

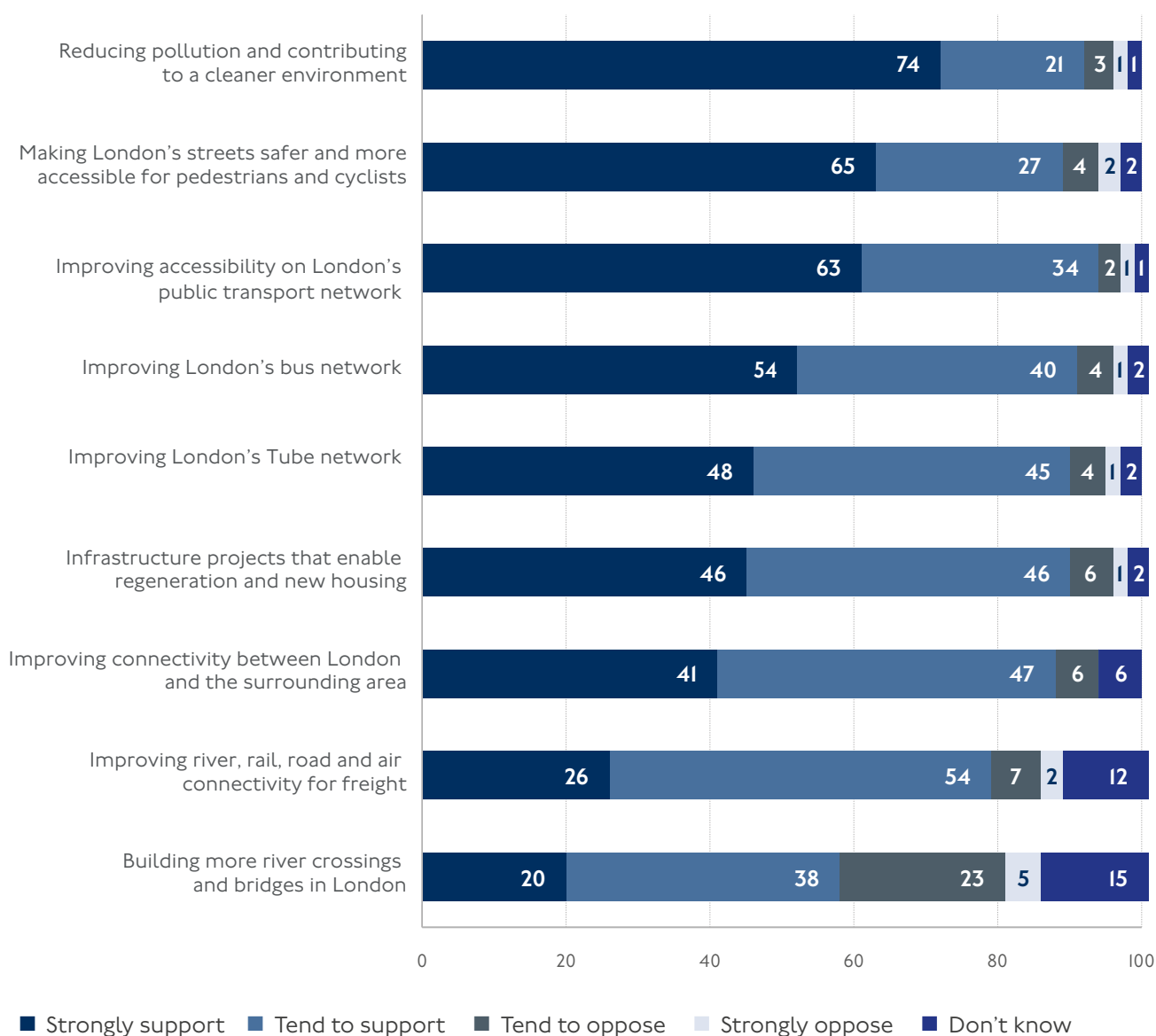
Borough Survey 2019

Progress report

Earlier this year, we asked more than 2,700 elected representatives and non-elected officers from London's boroughs and the City of London to give us their views. Thank you to everyone who responded to our survey. This is what you told us:

Your transport priorities

We asked you how you feel about the following priorities for investment:



These figures have been rounded up to the nearest whole number, so may not add up to 100 per cent.

Improving the bus network

Overall, you are supportive of good transport connectivity. Improving London's Tube and bus network are both viewed as a priority for investment.



1 in 10

councillors confirmed that improving the bus network is their number one priority for investment

Accessibility

Step-free access and other infrastructure to improve accessibility, such as room for mobility scooters on buses and the design of bus shelters, is very important to you.



96%

support improving accessibility on London's transport network

Better air quality

Boosting air quality and creating a better environment for walking and cycling are seen as priorities for investment.

65%

said reducing air pollution from road traffic is in their top three priorities for TfL



Safety matters

Many of you view the investment in cycling infrastructure in your local area as a key driver to tackle air pollution and climate change.

24%

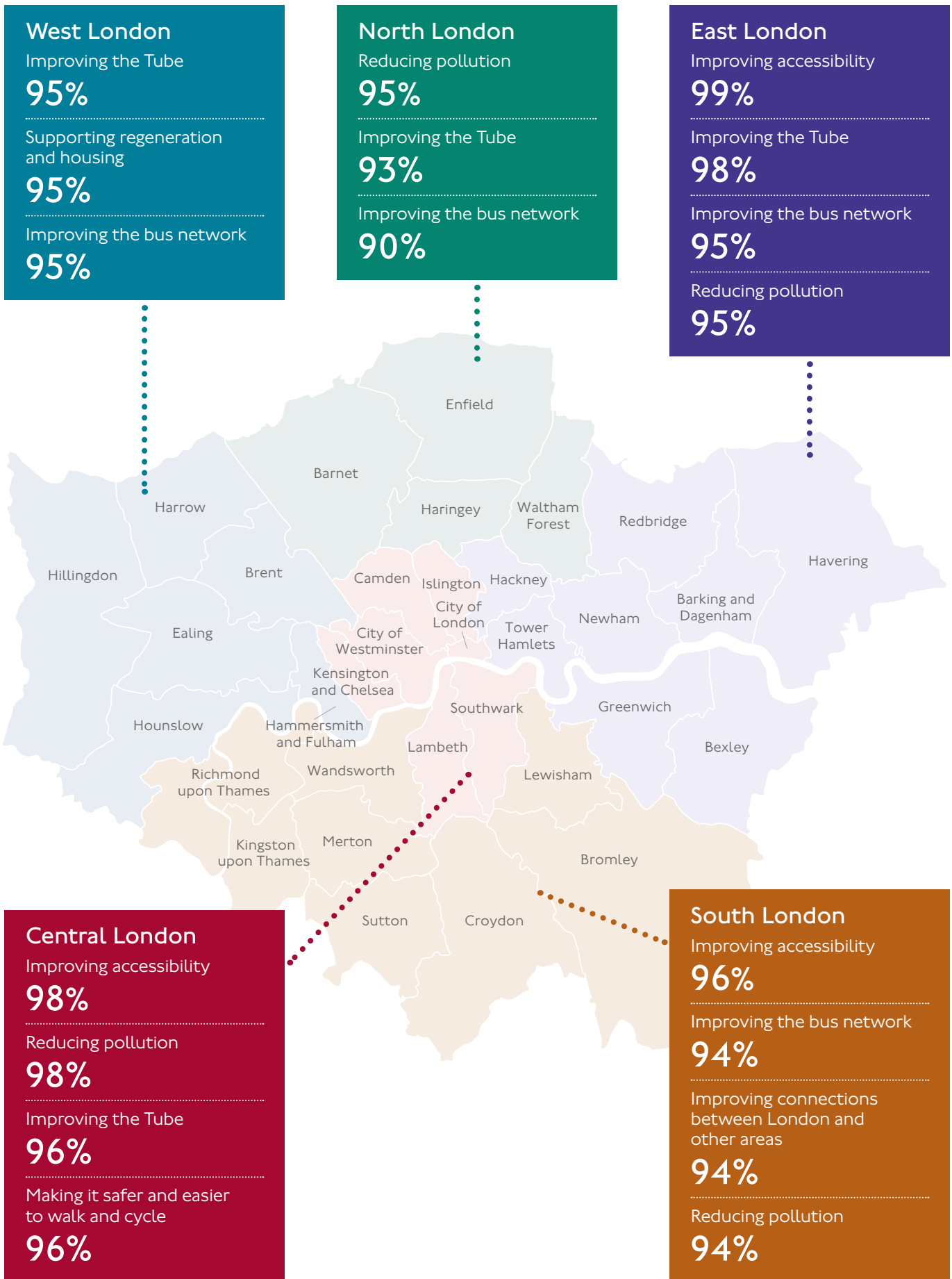
said making London's streets safer for cyclists and pedestrians should be our number one priority



Outer vs inner London

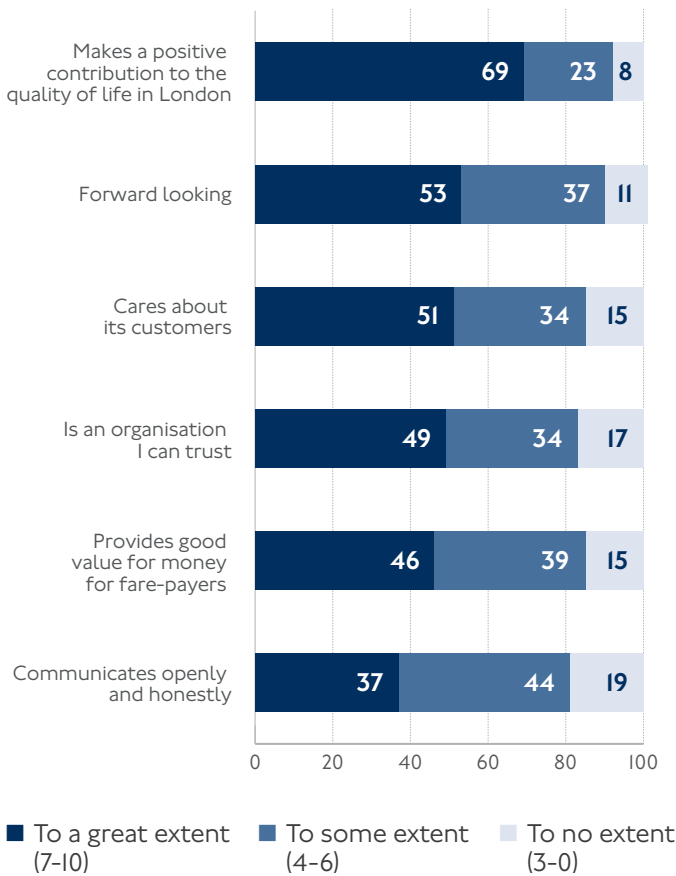
Outer London transport connections are a key concern for you with some areas lacking good public transport options and relying heavily on private vehicles. Developing the commuter rail network is therefore the number one priority for 30 per cent of outer London stakeholders as opposed to inner London stakeholders prioritising the extension of the Bakerloo line.

Your most supported TfL transport policies by area



Getting the message through

We asked you about your perceptions of TfL



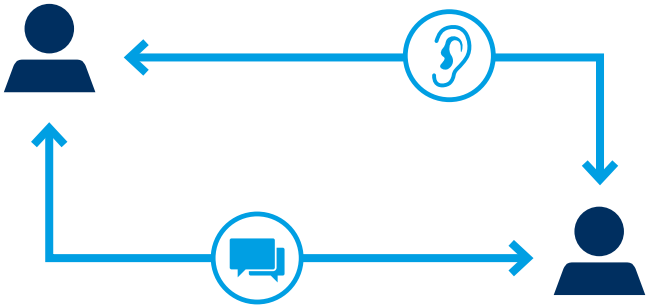
More than half of you view TfL as 'forward looking' (53 per cent) and 'caring about its customers to a great extent' (51 per cent). You often mentioned initiatives such as Healthy Streets as a key example of this.

A more tailored service

Your number one preference to receive our information is still by a personalised email, particularly for participating in our consultations and submitting responses (60 per cent) and to keep up to date with unplanned events and disruptions (57 per cent). Since 2017 you are increasingly more open to communicating with us through other forms of communication.

Listening and collaborating

You strongly believe TfL can improve its engagement by showing greater willingness to understand local needs and priorities. To do this you would like us to listen more, consider and include your feedback when it comes to making changes to the transport network.



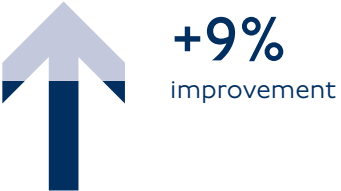
36%

of stakeholders have a main contact at TfL



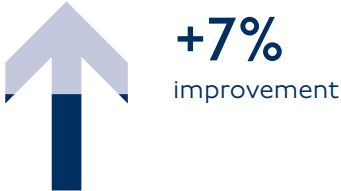
58%

of stakeholders agree that TfL invites them to contribute to consultations



51%

of stakeholders know how to approach TfL for information on issues for their organisation



You said, we did ...

More of you feel TfL is too bureaucratic and slow to act. You find it difficult to navigate the different teams within TfL, and say we take too long to answer your queries.

Over the coming months we will work with our colleagues to understand who you talk to and use this information to put together a suite of online tools to help you find the most appropriate contacts for your questions so we can speed up our response times.

You feel that TfL does not take your local borough priorities into consideration and therefore doesn't work with you collaboratively.

We will continue a programme of Commissioner and senior leadership visits for boroughs so that we can learn about and understand your priorities. In the coming months, a team of 16 Healthy Streets Officers will take up new positions with boroughs to help support local plans to increase cycling, walking, making streets safer for travel and improving air quality. We will continue to attend borough transport liaison meetings and analyse our contact with councillors to improve our work on local issues.

You have told us that you find the web content for stakeholders out of date and you struggle to find what you need.

We acknowledge that this is an issue, which is why we have started refreshing our web content for you. The new pages will provide up-to-date content and easier navigation, including localised project information, and answers and further guidance to questions relevant to your residents. We will hold stakeholder focus groups to ensure content is relevant and useful, with the new pages in place in early 2020.

You want more influence on the decisions we make, particularly on our consultations.

Each year, we run approximately 40 consultations to ensure we hear the views of borough representatives, local people and anyone interested in our schemes. More often than not, the recommendations we receive lead to us revising the scheme in some way. We are now running more structured early engagement – giving you an earlier opportunity to shape and inform our plans. Over the next 18 months we are also reviewing our online consultation tool and documents, to make it easier for everyone to understand and comment on proposals, and to see how their feedback has changed our schemes.

You said, we did ... (continued)

You told us we need to continue to improve our engagement.

We have had a lot of positive feedback on the new Local Communities and Partnerships team that was set up last year to provide a single point of contact for borough representatives. We want to extend this further to ensure you know who to go to when you want to get in touch. Our engagement with you is at the heart of what we do so this is something we will continue to monitor and work on, with the initial stages completed this year. Your dedicated borough contact will be in touch with you soon to discuss how to better tailor our engagement with your borough.

You want a clearer understanding of TfL's strategies being delivered in your area.

Our improved online borough pages will help to make the connections between local projects and TfL strategies. In addition, a member of the Local Communities and Partnerships team will be talking to you directly to understand how we can better support you to ensure our strategies are clear and relevant, and take into consideration your needs.

How to get in touch:

If you would like to contact the Local Communities and Partnerships team with any questions or comments, our contact details are as follows:

East team

(Barking & Dagenham, Bexley, Enfield, Hackney, Haringey, Havering, Islington, Newham, Redbridge, Tower Hamlets, Waltham Forest)

Gary Nolan

garynolan@tfl.gov.uk
(020) 3054 8630

West team

(Barnet, Brent, Camden, City of London, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensington & Chelsea, Westminster)

Iain Killingbeck

iainkillingbeck@tfl.gov.uk
(020) 7126 4627

South team

(Bromley, Croydon, Greenwich, Kingston-upon-Thames, Lambeth, Lewisham, Merton, Southwark, Sutton, Richmond-upon-Thames, Wandsworth)

Rachel Harkes

rachelharkes@tfl.gov.uk
(020) 7126 2266

If your query is connected to a safety-related issue please contact our Customer Contact Centre, which has special arrangements in place to ensure these are prioritised.

0343 222 1234

(press option 5, then option 1)

About these results

This research was carried out between 4 April and 24 May 2019 by ComRes, an independent research agency, on behalf of TfL. 394 borough officers, directors and councillors across London responded to an online survey and 22 stakeholders then took part in in-depth telephone interviews.