



Perceptions of the travel environment

Prepared for: Transport for London
Ref: 1376/ds
TfL ref: 09105
Date: July 2012
Version: Final



Contents

Summary	3
Abstract.....	3
Key findings	3
Background and objectives	5
Main findings	6
Customer satisfaction ratings.....	6
Perceptions of journey experience.....	7
Satisfaction with most recent journey experience	15
Perception of the urban realm.....	29
Safety in local area	41
Appendix	46

Confidentiality

Please note that the copyright in the attached report is owned by TfL and the provision of information under Freedom of Information Act does not give the recipient a right to re-use the information in a way that would infringe copyright (for example, by publishing and issuing copies to the public).

Brief extracts of the material may be reproduced under the fair dealing provisions of the Copyright, Designs and Patents Act 1988 for the purposes of research for non-commercial purposes, private study, criticism, review and news reporting.

Details of the arrangements for reusing the material owned by TfL for any other purpose can be obtained by contacting us at enquire@tfl.gov.uk.

Prepared by:
SPA Future Thinking
Laystall House
8 Rosebery Avenue
London
EC1R 4TD

Summary

Abstract

As part of the Mayor's commitment to improving the quality of life of Londoners, Transport for London (TfL) regularly consults Londoners to assess the impact of measures to provide better travel and public spaces, and to develop customer-led policies for further improvements.

Satisfaction with journey experience is 67 out of 100, consistent with the last two years, and satisfaction with the urban realm has generally either increased or remained steady. Londoners are most satisfied with way-finding and personal safety when walking around locally during the day, while the condition of the streets for walking and cycling, cleanliness and attractiveness of the urban realm, and personal safety when walking at night remain the areas most in need of further attention.

Key findings

The mean satisfaction rating with travel in London is 67 out of 100. This is reasonable and is very similar to last year's figure of 66. The main reasons that Londoners give for their satisfaction with travel in London relate to the mode of public transport used, the ease of use and accessibility. The main reasons that Londoners give for dissatisfaction with travel are overcrowding, specific issues related to the mode of transport, and poor timeliness and punctuality.

As with previous surveys, approximately half of all Londoners have not perceived any change in the quality of experience when travelling around London compared with a year ago. However there has been a significant increase in the proportion of Londoners who think that travelling has got better; this has gone from 24% in 2011 to 28% in 2012. The main reasons given for perceived improvement are that certain public transport services have improved and that there are more frequent services. Improvements in the bus service were highlighted in particular. The main reasons given for perceived worsening in travel are overcrowding, traffic and congestion, and poor condition of roads.

Londoners' satisfaction with their most recent journey is fairly good: the mean satisfaction rating is 78 out of 100 which is very similar to last year's figure. Forty per cent of all Londoners give a very high satisfaction rating of 9 or 10 out of 10. The most common reasons given for high satisfaction ratings were timeliness and punctuality of services and, amongst car users, good clear roads with no road works.

Londoner's satisfaction with the level of noise in their local area is also very similar to last year. The mean satisfaction rating is 72 out of 100. Perhaps unsurprisingly, those living in outer London are more satisfied with levels of noise than those living in inner London. Outer Londoners are significantly more likely to give a very

high satisfaction rating of 9 or 10 than inner Londoners: 34% of them did so, compared with 27% for inner London residents. Proximity to a main road and general noise from traffic continues to play the most significant part in Londoners' satisfaction with noise levels (60% report being disturbed by road traffic noise).

Satisfaction with the level of transport related noise in particular has shown a steady increase over the past four years; the mean satisfaction rating now stands at 76 out of 100. There has been a significant increase in the proportion of Londoners giving a very high satisfaction rating; this is up from 31% in 2011 to 35% in 2012. The most common cause of noise disturbance is road traffic, 41% of Londoners are disturbed by this. There has been an increase in the proportion of Londoners disturbed by noise from air traffic, a quarter of Londoners now report that this disturbs them.

Londoners' satisfaction with the local urban realm - streets, pavements and public spaces - remains reasonable. The mean satisfaction rating is 65 out of 100. The proportion of Londoners giving a good rating of 7 or above is 61%; this is the highest it has been since 2009. But, at the same time, there has been an increase in the proportion of Londoners giving a very low rating; this has increased from 16% in 2011 to 19% in 2012.

In common with previous surveys, the main aspects of the urban realm that Londoners are either most satisfied or most dissatisfied with are the quality and cleanliness of open spaces and pavements, and parks that are well maintained and free of litter.

There has been a significant increase in the proportion of Londoners who think that the quality of their local area has got 'a lot' better over the past year, from 7% in 2011 to 11% in 2012. As a result, the proportion of Londoners who think that the quality of their local area has got better has increased from 22% to 29%. Inner Londoners are significantly more likely to say this than those living in outer London boroughs.

Perceived improvement in the local urban realm is most commonly related to the maintenance of pavements and roads, the cleanliness of open spaces and the quality of local parks (improvements to planting and play areas were often noted).

Londoners' satisfaction with the condition of the local urban realm remains relatively good, but the steady increases in mean satisfaction ratings since 2009 are much less evident this year. Only satisfaction with the level of general street clutter has continued to increase, the mean rating for this now stands at 74. The same is true for feelings of personal safety when walking about the local area - steady annual increases have not continued this year, though there have been no declines either.

There has been little change in the perception of the condition of streets for walking and cycling over the past year. The mean satisfaction rating for walking is 68 out of 100 and the mean rating for cycling is 64.

Background and objectives

The Mayor's Transport Strategy includes initiatives to improve Londoners' journey experiences and their perceptions of the urban realm around them (the streets, pavements and public spaces in their local areas).

Research has been conducted annually since 2009 with the aim to measure Londoners' experiences and satisfaction with their urban realm, in order to provide evidence of how this can be improved in line with local needs.

The survey findings form the basis of three Strategic Indicators monitoring the outcomes of the Mayor's Transport Strategy. These indicators are reported in the annual Travel in London report, available here:

<http://www.tfl.gov.uk/corporate/about-tfl/publications/1476.aspx>

The quality of life key indicators assessed in this research are the perceptions of London's residents towards:

- Their overall journey experience when travelling in London
- Transport-related noise in their local area
- The quality of the urban realm in their local area

The research comprised 1,060 telephone interviews with a random selection of Londoners, taking place between 4th and 24th June 2012 (it was conducted at a similar time in 2011 and 2010, and in November 2009).

This year and in 2011 the research was conducted by SPA Future Thinking, whereas the previous two waves were conducted by Synovate. In order to maintain comparability of findings, the same questionnaire and code frame¹ has been used, and the report format is the same as last year.

Throughout the report, green circles indicate a figure is significantly different from 2011. Open ended responses have not been significance tested.

¹ Where respondents give answers to 'open-ended' questions, their verbatim comments are recorded and then grouped together through a process called 'coding' which assigns similar comments the same 'code', allowing us to see common themes more readily.

Main findings

Customer satisfaction ratings

Continuing the method employed in previous years, the key indicators in this survey are measured on a scale of 0 – 10, where 10 is extremely satisfied and 0 is extremely dissatisfied. The satisfaction rating is calculated as a mean rating, and multiplied by a factor of 10. Therefore, ratings are shown out of a total of 100. The table below shows the interpretation of the scores and highlights that any scores rated 69 or under suggest that the service is in need of improvement.

Table 2.1 Customer satisfaction ratings

	Description
Under 50	Very low / weak / poor
50-54	Low / weak / poor
55-64	Fairly / relatively / quite low / weak / poor
65-69	Fair / reasonable
70-79	Fairly / relatively / quite good
80-84	Good or fairly high
85-90	Very good or high
91 - 100	Excellent or very high

Throughout this report, when discussing satisfaction scores, reference will be made to the mean rating followed by a more detailed discussion. The table below show the groupings that are used to describe the various satisfaction levels.

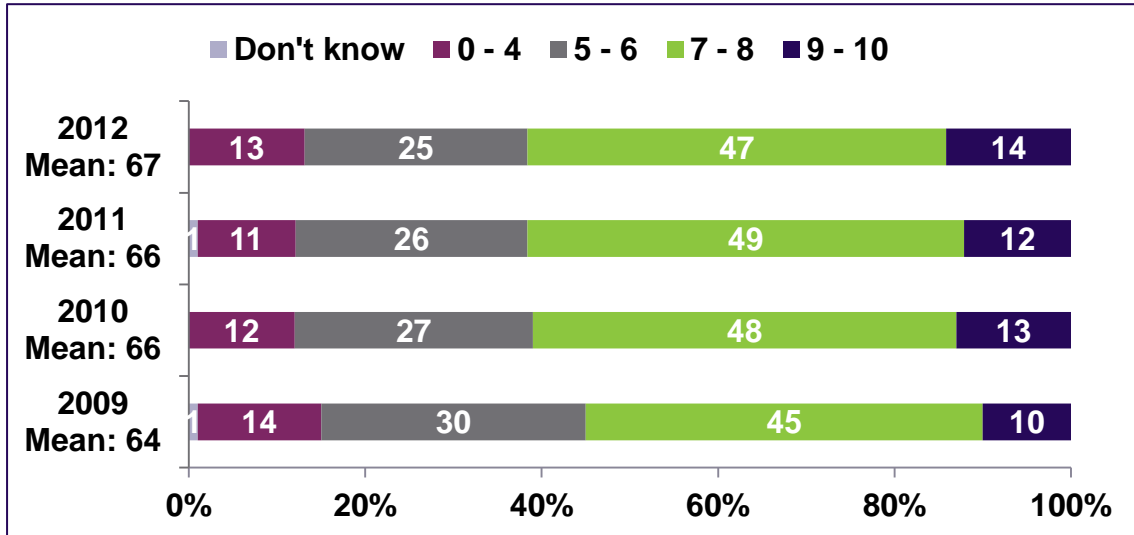
Table 2.2 Customer satisfaction ratings

	Classification
0, 1, 2, 3 or 4	Least satisfied
6 or 5	
8 or 7	
10 or 9	Most satisfied

Perceptions of journey experience

Previous surveys have reported a small but steady rise in overall levels of satisfaction with travel in London. This year's findings maintain that trend. The mean level of satisfaction with travel in London is 67 out of 100.

Chart 2.3 Satisfaction with travel in London²



JE1: How satisfied are you with travel in London?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

While mean levels of satisfaction remain reasonable and continue to show a small upward trend, this year there has been some movement towards the poles. More Londoners now give a rating of 9 or 10 out of 10 (14% compared with 12% in 2011), but, at the same time, more Londoners also give a rating of 0-4 out of 10 (13% compared with 11% in 2011).

As with last year's survey, Londoners aged 65 and above are significantly more likely to give a higher satisfaction rating than those in younger age groups (with a mean satisfaction rating of 74 out of 100). Those aged 35-44 report the lowest mean satisfaction rating (62 out of 100).

There is very little difference in the mean satisfaction rating between white and BAME Londoners, and those living in inner and outer London. Those in employment are significantly more likely to give a lower satisfaction rating than those who are unemployed, as are those living in AB socio-economic group households compared with other socio-economic groups.

² Please note that where the total percentages do not sum to 100%, this is due to rounding.

Reasons for giving high satisfaction ratings

When asked what aspects of travel they are most satisfied with, the most common responses Londoners give are related to modes of public transport use.

Approximately one third of Londoners mention satisfaction with buses, more than in last year's survey. One quarter of Londoners cite satisfaction with the Tube and one fifth mention trains; both are increases on last year's findings.

One third of Londoners cite regular / good services as the reason they are most satisfied with travel in the city. This has increased since last year and is almost double 2010's figure of 17%.

There have also been small but noticeable increases in the proportion of Londoners who cite satisfaction with the cleanliness of transport and the quality / usefulness of information and signage.

Table 2.4 Reasons for satisfaction with travel in London

	2012	2011	2010
Buses	34%	28%	28%
Regular / good services	33%	28%	17%
Tube / Underground	25%	23%	23%
Trains	20%	17%	18%
Ease of use / travelling	14%	12%	6%
Accessibility / availability / wide range of services available	14%	10%	6%
Timely / punctual services / good punctuality	13%	8%	6%
Speed of services / fast services	11%	10%	5%
Cleanliness of transport / services	6%	4%	3%
Reliability / reliable services	6%	4%	4%
Variety / different forms of transport available	6%	5%	4%
Information / signage/ information displays	5%	2%	1%

JE2. What aspects of travelling in London are you most satisfied with?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

In common with previous surveys, those who are more likely to use a particular mode of transport on a weekly basis are more likely to cite it as the aspect of travel in London that they are most satisfied with.

There is little overall difference in aspects of satisfaction between men and women, but women are significantly more likely than men to mention buses as the main reason they are satisfied (39% compared with 29%). Disabled Londoners are more likely to cite satisfaction with buses than non-disabled Londoners (37% compared with 34%), but are significantly less likely to cite the tube (18% compared with 26%) and trains (13% compared with 21%).

Those aged 65 and above are significantly more likely than other age groups to cite buses (50% of Londoners in this age group stated that they were most satisfied with buses). Those aged 35 and above are more likely than younger Londoners to cite the tube. Londoners aged 35-44 are least likely to cite regular / good services as the main reason for their satisfaction compared with other age groups (26%); Londoners aged 16-24 are most likely to cite regular / good services compared with other age groups (41%).

Reasons for giving low satisfaction ratings

When asked what aspects of travel they are least satisfied with, the most common responses Londoners gave was overcrowding / services that were too busy and lack of seating. Those living in outer London are more likely to cite this than those living in inner London, as are those working in full time employment and those in younger age groups. Londoners aged 35-44 are most likely to mention it (36%) and those aged 65 and above are least likely to cite overcrowding (17%). Overcrowding is more likely to be viewed as a problem by those who use trains (35%) or the Tube (32%) on a weekly basis.

Almost a quarter of Londoners cite the Tube as an aspect of travel they are dissatisfied with, this is consistent with last year's findings. The proportion of Londoners who mention buses and poor timeliness / punctuality has increased since last year: 22% cite dissatisfaction with buses and 20% mention poor timeliness / punctuality.

Those in ABC1 socio-economic groups are more likely to cite overcrowding (30%) than those in other socio-economic groups; they are also more likely to cite dissatisfaction with the Tube and with poor timeliness / punctuality. Londoners aged 35-44 are more likely to mention overcrowding (36%) than those in other age groups, and those aged 25-34 are more likely to cite the Tube (33%). Younger Londoners are more likely to mention dissatisfaction with poor timeliness / punctuality than older Londoners, and those aged between 25 and 44 are more likely to cite dissatisfaction with fares and fare increases than those in other age groups.

Table 2.5 Reasons for dissatisfaction with travel in London

	2012	2011	2010
Crowded / overcrowding / too busy / lack of seating	27%	25%	17%
Tube / underground	24%	23%	19%
Buses	22%	18%	19%
Poor timeliness / punctuality / delays / disruptions	20%	14%	10%
Fares / fare increases	16%	14%	10%
Traffic / congestion / traffic jams	15%	13%	10%
Trains	14%	13%	9%
Specific tube lines / bus routes / trains	10%	7%	2%
Conditions of roads / road works / road closures	10%	5%	4%
Irregular services / poor frequency of services / timetables / poor amount of services / poor connection times	9%	10%	7%
Travelling at certain times (e.g. peak times/rush hour)	7%	5%	3%
Poor information / announcements / displays	6%	4%	2%
Behaviour of other passengers	6%	3%	3%
Speed of services / slow services	5%	3%	3%
Poor / unhelpful staff / drivers	5%	2%	2%
Reliability / unreliable services	5%	-	3%
Cycling / lack of cycle paths	5%	3%	2%

JE3. What aspects of travelling in London are you least satisfied with?

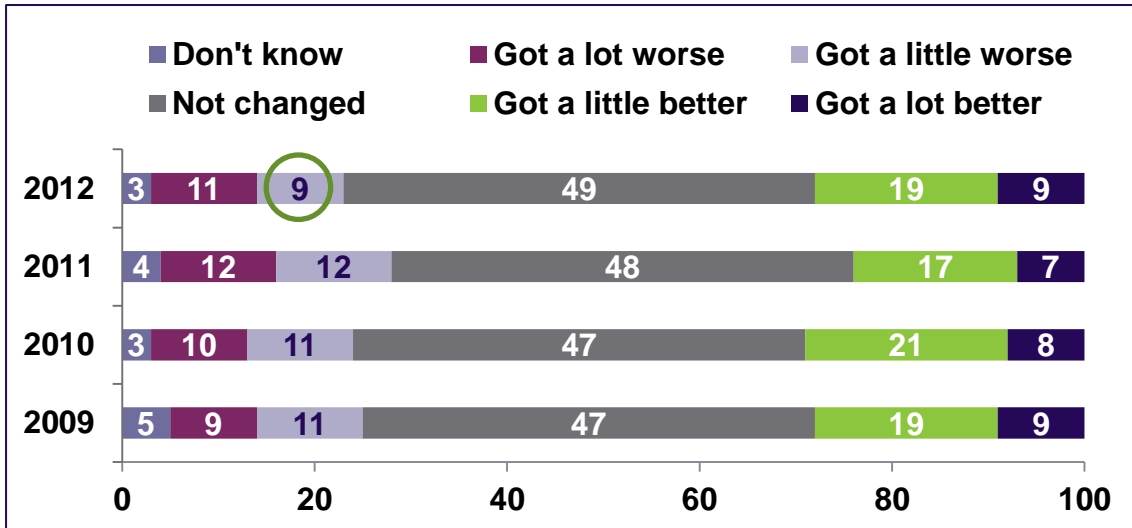
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

Inner Londoners are most likely to cite dissatisfaction with the tube (31%), compared with other aspects of travel. Outer Londoners are most likely to cite dissatisfaction with overcrowding (30%).

Perception of travelling compared with a year ago

As with previous surveys, approximately half of Londoners (49%) stated that travelling in London has not changed over the past year. However, there has been a significant increase in the proportion of Londoners stating that travelling has got better (28% compared with 24% in 2011). At the same time, there has been a significant decrease in the proportion of Londoners stating that travelling has got worse (20% compared with 24%). As a result, the change in perception highlighted in last year's survey appears to have reversed this year.

Chart 2.6 Perception of change in London travel over the past year



JE4: Do you think that travelling in London has got better, got worse or not changed in the past year?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

BAME Londoners are significantly more likely than white Londoners to state that travelling has got better (37% compared with 25%). Those living in inner London are also more likely to state that travelling has got better than those living in outer London. (31% compared with 26%). Disabled Londoners are more likely to state that travelling has got worse than non-disabled Londoners (24% compared with 19%).

Younger Londoners, those aged 16-24, are significantly more likely to state that travelling has got better (39%) than those in older age groups. Those aged 35 and above are more likely to state that travelling has got worse than those aged under 35.

Reasons for thinking travel in London has got better

Among those who thought that travel in London has got better over the past year the most common reasons given for perceived improvement relate to public transport services. Almost two fifths (39%) of Londoners cite an improvement in bus services; this is a substantial increase on last year's figure. There has also been a substantial increase in the proportion of Londoners citing more frequent / regular services, which now stands at 28%.

More Londoners cite improved train / rail services and tube improvements compared with previous surveys. Londoners aged 55 and above are more likely to cite improved frequency / regularity than those in younger age groups, as are Inner Londoners (32%) compared with outer Londoners (25%).

A greater proportion of Londoners also cite more timely / punctual services as a reason for travel getting better over the past year. Those living in outer London are far more likely to cite this than those living in inner London (15% compared with 6%).

Table 2.7 Reasons for thinking travel in London has got better

	2012	2011	2010
Bus services have improved	39%	26%	18%
More frequent / regular services	28%	5%	14%
Improved train / rail services	18%	12%	10%
New / modernised transport / refurbishment / new rolling stock / more investment in services	15%	10%	7%
Tubes have improved / underground better	13%	7%	7%
More timely / punctual services	11%	3%	12%
Increased services / additional services/new routes	10%	5%	9%
Specific tube lines / bus routes / trains (positive mentions)	9%	-	-
Cleaner services	7%	5%	4%
Better / more travel information / signage	7%	5%	2%
Comfortable / pleasant / air-conditioned	6%	-	-
Bus stops display times of next buses	5%	*%	-
More convenient / easier to get around	5%	2%	5%
Improved staff attitude	5%	1%	1%
DLR service has improved	5%	-	-

JE5. Why do you say this [that travel in London has got better over the last year]?

Base: all who say travel in London has got better (2012: 293; 2011: 228; 2010: 287)

Reasons for thinking travel in London has got worse

Amongst those who thought that travel in London has got worse over the past year the most common reasons given were busier or more overcrowded services, increased traffic and road congestion, and the poor condition of roads / more road works.

There has also been a substantial increase in the proportion of Londoners stating that the tube has either got worse or has not improved this year, this is now 15%.

One in ten Londoners also expressed concerns with the effect of the Olympics on general ease of travel or on the ability of the travel network to cope with demand. This is highly likely to be a temporary issue; it has not been mentioned in previous surveys.

Table 2.8 Reasons for thinking travel in London has got worse

	2012	2011	2010
Busier services / more overcrowded / more people travelling	31%	33%	24%
Increased traffic / congestion / more vehicles on the road	21%	18%	15%
Poor condition of roads / more road works	17%	15%	11%
Delays / disruptions to services / line closures / cancelled services / lack of services on weekends etc.	15%	24%	21%
Tubes are worse / haven't improved	15%	4%	2%
The prices / expensive fares / price increases	12%	19%	13%
Effect of / ability to cope with Olympics (negative mentions)	10%	-	-
Trains are worse / haven't improved	9%	-	-
Buses are worse / haven't improved	9%	-	-
Worse at certain times (e.g. peak times / rush hour)	7%	-	-
Specific tube lines / bus routes / trains (negative mentions)	7%	-	-
Behaviour of other passengers (rude / arrogant / selfish / dirty / inconsiderate)	6%	2%	1%
Longer journey times	6%	3%	3%
Less frequent / regular services	5%	3%	4%
More unreliable services (general)	5%	1%	3%

JE5. Why do you say this [that travel in London has got worse]?

Base: all who say travel in London has got worse over the last year (2012: 227; 2011: 256; 2010: 218)

Those living in outer London were more likely to cite busier / more overcrowded services than those living in inner London (35% compared with 25%). Those aged 55 and above were more likely to cite increased traffic and road congestions than those aged under 55; they were also more likely to cite the poor condition of roads / more road works than those aged under 55. Disabled Londoners were considerably more likely than non-disabled Londoners to cite increased traffic and road congestion (34% compared with 19%).

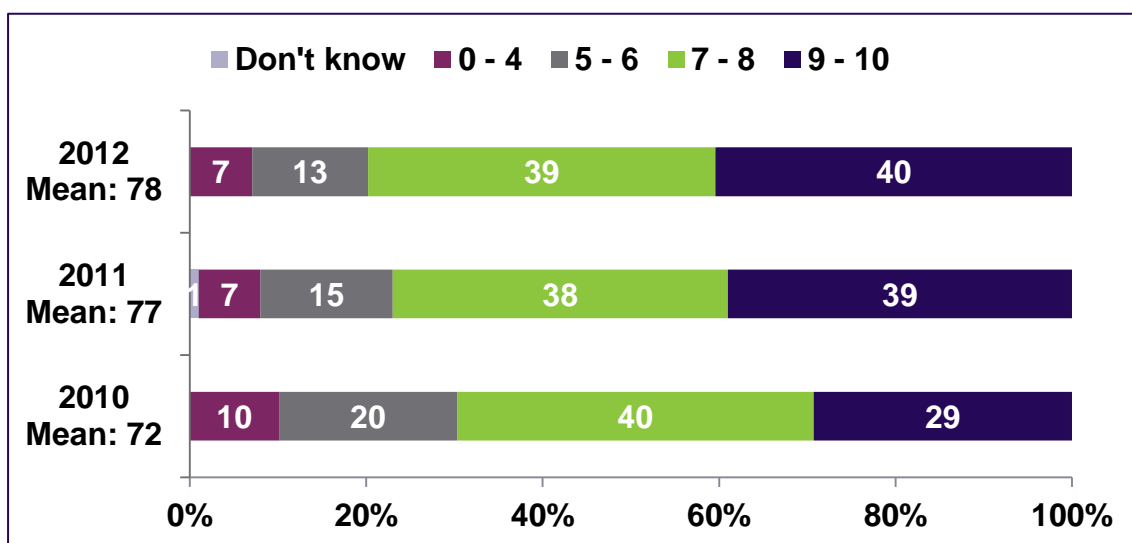
Fewer Londoners cite delays and disruptions / line closures and cancelled services, or travel price increases, than in previous surveys.

Satisfaction with most recent journey experience

Londoners were asked to think about their most recent journey and how satisfied they were with it. Survey respondents provided a score between 0 and 10 to represent how satisfied they were. The mean satisfaction rating was 78 out of 100, this is in line with last year's rating of 77.

As with last year's survey, two fifths of Londoners rated their satisfaction with their last journey very highly (either 9 or 10 out of 10). The proportion of Londoners who gave a rating between 0-6 continued to decrease, from 30% in 2010 to 20% in 2012.

Chart 2.9 Satisfaction with most recent journey experience



NEWJE10: Taking every stage of your journey into account, how satisfied were you with this most recent journey experience?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

Different modes of weekly transport use has little overall impact on Londoners' satisfaction ratings. However, those who use a bike were more likely to give a very low rating (0-4 out of 10) than those who report using other forms of transport; 13% of those who use a bike gave a rating between 0-4, compared with less than 10% for each other mode of transport used.

Londoners aged 65 and above were more likely than those in younger age groups to give a very high satisfaction rating; 46% of those aged over 65 gave a rating of 9 or 10 out of 10. White Londoners were significantly more likely than BAME Londoners to give a very high satisfaction rating (43% compared with 34%). Those living in outer London were also more likely to give a very high satisfaction rating (42% compared with 38% for Inner London); those living in inner London were more likely to give a lower score, between 0-6 (22% compared with 18% for outer London).

When asked what aspect of their most recent journey they were most satisfied with, the most common response related to the general mode of transport use, with 28% of Londoners citing buses, trains, tubes, etc. as being the most satisfactory aspect of their journey.

A quarter of Londoners (24%) cited timeliness / punctuality / short waiting time as the most satisfactory aspect. One fifth of Londoners (19%) cited clear roads / no road works. There were few differences between sub-group responses, but, as with last year, different age groups appear to be satisfied with different aspects of their journey. Younger Londoners aged 16-24 were much more likely than older age groups to cite the general mode of transport use (38% of them did so). Londoners aged 55 and above were also more likely to cite clear roads / no road works than those aged between 16 and 34. Those aged between 16 and 34 were more likely to cite timeliness / punctuality / short waiting time than those aged 55 and above.

Table 2.10 Aspects of most recent journey which caused greatest satisfaction

	2012	2011	2010
General mode of transport (Bus/train/tube etc)	28%	23%	4%
Timely / punctual / arrived on time / short waiting time	24%	20%	25%
Little traffic / clear roads / no road works	19%	14%	12%
It was fast / the speed of the journey / it was efficient	15%	12%	12%
It was not crowded / not too busy	12%	4%	5%
Drove my own car / walked / didn't have to use public transport / could do what I wanted / go where I wanted etc.	8%	11%	4%
It was easy / simple / straightforward / no problems	8%	6%	5%
I got to my destination / where I wanted to go / when I arrived at my destination (e.g. home)	6%	5%	5%
Everything / it was good / satisfied in general	5%	10%	2%

NEW JE11. What aspects of this most recent journey experience were you most satisfied with?
 Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

When asked what aspect of their most recent journey they were least satisfied with, the most common response also related to the general mode of transport used; 16% of Londoners cited buses, trains, tubes, etc. as the least satisfactory aspect of their journey.

Other reasons cited were broadly similar to previous year's surveys. One tenth of Londoners cited traffic / congestion, and just under one tenth cited overcrowding / lack of space or seating and poor timeliness / punctuality and delays.

Two fifths of Londoners (39%) did not state anything about their journey that they were least satisfied with, or stated 'nothing in particular'. This is a small increase on last year's survey (37%) and continues the increasing trend since 2010.

Table 2.11 Aspects of most recent journey which caused least satisfaction

	2012	2011	2010
General mode of transport (Bus/train/tube etc)	16%	10%	2%
The traffic / congestion	11%	10%	11%
Overcrowded / busy / lack of space / seating	8%	8%	11%
Poor timeliness / punctuality / delays	8%	5%	9%
Road works	6%	6%	5%
Nothing in particular	39%	37%	34%

NEW JE12. What aspects of this most recent journey experience were you least satisfied with?
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

As with aspects of their journey that they were most satisfied with, there were few differences between sub-group responses. However, younger Londoners aged between 16 and 34 were more likely to cite the general mode of transport used as a point of dissatisfaction than those in older age groups; they were also more likely to cite poor timeliness / punctuality and delays, and overcrowding.

There was some correlation between mode of transport used weekly and the aspect of travel that Londoners were least satisfied with. Bike and car users were more likely to cite traffic / congestion than users of other modes of transport. Those who used the train were slightly more likely to cite poor timeliness / punctuality and delays (13%) than users of other modes of public transport; and those who used the Tube were slightly more likely to mention overcrowding / lack of space and seats (10%) than users of other modes of public transport.

As with last year's survey, Londoners in the DE socio-economic group were most likely not to state anything that they had been least satisfied with (52%). Londoners aged 55 and above were also more likely not to state anything than those in younger age groups, with 45% aged 55-64 and 51% aged 65 and above not giving any reason or stating 'nothing in particular'.

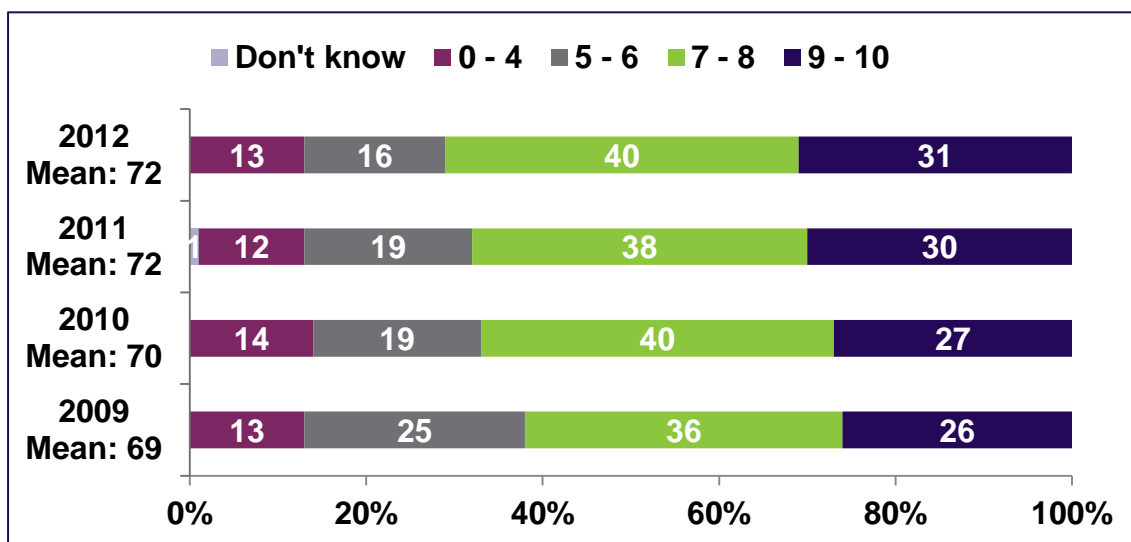
Perception of noise

General perception of noise

Londoners' satisfaction that noise levels in the area where they live are 'reasonable' remains broadly similar to last year's survey. The mean level of satisfaction was 72 out of 100, which is fairly good. The proportion of Londoners giving a rating between 7 and 10 out of 10 has increased since last year, from 68% to 71%.

Those living in outer London are significantly more likely to give a very high satisfaction rating, 9 or 10 out of 10, than those living in inner London (34% compared with 27%). And those in inner London are more likely to give a very low satisfaction rating (16% compared with 11%).

Chart 2.18 Satisfaction with noise levels in local area



JE6: How satisfied are you that noise levels in the area where you live are reasonable?
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

As with previous surveys, the main reason Londoners mentioned for giving high satisfaction ratings was that they lived in a quiet / peaceful area or away from a main road. Of those giving a positive or neutral rating:

- 48% stated that they live in a quiet / peaceful area (up from 38% in 2011)
- 13% stated that there was little or no noise from traffic
- 13% stated that noise did not bother them

Of those giving a negative rating:

- 39% stated that there was noise from traffic

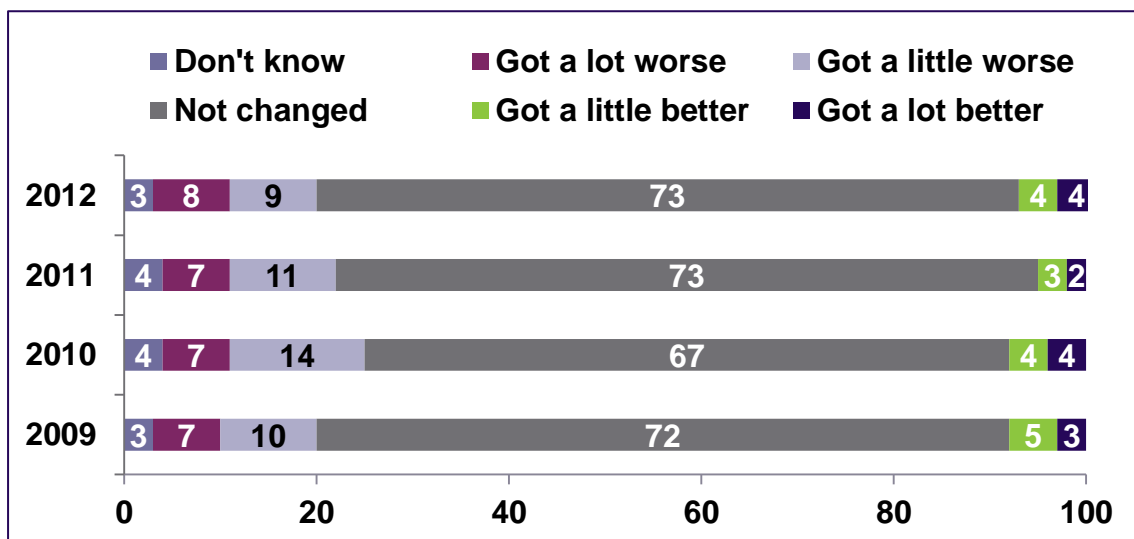
- 32% stated that they live in a noisy area or on a busy / main road
- 25% stated that there was noise from air traffic
- 18% stated that there was noise from sirens / emergency vehicles

Perception of noise in local area compared with last year

Londoners' perceptions of change in noise levels in their local area over the past year remain very similar to previous year's findings. Most Londoners (73%) have not noticed a change in noise levels over the past year. But for those who thought that there had been a change, most thought that noise levels had got worse (17%) rather than better (8%).

There has been an increase in the proportion of Londoners who think that noise levels in their local area have got better (from 5% in 2011); this is now the same proportion as in 2009 and 2010.

Chart 2.19 Perception of noise levels in the local area compared to last year



JE8 Do you think that noise levels in the area where you live have got better, got worse or not changed in the past year?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Of those who thought that noise levels in their local area have got better, the most common reasons given were:

- 18% stated that noise levels have improved / reduced
- 13% stated that people in the area are quieter / more considerate
- 11% stated that there was less traffic than before
- 9% stated that cars / buses / engines seemed quieter

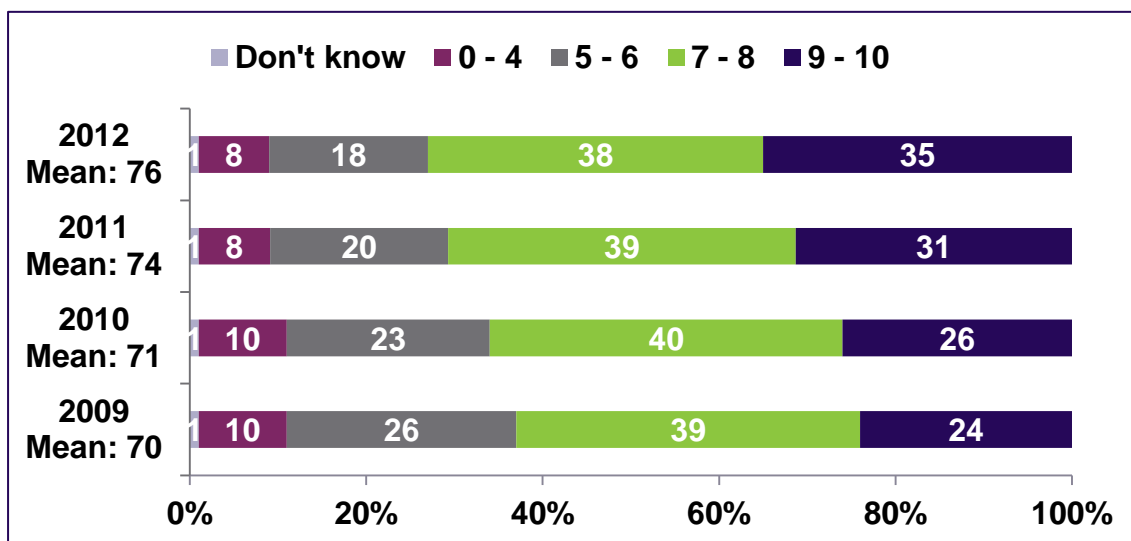
Of those who thought that noise levels had got worse, the most common reasons given were:

- 32% stated that there was more traffic / increased traffic noise
- 13% stated that there was more noise from air traffic
- 12% stated that people in the area were noisier / more inconsiderate
- 10% stated that there was building / construction works being carried out in the area

Perception of transport related noise

Londoners' satisfaction with transport related noise levels in their local area has increased slightly but not significantly this year. The mean satisfaction rating has increased from 74 to 76 and remains fairly good. However, there has been a significant increase in the proportion of Londoners who gave a very high satisfaction rating (either 9 or 10 out of 10). This was up from 31% in 2011 to 35% in 2012.

Chart 2.20 Satisfaction with transport related noise levels in local area



JE10: How satisfied are you that transport related noise levels in the area where you live a reasonable?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Younger Londoners, especially those aged 16-24, were significantly more likely to give higher satisfaction ratings than those in older age groups. Half of those aged 16-24 gave a rating of 9 or 10 out of 10 and the mean satisfaction rating for this age group was 81. Those aged 45-54 were least likely to give a very high satisfaction rating; a quarter (26%) of them did so. Londoners aged 16-24 were also least likely to give a very low satisfaction rating (between 0-4 out of 10); only 5% of them did so. Londoners aged 55-64 were most likely to give a very low satisfaction rating; 13% of them did so. This age group also had the lowest mean satisfaction rating (71).

There was little difference in the satisfaction rating between inner and outer Londoners (outer Londoners had a slightly higher mean satisfaction rating), but there was a more pronounced difference in the mean satisfaction rating between London sub-regions. North London had a comparatively low mean satisfaction rating of 73. There was less variation amongst the other sub-regions; East London had the highest mean satisfaction rating of 77.

Previous surveys have reported a correlation between satisfaction with noise levels in general and transport related noise levels specifically, this correlation continues to be evident. The main reasons Londoners provide for giving positive or negative satisfaction ratings with regard to noise levels in their local area are very similar to the reasons given for satisfaction with noise in general.

Of those who gave a positive or neutral satisfaction rating regarding transport related noise levels:

- 27% stated that they live in a quiet / peaceful area or away from a main road
- 16% stated that there isn't much / they don't hear much transport related noise
- 16% stated that they are not disturbed by / do not notice transport related noise

Of those who gave a negative satisfaction rating:

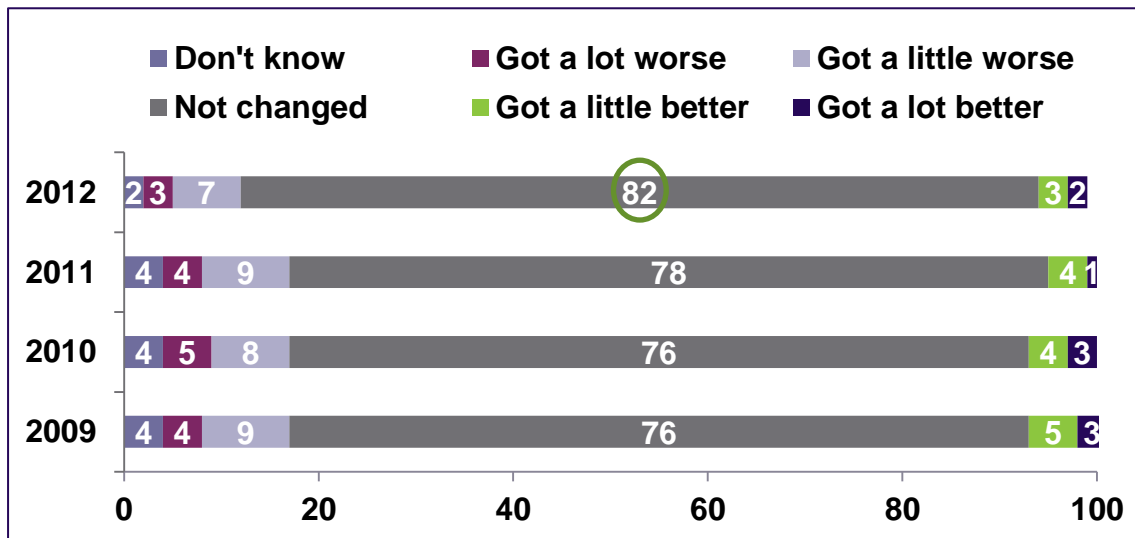
- 36% stated that there is a lot of traffic / congestion
- 30% stated that there is a lot of air traffic / they live under an air corridor
- 27% stated that they live in a busy area / on a main road / next to a bus stop

Perception of transport related noise levels in local area compared with last year

Most Londoners (82%) think that there has been no change in the level of transport related noise in their local area in the past year. Of those Londoners who do think there has been a change in transport related noise levels, most think that it has got worse rather than better.

Compared with 2011, the proportion of Londoners who think that transport related noise levels have got better remains the same (5%). However, there has been a significant increase in the proportion who think that there has been no change in transport related noise levels (up from 78%); as a result, the proportion of Londoners who think that transport related noise levels have got worse has decreased significantly, from 13% to 10%.

Chart 2.21 Perception of transport related noise levels in the local area compared to last year



JE12 Do you think that transport related noise levels in the area where you live have got better, got worse or not changed in the past year?

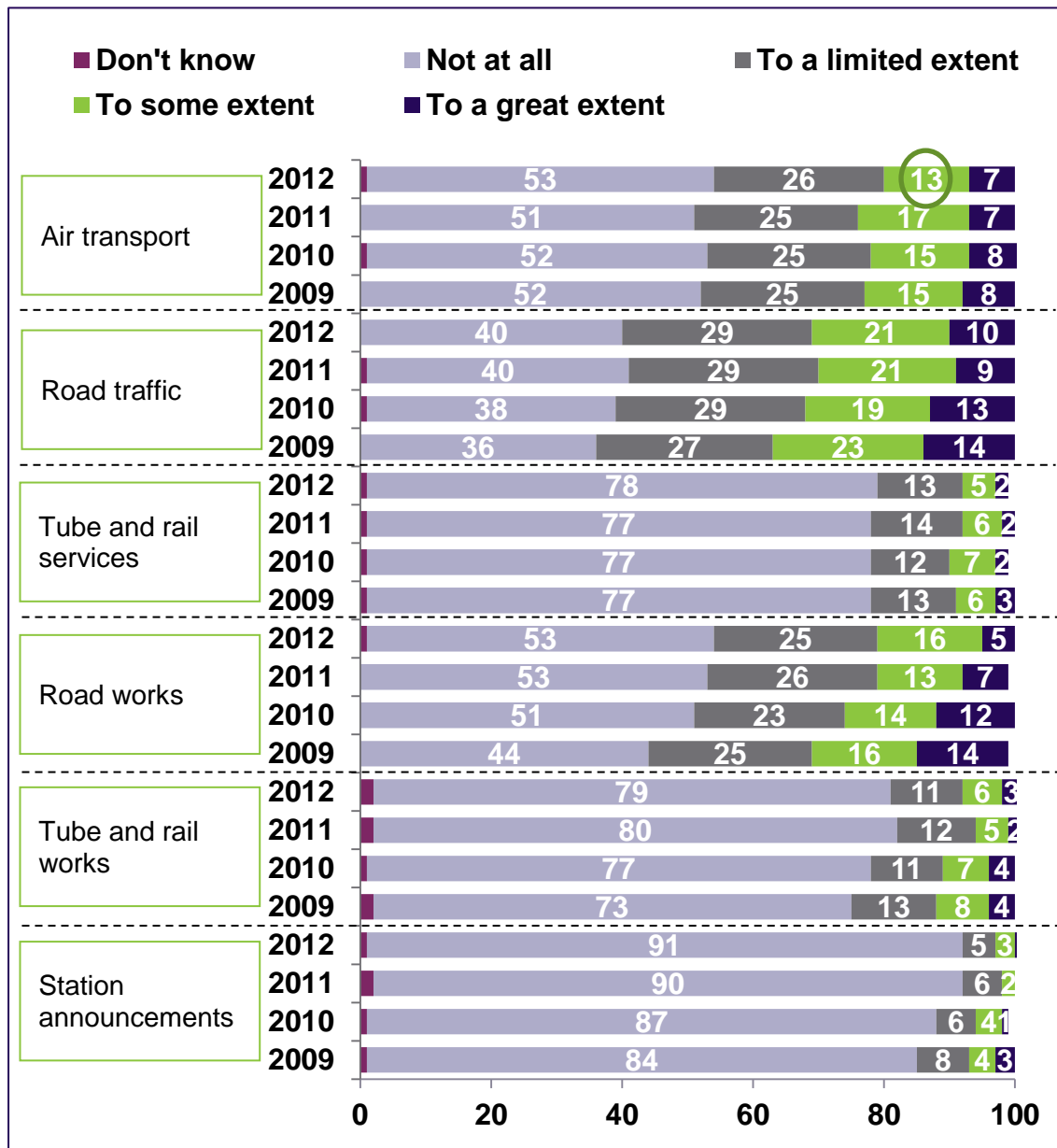
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Londoners aged 45 and over were significantly more likely to think that transport related noise levels had got worse than those aged under 34. There was very little age related variation amongst those who thought that transport related noise levels had got better.

Causes of disturbance

Londoners were asked about the extent to which they were disturbed by noise from specific transport related sources in their local area. The greatest source of disturbance is noise from road traffic (60% of Londoners reported being disturbed by road traffic noise, to a greater or lesser extent). Noise from air traffic and noise from road works both disturb 46% of Londoners.

Chart 2.22 Disturbance from...



JE13 To what extent are you disturbed by noise from each of the following transport aspects in the area where you live?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Last year's report highlighted a steady but slight trend for specific transport related noise to become less of a disturbance for Londoners between 2009 and 2011. This year, with the exception of noise from air traffic, such a trend is less evident. The proportion of Londoners reporting no disturbance from each transport source has generally held steady since 2011.

Over the past four years, the greatest increases in those reporting no disturbance from specific transport sources are related to:

- Road works – from 44% in 2009 to 53% in 2012
- Station announcements – from 84% in 2009 to 91% in 2012
- Tube and rail works – from 73% in 2009 to 79% in 2012

What causes the most disturbance

The most common source of transport related noise disturbance continues to be road traffic; two fifths of Londoners (41%) report that this is the source of transport related noise that disturbs them most.

There has been a significant increase in the proportion of Londoners who report being most disturbed by noise from air traffic. This has increased from 21% to 25% of all Londoners over the past year. Noise from air traffic is the second most common source of transport related noise disturbance.

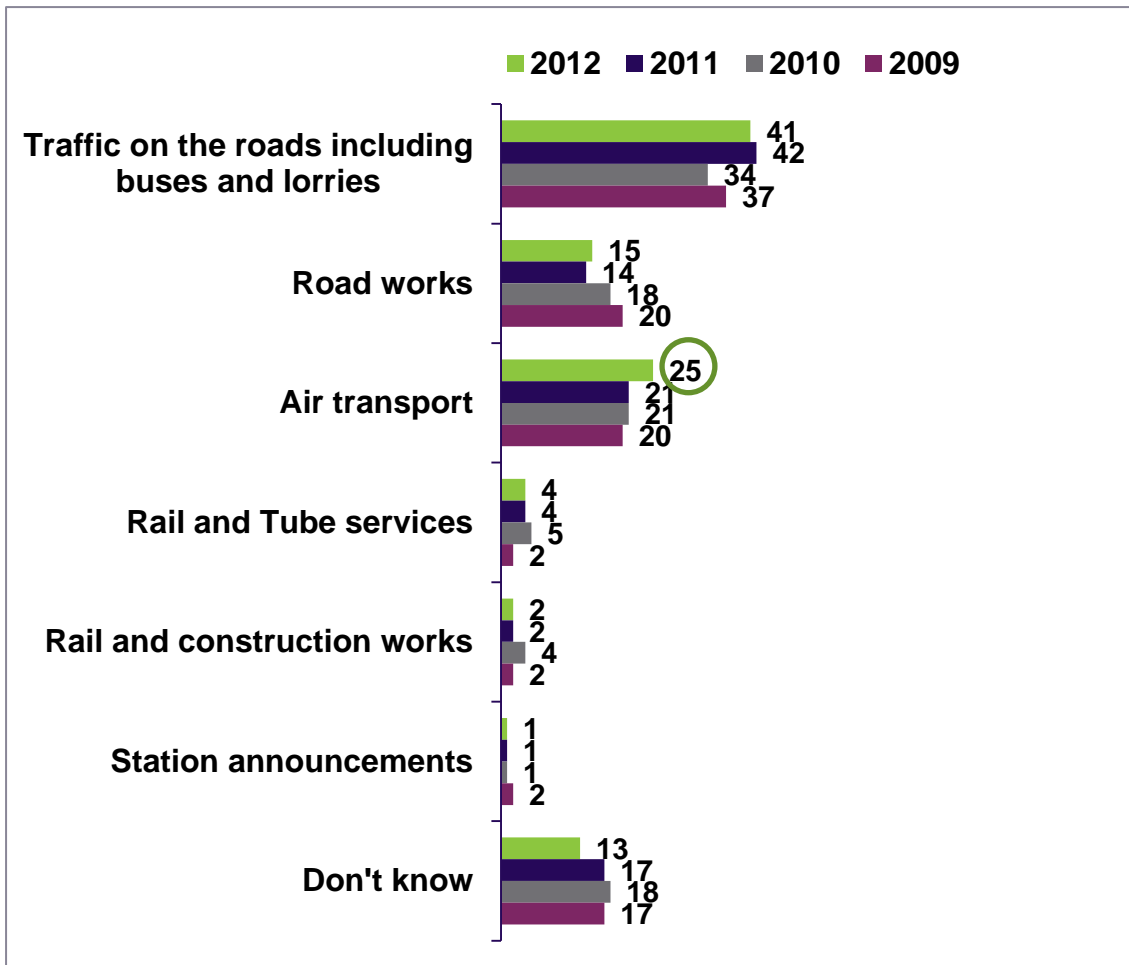
While the proportion of Londoners saying that they have been affected by noise from road traffic has declined over time (see Chart 2.22), it remains the noise source that is most likely to affect Londoners, with three fifths saying it affected them at least 'to a limited extent'. It is also the noise source that Londoners were most likely to say was the greatest cause of disturbance when asked directly, and this was significantly higher this year compared with in 2010 (see Chart 2.23).

There has been very little or no change in the proportion of Londoners reporting other transport sources causing them most disturbance.

Younger Londoners, aged between 16 and 34, were significantly more likely to report disturbance from traffic noise than those in older age groups; as were those living in inner London. Conversely, Londoners aged between 16 and 34, and those living in inner London, were significantly less likely to report noise disturbance from air traffic.

There was less sub-group variation relating to other sources of transport noise, but those living in north London were significantly more likely to report most disturbance from road works compared with the other sub-regions (27% of north Londoners reported most disturbance from road works – the second greatest source of disturbance after road traffic).

Chart 2.23 Greatest cause of disturbance



JE13 Which one aspect of transport related noise disturbs you most?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

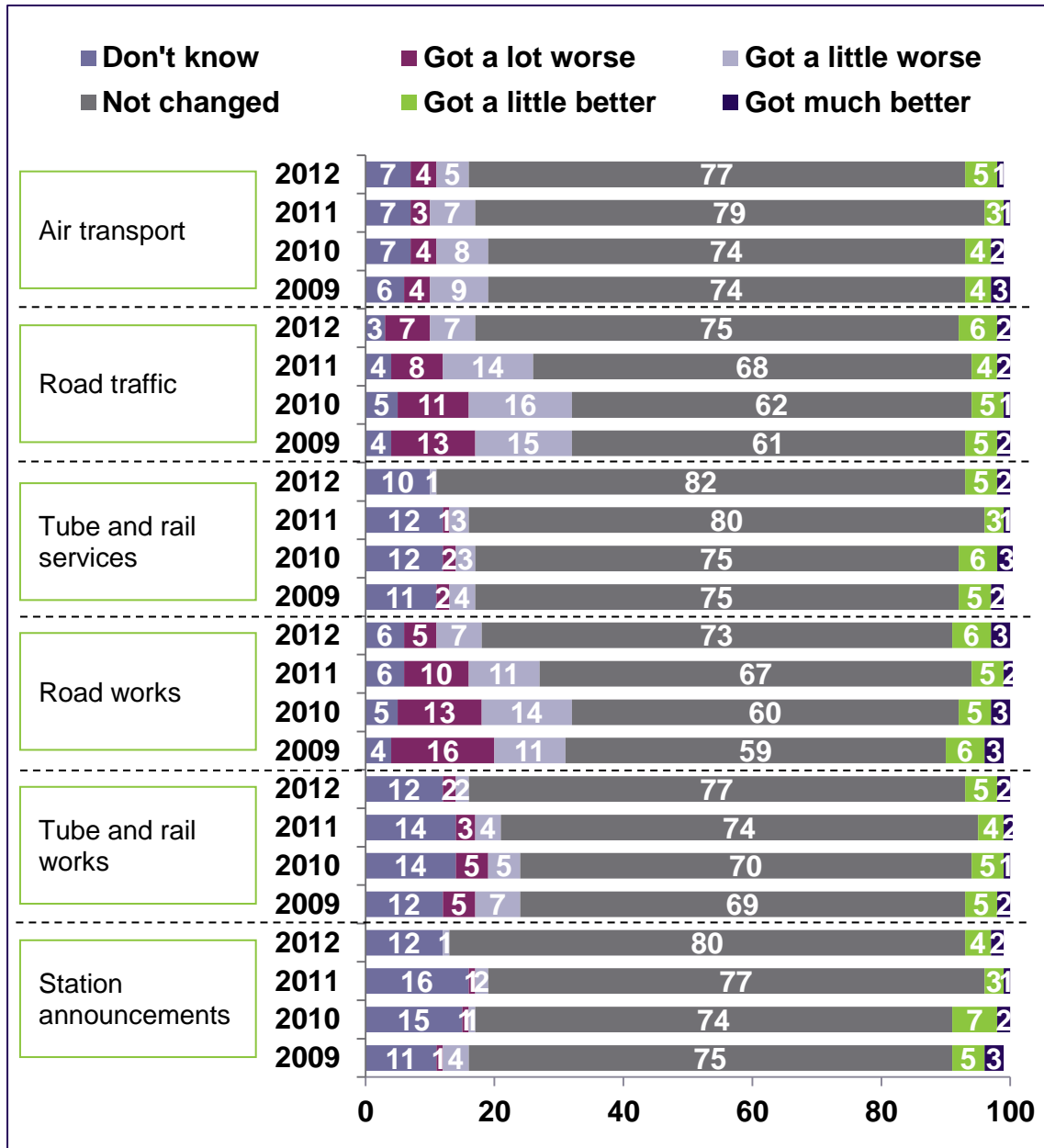
Extent to which noise level has changed over the last year

Similarly to previous waves of research, the majority of Londoners did not perceive that the levels of transport noise from specific sources had changed much over the last year. Only a small proportion – less than one in ten – thought that there had been an improvement for any type of transport related noise; this is also in line with the last three years.

Road traffic and road works were two specific noises that Londoners were most likely to think had worsened over the last year. However, both proportions decreased this year, mainly due to more Londoners stating they had not noticed any change.

Younger Londoners, aged under 35, were more likely to suggest transport related noise had got better over the last year compared to older Londoners. Those from lower socio-economic groups (C2DE) were more likely than AB Londoners to have noted improvements to the level of noise in London in the last 12 months.

Chart 2.24 Extent to which transport related noise has changed



JE14 1 Do you think that levels of the following types of transport related noise have got better or worse or not changed in the past year?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

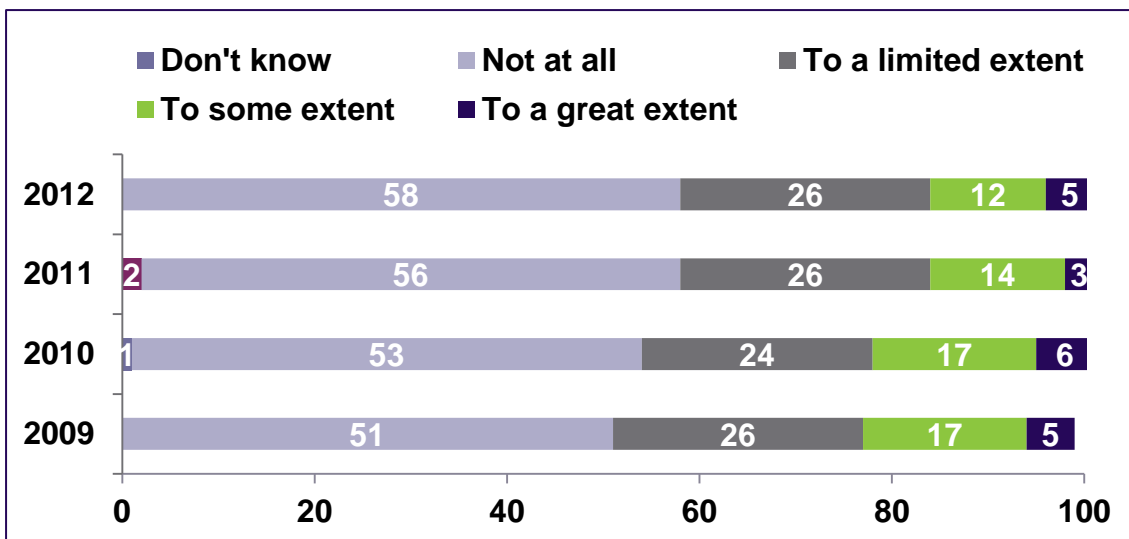
Extent to which noise levels have caused stress or loss of sleep

The proportion of Londoners who state that transport related noise has caused them no stress has continued to increase, from 51% in 2009 to 58% in 2012. However the proportion of Londoners who said that transport related noise did cause them to feel stressed, to a greater or lesser extent, has remained the same as in 2011 (43%). The increase in those who have not felt any stress this year is accounted for by just two percent of respondents stating 'don't know' in 2011.

There has been a slight increase in the proportion of Londoners who state that transport related noise has caused them to feel stressed 'to a great extent', from 3% in 2011 to 5% in 2012.

There were few sub-group variations, but disabled Londoners are significantly more likely to feel stress from transport related noise than non-disabled Londoners. One in ten disabled Londoners feel stress from transport related noise 'to a great extent' and 17% of disabled Londoners feel stress 'to some extent'. Two fifths of disabled Londoners (42%) stated that transport related noise has not caused them any stress; this is significantly below the figure for all Londoners in general.

Chart 2.25 Extent to which transport related noises have caused stress



JE15 Taking into account all these types of transport related noise that we have been looking at, to what extent do these types of noise cause you to feel stressed?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

As with previous surveys, the majority of Londoners stated that their sleep was not disturbed by transport related noise. However, one third of Londoners were sleep disturbed during the last year and 17% were disturbed at least once a week.

There was very little sub-group variation amongst those who stated that their sleep was disturbed.

Table 2.26 Frequency of sleep being disturbed by transport related noises

	2012	2011	2010	2009
Daily	5%	6%	7%	6%
3-5 times a week	4%	4%	5%	5%
Twice a week	4%	4%	5%	3%
Once a week	4%	6%	5%	5%
Once a fortnight	4%	5%	3%	4%
Once every few months	7%	8%	6%	7%
Less often	5%	6%	7%	7%
Not in the last year	58%	54%	58%	57%
Don't know	8%	8%	3%	6%

JE16 Again, taking into account all these types of transport related noise that we have been looking at, how often, if at all, do they disturb your sleep?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

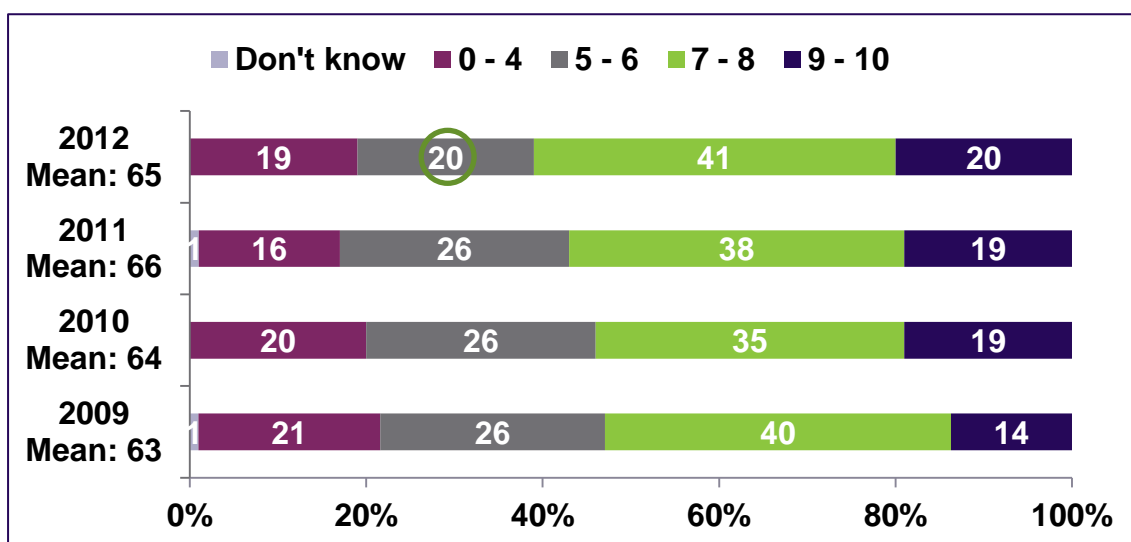
Perception of the urban realm

Londoners were asked to rate how satisfied they were with the quality of streets, pavements and public spaces in their local area. The mean satisfaction rating in 2012 was 65 out of 100, which is reasonable, and similar to last year.

Since last year, there has been a significant decrease in the proportion of Londoners giving a poor / fairly poor rating of 5 or 6 out of 10, from 26% to 20%. More Londoners gave a rating of fairly good to very good (between 7 and 8 out of 10), but more also gave a very poor rating between 0-4 out of 10.

The proportion of Londoners giving a rating of 7 or above is the largest it has been since 2009, up from 54% to 61%.

Chart 2.27 Satisfaction with the quality of the streets, pavements and public spaces in local area



JE17 Overall taking everything into account, how satisfied are you with the quality of streets, pavements and public spaces in the area where you live?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Disabled Londoners were significantly more likely to give a very low rating than non-disabled Londoners, a third of them did so. The mean satisfaction rating amongst disabled Londoners was 56 out of 100. Women were more likely to give a lower rating than men. The mean satisfaction rating for women was 63 and for men it was 68.

Of those who gave a more positive rating, the main reasons for doing so were:

- 17% stated good open spaces / parks / wide streets and pavements
- 15% stated that streets and public spaces are clean / with little rubbish
- 15% stated good / well maintained pavements

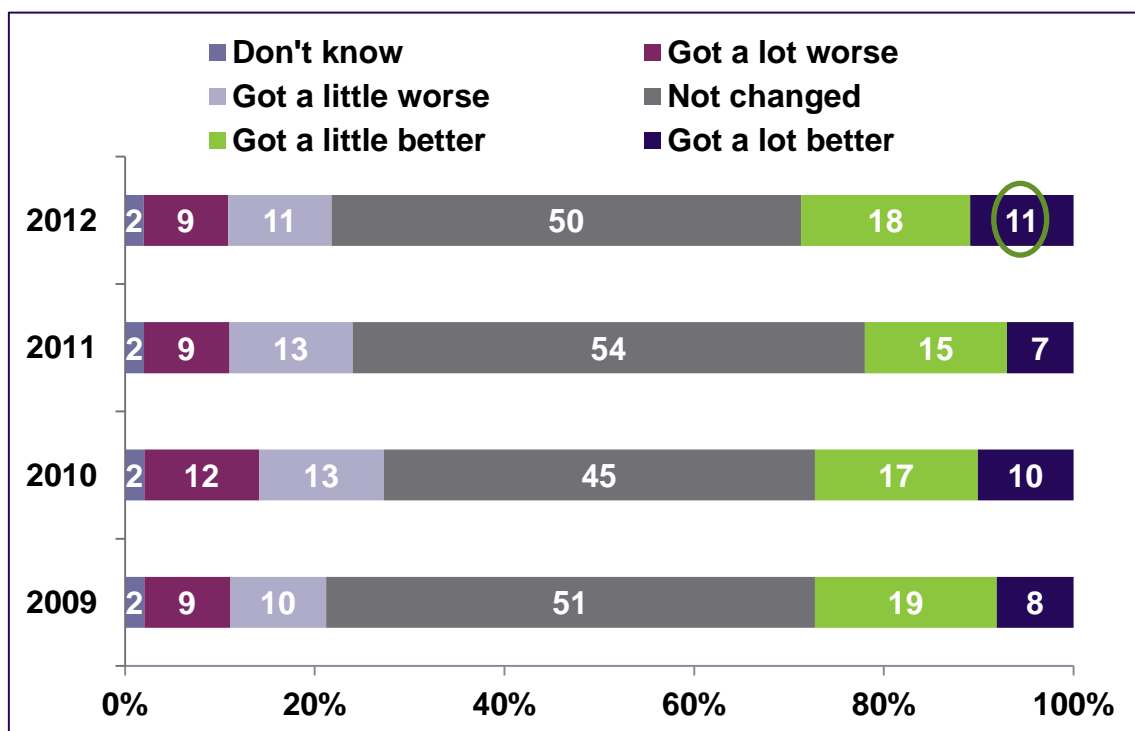
Of those who gave a low satisfaction rating, the main reasons for doing so were:

- 59% stated poor / poorly maintained pavements
- 34% stated poor / poorly maintained streets / pot holes
- 29% stated that streets and public spaces were dirty / too much litter / dog mess
- 14% stated pot holes specifically

Perception of change in the urban realm over time

Similarly to previous surveys, half of Londoners did not think that there had been any change in the quality of streets, pavements and public spaces in their local area over the past year. However, there has been a significant increase in the proportion of Londoners stating that the quality of the urban realm has got better, from 22% in 2011 to 29% in 2012. The proportion of Londoners stating that the quality has got better is the largest it has been. There has also been a small decrease in the proportion of Londoners stating that the quality of the urban realm has got worse.

Chart 2.28 Perception of change in the urban realm over time



JE19 Do you think that the quality of streets, pavements and public spaces in the area where you live has got better, got worse or not changed in the past year?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

As with last year's survey, younger Londoners were generally more likely to state that the quality of the urban realm has got better. Those living in inner London

were significantly more likely to state that the quality had got better, while those living in outer London were significantly more likely to state the reverse. Women were significantly more likely than men to state that the quality had got worse, as were disabled Londoners.

Of those who thought the quality of the urban realm had got better, the main reasons were:

- 32% stated good / improved / well maintained pavements
- 18% stated good / improved / repaired / well maintained roads
- 15% stated that roads and open spaces were clean / free of litter
- 13% stated improved open spaces / parks / more plants / better play areas
- 12% stated more investment / regeneration projects / more improvement works

Of those who thought that the quality of the urban realm had got worse, the main reasons were:

- 31% stated poor / poorly maintained pavements / in need of repair / replacing
- 19% stated poor roads and surfaces / poor maintenance and pot holes
- 17% stated poor / infrequent maintenance / work has not been done
- 14% stated that streets and open spaces were dirty / too much litter / dog mess
- 14% stated pot holes specifically

Therefore, of those who thought that there had been some change, either positive or negative, the most common responses related to the quality and maintenance of pavements and streets. Cleanliness and the amount of litter and dog mess were also major factors affecting perceptions.

Satisfaction with urban realm

When asked about their satisfaction with specific aspects of the urban realm in their local area, the mean rating for most aspects remains fairly good. Mean ratings in 2012 are very similar to those of 2011. There has been a slight increase in the mean rating for satisfaction with the level of general street clutter.

Table 2.29 Satisfaction with the urban realm (mean rating)

	2012	2011	2010	2009
Levels of graffiti and fly posting in your local area are kept under control	76	76	74	72
The condition of public spaces in your local area	74	74	72	69
Streets and pavements in your local area are not cluttered with signs and street furniture	74	72	70	68
Cleanliness of streets, pavements and public spaces in your local area	68	68	68	65
The attractiveness of streets, pavements and public spaces in your local area	68	68	66	63

JE21 How satisfied are you with ... in your local area?

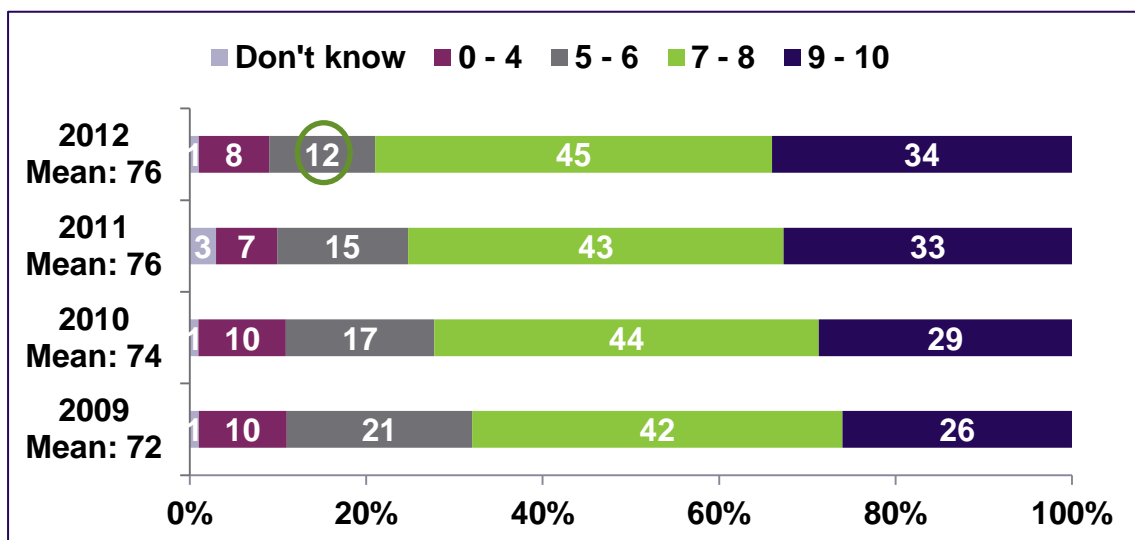
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Graffiti and fly posting

Londoners mean satisfaction with the level of graffiti and fly posting in their local area is fairly good; at 76 out of 100 it remains unchanged since 2011. There has been a slight increase in the proportion of Londoners giving a rating of 7 or above, from 76% in 2011 to 79% in 2012. The proportion of Londoners giving a very high rating of 9 or 10 out of 10 is the largest it has been since 2009. A third of Londoners are very satisfied with the level of graffiti and fly posting in their local area.

In contrast with last year's survey, outer Londoners were slightly less satisfied with levels of graffiti and fly posting and were more likely to give a very low rating.

Chart 2.30 Graffiti and fly posting kept under control



JE21: How satisfied are you that the levels of graffiti and fly posting in your local area are kept under control?

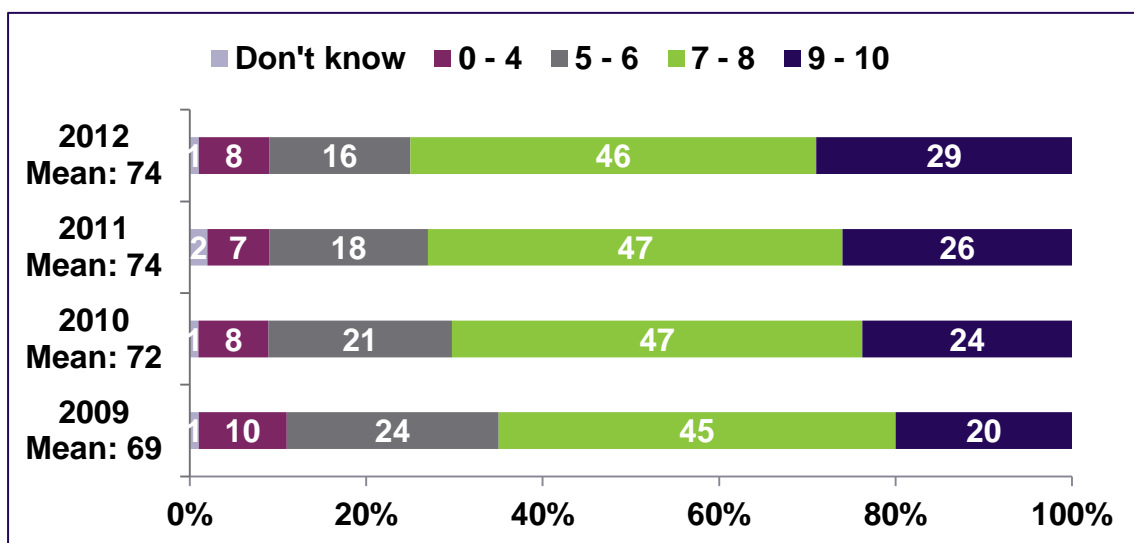
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

The condition of public spaces in local area

As with Londoners' satisfaction with graffiti and fly posting, the average level of satisfaction with the condition of public spaces in their local area remains unchanged since 2011, at 74 out of 100. But there has been an increase in the proportion of Londoners giving a very high satisfaction rating, continuing the recent trend; this is now 29%.

Variations in satisfaction ratings between sub-groups were generally very slight but, as with last year's survey, white Londoners were more satisfied with the condition of public spaces than BAME Londoners. Those living in North and West London were less satisfied than those living in other sub-regions.

Chart 2.31 Condition of public spaces in local area



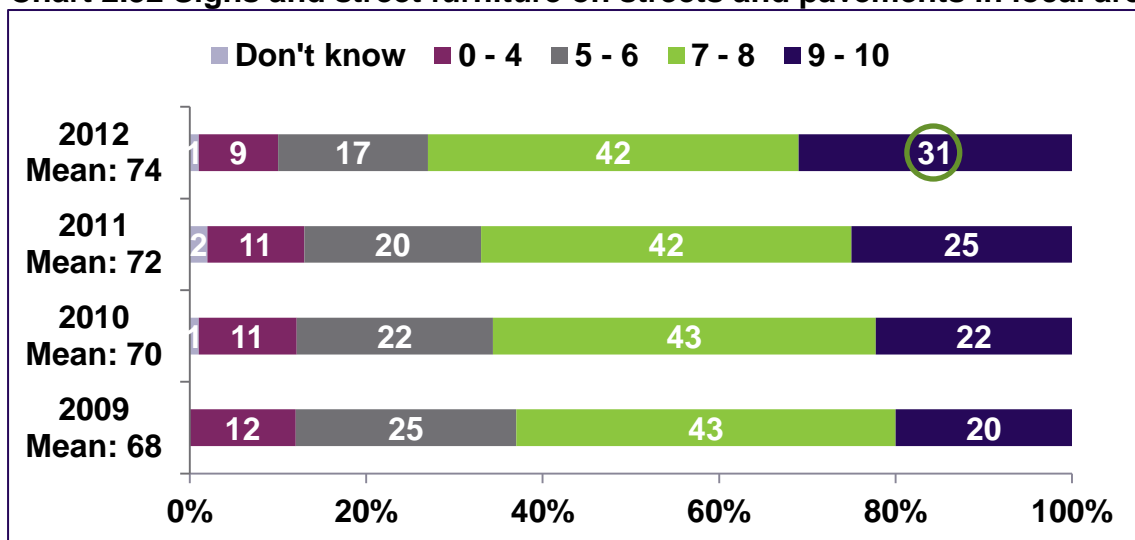
JE21: How satisfied are you with the condition of public spaces in your local area?
 Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Streets and pavements in local area are not cluttered with signs and street furniture

This year, there has been a significant increase in the proportion of Londoners giving a very high rating when asked about their satisfaction with the level of street and pavement clutter in their local area. This has increased from 25% in 2011 to 31% in 2012. The proportion of Londoners giving a very low satisfaction rating has fallen. As a result, the mean satisfaction rating has also increased, to 74 out of 100. This has increased every year since 2009.

Those aged between 16 and 34 are significantly more likely to give a very high satisfaction rating than those in older age groups. Their mean satisfaction rating is also significantly higher. Outer Londoners are also more likely to give a higher satisfaction rating than inner Londoners. Those living in North London are more likely to give a very low satisfaction rating compared those living in other sub-regions. Disabled Londoners give a significantly lower mean rating than non-disabled Londoners.

Chart 2.32 Signs and street furniture on streets and pavements in local area



JE21: How satisfied are you that the streets and pavements in your local area are not cluttered with signs and street furniture?

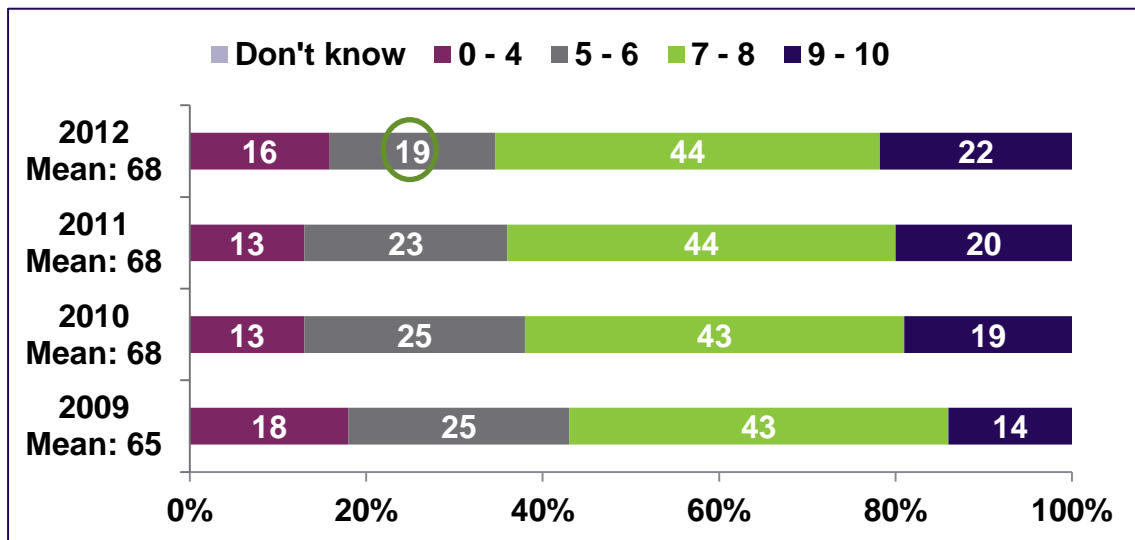
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Cleanliness of streets, pavements and public spaces

As with last year's survey, Londoners' satisfaction with the cleanliness of streets, pavements and public spaces in their local area was generally lower than for other aspects of the public realm. The mean satisfaction rating for cleanliness (68 out of 100) was unchanged since 2011. However, there has been some movement towards the poles, with more Londoners giving a very high satisfaction rating and more giving a very low satisfaction rating.

The proportion of Londoners giving a very high satisfaction rating has increased significantly since 2009, from 14% to 22%.

Chart 2.33 Cleanliness of local streets, pavements and public spaces



JE21: How satisfied are you with the cleanliness of streets, pavements and public spaces in your local area?

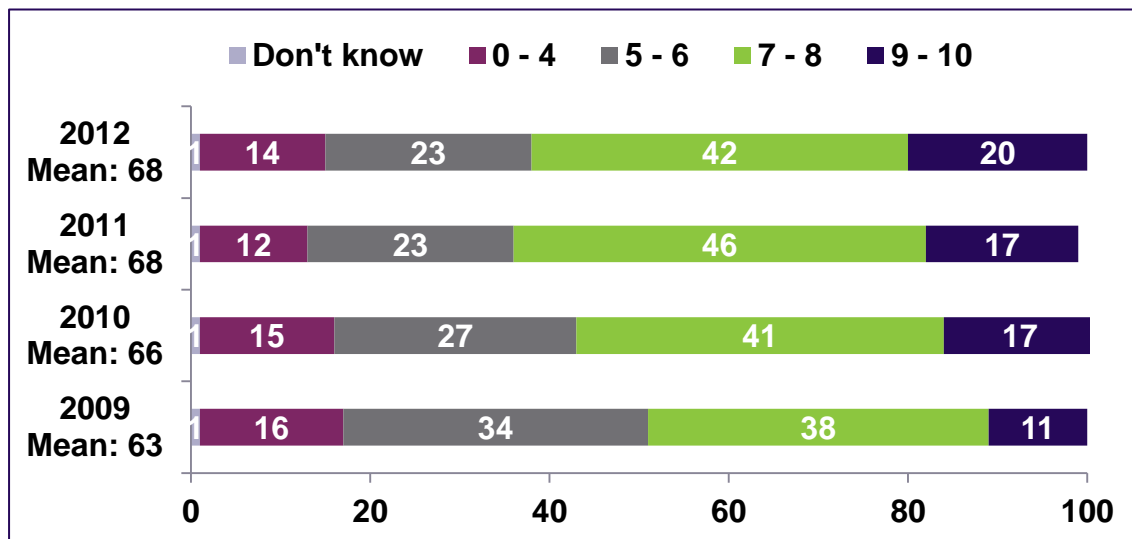
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

The attractiveness of streets, pavements and public spaces

As with satisfaction with the cleanliness of streets, pavements and public spaces, the mean satisfaction rating given for attractiveness remains unchanged (at 68 out of 100), but there has been some movement towards the poles. The proportion of Londoners giving a very high satisfaction rating has increased from 17% to 20%; the proportion giving a very low rating has also increased, from 12% to 14%. The majority of Londoners (62%) give a rating of 7 and above.

Those living in South and Central London were more satisfied with the attractiveness of the urban realm than those living in other sub-regions. Disabled Londoners were less satisfied than those who are non-disabled; the mean rating amongst disabled Londoners was 64, amongst non-disabled Londoners it was 68.

Chart 2.34 Satisfaction with attractiveness of local public realm



JE21: How satisfied are you with the attractiveness of streets, pavements and public spaces in your local area?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Satisfaction with conditions for walking and cycling

Londoners' satisfaction with conditions for walking and cycling in their local area remains very similar to last year and is reasonable. The mean satisfaction rating for cycling is 64 out of 100 and the mean rating for walking is 68.

Table 2.35 Satisfaction with conditions for walking and cycling (mean rating)

	2012	2011	2010	2009
The condition of the streets in your local area for cycling	64	63	58	56
The condition of the streets in your local area for walking	68	69	67	64

JE21 How satisfied are you with ... in your local area?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

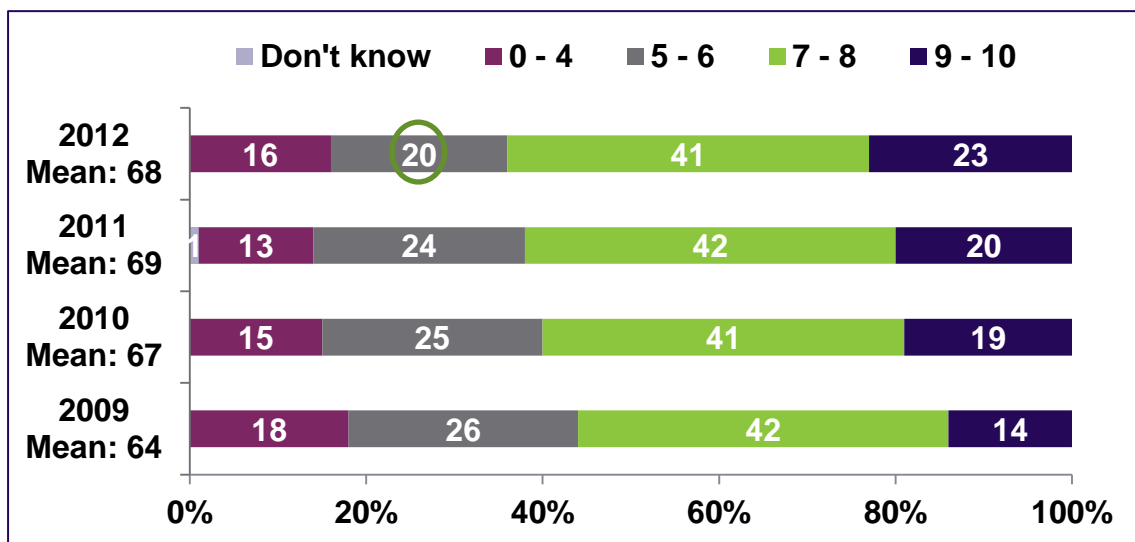
There was slight variation in levels of satisfaction between sub-groups. Inner Londoners gave a lower mean rating for cycling than outer Londoners (62 compared with 65). And those living in North London also gave a lower mean score (59) compared with those in other sub-regions.

Women were more likely to give a lower satisfaction rating than men for walking (66 compared with 71 for men), as were disabled Londoners (with a mean rating of 62 compared with 69 for non-disabled Londoners).

The condition of the streets in your local area for walking

In common with other aspects of the urban realm, there has been an increase in the proportion of Londoners giving very high and very low satisfaction ratings for the condition of streets and pavements in their local area for walking. The proportion of Londoners giving a very high rating of 9 or 10 has increased significantly from 14% in 2009 to just under one quarter (23%) in 2012.

Chart 2.36 Satisfaction with conditions for walking in local area



JE21: How satisfied are you with the condition of the streets and pavements in your local area for walking?

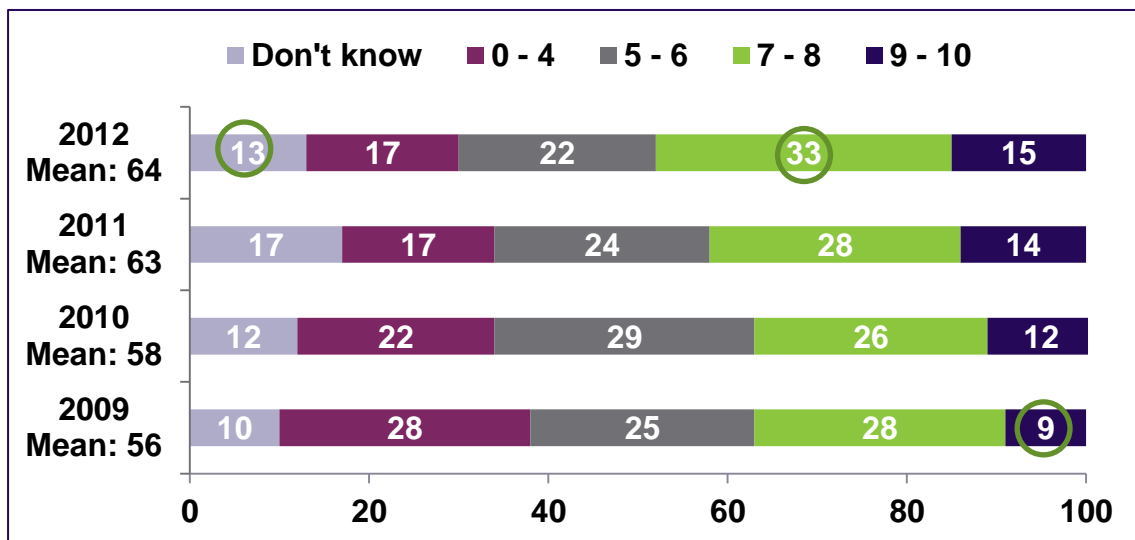
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

The condition of the streets in your local area for cycling

The annual rate of increase in the mean satisfaction rating for the condition of streets for cycling has steadied; there has been a very slight increase from 63 to 64 in 2012. However, the proportion of Londoners giving a higher rating of 7 or above has increased significantly, from 42% in 2012 to 48% in 2012.

Inner Londoners gave a lower mean rating for cycling than outer Londoners (62 compared with 65), and those living in north London gave a lower mean score (59) compared with those in other sub-regions.

Chart 2.37 Satisfaction with conditions for cycling in local area



JE21: How satisfied are you with the condition of the streets and pavements in your local area for cycling?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Safety in local area

Londoners are significantly more likely to feel safe when walking during the day than at night (mean score of 82 during the day compared with 67 at night).

The fact that Londoners are more likely to feel safe during the day is consistent with Transport for London's continuous Safety and Security study.

Table 2.38 Satisfaction with personal safety in local area during the day at night (mean rating)

	2012	2011	2010	2009
Personal safety when walking in your local area during the day	82	82	80	78
Personal safety when walking in your local area at night	67	68	65	61

JE21 How satisfied are you with ... in your local area?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Personal safety when walking about in your local area during the day

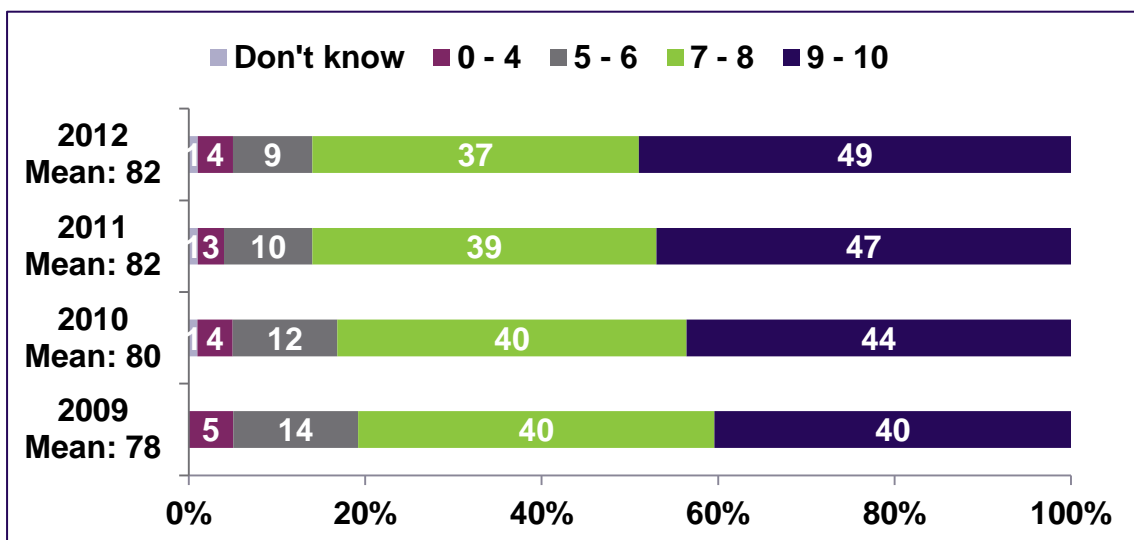
A large majority of Londoners (86%) gave a satisfaction rating of 7 or above regarding their personal safety during the day. This is consistent with last year's survey.

Compared with last year's survey, there are fewer differences in satisfaction between sub-groups. Differences that were highlighted last year are less pronounced this year. For example, white Londoners remain more satisfied than BAME Londoners, but the gap in their respective mean ratings has narrowed (it is now 83 compared with 80). The gap between socio-economic groups has also narrowed; AB Londoners' mean rating is 84 and DE Londoners' rating is 81.

The difference between disabled and non-disabled Londoners' satisfaction remains more pronounced and disabled Londoners are significantly less likely to give a very high satisfaction rating. The mean rating for disabled Londoners is 76, compared with 83 for non-disabled Londoners.

Those who gave a higher rating for their general satisfaction with travelling in London were significantly more likely to give a higher satisfaction rating for their personal safety.

Chart 2.39 Satisfaction with level of personal safety when walking during the day



JE21 How satisfied are you with your personal safety when walking about in your local area during the day?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Personal safety when walking about in your local area at night

Levels of satisfaction with personal safety whilst walking at night are very similar to those seen last year. The majority of Londoners (61%) gave a good satisfaction rating of 7 or above. Satisfaction ratings are generally lower than those for walking during the day.

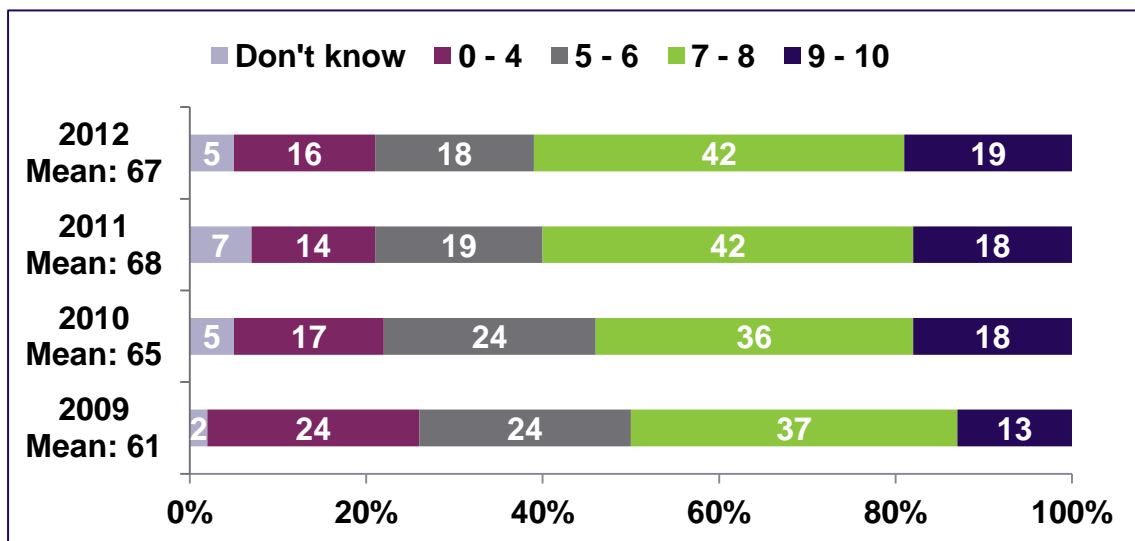
That said, the ratings are not particularly low and have increased significantly over time (up six points in three years).

As with satisfaction with walking during the day, there is some variation between sub-groups, but this appears to be less pronounced than last year.

Men are more likely to be satisfied with their safety than women (with a mean rating of 71 compared with 63)

- Non-disabled Londoners are more likely to be satisfied than disabled Londoners (68 compared with 60)
- White Londoners are more likely to be satisfied than BAME Londoners (68 compared with 65).

Chart 2.40 Satisfaction with level of personal safety when walking at night



JE21 How satisfied are you with your personal safety when walking about in your local area at night?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

Way-finding and road safety

Londoners' satisfaction with finding their way around their local area and with crossing the road safely whilst walking remains very similar to last year. Londoners are generally very satisfied with their ability to find their way around their local area and are reasonably satisfied with the ease of crossing the road safely.

Table 2.41 Satisfaction with way-finding and road safety in local area

	2012	2011	2010	2009
The ease of finding your way around when walking in your local area	82	82	81	78
The ease of crossing the road safely when walking in your local area	74	73	72	70

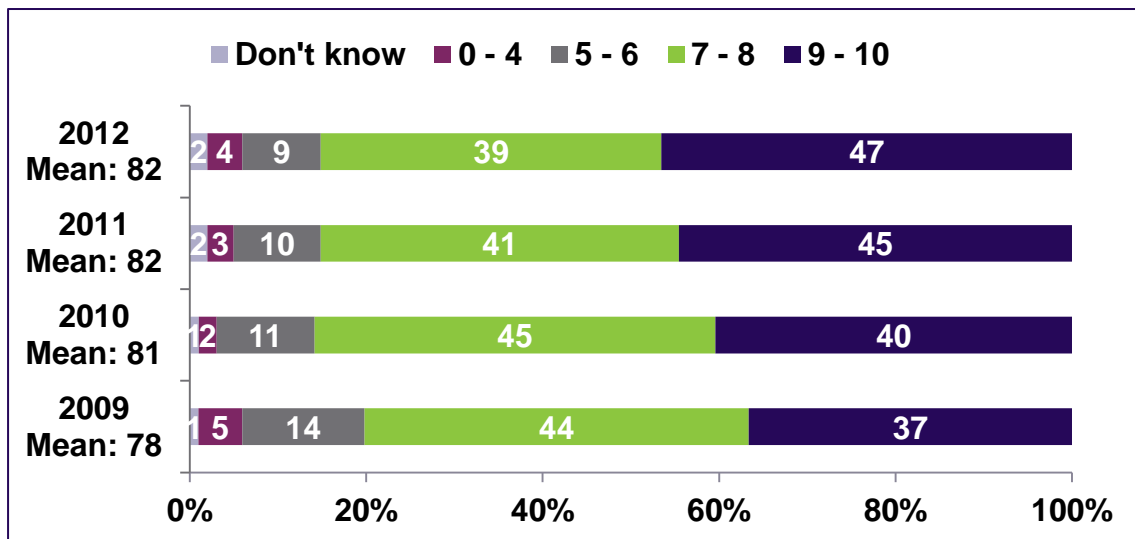
JE21. How satisfied are you with ... in your local area?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

The ease of finding your way around when walking in your local area

Londoners' satisfaction with finding their way around their local area remains very good, with almost half of all Londoners (47%) now rating their satisfaction as 9 or 10 out of 10. The proportion giving very high rankings has risen consistently since 2009.

Chart 2.42 Satisfaction with way-finding in local area



JE21: How satisfied are you with the ease of finding your way around when walking in your local area?

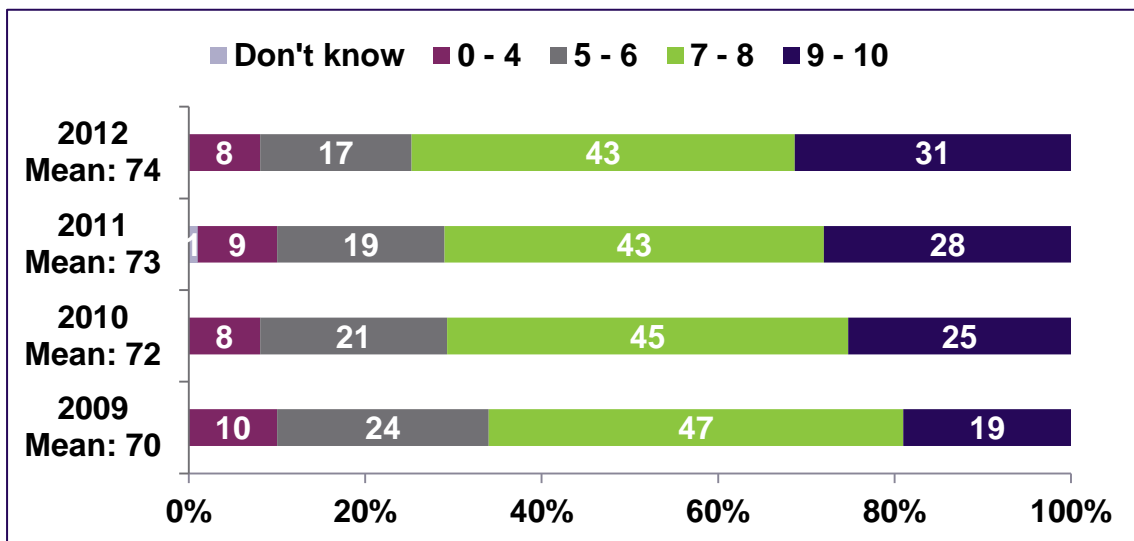
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

The ease of crossing the road safely when walking in your local area

There has been a steady increase in Londoners' satisfaction with their ability to cross the road safely in their local area. The mean satisfaction rating for this in 2012 is 74, up from 70 in 2009. The proportion of Londoners who are very satisfied is about one third (31%); this has increased significantly since 2009. At the same time, the proportion of Londoners giving low or neutral satisfaction ratings has decreased and is now one quarter.

Disabled Londoners remain significantly less satisfied with their safety when crossing the road than non-disabled Londoners. Their mean satisfaction rating is 70, compared with 75 for non-disabled Londoners.

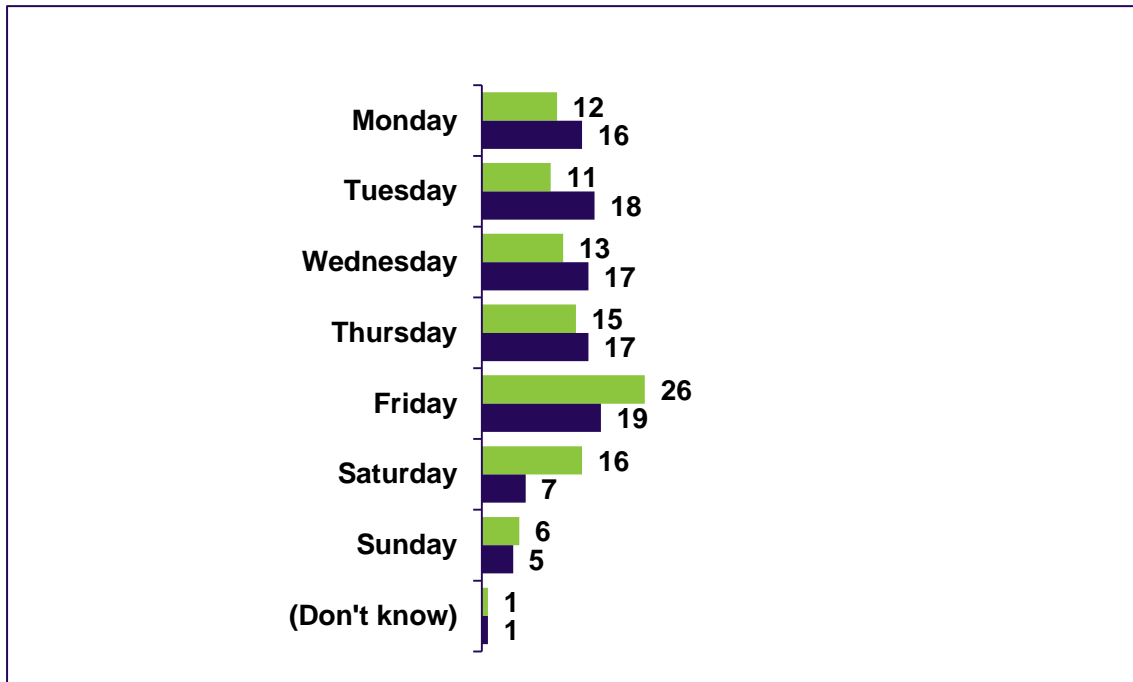
Chart 2.43 Satisfaction with road safety in local area



JE21: How satisfied are you with the ease of crossing the road when walking in your local area?
 Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000; 2009: 1,000)

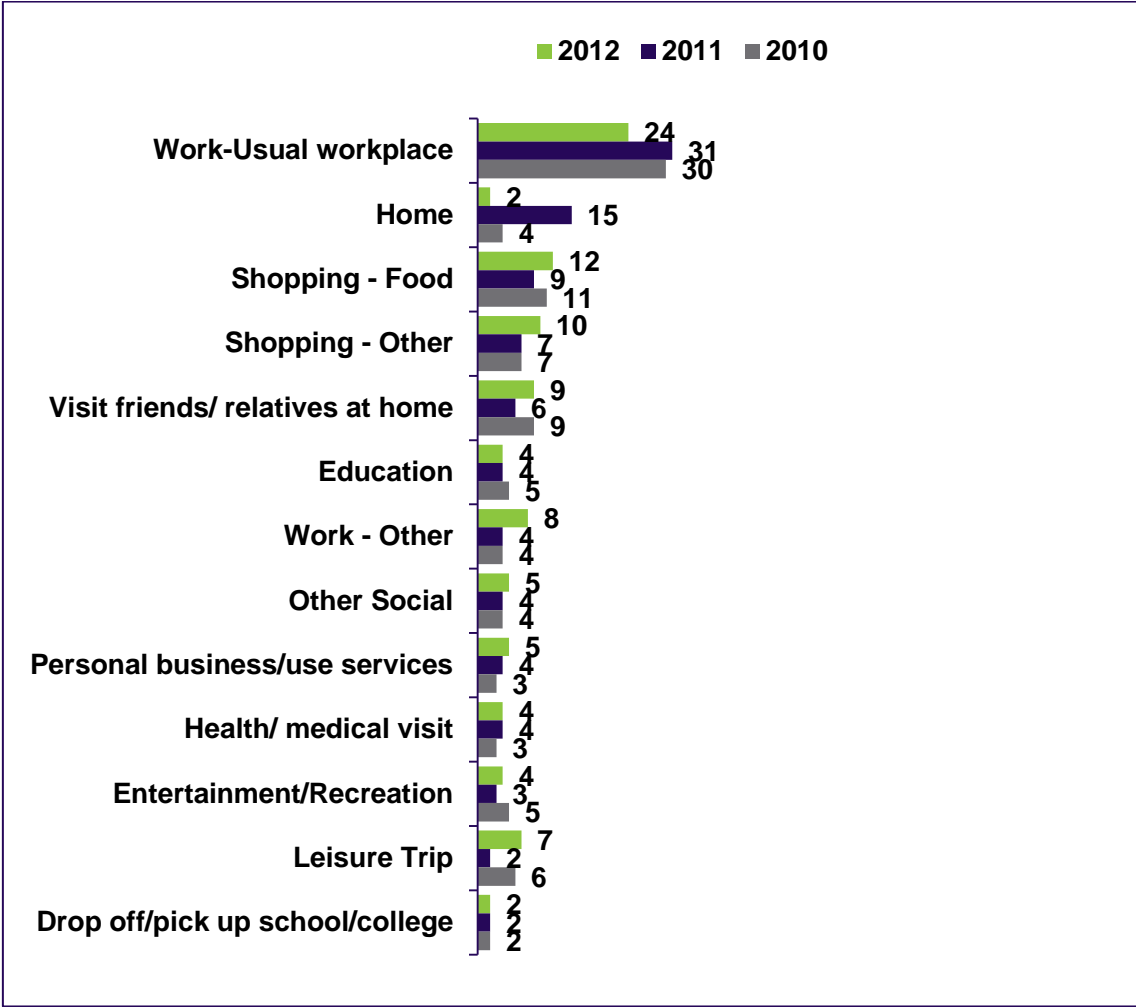
Appendix

Chart 3.1 Day of week of last single journey



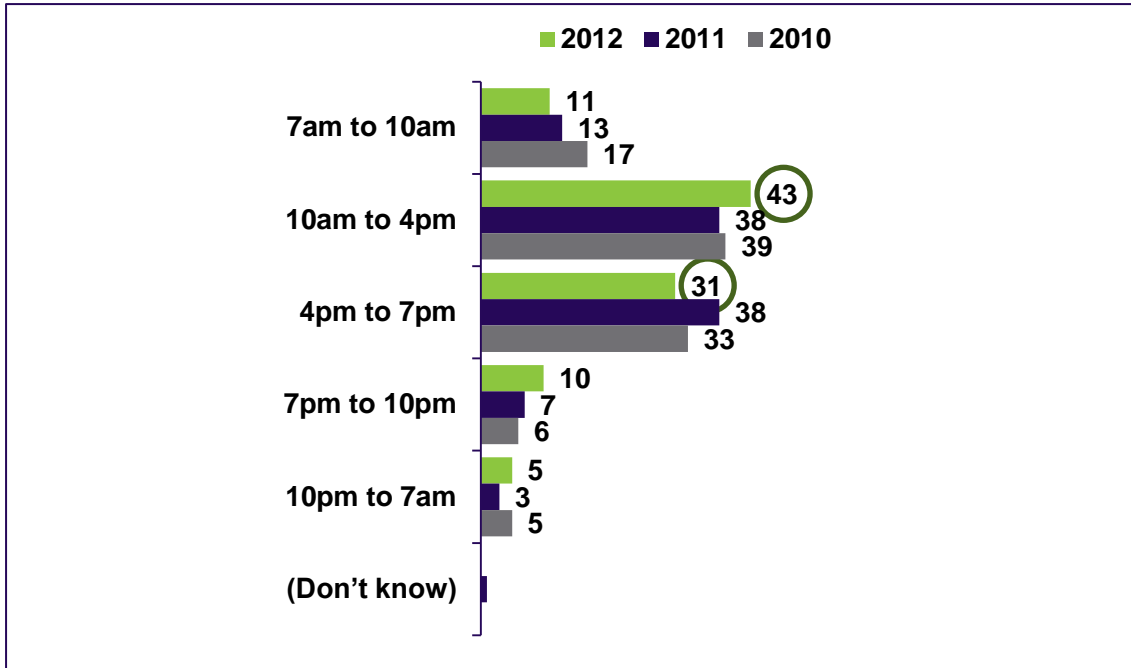
NEWJE1: When did you make this journey?
Base: all respondents (2012: 1,060; 2011: 1,002)

Chart 2.12 Purpose of being at location travelled from



NEWJE4: What was the purpose of being at the location you travelled from?
 Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

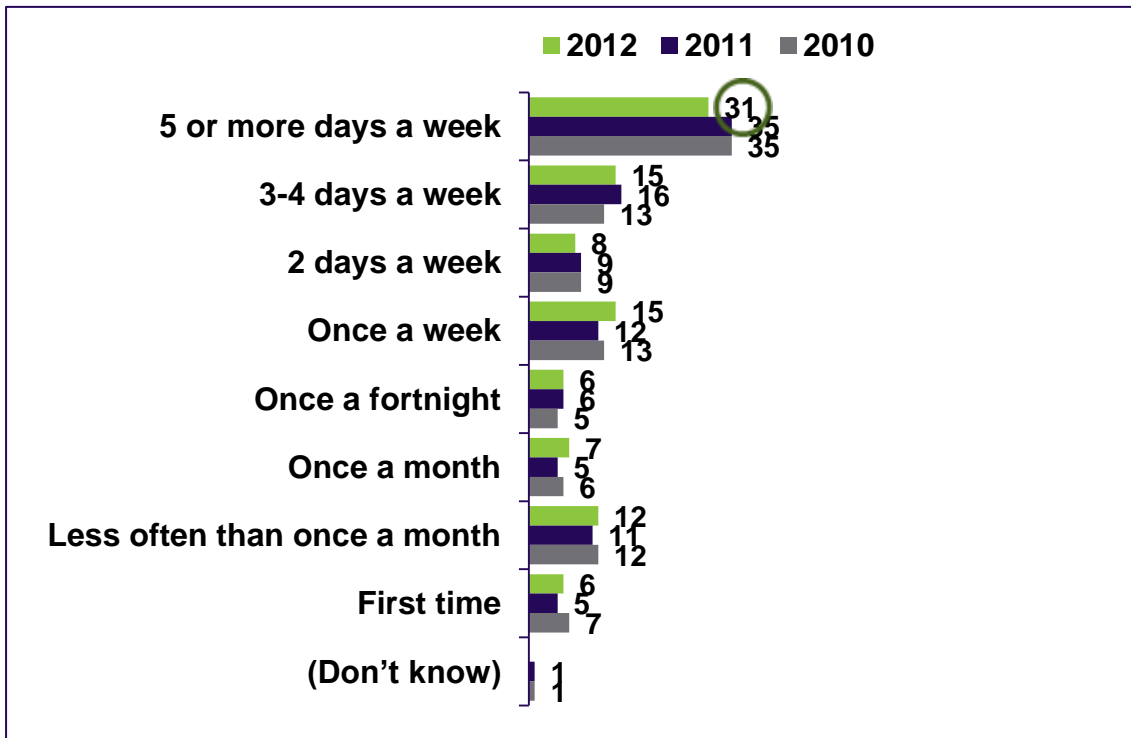
Chart 2.13 Time of last single journey



NEWJE2: What time of day did you make this journey?

Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

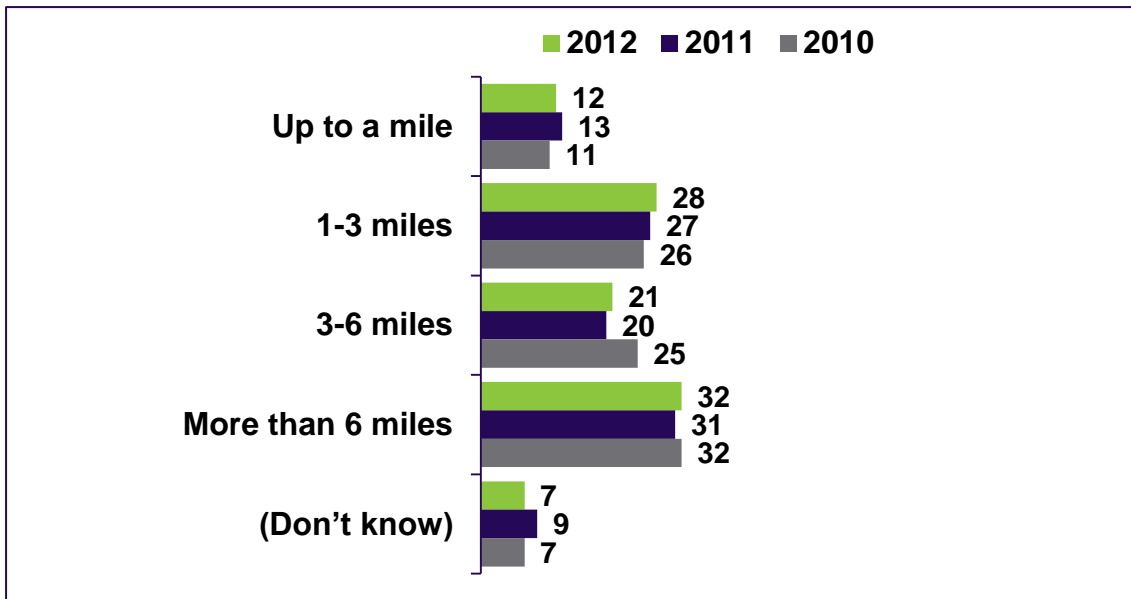
Chart 2.14 Frequency of undertaking last single journey



NEWJE9: How often do you make this particular journey?

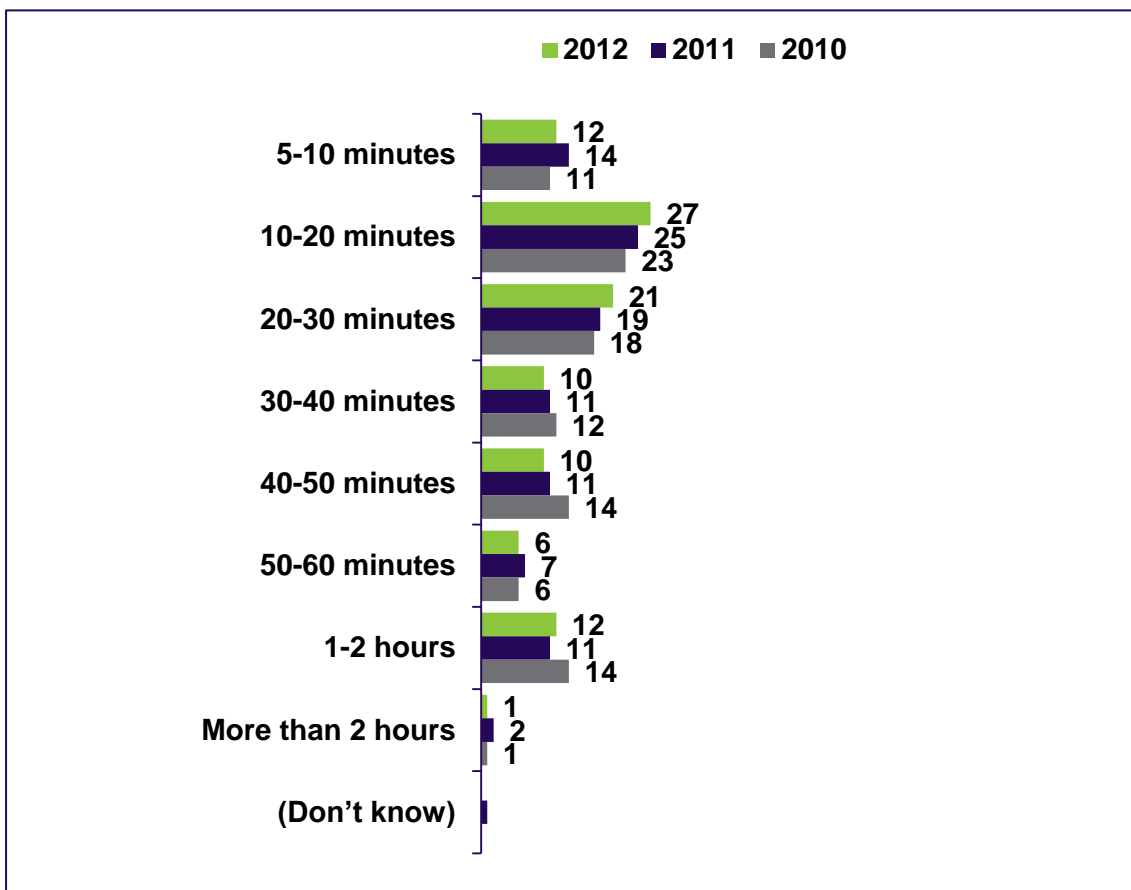
Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

Chart 2.15 Distance of last single journey



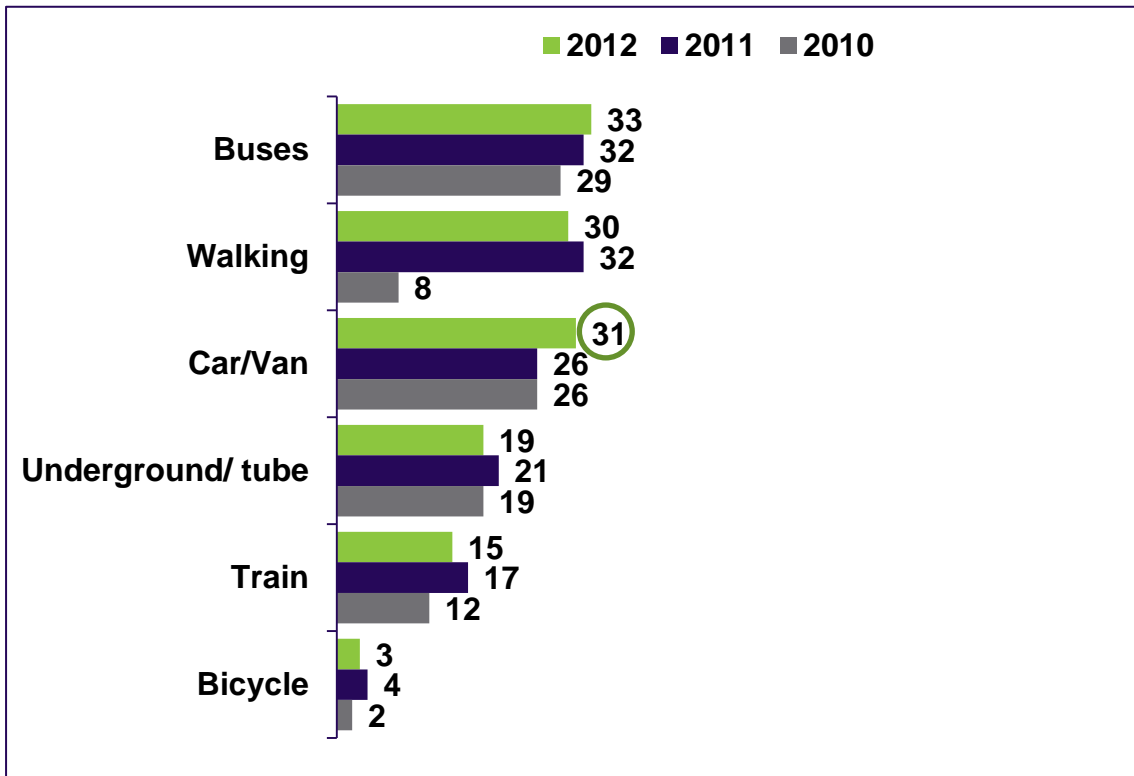
NEWJE3: Can you tell me roughly how far you travelled?
 Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

Chart 2.16 Duration of last single journey



NEWJE8: How long did the journey take?
 Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

Chart 2.17 Mode of transport used for last single journey (other modes 1% or less)



NEW JE6 Which modes of transport did you use to make this journey? / NEW JE7. Which was the main mode of transport which you used to make this journey?
 Base: all respondents (2012: 1,060; 2011: 1,002; 2010: 1,000)

Sample profile

Table 3.2 Sample profile

	2012
Gender	
Male	49
Female	51
Age	
16-24	15
25-34	24
35-44	20
45-54	14
55-64	11
65+	16
Borough of residence	
Inner	39
Outer	61
Ethnicity	
White	71
BAME	29
Employment status	
Working full time	48
Working part time	12
Not working	40
Disability	
Yes	12
No	88