BRITISH TRANSPORT POLICE

Agenda Item 7

REPORT TO:	**Stakeholder Relations & Communications Strategy Committee**
DATE:	**6 April 2009**
SUBJECT:	**AUTUMN 2008 NATIONAL PASSENGER SURVEY**
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1. PURPOSE OF PAPER

1.1. This paper provides a summary of the headline findings from the BTPA/BTP sponsored questions from the autumn wave of the 2008 National Passenger Survey (NPS), and provides a direct comparison with the autumn 2007 data.

2. BACKGROUND

2.1 BTP has questions on both the spring and autumn wave of the Passenger Focus *National Passenger Survey*. The 2008 autumn wave was completed by 25,600 passengers, and included questions on awareness and visibility of BTP, priorities for BTP and feelings of personal security on trains and at stations.

2.2 The findings are presented in relation to supplementary data on demographics (gender, age and ethnicity), timing and purpose of travel where possible. Relevant findings will be sent to the Diversity Department and the Policing and Security Group (PSG) for their own use.

3. SUMMARY

3.1 There has been a reduction in the percentage of passengers who have had cause to worry when making train journeys, falling from 17% (Autumn 2007) to 16%. This has continued the trend of steady decrease witnessed in the previous three autumn NPS waves, down from 23% in Autumn 2005.

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3.2   The top six reasons for concern over personal security are identified as being (in descending order. Autumn 2007 data is supplied for comparison):

- Anti-social behaviour by other people on the train: 74% (2007: 74%)
- Anti-social behaviour by other people at the station: 64% (2007:64%)
- Lack of station staff: 46% (2007: 46%)
- Lack of on-train staff: 45% (2007: 47%)
- Anti-social behaviour by other people in the neighbourhood: 37% (2007: 39%)
- Poor lighting around the station: 23% (2007: 25%)

3.3   The order of reasons for concern by proportion of respondents did not change between 2007 and 2008, other than lack of station staff overtaking lack of on-train staff. Anti-social behaviour (ASB) is again the dominant reason for passenger concern regarding their personal safety.

3.4   There were gender differences for reasons of concern over personal security. Females predominantly identified environmental issues, citing lack of staff and passengers, poor train and station lighting, isolated stations, and insecure car parks. Additionally, fear of terrorism was of greater concern for females. Males referred to previous experiences of incidents as the predominant reason for their concern; this included ASB and witnessing vandalism or violence.

3.5   Eight percent of all respondents stated that personal security concerns had prevented them from travelling by train during the last six months. From this proportion, 58% chose to use another mode of transport to make their journey and 22% chose not to make a journey at all; four percent selected both options. These findings will be fed back to the industry Policing and Security Group (PSG) meeting.

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4. PERCEPTIONS OF PERSONAL SECURITY

4.1 Table 1 illustrates that there has been an improvement in the level of personal security concerns that passengers have when using the railways. Although this improvement from autumn 2007 (wave17) is only one percentage point, it is encouraging progress following on from the previous three years' results. There is a seven percentage point difference in the level of personal security concerns from the autumn 2005 wave:

Year of survey (Autumn NPS wave)	2005	2006	2007	2008
Cause to worry about your personal security whilst making a train journey	23%	18%	17%	16%

Table 1

4.2 Concern with personal security decreases with age: whilst the youngest passengers (those aged 16-34) had the greatest numbers of respondents reporting cause for worry, those aged 60 and over had the fewest. This suggests a need to target a reassurance measure at younger age groups.

4.3 As found in other consultations, respondents' ratings of personal security concerns were unsurprisingly related to officer visibility. Of those that do not regularly see officers at stations, 19% had cause for concern. This is in contrast with those who do regularly see officers at stations, of which only 13% reported cause for concern: this is less than 16% of all respondents who had cause to worry when making a journey.

4.4 ASB is again the central reason given for why passengers felt concerned for their personal safety. It is of most concern for males, those who work full time, and passengers aged between 60 and 64.

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4.5   There is a relationship between respondents who state that they regularly see BTP officers on trains and at stations, and those who have less concerns regarding the problem of ASB. This suggests that BTP visibility does provide reassurance to passengers.

4.6   BTP work to address issues regarding ASB. Examples of this include: NPTs working alongside youths in schools, and the introduction of PCSOs to act as a visible deterrent and to enforce Railway byelaws (e.g. Railway byelaw 3A on alcohol restrictions). The ASB targets that have been in place since 2003-04 policing plan reflect the continued impact of ASB on stakeholders.

4.7   Black and Minority Ethnic respondents (BME) expressed higher levels of concern when making journeys in the last six months in comparison to those self-defined as white. 19% of BME respondents have had cause for concern, which is higher than the 16% of those respondents self-defined as white. This information will be sent to the Diversity Unit for their attention.

4.8   20% of those who reported a disability or long term illness have had personal security concerns in the past six months (again higher than the 16% average overall). ASB is of no greater concern to these respondents, although a lack of rail staff and environmental issues such as poor lighting at stations (27%; compared to 18% all other respondents) and on trains (13%: 4% all other respondents) are a greater cause for concern for this group than all other respondents.

4.9   Interestingly, respondents with a disability or long term illness have greater concern regarding the fear of terrorism on the trains (16%; 7% all other respondents) and at stations (15%; 7% all other respondents), which suggests that they may feel more vulnerable than other passengers to this crime type.

4.10   Although fear of terrorism featured outside the list of top six concerns for respondents (7% selected this as a cause for worry about personal security on trains and on stations), it is of greater concern to females, respondents who use the railway for leisure purposes, and those aged between 16-25.

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4.11 Passenger safety concerns continue to be addressed by BTP through: the introduction of Neighbourhood Policing Teams; partnership working with the railway industry, such as the Secure Stations Scheme and stop and searches.

5. VISIBILITY

5.1 Passengers were asked about the visibility of BTP whilst on board trains. Only 5% of passengers said that they regularly see BTP officers; although this figure appears to be relatively low, it is an improvement on the 4% visibility rating from the autumn 2007 wave.

5.2 The level of BTP visibility at stations is slightly lower in comparison to the autumn 2007 NPS. 28% of passengers regularly see BTP officers at stations (2007: 29%). Those defined as working full time reported the highest level of visibility of BTP officers at stations (30%).

5.3 This is a positive finding, as Operation Alert aims to raise visibility at stations during the times when commuters use the railways in order to provide greater levels of reassurance. This is reinforced by results showing a higher level of BTP visibility at stations from those travelling at peak times of day (30%) in comparison to those travelling on off-peak journeys (25%).

5.4 On trains, passengers on off-peak journeys report that visibility of BTP officers is higher than those passengers travelling at peak times. This reflects BTP's priority to provide a high level of police presence in the station environment rather than on the trains during peak time.

5.5 Although respondents that work full time report a high level of BTP visibility at stations, they have some of the greatest levels of concern in regards to their personal security, with 19% having cause for worry when making a journey. Students have the same level of concern. Possible reasons for this include; the times of day when they travel, for example late in the evenings when BTP visibility is lower. Additionally, students are likely to own commodities which could make them a target of acquisitive crime, such as MP3 players.

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6.   CONTACT WITH BTP

6.1   95% of passengers have had no form of contact with BTP in the past six months, which is slightly higher than 94% from autumn 2007 wave. From the proportion of those who did make contact, reporting an incident that they had witnessed was the main reason for contact (17%).

6.2   The percentage of respondents that have witnessed or been a victim of crime are relatively small; questions relating to their satisfaction with BTP service therefore does not allow for deeper exploration of such issues. These questions are also used during the monthly BTP Victims of Crime survey, which allows the Quality of Service (QoS) team to gain a much more detailed understanding of the service provided to victims. The QoS team will consider the continuation of these questions.

6.3   5% of the total sample chose not to contact BTP after witnessing or being involved in an incident. Table 2 shows the reasons stated:

Why did you not contact the police?		
Reason	**Frequency**	**%**
Decided nothing could be done about the incident	545	42
Did not know how to contact BTP	414	32
Decided it was too trivial to bother contacting the police	402	31
Other reason	295	23
Worried that contacting the police would delay my journey	159	12
Did not know that the BTP existed	67	5
Don't like dealing with the police	57	4
Don't know/ No answer	40	3
Tried to contact BTP but did not succeed in doing so	24	2

Table 2

(* percentages will not add up to 100% as respondents could select all that applied)

6.4   The main reason why respondents chose not to contact BTP in order to report an incident was that they believed that nothing could be done.

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6.5   The order of reasons for not contacting the police did not change between 2007 and 2008, other than the number of passengers who did not know how to contact BTP rising to 32%, from 30% in autumn 2007. The Media and Marketing department are addressing this through promotion of the national non-emergency number. All promotional material directed at the public is now labelled with the BTP badge, contact number and website address.

6.6   13% of those aged 16-25 did not report an incident because they were unaware that BTP existed; this is higher than 5% overall. This suggests that awareness of BTP is better embedded amongst older passengers who may have been using the rail network for a longer period of time; further work needs to be done to explore awareness of BTP amongst youths. This information will be sent to Keith Jarrett, who is the coordinator of the newly formed BTP Youth Board.

7.   CONCLUSIONS

7.1   Passenger concerns regarding personal security are down from 23% in 2005 to 16%. Feelings of personal security are largely affected by perceptions of environmental conditions, along with the presence of others including passengers and rail staff. BTP's drive to introduce further NPTs, which aim to provide a higher level of presence and community engagement, should continue to help address these personal security needs.

7.2   The establishment of NPTs are also aimed at reducing problems regarding ASB on the railways, which passengers rated as their chief concern. NPS data can be used at national level, but cannot be broken down further to local level. Where possible, the QoS team will monitor future waves of the survey in relation to this issue.

7.3   Passengers who did not report a crime or an incident that they witnessed because they did not know how to contact BTP is of particular concern. BTP should continue to address this issue.

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8. ACTION PLAN

8.1 The recommendations below have been approved by COG to address the findings of this survey.

8.2 BTP should continue to support the newly formed BTP Youth Board within LU Area as a tool for youth engagement and to help raise awareness about BTP, and provide support to the establishment of Youth Boards in LN and LS Areas. Consideration should also be given for opportunities to establish Youth Boards in non-London Areas.

8.3 The findings relating to ethnicity and disability will be passed to the Community Engagement and Partnerships Unit for their consideration.

8.4 The Quality of Service team will review the use of questions regarding the satisfaction with the service provided to passengers who have witnessed or been a victim of crime. These questions are asked during the monthly Victims of Crime survey. By removing these questions, this will provide the opportunity to ask alternative personal security questions to a large sample size.

9. RECOMMENDATIONS

9.1 That members note the contents of this paper.