

## The Right Direction

The Mayor's Strategy for improving transport safety, security and reliability in London 2015-2017 – Executive Summary



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# Contents

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<b>Foreword from the Mayor</b> .....	<b>05</b>
<b>Introduction</b> .....	<b>07</b>
<b>Reducing crime and antisocial behaviour on public transport</b> .....	<b>08</b>
<b>Reducing fear of crime and increasing public confidence in the safety of travelling</b> .....	<b>10</b>
<b>Tackling collisions caused by criminal, illegal and antisocial road user behaviour</b> .....	<b>12</b>
<b>Improving cycle safety and security</b> .....	<b>14</b>
<b>Reducing disruption and delays to journeys</b> .....	<b>15</b>

# Foreword from the Mayor

London's transport system is the beating heart of this great city, with around 30 million journeys taking place every day. On the bus and Tube networks, a staggering 3.5 billion trips are made each year. Yet despite ever increasing passenger numbers, it is astonishing to see that the risk of becoming a victim of crime on the transport system is now at an all time low, with just eight crimes for every million passenger journeys. The network has never been safer than it is today.

My initial transport safety and security strategy, *The Right Direction 2010-2013*, has successfully delivered dedicated policing at London's busy transport hubs, driving down crime at these essential interchanges. It has removed more than 30,000 illegal and dangerous vehicles each year as part of the ongoing Operation Cubo, and helped improve road safety by hosting Exchanging Places events, where cyclists can experience the view from a lorry cab. Also, special crime fighting initiatives, such as Project Spiderweb and Project Cycle Operations, have reduced pickpocketing and cycle crime by more than 10 per cent across London.

However, we are not complacent. We continue to strive to reduce crime and antisocial behaviour on the network by using ever more intelligent deployments of police and enforcement measures to stop offenders in their tracks. This refreshed strategy sets out our priorities for improving the safety, security and reliability of the transport network in the Capital over the next three years. It includes redesigning traffic and transport policing in the Metropolitan Police Service (MPS) to create a single integrated command for policing all of London's roads, and widening the role of borough-based Safer Transport Teams to enable them to deal more effectively with road safety and reliability issues. It also includes enhancing police presence to tackle high crime periods and locations on the transport network.

I want London's transport system to be deemed the greatest and safest of any big city and I am confident this strategy will help us to achieve this ambition.



**Boris Johnson**  
**Mayor of London**



The Right Direction is a strategy for Transport for London (TfL), police partners and operators to work together to improve transport safety, security and reliability. The strategy covers the years 2015-17 and updates the previous 2010-13 plan which is available at [www.london.gov.uk](http://www.london.gov.uk).

This strategy reflects significant changes in transport safety and security in the Capital over the past few years. Rates of recorded crime on public transport continue to fall with levels now at about half of what they were in 2005/06 when they peaked. In 2013/14, there were just 7.5 crimes for every million passenger journeys on London's bus network and eight on London Underground and Docklands Light Railway (DLR). While crime on public transport has fallen sharply, reductions in the number of people killed or seriously injured (KSI) on London's roads have slowed. Vulnerable road users (pedestrians, pedal cyclists and powered two-wheelers) in particular accounted for almost 80 per cent of KSIs in 2013.

This strategy aims to more intelligently target policing and enforcement to restrict opportunities for crime on public transport and make the Capital's roads safer by reducing deaths and serious injuries.

Improving the safety and security of the Capital's transport network is a key priority in the Mayor's Transport Strategy (2010) and is critical to supporting London's economic development and population growth. TfL and its policing partners have an important role to play in managing congestion and service disruption through the use of enforcement measures. This updated strategy includes a new objective to reduce road and service disruption.

The London Transport Community Safety Partnership (LTCSP) exists to strengthen partnership working in order to achieve a shared aspiration of creating the safest transport system and road network in the world that is also accessible to all of London's communities. The LTCSP, which includes British Transport Police (BTP), City of London Police, MPS, TfL and Train Operating Companies, is responsible for delivering the Mayor's strategic commitments on transport safety, security and reliability.

The Right Direction outlines the main objectives, priorities and actions to reduce crime, antisocial behaviour and fear of crime on public transport, improve road safety, cycle safety and security, and reduce road and service disruption.

# Reducing crime and antisocial behaviour on public transport

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The rate of police recorded crime on public transport has fallen each year since 2005/06 and remains at record low levels. There were 7.5 crimes per million passenger journeys recorded on London's bus network during 2013/14, which represents a 65.3 per cent drop since 2005/06. On the Underground and DLR network the rate of crime has more than halved since 2005/06 with a fall from 17.4 to eight crimes per million passenger journeys. These reductions have largely been the result of continuing crime prevention work and investment in policing, enforcement, visible staffing and good design.

Maintaining these year-on-year falls in crime on public transport will be extremely challenging. The LTCSP is committed to pursuing an 'evidence-based approach' and will seek to adopt crime prevention strategies and

police enforcement tactics that have been tested for their effectiveness at reducing crime. The LTCSP will also continue to ensure that those times, places and passengers at greatest risk of crime will be given priority.

## **New actions for 2015-17 include:**

- Enhance late night and weekend policing capability when the Night Tube is introduced in September 2015 to help tackle identified high crime periods on the network
- Explore the use of analysis on the bus network to better locate pickpocket offences across the bus network
- Trial hotspot policing on the bus network to establish optimal patrolling to reduce crime





# Reducing fear of crime and increasing public confidence in the safety of travelling

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Concerns about crime and disorder can act as a barrier to travel. Fear of crime can disrupt travel patterns by forcing people to make choices about which time of day they travel and even whether they use public transport at all. In particular, those living on low incomes, such restrictions on their travel can have a serious impact on their lives.

Quarterly surveys, conducted on behalf of TfL, have shown that the overwhelming majority of Londoners (74 per cent, 2013) neither worry about their personal safety nor recall a recent episode of worry when travelling on public transport. However, women, black and minority ethnic Londoners, and lower income groups are the least likely to be 'unworried'.

The LTCSP is committed to improving perceptions of safety and security on the Capital's public transport network and will develop initiatives targeting those passengers most likely to worry. It will also challenge threatening and drunken behaviour, which increases anxiety about safety.

## **New actions for 2015-17 include:**

- Police and police community support officers will continue to work with the local communities as part of the Safe Travel for All initiative
- Release previously unpublished data on transport-related crime as part of our commitment to data transparency
- Expand activities across London's bus network to integrate enforcement and community engagement to reduce antisocial behaviour associated with the fear of crime



# Tackling collisions caused by criminal, illegal and antisocial road user behaviour

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The Mayor's Safe Streets for London plan (2013) has set a challenging target to reduce the number of KSIs by 40 per cent by 2020 from a baseline 2005-2009 average. Reducing injuries on the Capital's roads, as a result of criminal and antisocial behaviour, is one of the main ways that the LTCSP and its policing partners can contribute to this target.

The police have wide ranging road safety responsibilities including the enforcement of traffic legislation against criminal and antisocial road

users. The newly formed MPS Roads and Transport Policing Command (RTPC) will help consolidate the MPS's resources to target unsafe, illegal and antisocial road user behaviour. The BTP is also using enforcement and educational initiatives to encourage drivers and pedestrians to use level crossings safely.

Through a combination of high visibility on-street policing and enforcement, camera enforcement and partnership working with bodies such as the Driver and Vehicles



Standards Agency (DVSA), the risk of being caught for driving offences will increase and deter unsafe, illegal and antisocial road user behaviour.

**New actions for 2015-17 include:**

- Use new powers to issue endorsable Fixed Penalty Notices for careless driving to help change driver behaviour, especially targeting the most risky locations
- Expand the Community Roadwatch scheme, empowering members of the public to get involved in enforcing speed limits and tackling antisocial driving in their local area
- Publish an annual 'report card' of traffic law enforcement in London on the MPS or TfL website



# Improving cycle safety and security

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The Mayor's Cycling Vision for London (2013) outlines a £913m programme of investment in road safety improvements for cyclists. This includes segregated routes and measures to improve the safety of heavy goods vehicles, which are associated with a disproportionate number of cyclist deaths.

Such measures are crucial to doubling the number of cyclists on London roads by 2020 because concerns about road safety are the greatest disincentive to cycling.

One way the LTCSP will be supporting the Mayor's vision is by providing dedicated police resources. For example, high-visibility enforcement at collision hotspots and running educational cycle safety events are two important activities undertaken by the MPS RTPC. Investigations by the Commercial Vehicle Unit will also ensure that appropriate action is taken against HGV drivers and operators involved in collisions with cyclists.

Cycle theft is another (though less significant) barrier to cycling. The LTCSP and its policing partners will increase the number of bikes security marked and registered in London; identify and target prolific cycle thieves; and actively encourage improved locking practices.

## **New actions for 2015-17 include:**

- Conduct a trial assessing the feasibility of camera enforcement of Advanced Stop Lines on road user behaviour
- Lobby for Highway Agency enforcement of mandatory cycle lanes, so we can protect safe space for cyclists
- Support and improve the Road Safe London website to provide a forum for reporting 'near hits' on the road network, with an emphasis on vulnerable road users

# Reducing disruption and delays to journeys

Improving public transport reliability is a vital objective in the Mayor's Transport Strategy and contributes to providing an efficient and effective transport system for people and goods.

TfL measures traffic flow on London's road network by 'journey time reliability', which is the percentage of journeys completed within five minutes of a typical 30 minute journey time. Since this indicator was first adopted in 2009 around 88 to 90 per cent of road journeys in London are reliably completed. This is in line with TfL's current target of 89.5 per cent.

London Underground measures service disruption by Lost Customer Hours (LCH). Performance during 2013/14 was the best since the LCH was introduced as an indicator in 1999, which follows year-on-year improvements in service reliability over the past four years.

## **New actions for 2015 include:**

- Extend the dedicated roads policing cover at the Blackwall Tunnel to 24 hours
- Expand the jurisdiction of BTP at London Bridge station to include the approach and exit roads
- Expand the role of borough-based transport policing teams to develop problem-solving plans for local parking and congestion

