

**TRANSPORT
FOR LONDON**

EVERY JOURNEY MATTERS

Antisocial Behaviour on Buses

Siwan Hayward

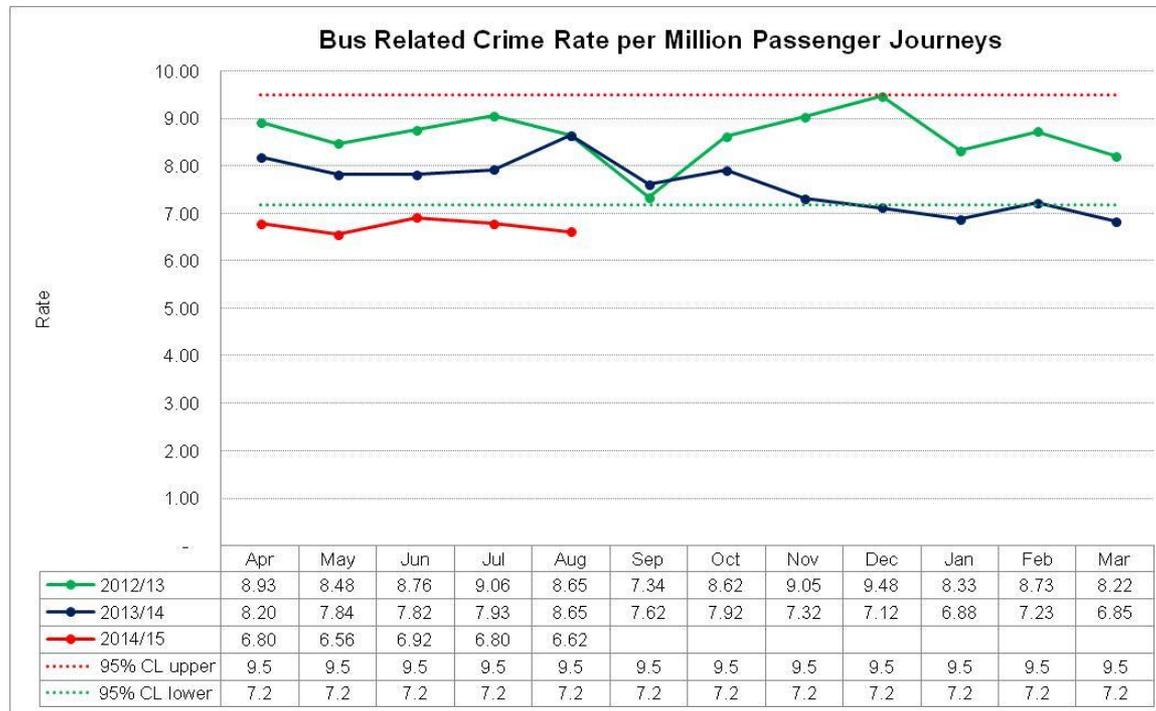
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Crime on the Bus Network

- Rate of crime on buses is at all time low

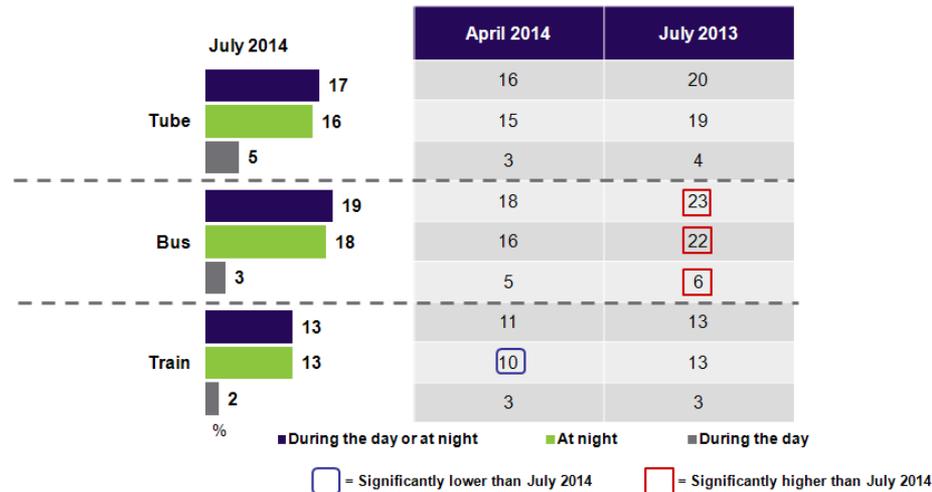


Perception of safety and security

- TfL Customer Satisfaction Survey – personal safety whilst ‘travelling on bus’ highest since survey began (score 89/100)
- However, TfL Safety and Security survey shows worry still affects travel behaviour

The proportion of those affected ‘a lot’ by concerns about crime/anti-social remains broadly the same as last quarter across all modes

On bus, Tube or train, during the day or after dark



SSCRIM1: Would you say these concerns affect the frequency a lot, a little, hardly at all or not at all?
 Base: All – July 2014 (1,000); April 2014 (1,003); July 2013 (1,004)



Pan London Driver Incident Reports

Community Safety DIRs
from 01/04/14 to 01/10/14



Drawn by: Claire Hughes
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Community Safety DIRS -01/04/14 to 01/10/14

Sector	Category	April	May	June	July	August	September	Total
Central	CRIMINAL DAMAGE	24	39	14	24	42	24	167
	DISTURBANCE	401	430	381	342	432	417	2403
	ROBBERY	2		2	2	1		7
	THEFT AND HANDLING	3	11	13	8	4	11	50
	VIOLENCE AGAINST THE PERSON	25	30	34	25	28	36	178
CENTRAL SECTOR TOTAL								2805
East	CRIMINAL DAMAGE	62	42	51	61	70	65	351
	DISTURBANCE	247	278	300	301	278	281	1685
	ROBBERY	1	3	4	2		3	13
	THEFT AND HANDLING	3	5	11	3	5	8	35
	VIOLENCE AGAINST THE PERSON	34	21	27	38	22	37	179
EAST SECTOR TOTAL								2263
North	CRIMINAL DAMAGE	52	47	53	32	42	48	274
	DISTURBANCE	357	413	371	400	439	400	2380
	ROBBERY	1	1	3	1		1	7
	THEFT AND HANDLING	9	4	8	9	5	5	40
	VIOLENCE AGAINST THE PERSON	22	34	34	39	33	31	193
NORTH SECTOR TOTAL								2894
South	CRIMINAL DAMAGE	46	59	53	68	52	69	347
	DISTURBANCE	321	356	372	322	366	356	2093
	ROBBERY	4	1	2	1	1	1	10
	THEFT AND HANDLING	3	3	6	8	2		22
	VIOLENCE AGAINST THE PERSON	31	25	43	41	29	43	212
SOUTH SECTOR TOTAL								2684
West	CRIMINAL DAMAGE	42	52	48	41	36	55	274
	DISTURBANCE	300	331	333	330	340	334	1968
	ROBBERY		1	2	1	2	4	10
	TAXI TOUTING	1						1
	THEFT AND HANDLING	1	3	5	7	6	3	25
	VIOLENCE AGAINST THE PERSON	29	37	36	30	33	30	195
WEST SECTOR TOTAL								2473



TfL Funded Police Resources

- **Ongoing investment in transport policing - £91m to the MPS to significantly fund...**
- **New MPS Roads & Transport Policing Command**
 - **A Safer Transport Team on every borough, engaging with passengers who have highest fear of crime**
 - **More resources to call upon for wider police operations e.g. Operations Presence, Safebus, Autumn nights**
 - **Increased flexibility to target behaviour relating to the night time economy**
 - **Operational from December 2014**
 - **Safer Transport Teams using Fear of Crime profiles to target specific communities. Each team has a borough engagement plan**



TfL Officers

- **Around 250 TfL officers tackling fare evasion and deterring ASB via targeted bus patrols**
- **2 teams have additional accredited powers and are an extra resource to deal with ASB**
- **Recent 8 week trial at Victoria Coach Station to tackle ASB:**
 - **abusive passengers**
 - **ticket touts**
 - **beggars**
 - **drinking alcohol or smoking within coach station****Feedback from staff and passengers - patrols from TfL officers make environment safer and less intimidating**



TfL activity

- **ASBOs:** In addition to those issued by boroughs, TfL obtained 16 ASBOs from 01/10/2013 to 01/10/2014. There are currently 17 ASBOs pending, due in court within the next few months.
- **School issue list and targeted visits to schools by TfL's Safety and Citizenship team**
- **All young people sign Behaviour code as part of concession and can have withdrawn**
- **Better Behaviours campaign**



Route 25

Specific work on the bus route 25 to understand issues at a route level (police enforcement, driver and passenger engagement events).



- A team of PCSOs from Tower Hamlets and Newham who are dedicated to patrol this route.
- Engagement with drivers to identify times and location of ASB and the patrol task on this intelligence.
- Several community engagement days have already been held in ASB hotspot locations (Whitechapel and Stratford) to promote work of police and Safety and Citizenship team – to build confidence.
- Safety & Citizenship team visit to 5 schools along the route – who are also involved in our Youth Travel Ambassador programme.
- The mid-project survey will be run in October to see if there have been changes in passenger concerns regarding ASB.



Operation Menas

- **Does hi-vis police presence at bus stops and on routes reduce crime and disorder?**
- **Randomised control trial with treatment and control bus stops and routes**
- **Multiple short, hi-vis deployments to bus stops with high levels of incident reports from bus drivers on weekday afternoons (March – August).**
- **Results expected end of October**



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