



Safety and security annual report 2016

Report v2

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future
thinking

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Executive summary

Transport for London's (TfL's) Safety and Security tracker has been running since 2006 and provides the Directorate of Enforcement and On-Street Operations (EOS) with information, which helps set the direction, priorities and approach for enforcement and policing services on and around London's transport network.

Among several subjects relating to safety and security, the focus is on Londoners' feelings of safety when travelling on the Underground, buses and trains, their experience of events on and around the transport system that make them worried and the impact of fear/these incidents on their use of public transport.

In this report we look at the results from 2016, making comparisons with 2015 and, where appropriate, previous years.

In 2016, 11 per cent of Londoners were very or quite worried about their personal security when using public transport in the Capital. Eighteen per cent recalled an incident in the last three months that made them feel worried about their personal safety.

While levels of general worry have declined steadily over the last four years (down from 13 per cent in 2013 to 11 per cent in 2016), the proportion of Londoners experiencing worrying incidents has remained largely constant (18 per cent in 2016, the same level as in 2013).

Women, BAME Londoners and disabled Londoners are significantly more likely than men, white Londoners, and non-disabled Londoners to be generally worried (very or quite), and to have experienced a specific incident of worry in the last three months.

The most common form of worrying incident that Londoners experienced when using the public transport network in 2016 was threatening behaviour of other passengers. This was experienced by 31 per cent of those that felt worried, which equates to five per cent of Londoners as a whole. Drunken passengers and large groups of schoolchildren or youths are also common among the causes of worrying incidents.

Londoners are most likely to experience a worrying incident on board public transport (61 per cent of incidents occurred on board in 2016), rather than while waiting at, or walking to/from a stop or station. Incidents are most likely to occur on buses: 45 per cent of incidents occurred on a bus in 2016, compared with 35 per cent which happened on the Underground and 14 per cent on trains. Despite most incidents occurring on board, the research has consistently found that Londoners are most likely to be concerned about their safety while *not* on board – either waiting for a bus or train, or walking to or from one.

When Londoners experience a worrying incident, it generally has little impact on their use of public transport: 55 per cent in 2016 said that the incident they experienced did not put them off using public transport at all, and a further 34 per cent were put off but continued to travel.

The threat of a terror attack was the cause of worry for eight per cent of Londoners that experienced a worrying incident in 2016 (equating to one per cent of Londoners as a whole). This cause of worry has risen steadily since 2014, and is likely to be linked to recent security incidents in Europe and increased media coverage of terrorism and counter-terrorism.

While the threat of terror attacks is still not a major cause of worrying incidents, 15 per cent of Londoners said that the fear of a terrorist attack stopped them using public transport more often than they would like in 2016 (up from 12 per cent in 2015), indicating that the perceived threat of attack may be preventing more journeys. With further attacks having taken place in 2017, in London, Manchester and other parts of Europe, this fear is likely to remain.

Almost all Londoners witnessed some form of anti-social behaviour on public transport in London recently (within three months) in October 2016. The most common forms of anti-social behaviour to be witnessed (by at least 70 per cent of Londoners) are people speaking loudly on their mobile phone, listening to loud music, and eating hot food. Fewer Londoners witnessed littering or pushing and shoving in 2016 compared with the previous year, but still 61 per cent of Londoners witnessed these forms of anti-social behaviour.

Anti-social behaviour was more commonly witnessed on buses than on the Underground or trains in 2016, in line with findings from previous years. Among frequent bus users, most had seen people speaking loudly on the phone, listening to music loud enough for others to hear, or eating hot food in the three months prior to interview. Encouragingly however, the proportion of frequent bus users to witness many forms of anti-social behaviour fell in 2016.

The most common forms of anti-social behaviour witnessed by frequent Tube users are begging (witnessed by 52 per cent), people listening to loud music (49 per cent) and eating hot food (44 per cent). The latter two of those behaviours was witnessed by a significantly higher proportion of frequent Tube users in 2016 compared with the previous year.

Among frequent train users, the most commonly witnessed forms of anti-social behaviour in 2016 were people speaking loudly on a mobile phone (60 per cent) and listening to loud music (49 per cent). Overall, anti-social behaviours were less likely to be witnessed on trains than other forms of transport.

A fifth of Londoners in 2016 (20 per cent) said that concerns about crime and anti-social behaviour affected the amount they used the Underground and buses during the day 'a lot' or 'a little' in 2016, while 13 per cent said the same about train travel during the day. The impact of these concerns on day-time Tube travel increased in 2016, as it did in 2015, and may be related to increasing concern about the threat of terrorism. However, Londoners remain more likely to be affected by concerns about safety and security when considering using public transport at night.

Seven per cent of Londoners experienced unwanted sexual behaviour on public transport in 2016, down one percentage point from the previous year. Incidents were most likely to be experienced by women aged 16-34 (18 per cent), and gay, lesbian and bisexual Londoners (also 18 per cent). The most common forms of unwanted sexual behaviour to be experienced were groping/touching, staring, and sexual comments. In line with previous years, incidents were most likely to take place on board public transport (74 per cent), rather than walking to/from it (27 per cent) or waiting at a stop or station (17 per cent).

Most incidents of unwanted sexual behaviour (89 per cent) went unreported in 2016. The main reasons given for not reporting incidents were that the victim did not consider it sufficiently serious, they just ignored it, or felt that it was too much hassle to report.

Of those Londoners that have a view, the majority agree that the police, TfL, and other partners are dealing with the anti-social behaviour and crime issues that matter on the network (64 per cent for trains, 65 per cent for buses, and 69 per cent for the Underground). This view strengthened in 2016, with a significantly larger proportion of Londoners strongly agreeing that the authorities were tackling crime and anti-social behaviour than in 2015.

The main suggestions from Londoners for TfL to help them feel safer when using public transport, in line with previous years, were for more staff and a greater police presence on board transport and at stops and stations, and for more CCTV.

Background, objectives & methodology

Background

TfL (EOS) is committed to improving the safety and security of transport and travelling in London. To understand the safety concerns of Londoners, TfL consults residents through regular research. The research findings are used to inform TfL's transport policing, enforcement and community safety priorities, and to track how safety and security measures are perceived.

Research objectives

The primary objectives of the research are to measure:

- Londoners' general level of worry when using public transport in London and the incidence of worrying events experienced on the system
- 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
- Experiences of unwanted sexual behaviour when using the transport network

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

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

Methodology

1,000 adult Londoners are interviewed every quarter by telephone. In this report, we look at results from 2016 making comparisons with previous years. Some questions are only asked in the October questionnaire and so results are shown for October 2016 compared with October 2015 and October 2014.

Throughout this report statistically significant differences are highlighted between 2016 (October 2016) and 2015 (October 2015).

Main findings

Deterrents to using public transport

During the survey, Londoners were read a list of things that could put them off using public transport in London more often, and asked which applied to them. In line with previous years, the most common barriers to increased public transport use were overcrowded services, slow journey times and unreliable services. These factors were more likely to be barriers than issues relating to safety and security (highlighted in the table below in orange).

The most common safety and security related barrier was concern about anti-social behaviour of others, although levels of concern about anti-social behaviour have fallen over time, from 35 per cent in 2013 to 30 per cent in 2016. Londoners also mentioned fear of crime when travelling to/from, waiting for, and on board public transport as barriers, but the proportion of Londoners put off by each of these factors has declined over time.

One in seven Londoners (15 per cent) were deterred by fear of terrorist attack in 2016, up from 12 per cent in previous years. This is a significant increase, and is likely to be linked with security incidents that took place in 2016 (including in Belgium and France).

Table 1 Deterrents to using public transport

	%	2013	2014	2015	2016
Overcrowded services		56	59	59	59
Slow journey times		38	41	41	42
Unreliable services		36	37	39	40 ↓
Cost of tickets		48	45	42	38
Concern about anti-social behaviour of others		35	34	32	30
Dirty environment on the bus/ train		26	28	25	26
Fear of crime getting to / from and waiting for the bus/ train		27	24	22	21
Fear of crime on the bus/ train		25	23	21	19 ↓
Fear about knife crime		24	20	19	18
Dirty environment getting to the bus/ train		17	18	18	18
Fear of terrorist attack		12	12	12	15 ↑
Risk of accidents		9	9	9	10
Lack of information about how to use public transport		10	10	9	10
Graffiti		9	10	8	8

Significance testing 2016 v 2015 and 2015 v 2014

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 (2013 n=4,122; 2014 n=4,004; 2015 n=4,002; 2016 n=4,001)

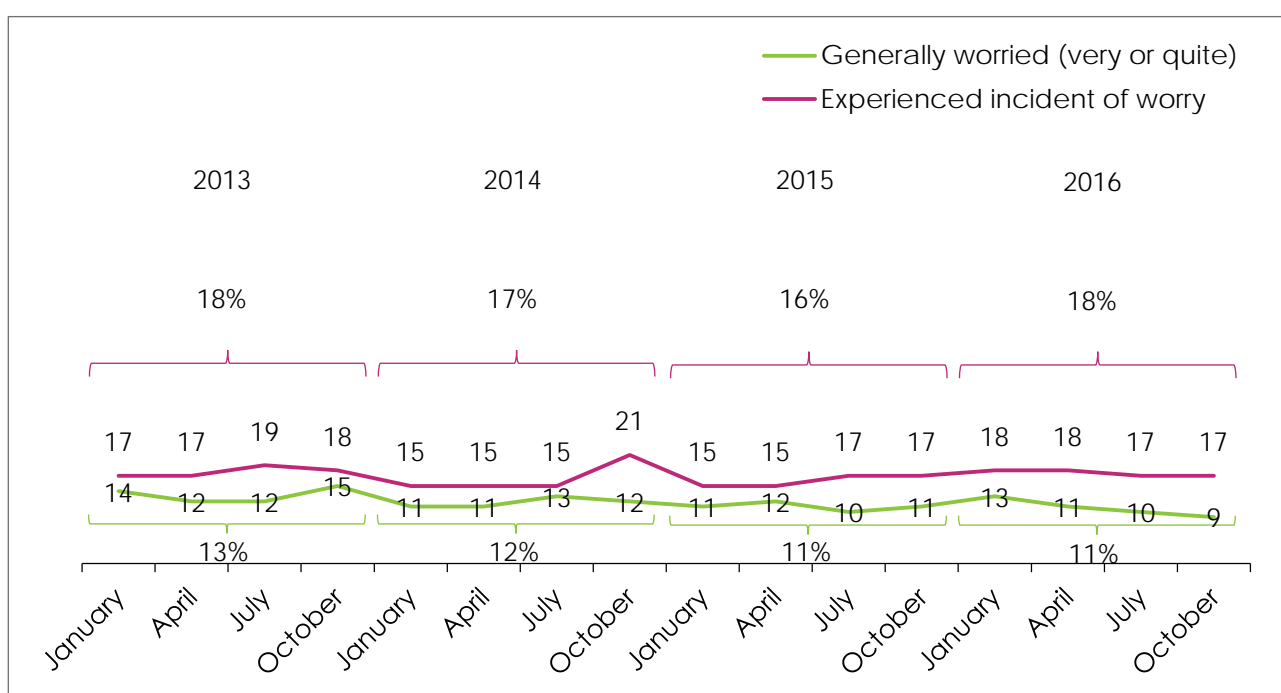
General worry and incidence of worrying events in the last three months

The survey is used to track two measures relating to perceived safety:

- General worry about personal security when using public transport in London
- The incidence of specific incidents in the previous 3 months when using public transport in London

While levels of general worry have declined steadily over the last four years, the proportion of Londoners experiencing worrying incidents has remained largely constant over the same period (see Chart 2 below). In 2016, on average 11 per cent of Londoners reported feeling very or quite worried when using public transport, compared with 13 per cent in 2013. Despite this positive decrease, 18 per cent of Londoners in 2016 experienced a recent (within three months) worrying incident – the same level as in 2013.

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



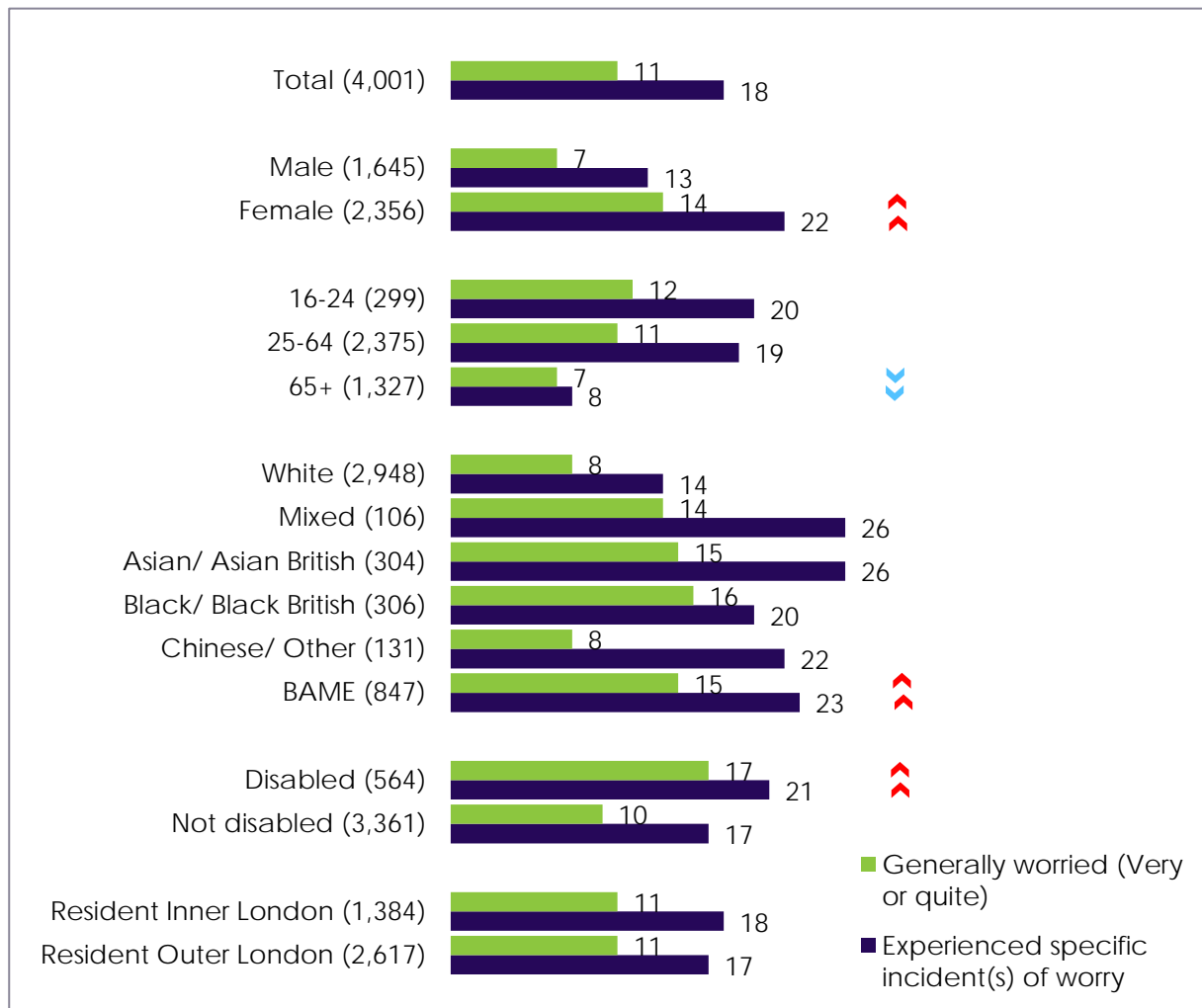
Q1. How worried are you about your personal security when using public transport in London?
 Q3. In the last 3 months, have you ever felt worried about your personal security when using public transport in London?

Base: All (n=c1,000 each wave)

The groups most likely to experience general worry when using public transport in London, and specific worrying incidents, are women, BAME Londoners and disabled Londoners.

Within the BAME group, it is the mixed and Asian / Asian British groups that have the highest incidence of experiencing a worrying event (26 per cent).

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



Arrows denote significantly higher/ lower than 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 2016 (n=4,001)

Experience of anti-social behaviour

Almost all Londoners (96 per cent) had witnessed some form of anti-social behaviour on public transport in London over the last three months in October 2016. The most commonly mentioned forms of behaviour witnessed were noise-related: people speaking loudly on mobile phones (83 per cent have witnessed this), or listening to loud music (72 per cent).

Seventy-one per cent of Londoners had witnessed people eating hot food while on public transport, in line with previous years. Witnessed incidents of pushing and shoving and littering (both 61 per cent) reduced in 2016, but remained among the most common forms of anti-social behaviour witnessed.

Begging on public transport remained high this year following a rise in 2015, but it is encouraging that several other behaviours became less common: children behaving badly, fare evasion, spitting and bullying.

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

	%	October 2013	October 2014	October 2015	October 2016
Speaking loudly on a mobile phone		81	83	84	83
Listening to music loud enough that others can hear		71	73	71	72
Eating hot food		70	69	69	71
Pushing and shoving to get on or off the vehicle		64	65	66	61 ↓
Dropping litter on public transport		62	62	66	61 ↓
Taking up more than one seat		62	60	61	59
Being drunk on public transport		59	58	59	57
Begging		49	48	59	57
Drinking alcohol on public transport		50	50	52	53
Not vacating priority seating		54	55	55	51
Children/youths behaving badly on public transport		48	49	49	43 ↓
Shouting or swearing at other passengers		43	45	43	40
Shouting or swearing at the driver or other staff		38	43	39	37
Not paying their fare		38	39	39	34 ↓
Spitting on public transport		21	22	23	18 ↓
Bullying someone else		19	24	21	17 ↓
Smoking on public transport		10	13	9	11
None of these		4	4	4	4

Significance testing against October 2015

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

Base: All (October 2013 n=1,000; October 2014 n=1,000; October 2015 n=1,001; October 2016 n=1,000)

Table 5 below shows the proportions of frequent users of each mode (at least twice a week) that witnessed each behaviour type on the mode of transport they regularly use. Cells highlighted in the table show incidences of behaviours on modes which were witnessed by half or more frequent users in the 3 months prior to October 2016.

While anti-social behaviours were more common on the bus than other modes in October 2016, the proportion of frequent users who have witnessed many of the behaviours decreased between October 2015 and October 2016. The most common forms of anti-social behaviour that frequent users experienced on buses in 2016 were noise related (speaking loudly or listening to loud music), or people eating hot food.

Anti-social behaviours were least likely to be observed on the Tube, though almost half of frequent users had seen people eating hot food, or overheard loud music being played. The proportion of regular Tube users to see people drinking alcohol on the Tube rose significantly, from 35 per cent in October 2015 to 42 per cent a year later.

Over half of frequent train users experienced someone speaking loudly on a mobile phone in the 3 months to October 2016 (60 per cent), significantly higher than the previous year. Other anti-social behaviours commonly experienced included people playing loud music, or people eating hot food.

Table 5 Behaviours witnessed when using public transport in the last three months (October 2016)

	%	Tube	Bus	Train
Frequent users (at least twice a week) of each mode		368	593	220
Speaking loudly on a mobile phone		34	72	60 ↑
Listening to music loud enough that others can hear		49 ↑	54	49
Eating hot food		44 ↑	51 ↓	44
Pushing and shoving to get on or off the vehicle		47	40 ↓	41
Dropping litter on public transport		34	48	34
Taking up more than one seat		29	49 ↓	35
Being drunk on public transport		43	37 ↓	37
Begging		52	13 ↓	38
Not vacating priority seating		33	36 ↓	21 ↓
Drinking alcohol on public transport		42 ↑	32 ↓	40
Children/youths behaving badly on public transport		8	44 ↓	13
Shouting or swearing at other passengers		19	31 ↑	23
Shouting or swearing at the driver or other staff		6	42 ↓	6
Not paying their fare		13	28 ↓	26
Spitting on public transport		3	12 ↓	8
Bullying someone else		5	15 ↓	9
Smoking on public transport		4	7	6

Highlighted cells indicate incidences of 50% or more

Arrows indicate significantly higher or lower incidences than recorded in 2015

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 (October 2016)

Last worrying incident

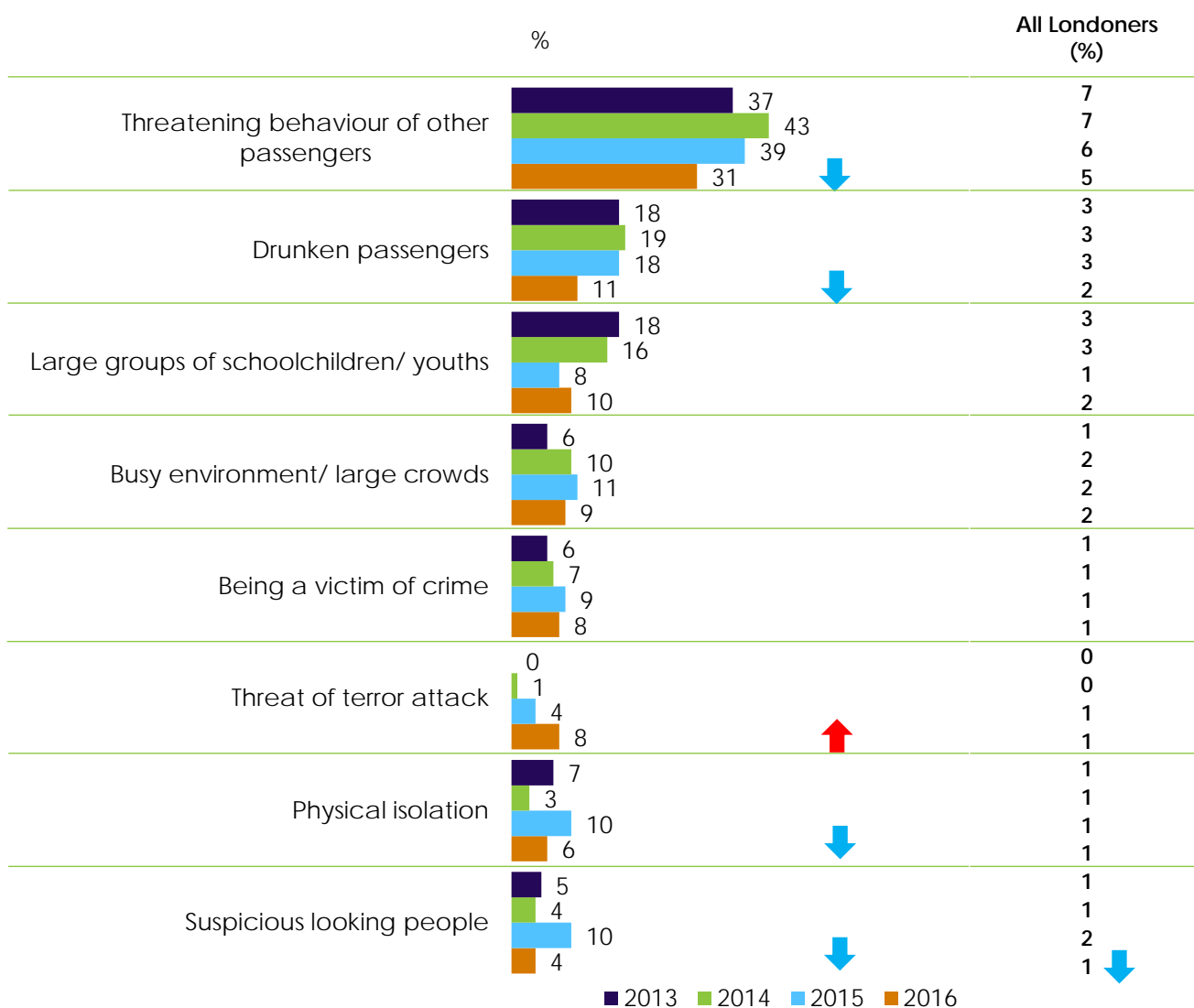
Among the 18 per cent of Londoners that experienced a recent worrying incident when using public transport in London in 2016, the most common cause of this worry was the threatening behaviour of other passengers, mentioned by 31 per cent. Threatening behaviour as a cause of worry has declined significantly over the last two years.

The proportion of worrying incidents caused by the perceived threat of a terror attack doubled in 2016, and was the cause of worry in eight per cent of incidents. This is a concerning increase and we look in more detail at the issue on page 16 of this report.

Looking at other trends, the proportion of worrying incidents caused by drunken passengers decreased from 18 per cent in 2015 to 11 per cent in 2016, and the share of incidents caused by a sense of physical isolation or people acting suspiciously, also declined.

Rebasing the results on all Londoners, we see that these incidents are rare. The most prevalent, threatening behaviour of other passengers, was experienced by five per cent of Londoners in 2016 and threat of a terror attack by one per cent.

Chart 6 Last worrying incident (top 8 responses shown)



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 (2013 n=630; 2014 n=549; 2015 n=533; 2016 n=577)/ All Londoners (2013 n=4,122; 2014 n=4,005; 2015 n=4,002; 2016 n=4,001)

Among those who had felt worried in the last three months, men were more likely than women to have been worried by large groups of schoolchildren or youths, while women were more likely to have been concerned about being a victim of crime.

White Londoners were more likely to have been worried by threatening behaviour than BAME Londoners.

Incidents of fear of terror attacks make up a significantly higher proportion of worrying incidents on the Tube than on other modes. On buses, large groups of school children/youths make up a larger share of incidents, and on trains physical isolation is more likely to be a cause of worry.

Table 7 Last worrying incident

%	All	Men	Women	16-24	25-64	65+	White	BAME	Bus	Tube	Train
Base	577	174	403	63	407	107	346	200	253	204	87
Threatening behaviour	31	32	31	21	34	28	38	25	34	28	33
Drunken passengers	11	13	10	16	10	12	14	9	11	10	12
Large groups kids/ youths	10	16	7	8	11	7	12	8	14	6	6
Busy environment/ crowds	9	7	9	6	9	12	10	8	9	9	5
Being a victim of crime	8	3	11	8	8	7	6	11	8	6	12
Threat of terror attack	8	9	8	8	9	9	8	8	4	17	5
Physical isolation	6	5	7	9	5	7	5	7	6	4	13
Suspicious looking people	4	4	4	6	3	8	3	6	5	3	3

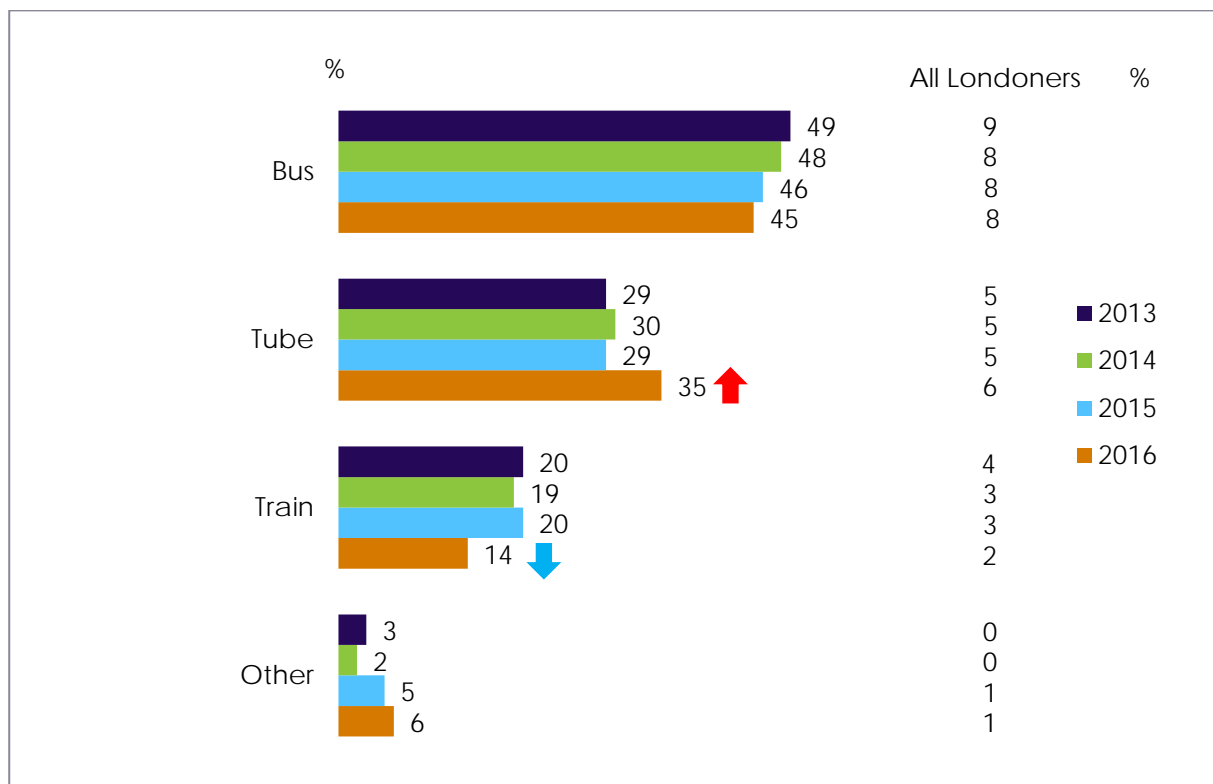
Highlighted cells indicate incidences significantly greater than for the other group(s) in that breakdown

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

Base: All who have felt worried in the last three months (2016 n=577)

Forty-five per cent of those experiencing a worrying event when using public transport in London in 2016 experienced it on a bus, 35 per cent on the Tube, and 14 per cent on a train. Overall, eight per cent of Londoners experienced a worrying incident on a bus in 2016, six per cent on the Tube and two per cent while travelling by train.

Chart 8 Mode on which last worrying event occurred



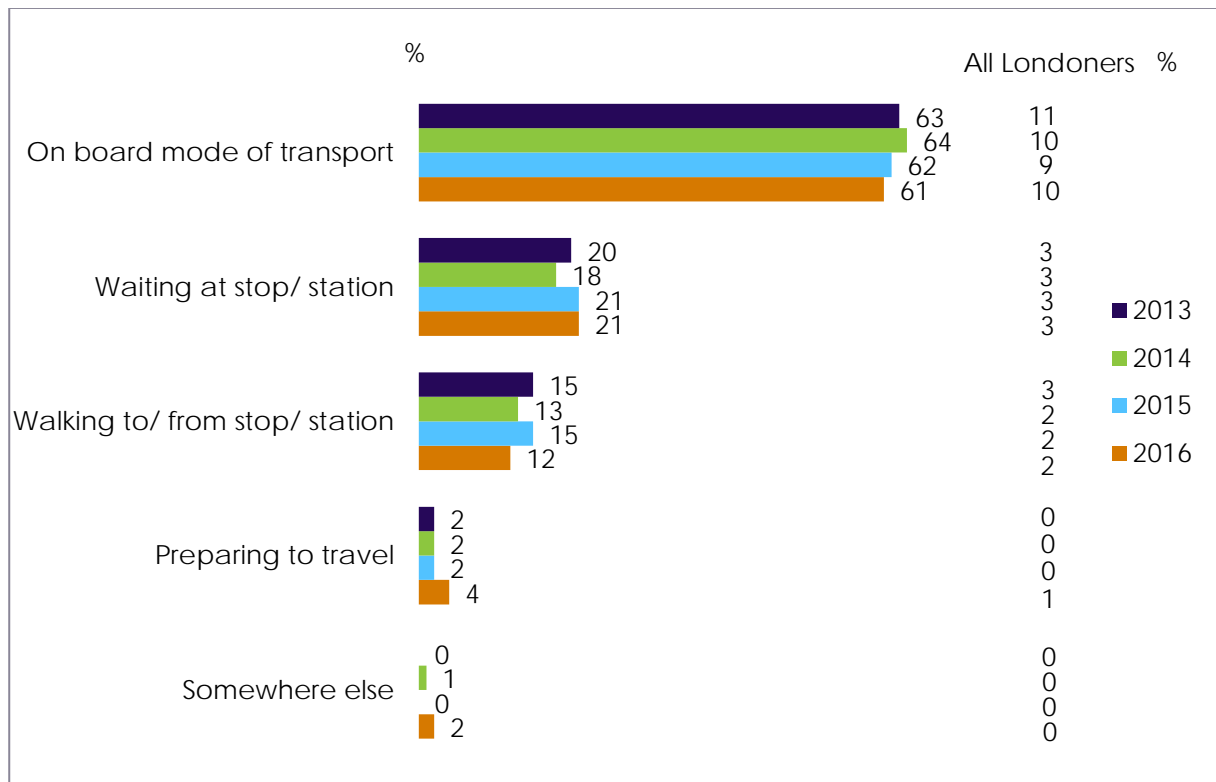
Significance testing against 2015

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 (2013 n=630; 2014 n=549; 2015 n=533; 2016 n=577)/ All Londoners (2013 n=4,122; 2014 n=4,005; 2015 n=4,002; 2016 n=4,001)

When Londoners experience worrying incidents when using public transport, they tend to occur while on board: 61 per cent of incidents took place on board in 2016, in line with figures from 2015. A fifth of incidents (21 per cent) occur while waiting at a stop or station, and 12 per cent while walking to or from public transport.

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 (2013 n=630; 2014 n=549; 2015 n=533; 2016 n=546)/ All Londoners (2013 n=4,122; 2014 n=4,005; 2015 n=4,002; 2016 n=4,001)

While most worrying events occurred on board the mode of transport in 2016 (61 per cent), only 11 per cent of Londoners were most likely to worry about their personal security while on board. Compared with 19 per cent who were most likely to worry while walking to/from a stop/station, and 15 per cent who worried most when waiting for public transport.

For many Londoners (39 per cent in 2016), there was no specific journey point where they were most likely to feel concerned, stating that it depends or varies according to the individual circumstances.

Table 10 Where most likely to feel general worry

	%	2013	2014	2015	2016
Walking to/ from stop/ station		23	25	19	19
Waiting at stop/ station		20	21	17	15 ↓
On board mode of transport		15	17	10	11
Depends/ varies		32	23	38	39
Don't know		10	13	13	13

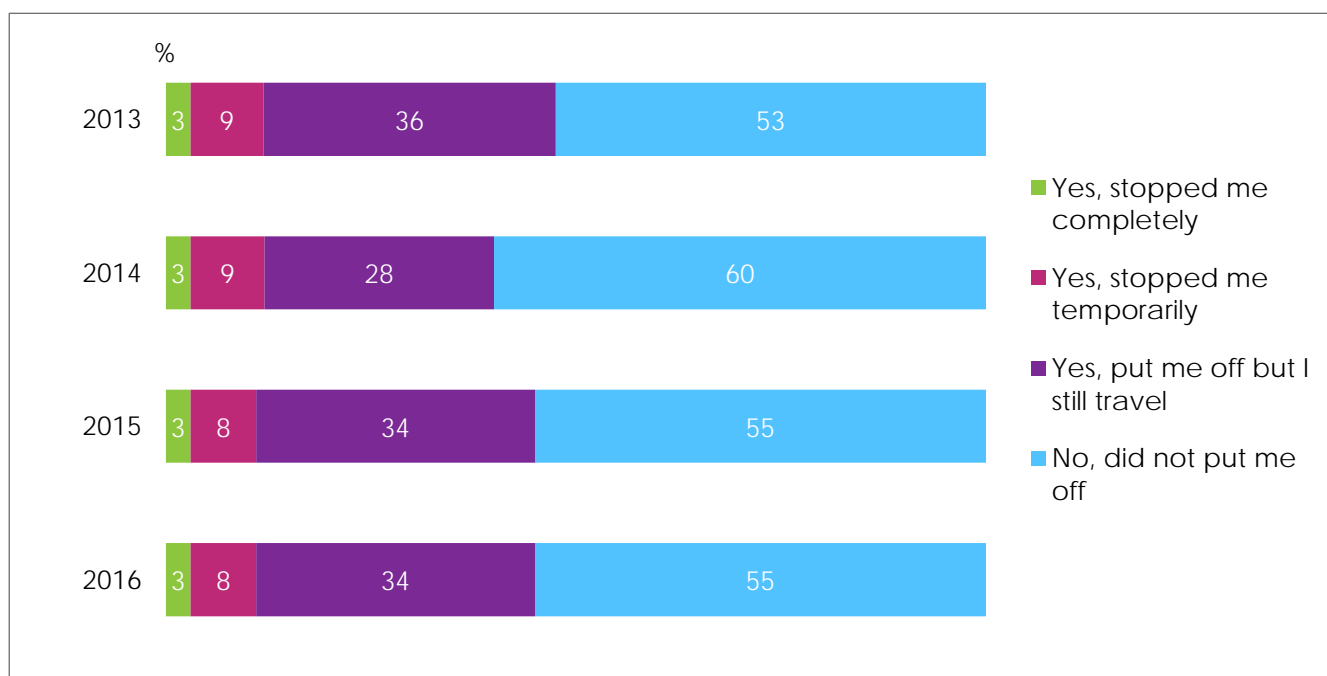
Significance testing against previous year

Q1ai. At which point on your journey on public transport are you most likely to worry about your personal security?

Base: All (2013 n=4,122; 2014 n=4,005, 2015 n=4,002, 2016 n=4,001)

For three per cent of Londoners that experienced a worrying incident while using public transport in 2016, the incident stopped them travelling completely; a further eight per cent stopped temporarily. However, for the majority, the incident either put them off without preventing them from travelling, or did not put them off at all. Figures for 2016 were in line with those reported in 2015.

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



No significant differences between 2016 and 2015

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

Base: All who have felt worried in the last three months (2013 n=630; 2014 n=549; 2015 n=533, 2016 n=577)

Fear of terrorism

The threat of a terror attack caused eight per cent of worrying incidents in 2016, up from four per cent in 2015. To understand this in more detail, this section looks specifically at the group of Londoners to have experienced a worrying event caused by the perceived threat of a terror attack, compared with Londoners that had experienced worrying incidents as a whole.

Those that worry about a terror attack in 2016 experienced on average 25 worrying incidents over a three-month period, compared with just eight worrying incidents among the whole group of Londoners to have experienced a worrying incident.

Worry about terror attacks was more likely to occur when travelling on the Tube, during the day, and outside the person's home borough than for other worrying incidents.

Those that were worried about a terror attack were more likely to say that they were more vigilant as a result, but were also more likely to believe that a greater police presence would alleviate their concern than those experiencing other types of incident.

Table 12 Comparing the experience of fear of terror attack with all incidents of worry

	All incidents (577)	Fear of terrorist attack (48)
Mean no. of times felt worried in the last 3 months	8	25
% very or quite worried last time	50	43
% worried on Tube	35	70
% worried on board mode	61	67
% worried walking to/ from station	12	7
% worried about this waiting at station	21	18
% Worried during the day	49	71
% Worried in your borough	42	22
% Worried elsewhere in London	55	68
% Stopped me travelling completely or temporarily	12	5
% Took precautions as a result	39	41
% Was alert/ vigilant/ aware of surroundings	16	34
% Precautions made me feel safer	42	35
What could TfL do to help: % increased police presence	15	40

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

Source: Q3b – Q3l. Questions about last incident of worry

Base: All who have felt worried in the last three months (2016 n=577)/ worried about a terrorist attack (n=48)

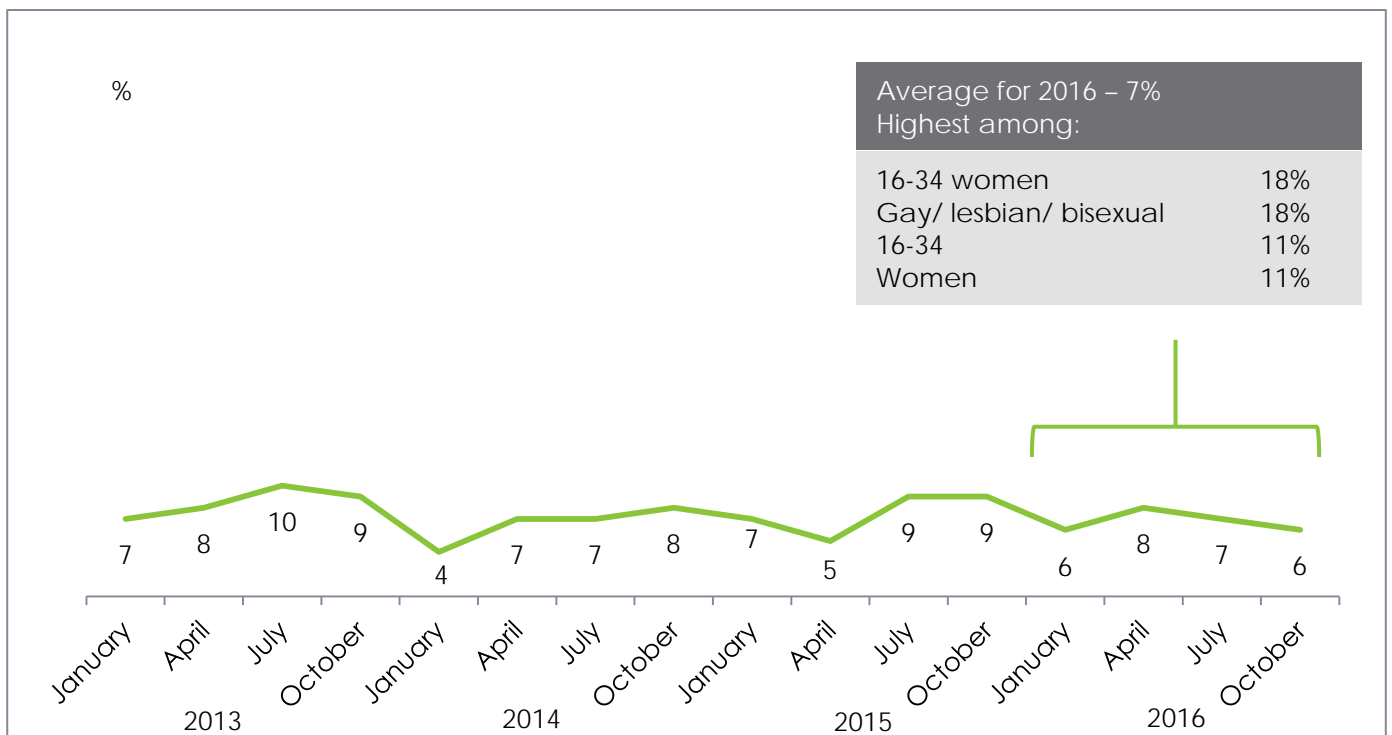
Unwanted sexual behaviour

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. In 2016, 73 per cent consented to answering this section of questions.

Based on this sub sample, the proportion of Londoners who have experienced unwanted sexual behaviour in the last 12 months has fluctuated between 4 per cent and 10 per cent over the last four years, without showing any long-term increase or decrease.

Looking at results for 2016 combined, certain groups are significantly more likely to have experienced unwanted sexual behaviour. These are young women aged 16-34 (18 per cent), gay, lesbian, and bi-sexual Londoners (18 per cent) and 16-34 year olds (any gender) (11 per cent).

Chart 13 Experience of unwanted sexual behaviour

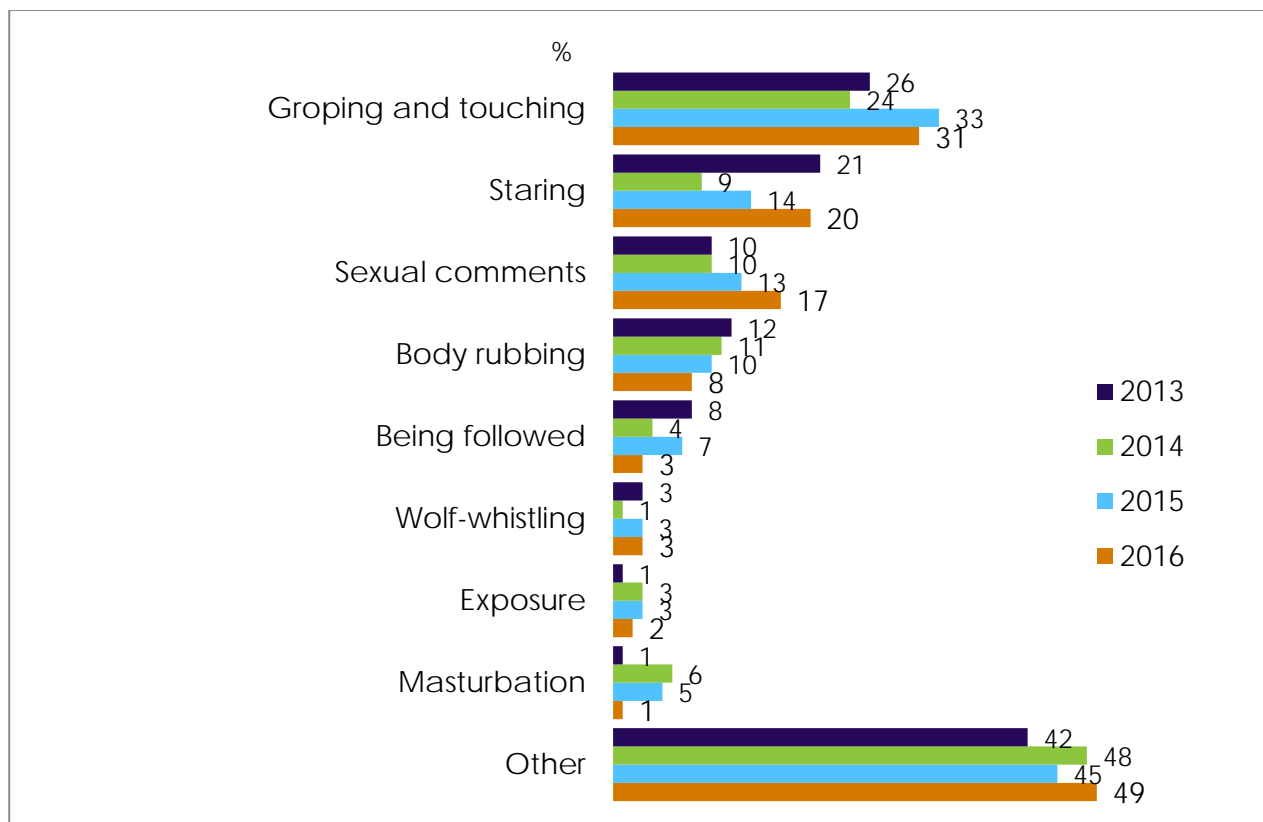


SH1. In the last 12 months have you experienced any unwanted sexual behaviour including sexual harassment or sexual assault while travelling on, waiting for or heading to or from public transport in London?

Base: All willing to answer questions on sexual harassment (n=circa 750 per wave)

The most common forms of unwanted sexual behaviour mentioned by victims in 2016 were groping and touching, staring, sexual comments and body rubbing. Many of those who had experienced unwanted sexual behaviour had difficulty describing the incident in detail preferring to explain it in general terms, which explains the high incidence of 'other' responses.

Chart 14 Nature of unwanted sexual behaviour experienced



SH3. Please describe what you experienced

Base: All who have experienced unwanted sexual behaviour (2013 n=218; 2014 n=144; 2015 n=178; 2016 n=153)

Incidents of unwanted sexual behaviour are most likely to take place on the mode of transport (74 per cent in 2016). Seventeen per cent of those experiencing an incident of unwanted sexual behaviour in 2016 did so while waiting for public transport, down from 26 per cent in 2015.

Table 15 Where unwanted sexual behaviour was experienced

	%	2013	2014	2015	2016
On public transport		68	73	72	74
While travelling to/ from public transport		26	17	27	27
While waiting for public transport		30	30	26	17 ↓

Significance testing against 2015

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

Base: All who have experienced unwanted sexual behaviour (2013 n=218; 2014 n=144; 2015 n=178; 2016 n=153)

Two fifths (41 per cent) of those who had experienced unwanted sexual behaviour when using public transport in 2016 experienced it while travelling by Tube, in line with findings from 2015. A higher proportion of victims mentioned incidents taking place on trains in 2016, while fewer had experienced incidents on buses.

Table 16 Mode on which unwanted sexual behaviour was experienced

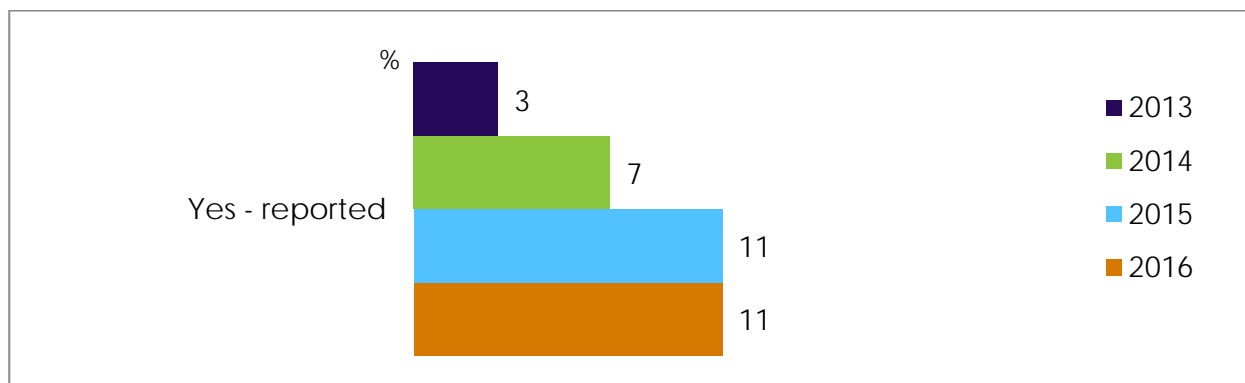
	%	2013	2014	2015	2016
Bus		52	47	48	34 ↓
Underground		42	45	41	41
Train		20	16	16	23 ↑
Other		2	5	8	10

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

Base: All who have experienced unwanted sexual behaviour on public transport (2013 n=150; 2014 n=109; 2015 n=129; 2016 n=113)

Eleven per cent of incidents of unwanted sexual behaviour were reported in 2016, unchanged from 2015 meaning that the positive trend in increased reporting seen in 2014 and 2015 has not continued.

Chart 17 Whether reported incident(s)



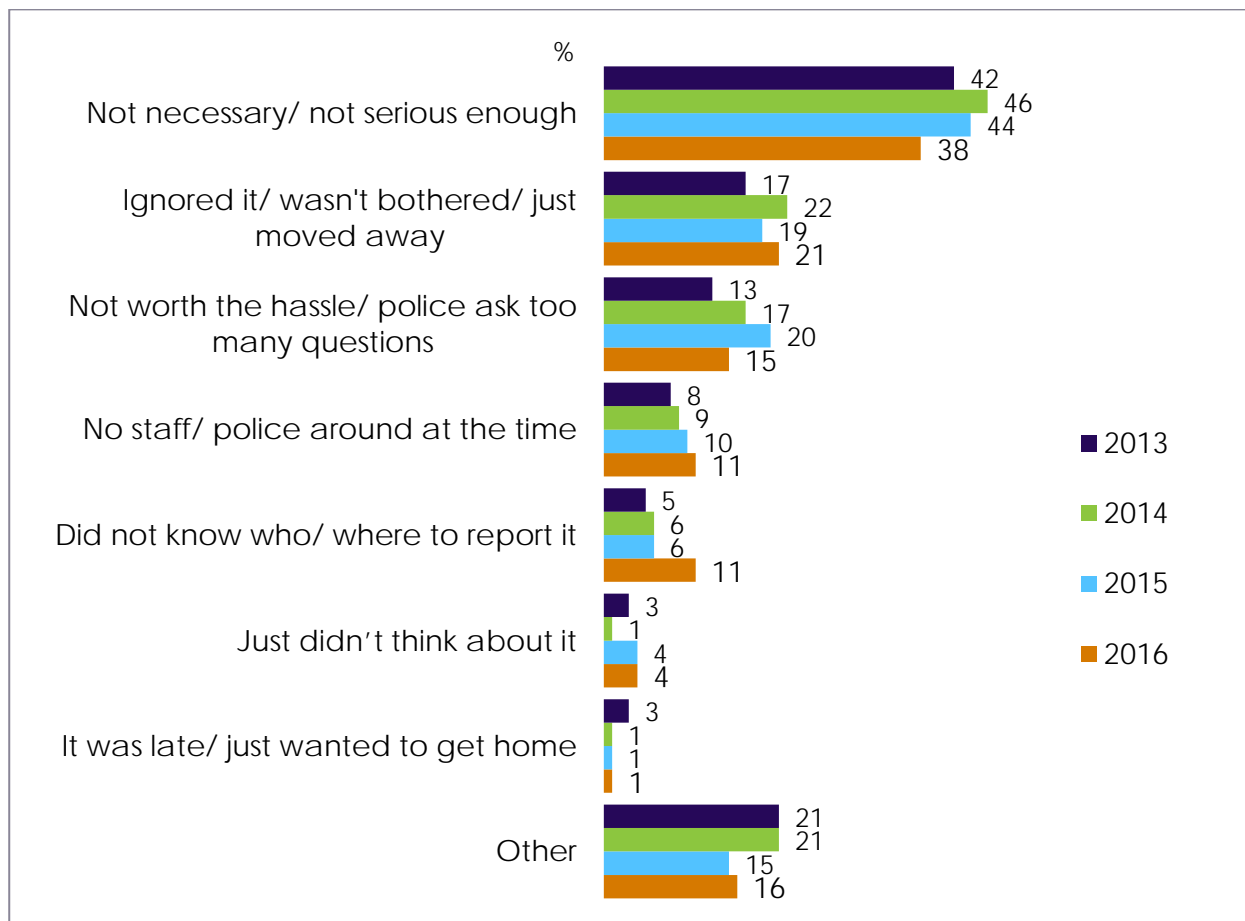
SH7. Did you report this to anyone?

Base: All who have experienced unwanted sexual behaviour (2013 n=218; 2014 n=144; 2015 n=178; 2016 n=153)

The main reasons for not reporting incidents of unwanted sexual behaviour were that the victim did not consider it to be serious enough (38 per cent in 2016), they ignored it (21 per cent), or it was not felt to be worth the hassle (15 per cent).

Eleven per cent could not find any staff or police to report it to, and a further 11 per cent did not know who to report it to. Reasons for not reporting unwanted sexual behaviour have remained fairly constant over the last four years.

Chart 18 Reasons not reported



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; 2015 n=156; 2016 n=138)

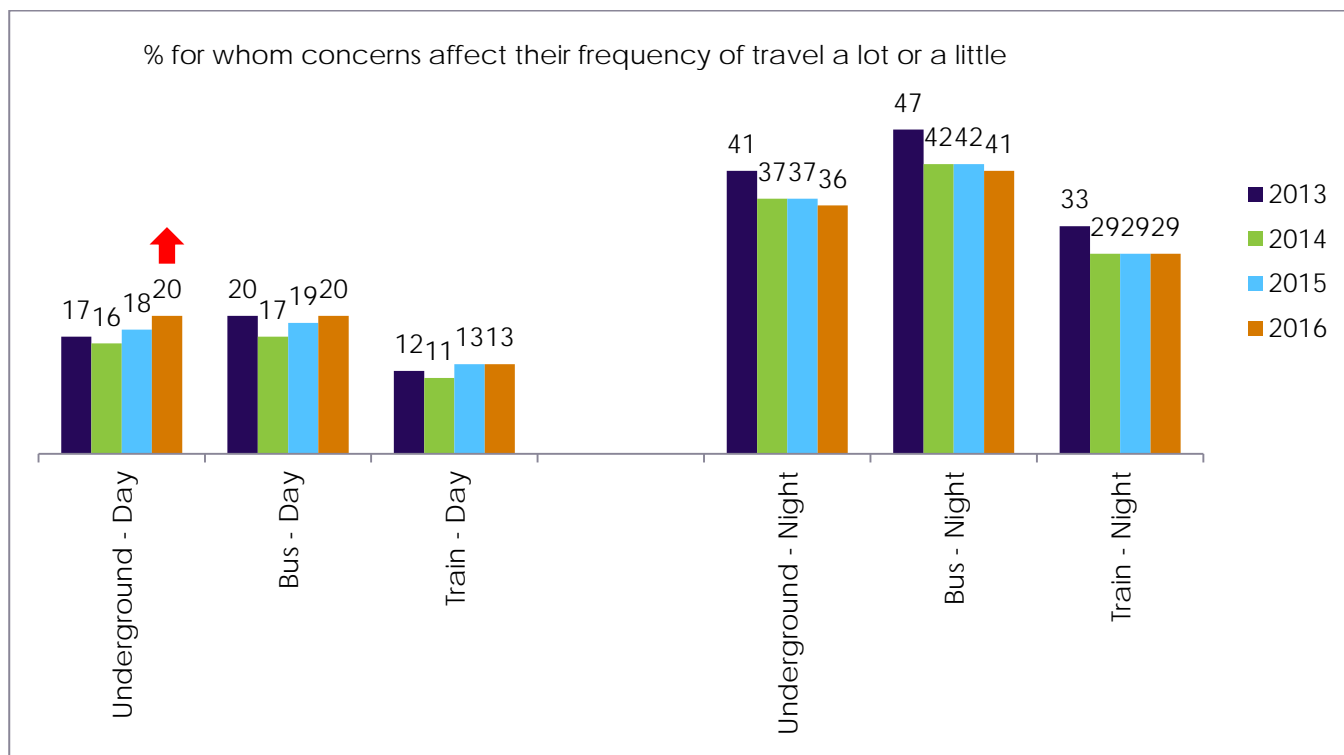
Impact of concerns about crime and anti-social behaviour

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

Fear of crime was most likely to affect Londoners' use of public transport at night in 2016, continuing the long-term trend. During the day, a far lower proportion of Londoners (13 per cent for train travel, 20 per cent for bus and Tube travel) were affected.

Figures for 2016 were closely in line with those from 2015, though the proportion of Londoners whose day-time Tube travel was affected by concerns about crime and anti-social behaviour increased from 18 per cent to 20 per cent (statistically a significant result, due to the large sample size).

Chart 19 Impact of concerns about crime and anti-social behaviour on frequency of transport use



Significance testing against 2015

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

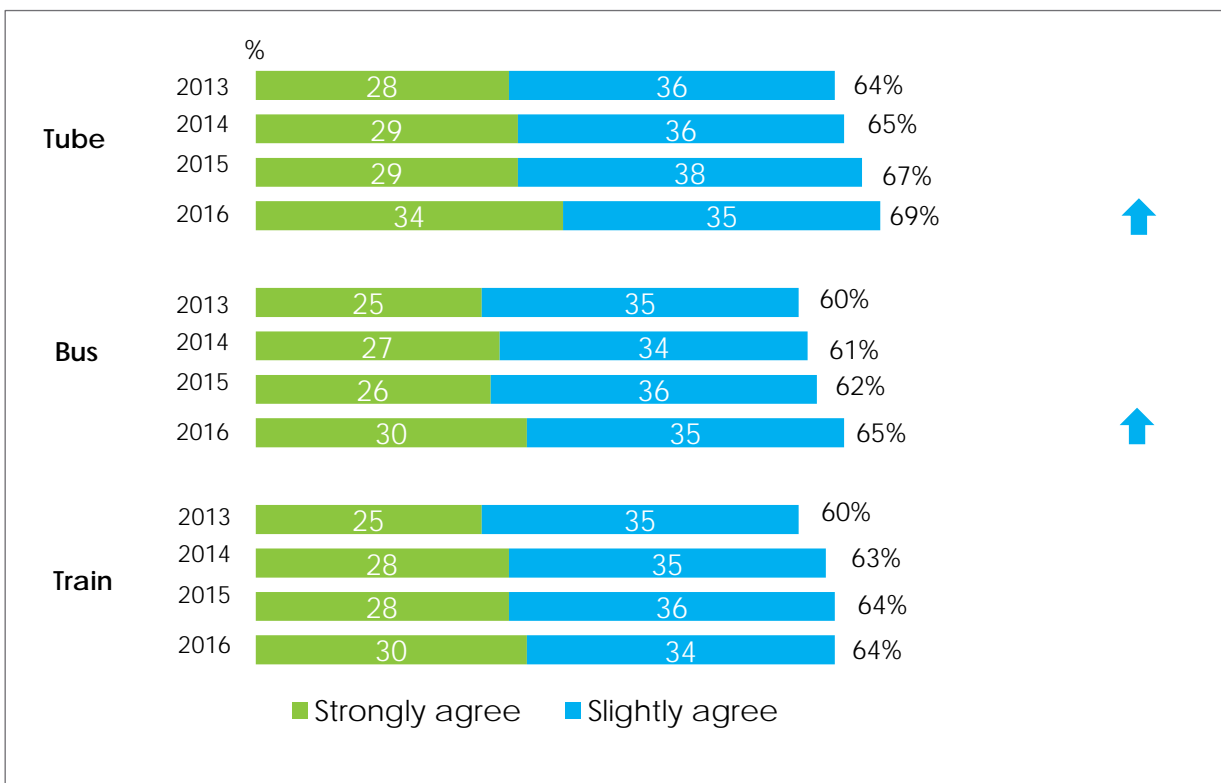
Base: All (2013 n=4,122; 2014 n=4,005; 2015 n=4,002; 2016 n=4,001)

Police / TfL response to crime and anti-social behaviour

Londoners were asked how much they would agree or disagree that the Police, TfL and other partners were dealing with the anti-social behaviour and crime issues that matter on the Tube, buses and trains in London. Excluding those who did not know, 69 per cent agreed that the police, TfL and other partners were dealing with these issues on the Tube, 65 per cent on buses and 64 per cent on trains.

Agreement that the authorities are doing something to combat crime and anti-social behaviour continued its upward trend in 2016, with significant increases for both Tube and bus. In relation to trains, significantly more Londoners *strongly* agreed that the Police, TfL and other partners are tackling the issues that mattered in 2016, even though overall agreement (strongly and slightly) remained stable.

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



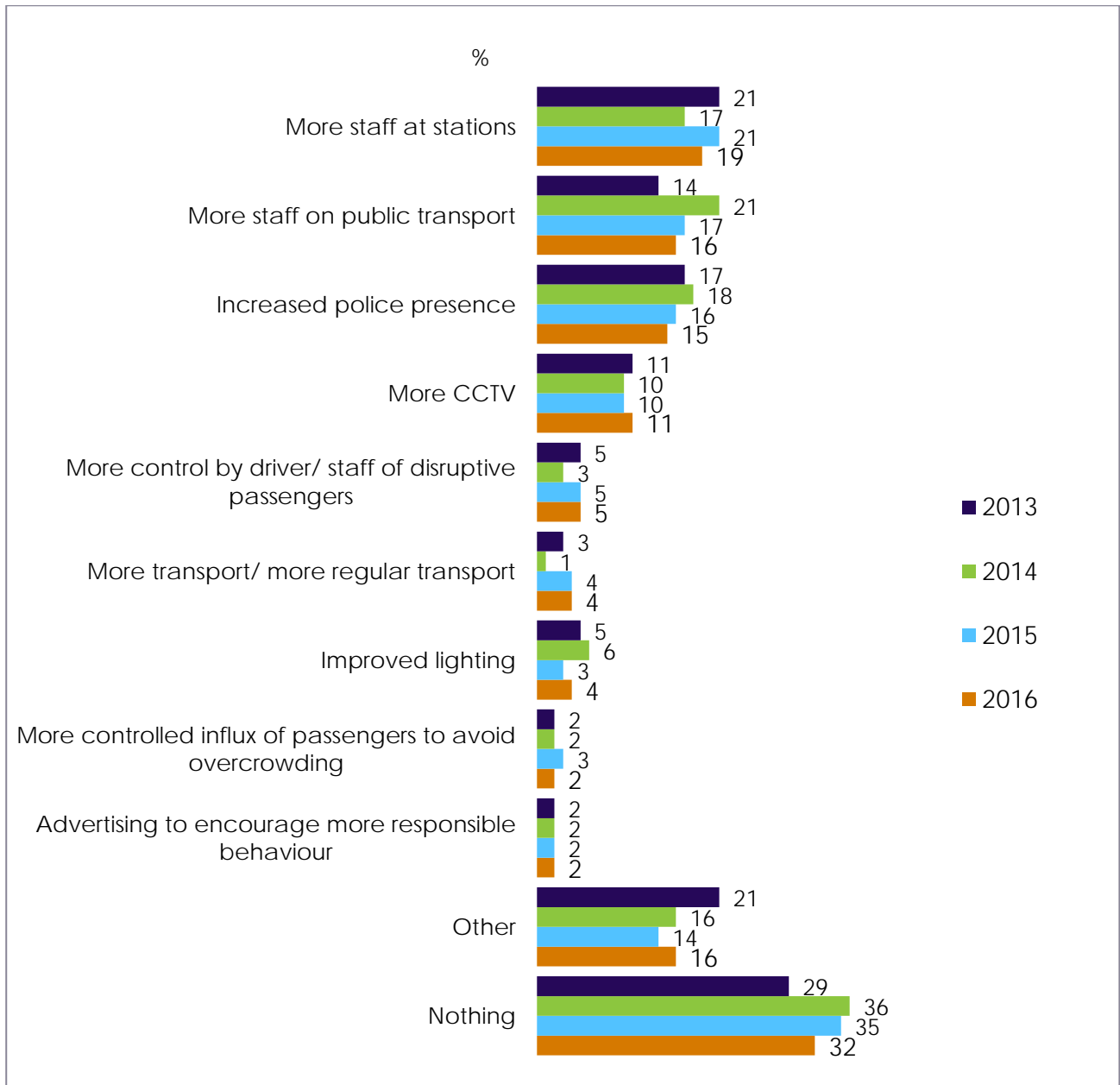
Significance testing against 2015

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 (2013 n=4,122; 2014 n=4,005; 2015 n=4,002, 2016 n=4,001). 'Don't know' responses are removed for each mode.

The main suggestions for TfL from Londoners who had felt worried in the last three months were for more staff and police on public transport and at stations, and for more CCTV. These have consistently been the most common suggestions over the last four years.

Chart 21 Suggestions for TfL



No statistical differences between 2016 and 2015

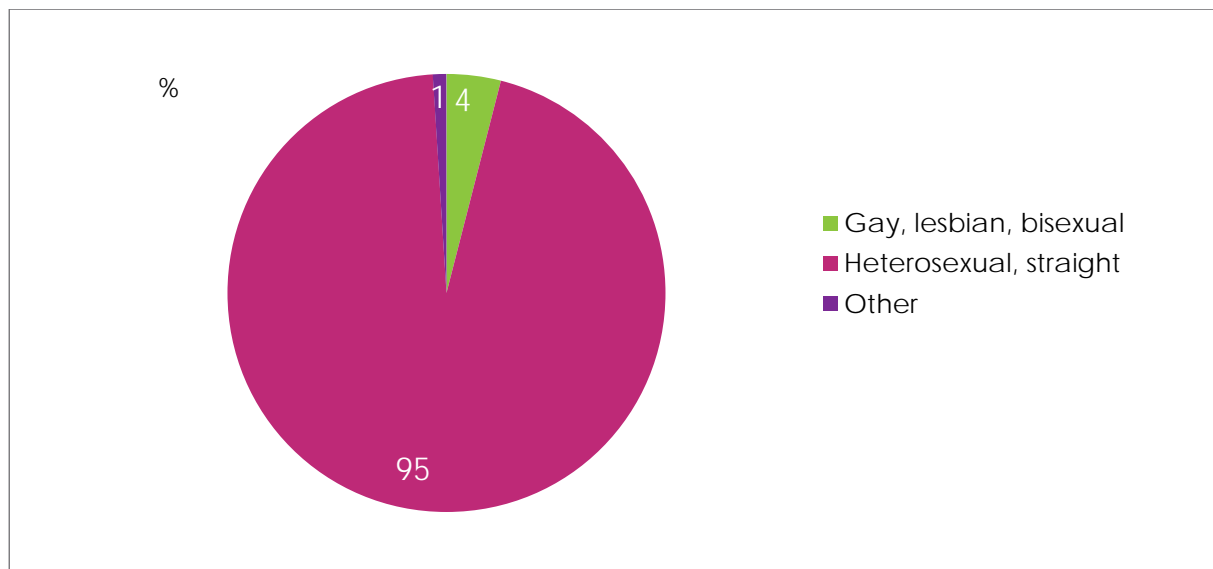
Q3I. What could TfL have done in the situation to help you feel safer?

Base: All who have felt worried in the last three months (2013 n=630; 2014 n=549; 2015 n=533; 2016 n=577)

Sexual identity and fear of crime on public transport

Four per cent of Londoners described themselves as gay, lesbian or bisexual in 2016. This proportion has remained constant since the sexual identity question was added to the survey in October 2014 and is in line with data from the Office of National Statistics (ONS).

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 (2016 n=3,552)

Gay, lesbian and bisexual Londoners were three times more likely to have experienced unwanted sexual behaviour on and around public transport than heterosexual or straight Londoners in 2016 (18 per cent compared with six per cent). However, statistically they were no more likely to feel worried about their personal security when using public transport, or to have experienced a specific worrying incident.

Table 23 Key metrics by sexual orientation

	%	Gay, Lesbian, Bi	Hetero, Straight
Generally worried (very or quite) about personal security when using public transport in London		10	7
Experienced a specific incident of worry in the last 3 months		17	17
Experienced unwanted sexual behaviour in the last 12 months		18	6

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 2016 (Gay, lesbian, bisexual n=117; heterosexual, straight n=3,348)

Generally speaking, gay, lesbian and bisexual Londoners were no more likely to say that their frequency of use of public transport was affected by concerns about crime than heterosexual or straight Londoners. The exception is with travel by Tube at night, where a greater proportion of heterosexual/straight Londoners reported an impact in 2016.

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

% whose frequency of travel is affected a lot or a little	Gay, Lesbian, Bi	Hetero, Straight
Underground during the day	15	19
Bus during the day	14	19
Train during the day	10	12
Underground at night	23	36 ↑
Bus at night	43	41
Train at night	22	29

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 2016 (Gay, lesbian, bi n=117; heterosexual, straight n=3,348)

Taxi touting

Six in ten (60 per cent) Londoners were aware that it was illegal for minicabs to pick up customers without a booking in October 2016, level with the figure from the previous year.

Levels of awareness varied substantially by different groups of Londoners; those aged 16-24 were least likely to be aware that minicabs were not allowed to tout for business (43 per cent), while those aged 55 or over were most likely to be aware. White Londoners were more likely than BAME Londoners to be aware of the rules around touting (67 per cent, compared with 48 per cent).

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

%	Oct 2013	Oct 2014	Oct 2015	Oct 2016
Total (988)	63	66	61	60
Male (376)	67	73	66	63
Female (612)	59	60	57	58
16-24 (135)	49	53	43	43
25-34 (76)	58	57	55	59
35-44 (127)	63	71	65	62
45-54 (153)	70	72	68	66
55-64 (183)	74	82	77	70
65+ (314)	70	73	67	65
White (727)	69	75	69	67
BAME (200)	49	52	51	48
Inner London (346)	61	70	65	61
Outer London (642)	64	64	59	60

No significant differences between 2016 and 2015

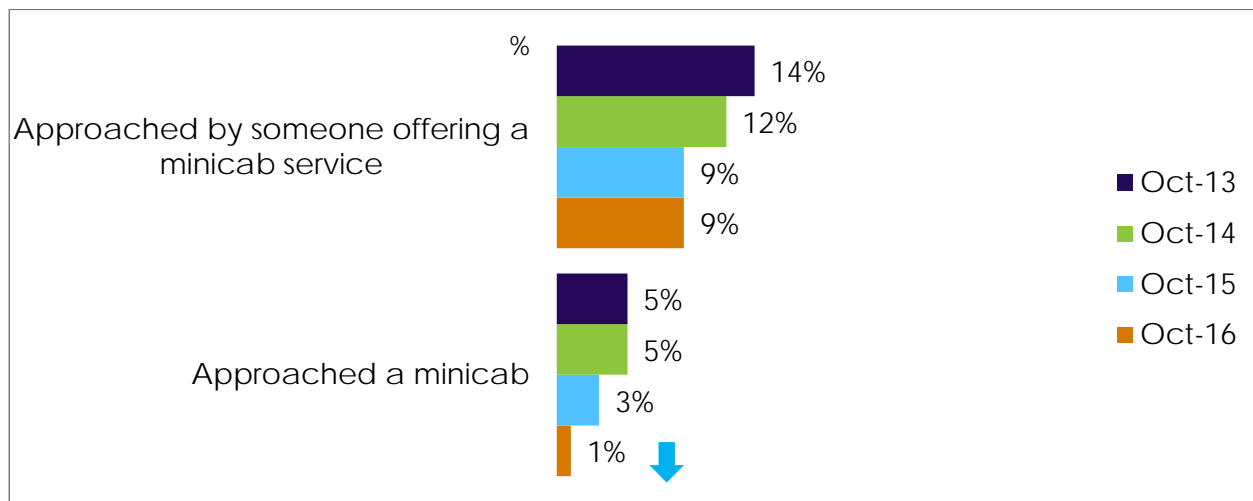
T11 Minicab drivers are breaking the law if they pick up passengers unless they have booked either in person or over the phone. In these circumstances, it is the driver not the passenger who is committing the offence. Were you aware of this?

Base: All except taxi & minicab company employees (2016 base sizes shown in table)

Asked whether they had been approached or themselves approached anyone offering a taxi or minicab service in London in the last three months, nine per cent claimed that they had been approached and one per cent that they themselves had approached in October 2016.

The incidence of being approached by a minicab declined year on year between 2013 and 2015 but this trend halted in 2016. However, the proportion of Londoners to approach a minicab did continue to decline.

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



Significance testing against October 2015

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

TT10 During the last three months, have you approached a minicab driver, which you have not booked, on the street anywhere in London to ask if they could take you to your destination?

Base: All except taxi or minicab company employees (October 2013 n=994; October 2014 n=986; October 2015 n=987; October 2016 n=988)

Revenue protection

Four fifths of Londoners (79 per cent) were aware that travelling without a valid ticket or pass could result in a penalty fare in October 2016, up from 74 per cent the previous year and halting a series of declining figures. Just over a third of Londoners (35 per cent) knew that it could result in being escorted off public transport, significantly lower than in 2015.

Only a minority of Londoners (39 per cent) thought that travelling without a ticket could lead to prosecution in October 2016, down from 55 per cent in 2013.

Chart 27 Awareness of actions to prevent fare evasion

	%	Oct 2013	Oct 2014	Oct 2015	Oct 2016
Penalty fare		88	81	74	79 ↑
Possible prosecution		55	48	41	39 ↓
Escorted off		59	47	42	35 ↓
Verbal warning		48	39	36	31
Other		6	7	7	6

Significance testing against October 2015

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 2013 n=1,000; October 2014 n=1,000; October 2015 n=1,001; October 2016 n=1,000)

Londoners were more likely to believe that penalty fares were well enforced than poorly enforced on public transport in 2016. There was little difference in perceptions of how well enforced penalty fares were between different modes: 37 per cent believed they were well enforced on buses, 38 per cent on the Underground and 39 per cent on trains.

The proportion of Londoners to believe that penalty fares were well enforced declined significantly in relation to Tube, bus and train travel between 2015 and 2016. On the Tube and bus, this was accompanied by a corresponding rise in the view that penalty fares were not well enforced (on trains, a greater proportion were unsure in 2016).

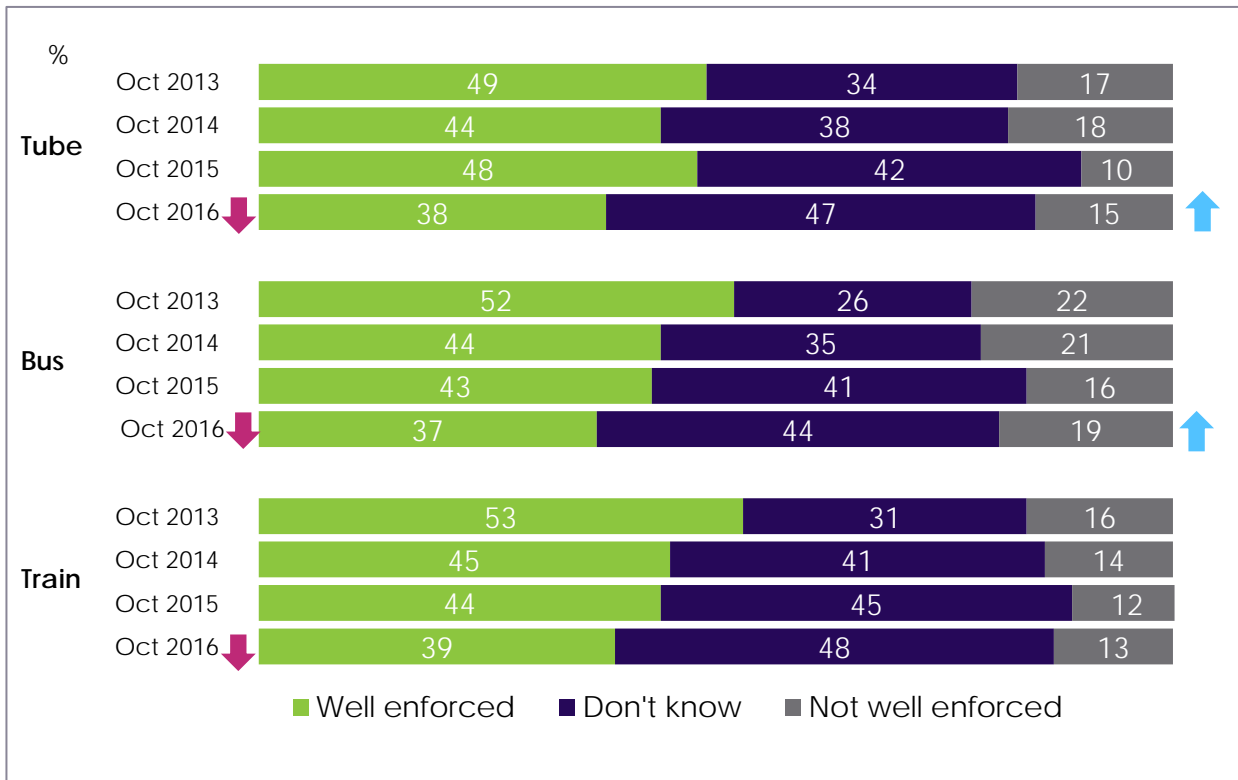


Chart 28 Fare evasion – how well penalty fares are enforced

Significance testing against October 2015

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

Base: All (October 2013 n=1,000; October 2014 n=1,000; October 2015 n=1,001; October 2016 n=1,000)

Around half of Londoners (48 per cent) recalled seeing or hearing advertising or messages about fare evasion on public transport in London in October 2016, in line with previous years.

The strongest messages were “You will be fined” (recalled by 22 per cent) and “Ticket inspectors look just like you” (9 per cent, but down from 14 per cent in October 2015).

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

	%	Oct 2013	Oct 2014	Oct 2015	Oct 2016
Recall any advertising		51	49	52	48
You will be fined		28	26	21	22
Ticket inspectors look just like you		14	12	14	9 ↓
You have to pay your fare		6	7	8	6
It's a crime		6	5	5	6
Remember to swipe your Oyster card		1	3	3	1
Other		10	5	4	9
Recall something but can't remember what		0	3	5	4
Do not recall any advertising/ message(s)		49	51	48	52

Significance testing against October 2015

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 2013 n=1,000; October 2014 n=1,000; October 2015 n=1,001; October n=1,000)

Observations and experiences of ticket inspectors

In October 2016, just over a third of Londoners (36 per cent) had seen a ticket inspector on or around buses in the preceding three months, a quarter (27 per cent) on the train network, and 12 per cent on the Underground network – in line with previous years.

Among frequent users of each mode (at least twice a week), half of frequent bus and train users noticed inspectors in October 2016, but only 21 per cent had seen a ticket inspector on the Tube.

Table 30 Observations of ticket inspectors in the last three months

	%	Oct 2013	Oct 2014	Oct 2015	Oct 2016	Freq. users 2016
Bus		37	37	35	36	48
Train		27	27	25	27	55
Tube		11	11	9	12	21

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

Base: All (October 2013 n=1,000; October 2014 n=1,000; October 2015 n=1,001; October n=1,000)

Appendix

Transport usage

Eight in ten Londoners (82 per cent) used buses at least once a month in 2016, the same level as in 2015. Seventy-seven per cent of Londoners used the Tube at least once a month, and 62 per cent used trains – both figures dipped in 2016 compared with the previous year. Seventeen per cent used the DLR at least once a month, in line with trend data.

Table 31 Regular (at least monthly) usage of modes of transport in London

	2013	2014	2015	2016
Bus	80	81	82	82
Tube	75	75	79	77 ↓
Train	60	61	65	62 ↓
DLR	16	18	18	17

Significance testing against 2015

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

Base: All (2013 n=4,122; 2014 n=4,005; 2015 n=4,002; 2016 n=4,001)

In 2016, 70 per cent of Londoners used buses regularly (at least once a month) during the day, and 37 per cent after dark. The proportion using buses regularly during the day increased compared with 2015, while after dark use remained constant.

Sixty-three per cent used the Tube regularly during the day, with 41 per cent regularly using it after dark in 2016. There was no change in regular use of the Tube recorded between 2015 and 2016.

Forty-seven per cent regularly used trains during the day, 24 per cent after dark in 2015. Regular daytime use of the DLR was lower than for other modes, but did increase in 2016 from 12 per cent to 14 per cent.

Table 32 Regular (at least monthly) daytime and night time usage of modes

%	During the day				After dark			
	2013	2014	2015	2016	2013	2014	2015	2016
Bus	66	68	68	70 ↑	33	38	36	37
Tube	61	61	64	63	39	39	40	41
Train	45	47	47	47	25	26	26	24 ↓
DLR	13	14	12	14 ↑	6	6	5	4

Significance testing against 2015

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 (2013 n=4,122; 2014 n=4,005; 2015 n=4,002; 2016 n=4,001)

Sample profile

Table 33 Unweighted sample profiles and weighting

The table below shows real (unweighted) base sizes for each demographic group for surveys conducted in 2014, 2015 and 2016. In reporting, data are weighted to the London demographic profile according to the 2011 census.

	2014		2015		2016		Weighted
	Total	%	Total	%	Total	%	2011 census
Base	4,005	-	4,002	-	4,001	-	-
Gender							
Male	1,619	40	1,610	40	1,645	41	49
Female	2,386	60	2,392	60	2,356	59	51
Age							
16-24	299	8	282	7	299	7	15
25-34	331	8	368	9	311	8	25
35-44	540	13	574	14	516	13	19
45-54	707	18	769	19	711	18	16
55-64	777	19	789	20	837	21	11
65+	1,351	34	1,220	31	1,327	33	14
Borough of residence							
Inner London	1,363	34	1,403	35	1,384	35	40
Outer London	2,642	66	2,599	65	2,617	65	60
Ethnicity							
White	3,039	76	2,969	74	2,948	74	63
BAME	791	20	885	22	847	21	37
Refused	175	4	148	4	206	5	
Employment status							
Working full-time	1,321	33	1,519	38	1,333	33	61
Working part-time	573	14	569	14	555	14	
Not working	1,985	50	1,814	45	1,961	49	39
Refused	126	3	100	3	152	4	

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

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