Transport for London

Smoothing the Traffic Flow

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MAYOR OF LONDON

Transport for London

CONFIDENTIALITY

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Research conducted by Synovate

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1. Executive summary

More than two thirds of London's residents, commercial drivers and bus drivers agree with the Mayor's description of traffic flow: 'delivering more reliable journey times, and more free-flowing travel conditions than at present'. Most of those that do not agree find it difficult to provide an alternative description. Instead, they describe examples of poor traffic flow (e.g. too many jams) or how traffic flow could be improved (e.g. improve public transport).

Most people consider smoothing traffic flow to be important. Overall, bus drivers and commercial drivers consider it to be more important than London residents do. Among London residents, car / van drivers, P2W riders and bus users consider smoothing traffic flow to be more important than other mode users do.

Road works and traffic 'bottlenecks' are the factors that are claimed to most frequently affect journeys in London. This is true for London residents, commercial drivers and bus drivers in London. Bus drivers and commercial drivers are more likely than London residents to have their journeys affected by these factors. Journeys are more likely to be affected at peak (rush hour) times.

'Road works permits / coordination' is considered to be the most important intervention to smooth traffic flow in London. This is consistent with road works being the factor that most affects journeys in London. This is also consistent with *'fewer road works / diversions'* being one of the main ways in which people feel traffic flow in London could be improved.

Of the other interventions, *'simplifying bus lanes'* is more important than most other interventions for all three road user types, and of (equal) greatest importance to bus drivers. *'Online traffic / travel information'* is important for London residents and commercial drivers (but less important for bus drivers). *'(More) box junctions / traffic controls'* is important for London residents and bus drivers (but less so for commercial drivers).

In line with its importance, *'road works permits / coordination'* is also felt to have the most effect on London residents when considering themselves as drivers, passengers, P2W riders, cyclists and bus users (i.e. all except pedestrians). Most interventions are felt to have the greatest effect on Londoners when considering themselves as car drivers. Most interventions are felt to have relatively less effect on Londoners when considering themselves as pedestrians, with the exceptions of *'pedestrian crossing countdown'* and *'shared space / streets'*.

2. Background to and objectives of the research

2.1 Introduction

The Mayor has set an objective of smoothing traffic flow in London. In his 'Way To Go' document outlining the direction of travel policy, he wrote *"[smoothing traffic flow] means delivering more reliable journey times, and more free-flowing travel conditions than at present. I believe there are a number of interventions to achieve this, ranging from more efficient use of road space, to looking at parking and loading arrangements, traffic signals, and road works. This approach also includes smoother journeys for pedestrians, by removing obstacles on the pavement."*

The Mayor highlighted a number of issues potentially hindering the smooth flow of traffic. These included congestion, traffic light phasing, parked freight vehicles and the presence of Bendy buses. As a result, potential solutions – 'interventions' – have been identified that may smooth traffic flow. These interventions are not about encouraging car travel or speeding up the roads, rather smoothing flow to limit 'stop-start driving' and unpredictability.

Qualitative research exploring road users' understanding and perceptions of smoothing traffic flow uncovered a number of key points.

- Road users tend to agree that:
  - traffic which flows well is consistent and predictable;
  - smoothing traffic flow is not about encouraging more people to use their cars or speeding up traffic; and
  - consistent flow of traffic means driving at a constant speed with minimal 'stop-start driving'.
- Road users are able to describe measures intended to smooth traffic flow but are generally sceptical about their effect. People find it easier to identify factors which they perceive to impede traffic flow.
- Those travelling in outer London experience less dissatisfaction than those travelling in inner London. People in outer London often find predictability less of an issue because they have a better knowledge of local routes. People living in outer London will often try to avoid travelling in inner London by road, opting to take public transport instead.
- For the majority of private motorists the biggest impact of bad traffic flow is the practical impacts of inconvenience and wasted time. The emotional impact is also significant with a lack of consistency and predictability resulting in stressful and uncomfortable journeys.

- The majority of road users agree being stuck in traffic is most frustrating when it starts eating into their own personal time. Freight and commercial drivers experience the same emotional impact, but also have to contend with commercial implications such as regular delays leading to late arrivals.
- People usually plan journeys when travelling to an area they are not familiar with. Improved predictability gives a greater feeling of control and reduces feelings of stress. There are currently some gaps in the information such as being aware of the available route options, knowing how long it will take, and what hazards might be on the route.

A number of interventions are being proposed. Robust feedback from road users is required to identify a potential hierarchy of impact or importance of these interventions. This feedback will help to guide implementation and communication of these interventions.

2.2 Research objectives

A number of specific research objectives have been identified.

- Confirm road users' understanding of (smooth) traffic flow.
- Gauge the level of importance of smooth traffic flow to road users.
- Measure road users' perceptions of a range of potential interventions intended to smooth traffic flow, to identify those which are likely to be perceived as having the most impact / being the most important.
- Identify any differences across different types of road users (car drivers, car passengers, cyclists, pedestrians, commercial drivers).
- Identify any differences across road users in inner and outer London.

3. Research details

3.1 Methodology

Telephone interviews were conducted with London residents and with commercial drivers in London. Interviews were 15 minutes in duration.

Face to face interviews were conducted at bus garages with bus drivers. Interviews followed a shorter, re-designed format, and were c.10 minutes in duration.

See Appendix 5.1 for the full questionnaires.

3.2 Sample

1,008 adult London residents (ages 16+) were interviewed. The profile of the sample was representative of adult London residents according to gender, age and borough of residence.

200 commercial drivers were interviewed. These were defined as people who drove in London more often than once a week as part of their job (not only to drive to / from their place of work). These commercial drivers were recruited 'free find' from a shortlist of London-based businesses operating in specific industry areas. Businesses were selected from industry types / business roles that would be expected to be / employ those who drive as part of their work (e.g. transportation businesses, tradesmen, etc.).

54 bus drivers were interviewed. These were recruited 'free find' from four bus garages: Lee Valley, Putney, West Ham and Bromley. Bus drivers were interviewed during breaks or at the beginning or end of their shift.

See Appendix 5.2 for the full sample profiles.

3.3 Timescales

Fieldwork was conducted as follows:

- London residents – Friday 10th July and Sunday 19th July;
- commercial drivers – Monday 13th July and Friday 24th July;
- bus drivers – Tuesday 21st, Wednesday 22nd July and Friday 21st August.

4. Main findings

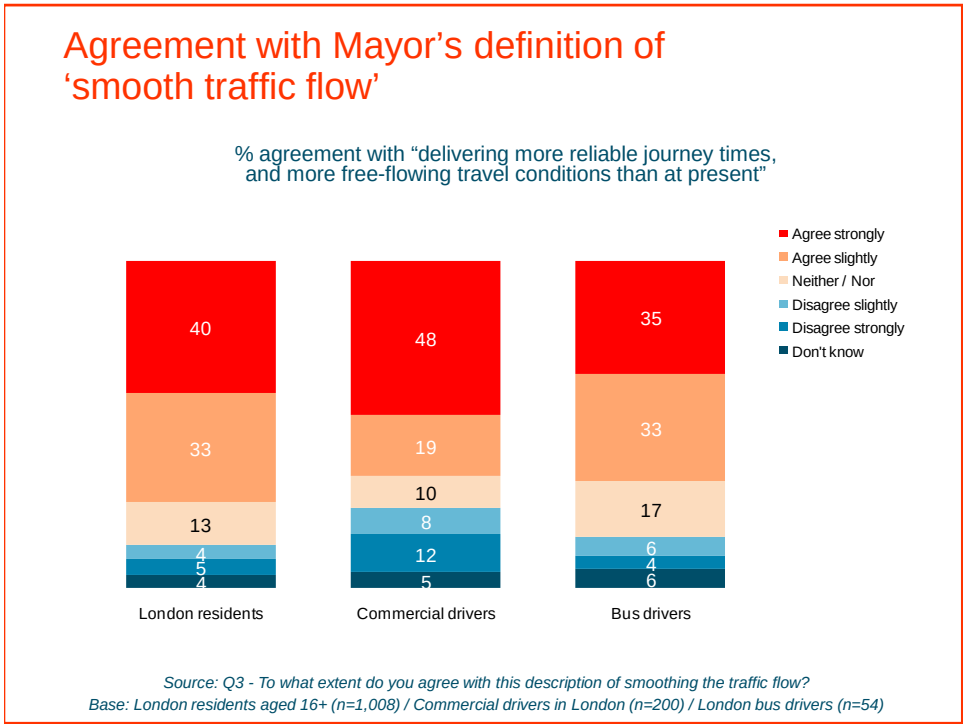
4.1 Understanding of smooth traffic flow

4.1.1 Overview

More than two thirds of London's residents, commercial drivers and bus drivers agree with the Mayor's description of traffic flow: 'delivering more reliable journey times, and more free-flowing travel conditions than at present'. Those that do not agree find it difficult to provide an alternative description: they describe poor traffic flow (e.g. too many jams) or how it could be improved (e.g. reliable public transport).

4.1.2 Agreement with Mayor's definition of smooth traffic flow

The majority of London residents (73%), commercial drivers (67%) and bus drivers (68%) agree (slightly or strongly) with the Mayor's description of smooth traffic flow. At least half of these agree strongly. Commercial drivers in particular agree strongly.



9% of London residents and 20% of commercial drivers disagree (slightly or strongly) with the Mayor's description. A further 13% of London residents and 10% of commercial drivers neither agree or disagree with this. Few of these that do not agree can provide an alternative description. They describe examples of poor traffic flow (e.g. too many jams) or how it could be improved (e.g. improve public transport).

Description of 'smooth traffic flow' (if do not agree with Mayor's description)	London residents (n=214) %	Comm-ercial drivers (n=59) %
Traffic is bad / bad in London / too many jams	8	7
Provide reliable public transport	7	0
Avoiding hold-ups / jams / bottlenecks	6	2
Traffic light should be re-phased / timing improved	5	8
Few cars on the road / fewer cars in London	5	2
Have more buses / bus routes / frequent buses	4	0
Get rid of roadworks / roadworks at night only	3	8
Slow / traffic is slow / too slow	3	5
More cycles lanes / encourage cycling	3	3
It is not good / not great / not very good	3	3
Extending Congestion Charge / penalise drivers	3	2
Affordable / cheaper public transport	3	2
Traffic is fine / fine in my area / traffic is OK	3	0
More roads / widen roads	2	8
Easing / lightening / getting rid of congestion	2	7
Won't work / impossible / mess	1	7
Get rid of silly traffic lights	1	5
Better flow at peak time / rush hour	1	3
Congestion charge has not helped	1	3
Depends on the time of day/ depends on route	1	3
Raising the Congestion charge is not the answer	0	3
Others	each <3	each <3
Don't know	11	3

Source: Q5 – How would you describe smoothing the traffic flow?

10% of bus drivers[1] disagree with the Mayor's description of smooth traffic flow, and a further 17% neither agree nor disagree. Again, these are less able to provide an alternative description, but more able to describe what could be done to improve traffic flow in London (e.g. traffic lights should be re-phased, too many obstructions in bus lane, keep bendy buses and cyclists are a problem)[2].

4.1.3 What should be done to improve traffic flow in London

There is a wide range of opinion about what could or should be done to improve the traffic flow in London. There is no single majority view within each type of road user. Views of London residents, commercial drivers and bus drivers are somewhat different. However, having *'fewer road works / diversions'* and *'fewer cars on the road'* are more frequently mentioned by these three groups.

- *'More / better public transport'* (14%), *'fewer cars on the road'* (12%), *'more priority lanes'* (11%) and *'fewer road works / diversions'* (10%) are most mentioned by London residents. 13% don't know what could or should be done.
- *'Fewer road works / diversions'* (22%) is most mentioned by commercial drivers. 11% mention *'fewer stops / traffic lights'*. 11% 'don't know what could or should be done.
- *'Fewer road works / diversions'* (33%), *'more priority lanes'* (33%) are most mentioned by bus drivers. *'No parking allowed / more red routes'* (22%) and *'fewer cars on the road'* (22%) are also more frequently mentioned.

[1] Note this is a very small base size (n=14).
[2] Each of these descriptions are mentioned by only two bus drivers each.

What could / should be done to improve traffic flow in London	London residents (n=1,008) %	Comm-ercial drivers (n=200) %	Bus drivers (n=54) %
More / better public transport	14	6	4
Fewer cars on the road	12	7	22
More priority lanes (e.g. cycle lanes, bus lanes)	11	6	33
Fewer roadworks / diversions	10	22	33
Fewer stops / traffic lights	7	11	13
Cheaper public transport	5	1	0
Longer traffic lights	3	7	4
Better signs / signalling / road markings	2	4	4
Better driving standards / fines for bad driving	2	2	11
Fewer delays / blockages / bottlenecks	2	2	4
No parking allowed / red routes	2	1	22
Fewer lorries / commercial vehicles	2	1	7
Spaces for vehicles to stop / unload	1	3	2
Stop double parking / enforce parking restrictions	0	0	11
Bus lanes for buses only / extend bus lane times	0	0	9
Re-phase traffic lights / adjust traffic lights	0	0	15
Keep bendy buses / bendy buses in Oxford Street	0	0	6
Fewer cabs / taxis / too many taxis	0	0	4
Fewer cyclists / too many cyclists	0	0	6
Lower speed limits	<1	2	0
Higher speed limits	<1	1	0
Anything else	52	62	4
Nothing / Not a problem	3	3	0
Don't know	13	11	2

Source: Q8/Q4 - What do you think could – or should – be done to improve the traffic flow in London?

Regular cyclists[3] have significantly different views compared with other London residents. They are more likely to mention: *'fewer cars on the road'* (20%); *'more / better public transport'* (18%); and *'more priority lanes'* (18%).

4.2 Importance of smooth traffic flow

4.2.1 Overview

Most people consider smoothing traffic flow to be important. Overall, bus drivers and commercial drivers consider it to be more important than London residents do. Among London residents, car / van drivers, P2W riders and bus users consider smoothing traffic flow to be more important than do other mode users.

[3] Cycle in London at least once a week.

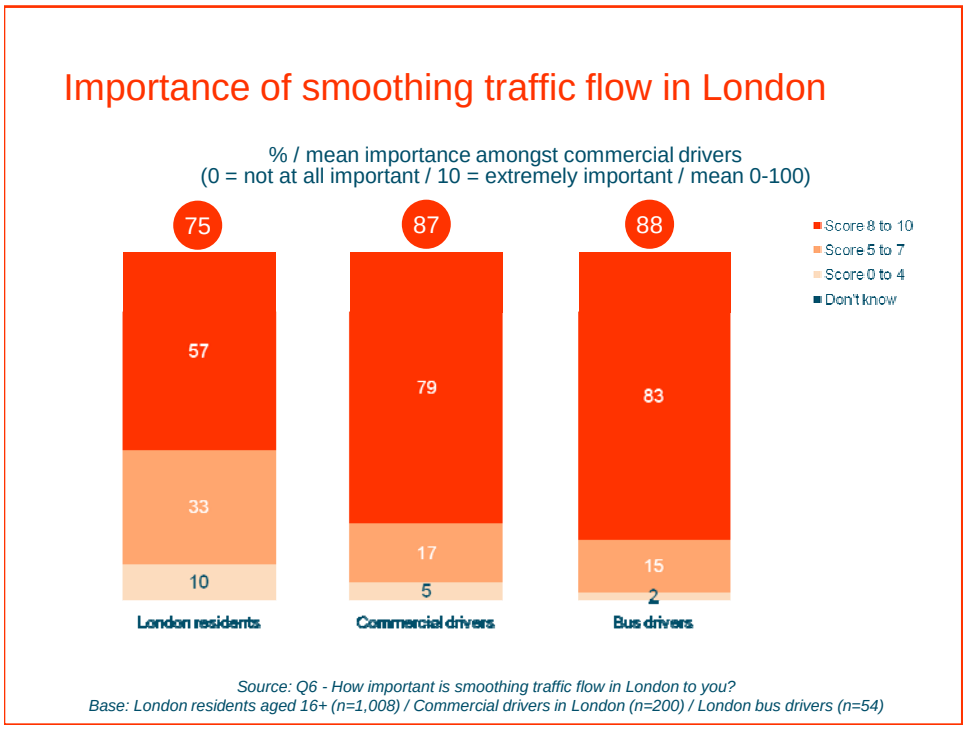
4.2.2 Overall importance of smooth traffic flow

Most London residents consider smoothing the traffic flow in London to be important. The average importance rating[4] is 75. 57% give an importance rating of 8 to 10. Importance is higher among:

- people who mostly travel in inner London (average importance rating 76, 58% give an importance rating of 8 to 10);
- working people (77; 60%).

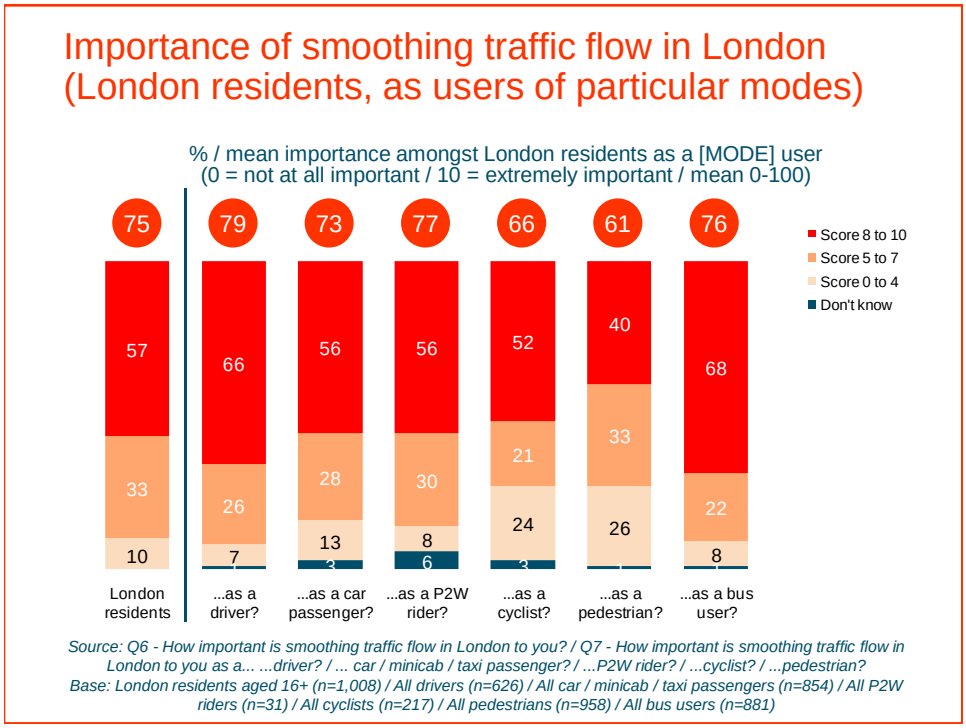
Commercial drivers consider smoothing the traffic flow in London to be even more important than London residents do. The average importance rating is 87. 79% give an importance rating of 8 to 10. Importance is highest among those who drive in London at least 5 days a week (average importance rating 89; 83% give an importance rating of 8 to 10).

Bus drivers also consider smoothing the traffic flow in London to be very important. The average importance rating is 88. 83% give an importance rating of 8 to 10.



Source: Q6 - How important is smoothing traffic flow in London to you?
Base: London residents aged 16+ (n=1,008) / Commercial drivers in London (n=200) / London bus drivers (n=54)

[4] On a scale from 0 to 10, where 10 is 'extremely important' and 0 is 'not important at all'. The average rating is multiplied by a factor of 10 to give an average importance score between 0 and 100.



Source: Q6 - How important is smoothing traffic flow in London to you? / Q7 - How important is smoothing traffic flow in London to you as a... ...driver? / ... car / minicab / taxi passenger? / ...P2W rider? / ...cyclist? / ...pedestrian?
Base: London residents aged 16+ (n=1,008) / All drivers (n=626) / All car / minicab / taxi passengers (n=854) / All P2W riders (n=31) / All cyclists (n=217) / All pedestrians (n=958) / All bus users (n=881)

Importance is higher among London residents when thinking about smoothing traffic flow in the context of them being:

- car / van drivers (average importance rating 79; 66% give an importance rating of 8 to 10);
- P2W riders (average importance rating 77; 56% give an importance rating of 8 to 10);
- bus users (average importance rating 76; 68% give an importance rating of 8 to 10).

Weekly users of these modes tend to consider smoothing traffic flow to be more important than less frequent users of these modes:

- at least weekly car / van drivers (average importance rating 80; 68% give an importance rating of 8 to 10);
- at least weekly P2W riders (average importance rating of 77; 54% give an importance rating of 8 to 10);
- at least weekly bus users (average importance rating of 75; 83% give an importance rating of 8 to 10).

4.3 Experience of factors influencing smooth traffic flow

4.3.1 Overview

Road works and traffic ‘bottlenecks’ are the factors that are claimed to most frequently affect journeys in London. This is true for London residents, commercial drivers and bus drivers in London. Bus drivers and commercial drivers are more likely than London residents to have their journeys affected by these factors. Journeys are more likely to be affected at peak (rush hour) times.

4.3.2 Experience of factors influencing smooth traffic flow: London residents

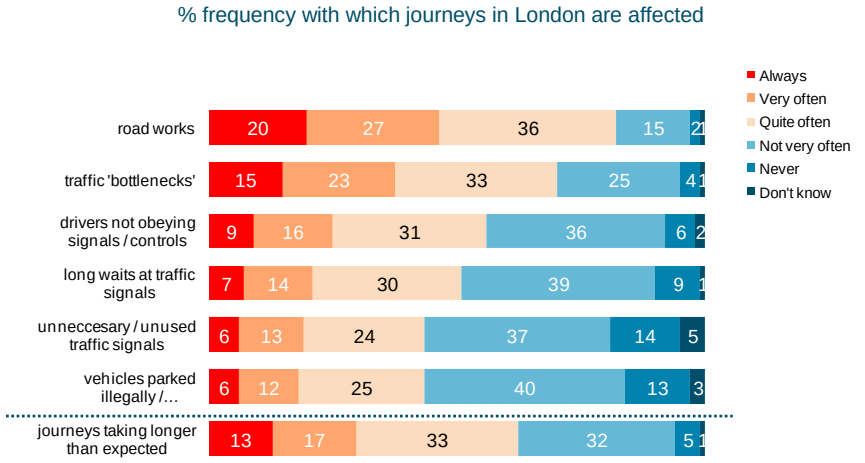
London residents say their journeys are more affected by road works and traffic 'bottlenecks' than other factors influencing smooth traffic flow.

- 20% of London residents say their journeys are 'always' affected by road works. Almost half (47%) say they are 'always' or 'very often' affected by road works.
- 15% of London residents say their journeys are 'always' affected by traffic 'bottlenecks'. 38% say they are 'always' or 'very often' affected by traffic 'bottlenecks'.

London residents say they are more likely to be affected by these factors during rush hour times. 34% say they are most affected in the morning rush hour, and 27% say they are most affected in the evening rush hour. 17% say they are affected at all times equally.

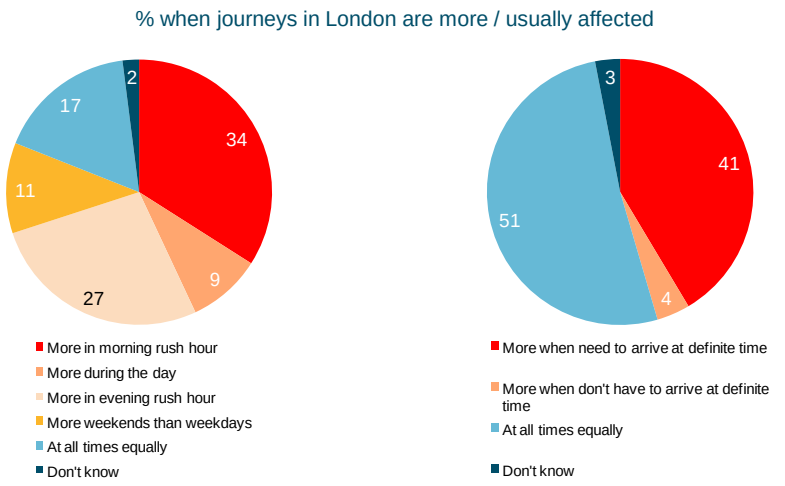
41% of London residents say they are more affected by these factors when their journey is time-dependent (i.e. when they have to arrive at a definite time). However, 51% say they are affected by these factors equally on journeys that are not time-dependent.

Frequency of factors affecting journeys in London (London residents)



Source: Q9 - When you are travelling around London's streets, whether it is travelling by car, taxi, bicycle, bus or walking, how often are your journeys affected by…?
Base: London residents aged 16+ (n=1,008)

When journeys more / usually affected (London residents)



Source: Q10 / Q11 - Thinking about all these sorts of things that could affect your journeys, would you say they affect you…
Base: London residents aged 16+ (n=1,008)

P2W riders are significantly more likely to say their journeys are affected by each of these factors compared to other mode users.

Frequency of factors affecting journeys in London (London residents, by mode users)	drivers	passengers	P2W riders*	cyclists	pedestrians	bus users
	% 'always' / 'very often' affected					
road works	50	47	55	46	46	45
traffic 'bottlenecks'	43	38	60	43	38	37
drivers not obeying signals / controls	27	25	54	25	24	25
long waits at traffic signals	24	22	28	19	21	21
unnecessary / unused traffic signals	23	19	36	16	19	19
vehicles parked illegally / inconveniently	21	19	36	18	18	18
journeys taking longer than expected	33	29	44	30	30	29

Source: Q9 - When you are travelling around London's streets, whether it is travelling by car, taxi, bicycle, bus or walking, how often are your journeys affected by…?

** P2W riders low base size (n=31)*

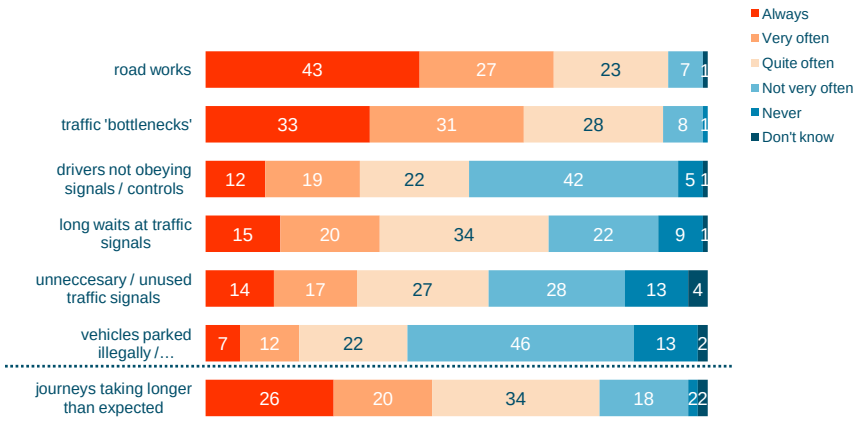
4.3.3 Experience of factors influencing smooth traffic flow: commercial drivers

Commercial drivers say their journeys are more affected by road works and traffic 'bottlenecks' than other factors influencing smooth traffic flow.

- 43% of commercial drivers say their journeys are 'always' affected by road works.
  70% say they are 'always' or 'very often' affected by road works.

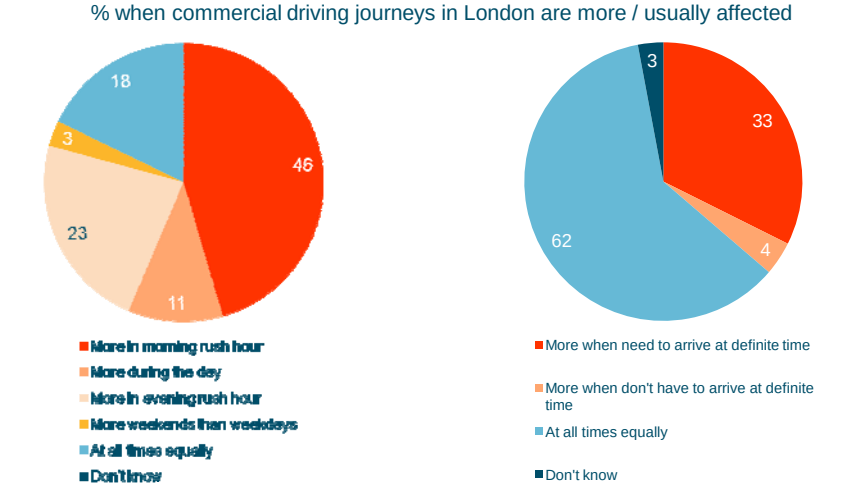
- 33% of commercial drivers say their journeys are ‘always’ affected by traffic ‘bottlenecks’. 64% say they are ‘always’ or ‘very often’ affected by traffic ‘bottlenecks’.

Frequency of factors affecting journeys in London (commercial drivers)



Source: Q9 - When you are travelling around London’s streets as part of your business, how often are your journeys affected by…?
Base: Commercial drivers in London (n=200)

When journeys more / usually affected (commercial drivers)



Source: Q10 / Q11 - Thinking about all these sorts of things that could affect your journeys, would you say they affect you…
Base: Commercial drivers in London (n=200)

Commercial drivers in London say they are more likely to be affected by these factors during rush hour times. 46% say they are most affected in the morning rush hour, and 23% say they are most affected in the evening rush hour. 18% say they are affected at all times equally.

33% of commercial drivers in London say they are more affected by these factors when their journey is time-dependent (i.e. when they have to arrive at a definite time). However, 62% say they are affected by these factors equally on journeys that are and are not time-dependent.

4.3.4 Experience of factors influencing smooth traffic flow: bus drivers

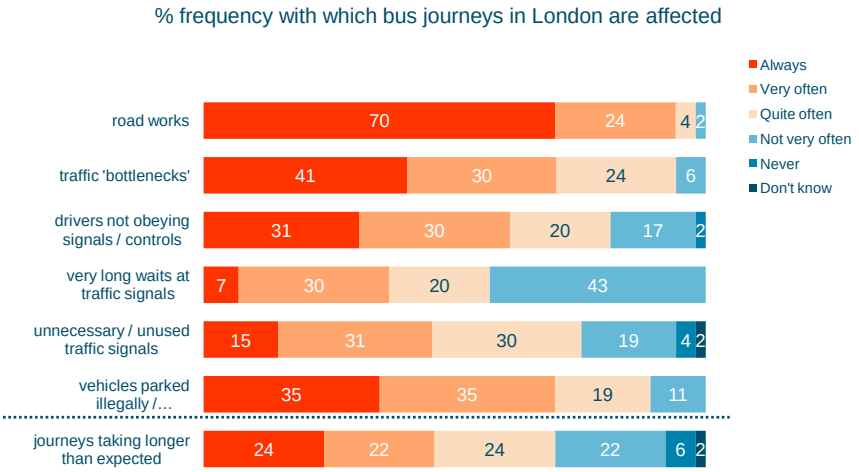
Bus drivers are more likely than commercial drivers and London residents to say their journeys are more often affected by these factors.

- 70% of bus drivers say their journeys are 'always' affected by road works.
  94% say they are 'always' or 'very often' affected by road works.
- 41% of bus drivers say their journeys are 'always' affected by traffic 'bottlenecks'. 71% say they are 'always' or 'very often' affected by traffic 'bottlenecks'.
- 35% of bus drivers say their journeys are 'always' affected by vehicles parked illegally / inconveniently.
  70% say they are 'always' or 'very often' affected by these.

Bus drivers are less affected by very long waits at traffic signals than commercial drivers.

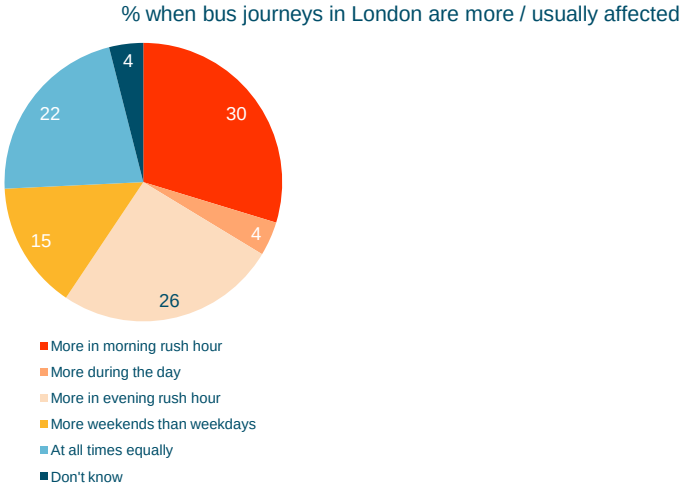
Just over half (56%) of bus drivers say they are most affected at peak times. 22% say they are affected at all times equally.

Frequency of factors affecting journeys in London (bus drivers)



Source: Q5 - When you are driving a bus, how often are your journeys affected by…?
Base: London Bus drivers (n=54)

When journeys more / usually affected (bus drivers)



Source: Q6 - Thinking about all these sorts of things that could affect your journeys, would you say they affect you…
Base: London bus drivers (n=54)

4.4 Evaluation of interventions to smooth traffic flow

4.4.1 Overview

'Road works permits / coordination' is considered to be the most important intervention to smooth traffic flow in London. This is consistent with road works being the factor that most affects journeys in London. This is also consistent with *'fewer road works / diversions'* being one of the main ways in which people feel traffic flow in London could be improved.

Of the other interventions, *'simplifying bus lanes'* is more important than most other interventions for all three road user types, and of (equal) greatest importance to bus drivers. *'Online traffic / travel information'* is important for London residents and commercial drivers (but less important for bus drivers). *'(More) box junctions / traffic controls'* is important for London residents and bus drivers (but less so for commercial drivers).

4.4.2 Importance of interventions

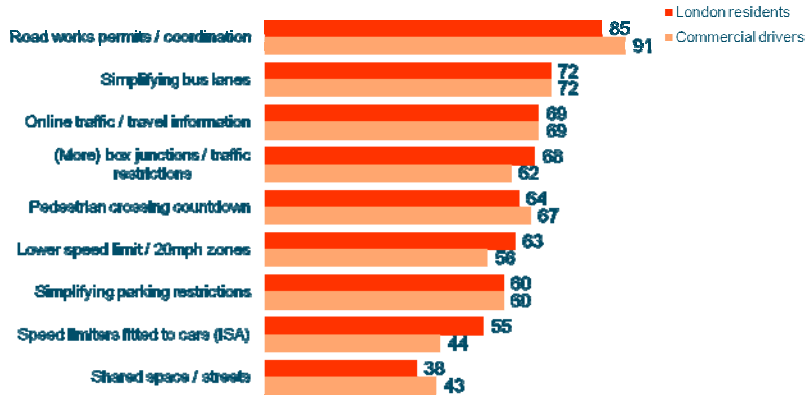
'Road works permits / coordination' is considered to be the most important intervention. London residents give this an importance rating[5] of 85. Commercial drivers give this an importance rating of 91. 87% of bus drivers consider this very or quite important[6].

'Shared space / streets' is considered the least important intervention. London residents give this an importance rating of 38. Commercial drivers give this an importance rating of 43. *'Speed limiters fitted to cars'*[7] is also considered of lower importance, particularly by commercial drivers. London residents give this an importance rating of 55. Commercial drivers give this an importance rating of 44.

[5] On a scale from 0 to 10, where 10 is 'extremely important' and 0 is 'not important at all'. The average rating is multiplied by a factor of 10 to give an average importance score between 0 and 100.
[6] Importance was assessed differently for bus drivers compared with London residents / commercial drivers.
[7] Intelligent Speed Adaptation (ISA).

Importance of traffic smoothing interventions (London residents, commercial drivers)

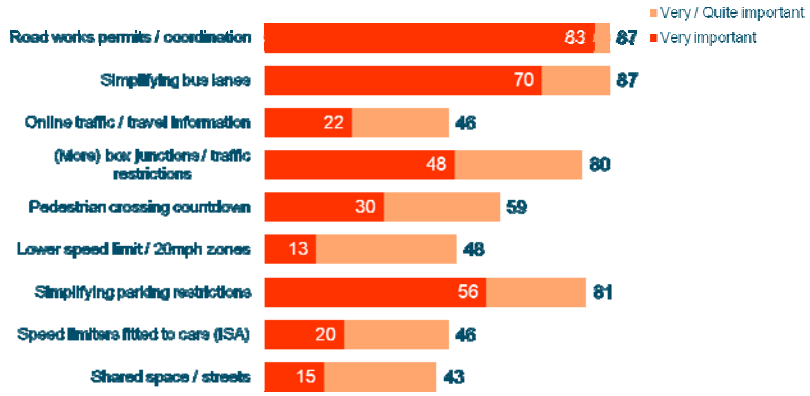
mean importance amongst London residents / commercial drivers
(0 = not at all important / 10 = extremely important / mean 0-100)



Source: INT[n]b - How important is it to do this to help smooth the flow of traffic in London?
Base: London residents aged 16+ rating each intervention (n=~580) / Commercial drivers in London rating each intervention (n=~110)

Importance of traffic smoothing interventions (bus drivers)

% 'very important' / 'quite important'



Source: Q7a - Which of these do you consider to be very important? / Q7b - Which of these do you consider to be quite important?
Base: Bus drivers in London (n=54)

If the importance ratings are transformed to rank positions, it is clear that many of the other interventions are of similar relative importance to London residents and commercial drivers.

- *'Simplifying bus lanes'* is seen as more important than most other interventions by all three road user types, and is of (equal) greatest importance to bus drivers.
- *'Online traffic / travel information'* is important for London residents and commercial drivers (but not for bus drivers).
- *'(More) box junctions / traffic controls'* is considered important by London residents and bus drivers (but less so by commercial drivers).

Rank importance of interventions	London residents rank*	Comm-ercial drivers rank*	Bus drivers rank**
Road works permits / coordination	1	1	1=
Simplifying bus lanes	2=	2=	1=
Online traffic / travel information	2=	2=	7=
(More) box junctions / traffic restrictions	2=	5=	4
Pedestrian crossing countdown	5=	4	5
Lower speed limit / 20mph zones	5=	7	6
Simplifying parking restrictions	5=	5=	3
Speed limiters fitted to cars (ISA)	8	8=	7=
Shared space / streets	9	8=	9

Based on: INT[n]b – How important is it to do this to help smooth the flow of traffic in London?
Based on: Q7a/b – Which of these do you consider to be very / quite important?

** Rank based on overall importance rating: highest rating = rank 1, next highest rating = rank 2. Interventions are given equal rank if importance ratings are not statistically significantly different.*

*** Rank based on % considered most important: highest % = rank 1, next highest % = rank 2. Interventions are given equal rank if % most important are not statistically significantly different.*

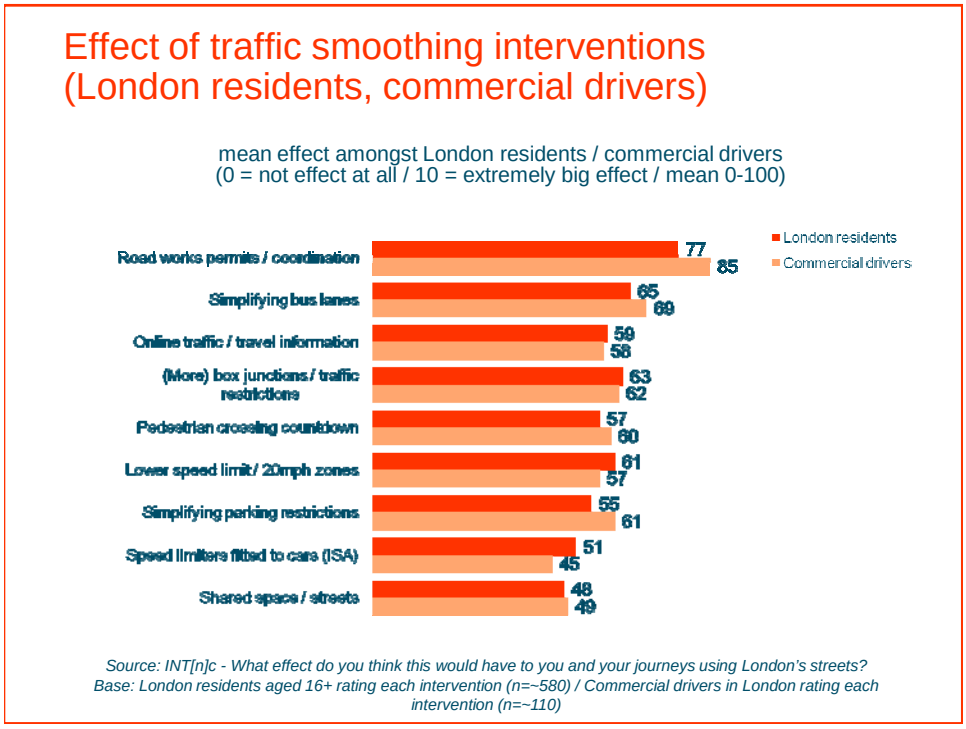
The importance of the different interventions is largely consistent for different mode users (among London residents). *'Road works permits / coordination'* is the most important intervention for all mode users. *'Shared space streets'* is the least important intervention for all mode users.

Importance rating of interventions (London residents, by mode users)	drivers	passengers	P2W riders*	cyclists	pedestrians	bus users
	importance rating					
Road works permits / coordination	87	85	86	81	85	85
Bus lanes / simplifying bus lanes	71	72	77	65	72	72
Online traffic / travel information	68	69	64	63	69	69
(More) box junctions / traffic restrictions	66	67	72	64	68	69
Pedestrian crossing countdown	62	62	62	51	63	63
Lower speed limit / 20mph zones	59	63	56	62	63	64
Parking / simplifying parking restrictions	56	59	50	51	60	61
Speed limiters fitted to cars (ISA)	51	54	52	50	55	55
Shared space / streets	35	37	29	35	38	39
Source: INT[n]b - How important is it to do this to help smooth the flow of traffic in London?						
** P2W riders very low base size (n<30)*						

4.4.3 Effect of interventions: overall

The perceived effect of the interventions on London residents and commercial drivers largely follows their perceived importance. *'Road works permits / coordination'* is most widely perceived to have an effect on journeys in London. *'Shared space streets'* and *'speed limiters fitted to cars (ISA)'* are least widely perceived to have an effect on journeys in London.

Generally, commercial drivers are more likely than London residents to say the interventions will have an effect on their journeys. This is especially true for *'road works permits / coordination'*, *'simplifying bus lanes'* and *'simplifying parking restrictions'*.



Given that the interventions rated as more important are also the ones expected to have the greatest effect, it can be expected that *'simplifying bus lanes'* and *'road works permits / coordination'* are likely to have the greatest effect on bus drivers.

4.4.4 Effect of interventions: as specific mode users (London residents)

'Road works permits / coordination' is felt to have the most effect on London residents as drivers, passengers, P2W riders, cyclists and bus users (i.e. all except pedestrians).

Most interventions are felt to have the greatest effect on car drivers and the least effect on pedestrians, except for *'pedestrian crossing countdown'* and *'shared space / streets'*.

How each intervention will have most effect (London residents, as mode users)	Road works permits / coordination	Simplifying bus lanes	Online traffic / travel information	(More) box junctions / traffic restrictions	Pedestrian crossing countdown	Lower speed limit / 20mph zones	Simplifying parking restrictions	Speed limiters fitted to cars (ISA)	Shared space / streets
Has most effect on me as…	**%**	**%**	**%**	**%**	**%**	**%**	**%**	**%**	**%**
…a driver in London *[Base: all drivers]*	84	70	67	74	48	71	74	66	57
…a car / taxi / minicab in London *[Base: all passengers]*	46	33	34	38	19	34	33	33	26
…a P2W rider* in London *[Base: all P2W riders]*	57	19	29	45	40	44	19	38	31
…a cyclist in London *[Base: all cyclists]*	32	23	17	23	21	28	17	25	32
…a pedestrian in London *[Base: all pedestrians]*	26	17	18	19	61	45	15	25	61
…a bus user in London *[Base: all bus users]*	66	61	55	50	30	44	42	38	35
Source: INT[n]d – Do you think this would have most effect on you as...									
** P2W riders very low base size (n<30)*									

Even if interventions are not considered to be of greatest / high importance, London residents recognise where they have a greater relative effect.

- Interventions with a relatively greater effect on drivers in London are: *'road works permits / coordination'*, *'(more) box junctions / traffic controls'* and *'simplifying parking restrictions'*.
- Interventions with a relatively greater effect on car / taxi passengers in London are: *'road works permits / coordination'* and *'(more) box junctions / traffic controls'*.
- Interventions with a relatively greater effect on bus users in London are: *'road works permits / coordination'*, *'simplifying bus lanes'* and *'online traffic / travel information'*.
- Interventions with a relatively greater effect on cyclists in London are: *'road works permits / coordination'*, *'shared space / streets'* and *'lower speed limit / 20mph zones'*.
- Interventions with a relatively greater effect on pedestrians in London are: *'pedestrian crossing countdown'* and *'shared space / streets'*.

4.5 Further evaluation of specific interventions

4.5.1 Pedestrian countdown

71% of London residents say pedestrian countdown would be useful to them. A higher proportion of females (78%), people aged 55+ (76%), people with a disability (87%) say pedestrian countdown would be useful to them.

The main reasons for London residents finding it useful are:

- it would make crossing the road safer (46%);
- they often don't know how long they have to cross the road (33%);
- it would make them more confident crossing the road (20%).

The main reasons for London residents not finding it useful are:

- a green man flashing is enough warning (28%);
- there is already enough time to cross the road (17%);
- it is seen as a waste of money (11%).

4.5.2 Speed limiters fitted to cars (Intelligent Speed Adaptation)

42% of London residents would consider having intelligent speed adaptation (ISA) fitted to their vehicle, or buying a vehicle with such a system when it came to get a new vehicle. 41% of people who drive at least once a week in London would consider having ISA. A higher proportion of people aged 17-34 (48%) would consider having ISA.

4.5.3 P2Ws using red route bus lanes

All bus drivers are aware of the current trial allowing P2W riders to use (most) bus lanes on red routes. 30% of bus drivers support the trial, while 41% oppose it. Only 13% of bus drivers think the trial aids traffic flow in London. 67% think it has no effect, while 20% think the trial makes traffic flow worse.

The main reasons for supporting the trial are:

- doesn't affect them / cause them problems (n=4);
- cyclists cause the problem / already a problem with cyclists (n=3);
- safer / good for them [P2W riders] (n=2);
- reduces hold-ups / aids traffic flow / keeps traffic flowing (n=2);
- motorcyclists move fast (n=2).

The main reasons for opposing the trial are:

- motorcyclists are dangerous (n=7);
- they [P2W riders] weave in and out of traffic / cut buses up (n=5);
- they [P2W riders] low buses down (n=5);
- bus lanes should be for buses (n=4);

- they [P2W riders] are a nuisance / a pain (n=3);
- they [P2W riders] get in the way (n=2);
- silly idea / no useful reason (n=2);
- cause lots of trouble for drivers / bad motorcyclists (n=2).

5. Appendices

5.1 Questionnaire

5.1.1 London residents / Commercial drivers (CATI, 15 minutes)

INTRODUCTION & SCREENING

READ OUT TO ALL LONDON RESIDENT SAMPLE ONLY

SAY Good morning / afternoon / evening. My name is [NAME] and I am calling from Synovate, an independent research agency. We are carrying out a survey on behalf of Transport for London about transport issues in the capital and travelling around London.

The interview will take about 15 minutes.

I would like to assure you that Synovate is a member of the Market Research Society and we follow their strict Code of Conduct. As such you will not be subject to follow up sales of any kind, and all your answers will remain confidential. It will not be possible to identify any particular individual or address in the results.

ASK ALL LONDON RESIDENT SAMPLE ONLY

SR1 To be sure we talk to a cross-section of Londoners, please can I speak to the person aged 16 or over in your household who celebrates their birthday next?
IF NOT AVAILABLE, RECORD NAME OF PERSON AND MAKE APPOINTMENT TO CALL BACK
REPEAT INTRODUCTION

READ OUT TO ALL LONDON RESIDENT SAMPLE ONLY

SAY Before we start, may I just check a couple of classification questions?
ESC H FOR FURTHER HELP

ASK ALL LONDON RESIDENT SAMPLE ONLY

SR2 Do you or does anyone in your household work in any of these organisations?
READ OUT
MULTICODES POSSIBLE

London Transport / Transport for London	1	**THANK & CLOSE**
London Underground	2	**THANK & CLOSE**
National Rail / Train operating company	3	**THANK & CLOSE**
Taxi or minicab firms	4	**CONTINUE**
Bus or coach operators	5	**THANK & CLOSE**
Marketing / PR / Journalism / Advertising / Market research	6	**THANK & CLOSE**
(None / Don't know)	7	**CONTINUE**

ASK ALL LONDON RESIDENT SAMPLE ONLY

SR3 May I just ask what your age was last birthday?
READ OUT
SINGLE CODE ONLY

Under 16	1	**ASK SR4**
16 to 19	2	**CHECK QUOTA AND CONTINUE**
20 to 24	3	**CHECK QUOTA AND CONTINUE**
25 to 34	4	**CHECK QUOTA AND CONTINUE**
35 to 44	5	**CHECK QUOTA AND CONTINUE**
45 to 54	6	**CHECK QUOTA AND CONTINUE**
54 to 64	7	**CHECK QUOTA AND CONTINUE**
65 to 74	8	**CHECK QUOTA AND CONTINUE**

75 or older	9	**CHECK QUOTA AND CONTINUE**
(Refused)	10	**THANK & CLOSE**

[PROGRAMMER NOTES. QUOTAS ARE: AGES 16-34 (CODES 2,3,4) / 35-54 (CODES 5,6) / 55+ (CODES 7,8,9)]

ASK IF LONDON RESIDENT SAMPLE AGED UNDER 16 (CODE 1 @ SR3)

SR4 It is possible to speak to someone aged 16 or over please?

Yes	1	**TAKE REFERRAL**
No	2	**THANK & CLOSE**

ASK ALL LONDON RESIDENT SAMPLE ONLY

SR5 CODE GENDER
DO NOT READ OUT
SINGLE CODE ONLY

Male	1	**CHECK QUOTA AND CONTINUE**
Female	2	**CHECK QUOTA AND CONTINUE**

ASK ALL LONDON RESIDENT SAMPLE ONLY

SR6 Which London borough do you live in?
READ OUT IF NECESSARY
SINGLE CODE ONLY

Barking & Dagenham	1	**CHECK QUOTA AND CONTINUE**
Barnet	2	**CHECK QUOTA AND CONTINUE**
Bexley	3	**CHECK QUOTA AND CONTINUE**
Brent	4	**CHECK QUOTA AND CONTINUE**
Bromley	5	**CHECK QUOTA AND CONTINUE**
Camden	6	**CHECK QUOTA AND CONTINUE**
City of London	7	**CHECK QUOTA AND CONTINUE**
City of Westminster	8	**CHECK QUOTA AND CONTINUE**
Croydon	9	**CHECK QUOTA AND CONTINUE**
Ealing	10	**CHECK QUOTA AND CONTINUE**
Enfield	11	**CHECK QUOTA AND CONTINUE**
Greenwich	12	**CHECK QUOTA AND CONTINUE**
Hackney	13	**CHECK QUOTA AND CONTINUE**
Hammersmith & Fulham	14	**CHECK QUOTA AND CONTINUE**
Haringey	15	**CHECK QUOTA AND CONTINUE**
Harrow	16	**CHECK QUOTA AND CONTINUE**
Havering	17	**CHECK QUOTA AND CONTINUE**
Hillingdon	18	**CHECK QUOTA AND CONTINUE**
Hounslow	19	**CHECK QUOTA AND CONTINUE**
Islington	20	**CHECK QUOTA AND CONTINUE**
Kensington & Chelsea	21	**CHECK QUOTA AND CONTINUE**
Kingston-upon-Thames	22	**CHECK QUOTA AND CONTINUE**
Lambeth	23	**CHECK QUOTA AND CONTINUE**
Lewisham	24	**CHECK QUOTA AND CONTINUE**
Merton	25	**CHECK QUOTA AND CONTINUE**
Newham	26	**CHECK QUOTA AND CONTINUE**
Redbridge	27	**CHECK QUOTA AND CONTINUE**
Richmond-upon-Thames	28	**CHECK QUOTA AND CONTINUE**
Southwark	29	**CHECK QUOTA AND CONTINUE**
Sutton	30	**CHECK QUOTA AND CONTINUE**
Tower Hamlets	31	**CHECK QUOTA AND CONTINUE**
Waltham Forest	32	**CHECK QUOTA AND CONTINUE**
Wandsworth	33	**CHECK QUOTA AND CONTINUE**

Do not live in London	34	**THANK & CLOSE**
(Don't know / Refused)	35	**THANK & CLOSE**

READ OUT TO ALL COMMERCIAL DRIVERS SAMPLE ONLY

SAY Good morning / afternoon / evening. My name is [NAME] and I am calling from Synovate, an independent research agency. We are carrying out a survey on behalf of Transport for London about transport issues in the capital and travelling around London. We specifically want to speak to people who drive in London as part of their job.

The interview will take about 15 minutes.

I would like to assure you that Synovate is a member of the Market Research Society and we follow their strict Code of Conduct. As such you will not be subject to follow up sales of any kind, and all your answers will remain confidential. It will not be possible to identify any particular individual or address in the results.

READ OUT TO ALL COMMERCIAL DRIVERS SAMPLE ONLY

SC1 We would like to speak to people who drive a car, van or lorry, or ride a motorcycle or scooter in Greater London as part of the work that they do. This could be to make deliveries, to visit different sites or appointments, to visit clients, or to drive people from one place to another. Would it be possible to speak to someone who fits this profile?
IF NOT AVAILABLE, RECORD NAME OF PERSON AND MAKE APPOINTMENT TO CALL BACK
REPEAT INTRODUCTION

READ OUT TO ALL COMMERCIAL DRIVERS SAMPLE ONLY

SAY Before we start, may I just check a couple of classification questions?
ESC H FOR FURTHER HELP

ASK ALL COMMERCIAL DRIVERS SAMPLE ONLY

SC2 How often do you drive in Greater London as part of the work that you do?
SINGLE CODE ONLY

5 or more days a week	1	**CONTINUE**
3 or 4 days a week	2	**CONTINUE**
Twice a week	3	**CONTINUE**
Once a week	4	**THANK & CLOSE**
Less often than once a week	5	**THANK & CLOSE**

ASK ALL COMMERCIAL DRIVERS SAMPLE ONLY

SC3 And is this driving mostly to…
READ OUT IN TURN
MULTICODES POSSIBLE

Make deliveries or collections	1	**CONTINUE**
Visit sites / jobs	2	**CONTINUE**
Visit clients or suppliers	3	**CONTINUE**
Drive people around	4	**CONTINUE**
Drive to or from your place of work	5	**CLOSE IF ONLY THIS CODED**
Any other purpose	6	**CONTINUE IF NOT JUST DRIVING TO OR FROM WORK / COMMUTING**

ASK ALL COMMERCIAL DRIVERS SAMPLE ONLY

SC4 What do you mostly drive?
PROMPT USING ANSWERS BELOW
SINGLE CODE ONLY

Car	1
Van	2
Lorry	3
Motorcycle / Scooter	4
Other motor vehicle [PLEASE WRITE IN]	5

ASK ALL COMMERCIAL DRIVERS SAMPLE ONLY

SC5 How many employees does your business have, including yourself?
PROMPT USING ANSWERS BELOW
SINGLE CODE ONLY

1 (sole trader / self employed)	1	**CHECK QUOTA & CONTINUE**
2 to 5	2	**CHECK QUOTA & CONTINUE**
6 to 10	3	**CHECK QUOTA & CONTINUE**
11 to 20	4	**CHECK QUOTA & CONTINUE**
21 to 50	5	**CHECK QUOTA & CONTINUE**
51 to 100	6	**CHECK QUOTA & CONTINUE**
101 to 200	7	**CHECK QUOTA & CONTINUE**
201 to 500	8	**CHECK QUOTA & CONTINUE**
501 to 1,000	9	**CHECK QUOTA & CONTINUE**
More than 1,000	10	**CHECK QUOTA & CONTINUE**
(Don't know)	11	**THANK & CLOSE**
(Refused)	12	**THANK & CLOSE**

[PROGRAMMER NOTES. QUOTAS ARE: 1-5 EMPLOYEES (CODES 1,2) / 6+ EMPLOYEES (CODES 3,4,5,6,7,8,9,10)]

MAIN QUESTIONNAIRE: CONTEXT SECTION

ASK ALL LONDON RESIDENT SAMPLE ONLY
Q1 I'm going to read out a number of forms of transport that people use.
For each one, please tell me how often – if at all – you use each one to get around London.
READ OUT
PROBE AS PER PRECODES IF NECESSARY
RANDOM START POINT, ROTATED (NOT RANDOMISED) ORDER OF ASKING
SINGLE CODE FOR EACH MODE

		5+ days a week	3-4 days a week	2 days a week	Once a week	Once a fortnight	Once a month	Less often	Not last 12 mths	Never	(Don't know)
a	Car or van, as a driver	1	2	3	4	5	6	7	8	9	10
b	Car or van, as a passenger	1	2	3	4	5	6	7	8	9	10
c	Taxi or minicab	1	2	3	4	5	6	7	8	9	10
d	Motorcycle, moped or scooter	1	2	3	4	5	6	7	8	9	10
e	Bicycle	1	2	3	4	5	6	7	8	9	10
f	Walking for more than 5 minutes	1	2	3	4	5	6	7	8	9	10
g	Bus	1	2	3	4	5	6	7	8	9	10

ASK ALL
Q2 Thinking overall, are your journeys…
READ OUT
READ OUT TO ALL LONDON RESIDENT SAMPLE ONLY
INTERVIEWER TO EXPLAIN TO RESIDENTS IN INNER LONDON (CODES 6,7,8,13,14,15,20,21,23,24,26,29,31,33 AT SR6): If it helps, we consider that you live in an inner London borough. So journeys in your immediate area and closer into and around London are inner London journeys.
INTERVIEWER TO EXPLAIN TO RESIDENTS IN OUTER LONDON (CODES 1,2,3,4,5,9,10,11,12,16,17,18,19,22,25,27,28,30,32 AT SR6): If it helps, we would consider that you live in an outer London borough. So journeys in your immediate area would be outer London journeys.
SINGLE CODE ONLY

(Almost) all in inner London	1
Most in inner London	2
Equally in inner and outer London	3
Most in outer London	4
(Almost) all in outer London	5

(Don't know) 6

READ OUT TO ALL

Q3 This survey is about issues related to traffic flow in London. That is, how vehicles, other road users and pedestrians move around London's streets. More specifically, this survey is about making traffic flow better.
Boris Johnson, the London Mayor, calls this smoothing the traffic flow. He describes smoothing the traffic flow as 'delivering more reliable journey times, and more free-flowing travel conditions than at present'.

ASK ALL

To what extent do you agree with this? Do you…
READ OUT
SINGLE CODE ONLY

Agree strongly	1	**GO TO Q6**
Agree slightly	2	**GO TO Q6**
Neither agree nor disagree	3	**ASK Q5**
Disagree slightly	4	**ASK Q5**
Disagree strongly	5	**ASK Q5**
(Don't know)	6	**GO TO Q6**

ASK IF DO NOT AGREE WITH MAYOR'S DESCRIPTION (CODES 3,4,5 @ Q4)
OTHERS GO TO Q6

Q5 How would you describe 'smoothing the traffic flow?
DO NOT PROMPT
WRITE IN ANSWERS BELOW

WRITE IN ANSWERS ☐
(Don't know) 11

ASK ALL

Q6 How important is smoothing traffic flow in London **to you**?
Please use a scale from '0' to '10', where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 11

READ OUT TO ALL LONDON RESIDENT SAMPLE ONLY

Q7 Smoothing traffic flow can affect many different people in many different ways. It obviously affects drivers. It also affects anyone who travels as a passenger in a car, in a taxi or on a bus. It also affects cyclists and people who use a motorbike or scooter. Smoothing traffic flow can also have important effects on pedestrians.

ASK ALL LONDON RESIDENT SAMPLE ONLY

How important is smoothing traffic flow to you as…[READ OUT AS APPROPRIATE FROM LIST BELOW]?
Again, please use a scale from '0' to '10', where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10
FILTERED LIST ACCORDING TO ANSWERS AT Q1
RANDOM START POINT, ROTATED (NOT RANDOMISED) ORDER OF ASKING

		WRITE IN SCORE FROM 0 TO 10	(Don't know)
a	**IF CODES 1-7 AT Q1a** a driver in London	☐	11
b	**IF CODES 1-7 AT Q1b or Q1c** a car / taxi / minicab passenger in London	☐	11

c	**IF CODES 1-7 AT Q1d** a motorbike or scooter rider in London		11
d	**IF CODES 1-7 AT Q1e** a cyclist in London		11
e	**IF CODES 1-7 AT Q1f** a pedestrian in London		11
f	**IF CODES 1-7 AT Q1g** a bus user in London		11

ASK ALL

Q8 What do you think could – or should – be done to improve the traffic flow in London?
DO NOT PROMPT
CODE ALL MENTIONED AND WRITE IN OTHER ANSWERS

Fewer cars on the road	1
Fewer lorries / commercial vehicles	2
Fewer delays / blockages / bottlenecks	3
Fewer stops / traffic lights	4
Longer traffic lights	5
Fewer roadworks / diversions	6
More priority lanes (e.g. cycle lanes, bus lanes)	7
No parking allowed / red routes	8
Higher speed limits	9
Lower speed limits	10
Spaces for vehicles to stop / unload	11
Better signs / signalling / road markings	12
Better driving standards / adhering to Highway Code / more fines for bad driving	13
More / better public transport	14
Cheaper public transport	15
Anything else [PLEASE WRITE IN]	16
Nothing / Not a problem	00
(Don't know)	99

ASK ALL

Q9 When you are travelling around London's streets – ['whether it is travelling by car, taxi, bicycle, bus or walking' IF LONDON RESIDENT SAMPLE / 'as part of your business' IF COMMERCIAL DRIVERS SAMPLE] – how often are your journeys affected by…[READ OUT ITEM FROM LIST BELOW, AT RANDOM]?
Would you say they are always affected, affected very often, quite often, not very often, or never affected at all?
SINGLE CODE

And how often are your journeys affected by… [READ OUT NEXT ITEM FROM LIST AT RANDOM]
REMIND RESPONDENTS OF SCALE, IF NECESSARY
SINGLE CODE
REPEAT FOR ALL STATEMENTS Q9a-g

		Always	Very often	Quite often	Not very often	Never	(Don't know)
a	traffic 'bottlenecks' (areas where there is frequently heavy traffic or a delay	1	2	3	4	5	6
b	vehicles parked illegally or inconveniently (e.g. on zig zag lines, or in bus lanes)	1	2	3	4	5	6
c	road works	1	2	3	4	5	6
d	traffic signals that you feel are unnecessary or	1	2	3	4	5	6

	unused						
e	very long waits at traffic signals	1	2	3	4	5	6
f	people not obeying road signs, traffic signals or other controls (e.g. yellow box junctions)	1	2	3	4	5	6
g	your journeys taking longer than you expect them to	1	2	3	4	5	6

ASK ALL

Q10 Thinking about all these sorts of things that could affect your journeys, would you say they affect you…
READ OUT
SINGLE CODE ONLY

More in the morning rush hour times	1
More during the day	2
More in the evening rush hour times	3
More at weekends than weekdays	4
(Affect at all times equally)	5
(Don't know)	6

ASK ALL

Q11 And still thinking about all the sorts of things that could affect your journeys, would you say they affect you…
READ OUT
SINGLE CODE ONLY

More on journeys where you have to arrive at a definite time	1
More on journeys when you don't have to arrive at a definite time	2
(Affect all journeys equally)	3
(Don't know)	4

MAIN QUESTIONNAIRE: INTERVENTION SECTION
AFTER THE INTRODUCTION, EACH RESPONDENT WILL BE ASKED ABOUT FIVE OF A POSSIBLE NINE INTERVENTIONS, SELECTED AT RANDOM. FOR EACH INTERVENTION THERE ARE SOME STANDARD QUESTIONS, AND THERE MAY ALSO BE SOME QUESTIONS SPECIFIC TO EACH INTERVENTION.

INTRODUCTION – READ OUT TO ALL

READ OUT TO ALL (BEFORE ANY INTERVENTIONS)

SAY I am now going to read out some different things that Transport for London could introduce to help smooth the traffic flow in London. I am going to ask you some questions about each one.

INTERVENTION 1 – ROAD JOURNEY PLANNER

READ OUT TO ALL (AS PER ROTATION)

SAY Up to the minute information on traffic conditions on London's roads could be made available online.
This would include information on roadworks and major traffic delays. It would estimate how long the journey would be by car, taking into account any traffic delays. It could also estimate how long the journey would take using other means of transport. This would allow road users to be aware of any potential traffic problems, and so plan their journey more accurately.
REPEAT IF NECESSARY

ASK ALL (AS PER ROTATION)

INT1a How do you rate this idea?
Please use a scale from '0' to '10', where '10' is 'extremely good' and 0 is 'extremely poor'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 [ ]

(Don't know) 99

ASK ALL (AS PER ROTATION)

INT1b How **important** is it to do this to help smooth the flow of traffic in London?
Again, please use a scale from '0' to '10', but where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT1c What effect do you think this would have to **you and your journeys** using London's streets?
Again, please use a scale from '0' to '10', but where '10' is 'extremely big effect' and 0 is 'no effect at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL LONDON RESIDENTS SAMPLE ONLY (AS PER ROTATION)

INT1d Do you think this would have most effect on you as…
READ OUT IN TURN
FILTERED LIST ACCORDING TO ANSWERS AT Q1
MULTICODES POSSIBLE

IF CODES 1-7 AT Q1a a driver in London	1
IF CODES 1-7 AT Q1b or Q1c a car / taxi / minicab in London	2
IF CODES 1-7 AT Q1d a motorbike or scooter rider in London	3
IF CODES 1-7 AT Q1e a cyclist in London	4
IF CODES 1-7 AT Q1f a pedestrian in London	5
IF CODES 1-7 AT Q1g a bus user in London	6
(None of these)	7
(Don't know)	8

ASK ALL (AS PER ROTATION)

INT1e Would you prefer to use this type of service through the Transport for London website, or from other organisations' websites (e.g. the AA or RAC websites, Google, etc.)
SINGLE CODE ONLY

Prefer via TfL	1
Prefer via other organisations	2
No preference (but would use)	3
Would not use	4
(Don't know)	5

INTERVENTION 2 – SIMPLIFIED BUS LANES

READ OUT TO ALL (AS PER ROTATION)

SAY Bus lanes in London currently have many different hours of operation. In future, these hours of operation could be made simpler; for instance 'all the time', 'weekdays only' or 'rush hour only'. This could mean that many bus lanes would be in operation for longer than they are currently. However, the change would make it easier for road users to know when they can and cannot use bus lanes.
REPEAT IF NECESSARY

ASK ALL (AS PER ROTATION)

INT2a How do you rate this idea?
Please use a scale from '0' to '10', where '10' is 'extremely good' and 0 is 'extremely poor'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT2b How **important** is it to do this to help smooth the flow of traffic in London?
Again, please use a scale from '0' to '10', but where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT2c What effect do you think this would have to **you and your journeys** using London's streets?
Again, please use a scale from '0' to '10', but where '10' is 'extremely big effect' and 0 is 'no effect at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL LONDON RESIDENTS SAMPLE ONLY (AS PER ROTATION)

INT2d Do you think this would have most effect on you as…
READ OUT IN TURN
FILTERED LIST ACCORDING TO ANSWERS AT Q1
MULTICODES POSSIBLE

IF CODES 1-7 AT Q1a a driver in London	1
IF CODES 1-7 AT Q1b or Q1c a car / taxi / minicab in London	2
IF CODES 1-7 AT Q1d a motorbike or scooter rider in London	3
IF CODES 1-7 AT Q1e a cyclist in London	4
IF CODES 1-7 AT Q1f a pedestrian in London	5
IF CODES 1-7 AT Q1g a bus user in London	6
(None of these)	7
(Don't know)	8

INTERVENTION 3 – SIMPLIFIED PARKING ENFORCEMENT

READ OUT TO ALL (AS PER ROTATION)

SAY Parking restrictions in London currently have many different hours of operation. In future, these hours of operation could be made simpler; for instance 'all day', 'weekdays only' or 'rush hour only'. This could mean that many parking restrictions would be in operation for longer than they are currently, but the charges would stay the same. However, this change would make it easier for road users to know when they can and cannot park on certain roads.
REPEAT IF NECESSARY

ASK ALL (AS PER ROTATION)

INT3a How do you rate this idea?
Please use a scale from '0' to '10', where '10' is 'extremely good' and 0 is 'extremely poor'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT3b How **important** is it to do this to help smooth the flow of traffic in London?
Again, please use a scale from '0' to '10', but where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT3c What effect do you think this would have to **you and your journeys** using London's streets?
Again, please use a scale from '0' to '10', but where '10' is 'extremely big effect' and 0 is 'no effect at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL LONDON RESIDENTS SAMPLE ONLY (AS PER ROTATION)

INT3d Do you think this would have most effect on you as…
READ OUT IN TURN
FILTERED LIST ACCORDING TO ANSWERS AT Q1
MULTICODES POSSIBLE

IF CODES 1-7 AT Q1a a driver in London	1
IF CODES 1-7 AT Q1b or Q1c a car / taxi / minicab in London	2
IF CODES 1-7 AT Q1d a motorbike or scooter rider in London	3
IF CODES 1-7 AT Q1e a cyclist in London	4
IF CODES 1-7 AT Q1f a pedestrian in London	5
IF CODES 1-7 AT Q1g a bus user in London	6
(None of these)	7
(Don't know)	8

INTERVENTION 4 – PEDESTRIAN COUNTDOWN

READ OUT TO ALL (AS PER ROTATION)

SAY Some pedestrian crossings could have a countdown display. This display would show pedestrians how much time they have left to cross the road. This would make it easier for pedestrians to know when they can cross safely. It could also reduce the likelihood of people trying to cross the road when they should not do so. This would mean traffic would not be delayed further, and would make pedestrian crossings safer.
REPEAT IF NECESSARY

ASK ALL (AS PER ROTATION)

INT4a How do you rate this idea?
Please use a scale from '0' to '10', where '10' is 'extremely good' and 0 is 'extremely poor'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT4b How **important** is it to do this to help smooth the flow of traffic in London?
Again, please use a scale from '0' to '10', but where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10	
(Don't know)	99

ASK ALL (AS PER ROTATION)

INT4c What effect do you think this would have to **you and your journeys** using London's streets?
Again, please use a scale from '0' to '10', but where '10' is 'extremely big effect' and 0 is 'no effect at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10	
(Don't know)	99

ASK ALL LONDON RESIDENTS SAMPLE ONLY (AS PER ROTATION)

INT4d Do you think this would have most effect on you as…
READ OUT IN TURN
FILTERED LIST ACCORDING TO ANSWERS AT Q1
MULTICODES POSSIBLE

IF CODES 1-7 AT Q1a a driver in London	1
IF CODES 1-7 AT Q1b or Q1c a car / taxi / minicab in London	2
IF CODES 1-7 AT Q1d a motorbike or scooter rider in London	3
IF CODES 1-7 AT Q1e a cyclist in London	4
IF CODES 1-7 AT Q1f a pedestrian in London	5
IF CODES 1-7 AT Q1g a bus user in London	6
(None of these)	7
(Don't know)	8

ASK ALL (AS PER ROTATION)

INT4e Would this be useful to you as a pedestrian?
SINGLE CODE ONLY

Yes	1
No	2
(Don't know)	3

ASK IF WOULD BE USEFUL (CODE 1 @ INT4e)

INT4f Why would it be useful to you?
DO NOT PROMPT
CODE ALL MENTIONED AND WRITE IN OTHER ANSWERS

Often don't know how long have to cross the road	1
Make me more confident when crossing the road	2
Makes crossing the road safer	3
Help children when crossing the road	4
Help older people when crossing the road	5
Any other reason [PLEASE WRITE IN]	6
(Don't know)	99

ASK IF WOULD NOT BE USEFUL (CODE 2 @ INT4e)

INT4g Why would it not be useful to you?
DO NOT PROMPT
CODE ALL MENTIONED AND WRITE IN OTHER ANSWERS

Green man flashing is enough warning	1
Already enough time to cross the road	2
Have visual impairment / hard to see countdown display	3
Waste of money	4
Don't walk (often) enough in London	5
Any other reason [PLEASE WRITE IN]	6
(Don't know)	99

INTERVENTION 5 – UTILITY WORKS PERMITS

READ OUT TO ALL (AS PER ROTATION)

SAY Road works caused by different companies would be coordinated centrally by Transport for London. This would mean that there would be fewer road works overall. It would also prevent other road works happening near each other and blocking alternative routes.
REPEAT IF NECESSARY

ASK ALL (AS PER ROTATION)

INT5a How do you rate this idea?
Please use a scale from '0' to '10', where '10' is 'extremely good' and 0 is 'extremely poor'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 [ ]
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT5b How **important** is it to do this to help smooth the flow of traffic in London?
Again, please use a scale from '0' to '10', but where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 [ ]
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT5c What effect do you think this would have to **you and your journeys** using London's streets?
Again, please use a scale from '0' to '10', but where '10' is 'extremely big effect' and 0 is 'no effect at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 [ ]
(Don't know) 99

ASK ALL LONDON RESIDENTS SAMPLE ONLY (AS PER ROTATION)

INT5d Do you think this would have most effect on you as…
READ OUT IN TURN
FILTERED LIST ACCORDING TO ANSWERS AT Q1
MULTICODES POSSIBLE

IF CODES 1-7 AT Q1a a driver in London	1
IF CODES 1-7 AT Q1b or Q1c a car / taxi / minicab in London	2
IF CODES 1-7 AT Q1d a motorbike or scooter rider in London	3
IF CODES 1-7 AT Q1e	4

a cyclist in London **IF CODES 1-7 AT Q1f** a pedestrian in London	5
IF CODES 1-7 AT Q1g a bus user in London	6
(None of these)	7
(Don't know)	8

INTERVENTION 6 – MOVING TRAFFIC CONTROLS

READ OUT TO ALL (AS PER ROTATION)

SAY Yellow box junctions and banned turns (e.g. no left turn here) could be used on more roads. If these traffic controls are obeyed, there are fewer delays to traffic due to blocked junctions or people turning when they shouldn't.
REPEAT IF NECESSARY

ASK ALL (AS PER ROTATION)

INT6a How do you rate this idea?
Please use a scale from '0' to '10', where '10' is 'extremely good' and 0 is 'extremely poor'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10	
(Don't know)	99

ASK ALL (AS PER ROTATION)

INT6b How **important** is it to do this to help smooth the flow of traffic in London?
Again, please use a scale from '0' to '10', but where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10	
(Don't know)	99

ASK ALL (AS PER ROTATION)

INT6c What effect do you think this would have to **you and your journeys** using London's streets?
Again, please use a scale from '0' to '10', but where '10' is 'extremely big effect' and 0 is 'no effect at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10	
(Don't know)	99

ASK ALL LONDON RESIDENTS SAMPLE ONLY (AS PER ROTATION)

INT6d Do you think this would have most effect on you as…
READ OUT IN TURN
FILTERED LIST ACCORDING TO ANSWERS AT Q1
MULTICODES POSSIBLE

IF CODES 1-7 AT Q1a a driver in London	1
IF CODES 1-7 AT Q1b or Q1c a car / taxi / minicab in London	2
IF CODES 1-7 AT Q1d a motorbike or scooter rider in London	3
IF CODES 1-7 AT Q1e a cyclist in London	4
IF CODES 1-7 AT Q1f a pedestrian in London	5
IF CODES 1-7 AT Q1g a bus user in London	6
(None of these)	7
(Don't know)	8

INTERVENTION 7 – INTELLIGENT SPEED ADAPTATION

READ OUT TO ALL (AS PER ROTATION)

SAY 'Intelligent speed adaptation' involves fitting a device to automatically limit the speed of a vehicle to the speed limit of the road it is driving on. People could choose to have this device fitted to their vehicle, or buy a new vehicle with this device already fitted. 'Intelligent speed adaptation' could be used as an alternative way of controlling speed limits, instead of speed humps and cameras. It would also mean that drivers who used it would never risk getting a speeding fine.
REPEAT IF NECESSARY

ASK ALL (AS PER ROTATION)

INT7a How do you rate this idea?
Please use a scale from '0' to '10', where '10' is 'extremely good' and 0 is 'extremely poor'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT7b How **important** is it to do this to help smooth the flow of traffic in London?
Again, please use a scale from '0' to '10', but where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT7c What effect do you think this would have to **you and your journeys** using London's streets?
Again, please use a scale from '0' to '10', but where '10' is 'extremely big effect' and 0 is 'no effect at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL LONDON RESIDENTS SAMPLE ONLY (AS PER ROTATION)

INT7d Do you think this would have most effect on you as…
READ OUT IN TURN
FILTERED LIST ACCORDING TO ANSWERS AT Q1
MULTICODES POSSIBLE

IF CODES 1-7 AT Q1a a driver in London	1
IF CODES 1-7 AT Q1b or Q1c a car / taxi / minicab in London	2
IF CODES 1-7 AT Q1d a motorbike or scooter rider in London	3
IF CODES 1-7 AT Q1e a cyclist in London	4
IF CODES 1-7 AT Q1f a pedestrian in London	5
IF CODES 1-7 AT Q1g a bus user in London	6
(None of these)	7
(Don't know)	8

ASK ALL DRIVERS (CODES 1-7 AT Q1a) (AS PER ROTATION)

INT7e Would you consider having intelligent speed adaptation fitted to your vehicle, or buying a vehicle with such a system when it came to get a new vehicle?
SINGLE CODE ONLY

Yes	1
No	2
(Don't know)	3

INTERVENTION 8 – SHARED SPACE STREETS

READ OUT TO ALL (AS PER ROTATION)

SAY 'Shared space' streets could be introduced for some roads where there are a lot of pedestrians, e.g. main shopping streets. On 'shared space' streets, road users and pedestrians have to pay a lot more attention to each other. This makes traffic move more slowly but more carefully, with fewer stops and starts. On shared space streets, road signs, road markings and crossings are removed. This means there is no less of a clear difference between the pavement and the road.
REPEAT IF NECESSARY

ASK ALL (AS PER ROTATION)

INT8a How do you rate this idea?
Please use a scale from '0' to '10', where '10' is 'extremely good' and 0 is 'extremely poor'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10	
(Don't know)	99

ASK ALL (AS PER ROTATION)

INT8b How **important** is it to do this to help smooth the flow of traffic in London?
Again, please use a scale from '0' to '10', but where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10	
(Don't know)	99

ASK ALL (AS PER ROTATION)

INT8c What effect do you think this would have to **you and your journeys** using London's streets?
Again, please use a scale from '0' to '10', but where '10' is 'extremely big effect' and 0 is 'no effect at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10	
(Don't know)	99

ASK ALL LONDON RESIDENTS SAMPLE ONLY (AS PER ROTATION)

INT8d Do you think this would have most effect on you as…
READ OUT IN TURN
FILTERED LIST ACCORDING TO ANSWERS AT Q1
MULTICODES POSSIBLE

IF CODES 1-7 AT Q1a a driver in London	1
IF CODES 1-7 AT Q1b or Q1c a car / taxi / minicab in London	2
IF CODES 1-7 AT Q1d a motorbike or scooter rider in London	3
IF CODES 1-7 AT Q1e a cyclist in London	4
IF CODES 1-7 AT Q1f a pedestrian in London	5
IF CODES 1-7 AT Q1g a bus user in London	6
(None of these)	7
(Don't know)	8

INTERVENTION 9 – 20mph ZONES

READ OUT TO ALL (AS PER ROTATION)

SAY Slower moving traffic tends to travel more continuously and reliably, with fewer stops and starts. This makes it easier to know how long a journey will take. 20 mile an hour speed limits could be introduced for some roads where there are a lot of pedestrians, e.g. main shopping streets. Reducing the speed limit also makes the roads safer by reducing the level of injuries in the event of a collision.
REPEAT IF NECESSARY

ASK ALL (AS PER ROTATION)

INT9a How do you rate this idea?
Please use a scale from '0' to '10', where '10' is 'extremely good' and 0 is 'extremely poor'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT9b How **important** is it to do this to help smooth the flow of traffic in London?
Again, please use a scale from '0' to '10', but where '10' is 'extremely important' and 0 is 'not important at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL (AS PER ROTATION)

INT9c What effect do you think this would have to **you and your journeys** using London's streets?
Again, please use a scale from '0' to '10', but where '10' is 'extremely big effect' and 0 is 'no effect at all'.
WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10 ☐
(Don't know) 99

ASK ALL LONDON RESIDENTS SAMPLE ONLY (AS PER ROTATION)

INT9d Do you think this would have most effect on you as…
READ OUT IN TURN
FILTERED LIST ACCORDING TO ANSWERS AT Q1
MULTICODES POSSIBLE

IF CODES 1-7 AT Q1a a driver in London	1
IF CODES 1-7 AT Q1b or Q1c a car / taxi / minicab in London	2
IF CODES 1-7 AT Q1d a motorbike or scooter rider in London	3
IF CODES 1-7 AT Q1e a cyclist in London	4
IF CODES 1-7 AT Q1f a pedestrian in London	5
IF CODES 1-7 AT Q1g a bus user in London	6
(None of these)	7
(Don't know)	8

FINAL SECTION (ASKED AFTER THE INTERVENTION ROTATIONS, TO ALL RESPONDENTS)

ASK ALL

F1 What do you think would be **most likely** to improve the traffic flow in London?
DO NOT PROMPT
PROBE FULLY Anything else?
CODE ALL MENTIONED AND WRITE IN OTHER ANSWERS

Online traffic / travel information	1
Bus lanes / simplifying bus lanes	2
Parking / simplifying parking restrictions	3
Pedestrian crossing countdown	4
Road works permits / coordination	5
Box junctions / traffic restrictions	6
Speed limiters fitted to cars	7
Shared space / streets	8
Lower speed limit / 20mph zones	9
Anything else [PLEASE WRITE IN]	10
(Nothing)	00
(Don't know)	99

CLASSIFICATION SECTION

ASK ALL LONDON RESIDENT SAMPLE ONLY

C1 Thank you. Before we finish, I want to ask you a few questions about yourself to make sure we speak to a cross-section of the population. Please remember that all answers you give are anonymous. Your personal details will not be passed on to our clients.
So firstly, are you…?
READ OUT
MULTICODES POSSIBLE

Working full time (30 or more hours a week)	1
Working part time (less than 30 hours a week)	2
A full time student	3
A part time student	4
Not working, but looking for work	5
Not working and not looking for work	6
Looking after family / home	8
Retired	9
Other	10
(Refused)	11

ASK ALL LONDON RESIDENT SAMPLE WORKING FULL OR PART TIME (CODES 1,2 @ C1)

C2 Do you drive, or use a motorcycle, scooter or bicycle to get to or from your place of work?
PROMPT USING ANSWERS BELOW IF NECESSARY
SINGLE CODE ONLY

Yes – usually	1
Yes – sometimes	2
Yes – but only occasionally	3
No – rarely / never	4
(Refused)	5

ASK ALL LONDON RESIDENT SAMPLE WORKING FULL OR PART TIME (CODES 1,2 @ C1)

C3 Do you drive or use a motorcycle, scooter or bicycle as part of your work? This is could be making deliveries or collections, visiting sites, clients or suppliers, or driving people around.
PROMPT USING ANSWERS BELOW IF NECESSARY
SINGLE CODE ONLY

Yes – usually	1
Yes – sometimes	2
Yes – but only occasionally	3
No – rarely / never	4

(Refused)	5

ASK ALL LONDON RESIDENT SAMPLE ONLY

C4 Do you have any long-term physical or mental impairment that limits your daily activities or the work you can do, including problems due to old age?

PROBE USING ANSWERS IF NECESSARY

MULTICODES POSSIBLE

Mobility impairment	1
Age-related mobility difficulties	2
Visual impairment	3
Hearing impairment	4
Learning difficulty	5
Mental health condition	6
Serious long term illness	7
Other	8
No / None of these	9
(Refused)	10

ASK ALL LONDON RESIDENT SAMPLE ONLY

C5 Do you ever use a wheelchair when travelling around London?

SINGLE CODE ONLY

Yes	1
No	2
(Refused)	3

ASK ALL LONDON RESIDENT SAMPLE ONLY

C6 Are you the chief income earner in your household?

SINGLE CODE ONLY

Yes	1
No	2
(Refused)	3

ASK ALL LONDON RESIDENT SAMPLE ONLY

C7 If code 1 at C6 ask < What is your occupation?>
If code 2 or 3 at C6 < What is the occupation of the chief income earner in your household?>

PROBE FOR SOCIAL GRADE OF CHIEF WAGE EARNER IN HOUSEHOLD

SINGLE CODE ONLY

A	1
B	2
C1	3
C2	4
D	5
E	6
(Refused)	7

ASK ALL LONDON RESIDENT SAMPLE ONLY

C8 To which of these ethnic groups do you consider you belong?

READ OUT

SINGLE CODE ONLY

White – British	1
White – Irish	2
Any other White background	3
Mixed - White and Black Caribbean	4
Mixed – White and Black African	5
Mixed – White and Asian	6
Any other Mixed background	7
Asian / Asian British – Indian	8

Asian / Asian British – Pakistani	9
Asian / Asian British – Bangladeshi	10
Any other Asian background	11
Black / Black British – Caribbean	12
Black / Black British – African	13
Any other Black background	14
Chinese	15
Any other ethnic background or ethnic group	16
(Don't know)	17
(Refused)	18

ASK ALL COMMERCIAL DRIVERS SAMPLE ONLY

C9 What, broadly speaking, is the nature of your business?
PROMPT USING ANSWERS BELOW
SINGLE CODE ONLY

Agriculture, hunting, forestry or fishing	1
Mining or electricity, gas and/or water supply	2
Manufacturing	3
Construction	4
Wholesale and retail trade	5
Hotels and restaurants	6
Transport, storage and communication	7
Real estate, renting and business activities	8
Public administration and defence, compulsory social security	9
Education	10
Health and social work	11
Other [PLEASE WRITE IN]	12
(Don't know)	13
(Refused)	14

ASK ALL COMMERCIAL DRIVERS SAMPLE ONLY

C10 Is your business based in London, or outside of London?
READ OUT

Based in London	1
Based outside of London	2

ASK ALL COMMERCIAL DRIVERS SAMPLE ONLY

C11 How often do you drive in the central London Congestion Charging Zone as part of driving for your business?
SINGLE CODE ONLY

5 or more days a week	1
3 or 4 days a week	2
Twice a week	3
Once a week	4
Once a fortnight	5
Once a month	6
Once every 2 or 3 months	7
Less often	8
Never	9
(Don't know)	10

5.1.2 Bus drivers in London (face to face, 10 minutes)

INTRODUCTION & SCREENING

INTRODUCTION

SAY Good morning / afternoon. My name is [NAME] from Synovate, an independent research agency. We are carrying out research for Transport for London about the Mayor's proposals to 'smooth the traffic flow'. We are doing research Among the general public and other people who drive as part of their job. Transport for London are also very interested in what professional drivers such as bus drivers think.
The interview will take about 10 minutes.
Before we start, may I just check a couple of things?

CONTINUE IF WILLING

ASK ALL

SB1 Do you usually work at this garage?

SINGLE CODE ONLY

Bromley	1
Lea Valley	2
Putney	3
West Ham	4
(Other garage not shown above)	5

ASK ALL

SB2 And do you usually work…

READ OUT
MULTICODES POSSIBLE

Morning peak shifts	1
Daytime shifts	2
Evening rush hour shifts	3
Late night / early morning shifts	4
(All of these / depends)	5

ASK ALL

SB3 And do you mostly drive…

READ OUT
MULTICODES POSSIBLE

Double deck buses	1
Bendy buses	2
Other single deck buses	3
(All of these / depends)	4

ASK ALL

SB4 What routes do you drive most often?

CODE ALL MENTIONED

Bromley		Lee Valley		Putney		West Ham	
61	1	73	1	14 / N14	1	15	1
208	2	149 / N149	2	22 / N22	2	25 / N25	2
227	3	192	3	74 / N74	3	86	3
246	4		4	85 / N85	4	106	4
269	5			424	5	241	5
314	6			430	6	257	6
354	7					276	7
636	8					D3	8
637	9						
638	0						

664	X						
Other	V	Other(s)	V	Other(s)	V	Other(s)	V

MAIN QUESTIONNAIRE: CONTEXT SECTION

READ OUT TO ALL

Q1 This survey is about issues related to traffic flow in London. That is, how vehicles, other road users and pedestrians move around London's streets. More specifically, this survey is about making traffic flow better.
Boris Johnson, the London Mayor, calls this smoothing the traffic flow. He describes smoothing the traffic flow as 'delivering more reliable journey times, and more free-flowing travel conditions than at present'.

ASK ALL

To what extent do you agree with this? Do you…

READ OUT
SINGLE CODE ONLY

Agree strongly	1	**GO TO Q3**
Agree slightly	2	**GO TO Q3**
Neither agree nor disagree	3	**ASK Q2**
Disagree slightly	4	**ASK Q2**
Disagree strongly	5	**ASK Q2**
(Don't know)	V	**GO TO Q3**

ASK IF DO NOT AGREE WITH MAYOR'S DESCRIPTION (CODES 3,4,5 @ Q1)
OTHERS GO TO Q3

Q2 How would you describe 'smoothing the traffic flow?

DO NOT PROMPT
WRITE IN ANSWERS BELOW

(Don't know)	V

ASK ALL

Q3 How important is smoothing traffic flow in London **to you** as a bus driver?
Please use a scale from '0' to '10', where '10' is 'extremely important' and 0 is 'not important at all'.

WRITE IN SCORE FROM 0 TO 10

WRITE IN SCORE FROM 0 TO 10		(1 – PUNCH A SCORE OF '10' AS 'X')
(Don't know)	V	

ASK ALL

Q4 What do you think could – or should – be done to improve the traffic flow in London?

DO NOT PROMPT
CODE ALL MENTIONED AND WRITE IN OTHER ANSWERS

Fewer cars on the road	1
Fewer lorries / commercial vehicles	2
Fewer delays / blockages / bottlenecks	3
Fewer stops / traffic lights	4
Longer traffic lights	5
Fewer roadworks / diversions	6
More priority lanes (e.g. cycle lanes, bus lanes)	7
No parking allowed / red routes	8
Higher speed limits	9
Lower speed limits	1
Spaces for vehicles to stop / unload	2

Better signs / signalling / road markings	3
Better driving standards / adhering to Highway Code / more fines for bad driving	4
More / better public transport	5
Cheaper public transport	6
Anything else [PLEASE WRITE IN]	1
Nothing / Not a problem	0
(Don't know)	V

ASK ALL

Q5 When you are driving a bus, how often are your journeys affected by…

READ OUT ITEM FROM LIST BELOW, AT RANDOM
SHOW CARD Q5

And how often are your journeys affected by… [READ OUT NEXT ITEM FROM LIST AT RANDOM]

REPEAT FOR ALL STATEMENTS Q5a-g

		Always	Very often	Quite often	Not very often	Never	(Don't know)
a	traffic 'bottlenecks' (areas where there is frequently heavy traffic or a delay	1	2	3	4	5	V
b	vehicles parked illegally or inconveniently (e.g. on zig zag lines, or in bus lanes)	1	2	3	4	5	V
c	road works	1	2	3	4	5	V
d	traffic signals that you feel are unnecessary or unused	1	2	3	4	5	V
e	very long waits at traffic signals	1	2	3	4	5	V
f	people not obeying road signs, traffic signals or other controls (e.g. yellow box junctions)	1	2	3	4	5	V
g	your journeys taking longer than you expect them to	1	2	3	4	5	V

ASK ALL

Q6a Thinking about all these sorts of things that could affect your journeys, would you say they affect you…

READ OUT
SINGLE CODE ONLY

More in the morning rush hour times	1
More during the day	2
More in the evening rush hour times	3
More at weekends than weekdays	4
(Affect at all times equally)	5
(Don't know)	V

ASK ALL

Q6b Where do you encounter most problems with poor traffic flow?

DO NOT PROMPT
WRITE IN ANSWERS BELOW

(Don't know)	V

HAND THE RESPONDENT CARDS WITH THE NINE DIFFERENT INTERVENTIONS ON THEM

ASK ALL

Q7 Here is a set of cards showing some different things that Transport for London could introduce to help smooth the traffic flow in London.

SHUFFLE CARDS

First, can you please sort them into three piles:

- One pile of those you think are **very important** to do.
- One pile of those you think are **quite important** to do.
- One pile of those that you **don't think are important** to do

CODE WHICH CARDS ARE IN WHICH PILES USING THE GRID BELOW

PLEASE KEEP THE 'VERY IMPORTANT' AND 'QUITE IMPORTANT' PILES SEPARATE AS YOU WILL NEED THESE FOR Q8 AND Q9

	Very important to do	Quite important to do	Not important to do
#1 Road journey planner	1	1	1
#2 Simplified bus lanes	2	2	2
#3 Simplified parking enforcement	3	3	3
#4 Pedestrian countdown	4	4	4
#5 Utility works permits	5	5	5
#6 Moving traffic controls	6	6	6
#7 Intelligent speed adaptation	7	7	7
#8 'Shared space' streets	8	8	8
#9 20mph zone	9	9	9
(None of these)	0	0	0

ASK ALL

Q8 Thinking only about those which you think are **very important** to do, which do you think is the most important?

SINGLE CODE IN THE FIRST COLUMN BELOW

And the next most important?

SINGLE CODE IN THE SECOND COLUMN BELOW
REPEAT FOR ALL IN THE 'VERY IMPORTANT' PILE
IF NONE IN THE 'VERY IMPORTANT' PILE – GO TO Q9

ASK ALL, ONCE ALL IN THE 'VERY IMPORTANT' PILE HAS BEEN RANKED

Q9 And now thinking about those which you think are **quite important** to do, which of these would be more important to do?

SINGLE CODE IN THE NEXT AVAILABLE SPACE IN THE GRID BELOW

And the next most important?

CONTINUE RANKING IN THE NEXT AVAILABLE SPACE IN THE GRID BELOW
REPEAT FOR ALL IN THE 'QUITE IMPORTANT' PILE
IF NONE IN THE 'QUITE IMPORTANT' PILE – GO TO Q10

	Most important								Least important
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th
#1 Road journey planner	1	1	1	1	1	1	1	1	1
#2 Simplified bus lanes	2	2	2	2	2	2	2	2	2
#3 Simplified parking enforcement	3	3	3	3	3	3	3	3	3
#4 Pedestrian countdown	4	4	4	4	4	4	4	4	4
#5 Utility works permits	5	5	5	5	5	5	5	5	5
#6 Moving traffic controls	6	6	6	6	6	6	6	6	6
#7 Intelligent speed adaptation	7	7	7	7	7	7	7	7	7
#8 'Shared space' streets	8	8	8	8	8	8	8	8	8
#9 20mph zone	9	9	9	9	9	9	9	9	9

ASK ALL

Q10 What do you think would be **most likely** to improve the traffic flow in London?
PROBE FULLY Is there anything else that I haven't shown you that might improve the traffic flow in London?
DO NOT PROMPT
CODE ALL MENTIONED AND WRITE IN OTHER ANSWERS

Online traffic / travel information	1
Bus lanes / simplifying bus lanes	2
Parking / simplifying parking restrictions	3
Pedestrian crossing countdown	4
Road works permits / coordination	5
Box junctions / traffic restrictions	6
Speed limiters fitted to cars	7
Shared space / streets	8
Lower speed limit / 20mph zones	9
Anything else [PLEASE WRITE IN]	1
(Nothing)	0
(Don't know)	X

ASK ALL

Q11 Are you aware of the trial that is taking place currently, that allows motorcycles, mopeds and scooters to use bus lanes on most Red Routes in London?
SINGLE CODE ONLY

Yes	1
No	2

ASK ALL

Q12 Overall, what is your attitude to motorcycles being able to use red route bus lanes?
Do you…
READ OUT
SINGLE CODE ONLY

Strongly support it	1
Support it	2
Neither support nor oppose it	3
Oppose it	4
Strongly oppose it	5
(Don't know)	V

ASK ALL

Q13 Why do you say that?
DO NOT PROMPT
WRITE IN ANSWERS BELOW

(Don't know)	V

ASK ALL

Q14 Do you think that motorcycles being able to use red route bus lanes helps to improve the traffic flow in London?
IF YES: Do you think it helps a lot or a little?
IF NO: Do you think it has no effect, or makes traffic flow a little worse, or makes traffic flow a lot worse?
SINGLE CODE ONLY

Yes – helps a lot	1

Yes – helps a little	2
No – has no effect	3
No – makes it a little worse	4
No – makes it a lot worse	5
(Don't know)	V

CLASSIFICATION SECTION

ASK ALL

C1 Thank you. Before we finish, I want to ask you a few questions about you and your job.
How long have you been a London bus driver?

Less than a year	1
1 to 2 years	2
3 to 5 years	3
6 to 10 years	4
11 to 20 years	5
(Refused)	V

CODE FOR ALL – DO NOT ASK

C2 GENDER

Male	1
Female	2

ASK ALL LONDON RESIDENT SAMPLE

C3 To which of these ethnic groups do you consider you belong?
SHOW CARD C3
SINGLE CODE ONLY

White – British	1
White – Irish	2
Any other White background	3
Mixed - White and Black Caribbean	1
Mixed – White and Black African	2
Mixed – White and Asian	3
Any other Mixed background	4
Asian / Asian British – Indian	1
Asian / Asian British – Pakistani	2
Asian / Asian British – Bangladeshi	3
Any other Asian background	4
Black / Black British – Caribbean	1
Black / Black British – African	2
Any other Black background	3
Chinese	1
Any other ethnic background or ethnic group	2
(Don't know)	0
(Refused)	V

ASK ALL

C4 In the unlikely event that we needed to contact you again relating to this project, would that be OK?
Please note that your participation in this survey is anonymous, and your individual details will not be provided to Transport for London.

Yes	1
No	2

READ OUT TO ALL

SAY Thank you very much for your help with this study. You may receive a phone call from our Quality Control department to check that the interview has been carried out correctly.

HAND RESPONDENT THANK YOU LEAFLET
CHECK FRONT PAGE DETAILS ARE COMPLETE AND CORRECT

5.2 Sample profiles

5.2.1 London residents: socio-demographics

	London residents *(n=1,008)* %
Male	50
Female	50
16 to 34	38
35 to 54	36
55+	26
White	70
BAME	27
Disability / impairment	7
None	92
Working	66
Other	35
AB	31
C1	35
C2	11
DE	16
Inner London	40
Outer London	60

5.2.2 London residents: mode usage

	London residents (n=1,008) %
Car / van drivers	60
Car / van drivers at least once a week	54
Car / van passengers	68
Car / van passengers at least once a week	40
Taxi / minicab passengers	63
Taxi / minicab passengers at least once a week	12
P2W riders	4
P2W riders at least once a week	3
Cyclists	24
Cyclists at least once a week	14
Pedestrians	96
Pedestrians at least once a week	94
Bus customers	88
Bus customers at least once a week	62

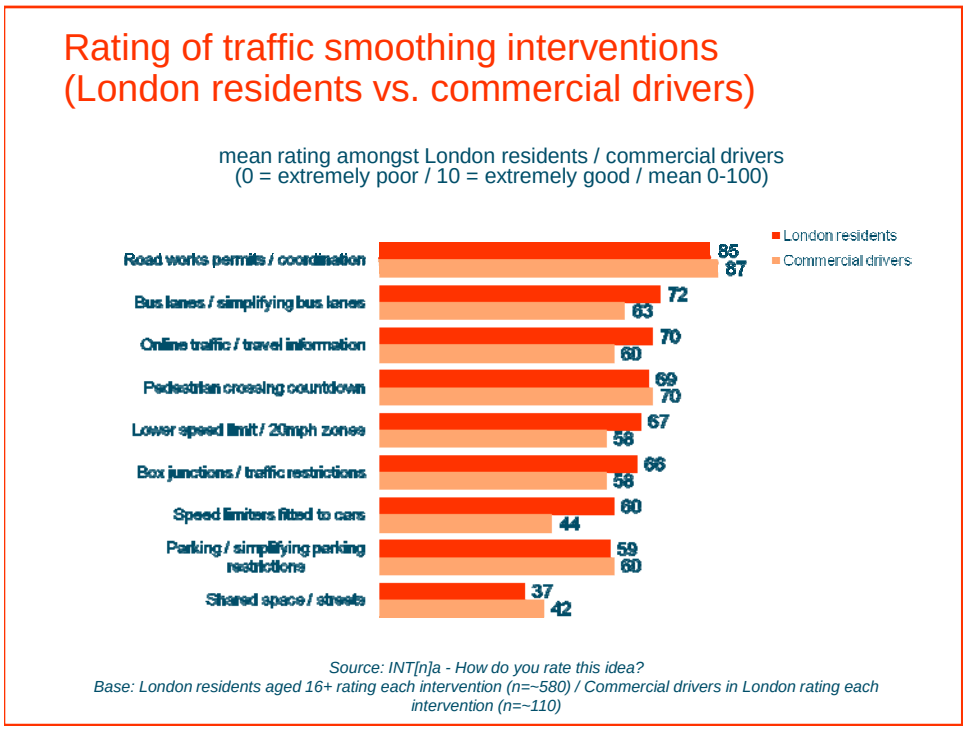
5.2.3 Commercial drivers in London: commercial driving behaviour / business profile

	Commercial drivers in London
	(n=200) %
Drive to visit clients / suppliers	47
Drive to make deliveries or collections	39
Drive to visit sites / jobs	33
Drive people around	29
Usually drive car	60
Usually drive van	29
Usually drive lorry	5
Usually ride P2W	3
Usually drive other vehicle	5
1 (sole trader / self employed)	17
2 to 5 employees	32
6 to 10 employees	23
11 to 20 employees	9
21 to 50 employees	9
51 to 100 employees	5
101+ employees	6
Transportation	57
Retail / Services	25
Manufacturing / Construction	19

5.2.3 London bus drivers:

	London bus drivers
	(n=40) %
Lea Valley garage	30
Putney garage	35
West Ham garage	35
Usually drive double deck buses	50
Usually drive bendy buses	40
Usually drive other single deck buses	30

5.3 Questionnaire

5.3.1 Rating of intervention: London residents / Commercial drivers

For each intervention, London residents and commercial drivers were asked to give a rating (see below), to rate its importance, and to rate its effect. The rating (below) closely follows the importance rating (see section 4.4).