



The Chartered  
Institute of Logistics  
and Transport

# The security of female passengers

SURVEY  
**BUSMARK**

# Summary

This survey shows that operators and public sector organisations share the same concerns for female passenger security with virtually every respondent agreeing that:

Operators should seek closer working relationships with their local police forces on night-time security.

All parties would support a campaign to raise passenger awareness of how to report incidents, similar to the BTP's 'See it, Say it, Sorted' and the 'Ask for Angela' safety initiative where individuals feeling unsafe, vulnerable, or threatened in bars and clubs can discreetly seek help by asking staff for 'Angela', a code phrase that signals the need for assistance.

Another overwhelming agreement was that on-board posters should highlight to passengers the usage of CCTV.

## Where opinions did differ, these were primarily in the areas of:

Allocation of safe seating.

Allowing female (and vulnerable) passengers to exit the vehicle in a 'lock-in-lock-down' situation, due to the impracticalities involved.

Whether 'safety' advice posters are displayed onboard vehicles, at bus stations and bus stops.

For staff awareness training, the majority felt that this should be conducted annually, whilst 72% of respondents do not currently measure or monitor how women and girls feel about security on buses and coaches.

**In summary**, we believe that this survey provides confirmation that more needs to be done, in both the 'real time' safety of female passengers, particularly at night, and a campaign of enhancing staff awareness and increasing female passenger confidence.

The willingness to tackle these challenges has been demonstrated, so CILT(UK) BusMark, and our Bus & Coach Forum, can use this platform of evidence to seek the support of cross-industry parties to improve the situation for operators, transport authorities and, crucially, for female passengers.

# Analysis

## **Host:**

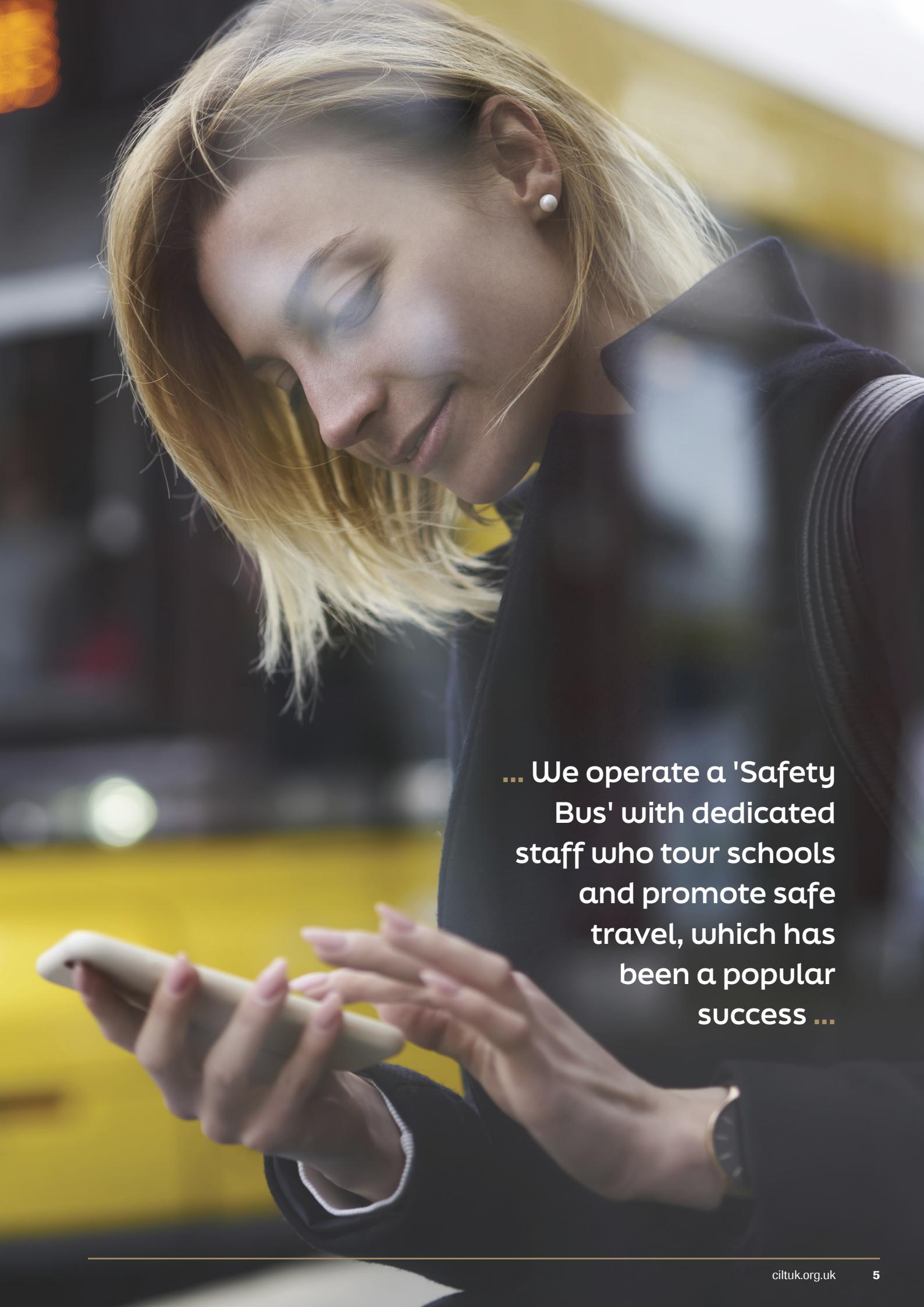
**Austin Birks**

Board & Chair, Bus & Coach Forum,  
CILT(UK).

## **Keynote speaker:**

**Andy Newton**

Professor of Criminology & Policing,  
Nottingham Trent University.



... We operate a 'Safety Bus' with dedicated staff who tour schools and promote safe travel, which has been a popular success ...

# Results

Research shows women are nearly twice as likely as men to change their travel behaviour for safety.

What's influencing this – and what can improve their experience on buses and coaches?

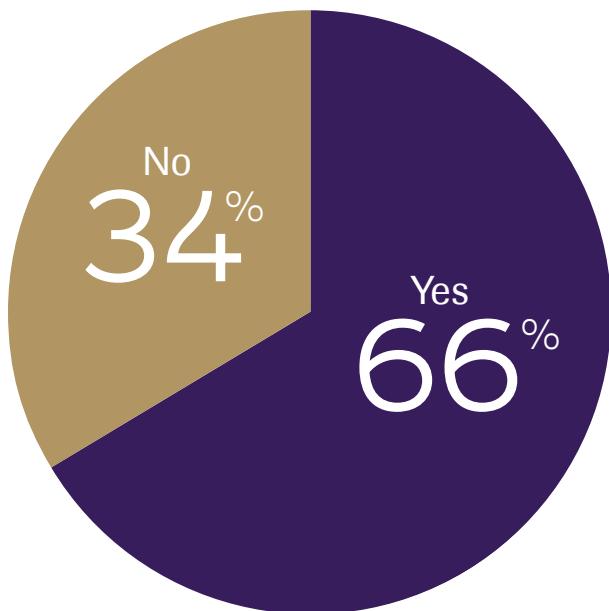
The following results were based on 100+ responses from valued members of the bus and coach community. We hope our findings can be used to shape the future of public transport to help women feel safer while travelling.

# Safe seats and spaces

1-2

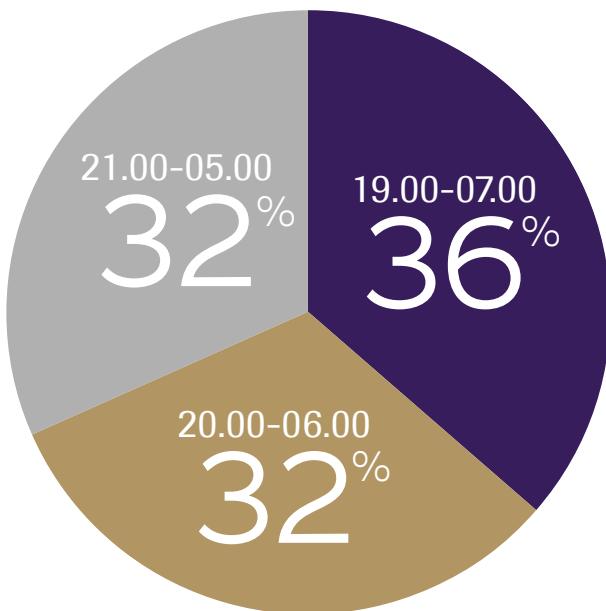
1

Should 'safe' seating be available to unaccompanied female passengers during certain times?



2

If yes, please select your preferred hours.

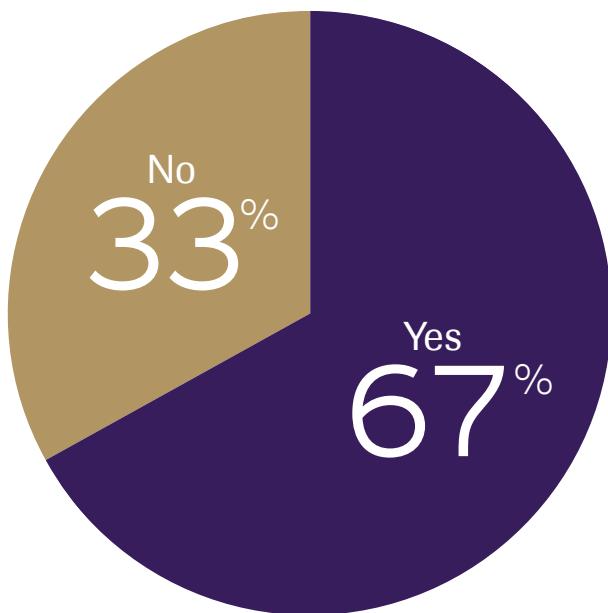


# Impact of 'lock in'

3-4

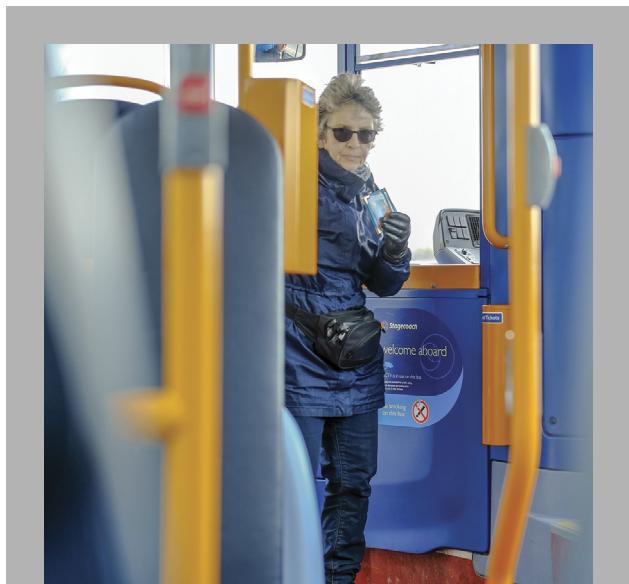
3

Should vulnerable/female passengers be allowed off the bus/coach in a 'lock in' situation, if they wish?



4

If yes, how could this be safely/practically achieved?



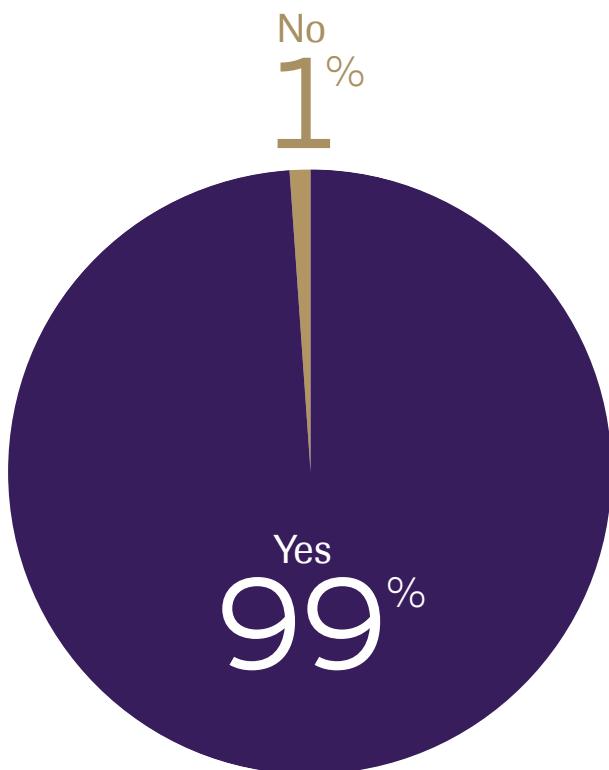
**In summary**, mixed views as to the rights and wrongs (eg human rights) and practical/impractical solutions of allowing individuals to alight in such circumstances. Majority view was that this should be at driver discretion, with coaching on risk assessment and support, where available, from CCTV.

# Precautions

5-6

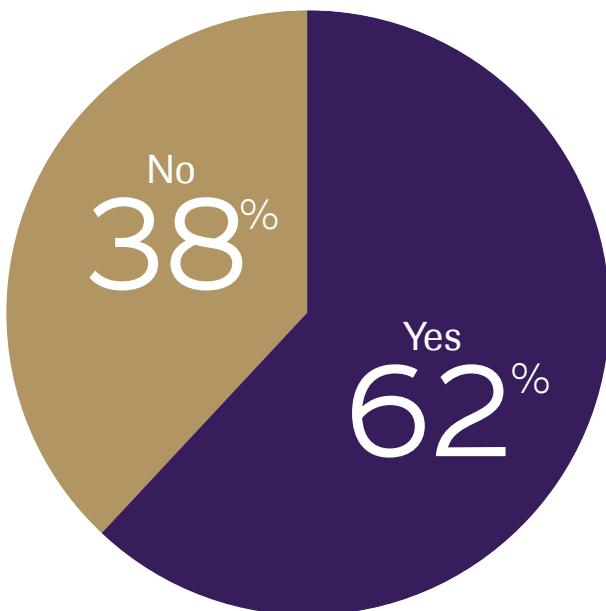
5

Should 'safety top tips' posters be displayed on buses, coaches and at bus stops?



6

Should operators seek to work even closer on night time security with local police forces?

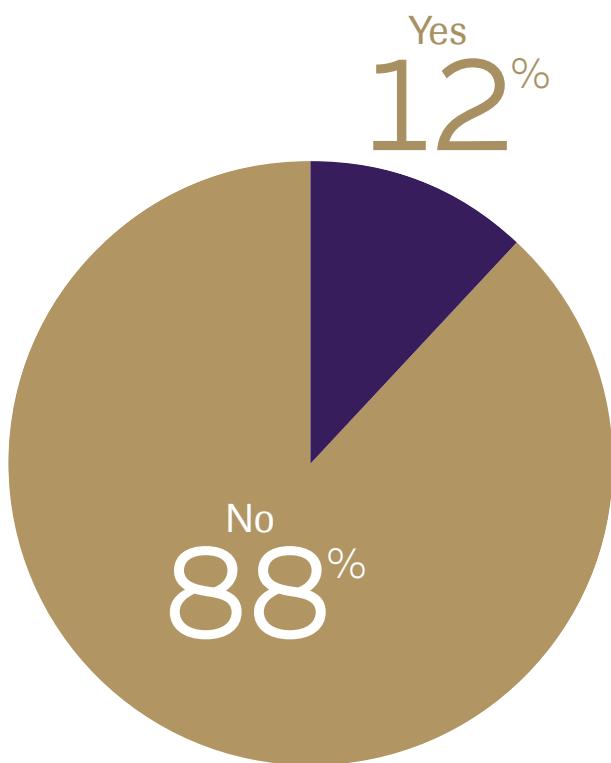


# Reporting and police response

7-9

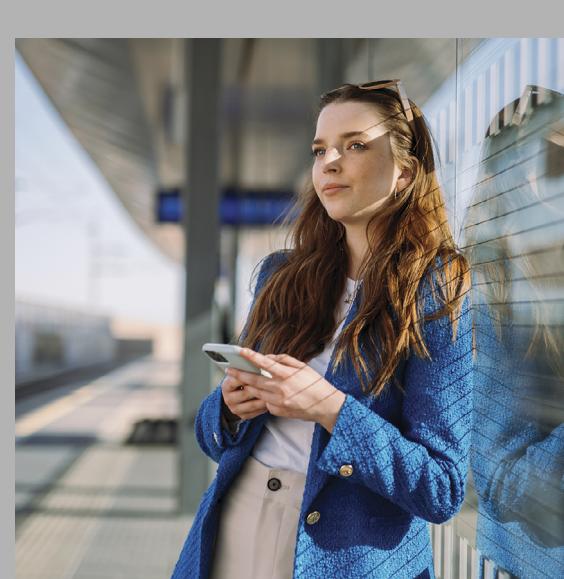
7

Do you have any security measures in place for passengers to report live issues?



8

If yes, please provide a summary:



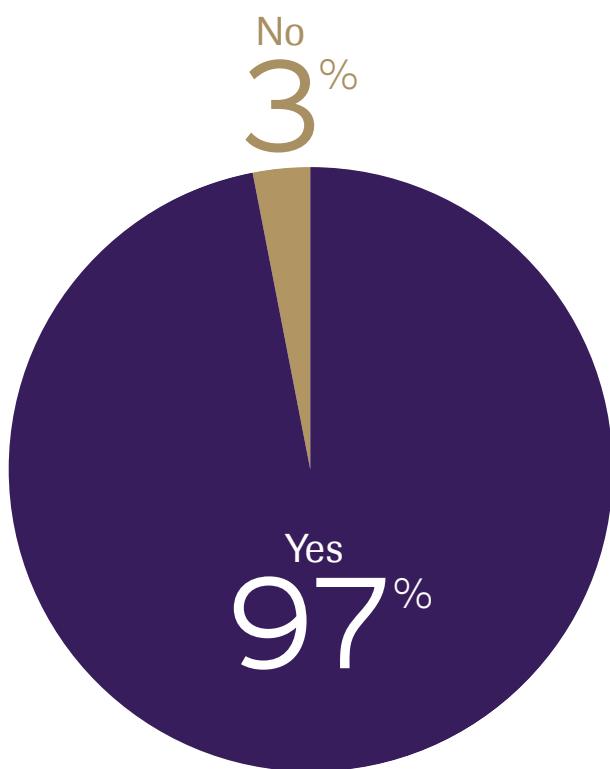
**In summary**, in addition to 24-hour control rooms, radio comms (via the driver), customer service lines, risk assessment training for front-line staff, night safety charters and 'Ask for Angela' schemes, interest is being shown in utilisation of smartphone apps for incident reporting directly to the operator and police. Also wider work on safety advice for those travelling to and from bus stops.

# Communication

10

9

Would you support launching a campaign to raise passenger awareness of how they can report incidents (as per British Transport Police's 'See it, Say it, Sorted')?



10

What more could be done to encourage open communications between drivers and passengers?

## Popular views include:

- Enhance customer engagement training (be approachable)
- Adopt an 'Ask Angela'/code word type campaign
- Use a mobile phone app WhatsApp to communicate directly to either route manager or control centre or driver
- Introduce Travel Security Officers

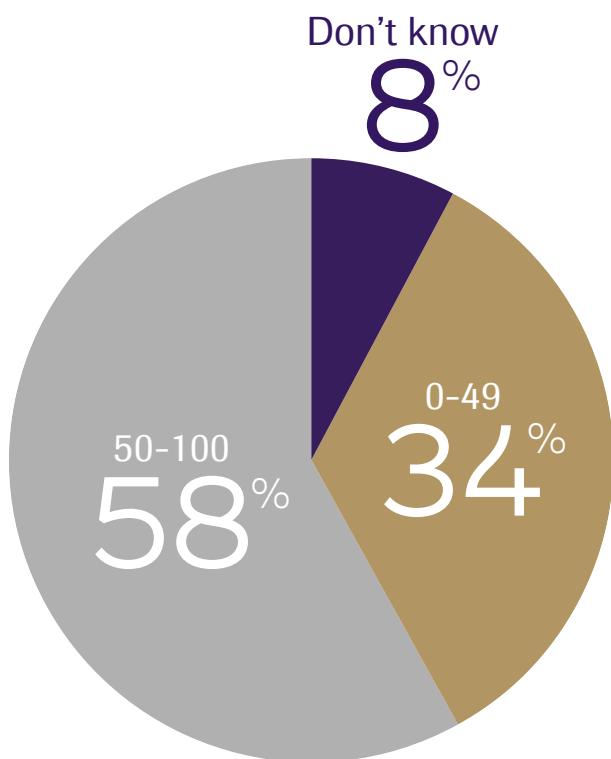
On the railways, the Samaritans have helped in the identification of potential problems with passengers and such collaboration could assist drivers in recognising potential problems.

# Improved surveillance

11-13

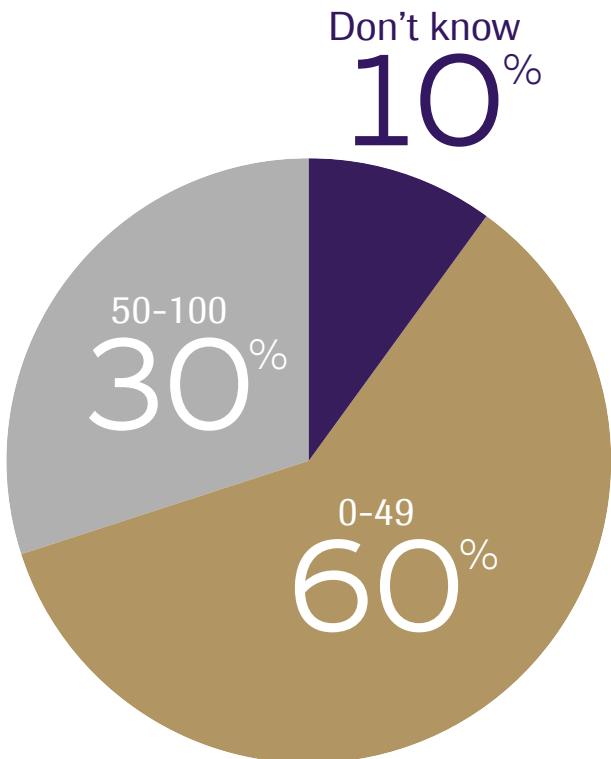
11

What % of your cameras cover the whole vehicle/station? ie. blind spots?



12

What % of your cameras also provide audio coverage?

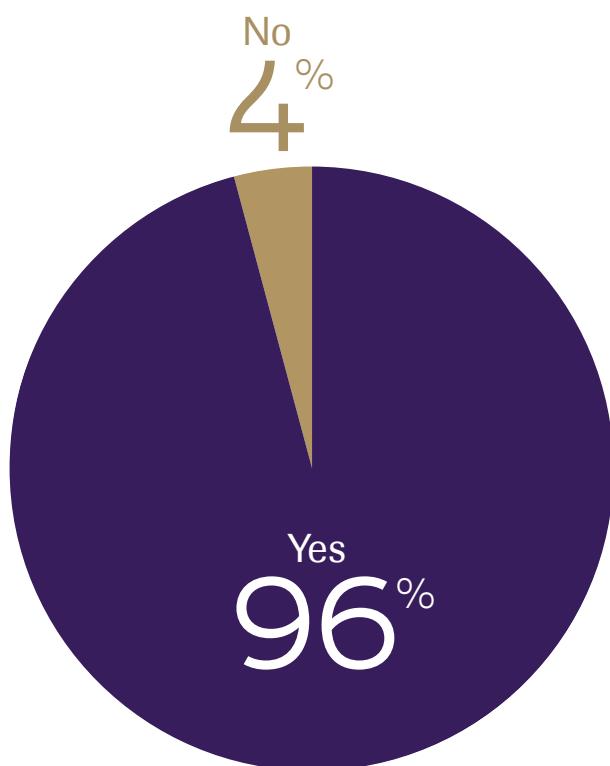


# Awareness training

14-15

13

Should on-board posters highlight the usage of CCTV?



14

How can staff training improve awareness of the security concerns of female passengers?

Virtually all answers fall into two categories - staff training and communications – which can be used in tandem.

A number of responses suggested direct engagement with female passengers. Quotes and case studies of their experiences could be attained and used in staff training. If willing, maybe invite such individuals to speak at a staff training course, as well as Police, Samaritans, etc.

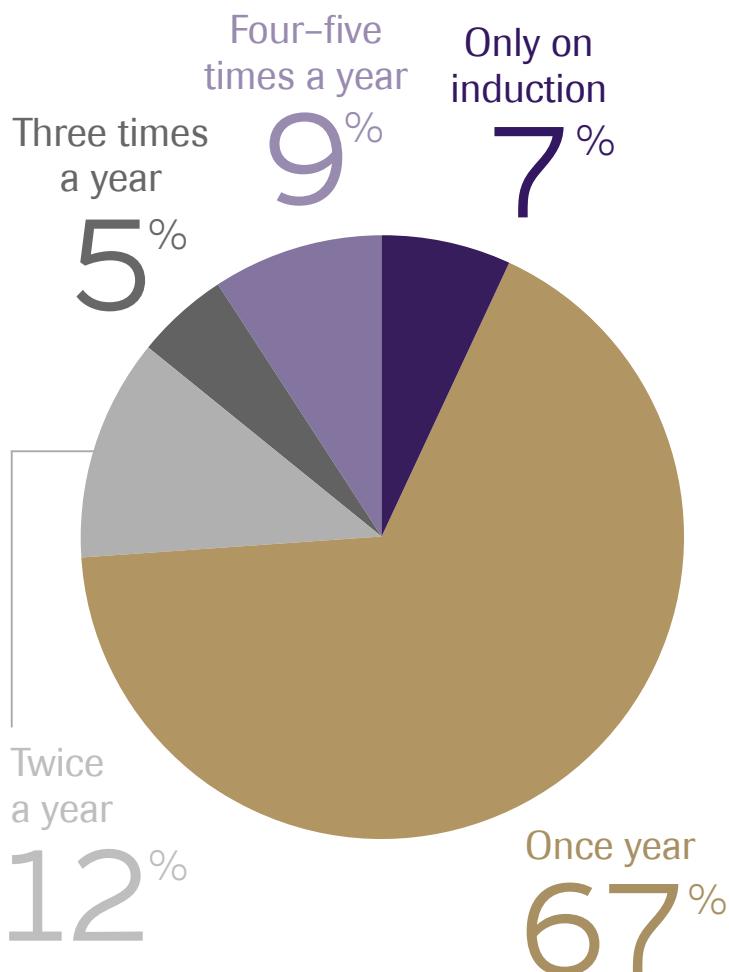
On the issue of training, many proposed including this as a specific topic within Driver CPC and Toolbox Talks. It was also suggested that staff be trained on body language of passengers warning signs.

# Behaviour influences

16-20

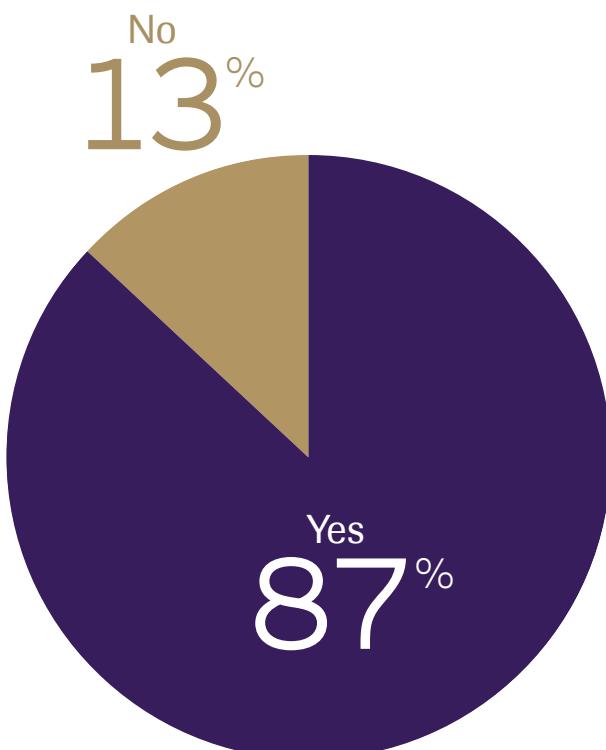
15

How frequently should such training be conducted?



16

Should operators be more pro-active in media/social media campaigns, in addressing female safety of travel?



# 17

If yes, should such campaigns focus on which priorities?  
Ranked from 1 high to 6 low:

What they can do and who they should contact in order to report incidents of antisocial or other inappropriate behaviour.

1

Better public messaging of what to do if they felt unsafe, both in the immediacy of the moment, but also once in a place of safety after experiencing negative events.

2

Educational campaigns to highlight what would make women uncomfortable and why.

3

To respect individuals' personal spaces when travelling on buses.

3

Raise awareness of both the technology available to assist females and the support available to those who feel vulnerable before, during or after public transport journeys.

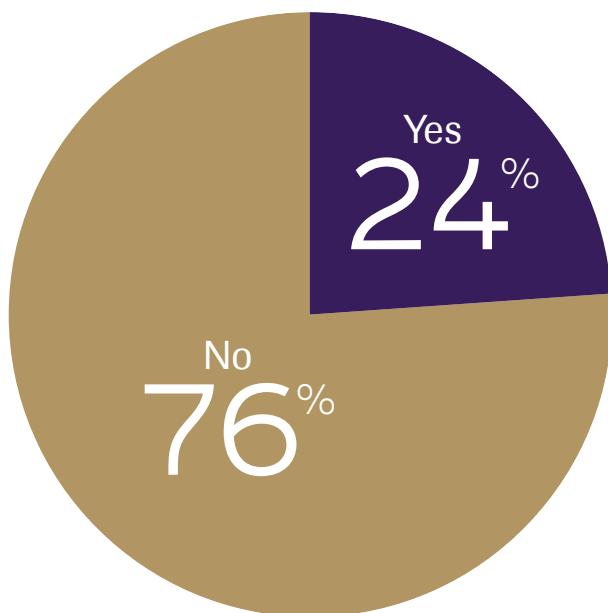
5

Address a lack of bystander intervention in case they themselves become the target.

6

# 18

Do you appoint 'staff champions' to engage local community groups/ businesses/schools, becoming a familiar trusted face and address passenger safety concerns?



# 19

If yes, please share your experiences:

*"We operate a 'Safety Bus' with dedicated staff who tour schools and promote safe travel, which has been a popular success."*

*"As part of our Bus Service Improvement Plan (BSIP) we have engaged with local community groups on a scheme that will promote equality and accessibility on bus travel. We have engaged with a Youth Community group and will be working with them to deliver a campaign to raise awareness about safety measures and reporting procedures for women and girls when travelling on bus and rail"*

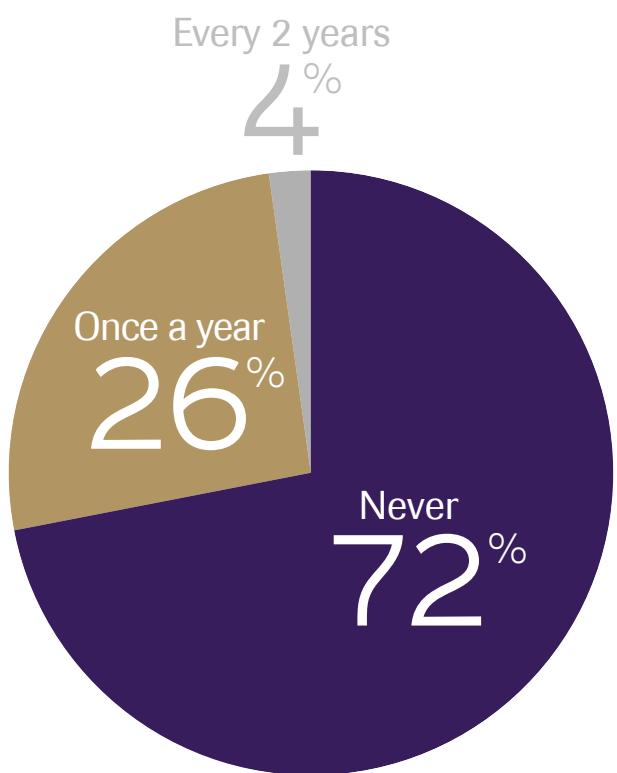
*"We have a community hub where schoolchildren of primary age are given guidance on using buses and how to respect other passengers."*

*"We have community bus champions, who engage with the local community, but this is focused on the wider promotion of bus, as opposed to safety specifically."*

*"This is part of our general stakeholder and community work. We can't always stop things from happening but having a general point of contact can be very useful!"*

# 20

How often do you measure/  
monitor how women and girls  
feel about security on your  
vehicles?



# Next steps

We plan to engage with national government and local authorities, but we are always interested to hear from or about other interested parties, so if you have any comments on what you have read, please contact the BusMark Group:

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