

RESEARCH SUMMARY

Title	Car park usage at London Underground
Objective	Understand the customer and usage profiles of car parks at Underground stations
Date	April 2010
Methodology	1,669 face to face interviews, 1,768 paper self-completion surveys and 20 online self-completion surveys with users of 39 LU car parks. Observation of available parking spaces.

Key findings

- Most car park users (91%) use the Underground. Half use the car parks and tube services at least three days per week. Overall, commuting is the main purpose for using the car parks.
- There are different usage patterns across weekdays and weekends. Weekday users are mostly commuters who arrive at the car parks at morning peak times (before 10am). Weekend users tend to park between 7am and 4pm for leisure and shopping activities.
- Generally, larger car parks (300+ spaces) have the highest average occupancy rate (across all times of day measured in this study).
- Current users feel that LU car parks are important for their access to the tube. Most are reluctant to use alternative modes to travel to the station.
- If the car park were to be temporarily closed, most claim they would still drive, either parking on the street or driving and parking elsewhere (e.g. another station). Among those who would change their behaviour, 6% say they would use a bus to make their journey to the station, 7% say they would walk, and 4% claim they would not make the journey at all.
- 11% of car park users say they would be willing to cycle to the station if the bicycle parking facilities were improved (although it is likely that a smaller proportion than this actually would do so).
- 4% of car park users had a disability / impairment. 2% were Blue Badge holders. Their car park use and likely travel / parking arrangements if the car park were full or closed are similar to those of other car park users.

Job number: 09053