



# Safety and security annual report 2015

Report v2

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## Executive summary

TfL's Safety and Security tracker has been running since 2006 and provides the Directorate of Community Safety, Enforcement and Policing with information which helps set the direction, priorities and policies for policing services on and around the London transport system.

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 which 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 2015 and make comparisons with 2014 and 2013. For the key measurements of general worry, incidence of experiencing worrying events and incidence of experiencing unwanted sexual behaviour, we include data from the latest two surveys conducted in January and April 2016 (there are still two more waves to be completed in 2016: the July and October waves).

11 per cent of Londoners were very or quite worried about their personal security when using public transport in London in 2015. 16 per cent recalled an incident in the last three months which made them feel worried about their personal safety.

General worry and recall of specific incidents causing worry are the two key measures of safety and security tracked in this study and both have been trending downwards over the period 2013 - 2015. However, in the latest two waves of the study conducted in January and April 2016, we see a deterioration in these measures (12 per cent generally worried and 18 per cent experiencing a worrying incident), accompanying a rise in fear of terrorist attacks.

Women and BAME Londoners are significantly more likely to be generally worried (very or quite) and have experienced a specific incident of worry in the last three months. Disabled Londoners and outer London residents are significantly more worried in general than non-disabled and inner London residents.

Among the 16 per cent of Londoners who experienced a worrying incident in 2015, 46 per cent occurred on a bus, 29 per cent on the tube and 20 per cent on a train. When based on all Londoners, the incidence of experiencing a worrying event on a bus has declined significantly from 9 per cent in 2013 to 7 per cent in 2015. For Tube and train, this remains unchanged. 62 per cent of worrying incidents occurred on board the mode of transport, 21 per cent while waiting at a bus stop or station and 15 per cent while walking to or from a bus stop or station, repeating similar results in 2014 and 2013.

When looking at the nature of worrying events, we include results from January and April 2016 because they show a significant increase in fear of a terrorist attack which has been rising year on year (1 per cent in 2014, 4 per cent in 2015 and 9 per cent in January/ April 2016). These results are not surprising against the backdrop of the November 2015 terrorist attacks in Paris and March 2016 attacks in Brussels and increased media coverage of the War on Terror. Fear of terrorism is a continuous fear rather than a one-off episode of worry (experienced 24 times on average over a three-month period by those experiencing it). It is significantly more likely to occur on the Tube and during the day. The proportion of Londoners agreeing that fear of a terrorist attack acts as a deterrent to them using public transport more often has risen significantly to 18 per cent in January/ April 2016 from 12 per cent in 2013-2015.

Fear of terrorism aside, the most prevalent cause of worry is the threatening behaviour of other passengers (mentioned by 35 per cent of those experiencing a worrying event), drunken passengers (13 per cent) and busy environments/ large crowds (8 per cent).

Almost all Londoners have witnessed some form of anti-social behaviour on public transport in London over the last three months. People speaking loudly on mobile phones and listening to loud music are still experienced by over seven in ten Londoners, followed by people eating hot food, pushing and shoving and littering. Begging is significantly up (from 48 per cent in October 2014 to 59 per cent in October 2015).

Amongst frequent users (at least twice weekly) of each mode, half or more have witnessed loud music and pushing and shoving in the last three months on buses and trains. Bus is the most anti-social mode and Tube the most 'social' in terms of the number of different types of anti-social behaviour witnessed by half or more of regular users in the last three months. The Tube has recorded significant falls in listening to loud music, eating hot food, children/ youths behaving badly, spitting and bullying between 2014 and 2015. Eating and drinking is up on the bus and drinking and pushing and shoving is up on trains. Begging is significantly up on all three modes among regular users of each.

In 2015, worrying events caused 11 per cent of those experiencing them to stop using the mode of transport on which they occurred completely or temporarily. 55 per cent were not affected at all, in line with previous years.

The impact of concerns about crime and anti-social behaviour on Londoners' frequency of using the Underground, buses and trains has risen for all three modes from 2014 to 2015 when thinking about travel during the day but remains unchanged for travel after dark. It is probably the rise in fear of terrorist attacks which manifests itself predominantly during the day, that is causing this.

8 per cent of Londoners have experienced unwanted sexual behaviour on public transport in 2015. This proportion is in line with 2013 and 2014. 20 per cent of young women (aged 16-34) and 19 per cent of gay, lesbian and bisexual Londoners have experienced unwanted sexual behaviour on public transport, significantly higher than for other groups. These events were most likely to occur on board public transport (72 per cent) and on buses (48 per cent) and the Tube (41 per cent) but not so much on trains (16 per cent).

Eleven per cent reported these crimes in 2015, continuing year on year increases from 2013. The main reasons for not reporting are (as in previous years) a feeling that it wasn't serious enough, that it was not worth the hassle to report it and that they just ignored it and moved away.

Excluding those saying don't know, 67 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 in 2015, 64 per cent in the case of trains and 62 per cent in the case of buses, representing significant improvements for the Tube and trains compared with 2013.

The main suggestions from Londoners for TfL to help them feel safer when using public transport are, as always, for more staff and a greater police presence on board modes of transport and at stops and stations and for more CCTV.

# Background, objectives & methodology

## Background

TfL's Directorate of Community Safety, Enforcement and Policing (CSEP) is committed to improving safety and security of transport and travelling in London. In order to understand the safety concerns of Londoners, CSEP has committed to consulting 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.

CSEP'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
- 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
- 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

CSEP 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:

- Londoner's general level of worry when using public transport in London and the incidence of worrying events experienced on the system recently
- 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 2015 making comparisons with 2014 and 2013. Some questions are only asked in the October questionnaire and so results are shown for October 2015 compared with October 2014 and October 2013.

For the key measures general worry (Q1) and incidence of specific incidents of worry (Q3), trend lines are continued to show results from the most recent January and April 2016 studies.

Throughout this report statistically significant differences are highlighted between 2015 (October 2015) and 2014 (October 2014).

# Main findings

## Deterrents to using public transport

Londoners were read a list of fifteen things that could put them off using public transport in London and asked which ones applied to them. As with previous years, overcrowded services, cost of tickets, slow journey times and unreliable services are the top deterrents to using public transport in London more often in 2015, ahead of factors to do with safety and security. A third of Londoners (32 per cent) are put off using public transport more often by concerns about anti-social behaviour, 22 per cent by fear of crime getting to and from and waiting for buses and trains, 21 per cent by fear of crime on the bus or train and 19 per cent by fear of knife crime. One in eight Londoners were deterred by fear of terrorist attack in 2015 (12 per cent). While outside of the reporting period 2015, the latest January and April 2016 waves of the study show a significant increase in the proportion deterred by fear of terrorism (up to 18 per cent) most likely caused by the November Paris attacks and increase in news coverage of the War on Terror.

Comparing 2015 with 2014, significantly fewer Londoners are deterred by cost of tickets, dirty environment, fear of crime and graffiti. While declines are around 2-3 per cent, these are significant given the large base sizes of respondents (4,000 in each year).

**Table 1 Deterrents to using public transport**

	%	2013	2014	2015	Jan-Apr 2016*
Overcrowded services		56	59	59	59
Cost of tickets		48	45	42 ↓	43
Slow journey times		38	41	41	42
Unreliable services		36	37	39	40
Concern about anti-social behaviour of others		35	34	32	33
Dirty environment on the bus/ train		26	28	25 ↓	29 ↑
Fear of crime getting to and from and waiting for the bus/ train		27	24	22 ↓	22
Fear of crime on the bus/ train		25	23	21 ↓	21
Fear about knife crime		24	20	19	20
Dirty environment getting to the bus/ train		17	18	18	20
Fear of terrorist attack		12	12	12	18 ↑
Risk of accidents		9	9	9	10
Lack of information about how to use public transport		10	10	9	11
Graffiti		9	10	8 ↓	8

\*The full year's data will be available in the 2016 annual report after completion of the 2016 surveys

[Significance testing Jan-April 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; Jan-April 2016 n=2,001)



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

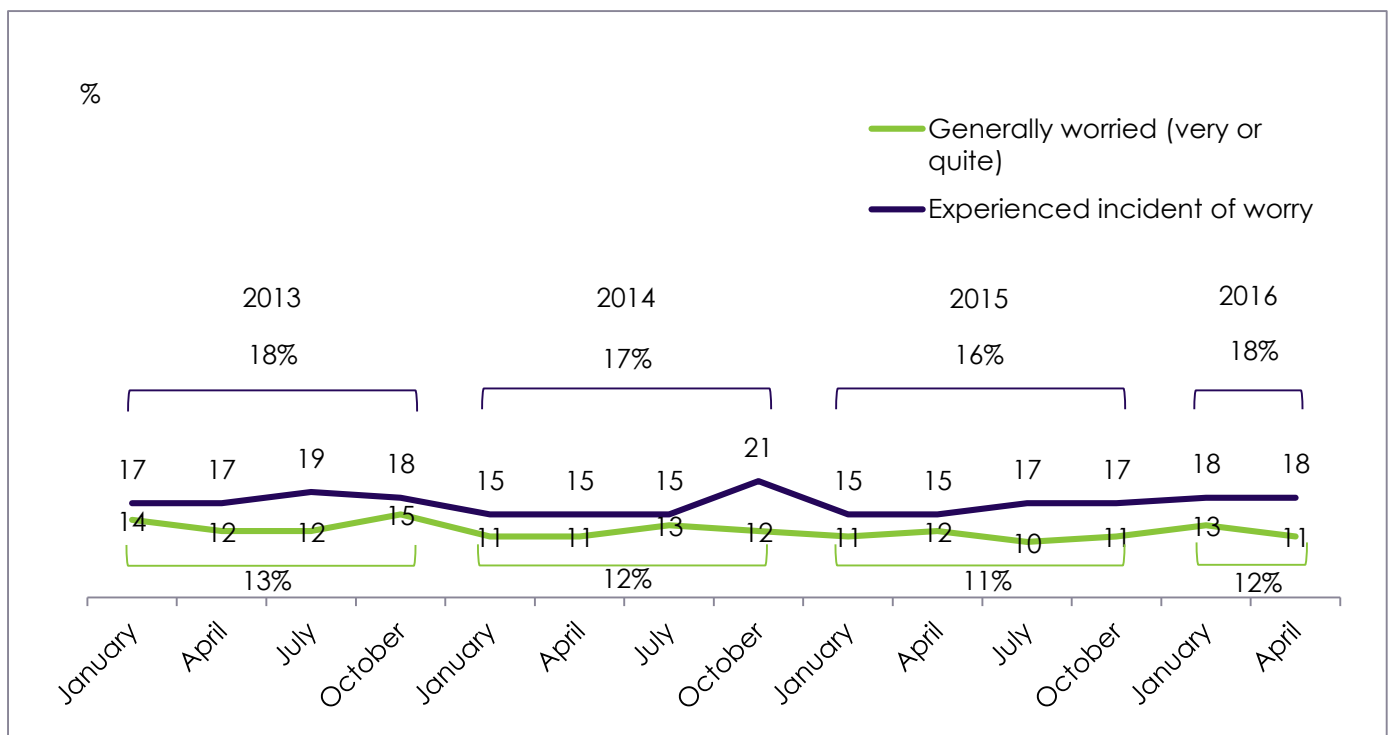
There are two important measures that are trended over time in this study:

- 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 and a half years and shows that both trend lines were moving downwards (which is a positive result) from 2013 to 2015 but have moved back up in the most recent two quarterly studies (January and April 2016).

The longer term trend does show that these two key measures are fairly stable. Between 16 and 18 per cent of Londoners are very or quite worried about their personal security when using public transport in London. Between 11 and 13 per cent have experienced a worrying event in the last 3 months when using public transport in London.

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



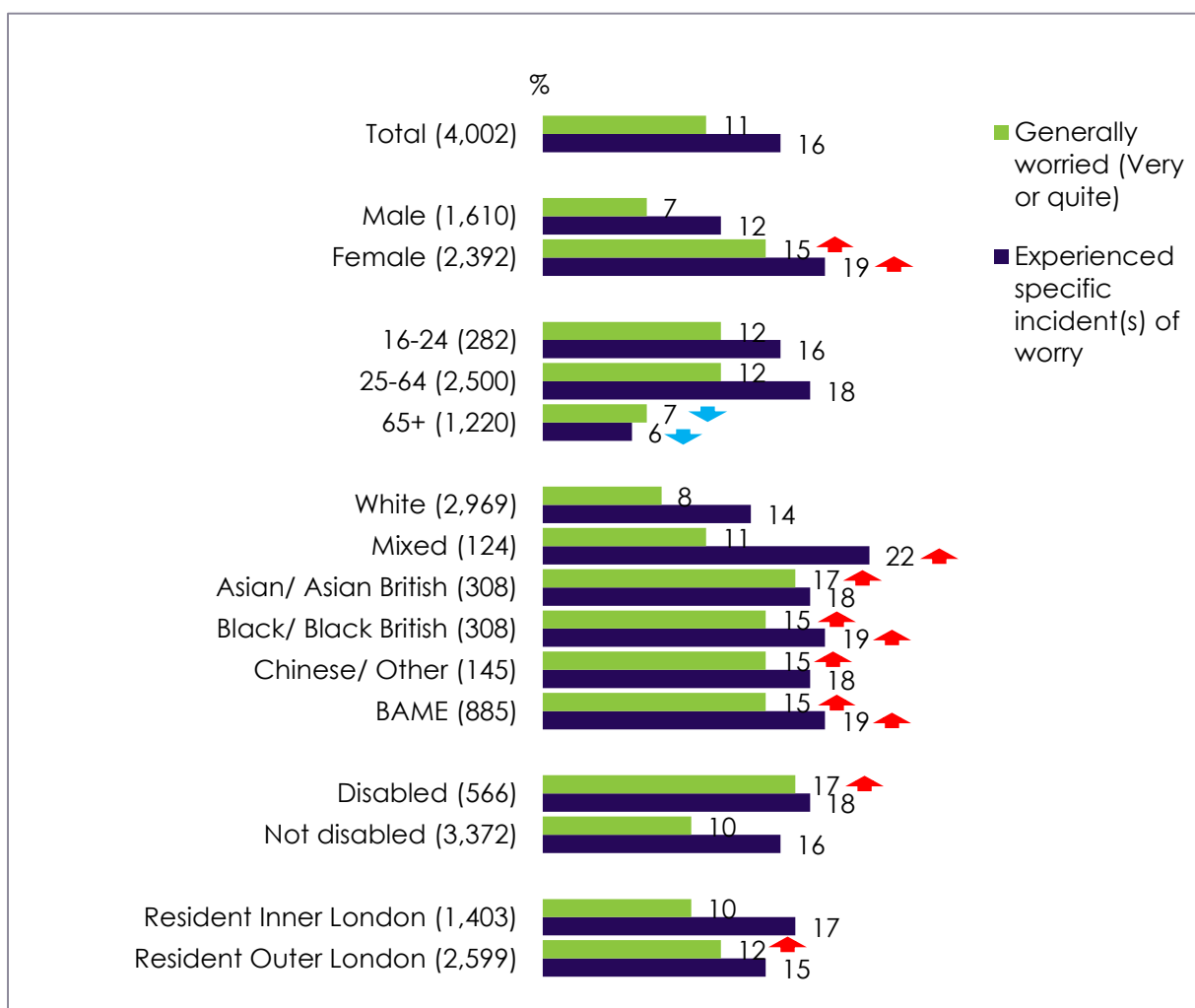
Q1. How worried are you about your personal security when using public transport in London?

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 BAME Londoners have both a significantly higher proportion claiming to be generally very or quite worried when using public transport (green bars in chart below) and a greater likelihood of experiencing a specific incident of worry in the last three months (blue bars). Within the BAME group, it is the mixed race ethnic group that has the highest incidence of experiencing a worrying event (22 per cent) and the Asian/ Asian British group that has the highest level of general worry (17 per cent). Disabled Londoners (17 per cent) are more worried generally than non-disabled Londoners (10 per cent). Outer Londoners are generally more worried (12 per cent) than inner Londoners (10 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 2015 (n=4,002)

## Experience of anti-social behaviour



Almost all Londoners have witnessed some form of anti-social behaviour on public transport in London over the last three months.

Noise from people speaking loudly on mobile phones (84 per cent) and listening to loud music (71 per cent), people eating hot food (69 per cent), pushing and shoving (66 per cent) and littering (66 per cent) are the most prevalent anti-social behaviours on public transport witnessed by at least two thirds of Londoners on public transport in the last three months in the October 2015 study (all these anti-social behaviours were read out to respondents). These were also the most prevalent in October 2014 and October 2013.

The next most common behaviours in 2015 were people taking up more than one seat (61 per cent), drunkenness (59 per cent) and begging (59 per cent).

The incidence of begging on public transport has risen sharply from 48 per cent in October 2014 to 59 per cent in October 2015 while smoking is down (13 per cent to 9 per cent).

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

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

### Significance testing against October 2014

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)













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 realistic 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 half or more of regular users over the last 3 months in October 2015. They include noisy behaviour (speaking loudly on mobiles or listening to loud music) and pushing and shoving on buses and trains.

Bus is the most anti-social mode. Half or more of regular bus users have also witnessed people eating hot food, littering and taking up more than one seat and children/ youths misbehaving on buses in the last three months.

Tube does best with only minorities of regular users witnessing anti-social behaviour in October 2015 and also seeing significant falls in the incidence of several behaviours.

Begging is significantly up in October 2015 compared with October 2014 on all major modes. Now 48 per cent of regular users have witnessed begging on the Tube, 41 per cent on trains and 25 per cent on buses.

**Table 5 Behaviours witnessed when using public transport in the last three months (October 2015)**

	%		
	Tube	Bus	Train
Frequent users (at least twice a week) of each mode	347	567	214
Speaking loudly on a mobile phone	33	74	50
Listening to music loud enough that others can hear	40 	58	50
Eating hot food	34 	60 	37
Pushing and shoving to get on or off the vehicle	48	51	50 
Dropping litter on public transport	38	53	37
Taking up more than one seat	26	58	37
Being drunk on public transport	40	45	36
Begging	48 	25 	41 
Not vacating priority seating	33	48	31 
Drinking alcohol on public transport	35	40 	35
Children/youths behaving badly on public transport	11 	54	11
Shouting or swearing at other passengers	19	39	23
Shouting or swearing at the driver or other staff	4	49	5
Not paying their fare	17	36	21
Spitting on public transport	7 	18	13
Bullying someone else	6 	22	10
Smoking on public transport	3	7	3

Highlighted cells indicate incidences of 50% or more

Arrows indicate significantly higher or lower incidences than recorded in 2014

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 2015)

## Last worrying incident

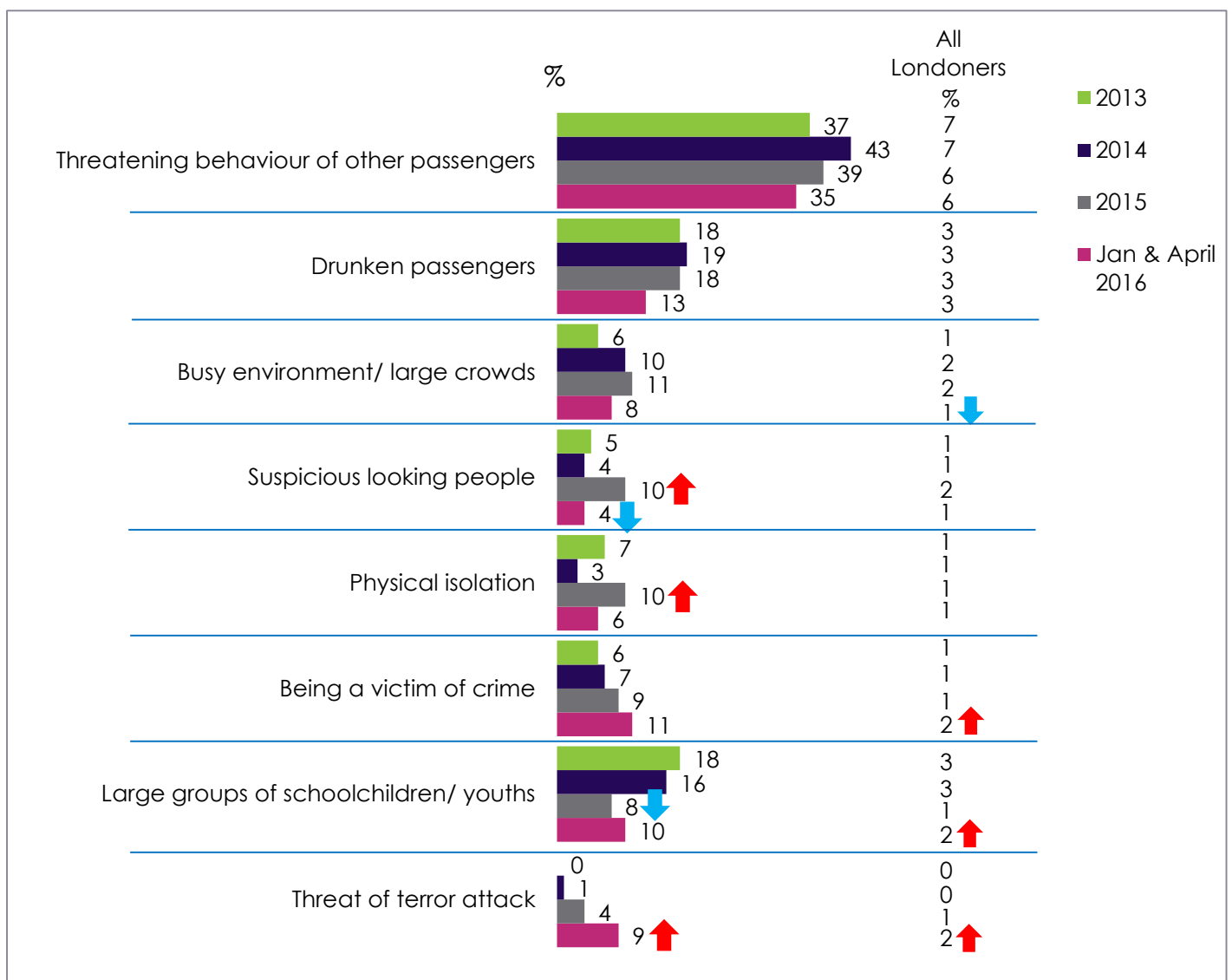
One in six (16 per cent) of Londoners have felt worried about their personal security in the last three months when using public transport in London in 2015. Asked what made them feel worried, 39 per cent mentioned threatening behaviour of other passengers, 18 per cent drunken passengers, 11 per cent busy environment/ large crowds, 10 per cent suspicious people and 10 per cent physical isolation.

In the chart 6 on the next page, we also include results from the first two waves of 2016 (January and April) to show a significant rise in mentions of the threat of a terror attack. This has risen significantly from 1 per cent in 2014 to 4 per cent in 2015 and now 9 per cent in January/ April 2016 against the backdrop of the Paris attacks of November 2015 and increased media coverage of the War on Terror.

Looking at other trends, threatening behaviour of other passengers has decreased from 43 per cent in 2014 to 35 per cent in January/ April 2016 amongst those who have had a worrying event and the fear of being a victim of crime has risen from 6 per cent in 2013 to 11 per cent in January/ April 2016.

Rebasing the results on all Londoners, we see that these incidents are rare. The most prevalent, threatening behaviour of other passengers, was experienced by 6 per cent of Londoners in January/ April 2016 and fear of terrorist attack by 2 per cent.

**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 (2013 n=630; 2014 n=549; 2015 n=533; January & April 2016 n=285)/ All Londoners (2013 n=4,122; 2014 n=4,005; 2015 n=4,002; January & April 2016 n=2,001)

Certain worrying events are more likely to have been experienced by some groups of Londoners than others in 2015.

Among those who have felt worried in the last three months, White Londoners are significantly more likely to have experienced threatening behaviour of other passengers than BAME Londoners (44 per cent compared to 28 per cent) and make up a significantly larger share of incidents on buses (41 per cent) than other modes (Tube 34 per cent/ train 29 per cent).

Men are more likely to have been affected by large groups of kids/youths than women (14% compared to 7%). We saw this in 2014 as well.

A greater proportion of BAME Londoners are worried by the fear of being a victim of crime than White Londoners (13 per cent versus 8 per cent) and by lack of staff presence (6 per cent versus 2 per cent).

Incidents of fear of terror attacks make up a significantly higher proportion of worrying incidents on the Tube than on other modes (17 per cent of worrying incidents on the Tube were related to fear of terror compared to only 1 per cent of worrying incidents on buses and 6 per cent on trains).

Lack of staff presence is mentioned more in relation to trains (7 per cent) than other modes (Bus 2 per cent, train 4 per cent).

**Table 7 Last worrying incident**

%	All	Men	Women	16-24	25-64	65+	White	BAME	Bus	Tube	Train
<b>Base</b>	<b>558</b>	<b>181</b>	<b>377</b>	<b>54</b>	<b>407</b>	<b>97</b>	<b>352</b>	<b>186</b>	<b>221</b>	<b>195</b>	<b>112</b>
Threatening behaviour	36	34	38	28	39	30	44	28	41	34	29
Drunken passengers	14	17	13	19	13	10	17	11	13	16	14
Being a victim of crime	10	8	11	10	10	6	8	13	11	7	12
Busy environment/ crowds	9	8	10	8	9	14	10	9	9	11	7
Large groups kids/ youths	9	14	7	2	11	5	9	10	11	6	10
Threat of terror attack	8	9	7	8	8	10	9	6	1	17	6
Physical isolation	8	6	9	5	8	9	7	9	9	8	8
Supicious looking people	7	6	8	10	6	11	8	7	6	7	9
Lack of staff presence	4	2	5	3	4	2	2	6	2	4	7

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

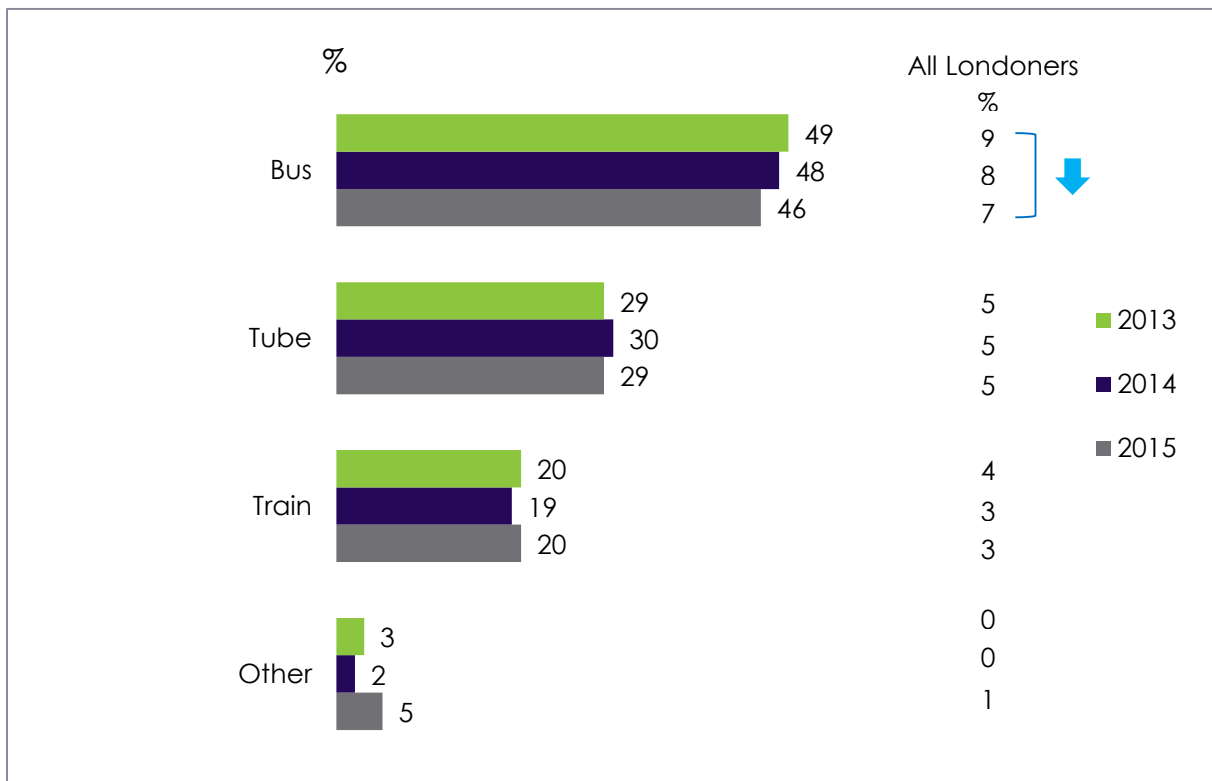
Q3g. What made you feel worried (on the last occasion?)

Base: All who have felt worried in the last three months (July 2015 – April 2016 n=558)

As with anti-social behaviour, bus is the mode on which worrying events are most likely to occur. 46 per cent of those experiencing a worrying event in the last three months, experienced this on a bus in 2015, 29 per cent on the Tube and 20 per cent on train and one in five on a train.

The decline in worrying incidents on buses lies behind the gradual decline in the proportion of Londoners experiencing a worrying event (from 18 per cent in 2013 to 16 per cent in 2015).

**Chart 8 Mode on which last worrying event occurred**



Significance testing against 2013

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

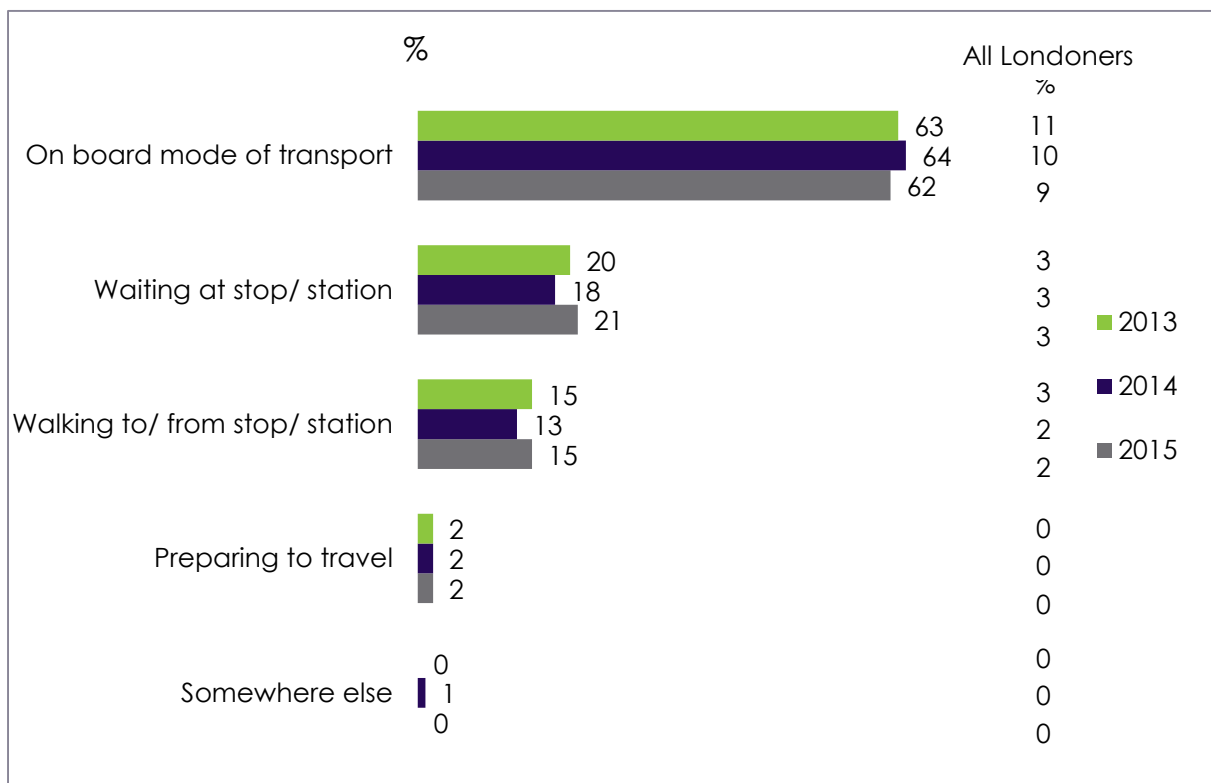
Base: All who have felt worried in the last three months (2013 n=630; 2014 n=549; 2015 n=533)/ All Londoners (2013 n=4,122; 2014 n=4,005; 2015 n=4,002)



By stage of journey, over six in ten (62%) experienced the last worrying event on board the mode of transport in 2015. 21 per cent experienced the event while waiting at a stop or station and 15 per cent while walking to or from a stop or station. The share of recent worrying events by stage of journey has remained fairly constant over the last three years.

Based on all Londoners, the incidences of worrying events on board modes has been declining from 11 per cent in 2013 to 9 per cent in 2015.

**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)/ All Londoners (2013 n=4,122; 2014 n=4,005; 2015 n=4,002)

It is interesting to note that while most worrying events occur on board the mode of transport (62 per cent), when we ask Londoners where they are more likely to worry about their personal security, walking to and from stops or stations (19 per cent) and waiting at stops or stations (17 per cent) are the most worrying stages of the journey with a lower 10 per cent saying on board the mode of transport.

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.

In 2015, we see a significant rise in the proportion saying that the place where they are most likely to worry about their personal security varies and corresponding declines in those mentioning specific places (e.g. walking to and from or on board modes).

**Table 10 Where most likely to feel general worry**

%

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

**Significance testing against the previous year**

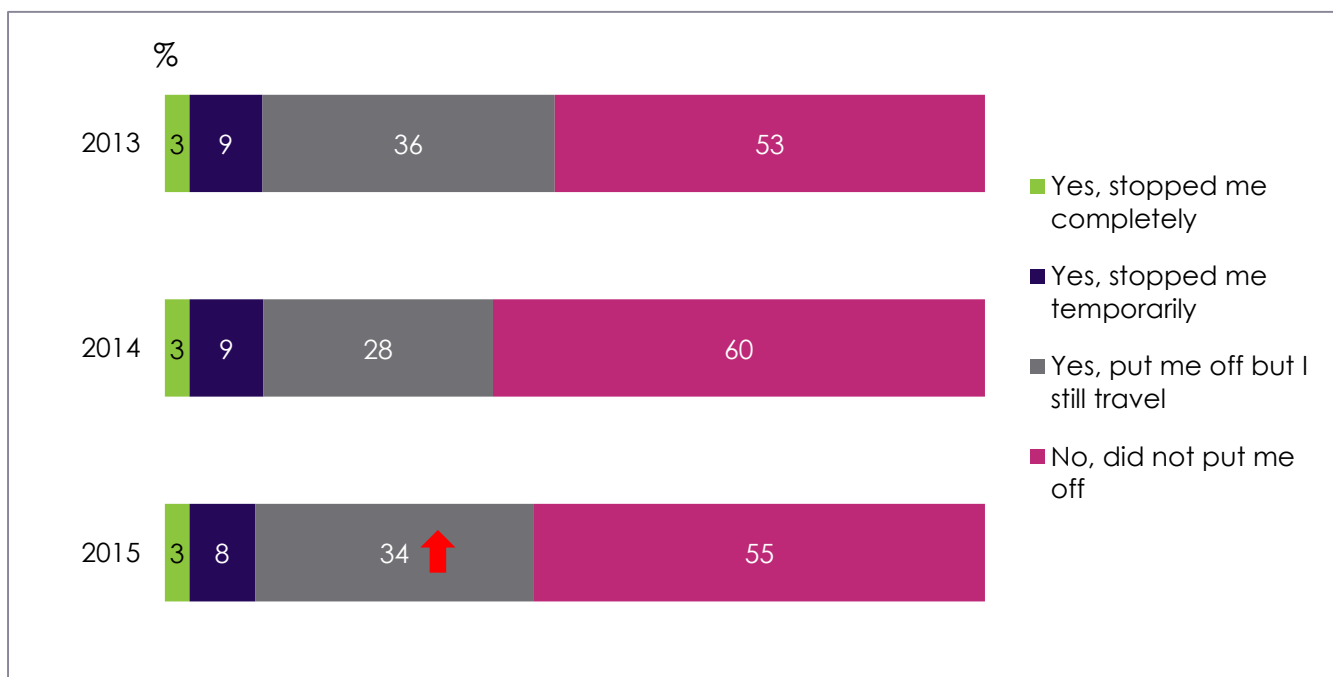
Q1a1. At which point on your journey on public transport are you most likely to worry about your personal security?

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

In 2015, as with previous years, the majority (55 per cent) were not put off using the mode of transport on which the worrying incident occurred. Only 3 per cent were put off using the mode altogether and 8 per cent were put off using it temporarily.

Between 2014 and 2015, there has been a significant rise in the proportion put off but still travelling (28 per cent in 2014 and 34 per cent in 2015) and a corresponding decline in those not put off at all (60 per cent in 2014 and 55 per cent in 2015).

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



Significance testing against 2014

Q3gj. 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)

## Fear of terrorism

As fear of terrorism has been rising, we look at the 'anatomy' of this fear in more detail. Based on rolling data July 2015 – April 2016, fear of terrorism is a repeating fear that manifests itself multiple times (24 times on average in the last three months, significantly higher than for all types of worry: 7 per cent).

It is significantly more likely to happen on the Tube (71 per cent) than for all types of fear (34 per cent). The worry about a terrorist attack is significantly more likely to happen during the day compared with all types of fear (71 per cent compared with 48 per cent).

The main precaution taken to combat this fear is to be more vigilant/ be aware of one's surroundings but actions taken to combat fear of terrorism are marginally less likely to allay fear compared with all types of fear. Increased police presence is more likely to be mentioned as something that could be done to combat this fear (33 per cent compared to 14 per cent).

**Table 12 Comparing the experience of fear of terrorism with all incidents of fear**

	All incidents (558)	Fear of terrorist attack (41)
Mean number of times felt worried about this in the last three months	7	24
% very or quite worried last time	51	45
% worried on Tube	34	74
% worried on board mode	64	66
% worried walking to/ from station	13	14
% worried about this waiting at station	18	12
% Worried during the day	48	71
% Worried in your borough	35	22
% Worried elsewhere in London	62	71
% Stopped me travelling completely or temporarily	10	7
% Took precautions as a result	42	43
% Was alert/ vigilant/ aware of surroundings	13	25
% Precautions made me feel safer	37	13
What could TfL do to help: % increased police presence	14	33

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 (July 2015 – April 2016 n=558)/ worried about a terrorist attack (n=41)

A selection of comments made in the survey about terrorism are given below:

"It was a day after the Brussels bombs had gone off and I was going to pick up a ticket to travel somewhere else. I couldn't get my ticket as we were evacuated from the station and Underground so I got on the bus to come home and when I got on the bus I felt very uneasy."

"Media alerts/ terrorist attacks."

"There was a large crowd of people and with all the terrorism going on I was worried we could be targeted."

"An unexpected package."

"Fear terrorist attacks and tube tunnels."

"Fear of terrorist attacks at New Year (Paris aftermath)."

"It was during the other terrorist attacks and I felt a little bit unsafe."

"What you hear on the news is constant violence so it makes you paranoid."

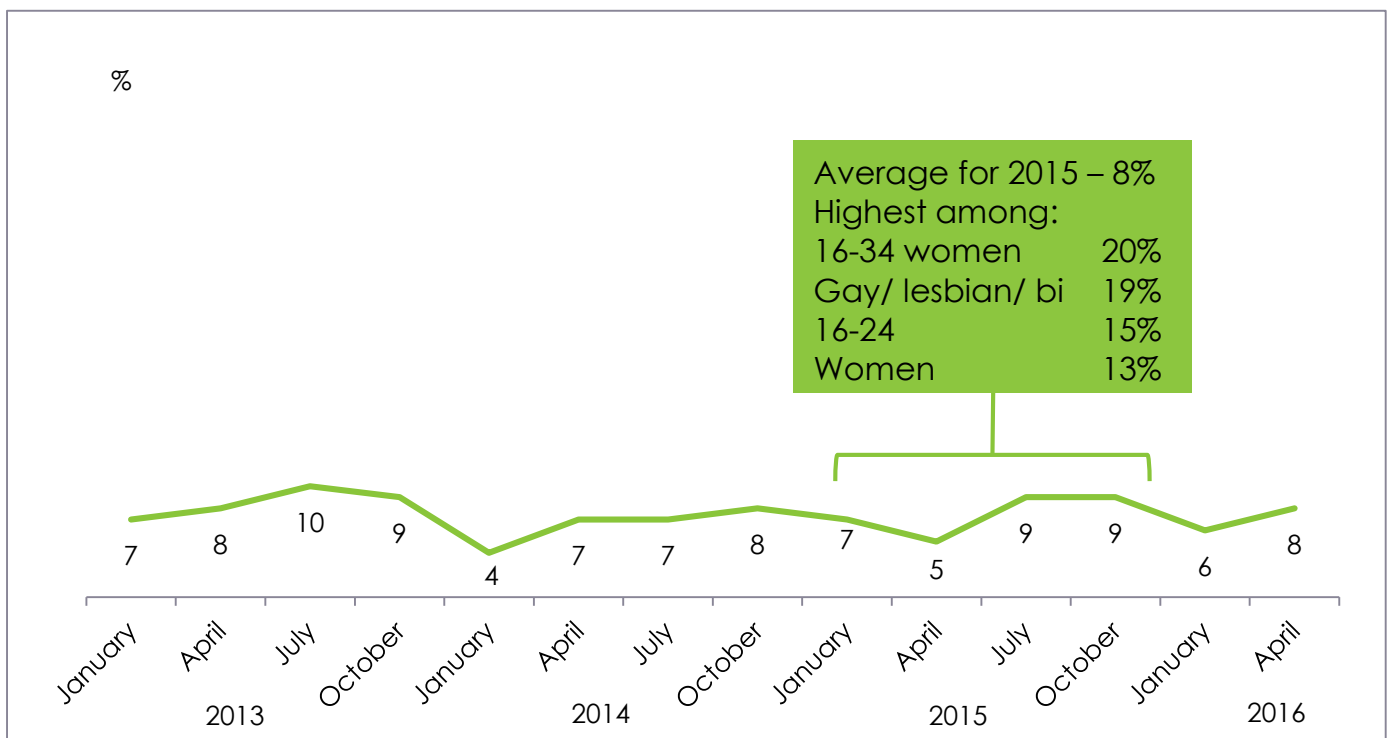
## Unwanted sexual behaviour

The next 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, 77 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 4 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 2015 combined, certain groups are significantly more likely to have experienced unwanted sexual behaviour. These are young women aged 16-34 (20 per cent), gay, lesbian and bi-sexual Londoners (19 per cent) and 16-24 year olds (15 per cent).

**Chart 13 Experience of unwanted sexual behaviour**

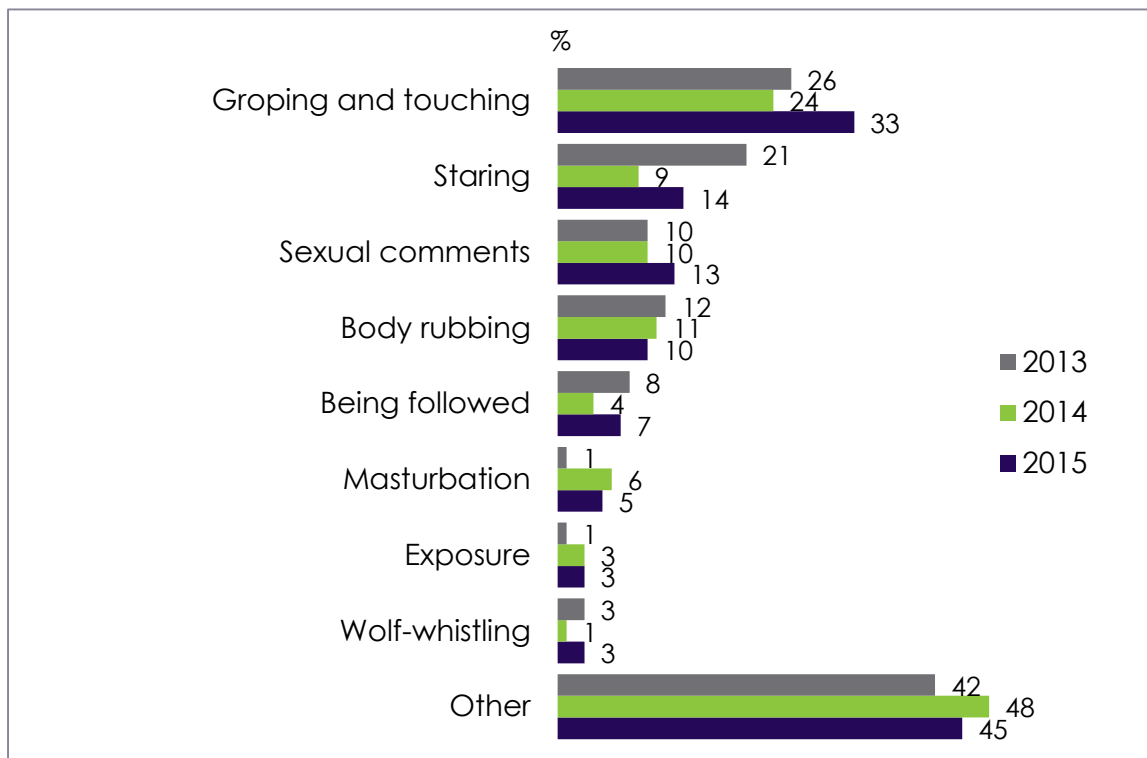


SH1. In the last 12 months have you experienced any unwanted sexual behaviour including sexual harassment or sexual assault while travelling on, waiting for or heading to or from public transport in London?

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

Among those experiencing unwanted sexual behaviour, the most common incidents in 2015 were groping and touching, staring, sexual comments and body rubbing. 45 per cent had difficulty describing the incident in detail preferring to explain it in general terms which explains the high incidence for 'Other'.

**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)

Incidents of unwanted sexual behaviour are most likely to take place on the mode of transport (72 per cent in 2015). The proportion of incidents occurring whilst travelling to and from public transport has risen significantly to 27 per cent in 2015, returning to a similar level as 2013.

**Table 15 Where unwanted sexual behaviour was experienced**

%

	2013	2014	2015
On public transport	68	73	72
Whilst travelling to/ from public transport	26	17	27 
Whilst waiting for public transport	30	30	26

**Significance testing against 2014**

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

Base: All who have experienced unwanted sexual behaviour (2013 n=214; 2014 n=144; 2015 n=178)

These incidents are most likely to occur on buses (48 per cent), followed by Tube (41 per cent) and trains (16 per cent).

**Table 16 Mode on which unwanted sexual behaviour was experienced**

%

	2013	2014	2015
Bus	52	47	48
Underground	42	45	41
Train	20	16	16
Other	2	5	8

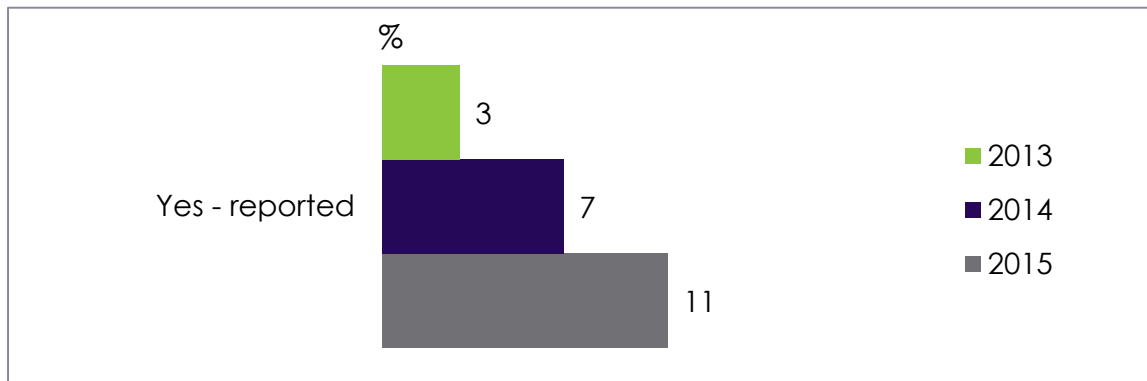
Source: SH5. On which mode(s) of transport did this occur?

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



The proportion of victims reporting incidents of unwanted sexual behaviour has risen to 11 per cent in 2015, still low but showing two consecutive year-on-year rises.

**Chart 17 Whether reported incident(s)**

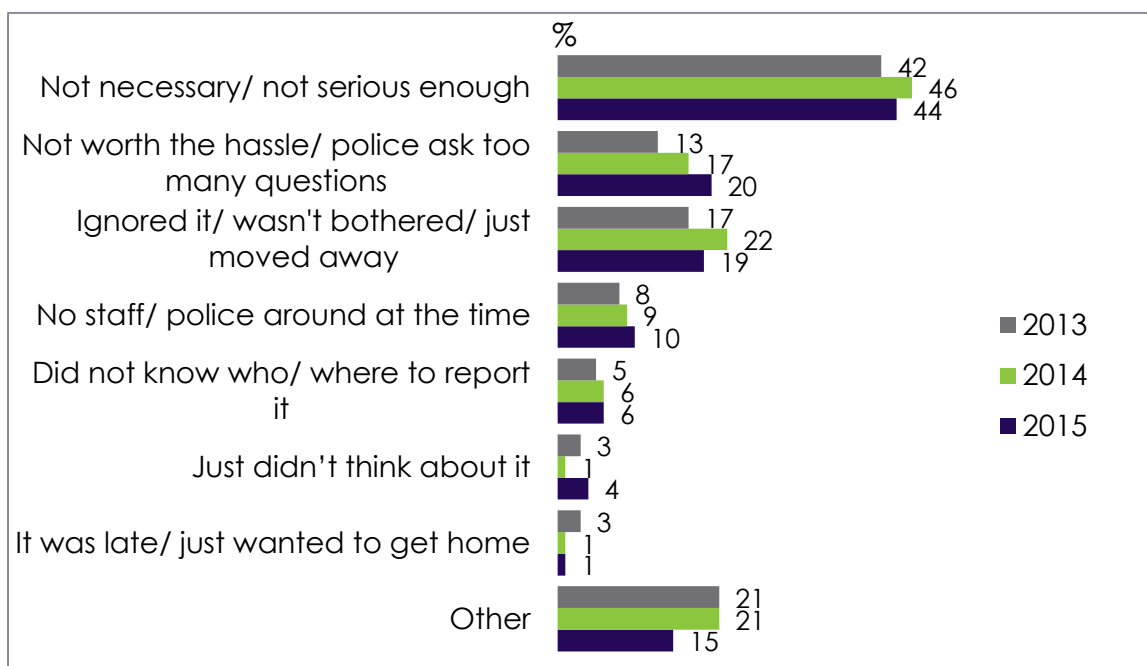


SH7. Did you report this to anyone?

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

The main reasons for not reporting incidents of unwanted sexual behaviour are that the victim did not consider it to be serious enough (44 per cent in 2015), they felt that it did not warrant the bother of reporting it (20 per cent) and they dealt with it themselves by ignoring it/ moving away/ not letting it bother them (19 per cent). 10 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. Reasons for not reporting unwanted sexual behaviour have remained fairly constant over the last three years.

**Chart 18 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; 2015 n=156)

## Impact of concerns about crime and anti-social behaviour

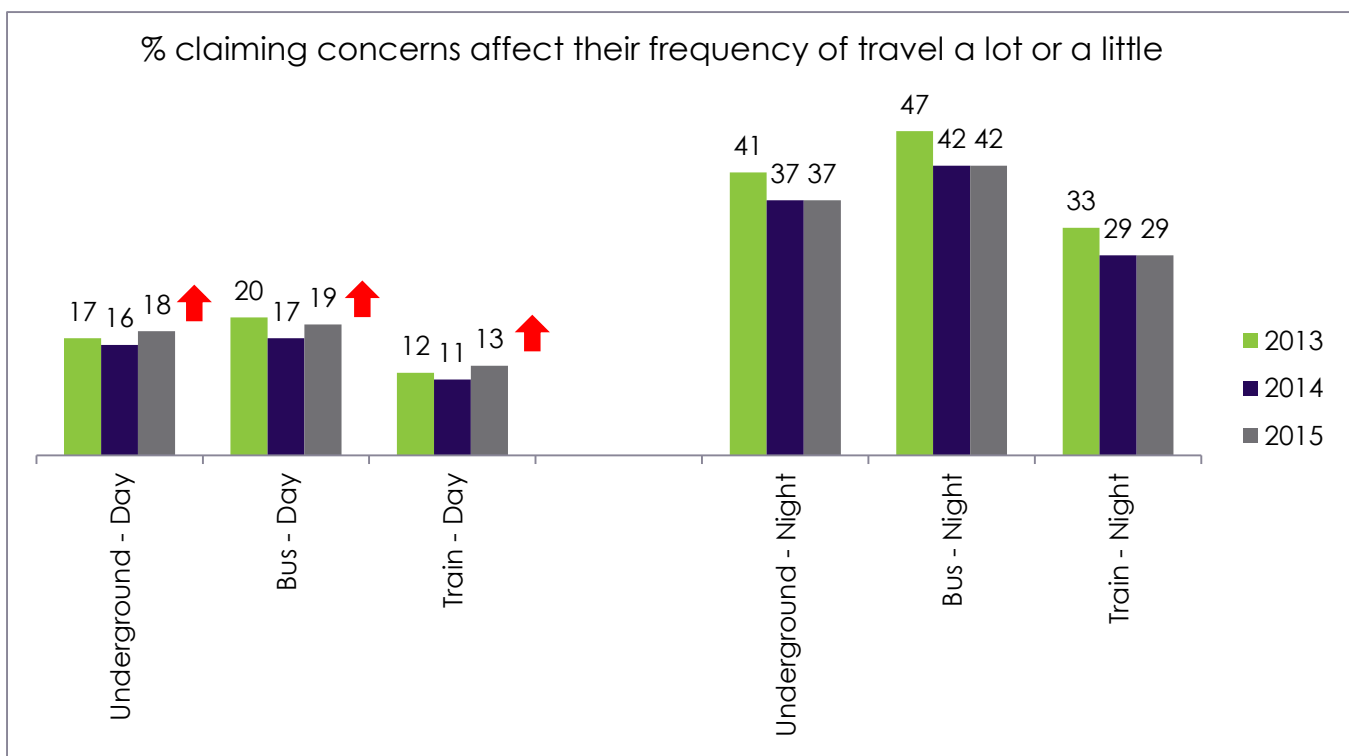
Londoners were asked whether concerns about safety from crime and anti-social behaviour affect the frequency with which they travel by Underground, bus and train during the day and at night.

The impact of fear of crime on usage of transport modes is still greatest at night and for buses and the Underground. In 2015, 42 per cent of Londoners claimed that the frequency with which they use buses at night was affected a lot or a little, 37 per cent in the case of the Tube and 29 per cent in the case of trains.

The impact of fear of crime and anti-social behaviour on usage of travel modes by day is much lower (between 13 and 19 per cent are affected).

Compared to 2014, fear of crime's impact on travel frequency has risen significantly across all modes for day time travel in 2015 but remains unchanged for night time travel.

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



### Significance testing against 2014

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

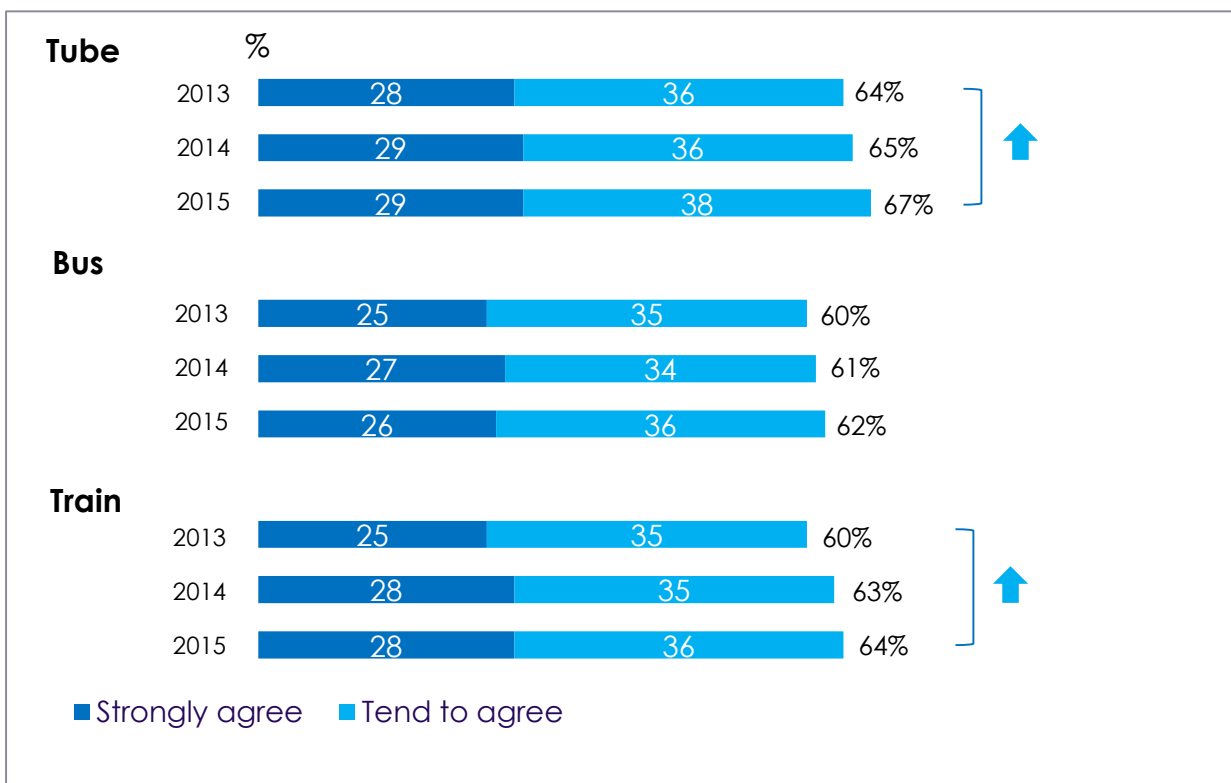
Base: All (2013 n=4,122; 2014 n=4,005; 2015 n=4,002)

## 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 parties are dealing with the anti-social behaviour and crime issues that matter on the Tube, buses and trains in London. Excluding those who say they don't know, 67 per cent agree that the police, TfL and other partners are dealing with these issues on the Tube, 64 per cent on trains and 62 per cent on buses.

Agreement that the authorities are doing something to combat crime and anti-social behaviour has been increasing for all three modes over the past three years and is significantly higher in 2015 compared with 2013 for the Tube and trains.

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



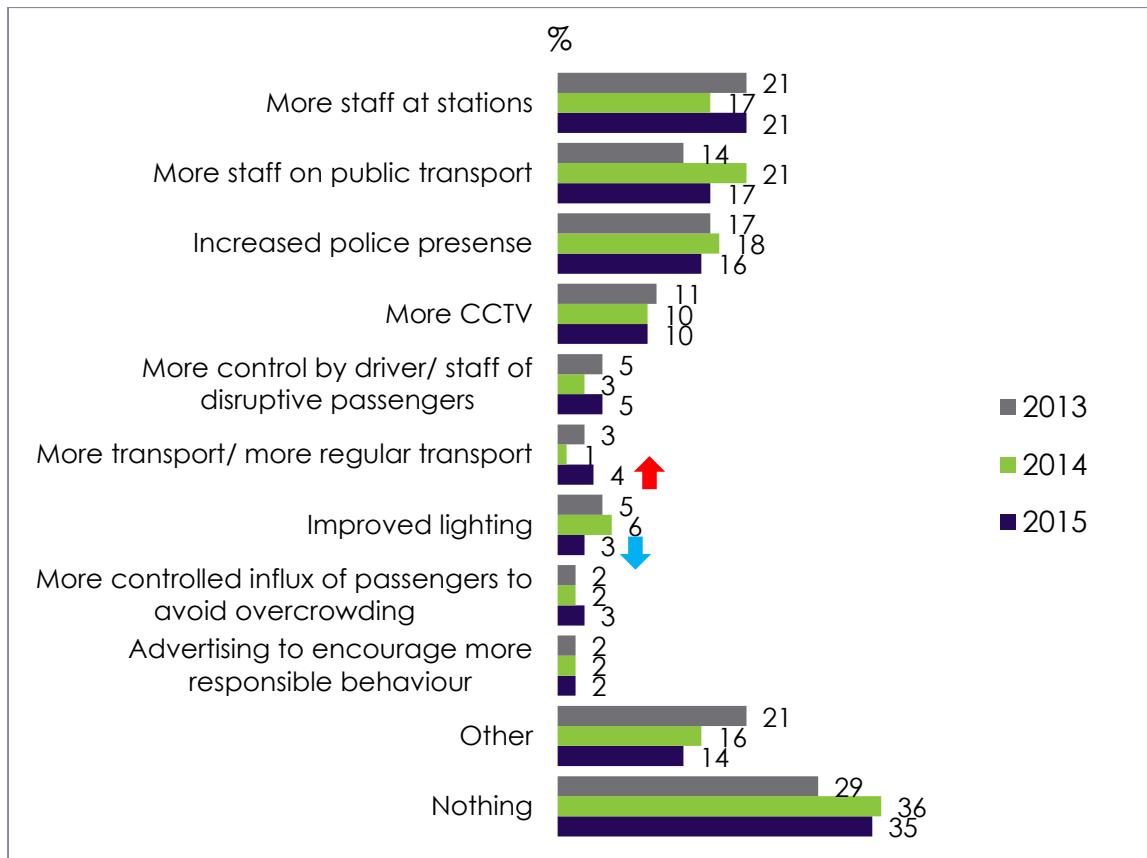
### Significance testing against 2013

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 excluding don't know (2013 n=4,122; 2014 n=4,005; 2015 n=4,002)

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. These have been the same top suggestions for three years.

**Chart 21 Suggestions for TfL**



**Significance testing against 2014**

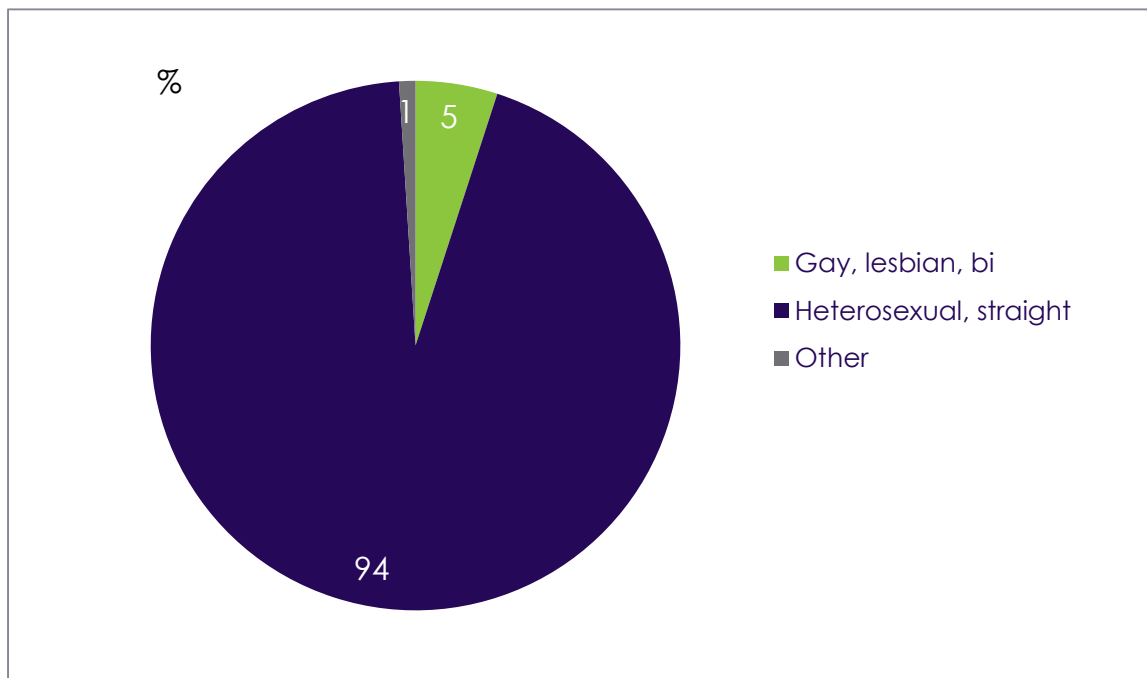
Q3I. What could TfL have done in the situation to help you feel safer?

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

## Sexuality and fear of crime on public transport

Five per cent of Londoners describe themselves as gay, lesbian or bisexual using data rolled up over 2015. This proportion has remained constant since the sexual identity question was added to the survey in October 2014 and 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 (2015 n=3,597)

Gay, lesbian and bisexual Londoners are marginally more likely to have experienced a worrying incident on public transport in the last 3 months compared to heterosexual/straight Londoners (19 per cent compared with 15 per cent) and significantly more likely to have experienced Unwanted sexual behaviour in the last 12 months (19 per cent compared with 7 per cent). There is no difference in the level of general worry while using public transport in London between the gay, lesbian and bisexual group and the heterosexual/straight group.

**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	10
Experienced a specific incident of worry in the last 3 months	19	15
Experienced unwanted sexual behaviour in the last 12 months	19 	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 2015 (Gay, lesbian, bi n=134; heterosexual, straight n=3,409)

Fear of crime affects the frequency with which gay, lesbian and bisexual londoners use trains at night to a significantly greater extent than it does heterosexual and straight Londoners (38 per cent of gay, lesbian and bisexual Londoners say concerns about safety from crime and anti-social behaviour affect their frequency of using trains at night a lot or a little compared with 28 per cent of heterosexual/ straight Londoners).

The differences are not significant in the case of travel by Tube and bus at night and for all three modes during the day.

**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	Hetero, Straight
Underground during the day	16	18
Bus during the day	16	19
Train during the day	13	12
Underground at night	39	37
Bus at night	49	41
Train at night	38 	28

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

All 2015 (Gay, lesbian, bi n=134; heterosexual, straight n=3,409)

## Taxi touting

Six in ten (61 per cent) Londoners were aware that minicab drivers are breaking the law by touting in October 2015. Awareness has fallen significantly from 66 per cent last year, driven by lower awareness among men and White Londoners.

16-24 year olds (43 per cent) and BAME Londoners (51 per cent) have lower levels of awareness of the law regarding taxi touting. Women (57 per cent) are less aware than men (66 per cent).

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

%

	Oct 2013	Oct 2014	Oct 2015
Total (987)	63	66	61 ↓
Male (424)	67	73	66 ↓
Female (563)	59	60	57
16-24 (77)	49	53	43
25-34 (73)	58	57	55
35-44 (127)	63	71	65
45-54 (178)	70	72	68
55-64 (213)	74	82	77
65+ (319)	70	73	67 ↓
White (730)	69	75	69
BAME (217)	49	52	51
Inner London (350)	61	70	65
Outer London (637)	64	64	59

### Significance testing against October 2014

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?

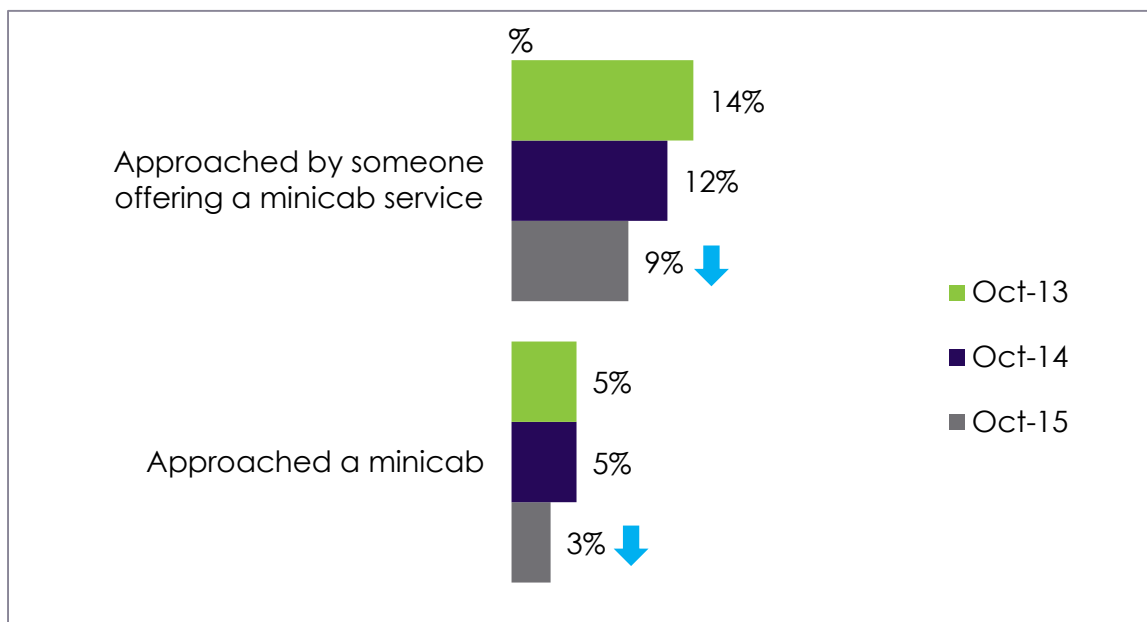
Base: All except taxi & minicab company employees (2015 base sizes shown in table)



Asked whether they had been approached or themselves approached anyone offering a taxi or minicab service in London in the last three months, 9 per cent claim that they were approached and 3 per cent that they themselves approached in October 2015.

The incidence of being approached or approaching minicabs has declined year on year since October 2013 and significantly so between October 2014 and October 2015.

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



Significance testing against October 2014

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)

## Revenue protection

Three quarters of Londoners (74 per cent) 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 in the October 2015 study. 42 per cent are aware that you can be escorted off public transport and 41 per cent, that you face possible prosecution.

Awareness of all these actions has fallen significantly between October 2014 and October 2015 following significant falls also between 2013 and 2014.

### Chart 27 Awareness of actions to prevent fare evasion

%

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

#### Significance testing against October 2014

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?

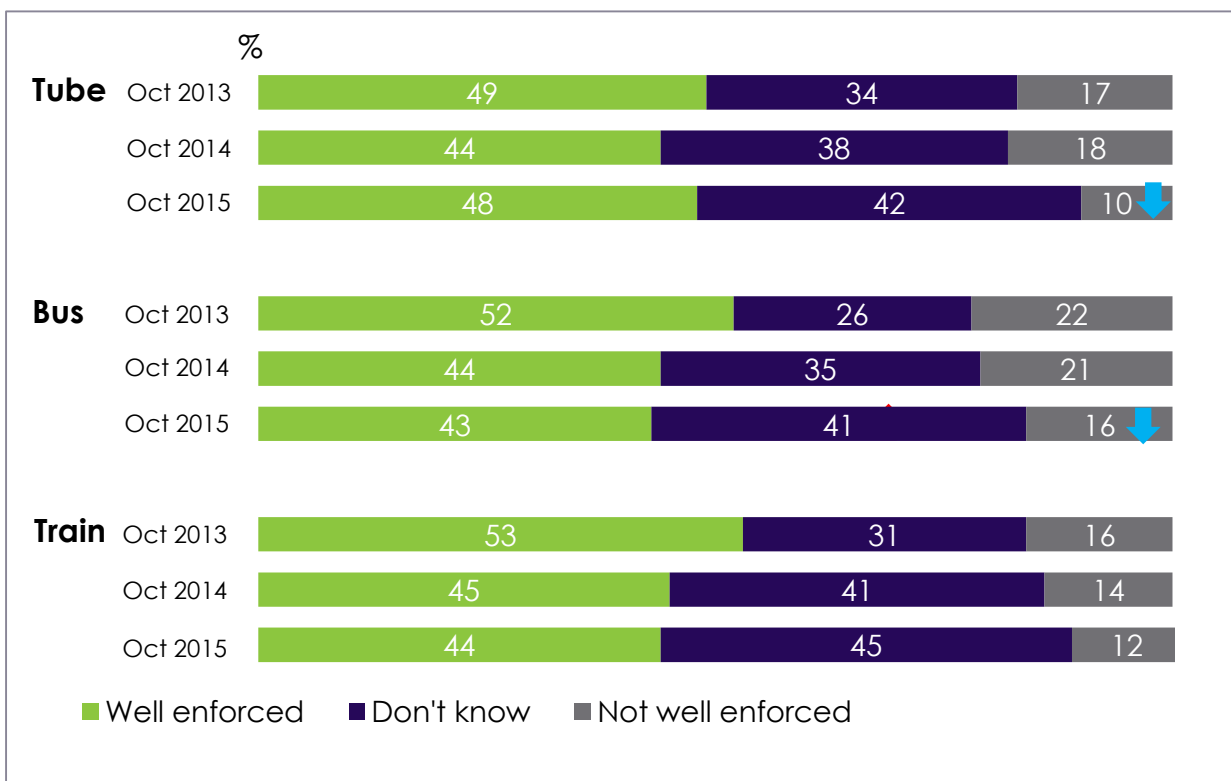
Base: All (October 2013 n=1,000; October 2014 n=1,000; October 2015 n=1,001)

On balance, more Londoners believe that penalty fares are being well enforced on the Tube, buses and trains (43-48 per cent) than believe they are not (10-16 per cent) in October 2015.

Almost half of Londoners believe that Tube fares are well enforced (48 per cent), higher than for trains (44 per cent) and buses (43 per cent). A greater proportion of Londoners feel that bus fares are not well enforced (16 per cent) compared to trains (12 per cent) and the Tube (10 per cent).

There have been significant falls in the proportions believing Tube and bus fares are not well enforced between October 2014 and October 2015.

**Chart 28 Fare evasion – how well penalty fares are enforced**



Significance testing against October 2014

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)

Around half of Londoners (52 per cent) recall seeing or hearing advertising or messages about fare evasion on public transport in London in October 2015, in line with previous years.

The strongest messages are “You will be fined” (recalled by 21 per cent), “Ticket inspectors look just like you” (14 per cent) and “You have to pay your fare” (8 per cent). Recall of the advertising messages “You will be fined” has fallen significantly between October 2014 (26 per cent) and October 2015 (21 per cent).

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

%

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

**Significance testing against October 2014**

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)

## Observations and experiences of ticket inspectors

In 2015, 35 per cent 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 25 per cent for trains and 9 per cent for the Tube.

The incidence of noticing ticket inspectors on public transport remains largely unchanged over the past three years.

If we look at the incidence of observing ticket inspectors among frequent users (at least twice a week) of each mode, half of frequent bus and train users have noticed inspectors in October 2015 but only 13 per cent of frequent Tube users.

**Table 30 Observations of ticket inspectors in the last three months**

%

	Oct 2013	Oct 2014	Oct 2015	Freq. users 2015
Bus	37	37	35	51
Train	27	27	25	52
Tube	11	11	9	13

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)

# Appendix




## Transport usage

Eight in ten Londoners use buses (82 per cent) and the Tube (79 per cent) at least once a month in 2015. Two thirds (65 per cent) use trains at least once a month. At least monthly usage of the Tube and trains has risen significantly compared with 2014. Bus usage has remained unchanged over the past three years.

A quarter (24 per cent) regularly use minicabs in 2015, significantly down on 2014. 18 per cent regularly use the DLR.

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

%

	2013	2014	2015
Bus	80	81	82
Tube	75	75	79 
Train	60	61	65 
Minicab	27	27	24 
DLR	16	18	18

### Significance testing against 2014

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)



Two thirds of Londoners regularly (at least once a month) use buses during the day (68 per cent) and over a third regularly use them after dark (36 per cent). Regular daytime and night time usage of buses has remained very stable over the past three years.

64 per cent regularly use the Tube during the day and 40 per cent regularly use it after dark in 2015. Regular daytime usage of the Tube is significantly higher in 2015 compared with 2014 (61 per cent in 2014 and 64 per cent in 2015).

47 per cent regularly use trains during the day and 26 per cent regularly use them after dark in 2015.

The fall in regular usage of minicabs is driven by a fall in night time usage (down from 17 per cent in 2014 to 14 per cent in 2015).

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

%	During the day			After dark		
	2013	2014	2015	2013	2014	2015
Bus	66	68	68	33	38	36
Tube	61	61	64 	39	39	40
Train	45	47	47	25	26	26
Minicab	10	11	11	18	17	14 
DLR	13	14	12	6	6	5

**Significance testing against 2014**

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)

## 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 2013, 2014 and 2015. 2014 and 2015 data are weighted to the London demographic profile according to the 2011 census and 2013 data was weighted to the 2001 census profile.

	2013		2014		2015		Weighted
	Total	%	Total	%	Total	%	2011 census
Base	4,122	-	4,005	-	4,002	-	-
<b>Gender</b>							
Male	1,707	41	1,619	40	1,610	40	<b>49</b>
Female	2,415	59	2,386	60	2,392	60	<b>51</b>
<b>Age</b>							
16-24	337	8	299	8	282	7	<b>15</b>
25-34	422	10	331	8	368	9	<b>25</b>
35-44	619	15	540	13	574	14	<b>19</b>
45-54	768	19	707	18	769	19	<b>16</b>
55-64	840	20	777	19	789	20	<b>11</b>
65+	1,136	28	1,351	34	1,220	31	<b>14</b>
<b>Borough of residence</b>							
Inner London	1,447	35	1,363	34	1,403	35	<b>40</b>
Outer London	2,675	65	2,642	66	2,599	65	<b>60</b>
<b>Ethnicity</b>							
White	3,177	77	3,039	76	2,969	74	<b>63</b>
BAME	862	21	791	20	885	22	<b>37</b>
Refused	83	2	175	4	148	4	
<b>Employment status</b>							
Working full-time	1,572	38	1,321	33	1,519	38	<b>61</b>
Working part-time	605	15	573	14	569	14	
Not working	1,907	46	1,985	50	1,814	45	<b>39</b>
Refused	38	1	126	3	100	3	

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