

Public Transport Passenger Personal Security Report 2024

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1. Introduction

There are now over one million journeys on average each weekday on the Transport For Ireland (TFI) network. This figure continues to grow as new services are introduced through BusConnects, Connecting Ireland and upgrades to railway services. While most journeys are undertaken without incident, some incidents can occur that impact directly and indirectly on customers. These incidents can make some customers feel unsafe while using public transport.

The first report of this series was published in March 2024 and was based on information collected in 2023, which included both qualitative and quantitative research. Several 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. Following on from the publication of the report, an implementation plan for measures to improve safety and perceptions of safety was agreed with transport operators in late 2024.

This is the second report in the series and is based on information collected in 2024. Details of the 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 aims to identify areas for improvement in the short, medium and long term subject to availability of the appropriate budget and resources.

2. Executive Summary

Anti-social behaviour is cited as a discouraging factor for using public transport by customers, particularly at nighttime. Negative perceptions are more pronounced among non-users, who are concerned about anti-social behaviour and its impact on safety.

However, fewer people (43%) believe anti-social behaviour is worsening this year compared to last year. This positive shift is particularly noticeable among weekly public transport users, suggesting improved experiences for regular users.

Social media plays a significant role in shaping public awareness of anti-social behaviour, with 54% of respondents relying on it as their primary source of information. While over half of respondents consider media coverage accurate, weekly users are more likely to believe it exaggerates the issue.

Almost half of public transport users claim they have felt unsafe at least once on public transport, however, day-to-day experiences are generally positive. Nine in ten bus, tram and train users feel safe during their journeys, and tram users report a substantial increase in perceived safety versus 2023.

Witnessing anti-social behaviour remains common, with inconsiderate behaviour being the most frequently reported type of antisocial behaviour. Witnessing verbal (55%) and physical threats to others (41%), have decreased since 2023.

Garda visibility remains the most favoured strategy for improving safety, followed by increased security staff, stronger sanctions, and improved surveillance. Younger demographics prioritise surveillance and reporting mechanisms, while older users emphasise Garda presence. Qualitative feedback highlights a demand for proactive security measures, zero-tolerance policies, and harsher penalties.

While public perception of anti-social behaviour and personal safety on public transport shows some positive trends, anti-social behaviour remains an issue that requires ongoing attention.

3. Research Methodology

Background

To ensure that the views of customers directly inform the findings and recommendations of this report a customer satisfaction survey was carried out at stops as well as a bespoke online safety survey during 2024.

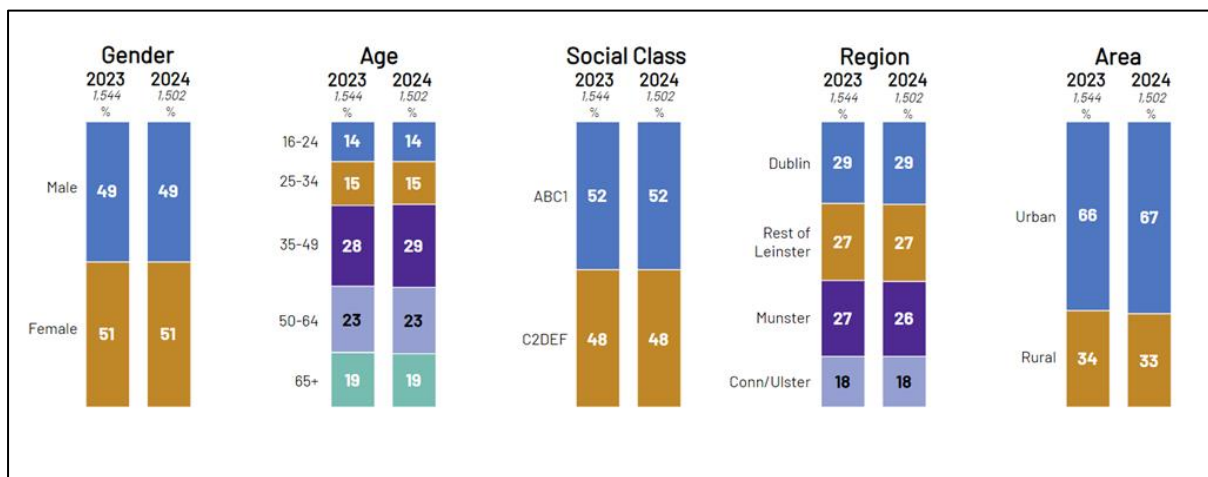
Research Objectives:

- To understand perceptions of safety on public transport among users and non-users;
- 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;
- To assess if perceptions of safety have changed since 2023; and
- To assess if the suggestions and recommendations in the 2023 report are still valid and to provide an update on progress towards their implementation.

Research Approach

In both 2023 and 2024, a nationally representative sample of approximately 1,500 adults aged 16 years or older were interviewed through an online survey using the Ipsos B&A Online Acumen Panel. Fieldwork quotas and post-stratification weighting was applied in line with CSO Census 2022 figures and AIMRO norms for social class. Public Transport users numbered 1302 in 2024 and 1280 in 2023. The Margin of Error (MOE) is +/- 3 at 95% Confidence Interval (CI). Fieldwork was undertaken in 2024, between 17th September and 8th October and in 2023 between 19th June and 2nd July.

Profile of sample: 2023 and 2024

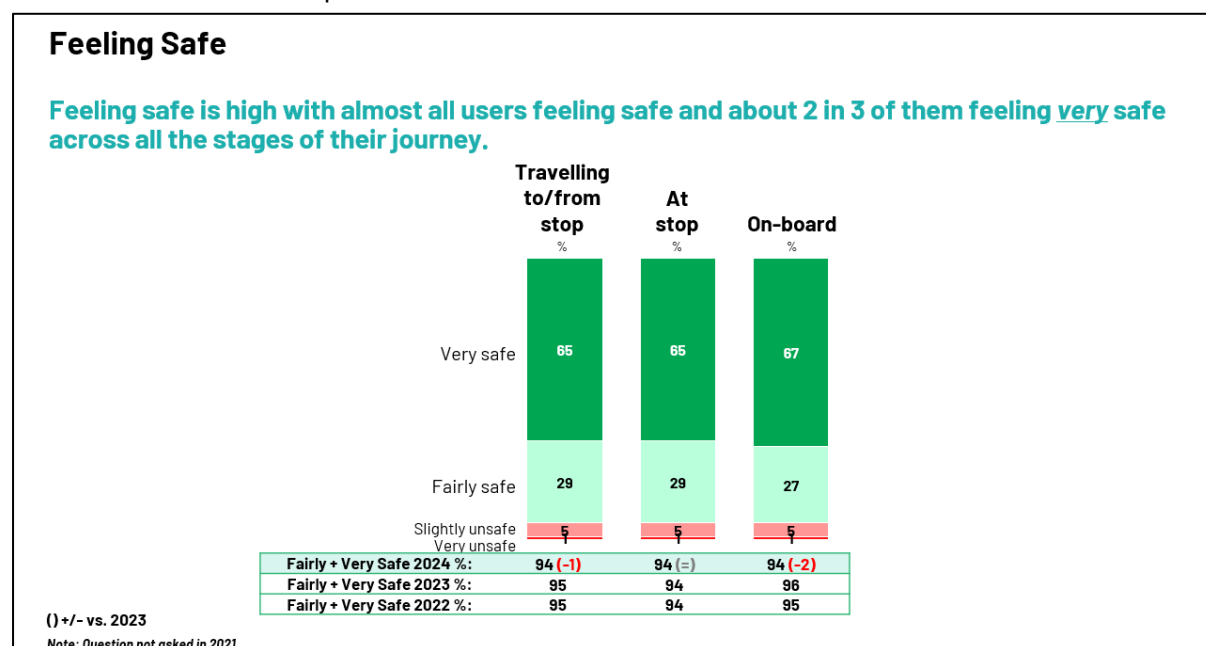


4. Customer and General Public Views

Two major surveys inform the basis of this report as described below.

4.1 Public Transport Customer Satisfaction Survey

The TFI Customer satisfaction survey of over 6,000 customers is conducted at public transport stops nationwide annually. In 2024, the survey indicated that 94% of customers are satisfied with their level of personal safety when using public transport versus 95% in 2023. 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 the cause of this discrepancy relates to the nature of Luas and DART being more open systems than buses that have a more visible driver presence.



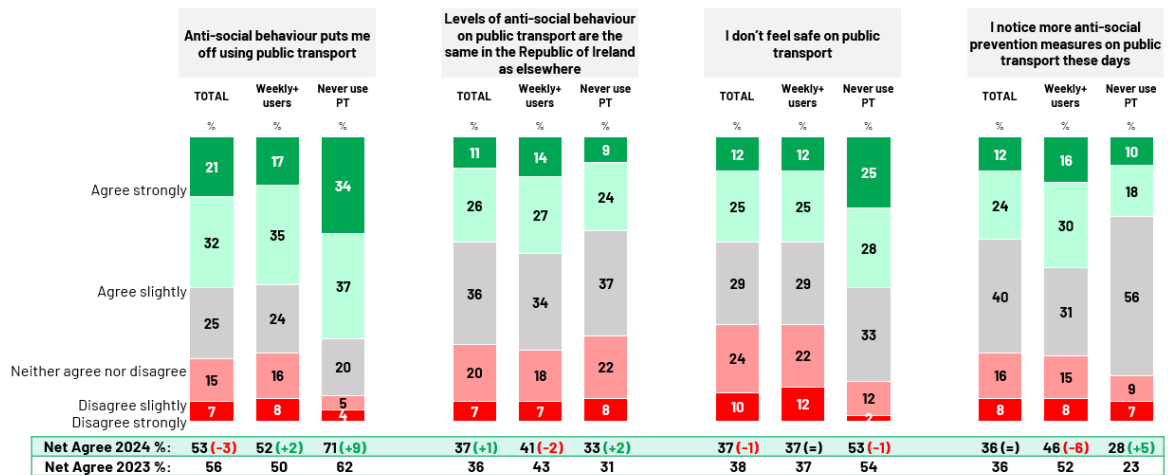
Q.7 Thinking about the bus/train/tram you usually use how safe do you feel in the following situations?

a) Walking to and from the transport stop; b) While waiting at the transport stop; c) While on board the transport
 Base: All Public Transport users-6,139

4.2 Perceptions of Safety on Public Transport - Online Survey

The perceptions of safety survey gathers responses from over 1,500 people in Ireland using a statistically representative online panel. 37% of Irish adults aged 16+ either strongly or slightly agree with the statement, "I don't feel safe on public transport." The percentage expressing safety concerns has decreased marginally by 1% from 38% in 2023.

Views on ASB by weekly+, never use public transport



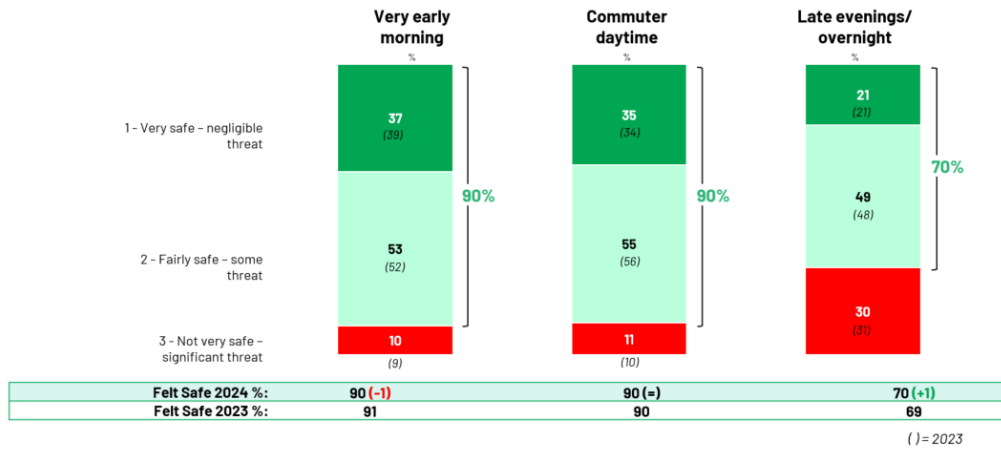
0.6 Please indicate the extent to which you agree or disagree with the following.
 Base: All adults 16+ - 1,502
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Time of Day

Time of day is a key determinant of perceptions of safety on public transport. Feedback in both years shows that the public perceive particular times of day and particular modes as less safe. Public transport is generally perceived as safer during very early mornings and commuter hours compared to late evenings/overnight. On average, 90% rated public transport as very or fairly safe in the very early morning and/or commuter daytime, down marginally on 2023 figures by (-1%) 91%. Perceived safety during Late evenings/overnight has increased marginally in 2024 to (+1%) 70% from 69% in 2023.

Tram, Dublin Bus and DART are seen as less safe during late evenings/overnight. Tram was rated as unsafe by 49% during late evenings/overnight, Dublin Bus /other city buses 42% and the DART 44%. These ratings are down marginally on 2023 figures.

Perceived safety on public transport



0.7a Please rate the threat level from anti-social behaviour for following transport modes in the **very early morning/ during the commuter daytime/ 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.
Base: All adults 16+ - 1,502

Perceived as not very safe - significant threat level by mode and by time of day

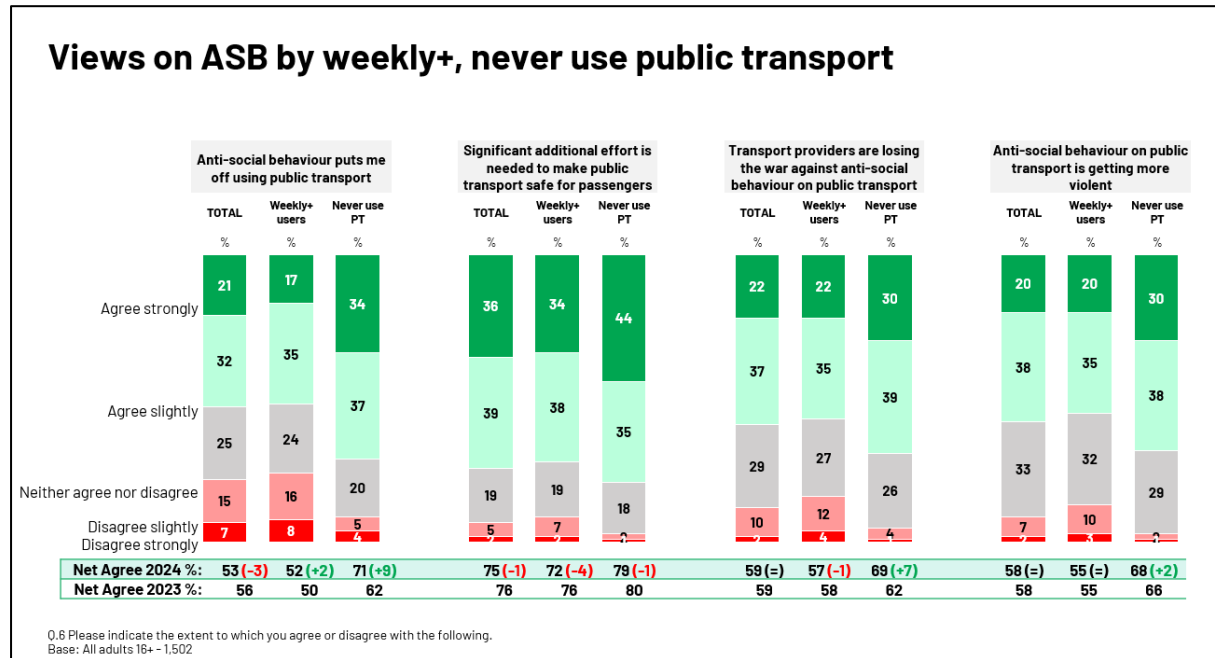
	Tram - Luas	Train - Intercity	Train - DART	Dublin Bus or other city buses	Bus Eireann	Private bus companies	TFI Local Link
	%	%	%	%	%	%	%
Very early morning 2024	16	8	11	17	8	4	5
Very early morning 2023	15	8	13	16	7	4	5
Commuter 2024	20	10	12	16	9	5	8
Commuter 2023	18	9	13	14	7	5	5
Late evening 2024	49	31	41	42	24	12	16
Late evening 2023	51	31	44	44	23	15	18

0.7a Please rate the threat level from anti-social behaviour for following transport modes in the **very early morning/ during the commuter daytime/ 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.
Base: All adults 16+ - 1,502

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Awareness and Assessment of Safety Initiatives

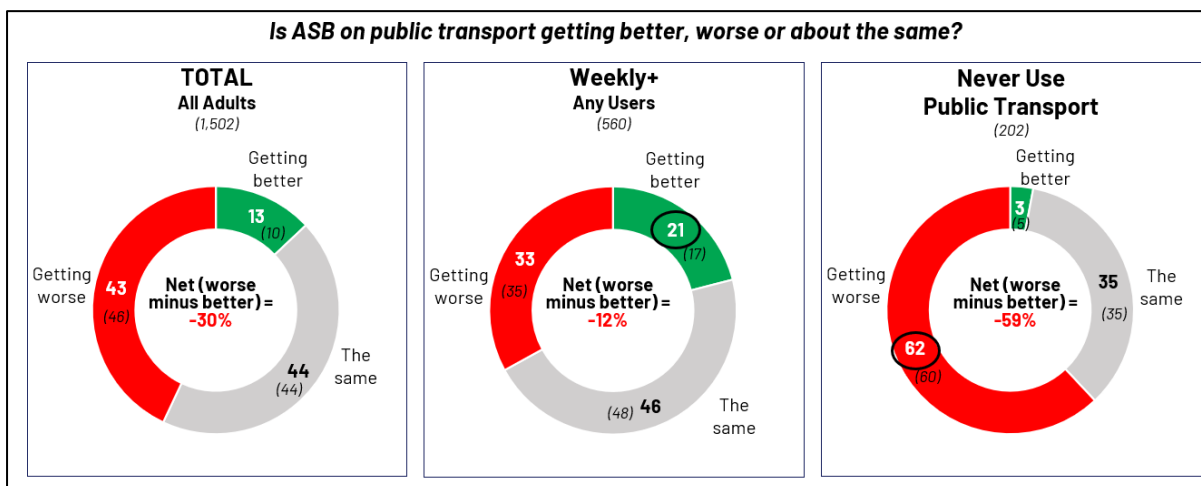
46% of weekly public transport users agree that they notice more anti-social prevention measures on public transport these days. There is strong agreement across the adult population (75%), that significant effort is needed to make public transport safe for passengers.



While the perceptions among weekly users of public transport remain relatively stable, non-users are becoming more concerned about anti-social behaviour, with increases in their perceptions of violence.

Perceived Changes in Anti-Social Behaviour on Public Transport

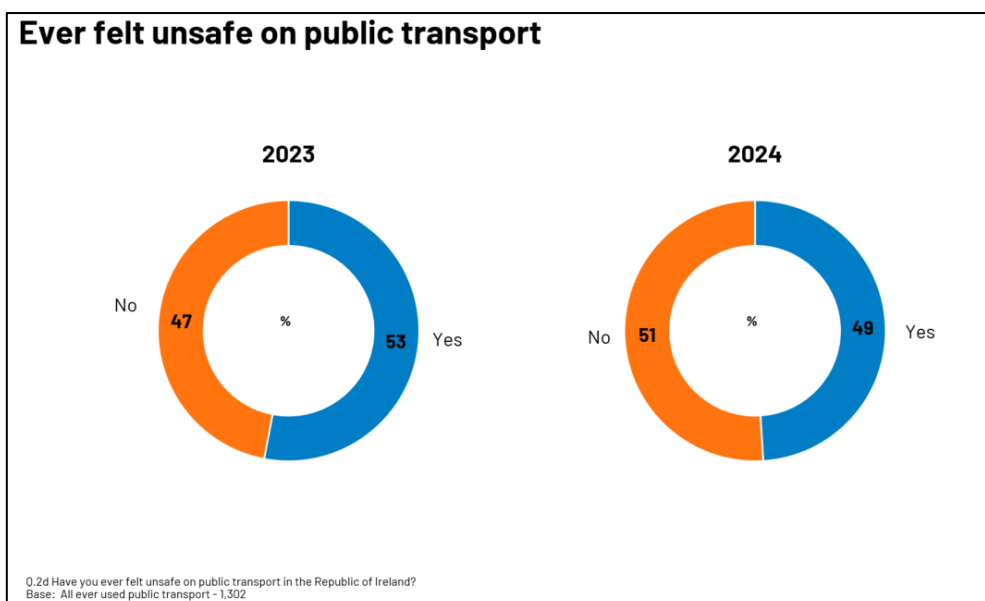
Slightly fewer people (43%) believe anti-social behaviour is worsening compared to the previous year (46%), while more people (13%) believe it is improving, compared to 10% the previous year. Weekly public transport user sentiment has improved year on year. In 2024, 21% of weekly passenger users agreed that anti-social behaviour on public transport is getting better compared to 17% in 2023. The small minority of those who never use public transport who feel that anti-social behaviour is getting better is relatively unchanged 3% in 2024 and 5% in 2024.



Feelings of Safety on Public Transport

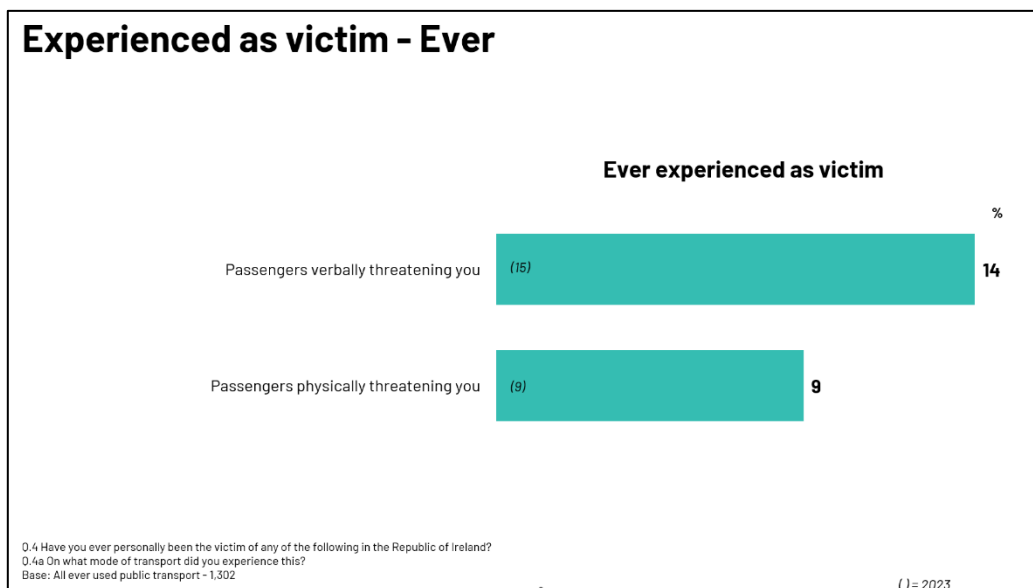
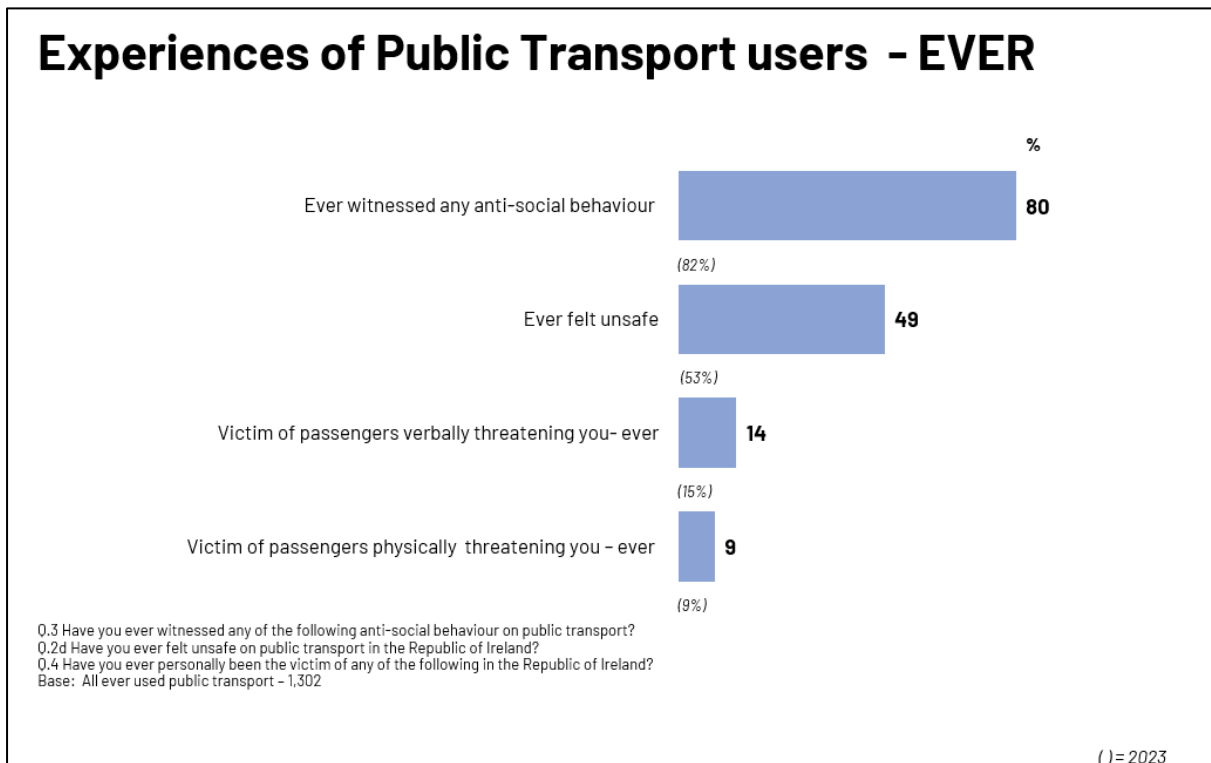
When public transport users aged 16+ were asked, “Have you ever felt unsafe on public transport in the Republic of Ireland?”, 49% answered yes and 51% no in 2024. This marks an improvement from 2023, when 53% said yes and 47% said no, indicating that more passengers generally feel safer on public transport in 2024 compared to the previous year. Women, those aged 25-34, and residents of Dublin were more likely to report feeling unsafe at least once. The most cited reasons for feeling unsafe were drinking/drank people (30%), drugs (19%), teenagers/gangs (17%), and other passengers being verbally aggressive (15%).

However, when asked about the day to day experience the results reveal a generally positive outlook, with a significant majority of passengers feeling safe throughout their journeys on their usual transport mode.



Experiences of Anti-Social Behaviour on Public Transport Among Users

While those who have witnessed any anti-social behaviour on public transport has decreased slightly, four in five people have still witnessed some form of anti-social behaviour.



14% of respondents said have been a victim of verbally aggressive behaviour, a slight decrease by (-1%) 15% in 2023. 9% of respondents have been a victim of physically aggressive behaviour with this figure remaining unchanged in both 2023 and 2024. Men are more likely to have been victims of anti-social behaviour.

Where ASB has ever been experienced as victim

HOW TO READ CHART: Of those who have experienced passengers **verbally** threatening them, 21% 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
Verbal Base 2024:	98	125	43*	51*	130	66	105	31*
Physical Base 2024:	64	72	31*	32*	79	38	62	18*
	%	%	%	%	%	%	%	%
Passengers verbally threatening you 2024	21	45	11	10	29	11	29	5
Passengers verbally threatening you 2023	22	45	4	2	20	10	30	2
Passengers physically threatening you 2024	27	42	13	10	32	18	26	5
Passengers physically threatening you 2023	22	31	10	3	19	14	28	3

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?
Base: All have experienced ASB as victim ever. Base size in brackets.

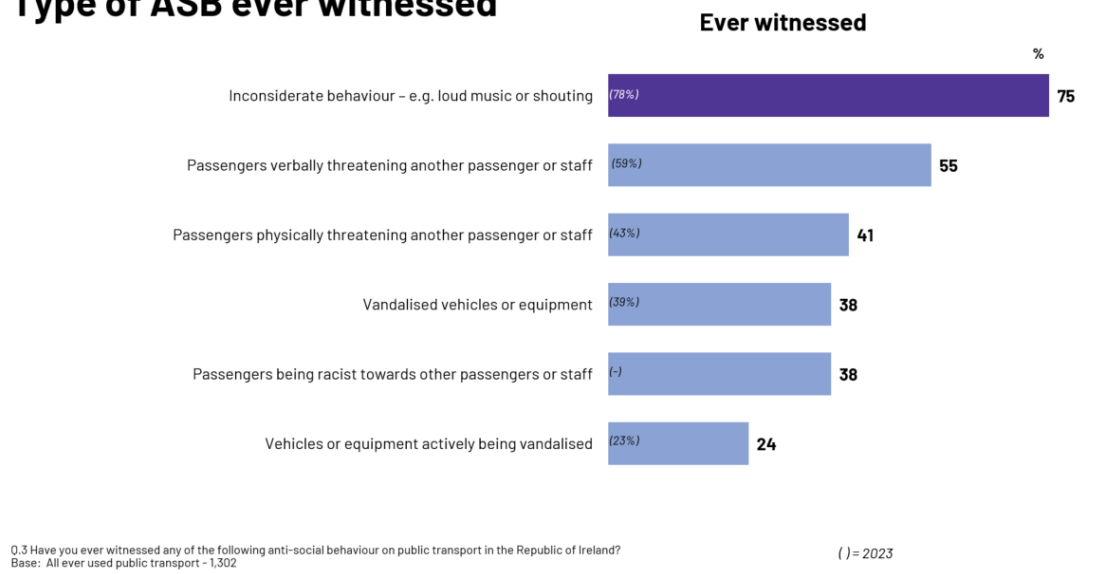
*CAUTION: Small base

Type of Anti-Social Behaviour Ever Witnessed

Overall, incidences of witnessed verbal and physical threats by passengers has decreased marginally since 2023.

Among the 1,302 public transport users surveyed, inconsiderate behaviour such as loud music or shouting was the most witnessed form of anti-social behaviour, reported by 75% of respondents down from (-3%) 78% from 2023. 55% report witnessing passengers verbally threatening another passenger or staff and 41% report witnessing the same behaviour becoming physical. Over one-third (38%) of respondents have witnessed racism on public transport or vandalised equipment (38%). 24% report witnessing vehicles or equipment being actively vandalised.

Type of ASB ever witnessed

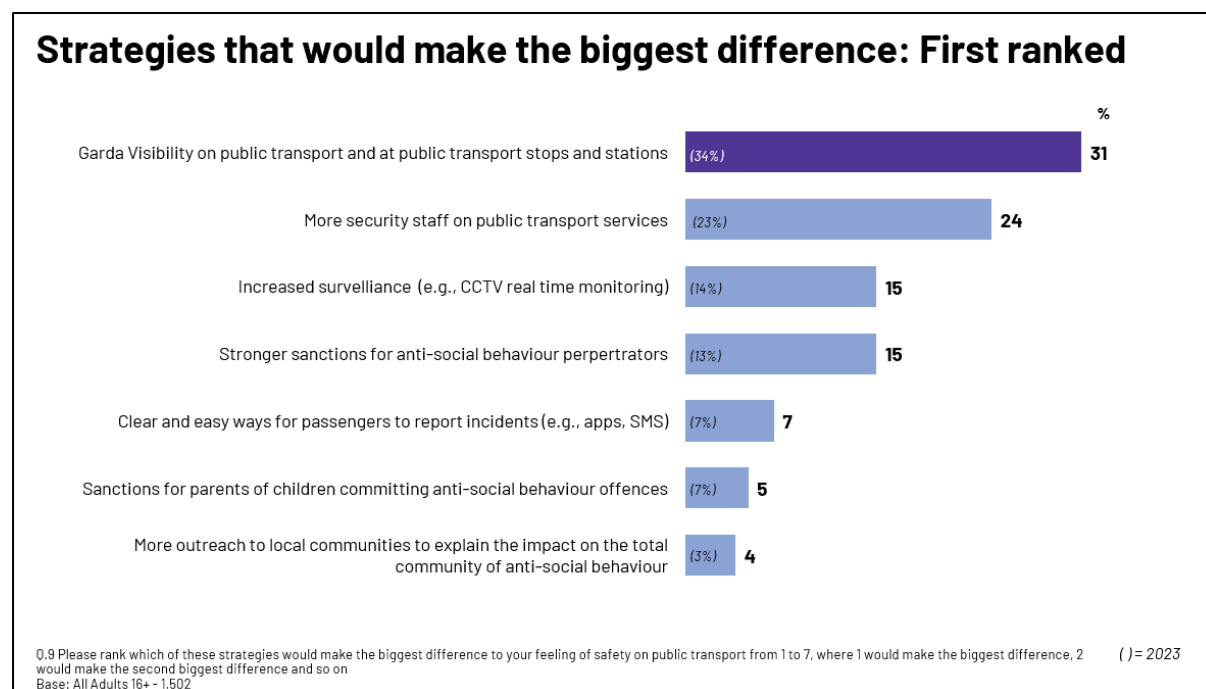


Strategies That Would Make the Biggest Difference to Feelings of Safety on Public Transport

While public transport users generally feel safe, the survey highlights a perceived need for greater security measures to combat anti-social behaviour (ASB).

A visible Garda presence on public transport and at stations is the most preferred strategy for improving safety, with 31% of respondents ranking it as the most effective measure. This echoes findings from 2023, suggesting a consistent public desire for a stronger law enforcement presence. Following closely behind were calls for more security staff on transport services (24%), increased surveillance (15%) and stronger sanctions for ASB perpetrators (15%). Younger respondents (16-24) placed greater emphasis on increased surveillance and easier reporting methods, while those aged 50-64 felt most strongly about Garda visibility. Sanctions for parents of young offenders and more outreach to local communities are less likely to be identified as important to making a difference.

A recurring theme in verbatim responses was the need for a more proactive approach to security, including dedicated transport security force, zero-tolerance policies, harsher penalties and faster court proceedings. A minority suggested empowering drivers and security staff with greater authority to deal with incidents.



5. Anti-Social Behaviour Statistics 2024

2024 is the first year in which reported anti-social behaviour incidents have been collated under the same categories across transport operators. 323 million Public Service Obligation (PSO) passengers were carried last year by operators included in this data.

The table below shows the recorded categories and numbers of incidents recorded under each category.

Aggressive Behaviour	1,198
Boisterous Behaviour	603
Fighting/passenger disturbance	356

Hate Incident	61
Lewd Behaviour	192
Loitering	167
Other - ASB	370
Under the influence (Drugs/Alcohol)	1,184
Physical Assault on Employee	134
Physical Assault - Spitting on Employee	81
Verbal Incident- Employee	295
Physical Assault - Passenger	179
Criminal Damage – Graffiti	228
Criminal Damage - Vandalism	790
Anti-social behaviour or Vandalism	9
Criminal Damage - Stone throwing/objects thrown at transport	572
Criminal offences (other) smoking/drug use	543
Scutting/Surfing	38
Theft	195
Total	7,195

The table below shows the rate of reported incidents across transport operators, and the overall rate of reported anti-social behaviour. The rate was 2.2 per 100,000 passengers in 2024.

Reported incidents	Dublin Bus	Bus Éireann	Go-Ahead Ireland	Irish Rail	Luas	Total
Total	1,053	654	335	3,681	1,472	7,195
Per 100,000 passengers	0.7	1.4	1.6	7.3	2.7	2.2

The reporting of ASB incidents varies by propensity of staff and customers to report incidents. It also depends on the ease of making a report, which has improved in recent years on rail and Luas, in particular with the introduction of on-board Whatsapp and SMS messaging options for passengers. Across operators, operator staff report approximately 80% of ASB incidents.

6. Recommendations

Below is the list of recommendations made in the report published in 2024 and an update on the progress made in the last 12 months. Several actions will continue to be developed and implemented in 2025 subject to resource availability.

2023 Recommendations	Progress Made In 2024 and Key Actions For 2025
<p>Data</p> <p>More accurate reporting of anti-social behaviour incidence would allow the scale of the challenge to be accurately assessed and 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 underestimated.</p>	<p>Operators and NTA have identified a common approach to how ASB incidents reported by passengers and/or staff are collected, recorded and reported to the NTA.</p> <p>Operators report incidences of ASB to NTA on a periodic (four weekly) basis. NTA meets operators once every three months, or more frequently as required to examine trends arising from reports and agree on actions to address issues arising from the report data.</p> <p>Operators to review and communicate procedures to all frontline staff on:</p> <ul style="list-style-type: none"> • How staff can internally report incidents of anti-social behaviour, and why they should do so; • How an incident report will be recorded; • When reports will be passed onto Gardaí and what information is required to assist Gardaí in investigations; • How management will promptly address all reports; and • How management will inform staff of outcome in a timely manner.
<p>Reporting</p> <p>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.</p>	<p>Exploring options to retain and/or expand WhatsApp, SMS text and/or QR code channels as required, for urgent passenger notifications or requests for interventions in relation to antisocial behaviour at rail stations or on-board bus, rail and tram services.</p>
<p>Lighting</p> <p>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.</p>	<p>All new or upgraded stops and shelters to consider need for lighting, particularly in remote areas.</p> <p>Identified need to improve lighting at key existing bus stops and shelters. Operators to alert NTA where issues are evident, and NTA will engage with local authorities or landowners as appropriate, to seek lighting improvements, including the provision of public lighting or solar-powered battery lighting.</p> <p>Upgrade programme for stations identified as high-risk, including lighting, P.A. announcements and Help Points in conjunction with change from analogue to High-Definition CCTV systems. Iarnród Éireann Crime and Antisocial Behaviour Prevention Officer surveying these locations and applying CPTED (Crime Prevention through Environmental Design) principles. This includes the elimination of dark spaces.</p> <p>An audit will be carried out on lighting in all locations in Q4 2024/2025, to identify where improvements can be delivered and upgrade the lighting as appropriate.</p>

<p>Monitored CCTV</p> <p>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.</p>	<p>Plans to include remote monitoring functionality for CCTV on new fleet, or when replacing CCTV on existing fleet, or when purchasing CCTV for Luas stops or rail stations.</p> <p>Operators with remote CCTV monitoring functionality to:</p> <ul style="list-style-type: none"> • Include means for operator control rooms to switch to live streaming of CCTV on fleet/ at locations when drivers or passengers raise an ASB alert. • Consider benefits of control rooms sharing live streamed CCTV with Gardaí in Command-and-Control Centre at Heuston Station. • Consider case for similar remote monitoring facility on older fleet or at rail stations and make recommendations to NTA as appropriate.
<p>General Service order: particularly at problematic stops and stations</p> <p>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.</p>	<p>Bus Éireann to review standard of Busáras and Cork Kent bus station in 2025, as well as other regional bus stations where major upgrades are not currently planned and identify and make recommendations to NTA on actions, to improve presentation of customer areas.</p> <p>Bus Éireann to rollout out an enhanced cleaning service to all stations to maintain an improved customer environment.</p> <p>NTA currently working with local authorities to ensure litter prevention and cleanliness of the areas around stops, shelters and stations is maintained to a high level.</p>
<p>Physical staff presence</p> <p>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.</p>	<p>NTA working with Department of Transport in relation to the Programme for Government commitment to introduce a national Transport Security Force for public transport. In advance of this, several operator-specific measures are being implemented as set out below.</p> <p>A Pilot Security Project for Dublin Bus was launched in October 2024.</p> <ul style="list-style-type: none"> • One team deployed North of the River Liffey • One team deployed South of the River Liffey <p>Teams include two security officers with Dublin Bus management and supervision resources.</p> <p>Irish Rail to deploy a combination of existing and approved additional resources for a period of one year, during the high-risk periods of the day and alternating between focussed on-board deployments for an initial period of three months in 2024/2025. This will then move to a combination of onboard and deployments at identified high risk locations for a further three months and re-focussing for the final six months as trends emerge. Two mobile security teams will be available for deployment across the GDA to support security teams responding to incidents. Plans to enhance current security offering across Bus Éireann bus stations, to be present on site during all hours of operation.</p> <p>Operators to review training and potential for additional refresher training, and the potential to roll out resilience training for all frontline staff.</p>

<p>Community Outreach and Education</p> <p>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.</p> <p>Develop and enhance existing community outreach initiatives as well as consider providing new initiatives to widen their impact and appeal.</p>	<p>Exploring campaigns to be executed in 2025 to help publicise how customers can provide feedback to TFI's contact centre at stops, stations, and on-board services.</p> <p>Operator wide campaign launched in 2024 to tackle issues of inconsiderate behaviour including playing loud music and vaping onboard. A national "Staff Respect" campaign was also launched by TFI to help encourage respectful behaviour between staff and passengers.</p>
<p>Tracking of Progress</p> <p>Use the research underpinning this report as a baseline and repeat it to measure changes in perceptions over time.</p>	<p>This report is the second instalment in the series, following the initial publication in 2023. The research underlying this report is expected to be conducted again in 2025.</p>

Appendix 1: NTA Customer Satisfaction Research

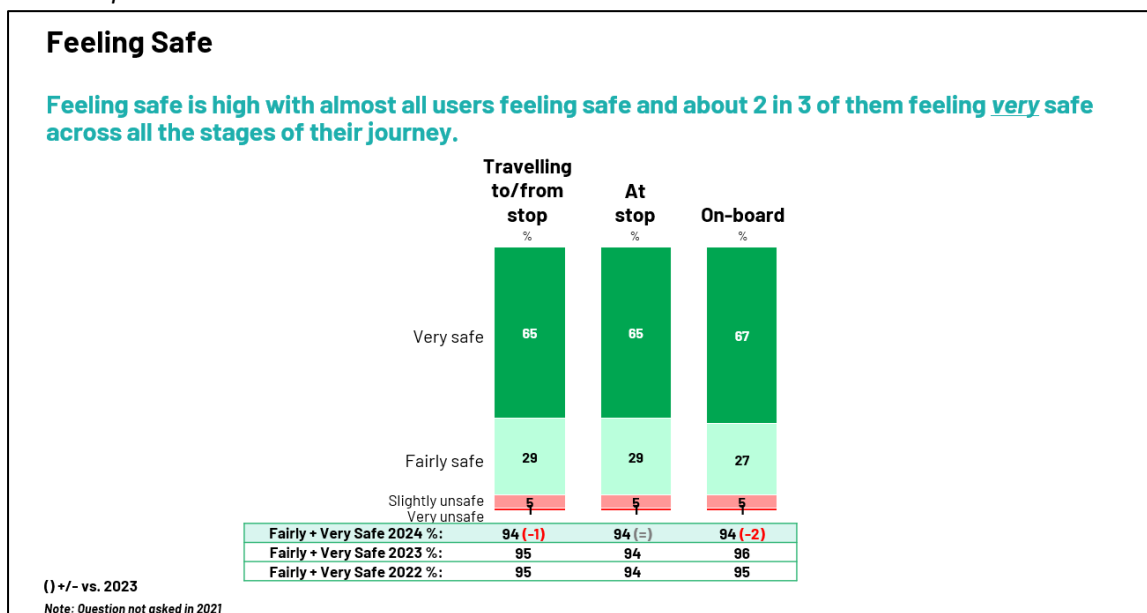
Feeling Safe on Public Transport – 2024

Base: All Public Transport Users N= 6,139

Source: NTA Customer Satisfaction Survey 2024

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 – 2024

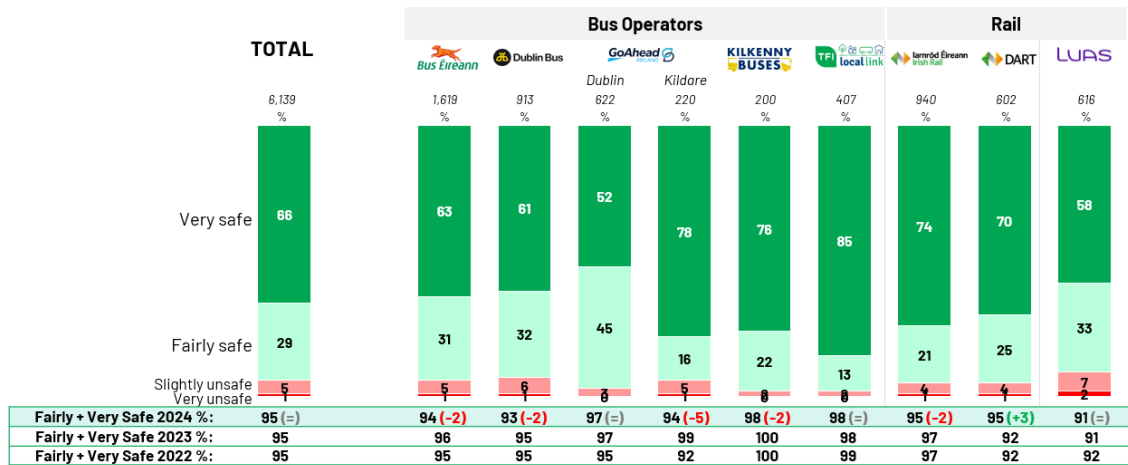
Base: All Public Transport Users N= 6,139

Source: NTA Customer Satisfaction Survey 2024:

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

Safety Walking To and From the Stop: All Operators



Feeling Safe at The Stop – 2024

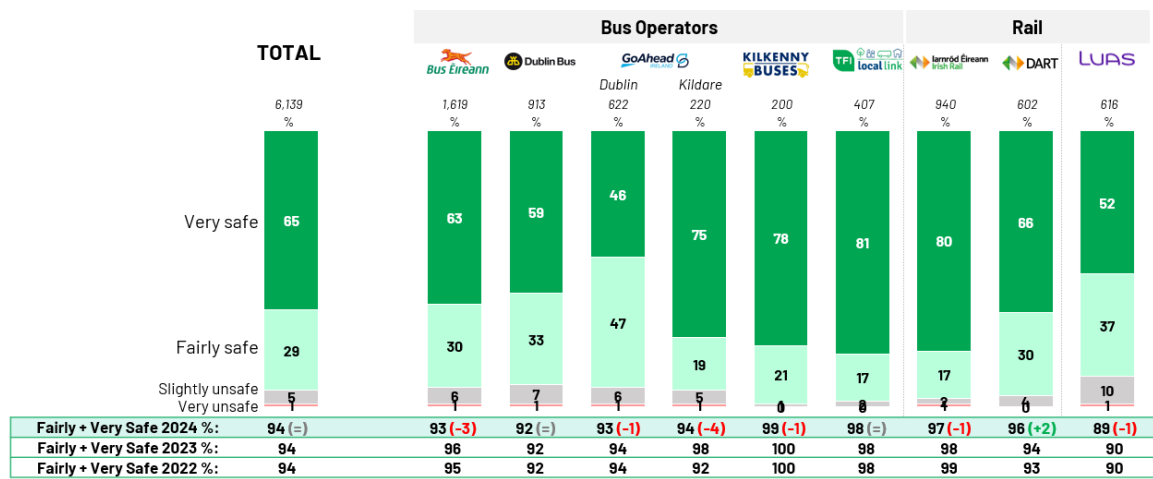
Base: All Public Transport Users N= 6,139

Source: NTA Customer Satisfaction Survey 2024:

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

Safety at the Stop: All Operators



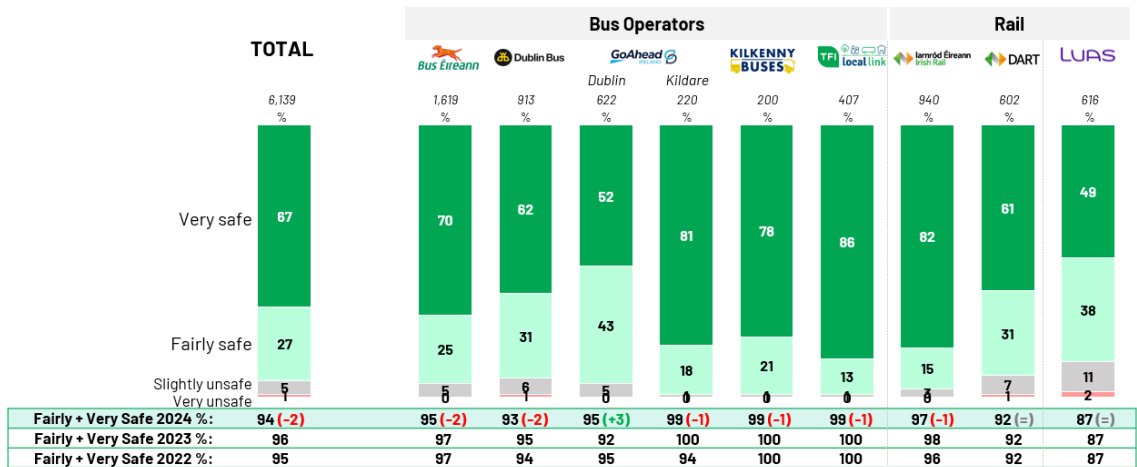
Feeling Safe on Board the Mode – 2024

Base: All Public Transport Users N= 6,139

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

Safety on Board: All Operators



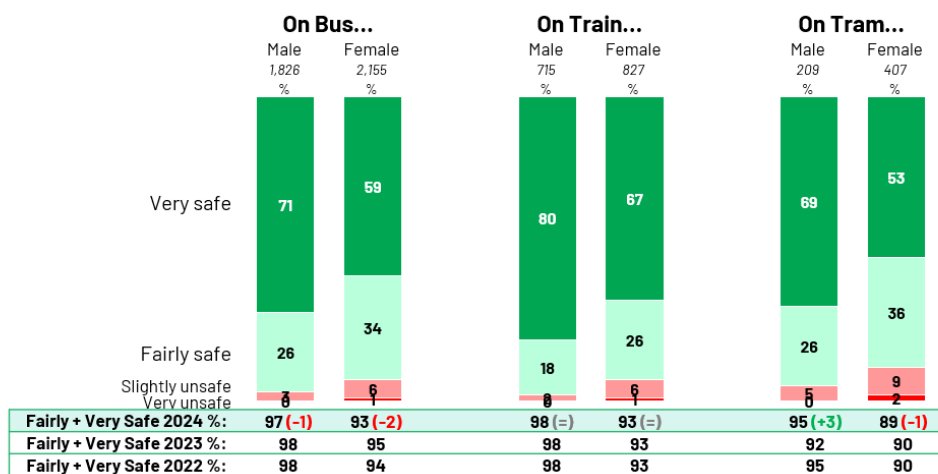
Safety Walking to and From the Stop by Gender

Base: All Public Transport Users N= 6,139

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

Safety Walking To and From the Stop by Gender



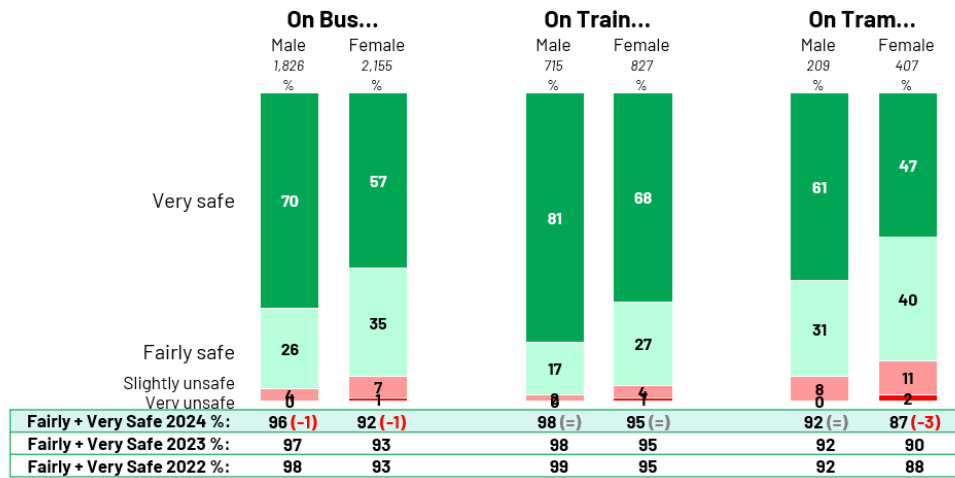
Safety at the Stop by Gender

Base: All Public Transport Users N= 6,139

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

Safety at the Stop by Gender



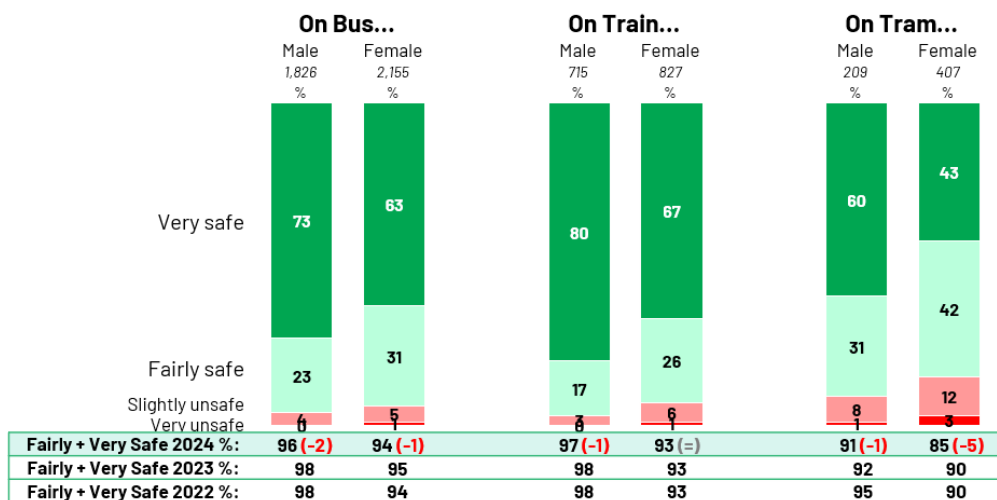
Safety on Board by Gender

Base: All Public Transport Users N= 6,139

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

Safety on Board by Gender



Feeling Safe or Secure on Public Transport Among Accessibility Focused Mystery Journey Shoppers in ROI – 2024

Base: All mystery shops - 302

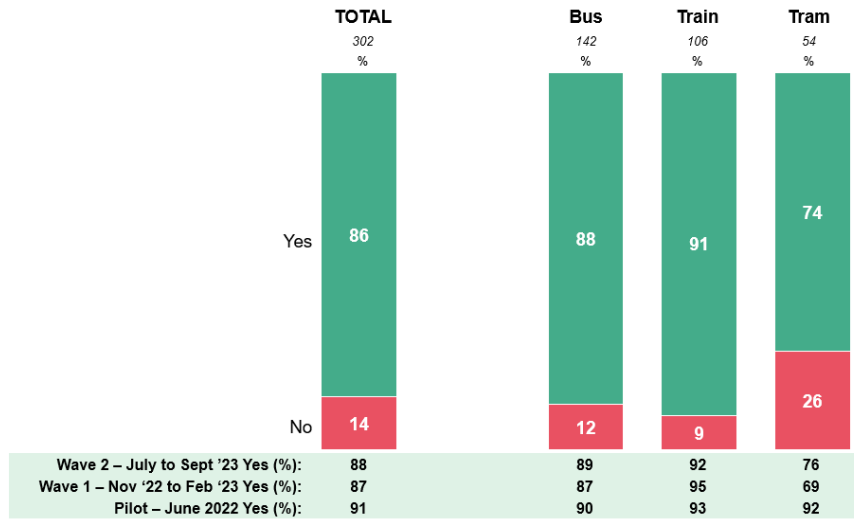
Source: NTA Accessibility mystery shopping tracker May 2024

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

Feeling of safety: Great majority reported feeling safe, but less so on Tram.



Base: All mystery shops - 302

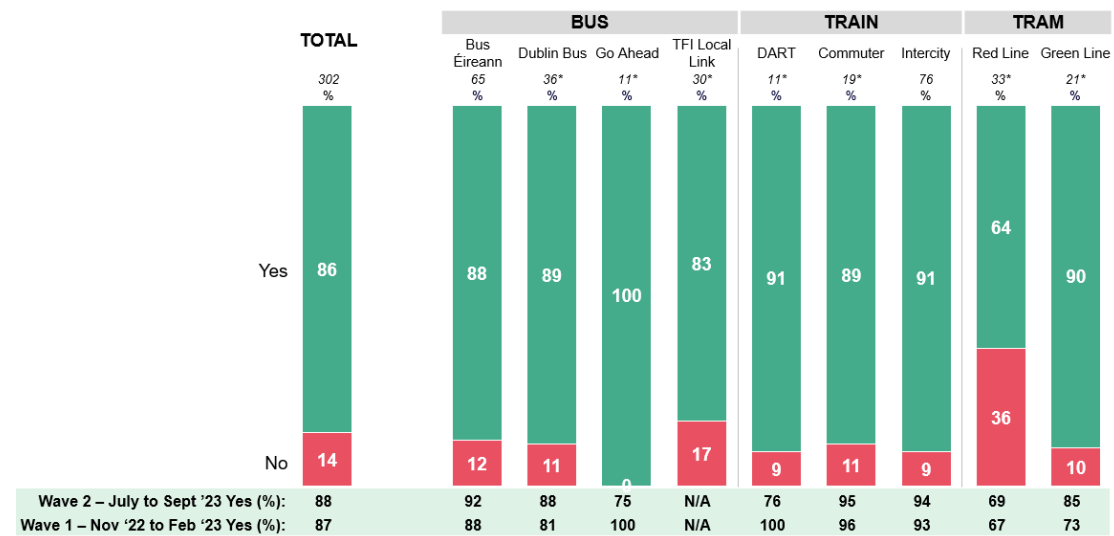


Feeling of safety is the lowest on the Red Line



Feeling of safety: Feeling of safety is the lowest on Red Line.

Base: All mystery shops - 302



*Caution: Small base size

Appendix 2: Anti-Social Behaviour Survey

Anti-social behaviour
Nationally representative sample of adults aged 16+
N=1502
Final Questionnaire 15.06.23

JOB NO. J.234382
PREVIOUS JOB NO.: NA
CLIENT NAME: NTA
JOB NAME: Safety quant
METHODOLOGY: Online
SAMPLE SIZE: 1,502 nat rep.

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 Eireann	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	1	2

or staff		
Passengers being racist towards other passengers 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 Eireann	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 Evenings/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 Eireann	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	Slightly disagree	Strongly disagree
--	----------------	----------------	-------------------	-------------------	-------------------

			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 threat	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 stagecoach	1	2	3
Private bus companies	1	2	3
TFI Local Link	1	2	3

ASK ALL

Q.7b Please now rate the threat level from anti-social behaviour for following transport modes during the commuter daytime (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	2- fairly	3 not very
--	----------	-----------	------------

	safe – negligible threat	safe – some threat	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 stagecoach	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 threat	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 stagecoach	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? **MUTIPLE 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

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

Appendix 3: Survey Objectives and Methodology 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; and
- To define if there have been any changes since last year in perceptions and experiences with ASB.

Methodology

A nationally representative sample of 1,502 adults aged 16+ was achieved through an online survey using the Ipsos B&A Acumen panel. Of those, 1,302 were public transport users.

Online Survey	All adults	Public transport users
2024	1,502	1,302
2023	1,544	1,280

Fieldwork Dates

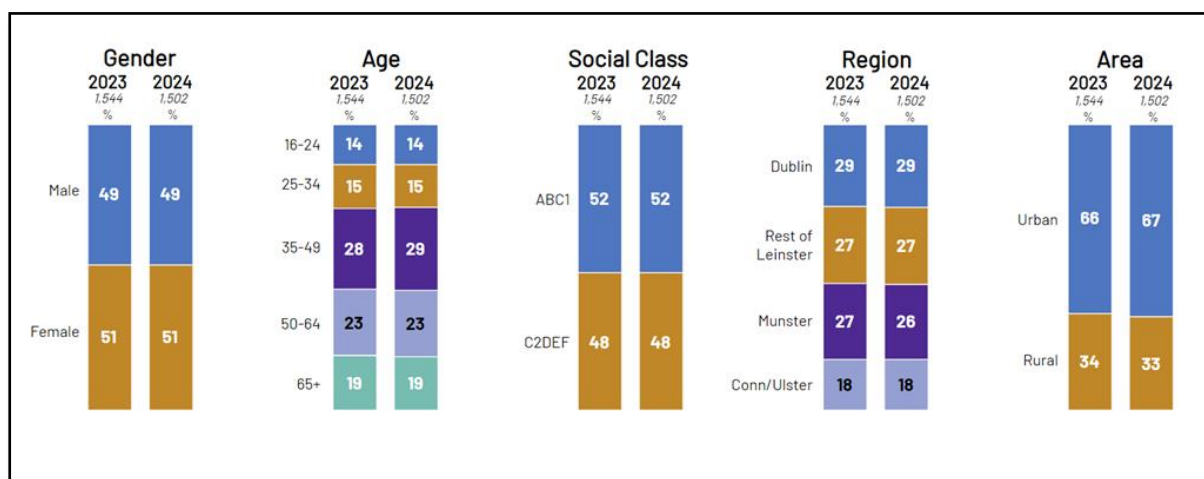
From 17th Sept to 8th October.

Fieldwork Quota and Weights

Fieldwork quotas and post-stratification weighting applied in line to CSO 2022 figures and AIMRO norms for social class. MOE +/-3 at 95% CI.

Profile of Respondents

A nationally representative sample of the Republic of Ireland.



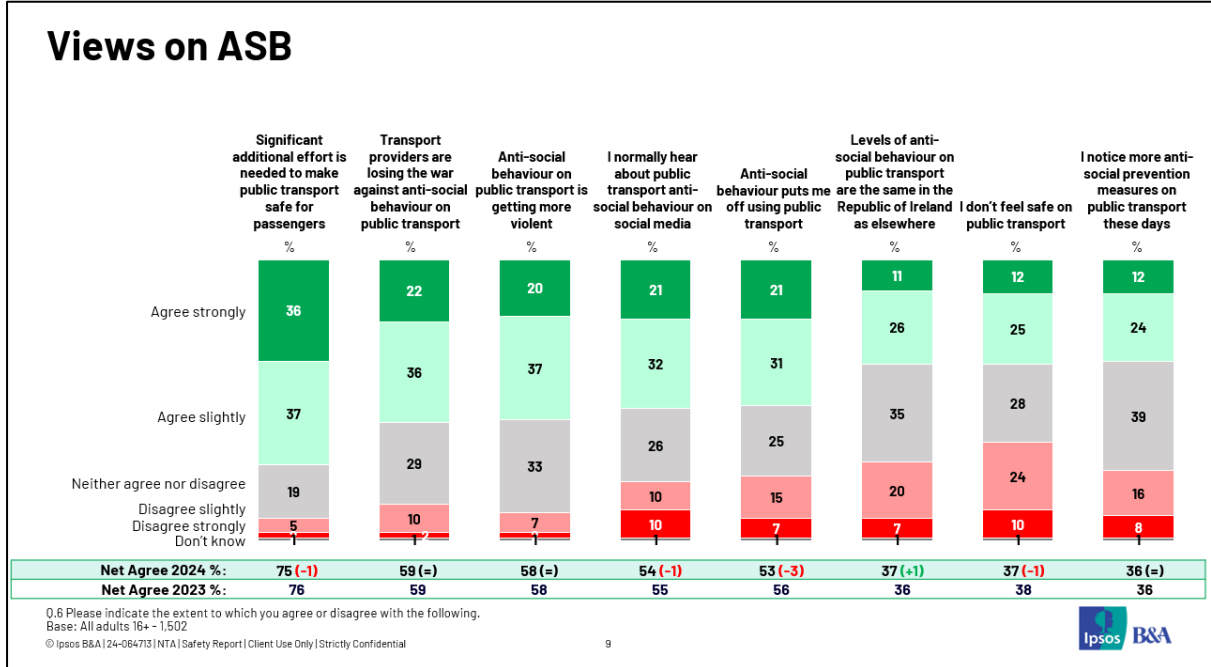
Appendix 4: Survey Findings

Views on Anti-Social Behaviour

Base: All adults 16+ - 1,502

Source: NTA Safety Quant Report:

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

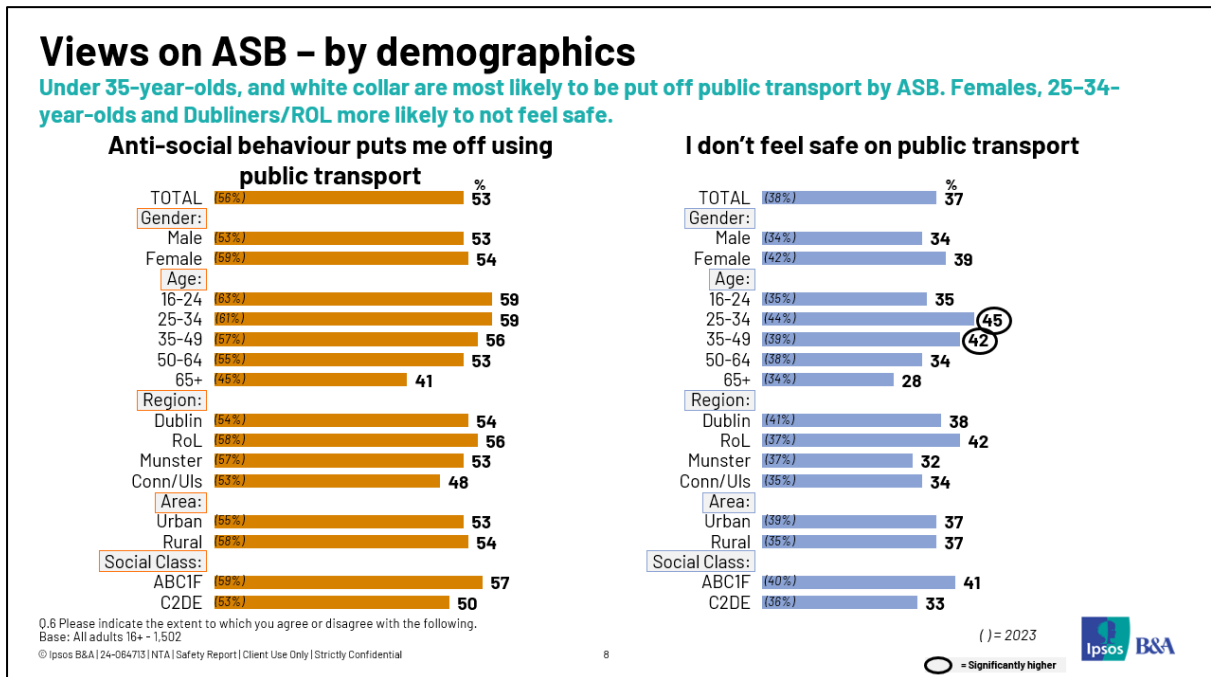


Views On Anti-Social Behaviour - By Demographics

Base: All adults 16+ - 1,502

Source: NTA Safety Quant Report:

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



Views on Anti-Social Behaviour - by demographics

Base: All adults 16+ - 1,502

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

Slightly/Strongly Agree	Total	Gender		Age					Region				Area	
		Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Leinster	Munster	Conn/Ulster	Urban	Rural
Base (unweighted):	1502	735	767	207	272	409	352	262	433	361	426	282	1076	426
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Significant additional effort is needed to make public transport safe for passengers	75	73	77	63	76	74	80	79	75	76	77	71	75	75
Transport providers are losing the war against anti-social behaviour on public transport	59	58	60	52	59	62	61	57	57	62	58	60	58	61
Anti-social behaviour on public transport is getting more violent	58	56	60	52	53	61	61	58	56	63	59	51	57	60
I normally hear about public transport anti-social behaviour on social media	54	49	59	65	66	61	48	33	55	53	54	53	54	53
Anti-social behaviour puts me off using public transport	53	53	53	59	59	56	53	41	54	56	53	48	53	54
Levels of anti-social behaviour on public transport are the same in the Republic of Ireland as elsewhere	37	39	34	45	36	39	33	30	35	40	35	37	37	35
I don't feel safe on public transport	37	34	39	35	45	42	34	28	38	42	32	34	37	37
I notice more anti-social prevention measures on public transport these days	36	36	36	45	45	36	28	33	39	35	35	36	38	33

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

Base: All adults 16+ - 1,502

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■ = Significantly higher



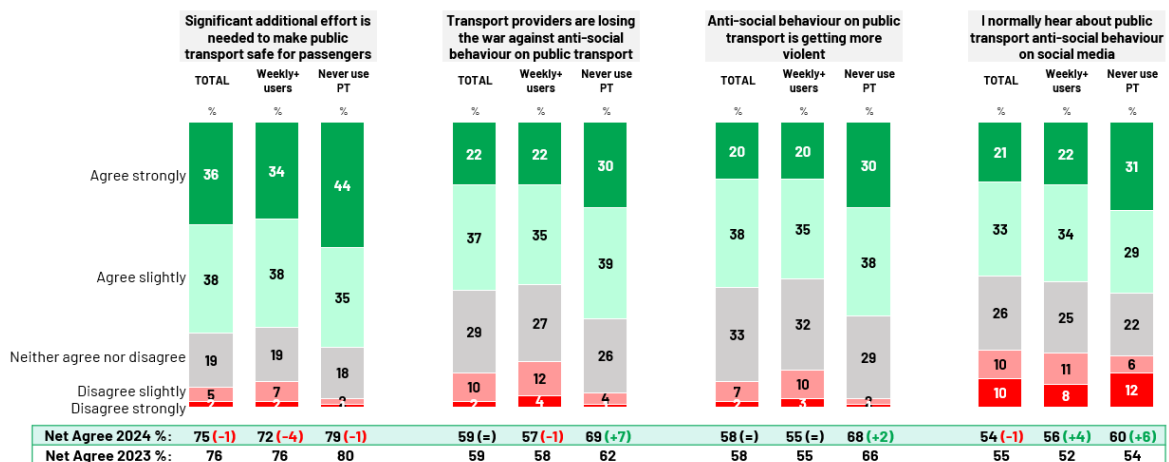
Views on Anti-Social Behaviour - Chart 1

Base: All adults 16+ - 1,502

Source: NTA Safety Quant Report:

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

Views on ASB by weekly+, never use public transport - I



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

Base: All adults 16+ - 1,502

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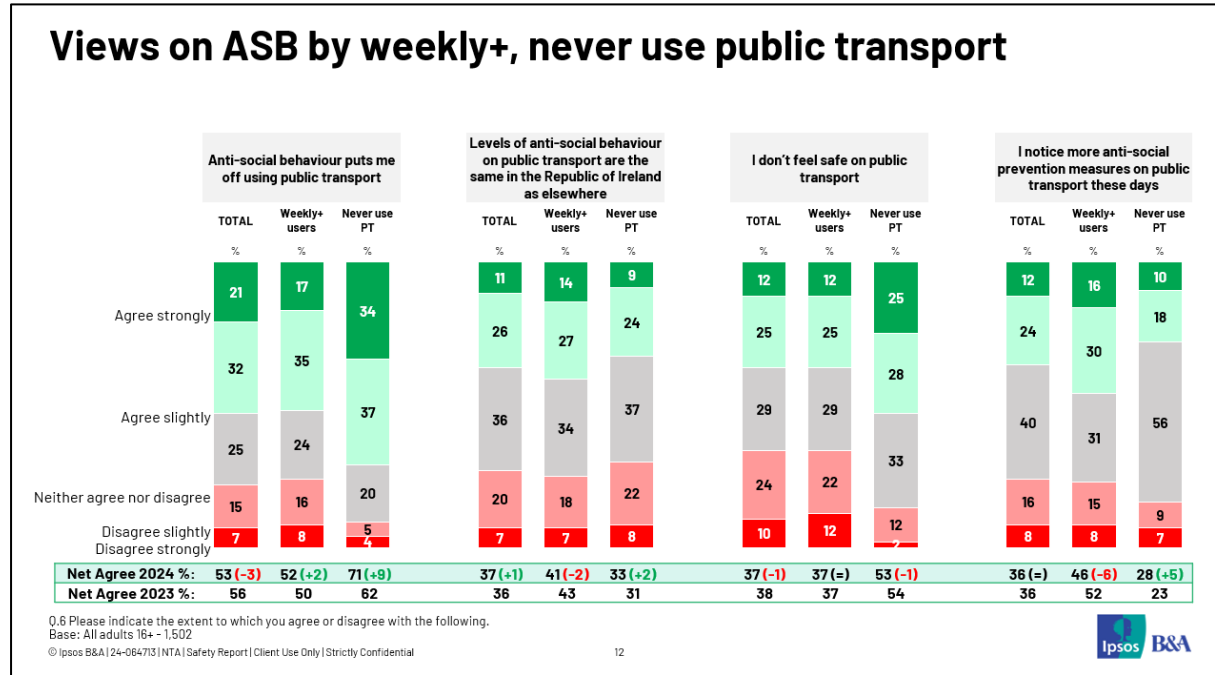


Views on Anti-Social Behaviour - Chart 2

Base: All adults 16+ - 1,502

Source: NTA Safety Quant Report:

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

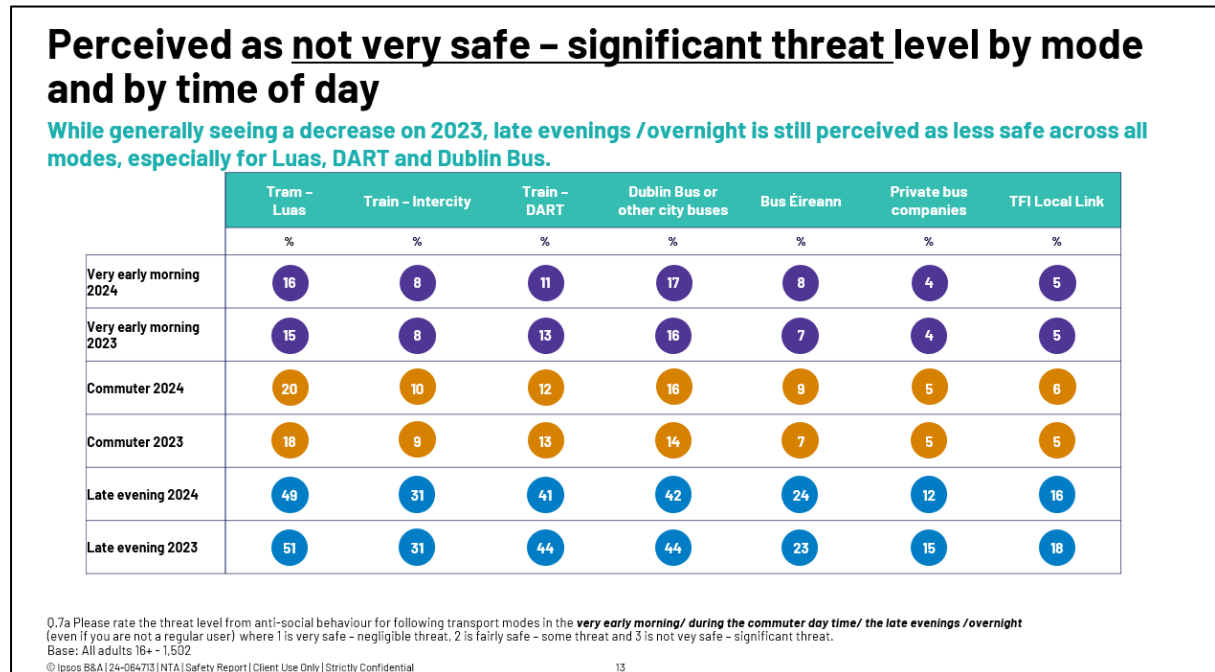


Perceived Not Very Safe/Significant Threat Level by Mode by Time of Day

Base: All adults 16+ - 1,502

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 daytime/ 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.

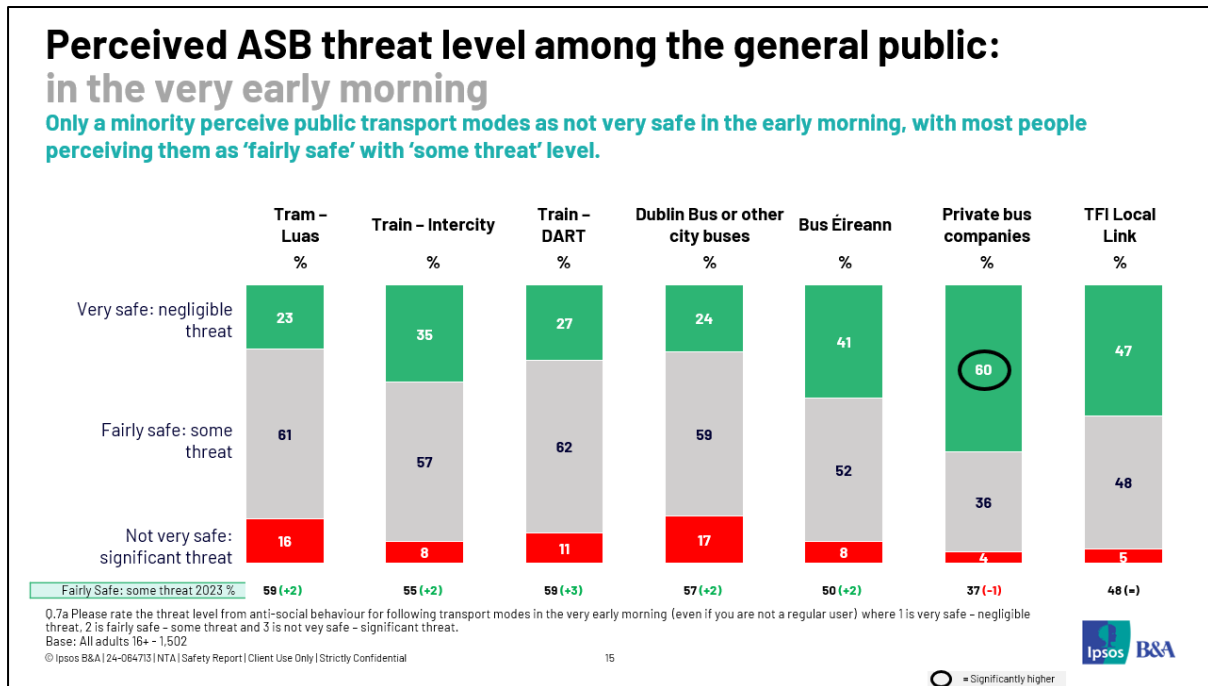


Perceived Anti-Social Behaviour threat level among the general public: in the very early morning.

Base: All adults 16+ - 1,502

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 Anti-Social Behaviour Threat Level Among the General Public: At Commuter Day Time

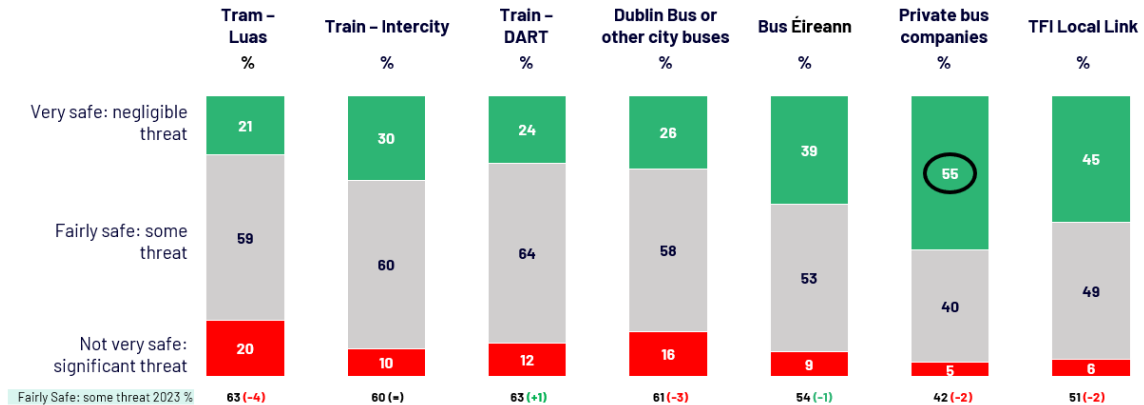
Base: All adults 16+ - 1,502

Source: NTA Safety Quant Report:

Q.7b Please now rate the threat level from anti-social behaviour for following transport modes during the commuter daytime 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: at commuter daytime

Luas, DART, and Dublin Bus considered the least safe while private buses, TFI Local Link and Bus Éireann are the safest.



Q.7b Please now rate the threat level from anti-social behaviour for following transport modes during the commuter daytime 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.

Base: All adults 16+ - 1,502

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16

○ = Significantly higher



Perceived Anti-Social Behaviour Threat Level Among the General Public: In the Late Evenings/Overnight

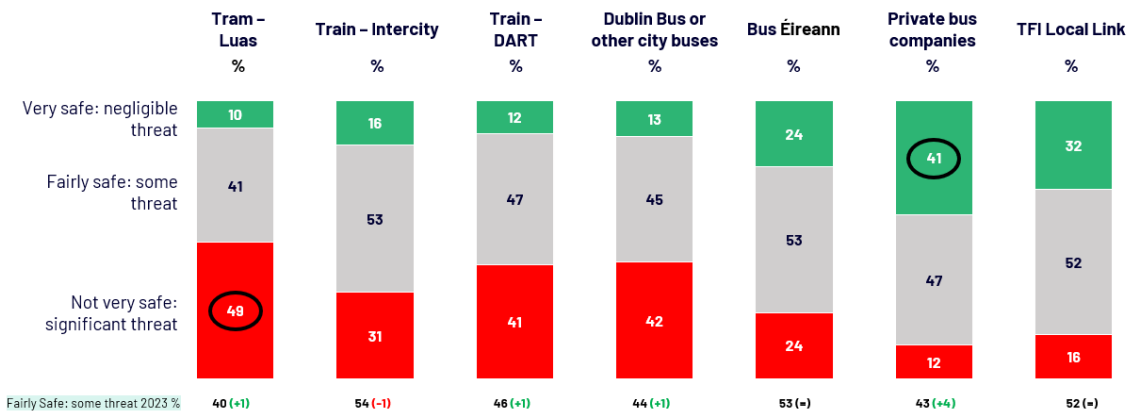
Base: All adults 16+ - 1,502

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

Late evening/overnight in comparison to commuter daytime is seen as significantly higher in threat level for all the transport modes. This peaks for Luas, DART and Dublin Bus, where just over two in five perceive a 'significant threat' on these modes.



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.

Base: All adults 16+ - 1,502

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17

○ = Significantly higher

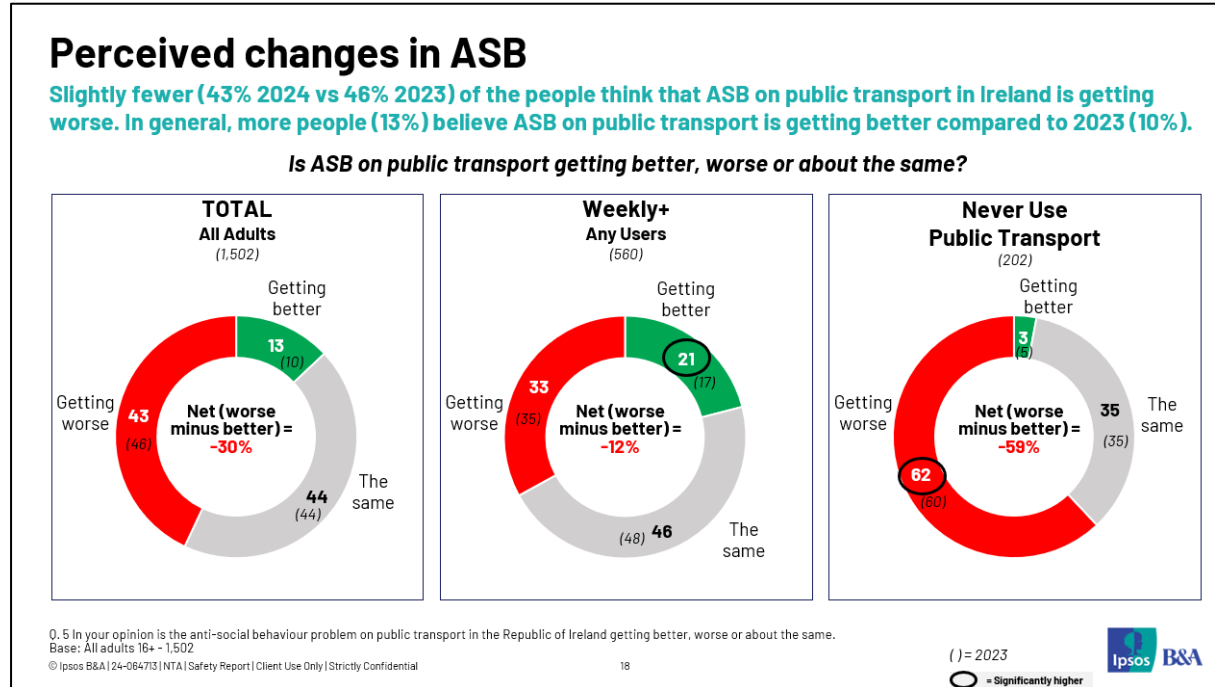


Perceived Changes in Anti-Social Behaviour

Base: All adults 16+ - 1,502

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.

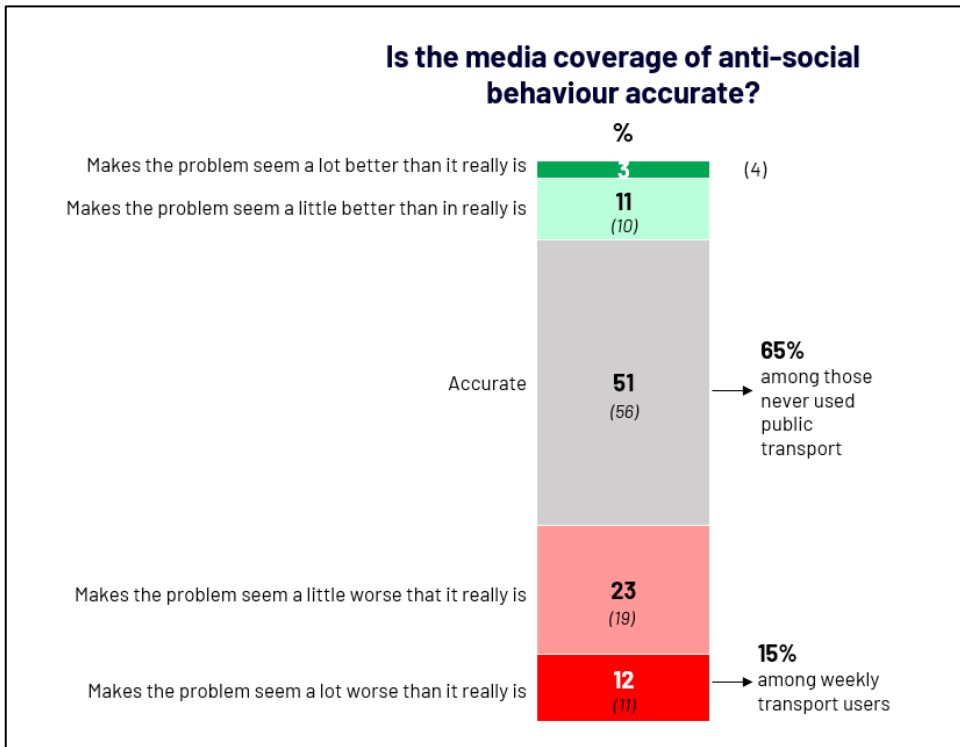


Media Coverage of Anti-Social Behaviour

Base: All adults 16+ - 1,502

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.

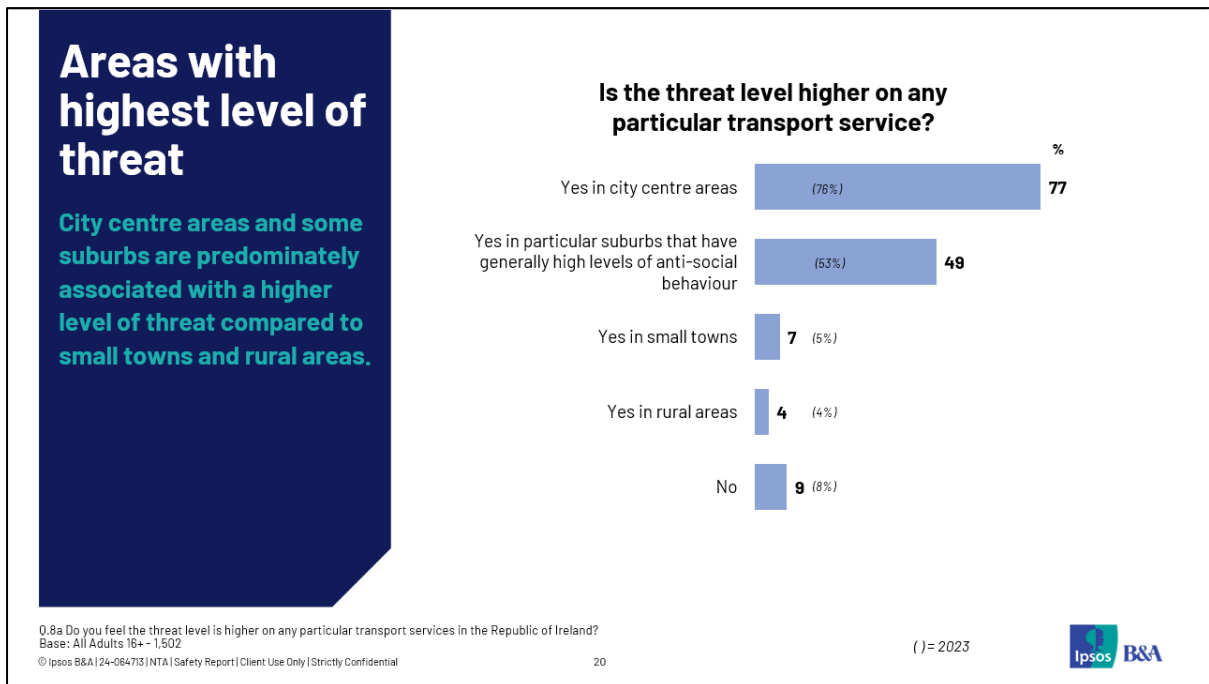


Areas With Highest Level of Threat

Base: All adults 16+- 1,502

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+- 1,502

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

Those aged 55 years and older feel a greater threat of ASB in suburbs than all other age groups.

	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):	1502	735	767	207	272	409	352	262	433	361	426	282	1076	426	762	740	580	202
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes in city centre areas	77	75	78	67	77	79	79	76	73	78	80	74	75	80	77	76	74	71
Yes in particular suburbs that have generally high levels of anti-social behaviour	49	49	48	29	37	48	55	64	47	53	48	46	47	52	48	49	41	53
Yes in small towns	7	8	6	17	10	6	4	2	7	9	6	8	8	5	7	7	12	5
Yes in rural areas	4	4	4	9	6	4	1	2	4	3	3	6	5	3	5	3	7	3
No	9	9	8	10	9	8	9	8	8	8	8	10	8	9	8	9	7	16

Q.8a Do you feel the threat level is higher on any particular transport services in the Republic of Ireland?
Base: All adults 16+- 1,502

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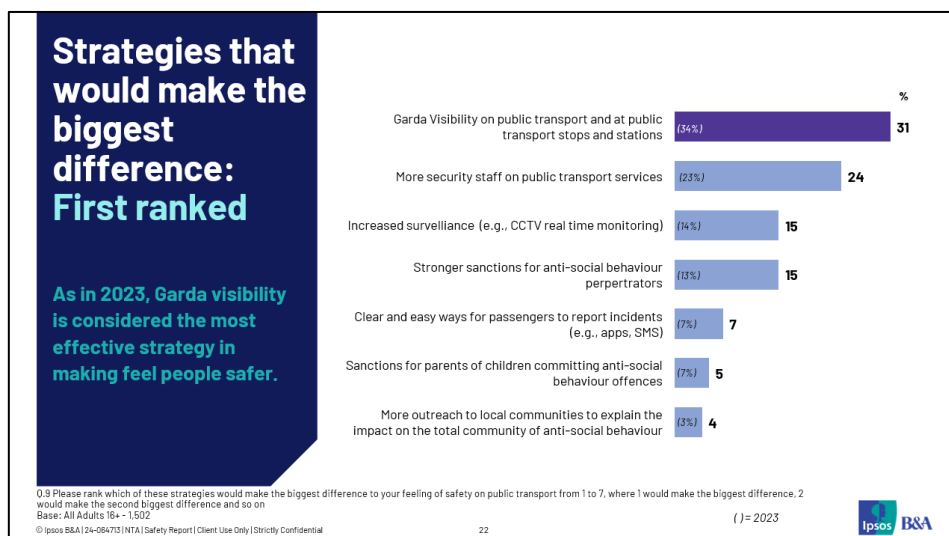
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Strategies That Would Make the Biggest Difference: First Ranked

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.

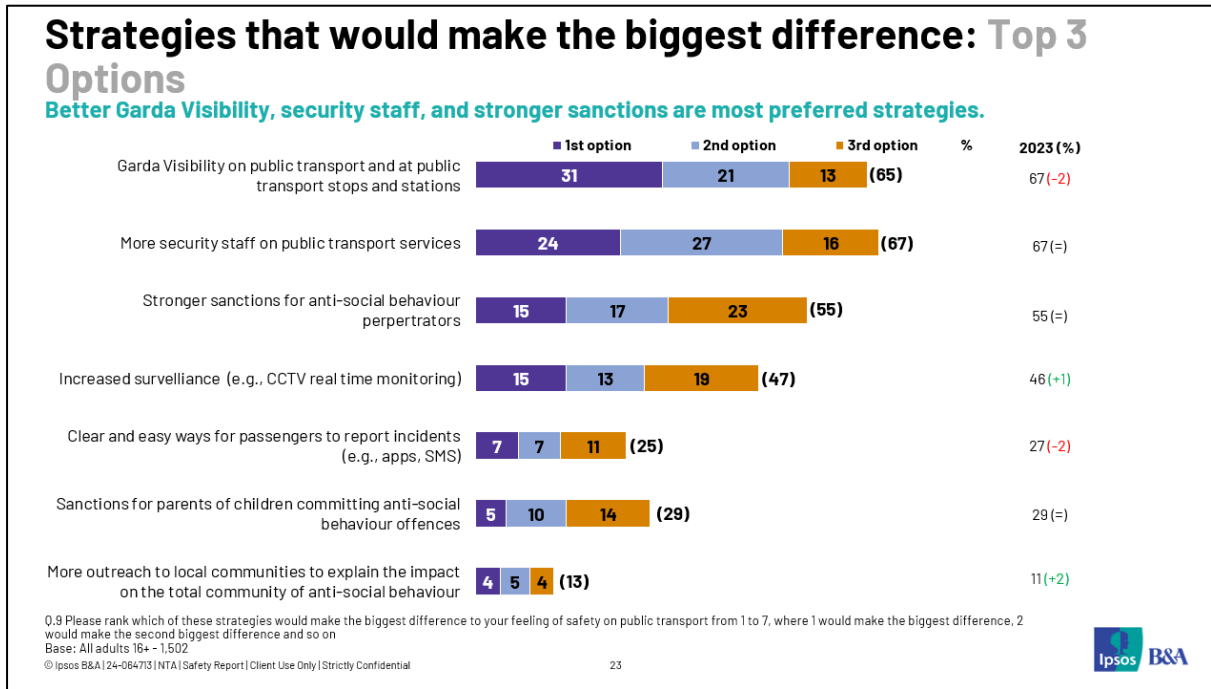


Strategies That Would Make the Biggest Difference: Top 3 Options Base:

Base: All adults 16+ - 1,502

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



Strategies That Would Make the Biggest Difference: First Ranked

Base: All adults 16+ - 1,502

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.

Strategies that would make the biggest difference: First ranked

Those aged 50-64-years feel most strongly about better Garda Visibility. Those aged 24 years and under feel most strongly about increased surveillance and clear and easy to report incidents.

	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	188	287	449	410	260	462	370	417	295	1172	372	860	684	478	265
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Garda Visibility on public transport and at public transport stops and stations	31	31	30	21	26	31	38	31	28	34	32	27	29	33	29	33	27	35
More security staff on public transport services	24	23	24	23	21	24	22	27	24	21	25	24	23	25	23	24	22	22
Stronger sanctions for anti-social behaviour perpetrators	15	14	15	13	17	14	15	14	15	12	16	17	14	15	16	13	14	12
Increased surveillance (e.g., CCTV real time monitoring)	15	15	15	21	16	12	12	17	15	16	14	14	16	12	14	16	17	16
Clear and easy ways for passengers to report incidents (e.g., apps, SMS)	7	7	8	14	8	7	6	5	8	9	5	8	8	7	9	6	10	6
Sanctions for parents of children committing anti-social behaviour offences	5	6	5	2	7	7	6	4	6	4	7	5	5	5	5	6	5	7
More outreach to local communities to explain the impact on the total community of anti-social behaviour	4	4	3	6	5	5	2	2	4	5	2	5	4	3	4	3	4	2

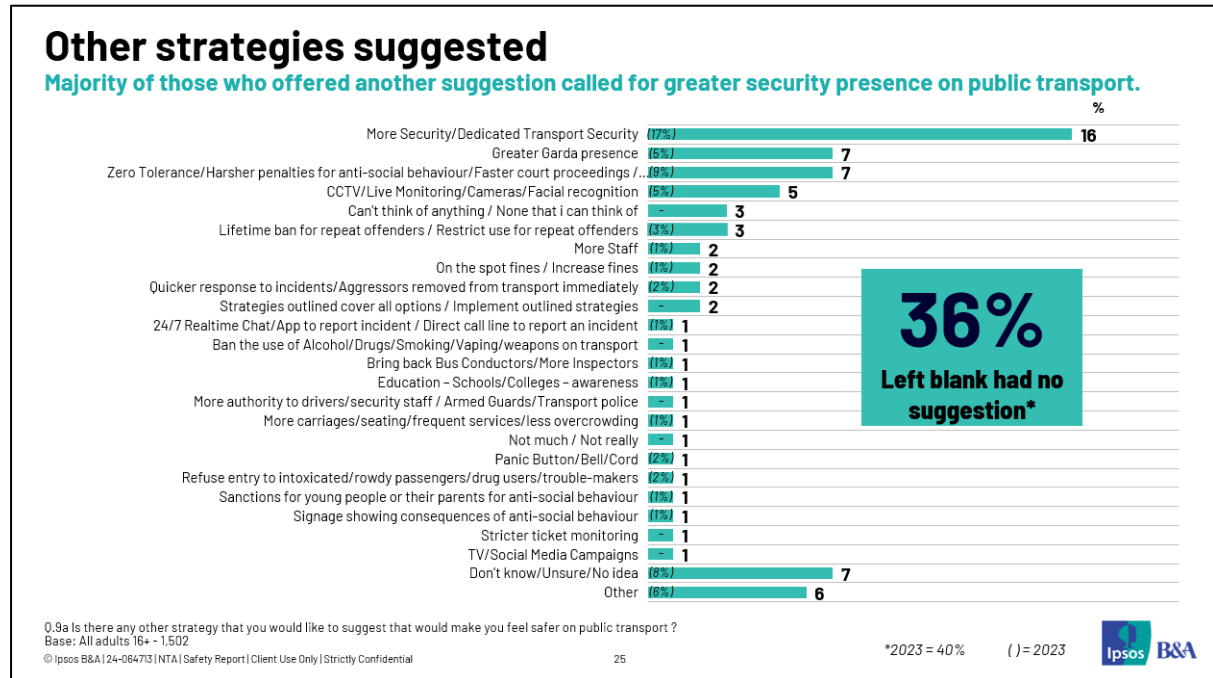
Q.9 Please rank which of these strategies would make the biggest difference to your feeling of safety on public transport from 1 to 7, where 1 would make the biggest difference, 2 would make the second biggest difference and so on
Base: All adults 16+ - 1,502
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Other Strategies Suggested

Base: All adults 16+ - 1,502

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?



Experiences Of Public Transport Users Type Of Anti-Social Behaviour Ever Witnessed

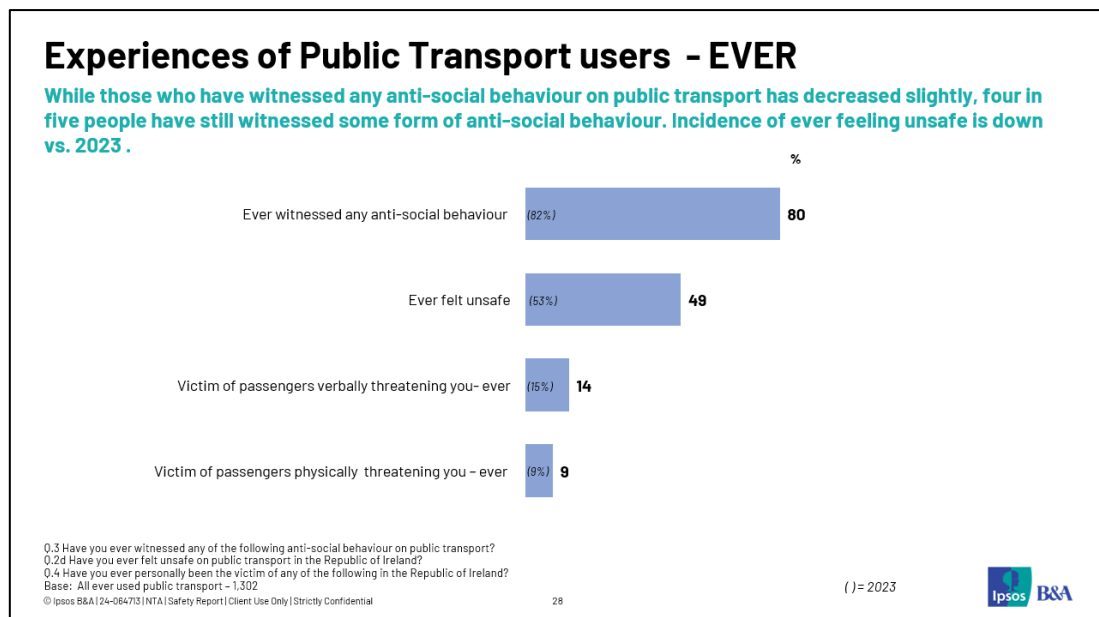
Base: All ever used public transport - 1,302

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?

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?

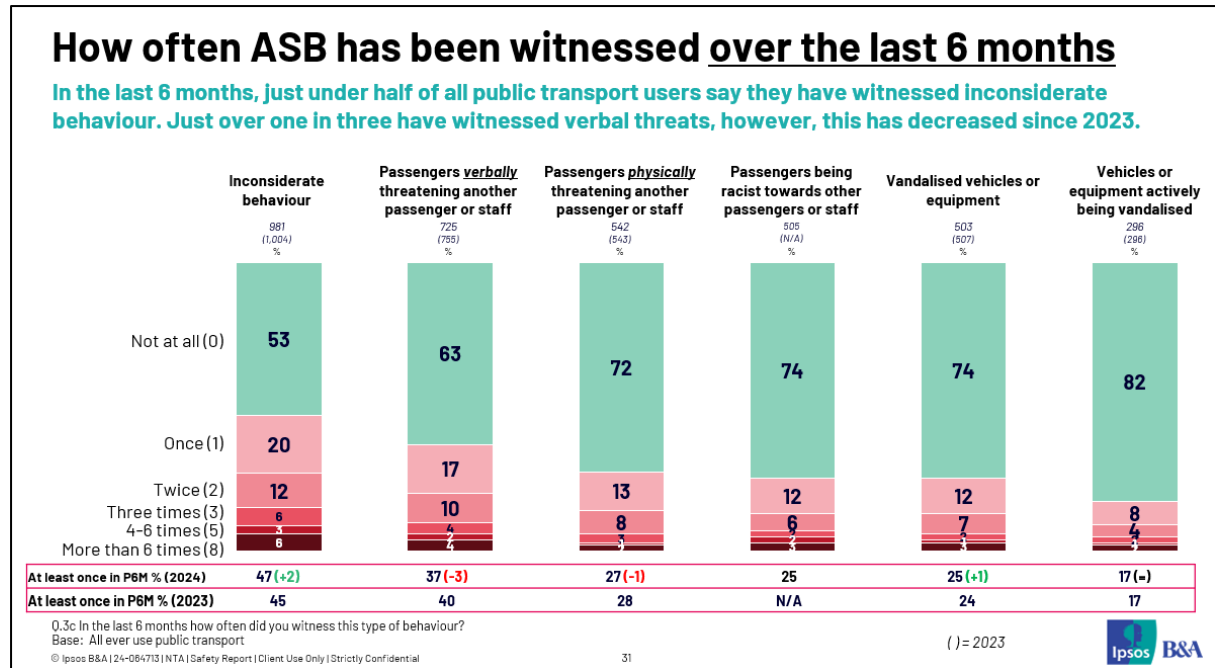


How Often Anti-Social Behaviour Has Been Witnessed Over the Last 6 Months

Base: All ever used public transport - 1,302

Source: NTA Safety Quant Report:

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

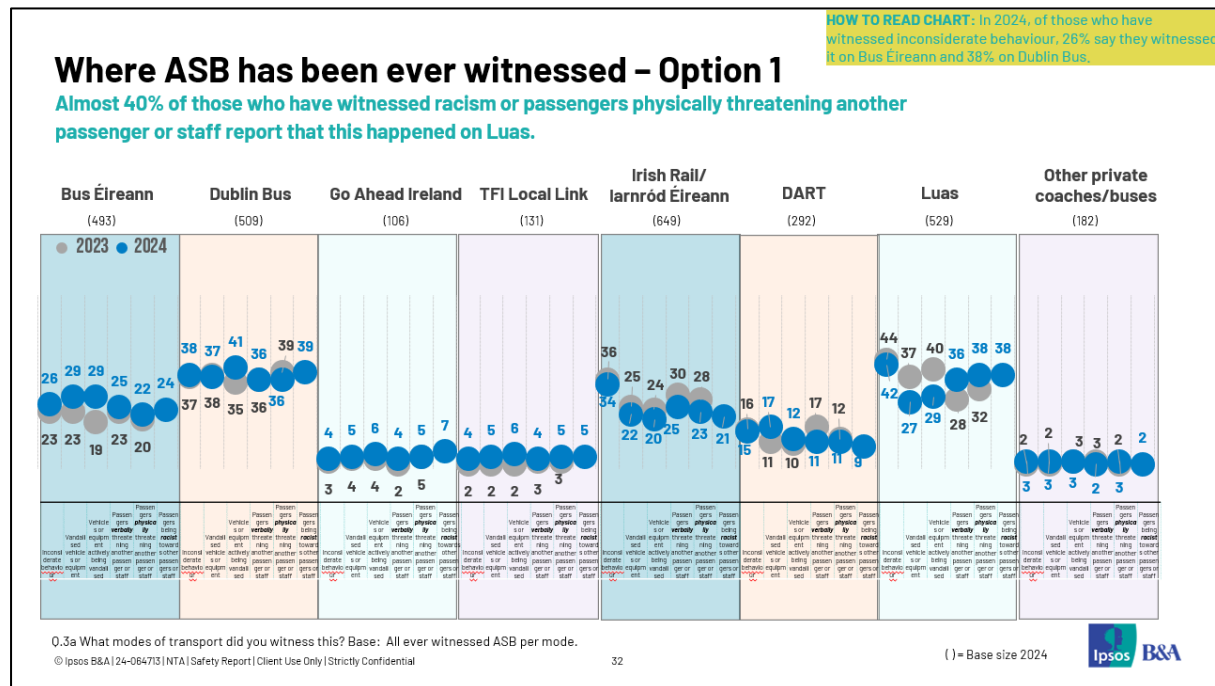


Where Anti-Social Behaviour Has Been Ever Witnessed

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?

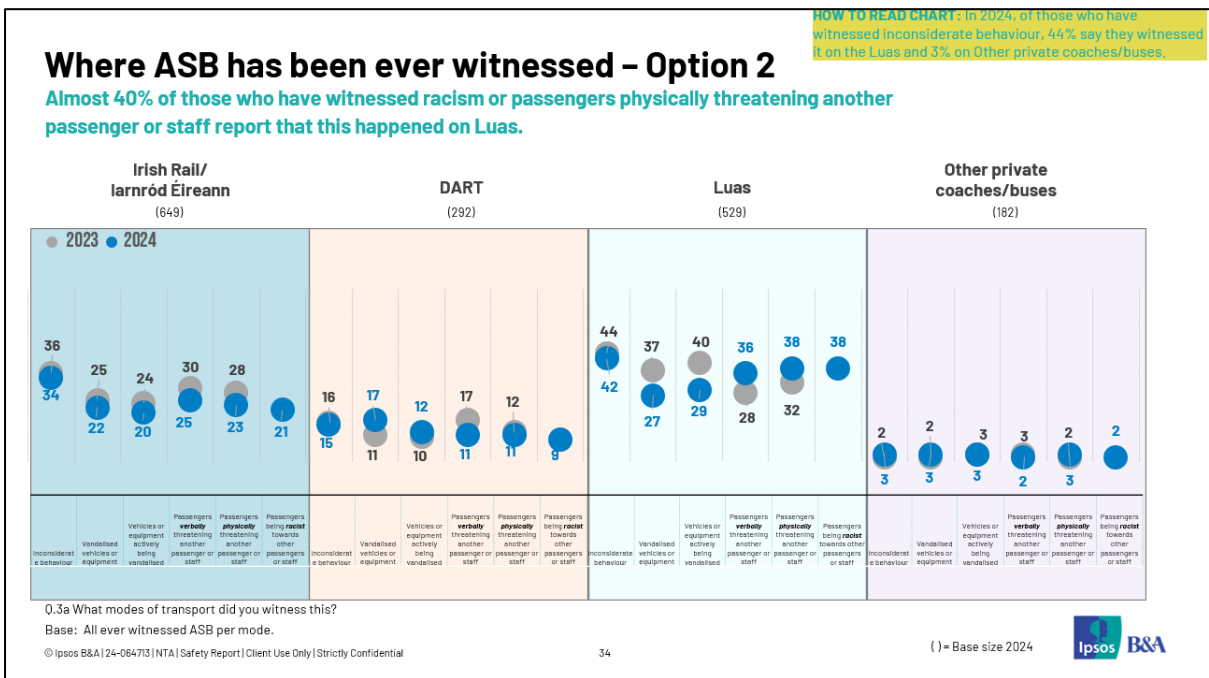
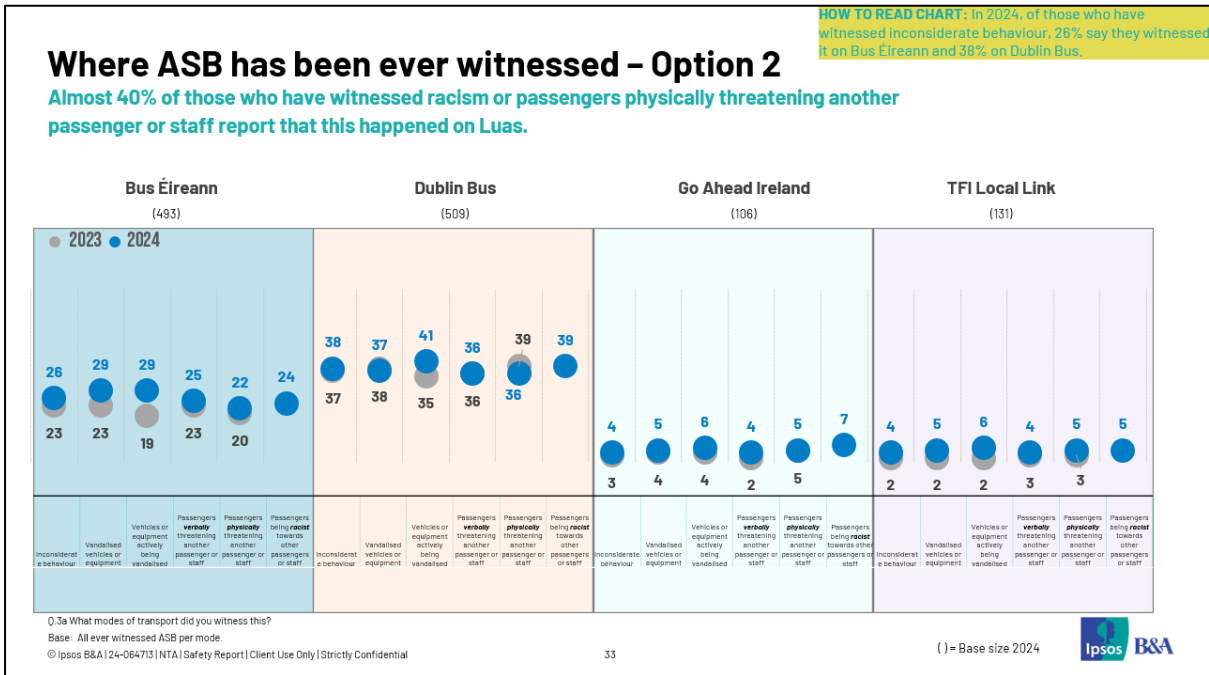


When Anti-Social Behaviour Has Been Ever Witnessed

Base: All ever witnessed ASB.

Source: NTA Safety Quant Report for each anti-social behaviour witnessed:

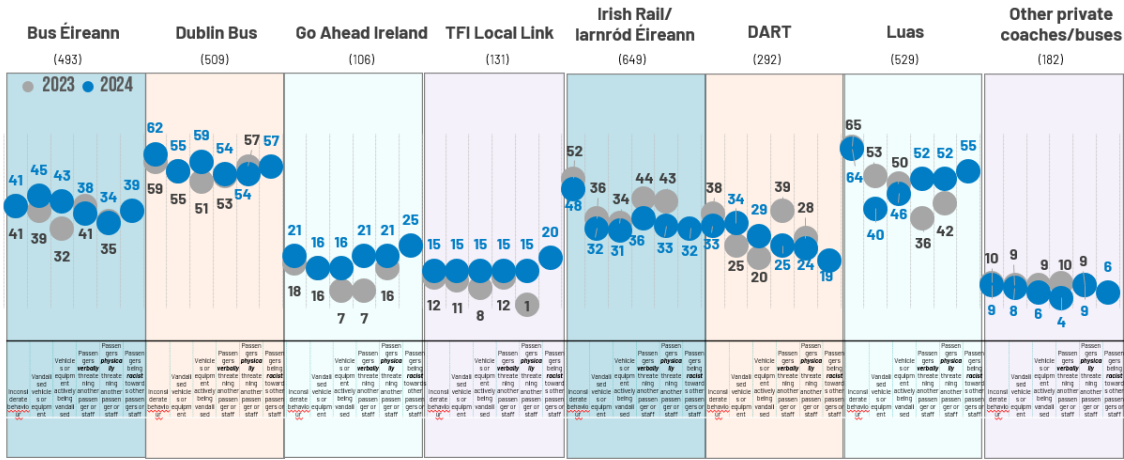
Q.3a What modes of transport did you witness this?



Where ASB has been ever witnessed by ever used mode – Option 1

Users are most likely to report as a witness of ASB on Dublin Bus, Luas and Irish Rail. Very limited number of users of TFI Local Link or other private coaches report witnessing ASB on those services.

HOW TO READ CHART: In 2024, Of those who have ever used Bus Éireann and have witnessed inconsiderate behaviour on public transport, 41% have witnessed this ASB on Bus Éireann.



0.3a What modes of transport did you witness this?
Base: All ever witnessed ASB per mode.

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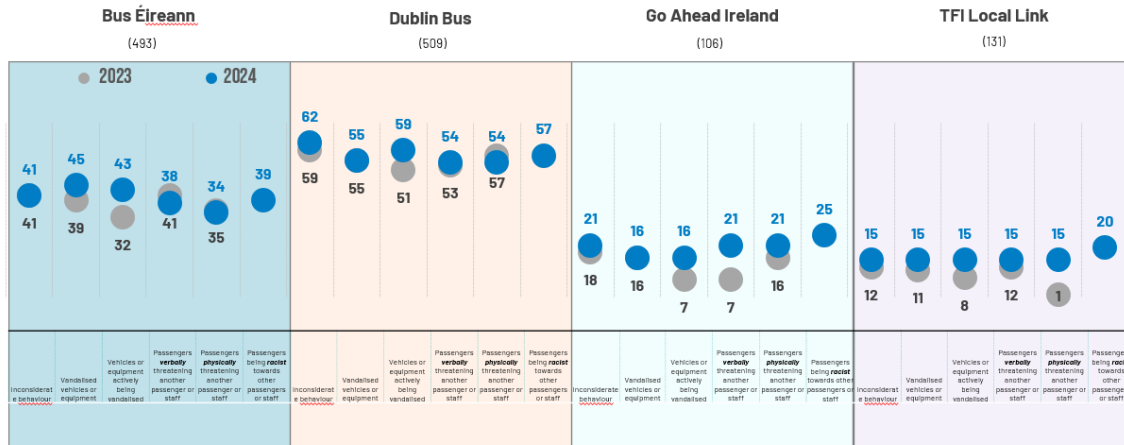
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Where ASB has been ever witnessed by ever used mode – Option 2

Users are most likely to report as a witness of ASB on Dublin Bus, Luas and Irish Rail. Very limited number of users of TFI Local Link or other private coaches report witnessing ASB on those services.

HOW TO READ CHART: In 2024, Of those who have ever used Bus Éireann and have witnessed inconsiderate behaviour on public transport, 41% have witnessed this ASB on Bus Éireann.



0.3a What modes of transport did you witness this?
Base: All ever witnessed ASB per mode.

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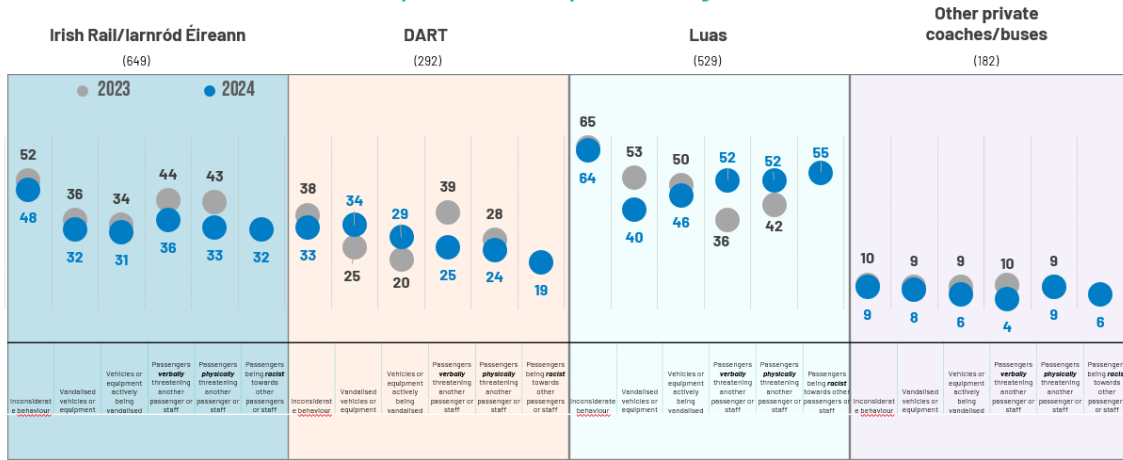
() = Base size 2024



Where ASB has been ever witnessed by ever used mode – Option 2

Users are most likely to report as a witness of ASB on Dublin Bus, Luas and Irish Rail. Very limited number of users of TFI Local Link or other private coaches report witnessing ASB on those services.

HOW TO READ CHART: In 2024, Of those who have ever used DART and have witnessed inconsiderate behaviour on public transport, 33% have witnessed this ASB on Bus Éireann.



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

Base: All ever witnessed ASB per mode.

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() = Base size 2024



When Anti-Social Behaviour Has Been Ever Witnessed

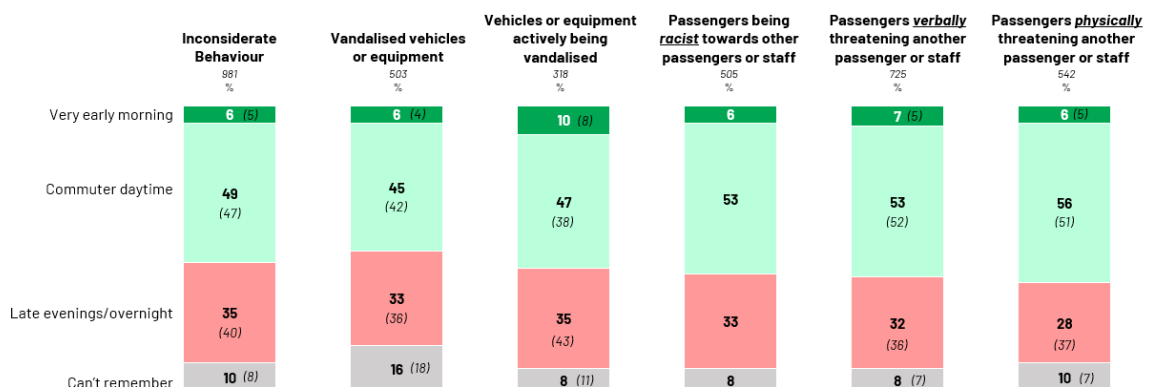
Base: All ever witnessed anti-social behaviour

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.

When ASB has ever been witnessed

ASB incidents are more likely to be witnessed at commuter daytime compared to 2023. Of all previous ASB types, the likelihood of all ASB types being witnessed during late evenings/overnight have decreased since 2023.



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

Base: All ever witnessed anti-social behaviour

() = 2023



How Often Anti-Social Behaviour Has Been Witnessed Over the Last 6 Months

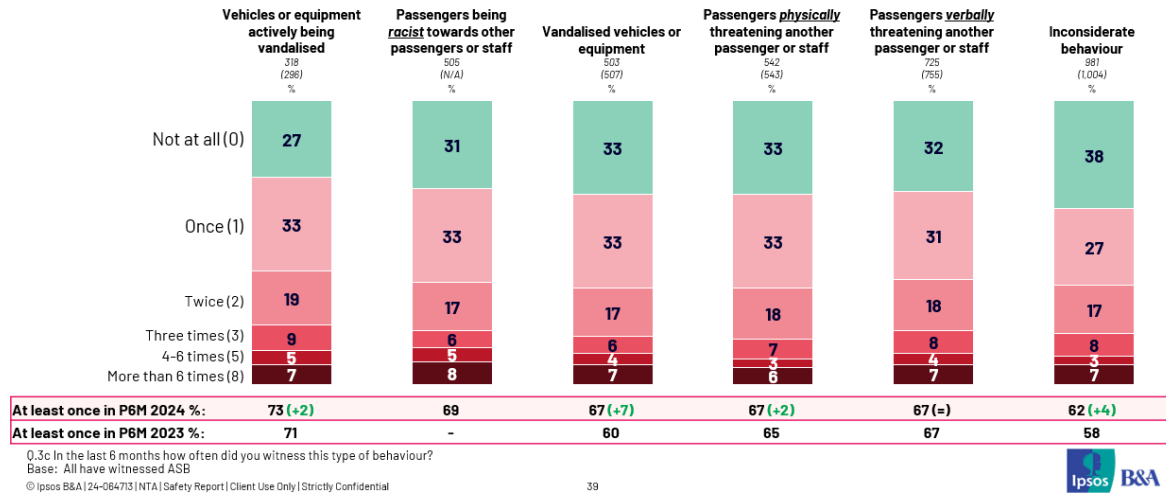
Base: All have witnessed ASB

Source: NTA Safety Quant Report:

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

Frequency of witnessing ASB over past 6 months.

Irrespective of the anti-social behavior type, more than half of those who have ever witnessed say they witnessed at ASB least once in last 6 months. Of those who have witnessed vehicles or equipment actively being vandalised, almost three in four have witnessed this in the last 6 months.



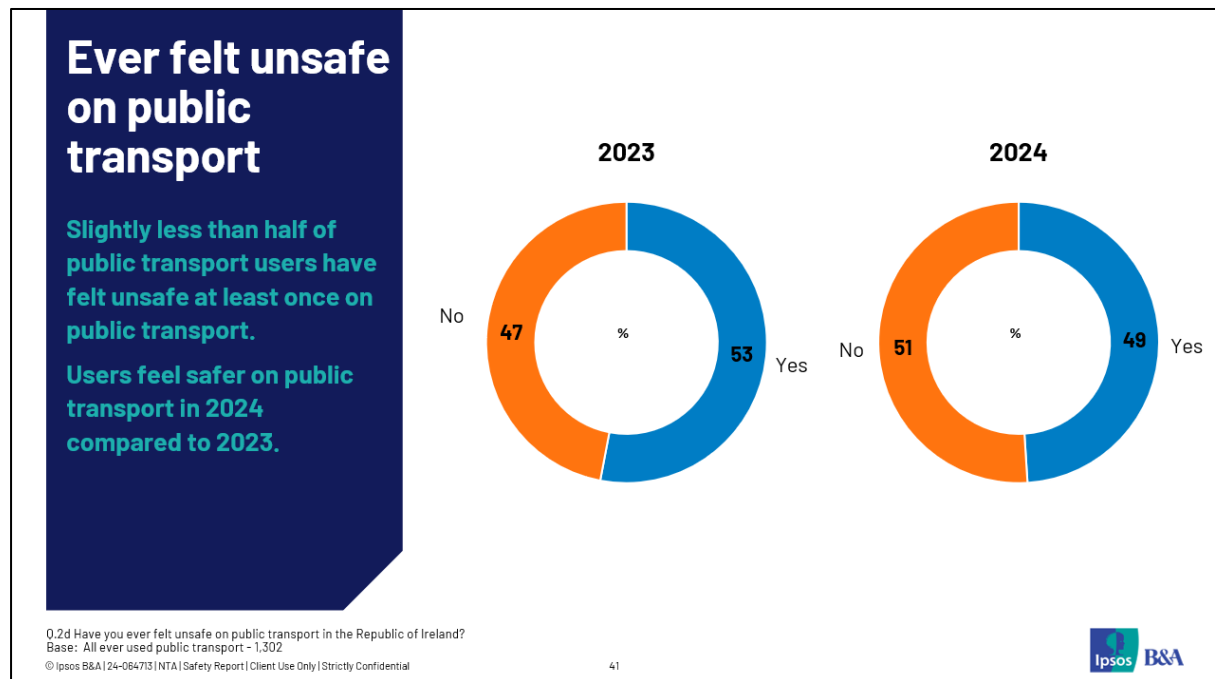
Ever Felt Unsafe on Public Transport

Base: All ever used public transport – 1,302

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.

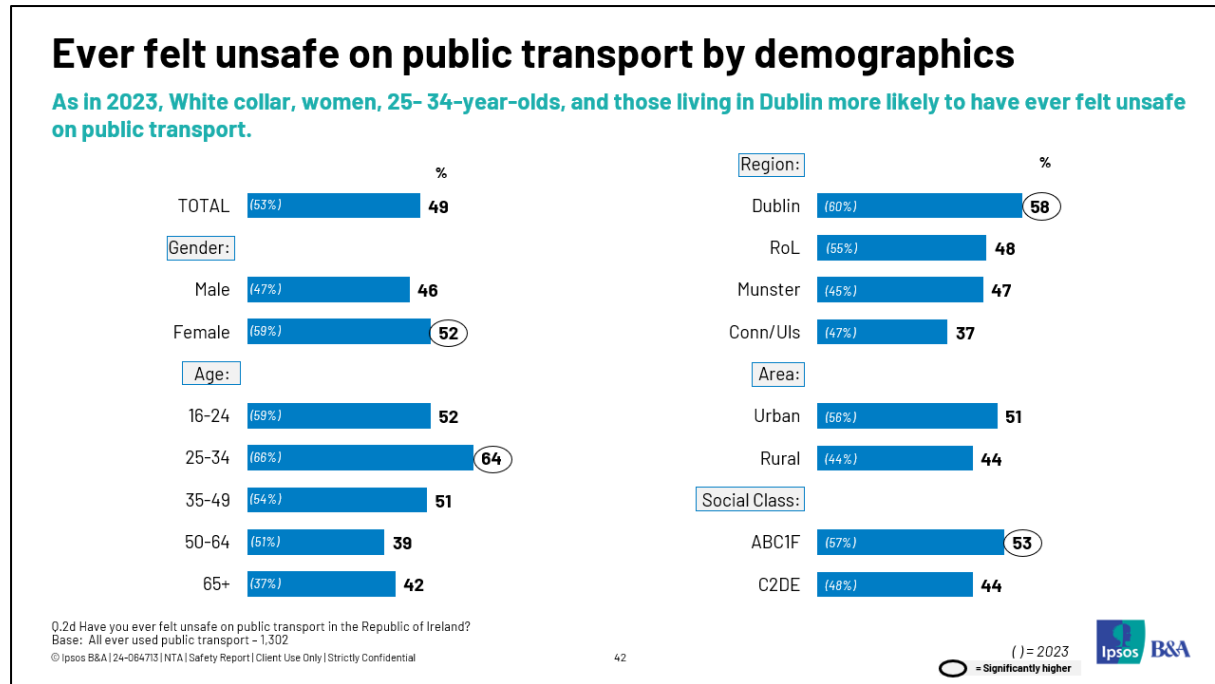


Ever Felt Unsafe on Public Transport by Demographics

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?



Ever Felt Unsafe on Public Transport by Demographics

Base: All felt unsafe on public transport in Ireland - 642

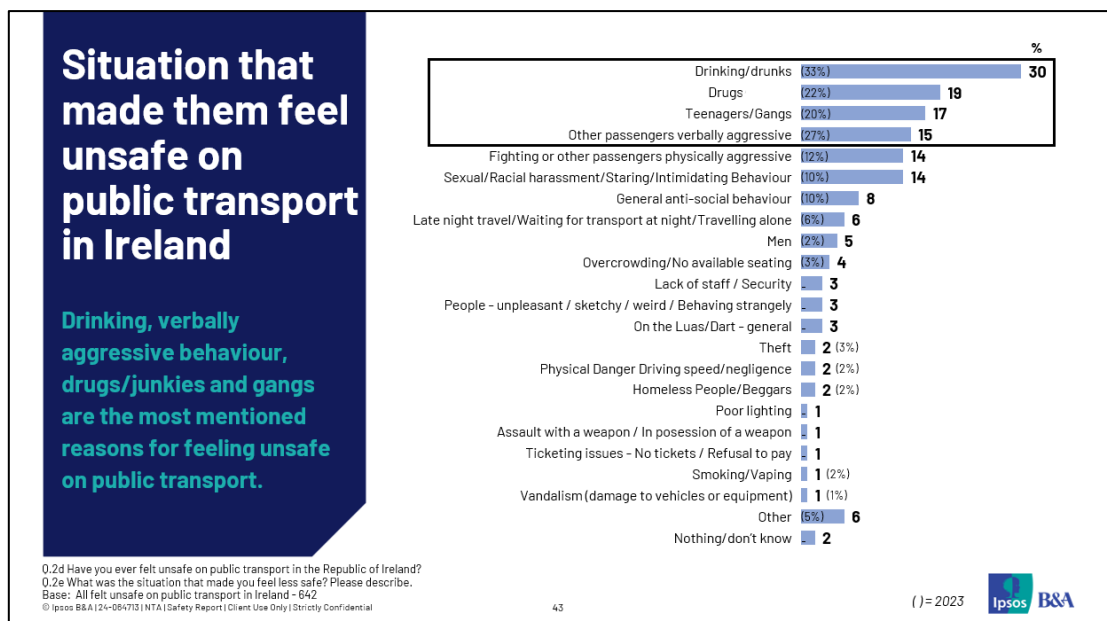
Source: NTA Safety Quant Report:

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.



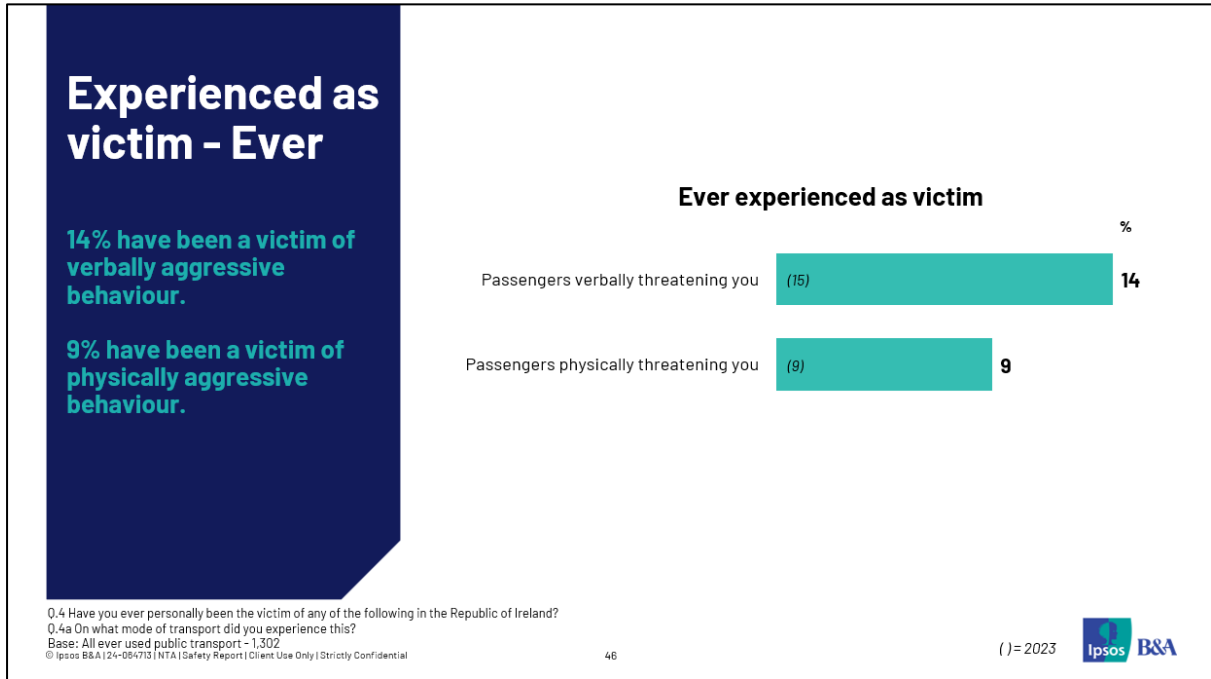
Experienced As Victim - Ever

Base: All ever used public transport - 1,302

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?

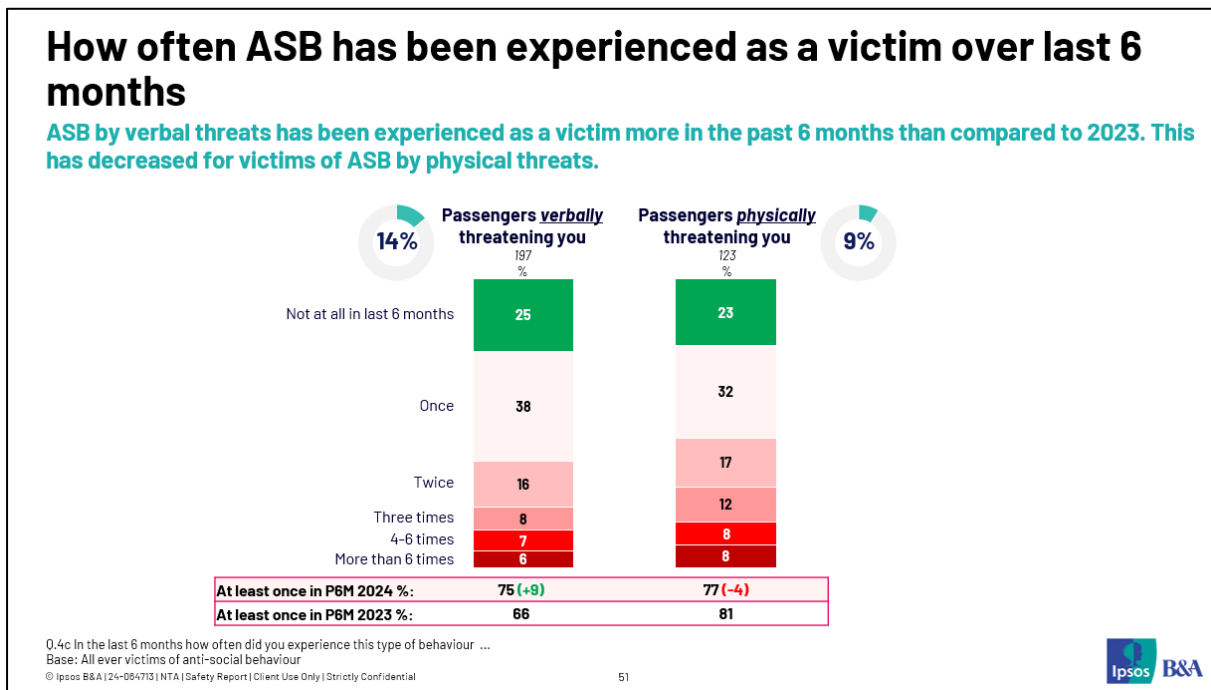


How Often Anti-Social Behaviour Has Been Experienced as A Victim Over Last 6 Months

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.



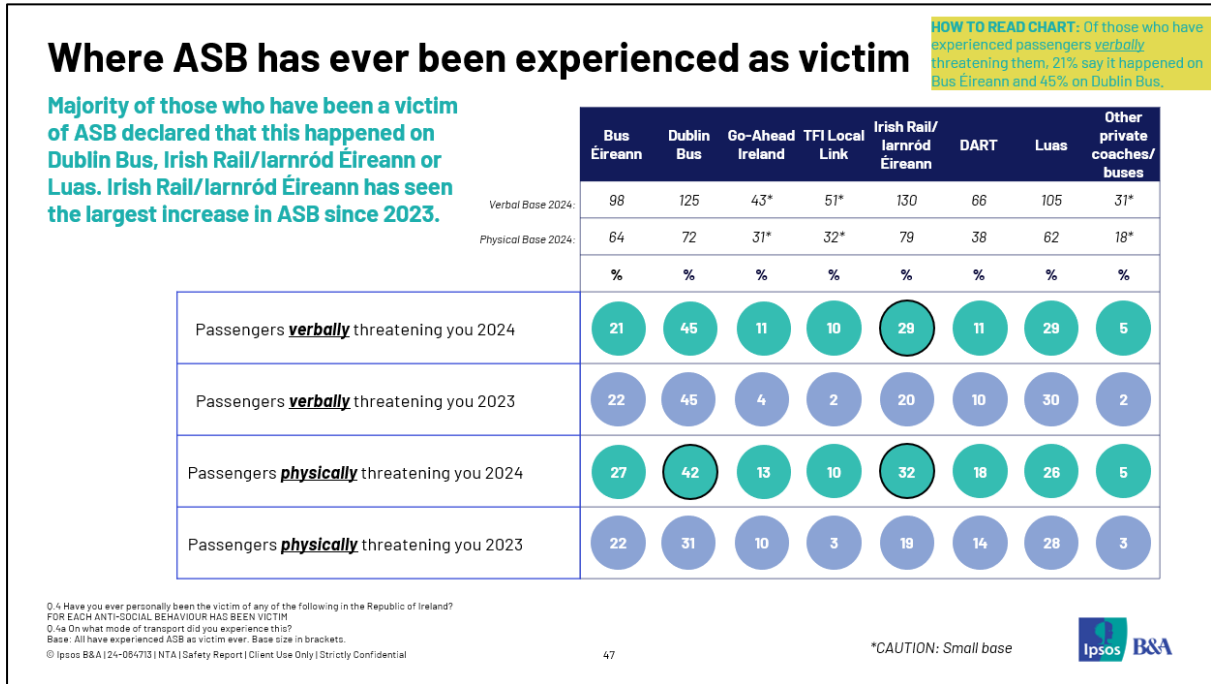
Where Anti-Social Behaviour Has Ever Been Experienced as Victim

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?



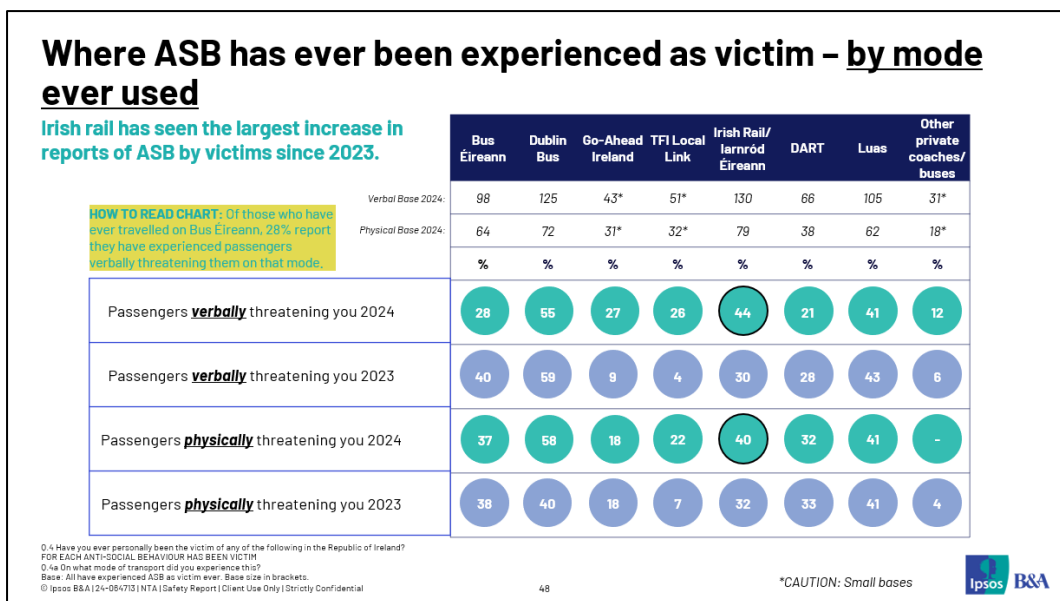
Where Anti-Social Behaviour Has Ever Been Experienced as Victim – By Mode Ever Used

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

Source 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



Feeling Unsafe VS Being a Victim of Anti-Social Behaviour

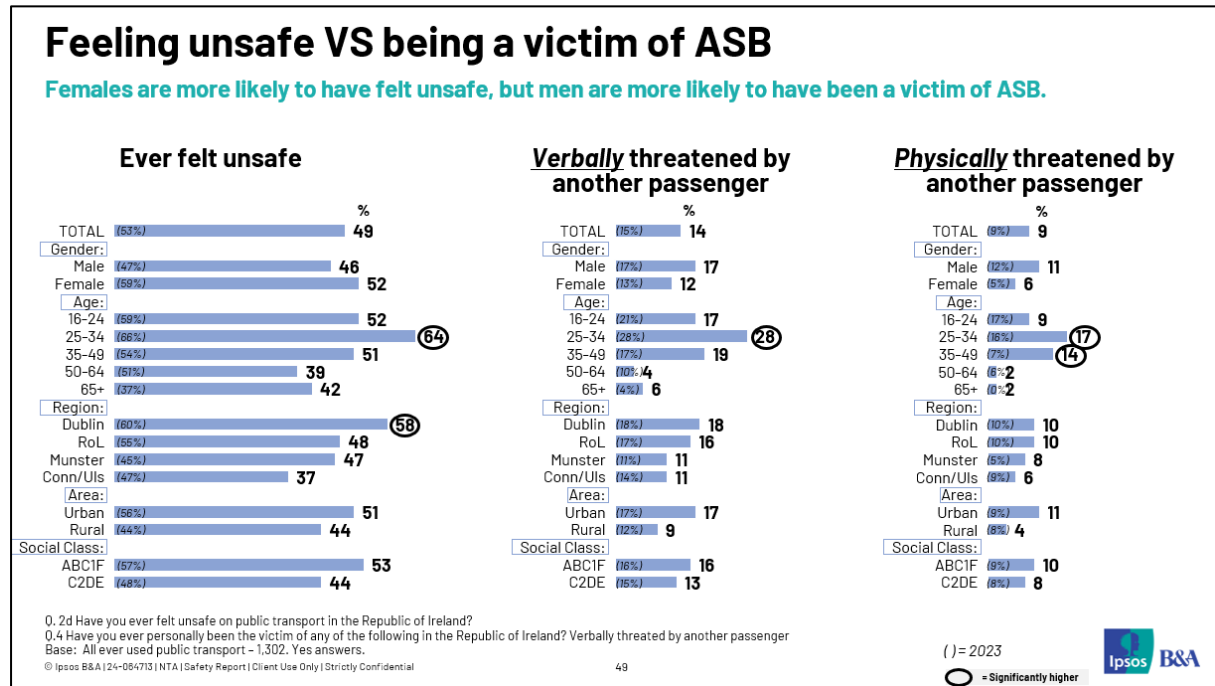
Base: All ever used public transport – 1,302. Yes answers.

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.

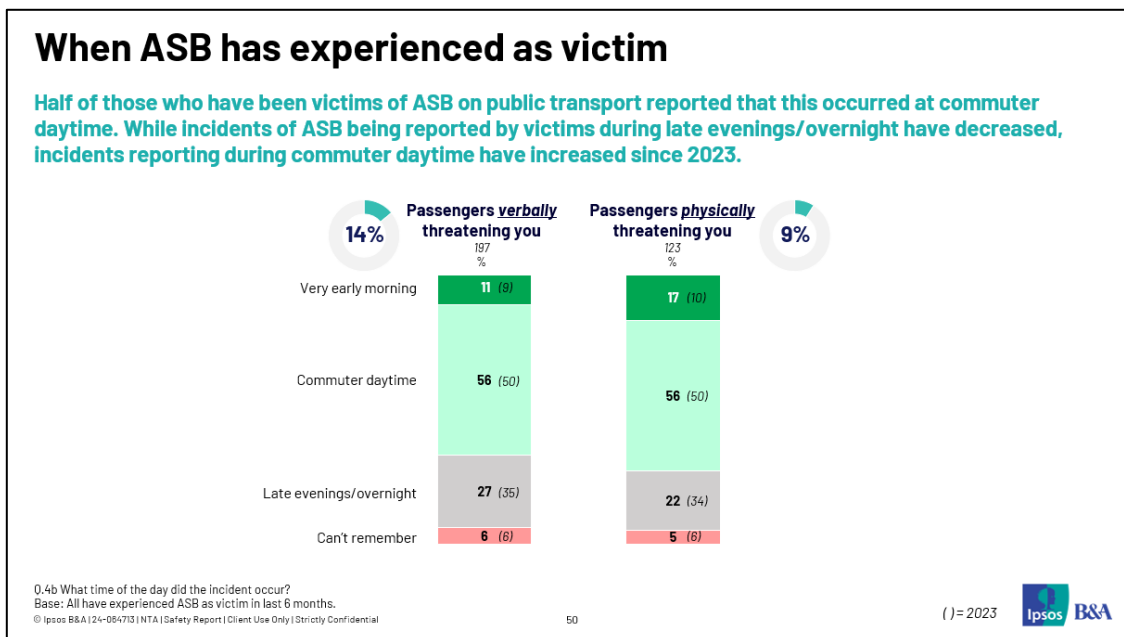


When Anti-Social Behaviour Has Been Experienced as Victim

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?

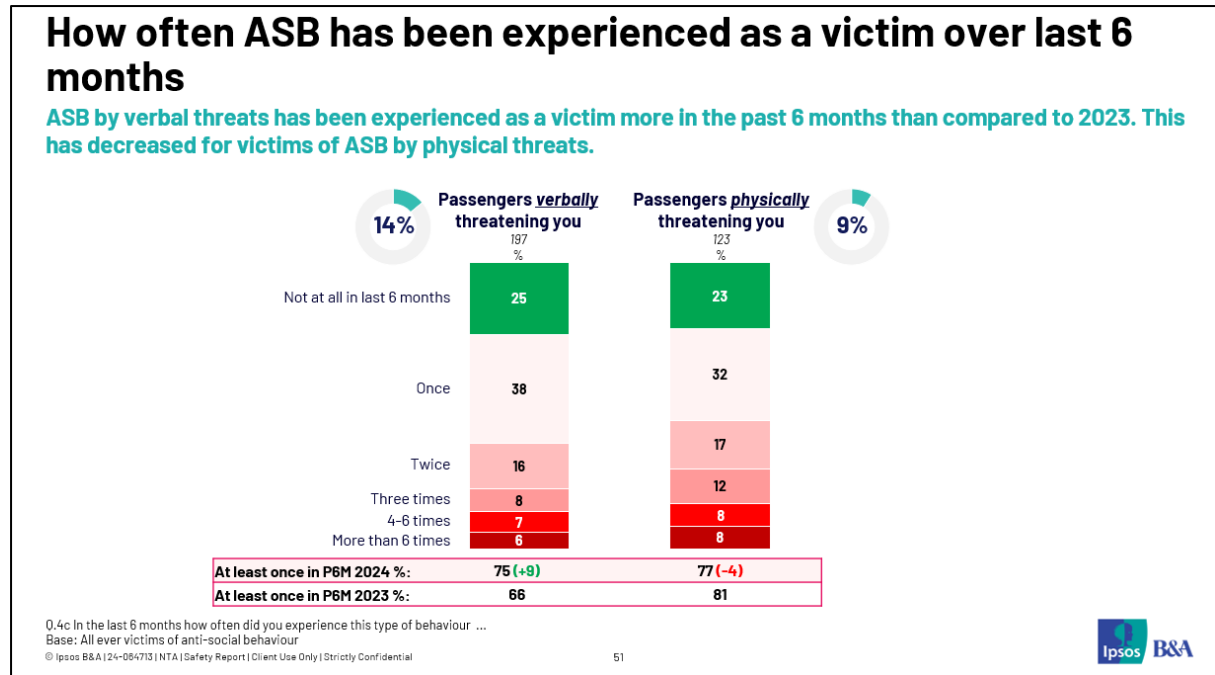


How Often Anti-Social Behaviour Has Been Experienced as A Victim Over Last 6 Months

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.



Users' Safety Perception During Their Journey

Base: All users of bus – 1,094; train – 734; tram – 511.

Source: NTA Safety Quant Report:

Q.2a Thinking about the bus you usually use, how safe do you feel in the following situations?

Q.2b Thinking about the train you usually use, how safe do you feel in the following situations?

Q.2c Thinking about the tram you usually use; how safe do you feel in the following situations?

