

RESEARCH SUMMARY

Title	Perceptions of the travel environment		
Objective	To monitor Londoners' perceptions of the travel environment in line with the Mayor's strategic indicators regarding overall journey experience, levels of transport-related noise and quality of local urban realm		
Date	October 2012	Agency:	SPA Future Thinking
Methodology	1,000 telephone interviews with adult Londoners		

Abstract

As part of the Mayor's commitment to improving the quality of life of Londoners, TfL regularly consults Londoners to assess the impact of measures to provide better travel and public spaces. Satisfaction with journey experience is 67 out of 100, consistent with the last two years. 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.

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. Outer Londoners are significantly more likely to give a very high satisfaction rating of 9 or 10 than inner Londoners: a third of them did so, compared with a quarter 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).

Londoners' satisfaction with the local urban realm - streets, pavements and public spaces - remains reasonable, at 65 out of 100. The proportion of Londoners giving a good rating of 7 or above is 61%; this is the largest 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.

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