



Attitudes to safety and security

Annual report 2017-18
v3.0

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future
thinking

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Executive summary

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

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

In 2017-18, 30 per cent of Londoners were very or quite worried about their personal security when using public transport in London. Thirty-two per cent recalled an incident in the last three months that made them feel worried about their personal security.

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

The most common form of worrying incident that Londoners experienced when using the public transport network in 2017-18 was the threat of terror attacks / terrorism. This was experienced by 13 per cent of those that felt worried, which equates to four per cent of Londoners as a whole. Drunken passengers and antisocial behaviour were also common among the causes of worrying incidents.

Londoners were most likely to experience a worrying incident on board public transport (58 per cent of incidents occurred on board in 2017-18), rather than while waiting at (20 per cent), or walking to/from a stop or station (15 per cent). Incidents were most likely to occur on the Tube: 39 per cent of incidents occurred on London Underground in 2017-18, compared with 34 per cent which happened on buses and 17 per cent on trains (ie London Overground, National Rail or TfL Rail).

When Londoners experience a worrying incident, it generally has little impact on their use of public transport: in 2017-18 24 per cent said that the incident they experienced did not put them off using public transport at all, and a further 58 per cent were put off but continued to travel. However, a significant minority (16 per cent) of those experiencing a worrying incident said it stopped them using that particular form of transport either *temporarily* (12 per cent) or *completely* (four per cent). Looking specifically at worrying incidents experienced on the Tube or buses, the proportions put off using these modes *temporarily* were 12 per cent and 11 per cent respectively, and the proportions put off *completely* were three per cent and two per cent respectively.

Ten per cent of Londoners experienced unwanted sexual behaviour on public transport in 2017-18. Incidents were most likely to be experienced by women aged 16-34 (20 per cent), disabled Londoners and 16-34 year olds (regardless of gender) (both 17 per cent) and gay, lesbian and bisexual Londoners (16 per cent). The most common forms of unwanted sexual behaviour to be experienced were staring (45 per cent) and sexual comments (35 per cent). Thirty-seven per cent experienced some form of serious unwanted sexual behaviour, such as rape /attempted rape, exposure, masturbation or groping / touching.

Incidents of unwanted sexual behaviour tended to occur on board public transport (55 per cent) rather than travelling to or from (23 per cent) or while waiting (18 per cent). By type of transport, incidents were most likely to have happened on the Tube (34 per cent) or on a bus (28 per cent).

The majority of incidents of unwanted sexual behaviour went unreported in 2017-18, and this was mainly due to the victim deeming it not serious enough to report or a feeling that nobody would care about the incident.

Hate crime on the public transport network was either personally experienced or witnessed targeted towards someone else by one in five Londoners (22 per cent) in 2017-18. Such incidents were most likely to have occurred on buses (42 per cent), followed by the Tube (26 per cent) and trains (14 per cent). Hate crime tended to be in the form of verbal insults or name calling, while the main perceived motivation was generally felt to be the victim's race / ethnicity.

As with incidents of unwanted sexual behaviour, the majority of those experiencing or witnessing hate crime did not report it, mainly because they felt that no one would care.

Half of Londoners (49 per cent) are aware that minicabs picking up customers without a booking is illegal, however, knowledge of the rules vary significantly among different groups of Londoners. Those aged 16-24 are least likely to be aware (28 per cent), compared with 73 per cent of those aged 65 and over. There are also significant differences between men and women (52 per cent, compared to 46 per cent respectively), and between white and BAME Londoners (55 per cent versus 37 per cent).

In 2017-18, the majority of Londoners reported seeing a police officer while travelling on the Capital's public transport network, most commonly on the Tube (66 per cent) and trains (54 per cent). While only a minority of customers actually spoke to police when they saw them, those who did were generally happy with the interaction, giving a mean satisfaction rating of 75 out of 100.

It is clear that a police presence on public transport has a positive impact on Londoners' sense of safety while travelling, with more than four in five (84 per cent) saying they feel at least a little safer when they see police.

Most Londoners were aware that certain actions can be taken against those travelling on public transport without the correct ticket or pass. Nearly three quarters (72 per cent) recognised that they could face a penalty fare and a third (31 per cent) knew that they could be escorted off. Only a minority (37 per cent) thought that travelling without the correct ticket could lead to prosecution.

Over half (53 per cent) reported seeing a ticket inspector on or around public transport in the last three months, most commonly on a bus (24 per cent) or on trains (15 per cent). Those who did see a ticket inspector were happy with their professionalism, giving a mean satisfaction rating of 80 out of 100).

Ten per cent of Londoners were involved in a road collision in the past year and four per cent said they were injured in the collision. Injuries as a result of a collision were most likely to have occurred when driving a car (31 per cent) or walking (28 per cent).

Near misses on London's roads were experienced by a little over a quarter (27 per cent) of Londoners in the preceding 12 months, with such incidents most commonly taking place when travelling on foot (36 per cent) or while driving a car (33 per cent).

Background, objectives & methodology

Background

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

Research objectives

The primary objectives of the research are to measure:

- Londoners' general level of worry when using public transport in London and the incidence of worrying events experienced on the network
- The impact of worrying incidents on Londoners' travel frequency
- Experiences of unwanted sexual behaviour when using the transport network
- Experiences of hate crime when using the transport network

Additionally there are rotating modules (ie not asked every quarter) which look at:

- Awareness of the law and experiences of taxi touting
- Revenue protection
- Road collisions
- Experiences of interacting with the police on public transport

Methodology

TfL has run the Attitudes to Safety and Security survey quarterly since April 2008. Between 2008 and 2017, the survey was conducted via telephone with randomly generated London landline numbers.

TfL decided to move to an online methodology from 2017 and as of Q1 2017-18 (Apr-Jun) a solely online approach has been taken with circa 2,000 online surveys completed among London residents per wave. **In this report we look at the results from 2017-18 and due to this change in methodology, direct comparisons with previous years' results are no longer possible and therefore have not been included in this report.**

Additionally, between Q1 and Q2 2017 further changes were made to the questionnaire to clarify question wording and align the survey with the Mayor's Transport Strategy and Healthy Streets approach. As such, it was not entirely prudent to combine the four waves of data to give an 'annual' view as has been done previously because the data was not directly comparable between Q1 and Q2. **Therefore, throughout this report most of the results relate to the rolled up data from Q2 2017 to Q4 2018 (ie three quarters or waves).**

Throughout this report, where 'public transport' is referenced, we mean:

- Bus
- London Underground (Tube)
- London Overground
- TfL Rail
- National Rail
- Docklands Light Railway (DLR)
- Tramlink
- Walking as part of a journey involving other modes of public transport

Where we refer to 'trains' in this report, this incorporates London Overground, National Rail and TfL Rail.

Main findings

Deterrents to using public transport

During the survey, Londoners were shown a list of things that could put them off using public transport in London more often, and asked to select which applied to them.

The most common barriers to increased public transport use were overcrowded services, the cost of travel and disruptions to services. These factors were more likely to be barriers than issues relating to safety and security (highlighted in the table below in orange).

The most common safety and security related barrier was concern about passengers pushing and shoving each other (26 per cent). Londoners also mentioned schoolchildren / youth behaving badly and drunken passengers being aggressive / intimidating (both 21 per cent).

Approaching one in five Londoners (18 per cent) were deterred by concern about terrorist attacks. One in seven (14 per cent) were deterred by concern about being a victim of crime either on board, getting to or waiting for the bus, Tube or train.

Table 1 Deterrents to using public transport

	%	2017-18
Overcrowding/ cramped conditions		48
Cost of travel		41
Disruptions to the service		31
Slow journey times		28
Passengers pushing and shoving each other		26
Unreliable services		24
Strikes		23
Schoolchildren/ youths behaving badly		21
Drunken passengers/ being aggressive/ intimidation		21
Dirty environment on the bus/ train		20
Frequency of the services		19
Concern about terrorist attacks		18
Concern about being a victim of crime on the bus/ Tube/ train		14
Concern about being a victim of crime getting to and waiting for the bus/ Tube/ train		14

IMP1a. Which, if any, of the following things stop you from using public transport in London more often?

Base: All (n = 6167)

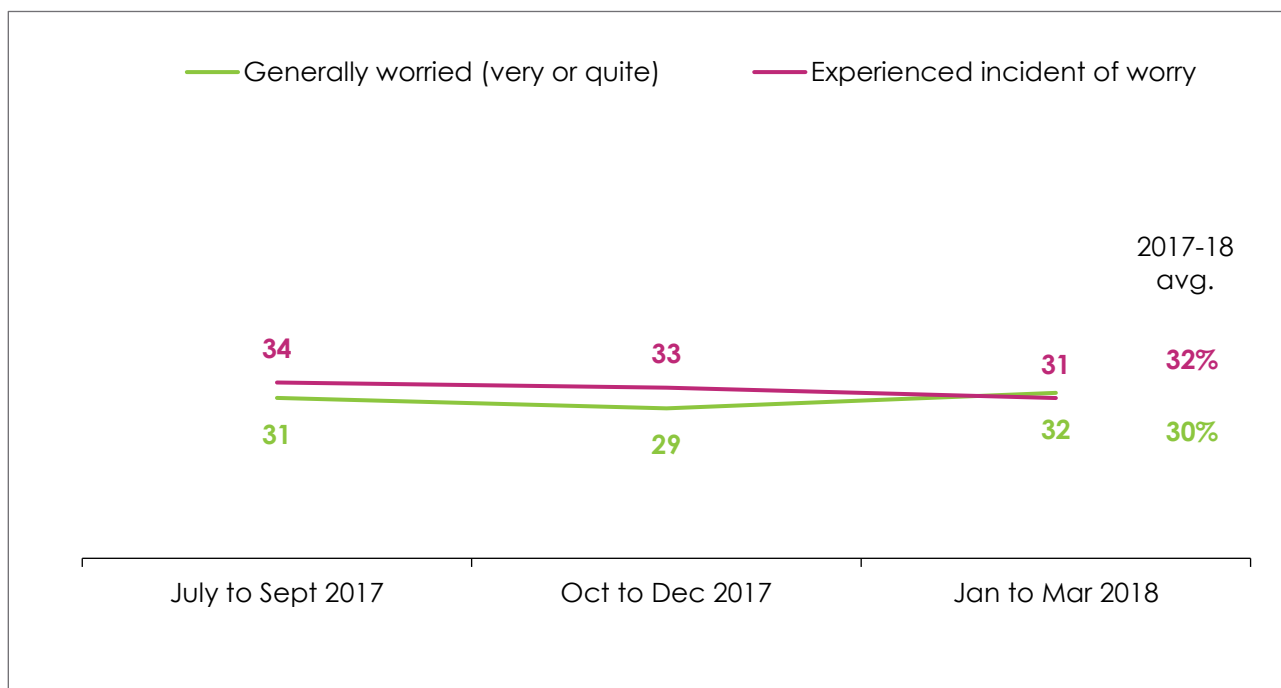
General worry and incidence of worrying events in the last three months

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

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

A third (32 per cent) of Londoners experienced worrying incidents during 2017-18, although this decreased significantly from 34 per cent in Q2 to 31 per cent in Q4 (see Chart 2 below). A similar proportion (30 per cent) of Londoners reported feeling very or quite worried when using public transport in 2017-18.

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



QIMP3. How worried are you about your personal security (ie being safe from, crime or antisocial behaviour) when using public transport in London?

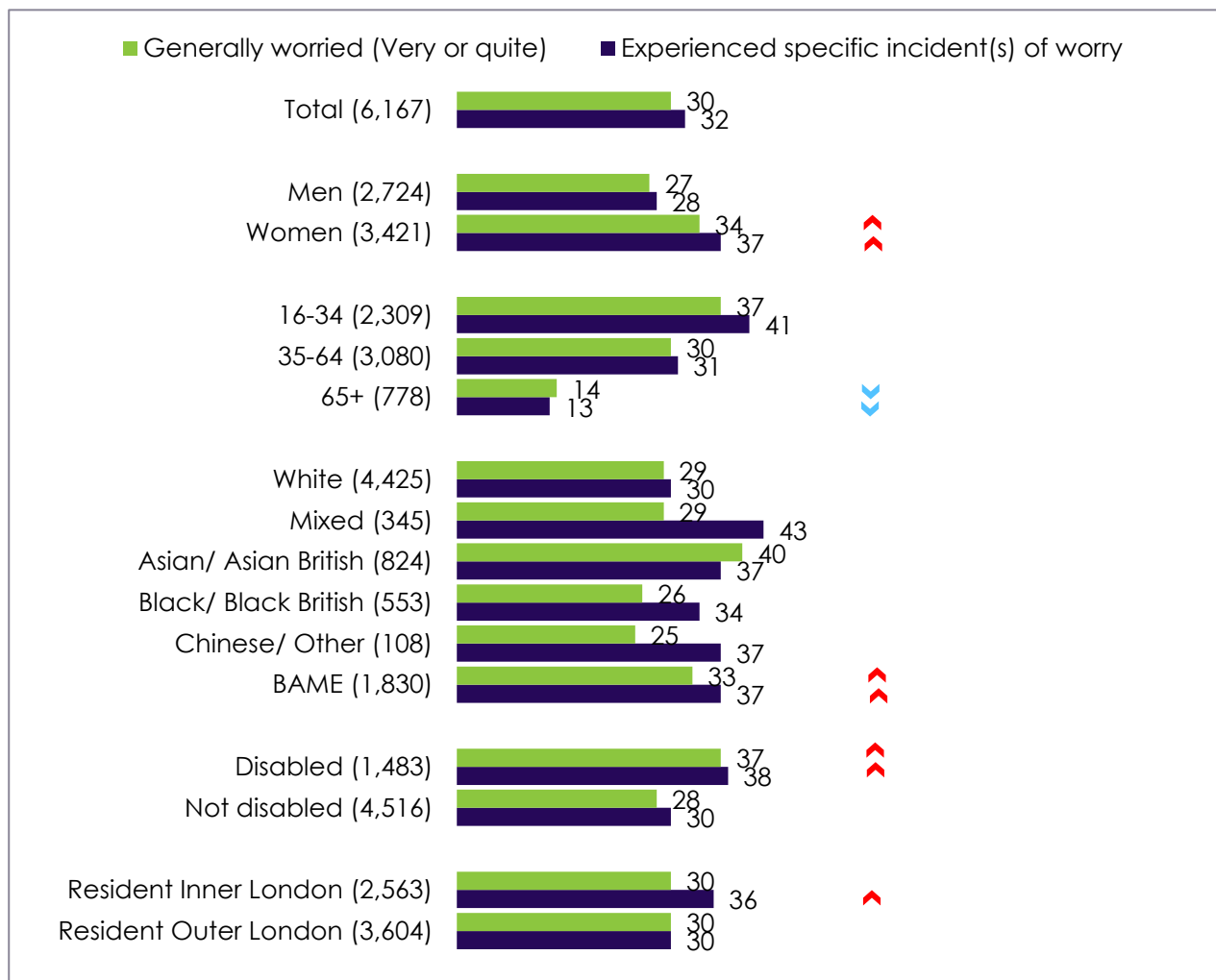
Q3. In the last three months, have you ever felt worried about your personal security (i.e. being safe from crime or antisocial behaviour) when using public transport in London?

Base: All (n = c.2000 each quarter)

In 2017-18, the groups most likely to experience general worry when using public transport in London, and specific worrying incidents, are women, BAME Londoners, those aged 16-34 and disabled Londoners.

Within the BAME group, it is the mixed and Asian / Asian British groups that have the highest incidence of experiencing a worrying event (43 per cent and 37 per cent respectively).

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



Arrows denote significantly higher/ lower than other demographic groups

QIMP3. How worried are you about your personal security (ie being safe from, crime or antisocial behaviour) when using public transport in London?

Q3. In the last three months, have you ever felt worried about your personal security (i.e. being safe from crime or antisocial behaviour) when using public transport in London?

Base: All (n = 6,167)

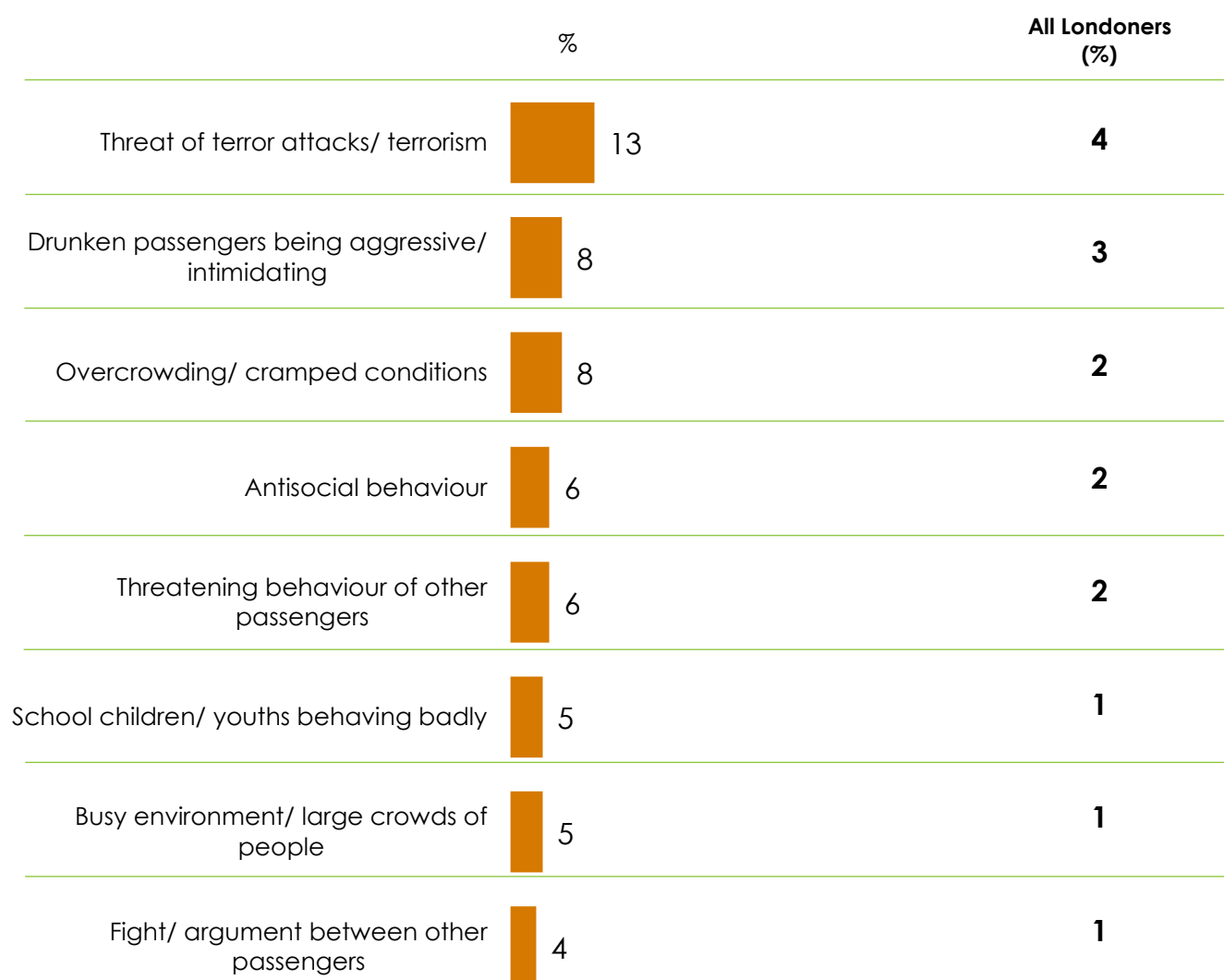
Last worrying incident

Among the 32 per cent of Londoners that experienced a recent worrying incident when using public transport in London in 2017-18, the most common cause of this worry was the threat of terror attacks / terrorism, mentioned by 13 per cent. This worry was particularly pronounced during Q2 (15 per cent) and Q3 (16 per cent), most likely due to the London Bridge attack in June 2017, then falling to eight per cent in Q4.

Looking at the next most common reasons for making Londoners feel worried in 2017-18, these were drunken passengers being aggressive / intimidating and overcrowding / cramped conditions, both mentioned by eight per cent.

Rebasing the results on all Londoners, we see that these worrying incidents are fairly rare. The most prevalent, threat of terror attacks / terrorism, was experienced by four per cent of Londoners in 2017-18 and the aggressive / intimidating behaviour of drunken passengers by three per cent.

Chart 4 Last worrying incident (top 8 responses shown)



Q5/Q6. What was the most recent worrying incident you experienced when using public transport in London?

Base: All who have felt worried in the last three months (n = 1,967) / All Londoners (n = 6,167)

Among those who had felt worried in the last three months, men were more likely than women to have been worried by antisocial behaviour or the threatening behaviour of other passengers. Conversely, women were more likely to have been concerned about the threat of terror attacks or overcrowded conditions.

Incidents of concern about the threat of terror attacks made up a significantly higher proportion of worrying incidents on the Tube than on other modes in 2017-18. On buses, large groups of school children/youths make up a larger share of incidents. The threatening behaviour of other passengers and fights / arguments between other passengers were more likely to cause concern for those travelling by bus or train than among Tube users.

There were no significant differences observed between white and BAME Londoners.

Table 5 Last worrying incident

%	All	Men	Women	16-34	35-64	65+	White	BAME	Bus	Tube	Train
Base	2,009	764	1,239	944	963	102	1,293	690	631	765	328
Threat of terror attacks/ terrorism	13	10	15	14	13	12	12	15	3	26	9
Drunken passengers being aggressive/ intimidating	8	7	9	9	7	10	9	7	9	10	9
Overcrowding/ cramped conditions	8	5	9	7	8	11	7	8	7	10	8
Antisocial behaviour	6	8	5	4	7	14	6	6	7	6	6
Threatening behaviour of other passengers	6	8	5	5	7	5	7	5	9	4	7
School children/ youths behaving badly	5	4	5	3	6	9	5	4	11	1	1
Busy environment/ large crowds of people	5	4	5	4	4	8	5	4	4	6	4
Fight/ argument between other passengers	4	5	4	4	5	2	4	5	6	3	6

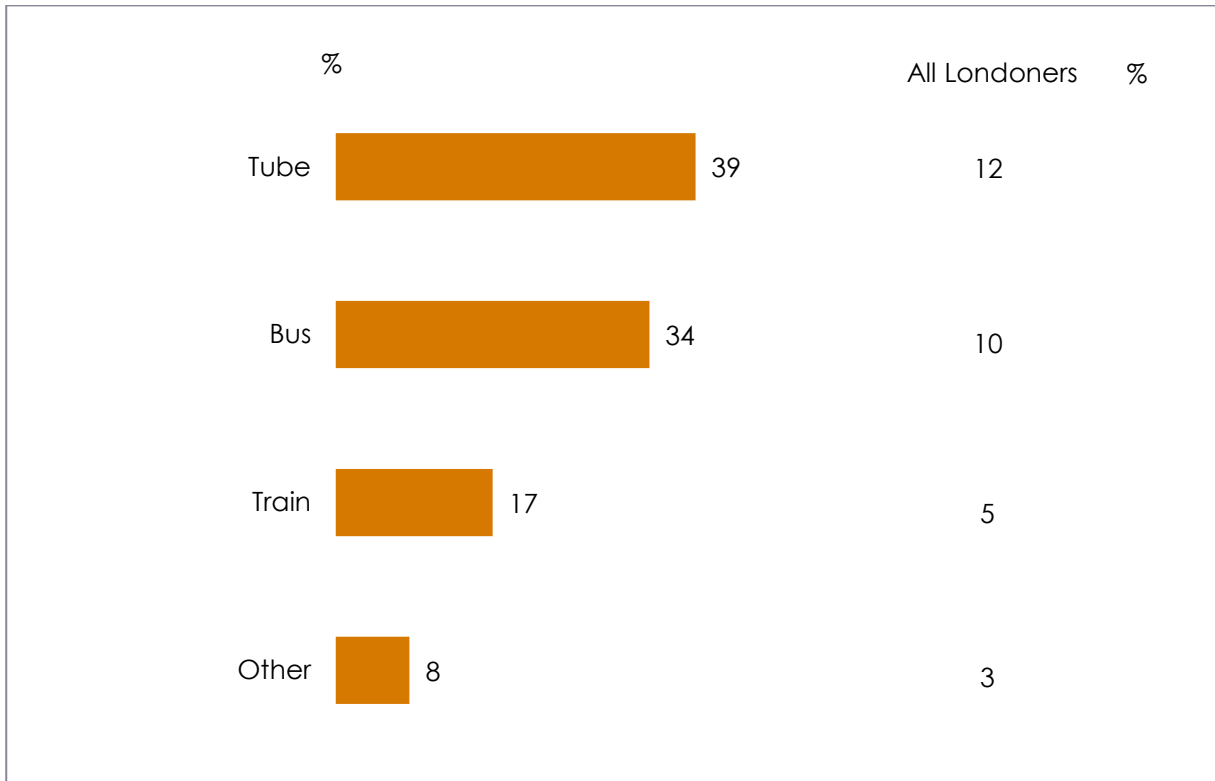
Highlighted cells indicate incidences significantly greater than for the other group(s) in that breakdown

Q5/Q6. What was the most recent worrying incident you experienced when using public transport in London?

Base: All who have felt worried in the last three months (n = 2,009)

Thirty-nine per cent of those experiencing a worrying event when using public transport in London in 2016 experienced it on the Tube, 34 per cent on a bus, and 17 per cent on a train. Overall, 12 per cent of Londoners experienced a worrying incident on the Tube in 2017-18, 10 per cent on a bus and five per cent while travelling by train.

Chart 6 Mode on which last worrying event occurred

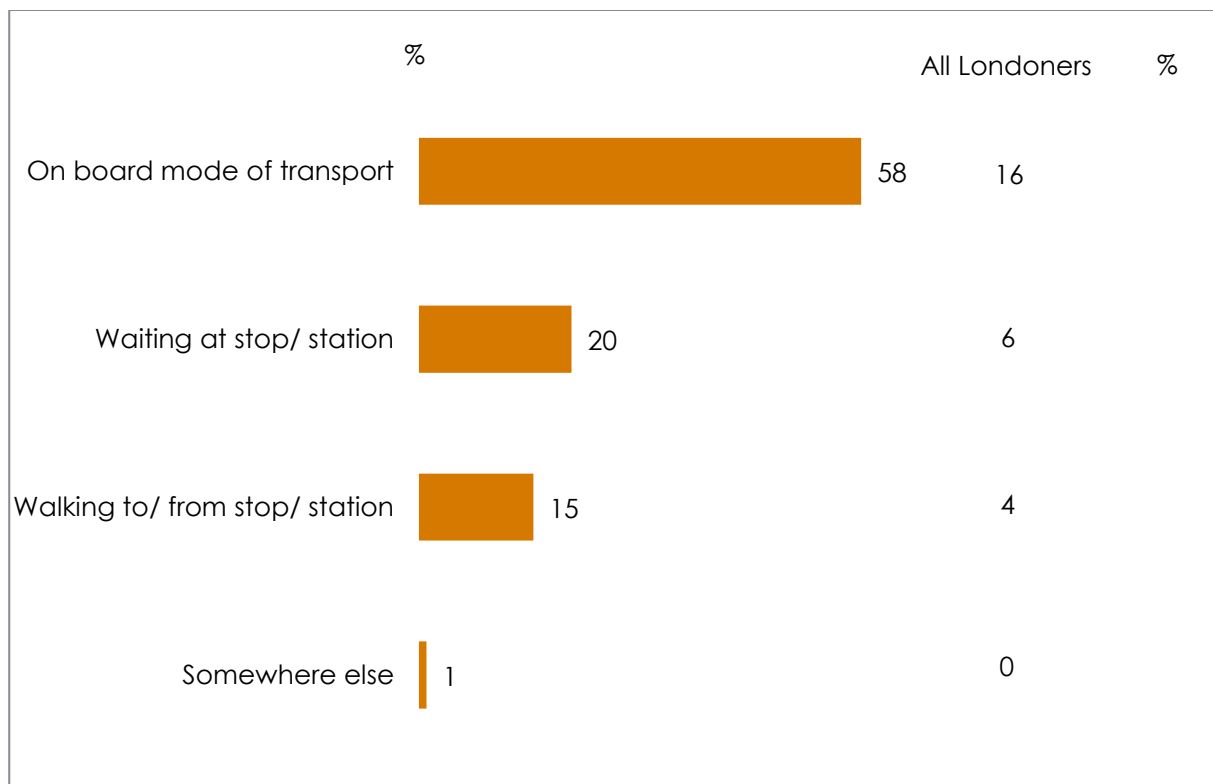


Q7a What form of transport were you using (or planning to use) when you (last) experienced this worrying incident?

Base: All who have felt worried in the last three months (n = 1,907) / All Londoners (n = 6,171)

When Londoners experienced worrying incidents when using public transport in 2017-18, they tended to occur while on board: 58 per cent of incidents took place on board. A fifth of incidents (20 per cent) occur while waiting at a stop or station, and 15 per cent while walking to or from public transport.

Chart 7 Stage of journey at which last worrying incident occurred



Q11. And where were you when this happened?

Base: All who have felt worried on public transport in the last three months (n = 1,776) / All Londoners (n = 6,171)

Among Londoners experiencing a recent worrying incident while travelling by public transport in 2017-18, half (49 per cent) took no short-term action. Twenty-nine per cent continued their journey but re-moded to another form of transport, while 17 per cent ended their current journey.

Table 8 Impact of worrying incident

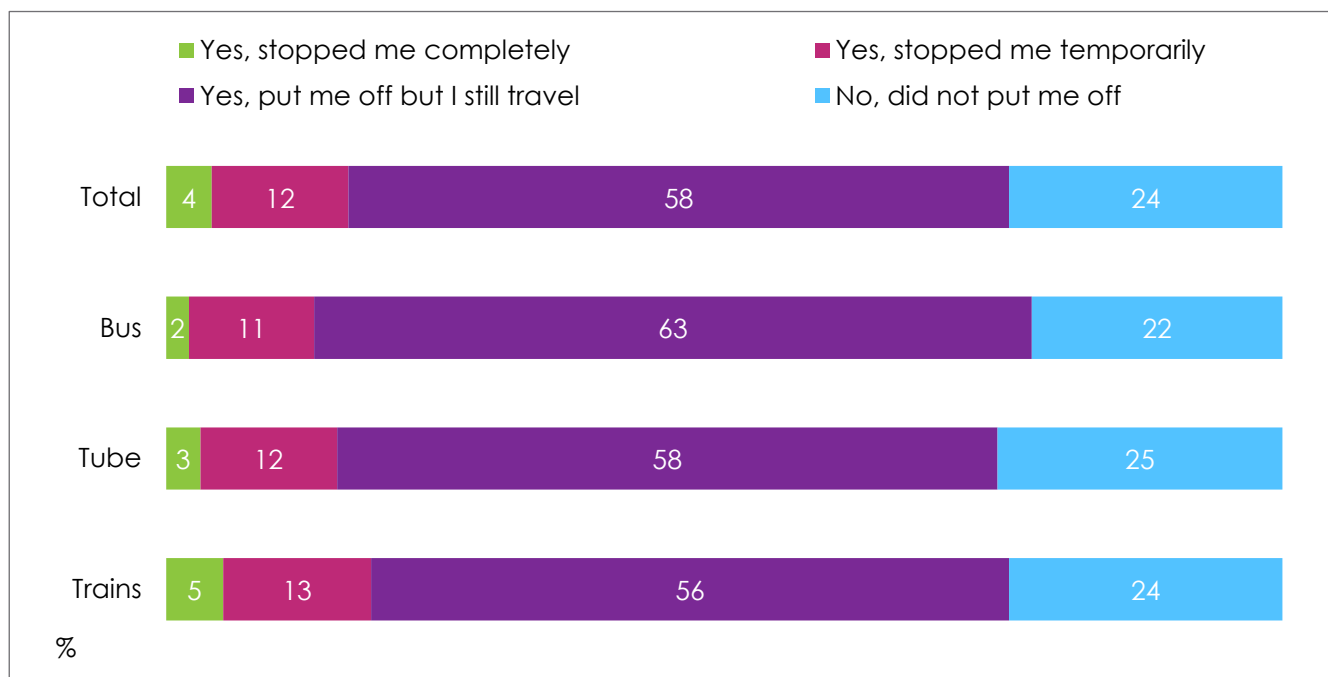
	2017-18
Continue the journey on another form of transport	29
Stop making this journey	17
Neither	49
Don't know/ can't remember	6

Q14. Did this worry prompt you to do any of the following?

Base: All who have felt worried about their personal security in the last three months when using public transport in London (n = 1,917)

For four per cent of Londoners that experienced a worrying incident while using public transport in 2017-18, the incident stopped them travelling on that form of transport completely; a further 12 per cent stopped using that means of transport temporarily. However, for the majority, the incident either put them off without preventing them from travelling, or did not put them off using that form of transport at all.

Chart 9 Impact of last worrying incident on future use of mode



Q15a. Has this worry put you off using this form of transport again?

Base: All who have felt worried in the last three months (n =1,917)

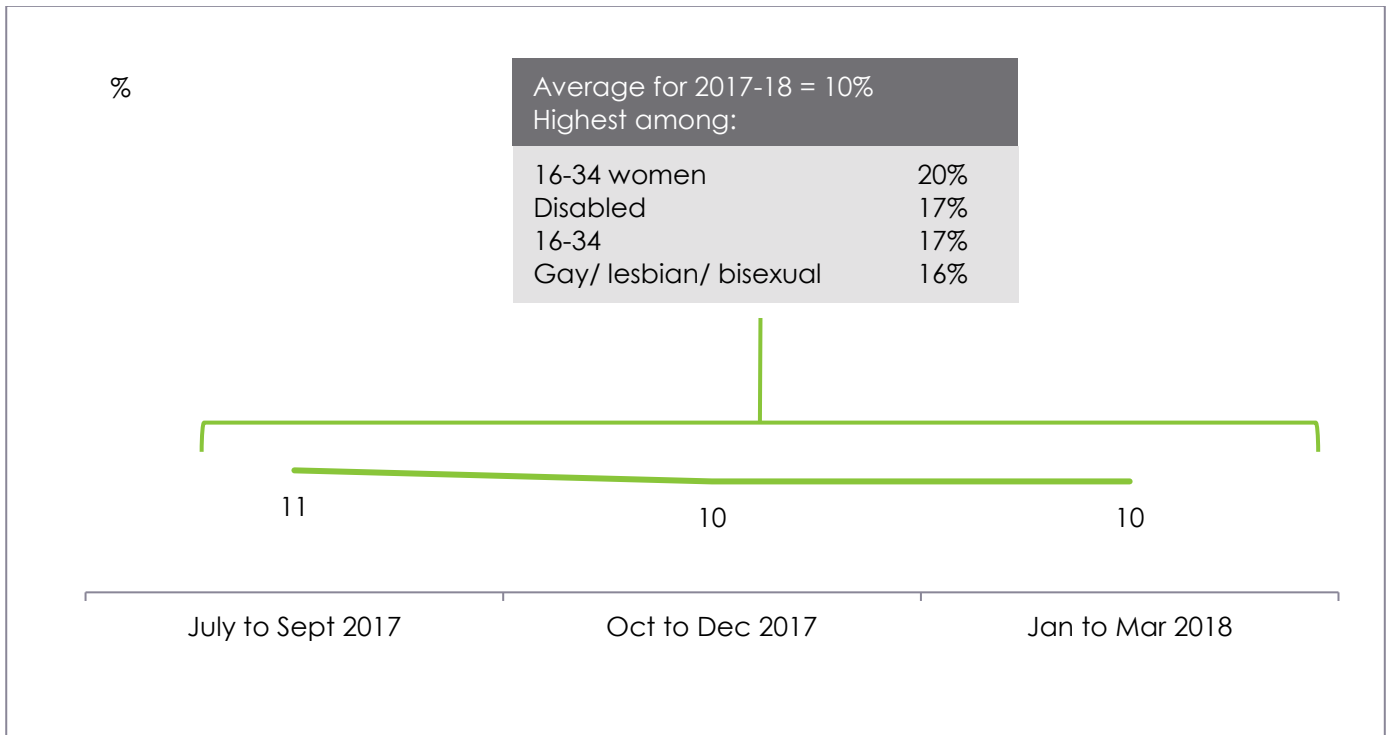
Unwanted sexual behaviour

This section deals with the sensitive subject of unwanted sexual behaviour. Respondents were informed in advance about the nature of the questions to follow.

In 2017-18, the proportion of Londoners who have experienced unwanted sexual behaviour in the last 12 months was 10 per cent.

Certain groups were significantly more likely to have experienced unwanted sexual behaviour: these were young women aged 16-34 (20 per cent), disabled Londoners and 16-34 year olds (any gender) (both 17 per cent), gay, lesbian, and bi-sexual Londoners (16 per cent).

Chart 11 Experience of unwanted sexual behaviour

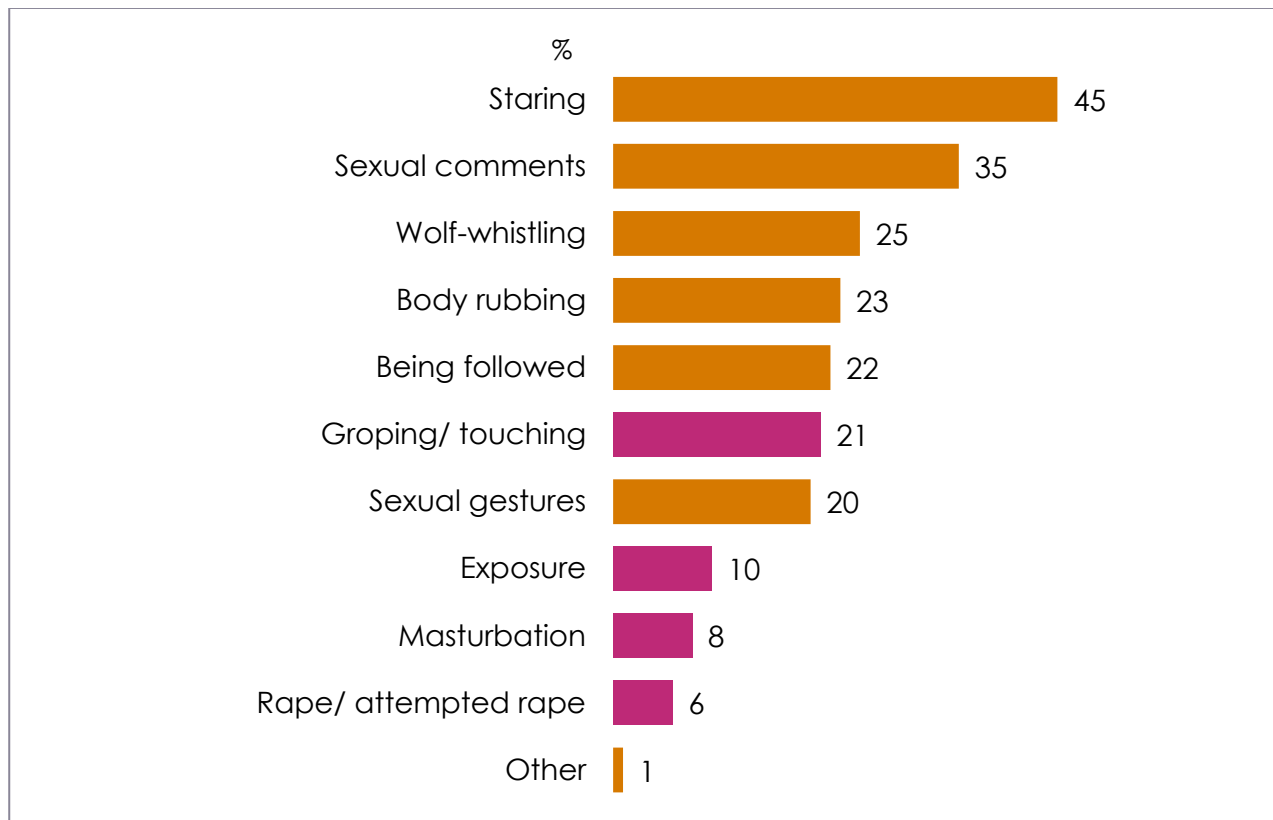


SH1/Q5. In the *last 12 months* have you personally experienced any unwanted sexual behaviour while travelling on, waiting for or heading to or from public transport in London?

Base: All (n = circa 2,000 per wave)

The most common forms of unwanted sexual behaviour mentioned by victims in 2017-18 were staring (45 per cent) and sexual comments (35 per cent). Thirty-seven per cent experienced an incident of serious unwanted sexual behaviour, i.e. rape/attempted rape, groping/ touching, exposure and/ or masturbation.

Chart 12 Nature of unwanted sexual behaviour experienced



SH3. What type of unwanted sexual behaviour did you experience?
 Base: All who have experienced unwanted sexual behaviour (n = 643)

Incidents of unwanted sexual behaviour in 2017-18 were most likely to take place on-board the form of transport (55 per cent). Twenty-three per cent of those experiencing an incident of unwanted sexual behaviour in 2017-18 did so while travelling to or from public transport, while 18 per cent experienced it while waiting for public transport.

Table 13 Where unwanted sexual behaviour was experienced

	%	2017-18
On public transport		55
While travelling to/ from public transport		23
While waiting for public transport		18

SH5. And where were you when this happened?
 Base: All who have experienced unwanted sexual behaviour (n = 516)

A third (34 per cent) of those that had experienced unwanted sexual behaviour when using public transport in 2016 experienced it while travelling by Tube. Twenty-eight per cent experienced incidents on buses, with a further 15 per cent on trains.

Table 14 Mode on which unwanted sexual behaviour was experienced

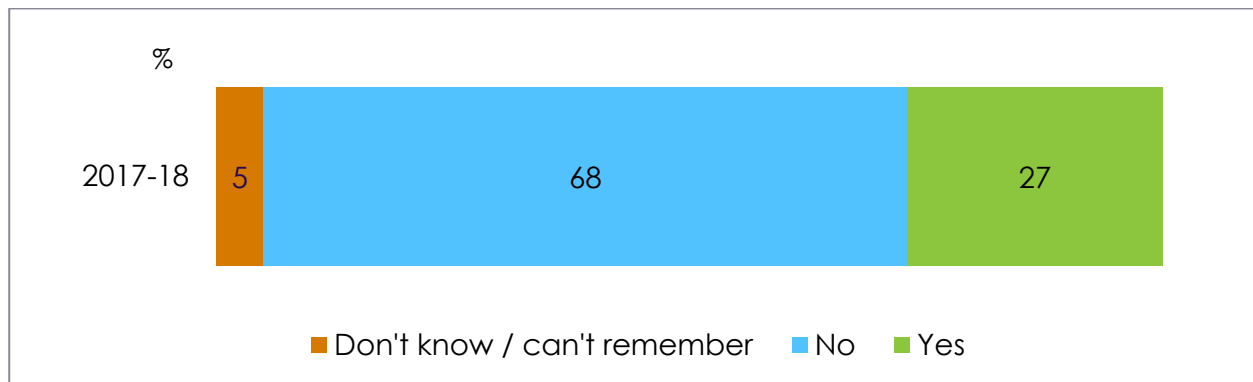
	2017-18
Underground	34
Bus	28
Train	15
Other	2

Source: SH4a. On which form(s) of transport did this occur?

Base: All who have experienced unwanted sexual behaviour on public transport (n = 638)

Twenty-seven per cent of incidents of unwanted sexual behaviour were reported in 2017-18, far lower than the proportion of incidents that were not reported by the victim (68 per cent).

Chart 15 Whether reported incident(s)

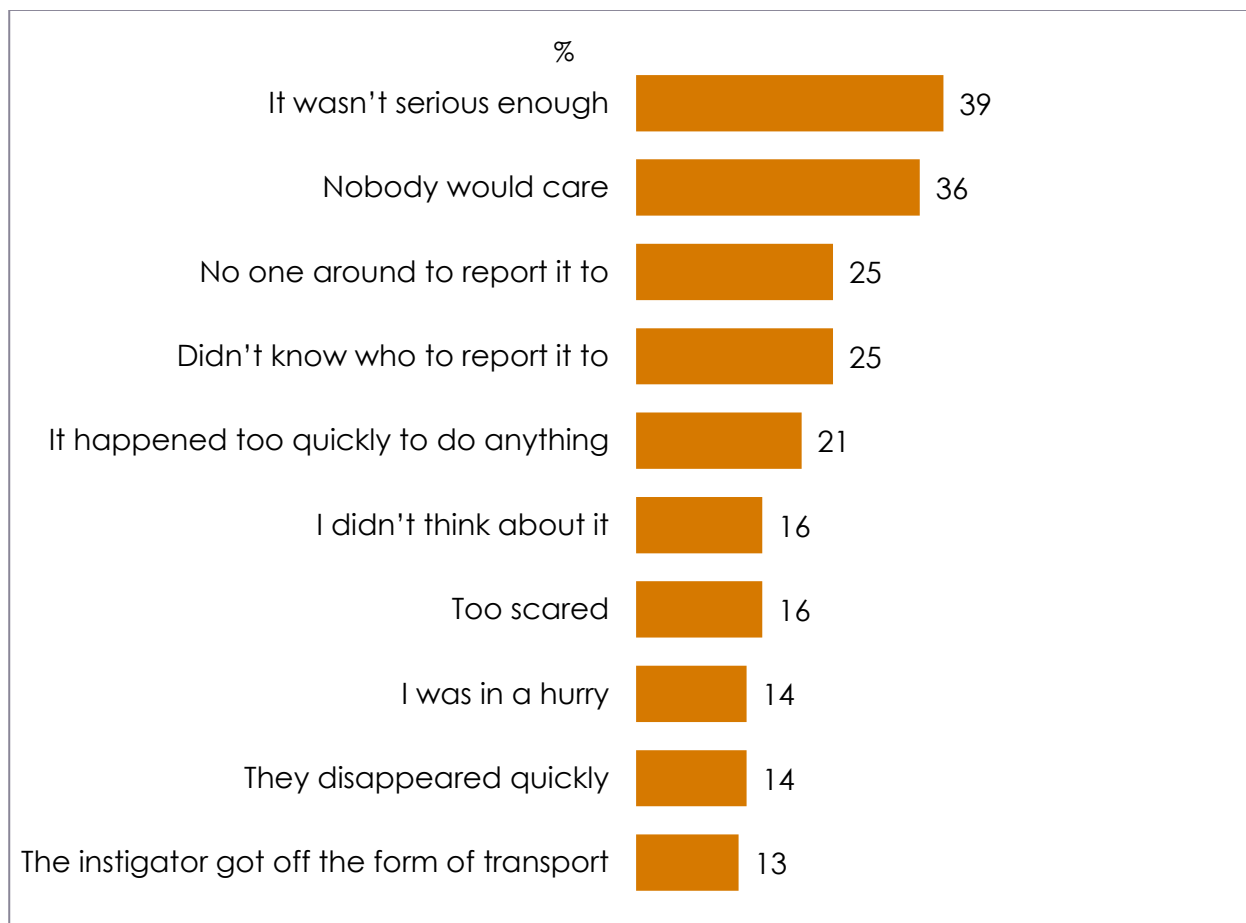


SH7. Did you report this to anyone?

Base: All who have experienced unwanted sexual behaviour (n = 643)

The main reasons for not reporting incidents of unwanted sexual behaviour were that the victim did not consider it to be serious enough (39 per cent) or nobody would care (36 per cent). A quarter said that there was around to report it to or the victim didn't know who to report it to (both 25 per cent).

Chart 16 Reasons not reported



SH9NEW. Why did you not report the incident?

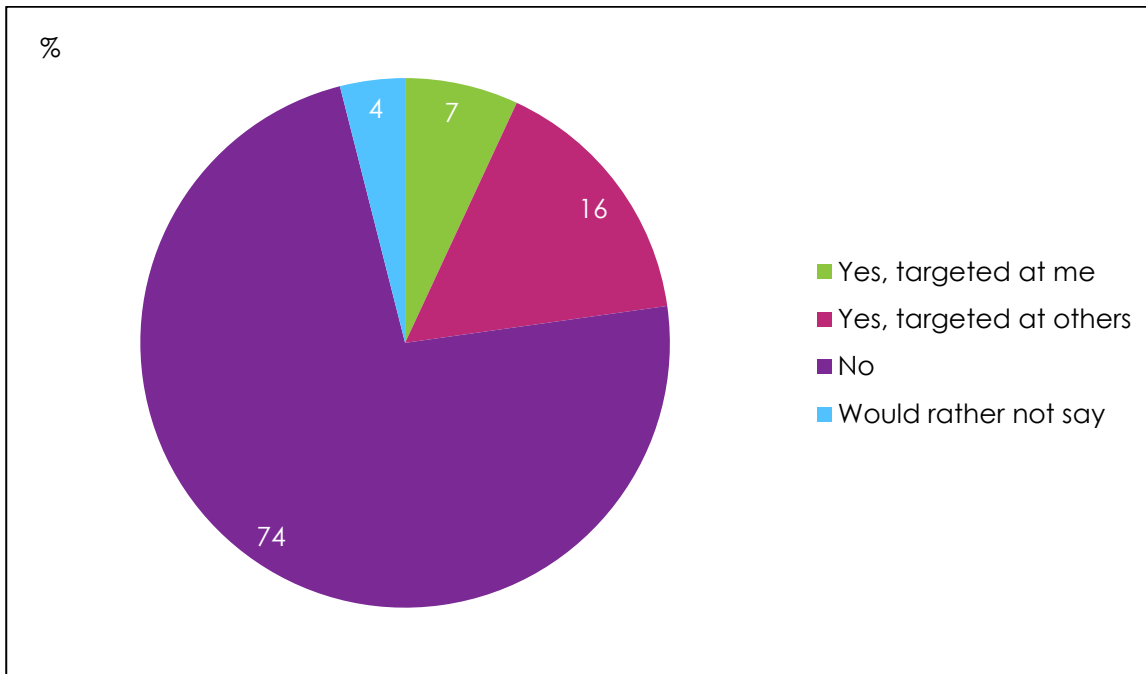
Base: All who have experienced unwanted sexual behaviour and did not report it (n = 441)

Hate crime

This section deals with experiences of hate crime on public transport.

In 2017-18, the proportion of Londoners who experienced hate crime in the last 12 months was 22 per cent; seven per cent experienced hate crime targeted directly at them and a further 16 per cent witnessed incidents where other customers were the targets.

Chart 17 Experience of hate crime in last 12 months



HC1. In the last 12 months have you experienced hate crime either targeted at you personally or targeted at someone else/ other people, while travelling on, waiting for or heading to or from public transport in London?

Base: All (n = 6,167)

Incidents of hate crime, either experienced directly by customers or witnessed towards others, were most likely to occur on buses in 2017-18 (42 per cent). A quarter (26 per cent) experienced or witnessed hate crime on the Tube, while a further 14 per cent experienced or witnessed an incident on a train.

Table 18 Mode on which hate crime was experienced / witnessed

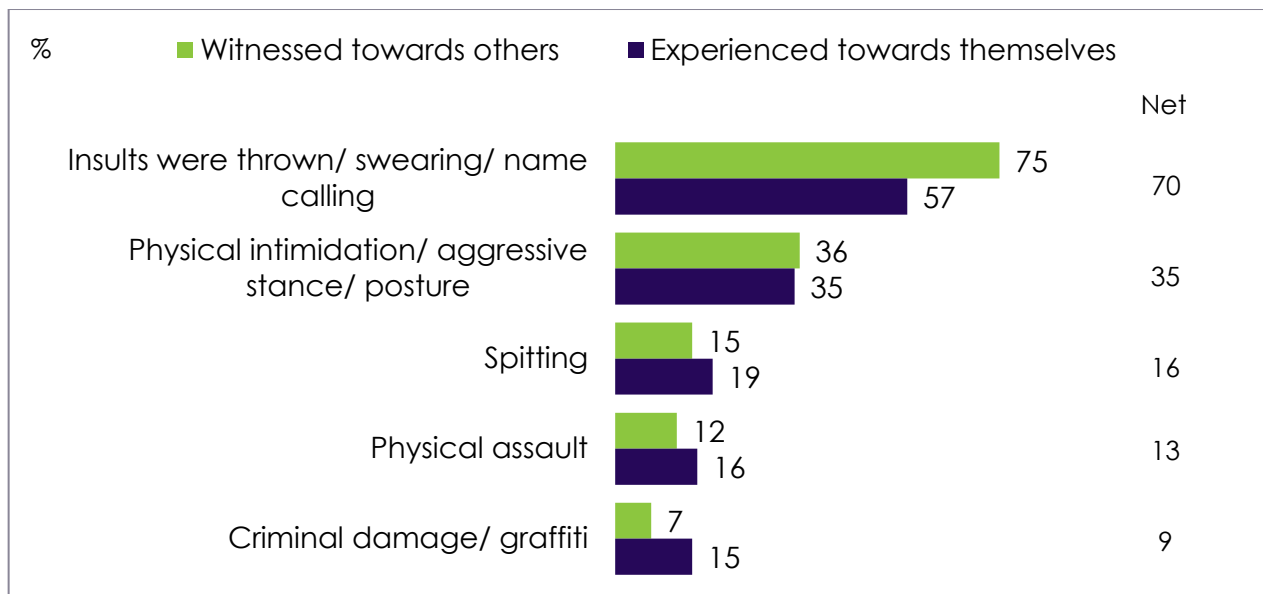
%	Experienced or witnessed	Experienced themselves	Witnessed towards others
Bus	42	30	46
Underground	26	25	26
Train	14	19	12
Other	14	21	11

HC5/HC18. On which form of transport did this occur?

Base: All who have experienced or witnessed hate crime in the last 12 months (Experienced or Witnessed n = 1,323; Experienced n = 410; Witnessed n = 987)

Looking at the nature of hate crime incidents experienced or witnessed on public transport in 2017-18, verbal abuse (70 per cent) was clearly the most commonly experienced form of hate crime (targeted at themselves or others), followed by physical intimidation (35 per cent).

Chart 19 Nature of hate crime experienced or witnessed

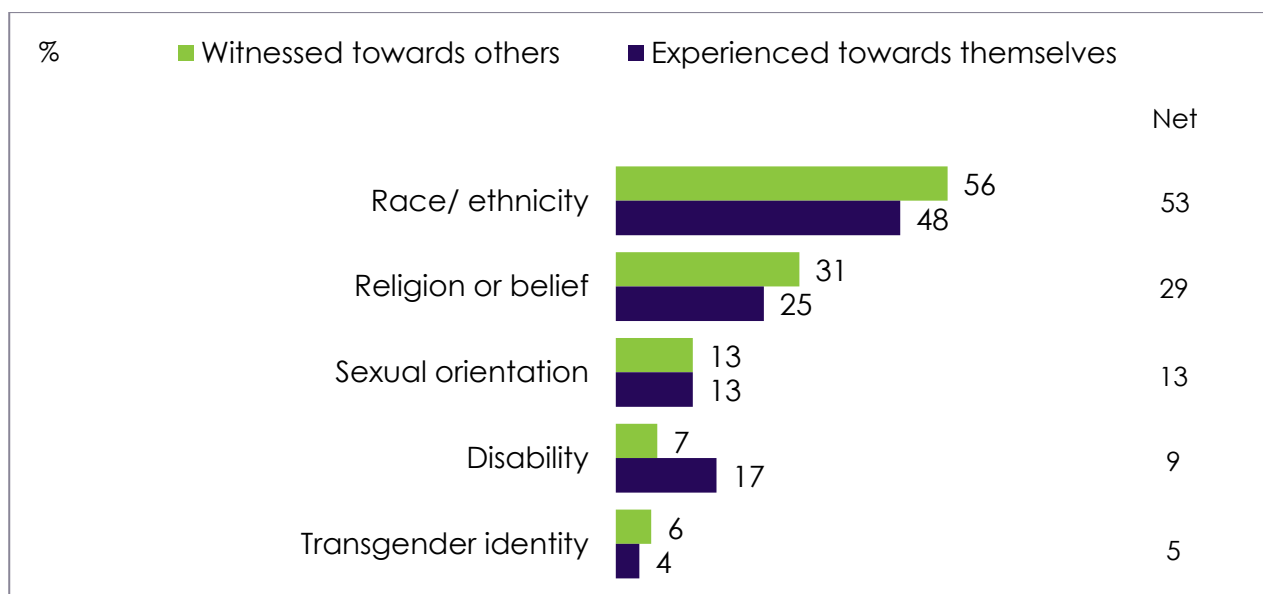


HC3/HC16. What behaviour did you experience?

Base: All who have experienced or witnessed hate crime in the last 12 months (Experienced n = 410, Witnessed n = 987)

Then examining what was perceived to be the motivation behind the incident, this was mainly felt to be the race / ethnicity of the victim (53 per cent), followed by their religion or belief (29 per cent).

Chart 20 Perceived motivation for hate crime experienced or witnessed

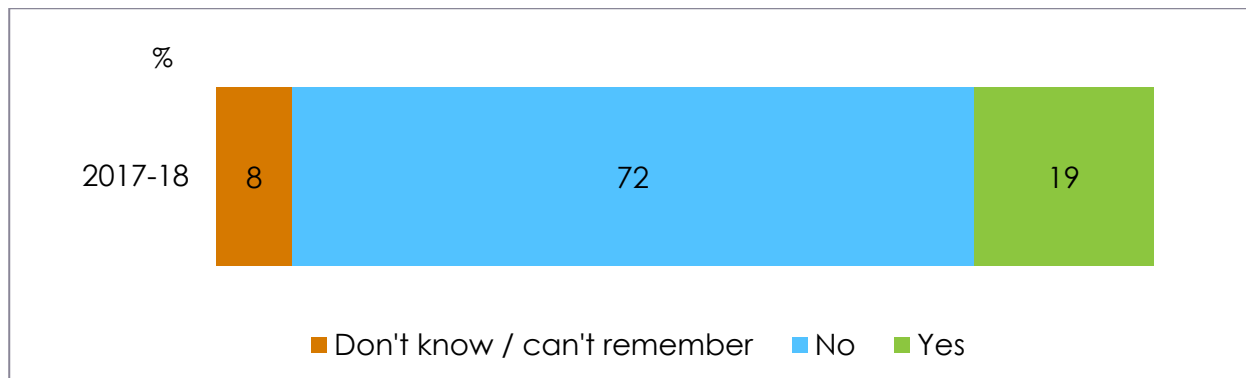


HC4/HC17. What do you think motivated the behaviour?

Base: All who have experienced or witnessed hate crime in the last 12 months (Experienced n = 410, Witnessed n = 987)

As we saw earlier with incidents of unwanted sexual behaviour, the majority of hate crime occurrences in 2017-18 went unreported (72 per cent). A fifth (19 per cent) of those experiencing or witnessing an incident of hate crime said they reported it to someone.

Chart 21 Whether reported incident(s) of hate crime

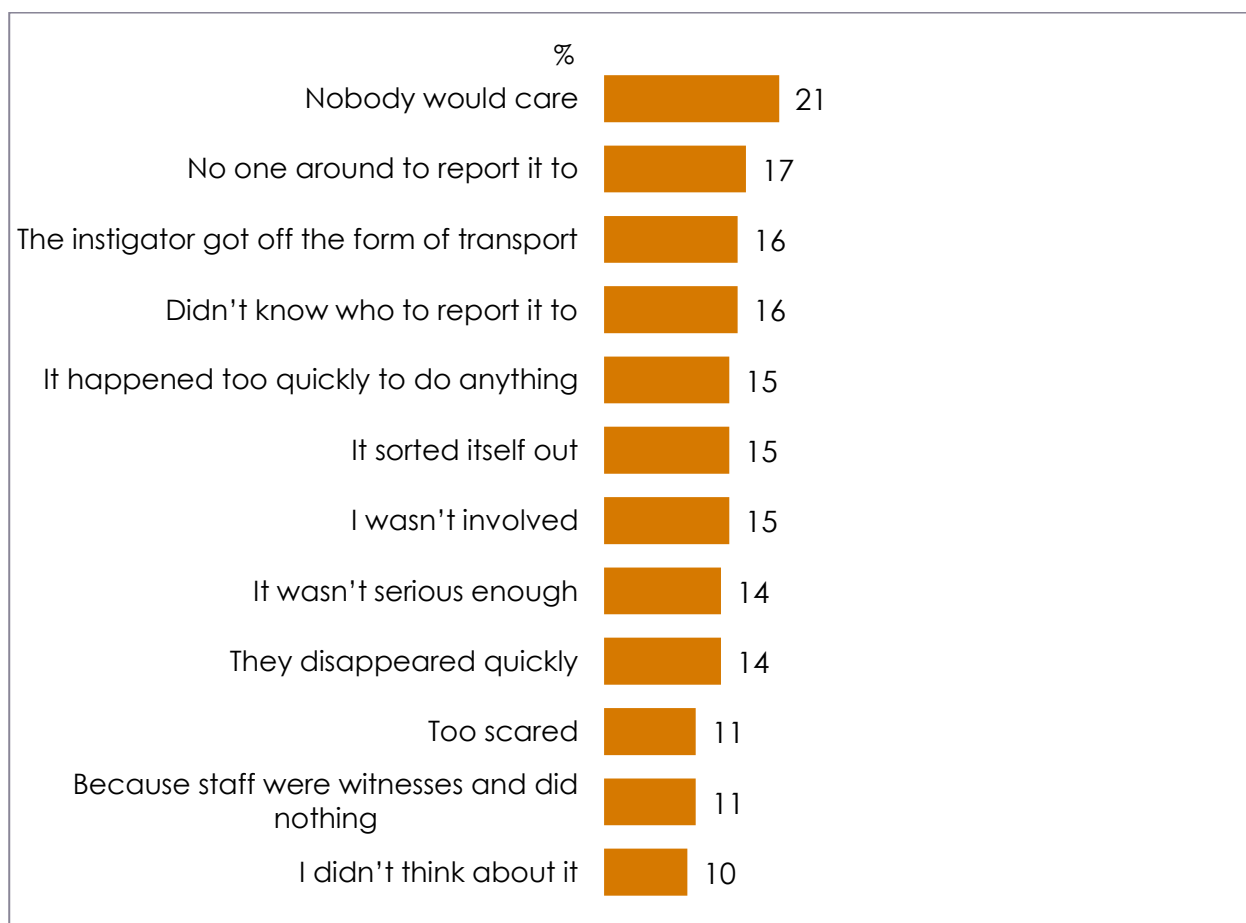


HC10/HC23. Did you report this to anyone?

Base: All who have experienced or witnessed hate crime in the last 12 months (n = 1,323)

The main reason for not reporting incidents of hate crime was the sense that nobody would care (21 per cent). Seventeen per cent could not find anyone to report it to and a further 16 per cent were unsure who the incident should be reported to.

Chart 22 Reasons not reported



HC12/HC25. Why did you not report the incident?

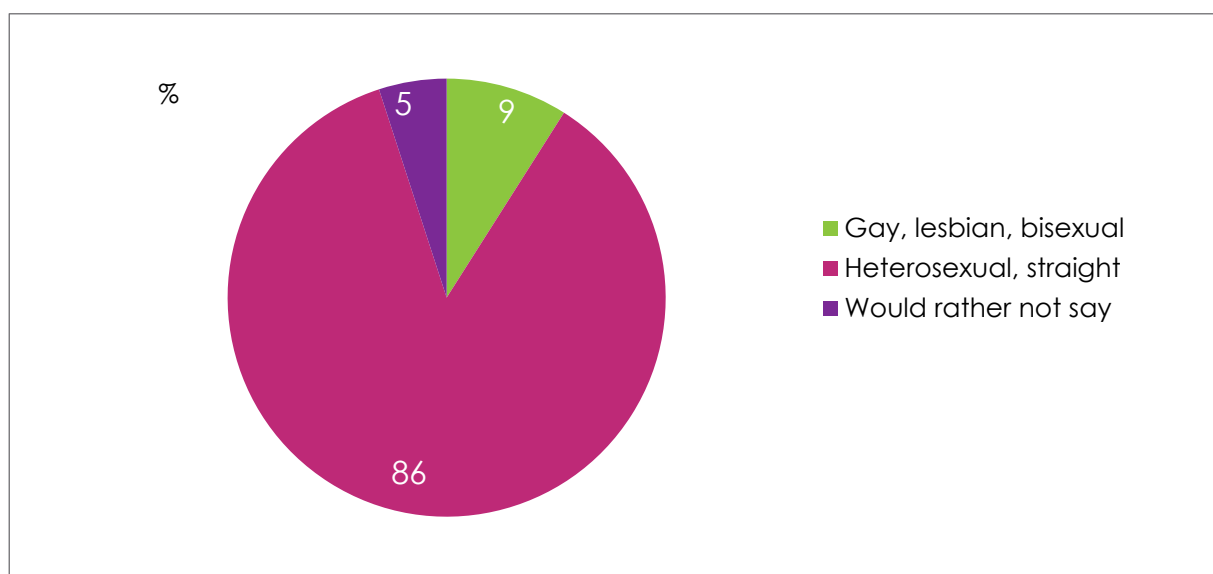
Base: All who have experienced or witnessed hate crime in the last 12 months when using public transport in London and didn't report it (n = 961)

Sexual identity and fear of crime on public transport

Nine per cent of Londoners described themselves as gay, lesbian or bisexual in 2017-18, compared with 86 per cent identifying as heterosexual / straight. This is higher compared to data from the Office of National Statistics (ONS)¹, which shows that a little under three per cent of the London population identified themselves as gay, lesbian or bisexual in 2016.

This difference can potentially be attributed to the different methodologies used to collect this information: this survey is administered online and the ONS data is gathered via face-to-face and telephone interviews. We have traditionally found that respondents are more likely to give 'honest' answers during an online survey where their anonymity is protected particularly when answering more sensitive questions. Conversely, with interviewer-led questioning via face-to-face and telephone surveys, respondents can feel somewhat pressured to give responses that would be deemed to be more 'socially acceptable'.

Chart 23 Sexual orientation



QSEXID. Which of the following best describes you?

Base: All (n = 8,177)

1

<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualidentityuk/2016#london-has-the-highest-percentage-of-the-population-who-identify-as-lesbian-gay-or-bisexual>

Gay, lesbian and bisexual Londoners were significantly more likely to have experienced unwanted sexual behaviour on and around public transport than heterosexual or straight Londoners in 2017-18 (16 per cent compared with 10 per cent). However, statistically they were significantly less likely to feel worried about their personal security when using public transport (26 per cent are generally very or quite worried, compared to 31 per cent of heterosexual or straight Londoners).

The proportion experiencing a specific worrying incident were very similar among both groups.

Table 24 Key metrics by sexual orientation

	%	Gay, Lesbian, Bi	Hetero, Straight
Generally worried (very or quite) about personal security when using public transport in London		26	31
Experienced a specific incident of worry in the last 3 months		32	33
Experienced unwanted sexual behaviour in the last 12 months		16	10

QIMP3. How worried are you about your personal security (ie being safe from, crime or antisocial behaviour) when using public transport in London?

Q3. In the last three months, have you ever felt worried about your personal security (i.e. being safe from crime or antisocial behaviour) when using public transport in London?

SH1/Q5. In the last 12 months have you personally experienced any unwanted sexual behaviour while travelling on, waiting for or heading to or from public transport in London?

Base: All (Gay, lesbian, bisexual n = 498; heterosexual, straight n = 5,365)

Taxi touting

Half (49 per cent) of Londoners were aware that it was illegal for minicabs to pick up customers without a booking in 2017-18.

Levels of awareness varied substantially by different groups of Londoners; those aged 16-24 were least likely to be aware that minicabs were not allowed to tout for business (28 per cent), while those aged 65 or over were most likely to be aware (73 per cent). Men were more likely than women to be aware of the rules around touting (52 per cent, compared with 46 per cent), as were white Londoners compared with BAME Londoners (55 per cent versus 37 per cent respectively).

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

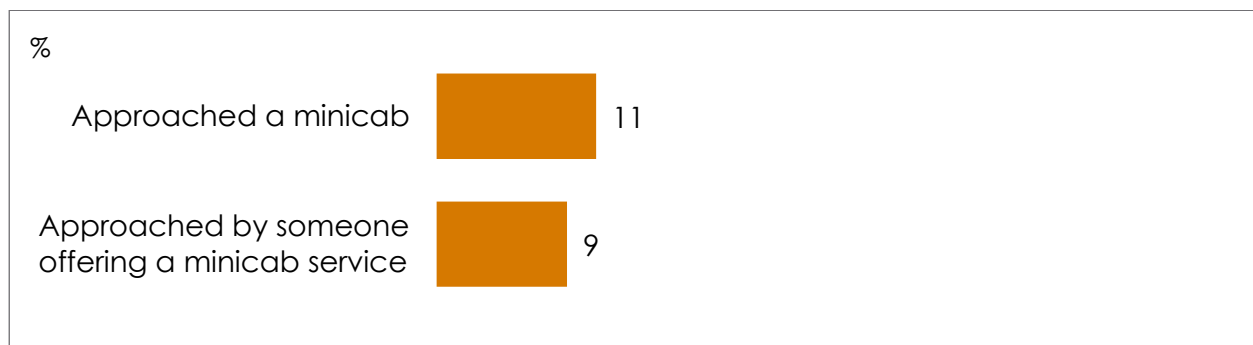
	%	2017-18
Total (8,155)		49
Men (3,613)		52
Women (4,520)		46
16-24 (906)		28
25-34 (2,187)		39
35-44 (1,664)		44
45-54 (1,260)		56
55-64 (1,125)		67
65+ (1,013)		73
White (5,566)		55
BAME (2,474)		37
Inner London (3,397)		48
Outer London (4,758)		49

T5 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 (base sizes shown in table)

Asked whether they had been approached or themselves approached anyone offering a taxi or minicab service in London in the last three months, nine per cent claimed that they had been approached and 11 per cent that they themselves had approached by someone.

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



T6 During the last three months, have you been approached anywhere in London by anyone offering a taxi or minicab service?

T7 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 (n = 8,155)

Observations and experiences of police on public transport

In 2017-18, over three quarters of Londoners (78 per cent) reported seeing a police officer on or around public transport. They were most likely to be spotted on the Tube (66 per cent), followed by on a train (54 per cent) or on buses (53 per cent)

Among frequent users of each mode (at least twice a week), four fifths of frequent Tube users noticed police in 2017-18, as did three quarters of frequent DLR and frequent train users, and 63 per cent of frequent bus users.

Table 27 Observations of police on public transport

	%	2017-18	Freq. users 2017-18
Net: Seen on any form of public transport		78	84
Underground		66	79
Bus		53	63
DLR		46	75
London Overground		44	52
National Rail		41	71
Net: Train		54	75

P1. On average, how often do you see the police on the following forms of transport in London?

Base: All (n = 4,066)

When police were seen on public transport, a minority of Londoners interacted with them: eight per cent of Tube users spoke to an officer while travelling, as did seven per cent of bus users and train users.

As might be expected, interaction with police was more common among frequent users of each form of transport, particularly frequent train users who were twice as likely to speak to a police officer compared with train users overall.

Table 28 Interactions with police on public transport

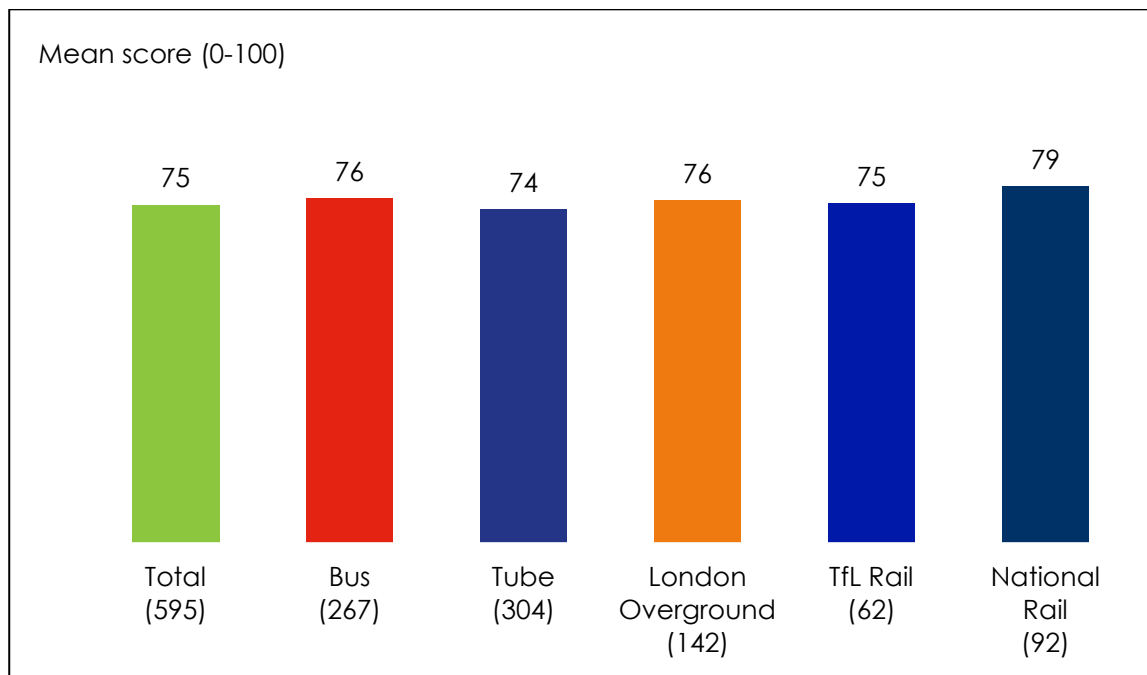
	%	2017-18	Freq. users 2017-18
Underground		8	12
Bus		7	9
Train		7	14

P5. On which form(s) of transport, if any, have you spoken to the police in the last three months in London?

Base: All using each form of transport at least once a year respectively (n = 3,985)

Among those who spoke to a police officer on public transport in 2017-18, they were generally happy with the experience: users of each form of transport gave a 'quite good' satisfaction rating for the interaction, ranging from 74 out of 100 among those who spoke to police on the Tube users to 79 out of 100 among those speaking to police on a National Rail service.

Chart 29 Satisfaction with experience of speaking to police on public transport

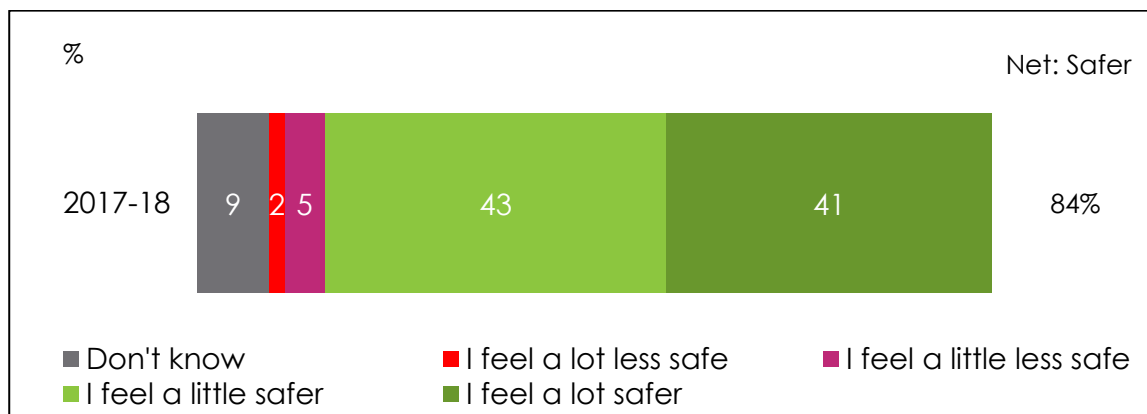


P6. Thinking about the last time you spoke to the police on public transport in London, how satisfied were you with the experience?

Base: All who spoke to the police on public transport in London in the last 3 months (n = 595)

Seeing police on the public transport network in the Capital has a clear positive impact on Londoners' sense of safety. More than four fifths (84 per cent) think that seeing police while travelling makes them feel at least a little safer.

Chart 30 Impact of seeing police on public transport



P4. To what extent does it make you feel safe to see the police on the public transport network in London?

Base: All (n = 4,066)

Revenue protection

Nearly three quarters of Londoners (72 per cent) were aware that travelling without a valid ticket or pass could result in a penalty fare in 2017-18. Just under a third of Londoners (31 per cent) knew that it could result in being escorted off public transport.

Only a minority of Londoners (37 per cent) thought that travelling without a ticket could lead to prosecution, while 28 per cent thought it would only lead to a verbal warning.

Chart 31 Awareness of actions to prevent fare evasion

	%	2017-18
Penalty fare		72
Possible prosecution		37
Asked to leave		31
Verbal warning		28
Nothing		8
Don't know/ can't remember		8

RP8 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 (n = 4,111)

In 2017-18, more than half of Londoners (53 per cent) had seen a ticket inspector on or around public transport in the preceding three months. They were most commonly seen on a bus (24 per cent) or on a train (15 per cent).

Table 32 Observations of ticket inspectors in the last three months

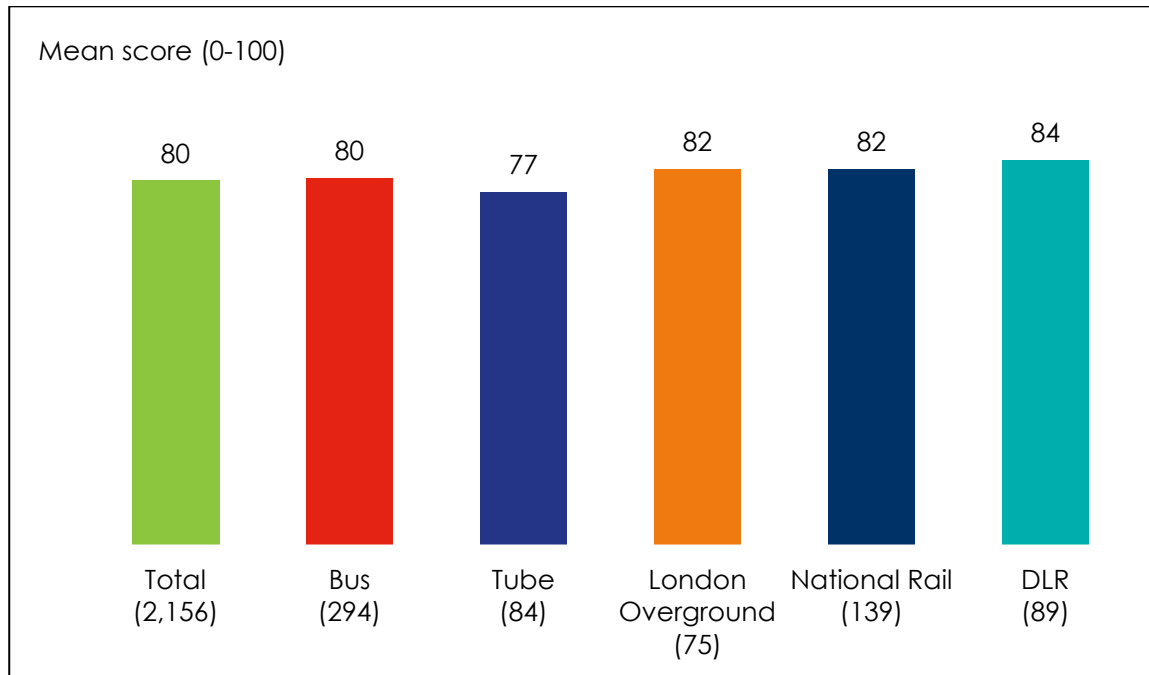
	%	2017-18
Net: Seen on any form of public transport		53
Bus		24
National Rail		8
Underground		5
London Overground		5
DLR		5
Net: Train		15

RP1, RP2/RP3: Have you seen a ticket inspector on board public transport, or at a stop/station, in the last three months?

Base: All (n = 4,111)

Those seeing ticket inspector while travelling tended to be happy with their professionalism, with an overall satisfaction rating of 80 out of 100. By means of transport, satisfaction ratings ranged from 77 out of 100 among those seeing ticket inspectors on the Tube, to 84 out of 100 among those who saw them on the DLR.

Chart 33 Satisfaction with the professionalism of ticket inspectors



RP6. How satisfied were with the professionalism of the ticket inspector this last time you saw one?
Base: All who have seen a ticket inspector on public transport in the last three months (n = 2,156)

Road collisions and near misses

In 2017-18, one in ten Londoners (10 per cent) said they were involved in a road collision in the past 12 months, and four per cent said they had been injured in a collision.

Then looking at near misses on London's roads, a quarter of Londoners (27 per cent) said they had experienced such an incident in the past year.

Table 34 Experience of road collisions and near misses

	%	2017-18
<u>Involved in a road collision</u> in the last 12 months		10
<u>Injured in a road collision</u> in the last 12 months		4
Experienced any <u>near misses</u> in the last 12 months		27

C1. In the last 12 months, have you been in a road collision in London?

C2. And were you injured in any way in a collision in London in the last 12 months?

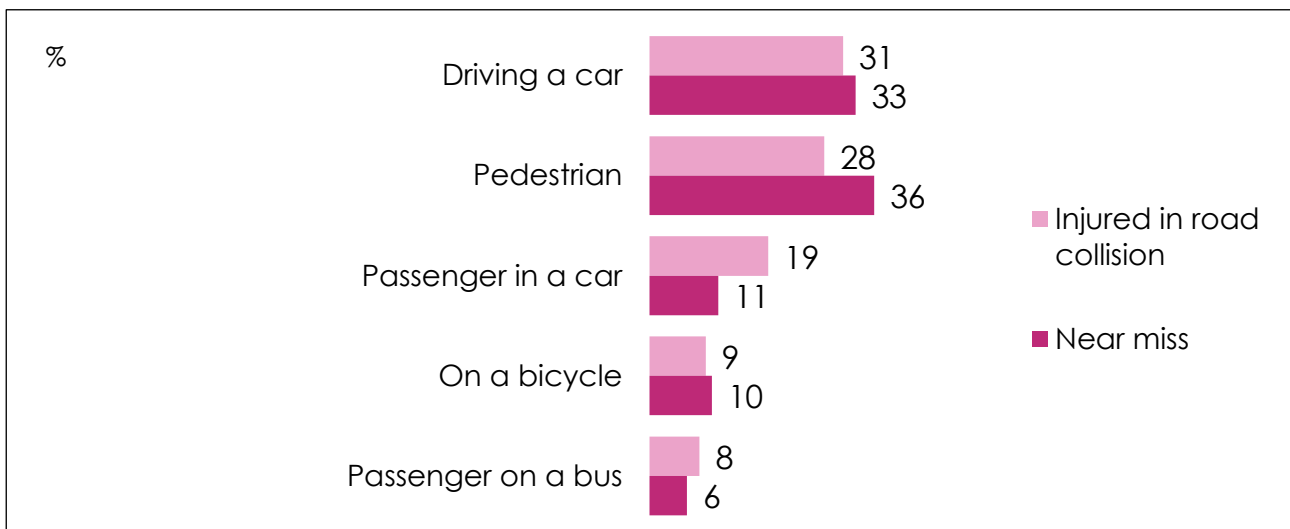
C7. We've talked about collisions. Now, have you had any near misses on London's roads in the last 12 months?

Base: All (n = 4,066)

Among those injured in a road collision in the last 12 months, this was most likely to happen when they were driving a car (31 per cent) or travelling on foot as a pedestrian (28 per cent).

Those who experienced a near miss on London's roads in the past year were most commonly walking (36 per cent) or driving a car (33 per cent) at the time of the incident.

Table 35 Transport used when last injured in a road collision or experienced a near miss



C4. Please now think about the last collision you had in which you were personally injured in London. At the time of the collision, were you...?

Base: All injured in a road collision in last 12 months (n = 177)

C9. Please now think about the last near miss you had in London. At the time of the near miss, were you...?

Base: All experiencing a near miss in last 12 months (n = 1,132)

Appendix

Transport usage

More than four in five Londoners (84 per cent) used buses at least once a month in 2017-18. Seventy-nine per cent of Londoners used the Tube at least once a month, and 66 per cent used trains. A quarter (25 per cent) of Londoners used the DLR at least once a month.

Table 36 Regular (at least monthly) usage of modes of transport in London

%

	2017-18
Bus	84
Underground	79
Train	66
DLR	25

QFREQ_MODE. Typically, how often do you use a ... to get around London?
Base: All (2017-18 n = 8,177)

Sample profile

Table 37 Unweighted sample profiles and weighting

The table below shows real (unweighted) base sizes for each demographic group for surveys conducted in 2017-18. In reporting, data are weighted to the London demographic profile according to the 2011 census.

	Unweighted count	Weighted %	2011 census
Base	8,177	-	-
Gender			
Men	3,628	49	49
Women	4,527	51	51
Transgender	8	*	-
Refused	14	*	-
Age			
16-24	910	15	15
25-34	2,199	25	25
35-44	1,668	19	19
45-54	1,262	16	16
55-64	1,125	11	11
65+	1,013	14	14
Borough of residence			
Inner London	3,403	40	40
Outer London	4,774	60	60
Ethnicity			
White	5,577	62	63
BAME	2,485	36	37
Refused	115	1	-
Employment status			
Working full-time	4,219	49	61
Working part-time	1,029	12	
Not working	2,839	38	39
Refused	69	1	-

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