

Transport for London

2011/2012 Crime statistics bulletin

Quarter 2 (1 July - 30 September 2011/2012)

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

Quarter 2 (1 July – 30 September) 2011/12

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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 Q2 2011/12 (July–September 2011). The bulletin focuses on the London Bus network, London Underground/Docklands Light Railway, London Tramlink and London Overground service¹.

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 second quarter of 2011/12 (July 2011–September 2011) were 15.1% lower than in 2010/11 and the rate of crime for the bus network has fallen to 8.8 crimes per million passenger journeys (from 10.4 in the second quarter of 2010/11). Crime on LU/DLR has reduced by 7.9% during the second quarter of 2011/12 compared to 2010/11 with the rate falling to 10.0 crimes per million passenger journeys (from 11.2 in the second quarter of 2010/11).

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 strategy to improve transport safety and security provides more information on TfL and partner activities to enhance safety and security across the transport system - <http://www.tfl.gov.uk/assets/downloads/corporate/the-right-direction.pdf>

2. Crime trend over recent years

2.1. Bus-related Crime 2008/9–2010/11

Table 1 shows the break-down of MPS bus-related crime by the major crime categories used by the MPS for 2008/9, 2009/10 and 2010/11 and includes the rate of crime² for each of these categories with the exception of burglary³. In 2010/11, there were 10.5 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	2008/9		2009/10		2010/11	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Burglary	86	N/A	63	N/A	82	N/A
Criminal Damage	3,723	1.7	2,350	1.0	2,060	Less than 1
Drugs	779	Less than 1	693	Less than 1	887	Less than 1
Fraud / Forgery	387	Less than 1	325	Less than 1	316	Less than 1
Other Notifiable Offences	234	Less than 1	276	Less than 1	253	Less than 1
Robbery	2,761	1.2	2,564	1.1	2,665	1.2
Sexual Offences	535	Less than 1	550	Less than 1	514	Less than 1
Theft and Handling	10,948	4.9	11,265	5.0	10,621	4.7
Violence against the Person	7,609	3.4	6,890	3.1	6,576	2.9
Total	27,062	12.1*	24,976	11.1*	23,974	10.5*

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.

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 2008/9, 2009/10 and 2010/11 are based on annual passenger journey figure of 2.247b, 2.257b and 2.289b respectively.

2.2. Reconciled financial year to date bus-related crime

Table 2 provides a breakdown of reconciled MPS bus-related crime for the first six months of 2011/12. The figures in this table are based on the up to date crime figures available from the MPS and bus passenger journey data from TfL at the time of publication. These figures will differ slightly from the quarterly snapshot figures provided in these bulletins. The figures are based on the latest information in the MPS crime reporting information system (CRIS) – MPS monthly figures are subject to change for up to two years to reflect any updates from ongoing investigations.

Table 2

Crime Type	2010/11 (Apr – Sept)	2011/12 (Apr – Sept)	Volume Change	% Change
Criminal Damage	1,151	985	-166	-14.4%
Drugs	421	367	-54	-12.8%
Fraud / Forgery	163	140	-23	-14.1%
Other Notifiable Offences (including burglary)	179	147	-32	-17.9%
Robbery	1,176	1,409	+233	+19.8%
Sexual Offences	226	246	+20	+8.8%
Theft and Handling	5,315	4,692	-623	-11.7%
Violence Against the Person	3,348	2,871	-477	-14.2%
Total	11,979	10,857	-1,122	-9.4%
Bus-related crime per million passenger journeys	10.4	9.3	n/a	-10.4%

2.3. London Underground and Docklands Light Railway Crime 2008/9–2010/11

Table 3 provides a breakdown of the major crime categories⁴ used by the BTP for the LU/DLR network in 2008/9, 2009/10 and 2010/11. There were 11.4 crimes for every million passenger journeys made on the LU/DLR network in 2010/11.

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 3

Crime Type	2008/9		2009/10		2010/11	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Violence Against the Person	2,158	1.9	1,997	1.8	1,971	1.7
Sexual Offences	338	Less than 1	328	Less than 1	300	Less than 1
Criminal Damage	1,615	1.4	1,337	1.2	1,066	Less than 1
Line of Route	118	Less than 1	112	Less than 1	112	Less than 1
Theft of Passenger Property	6,134	5.3	6,794	6.0	6,520	5.5
Motor Vehicle/Cycle Offences	359	Less than 1	346	Less than 1	368	Less than 1
Robbery	136	Less than 1	137	Less than 1	161	Less than 1
Theft of Railway Property / Burglary	381	Less than 1	407	Less than 1	602	Less than 1
Serious Public Order	1,892	1.6	1,462	1.3	1,307	1.1
Serious Fraud	230	Less than 1	206	Less than 1	227	Less than 1
Drugs	1,616	1.4	1,266	1.1	727	Less than 1
Other Serious Offences	132	Less than 1	144	Less than 1	111	Less than 1
Total Notifiable Offences	15,109	13.1**	14,536	12.8**	13,472	11.4**

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 2008/9, 2009/10 and 2010/11 are based on annual passenger journey figures of 1.156b, 1.134b and 1.186b respectively.

2.4. London Overground Crime 2008/9–2010/11

Table 4 provides a breakdown of the major crime categories used by the BTP for the LO network in 2008/9, 2009/10 and 2010/11. The London Overground statistics comprise offences recorded at stations or on 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 offences⁵.

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

Table 4

Crime Type	2008/9 Crimes	2009/10 Crimes	2010/11 Crimes
Violence Against the Person	103	93	142
Sexual Offences	9	9	11
Criminal Damage	43	51	70
Line of Route	3	0	7
Theft of Passenger Property	67	68	125
Motor Vehicle/Cycle Offences	13	23	31
Robbery	10	13	24
Theft of Railway Property / Burglary	40	23	46
Serious Public Order	79	80	95
Serious Fraud	3	2	10
Drugs	106	79	86
Other Serious Offences	16	9	11
Total Notifiable Offences	492	450	658

⁵ The London Overground statistics comprise offences recorded at stations or on 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).

2.5. London Tramlink Crime 2008/9-2010/11

Table 5 provides a breakdown of the major crime categories used by the BTP for the London Tramlink network in 2008/9, 2009/10 and 2010/11. There were 13.2 crimes for every million passenger journeys made on the London Tramlink network in 2010/11.

Table 5

Crime Type	2008/9		2009/10		2010/11	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Violence Against the Person	76	2.8	85	3.3	89	3.2
Sexual Offences	8	Less than 1	3	Less than 1	4	Less than 1
Criminal Damage	52	1.9	59	2.3	44	1.6
Line of Route	72	2.6	55	2.1	35	1.3
Theft of Passenger Property	38	1.4	55	2.1	55	2.0
Motor Vehicle/Cycle Offences	9	Less than 1	12	Less than 1	20	Less than 1
Robbery	22	Less than 1	26	1.0	17	Less than 1
Theft of Railway Property / Burglary	25	Less than 1	19	Less than 1	11	Less than 1
Serious Public Order	64	2.4	48	1.9	52	1.9
Serious Fraud	10	Less than 1	2	Less than 1	9	Less than 1
Drugs	27	1.0	37	1.4	30	1.1
Other Serious Offences	8	Less than 1	2	Less than 1	1	Less than 1
Total Notifiable Offences	411	15.1**	403	15.6**	367	13.2**

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

3. Quarterly crime results

Table 6 shows the number of recorded crimes and the rate of crime per million passenger journeys for Q2 2010/11 and Q2 2011/12⁶. The last column of the table shows the percentage change in the number of crimes between Q2 2010/11 and Q2 2011/12.

Table 6

Network	Q2 2010/11		Q2 2011/12		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Bus	5,999	10.4	5,095	8.8	-15.1%
London Underground /Docklands Light Railway	3,325	11.2	3,061	10.0	-7.9%
London Overground	181	-	261	10.4	+44.2%
London Tramlink	86	12.5	99	14.0	+15.1%

4. Monthly breakdown

Table 7 shows the total number of crimes for each month in Q2 2011/12.

Table 7

Network	July		August		September	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Bus	1,921	9.6	15,15	8.7	1,659	8.0
London Underground /Docklands Light Railway	1,135	10.8	1,010	10.3	916	8.8
London Overground	74	9.0	78	9.5	109	12.7
London Tramlink	38	15.6	35	16.6	26	10.4

⁶ 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.

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

Table 8 shows the breakdown of MPS bus-related crime by the major crime categories used by the MPS for Q2 2011/12. The table includes the number of crimes, the crime rates per million passenger journeys and comparisons with Q2 2010/11.

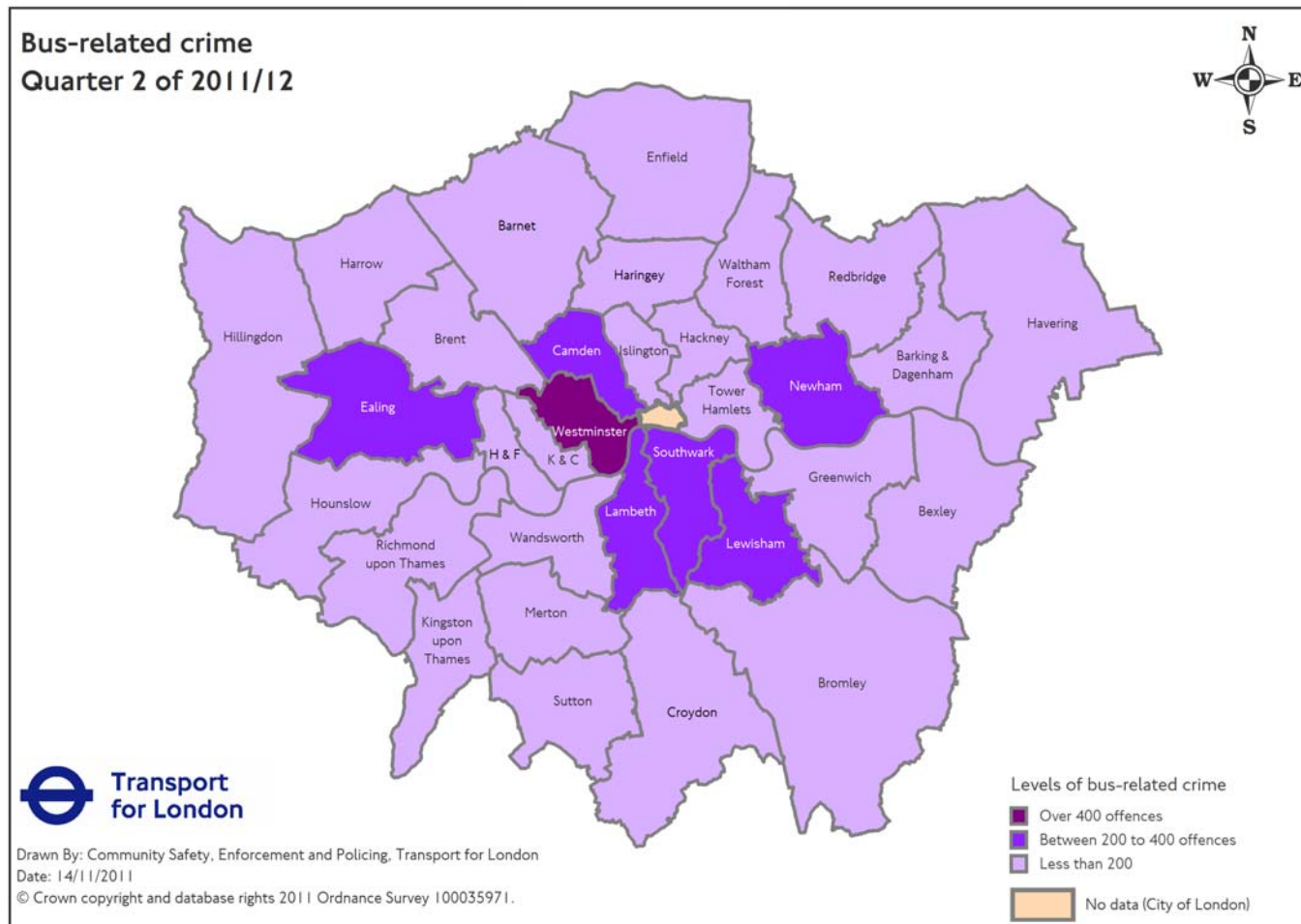
Table 8

Offence	Q2 2010/11		Q2 2011/12		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Burglary	19	N/A	25	N/A	+31.6%
Criminal damage	579	1.0	502	Less than 1	-13.3%
Drugs	242	Less than 1	162	Less than 1	-33.1%
Fraud / forgery	90	Less than 1	69	Less than 1	-23.3%
Other notifiable offences	58	Less than 1	56	Less than 1	-3.4%
Robbery	496	Less than 1	596	1.0	+20.2%
Sexual offences	110	Less than 1	121	Less than 1	+10.0%
Theft and Handling	2,851	4.9	2,163	3.7	-24.1%
VAP	1,554	2.7	1,401	2.4	-9.8%
Total Offences	5,999	10.4	5,095	8.8	-15.1%

Map 1 – Bus-related crime volume by borough

Map 1 shows the breakdown of MPS bus-related crime by borough for Q2 2011/12. 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 9.

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 Q2 2011/12 and Q2 2010/11 by borough

Map 2 shows the percentage change in the levels of bus-related crime between Q2 2010/11 and Q2 2011/12. 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.

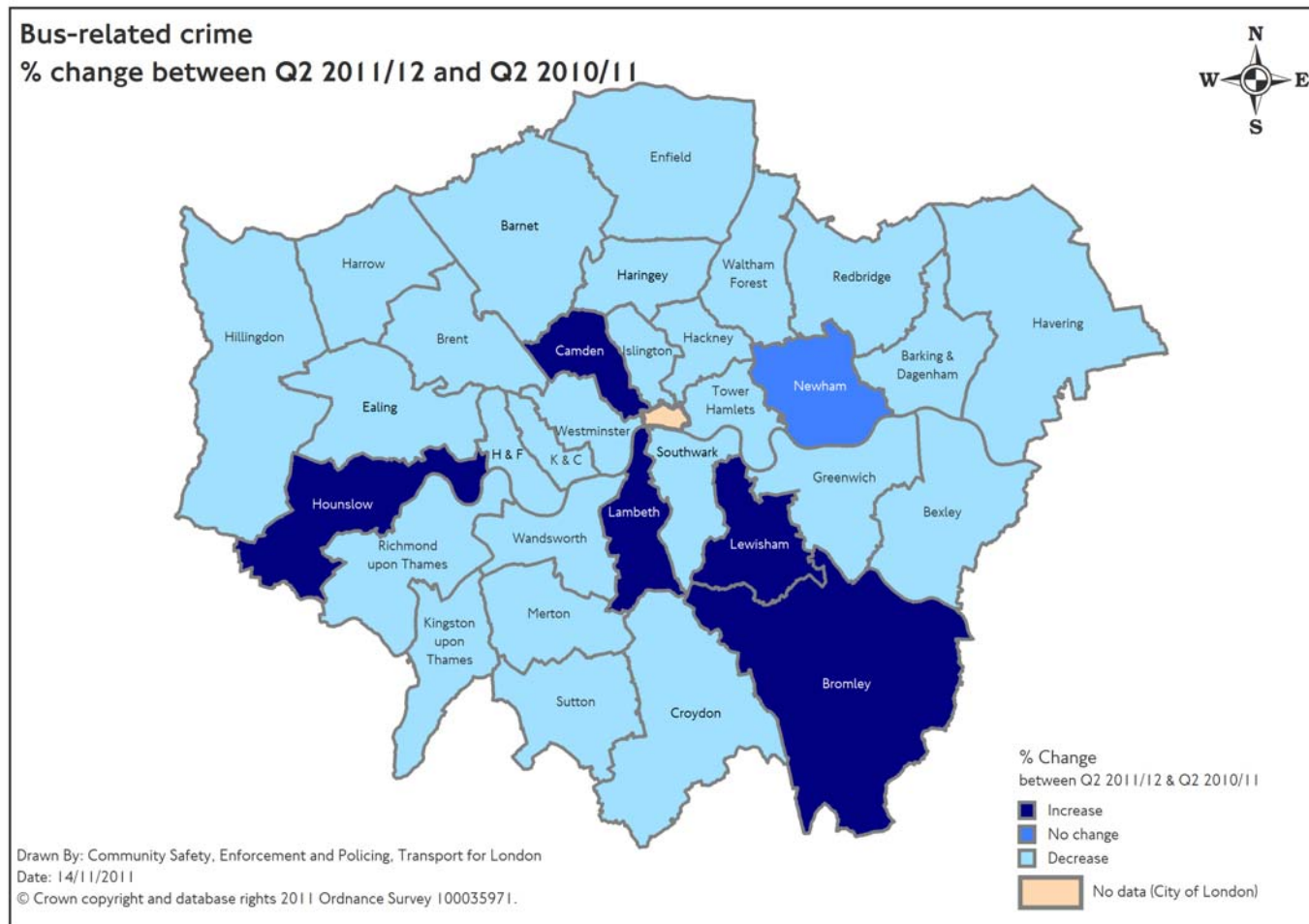


Table 9 - Borough breakdown of bus-related crime for Q2 2011/12 (July –September 2011)

	Q2 2011/12									Q2 2011/12 Total	Q2 2010/11 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	7	17	1	3	16	1	54	38	138	141	-2.1%
Barnet	3	16	2	3	3	26	4	63	59	179	218	-17.9%
Bexley	0	6	0	2	1	13	1	6	20	49	68	-27.9%
Brent	3	12	1	2	2	29	2	55	74	180	223	-19.3%
Bromley	1	22	1	0	0	3	3	26	42	98	87	12.6%
Camden	0	27	6	6	1	25	5	145	56	271	240	12.9%
Croydon	0	33	8	2	1	37	9	52	42	184	205	-10.2%
Ealing	0	25	8	3	5	20	7	88	66	222	273	-18.7%
Enfield	1	19	4	0	4	15	1	37	29	110	131	-16.0%
Greenwich	1	22	1	1	1	14	3	32	31	106	149	-28.9%
Hackney	2	14	0	3	2	10	0	128	36	195	272	-28.3%
Hammersmith & Fulham	0	8	5	0	3	12	1	86	53	168	169	-0.6%
Haringey	0	15	2	1	0	38	2	68	53	179	205	-12.7%
Harrow	1	9	1	2	0	7	3	21	21	65	123	-47.2%
Havering	1	12	4	2	2	7	2	24	33	87	136	-36.0%
Hillingdon	0	25	6	5	0	13	5	58	44	156	174	-10.3%
Hounslow	1	12	2	4	4	15	3	55	53	149	136	9.6%
Islington	0	11	3	3	3	11	5	108	46	190	236	-19.5%
Kensington & Chelsea	0	6	2	3	1	3	1	33	18	67	98	-31.6%
Kingston upon Thames	0	6	4	1	0	5	3	15	35	69	73	-5.5%
Lambeth	0	21	14	4	4	66	5	142	76	332	311	6.8%
Lewisham	2	21	2	2	3	36	6	97	65	234	209	12.0%
Merton	1	7	0	0	0	7	7	25	17	64	86	-25.6%
Newham	2	17	5	6	2	23	8	105	55	223	223	0.0%

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	Burglary	Criminal Damage	Drugs	Fraud or Forgery	Other Notifiable Offences	Robbery	Sexual Offences	Theft and Handling	Violence Against the Person	Q2 2011/12 Total	Q2 2010/11 Total	% Change
Redbridge	1	13	1	0	1	21	2	37	26	102	140	-27.1%
Richmond upon Thames	0	12	1	0	0	3	7	20	24	67	77	-13.0%
Southwark	2	28	1	1	5	43	1	160	80	321	355	-9.6%
Sutton	1	18	2	1	1	2	4	19	18	66	69	-4.3%
Tower Hamlets	0	9	2	0	1	8	4	58	27	109	196	-44.4%
Waltham Forest	1	7	6	1	1	30	5	56	30	137	190	-27.9%
Wandsworth	0	9	3	6	1	20	2	37	51	129	175	-26.3%
Westminster	0	33	48	4	1	18	9	253	83	449	611	-26.5%
Q2 2011/12 Total	25	502	162	69	56	596	121	2163	1,401	5,095	5,999	-15.1%
Q2 2010/11 Total	19	580	243	90	59	497	111	2,857	1,554			
% Change	31.6%	-13.4%	-33.3%	-23.3%	-5.1%	19.9%	9.0%	-24.3%	-9.8%			

6. London Underground and Docklands Light Railway crime levels

Table 10 shows the breakdown of crime on the LU/DLR network by the major crime categories used by the BTP for Q2 2011/12. The table includes the number of crimes and the crime rates per million passenger journeys made on the LU/DLR and makes comparisons with Q2 2010/11.

Table 10

Offence	Q2 2010/11		Q2 2011/12		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Violence Against the Person	475	1.6	433	1.4	-8.8%
Sexual Offences	86	Less than 1	97	Less than 1	+12.8%
Criminal Damage	252	Less than 1	187	Less than 1	-25.8%
Line of Route	31	Less than 1	24	Less than 1	-22.6%
Theft of Passenger Property	1,458	4.9	1,427	4.6	-2.1%
Motor Vehicle/Cycle Offences	111	Less than 1	109	Less than 1	-1.8%
Robbery	37	Less than 1	22	Less than 1	-40.5%
Theft of Railway Property / Burglary	184	Less than 1	107	Less than 1	-41.8%
Serious Public Order	342	1.2	275	Less than 1	-19.6%
Serious Fraud	62	Less than 1	56	Less than 1	-9.7%
Drugs	255	Less than 1	302	1.0	+18.4%
Other Serious Offences	32	Less than 1	22	Less than 1	-31.3%
Total Notifiable Offences	3,325	11.2	3,061	10.0	-7.9%

7. London Overground crime levels

Table 11 shows the breakdown of crime on the LO network by the major crime categories used by the BTP for Q2 2011/12. The table includes the number of crimes and the crime rates per million passenger journeys made on the London Overground and makes comparisons with Q2 2010/11[‡].

Table 11

Offence	Q2 2010/11		Q2 2011/12		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Violence Against the Person	38	N/A	64	2.6	+68.4%
Sexual Offences	3	N/A	2	Less than 1	-33.3%
Criminal Damage	13	N/A	19	Less than 1	+46.2%
Line of Route	0	N/A	1	Less than 1	+100.0%
Theft of Passenger Property	31	N/A	56	2.2	+80.6%
Motor Vehicle/Cycle Offences	10	N/A	29	1.2	+190.0%
Robbery	5	N/A	5	Less than 1	0.0%
Theft of Railway Property / Burglary	10	N/A	8	Less than 1	-20.0%
Serious Public Order	27	N/A	40	1.6	+48.1%
Serious Fraud	3	N/A	2	Less than 1	-33.3%
Drugs	36	N/A	33	1.3	-8.3%
Other Serious Offences	5	N/A	2	Less than 1	-60.0%
Total Notifiable Offences	181	N/A	261	10.4	+44.2%

[‡] Passenger data is only available from November 2010, hence the absence of rate information for the previous year.

8. London Tramlink crime levels

Table 12 shows the breakdown of crime on the London Tramlink network by the major crime categories used by the BTP for Q2 2011/12. The table includes the number of crimes and makes comparisons with Q2 2010/11.

Table 12

Offence	Q2 2010/11		Q2 2011/12		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Violence Against the Person	17	2.5	17	2.4	0.0%
Sexual Offences	1	Less than 1	0	0	-100.0%
Criminal Damage	12	1.8	16	2.3	+33.3%
Line of Route	6	Less than 1	7	Less than 1	+16.7%
Theft of Passenger Property	10	1.5	5	Less than 1	-50.0%
Motor Vehicle/Cycle Offences	5	Less than 1	7	Less than 1	+40.0%
Robbery	2	Less than 1	14	2.0	+600.0%
Theft of Railway Property / Burglary	1	Less than 1	2	Less than 1	+100.0%
Serious Public Order	21	3.1	14	2.0	-33.3%
Serious Fraud	2	Less than 1	3	Less than 1	+50.0%
Drugs	9	1.3	14	2.0	+55.6%
Other Serious Offences	0	0	0	0	N/A
Total Notifiable Offences	86	12.6	99	14.0	+15.1%

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

Table 13 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 13

ASB DIRs	Q2 2010/11		Q2 2011/12		% change in DIRs
	DIRs	Rate	DIRs	Rate	
Criminal Damage	1,291	2.2	1,243	2.1	-3.7%
Disturbances	6,046	10.4	6,425	11.1	+6.3%
Forgery / fraud	3,309	5.7	3,461	6.0	+4.6%
Minicab Touting	0	0	0	0	0.0%
Robbery /Theft and Handling	248	Less than 1	200	Less than 1	-19.4%
Violent Offences	497	Less than 1	537	Less than 1	+8.1%
Total	11,391	19.7	11,866	20.4	+4.2%

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 14 shows results from the most recent London Buses fare evasion survey, conducted August 2011.

Table 14

Bus network	Q2 2010/11 (August survey) Fare Evasion Rate Rolling 12 month average	Q2 2011/12 (August survey) Fare Evasion Rate Rolling 12 month average
One Person Operated	1.6%	1.0%
Articulated buses	9.2%	9.5%

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 15 shows Q2 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 15

Bus network	Q2 2010/11 score	Q2 2011/12 score	Change
On bus	87	85	-2
At shelters / stops	82	82	N/A
LU	Q2 2010/11 score	Q2 2011/12 score	Change
On train	85	85	N/A
At stations	84	83	-1
DLR	Q2 2010/11 score	Q2 2011/12 score	Change
On train	85	86	+1
At stations	83	85	+2
LO	Q2 2010/11 score	Q2 2011/12 score	Change
On train	85	84	-1
At stations	85	84	-1
Tramlink	Q2 2010/11 score	Q2 2011/12 score	Change
On tram	84	88	+4
At stops	81	84	+3

^{§§} 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>

Transport policing information <http://www.tfl.gov.uk/corporate/about-tfl/16031.aspx>

Reporting a transport crime or incident <http://www.tfl.gov.uk/corporate/about-tfl/16116.aspx>

Metropolitan Police Service <http://www.met.police.uk>

Crime figures <http://www.met.police.uk/crimefigures/index.php>

Safer Transport Command and Safer Transport Teams

<http://www.met.police.uk/transport/index.html>

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)843 222 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>