



Introduction

London Civic Forum conducted a research project on London's Transport needs identifying the public's issues of concern in relation to transport services and travelling in and around London.

A questionnaire was sent to 300 member organisations that had expressed an interest in transport issues and a version of the survey was made available online. The questionnaire covered the following areas: Cycling, walking, road users, safety, consultation and engagement, investment in public transport, availability of transport and disability access to stations. The following report gives a detailed account of the findings of the survey.

In total over 600 completed questionnaires were received. Over 550 were completed online and around 50 on paper copies.

The profile of the respondents was as follows:

Gender

	%
Male	41
Female	58
Did not answer	1

Disabled?

	%
Yes	10
No	90

Age Group

	%
18-24	2
25-34	23
35-49	34
50-60	31
61+	9
Did not answer	1

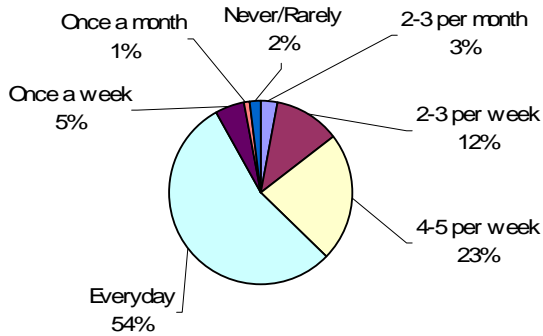
Ethnicity

	%
White British	52.3
White Other	9
Indian	1
Pakistani	1
Bangladeshi	0.2
Chinese	0.2
African	2
Caribbean	2
Other Black	0.2
Other Asian	0.2
Other mixed	1
White Irish	2
White & Asian	0.2
White & Black Caribbean	0.4
Prefer not to say	28.3

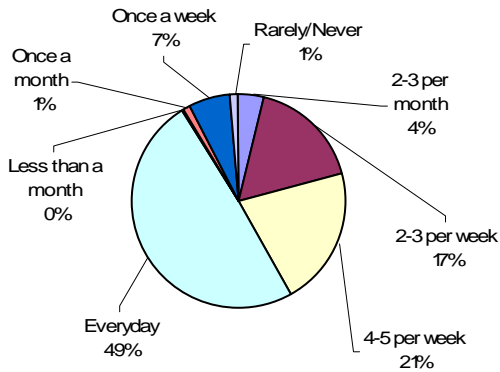
Research Findings

1) Use Of Public Transport

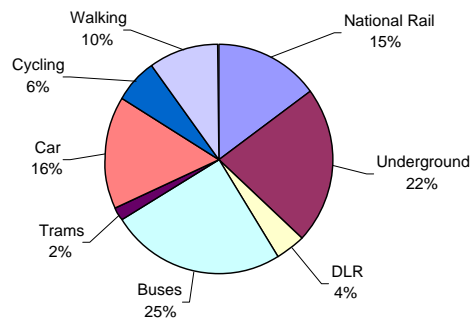
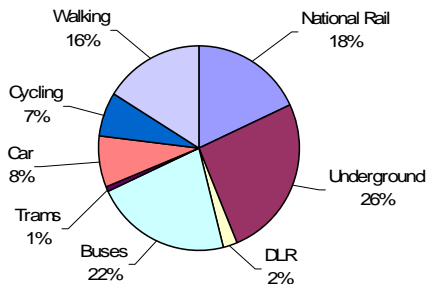
Use of Public Transport for Commuting to Work



Use of Transport for Other Activities



Mode of transport to commute to Work Mode of transport for traveling to other activities



For commuting to work and other activities the majority of respondents used the underground, 26% and 22% respectively. More respondents used the car shopping and social activities than to commute to work

(16% compared to 8%) and slightly more (25%) travelled on the buses for other activities than commuting to work (22%). For those who walked more commuted to work by walking (16%) than who walked to go shopping or social activities (10%).

2) Cycling

7% of respondents cycled to work and 6 % used a bicycle as a mode of transport for other activities. The profile of those who cycled were:

	% Cycled to Work	% Cycled for Other Activities
Male	41	39
Female	59	61

	% Cycled to Work	% Cycled for Other Activities
18-24	3	1
25-34	27	21
35-49	29	45
50-60	31	24
61+	10	9

60% of respondents agreed that cycling is travelling in and around cycling in and wanted addressed

a feasible mode of transport for around London. The main issues raised around London that respondents were:

- Safety
- Awareness
- Enforcement
- Bicycle Provision.

SAFETY

81% of respondents did not think that a cyclist was safe when travelling in and around London. Respondents stated safety as the main reason for not wanting to or being able to cycle in and around London. The main issues regarding safety fell into the following categories:

- Cycle Lanes
- Bicycle Parking
- Traffic lights and Speed Limits

Cycle Lanes

- The main safety issue for cyclists is the inconsistency and the ill thought out designs of cycle lanes. 44% of respondents said there was not enough improved road safety measures for cyclists. Most cycle lanes do not run along the whole length of the road. They randomly start and end abruptly making the cyclist having to join the main traffic or end up cycling on the pavement. Which cyclists thought was very dangerous and risky.
- Poor provision of cycle lanes in town centres and along major roads. 49% of respondents thought there were not enough cycle lanes in London. They said major routes like the North Circular Road do not have parallel cycle routes which meant cyclists had to take long detours to get to their destination. Also a lack of routes across London allowing cyclists to travel safely from part of London to another effectively.
- Conditions of the roads were not seen as very good for cyclists. Obstacles like potholes, manholes, speed humps and general litter were considered dangerous and would cause the cyclist to swerve into the main body of the traffic causing harm to themselves and problems for the motorists.
- Blocked cycle lanes where other vehicles have parked and skips been placed in the lanes were also a major safety hazard for cyclists.

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- Respondents did not want to share the cycle lanes with motorcycles. They thought that this would be too dangerous as motorcyclists would be travelling a lot faster than cyclists, which made the cyclist feel very vulnerable and unsafe.

Improvements suggested by respondents to make cycling safer mode of travel

- Separate lanes for cyclists, pedestrians and other vehicles. This included widening of pavements to have a cycle lane on the pavement and widening of cycling lanes on roads with proper controls and protection.
- Dedicated cycle only roads, use of more side roads and back streets which would allow cyclists to ride round more safely and quickly be off the main road. 73% of respondents said there were not enough dedicated street for cycling.
- More signage indicating cycle lanes, on pavements and roads and cycle friendly routes in local areas, back streets, green spaces and parks and especially on busy roads around London.

Bicycle Parking

- 73% of respondents said there was not enough or nearly not enough parking for bicycles and wanted the introduction of secure parking for bicycles at stations in and around London. Some cyclists said that in the past their bicycles had been stolen and others said that they would like to cycle more or start to cycle but are very concerned about their bicycle being stolen.

AWARENESS

57% of respondents said that there was not enough awareness and promotion of cycling as a feasible mode of transport.

People thought that the following issues should be taken into account to make cycling a viable means of travelling.

Training

- Encourage more cycle training for the public and promotion of cycling as a positive and normal way to travel. Focussing on new cyclists and nervous cyclists who have been dissuaded and thought cycling to be risky and unsafe. These cyclists would include children and parents who could cycle to school instead of taking the car, women and the elderly.
- Promote the use of cycle trains for school children, similar to the walking buses. This is where children can cycle to school together supervised by an adult.
- Training for cyclists to include obeying rules of the road and recognise their responsibilities towards other road users and pedestrians.

Promotional Campaigns

- Awareness campaigns for cyclists and members of the public about parking in a safe and secure place and the penalties for the theft of bicycles. Also for cyclists who break the law when cycling and the penalties they could face.
- Car and lorry drivers were considered to be aggressive in their attitude towards driving and respondents wanted more awareness campaigns and promotions for motor vehicle drivers regarding sharing the road with other users and their responsibility to all those who use the road.

Employer and Business Involvement

- Get more employers involved in encouraging their employees to cycle to work, by providing showering and changing facilities especially for those who cycled a long distance.
- Offering incentives like interest free loans for bicycles similar to the interest free season ticket loan offered to underground and rail users. Offer cycle training at work.

ENFORCEMENT

- Greater enforcement of fines for cyclists who break the traffic laws i.e. jump red lights or cycle on pavements.

BICYCLE PROVISION

- 53% of respondents said there was not enough hire a bike scheme and wanted more schemes similar to those in Paris. They said as they were not allowed to take bicycles on the tube these schemes would encourage them to cycle more and suggested linking them to the oyster card offering discounts for those who use the service.

3) Walking

16% of respondents walked to work and 10% walked for other activities. The profile of those who walked were:

	% Walked to Work	% Walked for Other Activities
Male	44	41
Female	56	59

	% Walked to Work	% Walked for Other Activities
18-24	2	1
25-34	17	25
35-49	36	40
50-60	36	23
61+	9	11

a) Respondents were asked which of the following discouraged them from walking in London. The results were as follows:

- Traffic.....28%
- Fear of Crime..... 25%
- Air Quality..... 24%
- Conflict with other users..... 20%
- Litter12%
- Poor Signage..... 12%

Traffic

The main traffic issues that discouraged people from walking were road congestion, too many motor vehicles, bad motoring aggressive drivers jumping lights, driving too fast, poor crossing facilities and a lack of priority at junctions and crossings with the traffic lights phased in favour of the motor vehicles. Making the waiting times to cross the road for pedestrians at junctions and crossings longer. Traffic noise was also a point which discouraged people from walking.

Litter

Dirty streets was a big issue for walkers. One of the main problems was dog mess on the pavements especially in the Autumn where it was considered lethal as it was covered up by leaves. Many walkers said that there was too much 'street furniture' on the pavements. This included stalls, chairs, tables and merchandise from shops. This was especially a concern for the elderly, disabled and people with prams.

Poor Signage

Poor support for people with severe learning disabilities signs, crossings etc.

Conflict with other users

By far the major point that discouraged people to walk were cyclists and their riding behaviour. Cyclist using the pavements was a big problem. Many respondents said they been in accidents or near misses with cyclists who were riding too fast on the pavement or had all of a sudden come onto the pavement from the road. Another major issue was cyclists disobeying the traffic laws, jumping traffic lights, going down one way street in the wrong direction and not stopping at Zebra crossings, causing the pedestrian to stop in the middle of the road.

The amount of people on the streets deterred respondents from walking, primarily in places like Central London and busy town centres and some respondents said the volume of the people on the street would increase the time taken to the destination as opposed to taking public transport.

Other areas where people were discouraged from walking were public parks and open green spaces, where walkers would have to come across dangerous dogs running freely around and cyclists riding too fast through the parks.

Fear of Crime

Walking as a safe mode of transport was more of an issue for respondents in the evening. People felt unsafe walking in the dark particularly where the streets were badly lit and away from public areas or shops. These issues increased the perception of crime.

Other Factors

Other factors that discouraged people from walking were poor quality pavements. This is where the pavements were broken and uneven and in some cases causing harm to pedestrians. This particularly affected the elderly, disabled and people with prams and buggies.

For many respondents walking was not a viable option because the distance was too far to walk and it would take too long and when shopping walking is not an option with heavy bags. Disabled and elderly people stated for them that there are not enough seats and places to sit where they can stop and have a rest.

For respondents just not being able to walk in a pleasant and welcoming environment was another reason for not walking.

b) Respondents were asked if the following would improve walking conditions; better paving, safer crossings, less street clutter, more seating, more lighting, and better signage/directions. The results were as follows:

Better Paving	43%
Safer Crossings	37%
Less Street Clutter.....	35%
More Lighting.....	35%
Better signage/directions	29%
More Seating.....	11%

Better Paving

Respondents said they would like to see wider pavements, with separate spaces for pedestrians and cyclists and more pedestrianised areas especially in busy shopping areas.

Safer Crossings

The improvements that respondents wanted in relation to safer crossings were pedestrian friendly junctions with quicker changes at traffic lights so pedestrians do not have to wait too long. Presently, junctions are planned with phasing of traffic lights in favour of motor vehicles. Many traffic crossings did not allow enough time for the elderly, someone with a disability or people with children to cross safely.

Less Street Clutter

For the respondents of this survey the term clutter varied from, rubbish on the pavement, shop signs, rubbish bags, dogs not on leads and dog mess. Respondents said they wanted clean and safe streets and asked for a greater enforcement of rubbish and dog litter laws and owners keeping dogs under control. As these was considered major problems when walking.

Better Signage/directions

Respondents said to have the distance in miles to named places would help when walking around London.

Other Improvements

Other suggestions that respondents thought would improve walking conditions were more police presence and CCTV cameras making pedestrians feel safe. More public toilets in good condition especially accessible toilets for wheelchair users as they could not get into shop toilets. Better facilities for cyclists to stop them from using the pavements. Respondents wanted a good environment when walking, with attractive street scenes and better air quality and low levels of noise.

4) Road Users

8% of respondents used their car to commute to work and 16% for other activities.

	% Used Car to Work	% Used Car for Other Activities
Male	41	39
Female	59	61

	% Used Car to Work	% Used Car for Other Activities
18-24	3	1
25-34	27	21
35-49	29	45
50-60	31	24
61+	10	9

The Top three factors that respondents thought car users would take into account to reduce car usage were:

1. Less time taken to get to destination as compared to public transport
2. Price of fares on Public transport
3. Cost of petrol

88% of respondents think that there are not enough incentives for the public to stop using their cars and use other modes of transport.

When asked about what measures TFL could undertake to reduce the number of cars on the road. The main points raised were:

Better Public Transport

- More frequent and reliable public transport, running on time, being faster, more efficient and improving the environment of the underground and the trains. Reduce overcrowding, install air conditioning, less litter and overall general cleanliness and friendly and helpful staff. Some commuters said they would rather go to work in the comfort of their own car than be squashed in a smelly, dirty hot carriage.
- More buses including small hoppla buses in local areas, especially during peak times. Commuters said they had to wait at bus stops because bus drivers have not stopped due the bus being full and therefore adding their journey. For local journeys what would take 15mins by car could take an hour by bus.
- Extending the running times of public transport, starting them earlier and finishing later. More 24 hour services.
- Introduce better transport links across boroughs and across London, making journeys easier, generally quicker and not so complicated. More direct routes in local areas across London. Greater integration of the transport services especially in relation to interchanges and timetables accordingly in order to reduce travelling times.
- Encouraging park and ride schemes at station

Cost

- Lower fares. Ticket prices were seen as too expensive and acted as a disincentive to use public transport. Many respondents said that driving was cheaper when compared to using public transport, especially when travelling as a family or in a group, which were thought of as very expensive.
- Extending the congestion charge zone and increasing the charge.
- Rewarding use of public transport and sustainable travel providing incentives for car users and sustainable travel users ie money off travel on the oyster card.
- Integration of the oyster card – use all over the transport network so commuters do not have to plan their journey only where the card is accepted. Reducing travel time and cost as they would not have to pay for separate tickets.
- Lowering prices at station car parks, but increasing the cost of parking in London.

Infrastructure

- More dedicated cycle and bus lanes.
- Greater access to public transport for the disabled, elderly and parents with prams and young children.
- Introduction of school buses to reduce overcrowding on buses and congestion on roads. Reduce car school runs by encouraging parents to use other modes of transport.
- Red route within 1 mile of schools.
- Councils starting to design roads and towns with buses, cyclists and pedestrians in mind. More car free streets and pedestrianised areas.

Safety

- Better policing on public transport and CCTV on buses.
- Secure parking for bicycles at stations and around London.

Publicity/Support

- More education about public transport, its ease and convenience, the different modes of transport that can be used.
- Cycle awareness and training especially young children, parents.
- More information about hire a bike schemes, car clubs and car sharing and offering incentives for people when they use them.

Cost of Petrol

Respondents were asked if the cost of Petrol in the past year had affected the way they travelled. The majority said it had not affected them because they did not have a car or used in very infrequently. For some of these respondents the cost of petrol was not a disincentive as it was still too expensive to travel by

rail especially with a family. Those respondents who said they were affected by the increase Petrol, the main changes they made to their driving habits were:

- Reducing car usage and thinking more about not using the car i.e for short journeys, when travelling alone and cycling and walking more to local shops and amenities. Some reduced the amount of family and leisure visits and when considering long distance travel would look out for travel discounts on other modes of transport and car sharing.

5) Safety

71% of respondents did feel safe when travelling in and around London. More male respondents (77%) felt safe travelling in and around London than female respondents (66%). Of the 29% who did not feel safe. The major areas of concern were:

- Travelling at night on the underground. This is when respondents felt the most unsafe. The main reasons for this was the lack of lighting at stations, in car parks and the lack of transport staff or Police personnel in and around the stations. Travellers felt an increased sense of isolation at night as there are no staff in the stations or on the platform, especially at Overground and National rail stations. They felt that there was no one to turn to or approach if they needed help. As a result of this many of the female respondents stated that they would rather pay the extra money and take a minicab or a taxi. Overall respondents had a heightened sense of fear and anxiety when travelling in the evening or late at night. Women felt especially vulnerable and the only action for them was not to sit in an empty carriage, but this is more difficult at night particularly travelling to suburban areas.
- Antisocial behaviour on public transport from groups of young people and 'yobs' was an issue for travellers especially school children who were seen as a nuisance. The presence of these groups of people made passengers feel very uneasy, especially at night when the buses and trains are fairly empty. This fear has led to many people using their cars more when travelling in the evening or not even thinking about using public transport. Respondents felt that the bus driver was powerless to do anything or say anything or just did not want to get involved, so let other passengers behave badly.
- Overcrowding on the buses was a reason for feeling unsafe when travelling. This was especially true for wheelchair users and mothers with pushchairs and very young children. These passengers felt frustrated when they had to wait for another bus because there was not enough space for them on the bus even though, there is a designated space on the bus for them.
- For people with disabilities and pedestrians the main safety issue was uneven surfaces, broken pavements and roads, varying kerb heights street furniture and stalls. Respondents wanted repairs made to pavements and extra room on the pavements so that people can move about safely.

Improvements were stated in response to the above reasons why respondents did not feel safe.

- Increased presence of Police personnel and transport staff in the stations and on the platforms during the day and especially at night. This was by far the main improvement that respondents said should be implemented on public transport. This was the same for the buses as it was felt that the bus driver was not able to handle situations on their own as sometimes this would mean delaying the journey. The introduction of bus conductors or guards would help the driver, on known trouble routes. The respondents wanted a deterrent, a physical presence who could be taken seriously, police personnel who had the powers of arrest or the authority to issue fines and penalty notices. Even though respondents thought that Police Community Support Officers would be good as physical presence, but as they do not have any powers of arrest they would not be taken as seriously as police officers or guards at stations. Walkers and cyclists expressed the same concerns and wanted more police on the streets and patrolling in cars.
- More CCTV cameras on all modes of public transport and that the footage be used as evidence in a complaint.

- Increased lighting in and around stations and on badly lit streets. Respondents stated that after nightfall some of the platforms become very dark especially national rail platforms where sometimes you cannot see the end of the platform. More lighting would help passengers feel safer as they could see clearly and not feel so isolated and fearful.
- Keep ticket offices open throughout the night. Many respondents said that the station felt deserted and they therefore felt very vulnerable as there was not any staff around.
- Campaigns about safety on public transport. Campaigns about respect and responsibility to young people. Go to schools and talk about transport issues and the need and understanding for respect & responsibility, maybe as part of the citizenship lessons. Young people were seen as one of the reasons why other passengers felt unsafe on buses. One suggestion was to stop free travel for young people. Dedicated school buses could reduce overcrowding.

Buses

- Training for bus drivers in customer care and their attitude and duties to their passengers. Waiting a bit longer for older people to get on and off the bus. Being able to deal with concerns of the passengers. It was felt that bus drives to nothing and turn a blind eye.

6) Consultation And Engagement

53% said there were not enough opportunities for them to voice their opinions on transport issues.

The main changes that respondents said they would make for more opportunities to voice their opinions were:

- Surveys and questionnaires. These were seen as a good way to voice their opinions and respondents wanted more regular surveys and other ways to voice their opinions. These include quick surveys at stations where passengers can fill a survey and place it in a place in box. Comment and suggestion boxes at station, complaints boxes or log books. More canvassers at tube and bus stations, in town centres and knocking at doors and putting surveys in the London Evening Standard and the free papers to canvas opinion.
- Regular forums and more genuine consultation and engagement with the public. Respondents wanted more open and public forum where they felt their voice was really being heard and their opinions gathered and used in the decision making process.
- Many of the respondents had never participated in any form of consultation or engagement before and this survey was their first ever. Most of them had not been aware that there were opportunities available. Therefore respondents said there was a need for greater publicity and promotion in their local area and across London.
- Greater use of technology in canvassing opinion. Make the TFL website more interactive and have a dedicated web page for comments, suggestions and log complaints. Simple touch screens at stations with simple and quick surveys and questions.
- More involvement of individual and voluntary organisations to work with different members of the community and influence decision makers. Direct access to decision makers i.e. The Mayor/Mayor's Office holding meetings on transport twice a year, where members of the public could attend. Having consultative committees for each borough reporting directly to TFL and local council liaison groups going to community centres and meeting the public.

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76% of the respondents had not ever attended any public consultations/meetings in relation to transport issues. Of these 44% were in the 50-60 and 65+ age groups, 21% were aged between 35-49 and 21% between 25-39.

The main reasons for not attending public consultations/meetings were:

- Respondents were not aware of any consultations and did not know that they were taking place. Many said that they had not been invited to any meetings, otherwise how would they know. Surveys and questionnaires were also something that respondents had not participated in and again they did not know about them.
Promotion of consultations was deemed very poor. People said that there needs to be more adverts on public transport maybe local newspapers and libraries. The public needs to know more about what is taking place within their area.
- Many respondents were not comfortable at expressing their opinion at public meetings. They felt they would not be able to get their point across amongst 'all the angry people'. The preference was for more private consultations i.e. e-consultations - surveys online or online forums, which were very popular.
- Lack of transparency of the consultations. Respondents said that there was no point in attending as they felt decisions has already been made and these events were just the government and TFL are paying lip service to the public. Therefore they felt these were unlikely to affect any outcome.
- Respondents thought they were not competent and informed enough to make a decision.
- Laziness and the fact that some of the respondents just did not feel strong enough about the issues to attend and voice an opinion.

7) Cost Of Fares

TRAVEL CONCESSIONS

The main issues for respondents who have travel concessions fell into the following category:

Freedom Pass

- For the majority of respondents the restrictions of travelling before 9:00am on the underground and 9:30am on National Rail and the Overground was the only issue. For many respondents they have no choice but to travel before 9:00 especially for hospital appointments and they had to pay the fare, which respondents found expensive.
- Some respondents who still worked and had a freedom pass, wanted to be able to use this to get to work. But because of the time limits were late for work or had to pay normal fares.
- The different policy from councils on free travel on all buses across the whole of London. Some councils offering full free travel on buses and others offering partial free travel on buses.

Disabled Users

- The non-policing of disabled spaces, especially in shopping areas, where non blue badge holders have occupied a disabled car parking space and penalty is given.
- The early time limit on the disabled travel concession, disallowing people to travel early. Respondents felt penalised for travelling before 9:00am
- The difficulties with the Dial-A-Ride service. Having to pre-plan the journey as the taxi has to be pre-booked and the unreliability of the service, not always turning up on time and not being able to take users where they want to go.

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- No Freedom passes or travel concessions for carers of disabled or ill people.

OYSTER CARD

Generally the oyster card scheme was seen as an easy and simple method for paying for travelling on the Underground and buses.

The improvements stated to enable ease of travel fell into the following categories:

- ❖ Ease of Top-up and use at stations
- ❖ Extended use across all London zones
- ❖ Awareness and Promotion

Ease of top-up and use at stations

- Respondents wanted more convenient places to top up their oyster card. Commuters stated that their problems were not being able to top up their cards at their local stations particularly those who lived further out and in the suburbs. As one respondent said "I can pay for my top-up online but I can't top up at Southall, my home station, have to go to Paddington or Ealing Broadway". Suggestions given for more convenient places to top up were more local shops, supermarket i.e. Tesco's which are open till late, top-up points at bus stops for bus commuters, greater use of technology e.g. mobiles and cash machines similar to topping up mobile phone credit.
- The ticket machines not working at stations was a big issue for oyster card users as many times this resulted in passengers getting fined or having to pay the full fare. For many passengers the issue was not to get fined if the ticket barriers were not working and for staff to have more understanding when trying to explain and get a refund. Also transport staff on buses or at underground being more lenient with commuters if due to overcrowding on the bus or at the barriers commuters did not make proper contact with the barriers or in the case of the bus cannot see the green or red indicator light.
- Amendment of amount used depending on travel. Respondents wanted the oyster to calculate the cheapest amount used not just over the day but over a week or month i.e. a weekly pass. They also wanted print outs from oyster machines or for unregistered oyster cards so that commuters could claim travel expenses.
- Respondents called for an overdraft facility on the card to allow legitimate passengers some leniency if the money has been used up during travel and are not in the position to top up at that time.

Extended use across London

- By far the biggest improvement that respondents wanted was to extend the use of the oyster card to all transport services across all London zones. The issue for respondents who regularly commuted on national rail and the underground was that they felt penalised for travelling into London. These commuters said they had to pay extra for travelling into London even if they were travelling the London zones but on different modes of transport. One respondent said "I can use it [the oyster card] to Elephant and Castle but not to Herne Hill, which means I can reach the limit for a 1-2 zone card on my oyster, but then have to pay again if I choose to travel on the train to Herne Hill in Zone 2".
- This improvement would also mean commuters using oysters pay-as-you-go on these journeys would not get caught unawares when using their oyster cards on national rail stations in London. Some respondents said that if they have had to change their travel plans and use the overground or national rail this has resulted in a fine at the other end or they would end up paying twice the price of a normal travelcard.

Awareness and Promotion

- 69% of respondents thought that there was not enough information/awareness about the benefits of the oyster card. A lot of people have no clue what the oyster is, how it is used and what the benefits are and said the card needed to have more extensive promotion and awareness campaigns targeted at all members of the population.
- Respondents found the prices confusing and working out what would be the cheapest, so just bought a paper ticket instead. They called for a clearer pricing structure showing the ticket prices for the different zones and travel times for the oyster card. They also wanted staff to have more knowledge about oyster ticket prices, so that they could advise on the best ticket to buy.
- More information was asked for on how to top-up online and better promotion around the rest of the UK and abroad to enable visitors to benefit from the card. Respondents suggested sending out posters to community centres and organisations and having promotional campaigns in order to reach all members of the community so they are aware of the uses, benefits and any changes and consequences.

8) Investment In Public Transport

- Respondents were asked who should be responsible for funding the following schemes: Free/discounted travel, local transport schemes, regional transport schemes, developing local infrastructure and developing London wide infrastructure. The results were as follows:

	Central Government	Local Authority	Transport for London	Private Investment
Free/Discounted Travel	41%	23%	42%	4%
Local Transport Schemes	11%	54%	43%	5%
Regional Transport Schemes	46%	20%	37%	8%
Developing Local Infrastructure	30%	48%	30%	8%
Developing London Wide Infrastructure	38%	16%	57%	10%

- Respondents were asked at a local level where they thought the money would come from to fund the above projects. The responses were as follows:

Increased Council Tax – 36%
 Funding Diverted from other local services and projects – 33%
 Increased parking charges – 38%
 Higher fares for regular commuters and travellers – 25%

- 78% of respondents thought that there was not enough Government investment in Public Transport
- 91% of respondents strongly agreed or agreed that investment in transport in London is vital to supporting the UK economy (Strongly Agree – 64%, Agree – 27%)

9) Availability Of Public Transport

Respondents were asked the following questions about the availability of public transport

a) *Does your local environment enable you to travel with ease around your area?*

b) *Does your local environment enable you to travel with ease outside of your area and across London?*

a) Overall 72% of respondents agreed that they could travel easily around their local area. Of the 28% who answered “no” to this question, the analysis was divided into North, South, East and West London.

North London - Enfield, Barnet, Brent, Haringey, Islington, Camden and Harrow

Of the respondents who lived in North London 72% said that their local environment did enable them to travel around their local area with ease and 28% said that their local environment did not enable them to travel around easily. The main areas of difficulty were:

- Inadequate and poor transport links. The main concern for respondents were that there was not enough transport services to be able to cross the boroughs, that local buses were limited and infrequent and more trains and park and ride facilities were needed. Respondents said that arterial connections to go around the boroughs were very limited and poor. This was a common issue for Barnet where respondents said there was not enough buses for the local area and bus routes that crossed the borough. Countdowns were missing from Bus stops so commuters did not how long their wait was going to be.
- Congestion on roads. Respondents cited too many cars as a big problem. Cycling was also considered an issue. North London respondents thought that the environment was hostile to bicycles in that there was inadequate provision for bikes in terms of cycle lanes and a lack of safe cycle crossings. This point was also applied to safe crossings for pedestrians. Respondents said that prolonged road works also contributed to the congestion on the roads.

East London – Barking & Dagenham, City of London, Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest

Of the respondents who lived in East London 72% said that their local environment did enable them to travel around their local area with ease and 28% said that their local environment did not enable them to travel around easily. Of the separate boroughs Hackney and Waltham Forest were more equal in their opinions of travel within the borough with 54% of both boroughs agreeing with the statement and 46% disagreeing. The main areas of concern in East London were:

- No direct arterial transport routes across the boroughs. The respondents said that the bus routes took too long to get from one end of the borough to the other. This issue was prevalent in Waltham Forest, Hackney and Tower Hamlets. In Waltham Forest passengers's problems were lack of North-South bus services in the borough with buses stopping at Walthamstow the centre of the borough and no rail services north to south. Resulting in some journey's across Waltham Forest taking up to 1 ½ hours. In Tower Hamlets the problem was the same but this time respondents saying travelling East to West in the borough was fine but North to South was not good mainly due to road works and congestion.
- Limited and poor transport services was an issue in all the boroughs. The main points were not enough local hoppla buses at peak times and the unreliable and irregularity of overground services in Hackney. Punctuality of buses was a problem for respondents as well as tube and train closures at evenings and weekends. Both causing major delays to passengers journeys.
- Overcrowding on pavement and traffic congestion. In Tower Hamlets and Newham respondents had problems with street clutter, traders taking up too much pavement space to display and sell goods and cafes and restaurants blocking pavements with 'street furniture' i.e. tables, chairs and 'A' boards. These

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were seen as an obstacle for people using the pavement especially the elderly, people in wheelchairs and those with pushchairs.

- No coherent cycling policy. Respondents in all boroughs said that there was a lack of cycle lanes in their local areas and the traffic congestion made cycling difficult.

West London – Ealing, Hammersmith & Fulham, Hillingdon, Hounslow, Kensington & Chelsea, Richmond and Westminster

Of the respondents who lived in West London 74% said that their local environment did enable them to travel around their local area with ease and 26% said that their local environment did not enable them to travel around easily. The main issues were:

- Too many vehicles on the roads, travelling too fast on minor roads and congestion on major roads and junctions
- No enough local buses
- Lack of safe cycling and pedestrian routes aswell as safe crossing for walkers and cyclists

South London - Greenwich, Southwark, Croydon, Bexley, Bromley, Wandsworth, Lewisham, Lambeth, Merton, Sutton and Kingston

Of the respondents who lived in South London 72% said that their local environment did enable them to travel around their local area with ease and 28% said that their local environment did not enable them to travel around easily.

- Poor and infrequent transport services. Respondents said there was a lack of transport services within their boroughs and what transport services they had were patchy. This was a problem in many of the South London boroughs. In Bromley respondents said the buses were infrequent and the tram does not come to Bromley. For those who lived in Lewisham, their issue was that the Southern trains did not run late enough and for respondents from Southwark and Bexley the issue was the very limited underground service to South London. Respondents asked for extensions of the Victoria Line to Camberwell, Peckham and Peckham Rye.
- For South London Respondents traffic and road issues were a big problem. The main issues were too many cars on the roads, the increased amount of roadworks, badly planned junctions and a lack of safe pedestrian crossings all resulting in prolonged and heavy traffic. Respondents said that these issues made cycling within their areas dangerous and difficult especially as they thought there was not enough provision for cyclists to cycle safely.

b) Overall 67% of respondents agreed with the statement that their local environment did enable them to travel with ease outside of their area and across London.

North London

Of the respondents who live in North London 64% said their local environment did enable them to travel with ease outside of their area and across London. Of the 36% who said that their local environment did not allow them to travel with ease across London and to other areas, the main areas of concern were:

- Inadequate and poor transport links to other parts of London. Respondents said that the lack of direct train and bus routes from North London boroughs to Central London has made travelling difficult. As many times they have had to change number of buses and trains which has made the journey longer and more expensive. Travelling to other areas of London was also a problem as the issue here was the lack of radial routes around London. For example many travellers from North London had to travel into London and go back out again. No East – West Links from North London

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- Limited and infrequent transport services to other parts of London especially in off peak hours where respondents had to wait longer for buses.
- Constant engineering works on the overground and the Victoria line has resulted in a unreliable transport system making travel unpredictable and difficult.

East London

Of the respondents who live in East London 63% said their local environment did enable them to travel with ease outside of their area and across London. Of the 37% who said that their local environment did not allow them to travel with ease across and to other areas, the main areas of concern were:

- Difficulty in travelling to neighbouring areas. No direct routes. Respondents in Barking and Dagenham said travelling north or south of Barking meant travelling into Central London and had no option but to take the car which is easier as it is a more direct and quicker journey. For commuters living in Chingford and Walthamstow the main issue was the lack of a direct route to Stratford for travelling to Docklands. Respondents suggested re-routing the Chingford to Liverpool St line via Stratford not Hackney.
- Limited and infrequent transport to other parts of London especially neighbouring boroughs. Respondents noted that when travelling at peak times the number of buses needed to be increased as respondents in Waltham Forest said 'waiting for a bus to travel from Walthamstow to Woodford and the bus is full, so cannot get on, journey is delayed late for work 25mins takes 1 hour and 15 mins. Quicker to take car there in 15 mins. For respondents in Hackney having no tube links was a major hindrance to travelling across London, as they would have to pay higher fares to travel and the North London Line needing to run more frequently, every 5 minutes.
- Traffic lights settings slowing down traffic causing congestion and extending journey times. As one respondent in Hackney stated, traffic light were green only for a minute allowing only 2 vehicles including buses to get across on major roads. When travelling from Shoreditch to Liverpool St can add half an hour on to the journey.
- Tube and DLR engineering works especially at weekends, which causes major disruption for commuters as many said they were not aware of the closures.

West London

Of the respondents who live in West London 75% said their local environment did enable them to travel with ease outside of their area and across London. Of the 25% who said that their local environment did not allow them to travel with ease across and to other areas, the main areas of concern were:

- Engineering works on the Underground delaying travel or stopping commuters from travelling.
- Traffic congestion, too many cars on the road. This was accompanied by too little road space and constant utility works
- Lack of cycle routes to other parts of London and the lack of safety with the present cycle routes.

South London

Of the respondents who live in South London 64% said their local environment did enable them to travel with ease outside of their area and across London. Of the 39% who said that their local environment did not allow them to travel with ease across and to other areas, the main areas of concern were:

- Limited transport services for travelling in and out of South London. By far the major issue for respondents from South London was the poor coverage of transport services to South London. Within this the primary concern was the very limited underground service to South London. Respondents said this made travelling lengthy and inconvenient for them as in order to use the underground service most

journeys involved taken the taking the bus or and the train first to the nearest underground station and these were infrequent, often delayed and overcrowded it made travelling difficult. The limited transport services also related to the bus routes and DLR connections to South London.

- The limited use of the Oyster card when travelling in and out of South London. The main issue for commuters is having to buy separate tickets for trains and tubes as the oyster is not accepted on overland trains. Resulting in more expensive travel. To avoid this respondents take the routes on which they can use the oyster can, which can end up taking a lot longer. As one respondent from Merton said “ I often take a much longer route via the District Line, just so I don’t have to pay the separate cost of getting the train from Waterloo and then picking up the Underground from there”
- Engineering works especially at weekends. Respondents said this made travelling difficult as they did not know in advance when he works were going to take place and it was not always clear what the alternative routes are and therefore what were the best fares for these journeys.

10) Disability

Respondents were asked whether the London Transport services and stations were accessible for people with disabilities. For National and underground train stations 60% and 81% respectively of respondents said that these stations were not accessible for people with disabilities and two thirds of respondents agreed that DLR and Buses stations were accessible for people with disabilities.

For those respondents who had answered No, the main concerns were,

- Lack of accessibility to public transport as most of the stations have steps and escalators and no street level access especially underground stations which were considered to be the main concern for commuters with disabilities. National rail stations were considered not be as inaccessible as the underground, but there were still issues with stairs. Respondents said that the buses had the best in terms of transport for disabled people with designated spaces and ramps for access.
- The main issues with National rail was the gaps between the platform and the train which made getting on and off the trains very difficult and the fact that if a disabled person wants to travel on national rail they are required to pre-book a member of staff to help. For commuters the problems here were the help not being available if the train has been delayed and that the journey has to be pre-planned.
- Overcrowding was a big problem stated by respondents. For many disabled people travelling by bus would mean that they would have to wait longer than other commuters at peak times. The buses were full to capacity and there would not be enough space for the disabled to board the bus, especially if they were in a wheelchair. Respondents were reluctant to or just did not want to move out of the designated wheelchair and bus driver was reluctant to let a wheelchair user on board as it would take to long and delay the journey. Respondents said they felt very vulnerable in an overcrowded train or bus as they found it difficult to hold on to anything and had the fear of falling over.
- Poor attitude of staff and public in general. Respondents found that customer care and attitudes towards people with disabilities was very poor. Bus drivers were deemed the worst as they would not park close enough to the kerb and therefore not allowing people to get off the bus safely. Also when getting on and off the bus the driver does not give enough time before he starts driving. Staff at underground and national rail stations were seen as very unhelpful and having a poor understanding of the needs of disabled commuters.
- Poor facilities in stations and on transport services. Bus ramps and lifts being out of order were a major problem especially for wheelchair users and the mobility impaired. The other concerns were better sound quality of announcements on platforms and in trains and tube as they are sometimes muffled and very hard to hear, the lack of announcements on the tubes and buses and improving signage making

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them simpler and clearer. As often they are cluttered and use bad colour combinations making them difficult to read. Feeling of vulnerability when travelling on public transport.

The main point raised from these concerns is that travelling around London as a disabled person is very limited. As access is poor disabled people have to travel longer distances as they have to plan their journey using only the modes of transport or stations that have disability access. Resulting a longer time to get to the destination. They are limited to where they can travel due to the lack of transport services and when they can are reliant on transport staff and services which are not always available.

END

The survey and analysis were conducted by Nusrat Gilani on behalf of the London Civic Forum.

Inquiries should be directed to:

Marian Larragy
Policy Participation Co-ordinator
London Civic Forum
18a Victoria Park Square
London E2 9DB

marian@londoncivicforum.org.uk

Direct Line: 020 8709 9773