

RESEARCH SUMMARY

Title	Crime on bus routes
Objective	Bus drivers' perceptions of crime and anti-social behaviour, and awareness of enforcement initiatives on their bus routes
Date	February 2009
Methodology	591 face to face interviews with bus drivers at 23 bus depots

Key findings

- A significant proportion of drivers (one in five) had felt at risk when carrying out their work in the previous month, and around half feel that there is a need for an increased presence of enforcement officers.
- Two thirds of drivers had seen some type of police / enforcement officer on their bus routes in the previous month. A third of those had been approached by a police / enforcement officer.
- Among drivers who had had contact with police / enforcement officers, the mean score for overall satisfaction was six out of 10. Around a third rated their overall satisfaction between eight to ten, and over half gave a score of five to seven.
- Almost all drivers had experienced or witnessed an incident, anti-social behaviour or crime whilst working in the previous month. The main issues of concern to drivers related to abuse of drivers or other members of staff.
- However, only one in six drivers felt the incident required a police response through CentreComm. Where contact was made, satisfaction levels with the police response received are fairly low at around one in four feeling very satisfied.
- Two thirds of drivers were aware of enforcement initiatives that have been introduced in the last year to improve safety on buses. Nearly a third recalled CCTV use with a quarter mentioning the alcohol ban.

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