

Public Transport Passenger Personal Security Report



March 2024

Table of Contents

1.	Introduction	3
2.	Research background, objectives and approach	4
3.	Insights from other countries	6
4.	Customer and general public views	8
5.	The operator view - management and staff	11
	5.1 Transport Operator Management Views	11
	5.2 Front Line staff View	15
6.	Recommendations	17
	Appendix 1: Interviews with public transport operator management	20
	Appendix 2: CCTV and Security currently in place across transport modes	30
	Appendix 3: Group Discussions with Transport Operator Staff	31
	Appendix 4: Customer Focus Groups	43
	Appendix 5: Quantitative Research Summary	51

1. Introduction

There are now approximately one million public transport journeys each weekday in the Republic of Ireland. This figure is expected to grow as new services are introduced through BusConnects, Connecting Ireland and upgrades to railway infrastructure. While the majority of journeys are undertaken without incident, some incidents can occur that impact directly and indirectly on customers. These incidents can make some customers feel generally unsafe while using public transport.

The interviews and surveys that form the basis of this report were undertaken throughout 2023 to establish people's perceptions about their personal safety on public transport at stops and stations throughout the country as well as on board services. A number of groups of people including public transport users and non-public transport users, as well as public transport staff and management took part in the interviews and surveys. Details of the interview panels, survey methodologies and results are set out in the Appendices to this report.

It is important that customers feel safe when using public transport services throughout Ireland so this report will be carefully considered and recommendations will be implemented in the short, medium and long term subject to availability of the appropriate budget and resources.

2. Research background, objectives and approach

Background

In order to ensure that the views of customers and staff directly inform the findings and recommendations of this report a number of research projects were undertaken throughout 2023.

Research objectives

- To understand perceptions of safety across different aspects of public transport;
- To assess the difference in perceptions of safety across different times of day, days of the week and transport modes;
- To understand factors related to feeling safe/unsafe;
- To measure the awareness and assessment of current safety initiatives; and
- To develop suggestions and recommendations for improved safety on public transport.

Research Approach

A five-part research project was undertaken encompassing secondary and primary research.

- 1. Desk research** was undertaken initially to gain insights on the current situation regarding anti-social behaviour in Ireland and overseas. It explores insights mainly in the European/English speaking world and with a focus on recent years (2022 and 2023). Key themes for review and potential sources of intelligence included:

	Themes	Source
1	Broader macro environment (anti-social behaviour as a societal problem that happens on public transport)	Sign of the times, Google Scholar, Broader online research
2	Current situation	Garda report
3	Different behaviour types/ ways to address them	TBWA anti-social behaviour deck
4	Media portrayal of incidents	News articles
5	Learnings on how this dealt with in other places	News articles
6	Methods of interaction between operator and police (world examples)	News articles
7	Punishment	News articles

- 2. One-on-one in-depth interviews** were carried out with key public transport stakeholders to ensure we are aware of all points of view with regard to anti-social behaviour in Ireland. A series of ten in-depth interviews were undertaken with operator managers including Iarnród Éireann, Bus Éireann, Go-Ahead Ireland, Luas and Dublin Bus.

3. Group discussions with passengers were also carried out to understand their perceptions of safety on public transport. The passenger group structure and segment profiles is shown below.

Group	Gender	Public Transport Mode usage	Age profile	Location priority
1	Mix	DART	25-45	Dublin North side
2	Mix	Luas	25-45	Red line, Docklands, Citywest
3	Female	Any public transport (mix)	25-45	Greater Dublin
4	Mix	Dublin Bus	46-55	Tallaght, Ballymun, Clondalkin, Coolock
5	Mix	Rail users (includes Intercity)	46-55	Kildare/ Maynooth
6	Mix	Non-users (but available)	25-45	Kildare / Maynooth

4. Group discussion with public transport staff were carried out to get their views with regard to safety on public transport. The staff group structure and segment profiles is shown below.

Group	Role	Mode
1	Drivers	Dublin Bus
2	Revenue Protection/ Drivers/Supervisors	DART
3	TII Luas (RPO's and Security)	TII
4	Drivers	Bus Éireann

5. Quantitative research with the adult population aged 16+ and public transport passengers was also carried out. A nationally representative sample of 1,544 adults aged 16+ was achieved through an online survey using the Behaviour and Attitudes Acumen panel from Monday 19th June to Sunday 2nd July 2023. A survey of 6,105 public transport users was also carried out at stops to assess their general satisfaction as well as satisfaction with personal safety on public transport.

3. Insights from other countries

Anti-social behaviour on public transport is a familiar and many say, increasing phenomenon in the English speaking world with higher incidence rates suggested post pandemic. There is widespread reporting of strategies around Europe and the English speaking world, to curb anti-social behaviour. Most measures fall into either enforcement initiatives based on control, restrictions, and punishments or environmental initiatives including awareness campaigns, CCTV and encouraging reporting for passengers. Despite a large amount of material it is challenging to find case studies with clear indications of success or indeed any published performance assessment.

The most commonly reported enforcement measure post Covid has been to increase the number of security personnel on board public transport with evidence of this being deployed through 2022 and 2023 in UK, Canada, Italy and the state of New York.

In March 2022, it was reported that a plan had been launched in the UK to increase the number of safety personal on public transport. While the presence of police officers was to remain stable, the number of Transport Safety Officers (TSOs) was to be significantly increased. TSOs can issue fixed penalty notices, obtain personal details and proactively deal with nuisance behaviour – including smoking, litter, disorder and damaging property.

In the UK and Italy media coverage of public transport banning orders of anti-social behaviour offenders is evident. UK regulations allows banning orders against those who repeatedly exhibit anti-social behaviour. In Italy, the same measure has recently been under discussion but has not yet

been implemented. In the UK, young offenders of anti-social behaviour have been subject to restorative justice orders requiring them to spend part of the school holidays bus cleaning as part of the victim awareness session in the UK.

In New York, the Metropolitan Transportation Authority (MTA) Police Department and the New York City Police Department (NYPD) launched an initiative in 2022 to surge officer presence on platforms by approximately 1,200 additional overtime officer shifts each day on the subway. Next to this, they are developing two new dedicated units at psychiatric centres to help provide those experiencing serious mental health illness with the assistance they need. In Italy, bus drivers are to be equipped with ‘help’ button to connect the driver with the police.

Environmental measures can vary quite significantly from CCTV to awareness campaigns. To inform decision making in France, those responsible, have introduced a form of dynamic assessment where volunteers and customers led group-walks to allow people to identify facilities that make them feel safer including lighting, video surveillance, urban equipment and overall cleanliness.

Another preventive measure implemented in France is the deployment of “mediators” who form a visible presence on and around public transport to make passengers feel safer and who can intervene to ease tensions caused by anti-social behaviour, like playing loud music, smoking and fare evasion. Additionally, CCTV cameras are monitored in real time by ‘virtual patrollers’ who have been trained to detect suspicious behaviour.

Similarly, the Chicago Transit Authority (CTA) announced in September 2022 that it has completed the installation of new security camera monitors in every customer assistant

(CA) booth across the system. Customer assistant booths in every CTA rail station are now equipped with a 21 inch monitor display that offers live feeds from the station's security cameras. Each monitor is positioned to allow the on-duty employee to monitor the screen for activity throughout the facility, while they carry out their assigned duties either inside or outside the CA booth.

As part of the broad partnership 'Safe Travel' between West Midlands Police, British Transport Police and Transport for West Midlands, witnesses of anti-social behaviour are encouraged to report episodes via text messages. Victoria Police in Australia have introduced a very similar initiative called STOPIT. After texting the number, the sender receives a link to an online form that enables them to share details of the incident, such as the type of behaviour, what service, and time it occurred on.

A review of international anti-social behaviour communications amongst public transport users in Ireland indicated that communications with greater visual impact and a more explicit statement of the penalties are consistently better valued.



4. Customer and general public views

The views of transport customers were collected through focus groups and quantitative research which is outlined in detail in the Appendices of this report.

Public transport user satisfaction survey

The TFI Customer satisfaction survey is conducted annually. In 2023 the survey indicated that 95% of customers are satisfied with their level of personal safety when using public transport. This is a survey of over 6,105 customers and is conducted at public transport stops nationwide. The report does however indicate a discrepancy between the perception of safety on buses versus DART and Luas, with 92% of DART users being satisfied with their level of safety and 87% of Luas users. It is probable that that cause of this discrepancy relates to the nature of Luas and DART being more open.

More details and graphs relating to this survey are in Appendix 5.

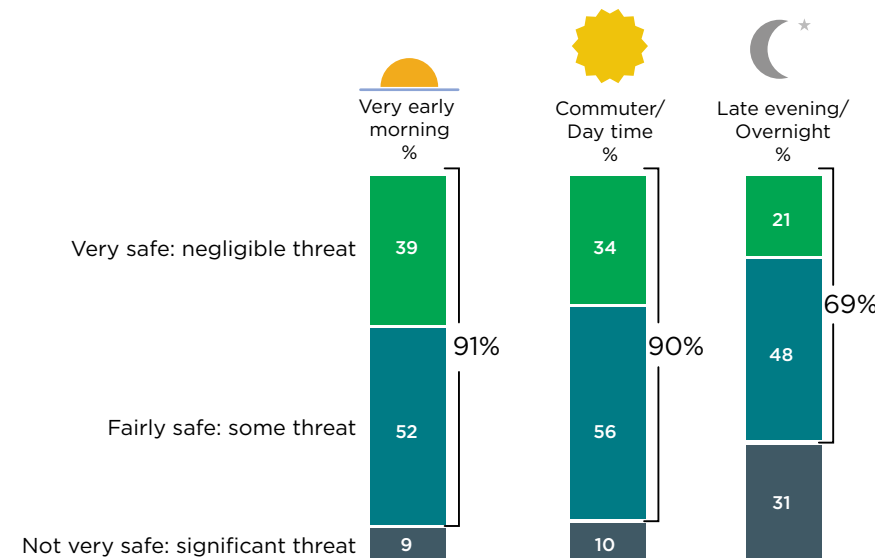
General public online survey

A separate survey was also conducted online getting 1,544 responses from the Behaviour and Attitudes online panel to get information from the wider public on their perceptions. The results of this survey indicate that 38% of Irish adults aged 16+, agree strongly or slightly with the statement, 'I don't feel safe on public transport'.

However, time of day is a key determinant of perceptions of safety on public transport. On average more than 90% rated

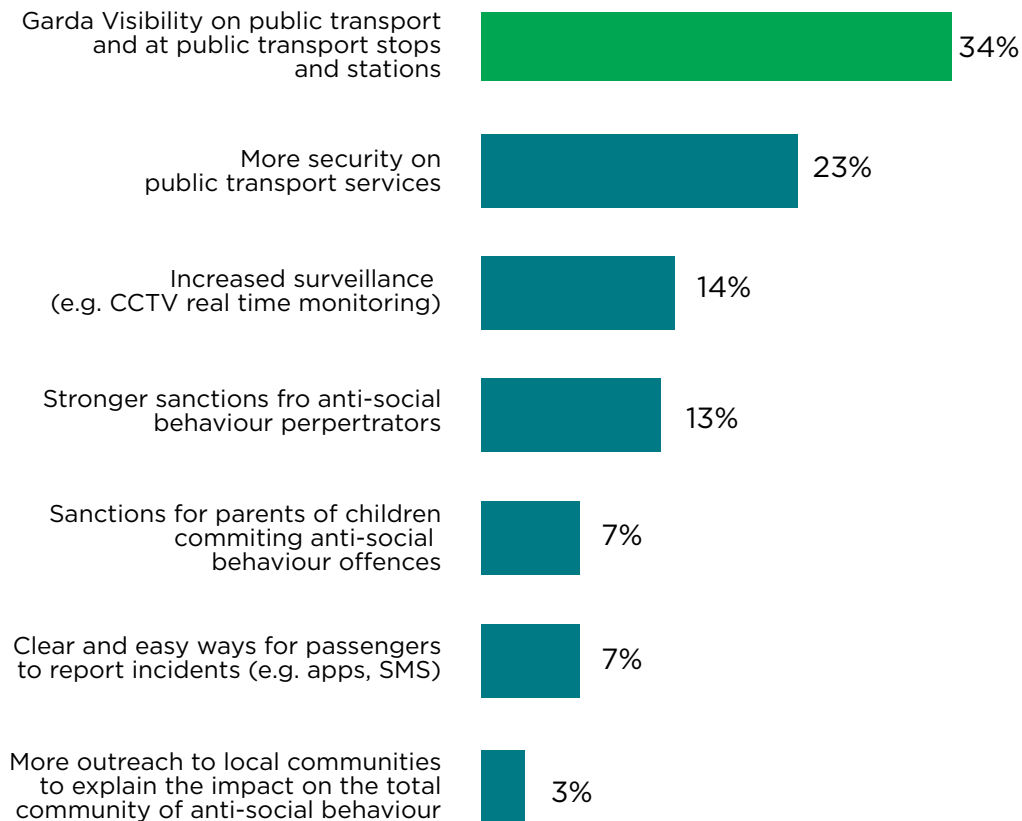
public transport as very or fairly safe in the very early morning and/or commuter day time. The perceived safety level falls across all modes for the late evenings/overnight period with an average rating of very or fairly safe across modes falling to 69%.

Perceived safety on public transport



Strategies that would make the biggest difference

Customers were asked to react to a pre-prepared list of eight possible strategies to make them feel safer on public transport. Garda visibility and security staff ranked the highest, followed by increased surveillance and stronger sanctions.



Source:

NTA Safety Quant Report:

Q.9 Please rank which of these strategies would make the biggest difference to your feeling of safety on public transport from 1 to 7 where 1 would make the biggest difference, 2 would make the second biggest difference and so on.

More details and graphs relating to this survey are in Appendix 5.

Awareness and assessment of safety initiatives

52% of weekly public transport users agree that they notice more anti-social prevention measures on public transport these days. There is strong agreement across the adult population (76%), that significant effort is needed to make public transport safe for passengers.

Customer Focus Groups

The customer focus groups help us understand the reasons for the perceived threat. The groups comprised of a variety of transport users as outlined in Appendix 4. Two of the most mentioned factors driving perceptions of vulnerability and threat on public transport relate to phenomena that are more likely during off-peak travel:

- **Isolation:** During late evening or night or in dark poorly lit areas especially in winter, passengers feel isolated and vulnerable to threat walking to/from station in the dark, standing at the platform/stop or picking up their car near the station. Some women in particular talk about keeping their bag held close and placing keys between their fingers as they approach these areas.
- **Absence of staff (security or otherwise):** This was especially mentioned with respect to the DART. Passengers said that if they are alone in the station or on the DART/Train/Luas they felt they have no options if problems arise as there are often no personnel present. The feeling of being unsafe was exacerbated by the perception that cameras are not monitored in real time and there will be no action therefore based on any incidents.

A related driver of feeling unsafe are known problem public transport zones. Public transport users reported they feel less safe in areas that have a reputation for frequent incidences of anti-social behaviour even if they personally have not witnessed anything. Luas Red Line, and also some DART stations and Bus routes associated with stone throwing were mentioned as problematic areas.

Additional triggers to feeling unsafe relate to other passenger behaviours such as:

- **Verbal abuse especially directed at foreign nationals:** Passengers spoke about how experiencing loud racist abuse directed at others, even if expressed by small groups of individuals (as is normally their experience) makes them feel less safe on public transport.
- **Rowdy groups:** Passengers speak about fearing for their personal safety when they encounter drunken or drugged passengers, anecdotally mentioned as being prevalent at coastal DART stations on sunny evenings or late night or on Luas Red Line.
- **Threatening groups of youths (school age):** Passengers speak about feeling unsafe when they encounter gangs of youths, (most mentions re: the Luas Red Line or Dublin Bus where there is alleged intimidation of other passengers or drivers).

In most cases the reasons for feeling unsafe are in the realm of what might be labelled inconsiderate behaviour only. The behaviour in the eyes of the law would not have reached a threshold of an offence. Yet the impact on potential passengers can be very significant, triggering discomfort and fear and leading to adoption especially amongst women of greater caution and in many cases avoidance of travel. In fact most passengers asserted that even viewing this kind of intimidation on social media can make people feel less safe.

5. The operator view management and staff

While the transport operators' management and staff acknowledge that Anti-Social Behaviour (ASB) is an issue on public transport they feel its significance is reported in the media out of proportion to its actual impact on day-to-day public transport users.

5.1 Transport Operator Management Views

Operator managers point to a range of programs that are designed to protect passengers and although, even one incident of anti-social behaviour is too many, limited reporting of serious incidents in the recent past suggest the problem is largely contained. Frontline staff agree that social and news media amplify single incidents and creates a narrative that anti-social behaviour, especially serious verbal and physical incidents, are more prevalent and shocking than the reality.

In order to accurately measure the severity of the issue, operator management call for more data to evidence the number and nature of anti-social behaviour incidences. Operators call for improved adoption of the consistent tracking system that counts and categorises anti-social incidents with respect to Garda criminal codes to scale the problem and inform response. Front line staff claim limited reporting of anti-social behaviour asserting that the scale of incidences would add a considerable workload and the predicted impact of reporting due to their view of limited penalties of offenders, is so minimal as to be a waste of time.

Types of Anti-Social Behaviour

- **Inconsiderate Behaviour:** Many operators feel these behaviours aren't really anti-social behaviour at all and are not a very serious problem although they acknowledge may be prevalent and a concern for many transport users. Typical examples cited include: Noise i.e. music/videos on phone, banging, stomping upstairs (on bus) etc. Students out socialising, rowdy groups, and large groups of teenagers free riding (particularly during summer)
- **Vandalism and destructive Behaviour:** This behaviour is acknowledged as prevalent in the Irish context and financially costly but may not impact customers that much. Vandalism appears more significant on the DART and Luas.
- **Physical and verbal incidents:** These are a very big concern for operators. Front line staff describe behaviours in order of anecdotal frequency:
 - **Every day:** Arguments with drivers over speed and timings (Dublin Bus and Bus Éireann specifically). Verbal abuse from passengers if caught without ticket. Passenger intimidation of staff (often through mobile phone recording).
 - **Occasional:** Extreme verbal abuse (sometimes racial) directed at drivers and RPOs, Domestic incidents between passengers, Threat of physical violence, Spitting at drivers windows (Dublin Bus, Bus Éireann).
 - **Less frequent:** Throwing bricks or stones at vehicles; smashing windows, 'Egging' of services and staff, physical attacks on other passengers, RPOs or drivers,

urinating on night services, use of fireworks (Halloween), public exposure, knife crime (very rare).

Responding to anti-social behaviour

Most operators described implementing combined measures designed to prevent, monitor and promptly intervene when necessary. Responses can be divided into three main areas listed below and were described as attempting to eliminate any ‘opportunity’ for anti-social behaviour to occur:

- **Security:** Measures designed to increase the presence of security staff on board and more broadly to improve coordination with An Garda Síochána. The recent introduction of Authorised Officers falls in this category.
- **Operational:** Measures implemented within the organisation that are designed to deliver processes to combat anti-social behaviour
- **Customer Involvement:** These measures have a two-fold purpose:
 - 1) increase awareness;
 - 2) encourage reporting when incidences occur.

Responses to anti-social behaviour: Security

Partnership with Gardaí	Authorised Officers	More Security Staff
<p>Managers from all modes mentioned their increased cooperation with the Gardaí. The greatest expression of this co-operation seems to be the recently opened National Train Control Centre in Heuston station.</p> <p>Benefit: The partnership with An Garda Síochána is highly valued and considered essential to ensure a quick response to incidents. Almost all commented this has strengthened recently, the capacity to share information and intelligence about offenders and problematic areas.</p>	<p>Some managers reported they have recently introduced Authorised Officers on their modes. These are enforcement officers under law.</p> <p>Benefit: It is suggested that Authorised Officers are more effective than security staff since they have extended powers and can fine as well as deal with aggressive customers.</p>	<p>Outsourced security personnel present on tram and train has in some cases been increased in the recent years.</p> <p>Benefit: While the ‘power’ of security staff appears limited, they are considered useful to increase the ‘visibility’ and perceived presence of the operator on board.</p>

Cooperation with An Garda Síochána was identified across operator management as crucial to tackling anti-social behaviour. The introduction of Authorised Officers was also described as showing strong promise.

Responses to anti-social behaviour: Operational

Staff Training	Meetings	Anti-Social Behaviour Protocol
<p>A couple of managers from bus operators mentioned that they introduced internal training for their frontline staff to learn how to manage and de-escalate minor anti-social behaviour episodes.</p> <p>Benefit: Those who introduced this training feel that is every effective to avoid the escalation of minor episodes to more serious incidences.</p>	<p>Almost all the managers mentioned regular meetings with the NTA and other transport operators to discuss anti-social behaviour. Some operators also mentioned regular internal meetings with personnel from different departments.</p> <p>Benefit: Meetings are considered useful to monitor incidence, discuss ideas and possible solutions to tackle anti-social behaviour.</p>	<p>Managers from bus operators explained their anti-social behaviour protocol: after an incident, the service is interrupted until the area is controlled and declared safe by the Gardaí.</p> <p>Benefit: The anti-social behaviour protocol is meant protect costumers, staff and vehicles.</p> <p>Drawback: The interruption of the service has an impact on the whole community and negatively impacts on the reliability of the service.</p>

Regular meetings with NTA, other operators and internal meetings are found useful to coordinate responses to anti-social behaviour.

NTA is credited with being a really strong support for operators with regard to anti-social behaviour. All the operator managers reported a strong and positive relationship with NTA. Several specifically mentioned that they are satisfied with the financial support they receive to counter anti-social behaviour. Also, the regular meetings between operators and NTA members are highly valued. NTA is considered the key connection point with other public entities including An Garda Síochána.

Where an additional role is identified for NTA it tends to relate to public communication and governance initiatives so all public transport operators are working together to counter anti-social behaviour. E.g. out-reach to communities, facilitating liaison with gardaí, introducing a standardisation of how episodes of anti-social behaviour are reported.

Responses to anti-social behaviour: Customer Involvement

Raise Awareness	Meetings
<p>Many operator managers are also involved in projects meant to raise awareness among the general public around anti-social behaviour. Different types of projects were mentioned and these range from presence in communities and schools to awareness campaigns.</p> <p>Benefit: Out-reach to communities and explaining the negative impacts of anti-social behaviour, (especially more limited or cancelled services) is credited as very strong in changing attitudes.</p>	<p>Some also reported that they are trying to make it easier for customers to report anti-social behaviour episodes. A SMS system was launched few years ago and they are now launching a new App.</p> <p>Benefit: Considered useful to make feel customers safer since these systems reduce the physical distance between operators and customers and are also useful to provide real time information on incidents.</p> <p>To consider: These measures can alter the trend as the number of reported episodes may increase even if the actual number is the same.</p>

Work at community level is considered effective to reach the youth to the negative impacts of anti-social behaviour.

'Work In Progress' Responses

Some operators also discussed measures that they are currently implementing, and these are:

Remote Real Time CCTV Monitoring	Architectural Changes to Prevent anti-social behaviour
<p>A few operators mentioned they are currently including real time monitoring of their CCTV coverage.</p> <p>Benefit: It is expected that this feature will allow and facilitate de-escalation of minor anti-social behaviour episodes and facilitate prompt reaction when major incidents occur.</p>	<p>One operator reported they are currently proposing a project to renovate stations aiming at eliminating 'dark spaces' where anti-social behaviour incidents are more likely to occur.</p> <p>Benefit: The stations will be perceived as safer spaces, and this will be a deterrent for anti-social behaviour.</p>

5.2 Front Line Staff View

The front line staff who were interviewed believe anti-social behaviour is becoming more frequent in recent times. They point out two key drivers: Increasingly impatient commuters and the increasing fearlessness of repeat offenders. Front line staff observe commuters as more impatient post-Covid and their experience is that interactions can escalate into verbal abuse more quickly than before, in times of stress for example if a passenger is caught without ticket, or if services are running late. Front line staff, especially on the Red Luas Line and DART, also report a consistent cohort of trouble makers on public transport who have grown in confidence due to limited sanctions. This small group has become fearless and staff observe are becoming more aggressive (especially verbally) over time creating more issues for all.

By the nature of their role, front line staff are more focused on their personal abilities to transport passengers safely rather than the organisation's overall strategy. They call out many challenges and have less awareness/knowledge or confidence in initiatives mentioned by management.

Specific Challenges:

- Staff report that growing fearlessness amongst repeat offenders and 'transport range' amongst commuters means that they are very cautious to avoid escalating situations with passengers. Passengers are characterised as more unpredictable than ever and the risks for engaging (injury, potential escalation) are felt to often outweigh any perceived positives from intervention.
- The desire to report or escalate an issue with Gardaí is often not acted upon as their reported experience is the Gardaí resources may not be available in the locality and they often arrive too late, to be useful for a particular situation.

- Some lack training to de-escalate anti-social behaviour incidences.
- While they feel they should intervene in certain scenarios, out of sense of obligation to passengers, front line staff often assert they will not be backed up by operator management if they leave their cabin (drivers) or if an issues escalates (revenue protection officers).
- While they feel pressured from employers to fine individuals who do not pay their fare, they wish to avoid the likely backlash of verbal abuse.
- While they would like to impose life time bans on passengers they are concerned about the potential for this ban to spill into future incidents and/or personal life.

Strategies front line staff advocate to reduce anti-social behaviour are:

- **Garda presence:** Despite limited confidence in the ability of gardaí to arrive to an incident quickly, front line staff claim that even using the radio to call for support can calm a situation. Front line staff were in favour of transport police. Given, for them, the perceived escalating problems, staff interviewed asserted that a dedicated transport police force is required to show an authoritative presence on public transport that make prosecutions and make a difference. Operator management also recognise the increased interest in a Transport Police at the moment. For operator management significant cooperation and presence of Gardaí on public transport is the preferred option in comparison to the establishment of a transport police. The concern for operator management is that a Transport Police would result in less resources available to the operators since the Transport Police is expected to be a smaller organisation in comparison to An Garda Síochána. Stakeholders are

therefore concerned that a Transport Police wouldn't be sufficient to provide an adequate coverage to all the public transport network. Managers also commented that a Transport Police could undermine their cooperation and communication with An Garda Síochána since this might reduce its responsibility and responsiveness about safety on public transport.

- **Uniform:** Front line staff say that formal uniforms can deter some anti-social behaviour on public transport. Passengers are felt to be more respectful towards personnel wearing black uniforms (worn by security) than orange hi vis vests (worn by RPOs).
- **Reducing interaction between driver and passenger:** Staff call for limiting the necessity for interaction between drivers and passengers as much as possible. One specific improvement here would be to facilitate debit/credit card payments.
- **Barrier control:** Improvements in barrier control could have a positive impact on anti-social behaviour on the DART in particular.
- **De-escalation training:** More in-depth training for staff on responses to anti-social behaviour is called for.
- **Capacity control:** Front line staff call for increased public transport services for events (concerts, big sports events, etc) reducing crowding and potential for anti-social behaviour.
- **Communications/education:** Calls are made for more rigid rules regarding permitted baggage on public transport (buggies etc) and associated communications (advertising campaigns to educate), including ticket education. That being said, all staff are unsure about the effectiveness of

communication campaigns on anti-social behaviour. They are characterised as good reminders for 'the converted' but fail to persuade those who are actually engaging in anti-social behaviour.



6. Recommendations

Having considered the qualitative and quantitative data referenced above and in the Appendices, this report recommends a number of actions be explored and implemented subject to resource availability.

Data

More accurate reporting of anti-social behaviour incidence would allow the scale of the challenge to be accurately assessed and also to deliver better geographic information to inform targeted responses. Many front line staff claim not to report incidents meaning that the true scale of the challenge may be under-estimated.



Reporting

The ability to report incidents by passengers and staff using phones by text is available on DART and Luas. This should be considered for other operators.

Lighting

The ambient threat perceived by passengers at isolated and dark stations shows the importance of providing strong lighting where possible. It is recommended to identify key stops where lighting deficiency is present and improve lighting where applicable.





Monitored CCTV

Monitored CCTV can serve as a deterrent to anti-social behaviour providing evidence and a real time response for victims. It is recommended that this is expanded on Rail and Luas.

General Service order; particularly at problematic stops and stations

The existence of stops and stations where customers feel less safe highlights the importance of reducing any visible signs of disorder and/or misbehaviour in environments across the public transport network. Stations should be maintained to strong standards of cleanliness and repair to communicate their status as functioning parts of the network where normal rules of behaviours upheld.



Physical staff presence

Increased visibility of transport operator staff including security and ticket checking staff is advised.

Increased co-operation with Gardaí is recommended to ensure timely and adequate response to serious incidents.

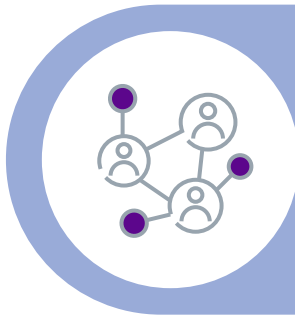
Continuous training for front line staff is imperative especially regarding de-escalation behaviours, protocols for reporting incidents and personal security.

Reviewing the staff uniform policy across public transport to more clearly communicate the authority of workers should be explored.



Communications

Work overseas and in Ireland has shown the value of messaging which creatively catches public transport users' attention to communicate penalties for anti-social behaviour. Increased communications on penalties and repercussions along with a strategy to communicate a joined up comprehensive response to anti-social behaviour and how the public can help is advised.



Community Outreach and Education

Develop and enhance existing community outreach initiatives as well as consider providing new initiatives to widen their impact and appeal.

Tracking of Progress

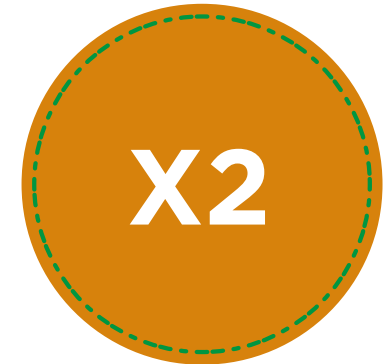
Use the research underpinning this report as a baseline and repeat it to measure changes in perceptions over time.



Appendix 1. Interviews with public transport operator management

A series of ten virtual in-depth interviews were undertaken between 19th April-12th May 2023 including Irish Rail, Bus Éireann, Go-Ahead Ireland, Luas and Dublin Bus.

Stakeholders interviewed were from the following operators:



Topic Guide

The key objective of this phase of the research is to unpack the views of different stakeholders who have experience working on public transport and knowledge of incidents.

Key topics discussed included:



Working in public transport today



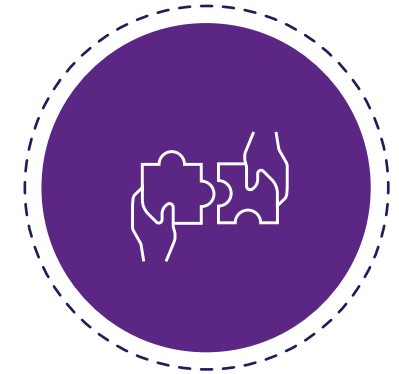
Challenge posed by anti-social behaviour



Categorising types of anti-social behaviour



Scale of problem by: Mode, day of the week, geography



Response: What has been done, what has had most success



What supports are needed to delivery more success



Views on NTA response



Learnings from overseas



Views on transport police



Solutions

What it's like working in public transport today

Stakeholders articulate a feeling of positivity about working in transport today and a feeling of optimism about its positive impact on society.

Stakeholders are in a strong frame of mind to support any efforts with regard to ASB. They are committed to making the future of public transport strong.



Optimism

Most stakeholders have a positive outlook. Public transport is seen to be playing an increasingly positive role for communities, the economy and meeting sustainability goals.

In addition, stakeholders comment that contrary to other sectors public transport costs have decreased which is positive for customers.

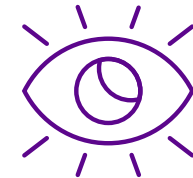
The fare structure is reported to have changed to encourage people to use public transport.



Post Pandemic Numbers

Stakeholders are pleased to report that in their view passenger numbers are exceeding pre-COVID levels.

They report that working from home is changing when people use public transport. The normal "peaks" pre pandemic are less defined and Tuesday-Thursday are much busier than Mondays and Fridays.



Unprecedented Change

Stakeholders comment that there is a lot of positive change as transport gears up for the future of sustainable travel.

Key challenges for Public Transport

Stakeholders highlight that the key challenges in working in public transport today are:

- Meeting the demands of passengers/customer expectations
- Staff recruitment & retention

Stakeholders claim ASB is not as much of an issue as it is often portrayed, especially in the media

While stakeholders do acknowledge that ASB is a reality, most believe that, especially occasional passengers, perceive ASB as much more of a challenge than it actually is.

Most stakeholders comment that serious incidents happen very infrequently, and some stakeholder's state incidents have been higher in the past.

On the other hand, many comment that the perception of ASB is a challenge. Social media and news media amplify single incidents creating a narrative that ASB is getting worse or more prevalent than it is, whereas many stakeholders believe this is not the case.

Stakeholders recognise that incidents of ASB are challenging in and of themselves, however counter that strategies to mitigate can actually cause further harm in terms of meeting customers' expectations, for example, a broken windscreen can mean that a bus is taken out of service.

Categorising ASB

All stakeholders described, categorisation methods for ASB to allow incidents of ASB to be reported and volumes tracked.

Stakeholders commented that these systems are not set in stone and can/have been revised over time and indeed some have been working together to create more alignment.

A difficulty expressed was that incidents and how they are categorised are often based on perception of the person experiencing or witnessing the incident. This is especially the case when incidents are less serious and can result in differences of opinion as to the gravity of the behaviour and has implications therefore for the required response.

Almost all stakeholders claimed that a clear system of characterising across public transport modes which aligns with the An Garda Síochána system/codes is essential.

This they say, will allow evidence to be collected to scale the problem but also for ASB responses to be based on the criminal code.

Different types of ASB

The most common categorisation system discussed by stakeholders was as follows:

- 1) **Physical and verbal incidents** which are very rare but are a big concern for passengers and staff.
- 2) **Vandalism and destructive Behaviour:** which is prevalent and financially costly but may not impact customers that much.
- 3) **Inconsiderate Behaviour:** which many feel isn't really ASB at all and is not a very serious problem although it may be very prevalent and worrying for many transport users.

Physical & verbal threatening incidents

These incidents are the most serious and least frequent. These incidents worry stakeholders most.

Vandalism & destructive behaviour

These sort of behaviours don't necessarily impact the customer experience however are very financially costly.

Inconsiderate behaviour

Mixed feelings as to whether inconsiderate behaviour should be classified as ASB. Not seen as ASB in and of itself by many but can lead to a more dangerous situation.

In the eye of the law this behaviour hasn't reached the threshold of an offence.

This type of behaviour is seen as difficult to deal with. Potential confrontation could lead to the situation escalating.

ASB by demographics /geographies/modes and times



Demographics

Although associated with less serious type of ASB. Young people/groups of young people are seen as a particular problem. Under 18 year olds are a particular challenge as stakeholders claim that ASB sanctions for under age are limited and don't act as a deterrent.

People under the influence of drugs or alcohol are another key concern albeit again seen as commonly involved in less serious incidents.



Times

Stakeholders claim that incidents of ASB are slightly higher in the evenings, weekends and early morning.

Summer school holidays and Halloween are also associated with an increase in incidents as young people aren't in school. Stone throwing particular is noted as prevalent at this time.



Areas

Cities are generally more of a problem than rural areas. Stakeholders claim this is really a reflection of a more diverse and polarised society in cities.

Dublin mentioned specifically with regard to methadone clinics. Many stakeholders claim that where high numbers of drug users on Luas congregate there will be more low level ASB. North side of Dublin also connected with higher incidents.

Tallaght is specifically mentioned as having specific issues by Dublin Bus.

Unique aspects to consider by transport type

Although similar types of incidents are happening across public transport, stakeholders also highlighted how modes differ (with particular emphasis on their own) and what this means in the context of ASB.

- Luas is an open transport service (no barrier) – no one can be stopped from boarding therefore more reliance on people policing themselves.
- DART/Commuter: Trespassing and self-harm attempts more prevalent than other modes.
- **Bus generally:**
 - Rock throwing is a problem.
 - Bus is front facing – you need to interact with the driver when getting on (more interactive), therefore more aggressive behaviour towards the driver is a problem.
- **Dublin Bus:**
 - Certain bus routes are problematic (west Tallaght mentioned specifically),
 - 10 routes with 24hr buses present a unique safety risk.
 - Short trips – people are constantly on and off the bus and it can feel more anonymous in contrast to the experience on Bus Éireann.
 - Dublin Bus is often where other transport operators direct people to when they have a problem/service disruption.
- **Bus Éireann:**
 - Bus Éireann brings groups of people together over a longer distance and therefore is less anonymous feeling

than other modes which cater to shorter distances

Stakeholders feel ASB is a societal problem and is not unique to public transport.

Although stakeholders claim the media narrative highlights ASB as being especially bad on public transport and calls for this to be addressed, for stakeholders, what happens on public transport is a reflection of what is happening in society.

Responses to ASB

Stakeholders recognise that they are tasked with minimising ASB and all reported implementing several responses. Most of them implemented combined measures designed to prevent, monitor and promptly intervene when necessary.

The responses discussed by the stakeholders fell into the following three types:

- **Security:** Measures designed to increase the presence of security staff on board and more broadly to improve coordination with An Garda Síochána. The recent introduction of Authorised Officers also falls in this category.
- **Operational:** Measures implemented within the organisation that are designed to deliver processes to combat ASB.
- **Customer Involvement:** These measures have a two-fold purpose: 1) increase awareness; 2) encourage reporting when incidents occur.

Responses to ASB: Security

- **Partnership with An Garda Síochána:**

What: Stakeholders from all modes mentioned their increased cooperation with the An Garda Síochána. The greatest expression of this cooperation is the recently opened Transport Control Centre in Heuston station.

Benefit: The partnership with An Garda Síochána is highly valued and considered essential to ensure a quick response to the incidents. Almost all commented this has strengthened recently. The capacity of sharing information and intelligence about offenders and problematic areas is key.

- **Authorised officers:**

What: Some stakeholders reported they have recently introduced Authorised Officers on their vehicles. These are enforcement officers under law and are a middle ground between An Garda Síochána and security personnel (e.g., they can check tickets).

Benefit: It is suggested that Authorised Officers are more effective than security staff since they have extended powers and can fine as well as deal with aggressive customers.

- **More security staff:**

What: Outsourced security personnel present on tram and train has in some cases been increased in the recent years.

Benefit: While the ‘power’ of security staff appears limited, they are considered useful to increase the ‘visibility’ and perceived presence of the operator on board.

Buses: Stakeholders from bus operators do not use security staff as they think it wouldn’t be possible to cover all their network.

Responses to ASB: Operational

- **Staff training:**

What: A couple of stakeholders from bus operators mentioned that they introduced internal training for their frontline staff to learn how to manage and de-escalated minor ASB episodes.

Benefit: Those who introduced this training feel that is every effective to avoid the escalation of minor episodes to more serious incidences.

- **Meetings:**

What: Almost all the stakeholders mentioned regular meetings with NTA and other transport operators to discuss ASB. Some operators also mentioned regular internal meetings with personnel from different departments.

Benefit: Meetings are considered useful to monitor incidence, discuss ideas and possible solutions to tackle ASB.

- **ASB protocol:**

What: Stakeholders from bus operators explained their ASB protocol: for serious incidents the service is interrupted until the area is controlled and declared safe by the An Garda Síochána.

Benefit: The ASB protocol is meant protect costumers, staff and vehicles. Drawback: The interruption of the service has an impact on the whole community and negatively impacts the reliability of the service.

Responses to ASB: Customer Involvement

What: Many are also involved in projects meant to raise awareness with the general public around ASB. Different types of projects were mentioned and these range from presence in

communities and schools to awareness campaigns.

Benefit: Outreach to communities and explaining the negative impacts of ASB, (especially more limited or cancelled services) is credited as very strong in changing attitudes.

- **Facilitating reporting:**

What: Some also reported that they are trying to make it easier for customers to report ASB episodes. A SMS system was launched a few years ago and it is now on the Luas App.

Benefit: Considered useful to make feel customers safer since these systems reduce the physical distance between operators and customers and are also useful to provide real time information on incidences.

To consider: These measures can alter the trend as the number of reported episodes increase even if the actual incidence is the same.

‘Work In Progress’ Responses

Some operators also discussed measures that they are currently implementing, and these are:

- **Remote real time CCTV monitoring**

What: A few operators mentioned they are currently including real time monitoring of their CCTV coverage.

Benefit: It is expected that this feature will allow to de-escalate minor ASB episodes and to react promptly when major incidents occur.

- **Architectural changes to prevent ASB**

What: One stakeholder reported they are currently considering a project to renovate stations aiming at eliminating ‘dark spaces’ where ASB incidents are more likely to occur.

Benefit: It is argued that the stations will be perceived as safer spaces, and this will be a deterrent for ASB.

Reactions to possibility of a transport police

All stakeholders recognise the increased interest in a transport police at the moment and many commented that Trade Unions are driving interest, but there is a general disagreement with this request.

- The concern is that a transport police would result in less resources available to the operators since the transport police is expected to be a smaller organisation in comparison to An Garda Síochána. Stakeholders are therefore concerned that a transport police wouldn’t be sufficient to provide an adequate coverage to all the public transport network.
- Stakeholders also mentioned that a transport police could undermine their cooperation and communication with An Garda Síochána since this latter might reduce its responsibility and responsiveness about safety on public transport.
- Also, some commented that other European Countries are moving away from this initiative, and they feel Ireland should follow the same trend of increasing the cooperation with the national police rather than creating an ‘ad hoc’ police force.

NTA Relationship

All the stakeholders reported a strong and positive relationship with NTA. Several specifically mentioned that they are satisfied with the financial support they receive to counter ASB.

- ***Stakeholders feel that there is support for their projects and needs.***

NTA is described as very responsive. Also, the regular meetings between operators and NTA are highly valued.

- *NTA facilitates sharing ideas and possible solutions.*

NTA is considered the key connection point with other public entities, the population and with An Garda Síochána.

Next Steps to reduce ASB

- Cooperation with An Garda Síochána
- Education
- Technology and surveillance
- Environmental design

Stakeholders commented on difficulty in addressing ASB without strong sanctions for perpetrators

Several stakeholders commented on a tension noted between the legacy 'soft' approach to deal with ASB limiting any real consequences against perpetrators and young adults in particular and the desire to curb ASB.

- **On the one hand...**

Several stakeholders perceive that coercive or strong policing measures wouldn't be supported by the public in Ireland. The 'soft on crime' legacy approach is perceived to have strong support in the country

- **...On the other hand**

Many stakeholders also reported that the lack of coercive measures against perpetrators and -under aged in particular- is a strong contributing factor in the perpetuation of ASB.

Stakeholders feel that without strong sanctions, the struggle against ASB is weakened especially when rates of deprivation are not addressed.

Appendix 2. CCTV and Security currently in place across transport modes

	Luas	DART	Irish Rail Commuter and Intercity	Bus Éireann	Go-Ahead	Dublin Bus
CCTV Cameras in place on the transport network	Cameras are in place on the platforms, both inbound and outbound.	576 cameras are on the network and 110 cab cameras.	On commuter trains, 464 cameras and 58 cab cameras.	Extensive cameras on all city buses in the fleet both internally and externally.	2,424 cameras on vehicles.	Cameras on each bus in the fleet which covers both internal and external views.
	Cameras are also located internally on the trams and external facing cameras. Luas depots are monitored by CCTV.	Howth Junction monitors the network in real time and this will then link into the National Train Control Centre at Heuston Station. All stations have security cameras in place.	On Intercity services, 1448 cameras and 138 cab cameras For locomotives, 24 cab cameras.	Cameras are in place at all transport hubs.	84 cameras are in operation across the training fleet. All bus depots are monitored by CCTV.	All depots are also covered by CCTV.
Security personnel employed to patrol the networks	Dedicated security staff patrolling both Red and Green lines from early morning to last tram. Also, there are full time Security Managers.	A dedicated security team covers the DART network on board services and at stations. A mobile security team is deployed as required.	A dedicated security team covers frontline and on board security across the network. A mobile security team is deployed as required.	An external security company manages the security requirements for the network. A mobile security unit is deployed to key locations or as required.	No security personnel.	Security personnel covering the depots.

Appendix 3. Group Discussions with Transport Operator Staff

Group	Role	Mode
1	Drivers	Dublin Bus
2	Revenue Protection/ Drivers/Supervisors	DART
3	TII Luas (RPO's and Security)	TII
4	Drivers	Bus Éireann

All groups were completed in July 2023.

Evolving patterns of travel

Back to absolute peak in terms of capacity;

- Particularly on a Tuesday to Thursday with commuter travel
- Weekend travel is increasingly busy too.

There may be more events in cities than pre-covid which can lead to spikes in capacity.

When multiple events occur during the same time period it can put excessive stress on the transport network (which can be often unexpected due to poor communication with organisers).

A slight lull in capacity when schools are off for summer.

- However, this can lead to other issues, like groups of bored teens during the summer months.

Encountering anti-social behaviour is 'part and parcel of the job'

Staff in all four organisations feel that anti-social behaviour is on the rise in recent years.

- It is viewed as 'part of the job' - something staff are coming across on a frequent basis.
- Luas and Dublin Bus appear to have the most consistent anti-social behaviour issues, with the DART experiencing isolated but often serious incidents.
- Anti-social behaviour on Bus Éireann services appears less significant (although still an issue).

Smaller incidents between staff and passengers can often trigger and escalate into an anti-social incident. For example, not paying a fare can escalate into something more serious such as verbal abuse, and intimidation.

In contrast, interactions between passengers and other passengers can often trigger more significant incidents including physical altercations. They can be fuelled by drug use and domestic incidents.

A growing sense of fearlessness

Consistent across all four groups, was staff's perception that there is a growing sense of fearlessness amongst some passenger cohorts.

- Especially younger age cohorts (teenagers)
- But not exclusively - many others illegally using free travel pass, disability etc.

So where is this fearlessness coming from?

- Staff note that many passengers have no fear of repercussions for their actions. For example, through experience, some have learned of the limited powers of RPOs, and that there will very likely be no repercussions for not paying a fare.
- As a result, there is a consistent pool of repeat offenders (who staff recognise) and who staff feel often grow in confidence to behave as they please. Often becoming more aggressive (especially verbally) over time.

Repeat offenders appears to be an issue for the DART and Luas in particular (which are more 'porous' in terms of access)

- On bus services, the driver has more control over access.

Amongst the main body of passengers, patience appears shorter than ever before

Staff also note and are often surprised by the behaviour of passengers that they traditionally would have not had issues with in the past;

For example, commuters often cross the line into anti-social behaviour if caught without ticket, or if services are running late.

- Often rationalising their own behaviour due to the anti-social behaviour that they feel is tolerated by other cohorts.

- Staff members often feel looked down on by passengers and that frustrations are directly targeted at them.

Flipping the balance of power

It has become more commonplace for passengers to take out their phone and start recording ('create an audience') for their interactions with staff when they face an interaction.

- Particularly in the case of interactions with RPOs
- Often repeat offenders but often 'embarrassed' commuters who get caught without tickets

A deliberate move from passengers to flip the balance of power with staff and to intimidate.

- Making staff hesitant to take action (don't know how to respond)
- Positioning themselves as being in the right and the staff member being in the wrong.

Many staff also suggest a rise in Tik Tok trends can fuel and escalate some anti-social behaviour quickly (e.g. egging of staff, fireworks)

From a staff perspective, anti-social behaviours are differentiated by level of frequency (and seriousness)

Everyday Issues	Occasional Issues	The Extreme End (less frequent)
<ul style="list-style-type: none"> • Travelling without a ticket (refusing to pay) • Vaping or recreational drug usage (Cannabis, Alcohol) but also hard drug use becoming more commonplace (crack cocaine) • Noise i.e. music/videos on phone, banging, stomping upstairs (on bus) etc. • Arguments with drivers over speed and timings (Dublin Bus and Bus Éireann specifically) • Verbal abuse from passengers if caught without ticket (RPOs) • Intimidation (often through mobile phone recording). 	<ul style="list-style-type: none"> • Students out socialising • Extreme verbal abuse (sometimes racial) directed at drivers, RPOs • Domestic incidents between passengers • Threat of physical violence • Vandalism (Appears more significant on the DART) • Spitting at drivers windows (Dublin Bus, Bus Éireann) • Large groups of teenagers travelling without a ticket (particularly during Summer) 	<ul style="list-style-type: none"> • Throwing bricks or stones at vehicles; smashing windows • Damaging outdoor infrastructure (particular Luas assets) • ‘Egging’ of services and staff • Physical attacks on other passengers, RPOs or drivers • Urinating on night services • Use of fireworks (Halloween) • Public exposure • Knife crime

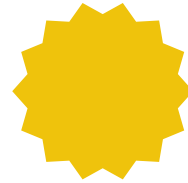
In many cases, attempting to resolve everyday issues can escalate into more serious levels of anti-social behaviour. Something all staff are aware of, have experienced and are careful to avoid.

Different times of the day come with different challenges



Morning

- Peak commuter time – travelling without a ticket, some cohorts stick out.
- Daily commuters complaining and giving out about times or speed.
- Overcrowding on services can cause some incidents to flare up.



Afternoon

- Drink and drug related incidents appear to be a more significant issue from the early afternoon onwards (often fueling domestic incidents, and aggression).
- Teenagers anti social behaviour – particularly during Summer.
- Travelling without a ticket.



Night Time

- Students on nights out
- Drunk people late at night
- Remaining on railway services for hours (heat and WIFI)
- Fights between passengers (not overly common but still an issue)



Contributing factors towards anti-social behaviour on DART

- Station barriers are often left open making it challenging to stop individuals who engage in anti-social behaviour from boarding (even barred individuals from accessing)
- Overcrowding of services during events, good weather (often not planned for) can result in passenger frustration
- Variety of ticketing can cause some issues. This can be taken advantage of by passengers, some genuinely confused and can lead to anti social behaviour
- Trips to Howth, Bray, Burrow beach etc. Often mixed in with alcohol and overcrowding
- Vandalism also appears to be a more significant issue for DART compared to other forms of transport. Particularly on the exterior of carriages
- Passengers using bikes during peak travel times can also cause conflict between passengers
- Staff state many are unaware that this is not allowed.

DART – key issues faced

- Most anti-social behaviour issues on the DART appear to stem from groups of youths – exacerbated by poor barrier control at some stations
- Harmonstown and Kilbarrack, Howth Junction appear to have issues
- There is also some flare ups in anti-social behaviour at weekends for social travel



Contributing factors towards anti-social behaviour on Intercity

- Longer breaks between stops and better management of barriers, particularly at main hubs, Heuston, Connolly, Kent, etc. Meaning less individuals accessing without tickets
- However, the service is often used on route to social outings - on weekend in particular
- Longer time on board can lead to prolonged episodes of anti-social behaviour
- Seating reservation can result in some confusion and flare ups between passengers.
- Often playing music. This can cause conflict between passengers on board
- Conflict with intercity staff appears rarer as there is better control on ticketing at key hubs
- Seat booking system can cause flare ups amongst passengers
- Particularly on busy trains.

Intercity – key issues faced

- Incidents of anti-social behaviour do not appear as frequent on intercity services as on DART services
- However, there are some occasions in which anti-social behaviour does occur
- Towards the weekends passengers travelling for social outings in cities can bring rowdiness
- Large groups drinking (stags, hens in particular)



Contributing factors towards anti-social behaviour on Luas

'Porous' boarding means it is challenging to stop individuals engaging in anti-social behaviour from accessing the service.

- Even 'barred' repeat offenders - who appear to consistently be the root of many anti-social behaviour incidents.

On Luas, the enclosed space can intensify impact of anti-social behaviour

- Passengers can get caught in the middle of incidents
- Often resulting in other passengers getting involved to try and deescalate the situation

RPO's do deter some anti-social behaviour

- However, repeat offenders have learned of their limited powers
- Security staff are felt to be more intimidating and increase, overall sense of safety of passengers on board
- Orange hi vis jackets worn by RPOs not felt to communicate adequate authority

Luas - key issues faced

There appears to be a consistent issue with repeat offenders on Luas who do not fear repercussions.

There appears to be considerably more checking of tickets on Luas than DART.

- Which can lead to smaller issues escalating into more substantial incidents of anti-social behaviour
- Angry responses from commuters who have been caught out
- Dismissive, aggressive response from repeat offenders - verbal often racist abuse of staff

Outside of this, drug taking does appear to be a particular problem on Luas.

- Recreational (Cannabis) but also harder drugs emerging
- Domestic incidents between family/friends also can occur - often fueled by alcohol and drugs

The staff also note more isolated incidents of 'egging' of staff, rocks being thrown and damage to Luas platform infrastructure.



Contributing factors towards anti-social behaviour on Dublin Bus

- Driver is the sole gatekeeper to the bus
- Dual responsibilities; passenger transportation and passenger management
- Under pressure to keep to RTI schedule and encouraged to stay in their cabin (only to leave for exceptional circumstances). Meaning many often appear to turn a blind eye to more insignificant forms of anti social behaviour. Which can lead to worsening passenger behaviour over time (as offenders are not being called out)
- Direct interaction with passengers can result in flare ups of anti social behaviour over ticketing
- Some drivers don't challenge on fares in order to avoid conflict
- 'Tag on' option does reduce driver-passenger interaction which can be beneficial. However, it can lead to improper use of travel passes.

Dublin Bus - key issues faced

- Passengers accessing bus with invalid tickets (free travel pass in particular). Staff then need to make a judgement call on whether to stop passenger (and risk escalation) or let them on
- Passengers frustrated with late running services
- Parents with buggies expecting to be let onto a full bus or refusing to move for wheelchairs
- Drugs/alcohol use at times on board - most drivers appear to turn a blind eye to this unless it is leading to significant disruption
- Having to deal with fallout of controller decisions not to let certain individuals or groups on board
- Disgruntled, verbally (sometimes physically) abusing passenger who is being refused entry.



Contributing factors towards anti-social behaviour on Bus Éireann

- No tag on only at remote validator – meaning driver is directly interacting with every passenger who enters the service. Can result in some conflict over fares
- Longer time on board leads to prolonged episodes of anti-social behaviour when they occur
- Taking cash makes them a target for robbery

Bus Éireann – key issues faced

- Overall, there appears to be lower levels of anti-social behaviour on Bus Éireann services
- That being said, drinking and some incidence of drug taking can be an issue – particularly towards weekends
- Some areas appear worse than others
- Some drivers willing to put up with some anti-social behaviour
- Often reluctant to form bad relationships with passengers as they will be on their usual route (particularly in rural areas).

- Don't want to become a target in their personal lives
- Some isolated incidents of physical abuse and spitting at drivers. However, generally speaking, the frequency appears less than other transport options.

Across all operators, there is conflicting feelings of responsibility and powerlessness from staff



Responsibility

Pressured to intervene in certain scenarios by own morals or sense of obligation to passengers

Pressured to fine individuals who do not pay their fare

Wanting to ban an individual from future travel on the service

A desire to report or escalate an issue

A desire to deescalate an incident of anti-social behaviour

I should sort this incident out



Powerlessness

Not backed up by employer if choosing to leave cabin (bus drivers) or if an issue escalates with passenger (RPOs)

Left to take abuse from passengers (mostly verbal abuse but the threat of physical)

Potential for it to spill over into future incidents, even personal life

Do not feel like they can rely on Garda to respond in a timely manner (knowledge that they are stretched with resources too)

“I’ll get hassle if my Bus/Dart/Luas arrives late again”

Staff's management of anti-social behaviour

As a result, increasingly, many staff note that they are very cautious to not risk escalating situations with passengers.

- Intervention is generally avoided unless other passengers are affected, or the service is at risk of disruption.

They are cautious because;

Unpredictability of response: Fear of their personal physical safety if they engage with passengers (e.g. Bus Éireann driver hospitalised after incident).

- Most find it harder now than ever to anticipate responses from passengers
- Knife crime incidents feel like a more realistic threat

Operator support: Fear losing their job if incident escalates into physical violence. Feel unsupported that their employer won't back them up.

- All feel that there is critical 'on the job' knowledge that new staff only learn through experience or from colleagues - not taught officially. It's a 6th sense of when to confront and when to avoid
- Long response times mean that drivers call An Garda Síochána as a last resort
- There is a shared understanding that their resources are stretched and that calls related to transport issues will be prioritised for more pressing issues
- Based on staff's on the ground experience, the best-case scenario is An Garda Síochána showing up late after the incident has expired.

Some strategies appear effective in tackling anti-social behaviour

- **Fear of Garda presence**

Using radio to call for support (often important proof point for main body of passengers that all is under control).

Although none feel that they can rely of timely assistance.

- **Uniform**

Formal uniform can deter some anti-social behaviour on board.

Felt to be a distinct difference in attitudes of passengers towards orange hi vis vests (work by RPOs) and black uniforms (warn by security).

- **Reducing interaction between driver and passenger**

Limiting the necessity for interaction between drivers and passengers as much as possible.

Facilitate card payments.

- **Barrier control**

Improvements here would likely have a significant impact on anti-social behaviour on the DART in particular.

- **De-escalation training**

More in depth training on responses to anti-social behaviour, more than one quick session for new recruits and refreshers for current staff.

- **Capacity control**

Increased services for events (concerts,..... big sports events, etc)

- **Communications/education**

More rigid rules over what can come on (buggies etc) and associated communications (advertising campaigns to educate), including ticket education.

Key points from staff:

- Staff in all four organisations feel that anti-social behaviour is on the rise in recent years. There is an increased sense of fearlessness and impatience amongst passengers
- Although it is accepted that dealing with anti-social behaviour is part and parcel of the job, it is felt that not enough is being done to combat what they feel is a worsening situation
- Luas and Dublin Bus appear to have the most consistent anti-social behaviour issues, with the DART experiencing isolated incidents. Anti-social behaviour on Bus Éireann services appears less significant (although still an issue)
- Across all operators, there is conflicting feelings of responsibility and powerlessness from staff. Many staff feel that they don't have the tools or resources at their disposal to manage anti-social behaviour effectively
- Increasingly, many staff note that they are very cautious to not risk escalating situations with passengers. Passengers are more unpredictable than ever and the risks for engaging (injury, potential escalation) are felt to often outweigh any perceived positives.

Appendix 4: Customer Focus Groups

Passenger group structure and segment profiles

Group	Gender	Public Transport Mode Usage	Age profile	Location priority
1	Mix	DART	25-45	Dublin North side
2	Mix	Luas	25-45	Redline, Docklands, Citywest
3	Female	Any public transport (mix)	25-45	Greater Dublin
4	Mix	Dublin Bus	46-55	Tallaght, Ballymun, Clondalkin, Coolock
5	Mix	Rail users (includes Intercity)	46-55	Kildare/ Maynooth
6	Mix	Non-users (but available)	25-45	Kildare / Maynooth

Life since Covid

Many customers have shifted their travel pattern due to Working From Home (WFH).

- Most find there are more people commuting mid-week
- Work and home have become more demanding since Covid
- Sports/activities back running (taxi driver parents)
- Procedures set up to integrate WFH fully
- Foreign holidays back on the agenda
- First time sitting school exams for some
- Little remains of Covid concerns, few wear masks. But they feel more nervous when someone coughs.

Cost of living impact

Specific examples of significant increases cited:

- Cost of filling car
- Cost of groceries.

The impact on having less disposable income:

- Not going out as much
- Postponing holidays (for some)
- Cancelling some streaming services
- Switching to Discounters and shops own brand.
- Several also comment on products reducing in size but prices stay the same/going up.

Public transport perceptions

DART, Luas and rail users can be dismissive of bus travel

- Unpredictable/unreliable
- At busy times a busy bus may not even stop to pick-up passengers.

Most have established 'hacks' regarding the specific train they go for and even where they tend to wait on their platform.

Several complain there is no joined-up thinking with buses

connecting to train arrival/departure times.

They also note the poor comparison between Ireland and other countries' public transport, especially Dublin versus London.

The lack of train options to the airport is even considered a source of embarrassment for an 'advanced' economy like Ireland.

Non-users of public transport stress they have no link to a train service

- Rural community especially
- Local Link bus services are felt by some to be only for off-peak older users (not daily commuters).

Spontaneously mentioned security concerns on public transport

• Isolation

Late night or dark areas in winter.

• Absence of staff (security or otherwise)

Frequently focused on DART.

Sense of having no options if problems arise.

• Verbal abuse directed at foreign nationals

Loud racist abuse often expressed by small groups of individuals.

• Known problem zones

Luas Red Line.

DART stations.

• Rowdy groups

Often drunken or on-drugs DART passengers (off-peak).

Late night or sunny days en-route to beach.

• Threatening gangs of youths (school age)

Referenced repeatedly, especially Luas Red Line.

Several reference viewing videos of anti-social behaviour. Intimidation of other passengers or drivers (bus). Some suggest this is a result of Covid period when groups of kids could cause trouble unchallenged in empty city centre.

Suggested solutions

- **Most frequently mentioned are more staff**

Some stations have no staff at all.
On board security staff (DART especially).

- **Robust response to anti-social behaviour**

Bus driver stops bus, refuses to proceed.
DART/Luas driver arranges for An Garda Síochána to meet train at next stop.

- **Better travel payment checking**

Reducing option of jumping on/off train without paying.

- **Option to report problem easily/quickly**

Without identifying self overtly.

- **NOTE:**

All raise concern of being focus of abuse if they take action and sense of guilt they feel about inaction as a result.

- **A few suggest some kind of registration**

For a smart card to use public transport allowing individuals to be easily identified and/or banned.

Sense of safety by time of day/day of week

Primary concerns focus on late evening travel particularly when few others are on board:

- Sense of isolation and vulnerability means many simply avoid travel at this time (especially women).
- Lack of security staff.
- No sense that cameras are monitored nor actions will be taken based on the incident being recorded.

Off-peak travel during day time is also identified as problematic:

- DART journeys when there is sunny weather and rowdy passengers are drinking as they travel to beach destinations (mainly intimidation rather than physical attacks).
- Luas Red Line is linked with groups of deliberately provocative school children who at times are also violent.
- Bus services known to have stopped to specific locations where stone throwing has occurred in the past (day time).

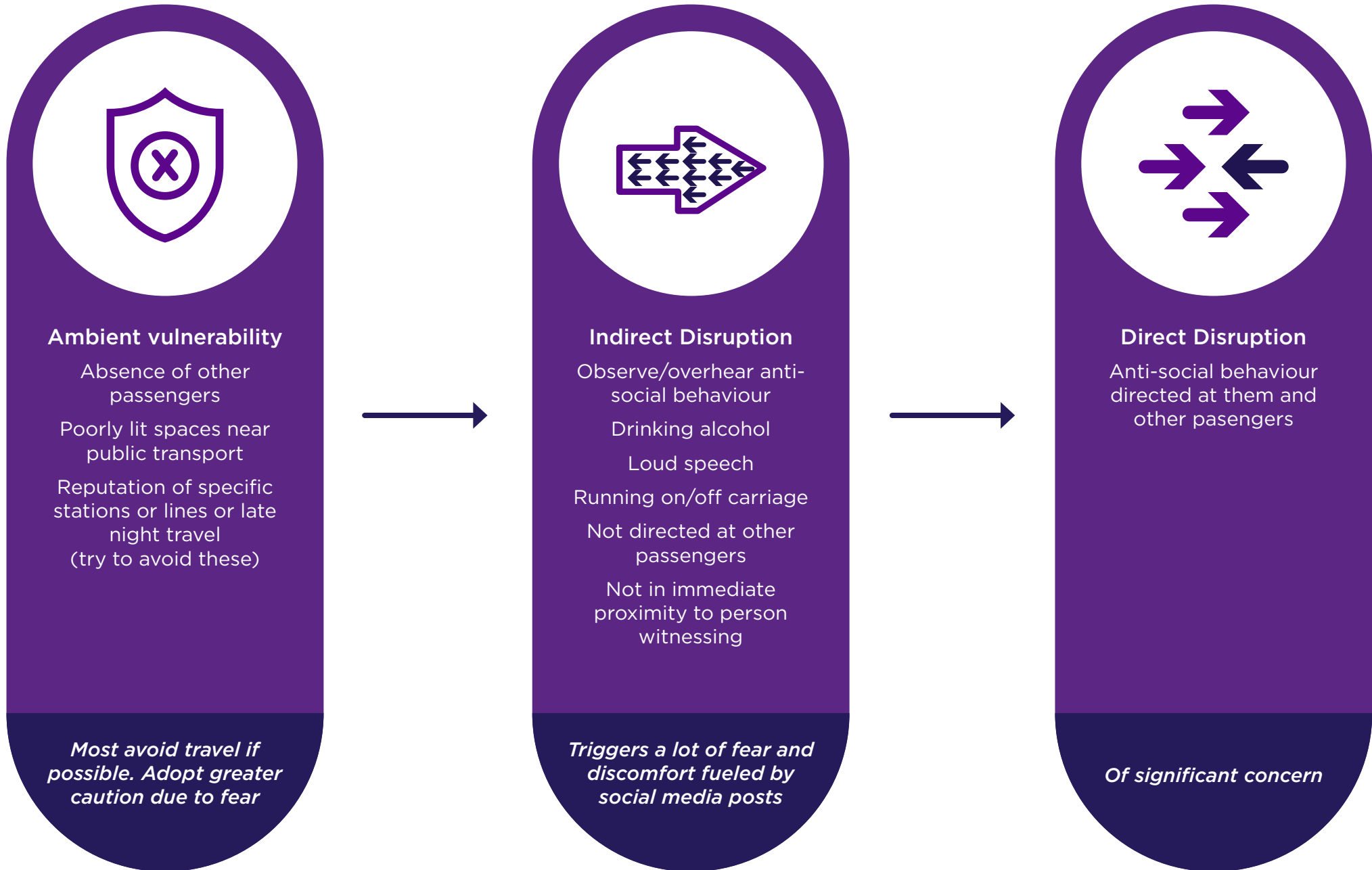
Sense of safety by time of year

More concerns voiced about Autumn and Winter months regarding areas approaching stations that are poorly lit

- Travel to/from station in the dark
- Standing at platform/bus stop
- Picking up car or parking near station.

Particularly women talk about keeping bag held close as they approach these areas.

Passenger's view of safety



There was a positive response to improved illumination of bus shelters (albeit a work in progress). Particularly women stress the need for good lighting in areas adjacent to bus stops and stations.

A few also state that they like the fact that this is also a sustainable (solar powered) solution.

The fact that there is both monitoring and a dynamic response to the changing nature of antisocial behaviour is considered worthwhile and reassuring.

Citing the involvement of An Garda Síochána also signals the way operators escalate actions appropriately.

They are aware that some areas have had service suspended.

This tends to be referenced as an indication of the scale of the problem rather than as an effective solution

Working with AGS to reduce number of incidents sounds vague rather than inspiring confidence.

As with the stone-throwing, respondents recognise that antisocial behaviour is being monitored.

Key questions are:

- How many CCTV cameras installed or improved?
- How many bus shelter solar lights are installed?
- How effective are prosecutions of perpetrators of antisocial behaviour?
- All query whether additional security staff will be part of the forward plan. This is seen as the most important enhancement by passengers.

Communications examples summary

The groups reviewed a range of advertising and gave opinions on their effectiveness

Assessment Criteria	TFI Taxi Respect	T for London small words	Auckland no excuse	Amsterdam enjoy resect	T for London together vs hate	MTA Hate has no place	TFI United vs racism	UK police see it say it
Impact/ Appeal	✓	?	✓	☆	☆	?	✓	✓
Emotional engagement	✓	?	✓	✓	✓	?	✓	✓
Message clarity	?	✓	?	☆	☆	✓	✓	☆
Talks to ASB target	✓	?	✓	☆	✓	✗	?	?
Moves the dial	?	?	?	☆	?	?	?	?
Relevance to Irish experience	✓	?	✓	✓	☆	?	✓	✓

☆ Excellent

✓ Good

? Queried

✗ Poor

Key Learning Points

Covid and the cost of living crisis has left its imprint on public transport use.

Not all modes of transport are viewed as equal in terms of reliability, availability or safety.

Passengers perceive that some areas are not safe at certain times of day, specific stations and certain lines.

The emotional landscape of concerns about safety distorts how people use public transport.

While much of this relates to indirect experience and sense of threat (inconsiderate behaviour) it has a lasting impact on passengers.

From our review of International ASB communications, a greater visual impact and a more explicit statement about the penalties are consistently valued.

Appendix 5: Quantitative Research Summary

NTA Customer Satisfaction Research 2023

Feeling safe on public transport - 2023

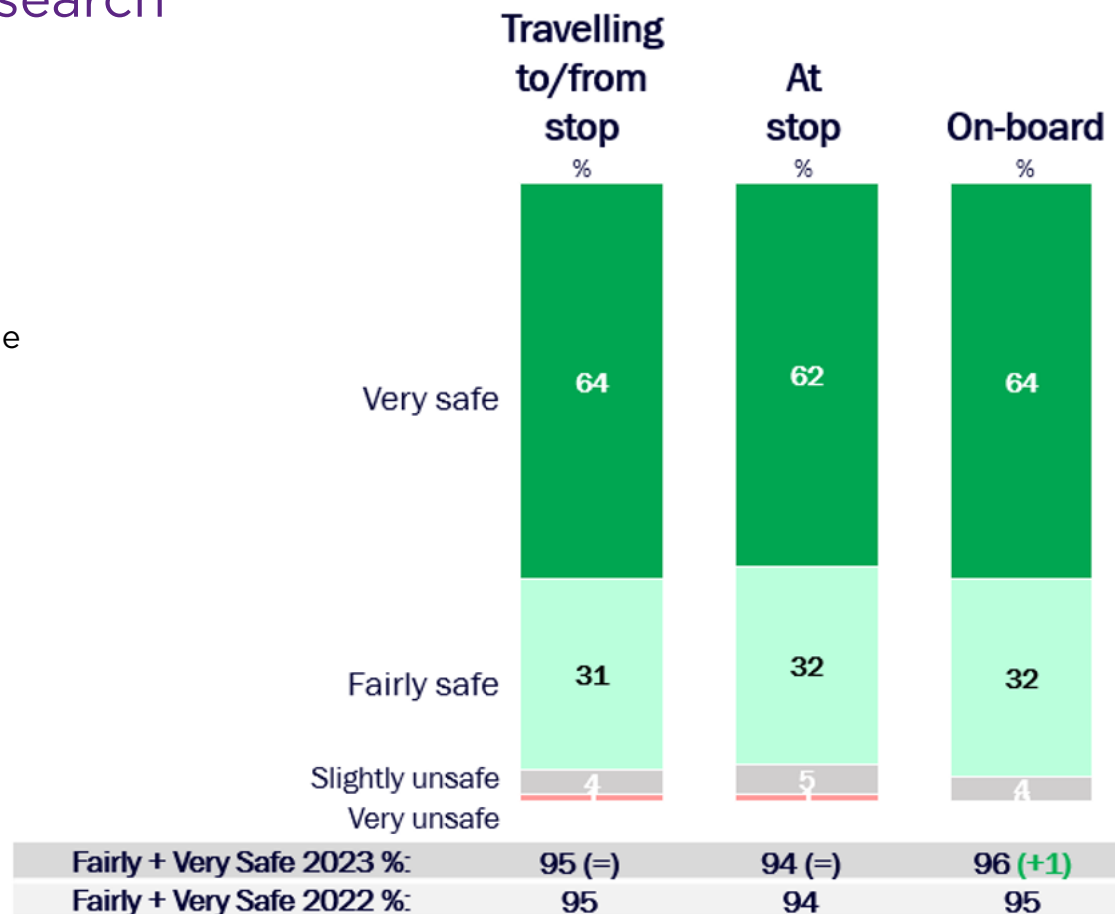
Base: All Public Transport users N= 6,105

Source:

NTA Customer Satisfaction Survey 2022

Q.7 Thinking about the bus/train/tram you usually use how safe do you feel in the following situations?

- a) Walking to and from the transport stop;
- b) While waiting at the transport stop;
- c) While on board the transport



Feeling safe walking to and from the stop - 2023

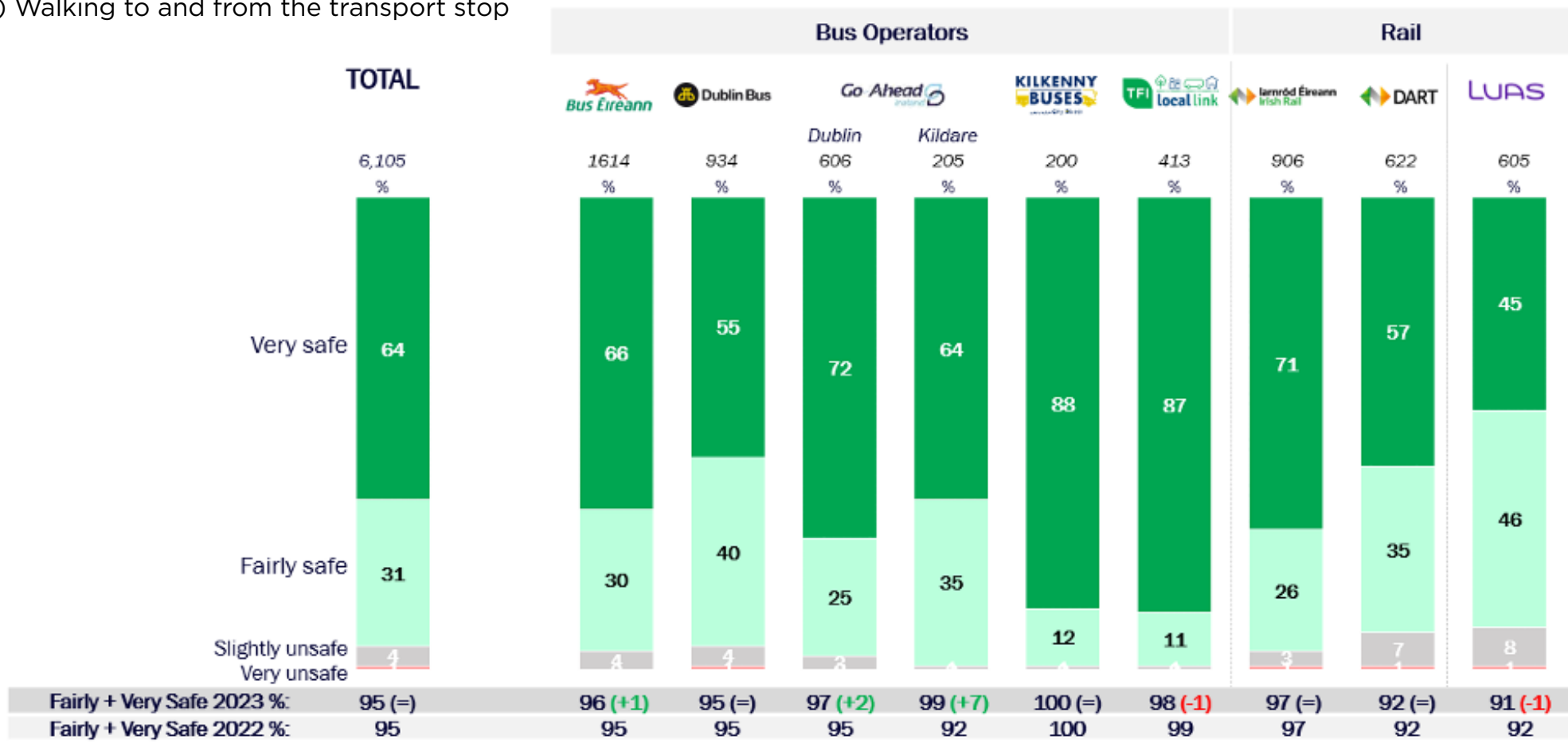
Base: All Public Transport users N= 6,105

Source:

NTA Customer Satisfaction Survey 2023:

Q.7 Thinking about the bus/train/tram you usually use how safe do you feel in the following situations?

a) Walking to and from the transport stop



Feeling safe at the stop - 2023

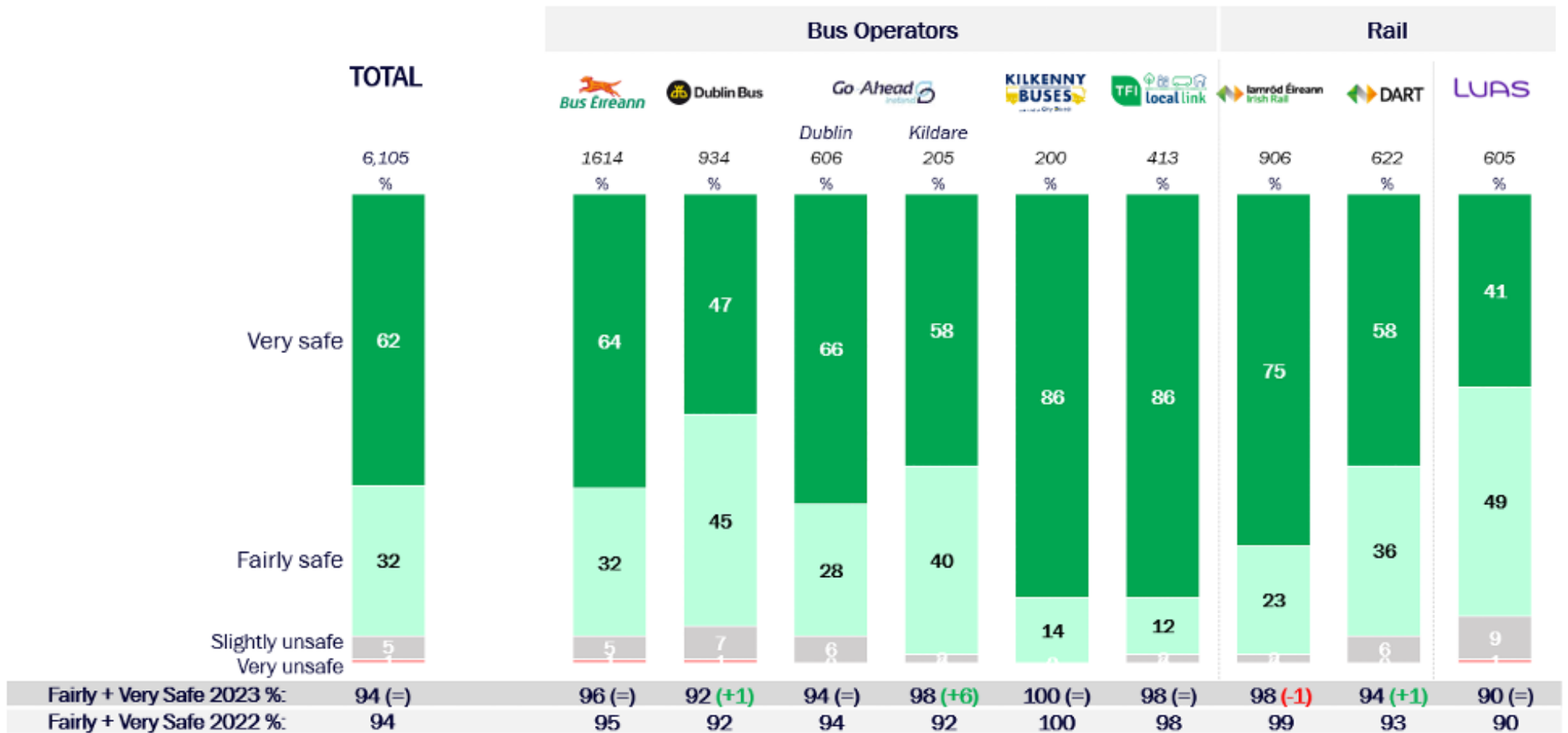
Base: All Public Transport users N= 6,105

Source:

NTA Customer Satisfaction Survey 2023:

Q.7 Thinking about the bus/train/tram you usually use how safe do you feel in the following situations?

b) While waiting at the transport stop

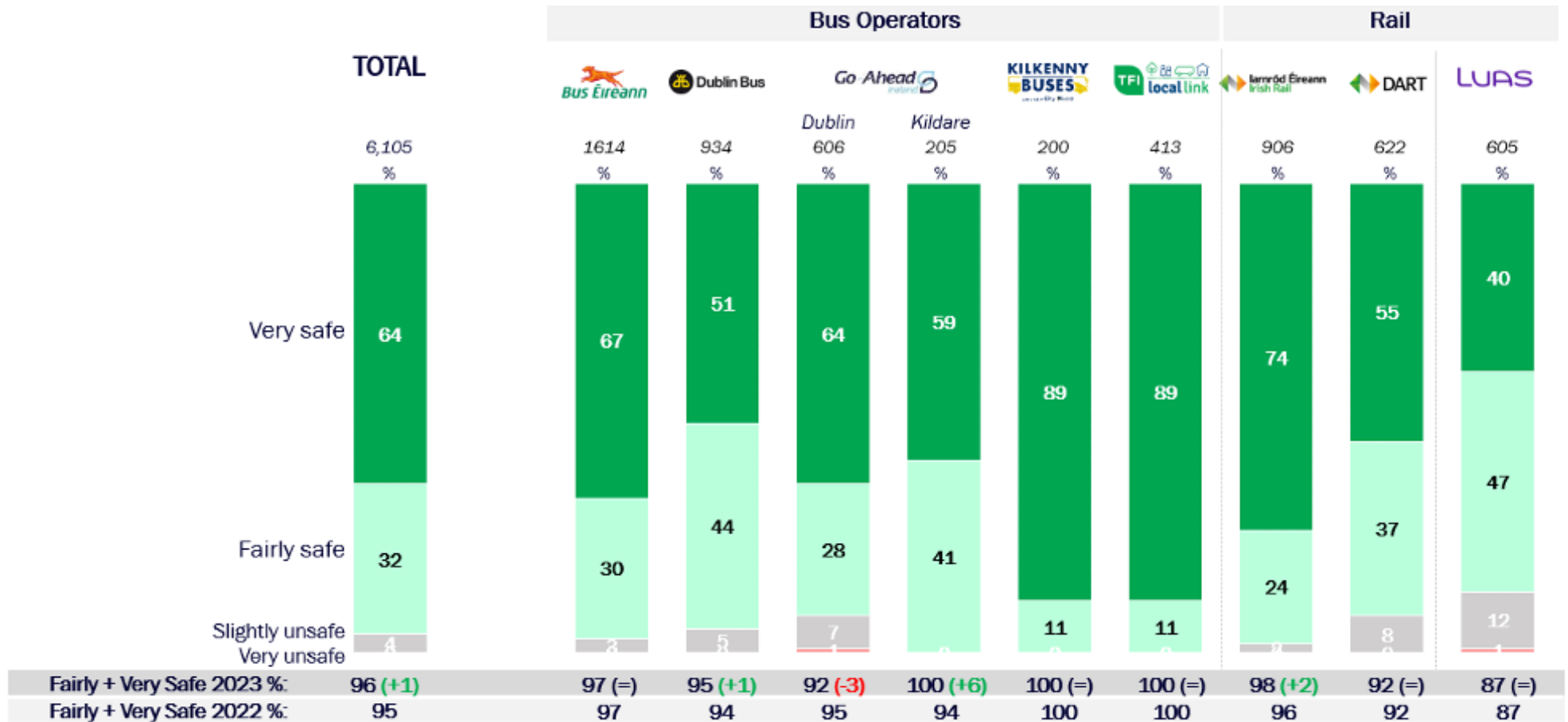


Feeling safe on board the mode - 2023

Base: All Public Transport users N= 6,105

Q.7 Thinking about the bus/train/tram you usually use how safe do you feel in the following situations?

c) While on board the transport



Feeling safe or secure on public transport among accessibility focused mystery journey shoppers in ROI - 2022

Base: All mystery shops - 288

Source:

NTA Accessibility mystery shopping tracker 2022/3:

Q. Did you feel safe or secure on the bus/train/tram?



Anti-social behaviour
Nationally representative sample of adults aged 15+
N=1500
Final Questionnaire 15.06.23

I would now like to ask you some questions about public transport.

ASK ALL

Q.1 What modes of public transport do you ever use? **MULTICODE POSSIBLE**

Irish Rail/Iarnród Éireann	1
Bus Éireann	2
Dublin Bus	3
Go-Ahead Ireland	4
LUAS	5
DART	6
TFI Local Link	7
Other private coaches/buses	8
Other (please specify _____)	9
Never use public transport	10 GO TO Q.5

ASK FOR EACH PUBLIC BUS SELECTED AT Q.1 (CODES 2, 3, 4 and 7 AT Q.1)

Q1a How often do you travel on a [SCRIPTER: INSERT RESPONSE CODE 2, 3, 4 or 7 FROM Q1] bus? **SINGLE CODE**

ASK FOR EACH TRAIN SELECTED AT Q.1 : CODE 1 or 6 AT Q.1

Q1b How often do you travel on [SCRIPTER: INSERT RESPONSE CODE 1 or 6 FROM Q.1]? **SINGLE CODE**

ASK IF LUAS: CODE 5 AT Q.1

Q1c How often do you travel on the LUAS? **SINGLE CODE**

	Q1a/Q1b/Q1c
Every day/weekday	1
2-4 days per week	2
Once a week	3
At least once a month	4
Once every 2 to 3 months	5
Once every 4 to 6 months	6
Less frequently	7

We are now going to ask you some questions about your personal safety.

ASK IF ANY BUS USE: CODES 2, 3, 4 and 7 AT Q.1

Q2a Thinking about the bus you usually use, how safe do you feel in the following situations? **SINGLE CODE PER ANSWER OPTION**

ASK IF ANY TRAIN: CODE 1 or 6 (IRISH RAIL, DART) AT Q.1

Q2b Thinking about the train you usually use how safe do you feel in the following situations? **SINGLE CODE PER ANSWER OPTION**

ASK IF LUAS: CODE 5 AT Q.1

Q2c Thinking about the tram you usually use how safe do you feel in the following situations? **SINGLE CODE PER ANSWER OPTION**

	Very safe	Fairly safe	Slightly unsafe	Very unsafe
Walking to and from the transport stop	1	2	3	4
While waiting at the transport stop	1	2	3	4
While on board the transport	1	2	3	4

ASK ALL ANSWERED CODES 1-9 IN Q.1. SKIP NEVER USE PUBLIC TRANSPORT.

Q. 2d Have you ever felt unsafe on public transport in the Republic of Ireland? **SINGLE CODE**

Yes	1
No	2

ASK ALL EVER FELT UNSAFE ON PUBLIC TRANSPORT IN IRELAND (CODE 1 AT Q.2D)

Q. 2e What was the situation that made you feel less safe? Please describe. **OPEN TEXT BOX**

ASK ALL ANSWERED CODES 1-9 IN Q.1. SKIP NEVER USE PUBLIC TRANSPORT.

Q.3 Have you ever witnessed any of the following anti-social behaviour on public transport in the Republic of Ireland? **SINGLE CODE PER ANSWER OPTION**

	Yes	No
Inconsiderate behaviour – e.g. someone playing loud music or shouting	1	2
Vandalised vehicles or equipment	1	2
Vehicles or equipment actively being vandalised	1	2
Passengers verbally threatening another passenger or staff	1	2
Passengers physically threatening another passenger or staff	1	2

FOR EACH ANTI-SOCIAL BEHAVIOUR WITNESSED (CODE 1 AT Q.3) ASK Q.3A, Q.3B AND Q.3C CONSEQUENTLY. REPEAT FOR EACH ANTI-SOCIAL BEHAVIOUR WITNESSED.

Q.3a What modes of transport did you witness this [SCRIPTER: INSERT ANTISOCIAL BEHAVIOUR FROM Q.3]? MULTICODE POSSIBLE

Irish Rail/Iarnród Éireann	1
Bus Éireann	2
Dublin Bus	3
Go-Ahead Ireland	4
LUAS	5
DART	6
TFI Local Link	7
Other private coaches/buses	8
Other (please specify _____)	11

Q.3b What time and day did the incident occur? If you witnessed more than one incident, please answer for most recent. SINGLE CODE

Very early morning	1
Commuter Daytime	2
Late eEvenings/overnight	3
Can't remember	4

Q.3c In the last 6 months how often did you witness this type of behaviour? SINGLE CODE

Not at all in last 6 months	1
Once	2
Twice	3
Three times	4
4-6 times	5
More than 6 times	6

ASK ALL ANSWERED CODES 1-9 IN Q.1. SKIP NEVER USE PUBLIC TRANSPORT.

Q.4 Have you ever personally been the victim of any of the following in the Republic of Ireland? SINGLE CODE PER ANSWER OPTION

	Yes	No
Passengers verbally threatening you	1	2
Passengers physically threatening you	1	2

FOR EACH ANTI-SOCIAL BEHAVIOUR HAS BEEN VICTIM (ANY YES CODE 1 AT Q.4). ASK Q.4A, Q.4B AND Q.4C CONSEQUENTLY. REPEAT FOR EACH ANTI-SOCIAL BEHAVIOUR HAS BEEN VICTIM OF.

Q.4a On what mode of transport did you experience this [SCRIPTER: INSERT ANTISOCIAL BEHAVIOUR HAS BEEN VICTIM FROM Q.4]? MULTICODE POSSIBLE

Irish Rail/Iarnród Éireann	1
Bus Éireann	2
Dublin Bus	3
Go-Ahead Ireland	4
LUAS	5
DART	6
TFI Local Link	7
Other private coaches/buses	8
Other (please specify _____)	11
Never use public transport	12

Q.4b What time of the day did the incident occur? If you have experienced more than one incident please answer

for the most recent. SINGLE CODE

Very early morning	1
Commuter daytime	2
Late Evening/overnight	3
Can't remember	4

Q.4c In the last 6 months how often did you experience this type of behaviour? SINGLE CODE

Not at all in last 6 months	1
Once	2
Twice	3
Three times	4
4-6 times	5
More than 6 times	6

ASK ALL

Q.5 In your opinion is the anti-social behaviour problem on public transport in the Republic of Ireland getting better, worse or about the same. SINGLE CODE

Getting better	1
No change	2
Getting worse	3

ASK ALL

Q.6 Please indicate the extent to which you agree or disagree with the following. **SINGLE CODE PER ANSWER**
OPTION PLEASE ROTATE ORDER OF STATEMENT.

	Agree strongly	Agree slightly	Neither agree nor disagree	Slightly disagree	Strongly disagree
Anti-social behaviour puts me off using public transport	1	2	3	4	5
I normally hear about public transport anti-social behaviour on social media	1	2	3	4	5
Levels of anti-social behaviour on public transport are the same in the Republic of Ireland as elsewhere	1	2	3	4	5
Anti-social behaviour on public transport is getting more violent	1	2	3	4	5
Transport providers are losing the war against anti-social behaviour on public transport	1	2	3	4	5
I don't feel safe on public transport	1	2	3	4	5
Significant additional effort is needed to make public transport safe for passengers	1	2	3	4	5
I notice more anti-social prevention measures on public transport these days	1	2	3	4	5

ASK ALL

Q.7a Please rate the threat level from anti-social behaviour for following transport modes in the very early morning (even if you are not a regular user) where 1 is very safe – negligible threat, 2 is fairly safe – some threat and 3 is not very safe – significant threat. **SINGLE CODE PER ANSWER OPTION**

	1 – Very safe – negligible threat	2- fairly safe – some threate	3 not very safe – significant threat
Tram – luas	1	2	3
Train – intercity	1	2	3
Train – dart	1	2	3
Dublin Bus or other city busses	1	2	3
Bus Eireann intercity	1	2	3
Bus Eireann stage coach	1	2	3
Private bus companies	1	2	3
TFI Local Link	1	2	3

5

ASK ALL

Q.7b Please now rate the threat level from anti-social behaviour for following transport modes during the commuter day time even if you are not a regular user) where 1 is very safe – negligible threat, 2 is fairly safe – some threat and 3 not very safe – significant threat. **SINGLE CODE PER ANSWER OPTION**

	1 – Very safe – negligible threat	2- fairly safe – some threate	3 not very safe – significant threat
Tram – luas	1	2	3
Train – intercity	1	2	3
Train – dart	1	2	3
Dublin Bus or other city busses	1	2	3
Bus Eireann intercity	1	2	3
Bus Eireann stage coach	1	2	3
Private bus companies	1	2	3
TFI Local Link	1	2	3

ASK ALL

Q.7c Please now rate the threat level from anti-social behaviour for following transport modes in the late evenings /overnight (even if you are not a regular user) where 1 is very safe – negligible threat, 2 is fairly safe – some threat and 3 not very safe – significant threat. **SINGLE CODE PER ANSWER OPTION**

	1 – Very safe – negligible threat	2- fairly safe – some threate	3 not very safe – significant threat
Tram – luas	1	2	3
Train – intercity	1	2	3
Train – dart	1	2	3
Dublin Bus or other city busses	1	2	3
Bus Eireann intercity	1	2	3
Bus Eireann stage coach	1	2	3
Private bus companies	1	2	3
TFI Local Link	1	2	3

ASK ALL

Q.8a Do you feel the threat level is higher on any particular transport services in the Republic of Ireland?
MULTIPLE MENTIONS POSSIBLE SINGLE CODE IF SELECT NO

Yes in rural areas	1
Yes in small towns	2
Yes in city centre areas	3
Yes in particular suburbs that have generally high levels of anti-social behaviour	4
No	5

6

ASK ALL

Q.9 Please rank which of these strategies would make the biggest difference to your feeling of safety on public transport from 1 to 7 where 1 would make the biggest difference, 2 would make the second biggest difference and so on **RANK 1 TO 7. MUST RANK AT LEAST 3. ROTATE**

	1st	2nd	3rd	4th	5th	6th	7th
Garda Visibility on public transport and at public transport stops and stations	1	2	3	4	5	6	7
More security staff on public transport services	1	2	3	4	5	6	7
Stronger sanctions for anti-social behaviour perpetrators	1	2	3	4	5	6	7
Sanctions for parents of children committing anti-social behaviour offences	1	2	3	4	5	6	7
Increased surveillance (e.g., CCTV real time monitoring)	1	2	3	4	5	6	7
More outreach to local communities to explain the impact on the total community of anti-social behaviour	1	2	3	4	5	6	7
Clear and easy ways for passengers to report incidents (e.g., apps, SMS)	1	2	3	4	5	6	7

ASK ALL

Q.9a

Is there any other strategy that you would like to suggest that would make you feel safer on public transport ?

Please write in

ASK ALL

Q.10 Thinking about media coverage of anti-social behaviour, in your view is the coverage accurate or does it seek to make the problems seem more or less challenging than they really are? **SINGLE CODE**

Make the problem seem a little worse than it really is	1
Makes the problem seem a lot worse than it really is	2
Accurate	3
Make the problem seem a little better than in really is	4
Make the problem seem a lot better than it really is	5

Research Approach

Objectives

- To evaluate perceptions about safety on public transport amongst the public at large and ask about preferred strategies to improve;
- To assess personal experiences with ASB on public transport highlighting differences between modes and time of the day;

Methodology

- A nationally representative sample of 1,544 adults aged 16+ was achieved through an online survey using the B&A Acumen panel.

Fieldwork dates

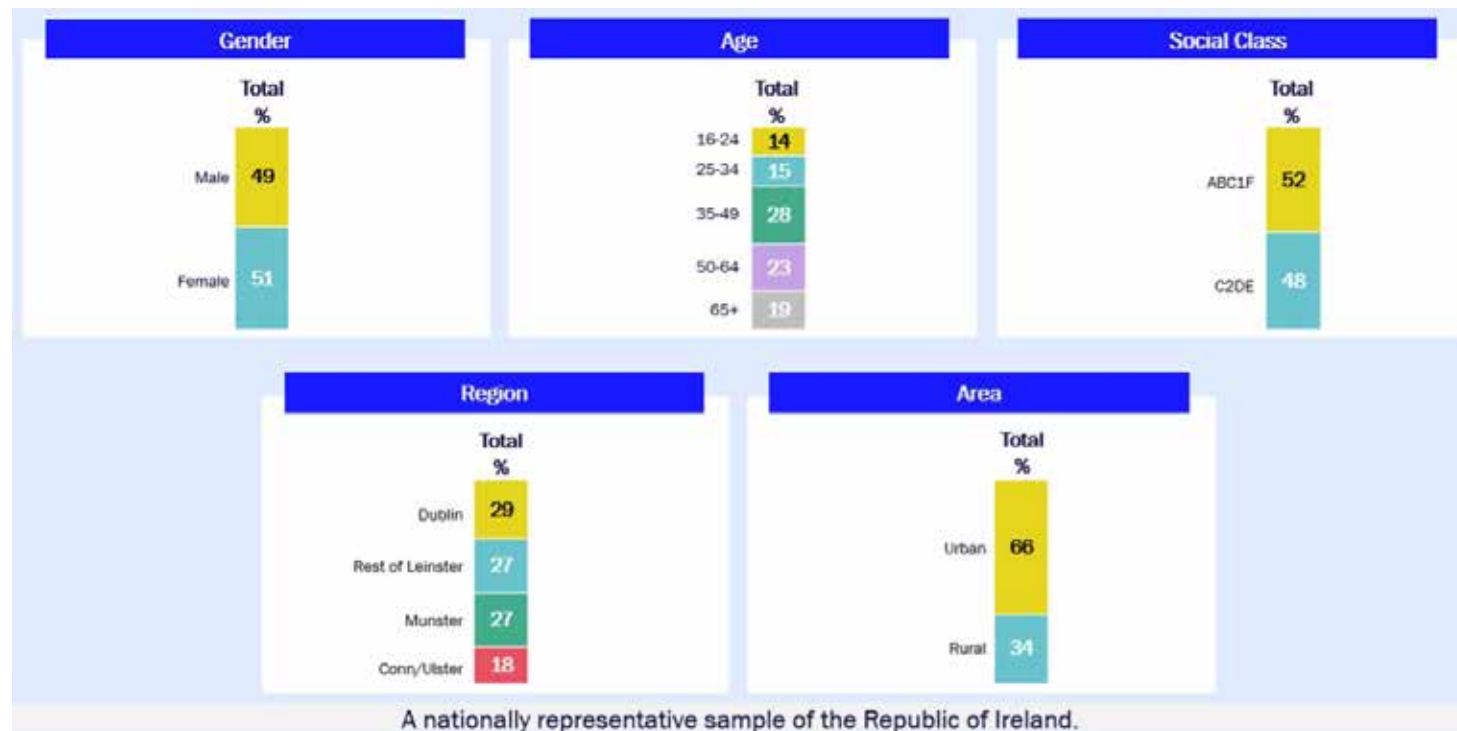
- From Monday 19th June to Sunday 2nd July 2023.

Fieldwork quota and weights

- Quota controls during fieldwork and post-stratification weighting applied for gender, age, and area in line with CSO Census 2016 data and AIMRO agreed norms on social class (MOE is +/-3% at 95% CL).

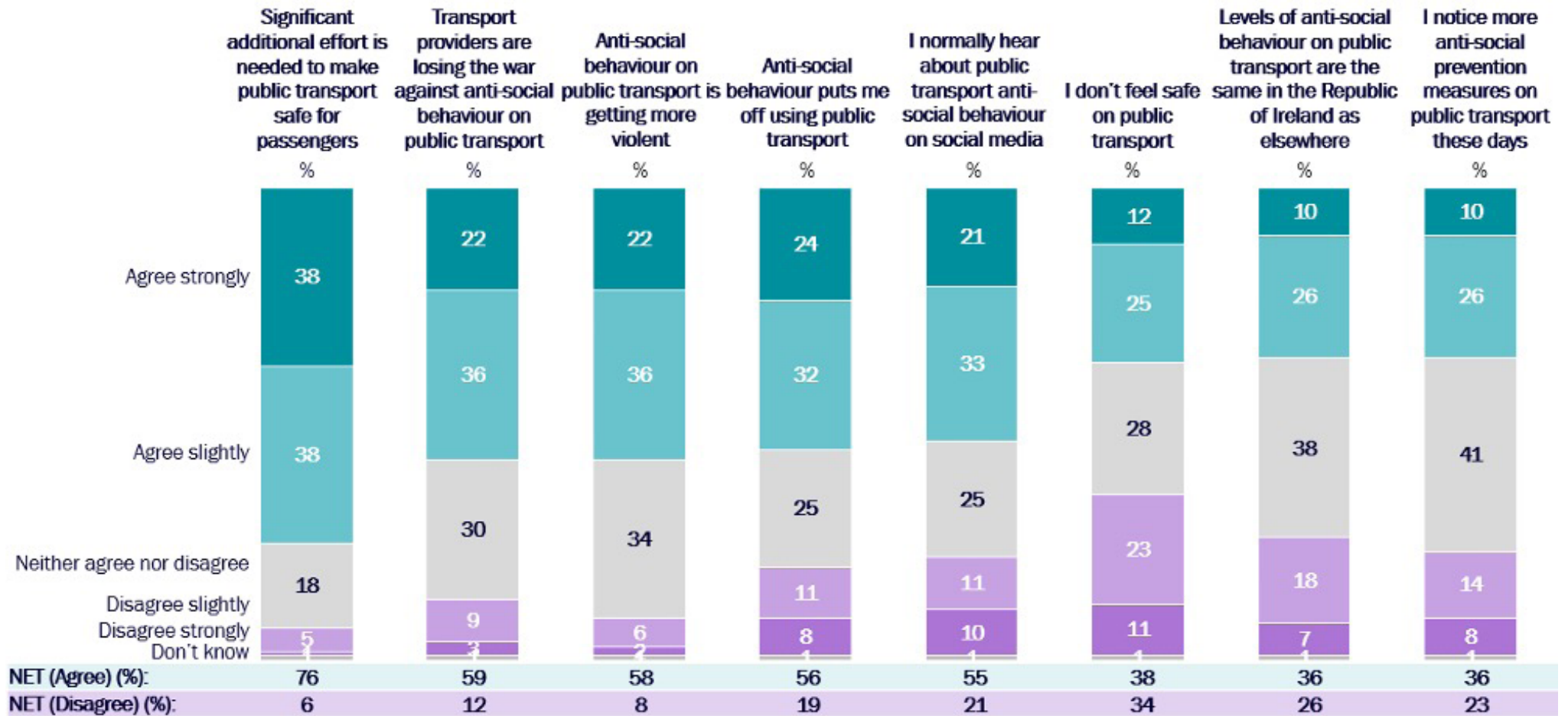
Profile of respondents

Base: All adults 16+- 1,544



Views on ASB

Base: All adults 16+ 1,544



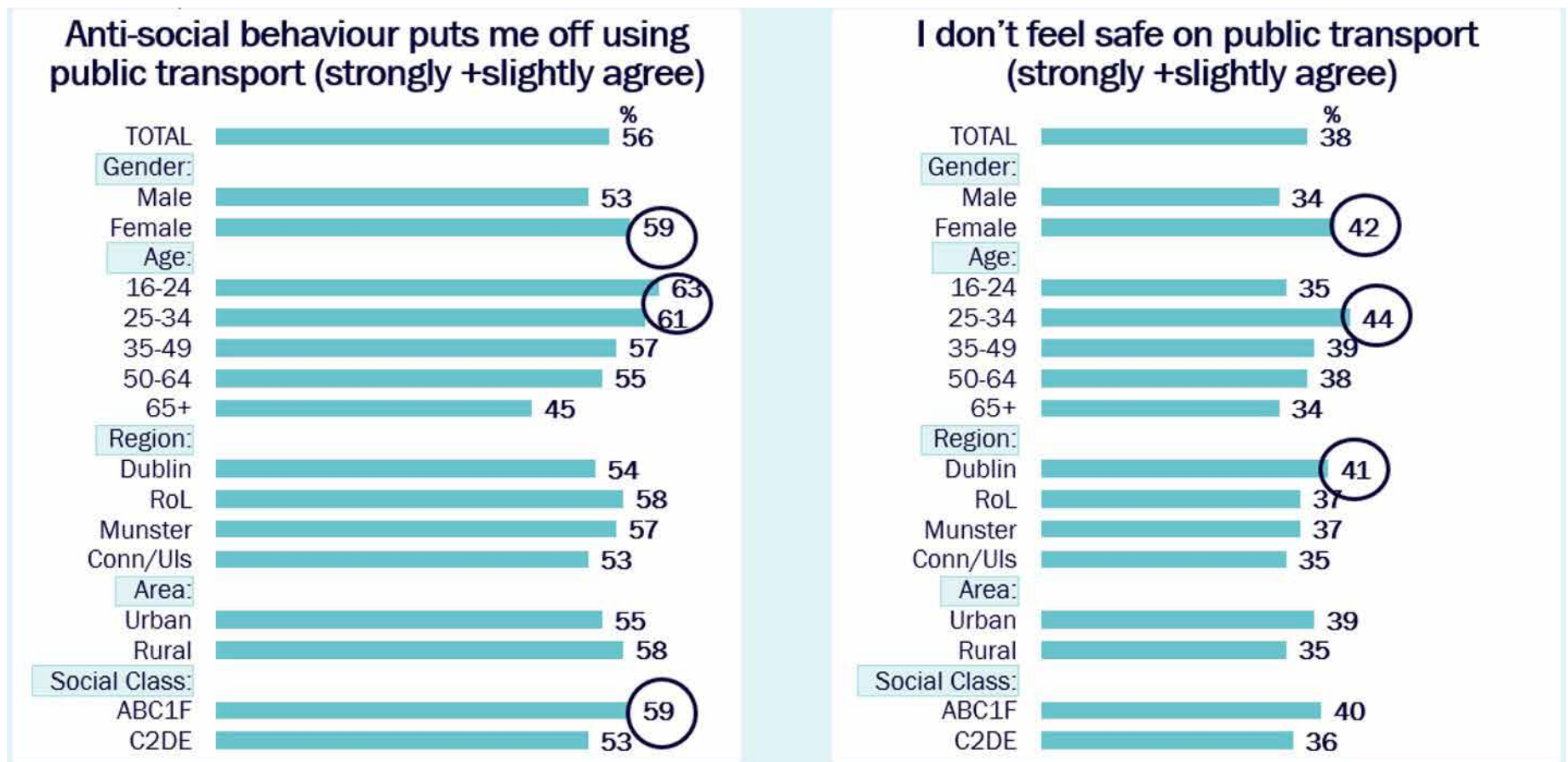
Views on ASB - by demographics

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.6 Please indicate the extent to which you agree or disagree with the following.



Views on ASB - by demographics

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.6 Please indicate the extent to which you agree or disagree with the following.

Slightly/Strongly Agree	Total	Gender		Age					Region				Area	
		Male	Female	16-24	25-34	35-49	50-64	65+	Dublin	Leinster	Munster	Conn/ Ulster	Urban	Rural
Base (unweighted):	1544	710	834	168	267	449	410	250	462	370	417	295	1172	372
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Significant additional effort is needed to Behaviour make public transport safe for passengers	76	75	77	64	73	75	80	85	80	75	76	71	78	72
Transport providers are losing the war against anti-social behaviour on public transport	59	60	57	53	61	59	60	58	62	56	60	56	62	53
Anti-social behaviour on public transport is getting more violent	58	57	59	55	57	56	62	60	60	57	59	55	58	58
Anti-social behaviour puts me off using public transport	56	53	59	63	61	57	55	45	54	58	57	53	55	58
I normally hear about public transport anti-social behaviour on social media	55	51	58	57	69	63	48	35	54	51	58	56	56	51
I don't feel safe on public transport	38	34	42	35	44	39	38	34	41	37	37	35	39	35
Levels of anti-social behaviour on public transport are the same in the Republic of Ireland as elsewhere	36	37	35	41	41	37	32	32	33	38	34	41	35	38
I notice more anti-social prevention measures on public transport these days	36	36	35	45	42	32	30	37	42	36	32	32	38	32

 = Significantly higher

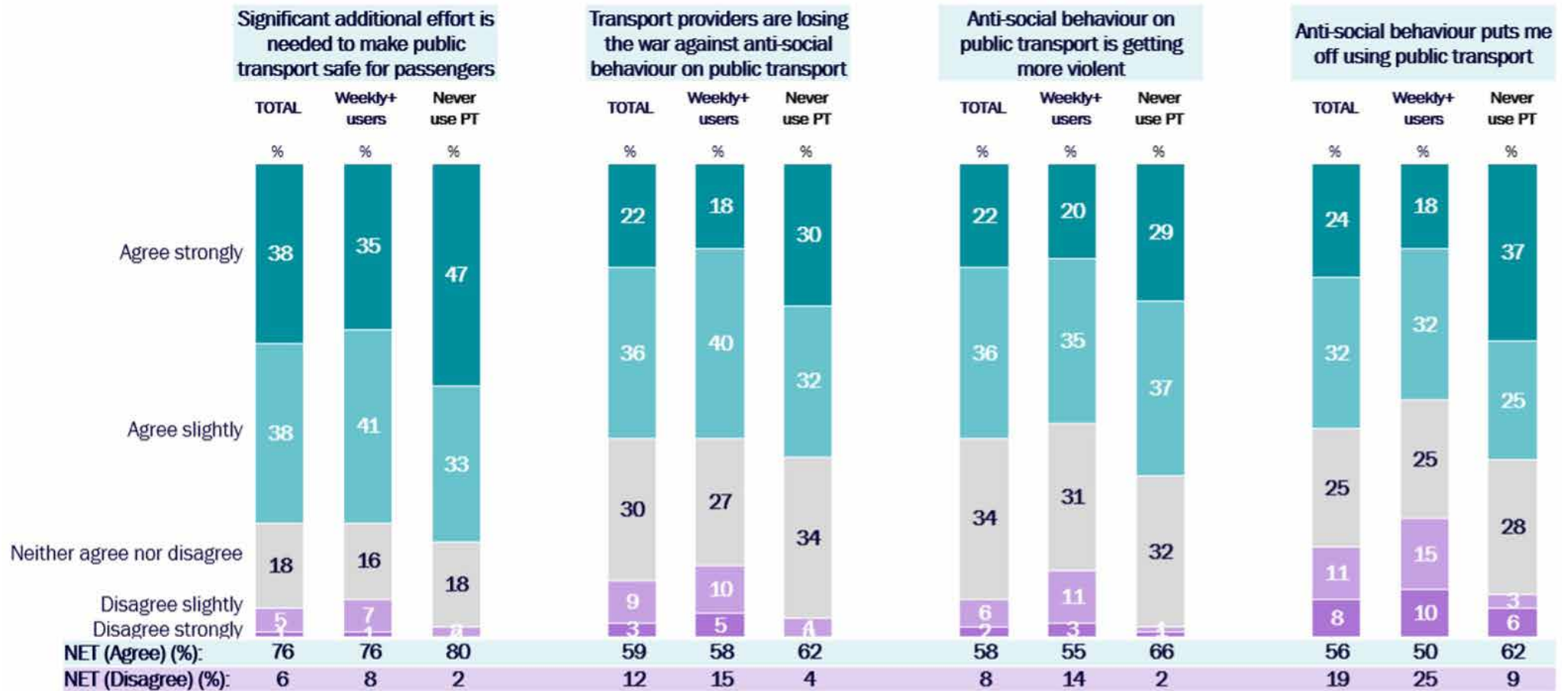
Views on ASB - Chart 1

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.6 Please indicate the extent to which you agree or disagree with the following.



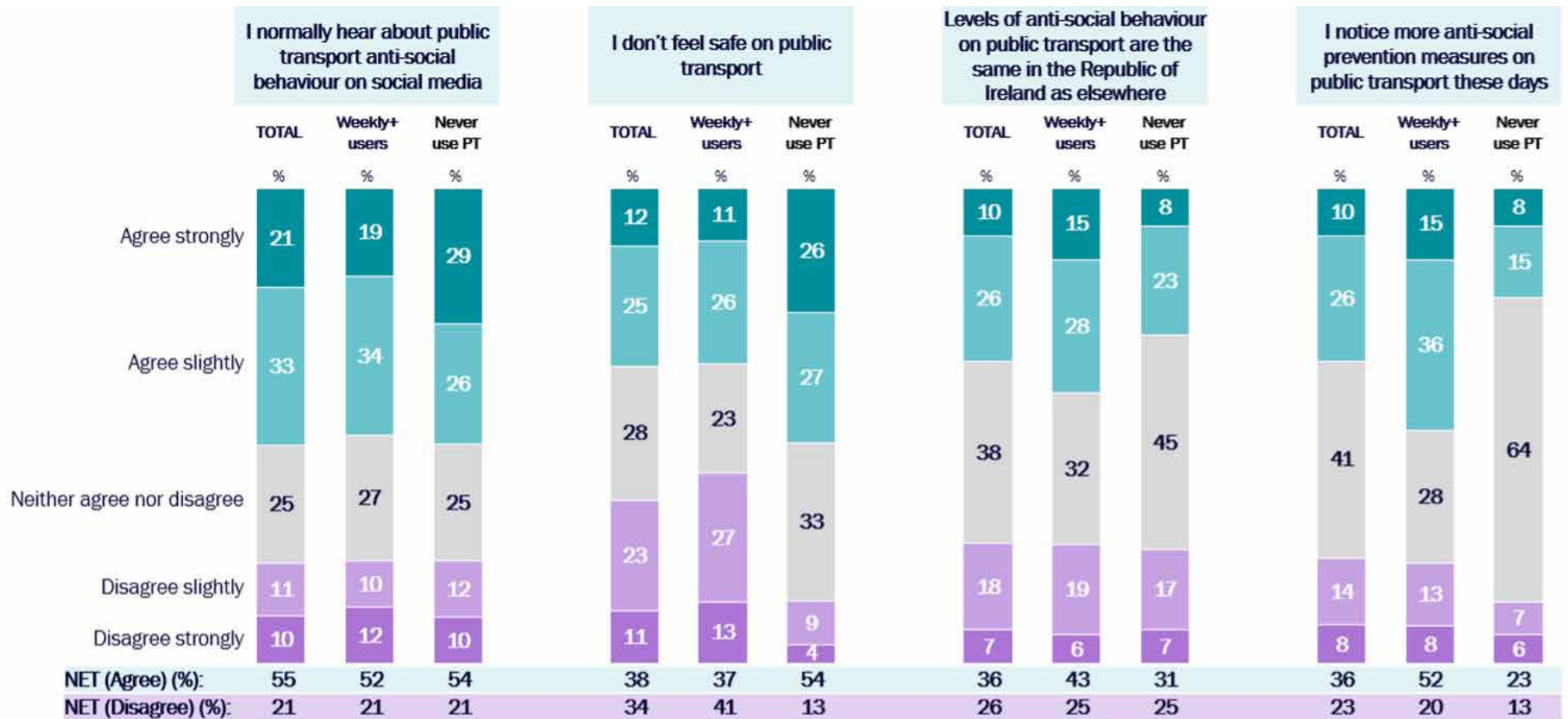
Views on ASB - Chart 2

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.6 Please indicate the extent to which you agree or disagree with the following.



Perceived not very safe/significant threat level by mode by time of day

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.7a Please rate the threat level from anti-social behaviour for following transport modes in the very early morning/ during the commuter day time/ the late evenings /overnight (even if you are not a regular user) where 1 is very safe - negligible threat, 2 is fairly safe - some threat and 3 is not very safe - significant threat.

	Tram – LUAS	Train – Intercity	Train – DART	Dublin Bus or other city busses	Bus Éireann Intercity	Bus Éireann stage coach	Private bus companies	TFI Local Link
	%	%	%	%	%	%	%	%
Early morning	15	8	13	16	8	6	4	5
Commuter	18	9	13	14	8	6	5	5
Late evening	51	31	44	44	25	20	15	18

Perceived ASB threat level among the general public: in the very early morning

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.7a Please rate the threat level from anti-social behaviour for following transport modes in the very early morning (even if you are not a regular user) where 1 is very safe - negligible threat, 2 is fairly safe - some threat and 3 is not very safe - significant threat.



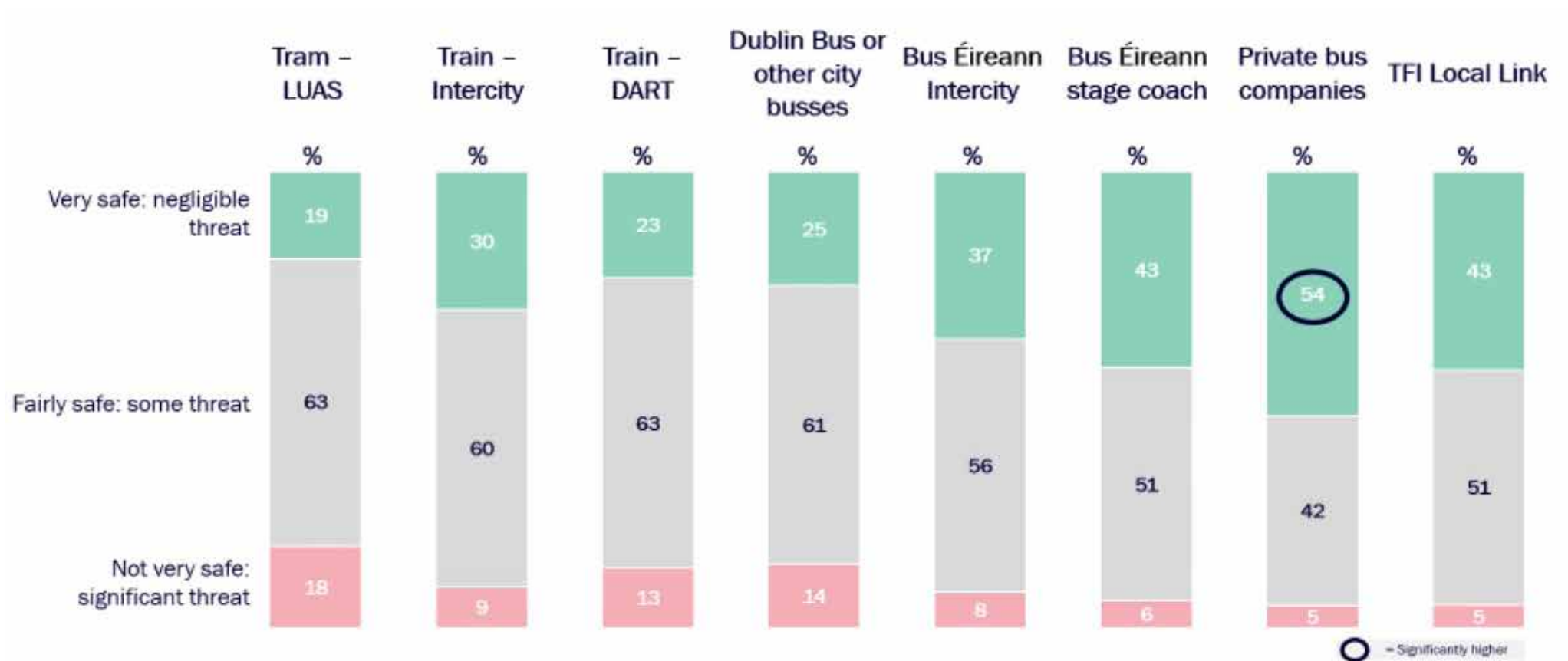
Perceived ASB threat level among the general public: at commuter day time

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.7b Please now rate the threat level from anti-social behaviour for following transport modes during the commuter day time at off peak evening/night times during the day (even if you are not a regular user) where 1 is very safe - negligible threat, 2 is fairly safe - some threat and 3 not very safe - significant threat.



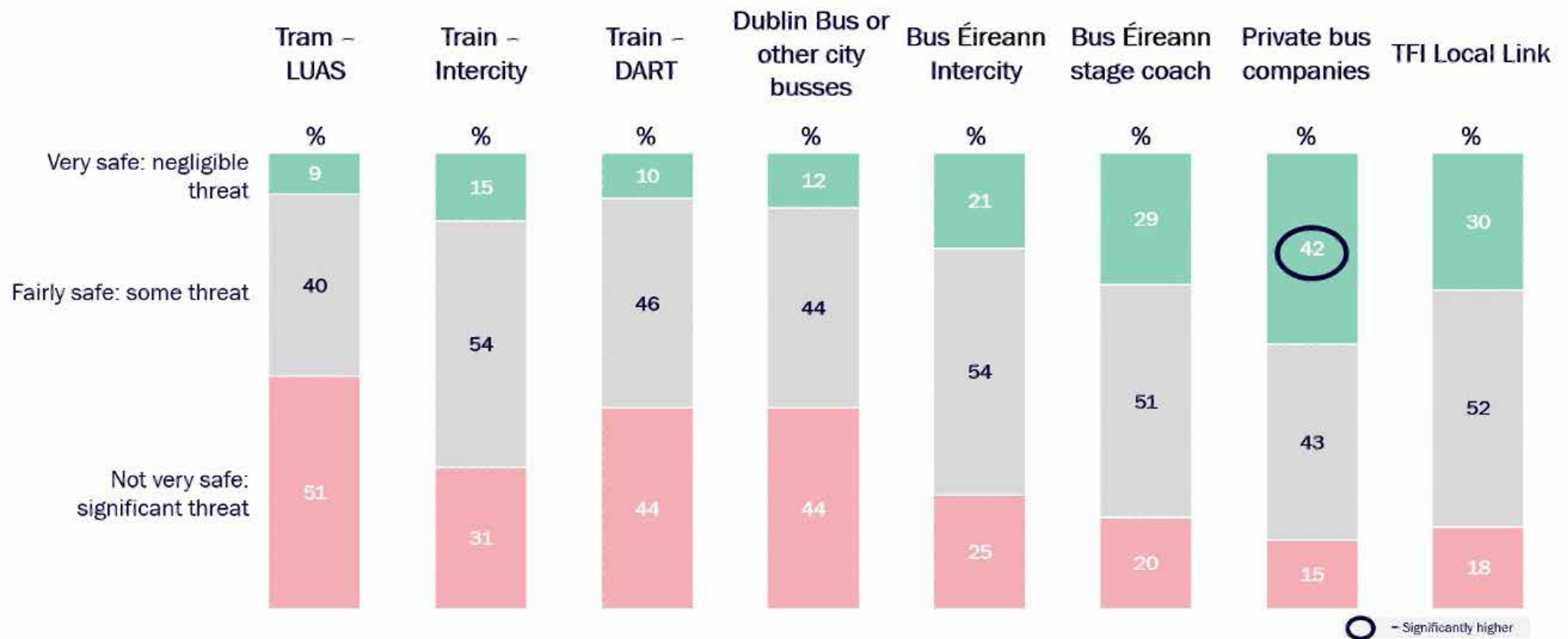
Perceived ASB threat level among the general public: in the late evenings/overnight

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.7c Please now rate the threat level from anti-social behaviour for following transport modes in the late evenings /overnight at off peak evening/night times /overnight (even if you are not a regular user) where 1 is very safe - negligible threat , 2 is fairly safe - some threat and 3 not very safe - significant threat.



Perceived changes in ASB

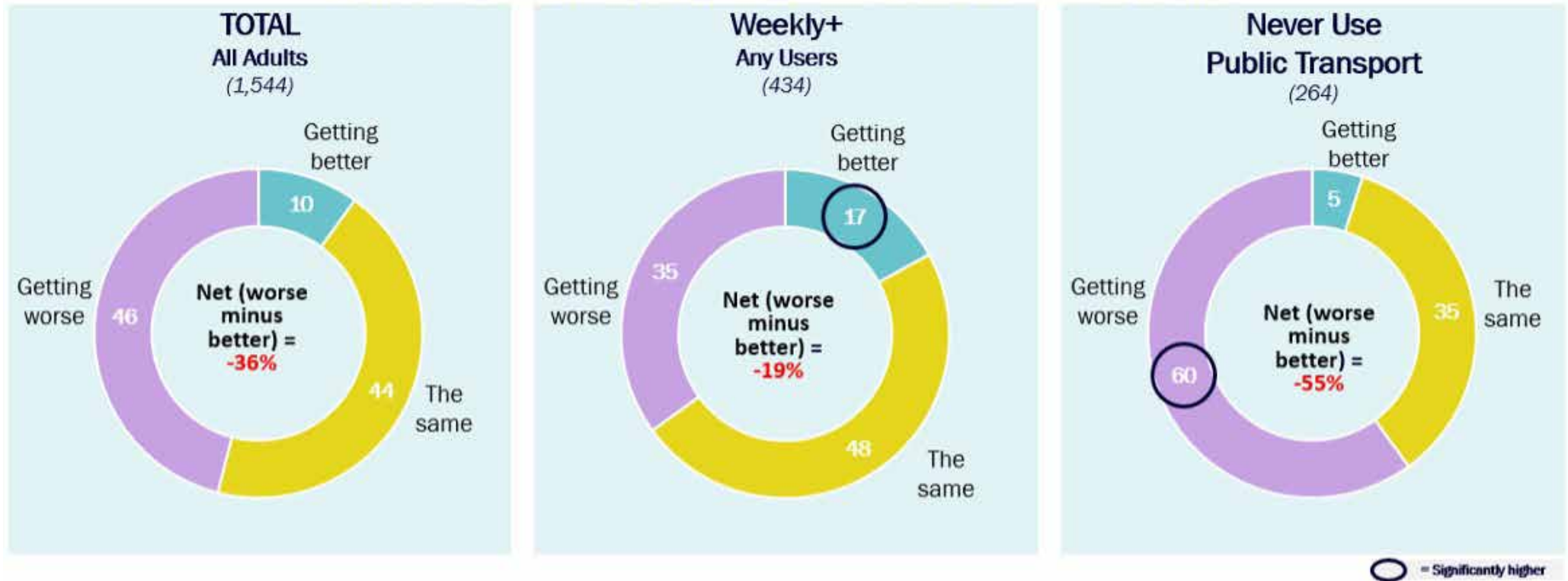
Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

ASK ALL: Q. 5 In your opinion is the anti-social behaviour problem on public transport in the Republic of Ireland getting better, worse or about the same.

Is ASB on public transport getting better, worse or about the same?



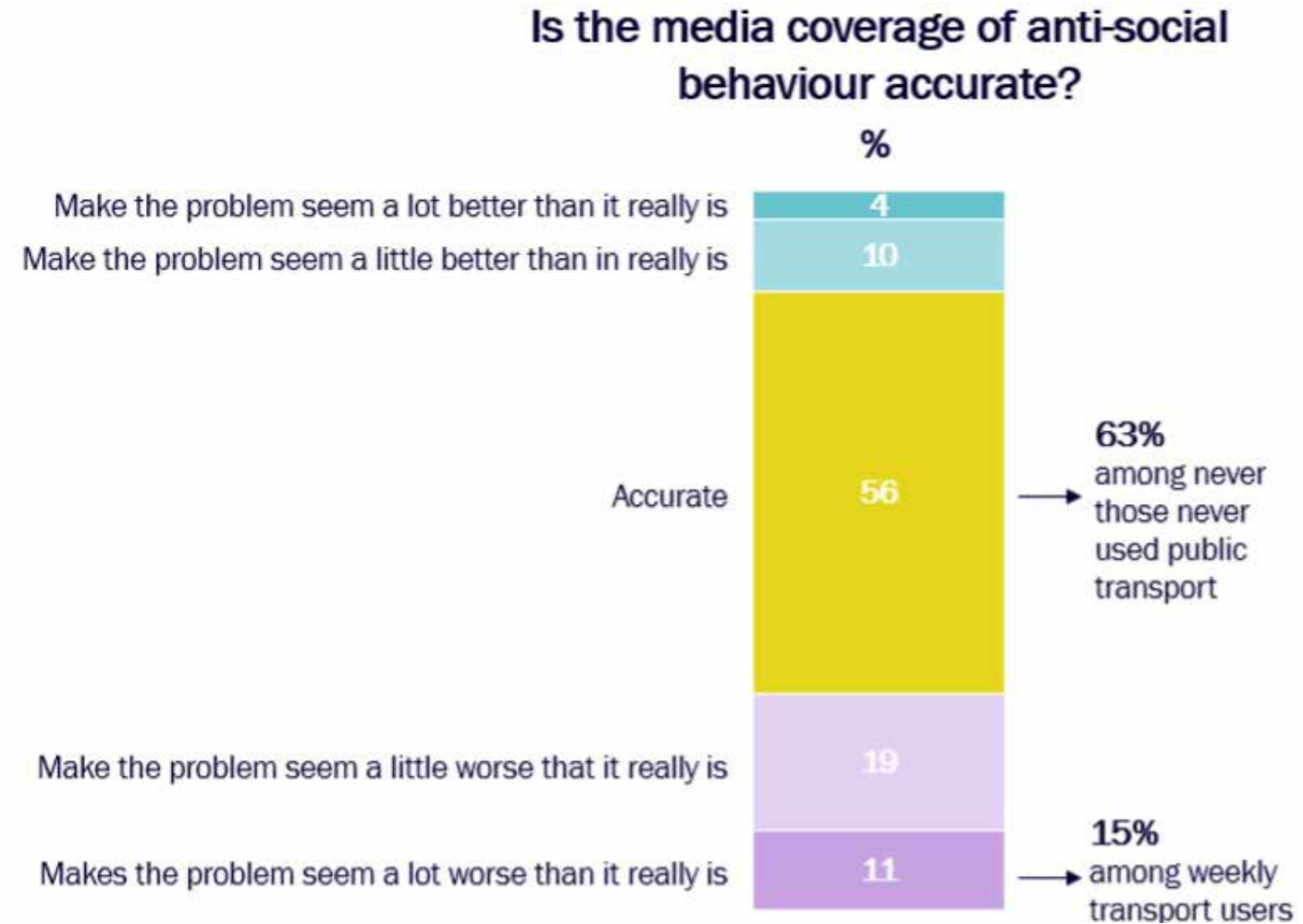
Media coverage of ASB

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.10 Thinking about media coverage of anti-social behaviour, in your view is the coverage accurate or does it seek to make the problems seem more or less challenging than they really are?



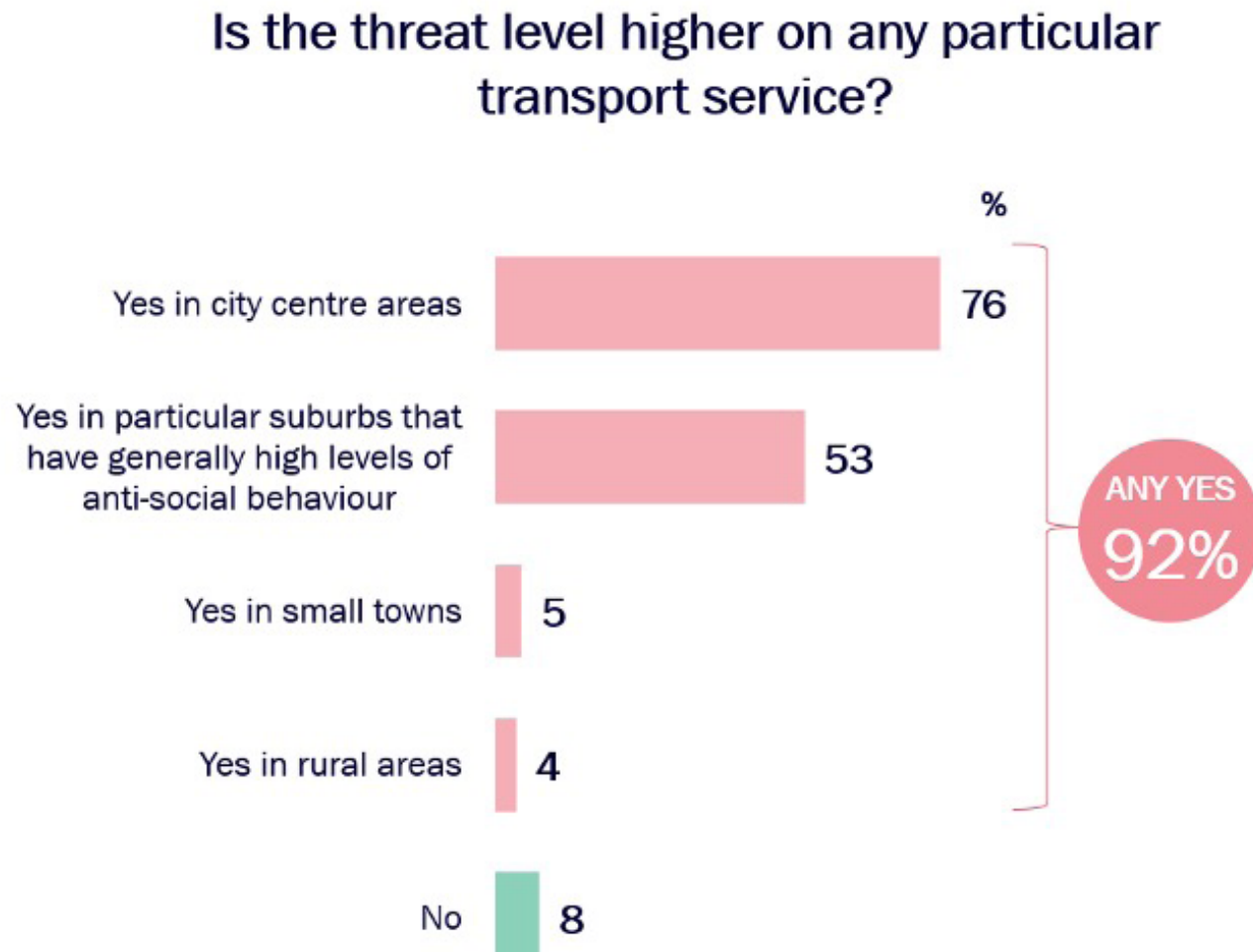
Areas with highest level of threat

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.8a Do you feel the threat level is higher on any particular transport services in the Republic of Ireland?



Areas with highest level of threat by demographics

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.8a Do you feel the threat level is higher on any particular transport services in the Republic of Ireland?

	Total	Gender		Age					Region				Area		Social Class		Public Transport Usage	
		Male	Female	16-24	25-34	35-49	50-64	65+	Dublin	Leinster	Munster	Conn/Ulster	Urban	Rural	ABC1F	C2DE	Weekly+	Never
Base (unweighted):	1544	710	834	168	267	449	410	250	462	370	417	295	1172	372	860	684	478	265
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes in city centre areas	76	74	77	70	78	78	76	76	76	74	77	76	77	74	76	76	72	75
Yes in particular suburbs that have generally high levels of anti-social behaviour	53	56	50	32	50	50	65	61	58	50	54	46	52	54	54	52	49	51
Yes in small towns	5	7	4	8	8	6	3	3	5	7	3	7	6	4	6	5	9	4
Yes in rural areas	4	4	4	9	7	3	1	2	5	6	2	4	4	4	4	5	5	4
No	8	8	9	11	8	8	7	7	7	9	8	9	7	9	8	9	8	12

 = Significantly higher

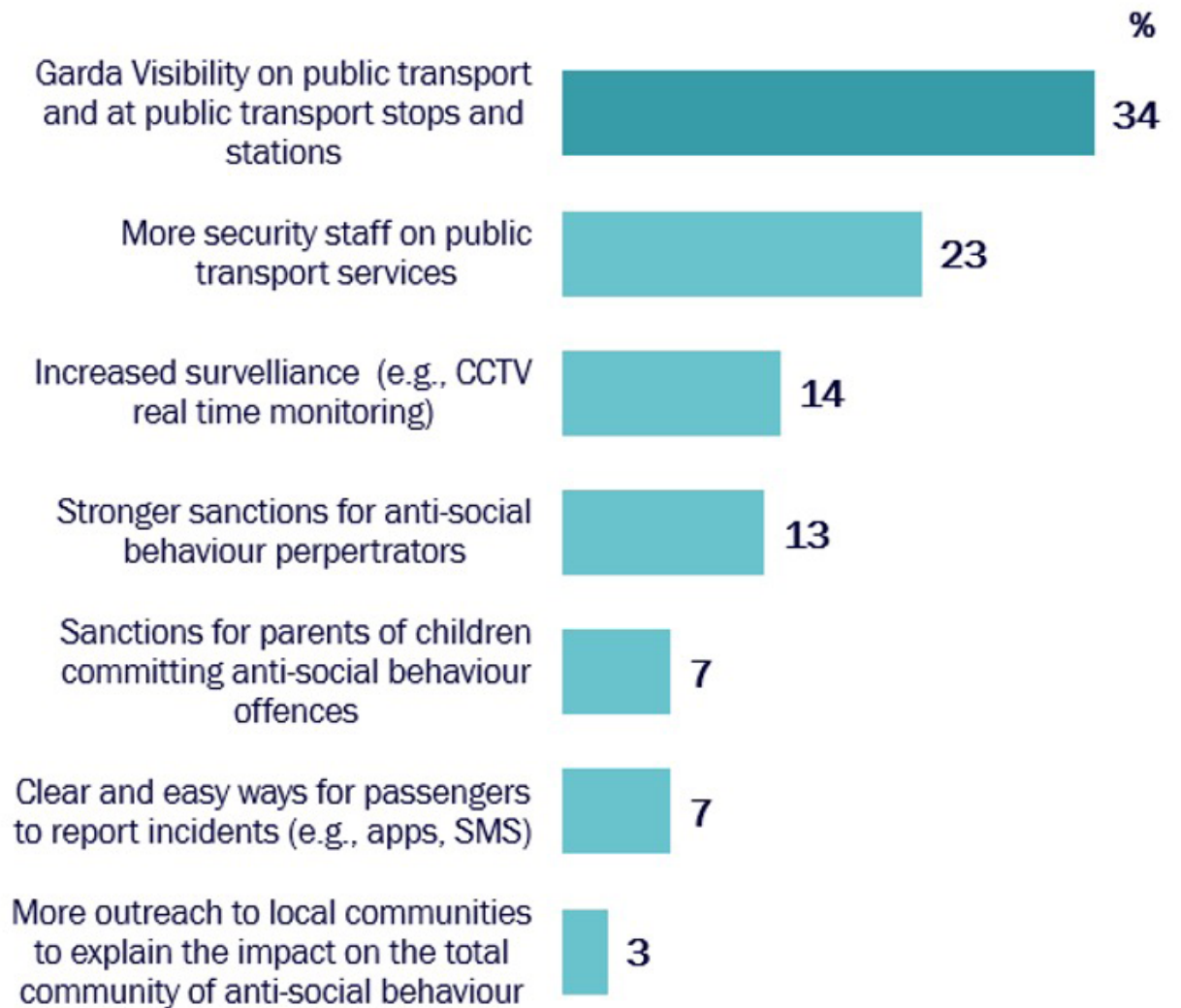
Strategies that would make the biggest difference: First ranked

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.9 Please rank which of these strategies would make the biggest difference to your feeling of safety on public transport from 1 to 7 where 1 would make the biggest difference, 2 would make the second biggest difference and so on

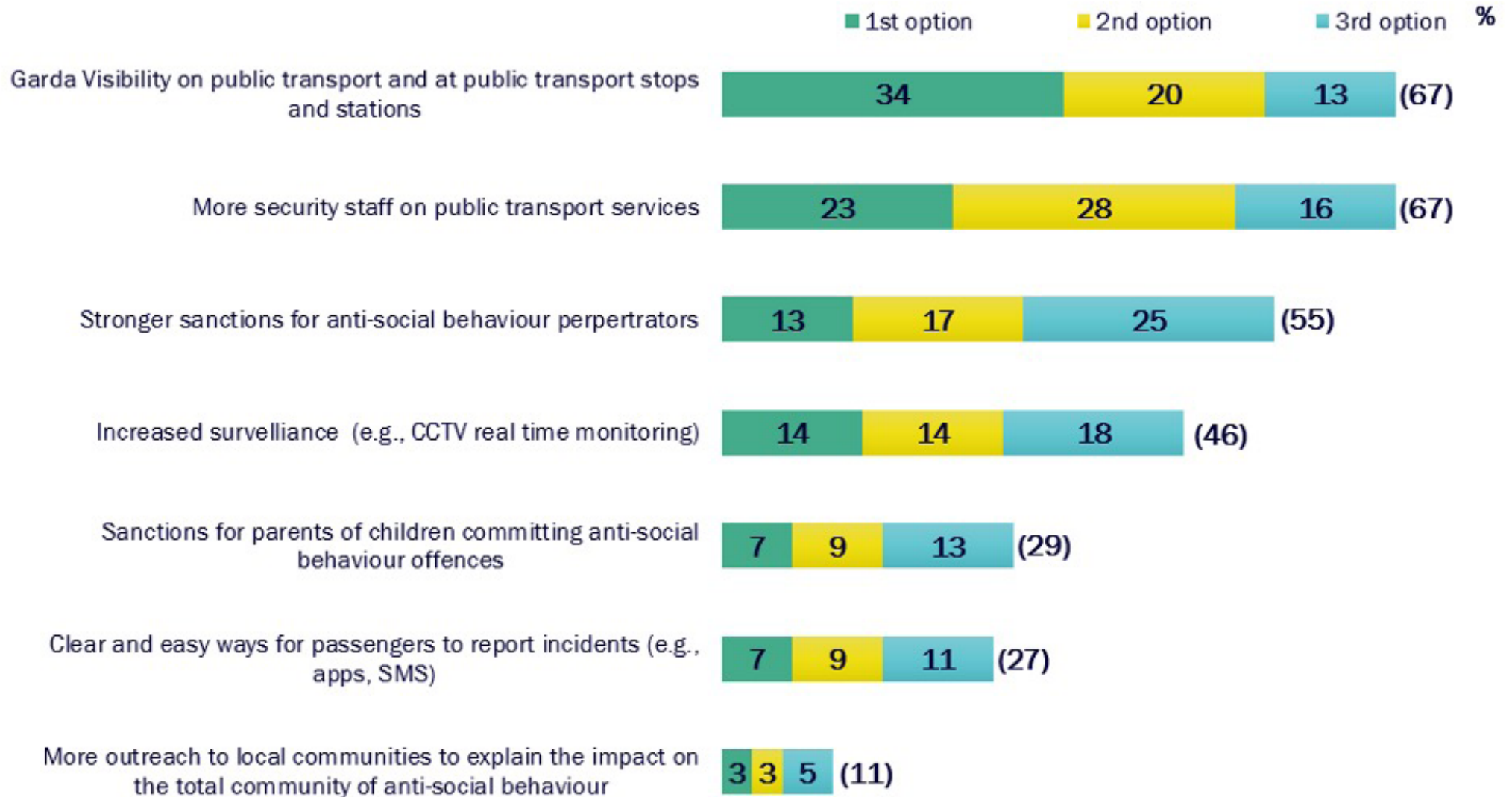


**Strategies that would make the biggest difference:
Top 3 Options**

Base: All adults 16+- 1,544

NTA Safety Quant Report:

Q.9 Please rank which of these strategies would make the biggest difference to your feeling of safety on public transport from 1 to 78 where 1 would make the biggest difference, 2 would make the second biggest difference and so on



Strategies that would make the biggest difference: First ranked

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.9 Please rank which of these strategies would make the biggest difference to your feeling of safety on public transport from 1 to 78 where 1 would make the biggest difference, 2 would make the second biggest difference and so on

	Total	Gender		Age					Region				Area		Social Class		Public Transport Usage	
		Male	Female	16-24	25-34	35-49	50-64	65+	Dublin	Leinster	Munster	Conn/ Ulster	Urban	Rural	ABC1F	C2DE	Weekly	Never
Base (unweighted):	1544	710	834	168	267	449	410	250	462	370	417	295	1172	372	860	684	478	265
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Garda Visibility on public transport and at public transport stops and stations	34	35	33	23	27	36	39	37	32	35	35	31	33	34	35	32	29	40
More security staff on public transport services	23	20	25	21	22	19	26	24	23	21	23	24	24	20	22	23	21	23
Increased surveillance (e.g., CCTV real time monitoring)	14	12	17	18	14	12	13	15	11	14	17	15	13	18	13	16	14	12
Stronger sanctions for anti-social behaviour perpetrators	13	14	12	13	15	15	11	10	14	12	12	12	13	12	12	13	13	13
Sanctions for parents of children committing anti-social behaviour offences	7	9	6	6	11	8	6	6	9	8	6	6	8	6	8	7	7	7
Clear and easy ways for passengers to report incidents (e.g., apps, SMS)	7	7	7	14	4	8	4	7	7	9	5	7	7	7	6	8	7	3
More outreach to local communities to explain the impact on the total community of anti-social behaviour	3	3	2	6	6	2	1	0	3	1	2	4	2	4	4	1	3	2

 = Significantly higher

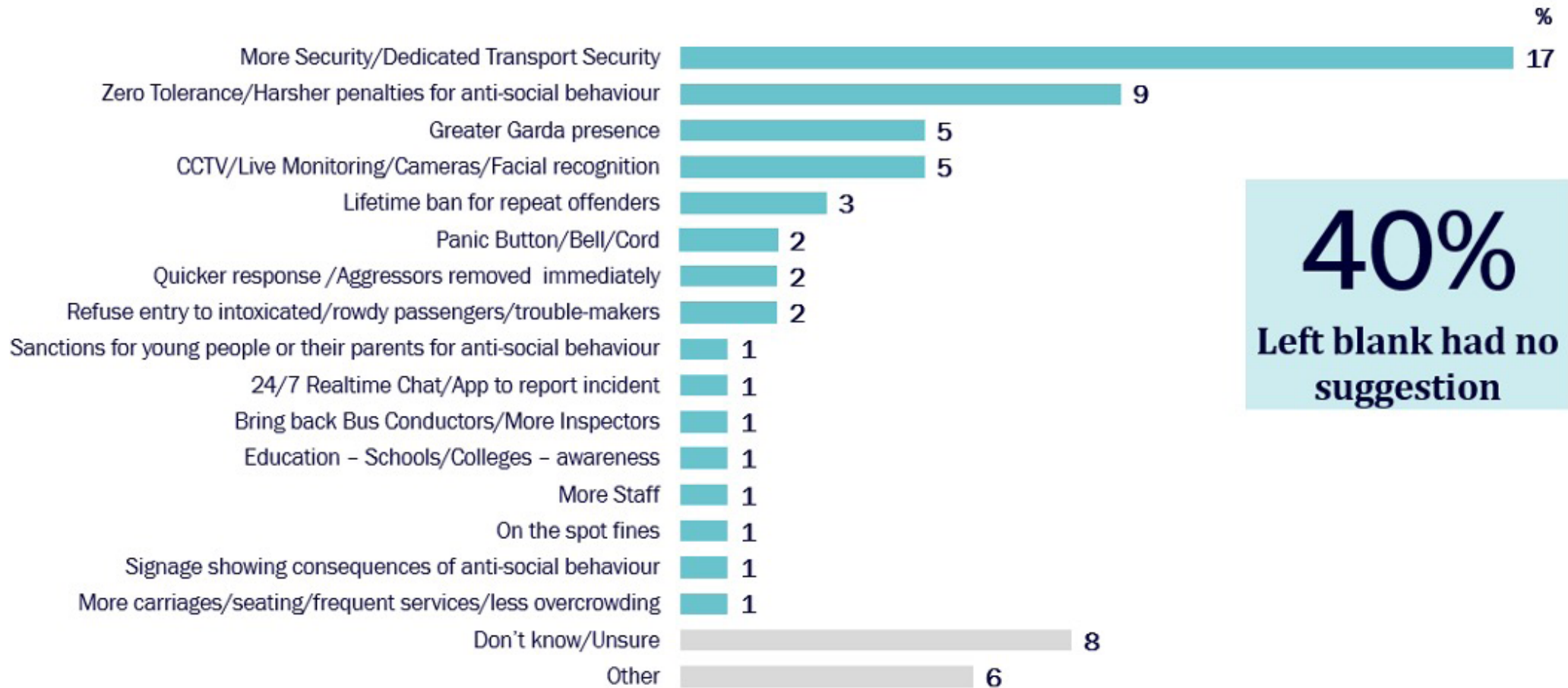
Other strategies suggested

Base: All adults 16+- 1,544

Source:

NTA Safety Quant Report:

Q.9a Is there any other strategy that you would like to suggest that would make you feel safer on public transport?



40%
Left blank had no suggestion

Experiences of public transport users

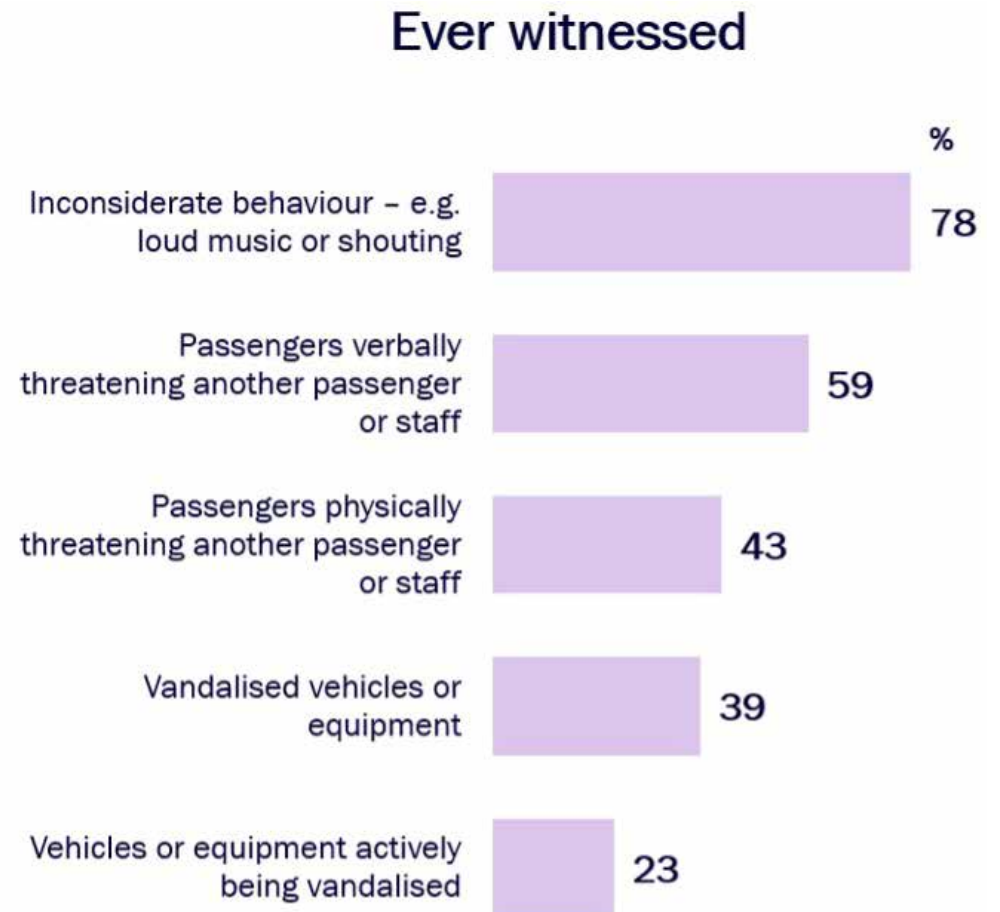
Type of ASB ever witnessed

Base: All ever used public transport - 1,280

Source:

NTA Safety Quant Report:

Q.3 Have you ever witnessed any of the following anti-social behaviour on public transport in the Republic of Ireland?



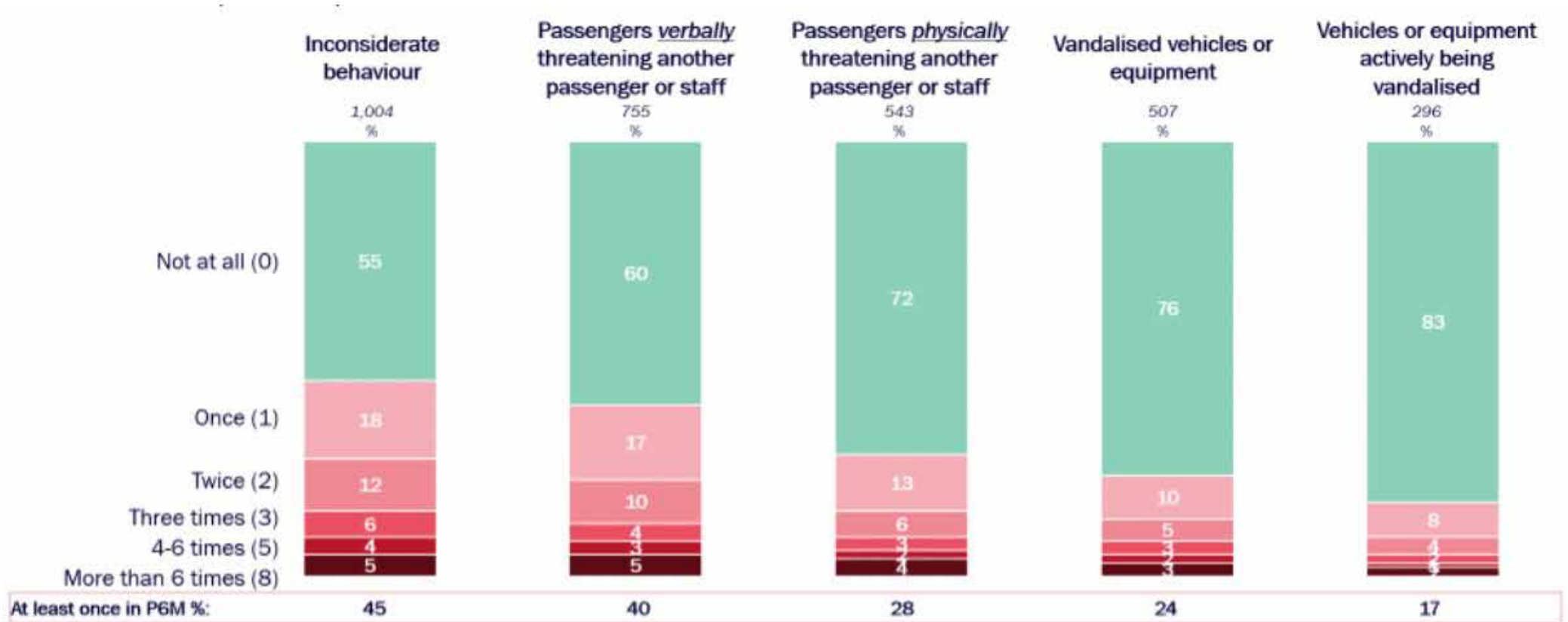
How often ASB has been witnessed over the last 6 months

Base: All ever used public transport - 1,280

Source:

NTA Safety Quant Report:

Q.3c In the last 6 months how often did you witness this type of behaviour?



Where ASB has been ever witnessed

Base: All ever used each mode and have witnessed ASB

Source:

NTA Safety Quant Report:

FOR EACH ANTI-SOCIAL BEHAVIOUR WITNESSED:

Q.3a What modes of transport did you witness this?

HOW TO READ CHART: Of those who have witnessed inconsiderate behaviour 23% say they witnessed it on Bus Eireann and 37% on Dublin Bus	Bus Éireann	Dublin Bus	Go Ahead Ireland	TFI Local Link	Irish Rail/ Iarnród Éireann	DART	LUAS	Other private coaches/ buses	Other
	%	%	%	%	%	%	%	%	%
Inconsiderate behaviour – e.g. loud music or shouting (1004)	23	37	3	2	36	16	44	2	1
Passengers <i>verbally</i> threatening another passenger or staff (755)	23	38	4	2	25	11	37	2	0
Passengers <i>physically</i> threatening another passenger or staff (543)	19	35	4	2	24	10	40	3	1
Vandalised vehicles or equipment (507)	23	36	2	3	30	17	28	3	1
Vehicles or equipment actively being vandalised (296)	20	39	5	3	28	12	32	2	0

When ASB has been ever witnessed

Base: All ever witnessed ASB.

Source:

NTA Safety Quant Report:

FOR EACH ANTI-SOCIAL BEHAVIOUR WITNESSED:

Q.3a What modes of transport did you witness this?

HOW TO READ CHART: Of those who have ever used Bus Éireann and have witnessed inconsiderate behaviour on public transport, 41 % have witnessed inconsiderate behaviour on Bus Éireann	Bus Éireann	Dublin Bus	Go Ahead Ireland	TFI Local Link	Irish Rail/ Iarnród Éireann	DART	LUAS	Other private coaches/ buses
	%	%	%	%	%	%	%	%
Inconsiderate behaviour – e.g. loud music or shouting	493 41	509 59	106 18	131 12	648 52	292 38	528 65	169 10
Passengers <i>verbally</i> threatening another passenger or staff	371 39	402 55	82 16	114 11	489 36	223 25	416 53	125 9
Passengers <i>physically</i> threatening another passenger or staff	272 32	303 51	60 7	82 8	353 34	170 20	310 50	97 9
Vandalised vehicles or equipment	242 41	279 53	63 7	62 12	311 44	154 39	294 36	89 10
Vehicles or equipment actively being vandalised	142 35	168 57	39 16	47 1	177 43	94 28	172 42	46 9

When ASB has been ever witnessed

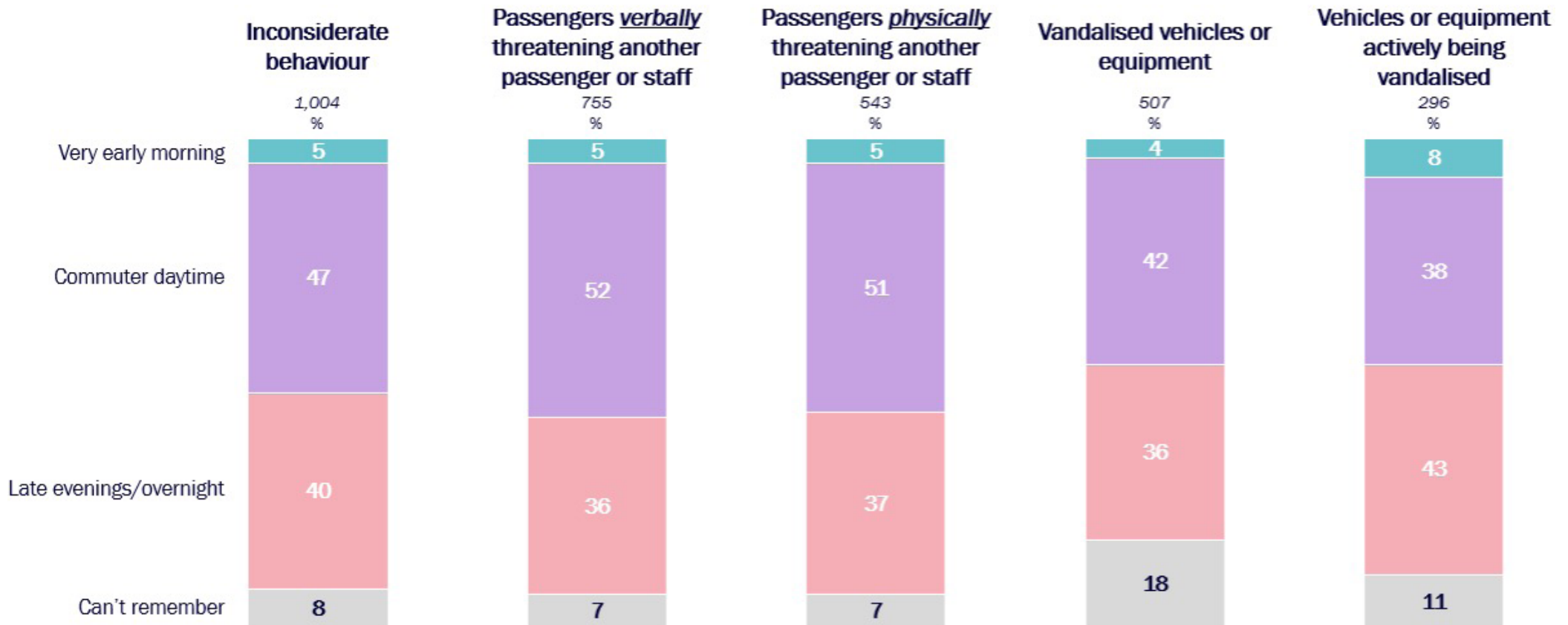
Base: All ever witnessed anti-social behaviour

Source:

NTA Safety Quant Report:

Q.3b What time and day did the incident occur?

If you witnessed more than one incident, please answer for most recent.



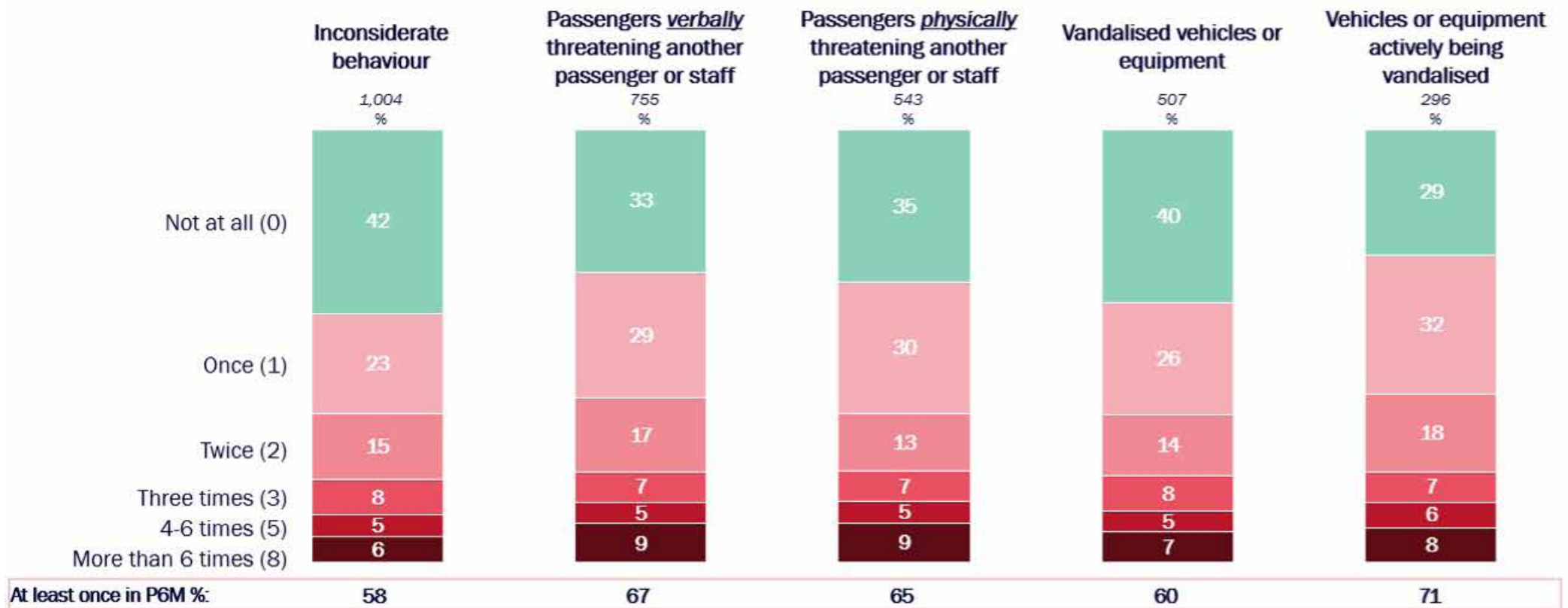
How often ASB has been witnessed over the last 6 months

Base: All have witnessed ASB

Source:

NTA Safety Quant Report:

Q.3c In the last 6 months how often did you witness this type of behaviour?



Ever felt unsafe on public transport

Base: All ever used public transport - 1,280

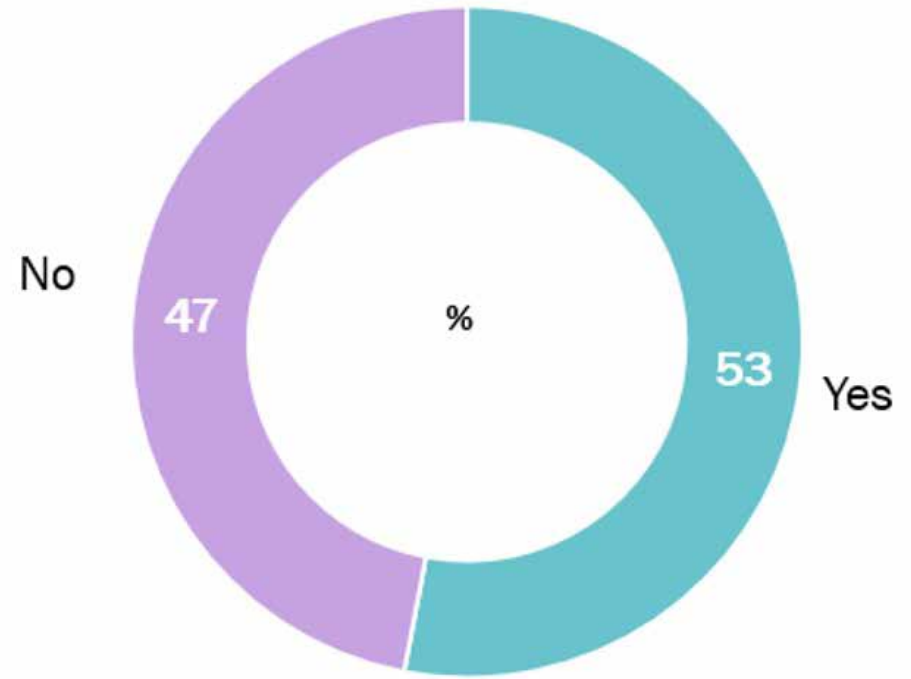
Source:

NTA Safety Quant Report:

ASK ALL ANSWERED CODES 1-9 IN Q.1. SKIP NEVER USE PUBLIC TRANSPORT. Q. 2d

Have you ever felt unsafe on public transport in the Republic of Ireland?

ASK ALL EVER FELT UNSAFE ON PUBLIC TRANSPORT IN IRELAND (CODE 1 AT Q.2D). Q. 2e What was the situation that made you feel less safe? Please describe.



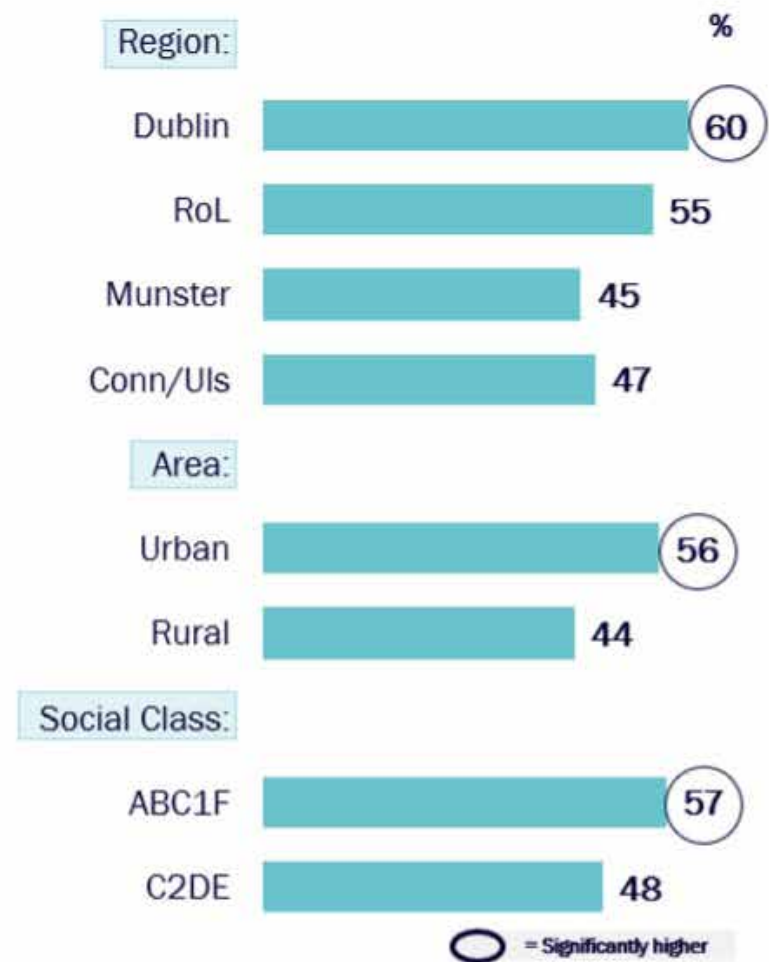
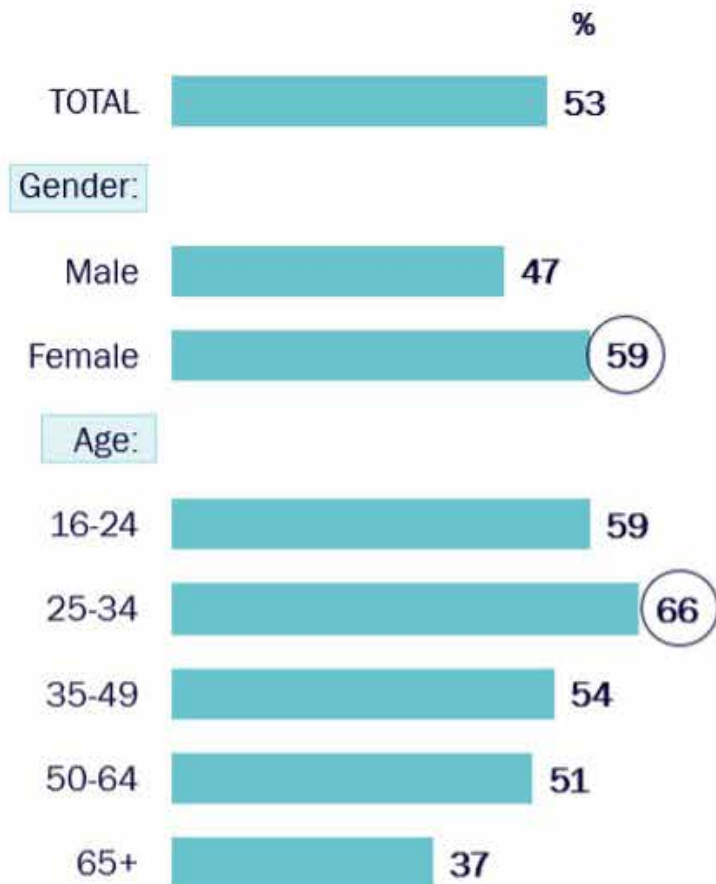
Ever felt unsafe on public transport by demographics

Base: All ever used public transport - 1,280

Source:

NTA Safety Quant Report:

Q.2d Have you ever felt unsafe on public transport in the Republic of Ireland?



○ = Significantly higher

Ever felt unsafe on public transport by demographics

Base: All felt unsafe on public transport in Ireland - 685

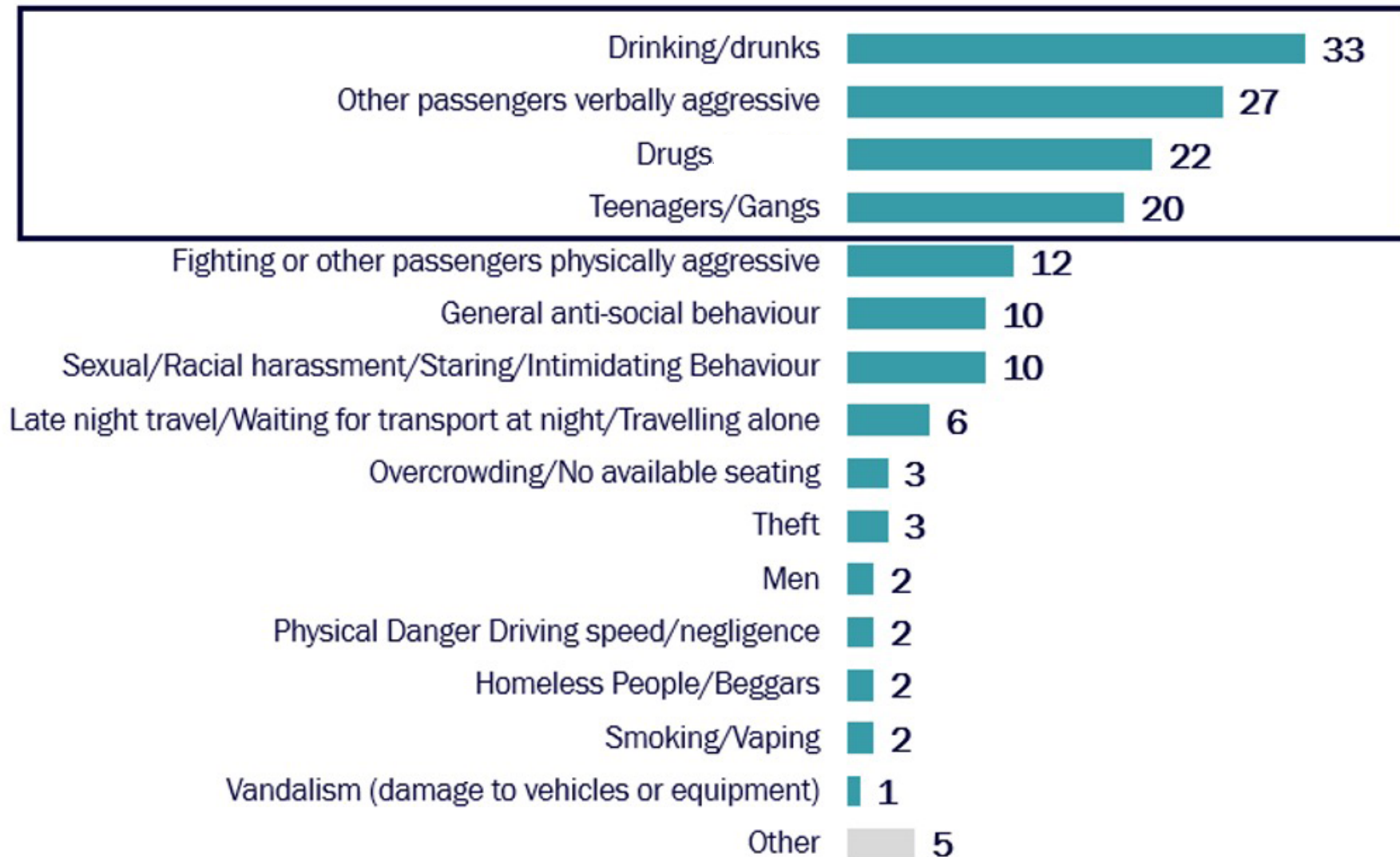
Source:

NTA Safety Quant Report:

ASK ALL ANSWERED CODES 1-9 IN Q.1. SKIP NEVER USE

PUBLIC TRANSPORT. Q. 2d Have you ever felt unsafe on public transport in the Republic of Ireland?

ASK ALL EVER FELT UNSAFE ON PUBLIC TRANSPORT IN IRELAND (CODE 1 AT Q.2D). Q. 2e What was the situation that made you feel less safe? Please describe.



Experienced as victim - Ever

Base: All ever used public transport - 1,280

Source:

NTA Safety Quant Report:

Q.4 Have you ever personally been the victim of any of the following in the Republic of Ireland?

FOR EACH ANTI-SOCIAL BEHAVIOUR HAS BEEN VICTIM

Q.4a On what mode of transport did you experience this?

Ever experienced as victim



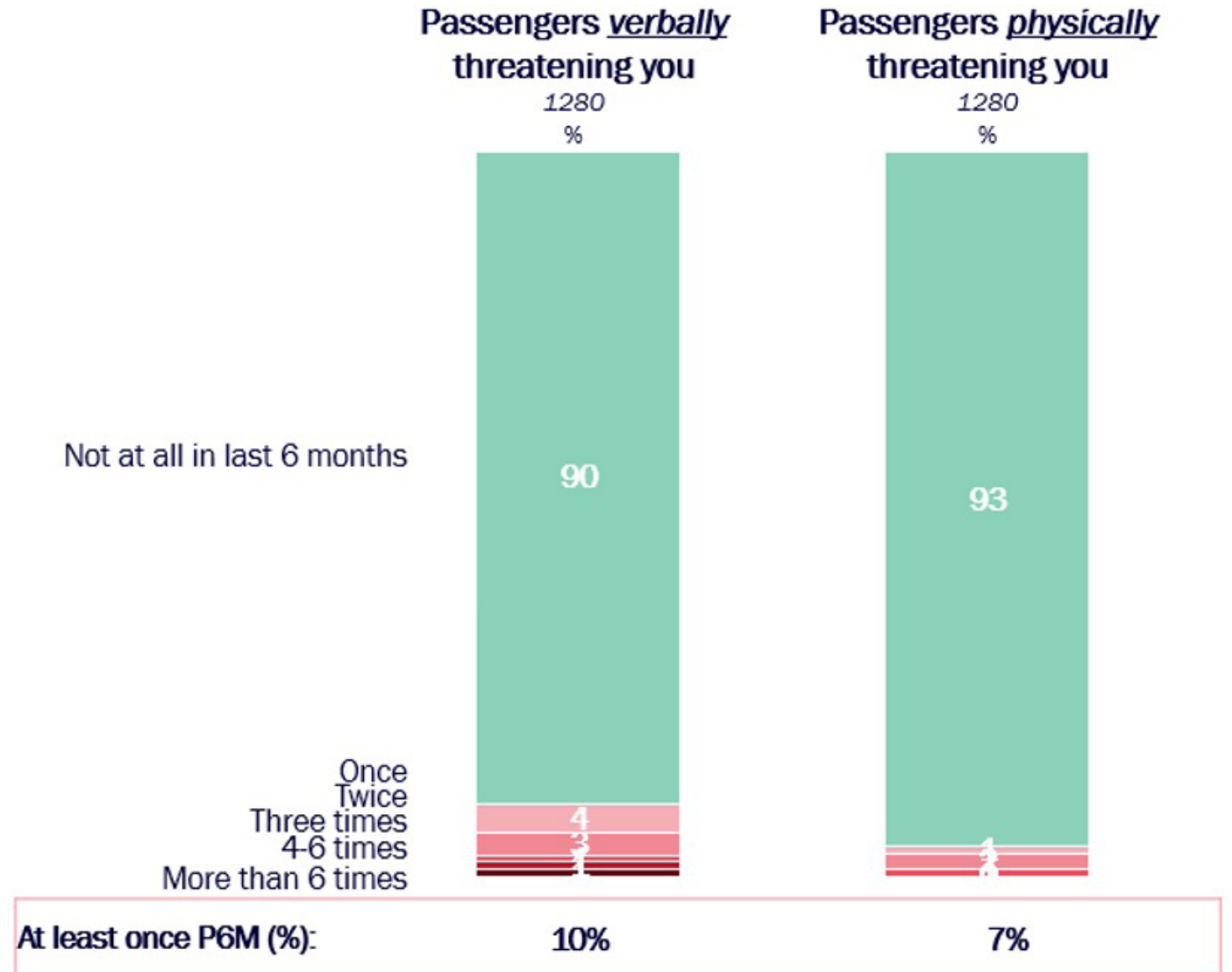
How often ASB has been experienced as a victim over last 6 months

Base: All ever used public transport

Source:

NTA Safety Quant Report:

Q.4c In the last 6 months how often did you experience this type of behaviour...



Where ASB has ever been experienced as victim

Base: All have experienced ASB as victim ever.

Source:

NTA Safety Quant Report:

Q.4 Have you ever personally been the victim of any of the following in the Republic of Ireland?

FOR EACH ANTI-SOCIAL BEHAVIOUR HAS BEEN VICTIM

Q.4a On what mode of transport did you experience this?

HOW TO READ CHART: Of those who have experienced passengers *verbally* threatening them 22% say it happened on Bus Éireann and 45% on Dublin Bus

	Bus Éireann	Dublin Bus	Go-Ahead Ireland	TFI Local Link	Irish Rail/ Iarnród Éireann	DART	LUAS	Other private coaches/ buses
	%	%	%	%	%	%	%	%
Passengers <i>verbally</i> threatening you (196)	22	45	4	2	20	10	30	2
Passengers <i>physically</i> threatening you (102)	22	31	10	3	19	14	28	3

Where ASB has ever been experienced as victim - by mode ever used

Base: All ever travelled on respective modes and were victim of respective ASB

NTA Safety Quant Report:

Q.4 Have you ever personally been the victim of any of the following in the Republic of Ireland?

FOR EACH ANTI-SOCIAL BEHAVIOUR HAS BEEN VICTIM

Q.4a On what mode of transport did you experience this?

HOW TO READ CHART: Of those who have ever travelled on Bus Éireann and have ever been a victim of verbal threat, 40% report they have experienced passengers verbally threatening them on Bus Éireann

	Bus Éireann	Dublin Bus	Go Ahead Ireland	TFI Local Link	Irish Rail/ Iarnród Éireann	DART	LUAS	Other private coaches/ buses
	%	%	%	%	%	%	%	%
Passengers verbally threatening you	99 40	116 59	23 9	34 4	119 30	61 28	102 43	29 6
Passengers physically threatening you	52 38	64 40	14 18	20 7	57 32	31 33	55 41	15 4

Feeling unsafe VS being a victim of ASB

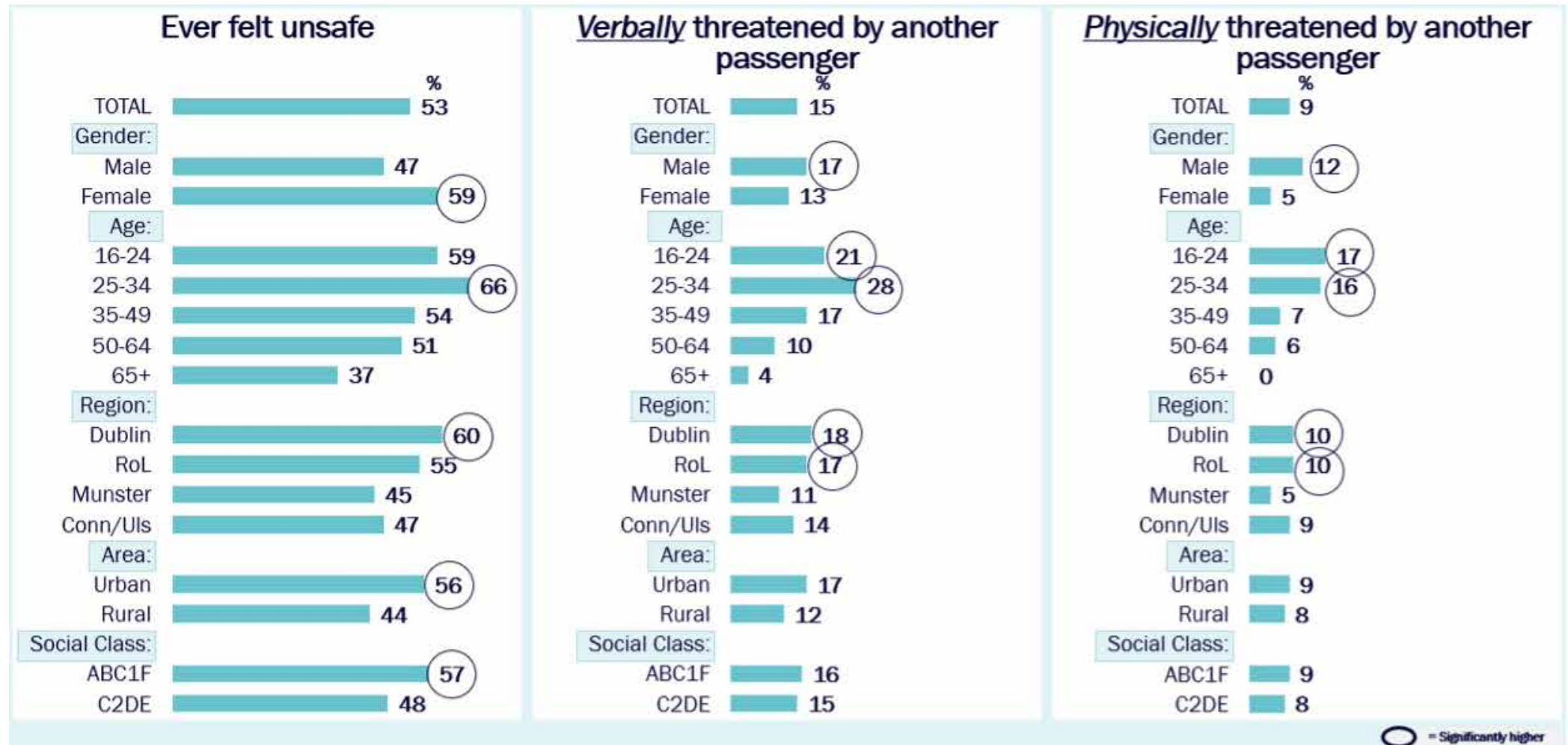
Base: All ever used public transport - 1,280. Yes answers.

Source:

NTA Safety Quant Report:

Q.2d Have you ever felt unsafe on public transport in the Republic of Ireland?

Q.4 Have you ever personally been the victim of any of the following in the Republic of Ireland? Verbally threatened by another passenger.



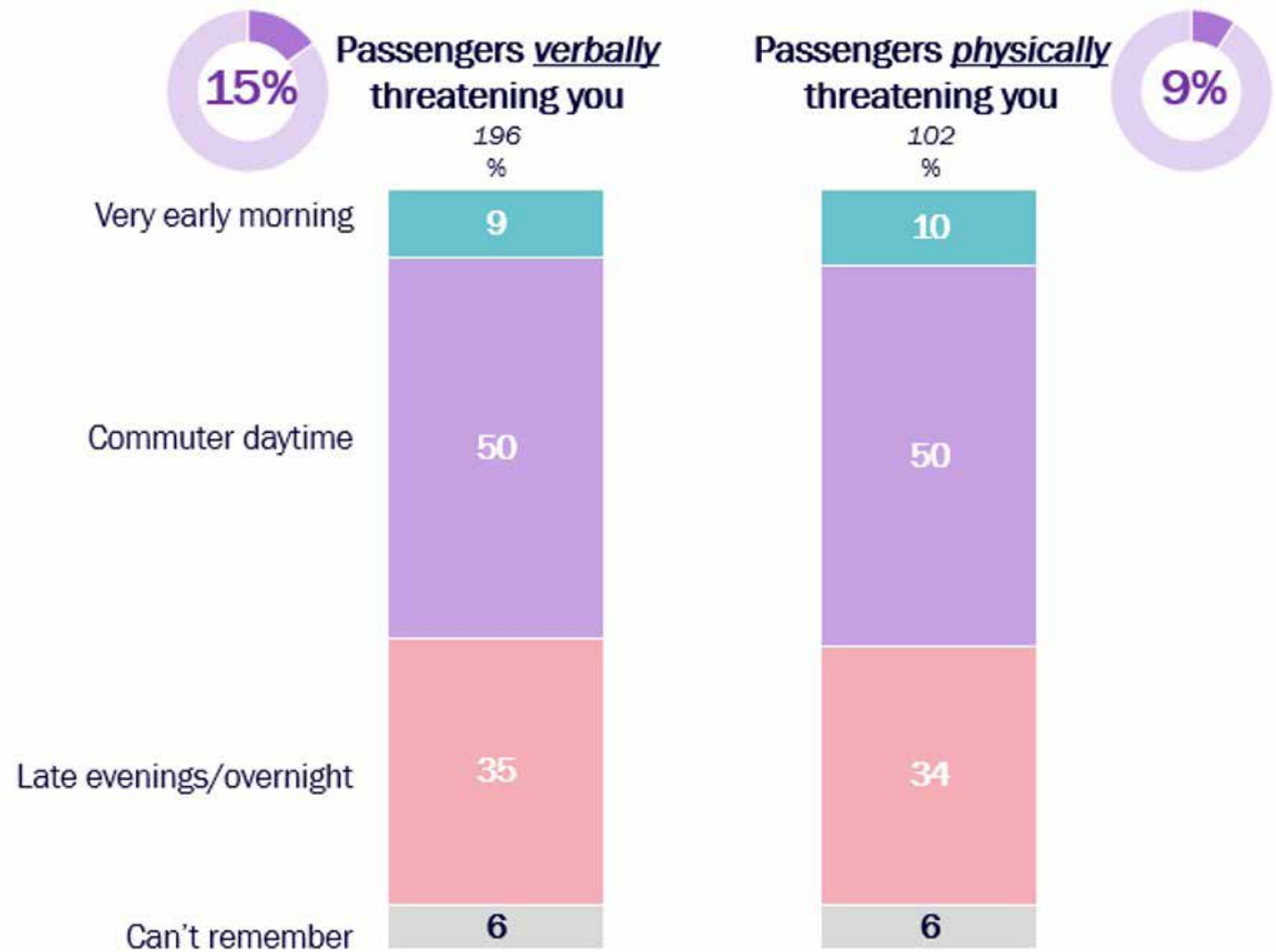
When ASB has been experienced as victim

Base: All have experienced ASB as victim in last 6 months.

Source:

NTA Safety Quant Report:

Q.4b What time of the day did the incident occur?



How often ASB has been experienced as a victim over last 6 months

Base: All ever victims of anti-social behaviour

Source:

NTA Safety Quant Report:

Q. 4c In the last 6 months how often did you experience this type of behaviour ...

