

RESEARCH SUMMARY

Title	Smoothing the Traffic Flow
Objective	Perceived importance and effectiveness of proposed interventions to smooth the traffic flow in London
Date	August 2009
Methodology	1,000 telephone interviews with Londoners, 200 with commercial drivers in London, and 50 face-to-face interviews with London bus drivers

Key findings

- More than two thirds of London's residents, commercial drivers and bus drivers agree with the Mayor's description of smooth 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, instead describing examples of poor traffic flow or how it should be improved.
- Most people consider smoothing traffic flow to be important. Bus drivers and commercial drivers consider it to be more important than London residents.
- For all user types, road works and traffic 'bottlenecks' are claimed to most frequently affect journeys. Bus drivers and commercial drivers however are more likely than residents to have their journeys affected by these factors. Journeys are also more likely to be affected at peak times.
- Giving permits to road works and coordinating them is considered to be the most important intervention amongst all user types, followed by making bus lane times more consistent (even though this means longer hours of operation on average). Shared space on streets is considered the least important intervention.
- In line with its importance, road works permits or coordination is felt to have the most effect on all road user groups, except pedestrians. The suggested interventions are felt to have relatively less effect on Londoners when considering themselves as pedestrians, with two exceptions: introducing pedestrian crossing countdowns, and shared space on streets, which are each felt to affect pedestrians the most.

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