

Get on Board: An agenda for improving personal security - Guidance

Contents

- 1. Personal Security in Bus Travel2**
 - 1.1 Introduction to the guidance..... 2
 - 1.2 Issues for passengers and operators 3
 - 1.3 Organisational policy and practice..... 4
 - 1.4 Developing an effective strategy 4
- 2. Design Solutions5**
 - 2.1 Basic Principles 5
 - Bus Stops and Shelters 5
 - case study 6
 - 2.3 Stations 6
 - case study 7
 - 2.4 Vehicle Design 7
 - case study 8
 - 2.5 Maintenance and Repair 8
 - case study 8
- 3. Management Solutions9**
 - 3.1 Monitoring and Targeting Incidents..... 9
 - case study 10
 - 3.2 Staffing for Security 10
 - case study 11
 - 3.3 Staff Training 11
 - case study 12
 - 3.4 Surveillance to Deter and Detect..... 12
 - case study 13
 - 3.5 Passenger Information and Publicity..... 13
 - 3.6 Fare Structures 14
 - case study 14
- 4 Partnership Approaches.....15**
 - 4.1 Using the Police and the Law..... 15
 - case studies (1) 16
 - case studies(2) 16
 - 4.2 Young People and Bus Travel..... 17
 - case study 18

1. Personal Security in Bus Travel

1.1 Introduction to the guidance

This guidance have been prepared for bus infrastructure managers and service operators, to assist in improving personal security for staff and passengers in bus travel. It covers all parts of the journey: stations, stops, shelters and on-vehicle. While it is aimed at the managing and operating agencies specifically, it also covers issues which require a partnership approach, such as working effectively with the local police and with schools.

The guidance is based on research into good practice already in existence and found to work. Further information can be found in the accompanying Good Practice Case Studies report.

The guidance is structured into four sections:

1. *Personal Security in Bus Travel*

Introduction to the guidance

Issues for passengers and operators

Organisational policy and practice

Developing an effective strategy

2. *Design solutions*

Basic principles

Bus stops and shelters

Stations

Vehicle design

Maintenance and repair

3. *Management Solutions*

Monitoring and targeting incidents

Staffing for security

Staff training

Surveillance to deter and detect

Passenger information and publicity

Fare structures

4. *Partnership approaches*

Using the police and the Law

Young people and bus travel

The guidance also includes two sample reporting forms to record incidents, and a 'key players' diagram of those agencies with a potential interest in and responsibility for improving personal security in bus travel.

1.2 Issues for passengers and operators

We know from research commissioned by the DTLR into the transport needs of different social groups, that the personal security issues for passengers are as follows:

- the time spent waiting for the bus is generally more fearful than the time spent on-vehicle
- women consistently express higher levels of fear than men
- fear is greater after dark for both men and women
- black and minority ethnic groups are more fearful for their security than their white counterparts
- the presence of young people and people who have been drinking tends to make other passengers more uneasy
- young people have similar fears to adults, with similar gender differences
- young people are more likely to be bullied or intimidated by other young people than by adults
- people with learning disabilities are particularly subject to harassment and bullying
- the presence of graffiti and vandalism contributes to perceptions of unease/fear for adult passengers, although this is less so for young people
- the majority of incidents of harassment or intimidation on bus travel - as elsewhere - goes unreported either to operators or the police

For operators:

- graffiti and vandalism to buses and bus infrastructure is often a serious and costly problem, warranting significant financial investment in preventative measures such as CCTV
- Transport *for* London estimates the annual cost of vehicle damage to be around £10m
- 44% assaults on drivers are serious enough to result in some days being taken off work, and a further 13% result in the victim being off work for the remainder of their shift
- assaults against staff are most likely to be associated with traffic or fare disputes and regulating passenger boarding numbers
- many operators report an increase in the problem of both staff assaults and damage
- the school bus journey at the end of the day is often particularly problematic
- bus stations tend to become magnets for people looking for relative warmth and shelter, such as those who are homeless, and young people
- travel without a valid ticket is often associated with other crime and other nuisance behaviour

1.3 Organisational policy and practice

Employers have a legal obligation to safeguard, as far as reasonably practicable, the health and safety and welfare of their employees and others who might be affected by their activities. The existence of a policy relating to the security of staff, passengers, vehicles and infrastructure conveys an important message about the organisation's commitment to the issues, and that any problems will be taken seriously. Having a management post with dedicated responsibility for security underlines this commitment and ensures that it is translated into action. The organisation's policy should incorporate consultation with passengers and staff in identifying the problems, and assessing the effectiveness of preventive measures.

Good practice includes:

- Having a policy statement that sets out the organisation's commitment to the security of staff, passengers, vehicles and/or infrastructure, and publicising this policy
- Having a named senior manager with responsibility for regularly reviewing security concerns and developing an appropriate package of preventive measures
- Regular monitoring of incidents, and reporting of trends and issues of concern to senior management
- Evaluating initiatives to measure their impact and learn lessons
- Consulting operational staff formally over the introduction of security initiatives, to ensure that they shape the development of solutions
- Providing feedback to staff and passengers on measures which have been taken to improve security, and publicising successes
- Giving access to confidential welfare and counselling services to frontline staff who are subjected to abuse, intimidation and violence in the course of their work

1.4 Developing an effective strategy

Consistent with experience of 'what works' in reducing crime in the wider context, having a package of measures is most effective in enhancing security for bus travel. The key components of a package will include:

Design solutions such as use of robust materials, good lighting, clear sightlines;

Management solutions such as the presence of trained staff, effective surveillance, procedures for reporting incidents; and

Partnership initiatives such as effective liaison with the police, work with schools, and sponsoring initiatives which promote public transport to young people.

2. Design Solutions

2.1 Basic Principles

Most operators and planners are familiar with the concept of design and crime prevention. This section will go on to describe some of the commonly known features of a well-designed environment, and will bring some of these to life with examples of current good practice from around the country. To begin with, though, it is important to state some basic principles that are fundamental to the design process. These are:

1. consult users and operational staff - who will be able to identify problem areas, give their views on your proposals, and make suggestions of their own. Involve them from an early stage to avoid spending valuable time and scarce resources on proposals doomed to failure;
2. make use of professional advice - your local police Crime Reduction and Architectural Liaison Officers are experienced and have up-to-date information about physical security measures and robust or vandal-proof materials;
3. have in place a rolling programme to review infrastructure and vehicles - to identify any unforeseen problems that may be emerging.

Bus Stops and Shelters

The appearance and quality of a bus stop or shelter conveys a message - particularly to infrequent users - about your commitment to providing a quality service.

Good practice includes:

- making bus stops clearly visible, to avoid passengers missing their stop
- naming stops and shelters with locally recognisable names, to reduce confusion and the potential for conflict between passenger and driver, and to promote a sense in which the service is part of the local community
- clearly identifying request stops as such so that passengers are aware that they need to hail the bus, reducing the risk of a driver going past the stop
- locating stops and shelters where there is natural surveillance, but away from pubs, clubs and off-licences, to avoid those waiting from being intimidated by people who have been drinking
- ensuring that the stop or shelter is well-lit, or located in an area that is generally well-lit
- ensuring that stops and shelters remain unobscured by overgrown trees and foliage, or by other traffic signage
- provision of seating, such as tilted seating or flat seat with handles, to avoid misuse
- shelters designed to provide maximum visibility and with toughened glass to resist vandalism
- locating a public telephone close to the bus stop
- shelters with access and exit choices which avoid entrapment

case study

In Warrington, bus shelters have been upgraded, in consultation with the local Committee for the Disabled and the Society for the Blind. The design and construction of the shelters with glass panels allows good visibility, and the barrel-shaped roof is of reinforced glass, to maximise ambient lighting.

All carry a name - in bold lettering - to identify the location. Shelters have a map of Warrington which shows the network of buses, service information specific to that stop, and the telephone number of the travel information hotline.

2.3 Stations

Bus stations can act as a magnet for those not travelling but looking for warmth, and for young people and others seeking a place to hang about. This can lead to misuse of facilities and anxiety for waiting passengers. The challenge for architects and operators is to provide a comfortable environment for the passenger whilst deterring misuse by others. This is likely to involve a combination of design and management features.

Good practice includes:

- clear sight lines, with no recesses, to maximise visibility and minimise the number of CCTV cameras needed for comprehensive surveillance
- on-site monitors for CCTV
- the use of toughened glass to maximise visibility and resist vandalism
- locating staff so that they are visible and accessible to waiting passengers
- provision of public telephones, positioned and designed so that the user can see service display boards and can be seen by other passengers and staff
- provision of seating, such as tilted seating or flat seat with handles, to avoid misuse
- provision of Help Points which are clearly signed, simple to use and accessible to disabled passengers, with CCTV which is automatically activated when the button is pressed
- provision of coin-operated or staffed toilets to reduce the potential for misuse

case study

St Paul's bus station in Walsall was designed with good visibility and passenger security in mind. The West Midlands Police Architectural Liaison Officer and town centre manager were consulted at the design stage, and the structure was built with clear glazing and no obstructions.

The station is covered by CCTV, and the lighting has been designed to minimise shadows which would impair the quality of CCTV images. There is a monitor at the station for occasional viewing, and 24 hour recording. The system is linked to a control centre which covers the town centre, and where there is 24 hour live monitoring and recording. There is direct radio communication between the control centre and bus station staff, and also with the police.

Each of the bays is equipped with a Help Point which, when activated, automatically activates a CCTV camera.

2.4 Vehicle Design

The time spent on-vehicle is reported by passengers to be when they feel most secure. Nonetheless, there are measures which can be taken by operators to improve the security of both bus staff and passengers, and to reduce the opportunities for vandalism and graffiti of the vehicle.

Good practice includes:

- The use of single deck buses, where the demand for services makes this a practical option
- Siting and design of the staircase in double deck buses to encourage upstairs use and maximise visibility
- The internal design of the bus to maximise clear sight lines and visibility for both driver and passengers
- The use of anti-graffiti surfaces to reduce the potential for damage
- The use of CCTV surveillance to deter vandalism and other misuse, especially on double deck buses
- Radio contact for the driver to summon help if required

case study

London General and London Central Buses have equipped buses on the most problematic routes with CCTV, and this has resulted in a noticeable impact on the level of incidents and the cost of vandalism.

Drivers are protected by assault screens. For two person crews, conductors have a small personal alarm around their neck. When activated this sets off an alarm at the rear of the driver's cab and the driver can summon assistance using a radio.

2.5 Maintenance and Repair

Maintenance and repair of the travelling environment are important for three main reasons:

1. We know that passengers' fear of crime is increased by the presence of graffiti, vandalism and litter. A clean, well-maintained environment, on the other hand, conveys a message of efficiency and good management.
2. We know that the rapid removal of graffiti and repair of vandalism acts as a deterrent. It may be expensive in the short-term, and requires a high level of determination, but experience suggests that in the longer term the investment is repaid.
3. The presence of clearly identified staff who are cleaning and/or repairing the bus stop, shelter or station will itself provide reassurance to passengers.

Good practice includes:

- routine inspection of the station at the start of each day to record any defective or vandalised parts
- displaying a freephone telephone number so that passengers can report damaged or defective facilities
- the presence of cleaning staff on-site at bus stations to keep them clean and free of litter
- regular (monthly) inspection and repair of infrastructure to identify and replace defective lighting
- maintenance of real-time information at bus stops
- 24-hour response to reports of graffiti and vandalism
- use of materials that are readily available to avoid unnecessary delay on ordering replacement
- having in place a contract for the cleaning and rapid repair of damaged or vandalised shelters
- maintaining a litter-free on-bus environment and the rapid repair of any vandalised fittings

case study

Transport *for* London (TfL) have a policy to minimise repair or replacement problems by critically assessing design and materials at the planning stage, to make sure that the infrastructure will be easy to clean and maintain, and that replacement parts will be readily available.

3. Management Solutions

3.1 Monitoring and Targeting Incidents

Having a well-designed system for reporting, recording and monitoring incidents is a vital prerequisite for managing and preventing crime.

Procedures for reporting incidents need to be clearly set out, well publicised and consistent to enable comparisons to be made over time or between routes and locations. Procedures need to be in place and well publicised to enable both staff and passengers to report incidents.

Reporting forms need to be quick and simple to complete and recording needs to be systematic. **Two sample reporting forms are included within this guidance.** Regular monitoring by management, with union involvement, is essential to enable hotspots and trends to be identified and addressed. Providing feedback on incidents and progress on legal action against perpetrators is essential to encourage staff and passengers to report incidents.

Many bus-related incidents are not reported to the police, and not all incidents that are reported are recorded by the police. The lack of comprehensive and accurate information about bus-related crime can undermine the effectiveness of police and operator responses. Further information on good practice can be found in the accompanying Case Studies report.

Good practice includes:

- encouraging drivers to report on-bus incidents through the on-vehicle radio. This is initially recorded on a log at the garage and the driver is required to submit a fuller report, assisted by a pro forma
- providing guidance to staff about the kinds of incident (including verbal) that should be reported, so that there is consistency across the organisation
- as an incentive to report incidents to the police, no damage can be repaired without a specific crime number for that incident
- training staff specifically to interview passengers who report an incident
- systematically providing staff and passengers with progress reports on the incident they have reported and action being taken against perpetrators
- having a member of staff whose responsibility it is to report incidents to the police. These are reported through a central referral point within the police and each given a crime number
- having in place a local protocol with the police that sets out the responsibilities for reporting and recording incidents
- regular meetings between the bus company or infrastructure provider and the local police to monitor progress on incidents and identify the need for targeted interventions

case study

All Travel West Midlands bus garages have a traffic clerk with responsibility to report incidents to the police. To encourage bus drivers to report, on-bus incidents can be initially reported through the on-vehicle radio. The incident is recorded on a log at the garage and the driver is then required to submit a fuller report.

Travel West Midlands has staff specifically trained to interview customers who report an incident. Staff and customers receive feedback on action taken as a result of a report.

3.2 Staffing for Security

Front line staff can play a key role in providing assistance and reassurance to passengers; presenting a deterrent to potential offenders; and summoning emergency services in the event of an incident. Increasingly, operators are employing security companies to complement their own staff resources and provide a comprehensive service for passengers.

The presence of revenue protection staff on buses can provide an additional reassuring presence for passengers.

Good practice includes:

- having a team of multi-functional staff with responsibility for patrolling the bus station, providing travel information, addressing security concerns, and regulating buses using the station
- staff patrolling in high visibility jackets and carrying two-way radios to enable communication with a control centre
- employing travel wardens or 'bus couriers' on buses
- awarding security contracts on the basis of best value rather than price, to assist in attracting and retaining good quality staff
- ensuring that contracted security staff are dedicated to working at a bus station and selected to be customer focused
- close liaison between the operator and security staff to ensure a team approach
- operator providing security staff with training on company policy and practice, conflict avoidance, customer care and first aid
- having a service level agreement with a security contractor and an agreed specification for the post
- carrying out a risk assessment, and redesigning aspects of a job to reduce the risks
- providing welfare services for staff who have been the victim of violence or are suffering from stress as a result of their work, including access to confidential counselling
- assigning the same drivers to problematic routes can help to establish a relationship between driver and passengers, and develop the drivers' confidence to deal with the challenging behaviour of people s/he is familiar with
- actively encouraging women - thought by some operators to be better at defusing violence - to apply for jobs as drivers and bus station staff
- recruiting staff from the local community, so that staff composition reflects the area it serves

case study

A member of staff - from either Merseytravel or a contracted security company - is on duty at Birkenhead bus station for 24 hours, seven days a week. Bus station staff have responsibility for patrolling the bus station, providing travel information, addressing customer care and security concerns, and regulating buses using the station. Staff wear high visibility jackets and are issued with two-way radios and personal alarms. They receive induction training, and on-going training accredited for the National Vocational Qualification in customer care.

Security staff are on duty between 1630 and 0800, and their remit includes regular patrols of the station and monitoring of CCTV. Security staff have radio links with the security in the town centre. Training is provided by Merseytravel and higher than average rates are paid to attract and retain good staff.

3.3 Staff Training

Careful selection of front line staff is the first step to making sure that they will be right for the job. Training, both induction and in-service, will ensure that they are confident and competent to handle the difficult and potentially violent situations that they will - at some time - have to face. The provision of training itself conveys to staff that their employer is aware of the daily challenges that staff encounter, and that their personal security is a priority concern. It will also result in staff conveying to passengers their ability to deal with any problems that arise.

Good practice includes:

- providing induction training that includes a focus on customer needs and concerns
- providing on-going accredited training for an National Vocational Qualification in customer care or equivalent qualification
- issuing staff with a booklet to support training in dealing with conflict and aggression. This should reinforce the learning as well as stating company policy relating to violence against staff
- targeting refresher training at staff who appear from incident records to be particularly at risk
- training which is participative and builds on the existing techniques and strategies for personal security that staff have
- monitoring and updating training techniques, to ensure they draw on current good practice
- evaluating the effectiveness of training, to ensure that it has the intended impact on staff performance

case study

'The School Run' is a training course for bus drivers to improve driver skills in managing services used by large numbers of young people on the journey home from school. The training is participative, recognising and building on the skills that drivers already have. It was developed by Crime Concern and piloted with Leeds First, and the evaluation revealed that the training improved drivers' confidence and their overall perception of young people. With DTLR funding the training has been rolled out to other companies

3.4 Surveillance to Deter and Detect

CCTV is now commonly used at bus stations and on some bus services, primarily to deter potential offenders and to provide evidence to assist the detection and ultimate prosecution of those who commit crime on the bus network.

Good practice includes:

- locating cameras to cover parts of a bus station not easily supervised by staff, and those areas known to be a common target for offences
- systems capable of providing still colour photographs from the video tape of sufficient quality to identify offenders
- linking bus infrastructure CCTV with other local systems, such as the town centre or rail interchange, to enable those monitoring to follow offenders as they proceed beyond the bus station
- notices to the public informing them of the presence of CCTV, in order to deter potential offenders
- fixed cameras where the system is not monitored live; use of pan, tilt and zoom cameras if the system is monitored
- regular review of tapes, irrespective of reported incidents, to pick up *un-reported* incidents
- establishing protocols between police and operators over the monitoring and review of tapes
- good contemporaneous recording of incidents which can be cross-referenced to CCTV footage, to improve the evidential quality and increase the chances of a successful prosecution
- regular (annual) review of camera locations and budgetary provision to enable them to be moved in response to changing crime problems
- CCTV which is linked to a control centre with 24 hour live monitoring, and direct radio communication between control centre and bus station staff. This, together with a link to the local police, can facilitate a speedy response to incidents
- placing temporary CCTV cameras in problem shelters and on problem bus services to identify the perpetrators of vandalism
- showing extracts of CCTV video tapes in schools as evidence that surveillance systems are in place and as a deterrent to further misuse
- designing lighting at a bus station to minimise shadows which would affect the quality of a CCTV image

case study

Cameras at Canning Town bus station are installed as a management as well as a security tool. The cameras provide a good quality image and still photographs from the video tape. The number and location of cameras is reviewed annually, so that they can be moved or more installed in response to need. Transport *for* London has a budget for the annual upgrade of CCTV surveillance at all its bus stations.

3.5 Passenger Information and Publicity

Information for passengers which helps them to plan their journey and find their way around the system can contribute to their sense of control and confidence while travelling. Those not familiar with the area or with local bus services may easily feel confused or insecure, and clear information at stations, stops and on buses can help them to plan their forward journey. Information about delays can reduce uncertainty and enable passengers to appraise their travel choices.

Good practice includes:

- timetables at bus stations, including those of bus, tram, underground and rail services at interchanges
- large-print, readable timetables at bus stops and stations, with times of the first and last bus, but with bus intervals shown in place of other timings
- timetables at stops and shelters that are up-to-date and well illuminated
- displaying the telephone number of the agency or company that maintains the stop or shelter, at the stop or shelter, so that passengers can report incidents of vandalism or graffiti
- providing information about how to make a complaint about services
- information translated into languages used by the communities that the buses serve
- accurate clocks in prominent places
- use of public address to warn the public about risks of theft and pick-pocketing, especially at busy times
- use of public address to inform bus passengers of information relating to rail, tram or underground services at interchanges
- local maps at bus shelters, providing details of the network of bus services where appropriate
- information helps passengers to plan ahead, such as Local Transport Guides, service change publicity, and websites
- display of telephone number for travel information at bus stops and shelters
- provision of real-time information at bus shelters, to enable passengers to make informed decisions and minimise waiting times
- publicising successful prosecutions, to deter other potential offenders and provide reassurance to passengers
- displaying notices on buses which remind passengers of the penalty for unacceptable behaviour, such as violence against staff

3.6 Fare Structures

Fare disputes are one of the most frequent sources of conflict between drivers or conductors and passengers. This may be in relation to over-riding, or young people being challenged about claiming to qualify for a child fare.

Good practice includes:

- marking zones clearly on stops and shelters so that passengers can calculate the fare themselves
- concession schemes which are simple and well publicised
- providing proof of age cards for young people which also give them discounts at local retailers. This encourages patronage whilst also removing the potential for a dispute with the driver
- having regular checks by revenue protection staff on problem routes, to deter over-riding, ticketless and other forms of irregular travel

case study

South Yorkshire Passenger Transport Executive renamed their 'proof of age' card for young people as 'MegaTravel', with a modern format and image. It entitles the owner to discounts at shops and venues, and has a quarterly magazine ('Megafile') designed to appeal to a young audience, which lists the current discounts available. This has not only promoted bus travel amongst young people, but reduces one source of potential friction between them and bus drivers.

4 Partnership Approaches

There is a wide range of agencies with a potential interest in and responsibility for improving personal security in bus travel. A 'Key Players' diagram is enclosed with this guidance, identifying those agencies at the local and national level.

Some of the problems experienced by bus operators, their staff and passengers are the result of wider social and environmental factors. Bus infrastructure managers and service operators may have limited ability to influence these, and so they will need to work with other organisations. The local authority in particular will be responsible for matters such as lighting and the pedestrian environment around bus stops and shelters. Working with local authorities in Quality Partnership Schemes can lead to improvements in the whole bus journey. The police will be aware of crime and nuisance problems in the area that the bus travels through.

The Crime & Disorder Act 1998 requires every local authority and police partnership in England and Wales to prepare a local strategy to address crime and disorder in their area. The DTLR has been active in encouraging Crime and Disorder Partnerships to address transport crime in their local strategy, and in involving transport providers and operators in developing partnership action.

This section will provide some guidance in relation to two key partners: the police and organisations working with young people. Underpinning and strengthening all partnership work, however, will be the vital process of consulting with the local community: those who currently use and might be interested to use buses in the future.

4.1 Using the Police and the Law

The local police force should be a bus operator's key partner in crime prevention. The police have expertise and resources in relation to crime prevention (through law enforcement and design) and targeted operations to apprehend and deal with perpetrators.

Good practice includes:

- involving the police Crime Reduction Officer or Architectural Liaison officer at the planning stage of any new design or refurbishment project
- regular liaison between bus station management and the home beat officer, including attendance at staff meetings
- designating a member of bus station staff as "crime rep" for reporting incidents to the police
- alerting the police to the presence of young people believed to be truanting in the bus station
- use of civil injunctions and Anti-Social Behaviour Orders to bar persistent perpetrators of nuisance and anti-social behaviour from a bus station
- use of local bye-laws to prevent the consumption of alcohol in a bus station
- working with the police to identify 'hotspots' of vandalism in terms of stops and shelters, where the police can then provide enhanced surveillance
- one major bus company makes a grant to the local police force to second a full-time police officer dedicated to bus security
- partnership working between the police and revenue protection staff to apprehend fare evaders
- encouraging a greater uniformed presence by providing police officers with free travel on buses

- giving Magistrates information about the costs - financial and human - of vandalism of bus infrastructure and services, with a view to them imposing heavier penalties
- carrying out targeted operations on routes known to be problematic in terms of fare evasion and violence. Leaflets issued to other passengers and passers-by, and talks in school assemblies to help to explain these actions and harness public support
- establishing protocols between police and operators for information sharing, to improve targeted operations and for identifying the kind of incidents where an emergency response from the police is required
- providing video evidence to parents of young people causing vandalism, and if appropriate payment is not forthcoming, taking legal action to recover costs

case studies (1)

At Sunderland's Park Lane bus station Nexus infrastructure managers have a good relationship with the local police. Managers alert the police to the presence of potential truants and officers will attend to question and remove the young people.

At one time the problem of young people causing a nuisance was escalating, so the police Youth Issues Officers became involved to assess the options and recommend preventive measures that Nexus could take. On occasion there has been a need for the police to hand-deliver letters to parents alerting them to the problem and possible consequences. Where all else has failed, the police have successfully obtained an Anti-Social Behaviour Order banning one young person from entering the bus station.

case studies(2)

The Metropolitan Police and Arriva Buses in North London identified problems associated with the behaviour of young people on a specific bus route, and carried out a series of operations aimed at reducing anti-social behaviour and assaults by young people on the buses. Police officers and revenue protection inspectors worked together, boarding buses and carrying out name checks and searches. They handed out leaflets to other passengers explaining the reasons for the operation, so that their actions would be understood. Local home beat officers spoke at school assemblies to explain the purpose of the operation and the consequences for those offending.

Young people found offending were given penalty fines or ejected from buses. After the first day of an operation, behaviour improved dramatically. Following the operation, inspectors reported a significant reduction in disruption and offences.

4.2 Young People and Bus Travel

Young people are today's bus passengers, but operators risk losing their loyalty to bus travel once they turn 17 and can get a car driving licence. Although acknowledged to be the cause of some serious problems to operators, young people are more likely to have been the victim of abuse, threats or even violence while travelling on a bus. The challenge for operators is to deal with offenders appropriately, address the concerns that many young people have for their personal security, and win them over as valuing and respecting bus transport as a viable alternative to the car.

While some initiatives can be taken by the operator alone, more often success will require working in partnership with other agencies.

Good practice includes:

- working with schools and colleges to carry out travel surveys and developing an action plan (including, for example, boarding facilities, on-bus supervision)
- linking with School Travel Plan Co-ordinators
- driver appraisal for dedicated home to school transport, with school staff as part of the approval process
- provision of a free telephone line which encourages young people to voice concerns for their personal security
- production of CD ROMs for use in primary schools, addressing environmental issues, how to use public transport, and safety concerns
- using maths lessons in schools to help children to understand timetables and fare structures
- pupils carrying identification cards on school buses
- providing bus drivers with training to deal with young people on school bus journeys, such as the DTLR sponsored 'School Run' course
- secondary school pupils giving talks to pupils from feeder primary schools about responsible behaviour on buses
- operators providing sponsorship or other involvement in events for young people (such as sports competitions, festivals)
- giving talks in schools, especially to Years 6 and 7, to inform children as they embark on travelling on buses without parental supervision
- targeting the consequences of graffiti and vandalism in terms of services withdrawn and the impact on other passengers
- employing a Schools Liaison Officer to work proactively with young people

case study

Dwy-y-Felin is a comprehensive secondary school in Neath, South Wales, where a team of pupils conducted a survey within the school to identify the main grievances held about bus travel. The main problems identified were poor behaviour of young people, and the standard of bus services provided. Drawing on the survey findings and their own research, the team developed an action plan including a School Bus Card and a Bus Code. Each pupil carries a card, and if they misbehave the driver will mark their card. If three holes are punched, the pupil is banned from the bus for a month. The Code sets out the responsibilities of young people when travelling by bus, and a copy is displayed on buses.

BUS INCIDENT REPORTING FORM - ON VEHICLE

[Company Name]

DATE OF INCIDENT: **TIME OF INCIDENT:** **SERVICE NO:**

ROUTE: **VEHICLE TYPE:** **VEHICLE NO:**

WHERE DID THE INCIDENT HAPPEN? [Nearest landmark or stop]

WHAT KIND OF INCIDENT WAS IT?

Seat damage Broken window Bodywork damage Fire on bus

Emergency doors opened Missiles thrown at bus Missiles on bus

Abuse to bus staff Spitting at bus staff Theft from bus staff

Assault on bus staff Theft from passenger Assault on passenger

Other type of incident [please describe briefly]

WAS ANYONE PHYSICALLY INJURED IN THE INCIDENT? Yes No

IF YES, who was injured?

Bus driver Bus conductor Revenue inspector Passenger

WHO WERE RESPONSIBLE FOR THE INCIDENT?

Adult passenger[s] Young person/young people Don't know

Someone else? [please describe]

BRIEFLY, COULD YOU DESCRIBE WHAT HAPPENED?

HAVE THE POLICE BEEN INFORMED? Yes No

IF YES, which police station was it reported to?

What is the Crime Number?

No Crime Number Given

YOUR NAME:

CONTACT TELEPHONE NO:

BUS INCIDENT REPORTING FORM - STATIONS, STOPS, SHELTERS

DATE OF INCIDENT:

TIME OF INCIDENT:

LOCATION?

[Bus station, bus stop or shelter]

WHAT KIND OF INCIDENT WAS IT?

Broken glass Damage to seating Graffiti Fire damage

Other damage Rowdy behaviour Abuse to station staff

Assault to station staff Theft from station staff Robbery

Assault on passenger Theft from passenger

Other type of incident [please describe briefly]

WAS ANYONE PHYSICALLY INJURED IN THE INCIDENT? Yes No

IF YES, who was injured?

Station staff Bus driver/conductor Travel shop/Information staff

Security staff Passenger Someone else

WHO WERE RESPONSIBLE FOR THE INCIDENT?

Adult passenger[s] Young person/young people as passengers

Adult[s] just hanging about Young person/people hanging about

Someone else [please describe]..... Don't know

BRIEFLY, COULD YOU DESCRIBE WHAT HAPPENED?

HAVE THE POLICE BEEN INFORMED? Yes No

IF YES, which police station was it reported to?

What is the Crime Number? No Crime Number Given

YOUR NAME:

CONTACT TELEPHONE NO:

