Protective Services Officers Research
Evaluation Study – Topline Report

15 August 2013

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As part of the Victorian Government's commitment to make the rail network safer, Protective Services Officers [PSOs] are being deployed to patrol Melbourne's metropolitan, and selected regional train stations, from 6pm until the last train.

This report presents the findings from research conducted by DBM Consultants regarding PSOs and the safety perceptions of night-time metropolitan train users and the Greater Melbourne community.

Methodology

The research was conducted in two stages, the first stage in June 2012 (the Benchmark study) and the second stage in June 2013 (the Evaluation study).

For both stages of the research:

- Approximately 1,700 night-time train users (each year) were surveyed at six train stations Box Hill, Frankston, Epping, Noble Park, South Yarra and Yarraville; and

- Approximately 1,000 people (each year) were surveyed from an accredited online panel to provide a representative sample of Greater Melbourne community members (these respondents included both train users and non train users).

The six stations were chosen as they had no PSOs patrolling at the time of the Benchmark study and had PSOs in place for at least one month at the time of the Evaluation study. These stations represent both staffed and unstaffed stations.

Key Findings

1. Perceptions of Safety

Night-time train users and Greater Melbourne community members were asked about their safety perceptions at train stations and on-board trains across weekdays (Mon to Thurs) and the weekend (Fri to Sun), and early evening (6 to 10pm) and late evening (10pm to 2am).

Perceptions of safety night-time train users

The Evaluation study showed that overall safety perceptions were generally high among night-time train users:

- Overall, safety perceptions at train stations significantly increased, for all times of the night and days of the week that were asked, between Benchmark and Evaluation;

- Weekday early evenings were reported as being the safest (84% on-board trains and 86% at train stations), whilst weekend late evenings were reported to be the least safe (54% safe on-board trains and 52% at train stations);

- 82% of night-time train users were aware that PSOs patrolled the station at which they were surveyed;

- Those that knew PSOs patrolled the train station at which they were surveyed tended to feel safer at train stations; safety perceptions of weekend late evenings were 11% higher for those that knew the train station at which they were surveyed had PSOs patrolling versus those that didn't;

- The top two reasons night-time train users cited for feeling safe at train stations and on-board trains were there being plenty of people around (22%) and PSO presence (18%);

- The top two reasons night-time train users cited for feeling unsafe were the presence of too many drunks/drug users (28%) and anti-social behaviour (18%).

Perceptions of safety Greater Melbourne Community

The Evaluation study also showed that overall safety perceptions among members of the Greater Melbourne community were:

- High during the daytime (81% on-board trains and 80% at train stations).

- For night-time travel (after 6pm) weekday early evenings were perceived to be the safest (49% safe on-board trains and 46% at train stations), whilst weekend late evenings were perceived to be least safe (22% safe on-board trains and 20% at train stations).

- The top two reasons Community members cited for not feeling safe were similar to night-time train users being: the presence of too many drunks/drug users (18%) and anti-social behaviour (17%).

2. Awareness of PSOs and PSO Powers

Night-time train users and the Greater Melbourne Community members were asked about their awareness of PSOs, including their knowledge of PSO powers.

- 94% of night-time train users were aware of PSOs, which is a significant increase from Benchmark (62%).

- 83% of Community members were aware of PSOs, which is a significant increase from Benchmark (77%).

- A majority of Community members correctly identified the powers and key responsibilities of PSOs.

3. Level of agreement on PSOs

Night-time train users and Greater Melbourne Community members were asked about their perceptions of PSOs including whether they thought PSOs were a good idea, and if they would readily seek assistance from PSOs should it be required. The Evaluation study results showed that:

- 94% of night-time train users and 90% Community members believe that PSOs patrolling is a good idea.

- 93% of night-time train users and 89% Community members reported that they would readily seek assistance from PSOs should it be required.

- 86% of night-time train users and 79% Community members agreed that PSOs have made or will make their night-time train travel safer.

- 83% of night-time train users and 77% Community members responded that PSOs make them or will make them feel safer when leaving a train station.

- 59% of night-time train users and 59% Community members agreed now that there are PSOs at train stations they use, they would travel more often by train at night (after 6pm).

- 66% of Community members who were parents or guardians of children 19 years and under agreed that they would be happier about their children travelling by train at night with PSOs patrolling at train stations. Of the 19% who disagreed they would be happier, 38% reported this was because their child/ren were too young to travel on public transport and should not be out that late at night.

4. Views on PSOs' responsibilities

Community members were asked an open-ended question about the most important thing PSOs should be doing to make Melbourne's train system feel safer and more secure. Community members felt that regular patrols and being visible were the most important things that PSOs should do (35%).

- As part of the Victorian Government's commitment to make the rail network safer Protective Services Officers [PSOs] are being deployed to patrol Melbourne's metropolitan, and selected regional train stations, from 6pm until the last train.

- DBM Consultants were commissioned by Public Transport Victoria to conduct independent and representative research regarding PSOs and the safety perceptions of night-time Metropolitan train users and the Greater Melbourne community.

- The research took place in two stages. In June 2012 a Benchmark study was conducted in the very early stages of the roll-out of PSOs. Now that deployment is under-way, a follow-up Evaluation study took place in June 2013, which is the focus of this report. Comparisons are made against the Benchmark study.

- To ensure data collected during the Benchmark and Evaluation studies was representative, the following interviewing methodology was used:

In-situ interviewing at six Train Stations

Train Stations Surveyed (No PSO presence at Benchmark; PSO presence at Evaluation)	Benchmark 2012 Completed Interviews	Evaluation 2013 Completed Interviews
Box Hill	303	294
Frankston	304	295
Epping	161	190
Noble Park	299	297
South Yarra	302	306
Yarraville	357	305
Total	**1,726**	**1,687**
Timing*	**Tues 12th June – Mon 18th June 2012**	**Tues 11th June – Mon 17th June 2013**

Online interviewing of Melbourne residents (Community survey)

	Benchmark 2012 Completed Interviews	Evaluation 2013 Completed Interviews
Community Survey	1,013	1,009
Timing	**Tues 12th June – Tues19th June 2012**	**Tues 11th June – Tues 18th June 2013**

- A representative sample of adults aged 16 and over residing in the Greater Melbourne area were contacted via an online panel (SSI). Respondents included train users and non-train users.

Further information about the samples can be found in the Appendix section.
* On average, sunset during this time of year occurred at 5.07pm. Source: Sunrise and sunset in Melbourne, http://www.timeanddate.com/worldclock/sunrise.html

General information for the train stations used for this study is outlined below.

Station	Box Hill	Frankston	Epping	Noble Park	South Yarra	Yarraville
Station Type	Premium	Premium	Premium	Premium	Premium	Host
Platforms	3 platforms (2 on island platform)	2 platforms in island arrangement	2 platforms in island arrangement	2 platforms	6 platforms with 2 island platforms (so platforms 1, 2/3, 4/5, 6)	2 platforms - one up and one down
Exit	Entry/Exit through one gateway into Box Hill Shopping Centre.	2 exit gate points (1 through station building, 1 on side of station building) to 1 exit point.	1 exit gate point through station concourse.	Exit gate points on platform. Up platform building manned, access through paved area separated from road access to car park. Down platform access via flat area to road.	Exit gate point through single entry/exit point on Toorak Road through main station building and ticket office (no direct line of sight to platforms).	Exit gate points on platform. Up platform building manned during AM peak, with ramps from small bus station. Down platform ramp access to Anderson Rd.
Other	Island Platform has escalator/stair/lift access, no ramp.	Flat/slope entry exit point to bus station and street shopping precinct.	Stairs and lift to platform level and ticket office (no direct line of sight to platforms). No ramp to platform.	Pedestrian foot access under rail line under station platforms.	Platform access from the station is via a ramp.	Also step access off platform to small commuter car park behind down platform.

Provided by PTV 23 July 2013

There are a number of factors that should be considered when interpreting the research results:

- The train stations were chosen based on the proposed PSOs roll-out timetable to ensure there had been no PSOs patrolling at these stations prior to the Baseline study, whilst ensuring that they had PSOs in place for at least one month before the Evaluation study. Both staffed and unstaffed stations were included since the range of opinion amongst train users may be assumed to differ at each.

- Regarding the night-time train users research (Benchmark and Evaluation surveys), interviewing was conducted on platforms and on concourses between 6pm and midnight by fully trained interviewers;

- Data from the In-situ surveys are unweighted;

- Data from the Community surveys has been weighted to reflect the profile of the Greater Melbourne Metropolitan population aged 16 and over for age and gender.

Though all of these considerations should be taken into account when interpreting this data, the impact on results are minimal. The recruitment and surveying approach ensures that results cover a range of locations, station types, profiles of night-time train users and the Greater Melbourne community, and are as comprehensive, thorough and representative as the scope of this project allows.

Results are shown only for sample sizes greater than n=30, and results with sample sizes of n<100 have been marked with an asterisk. These results should be interpreted with caution.

The results in this report represent topline findings at an overall level from both the Benchmark and Evaluation studies conducted with night-time train users and the Greater Melbourne community.

Please note that nett proportions (% 6-10) may not equal the sum of the component proportions (ratings of 6, 7, 8, 9 and 10) in the charts. This is because the nett proportion was calculated using the sum of the component frequencies, and not the sum of the component proportions.

Safety perceptions of train stations among night-time users were generally high (rating six to ten out of ten), and had significantly increased across the different times of night and days of week in the Evaluation study, when compared to Benchmark.

Similar to Benchmark, there were notable differences across certain times of night and days of week, for instance, **weekday early** evenings (Monday to Thursday, 6pm to 10pm) were generally considered safest at train stations (86% rating of six to ten out of ten), whilst **weekend late** evenings (Friday to Sunday, 10pm to 2am) were considered least safe at train stations (52%).

More night-time train users reported that they would feel very safe at Train Stations (eight to ten out of ten) than very unsafe (zero to two out of ten) for all days of the week and times of night, in the Evaluation study. Even **late weekend** evenings, where 24% felt very safe versus 14% very unsafe in the Evaluation study.
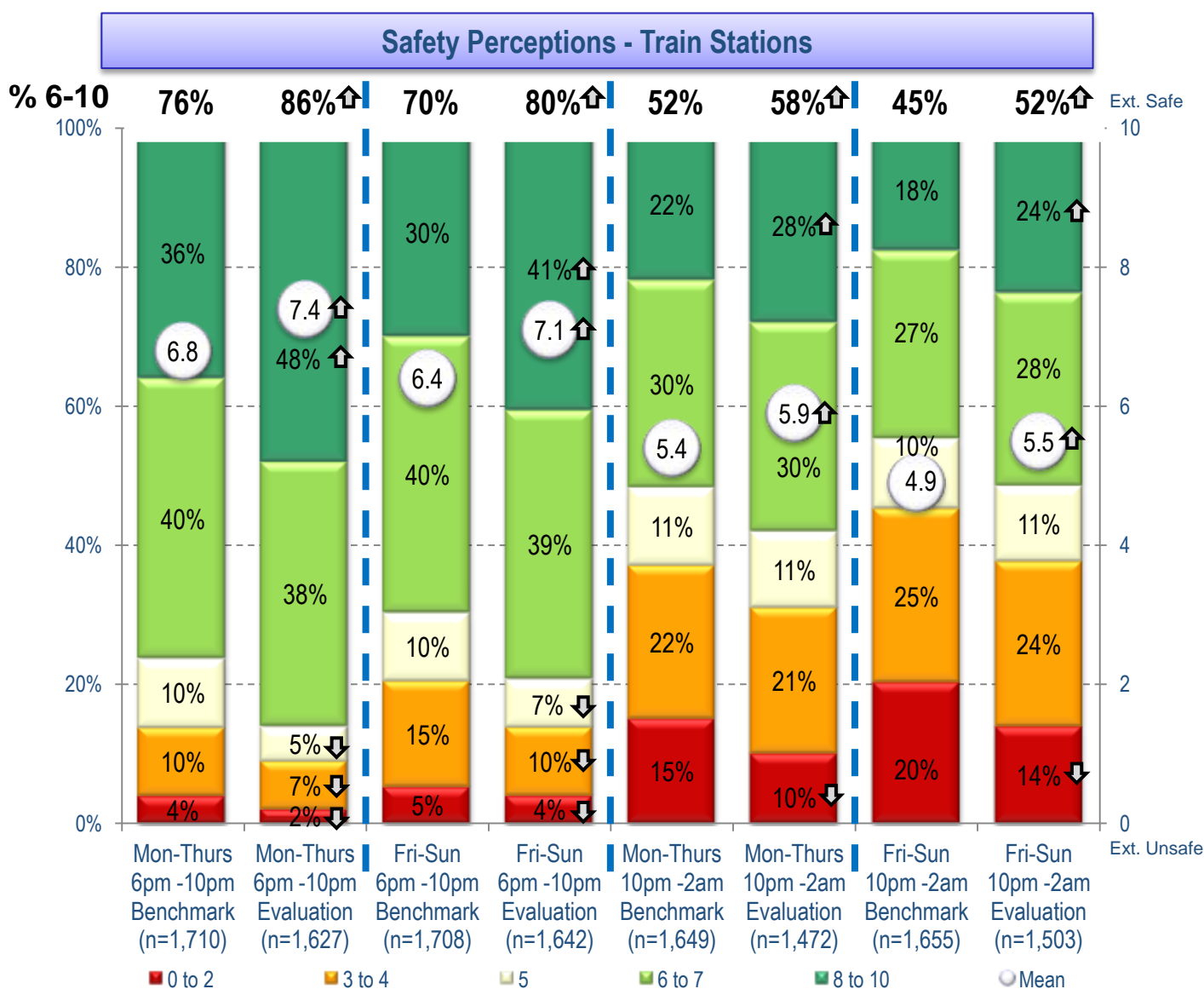
Safety Perceptions - Train Stations

% 6-10	76%	86%⇧	70%	80%⇧	52%	58%⇧	45%	52%⇧	Ext. Safe
8 to 10	36%		30%	41%⇧	22%	28%⇧	18%	24%⇧	
Mean	6.8	7.4⇧	6.4	7.1⇧		5.9⇧	4.9	5.5⇧	
6 to 7	40%	48%⇧	40%		30%	30%	27%	28%	
		38%		39%					
					5.4				
5	10%	5%⇩	10%	7%⇩	11%	11%	10%	11%	
3 to 4	10%	7%⇩	15%	10%⇩	22%	21%	25%	24%	
0 to 2	4%	2%⇩	5%	4%	15%	10%⇩	20%	14%⇩	Ext. Unsafe

Mon-Thurs 6pm -10pm Benchmark (n=1,710)	Mon-Thurs 6pm -10pm Evaluation (n=1,627)	Fri-Sun 6pm -10pm Benchmark (n=1,708)	Fri-Sun 6pm -10pm Evaluation (n=1,642)	Mon-Thurs 10pm -2am Benchmark (n=1,649)	Mon-Thurs 10pm -2am Evaluation (n=1,472)	Fri-Sun 10pm -2am Benchmark (n=1,655)	Fri-Sun 10pm -2am Evaluation (n=1,503)

Legend: ■ 0 to 2 ■ 3 to 4 ☐ 5 ■ 6 to 7 ■ 8 to 10 ⚪ Mean

Q4. How safe or unsafe do you generally feel when at train stations? (0 to 10 scale; 0 = Extremely Unsafe; 10 = Extremely Safe)
Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation, figures reported exclude Don't know
⇧⇩ Indicates a statistically significant difference between two waves, with a 95% confidence level

Safety perceptions on-board trains among night-time users were generally high (rating six to ten out of ten), and significantly increased for **early** evening (6pm to 10pm) across all days of the week when compared to Benchmark.

Similar to Benchmark, there were notable differences across certain times of night and days of week, for instance, **weekday early** evenings (Monday to Thursday, 6pm to 10pm) were generally considered safest on-board trains (84% rating of six to ten out of ten), whilst **weekend late** evenings (Friday to Sunday, 10pm to 2am) were considered least safe on-board trains at 54%.

More night-time train users reported that they would feel very safe On-board Trains (eight to ten out of ten) than very unsafe (zero to two out of ten) for all days of the week and times of night, in the Evaluation study. Even **late weekend** evenings, where 27% felt very safe versus 13% very unsafe in the Evaluation study.

Safety Perceptions - On-board Trains

Ext. Safe

| % 6-10 | 78% | 84%⬆ | 72% | 79%⬆ | 56% | 60% | 50% | 54% |

	Mon-Thurs 6pm -10pm Benchmark (n=1,710)	Mon-Thurs 6pm -10pm Evaluation (n=1,629)	Fri-Sun 6pm -10pm Benchmark (n=1,707)	Fri-Sun 6pm -10pm Evaluation (n=1,643)	Mon-Thurs 10pm -2am Benchmark (n=1,662)	Mon-Thurs 10pm -2am Evaluation (n=1,476)	Fri-Sun 10pm -2am Benchmark (n=1,662)	Fri-Sun 10pm -2am Evaluation (n=1,509)
8 to 10	36%	47%⬆	32%	42%⬆	23%	29%⬆	21%	27%⬆
6 to 7	42%	37%⬇	40%	37%⬇	33%	31%	29%	26%
5	8%	6%⬇	9%	8%	11%	12%	11%	11%
3 to 4	10%	8%⬇	14%	10%⬇	20%	18%	23%	22%
0 to 2	4%	3%	5%	4%	12%	10%	15%	13%
Mean	6.8	7.3⬆	6.5	7.0⬆	5.7	6.0⬆	5.3	5.7⬆

Ext. Unsafe

Legend: ■ 0 to 2 ■ 3 to 4 ■ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

Q5. How safe or unsafe do you generally feel when travelling on-board trains? (0 to 10 scale; 0 = Extremely Unsafe; 10 = Extremely Safe)
Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation, figures reported exclude Don't know
⬇⬆ *Indicates a statistically significant difference between two waves, with a 95% confidence level*
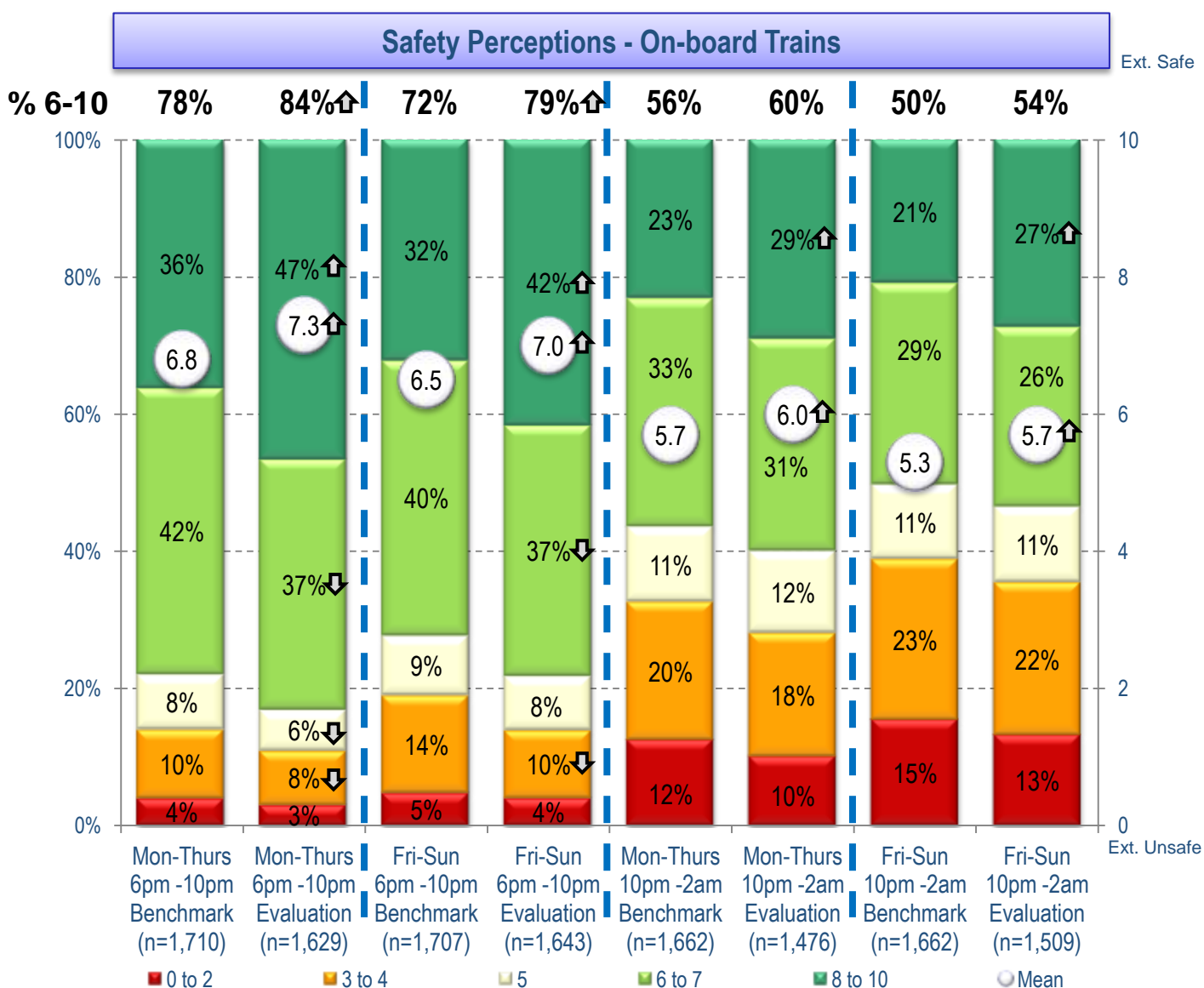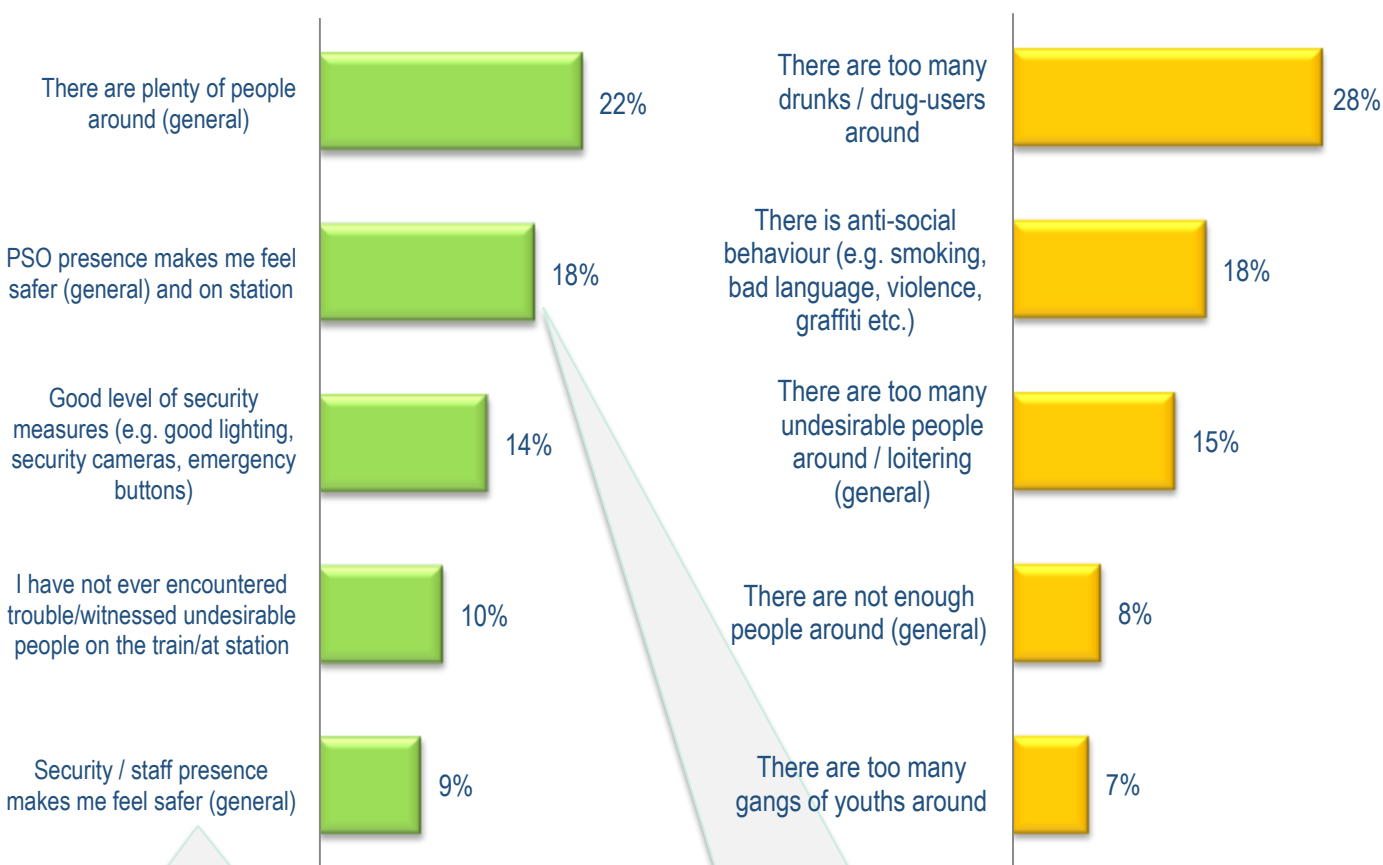
Night-Time Train Users – Top 5 Reasons for Feeling Safe/Unsafe at Train Stations & On-board Trains After 6pm

Based on comments made by night-time train users, the main reasons for feeling safe at train stations and on-board trains after 6pm were because there are plenty of people around (22%), PSO presence makes them feel safer (18%) and there's a good level of security measure such as good lighting, security cameras, and emergency buttons (14%).

The main reasons night-time train users reported feeling unsafe were because they believe there are too many drunks and drug-users around (28%), there's anti-social behaviour such as smoking, bad language, violence and graffiti (18%) and there are too many undesirable people around (15%).

Top 5 **Safe** Reasons at Train Stations & On-board Trains	
There are plenty of people around (general)	22%
PSO presence makes me feel safer (general) and on station	18%
Good level of security measures (e.g. good lighting, security cameras, emergency buttons)	14%
I have not ever encountered trouble/witnessed undesirable people on the train/at station	10%
Security / staff presence makes me feel safer (general)	9%

Top 5 **Unsafe** Reasons at Train Stations & On-board Trains	
There are too many drunks / drug-users around	28%
There is anti-social behaviour (e.g. smoking, bad language, violence, graffiti etc.)	18%
There are too many undesirable people around / loitering (general)	15%
There are not enough people around (general)	8%
There are too many gangs of youths around	7%

"The presence of other people such as staff on trains and security and police." **Box Hill**

"I now get off the train at Noble Park Station because of the PSO officer and feeling safer." **Noble Park**

Q14 And in your own words, why do you feel safe [if any of Q4 or Q5 is rated 0-4 insert: or unsafe] at train stations and on board trains after 6pm?
Base: All in-situ respondents for Evaluation (n=1,687)   Question was introduced in the Evaluation study, therefore there are no results from Benchmark
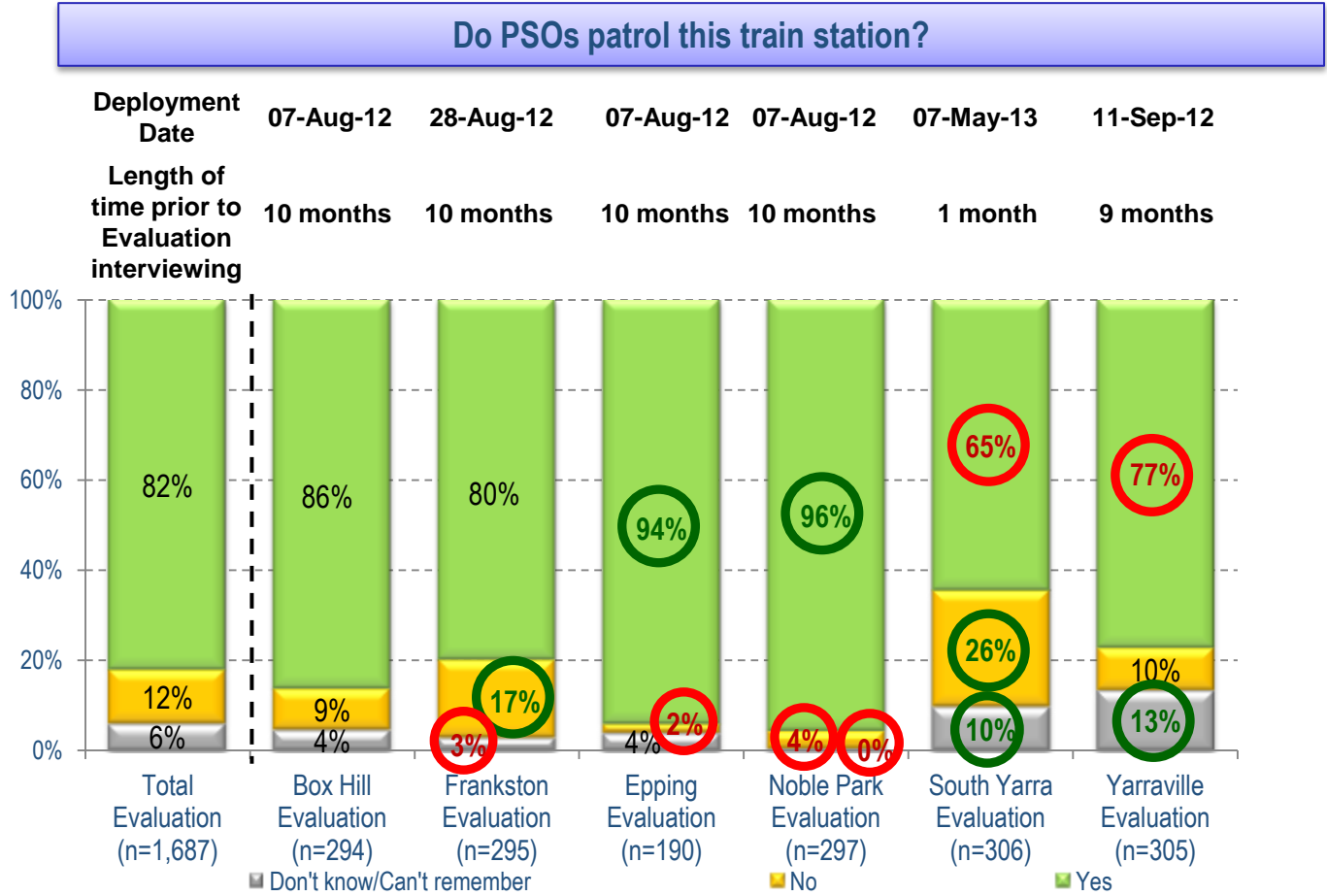
More than eight in ten (82%) night-time train users were aware that PSOs patrol the train station where they were surveyed at for the Evaluation study.

Those surveyed at Epping (94%) and Noble Park (96%) were significantly more likely to report that PSOs patrolled that train station when compared to the Total level for night-time train users. In contrast, those surveyed at South Yarra (65%) and Yarraville (77%) were significantly less likely than the Total level for night-time train users to report that PSOs patrolled the train station where they were surveyed. Further, those surveyed at Frankston and South Yarra were significantly more likely than Total night-time train users to report there were no PSOs that patrol the train station where they were surveyed.

The lower levels of reported awareness at PSO patrolling at South Yarra and Yarraville could be due to higher levels of 'Don't Know' being reported at these stations, as well as the relatively short length of time that PSOs had been patrolling South Yarra (around one month). Further there are a relatively large number of platforms and train lines that run through South Yarra station; and the station layout for Yarraville could also have had an influence.

Do PSOs patrol this train station?

	Total Evaluation (n=1,687)	Box Hill Evaluation (n=294)	Frankston Evaluation (n=295)	Epping Evaluation (n=190)	Noble Park Evaluation (n=297)	South Yarra Evaluation (n=306)	Yarraville Evaluation (n=305)
Deployment Date		07-Aug-12	28-Aug-12	07-Aug-12	07-Aug-12	07-May-13	11-Sep-12
Length of time prior to Evaluation interviewing		10 months	10 months	10 months	10 months	1 month	9 months
Yes	82%	86%	80%	94%	96%	65%	77%
No	12%	9%	17%	2%	4% / 0%	26%	10%
Don't know/Can't remember	6%	4%	3%	4%		10%	13%

■ Don't know/Can't remember   ■ No   ■ Yes

Q15. Do PSOs patrol this train station? (Yes, No, Don't know/Can't remember)
Question was not part of the Benchmark study
Six Melbourne Train Stations Surveyed   Base: All in-situ respondents (n=1,687) for Evaluation
○ ○ *Indicates a statistically significant difference to total, with a 95% confidence level*
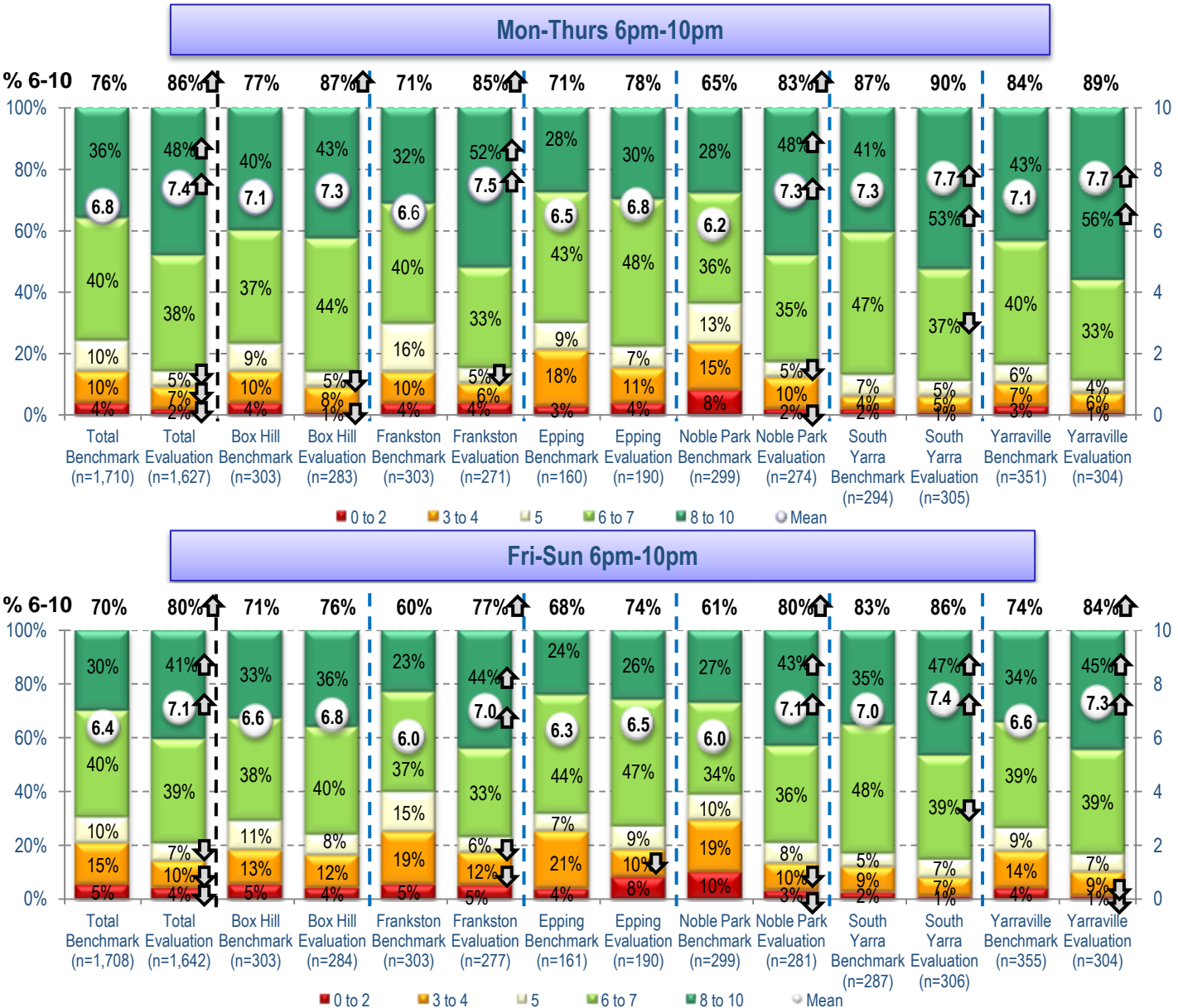
Based on nett 6-10 safety perception ratings at train stations, night-time train users perceived **early** evenings (6pm to 10pm) across all days of the week to be safer, with significant increases in safety perceptions at the Total level, and for Frankston and Noble Park when compared to Benchmark.

Nett 6-10 safety perception ratings at train stations were higher for night-time train users surveyed at Box Hill on **weekday early** evenings when compared to Benchmark (77% to 87%). Additionally, those surveyed at Yarraville perceived **weekend early** evenings as being safer at train stations than Benchmark for night-time train users (74% to 84%).

Safety Perceptions At Train Stations: by Train Station

Mon-Thurs 6pm-10pm

Fri-Sun 6pm-10pm

Q4. How safe or unsafe do you generally feel when at train stations? (0 to 10 scale; 0 = Extremely Unsafe; 10 = Extremely Safe)
Six Melbourne Train Stations Surveyed

Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation, figures reported exclude Don't know

Indicates a statistically significant difference between two waves, with a 95% confidence level

Based on nett 6-10 safety perception ratings at train stations, night-time train users perceived **late** evenings (10pm to 2am) across all days of the week to be safer at the Total level and for Frankston and Noble Park when compared to Benchmark. Also compared to Benchmark, safety perception ratings at train stations were higher for night-time train users surveyed at Yarraville (56% to 67%) on **weekday late** evenings, and those surveyed at Epping perceived **weekend late** evenings as being safer at train stations than Benchmark for night-time train users (30% to 42%).

In contrast, night-time train users perceived South Yarra to be less safe on **late** evenings across all days of the week when compared to Benchmark. This could be due to the lower level of awareness that PSOs are already present at South Yarra, also safety perceptions among very frequent train travellers tended to be higher, and less very frequent users were surveyed at Evaluation when compared to Benchmark..

Safety Perceptions At Train Stations: by Train Station

Mon-Thurs 10pm-2am
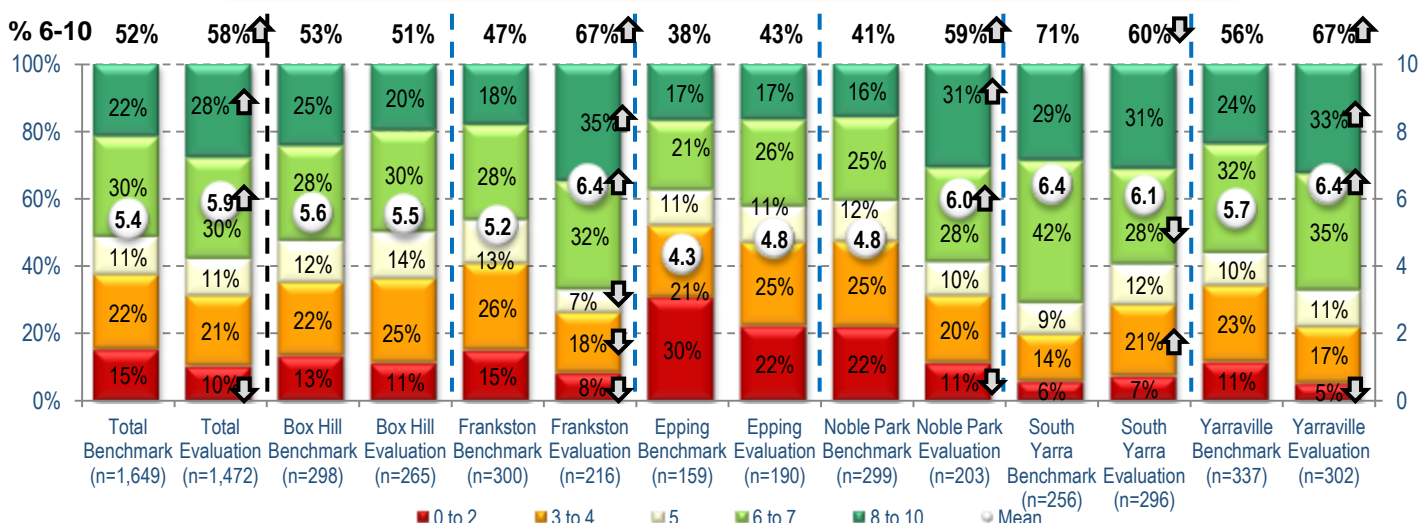
Fri-Sun 10pm-2am
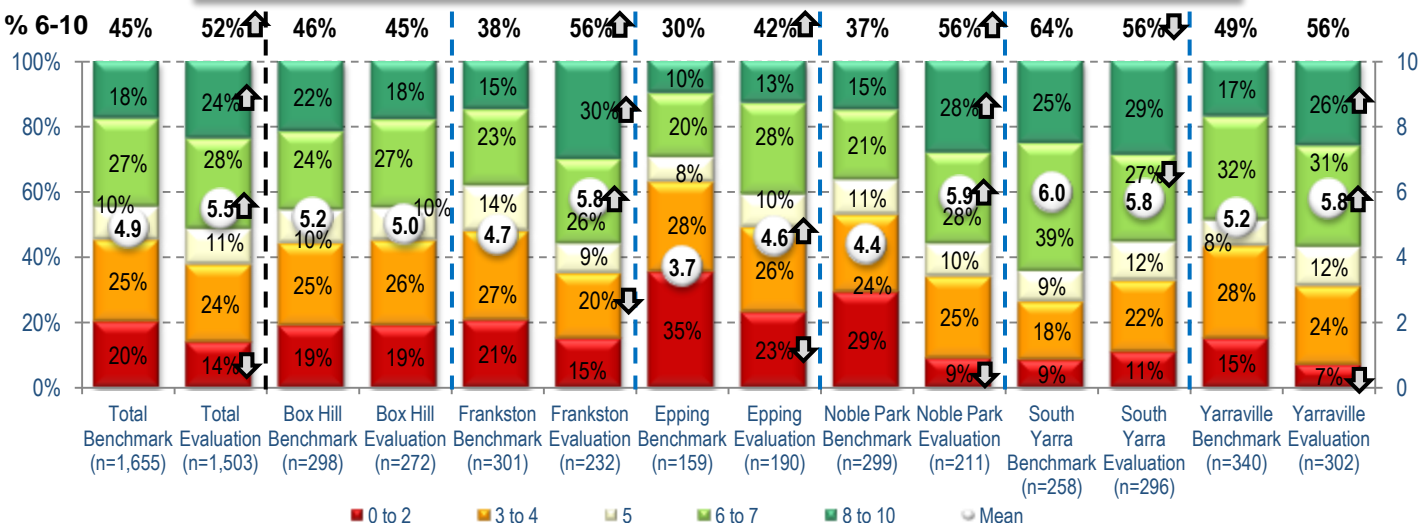
Q4. How safe or unsafe do you generally feel when at train stations? (0 to 10 scale; 0 = Extremely Unsafe; 10 = Extremely Safe)

Six Melbourne Train Stations Surveyed

Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation, figures reported exclude Don't know
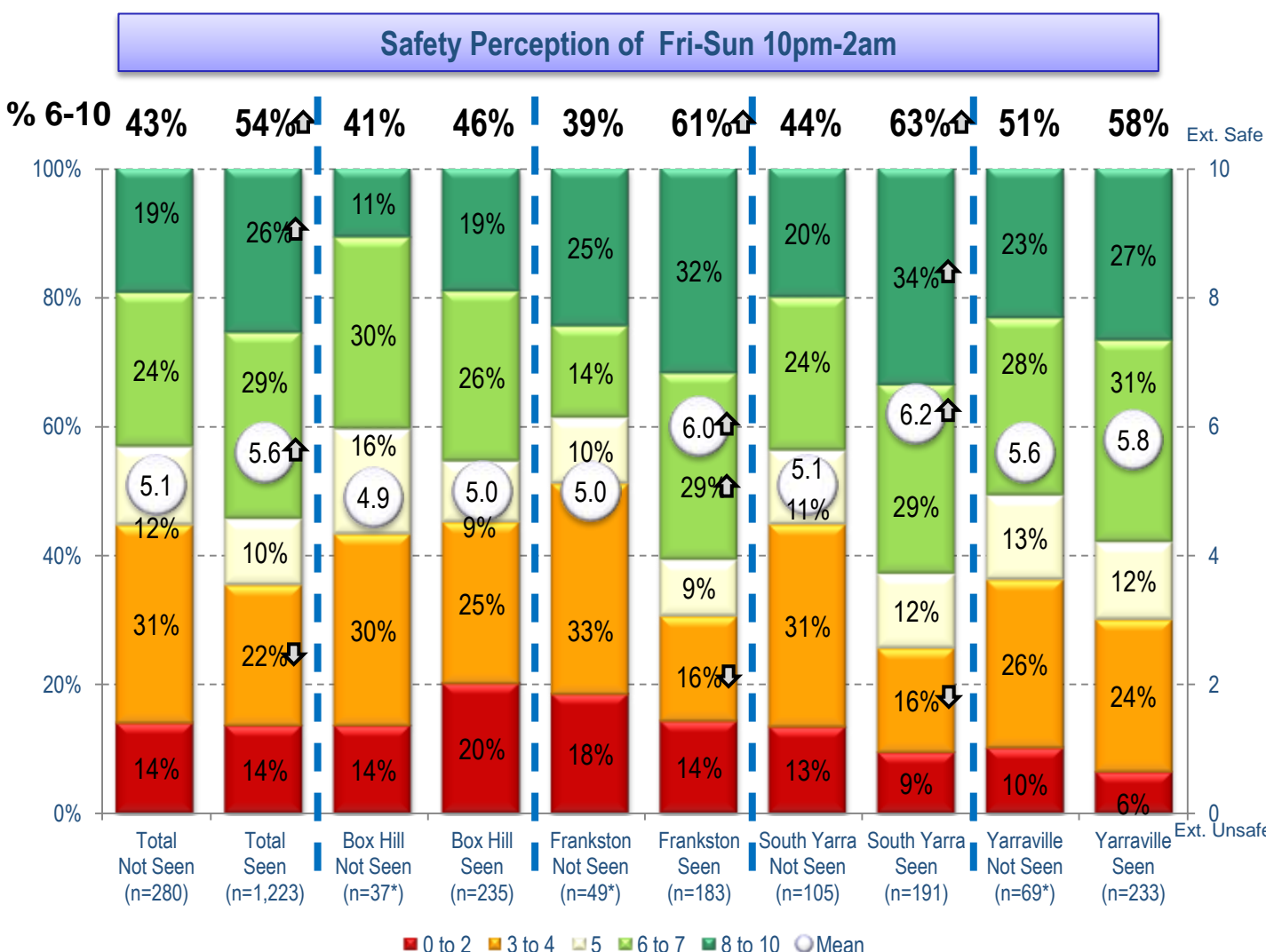
Indicates a statistically significant difference between two waves, with a 95% confidence level

Safety perceptions of **train stations** among night-time train user's were lowest on **weekend late** evening, further analysis was conducted to see if there are differences in safety perceptions between those who were aware that PSOs patrol the station they were surveyed at (Seen) and those who were not aware or didn't know (Not Seen).

Night-time train user's safety perceptions of **train stations** on **weekend late** evenings were significantly higher among users who have seen a PSO at the station they use when compared to those who have not seen a PSO at the Total level and also for Frankston and South Yarra.

(Please note - Noble Park and Epping are not shown for this breakdown as the vast majority surveyed at these two stations reported being aware of PSOs patrolling, which meant there was insufficient sample sizes to compare between the two subgroups.)

Safety Perception of Fri-Sun 10pm-2am

% 6-10

	Total Not Seen (n=280)	Total Seen (n=1,223)	Box Hill Not Seen (n=37*)	Box Hill Seen (n=235)	Frankston Not Seen (n=49*)	Frankston Seen (n=183)	South Yarra Not Seen (n=105)	South Yarra Seen (n=191)	Yarraville Not Seen (n=69*)	Yarraville Seen (n=233)
% 6-10	43%	54% ⬆	41%	46%	39%	61% ⬆	44%	63% ⬆	51%	58%
8 to 10	19%	26% ⬆	11%	19%	25%	32%	20%	34% ⬆	23%	27%
6 to 7	24%	29%	30%	26%	14%	29% ⬆	24%	29%	28%	31%
5	12%	10%	16%	9%	10%	(6.0 ⬆)	11%	(6.2 ⬆)	13%	12%
Mean	5.1	5.6 ⬆	4.9	5.0	5.0		5.1		5.6	5.8
3 to 4	31%	22% ⬇	30%	25%	33%	16% ⬇	31%	16% ⬇	26%	24%
0 to 2	14%	14%	14%	20%	18%	14%	13%	9%	10%	6%

Legend: 🟥 0 to 2 🟧 3 to 4 🟨 5 🟩 6 to 7 🟩 8 to 10 ⚪ Mean

*Q4. How safe or unsafe do you generally feel when at train stations? (0 to 10 scale; 0 = Extremely Unsafe; 10 = Extremely Safe); Q15. Do PSOs patrol this train station? (Yes, No, Don't know/Can't remember)   Six Melbourne Train Stations Surveyed   * Small sample size, interpret with caution*
Base: In-situ respondents for Evaluation (n=1,687), figures reported exclude Don't know
⬆⬇ *Indicates a statistically significant difference between two waves, with a 95% confidence level*
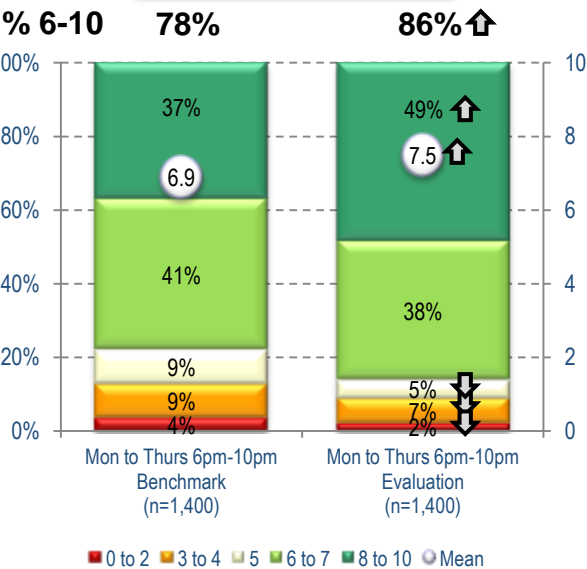
In order to understand if experience of train travel at the different times of night influenced safety perceptions, overall safety perceptions at train stations was looked at by times of train travel in the last 12 months.
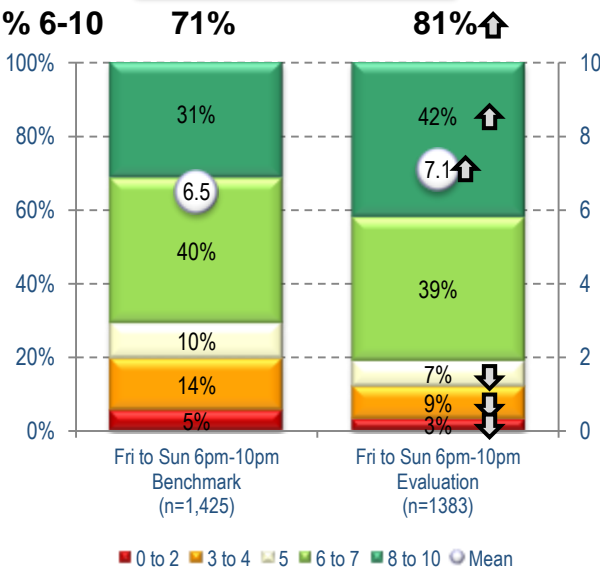
Nett 6-10 safety perception ratings at train stations among night-time train users who travelled at the particular time significantly increased across both **early and late** evening travel for all days of the week when compared to Benchmark.

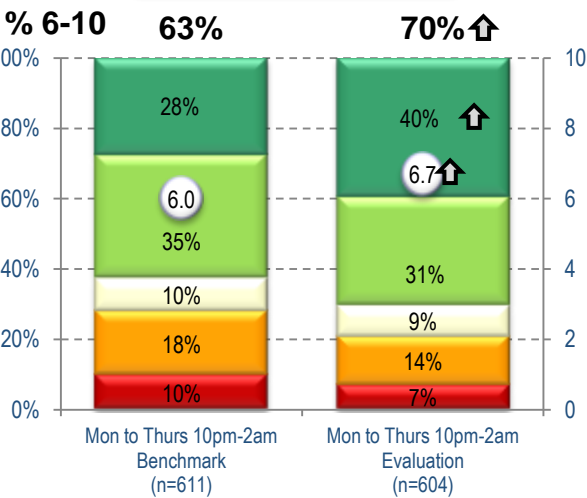### Safety Perception of those that Travelled at Specified Time in Last 12 Months
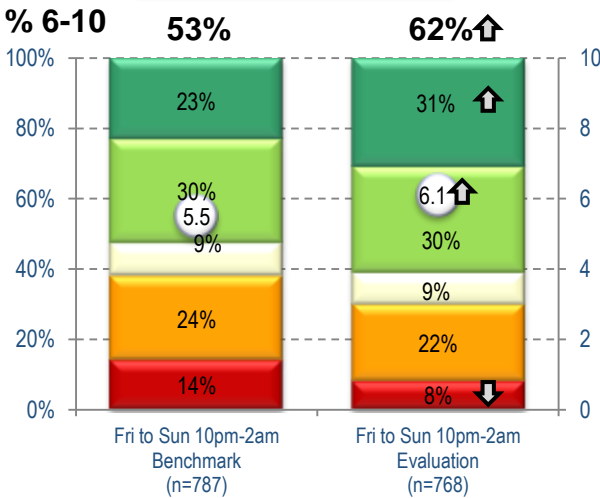
Safety Perception of Mon-Thu 6pm-10pm

% 6-10   78%   86% ⬆

Mon to Thurs 6pm-10pm Benchmark (n=1,400)
Mon to Thurs 6pm-10pm Evaluation (n=1,400)

■ 0 to 2 ■ 3 to 4 ■ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

Safety Perception of Fri-Sun 6pm-10pm

% 6-10   71%   81% ⬆

Fri to Sun 6pm-10pm Benchmark (n=1,425)
Fri to Sun 6pm-10pm Evaluation (n=1383)

■ 0 to 2 ■ 3 to 4 ■ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

Safety Perception of Mon-Thu 10pm-2am

% 6-10   63%   70% ⬆

Mon to Thurs 10pm-2am Benchmark (n=611)
Mon to Thurs 10pm-2am Evaluation (n=604)

Safety Perception of Fri-Sun 10pm-2am

% 6-10   53%   62% ⬆

Fri to Sun 10pm-2am Benchmark (n=787)
Fri to Sun 10pm-2am Evaluation (n=768)

Q4. How safe or unsafe do you generally feel when at train stations? (0 to 10 scale; 0 = Extremely Unsafe; 10 = Extremely Safe)
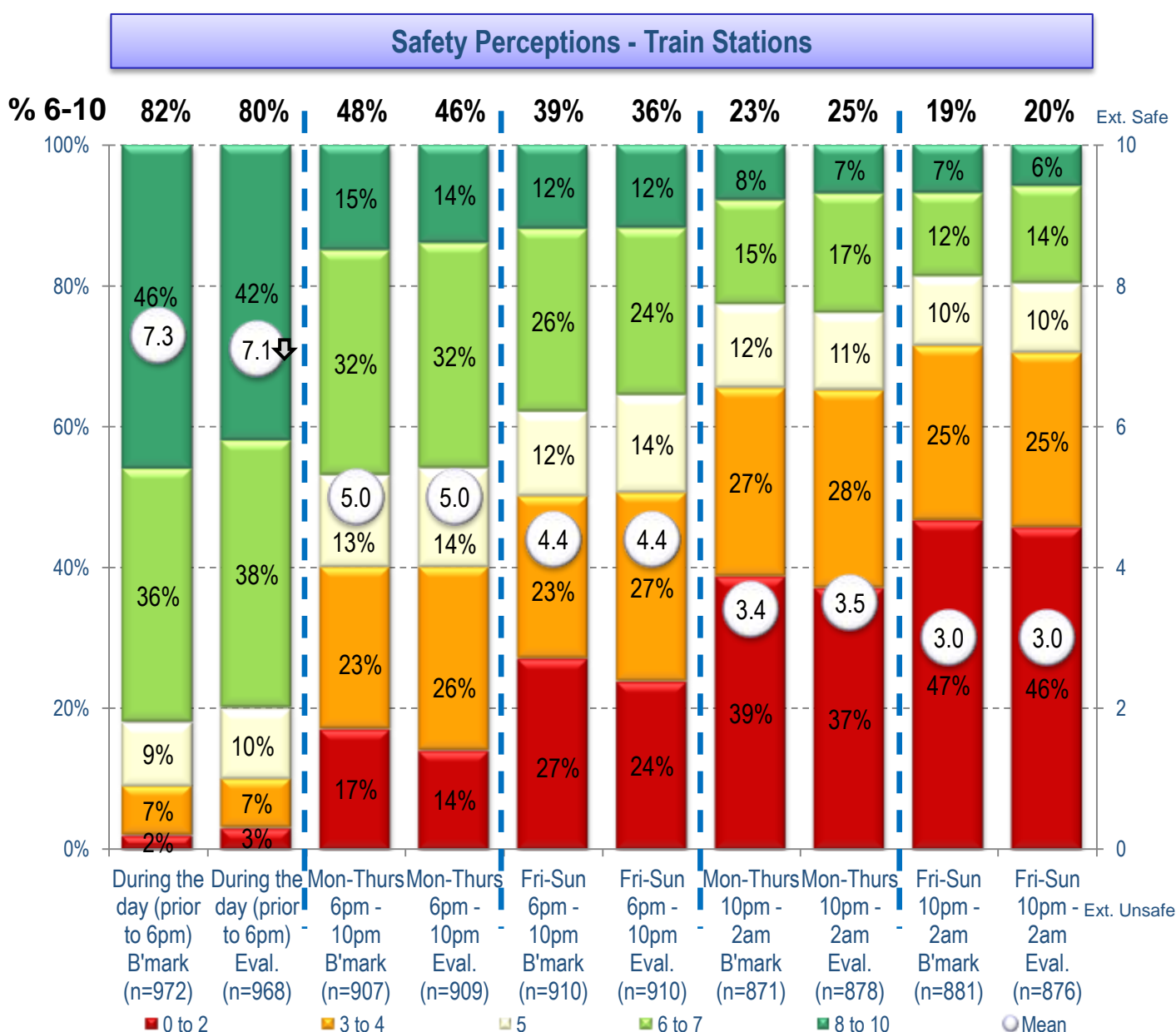*Q2. Which of these times of day have you travelled by metropolitan train in the last 12 months?*
Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation, figures reported exclude Don't know (Each graph is filtered to those that travel at that time.)
⬇⬆ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

Overall, the Greater Melbourne community's safety perceptions remained stable between Benchmark and Evaluation. Daytime travel (prior to 6pm) was considered safest (80% rating of six to ten out of ten). The next perceived safest time for train travel was **weekday early** evening (Mon-Thur 6pm to 10pm) (46% rating of six to ten out of ten), followed by **weekend early** evenings (Fri-Sun 6pm to 10pm) (36% rating of six to ten out of ten).

Late evenings (10pm to 2am) were more likely to be perceived as unsafe, rather than safe, particularly at train stations on the **weekend** where 46% stated they would feel very unsafe (zero to two out of ten) compared to 6% feeling very safe (eight to ten out of ten).

Safety Perceptions - Train Stations

% 6-10	82%	80%	48%	46%	39%	36%	23%	25%	19%	20%	Ext. Safe

	During the day (prior to 6pm) B'mark (n=972)	During the day (prior to 6pm) Eval. (n=968)	Mon-Thurs 6pm - 10pm B'mark (n=907)	Mon-Thurs 6pm - 10pm Eval. (n=909)	Fri-Sun 6pm - 10pm B'mark (n=910)	Fri-Sun 6pm - 10pm Eval. (n=910)	Mon-Thurs 10pm - 2am B'mark (n=871)	Mon-Thurs 10pm - 2am Eval. (n=878)	Fri-Sun 10pm - 2am B'mark (n=881)	Fri-Sun 10pm - 2am Eval. (n=876)
8 to 10	46%	42%	15%	14%	12%	12%	8%	7%	7%	6%
6 to 7	36%	38%	32%	32%	26%	24%	15%	17%	12%	14%
5	9%	10%	13%	14%	12%	14%	12%	11%	10%	10%
3 to 4	7%	7%	23%	26%	23%	27%	27%	28%	25%	25%
0 to 2	2%	3%	17%	14%	27%	24%	39%	37%	47%	46%
Mean	7.3	7.1	5.0	5.0	4.4	4.4	3.4	3.5	3.0	3.0

Legend: ■ 0 to 2 ■ 3 to 4 □ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

Q4. How safe or unsafe do you generally feel when at train stations? (0 to 10 scale; 0 = Extremely Unsafe; 10 = Extremely Safe)
Base: All Community respondents (n=1,013) for Benchmark, (n=1,009) for Evaluation, figures reported exclude Don't know
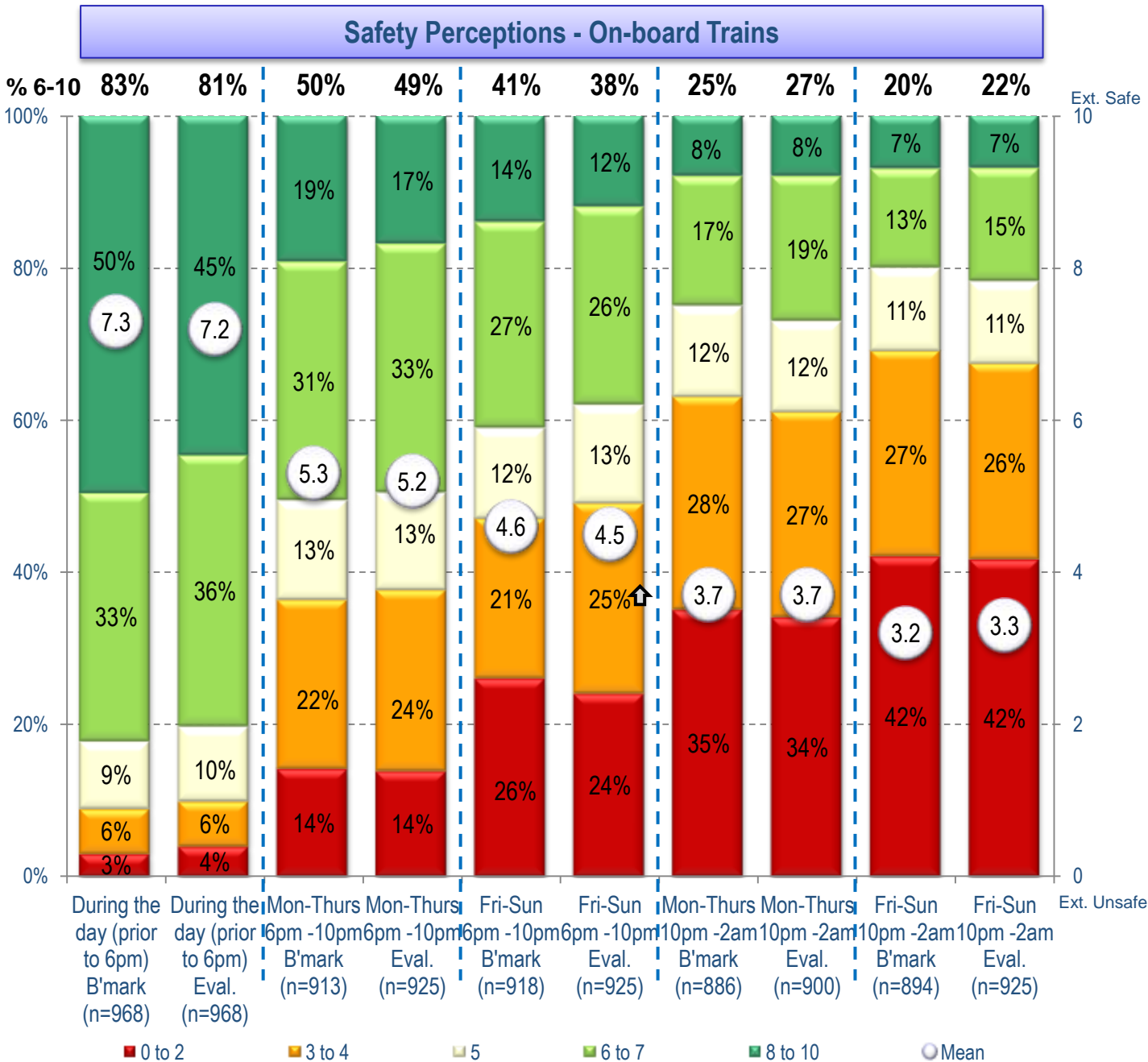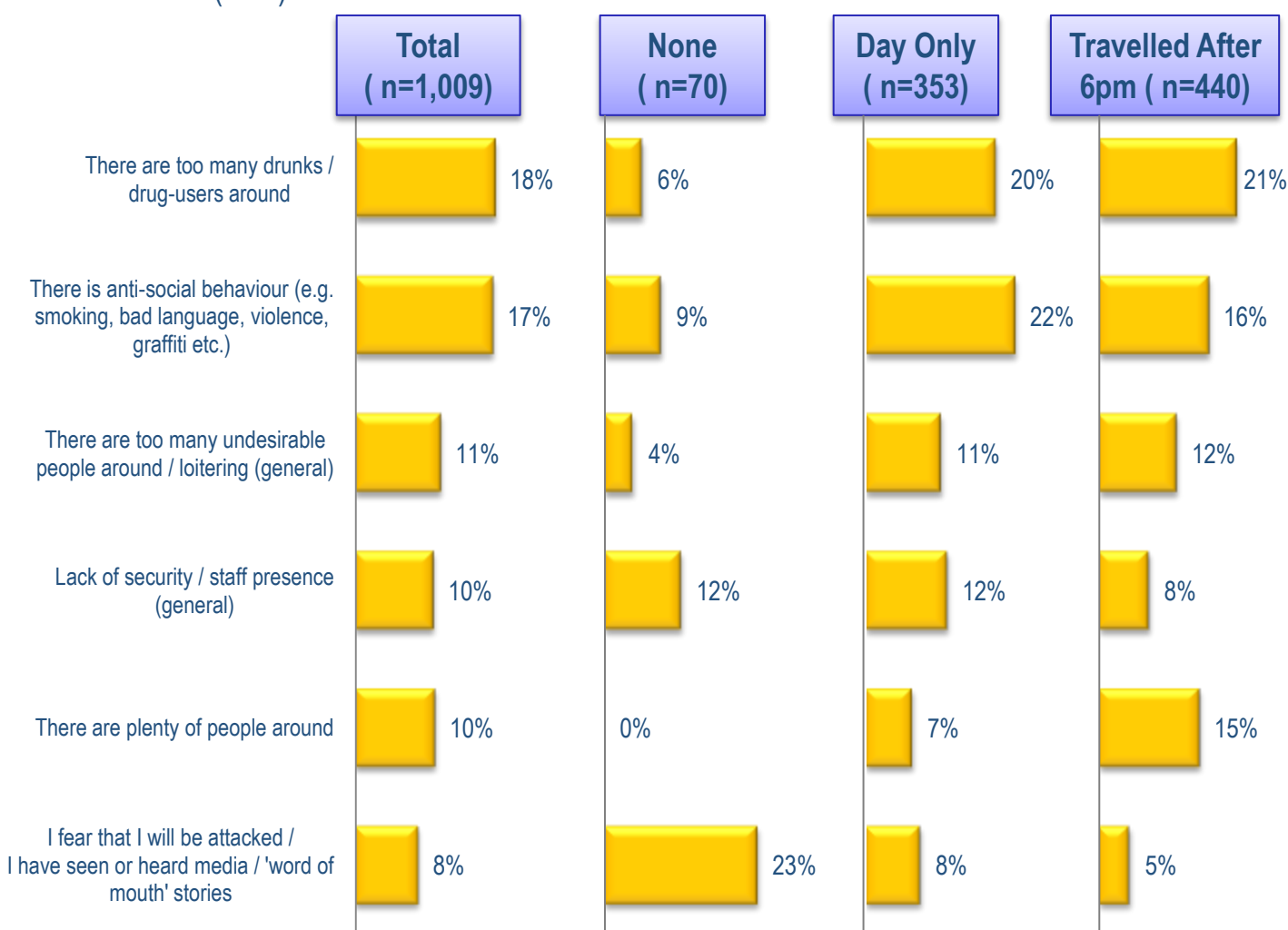*Indicates a statistically significant difference between two waves, with a 95% confidence level*

Similar to safety perceptions at train stations, the Greater Melbourne community's safety perceptions on-board trains have remained stable. Daytime travel (prior to 6pm) was considered safest (81% rating of six to ten out of ten). The next perceived safest time on-board trains was **weekday early** evening (Mon-Thur 6pm to 10pm) (49% rating of six to ten out of ten), followed by **weekend early** evenings (Fri-Sun 6pm to 10pm) (38% rating of six to ten out of ten).

Late evenings (10pm to 2am) were more likely to be perceived as unsafe, rather than safe, particularly on the **weekend** where 42% stated they would feel very unsafe (zero to two out of ten) compared to 7% feeling very safe (eight to ten out of ten).

Safety Perceptions - On-board Trains

% 6-10	83%	81%	50%	49%	41%	38%	25%	27%	20%	22%	Ext. Safe 10
8 to 10	50%	45%	19%	17%	14%	12%	8%	8%	7%	7%	
6 to 7	33%	36%	31%	33%	27%	26%	17%	19%	13%	15%	8
5	9%	10%	13%	13%	12%	13%	12%	12%	11%	11%	6
3 to 4	6%	6%	22%	24%	21%	25%	28%	27%	27%	26%	
0 to 2	3%	4%	14%	14%	26%	24%	35%	34%	42%	42%	4
Mean	7.3	7.2	5.3	5.2	4.6	4.5	3.7	3.7	3.2	3.3	2 / 0 Ext. Unsafe

| During the day (prior to 6pm) B'mark (n=968) | During the day (prior to 6pm) Eval. (n=968) | Mon-Thurs 6pm -10pm B'mark (n=913) | Mon-Thurs 6pm -10pm Eval. (n=925) | Fri-Sun 6pm -10pm B'mark (n=918) | Fri-Sun 6pm -10pm Eval. (n=925) | Mon-Thurs 10pm -2am B'mark (n=886) | Mon-Thurs 10pm -2am Eval. (n=900) | Fri-Sun 10pm -2am B'mark (n=894) | Fri-Sun 10pm -2am Eval. (n=925) |

Legend: ■ 0 to 2 ■ 3 to 4 ■ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

Q5. How safe or unsafe do you generally feel when travelling on-board trains? (0 to 10 scale; 0 = Extremely Unsafe; 10 = Extremely Safe)
Base: All Community respondents (n=1,013) for Benchmark (n=1,009) for Evaluation, figures reported exclude Don't know
⇩⇧ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

Although the Community members were asked why they felt both safe or unsafe at train stations and on-board trains after 6pm, the majority of the Community members gave comments as to why they felt it was unsafe.

At the Total level, the main reasons for feeling unsafe at train stations and on-board trains after 6pm were because the community believed that there are too many drunks and drug-users around (18%) and there is anti social behavior such as smoking, bad language, violence and graffiti (17%), these were also the main reasons cited by Community members who use trains during the day only, as well as those who have travelled after 6pm. Those that travel after 6pm were also most likely to cite a reason as to why they felt safe (15% that there are plenty of people around).

The main reason for feeling unsafe among those in the community who were **not train users** was the fear that they will be attacked and having seen or heard negative stories from media or word of mouth stories (23%).

	Total (n=1,009)	None (n=70)	Day Only (n=353)	Travelled After 6pm (n=440)
There are too many drunks / drug-users around	18%	6%	20%	21%
There is anti-social behaviour (e.g. smoking, bad language, violence, graffiti etc.)	17%	9%	22%	16%
There are too many undesirable people around / loitering (general)	11%	4%	11%	12%
Lack of security / staff presence (general)	10%	12%	12%	8%
There are plenty of people around	10%	0%	7%	15%
I fear that I will be attacked / I have seen or heard media / 'word of mouth' stories	8%	23%	8%	5%

Q16 Still reflecting on your feelings of safety at train stations and on board trains, why do you feel safe [if any of Q4 b to e or Q5 b to e is rated 0-4 insert: or unsafe] at train stations and on board trains after 6pm? Question was introduced in the Evaluation study, therefore there are no results from Benchmark
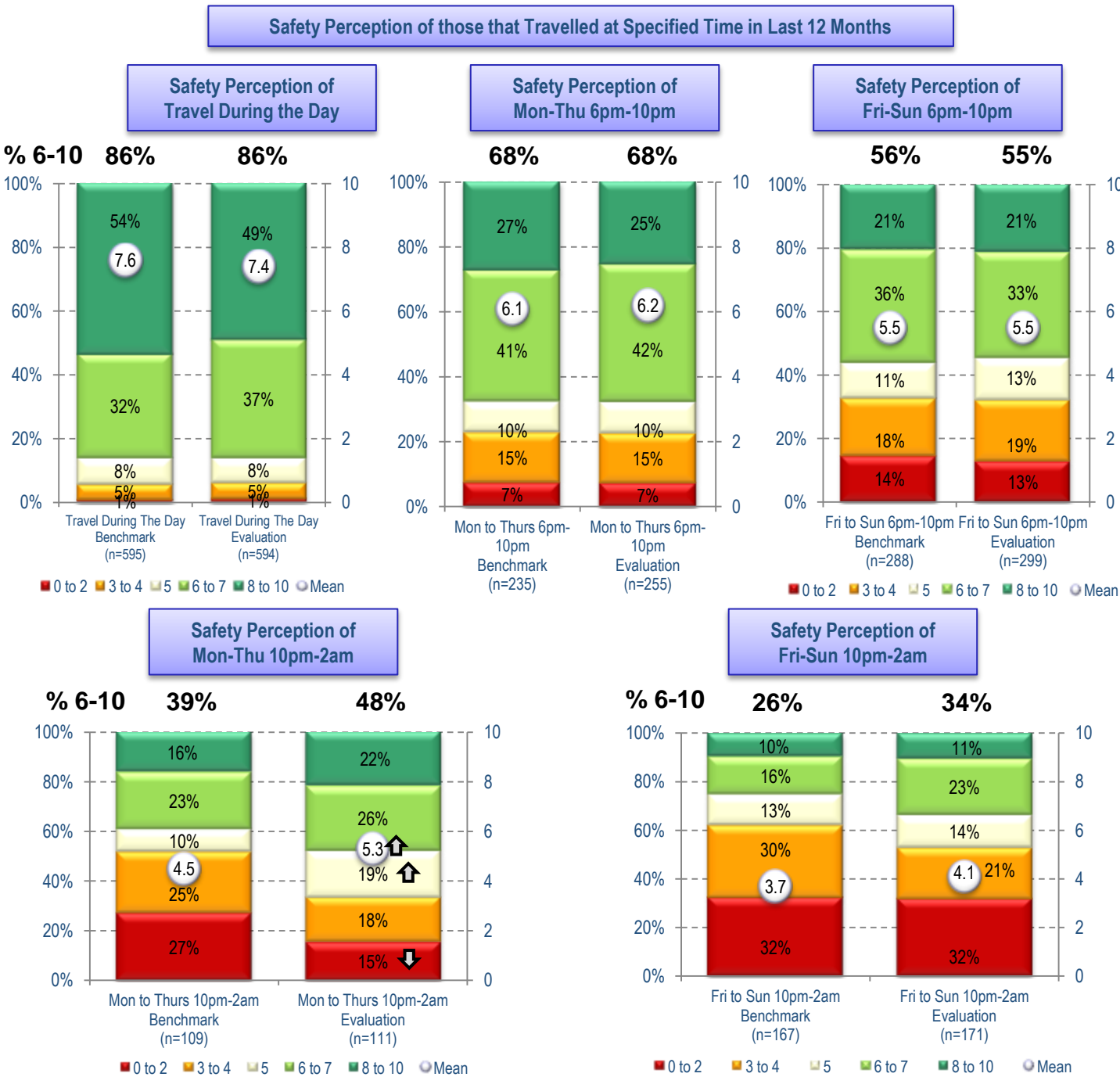
Base: All community respondents for Evaluation (n=1,009).

Subgroups defined as – None: Q1=10 (Never personally travel on metropolitan trains in and around Melbourne)/ Day Only: Q2=1, but not 2,3,4,5 or 6 (In the last 12 months, only travelled by metropolitan train in and around Melbourne during the day before 6pm) / Travelled After 6pm: Q2=2,3,4 or 5 (In the last 12 months, travelled at least once by metropolitan train in and around Melbourne between 6pm to 2pm across all days of the week).

As with night-time train users, the influence of time of train travel on safety perceptions was examined.

Nett 6-10 safety perception ratings at train stations among Community train users who travelled at the particular time remained stable for daytime travel (prior to 6pm) or **early** evening across all days of the week when compared to Benchmark.

Safety Perception of those that Travelled at Specified Time in Last 12 Months

Safety Perception of Travel During the Day

% 6-10 | 86% | 86%

	Travel During The Day Benchmark (n=595)	Travel During The Day Evaluation (n=594)
8 to 10	54%	49%
Mean	7.6	7.4
6 to 7	32%	37%
5	8%	8%
3 to 4	5%	5%
0 to 2	1%	1%

■ 0 to 2 ■ 3 to 4 ■ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

Safety Perception of Mon-Thu 6pm-10pm

% 6-10 | 68% | 68%

	Mon to Thurs 6pm-10pm Benchmark (n=235)	Mon to Thurs 6pm-10pm Evaluation (n=255)
8 to 10	27%	25%
Mean	6.1	6.2
6 to 7	41%	42%
5	10%	10%
3 to 4	15%	15%
0 to 2	7%	7%

Safety Perception of Fri-Sun 6pm-10pm

% 6-10 | 56% | 55%

	Fri to Sun 6pm-10pm Benchmark (n=288)	Fri to Sun 6pm-10pm Evaluation (n=299)
8 to 10	21%	21%
6 to 7	36%	33%
Mean	5.5	5.5
5	11%	13%
3 to 4	18%	19%
0 to 2	14%	13%

■ 0 to 2 ■ 3 to 4 ■ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

Safety Perception of Mon-Thu 10pm-2am

% 6-10 | 39% | 48%

	Mon to Thurs 10pm-2am Benchmark (n=109)	Mon to Thurs 10pm-2am Evaluation (n=111)
8 to 10	16%	22%
6 to 7	23%	26%
5	10%	19% ⬆
Mean	4.5	5.3 ⬆
3 to 4	25%	18%
0 to 2	27%	15% ⬇

■ 0 to 2 ■ 3 to 4 ■ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

Safety Perception of Fri-Sun 10pm-2am

% 6-10 | 26% | 34%

	Fri to Sun 10pm-2am Benchmark (n=167)	Fri to Sun 10pm-2am Evaluation (n=171)
8 to 10	10%	11%
6 to 7	16%	23%
5	13%	14%
3 to 4	30%	21%
Mean	3.7	4.1
0 to 2	32%	32%

■ 0 to 2 ■ 3 to 4 ■ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

Q4. How safe or unsafe do you generally feel when at train stations? (0 to 10 scale; 0 = Extremely Unsafe; 10 = Extremely Safe)
Q2. Which of these times of day have you travelled by metropolitan train in the last 12 months?
Base: All Community respondents (n=1,013) for Benchmark (n=1,009) for Evaluation, figures reported exclude Don't know (Each graph is filtered to those that travel at that time.)
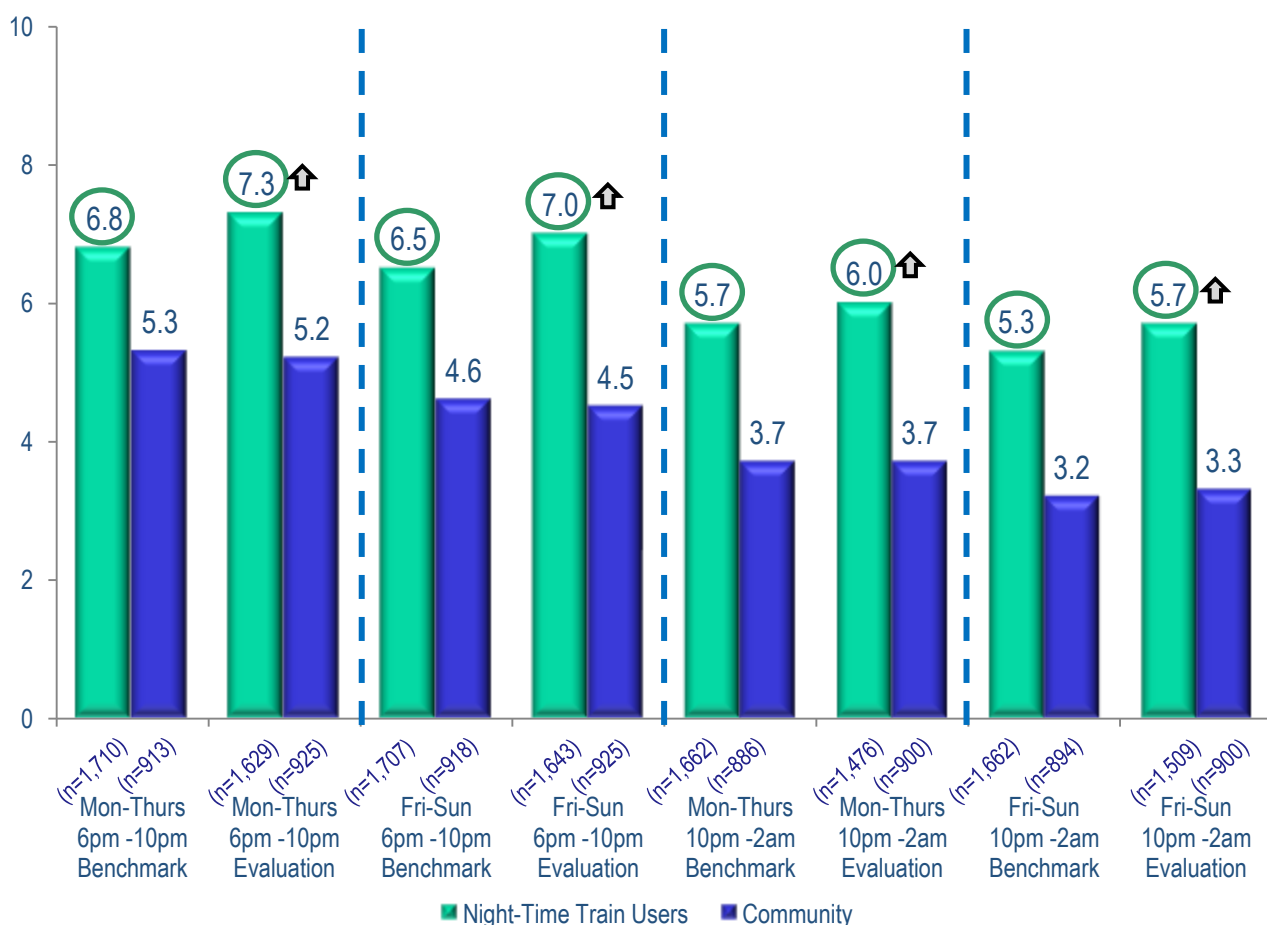⬆⬇ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

Overall Safety Perceptions
At Train Stations – Night-Time Train Users vs. Community

Night-time train users (In-situ survey) were more likely to feel safer at train stations at night (either from 6pm to 10pm or from 10pm to 2am), both during the week (Mon-Thurs) and the weekend (Fri-Sun), than the Greater Melbourne community (Community survey, with both train and non-train users).

For the Evaluation study, safety perceptions at train stations among night-time train users significantly increased at both **early** and **late** evenings across all days of the week when compared to Benchmark.

Safety Perceptions - Train Stations

| | 6.8 | 7.4 ⇧ | 6.4 | 7.1 ⇧ | 5.4 | 5.9 ⇧ | 4.9 | 5.5 ⇧ |
| 5.0 | 5.0 | 4.4 | 4.4 | 3.4 | 3.5 | 3.0 | 3.0 |

(n=1,710) (n=907) (n=1,627) (n=909) (n=1,708) (n=910) (n=1,642) (n=910) (n=1,649) (n=871) (n=1,472) (n=878) (n=1,655) (n=881) (n=1,503) (n=876)

Mon-Thurs 6pm -10pm Benchmark | Mon-Thurs 6pm -10pm Evaluation | Fri-Sun 6pm -10pm Benchmark | Fri-Sun 6pm -10pm Evaluation | Mon-Thurs 10pm -2am Benchmark | Mon-Thurs 10pm -2am Evaluation | Fri-Sun 10pm -2am Benchmark | Fri-Sun 10pm -2am Evaluation

■ Night-Time Train Users   ■ Community
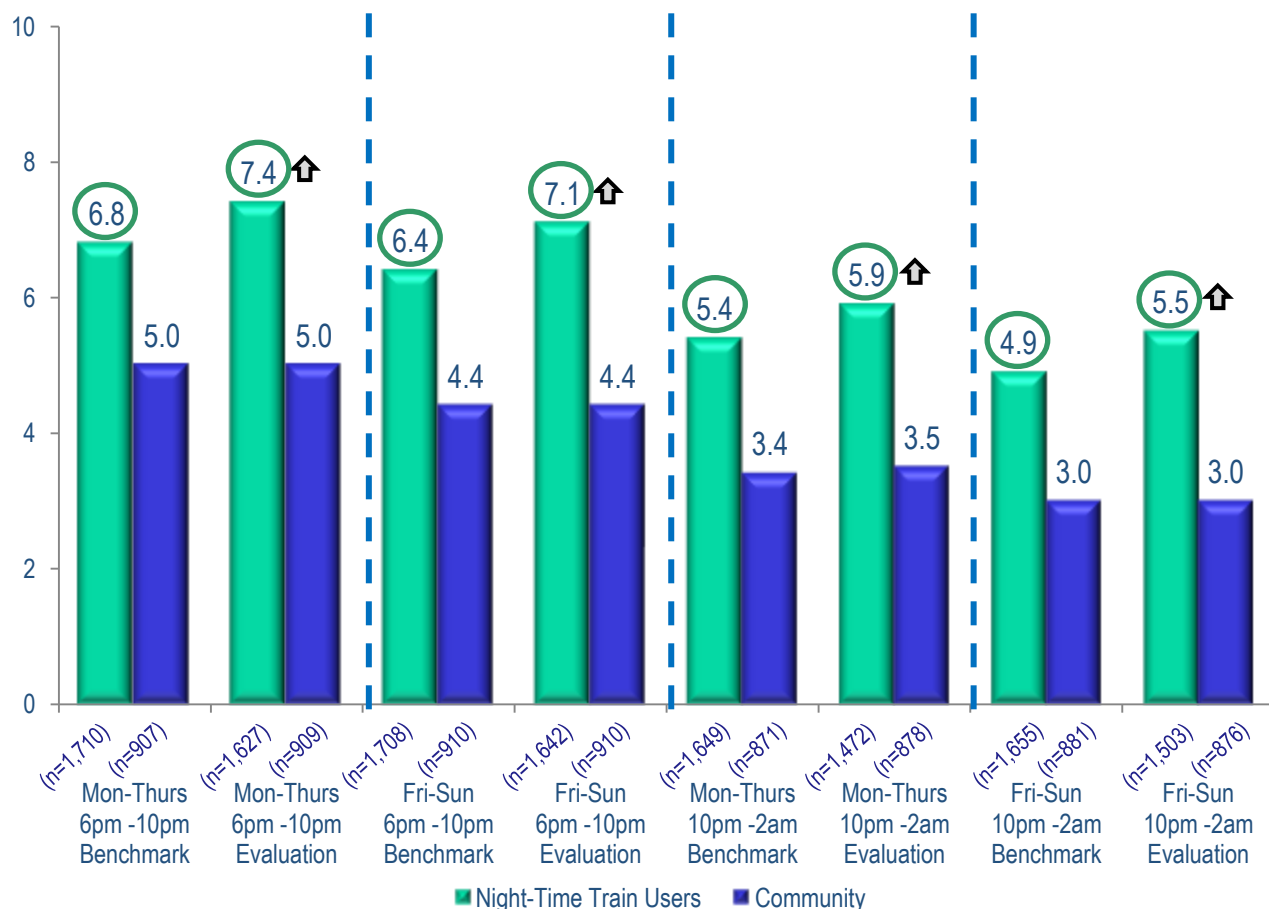
Q4. How safe or unsafe do you generally feel when at train stations?
Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation and All Community respondents (n=1,013) for Benchmark, (n=1,009) for Evaluation
🔴🟢 *Indicates a statistically significant difference between night-time train users and community means at 95% confidence level*
⬇⬆ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

Night-time train users (In-situ survey) were more likely to feel safer on-board trains at night (either from 6pm to 10pm or from 10pm to 2am), both during the week (Mon-Thurs) and the weekend (Fri-Sun), than the Greater Melbourne community (Community survey, with both train and non-train users).

For the Evaluation study, safety perceptions on-board trains among night-time train users significantly increased at both **early and late** evenings across all days of the week when compared to Benchmark.

Safety Perceptions - On-board Trains

	Night-Time Train Users	Community
Mon-Thurs 6pm -10pm Benchmark (n=1,710) (n=913)	6.8	5.3
Mon-Thurs 6pm -10pm Evaluation (n=1,629) (n=925)	7.3	5.2
Fri-Sun 6pm -10pm Benchmark (n=1,707) (n=918)	6.5	4.6
Fri-Sun 6pm -10pm Evaluation (n=1,643) (n=925)	7.0	4.5
Mon-Thurs 10pm -2am Benchmark (n=1,662) (n=886)	5.7	3.7
Mon-Thurs 10pm -2am Evaluation (n=1,476) (n=900)	6.0	3.7
Fri-Sun 10pm -2am Benchmark (n=1,662) (n=894)	5.3	3.2
Fri-Sun 10pm -2am Evaluation (n=1,509) (n=900)	5.7	3.3

Q5. How safe or unsafe do you generally feel on-board trains?
Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation and All Community respondents (n=1,013) for Benchmark, (n=1,009) for Evaluation
🔴🟢 *Indicates a statistically significant difference between night-time train users and community means at 95% confidence level*
⬇⬆ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

Half of night-time train users (50%) were not aware of any staff dedicated to patrolling train stations in and around Melbourne at night (other than police officers, transit police, station staff and ticket inspectors), a significant change from 76% at Benchmark. Close to half (47%) of night-time train users were aware of PSOs, a significant change from 21% at Benchmark.

When the term Protective Services Officers or PSOs was introduced to those unaware, significantly more night-time train users (64% from 42%) reported being aware of them before the survey in the Evaluation study than the Benchmark study. Further, when all night-time train users were shown images of PSOs, the majority (94%) reported they had seen one, a significant increase from 62% at Benchmark.

The survey methodology used and the fact both PSOs and Police uniforms look similar should also be taken to account when interpreting this data.

Unprompted Awareness of PSOs

	Benchmark	Evaluation
Yes - Protective Services Officers	11%	26%
Yes - PSOs	6%	20%
Yes - any part mention of 'Protective', 'Services' or…	4%	1%
Yes - Other (Specify)	3%	3%
No	76%	50%
Don't know / Can't remember	1%	1%

Benchmark: 21%
Evaluation: 47%

Aware of Any Patrols (n=1,726) Benchmark
Aware of Any Patrols (n=1,687) Evaluation

Prompted Awareness of PSOs

	Yes	No	Don't know
Benchmark	42%	57%	1%
Evaluation	64%	35%	1%

Prompted Awareness of PSOs (n=1,429) Benchmark
Prompted Awareness of PSOs (n=923) Evaluation

Visual Prompt – Ever seen a PSO

	Yes	No	Don't know
Benchmark	62%	33%	5%
Evaluation	94%	4%	2%

Visual Prompt - Ever Seen a PSO (n=1,726) Benchmark
Visual Prompt - Ever Seen a PSO (n=1,687) Evaluation

Q6. Other than police officers, transit police, station staff and ticket inspectors, are you aware of any other people whose role it is to patrol train stations in and around Melbourne at night? Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation

Q7. Before this survey were you aware of Protective Services Officers, or PSOs. Base: In-situ respondents unaware of any other people patrolling at night (n=1,429) for Benchmark, (n=923) for Evaluation

Q8. Have you ever seen a PSO at any train station in and around Melbourne, or on-board a train? Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation
Indicates a statistically significant difference between two waves, with a 95% confidence level

More than four-fifths of the Greater Melbourne community (83%) reported being aware of PSOs, a significant increase from Benchmark (77%). The largest change in how Community respondents became aware is the increase in those seeing them at stations (Benchmark: 16%, Evaluation: 40%).

Fifty-nine percent of Community respondents reported having actually seen a PSO at a train station in and around Melbourne, or on-board a train, a significant increase from 32% at Benchmark.

As with the night-time train users the survey methodology used and the fact both PSOs and Police uniforms look similar should also be taken to account when interpreting this data.
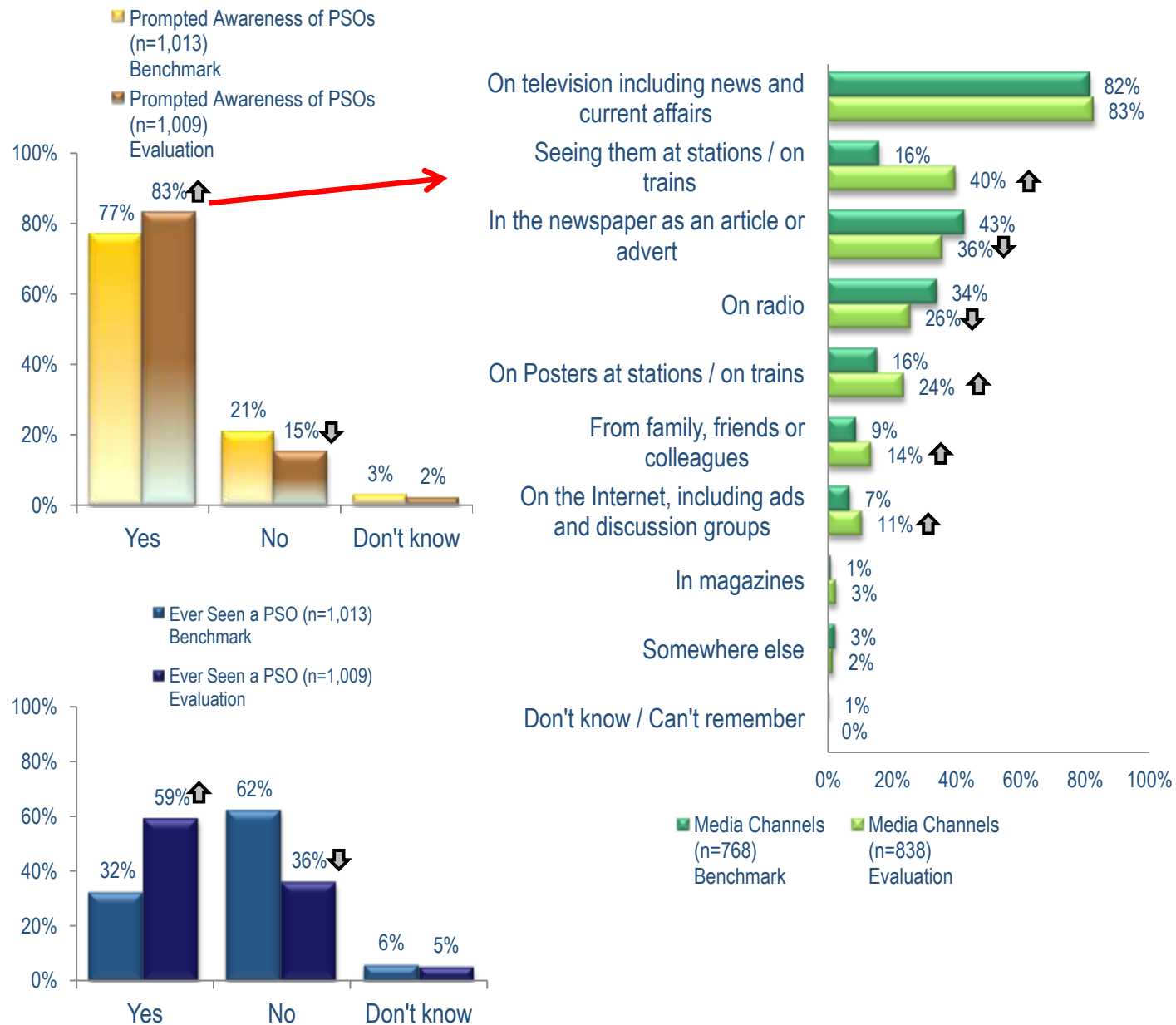
Q7. Before this survey were you aware of Protective Services Officers, or PSOs. Base: All Community respondents (n=1,013) for Benchmark, (n=1,009) for Evaluation

Q8. How did you become aware of Protective Services Officers (PSOs)? Base: All Community aware of PSOs (n=768) for Benchmark, (n=838) for Evaluation

Q9. Have you ever seen a PSO at any train station in and around Melbourne, or on-board a train? Base: All Community respondents (n=1,013) for B'mark, (n=1,009) for Evaluation

⇓⇑ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

Agreement on PSOs among night-time train users significantly increased in the Evaluation study for readily seeking assistance from PSOs if they felt unsafe (91% to 93%) and now that there are PSOs, they will/do feel safer when leaving a train station (80% to 83%). In contrast, agreement for night time train travel will be/is safer significantly decreased (90% to 86%). This was due to a significant decrease for moderate agreement (rating six to seven out of ten - 18% to 12%) and in contrast, a non-significant increase for strong agreement (rating eight to ten out of ten - 72% to 74%). There was also a significant increase in neutral ratings (5% to 8%), and no increase in disagreement.

Six in ten (59%) agreed they would travel more often at night (after 6pm) if there were PSOs at train stations. Given that some respondents would have no need to travel more often after 6pm this is also a relatively high score.
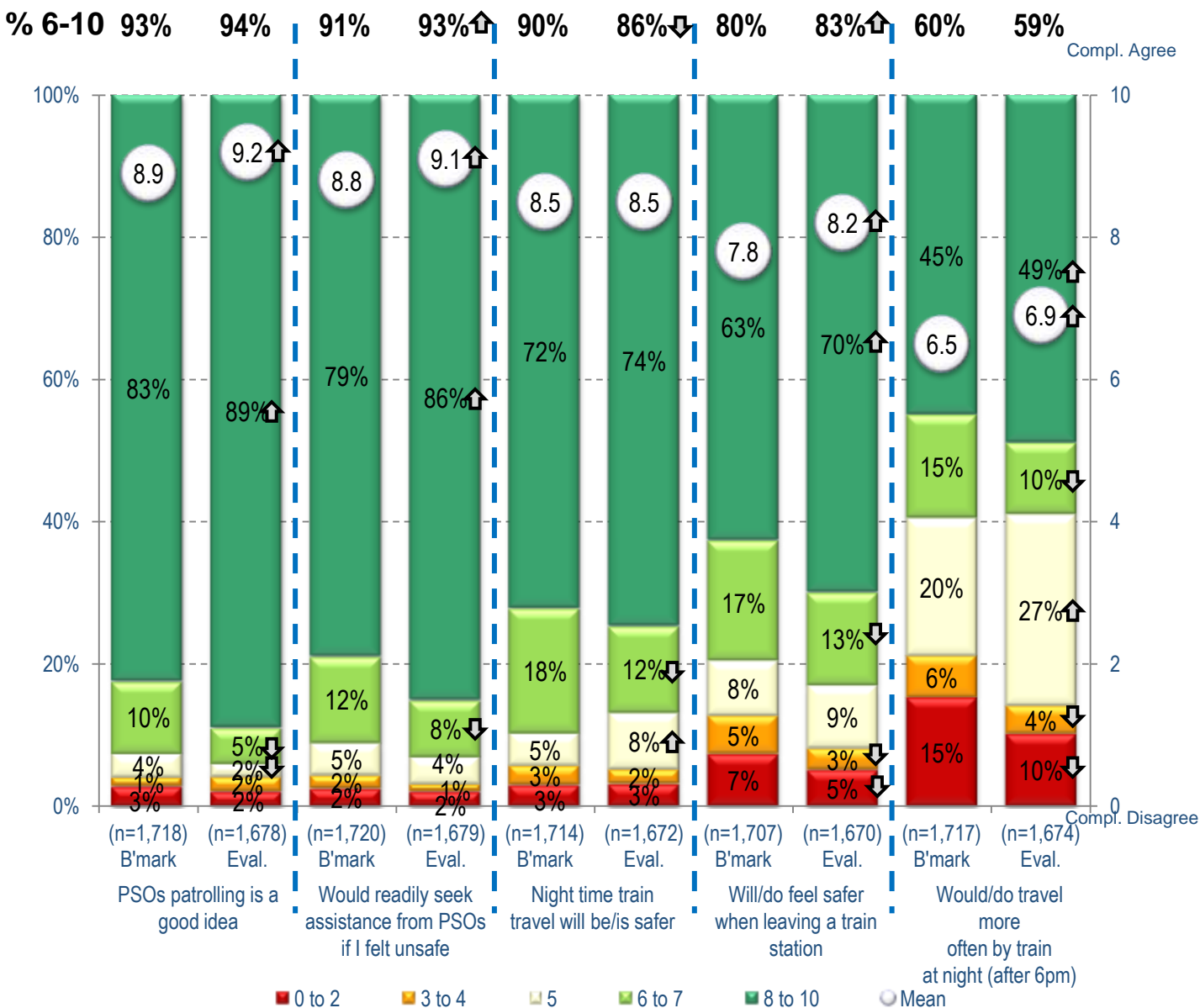
% 6-10

93%	94%	91%	93%	90%	86%	80%	83%	60%	59%

Compl. Agree

Chart values:

8 to 10 (dark green): 83% / 89% / 79% / 86% / 72% / 74% / 63% / 70% / 45% / 49%

Mean: 8.9 / 9.2 / 8.8 / 9.1 / 8.5 / 8.5 / 7.8 / 8.2 / 6.5 / 6.9

6 to 7 (light green): 10% / 5% / 12% / 8% / 18% / 12% / 17% / 13% / 15% / 10%

5 (cream): 4% / 2% / 5% / 4% / 5% / 8% / 8% / 9% / 20% / 27%

3 to 4 (orange): 1% / 2% / 2% / 1% / 3% / 2% / 5% / 3% / 6% / 4%

0 to 2 (red): 3% / 2% / 2% / 2% / 3% / 3% / 7% / 5% / 15% / 10%

Base labels:
(n=1,718) B'mark | (n=1,678) Eval. | (n=1,720) B'mark | (n=1,679) Eval. | (n=1,714) B'mark | (n=1,672) Eval. | (n=1,707) B'mark | (n=1,670) Eval. | (n=1,717) B'mark | (n=1,674) Eval.

Categories:
- PSOs patrolling is a good idea
- Would readily seek assistance from PSOs if I felt unsafe
- Night time train travel will be/is safer
- Will/do feel safer when leaving a train station
- Would/do travel more often by train at night (after 6pm)

Compl. Disagree

Legend: ■ 0 to 2 ■ 3 to 4 ☐ 5 ■ 6 to 7 ■ 8 to 10 ◯ Mean

Q10. Please indicate your level of agreement (0 to 10 scale; 0 = Completely Disagree; 10 = Completely Agree).
Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation, figures reported exclude Don't know
Indicates a statistically significant difference between two waves, with a 95% confidence level

The community's level of agreement on PSOs was also high, and has remained stable when compared to Benchmark. Nine in ten (90%) agreed that PSOs patrolling is a good idea, and that they readily would seek assistance from PSOs if they felt unsafe (89%). Eight in ten of Community respondents gave 6-10 agreement ratings that night time train travel will be/is safer (79%) and 77% rated that they will/do feel safer when leaving a train station where PSOs were patrolling.

Six in ten (59%) agreed that having PSOs patrol train stations would/do influence them to travel more often by train at night (after 6pm).

% 6-10

	91%	90%	91%	89%	81%	79%	74%	77%	59%	59%

	Mean	8.7	8.7	8.6	8.5	7.7	7.7	7.3	7.4	6.5	6.5
8 to 10		79%	80%	76%	76%	60%	58%	54%	56%	41%	39%
6 to 7		12%	10%	14%	13%	21%	21%	20%	21%	18%	19%
5		7%	7%	7%	8%	13%	15%	16%	14%	27%	28%
3 to 4		1%	1%	1%	1%	3%	3%	5%	5%	4%	4%
0 to 2		1%	2%	1%	2%	4%	3%	5%	4%	11%	10%

| (n=993) B'mark | (n=995) Eval. | (n=992) B'mark | (n=993) Eval. | (n=976) B'mark | (n=984) Eval. | (n=978) B'mark | (n=983) Eval. | (n=963) B'mark | (n=969) Eval. |

| PSOs patrolling is a good idea | Would readily seek assistance from PSOs if I felt unsafe | Night time train travel will be/is safer | Will/do feel safer when leaving a train station | Would/do travel more often by train at night (after 6pm) |

Legend: ■ 0 to 2 ■ 3 to 4 □ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

Q12. Please indicate your level of agreement (0 to 10 scale; 0 = Completely Disagree; 10 = Completely Agree).
Base: All Community respondents (n=1,009), figures reported exclude Don't know
⇅ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

The community's level of agreement on PSOs was significantly higher among users of trains than non-users for the statements 'Night time train travel will be/is safer', 'Now that there are PSOs, will/do feel safer when leaving a train station' and 'Would/do travel more often by train at night (after 6pm)'. Agreement that 'PSOs patrolling is a good idea', and that they would readily seek assistance from PSOs, was similar between train users and non-train users.

% 6-10

	PSOs patrolling is a good idea		Would readily seek assistance from PSOs if I felt unsafe		Night time train travel will be/is safer		Will/do feel safer when leaving a train station		Would/do travel more often by train at night (after 6pm)	
	Non user (n=65*)	User (n=789)	Non user (n=63*)	User (n=789)	Non user (n=63*)	User (n=782)	Non user (n=62*)	User (n=782)	Non user (n=62*)	User (n=776)
% 6-10	91%	90%	84%	89%	62%	81% ⬆	63%	78% ⬆	29%	61% ⬆
8 to 10	80%	80%	76%	75%	40%	60% ⬆	44%	57% ⬆	19%	42% ⬆
6 to 7	11%	10%	8%	14%	22%	21%	19%	21%	10%	20%
5	5%	7%	10%	8%	25%	14%	16%	14%	39%	27% ⬇
3 to 4	0%	2%	0%	1%	8%	3% ⬇	7%	4% ⬇	6%	3%
0 to 2	5%	2%	6%	2%	5%	3%	15%	4%	26%	9% ⬇
Mean	8.7	8.7	8.3	8.4	6.7	7.8 ⬆	6.4	7.5 ⬆	4.7	6.6 ⬆

Compl. Agree (10) / Compl. Disagree (0)

Legend: ■ 0 to 2 ■ 3 to 4 ■ 5 ■ 6 to 7 ■ 8 to 10 ○ Mean

*Q12. Please indicate your level of agreement (0 to 10 scale; 0 = Completely Disagree; 10 = Completely Agree). * Small sample size, interpret with caution*
Base: All Community respondents for Evaluation (n=1,009) by Users and Non-users, figures reported exclude Don't know
⬆⬇ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

Two-thirds (66%) of parents or guardians of children agreed to some extent (rating of six to ten our of ten) that they will/do feel happier about their children travelling by train at night (after 6pm) with PSOs patrolling at train stations. Furthermore, agreement levels were marginally higher among parents who were night-time train users themselves.

The main reason parents and guardians of children disagreed (rating of zero to four out of ten) with the statement is because they generally believed their children were too young to travel on public transport and should not be out that late (50%).
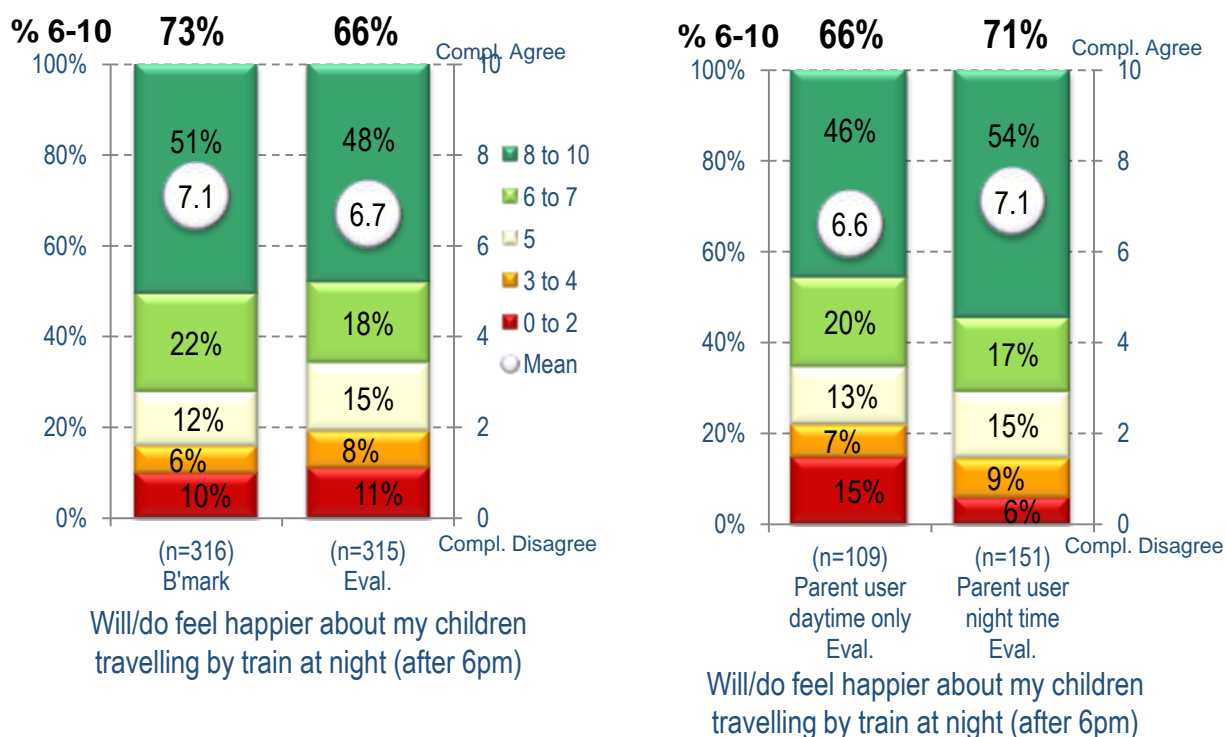
Will/do feel happier about my children travelling by train at night (after 6pm)

Will/do feel happier about my children travelling by train at night (after 6pm)

Q12. Please indicate your level of agreement (0 to 10 scale; 0 = Completely Disagree; 10 = Completely Agree).

Q14 We are very interested to know why you don't agree that PSOs at train stations will /would make you feel happier about your children travelling by train at night (after 6pm)?]

Base: Community: parents or guardians of children (n=321), figures reported exclude Don't know   Q14 - Only mentions of 5% or more are shown

⇩⇧ *Indicates a statistically significant difference between two waves, with a 95% confidence level*   *Small sample size, interpret with caution*

Consistent with Benchmark, support for PSOs was higher amongst night-time train users than the Greater Melbourne community, which may partly be due to the fact that they are the main beneficiaries. Furthermore, mean ratings for agreement among night-time train users significantly increased for the Evaluation study for all statements with exception being that 'Night time train travel will be safer', which was unchanged (Benchmark and Evaluation: both 8.5).
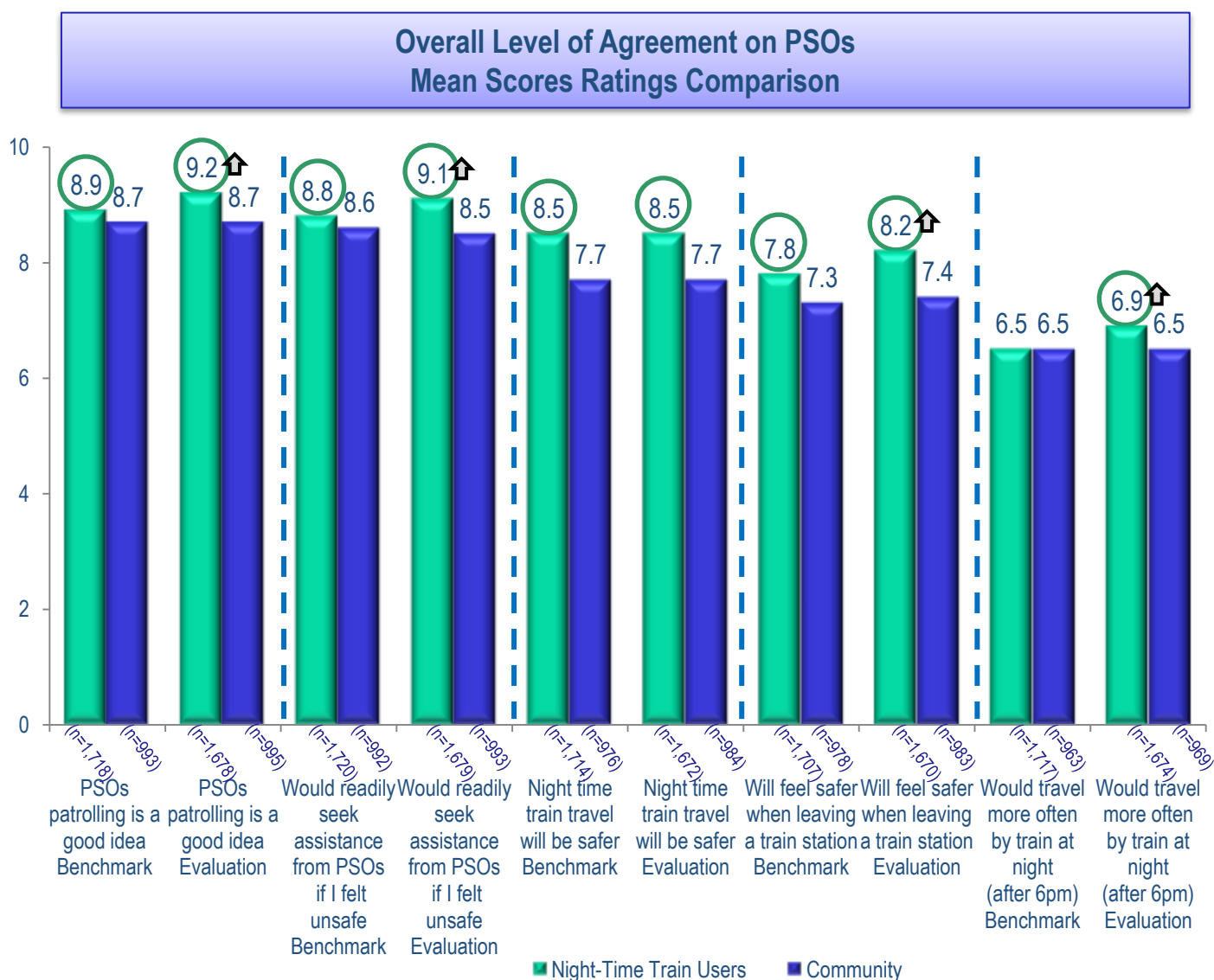
Overall Level of Agreement on PSOs
Mean Scores Ratings Comparison

Q10. Please indicate your level of agreement (0 to 10 scale; 0 = Completely Disagree; 10 = Completely Agree) and Q12. Please indicate your level of agreement (0 to 10 scale; 0 = Completely Disagree; 10 = Completely Agree).

Base: All In-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation and All Community respondents (n=1,013) for Benchmark, (n=1,009) for Evaluation

🔴🟢 *Indicates a statistically significant difference between night-time train users and community means at 95% confidence level*

⬇️⬇️ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

Community – Overall Knowledge of PSOs' Powers

The majority of Community respondents correctly identified whether statements about PSOs were true or false. The least understood statement was "PSOs cannot prevent an alcohol or drug-affected person from driving a vehicle" where 51% were correct (stating it was false). Notably all falsely worded statements had lower levels of correct responses.

These findings indicate that the community in general has a good understanding of PSOs' powers. Further education on PSOs using powers outside the vicinity of train stations may be an area for consideration as there has been a decline in the community correctly answering this statement (64% to 56%).
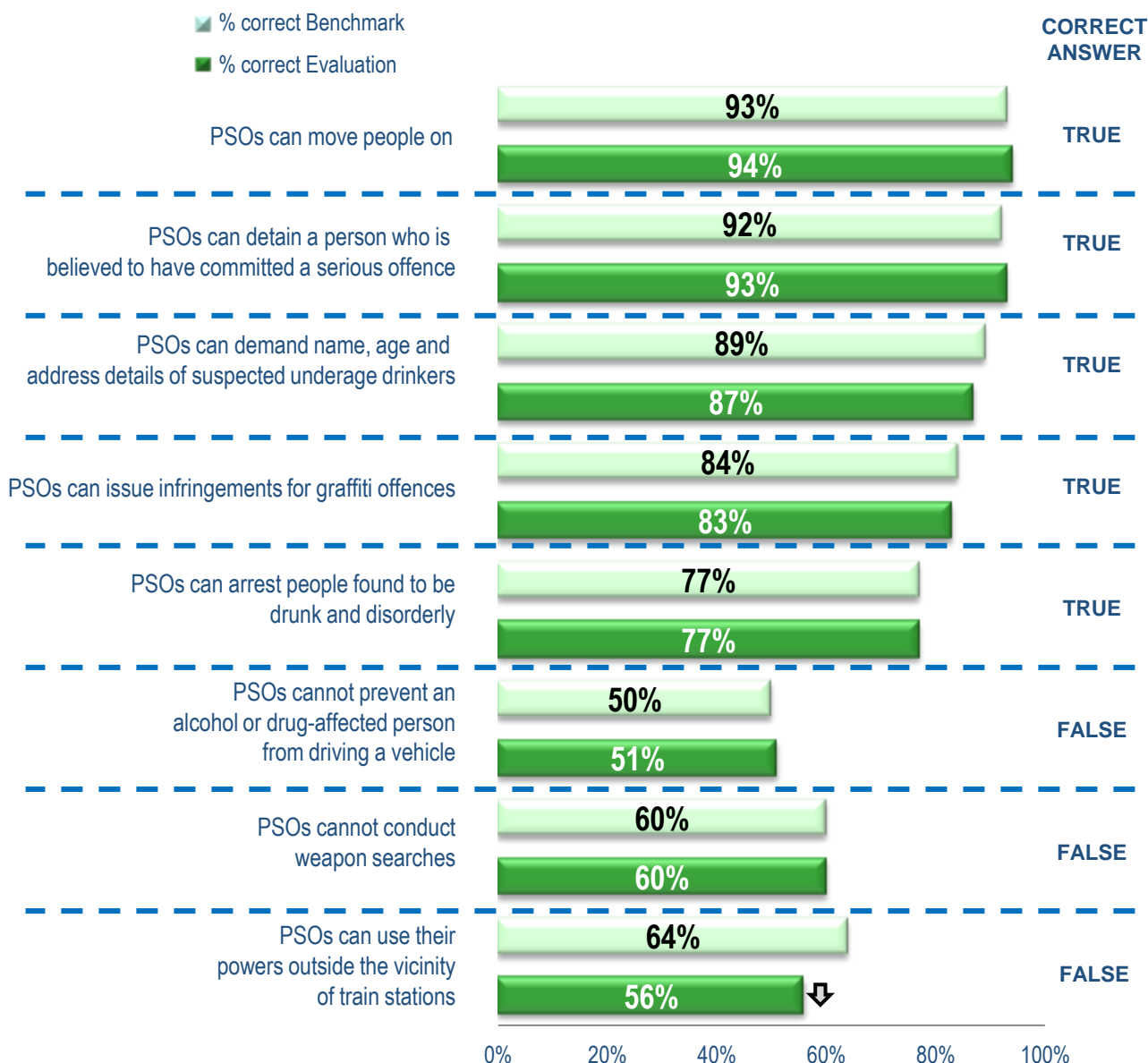
% correct Benchmark
% correct Evaluation

CORRECT
ANSWER

Statement	Benchmark	Evaluation	Correct Answer
PSOs can move people on	93%	94%	TRUE
PSOs can detain a person who is believed to have committed a serious offence	92%	93%	TRUE
PSOs can demand name, age and address details of suspected underage drinkers	89%	87%	TRUE
PSOs can issue infringements for graffiti offences	84%	83%	TRUE
PSOs can arrest people found to be drunk and disorderly	77%	77%	TRUE
PSOs cannot prevent an alcohol or drug-affected person from driving a vehicle	50%	51%	FALSE
PSOs cannot conduct weapon searches	60%	60%	FALSE
PSOs can use their powers outside the vicinity of train stations	64%	56% ⇩	FALSE

0%   20%   40%   60%   80%   100%

Overall, the greater Melbourne community views were on par with PSOs current powers and mission statement. The top two actions PSOs should perform, according to the community in the Evaluation study, were firstly to be visible and do regular patrols (35%) and secondly being aware, alert and preventing crimes (16%). Fourteen percent also mentioned patrolling train carriages as well as train stations as being the most important thing PSOs should be doing to make the Melbourne's train system feel safer and more secure.

Most Important Thing PSOs Should Be Doing To Make Melbourne's Train System Feel Safer And More Secure

Category	Benchmark (n=1,013)	Evaluation (n=1,009)
Regular patrols / visible makes the train system feel safer	32%	35%
Be aware / alert / prevent crimes	14%	16%
Patrol train carriages as well as train stations	17%	14%
Deal with anti-social behaviour	24%	12%
Ensure the safety of passengers / protect passengers (general)	11%	9%
Remove troublemakers from the train / station	8%	5%
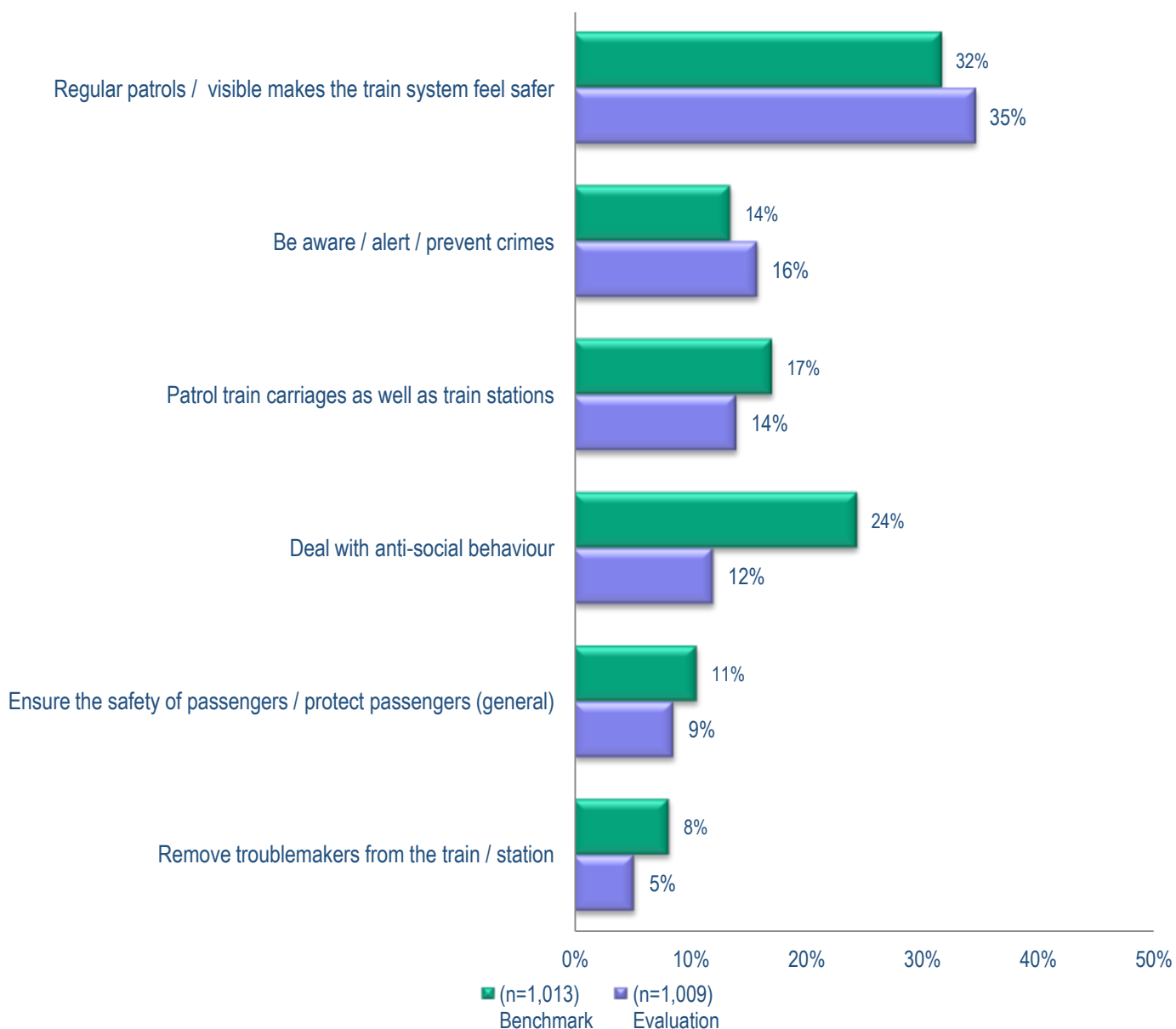
Q10. Most important thing PSOs should be doing to feel safer and more secure? Base: All Community respondents (n=1,013) for Benchmark, (n=1,009) for Evaluation, Don't know and Other not reported. Codes less than 5% in Evaluation are not shown.

At the Total level, the Greater Melbourne community commented that there should be regular patrols, being present and visible (35%), being aware and alert and act before problems arise (16%) will make Melbourne's train system feel safer and more secure. These were also the top two for those in the community who travel by train during the day only and also those who travel after 6pm. Those who were not train users tended to comment more than users that PSOs should patrol train carriages as well as train stations (21%).

	Total (n=1,009)	None (n=70)	Day Only (n=353)	Travelled After 6pm (n=440)
Regular patrols / being present / visible makes the train system feel safer	35%	29%	37%	35%
Be aware / alert / quick to stop any trouble / act before further problems arise / prevent crimes	16%	4%	14%	18%
Patrol train carriages as well as train stations	14%	21%	12%	16%
Deal with anti-social behaviour (e.g. drugs & alcohol, smoking, bad language, violence, graffiti)	12%	9%	10%	14%
Ensure the safety of passengers / protect passengers (general)	9%	10%	7%	9%
Remove troublemakers from the train / station	5%	4%	5%	6%

Q10 Given that PSOs will be patrolling train stations in and around Melbourne at night, what in your opinion is the most important thing they should be doing to make Melbourne's train system feel safer and more secure?

Base: All community respondents for Evaluation (n=1,009)   Question was introduced in the Evaluation study, therefore there are no results from Benchmark

Subgroups defined as – None: Q1=10 (Never personally travel on metropolitan trains in and around Melbourne)/ Day Only: Q2=1, but not 2,3,4,5 or 6 (In the last 12 months, only travelled by metropolitan train in and around Melbourne during the day before 6pm) / Travelled After 6pm: Q2=2,3,4 or 5 (In the last 12 months, travelled at least once by metropolitan train in and around Melbourne between 6pm to 2pm across all days of the week.

Appendix

Night-Time Train Users Travel Behaviour – Frequency of Train Travel	% of Total Benchmark 2012	% of Total Evaluation 2013	Night-Time Train Users Travel Behaviour – Time of Day Travelled by Train in the Last 12 months	% of Total Benchmark 2012	% of Total Evaluation 2013
6 or 7 days a week	29%	31%	Fri to Sun between 6pm - 10pm (weekend early evening)	83%	83%
5 days a week	31%	28% ⇩	Mon to Thurs between 6pm - 10pm (weekday early evening)	81%	83%
3 or 4 days a week	16%	18%	Fri to Sun between 10pm - 2am (weekend late evening)	46%	46%
1 or 2 days a week	13%	13%	Mon to Thurs between 10pm - 2am (weekday late evening)	36%	36%
Between 1 and 3 times per month	6%	6%	Travel infrequently / very rarely at night	5%	1% ⇩
Once every 2-3 months	2%	2%			
Once every 4 to 6 months	2%	2%			
Once a year	1%	1%			
Less than once a year	<1%	<1%			

Train Users Travel Behaviour – Travel Alone	% of Total Benchmark 2012	% of Total Evaluation 2013
Travel alone	73%	71%
Travel with others I know (e.g. friends and family)	19%	24% ⇧
About equal	7%	5%
(Don't know / Refused)	<1%	<1%

Q1. How often do you travel on trains in and around Melbourne? Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation

Q2. Which of these times of day have you travelled by metropolitan train in the last 12 months? Base: All in-situ respondents (n=1,726) for Benchmark, (n=1,687) for Evaluation

Q3. And when you travel after 6pm are you more likely to travel alone or with other people? Base: In-situ respondents who travel at night (n=1,640) for B'mark, (n=1,664) for Eval

⇩⇧ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

Community – Train Travel Behaviours

Community Travel Behaviour – Frequency of Train Travel	% of Total Benchmark 2012	% of Total Evaluation 2013
6 or 7 days a week	5%	5%
5 days a week	11%	12%
3 or 4 days a week	7%	9% ⇧
1 or 2 days a week	10%	11%
Between 1 and 3 times per month	19%	19%
Once every 2 to 3 months	12%	12%
Once every 4 to 6 months	11%	10%
Once a year	6%	6%
Less than once a year	10%	9%
Never	9%	7%
Don't know	<1%	1%

Community Travel Behaviour – Time of Day Travelled by Train in the Last 12 months	% of Total Benchmark 2012	% of Total Evaluation 2013
Travel during the day - before 6pm	65%	64%
Fri to Sun between 6pm - 10pm (weekend early evening)	32%	32%
Mon to Thurs between 6pm - 10pm (weekday early evening)	26%	27%
Fri to Sun between 10pm - 2am (weekend late evening)	19%	18%
Mon to Thurs between 10pm - 2am (weekday late evening)	12%	12%
Travel infrequently / very rarely at night	11%	11%
Don't know / Can't say	4%	4%

Community Travel Behaviour – Travel Alone	% of Total Benchmark 2012	% of Total Evaluation 2013
Travel alone	43%	48%
Travel with others I know (e.g. friends or family)	39%	35%
About equal	18%	17%
Don't know	<1%	0%

Q1. How often do you travel on trains in and around Melbourne? Base: All Community respondents (n=1,013) for Benchmark, (n=1,009) for Evaluation

Q2. Which of these times of day have you travelled by metropolitan train in the last 12 months? Base: Community Train users (n=917) for Benchmark, (n=934) for Evaluation

Q3. And when you travel after 6pm are you more likely to travel alone or with other people? Base: Community respondents who travel at night (n=434) for B'mark, (n=440) for Eval

⇩⇧ *Indicates a statistically significant difference between two waves, with a 95% confidence level*

Night-Time Train Users – Respondent Demographics

Gender	% of Total Benchmark 2012	% of Total Evaluation 2013
Male	50%	51%
Female	50%	49%

Age	% of Total Benchmark 2012	% of Total Evaluation 2013
16 to 19	18%	17%
20 to 29	45%	44%
30 to 39	17%	19%
40 to 49	10%	10%
50 to 59	7%	6%
60 to 69	3%	3%
70+	1%	<1%
Prefer not to answer	<1%	<1%

Q11. Age. Q12. Gender. Base: All in-situ respondents (n=1,716) for Benchmark, (n=1,687) for Evaluation

Community – Respondent Demographics

Age	Unweighted % of Total Benchmark 2012	Weighted % of Total Benchmark 2012	Unweighted % of Total Evaluation 2013	Weighted % of Total Evaluation 2013
16 to 19	8%	6%	6%	6%
20 to 29	19%	19%	19%	19%
30 to 39	18%	19%	19%	19%
40 to 49	18%	18%	18%	18%
50 to 59	15%	15%	15%	15%
60 to 69	11%	11%	11%	11%
70+	12%	12%	12%	12%
Gender	Unweighted % of Total Benchmark 2012	Weighted % of Total Benchmark 2012	Unweighted % of Total Evaluation 2013	Weighted % of Total Evaluation 2013
Male	41%	49%	49%	49%
Female	59%	51%	51%	51%

Household Income	Unweighted % of Total Benchmark 2012	Weighted % of Total Benchmark 2012	Unweighted % of Total Evaluation 2013	Weighted % of Total Evaluation 2013
Less than $20,000 (Less than $385 per week)	10%	9%	8%	8%
$20,000 - $39,999 ($385 - 768 per week)	15%	15%	17%	17%
$40,000 - $59,999 ($769 - $1,154 per week)	14%	15%	14%	14%
$60,000 - $79,999 ($1,155-$1,539 per week)	11%	11%	13%	13%
$80,000 - $99,999 ($1,540-$1,924 per week)	10%	10%	11%	11%
$100,000 - $149,999 ($1,925-2,887 per week)	12%	12%	12%	12%
$150,000 or more ($2,888 per week or more)	7%	7%	6%	6%
Don't know	4%	4%	5%	5%
Prefer not to answer	17%	16%	15%	15%

S2. Age. S3. Gender. D4. Household income. Base: All Community respondents (n=1,013) for Benchmark, (n=1,009) for Evaluation

Community – Respondent Demographics

Household Structure	Unweighted % of Total Benchmark 2012	Weighted % of Total Benchmark 2012	Unweighted % of Total Evaluation 2013	Weighted % of Total Evaluation 2013
Single or living alone	16%	16%	18%	18%
Single in shared accommodation	8%	9%	7%	7%
Single and living with family / children	16%	15%	15%	15%
Couple living together	28%	29%	27%	27%
Couple in shared accommodation	2%	2%	1%	1%
Couple and living with family / children	26%	27%	29%	29%
Other	3%	3%	3%	3%
Responsible for Children (parents or guardians)	Unweighted % of Total Benchmark 2012	Weighted % of Total Benchmark 2012	Unweighted % of Total Evaluation 2013	Weighted % of Total Evaluation 2013
0 – 4 years old	13%	13%	13%	13%
5 – 12 years old	15%	15%	15%	15%
13 – 19 years old	12%	12%	13%	13%
Not responsible for any children	68%	68%	68%	68%

D1. Household Structure. S5. Parents or guardians of children? Base: All Community respondents (n=1,013) for Benchmark, (n=1,009) for Evaluation