

Transport for London

Crime and antisocial behaviour statistics bulletin

Quarter 3 (1 October - 31 December 2010/11)

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1. Introduction

This quarterly bulletin brings together crime and incident statistics from the Metropolitan Police Service (MPS), British Transport Police (BTP) and Transport for London (TfL) and provides a summary of crime and anti-social behaviour (ASB) on TfL services during Q3 2010/11 (October–December 2010). The bulletin focuses on the London Bus network, London Underground/Docklands Light Railway and TfL's London Overground service¹.

The BTP is responsible for policing the rail network in London, including the TfL managed London Underground (LU), the Docklands Light Railway (DLR) and the London Overground (LO) services. Crime figures for the LU, DLR and LO have been provided by the BTP. Crime figures for LU and DLR are reported together as these networks are policed by the same division of the BTP. The BTP only deals with crime relating to the rail and Tramlink network.

The MPS is responsible for policing the rest of London's transport network, including the bus network. The figures reported in this bulletin for the bus network are based on official MPS figures for bus-related crime unless otherwise stated. There is no distinct category of 'bus crime' in the MPS crime recording system. Recorded crime data is extracted from the MPS system using a complex query that searches all MPS crime for transport venue codes and those that have the word bus, bus stop, bus station and transport related words somewhere in the electronic case file. For this reason, some crimes that did not occur on the bus network will be included in the figures. This is different from the BTP as all crimes dealt with by the BTP and included on their crime recording system relate directly to the rail network.

Recorded crime figures relate to crime recorded by the MPS and BTP in the quarterly period. The figures do not include crimes that have not been reported to the police or those that the police decide not to record. Crime figures reported in this bulletin are consistent with Home Office counting rules and are subject to revision in future updates. At the end of the financial year, crime and passenger journey figures contained in this report will be adjusted to reflect the most accurate and up to date data available. Some of the figures and percentage changes published in this report may change. The adjusted annual figures will be published in the Quarter 4 statistical bulletin.

Public transport in London continues to be a relatively safe and low crime environment. Currently, over ten million passengers travel on the TfL's public transport services each day with very few of them ever experiencing or witnessing crime. Official figures from the MPS and the BTP show further reductions in levels of crime on the transport network despite increasing passenger numbers. The risk of becoming a victim of crime is falling.

The levels of bus-related crime in the first three quarters of the financial year 2010/11 (April 2010–December 2010) were 3.3% lower than in 2009/10 and the rate of crime for the bus network has fallen to 10.4 crimes per million passenger journeys (from 10.9 in the first three quarters of the financial year 2009/10). Crime on LU/DLR is also down, 8.3% lower during the first three quarters of the financial year 2010/11 compared to 2009/10 with the rate of crime also falling to 11.5 crimes

¹ London Overground services operate on the North London Railway and the new East London Railway including three new stations (Haggerston, Hoxton and Shoreditch High Street). The North London Railway consists of the North London Line (Richmond to Stratford), the London Euston to Watford Junction local line, the West London Line (Willesden Junction to Clapham Junction via Kensington Olympia) and the Gospel Oak to Barking line. The East London Line ran between Whitechapel and New Cross / New Cross Gate. However from 20 September 2009 this has fallen under the jurisdiction of London Overground as opposed to LU and has now been extended to Dalston Junction in the north and West Croydon/Crystal Palace/New Cross Gate in the south.

per million passenger journeys (from 13.2 in the first three quarters of the financial year 2009/10). London Overground figures for the first three quarters of the financial year 2010/11 compared to 2009/10 show notifiable crime increased by 47.2% (from 335 to 493 offences). This increase reflects the fact that they now incorporate the 13 additional stations which came under London Overground's control.

These reductions in crime have been driven by a range of initiatives undertaken by TfL in partnership with the police forces in London. TfL's significant investment in transport policing and commitment to improving safety and security has ensured the system remains a low crime environment. The Right Direction: The Mayor's strategy to improve transport safety and security provides more information on TfL and partner activities to enhance safety and security across the transport system - <http://www.tfl.gov.uk/assets/downloads/corporate/the-right-direction.pdf>

2. Crime trend over recent years

2.1. Bus-related Crime 2007/8–2009/10

Table 1 shows the break-down of MPS bus-related crime by the major crime categories used by the MPS for 2007/8, 2008/9 and 2009/10 and includes the rate of crime² for each of these categories with the exception of burglary³. In 2009/10, there were 11.1 crimes for every million passenger journeys made on the bus network.

Information on offences included in the MPS major crime categories can be found at <http://maps.met.police.uk/tables.htm>

Table 1

Crime Type	2007/8		2008/9		2009/10	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Burglary	104	N/A	86	N/A	63	N/A
Criminal Damage	5,846	2.7	3,723	1.7	2,350	1.0
Drugs	683	Less than 1	779	Less than 1	693	Less than 1
Fraud / Forgery	414	Less than 1	387	Less than 1	325	Less than 1
Other Notifiable Offences	233	Less than 1	234	Less than 1	276	Less than 1
Robbery	4,266	2.0	2,761	1.2	2,564	1.1
Sexual Offences	480	Less than 1	535	Less than 1	550	Less than 1
Theft and Handling	12,699	5.8	10,948	4.9	11,265	5.0
Violence against the Person	8,400	3.9	7,609	3.4	6,890	3.1
Total	33,125	15.2*	27,062	12.1*	24,976	11.1*

² Rate of crime per million passenger journeys is calculated by the dividing the number of crimes by the number of passenger journeys multiplied by one million.

³ Most burglaries take place in buildings and therefore it is not appropriate to calculate crime rates for burglary based on the number of passenger journeys made on the bus network.

* Bus-related crime rates for 2007/8, 2008/9 and 2009/10 are based on annual passenger journey figure of 2.176b, 2.247b and 2.257b respectively.

2.2. London Underground and Docklands Light Railway Crime 2007/8–2009/10

Table 2 provides a breakdown of the major crime categories⁴ used by the BTP for the LU/DLR network in 2007/8, 2008/9 and 2009/10. There were 12.8 crimes for every million passenger journeys made on the LU/DLR network in 2009/10.

Information on offences included in the BTP major crime categories can be found within [http://www.btp.police.uk/docs/Aboutus Performance FMI March 2010.xls](http://www.btp.police.uk/docs/Aboutus%20Performance%20FMI%20March%202010.xls)

Table 2

Crime Type	2007/8		2008/9		2009/10	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Violence Against the Person	2,215	1.9	2,158	1.9	1,997	1.8
Sexual Offences	332	Less than 1	338	Less than 1	328	Less than 1
Criminal Damage	1,921	1.7	1,615	1.4	1,337	1.2
Line of Route	142	Less than 1	118	Less than 1	112	Less than 1
Theft of Passenger Property	7,481	6.6	6,134	5.3	6,794	6.0
Motor Vehicle/Cycle Offences	342	Less than 1	359	Less than 1	346	Less than 1
Robbery	192	Less than 1	136	Less than 1	137	Less than 1
Theft of Railway Property / Burglary	592	Less than 1	381	Less than 1	407	Less than 1
Serious Public Order	1,981	1.7	1,892	1.6	1,462	1.3
Serious Fraud	264	Less than 1	230	Less than 1	206	Less than 1
Drugs	881	Less than 1	1,616	1.4	1,266	1.1
Other Serious Offences	102	Less than 1	132	Less than 1	144	Less than 1
Total Notifiable Offences	16,445	14.4**	15,109	13.1**	14,536	12.8**

⁴ The BTP categorise crime differently to the MPS. The BTP categories reflect the type of crime experienced on the rail network.

** BTP LU/DLR crime rates for 2007/8, 2008/9 and 2009/10 are based on annual passenger journey figures of 1.139b, 1.156b and 1.134b respectively.

2.3. London Overground Crime 2007/8–2009/10

Table 3 provides a breakdown of the major crime categories used by the BTP for the LO network in 2007/8, 2008/9 and 2009/10. The London Overground statistics comprise offences recorded at stations or upon trains managed by London Overground Rail Operations Ltd (LOROL) for TfL with some additional non-LOROL managed stations included where TfL is keen to monitor offences⁵.

It is not possible to calculate a crime rate per passenger journey as accurate passenger data is not currently available.

Table 3

Crime Type	2007/8 Crimes	2008/9 Crimes	2009/10 Crimes
Violence Against the Person	98	103	93
Sexual Offences	8	9	9
Criminal Damage	67	43	51
Line of Route	0	3	0
Theft of Passenger Property	86	67	68
Motor Vehicle/Cycle Offences	16	13	23
Robbery	20	10	13
Theft of Railway Property / Burglary	25	40	23
Serious Public Order	67	79	80
Serious Fraud	4	3	2
Drugs	52	106	79
Other Serious Offences	4	16	9
Total Notifiable Offences	447	492	450

⁵ The London Overground statistics comprise offences recorded at stations or upon trains managed by London Overground Rail Operations Ltd (LOROL) for TfL with some additional non-LOROL managed stations included where TfL is keen to monitor offences which have occurred upon a LOROL train. Offences occurring at several non-LOROL managed stations, which are deemed not to be related to the LOROL service, have not been included to avoid counting offences which are more appropriately recorded in the totals either for a) other BTP divisions (e.g. a crime committed at Harrow & Wealdstone to Queen's Park stations, except Willesden Junction, would be counted as a BTP London Underground Area crime) or b) against different organizations within the rail industry (e.g. a crime committed on Watford Junction station would be treated as belonging to London Midland, who operate that station). These figures are subject to revision due to re-classification of offences (either by crime category or police division / train operating company).

2.4. London Tramlink Crime 2007/8-2009/10

Table 4 provides a breakdown of the major crime categories used by the BTP for the London Tramlink network in 2007/8, 2008/9 and 2009/10. There were 15.6 crimes for every million passenger journeys made on the London Tramlink network in 2009/10.

Table 4

Crime Type	2007/8		2008/9		2009/10	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Violence Against the Person	95	3.6	76	2.8	85	3.3
Sexual Offences	3	Less than 1	8	Less than 1	3	Less than 1
Criminal Damage	62	2.3	52	1.9	59	2.3
Line of Route	85	3.2	72	2.6	55	2.1
Theft of Passenger Property	50	1.9	38	1.4	55	2.1
Motor Vehicle/Cycle Offences	4	Less than 1	9	Less than 1	12	Less than 1
Robbery	19	Less than 1	22	Less than 1	26	1.0
Theft of Railway Property / Burglary	7	Less than 1	25	Less than 1	19	Less than 1
Serious Public Order	46	1.7	64	2.4	48	1.9
Serious Fraud	2	Less than 1	10	Less than 1	2	Less than 1
Drugs	26	1.0	27	1.0	37	1.4
Other Serious Offences	3	Less than 1	8	Less than 1	2	Less than 1
Total Notifiable Offences	402	15.1**	411	15.1**	403	15.6**

** London Tramlink crime rates for 2007/8, 2008/9 and 2009/10 are based on annual passenger journey figure of 26.56 million, 27.20 million and 25.82 million respectively.

3. Quarterly crime results

Table 5 shows the number of recorded crimes and the rate of crime per million passenger journeys for Q3 2009/10 and Q3 2010/11. The last column of the table shows the percentage change in the number of crimes between Q3 2009/10 and Q3 2010/11.

Table 5

Network	Q3 2009/10		Q3 2010/11		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Bus	6,370	11.2	5,904	10.4	-7.3%
London Underground /Docklands Light Railway	3,749	12.8	3,560	11.7	-5.0%
London Overground	141	-	185	-	+31.2% ⁶
London Tramlink	114	17.4	91	12.5	-20.2%

4. Monthly breakdown

Table 6 shows the total number of crimes for each month in Q3 2010/11.

Table 6

Network	October		November		December	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Bus	2,086	10.5	2,071	10.5	1,747	10.3
London Underground /Docklands Light Railway	1,304	12.4	1,273	12.3	983	10.3
London Overground	80	-	72	-	33	-
London Tramlink	28	11.5	49	19.9	14	6.2

⁶ This increase reflects the additional stations which came under London Overground's control during end of 2009.

5. Bus-related crime levels – breakdown by major crime category

Table 7 shows the breakdown of MPS bus-related crime by the major crime categories used by the MPS for Q3 2010/11. The table includes the number of crimes, the crime rates per million passenger journeys and comparisons with Q3 2009/10.

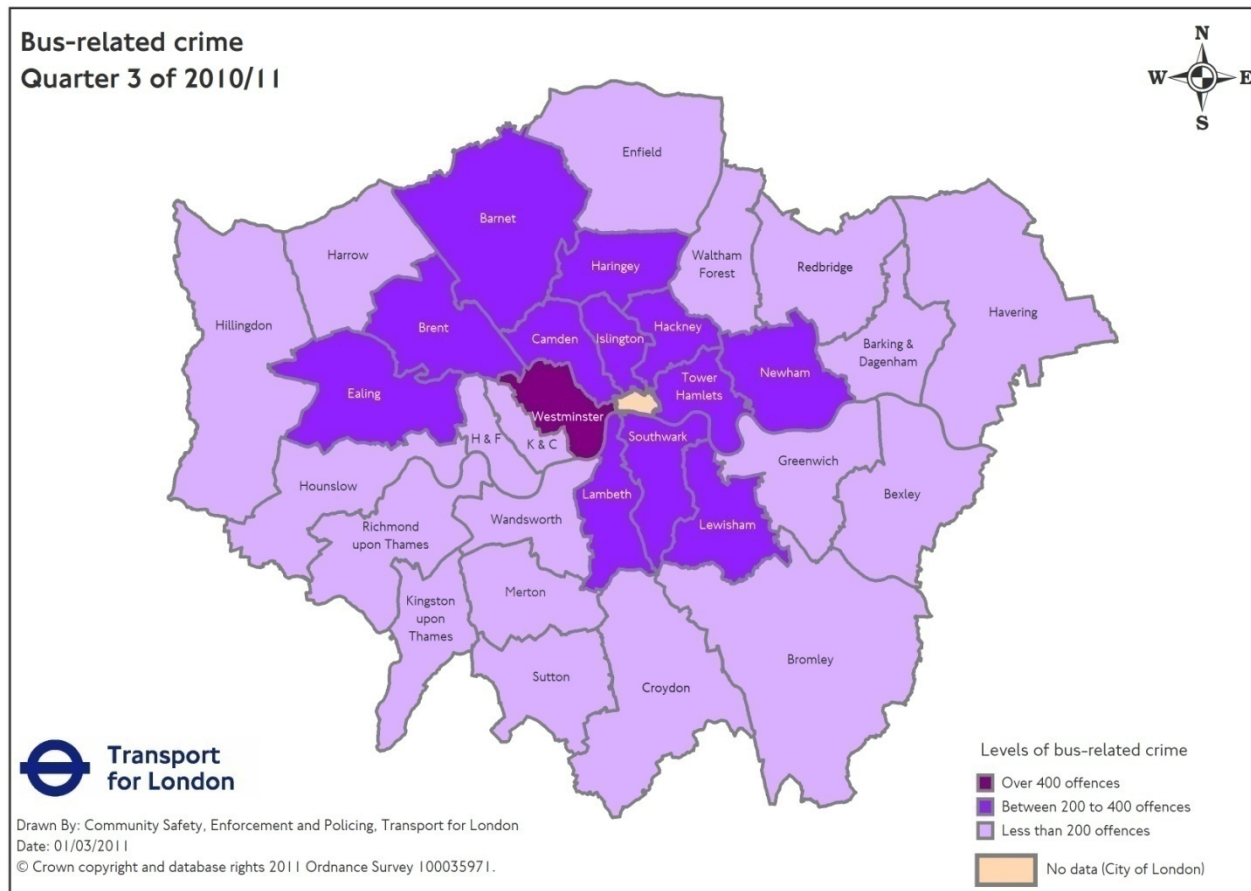
Table 7

Offence	Q3 2009/10		Q3 2010/11	
	Crimes	Rate	Crimes	Rate
Burglary	19	N/A	23	N/A
Criminal damage	514	Less than 1	442	Less than 1
Drugs	177	Less than 1	215	Less than 1
Fraud / forgery	80	Less than 1	76	Less than 1
Other notifiable offences	55	Less than 1	51	Less than 1
Robbery	619	1.1	585	1.0
Sexual offences	139	Less than 1	140	Less than 1
Theft and Handling	3,035	5.3	2,738	4.8
VAP	1,732	3.0	1,634	2.9
Total Offences	6,370	11.2	5,904	10.4

Map 1 – Bus-related crime volume by borough

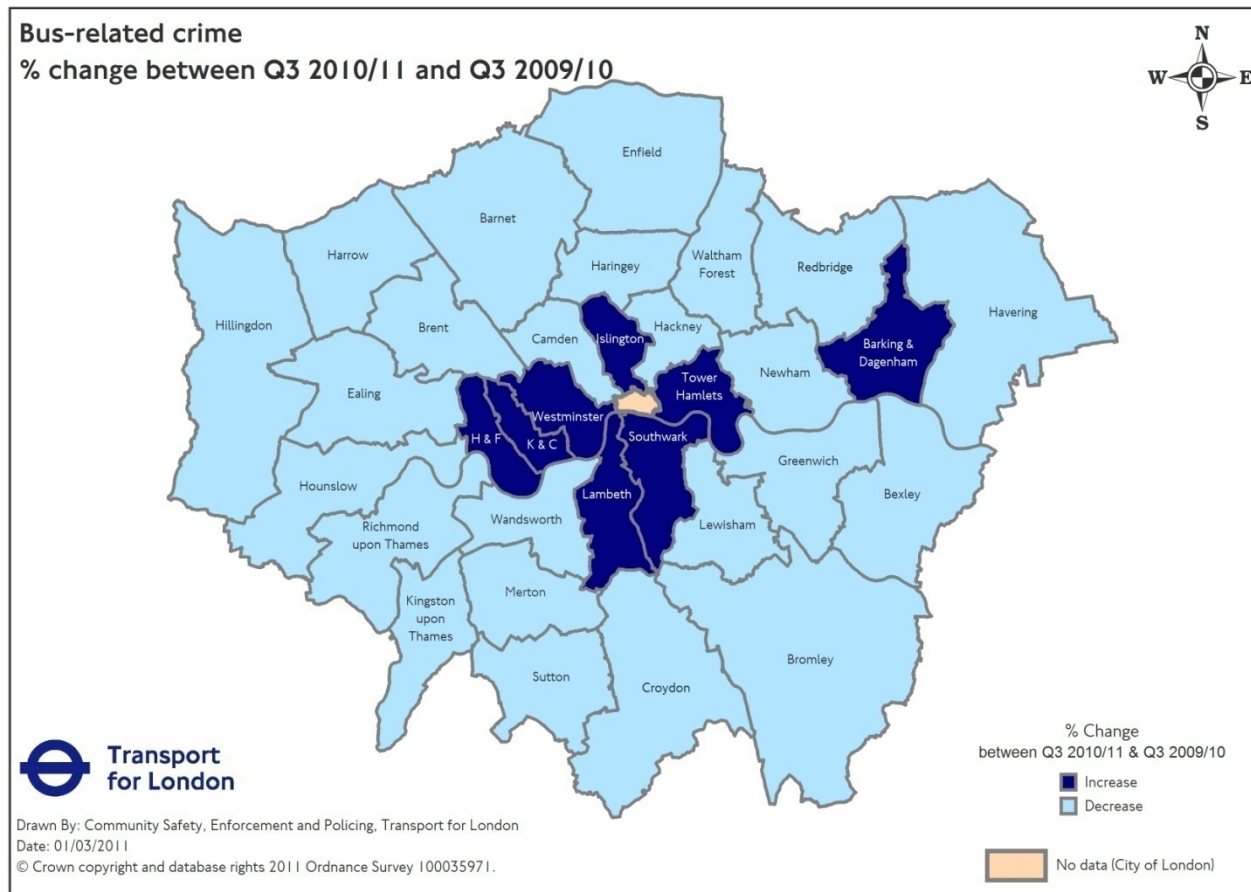
Map 1 shows the breakdown of MPS bus-related crime by borough for Q3 2010/11. The darker shades of purple show the boroughs with the highest number of recorded bus-related crimes. The map has not been adjusted for passenger or population numbers. Borough bus-related crime figures are shown in Table 7.

Please note that the map below does not include data for the City of London; this is policed by the City of London Police (CoLP) which is a separate police force from the MPS.



Map 2 – Bus-related crime change between Q3 2010/11 and Q3 2009/10 by borough

Map 2 shows the percentage change in the levels of bus-related crime between Q3 2009/10 and Q3 2010/11. The lighter blue boroughs have seen reductions in crime. The boroughs shaded in the darkest blue have seen an increase in levels of crime. Borough bus-related crime figures are shown in Table 8.



It is not possible to create similar maps of BTP recorded crime. The exact location of crimes upon the rail network is unknown due to some victims identifying the offence at the end of their journey which was undertaken across more than one borough.

Table 8 - Borough breakdown of bus-related crime for Q3 2010/11 (October –December 2010)

	Q3 2010/11									Q3 2010/11 Total	Q3 2009/10 Total	% Change
	Burglary	Criminal Damage	Drugs	Fraud or Forgery	Other Notifiable Offences	Robbery	Sexual Offences	Theft and Handling	Violence Against the Person			
Barking & Dagenham	1	14	4	1	2	10	2	52	33	119	96	+24.0%
Barnet	2	15	5	1	1	41	5	90	61	221	267	-17.2%
Bexley	1	11	0	1	1	3	3	13	18	51	84	-39.3%
Brent	2	17	4	2	1	42	4	70	80	222	260	-14.6%
Bromley	0	11	3	0	1	11	7	22	46	101	164	-38.4%
Camden	0	17	8	1	2	8	6	162	70	274	349	-21.5%
Croydon	2	24	2	2	0	26	5	68	47	176	193	-8.8%
Ealing	1	24	6	3	2	31	7	109	73	256	307	-16.6%
Enfield	3	15	5	4	2	17	7	55	33	141	177	-20.3%
Greenwich	2	11	1	0	0	25	4	38	45	126	137	-8.0%
Hackney	1	5	4	1	0	19	1	181	49	261	283	-7.8%
Hammersmith & Fulham	1	5	1	1	2	12	5	83	55	165	159	+3.8%
Haringey	0	10	4	4	0	16	5	114	59	212	269	-21.2%
Harrow	0	4	7	8	1	2	4	52	39	117	119	-1.7%
Havering	0	22	1	0	2	9	7	29	55	125	130	-3.8%
Hillingdon	0	36	5	0	4	15	4	64	44	172	191	-9.9%
Hounslow	0	13	0	2	4	5	7	42	60	133	134	-0.7%
Islington	1	10	3	2	2	25	5	159	73	280	247	+13.4%
Kensington & Chelsea	1	6	0	1	1	3	0	68	20	100	85	+17.6%
Kingston upon Thames	0	3	1	0	0	8	1	28	23	64	84	-23.8%
Lambeth	1	24	18	3	2	40	4	177	81	350	292	+19.9%
Lewisham	0	18	4	2	3	43	3	80	59	212	237	-10.5%
Merton	1	7	2	2	0	14	2	31	32	91	109	-16.5%
Newham	0	12	21	3	0	35	6	141	75	293	319	-8.2%

Continued on next page

	Burglary	Criminal Damage	Drugs	Fraud or Forgery	Other Notifiable Offences	Robbery	Sexual Offences	Theft and Handling	Violence Against the Person	Q3 2010/11 Total	Q3 2009/10 Total	% Change
Redbridge	2	11	2	1	0	14	2	33	59	124	163	-23.9%
Richmond upon Thames	0	5	1	3	1	3	5	17	25	60	67	-10.4%
Southwark	0	29	15	0	9	41	6	202	71	373	306	+21.9%
Sutton	0	8	0	0	2	4	3	15	10	42	79	-46.8%
Tower Hamlets	0	10	2	0	0	14	2	109	63	200	175	+14.3%
Waltham Forest	1	7	5	3	1	15	2	72	39	145	161	-9.9%
Wandsworth	0	9	1	17	2	9	8	47	35	128	171	-25.1%
Westminster	0	29	80	8	3	25	8	315	102	570	556	+2.5%
Q3 2010/11 Total	23	442	215	76	51	585	140	2,738	1,634	5,904	6,370	-7.3%
Q3 2009/10 Total	19	514	177	80	55	619	139	3,035	1,732			
% Change	+21.1%	-14.0%	+21.5%	-5.0%	-7.3%	-5.5%	+0.7%	-9.8%	-5.7%			

6. London Underground and Docklands Light Railway crime levels

Table 9 shows the breakdown of crime on the LU/DLR network by the major crime categories used by the BTP for Q3 2010/11. The table includes the number of crimes and the crime rates per million passenger journeys made on the LU/DLR and makes comparisons with Q3 2009/10.

Table 9

Offence	Q3 2009/10		Q3 2010/11	
	Crimes	Rate	Crimes	Rate
Violence Against the Person	539	1.8	512	1.7
Sexual Offences	106	Less than 1	72	Less than 1
Criminal Damage	362	1.2	248	Less than 1
Line of Route	23	Less than 1	27	Less than 1
Theft of Passenger Property	1,771	6.1	1,875	6.2
Motor Vehicle/Cycle Offences	70	Less than 1	85	Less than 1
Robbery	37	Less than 1	49	Less than 1
Theft of Railway Property / Burglary	95	Less than 1	157	Less than 1
Serious Public Order	358	1.2	307	1.0
Serious Fraud	42	Less than 1	55	Less than 1
Drugs	314	1.1	145	Less than 1
Other Serious Offences	32	Less than 1	28	Less than 1
Total Notifiable Offences	3,749	12.8	3,560	11.7

7. London Overground crime levels

Table 10 shows the breakdown of crime on the LO network by the major crime categories used by the BTP for Q3 2010/11. The table includes the number of crimes and makes comparisons with Q3 2009/10.

Table 10

Offence	Q3 2009/10 Crimes	Q3 2010/11 Crimes
Violence Against the Person	28	45
Sexual Offences	2	1
Criminal Damage	11	12
Line of Route	0	2
Theft of Passenger Property	21	41
Motor Vehicle/Cycle Offences	5	10
Robbery	6	7
Theft of Railway Property / Burglary	5	15
Serious Public Order	27	29
Serious Fraud	0	2
Drugs	32	19
Other Serious Offences	4	2
Total Notifiable Offences	141	185^{‡‡}

^{‡‡} This increase reflects the additional stations which came under London Overground's control during end of 2009.

8. London Tramlink crime levels

Table 11 shows the breakdown of crime on the London Tramlink network by the major crime categories used by the BTP for Q3 2010/11. The table includes the number of crimes and makes comparisons with Q3 2009/10.

Table 11

Offence	Q3 2009/10		Q3 2010/11	
	Crimes	Rate	Crimes	Rate
Violence Against the Person	29	4.4	29	4.1
Sexual Offences	0	Less than 1	3	Less than 1
Criminal Damage	7	1.1	8	1.1
Line of Route	15	2.3	10	1.4
Theft of Passenger Property	14	2.1	14	2.0
Motor Vehicle/Cycle Offences	7	1.1	5	Less than 1
Robbery	5	Less than 1	7	1.0
Theft of Railway Property / Burglary	5	Less than 1	3	Less than 1
Serious Public Order	11	1.7	4	Less than 1
Serious Fraud	0	Less than 1	1	Less than 1
Drugs	20	3	7	1.0
Other Serious Offences	1	Less than 1	0	Less than 1
Total Notifiable Offences	114	17.4	91	12.5

9. Levels of Driver Incident Reports (DIRs) for the bus network

Table 12 shows the number of Driver Incident Reports (DIRs) relating to ASB and the rate of DIRs per million passenger journeys made on the bus network.

A DIR is a call from a driver of a London Bus to London's 24 hour bus control centre (CentreComm) via the on-bus radio system. Drivers use DIRs to request a response including an emergency response or to report an incident or issue. DIRs are made for a number of reasons including congestion, mechanical problems, passenger illness or anti-social behaviour. It is important to note that DIRs are not crimes and many relate to low level incidents that are used for intelligence purposes.

DIRs for anti-social behaviour fall broadly into five categories which are shown in the table below. Not all DIRs result in a crime and the reports range in severity from minor passenger disputes, rowdy behaviour to more serious incidents including fighting and threatening behaviour. TfL and the MPS actively encourage reporting of all incidents of an anti-social nature on the network. DIRs are a valuable source of intelligence, which is used to inform police deployment decisions and TfL's community safety activities.

Table 12

ASB DIRs	Q3 2009/10		Q3 2010/11		% change in DIRs
	DIRs	Rate	DIRs	Rate	
Criminal Damage	1,403	2.4	1,518	2.7	+8.2%
Disturbances	6,551	11.5	6,448	11.4	-1.6%
Forgery / fraud	3,574	6.3	3,398	6.0	-4.9%
Minicab Touting	1	Less than 1	0	Less than 1	-100.0%
Robbery /Theft and Handling	263	Less than 1	237	Less than 1	-9.9%
Violent Offences	513	Less than 1	508	Less than 1	-1.0%
Total	12,305	21.5	12,109	21.4	-1.6%

Comparable incident data for LU/DLR and LO is not available. However, this section will include an ASB index in future reports which is currently being developed by CSEP for 2010/11. The composite Index has been developed to provide an indicator of anti-social behaviour which fuses numerous relevant data sources from TfL, MPS and BTP.

10. Levels of fare evasion on the bus network

Surveys are undertaken every quarter, in February, May, August and November to investigate the levels of fare evasion^{§§} on the London bus network. A representative sample of One Person Operated (OPO) routes is surveyed plus all of the articulated routes to enable a comprehensive coverage of London. Table 13 shows results from the most recent London Buses fare evasion survey, conducted November 2010.

^{§§} The fare evasion survey does include some ticketing irregularities that haven't necessarily resulted in fare evasion, such as non-validation of Zip cards.

Table 13

Bus network	Q3 2009/10 (November survey) Fare Evasion Rate Rolling 12 month average	Q3 2010/11 (November survey) Fare Evasion Rate Rolling 12 month average
One Person Operated	1.3	1.5
Articulated buses	8.9	9.0

11. Perception of safety and security

Through market research, TfL monitors people's views of different aspects of using TfL's transport system including perceptions of how safe they feel when travelling on and waiting for transport services. Table 14 shows Q3 perception results for safety and security measured through TfL's Customer Satisfaction Survey. The results are presented as a score out of 100 and should not be interpreted as the percentage of people feeling safe. The higher scores reflect more positive perceptions of safety and security. Table 14 shows two scores for each mode of transport – one score for perception of safety and security on the vehicle and the other for stations and stops.

Table 14***

Bus network	Q3 2009/10 score	Q3 2010/11 score	Change
On bus	86	83	-3
At shelters / stops	81	80	-1
LU††	Q3 2009/10 score	Q3 2010/11 score	Change
On train	85	84	-1
At stations	82	82	=
DLR	Q3 2009/10 score	Q3 2010/11 score	Change
On train	96	84	N/A
At stations	94	82	N/A
LO	Q3 2009/10 score	Q3 2010/11 score	Change
On train	80	83	+3
At stations	79	82	+3
Tramlink	Q3 2009/10 score	Q3 2010/11 score	Change
On tram	89	Not yet available	N/A
At stops	84	Not yet available	N/A

*** Since Q4 2009/10 DLR CSS methodology has been changed to be on the same basis as other TfL services, hence a comparison with Q3 2009/10 is not viable. The CSS has been carried out by the research agency GfK, but following a competitive procurement exercise the CSS has been carried out by TNS with effect from Q1 2011/12. In line with market research 'best practice' there has been a period of parallel running in when both GfK and TNS will conduct the survey (Q3 & Q4 2010/11). Q3 & 4 2010/11 results will be based on this merged data and therefore cannot be exactly compared with previous results.

Useful links

Transport for London <http://www.tfl.gov.uk>

Transport policing information <http://www.tfl.gov.uk/corporate/about-tfl/16031.aspx>

Reporting a transport crime or incident <http://www.tfl.gov.uk/corporate/about-tfl/16116.aspx>

Metropolitan Police Service <http://www.met.police.uk>

Crime figures <http://www.met.police.uk/crimefigures/index.php>

Safer Transport Teams <http://www.met.police.uk/saferneighbourhoods/safertransport/index.htm>

British Transport Police <http://www.btp.police.uk/>

Crime figures <http://www.btp.police.uk/stats/>

L Area (London Underground / Docklands Light Railway) Division

http://www.btp.police.uk/about_us/areas/london_underground_dlr.aspx

London Underground Division Neighbourhood Policing Teams

http://www.btp.police.uk/neighbourhood_policing/london_underground_dlr.aspx

For more information on this report please contact TfL at csepcommunications@tfl.gov.uk. For other general TfL enquiries please telephone +44 (0)843222 1234, textphone: +44 (0)20 7918 3015 or use the relevant contact form of TfL's website <http://www.tfl.gov.uk/contact/default.aspx>