

# Surface Transport Panel



**Date:** 15 July 2015

**Item:** Actions List

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## This paper will be considered in public

### 1 Summary

1.1 This paper informs the Panel of progress against actions agreed at previous meetings.

### 2 Recommendation

1.2 The Panel is asked to note the Actions List.

#### List of appendices to this report:

Appendix 1: Actions List

Appendix 2: Customer Survey

Appendix 3: Crime Outcome KPIs

#### List of Background Papers:

Minutes of previous meetings of the Panel

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**Surface Transport Panel Actions List (reported to the meeting on 15 July 2015)**

**Actions from the Last Meeting**

Minute No.	Item/Description	Action By	Target Date	Status note
10/05/15	<p><b>Managing Director's Report</b> It was agreed that the numbers of taxi and private hire drivers would be provided.</p>	Garret Emmerson	Following the meeting.	The 2014/15 year end figures for taxi and private hire drivers were 78,690 licensed private hire drivers and 25,232 licensed taxi drivers. As at 1 June 2015, there were 81,159 licensed private hire drivers (an increase of 2,469) and 25,125 taxi drivers (a reduction of 107). Completed.
11/05/15	<p><b>2015/16 Surface Plan and Update on Performance Targets</b> That the section on crime key performance indicators be rewritten to clarify the reference to the 24 percent of Londoners' journeys affected.  That the Director of Enforcement and On Street Operations be invited to attend a future meeting to discuss key performance indicators in the area of crime and anti-social behaviour on the transport network.</p>		<p>Following the meeting.</p> <p>22 October 2015 meeting</p>	<p>Paper on crime key performance indicators attached as Appendix 3 to this item.</p> <p>Scheduled.</p>
12/05/15	<p><b>Road Modernisation Plan:</b> Update reports on large project schemes would be submitted to future Panel meetings.</p>	Nigel Hardy	15 July 2015 meeting	Item included on agenda. On-going.

## Actions from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status note
38/04/14 44/07/14	<p><b>Matters Arising and Actions List</b></p> <p>A note to be circulated on the outcome of the further consideration of providing Christmas Day bus services.</p>	Leon Daniels	22 October 2015 meeting	In progress. A full report will be presented to meeting of 22 October 2015 once analysis has been completed.
04/02/15	<p><b>Managing Director's Report</b></p> <p>Results of the most recent customer surveys to be provided.</p>	Patrick Doig	15 July 2015 meeting	Attached at Appendix 2.
06/02/15	<p><b>Enhancing Advertising Board Enforcement</b></p> <p>The list of zero tolerance areas to be reviewed and an update report to be submitted to a future Panel meeting.</p>	Steve Burton	25 February 2016	Scheduled.

## Actions from the Surface Transport Panel Meeting of 13 May 2015

### Customer Satisfaction

#### Value for Money

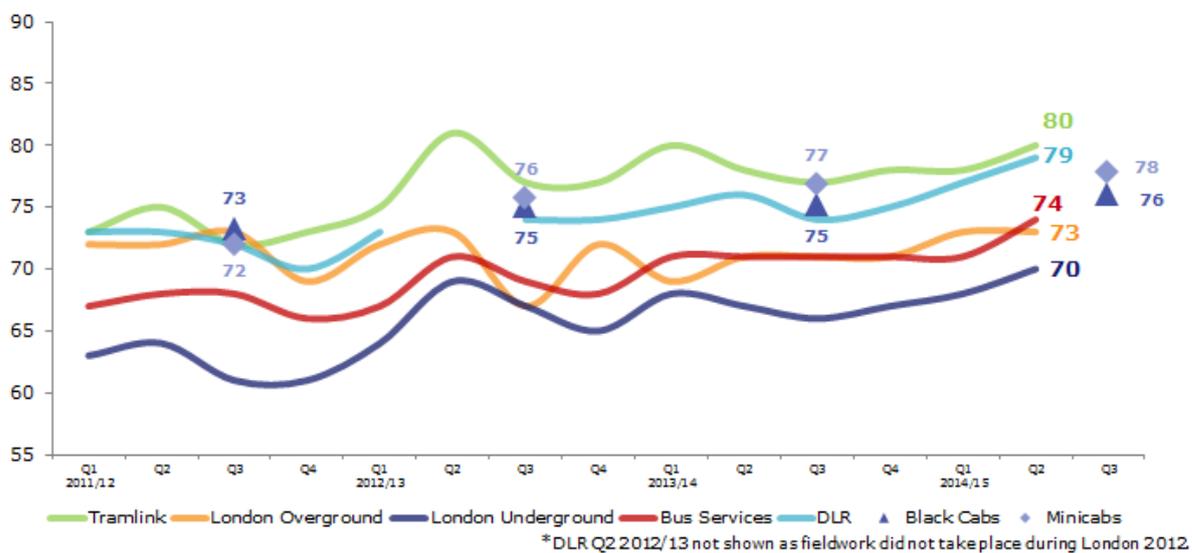
At the Surface Transport Panel on 13 May 2015, the Chief Operating Officer gave details of customer satisfaction with value for money across different parts of TfL. This update was in response to a query raised at a Surface Transport Panel meeting of 11 February 2015.

The detail behind this is set out below.

#### Taxi and Minicab Customer Satisfaction Survey, Quarter 3 2014/15

##### Comparison of value for money across modes

Satisfaction with value for money peaked in Q2 2014/15, with all modes, except London Overground, improving this quarter. Taxis and Minicabs have historically performed relatively well on this measure and continue to improve over time.



Comparison of value for money across different TfL modes over time

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Note: Customer satisfaction surveys did not take place on the DLR during Q2 2012/13 due to the London 2012 Games.

## **Actions from the Surface Transport Panel Meeting of 13 May 2015**

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The Surface Transport Panel at its meeting on 13 May 2015 requested that the crime key performance indicator (KPI) section of the 2015/16 Surface Plan be revised to clarify the reference to the 24 per cent of Londoners' journeys affected. The members were seeking an explanation for the context and basis for this measure as this level of detail is not included in the Surface Plan.

Members requested that Steve Burton, Director of Enforcement and On-street Operations, attend a future meeting to discuss KPIs for the crime outcome. Steve Burton is scheduled to attend 22 October 2015 Panel meeting.

### **Key performance indicators for the Crime Outcome**

The 2015/16 Surface Plan includes four KPIs for the crime outcome. These are shown in the table below with a brief description of the measure.

KPI	2015/16 Target	Description
Londoners whose use of transport is significantly affected by crime and disorder (%)	23% (2014/15 forecast was 24%)	This is a perception measure and is based on results from TfL's quarterly safety and security survey. It is included as a key indicator in the Mayor's Transport strategy. More information on this perception measure is included below.
Recorded crime on the bus network (crime per million passenger journeys)	7.2	This measure is a rate – the number of crimes per million passenger journeys and is based on official bus-related crime figures and bus passenger figures.
Recorded crime on LU/DLR (crime per million passenger journeys)	6.8	This measure is a rate – the number of crimes per million passenger journeys and is based on official bus-related crime figures and passenger figures for London Underground and Docklands Light Railway.
Recorded crime on London Overground (crime per million passenger journeys)	7.4	This measure is a rate – the number of crimes per million passenger journeys and is based on official bus-related crime figures and London Overground passenger figures.

## **Background**

While the chances of becoming a victim of crime when travelling in London remains low, and is now at its lowest level in ten years, it is clear from research that fear of crime and antisocial behaviour continues to affect people's willingness to travel and can affect their choice of transport mode.

Fear of crime and the correlation of fear with actual crime is complex and statistical analysis has shown that there is not a direct link between the two. Fear of crime is not simply based on the amount of crime taking place but influenced by many other factors which often results in what is often described as fear/crime paradox. The gap between the perception and reality of crime is not isolated to public transport but is also experienced in the wider community.

The behaviour of and proximity to other passengers, familiarity of the area, state of the environment, presence of 'capable guardians', previous experience of crime, perception of the whole journey from door to door, wider social concerns and media reports all contribute to feelings of safety and security. Furthermore, fear of crime is often exemplified in enclosed transport environments or waiting at 'isolated' stops or stations. Fear of crime is also highly sensitive to location and time of day as well as an individual's age, gender and ethnicity.

Identifying, measuring and understanding fear of crime is difficult, which is why TfL has commissioned a quarterly survey of 1,000 Londoners (both users and non users of public transport) to help monitor perceptions and better understand what is influencing those perceptions. Extensive research (including focus groups) has also been undertaken to provide greater insight into the causes of fear of while travelling, the steps passengers take to deal with their fear/concerns and what can be done to reduce this fear and reassure the travelling public. Research findings are used to inform TfL's community safety activities (including marketing and communications strategies and messaging) and priorities for transport policing and enforcement to improve passenger perceptions and confidence.

The KPI from TfL's quarterly survey that is included in the 2015/16 Surface Plan measures the proportion of Londoners who have significant concerns about crime and antisocial behaviour on public transport such that it deters them from using it. The results show a significant and statistically valid improvement from April 2008 when the research began, but now remain relatively stable. More detail on this measure is included below.

## **Perception measures**

The measure "Londoners whose use of transport is significantly affected by crime and disorder (percentage)" is calculated from the Quarterly Attitudes to Safety and Security survey, an independent survey commissioned by TfL. This survey asks 1,000 Londoners (selected at random) through a telephone interview about their experiences relating to safety and security, with a focus on crime and anti-social behaviour (ASB), when travelling on public transport in London.

The KPI measures the percentage of Londoners that report how frequently their use of public transport (buses / London Underground / National Rail by day and night) is affected “a lot” by crime and ASB concerns.

The measure is based on two specific questions asked as part of the survey:

- (1) Thinking for the moment just about travelling during the day, do concerns about safety from crime or anti-social behaviour affect the frequency with which you travel by Bus/London Underground/National Rail during the **day**
- (2) Thinking now about travelling at night, do concerns about safety from crime or anti-social behaviour affect the frequency with which you travel by Bus/London Underground/National Rail at **night**

The responses the interviewees can give are:

- a lot / a little / hardly at all / not at all / I have no need to travel by this means / don't know

The measure is based on the responses for “a lot” as this group is considered to be **significantly affected** by crime and disorder concerns in that it affects the frequency with which they travel by public transport modes.

The quarterly survey has been enhanced in line with the latest research on measuring fear of crime. Questions have been added to help distinguish between more generalised anxiety while travelling (as measured by the KPI) and specific episodes of concern and worry which will help to inform TfL and police activities. The new KPI measures the percentage of Londoners who can recall feeling worried about their personal security when using public transport in the last three months. This additional measure is now also reported on at a Surface Transport level. The 2015/16 target for this measure is 17 per cent.

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