

Transport for London

Safety and security annual report

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MAYOR OF LONDON

Transport for London



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Executive summary

This report details findings from a survey examining Londoners' opinions and experiences of safety and security matters on and around public transport in the Capital. The core objectives of the study were to measure:

- The extent to which Londoners' travel frequency is affected by any concerns they have about crime and anti-social behaviour
- Londoners' perceptions of safety during the day and after dark when using different modes of transport
- Awareness of anti-social behaviours and enforcement activities

The research was conducted in October 2012 and comprised of telephone interviews with 1,036 Londoners. It should be noted that the Olympics and Paralympics took place in London during July to September 2012 and these events may have an impact on results in certain areas. It should also be noted that the data in the October 2011 report was affected by the civil disturbances in London

When classifying Londoners in terms of frequency and intensity of worry when travelling on public transport three quarters are 'unworried', 5% 'anxious', 7% 'worried' and 13% 'unexpressed fear'.

As in previous years the two main causes of worry in terms of personal security amongst Londoners are 'large groups of school children / youths' (26%), and 'threatening behaviour of other passengers' (21%).

At least a third of Londoners claim that these concerns affect their frequency of travel on public transport after dark, especially amongst walkers which is consistent with last year.

As seen in previous years, frequency of travel by black cab and car are least likely to be affected by Londoners' concerns about crime and anti-social behaviour, both during the day and after dark.

A fifth of Londoners said that they had felt worried about their personal security in the last three months, with 53% of these saying that the incident happened on a bus followed by 24% on the Tube and 20% on the train. The main types of incident that caused worry on all modes was 'threatening behaviour of other passengers' (42%) and large groups of school children/youths (20%).

However, concerns about crime and anti-social behaviour on London transport have eased this year with the majority of Londoners stating that they felt safe whilst using public transport.

This year over four out of five Londoners who regularly used individual modes said that their travel frequency was affected either 'hardly at all' or 'not at all', which is a significant improvement on last year's figures.

After the peak last year due to the widespread civil disturbances, the proportion of Londoners reporting that their concerns affect their travel frequency during the day has significantly dropped back down to 2010 levels for most modes this year, particularly on the main public transport modes (Tube, bus, train and walking).

The proportion of Londoners who have witnessed anti-social behaviour on public transport in the last three months has stayed consistent with the previous waves of research.

The main incidents noted are also consistent with, noise, people eating hot food, dropping litter, pushing and shoving when getting on or off and taking up more than one seat are issues witnessed by at least three in five Londoners (options were read from a list).

Generally the mentions of specific individual behaviours is very consistent with that seen last year; however there has been a decrease in the proportion that have witnessed people not paying their fare this year.

Behaviours are generally more likely to have been witnessed on board a bus rather than the Tube or train. This is particularly true of witnessing abuse of a driver or other staff member, and children or youths misbehaving which is consistent with 2011.

When comparing claimed incidents seen aboard the Tube to last year begging, spitting and not vacating priority seating have become more common on the Tube. Spitting and smoking on the bus has become more prevalent, whilst others listening to loud music and not paying their fare have become less common. Claimed sightings of bullying, fare dodging and shouting or swearing at other passengers on the train have increased, whilst begging has decreased.

Just over a third of Londoners (36%) stated that they took precautions against crime when travelling on public transport, with the most common involving proximity to others. Avoiding the mode of transport that the incident occurred on and travelling at a different time of day had the most perceived impact on quality of life but these precautions were less common.

Over half of Londoners agree that TfL is effective in its work with the police and other partners to prevent anti-social behaviour on public transport. However this is slightly down year on year due to an increase in customers taking a neutral standpoint. Levels of disagreement have dropped across all three modes (bus, Tube, train), however, the mode for which there is the most disagreement is buses, for which 16% disagree.

Experiences of unwelcome sexual behaviour on or around the public transport system in the last year remain at a low level (9%).

Of the small number (53 of the 1,036 respondents) who had experienced unwelcome sexual behaviour, there were no reported rapes or attempted rapes; the most commonly cited incidents involved groping or touching, or indecent verbal behaviour.

Only six of those who had experienced unwelcome sexual behaviour reported the incident to the police. When asked why they had not reported the incident to police, the

most common reason given by respondents was that they did not consider the incident serious enough to report.

As seen in 2011, around two thirds (64%) of Londoners are aware that minicab drivers who pick up passengers without a booking are breaking the law.

White Londoners, males and those aged 45 or over were significantly more likely to know this than other demographic groups; BAME Londoners, females and those aged 16-24 were significantly less likely to know, with over half of 16-24 year olds stating they were not aware of the law in this area.

There has been a slight increase in approaches made by taxi/minicab drivers but a slight decrease in the proportion of Londoners that have approached a minicab themselves.

The proportion of Londoners who believe that penalty fares are well enforced across the main modes of transport has significantly decreased after the peak last year and are now more consistent with pre-2011 data.

Almost all Londoners believed that action could be taken by ticket inspectors in the event of a passenger not having a valid ticket or pass; however the proportion of those who believe that nothing would happen has significantly increased from 1% in 2011 to 9% this year.

Perceived actions such as being escorted off, possible prosecution and a verbal warning have all significantly increased this year.

88% of Londoners believed that the consequences of being found without a valid ticket or pass were the same on all modes of public transport; 8% did not know and 4% thought that there were different consequences.

Two thirds of Londoners have witnessed a ticket inspector on public transport in the last three months, mostly on buses or trains, although sightings on individual modes of transport are significantly down year on year.

Background, objectives and method

Background

TfL's Directorate of Community Safety, Enforcement and Policing (CSEP) is committed to improving safety and security of transport and travelling in London. In order to understand the safety concerns of Londoners, CSEP has committed to consulting residents through regular research. The research findings are used to identify key areas for improvement, and to measure how safety and security measures are perceived.

CSEP is responsible for community safety, enforcement and policing activity across TfL's transport system. It coordinates a range of activities within TfL, and these planned activities are set out in TfL's Community Safety Plan each year. CSEP works to:

- Set the direction, priorities and policies for policing services on and around the London transport system
- Undertake intelligence, analysis and research activities to identify and inform responses to community safety and network disruption issues
- Undertake activities to minimise fare evasion and ticket irregularities on buses
- Manage the 11-18 free travel scheme on London's buses
- Manage performance and evaluate policing and crime reduction activities
- Provide specialist crime and anti-social behaviour reduction advice
- Deliver crime and anti-social behaviour reduction projects and activities in partnership with the Police and other organisations
- Investigate and prosecute fare evaders and other offenders
- Coordinate and provide support for CCTV activities on the bus network
- Provide support for community safety, policing and enforcement activities
- Manage requests from the police and other law enforcement agencies for customer information and CCTV footage to address policing, national security and law enforcement issues affecting London

CSEP also works in partnership with TfL's operational businesses and with education, media, marketing, planning, design, environment and the public realm teams to deliver appropriate services. Furthermore, they engage with staff and customers in order to create a safe and secure transport system.

Every October since 2004, Transport for London has tracked Londoners' perceptions and experiences of safety and anti-social behaviour when travelling in London. The research informs CSEP's commitment to improving safety and security when travelling and using public transport in London.

The findings presented in this report are taken from the October 2012 research. This comprised of telephone interviews with 1,036 adult London residents. The results are weighted to represent the London population in terms of age, gender, ethnicity, working status and location (inner/outer London).

Where possible, and where appropriate, comparisons are made with annual reports issued in previous years.

Research objectives

The primary objectives of the research are to:

- Determine and monitor the impact of concerns over crime and anti-social behaviour on Londoners' use of public transport
- Gather the reasons behind any concerns around public transport use
- Monitor Londoners' perceptions of how well TfL and partners are responding to anti-social behaviour and crime on and around the transport system

The questionnaire used for this quarter's survey has evolved over time, meaning that in some cases questions reported in previous iterations of this document are not present this year, while some new questions are reported for the first time. If you have any questions regarding this report, please contact Rachel Rhodes in TfL Customer Research. Andy Gill in CSEP.

Key

Throughout this report statistically significant differences are highlighted between 2012 and last year's data by inverting the colour of boxes in tables.

Main findings

Typologies of worry

In August 2012 a method of classifying Londoners based on their responses to questions around fear of crime and anti-social behaviour has been developed by TfL with input from various academics. The typologies are based on frequency (Q3: *In the last three months, have you ever felt worried about your personal security when using public transport in London?*) and intensity (Q1: *How worried are you about your personal security when using public transport in London?*) measures.

Three quarters of Londoners are classified as 'Unworried' (they have no general worries about their own personal security and have experienced no incidents in the last three months that have made them worry), a further 5% are classified as 'Anxious', 7% are 'Worried' and 13% are classified as 'Unexpressed fear'.

Table 1 Top level categorisations of typologies of worry

Name	Definition	% Londoners October 2012
Unworried	Reports no general worry, and no episodes of worry	75%
Anxious	Reports general worry, but no specific episodes	5%
Worried	Reports general worry, and specific episodes	7%
Unexpressed fear	Reports no general worry, but specific episodes	13%
Don't know	Doesn't know	1%

NOTE: A detailed description of how each typology is defined is in the appendix

The majority of the socio-demographics of each typology mirror that of the total sample, apart from those classified as 'anxious' are more likely to be 45-54 year olds and not currently in work. 'Worried' are more likely to be females and BAME.

Table 2 Socio-demographic profiles of typologies of worry

	Total	Unworried	Anxious	Worried	Unexpressed fear
Base	1036	791	56	69	108
Gender					
Male	49%	52%	40%	36%	43%
Female	51%	48%	60%	64%	57%
Age					
16-24	15%	14%	14%	18%	20%
25-34	24%	22%	17%	29%	37%
35-44	20%	20%	15%	24%	21%
45-54	14%	15%	26%	13%	9%
55-64	11%	11%	13%	4%	8%
65+	16%	18%	16%	11%	4%
Borough					
Inner London	39%	40%	35%	41%	36%
Outer London	61%	60%	65%	59%	64%
Ethnicity					
White	70%	74%	64%	51%	61%
BAME	29%	25%	34%	44%	38%
Employment					
Working full-time	45%	46%	29%	38%	53%
Working part-time	15%	15%	14%	17%	10%
Not working	40%	39%	57%	45%	37%

Note: coloured boxes indicate a significant difference between the total sample and each typology.

Personal security fears

Most Londoners report that they are relatively unworried about their personal security when using public transport in the Capital, with 39% saying that they were not worried at all and around half stating they were a little bit worried.

BAME and disabled Londoners were more likely to state that they felt a degree of worry compared to white and non-disabled Londoners.

As in previous years the two main causes of worry in terms of personal security amongst Londoners are ‘large groups of school children / youths’, and ‘threatening behaviour of other passengers’.

The proportion of those concerned about walking to/from the stop or station or waiting at the stop/station during the hours of darkness have significantly increased year on year (albeit from a low number of respondents), especially amongst those who are classified as ‘worried’.

It should be noted that around a fifth of Londoners have consistently reported that nothing gives them cause for concern about their personal security on and around the public transport network; this year the figure is 19% (this has generally been around 15% to 20% in the past).

Table 3 Causes of worry about personal security

% mentioning issue	2012	2011	2010	2009	2008	2007	2006
Large groups of school children / youths	26	25	22	17	24	19	27
Threatening behaviour of other passengers	21	24	21	20	23	25	27
Drunken passengers	17	16	15	12	15	15	13
Witnessing a mugging / robbery	10	9	9	7	7	8	7
Walking to / from the stop / station – during the hours of darkness	8	2	n/a	n/a	n/a	n/a	n/a
Waiting at the stop/station - during the hours of darkness	7	3	n/a	n/a	n/a	n/a	n/a
Mugging / being mugged / pick pocketed	6	n/a	n/a	n/a	n/a	n/a	n/a
Lack of staff presence on the bus / train or at stations	5	8	6	3	5	5	5
Anti-social behaviour	5	7	4	7	4	6	3
Nothing – feel safe	19	18	24	17	16	13	13

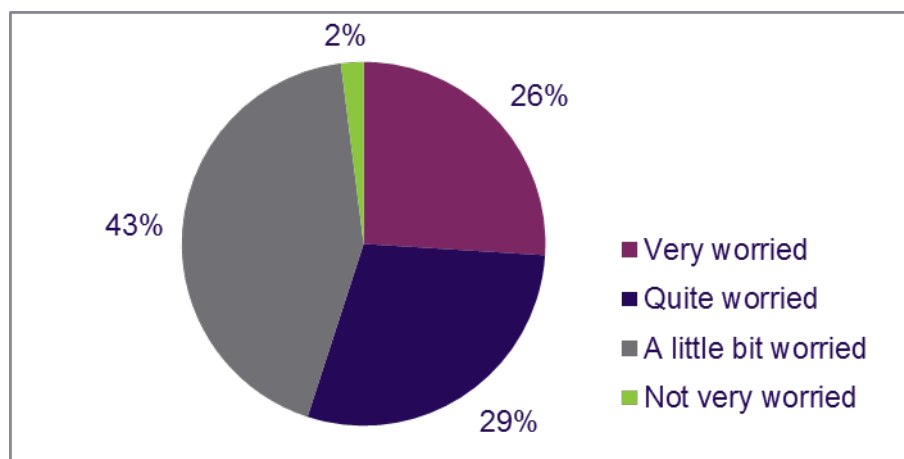
BOSS6a/b. Thinking about using public transport, what if anything is MOST likely to make you worry about your personal security? And what else is likely to cause you to worry about your personal security? Responses about 4% shown

Base: all (2012 n=1036; 2011 n=1,000; 2010 n=1,041; 2009 n=1,000)

Note: coloured boxes indicate a significant difference between 2012 and 2011.

Over half of those who experienced an occasion of worry on public transport in the last three months stated that they were very or quite worried (55%), females were more likely to say that they were very worried (33%) compared to males (16%). One thing to bear in mind here is that the respondents asked this question have already expressed that they have experienced worry in the last 3 months.

Chart 1 Extent of worry on last occasion

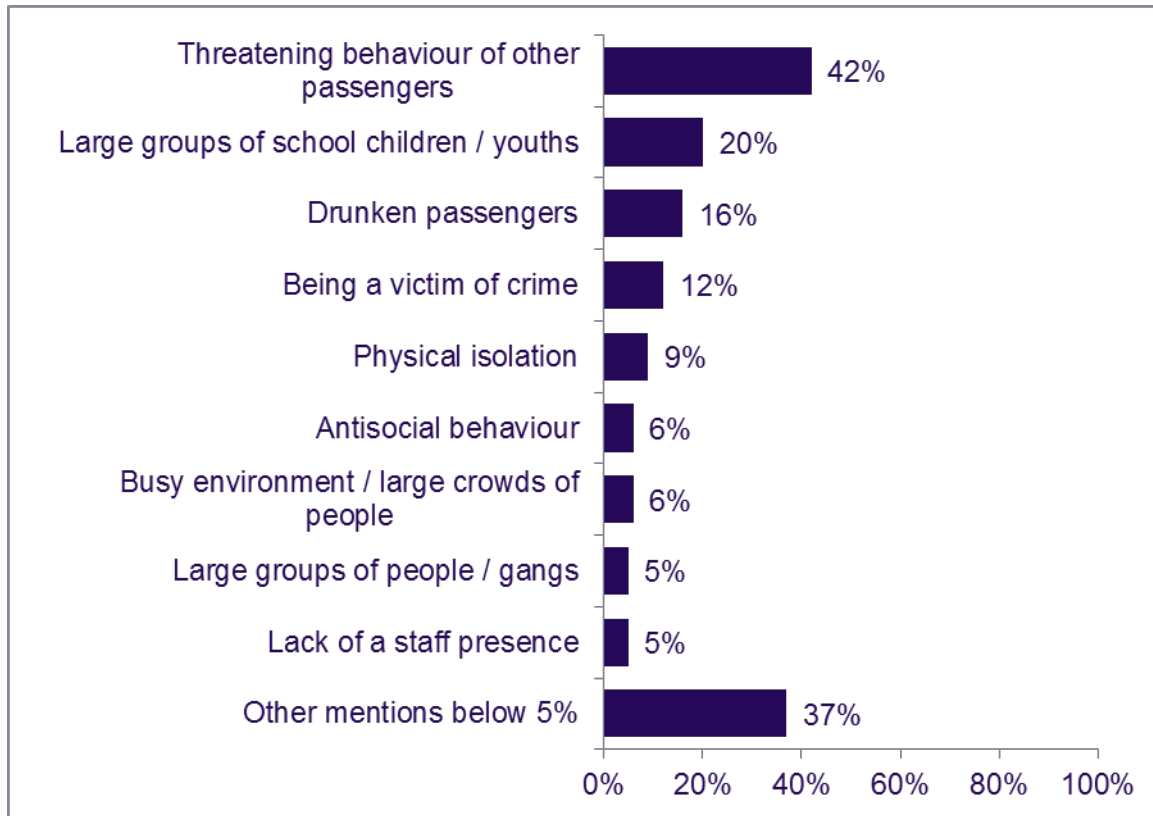


Q3c. On the last occasion, how worried did you feel?
Base: all who experienced worry in the last three months (n=177)

Amongst those who experienced an episode of worry over half stated that this was on a bus (53%) followed by 24% on the Tube and 20% on the train, with the majority of those actually on board the mode of transport at the time (51%). Three out of five of the incidents were during the hours of darkness (58%) and 42% said that it happened during the day.

Two fifths of those experiencing worry in the last three months were due to threatening behaviour of other passengers (42%), with large groups of school children/youths (20%) and drunken passengers (16%) the other most cited incidents.

Chart 2 Incidents that caused worry on public transport



Q3g. What made you feel worried?

Base: all who experienced worry in the last three months (n=176)

42% who experienced an incident of worry were not put off using the same mode of transport at all, 40% were put off but they still continued to use that mode. 15% stopped using the mode temporarily and 2% stopped using the mode altogether.

Concerns about crime and anti-social behaviour

During the day

Concerns about crime and anti-social behaviour on London transport have eased this year with the majority of Londoners stating that they felt safe whilst using public transport.

This year over four out of five Londoners who regularly used individual modes said that their travel frequency was affected either 'hardly at all' or 'not at all', which is a significant improvement on last year's figures.

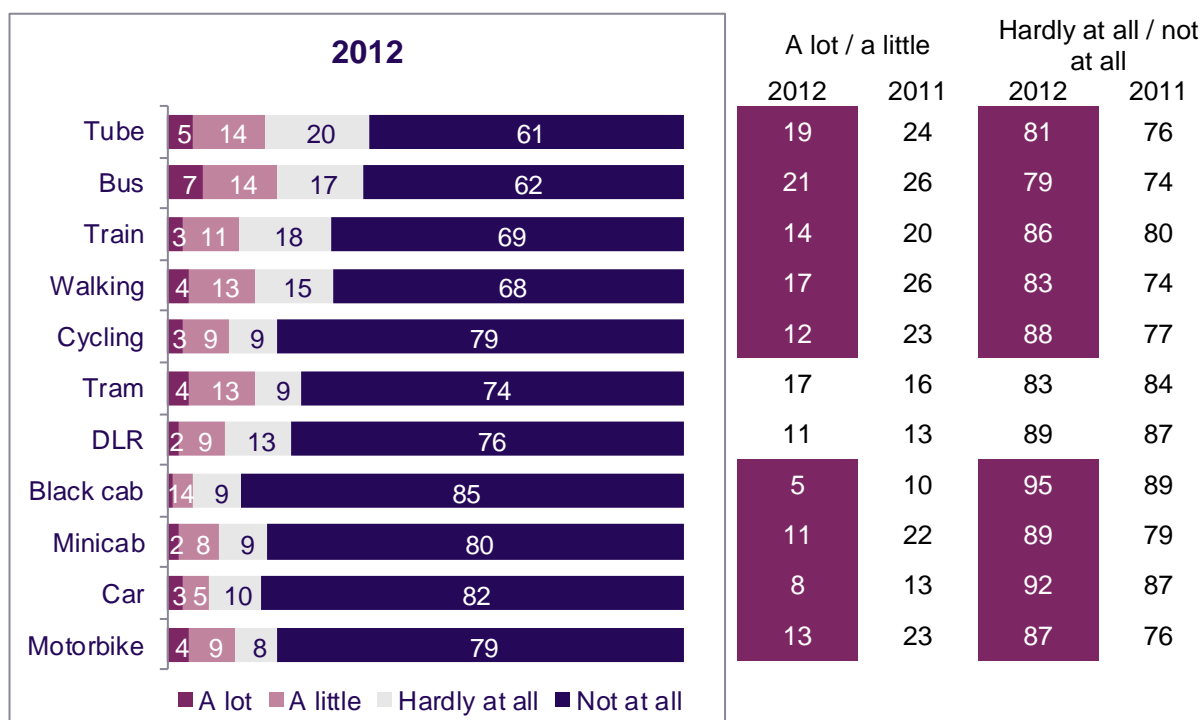
The percentage of Londoners who said they were affected at least 'a little' by these concerns when thinking about the bus, Tube, or walking during the day has significantly decreased year on year; for other modes the proportions are directionally lower.

After the peak last year due to the widespread civil disturbances, the proportion of Londoners reporting that their concerns affect their travel frequency during the day has significantly dropped back down to 2010 levels for most modes this year, particularly on the main public transport modes (Tube, bus, train and walking).

In line with previous findings, women and BAME Londoners were more likely to report that their travel frequency was affected by their concerns about crime and anti-social behaviour than men or white Londoners.

As expected those who are classified as 'worried' or 'anxious' are significantly more likely than the total sample to be concerned about using modes of transport to get around London during the day.

Chart 3 Impact of concerns about crime and antisocial behaviour on frequency of transport use during the day



SSCRIME. Do concerns about safety from crime or anti-social behaviour affect the frequency with which you XXXXX during the day?

Base 2012: All excluding 'no need to travel by this means' and 'don't know'. Tube (n=946), bus (n=980), train (n=886), walk (n=1017), bicycle (n=441), tram (n=356), DLR (n=530), black cab (n=608), minicab (n=657), car (n=795), motorbike (n=273)

Base 2011: All excluding 'no need to travel by this means' and 'don't know'. Tube (n=954), bus (n=968), train (n=879), walk (n=975), bicycle (n=405), tram (n=368), DLR (n=577), black cab (n=697), minicab (n=737), car (n=852), motorbike (n=330)

Note: coloured boxes indicate a significant difference between 2012 and 2011.

After dark

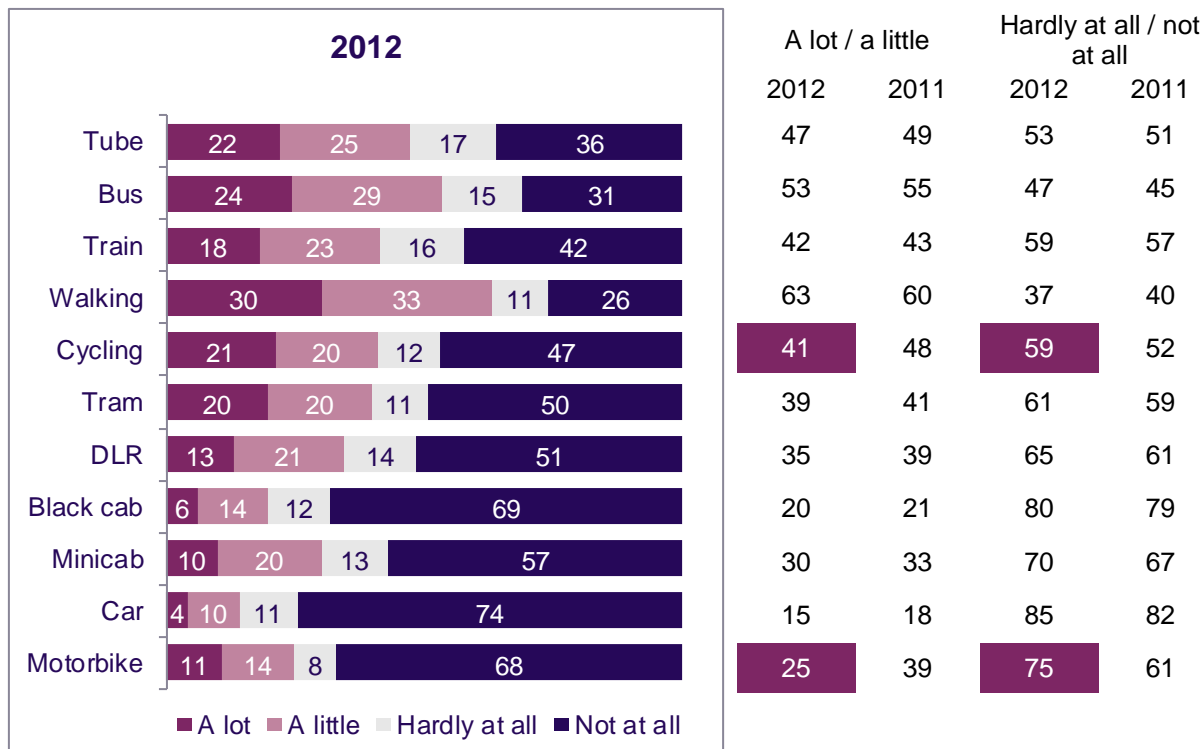
Concerns about crime and anti-social behaviour were more likely to affect frequency of travelling on public transport after dark compared to during the day. When looking at levels of those saying these concerns affect the frequency of travel by “a lot”, this ranged from 30% amongst walkers to 4% of those who travel by car. 24% of Londoners reported that their travel frequency was affected ‘a lot’ on the bus and 22% on the Tube when thinking about travelling after dark.

As is consistent with previous years, black cab and personal car usage is less affected when compared to other modes of transport. Compared with 2011, Londoners who cycle or who travel by motorbike are significantly less likely to say that they are worried.

Generally concerns about crime and anti-social behaviour are more likely to affect the frequency of use amongst women and BAME Londoners than men or white Londoners on the main modes of transport.

As expected those who are classified as ‘worried’ or ‘anxious’ are significantly more likely than the total sample to be concerned about using modes of transport to get around London after dark.

Chart 4 Impact of concerns about crime and antisocial behaviour on frequency of transport use after dark



SSCRIME. Do concerns about safety from crime or anti-social behaviour affect the frequency with which you XXXXX after dark?

Base 2012: All excluding 'no need to travel by this means' and 'don't know'. Tube (n=914), bus (n=915), train (n=809), walk (n=937), bicycle (n=379), tram (n=312), DLR (n=446), black cab (n=648), minicab (n=686), car (n=791), motorbike (n=262)

Base 2011: All excluding 'no need to travel by this means' and 'don't know'. Tube (n=909), bus (n=918), train (n=846), walk (n=909), bicycle (n=416), tram (n=383), DLR (n=549), black cab (n=682), minicab (n=712), car (n=836), motorbike (n=345)

Note: coloured boxes indicate a significant difference between 2012 and 2011.

Experience and perceptions of anti-social behaviour

The proportion of Londoners who have witnessed anti-social behaviour on public transport in the last three months has stayed consistent with the previous waves of research.

The main incidents noted are also consistent with, noise, people eating hot food, dropping litter, pushing and shoving when getting on or off and taking up more than one seat are issues witnessed by at least three in five Londoners (options were read from a list).

Generally the mentions of specific individual behaviours is very consistent with that seen last year; however there has been a decrease in the proportion that have witnessed people not paying their fare this year (from 46% in 2011 to 41% in 2012).

Those that are classified as 'worried' (*Londoners who report that they worry on the intensity measure and can recall a recent episode of general worry*) are significantly more likely to have claimed to have witnessed anti-social behaviour when compared to the total sample. This is especially highlighted in the case of children/youths behaving badly on public transport (77%) or someone shouting or swearing at the driver or other staff (68%).

Table 4 Behaviours witnessed when using public transport in the last three months

% to have witnessed each behaviour	2012	2011	2010	2009
Speaking loudly on a mobile phone	84	82	79	80
Listening to music loud enough that others can hear	77	77	73	72
Eating hot food	71	71	67	67
Dropping litter on public transport	66	67	59	62
Pushing and shoving to get on or off the vehicle	64	67	61	60
Taking up more than one seat	62	59	57	57
Being drunk on public transport	59	61	57	56
Not vacating priority seating	56	59	50	50
Children/youths behaving badly on public transport	52	54	51	53
Drinking alcohol on public transport	50	50	46	45
Begging	46	43	44	44
Shouting or swearing at the driver or other staff	43	42	41	41
Shouting or swearing at other passengers	45	46	42	40
Not paying their fare	41	46	43	39
Bullying someone else	23	25	24	22
Spitting on public transport	22	25	24	22
Smoking on public transport	12	12	14	13
None of these	4	4	4	6

ASB4. Which of the following have you witnessed when using public transport in the last 3 months?
Base: all (2012 n=1,036; 2011 n=1,000; 2010 n=1,041; 2009 n=1,000)

Note: coloured boxes indicate a significant difference between 2012 and 2011.

Where behaviours are witnessed, they tend to be on the bus rather than Tube or train. 88% of those who have witnessed children or youths behaving badly on public transport saw this taking place on the bus, while 94% of those who have seen people shouting or swearing at the driver or other staff witnessed this on a bus (compared with just 6% and 4% on Tube and train respectively).

The behaviours most likely to be witnessed on the Tube are begging (69% of those who have seen someone begging on public transport witnessed this on the Tube), and pushing and shoving (56%), with both incidents showing a directional increase when compared to 2011. On trains, the most commonly seen behaviours are noise-related – either people speaking loudly on their mobile telephone (36%) or listening to music loud enough that others can hear (34%).

Table 5 Mode of transport on which behaviours have been witnessed – October 2012

% seeing each behaviour on a particular mode of transport	Tube	Bus	Train
Speaking loudly on a mobile phone (n=853)	27	71	36
Listening to music loud enough so that others can hear (n=759)	48	64	34
Eating hot food (n=704)	41	60	30
Dropping litter on public transport (n=667)	43	64	32
Taking up more than one seat (n=621)	32	68	28
Pushing and shoving to get on or off the vehicle (n=616)	56	59	21
Not vacating priority seating (n=548)	44	67	15
Being drunk on public transport (n=547)	49	57	33
Children/youths behaving badly on public transport (n=524)	15	88	12
Begging (n=455)	69	22	25
Drinking alcohol on public transport (n=447)	45	53	34
Shouting or swearing at other passengers (n=425)	29	73	23
Shouting or swearing at the driver or other staff (n=405)	6	94	4
Not paying their fare (n=401)	20	71	20
Bullying someone else (n=217)	19	76	24
Spitting on public transport (n=205)	35	66	25
Smoking on public transport (n=98)	17	59	27

ASB5b: On which mode of transport was it?
Base: all to have witnessed each behaviour

NOTE: in this table, colours indicate higher and lower percentages rather than significant differences.

When comparing the figures in table 4 to last year, claimed incidents of witnessing begging, spitting and not vacating priority seating have become more common on the Tube. Spitting and smoking on the bus have become more prevalent, whilst others listening to loud music and not paying their fare have become less common. Claimed sightings of bullying, fare dodging and shouting or swearing at other passengers on the train have increased, whilst begging has decreased.

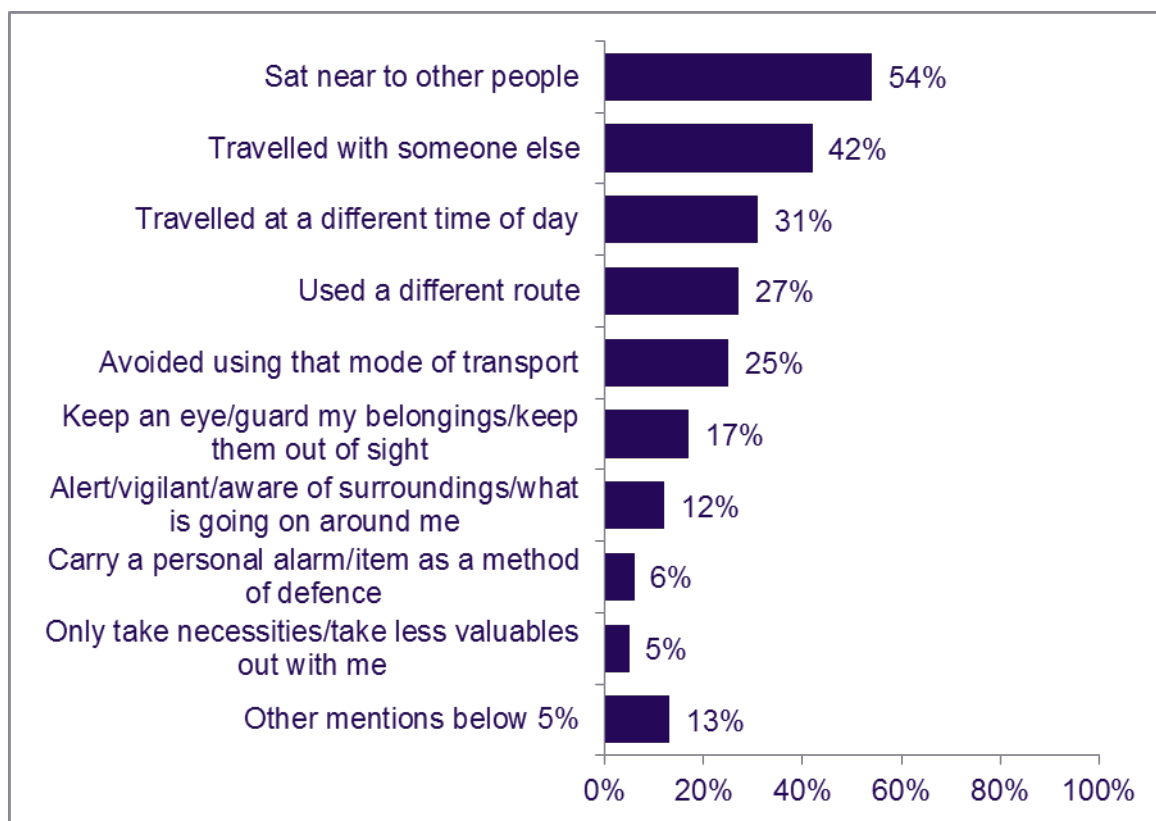
Precautions taken against crime and anti-social behaviour

Just over a third of Londoners (36%) stated that they took precautions against crime when using public transport around London, with 25-34 year olds (47%), those who were classified as 'worried' (63%) and 'unexpressed worry' (58%) more likely to take precautions.

The most common precautions people take involve proximity to others – sitting near other people or travelling with someone else, especially amongst females.

Those who have a disability are more likely to travel at a different time of day than those who are non-disabled.

Chart 5 Precautions against crime taken

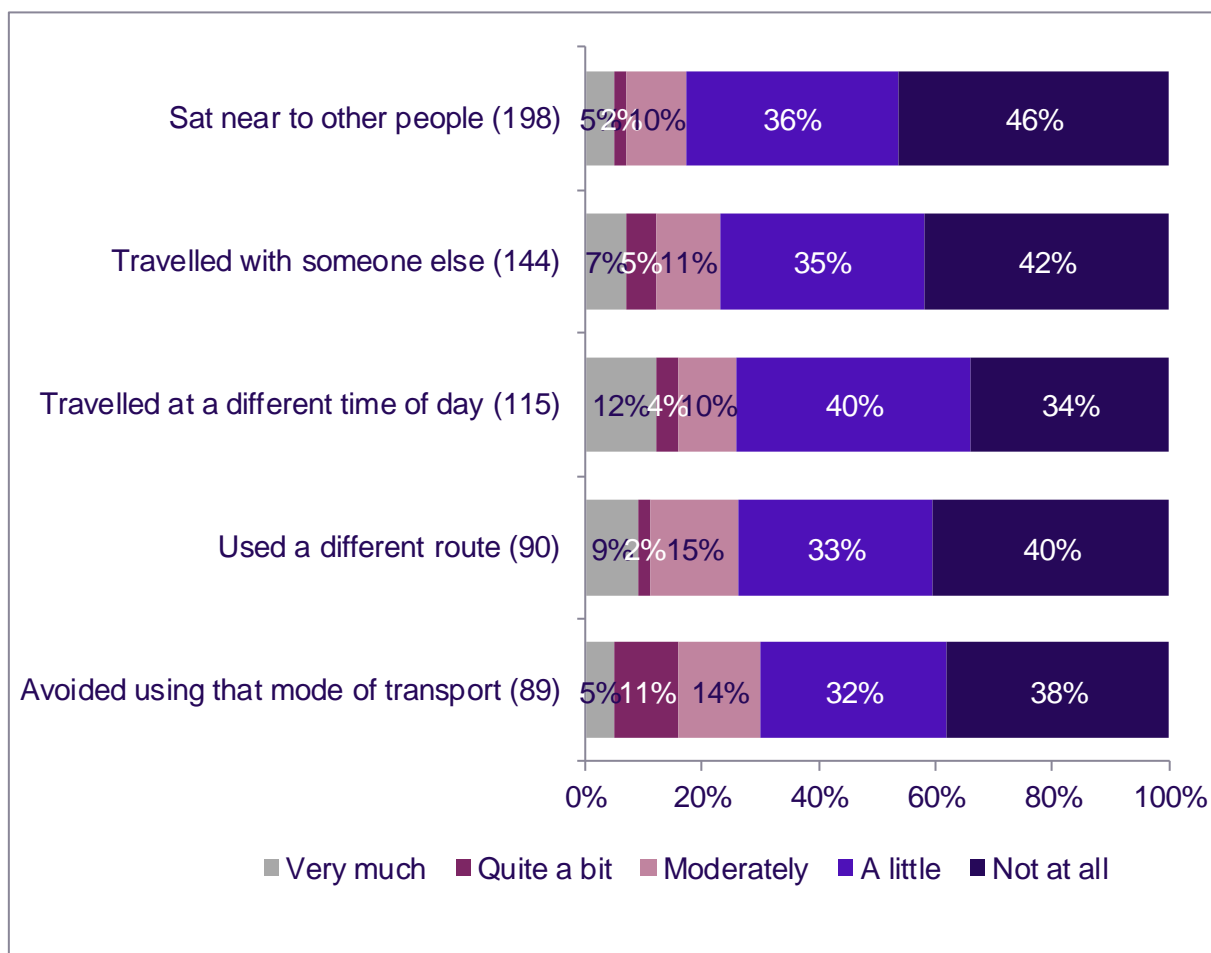


Q2ai Which of the following precautions do you take?

Base: all who take precautions against crime when travelling on public transport (n=372)

Avoiding using the mode of transport that the incident of worry occurred on and travelling at a different time of day has had the most perceived impact on quality of life. However, the majority of people who take precautions try as much as they can to reduce the impact on their quality of life.

Chart 6 Impact of precautions taken on quality of life



Q2ai Which of the following precautions do you take? / Q2c. And to what extent do they reduce your quality of life?
 Base: all who take precautions (362)

NOTE: Base sizes are too small to look at the impact of precautions taken on quality of life by any sub-groups

A fifth of Londoners have stated that they have felt worried about their personal security in the last 3 months, with females and BAME more likely than males and white Londoners to be worried.

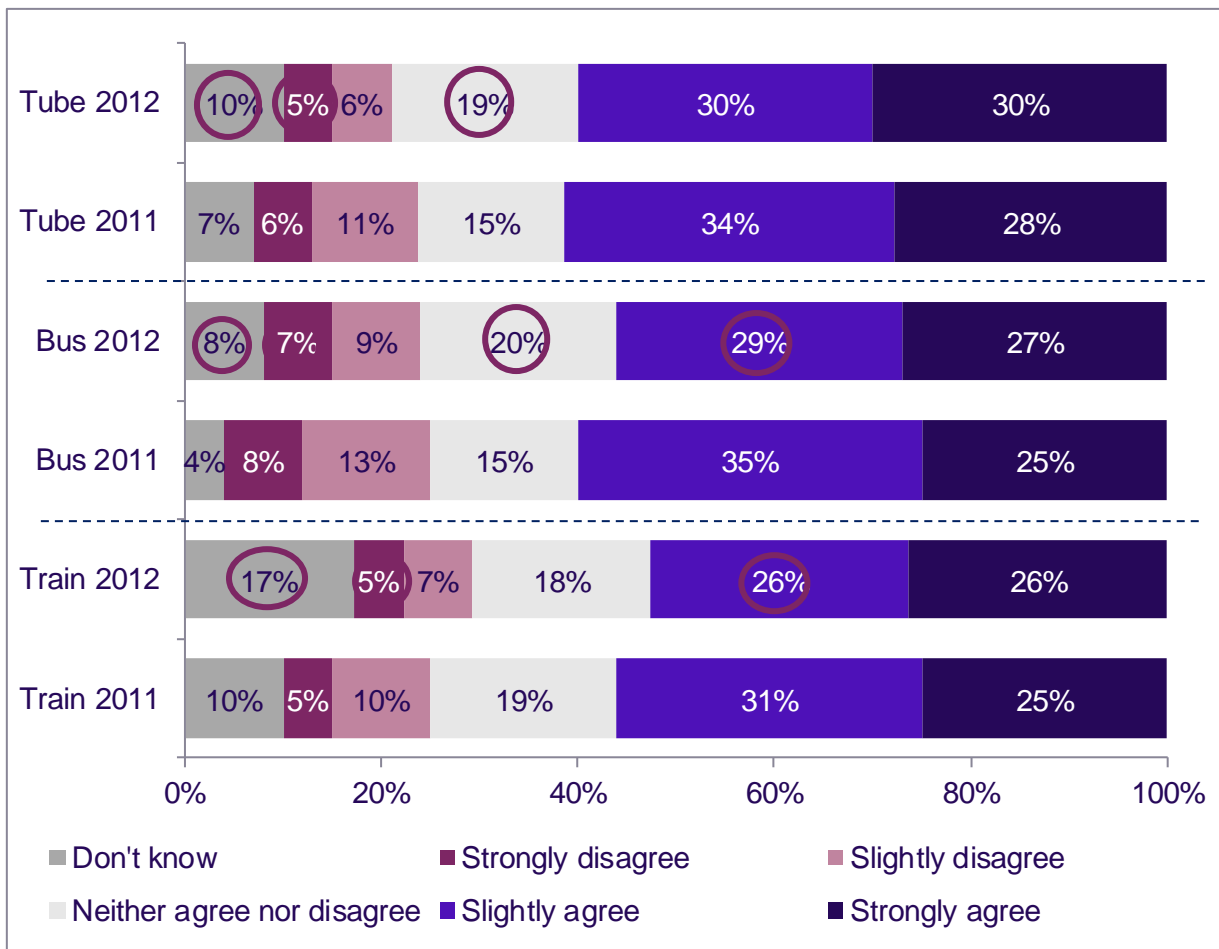
Amongst those who felt worried in the last 3 months, half stated that this was on one or two occasions, with those in inner London feeling worried on fewer occasions than those in outer London.

Police / TfL response to crime and anti-social behaviour

Over half of Londoners agree that TfL is effective in its work with the police and other partners to prevent anti-social behaviour on public transport, however this is slightly down year on year due to an increase in customers taking a neutral standpoint (or stating that they don't know enough about . Levels of disagreement have dropped across all three modes (bus, Tube, train), however, the mode for which there is the most disagreement is buses, for which 16% disagree.

The proportion of Londoners who agree that the police, TfL and other partners are dealing with the crime and anti-social behaviour issues that matter on public transport in the Capital have decreased slightly year on year across all modes. 60% of Londoners agree that crime and anti-social behaviour issues are being dealt with on the Underground, compared with 57% on buses and 52% on trains which is broadly in line with last year (62%, 60% and 56% respectively).

Chart 7 Perceptions of police/TfL response to crime and anti-social behaviour on public transport



PRLOND1. How much would you agree or disagree that the police, TfL and other partners are dealing with the anti-social behaviour and crime issues that matter on [MODE OF TRANSPORT] in London?
 Base: all (2012 n=1,036; 2011 n=1,000)

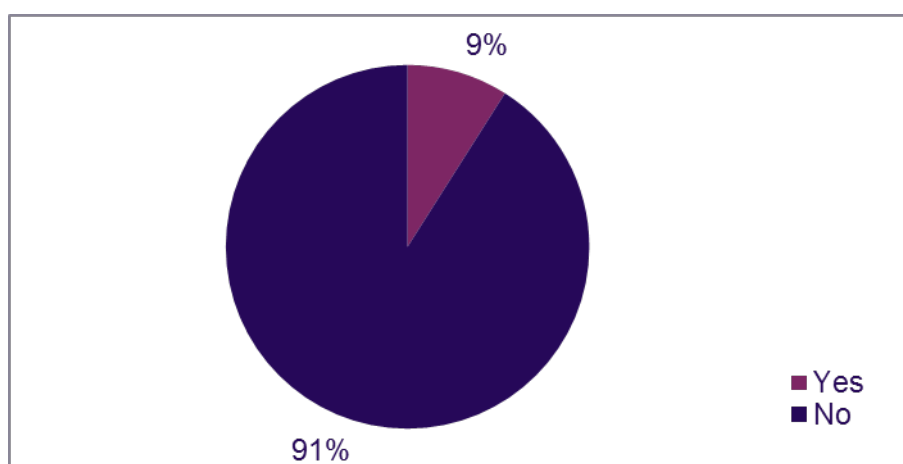
NOTE: coloured circles indicate a significant difference between the figures for 2011 and 2012 for each mode of transport.

Unwelcome sexual behaviour

Over four out of five Londoners (82%) were prepared to answer questions around whether they had experienced unwelcome sexual harassment. Of these, 9% (53 individuals) say that they have experienced unwelcome sexual harassment while travelling on, waiting for, or heading to or from public transport in London in the last year.

Women (15%), BAME Londoners (12%) and/or those aged 25-34 years (18%) were more likely to have experienced this compared to other demographic groups.

Chart 8 Experience of unwelcome sexual behaviour



SH1 In the last 12 months have you experienced any unwelcome sexual behaviour including sexual harassment or sexual assault while travelling on, waiting for or heading to or from public transport in London?

Base: all willing to answer questions on sexual harassment (n=847)

63% (33 out of 53 people) of those that reported experiencing unwelcome sexual behaviour on or around public transport in the last year, said it had occurred within the last three months.

While no rapes or attempted rapes or other serious sexual assaults were mentioned, incidences of touching/groping were mentioned by 21 people, and verbal/lewd comments/gestures were mentioned by 18 people.

Chart 9 Nature of unwelcome sexual behaviour experienced or witnessed

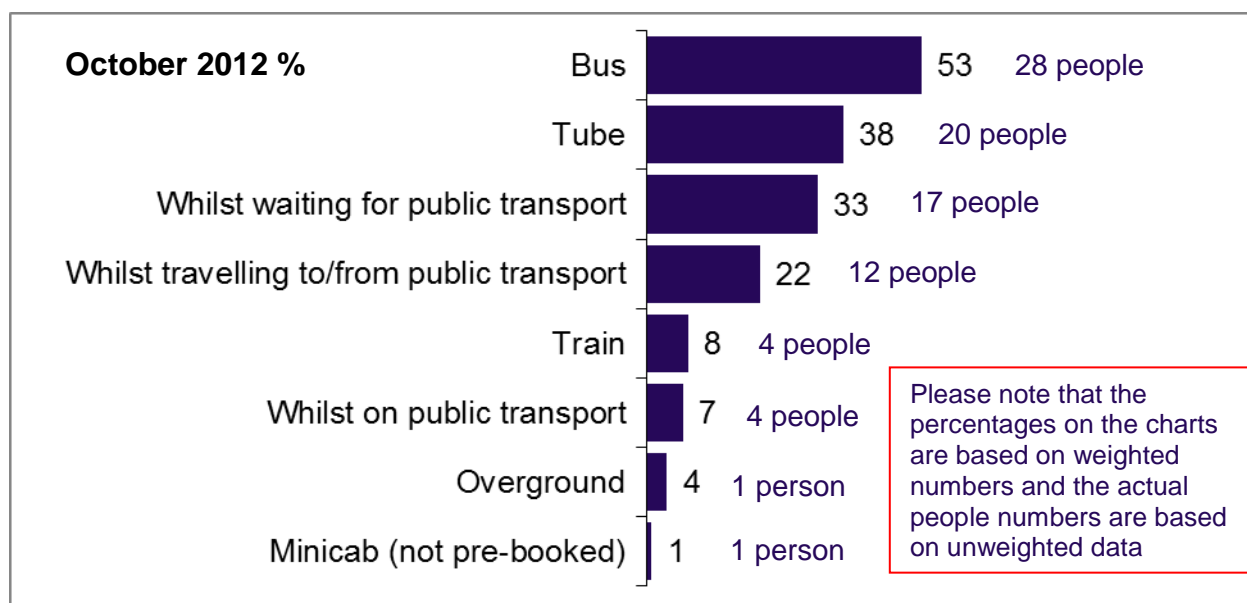


SH3 Please describe what you experienced

Base: all who have experienced / witness unwelcome sexual behaviour (and are prepared to answer questions about it) (n=53) – unweighted figures

The majority of incidents were more likely to have happened on-board a mode of transport and not whilst waiting or travelling to from public transport, which is consistent with last year.

Chart 10 Mode that unwelcome sexual behaviour was experienced / witnessed on



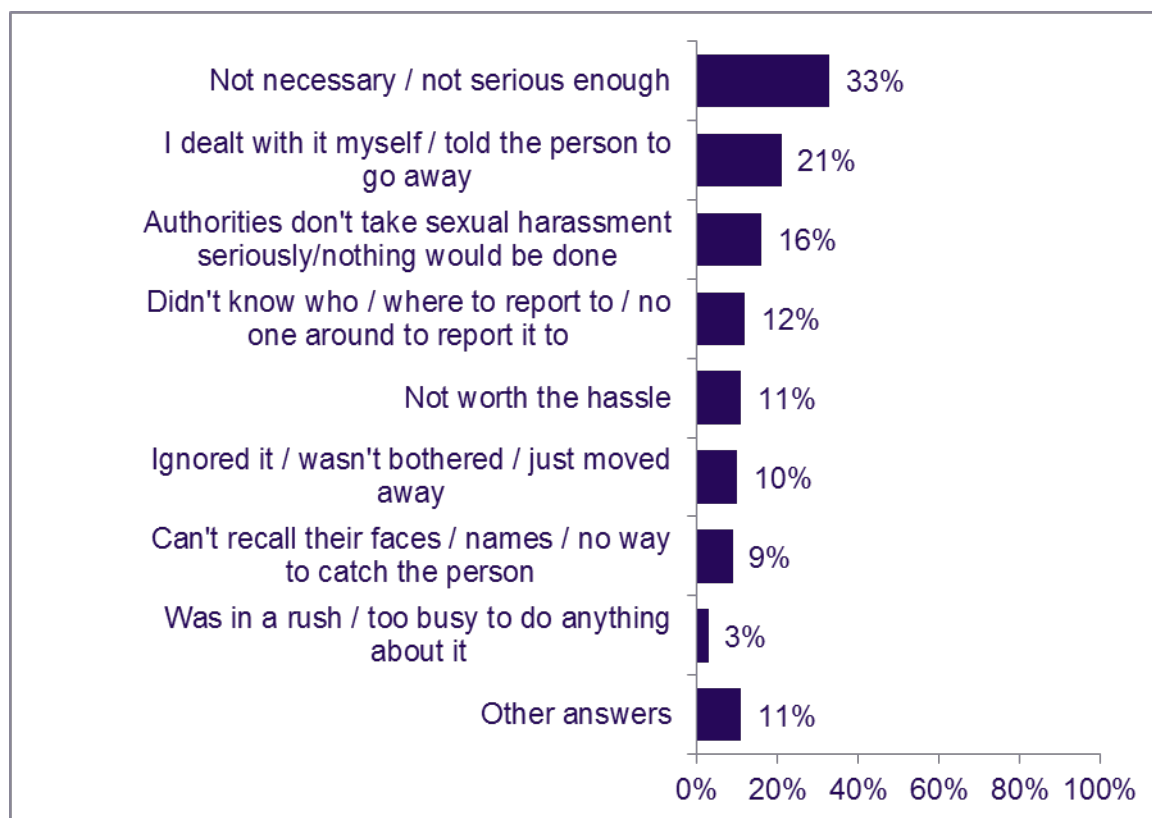
Base: all who have experienced / witness unwelcome sexual behaviour (and are prepared to answer questions about it) (n=53)

Source: SH4a/b/SH5 Have you witnessed/experienced this?

Experiences are most likely to occur in the evening (57% between 5pm to 11pm); 26% occurred in the afternoon (between noon and 5pm), and 23% occurred from 7am-noon.

Nine out of ten respondents did not report the incident, with the most common reasons being 'it was not necessary/not considered serious enough' (mentioned by 33%), 'I dealt with it myself' (21%) and 'authorities don't take sexual harassment seriously / nothing would be done' (16%). These were followed by 'did not know who / where to report it to / no one around to report it to' (12%), 'not worth the hassle' (11%) and 'ignored it / wasn't bothered / just moved away' (10%).

Chart 11 Reasons experiences not reported



SH9. Why didn't you report the incident(s)?

Base: all who have experienced / witness unwelcome sexual behaviour, are prepared to answer questions about it and did not report any of the incidents (n=47) – unweighted figures

Minicab use

As seen in 2011, two thirds (64%) of Londoners this year were aware that minicab drivers are breaking the law by touting. Slight reductions were seen amongst most demographic groups, however there was a significant increase in awareness amongst 45-54 year olds.

Table 6 Awareness that minicab drivers are breaking the law by touting

% aware	2012	2011	2010
Total	64	65	71
Male	70	68	73
Female	57	62	68
16-24	40	50	56
25-34	55	60	70
35-44	67	69	76
45-54	78	66	73
55-64	77	76	78
65+	71	73	74
White	69	72	76
BAME	50	50	58
Inner London	65	63	70
Outer London	62	66	71
Unworried	66	n/a	n/a
Anxious	52	n/a	n/a
Worried	55	n/a	n/a
Unexpressed Worry	59	n/a	n/a

TT1 Only black cab drivers can pick up passengers in the street or at ranks. Minicab drivers are breaking the law if they pick up passengers unless they have booked either in person or over the phone. In these circumstances it is the driver not the passenger who is committing the offence. Were you aware of this?
Base: All except taxi & minicab company employees (2012 n= 1022; 2011 n=985; 2010 n=1,037)

Note: coloured boxes indicate a significant difference between 2012 and 2011.

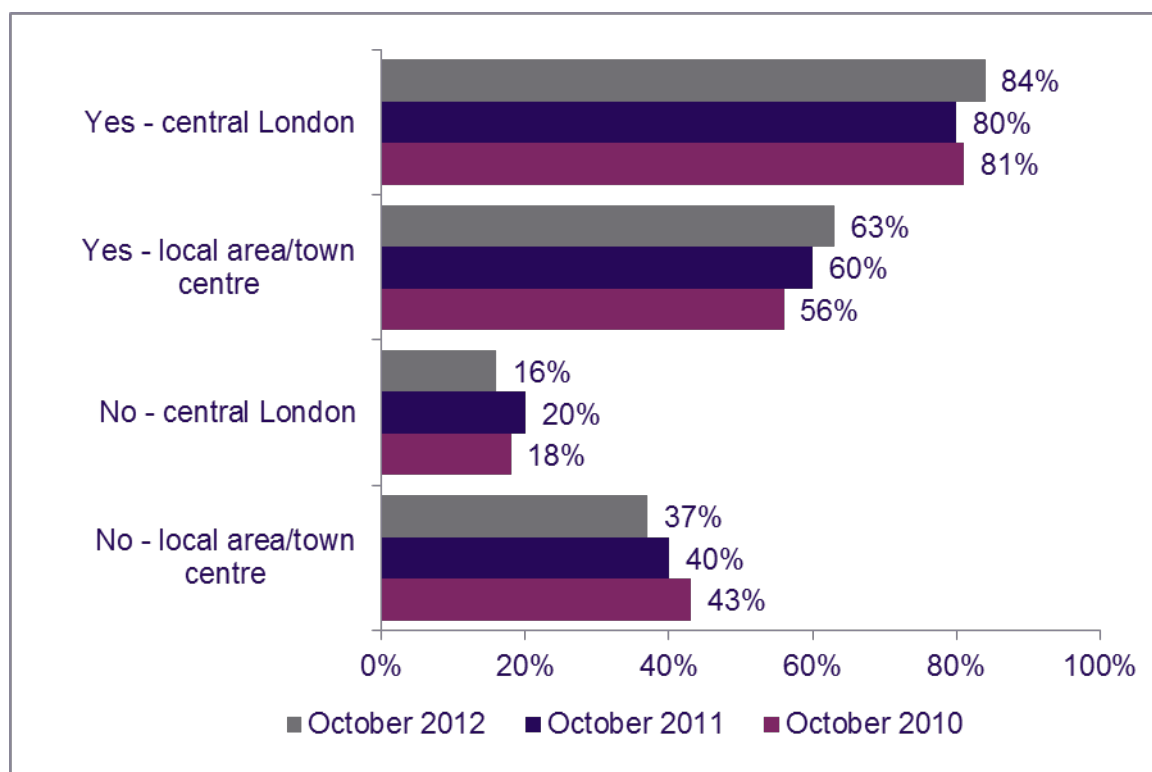
Knowledge about the minicab touting law is significantly higher amongst white Londoners, males and those aged 45 and significantly lower amongst BAME Londoners, females and those aged 16-24 (down from 50% last year to 40% this year).

Although the awareness of the minicab touting law has dropped significantly amongst 16-24 year olds year on year, the proportion of those who have been approached by a minicab has also decreased (from 15% in 2011 to 9% in 2012).

As seen in the last two years, under a sixth of Londoners (14%) claimed that they had been approached by someone offering them a taxi or minicab service in the last three months. Claimed approaches were more prevalent amongst 25-54 year olds and when comparing higher social class (AB 16%) to DE Londoners (7%). Other differences are seen when comparing working Londoners (20%) compared with those not working (6%). Those living in inner London are more likely to have been approached (17%) compared to those in outer London (12%)

Approaches by taxi/minicab drivers were most common in Central London; with 84% claiming to have been approached there. The figures compare broadly to those seen in 2011.

Chart 12 Location approached by a taxi/minicab in the last three months



TT3 Has this happened.... XXX? (Being approached by anyone offering you a taxi or minicab service)
 Base: All except taxi or minicab company employees who have been approached by anyone offering a taxi or minicab service (2012 n=100; 2011 n=114; 2010 n=135)

Five per cent of Londoners said they had approached a minicab in the last three months, with men being more likely than women to have done so (6% compared with 3%). Very few Londoners aged 45 or over had approached a minicab in the last three months (just 1%); while 7% of those aged under 45 had done so.

Those who live in outer London (6%) are more likely than those in inner London (3%) to have approached a minicab as have those who are classified as “unexpressed worry” (9%) when compared to “unworried” (4%).

Fare evasion

The proportion of Londoners who believe that penalty fares are well enforced across the main modes of transport has significantly decreased after the peak last year and are now more consistent with pre-2011 data.

Chart 13 Fare evasion – how well penalty fares are enforced

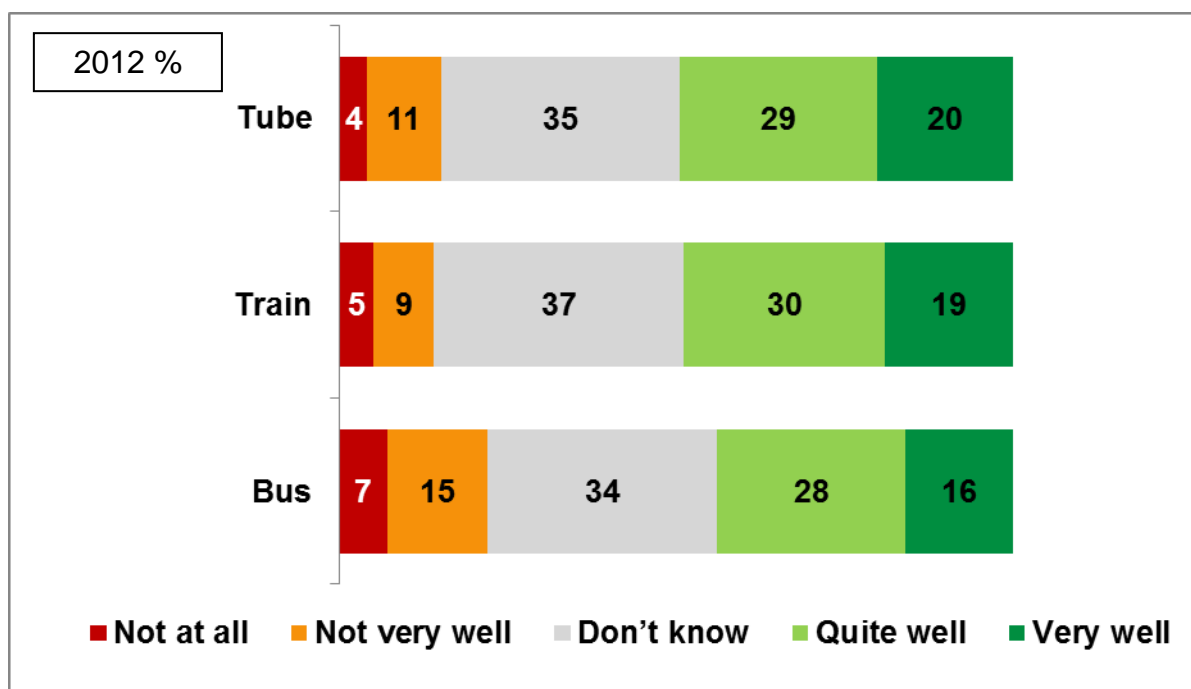


Table 7 Fare evasion – how well penalty fares are enforced – Total well enforced

% well enforced	2012	2011	2010	2009	2008	2007	2006
Tube	49	57	48	51	51	60	52
Train	49	57	49	51	51	54	49
London bus	44	56	42	44	43	47	41
Bendy bus	n/a	23	26	29	33	32	n/a

SS30 In your opinion, how well are penalty fares enforced on XXX?

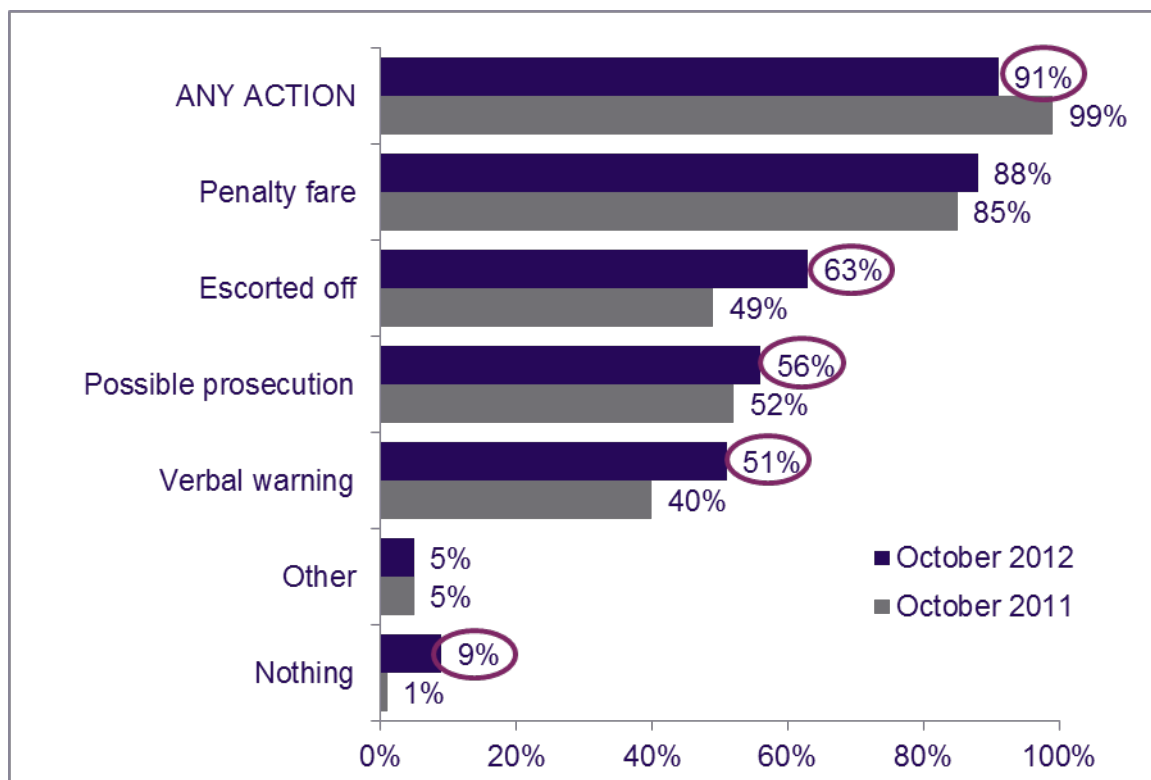
Base: All (2012 n=1,036; 2011 n=1,000; 2010 n=1,041; 2009 n=1,000; 2008 n=1,005; 2007 n=1,005; 2006 n=1,006)

Note: coloured boxes indicate a significant difference between 2012 and 2011. Bendy bus was removed from the questionnaire in October 2012 as they no longer serve on the London transport network

Almost all Londoners believed that action could be taken by ticket inspectors in the event of a passenger not having a valid ticket or pass; however the proportion of those who believe that nothing would happen has significantly increased from 1% in 2011 to 9% this year.

Perceived actions such as being escorted off, possible prosecution and a verbal warning have all significantly increased this year.

Chart 14 Awareness of actions to prevent fare evasion



SS31 If you get stopped by a ticket inspector without the correct ticket or pass on public transport, which of the following actions do you think can be taken?
Base: all (2012 n=1,036; 2011 n=1,000)

NOTE: coloured circles indicate a significant difference between the figures for 2011 and 2012 for each mode of transport.

88% of Londoners believed that the consequences of being found without a valid ticket or pass were the same on all modes of public transport; 8% did not know and 4% thought that there were different consequences.

Those who believed that there were different procedures according to the mode of transport (39 people) were asked to explain why they thought that; 12% said that penalties or fines were greater on the train, 11% said that there are no ticket inspectors/nobody to remove passengers on the tube.

Awareness of fare evasion advertising has declined since 2011 (from 52% to 49%), with messages relating to being fined dropping significantly (from 64% to 47% in 2012), whilst ticket inspectors 'looking just like you' saw a significant increase (from 15% in 2011 to 23% this year).

Table 8 Recalled fare evasion messages

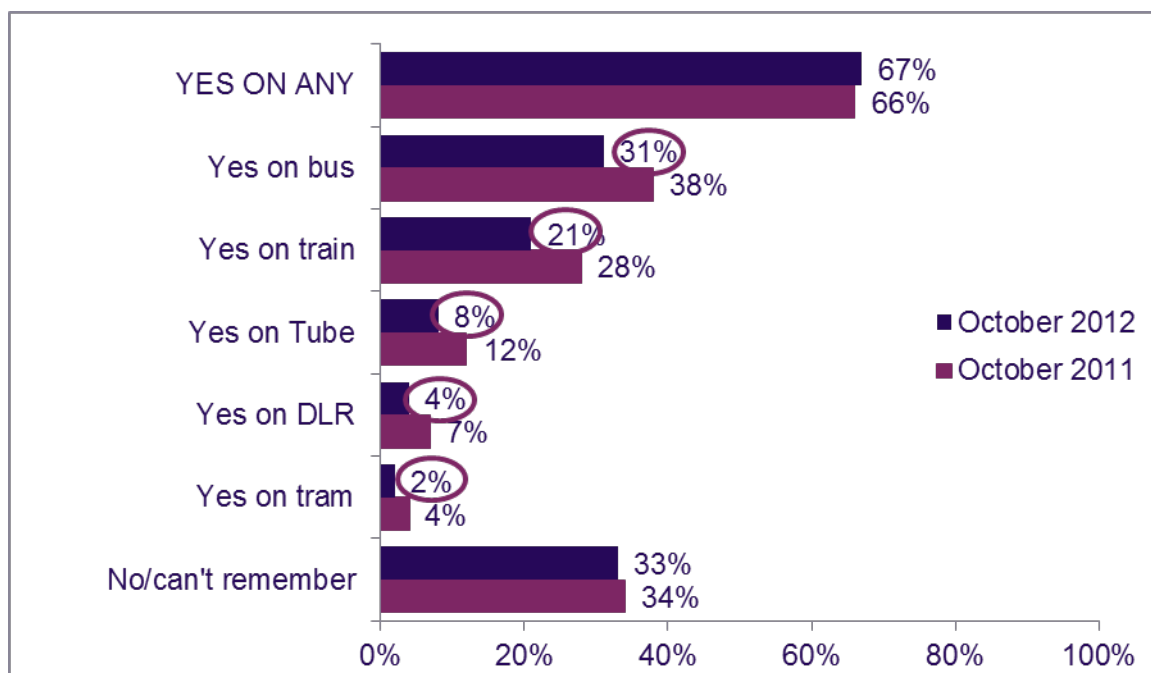
Percentage recalling each advertising message	2012	2011
You will be fined	47	64
Ticket inspectors look just like you	23	15
Statement that you must have a valid ticket	8	11
It is a crime	4	13
Remember to swipe in/out with your Oyster card	2	3
Other answers below 2%	15	8

TEAD2 What do you remember about the advertising? What was the advertising trying to say?
 Base: all who recall seeing or hearing about fare evasion (2012 n=496; 2011 n=517)

Note: coloured boxes indicate a significant difference between 2012 and 2011.

Two thirds of Londoners said they had seen a ticket inspector on board public transport, or at a stop/station, in the last three months. However, sightings on individual modes of transport are significantly down year on year.

Chart 15 Observations of ticket inspectors in the last three months



TE29a: Have you seen a ticket inspector on board public transport, or at a stop/station, in the last three months?
 Base: all (2012 n=1,036; 2011 n=1,000)

NOTE: coloured circles indicate a significant difference between the figures for 2011 and 2012.

Appendix

Transport usage

Table 9 shows the proportion of Londoners regularly using different modes of transport.

NB: Though the figures reported here are informative, the London Travel Demand Survey (LTDS) remains the most reliable source of information on frequency of use of transport modes, as it is based on information drawn from travel diaries and therefore reports accurately what Londoners have done rather than their recollection. However when compared against LTDS data, the proportions listed below are reasonably similar, giving us confidence that a broadly representative sample has been achieved.

Table 9 Claimed modes of transport used at least once a month

Percentage	2012	2011	2010	2009	2008	2007	2006
Walking	94	93	94	94	92	92	92
Bus	80	80	78	77	75	76	73
Tube	72	74	72	69	70	70	68
Car / van	58	69	68	70	63	68	68
Train	57	55	53	47	45	49	48
Minicab	25	26	24	23	21	22	26
Black cab	24	23	25	20	20	21	24
Bicycle	21	17	18	15	14	11	15
DLR	18	16	15	13	15	15	12
Tram	8	8	5	5	5	6	6
Motorbike	3	3	2	2	3	2	3

QFREQ_MODE questions: Typically, how often do you use a XXX to get around London?

Base: all (2012 n=1,036; 2011 n=1,000; 2010 n=1,041; 2009 n=1,000; 2008 n=1,005; 2007 n=1,005; 2006 n=1,006)

Table 10 Usage of transport modes during daytime hours among once a month users

Percentage	2012	2011	2010	2009	2008	2007	2006
Walking (n=962)	96	95	95	94	96	92	95
Motorbike (n=26)	94	92	91	87	89	87	75
Bicycle (n=192)	93	89	88	90	97	92	92
Bus (n=818)	86	89	86	84	89	80	87
Tube (n=703)	85	84	84	83	86	78	83
Tram (n=82)	84	86	87	86	81	76	89
Car / van (n=591)	84	70	63	66	70	66	75
DLR (n=157)	83	74	75	78	75	65	80
Train (n=550)	78	83	80	79	81	78	82
Black cab (n=222)	43	36	37	44	39	35	40
Minicab (n=244)	37	37	44	40	38	30	35

SS3 Do you use [mode of transport] regularly during daytime hours and/or after dark?
Base: all who use [mode of transport] at least once per month (2012 figures shown)

Table 11 Usage of transport modes after dark among once a month users

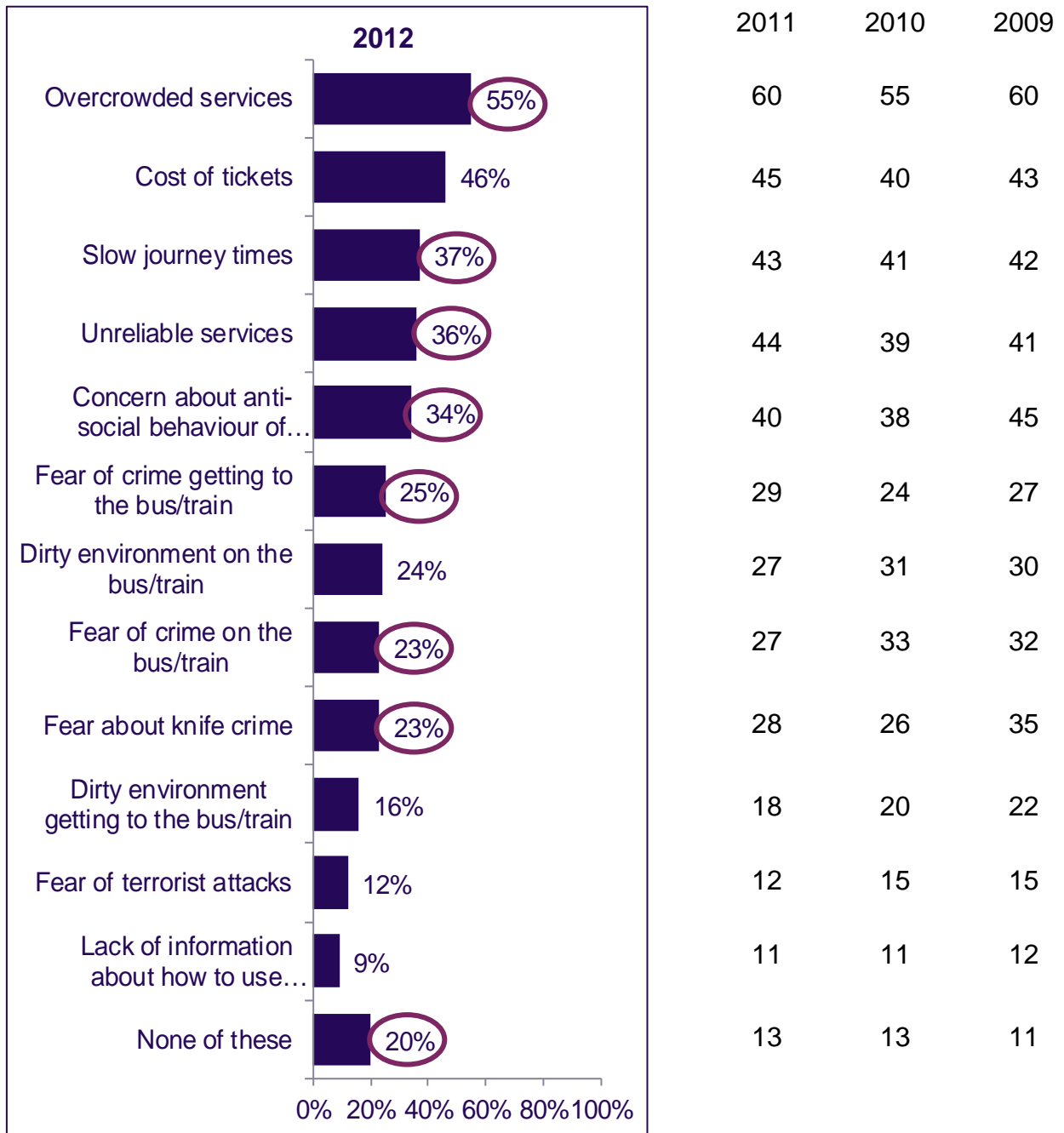
Percentage	2012	2011	2010	2009	2008	2007	2006
Walking (n=962)	52	53	53	49	50	49	38
Motorbike (n=26)	43	63	84	65	55	53	71
Bicycle (n=192)	36	33	45	39	62	43	35
Bus (n=818)	44	43	43	43	51	40	40
Tube (n=703)	59	52	58	54	62	50	45
Tram (n=82)	29	26	29	40	25	26	13
Car / van (n=591)	67	56	54	55	61	55	54
DLR (n=157)	26	31	31	30	34	24	21
Train (n=550)	46	47	51	50	50	43	35
Black cab (n=222)	67	68	68	69	69	64	74
Minicab (n=244)	63	70	59	69	69	63	68

SS3 Do you use [mode of transport] regularly during daytime hours and/or after dark?
Base: all who use [mode of transport] at least once per month (2012 figures shown)

Note: coloured boxes indicate a significant difference between figures for 2012 and 2011.

Chart 16 shows those deterrents to increased public transport use that Londoners mentioned.

Chart 16 Deterrents of public transport use



SS4: I am now going to read out a number of things that other people have said stops them from using public transport in London more often, and I would like you to tell me whether or not each applies to you personally?

Base: all (2012 n=1,036; 2011 n=1,000; 2010 n=1,041; 2009 n=1,000)

NOTE: coloured circles indicate a significant difference between the figures for 2011 and 2012.

Typologies of worry

Table 12 Top level categorisations of typologies of worry

Name	Definition	Syntax	% Londoners October 2012
Unworried	Reports no general worry, and no episodes of worry	Q1 = 1 or 2 AND Q3 = 2	75%
Anxious	Reports general worry, but no specific episodes	Q1 = 3 or 4 AND Q3 = 2 or 3	5%
Worried	Reports general worry, and specific episodes	Q1 = 3 or 4 AND Q3 = 1	7%
Unexpressed fear	Reports no general worry, but specific episodes	Q1 = 1 or 2 AND Q3 = 1	13%
Don't know	Doesn't know	Q1 = 5 OR Q3 = 5	1%

- **Unworried:** Londoners who report that they are unworried on both intensity and frequency measures (accounts for 75% of the total sample in Oct'12)
- **Anxious:** Londoners who report that they are worried about a particular crime but are unable to recall a recent episode of worry (accounts for 5% of the total sample in Oct'12)
- **Worried:** Londoners who report that they worry on the intensity measure and can recall a recent episode of worry (accounts for 7% of the total sample in Oct'12)
- **Unexpressed Worry:** Londoners who aren't generally worried about their personal safety on public transport despite having experienced one or more recent event of worry (accounts for 13% of the total sample in Oct'12)

Sample profile

	October 2012		October 2011	
	Total	%	Total	%
Base	1,036	-	1,000	-
Gender				
Male	508	49	490	49
Female	528	51	510	51
Age				
16-24	157	15	151	15
25-34	251	24	243	24
35-44	207	20	200	20
45-54	150	15	145	15
55-64	110	11	106	11
65+	161	16	156	16
Borough of residence				
Inner London	404	39	390	39
Outer London	632	61	610	61
Ethnicity				
White	724	70	696	70
BAME	295	28	284	28
Employment status				
Working full-time	469	45	475	47
Working part-time	152	15	125	13
Not working	418	40	412	39

Interviews were conducted with householders aged 16+ celebrating their birthday next. All interviews were conducted by fully trained interviewers.

Questionnaire

TfL attitudes to safety & security study all quarters full questionnaire

Good morning/afternoon/evening. My name is and I am calling from SPA Future Thinking, an independent research agency. We are carrying out a survey on behalf of Transport for London about transport issues in the capital and travelling around London.

The survey will take about XX minutes depending on your answers
(JAN/JUL/APRIL/OCT = 15/15/20/25)

QBIRTHDAY: To be sure we talk to a cross-section of Londoners, please can I speak to the person aged 16 or over in your household who celebrates their birthday next?

IF NOT AVAILABLE, RECORD NAME OF PERSON AND MAKE APPOINTMENT TO CALL BACK. REPEAT INTRODUCTION.

May I assure you that we are a member of the Market Research Society and follow their strict Code of Conduct. As such you will not be subject to follow-up sales of any kind and all your answers will remain confidential to Transport for London and the research agencies working on their behalf.

Before we start, may I just check a couple of classification questions?

ALL QUARTERS

QGENDER: (Do not ask)

1. Male
2. Female

ALL QUARTERS

QEXEMPT: Do you or does anyone in your household work in any of these organisations?

READ OUT

- | | |
|---|----------|
| 1. London Transport/Transport for London | CLOSE |
| 2. London Underground | CLOSE |
| 3. British/National Rail/ Train operating company | CLOSE |
| 4. Taxi or Minicab firms* | CONTINUE |
| 5. Bus or coach operators | CLOSE |
| 6. Marketing/PR/journalism/advertising/ Market research | CLOSE |
| 7. (None/Don't know)* | CONTINUE |

ALL QUARTERS

AGE: Before we start, may I just ask what your age was last birthday?

ENTER EXACT AGE

USE -1 FOR REFUSED

CATI TO CODE TO FOLLOWING AGE BANDS:

1. 16-34
2. 35-54
3. 55+

IF REFUSED THANK AND CLOSE

ALL QUARTERS

IF AGED 15 OR LESS

QAGE2: Is it possible to speak to someone aged 16 or over please?

1. Yes – Take referral
2. No – Close

NOTE FOR SCRIPTER – PLEASE PROGRAMME ANSWERS TO READ INTO DUMMYAGE
--

ALL QUARTERS

QBOROUGH: Which London borough do you live in?

- | | |
|--------------------------|-------------------------------------|
| 1. Barking & Dagenham | 18. Hillingdon |
| 2. Barnet | 19. Hounslow |
| 3. Bexley | 20. Islington |
| 4. Brent | 21. Kensington & Chelsea |
| 5. Bromley | 22. Kingston-upon-Thames |
| 6. Camden | 23. Lambeth |
| 7. City of London | 24. Lewisham |
| 8. City of Westminster | 25. Merton |
| 9. Croydon | 26. Newham |
| 10. Ealing | 27. Redbridge |
| 11. Enfield | 28. Richmond-upon-Thames |
| 12. Greenwich | 29. Southwark |
| 13. Hackney | 30. Sutton |
| 14. Hammersmith & Fulham | 31. Tower Hamlets |
| 15. Haringey | 32. Waltham Forest |
| 16. Harrow | 33. Wandsworth |
| 17. Havering | 34. Not in a London Borough – CLOSE |
| | 35. (Don't know) |

CLOSE IF DO NOT LIVE IN ANY LONDON BOROUGH (CODE 34)
--

MONITORING QUOTA ON BOROUGH INTERVIEWS
--

IF DON'T KNOW BOROUGH TAKE FROM SAMPLE

TRAVEL MODES & FREQUENCY SECTION

QFREQ: Which of these modes of transport do you ever use to get around London?

READ OUT

- | | |
|----------------------------------|------------------------|
| 1. Buses | ALL QUARTERS |
| 2. Underground/ tube | ALL QUARTERS |
| 3. DLR (Docklands Light Railway) | ALL QUARTERS |
| 4. Train | ALL QUARTERS |
| 5. Car/Van | APRIL AND OCTOBER ONLY |
| 6. Motorbike/ moped/ scooter | APRIL AND OCTOBER ONLY |
| 7. Bicycle | APRIL AND OCTOBER ONLY |
| 8. Black cab/ Taxi | APRIL AND OCTOBER ONLY |
| 9. Minicab (not black cab) | APRIL AND OCTOBER ONLY |
| 10. Tram | APRIL AND OCTOBER ONLY |
| 11. (None of these) | |

ALL QUARTERS

ASK IF BUS CODED @ QFREQ (CODE 1)

QFREQ_BUS: Typically, how often do you use a bus to get around London?

INTERVIEWER NOTE: IF RESPONDENT SAYS IT VARIES ASK HOW OFTEN THEY WOULD USE THE MAJORITY OF THE TIME OVER THE COURSE OF A YEAR

IF CAN'T REMEMBER CODE AS 'NOT IN THE LAST 12 MONTHS'

PROBE AS PER PRECODES

1. 5 or more days a week
2. 3-4 days a week
3. 2 days a week
4. Once a week
5. Once a fortnight
6. Once a month
7. Less often than once a month
8. Not in the last 12 months
9. (Never)

ALL QUARTERS

ASK IF TUBE CODED @ QFREQ (CODE 2)

QFREQ_TUBE: Typically, how often do you use the tube to get around London?

ALL QUARTERS

ASK IF TRAIN CODED @ QFREQ (CODE 4)

QFREQ_TRAIN: Typically, how often do you use a train to get around London?

OCTOBER ONLY

ASK IF MOTORBIKE etc CODED @ QFREQ (CODE 6)

QFREQ_MBIKE: Typically, how often do you use a motorbike/ scooter/moped (either as a rider or pillion/ passenger) to get around London?

APRIL AND OCTOBER ONLY

ASK IF BICYCLE CODED @ QFREQ (CODE 7)

QFREQ_BIKE: Typically, how often do you use a bicycle to get around London?

OCTOBER ONLY

ASK IF BLACK CAB CODED @ QFREQ (CODE 8)

QFREQ_TAXI: Typically, how often do you use a black cab/ taxi to get around London?

OCTOBER ONLY

ASK IF MINICAB CODED @ QFREQ (CODE 9)

QFREQ_CAB: Typically, how often do you use a minicab to get around London?

ALL QUARTERS

ASK IF DLR CODED @ QFREQ (CODE 3)

QFREQ_DLR: Typically, how often do you use the Docklands Light Railway to get around London?

OCTOBER ONLY

ASK IF TRAM CODED @ QFREQ (CODE 10)

QFREQ_TRAM: Typically, how often do you use Trams to get around London?

APRIL AND OCTOBER ONLY

ASK ALL

QWALK: How often do you walk in London? By this I mean where you walked for 5 minutes or longer.

INTERVIEWER NOTE: IF RESPONDENT SAYS IT VARIES ASK HOW OFTEN THEY WOULD WALK THE MAJORITY OF THE TIME OVER THE COURSE OF A YEAR
IF RESPONDENT CAN'T REMEMBER CODE AS 'NOT IN THE LAST 12 MONTHS'
PROBE AS PER PRECODES

1. 5 or more days a week
2. 3-4 days a week
3. 2 days a week
4. Once a week
5. Once a fortnight
6. Once a month
7. Less often than once a month
8. Not in the last 12 months
9. (Never)

INTERVIEWER NOTES ON WHICH WALKING TRIPS TO INCLUDE/EXCLUDE:

Include:

1. walks made as part of a greater journey e.g. to bus stop/station/car, if 5 minutes or longer
2. all walks longer than 5 minutes e.g.
 - a) walk to the postbox on the corner
 - b) walk to get a paper, pint of milk
 - c) stopping at dry cleaners/bank/etc. on the way to somewhere else
 - d) walks on street between shops
 - e) walk to car if parked on street
 - f) interchange between Buses

Exclude:

1. walks made as part of a greater journey e.g. to bus stop/station/car if less than 5 mins
2. interchange between Underground lines/ National Rail lines
3. walk from house to car on drive
4. walk from train to station car-park
5. walk from shops or building e.g. hospital to associated car park
6. walks between shops in a shopping centre
7. jogging for health/sport (but do include walk to gym)
8. walking the dog

QFREQ_CAR: Typically, how often do you use a car or van (either as a driver or a passenger) to get around London? By this I mean any trip you may use a car or a van for.

INTERVIEWER: INCLUDE ALL CAR/ VAN TRIPS, NO TRIPS TO BE EXCLUDED IF RESPONDENT SAYS IT VARIES ASK HOW OFTEN THEY WOULD USE THE MAJORITY OF THE TIME OVER THE COURSE OF A YEAR
PROBE AS PER PRECODES

1. 5 or more days a week
2. 3-4 days a week
3. 2 days a week
4. Once a week
5. Once a fortnight
6. Once a month
7. Less often than once a month
8. Not in the last 12 months
9. (Never)

ASK IF QFREQ_BUS CODES 1-6

SS3BUSa Do you use London Buses regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

ASK IF QFREQ_TUBE CODES 1-6

SS3TUBEa Do you use London Underground regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

ASK IF QFREQ_DLR CODES 1-6

SS3DLRa Do you use London the Docklands Light Railway regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

ASK IF QFREQ TRAM CODES 1-6

SS3TRAMa Do you use London trams regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

ASK IF QFREQ TRAIN CODES 1-6

SS3TRAINa Do you use National Rail trains regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

ASK IF QFREQ CAR CODES 1-6

SS3CARVANA Do you drive a car or a van regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

ASK IF QFREQ BIKE CODES 1-6

SS3BICYCLEa Do you ride a bicycle regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

ASK IF QFREQ BLACKCAB CODES 1-6

SS3BLACKCABA Do you use a black cab/ taxi regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

ASK IF QFREQ MINICAB CODES 1-6

SS3MINICABa Do you use a minicab regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

ASK IF QFREQ MOTORBIKE CODES 1-6

SS3MOTORBIKEa Do you ride a motorbike regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

ASK IF QWALK CODES 1-6

SS3WALKa Do you walk regularly during daytime hours and/or after dark?

MULTICODING ALLOWED

1. During daytime hours
2. After dark
3. (Don't use regularly)

PUBTRANRESIST

ALL QUARTERS

ASK ALL

SS4 I am now going to read out a number of things that other people have said stops them from using public transport in London more often, and I would like you to tell me whether or not each applies to you personally?

READ OUT & CODE ALL THAT APPLY

ADD IF NECESSARY: Does this feature stop you from using public transport in London more often?

CATI TO RANDOMISE ORDER

1. Cost of tickets
2. Risk of accidents
3. Fear of crime on the bus/train (i.e. robbery, assault or pickpocketing)
4. Fear of crime getting to and waiting for the bus/train (i.e. robbery, assault or pickpocketing)
5. Fear of terrorist attacks
6. Concern about anti-social behaviour of others
7. Unreliable services
8. Dirty environment on the bus/train
9. Dirty environment getting to the bus/train
10. Lack of information about how to use public transport services
11. Slow journey times
12. Overcrowded services
13. Don't understand how to buy bus tickets
14. Fear about knife crime (THIS SHOULD ALWAYS BE ASKED LAST)
15. Graffiti
16. (None of these)

ALL QUARTERS

ASK ALL

SSCRIME1 Thinking for the moment just about travelling during the day, do concerns about safety from crime or anti-social behaviour affect the frequency with which you XXXXX during the day.

READ OUT. SINGLE CODE.

And what about XXXX?

REMINDE OF SCALE AS NECESSARY.

a) Travel by London Underground	ALL QUARTERS
b) Travel on London Buses	ALL QUARTERS
c) Travel by National rail	ALL QUARTERS
d) Walk	APRIL AND OCTOBER ONLY
e) Cycle	APRIL AND OCTOBER ONLY
f) Travel on trams	OCTOBER ONLY
g) Travel on the DLR	OCTOBER ONLY
h) Travel by Black cab	OCTOBER ONLY
i) Travel by minicab	OCTOBER ONLY
j) Travel by car	OCTOBER ONLY
k) Travel by bike/moped/scooter	OCTOBER ONLY

1. A lot
2. A little
3. Hardly at all
4. Or not at all
5. (I have no need to travel by this means)
6. (Don't know)

ALL QUARTERS

ASK ALL

SSCRIME2 Thinking now about travelling at night, do concerns about safety from crime or anti-social behaviour affect the frequency with which you XXXXX at night.

READ OUT. SINGLE CODE.

And what about XXXX?

REMINDE OF SCALE AS NECESSARY.

a) Travel by London Underground	ALL QUARTERS
b) Travel on London Buses	ALL QUARTERS
c) Travel by National rail	ALL QUARTERS
d) Walk	APRIL AND OCTOBER ONLY
e) Cycle	APRIL AND OCTOBER ONLY
f) Travel on trams	OCTOBER ONLY
g) Travel on the DLR	OCTOBER ONLY
h) Travel by Black cab	OCTOBER ONLY
i) Travel by minicab	OCTOBER ONLY
j) Travel by car	OCTOBER ONLY
k) Travel by bike/moped/scooter	OCTOBER ONLY

1. A lot
2. A little
3. Hardly at all
4. Or not at all
5. (I have no need to travel by this means)
6. (Don't know)

NEW QUESTIONS ALL QUARTERS

ALL QUARTERS

Q1. How worried are you about your personal security when using public transport in London?

1. Not at all
2. A little bit worried
3. Quite worried
4. Very worried
5. (Don't know)

ALL QUARTERS

Q1ai At what point in your journey on public transport are you most likely to worry about your personal security?

READ OUT & SINGLE CODE ONLY

1. Walking to/from a stop/station
2. Waiting at a stop/station
3. Riding a bus/train
4. Travelling in a black cab or minicab
5. Depends/varies
6. Don't know

ALL QUARTERS

Q1aii. And is that during the day or during the hours of darkness?

PROMPT IF NECESSARY

1. During the day
2. During the hours of darkness
3. Depends/varies
4. (Don't know)

ALL QUARTERS

IF CODES 3 OR 4 AT Q1

Q1b. To what extent does your worry about personal security when using public transport reduce your quality of life?

1. Not at all
2. A little
3. Moderately
4. Quite a bit
5. Very much
6. (Don't know)

ALL QUARTERS

ASK ALL

Q2a. Do you take any precautions against crime when using public transport?

1. Yes
2. No

ALL QUARTERS

IF YES AT Q2a

Q2ai Which of the following precautions do you take?

READ OUT AND CODE ALL THAT APPLY

1. Avoided using that mode of transport
2. Used a different route
3. Travelled at a different time of day
4. Travelled with someone else
5. Sat near to other people
6. Other (please specify)
7. None

ALL QUARTERS

IF TAKES ANY PRECAUTIONS (CODE 1 at Q2a)

Q2b. To what extent do these precautions make you feel safer?

1. Not at all
2. A little
3. Moderately
4. Quite a bit
5. Very much
6. (Don't know)

ALL QUARTERS

IF TAKES ANY PRECAUTIONS (CODE 1 at Q2a)

Q2c. And to what extent do they reduce your quality of life?

(THE PRECAUTIONS THAT THE RESPONDENT TAKES)

1. Not at all
2. A little
3. Moderately
4. Quite a bit
5. Very much
6. (Don't know)

ALL QUARTERS

ASK ALL

Q3. In the last three months, have you ever felt worried about your personal security when using public transport in London?

1. Yes
2. No
3. (Don't know)

ALL QUARTERS

IF YES AT Q3

Q3b. How many times have you felt like this in the last three months?

ENTER NUMBER

DK IS NOT ALLOWED

ALL QUARTERS

IF YES AT Q3

Q3c. On the last occasion, how worried did you feel?

1. Not very worried
2. A little bit worried
3. Quite worried
4. Very worried
5. (Can't remember)

ALL QUARTERS

IF YES AT Q3

Q3di. What mode of transport were you using (or planning to use) when you felt like this?

1. Bus
2. Tube
3. Train
4. DLR
5. Tram
6. Black cab
7. Mini cab
8. Other (specify)
9. (Can't remember)

Q3dii Was the minicab pre-booked through a licensed minicab operator either by yourself or someone else?

1. Yes (pre-booked)
2. No (not pre-booked)
3. (Can't remember)

ALL QUARTERS

IF CODES 1 – 5 AT Q3di

Q3e. And were you:

1. Walking to/from a stop/station?
2. Waiting at a stop/station?
3. On board this mode of transport?
4. Preparing to travel
5. Somewhere else (please specify)
6. (Don't know / can't remember)

ALL QUARTERS

IF YES AT Q3

Q3f. Were you travelling (or planning to travel) during the day or during the hours of darkness?

1. During the day
2. During the hours of darkness
3. (Can't remember)

ALL QUARTERS

IF YES AT Q3

Q3g. What made you feel worried?

DO NOT READ OUT

1. Being a victim of crime
2. Graffiti / vandalism
3. Threatening behaviour of other passengers
4. Threatening behaviour of driver / staff
5. Large groups of school children / youths
6. Drunken passengers
7. Witnessing someone being robbed / mugged
8. Witnessing someone being assaulted
9. Seeing someone using illegal drugs
10. Seeing someone sleeping rough
11. Lack of a police presence
12. Lack of a staff presence
13. Physical isolation
14. Being pickpocketed
15. Busy environment / large crowds of people
16. Other (please specify)

ALL QUARTERS

IF YES AT Q3

Q3gi. Did this worry put you off using this mode of transport again?

1. Yes, it stopped me travelling on this mode **completely**
2. Yes, it stopped me travelling on this mode **temporarily**
3. Yes, it put me off but I still travel
4. No, it didn't put me off

ALL QUARTERS

IF CODE 1 AT Q3

Q3i. Did you take any precautions as a result of this worry?

1. Yes
2. No

ALL QUARTERS

IF YES AT Q3i

Q3j Which of the following precautions did you take?

READ OUT AND CODE ALL THAT APPLY

1. Avoided using that mode of transport
2. Used a different route
3. Travelled at a different time of day
4. Travelled with someone else
5. Sat near to other people
6. Other (please specify)
7. None

ALL QUARTERS

IF YES AT Q3i

Q3k. To what extent did you feel safer as a result of taking this action?

1. Not at all
2. A little
3. Moderately
4. Quite a bit
5. Very much
6. (Don't know)

ALL QUARTERS

IF YES AT Q3

Q3l. What could TfL have done in this situation to help you feel safer?

DO NOT READ OUT

1. More CCTV
2. Increased police presence
3. More staff at stations
4. Advertising to encourage more responsible behaviour
5. Improved lighting
6. Other (specify)
7. (Nothing)

ALL QUARTERS

ASK ALL

PRLOND1 It is the responsibility of the police, TfL and other partners to deal with anti-social behaviour and crime on and around the transport system, so how much would you agree or disagree that....

The police, TfL and other partners are dealing with the anti-social behaviour and crime issues that matter on the in London

- a) Buses
 - b) Underground
 - c) National Rail
-
- 1. Strongly agree
 - 2. Slightly agree
 - 3. Neither agree nor disagree
 - 4. Slightly disagree
 - 5. Strongly disagree
 - 6. (Don't know)

SEENPCBUS

APRIL AND OCTOBER ONLY

ASB4. Which of the following have you witnessed when using public transport in the last 3 months? This can be when actually on board the transport or when waiting at a station or stop.

CATI TO RANDOMISE LIST

READ OUT & CODE ALL THAT APPLY

- 1. Someone eating hot food (i.e. chips, burgers, kebabs etc) on public transport
- 2. Someone speaking loudly on a mobile phone on public transport
- 3. Someone listening to music loud enough that others can hear it on public transport
- 4. Someone dropping litter on public transport
- 5. Someone drinking alcohol on public transport
- 6. Someone being drunk on public transport
- 7. Someone not vacating priority seating for someone more in need
- 8. Someone shouting or swearing at other passengers
- 9. Someone shouting or swearing at the driver or other staff
- 10. Someone taking up more than one seat
- 11. Someone pushing and shoving to get on or off the vehicle
- 12. Someone spitting on public transport
- 13. Someone smoking on public transport
- 14. School children / youths behaving badly on public transport
- 15. Someone not paying their fare
- 16. Someone bullying someone else (children or adults)
- 17. Someone begging
- 18. (None of these)

APRIL AND OCTOBER ONLY
ASK FOR ALL CODED AT ASB4
ASB5b. And which mode of transport was it?
MULTICODE POSSIBLE

1. Tube
2. Bus
3. Train
4. DLR
5. Tram
6. Other – please specify

MINICAB SAFETY

OCTOBER ONLY
ASK ALL EXCEPT TAXI & MINICAB COMPANY EMPLOYEE (NOT CODE 4 @ QEXEMPT)

I'd now like to ask you about illegal cabs.

OCTOBER ONLY
ASK ALL EXCEPT TAXI & MINICAB COMPANY EMPLOYEE (NOT CODE 4 @ QEXEMPT)

TT1 Only black cab drivers can pick up passengers in the street or at ranks. Minicab drivers are breaking the law if they pick up passengers unless they have booked either in person or over the phone. In these circumstances it is the driver not the passenger who is committing the offence. Were you aware of this?

SINGLE CODE

1. Yes
2. No
3. (Don't know)

OCTOBER ONLY
ASK ALL EXCEPT TAXI & MINICAB COMPANY EMPLOYEE (NOT CODE 4 @ QEXEMPT)

TT2 During the last three months, have you been approached anywhere in London by anyone offering you a taxi or minicab service?

SINGLE CODE

1. Yes
2. No
3. (Don't know)

OCTOBER ONLY

ASK IF 'YES' @ TT2. NO/ DON'T KNOW @ TT2 GO TO TT10.

TT3 Has this happened.... **XXX?** (being approached by anyone offering you a taxi or minicab service)

SINGLE CODE

- a) in your local area or town centre?
- b) in Central London ?

1. Yes
2. No
3. (Don't know)

OCTOBER ONLY

IF BEEN APPROACHED IN LOCAL AREA (CODE 1 @ TT3a) ASK TT4a. IF BEEN APPROACHED IN LONDON (CODE 1 @ TT3b) ASK TT4b

TT4 Roughly, how many times would you say this has happened **XXX (IN YOUR LOCAL AREA OR TOWN CENTRE/ IN CENTRAL LONDON)** in the last three months?
PROBE AS PER PRECODES

SINGLE CODE

- a) in your local area or town centre
- b) in Central London

1. Once
2. Two or three times
3. Four or five times
4. Six or more times
5. (Don't know)

OCTOBER ONLY

ASK ALL EXCEPT TAXI & MINICAB COMPANY EMPLOYEE (CODE 4 @ QEXEMPT)

TT10 During the last three months, have you approached a minicab driver on the street anywhere in London to ask if they are available for hire?

SINGLE CODE

1. Yes
2. No
3. (Don't know)

OCTOBER ONLY

TE29a Have you seen a ticket inspector on board public transport, or at a stop/station in the last three months?

MULTICODE; PROMPT AS APPROPRIATE

1. Yes on bus
2. Yes on Tube
3. Yes on train
4. Yes on DLR
5. Yes on Tube
6. Yes on Tram
7. Yes, but can't remember mode
8. No/can't remember

REVINSPPOL

OCTOBER ONLY

I'd like to ask just a few questions about fare evasion on public transport in London.

TEAD1 Do you recall seeing or hearing any advertising or messages about fare evasion on public transport in London?

READ OUT IF NECESSARY

1. Yes
2. No

IF NO, GO TO SS31

OCTOBER ONLY

TEAD2 What do you remember about the advertising?

PROBE: What was the advertising trying to say?

DO NOT READ OUT

1. You will be fined
2. It's a crime
3. You have to pay your fare
4. Remember to swipe your Oyster card
5. Ticket inspectors look just like you
6. Other (specify)

OCTOBER ONLY

ASK ALL

SS31 If you get stopped by a ticket inspector without the correct ticket or pass on public transport, which of the following actions do you think can be taken?

READ OUT, MULTICODE

1. Nothing
2. Penalty fare
3. Possible prosecution
4. Verbal warning
5. Escorted off
6. Other

OCTOBER ONLY

SS32 And, is this the same for all modes of transport (bus, Tube, train)?

1. Yes
2. No
3. (Don't know)

OCTOBER ONLY

IF CODE 2 at SS32

SS33 Why do you say that?

PROBE ON WHY RESPONDENT THINKS THAT ENFORCEMENT ACTIVITY IS DIFFERENT ON DIFFERENT MODES, WHICH ARE BETTER / LESS WELL ENFORCED AND WHY

OPEN ENDED RESPONSE

OCTOBER ONLY

SS30 And in your opinion how well are penalty fares enforced on XXX?

READ OUT/ REMIND OF SCALE AS NECESSARY/ SINGLE CODE

1. Very well enforced
2. Quite well
3. Not very well
4. Not at all well enforced
5. (Don't Know)

CATI TO ROTATE ORDER

- a) London Underground
- b) Bus
- c) National Rail

ALL QUARTERS

SEXUAL HARASSMENT

Continuing to help us understand about personal safety - and now, in particular inappropriate behaviour or sexual harassment in and around public transport in London. This might include inappropriate behaviour such as comments, staring or touching.

Transport for London is keen to understand what experiences people have had so that it can better understand what is happening to help prevent it in future.

ALL QUARTERS

SHSCREEN. Do you mind if I ask you some questions about what you have experienced? If you would prefer not to answer I will move on to the next set of questions.

SINGLE CODE

- | | |
|---------------------------|------------------------------|
| 1. Yes you can ask | Go to SH1 |
| 2. No | Move on to BOROUGH QUESTIONS |
| 3. (Would rather not say) | Move on to BOROUGH QUESTIONS |

ALL QUARTERS

SH1. In the last 12 months have you experienced any unwelcome sexual behaviour including sexual harassment or sexual assault while travelling on, waiting for or heading to or from public transport in London?

SINGLE CODE

- | | |
|---------------------------|------------------------------|
| 1. Yes | Go to SH2 |
| 2. No | Move on to BOROUGH QUESTIONS |
| 3. (Would rather not say) | Move on to BOROUGH QUESTIONS |

ALL QUARTERS

SH2. Has this occurred in the last three months?

SINGLE CODE

- | | |
|---------------------------|-----------|
| 1. Yes | Go to SH3 |
| 2. No | Go to SH3 |
| 3. (Would rather not say) | Go to SH3 |

ALL QUARTERS

SH3. Please describe to me what you have experienced.

INTERVIEWER NOTE: PROBE FULLY BUT SENSITIVELY. Do not prompt and allow the respondent to use own language. Do not use wording below to describe what the respondent says.

RECORD ANSWER VERBATIM AND ALSO MULTI CODE AGAINST A FRAME WHICH WILL INCLUDE THE FOLLOWING.

1. Rape or attempted rape
2. Serious sexual assault other than rape and attempted rape
3. Other forms of sexual harassment including groping, inappropriate touching
4. Verbal conduct of a sexual nature such as unwelcome sexual advances, requests for sexual favours and other lewd comments or indecent gestures
5. Witnessed any other conduct of a sexual nature including indecent exposure, public masturbation etc
6. Other – as described by respondent (e.g. made to feel uncomfortable through unwelcome staring)
7. (Would rather not say) Go to SH4a

ALL QUARTERS

SH4a. (ASK IF ANY OF CODES 1-4 OR 6 ARE MENTIONED AT SH3) Have you experienced this:

MULTI CODE

- | | |
|---|----------------------------------|
| 1. On public transport | Go to SH4b if appropriate or SH5 |
| 2. Whilst travelling to/from public transport | Go to SH4b if appropriate or SH6 |
| 3. Whilst waiting for public transport | Go to SH4b if appropriate or SH6 |
| 4. (Refused) | Go to SH4b if appropriate or SH6 |

ALL QUARTERS

SH4b. (ASK IF CODE 5 IS MENTIONED AT SH3) Have you witnessed this:

MULTI CODE

- | | |
|---|-----------|
| 1. On public transport | Go to SH5 |
| 2. Whilst travelling to/from public transport | Go to SH6 |
| 3. Whilst waiting for public transport | Go to SH6 |
| 4. (Refused) | Go to SH6 |

ALL QUARTERS

SH5. On which mode(s) of transport did this occur?

MULTI CODE

1. Buses
2. Underground/ tube
3. DLR (Docklands Light Railway)
4. Train
5. Black cab/ Taxi
6. Minicab (not black cab)
7. Tram
8. Riverboat
9. London Overground
10. (Refused)

SS5b. Was the minicab pre-booked through a licensed minicab operator either by yourself or someone else?

1. Yes (pre-booked)
2. No (not pre-booked)
3. (Can't remember)

ALL QUARTERS

SH6. At what time(s) of day did this occur?

MULTI CODE

1. Morning 7am-noon
2. Afternoon noon-5pm
3. Evening 5pm-11pm
4. Between 11pm & 2am
5. Between 2am & 7am
6. (Don't know)
7. (Refused)

ALL QUARTERS

SH7. Did you report this to anyone?

SINGLE CODE

- | | |
|--------------------------|-------------------------|
| 1. Yes (all of the time) | Go to SH8 |
| 2. Yes (some incidents) | Go to SH8 |
| 3. No | Go to SH9 |
| 4. (Refused) | Go to BOROUGH QUESTIONS |

ALL QUARTERS

SH8. To whom did you report it?

MULTI CODE

1. Police
2. Member of staff
3. Support service
4. Other (specify)
5. (Refused)

ALL QUARTERS

SH9. Why did you not report the incident(s)?

OPEN-ENDED, PROBE FULLY

BOROUGH INTERVIEWS

MY REMAINING QUESTIONS ARE ABOUT TRAVELLING WITHIN YOUR BOROUGH. INTERVIEWER INSTRUCTION: CLARIFY WHERE NECESSARY: BY BOROUGH WE MEAN YOUR LOCAL AREA.

ALL QUARTERS

SSCRIME3 Thinking about when you are travelling within [INSERT BOROUGH AT QBOROUGH], do concerns about safety from crime or anti-social behaviour affect the frequency with which you XXXXX. Would you say these concerns affect the frequency... **INTERVIEWER INSTRUCTION: CLARIFY WHERE NECESSARY: BY BOROUGH WE MEAN YOUR LOCAL AREA**
READ OUT SINGLE CODE

And what about XXXX?

REMIND OF SCALE AS NECESSARY

- a) Travel by London Underground during the day
 - b) Travel on London Buses during the day
 - c) Travel by National rail during the day
 - d) Travel by London Underground after dark
 - e) Travel on London Buses after dark
 - f) Travel by National rail after dark
-
- 1. A lot
 - 2. A little
 - 3. Hardly at all
 - 4. Or not at all
 - 5. Not applicable
 - 6. (I have no need to travel by this means)
 - 7. (Don't know)

ALL QUARTERS

PR1 It is the responsibility of the police, TfL and other partners to deal with anti-social behaviour and crime on and around the transport system in your Borough, so how much would you agree or disagree that....

The police, TfL and other partners are dealing with the anti-social behaviour and crime issues that matter on the [CATI TO INSERT STATEMENT] in your local Borough. Would you say that you....

And what about... (The Police, TfL and other partners with the anti-social and crime issues that matter in your local Borough)

- a) Buses
- b) London Underground
- c) National Rail

READ OUT

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree
6. (Don't know)

SECURFEARS

ALL QUARTERS

ASK ALL

BOSS6a Most of us worry from time to time about our own personal security. Thinking about using public transport within your borough, what if anything is **MOST** likely to make you worry about your personal security?

INTERVIEWER INSTRUCTION: CLARIFY WHERE NECESSARY: BY BOROUGH WE MEAN YOUR LOCAL AREA

DO NOT READ OUT. PROBE TO PRECODES. SINGLE CODE

1. Walking to/from the stop/station – during the hours of darkness
2. Walking to/from the stop/station - at quiet times
3. Waiting at the stop/station - during the hours of darkness
4. Waiting at the stop/station – at quiet times
5. Poor street lighting
6. Graffiti /vandalism - at the stop/station
7. Graffiti/vandalism - on the bus/train
8. Witnessing a mugging/ robbery
9. Seeing somebody being assaulted
10. Large groups of schoolchildren/youths
11. Threatening behaviour of other passengers
12. Drunken passengers
13. Bomb scares
14. Lack of staff presence on the bus/train or at stations
15. Lack of police presence on the bus/train or at stations
16. Travelling in an empty carriage/bus
17. Waiting in an isolated environment e.g. bus stop/station platform
18. Media/press coverage of crime
19. Alcohol consumption
20. People begging
21. People sleeping rough
22. Other (WRITE IN ONE ONLY)
23. Nothing – feel safe
24. (Don't Know)

SKIP TO QETHNICITY
SKIP TO QETHNICITY

ASK BOSS6b IF CODES 1 to 22 CODED @ BOSS6a, OTHER SKIP TO QETHNICITY

ALL QUARTERS

BOSS6b And what else is likely to cause you to worry about your personal security within your borough? **PROMPT: What else? INTERVIEWER**

INSTRUCTION: CLARIFY WHERE NECESSARY: BY BOROUGH WE MEAN YOUR LOCAL AREA DO NOT READ OUT. PROBE TO PRECODES. MULTICODE ALLOWED

CATI TO DSIPLAY THOSE NOT MENTIONED @ SS6a

1. Walking to/from the stop/station – during the hours of darkness
2. Walking to/from the stop/station - at quiet times
3. Waiting at the stop/station - during the hours of darkness
4. Waiting at the stop/station – at quiet times
5. Poor street lighting
6. Graffiti /vandalism - at the stop/station
7. Graffiti/vandalism - on the bus/train
8. Witnessing a mugging/ robbery
9. Seeing somebody being assaulted
10. Large groups of schoolchildren/youths
11. Threatening behaviour of other passengers
12. Drunken passengers
13. Bomb scares
14. Lack of staff presence on the bus/train or at stations
15. Lack of police presence on the bus/train or at stations
16. Travelling in an empty carriage/bus
17. Waiting in an isolated environment e.g. bus stop/station platform
18. Media/press coverage of crime
19. Alcohol consumption
20. People begging
21. People sleeping rough
22. Other (WRITE IN)
23. Nothing – feel safe
24. (Don't Know)

CLASSIFICATION

ALL QUARTERS

Finally I would just like to ask you a few more questions about yourself so we can classify your answers

ALL QUARTERS

QETHNICITY: To which of these ethnic groups do you consider you belong?

READ OUT AND CODE ONE ONLY

A: White

1. British
2. Irish
3. Any other White background

B: Mixed

4. White and Black Caribbean
5. White and Black African
6. White and Asian
7. Any other Mixed background

C: Asian or Asian British

8. Indian
9. Pakistani
10. Bangladeshi
11. Any other Asian background

D: Black or Black British

12. Caribbean
13. African
14. Any other Black background

E: Chinese or Other Ethnic Group

15. Chinese
16. Any other ethnic group
17. (Refused)

ALL QUARTERS

ASK ALL

QDISABILITY a: Do you have any long-term physical or mental impairment which limits your daily activities or the work you can do, including problems due to old age?

PROBE AS PER PRECODES. MULTICODE. DO NOT ALLOW DK

1. Mobility impairment
2. Age related mobility difficulties
3. Visual impairment
4. Hearing impairment
5. Learning difficulty
6. Mental health condition
7. Serious long term illness
8. Asthma
9. Arthritis
10. (Refused)
11. Other (Specify)
12. (None)

ASK QDISABILITY b
ASK QDISABILITY b

ASK QDISABILITY b

ALL QUARTERS

ASK IF MOBILITY IMPAIRMENT/ AGE RELATED (CODE 1/2/11 @ QDISABILITY)

OTHERS SEE QEMPLOYMENT

QDISABILITY b: Do you ever use a wheelchair when travelling around London?

1. Yes
2. No

ALL QUARTERS

ASK ALL

QEMPLOYMENT: Are you ...?

READ OUT + MULTICODING ALLOWED e.g. might work part time and be a part time student

1. Working full time (30+ hours a week)
2. Working part time (less than 30 hours a week)
3. A full time student
4. A part time student
5. Not working – looking for work
6. Not working (not looking for work)
7. Retired
8. Looking after family and home
9. Other (please write in)
10. (Refused)

ALL QUARTERS

QSEG: What is the occupation of the chief income earner in your household?

PROBE FOR:

INDUSTRY SECTOR

TYPE OF WORK DONE

MANUAL/ NON-MANUAL

SKILLED/ SEMI SKILLED

JOB TITLE/ POSITION

SIZE OF COMPANY

NUMBER RESPONSIBLE FOR (IF MANAGER/SELF EMPLOYED)

QUALIFICATIONS HELD RELEVANT TO JOB

1. A
2. B
3. C1
4. C2
5. D
6. E
7. (Refused)

ASK ALL

QMEDIAa. Which of the following news sources do you regularly read (at least three issues out of five)?

READ OUT AND CODE ALL THAT APPLY

1. National daily print newspapers (which ones – LIST OF PRECODES)
2. Free daily print newspapers distributed at stations (which ones – LIST OF PRECODES)
3. Free magazines distributed at stations (e.g. Shortlist, Sport, Stylist)
4. Local newspaper (IS THAT FREE OR PAID FOR)
5. Online newspapers (which ones – LIST OF PRECODES)
6. Other media source (please specify)
7. None

IF CODE 1 AT QMEDIAa

QMEDIAb. Which national daily print newspapers do you read regularly?

PROMPT TO LIST

1. Express/Sunday Express
2. Financial Times
3. Guardian/Observer
4. i
5. Independent/Independent on Sunday
6. Mail/Mail on Sunday
7. Mirror
8. People
9. Star
10. Sun
11. Telegraph/Sunday Telegraph
12. Times/Sunday Times
13. Other (specify)

IF CODE 2 AT QMEDIAa

QMEDIAc. Which free daily print newspapers distributed at stations do you read regularly?

PROMPT TO LIST

1. Evening Standard
2. Metro
3. City AM
4. Other (specify)

IF CODE 4 AT QMEDIAa

QMEDIAd. When you say you read a local newspaper, is that free or paid for?

PROMPT TO LIST

1. Free
2. Paid for
3. Both
4. (Don't know)

IF CODE 5 AT QMEDIAa

QMEDIAe. Which online newspapers do you read regularly?

PROBE FULLY TO LIST

1. Evening Standard
2. Express
3. Financial Times
4. Guardian
5. i
6. Independent
7. Mail
8. Metro
9. Mirror
10. People
11. Star
12. Sun
13. Telegraph
14. Times
15. Local newspaper
16. Other
17. (None)

QPOSTCODE: So that Transport for London can understand the views of Londoners within small geographical areas, please can I take a note of your post code?

Interviewer to record post code.

ENTER 'REF' FOR REFUSED

ASK ALL

QRECONT: Transport for London often wishes to speak to Londoners to obtain their opinion on transport issues. Would you be happy to take part in any future research?

1. Yes
2. No

NEW - ASK IF QRECONT = 1

QRECONT2: Please can I take a note of your email address – this will only be used for a follow-up survey on behalf of Transport for London

ENTER EMAIL ADDRESS

Check each letter of email address with respondent

IF RESPONDENT TERMINATES AT ANY POINT FROM HERE, COUNT AS COMPLETE INTERVIEW

ASK ALL

QOC1. So that Transport for London can link your journey experience and survey responses, please could you give me your Oyster Card/Freedom Pass number? Please be assured this information will only be used for statistical analysis.

ENTER NUMBERS; ALLOW REFUSAL

INTERVIEWER NOTE: OYSTER NUMBER IS FOUND ON BACK OF OYSTER CARD, AND IS 12 NUMBERS IN LENGTH – BOTH FOR OYSTER CARD AND FREEDOM PASS

ASK ALL

QCC1 Are you registered for auto-payment of the Congestion Charge?

INTERVIEWER NOTE: THIS INFORMATION WILL ONLY BE USED FOR STATISTICAL ANALYSIS

1. Yes
2. No
3. Don't know
4. Refused

ASK ALL

QBCH1. And are you a registered member of the Barclays Cycle Hire scheme?

INTERVIEWER NOTE: THIS INFORMATION WILL ONLY BE USED FOR STATISTICAL ANALYSIS

1. Yes
2. No
3. Don't know
4. Refused

ALL QUARTERS

QNAME: And finally, for proof of this interview, may I please take a note of your name

ENTER NAME

THANK AND CLOSE