# Transport for London

# Crime and anti-social behaviour statistics bulletin
# Quarter 4 (1 January – 31 March 2008/09)

**Transport for London**
**Crime and anti-social behaviour quarterly statistics bulletin**

**Quarter 4 (1 January – 31 March) 2008/9**

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# 1. Introduction

This quarterly bulletin brings together crime and incident statistics from the Metropolitan Police Service (MPS), British Transport Police (BTP) and Transport for London (TfL) and provides a summary of crime and anti-social behaviour (ASB) on TfL services during Q4 2008/9 (October–December 2008). The bulletin focuses on the London Bus network, London Underground/Docklands Light Railway and TfL's new London Overground service[*].

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

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

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

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

The level of bus-related crime in the whole of 2008/9 (April 2008–March 2009) was 18.1% lower than in 2007/8 and the rate of crime for the bus network had fallen to 12.0 crimes per million passenger journeys. Crime on LU/DLR is also down, 7.6% lower during 2008/9 compared to 2007/8 with the rate of crime also falling to 13.3 crimes per million passenger journeys[†].

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[*] London Overground services operate on the North London Railway and the new East London Railway. The North London Railway consists of the North London Line (Richmond to North Woolwich), the London Euston to Watford Junction local line, the West London Line (Willesden Junction to Clapham Junction via Kensington Olympia) and the Gospel Oak to Barking line. The East London Line runs between Whitechapel and New Cross / New Cross Gate.
[†] Please note that these figures are based upon unadjusted passenger, bus-related offence and LU/DLR offence figures. Official figures for the whole of 2008/09 will be published in the Q1 2009/10 bulletin.

These reductions in crime have been driven by a range of initiatives undertaken by TfL in partnership with the police forces in London. TfL's significant investment in transport policing and commitment to improving safety and security has ensured the system remains a low crime environment. TfL's Community Safety Plan provides more information on TfL's activities to enhance safety and security across the transport system – http://www.tfl.gov.uk/assets/downloads/corporate/community-safety-plan-2008-2009.pdf

## 2. Crime trend over recent years

### 2.1. Bus-related Crime 2005/06–2007/08

Table 1 shows a break-down of MPS bus-related crime by the major crime categories used by the MPS for 2005/6, 2006/7 and 2007/8 and includes the rate of crime‡ for each of these categories with the exception of burglary§. In 2007/8, there were 15 crimes for every million passenger journeys made on the bus network.

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

Table 1

| Crime Type | 2005/6 | | 2006/7 | | 2007/8 | |
|---|---|---|---|---|---|---|
| | Crimes | Rate | Crimes | Rate | Crimes | Rate |
| Burglary | 156 | N/A | 115 | N/A | 104 | N/A |
| Criminal Damage | 7,624 | 4.2 | 7,710 | 4.1 | 5,846 | 2.7 |
| Drugs | 504 | Less than 1 | 430 | Less than 1 | 683 | Less than 1 |
| Fraud / Forgery | 549 | Less than 1 | 330 | Less than 1 | 414 | Less than 1 |
| Other Notifiable Offences | 226 | Less than 1 | 298 | Less than 1 | 233 | Less than 1 |
| Robbery | 5,297 | 2.9 | 6,214 | 3.3 | 4,266 | 2.0 |
| Sexual Offences | 521 | Less than 1 | 481 | Less than 1 | 480 | Less than 1 |
| Theft and Handling | 15,707 | 8.6 | 14,623 | 7.8 | 12,699 | 5.8 |
| Violence against the Person | 8,558 | 4.7 | 8,281 | 4.4 | 8,400 | 3.9 |
| Total | 39,142 | 21.6* | 38,482 | 20.5* | 33,125 | 15.2* |

‡ Rate of crime per million passenger journeys is calculated by the dividing the number of crimes by the number of passenger journeys multiplied by one million. The number of journeys made between July and September is an approximation based on weekly passenger journey data collected by TfL.
§ Most burglaries take place in buildings and therefore it is not appropriate to calculate crime rates for burglary based on the number of passenger journeys made on the bus network.
* Bus-related crime rates for 2005/6, 2006/7 and 2007/8 are based on annual passenger journey figure of 1.816b, 1.880b and 2.176b respectively.

## 2.2. London Underground and Docklands Light Railway Crime 2005/6–2007/8

Table 2 provides a breakdown of the major crime categories[**] used by the BTP for the LU/DLR network in 2005/6, 2006/7 and 2007/8. There were 14 crimes for every million passenger journeys made on the LU/DLR network in 2007/8.

Information on offences included in the BTP major crime categories can be found within
http://www.btp.police.uk/docs/Aboutus_Performance_FMI_March_2009.xls

Table 2

| Crime Type | 2005/6 | | 2006/7 | | 2007/8 | |
|---|---|---|---|---|---|---|
| | Crimes | Rate | Crimes | Rate | Crimes | Rate |
| Violence Against the Person | 2,796[*] | 2.7 | 2,494 | 2.3 | 2,215 | 1.9 |
| Sexual Offences | 342 | Less than 1 | 393 | Less than 1 | 332 | Less than 1 |
| Criminal Damage | 1,975 | 1.9 | 2,704 | 2.5 | 1,921 | 1.7 |
| Line of Route | 231 | Less than 1 | 135 | Less than 1 | 142 | Less than 1 |
| Theft of Passenger Property | 7,929 | 7.7 | 7,988 | 7.4 | 7,481 | 6.6 |
| Motor Vehicle/Cycle Offences | 373 | Less than 1 | 390 | Less than 1 | 342 | Less than 1 |
| Robbery | 506 | Less than 1 | 399 | Less than 1 | 192 | Less than 1 |
| Theft of Railway Property / Burglary | 1,295 | 1.3 | 819 | Less than 1 | 592 | Less than 1 |
| Serious Public Order | 1,550 | 1.5 | 2,050 | 1.9 | 1,981 | 1.7 |
| Serious Fraud | 200 | Less than 1 | 167 | Less than 1 | 264 | Less than 1 |
| Drugs | 824 | Less than 1 | 687 | Less than 1 | 881 | Less than 1 |
| Other Serious Offences | 863 | Less than 1 | 260 | Less than 1 | 102 | Less than 1 |
| **Total Notifiable Offences** | 18,884 | 18.4** | 18,486 | 17.2** | 16,445 | 14.4** |

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

[*] The 2005/06 violent crime figures include the crimes committed on the LU system by terrorists in the London bombings on 7th July 2005. These are recorded as murders (39), attempted murders (112) and assaults (280).

** BTP LU/DLR crime rates for 2005/6, 2006/7 and 2007/8 are based on annual passenger journey figures of 1.028b, 1.076b and 1.139b respectively.

## 2.3. London Overground Crime 2005/6–2007/8

Table 3 provides a breakdown of the major crime categories used by the BTP for the LO network in 2005/6, 2006/7 and 2007/8. The London Overground statistics comprise offences recorded at stations or upon trains managed by London Overground Rail Operations Ltd (LOROL) for TfL with some additional non-LOROL managed stations included where TfL is keen to monitor offences[††].

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

Table 3

| Crime Type | 2005/6 Crimes | 2006/7 Crimes | 2007/8 Crimes |
|---|---|---|---|
| Violence Against the Person | 77 | 112 | 98 |
| Sexual Offences | 8 | 11 | 8 |
| Criminal Damage | 91 | 92 | 67 |
| Line of Route | 1 | 2 | 0 |
| Theft of Passenger Property | 100 | 100 | 86 |
| Motor Vehicle/Cycle Offences | 18 | 15 | 16 |
| Robbery | 47 | 47 | 20 |
| Theft of Railway Property / Burglary | 20 | 18 | 25 |
| Serious Public Order | 41 | 56 | 67 |
| Serious Fraud | 8 | 5 | 4 |
| Drugs | 64 | 84 | 52 |
| Other Serious Offences | 15 | 11 | 4 |
| **Total Notifiable Offences** | **490** | **553** | **447** |

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[††] The London Overground statistics comprise offences recorded at stations or upon trains managed by London Overground Rail Operations Ltd (LOROL) for TfL with some additional non-LOROL managed stations included where TfL is keen to monitor offences. Offences occurring at the stations of Clapham Junction, Euston, Kensington (Olympia), Richmond and Watford Junction and between Harrow & Wealdstone to Queen's Park (inclusive, except Willesden Junction) have not been included to avoid counting offences which are more appropriately recorded in the totals either for a) other BTP divisions (e.g. Harrow & Wealdstone to Queen's Park stations are now under the jurisdiction of BTP London Underground Area and hence any offences occurring upon these station should appear under their figures) or b) against different organizations within the rail industry (e.g. a crime committed on Watford Junction station would be treated as belonging to London Midland, who operate that station). The figures included within the Q bulletins are manually verified as having occurred upon the LOROL network. The Q1 2008/9 figures on page 14 differ to the annual 2008/9 statistics published in May 2009 which included offences recorded at railway stations served, but not controlled by LOROL, and may not have occurred upon an LOROL service. These figures are subject to revision due to re-classification of offences (either by crime category or police division / train operating company).

## 3. Quarterly crime results

Table 4 shows the number of recorded crimes and the rate of crime per million passenger journeys for Q4 2007/8 and Q4 2008/9. The last column of the table shows the percentage change in the number of crimes between Q4 2007/8 and Q4 2008/9.

Table 4

| Network | Q4 2007/8 | | Q4 2008/9 | | % change in Crimes |
|---|---|---|---|---|---|
| | Crimes | Rate | Crimes | Rate | |
| Bus | 7,982 | 14.8 | 6,403 | 11.8 | –19.8% |
| London Underground /Docklands Light Railway | 4,186 | 14.5 | 3,816 | 13.5 | –8.8% |
| London Overground | 110 | – | 101 | – | –8.2% |

## 4. Monthly breakdown

Table 5 shows the total number of crimes for each month in Q4 2008/9.

Table 5

| Network | January | | February | | March | |
|---|---|---|---|---|---|---|
| | Crimes | Rate | Crimes | Rate | Crimes | Rate |
| Bus | 2,099 | 11.6 | 2,004 | 12.1 | 2,300 | 11.7 |
| London Underground /Docklands Light Railway | 1,222 | 13.2 | 1,271 | 14.5 | 1,323 | 13.0 |
| London Overground | 30 | – | 38 | – | 33 | – |

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

Table 6 shows the breakdown of MPS bus-related crime by the major crime categories used by the MPS for Q4 2008/9. The table includes the number of crimes, the crime rates per million passenger journeys and comparisons with Q4 2007/8.

Table 6

| Offence | Q4 2007/8 | | Q4 2008/9 | |
|---|---|---|---|---|
| | Crimes | Rate | Crimes | Rate |
| Burglary | 20 | N/A | 23 | N/A |
| Criminal damage | 1,415 | 2.6 | 751 | 1.4 |
| Drugs | 181 | Less than 1 | 218 | Less than 1 |
| Fraud / forgery | 122 | Less than 1 | 111 | Less than 1 |
| Other notifiable offences | 57 | Less than 1 | 56 | Less than 1 |
| Robbery | 1,014 | 1.9 | 687 | 1.3 |
| Sexual offences | 128 | Less than 1 | 109 | Less than 1 |
| Theft and Handling | 2,956 | 5.5 | 2,647 | 4.9 |
| VAP | 2,089 | 3.9 | 1,801 | 3.3 |

## Map 1 – Bus-related crime volume by borough

Map 1 shows the breakdown of MPS bus-related crime by borough for Q4 2008/9. The darker shades of purple show the boroughs with the highest number of recorded bus-related crimes. The map has not been adjusted for passenger or population numbers. Borough bus-related crime figures are shown in Table 7.

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



Bus-related crime
Quarter 4 of 2008/9

Transport for London

Drawn By: Community Safety, Enforcement and Policing, Transport for London
Date: May 2009
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Levels of bus-related crime

- Over 400 offences
- Between 200 to 400 offences
- Less than 200 offences
- No data (City of London)
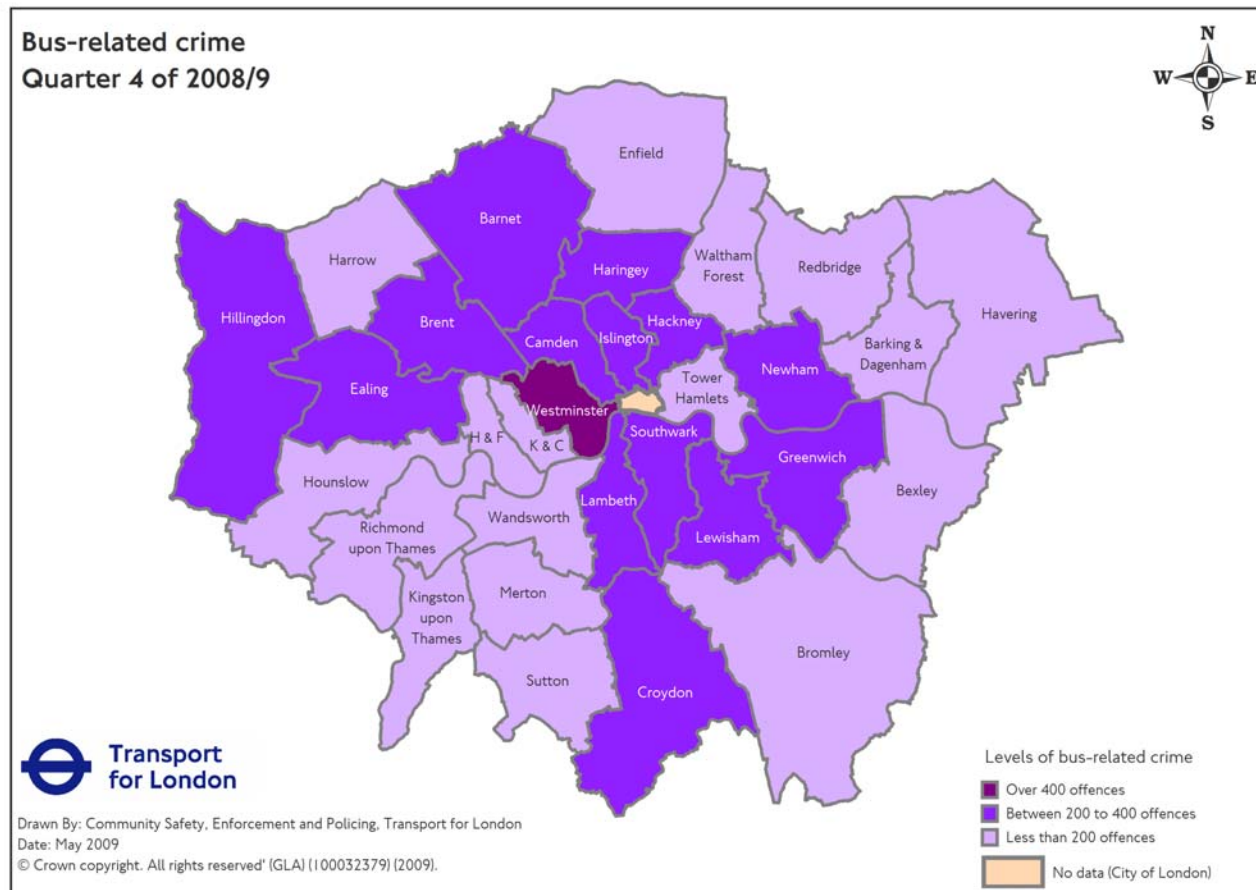
## Map 2 – Bus-related crime change between Q4 2008/9 and Q4 2007/8 by borough

Map 2 shows the percentage change in the levels of bus-related crime between Q4 2007/8 and Q4 2008/9. The lighter blue boroughs have seen reductions in crime. The boroughs shaded in the darkest blue have seen an increase in levels of crime. Borough bus-related crime figures are shown in Table 7.

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



Bus-related crime
% change between Q4 2008/9 and Q4 2007/8

Drawn By: Community Safety, Enforcement and Policing, Transport for London
Date: May 2009
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% Change between Q4 2008/9 & Q4 2007/8
■ Increase
□ Decrease
No data (City of London)
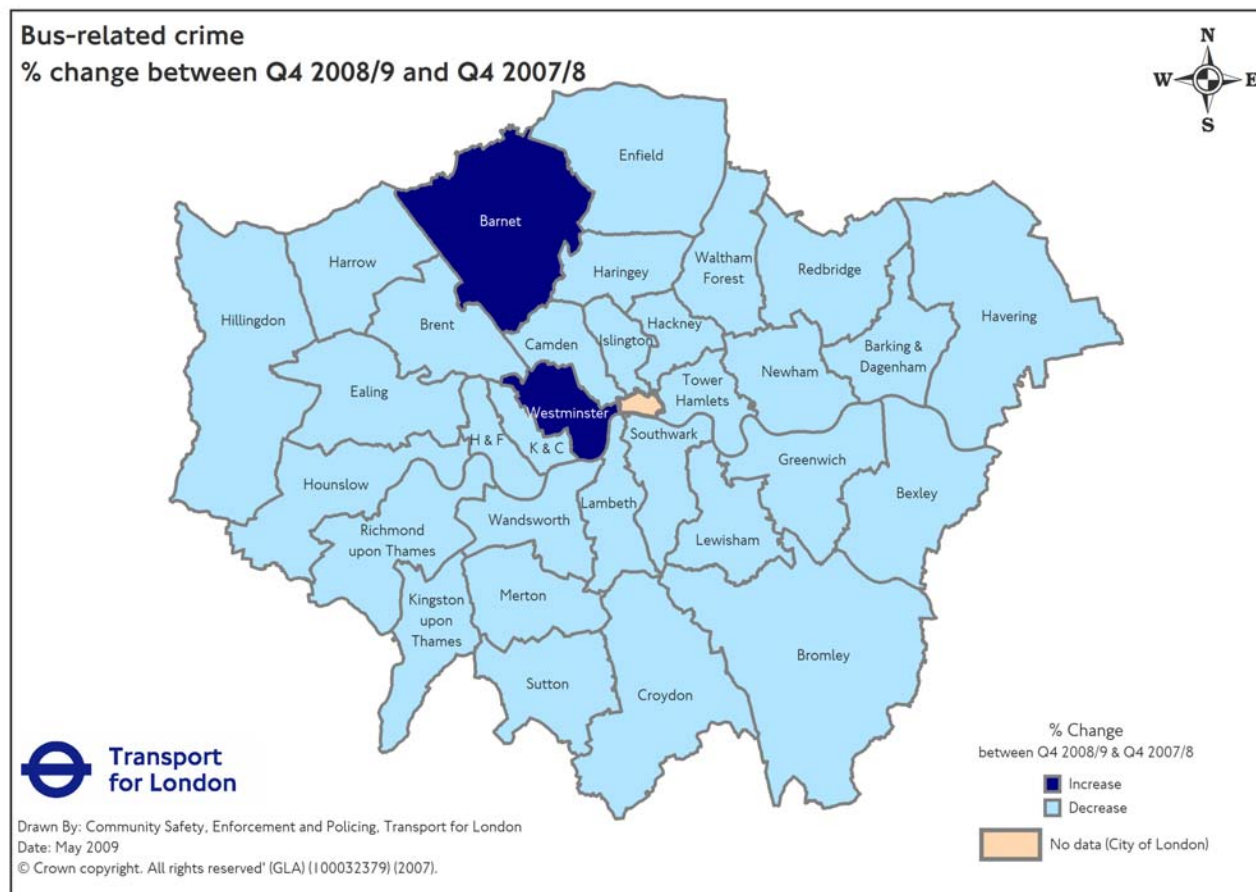
## Table 7 - Borough breakdown of bus-related crime for Q4 2008/9 (January–March 2009)

| | Q4 2008/9 | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Burglary | Criminal Damage | Drugs | Fraud or Forgery | Other Notifiable Offences | Robbery | Sexual Offences | Theft and Handling | Violence Against the Person | Q4 2008/9 Total | Q4 2007/8 Total | % Change |
| Barking & Dagenham | 2 | 31 | 0 | 1 | 1 | 18 | 1 | 20 | 31 | **105** | **158** | -33.5% |
| Barnet | 3 | 26 | 5 | 22 | 3 | 34 | 10 | 110 | 66 | **279** | **269** | 3.7% |
| Bexley | 0 | 76 | 0 | 1 | 1 | 21 | 0 | 9 | 41 | **149** | **183** | -18.6% |
| Brent | 0 | 25 | 3 | 2 | 1 | 43 | 4 | 128 | 62 | **268** | **319** | -16.0% |
| Bromley | 1 | 24 | 2 | 12 | 0 | 21 | 2 | 35 | 47 | **144** | **293** | -50.9% |
| Camden | 0 | 15 | 5 | 7 | 6 | 13 | 5 | 128 | 73 | **252** | **299** | -15.7% |
| Croydon | 0 | 35 | 10 | 4 | 0 | 36 | 10 | 75 | 76 | **246** | **335** | -26.6% |
| Ealing | 0 | 28 | 8 | 7 | 0 | 34 | 0 | 112 | 71 | **260** | **352** | -26.1% |
| Enfield | 0 | 17 | 5 | 1 | 1 | 33 | 4 | 60 | 63 | **184** | **197** | -6.6% |
| Greenwich | 1 | 44 | 0 | 2 | 1 | 51 | 1 | 34 | 68 | **202** | **252** | -19.8% |
| Hackney | 0 | 17 | 9 | 2 | 3 | 8 | 1 | 180 | 61 | **281** | **294** | -4.4% |
| Hammersmith & Fulham | 0 | 4 | 3 | 0 | 2 | 9 | 2 | 78 | 64 | **162** | **173** | -6.4% |
| Haringey | 0 | 27 | 7 | 3 | 3 | 16 | 9 | 137 | 61 | **263** | **364** | -27.7% |
| Harrow | 0 | 14 | 0 | 5 | 1 | 8 | 6 | 37 | 36 | **107** | **152** | -29.6% |
| Havering | 1 | 28 | 1 | 0 | 1 | 9 | 0 | 14 | 40 | **94** | **180** | -47.8% |
| Hillingdon | 3 | 47 | 2 | 0 | 1 | 13 | 3 | 67 | 66 | **202** | **285** | -29.1% |
| Hounslow | 0 | 10 | 2 | 0 | 0 | 10 | 6 | 50 | 62 | **140** | **185** | -24.3% |
| Islington | 1 | 12 | 8 | 5 | 2 | 23 | 3 | 129 | 56 | **239** | **294** | -18.7% |
| Kensington & Chelsea | 0 | 5 | 2 | 0 | 0 | 8 | 2 | 80 | 17 | **114** | **135** | -15.6% |
| Kingston upon Thames | 0 | 5 | 3 | 1 | 1 | 8 | 3 | 23 | 23 | **67** | **86** | -22.1% |
| Lambeth | 2 | 33 | 18 | 3 | 3 | 46 | 4 | 133 | 79 | **321** | **415** | -22.7% |
| Lewisham | 1 | 20 | 8 | 0 | 6 | 32 | 0 | 116 | 112 | **295** | **376** | -21.5% |
| Merton | 1 | 11 | 3 | 0 | 1 | 14 | 3 | 23 | 27 | **83** | **125** | -33.6% |
| Newham | 4 | 32 | 10 | 6 | 0 | 32 | 3 | 139 | 58 | **284** | **396** | -28.3% |

*Continued on next page*

| | Burglary | Criminal Damage | Drugs | Fraud or Forgery | Other Notifiable Offences | Robbery | Sexual Offences | Theft and Handling | Violence Against the Person | Q4 2008/9 Total | Q4 2007/8 Total | % Change |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Redbridge | 0 | 19 | 4 | 1 | 0 | 22 | 2 | 30 | 37 | **115** | **147** | -21.8% |
| Richmond upon Thames | 0 | 12 | 0 | 0 | 0 | 5 | 1 | 16 | 30 | **64** | **86** | -25.6% |
| Southwark | 1 | 16 | 12 | 10 | 5 | 30 | 5 | 152 | 89 | **320** | **425** | -24.7% |
| Sutton | 0 | 16 | 1 | 0 | 0 | 9 | 1 | 15 | 21 | **63** | **83** | -24.1% |
| Tower Hamlets | 0 | 27 | 10 | 1 | 4 | 14 | 4 | 82 | 54 | **196** | **221** | -11.3% |
| Waltham Forest | 2 | 30 | 3 | 1 | 2 | 20 | 2 | 68 | 28 | **156** | **176** | -11.4% |
| Wandsworth | 0 | 14 | 1 | 4 | 2 | 17 | 5 | 86 | 67 | **196** | **205** | -4.4% |
| Westminster | 0 | 31 | 73 | 10 | 5 | 30 | 7 | 281 | 115 | **552** | **522** | 5.7% |
| Q4 2008/9 Total | **23** | **751** | **218** | **111** | **56** | **687** | **109** | **2647** | **1801** | 6403 | 7982 | -19.8% |
| Q4 2007/8 Total | **20** | **1,415** | **181** | **122** | **57** | **1,014** | **128** | **2,956** | **2,089** | | | |
| % Change | **15.0%** | **-46.9%** | **20.4%** | **-9.0%** | **-1.8%** | **-32.2%** | **-14.8%** | **-10.5%** | **-13.8%** | | | |

## 6. London Underground and Docklands Light Railway crime levels

Table 8 shows the breakdown of crime on the LU/DLR network by the major crime categories used by the BTP for Q4 2008/9. The table includes the number of crimes and the crime rates per million passenger journeys made on the LU/DLR and makes comparisons with Q4 2007/8.

Table 8

| Offence | Q4 2007/8 | | Q4 2008/9 | |
|---|---|---|---|---|
| | Crimes | Rate | Crimes | Rate |
| Violence Against the Person | 602 | 2.1 | 548 | 1.9 |
| Sexual Offences | 81 | Less than 1 | 81 | Less than 1 |
| Criminal Damage | 489 | 1.7 | 404 | 1.4 |
| Line of Route | 18 | Less than 1 | 28 | Less than 1 |
| Theft of Passenger Property | 1,891 | 6.6 | 1,649 | 5.9 |
| Motor Vehicle/Cycle Offences | 74 | Less than 1 | 85 | Less than 1 |
| Robbery | 43 | Less than 1 | 44 | Less than 1 |
| Theft of Railway Property / Burglary | 104 | Less than 1 | 113 | Less than 1 |
| Serious Public Order | 462 | 1.6 | 402 | 1.4 |
| Serious Fraud | 71 | Less than 1 | 49 | Less than 1 |
| Drugs | 313 | 1.1 | 371 | 1.3 |
| Other Serious Offences | 38 | Less than 1 | 42 | Less than 1 |
| **Total Notifiable Offences** | **4,186** | **14.5** | **3, 816** | **13.5** |

# 7. London Overground crime levels

Table 9 shows the breakdown of crime on the LO network by the major crime categories used by the BTP for Q4 2008/9. The table includes the number of crimes and makes comparisons with Q4 2007/8.

Table 9

| Offence | Q4 2007/8 Crimes | Q4 2008/9 Crimes |
|---|---|---|
| Violence Against the Person | 28 | 21 |
| Sexual Offences | 2 | 1 |
| Criminal Damage | 14 | 12 |
| Line of Route | 0 | 2 |
| Theft of Passenger Property | 17 | 22 |
| Motor Vehicle/Cycle Offences | 3 | 1 |
| Robbery | 2 | 1 |
| Theft of Railway Property / Burglary | 7 | 8 |
| Serious Public Order | 16 | 16 |
| Serious Fraud | 1 | 1 |
| Drugs | 19 | 12 |
| Other Serious Offences | 1 | 5 |
| **Total Notifiable Offences** | 110 | 101 |

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

Table 10 shows the number of Driver Incident Reports (DIRs) relating to ASB and the rate of DIRs per million passenger journeys made on the bus network.

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

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

Table 10

| ASB DIRs | Q4 2007/8 | | Q4 2008/9 | | % change in DIRs |
|---|---|---|---|---|---|
| | DIRs | Rate | DIRs | Rate | |
| Criminal Damage | 2,061 | 3.8 | 1,636 | 3.0 | -20.6% |
| Disturbances | 8,132 | 15.1 | 7,082 | 13.0 | -12.9% |
| Forgery / fraud | 7,151 | 13.2 | 4,819 | 8.9 | -32.6% |
| Minicab Touting | 1 | Less than 1 | 0 | 0 | -100.0% |
| Robbery‡‡ | 88 | Less than 1 | 63 | Less than 1 | -28.4% |
| Theft and Handling | 339 | Less than 1 | 258 | Less than 1 | -23.9% |
| Violent Offences | 696 | 1.3 | 617 | 1.1 | -11.4% |
| Total | 18,468 | 34.2 | 14,475 | 26.6 | -21.6% |

Comparable incident data for LU/DLR and LO is not available. However, this section will include an ASB index in future reports which is currently being developed by CSEP for 2008/9. The composite Index has been developed to provide an indicator of anti-social behaviour which fuses numerous relevant data sources from TfL, MPS and BTP.

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‡‡ In the previously released Q1, Q2 and Q3 bulletins for 2008/9 robbery and theft incidents were grouped into the same category.  It is now possible to split these accordingly and this will be repeated in all subsequent reports.

## 9. Levels of fare evasion on the bus network

Surveys are undertaken every quarter, in February, May, August and November to investigate the levels of fare evasion on the London bus network.  A representative sample of One Person Operated (OPO) routes is surveyed plus all of the articulated routes to enable a comprehensive coverage of London.

Table 11 shows results from the London Buses fare evasion survey, conducted November 2008.

Table 11

| Bus network | Q4 2007/8 (February survey) Fare Evasion Rate Rolling 12 month average | Q4 2008/9 (February survey) Fare Evasion Rate Rolling 12 month average |
|---|---|---|
| One Person Operated | 2.6% | 1.5% |
| Articulated buses | 9.1% | 8.3% |

## 10.    Perception of safety and security

Through market research, TfL monitors people's views of different aspects of using TfL's transport system including perceptions of how safe they feel when travelling on and waiting for transport services. Table 12 shows Q3 perception results for safety and security measured through TfL's Customer Satisfaction Survey. The results are presented as a score out of 100 and should not be interpreted as the percentage of people feeling safe. The higher scores reflect more positive perceptions of safety and security.  The table shows two scores for each mode of transport – one score for perception of safety and security on the vehicle and the other for stations and stops.

Table 12

| Bus network | Q4 2007/8 score | Q4 2008/9 score | Change |
|---|---|---|---|
| On bus | 84 | 87 | +3 |
| At shelters / stops | 80 | 81 | +1 |

| LU | Q4 2007/8 score | Q4 2008/9 score | Change |
|---|---|---|---|
| On train | 82 | 86 | +4 |
| At stations | 80 | 82 | +2 |

| DLR | Q4 2007/8 score | Q4 2008/9 score | Change |
|---|---|---|---|
| On train | 98 | 97 | –1 |
| At stations | 98 | 94 | –4 |

| LO | Q4 2007/8 score | Q4 2008/9 score | Change |
|---|---|---|---|
| On train | 75 | 78 | +3 |
| At stations | 75 | 81 | +6 |

## Useful links

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


Metropolitan Police Service http://www.met.police.uk
Crime figures http://www.met.police.uk/crimefigures/index.php
Safer Transport Teams http://www.met.police.uk/saferneighbourhoods/safertransport/index.htm


British Transport Police http://www.btp.police.uk/
Crime figures http://www.btp.police.uk/stats/
L Area (London Underground / Docklands Light Railway) Division
http://www.btp.police.uk/about_us/areas/london_underground__dlr.aspx
London Underground Division Neighbourhood Policing Teams
http://www.btp.police.uk/neighbourhood_policing/london_underground__dlr.aspx


For more information on this report please contact TfL at csepcommunications@tfl.gov.uk. For other general TfL enquiries please telephone +44 (0)20 7222 1234, textphone: +44 (0)20 7918 3015 or use the relevant contact form of TfL's website http://www.tfl.gov.uk/contact/default.aspx