



Personal Security Survey
October 2019

Headline findings

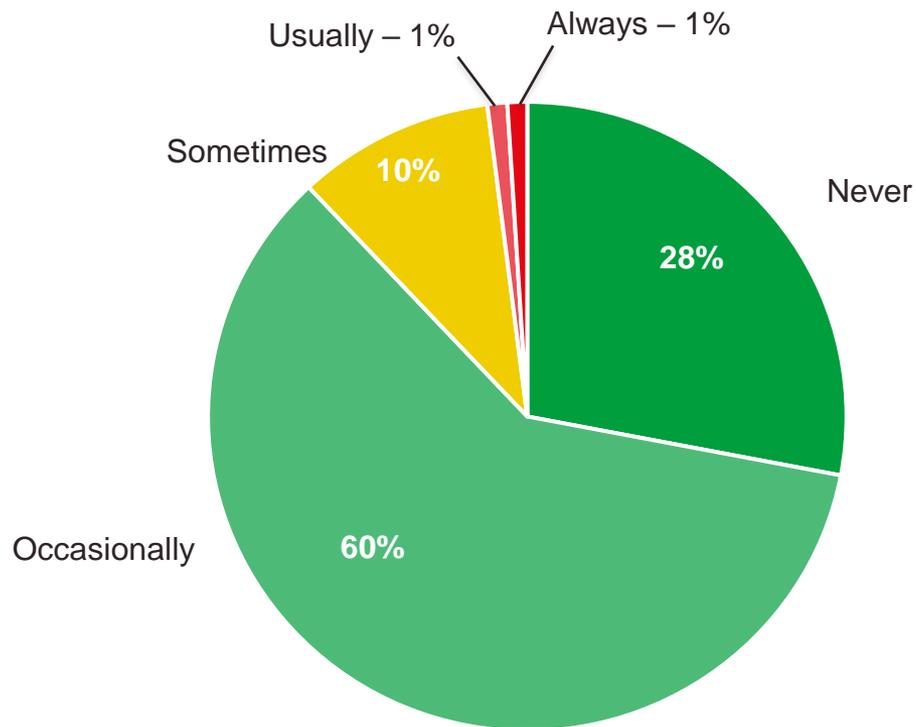
- Most panellists who use trains feel safe when they do so. 88 per cent say that they only occasionally or never feel unsafe when travelling by train.
- 76 per cent of panellists using trains rate their personal security at the station where they boarded the train as 'good'. In terms of the quality of stations and of the facilities that are provided there, station cleanliness tends to be rated well while toilets are rated poorly. Those who rate their personal security at the station as 'poor' are more likely than others to rate station facilities similarly.
- 77 per cent of panellists using trains rate their personal security on the train as 'good'. The cleanliness of trains is rated relatively well compared to other on-train facilities, as is the helpfulness and attitude of the staff on the train. Again, those who rate their personal security on the train as 'poor' are more likely than others to rate the on-train facilities similarly.
- When asked about factors influencing their personal security train users often mention the presence or otherwise of staff. Comments suggest that staff are valued both as a deterrent and as a source of information to be used in the event of something happening. In the absence of staff, CCTV is also sometimes mentioned, as is the presence of other travellers which can be seen to have a positive or negative influence depending on the time of day or type of people who are also travelling.

Detailed findings

How often do passengers feel unsafe?

28 per cent of panellists say that they never feel unsafe when travelling on trains, while 60 per cent say that they only feel unsafe occasionally.

How often do you feel unsafe when travelling by train?



Base: 2568 panellists using a train in the last three months.

What makes people feel safe or unsafe while travelling by train?

When passengers are asked what makes them feel safe or unsafe when travelling by train they tend to mention the number and type of other people that might be travelling at the same time, the presence or absence of staff or the time of day that they are likely to be travelling.

Please tell us more about what makes you feel safe or unsafe when travelling by train?

“Generally for me having plenty of other people around is nearly always good, although not if that gets to an overcrowded situation. Staff availability and helpfulness also makes me feel safer. So an empty unmanned station late at night would not make me feel safe.”
Leisure traveller using South Western Railway.

“I like to see the conductor walking through the train and I like station staff to be visible on staffed stations.”
Leisure traveller using TransPennine Express.

“Very busy trains can be intimidating.”
Leisure traveller using TransPennine Express.

“Quiet or empty trains outside rush hour are more of an issue.”
Commuter using South Western Railway.

“People make me feel safe as well as a guard.”
Leisure traveller using Southern.

“Presence of a train manager is key to feeling safe. Late night trains full of drunks are potentially unsafe.”
Commuter using Northern.

“Depends a lot on the other passengers and time of day travelling.”
Leisure traveller using Transport For Wales.

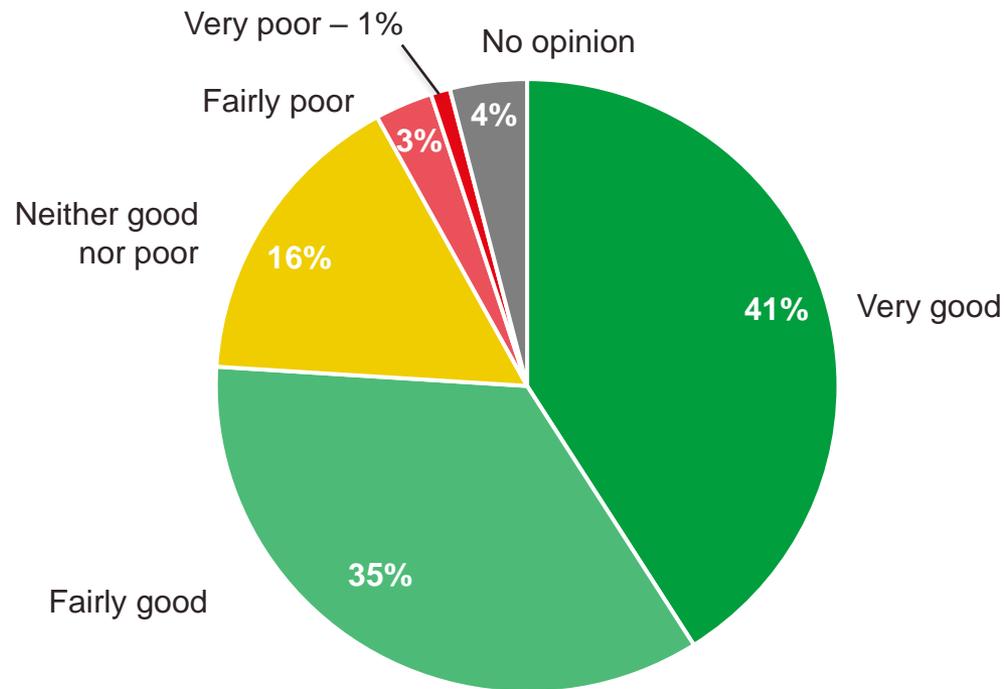
“When [it is] very crowded; if other passengers have been drinking; if other passengers are rowdy; if train is relatively empty and no staff visible.”
Leisure traveller using Scotrail.

“Unruly fellow travellers.”
Business traveller using Southern.

Personal security at the station

76 per cent of panellists rate their personal security at the station where they boarded the train as 'good' while four per cent rate their personal security at the station as 'poor'.

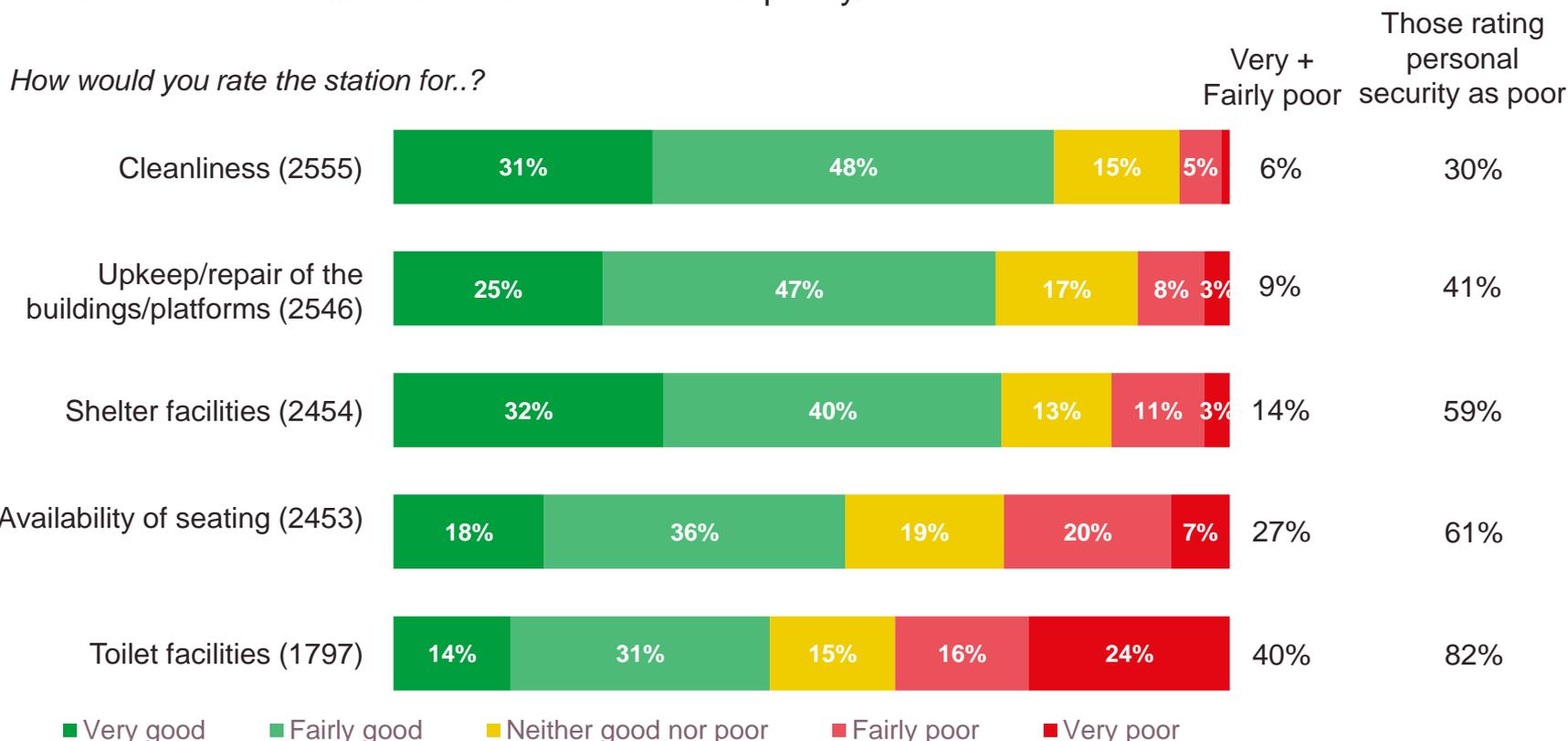
How would you rate your personal security while using the station?



Base: 2568 panellists using a train in the last three months.

Rating of station facilities

In general, station cleanliness is rated well while toilet facilities are rated poorly. Those who rate their personal security at the station where they boarded the train as 'poor' are more likely than panellists overall to rate the facilities available at the station poorly.



Base: Panellists using a train in the last three months with an opinion (excludes 'did not use'/'no opinion' – base sizes in brackets). Those rating their personal security at the station as 'poor' (no less than 90 responses for any one item).

Comments on personal security at station rating

When asked about their rating of personal security at the station, passengers generally mention the presence or lack of staff. In the absence of staff the availability of CCTV is also often noted. The presence of other people can be seen as positive or negative. Busy stations are generally welcomed, while isolated stations are not. This is unless a crowd at the station is perceived as being 'rowdy' and poorly managed.

You rated your personal security while using the station as *poor*/neither good nor poor/*good*. Why did you say that?

"I didn't see any police on duty. The station is undergoing massive refurbishment and was packed and chaotic."

Leisure traveller using Virgin Trains.

"It is only a small station for a relatively small community."

Leisure traveller using Great Western Railway.

"There was a member of staff on the station, there were closed circuit camera's and the station was very open giving good visibility."

Leisure traveller using Thameslink.

"No staff, didn't see any CCTV, groups of youths hanging about not using trains."

Leisure traveller using Great Western Railway.

"I don't know. It's a one platform station below street level but there are usually other passengers around."

Leisure traveller using Northern.

"Well staffed station. Never any problems at 6.30am."

Commuter using Northern.

"No staff at the station. It is in a very isolated location. I was alone on the platform."

Leisure traveller using West Midlands Trains.

"I felt safe, but it would have been different if the train had been crowded."

Business traveller using West Midlands Trains.

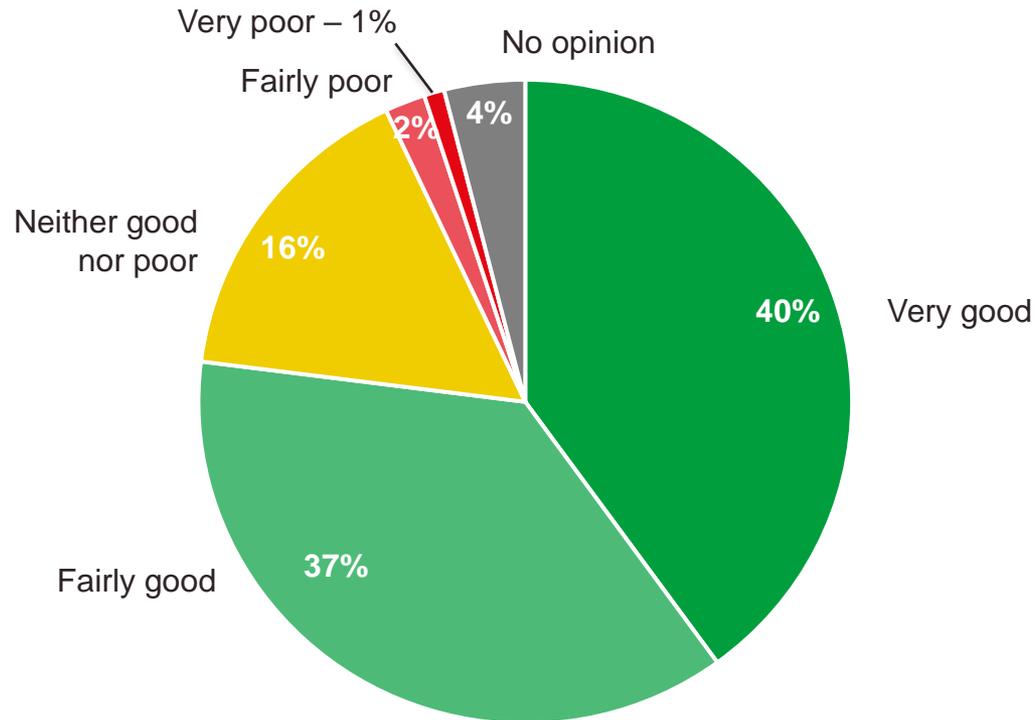
"Small station, other people nearby."

Business traveller using Southern.

Personal security on the train

77 per cent of panellists rate their personal security on the train which they used as 'good' while three per cent rate their personal security on the train as 'poor'.

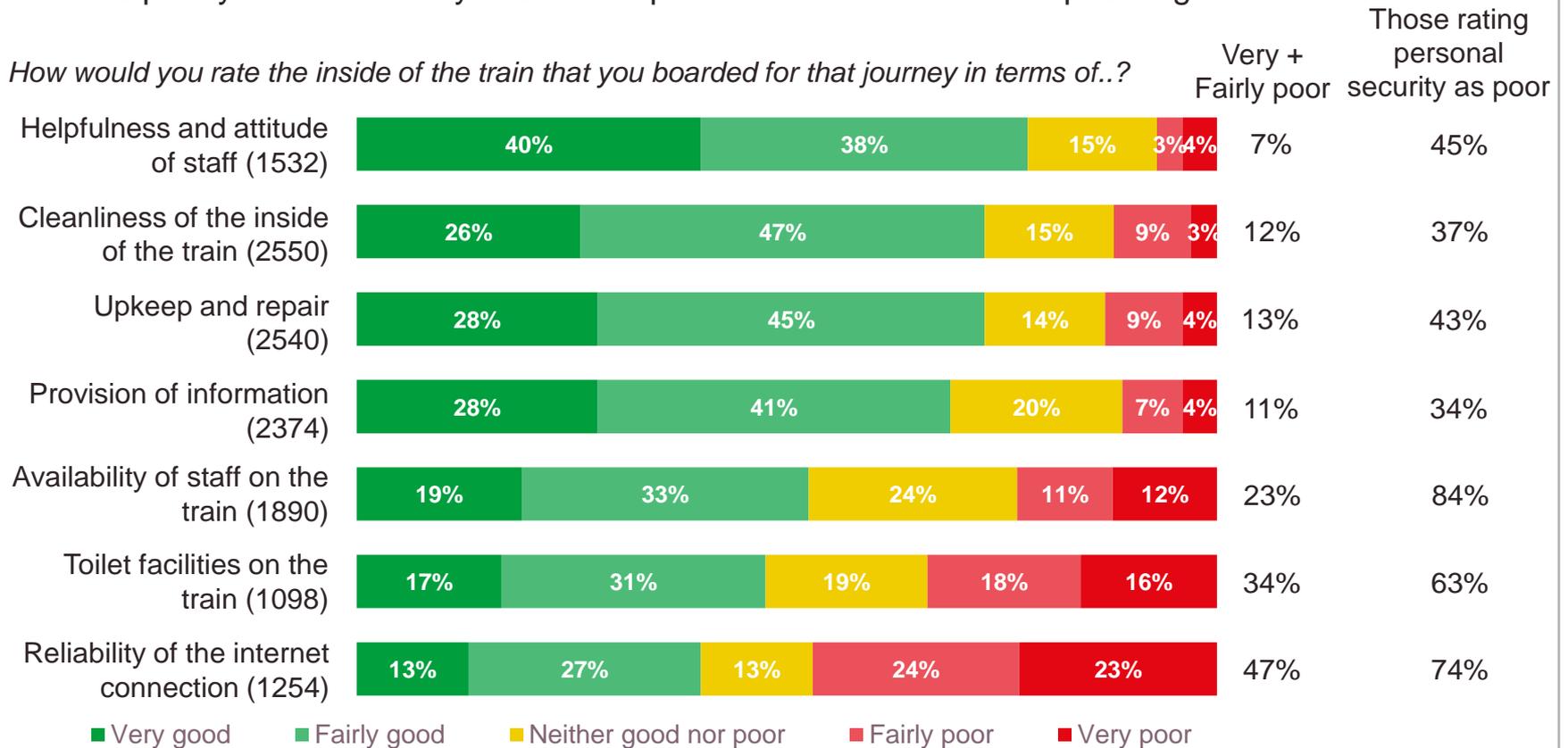
How would you rate your personal security while on the train?



Base: 2568 panellists using a train in the last three months.

Rating of train facilities

In general staff attitude is rated well, while the quality of the internet connection is rated poorly. Those who rate their personal security on the train as 'poor' are more likely than panellists overall to rate the facilities poorly. The availability of staff is a particular concern for these passengers.



Base: Panellists using a train in the last three months with an opinion (excludes 'did not use'/'no opinion' – base sizes in brackets). Those rating their personal security on the train as 'poor' (no less than 47 responses for any one item).

Comments on personal security on train rating

Comments regarding the rating given for personal security on the train again tend to focus on the presence or otherwise of staff. To some degree staff appear to be viewed positively because they are able to give passengers information in the event of something happening. CCTV is also occasionally mentioned and, as with comments in relation to personal safety at the station, the presence or absence of other people is sometimes viewed positively and sometimes negatively.

You rated your personal security while on the train as *poor*/neither good nor poor/*good*. Why did you say that?

"No staff. There were no incidents, but that's just good fortune... if anything happens it's down to passengers to deal with it themselves."

Commuter using Greater Anglia.

"I didn't feel unsafe but didn't see any staff on the train."

Leisure traveller using Southeastern.

"There weren't too many people on the train. I could see CCTV cameras and the staff were around checking tickets."

Leisure traveller using London and Northeastern Railway.

"Very old train with no CCTV whatsoever. Few customers on train and was late in the evening."

Leisure traveller using West Midlands Trains.

"Only one guard on the train. Thankfully there was no trouble."

Leisure traveller using Northern.

"Train fairly empty so no concerns."

Leisure traveller using Transport for Wales.

"No patrols to deal with rowdy passengers and uncertain what to do if a problem arose."

Commuter using Thameslink.

"There were no staff visible at any time on the train. The announcements are automated. Perhaps the voice of a real person would have been reassuring."

Leisure traveller using West Midlands Trains.

"Presence of train manager and loads of commuters."

Commuter using Northern.

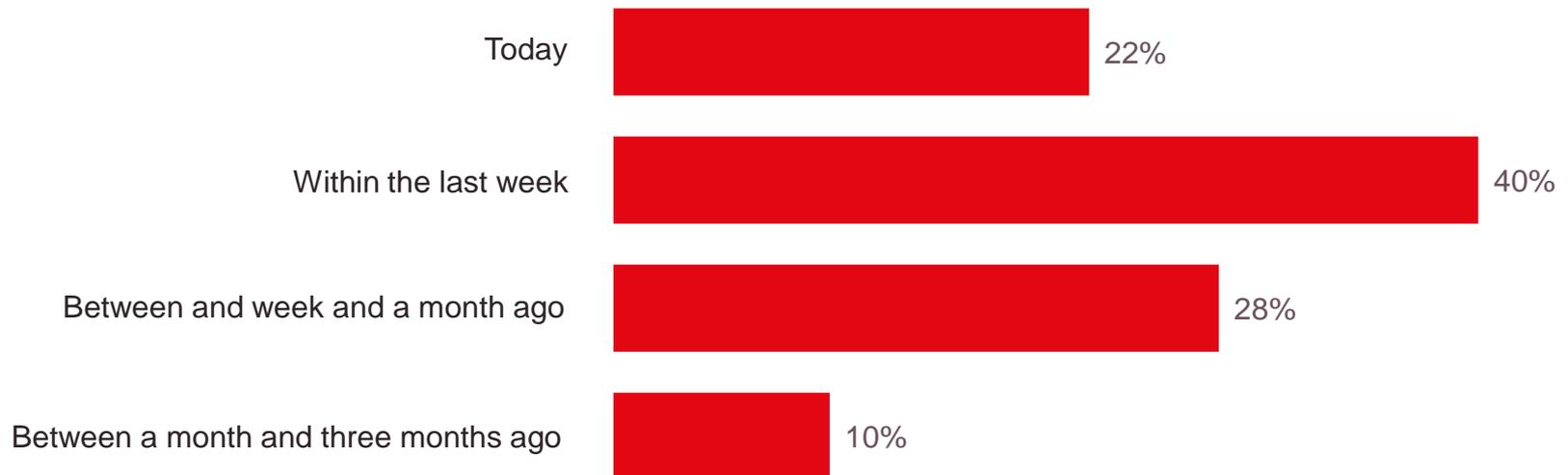
How we completed this research

Methodology

- This report provides the findings of research undertaken with members of Transport Focus's Transport User Panel. The Transport User Panel is an online database of transport users who have previously indicated to Transport Focus that they are happy to participate in research.
- On 12 August 2019 an email was sent to panellists inviting them to complete a questionnaire which asked about their perception of personal security while making their last train journey. On 3 September 2019 the survey closed with 2568 responses having been received from those who had travelled in the last three months.
- The data used to produce this report is unweighted and therefore its profile does not accurately reflect the 'true' profile of train users. Findings should therefore be viewed as indicative rather than statistically significant.

Respondent Profile

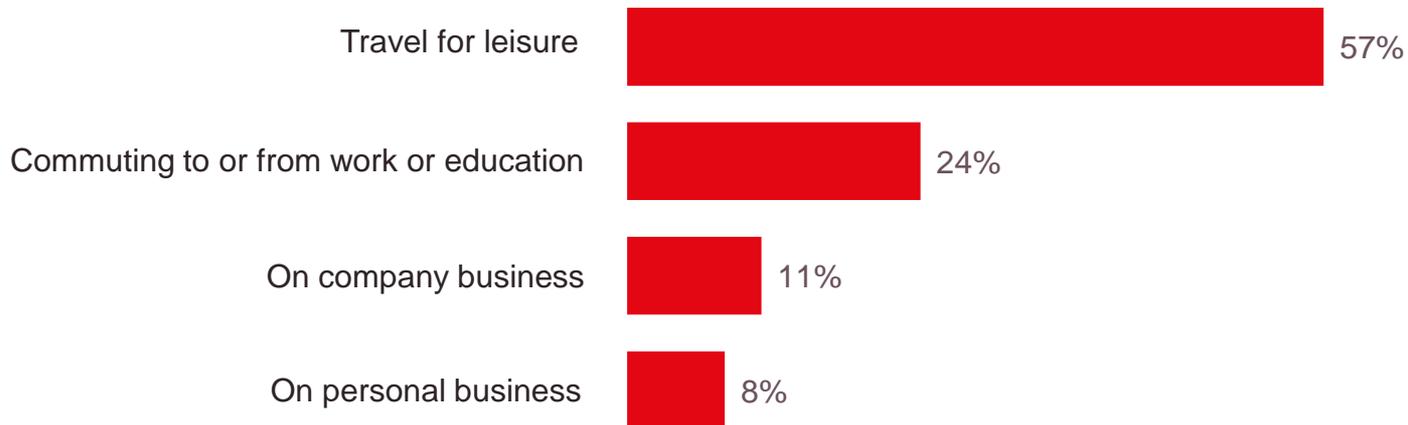
When was your most recent train journey (excluding underground)?



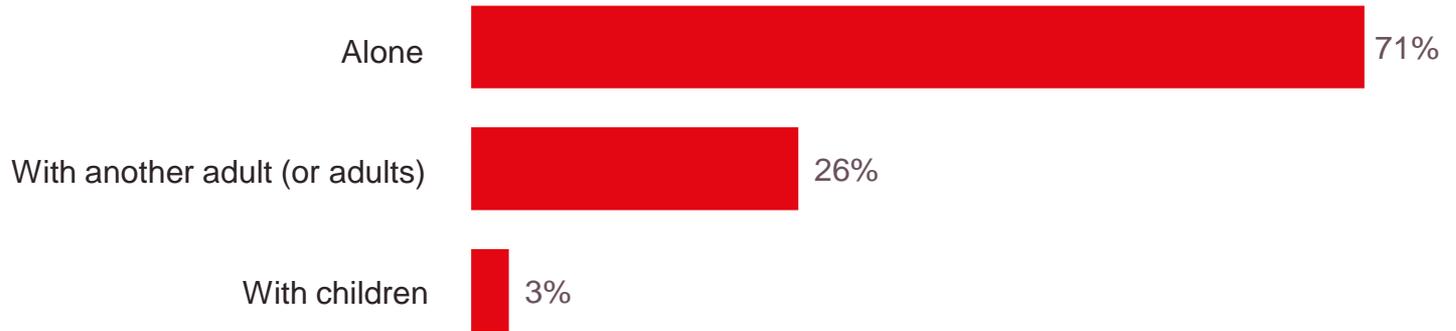
Base: 2568 panellists using a train in the last three months.

Respondent Profile

What was the main purpose for that journey?



Were you travelling..?



Base: 2568 panellists using a train in the last three months.