

Information Sheet

Types of crime on buses

Our aim is to ensure our passengers have an enjoyable experience travelling on our buses, whilst at the same time ensuring our staff are adequately protected in their workplace. The majority of our buses have CCTV recording systems which can be used to gather evidence of any incidents, on or outside the vehicle.

- Abusive Behaviour can include shouting or swearing at the driver or other passengers in a manner which is threatening, upsetting or generally abusive.
- Violence can include assaults or attempted assaults on other passengers or staff. This includes spitting which is a form of assault. Our staff carry DNA Spit Kits to ensure they are able to capture DNA samples where this type of behaviour occurs.
- Vandalism can take many forms such as the use of graffiti on the inside or outside of buses, damage to seats or equipment inside a bus. It can also include stone throwing which can break windows or cause damage to the bodywork of a bus. Such activity is costly to repair, can be dangerous and impacts on customers as fares may need to be increased to cover repairs.
- Anti-Social Behaviour whilst possibly appearing funny to those involved, can impact seriously on other customers, particularly if they are elderly. This generally takes the form of rowdy behaviour, throwing things on the bus, attempting to open escape doors and generally being a nuisance to other people using the bus.
- Fare Evasion is where individuals try to avoid payment for a journey or try to travel further than they should for the cost of their ticket. This can impact on the cost of travelling for other passengers. FirstGroup, similarly to other bus operators, will take action against people who try this. This helps us control the cost of fares.

