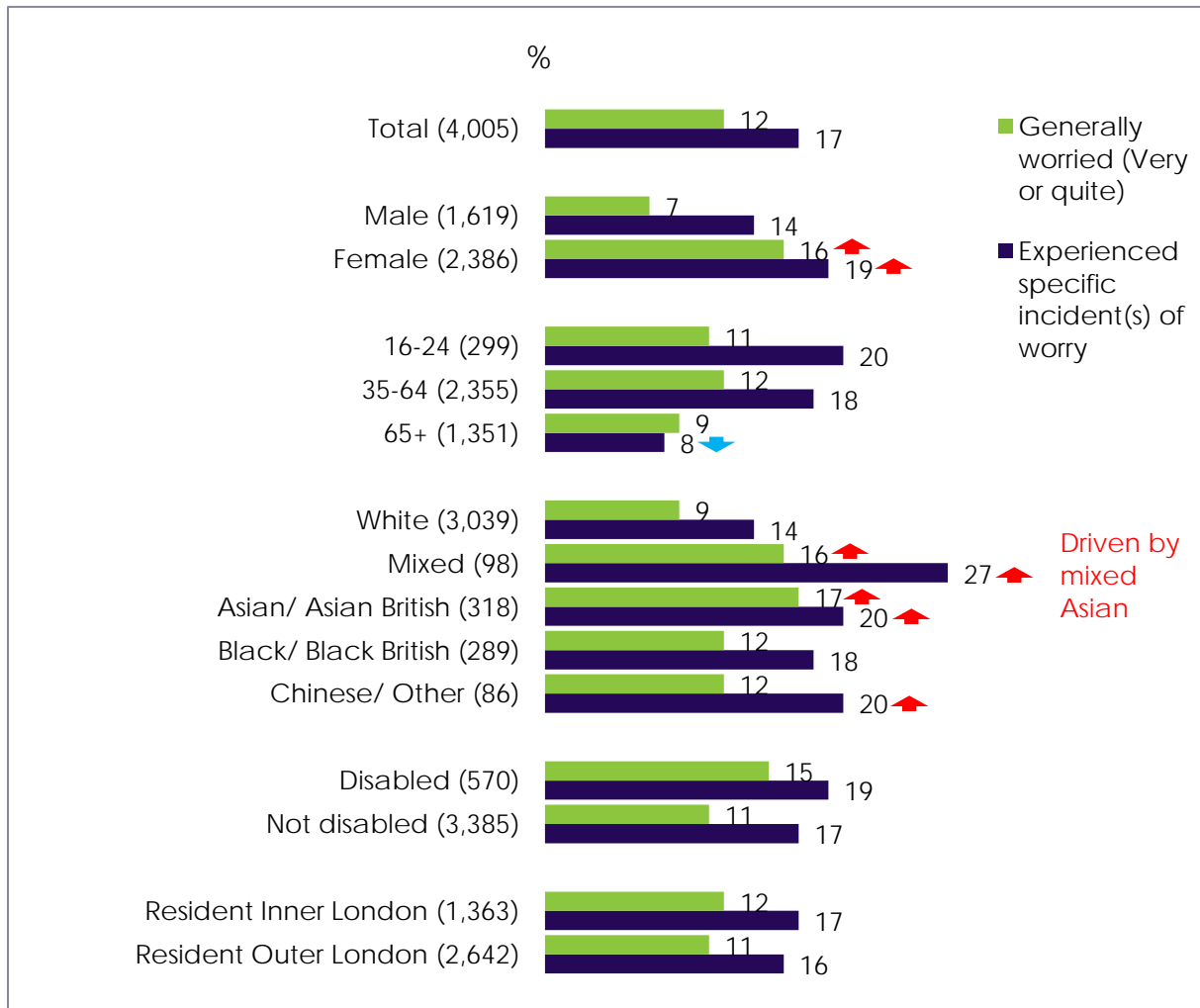
Q1. How worried are you about your personal security when using public transport in London?

Q3. In the last 3 months, have you ever felt worried about your personal security when using public transport in London?

Base: All (n=circa 1000 each wave)

Looking at results for general worry and the incidence of worrying events by demographic sub groups, we see that women and those from the mixed and Asian/Asian British ethnic groups have both significantly higher proportions being generally very or quite worried when using public transport and experienced a specific incident of worry in the last three months. There is a sub group within the mixed ethnic group which is driving up the results for this group and it is the mixed white and Asian group.

Chart 3 General worry and incidence of worrying event(s) by demographics



Significance testing against other demographic groups

Q1. How worried are you about your personal security when using public transport in London?

Q3. In the last 3 months, have you ever felt worried about your personal security when using public transport in London?

Base: All 2014 (n=4,005)

Experience and perceptions of anti-social behaviour

Almost all Londoners witnessed some form of anti-social behaviour on public transport in London in the three months prior to interview.




Noise, people eating hot food, pushing and shoving, littering and people taking up more than one seat are issues witnessed by at six in ten Londoners last year (all these anti-social behaviours were read out to respondents).

Fifty eight per cent saw someone drunk and 50 per cent saw someone drinking alcohol. Half (49%) witnessed children or youths behaving badly.

Half (49%) witnessed children or youths behaving badly and over four in ten witnessed someone shouting or swearing at other passengers (45%) or at staff (43%).

There are significant rises in 2014 for shouting and swearing at staff, bullying and smoking, compared to 2013 but back in line with 2012.

Table 4 Behaviours witnessed when using public transport in the last three months

	2012	2013	2014
Speaking loudly on a mobile phone	84	81	83
Listening to music loud enough that others can hear	77	71	73
Eating hot food	71	70	69
Pushing and shoving to get on or off the vehicle	64	64	65
Dropping litter on public transport	66	62	62
Taking up more than one seat	62	62	60
Being drunk on public transport	59	59	58
Not vacating priority seating	56	54	55
Drinking alcohol on public transport	50	50	50
Children/youths behaving badly on public transport	52	48	49
Begging	46	49	48
Shouting or swearing at other passengers	45	43	45
Shouting or swearing at the driver or other staff	43	38	43 
Not paying their fare	41	38	39
Bullying someone else	23	19	24 
Spitting on public transport	22	21	22
Smoking on public transport	12	10	13 
None of these	4	4	4

Significance testing against 2013

ASB4. Which of the following have you witnessed when using public transport in the last 3 months?

Base: All (2011 n=1,000; 2010 n=1,041; 2009 n=1,000)

Table 5 below rebases the incidences of anti-social behaviour on regular users (at least twice a week) of each mode to give a more comparable reading (since these groups are more likely to notice these behaviours if they are happening). Cells highlighted in the table show incidences of behaviours on modes which have been witnessed by more than half of regular users over the last 3 months in 2014. They are speaking loudly on mobile phones on buses and trains, people listening to loud music on the Underground and on buses, eating hot food on buses, pushing and shoving on the Underground and on buses, eating hot food on buses, pushing and shoving on the Underground and dropping litter, taking up more than one seat and shouting at staff on buses.

There have been significant increases on the Underground compared with 2013 for children/ youths behaving badly, shouting and swearing at other passengers and smoking. On buses, there have been significant increases for speaking loudly on mobile phones and pushing and shoving. On the plus side, there have been significant decreases for begging on the Underground and taking up more than one seat on trains.

Table 5 Behaviours witnessed when using public transport in the last three months (2014)

	%		
	Tube	Bus	Train
Frequent users (at least twice a week) of each mode	352	568	232
Speaking loudly on a mobile phone	33	78 ↑	51
Listening to music loud enough that others can hear	51	58	48
Eating hot food	42	53	42
Pushing and shoving to get on or off the vehicle	51	49 ↑	32
Dropping litter on public transport	39	51	34
Taking up more than one seat	26	57	32 ↓
Being drunk on public transport	41	40	38
Not vacating priority seating	38	46	18
Drinking alcohol on public transport	37	31	40
Children/youths behaving badly on public transport	17 ↑	49	10
Begging	40 ↓	13	30
Shouting or swearing at other passengers	22 ↑	41	16
Shouting or swearing at the driver or other staff	7	52	7
Not paying their fare	14	34	20
Bullying someone else	11	23	8
Spitting on public transport	12	15	9
Smoking on public transport	6 ↑	8	6

Highlighted cells indicate incidences greater than 50%

Arrows indicate significantly higher or lower incidences than recorded in 2013

ASB4. Which of the following have you witnessed when using public transport in the last 3 months?
 ASB5b: On which mode of transport was it?

Base: All Frequent users of Tube, bus and train (2014)

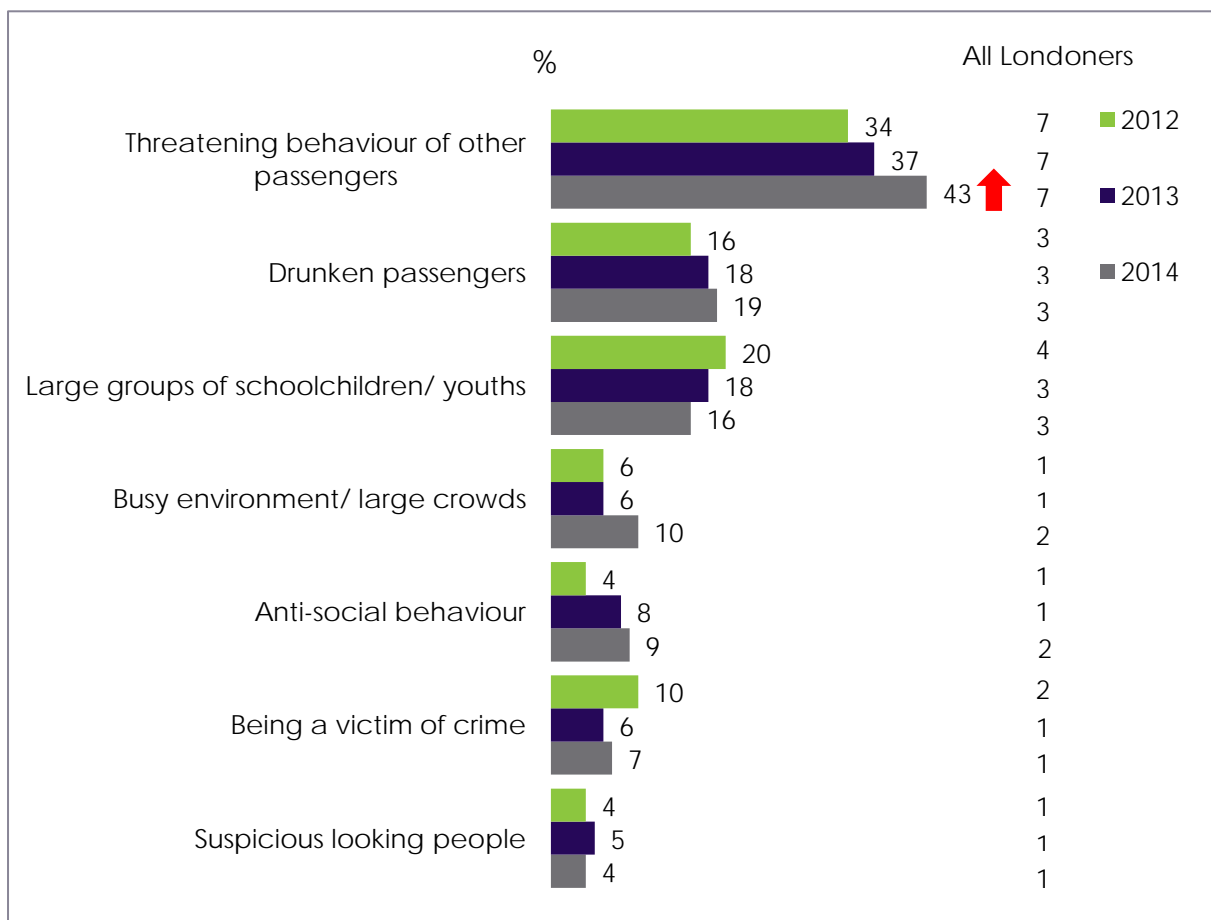
Last worrying incident

Of those experiencing a worrying event in the last three months, most commonly this is the threatening behaviour of other passengers. Forty three per cent experienced this in 2014 which has been rising significantly year-on-year since 2012. One in five were worried about drunk people last year, one in six about large groups of school children/youths, one in ten about large crowds of people and another one in ten about anti-social behaviour.

We have rebased these results on the base of all Londoners (shown in the column on the right). This reveals that while the incidence of threatening behaviour has increased amongst those who have experienced a worrying event, this has in fact remained stable at 7 per cent of all Londoners between 2012 and 2014.

Worrying incidents caused by large groups of school children/youths declined from 4% in 2012 to 3% in 2013 and the fear of being a victim of crime also declined from 2% in 2012 to 1% in 2013. Encountering worryingly large crowds and anti-social behaviour doubled from 1% in 2013 to 2% in 2014.

Chart 6 Last worrying incident



Significance testing against the previous year

Q3g. What made you feel worried (on the last occasion)?

Base: All who have felt worried in the last three months (2012 n=747; 2013 n=630; 2014 n=549)

Certain worrying events are more likely to have been experienced by some groups of Londoners than others in 2014.

White Londoners are significantly more likely to have experienced drunk people (23%) than BAME Londoners (15%).

Men more likely to have been affected by large groups of kids/youths than women (20% compared to 13%).

The middle age group (25-64) were more likely to have experienced anti-social behaviour than 16-24s and 65+ (11% compared to 7% and 3% respectively).

Bus users were more likely to have experienced threatening behaviour and large groups of kids/youths and Tube users were more likely to have experienced drunk people.

Table 7 Last worrying incident

	%	All	M	F	16-24	25-64	65+	White	BAME	Bus	Tube	Train
Base		549	186	363	63	375	111	363	160	259	173	101
Threatening behaviour	43	44	42	43	44	30	43	42	48	35	44	
Drunken passengers	19	18	20	20	20	16	23	15	16	25	20	
Large groups kids/ youths	16	20	13	14	16	13	15	16	21	9	13	
Busy environment/ crowds	10	10	10	11	10	9	11	10	12	9	5	
Anti-social behaviour	9	11	8	7	11	3	8	10	11	8	7	
Being a victim of crime	7	8	6	6	7	8	7	7	7	7	5	
Suspicious looking people	4	3	5	7	7	5	4	4	4	6	3	

Highlighted cells indicate incidences significantly greater than for the other group(s) in that breakdown

Q3g. What made you feel worried (on the last occasion)?

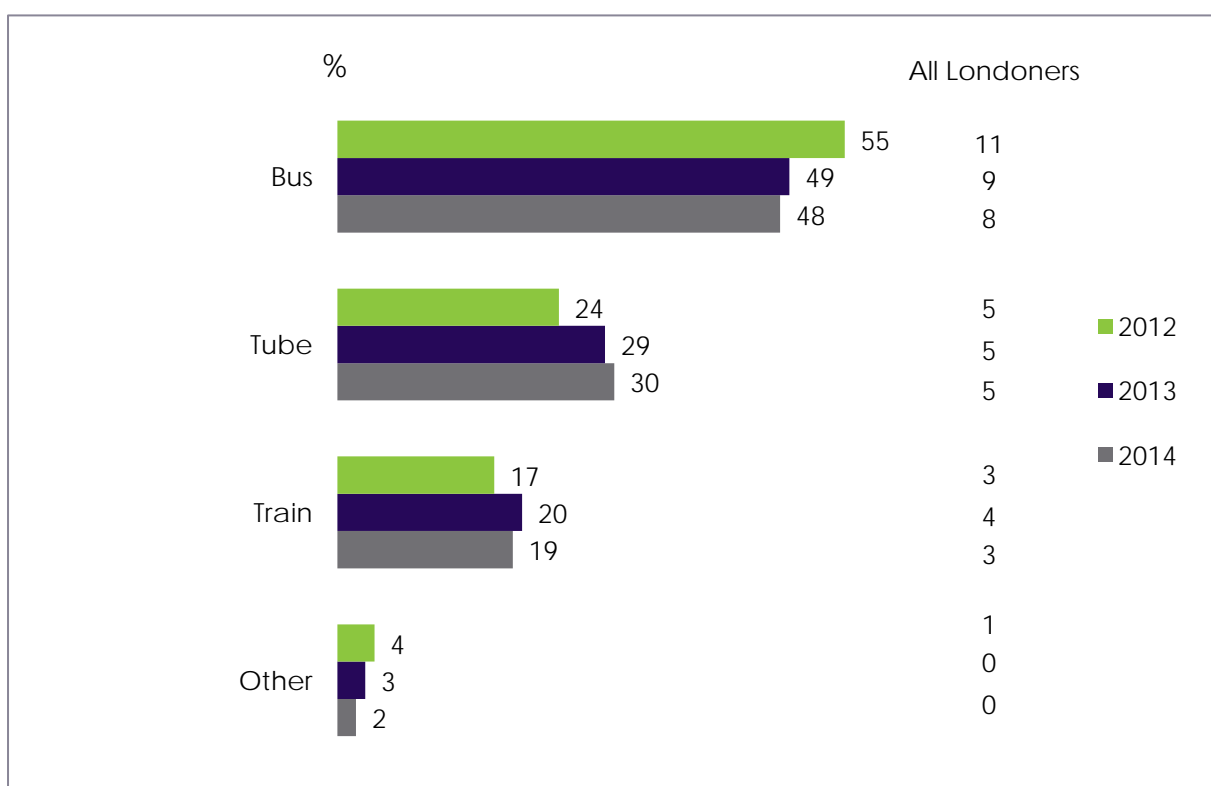
Base: All who have felt worried in the last three months (2014 n=549)

As with anti-social behaviour, buses is the mode on which worrying events are most likely to occur. Half of those experiencing a worrying event in the last three months experienced this on a bus last year, three in ten on the underground and one in five on a train.

The share of worrying events across modes has fallen for bus and increased for the Tube over the last three years.

Based on all Londoners, it has also fallen for bus but remains unchanged for the Tube (column on the right).

Chart 8 Mode on which last worrying incident occurred



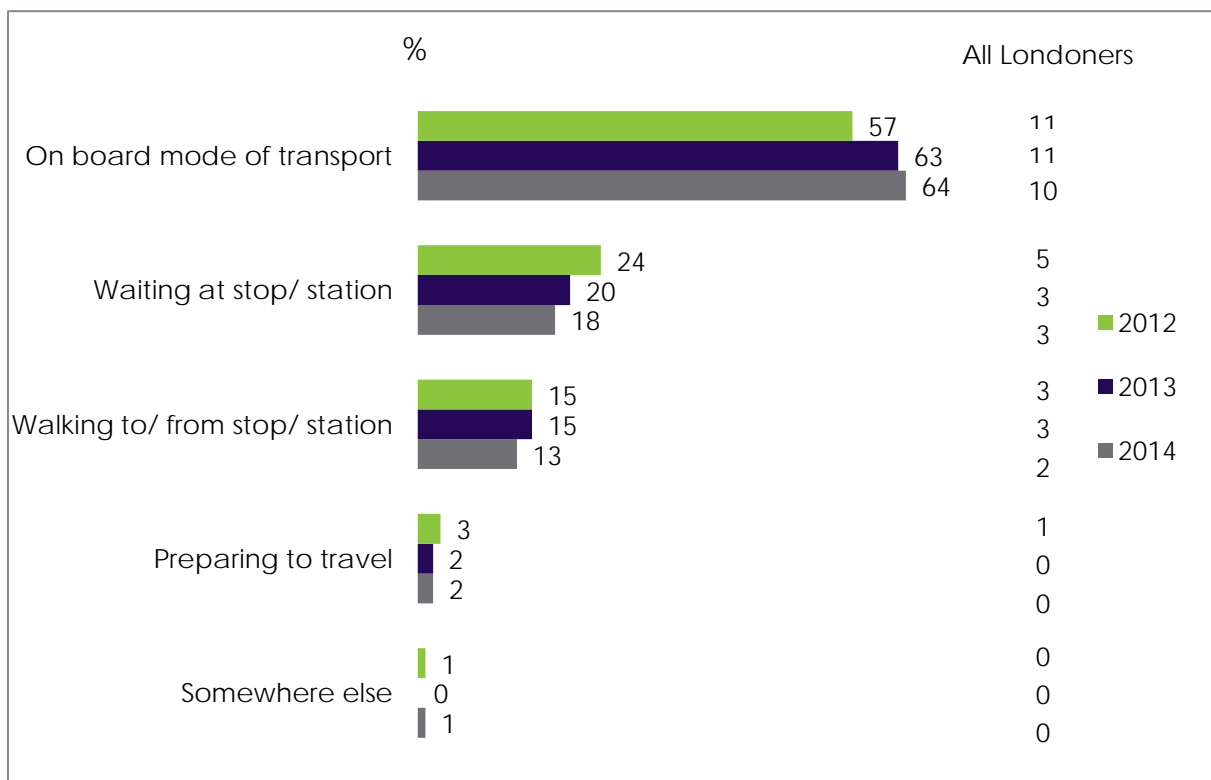
Q3di. What mode of transport were you using (or planning to use) when you felt like this?

Base: All who have felt worried in the last three months (2012 n=747; 2013 n=630; 2014 n=549)

By stage of journey, approaching two thirds (64%) experienced the last worrying event on board the mode of transport last year. One in six (18%) experienced the event while waiting at a stop or station and one in eight (13%) while walking to or from a stop or station. The share of recent worrying events by stage of journey has been rising over the last three years for on board the mode and falling for waiting at stops or stations.

Based on all Londoners, the incidence of worrying events at different stages of the journey has remained quite stable.

Chart 9 Stage of journey at which last worrying incident occurred



Q3e. Were you walking to/ from a stop/ station, waiting at a stop/ station, on board this mode of transport, preparing to travel or somewhere else?

Base: All who have felt worried in the last three months (2012 n=747; 2013 n=630; 2014 n=549)

It is interesting to note that while most worrying events occur on board the mode of transport, when we ask Londoners where they are more likely to worry about their personal security, walking to and from stops or stations and waiting at stops or stations are the most worrying stages of the journey.

It is most likely to be isolation, especially after dark that explains why general worry is higher for walking to and from stops and stations and for waiting at stops and stations. Incidents are largely caused by other people so the greater share for **on board** for actual incidents which occurred is not surprising as people are more clustered together on board.

Table 10 Where most likely to feel general worry

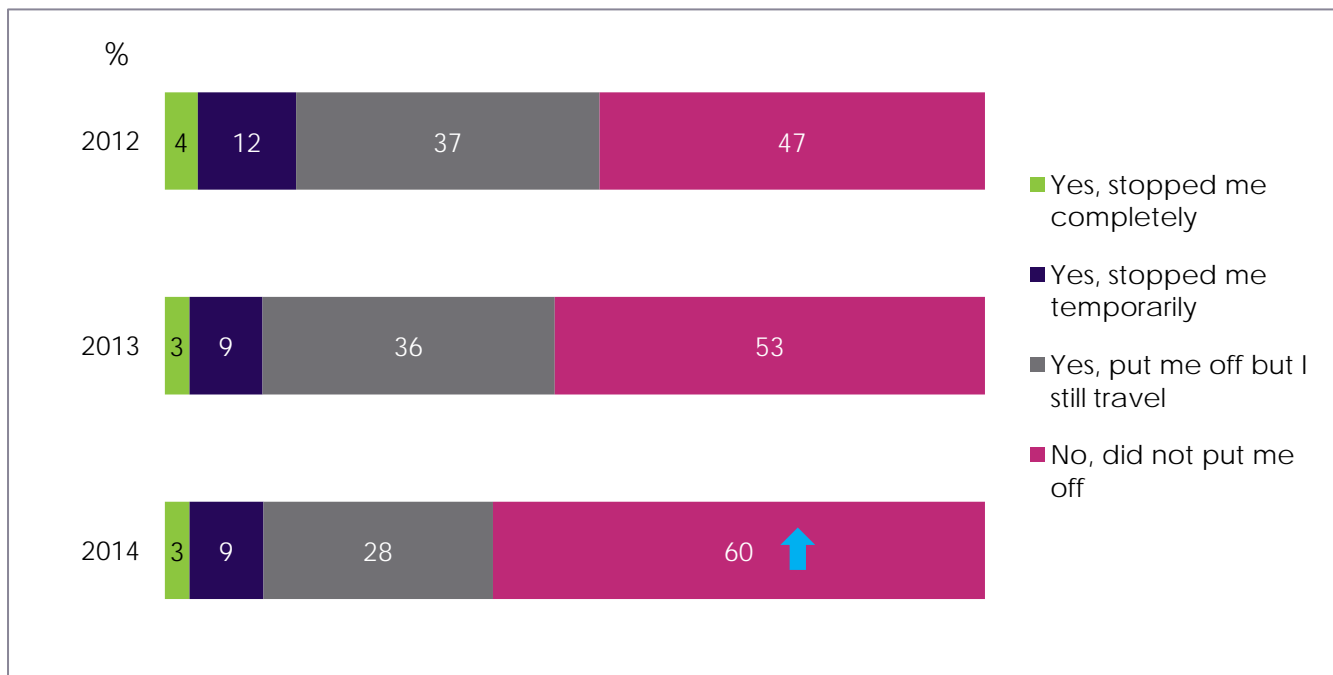
%	2012	2013	2014
Walking to/ from stop/ station	22	23	25
Waiting at stop/ station	23	20	21
On board mode of transport	16	15	17
Depends/ varies	30	32	23
Don't know	9	10	13

Q1a1. At which point on your journey on public transport are you most likely to worry about your personal security?

Base: All (2012 n=4,064; 2013 n=4,122; 2014 n=4,005)

In 2014, the majority (60%) were not put off using the mode of transport on which the worrying incident occurred. Only three per cent were put off using the mode altogether and nine per cent were put off using it temporarily. The proportion not put off at all by recent worrying incidents has risen steadily each year from 2012 to 2014.

Chart 11 Impact of last worrying incident on future use of mode



Significance testing against 2013

Q3gi. Did this worry put you off using this mode of transport again?

Base: All who have felt worried in the last three months (2012 n=747; 2013 n=630; 2014 n=549)

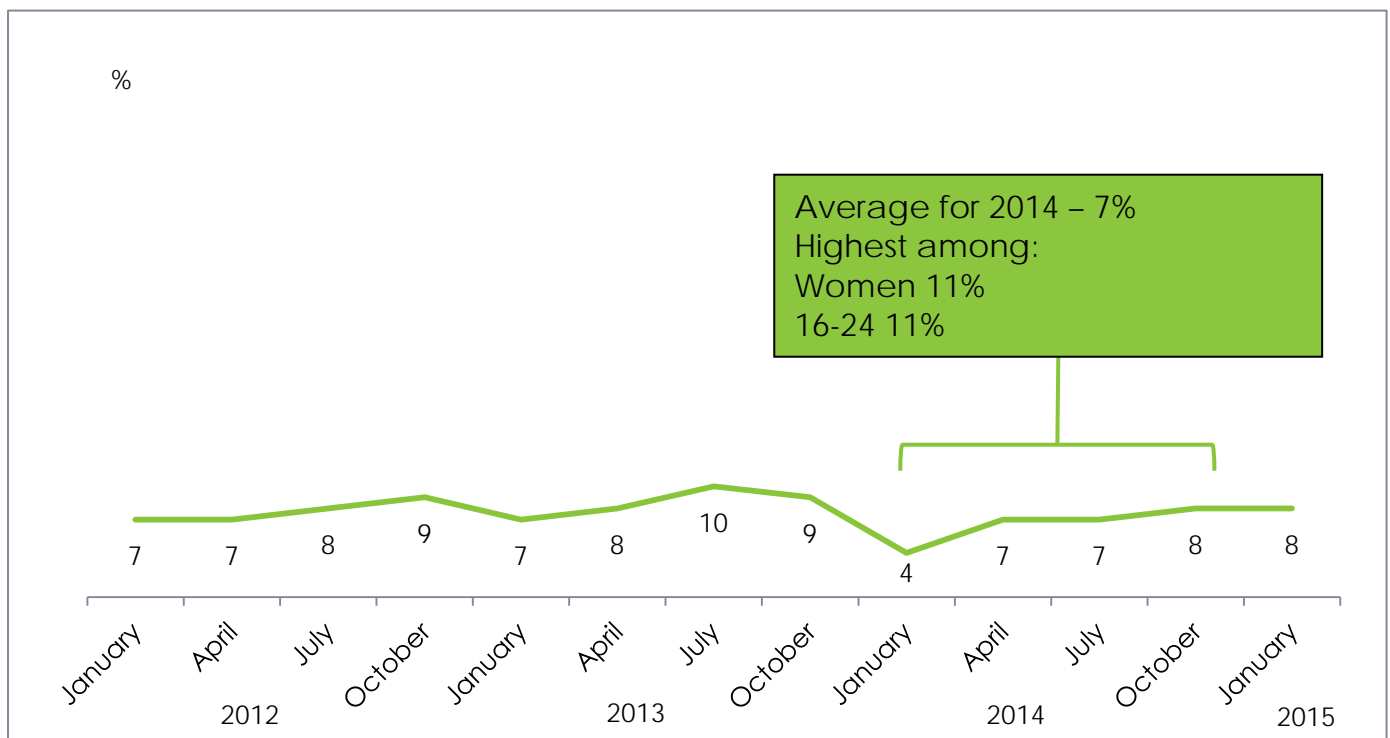
Unwanted sexual behaviour

This section deals with the sensitive subject of unwanted sexual behaviour. Respondents were informed in advance about the nature of the questions to follow and given the opportunity to decline to answer this section. Over the last three years of the tracking study, 79 per cent on average have been happy to answer this section.

Based on this sub sample, the proportion of Londoners who have experienced unwanted sexual behaviour in the last 12 months has fluctuated between four per cent and 10 per cent over the last three years and has remained at a fairly stable level, not showing any long term increase or decrease.

Looking at results for 2014 combined, women (11%) and 16-24 year olds (11%) are significantly more likely to have experienced unwanted sexual behaviour.

Chart 12 Experience of unwanted sexual behaviour

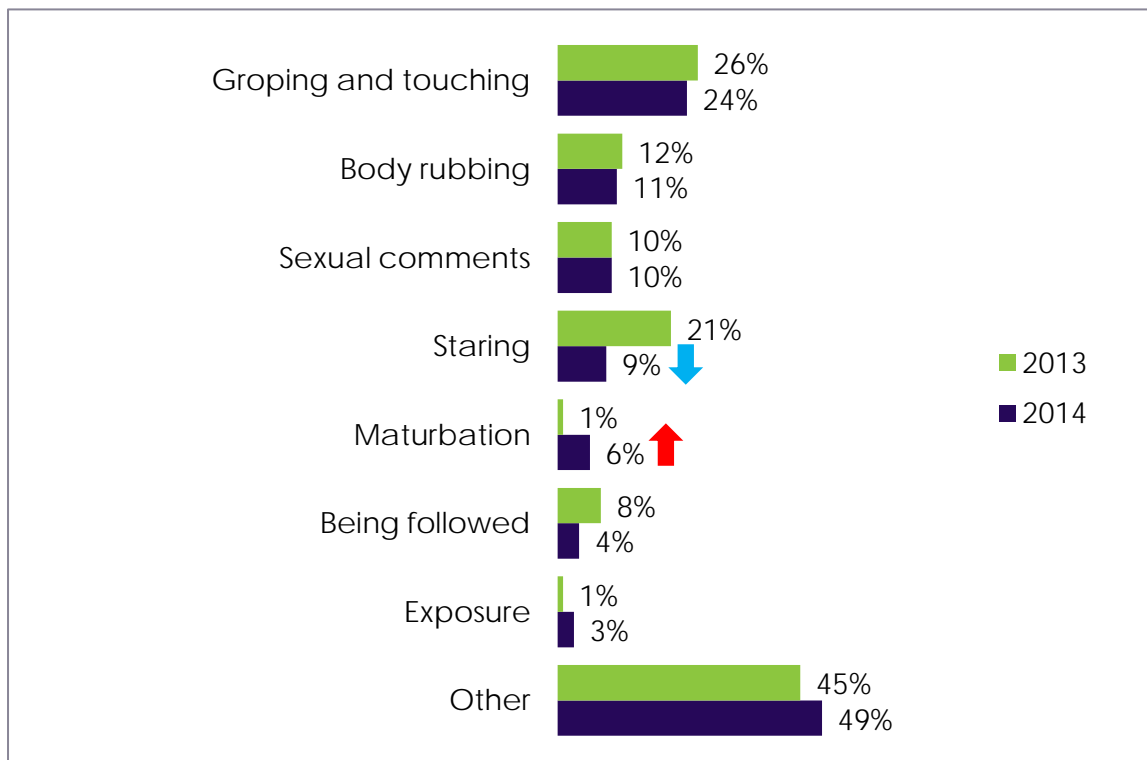


SH1. In the last 12 months have you experienced any unwanted sexual behaviour including sexual harassment or sexual assault while travelling on, waiting for or heading to or from public transport in London?

Base: All willing to answer questions on sexual harassment (n=circa 800 per wave)

Among those experiencing unwanted sexual behaviour, the most common incidents in 2013 and 2014 were groping and touching, body rubbing, sexual comments and staring. Approaching half had difficulty describing the incident in detail preferring to explain it in general terms which explains the high incidence for 'Other'.

Chart 13 Nature of unwanted sexual behaviour experienced



2012 not shown as categorisation was different

SH3. Please describe what you experienced

Base: All who have experienced unwanted sexual behaviour (2013 n=218; 2014 n=144)

Incidents of unwanted sexual behaviour are most likely to take place on the mode of transport (73% in 2014).

Table 14 Where unwanted sexual behaviour was experienced

%	2012	2013	2014
On public transport	75	68	73
Whilst travelling to/ from public transport	22	26	17
Whilst waiting for public transport	35	30	30



Source: SH4a. Have you experienced this ... ?

Base: All who have experienced unwanted sexual behaviour (2012 n=193; 2013 n=214; 2014 n=144)

These incidents are slightly more likely to occur on buses than on the Underground. They are not so likely to take place on trains.

Table 15 Mode on which unwanted sexual behaviour was experienced

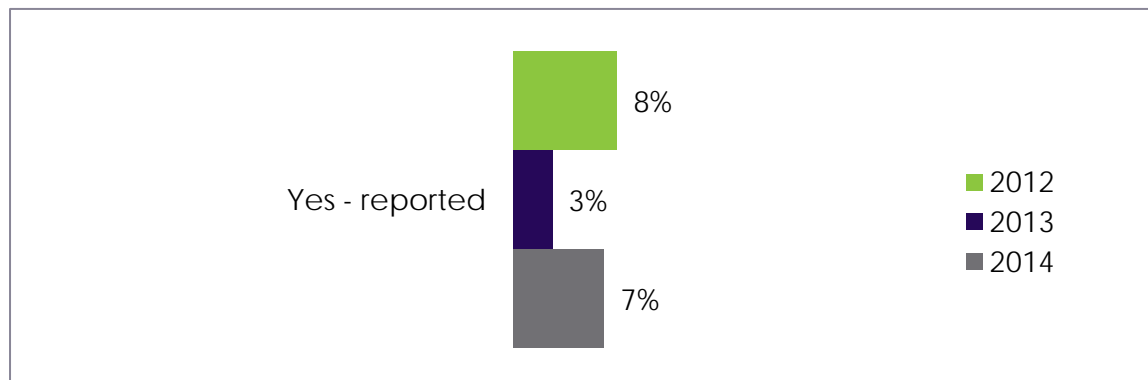
%	2012	2013	2014
Bus	51	52	47
Underground	46	42	45
Train	19	20	16
Other	7	2	5

Source: SH5. On which mode(s) of transport did this occur?

Base: All who have experienced unwanted sexual behaviour on public transport (2012 n=116; 2013 n=150; 2014 n=109)

The proportion of victims reporting incidents of unwanted sexual behaviour remains low (3-8 per cent over the last three years).

Chart 16 Whether reported incident(s)

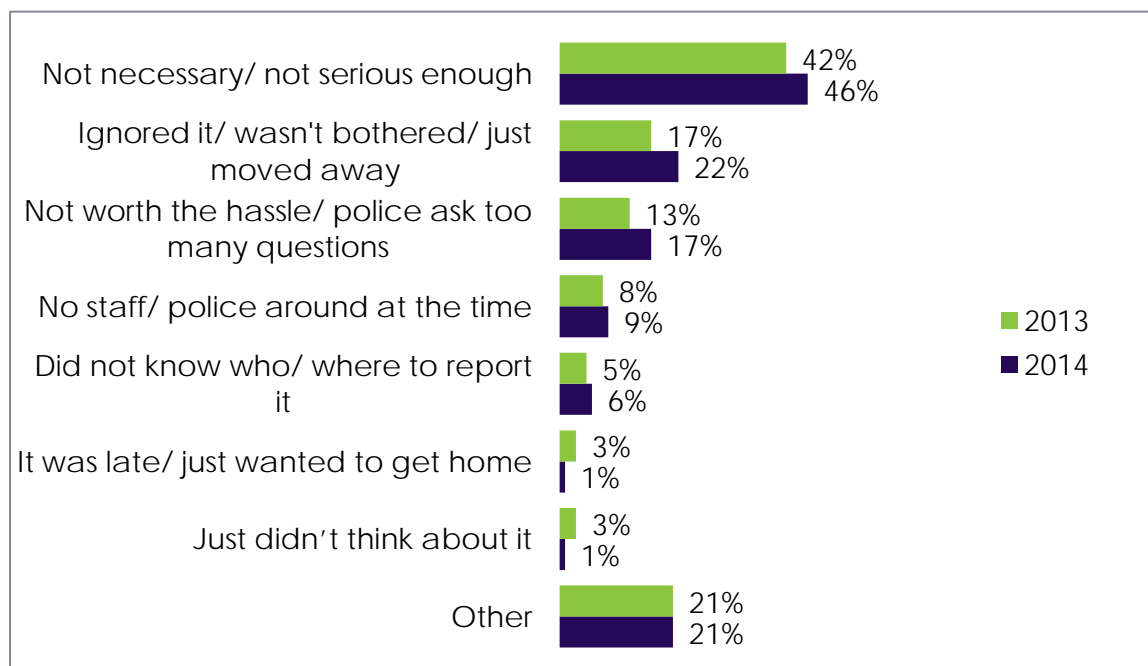


SH7. Did you report this to anyone?

Base: All who have experienced/ witnessed unwanted sexual behaviour (2012 n=208; 2013 n=218; 2014 n=144)

The main reasons for not reporting incidents of unwanted sexual behaviour are that the victim did not consider it to be serious enough (46% in 2014), they dealt with it themselves by ignoring it/ moving away/ not letting it bother them (22%) or they felt that it did not warrant the bother of reporting it (17%). 9 per cent could not find any staff or police to report it to and 6 per cent did not know who to report it to.

Chart 17 Reasons not reported



2012 not shown as categorisation was different

SH9. Why didn't you report the incident(s)?

Base: All who have experienced/ witnessed unwanted sexual behaviour and did not report it (2013 n=206; 2014 n=133)

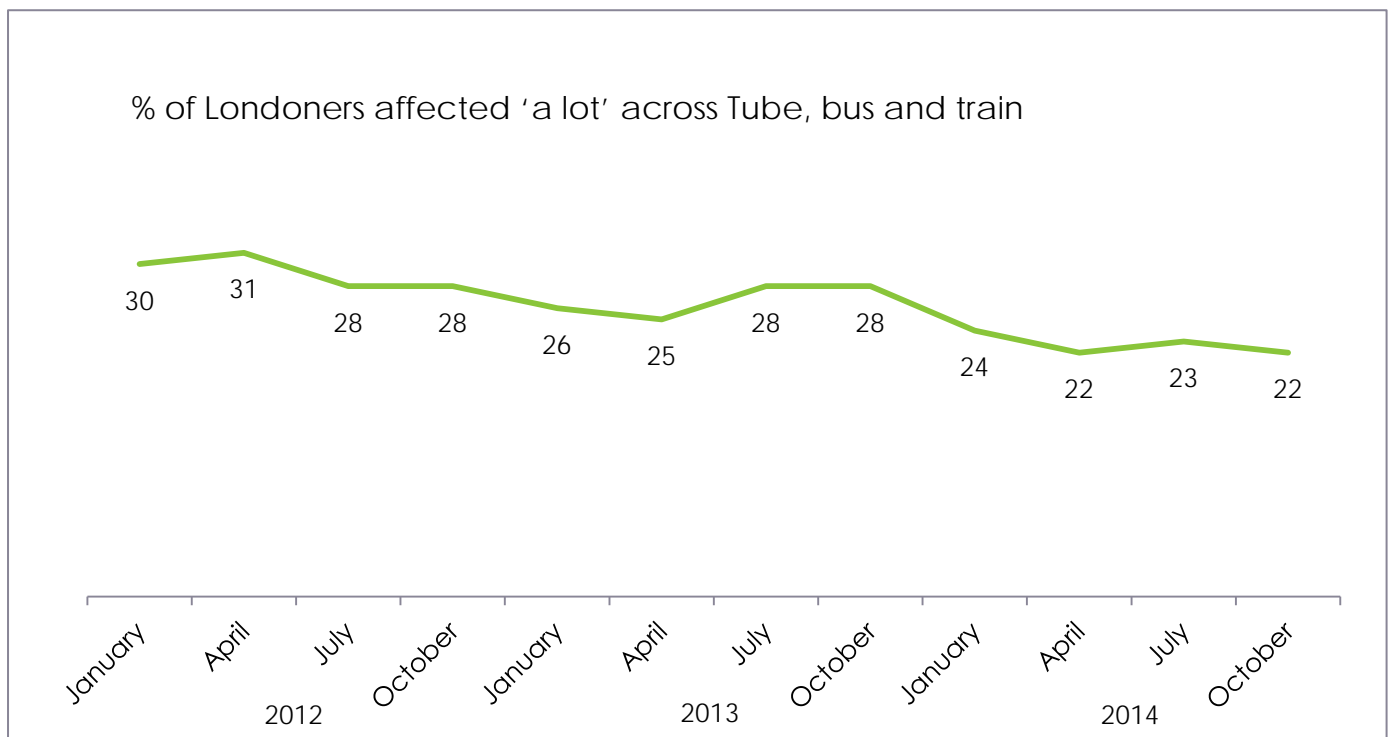
(2013)

Impact of concerns about crime and anti-social behaviour

Londoners were asked whether concerns about safety from crime and anti-social behaviour affect the frequency with which they travel by Tube, bus and train during the day and at night.

The impact of concerns about crime and anti-social behaviour on frequency of use of public transport in London has been steadily falling for the last few years. In 2014 on average 23 per cent of Londoners were affected 'a lot', down from levels of around 27 per cent in 2013 and 29 per cent in 2012.

Chart 18 Impact of concerns about crime and anti-social behaviour on frequency of transport use



SSCRIME. Do concerns about safety from crime or anti-social behaviour affect the frequency with which you travel by during the day/ at night?

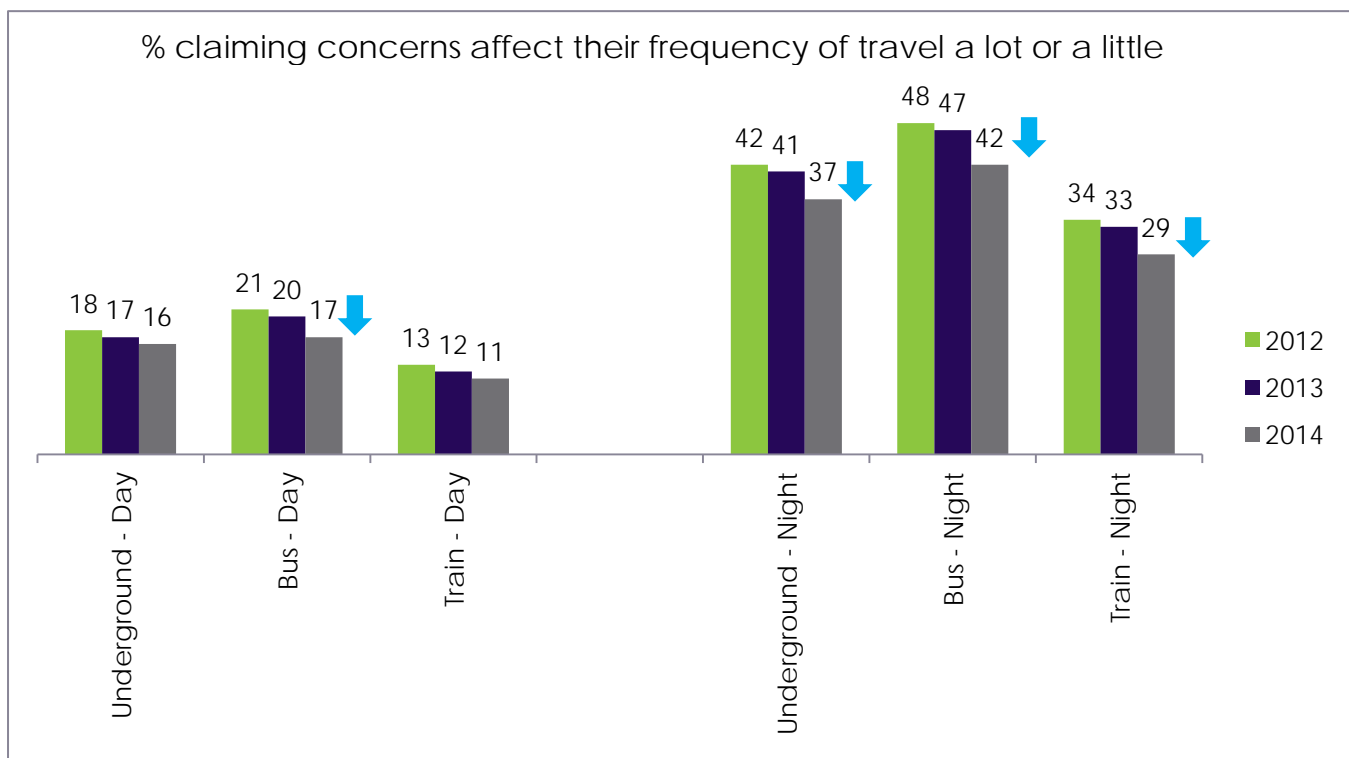
Base: All (n=circa 1000 each wave)

The impact of fear of crime on usage of transport modes is greatest at night and for buses and the Underground. In 2014, 42 per cent of Londoners claimed that the frequency with which they use buses at night was affected a lot or a little. Fear of crime had an impact on 37% in the case of Underground travel at night and 29% in the case of rail travel at night.

The impact of fear of crime and anti-social behaviour on usage of travel modes by day is much lower (between 11% and 17% are affected).

Fear of crime's impact on travel frequency has been lessening over the past three years, especially for travel at night. Falls between 2013 and 2014 are driven mainly by women, BAME Londoners and C2DE.

Chart 19 Impact of concerns about crime and antisocial behaviour on frequency of transport use



Significance testing against 2013

SSCRIME. Do concerns about safety from crime or anti-social behaviour affect the frequency with which you travel by during the day/ at night?

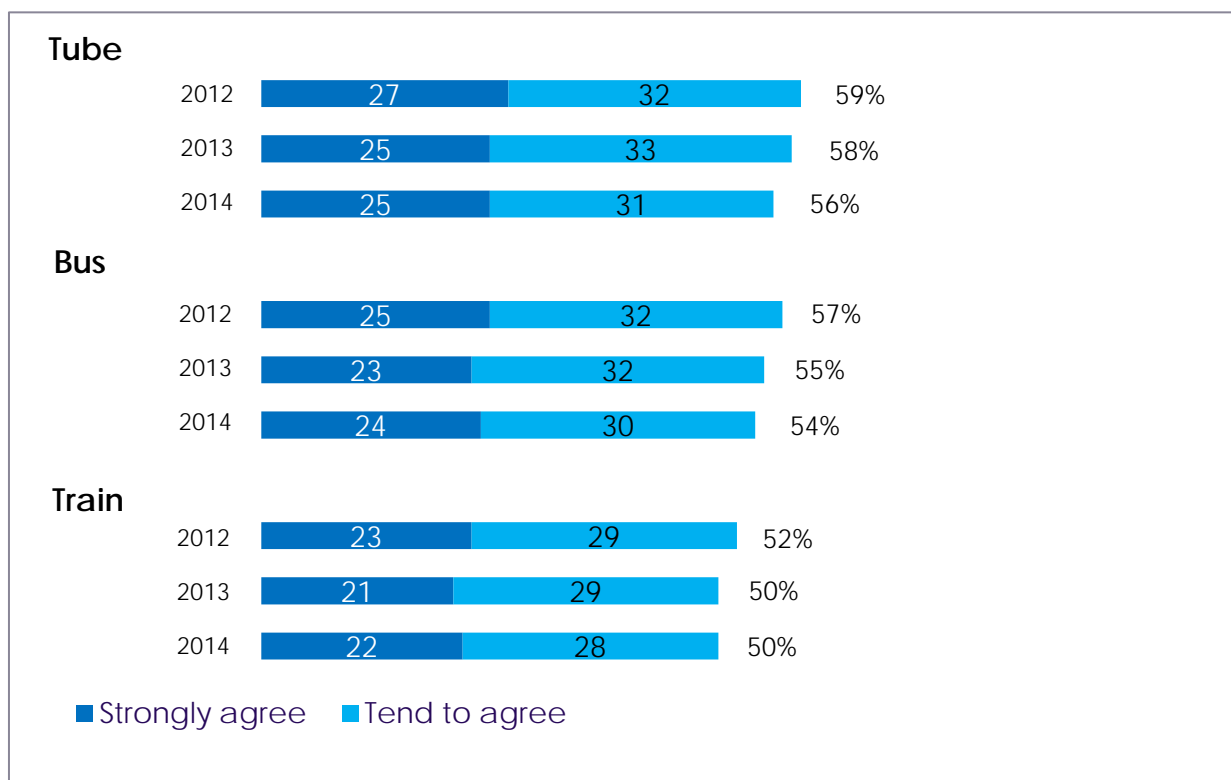
Base: All (2012 n=4,064; 2013 n=4,122; 2014 n=4,005)

Police / TfL response to crime and anti-social behaviour

56 per cent of Londoners agree that the police, TfL and other partners are dealing with the crime and anti-social behaviour issues that matter on the Underground, 54% in the case of buses and 50% in the case of trains in 2014.

Agreement that the authorities are doing something to combat crime and anti-social behaviour has declined marginally year on year for all modes. Looking at changes from 2012 to 2014 for buses, groups showing the largest declines in the case of buses are disabled people (down nine per cent) and 25-34 year olds (down five per cent).

Chart 20 Perceptions of police/TfL response to crime and anti-social behaviour on public transport



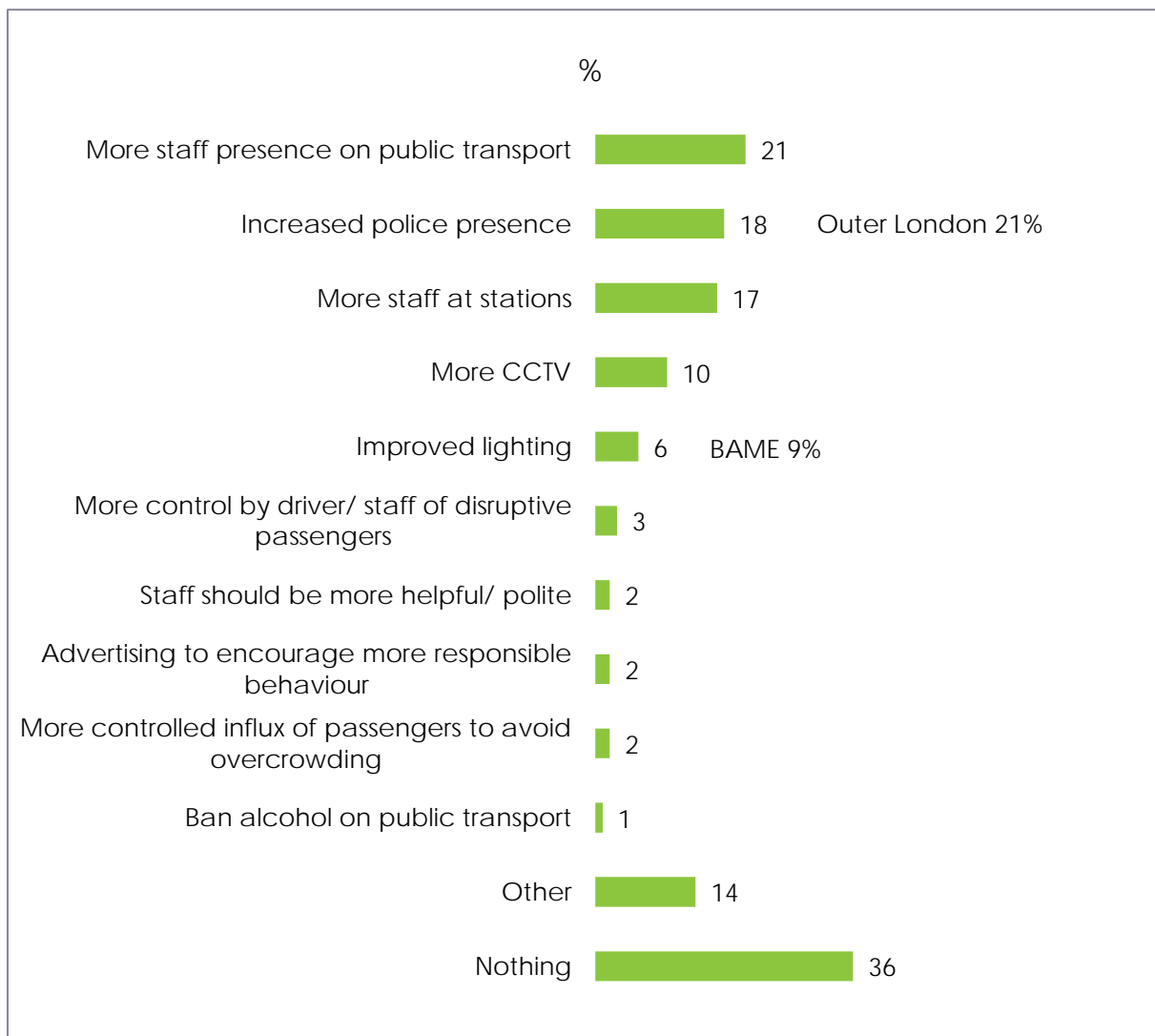
Significance testing against 2013

PRLOND1. How much would you agree or disagree that the police, TfL and other partners are dealing with the anti-social behaviour and crime issues that matter on [MODE OF TRANSPORT] in London?

Base: All (2012 n=4,064; 2013 n=4,122; 2014 n=4,005)

The main suggestions for TfL from Londoners who have felt worried in the last three months are for more staff and police on public transport and at stations and for more CCTV. The pattern of response is very consistent across demographic groups. Outer London residents were significantly more likely to suggest increased police presence (21% compared to 13% of Inner London residents) and BAME Londoners were significantly more likely to suggest improved lighting (nine per cent compared to three per cent of White Londoners).

Chart 21 Suggestions for TfL (2014)



Q3I. What could TfL have done in the situation to help you feel safer?

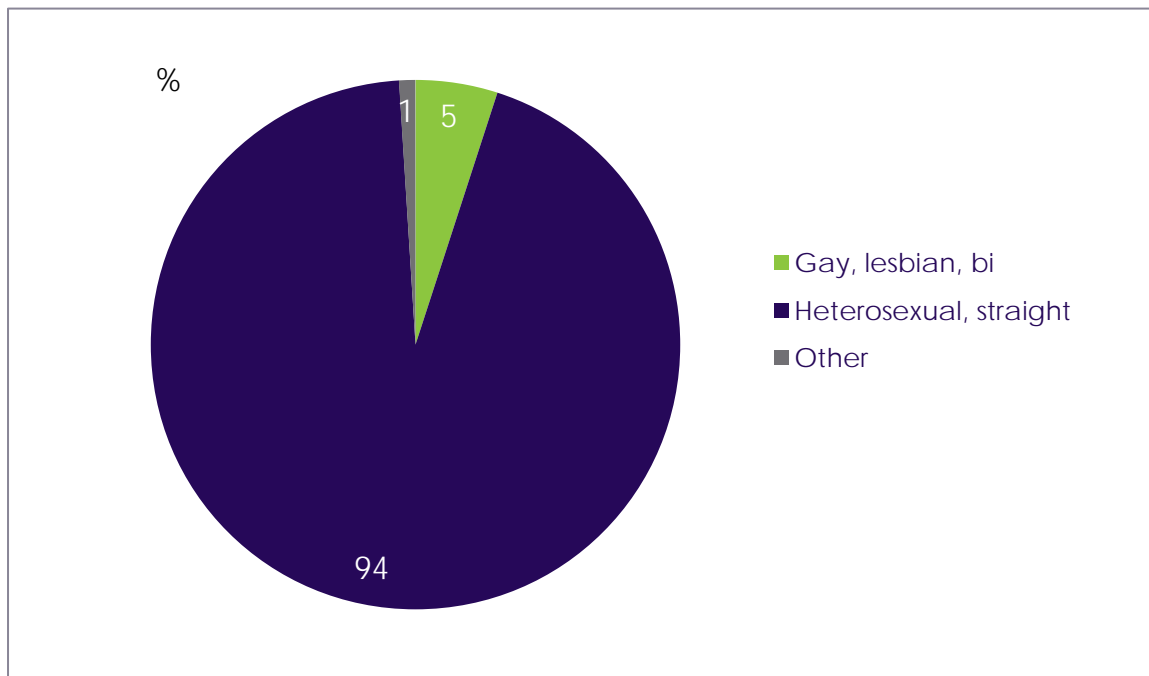
Base: All who have felt worried in the last three months (2014 n=549)

Sexuality and fear of crime on public transport

During the October 2014 wave, a question was added to the survey which captured the respondent's sexual orientation. The question is an official ONS question and has been thoroughly tested and is answered by 91 per cent. We now have a wave and a half's worth of data and can take an early look at what differences there are between gay, lesbian and bisexual people and heterosexual/ straight people on some key metrics.

Since the question was introduced, we have five per cent describing themselves as gay, lesbian or bisexual, which is in line with ONS data.

Chart 22 Sexual orientation



QSEXID. I will now read out a list of terms people sometimes use to describe themselves? As I read the list again please say 'yes' when you hear the option that best describes how you think of yourself.

Base: All answering excluding refusals (Oct 2014 – Jan 2015 n=1697)

Gay, lesbian and bisexual people are significantly more likely to have experienced a worrying incident on public transport in the last 3 months and to have experienced unwanted sexual behaviour in the last 12 months, even with a fairly low base of 53. We will be looking in more detail at differences as the base increases over time.

Table 23 Key metrics by sexual orientation

%	Gay, lesbian, bi	Heterosexual, straight
Generally worried (very or quite) about personal security when using public transport in London	16	11
Experienced a specific incident of worry in the last 3 months	29 	16
Experienced unwanted sexual behaviour in the last 12 months	25 	7

Q1. How worried are you about your personal security when using public transport in London?

Q3. In the last 3 months, have you ever felt worried about your personal security when using public transport in London?

SH1. In the last 12 months have you experienced any unwanted sexual behaviour including sexual harassment or sexual assault while travelling on, waiting for or heading to or from public transport in London?

Base: All answering excluding refusals (Oct 2014 – Jan 2015 Gay, lesbian, bi n=53; heterosexual, straight n=1,442)

Fear of crime affects the frequency with which gay, lesbian and bisexual people use buses and trains at night to a significantly greater extent than it does heterosexual/straight people. 57% of gay, lesbian and bisexual people have their bus usage at night affected and 45% have their train usage at night affected (compared to 43% and 30% of heterosexual/straight people respectively).

Table 24 Impact of concerns about crime and antisocial behaviour on frequency of transport use by sexual orientation

% claiming concerns affect their frequency of travel a lot or a little	Gay, lesbian, bi	Heterosexual, straight
Underground during the day	20	17
Bus during the day	23	20
Train during the day	14	12
Underground at night	43	37
Bus at night	57 	43
Train at night	45 	30

SSCRIME. Do concerns about safety from crime or anti-social behaviour affect the frequency with which you travel by during the day/ at night?

Base: All answering excluding refusals (Oct 2014 – Jan 2015 Gay, lesbian, bi n=53; heterosexual, straight n=1,442)

Taxi touting

Two thirds (66%) of Londoners were aware that minicab drivers are breaking the law by touting in 2014. This is marginally higher than for 2013 and 2012, driven mainly by white Londoners (awareness up from 69% in 2013 to 75% in 2014) and inner London residents (up from 61% to 70%).

BAME Londoners (52%) and 16-34 year olds (57%) have lower levels of awareness of the law regarding taxi touting. Women (60%) are less aware than men (73%).

Table 25 Awareness that minicab drivers are breaking the law by touting

%	2012	2013	2014
2014 base sizes shown			
Total (986)	64	63	66
Male (400)	70	67	73
Female (586)	57	59	60
16-24 (75)	40	49	53
25-34 (76)	55	58	57
35-44 (121)	67	63	71
45-54 (177)	78	70	72
55-64 (194)	77	74	82
65+ (343)	71	70	73
White (746)	69	69	75
BAME (202)	50	49	52
Inner London (350)	65	61	70
Outer London (636)	62	64	64



Significance testing against October 2013

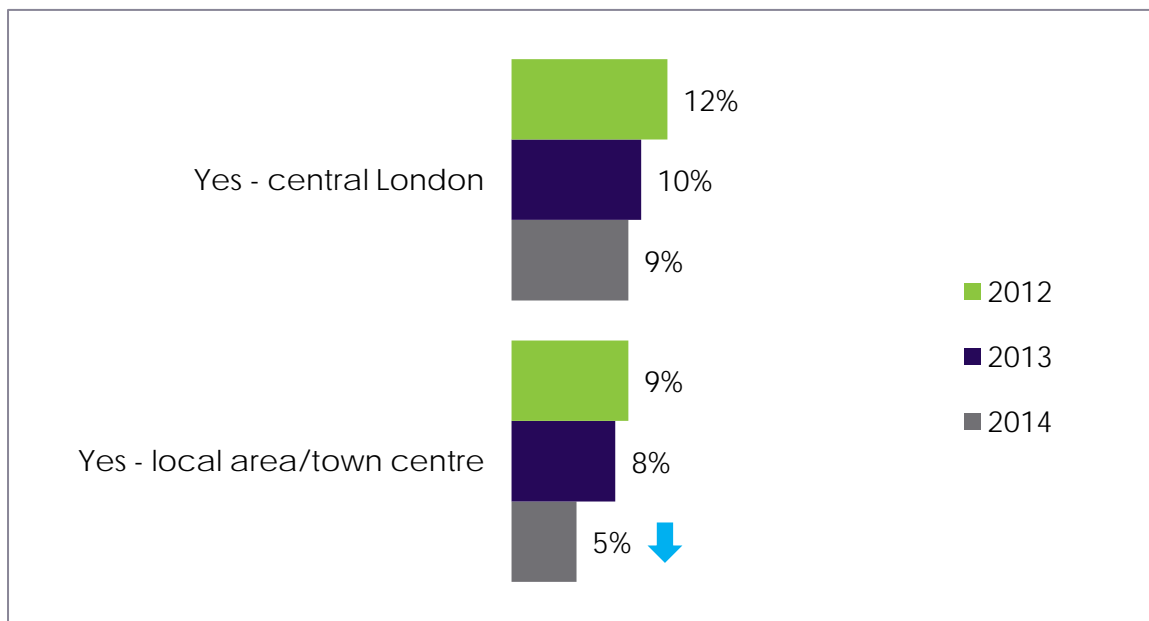
T1 Only black cab drivers can pick up passengers in the street or at ranks. Minicab drivers are breaking the law if they pick up passengers unless they have booked either in person or over the phone. In these circumstances it is the driver not the passenger who is committing the offence. Were you aware of this?

Base: All except taxi & minicab company employees (2014 base sizes shown in table)

In 2014, nine per cent of Londoners were approached by a taxi or minicab service in central London in the three months prior to being interviewed and five per cent were approached in their local area/ town centre.

The incidence of being approached by taxis touting their services has declined over the last three years both in central London and in local neighbourhoods, significantly in the case of local neighbourhoods between 2013 and 2014.

Chart 26 Location approached by a taxi/minicab in the last three months



Significance testing against October 2013

TT2 During the last three months, have you been approached anywhere in London by anyone offering a taxi or minicab service?

TT3 Has this happened in your local area or town centre? Has this happened in central London?

Base: All except taxi or minicab company employees (October 2012 n=1,022; October 2013 n=994; October 2014 n=986)

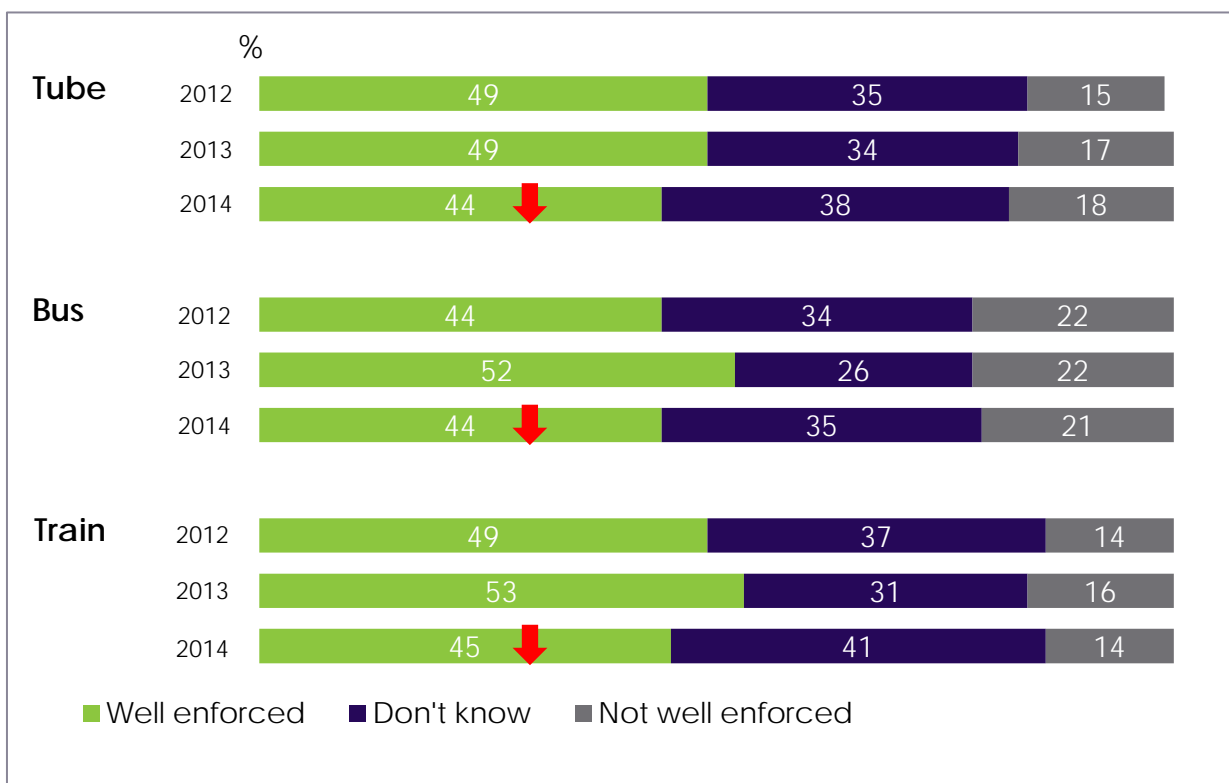
Revenue protection

On balance, more Londoners believe that penalty fares are being well enforced on the Underground, buses and trains (44-45%) than believe they are not (14-21%) in 2014. There is not much difference in these perceptions across modes.

However there has been a significant fall in the proportions believing that penalty fares are well enforced across all modes between 2013 and 2014.

Falls are driven mainly by women and young Londoners across all modes and by ABs in the case of Tube and train.

Chart 27 Fare evasion – how well penalty fares are enforced



Significance testing against October 2013

SS30 In your opinion, how well are penalty fares enforced on the Underground/ buses/ trains?

Base: All (October 2012 n=1,036; October 2013 n=1,000; October 2014 n=1,000)

The majority of Londoners (81%) are aware that imposing penalty fares is an action that can be taken if you don't have a valid ticket for your journey on public transport. Approaching half are aware that you can be prosecuted and another half, that you can be escorted off the transport. Four in ten believe that a verbal warning is a possible outcome.

Awareness of all these actions has fallen significantly between 2013 and 2014.

Chart 28 Awareness of actions to prevent fare evasion

%	2012	2013	2014
Penalty fare	88	88	81
Possible prosecution	56	55	48
Escorted off	63	59	47
Verbal warning	51	48	39
Other	5	6	7



Significance testing against October 2013

SS31 If you get stopped by a ticket inspector without the correct ticket or pass on public transport, which of the following actions do you think can be taken?

Base: All (October 2012 n=1,036; October 2013 n=1,000; October 2014 n=1,000)

Around half of Londoners (49%) recall seeing or hearing advertising or messages about fare evasion on public transport in London last year.

The strongest messages are “You will be fined” (26%), “Ticket inspectors look just like you” (12%) and “You have to pay your fare” (7%). Recall of advertising messages about fare evasion remains fairly static over the last three years.

Table 29 Recall of fare evasion advertising/ message(s)

%	2012	2013	2014
You will be fined	23	28	26
Ticket inspectors look just like you	11	14	12
You have to pay your fare	4	6	7
It's a crime	2	6	5
Remember to swipe your Oyster card	1	1	3
Other	7	10	5
Recall something but can't remember what	0	0	3
Do not recall any advertising/ message(s)	51	49	51

TEAD1. Do you recall seeing or hearing any advertising or messages about fare evasion on public transport in London?

TEAD2. What do you remember about the advertising? What was the advertising trying to say?

Base: All (October 2012 n=1,036; October 2013 n=1,000; October 2014 n=1,000)

Observations and experiences of ticket inspectors

In 2014, over a third (37%) of Londoners said they had seen a ticket inspector on board a bus or at a bus stop in the last three months. This compares to 27% on trains, 11% on the Underground and 6% on the Docklands Light Railway.

The incidence of noticing ticket inspectors on public transport increased from 2012 to 2013 and has remained the same in 2014.

Among bases of at least twice weekly users of the main modes, ticket inspectors are noticed by higher proportions (half in the case of buses and trains and one in five in the case of the Tube). There has been little change between 2013 and 2014 on this base as well.

Table 30 Observations of ticket inspectors in the last three months

%	2012	2013	2014	2013 (among frequent users)	2014 (among frequent users)
Yes, on a bus	31	37	37	53	52
Yes, on a train	21	27	27	49	50
Yes, on the Tube	8	11	11	19	18
Yes, on the DLR	5	7	6		
Yes, on a tram	2	3	4		

TE29a: Have you seen a ticket inspector on board public transport, or at a stop/station, in the last three months?

Base: All (October 2012 n=1,036; October 2013 n=1,000; October 2014 n=1,000)

Appendix

Transport use

Tables 31 and 32 show the proportion of Londoners regularly using the modes of transport covered in this report, at all, during the day and at night.

Table 31 Modes of transport used at least once a month

%	2012	2013	2014
Bus	77	80	81
Tube	71	75	75
Train	56	60	61
Minicab	25	27	27
DLR	18	16	18

QFREQ_MODE. Typically, how often do you use a ... to get around London?

Base: All (2012 n=4,064; 2013 n=4,122; 2014 n=4,005)

Table 32 Modes of transport used at least once a month

%	During the day			After dark		
	2012	2013	2014	2012	2013	2014
Bus	66	66	68	34	33	38 ↑
Tube	60	61	61	39	39	39
Train	46	45	47	25	25	26
Minicab	10	10	11	16	18	17
DLR	15	13	14	5	6	6

Significance testing against 2013

QFREQ_MODE. Typically, how often do you use a ... to get around London?

SS3. Do you use [mode of transport] regularly during daytime hours and/or after dark?

Base: All (2012 n=4,064; 2013 n=4,122; 2014 n=4,005)

Sample profile

Table 33 Weighted sample profiles

	2012		2013		2014	
	Total	%	Total	%	Total	%
Base	4,064	-	4,122	-	4,005	-
Gender						
Male	1,992	49	2,020	49	1,959	49
Female	2,072	51	2,102	51	2,046	51
Age						
16-24	614	15	623	15	616	15
25-34	986	24	1,000	24	997	25
35-44	813	20	825	20	779	19
45-54	589	14	597	14	623	16
55-64	431	11	436	11	437	11
65+	633	16	642	16	553	14
Borough of residence						
Inner London	1,585	39	1,608	39	1,509	38
Outer London	2,479	61	2,514	61	2,496	62
Ethnicity						
White	2,840	70	2,869	70	2,418	60
BAME	1,158	28	1,171	28	1,412	35
Refused	66	2	82	2	175	4
Employment status						
Working full-time	1,884	46	1,903	46	1,799	45
Working part-time	555	14	569	14	580	15
Not working	1,604	39	1,613	39	1,492	37
Refused	21	1	37	1	134	3

Interviews were conducted with householders aged 16+ celebrating their birthday next. All interviews were conducted by fully trained interviewers.