

RESEARCH SUMMARY

Title	Traffic signals
Objective	Customers' perceptions of traffic signals
Date	November 2008
Methodology	1,005 telephone interviews with London residents

Key findings

- Nearly half of pedestrians say their main concern when the traffic signals are not working was personal safety. Around one in six were concerned with delays. Road users expressed very similar concerns.
- Around a quarter rated the phasing at traffic light junctions as fair, while one in five rated it as poor or very poor.
- Around two thirds of Londoners thought that drivers have enough time, while a quarter thought they had too little time to pass through the junction during the 'green' period. Around two thirds thought that pedestrians have enough time, while a third thought they had too little time.
- Two fifths of people incorrectly thought the green man period is the length of time pedestrians have to cross the road. One in five incorrectly thought that once the green man signal goes off, traffic will be given a green light.
- Two thirds of people knew at least some of the features of the Pelican and Junction crossings and generally how they differ from other crossing types.
- Two per cent of car drivers and powered two wheeler riders said they either sometimes do not obey, do not usually obey or hardly ever obey traffic signals. These people are most likely to be aged 16-24. One fifth of both pedestrians and cyclists say they either sometimes do not obey, do not usually obey or hardly ever obey traffic signals.
- Two fifths of Londoners believe that buses get priority at signal junctions in London. This proportion is much higher than that of other traffic types.
- Around one in eight Londoners were aware of being able to use the TfL website or customer services to report a traffic light fault.

Job number: 08052