



# Railway Policing What matters to you?

2016 | Public consultation findings

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## Executive summary

We conducted our annual public consultation between November 2016 and January 2017 to identify the policing priorities that matter most to the public when using or working on the railway. We also examined public awareness and perception of British Transport Police (BTP) and provided the public with an opportunity to tell us how we can make them feel safer whilst on the railway.

The consultation was carried out using a short survey, which was made available to the public online and via Freepost survey cards. Survey cards were handed out to the public at railway stations across England, Scotland and Wales and the link to the online survey was advertised on our website and social media channels.

### Key findings

- *Antisocial behaviour, Greater police presence in the evening and late at night and Increased general visibility of uniformed police officers* were the top three policing priorities identified by respondents.
- *Terrorism, Violent crime and Crime-related disruption on the railway* were also identified by many respondents as their policing priorities.
- The top three policing priorities selected by respondents were similar across all Divisions and Subdivisions, with some variety in the order of importance.
- The majority of respondents rated their personal security at their local stations positively. However, certain demographic groups, such as female respondents and Black respondents, reported a lower rating for their personal security.
- Most respondents stated they were aware of BTP and its role in policing the railway. Although fewer were aware of our text 61016 service, both figures reflect an increase in public awareness of us and the text 61016 service.
- Analysis of respondents' comments revealed how we can make the public feel safer whilst using or working on the railway through targeted policing and communications strategies and partnership working and lobbying.

The feedback gathered from this consultation improves our understanding of what matters to the public whilst travelling or working on the railway. The consultation responses also offer useful insights into how to make people feel safer and more confident when using the railway. The findings have helped us to develop a more meaningful policing plan for 2017/18.

## 1. Introduction

Our Research and Development team conducted the public consultation (*Railway Policing: What matters to you?*) between November 2016 and January 2017. This took the form of a short survey which aimed to identify the policing priorities that matter most to the public when using or working on the railway. The consultation also examined public awareness and perception of BTP.

Findings from the 2016 consultation are intended to inform decisions about our policing plans for 2017/18. Furthermore, the consultation was an opportunity for us to engage with the public and raise public awareness of and confidence in us. The consultation also provided rail users and rail staff with an opportunity to let us know what matters to them and what areas of our work could be improved.

This report presents the findings from our 2016 public consultation. The analysis is based on the 1,959 valid responses we received.

## 2. Methodology

Our 2016 public consultation was launched on Monday 21 November 2016 and concluded on Monday 9 January 2017. The consultation survey included a range of quantitative and qualitative questions. It asked respondents to identify the top three policing priorities they thought we should focus on in 2017/18. It also examined public awareness and perception of us and their feelings of safety when using or working on the railway. Demographic information about respondents was collected for analysis purposes.

Over the seven-week consultation period, the survey was made available to the public first online (from Monday 21 November 2016) and then via Freepost survey cards (from Monday 28 November 2016).

Freepost survey cards were produced and distributed to our police posts at railway stations that have either particularly low or high passenger confidence, based on internal analysis of the National Rail Passenger Survey and to Neighbourhood Policing Teams (NPTs) who had requested hard copies of the survey. A total of 44,750 survey cards were handed out to the public by police officers, police community support officers (PCSOs), members of our Special Constabulary and volunteers.

The survey was also made available to the public online. The survey link was advertised on the survey cards, our website and our social media accounts. It was also advertised in Rail News – a leading newspaper for the rail industry.



**FREEPOST**  
RLYC-ZEKH-XSYZ  
British Transport Police  
25 Camden Road  
London NW1 9LN

To complete online visit  
[btp.police.uk/whatmatters](http://btp.police.uk/whatmatters)

**Railway Policing**  
What matters to you?

We are British Transport Police – the specialist national police force for the railways. We are committed to getting you home safe, secure and on time. We would like to find out about what matters to you when using the railway or London Underground network.

Responses are anonymous and will only be used for the purpose of improving the service.

1. What is your work status?  
[Text box]

2. In this station:  
 National Rail  London Underground/Overground/CLR  Tram/Metrolink

3. What is the purpose of your journey today?  
 Business  Thriller/criminal  Business  Mail/catch  
[Other (please specify):] [Text box]

4. How good a job do you think we are doing at your local station?  
 Excellent  Good  Fair  Poor  Very poor

5. In your opinion, what three of the following would be priorities for us over in the next year? Please select THREE.  
 Ticket fraud  Cycle theft  
 Disorderly public behaviour on the railway (e.g. mobile phone use)  Other sporting events (e.g. rugby, horse racing)  
 Hate crime  Terrorism  
 Sexual offences  Robbery  
 Football-related disorder  Staff absence/slowdown  
 Vandalism  Other serious disruption on the railway (e.g. trespassing or vehicle theft)  
 Unauthorised behaviour (e.g. smoking, drink/consumables)  Criminal damage, vandalism or graffiti  
 Drug dealing and using  Other (please specify) [Text box]  
 Increased general visibility of uniformed officers  
 Theft of personal property (e.g. pickpocketing)

6. What could we do to make you feel safer at your local station?  
[Text box]

7. How would you rate your personal safety at your local station?  
 Very good  Fairly good  Neither good nor poor  
 Fairly poor  Very poor

8. How do you feel about the railway network in your area?  
 Excellent  Good  Fair  Poor  Very poor

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 Excellent  Good  Fair  Poor  Very poor

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98. How do you feel about the railway network in your area?  
 Excellent  Good  Fair  Poor  Very poor

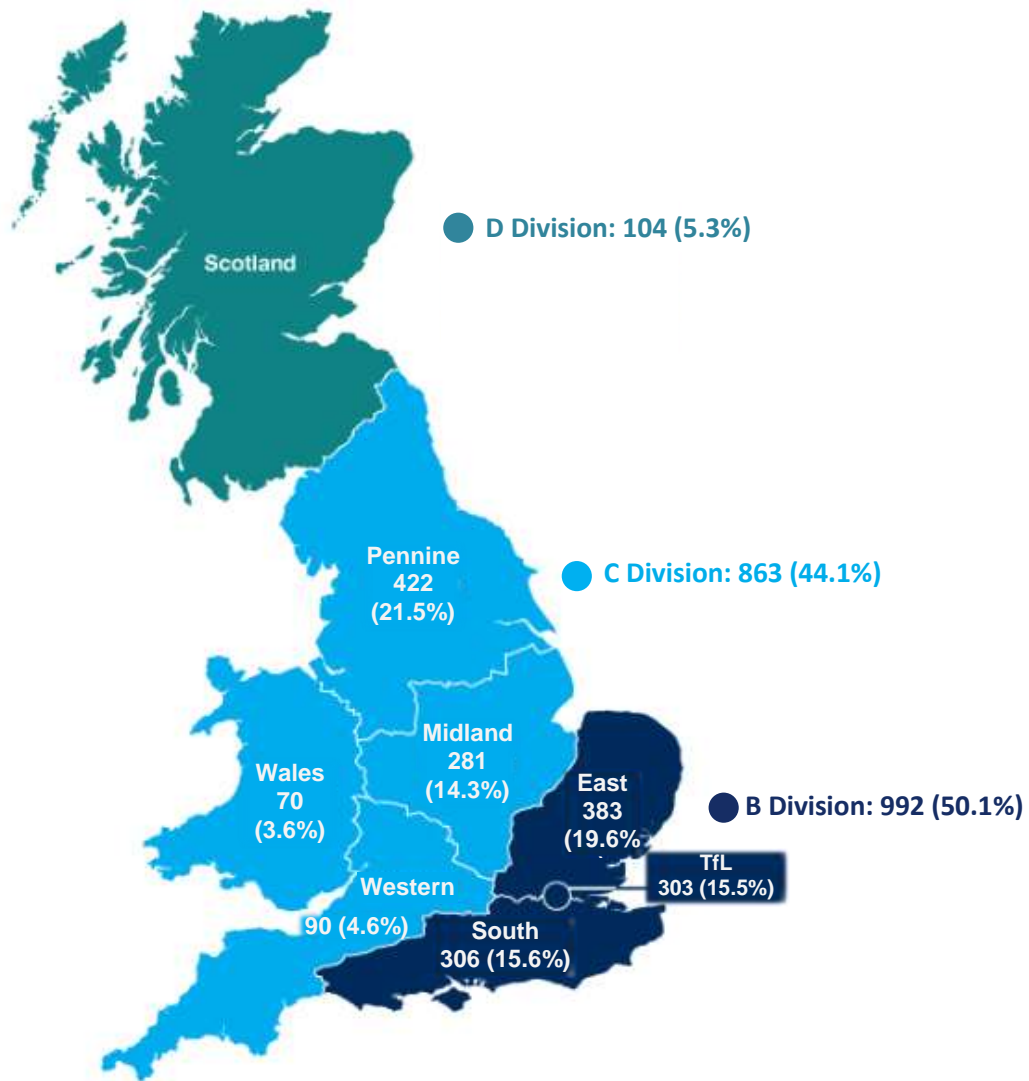
99. How do you feel about the railway network in your area?  
 Excellent  Good  Fair  Poor  Very poor

100. How do you feel about the railway network in your area?  
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### 3. Demographics

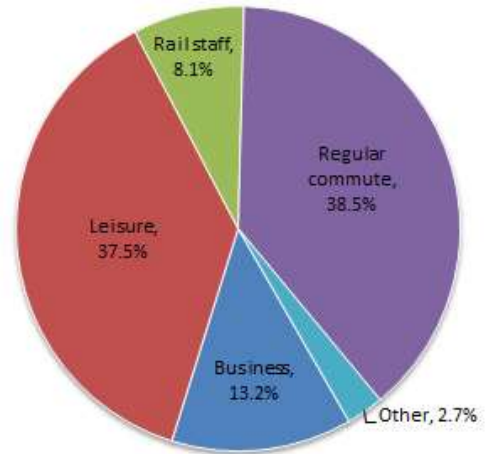
#### 3.1. Geography

Half of respondents (50.6%) listed a B Division station as their local station; 44.1% and 5.3% of respondents listed local stations in C and D Divisions respectively.



### 3.2. Purpose of journey

Almost two-fifths of respondents (38.5%) identified the journey for which they completed the survey as a *regular commute*. Similar number of respondents were travelling for *leisure* (37.5%) and 13.2% of respondents were travelling for *business*. *Rail staff* were also represented in the survey (8.1%).



### 3.3. Gender

Of the 1,919 respondents who provided their gender information, 56.1% identified as *male*, 39.2% identified as *female*, 0.5% identified as *transgender* and 0.3% identified as *other (non-binary gender)*. The remainder (3.5%) *preferred not to say*.



56.1%



39.7%



0.5%



0.3%

### 3.4. Age

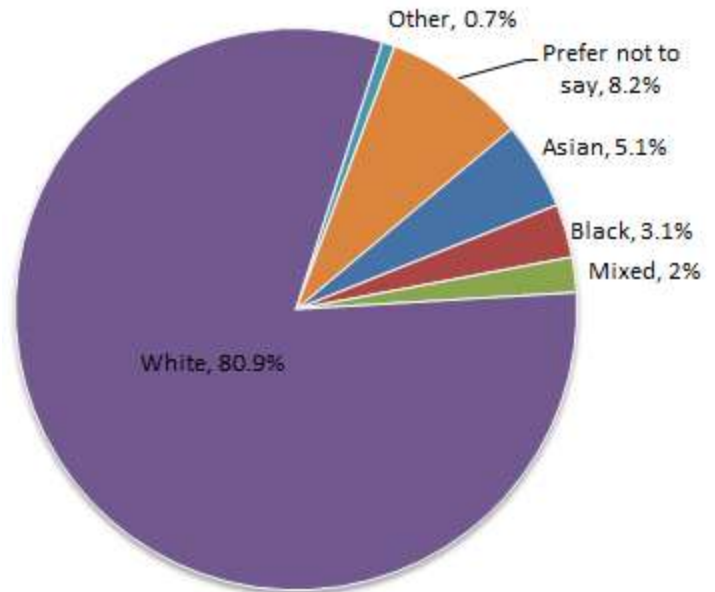
The majority of respondents are aged between 25 and 54 (59.7%). Fewer respondents fall into the lowest or highest age brackets (*under-17* and *75 and above*). However, there was good representation from the rest of the age groups: 11.7% are aged between 17 and 24; 13% are aged between 55 and 64; and 8.4% are aged between 65 and 74. About 4% of respondents preferred not to provide their age.

Age group	Respondents	%
Under 17	37	1.9%
17-24	225	11.7%
25-34	421	21.9%
35-44	339	17.6%
45-54	386	20.1%
55-64	250	13.0%
65-74	162	8.4%
75+	26	1.4%
Prefer not to say	75	3.9%
<b>Total</b>	<b>1,921</b>	



### 3.5. Ethnicity

A considerable number of respondents identified as *White* (80.9%), and there was representation from some other groups: *Asian* (5.1%), *Black* (3.1%) and *Mixed* (2%).



### 3.6. Disability

About 11% of the 1,920 respondents who provided an answer to the disability question said they considered themselves to have a disability. The majority of respondents (84.3%) did not consider themselves to have a disability.

### 3.7. Religion

This year's consultation was the first time we asked respondents about their religion and sexual orientation; this was to enable us to examine whether the consultation is reaching diverse demographic groups.

Less than half of respondents who answered the question about their religion said they were *Christian* (44.8%). There was also representation from other religions: *Buddhist* (0.5%), *Hindu* (0.7%), *Jewish* (0.9%), *Muslim* (2.4%), *Sikh* (0.5%) and *Other* (1.1%). Just over two-fifths of respondents said they had *no religion* (41.2%) and some *preferred not to say* (8%).

### 3.8. Sexual orientation

The majority of the 1,911 respondents who answered the question about their sexual orientation said they were *heterosexual* (75%), 4% said they were *bisexual*, 7.3% said they were *gay/lesbian* and 1.3% chose *other*.

## 4. Policing priorities

To help us understand what matters to the public when using or working on the rail network, respondents were asked to select what they think should be the top three policing priorities from a list of 17. The findings from this helped to inform our policing plan for 2017/18 by highlighting the areas on which the public think we should focus our resources.

As respondents were able to select up to three priorities, the percentage in the charts in this section represents the proportion of respondents who selected each priority. For example, 785 respondents identify *antisocial behaviour* as one of their priorities, which is equivalent to 40.1% of 1,959 respondents. Therefore the sum of all percentages does not equal 100%.

### 4.1. Forcewide

Similar to results from previous consultations in 2014 and 2015, *Antisocial behaviour* remains the top policing priority – 40.1% of respondents picked this as one of their top three policing priorities. This is closely followed by the priority to have a *Greater police presence in the evening and late at night* (39.8%) and to *Increase general visibility of uniformed officers* (39.4%).

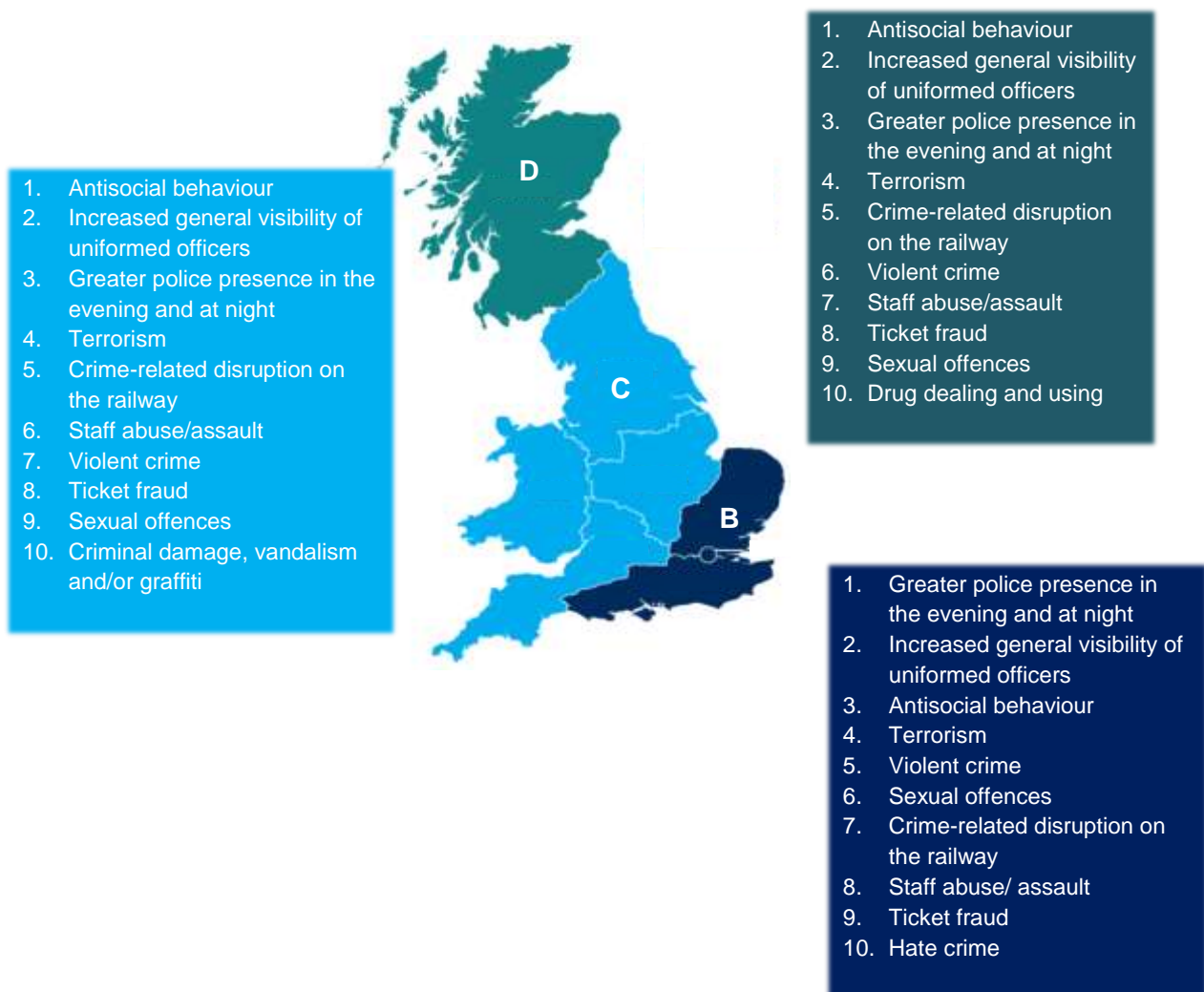
A higher proportion of respondents considered *Terrorism* as one of their top three policing priorities in 2016 (29.1%) compared to in 2015 (25.9%). This increase understandably reflects the impact of terrorist attacks around the world in 2016, including attacks in European cities, such as Nice, Brussels and Berlin. *Violent crime* and *Crime-related disruption on the railway* were also of noticeable concern to respondents: 20.1% and 19% of respondents reported that we should focus on these two policing priorities. This is closely followed by *Sexual offences* (17.7%), *Staff abuse/assault* (16.2%), *Ticket fraud* (13.6%), *Hate crime* (11.3%) and *Drug dealing and using* (10%). This chart presents the policing priorities in descending order according to the proportion of respondents selecting each priority.

	Priorities	Respondents	%
1	<b>Antisocial behaviour (eg begging or drunkenness)</b>	785	40.1%
2	<b>Greater police presence in the evening and late at night</b>	779	39.8%
3	<b>Increased general visibility of uniformed officers</b>	771	39.4%
4	<b>Terrorism</b>	570	29.1%
5	<b>Violent crime</b>	393	20.1%
6	<b>Crime-related disruption on the railway (eg trespassing or cable theft)</b>	373	19.0%
7	<b>Sexual offences</b>	346	17.7%
8	<b>Staff abuse/assault</b>	317	16.2%
9	<b>Ticket fraud</b>	266	13.6%
10	<b>Hate crime</b>	221	11.3%
11	<b>Drug dealing and using</b>	196	10.0%
12	<b>Criminal damage, vandalism and/or graffiti</b>	184	9.4%
13	<b>Theft of personal property (eg pickpocketing)</b>	183	9.3%
14	<b>Football-related disorder</b>	151	7.7%
15	<b>Robbery</b>	127	6.5%
16	<b>Cycle theft</b>	120	6.1%
17	<b>Other sporting events (eg rugby, horse racing)</b>	40	2.0%
18	<b>Other priority (please specify<sup>1</sup>)</b>	55	2.8%
<b>Total Respondents</b>		<b>1,959</b>	

<sup>1</sup> Examples of 'Other (please specify)' priorities include parking on double yellow lines outside station, inappropriate advertising, littering on tracks and gang-related activities.

## 4.2. Divisions

The top three policing priorities selected by respondents were similar across all Divisions. Respondents in all three Divisions considered *Antisocial behaviour*, *Greater police presence in the evening and at night* and *Increased general visibility of uniformed officers*; albeit in different order of importance. *Terrorism* was also the number four policing priority for respondents across all Divisions. *Violent crime* was considered a higher priority by respondents in B Division compared to those in other Divisions. Meanwhile, *Crime-related disruption* was considered a higher priority by respondents in C and D Divisions than those in B Division. *Staff assault/abuse* was a higher policing priority for respondents in C Division, compared to those in other Divisions. The charts below present the top 10 policing priorities in each Division.



### 4.3. Subdivisions

The top four policing priorities were the same across all three Subdivisions of B Division, albeit in a different order. *Greater police presence in the evening and late at night* was consistently selected as the top policing priority in all three Subdivisions of B Division. *Antisocial behaviour* was identified as a higher policing priority for respondents in East and South Subdivisions than those in TfL Subdivision. *Terrorism* and *Hate crime* were considered a higher policing priority by respondents in TfL Subdivision than by those in other Subdivisions of B Division. This table presents the top 10 policing priorities in each Subdivision of B Division.

Priority	East	South	TfL
1	Greater police presence in the evening and late at night	Greater police presence in the evening and late at night	Greater police presence in the evening and late at night
2	Antisocial behaviour	Antisocial behaviour	Increased general visibility of uniformed officers
3	Increased general visibility of uniformed officers	Increased general visibility of uniformed officers	Terrorism
4	Terrorism	Terrorism	Antisocial behaviour
5	Violent crime	Violent crime	Violent crime
6	Crime-related disruption	Sexual offences	Sexual offences
7	Sexual offences	Crime-related disruption on the railway	Hate crime
8	Staff abuse/assault	Staff abuse/assault	Theft of personal property
9	Ticket fraud	Hate crime	Staff abuse/assault
10	Theft of personal property	Ticket fraud	Ticket fraud

The top three policing priorities were the same across all four Subdivisions in C Division, but in a slightly different order. *Crime-related disruption* was a higher policing priority for respondents in Pennine and Midland Subdivisions than it was for those in the other two Subdivisions of C Division. Meanwhile, *Football-related disorder* was of more concern for respondents in Pennine Subdivision than for those in other Subdivisions of C Division.

Priority	Midland	Pennine	Wales	Western
1	Greater police presence in the evening and late at night	Antisocial behaviour	Antisocial behaviour	Increased general visibility of uniformed officers
2	Increased general visibility of uniformed officers	Increased general visibility of uniformed officers	Greater police presence in the evening and late at night	Antisocial behaviour
3	Antisocial behaviour	Greater police presence in the evening and late at night	Increased general visibility of uniformed officers	Greater police presence in the evening and late at night
4	Terrorism	Crime-related disruption on the railway	Terrorism	Terrorism
5	Crime-related disruption	Terrorism	Violent crime	Violent crime
6	Ticket fraud	Staff abuse/assault	Staff abuse/assault	Staff abuse/assault
7	Staff abuse/assault	Violent crime	Drug dealing and using	Crime-related disruption
8	Sexual offences	Ticket fraud	Sexual offences	Sexual offences
9	Violent crime	Football-related disorder	Theft of personal property	Hate crime
10	Criminal damage, vandalism/graffiti	Criminal damage, vandalism/graffiti	Ticket fraud	Criminal damage, vandalism/graffiti

#### 4.4. Demographic groups

We conducted further analysis to better understand what matters to different demographic groups when using the rail network. This sub-section highlights key findings from the analysis. Full statistical information can be found in the Appendix.

##### 4.4.1. Gender

Female and male respondents identified the same four top policing priorities, although in slightly different orders: *Greater police presence in the evening and late at night*, *Antisocial behaviour*, *Increased general visibility of uniformed officers*, and *Terrorism*. Female respondents considered *Sexual offences* a higher policing priority than male respondents, while *Crime-related disruption* was a higher policing priority to male respondents. Although the number of respondents who identified as other (non-binary gender) or transgender were much smaller than the number of people who identified as *male* and *female* respondents, their difference in policing priorities should be noted. Both *Sexual offences* and *Hate crime* were of particular concern to non-binary and transgender respondents, in comparison to male and female respondents.

##### 4.4.2. Ethnic Group

While *Greater police presence in the evening and late at night* and *Increased general visibility of uniformed officers* were considered by both White and Black and Minority Ethnic (BME; ie *Asian*, *Black* and *Mixed*) respondents as two of their top three policing priorities, BME respondents were more concerned about *Terrorism* compared to White respondents. *Sexual offences*, *Hate crime* and *Drug dealing and using* were also considered higher policing priorities by BME respondents than by White respondents. Meanwhile, *Crime-related disruption* was a higher policing priority to White respondents.

##### 4.4.3. Disability

Respondents who considered themselves to have a disability and those who do not reported very similar top policing priorities, but in a slightly different order: *Greater police presence in the evening and late at night*, *Antisocial behaviour*, *Increased general visibility of uniformed officers* and *Terrorism*. However, respondents who have a disability saw *Crime-related disruption* to be of a slightly higher policing priority than those who do not have a disability.

##### 4.4.4. Purpose of journey

When comparing the policing priorities for different travel groups it is unsurprising that for rail staff respondents their top policing priority was *Staff abuse/assault*. They also considered *Ticket fraud* as a higher policing priority than respondents in other travel groups. The other travel groups – *business*, *leisure* and *regular commute*, shared similar policing priorities; *Increased general visibility of uniformed officers*, *Greater police presence in the evening and late at night*, *Antisocial behaviour*, *Terrorism*, *Violent crime*, *Sexual offences* and *Crime-related disruption* were the top priorities selected by these respondents.

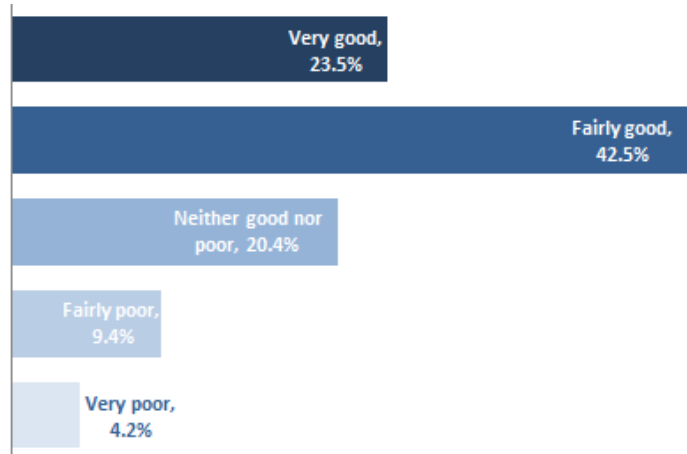
## 5. Personal security

We examined feelings of personal security whilst on the railway. Respondents were asked to rate their level of personal security at their local station.

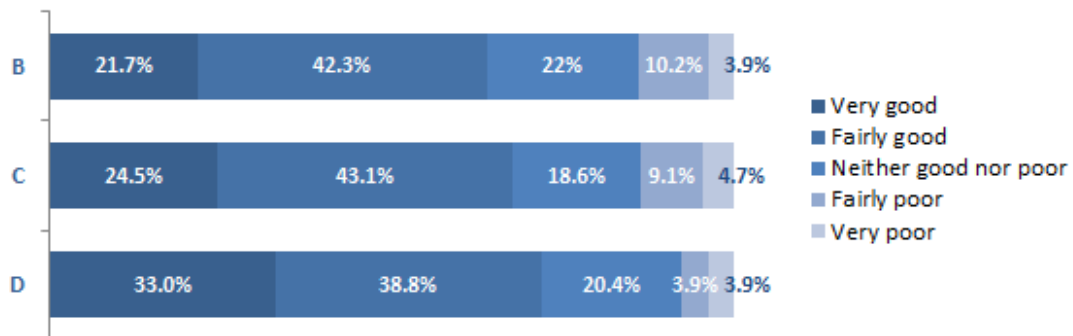
### 5.1. Forcewide

Two-thirds of respondents (66%) rated their personal security at their local station positively, as *very good/fairly good*; however, this is a decrease from the previous year, where 71.1% rated their personal security at their local station positively.

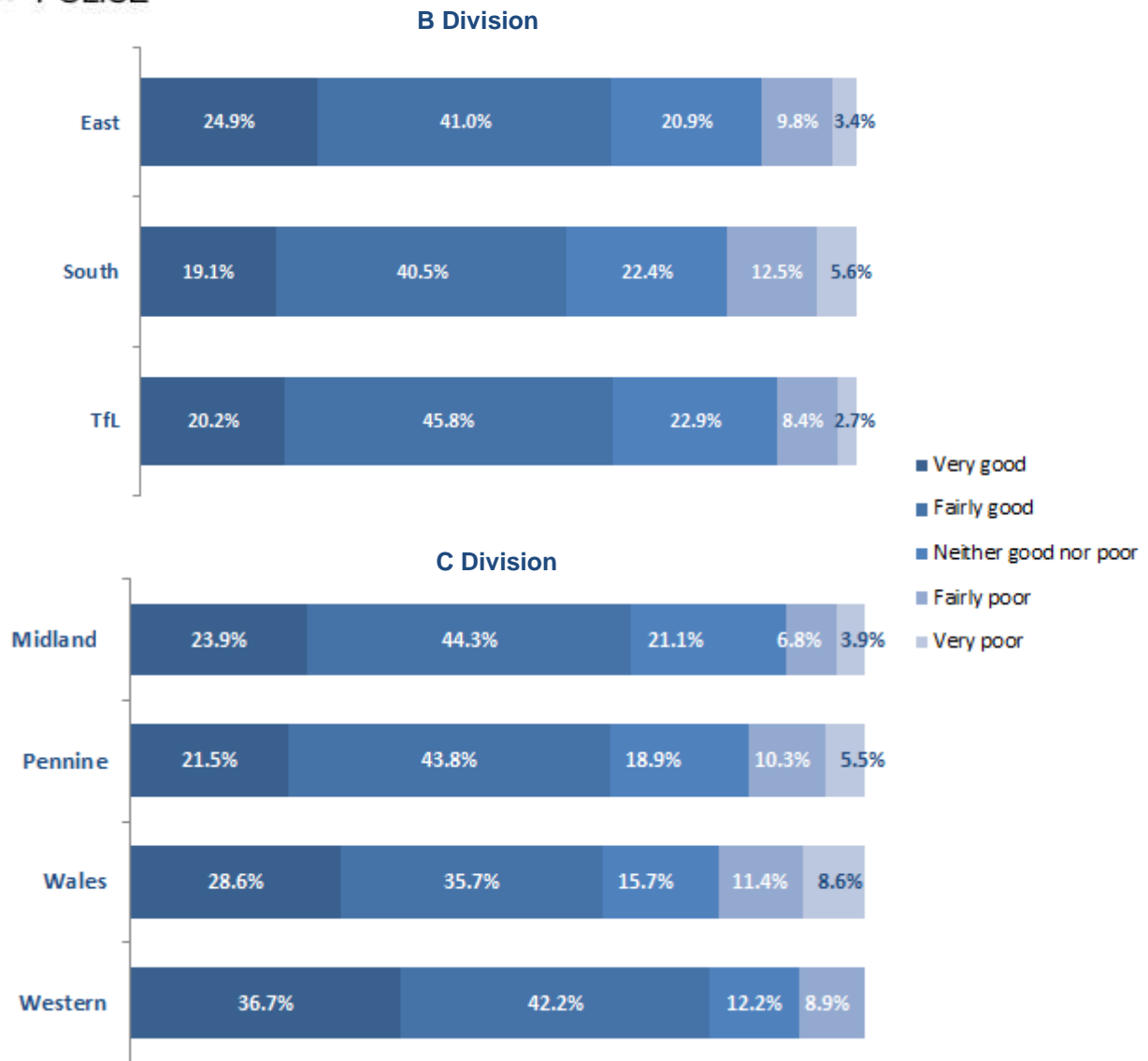
While one-fifth of respondents (20.4%) said their personal security was *neither good nor poor* at their local station, 13.6% gave a negative rating to their personal security at their local station. This is a slight increase from the previous year, where 12.4% of respondents rated their personal security as *very poor/fairly poor*.



### 5.2. Divisions and Subdivisions



Similar to previous years, a higher proportion of respondents in D Division said their personal security was *very good/fairly good* at their local station (71.8%), in comparison to those in B and C Divisions (63.9% and 67.6% respectively). However, the proportion of respondents who rated their personal security positively has dropped in B and C Divisions in comparison to the previous year – 70.2% and 72.9% respectively in 2015.



In B Division a smaller proportion of respondents in the South Subdivision (59.5%) said their personal security was *very good/fairly good* compared with those in other Subdivisions of B Division – 65.9% and 66% in East and TfL Subdivisions respectively. All Subdivisions of B Division have experienced a decrease in positive personal security ratings in 2016 compared to their ratings in 2015.

In C Division, respondents in the Western Subdivision rated their personal security more positively (78.9%) than those in other Subdivisions of C Division – 68.2%, 65.3% and 64.3% in Midland, Pennine and Wales Subdivisions respectively. As with B Division, in comparison to the previous year, C Division has also seen a decline in positive personal security ratings across all Subdivisions.

### 5.3. Demographic groups and personal security

We analysed to what extent some demographic groups feel less safe than others when using the railway. The findings are intended to draw attention to specific demographic groups who felt less positive about their personal security at their local station. This will enable us to tailor our policing plans to address these concerns. The key findings from the analysis are described in this sub-section, while detailed statistics can be found in the Appendix.

Female respondents reported less positive feelings about their personal security than male respondents when using their local station. A larger proportion of male respondents (69%) rated their personal security positively while using their local station compared to female respondents (63.2%). A higher percentage of female respondents (15.2%) said their personal security was *very poor/fairly poor* at their local station compared to male respondents (12.1%).

The proportion of respondents who felt positive about their personal security was similar amongst the different age groups, with the exception of respondents aged between 35 and 44 – a noticeable smaller percentage of this group rated their personal security positively (61.7%) compared to other age groups (67.1% for ages 17-24, 66.2% for ages 25-34, 67.1% for ages 45-54, 66.8% for ages 55-64). Respondents aged below 17 and those aged 65 and over reported slightly more positive feelings about their personal security (70.3% and 71.7% respectively).

While BME respondents in general felt slightly less positive about their personal security (64.9%) than White respondents (67.3%), when broken down by the different ethnic groups, respondents of Mixed ethnicity report more positive feelings about their personal security (69.2%) than other ethnic groups (66% for Asian respondents and 60.3% for Black respondents), including White respondents (67.3%). A noticeably smaller proportion of Black respondents said their personal security was *very good/fairly good* (60.3%) than respondents from other ethnic groups.

Respondents with a disability reported less positive feelings about their personal security than respondents who do not have a disability. A smaller proportion of respondents with a disability said their personal security was *very good/fairly good* (59.9%) than respondents with no disability (67.4%). There was a notably larger proportion of respondents with a disability who said their personal security was *very poor/fairly poor* (23.7%) compared to respondents with no disability (11.9%).

Respondents who were travelling for business or leisure purposes felt more positive about their personal security at their local station (67.5% and 67.4% respectively) than other travel groups (63.3% and 64.8% for rail staff and regular commuters respectively). In addition to having the least proportion of respondents who felt positive about their personal security, rail staff also had the largest proportion of respondents who said their personal security was *very poor/fairly poor* (16.5%) compared to other travelling groups (14.7% for business travellers, 11.8% for leisure travellers and 14.2% for regular commuters).



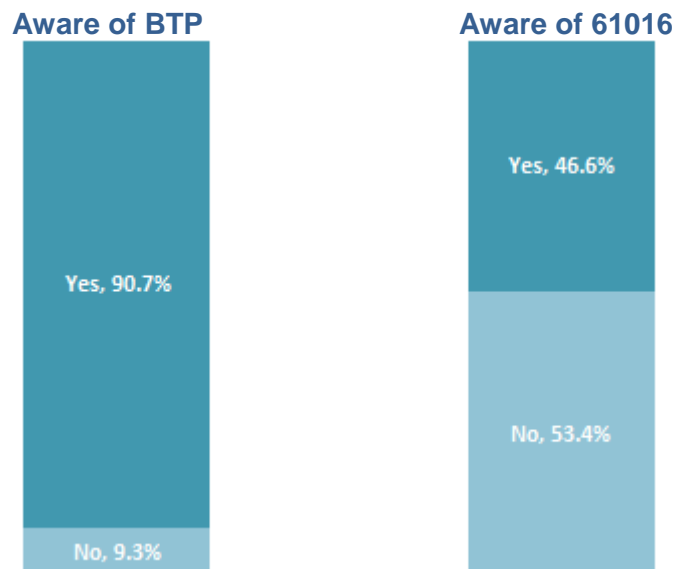
## 6. Awareness and perception of BTP

This consultation was an opportunity for us to evaluate our service to the public by exploring public awareness of us and our role and public perceptions of us. Specifically, the survey asked respondents if they were aware, prior to completing the survey, that we police the railway, and if they were aware of our text 61016 service for reporting non-emergency incidents. We also asked respondents to indicate *how good a job* they think we are doing at their local station.

### 6.1. Awareness of BTP

An overwhelming majority of respondents (90.7%) were aware, prior to this consultation, that we police the railway network. This is an increase from the previous year when 86.5% of respondents said they were aware of our role in policing the railway. However, it should be noted that almost one in 10 respondents (9.3%) did not know that the railway is policed by BTP.

Almost half of respondents (46.6%) said they were aware, prior to this consultation, that they can text BTP on 61016 to report non-emergency incidents. This reflects an increase in public awareness of 61016; only a third of respondents (33.7%) said they were aware of 61016 in our 2015 consultation.

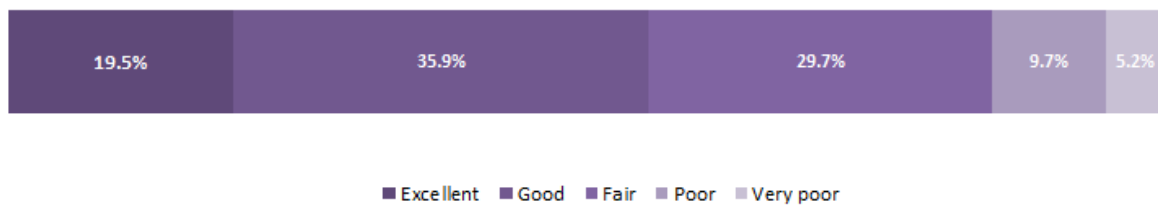


## 6.2. Perception of BTP

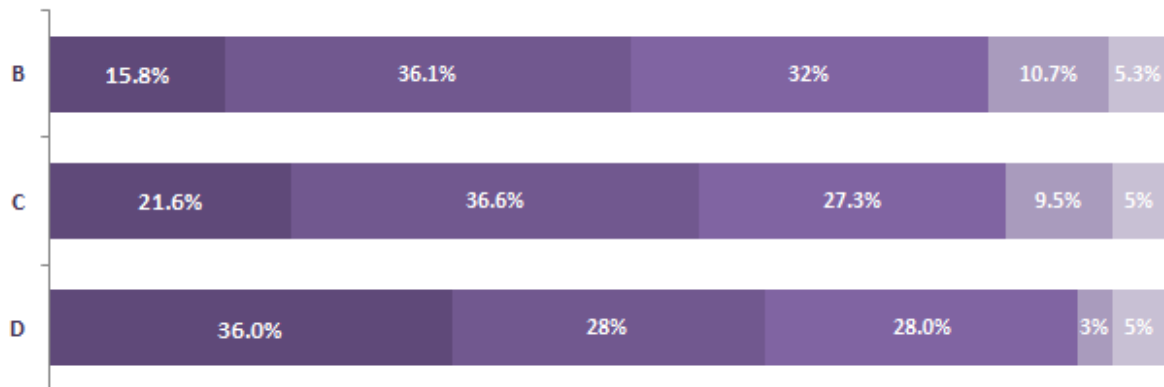
We also asked respondents *how good a job* they think we are doing at their local station. Of the 1,759 respondents who said they were, prior to this consultation, aware of us and our role in policing the railway, almost one in five respondents (19.5%) thought we are doing an *excellent* job and over a third (35.9%) said we are doing a *good* job. Meanwhile, 29.7% of the 1,759 respondents said we are doing a *fair* job, 9.7% said we are doing a *poor* job, and 5.2% thought we are doing a *very poor* job.

When broken down by Divisions there was a larger proportion of respondents in D Division who thought we are doing an *excellent* or a *good* job (64%) compared to B and C Divisions (51.9% and 58.2% respectively).

### Forcewide



### Divisions



## 7. What can BTP do?

To gain a deeper understanding of what we can do to increase public confidence; respondents were asked *how can we make you feel safer?* We analysed the free text responses to this question to draw out themes.

1,205 free text responses were collected and the following six themes emerged:

- Policing
- Criminality
- Communication
- Environment
- Partnership working and lobbying
- Praise for BTP

### 7.1. Policing

Visibility is so important for passenger confidence and sense of security. When I am coming home from work in the dark, it can be very scary as there are always groups of boys standing around. Therefore if there are police officers simply patrolling the area it would make me feel a lot more safe.

Have more officers on the ground. A greater police presence to deter more crime and disorder. A reactive police service is not as good as a proactive police service.

There are nearly always officers at the station; however they only stand at the entrance/ exit of the station whereas I would prefer them to walk around and to engage with the public, because when I am there, they unfortunately are just standing around and not engaging with public.

Consistent with findings from previous consultations, the visible presence of a uniformed figure – be it police, station security or rail staff – has a huge impact on passengers' feelings of personal safety. This was expressed by many respondents when asked how we can make them feel safer. Specifically, where and when these visible presences and patrols occur could be instrumental in making people feel more safe.

Respondents highlighted the need for unpredictable police patrols at stations and on-board trains as they believe a uniformed presence is a preventive measure that would deter crime. They want to see patrols desired during rush hours in particular (to assist with the issue of overcrowding and deter crimes that usually take place in crowded situations) and on Friday and Saturday evenings. A few respondents also said that late at night is when they feel most vulnerable when travelling on railway.

A need to have an increased police presence outside of main London stations was also highlighted. A number of respondents said they want to see officers engaging with the public when patrolling different areas of the station. They felt that this will make them feel safer than seeing an officer simply standing there.

More than one police officer patrolling together. They are always out-numbered and seem vulnerable/less effective when they're on their own.

Have more officers working on the trains. One person on their own can't respond properly if there's a problem. Safety in numbers and back-up should be paramount. It's different if at a station as back up can be called quickly but it would be reassuring to see more officers.

The issue of police officers patrolling alone was also raised by some respondents. Single patrols were perceived as less safe and ineffective by these respondents. Some expressed concerns about officers who are patrolling on his/her own and said they would intervene, and likely put themselves in a conflict situation, if the officer was being targeted while on a single patrol.

## **7.2. Criminality**

The other thing I think you ought to do is to work more with local homelessness support services to support them to better tackle the underlying causes of homelessness (as a better of dealing with homelessness at train stations). So in practice, this would mean using BTP officers to signpost and support homeless people at train stations, rather than the current 'heavy handed' approach.

Run some drug dog operations. There is a huge problem with the local dealers using the station and no one does anything about it.

Refuse travel to those who are obviously drunk and making a nuisance of themselves before they've even got on a train. Prevent the issue.

Respondents were particularly concerned about less serious criminal behaviour, including alcohol use, drug dealing and using, antisocial behaviour (such as rowdy behaviour and people loitering), fare evasion and aggressive begging. Many respondents expressed a wish to see police taking tougher action against this at their station. They said that they felt that seeing police officers proactively enforcing the law to stop disorder from progressing would help to make the railway a safer place for them to travel. Proactive police operations, such as the use of drug dogs, would also be a welcome sight.

Although respondents were wary of beggars and would like to see us taking a firm approach to aggressive begging, they would also like to see liaison with homeless charities and local support services to tackle homelessness and begging in and around their stations.

### 7.3. Communication

Regular noticeboard, flyer, updates on what's happening. We don't even know who our local officers are and what they are doing. Maybe regular meet the police type events.

Whilst I realise that BTP cannot provide a presence at every train station, especially those that are more rural, it would be good to see promotion material at all stations stating how BTP can be contacted, as well as general reassurance advice.

Publicity of the operations to reduce crime and information some people don't know who the BTP are even though they travel by train.

Provide information on trains and at station as to the existence of, and how to contact, BTP should an urgent need arise.

Perhaps display emergency contact details and numbers, raise awareness of BTP and what you do to keep people safe. Perhaps an infographic poster of crime statistics and how successful you were last year to reassure the general public.

Often are announcements to say contact a member of staff or police, but no advice on where to find them to make contact!

Another theme that emerged from respondents' comments is the desire to have more information about BTP, especially information on what BTP does and how to contact us if needed. Many were positive about our text 61016 service, but would like to see it being advertised more often. Some respondents also said they would like to hear more from us, including success stories, local area updates and informative media campaigns. Some respondents highlighted the benefit of seeing our presence in the local community, which might be achieved through local drop-in or meet-and-greet sessions.



**7.4. Environment**

I don't feel unsafe at this station as it is has a very open design, but the area nearby the station can lead to worry, as there are not always a lot of people around, and some areas aren't well lit.

More help to board the train.

Better lighting, emergency buzzer at back entrance/exit to car park.

Help pregnant women to their train through all the rush of people.

Ensure there is secure cycle parking (none at present, sadly) and safe access to and from station.

Consistent with findings from other surveys, respondents' comments showed that the environment at and around railway stations has a big impact on how safe they feel. In particular, the desire to have better lighting and a working emergency/panic button at the station and on platforms was noted in a number of comments. Sufficient lighting was also requested on roads leading to and from stations and in underpasses connecting stations to other areas and facilities. Some respondents also raised concerns about safe access to trains and platforms, especially during rush hours.

**7.5. Partnership working and lobbying**

Hello, I have yet to see a BTP at my local station. When I do see you at other stations I feel reassured that I'm travelling on a safe network. I think you need to promote your texting number more widely, publicise your great work more widely too. Have workshops at schools telling children how to stay safe on public transport, how to contact you if they feel threatened or unsafe. Also extend your community work more widely, attend NHW meetings etc. Thanks.

Lobby the rail companies to keep the station manned. Put pressure on government to guarantee minimum safety standards.

I do not feel unsafe at my station but I do know that it is a trespass hotspot so perhaps some education for the local schools on the dangers.

Impress upon TOCs the importance of CCTV on board services and at stations to assist with crime prevention... BTP operate in a climate of ever shrinking resources which front line officers seem to try admirably to make do without... An effective railway police force should naturally form close partnerships with the railway whilst ensuring a clear separation as a professional and independent police force which serves the interests of the public.

Many respondents suggested closer partnership working between us and other organisations, including local agencies and TOCs, especially when it comes to improving station environments. Respondents expressed understanding that we are not responsible for maintaining the environment in and around stations, however they felt that lobbying TOCs to improve station environments, which would ultimately make them feel safer when using the railway, should be part of our responsibility in making the railway a safe place to travel. Some also felt that it is our responsibility, as a special police force for railway policing, to lobby the Government for better safety regulation for rail travel.

Some respondents suggested that we could work with local volunteer groups to improve station environments. Some felt we could get more involved in the community by attending local meetings and going to local schools to educate children and young people about railway safety.

### **7.6. Praise for BTP**

I am always pleased to see uniformed officers but I generally feel safe in Clapham and appreciate you are frequently needed more elsewhere so I think you have struck the balance right.

On a personal note, I would like to take this opportunity to thank all Police Officers for their hard work to keep us safe :-)

I already feel safe at my local station (a small safe suburban station) and at my local major station... the BTP are an excellent presence - always visible, helpful and friendly.

The presence of community officer or police staff has made a difference to my feeling of safety

You already provide an excellent service and pretty much every day I travel the BTP seem to be on station.

Hi. Whenever I see a police officer I feel safer. You guys are doing an extraordinary job, especially most recently online using Facebook live and I wish there could be more done in relation to hate crime which has been increasing over the past few months.

Many respondents took the opportunity to thank us for keeping the railway safe.

## 8. Conclusion

We collected 1,959 valid responses from members of the public and rail staff about what matters to them when using or working on the railway. The findings were intended to provide us with an insight into public concerns and gather suggestions about what we can do to improve how safe people feel whilst on the railway. The results were also used to inform our policing plan for 2017/18.

Similar to findings from previous consultations, the top three policing priorities selected by respondents were: *Antisocial behaviour*, *Greater police presence in the evening and late at night*, and *Increased general visibility of uniformed officers*. Other high priorities for respondents include *Terrorism*, *Violent crime*, and *Crime-related disruption on the railway*. Respondents in different Divisions and Subdivisions generally shared similar priorities, with a slightly different order of importance.

In terms of how safe people feel, the majority of respondents rated their level of personal security at their local station positively. Respondents in D Division were the most positive about their level of personal security at their local station, compared to other respondents. In terms of public awareness and perception of BTP, most respondents knew about us and our role in policing the railway prior to this consultation. However, just under half of respondents were aware that they can text us on 61016 to report non-emergency incidents; nonetheless, this is an improvement compared with the previous year. The majority of respondents were also pleased with our performance at their local station.

Respondents' free text comments provided suggestions for how we can make them feel safer. These were analysed and grouped into six themes: policing, criminality, communication, environment, partnership working and lobbying and praise for BTP.

The feedback gathered from this consultation improves our understanding of what matters to the public whilst travelling or working on the railway. The consultation responses also offer useful insights into how to make people feel safer and more confident when using the railway. The findings have helped us to develop a more meaningful policing plan for 2017/18.



## APPENDICES

- Appendix 1: Demographics
- Appendix 2: Policing priorities
- Appendix 3: Personal security
- Appendix 4: Awareness and perception of BTP

## Appendix 1: Demographics

### Number of respondents by Divisions and Subdivisions

Division	Subdivision	Respondents	%
<b>B</b>	East	383	19.6%
	South	306	15.6%
	TfL	303	15.5%
<b>Total</b>		992	50.6%
<b>C</b>	Midlands	281	14.3%
	Pennine	422	21.5%
	Wales	70	3.6%
	Western	90	4.6%
<b>Total</b>		863	44.1%
<b>D</b>	Scotland	104	5.3%
<b>Total</b>		<b>1,959</b>	

### Number of respondents by purpose of journey

Purpose of journey	Respondents	%
Business	258	13.2%
Leisure	734	37.5%
Rail staff	159	8.1%
Regular commute	755	38.5%
Other	53	2.7%
<b>Total</b>	<b>1,959</b>	

### Number of respondents by gender

Gender	Respondents	%
Female	761	39.7%
Male	1076	56.1%
Other (Non-binary gender)	6	0.3%
Transgender	9	0.5%
Prefer not to say	67	3.5%
<b>Total</b>	<b>1,919</b>	

### Number of respondents by age groups

Age groups	Respondents	%
Under 17	37	1.9%
17-24	225	11.7%
25-34	421	21.9%
35-44	339	17.6%
45-54	386	20.1%
55-64	250	13.0%
65-74	162	8.4%
75+	26	1.4%
Prefer not to say	75	3.9%
<b>Total</b>	<b>1,921</b>	

**Number of respondents by ethnic groups**

<b>Ethnic groups</b>	<b>Respondents</b>	<b>%</b>
Asian	97	5.1%
Black	59	3.1%
Mixed	39	2.0%
White	1,553	80.9%
Other	14	0.7%
Prefer not to say	157	8.2%
<b>Total</b>	<b>1,919</b>	

**Number of respondents by religion**

<b>Religion</b>	<b>Respondents</b>	<b>%</b>
Buddhist	9	0.5%
Christian (including Church of England, Catholic, Protestant, and all other Christian denominations)	858	44.8%
Hindu	13	0.7%
Jewish	17	0.9%
Muslim	46	2.4%
Sikh	9	0.5%
Other	21	1.1%
No religion	790	41.2%
Prefer not to say	153	8.0%
<b>Total</b>	<b>1,916</b>	

**Number of respondents by disability**

<b>Disability</b>	<b>Respondents</b>	<b>%</b>
Yes	208	10.8%
No	1,619	84.3%
Prefer not to say	93	4.8%
<b>Total</b>	<b>1,920</b>	

**Number of respondents by sexual orientation**

<b>Sexual Orientation</b>	<b>Respondents</b>	<b>%</b>
Bisexual	77	4.0%
Gay/Lesbian	139	7.3%
Heterosexual	1,433	75.0%
Other	24	1.3%
Prefer not to say	238	12.5%
<b>Total</b>	<b>1,911</b>	

**Appendix 2: Policing priorities**
**Policing priorities: Forcwide**

<b>Priorities</b>		<b>Respondents</b>	<b>%</b>
1	Antisocial behaviour (eg begging or drunkenness)	785	40.1%
2	Greater police presence in the evening and late at night	779	39.8%
3	Increased general visibility of uniformed officers	771	39.4%
4	Terrorism	570	29.1%
5	Violent crime	393	20.1%
6	Crime-related disruption on the railway (eg trespassing or cable theft)	373	19.0%
7	Sexual offences	346	17.7%
8	Staff abuse/assault	317	16.2%
9	Ticket fraud	266	13.6%
10	Hate crime	221	11.3%
11	Drug dealing and using	196	10.0%
12	Criminal damage, vandalism and/or graffiti	184	9.4%
13	Theft of personal property (eg pickpocketing)	183	9.3%
14	Football-related disorder	151	7.7%
15	Robbery	127	6.5%
16	Cycle theft	120	6.1%
17	Other priority	55	2.8%
18	Other sporting events (eg rugby, horse racing)	40	2.0%
<b>Total respondents</b>		<b>1,959</b>	

**Policing priorities: B Division**

<b>Priorities - B Division</b>		<b>Respondents</b>	<b>%</b>
1	Greater police presence in the evening and late at night	401	40.4%
2	Increased general visibility of uniformed officers	372	37.5%
3	Antisocial behaviour (eg begging or drunkenness)	362	36.5%
4	Terrorism	327	33.0%
5	Violent crime	233	23.5%
6	Sexual offences	216	21.8%
7	Crime-related disruption on the railway (eg trespassing or cable theft)	151	15.2%
8	Staff abuse/assault	135	13.6%
9	Ticket fraud	124	12.5%
10	Hate crime	120	12.1%
11	Theft of personal property (eg pickpocketing)	109	11.0%
12	Drug dealing and using	99	10.0%
13	Robbery	84	8.5%
14	Criminal damage, vandalism and/or graffiti	80	8.1%
15	Cycle theft	62	6.3%
16	Football-related disorder	56	5.6%
17	Other priority	35	3.5%
18	Other sporting events (eg rugby, horse racing)	10	1.0%
<b>Total respondents</b>		<b>992</b>	

**Policing priorities: C Division**

<b>Priorities - C Division</b>		<b>Respondents</b>	<b>%</b>
1	Antisocial behaviour (eg begging or drunkenness)	373	43.2%
2	Increased general visibility of uniformed officers	353	40.9%
3	Greater police presence in the evening and late at night	344	39.9%
4	Terrorism	212	24.6%
5	Crime-related disruption on the railway (eg trespassing or cable theft)	191	22.1%
6	Staff abuse/assault	166	19.2%
7	Violent crime	138	16.0%
8	Ticket fraud	128	14.8%
9	Sexual offences	117	13.6%
10	Criminal damage, vandalism and/or graffiti	98	11.4%
11	Hate crime	92	10.7%
12	Drug dealing and using	87	10.1%
13	Football-related disorder	87	10.1%
14	Theft of personal property (eg pickpocketing)	67	7.8%
15	Cycle theft	55	6.4%
16	Robbery	36	4.2%
17	Other sporting events (eg rugby, horse racing)	25	2.9%
18	Other priority	20	2.3%
<b>Total respondents</b>		<b>863</b>	

**Policing priorities: D Division**

<b>Priorities - D Division</b>		<b>Respondents</b>	<b>%</b>
1	Antisocial behaviour (eg begging or drunkenness)	50	48.1%
2	Increased general visibility of uniformed officers	46	44.2%
3	Greater police presence in the evening and late at night	34	32.7%
4	Terrorism	31	29.8%
5	Crime-related disruption on the railway (eg trespassing or cable theft)	31	29.8%
6	Violent crime	22	21.2%
7	Staff abuse/assault	16	15.4%
8	Ticket fraud	14	13.5%
9	Sexual offences	13	12.5%
10	Drug dealing and using	10	9.6%
11	Hate crime	9	8.7%
12	Football-related disorder	8	7.7%
13	Theft of personal property (eg pickpocketing)	7	6.7%
14	Robbery	7	6.7%
15	Criminal damage, vandalism and / or graffiti	6	5.8%
16	Other sporting events (eg rugby, horse racing)	5	4.8%
17	Cycle theft	3	2.9%
18	Other priority	0	0.0%
<b>Total respondents</b>		<b>104</b>	

**Policing priorities: East Subdivision**

<b>Priorities - East Subdivision</b>		<b>Respondents</b>	<b>%</b>
1	Greater police presence in the evening and late at night	149	38.9%
2	Antisocial behaviour (eg begging or drunkenness)	142	37.1%
3	Increased general visibility of uniformed officers	141	36.8%
4	Terrorism	100	26.1%
5	Violent crime	78	20.4%
6	Crime-related disruption on the railway (eg trespassing or cable theft)	75	19.6%
7	Sexual offences	67	17.5%
8	Staff abuse/assault	59	15.4%
9	Ticket fraud	58	15.1%
10	Theft of personal property (eg pickpocketing)	49	12.8%
11	Drug dealing and using	46	12.0%
12	Criminal damage, vandalism and/or graffiti	42	11.0%
13	Hate crime	39	10.2%
14	Cycle theft	32	8.4%
15	Robbery	32	8.4%
16	Other priority	18	4.7%
17	Football-related disorder	18	4.7%
18	Other sporting events (eg rugby, horse racing)	4	1.0%
<b>Total respondents</b>		<b>383</b>	

**Policing priorities: South Subdivision**

<b>Priorities - South Subdivision</b>		<b>Respondents</b>	<b>%</b>
1	Greater police presence in the evening and late at night	125	40.8%
2	Antisocial behaviour (eg begging or drunkenness)	111	36.3%
3	Increased general visibility of uniformed officers	108	35.3%
4	Terrorism	105	34.3%
5	Violent crime	79	25.8%
6	Sexual offences	75	24.5%
7	Crime-related disruption on the railway (eg trespassing or cable theft)	52	17.0%
8	Staff abuse/assault	43	14.1%
9	Hate crime	39	12.7%
10	Ticket fraud	37	12.1%
11	Robbery	26	8.5%
12	Criminal damage, vandalism and/or graffiti	25	8.2%
13	Drug dealing and using	25	8.2%
14	Theft of personal property (eg pickpocketing)	23	7.5%
15	Cycle theft	19	6.2%
16	Football-related disorder	14	4.6%
17	Other priority	8	2.6%
18	Other sporting events (eg rugby, horse racing)	4	1.3%
<b>Total respondents</b>		<b>306</b>	

**Policing priorities: TfL Subdivision**

Priorities - TfL Subdivision		Respondents	%
1	Greater police presence in the evening and late at night	127	41.9%
2	Increased general visibility of uniformed officers	123	40.6%
3	Terrorism	122	40.3%
4	Antisocial behaviour (eg begging or drunkenness)	109	36.0%
5	Violent crime	76	25.1%
6	Sexual offences	74	24.4%
7	Hate crime	42	13.9%
8	Theft of personal property (eg pickpocketing)	37	12.2%
9	Staff abuse/assault	33	10.9%
10	Ticket fraud	29	9.6%
11	Drug dealing and using	28	9.2%
12	Robbery	26	8.6%
13	Crime-related disruption on the railway (eg trespassing or cable theft)	24	7.9%
14	Football-related disorder	24	7.9%
15	Criminal damage, vandalism and/or graffiti	13	4.3%
16	Cycle theft	11	3.6%
17	Other priority	9	3.0%
18	Other sporting events (eg rugby, horse racing)	2	0.7%
<b>Total respondents</b>		<b>303</b>	

**Policing priorities: Midland Subdivision**

Priorities - Midland Subdivision		Respondents	%
1	Greater police presence in the evening and late at night	111	39.5%
2	Increased general visibility of uniformed officers	107	38.1%
3	Antisocial behaviour (eg begging or drunkenness)	103	36.7%
4	Terrorism	71	25.3%
5	Crime-related disruption on the railway (eg trespassing or cable theft)	66	23.5%
6	Ticket fraud	51	18.1%
7	Staff abuse/assault	50	17.8%
8	Sexual offences	48	17.1%
9	Violent crime	42	14.9%
10	Criminal damage, vandalism and/or graffiti	35	12.5%
11	Drug dealing and using	33	11.7%
12	Hate crime	26	9.3%
13	Cycle theft	24	8.5%
14	Theft of personal property (eg pickpocketing)	24	8.5%
15	Football-related disorder	23	8.2%
16	Robbery	17	6.0%
17	Other priority	7	2.5%
18	Other sporting events (eg rugby, horse racing)	5	1.8%
<b>Total respondents</b>		<b>281</b>	

**Policing priorities: Pennine Subdivision**

Priorities - Pennine Subdivision		Respondents	%
1	Antisocial behaviour (eg begging or drunkenness)	197	46.7%
2	Increased general visibility of uniformed officers	183	43.4%
3	Greater police presence in the evening and late at night	182	43.1%
4	Crime-related disruption on the railway (eg trespassing or cable theft)	101	23.9%
5	Terrorism	96	22.7%
6	Staff abuse/assault	84	19.9%
7	Violent crime	61	14.5%
8	Ticket fraud	59	14.0%
9	Football-related disorder	49	11.6%
10	Criminal damage, vandalism and/or graffiti	48	11.4%
11	Hate crime	45	10.7%
12	Sexual offences	44	10.4%
13	Drug dealing and using	36	8.5%
14	Theft of personal property (eg pickpocketing)	27	6.4%
15	Cycle theft	18	4.3%
16	Other sporting events (eg rugby, horse racing)	16	3.8%
17	Robbery	12	2.8%
18	Other priority	8	1.9%
<b>Total respondents</b>		<b>422</b>	

**Policing priorities: Wales Subdivision**

Priorities - Wales Subdivision		Respondents	%
1	Antisocial behaviour (eg begging or drunkenness)	38	54.3%
2	Greater police presence in the evening and late at night	25	35.7%
3	Increased general visibility of uniformed officers	25	35.7%
4	Terrorism	19	27.1%
5	Violent crime	13	18.6%
6	Staff abuse/assault	12	17.1%
7	Drug dealing and using	10	14.3%
8	Sexual offences	10	14.3%
9	Theft of personal property (eg pickpocketing)	9	12.9%
10	Ticket fraud	9	12.9%
11	Hate crime	8	11.4%
12	Football-related disorder	8	11.4%
13	Cycle theft	6	8.6%
14	Other priority	5	7.1%
15	Crime-related disruption on the railway (eg trespassing or cable theft)	5	7.1%
16	Criminal damage, vandalism and/or graffiti	3	4.3%
17	Robbery	3	4.3%
18	Other sporting events (eg rugby, horse racing)	2	2.9%
<b>Total respondents</b>		<b>70</b>	



**Policing priorities: Western Subdivision**

<b>Priorities - Western Subdivision</b>		<b>Respondents</b>	<b>%</b>
1	Increased general visibility of uniformed officers	38	42.2%
2	Antisocial behaviour (eg begging or drunkenness)	35	38.9%
3	Greater police presence in the evening and late at night	26	28.9%
4	Terrorism	26	28.9%
5	Violent crime	22	24.4%
6	Staff abuse/assault	20	22.2%
7	Crime-related disruption on the railway (eg trespassing or cable theft)	19	21.1%
8	Sexual offences	15	16.7%
9	Hate crime	13	14.4%
10	Criminal damage, vandalism and/or graffiti	12	13.3%
11	Ticket fraud	9	10.0%
12	Drug dealing and using	8	8.9%
13	Cycle theft	7	7.8%
14	Theft of personal property (eg pickpocketing)	7	7.8%
15	Football-related disorder	7	7.8%
16	Robbery	4	4.4%
17	Other sporting events (eg rugby, horse racing)	2	2.2%
18	Other priority	0	0.0%
<b>Total Respondents</b>		<b>90</b>	

**Policing priorities: Gender – female**

<b>Priorities - Gender: female</b>		<b>Respondents</b>	<b>%</b>
1	Greater police presence in the evening and late at night	352	46.3%
2	Antisocial behaviour (eg begging or drunkenness)	296	38.9%
3	Increased general visibility of uniformed officers	295	38.8%
4	Terrorism	250	32.9%
5	Sexual offences	181	23.8%
6	Violent crime	156	20.5%
7	Crime-related disruption on the railway (eg trespassing or cable theft)	136	17.9%
8	Staff abuse/assault	109	14.3%
9	Hate crime	85	11.2%
10	Ticket fraud	82	10.8%
11	Drug dealing and using	68	8.9%
12	Theft of personal property (eg pickpocketing)	66	8.7%
13	Football-related disorder	53	7.0%
14	Criminal damage, vandalism and/or graffiti	49	6.4%
15	Robbery	40	5.3%
16	Cycle theft	35	4.6%
17	Other priority (please specify)	16	2.1%
18	Other sporting events (eg rugby, horse racing)	14	1.8%
<b>Total respondents</b>		<b>761</b>	

**Policing priorities: Gender – male**

Priorities - Gender: male		Respondents	%
1	Antisocial behaviour (eg begging or drunkenness)	443	41.2%
2	Increased general visibility of uniformed officers	435	40.4%
3	Greater police presence in the evening and late at night	384	35.7%
4	Terrorism	293	27.2%
5	Crime-related disruption on the railway (eg trespassing or cable theft)	220	20.4%
6	Violent crime	210	19.5%
7	Staff abuse/assault	184	17.1%
8	Ticket fraud	168	15.6%
9	Sexual offences	138	12.8%
10	Criminal damage, vandalism and/or graffiti	124	11.5%
11	Drug dealing and using	116	10.8%
12	Hate crime	112	10.4%
13	Theft of personal property (eg pickpocketing)	107	9.9%
14	Football-related disorder	83	7.7%
15	Cycle theft	78	7.2%
16	Robbery	77	7.2%
17	Other priority	36	3.3%
18	Other sporting events (eg rugby, horse racing)	20	1.9%
<b>Total respondents</b>		<b>1,076</b>	

**Policing priorities: Gender – other (non-binary gender)**

Priorities - Gender: other (non-binary gender)		Respondents	%
1	Sexual offences	4	66.7%
2	Terrorism	2	33.3%
3	Theft of personal property (eg pickpocketing)	2	33.3%
4	Robbery	2	33.3%
5	Hate crime	2	33.3%
6	Greater police presence in the evening and late at night	1	16.7%
7	Drug dealing and using	1	16.7%
8	Other priority (please specify)	1	16.7%
9	Staff abuse/assault	1	16.7%
10	Crime-related disruption on the railway (eg trespassing or cable theft)	1	16.7%
11	Ticket fraud	1	16.7%
12	Other sporting events (eg rugby, horse racing)	0	0.0%
13	Cycle theft	0	0.0%
14	Antisocial behaviour (eg begging or drunkenness)	0	0.0%
15	Increased general visibility of uniformed officers	0	0.0%
16	Criminal damage, vandalism and/or graffiti	0	0.0%
17	Violent crime	0	0.0%
18	Football-related disorder	0	0.0%
<b>Total respondents</b>		<b>6</b>	

**Policing priorities: Gender – transgender**

<b>Priorities - Gender: transgender</b>		<b>Respondents</b>	<b>%</b>
1	Antisocial behaviour (eg begging or drunkenness)	4	44.4%
2	Violent crime	3	33.3%
3	Hate crime	3	33.3%
4	Sexual offences	3	33.3%
5	Greater police presence in the evening and late at night	2	22.2%
6	Robbery	2	22.2%
7	Drug dealing and using	2	22.2%
8	Staff abuse/assault	2	22.2%
9	Ticket fraud	2	22.2%
10	Other sporting events (eg rugby, horse racing)	1	11.1%
11	Increased general visibility of uniformed officers	1	11.1%
12	Criminal damage, vandalism and/or graffiti	1	11.1%
13	Crime-related disruption on the railway (eg trespassing or cable theft)	1	11.1%
<b>Total respondents</b>		<b>9</b>	

**Policing priorities: Ethnicity – Asian**

<b>Priorities - Ethnicity: Asian</b>		<b>Respondents</b>	<b>%</b>
1	Greater police presence in the evening and late at night	37	38.1%
2	Terrorism	32	33.0%
3	Increased general visibility of uniformed officers	31	32.0%
4	Hate crime	31	32.0%
5	Sexual offences	28	28.9%
6	Antisocial behaviour (eg begging or drunkenness)	26	26.8%
7	Theft of personal property (eg pickpocketing)	14	14.4%
8	Robbery	14	14.4%
9	Violent crime	14	14.4%
10	Crime-related disruption on the railway (eg trespassing or cable theft)	14	14.4%
11	Drug dealing and using	11	11.3%
12	Ticket fraud	9	9.3%
13	Cycle theft	8	8.2%
14	Staff abuse/assault	7	7.2%
15	Criminal damage, vandalism and/or graffiti	6	6.2%
16	Other priority	4	4.1%
17	Football-related disorder	4	4.1%
18	Other sporting events (eg rugby, horse racing)	1	1.0%
<b>Total respondents</b>		<b>97</b>	

**Policing priorities: Ethnicity – Black**

<b>Priorities - Ethnicity: Black</b>		<b>Respondents</b>	<b>%</b>
1	Terrorism	26	44.1%
2	Greater police presence in the evening and late at night	25	42.4%
3	Violent crime	17	28.8%
4	Antisocial behaviour (eg begging or drunkenness)	15	25.4%
5	Drug dealing and using	14	23.7%
6	Increased general visibility of uniformed officers	13	22.0%
7	Sexual offences	12	20.3%
8	Football-related disorder	10	16.9%
9	Robbery	9	15.3%
10	Ticket fraud	9	15.3%
11	Hate crime	6	10.2%
12	Staff abuse/assault	6	10.2%
13	Theft of personal property (e.g. pickpocketing)	5	8.5%
14	Criminal damage, vandalism and/or graffiti	4	6.8%
15	Cycle theft	2	3.4%
16	Crime-related disruption on the railway (eg trespassing or cable theft)	2	3.4%
17	Other sporting events (eg rugby, horse racing)	1	1.7%
18	Other priority	1	1.7%
<b>Total respondents</b>		<b>59</b>	

**Policing priorities: Ethnicity – Mixed**

<b>Priorities - Ethnicity: Mixed</b>		<b>Respondents</b>	<b>%</b>
1	Antisocial behaviour (eg begging or drunkenness)	13	33.3%
2	Terrorism	12	30.8%
3	Violent crime	12	30.8%
4	Sexual offences	12	30.8%
5	Increased general visibility of uniformed officers	11	28.2%
6	Greater police presence in the evening and late at night	9	23.1%
7	Crime-related disruption on the railway (eg trespassing or cable theft)	9	23.1%
8	Drug dealing and using	8	20.5%
9	Criminal damage, vandalism and/or graffiti	7	17.9%
10	Ticket fraud	7	17.9%
11	Theft of personal property (eg pickpocketing)	5	12.8%
12	Hate crime	5	12.8%
13	Robbery	3	7.7%
14	Staff abuse/assault	3	7.7%
15	Football-related disorder	1	2.6%
16	Other sporting events (eg rugby, horse racing)	0	0.0%
17	Cycle theft	0	0.0%
18	Other priority	0	0.0%
<b>Total respondents</b>		<b>39</b>	

**Policing priorities: Ethnicity – White**

<b>Priorities - Ethnicity: White</b>		<b>Respondents</b>	<b>%</b>
1	Antisocial behaviour (eg begging or drunkenness)	641	41.3%
2	Increased general visibility of uniformed officers	635	40.9%
3	Greater police presence in the evening and late at night	618	39.8%
4	Terrorism	452	29.1%
5	Crime-related disruption on the railway (eg trespassing or cable theft)	312	20.1%
6	Violent crime	310	20.0%
7	Staff abuse/assault	262	16.9%
8	Sexual offences	259	16.7%
9	Ticket fraud	212	13.7%
10	Hate crime	150	9.7%
11	Criminal damage, vandalism and/or graffiti	149	9.6%
12	Theft of personal property (eg pickpocketing)	144	9.3%
13	Drug dealing and using	140	9.0%
14	Football-related disorder	114	7.3%
15	Cycle theft	97	6.2%
16	Robbery	89	5.7%
17	Other priority	42	2.7%
18	Other sporting events (eg rugby, horse racing)	33	2.1%
<b>Total respondents</b>		<b>1,553</b>	

**Policing priorities: Ethnicity – Other**

<b>Priorities - Ethnicity: Other</b>		<b>Respondents</b>	<b>%</b>
1	Greater police presence in the evening and late at night	6	42.9%
2	Antisocial behaviour (eg begging or drunkenness)	6	42.9%
3	Increased general visibility of uniformed officers	6	42.9%
4	Terrorism	4	28.6%
5	Violent crime	4	28.6%
6	Cycle theft	2	14.3%
7	Robbery	2	14.3%
8	Drug dealing and using	2	14.3%
9	Hate crime	2	14.3%
10	Sexual offences	2	14.3%
11	Football-related disorder	2	14.3%
12	Criminal damage, vandalism and/or graffiti	1	7.1%
13	Staff abuse/assault	1	7.1%
14	Crime-related disruption on the railway (eg trespassing or cable theft)	1	7.1%
15	Ticket fraud	1	7.1%
<b>Total respondents</b>		<b>14</b>	

**Policing priorities: Disability – Yes**

Disability - Yes		Respondents	%
1	Greater police presence in the evening and at late night	90	43.3%
2	Antisocial behaviour (eg begging or drunkenness)	87	41.8%
3	Increased general visibility of uniformed officers	85	40.9%
4	Terrorism	50	24.0%
5	Crime-related disruption on the railway (eg trespassing or cable theft)	46	22.1%
6	Staff abuse/assault	34	16.3%
7	Sexual offences	34	16.3%
8	Ticket fraud	34	16.3%
9	Violent crime	30	14.4%
10	Drug dealing and using	25	12.0%
11	Hate crime	22	10.6%
12	Theft of personal property (eg pickpocketing)	17	8.2%
13	Football-related disorder	16	7.7%
14	Criminal damage, vandalism and/or graffiti	15	7.2%
15	Robbery	15	7.2%
16	Cycle theft	10	4.8%
17	Other priority	9	4.3%
18	Other sporting events (eg rugby, horse racing)	5	2.4%
<b>Total respondents</b>		<b>208</b>	

**Policing priorities: Disability – No**

Disability - No		Respondents	%
1	Antisocial behaviour (eg begging or drunkenness)	652	40.3%
2	Greater police presence in the evening and late at night	642	39.7%
3	Increased general visibility of uniformed officers	638	39.4%
4	Terrorism	488	30.1%
5	Violent crime	336	20.8%
6	Crime-related disruption on the railway (eg trespassing or cable theft)	305	18.8%
7	Sexual offences	283	17.5%
8	Staff abuse/assault	263	16.2%
9	Ticket fraud	214	13.2%
10	Hate crime	183	11.3%
11	Drug dealing and using	158	9.8%
12	Criminal damage, vandalism and/or graffiti	155	9.6%
13	Theft of personal property (eg pickpocketing)	153	9.5%
14	Football-related disorder	117	7.2%
15	Robbery	104	6.4%
16	Cycle theft	99	6.1%
17	Other priority	40	2.5%
18	Other sporting events (eg rugby, horse racing)	27	1.7%
<b>Total respondents</b>		<b>1,619</b>	

**Policing priorities: Purpose of journey – Business**

<b>Purpose of journey: Business</b>		<b>Respondents</b>	<b>%</b>
1	Increased general visibility of uniformed officers	102	39.5%
2	Greater police presence in the evening and late at night	99	38.4%
3	Antisocial behaviour (eg begging or drunkenness)	90	34.9%
4	Terrorism	88	34.1%
5	Sexual offences	56	21.7%
6	Violent crime	52	20.2%
7	Crime-related disruption on the railway (eg trespassing or cable theft)	44	17.1%
8	Drug dealing and using	32	12.4%
9	Criminal damage, vandalism and/or graffiti	31	12.0%
10	Hate crime	30	11.6%
11	Staff abuse/assault	25	9.7%
12	Robbery	23	8.9%
13	Ticket fraud	22	8.5%
14	Theft of personal property (eg pickpocketing)	21	8.1%
15	Football-related disorder	21	8.1%
16	Cycle theft	16	6.2%
17	Other sporting events (eg rugby, horse racing)	12	4.7%
18	Other priority	10	3.9%
<b>Total respondents</b>		<b>258</b>	

**Policing priorities: Purpose of journey – Leisure**

<b>Purpose of journey: Leisure</b>		<b>Respondents</b>	<b>%</b>
1	Increased general visibility of uniformed officers	306	41.7%
2	Greater police presence in the evening and late at night	291	39.6%
3	Antisocial behaviour (eg begging or drunkenness)	280	38.1%
4	Terrorism	215	29.3%
5	Violent crime	158	21.5%
6	Crime-related disruption on the railway (eg trespassing or cable theft)	148	20.2%
7	Sexual offences	131	17.8%
8	Staff abuse/assault	106	14.4%
9	Ticket fraud	94	12.8%
10	Hate crime	90	12.3%
11	Criminal damage, vandalism and/or graffiti	81	11.0%
12	Drug dealing and using	70	9.5%
13	Theft of personal property (eg pickpocketing)	65	8.9%
14	Football-related disorder	52	7.1%
15	Cycle theft	45	6.1%
16	Robbery	42	5.7%
17	Other sporting events (eg rugby, horse racing)	16	2.2%
18	Other priority	12	1.6%
<b>Total respondents</b>		<b>734</b>	

**Policing Priorities: Purpose of journey - Rail staff**

<b>Purpose of journey: Rail staff</b>		<b>Respondents</b>	<b>%</b>
1	Staff abuse/assault	88	55.3%
2	Greater police presence in the evening and late at night	78	49.1%
3	Antisocial behaviour (eg begging or drunkenness)	70	44.0%
4	Increased general visibility of uniformed officers	56	35.2%
5	Ticket fraud	40	25.2%
6	Terrorism	25	15.7%
7	Violent crime	22	13.8%
8	Crime-related disruption on the railway (eg trespassing or cable theft)	19	11.9%
9	Drug dealing and using	13	8.2%
10	Football-related disorder	12	7.5%
11	Hate crime	11	6.9%
12	Sexual offences	9	5.7%
13	Cycle theft	8	5.0%
14	Theft of personal property (eg pickpocketing)	7	4.4%
15	Criminal damage, vandalism and/or graffiti	6	3.8%
16	Robbery	5	3.1%
17	Other sporting events (eg rugby, horse racing)	4	2.5%
18	Other priority	4	2.5%
<b>Total respondents</b>		<b>159</b>	

**Policing priorities: Purpose of journey - Regular commute**

<b>Purpose of journey: Regular commute</b>		<b>Respondents</b>	<b>%</b>
1	Antisocial behaviour (eg begging or drunkenness)	323	42.8%
2	Greater police presence in the evening and late at night	291	38.5%
3	Increased general visibility of uniformed officers	285	37.7%
4	Terrorism	225	29.8%
5	Violent crime	151	20.0%
6	Crime-related disruption on the railway (eg trespassing or cable theft)	151	20.0%
7	Sexual offences	142	18.8%
8	Ticket fraud	104	13.8%
9	Theft of personal property (eg pickpocketing)	87	11.5%
10	Hate crime	86	11.4%
11	Staff abuse/assault	84	11.1%
12	Drug dealing and using	78	10.3%
13	Football-related disorder	61	8.1%
14	Criminal damage, vandalism and/or graffiti	60	7.9%
15	Robbery	55	7.3%
16	Cycle theft	48	6.4%
17	Other priority	28	3.7%
18	Other sporting events (eg rugby, horse racing)	6	0.8%
<b>Total respondents</b>		<b>755</b>	



### Appendix 3: Personal security

#### Personal security: Forcewide

Personal Security	Respondents	%
Very good	456	23.5%
Fairly good	824	42.5%
Neither good nor poor	396	20.4%
Fairly poor	182	9.4%
Very poor	82	4.2%
<b>Total</b>	<b>1,940</b>	

#### Personal security: Divisions

Personal Security	B Division		C Division		D Division	
	Respondents	%	Respondents	%	Respondents	%
Very good	212	21.7%	210	24.5%	34	33.0%
Fairly good	414	42.3%	370	43.1%	40	38.8%
Neither good nor poor	215	22.0%	160	18.6%	21	20.4%
Fairly poor	100	10.2%	78	9.1%	4	3.9%
Very poor	38	3.9%	40	4.7%	4	3.9%
<b>Total</b>	<b>979</b>		<b>858</b>		<b>103</b>	

#### Personal security: B Subdivisions

Personal Security	East		South		TfL	
	Respondents	%	Respondents	%	Respondents	%
Very good	94	24.9%	58	19.1%	60	20.2%
Fairly good	155	41.0%	123	40.5%	136	45.8%
Neither good nor poor	79	20.9%	68	22.4%	68	22.9%
Fairly poor	37	9.8%	38	12.5%	25	8.4%
Very poor	13	3.4%	17	5.6%	8	2.7%
<b>Total</b>	<b>378</b>		<b>304</b>		<b>297</b>	

**Personal security: C Subdivisions**

Personal Security	Midlands		Pennine		Wales		Western	
	Respondents	%	Respondents	%	Respondents	%	Respondents	%
Very good	67	23.9%	90	21.5%	20	28.6%	33	36.7%
Fairly good	124	44.3%	183	43.8%	25	35.7%	38	42.2%
Neither good nor poor	59	21.1%	79	18.9%	11	15.7%	11	12.2%
Fairly poor	19	6.8%	43	10.3%	8	11.4%	8	8.9%
Very poor	11	3.9%	23	5.5%	6	8.6%	0	0.0%
<b>Total</b>	<b>280</b>		<b>418</b>		<b>70</b>		<b>90</b>	

**Personal security: Gender**

Personal Security	Female		Male		Other (Non-binary gender)		Transgender	
	Respondents	%	Respondents	%	Respondents	%	Respondents	%
Very good	159	20.9%	277	25.7%	2	33.3%	0	0.0%
Fairly good	321	42.3%	465	43.2%	2	33.3%	5	55.6%
Neither good nor poor	164	21.6%	204	19.0%	2	33.3%	2	22.2%
Fairly poor	74	9.7%	96	8.9%	0	0.0%	1	11.1%
Very poor	41	5.4%	34	3.2%	0	0.0%	1	11.1%
<b>Total</b>	<b>759</b>		<b>1076</b>		<b>6</b>		<b>9</b>	

**Personal security: Age groups**

Personal Security	Under 17		17-24		25-34		35-44	
	Respondents	%	Respondents	%	Respondents	%	Respondents	%
Very good	7	18.9%	59	26.2%	101	24.0%	74	21.8%
Fairly good	19	51.4%	92	40.9%	177	42.1%	135	39.8%
Neither good nor poor	8	21.6%	47	20.9%	76	18.1%	70	20.6%
Fairly poor	3	8.1%	23	10.2%	49	11.7%	43	12.7%
Very poor	0	0.0%	4	1.8%	17	4.0%	17	5.0%
<b>Total</b>	<b>37</b>		<b>225</b>		<b>420</b>		<b>339</b>	

**Personal security: Age groups**

Personal Security	45-54		55-64		65-74		75+	
	Respondents	%	Respondents	%	Respondents	%	Respondents	%
Very good	91	23.6%	49	19.6%	47	29.0%	11	44.0%
Fairly good	168	43.5%	118	47.2%	68	42.0%	8	32.0%
Neither good nor poor	82	21.2%	51	20.4%	33	20.4%	5	20.0%
Fairly poor	25	6.5%	16	6.4%	12	7.4%	1	4.0%
Very poor	20	5.2%	16	6.4%	2	1.2%	0	0.0%
<b>Total</b>	<b>386</b>		<b>250</b>		<b>162</b>		<b>25</b>	

**Personal security: Ethnic groups**

Personal Security	Asian		Black		Mixed		White		Other (please specify)	
	Respondents	%	Respondents	%	Respondents	%	Respondents	%	Respondents	%
Very good	26	26.8%	15	25.9%	11	28.2%	371	23.9%	3	21.4%
Fairly good	38	39.2%	20	34.5%	16	41.0%	674	43.4%	4	28.6%
Neither good nor poor	20	20.6%	16	27.6%	8	20.5%	302	19.5%	6	42.9%
Fairly poor	9	9.3%	4	6.9%	4	10.3%	141	9.1%	1	7.1%
Very poor	4	4.1%	3	5.2%	0	0.0%	64	4.1%	0	0.0%
<b>Total</b>	<b>97</b>		<b>58</b>		<b>39</b>		<b>1,552</b>		<b>14</b>	

**Personal security: Disability**

Personal Security	Disability		No Disability	
	Respondents	%	Respondents	%
Very good	43	20.8%	392	24.2%
Fairly good	81	39.1%	698	43.1%
Neither good nor poor	34	16.4%	335	20.7%
Fairly poor	37	17.9%	129	8.0%
Very poor	12	5.8%	64	4.0%
<b>Total</b>	<b>207</b>		<b>1,618</b>	

**Personal security: Purpose of journey**

Personal Security	Business		Leisure		Rail staff		Regular commute	
	Respondents	%	Respondents	%	Respondents	%	Respondents	%
Very good	64	25.4%	188	25.7%	31	19.6%	159	21.3%
Fairly good	106	42.1%	305	41.7%	69	43.7%	325	43.5%
Neither good nor poor	45	17.9%	152	20.8%	32	20.3%	157	21.0%
Fairly poor	23	9.1%	55	7.5%	21	13.3%	75	10.0%
Very poor	14	5.6%	31	4.2%	5	3.2%	31	4.1%
<b>Total</b>	<b>252</b>		<b>731</b>		<b>158</b>		<b>747</b>	

## Appendix 4: Awareness and perception of BTP

### Awareness of BTP

Aware of BTP	Respondents	%
Yes	1,759	90.7%
No	180	9.3%
<b>Total</b>	<b>1,939</b>	

### Awareness of 61016 text service

Aware of 61016	Respondents	%
Yes	903	46.6%
No	1,033	53.4%
<b>Total</b>	<b>1,936</b>	

### How good a job do you think BTP is doing at your local station? Forcewide

BTP performance	Respondents	%
Excellent	343	19.5%
Good	631	35.9%
Fair	523	29.7%
Poor	171	9.7%
Very poor	91	5.2%
<b>Total</b>	<b>1,759</b>	

### How good a job do you think BTP is doing at your local station? Divisions

BTP performance	B Division		C Division		D Division	
	Respondents	%	Respondents	%	Respondents	%
Excellent	139	15.8%	168	21.6%	36	36.0%
Good	318	36.1%	285	36.6%	28	28.0%
Fair	282	32.0%	213	27.3%	28	28.0%
Poor	94	10.7%	74	9.5%	3	3.0%
Very poor	47	5.3%	39	5.0%	5	5.0%
<b>Total</b>	<b>880</b>		<b>779</b>		<b>100</b>	