



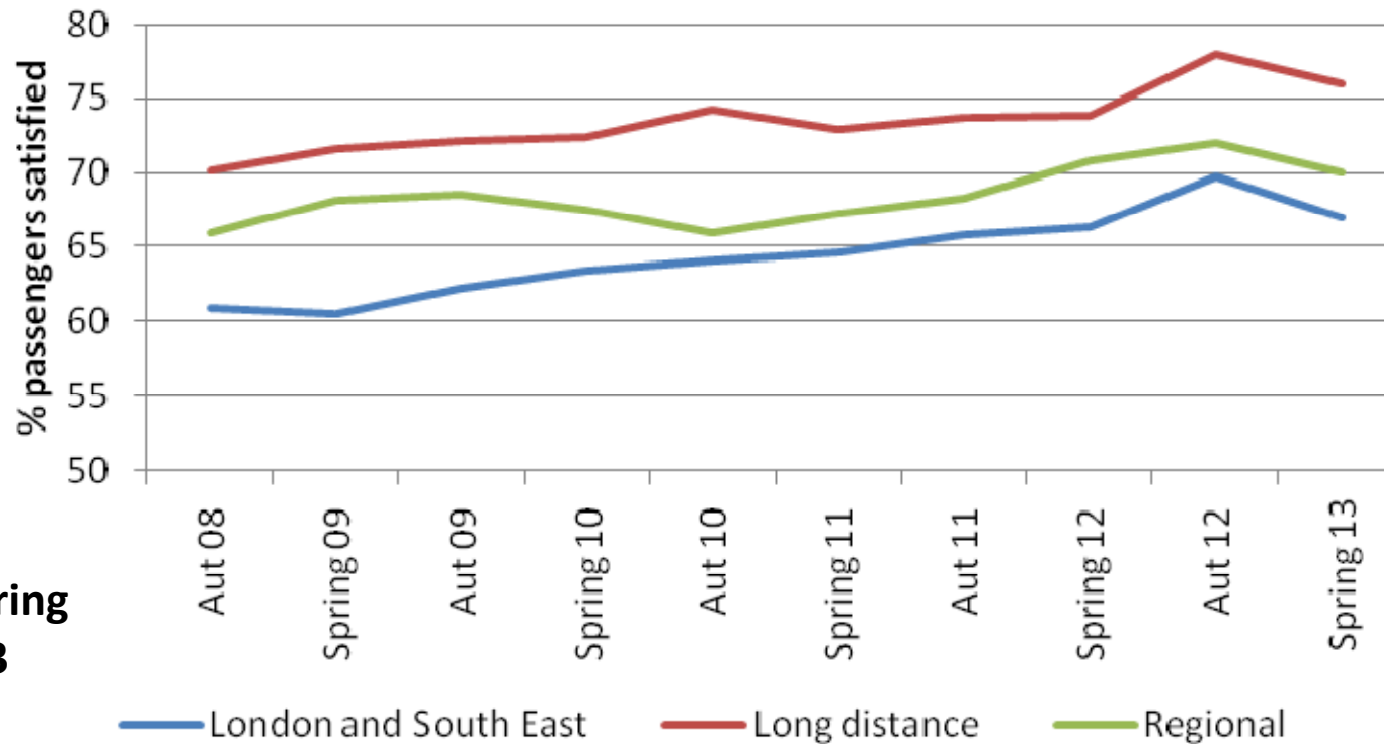
Passenger satisfaction with personal security on the railway



National passengers priorities for improvement 2009

Rank	Attribute
1	Price of train tickets offer excellent value for money
2	At least 19 out of 20 trains arrive on time
3	Sufficient train services at the times I use the train
4	Passengers are always able to get a seat on the train
5	Company keeps passengers informed if train delays occur
6	Information on train times/platforms accurate and available
7	Maximum queue time no more than two mins
8	Trains are consistently well maintained/in excellent condition
9	Seating area on the train is very comfortable
10	Station staff are available whenever required
11	Journey times reduced by five minutes on average
12	Passengers experience a high level of security on trains
13	The inside of the train is cleaned to a high standard
14	Personal security improved by CCTV/staff at stations
15	Good easy connections with other forms of transport

Satisfaction with personal security at the rail station

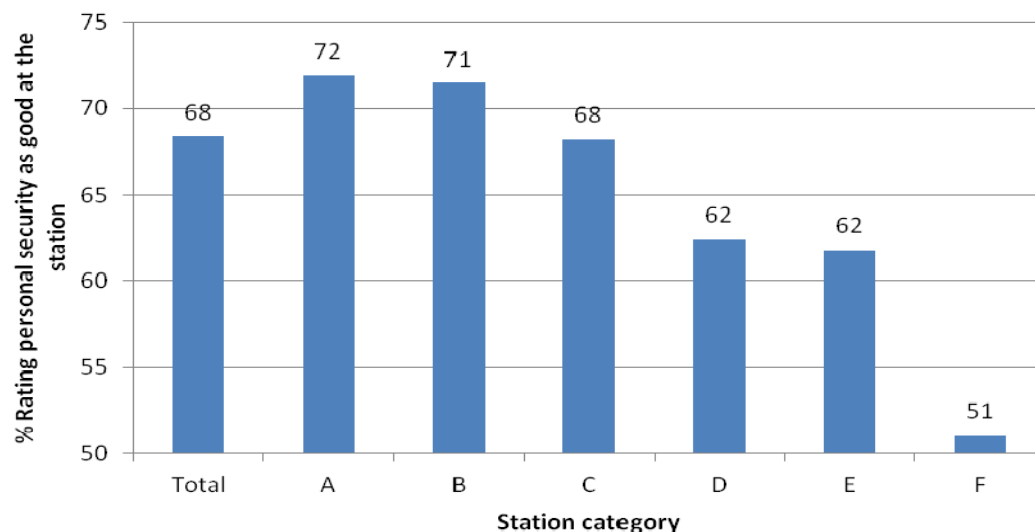


NPS Spring 2013

London South East – Spring 2013	
Highest	Lowest
Chiltern 75%	Southeastern 64%

Secure rail stations

- No consistent level of provision system wide, so passengers don't know what to expect to find (unless they check)
- Low costs measures to reduce crime and the fear of it: Good lighting, clear signage, a well maintained environment, up-to-date information and clear sightlines
- Passenger awareness of the secure stations scheme is low, making it difficult to change perception.

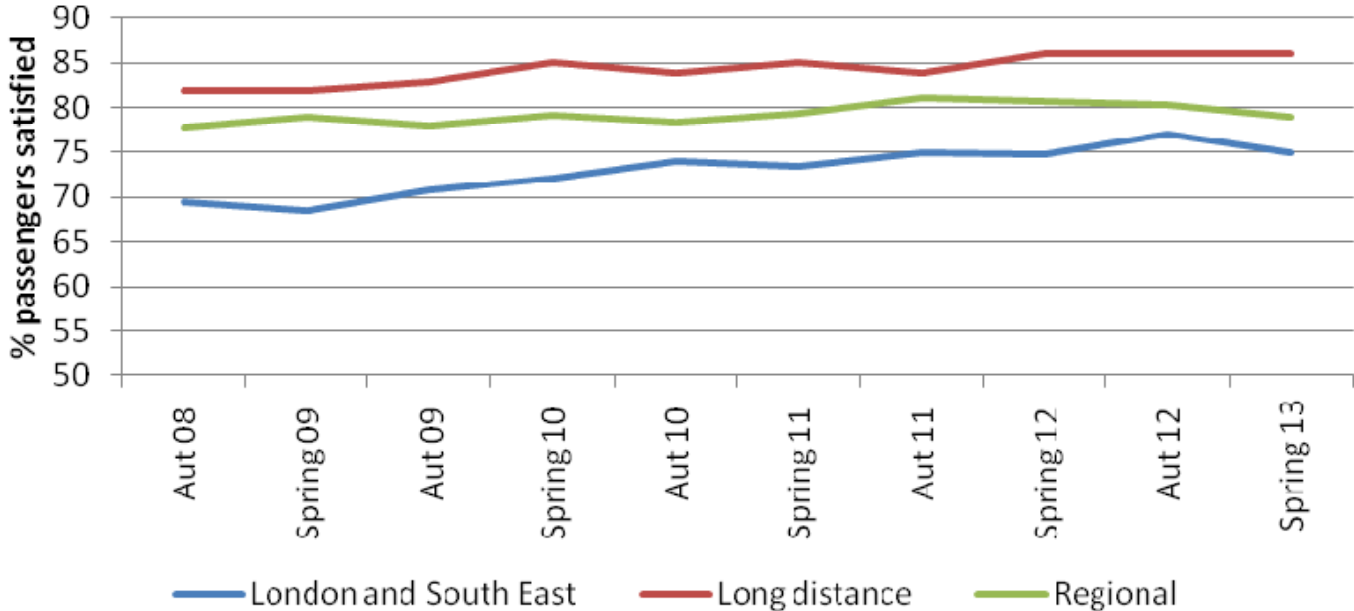


National Passenger Survey, Spring 2013

The challenge for operators:

Recorded crime highest at larger stations; concern for security is greatest at quiet stations.

Satisfaction with personal security on the train



**NPS Spri
2013**

London South East – Spring 2013	
Highest	Lowest
Chiltern 85%	Greater Anglia 68%

Most improved operators – satisfaction with personal security

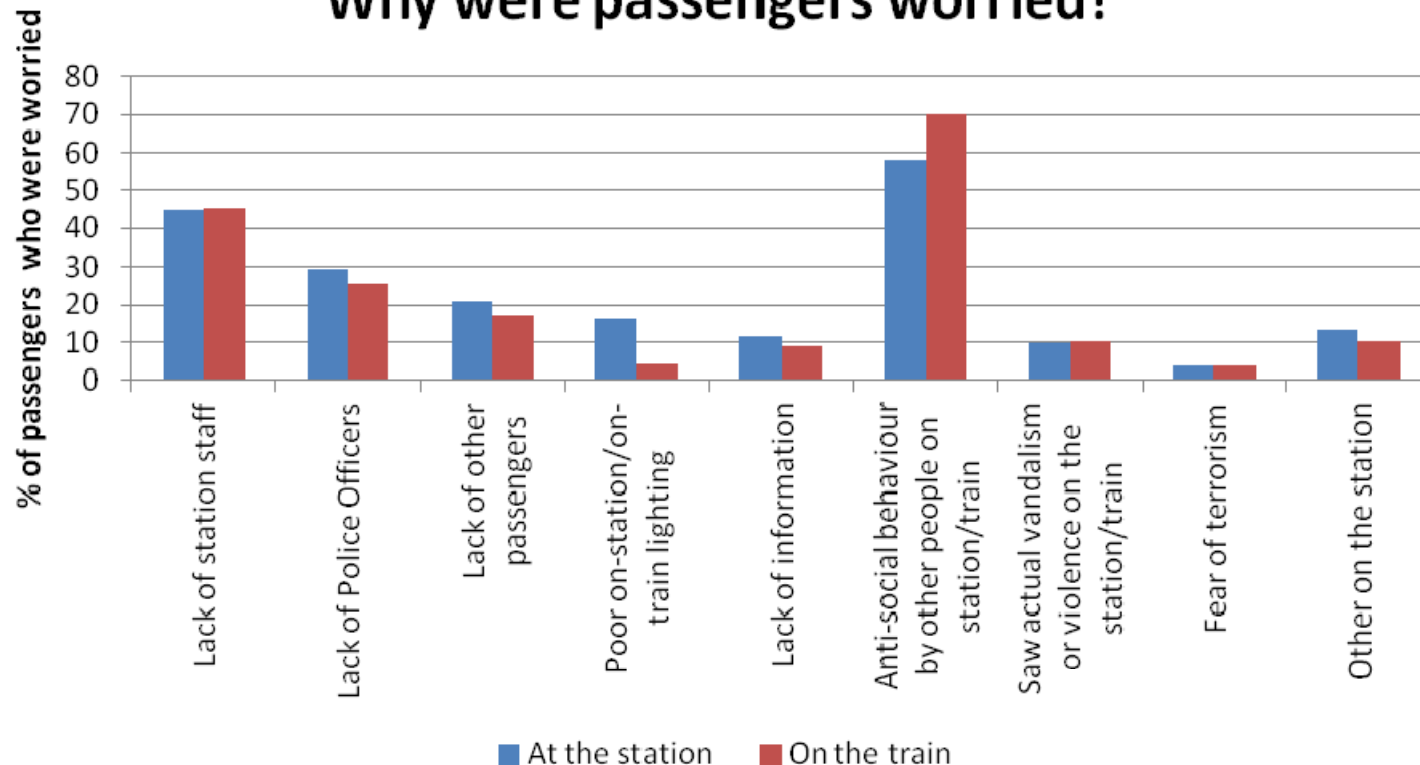
National Passenger Survey	At the station		On the train	
	Aut 2008	Spring 2013	Aut 2008	Spring 2013
C2C	60	73	68	77
London Overground	55	69	53	80
First TransPennine Express	68	77	68	86
Merseyrail	66	76	73	78
Arriva Trains Wales	55	70	77	86

Passenger Focus is currently in the process of talking to the TOCs that have had the biggest improvements to try and understand why, and to highlight examples of best practice. We have already spoken to Merseyrail and are due to meet LOROL in Sept 2013.

Did you have cause to worry about personal security during your rail journey?

NPS	Aut 08	Aut 09	Aut 10	Aut 11	Aut 12
Yes	18%	15%	16%	12%	11%
No	80%	83%	82%	86%	87%

Why were passengers worried?

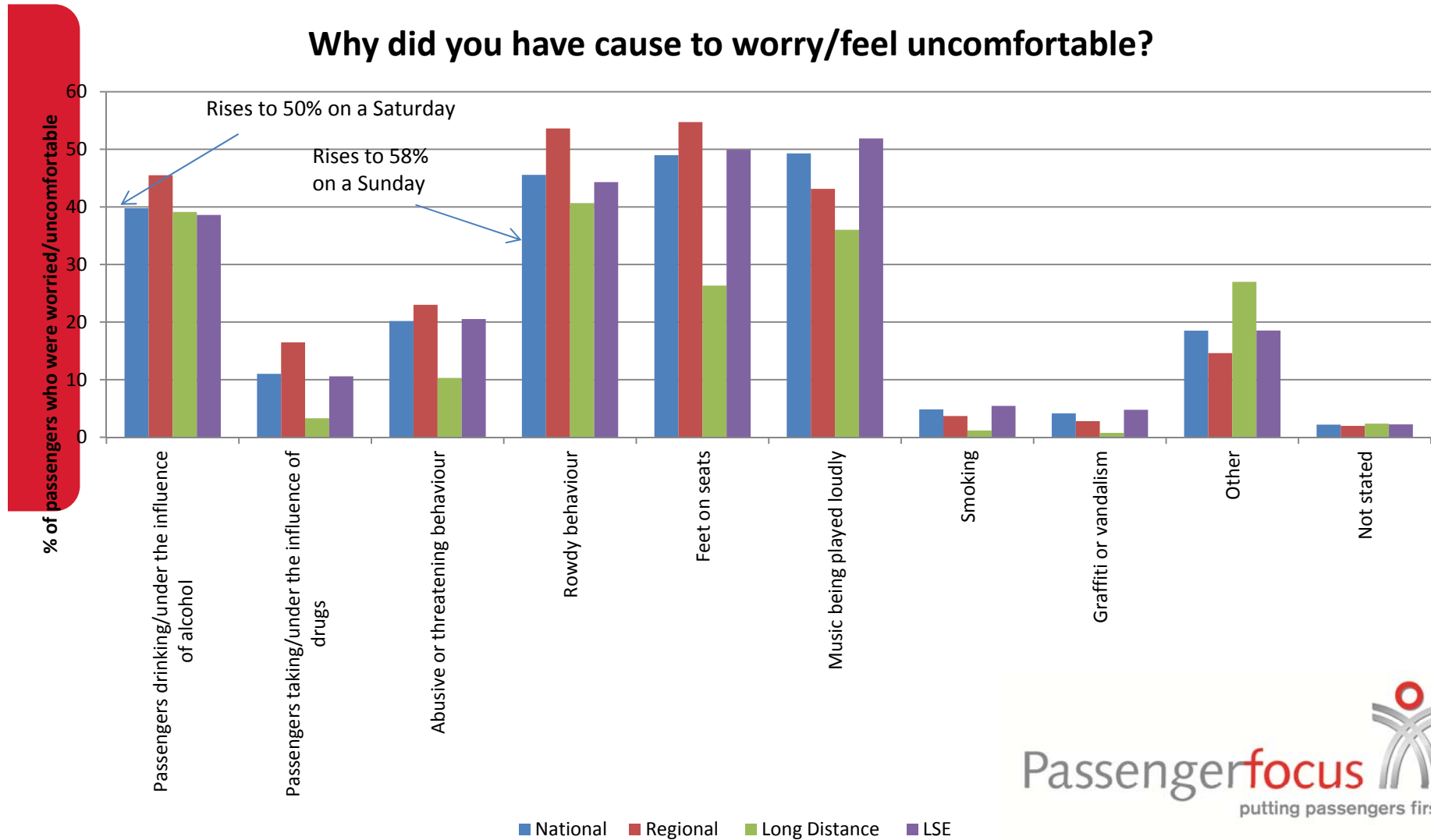


**NPS
Autumn
2012**

Did the behaviour of other passengers give you cause to worry or feel uncomfortable?

	National	Commuter	Business	Leisure
Yes	12	15	8	10
No	85	82	89	86

Why did you have cause to worry/feel uncomfortable?



The role of rail staff

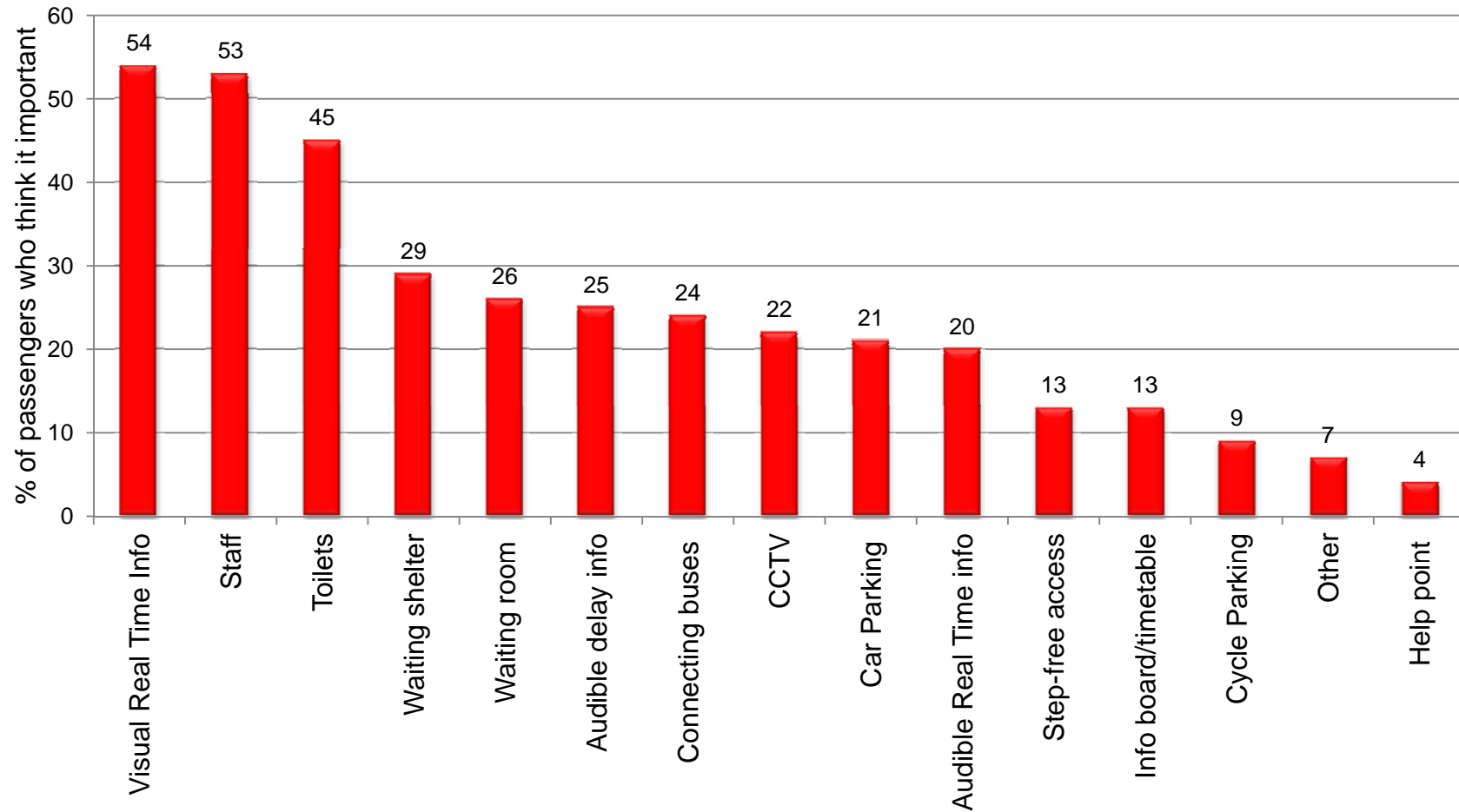
- Passengers consistently identify a staff presence as providing important reassurance
- Numbers aren't enough. Passengers recognise the challenges staff face but want them to be trained to deal with difficult circumstances
- Passengers want staff to be easily recognisable and engaged with passengers (be proactive in their approach).

What three things would help passengers feel safer

Not allowing rowdy or drunk people to board the train	54%
More rail staff visibility on trains	40%
More police visibility on trains	36%

Anti-social behavior report – Rail Passenger Views, Passenger Focus, 2010

Facilities passengers consider important to have at rail stations



National Station Improvement Programme (Research at 26 medium sized stations in 2009, mostly in London and Southeast)

Security after dark

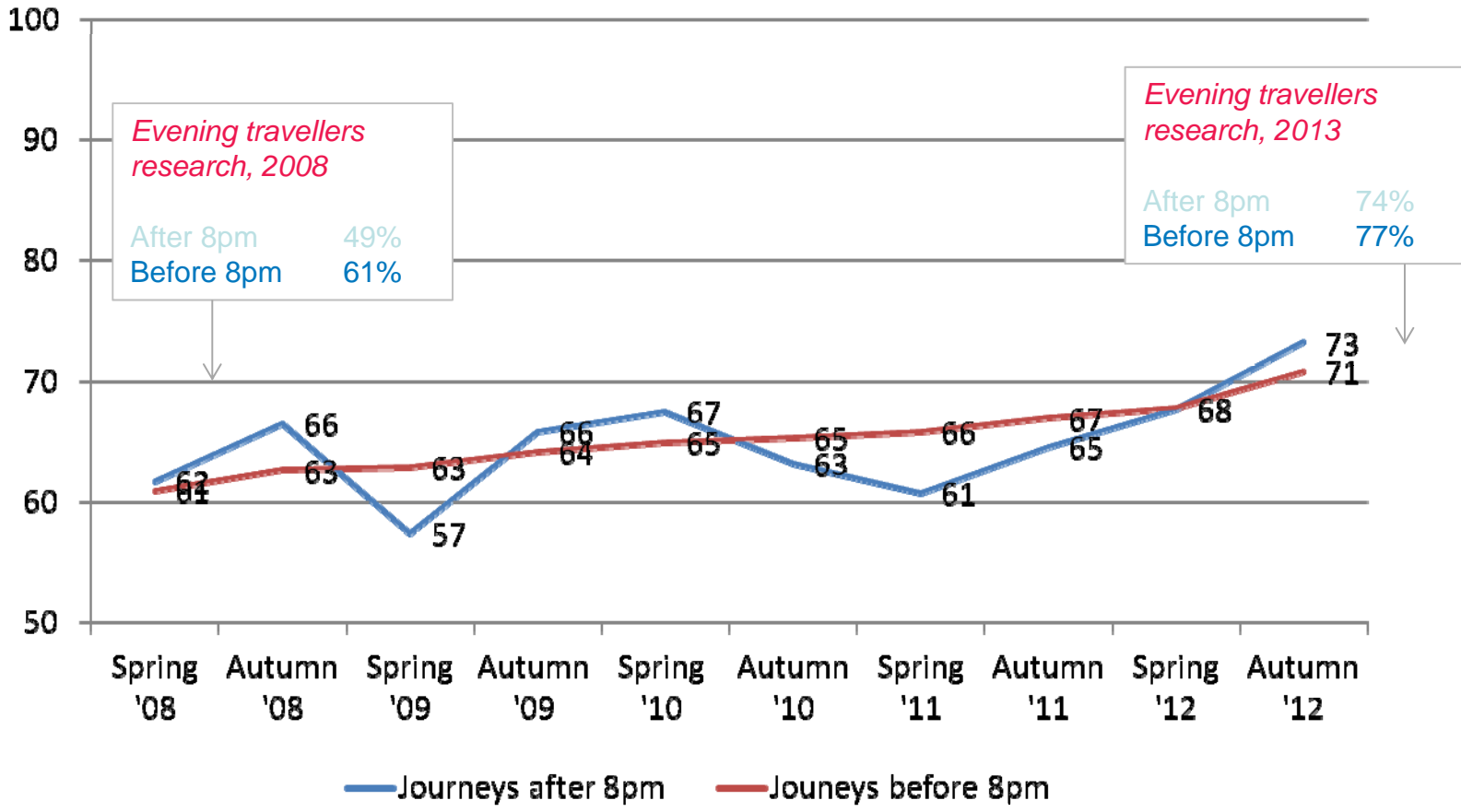
- 98% of rail passengers said they'd feel safe travelling during the day, compared to just 64% when thinking about travelling after dark
- Of existing rail users who have low level concerns travelling during the day 18% would not travel/travel alone after dark
- Those rail passengers who perceive the threat to be greater after dark are concerned about the time spent waiting at the station. When asked why, passengers often cite experiences at “smaller, lonely stations”
- NPS shows that things have changed a great deal since 2008



Experiences and perceptions of crime and anti-social behaviour on public transport, Nat Cen Omnibus for the Department for Transport (September 2008)

Personal security at stations (NPS)

% rating personal security very/fairly good (NPS)



- Evening travellers research indicates that the difference in perceived security at stations before and after 8pm has narrowed since 2008 (previous slide and summarised in boxes above)
- NPS also confirms a gradually improving trend in perceived security at stations, both before and after 8pm

Perception of security at stations after 8pm: gender variances

Factors relating to personal security

Journeys after 8pm

Evening travellers research, 2013

Males Females
% %

Personal security perceived to be better by women than men

Personal security at stations (2013 survey)	69	79
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Several things may be contributing to this:

- Women appear to be more aware of other features at the station, so may be more aware of security measures
 - More satisfied with (= aware of?) information about train times/platforms 79 87
 - More satisfied with (= aware of?) staff 58 66

Evening travellers research, 2008

This pattern has changed since 2008 – suggests genuine improvements to security as well

Personal security at stations (2008 survey)	50	47
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Base: Evening travellers research 2013: Males (104), Females (99)
 * Data from NPS for this measure, all other data from evening travellers survey



- Passengers expect CCTV at rail stations as standard, even if they are staffed
- Can be used to identify perpetrators. It should be clearly advertised
- Most effective when there is live monitoring and its linked to local systems

Conclusions

- Passengers are realistic, but want operators and their staff to take a proactive approach to tackling anti-social behaviour and crime on the railway
- Several TOCS have looked at scaling down ticket office opening hours. At some stations ticket office staff are the only staff. Where justifiable, those staff taken out of ticket offices should be re-deployed onto stations.
- Design and good upkeep can be used to create a more reassuring station environment
- Everyone wants a safe railway; the risk is low, so for most passengers it isn't top of mind. The main risk is slips, trips and falls, as it is in most workplaces.
- Passenger Focus published [Passenger Perceptions of Personal Security on the Railways](#) in March 2008. Conscious that things on the ground have improved since then we are in the process of updating the document with the latest NPS figures and some examples of best practice.



www.passengerfocus.org.uk