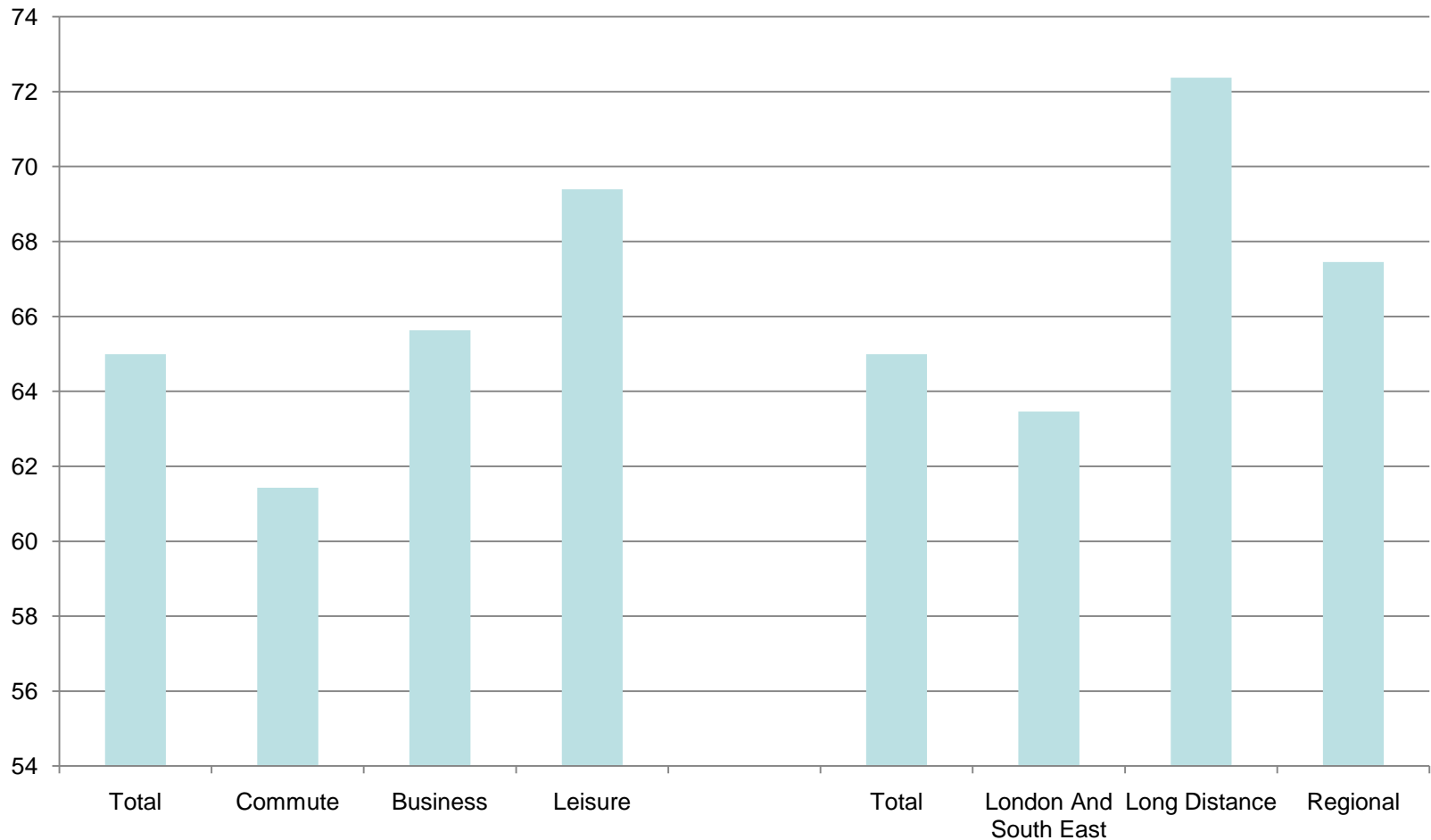


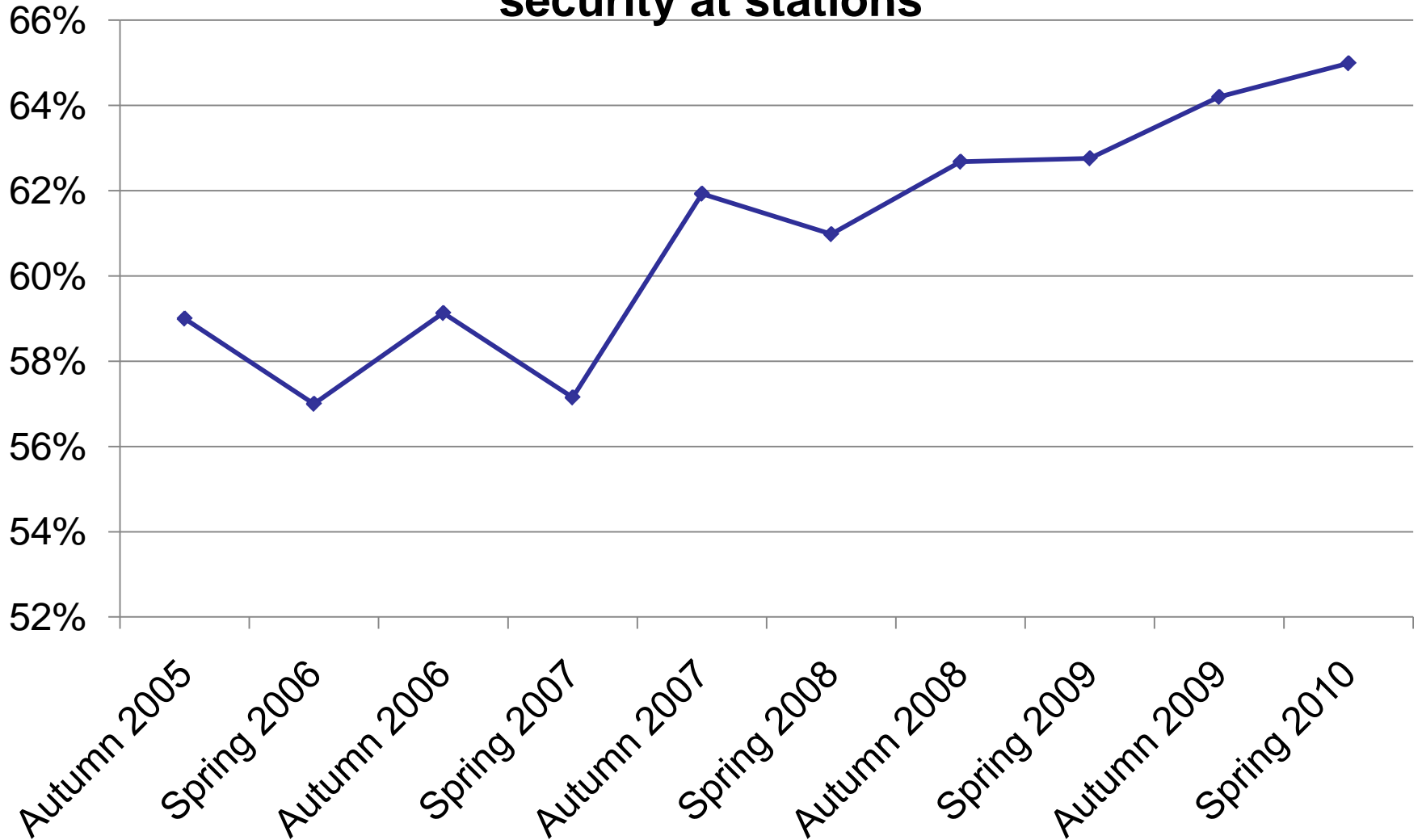


Presentation to the Rail Personal Security Group (RPSG)

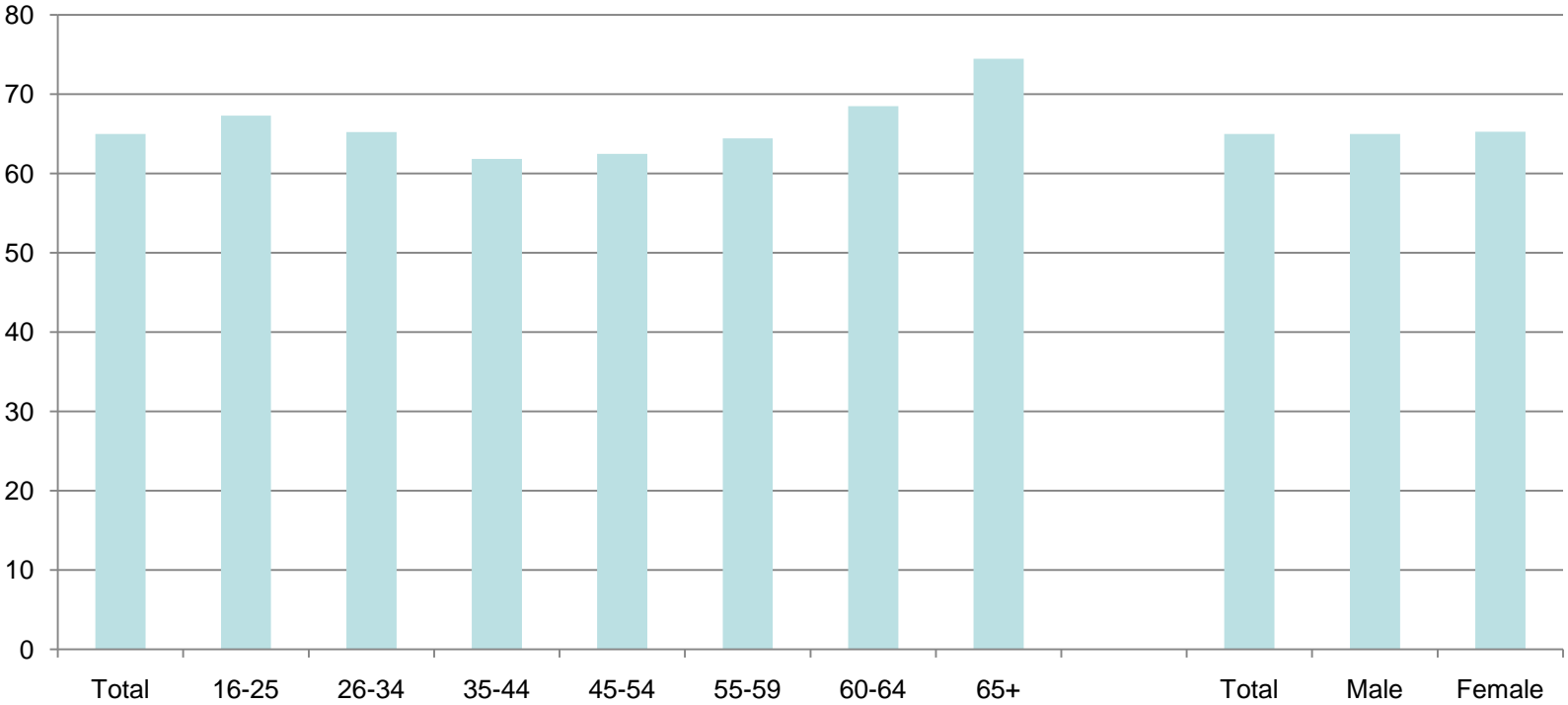
Satisfaction with Personal Security Whilst using the Station – Spring 2010



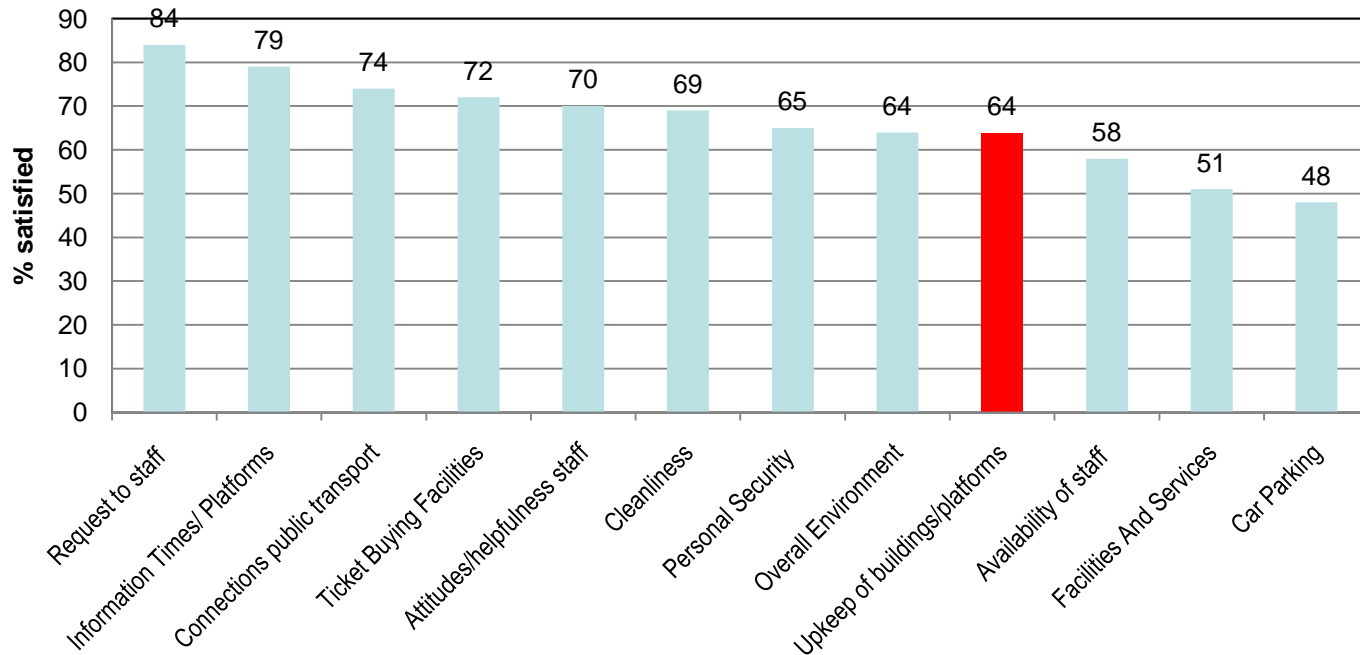
Percentage of passengers satisfied with personal security at stations



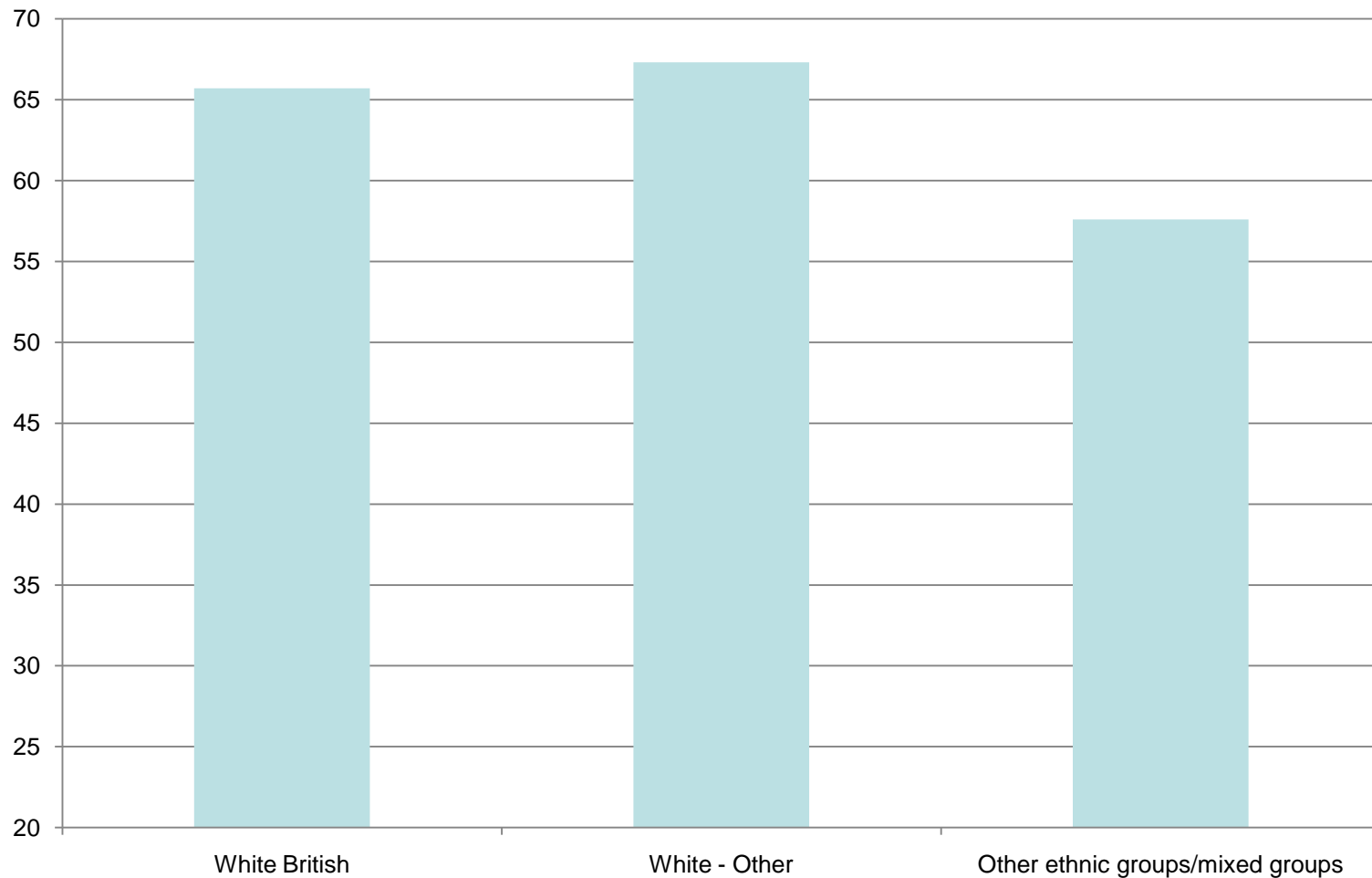
Satisfaction with Personal Security at the Station by Age and Gender – Spring 2010



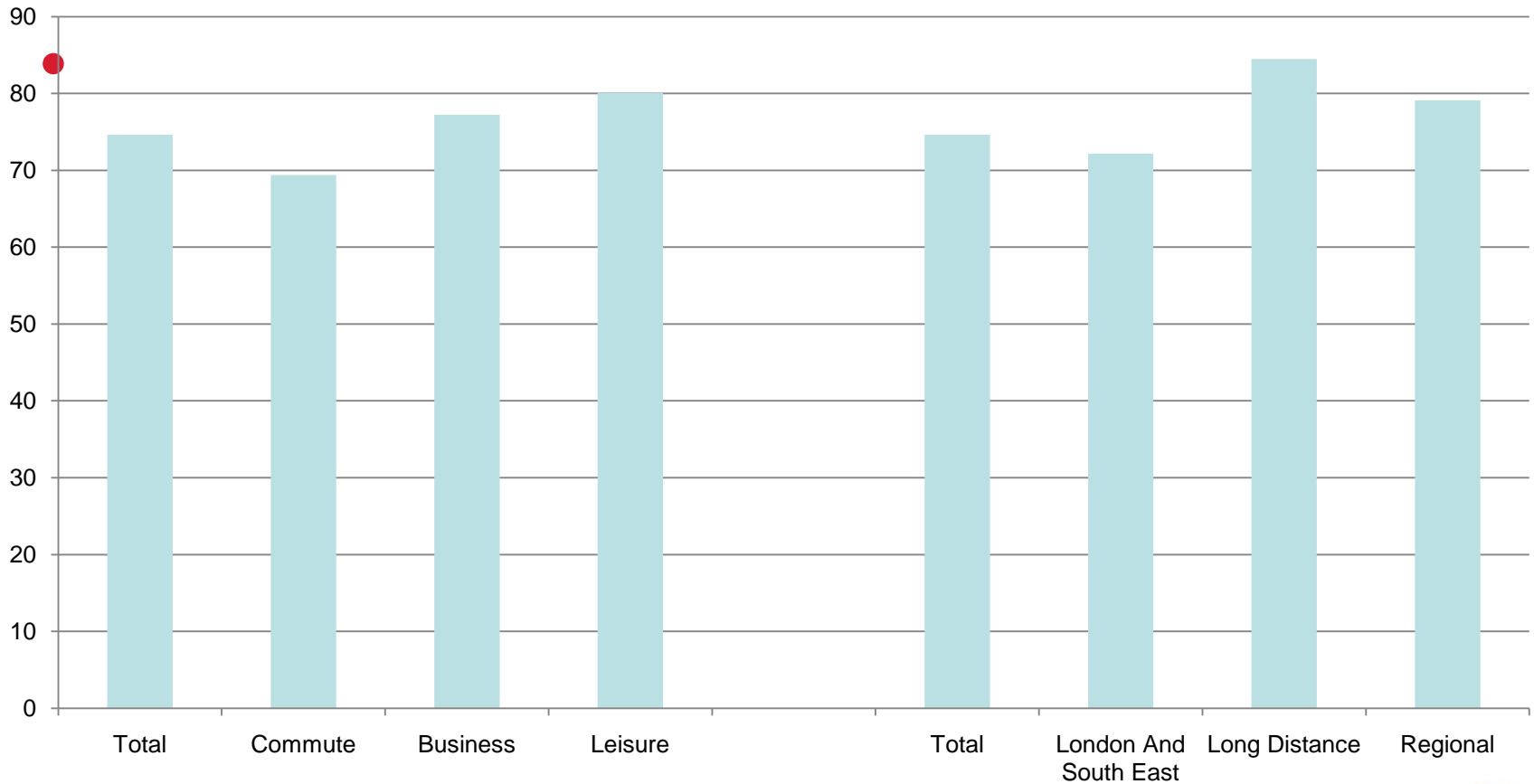
Satisfaction with personal security at stations in relation to other station factors in Spring 2010



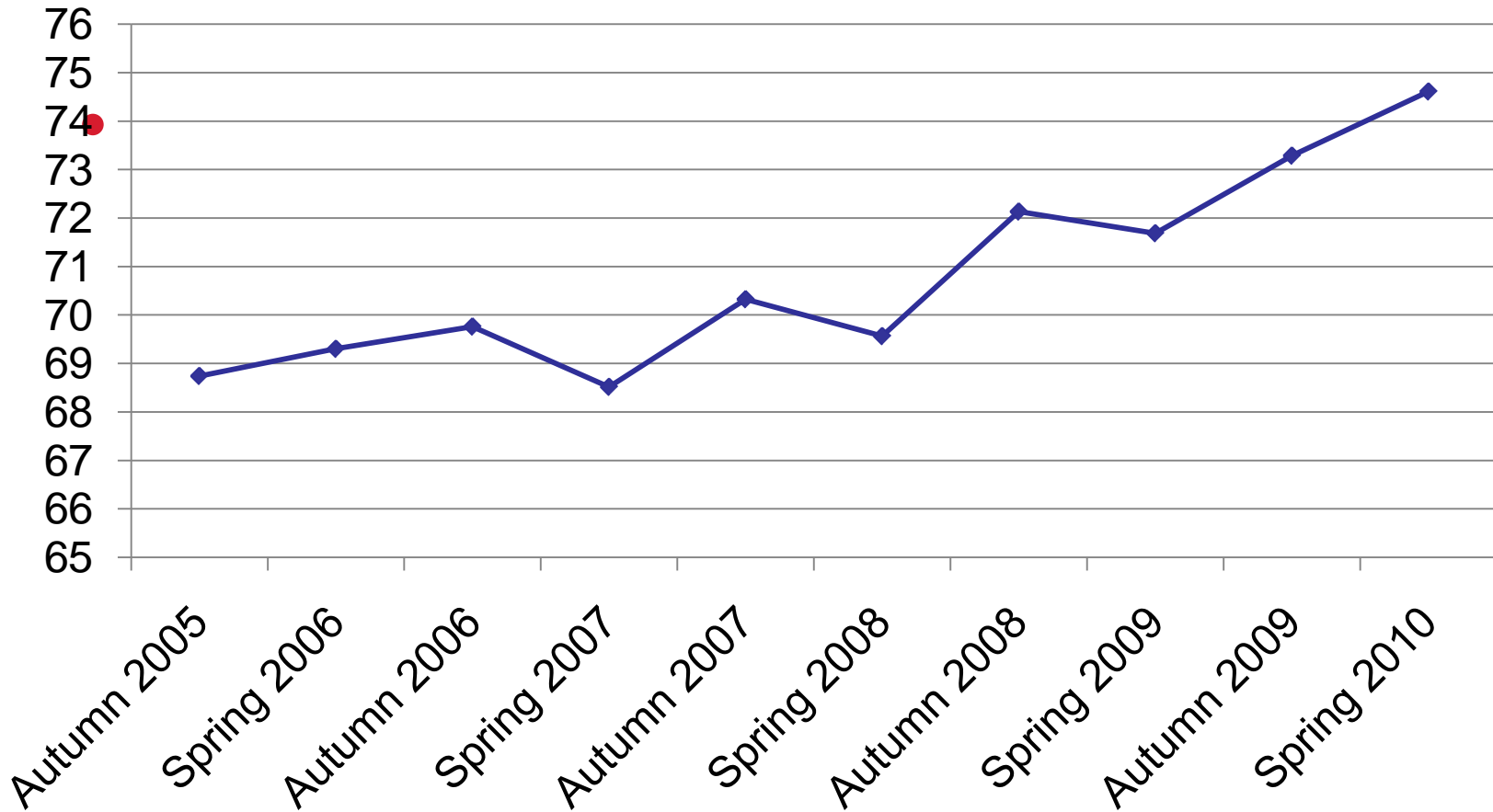
Satisfaction with Personal Security at Station by Ethnic Group - Spring 2010



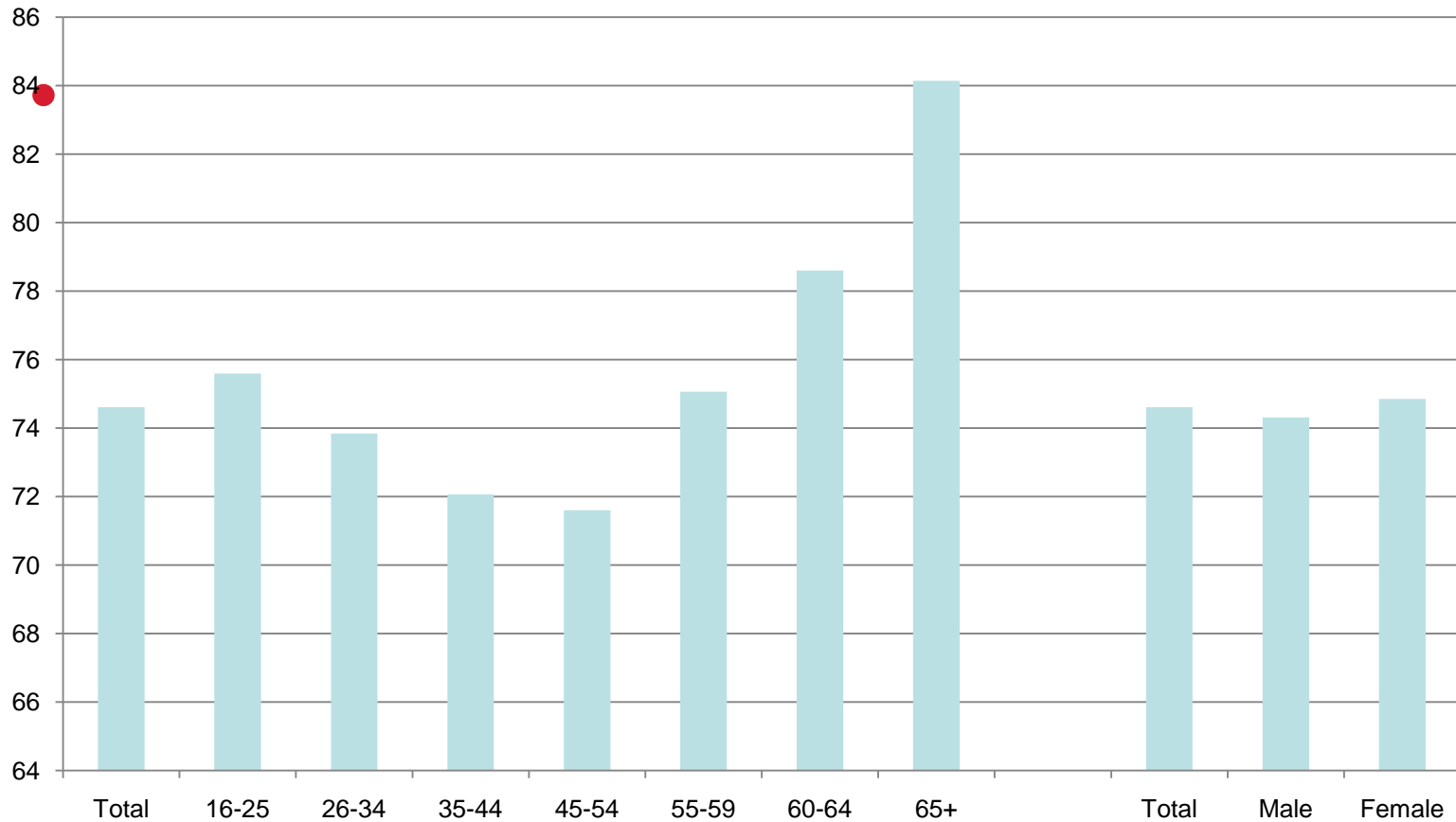
Satisfaction with Personal Security Whilst On Board the Train – Spring 2010



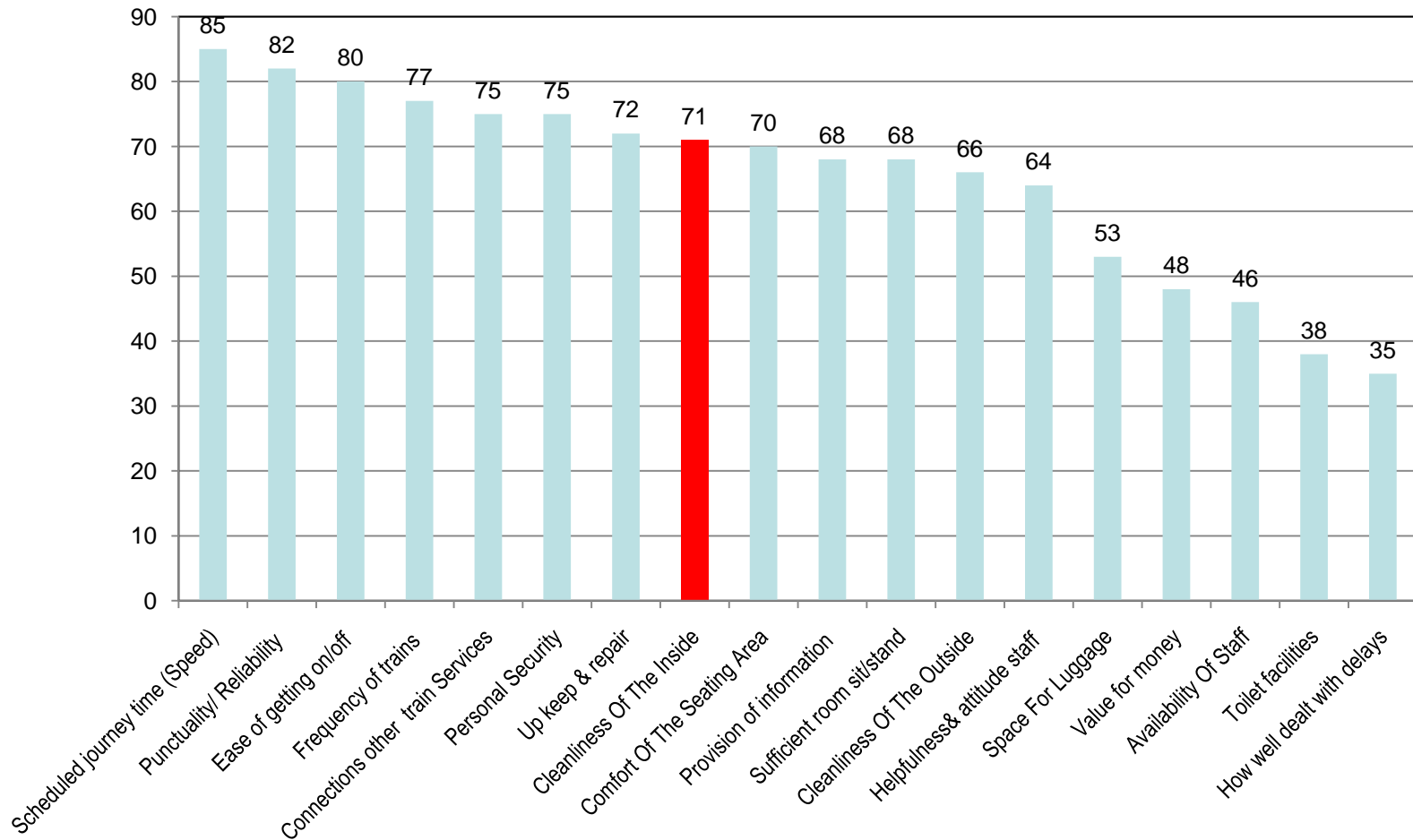
Satisfaction with Personal Security Whilst On Board the Train



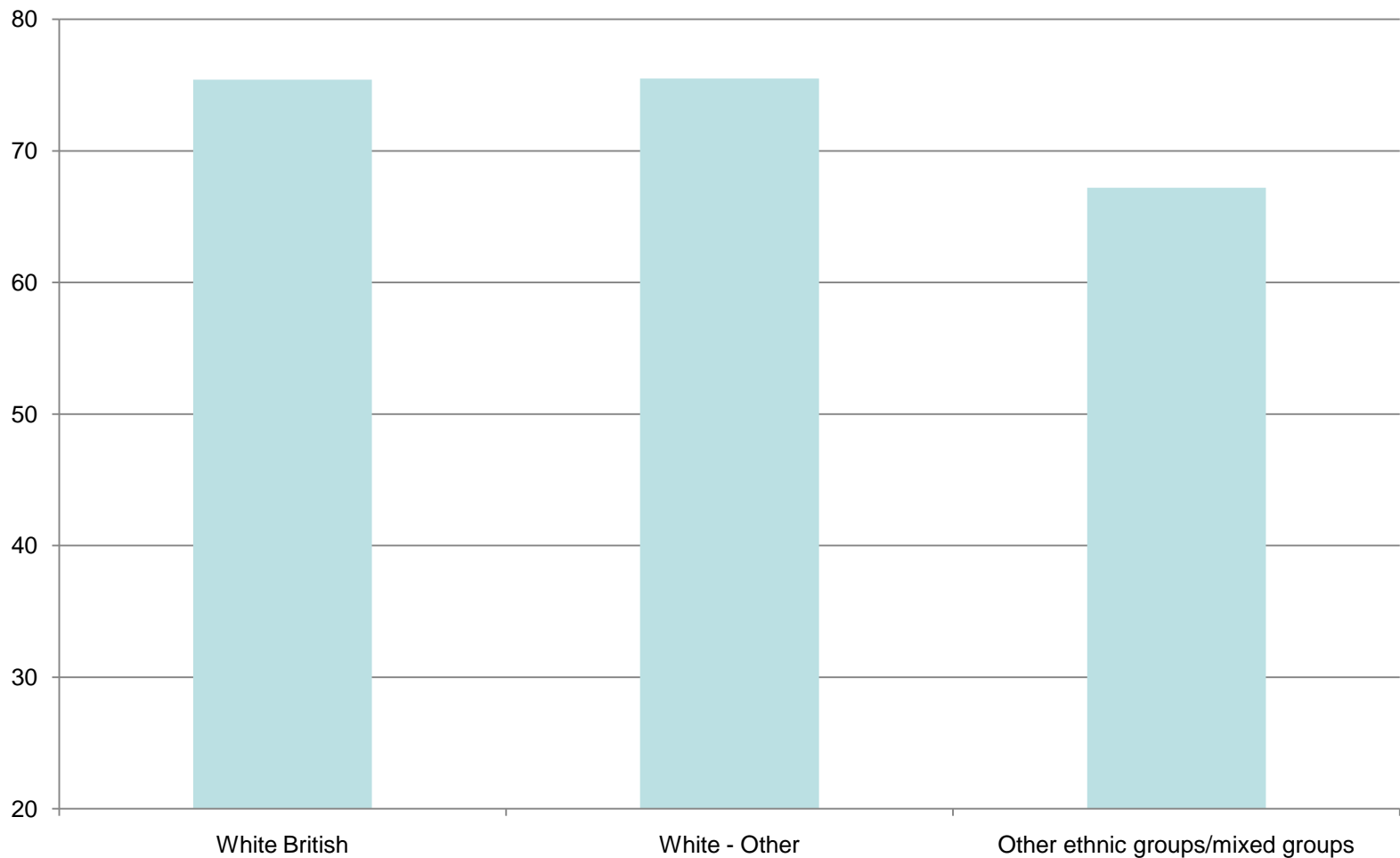
Satisfaction with Train Security by Age and Gender – Spring 2010



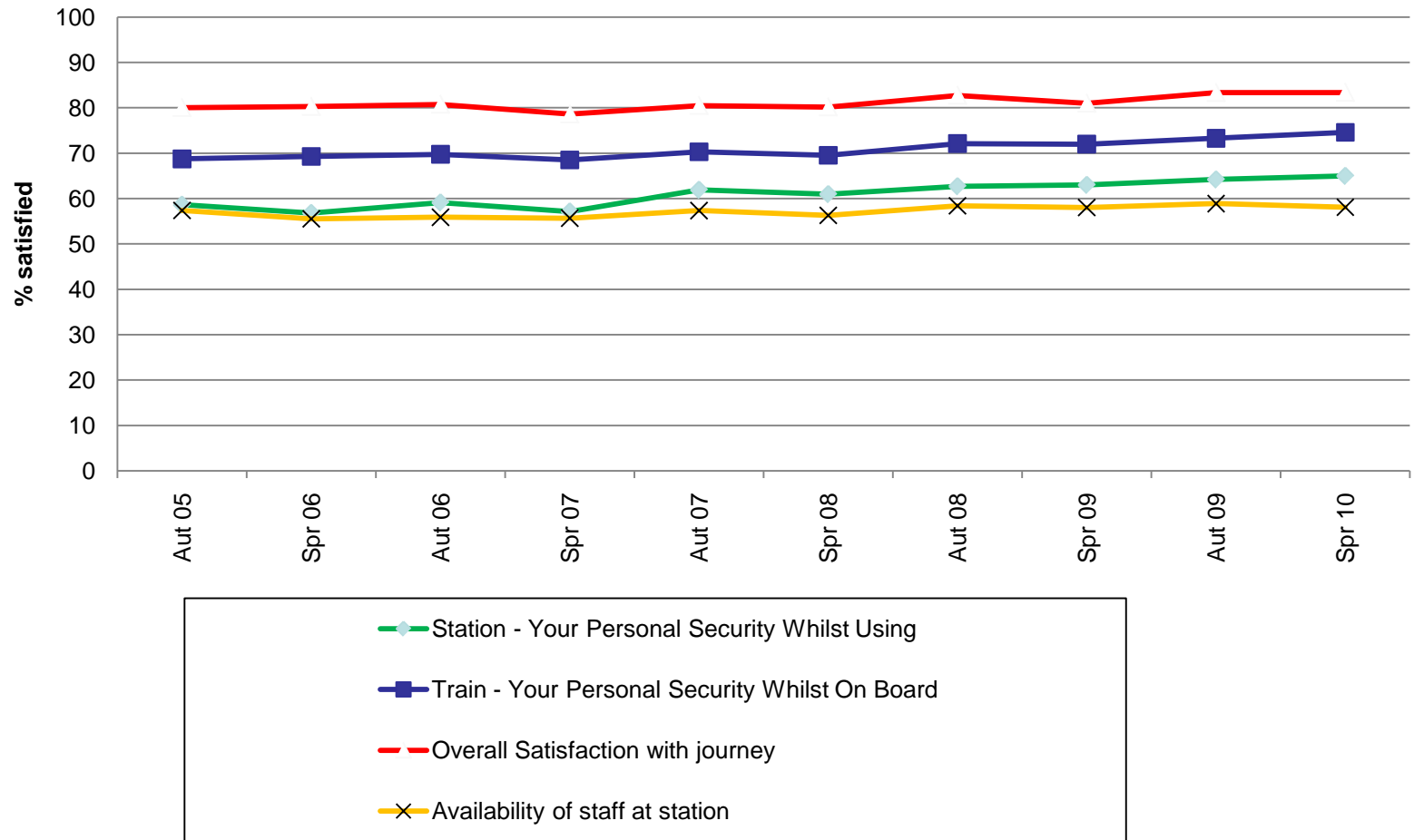
Satisfaction with all train factors incl. personal security on trains (Spring 2010)



Satisfaction with Personal Security on the Train by Ethnic Group - Spring 2010



Satisfaction with personal security, overall satisfaction and availability of staff at station



Reasons for worry about personal security at the station
(of those who were concerned) – percentage of
passengers - Autumn 2009

Lack of station staff	42
Lack of other passengers	20
Poor on-station lighting	15
Lack of information	12
Anti-social behaviour by other people on station	66
Saw actual vandalism or violence on the station	11
Fear of terrorism	5
Other on the station	7

Reasons for worry about personal security on the Train
(of those who were concerned) – percentage of
passengers - Autumn 2009

Lack of on-train staff	45
Lack of other passengers	18
Poor train lighting	4
Lack of information	8
Anti-social behaviour by other people on train	76
Saw actual vandalism or violence on the train	11
Fear of terrorism	4
Other on the train	5