

# RESEARCH SUMMARY

<b>Title</b>	<b>Perceptions of the travel environment</b>
<b>Objective</b>	To measure the perceptions of London residents of journey experience, noise and the urban realm.
<b>Date</b>	July 2010
<b>Methodology</b>	Quantitative telephone interviews with a representative sample of 1,000 London residents conducted in June 2010. The study was previously conducted in November 2009.

## Key findings

- This year Londoners gave their satisfaction with travel in the Capital a mean score rating of 66 out of 100, slightly higher than the 64 mean score given last year.
- Londoners gave a mean score of 72 out of 100 for the experience of their most recent journey. This is significantly higher than the level of satisfaction with overall journey experiences in the Capital.
- The most salient factors ensuring satisfactory journeys were that their chosen mode of transport arrived on time, the roads were clear and the journey time was short. Conversely overcrowded transport, congested roads and poor punctuality of public transport were the main causes of unsatisfactory journey experiences.
- Consistent with last year, just under half (46%) of Londoners have experienced some degree of stress due to transport related noise, with 6% experiencing stress to a great extent.
- A quarter of Londoners have their sleep disturbed by transport related noise at least once a fortnight, with 7% having their sleep disturbed on a daily basis. The majority however (58%) have not had their sleep disturbed by transport noise in the last year.
- Londoners give the quality of the streets, pavements and public spaces in their local area a mean score rating of 64 out of 100, marginally higher than last year's mean score of 63. Poor road surfaces and the disrepair of pavements are the main causes of dissatisfaction.

**Job number:** 09015

See Travel in London report for more details:

<http://www.tfl.gov.uk/assets/downloads/corporate/travel-in-london-report-3.pdf>