

Public Transport Passenger Personal Security Report 2025



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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.

As part of the NTA's Statement of Strategy for 2023 – 2025 and the Department of Transport's Strategic Mobility Policy, a review of anti-social behaviour (ASB) on public transport in Ireland is required. The NTA commissioned three consecutive waves of quantitative research, one in 2023, 2024 and 2025. 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.

The second report in the series was based on quantitative information collected in 2024 and was published in 2025. This third report is based on research conducted in 2025.

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, a slight increase of people (46%) believe anti-social behaviour is worsening this year compared to last year (43%). Overall feeling safe is high in very early morning and commuter periods (89%) albeit lower in late evening (71%).

Social media plays a significant role in shaping public awareness of anti-social behaviour, with 59% 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. Nearly nine out of ten bus and train users feel safe during their journeys, however, perceptions of safety on trams are lower.

Witnessing anti-social behaviour remains common, with inconsiderate behaviour being the most frequently reported type of antisocial behaviour. Reports of witnessing verbal antisocial behaviour (55%) have remained stable in 2025, while reports of witnessing physical threats to others have decreased slightly, from 41% to 39% since 2024. 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 2025.

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 2024; and
- To assess if the suggestions and recommendations in the 2024 report are still valid and to provide an update on progress towards their implementation.

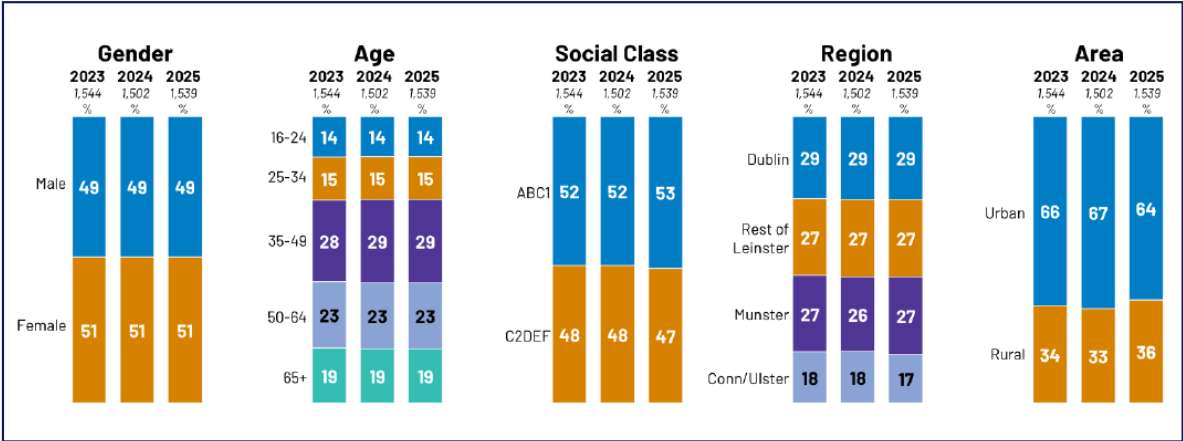
Research Approach

In 2023, 2024 and 2025, 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 1,339 in 2025 (1302 in 2024 and 1280 in 2023). The Margin of Error (MOE) is +/- 3 at 95% Confidence Interval (CI).

Fieldwork for research conducted between 2023 and 2025 took place during the following periods:

- 2025 between 1st and 22nd September.
- 2024 between 17th September and 8th October.
- 2023 between 19th June and 2nd July.

Profile of sample: 2023 -2025

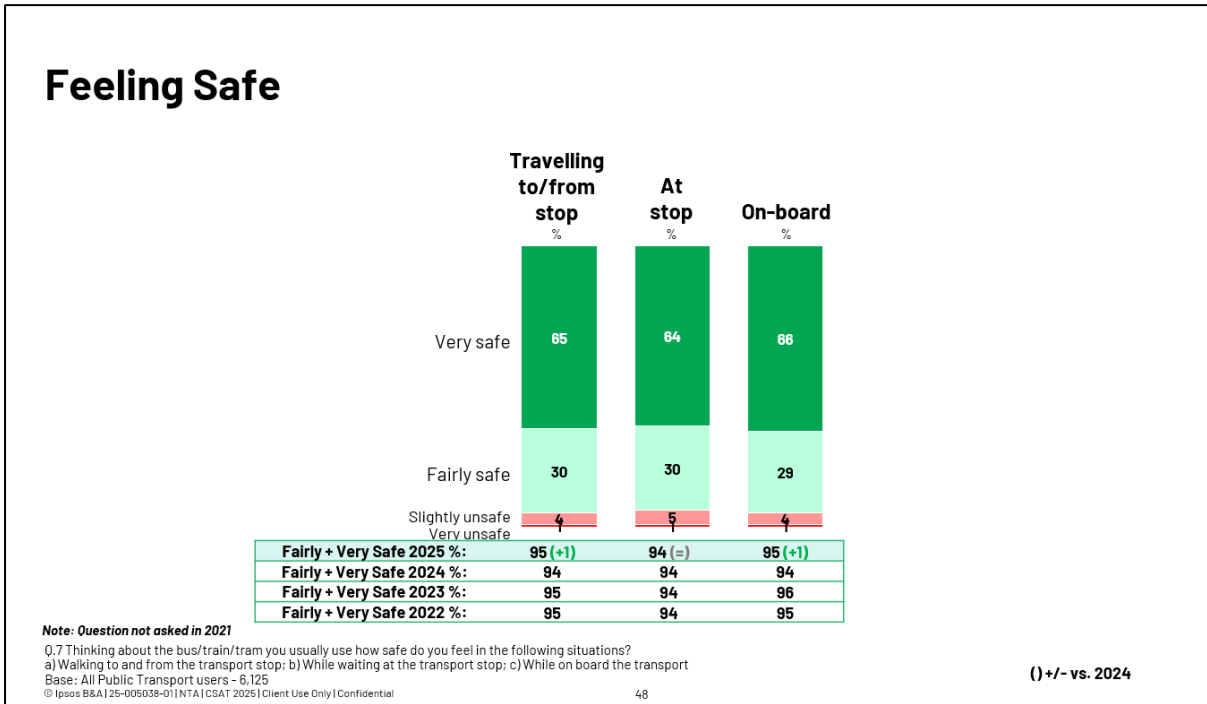


4. Customer and General Public Views

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 2025, the survey indicated that 95% of customers are satisfied with their level of personal safety when using public transport versus 94% in 2024. 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 89% of Luas users (+2%) compared to 2024. 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.



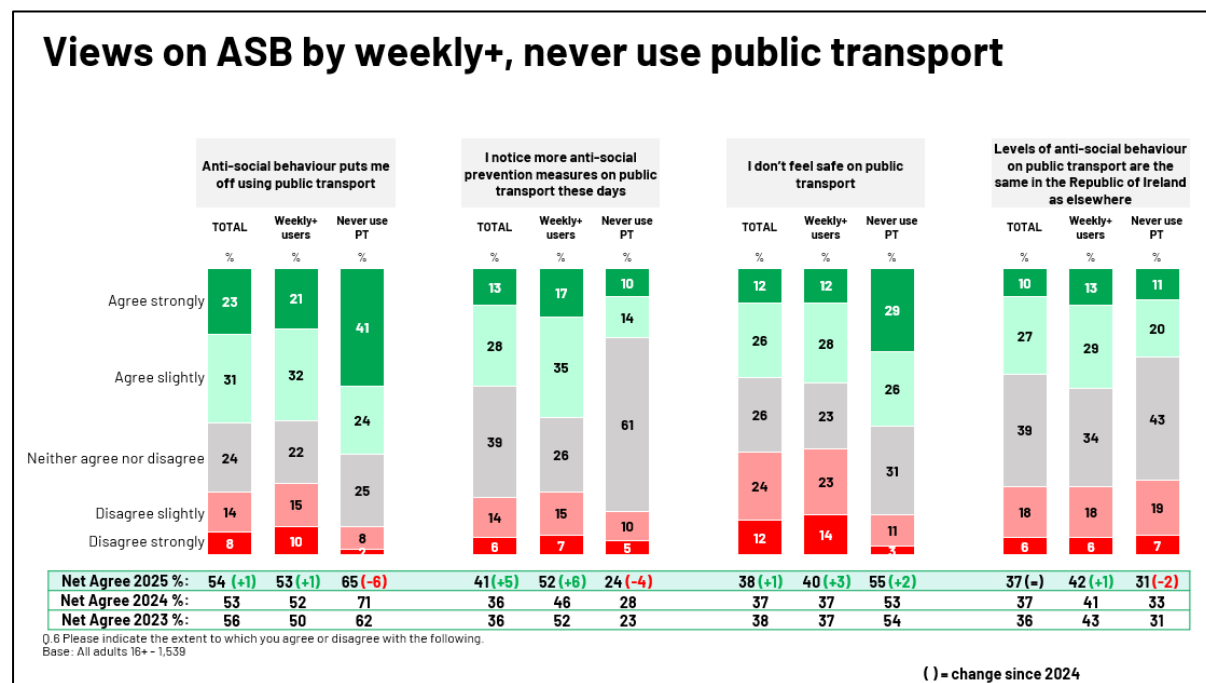
Q.7 Thinking about the bus/train/tram you usually use how safe do you feel in the following situations?

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-6,125

4.2 Perceptions of Safety on Public Transport - Online Survey

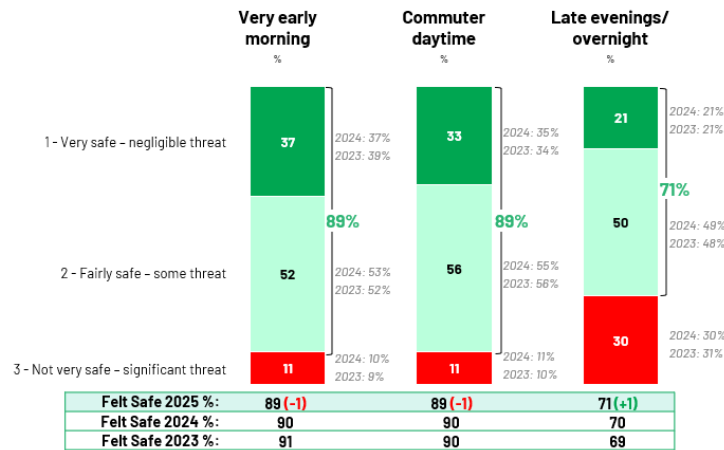
The perceptions of safety survey gathers responses of over 1,500 people in Ireland using a statistically representative online panel. 38% of Irish adults aged 16+ either strongly or slightly agree with the statement, "I don't feel safe on public transport." The percentage expressing safety concerns has increased marginally by +1% from 37% in 2024.



Time of Day

Time of day is a key determinant of perceptions of safety on public transport. Feedback over the last three 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, 89% rated public transport as very or fairly safe in the very early morning and/or commuter daytime down marginally on 2024 figures by (-1%) 90%. Perceived safety during Late evenings/overnight has increased marginally in 2025 to (+1%) 71% from 70% in 2024.

Perceived safety on public transport



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.
Base: All adults 16+ - 1,539

Tram, Dublin Bus and DART are seen as particularly unsafe during late evenings/overnight. Tram was rated as unsafe by 48% during late evenings/overnight, Dublin Bus /other city buses 42% and the DART 40%. These ratings are down marginally on 2024 figures.

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

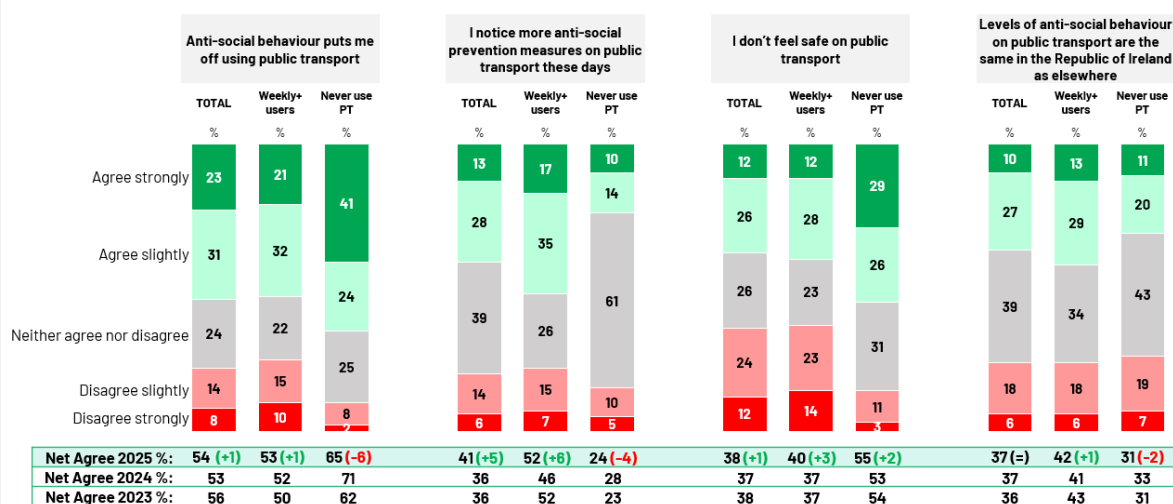
	Tram – Luas	Train – Intercity	Train – DART	Dublin Bus or other city buses	Bus Éireann	Private bus companies	TFI Local Link
	%	%	%	%	%	%	%
Very early morning 2025	18	9	13	18	8	4	5
Very early morning 2024	16	8	11	17	8	4	5
Very early morning 2023	15	8	13	16	7	4	5
Commuter 2025	19	9	14	16	7	4	4
Commuter 2024	20	10	12	16	9	5	6
Commuter 2023	18	9	13	14	7	5	5
Late evening 2025	48	30	40	42	21	12	15
Late evening 2024	49	31	41	42	24	12	16
Late evening 2023	51	31	44	44	23	15	18

0.7 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+ – 1,539

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 (77%), that significant effort is needed to make public transport safe for passengers.

Views on ASB by weekly+, never use public transport – II



0.6 Please indicate the extent to which you agree or disagree with the following.
Base: All adults 16+ – 1,539

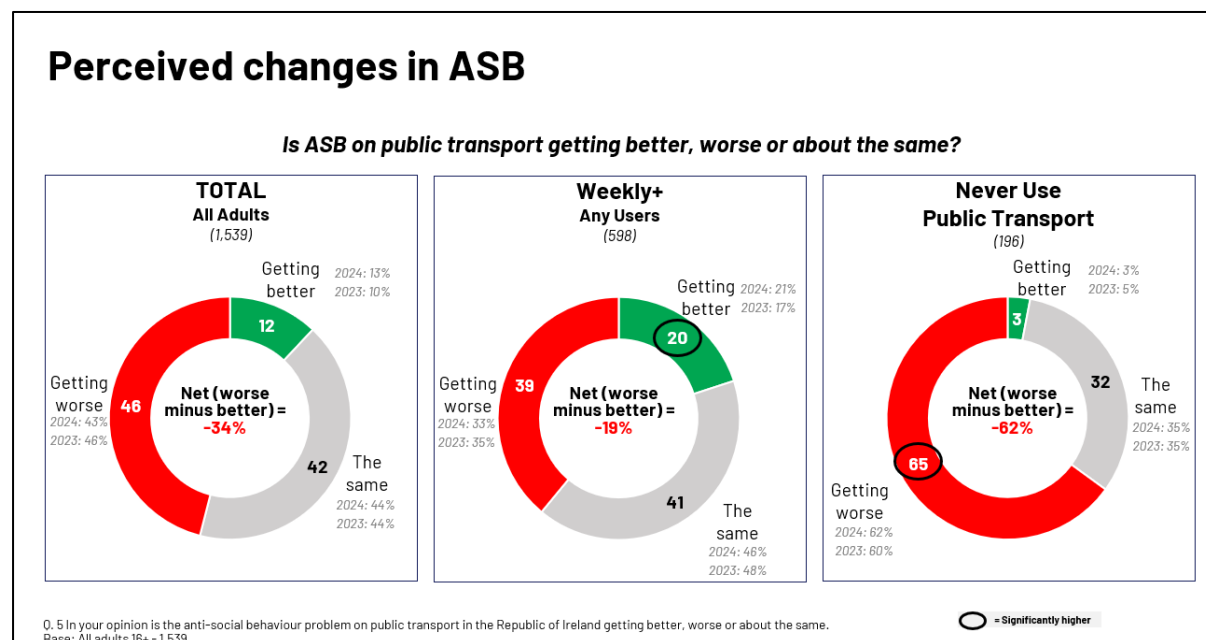
() = change since 2024

Perceptions among weekly public transport users are broadly stable. Awareness of prevention measures has improved markedly (+5), though there is a marginal increase (+1) in those who report feeling unsafe. Among non-users, fewer now say anti-social behaviour puts them off using public transport (65% in 2025 versus 71% in 2024), however, slightly more (+2) report feeling unsafe and fewer notice prevention measures (24%) compared with 2024 (28%).

Perceived Changes in Anti-Social Behaviour on Public Transport

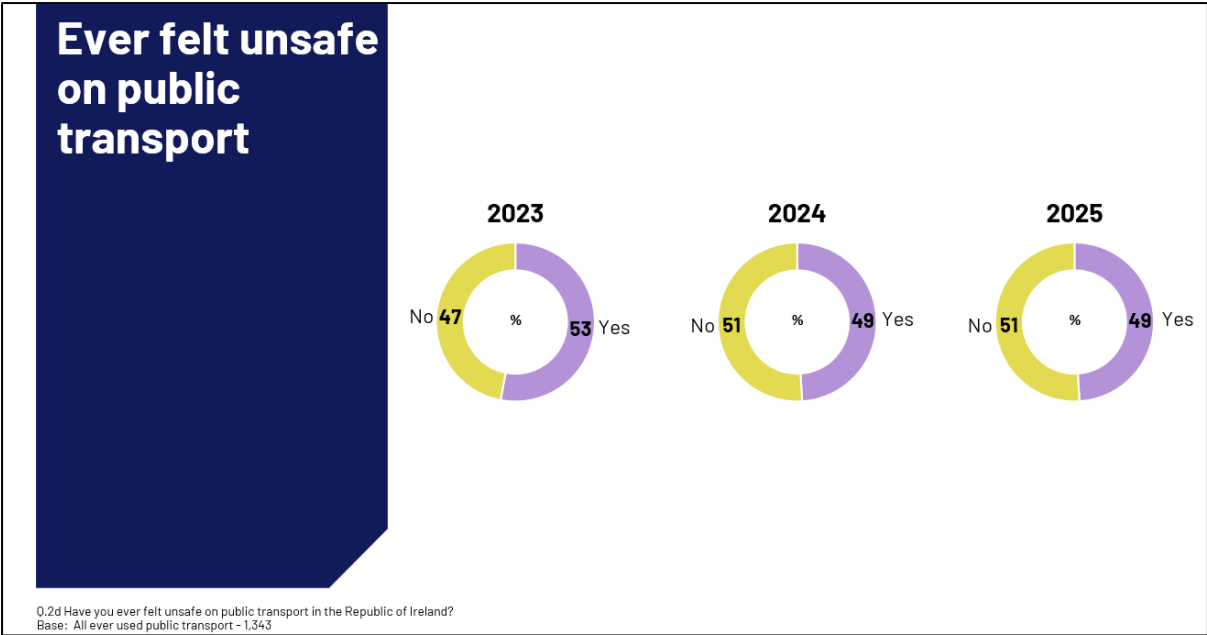
Slightly more people (46%) now believe anti-social behaviour is worsening compared to 2024 (43%), while fewer people (12%) believe it is improving, down from 13% in 2024.

Weekly public transport user sentiment has decreased slightly year on year. In 2025, 20% of weekly passenger users agreed that anti-social behaviour on public transport is getting better compared to 21% in 2024. The small minority of those who never use public transport who feel that anti-social behaviour is getting better is unchanged at 3% in 2025 and 2024.



Feelings of Safety on Public Transport

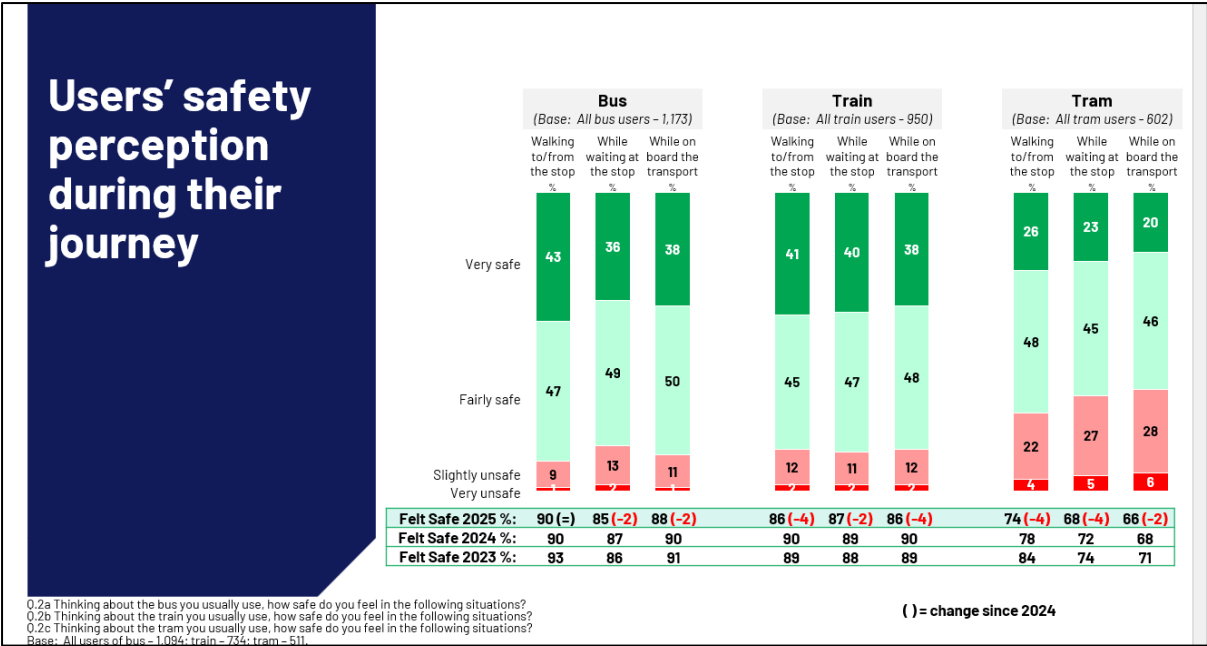
When public transport users aged 16+ were asked, “Have you ever felt unsafe on public transport in the Republic of Ireland?”, 49% answered yes and 51% no in 2025 unchanged from 2024. Women, aged 16 – 24 and 25 – 34 -34, and residents of Dublin were more likely to report feeling unsafe. The most cited reasons for feeling unsafe were drinking/drunk people (31%), other passengers being verbally aggressive (21%), harassment (19%) and drugs (18%).



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. Safety perceptions are highest on bus and train services, where around 85%–90% of users feel safe while walking to stops, waiting, and onboard.

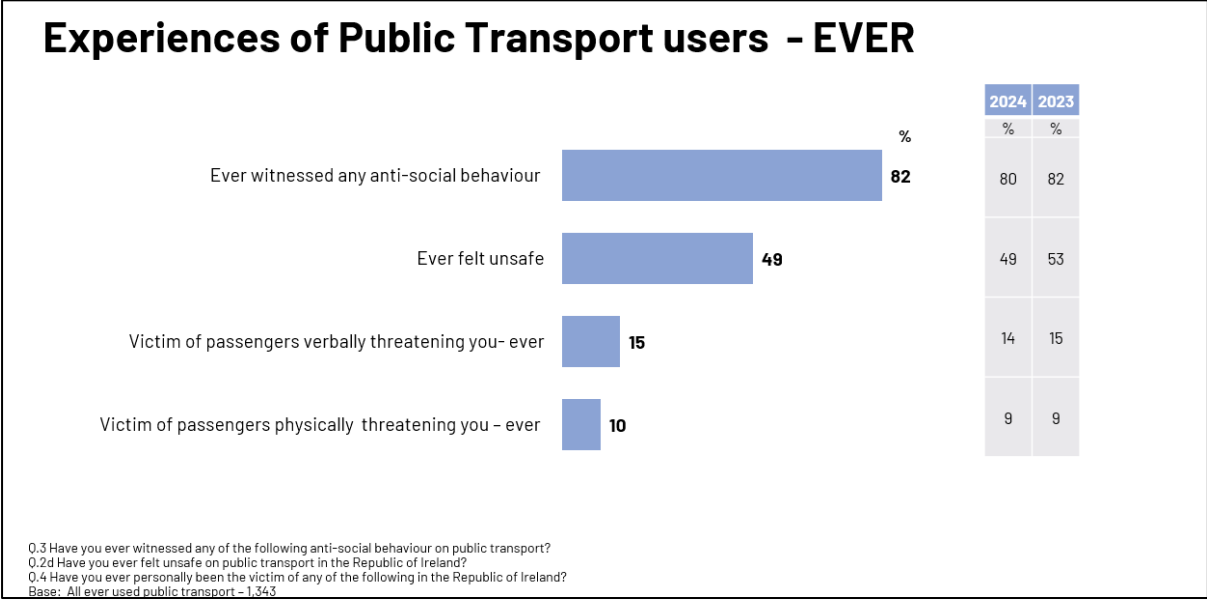
Strong safety perceptions are also evident for train journeys, with 86% of users feeling safe walking to and from stops, 87% feeling safe while waiting, and 86% feeling safe onboard. In contrast, tram report the lowest levels of safety, with 74% feeling safe walking to and from stops, 68% feeling safe while waiting, and 66% feeling safe onboard.

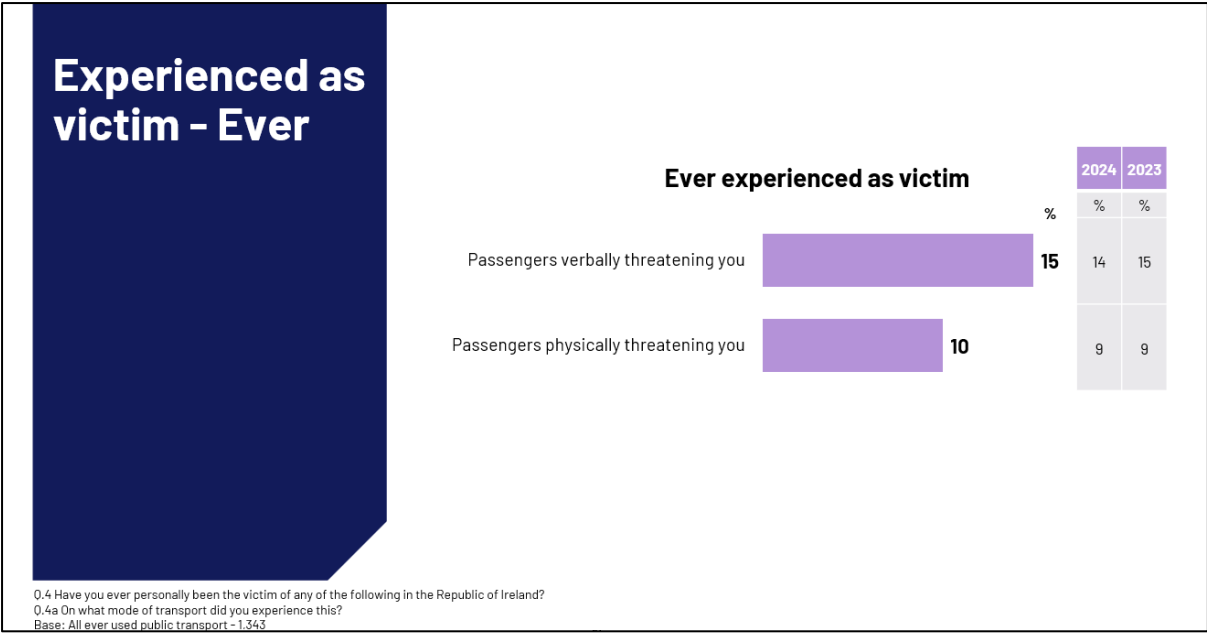
Compared with 2024, perceptions of safety have declined slightly across most stages of the journey, with an average decrease of around 3%. Decreases in perceptions of safety occurred while waiting at stops for trains (–2%) and trams (–4%). Other reductions include walking to and from train stops (–2%), on board trains (–2%), waiting at bus stops (–2%), and on-board buses (–2%), while perceptions of safety when walking to and from bus stops remain unchanged since 2024.



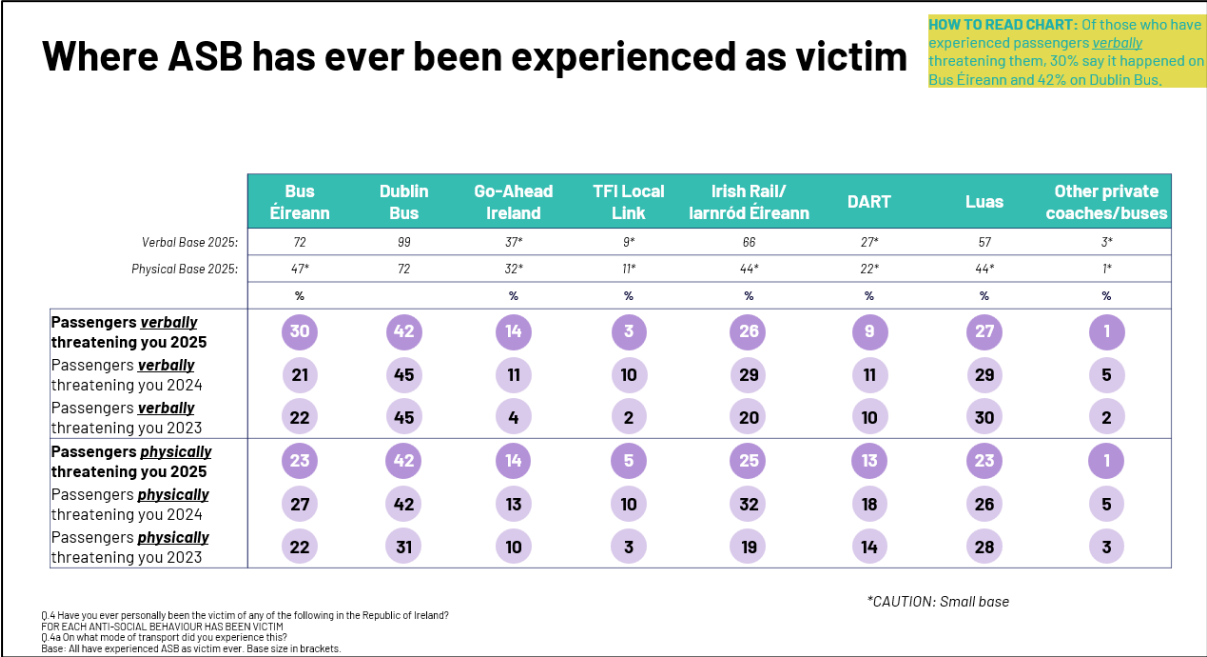
Experiences of Anti-Social Behaviour on Public Transport Among Users

While the proportion of people who have ever witnessed anti-social behaviour on public transport increased slightly this year (82%, up from 80% in 2024), it remains broadly consistent with previous years. Overall, around four in five people report having witnessed some form of anti-social behaviour.





15% of respondents said have been a victim of verbally aggressive behaviour, a slight increase by (+1%) 14% in 2024. 10% of respondents have been a victim of physically aggressive behaviour with a slight increase by (+1%) 9% in 2024. Men are more likely to have been victims of anti-social behaviour.

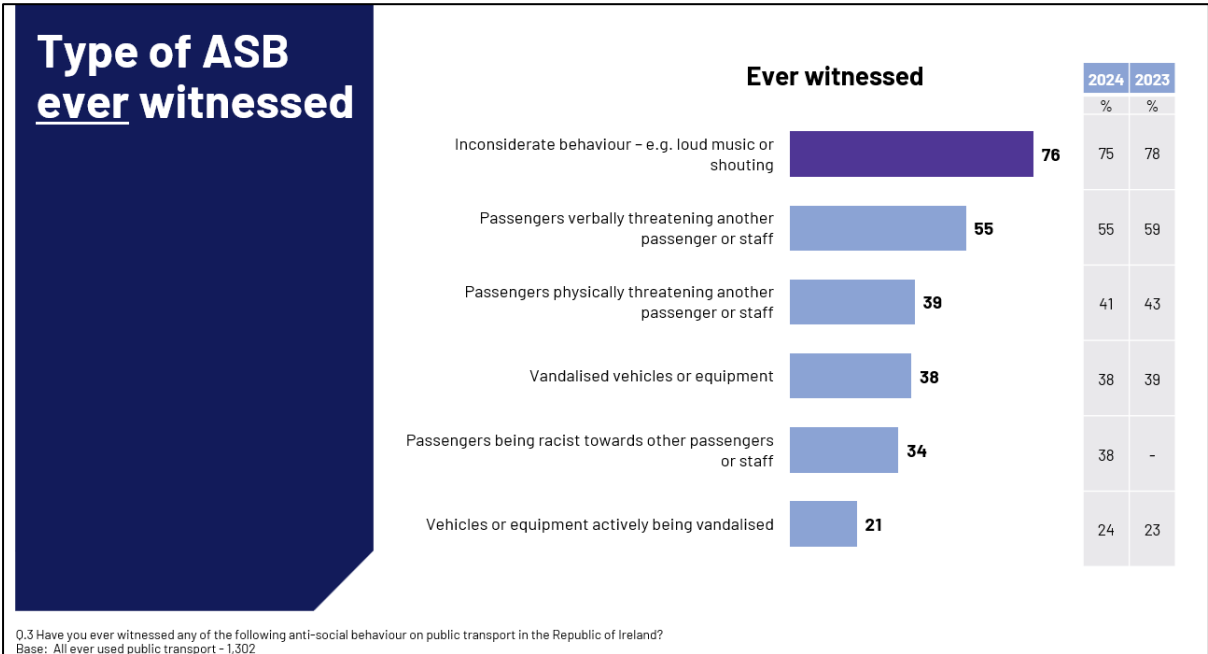


Type of Anti-Social Behaviour Ever Witnessed

Overall, incidences of witnessed verbal threats by passengers has remained stable at 55%, showing no change since 2024. Reports of physical threats by passengers has decreased marginally from 41% in 2024 to 39% in 2024.

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 76% of respondents up from (+1%) from 2024. 55% of respondents report witnessing passengers verbally threatening

another passenger or staff while 39% report witnessing the same behaviour becoming physical. There has been a reduction in the number of respondents who have witnessed racism (34%) down from 2024 (38%) on public transport or vandalised equipment (38%) unchanged from 2024. 21% report witnessing vehicles or equipment being actively vandalised, down from 24% in 2024.

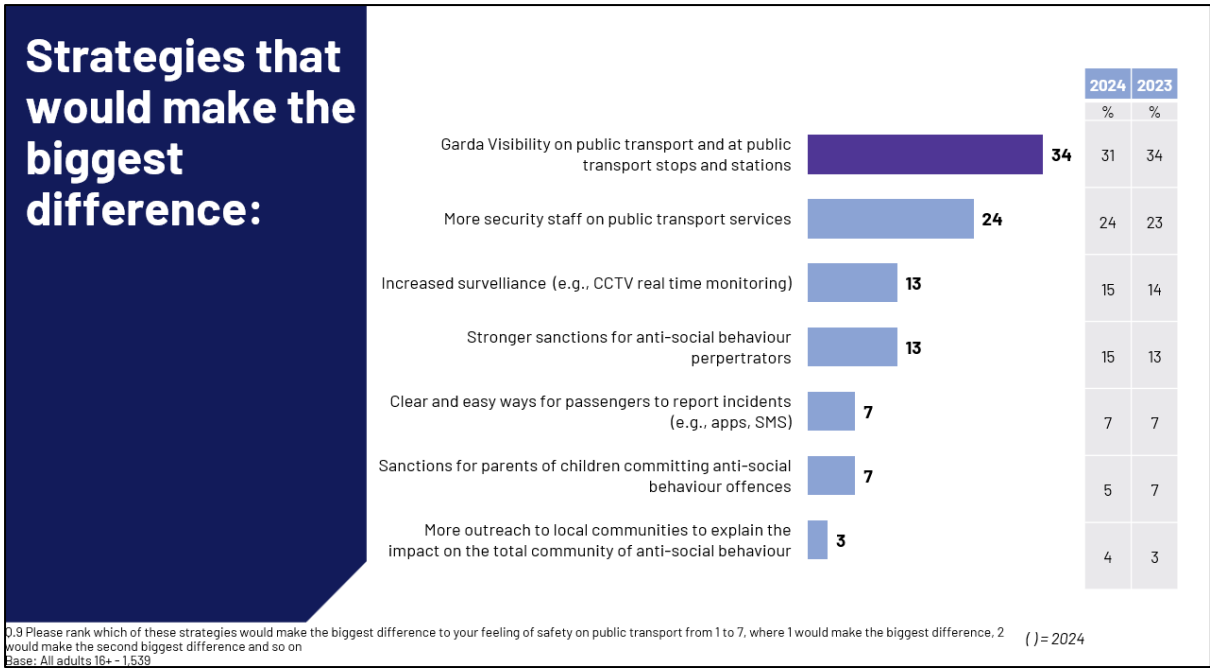


Strategies That Would Make the Biggest Difference to Feelings of Safety on Public Transport

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 34% of respondents ranking it as the most effective measure, up from 31% in 2024. This echoes findings from 2024, 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 (13%) and stronger sanctions for ASB perpetrators (13%). Sanctions for parents of young offenders, clear and easy ways for passengers to report incidents and more outreach to local communities are less likely to be identified as important to making a difference.

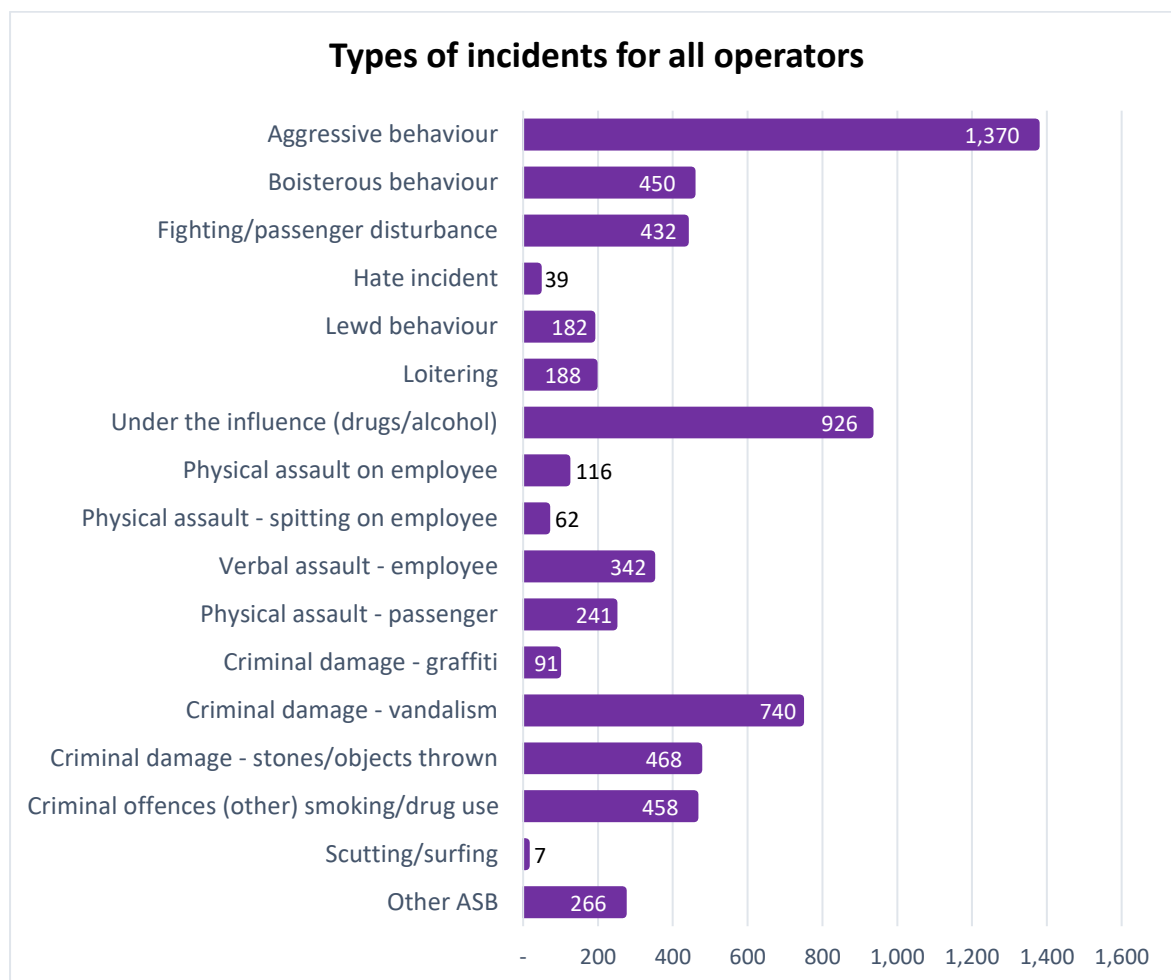
A recurring theme in the verbatim responses was the need for a more visible and proactive security presence, particularly through increased Garda and security staff on services and at stops. Respondents also emphasised stronger deterrents, including harsher penalties and heavier fines for anti-social behaviour. Many highlighted the importance of real-time monitoring such as clearly visible CCTV. A smaller number suggested empowering drivers or staff through random checks or greater authority to handle incidents.



4. Anti-Social Behaviour Statistics 2025

2025 is the second year in which reported anti-social behaviour incidents have been collated under the same categories across transport operators. The operators included in this data carried a total of 354 million PSO passengers in 2025.

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



The table below shows the rate of reported incidents across transport operators, and the overall rate of reported anti-social behaviour. We have seen a decline in reported incidents of anti-social behaviour in 2025 down to 1.8 per 100,000 passenger journeys versus 2.2 per 100,000 passengers in 2024.

Reported incidents	Dublin Bus	Bus Éireann	Go-Ahead Ireland	Irish Rail	Luas	Total
Total 2025	1,044	654	374	3,170	1,136	6,378
Per 100,000 passenger journeys	0.64	1.20	1.44	5.76	2.06	1.8

These statistics are provided to NTA by each transport operator. They are reported by members of the public and staff where customers have advised them about something that occurred during their respective journey. Each operator reports using the same categories. 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 reported ASB incidents.

5. Recommendations

Below is the list of recommendations made in the report published in 2025 and an update on the progress made in the last 12 months. Several actions will continue to be developed and implemented in 2026 subject to resource availability.

2023 Recommendations	Progress made and key actions for 2026
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.	Operators and NTA identified a common approach in 2024 to how ASB incidents reported by passengers and/or staff are collected, recorded and reported to the NTA. Operators report incidences of ASB to NTA and meet NTA on a monthly basis. NTA meets operators at Department of Transport Safety Working Group once every three months, to examine trends rising from reports and agree on actions to address issues arising from the report data. Action for 2026: Identify means of collecting data at a more granular level to identify ASB hotspots to enable better targeting of security team presence (ASB category, times, locations and routes).
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.	Operators have reviewed and communicated procedures to frontline staff on: • 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. Action for 2026: Create single message for Luas and Rail customers on use of 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 rail and tram services.

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.	Operators were asked to alert NTA where particular issues are evident at bus stops, and NTA to engage with local authorities or landowners as appropriate, to seek lighting improvements, including the provision of public lighting or solar-powered battery lighting.
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.	NTA plan 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. Operators with remote CCTV monitoring functionality, to: • 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.
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.	Actions for 2026: Bus Éireann to review standard of Busáras and Cork Kent bus stop 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. Bus Éireann to rollout out an enhanced cleaning service to all stations to maintain an improved customer environment. NTA working with local authorities to ensure litter prevention and cleanliness of the areas around stops, shelters and stations is maintained to a high level.

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.	NTA is 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. A Pilot Security Project for Dublin Bus was launched in October 2024. • One team deployed North of the River Liffey • One team deployed South of the River Liffey Teams include two security officers with Dublin Bus management and supervision resources. Following an initial evaluation by Dublin Bus the NTA in 2025 approved the continuation of pilot to end of 2027. Irish Rail deployed 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. Mobile security teams are available for deployment across the GDA to support security teams responding to incidents. Actions for 2026: Plans to enhance current security offering across Bus Éireann bus stations, to be present on site covering more hours of operation. Operators to review training and potential for additional refresher training, and the potential to roll out resilience training for all frontline staff.
Community Outreach and Education 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.	Operator wide campaign launched to address 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. Actions for 2026: Run marketing campaigns targeting low-mid level ASB, e.g.: loud music, feet on seats, respect towards staff.
Community Outreach and Education Develop and enhance existing community outreach initiatives as well as consider providing new initiatives to widen their impact and appeal.	Action for 2026: NTA to commence work with operators on the development of a common approach to ASB education in schools nationwide (currently operators have separate educational programmes)
Tracking of Progress Use the research underpinning this report as a baseline and repeat it to measure changes in perceptions over time.	This report is the third instalment in the series, following the initial publication in 2023. The research underlying this report is expected to be conducted again in 2026.

Appendix 1: Quantitative Research Summary

NTA Customer Satisfaction Research 2025

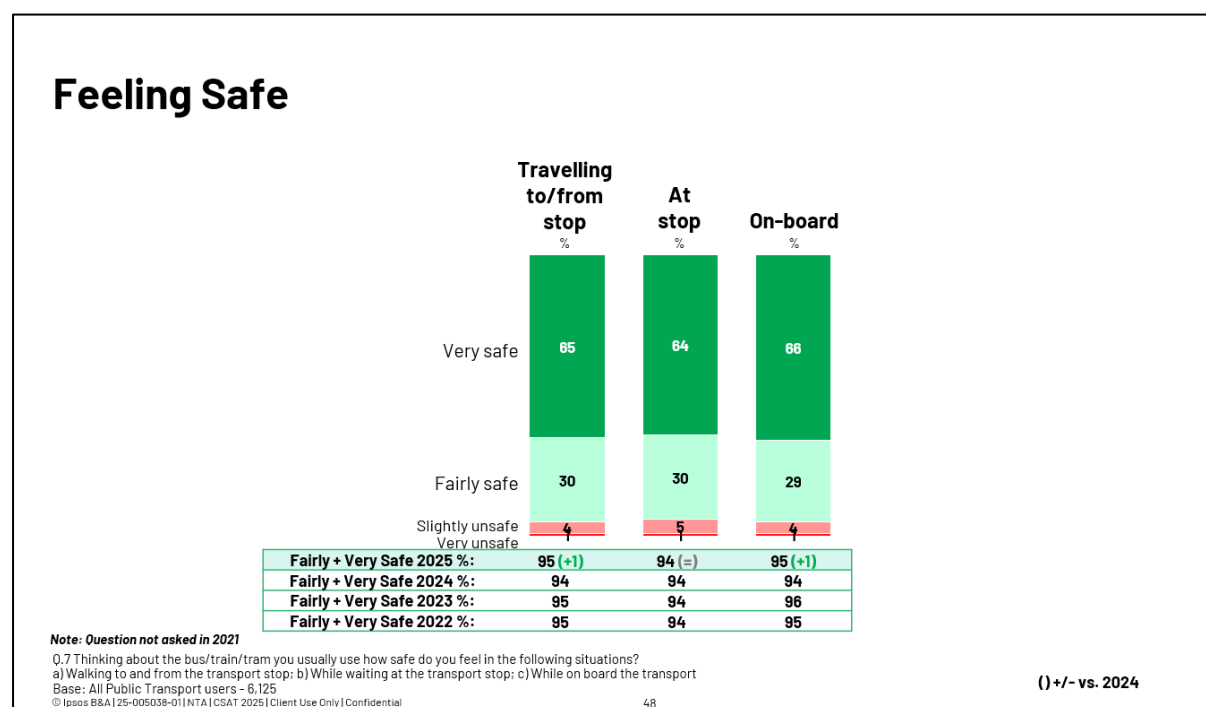
Feeling Safe on Public Transport – 2025

Base: All Public Transport Users N= 6,125

Source: NTA Customer Satisfaction Survey 2025

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 – 2025

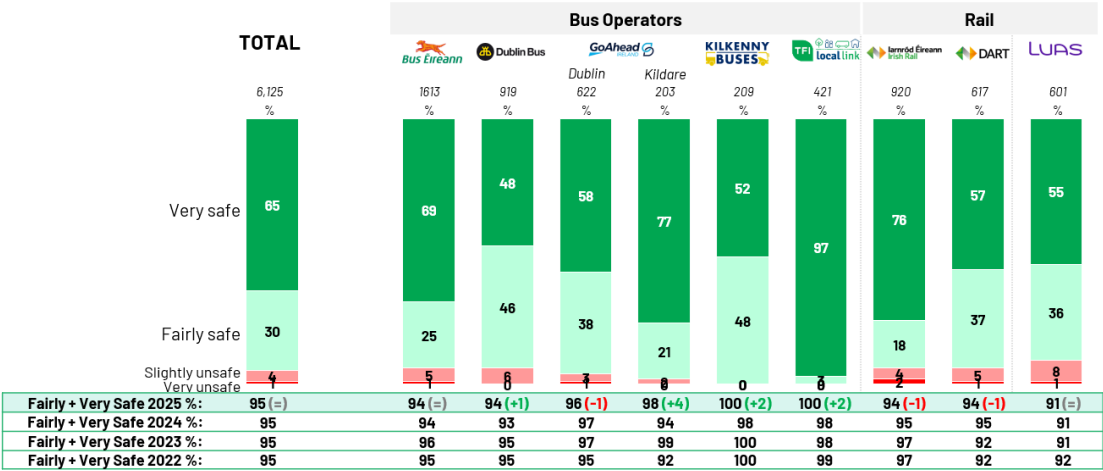
Base: All Public Transport Users N= 6,125

Source: NTA Customer Satisfaction Survey 2025:

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



Note: Question not asked in 2021

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

Base: All Public Transport users N=6,125

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() +/- vs. 2024

Feeling Safe at The Stop – 2025

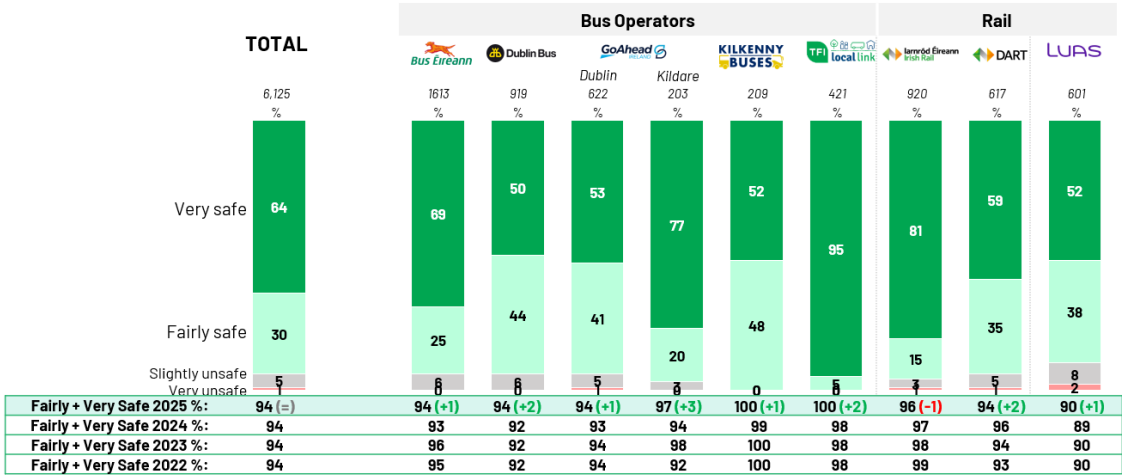
Base: All Public Transport Users N= 6,125

Source: NTA Customer Satisfaction Survey 2025:

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



Note: Question not asked in 2021

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

Base: All Public Transport users N=6,125

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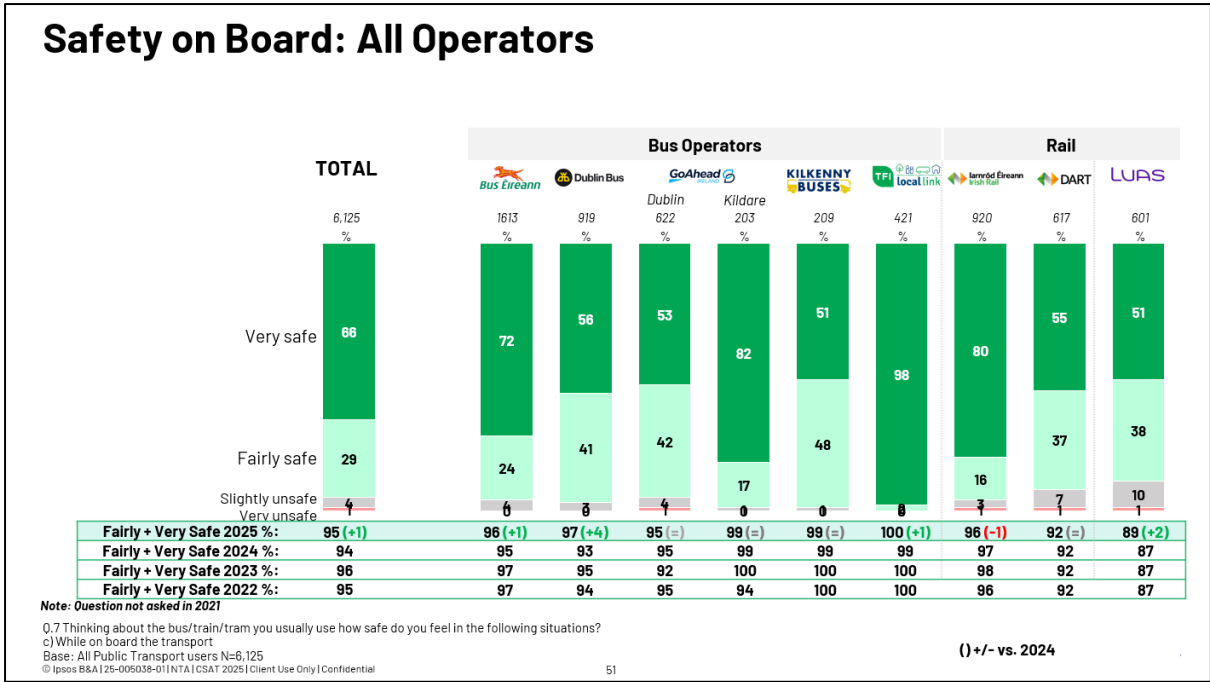
() +/- vs. 2024

Feeling Safe on Board the Mode – 2025

Base: All Public Transport Users N= 6,125

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



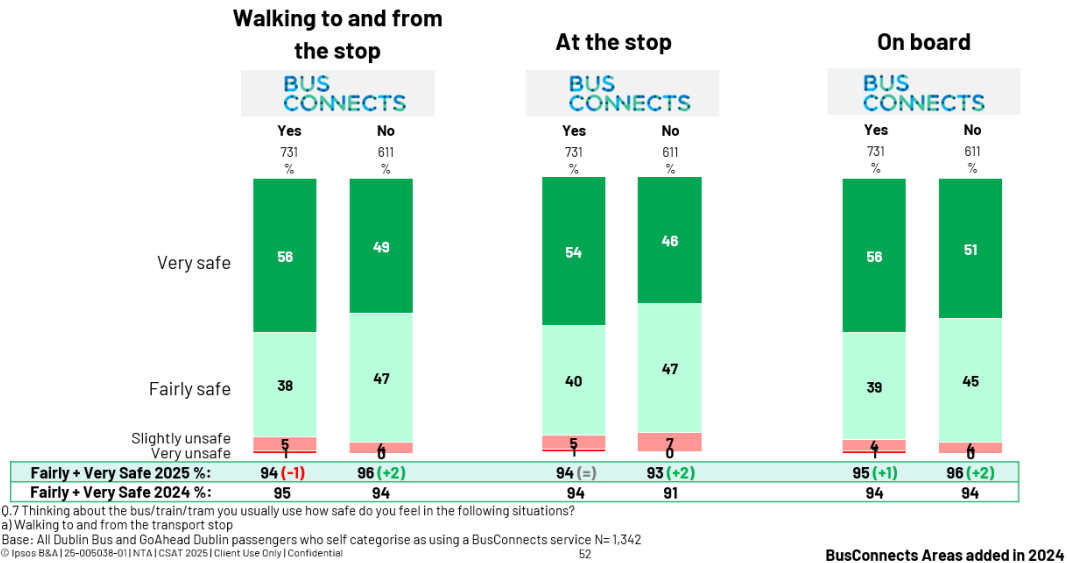
Feeling Safe: BusConnects areas

Base: Go Ahead Ireland Dublin and Dublin Bus users who knew regarding BusConnects

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: BusConnects areas



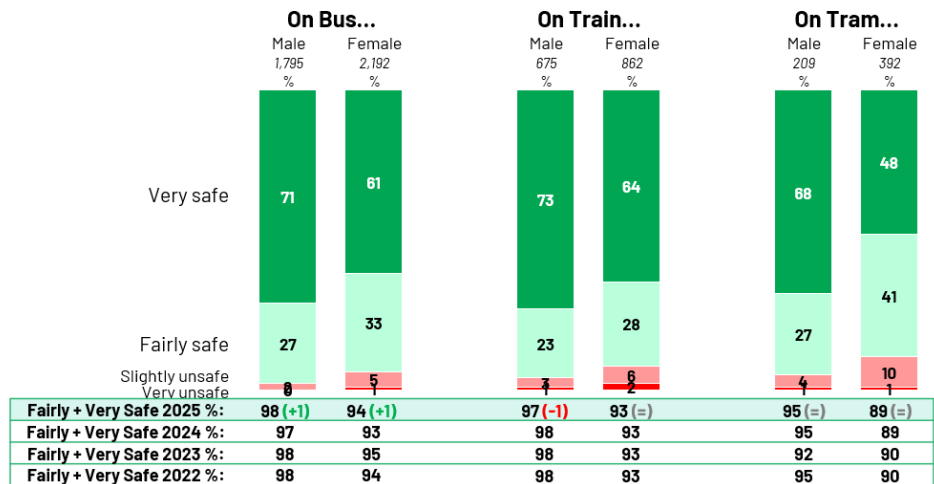
Safety Walking to and From the Stop by Gender

Base: All Public Transport Users N= 6,125

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

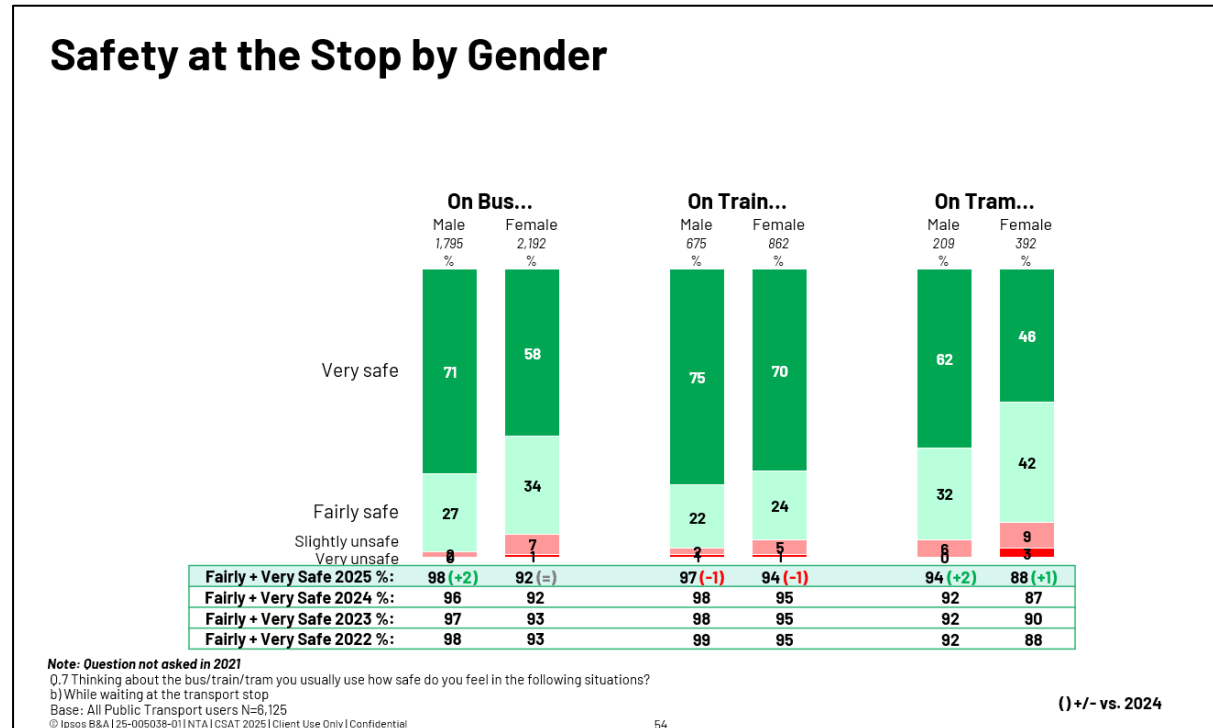


Safety at the Stop by Gender

Base: All Public Transport Users N= 6,125

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



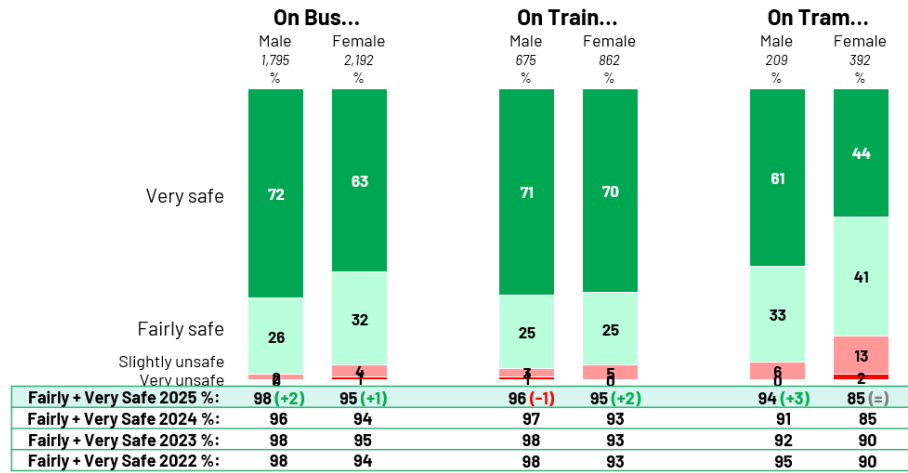
Safety on Board by Gender

Base: All Public Transport Users N= 6,125

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



Note: Question not asked in 2021

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

Base: All Public Transport users N=6,125

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() +/- vs. 2024

Feeling Safe or Secure on Public Transport Among Accessibility Focused Mystery Journey Shoppers in ROI – 2025

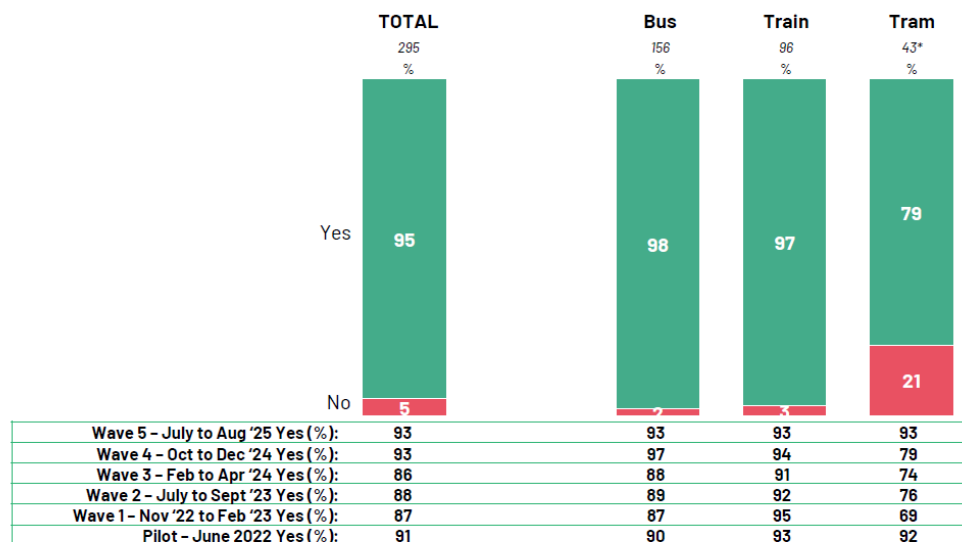
Base: All mystery shops – 295

Source: NTA Accessibility mystery shopping tracker 9th September to 16th November 2025

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

Feeling of safety:

9 in 10 shoppers felt safe during their journey. Sense of safety has fallen again on Tram.

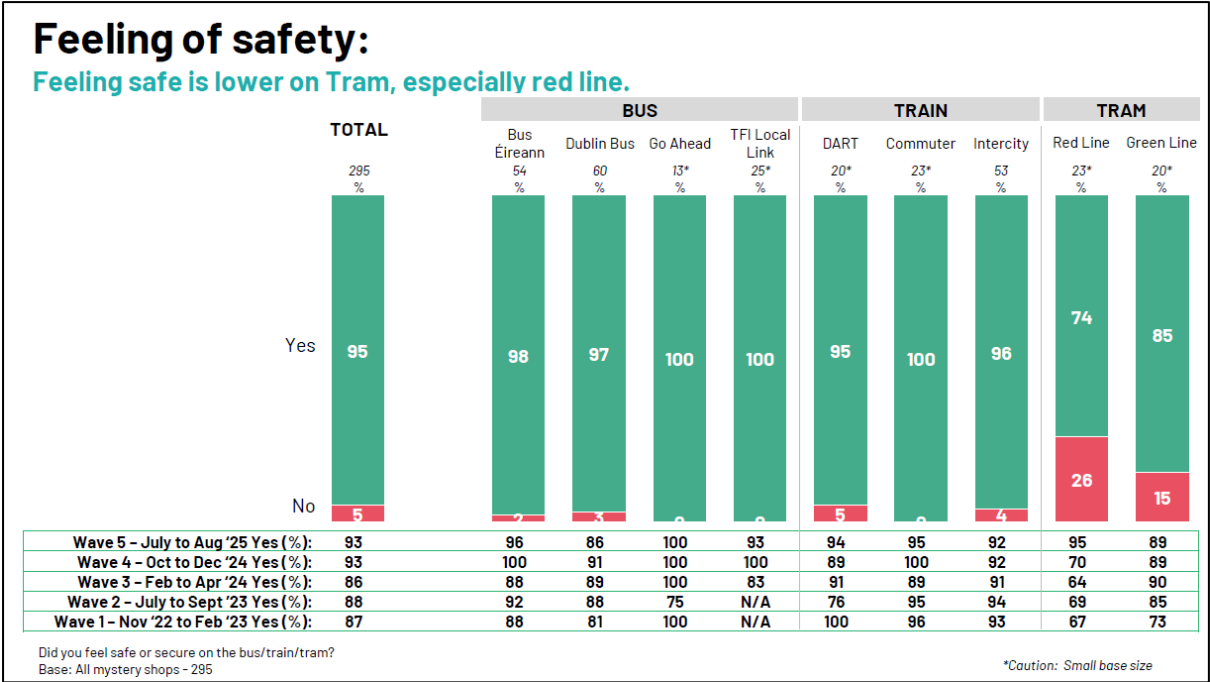


Did you feel safe or secure on the bus/train/tram?

Base: All mystery shops - 295

*Caution: Small base size

Feeling of safety is the lowest on the Red Line



Appendix 2: Quantitative Survey Questionnaire

Anti-social behaviour
Nationally representative sample of adults aged 16+
N=1,539
Final Questionnaire 16.09.24

JOB NO. J.234382
PREVIOUS JOB NO. J.234382
CLIENT NAME: NTA
JOB NAME: Safety quant
METHODOLOGY: Online
SAMPLE SIZE: 1,500 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
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			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	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 safe –	2- fairly safe –	3 not very safe –
--	-----------------	------------------	-------------------

	negligible threat	some threat	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	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	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 reality is	4
Make the problem seem a lot better than it really is	5

Appendix 3: Research 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 1,539 adults aged 16+ was achieved through an online survey using the Ipsos B&A Acumen panel. Of those, 1,339 were public transport users.

Online Survey	All adults	Public transport users
2025	1,539	1,339
2024	1,502	1,302
2023	1,544	1,280

Fieldwork Dates

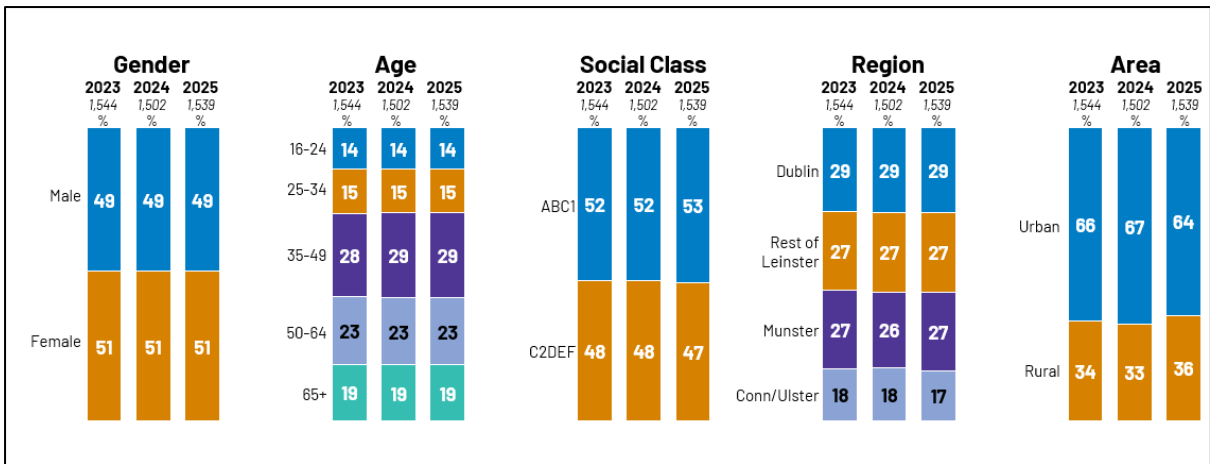
1st to 22nd September 2025.

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.



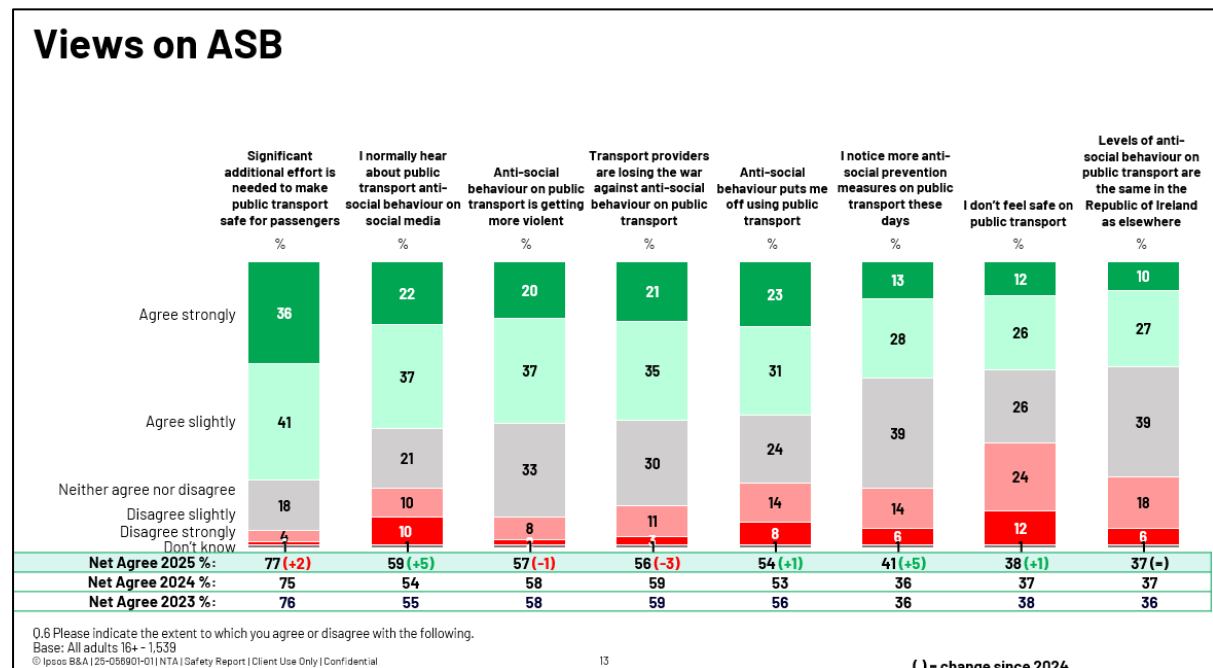
Appendix 4: Research Findings

Views on Anti-Social Behaviour

Base: All adults 16+ - 1,539

Source: NTA Safety Quant Report:

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

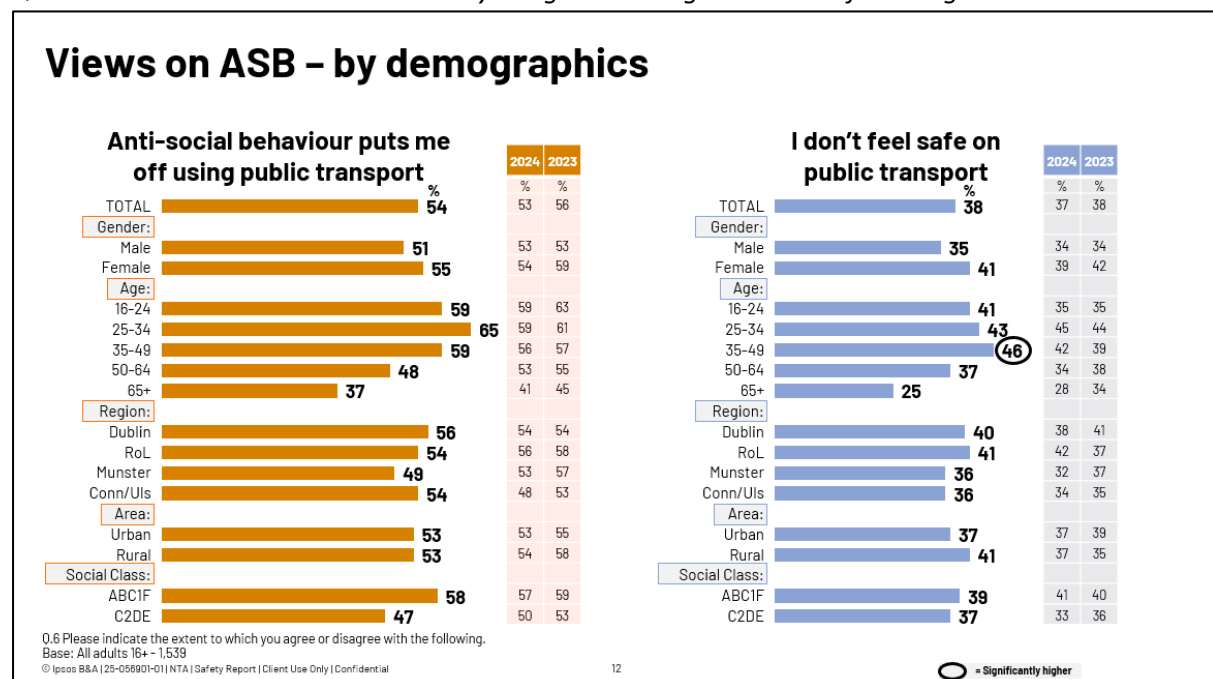


Views On Anti-Social Behaviour - By Demographics

Base: All adults 16+ - 1,539

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+ - 1,539

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	16-24	25-34	35-49	50-64	65+	Dublin	Leinster	Munster	Conn/Ulster	Urban	Rural
Base (unweighted):	1539	771	768	210	316	399	360	254	407	372	492	268	1101	438
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Significant additional effort is needed to make public transport safe for passengers	77	76	78	70	77	77	78	80	80	76	76	76	76	79
I normally hear about public transport anti-social behaviour on social media	59	54	64	66	76	68	52	35	59	59	56	65	58	61
Anti-social behaviour on public transport is getting more violent	57	54	60	53	61	59	55	56	60	55	55	56	56	58
Transport providers are losing the war against anti-social behaviour on public transport	57	55	58	52	62	58	58	53	60	59	55	52	55	58
Anti-social behaviour puts me off using public transport	54	51	55	59	65	59	48	37	56	54	49	54	53	53
I notice more anti-social prevention measures on public transport these days	41	45	36	47	45	38	36	38	47	41	36	31	42	37
I don't feel safe on public transport	38	35	41	41	43	46	37	25	40	41	36	36	37	41
Levels of anti-social behaviour on public transport are the same in the Republic of Ireland as elsewhere	37	42	34	42	41	43	32	29	40	39	34	36	37	38

Q.6 Please indicate the extent to which you agree or disagree with the following.
Base: All adults 16+ - 1,539

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■ = Significantly higher

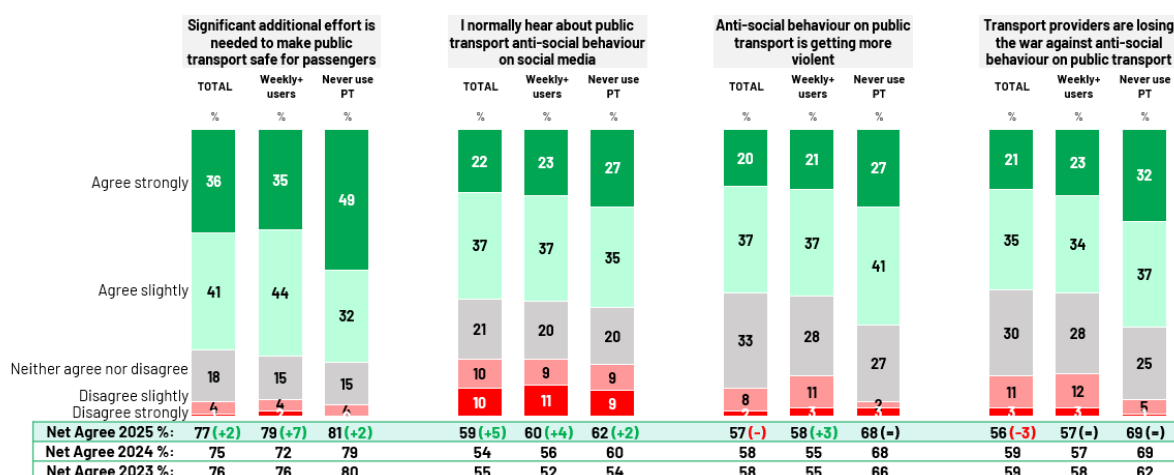
Views on Anti-Social Behaviour - Chart 1

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



Q.6 Please indicate the extent to which you agree or disagree with the following.
Base: All adults 16+ - 1,539

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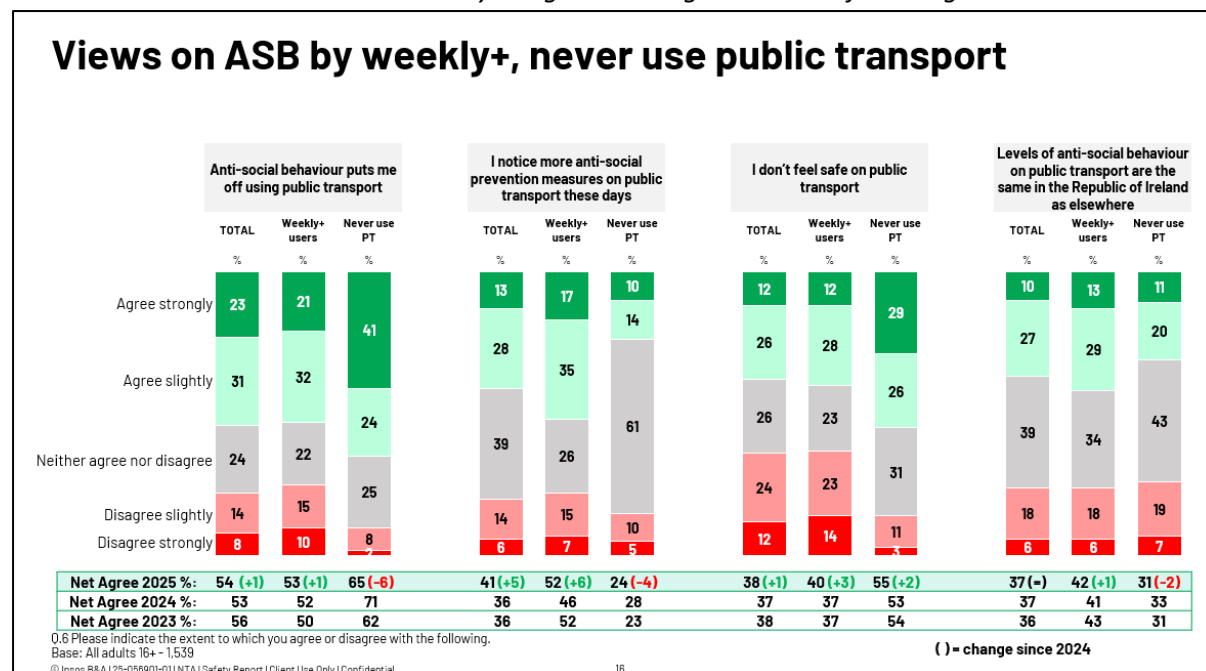
() = change since 2024

Views on Anti-Social Behaviour - Chart 2

Base: All adults 16+ - 1,539

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+ - 1,539

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 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 Éireann	Private bus companies	TFI Local Link
	%	%	%	%	%	%	%
Very early morning 2025	18	9	13	18	8	4	5
Very early morning 2024	16	8	11	17	8	4	5
Very early morning 2023	15	8	13	16	7	4	5
Commuter 2025	19	9	14	16	7	4	4
Commuter 2024	20	10	12	16	9	5	6
Commuter 2023	18	9	13	14	7	5	5
Late evening 2025	48	30	40	42	21	12	15
Late evening 2024	49	31	41	42	24	12	16
Late evening 2023	51	31	44	44	23	15	18

0.7 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+ - 1,539

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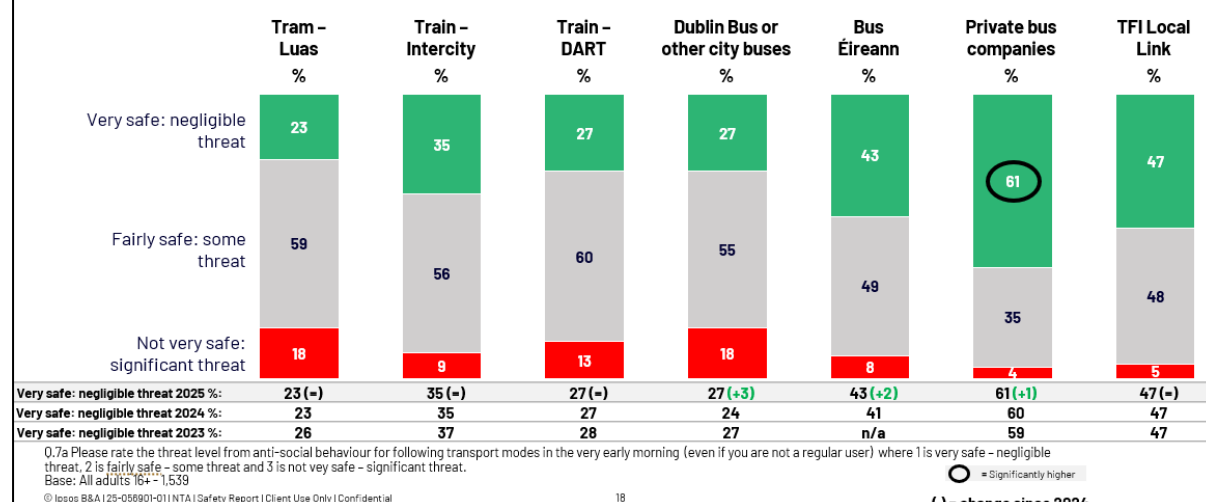
Perceived Anti-Social Behaviour threat level among the general public: in the very early morning.

Base: All adults 16+ - 1,539

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: in the very early morning

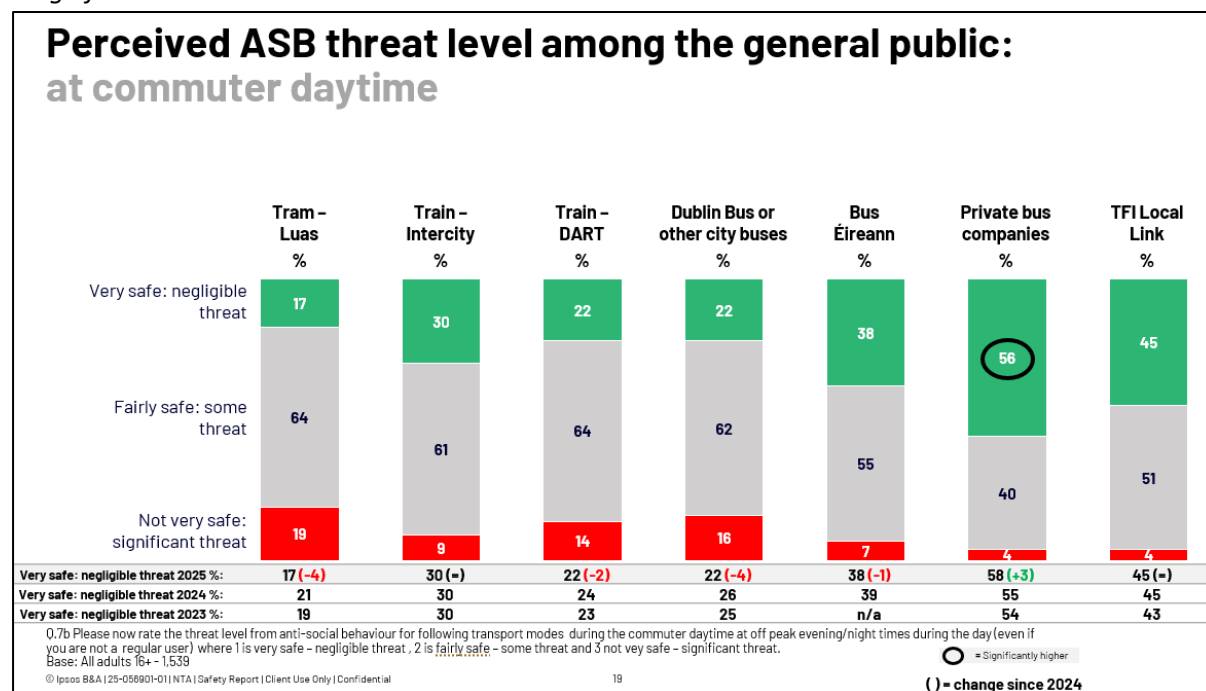


Perceived Anti-Social Behaviour Threat Level Among the General Public: At Commuter Day Time

Base: All adults 16+ 1,539

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.

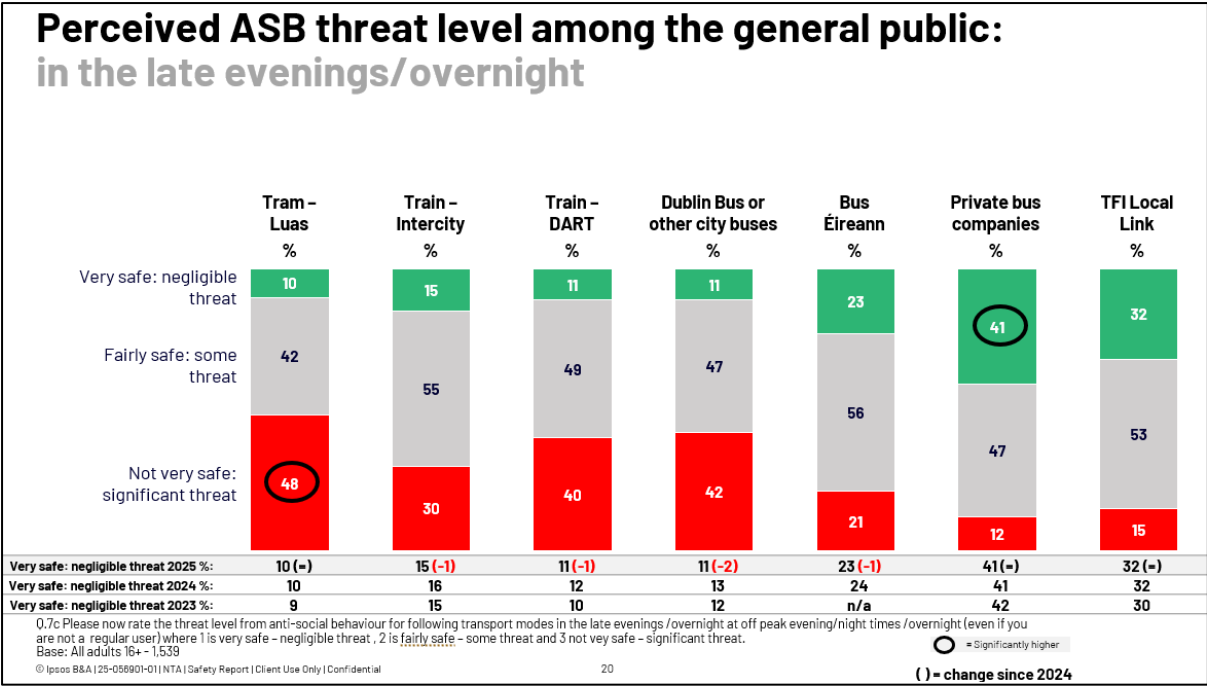


Perceived Anti-Social Behaviour Threat Level Among the General Public: In the Late Evenings/Overnight

Base: All adults 16+ 1,539

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.

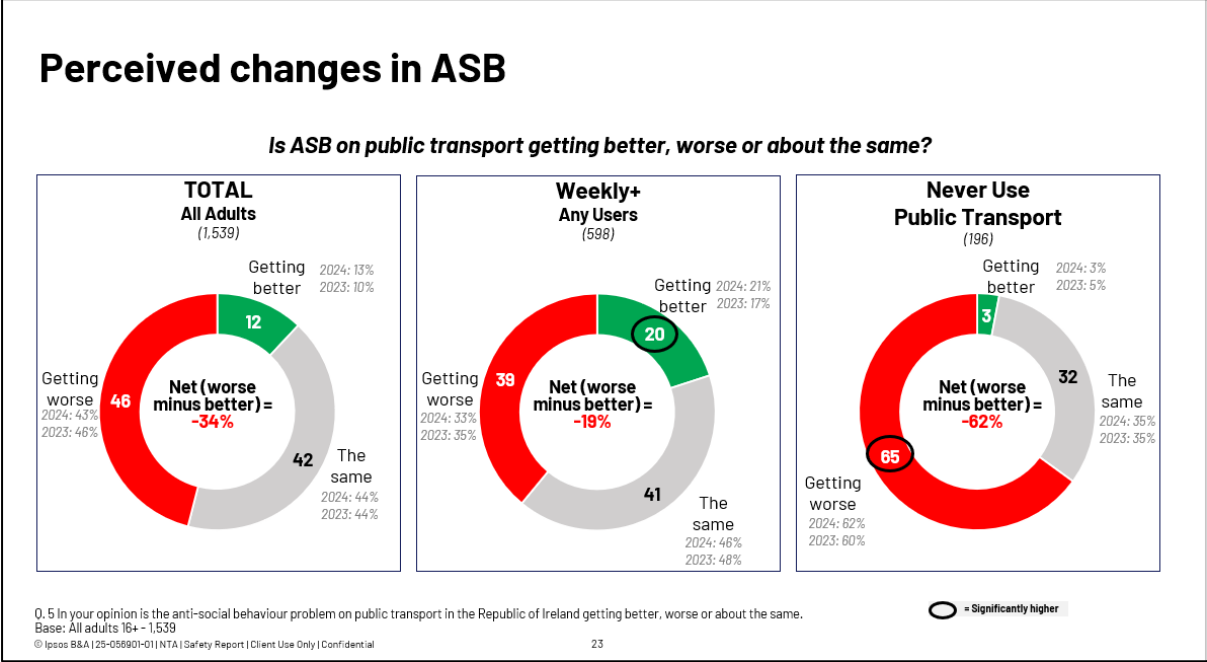


Perceived Changes in Anti-Social Behaviour

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.

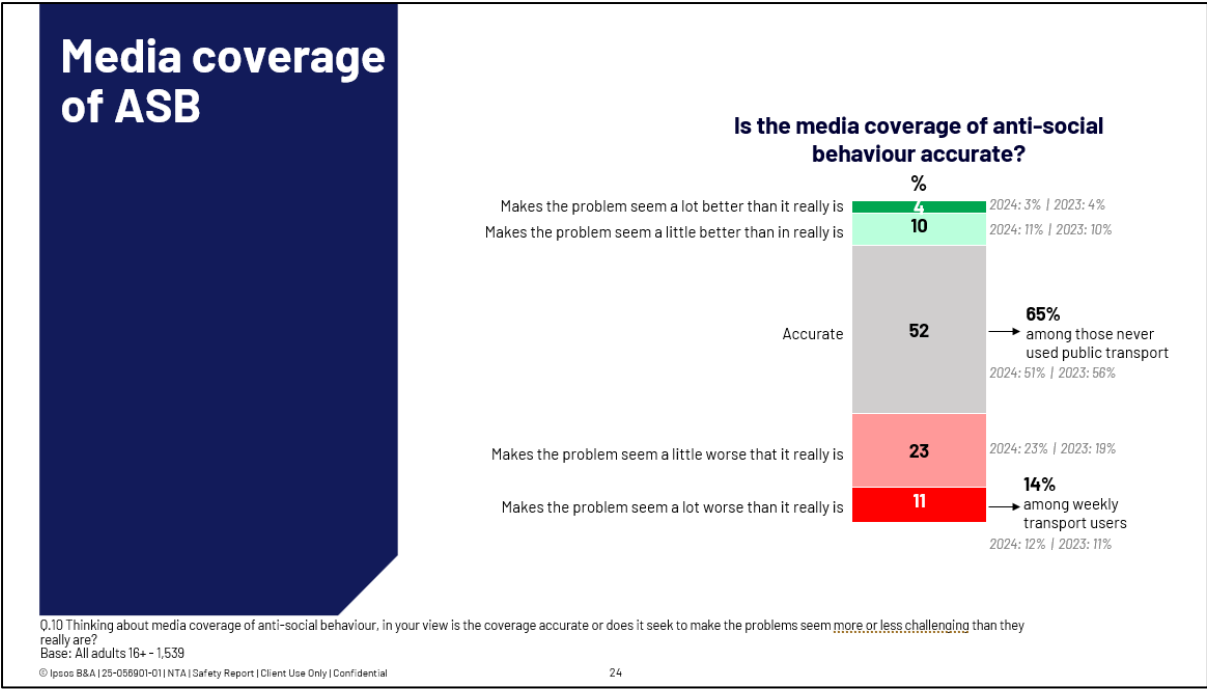


Media Coverage of Anti-Social Behaviour

Base: All adults 16+ 1,539

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.

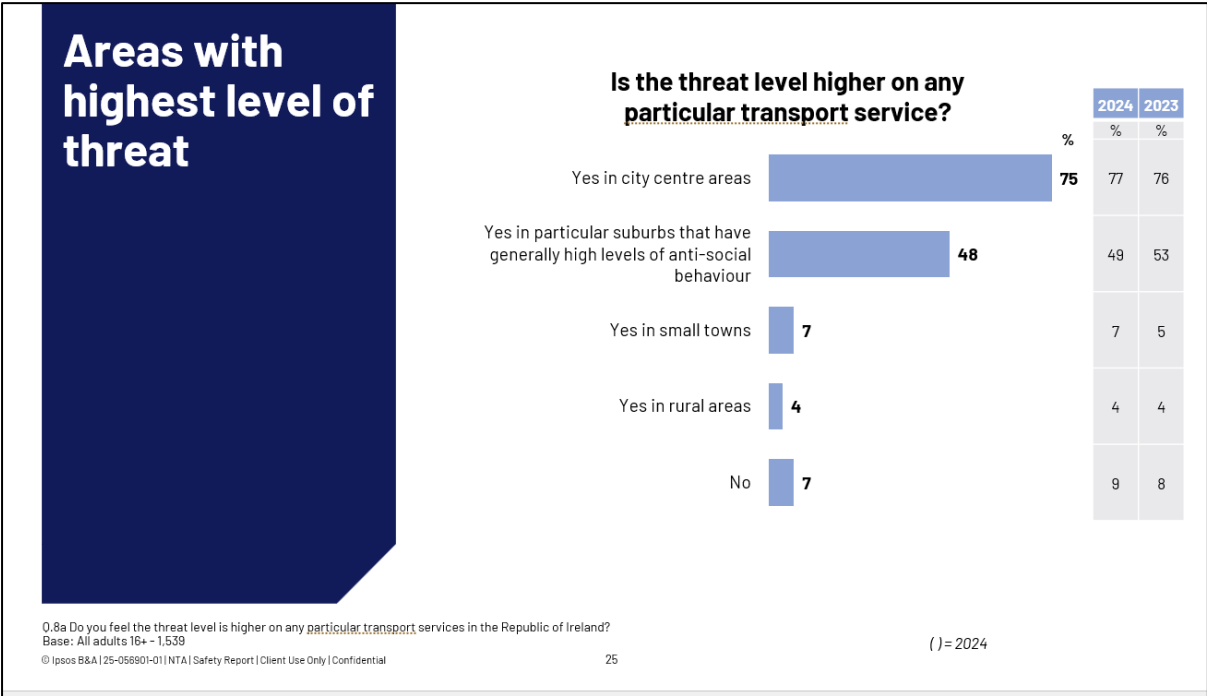


Areas With Highest Level of Threat

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+- 1,539

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):	1539	771	768	210	316	399	360	254	407	372	492	268	1101	438	843	696	598	196
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes in city centre areas	75	74	77	76	71	76	76	77	72	76	78	76	73	80	76	74	71	75
Yes in particular suburbs that have generally high levels of anti-social behaviour	48	48	48	32	37	46	53	65	50	45	51	46	47	50	47	50	46	50
Yes in small towns	7	9	6	13	10	8	5	3	8	6	6	11	9	5	6	9	11	6
Yes in rural areas	4	6	3	9	6	5	3	1	7	2	3	6	5	3	4	5	7	2
No	7	7	8	5	8	8	9	5	4	8	10	7	6	9	6	8	5	13

Q.8a Do you feel the threat level is higher on any particular transport services in the Republic of Ireland?
Base: All adults 16+- 1,539
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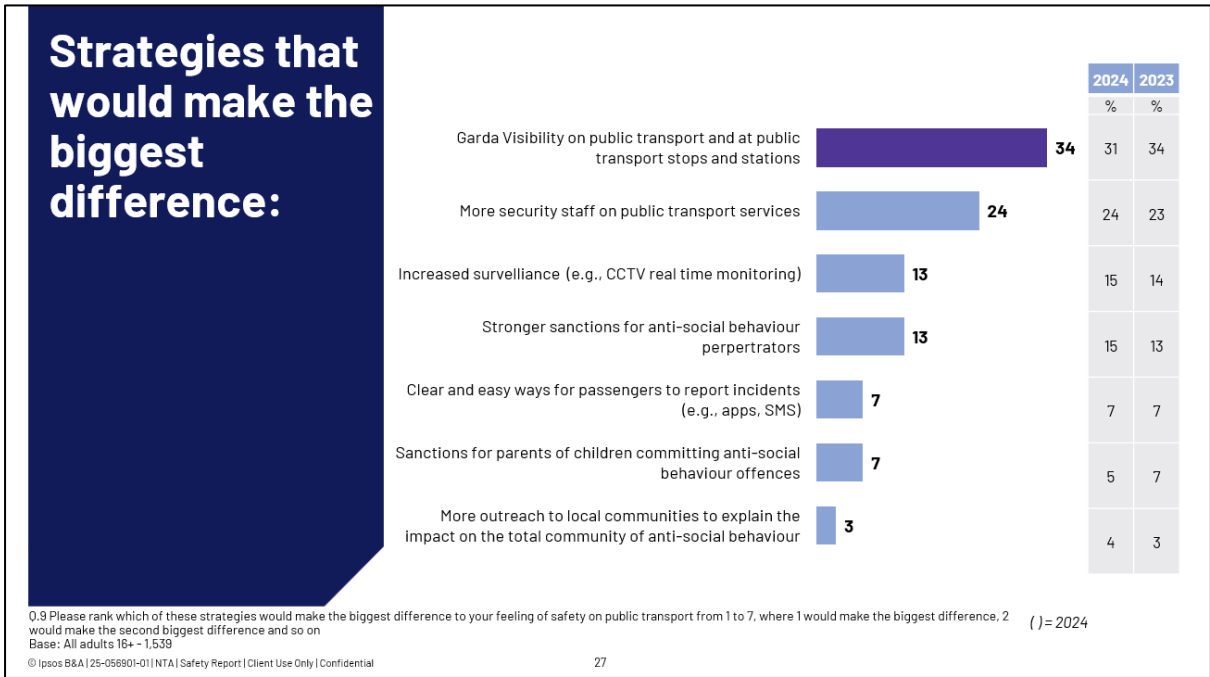
= Significantly higher

Strategies That Would Make the Biggest Difference: First Ranked

Base: All adults 16+- 1,539

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.

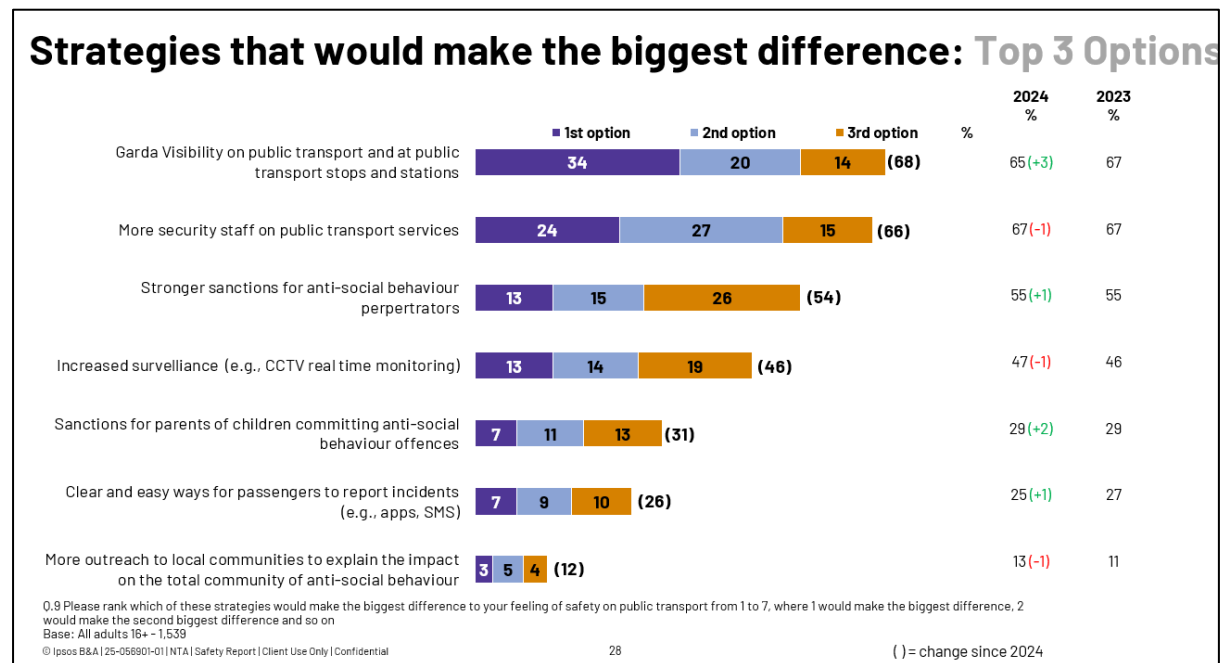


Strategies That Would Make the Biggest Difference: Top 3 Options Base:

Base: All adults 16+- 1,539

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+- 1,539

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

	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):	1539	771	768	210	316	399	360	254	407	372	492	268	1101	438	843	696	598	196
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Garda Visibility on public transport and at public transport stops and stations	34	34	33	26	26	35	41	35	31	38	34	32	31	38	34	33	31	44
More security staff on public transport services	24	22	26	21	20	20	23	35	24	23	24	24	23	26	22	26	23	21
Stronger sanctions for anti-social behaviour perpetrators'	13	15	11	13	14	17	10	10	13	13	13	14	13	12	13	12	13	12
Increased surveillance (e.g., CCTV real time monitoring)	13	10	15	17	14	12	11	11	10	13	14	15	13	12	12	14	12	11
Sanctions for parents of children committing anti-social behaviour offences	7	8	5	9	10	7	6	4	10	5	7	5	8	4	8	5	8	6
Clear and easy ways for passengers to report incidents (e.g., apps, SMS)	7	8	6	12	9	6	6	4	8	6	7	8	8	6	7	7	9	4
More outreach to local communities to explain the impact on the total community of anti-social behaviour	3	3	3	2	7	3	2	1	5	2	2	3	4	2	3	3	4	1

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+ - 1,539

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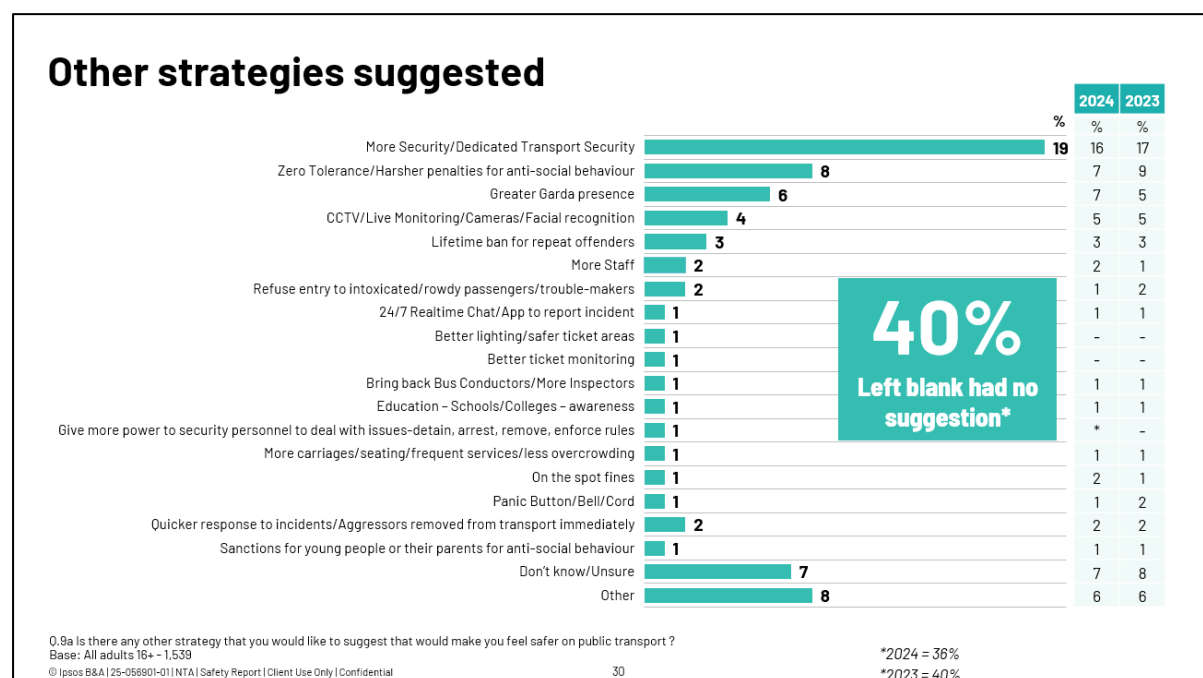
■ = Significantly higher

Other Strategies Suggested

Base: All adults 16+ - 1,539

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 - 1,343

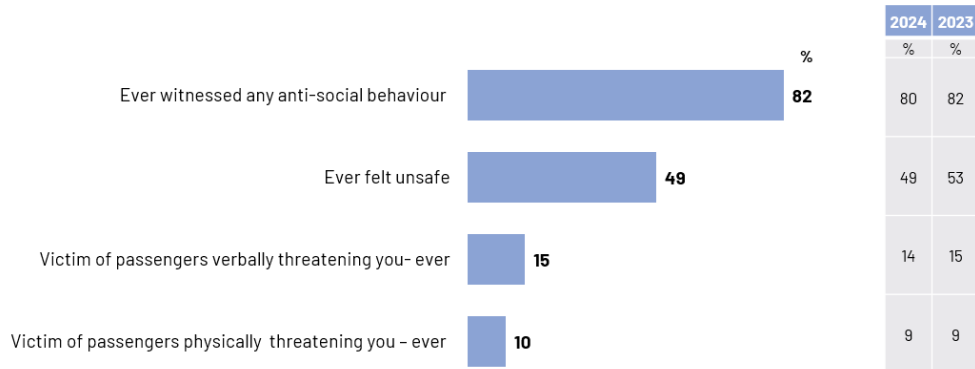
Source: NTA Safety Quant Report:

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?

Experiences of Public Transport users - EVER



Q.3 Have you ever witnessed any of the following anti-social behaviour on public transport?
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?
Base: All ever used public transport - 1,343

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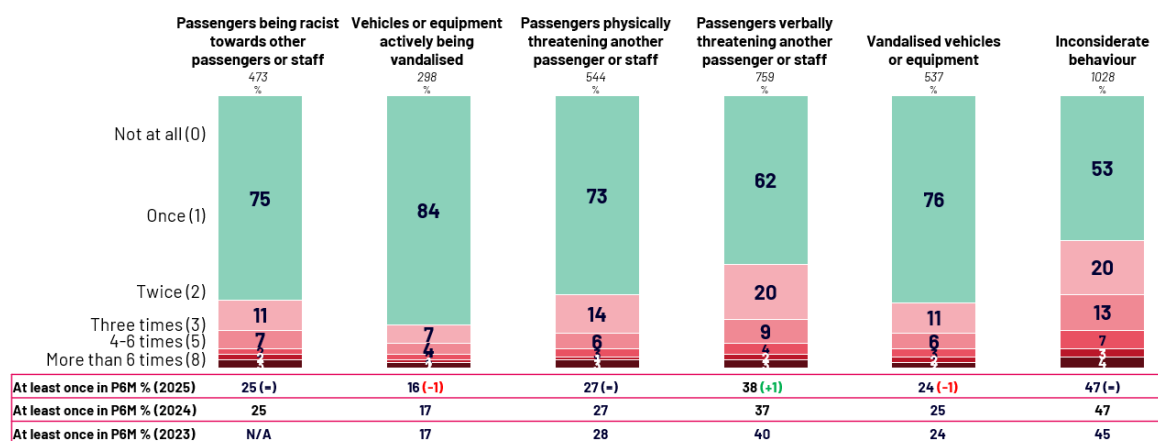
How Often Anti-Social Behaviour Has Been Witnessed Over the Last 6 Months

Base: All ever used public transport - 1,343

Source: NTA Safety Quant Report:

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

How often ASB has been witnessed over the last 6 months



Q.3c In the last 6 months how often did you witness this type of behaviour?
Base: All ever use public transport

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(-) = change since 2024

Where Anti-Social Behaviour Has Been Ever Witnessed

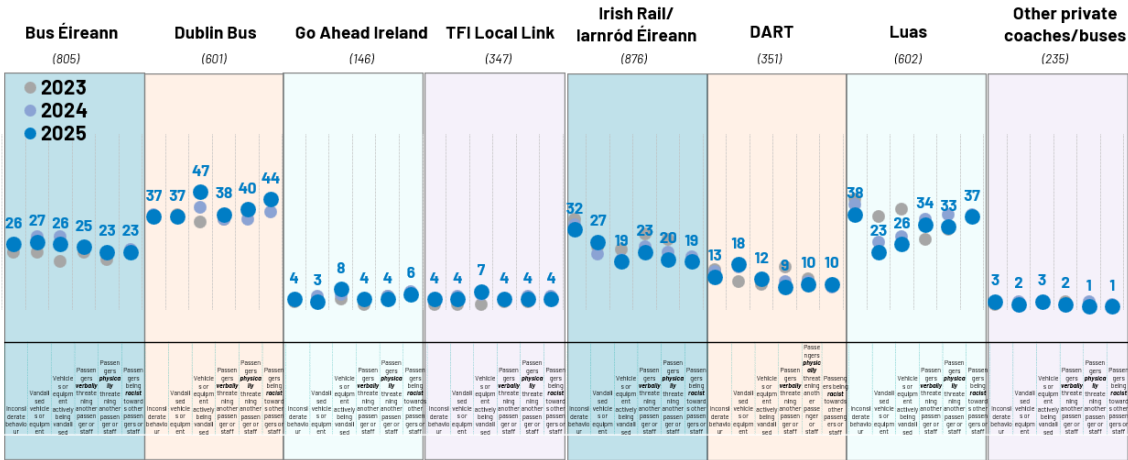
Base: All ever used each mode and have witnessed ASB

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

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

Where ASB has been ever witnessed – Option 1

HOW TO READ CHART: In 2025, of those who have witnessed inconsiderate behaviour, 26% say they witnessed it on Bus Éireann and 37% on Dublin Bus.



Q.3a What modes of transport did you witness this? Base: All ever witnessed ASB per mode.

() = Base size 2025

When Anti-Social Behaviour Has Been Ever Witnessed

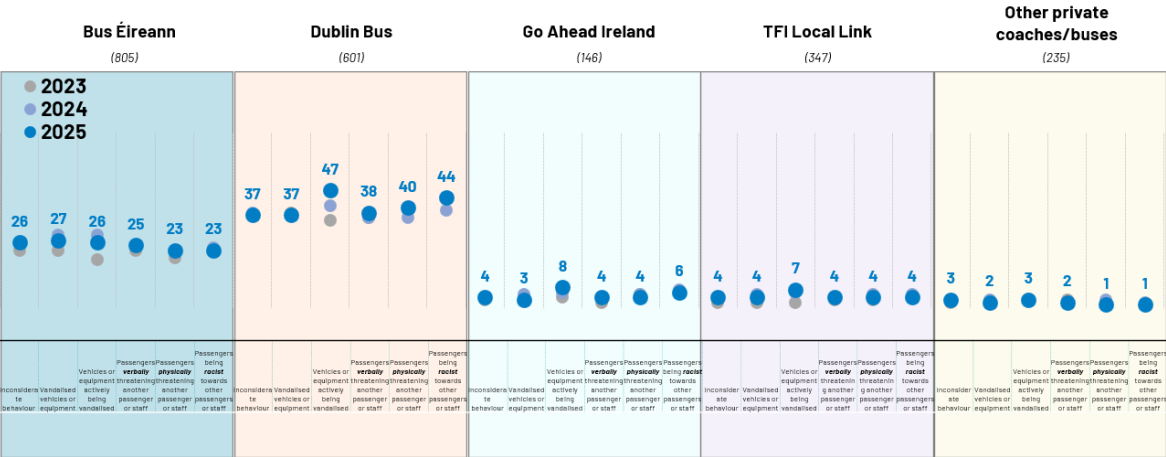
Base: All ever witnessed ASB.

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 – Option 2

HOW TO READ CHART: In 2025, of those who have witnessed inconsiderate behaviour, 26% say they witnessed it on Bus Éireann and 37% on Dublin Bus.



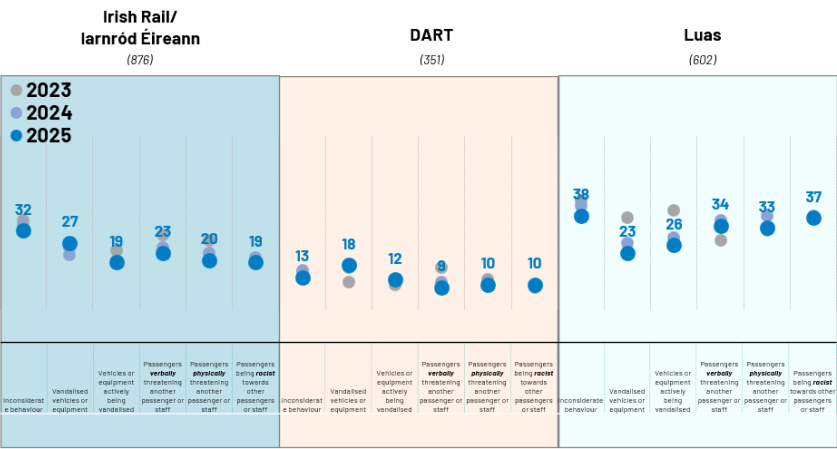
Q.3a What modes of transport did you witness this?

Base: All ever witnessed ASB per mode.

() = Base size 2025

Where ASB has been ever witnessed – Option 2

HOW TO READ CHART: In 2025, of those who have witnessed Inconsiderate behaviour, 38% say they witnessed it on the Luas and 3% on Other private coaches/buses.

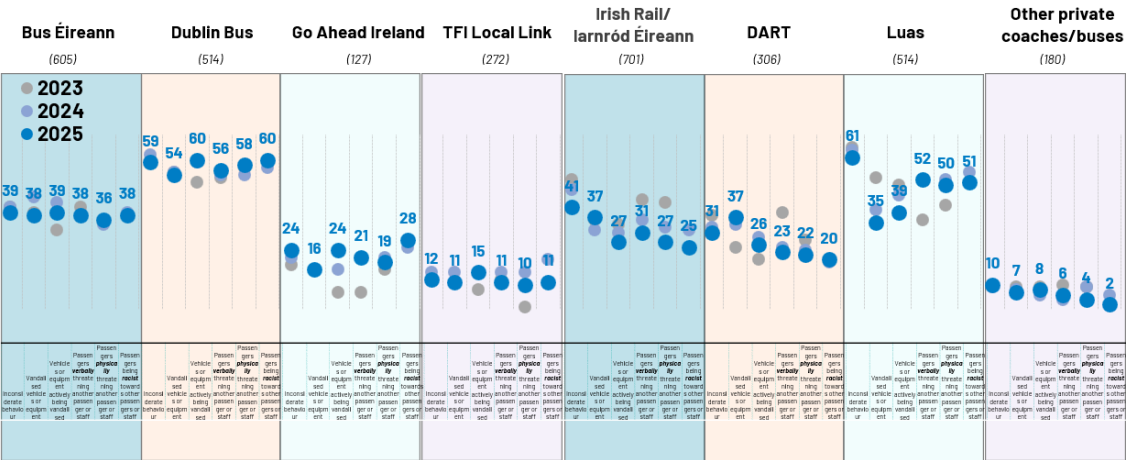


0.3a What modes of transport did you witness this?

Base: All ever witnessed ASB per mode.

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

HOW TO READ CHART: In 2025, Of those who have ever used Bus Éireann and have witnessed Inconsiderate behaviour on public transport, 39% have witnessed this ASB on Bus Éireann.

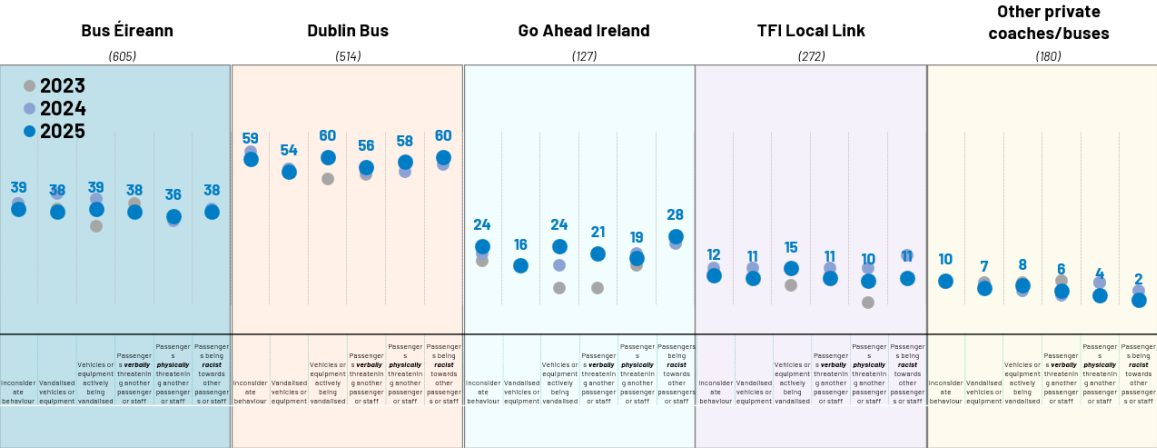


0.3a What modes of transport did you witness this?

Base: All ever witnessed ASB per mode.

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

HOW TO READ CHART: In 2025, Of those who have ever used Bus Éireann and have witnessed inconsiderate behaviour on public transport, 39% have witnessed this ASB on Bus Éireann.



Q.3a What modes of transport did you witness this?
Base: All ever witnessed ASB per mode.

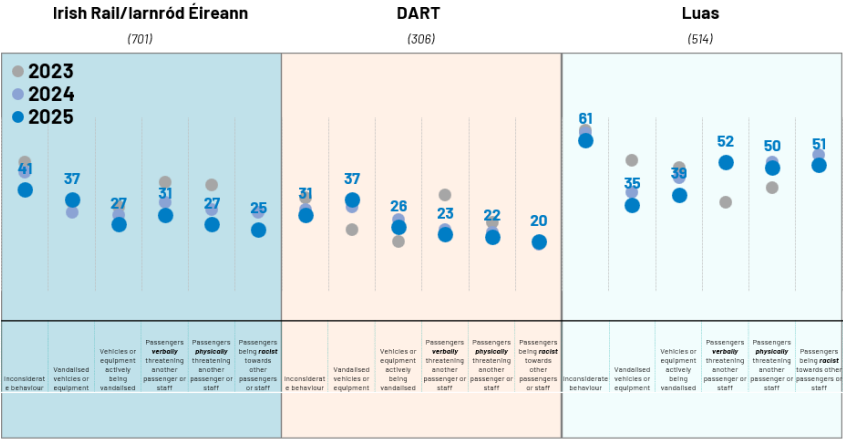
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() = Base size 2025

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

HOW TO READ CHART: In 2025, 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 2025

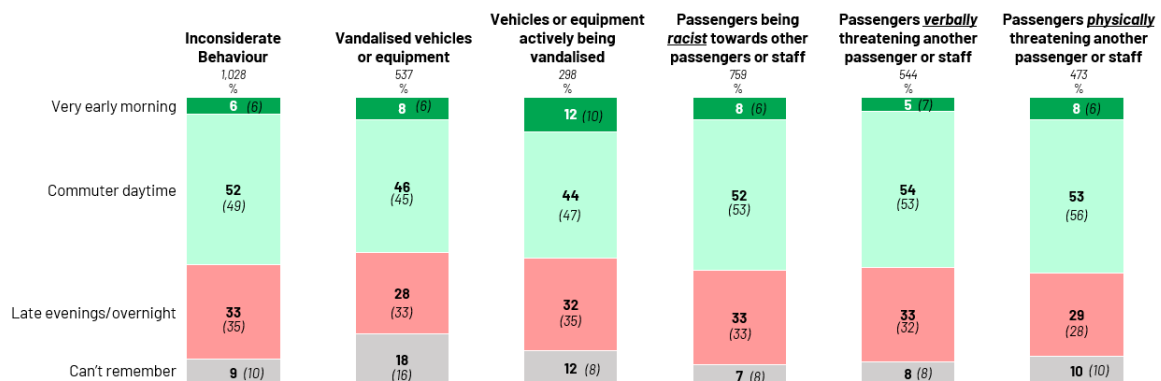
When Anti-Social Behaviour Has Been Ever Witnessed

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



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

() = 2024

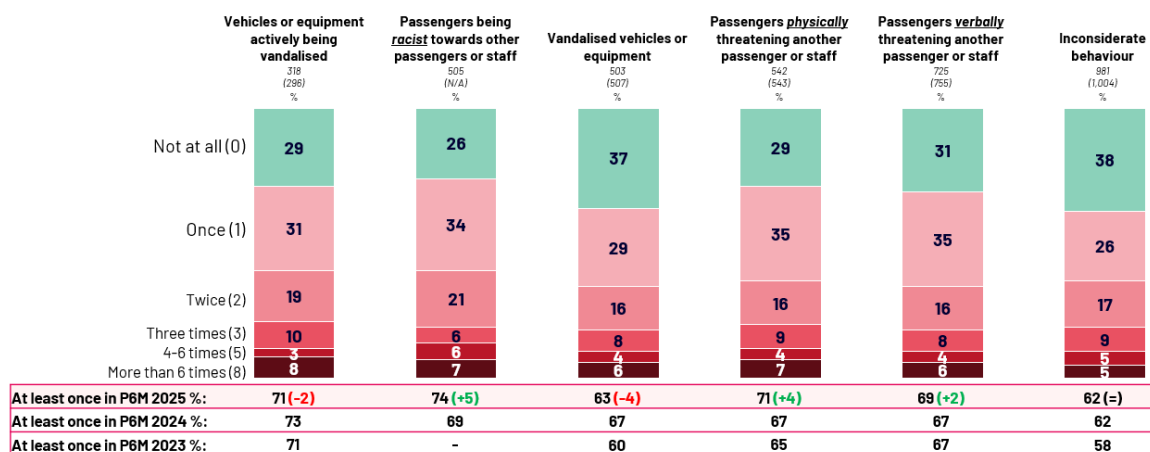
How Often Anti-Social Behaviour Has Been Witnessed Over the Last 6 Months

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.



Q.3c In the last 6 months how often did you witness this type of behaviour?
Base: All have witnessed ASB

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() = change since 2024

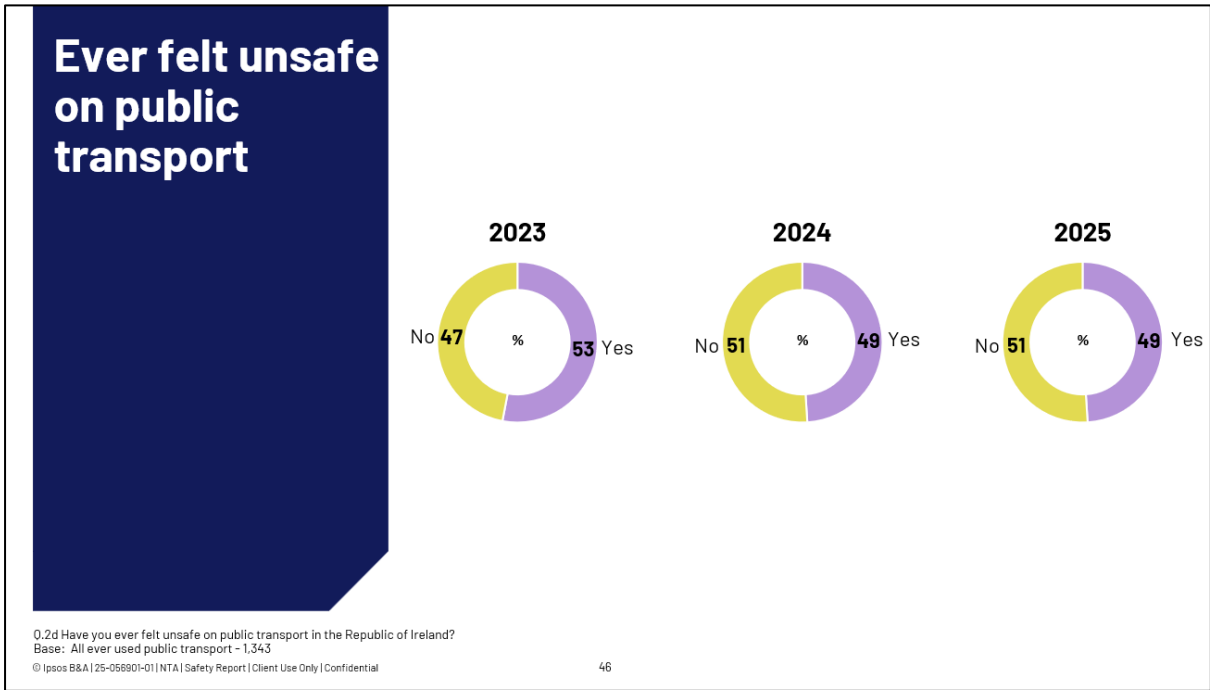
Ever Felt Unsafe on Public Transport

Base: All ever used public transport – 1,343

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.

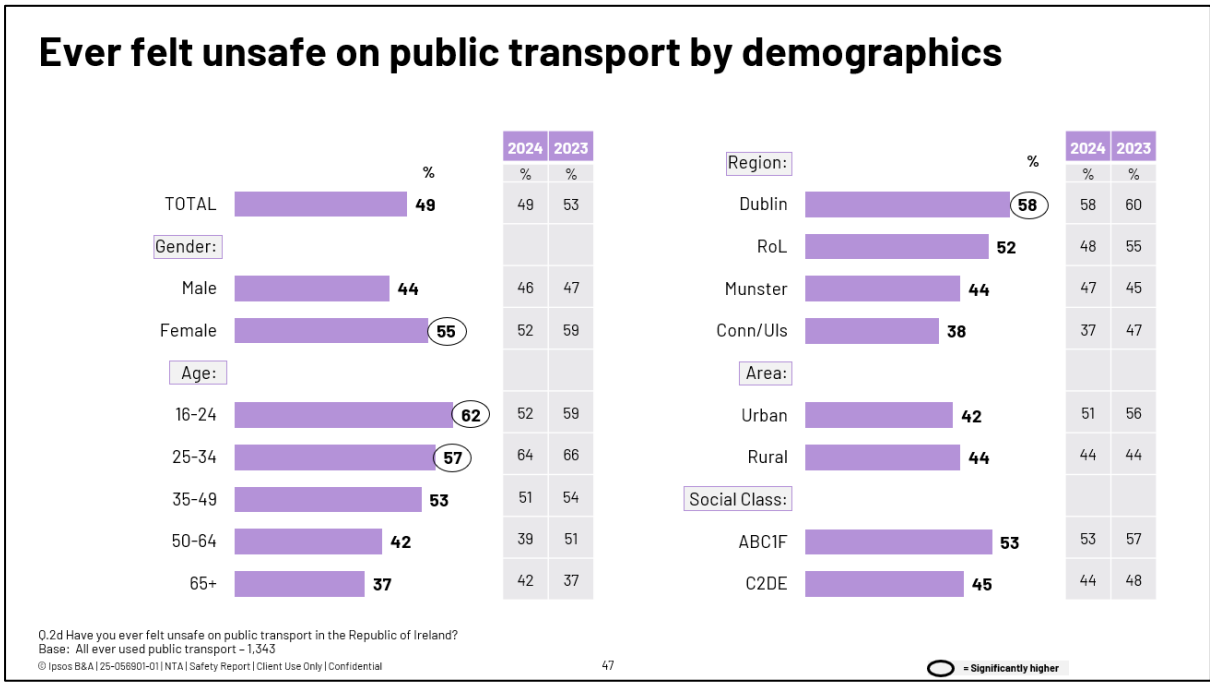


Ever Felt Unsafe on Public Transport by Demographics

Base: All ever used public transport – 1,343

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 - 671

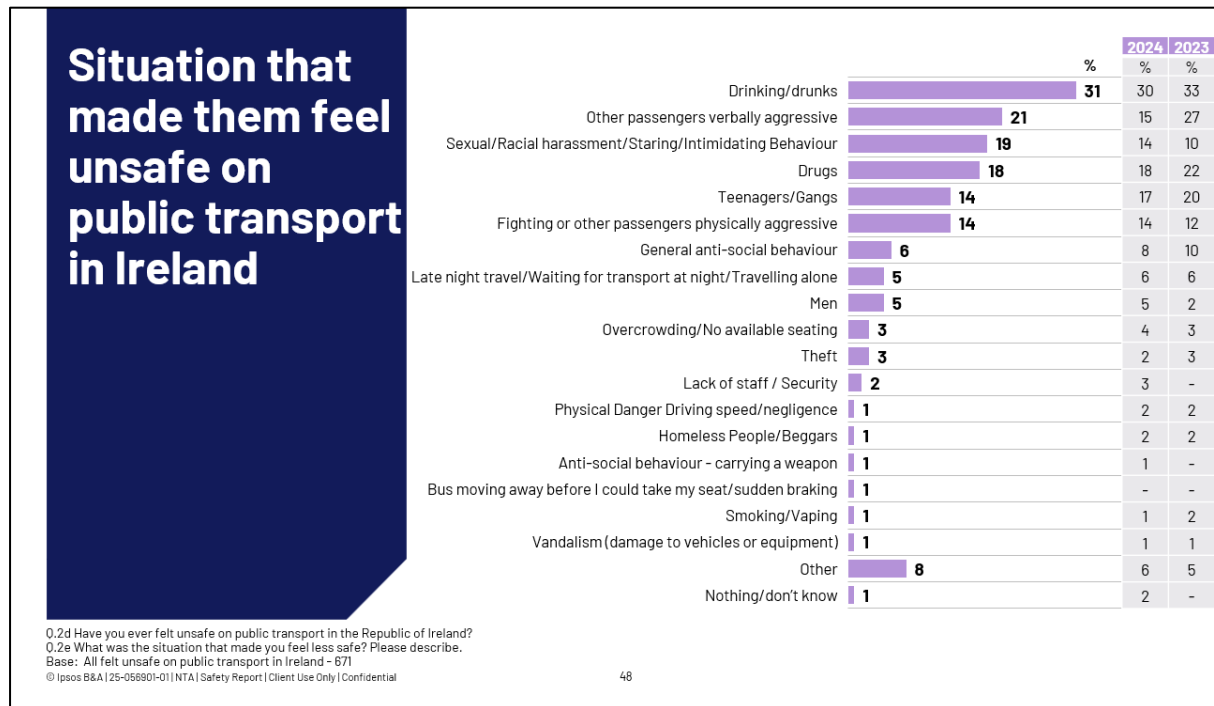
Source: NTA Safety Quant Report:

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.



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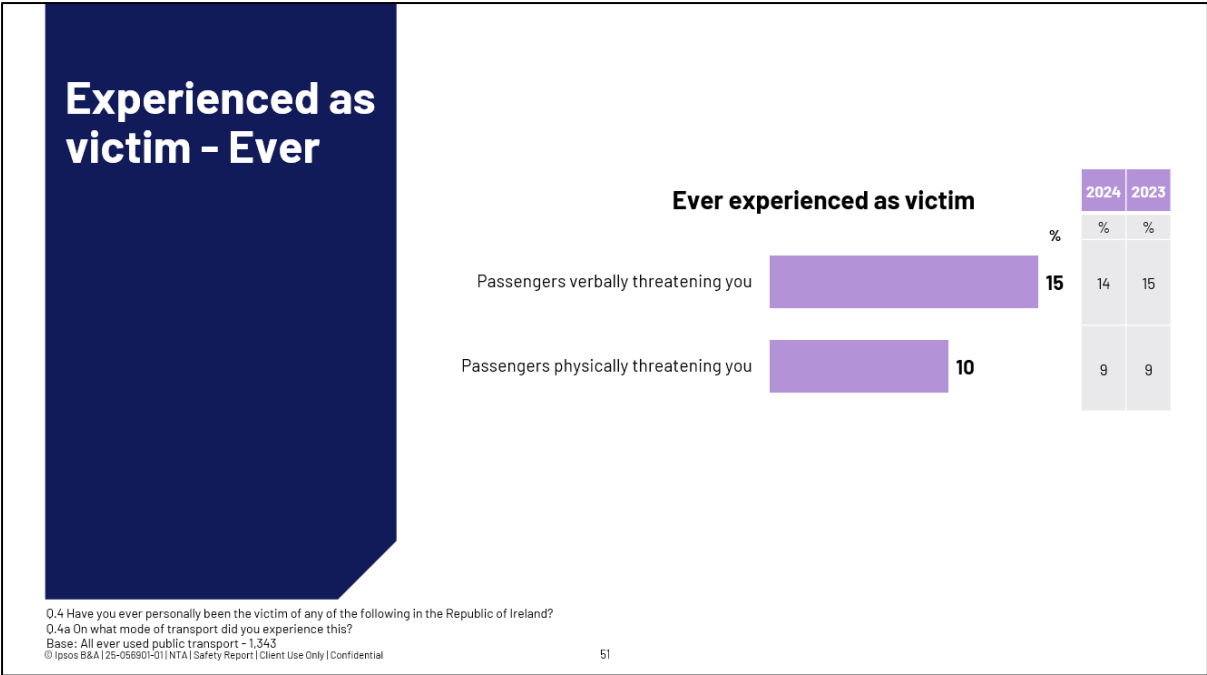
Experienced As Victim - Ever

Base: All ever used public transport - 1,343

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?

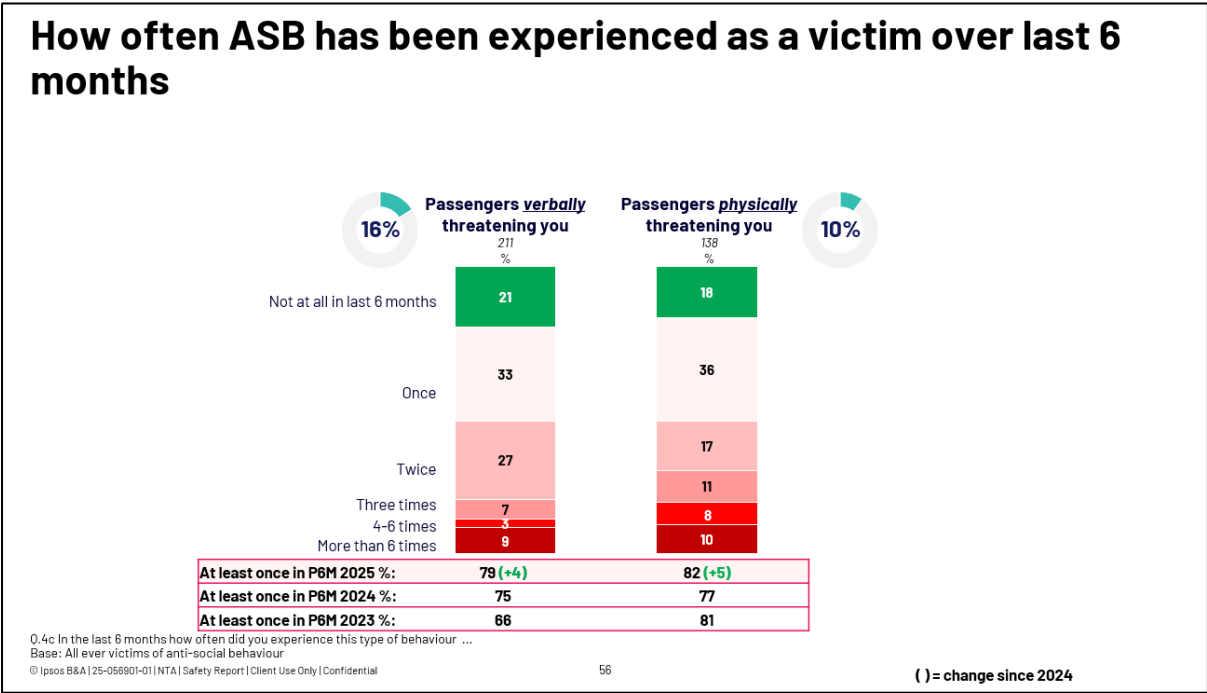


How Often Anti-Social Behaviour Has Been Experienced as A Victim Over Last 6 Months

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 ASB has ever been experienced as victim

HOW TO READ CHART: Of those who have experienced passengers *verbally* threatening them, 30% say it happened on Bus Éireann and 42% 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 2025:	72	99	37*	9*	66	27*	57	3*
Physical Base 2025:	47*	72	32*	11*	44*	22*	44*	1*
	%		%	%	%	%	%	%
Passengers <i>verbally</i> threatening you 2025	30	42	14	3	26	9	27	1
Passengers <i>verbally</i> threatening you 2024	21	45	11	10	29	11	29	5
Passengers <i>verbally</i> threatening you 2023	22	45	4	2	20	10	30	2
Passengers <i>physically</i> threatening you 2025	23	42	14	5	25	13	23	1
Passengers <i>physically</i> threatening you 2024	27	42	13	10	32	18	26	5
Passengers <i>physically</i> threatening you 2023	22	31	10	3	19	14	28	3

*CAUTION: Small base

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.
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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?

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

HOW TO READ CHART: Of those who have ever travelled on Bus Éireann, 45% report they have experienced passengers verbally threatening them on that mode.

Caution small base sizes but among users of each mode, high shares report victimisation on Dublin Bus, Bus Éireann and Luas. Irish Rail and Go-Ahead rates have grown. Concentrate resources where harm is felt.

	Bus Éireann	Dublin Bus	Go-Ahead Ireland	TFI Local Link	Irish Rail/ Iarnród Éireann	DART	Luas	Other private coaches/buses
Verbal Base 2025:	72	99	37*	9*	66	27*	57	3*
Physical Base 2025:	47*	72	32*	11*	44*	22*	44*	1*
	%		%	%	%	%	%	%
Passengers <i>verbally</i> threatening you 2025	45	54	35	4	36	18	42	2
Passengers <i>verbally</i> threatening you 2024	28	55	27	26	44	21	41	12
Passengers <i>verbally</i> threatening you 2023	40	59	9	4	30	28	43	6
Passengers <i>physically</i> threatening you 2025	34	54	30	6	34	24	37	7
Passengers <i>physically</i> threatening you 2024	37	58	18	22	40	32	41	-
Passengers <i>physically</i> threatening you 2023	38	40	18	7	32	33	41	4

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.
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*CAUTION: Small bases

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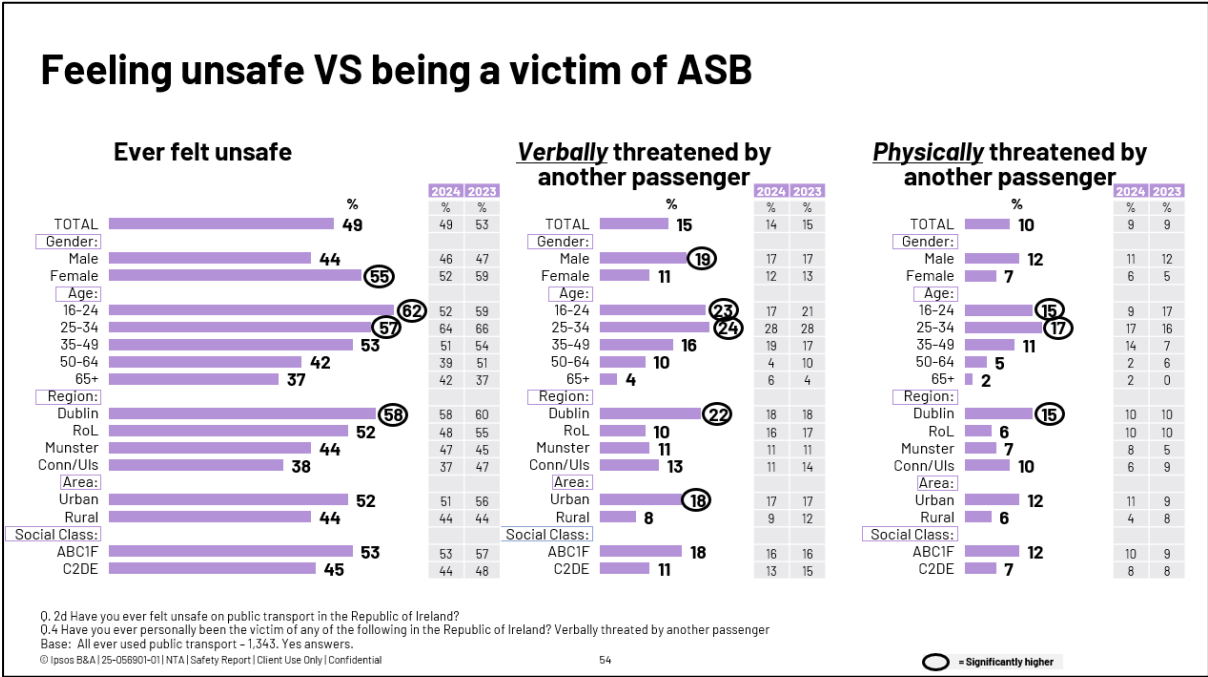
Feeling Unsafe VS Being a Victim of Anti-Social Behaviour

Base: All ever used public transport – 1,343. 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.

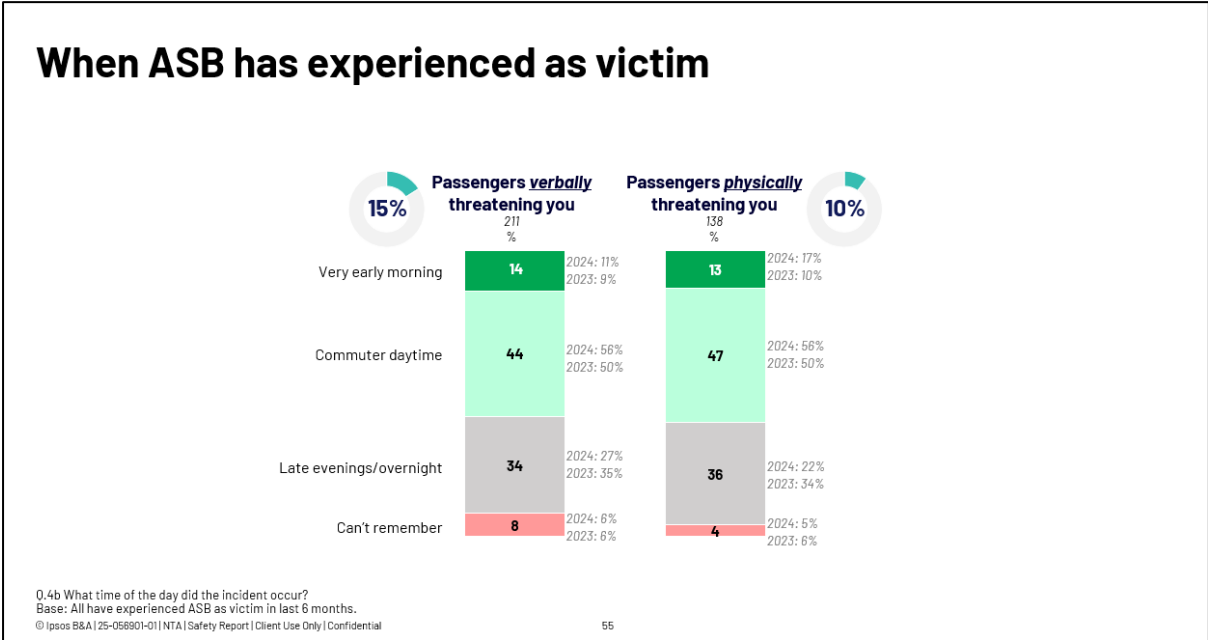


When Anti-Social Behaviour Has Been Experienced as Victim

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?



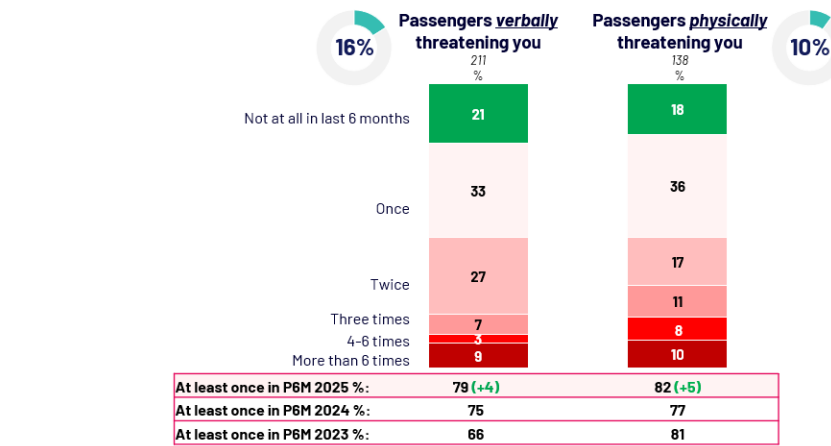
How Often Anti-Social Behaviour Has Been Experienced as A Victim Over Last 6 Months

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.

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



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() = change since 2024

Users' Safety Perception During Their Journey

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

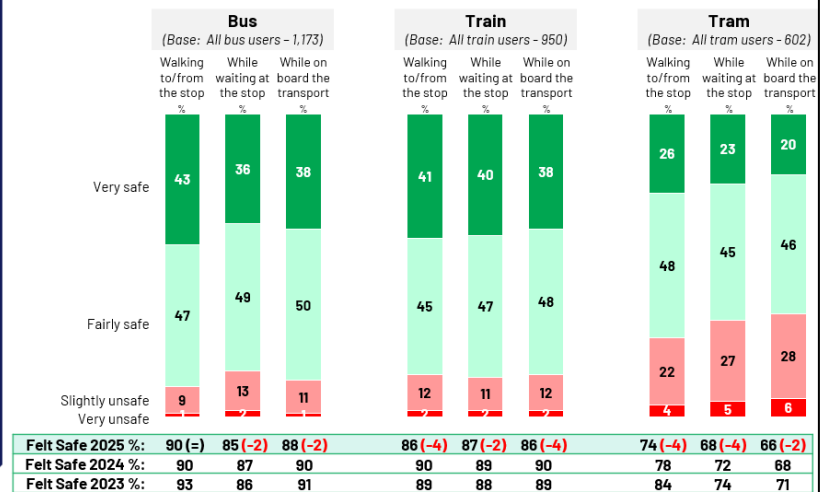
Source: NTA Safety Quant Report:

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?

Users' safety perception during their journey



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?
Base: All users of bus – 1,094; train – 734; tram – 511.
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Údarás Náisiúnta Iompair
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Baile Átha Cliath 2, D02 WT20

National Transport Authority
Dún Scéine, Harcourt Lane
Dublin 2, D02 WT20

