



Anti-social behaviour report

Rail passenger views

February 2010

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Introduction

In March 2009 Passenger Focus published a report entitled 'Passenger perceptions of **personal security** on the railways'.

This report identified that whilst a majority of rail passengers were satisfied with their personal security, both on the train (72%) and at the station (63%), of those that weren't the anti-social behaviour of others was the principal concern. Of those that expressed concern over their personal security whilst at the station, 66% attributed this to anti-social behaviour; a figure which rose to 76% for those travelling on the train.

Passenger Focus and the rail industry wanted to understand exactly what passengers meant when they referred to anti-social behaviour. It is important to explore what types of anti-social behaviour annoy passengers and what makes them concerned for their personal safety and security. We also wanted to know how regularly passengers witnessed anti-social behaviour and what they felt could be done by the rail industry and British Transport Police to help them feel safer and more secure whilst using the rail network.

We were keen to discover if passengers from different age groups, travelling for different reasons (commuting, business, leisure) had different views about the anti-social behaviour of others. We also wanted to clarify whether men and women had the same or differing concerns.

Methodology

In July 2009, Passenger Focus approached several rail industry representatives to determine whether or not they would assist us in undertaking a piece of research into anti-social behaviour. We looked for representation from the British Transport Police (BTP) and train companies across Great Britain (GB) carrying passengers for the specific purposes mentioned above. We also asked other industry partners such as an Integrated Transport Authority and Network Rail to participate.

We designed a brief questionnaire with the help of our rail industry representatives that would be handed out to passengers both on the train and at stations across GB.

Those organisations taking part agreed to distribute and/or fund the cost of the survey forms.

We were pleased that ten stakeholder organisations took part in the research.

In September 2009, 16000 survey forms were printed and as many as possible were handed out over a two week time span. The forms were handed out at different times of day and on different days of the week to a variety of passengers. 1146 forms were completed and returned by freepost to passenger focus. The data has been analysed and here are our findings:

Anti-social behaviour analysis

We asked for details of the passenger's age, reason for travel, which station they were travelling from and which train company they were using. We then asked three questions:

- 1 How often have you witnessed the following types of anti-social behaviour at the station or on the train within the past year? (We listed different types of behaviour and left space for passengers to add their own views). Passengers were given the choice of never, once/twice, 3-10 times or more often.
- 2 To what extent do you find the following types of anti-social behaviour annoying/worrying in relation to your personal safety? (A list of behaviours was given with an opportunity for passengers to add anything they felt missing from the list). Passengers were given the choice of: not a problem, quite annoying, very annoying, quite worrying for personal safety, very worrying for personal safety.
- 3 What three things would help you to feel safer? (We gave a list of actions that passengers could tick and allowed a space for passengers to add their suggestions).

A copy of the questionnaire is in appendix 2 on page 7.

Of the 1146 forms returned, 49% were completed by females and 51% by males.

In relation to age groupings, 0.7% were from under 16s, 10.5% were from 16-25s, 29.2% were from 26-44s, 29.1% were from 45-59s and 30.5% were from 60+.

521 passengers were travelling to/from work, 113 were travelling for business purposes and 512 were travelling for leisure purposes.

Here are our findings:

How often have you witnessed the following types of anti-social behaviour at railway stations or on trains within the last year?

At the station

Of the types of anti-social behaviour witnessed most regularly by passengers 'playing music or DVDs loudly' topped the list (24.3%); followed by 'others putting their feet on seats' (21.4%) and 'people being under the influence of alcohol or drugs' (17.3%). Of those acts of anti-social behaviour witnessed 3-10 times in the previous year, most passengers saw others under the influence of alcohol or drugs (28%).

On the train

When travelling on the train, passengers reported that the most common form of anti-social behaviour witnessed was others putting their feet on seats (36.8%) followed by 'playing music or DVDs loudly' second (30.6%) and 'use of mobile phones in quiet carriages' (27.9%). Similarly, of those acts witnessed 3-10 times in the last year other passengers 'putting their feet on seats' was most the most common form of anti-social behaviour reported (31%). 'Other groups behaving rowdily' (not including football

supporters, 29.4%) and 'people under the influence of alcohol and drugs' followed close behind (29%).

Looking at the types of behaviour witnessed 'more often', against the journey purpose of the respondents, it is clear that those travelling for work witness mobile phones being used in carriages and music/DVDs being played loudly more regularly than those travelling for business or leisure. For these two types of behaviour, there is a difference of 10% or more in the numbers of 'work' passengers reporting this type of behaviour compared to those travelling for business or leisure.

What annoys passengers the most?

Passengers reported that 'Playing music loudly' (66.3%) 'Fare Evasion' (55.5%) and 'Graffiti or Vandalism' (50.2%) were the most annoying types of anti-social behaviour they were asked about. On a lesser scale most passengers (40.9%) reported that they found other passengers 'putting feet on seats' to be quite annoying.

When looking at the answers given by different age groups responding to the survey those respondents over the age of 60 gave a higher rating for 'very annoyed' with 8 of the 12 types of behaviour listed. Typically, those under the age of 25 gave the lowest ratings for being 'very annoyed'.

The most noticeable difference of opinion between those aged between 16-25 and the next age group (26-44) is in respect of the use of the mobile phones in quiet carriages. Of those aged between 16-25 only 30% considered this to be 'very annoying', whilst the corresponding figure for those aged between 26 and 44 increased to 48%.

In general there is little difference in what work, business and leisure passengers find 'very annoying'. However chart 1 provides some examples of where the larger differences occur:

Chart 1 Type of ASB reported as 'very annoying'

	Commuter	Business	Leisure
Feet on seats	34%	38%	45%
Use of mobiles in quiet coaches	43%	50%	55%
Fare evasion	53%	49%	60%



What do passengers find worrying in terms of their personal safety?

In terms of the types of behaviour that passengers find most worrying, in terms of their own personal safety, passengers find 'abusive or threatening behaviour' (60.5%), 'people under the influence of alcohol and drugs' (36.5%) and 'theft of belongings' (36.1%) to be of greatest concern.

It is often reported that the actions of football fans are a cause of great concern to rail passengers. Whilst 20.4% of passengers report they are 'very worried' in terms of their personal safety as a result of football supporters behaving rowdily, a similar number also find the actions of other groups to be of concern 23.8%. It would appear that the concern does not necessarily result from the type of the group, but the fact that it is a group acting rowdily.

The threat of abusive or threatening behaviour is of most concern to both genders. However, women tend to be more concerned about this than men, as they are with the other main concerns, as shown in chart 2.

It has been well reported in previous research that those between the age of 16 and 25 are most likely to be a victim of violent crime on the railway¹; it is therefore unsurprising that this research reveals that those aged between 16 and 25 are most worried about threatening and abusive behaviour (66%). Those aged between 16 and 25 are most worried about the theft of their belongings whilst travelling on the railway (49%).

¹ Passenger perceptions of personal security on the railways, Passenger Focus, March 2009

Chart 2 Most worrying in terms of personal safety

	All passengers	Male	Female
Abusive and threatening behaviour	60.5%	55%	67%
People under the influence of alcohol or drugs	36.5%	33%	41%
Theft of belongings	36.1%	29%	44%

In its report "Passenger perceptions of personal security on the railways' (March 2009), Passenger Focus suggested that as those under the age of 26 were most likely to be a victim of crime on the railway the industry should consider what it can do to help reassure passengers of this age. Advice on crime prevention and what to do when confronted with examples of anti-social behaviour might be beneficial.

What three things would help passengers feel safer?

Although both genders seemingly agree on the three things that would help make them feel safer, it is interesting to note that men placed a greater emphasis on police staff being more visible on trains (41%) whilst women put the need for more rail staff visibility (41%) ahead of there being a greater police presence (30%).

Chart 3 What three things would help passengers feel safer

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

Chart 4 What three things would help passengers feel safer

		Male			Female
1	Not allowing rowdy or drunk people to board the train	55%	1	Not allowing rowdy or drunk people to board the train	52%
2	More police staff visibility on trains	41%	2	More rail staff visibility on trains	41%
3	More rail staff visibility on trains	38%	3	More police staff visibility on trains	30%

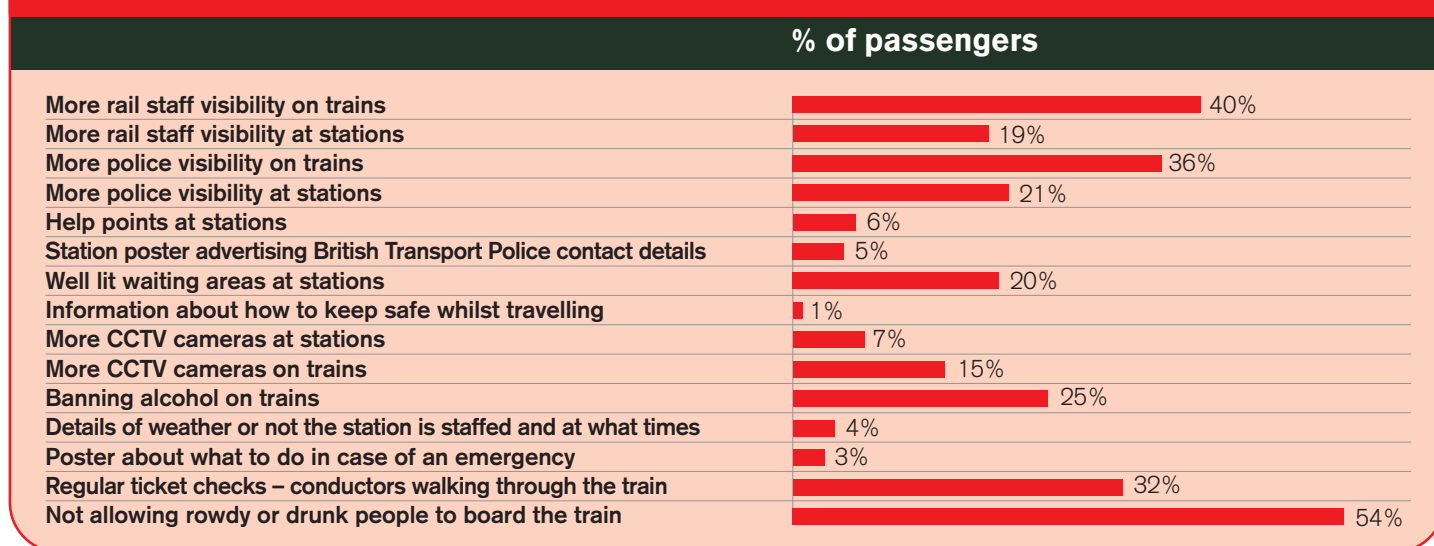
When asked what thing would make them feel safer work, business and leisure passengers were reasonably consistent in their views. All three groups placed 'not allowing rowdy or drunk people to board the train' top, and having 'more rail staff visibility on trains' second. 'More police visibility' on trains was also considered important by all three groups.



Chart 5 What three things would help passengers feel safer

		Commuter	Business	Leisure
1	Not allowing rowdy or drunk people to board the train	48%	60%	60%
2	More rail staff visibility on trains	46%	43%	33%
3	More police staff visibility on trains	39%	37%	33%

Chart 6 What three things would help you feel safer?



All age groups emphasised the importance of not allowing rowdy or drunk people to board trains, and the importance of having a visible member of staff present on the train. Interestingly those under the age of 25 placed more emphasis on providing well lit waiting areas at stations than the other age groups.

Conclusions

Having received over 1000 questionnaires from passengers it is clear that 'the most witnessed' types of anti-social behaviour are common to both passengers on trains and at the station; namely, other passengers playing music or DVDs loudly or putting their feet on seats. The use of mobile phones in quiet carriages (on-train) is also witnessed regularly. Unsurprisingly, therefore, the playing of loud music/DVDs tops the list of what annoys passengers the most (66.3%); more so amongst those passengers aged over 26. This is followed by fare evasion (55.5%) and graffiti/vandalism (50.2%).

Whilst passengers view these types of behaviour as being annoying it does not necessarily mean that they are considered worrying in terms of their personal safety. Passengers, and particularly those under 26, are most worried about threatening and abusive behaviour, other passengers under the influence of alcohol or drugs and the theft of belongings.

When asked what three measures could be introduced to make them feel safer when travelling on the railway, the message from passengers was clear: prevent people under the influence of alcohol or drugs from boarding trains, increase the number of staff, and increase the number of police on trains.

Acknowledgments

Passenger Focus would like to thank Virgin, London Midland, Southern, Southeastern, Merseyrail, Arriva Trains Wales, Scotrail train companies, British Transport Police (NW and Wales) Network Rail Scotland and Merseytravel for supporting and assisting in this research.



Appendix A – Results by train operating company (where the overall sample size is 100 or more)

Type of ASB witnessed 'more often'	ScotRail	Northern	Southeastern	London Midland	Arriva Trains Wales	Merseyrail	Total
Station – Feet on seats	21%	24%	33%	17%	25%	18%	22%
Station – playing music /DVD loudly	22%	22%	40%	30%	17%	19%	25%
Station – smoking	19%	13%	19%	19%	21%	13%	18%
Station – fare evasion	14%	18%	19%	12%	12%	13%	14%
Station – graffiti or vandalism	8%	11%	20%	19%	15%	15%	15%
Station – football supporters behaving rowdily	7%	9%	4%	3%	9%	7%	6%
Station – other groups behaving rowdily	8%	17%	17%	11%	18%	17%	14%
Station – people under the influence of drugs/alcohol	15%	11%	24%	14%	25%	17%	17%
Station – theft of belongings	0%	1%	1%	1%	0%	2%	1%
Station – abusive/threatening behaviour	6%	6%	11%	5%	10%	7%	7%
Train – feet on seats	45%	38%	50%	41%	34%	31%	40%
Train – use of mobiles in quiet carriages	30%	21%	37%	33%	27%	18%	28%
Train – playing music/ DVD loudly	27%	21%	49%	39%	30%	21%	32%
Train – smoking	2%	4%	9%	2%	5%	5%	4%
Train – fare evasion	17%	19%	21%	15%	17%	13%	17%
Train – graffiti or vandalism	10%	11%	20%	11%	7%	14%	12%
Train – football supporters behaving rowdily	10%	9%	4%	3%	8%	5%	7%
Train – other groups behaving rowdily	14%	18%	20%	9%	19%	19%	16%
Train – people under the influence of drugs/alcohol	22%	14%	26%	16%	23%	18%	20%
Train – theft of belongings	2%	1%	5%	0%	1%	1%	1%
Train – abusive/threatening behaviour	7%	3%	13%	5%	11%	7%	7%

Continued on page 6

Appendix A – Results by train operating company (where the overall sample size is 100 or more)

Types of ASB seen as 'very annoying'	ScotRail	Northern	Southeastern	London Midland	Arriva Trains Wales	Merseyrail	Total
Feet on seats	39%	49%	42%	32%	32%	48%	39%
Use of mobiles in quiet coaches	56%	55%	50%	52%	45%	34%	49%
Playing music or DVDs loudly	70%	77%	65%	71%	58%	60%	67%
Smoking in the station vicinity	35%	34%	37%	37%	36%	35%	36%
Fare evasion	56%	62%	65%	52%	53%	59%	57%
Graffiti or vandalism	50%	59%	52%	44%	53%	52%	51%
Football supporters behaving rowdily	26%	28%	16%	18%	26%	22%	23%
Other groups behaving rowdily	30%	27%	15%	21%	29%	23%	25%
People under the influence of alcohol/drugs	25%	22%	13%	12%	19%	17%	18%
Theft of belongings	21%	23%	29%	18%	25%	22%	23%
Abusive or threatening behaviour	13%	9%	12%	7%	10%	12%	10%

Types of ASB seen as 'very worrying in respect of personal safety'	ScotRail	Northern	Southeastern	London Midland	Arriva Trains Wales	Merseyrail	Total
Feet on seats	1%	1%	2%	1%	1%	5%	2%
Use of mobiles in quiet coaches	1%	0%	2%	0%	0%	2%	1%
Playing music or DVDs loudly	1%	0%	2%	1%	0%	4%	1%
Smoking in the station vicinity	4%	9%	3%	2%	8%	11%	6%
Fare evasion	3%	4%	1%	2%	4%	5%	3%
Graffiti or vandalism	8%	1%	2%	3%	6%	9%	5%
Football supporters behaving rowdily	24%	21%	19%	17%	21%	19%	20%
Other groups behaving rowdily	24%	26%	24%	20%	23%	26%	23%
People under the influence of alcohol/drugs	31%	48%	37%	34%	33%	37%	36%
Theft of belongings	32%	43%	37%	37%	35%	36%	36%
Abusive or threatening behaviour	60%	66%	59%	65%	59%	63%	62%

What three things would you feel safer?	ScotRail	Northern	Southeastern	London Midland	Arriva Trains Wales	Merseyrail	Total
More rail staff visibility on trains	36%	32%	44%	55%	37%	36%	41%
More rail staff visibility at stations	17%	11%	32%	24%	15%	14%	19%
More police visibility on trains	31%	40%	30%	30%	38%	49%	36%
More police visibility on stations	23%	26%	13%	15%	31%	17%	21%
Help points at all stations	7%	5%	6%	5%	8%	5%	6%
Station posters advertising British Transport Police contact details	6%	1%	4%	5%	7%	3%	5%
Well lit safe waiting areas at stations	23%	16%	18%	25%	21%	16%	21%
Information about how to keep safe whilst travelling	0%	2%	1%	1%	1%	1%	1%
More CCTV cameras on stations	6%	10%	6%	8%	7%	2%	6%
More CCTV cameras on trains	15%	20%	23%	13%	7%	20%	15%
Banning alcohol on trains	23%	26%	23%	22%	26%	25%	24%
Details of whether the station is staffed and at what times	2%	1%	5%	5%	6%	1%	4%
Posters about what to do in an emergency	4%	4%	5%	3%	2%	1%	3%
Regular ticket checks – conductors walking through the train	31%	30%	25%	39%	26%	44%	33%
Not allowing rowdy or drunk people to board the train	59%	60%	52%	38%	58%	59%	53%

Help stop anti social behaviour on our railways

Passenger Focus
FREEPOST RRRE-ETTC-LEET
PO BOX 4257
Manchester
M60 3AR

Thank you for taking the time to complete this survey.

Please fold and seal this questionnaire and pop it into a postbox. There is no need for a stamp.

PLEASE SEND IT BACK TO US BEFORE FRIDAY 23 OCTOBER.

Passengers tell us that anti social behaviour at the station and on the train can make them feel unsafe while they are travelling.

We would like understand how best to tackle the problem to help you feel safer during your journeys.

Please help us by completing this short questionnaire and sending it back to us free post. We will share the results with the rail industry and the British Transport Police (BTP) to help them to develop ways of addressing the problems that worry you.

Contact us

If you want to know more about the work we are doing on your behalf to ensure you get a better deal when you travel by rail, contact us:
Passenger Focus
Freepost RRRE-ETTC-LEET
PO Box 4257
Manchester M60 3AR
Phone 0300 123 2350
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Web www.passengerfocus.org.uk

Passenger Focus is the operating name of the Rail Passengers Council
Design & print **TU ink** www.tuink.co.uk

The address is freepost so you don't need a stamp and we value all comments we receive

1 About You

Age under 16 16-25 26-44 45-59 60+ (1)

Male Female (2)

Which station are you travelling from? (3)

What time train did you catch today to travel to your destination use the 24 hour clock
 : :
e.g. 15:45

Are you travelling for work business leisure (5)

Which train company are you travelling with? (6)

2 How often have you witnessed the following types of anti-social behaviour at railway stations or on trains within the last year? Please put a cross (x) in the relevant boxes.

At the station

	Never	Once or twice	3-10 times	More Often
Feet on seats	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
Use of mobiles in quiet coaches	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
Playing music or DVD loudly	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
Smoking	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
Fare evasion	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
Graffiti or vandalism (in progress or already done)	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
Football supporters behaving rowdily	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
Other groups behaving rowdily	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
People under the influence of alcohol or drugs	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
Theft of belongings	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
Abusive or threatening behaviour	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)

On the train

	Never	Once or twice	3-10 times	More often
Feet on seats	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)
Use of mobiles in quiet coaches	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)
Playing music or DVD loudly	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)
Smoking	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)
Fare evasion	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)
Graffiti or vandalism (in progress or already done)	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)
Football supporters behaving rowdily	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)
Other groups behaving rowdily	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)
People under the influence of alcohol or drugs	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)
Theft of belongings	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)
Abusive or threatening behaviour	<input type="checkbox"/> (5)	<input type="checkbox"/> (6)	<input type="checkbox"/> (7)	<input type="checkbox"/> (8)

Other? (please specify)

3 To what extent do you find the following types of anti-social behaviour bother and/or worry you in relation to your personal safety?

Please put a cross (x) in the relevant boxes.

	Not a Problem	Quite annoying	Very annoying	Quite worrying for personal safety	Very worrying for personal safety
Feet on seats	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
Use of mobiles in quiet coaches	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
Playing music or DVDs loudly	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
Smoking in the station vicinity	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
Fare evasion	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
Graffiti or vandalism (in progress or already done)	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
Football supporters behaving rowdily	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
Other groups behaving rowdily	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
People under the influence of alcohol or drugs	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
Theft of belongings	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
Abusive or threatening behaviour	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)

Other? (please specify)

4 What three things would help you feel safer?

Tick only three boxes.

More rail staff visibility on trains	<input type="checkbox"/> (1)	Banning alcohol on trains	<input type="checkbox"/> (11)
More rail staff visibility at stations	<input type="checkbox"/> (2)	Details of whether or not the station is staffed and at what times	<input type="checkbox"/> (12)
More police visibility on trains	<input type="checkbox"/> (3)	Posters about what to do in case of emergency	<input type="checkbox"/> (13)
More police visibility at stations	<input type="checkbox"/> (4)	Regular ticket checks – conductors walking through the train	<input type="checkbox"/> (14)
Help points at all stations	<input type="checkbox"/> (5)	Not allowing rowdy or drunk people to board the train	<input type="checkbox"/> (15)
Station posters advertising British Transport Police contact details	<input type="checkbox"/> (6)	Other? (Please specify)	<input type="checkbox"/> (16)
Well lit waiting areas at stations	<input type="checkbox"/> (7)		
Information about how to keep safe whilst travelling	<input type="checkbox"/> (8)		
More CCTV cameras at stations	<input type="checkbox"/> (9)		
More CCTV cameras on trains	<input type="checkbox"/> (10)		

We are grateful to Southern, London Midland, South Eastern, Merseyrail, Merseytravel, BTP NW, Virgin, Arriva Trains Wales, ScotRail and Network Rail Scotland for their contribution towards the cost and/or distribution of this survey. The survey findings will be shared with all funders, across the wider rail industry and will be available on the Passenger Focus website at the end of the year at www.passengerfocus.org.uk



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name of the Rail Passengers Council

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