

Personal Safety on Public Transport

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Prepared for: **The Department for Transport**



SEPTEMBER 2025

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1. Executive summary

Personal safety is a central concern for transport users and an essential condition for inclusive, accessible transport. The Department for Transport (DfT) is committed to improving personal safety and perceptions of safety on the transport network. This study, commissioned by the DfT and conducted by the National Centre for Social Research (NatCen), provides new evidence on how safe people feel when getting to, waiting for and travelling on public transport, and on the prevalence of behaviours which impact personal safety, such as anti-social behaviour, harassment, discrimination, violence, and sexual assault on public transport. The findings help build a clearer picture of the personal safety challenges facing transport users and support the development of future policy.

Throughout the report, when referring to **public transport** we mean local buses, trains, underground services, light rail and trams. This also includes all aspects of a journey, from getting to and from stops or stations, waiting at stops or stations, and travelling on the vehicle itself. Similarly, when referring to **personal safety**, we mean travelling without the risk of harassment, discrimination, the threat of violence, or being a victim of a crime. It does not include concerns about illness or getting injured by an accident.

Aims and methodology

The objectives of the research were to provide measures on perceptions of personal safety on public transport and the prevalence of experiences of anti-social behaviour, violence, verbal abuse, theft, sexual harassment and unwanted behaviours when accessing, waiting for and using public transport. It was designed to capture the experiences and perceptions of the general population, with a particular focus on females and other groups who share protected characteristics. A second aim was to act as a pilot for the possible development of time series data to track change over time.

The research utilised a sequential mixed-mode design survey, meaning participants could take part online or by phone. The sample was drawn using a probability-based approach from the NatCen Opinion Panel. The target population was adults aged 18 and over living in Britain (GB). A total of 4,904 panel members completed the survey, achieving a response rate of 58%. Fieldwork lasted for four weeks across March and April 2025, and participants were generally asked to reflect on their experiences over the previous 12 months.

Key findings

Most adults in GB felt at least fairly safe on public transport, but females felt less safe than males, and young females felt especially unsafe

- 19% of adults in GB felt very safe on public transport and 69% felt fairly safe. 24% of males felt very safe, compared to 14% of females.
- Both males and females felt less safe after dark, but this was particularly clear for females. For example, 2% of females felt very safe and 27% felt fairly safe at an underground/metro/tram stop or station after dark, compared to 8% of males who felt very safe and 48% who felt fairly safe.
- People felt safer while on public transport vehicles than they did getting to stations or stops, or when at a station or stop. For instance, 10% of adults in GB felt very safe and 50% felt

fairly safe on a bus after dark but only 5% felt very safe and 36% felt fairly safe at a bus stop or station after dark.

- Younger women and disabled people who had not used specific transport modes in the past 12 months were more likely to say it was because of concerns about their personal safety. 18% of young females had not used a taxi in the last year, and of these, nearly a quarter (23%) said this was because of safety concerns. Similarly, 25% of disabled people had not used buses, of which 16% said this was due to personal safety concerns.
- 65% of adults in GB felt concerned about being attacked or targeted on public transport due to certain shared personal characteristics, with heightened concern among females, people who identify with religions other than Christian, people from non-white ethnic groups, and people who identify as Lesbian, Gay, Bisexual and Other (LGBO).

When it comes to the times and places that adults in GB felt least safe, the analysis identified five distinct groups of people, as follows:

- **Group 1: (Almost) always feel unsafe.** This group represents 10% of GB adults and almost always felt unsafe on public transport, across all modes, on vehicles and at stations or stops, in the day and after dark. 60% of this group were females, and nearly half (47%) were disabled (29% of this group were disabled females).
- **Group 2: Feel unsafe travelling after dark.** This group represents 18% of GB adults and tended to feel unsafe when travelling after dark, across modes. They felt unsafe getting to stations or stops, waiting at stations or stops, and on the vehicle. 59% of this group were females over the age of 35. They were particularly worried about being targeted or attacked due to their sex.
- **Group 3: Feel unsafe waiting at or getting to stops at (almost) all times.** This group represents 12% of GB adults and tended to feel unsafe waiting at or getting to stations or stops, whether in the day or after dark. This was more common among younger people: 42% of this group were aged 18 to 34.
- **Group 4: Feel unsafe waiting at or getting to stops after dark.** This group represents 25% of GB adults and tended to feel unsafe waiting at or getting to stations or stops, but only after dark. This group had a demographic profile similar to the wider population: in many ways, they represented a 'typical' public transport user.
- **Group 5: (Almost) always feel at least fairly safe.** This group represents 35% of GB adults and almost always felt at least fairly safe on public transport. This group was heavily skewed towards males (67% were males) and towards middle-aged and older males in particular.

Anti-social behaviour was an extremely common experience

- 86% of public transport users¹ had experienced anti-social behaviour which made them feel less safe on their journey while using public transport in the past 12 months, with younger people (18 to 34 years) more likely to experience it than older people (55+ years).
- These experiences were most common on trains and buses. They were generally much more likely to occur on public transport vehicles than at stations or stops, but this is likely related to the fact that on a typical journey much more time is spent on the vehicle than at a station or stop.
- Despite some small differences between groups, anti-social behaviour was widely experienced by the majority of public transport users.

14% of public transport users had experienced (threats of) force, violence, harm, physical intimidation, verbal abuse or (attempted) theft, in the past 12 months

- Younger public transport users, especially females, were amongst the most likely to have had such experiences. For instance, females aged 18 to 34 were almost twice as likely as males of the same age (16% compared to 9%) to have had threats or experiences of force, violence, harm or physical intimidation in the past 12 months. Younger females were more than three times as likely to have experienced verbal abuse as females aged over 55 (14% compared to 4%).
- These experiences were disproportionately likely to have occurred in London.
- Most verbal abuse incidents (72%) were related to certain shared personal characteristics, including gender, age, and ethnic groups. One in five (20%) public transport users who identify as LGBO had experienced verbal abuse in the past year compared to 7% of users who identify as heterosexual.

28% of public transport users had experienced sexual harassment or unwanted behaviours which made them feel upset, distressed or threatened in the past 12 months, including 54% of female public transport users aged 18 to 34

- Sexual harassment included unwanted touching or attempted touching; flashing; inappropriate sexual jokes, comments or gestures; and sharing sexually explicit pictures or videos without permission. 10% of public transport users had experienced one of these sexual harassment incidents, including 22% of female public transport users aged 18 to 34.
- Unwanted behaviours included staring, personal invasion of space, being followed, or having pictures or videos taken without permission. The most common was staring: 20% of public transport users had experienced this, including 45% of female public transport users aged 18 to 34.
- 15% of public transport users had experienced an invasion of personal space (including 29% of females aged 18 to 34). Experiences of an invasion of personal space were more

¹ In this report, public transport users are defined as those who had used at least one of the following transport modes at least once in the past 12 months: train; bus; coach; underground, tube, metro or tram; or taxi, black cab, minicab, private hire or app-based minicab.

likely than other experiences to occur in the morning on weekdays, suggesting a link to commuting or travelling at busy times.

- Most unwanted behaviours were perpetrated by individuals, but 55% of incidents of sexual harassment were perpetrated by groups of two or more people. In almost all cases, the perpetrators were not known personally to the victim.
- Those who shared certain personal characteristics, particularly public transport users who identified as LGBO, were more likely to experience incidents such as staring, invasions of personal space, and sexual harassment.

Around a third of public transport users (35%) had witnessed theft or attempted theft, actual or threatened violence, or physical intimidation or assault against another person in the past 12 months

- Verbal abuse was the most commonly witnessed type of incident, with 26% having witnessed this in the past 12 months.
- Younger age groups were more likely to witness incidents than older age groups. For example, 13% of public transport users aged 18 to 24 said they saw threats of violence or attempts at physical harm being made, compared to just 6% of those aged 55+.

Public transport users who witnessed or personally experienced personal safety incidents or anti-social behaviour on public transport were likely to change their travel behaviour as a result

- 57% of public transport users who personally experienced at least one personal safety incident changed their behaviour on public transport after the incident. This includes (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, sexual harassment or unwanted behaviours (such as staring or invasion of personal space).
- This includes 20% who stopped travelling on public transport, 17% who shared their location with someone else, and 15% who changed the time of the day they travel.
- 37% of those who experienced anti-social behaviour changed their travel behaviour because of the incident.
- As a result of these experiences (both personal safety incidents and anti-social behaviour), females were more likely to share their location with someone or arrange to meet someone at their location; males, if they changed their behaviour at all, tended to avoid travelling on public transport. In part, this may be related to a lack of choice: females who have had negative experiences skew towards the younger age groups, and younger people (18 to 34 years old) are more likely to need to commute and to live in urban areas, and are less likely to have access to a car.
- Overall, the evidence supports the conclusion that experiencing a personal safety incident on public transport can lead to lasting impacts on feelings of safety. There is evidence, for example, that public transport users who experience a personal safety incident at a station or stop are more likely to feel unsafe at stations or stops than public transport users who experience a personal safety incident elsewhere.

Across all types of negative experience, fewer than one in seven public transport users reported their most recent experience to the police, transport staff or provider

- The exception to this was experiences of (threats of) force or violence, for which 34% of public transport users reported their most recent experience to the police, transport staff or provider. Males were more likely than females to report this type of experience (15% versus 11%).
- Only 11% of public transport users whose most recent experience of a personal safety incident was sexual harassment reported it to the police, transport staff or provider.
- In general, public transport users were more likely to tell someone about their most recent experience than they were to report it to the police, transport staff or provider. Those who told someone tended to tell friends or family: very few told a health professional, council, helpline, or victim support service. Public transport users were more likely to report incidents to transport staff, including station staff, the driver, or other on-board staff, rather than to the police.
- Of those who personally experienced an incident and reported it to the police, transport staff or provider, around half found the process of reporting the incident easy (54%), but only around a quarter were satisfied with how the report was handled (28%).
- For around half of those who *did not* report their most recent experience, this was because they did not think anyone would do anything about it (48% to 57%, depending on the type of incident). Other common reasons included simply not thinking the incident was a big deal, not thinking anyone could help and feeling that it happened too often to consider reporting it.

Key discussion points

- Females (especially young females aged 18 to 34) tended to feel much less safe on public transport than males. Young females were much more likely to have a wide range of negative experiences on public transport than others, and these experiences were more likely to impact their travel behaviour. They tended to feel unsafe in a much wider range of circumstances than others. In many ways, using public transport is a fundamentally different experience for younger females, compared to older males.
- Very few people avoided public transport due to concerns about safety. Instead, many people frequently used public transport despite feeling unsafe. This may be related to having limited choice: young people (18 to 34 years), who feel less safe on public transport, are more likely to commute, to live in cities, to travel after dark, and to have limited car access.
- While some safety issues on public transport are unique, many are consistent with broader safety concerns, such as feeling less safe after dark.
- In addition to females and younger people (18 to 34 years), it is important to also consider the experiences of people with other shared personal characteristics, especially disabled people and people who identify as LGBO. This research is consistent with previous research which found that many of the factors that are most important for disabled people to travel confidently are also important for females, meaning there may be policy solutions that can be mutually beneficial.

2. Introduction

In November 2024, the Department for Transport (DfT) commissioned the National Centre for Social Research (NatGen) to conduct research on personal safety across the public transport network in Britain. The study provides new evidence on how safe people feel about using public transport, and on the prevalence of behaviours which impact personal safety, such as anti-social behaviour, sexual harassment and unwanted behaviours, discrimination, violence, and sexual assault across different modes of travel. The findings aim to help build a clearer picture of the personal safety challenges facing transport users and to support the development of future monitoring and policy responses. The findings provide baseline measurements with the potential to be updated over time.

2.1 Background

Personal safety is a central concern for transport users and an essential condition for inclusive, accessible travel. The DfT is committed to improving both personal safety and perceptions of safety on the transport network. Since the launch of the Safer Streets Mission, the government has invested £125 million through the Safer Streets and Safety of Women at Night funds across England and Wales. These efforts form part of a wider strategy to crack down on anti-social behaviour and halve Violence Against Women and Girls (VAWG) within a decade.

While existing sources, such as the Crime Survey for England and Wales (CSEW), British Transport Police statistics, and data from Transport for London, provide some evidence on perceptions of safety and recorded offences, they do not offer a complete picture across the national transport network or among different user groups. This study was commissioned to help address those evidence gaps.

The research aimed to provide measures on perceptions of personal safety on public transport and the prevalence of experiences of anti-social behaviour, violence, verbal abuse, theft, sexual harassment and unwanted behaviours on public transport. It was designed to capture the experiences and perceptions of the general population, with a particular focus on females and other groups who share protected characteristics. The findings will be used to shape transport policies and operational activities to improve safety and perceptions of safety on public transport. The survey also piloted an approach to developing time series data and provide a robust baseline with the potential to track change over time. Findings from this study can be used to help inform future research design and content.

2.2 Methodology

The research involved a large-scale survey of the general public. It used a sequential mixed-mode design, meaning participants could take part online or by phone. The sample was drawn using a probability-based approach from the NatGen Opinion Panel. A total of 4,904 panel members completed the survey, achieving a response rate of 58%.

Questionnaire development: The survey was developed through collaboration with key stakeholders, including the Home Office (HO), the Office for National Statistics (ONS), and researchers and policy officials specialising in crime and violence against women and girls. This collaborative approach ensured a trauma-informed design that prioritised respondent safety and well-being.

Questionnaire content: The survey began by asking respondents about their perceptions of safety when using public transport. This was followed by questions about their use of public transport over the past 12 months, including the frequency of use and the different modes of travel used. Those who reported using public transport were then asked whether they had experienced anti-social behaviour; experienced violence, theft, abuse, threats, sexual harassment or unwanted behaviours; or had witnessed such incidents during that period. They were asked when and where they had these experiences.

A trauma-informed approach was used in the design and structuring of the questionnaire. This ensured that both overt and subtle forms of violence and harassment were captured in the survey questions. Additionally, careful consideration was given to the wording and ordering of the questions about experiences to avoid repeatedly triggering or retraumatising respondents. For more detailed descriptions of the trauma-informed approach, please see the Appendix B.

Cognitive interviews were conducted with 12 public transport users to test the survey questions. The aim was to ensure that the questions were well understood and sensitively, in line with a trauma-informed approach. Following the cognitive interviews, minor adjustments were made to the questionnaire in consultation with DfT and wider stakeholders.

Sampling design: To produce robust, generalisable insights that can inform policy and help assess progress in improving safety on public transport, a high-quality and replicable survey methodology was adopted. The sample was drawn using a probability-based approach from the NatCen Opinion Panel, a random-probability panel owned by NatCen. For this study, the target population was adults aged 18 and over living in Great Britain (England, Scotland and Wales). This approach ensures that the findings are generalisable to the British adult population, allowing for accurate estimates of the overall prevalence of experiences.

Fieldwork and response rates: Fieldwork took place over a four-week period between 6 March and 6 April 2025, using a sequential mixed-mode design. All participants were initially invited to complete the survey online (Computer-Assisted Web Interviewing, CAWI). Those who did not respond online were followed up by telephone (Computer-Assisted Telephone Interviewing, CATI) via NatCen's Telephone Unit. Participants who took part over the phone had the option to self-complete sensitive sections of the questionnaire. A total of 4,904 panel members completed the survey, achieving a response rate of 58%.

Analysis: The data was analysed using both bivariate and multivariate methods. All findings were tested for statistical significance at the 95% confidence level, and all differences reported are statistically significant unless stated otherwise.

In addition to the descriptive analysis, a Latent Class Analysis was conducted to group participants based on the circumstances in which they felt unsafe on public transport. More detail on this is provided in Chapter 11.

2.3 Interpreting the findings

The findings presented in this report offer valuable insights into personal safety on public transport in Britain over the past 12 months. However, there are some important considerations when interpreting the results:

- The data are based on self-reported experiences and perceptions, which may be subject to recall bias or influenced by individual interpretation of events. The intention of the questionnaire was not to identify whether a given experience met the threshold to be classified as a crime.

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- The survey aimed to measure the prevalence of self-reported experiences among public transport users aged 18+ in GB over the 12 months prior to the survey, rather than the *incidence* of these experiences. In other words, it provides estimates of the proportion of public transport users who had certain types of experience in that period, rather than estimates of the number of such experiences that happened in GB.
 - Due to constraints on questionnaire length, respondents who experienced more than one incident of the same type (e.g., anti-social behaviour) were asked follow-up questions about their most recent experience. This imitation should be considered when interpreting and extrapolating the finding, as the most recent experiences may not be representative of all experiences for public transport users.
 - Respondents who had certain types of experience were asked where and when their most recent such experience occurred. It is important not to interpret the findings from these questions as indicating the relative risk of having these experiences in different times or places. For example, respondents who had experienced anti-social behaviour were much more likely to say their most recent such experience occurred on a train than on a coach. This does not mean that there is a higher risk of experiencing anti-social behaviour on a train than on a coach, because trains are used much more frequently than coaches.
 - It should be noted that some experiences are commonly under-reported in surveys. In the CSEW², sexual violence and domestic violence are known to be under-reported in the interviewer-led parts of the questionnaire. While most respondents to the present survey took part online, it is possible that some of the estimates are under-estimates.
 - Statistical significance testing was applied throughout to ensure that reported differences are robust. Differences between groups are only reported if they are statistically significant at the 95% level. Some subgroup sample sizes, for example particular ethnic groups, were relatively small, which may limit the validity of more detailed analysis for these groups. Even when results are statistically significant, some caution is advised when interpreting findings from smaller subgroups or less frequently occurring incidents.
 - Intersectional analyses were conducted where patterns were established and sample sizes permitted, such as the intersection between sex and disability. However, due to the limited number of participants in certain subgroups with experiences on public transport, there were limits to the extent to which this analysis was possible

Overall, the report provides a comprehensive and representative overview of safety issues on public transport, while acknowledging the limitations of survey-based research.

2.4 Report structure

The report begins by exploring people's perceptions of safety (Chapter 3). It then examines public transport usage across different demographic groups (Chapter 4), experiences of anti-social behaviour (Chapter 5), experiences of violence, threats, intimidation, verbal abuse and theft (Chapter 6), and experiences sexual harassment and unwanted behaviours (Chapter 7). It then examines the frequency of witnessing any of these incidents (Chapter 8). Subsequent chapters consider the impact of these experiences on public transport users (Chapter 9) and their experiences of reporting incidents (Chapter 10). A Latent Class Analysis highlights differences in perceptions of safety on public transport across demographic groups (Chapter 11). The report concludes by identifying the most pressing personal safety issues on public transport (Chapter 12). Technical details, including the full questionnaire, are provided in the Appendix A, B and C.

² [Crime Survey for England and Wales](#)

3. Perceptions of safety

This chapter explores public perceptions of personal safety on public transport. All participants were asked questions about how safe or unsafe they would feel when using public transport regardless of whether they had used it recently. The chapter looks at how these perceptions varied by mode, time of day, and between different groups of public transport users.

3.1 Key findings

- Most adults in GB felt at least fairly safe on public transport (88%): 19% felt very safe and 69% fairly safe. Across modes, males tended to feel safer than females. For example, 24% of males felt very safe, compared to 14% of females.
- Females in particular felt less safe on public transport after dark. For example, 2% of females felt very safe and 27% felt fairly safe at an underground/metro/tram stop or station after dark compared to 8% of males who felt very safe and 48% who felt fairly safe. These differences were even clearer when looking at females aged 18 to 34: after dark, just 2% of females aged 18 to 34 felt very safe and 23% felt fairly safe at an underground/metro/tram stop or station, compared to 9% and 43% of males the same age, and 7% and 52% of males aged 55+.
- People felt safer while on public transport vehicles than they did getting to stations or stops, or when at a station or stop. For instance, 10% felt very safe and 50% felt fairly safe on a bus after dark but only 5% felt very safe and 36% felt fairly safe at a bus stop or station after dark.
- Relatively few people who do not use a given mode of public transport actively avoided using that mode due to concerns about personal safety: 6-9% across modes. But females (and younger females aged 18 to 34 especially) and disabled people were more likely to do so.
- 65% of people felt concerned about being attacked or targeted on public transport due to certain shared personal characteristics. Females, people who identify with a religion (other than Christian), people from non-white ethnic group, and people who identify as LGBO were the most concerned about being targeted or attacked on public transport due to certain shared personal characteristics.

Key definitions

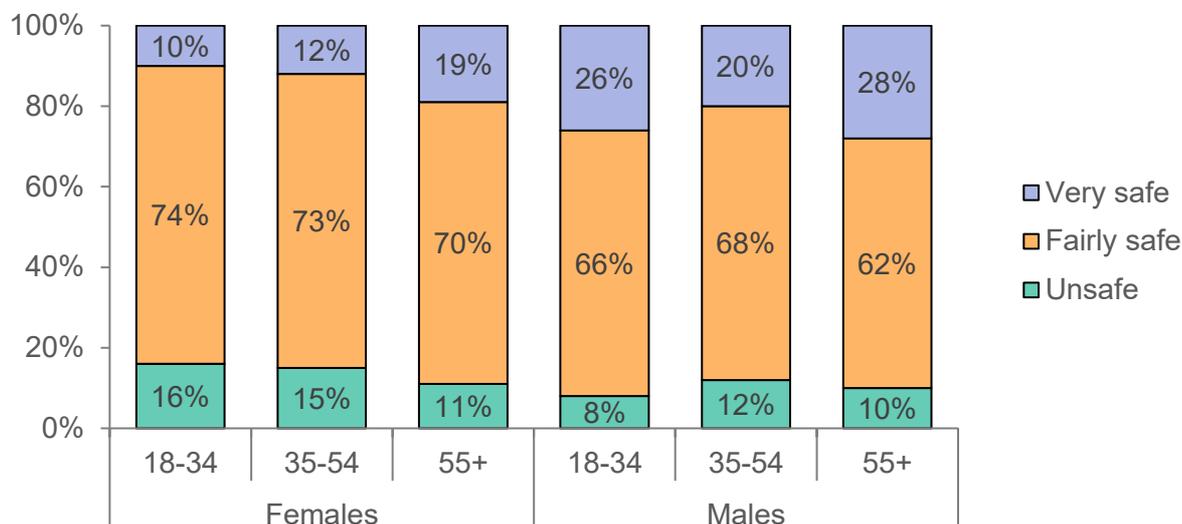
- By **public transport**, we mean local buses, trains, underground services, light rail and trams. This also includes all aspects of a journey – from getting to and from stops or stations, waiting at stops or stations, and travelling on the vehicle itself.
- By **personal safety**, we mean travelling without the risk of harassment, discrimination, the threat of violence, or being a victim of a crime. It does not include concerns about illness or getting injured by an accident.

3.2 How safe do people feel on public transport?

In total, 88% of adults in GB felt at least fairly safe on public transport: 19% felt very safe and 69% fairly safe. Overall, males felt safer than females on public transport: 24% of males felt very safe compared to 14% of females. Younger females felt less safe, on average, than

older females: just 10% of females aged 18 to 34 felt very safe, compared to 19% of females aged 55+ (Figure 1).

Figure 1: Proportion of GB adults who feel very safe or fairly safe on public transport, by age and sex



Question: "Thinking about your personal safety in general how safe or unsafe would you feel travelling on public transport?"
 Bases: All GB adults aged 18+: females aged 18-34 (404), 35-54 (877), 55+ (1,386); all males ages 18-34 (218), 35-54 (678), 55+ (1,299).

More frequent users of public transport tended to feel safer than less frequent public transport users: 23% of those who used public transport at least monthly felt very safe compared to 14% of people who used public transport less than monthly.

Non-disabled people felt safer on public transport compared to disabled people: 21% of non-disabled people felt very safe on public transport compared to 15% of disabled people.

There were no statistically significant differences in feelings of safety on public transport based on participants' identified sexual orientation or ethnic group.

3.3 Where and when do people feel unsafe?

All participants were asked a series of questions about how safe or unsafe they would feel when using public transport, including those who had not used public transport recently. They were asked how safe they felt getting to stations or stops on foot or using a wheelchair or mobility scooter, or by bicycle; waiting at stations or stops; and while on the vehicle. They were asked these questions across modes, including trains, buses, underground/trams, coaches, and taxis.

Table 1 shows the proportion of all participants who felt at least fairly safe in all these situations, with colour coding to help show the patterns. Shades of purple indicate feelings of safety ranging from 70% to 100%, reflecting groups with relative higher perceptions of safety. Shades of orange indicate feelings of safety ranging between 0% and 60%, reflecting lower perceptions of safety.

There are several key insights shown in the table:

- Across all modes, people felt much safer travelling on public transport in the day compared to after dark.
- While both males and females felt less safe after dark, this was particularly clear for females. For example, 29% of females felt at least fairly safe at an underground/metro/tram stop or station after dark compared to 57% of males. These differences are even clearer when looking at females aged 18 to 34: after dark just 27% of females aged 18 to 34 felt at least fairly safe at an underground/metro/tram stop, compared to 52% of males the same age, and 59% of males aged 55+.
- People felt less safe on the underground/metro/tram compared to other modes, both in the day and after dark, and both on the vehicle and at the station/stop. How safe people felt on the underground/metro/tram was strongly related to how often they used it, with more frequent public transport users more likely to feel at least fairly safe; a difference greater than observed for other modes. For example, of those who used the underground/metro/tram daily, 61% felt at least fairly safe using these modes at night, compared to just 39% of those who only used it once a year.
- People generally felt safer while on public transport vehicles than they did getting to stations or stops or when at a station or stop, both in the day and after dark. For instance, after dark, more people felt at least fairly safe on trains (64%) and buses (60%) compared to train stations (52%) and bus stops (41%).
- People generally felt safer travelling and waiting for coaches and taxis compared to trains and buses. After dark, more people felt at least fairly safe on coaches (78%) and taxis (76%), compared to trains (64%) or buses (60%). Similarly, people felt at least fairly safe at a taxi rank/pick up stop (59%) and coach station (56%), compared to bus stops (41%) and train stations (52%).

Note that more detailed and sophisticated analysis of which members of the public were likely to feel at least fairly safe or unsafe in different contexts is provided in Chapter 11.

Table 1: Proportion of participants who felt at least fairly safe using different transport modes by sex and time of day

Travel Modes		Day: all	Day: females	Day: males	After Dark all	After dark: females	After dark: males
Getting to stations/ stops	Walking/ wheelchair/ mobility scooter	81%	78%	84%	44%	32%	57%
	Cycling to or from a stop or station	71%	70%	73%	43%	34%	53%
At stations/ stops	At a train station	87%	85%	90%	52%	39%	66%
	At a bus stop	79%	78%	81%	41%	29%	53%
	At an underground/ metro/ tram stop/ station	70%	64%	76%	42%	29%	57%
	At a coach station/ stop	87%	86%	89%	56%	43%	71%
	At a taxi rank or in a public place where you arranged for a mini-cab or private hire to collect	88%	86%	91%	59%	47%	72%
On vehicles	On a train	92%	91%	93%	64%	52%	76%
	On a bus	89%	89%	88%	60%	51%	69%
	On an underground, metro or tram	71%	66%	76%	47%	35%	60%
	On a coach	95%	95%	96%	78%	71%	87%
	In a taxi, black cab, minicab, private hire or app-based minicab	92%	89%	96%	76%	66%	90%
Bases:		4,903	2,687	2,209	4,903	2,687	2,209

Question: "Now, thinking about your personal safety at various stages of a journey...How safe or unsafe would you feel when travelling on public transport [during the day] [after dark]?"; "And still thinking about your personal safety at various stages of a journey...How safe or unsafe would you feel when travelling these ways [during the day] [after dark]?"

For a full breakdown of where participants felt at least fairly safe using public transport during the day and after dark according to different personal characteristics, see Supplementary Tables, Table 1 and 2.

3.4 To what extent do people avoid public transport due to safety concerns?

Across all transport modes, between 6 and 9% of people who had not used that mode in the past 12 months said this was due to concerns about personal safety. The exception was

coaches, where 2% of people who had not used that mode in the past 12 months avoided it due to personal safety concerns.

Younger females (aged 18 to 34) who have not used public transport modes in the past year were more likely to say they avoided a particular mode because of concerns about their personal safety. For instance, 18% of young females had not used a taxi or minicab in the last year, and of these, nearly a quarter (23%) said this was because of safety concerns. In comparison, 30% of older males aged 55+ had not used a taxi or minicab in the last year, and of these, only 2% said it was due to safety concerns.

This was also true of disabled people. For example, 25% of disabled people had not used buses, of which 16% said this was due to personal safety concerns. In comparison, 21% of non-disabled people had not used buses, of which only 4% said this was due to safety concerns.

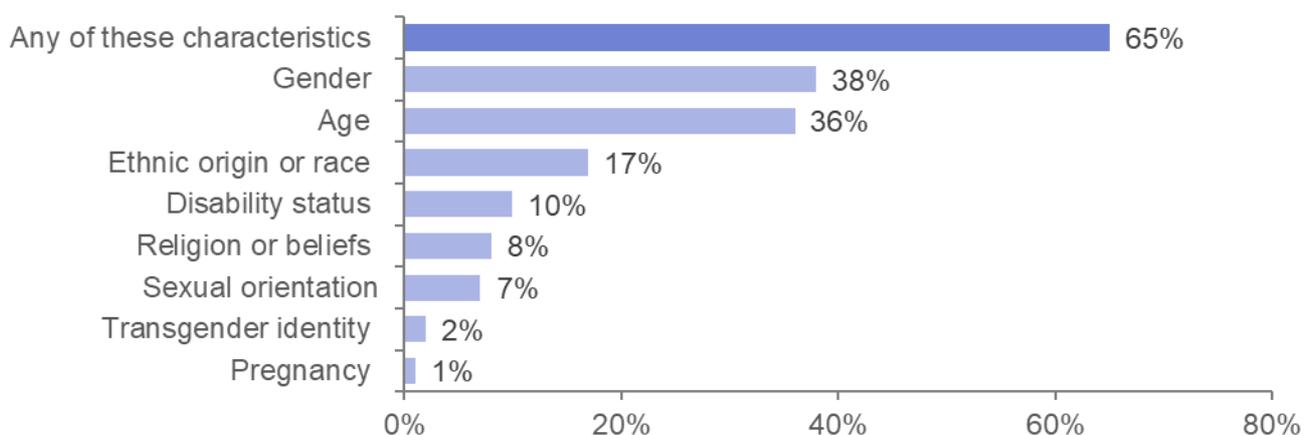
There were no differences between people from non-white ethnic groups and white ethnic groups, or between those who identify as heterosexual and LGBO, not using public transport modes in the past 12 months because of personal safety concerns.

For a full breakdown of the extent to which public transport users avoid public transport due to safety concerns according to different personal characteristics, see Supplementary Tables, Table 3.

3.5 Who feels concerned about being targeted or attacked as a result of their personal characteristics?

Participants were asked whether they felt concerned about being targeted or attacked on journeys on public transport as a result of their personal characteristics (Figure 2). 65% of people felt concerned about being attacked or targeted because of at least one characteristic: 38% were concerned about being targeted or attacked due to their gender, 36% due to their age, and 17% due to their ethnic group. People who felt concerned about being targeted or attacked because of their personal characteristics tended to feel slightly less safe on public transport than others. But nonetheless, most people who felt concerned about being targeted or attacked did feel at least fairly safe on public transport.

Figure 2: Proportion of people who are concerned about being targeted or attacked on public transport because of personal characteristics



Question: "Thinking about journeys you make or might make on public transport, are you concerned about being targeted or attacked because of any of these characteristics?"
Base: All GB adults aged 18+ (4,903).

Some groups were, unsurprisingly, more likely to be concerned:

- 66% of females were concerned about being attacked/targeted on public transport for their gender (compared to 9% of males). This rose to 80% of females aged 18 to 34 compared to 13% of males the same age.
- 54% of those aged over 55+ were concerned about their age compared to 18% of those aged 35-54 and 31% of those aged 18 to 34.
- 26% of disabled people were concerned about being attacked/targeted for their disability.
- 62% of those from non-white ethnic groups were concerned about being targeted because of their ethnic group compared to 10% of those from white ethnic groups. Males were also more likely to be concerned about being attacked or targeted because of their ethnic groups (20%) than females (14%).
- 44% of people who identify with a religion (other than Christian) were concerned about being targeted or attacked due to their religion.
- 48% of people who identify as LGBO were concerned about being targeted or attacked due to their sexual orientation.

For a full breakdown of GB adults who are concerned about being attacked or targeted as result of personal characteristics, according to different personal characteristics, see Supplementary Tables, Table 4.

4. Use of public transport

The previous chapter looked at feelings of safety on public transport among the general population of adults aged 18+ in Great Britain, including both those who used public transport in the past 12 months and those who did not. Subsequent chapters focus in on the prevalence of behaviours which impact personal safety on public transport, such as anti-social behaviour, harassment, discrimination, violence, and sexual assault and, therefore, are based on people who had used public transport³ in the past 12 months, which was 93% of the general population.

This chapter provides context for interpreting the following chapters, by exploring which demographic groups were more likely to have used public transport than others, and which demographics were the most likely to be frequent users of public transport.

4.1 Sex and age

Subsequent chapters explore, in detail, how experiences on public transport differ by sex and age. It is therefore important to understand the main differences in how males and females, and different age groups, used public transport.

Figure 3 shows how often people travelled by any public transport mode in the past 12 months, by sex and age. It shows that there was no difference between males and females in their overall frequency of use. It also shows that younger people were more frequent users of public transport, on average, than older people. 11% of those aged 55+ did not use public transport at all in the past 12 months, compared to just 3% of those aged 18 to 34.

Figure 3: Frequency of use of public transport (any mode) by sex and age



Question: "Thinking about the last 12 months, how often, if at all, did you travel by the following modes of transport? This could be for any purpose, such as: commuting to work, errands, shopping, visiting friends or family, leisure or business activities. If it varies, please choose the answer that best represents your overall use over the past 12 months"

Bases: All GB adults aged 18+: 18-34 (622), 35-54 (1,555), 55+ (2,688), females (2,687), males (2,209).

Within this, there were substantial differences by mode. Table 2 shows the proportion of people who used a given mode at least once a month, by age and sex. It shows that younger people were much more likely to be monthly (or more) users of trains, buses, and the underground/metro/tram than older people. They were less likely to drive, and more likely to be passengers in cars.

³ In this report, public transport users are defined as those who had used at least one of the following transport modes at least once in the past 12 months: train; bus; coach; underground, tube, metro or tram; or taxi, black cab, minicab, private hire or app-based minicab.

Table 2: Proportion of GB adults who used a given mode at least monthly, by age and sex

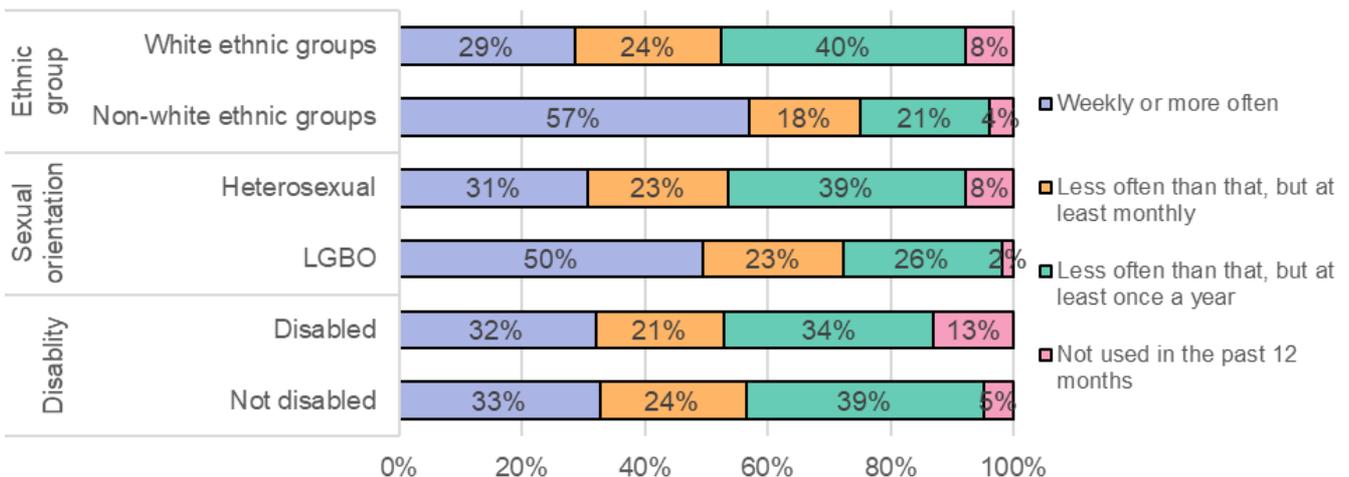
Mode	Females			Males		
	18-34	35-54	55+	18-34	35-54	55+
Trains	47%	29%	21%	49%	36%	26%
Buses	52%	37%	41%	54%	35%	41%
Coaches	5%	3%	3%	4%	4%	4%
Underground/tube/metro/tram	29%	21%	14%	38%	25%	20%
Taxis black cab, minicab, private hire or app-based minicab	39%	26%	21%	46%	31%	21%
Cycle	9%	7%	2%	14%	17%	5%
Drive	57%	72%	67%	60%	78%	77%
Car passenger	86%	79%	70%	75%	66%	57%
Bases:	404	877	1,386	218	678	1,302

Question: "Thinking about the last 12 months, how often, if at all, did you travel by the following modes of transport? This could be for any purpose, such as: commuting to work, errands, shopping, visiting friends or family, leisure or business activities. If it varies, please choose the answer that best represents your overall use over the past 12 months"

4.2 Disability, sexual orientation and ethnicity

Subsequent chapters also reveal differences in experiences of public transport by disability, sexual orientation and ethnicity. Figure 4 shows how use of public transport varied by these characteristics. Disabled people were more than twice as likely as non-disabled people to have not used public transport at all in the past 12 months (13%, compared to 5%). People who identify as LGBO used public transport more often than those who identify as heterosexual: 50% used public transport weekly or more versus 31% respectively. People from non-white ethnic groups were also much more frequent users of public transport than people from white ethnic groups: 57% of those from non-white ethnic groups used public transport at least weekly, compared to 29% of people from white ethnic groups.

Figure 4: Frequency of use of public transport (any mode) by ethnicity, sexual orientation and disability



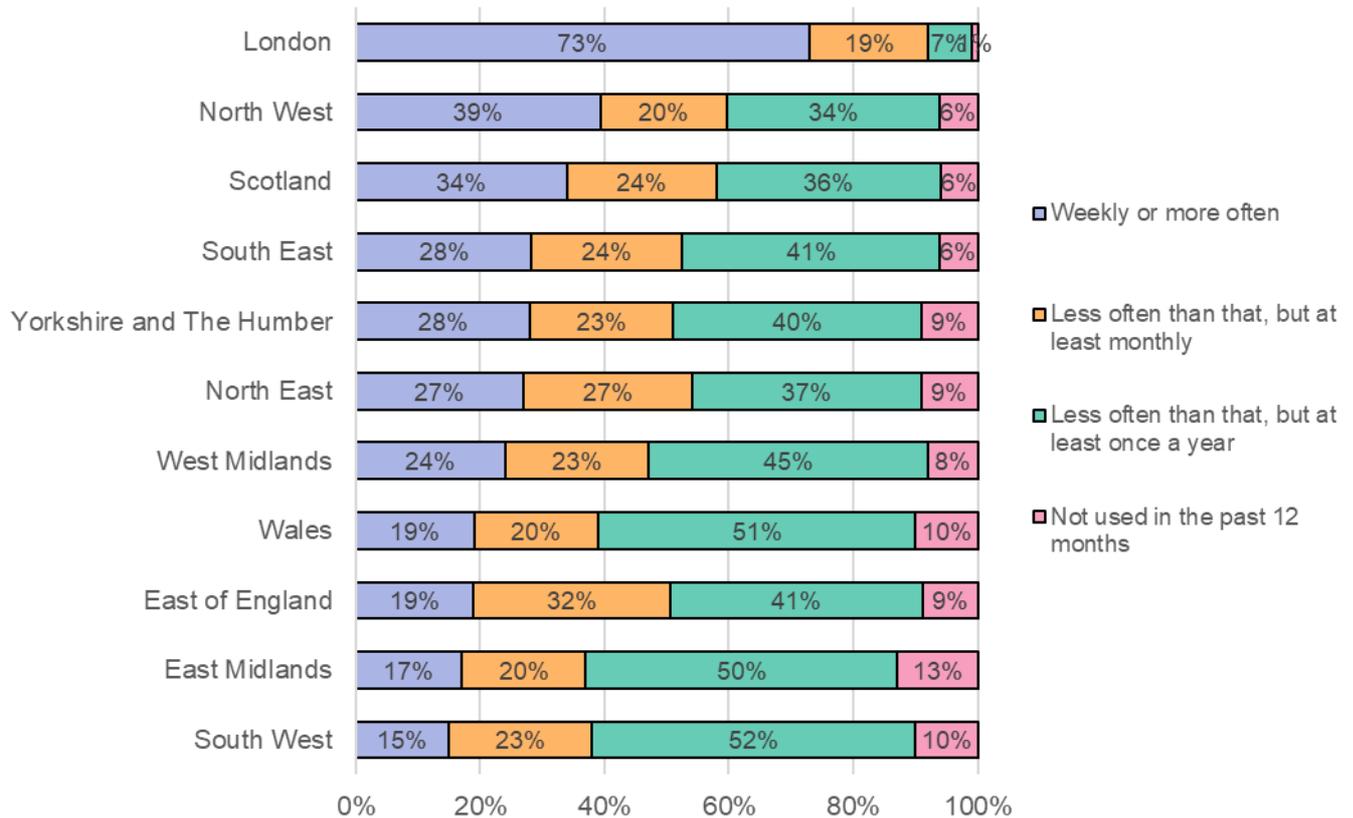
Question: "Thinking about the last 12 months, how often, if at all, did you travel by the following modes of transport? This could be for any purpose, such as: commuting to work, errands, shopping, visiting friends or family, leisure or business activities. If it varies, please choose the answer that best represents your overall use over the past 12 months"

Bases: All GB adults aged 18+: white ethnic groups (4,427), non-white ethnic groups (419), LGBO (304), heterosexual (4,541), disabled (1,417), not disabled (3,457).

4.3 Region

There was also substantial regional variation in how often people used public transport. In particular, people in London were much more likely than those elsewhere to be frequent public transport users, as shown in Figure 5.

Figure 5: Frequency of use of public transport (any mode) by region



Question: "Thinking about the last 12 months, how often, if at all, did you travel by the following modes of transport? This could be for any purpose, such as: commuting to work, errands, shopping, visiting friends or family, leisure or business activities. If it varies, please choose the answer that best represents your overall use over the past 12 months"

Bases: All GB adults aged 18+: London (496), North West (498), Scotland (464), South East, (691), Yorkshire and the Humber (411), North East, (212), West Midlands (441), Wales (434), East of England (467), East Midlands (340), South West (449).

5. Experiences of anti-social behaviour

This chapter provides prevalence estimates for a range of anti-social behaviours among GB adults who had travelled on public transport in the last year. The prevalence estimates describe the proportion of public transport users who experienced anti-social behaviour, rather than the total number of anti-social behaviour incidents. The chapter explores where and when these incidents were most likely to occur and who was most likely to be a victim.

Please note that the findings in this section are based solely on anti-social behaviour incidents public transport users personally experienced and which made them feel less safe on their journey. Consequently, anti-social behaviour incidents that went unnoticed or did not make the user feel less safe are not included. However, the findings from the survey show that experiences of anti-social behaviour on public transport are experienced fairly widely by public transport users.

5.1 Key findings

- 86% of public transport users had experienced at least one type of anti-social behaviour which made them feel less safe on their journey while using public transport in the past 12 months. Younger people, particularly females, were more likely to have experienced any type of anti-social behaviour than older people. For example, 88% of females aged 18 to 34 experienced people under the influence or drinking excessively compared to 78% of males the same age and 56% of males aged over 55.
- When public transport users were asked about their most recent experiences of anti-social behaviour, these occurred mostly commonly on trains and buses than other modes, and were much more likely to occur on public transport vehicles than at stations or stops.
- While there were some small differences between groups in whether they had experienced anti-social behaviour, and the types of anti-social behaviour they experienced, in general, experiences were fairly consistent: anti-social behaviour was experienced widely by the majority of public transport users.

Key definitions

By **public transport users**, we mean people who use local buses, trains, underground services/light rail/trams, or taxis/PHVs. They must have used at least one of these modes at least once in the last 12 months.

By **anti-social behaviour**, we mean experiences in the past 12 months public transport users saw (see below) while using public transport which made them feel less safe on the journey.

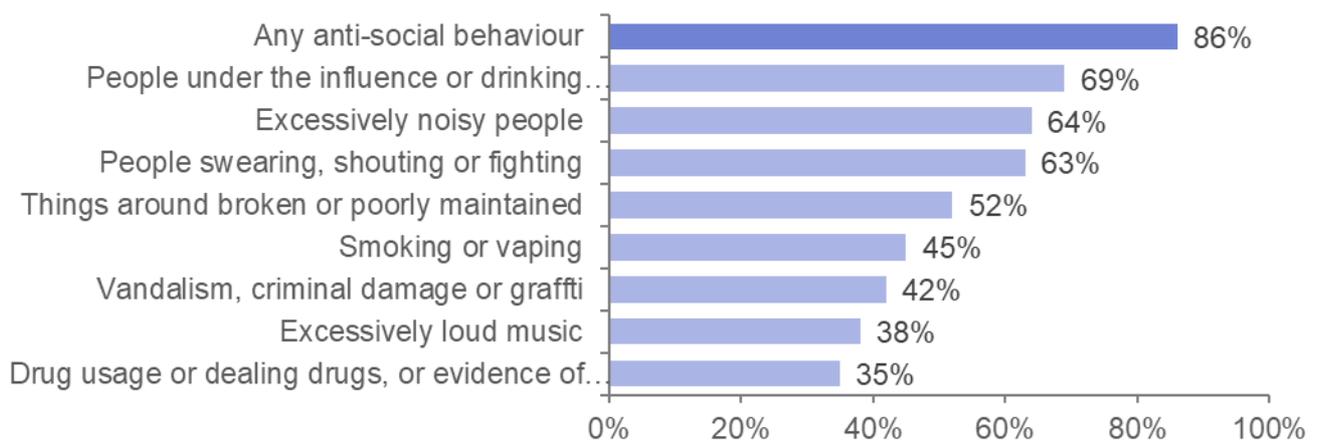
- Excessively noisy people
- Excessively loud music
- People under the influence of alcohol or drinking excessively
- People using or dealing drugs, or evidence of drugs
- People swearing, shouting or fighting
- Vandalism, criminal damage or graffiti (e.g. vehicles, bus shelters)
- Things around you being broken or poorly maintained
- Smoking or vaping on parts of the journey where it is not allowed

5.2 How common are experiences of anti-social behaviour?

Overall, 86% of public transport users had experienced at least one type of anti-social behaviour which made them feel less safe on the journey (shown in Figure 6) in the past 12 months. Public transport users experienced a range of anti-social behaviours which made them feel less safe, including people under the influence or drinking excessively (69%), excessively noisy people (64%), people swearing shouting or fighting (63%), smoking of vaping on parts of the journey where it is not allowed (45%), excessively loud music (38%) and drug usage, or dealing drugs or evidence of drugs (35%). 60% of public transport users had experienced ‘environmental anti-social behaviour’, which includes things being broken or poorly maintained (52% had experienced this), and vandalism, criminal damage or graffiti (42%). These findings are consistent with the National Travel Attitudes Study (NTAS) Wave 8⁴, which also found that 70% of people felt unsafe on public transport due to ‘drunk and disorderly people’.

Most public transport users had experienced more than one type of anti-social behaviour which made them feel less safe whilst using public transport in the past year: 34% had experienced between two and four types of anti-social behaviour, and 46% had experienced five or more types.

Figure 6: Proportion of public transport users who have experienced anti-social behaviour in the past 12 months



Question: “Thinking about your personal safety, in the last 12 months have you seen any of the following things whilst using public transport which made you feel less safe on the journey?”

Base: All adult public transport users in GB aged 18+ (4,654).

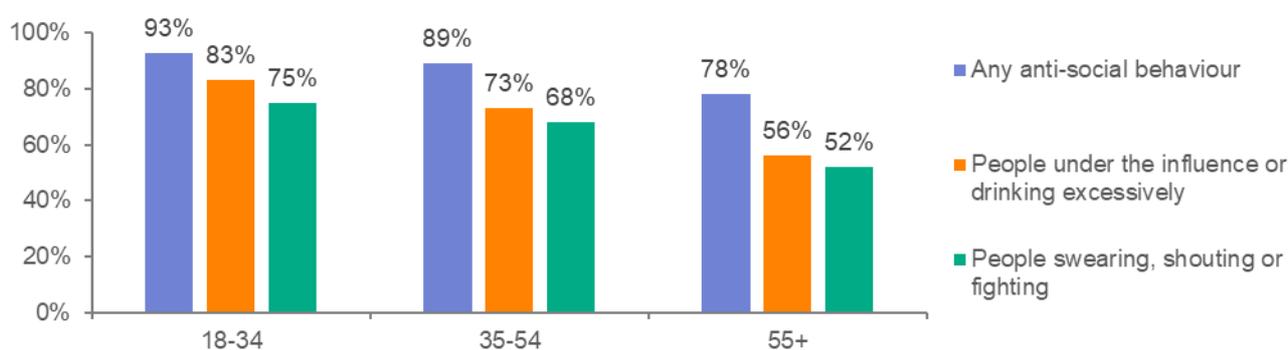
Females and males were equally likely to have experienced at least one type of anti-social behaviour. But these experiences were particularly common among younger people: 93% of public transport users aged 18 to 34 had experienced anti-social behaviour compared to 78% of public transport users aged 55+ (Figure 7). This is partly explained by the fact that younger people used public transport more frequently than older people. For example, among people who used public transport at least once a week, 97% of those aged 18 to 34 had experienced anti-social behaviour, compared to 88% of those aged 55. This observed difference between the age groups is statistically significant but slightly narrower than when frequency of travel is not also considered.

⁴ [National Travel Attitudes Study Wave 8 - GOV.UK](#)

Young females, in particular, were more likely than others to experience certain types of anti-social behaviour which made them feel less safe, such as people drinking excessively and people shouting, swearing and fighting. 88% of females aged 18 to 34 experienced people under the influence or drinking excessively compared to 78% of males the same age and 56% of males aged over 55. Similarly, 80% of females aged 18 to 34 experienced people swearing, shouting or fighting compared to 69% of males the same age and 51% of males aged over 55.

Comparisons of anti-social behaviour prevalence between age and sex groups should be interpreted with caution, as certain groups may have a lower threshold for feeling unsafe.

Figure 7: Proportion of public transport users who have experienced any anti-social behaviour, people under the influence or drinking excessively or people swearing, shouting or fighting in the past 12 months, by age



Question: "Thinking about your personal safety, in the last 12 months have you seen any of the following things whilst using public transport which made you feel less safe on the journey?"

Bases: All public transport users in GB 18+ aged 18-34 (610), 35-54 (1,484), 55+ (2,523).

For a full breakdown of the prevalence of anti-social behaviour incidents for public transport users see according to different personal characteristics, see Supplementary Tables, Table 5.

5.3 Where and when do these experiences happen most?

To address survey length constraints and to enhance participant recall, public transport users were only asked follow-up questions about their *most recent* experience of anti-social behaviour on public transport. It is also important to note the findings below are about the prevalence of these experiences and should not be used to estimate the rate of risk. For more details see *Interpreting the findings* (Section 2.3).

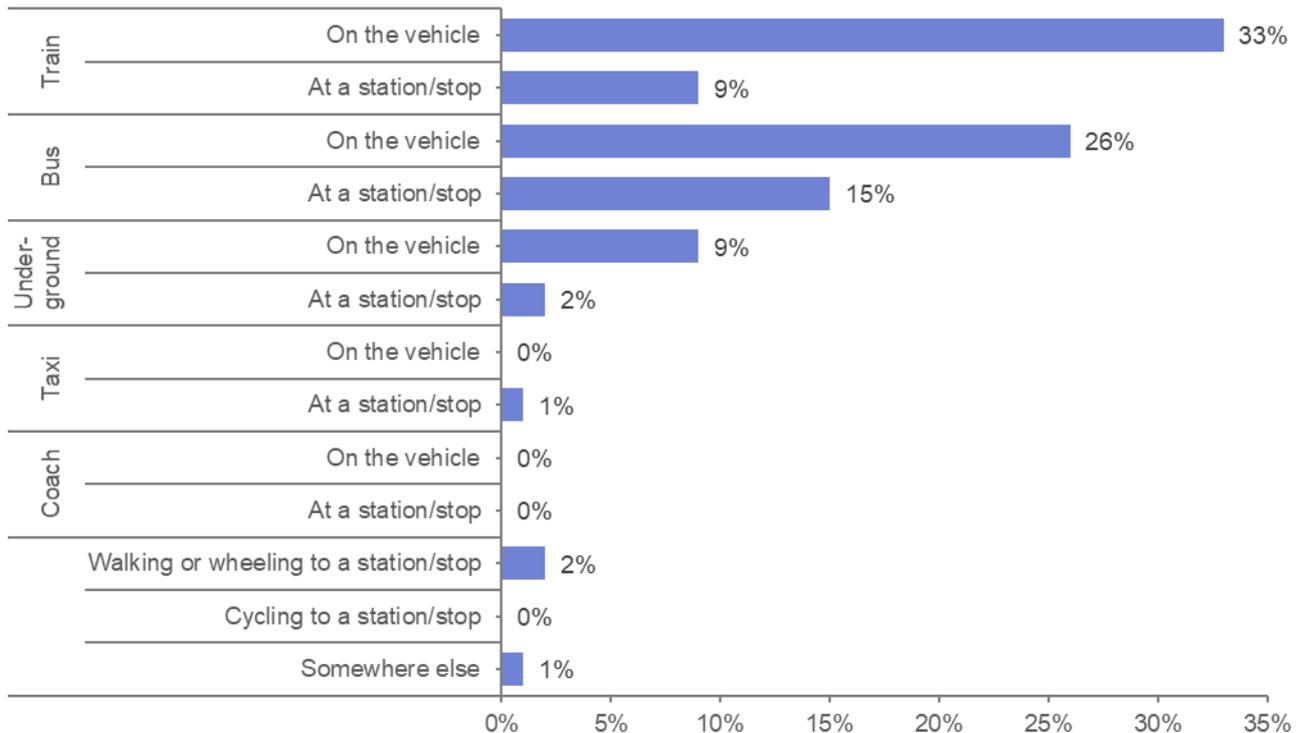
Transport mode. Participants who had experienced anti-social behaviour in the past 12 months were asked where the most recent such experience occurred (Figure 8). The most common locations cited were on a train (33%) or on a bus (26%), followed by at a bus stop (15%). In general, these experiences were much more likely to occur on a vehicle (68%), as opposed to at a station or stop (28%), across modes.

While these modes and journeys stages are most common for these most recent experiences, this should not be interpreted to mean that this is where the risk of experiencing these incidents is highest. This is for two reasons. First, some public transport modes, like buses and trains, are used much more frequently than others, like coaches. Second, on a typical journey most people will spend longer on the vehicle itself than they will at stations or stops.

Specific types of anti-social behaviour differed in where they were most likely to occur. Excessively noisy people and people under the influence or drinking excessively were most

likely to be on trains compared to other transport modes (45% and 43% respectively). Excessively loud music (48%), smoking or vaping on parts of the journey where it is not allowed (36%), and people swearing, shouting and fighting (29%) were most likely to be on a bus. Vandalism, criminal damage or graffiti (46%), things being broken or poorly maintained (39%), and drug usage, or dealing drugs or evidence of drugs (28%) were most likely to be at a bus stop.

Figure 8: Location of most recent experience of anti-social behaviour



Question: "Where were you when the incident happened?"

Base: All adult public transport users in GB aged 18+ who recently experienced anti-social behaviour in the past 12 months (3,833).

Time of day. Over half (54%) of experiences occurred during the day, with 39% happening after dark (participants were unable to remember in 7% of cases). This should not be interpreted to mean that the risk of incidents occurring is highest during the day, because most public transport use happens in the day.

There was variation in when different types of incidents occurred, and when different groups of public transport users experienced incidents. Types of anti-social behaviour that were most likely to occur during the day included: excessively noisy people and loud music, drug usage or dealing drugs or evidence of drugs, people swearing, shouting or fighting, vandalism, criminal damage or graffiti, things being broken or poorly maintained and smoking or vaping on parts of the journey where it is not allowed. Anti-social behaviour that was most likely to occur after dark was people under the influence of alcohol and excessively drinking.

Older public transport users tended to experience anti-social behaviour during the day, whereas younger public transport users were more likely to experience it after dark. For example, 66% of people aged over 55 had an experience during the day compared to 42% of people aged 18-34. This is likely related to the different travel behaviours of older and younger public transport users.

Travelling alone or with others. In most cases (55%), incidents occurred while people were travelling alone, while in 29% of cases people were travelling with one other person, and in 14% of cases in a group.

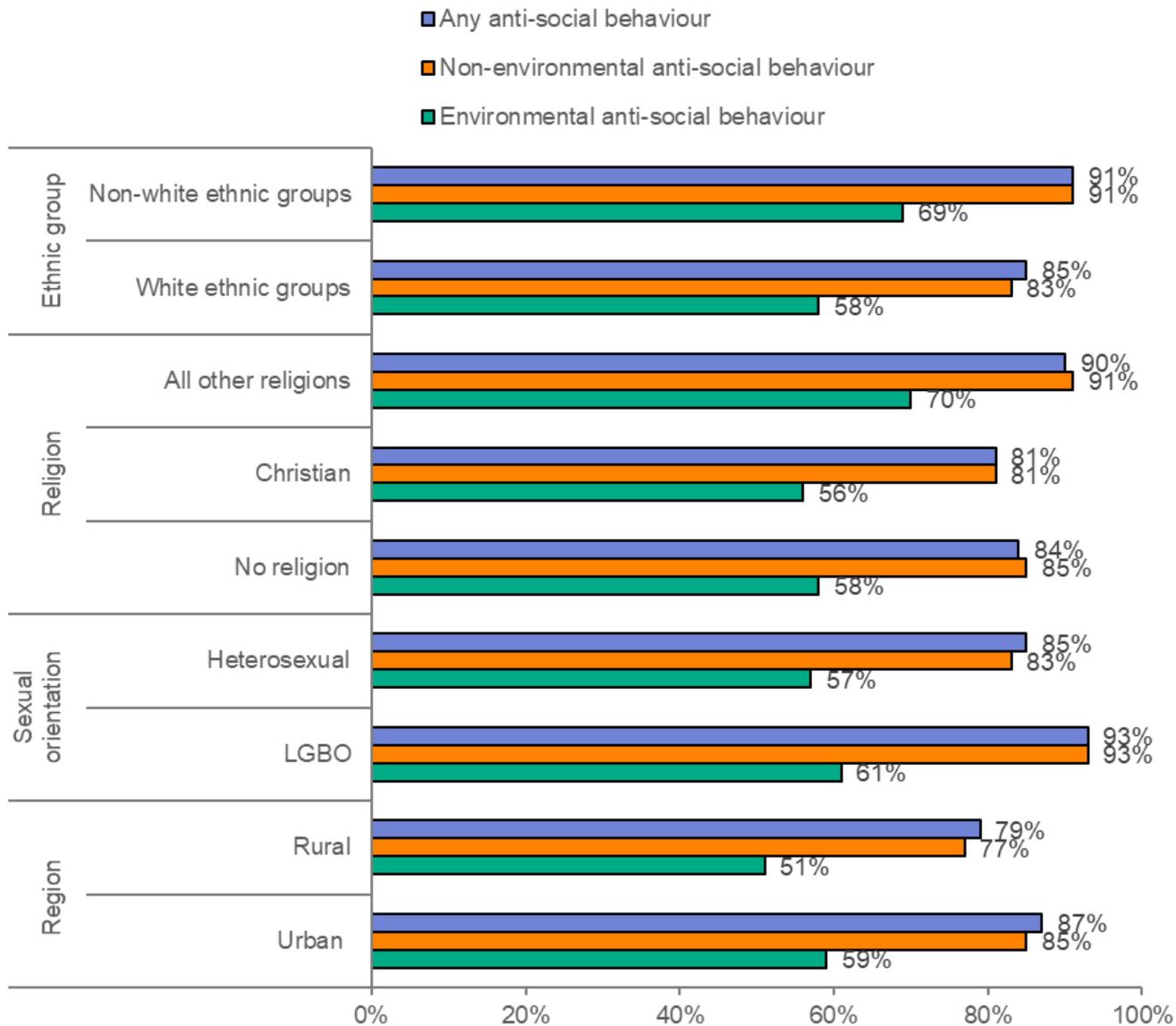
For a full breakdown of when and where public transport users most recent anti-social behaviour incidents occurred according to different personal characteristics, see Supplementary Tables, Table 6.

5.4 Who is most likely to experience anti-social behaviours that make them feel less safe on their journey?

In general, experiences of anti-social behaviour were widespread across public transport users. But public transport users with shared personal characteristics were, in some cases, slightly more likely to have experienced anti-social behaviour on public transport than others (Figure 9):

- Public transport users from non-white ethnic groups and who identified with a religion (other than Christian) were more likely to have experienced all types of anti-social behaviour compared to those from white ethnic groups and those who identified as Christian, or with no religion. For example, public transport users from non-white ethnic groups were more likely to have experienced people swearing, shouting or fighting (76%) compared to public transport users from white ethnic groups (61%). Furthermore, public transport users who identified with a religion (other than Christian) were more likely to have experienced drug usage or dealing drugs or evidence of drugs (47%) compared to public transport users with no religion (36%) and those who identified as Christian (32%). These findings are explained, in part, by people from non-white ethnic groups and those who identified with a religion (other than Christian), being more likely to live in urban areas.
- Public transport users who identified as LGBO were more likely to have experienced anti-social behaviour (93%) compared to those who identified as heterosexual (85%).
- Users of public transport weekly or more were more likely to have experienced anti-social behaviour (94%) compared to those who used public transport less than monthly (79%).
- Public transport users living in urban locations were slightly more likely to have experienced anti-social behaviour (87%) compared to those living in rural locations (79%).

Figure 9: Proportion of public transport users who have experienced anti-social behaviour in the past 12 months, by ethnic groups, religion, sexual orientation, and region



Question: "In the last 12 months, has anyone done any of the following things to you whilst using public transport?"

Bases: All adult public transport users in GB aged 18+: Non white ethnic groups (408), white ethnic groups (4191) all other religions (281), Christian (2,180), no religion (2,156), heterosexual (4,300), LGBO (299), rural (985), urban (3,623).

6. Experiences of violence, threats, intimidation, verbal abuse and theft

This chapter provides prevalence estimates for a range of personal safety incidents on public transport in the last 12 months (including threats of and actual violence, threatening body language and physical intimidation, verbal abuse, and theft or attempted theft) among GB adults who had travelled on public transport in the last year. The prevalence estimates describe the proportion of public transport users who experienced these kinds of personal safety incidents, rather than the total number of such incidents. It explains where and when these incidents were most likely to occur, details of perpetrators, and who was most likely to be a victim of them.

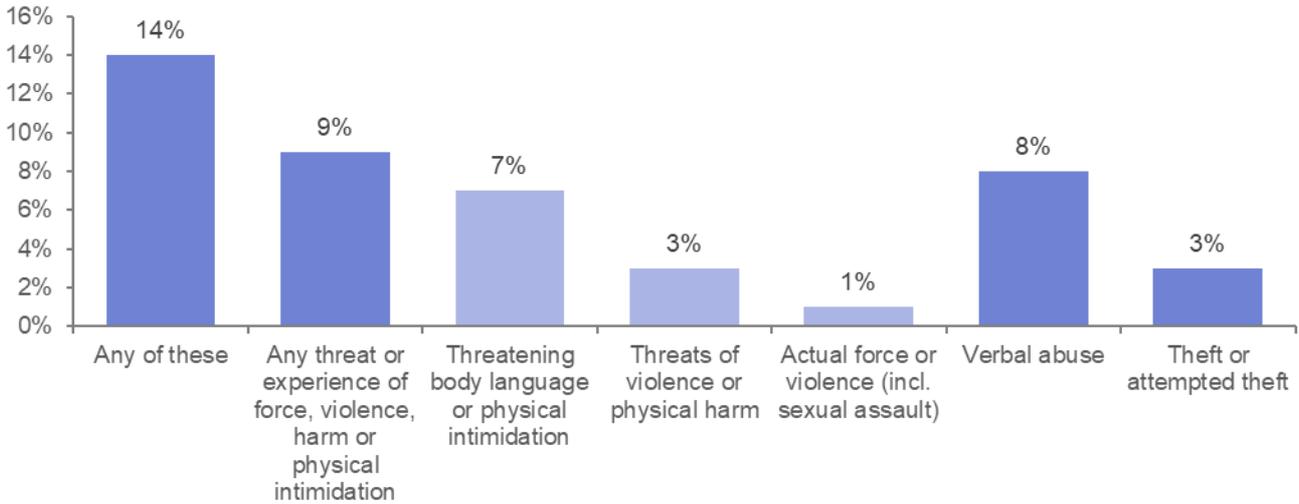
6.1 Key findings

- 14% of public transport users had experienced one of these incidents while using public transport in the past 12 months. Younger people (18 to 34 years), and females in particular, were amongst the most likely to have had such experiences.
- These experiences were most common on buses and trains and were generally much more likely to occur on public transport vehicles than at stations or stops. They were disproportionately likely to have occurred in London.
- Most experiences of verbal abuse were related to certain shared personal characteristics, including gender, age, and ethnic groups. One in five public transport users who identified as LGBO had experienced verbal abuse in the past 12 months, compared to 7% of public transport users who identified as heterosexual.

6.2 How common are these experiences?

Around one in ten (9%) public transport users had experienced threats of or actual force, violence, harm or physical intimidation while using public transport in the past 12 months (Figure 10). This includes 7% who experienced threatening body language or physical intimidation, 3% who experienced threats of violence or physical harm, and 1% who experienced actual force or violence. 8% had experienced verbal abuse, meaning hurtful, abusive or inappropriate comments directed at them personally. 3% had experienced theft or attempted theft. Overall, 14% of public transport users experienced at least one of the types of incidents shown in Figure 10 in the past 12 months. Most public transport users who experienced one of these incidents in the past 12 months had experienced one type (9%), 5% experienced between two and three types, and 1% four or more types.

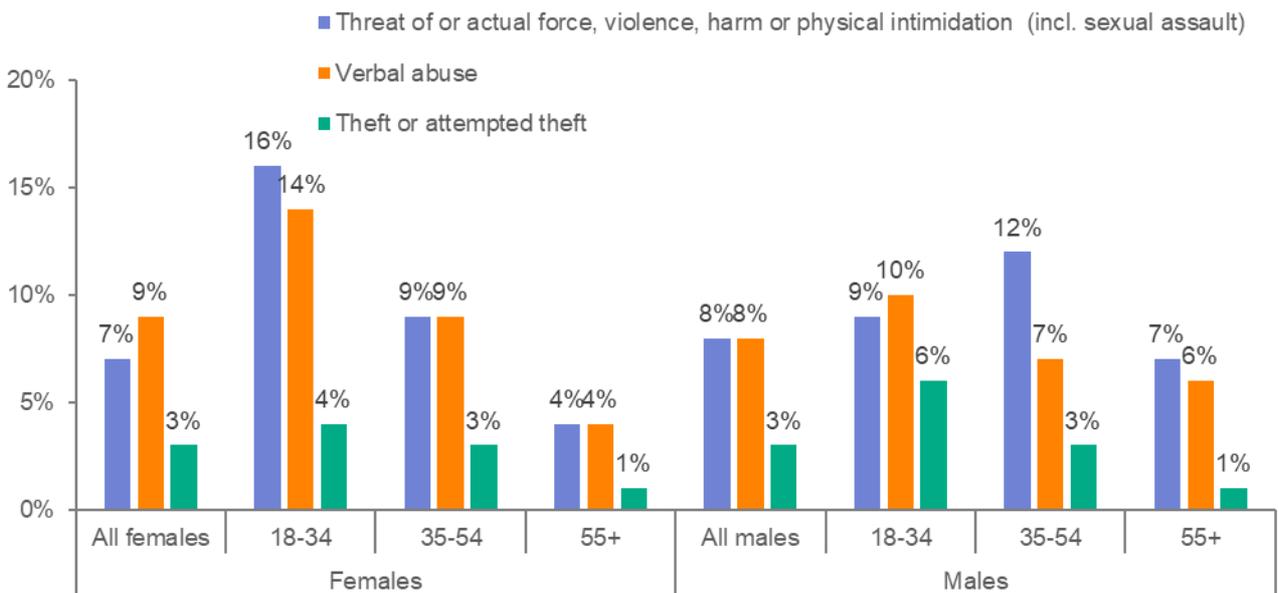
Figure 10: Proportion of public transport users who experienced (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, in the past 12 months



Question: "In the last 12 months, has anyone done any of the following things to you whilst using public transport?"
 Base: All adult public transport users in GB aged 18+ (4,621).

These experiences were particularly common among younger people, particularly females (Figure 11). For instance, females aged 18 to 34 were almost twice as likely as males of the same age (16% compared to 9%) to have had threats or experiences of force, violence, harm or physical intimidation in the past 12 months. Younger females were more than three times as likely to have experienced verbal abuse than females aged over 55 (14% compared to 4%). A regression analysis showed these differences between age groups and sexes are not explained by differences in how often people used public transport: for example, among those who used public transport at least once a week, 34% of those aged 18 to 34 had at least one of these experiences, compared to just 12% of those aged 55+.

Figure 11: Proportion of public transport users who have experienced (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft in the past 12 months, by age and sex



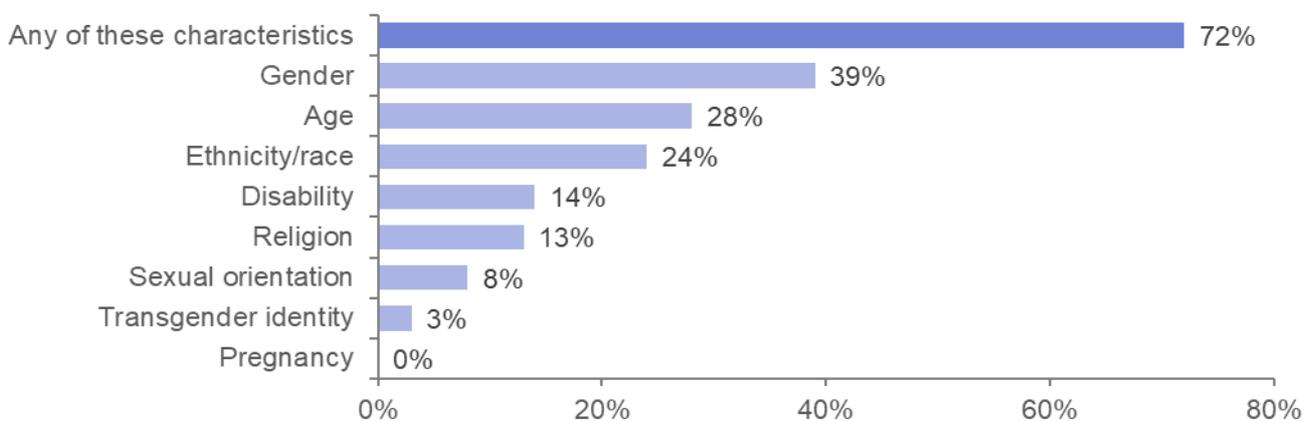
Question: "In the last 12 months, has anyone done any of the following things to you whilst using public transport?"

Bases: All adult public transport users in GB, all females (2,564) females aged 18-34 (394), 35-54 (842), 55+ (1,309), all males (2,071), males aged 18-34 (216), 35-54 (641), 55+ (1,203).

Only 56 of the people who took part in the survey experienced actual force or violence. Of these, the most common was being grabbed, pushed or pulled, or being punched, slapped or kicked. Around a fifth of these 56 people experienced sexual violence, which included attempted rape and sexual assault. For a full breakdown, see Supplementary Tables, Table 7.

Those who were verbally abused on public transport were asked whether this abuse was related to any shared personal characteristics (Figure 12). Most verbal abuse (72%) was about a shared personal characteristic: 39% was about someone's gender, 28% about their age, and 24% about their ethnic groups.

Figure 12: Proportion of public transport users who have been verbally abused on public transport who felt the abuse was about a shared personal characteristic



Question: "Were these comments about any of the following characteristics?"

Base: All adult public transport users in GB aged 18+ who have been verbally abused on public transport in the past 12 months (331).

There were large differences between different groups of transport users:

- 60% of females who had been verbally abused felt the abuse was about their gender (compared to 13% of males). This rose to 79% of females aged 18 to 34.
- 54% of those aged over 55 who had been verbally abused felt the abuse was about their age, compared to 17% of those aged 18 to 34.
- 67% of those from non-white ethnic groups who had been verbally abused felt the abuse was about their ethnic group or race, compared to 13% of those from white ethnic groups.
- 32% of disabled people who had been verbally abused felt the abuse was about their disability.

Due to small numbers of participants, it is unfortunately not possible to analyse the experiences of verbal abuse for other specific ethnic groups, for public transport users that identified with religions other than Christian, or for public transport users who identified as LGBTQ.

For a full breakdown of the prevalence of experiences of violence, threats, intimidation, verbal abuse and theft incidents for public transport users see according to different personal characteristics, see Supplementary Tables, Table 8.

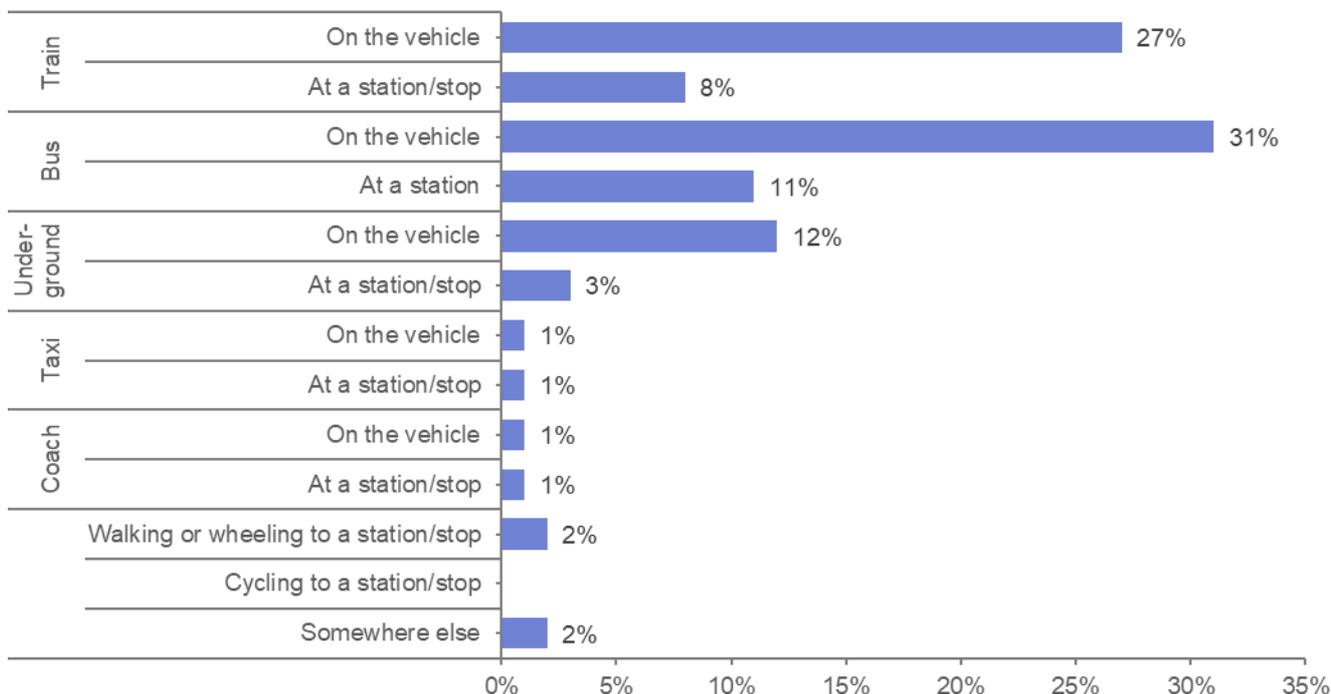
6.3 Where and when do these experiences happen most?

To address survey length constraints and to enhance participant recall, public transport users were only asked follow-up questions their *most recent* experience of (threats of) force, violence, harm, physical intimidation, verbal abuse or (attempted) theft on public transport. It is also important to note the findings below are about the prevalence of these experiences and should not be used to estimate the rate of risk. For more details see *Interpreting the findings* (Section 2.3).

Transport mode. Participants who had experienced (threats of) force, violence, harm, physical intimidation, verbal abuse or (attempted) theft in the past 12 months were asked where the most recent such experience occurred (Figure 13). The most common modes cited were on a bus (31%) or on a train (27%), followed by on the underground (12%). In general, these experiences were much more likely to occur on a vehicle (72%), as opposed to at a station or stop (24%), and travelling to and from a stop or station (2%).

While these modes and journeys stages are most common for these most recent experiences, this should not be interpreted to mean that this is where the risk of experiencing these incidents is highest. This is for two reasons. First, some public transport modes, like buses and trains, are used much more frequently than others, like coaches. Second, on a typical journey most people will spend longer on the vehicle itself than they will at stations or stops.

Figure 13: Location of most recent experience of threats of or actual force, violence, harm, physical intimidation, verbal abuse and theft or attempted theft



Question: "Where were you when the incident happened?"

Base: All adult public transport users in GB aged 18+ most recent experience on public transport was threats of or actual force, violence, harm, physical intimidation, verbal abuse and theft or attempted theft (296).

Specific types of experiences – such as verbal abuse, or violence – did not differ in where they were most likely to have occurred, although the fact that these were (relatively) rare means the analysis of this is limited. There may be some differences between males and females in where they were exposed to these experiences, with males more likely to cite 'on

trains' and females 'on buses'. However, these findings are indicative and should be treated with caution due to the small number of participants who had these experiences.

Region and urbanity. Incidents occurred across the country but were disproportionately common in London. Of those who had one of these experiences, 21% lived in London, but 36% said their most recent such experience occurred there. No other regions were similarly overrepresented.

Relatedly, 62% of these experiences occurred in cities or large towns, while 18% happened in a smaller town or suburb, 3% in a village or countryside area, and 18% happened during a journey whilst travelling between places.

Time of day and day of the week. Over half (55%) of experiences occurred during the day, with 37% happening after dark (participants were unable to remember in 8% of cases). This should not be interpreted to mean that the risk of incidents occurring is highest during the day, because most public transport use happens in the day.

Most experiences occurred in the afternoon between midday and 5pm (29%) or in the evening between 5pm and 9pm (24%), with 19% happening between 9pm and 5am. 57% occurred on weekdays and 32% on weekends (with 11% unable to remember). There was little or no variation on when different types of incidents occurred, such as verbal abuse or violence, or when different groups of public transport users experienced incidents, such as males or females. However, the small number of participants who had these experiences limits the analysis that is possible. It is also important to note that the 2020 National Travel Survey (NTS)⁵ identified that the times and days when people travel most frequently may be related to the occurrence of these incidents.

Travelling alone or with others. In most cases (62%), incidents occurred while people were travelling alone, while in 22% of cases people were travelling with one other person, and in 15% of cases were travelling in a group.

For a full breakdown of when and where public transport users most recent experiences of violence, threats, intimidation, verbal abuse and theft occurred according to different personal characteristics, see Supplementary Tables, Table 9 and 10.

6.4 Perpetrators of violence, theft, abuse, threats and discrimination

Half of experiences were perpetrated by individuals (49%), while 34% were perpetrated by a small group of 2 or 3 people, and 8% were perpetrated by larger groups (in 9% of cases, participants were not sure). Incidents that happened on public transport vehicles were more likely to have been perpetrated by an individual (65%), compared to incidents that happened at stations or stops (47%). 34% of incidents on vehicles were perpetrated by groups, compared to 48% of incidents at stations or stops.

In 90% of cases, perpetrators were strangers to the victim, while in 2% of cases they were known personally, in 3% there were recognised but not known, and in 5% of cases the participant was unsure.

⁵ [National Travel Survey: 2020 - GOV.UK](#)

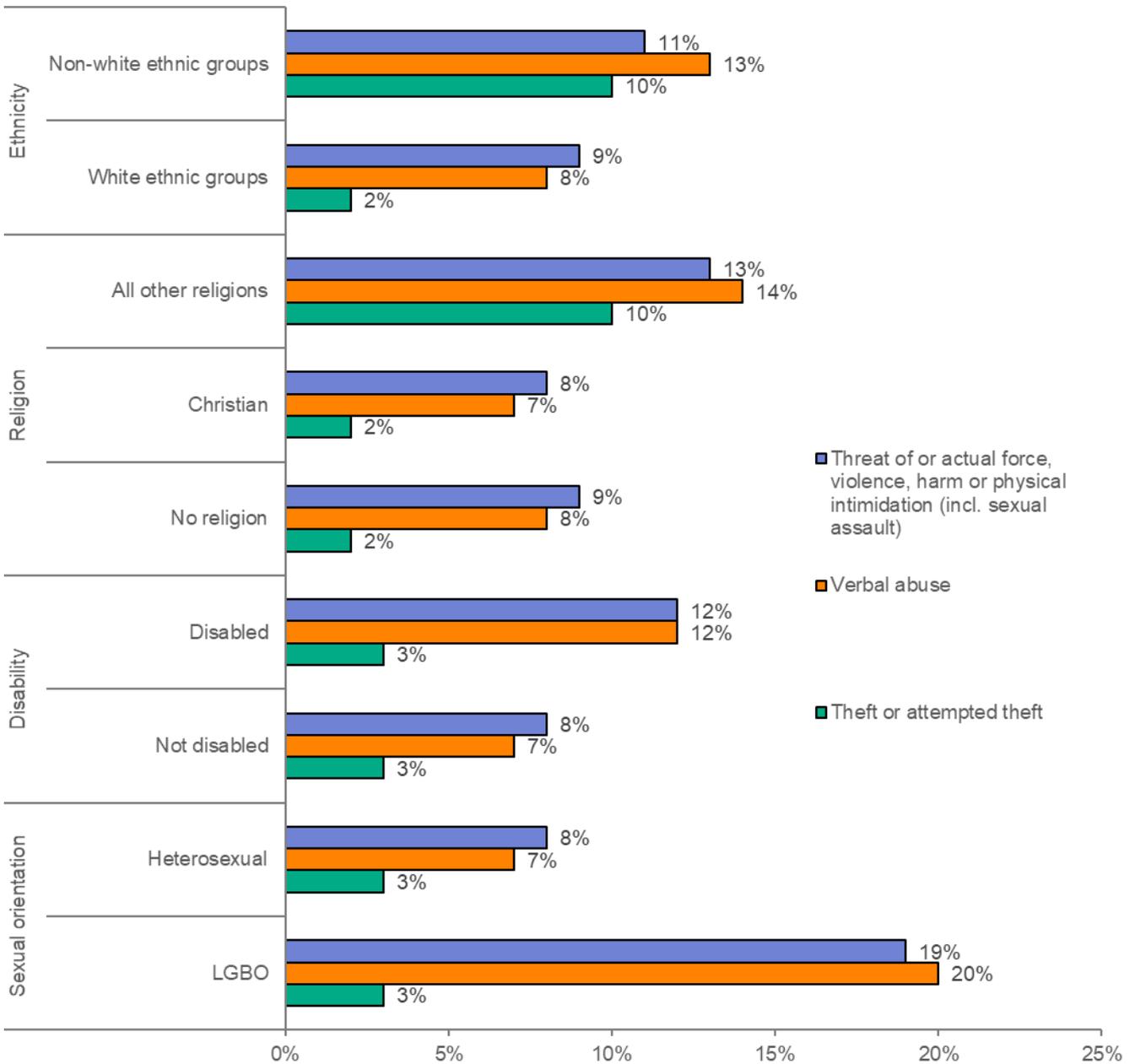
For a full breakdown the type of perpetrators of public transport users most recent experiences of violence, theft, abuse, threats and discrimination occurring according to different personal characteristics, see Supplementary Tables, Table 11.

6.5 Who is most likely to experience violence, theft, abuse, threats and discrimination?

Public transport users who had certain shared personal characteristics were generally more likely to have experienced (threats of) force, violence, harm, physical intimidation, verbal abuse or (attempted) theft on public transport (Figure 14, for a full breakdown see Supplementary Tables, Table 12):

- Disabled public transport users and those who identified as LGBO were more likely than non-disabled public transport users and those who identified as heterosexual to have experienced (threats of) force, violence, harm or physical intimidation, or to have experienced verbal abuse, but were not more likely to have experienced theft.
- Public transport users who identified as LGBO stand out as particularly likely to have had these experiences: 19% had experienced (threats of) force, violence, harm or physical intimidation; and 20% had experienced verbal abuse.
- Public transport users from non-white ethnic groups and those who identify with religions (other than Christian) were more likely to have experienced all types of incidents covered in this chapter, including theft, compared to those from white ethnic groups, or who identify as Christian, or with no religion.
- These findings are consistent with those in Section 6.2 which show that most verbal abuse on public transport is related to a shared protected characteristic.

Figure 14: Proportion of public transport users who have experienced (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft in the past 12 month



Question: "In the last 12 months, has anyone done any of the following things to you whilst using public transport?"
 Bases: All adult public transport users in GB 18+: non-white ethnic groups (407), white ethnic groups (4,180), all religions (2,149), Christian (2,176), all other religions (280), disabled (1,277), not disabled (3,338), heterosexual (4,288), LGBO (299).

7. Experiences of sexual harassment and unwanted behaviours

This chapter provides prevalence estimates for a range of sexual harassment and other unwanted behaviours on public transport in the last 12 months.

Rather than asking participants directly whether they had experienced sexual harassment, participants were shown a list of different experiences and asked whether any had occurred to them in a way that made them feel upset, distressed or threatened. This was to deal with variation in how people understand and categorise experiences, and because previous research has shown that women and girls experience a much broader range of incidents on public transport, including non-contact sexual offences like indecent exposure, and other behaviours that may not meet the criminal threshold, such as staring or someone sitting too close to them.

For analysis, the experiences in this chapter have been grouped into *sexual harassment* and *unwanted behaviours* as follows:

- **Sexual harassment:** inappropriate sexual jokes, comments or gestures; sexually explicit pictures or videos shared without permission; someone indecently exposing themselves (flashing); and deliberate unwanted touching (or attempted touching) in a sexual or non-sexual way.
- **Unwanted behaviours:** staring; personal invasion of space (e.g., intentionally sitting or standing too close); and being followed.

Please note that the prevalence estimates in this chapter reflect the proportion of public transport users who had a certain type of experience at least once in the past 12 months, rather than the total number of such incidents that occurred in that time. It is likely that many participants had more than one such experience.

In addition to providing prevalence estimates, the chapter explains where and when these incidents were most likely to occur, who was most likely to perpetrate them, and who was most likely to be a victim of them.

7.1 Key findings

- 28% of public transport users had experienced sexual harassment or unwanted behaviour which made them feel upset, distressed or threatened while using public transport in the past 12 months. Young females were particularly likely to have experienced one of these things: for example, 45% of females aged 18 to 34 had experienced staring, 29% had experienced an invasion of personal space, and 22% had experienced sexual harassment.
- These experiences were most common on buses and trains and were generally much more likely to occur on public transport vehicles than at stations or stops. They were disproportionately likely to have occurred in London.
- Experiences of an invasion of personal space were more likely than other sexual harassment and unwanted behaviours to occur in the morning on weekdays, suggesting they may be related to commuting or travelling at busy times.
- Most unwanted behaviours were perpetrated by individuals, but 55% of incidents of sexual harassment were perpetrated by groups of two or more people. In 96% of cases,

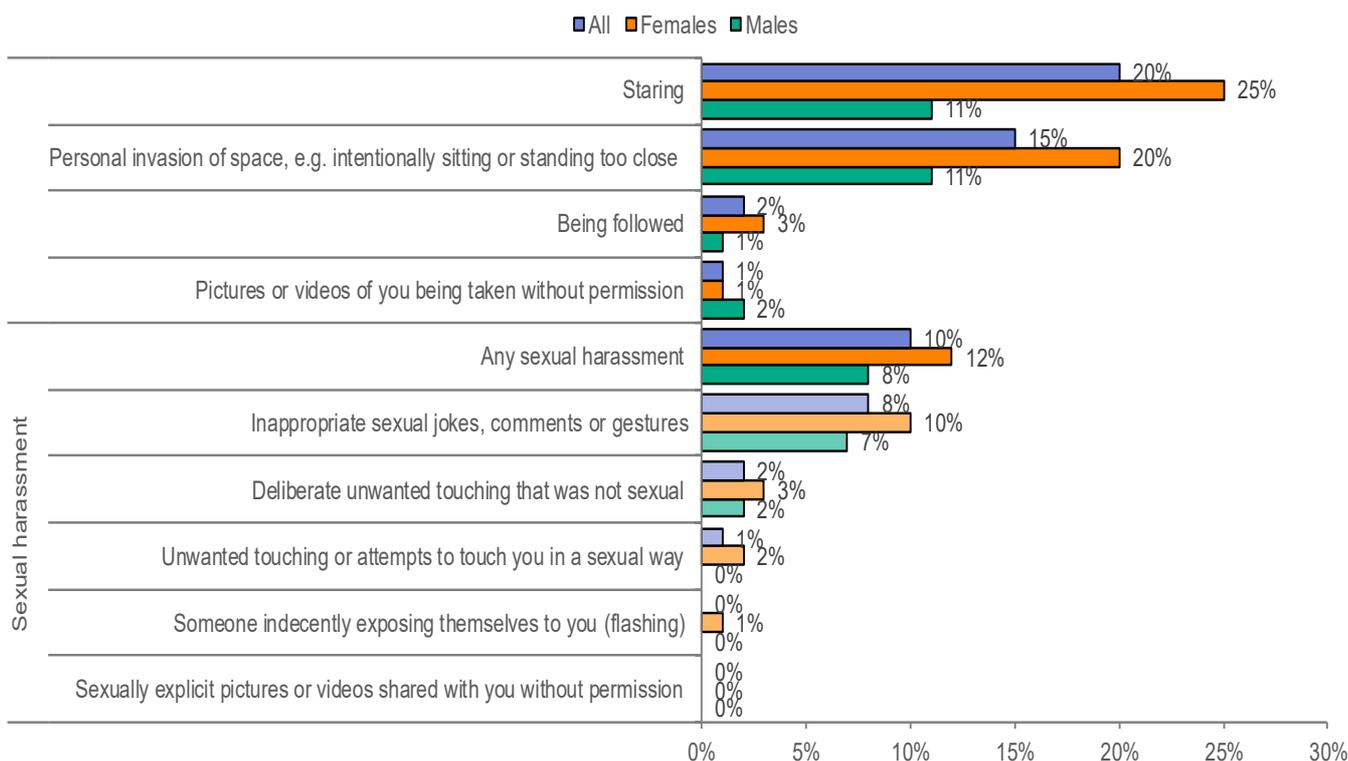
perpetrators were strangers, while in 2% of cases they were recognised but not known personally, and 2% the victim was unsure.

- Those with certain shared personal characteristics were generally more likely to have experienced one of these incidents. In particular, public transports users who identified as LGBO were much more likely than public transport users who identified as heterosexual to have experienced staring, invasions of personal space, and sexual harassment.

7.2 How common are these experiences?

Public transport users were asked if they had experienced any of the incidents shown in Figure 15 in the past 12 months, in a way that made them feel upset, distressed or threatened. Overall, 28% of public transport users had experienced at least one incident of sexual harassment or unwanted behaviour. 14% of public transport users experienced one type of sexual harassment or unwanted behaviour on public transport in the past 12 months, another 14% experienced between two and four type of sexual harassment or unwanted behaviour, and 1% experienced five or more types.

Figure 15: Proportion of public transport users who have experienced sexual harassment or unwanted behaviours in the past 12 months



Question: "In the last 12 months have you experienced any of the following whilst travelling on public transport in a way that made you feel upset, distressed or threatened?"

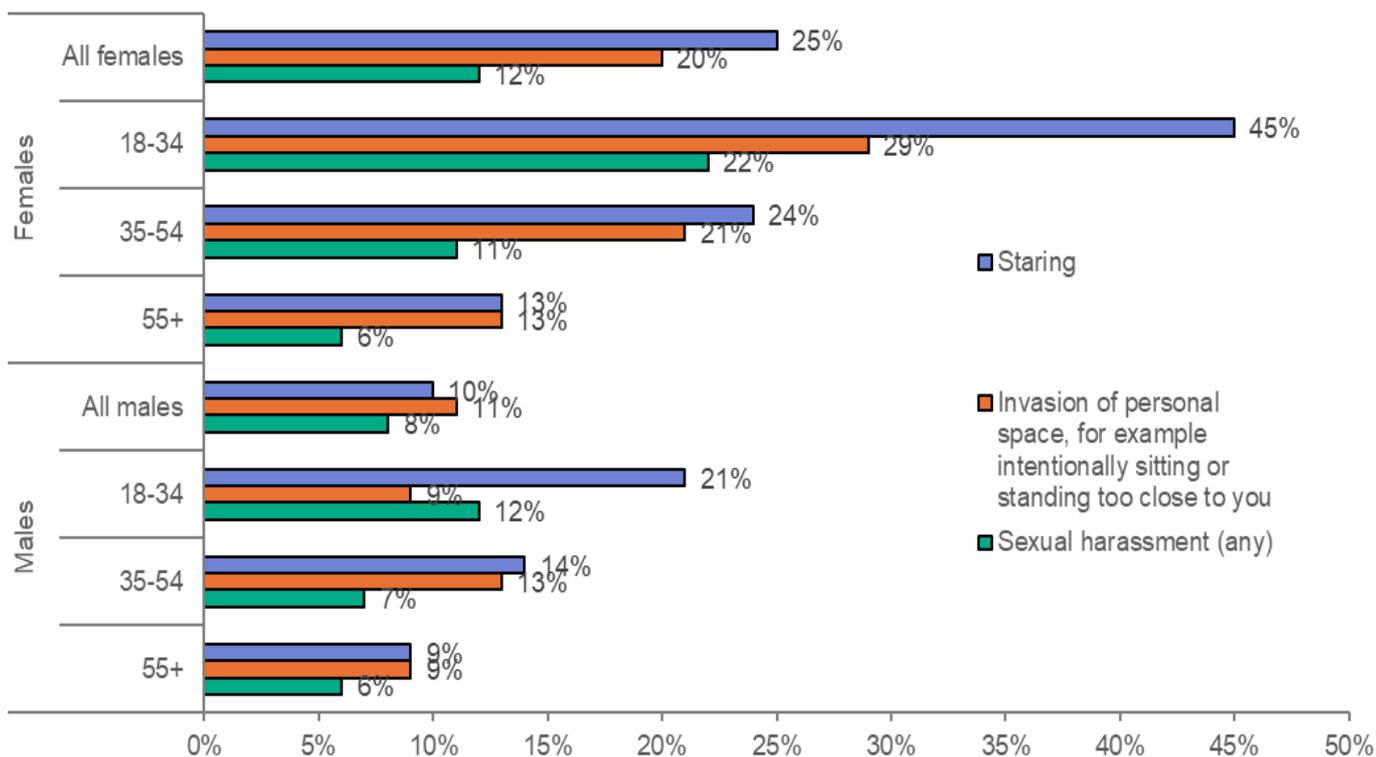
Bases: All adult public transport users in GB aged 18+ all (4,608), females (2,542), males (2,059).

The most common was staring – 20% of public transport users had experienced this – followed by personal invasion of space (15%). 10% had experienced sexual harassment, within which the most common type were inappropriate sexual jokes, comments or gestures (8%), followed by deliberate unwanted touching that was not sexual (2%).

Females were more likely than males to have experienced most types of sexual harassment or unwanted behaviour, and younger females aged 18 to 34 were particularly likely (Figure 16

shows the more common experiences). For example, nearly half of females aged 18 to 34 (45%) had experienced staring in the past 12 months, compared to 21% of males the same age, and 13% of females aged over 55. Over one in five females (22%) aged 18 to 34 had experienced some type of sexual harassment in the past year: 19% had experienced inappropriate sexual jokes, comments or gestures; 5% had experienced deliberate unwanted touching that was not sexual; and 3% had experienced unwanted (attempted) touching in a sexual way.

Figure 16: Proportion of public transport users who have experienced sexual harassment or unwanted behaviours in the past 12 months, by age and sex



Question: "In the last 12 months have you experienced any of the following whilst travelling on public transport in a way that made you feel upset, distressed or threatened?"

Bases: All adult public transport users in GB aged 18+: all females (2,542), females aged 18-34 (390), 35-54 (830), 55+ (1,305), all males (2059), males aged 18-34 (215), 35-54 (637), 55+ (1,196).

Regression analysis showed these differences between age groups and sexes are not explained by differences in how often people used public transport. For example, even among those who used public transport at least once a week, 59% of females aged 18 to 34 had experienced sexual harassment or unwanted behaviours in the past year, compared to 31% of men the same age and 25% of women aged 55+.

7.3 Where and when do these experiences happen most?

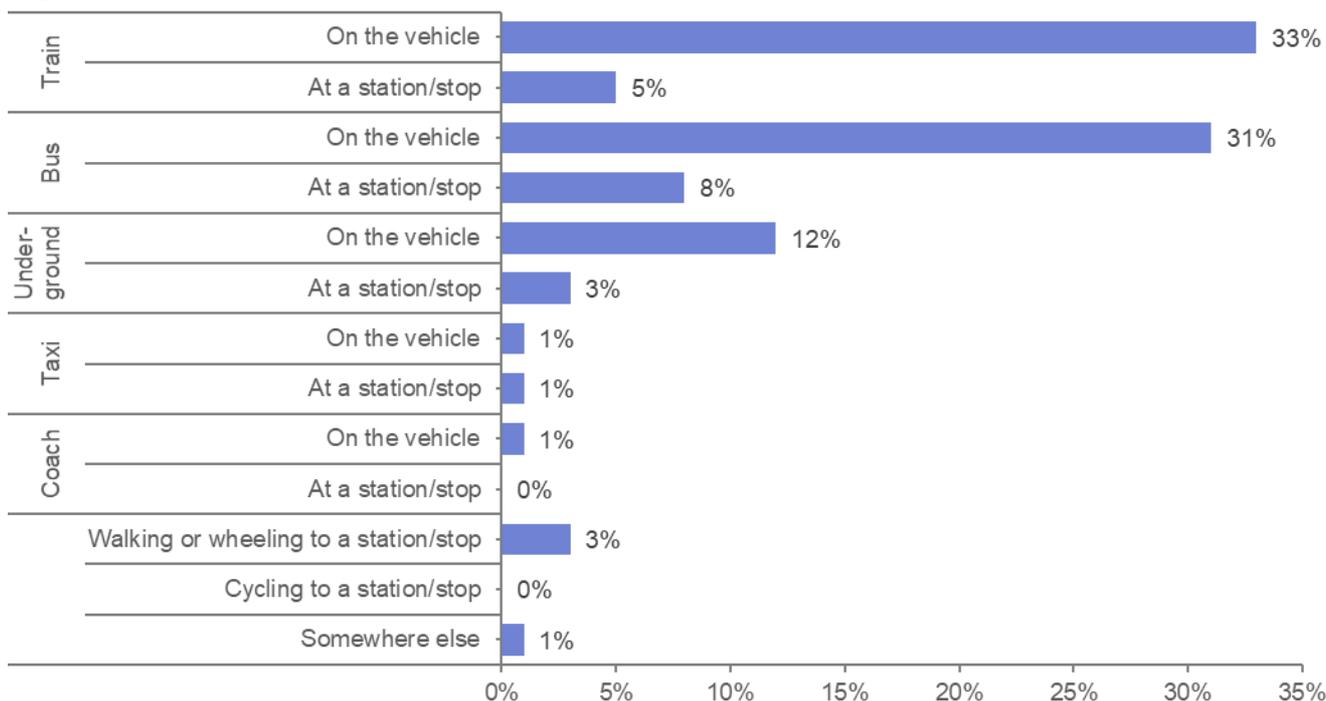
To address survey length constraints and to enhance participant recall, public transport users were only asked follow-up questions their *most recent* experience sexual harassment or unwanted behaviour on public transport. It is important to note the findings below are about the prevalence of these experiences and should not be used to estimate the rate of risk. For more details see *Interpreting the findings* (Section 2.3).

Transport mode. Participants who had experienced sexual harassment or unwanted behaviours in the past 12 months were asked where the most recent such experience

occurred. The most common locations were on a train (33%) or on a bus (31%), followed by on the underground, tube, metro or tram (12%) (Figure 17). In general, these experiences were much more likely to occur on a vehicle (78%), as opposed to at a station or stop (18%), across modes.

While most of these types of experiences occur in these locations, this should not be interpreted to mean that this is where the risk of experiencing these incidents is highest. This is for two reasons. First, some public transport modes, like buses and trains, are used much more frequently than others, like coaches. Second, on a typical journey most people will spend longer on the vehicle itself than they will at stations or stops.

Figure 17: Location of most recent experience of sexual harassment or unwanted behaviour



Question: "Where were you when the incident happened?"

Base: All adult public transport users in GB aged 18+ most recent experience on public transport of sexual harassment or unwanted behaviours (1,102).

Most specific experiences of sexual harassment were too rare to analyse separately. Staring and personal invasion of space may be slightly more common on buses than other types of experience: 33% of staring incidents and 36% of invasions of personal space took place on buses, compared to 20% of inappropriate sexual jokes, comments or gestures. But because of the very small numbers of participants whose most recent experiences were other kinds of sexual harassment or unwanted behaviours, this finding should be treated with caution. There were no differences between males and females, or between older and younger public transport users, in terms of where they experienced these incidents.

Region and urbanity. Incidents occurred across the country but were disproportionately common in London. Of those participants who had one of these experiences, 18% lived in London, but 31% said their most recent such experience occurred there. No other regions were similarly overrepresented.

Relatedly, 60% of these experiences occurred in cities or large towns, while 17% happened in a smaller town or suburb, 1% in a village or countryside area, and 22% happened during a journey whilst travelling between places.

Time of day and day of the week. Over half (61%) of experiences occurred during the day, with 36% happening after dark (participants were unable to remember in 3% of cases). This should not be interpreted to mean that the risk of incidents occurring is highest during the day, because most public transport use happens in the day.

Most incidents occurred in the afternoon between midday and 5pm (28%) or in the evening between 5pm and 9pm (31%), with 14% happening between 9pm and 5am. 61% occurred on weekdays and 27% on weekends (with 12% unable to remember). There was relatively little variation in when different types of incidents occurred. However, invasion of personal space (like sitting or standing too close) was more likely than other incidents to occur in the day, on weekdays, and in the morning between 9am and midday, suggesting that it may be related to commuting or travelling at busier periods. For example, 70% of experiences of invasion of personal space happened during the day, compared to 52% of sexual harassment and 59% of staring.

Travelling alone or with others. In most cases (68%), incidents occurred while people were travelling alone, while in 23% of cases people were travelling with one other person.

For a full breakdown of when and where public transport users most recent experiences of sexual harassment and unwanted behaviours according to different personal characteristics, see Supplementary Tables, Table 12 and 13.

7.4 Perpetrators of sexual harassment and unwanted behaviours?

Two thirds of incidents were perpetrated by individuals (65%), while 26% were perpetrated by a small group of 2 or 3 people, and 7% were perpetrated by larger groups (in 1% of cases, participants were not sure). Within this, 68% of incidents of staring were perpetrated by an individual, as were incidents of an invasion of personal space (70%). But sexual harassment was more likely to be perpetrated by groups: 41% was perpetrated by a small group of 2 to 3 people, 14% by larger groups, and 44% by an individual. Incidents that occurred on public transport vehicles were more likely to have been perpetrated by an individual (65%), compared to incidents that happened at stations or stops (47%).

In 96% of cases, perpetrators were strangers to the victim, while in 2% of cases they were recognised but not known personally, and 2% the victim was unsure.

For a full breakdown the type of perpetrators of public transport users most recent experiences of sexual harassment occurring according to different personal characteristics, see Supplementary Tables, Table 11.

7.5 Who is most likely to experience sexual harassment and unwanted behaviours?

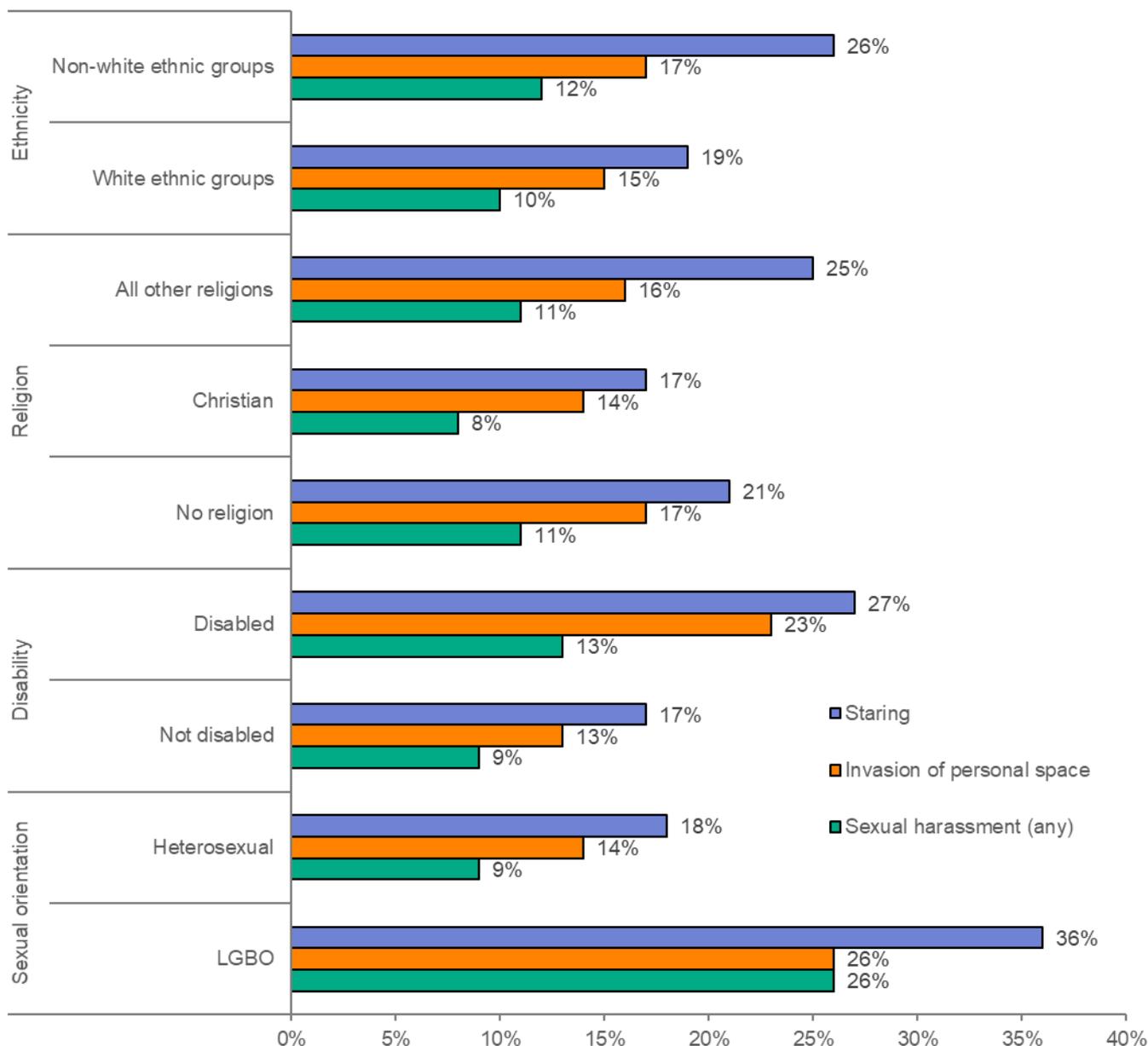
Public transport users with certain shared personal characteristics were generally more likely to have experienced sexual harassment or unwanted behaviours on public transport (Figure 18 shows the most common categories):

- Public transport users who identified as LGBO were markedly more likely than those who identified as heterosexual to have experienced a wide range of types of sexual harassment and unwanted behaviours: they were three times as likely to have experienced sexual harassment (26% compared to 9%), twice as likely to have experienced an invasion of

personal space (26% compared to 14%), and twice as likely to have experienced staring (36% compared to 18%).

- Public transport users from non-white ethnic groups were slightly more likely than those from white ethnic groups to have experienced staring (26% compared to 19%). This difference is primarily a result of higher experiences of staring among Black or Black British public transport users, and those from mixed or multiple ethnic groups. Public transport users who identified with a religion (other than Christian) were slightly more likely to have experienced staring (25%) compared to those who identified as Christian (17%) or with no religion (21%).
- Disabled public transport users were more likely to have experienced staring than non-disabled users (27% compared to 17%), and to have experienced an invasion of personal space (23% compared to 13%).

Figure 18: Proportion of public transport users who have experienced sexual harassment or unwanted behaviours in the last 12 months, by ethnic groups, religion, disability and sexual orientation



Question: "In the last 12 months have you experienced any of the following whilst travelling on public transport in a way that made you feel upset, distressed or threatened?"

Bases: All adult public transport users in GB aged 18+: non-white ethnic groups (398), white ethnic groups (4,158), all religions (2,136), Christian (2,164), all other religions (274), disabled (2,168), not disabled (3,316), heterosexual (4,261), LGBO (296).

8. Witnessing verbal abuse, theft or attempted theft, actual or threatened violence, and physical intimidation

While chapter 6 looked at the prevalence of personally experiencing certain incidents, this chapter looks at the prevalence of witnessing them happen to another person. This includes verbal abuse, (attempted) theft, (threats of) violence including sexual assault, and physical intimidation.

8.1 Key findings

- A third of public transport users (35%) witnessed at least one of the following things in the past 12 months: verbal abuse, (attempted) theft, (threats of) violence including sexual assault, or physical intimidation. Verbal abuse was the most commonly witnessed type of incident on public transport, with around one in four (26%) public transport users having heard hurtful, abusive, or inappropriate comments being made.
- Incidents were most often witnessed while on public transport vehicles (69%), rather than at stops and stations (28%) or while travelling to or from them (3%).
- Younger age groups were more likely to witness incidents than older age groups. For example, 13% of public transport users aged 18 to 34 said they saw threats of violence or attempts at physical harm being made, compared to just 6% of those aged 55 and over.

Key definitions

By **witnessing an incident**, we mean seeing or hearing any of the following incidents happen to someone else while using public transport.

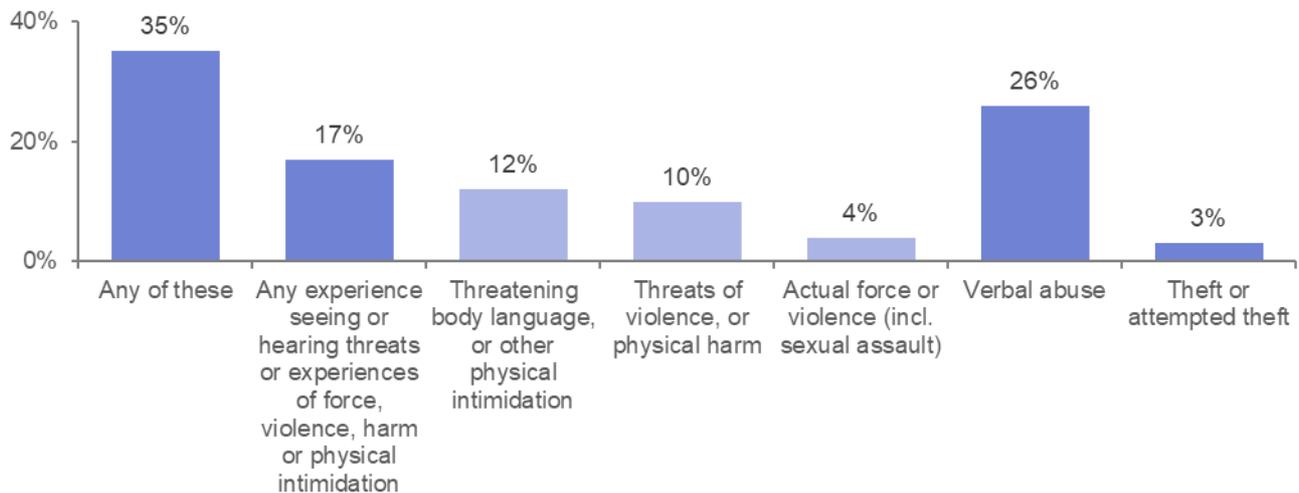
- Hearing hurtful, abusive or inappropriate comments being made
- Seeing threats of violence, or attempts at physical harm being made
- Seeing something being stolen, or an attempt to steal something
- Seeing force or violence being used (e.g. slapping, hitting, punching, kicking, deliberate pushing, or saw sexual violence or sexual assault)
- Seeing threatening body language or other physical intimidation being used

8.2 How common are these experiences?

A third of public transport users (35%) had witnessed at least one incident in the last 12 months (Figure 19). Verbal abuse was the most commonly witnessed incident, with around a quarter of public transport users (26%) saying they heard hurtful, abusive or inappropriate comments being made. A further 12% saw threatening body language or other forms of physical intimidation being used, and 10% saw threats of violence, or an attempt to cause physical harm being made. Other incidents were less common. 4% of public transport users saw the use of force or violence, such as slapping, hitting, punching, kicking, deliberate pushing, sexual violence, or sexual assault, while 3% saw something being stolen, or an attempt to steal something. The proportion of public transport users who said they had witnessed one of these things was generally higher than those who said they had personally experienced them (14%) (see Section 6.2).

A fifth of public transport users (19%) witnessed one type of incident on public transport in the past year, 11% witnessed between two and three types of incidents, and 2% three of more types.

Figure 19: Proportion of public transport users who have witnessed different types of incidents on public transport in the past 12 months



Question: "In the last 12 months, have you seen any of the following incidents happen to someone else while using public transport?"
 Base: All adult public transport users in GB aged 18+ (4,654).

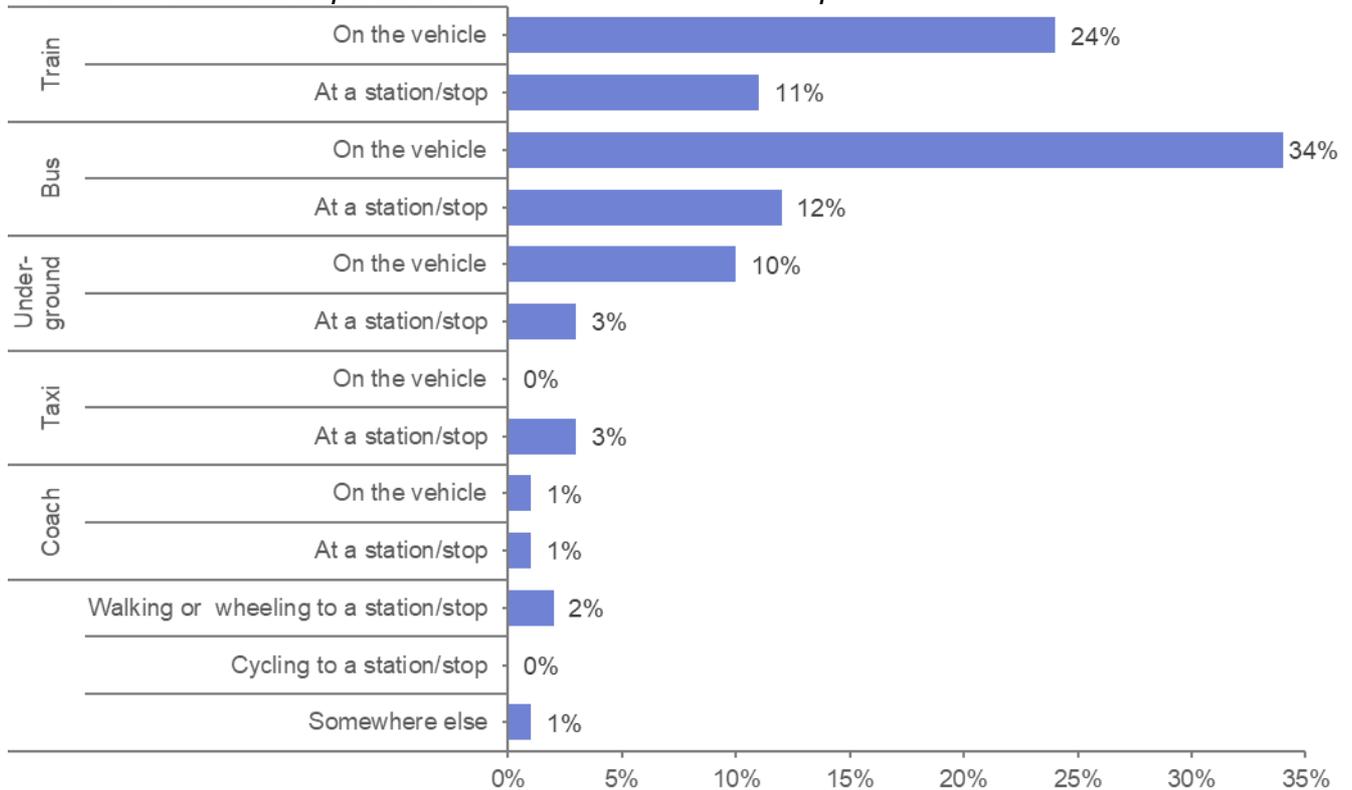
8.3 Where and when do these experiences happen most?

To address survey length constraints and to enhance participant recall, public transport users were only asked follow-up questions their *most recent* experience of witnessing an incident on public transport. It is important to note the findings below are about the prevalence of these experiences and should not be used to estimate the rate of risk. For more details see *Interpreting the findings* (Section 2.3).

Transport mode. Participants were asked where the most recent incident they witnessed occurred. The most common locations where incidents were witnessed were on a bus (34%) on a train (24%), or at a bus stop, station, or park-and-ride (12%), a train station (11%), or the underground, tube, metro, or tram (10%). 69% of incidents were witnessed on a public transport vehicle, compared to 27% witnessed at a station or stop (Figure 20).

While most of these types of experiences were witnessed at these locations, this should not be interpreted to mean that this is where the risk of experiencing these incidents is highest. This is for two reasons. First, some public transport modes, like buses and trains, are used much more frequently than others, like coaches. Second, on a typical journey, most people will spend longer on the vehicle itself than they will at stations or stops.

Figure 20: Proportion of public transport users who witnessed incidents in the last 12 months at different stations/stops and on different modes of transport



Question: "Where were you when you witnessed the incident?"

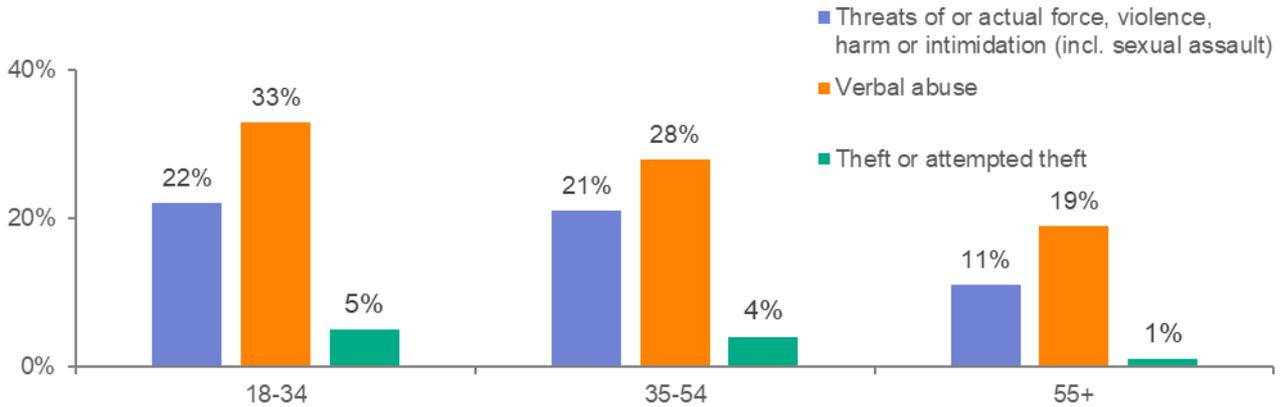
Base: All adult public transport users in GB aged 18+ who witnessed an incident on public transport in the last 12 months (1,369).

Region and urbanity. Incidents were witnessed across the country but were disproportionately common in London. While 14% of all public transport users lived in London, 30% of those who witnessed hurtful, abusive, or inappropriate comments said it happened there. No other regions were similarly overrepresented.

8.4 Who is most likely to witness these experiences?

Younger public transport users were more likely to witness incidents than older users (Figure 21). For example, 33% of public transport users aged 18 to 34 said they heard verbal abuse, compared to 19% of those aged 55 and over. Similarly, 22% of public transport users aged 18 to 34 saw threats of or actual force, violence, harm or intimidation (including sexual assault), compared to 11% of those aged 55 and over.

Figure 21: Proportion of public transport users who have witnessed different types of incidents on public transport in the past 12 months by age



Question: "In the last 12 months, have you seen any of the following incidents happen to someone else while using public transport?"
 Base: All adult public transport users in GB aged 18+ (4,654).

There were no significant differences between males and females regarding their experiences of witnessing these things on public transport, including verbal abuse, theft or attempted theft, actual or threatened violence, and physical intimidation.

Public transport users who identified as LGBO were more likely to witness incidents than those who identified as heterosexual. For example, 41% of public transport users who identified as LGBO said they heard verbal abuse, compared to 24% of those who identified as heterosexual. In contrast, 20% of public transport users who identified as LGBO personally experienced verbal abuse, compared to 7% of those who identified as heterosexual (see Section 6.5). This indicates that public transport users who identify as LGBO are more likely to witness verbal abuse than to experience it themselves. Additionally, 20% of public transport users who identified as LGBO said they saw threatening body language or other forms of physical intimidation being used, compared to 11% of those who identified as heterosexual.

9. How does witnessing or experiencing incidents impact transport users' travel behaviours?

This chapter looks at how certain experiences on public transport impact transport users' ongoing travel behaviour. This includes (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, sexual harassment and unwanted behaviours (such as staring or invading personal space), which we will refer to throughout this chapter as *personal safety incidents* for simplicity. It also includes *anti-social behaviours* (such as noisy or drunk people). It includes both incidents that public transport users *personally experienced* and incidents that they *witnessed*. These are reported in separate sections of the chapter. Please note, the impacts are only based on public transport users' most recent experiences.

9.1 Key findings

- 57% of public transport users who personally experienced a personal safety incident changed their behaviour on public transport after the incident, including 20% who stopped travelling on public transport, 17% who shared their location with someone else, and 13% who changed the time of the day they travel.
- 37% of public transport users who personally experienced anti-social behaviour changed their travel behaviour because of the incident.
- Personal safety incidents on public transport affected the travel behaviours of females more and differently to males. Females were more likely to share their location with someone or arrange to meet someone at their location; whereas males, if they changed their behaviour at all, tended to avoid travelling on public transport.
- Personal safety incidents on public transport affected people from non-white ethnic groups more than those from white ethnic groups. 18% of public transport users from non-white ethnic groups who had experienced a personal safety incident changed the times of day they travel, compared to 11% of those from white ethnic groups.
- Public transport users in London were less likely than those elsewhere to change their travel behaviour after personally experiencing or witnessing incidents. This may be because these experiences are simply more common in London, or because people in London were more frequent users of public transport and have more alternative public transport options.

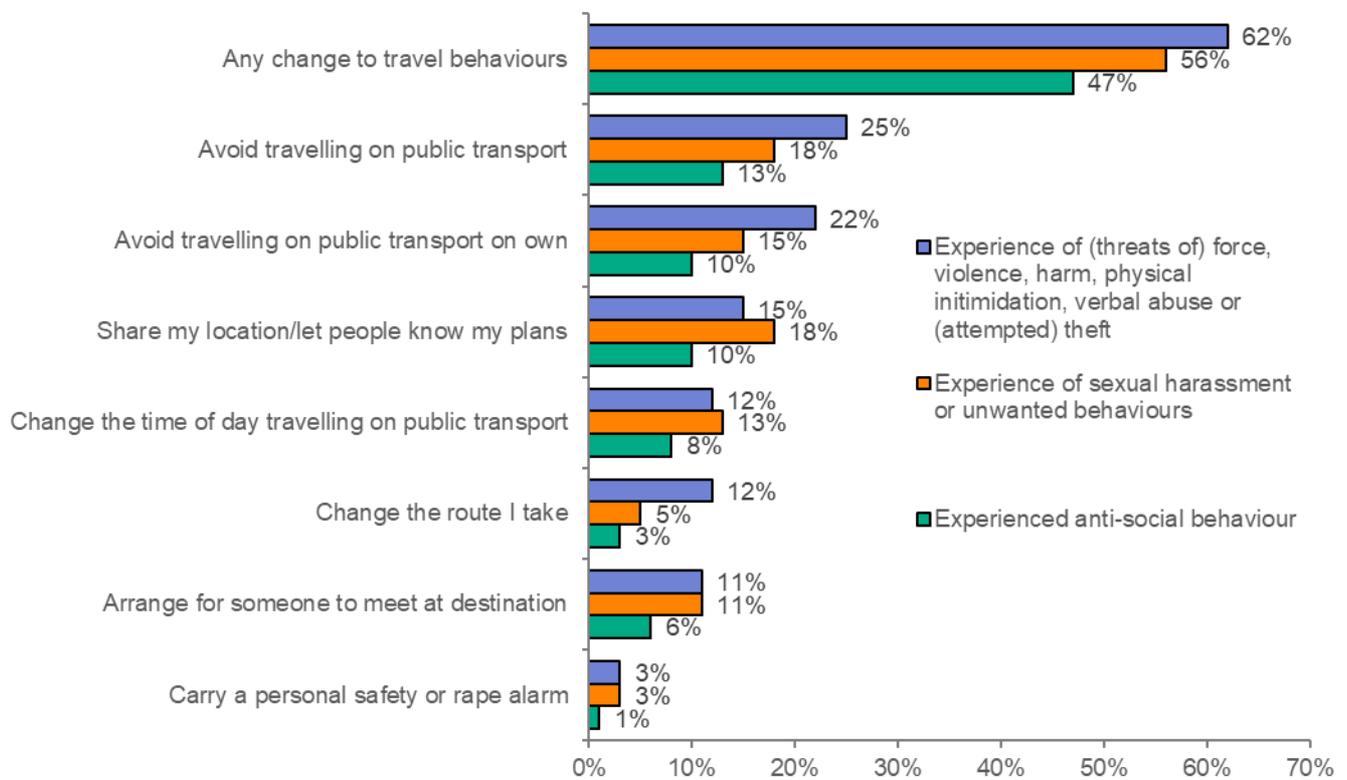
9.2 How do different types of experiences affect the way people use public transport?

Public transport users who experienced one or more personal safety incidents in the last 12 months were asked whether the way they use public transport had changed because of the experience. This included avoiding travelling on public transport; changing the time of day or route; carrying a personal safety or rape alarm; sharing their location with someone else; or arranging for someone to meet them at the destination.

Figure 22 shows how public transport users changed their behaviour as a result of different types of experiences: (A) (threats of) force, violence, harm, physical intimidation, verbal abuse

and (attempted) theft; (B) sexual harassment or unwanted behaviour; and (C) anti-social behaviour. Around half of public transport users made at least one change to their travel behaviours as a result of recently experiencing (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft (62%), sexual harassment or unwanted behaviour (56%) or anti-social behaviour (47%). For example, a quarter (25%) of public transport users who experienced threats of force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, avoided travelling on public transport. Nearly one in five (18%) who experienced sexual harassment or unwanted behaviour share their location or let people know their plans when travelling. In terms of specific sexual harassment and unwanted behaviours, one in five of those who experienced staring (17%) or invasion of personal space (17%) share their location or let people know their plans when traveling.

Figure 22: How personal recent experiences of anti-social behaviour or personal safety incidents on public transport in the past 12 months have affected public transport users travel behaviours



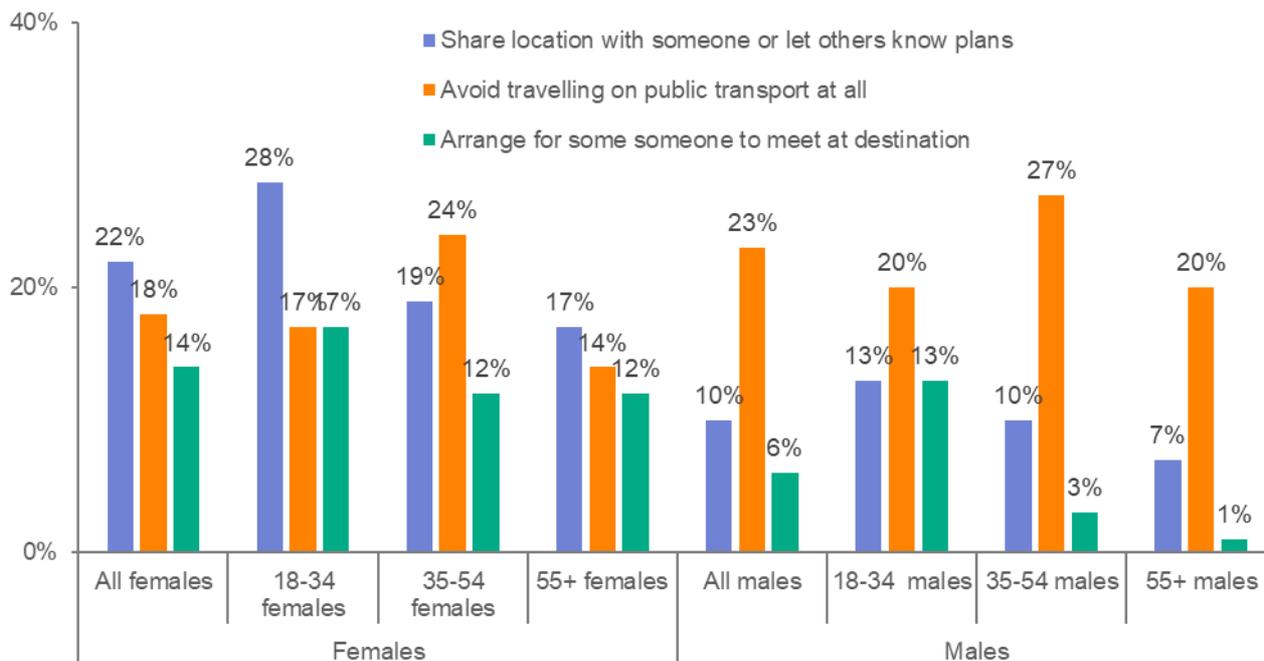
Questions: "As a result of the most recent time you saw: {anti-social behaviour description or personal safety description} {anti-social behaviour transport mode or personal safety incident transport mode} Did you do any of the following?"
 Bases: All adult public transport users in GB aged 18+ who recently experienced anti-social behaviour (3,860), (threats of) force, violence, harm, physical intimidation, verbal abuse or (attempted) theft (296), or sexual harassment or unwanted behaviour incident (1,009).

9.3 Who is most likely to change their travel behaviours because of experiences on public transport?

Age and sex. Negative experiences on public transport affected the travel behaviours of females more and differently to males. 61% of females changed how they travel on public transport in one or more ways because of their personal experience of a personal safety incident, compared to 53% of males. Similarly, 44% of females changed how they travelled on public transport because of the personal experience of an anti-social behaviour incident, compared to 30% of males.

Females were more likely to share their location with someone or arrange to meet someone at their destination, whereas males, if they changed their behaviour at all, tended to avoid travelling on public transport. Young females (18 to 34 years) in particular were likely to share their location with others or arrange for someone to meet them at their destination (Figure 23).

Figure 23: Proportion of public transport users by age and sex who have changed their travel behaviours because of a recent personal safety incident experienced on public transport in the last 12 months



Question: "As a result of the most recent time you saw: {personal safety incident description} {personal safety incident transport mode} Did you do any of the following?"

Bases: All adult public transport users in GB aged 18+ who have experienced a personal safety incident, all females (835), females aged 18-34 (221), 35-54 (308), 55+ (301), all males (470), males aged 18-34 (64), 35-54 (181), 55+ (222).

Ethnicity. Negative experiences on public transport affected people from non-white ethnic groups more than those from white ethnic groups. For example, 18% of public transport users from non-white ethnic groups who had experienced a personal safety incident changed the times of day they travel, compared to 11% of those from white ethnic groups.

Disability. Experiences of anti-social behaviour on public transport affected disabled people more than non-disabled people. For example, 17% of disabled public transport users who experienced an anti-social behaviour incident avoided travelling on public transport on their own, compared to 7% of non-disabled public transport users. Similarly, 25% of disabled public transport users who experienced a personal safety incident avoid travelling on public transport, compared to 17% of non-disabled public transport users.

For a full breakdown of how negative experiences affected public transport users according to different personal characteristics, see Supplementary Tables, Table 13 and 14.

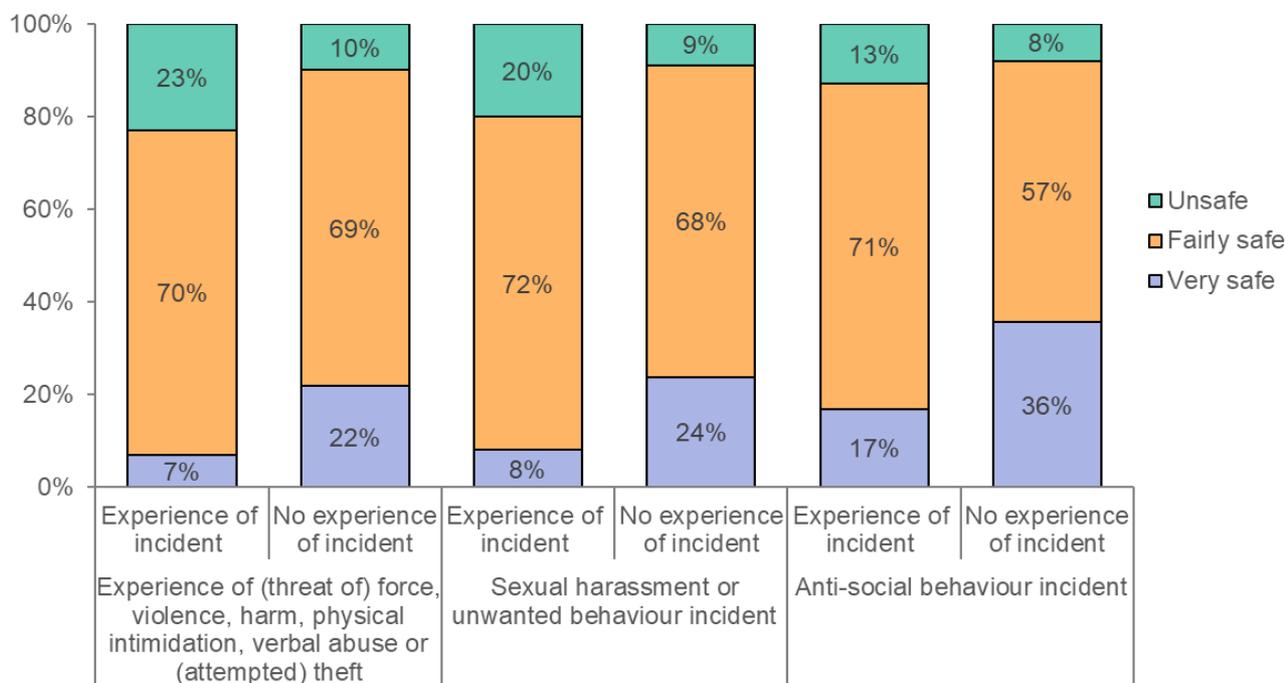
9.4 Is there a relationship between experiences on public transport and perceptions of safety?

Public transport users who had experienced incidents on public transport in the last 12 months felt less safe on public transport (Figure 27) Figure 24: Proportion of public transport users who have experienced an incident on public transport in the last 12 months and their

perceptions of safety on public transport). For example, 20% of those who had experienced sexual harassment or unwanted behaviours said they felt at least fairly unsafe on public transport, compared to 9% of those who did not have any such experience. This was true for both males and females.

It is important to note that we cannot conclude that these negative experiences led directly to people feeling unsafe. We cannot say whether the negative experiences *caused* people to feel unsafe. It may simply be the case that some people live in areas where these experiences are more common and where people generally feel less safe on public transport. That said, Chapter 11 contains a more detailed analysis of the circumstances in which people felt unsafe and shows that there is a small relationship between *where* a negative experience occurs and where people feel at least fairly safe.

Figure 24: Proportion of public transport users who have experienced an incident on public transport in the last 12 months and their perceptions of safety on public transport



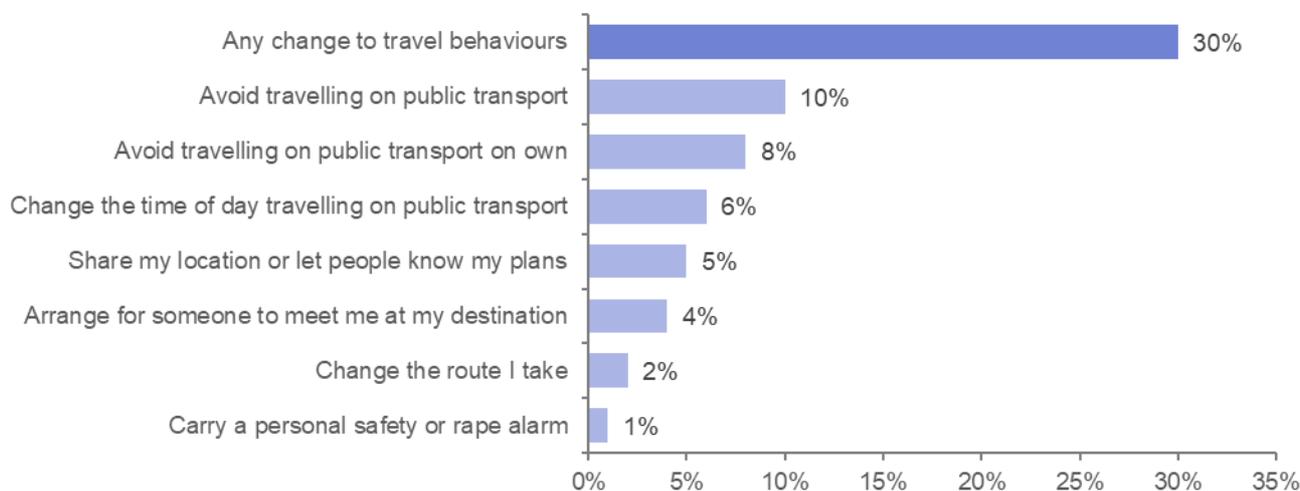
Questions: Anti-social behaviour “Thinking about your personal safety, in the last 12 months have you seen any of the following things whilst using public transport which made you feel less safe on the journey?”; Sexual harassment or unwanted behaviours “In the last 12 months have you experienced any of the following whilst travelling on public transport in a way that made you feel upset, distressed or threatened?”; Personal safety incidents “In the last 12 months, has anyone done any of the following things to you whilst using public transport?”
 Bases: All adult public transport users in GB aged 18+, not personally experienced anti-social behaviour (791), personally experienced anti-social behaviour (3860), not personally experienced sexual harassment or unwanted behaviours (3,416), personally experienced sexual harassment or unwanted behaviours (1,174), has not personally experienced other personal safety incidents (4,051), has personally experienced other personal safety incidents (539).

9.5 How does witnessing incidents affect the ways people use public transport?

Participants who had not *personally experienced* an incident on public transport in the last 12 months, but who had *witnessed* one, were also asked whether this had led to changes in their travel behaviour. A third of this group changed their travel behaviour in one or more ways

because of the experience (30%) (Figure 25). This included 10% who avoid travelling on public transport, and 8% who avoid travelling on public transport alone.

Figure 25: How witnessing an incident on public transport in the past 12 months have affected public transport users travel behaviours



Questions: "As a result of the most recent time you saw: {witnessed incident description} {witnessed incident transport mode} Did you do any of the following?"

Base: All adult public transport users in GB aged 18+ who witnessed but did not personally experience an incident on public transport in the last 12 months (597).

As with personal experiences of incidents in Section 9.3, witnessing incidents on public transport affected the travel behaviour of females more than males. 15% of females who witnessed an incident avoided travelling on public transport alone as a result, compared to 4% of males. 9% of females who witnessed an incident shared the location with someone or let them know their travel plans, compared to 2% of males.

Only 7% of public transport users who live in London and witnessed an incident on public transport in the last 12 months changed their travel behaviours, compared to the national average of 30%. This may be because these experiences are simply more common in London, or because people in London tend to be more frequent users of public transport (see Figure 5) and have more alternative public transport options.

10. Reporting experiences

This chapter provides estimates of the proportion of experiences—whether experienced personally or witnessed—that were reported. It explains which types of experiences were more likely to be reported and who was more likely to report them. It explores whether public transport users were more likely to have *told someone* about an incident—such as family, friends, or another service—or whether they were likely to *report* incidents to the police, transport staff or provider. It then looks at how satisfied public transport users are with the experience and outcomes of reporting incidents. Lastly, it considers why many public transport users do not report their negative experience.

10.1 Key findings

- Across all incidents public transport users recently *personally* experienced, fewer than one in seven (12%) reported their most recent experience to the police, transport staff or provider. 11% of people reported their most recent experience of sexual harassment to the police, transport staff or provider.
- The exception was experiences of (threats of) force or violence, for which three in ten (34%) people reported their experience to the police, transport staff or provider.
- Females were slightly more likely than males to tell someone about a recent *personal* or *witnessed* incident, whereas males were slightly more likely to report the incident. Public transport users in London were less likely to report a *witnessed* incident than those elsewhere (4%, compared to 12% nationally).
- Those who told someone about their recent *personal* experience or *witnessed* incident tended to tell friends or family. Those who reported an incident were most likely to report it to transport staff including station staff, the driver, or other on-board staff.
- Of those who recently *personally* experienced an incident and reported it, around half found the process of reporting the incident easy (54%). Around a quarter (27%) were satisfied with the way the police, transport staff or provider handled the report.
- For around half of those who did not report their recent *personal* experience (55%) or *witnessed* incident (42%), this was because they did not think anyone would do anything about it. Other common reasons included not thinking the incident was a big deal, not thinking anyone could help and feeling that it happened too often to consider reporting it.

Key definitions

- By **speaking or telling someone** about an incident personally experienced or witnessed, we mean telling any of the following people or services about the incident: friends or family; a health professional; a local council department (e.g. social services, housing department); any other government agency (e.g. benefit agency); a counsellor or therapist, Victim Support, or a helpline
- By **reporting an incident** personally experienced or witnessed, we mean reporting to any of the following people or services about the incident: the transport provider (the bus/rail/underground/metro/tram company); the driver of the vehicle; the on-board staff; the station staff; the police (including British Transport Police), an app dedicated to reporting crime on transport, or Crimestoppers.

- By **transport provider**, we mean the bus, coach, rail, underground, metro or tram company or operator

10.2 To what extent do people report their experiences?

This section looks at recent experiences of anti-social behaviour in addition to other incidents that public transport users experienced *personally*, such as (threats of) force or violence, verbal abuse, sexual harassment and unwanted behaviours (which includes staring and invasion of personal space). Across all such experiences, fewer than one in seven public transport users (12%) reported their most recent experience to the police, transport staff or provider.

The exception was for (threats of) force or violence, for which a third (34%) of public transport users reported their experience to the police, transport staff or a provider. Only 11% of public transport users reported their most recent experience of sexual harassment to the police, transport staff or a provider.

Public transport users were generally more likely to tell someone about the recent experience than they were to report it to the police, transport staff or provider.

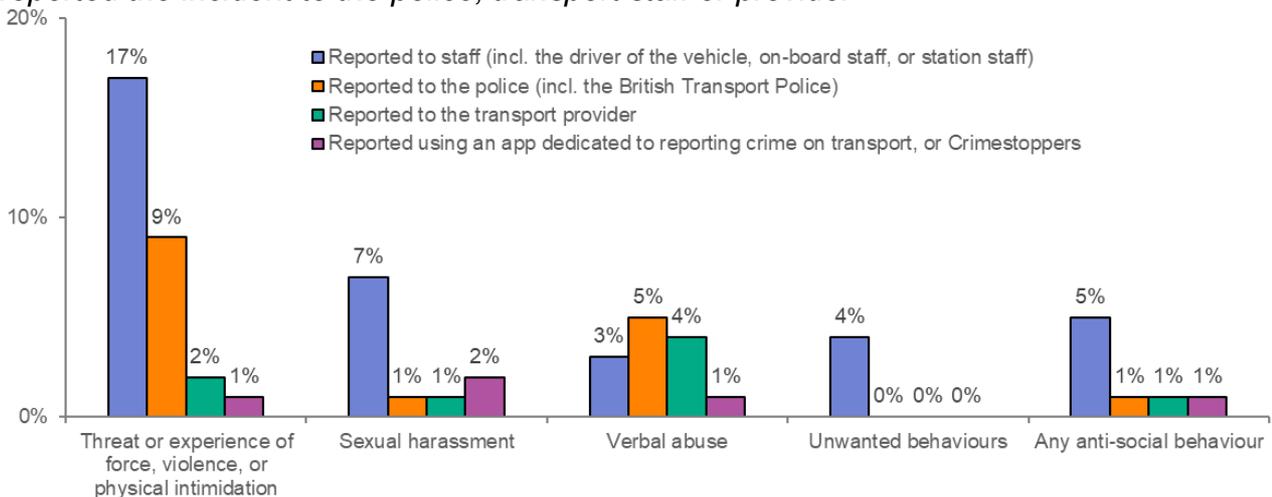
For a full breakdown of the extent public transport users reported different recent personal experiences on public transport, see Supplementary Tables, Table 15.

10.3 Who are incidents reported to?

Those who reported an incident to the police, transport staff or provider were most likely to report to transport staff, including station staff, the driver, or other on-board staff. Reporting to the transport provider was less common (Figure 26). Reporting to the police (including the British Transport Police) was consistently low across modes of transport (0% to 1%).

Those who told someone about the recent incident tended to tell friends or family. Very few public transport users told a professional or service provider, such as a health worker, the council, a helpline, victim support, or any other service. For example, 42% of those who recently experienced sexual harassment told friends or family, while 3% told anyone else such as council or government agencies, or a counsellor or therapist.

Figure 26: Proportion of public transport users who experienced on public transport and reported the incident to the police, transport staff or provider



Questions: "And still thinking about the most recent time you saw {anti-social behaviour description} {anti-social behaviour transport mode}, did you report it to any of these people or services?" "And did you report your most recent incident to any of these people or services?"
Bases: All adult public transport users in GB aged 18+ most recent experiences on public transport; any anti-social behaviour (3,789); verbal abuse (121), threat or experience of force, violence, harm or physical intimidation (129); sexual harassment (181), unwanted behaviours (816).

10.4 Who is most likely to report what they experience?

There were differences between males and females in their reporting behaviour. Females were slightly more likely than males to tell someone about an experience, whereas males were slightly more likely to report their experiences. Looking at experiences of (threats of) force, violence, harm, physical intimidation, verbal abuse, or (attempted) theft, 15% of males reported their most recent experience to the police, transport staff or provider, compared to 11% of females. This is related to differences in the *types* of experiences that males and females have on public transport. Males were more likely to experience (threats of) force or violence, whereas females were more likely to experience sexual harassment and unwanted behaviours.

There were also some differences between disabled people and non-disabled people in their reporting behaviour. 13% of disabled public transport users reported their most recent experience of anti-social behaviour to the police, transport staff or provider, compared to 7% of non-disabled public transport users.

10.5 What are people's experiences of reporting incidents?

Public transport users who personally experienced (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, sexual harassment and unwanted behaviours (such as staring or invading personal space), and who reported their most recent experience to the police, transport staff or provider, were asked questions about their experience of reporting the incident. These findings are relatively limited given the small number of participants who reported their recent experience. Unless otherwise mentioned, this included participants reporting their recent personal experience to any of these options (police, transport staff or provider).

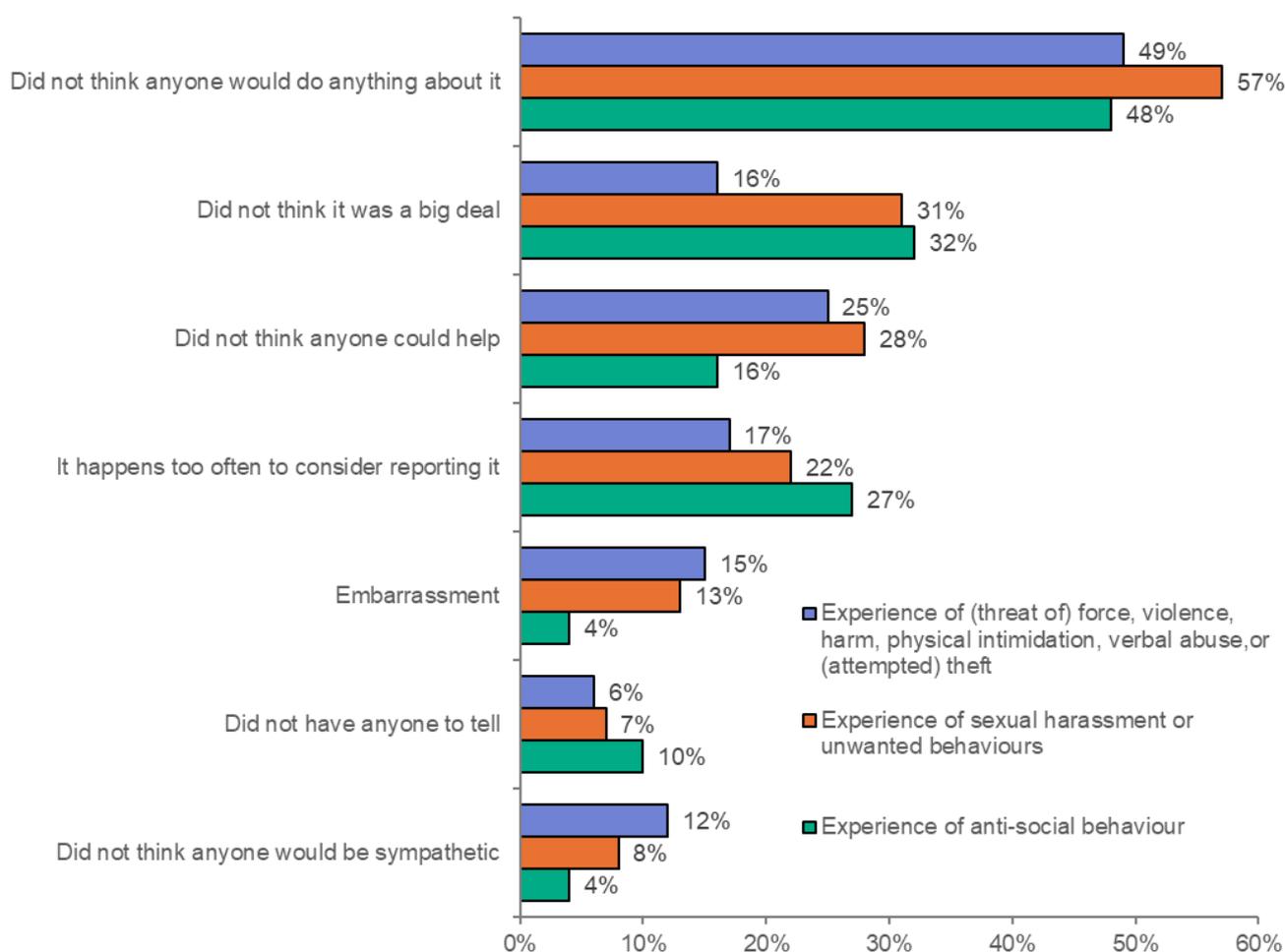
- **Satisfaction with the process of reporting incident.** 54% of public transport users found the process of reporting the incident easy. 18% found it neither easy nor difficult, and 28% found the process of reporting the incident difficult.
- **Outcome of reported incident.** Only 38 participants reported the incident they personally experienced on public transport in the last 12 months to the police (including British Transport Police), Crimestoppers, or used an app dedicated to reporting crime on transport. This group was asked about the outcome of their report. For around half of the 38 participants, no action was taken, for around a quarter the experience was investigated but not resolved, for the remainder, either the experience was investigated and resolved, or the experience was still under investigation. These findings should not be generalised, given the extremely small number of people: instead, they should be treated as indicative.
- **Support provided.** Public transport users were also asked if support services or resources were made available to them after the report was made to the police, transport staff or provider. 24% were offered website links, 19% were offered information leaflets, 6% were offered support groups, and 4% were offered counselling.
- **Satisfaction with the handling of the report.** 49% of public transport users were dissatisfied with the handling of the incident after they reported it to the police, transport staff or provider. 24% were neither satisfied nor dissatisfied, and 27% were satisfied.

10.6 Why are some incidents not reported?

Public transport users who recently experienced an incident but did not tell anyone or report it to the police, transport staff or provider, were asked why this was the case. In around half of cases, public transport users did not report their experience because they did not think anyone would do anything about it (Figure 27). Other common reasons include not thinking the incident was a big deal, not thinking anyone could help, feeling that it happened too often to consider reporting it, embarrassment, not having anyone to tell, or not thinking anyone would be sympathetic.

Other reasons (not shown in the chart) were less common: feeling the situation was already being dealt with by a member of staff or the police; thinking that other staff or passengers would report it or deal with the situation, or fearing the repercussions and/or becoming a target.

Figure 27: Most common reasons public transport users who experienced an incident on public transport in the last 12 months did not talk to someone or report the incident



Questions: "We understand there can be many reasons why someone may decide not to talk to someone or report what they saw. Which of the following reasons apply to you?"

Bases: All adult public transport users in GB aged 18+ who experienced a personal safety incident and did not report the incident, experienced anti-social behaviour (2505), experienced a personal safety incident (137), experienced sexual harassment or unwanted behaviours (624).

The reasons for not reporting incidents varied across different types of experiences. Of those who experienced unwanted behaviours, 35% did not report the incident because they did not think it was a big deal, compared to 10% of those who experienced sexual harassment.

10.7 To what extent do people report what they witness?

Due to survey length constraints, public transport users were only asked about the reporting of a witnessed incident on public transport if they had not personally experienced (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, sexual harassment and unwanted behaviours (such as staring or invading personal space). Consequently, some of the data presented below reflects public transport users who witnessed an incident but did not personally experiencing one. This limitation means the findings below should be viewed with caution as they may not be fully representative of the wider population of public transport users.

Public transport users who had not *personally experienced* an incident on public transport in the last 12 months, but who had recently *witnessed* one, were also asked whether they had told anyone about the incident or reported it to the police, transport staff or provider. Overall, less than a third of public transport users (28%) spoke to someone about the witnessed incident, and 12% reported it to the police, transport staff or provider.

Again, females were slightly more likely to speak to others than males, whereas males were slightly more likely to report the recent incident to the police, transport staff or provider. People in London were less likely to report a witnessed incident than those elsewhere (4%, compared to 12% nationally).

Almost everyone who spoke to someone about an incident they witnessed told family or friends, and most people who reported an incident did so to a member of staff.

Of those who recently witnessed an incident but did not tell anyone about it or report it to the police, transport staff or provider, 42% said this was because they did not think anyone would do anything about it, 19% did not think it was a big deal, and 19% felt it happened too often to consider reporting. 12% did not report what they witnessed because it did not happen to them personally.

There were no statistically significant differences in terms of the mode of public transport users recently witnessed an incident and whether they reported it to the police, transport staff or provider.

11. A typology of views and experiences on public transport

This chapter uses advanced analytical techniques to bring together findings from the previous chapters. It identifies five distinct groups in the population, each of which felt safe or unsafe on public transport in different circumstances. By identifying and describing these five groups, and by exploring who they are, how they used public transport, and their experiences while doing so, the chapter brings out some overarching themes. This helps to clarify the key challenges and policy priorities for the future.

The first section explains how the analysis was done. The second section introduces the five groups and provides a description for each of them. The final section reflects on the key differences between the groups to draw out some deeper insights.

11.1 About the analysis

As discussed in Chapter 3, participants were asked a series of questions about how safe or unsafe they felt when using public transport. They were asked how safe they felt *getting to* stations or stops on foot, by wheelchair, or by bicycle; how safe they felt *waiting at* stations or stops; and how safe they felt while *on the vehicle*. They were asked these questions across modes, including trains, buses, underground/trams, coaches, and taxis. And they were asked how they felt in the day and after dark.

The analysis described in this chapter used a technique called Latent Class Analysis to analyse these questions. This technique clusters people so that they are as similar as possible within each group and as different as possible between groups, based on their responses to selected questions. We tested several models with different numbers of groups (between 1 and 8) using the same set of questions to see how well they sorted people into groups. We selected a final model with 5 groups based on statistical measures of how well the model fit the data, and the interpretability and meaningfulness of the groups it produced. The final model has a high degree of classification accuracy, meaning we can be confident in our assignment of individuals to groups.

11.2 Overview of the five groups

The five groups differ from each other in three main ways: how safe they feel generally across when travelling; how safe they feel at stations and stops; and how safe they feel after dark. The largest group, containing 35% of people, felt **at least fairly safe in virtually all circumstances** (Group 5). The smallest group, containing 10% of people, felt **unsafe in virtually all circumstances** (Group 1). In between these two extremes, there were three groups that felt unsafe in specific circumstances. 18% of people were in a group who felt **unsafe when travelling after dark**, across modes, whether they were getting to a station or stop, waiting at the station or stop, or on the vehicle itself (Group 2). 12% of people felt **unsafe when they were waiting at or getting to stations or stops**, both in the day and after dark (Group 3). Lastly, 25% of people felt **unsafe when waiting at or getting to stations or stops, but only after dark** (Group 4).

Figure 28: Size of the segmentation groups



Base: All GB adults aged 18+ (4,702).

The five groups differed from each other in many other ways besides how safe they felt in different circumstances on public transport. They differed substantially in:

- their sex and age profiles;
- the proportion of people in each group who were disabled;
- the proportion who had not used public transport at all in the past 12 months;
- the proportion who had experienced verbal abuse, (attempted) theft, (threats of) force, violence, harm or physical intimidation, including sexual assault, on public transport in the past 12 months; and,
- the proportion who had experienced sexual harassment or unwanted behaviours on public transport in the past 12 months.

These differences are summarised in Table 3. The remainder of this section provides a more detailed overview of each of the five groups, starting with the group who felt unsafe in the almost all circumstances (Group 1), and moving to the group who felt at least fairly safe in almost circumstances (Group 5). For each group, a chart shows the age and sex profile.

Table 3: Key differences between the five segmentation groups

	Group 1: (Almost) always feel unsafe	Group 2: Feel unsafe travelling after dark	Group 3: Feel at unsafe waiting at or getting to stops at (almost) all times	Group 4: Feel unsafe waiting at or getting to stops after dark	Group 5: (Almost) always feel at least fairly safe	Average across all 5 groups⁶
Group profile	Disabled people and females who have had negative experiences on public transport	Older females with negative experiences on public transport	Younger people who have had negative experiences on public transport	The 'typical' public transport user	Middle-aged and older males	-
Proportion of public	10%	18%	12%	25%	35%	-
Age and sex	60% females, even spread across age groups	77% females, skewing towards older females	54% females, younger than average	54% females, even spread across age groups	67% males, skewed towards older males	52% females
Disability	47%	32%	30%	22%	21%	28%
Proportion who did not use public transport in past year	16%	10%	5%	4%	6%	7%
Proportion who experienced theft, abuse, violence, assault etc. in past year	26%	9%	16%	8%	3%	9%
Proportion who experienced sexual harassment or unwanted behaviours in the past year	56%	38%	44%	27%	12%	28%

⁶ These averages are based on the full weighted sample from the survey used in this research. As such, the figures may differ slightly from other data sources.

Group 1: (Almost) always feel unsafe (10% of people)

This was the smallest group. People in this group tended to feel unsafe in almost all situations, across modes, whether at stations or on vehicles, and whether during the day or after dark. During the day they felt relatively safe in taxis or waiting for taxis, but still less safe than most of the other groups.

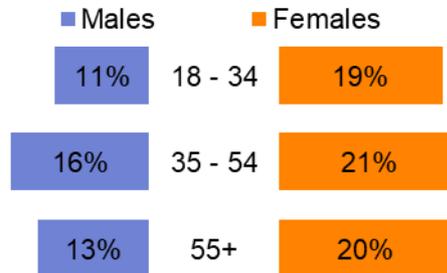
60% of this group were female. The age profile of the group was largely the same as the general population.

Strikingly, 47% of this group were disabled, much higher than the national average (28%) and much higher than any of the other four groups. Relatedly, 25% were worried about being targeted or attacked because of their disability status, more than double any other group.

Of all the groups, these public transport users were the most likely to have experienced (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, in the past 12 months (33%), compared to the national average of 14%. Similarly, they were the most likely to have experienced sexual harassment or unwanted behaviours: 56% had, compared to the national average of 28%.

This group used public transport slightly less frequently than average. 16% had not used public transport at all in the past 12 months, the highest of all the groups. Across modes, they were more likely to actively avoid public transport due to concerns about safety, although this was still a small minority. For example, 14% of this group avoided the underground/tram due to safety concerns, 11% avoided buses for the same reason, and 9% avoided trains.

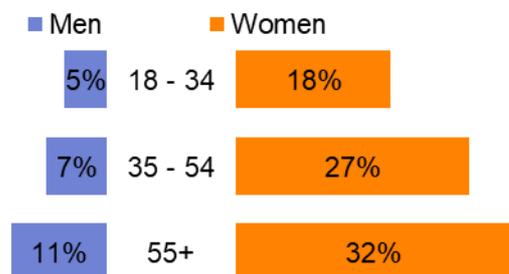
Figure 29: Proportion of respondents that (almost) always feel unsafe, by age and sex



Group 2: Feel unsafe travelling when dark (18% of people)

This group tended to feel unsafe travelling after dark, whether getting to a station or stop, waiting at the station or stop, or on the vehicle itself. They tended to feel at least fairly safe during the day. The only exception to this pattern was the underground/trams: 42% felt unsafe waiting at an underground/tram station/stop during the day, and 39% felt unsafe while on an underground/tram vehicle during the day. After dark, around half (48%) felt at least fairly safe in a taxi.

Figure 30: Proportion of respondents who feel unsafe travelling when dark, by age and sex



77% of this group were female, the most of any of the five groups. The group was noticeably skewed towards middle aged (35 to 54) and older female (55+): over half of people in the group were female over the age of 35 (59%). Related to this, 60% of people in this group were worried about being targeted or attacked on public transport due to their gender, including 75% of the females in the group.

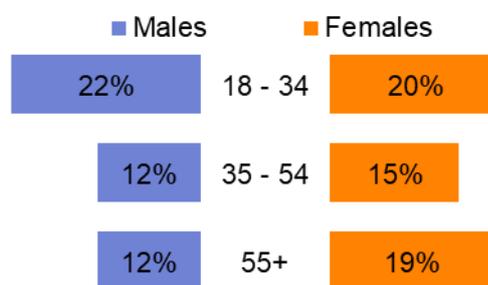
9% had experienced (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, in the past 12 months, which was in line with the national average. They were, however, more likely than average to have experienced sexual harassment or unwanted behaviours: 38%, compared to a national average of 28%.

This group used public transport only slightly less frequently than average, with 10% not having used it in the last 12 months. They were no more likely than average to avoid public transport due to safety concerns.

Group 3: Feel unsafe waiting at or getting to stops at (almost) all times (12% of people)

This group tended to feel unsafe when waiting at or getting to both during the day and after dark. There were, however, a few exceptions: during the day, most felt at least fairly safe waiting for trains (71%), coaches (71%) or taxis (62%); and after dark, 53% felt at least fairly safe waiting for coaches. Conversely, 59% felt unsafe on the underground/tram during the day, and 72% felt unsafe on the underground/tram after dark.

Figure 31: Proportion of respondents who feel unsafe waiting at or getting to stops at (almost) all times, by age and sex



This was the youngest group, with 42% aged 18 to 34, compared to 26% nationally. 54% were female, and 46% were worried about being targeted or attacked due to their gender, slightly higher than the 38% national average.

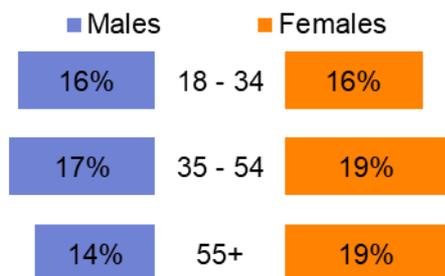
This group were more likely than average to have experienced (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, in the past 12 months: 16%, compared to a national average of 9%. They were also more likely to have experienced sexual harassment or unwanted behaviours: 44%, compared to a national average of 28%.

This group used public transport in line with the general population. Very few actively avoided public transport due to concerns about safety, although 9% avoided cycling for this reason.

Group 4: Feel unsafe waiting at or getting to stops after dark (12% of people)

This group was similar to Group 3, but instead of feeling unsafe when getting to or waiting at stops at almost all times, they only tended to feel unsafe in those locations after dark. One exception was taxis: 64% of this group felt at least fairly safe waiting for taxis or private hire vehicles (PHVs) and minicabs after dark.

Figure 32: Proportion of respondents who feel unsafe waiting at or getting to stops after dark, by age and sex



In most other ways, this group was broadly similar to the general population. 54% were female. Their age profile matched the general population, meaning they were slightly older than Group 3. They used public transport an average amount. They were no more or less likely than average to have

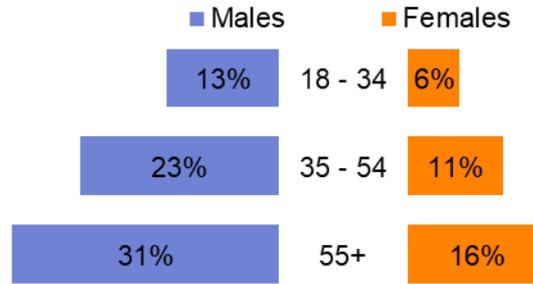
experienced threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, or to have experienced sexual harassment or unwanted behaviours.

Group 5: (Almost) always feel at least fairly safe (35% of people)

This was the largest group. They felt at least fairly safe in virtually all circumstances, although some did not feel safe when cycling.

This was the only majority-male group: two-thirds (67%) were males. Nearly half of all males (48%) were in this group, compared to only a fifth (22%) of females. The group also skewed heavily towards middle-aged (35-54) and older males (55+): 54% of this group were males aged 35+, and 31% were aged 55+. They were also less likely to be disabled (21%) than the general population (28%).

Figure 33: Proportion of respondents who (almost) always feel at least fairly safe, by age and sex



This group used public transport an average amount. Unsurprisingly, they were very unlikely to avoid public transport due to concerns about safety. While roughly 90% of people in each of the other four groups had experienced anti-social behaviour on public transport, only 77% of people in this group had. They were very unlikely to have experienced (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, or to have experienced sexual harassment or unwanted behaviours. They were the least likely group to be worried about being targeted or attacked due to a shared protected characteristic: 43% were worried, primarily about age.

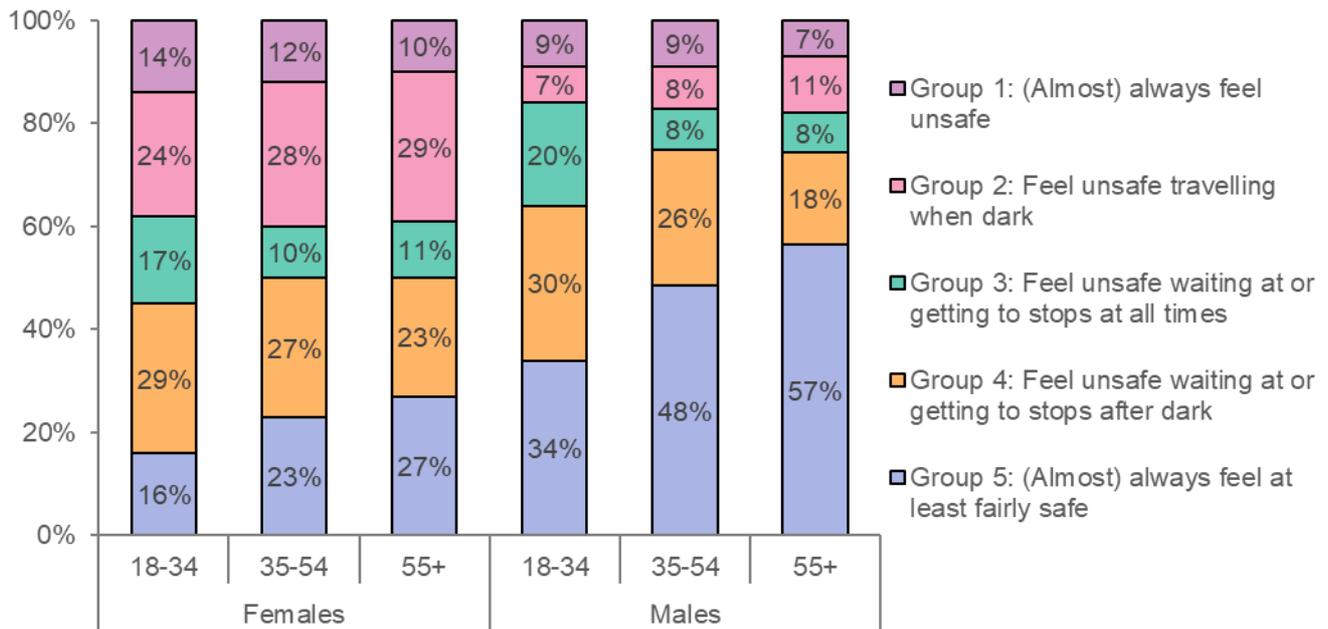
11.3 Reflections on the five groups

This section brings together some general reflections on the five groups. It does this by exploring a series of questions:

How are feelings of safety related to age and sex?

The analysis clearly supports and confirms the findings throughout this report that younger people, especially females, feel unsafe on public transport and are the most likely to have negative experiences while travelling. This shown clearly in Figure 34. The chart shows that the experiences of middle aged (35 to 54) and older males (55+) were largely consistent: most either felt at least fairly safe in all situations, or if they ever felt unsafe it is in a relatively narrow set of circumstances. By contrast, the experiences of females were far more diverse: they were spread across the five groups more evenly.

Figure 34: Group membership by age and sex



Bases: All GB adults, females aged 18-34 (404); 35-54 (877); 55+ (1,292); males aged 18-34 (210); 35-54 (670); 55+ (1,229).

What is behind this greater diversity in the experiences of females?

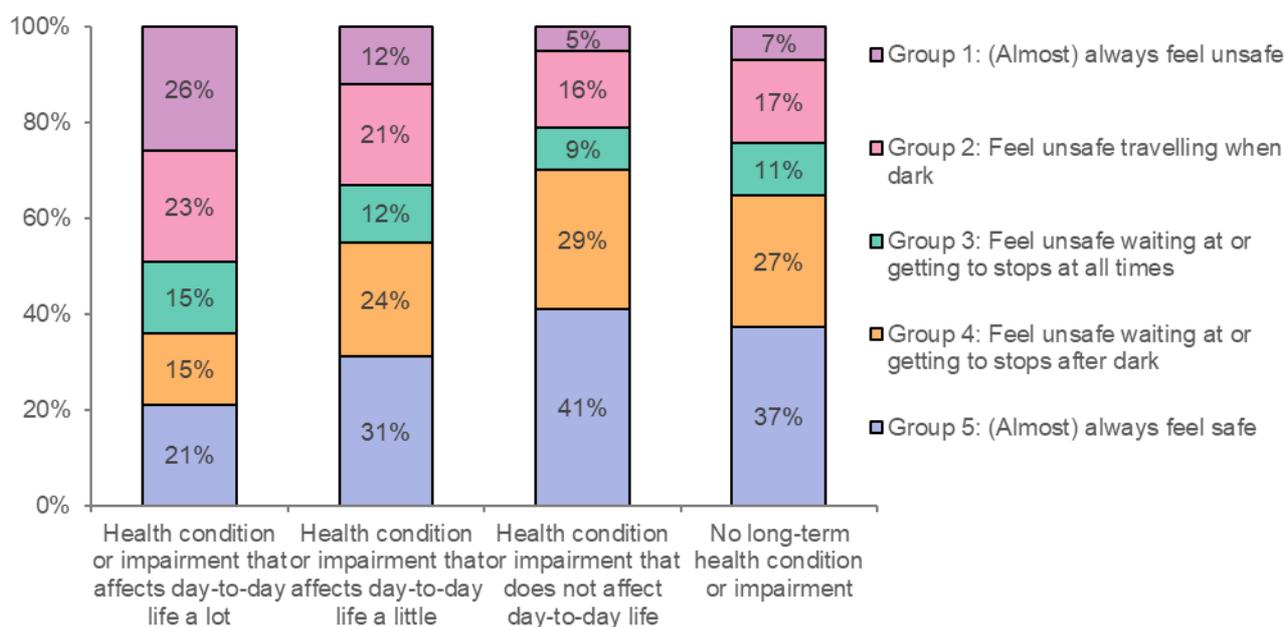
There were several factors that were clearly related to which group females were in:

- As already mentioned, female's age and their disability status were both relevant. In general, younger and disabled females felt at least fairly safe in the fewest circumstances. For instance, females aged 70+ were twice as likely to be in Group 5 (who almost always felt at least fairly safe) than females aged 18 to 29 (28%, compared to 14%). One in five disabled females (19%) were in Group 1 (who almost always felt unsafe), compared to one in ten non-disabled females (9%).
- Females with personal experiences of anti-social behaviour, (threats of) force, violence, harm, physical intimidation, verbal abuse, (attempted) theft, sexual harassment or unwanted behaviours, felt at least fairly safe in a narrower set of circumstances than females without these experiences. For instance, females with personal experiences of sexual harassment on public transport were twice as likely to be in Group 1 (who almost always felt unsafe), and almost twice as likely to be in Group 3 (who felt unsafe waiting at or getting to stops at almost all times). There is also evidence, discussed below, that the specific location that a negative experience occurred is related to the locations that females felt unsafe.
- Females who identified with a religion other than Christian were more than twice as likely to be in Group 1 (who almost always felt unsafe) compared to females who identify as Christian or with no religion (25%, compared to 11%).
- There were also regional differences. For instance, around a fifth of females in Northeast England and the West Midlands (20% and 19% respectively) were in Group 1 (who almost always felt unsafe), compared to a national average of 12%. However, due to some small numbers of participants in certain regions, this finding should be treated with caution.

How are feelings of safety related to disability and other personal characteristics?

The analysis clearly shows that feelings of safety were strongly related to disability, for both males and females. Nearly half of Group 1 (47%), who almost always feel unsafe, were disabled – far higher than among the other groups. This relationship becomes even clearer when looking at how strongly someone’s health condition or impairment affects their ability to carry out day-to-day tasks (Figure 35). According to the Equality Act definition, the first two categories of people are disabled: those whose long-term health condition or impairment affects their ability to carry out day-to-day activities a lot, or a little. The chart shows that disabled people whose impairment has the greatest impact on their day-to-day activities feel unsafe in the widest range of circumstances.

Figure 35: Group membership by disability



Bases: All GB adults aged 18+, health condition or impairment that affects day-to-day life a lot (487), a little (843), not at all (349), and no long-term health condition or impairment (2,997).

Compared to the relationship with sex, age and disability, other shared protected characteristics were less strongly related to feelings of safety. Non-white ethnic group public transport users were slightly more likely than those from white ethnic groups to be in Group 4 (who felt unsafe when waiting at or getting to stops after dark). People who identify with a religion (other than Christian), were slightly more likely than those who identify as Christian, or with no religion, to be in Group 1 (who almost always felt unsafe). There were no differences between people who identified as LGBO and or heterosexual in terms of which groups they were in.

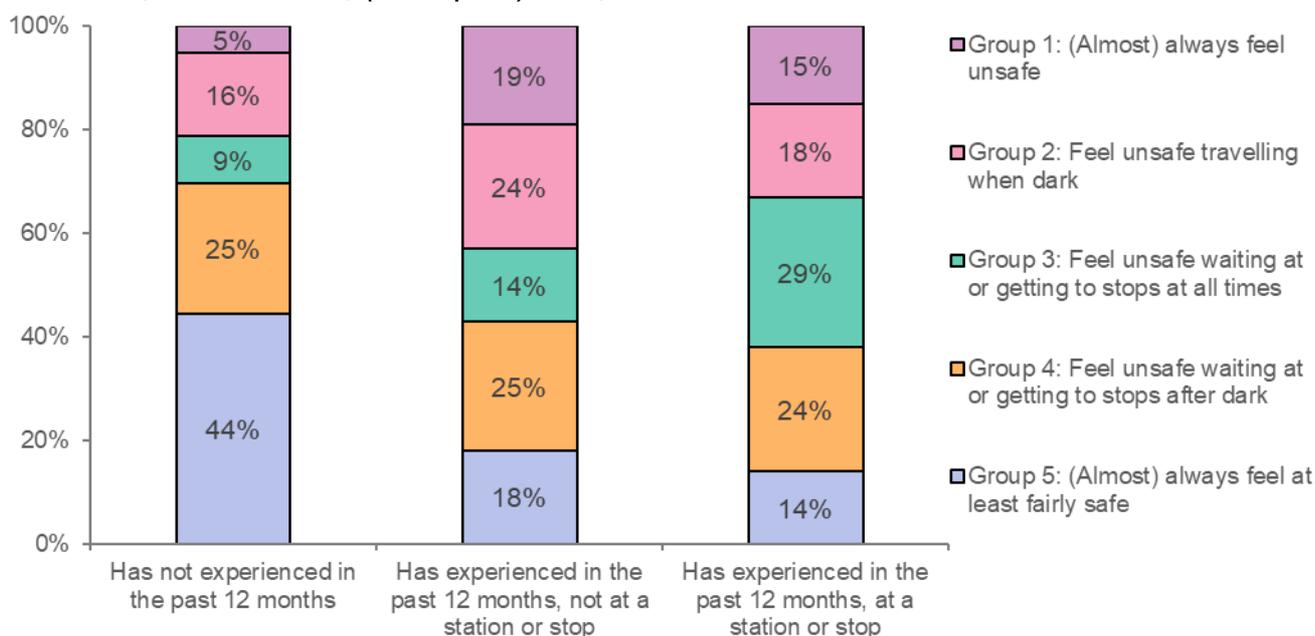
Do negative experiences on public transport lead to lasting impacts on feelings of safety?

Using the survey data alone, it is not possible to determine whether having negative experiences on public transport, such as verbal abuse or sexual harassment, is causally related to feelings of safety. We cannot say with confidence whether these types of negative experience led to lasting impacts on feelings of safety. But despite this, there is a strong

association between these experiences and feeling unsafe. People who have not had these experiences were much more likely to feel at least fairly safe in all or most circumstances.

We can go a little further by looking at whether the location and time of a negative experience is related to where and when people feel unsafe. Those who had one of these experiences were asked where the most recent such incident happened. Of those whose most recent experience was at a station or stop, 29% were in Group 3 (who felt unsafe getting to or waiting at stations or stops at almost all times) (Figure 36 **Error! Reference source not found.**). This compares to those whose most recent experience was somewhere else, of whom only 14% were in Group 3, and those who had no such experience at all, of whom just 9% were in Group 3. This supports, although does not conclusively confirm, the hypothesis that negative experiences lead to lasting impacts on feelings of safety, and that the specific nature of the experience informs the contexts in which people feel unsafe. The hypothesis is further supported by the findings in Chapter 9, which shows that these experiences can lead to lasting changes in people’s travel behaviour. For example, 28% of females aged 18 to 34 shared their location or let someone know their travel plans following such an experience, compared to 13% of males the same age.

Figure 36: Class membership by experiences of (threats of) force, violence, harm, physical intimidation, verbal abuse, (attempted) theft, sexual harassment and unwanted behaviours



Bases: All GB adults aged 18+ who have not experienced (threats of) force, violence, harm, physical intimidation, verbal abuse and (attempted) theft, sexual harassment or unwanted behaviours in the past 12 months (3,133); who have experienced but not at a station or stop (1,311); and who have experienced at a station or stop (258).

Why do people feel less safe on the underground / tram?

Compared to other modes, people felt less safe on the underground or tram, both on the vehicle and when waiting at stations or stops. Those groups who only felt unsafe in narrowly defined circumstances, such as after dark, nonetheless tended to feel unsafe on the underground or tram in a wider set of circumstances.

But it is important to put this finding into a wider context. While trains, buses, coaches and taxis are available in most parts of the country, underground and trams are not. These findings on feelings of safety on the underground and trams therefore include the views of

many people who do not regularly use these modes, or who live in areas where these modes are unavailable. The data suggests that when looking at people who live in London, or in urban areas, or who use the underground or tram frequently, then the underground/tram does not stand out as clearly as the mode people feel least safe on. For instance, 55% of Group 4 (who feel unsafe getting to or waiting at stations and stops after dark) felt unsafe on the underground/tram after dark, but looking only at those who actually used the underground/tram at least monthly, this fell to 29%. In other words, the fact that people feel less safe on the underground or tram, on average, may *in part* be driven by people who do not have regular access to or use of the underground or tram.

12. Discussion

This chapter reflects on the findings from Chapters 3 to 11 and draws out four overarching insights. In doing so, the chapter suggests some possible directions for future research.

1. Females (especially young females aged 18 to 34 years) tended to feel much less safe on public transport than others.

By far the clearest and most consistent theme in this report is that females felt less safe on public transport than males and were more likely to have a wide range of negative experiences, from anti-social behaviour to violence and intimidation to sexual harassment. This was truer still of younger females:

- Just 16% of females aged 18 to 34 felt at least fairly safe in almost all circumstances on public transport, compared to 34% of males the same age, and 57% of males aged 55+. The differences were particularly stark after dark: just 22% of females aged 18 to 34 felt at least fairly safe at bus stops after dark compared to 39% of males the same age and 63% of males aged 55+.
- While 12% of females felt unsafe in almost all circumstances on public transport, 19% of disabled females felt this way.
- Two-thirds of females (66%) were concerned about being attacked or targeted on public transport as a result of their sex. 80% of females aged 18 to 34 felt this way, compared to just 13% of males the same age.
- Young females were more likely to experience anti-social behaviour. 88% of females aged 18 to 34 had experienced people under the influence or drinking excessively on public transport which made them feel less safe, compared to 78% of males the same age and 56% of males aged 55+.
- Females aged 18 to 34 were almost twice as likely as males the same age to have had threats or experiences of force, violence, harm or physical intimidation in the past 12 months (16% compared to 9%), which includes sexual assault.
- Females aged 18 to 34 were more than three times as likely as females aged 55+ to have experienced verbal abuse in the past year (14% compared to 4%). 39% of all verbal abuse experienced by public transport users was related to their sex.
- Young females were much more likely than others to experience sexual harassment and unwanted behaviours. Over one in five females aged 18 to 34 (22%) had experienced some type of sexual harassment in the past year: 19% had experienced inappropriate sexual jokes, comments or gestures; 5% had experienced deliberate unwanted touching that was not sexual; and 3% had experienced unwanted (attempted) touching in a sexual way. 45% of females aged 18 to 34 had experienced staring in the past 12 months, compared to 21% of males the same age, and 13% of females aged 55+.
- Negative experiences on public transport like verbal abuse, violence or harassment, were more likely to affect female's ongoing travel behaviour than males'. This was also true of anti-social behaviour: 44% of females who had an experience of anti-social behaviour changed how they travel on public transport as a result, compared to 30% of females. Given that experiences of anti-social behaviour were extremely widespread, this means that 38% of female public transport users have had an experience of anti-social behaviour in the past year that has led them to change their travel behaviour in some way.

Collectively, these findings emphasise the deep differences of experience between groups. Using public transport is a fundamentally different experience for younger females compared to older males.

Questions for future research: To what extent are young female's feelings of unsafety specific to public transport, and to what extent are they a result of broader societal issues? What do young females feel would be most effective in helping them to feel, and be, safer on public transport? What needs to change in the behaviour of other public transport users for young females to feel safer on public transport?

2. Not everyone is entirely free to choose whether and how they use public transport. This needs to be considered when thinking about personal safety.

Throughout this report, we have looked at how safe different groups feel on public transport, and which groups were more or less likely to have certain kinds of negative experiences, such as anti-social behaviour, verbal abuse, violence, or sexual harassment. When interpreting these findings, it is important to place them in context. Different people have different travel needs: some commute daily whereas others have very little need to travel at all. Some people have access to cars or other private vehicles; others do not. Some people live in areas with extensive public transport services, whereas others live in remote rural areas.

Table 2 (see Section 4.1) shows the proportion of people who use a given mode at least monthly, by age and sex. It shows that younger people (those aged 18 to 34) drove less frequently and were more frequent users of public transport (and taxis) than older people. This is broadly consistent with data from the NTS⁷.

Chapter 3 of this report confirms that people who felt unsafe on public transport were unlikely to actively avoid public transport as a result. And Chapter 9 confirms that negative experiences on public transport – like violence, verbal abuse, or sexual harassment – were unlikely to lead people to stop using it. Some public transport users changed their travel behaviour by travelling at different times of day or by sharing their location with someone, but relatively few avoided public transport entirely.

There are at least two implications here. Firstly, part of the reason that younger people were more likely to have had negative experiences on public transport is simply that they use public transport more often. But secondly, this data shows that many people (especially young females) use public transport frequently despite feeling consistently unsafe and having negative experiences while doing so. This is likely related to a lack of choice: younger people are more likely to need to commute and to live in urban areas, and less likely to have access to a car.

These themes are particularly clear in London. Experiences of violence, verbal abuse, threats, sexual harassment and unwanted behaviours (like staring or an invasion of personal space) were all disproportionately likely to happen in London. But people were also much more likely to be very frequent users of public transport in London than elsewhere. People in London were also less likely to report things that they witnessed on public transport than people elsewhere.

Questions for future research: Would some people avoid public transport due to safety concerns if they could? Are young people, especially young females, more likely to use public transport at times and in places where crime and harassment are more likely to occur? What

⁷ [National Travel Survey - GOV.UK](https://www.gov.uk/national-travel-survey)

is the impact on people of consistently feeling unsafe while using public transport? Why are people less likely to report negative experiences in London?

3. In some ways, personal safety issues on public transport are unique, but in other ways they are consistent with wider safety issues.

The 2025 Crime Survey for England and Wales⁸ found that 68% of females felt at least fairly safe walking alone after dark, compared to 89% of males. This pattern – feeling less safe at night – also applies to public transport, as shown in this report and others. For example, in Wave 8 of the NTAS⁹, when asked to describe what personal safety meant to them, the most commonly selected option by females was a well-lit station or stop. Clearly, adequate lighting is a key factor in feelings of safety, both on public transport and elsewhere.

But there are other personal safety issues that are more unique to public transport. For example, invasion of personal space, such as someone sitting or standing too close either intentionally or unintentionally, were more likely than other incidents to occur in the day, on weekdays, and in the morning between 9am and midday, suggesting that it may be related to commuting or travelling at busier periods. Similarly, staring may be more common on public transport, such as buses where passengers are often seated or standing in close proximity to others, increasing the likelihood of unwanted attention.

It is challenging to disentangle which experiences are unique or overrepresented on public transport and which are not, without data collected in the exactly the same way across contexts. While efforts were made in this study to align questions with CSEW, differences in the overall study designs and question wording make these comparisons difficult.

Questions for future research: Why do many people feel less safe at stations and stops than they do on public transport vehicles? What would make them feel safer at stations and stops, and how does this vary across modes? Why, exactly, do people feel less safe after dark on public transport? Is this because fewer people are around, or because other passengers are more likely to be drunk or behaving badly, or something else? What would help people to feel safer when travelling after dark?

4. It is critical to consider the experiences of disabled people and other groups with protected characteristics. In some ways, efforts to improve the experiences of these groups are likely to be mutually beneficial.

Although the experiences of young females stand out in the research, those with other shared protected characteristics also tended to feel less safe and have more negative experiences. For example, public transport users who identified as LGBO were especially likely to have experienced verbal abuse (20%) or (threats of) violence, harm or physical intimidation (19%). 36% had experienced staring, 26% had experienced an invasion of personal space, and 26% had experienced sexual harassment.

The experiences of disabled people also stood out as distinct. Nearly half (47%) of those who felt unsafe in virtually all circumstances on public transport were disabled. Disabled people were more likely to experience staring; invasion of personal space; verbal abuse; and (threats of) violence, harm or physical intimidation. 32% of disabled people who had been verbally abused felt the abuse was about their disability.

⁸ Crime in England and Wales: Annual supplementary tables - Office for National Statistics

⁹ National Travel Attitudes Study Wave 8 - GOV.UK

Previous DfT research on inclusive transport¹⁰ has confirmed that many of the factors that are most important for disabled people to travel confidently are also important for females. This includes the availability of staff, the behaviour of other passengers, and the availability of toilets. Overcrowding was particularly problematic for both disabled people and females. Considering these overlaps and connections in the needs and experiences of different vulnerable groups can help to identify possible “win-win” policy interventions.

Questions for future research: What do disabled feel would be most effective in helping them to feel, and be, safer on public transport? What are the most effective ways of reducing discrimination, hate speech, and verbal abuse on public transport?

¹⁰ [Inclusive Transport Strategy Evaluation Summary report: learnings and lessons for future policy](#)

Appendix A: Glossary

Terms used in this report

This section provides definition for terms used in this report.

- **Antisocial behaviour experiences:** Experiences in the last 12 months public transport users saw while using public transport which made them feel less safe on the journey, these include:
 - Excessively noisy people
 - Excessively loud music
 - People under the influence of alcohol or drinking excessively
 - People using or dealing drugs, or evidence of drugs
 - People swearing, shouting or fighting
 - Vandalism, criminal damage or graffiti (e.g. vehicles, bus shelters)
 - Things around you being broken or poorly maintained
 - Smoking or vaping on parts of the journey where it is not allowed.
- **Disability:** People who have a long-term condition that limits their ability to carry out day-to-day activities.
- **Ethnicity:** Ethnicity describes the ethnic group people identify with.
- **Gender identity:** A person's sense of their own identity, whether male, female or another category such as non-binary. This may or may not be same as their sex registered at birth. Please note that the number of participants whose gender identity differed from their sex registered at birth was too small to conduct any separate analysis on this group.
- **Personal Safety:** Travelling without the risk of harassment, discrimination, the threat of violence, or being a victim of a crime. It does not include concerns about illness, or getting injured by an accident.
- **Public transport:** Local buses, trains, underground services, light rail and trams.
- **Public transport user:** People who use local buses; trains; underground services; light rail and / or trams; or taxis / PHVs. They must have used at least one of these transport modes at least once in the last 12 months. This also includes all aspects of a journey – from getting to and from stops or stations, waiting at stops or stations, and travelling on the vehicle itself.

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- **Reporting an incident:** Telling any of the following people or services about the incident (which may or may not include officially reporting the incident):
 - The transport provider (the bus/rail/underground/metro/tram company)
 - The driver of the vehicle
 - The on-board staff
 - The station staff; the police (including British Transport Police)
 - An app dedicated to reporting crime on transport, such as Crimestoppers.
 - **Sex:** The label recorded at birth, male, female or intersex.
 - **Sexual harassment:** Inappropriate sexual jokes, comments or gestures; sexually explicit pictures or videos shared without permission; someone indecently exposing themselves (flashing); and deliberate unwanted touching (or attempted touching) in a sexual and non-sexual way.
 - **Sexual orientation:** An umbrella term covering sexual identity, attraction and behaviour.

People who described their sexual orientation as gay or lesbian, bisexual, or other sexual orientation have been described as identifying as LGBO.

People who described their sexual identity as straight or heterosexual have been described as identifying as heterosexual.
 - **Speaking or telling someone about an incident:** Telling any of the following people or services about the incident:
 - Friends or family
 - A health professional; a local council department (e.g. social services, housing department)
 - Any other government agency (e.g. benefit agency)
 - A counsellor or therapist
 - Victim Support
 - A helpline.
 - **Transport provider:** The bus, coach, rail, underground, metro or tram company and operator.
 - **Underground:** The underground, tube, metro or tram.
 - **Unwanted behaviours:** Experiences while travelling on public transport that made you feel upset, distressed or threatened, these include:
 - Staring
 - Personal invasion of space (e.g., intentionally sitting or standing too close)
 - Being followed.

-
- **Witnessing an incident:** Seeing or hearing any of the following incidents happen to someone else while using public transport:
 - Hearing hurtful, abusive or inappropriate comments being made
 - Seeing threats of violence, or attempts at physical harm being made
 - Seeing something being stolen, or an attempt to steal something
 - Seeing force or violence being used (e.g. slapping, hitting, punching, kicking, deliberate pushing, or sexual violence or sexual assault)
 - Seeing threatening body language or other physical intimidation being used.

Appendix B: Technical Methodology

The survey was conducted using a sequential mixed-mode design, where participants were invited to complete the survey online via Computer-Assisted Web Interviewing (CAWI). Those who did not respond were then contacted by telephone using Computer-Assisted Telephone Interviewing (CATI), delivered by NatCen's Telephone Unit. This approach was selected to improve coverage and response rates across different population groups, particularly for individuals who may have limited digital access or lower confidence using online tools.

To ensure the questionnaire was clear, accessible, and did not cause distress, cognitive interviews were conducted during the development stage. Cognitive interviewing uses 'think aloud' and probing techniques to gain insight into the thought processes respondents go through when answering survey questions. A total of 12 interviews were carried out by NatCen researchers. Participants were sampled purposively to reflect a mix of demographics and experiences. The testing focused on respondents' comprehension of key terms (e.g., personal safety and public transport), sensitivity to question content, and ease of navigation through the survey. Insights from this testing led to refinements in question wording, response categories, and routing logic. Participants who completed the cognitive interviews were offered a voucher up to the value of £20 depending on the length of the survey as a thank-you for their time.

Questionnaire design and structure

The final questionnaire was structured as follows:

1. **Perceptions and attitudes of personal safety on public transport**
Asked of all respondents and explored how safe participants felt when using public transport, considering different times of day and modes of transport.
2. **Transport use and frequency**
Asked of all respondents and covered frequency of public transport use in the past 12 months, as well as which modes were used (e.g., bus, train, tram, underground).
3. **Experiences of crime or unwanted behaviours on public transport**
Asked only of those who reported using public transport or a taxi/PHV in the past 12 months. This section included:
 - 3.1 Anti-social behaviour (ASB)
 - 3.2 More serious ASB, violence, and theft
 - 3.3 Sexual harassment
 - 3.4 Most recent experiences
 - 3.5 Witnessing a crime or unwanted behaviour
4. **Background and demographic questions**
Asked of all respondents and included standard questions on sex, age, ethnicity, disability status, religion, and other socio-demographic characteristics.

Due to the content of the questionnaire, a trauma-informed approach was used in its design and structure to minimise distress and re-traumatisation for respondents. This approach involved several key considerations.

- Section introductions about experiences which had undermined personal safety (3.1 to 3.5) were carefully tested during the design phase and cognitive testing. This was to ensure that respondents were not taken by surprise by the questions being asked. This involved including definitions of key terms (such as personal safety and public transport),

acknowledging the potential challenges and explaining the rationale behind the questions being asked in the questionnaire.

- Instead of relying on broad definitions of anti-social behaviour, sexual harassment, and violence, respondents were asked to identify incidents from specific descriptions provided in each of the sections about experiences which undermined personal safety (3.1 to 3.5). This ensured clarity and reduced the likelihood of misinterpretation by respondents.
- No assumptions were not made regarding the severity or impact of experiences of anti-social behaviour, violence, verbal abuse, theft, sexual harassment, or unwanted behaviours on public transport. It was recognised that different incidents can affect individuals in varied ways.
- Careful attention was paid to the wording of follow-up questions about experiences which had undermined personal safety (3.2 to 3.5) to avoid repeatedly triggering or re-traumatising respondents.
- An Emergency Skip (EmrSkp) function was embedded in the survey for sections of the questionnaire which asked follow-up questions about experiences which had undermined personal safety (3.2 to 3.5). If a respondent selected “Prefer not to answer” twice within these sections, they were presented with a prompt offering three options:
 - Skip to the end of the section,
 - Continue answering the questions, or
 - Transfer to the web version (if completing the survey by telephone).

This feature was developed to give respondents more control over their participation and to minimise the risk of distress, while still enabling the collection of valuable data.

- A link to a range of relevant support services and helplines across the UK was also embedded at the end of the survey and within the privacy notice.
- Respondents who completed the questionnaire via telephone interview had the option to complete the follow-up questions about experiences which had undermined personal safety (3.2 to 3.5) online if they preferred to not have to discuss experiences these with the telephone interviewer and minimise re-traumatisation.

The length of the survey varied depending on respondents’ transport use and whether they had experienced or witnessed any of the listed behaviours. Those who reported experiences of anti-social behaviour, violence, verbal abuse, theft, sexual harassment, or unwanted behaviours on public transport were routed into additional follow-up questions. These covered details such as when and where the incident occurred, who was present, and whether it was reported. As a result, these respondents completed a longer version of the questionnaire.

Harder-to-reach groups, such as those who experienced both a serious incident and anti-social behaviour in the past 12 months received a differential incentive for their participation in the survey. This included participants who completed sections 3.2, 3.3, and 3.4 who were offered an enhanced incentive in recognition of the additional time commitment and the potentially sensitive nature of the content.

Fieldwork, sample, response rate and weighting

Fieldwork was conducted using a sample drawn from the random-probability NatCen Opinion Panel. The panel consists of adults aged 18+ who have agreed to be contacted for social research and are recruited from probability-based surveys, where participants are selected at random using the Postcode Address File (PAF) as a sample frame. For this study, participants were recruited from the British and Scottish Social Attitudes survey. All active panel members were eligible for invitation, from which a random sub-sample of 9,500 adults

aged 18+ and living in Great Britain were selected, maintaining the probability-based design. Selection probabilities were adjusted by sampling in proportion to weights reflecting the extent to which panel members characteristics (age, sex, region, ethnicity) were over- or under-represented in the eligible panel. The procedure improves the representativeness of the sample as much as possible.

Fieldwork was conducted over four weeks using a mixed-method approach combining online and telephone surveys. Respondents were initially invited to take part online, with web fieldwork running from 6 March to 6 April 2025. Those who did not participate online were issued to the telephone fieldwork team to conduct telephone interviews with participants, which ran from 15 March 2025 to 6 April 2025. Participants received multiple reminders via letter, email, text and phone to encourage their participation.

In total, 4,904 panel members completed the survey, with 4,669 participating online and 234 via telephone. Several quality checks were implemented both during and after the survey to ensure data quality. Page-level paradata were used to identify participants who completed the survey particularly quickly, which could indicate a lack of attention. Additionally, responses were cross-checked with historical panel information to verify that the original panel members were indeed the ones participating. Following these validation checks, 595 interviews were removed; these are not included in the final count of 4,904 completed surveys.

Overall, the survey achieved a 58% response rate among those invited to participate. Weights were applied to the data to adjust for unequal selection probabilities and to correct for potential non-response bias. The recruitment surveys are already weighted to adjust for non-response. Further weights are computed to adjust for selection probabilities used in the sampling process and all non-response/attrition that occurs after the recruitment surveys but prior to sampling. The final survey weight is the product of these weights. This multi-stage approach is ideal because the correlates of non-response can be different at each stage. The weighting process ensured that the final achieved sample was representative of the adult population in Great Britain. The overall DEFF was 1.71, giving an effective sample size (NEFF) of 2,860.

Participants were offered an £5 incentive as a thank you for their time which doubled to £10 depending on the length of the survey. Incentives were emailed or posted to participants in the form of a Love2Shop voucher.

Analysis

The data were analysed using a combination of descriptive, bivariate, and multivariate statistical techniques. All findings were tested for statistical significance at the 95% confidence level. Unless otherwise stated, only statistically significant differences are reported.

To explore how people's experiences and perceptions of public transport varied across the population, results were examined by key demographic and behavioural characteristics, including:

- Age
- Sex
- Combined age and sex
- Frequency of public transport use
- Ethnicity
- Presence of a physical or mental health condition
- Sexual orientation

-
- Religion
 - Region (based on latest government boundaries)

In addition to these subgroup comparisons, a Latent Class Analysis (LCA) was conducted to identify groups of participants who shared similar situational profiles in which they felt unsafe on public transport. LCA is a statistical method that classifies individuals into unobserved (latent) groups based on patterns in their responses. In this study, it was used to explore how combinations of factors such as mode of transport and time of day were associated with feelings of unsafety.

Appendix C: Questionnaire Specifications

A unimodal questionnaire design approach was adopted for the development of the survey instrument. This means that differences between the web and telephone survey have been actively minimised. Differences between the two modes, when unavoidable, are marked in the questionnaire specification presented below.

Colour legend:

	Questions' routing, name, and other specifications (e.g. multicode vs. grid)
	Instructions for programmers
	Start and end of section-specific filters and/ or specifications

Annotations:

	Bolding starts
	Bolding ends
<i>	Italic starts
</i>	Italic ends
HL	Helplink: appears next to answer categories
HS	Helplink: appears after a question stem, or for FAQ-style purposes underneath a question stem

START SURVEY.

1. Perceptions and attitudes of safety on public transport

TS1_Start [SET TIME STAMP HERE]

{ASK ALL}

IntroSafDisp

"This section is about your personal safety on public transport in England, Scotland and Wales."

Before proceeding, {IF WEB "please read the definitions below"; IF CATI "I will read out two definitions"} which will serve as reference for your answers:

- By public transport we mean local buses, trains, underground services, light rail and trams. We're interested in all aspects of a journey – from getting to and from stops or stations, waiting at stops or stations, and travelling on the vehicle itself.
- By personal safety we mean travelling without the risk of harassment, discrimination, the threat of violence, or being a victim of crime. It does <u>NOT</u> include concerns about illness, or getting injured in an accident."

DISPLAY

{ASK ALL}

SafetyPT [FLIP SCALE 1-4]

“Thinking about your personal safety in general...

How safe or unsafe would you feel travelling on public transport?”

HS - What does this survey mean by ‘public transport’?

HS - What does this survey mean by ‘personal safety’?

#G_ReadOut_II1

1. Very safe
2. Fairly safe
3. Fairly unsafe
4. Very unsafe

{ASK ALL}

Safety1Day [COLLAPSIBLE GRID; FLIP SCALE 1-4]

“Now, thinking about your personal safety at various stages of a journey...

How safe or unsafe would you feel when travelling on public transport **during the day?”**

HS - What does this survey mean by ‘public transport’?

HS - What does this survey mean by ‘personal safety’?

G_Collapsible_Grid_II1

GRID ROWS

1. On a train
2. At a railway station
3. On a bus
4. At a bus stop, station, or park and ride
5. On a coach
6. At a coach station
7. On the underground, tube, metro or tram
8. At the underground, tube, metro or tram station or stop

GRID COLS

1. Very safe
2. Fairly safe
3. Fairly unsafe
4. Very unsafe

{ASK ALL}

Safety1Night [COLLAPSIBLE GRID; FLIP SCALE 1-4]

“And still thinking about your personal safety at various stages of a journey...

How safe or unsafe would you feel when travelling on public transport **after dark?”**

HS - What does this survey mean by ‘public transport’?

HS - What does this survey mean by ‘personal safety’?

G_Collapsible_Grid_II1

GRID ROWS

1. On a train
2. At a railway station
3. On a bus
4. At a bus stop, station, or park and ride
5. On a coach
6. At a coach station
7. On the underground, tube, metro or tram
8. At the underground, tube, metro or tram station or stop

GRID COLS

1. Very safe
2. Fairly safe
3. Fairly unsafe
4. Very unsafe

{ASK ALL}

Safety2Day [COLLAPSIBLE GRID; FLIP SCALE 1-4]

“And still thinking about your personal safety at various stages of a journey...

How safe or unsafe would you feel when travelling these ways during the day?”

HS - What does this survey mean by ‘public transport’?

HS - What does this survey mean by ‘personal safety’?

G_Collapsible_Grid_II1

GRID ROWS

1. In a taxi, black cab, minicab, private hire or app-based minicab
2. At a taxi rank or in a public place where you have arranged for a minicab or private hire to collect you
3. Walking or using a wheelchair or mobility scooter to or from a public transport stop or station
4. Cycling to or from a public transport stop or station

GRID COLUMNS

1. Very safe
2. Fairly safe
3. Fairly unsafe
4. Very unsafe

{ASK ALL}

Safety2Night [COLLAPSIBLE GRID; FLIP SCALE 1-4]

“And finally, thinking about your personal safety at various stages of a journey...

How safe or unsafe would you feel when travelling these ways after dark?”

HS - What does this survey mean by ‘public transport’?

HS - What does this survey mean by ‘personal safety’?

G_Collapsible_Grid_II1

GRID ROWS

-
1. In a taxi, black cab, minicab, private hire or app-based minicab
 2. At a taxi rank or in a public place where you have arranged for a minicab or private hire to collect you
 3. Walking or using a wheelchair or mobility scooter to or from a public transport stop or station
 4. Cycling to or from a public transport stop or station

GRID COLUMNS

1. Very safe
2. Fairly safe
3. Fairly unsafe
4. Very unsafe

{ASK ALL}

WAttack

“Thinking about journeys you make or might make on public transport, are you **concerned about** being targeted or attacked because of any of these characteristics?

Please consider both travel during the day and after dark.”

HS - What does this survey mean by ‘public transport’?

#G_Multi_I11 [MULTICODE]

1. Your ethnic origin or race
2. Your gender
3. Your disability status
4. Your transgender identity
5. Your sexual orientation
6. Your age
7. Your religion or beliefs
8. Pregnancy
9. None of these [EXCLUSIVE]

TS1_End [SET TIME STAMP HERE]

2. Transport use and frequency

TS2_Start [SET TIME STAMP HERE]

{ASK ALL}

IntroTrUse

“The next questions are about how often you use different modes of transport. When answering think about **the last 12 months**. That is, since {TODAY’S MONTH} 2024.

Please only include travel within **England, Scotland and Wales**.”

DISPLAY

{ASK ALL}

TraMode [COLLAPSIBLE GRID]

“Thinking about **the last 12 months**, how often, if at all, did you travel by the following modes of transport?

This could be for any purpose, such as: commuting to work, errands, shopping, visiting friends or family, leisure or business activities.

If it varies, please choose the answer that best represents your overall use over the past 12 months.”

#G_Collapsible_Grid_II1

GRID ROWS

1. Train
2. Bus
3. Coach
4. Underground, tube, metro or tram
5. Taxi, black cab, minicab, private hire or app-based minicab
6. Walking or using a wheelchair or mobility scooter to or from a station, stop or taxi rank
7. Cycling to or from a station, stop or taxi rank
8. By car as a driver
9. By car as a passenger

COLUMN ROWS

1. Daily
2. Weekly
3. Fortnightly
4. Monthly
5. Every 3 months
6. Every 6 months
7. Once a year
8. Not used in last 12 months / never

DK/PNTA NOT ALLOWED

{COMPUTE FOR ALL}

COMPUTE DV PTUser

IF any TraMode 1 to 5 IN 1..7 PTUser = 1 (“Uses public transport”) (i.e. travels by at least one of train..taxi between daily and once a year)

ELSE PTUser = 2 (“Does not use public transport”)

{ASK IF TraMode = 8 for any grid rows 1 to 7}

AvoidSaf [COLLAPSIBLE GRID; DYNAMIC ROWS DEPENDING ON ANSWER AT PREVIOUS Q.]

“You said you have never used, or haven’t used in the last 12 months, the following mode(s) of transport.

Do you avoid any of these modes of transport because of concerns about your **personal safety** **?”**

HS - What does this survey mean by ‘personal safety’?

#G_Collapsible_Grid_II1

GRID ROWS

1. Train

-
2. Bus
 3. Coach
 4. Underground, tube, metro, or tram
 5. Taxi, black cab, minicab, private hire or app-based minicab
 6. Walking or using a wheelchair or mobility scooter to or from a station, stop or taxi rank
 7. Cycling to or from a station, stop or taxi rank

GRID COLUMNS

1. I avoid it due to concerns about my **personal safety**
2. I avoid it for other reasons (e.g. costs, reliability, comfort, availability, etc.)
3. I don't avoid it / I don't need to use it

3. Experiences of crime on public transport

START FILTER: IF PTUser = 1

TS3_Start [SET TIME STAMP HERE]

{ASK ALL}

IntroCrime

"The next questions are about things you may have experienced **on public transport in the last 12 months**. That is, since {TODAY'S MONTH} 2024. While experiences from before this period are also important, focusing on the last 12 months helps us track how personal safety changes from one year to the next.

We're interested in all experiences – from things you considered quite minor to things you felt were more serious. However, please only include experiences within **England, Scotland and Wales**.

We understand that this may be a sensitive topic as we'll be asking about antisocial behaviour, crime and sexual assault. Although the questions may seem quite intrusive, they are important in helping us to understand more about these experiences.

- {IF TEL: "If you don't want to answer any questions, simply let me know."}
- {IF WEB: **Not sure or don't want to answer?** If we ask a question you don't know the answer to, or you would prefer not to answer, simply leave the question blank and click the 'Next' button to make the options 'Don't know' and 'Prefer not to say' appear.}

{IF WEB: "Links to support services and helplines will be provided at the end of the survey. Alternatively, at any point you can click on the 'Privacy' link on the purple banner at the top of this page to be redirected to this additional information.}

Press 'Next' to continue."

DISPLAY

3.1 Anti-social behaviour (ASB)

{ASK ALL}

ASBPre [COLLAPSIBLE GRID]

"Thinking about your personal safety, in the last 12 months have you seen any of the following things whilst using public transport which **made you feel less safe** on the journey?"

HS - What does this survey mean by 'public transport'?

#G_Collapsible_Grid_II1

GRID ROWS

1. Excessively noisy people
2. Excessively loud music
3. People under the influence of alcohol or drinking excessively
4. People using or dealing drugs, or evidence of drugs
5. People swearing, shouting or fighting
6. Vandalism, criminal damage or graffiti (e.g. vehicles, bus shelters)
7. Things around you being broken or poorly maintained
8. Smoking or vaping on parts of the journey where it is not allowed

COLUMN ROWS

1. Yes
2. No

{COMPUTE FOR ALL}

COMPUTE DV ASBExp

IF ANY ASBPre [1..8] = 1 THEN ASBExp = 1 ["Has experienced anti-social behaviour"]

ELSE ASBExp= 2 ["Has not experienced anti-social behaviour"]

{ASK IF ANY ASBPre[1..8] = 1 AND MORE THAN ONE YES}

ASBRecent

"Which of these things have you personally seen most recently whilst using public transport which made you feel unsafe?"

If your experience fits into more than one category, choose the category that you feel is most relevant."

1. Excessively noisy people
2. Excessively loud music
3. People under the influence of alcohol or drinking excessively
4. People using or dealing drugs, or evidence of drugs
5. People swearing, shouting or fighting
6. Vandalism, criminal damage or graffiti (e.g. vehicles, bus shelters)
7. Things around you being broken or poorly maintained
8. Smoking or vaping on parts of the journey where it is not allowed

{COMPUTE FOR ALL}

COMPUTE DV ASBExpDesc [String variable so that this can act as a textfill]

IF (COUNT (ASBPre[1..8] = 1) = 1), ASBExpDesc = ASBPre

IF (COUNT (ASBPre[1..8] = 1) > 1), ASBExpDesc = ASBRecent

IF ASBRecent= Dk,Ref THEN ASBExpDesc= randomly select one code of those selected at ASBPre

SET ASBExpDesc TO BOLD.

Textfills:

1. **Excessively noisy people**
2. **Excessively loud music**
3. **People under the influence of alcohol or drinking excessively**
4. **People using or dealing drugs, or evidence of drugs**
5. **People swearing, shouting or fighting**

-
6. Vandalism, criminal damage or graffiti
 7. Things around you being broken or poorly maintained
 8. Smoking or vaping on parts of the journey where it is not allowed

{ASK IF ASBExp=1}

ASBWhen

“Roughly how long ago did this incident happen?”

#G_ReadOut_II1

1. Less than 1 month ago
2. 1 month to less than 3 months ago
3. 3 months to less than 6 months ago
4. 6 months to less than 9 months ago
5. 9 months to less than 1 year ago

{ASK IF ASBExp = 1}

ASBMode

“We will now ask you about the most recent time that whilst using public transport you saw:{ASBExpDesc}....

Where did it happen?”

#G_ReadOut_II1

1. On a train
2. At a train station
3. On a bus
4. At a bus stop, station, or park and ride
5. On a coach
6. At a coach station
7. On the underground, tube, metro or tram
8. At an underground, tube, metro, tram station or stop
9. In a taxi, black cab, minicab, private hire or app-based minicab
10. At a taxi rank or in a public place where you have arranged for a minicab or private hire to collect you
11. Walking or using a wheelchair or mobility scooter to or from a public transport stop or station
12. Cycling to or from a public transport stop or station
13. Somewhere else (please specify)

PROGRAMMER: SET SHARED LIST. USED AT ASBMode, CriMode, WitMode

{COMPUTE FOR ALL}

COMPUTE DV ASBMod [String variable so that this can act as a textfill]

ASBMod = ASBMode

IF ASBMode=Dk,Ref THEN ASBMod=""

SET ASBMode TO BOLD.

Textfills:

1. on a train
2. at a train station

-
3. on a bus
 4. at a bus stop, bus station, or park and ride
 5. on a coach
 6. at a coach station
 7. on the underground, tube, metro or tram
 8. at an underground, tube, metro or tram station or stop
 9. in a taxi, black cab, minicab, private hire or app-based minicab
 10. at a taxi rank or in a public place where you had arranged for a minicab or private hire to collect you
 11. whilst you were walking or using a wheelchair or mobility scooter to or from a public transport stop or station
 12. whilst you were cycling to or from a public transport stop or station
 13. somewhere else

{ASK IF ASBExp=1}

ASBTime

“Still thinking about the most recent time you saw: {ASBExpDesc} {ASBMod}...”

Did this happen during the day, or was it after dark?”

#G_ReadOut_II1

1. During the day
2. After dark

3. I don't remember

{ASK IF ASBExp=1}

ASBOthers

“Still thinking about the most recent time you saw: {ASBExpDesc} {ASBMod}”

Were you travelling alone or with others?”

#G_ReadOut_II1

1. Alone
2. With one other person
3. With a small group (2–3 people)
4. With a larger group (4 or more people)

5. I don't remember

{ASK IF ASBExp=1}

ASBTellWho [MULTICODE; RANDOMISE 2..8]

“We understand there can be many reasons why someone may decide not to tell others about their experiences.

Did you tell any of the following people or services about the most recent time you saw {ASBExpDesc} {ASBMod}?”

#G_Multi_II1

-
1. No, I didn't tell anyone [EXCLUSIVE]
 2. Friends or family
 3. A health professional
 4. A local council department (e.g. social services, housing department)
 5. Any other government agency (e.g. benefit agency)
 6. A counsellor or therapist
 7. Victim Support
 8. A helpline
 9. Prefer not to say [EXCLUSIVE]

PROGRAMMER: SET SHARED LIST. USED AT ASBTelWho, CriTelWho, WitTelWho.

{ASK IF ASBExp=1}

ASBRepWho [MULTICODE; RANDOMISE 2..8]

"And still thinking about the most recent time you saw {ASBExpDesc} {ASBMod}...

Did you report it to any of these people or services?"

#G_Multi_II1

1. No, I didn't report it [EXCLUSVE]
2. The transport provider (the bus, rail, underground, metro or tram company)
3. The driver of the vehicle
4. The on-board staff
5. The station staff
6. The police (including British Transport Police)
7. An app dedicated to reporting crime on transport
8. Crimestoppers
9. Prefer not to say [EXCLUSIVE]

PROGRAMMER: SET SHARED LIST. USED AT ASBRepWho, CriRepWho, WitRepWho.

{ASK IF ASBTelWho = 1 AND ASBRepWho =1}

ASBNoRep [MULTICODE]

"We understand there can be many reasons why someone may decide not to talk to someone or report what they saw. Which of the following reasons apply to you?"

#G_Multi_II1

1. Embarrassment
2. It was a private matter
3. Didn't think anyone would believe me
4. Didn't think anyone would do anything about it
5. Didn't think anyone could help
6. Didn't want the police to become involved
7. Didn't think it was a big deal
8. Feared judgment
9. Didn't think anyone would be sympathetic
10. Didn't have anyone to tell

-
11. It happens too often to consider reporting it
 12. It didn't happen to me
 13. Some other reason (please specify)

 14. None of the above [EXCLUSIVE]
 15. Prefer not to say [EXCLUSIVE]

PROGRAMMER: SET SHARED LIST. USED AT ASBNoRep, CriNoRep, WitNoRep.

{ASK IF ASBExp=1}

ASBImp [MULTICODE]

“As a result of the most recent time you saw: {ASBExpDesc} {ASBMod}...

Did you do any of the following?”

#G_Multi_II1

1. Avoid travelling on public transport
2. Avoid travelling on public transport on my own
3. Change the time of day I travel on public transport
4. Change the route I take
5. Carry a personal safety or rape alarm
6. Share my location with someone else or let people know my plans
7. Arrange for someone to meet me at my destination
8. Other (please specify)

9. None of these [EXCLUSIVE]

PROGRAMMER: SET SHARED LIST. USED AT ASBImp, CriImp, WitImp.

3.2 Crime – More serious ASB, violence, theft

PROGRAMMER: if PNTA selected twice from CriPre to Wit, route to Emergency Skip question “EmrSkp”. If

- **EmrSkp=1, then route to Wit;**
- **EmrSkp=2, then resume where the respondent left off and go to the next question on route.**
- **EmrSkp=3, exit interview, and move to TRANSFER_TO_WEB QUEUE.**

Set a counter to track the number of times ‘EmrSkp’ is displayed.

EmrSkp

“{IF EmrSkp_COUNTER = 1: We understand that the questions in this section are sensitive.}

{If EmrSkp_COUNTER >1: Prefer not to answer is a valid answer. However as the questions in this section are sensitive, we would like to check one last time that you are happy to continue.}

Would you like to skip to the end of this section, or are you okay to continue answering the remaining questions?

{IF EmrSkp_COUNTER > 1: If you continue, this message will not pop up again.}”

#G_ReadOut_II1

IF TEL: “INTERVIEWER: IF APPROPRIATE, OFFER ALTERNATIVE OF ONLINE COMPLETION”

-
1. I want to skip to the end of this section
 2. I am okay to continue answering the questions in this section
 - 3 IF TEL: "I am okay to continue answering, but would prefer to do so online"

DK/PNTA NOT ALLOWED

{ASK ALL}

CriPre [COLLAPSIBLE GRID]

"In the last 12 months, has anyone done any of the following things to you whilst using public transport?"

HS - What does this survey mean by 'public transport'?

#G_Collapsible_Grid_II1

GRID ROWS

1. Made hurtful, abusive or inappropriate comments directed at you
2. Threatened you with violence, or tried to physically harm you
3. Stole something, or tried to steal something from you
4. Used force or violence (e.g. slapped, hit, punched, kicked, deliberately pushed you, or used sexual violence or sexually assaulted you)
5. Used threatening body language, blocked or cornered you in a space or used other physical intimidation

GRID COLS

1. Yes
2. No
3. Prefer not to say [EXCLUSIVE]

{ASK IF CriPre[1..5] = 1}

SensWarn1

"Some of the next set of questions may be very personal as we are asking about instances of **physical violence, sexual assault, discrimination and abuse**."

Please note:

- We understand it may be hard, but it is important that we ask these questions to help the Department for Transport and other agencies better understand and improve personal safety on public transport.
- All your answers are confidential. Your information will be combined with other responses so no one can be identified.
- If the questions upset you in any way or if you don't want to answer, {IF WEB: "click on 'Next' to make the "Prefer not to answer" option appear}; IF TEL "simply let me know}."

DISPLAY

{ASK IF CriPre = 1}

VerbalPT [MULTICODE]

"You mentioned experiencing hurtful, abusive or inappropriate comments. Were these comments about any of the following characteristics?"

If it happened more than once, tell us about the most recent time."

#G_Multi_II1

1. Your ethnic origin or race
2. Your gender
3. Your disability status
4. Your transgender identity
5. Your sexual orientation
6. Your age
7. Your religion or beliefs
8. Pregnancy

9. None of these [EXCLUSIVE]

{ASK IF CriPre = 4}

Violence [MULTICODE]

“You mentioned that force or violence was used on you. In what way was force or violence used?”

If it happened more than once, tell us about the most recent time.”

#G_Multi_II1

1. Grabbed, deliberately pushed or pulled me
2. Punched, slapped or kicked me
3. Threw something at me
4. Used a weapon to harm me
5. Raped me
6. Attempted to rape me
7. Sexually assaulted me
8. Other (please specify)

9. Prefer not to say [EXCLUSIVE]

{ASK IF Violence= 4}

Weapon [MULTICODE]

“What type of weapon(s) were used?”

If it happened more than once, tell us about the most recent time.”

#G_Multi_II1

1. Knife or similar
2. Gun or other type of firearm
3. Other type of weapon (please specify)

3.3 Crime – Sexual harassment

{ASK ALL}

SexHarass [MULTICODE]

“In the last 12 months have you experienced any of the following whilst travelling on **public transport** in a way that made you feel upset, distressed or threatened?”

HS - What does this survey mean by ‘public transport’?

#G_Multi_II1

1. Inappropriate sexual jokes, comments or gestures
2. Staring
3. Personal invasion of space, for example intentionally sitting or standing too close to you
4. Pictures or videos of you being taken without permission
5. Sexually explicit pictures or videos shared with you without permission
6. Being followed
7. Someone indecently exposing themselves to you (flashing)
8. Unwanted touching or attempts to touch you in a sexual way
9. Deliberate unwanted touching that was not sexual

10. None of these [EXCLUSIVE]
11. Prefer not to say [EXCLUSIVE]

{COMPUTE FOR ALL}

COMPUTE DV CriExp

IF ANY CriPre[1..5] = 1 OR ANY SexHarass = 1..9, CriExp = 1 [“Has personally experienced crime(s), more serious than ASB, or sexual harassment”]

ELSE CriExp = 2 [“Has not personally experienced crime(s), more serious than ASB, or sexual harassment”]

COUNT(ASBPre[1..8] = 1) > 1

{ASK IF (COUNT(CriPre[1..5] = 1) >1) OR (COUNT (SexHarass = 1..9) > 1) OR (ANY CriPre[1..5] = 1 AND ANY SexHarass = 1..9)}

CriRecent

“Which one of these things happened **most recently**?”

If your experience fits into more than one category, choose the category that you feel is most relevant.”

{SHOW LIST OF RESPONSES SELECTED AT CRIPRE AND SEXHARASS FOR PARTICIPANT TO SELECT MOST RECENT ONE}

{COMPUTE FOR ALL}

COMPUTE DV CriExpDesc

IF (COUNT (CriPre[1..5] = 1) = 1) AND (SexHarass = 10 OR SexHarass = 11), CriExpDesc = CriPre

IF (COUNT (CriPre[1..5] = 2) = 5 AND (ANY SexHarass = 1..9 AND COUNT(SexHarass = 1..9 = 1), CriExpDesc = SexHarass

**IF (COUNT(CriPre[1..5] = 1)>1) OR (COUNT(SexHarass = 1..9) >1) OR ((ANY CriPre[1..5] = 1 and COUNT(CriPre[1..5] = 1) =1) AND (COUNT (SexHarass = 1..9) = 1), CriExpDesc = CriRecent
IF CriRecent= Dk,Ref THEN CriExpDesc= randomly select one code of those selected at CriPre**

Textfills should be:

- 1 = Had hurtful, abusive comments directed at you.**
- 2 = Threatened with violence.**
- 3 = Had something stolen or almost stolen.**
- 4 = Had force or violence used against you.**

-
- 5 = Received threatening body language, were blocked or cornered.
 - 6= Experienced inappropriate sexual jokes, comments or gestures.
 - 7= Experienced staring.
 - 8= Experienced a personal invasion of space, for example sitting or standing too close to you.
 - 9= Experienced pictures or videos of you being taken without permission.
 - 10= Experienced sexually explicit pictures or videos being shared with you without permission.
 - 11= Experienced being followed.
 - 12= Experienced someone indecently exposing themselves to you (flashing).
 - 13= Experienced unwanted touching or attempts to touch you in a sexual way.
 - 14= Experienced deliberate unwanted touching that was not sexual.

3.4 Crime – Most recent experience

{ASK IF ASBExp=1 AND CriExp=1}

LongInt

“We would like to ask you some extra questions about the incidents you have experienced. This survey may take a little longer– around {IF WEB: “20 to 25”; IF TEL “25 to 30”} minutes.

It is really important that your experiences are represented, and as a thank you for your extra time, we will now send you a {IF VouchType = 5: “£10”; IF VouchType = 10: “£20”} voucher when you complete {IF WEB: “the questionnaire”, IF TEL “the interview”}

We hope that you would like to continue.”

DISPLAY

{ASK IF (COUNT(CriPre[1..5] = 2) = 5) AND ANY SexHarass = 1..9}

SensWarn2

“Some of the next set of questions may be very personal as we are asking about instances when you {CriExpDesc}.”

Please note:

- We understand it may be hard, but it is important that we ask these questions to help the Department for Transport and other agencies better understand and improve personal safety on public transport.
- All your answers are confidential. Your information will be combined with other responses so no one can be identified.
- If the questions upset you in any way or if you don’t want to answer, {IF WEB: “click on ‘Next’ to make the “Prefer not to answer” option appear}; IF TEL “simply let me know”.

DISPLAY

{ASK IF CriExp=1}

IntroCriExp

“The next few questions are about the most recent time you experienced the following incident whilst using public transport:

{CriExpDesc}.”

We will ask about details such as when it occurred, where you were in your journey, the time of day, and whether you were alone or with others.

Click on ‘Next’ to continue.”

DISPLAY

{ASK IF CriExp=1}
CriWhen

“Roughly how long ago did this incident happen?”

#G_ReadOut_II1

1. Less than 1 month ago
2. 1 month to less than 3 months ago
3. 3 months to less than 6 months ago
4. 6 months to less than 9 months ago
5. 9 months to less than 1 year ago

PROGRAMMER: SET SHARED LIST. USED AT CriWhen, WitWhen

{ASK IF CriExp=1}
CriMode

“Where were you when the incident happened?”

#G_ReadOut_II1

1. On a train
2. At a train station
3. On a bus
4. At a bus stop, station, or park and ride
5. On a coach
6. At a coach station
7. On the underground, tube, metro or tram
8. At an underground, tube, metro, tram station or stop
9. In a taxi, black cab, minicab, private hire or app-based minicab
10. At a taxi rank or in a public place where you have arranged for a minicab or private hire to collect you
11. Walking or using a wheelchair or mobility scooter to or from a public transport stop or station
12. Cycling to or from a public transport stop or station
13. Somewhere else (please specify)

{ASK IF CriExp=1}
CriDay

“On what day of the week did the incident happen?”

#G_ReadOut_II1

1. Weekday
2. Weekend

3. I don't remember

{ASK IF CriExp=1}
CriTime

“Did the incident occur during the day or after dark?”

#G_ReadOut_II1

1. During the day
2. After dark
3. I don't remember

{ASK IF CriExp=1}

CriTimeHrs

“At what time of the day did the incident happen?”

#G_ReadOut_II1

1. Early morning (5:00 AM – 8:59 AM)
2. Morning (9:00 AM – 11:59 AM)
3. Afternoon (12:00 PM – 4:59 PM)
4. Evening (5:00 PM – 8:59 PM)
5. Late night (9:00 PM – 4:59 AM)
6. I don't remember

{ASK IF CriExp=1}

CriOthers

“And were you travelling alone or with others?”

#G_ReadOut_II1

1. Alone
2. With one other person
3. With a small group (2–3 people)
4. With a larger group (4 or more people)
5. I don't remember

{ASK IF CriExp=1}

CriWho

“Who did it?”

#G_ReadOut_II1

1. One person
2. A small group (2–3 people)
3. A larger group (4 or more people)
4. Not sure

{ASK IF CriExp=1}

CriWhoPer

“Did you know the {IF CriWho=1 “person”; ELSE “people”} who did it?”

#G_ReadOut_II1

-
1. Yes, I knew them personally
 2. Yes, I recognised them but didn't know them personally
 3. No, they were a stranger(s)
 4. Not sure

{ASK IF CriExp=1}
CriRegion

"In which area of Great Britain did the incident happen?"

#G_ReadOut_II1

1. Scotland
2. Wales
3. North East England
4. North West England
5. Yorkshire and the Humber
6. East Midlands
7. West Midlands
8. East of England
9. London
10. South East England
11. South West England

{ASK IF CriExp=1}
CriArea

"In what type of area did the incident happen?"

#G_ReadOut_II1

1. A city or large town (urban area)
2. A smaller town or suburb (semi-urban area)
3. A village or countryside (rural area)
4. Was during a journey whilst travelling in between places

{ASK IF CriExp=1}
CriTellWho [MULTICODE; RANDOMISE 2..8]

"We understand there can be many reasons why someone may decide not to tell others about their experiences.

Did you tell any of the following people or services about your experience of the most recent incident?"

#G_Multi_II1

1. No, I didn't tell anyone [EXCLUSIVE]
2. Friends or family
3. A health professional
4. A local council department (e.g. social services, housing department)
5. Any other government agency (e.g. benefit agency)
6. A counsellor or therapist
7. Victim Support

8. A helpline

9. Prefer not to say [EXCLUSIVE]

{ASK IF CriExp =1}

CriRepWho [MULTICODE; RANDOMISE 2..8]

“And did you report your most recent incident to any of these people or services?”

#G_Multi_II1

1. No, I didn't report it [EXCLUSIVE]

2. The transport provider (the bus, rail, underground, metro or tram company)

3. The driver of the vehicle

4. The on-board staff

5. The station staff

6. The police (including British Transport Police)

7. An app dedicated to reporting crime on transport

8. Crimestoppers

9. Prefer not to say [EXCLUSIVE]

{ASK IF CriTellWho=1 AND CriRepWho=1}

CriNoRep [MULTICODE]

“We understand there can be many reasons why someone may decide not to talk to someone or report their experiences.

Which of the following reasons apply to you?”

#G_Multi_II1

1. Embarrassment

2. It was a private matter

3. Didn't think anyone would believe me

4. Didn't think anyone would do anything about it

5. Didn't think anyone could help

6. Didn't want the police to become involved

7. Didn't think it was a big deal

8. Feared judgment

9. Didn't think anyone would be sympathetic

10. Didn't have anyone to tell

11. It happens too often to consider reporting it

12. It didn't happen to me

13. Some other reason (please specify)

14. None of the above [EXCLUSIVE]

15. Prefer not to say [EXCLUSIVE]

{ASK IF CriRepWho = 2..8}

RepEas

“On a practical level, how easy or difficult did you find it to report the incident?”

Think about the process of reporting the experience – such as knowing where to report, accessing reporting methods, time taken.”

#G_ReadOut_II1

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult

{ASK IF CriRepWho = 6,7,8}

RepOut

“What was the outcome of your report?”

#G_ReadOut_II1

1. The experience was investigated and resolved
2. The experience was investigated but not resolved
3. The experience is still under investigation
4. No action was taken

{ASK IF CriRepWho = 2..8}

RepSup [COLLAPSIBLE GRID]

“Were any of the following support services or resources made available to you after the report was made?”

#G_Collapsible_Grid_II1

GRID ROWS

1. Information leaflets
2. Website links
3. Counselling
4. Support groups

GRID COLUMNS

1. Yes
2. No

{ASK IF CriRepWho = 2..8}

RepSat [FLIP SCALE 1..5]

“How satisfied, if at all, were you with the way your report was handled?”

#G_ReadOut_II1

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

6. Prefer not to say [EXCLUSIVE]

{ASK IF CriExp=1}
CrImp [MULTICODE]

“As a result of the incident, did you do any of the following?”

#G_Multi_II1

1. Avoid travelling on public transport
2. Avoid travelling on public transport on my own
3. Change the time of day I travel on public transport
4. Change the route I take
5. Carry a personal safety or rape alarm
6. Share my location with someone else or let people know my plans
7. Arrange for someone to meet me at my destination
8. Other (please specify)

9. None of these [EXCLUSIVE]

3.5 Witnessing a crime

{ASK ALL}
Wit [MULTICODE]

“In the last 12 months, have you **seen** any of the following incidents **happen to someone else** while using public transport?”

Please only include travel within **England, Scotland and Wales.”**

HS - What does this survey mean by ‘public transport’?

#G_Multi_II1

1. I heard hurtful, abusive or inappropriate comments being made
2. I saw threats of violence, or attempts at physical harm being made
3. I saw something being stolen, or an attempt to steal something
4. I saw force or violence being used (e.g. slapping, hitting, punching, kicking, deliberate pushing, or saw sexual violence or sexual assault)
5. I saw threatening body language or other physical intimidation being used

6. None of these [EXCLUSIVE]
7. Prefer not to say [EXCLUSIVE]

{COMPUTE FOR ALL}
COMPUTE DV WitExp
IF ANY Wit [1..5] = 1 THEN WitExp = 1 [“Has witnessed incidents”]
ELSE WitExp= 2 [“Has not witnessed incident”]

{ASK IF (COUNT(Wit[1..5] = 1) > 1)}
WitRecent

“Which of these things have you seen happen to someone else **most recently** whilst using public transport?”

If what you saw fits into more than one category, choose the category that you feel is most relevant.”

{SHOW LIST OF GRID ROWS CODED 1 AT WIT FOR PARTICIPANT TO SELECT MOST RECENT ONE}

{COMPUTE FOR ALL}

COMPUTE DV WitDesc [String variable so that this can act as a textfill]

IF COUNT(Wit[1..5] = 1) = 1), WitDesc = Wit

If COUNT(Wit[1..5] = 1) > 1), WitDesc = WitRecent

IF WitRecent= Dk,Ref THEN WitDesc= randomly select one code of those selected at Wit

SET WitDesc TO BOLD.

Textfills:

- 1. Heard hurtful, abusive or inappropriate comments being made**
- 2. Saw threats of violence, or attempts at physical harm being made**
- 3. Saw something being stolen, or an attempt to steal something**
- 4. Saw force or violence being used**
- 5. Saw threatening body language or other physical intimidation being used**

{ASK IF WitExp=1}

IntroWit

“This is the last section of the survey. For the remaining questions, think about the **most recent time** you witnessed the following happen to someone else on public transport:

{WitDesc}

DISPLAY

{ASK IF WitExp=1}

WitWhen

“Roughly how long ago did you witness the incident?”

#G_ReadOut_II1

1. Less than 1 month ago
2. 1 month to less than 3 months ago
3. 3 months to less than 6 months ago
4. 6 months to less than 9 months ago
5. 9 months to less than 1 year ago

{ASK IF WitExp=1}

WitMode

“Where were you when you witnessed the incident?”

#G_ReadOut_II1

1. On a train
2. At a train station
3. On a bus
4. At a bus stop, station, or park and ride
5. On a coach
6. At a coach station

-
7. On the underground, tube, metro or tram
 8. At an underground, tube, metro, tram station or stop
 9. In a taxi, black cab, minicab, private hire or app-based minicab
 10. At a taxi rank or in a public place where you have arranged for a minicab or private hire to collect you
 11. Walking or using a wheelchair or mobility scooter to or from a public transport stop or station
 12. Cycling to or from a public transport stop or station
 13. Somewhere else (please specify)

START FILTER: IF CriExp<>1 (did not experienced crime)

{ASK IF WitExp=1}

WitTellWho [MULTICODE, RANDOMISE 2..8]

“We understand there can be many reasons why someone may decide not to tell others, or report, what they witnessed.

Did you tell any of the following people or services about the incident you witnessed?”

#G_Multi_II1

- 1.No, I didn't tell anyone [EXCLUSIVE]
2. Friends or family
3. A health professional
4. A local council department (e.g. social services, housing department)
5. Any other government agency (e.g. benefit agency)
6. A counsellor or therapist
7. Victim Support
8. A helpline
9. Prefer not to say [EXCLUSIVE]

{ASK IF WitExp=1}

WitRepWho [MULTICODE, RANDOMISE 2..8]

“Did you report the incident you witnessed to any of these people or services?”

#G_Multi_II1

1. No, I didn't report it [EXCLUSIVE]
2. The transport provider (the bus/rail/underground/metro/tram company)
3. The driver of the vehicle
4. The on-board staff
5. The station staff
6. The police (including British Transport Police)
7. An app dedicated to reporting crime on transport
8. Crimestoppers
9. Prefer not to say [EXCLUSIVE]

{ASK IF WitTellWho = 1 AND WitRepWho = 1}

WitNoRep [MULTICODE]

“We understand there can be many reasons why someone may decide not to talk to someone or report what they saw or heard.

Which of the following reasons apply to you?”

#G_Multi_II1

1. Embarrassment
2. It was a private matter
3. Didn't think anyone would believe me
4. Didn't think anyone would do anything about it
5. Didn't think anyone could help
6. Didn't want the police to become involved
7. Didn't think it was a big deal
8. Feared judgment
9. Didn't think anyone would be sympathetic
10. Didn't have anyone to tell
11. It happens too often to consider reporting it
12. It didn't happen to me
13. Some other reason (please specify)

14. None of the above [EXCLUSIVE]
15. Prefer not to say [EXCLUSIVE]

{ASK IF WitExp=1}

WitImp [MULTICODE]

“As a result of the incident you saw or heard, did you do any of the following?”

#G_Multi_II1

1. Avoid travelling on public transport
2. Avoid travelling on public transport on my own
3. Change the time of day I travel on public transport
4. Change the route I take
5. Carry a personal safety or rape alarm
6. Share my location with someone else or let people know my plans
7. Arrange for someone to meet me at my destination
8. Other (please specify)

9. None of these [EXCLUSIVE]

TS3_ [SET TIME STAMP HERE]

END FILTER: IF CriExp<>1 (did not experience crime)

END FILTER: PTUser = 1

3.6 Background questions

{ASK ALL}

DemogIntro2

“Our final set of questions is to help us with our analysis.”

SET OF STANDARD PANEL DEMOG STARTS HERE...

FOR THIS SURVEY, WE'LL ALSO INCLUDE RELIGION WHICH WILL BE COUNTED AS 1 ITEM

{ASK ALL}

RelAffStrong

“What religion, religious denomination or body do you belong to?”

G_ReadOut_II1

1. No religion [EXCLUSIVE]
2. Christian (including Church of England, Church of Scotland, Catholic, Protestant and all other Christian denominations)
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Any other religion (please specify)

{IF MISSING OR UPDATED MORE THAN 6 MONTHS BEFORE THE START OF THE SURVEY}

SexOrient

“Which of the following best describes your sexual orientation?”

G_ReadOut_II1

1. Straight or Heterosexual
2. Gay or Lesbian
3. Bisexual
4. Pansexual
5. Asexual
6. Queer
7. Other sexual orientation (Please specify)

END SURVEY.
