

Transport for London

Crime and antisocial behaviour statistics bulletin

Quarter 1 (1 April - 30 June 2010/11)

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## 1. Introduction

This quarterly bulletin brings together crime and incident statistics from the Metropolitan Police Service (MPS), British Transport Police (BTP) and Transport for London (TfL) and provides a summary of crime and anti-social behaviour (ASB) on TfL services during Q1 2010/11 (April–June 2010). The bulletin focuses on the London Bus network, London Underground/Docklands Light Railway and TfL's new London Overground service<sup>1</sup>.

The BTP is responsible for policing the rail network in London, including the TfL managed London Underground (LU), the Docklands Light Railway (DLR) and the London Overground (LO) services. Crime figures for the LU, DLR and LO have been provided by the BTP. Crime figures for LU and DLR are reported together as these networks are policed by the same division of the BTP. The BTP only deals with crime relating to the rail and Tramlink network.

The MPS is responsible for policing the rest of London's transport network, including the bus network. The figures reported in this bulletin for the bus network are based on official MPS figures for bus-related crime unless otherwise stated. There is no distinct category of 'bus crime' in the MPS crime recording system. Recorded crime data is extracted from the MPS system using a complex query that searches all MPS crime for transport venue codes and those that have the word bus, bus stop, bus station and transport related words somewhere in the electronic case file. For this reason, some crimes that did not occur on the bus network will be included in the figures. This is different from the BTP as all crimes dealt with by the BTP and included on their crime recording system relate directly to the rail network.

Recorded crime figures relate to crime recorded by the MPS and BTP in the quarterly period. The figures do not include crimes that have not been reported to the police or those that the police decide not to record. Crime figures reported in this bulletin are consistent with Home Office counting rules and are subject to revision in future updates. At the end of the financial year, crime and passenger journey figures contained in this report will be adjusted to reflect the most accurate and up to date data available. Some of the figures and percentage changes published in this report may change. The adjusted figures will be published in the annual statistical bulletin.

Public transport in London continues to be a relatively safe and low crime environment. Currently, over ten million passengers travel on the TfL's public transport services each day with very few of them ever experiencing or witnessing crime. Official figures from the MPS and the BTP show further reductions in levels of crime on the transport network despite increasing passenger numbers. The risk of becoming a victim of crime is falling.

The levels of bus-related crime in the first quarter of 2010/11 (April 2010–June 2010) were 5.9% lower than in 2009/10 and the rate of crime for the bus network has fallen to 10.4 crimes per million passenger journeys (from 11.1 in the first quarter of 2009/10). Crime on LU/DLR has fallen during the first quarter of 2010/11 compared to 2009/10 with the rate at 11.5 crimes per million passenger journeys.

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<sup>1</sup> London Overground services operate on the North London Railway and the new East London Railway. The North London Railway consists of the North London Line (Richmond to Stratford), the London Euston to Watford Junction local line, the West London Line (Willesden Junction to Clapham Junction via Kensington Olympia) and the Gospel Oak to Barking line. The East London Line ran between Whitechapel and New Cross / New Cross Gate. However from 20 September 2009 this has fallen under the jurisdiction of London Overground as opposed to LU and has now been extended to Dalston Junction in the north and West Croydon/Crystal Palace/New Cross Gate in the south.

These reductions in crime have been driven by a range of initiatives undertaken by TfL in partnership with the police forces in London. TfL's significant investment in transport policing and commitment to improving safety and security has ensured the system remains a low crime environment. TfL's Community Safety Plan 2009/10 provides more information on TfL's activities to enhance safety and security across the transport system - <http://www.tfl.gov.uk/assets/downloads/corporate/Community-Safety-Plan.pdf>

## 2. Crime trend over recent years

### 2.1. Bus-related Crime 2007/8–2009/10

Table 1 shows the break-down of MPS bus-related crime by the major crime categories used by the MPS for 2007/8, 2008/9 and 2009/10 and includes the rate of crime<sup>2</sup> for each of these categories with the exception of burglary<sup>3</sup>. In 2009/10, there were 11.1 crimes for every million passenger journeys made on the bus network.

Information on offences included in the MPS major crime categories can be found at <http://maps.met.police.uk/tables.htm>

Table 1

Crime Type	2007/8		2008/9		2009/10	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Burglary	104	N/A	86	N/A	63	N/A
Criminal Damage	5,846	2.7	3,723	1.7	2,350	1.0
Drugs	683	Less than 1	779	Less than 1	693	Less than 1
Fraud / Forgery	414	Less than 1	387	Less than 1	325	Less than 1
Other Notifiable Offences	233	Less than 1	234	Less than 1	276	Less than 1
Robbery	4,266	2.0	2,761	1.2	2,564	1.1
Sexual Offences	480	Less than 1	535	Less than 1	550	Less than 1
Theft and Handling	12,699	5.8	10,948	4.9	11,265	5.0
Violence against the Person	8,400	3.9	7,609	3.4	6,890	3.1
<b>Total</b>	<b>33,125</b>	<b>15.2*</b>	<b>27,062</b>	<b>12.1*</b>	<b>24,976</b>	<b>11.1*</b>

<sup>2</sup> Rate of crime per million passenger journeys is calculated by the dividing the number of crimes by the number of passenger journeys multiplied by one million. The number of journeys made between October and December is an approximation based on weekly passenger journey data collected by TfL.

<sup>3</sup> Most burglaries take place in buildings and therefore it is not appropriate to calculate crime rates for burglary based on the number of passenger journeys made on the bus network.

\* Bus-related crime rates for 2007/8, 2008/9 and 2009/10 are based on annual passenger journey figure of 2.176b, 2.247b and 2.257b respectively.

## 2.2. London Underground and Docklands Light Railway Crime 2007/8–2009/10

Table 2 provides a breakdown of the major crime categories<sup>4</sup> used by the BTP for the LU/DLR network in 2007/8, 2008/9 and 2009/10. There were 12.8 crimes for every million passenger journeys made on the LU/DLR network in 2009/10.

Information on offences included in the BTP major crime categories can be found within [http://www.btp.police.uk/docs/Aboutus Performance FMI March 2010.xls](http://www.btp.police.uk/docs/Aboutus%20Performance%20FMI%20March%202010.xls)

Table 2

Crime Type	2007/8		2008/9		2009/10	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Violence Against the Person	2,215	1.9	2,158	1.9	1,997	1.8
Sexual Offences	332	Less than 1	338	Less than 1	328	Less than 1
Criminal Damage	1,921	1.7	1,615	1.4	1,337	1.2
Line of Route	142	Less than 1	118	Less than 1	112	Less than 1
Theft of Passenger Property	7,481	6.6	6,134	5.3	6,794	6.0
Motor Vehicle/Cycle Offences	342	Less than 1	359	Less than 1	346	Less than 1
Robbery	192	Less than 1	136	Less than 1	137	Less than 1
Theft of Railway Property / Burglary	592	Less than 1	381	Less than 1	407	Less than 1
Serious Public Order	1,981	1.7	1,892	1.6	1,462	1.3
Serious Fraud	264	Less than 1	230	Less than 1	206	Less than 1
Drugs	881	Less than 1	1,616	1.4	1,266	1.1
Other Serious Offences	102	Less than 1	132	Less than 1	144	Less than 1
<b>Total Notifiable Offences</b>	<b>16,445</b>	<b>14.4**</b>	<b>15,109</b>	<b>13.1**</b>	<b>14,536</b>	<b>12.8**</b>

<sup>4</sup> The BTP categorise crime differently to the MPS. The BTP categories reflect the type of crime experienced on the rail network.

\*\* BTP LU/DLR crime rates for 2007/8, 2008/9 and 2009/10 are based on annual passenger journey figures of 1.139b, 1.156b and 1.134b respectively.

## 2.3. London Overground Crime 2007/8–2009/10

Table 3 provides a breakdown of the major crime categories used by the BTP for the LO network in 2007/8, 2008/9 and 2009/10. The London Overground statistics comprise offences recorded at stations or upon trains managed by London Overground Rail Operations Ltd (LOROL) for TfL with some additional non-LOROL managed stations included where TfL is keen to monitor offences<sup>5</sup>.

It is not possible to calculate a crime rate per passenger journey as accurate passenger data is not currently available.

**Table 3**

Crime Type	2007/8 Crimes	2008/9 Crimes	2009/10 Crimes
Violence Against the Person	98	103	93
Sexual Offences	8	9	9
Criminal Damage	67	43	51
Line of Route	0	3	0
Theft of Passenger Property	86	67	68
Motor Vehicle/Cycle Offences	16	13	23
Robbery	20	10	13
Theft of Railway Property / Burglary	25	40	23
Serious Public Order	67	79	80
Serious Fraud	4	3	2
Drugs	52	106	79
Other Serious Offences	4	16	9
<b>Total Notifiable Offences</b>	<b>447</b>	<b>492</b>	<b>450</b>

<sup>5</sup> The London Overground statistics comprise offences recorded at stations or upon trains managed by London Overground Rail Operations Ltd (LOROL) for TfL with some additional non-LOROL managed stations included where TfL is keen to monitor offences which have occurred upon a LOROL train. Offences occurring at several non-LOROL managed stations, which are deemed not to be related to the LOROL service, have not been included to avoid counting offences which are more appropriately recorded in the totals either for a) other BTP divisions (e.g. a crime committed at Harrow & Wealdstone to Queen's Park stations, except Willesden Junction, would be counted as a BTP London Underground Area crime) or b) against different organizations within the rail industry (e.g. a crime committed on Watford Junction station would be treated as belonging to London Midland, who operate that station). These figures are subject to revision due to re-classification of offences (either by crime category or police division / train operating company).

## 2.4. London Tramlink Crime 2007/8-2009/10

Table 4 provides a breakdown of the major crime categories used by the BTP for the London Tramlink network in 2007/8, 2008/9 and 2009/10. There were 15.6 crimes for every million passenger journeys made on the London Tramlink network in 2009/10.

**Table 4**

Crime Type	2007/8		2008/9		2009/10	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Violence Against the Person	95	3.6	76	2.8	85	3.3
Sexual Offences	3	Less than 1	8	Less than 1	3	Less than 1
Criminal Damage	62	2.3	52	1.9	59	2.3
Line of Route	85	3.2	72	2.6	55	2.1
Theft of Passenger Property	50	1.9	38	1.4	55	2.1
Motor Vehicle/Cycle Offences	4	Less than 1	9	Less than 1	12	Less than 1
Robbery	19	Less than 1	22	Less than 1	26	1.0
Theft of Railway Property / Burglary	7	Less than 1	25	Less than 1	19	Less than 1
Serious Public Order	46	1.7	64	2.4	48	1.9
Serious Fraud	2	Less than 1	10	Less than 1	2	Less than 1
Drugs	26	1.0	27	1.0	37	1.4
Other Serious Offences	3	Less than 1	8	Less than 1	2	Less than 1
<b>Total Notifiable Offences</b>	<b>402</b>	<b>15.1**</b>	<b>411</b>	<b>15.1**</b>	<b>403</b>	<b>15.6**</b>

\*\* London Tramlink crime rates for 2007/8, 2008/9 and 2009/10 are based on annual passenger journey figure of 26.56 million, 27.20 million and 25.82 million respectively.

### 3. Quarterly crime results

Table 5 shows the number of recorded crimes and the rate of crime per million passenger journeys for Q1 2009/10 and Q1 2010/11. The last column of the table shows the percentage change in the number of crimes between Q1 2009/10 and Q1 2010/11.

Table 5

Network	Q1 2009/10		Q1 2010/11		% change in Crimes
	Crimes	Rate	Crimes	Rate	
Bus	6,355	11.1	5,978	10.4	-5.9%
London Underground /Docklands Light Railway	3,744	13.7	3,309	11.5	-11.6%
London Overground	86	-	127	-	+47.7%
London Tramlink	120	17.6	108	15.7	-10.0%

### 4. Monthly breakdown

Table 6 shows the total number of crimes for each month in Q1 2010/11.

Table 6

Network	April		May		June	
	Crimes	Rate	Crimes	Rate	Crimes	Rate
Bus	1,955	10.7	1,955	10.0	2,068	10.6
London Underground /Docklands Light Railway	1,134	12.0	1,117	11.9	1,058	10.7
London Overground	39	-	43	-	45	-
London Tramlink	37	16.7	37	16.0	34	14.5



## 5. Bus-related crime levels – breakdown by major crime category

Table 7 shows the breakdown of MPS bus-related crime by the major crime categories used by the MPS for Q1 2010/11. The table includes the number of crimes, the crime rates per million passenger journeys and comparisons with Q1 2009/10.

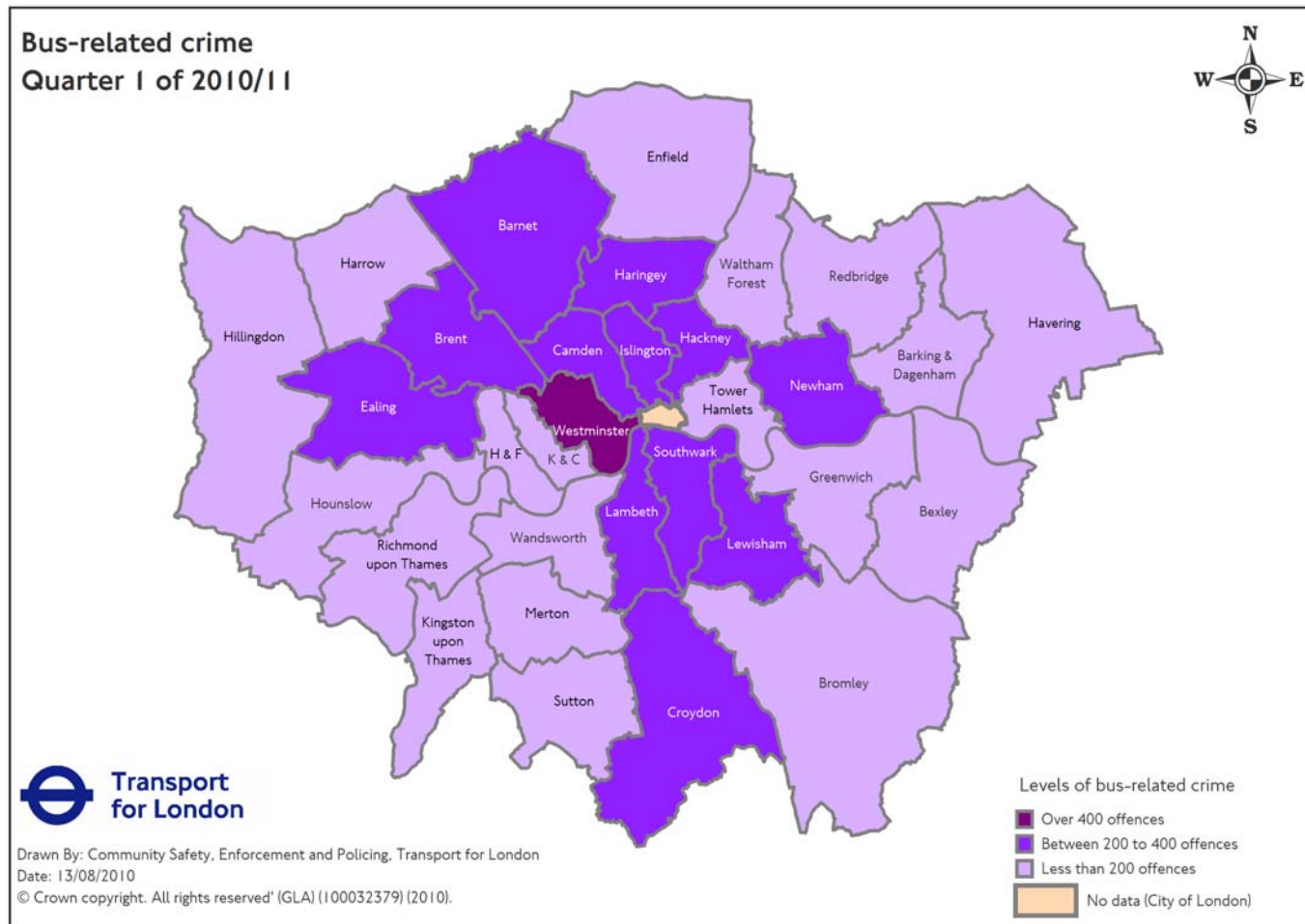
**Table 7**

Offence	Q1 2009/10		Q1 2010/11	
	Crimes	Rate	Crimes	Rate
Burglary	15	N/A	28	N/A
Criminal damage	734	1.3	577	1.0
Drugs	154	Less than 1	170	Less than 1
Fraud / forgery	76	Less than 1	64	Less than 1
Other notifiable offences	79	Less than 1	67	Less than 1
Robbery	648	1.1	672	1.2
Sexual offences	148	Less than 1	122	Less than 1
Theft and Handling	2,788	4.9	2,488	4.3
VAP	1,733	3.0	1,790	3.1
<b>Total Offences</b>	<b>6,355</b>	<b>11.1</b>	<b>5,978</b>	<b>10.4</b>

## Map 1 – Bus-related crime volume by borough

Map 1 shows the breakdown of MPS bus-related crime by borough for Q1 2010/11. The darker shades of purple show the boroughs with the highest number of recorded bus-related crimes. The map has not been adjusted for passenger or population numbers. Borough bus-related crime figures are shown in Table 7.

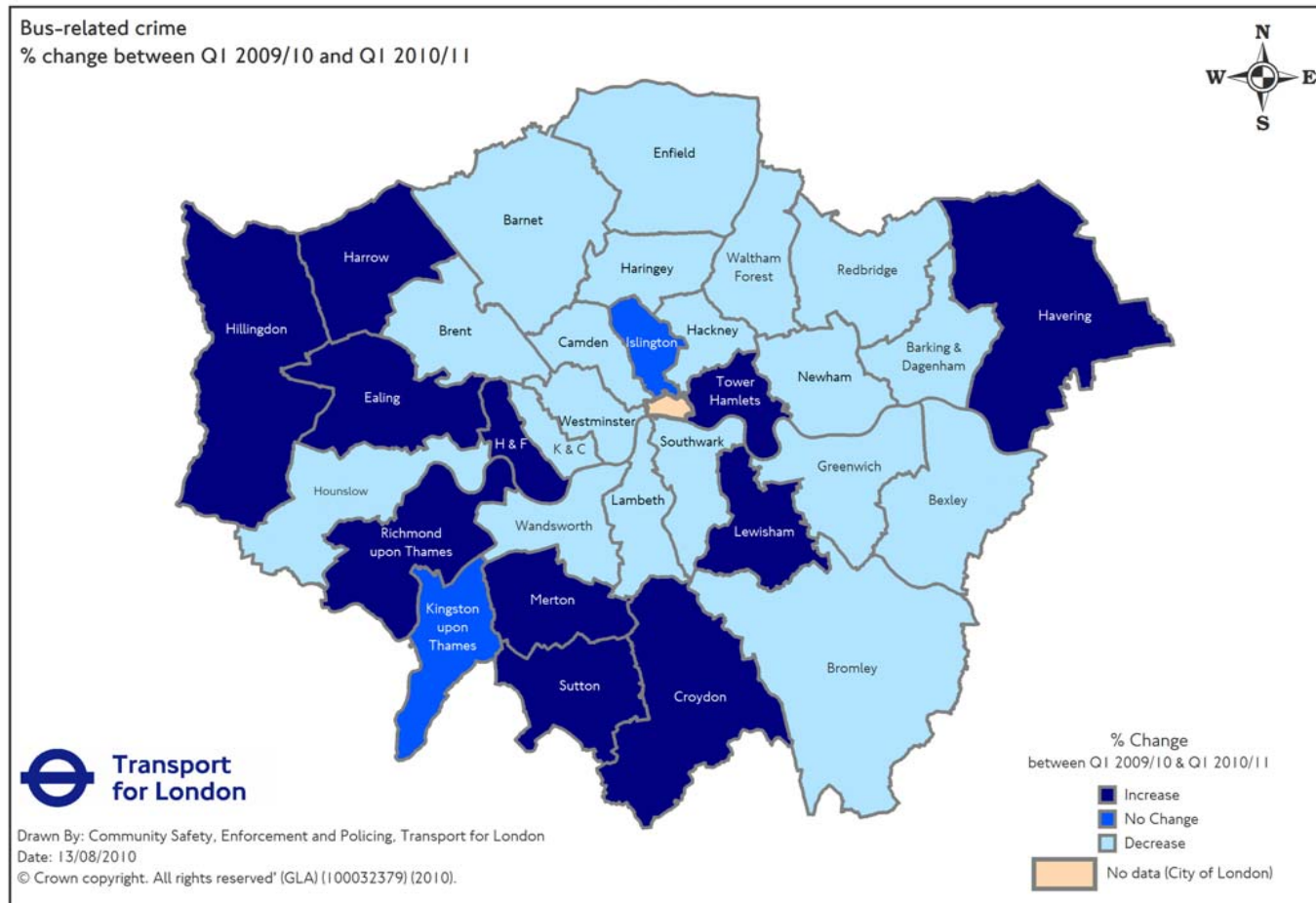
Please note that the map below does not include data for the City of London; this is policed by the City of London Police (CoLP) which is a separate police force from the MPS.



## Map 2 – Bus-related crime change between Q1 2010/11 and Q1 2009/10 by borough

Map 2 shows the percentage change in the levels of bus-related crime between Q1 2009/10 and Q1 2010/11. The lighter blue boroughs have seen reductions in crime. The boroughs shaded in the darkest blue have seen an increase in levels of crime. Borough bus-related crime figures are shown in Table 8.

It is not possible to create similar maps of BTP recorded crime. The exact location of crimes upon the rail network is unknown due to some victims identifying the offence at the end of their journey which was undertaken across more than one borough.



**Table 8 - Borough breakdown of bus-related crime for Q1 2010/11 (April –June 2010)**

	Q1 2010/11									Q1 2010/11 Total	Q1 2009/10 Total	% Change
	Burglary	Criminal Damage	Drugs	Fraud or Forgery	Other Notifiable Offences	Robbery	Sexual Offences	Theft and Handling	Violence Against the Person			
Barking & Dagenham	1	20	2	0	0	18	0	16	46	103	112	-8.0
Barnet	2	22	5	5	1	29	4	88	70	226	238	-5.0
Bexley	0	24	3	3	0	5	0	25	26	86	98	-12.2
Brent	1	23	4	2	1	42	2	104	76	255	280	-8.9
Bromley	0	24	0	0	0	22	4	39	41	130	144	-9.7
Camden	0	14	2	4	2	14	3	102	59	200	242	-17.4
Croydon	2	43	4	2	1	52	8	70	60	242	222	9.0
Ealing	0	36	8	3	3	40	4	115	99	308	280	10.0
Enfield	1	16	1	0	4	31	0	37	60	150	166	-9.6
Greenwich	4	32	0	2	3	25	4	48	46	164	177	-7.3
Hackney	2	16	4	4	0	14	2	135	63	240	263	-8.7
Hammersmith & Fulham	0	10	7	5	2	18	4	63	62	171	154	11.0
Haringey	0	19	4	0	0	19	4	107	59	212	302	-29.8
Harrow	1	18	4	5	0	8	2	51	44	133	106	25.5
Havering	0	22	3	2	0	9	3	34	47	120	104	15.4
Hillingdon	3	28	3	6	4	16	3	49	59	171	162	5.6
Hounslow	0	13	3	0	2	10	7	39	65	139	151	-7.9
Islington	0	19	5	0	2	10	8	147	62	253	253	0.0
Kensington & Chelsea	0	3	1	1	0	6	1	53	15	80	126	-36.5
Kingston upon Thames	0	7	0	1	2	7	1	17	32	67	67	0.0
Lambeth	1	20	10	1	9	59	12	121	97	330	344	-4.1
Lewisham	0	22	13	1	7	37	4	101	66	251	245	2.4
Merton	2	9	1	1	0	5	8	34	38	98	73	34.2
Newham	3	18	4	2	2	42	9	128	63	271	300	-9.7

*Continued on next page*

	Burglary	Criminal Damage	Drugs	Fraud or Forgery	Other Notifiable Offences	Robbery	Sexual Offences	Theft and Handling	Violence Against the Person	Q1 2010/11 Total	Q1 2009/10 Total	% Change
Redbridge	0	11	9	0	0	17	1	47	41	126	136	-7.4
Richmond upon Thames	1	6	0	0	0	5	0	28	35	75	64	17.2
Southwark	0	16	3	0	7	44	4	148	93	315	335	-6.0
Sutton	0	14	2	3	0	5	2	27	21	74	70	5.7
Tower Hamlets	0	22	6	2	2	10	4	100	45	191	189	1.1
Waltham Forest	3	4	5	2	1	25	4	65	40	149	191	-22.0
Wandsworth	0	13	2	5	1	7	3	57	60	148	159	-6.9
Westminster	1	13	52	2	11	21	7	293	100	500	602	-16.9
<b>Q1 2010/11 Total</b>	<b>28</b>	<b>577</b>	<b>170</b>	<b>64</b>	<b>67</b>	<b>672</b>	<b>122</b>	<b>2,488</b>	<b>1,790</b>	<b>5,978</b>	<b>6,355</b>	<b>-5.9</b>
<b>Q1 2009/10 Total</b>	<b>15</b>	<b>734</b>	<b>154</b>	<b>76</b>	<b>79</b>	<b>648</b>	<b>148</b>	<b>2,788</b>	<b>1,713</b>			
<b>% Change</b>	<b>86.7</b>	<b>-21.4</b>	<b>10.4</b>	<b>-15.8</b>	<b>-15.2</b>	<b>3.7</b>	<b>-17.6</b>	<b>-10.8</b>	<b>4.5</b>			

## 6. London Underground and Docklands Light Railway crime levels

Table 9 shows the breakdown of crime on the LU/DLR network by the major crime categories used by the BTP for Q1 2010/11. The table includes the number of crimes and the crime rates per million passenger journeys made on the LU/DLR and makes comparisons with Q1 2009/10.

**Table 9**

Offence	Q1 2009/10		Q1 2010/11	
	Crimes	Rate	Crimes	Rate
Violence Against the Person	512	1.9	482	1.7
Sexual Offences	67	Less than 1	73	Less than 1
Criminal Damage	328	1.2	316	1.1
Line of Route	39	Less than 1	36	Less than 1
Theft of Passenger Property	1,740	6.3	1,488	5.2
Motor Vehicle/Cycle Offences	128	Less than 1	108	Less than 1
Robbery	30	Less than 1	32	Less than 1
Theft of Railway Property / Burglary	101	Less than 1	126	Less than 1
Serious Public Order	403	1.5	382	1.3
Serious Fraud	50	Less than 1	46	Less than 1
Drugs	305	1.1	182	Less than 1
Other Serious Offences	41	Less than 1	38	Less than 1
<b>Total Notifiable Offences</b>	<b>3,744</b>	<b>13.7</b>	<b>3,309</b>	<b>11.5</b>

## 7. London Overground crime levels

Table 10 shows the breakdown of crime on the LO network by the major crime categories used by the BTP for Q1 2010/11. The table includes the number of crimes and makes comparisons with Q1 2009/10.

**Table 10**

<b>Offence</b>	<b>Q1 2009/10 Crimes</b>	<b>Q1 2010/11 Crimes</b>
Violence Against the Person	17	24
Sexual Offences	4	2
Criminal Damage	6	18
Line of Route	0	4
Theft of Passenger Property	15	23
Motor Vehicle/Cycle Offences	4	6
Robbery	3	3
Theft of Railway Property / Burglary	5	7
Serious Public Order	17	23
Serious Fraud	1	3
Drugs	13	13
Other Serious Offences	1	1
<b>Total Notifiable Offences</b>	<b>86</b>	<b>127</b>

## 8. London Tramlink crime levels

Table 11 shows the breakdown of crime on the London Tramlink network by the major crime categories used by the BTP for Q1 2010/11. The table includes the number of crimes and makes comparisons with Q1 2009/10.

Table 11

Offence	Q1 2009/10		Q1 2010/11	
	Crimes	Rate	Crimes	Rate
Violence Against the Person	25	3.7	23	3.3
Sexual Offences	1	Less than 1	0	0
Criminal Damage	19	2.8	12	1.7
Line of Route	15	2.2	14	2.0
Theft of Passenger Property	19	2.8	10	1.5
Motor Vehicle/Cycle Offences	3	Less than 1	7	1.0
Robbery	11	1.6	4	Less than 1
Theft of Railway Property / Burglary	8	1.2	5	Less than 1
Serious Public Order	14	2.1	17	2.5
Serious Fraud	2	Less than 1	5	Less than 1
Drugs	2	Less than 1	11	1.6
Other Serious Offences	1	Less than 1	0	0
<b>Total Notifiable Offences</b>	<b>120</b>	<b>17.6</b>	<b>108</b>	<b>15.7</b>



## 9. Levels of Driver Incident Reports (DIRs) for the bus network

Table 12 shows the number of Driver Incident Reports (DIRs) relating to ASB and the rate of DIRs per million passenger journeys made on the bus network.

A DIR is a call from a driver of a London Bus to London's 24 hour bus control centre (CentreComm) via the on-bus radio system. Drivers use DIRs to request a response including an emergency response or to report an incident or issue. DIRs are made for a number of reasons including congestion, mechanical problems, passenger illness or anti-social behaviour. It is important to note that DIRs are not crimes and many relate to low level incidents that are used for intelligence purposes.

DIRs for anti-social behaviour fall broadly into five categories which are shown in the table below. Not all DIRs result in a crime and the reports range in severity from minor passenger disputes, rowdy behaviour to more serious incidents including fighting and threatening behaviour. TfL and the MPS actively encourage reporting of all incidents of an anti-social nature on the network. DIRs are a valuable source of intelligence, which is used to inform police deployment decisions and TfL's community safety activities.

**Table 12**

ASB DIRs	Q1 2009/10		Q1 2010/11		% change in DIRs
	DIRs	Rate	DIRs	Rate	
Criminal Damage	1,628	2.9	1,265	2.2	-22.3
Disturbances	6,465	11.3	6,474	11.3	Less than 1
Forgery / fraud	4,262	7.5	3,602	6.3	-15.5
Minicab Touting	2	0	2	0	0.0
Robbery /Theft and Handling	326	Less than 1	255	0	-21.8
Violent Offences	614	1.1	519	1.0	-15.5
<b>Total</b>	<b>13,297</b>	<b>23.3</b>	<b>12,117</b>	<b>21.1</b>	<b>-8.9</b>

Comparable incident data for LU/DLR and LO is not available. However, this section will include an ASB index in future reports which is currently being developed by CSEP for 2010/11. The composite Index has been developed to provide an indicator of anti-social behaviour which fuses numerous relevant data sources from TfL, MPS and BTP.

## 10. Levels of fare evasion on the bus network

Surveys are undertaken every quarter, in February, May, August and November to investigate the levels of fare evasion<sup>††</sup> on the London bus network. A representative sample of One Person Operated (OPO) routes is surveyed plus all of the articulated routes to enable a comprehensive coverage of London. Table 13 shows results from the most recent London Buses fare evasion survey, conducted May 2010.

Table 13

Bus network	Q1 2009/10 (May survey) Fare Evasion Rate Rolling 12 month average	Q1 2010/11 (May survey) Fare Evasion Rate Rolling 12 month average
One Person Operated	1.2	1.6
Articulated buses	8.7	8.9

## 11. Perception of safety and security

Through market research, TfL monitors people's views of different aspects of using TfL's transport system including perceptions of how safe they feel when travelling on and waiting for transport services. Table 14 shows Q1 perception results for safety and security measured through TfL's Customer Satisfaction Survey. The results are presented as a score out of 100 and should not be interpreted as the percentage of people feeling safe. The higher scores reflect more positive perceptions of safety and security. Table 14 shows two scores for each mode of transport – one score for perception of safety and security on the vehicle and the other for stations and stops.

Table 14

Bus network	Q1 2009/10 score	Q1 2010/11 score	Change
On bus	86	87	+1
At shelters / stops	80	83	+3
LU	Q1 2009/10 score	Q1 2010/11 score	Change
On train	85	86	+1
At stations	82	83	+1
DLR*	Q1 2009/10 score	Q1 2010/11 score	Change
On train	96	88	N/A
At stations	95	86	N/A
LO	Q1 2009/10 score	Q1 2010/11 score	Change
On train	76	84	+8
At stations	78	84	+6
Tramlink	Q1 2009/10 score	Q1 2010/11 score	Change
On tram	89	88	-1
At stops	85	87	+2

<sup>††</sup> The fare evasion survey does include some ticketing irregularities that haven't necessarily resulted in fare evasion, such as non-validation of Zip cards. \*As of Quarter 4 2009/10 DLR CSS methodology has been revised so it is the same as other TfL modes, hence a comparison with Q1 2009/10 is not viable.

## 12. Useful links

Transport for London

<http://www.tfl.gov.uk>

Metropolitan Police Service <http://www.met.police.uk>

Crime figures <http://www.met.police.uk/crimefigures/index.php>

Safer Transport Teams <http://www.met.police.uk/saferneighbourhoods/safertransport/index.htm>

British Transport Police <http://www.btp.police.uk/>

Crime figures <http://www.btp.police.uk/stats/>

L Area (London Underground / Docklands Light Railway) Division

[http://www.btp.police.uk/about\\_us/areas/london\\_underground\\_dlr.aspx](http://www.btp.police.uk/about_us/areas/london_underground_dlr.aspx)

London Underground Division Neighbourhood Policing Teams

[http://www.btp.police.uk/neighbourhood\\_policing/london\\_underground\\_dlr.aspx](http://www.btp.police.uk/neighbourhood_policing/london_underground_dlr.aspx)

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