

Borough Survey 2021

Progress report

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Last year, we asked more than 2,700 elected representatives and non-elected officers from London's boroughs and the City of London to share their views through a survey. This ensures we work together more effectively, and we use the feedback to improve our services. This report includes a summary of the responses and some of the ways we are addressing these.

Improving the bus network

The bus network is vital for Londoners and upgrading it remains one of your top priorities. We have therefore introduced a Bus action plan which aims to make our bus network safer, more sustainable and a more attractive option travel for people.

Journeys by bus are:

- comfortable and easy for all to use
- safe and secure
- a way of reducing journey times
- better connected
- a zero-emission travel choice



Active travel

Overall, you support the promotion of active travel and greener modes of transport as a priority, to help reduce the number of cars on London's roads, including in outer boroughs.

There was general support of our implementation of cycle lanes and Low Traffic Neighbourhoods. However, some respondents felt that changes have been made too quickly. You would like us to carefully communicate any changes as well as the consultation that has taken place beforehand, to ensure a successful implementation.

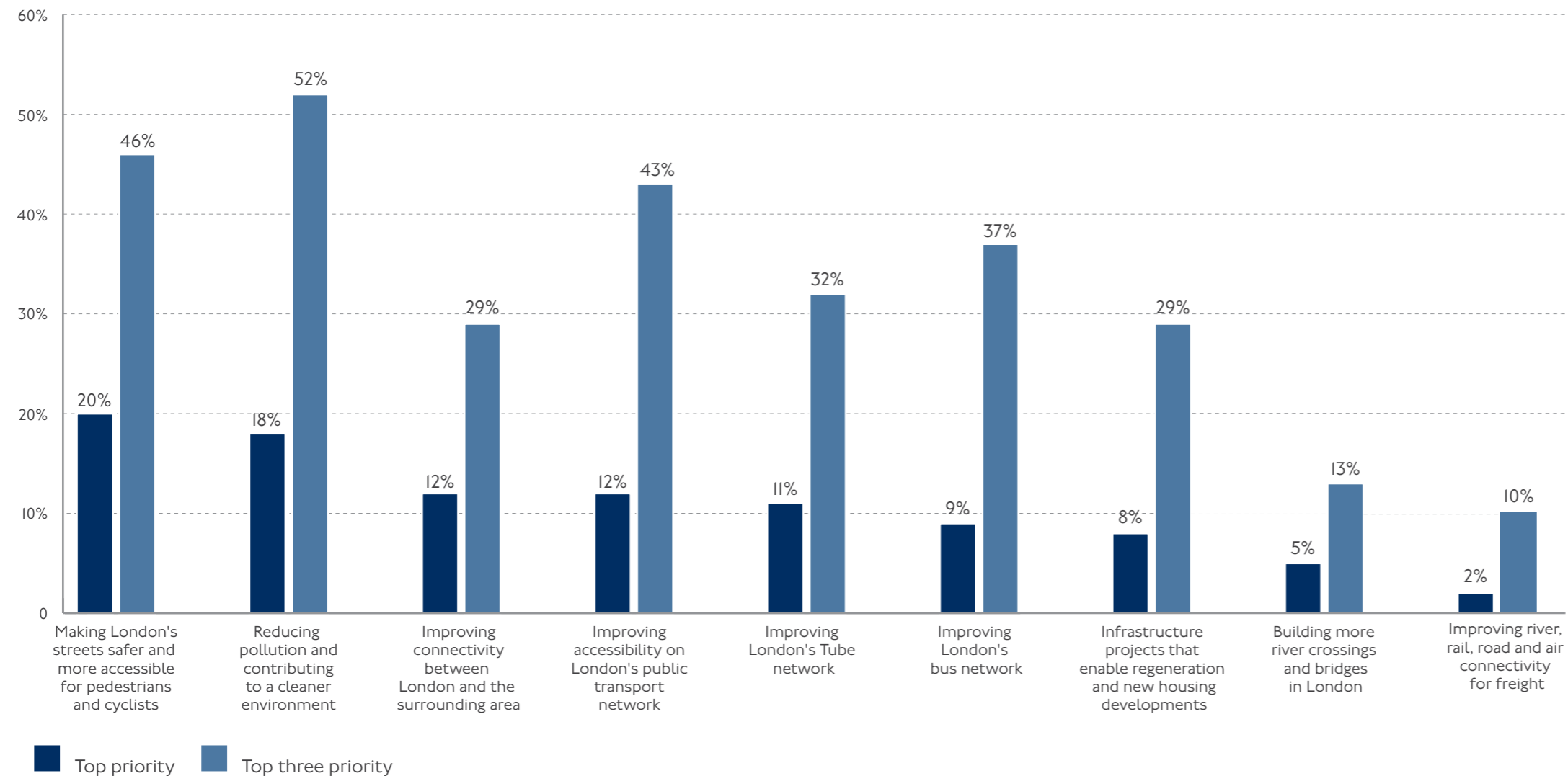
Active travel has remained a priority for us, as we have delivered a number of major projects, including related schemes at Old Street Roundabout, Bishopsgate, London Bridge and the A21 between Lewisham and Catford. We have also continued to fund borough projects throughout and beyond the pandemic despite our financial constraints.

Accessibility

A total of 43 per cent of you felt that we are improving accessibility on London's transport network. Since the survey was conducted, we have made a further 11 Tube stations step-free and introduced a new step-free London Overground station at Barking Riverside. London's newest railway, the Elizabeth line, has a total of 41 stations and will be fully step-free by the end of 2022.

Transport priorities

Your priorities for investment



Number of step-free stations* across our network:

- **91** Tube stations
- **62** London Overground stations
- **40** Elizabeth line stations
- **All** DLR stations
- **All** tram stops



Better air quality

Reducing pollution is one of your top three investment priorities. Respondents in outer London boroughs feel this is the most important priority for us to invest in.



52%

of respondents listed reducing air pollution from road traffic in their top three priorities

We also feel this should be an investment priority, so we are ambitiously working on converting our bus fleet to zero emission by 2034, as well as the rest of our vehicle fleet. In October 2021, we extended the Ultra Low Emissions Zone (ULEZ) to the North and South Circular roads. More recently in 2022, we have introduced new services, including the Elizabeth line, the Northern line extension and the Barking Riverside extension, to provide more public transport options and alternatives to car use.

The impact of the central London ULEZ over the first 10 months showed a:

44%

reduction in nitrogen dioxide (NO2) concentrations

27%

reduction in fine particulate matter (PM2.5) concentrations



6%

reduction in carbon dioxide (CO2) emissions

71%

reduction in the number of older, more polluting vehicles**



91%

vehicle compliance rate in the expanded ULEZ zone

30%

reduction in nitrogen oxide (NOx) emissions*** as a result of the ULEZ expansion and tightened LEZ combined



Safety matters

Our Vision Zero programme has helped to introduce 20mph zones, school streets and Low Traffic Neighbourhoods across London.



46%

of respondents said making London's streets more accessible for pedestrian and cyclists is a top three priority

Listening and collaborating

Many of you felt that our proactive contact with you has improved engagement with you. You appreciated us communicating with a coherent voice and providing a quick response, and recognised our willingness to work hard for a solution that benefits all parties.

However, you strongly felt that you would like to be more involved in our decision making, at an earlier point in the process and with greater input than you currently have. Those of you who have a main point of contact felt this is vital to the relationship and positive for the community – a significant factor in better engagement.

34%

of stakeholders have a main contact at TfL



56%

of stakeholders agree that we invite them to contribute to consultations



56%

of stakeholders know how to approach us for information on issues for their organisation, a 5% improvement



74%

of you enjoyed our borough newsletter



71%

of you were happy with the dedicated community web area



58%

of you were satisfied with the Streetcare tool for reporting issues on our network



*As at 5 September 2022

**Detected in the zone on an average day between February 2017 and January 2020

***Expected in the first year by October 2022

How we are using your feedback

You find it difficult to get in touch with the correct teams in TfL for support.

Our Local Communities and Partnerships team is there to help you find your way around our organisation. After the elections in May this year, we contacted all elected borough representatives to introduce our Local Communities and Partnerships team and explain the best ways to raise different issues with us.

We are working with London Councils and your Democratic Services teams to look for further opportunities to promote these contact details in an accessible way.

To improve our partnerships, you would like us to be more aware of your priorities.

Following the local elections in May, Transport Commissioner Andy Byford has embarked on a series of meetings with the leadership of London's boroughs to learn more about your ambitions and priorities.

As well as one-to-one meetings with leaders, he has attended the Chief Executives committee hosted by London Councils and will shortly attend the Transport and Environment Committee and the Leaders' Committee. In addition, we regularly meet with borough officers. We are working on delivering an internal awareness programme of your priorities in the next eight months, to improve collaboration between us and help London thrive.

You want a clearer understanding of the strategies we are delivering in your area.

As you found our borough newsletters and web area helpful, we are committed to continually improving them by making the delivery of our strategies clearer. We will also create clear and simple videos explaining some of our work. We want to have more meaningful conversations with you about these strategies, so we are planning more events in the future.

You would like us to engage with you earlier on changes to services and projects.

Over the last two years we introduced the new 'Have your say' digital consultation and engagement tool and made every effort to engage with you as early as possible on policies and changes to our network. We will continue to talk to you and communities before consultations launch.

Helping you help your residents

We appreciate the value in resolving issues quickly. The following contact details will help you better support your residents:

For urgent safety-related issues:

- Call our Customer Contact Centre on 0343 222 1234
- Press option 5, then option 1
- Special arrangements are in place to ensure that safety-related issues are prioritised. Charges may apply

Information on our transport services (including fares and ticketing or accessible travel):

- Check live service updates on our website
- Download our TfL Go app
- Call our Customer Contact Centre on 0343 222 1234 (charges may apply) or find further help and contact details on our website
- For rail services not managed by TfL, please visit the National Rail website

Reporting road issues via our Streetcare tool

If you, or one of your residents, notices something that needs to be fixed such as a streetlight, bus stop or pavement, please report these via our new online Streetcare tool. This easy-to-use reporting tool shows if the road is owned by us or by your borough, and will send you an update when the matter you reported has been resolved.

Tackling road danger

Members of the public can report road incidents or concerns directly to the Metropolitan Police Service. If you are concerned about speeding, please talk to your officers who may be able to request enforcement from the Metropolitan Police Roads and Transport Policing Command. You can also access road performance data for your ward through our online road danger reduction dashboard.

Further information

More details on some of the topics and programmes included in this progress report can be found online through the links below.

[TfL air quality webpage](#)

[Boroughs and communities webpage](#)

[Metropolitan Police Service road traffic incident reporting](#)

[TfL help and contacts](#)

[TfL road danger reduction dashboard](#)

About these results

This research was carried out between 10 February and 21 March 2021 by ComRes, an independent research agency, on behalf of TfL. A total of 367 borough officers, directors and councillors across London responded to an online survey and 20 stakeholders then took part in in-depth online and telephone interviews.

