

# Safety and public transport in the North

Appendix 1 - survey results

September 2025

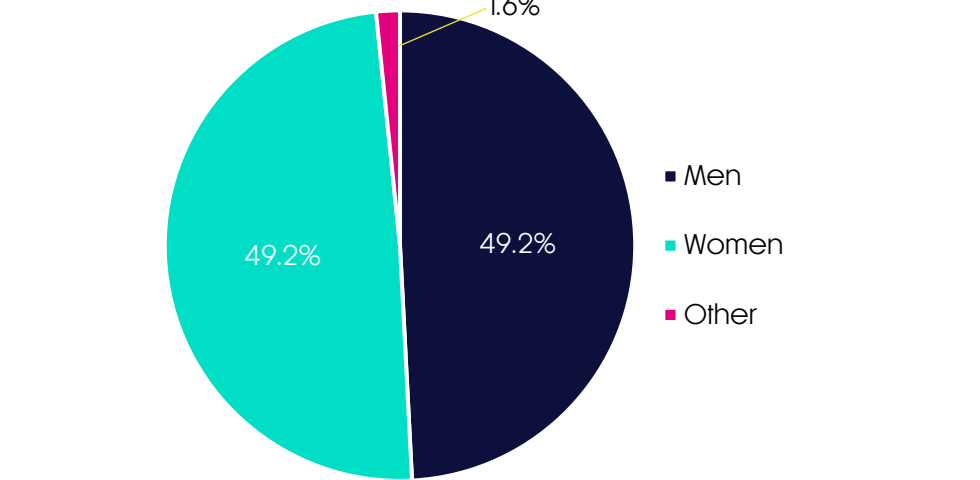
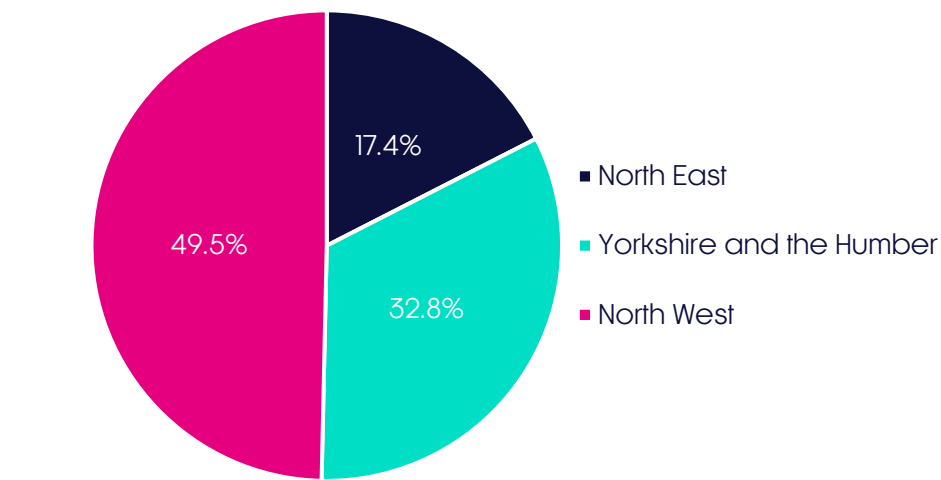
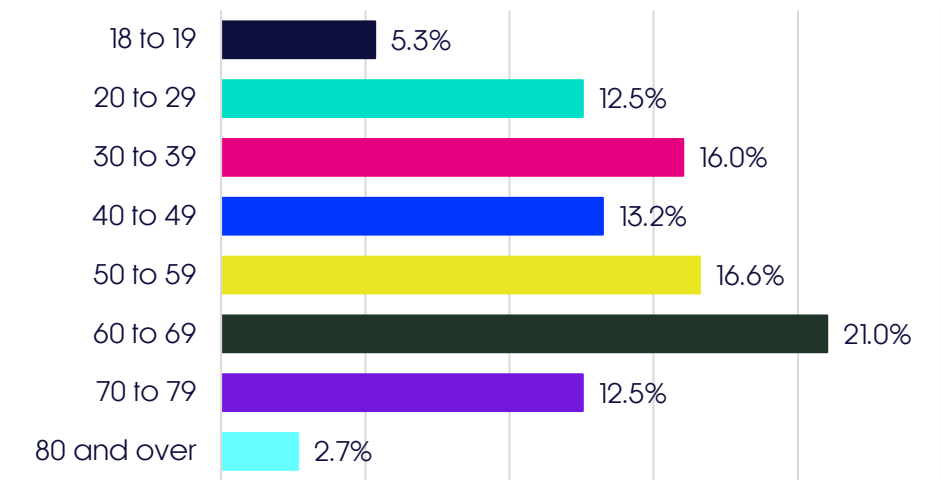


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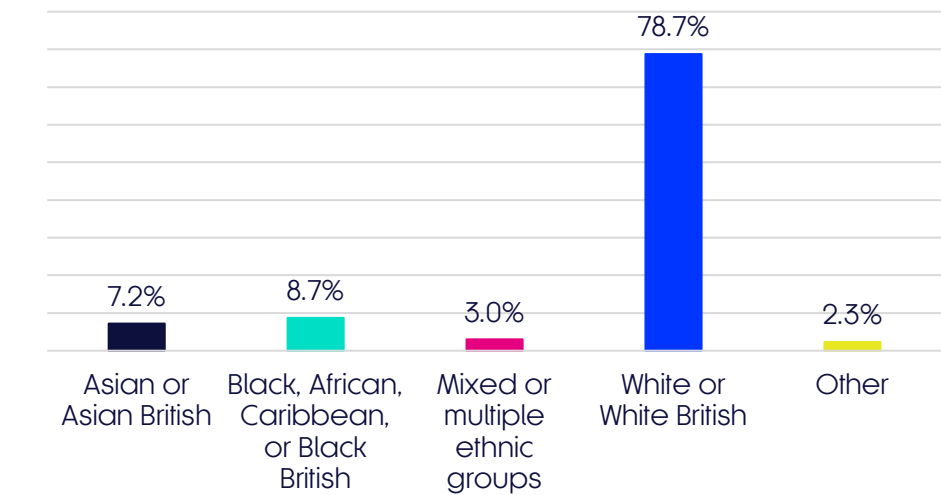
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Demographic breakdown of the sample

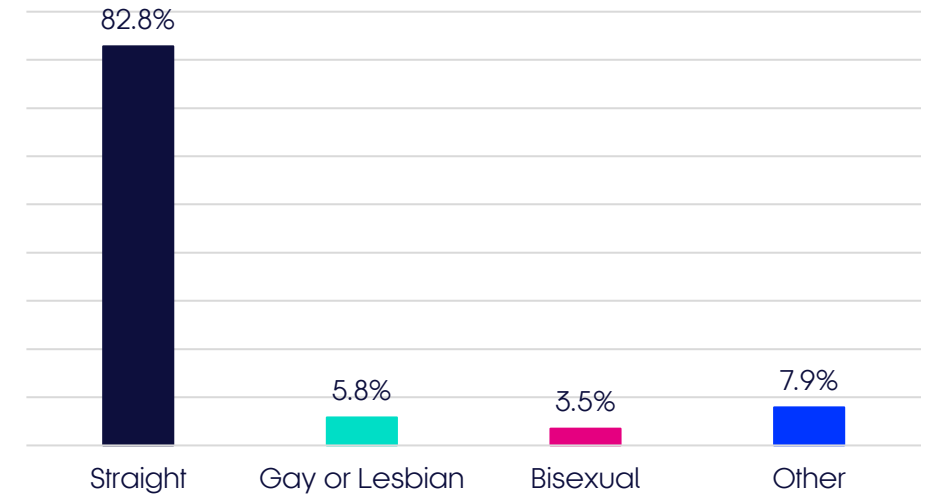
Age n = 861 Region n = 861 Gender identity n = 861



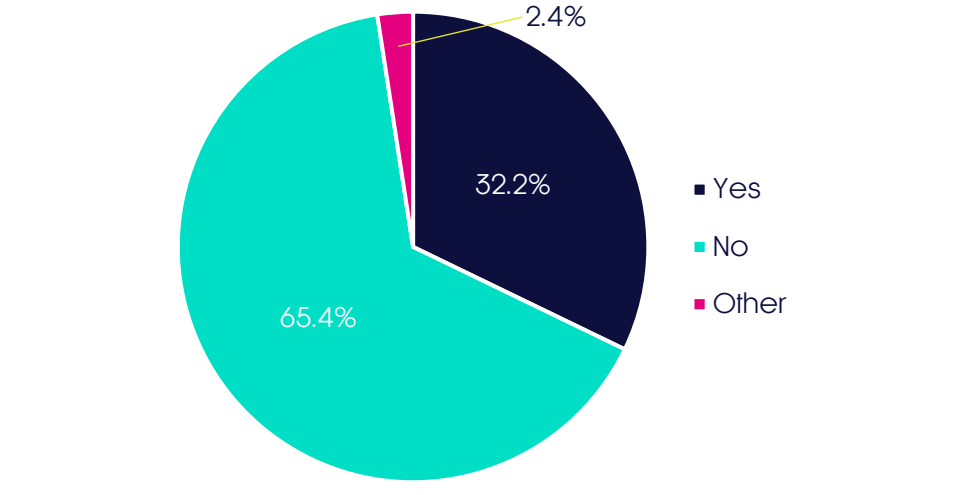
Ethnicity n = 861



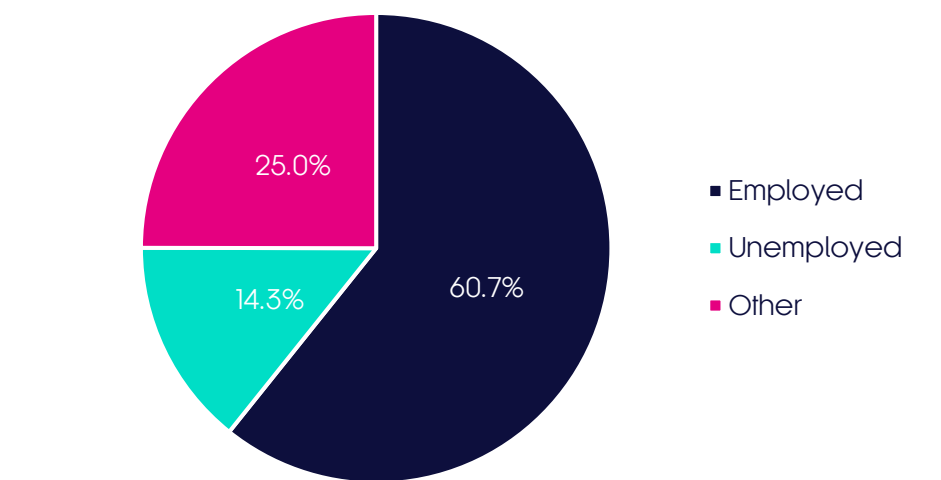
Sexuality n = 861



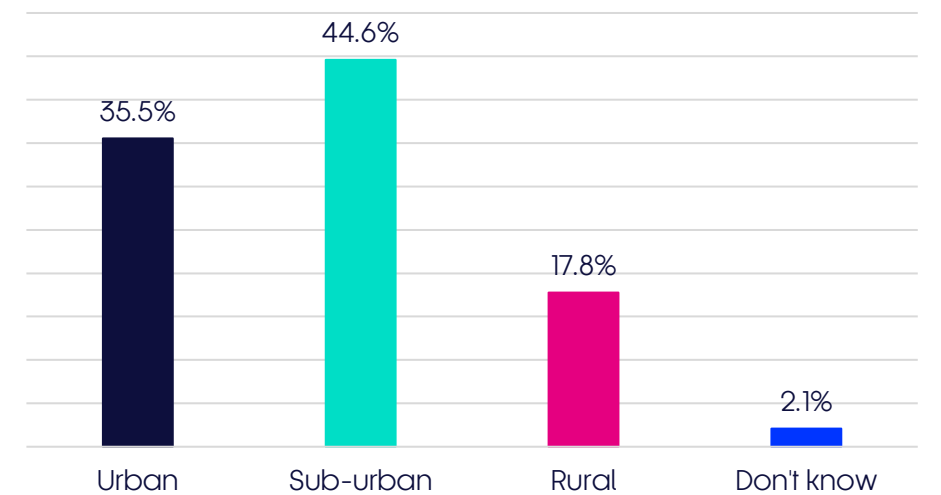
Disability n = 861



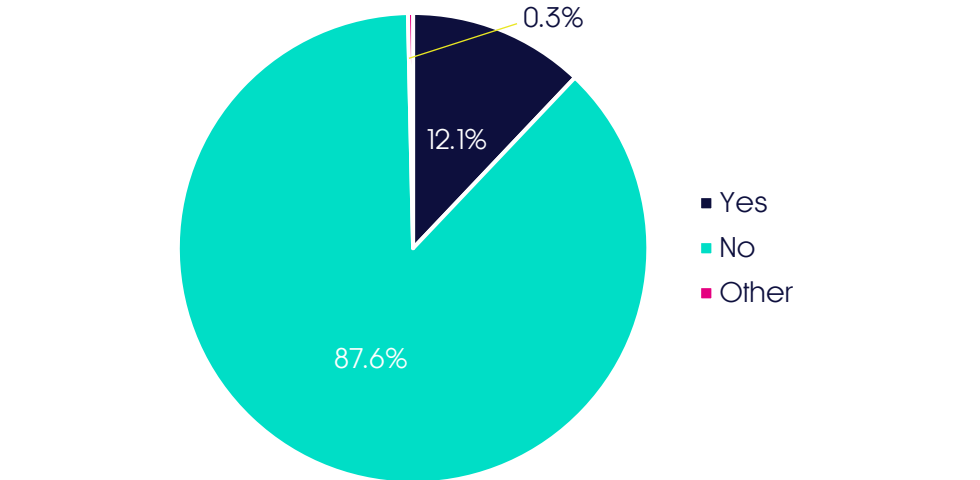
Employment status n = 861



Area type n = 861

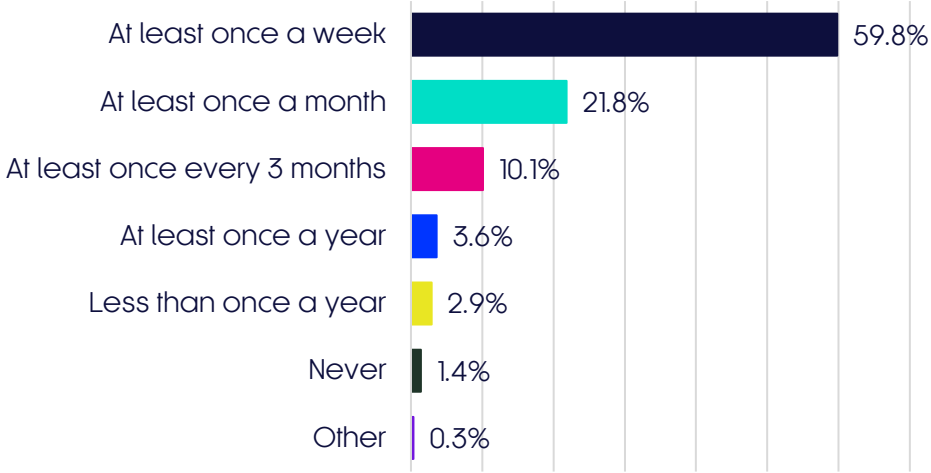


In or previously held public-facing public transport role n = 861



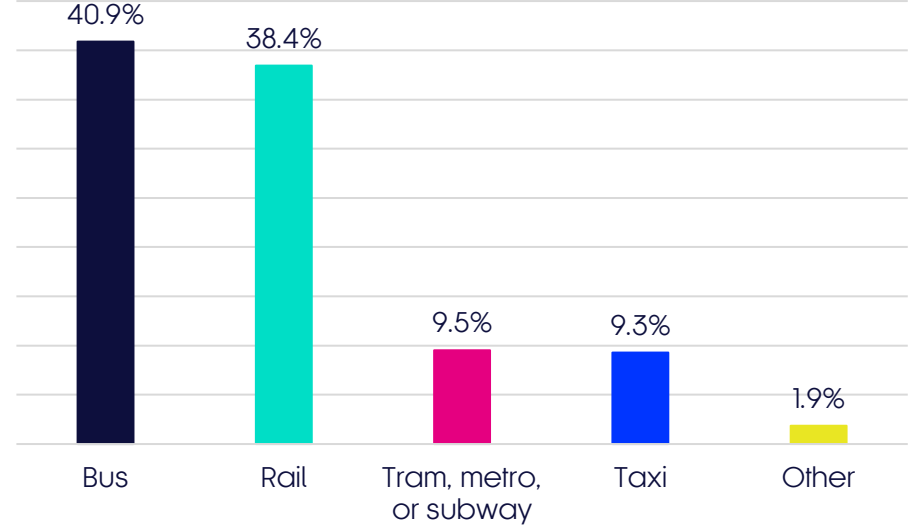
Public transport frequency

n = 861



Public transport mode used most often

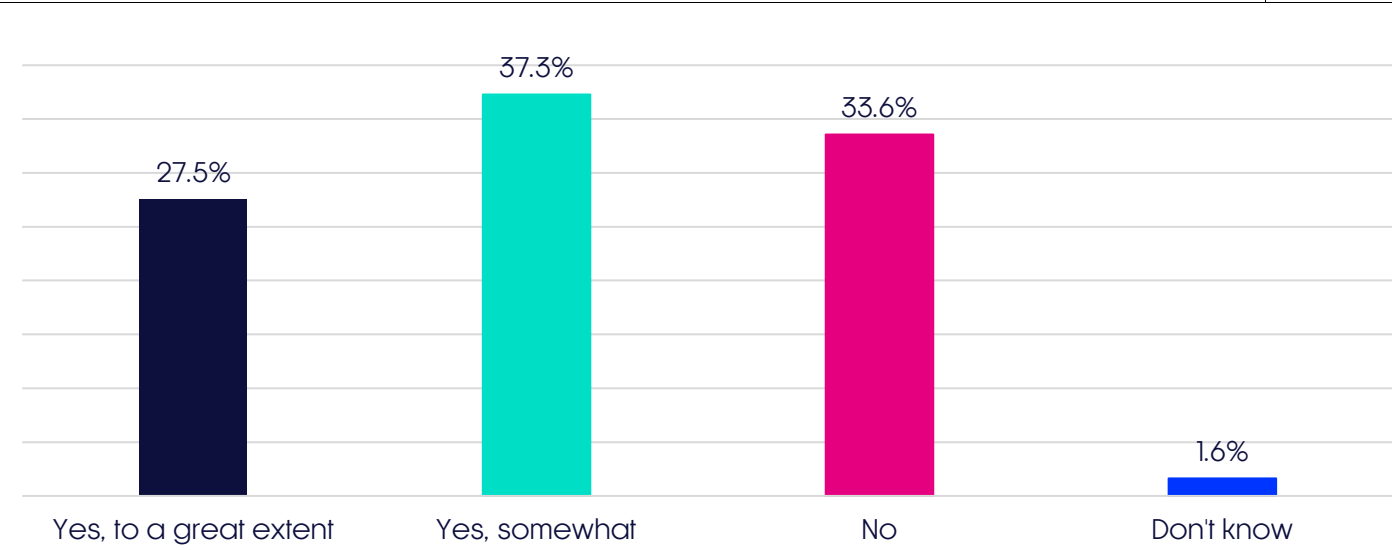
n = 861



General perceptions of safety when using public transport

Personal safety influences or plays a role in deciding mode selection

n = 861

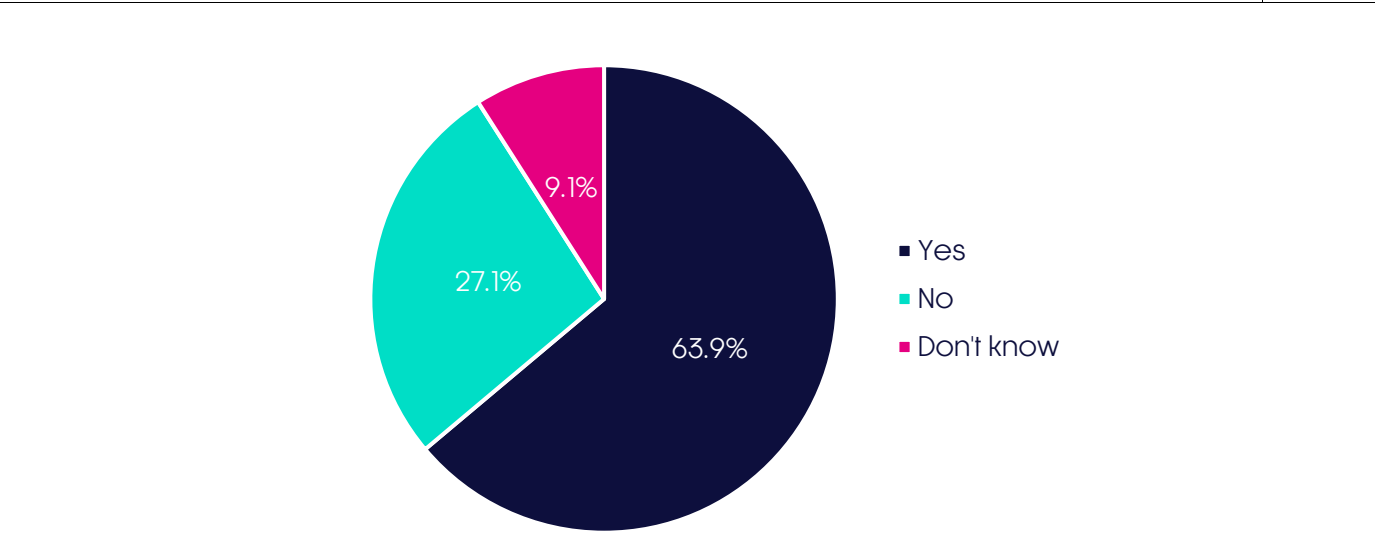


- Over 64% of respondents are influenced by personal safety concerns when choosing a mode of transport.
- 36.0% of women respondents believe personal safety influences or plays a role in deciding which mode of travel they use. 27.4% of male respondents also feel this way.

Source question: Does personal safety influence or play a role in deciding which mode of travel you use?

Different modes of public transport feel safer than others

n = 861

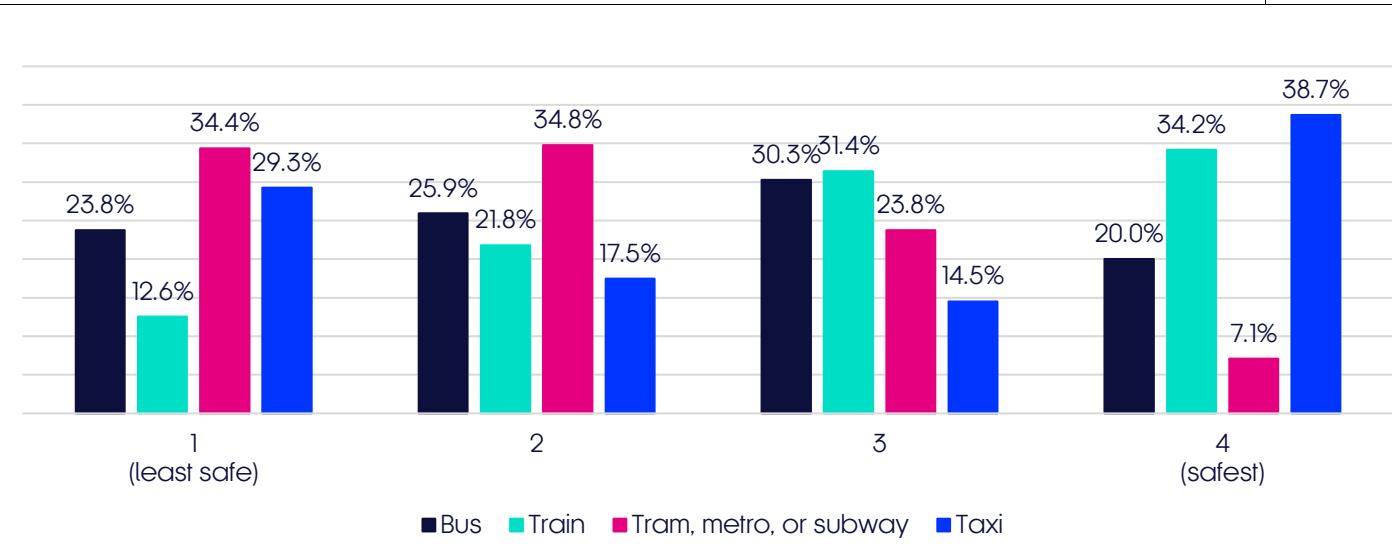


- 63.9% of all respondents feel that different modes of public transport feel safer than others, indicating safety perceptions vary significantly by mode.
- Despite this, 27.1% of respondents view all modes as equally safe (or unsafe), suggesting a sizeable group see safety as more dependent on other factors rather than the mode itself.

Source question: Do different modes of public transport feel safer than others?

Trains are perceived as the safest mode of public transport

n = 509

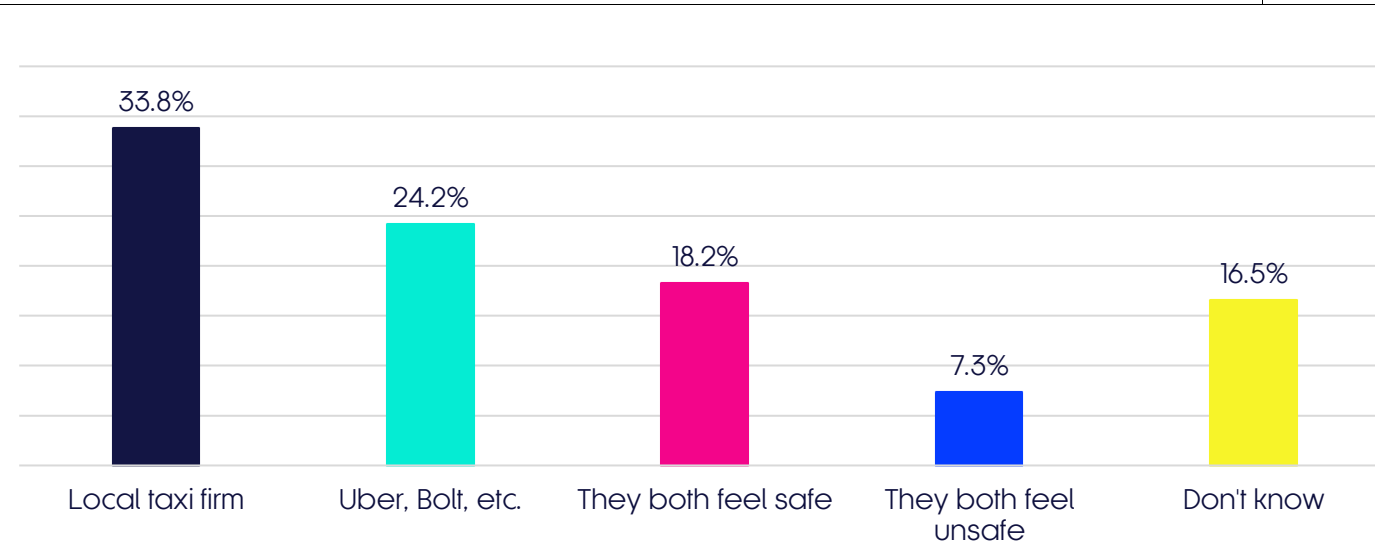


- With the overall highest percentage ranked most safe (34.2%) and the lowest least safe (12.6%), trains hold the strongest public confidence in terms of personal safety.
- Over 69% rank trams in the bottom two safety categories. Taxis generate divided views on safety. Bus travel is also mixed, leaning toward the middle ranks.

Source question: Starting with the safest and ending with the least safe, rank modes of public transport based on how safe you feel they are.

Local taxi firms are perceived to be safer than ride-hailing services like Uber and Bolt

n = 861

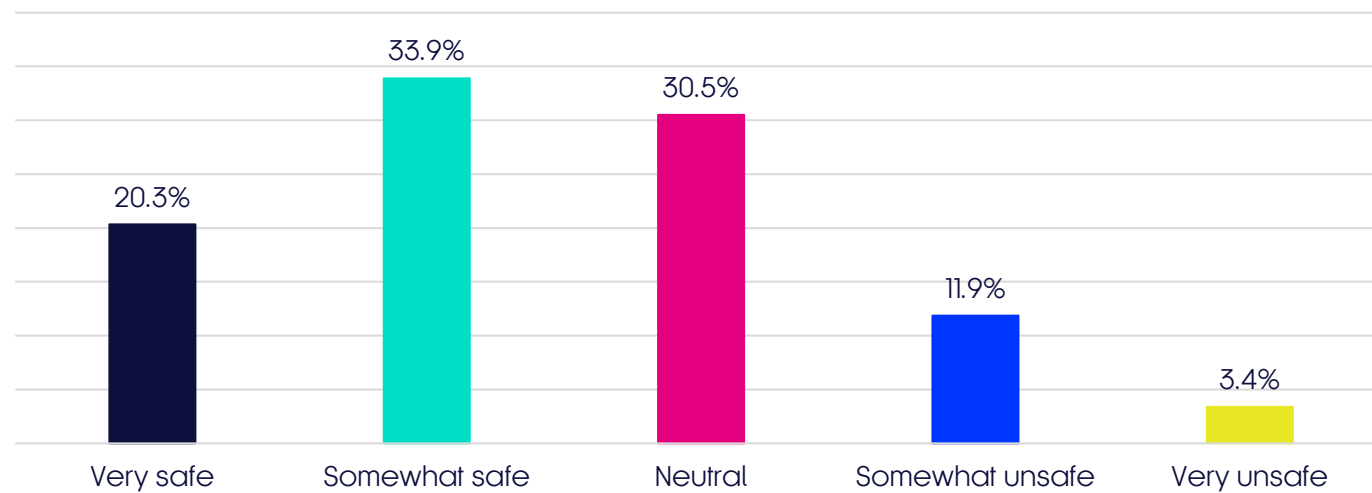


- Local taxi firms are generally perceived to be the safest, outperforming ride-hailing apps like Uber and Bolt.
- 41.9% feel local firms and ride-hailing apps like Uber and Bolt are equally safe, unsafe, or do not know, suggesting taxi safety is mixed.

Source question: Either from experience or hypothetically, which type of taxi service would you feel is the safest to use?

### For those who travel children, over half feel safe doing so

n = 59

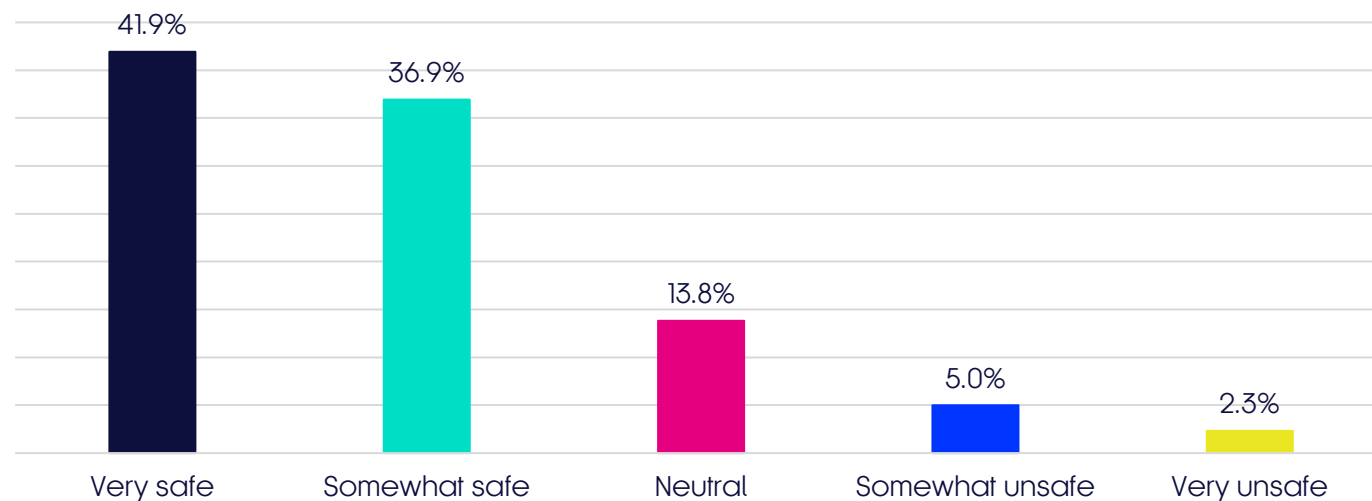


- A combined 54.2% feel very or somewhat safe, yet only 1 in 5 feel very safe, showing that confidence is present but not overwhelming in travelling with children from a safety perspective.
- With 30.5% feeling neutral and 15.3% feeling unsafe, a smaller but still significant number of respondents are unsure or uneasy when travelling with children.

Source question: If you travel with children, does your perception of safety change compared to when you travel alone?

### Public transport feels overwhelmingly safe during the day

n = 861

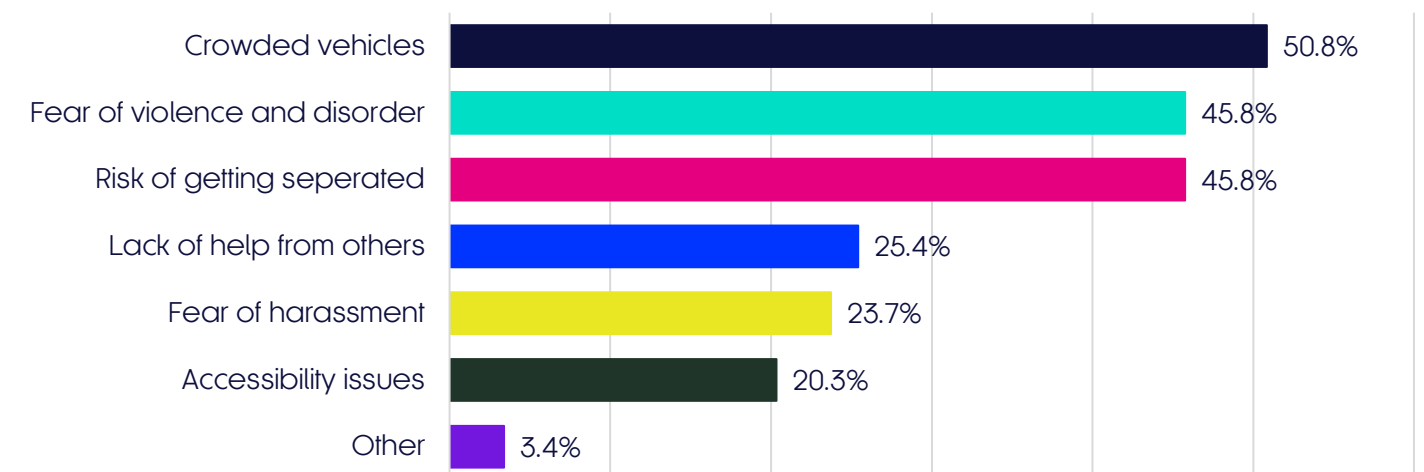


- 78.8% of respondents feel very or somewhat safe using public transport during daylight hours, suggesting that daytime travel inspires broad confidence among passengers.
- 7.3% feel unsafe to varying extents, showing that personal safety concerns are relatively minimal during the day.

Source question: How safe do you feel using public transport during the daytime?

### Crowding, violence, and separation are top safety concerns for those who travel with children on public transport

n = 59

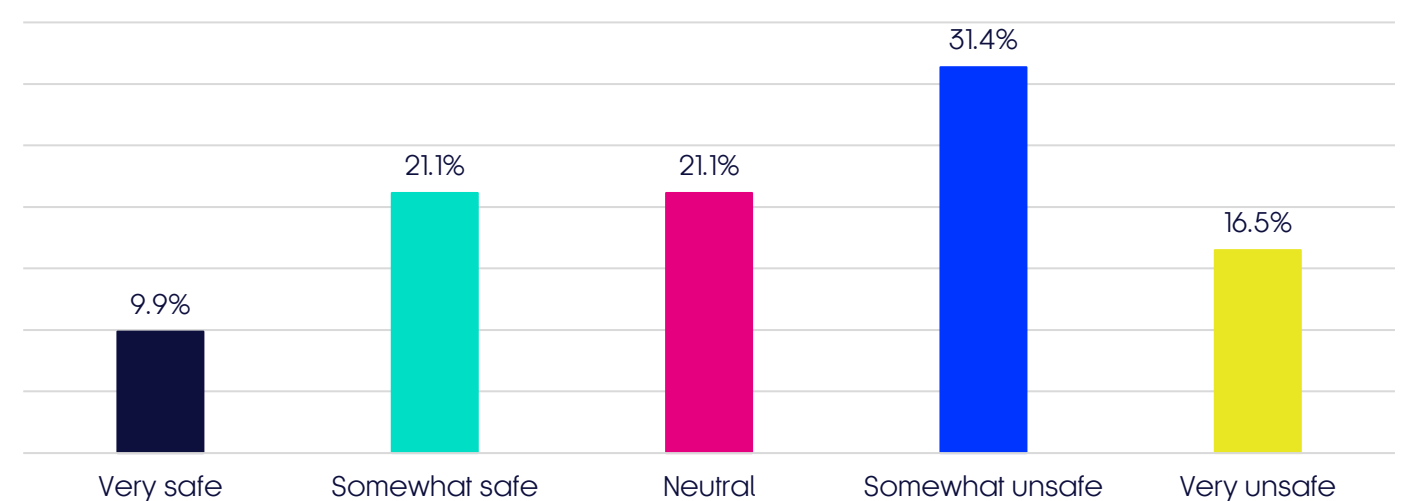


- Over 50% respondents are concerned about overcrowded vehicles when travelling with children. Violence and getting separated are the second most pressing concern.
- Concerns extend beyond safety to support and accessibility. 1 in 4 worries about lack of help (25.4%) and harassment (23.7%). 1 in 5 cite accessibility issues (20.3%) as key concerns.

Source question: Out of the below, select any concerns you have when travelling with children on public transport.

### At nighttime, feeling safe on public transport drops sharply

n = 861

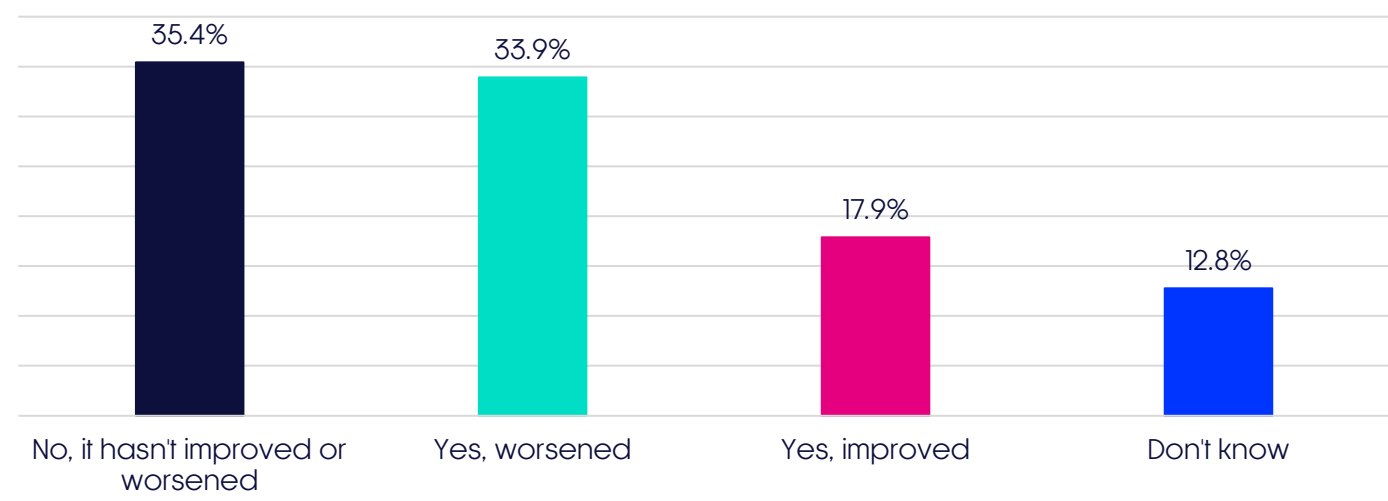


- Just 31% of respondents feel safe using public transport at night. This is 60.7% drop from the 78.8% who feel safe during the day.
- Nearly half of respondents (47.9%) feel unsafe after dark, revealing significantly heightened safety concerns around using public transport after dark.

Source question: How safe do you feel using public transport during the nighttime/after dark?

Perception of public transport safety is getting worse for many, few see improvement

n = 861

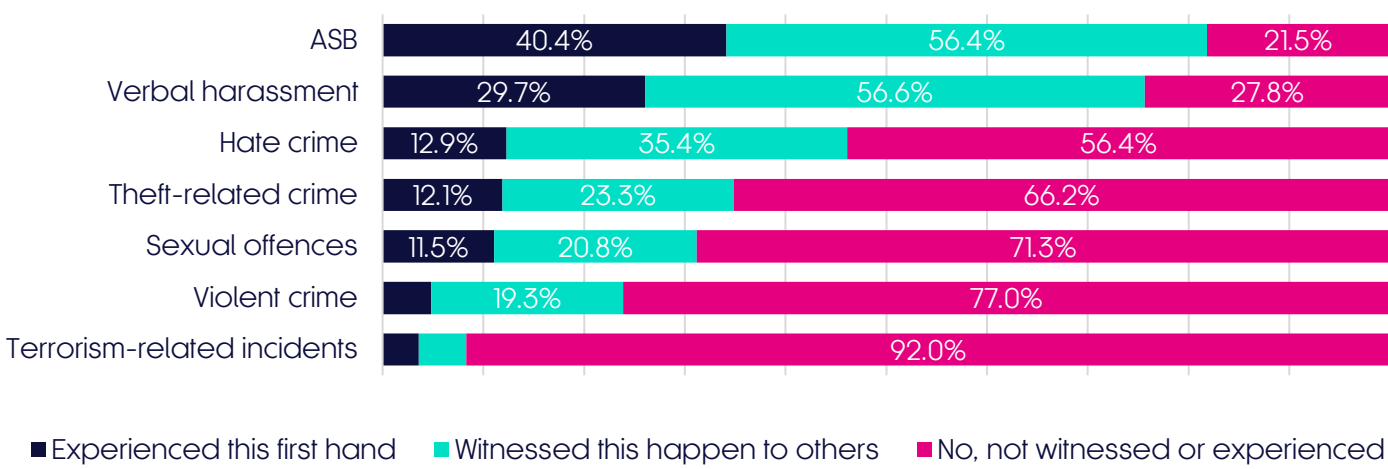


- 33.9% feel their safety has worsened in the last 3 to 5 years, compared to only 17.9% who say it has improved. This suggests a net negative shift in public sentiment where concerns about safety may be increasing faster than improvements are being felt.
- 35.4% say safety has not changed and 12.8% are not sure, indicating stability.

Source question: Has your perception of your personal safety when using public transport worsened or improved in the last 3 to 5 years?

ASB and verbal harassment are everyday realities on public transport

n = 861



- Over 85% of respondents have either experienced or witnessed ASB and verbal harassment, making them the most encountered incidents. Just 21.5% have never encountered ASB.
- 92% of respondents have never witnessed or experienced a terrorism-related incident when using public transport.

Source question: Have you ever witnessed or experienced any of the below incidents when using public transport?

ASB is seen as the biggest threat to people when using public transport, followed by violent crime

n = 828

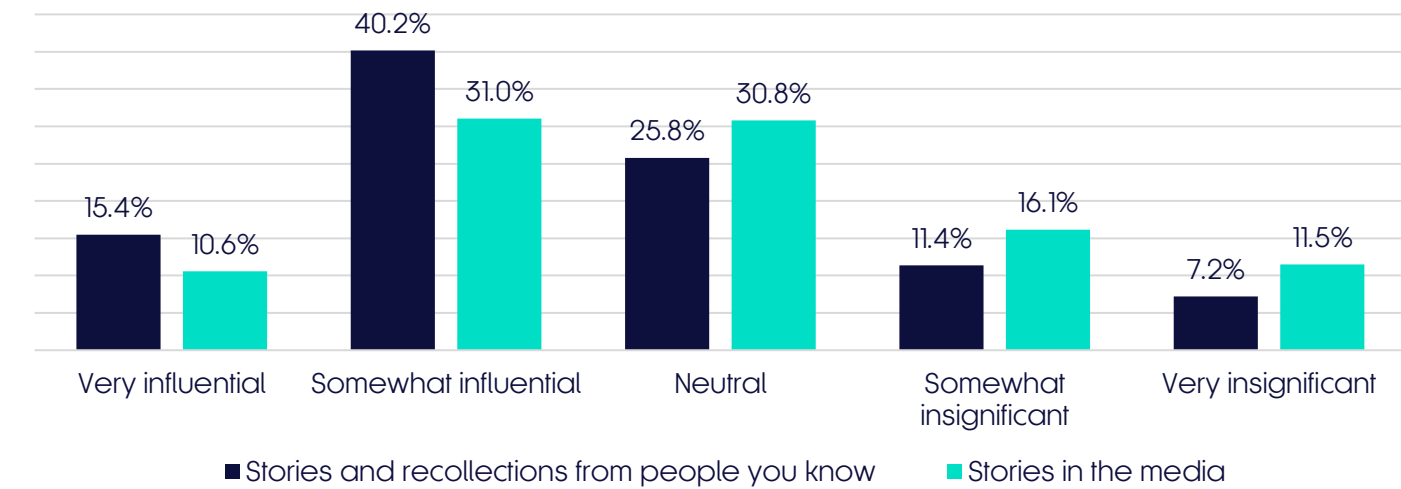
	1 (least influential)	2	3	4	5	6	7 (most influential)
Violent crime	0.8%	11.4%	13.5%	19.0%	18.2%	16.8%	20.3%
Sexual offences	6.0%	16.4%	25.1%	15.2%	13.5%	14.1%	9.5%
Verbal harassment	3.3%	4.1%	7.1%	15.5%	24.8%	34.3%	11.0%
Theft-related crime	1.6%	9.4%	18.1%	25.8%	23.4%	15.9%	5.7%
Hate crime	10.0%	37.1%	23.4%	13.0%	8.9%	5.2%	2.3%
ASB	5.7%	12.3%	6.9%	7.7%	8.5%	11.7%	47.2%
Terrorism-related incidents	72.6%	9.3%	5.8%	3.7%	2.7%	1.9%	4.0%

- Over 70% ranked terrorism-related incidents as the smallest threat, indicating it is seen as largely irrelevant to day-to-day personal safety when using public transport.
- Nearly half of all respondents rank ASB as the biggest threat, suggesting it is the most immediate or common safety concern experienced.

Source question: Rank the below threats to your own personal safety when using public transport.

Stories and recollections from known people are more influential in shaping safety perceptions than the media

n = 861

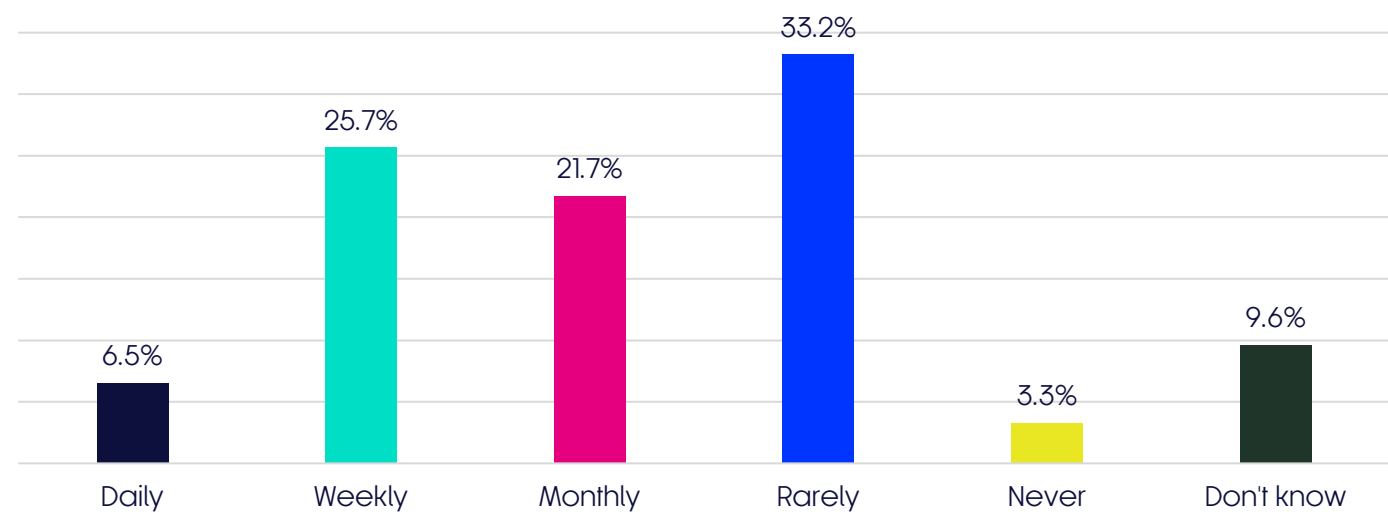


- Over 55% of respondents say stories and recollections from people they know are more influential in shaping their safety perceptions.
- Just under 43% rate media stories as either neutral or insignificant in shaping their safety perceptions, suggesting a more sceptical view of media narratives.

Source question: How influential are the following on your perception of personal safety when using public transport?

Media coverage of safety-related issues and public transport is seen as infrequent

n = 861

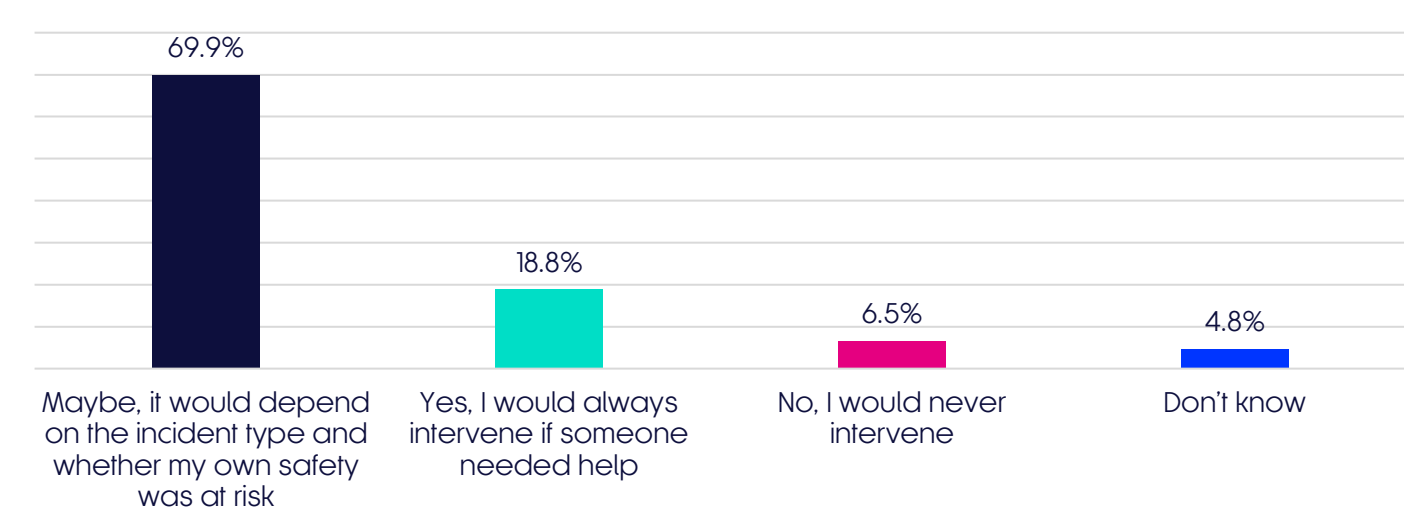


- Over half of respondents hear or see media coverage relating to safety and public transport only monthly or rarely, suggesting such topics are not a prominent part of everyday media consumption.
- 1 in 3 encounter safety-related stories weekly or more, indicating low media presence on the issue.

Source question: How often do you hear or see media coverage relating to personal safety and public transport?

Most respondents are willing to intervene if an incident is occurring to another passenger. Intervention is conditional, however

n = 861



- Just under 70% of respondents say they might intervene during an incident on public transport if their own safety is not at risk.
- Fewer than 1 in 5 are happy to intervene unconditionally. Refusal to help at all is rare among respondents.

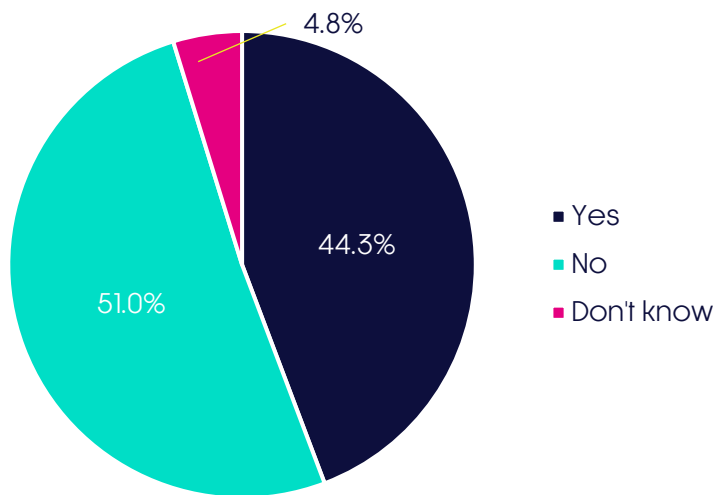
Source question: Thinking from experience or hypothetically, would you ever intervene if an incident was happening to a fellow passenger?



Coping strategies

Nearly half of all respondents have altered travel plans, such as the mode of travel, due to personal safety concerns

n = 861

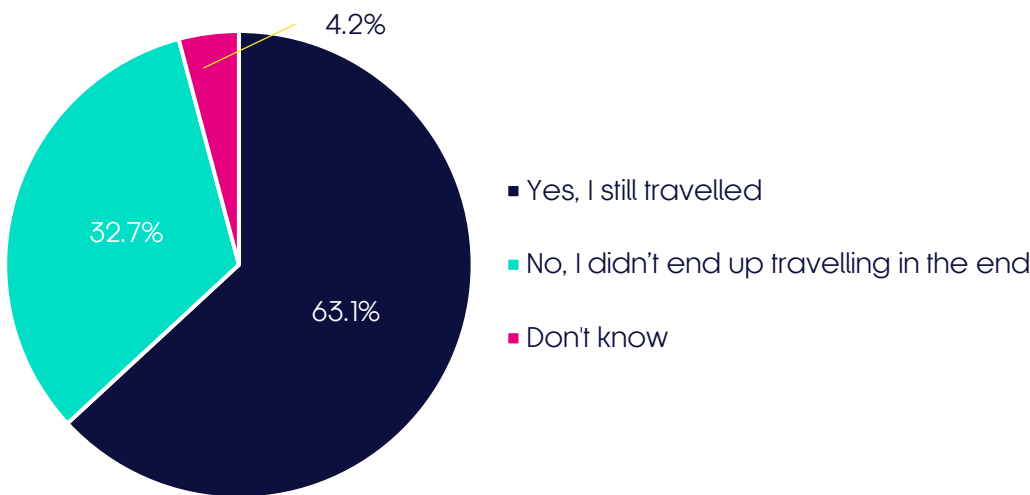


- Over 44% of respondents have avoided certain modes of public transport due to personal safety concerns, highlighting how perception translates into real behaviour change for some.
- Whilst a slight majority (51%) have not ever changed their behaviour due to safety concerns, the close split shows that personal safety is a meaningful factor in travel decision making.

Source question: Have you ever avoided all or certain modes of public transport for a particular journey due to personal safety concerns?

Most people who have avoided certain modes due to safety concerns have found alternative ways to still travel

n = 385



- Nearly two thirds of respondents still completed their journey, showing that safety concerns do not always stop travel, but influences how people travel.
- About 1 in 3 cancelled their journey completely due to safety concerns, showing perceived threats on public transport can have real-world consequences.

Source question: Did you still travel, or did you cancel the entire journey?

Avoid eye contact and movement are the most common precautions taken when travelling to feel safe

n = 861

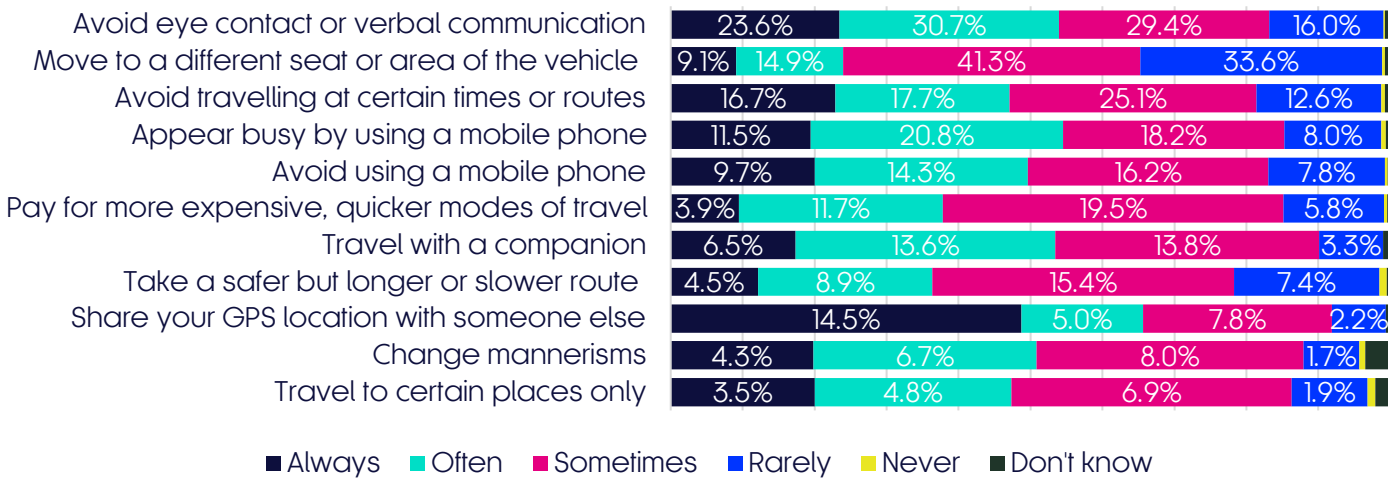
	Yes	No
Avoid eye contact or verbal communication	62.8%	37.2%
Move to a different seat or area of the vehicle	62.5%	37.5%
Avoid travelling at certain times or on certain routes	45.6%	54.4%
Appear busy by using a mobile phone	37.0%	63.0%
Avoid using a mobile phone or displaying valuables	30.2%	69.8%
Pay for more expensive, but quicker modes of travel	25.8%	74.2%
Travel with a companion	23.5%	76.5%
Take a safer but longer or slower route to get to your end destination	23.0%	77.0%
Share your GPS location with someone else	18.6%	81.4%
Change your mannerisms	13.5%	86.5%
Travel to certain places only (e.g., avoid rural places or areas with a lack of diversity)	11.0%	89.0%
Carry personal safety devices (e.g., pepper spray, alarm)	9.5%	90.5%
Modify clothing	8.8%	91.2%
Speak only English, avoiding the use of non-English native language	5.8%	94.2%
Other	3.5%	96.5%
Don't know	1.5%	98.5%

- Appearing busy, avoiding certain routes, and sharing live locations are among the most common precautionary behaviours respondents take to feel safe on public transport.
- Behaviours like changing language and modifying clothing are less common but their adoption points to cultural and racialised experiences of perceived vulnerability.

Source question: Out of the below, which precautionary behaviours or actions have you carried out in the past to feel safer when using public transport?

Precautionary behaviours are driven by context, not routine

n = 538

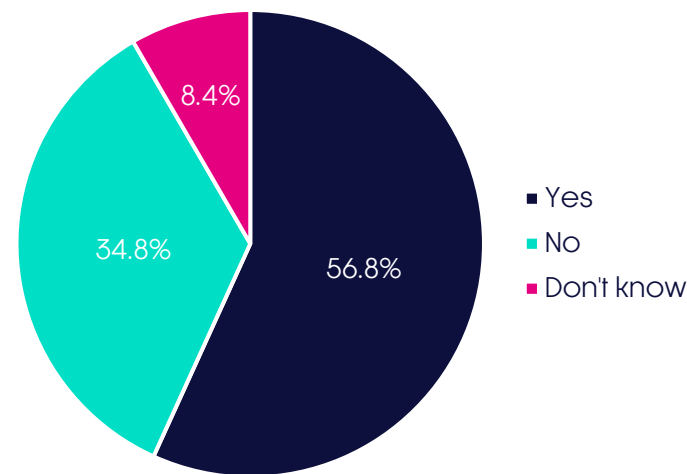


- Behaviours such as avoiding eye contact and changing seats are the most consistently practised, suggesting respondents aim to manage their social interactions and physical space.
- The highest %s often sit in the 'sometimes' column, indicating that people respond to perceived threat levels situationally.

Source question: How often do you take any of the previously mentioned precautions?

Reporting incidents, response, awareness

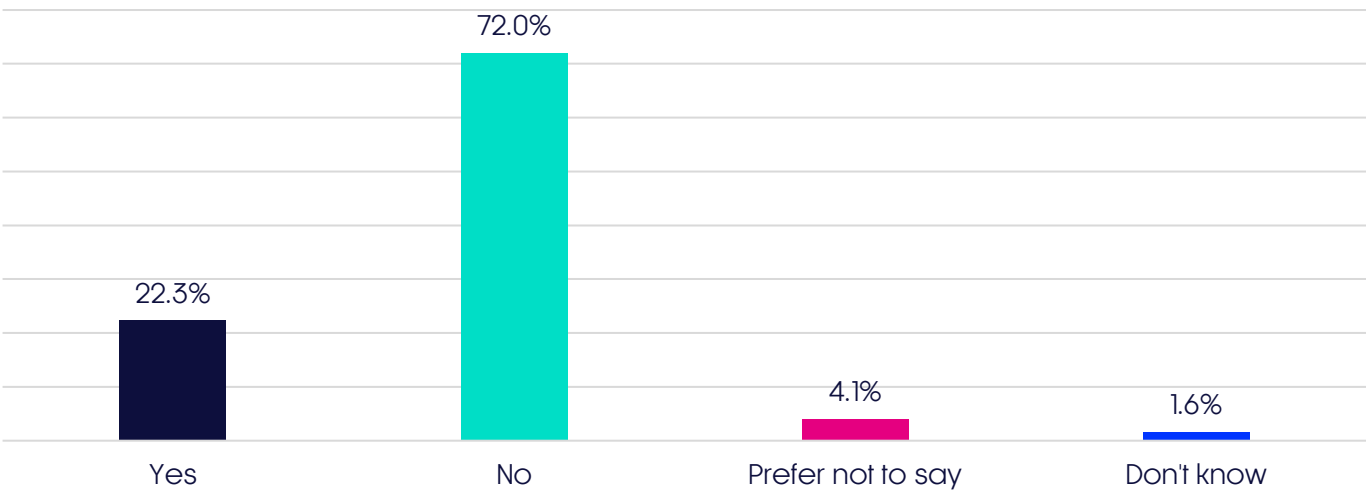
Just over half of respondents know how to report an incident n = 861



- Whilst 57% know how to report an incident, over 40% don't know or are not sure how to report.
- A third of people not knowing how to report incidents could lead to underreporting, missed interventions, and a lower level of overall safety across a network.

Source question: Now thinking about reporting incidents, do you know how to report an incident, for example harassment or antisocial behaviour incidents?

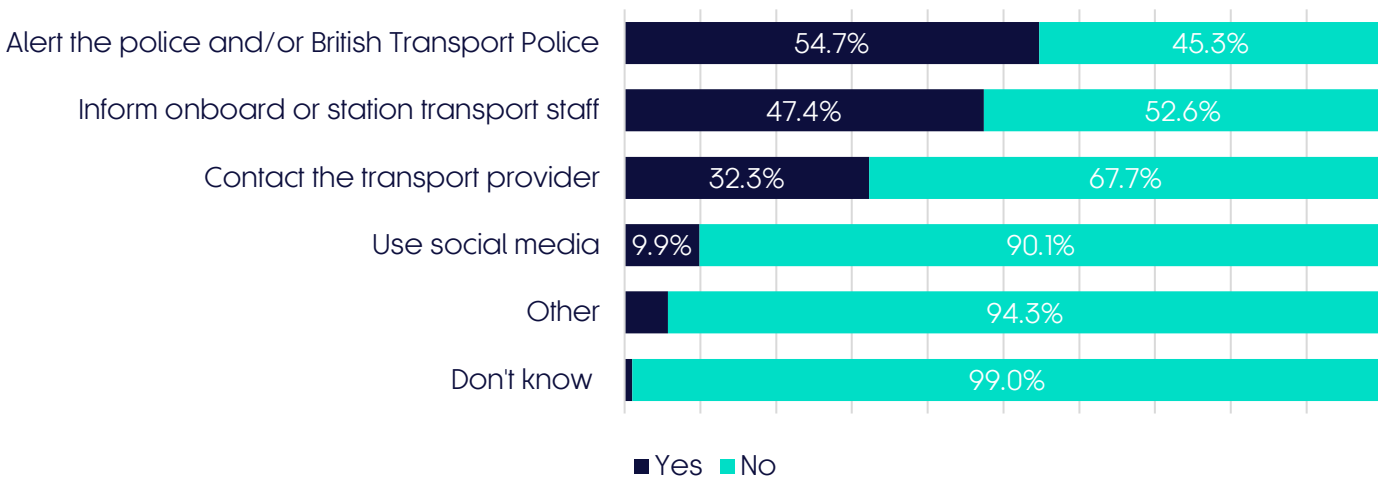
Actual reporting behaviour seems to be rare n = 861



- Although more than half of respondents know how to report, only 1 in 5 have ever done so, potentially highlighting a gap between knowledge and action.
- With 72% never having reported an incident, further data is needed to establish whether incidents are occurring and deemed to be low severity, a lack of confidence in the process, or a perceived ineffectiveness in reporting is at play.

Source question: Have you ever had to report an incident?

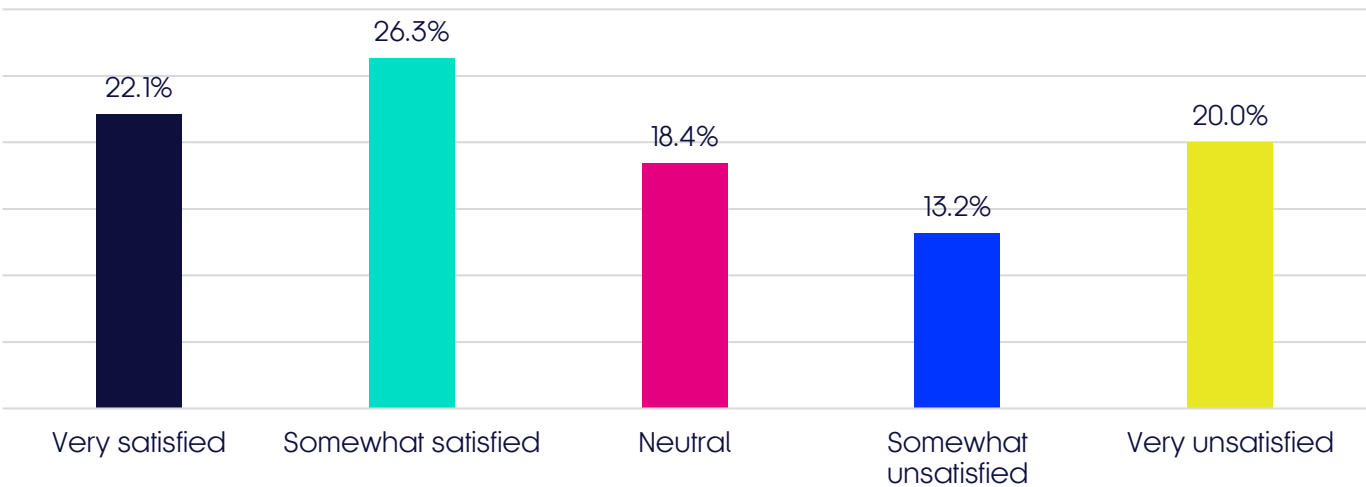
Police and transport staff are the most common recipients of reports of incidents n = 192



- Over half of incident reports go to the police or transport staff, possibly indicating these channels are seen as the most direct and legitimate options for addressing safety issues.
- With only a third contacting transport providers directly, there's a clear opportunity to improve visibility and trust in provider and operator-led transport systems.

Source question: Out of the below, who did you report the incident to? Select all that apply.

Reporting satisfaction is spilt. Half leave the process feeling positive n = 190

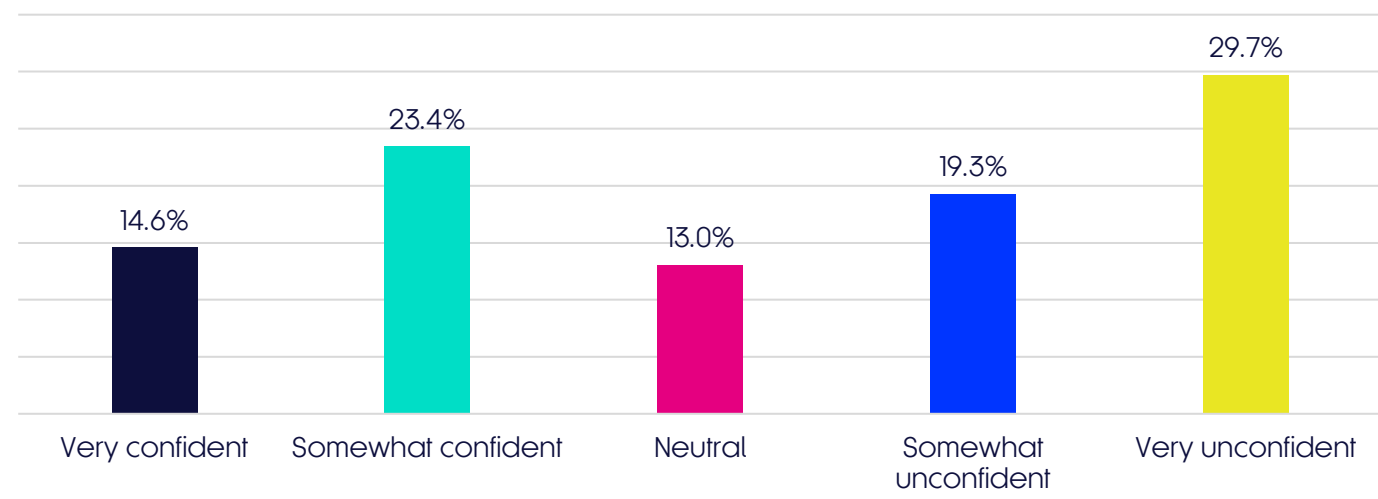


- Whilst 48% are satisfied with their reporting experience, a third are unhappy, and 1 in 5 feel indifferent. This suggest inconsistent outcomes and room for improvement in report handling.
- With 1 in 5 feeling very unsatisfied, transport providers and other stakeholders could risk losing public trust.

Source question: How satisfied were you with the overall experience of reporting an incident?

Fewer than 4 in 10 believe reporting an incident will lead to meaningful action or change

n = 192

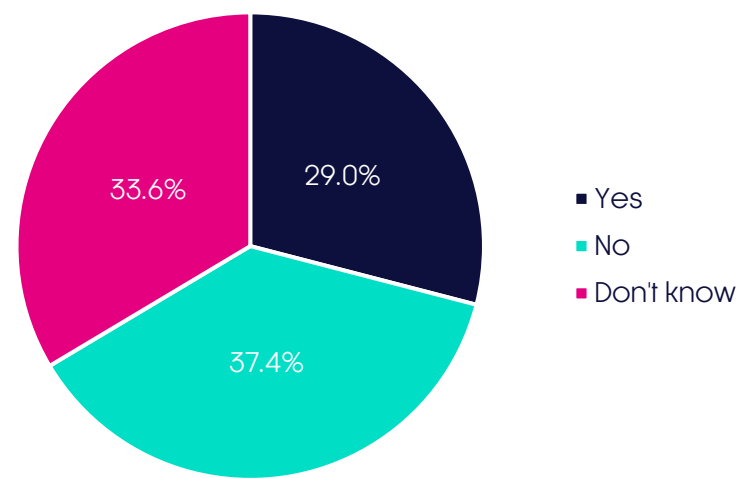


- Nearly half of all respondents feel unconfident their report would lead to action, with 30% expressing strong doubt, suggesting reporting systems are perceived ineffective or unresponsive.
- With fewer than 15% saying they were very confident, there is a clear need to improve the reporting process.

Source question: How confident were you that report made would lead to action and/or change?

Public confidence in transport staff’s safety capabilities is low

n = 861

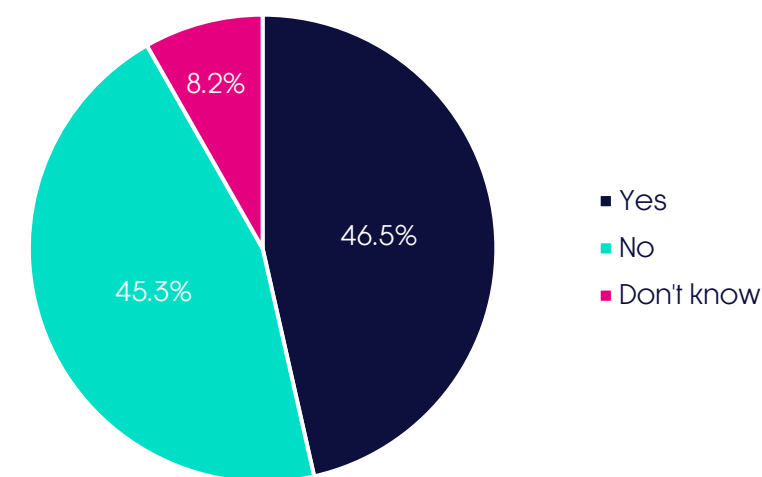


- Fewer than 1 in 3 respondents believe staff are adequately trained to handle safety incidents, and more people disagree than agree.

Source question: Are public transport staff adequately trained and equipped to handle in-person, live incidents and reports of threats to personal safety?

Public transport safety campaigns are not reaching half of all respondents

n = 861



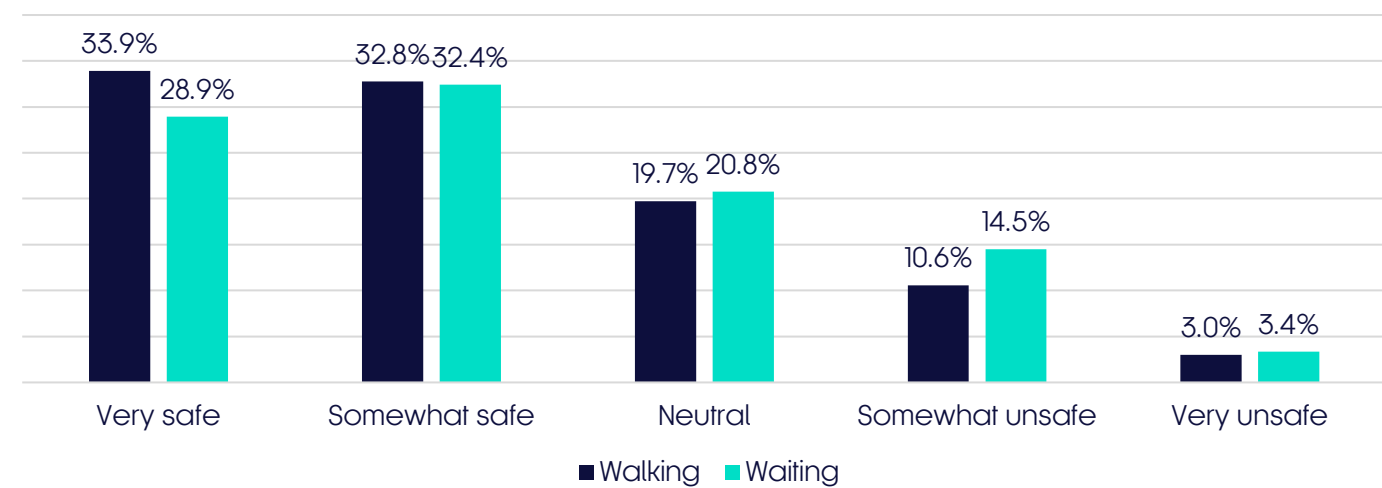
- With 45% unaware and 8% unsure, over half of all respondents either have not encountered or cannot remember at least one safety campaign, suggesting a visibility and engagement gap.

Source question: Are you familiar with any public campaigns which promote safety when travelling on public transport?

First and last mile journeys

Generally, people feel safe during their first and last mile journeys. Safety does however drop when waiting at stops and stations

n = 861

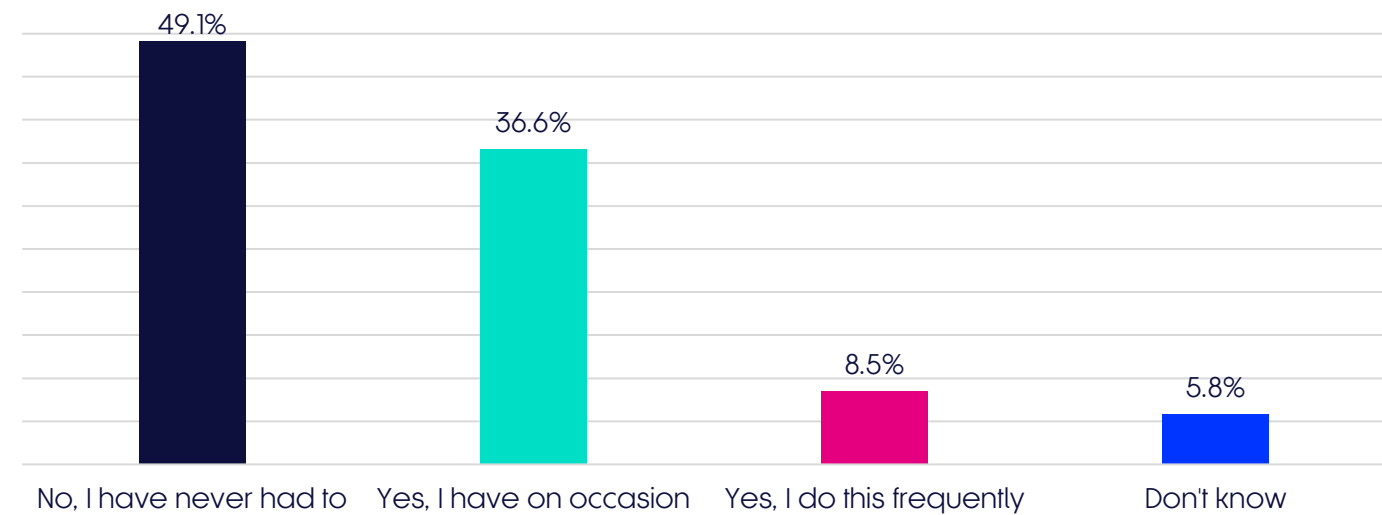


→ 67% of respondents feel safe walking to their local stop or station. This drops slightly to 61% whilst waiting, suggesting a vulnerability anxiety around being stationary.

Source question: 'First and last mile journeys' refers to the stages of a journey before and after using public transport. For example, walking to the bus stop to get the bus to work would be considered the first mile and exiting the bus to walk to work would be considered last mile. With this in mind, how safe do you feel walking to and then waiting at your local bus, tram, or rail station or stop?

Nearly half of all respondents have changed their first and last mile journey routes due to safety concerns

n = 861



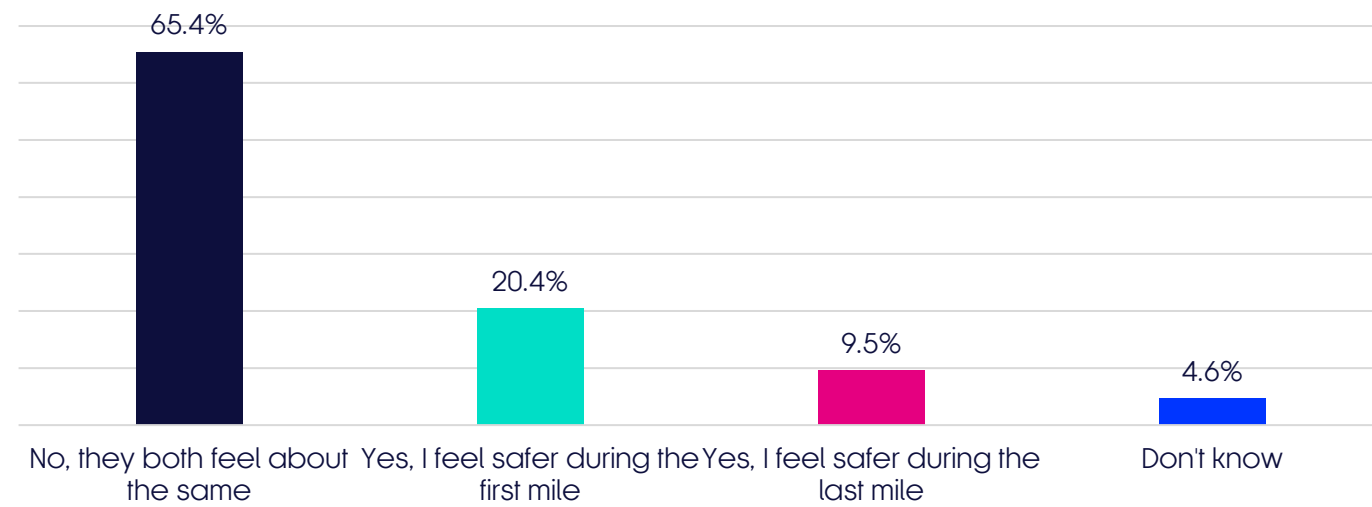
→ 45% of respondents have intentionally adjusted their journey, occasionally or frequently, to feel safer, highlighting that the first and last mile may dictate perceived risk and mode choice.

→ 49% have never had to adjust their first and last mile, suggesting just under half of respondents have not felt safety concerns strong enough to change their travel plans and behaviours.

Source question: Thinking about the first and last mile parts of a journey only, have you ever altered your journey or mode choice in any way to avoid personal safety concerns?

Most people experience consistent safety across the start and end parts of their first and last mile journeys

n = 861



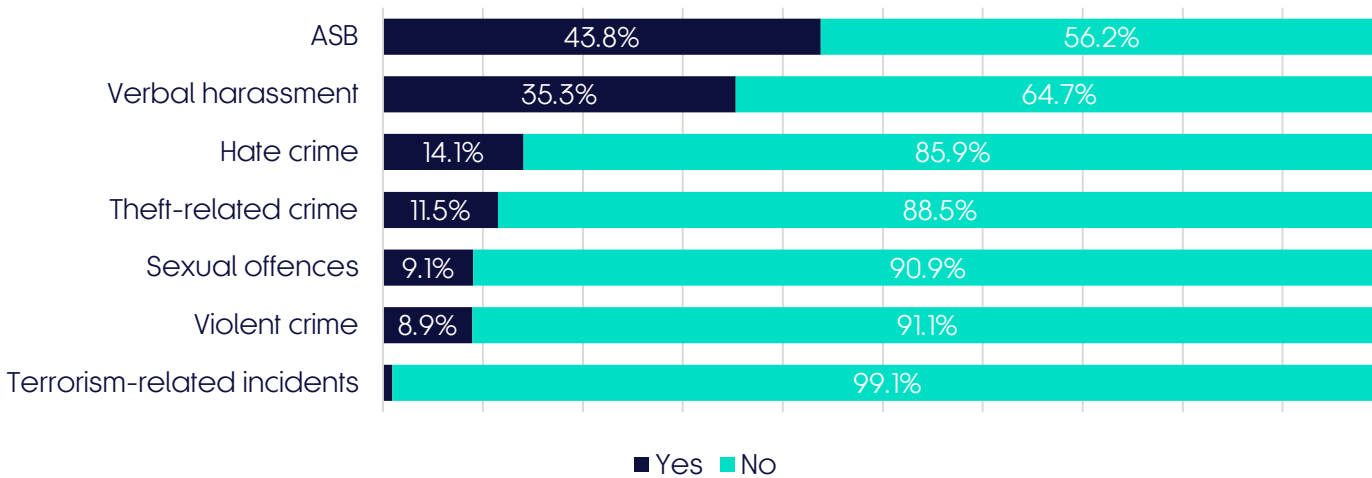
→ Whilst 65% of respondents said the first and last mile feel the same, this consistency could reflect feelings of safety or unsafety across both journey stages.

→ 20% feel safer at the start of their journey, only 9.5% feel safer at the end, suggesting the last mile could be a weak link in the public transport safety chain.

Source question: Is there a difference in your personal safety between your first and last mile journey?

ASB and verbal harassment dominate first and last mile journey experiences

n = 861



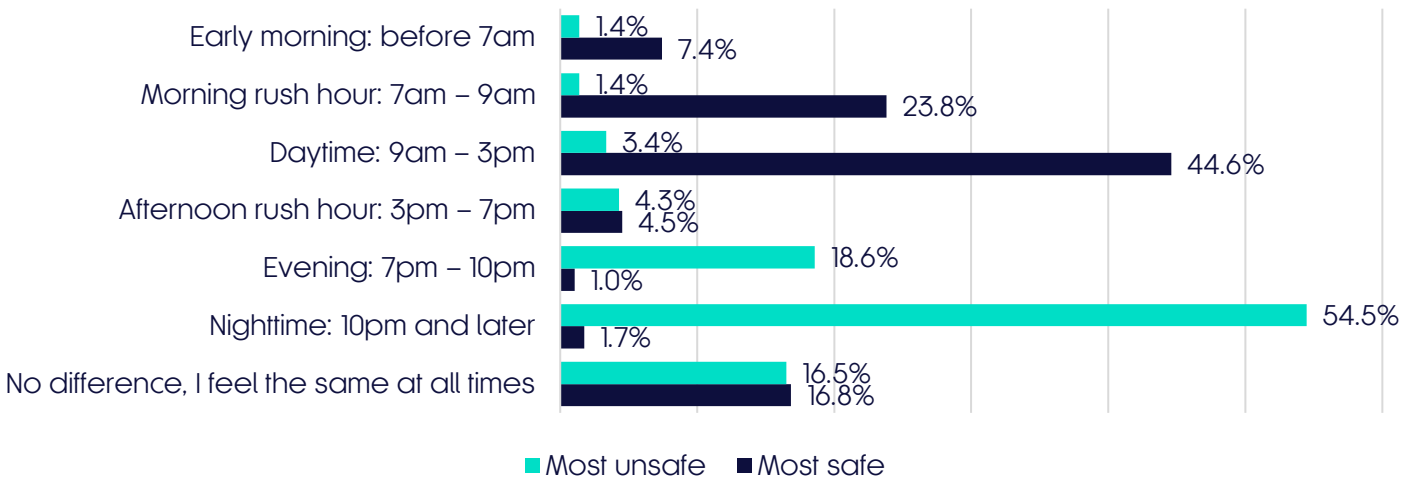
→ Among all incident types, ASB and verbal harassment are the most frequently reported during the first and last mile of travel. This could indicate that lower-level and disruptive behaviours are key safety concerns during these journey segments.

→ Whilst more serious incidents such as hate crimes and theft are less common, they still affect a notable minority.

Source question: Again, thinking about the first and last mile parts of a journey only, have you ever experienced or witnessed the below incidents?

Daylight hours are strongly associated with feelings of safety when completing first and last mile journeys

n = 861



- 68% of respondents feel safest during daytime and morning hours, with daytime (9am – 3pm) the most selected period.
- A combined 73% identify post-7pm as the most unsafe time to complete first and last mile journeys, suggesting visibility and activity levels are key drivers of perceived safety.

Source question: What time of day do you feel the safest when completing first and last mile journeys? and What time of day do you feel the most unsafe when completing first and last mile journeys?

Visibility is key for making first and last mile journeys. Street lighting and CCTV are the most influential factors in feeling safe

n = 832

	1 (least influential)	2	3	4	5	6	7	8 (most influential)
Street lighting	1.0%	2.9%	1.1%	6.4%	10.2%	3.4%	23.7%	51.4%
CCTV	1.0%	4.9%	0.8%	12.9%	18.8%	6.5%	41.5%	13.7%
Presence of other people	3.4%	9.0%	1.7%	26.6%	26.7%	14.3%	11.5%	6.9%
Designated pathways	7.2%	13.6%	8.3%	28.5%	19.5%	7.5%	8.7%	6.9%
Clean and well-maintained pathways	18.3%	22.4%	14.1%	14.9%	11.8%	8.2%	5.3%	5.2%
Presence of security staff or police	28.4%	18.9%	18.9%	6.5%	6.9%	9.4%	4.9%	6.3%
Availability of alternative transport options	24.5%	15.9%	32.6%	2.4%	4.7%	13.8%	3.0%	3.1%
Perceived risk of crime or harassment in a particular area	16.3%	12.5%	22.6%	1.9%	1.6%	37.0%	1.4%	6.6%

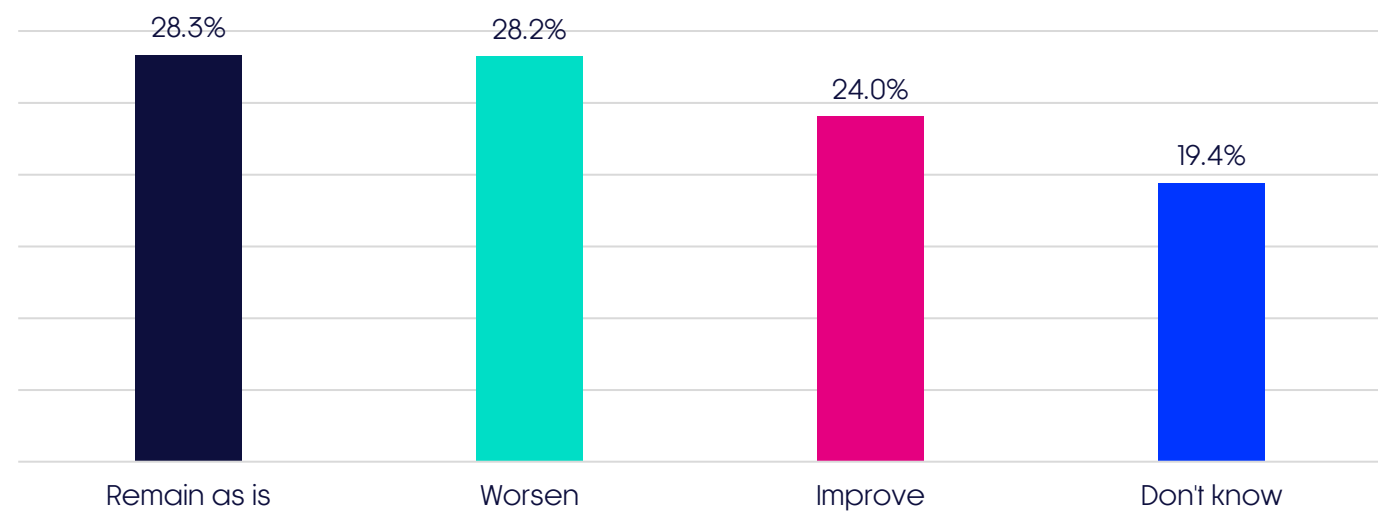
- 3 in 4 respondents place street lighting in the top 2 ranks, with CCTV also ranking highly, showing a clear priority for visibility and surveillance when making first and last mile journeys.
- Features like designated pathways and the presence of other passengers are mostly ranked in the middle, indicating they are seen as beneficial but not decisive in forming safety perceptions.

Source question: Rank the below factors based on the extent to which they influence your perceptions of safety during your first and last mile journeys.

Improving personal safety in the North of England for the future

Public opinion on personal safety and public transport in the future is split between optimism, concern, and indifference

n = 861



- ➔ Nearly equal proportions expect safety to stay the same (28.3%) or worsen (28.2%) and just a quarter expect improvement.
- ➔ The relatively high ‘don’t know’ rate (19.4%) suggest that many people may feel disconnected from safety planning or unaware of measures being taken.

Source question: How do you think personal safety when using public transport is going to change over the next 5 years?

Increasing staff presence is the most supported staffing and security measure

n = 799

	1 (support the least)	2	3	4	5 (support the most)
Increased staff presence	0.5%	1.9%	8.6%	20.7%	68.3%
Bystander intervention training	20.5%	34.4%	21.8%	17.3%	6.0%
Zero-tolerance enforcement	5.0%	16.5%	28.4%	33.5%	16.5%
Community or volunteer-led safety schemes	55.3%	25.8%	12.9%	4.8%	1.3%
Undercover security personnel	18.6%	21.4%	28.3%	23.8%	7.9%

- ➔ Nearly 7 in 10 respondents rank increased staff presence as their top choice, surpassing all other options.
- ➔ Over 55% ranked community-led schemes as the least supported, and a majority placed bystander intervention training in the bottom two ranks. This suggests a preference for an official and trained presence over general public-led approaches.

Source question: Rank the below staffing and security presence measures you would support to improve personal safety when using public transport.

Lighting and CCTV are the most supported safety improvements from a public realm design perspective

n = 814

	1 (support the least)	2	3	4	5	6 (support the most)
Improved lighting	1.2%	4.2%	10.9%	23.5%	30.1%	30.1%
Increased CCTV	3.6%	7.9%	18.3%	22.2%	24.3%	23.7%
Emergency help points	4.2%	15.7%	23.0%	24.3%	18.6%	14.3%
Clear sightlines	7.4%	38.7%	24.8%	13.1%	10.1%	5.9%
Safe waiting areas	6.4%	22.5%	17.6%	14.5%	14.9%	24.2%
Safe and secure bike and scooter storage	77.3%	11.1%	5.4%	2.3%	2.1%	1.8%

- ➔ 60% of respondents rank improved lighting in the top two supportive ranks, and nearly half did the same for CCTV expansion, making these the top design and infrastructure measures for improving safety.
- ➔ Safe waiting areas and help points are viewed as helpful but less essential than other design measures and interventions.

Source question: Rank the below design and infrastructure measures you would support to improve personal safety when using public transport.

Planning-based measures like safe routes and request-stop policies are strongly supported

n = 799

	1 (support the least)	2	3	4	5 (support the most)
Safe routes planning	4.6%	10.9%	17.1%	30.2%	37.2%
Request-stop policies at nighttime	4.1%	11.3%	24.2%	26.3%	34.2%
More on-demand transport services	11.6%	29.7%	24.5%	22.8%	11.4%
Designated priority spaces	28.0%	28.8%	21.7%	10.6%	10.9%
Nighttime fare discounts or subsidies	51.6%	19.4%	12.5%	10.1%	6.4%

- ➔ A majority of respondents ranked safe route planning and request-stop policies in the top two positions, suggesting a strong preference for clearer and more flexible journey design.
- ➔ Over half of respondents ranked nighttime fare discounts as the least supportive, and designated priority spaces scored poorly. This indicates a preference for practical safety infrastructure over comfortability or affordability incentives.

Source question: Rank the below travel planning and accessibility measures you would support to improve personal safety when using public transport.

Fast and anonymous reporting tools have the strongest support

n = 799

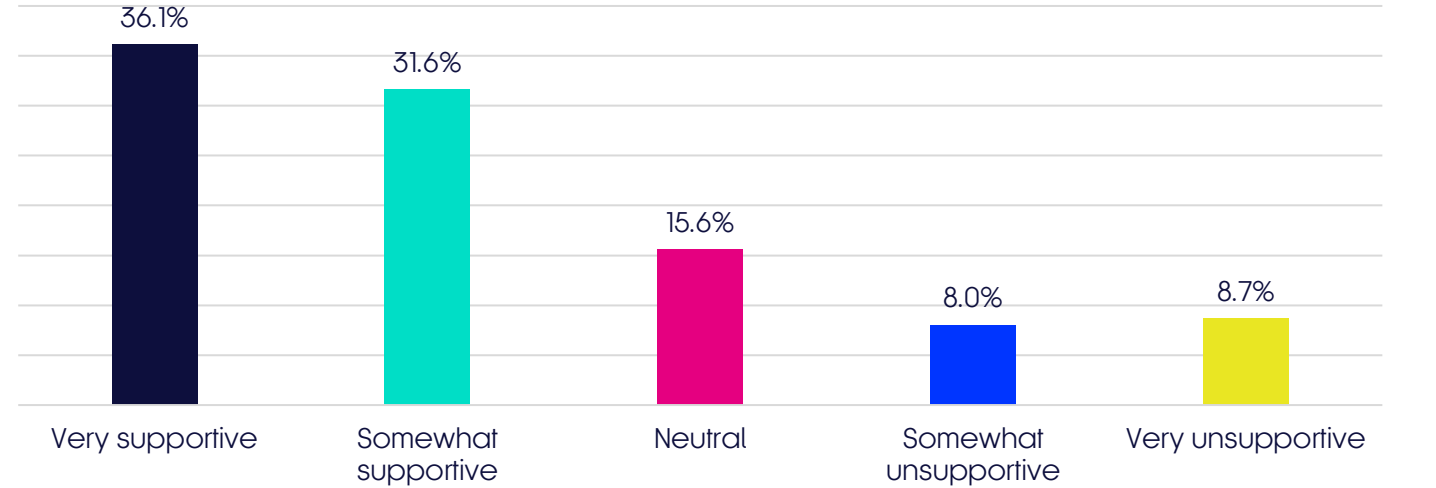
	1 (support the least)	2	3	4 (support the most)
Fast and anonymous reporting	7.3%	11.0%	32.3%	49.6%
Passenger feedback	22.9%	37.0%	23.3%	16.8%
Develop safety ratings through crowdsourcing and researching	46.6%	24.3%	20.5%	8.6%
Real-time information	23.3%	27.7%	24.0%	25.0%

- Nearly half of all respondents (49.6%) ranked fast, anonymous reporting as their top preference, making it the clear priority for information and reporting measures.
- Over 46% of respondents ranked crowdsourced safety ratings as the least supportive, and feedback systems scored low. This suggests, people prefer tangible reporting options over passive feedback mechanisms.

Source question: Rank the below information and reporting measures you would support to improve personal safety when using public transport.

Most respondents support the use of AI and facial recognition in surveillance technologies to improve personal safety

n = 861

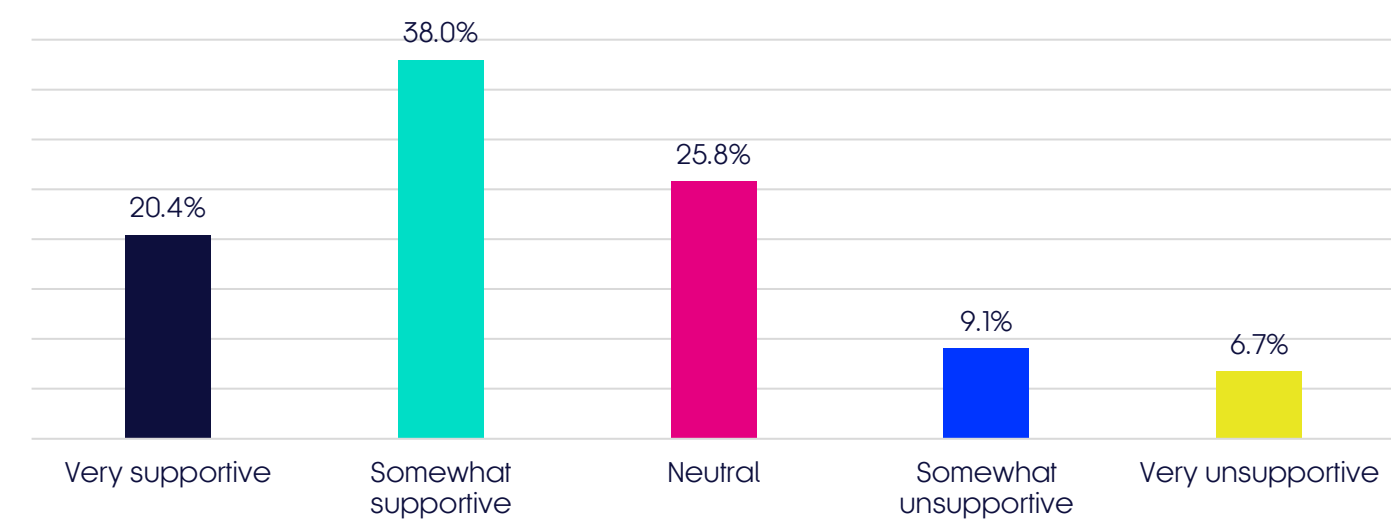


- Over two-thirds of respondents expressed support for more sophisticated surveillance, suggesting the public is largely open to technology-driven safety solutions.
- While support is high, nearly 17% oppose these methods, highlighting the importance of transparency, trust, and ethics in deploying surveillance technologies.

Source question: How would you feel if transport operators increased their surveillance with newer and more sophisticated methods and technologies (e.g., facial recognition and artificial intelligence)?

Most respondents support increased investments in personal safety measures

n = 861



- Nearly 60% of respondents support funding improvements, even if it means paying more through fares or even taxes. This indicates a strong desire for improving safety when using public transport.
- 25.8% remain neutral and 15.8% oppose funding increases, showing that whilst the majority support investment, there is a need to communicate the value and impact of any spending.

Source question: To what extent would you support increasing funding for personal safety measures on public transport, even if this meant higher fares or taxes?



Survey questions

The survey was completed by 861 respondents. There are 56 closed questions (85%) and 10 open questions (15%).

Number	Section	Question	Answer options
1	Introduction	Are you interested in participating in this survey?	Yes   No
2	Demographics	To ensure our research is as thorough as possible we would like to hear the views of as many different people as possible. With that in mind, how would you describe your gender identity?	Man   Woman   I prefer to self-describe (please specify) [open text]   Prefer not to say
3		What is your age?	Under 19   20 to 29   30 to 39   40 to 49   50 to 59   60 to 69   70 to 79   80 and over
4		What is your ethnicity?	Asian or Asian British   Black, African, Caribbean, or Black British   Mixed or multiple ethnic groups   White or White British   Other   Prefer to self-describe my ethnicity (please specify) [open text]   Prefer not to say
5		How would you describe your sexual orientation?	Straight/Heterosexual   Gay/Lesbian/Homosexual   Bisexual   I prefer to describe my sexual orientation in another way (please specify) [open text]   Don't know   Prefer not to say
6		Do you have a disability or health condition expected to last 12 months or more? This includes both physical and mental health conditions.	Yes   No   Prefer not to say
7		Are you currently employed?	Yes   No   Prefer not to say
8		Which region do you reside in?	North East   Yorkshire and the Humber   North West
9		How would you classify the area you live in?	Urban   Sub-urban   Rural   Don't know
10		Do you currently, or have you previously worked in a public-facing role onboard public transport or at public transport stations (E.g., bus driver, train conductor, tram conductor, station security staff, etc..)	Yes   No   Prefer not to say
11		How often do you use public transport (buses, trams or trains) or taxis?	At least once a week   At least once a month   At least once every three months   At least once a year   Less often than once a year   Never   Don't know
12	General perceptions of safety when using public transport	Which mode of public transport, including taxis, do you use the most often?	Bus   Rail   Tram / metro / subway   Taxis   Other (please specify) [open text response]
13		Does personal safety influence or play a role in deciding which mode of travel you use?	Yes, to a great extent   Yes, somewhat   No   Don't know
14		Please explain your previous answer.	<open text response>
15		Do different modes of public transport feel safer than others?	Yes   No   Don't know
16		Please explain your previous answer.	<open text response>
17		Starting with the safest and ending with the least safe, rank modes of public transport based on how safe you feel they are.	Bus   Rail   Tram / metro / subway   Taxis
18		Either from experience or hypothetically, which type of taxi service would you feel is the safest to use?	Local taxi firms   Uber, Bolt, etc...   They both feel safe   They both feel unsafe   Don't know
19		Please explain your previous answer.	<open text response>
20		How do you usually travel?	Alone   With children   With an adult companion
21		If you travel with children, does your perception of safety change compared to when you travel alone?	Yes, to a great extent   Yes, somewhat   No   Don't know
22		Out of the below, select any concerns you have when travelling with children on public transport.	Crowded vehicles   Fear of harassment Risk of getting separated   Lack of help from others   Accessibility   Fear of violence and disorder   Other (please specify) [open text]
23		If you travel with an adult companion, does your perception of safety change compared to when you travel alone?	Yes, to a great extent   Yes, somewhat   No   Don't know
24		Out of the below, select any concerns you have when travelling with an adult companion on public transport.	Crowded vehicles   Fear of harassment Risk of getting separated   Lack of help from others   Accessibility   Fear of violence and disorder   Other (please specify) [open text]
25		How safe do you feel using public transport during the daytime?	Very unsafe   Somewhat unsafe   Neutral   Somewhat safe   Very safe
26		Please explain your previous answer.	<open text response>
27		How safe do you feel using public transport during the nighttime/after dark?	Very unsafe   Somewhat unsafe   Neutral   Somewhat safe   Very safe
28		Please explain your previous answer.	<open text response>
29		Has your perception of your personal safety when using public transport worsened or improved the last 3 to 5 years?	Yes, to a great extent   Yes, somewhat   No   Don't know
30		Please explain your previous answer.	<open text response>
31		Rank the below threats to your own personal safety when using public transport.	Violent crime (e.g., physical assault, knife crime, gun crime)   Sexual offences (e.g., harassment, groping, indecent exposure)   Verbal harassment (e.g., catcalling, threats, inappropriate comments)   Theft-related crime (e.g., pickpocketing, baggage theft, phone snatching)   Hate crime (e.g., race, religion, gender, sexuality, disability-related abuse)   Anti-social behaviour (e.g., disorderly alcohol and drug use, vandalism, disruptive behaviour)   Terrorism-related incidents
32		Are there any threats to your personal safety when using public transport that we missed?	<open text response>
33		Have you ever witnessed or experienced any of the below incidents when using public transport?	Violent crime (e.g., physical assault, knife crime, gun crime)   Sexual offences (e.g., harassment, groping, indecent exposure)   Verbal harassment (e.g., catcalling, threats, inappropriate comments)   Theft-related crime (e.g., pickpocketing, baggage theft, phone snatching)   Hate crime (e.g., race, religion, gender, sexuality, disability-related abuse)   Anti-social behaviour (e.g., disorderly alcohol and drug use, vandalism, disruptive behaviour)   Terrorism-related incidents
34		As detailed as you like, what impact, if any, did this have on you?	<open text response>
35		How influential are first-hand experiences, stories and recollections from people you know, and stories in the media on your perception of personal safety when using public transport?	Very insignificant   Somewhat insignificant   Neutral   Somewhat influential   Very influential
36		How often do you hear or see media coverage relating to personal safety and public transport?	Daily   Weekly   Monthly   Rarely   Never   Don't know



37		Thinking from experience or hypothetically, would you ever intervene if an incident was happening to a fellow passenger?	Yes, I would always intervene if someone needed help   Maybe, it would depend on the incident type and whether my own safety was at risk   No, I would never intervene   Don't know
38	Coping strategies	Have you ever avoided all or certain modes of public transport for a particular journey due to personal safety concerns?	Yes   No   Don't know
39		Did you still travel, or did you cancel the entire journey?	Yes, I still travelled   No, I didn't end up travelling in the end   Don't know
40		Which mode of public transport were you going to originally use and which mode did you opt for in the end due to personal safety concerns?	Original intended mode of travel: [open text response]   Alternative mode of travel used: [open text response]
41		Out of the below, which precautionary behaviours or actions have you carried out in the past to feel safer when using public transport?	Move to a different seat or area of the vehicle   Avoid eye contact or verbal communication   Appear busy by using a mobile phone   Avoid using a mobile phone or displaying anything that might be seen as a valuable   Avoid travelling at certain times or on certain routes   Carry personal safety devices (e.g., pepper spray, alarm)   Travel with a companion   Share your GPS location with someone else   Take a safer but longer or slower route to get to your end destination   Pay for more expensive modes of travel to get to your end destination faster   Speak only English, avoiding the use of non-English native language   Modify your clothing   Change mannerisms   Travel to certain places only (e.g., avoid rural places or areas with a lack of diversity)   Other   I haven't needed to take precautionary measures to feel safe when using public transport   Don't know
42		How often do you take any of the previously mentioned precautions	Always   Often   Sometimes   Rarely   Never   Don't know
43	Reporting incidents	Now thinking about reporting incidents, do you know how to report an incident, for example harassment or antisocial behaviour incidents?	Yes   No   Don't know
44		Have you ever had to report an incident?	Yes   No   Prefer not to say   Don't know
45		Out of the below, who did you report the incident to? Select all that apply.	Inform transport staff (e.g., bus driver, train conductor)   Contact the transport provider (e.g., look at the transport provider's website or app to report the incident)   Alert the police and/or British Transport Police (e.g., calling 999 or 101, texting 61016)   Use social media (e.g., send messages to providers and authorities)   Other   Don't know
46		How satisfied were you with the overall experience of reporting an incident?	Very satisfied   Somewhat satisfied   Neutral   Somewhat unsatisfied   Very unsatisfied
47		Please explain your previous answer.	<open text response>
48		How confident were you that report made would lead to action and/or change?	Very confident   Somewhat confident   Neutral   Somewhat unconfident   Very unconfident
49		Are you familiar with any public campaigns which promote safety when travelling on public transport?	Yes   No   Don't know
50		Are public transport staff adequately trained and equipped to handle in-person, live incidents and reports of threats to personal safety?	Yes   No   Don't know
51	First and last mile journeys	'First and last mile journeys' refers to the stages of a journey before and after using public transport. For example, walking to the bus stop to get the bus to work would be considered the first mile and exiting the bus to walk to work would be considered last mile.  With this in mind, how safe do you feel walking to and then waiting at your local bus, tram, or rail station or stop? 1 is very unsafe and 5 is very safe.	Very unsafe   Somewhat unsafe   Neutral   Somewhat safe   Very safe
52		Is there a difference in your personal safety between your first and last mile journey?	Yes, I feel safer during the first mile   Yes, I feel safer during the last mile   No, they both feel about the same   Don't know
53		Thinking about the first and last mile parts of a journey only, have you ever altered your journey or mode choice in any way to avoid personal safety concerns?	Yes, I do this frequently   Yes, I have on occasion   No, I have never had to   Don't know
54		Again, thinking about the first and last mile parts of a journey only, have you ever experienced or witnessed the below incidents?	Violent crime (e.g., physical assault, knife crime, gun crime)   Sexual offences (e.g., harassment, groping, indecent exposure)   Verbal harassment (e.g., catcalling, threats, inappropriate comments)   Theft-related crime (e.g., pickpocketing, baggage theft, phone snatching)   Hate crime (e.g., race, religion, gender, sexuality, disability-related abuse)   Anti-social behaviour (e.g., disorderly alcohol and drug use, vandalism, disruptive behaviour)   Terrorism-related incidents
55		Thinking about the areas you travel in and around the most often, are there any places you feel particularly unsafe when waiting to board public transport? If so, can you explain why?	<open text response>
56		What time of day do you feel the safest when completing first and last mile journeys?	Early morning: before 7am   Morning rush hour: 7am – 9am   Daytime: 9am – 3pm   Afternoon rush hour: 3pm – 7pm   Evening: 7pm – 10pm   Nighttime: 10pm and later   No difference, I feel the same at all times
57		What time of day do you feel the most unsafe when completing first and last mile journeys?	Early morning: before 7am   Morning rush hour: 7am – 9am   Daytime: 9am – 3pm   Afternoon rush hour: 3pm – 7pm   Evening: 7pm – 10pm   Nighttime: 10pm and later   No difference, I feel the same at all times
58		Rank the below factors based on the extent to which they influence your perceptions of safety during your first and last mile journeys.	Street lighting   CCTV   The presence of other people   Designated pathways   Clean and well-maintained pathways   Presence of security staff or police   Availability of alternative transport options   Perceived risk of crime or harassment in a particular area
59	Improving personal safety in the North of England for the future	How do you think personal safety when using public transport is going to change over the next 5 years?	Improve   Remain as is   Worsen   Don't know
60		Please explain your previous answer.	<open text response>
61		What would you like to see happen in your local area and on your local public transport to improve personal safety?	<open text response>
62		Rank the below design and infrastructure measures you would support to improve personal safety when using public transport.	Improved lighting (e.g., ensure stops, stations, and surrounding areas are well-lit to reduce fears)   Increased CCTV coverage (e.g., increase the number of CCTV cameras on and off vehicles)   Emergency help points (e.g., install emergency buttons and intercoms at all stops and stations to allow quick contact)   Clear sightlines (e.g., remove obstructions at stops and stations to prevent hiding places)   Safe waiting areas (e.g., well-lit, designated, and in major stations, staffed waiting areas)   Safe and secure bike and scooter storage (e.g., well-lit and locked storage facilities at stations)
63		Rank the below staffing and security presence measures you would support to improve personal safety when using public transport.	Increased staff presence (e.g., more uniformed staff, police, and other security staff at key times of the day)   Bystander intervention training (e.g., training staff and encouraging passenger intervention)   Zero-tolerance enforcement (e.g., ensure transport operators follow a strict zero-tolerance policy for incidents)   Community or volunteer-led safety schemes (e.g., create a 'travel buddy' scheme)

			Undercover security personnel (e.g., plain clothing and covert officers to monitor routes where incidents are common)
64	Rank the below travel planning and accessibility measures you would support to improve personal safety when using public transport.		Safe routes planning (e.g., identify the safest route and transport options, particularly for nighttime travel)   Request-stop policies at nighttime (e.g., bus operators stop closer to passengers' destinations during low traffic hours)   More on-demand transport services (e.g., increasing demand-responsive transport options for nighttime journeys)   Designated priority spaces (e.g., create more seats or carriages for vulnerable passengers)   Night-time fare discounts or subsidies (e.g., reduce nighttime fares to encourage safer travel through public transport to avoid potentially riskier options)
65	Rank the below information and reporting measures you would support to improve personal safety when using public transport.		Fast and anonymous reporting (e.g., apps or helplines for safe, anonymous incident reporting)   Passenger feedback (e.g., regular surveys and engagement to assess personal safety concerns)   Develop safety ratings through crowdsourcing and research (e.g., allow passengers to rate stops, stations, and routes based on their firsthand experience)   Real-time information (e.g., provide all passengers with crowd density information as well as GPS tracking)
66	To what extent would you support increasing funding for personal safety measures on public transport, even if this meant higher fares or taxes?		Very unsupportive   Somewhat unsupportive   Neutral   Somewhat supportive   Very supportive

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