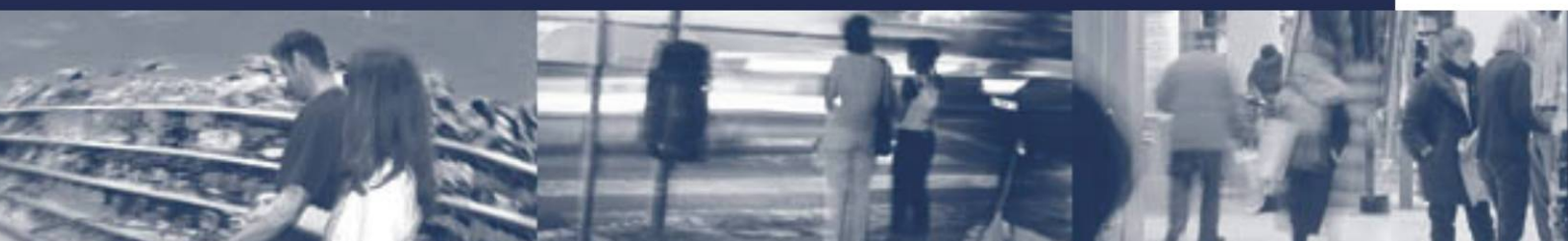


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GfK. Growth from Knowledge



Streets (TLRN) CSS

Final Report

October 2009

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1 Executive Summary

Background and objectives

Transport for London (TfL) Surface Transport commissioned GfK NOP to undertake a repeat of the TLRN CSS survey. Research regarding satisfaction with the streets has been conducted on a continuous basis since 1994 although the survey was changed substantially both in scope and size in 2005.

The same methodology has been used each year; on-street personal interviewing at 24 specified sites along the Transport for London Road Network. These sites (described as 'centres' in this report) vary somewhat in the level of retail activity, from those with one or two shop fronts to those with up to 180 shop fronts. Details and maps of all centres are included in the appendix to this report. Within each centre, the interviewers were provided with precise points to work. Potential respondents were intercepted on a 1 in n basis (using pedestrian counts) as they passed the sampling point and invited to take part in the survey.



Main survey findings

Details of Visit

The mean time spent in the area was 133 minutes, a slight decrease (11 minutes) since 2008 but similar to the figure reported in 2007. 63% visited the centre five or more days a week (a slight increase on 2008) and a further 23% visited between 1 and 4 days per week.

Walking continues to be the main mode of transport used to travel to the centre, accounting for 46% of all trips (2% higher than in 2008). Other major modes of transport were bus (24%), car/van/lorry (16%) and tube/train (9%). The proportion travelling in by bus has increased over the years and the proportion travelling in by private vehicle (car, van or lorry) has fallen. As previously, those in Outer London were considerably more likely than Inner London to travel to the centre by private vehicle (25% vs. 8%), while those in Inner London were more likely to use public transport (39% vs. 28%).

A new question was added this year to determine satisfaction with ability to estimate accurately how long the journey would take. 86% were satisfied that they could accurately do this and just 6% were dissatisfied.

Cycling

While 3% had used a bicycle on the day of the interview, 14% said that they had cycled in the centre in the last month (both figures similar to last year).

Rating of cycling facilities in the area has improved since last year. However more cyclists continue to rate each of the surveyed aspects as poor than good. Highest dissatisfaction was recorded for 'availability of cycle lanes / advanced stop lines' (47% rated this as poor/very poor although this is a marked improvement on the 58% so rating in 2008).

A separate question identified that 37% were satisfied with 'parking facilities for bicycles in this area' (an increase of 8% since 2008) and 35% were dissatisfied.



Motorcycles/Mopeds/Scooters

Very few had used a powered two-wheeler vehicle – just 1% on the day of interview, and 2% had ridden such a vehicle in the centre in the last month.

Among this small group of respondents, there was an even split between those satisfied and those dissatisfied with the facilities provided for these vehicles in the area.

Attitudes towards the area

Respondents were asked how they rated the area in terms of: area dirty/run down/derelict buildings, traffic congestion, vagrants, and road works. Traffic congestion continued to stand out as the issue most likely to be considered a problem, and 29% said that it was a serious problem. However, traffic congestion was seen to be a less serious problem than last year, and this continued the trend of improvement on this aspect over recent years.

Pedestrian environment

Those interviewed were asked to rate twelve aspects of the centre. The top two rated aspects remain the same as last year: width of pavements and ease of crossing side roads. The three aspects that received the lowest ratings were also the same as last year: amount of pollution/noise from traffic, availability of public conveniences, and the amount of seating provided in the area.

Satisfaction with each of these twelve aspects has improved significantly since 2008 with the exception of 'width of pavements' which remained the same.

With the exception of 'ease of crossing side roads' and 'width of pavements', people in Outer London rated every aspect more positively than those in Inner London.



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Road and Pavement Maintenance

Respondents were questioned to gain opinions of road and pavement maintenance. Speed of completion of road works tends to attract the most criticism, and there was no change in satisfaction on this aspect compared with last year. All the maintenance ratings were lower in Inner compared with Outer London, and the speed of road works completion was rated lower in the North & Central area than elsewhere.



2 Introduction

2.1 Background to study

Transport for London (TfL) has conducted a pedestrian street survey since 1994 with the aim of measuring change in retail activity on the TfL Road Network (TRLN). In the past this has been achieved via substantial annual surveys.

Although this survey shares the same name as the surveys conducted since 1994, it concentrates on aspects of satisfaction amongst users of the TLRN to provide key performance indicator information in relation to cycling, motorcycling and walking. In 2005 the number of questions was reduced from 27 to 10 questions and sample size reduced from 10,000 to 2,000. The 2009 survey was very similar to the 2008 study with just one extra question added this year to determine the level of satisfaction with ease of being able to estimate how long the journey would take. Comparisons with previous years have been made where relevant.

2.2 Research Objectives

- Satisfaction with aspects of cycling in the local area
 - safety of cycling in the area
 - security of bicycles in the area
 - information on cycle routes

- Satisfaction with parking facilities for motorcycles/mopeds/scooters in the area

- Examine the satisfaction with the local environment
 - traffic congestion
 - pollution
 - litter
 - personal safety and security



3 Methodology

The survey was carried out at various sites across London (see Appendix B). A total of 106 shifts were completed in 2009. An even number of morning shifts and afternoon shifts were completed with similar numbers of shifts across the days of week, including weekends. Interviewing commenced on 5 September and all shifts were completed by 24 September, 2009.

As in previous years, the first six minutes of every hour of each 6-hour shift were spent counting the pedestrian flow in both directions. This was recorded on the count sheet (see Appendix C). It is from the number of people passing that the sampling interval was calculated. If the count was less than 10 people passing then the selection would be 1 in 1 (you attempt to interview every passing person). If between 10-19 people pass in the six minute counting period, a 1 in 2 sampling interval was used. If more than 20 people passed during the counting period a sampling interval of 1 in 3 was adopted (see table 1 below).

Table 1: Calculation of sample interval

Number of people passing in 6 minute counting period	Sample interval
0-9 people	1 in 1
10-19 people	1 in 2
20+ people	1 in 3

A total of 2,067 interviews were completed in all areas (sample sizes for each question have been re-based where appropriate to exclude 'not stated' responses).

4 Main Findings

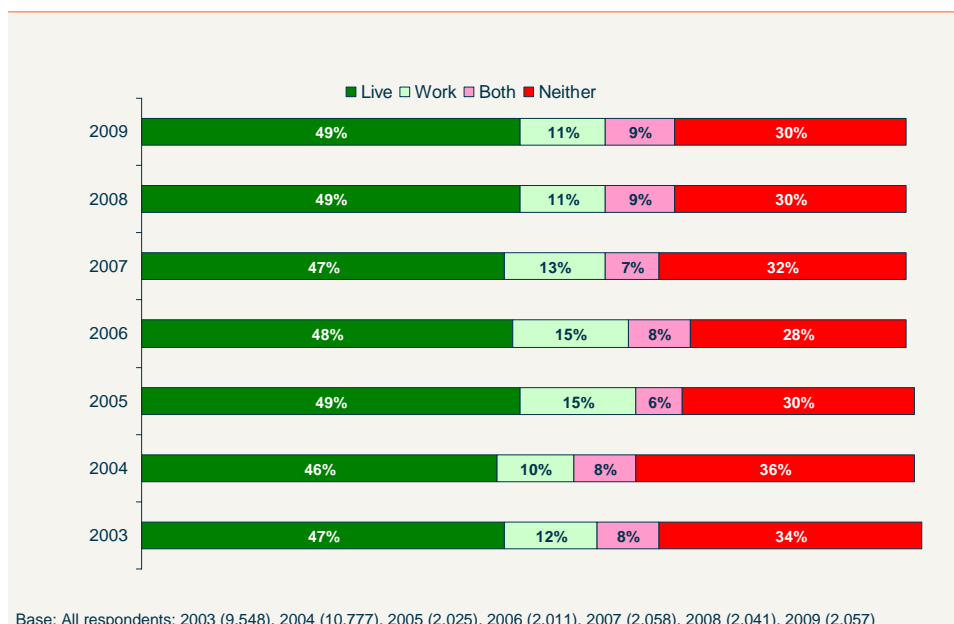
4.1 Details of Visit

The first questions on the questionnaire dealt with the visit to the catchment area that people were shown on a map (see Appendix B).

4.1.1 Whether Live/Work in Catchment Area

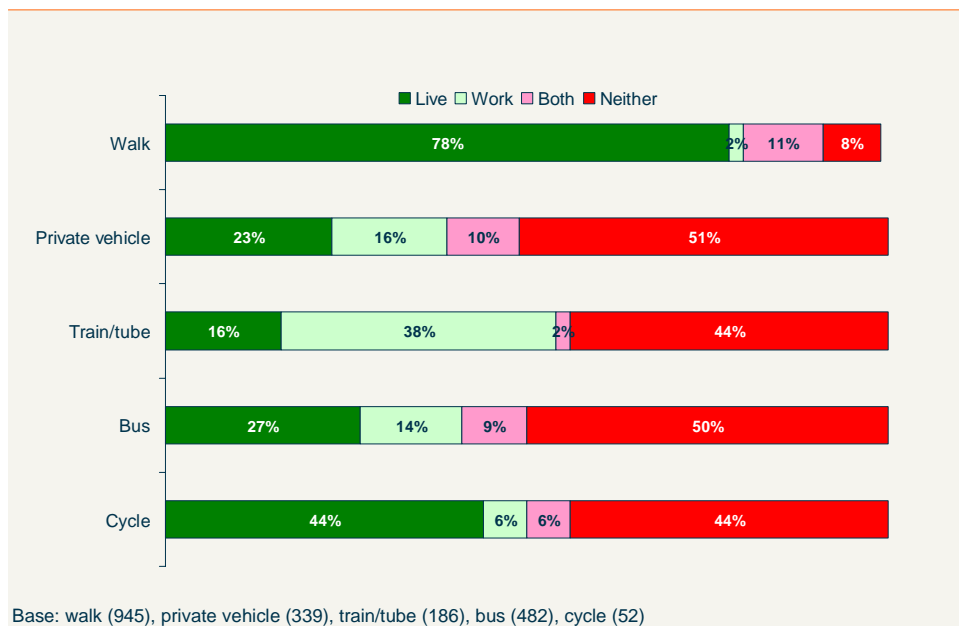
People were asked whether they lived and/or worked within 10 minutes walk of the sample centre. Exactly the same proportion (70%) either lived or worked within 10 minutes walk of the sample centre as in 2008. Just under a third neither lived nor worked within this radius (30%). A majority (58%) lived within a 10 minute walk of the sample centre, while 11% only worked within the area.

Figure 1 - Catchment Area



89% of those who walked to the centre lived within a 10 minute walk of it. By contrast, half (51%) of those who accessed the centre by private vehicle lived and worked more than 10 minutes walk away, as did half (50%) of those travelling in by bus and 44% of those travelling in by train / tube or cycle.

Figure 2 - Catchment Area by mode used to access

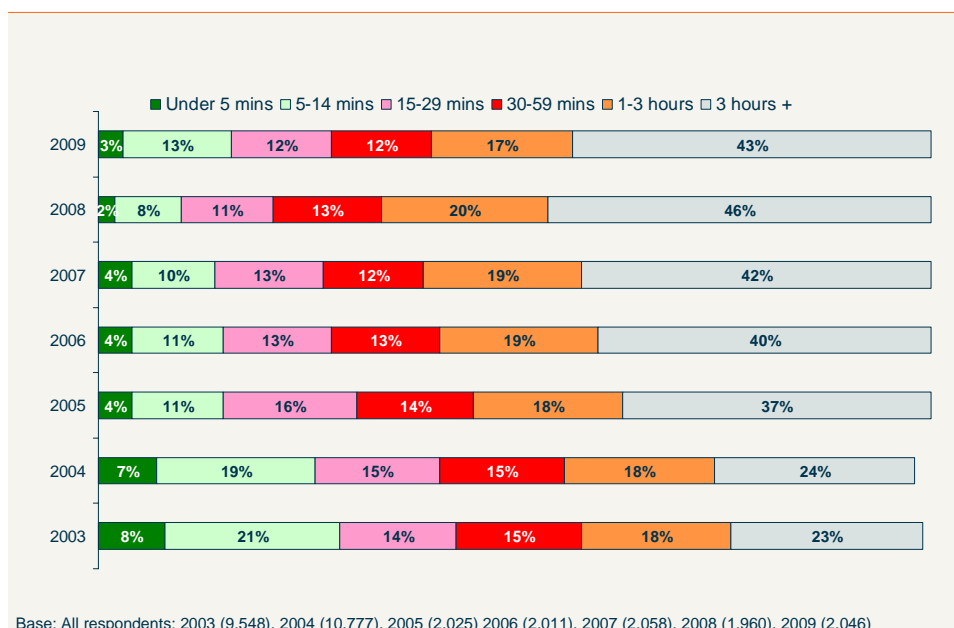


4.1.2 Time Spent in Area

People were asked how long they were planning to spend in the area, as defined by the diagrammatic map of the centre.

The mean time spent in the area was 133 minutes, a decrease of 11 minutes on 2008, and back in line with 2007. Despite the slight decrease in people spending over three hours in the centres this year, it is clear that progressively, over time, higher proportions of people have been spending over three hours in the centres (43% in 2009 compared with just 23% in 2003). Those spending under 5 minutes in the area has fallen to just 3% in 2009.

Figure 3 - Time in area by year

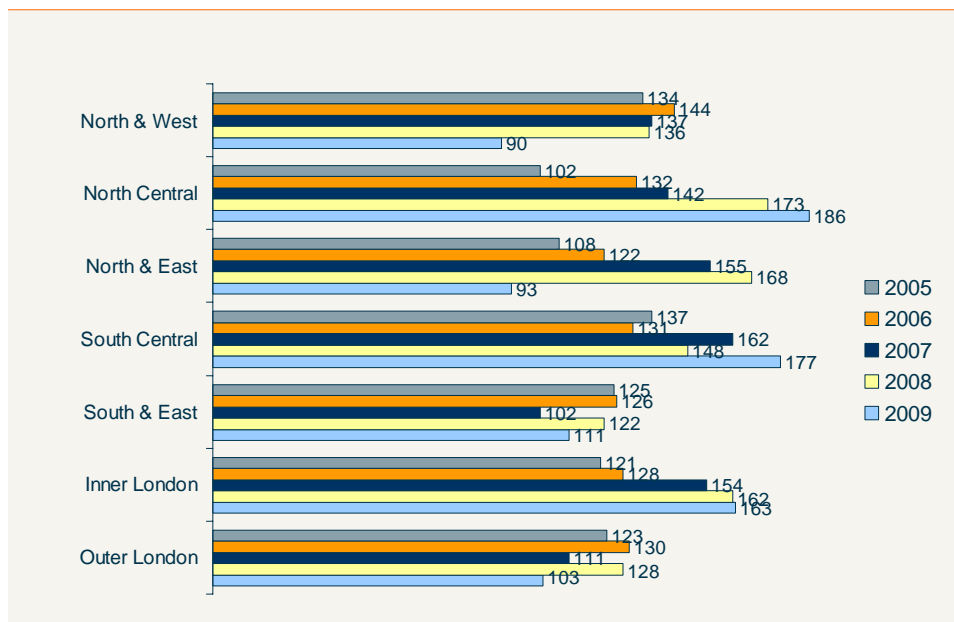


As previously, those who visited five or more days a week were considerably more likely to spend over three hours in the defined area (59% in 2009, 64% in 2008 and 59% in 2007). On average, males spent more time in the centre than females this year (male 139 minutes, female 129 minutes) similar to 2007 when men spent longer than women (average of 14 minutes more). Once again, those aged 65 or over spent

less time in the centre than the others (16-24 years, 134 minutes; 25-44 years, 139 minutes; 45-64 years, 132 minutes; 65+ years, 121 minutes).

The most substantial increases this year were for the South Central and North Central, the time spent in each having increased by 29 and 13 minutes respectively. However, two regions saw substantial declines in the time spent in the area this year: North & East and North & West (a decline of 75 minutes and 46 minutes respectively). All changes in mean time spent in the areas this wave were significant with the exception of Inner London.

Figure 4 - Mean time spent in area



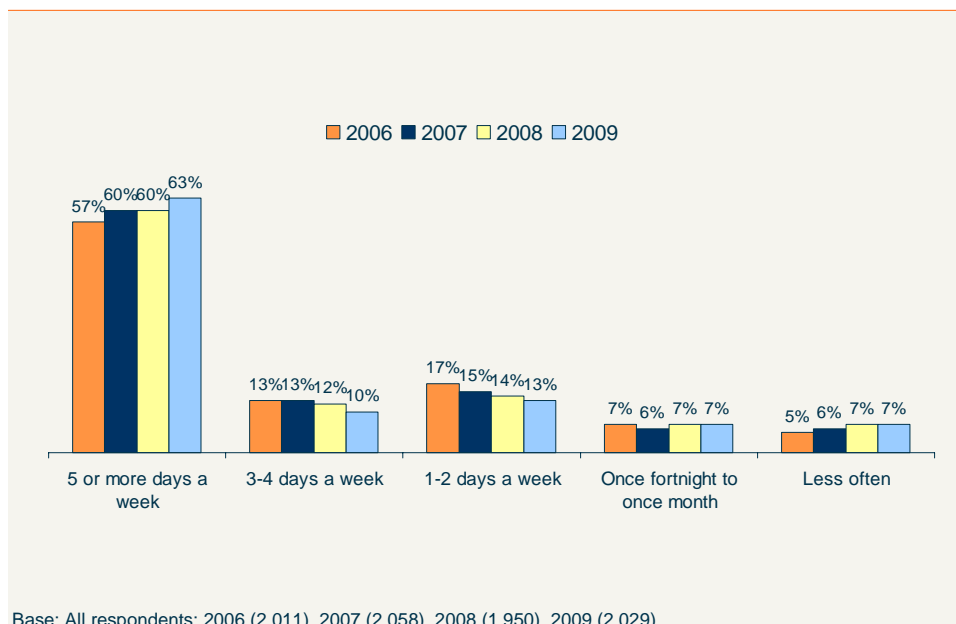
NB. Mean times based on mid points for each time band, and 4 hours for 3+ hours

4.1.3 Frequency of Visit

People were asked how often they visited the area marked on the map.

73% visited the defined area at least three days a week while 14% visited once a fortnight or less.

Figure 5 - Frequency of visiting the area

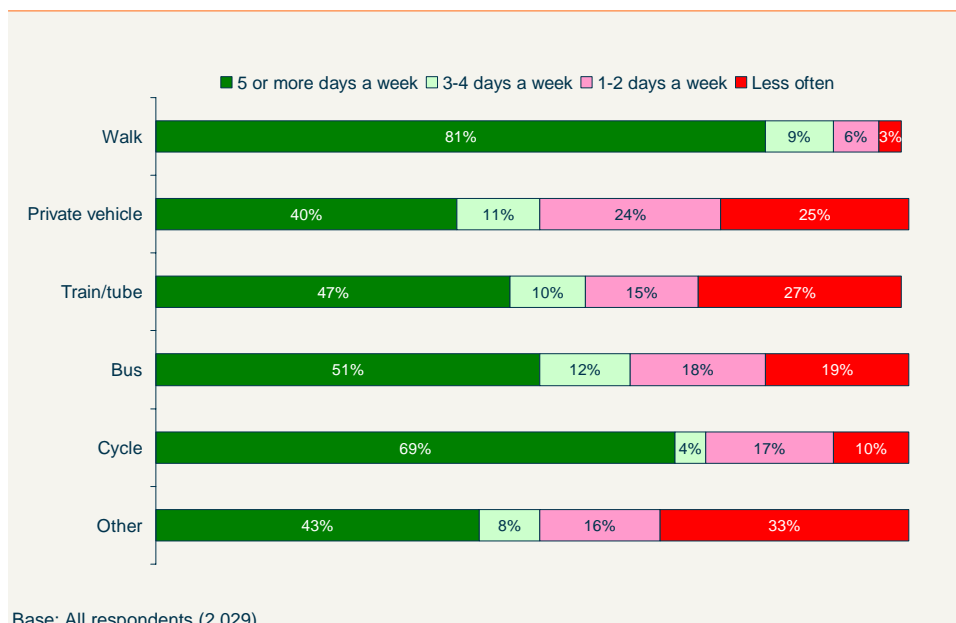


The incidence of people visiting centres five or more days a week has increased slightly this year at 63%. This marks a steady increase over the years (in 2003 and 2004, 51% visited this often, rising to 56% in 2005, 57% in 2006 and 60% in 2007 and 2008).

This year those in the South Central area were more likely than any other area to visit five or more days a week (77%). Previously the North & East area had been visited most. Those in the South & East area were the least likely to visit five or more days a week (48%) followed by those in the North & East (65%). As in 2008, those in the younger age brackets were more likely than others to visit the defined area five or more days a week (67% of 16-44 year olds vs. 58% of 45+).

Similar to results from the last two years, people who walked to the centre were most likely to visit five days a week or more (81% in 2009). In contrast those travelling in by private vehicle or by train/tube were less likely to visit the centre this frequently.

Figure 6 - Frequency of visiting - by mode of access





The table below shows the proportion of people in Inner and Outer London who visited the centre five or more days a week. This year has seen an increase in the numbers visiting Inner London this frequently. However the proportion visiting Outer London five days a week or more has fallen since last year, back to previous levels.

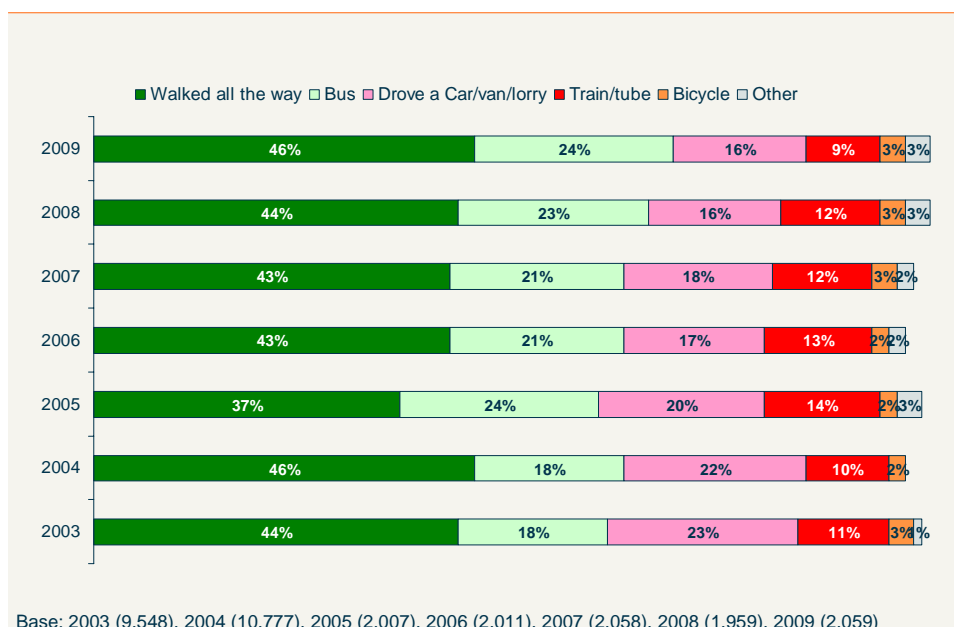
Table 2: Percentage of people visiting the defined area 5 days a week or more

Year	% of people visiting area 5 days a week or more	
	Inner London	Outer London
2004	55%	47%
2005	58%	55%
2006	58%	55%
2007	66%	53%
2008	56%	57%
2009	72%	53%

4.1.4 Mode of Transport Used

As the graph below illustrates, walking continues to be the main mode of transport used to travel to the area, with the proportion so doing having remained at a fairly consistent level over the years. Interestingly, the proportion travelling in by bus has generally increased over the years (the 2005 figure being the one outlier to the trend) and the proportion travelling in by private vehicle (car, van or lorry) has fallen.

Figure 7 - Mode of transport used by year



Looking at the 2009 results in detail, slightly more women than men stated that walking was their method of travelling to the area (44% male, 48% female). Across the different areas, it is not surprising to note that those in Outer London were considerably more likely to drive (25%) than those in Inner London (8%) with the reverse being true for train / tube (12% Inner: 6% Outer) and bus (26% Inner: 21% Outer).



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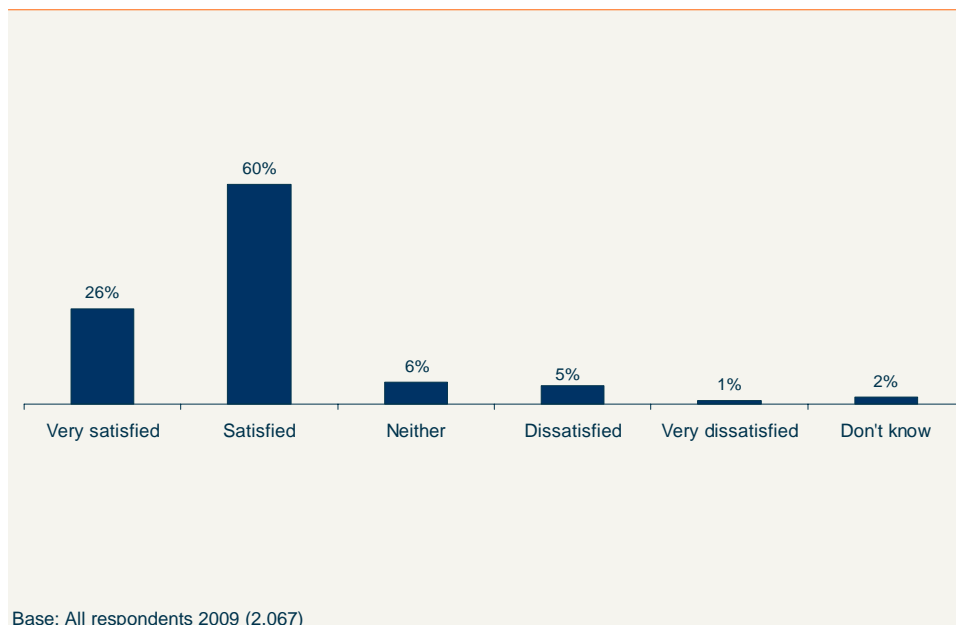


There were also differences in terms of ethnicity. Black/Black British people were more likely to take the bus (38%), and were least likely to walk (35%) compared with other groups.

4.1.5 Satisfaction with estimating how long the journey would take

A new question was introduced this year which asked respondents to rate how satisfied they were with the ease of estimating how long their journey to the area would take. 86% were satisfied or very satisfied, and just 6% were dissatisfied or very dissatisfied (remainder being neutral or answering 'don't know').

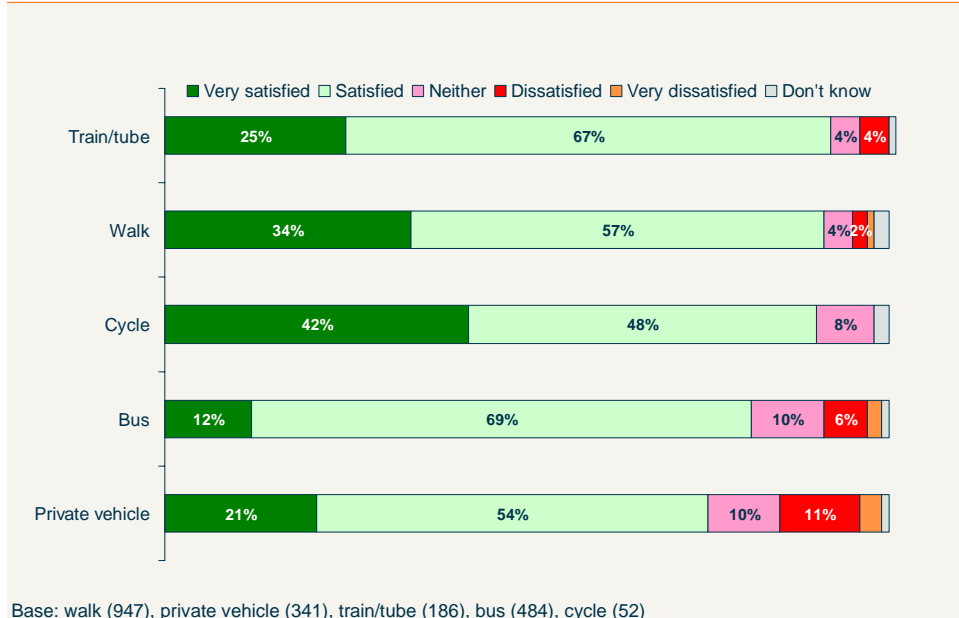
Figure 8 - Satisfaction with ease of accurately estimating how long the journey will take



Overall, satisfaction with estimating how long the journey will take did not vary markedly by region; those in the North Central area were most satisfied (93%) and in the South & East least satisfied (81%).

Satisfaction was highest among those who walked to the area or took the train/tube (both 91% very satisfied or satisfied) followed by those who cycled to the area (90%). Satisfaction was lowest among those who drove a private vehicle to the area (75%) followed by those who travelled to the area by bus (81%).

Figure 9 - Satisfaction with ease of accurately estimating how long the journey will take by mode used to access

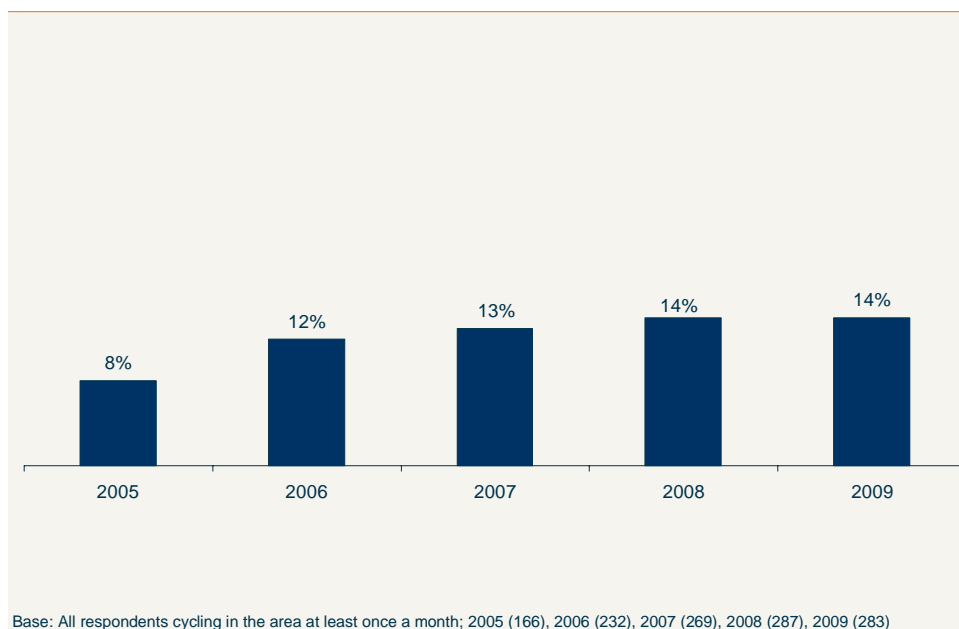


4.2 Cyclists

4.2.1 Whether Cycle in the Area

14% said they cycle in the area at least once a month, the same proportion as last year.

Figure 10 - % cycling in the area at least once a month



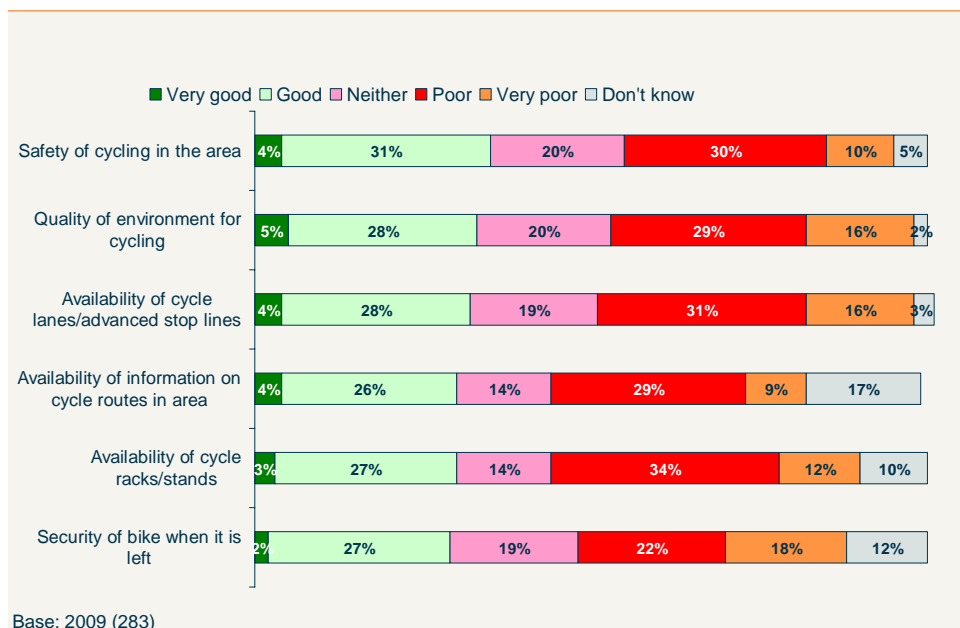
Men were more likely than women to cycle in the area at least once a month (19% vs. 9%). There was little difference by age other than those aged over 65 (16-24 and 25-44 both 15%, 45-64 16%, 65+ 6%).

More respondents in Inner London claimed to cycle at least once a month in the area compared to Outer London (15% vs. 12%). The area with the highest levels of cycling was the South Central with 18% claiming to do so.

4.2.2 Attitudes Towards Facilities Provided

Those who stated that they cycle at least once a month in the area were asked to rate a list of six cycling aspects for their area. They were given a 5-point semantic scale from which to choose a response, and the order in which the aspects were read out was rotated to avoid order bias. The results are shown in the chart below.

Figure 11 - Rating of cycling facilities

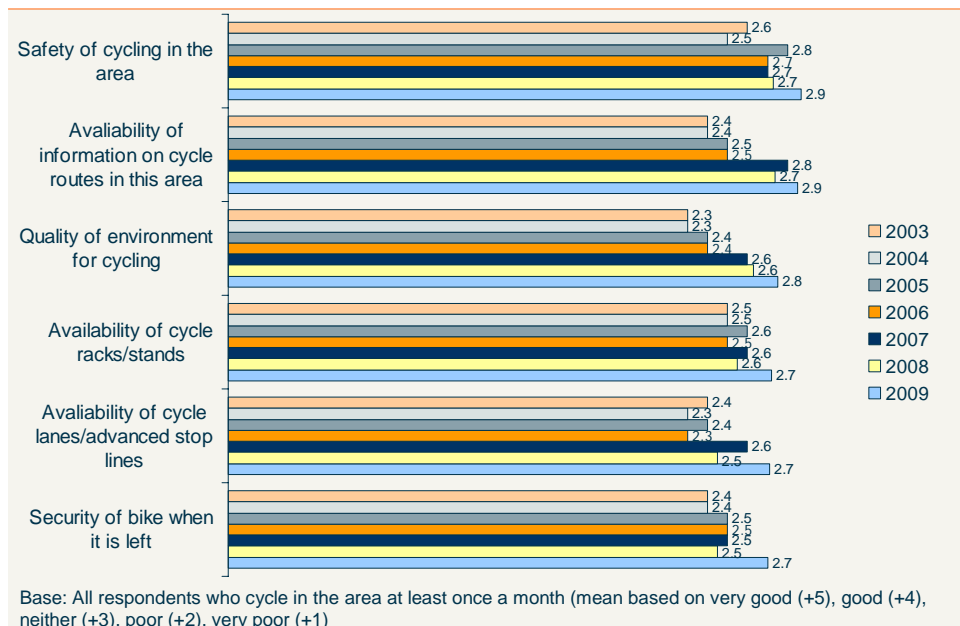


As in previous years, cyclists were, on balance, not impressed with the cycling facilities available to them. For each aspect, more cyclists rated the facilities poor or very poor than those who rated them good or very good.

The three aspects with the highest levels of good or very good rating were ‘safety of cycling in the area’ (35%), ‘quality of environment for cycling’ (33%) and ‘availability of lanes / advanced stop lines’ (31%).

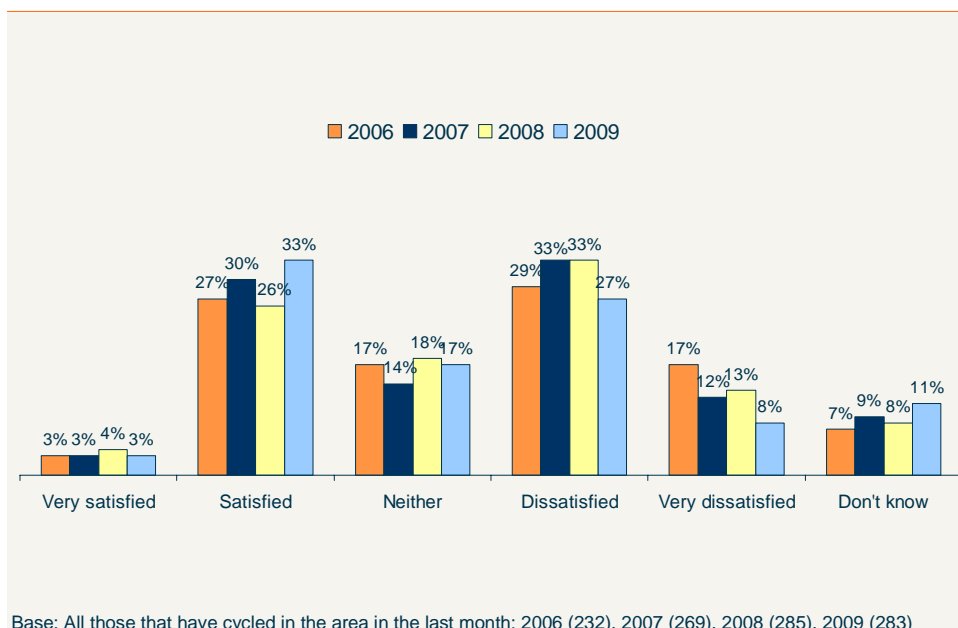
However, it is encouraging that perceptions have improved this year. Comparing the mean rating scores with those from previous years, all have improved significantly since 2008.

Figure 12 - Mean scores by year



Cyclists were also asked, at a separate question, how satisfied or dissatisfied they were with the parking facilities for bicycles in the area. 37% were satisfied or very satisfied (an increase of 8% since 2008), and 35% were dissatisfied or very dissatisfied (a decrease of 11%). The remainder were neutral or answered 'don't know'.

Figure 13 - Satisfaction with parking facilities for bicycles





Overall, satisfaction with parking facilities was reasonably consistent across regions, the facilities being rated slightly lower in the South Central area. Ratings improved across all regions in 2009, to the highest level reported in the last few years. There was a marked improvement seen in the North & East region.

Table 3: Rating of parking facilities for bicycles

(NB means have been calculated where 1 = very dissatisfied and 5 = very satisfied).

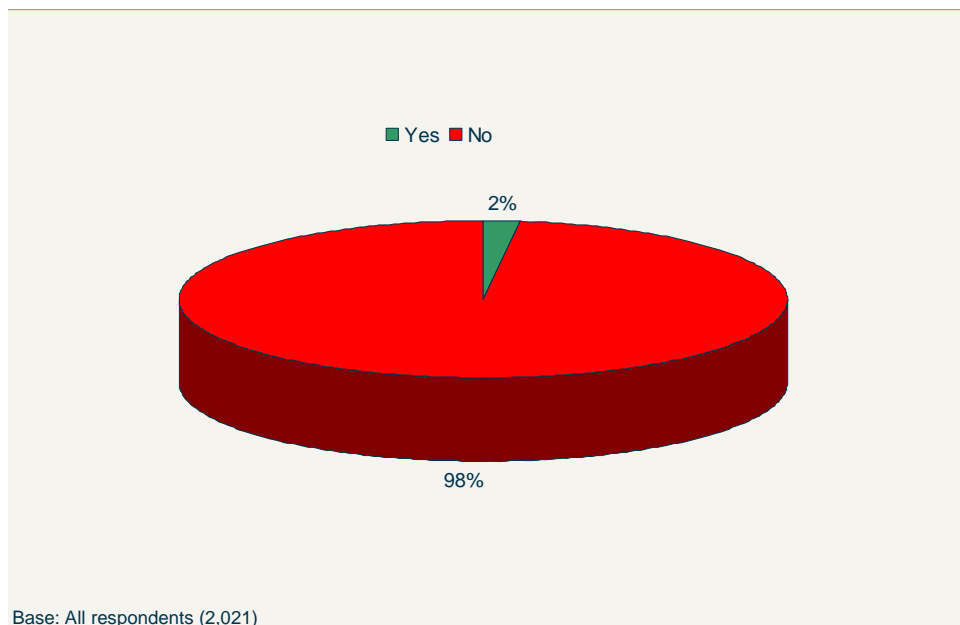
Area	2006	2007	2008	2009	Change 2008 – 2009
Outer London	2.63	2.75	2.81	3.02	+0.21
Inner London	2.76	2.79	2.65	2.92	+0.27
South & East	2.77	2.89	2.83	2.99	+0.16
South Central	2.68	2.76	2.71	2.85	+0.14
North & West	2.94	2.67	2.84	3.09	+0.25
North Central	2.38	2.82	2.70	2.98	+0.28
North & East	2.63	2.63	2.42	3.00	+0.58

4.3 Motorcycles/mopeds/scooters

4.3.1 Whether Use Powered Two-Wheeler in the Area

2% made a journey in the area by powered two-wheeler at least once a month. This proportion has been consistent over the last four years of the survey.

Figure 14 - Do you ride a motorcycle/scooter/moped in this area at least once a month?



4.3.2 Attitudes Towards Parking Facilities Provided

Those that ride a motorcycle/moped/scooter at least once a month were asked how they rated the parking facilities. 17 out of 39 riders answering said they were satisfied or very satisfied with parking facilities, and 16 riders were dissatisfied or very dissatisfied (remainder being neutral or not answering). It is important to note that the results are based on low sample sizes.

Figure 15 – Level of satisfaction with parking facilities for motorcycles/mopeds/scooters in this area



Please note that due to the very small base size this chart shows the number of respondents and not the percentage answering. Results should therefore be viewed as indicative only and not statistically robust.



4.4 Rating of Local Environment

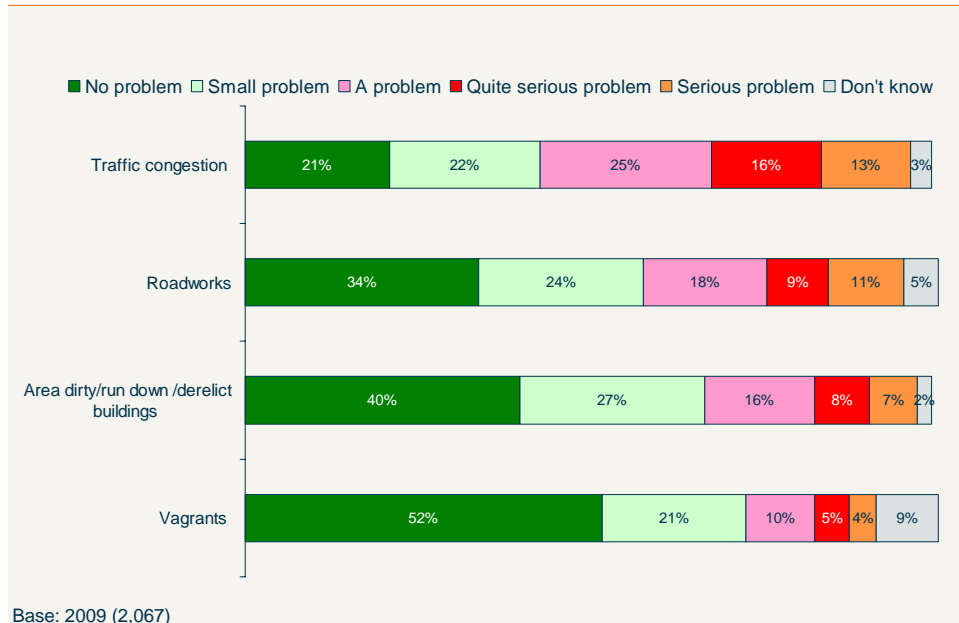
People were asked about the quality of the environment in their local area. They were asked to rate the following aspects in terms of how problematic they perceived them to be:

- Area dirty/run down/derelict buildings
- Traffic congestion
- Vagrants
- Road works

The statements were rotated so that order bias was eliminated.

As in previous years, traffic congestion was seen as the only significant problem. This has decreased steadily since 2006 when 69% said that they considered this to be a (more than small) problem of some sort to 54% in 2009. (In 2008 56% considered it to be a (more than small) problem and 63% in 2007). Looking at some of the other aspects, almost two fifths (38%) thought that roadworks were a problem, about a third (31%) that the area being dirty/run down/derelict was a concern, and almost one fifth (18%) thought that vagrants were a problem (the same proportion as in 2008).

Figure 16 - Area statements



Traffic congestion was most likely to be seen as a serious or quite serious problem by those in Inner London (34%) compared to Outer London (25%). There was little difference by age this year (45+ year age group (31%), 16-44 year olds (29%).

A fifth (20%) said that road works in the area were a serious or quite serious problem, a further increase of 2% from 2008. More people in the North Central, North & West area and North & East area considered road works to be a serious/quite serious problem (29%, 24% and 23% respectively) compared to South Central and South & East (19% and 13% respectively).

15% also said they considered the area being dirty/run down/derelict a serious or quite serious problem (this represented a small increase of 1% from the level of concern given in 2008). There was an increase in people in Inner London who thought the area being run-down was a serious or quite serious problem (from 16% in 2008 to 20% in 2009) and a slight decrease among those in Outer London (from 12% in 2008 to 10% in 2009). The issue was considered the most problematic by far in the North & East (29%) followed by the North Central area (21%) and least problematic in

South & East and North & West (both 10%).

Overall only 8% thought that vagrants posed a serious/quite serious problem in the area. They were seen as more problematic to people in Inner London (13%) compared with Outer London (4%). A fifth (20%) of those interviewed in the North & East and 14% in North Central considered vagrants a serious or quite serious problem.

The table below shows how (mean score) ratings of the local environment have changed over the years. Ratings improved for traffic congestion but declined for road works compared with 2008. There has been a trend of improvement in ratings of traffic congestion over recent years.

Table 4: Ratings of local environment issues by year (mean scores)

Mean scores calculated where 1 = serious problem, and 5 = no problem.

Aspect	2006	2007	2008	2009	Change
Traffic congestion	2.68	2.88	3.11	3.21	+0.10
Road works	3.66	3.73	3.75	3.64	-0.11
Area dirty / run down / derelict buildings	3.67	3.76	3.89	3.87	-0.02
Vagrants	4.09	4.15	4.25	4.24	-0.01

In the table overleaf, the mean scores for population sub-groups in 2009 are shown for each issue, with the highest score for each aspect shaded in green and the lowest in red. Ratings tended to be lower among those interviewed in Inner London, North Central and the North & East, females, those aged 45-64, and social grade C2s.



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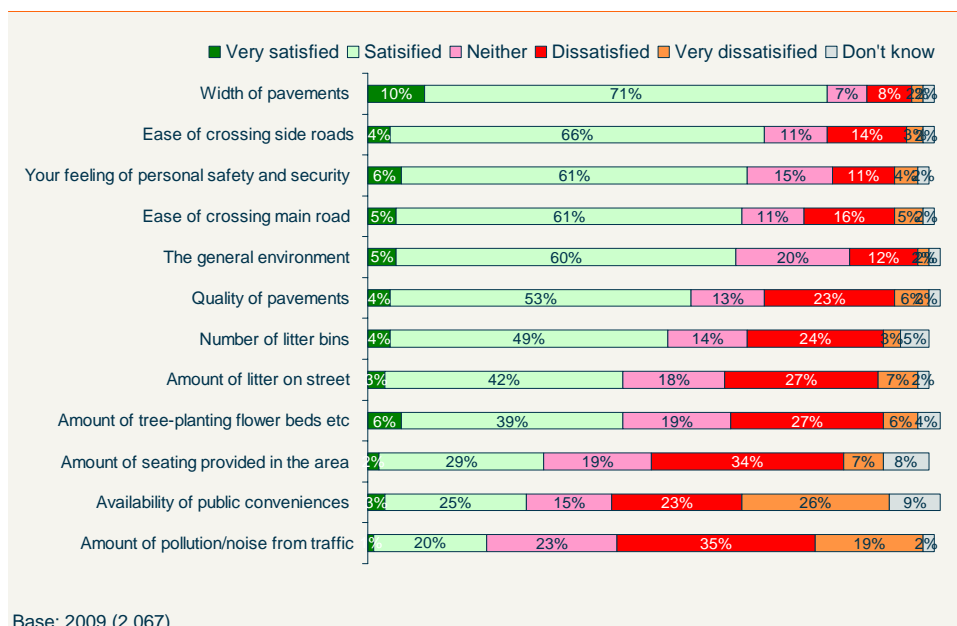


Table 5: Ratings of local environment issues in 2009 (mean scores)

	Traffic congestion	Road works	Area dirty / run down / derelict buildings	Vagrants
TfL Area				
North & West	3.11	3.52	4.04	4.48
North Central	2.99	3.26	3.52	3.81
North & East	3.01	3.51	3.26	3.51
South Central	3.04	3.53	3.85	4.07
South & East	3.52	3.97	4.19	4.71
Inner/Outer London				
Inner London	2.99	3.41	3.58	3.84
Outer London	3.43	3.86	4.15	4.65
Age				
16 to 24	3.38	3.79	3.99	4.14
25 to 44	3.19	3.69	3.82	4.11
45 to 64	3.08	3.47	3.75	4.32
65+	3.30	3.62	4.02	4.51
Gender				
Male	3.24	3.72	3.92	4.21
Female	3.18	3.56	3.82	4.27
Social Grade				
AB	3.06	3.65	3.94	4.32
C1	3.32	3.71	3.94	4.29
C2	3.02	3.56	3.67	4.19
DE	3.29	3.57	3.76	4.12

People were also asked to rate twelve features of the pedestrian environment, using a five-point semantic scale ranging from very satisfied to very dissatisfied. 2009 ratings are shown in the chart below. People were most satisfied with the width of the pavements (81% were satisfied or very satisfied) and the ease of crossing side roads (70%). The aspects that received lowest ratings were the same as in the last two years although these have improved somewhat this year: the amount of pollution/noise from traffic (54% dissatisfied; 58% in 2008 and 61% in 2007), the availability of public conveniences (49% dissatisfied; 57% in 2008; 54% in 2007) and the amount of seating provided in the area (41% dissatisfied; 47% in 2008; 48% in 2007).

Figure 17 - Local environment statements



People in Inner London were more dissatisfied with the amount of noise/pollution from traffic than those in Outer London (60% compared to 47%). Dissatisfaction was greatest in the North Central (65%) and the North & West area (64%).

As found in previous years, the availability of public conveniences was a greater cause of dissatisfaction among those aged 45+ years (59% dissatisfied compared



with 41% of those aged under 45), although this dissatisfaction has decreased since 2008 (45+ years 69%, those aged under 45 48%). There was also highest dissatisfaction in the North Central area where over half (56%) were dissatisfied compared to 39% in the North & East.

Dissatisfaction with seating provision was generally greater in Inner London than Outer London (43% dissatisfied versus 39%). Provision of seating was seen as poorest in South Central this year (47%) and the North & East area, although dissatisfaction in the latter decreased to 45% from 71% in 2008.

Mean satisfaction ratings have been calculated, where very satisfied = +5 and very dissatisfied = +1, and the table below shows the changes in ratings from previous years. The aspects are shown in rank order of satisfaction as reported in 2009. The rank order has remained reasonably consistent across the years. There were three small changes to the order from 2008; 'number of litter bins' and 'quality of pavements' swapped between sixth and seventh positions while 'amount of tree planting, flower beds etc' moved above 'amount of litter on street' and 'amount of pollution/noise from traffic moved down to be the item with the lowest mean score.

Compared with 2008, ratings have improved across all aspects except the width of pavements, which remains the same. All of these improvements are significant.

**Table 6: Ratings of local environment features by year (mean scores)**

Aspect	2006	2007	2008	2009	Change	Significant
Width of pavements	4.08	3.81	3.82	3.82	0	No
Ease of crossing side roads	3.54	3.53	3.48	3.55	+0.07	Yes
Your feeling of personal safety and security	3.50	3.35	3.47	3.55	+0.08	Yes
General environment	3.46	3.44	3.46	3.54	+0.08	Yes
Ease of crossing main road	3.41	3.38	3.38	3.46	+0.08	Yes
Number of litter bins	3.07	3.12	3.10	3.29	+0.19	Yes
Quality of pavements	3.46	3.25	3.20	3.27	+0.07	Yes
Amount of tree planting, flower beds etc	2.91	3.00	2.92	3.13	+0.21	Yes
Amount of litter on street	3.06	3.00	2.96	3.07	+0.11	Yes
Amount of seating provided in the area	2.52	2.68	2.66	2.84	+0.18	Yes
Availability of public conveniences	2.24	2.35	2.28	2.52	+0.24	Yes
Amount of pollution/noise from traffic	2.19	2.29	2.37	2.48	+0.11	Yes

Mean scores calculated where 1=very dissatisfied and 5=very satisfied.

The table below shows the 2009 ratings given in each area, and illustrates the pattern of highest and lowest scores for each area.

Table 7: Ratings of local environment features by TfL area (mean scores)

	North & West	North Central	North & East	South Central	South & East	Inner London	Outer London
Width of pavements	3.92	3.87	3.70	3.84	3.79	3.82	3.82
Ease of crossing side roads	3.48	3.57	3.37	3.65	3.58	3.57	3.54
Ease of crossing main road	3.32	3.45	3.22	3.52	3.58	3.43	3.50
The general environment	3.53	3.41	3.43	3.57	3.64	3.47	3.62
Your feeling of personal safety and security	3.68	3.47	3.25	3.51	3.67	3.45	3.65
Quality of pavements	3.18	3.24	3.10	3.17	3.43	3.17	3.36
Number of litter bins	3.40	3.27	3.00	3.33	3.33	3.24	3.33
Amount of litter on street	3.00	2.84	2.85	3.06	3.29	2.92	3.22
Amount of tree-planting, flower beds etc	2.90	3.18	2.95	2.71	3.48	2.94	3.32
Amount of seating provided in the area	3.01	2.81	2.65	2.63	2.97	2.72	2.96
Availability of public conveniences	2.57	2.39	2.79	2.46	2.51	2.51	2.52
Amount of pollution/noise from traffic	2.29	2.16	2.41	2.38	2.79	2.30	2.65

Mean scores calculated where 1=very dissatisfied and 5=very satisfied.

Yellow = highest, Orange 2nd, yellow 3rd, Red = lowest



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As in previous years, the width of the pavements continues to be the most highly rated aspect in each area, while availability of public conveniences and amount of pollution and noise experienced from traffic continue to be the two lowest scoring aspects.

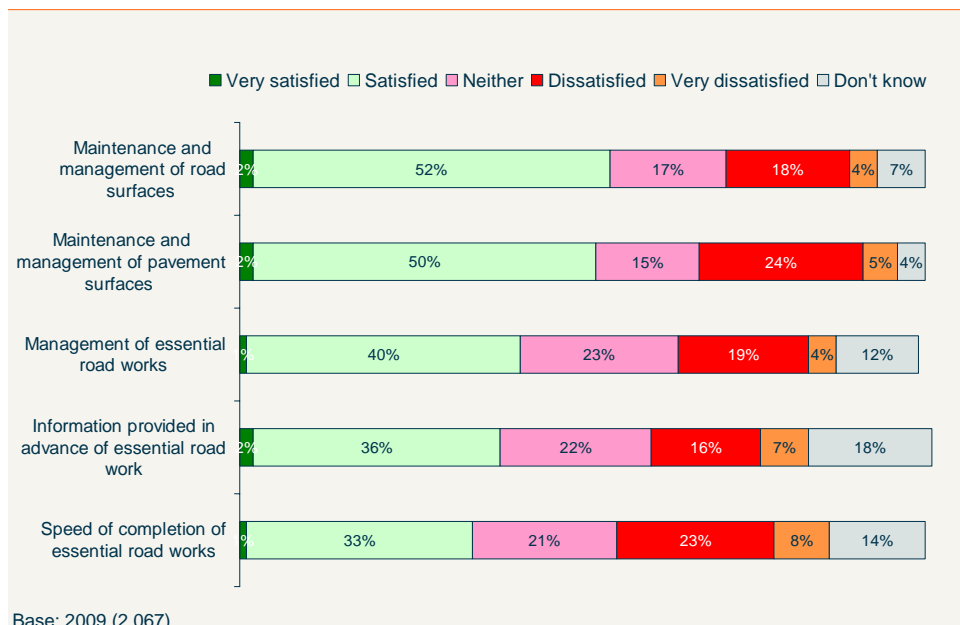
Those in the South & East rated 'ease of crossing main roads', the general environment', 'the quality of pavements', 'amount of litter on street' and 'amount of pollution/noise from traffic' higher than people in all other areas. Those in the North & West rated 'width of pavements', 'your feelings of personal safety and security', the number of litter bins' and 'amount of seating provided in the area' higher than people in other areas. This is consistent with the findings in 2008.

North & East respondents gave the lowest mean scores compared to other London areas for six out of the twelve aspects: 'width of pavements', ease of crossing side roads', 'ease of crossing main roads', 'your feelings of personal safety and security', 'quality of pavements' and 'number of litter bins'. North Central respondents gave the lowest mean scores for four of the twelve statements: 'the general environment', 'amount of litter on street', 'availability of public conveniences' and 'amount of pollution/noise from traffic'.

In 2009 the scores for Inner London were lower than Outer London for all aspects with the exception of 'ease of crossing side roads' and 'width of pavements'.

A question was added to the survey in 2007 to gain opinions of road and pavement maintenance. Results from this years survey show highest level of satisfaction for the maintenance and management of road surfaces where 54% were satisfied or very satisfied (an increase of 1% from 2008). Speed of completion of roadworks saw the highest levels of dissatisfaction with 31% saying they were dissatisfied or very dissatisfied (a 2% increase in dissatisfaction since last year).

Figure 18 - Rating of road and pavement maintenance





The table below shows the mean score comparisons for each aspect year on year. Overall results were very similar to last year, with no significant changes.

Table 8: Ratings of road and pavement maintenance (mean score)

Aspect	2007	2008	2009	Change	Significant
Maintenance and management of road surfaces	3.32	3.33	3.31	-0.02	No
Maintenance and management of pavement surfaces	3.16	3.15	3.20	+0.05	No
Management of essential road works	3.15	3.21	3.18	-0.03	No
Information provided in advance of essential road works	3.01	3.08	3.11	+0.03	No
Speed of completion of essential road works	2.92	2.95	2.95	0	No

Mean scores calculated where 1=very dissatisfied and 5=very satisfied.

The table below shows 2009 mean score ratings by area. Generally, ratings were lower in Inner compared with Outer London. Speed of road works completion tended to be rated lower in the North Central area than elsewhere.

Table 9: Ratings of road and pavement maintenance by TfL area (mean scores)

	North & West	North Central	North & East	South Central	South & East	Inner London	Outer London
Maintenance and management of road surfaces	3.29	3.32	3.33	3.17	3.37	3.25	3.37
Maintenance and management of pavement surfaces	3.02	3.17	3.16	3.04	3.38	3.11	3.29
Management of essential road works	3.12	3.02	3.30	3.11	3.26	3.11	3.24
Information provided in advance of essential road works	3.01	2.87	3.18	2.98	3.30	2.98	3.24
Speed of completion of essential road works	2.99	2.73	3.08	2.91	3.03	2.87	3.03

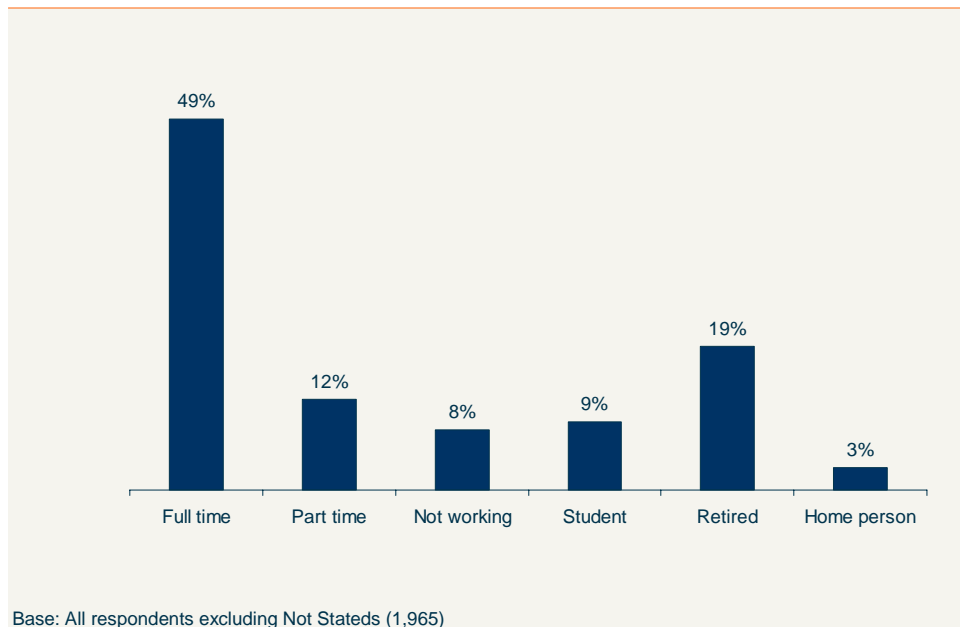
Mean scores calculated where 1=very dissatisfied and 5=very satisfied.

5 Demographic Information

5.1 Working Status

In total, 61% of respondents were in employment, with just under half (49%) working full-time (i.e. 30 hours a week or more). This profile was very similar to previous years.

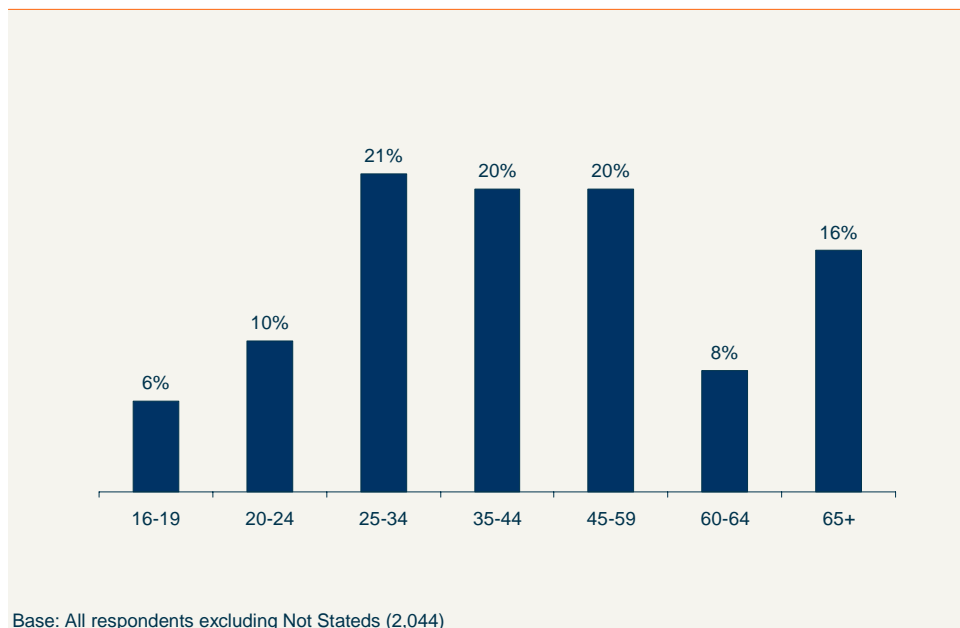
Figure 19 - Working status



5.2 Age

The age profile was similar to that of previous years, broadly in line with the general population profile.

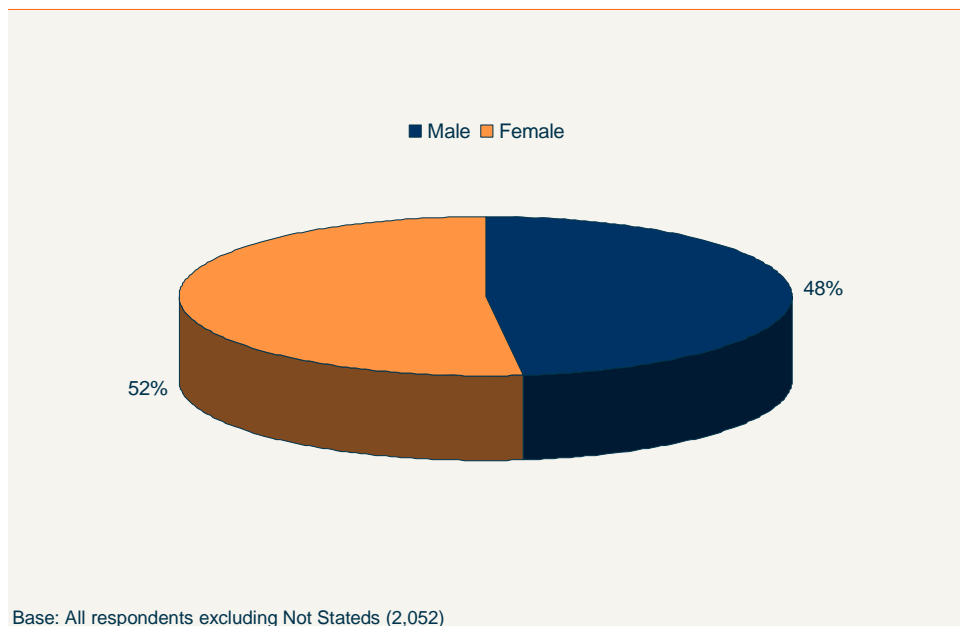
Figure 20 - Age of respondents



5.3 Gender

Slightly more women than men were interviewed in 2009 (52% vs. 48%).

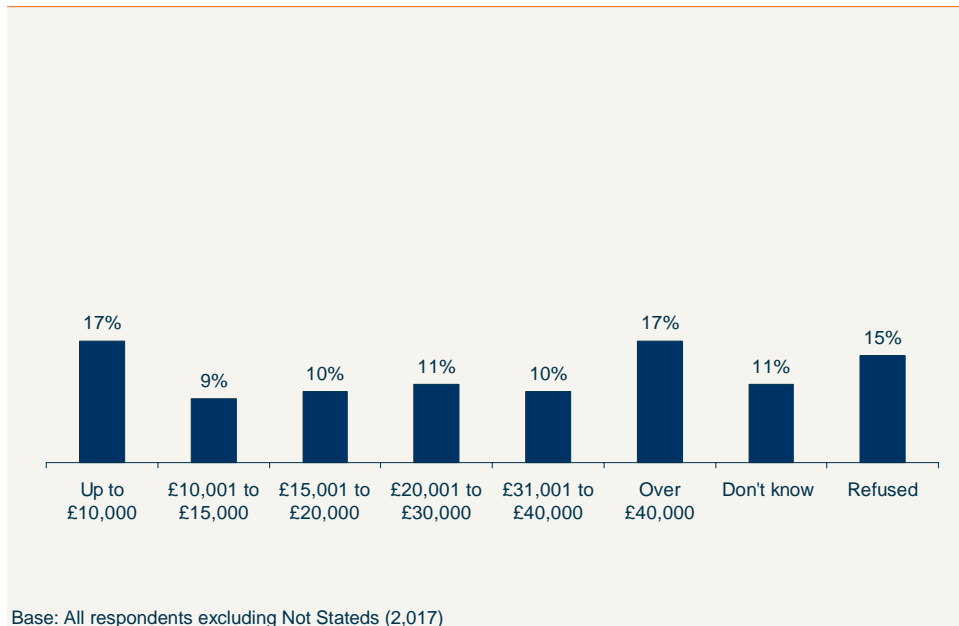
Figure 21 - Gender



5.4 Household Income

Just under a fifth (17%) of respondents had an income of up to £10,000, and the same proportion over £40,000, although just over a quarter (26%) did not know or refused to answer this question.

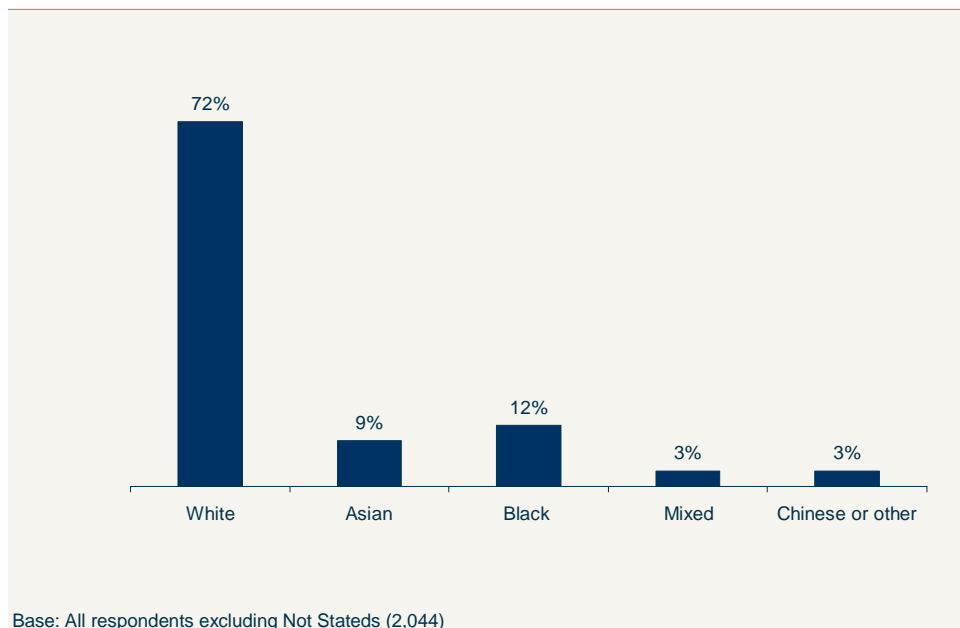
Figure 22 - Annual household income before tax and other deductions



5.5 Ethnicity

72% were white with just over a quarter (28%) being from other ethnic groups, the same proportion as in 2008.

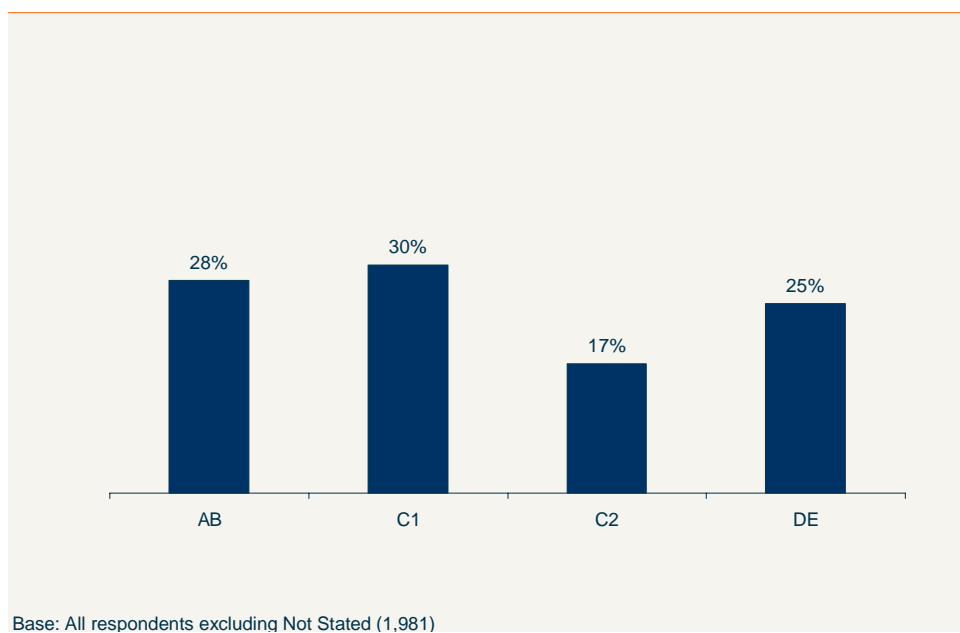
Figure 23 - Ethnicity



5.6 Social Grade

The total proportion of ABC1's remained reasonably consistent over the years: 58% in 2009 compared with 60% in 2008, 54% in 2007, and 58% in both 2006 and 2005.

Figure 24 - Social grade



5.7 Disability

In 2009, 10% had a disability that limits their daily activities. This is the same proportion as in 2008 and a slight increase from 9% in 2007 and 6% in both 2006 and 2005. The greatest proportion of disabled people had a mobility impairment (48%), while a fifth (20%) had age-related mobility impairments, 13% had a serious long-term illness and 11% said they have a mental health condition.

Figure 25 - Disability

