

British Transport Police Passenger Confidence & Satisfaction 2015

**Presentation by: Superintendent Andy
Morgan
Sub Divisional Commander for Wales**



Vision Statement

Our vision is to ensure all of our communities feel safe and secure by delivering a policing service that aims to get it right first time every time.

WE EMBODY **INTEGRITY**
AND **RESPECT**. WE WORK
HARD TO INSTIL **TRUST**
AND **CONFIDENCE**.
WE CHALLENGE
BUREAUCRACY AND USE
OUR **COMMON SENSE**. WE
APPROACH OUR WORK
WITH **PROFESSIONALISM**
AND **PRIDE, DETERMINED**
TO ACHIEVE THE BEST
RESULTS FOR THE
RAILWAYS AND THE
PUBLIC. **WE ARE BTP.**

About us



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- British Transport Police became a National Force in 1948 after several regional Railway Forces joined together.
 - Over 90% of our funding comes from privatised Train Operating Companies.
 - Around six million people use the rail network every day and this number is predicted to increase. British Transport Police are here to keep all rail Operators, staff and passengers safe and secure whilst you go about your journey.

Where we cover



- As well as the Railway, British Transport Police are responsible for policing the London Underground, Docklands Light Railway, Midland Metro Tram System, Croydon Tramlink, Sunderland Metro, Glasgow Subway and Thames Cable Car.
- This equates to more than 10,000 miles (16,000 km) of track and more than 3,000 Railway Stations and Depots.

Divisional Map



RESTRICTED

Divisional Structure

- Assistant Chief Constable
- Divisional Commander
- Sub Divisional Commanders
- Police Authority Representatives
- Independent Advisory Groups

How Are We Doing?

- 11th Consecutive Year For Reducing Crime
- Confidence (Autumn 2014 NPRS)
 - At Station 71%
 - On Board 77%
- Target For The Year 77.5%

How Are We Going To Improve?

- 20 20 10 Strategy
- Deputy Chief Constable Led “Confidence and Satisfaction Strategic Board”
- Greater Awareness For All Staff Regarding NPRS Results And Public Opinion
- Greater Focus In 2015 On Rail Staff Survey

How to contact us?

- To report a crime or incident, call: 0800 40 50 40; or



In an Emergency dial: 999

Any Questions?



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