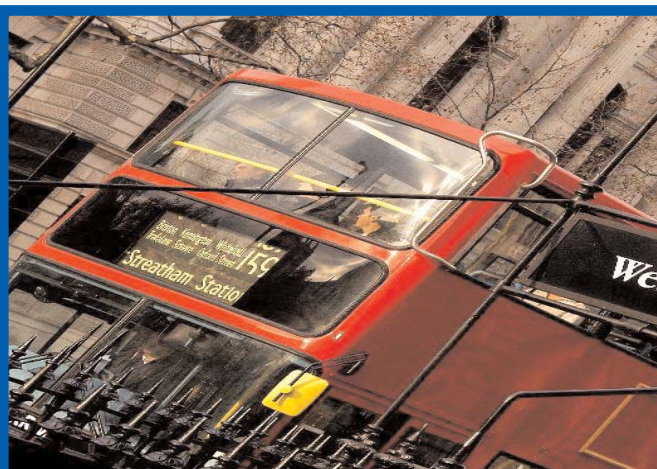
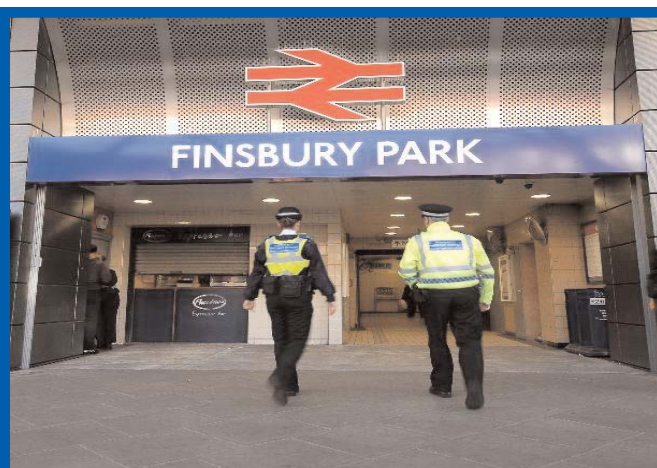


Transport for London

Crime and anti-social behaviour statistics bulletin Quarter 1 (1 April - 30 June 2009/10)



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

Quarter 1 (1 April – 30 June) 2009/10

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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 2009/10 (April–June 2009). 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 first quarter of 2009/10 (April 2008–March 2009) was 17.3% lower than in 2008/9 and the rate of crime for the bus network had fallen to 11.1 crimes per million passenger journeys (from 13.4 in Q1 2008/9). Crime on LU/DLR is also down, 0.1% lower during 2009/10 compared to 2008/9 with the rate of crime rising to 13.7 crimes per million passenger journeys (from 13.0 in Q1 2009/10); the rate rise has arisen due to passenger figures falling by 4.8% across corresponding quarters whilst the crime volumes have remained largely the same.

* 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.

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 2006/7–2008/9

Table I shows the break-down of MPS bus-related crime by the major crime categories used by the MPS for 2006/7, 2007/8 and 2008/9 and includes the rate of crime‡ for each of these categories with the exception of burglary§. In 2008/9, there were 12 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 I

Crime Type	2006/7		2007/8		2008/9	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Burglary	115	N/A	104	N/A	86	N/A
Criminal Damage	7,710	4.1	5,846	2.7	3,723	1.7
Drugs	430	Less than 1	683	Less than 1	779	Less than 1
Fraud / Forgery	330	Less than 1	414	Less than 1	387	Less than 1
Other Notifiable Offences	298	Less than 1	233	Less than 1	234	Less than 1
Robbery	6,214	3.3	4,266	2.0	2,761	1.2
Sexual Offences	481	Less than 1	480	Less than 1	535	Less than 1
Theft and Handling	14,623	7.8	12,699	5.8	10,948	4.9
Violence against the Person	8,281	4.4	8,400	3.9	7,609	3.4
Total	38,482	20.5*	33,125	15.2*	27,062	12.1*

† The new TfL Community Safety Plan for 2009/10 will be published shortly.

‡ 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 2006/7, 2007/8 and 2008/9 are based on annual passenger journey figure of 1.880b, 2.176b and 2.247b respectively.

2.2. London Underground and Docklands Light Railway Crime 2006/7–2008/9

Table 2 provides a breakdown of the major crime categories** used by the BTP for the LU/DLR network in 2006/7, 2007/8 and 2008/9. There were 13 crimes for every million passenger journeys made on the LU/DLR network in 2008/9.

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	2006/7		2007/8		2008/9	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Violence Against the Person	2,494	2.3	2,215	1.9	2,158	1.9
Sexual Offences	393	Less than 1	332	Less than 1	338	Less than 1
Criminal Damage	2,704	2.5	1,921	1.7	1,615	1.4
Line of Route	135	Less than 1	142	Less than 1	118	Less than 1
Theft of Passenger Property	7,988	7.4	7,481	6.6	6,134	5.3
Motor Vehicle/Cycle Offences	390	Less than 1	342	Less than 1	359	Less than 1
Robbery	399	Less than 1	192	Less than 1	136	Less than 1
Theft of Railway Property / Burglary	819	Less than 1	592	Less than 1	381	Less than 1
Serious Public Order	2,050	1.9	1,981	1.7	1,892	1.6
Serious Fraud	167	Less than 1	264	Less than 1	230	Less than 1
Drugs	687	Less than 1	881	Less than 1	1,616	1.4
Other Serious Offences	260	Less than 1	102	Less than 1	132	Less than 1
Total Notifiable Offences	18,486	17.2**	16,445	14.4**	15,109	13.1**

** 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 2006/7, 2007/8 and 2008/9 are based on annual passenger journey figures of 1.076b, 1.139b and 1.156b respectively.

2.3. London Overground Crime 2006/7–2008/9

Table 3 provides a breakdown of the major crime categories used by the BTP for the LO network in 2006/7, 2007/8 and 2008/9. 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	2006/7 Crimes	2007/8 Crimes	2008/9 Crimes
Violence Against the Person	112	98	103
Sexual Offences	11	8	9
Criminal Damage	92	67	43
Line of Route	2	0	3
Theft of Passenger Property	100	86	67
Motor Vehicle/Cycle Offences	15	16	13
Robbery	47	20	10
Theft of Railway Property / Burglary	18	25	40
Serious Public Order	56	67	79
Serious Fraud	5	4	3
Drugs	84	52	106
Other Serious Offences	11	4	16
Total Notifiable Offences	553	447	492

^{††} 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 2006/7-2008/9

Table 4 provides a breakdown of the major crime categories used by the BTP for the London Tramlink network in 2006/7, 2007/8 and 2008/9. There were 15 crimes for every million passenger journeys made on the London Tramlink network in 2008/9.

Table 4

Crime Type	2006/7		2007/8		2008/9	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Violence Against the Person	92	3.8	95	3.6	76	2.8
Sexual Offences	5	Less than 1	3	Less than 1	8	Less than 1
Criminal Damage	62	2.5	62	2.3	52	1.9
Line of Route	69	2.8	85	3.2	72	2.6
Theft of Passenger Property	58	2.4	50	1.9	38	1.4
Motor Vehicle/Cycle Offences	13	Less than 1	4	Less than 1	9	Less than 1
Robbery	51	2.1	19	Less than 1	22	Less than 1
Theft of Railway Property / Burglary	17	Less than 1	7	Less than 1	25	Less than 1
Serious Public Order	33	1.3	46	1.7	64	2.4
Serious Fraud	3	Less than 1	2	Less than 1	10	Less than 1
Drugs	12	Less than 1	26	1.0	27	1.0
Other Serious Offences	3	Less than 1	3	Less than 1	8	Less than 1
Total Notifiable Offences	418	17.0^{‡‡}	402	15.1	411	15.1

^{‡‡} BTP Tramlink crime rates for 2006/7, 2007/8 and 2008/9 are based on annual passenger journey figures of 24.5m, 26.6m and 27.2m respectively.

3. Quarterly crime results

Table 5 shows the number of recorded crimes and the rate of crime per million passenger journeys for Q1 2008/9 and Q1 2009/10. The last column of the table shows the percentage change in the number of crimes between Q1 2008/9 and Q1 2009/10.

Table 5

Network	Q1 2008/9		Q1 2009/10		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Bus	7,686	13.4	6,355	11.1	-17.3%
London Underground /Docklands Light Railway	3,749	13.0	3,744	13.7	-0.1%
London Overground	138	-	86	-	-37.7%
London Tramlink	113	16.4	120	17.6	6.2%

4. Monthly breakdown

Table 6 shows the total number of crimes for each month in Q1 2009/10.

Table 6

Network	April		May		June	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Bus	2,066	11.3	2,148	11.1	2,141	11.1
London Underground /Docklands Light Railway	1,206	13.3	1,359	14.6	1,179	13.1
London Overground	31	-	20	-	35	-
London Tramlink	38	17.4	41	18.1	41	17.4

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 2009/10. The table includes the number of crimes, the crime rates per million passenger journeys and comparisons with Q1 2008/9.

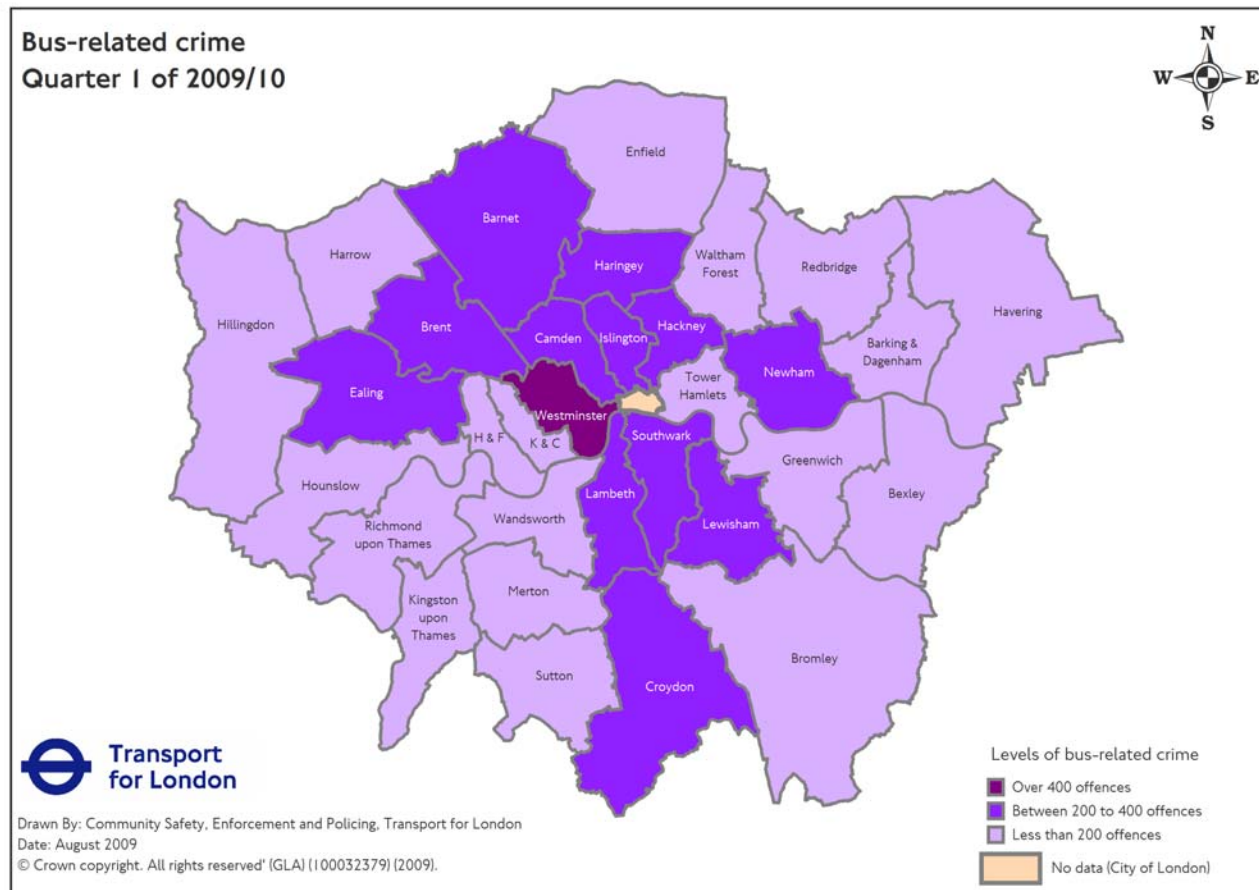
Table 7

Offence	Q1 2008/9		Q1 2009/10	
	Crimes	Rate	Crimes	Rate
Burglary	28	N/A	15	N/A
Criminal damage	1,241	2.2	734	1.3
Drugs	173	Less than 1	154	Less than 1
Fraud / forgery	87	Less than 1	76	Less than 1
Other notifiable offences	81	Less than 1	79	Less than 1
Robbery	901	1.6	648	1.1
Sexual offences	158	Less than 1	148	Less than 1
Theft and Handling	2,856	5.0	2,788	4.9
VAP	2,161	3.8	1,733	3.0
Total Offences	7,686	13.4	6,355	11.1

Map 1 – Bus-related crime volume by borough

Map 1 shows the breakdown of MPS bus-related crime by borough for Q1 2009/10. 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.



Map 2 – Bus-related crime change between Q1 2009/10 and Q1 2008/9 by borough

Map 2 shows the percentage change in the levels of bus-related crime between Q1 2008/9 and Q1 2009/10. 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.

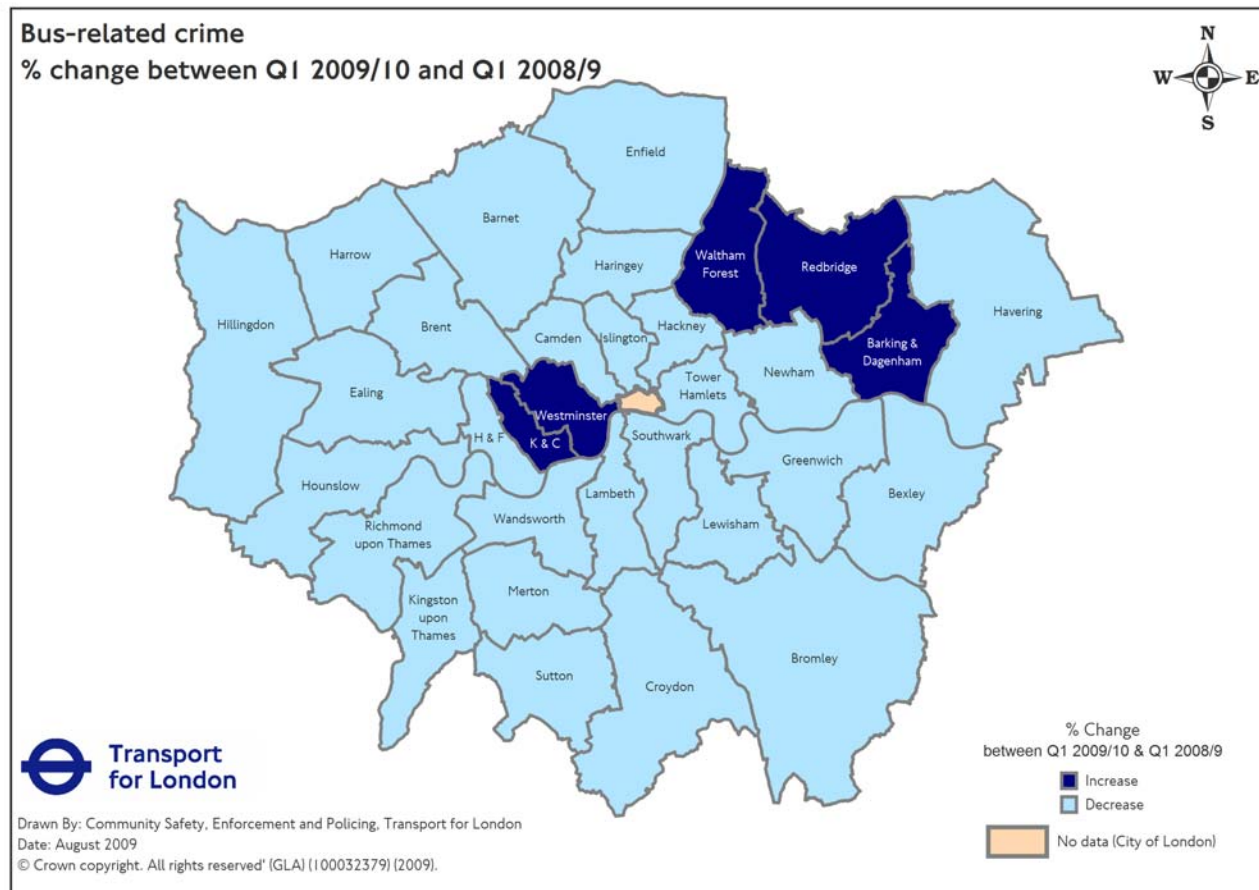


Table 8 - Borough breakdown of bus-related crime for Q1 2009/10 (April-June 2009)

	Q1 2009/10									Q1 2009/10 Total	Q1 2008/9 Total	% Change
	Burglary	Criminal Damage	Drugs	Fraud or Forgery	Other Notifiable Offences	Robbery	Sexual Offences	Theft and Handling	Violence Against the Person			
Barking & Dagenham	1	21	2	0	2	16	4	27	39	112	111	0.9%
Barnet	4	19	2	1	1	20	9	127	55	238	279	-14.7%
Bexley	0	50	3	1	0	14	2	7	21	98	162	-39.5%
Brent	1	27	0	4	2	34	5	139	68	280	308	-9.1%
Bromley	0	19	2	3	2	20	4	38	56	144	276	-47.8%
Camden	0	17	6	4	5	20	9	127	54	242	276	-12.3%
Croydon	1	41	2	2	2	31	6	81	56	222	320	-30.6%
Ealing	1	29	4	4	1	41	3	115	82	280	322	-13.0%
Enfield	0	30	1	1	2	33	5	64	30	166	244	-32.0%
Greenwich	0	51	2	0	5	15	5	37	62	177	251	-29.5%
Hackney	0	18	6	3	3	17	5	151	60	263	293	-10.2%
Hammersmith & Fulham	0	4	1	1	1	14	4	59	70	154	159	-3.1%
Haringey	1	28	4	1	6	35	2	146	79	302	369	-18.2%
Harrow	1	16	3	4	3	5	6	29	39	106	120	-11.7%
Havering	0	33	1	0	1	9	2	22	36	104	174	-40.2%
Hillingdon	0	29	2	10	2	13	8	58	40	162	205	-21.0%
Hounslow	0	22	0	2	3	14	12	55	43	151	200	-24.5%
Islington	0	26	1	3	2	19	3	137	62	253	305	-17.0%
Kensington & Chelsea	0	2	1	3	0	8	4	88	20	126	124	1.6%
Kingston upon Thames	0	11	0	0	0	7	2	18	29	67	75	-10.7%
Lambeth	1	36	26	1	3	39	4	156	78	344	384	-10.4%
Lewisham	0	27	2	2	7	31	2	92	82	245	360	-31.9%
Merton	0	7	0	0	2	15	4	19	26	73	103	-29.1%
Newham	2	31	10	3	2	30	3	158	61	300	307	-2.3%

Continued on next page

	Burglary	Criminal Damage	Drugs	Fraud or Forgery	Other Notifiable Offences	Robbery	Sexual Offences	Theft and Handling	Violence Against the Person	Q1 2009/10 Total	Q1 2008/9 Total	% Change
Redbridge	0	17	1	0	0	14	4	55	45	136	131	3.8%
Richmond upon Thames	0	8	0	0	2	5	3	18	28	64	66	-3.0%
Southwark	2	13	10	9	9	43	7	146	96	335	447	-25.1%
Sutton	0	14	1	1	0	8	2	19	25	70	103	-32.0%
Tower Hamlets	0	21	16	1	1	11	2	87	50	189	224	-15.6%
Waltham Forest	0	23	11	0	3	20	4	75	55	191	183	4.4%
Wandsworth	0	15	1	0	1	18	5	70	49	159	214	-25.7%
Westminster	0	29	33	12	6	29	8	368	117	602	591	1.9%
Q1 2009/10 Total	15	734	154	76	79	648	148	2788	1713	6355	7686	-17.3%
Q1 2008/9 Total	28	1,241	173	87	81	901	158	2,856	2,161			
% Change	-46.4%	-40.9%	-11.0%	-12.6%	-2.5%	-28.1%	-6.3%	-2.4%	-20.7%			

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 2009/10. 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 2008/9.

Table 9

Offence	Q1 2008/9		Q1 2009/10	
	Crimes	Rate	Crimes	Rate
Violence Against the Person	572	2.0	512	1.9
Sexual Offences	92	Less than 1	67	Less than 1
Criminal Damage	409	1.4	328	1.2
Line of Route	45	Less than 1	39	Less than 1
Theft of Passenger Property	1,452	5.0	1,740	6.3
Motor Vehicle/Cycle Offences	80	Less than 1	128	Less than 1
Robbery	35	Less than 1	30	Less than 1
Theft of Railway Property / Burglary	119	Less than 1	101	Less than 1
Serious Public Order	499	1.7	403	1.5
Serious Fraud	80	Less than 1	50	Less than 1
Drugs	332	1.2	305	1.1
Other Serious Offences	34	Less than 1	41	Less than 1
Total Notifiable Offences	3,749	13.0	3,744	13.7

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 2009/10. The table includes the number of crimes and makes comparisons with Q1 2008/9.

Table 10

Offence	Q1 2008/9 Crimes	Q1 2009/10 Crimes
Violence Against the Person	29	17
Sexual Offences	5	4
Criminal Damage	10	6
Line of Route	1	0
Theft of Passenger Property	10	15
Motor Vehicle/Cycle Offences	6	4
Robbery	9	3
Theft of Railway Property / Burglary	10	5
Serious Public Order	28	17
Serious Fraud	1	1
Drugs	26	13
Other Serious Offences	3	1
Total Notifiable Offences	138	86

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 Q2 2009/10. The table includes the number of crimes and makes comparisons with Q2 2008/9.

Table 11

Offence	Q1 2008/9		Q1 2009/10	
	Crimes	Rate	Crimes	Rate
Violence Against the Person	24	3.5	25	3.7
Sexual Offences	2	Less than 1	1	Less than 1
Criminal Damage	17	2.5	19	2.8
Line of Route	16	2.3	15	2.2
Theft of Passenger Property	11	1.6	19	2.8
Motor Vehicle/Cycle Offences	0	Less than 1	3	Less than 1
Robbery	6	Less than 1	11	1.6
Theft of Railway Property / Burglary	10	1.4	8	1.2
Serious Public Order	13	1.9	14	2.1
Serious Fraud	2	Less than 1	2	Less than 1
Drugs	9	1.3	2	Less than 1
Other Serious Offences	3	Less than 1	1	Less than 1
Total Notifiable Offences	113	16.4	120	17.6

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 2008/9		Q1 2009/10		% change in DIRs
	DIRs	Rate	DIRs	Rate	
Criminal Damage	2,094	3.7	1,628	2.9	-22.3%
Disturbances	8,763	15.3	6,465	11.3	-26.2%
Forgery / fraud	7,906	13.8	4,262	7.5	-46.1%
Minicab Touting	0	-	2	0	+100.0%
Robbery	68	Less than 1	61	Less than 1	-10.3%
Theft and Handling	297	1.6	265	Less than 1	-10.8%
Violent Offences	911	1.6	614	1.1	-32.6%
Total	20,039	34.9	13,297	23.3	-33.6%

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 2009/10. 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.

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 plus all of the articulated routes to enable a comprehensive coverage of London. Table 13 shows results from the most recent London Buses fare evasion survey, conducted May 2009.

Table 13

Bus network	Q1 2008/9 (May survey) Fare Evasion Rate Rolling 12 month average	Q1 2009/10 (May survey) Fare Evasion Rate Rolling 12 month average
One Person Operated	2.5%	1.2%
Articulated buses	8.7%	8.7%

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 2008/9 score	Q1 2009/10 score	Change
On bus	85	86	+1
At shelters / stops	81	80	-1
LU	Q1 2008/9 score	Q1 2009/10 score	Change
On train	83	85	+2
At stations	80	82	+2
DLR	Q1 2008/9 score	Q1 2009/10 score	Change
On train	99	96	-3
At stations	98	95	-3
LO	Q1 2008/9 score	Q1 2009/10 score	Change
On train	76	76	No change
At stations	79	78	-1
Tramlink	Q1 2008/9 score	Q1 2009/10 score	Change
On train	88	89	+1
At stop	86	86	No change

^{§§} The fare evasion survey does include some ticketing irregularities that haven't necessarily resulted in fare evasion, such as non-validation of Zip cards.

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://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>