Transport for London

2012/2013 Crime statistics bulletin

Quarter 1 (1 April – 30 June 2012/2013)

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

Quarter 1 (1 April – 30 June) 2012/13

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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 Q1 2012/13 (April–June 2012). The bulletin focuses on the London Bus network, London Underground/Docklands Light Railway, London Tramlink and London Overground service[1].

The BTP is responsible for policing the rail network in London, including the TfL managed London Underground (LU), Docklands Light Railway (DLR), London Tramlink and the London Overground (LO) services. Crime figures for the LU, DLR, London Tramlink 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 levels of bus-related crime in the first quarter of 2012/13 (April 2012–June 2012) were 10.1% lower than in 2011/12 and the rate of crime for the bus network has fallen to 8.7 crimes per million passenger journeys (from 9.8 in the first quarter of 2011/12). Crime on LU/DLR has also fallen, 6.7% lower during the first quarter of 2012/13 compared to 2011/12 with the rate also falling to 9.7 crimes per million passenger journeys (from 11.0 in the first quarter of 2011/12).

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[1] 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 Stratford), the London Euston to Watford Junction local line, the West London Line (Willesden Junction to Clapham Junction via Kensington Olympia) and the Gospel Oak to Barking line. The extended East London Line operates between Highbury and Islington and West Croydon/Crystal Palace/New Cross.

These reductions in crime have been driven by a range of initiatives undertaken by TfL in partnership with the police forces in London. TfL's significant investment in transport policing and commitment to improving safety and security has ensured the system remains a low crime environment. The Right Direction, the Mayor's three year strategy for improving transport safety and security provides more information on activities to enhance safety and security across the transport system – http://www.london.gov.uk/publication/right-direction.

2. Crime trend over recent years

2.1. Bus-related Crime 2009/10–2011/12

Table 1 shows the break-down of MPS bus-related crime by the major crime categories used by the MPS for 2009/10, 2010/11 and 2011/12 and includes the rate of crime[2] for each of these categories with the exception of burglary[3]. In 2011/12, there were 9.3 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	2009/10		2010/11		2011/12	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Burglary	63	N/A	82	N/A	66	N/A
Criminal Damage	2,350	1.0	2,060	Less than 1	1,775	Less than 1
Drugs	693	Less than 1	887	Less than 1	724	Less than 1
Fraud / Forgery	325	Less than 1	316	Less than 1	294	Less than 1
Other Notifiable Offences	276	Less than 1	253	Less than 1	228	Less than 1
Robbery	2,564	1.1	2,665	1.2	2,783	1.2
Sexual Offences	550	Less than 1	514	Less than 1	495	Less than 1
Theft and Handling	11,265	5.0	10,621	4.7	9,708	4.1
Violence against the Person	6,890	3.1	6,576	2.9	5,651	2.4
Total	24,976	11.1*	23,974	10.5*	21,724	9.3*

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[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 October and December is an approximation based on weekly passenger journey data collected by TfL.
[3] Most burglaries take place in buildings and therefore it is not appropriate to calculate crime rates for burglary based on the number of passenger journeys made on the bus network.
* Bus-related crime rates for 2009/10, 2010/11 and 2011/12 are based on annual passenger journey figure of 2.257b, 2.289b and 2.344b respectively.

2.2. London Underground and Docklands Light Railway Crime 2009/10–2011/12

Table 2 provides a breakdown of the major crime categories[4] used by the BTP for the LU/DLR network in 2009/10, 2010/11 and 2011/12. There were 9.6 crimes for every million passenger journeys made on the LU/DLR network in 2011/12.

Information on offences included in the BTP major crime categories can be found within http://www.btp.police.uk/docs/Aboutus_Performance_FMI_March_2012.xls

Table 2

Crime Type	2009/10		2010/11		2011/12	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Violence Against the Person	1,997	1.8	1,971	1.7	1,792	1.4
Sexual Offences	328	Less than 1	300	Less than 1	354	Less than 1
Criminal Damage	1,337	1.2	1,066	Less than 1	738	Less than 1
Line of Route	112	Less than 1	112	Less than 1	74	Less than 1
Theft of Passenger Property	6,794	6.0	6,520	5.5	6,021	4.8
Motor Vehicle/Cycle Offences	346	Less than 1	368	Less than 1	415	Less than 1
Robbery	137	Less than 1	161	Less than 1	112	Less than 1
Theft of Railway Property / Burglary	407	Less than 1	602	Less than 1	353	Less than 1
Serious Public Order	1,462	1.3	1,307	1.1	979	Less than 1
Serious Fraud	206	Less than 1	227	Less than 1	231	Less than 1
Drugs	1,266	1.1	727	Less than 1	960	Less than 1
Other Serious Offences	144	Less than 1	111	Less than 1	86	Less than 1
Total Notifiable Offences	14,536	12.8**	13,472	11.4**	12,115	9.6**

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

** BTP LU/DLR crime rates for 2009/10, 2010/11 and 2011/12 are based on annual passenger journey figures of 1.134b, 1.186b and 1.257b respectively.

2.3. London Overground Crime 2009/10–2011/12

Table 3 provides a breakdown of the major crime categories used by the BTP for the LO network in 2009/10, 2010/11 and 2011/12. 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[5].

It is not possible to calculate a crime rate per passenger journey for previous years as accurate passenger data is only available from November 2010 onwards.

Table 3

Crime Type	2009/10	2010/11	2011/12	
	Crimes	Crimes	Crimes	Rate
Violence Against the Person	93	142	186	1.8
Sexual Offences	9	11	5	Less than 1
Criminal Damage	51	70	52	Less than 1
Line of Route	0	7	5	Less than 1
Theft of Passenger Property	68	125	160	1.6
Motor Vehicle/Cycle Offences	23	31	92	Less than 1
Robbery	13	24	13	Less than 1
Theft of Railway Property / Burglary	23	46	29	Less than 1
Serious Public Order	80	95	117	1.1
Serious Fraud	2	10	13	Less than 1
Drugs	79	86	85	Less than 1
Other Serious Offences	9	11	7	Less than 1
Total Notifiable Offences	**450**	**658**	**764**	**7.5****

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

2.4. London Tramlink Crime 2009/10-2011/12

Table 4 provides a breakdown of the major crime categories used by the BTP for the London Tramlink network in 2009/10, 2010/11 and 2011/12[6]. There were 12.9 crimes for every million passenger journeys made on the London Tramlink network in 2011/12.

Table 4

Crime Type	2009/10		2010/11		2011/12	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Violence Against the Person	85	3.3	89	3.2	78	2.7
Sexual Offences	3	Less than 1	4	Less than 1	8	Less than 1
Criminal Damage	59	2.3	44	1.6	44	1.5
Line of Route	55	2.1	35	1.3	35	1.2
Theft of Passenger Property	55	2.1	55	2.0	39	1.4
Motor Vehicle/Cycle Offences	12	Less than 1	20	Less than 1	20	Less than 1
Robbery	26	1.0	17	Less than 1	38	1.3
Theft of Railway Property / Burglary	19	Less than 1	11	Less than 1	3	Less than 1
Serious Public Order	48	1.9	52	1.9	48	1.7
Serious Fraud	2	Less than 1	9	Less than 1	8	Less than 1
Drugs	37	1.4	30	1.1	45	1.6
Other Serious Offences	2	Less than 1	1	Less than 1	3	Less than 1
Total Notifiable Offences	**403**	**15.6****	**367**	**13.2****	**369**	**12.9****

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[6] The crime figures published in this bulletin are based on figures produced by the British Transport Police at the end of each financial year. These figures are not updated retrospectively.

** BTP London Tramlink crime rates for 2008/9, 2009/10, 2010/11 and 2011/12 are based on annual passenger journey figures of 27.20 million, 25.82m, 27.86m and 28.54m respectively.

3. Quarterly crime results

Table 5 shows the number of recorded crimes and the rate of crime per million passenger journeys for Q1 2011/12 and Q1 2012/13[7]. The last column of the table shows the percentage change in the number of crimes between Q1 2011/12 and Q1 2012/13.

Table 5

Network	Q1 2011/12		Q1 2012/13		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Bus	5,741	9.8	5,164	8.7	-10.1%
London Underground /Docklands Light Railway	3,301	11.1	3,081	9.7	-6.7%
London Overground	150	7.1	211	7.5	+40.7%[8]
London Tramlink	117	16.8	100	13.7	-14.5%

4. Monthly breakdown

Table 6 shows the total number of crimes for each month in Q1 2012/13.

Table 6

Network	April		May		June	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Bus	1,653	8.9	1,823	8.5	1,688	8.8
London Underground /Docklands Light Railway	934	9.1	1,100	9.9	1,047	10.1
London Overground	64	7.1	72	7.2	75	8.2
London Tramlink	19	8.3	46	17.5	35	14.7

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[7] Quarterly and monthly crime figures published in this bulletin are based on figures produced by the MPS and BTP at the end of each month as a snapshot of recorded crime. These figures are then aggregated to create quarterly values for this quarterly bulletin. These figures are not updated retrospectively until the end of the financial year when adjusted figures are published in the annual statistical bulletin.
8 Between Q1 2011/12 and Q1 2012/13 passengers upon the LO network increased by 33% (over 7 million additional passengers); this compares to increased patronage of the bus, LU/DLR and Tramlink networks by 6%, 1% and 5% respectively. The rise in LO passengers can be mainly attributed to increased frequency of service implemented in May and December 2011, and this may have contributed to the rise in recorded crime.

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

Table 7 shows the breakdown of MPS bus-related crime by the major crime categories used by the MPS for Q1 2012/13. The table includes the number of crimes, the crime rates per million passenger journeys and comparisons with Q1 2011/12.

Table 7

Offence	Q1 2011/12		Q1 2012/13		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Burglary	16	N/A	11	N/A	-31.3%
Criminal damage	487	Less than 1	425	Less than 1	-12.7%
Drugs	190	Less than 1	132	Less than 1	-30.5%
Fraud / forgery	66	Less than 1	74	Less than 1	+12.1%
Other notifiable offences	44	Less than 1	39	Less than 1	-11.4%
Robbery	800	1.4	589	1.0	-26.4%
Sexual offences	130	Less than 1	135	Less than 1	+3.8%
Theft and Handling	2,547	4.4	2,407	4.1	-5.5%
VAP	1,461	2.5	1,352	2.3	-7.5%
Total Offences	**5,741**	**9.8**	**5,164**	**8.7**	**-10.1%**

Map 1 – Bus-related crime volume by borough

Map 1 shows the breakdown of MPS bus-related crime by borough for Q1 2012/13. 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 1 of 2012/13

Levels of bus-related crime
- Over 400 offences
- Between 200 to 400 offences
- Less than 200 offences
- No data (City of London)

Transport for London

Drawn By: Community Safety, Enforcement and Policing, Transport for London
Date: 16/08/2012
© Crown copyright and database rights 2012 Ordnance Survey 100035971.
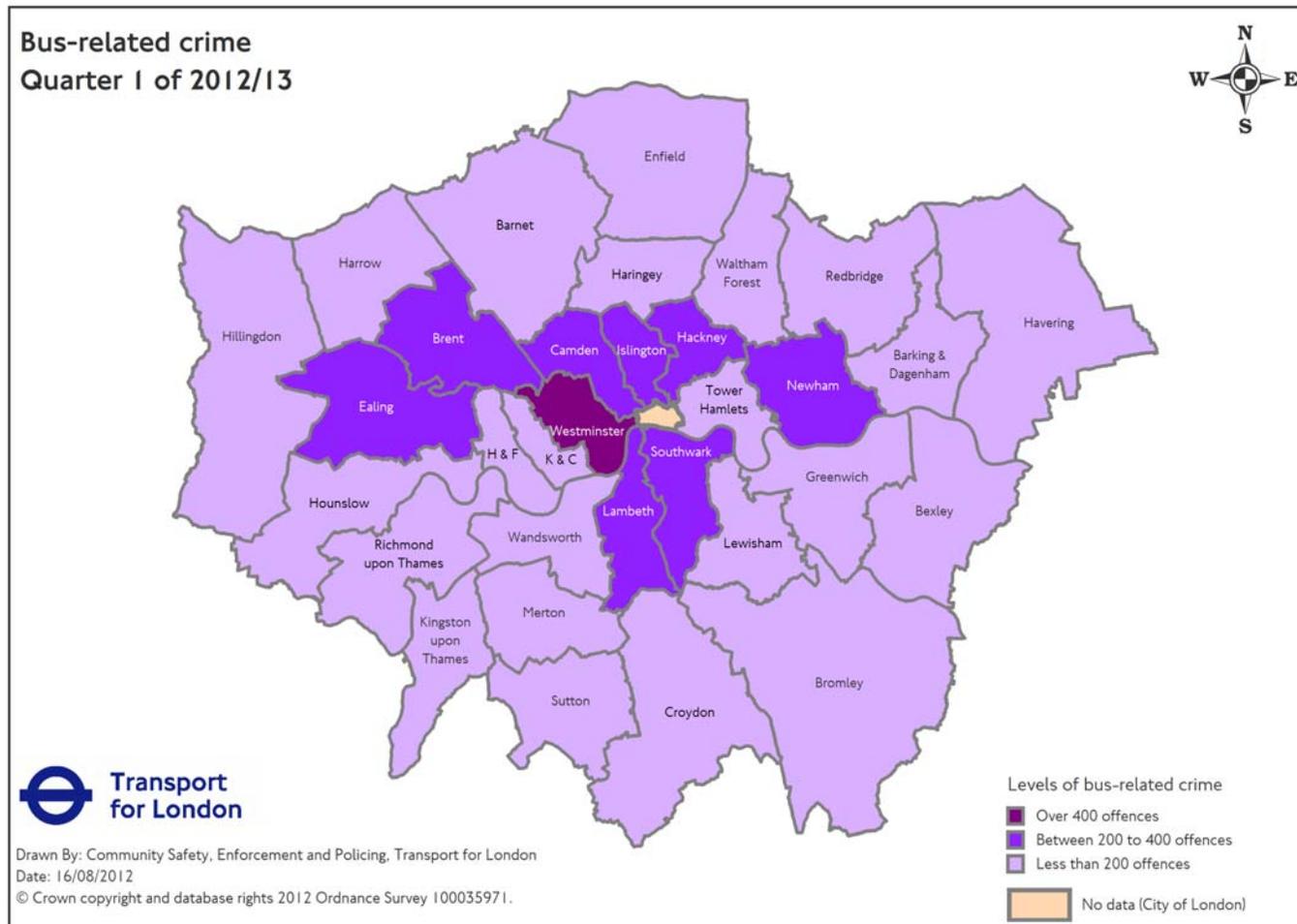
Map 2 – Bus-related crime change between Q1 2012/13 and Q1 2011/12 by borough

Map 2 shows the percentage change in the levels of bus-related crime between Q1 2011/12 and Q1 2012/13. The lighter blue boroughs have seen reductions in crime. The boroughs shaded in the darkest blue have seen an increase in levels of crime. Borough bus-related crime figures are shown in Table 8.

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

Bus-related crime
% change between Q1 2012/13 and Q1 2011/12

Drawn By: Community Safety, Enforcement and Policing, Transport for London
Date: 16/08/2012
© Crown copyright and database rights 2012 Ordnance Survey 100035971.
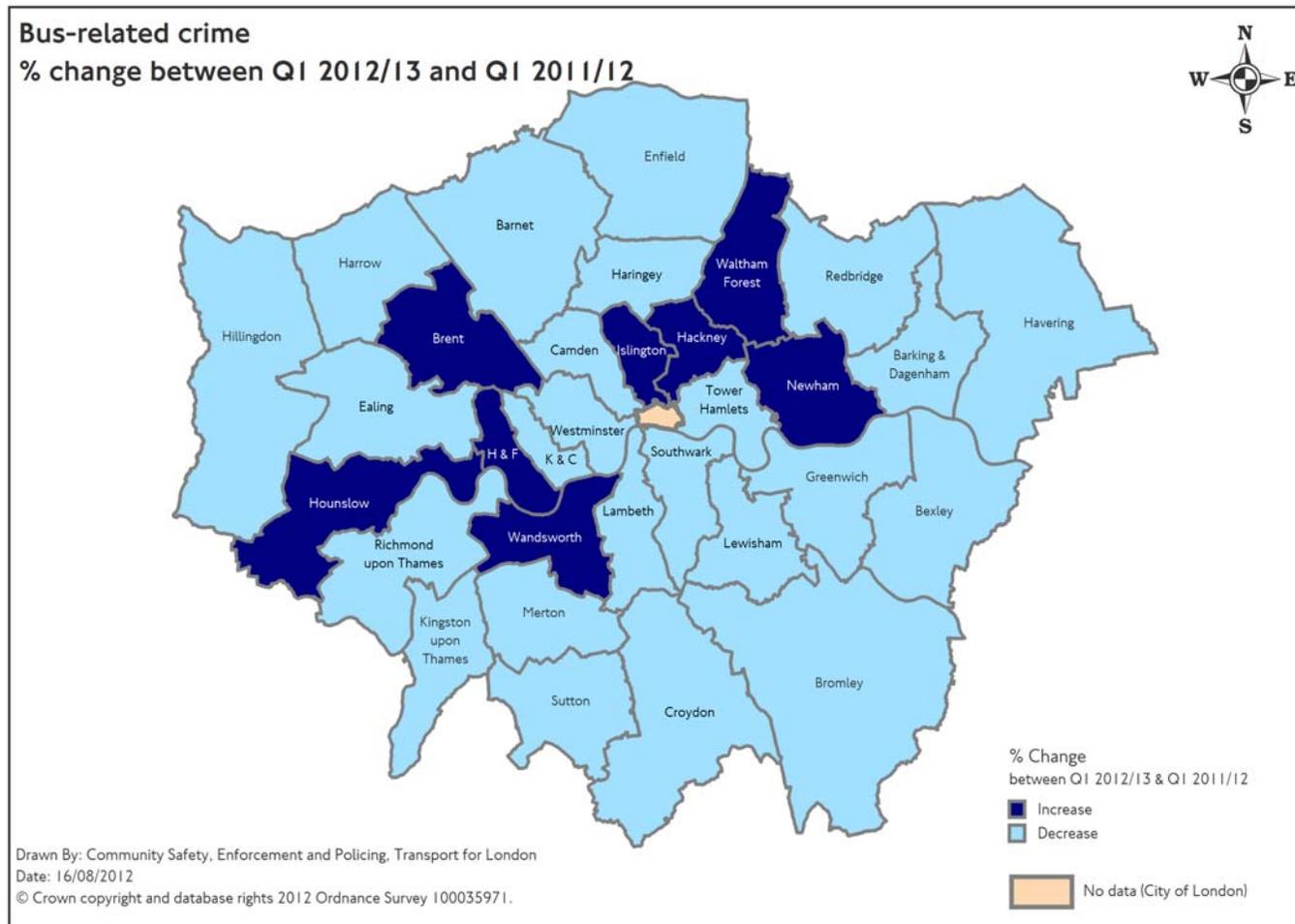
Table 8 - Borough breakdown of bus-related crime for Q1 2012/13 (April –June 2012)

	Q1 2012/13									Q1 2012/13 Total	Q1 2011/12 Total	% Change
	Burglary	Criminal Damage	Drugs	Fraud or Forgery	Other Notifiable Offences	Robbery	Sexual Offences	Theft and Handling	Violence Against the Person			
Barking & Dagenham	0	10	10	0	2	9	4	35	31	101	117	-13.7%
Barnet	4	18	2	1	0	22	4	73	48	172	235	-26.8%
Bexley	1	12	1	1	1	7	3	15	23	64	72	-11.1%
Brent	1	17	11	5	3	24	8	81	71	221	206	+7.3%
Bromley	1	21	1	1	0	9	4	30	28	95	111	-14.4%
Camden	0	13	4	1	3	15	3	140	39	218	249	-12.4%
Croydon	0	17	6	2	1	27	6	76	54	189	212	-10.8%
Ealing	0	25	6	0	2	38	9	96	55	231	313	-26.2%
Enfield	0	12	0	1	0	17	1	55	34	120	176	-31.8%
Greenwich	0	11	1	0	1	17	5	31	55	121	148	-18.2%
Hackney	0	21	1	1	1	22	6	153	39	244	233	+4.7%
Hammersmith & Fulham	0	13	2	3	3	10	3	85	67	186	155	+20.0%
Haringey	0	13	3	1	1	25	10	78	54	185	237	-21.9%
Harrow	0	6	1	1	0	5	3	21	17	54	72	-25.0%
Havering	0	12	4	1	1	12	3	20	27	80	95	-15.8%
Hillingdon	0	13	2	1	2	25	5	58	41	147	159	-7.5%
Hounslow	0	25	2	1	2	16	11	40	47	144	107	+34.6%
Islington	0	10	0	7	2	18	3	174	39	253	208	+21.6%
Kensington & Chelsea	0	5	2	1	0	9	1	58	18	94	109	-13.8%
Kingston upon Thames	0	10	0	0	0	5	0	18	17	50	79	-36.7%
Lambeth	0	9	11	7	3	42	3	142	91	308	315	-2.2%
Lewisham	1	19	4	3	2	25	4	68	58	184	250	-26.4%
Merton	0	4	1	1	0	14	0	28	16	64	73	-12.3%
Newham	0	15	13	3	0	30	8	142	54	265	206	+28.6%

Continued on next page

	Burglary	Criminal Damage	Drugs	Fraud or Forgery	Other Notifiable Offences	Robbery	Sexual Offences	Theft and Handling	Violence Against the Person	Q1 2012/13 Total	Q1 2011/12 Total	% Change
Redbridge	0	4	2	5	1	13	1	44	33	103	122	-15.6%
Richmond upon Thames	0	11	0	0	1	4	4	25	23	68	87	-21.8%
Southwark	0	21	2	0	2	60	6	136	66	293	397	-26.2%
Sutton	0	7	1	0	0	4	5	10	15	42	66	-36.4%
Tower Hamlets	1	17	2	0	0	8	2	64	24	118	154	-23.4%
Waltham Forest	0	14	0	2	0	16	2	82	41	157	155	+1.3%
Wandsworth	1	10	3	14	0	18	2	90	47	185	107	+72.9%
Westminster	1	10	34	10	5	23	6	239	80	408	516	-20.9%
Q1 2012/13 Total	11	425	132	74	39	589	135	2,407	1,352	5,164	5,741	-10.1%
Q1 2011/12 Total	16	487	190	66	44	800	130	2,547	1,461			
% Change	-31.3%	-12.7%	-30.5%	12.1%	-11.4%	-26.4%	3.8%	-5.5%	-7.5%			

6. London Underground and Docklands Light Railway crime levels

Table 9 shows the breakdown of crime on the LU/DLR network by the major crime categories used by the BTP for Q1 2012/13. The table includes the number of crimes and the crime rates per million passenger journeys made on the LU/DLR and makes comparisons with Q1 2011/12.

Table 9

Offence	Q1 2011/12		Q1 2012/13		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Violence Against the Person	436	1.5	437	1.4	+0.2%
Sexual Offences	87	Less than 1	83	Less than 1	–4.6%
Criminal Damage	168	Less than 1	187	Less than 1	+11.3%
Line of Route	27	Less than 1	18	Less than 1	–33.3%
Theft of Passenger Property	1,756	5.9	1,713	5.4	–2.4%
Motor Vehicle/Cycle Offences	112	Less than 1	98	Less than 1	–12.5%
Robbery	41	Less than 1	21	Less than 1	–48.8%
Theft of Railway Property / Burglary	89	Less than 1	92	Less than 1	+3.4%
Serious Public Order	273	Less than 1	243	Less than 1	–11.0%
Serious Fraud	72	Less than 1	39	Less than 1	–45.8%
Drugs	222	Less than 1	131	Less than 1	–41.0%
Other Serious Offences	18	Less than 1	19	Less than 1	+5.6%
Total Notifiable Offences	**3,301**	**11.0**	**3,081**	**9.7**	**–6.7%**

7. London Overground crime levels

Table 10 shows the breakdown of crime on the LO network by the major crime categories used by the BTP for Q1 2012/13. The table includes the number of crimes and the crime rates per million passenger journeys made on the London Overground and makes comparisons with Q1 2011/12.

Table 10

Offence	Q1 2011/12		Q1 2012/13		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Violence Against the Person	28	1.3	51	1.8	+82.1%
Sexual Offences	1	Less than 1	1	Less than 1	0.0%
Criminal Damage	11	Less than 1	7	Less than 1	-36.4%
Line of Route	3	Less than 1	1	Less than 1	-66.7%
Theft of Passenger Property	34	1.6	49	1.7	+44.1%
Motor Vehicle/Cycle Offences	16	Less than 1	29	1.0	+81.3%
Robbery	5	Less than 1	5	Less than 1	0.0%
Theft of Railway Property / Burglary	3	Less than 1	16	Less than 1	+433.3%
Serious Public Order	27	1.3	21	Less than 1	-22.2%
Serious Fraud	4	Less than 1	1	Less than 1	-75.0%
Drugs	15	Less than 1	27	1.0	+80.0%
Other Serious Offences	3	Less than 1	3	Less than 1	0.0%
Total Notifiable Offences	**150**	**7.1**	**211**	**7.5**	**+40.7%**

8. London Tramlink crime levels

Table 11 shows the breakdown of crime on the London Tramlink network by the major crime categories used by the BTP for Q1 2012/13. The table includes the number of crimes and makes comparisons with Q1 2011/12.

Table 11

Offence	Q1 2011/12		Q1 2012/13		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Violence Against the Person	27	3.9	24	3.3	-11.1%
Sexual Offences	2	Less than 1	5	Less than 1	+150.0%
Criminal Damage	12	1.7	2	Less than 1	-83.3%
Line of Route	12	1.7	7	1.0	-41.7%
Theft of Passenger Property	6	Less than 1	19	2.6	+216.7%
Motor Vehicle/Cycle Offences	7	1.0	1	Less than 1	-85.7%
Robbery	9	1.2	13	1.8	+44.4%
Theft of Railway Property / Burglary	1	Less than 1	1	Less than 1	0.0%
Serious Public Order	18	2.6	11	1.5	-38.9%
Serious Fraud	2	Less than 1	1	Less than 1	-50.0%
Drugs	18	2.6	15	2.1	-16.7%
Other Serious Offences	3	Less than 1	1	Less than 1	-66.7%
Total Notifiable Offences	117	16.8	100	13.7	-14.5%

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

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

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

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

Table 12

ASB DIRs	Q1 2011/12		Q1 2012/13		% change in DIRs
	DIRs	Rate	DIRs	Rate	
Criminal Damage	1,220	2.1	945	1.6	-22.5%
Disturbances	6,476	11.1	5,950	10.0	-8.1%
Forgery / fraud	3,579	6.1	3,660	6.2	+2.3%
Minicab Touting	1	Less than 1	4	Less than 1	+300.0%
Robbery /Theft and Handling	265	Less than 1	207	Less than 1	-21.9%
Violent Offences	510	Less than 1	466	Less than 1	-8.6%
Total	12,051	20.6	11,232	18.9	-6.8%

10.   Levels of fare evasion on the bus network

Surveys are undertaken every quarter, in February, May, August and November to investigate the levels of fare evasion[***] on the London bus network. A representative sample of One Person Operated (OPO) routes is surveyed to enable a comprehensive coverage of London. Table 13 shows results from the most recent London Buses fare evasion survey, conducted May 2012.

Table 13

Bus network	Q1 2011/12 (May survey) Fare Evasion Rate Rolling 12 month average	Q1 2012/13 (May survey) Fare Evasion Rate Rolling 12 month average
One Person Operated	1.1	1.0
Articulated buses	9.3	N/A[†††]

11.   Perception of safety and security

Through market research, TfL monitors people's views of different aspects of using TfL's transport system including perceptions of how safe they feel when travelling on and waiting for transport services. Table 14 shows Q1 perception results for safety and security measured through TfL's Customer Satisfaction Survey. The results are presented as a score out of 100 and should not be interpreted as the percentage of people feeling safe. The higher scores reflect more positive perceptions of safety and security. Table 14 shows two scores for each mode of transport – one score for perception of safety and security on the vehicle and the other for stations and stops.

Table 14

Bus network	Q1 2011/12 score	Q1 2012/13 score	Change
On bus	85	87	+2
At shelters / stops	82	84	+2
LU	Q1 2011/12 score	Q1 2012/13 score	Change
On train	84	87	+3
At stations	83	84	+1
DLR	Q1 2011/12 score	Q1 2012/13 score	Change
On train	86	88	+2
At stations	84	87	+3
LO	Q1 2011/12 score	Q1 2012/13 score	Change
On train	85	85	–
At stations	84	85	+1
Tramlink	Q1 2011/12 score	Q1 2012/13 score	Change
On tram	87	91	+4
At stops	85	88	+4

[***] The fare evasion survey does include some ticketing irregularities that haven't necessarily resulted in fare evasion, such as non-validation of Zip cards.
[†††] Since December 2011 TfL no longer operate articulated buses, hence this type of information is no longer collected.

12.   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://content.met.police.uk/Site/safertransport

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

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