

RESEARCH SUMMARY

Title	Freight public perceptions
Objective	Awareness of issues related to the London Freight Plan and support for actions addressing these
Date	April 2009
Methodology	1,007 telephone interviews with London residents aged 16+. Additional interviews were conducted with residents in Camden and Hillingdon (202 and 200 respectively)

Key findings

- Freight-related issues were not top of mind amongst most London residents. Most did not consider them to be priorities for local improvement.
- After prompting, some freight-related issues were regarded as being a problem, although most only by a minority. The biggest problem was the amount of traffic on the roads (mentioned by almost six out of ten).
- After prompting, just under half felt lorries were a problem on the roads. Vans were considered to be less of a problem than lorries. Most Londoners were in favour of measures that limit or control the activities of goods vehicles during peak hours.
- There was stronger support for, and expectation of action by 'authorities', on freight-related issues that relate to environmental impact and safety. Typically nine out of ten agreed with measures to ensure goods vehicle activities are controlled with these aims in mind.
- Just over half considered local boroughs / authorities to be responsible for freight-related issues, and three out of ten considered them to be most responsible. Just over four in ten said TfL was responsible for these issues. One quarter said TfL were mainly responsible.
- Residents' views were generally consistent across the boroughs. More broadly, Inner London residents were more likely to consider traffic congestion, parking and pollution as issues affecting their local area. Outer London residents were less tolerant of the activities of goods vehicles. Views of residents in Camden and Hillingdon were typical of residents of Inner and Outer London respectively.

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