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## Understanding Londoners' perceptions of issues dealt with by the London Freight Plan

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# 1. Executive Summary

This report has been commissioned for Transport for London (TfL) in order to gain an understanding and insight into the public's attitudes towards the London Freight Plan (LFP) and its aims. The survey covers a representative cross section of London residents. In total 1,005 interviews were administered.

## Overview

**'Freight-related' issues are not top of mind or primary concerns for the majority of London residents. However, it is likely that TfL can get greater engagement with London boroughs in some of these issues – and therefore with the LFP – if more specific areas are focused on, as follows:**

- **Highlighting and focusing on delivering in areas where boroughs can demonstrate they are being cleaner and greener, directly (in terms of vehicles standards) and indirectly (in terms of managing deliveries),**
- **Highlighting and focusing on areas which might have wider impact on more important issues, e.g. reducing delivery trips and deliveries in peak hours, which can in turn reduce traffic congestion.**

**It is clear that TfL and boroughs must work closely together – both are perceived to have similar levels of responsibility for local freight-related issues.**

## **What was the relative importance of transport / freight-related issues amongst London residents?**

Freight-related issues were not top of mind amongst most London residents. Most did not consider freight-related issues to be those in most need of improvement in their local area. This means that for effective engagement with these issues, TfL need to demonstrate the importance of wider impacts of the LFP on residents.

### **To what extent were freight-related issues considered a problem?**

Freight-related issues did not have top of mind importance for most residents. However, when prompted, a number of freight-related issues are regarded as being a problem, although most only by a minority. The biggest problem amongst these was the amount of traffic on the roads (mentioned by almost six out of ten – 58%).

### **What were residents' issues in relation to freight vehicles in their local areas?**

When prompted, just under half of residents agreed that lorries were a problem on the roads. Vans were considered to be less of a problem than lorries. However, more were in favour of a single delivery trip being made by a large vehicle than many trips made by smaller vehicles. Most Londoners were in favour of measures that limit or control the activities of goods vehicles away from peak hours.

Thus TfL and boroughs could expect a reasonable degree of support from residents if they were to address issues in this area. However, the link between actions in this regard, and the knock-on effects of these actions (less traffic congestion, less pollution) would need to be clearly stated.

### **What actions would 'authorities' be expected to take?**

There is much stronger support for and expectation of action by 'authorities' on freight-related issues and goods vehicle activity when discussed in relation to environmental impact and safety. The great majority – typically nine out of ten – of London residents agreed with measures that ensure goods vehicle activities are controlled with these aims in mind (and most strongly agreed). There was strongest agreement that 'authorities' should: ensure vehicles comply with latest safety standards; ensure vehicles meet maximum noise limits ; ensure vehicles are clearly legally compliant; ensure vehicles minimise fuel use / emissions; make deliveries happen legally. (NB. From the understanding gained in the qualitative pilot interview, it is reasonable to assume that many residents assumed that these controls were in place already.)

TfL and the boroughs should expect to get the greatest levels of public acceptance if freight-related issues are discussed and reported in relation to environmental impact and safety, even if these issues were not necessarily top of mind of priorities for improvement in their local area overall.

### **Who was felt to be responsible for these freight-related issues?**

Overall, just over half of London residents (52%) considered local boroughs / authorities to be responsible for these issues, and three out of ten (30%) considered local boroughs / authorities to be most responsible. Just over four in ten (42%) said TfL was responsible for the types of freight-related issues covered in this report. One quarter (24%) said TfL were mainly responsible.

This clearly highlights the requirement for a partnership approach between TfL and the boroughs in tackling freight-related issues in the local area.

### **What differences were there across different boroughs?**

On the whole, residents' views were the same irrespective of their borough of residence. However, some differences were seen between Inner London residents and Outer London residents. Inner London residents were more likely to consider traffic congestion, parking and pollution as issues affecting their local area. Outer London residents were less tolerant of the activities of goods vehicles. Views of residents in Camden were generally typical of those of Inner London residents overall. Views of residents in Hillingdon were generally typical of those of Outer London residents overall.

## 2. Research Overview

### 2.1 Background

The Transport for London (TfL) Freight Unit was created in acknowledgement of the considerable importance of the freight industry – and specifically the efficient movement of goods and services – in the successful and sustainable growth and development of London. The Unit exists to balance the needs of freight with those of other transport users and other demands for London’s resources, and one key part of this is development of a freight strategy – the London Freight Plan (LFP). With London’s planned growth increasing demand for freight services by 15% by 2025, the key aim of the LFP – like the aim of the Freight Unit overall – is to improve the efficiency of freight and servicing journeys in London, while minimising their impact on the environment and society.

To date, engagement with and action from the boroughs has been at a relatively low level, and TfL wish for this to improve to give greater momentum to the delivery of the Plan and its aims. It is felt that one way to achieve this would be to demonstrate the level of public support for the aims and outcomes of the LFP, and what effect borough’s actions in these areas would have on public approval.

### 2.2 Research Objectives

Research is required to gauge the level of Londoners’ understanding of freight-related issues. The overarching business objective is to identify the level of public support for the key aims and outcomes of the LFP, and what effect London boroughs’ actions in these areas have on public approval.

Specific research objectives include:

- What is the level of public understanding and acceptance of freight vehicles;

- What is the level of public support for the aims and outcomes of the LFP, e.g. FORS, sustainability, co-ordinated deliveries, safety & training, etc.;
- What aims and outcomes of the LFP are considered to be most important / a priority to Londoners;
- What is the level of importance placed on LFP aims and outcomes compared with other requirements / priorities of TfL / London boroughs;
- What areas of delivery against the LFP would give the greatest perceived benefit to the public (and by extension, approval of the borough's actions);
- Who respondents perceive to have overall responsibility for road related issues in London.

The findings from this research will provide TfL with an insight into freight-related issues which principally can be used to engage with London boroughs / borough partnerships and promote the importance and benefits of the LFP.

## 3. Research details

### 3.1 Methodology

Telephone interviews were conducted with a representative sample of adult London residents as part of our Regular Research Slot. Additional 'boost' interviews were conducted with residents in Camden and Hillingdon (see 'Sample' below).

Prior to confirmation of the final questionnaire, six qualitative pilot interviews were conducted with a draft questionnaire, to gauge respondent comprehension and to test questionnaire content, structure and length. The context for these questions – understanding of 'freight' and related issues more generally was also explored.

Final interviews were 10-12 minutes duration. See Appendix 5.1 for the full questionnaire.

### 3.2 Sample

1,005 adult London residents (ages 16+) were interviewed for the Regular Research Slot. The profile of the sample was representative of adult London residents according to gender, age, working status, ethnicity and borough of residence. See Appendix 5.2 for the full sample structure.

In addition, further interviews were conducted with residents in Camden and Hillingdon, to achieve totals of 202 and 200 interviews respectively.

### 3.3 Timescales

Fieldwork was conducted 3<sup>rd</sup> to 31<sup>st</sup> March 2009.

## 4. Main Findings

### 4.1 What was the relative importance of transport / freight-related issues amongst London residents?

#### 4.1.1 Overview

Freight-related issues were not top of mind amongst most London residents. Most did not consider freight-related issues to be those in most need of improvement in their local area. This means that for effective engagement with these issues, TfL need to demonstrate the importance of wider impacts of the LFP on residents.

#### 4.1.2 What was most in need of improvement in the local area?

Public transport was the most mentioned area in need of improvement in the local area, mentioned by over one quarter (28%). (NB. This survey was conducted as part of a wider survey about people's attitudes to a wide variety of travel and transport related issues, so it is likely that this topic was more top of mind for respondents than others.)

Other areas most mentioned as being in need of improvement were clean streets (16%), safety and security (13%) and road and pavement repairs (9%).

Issues that were clearly 'freight-related' were not top of mind for most London residents. However, some did mention issues such as the level of traffic congestion (5%), road safety (3%), the level of pollution (2%) and noise pollution (1%). Measures in the freight plan could reasonably be expected to deliver benefits in some of these areas.



**What is most in need of improvement in local area (unprompted):**

	Total	Inner London	Camden	Outer London	Hillingdon
<i>Base – All Londoners (1005)</i>	%	%	%	%	%
Public transport	28	26	18 <sup>↓</sup>	30	21 <sup>↓</sup>
Clean streets	16	18	9 <sup>↓</sup>	14	13
Safety & security	13	14	10	13	9
Road and pavement repairs	9	7	6	10	11
The level of traffic congestion	5	7 <sup>↑</sup>	5	4	2
Parking for cars / parking spaces / permits	5	7 <sup>↑</sup>	5	4	4
Shopping facilities	5	6	2 <sup>↓</sup>	4	4
Facilities for young children	4	3	4	5	4
Parks and open spaces	4	4	3	3	5
Activities for teenagers	4	4	3	4	1
Sports and leisure facilities	4	4	2	5	4
Housing provision	3	5	2	1	3
Waste disposal/rubbish bins/recycling facilities	3	3	0 <sup>↓</sup>	3	0 <sup>↓</sup>
Cycling facilities (cycle paths/parks etc)	3	2	0 <sup>↓</sup>	3	<1 <sup>↓</sup>
Road safety	3	3	2	2	1
Cultural facilities (e.g. libraries, museums)	2	2	3	3	1
Education provision	2	1	1	3	1
Health services	2	1	1	2	1
The level of pollution	2	2	2	2	1
Community activities	2	2	<1	3	<1
Access to nature	1	2	1	1	<1
Wage levels and local cost of living	1	1	0	1	0
Roads/road infrastructure	1	2	<1	1	0
Improved access/facilities/activities for disabled people	1	1	0	1	0
Reduce noise/noise pollution (e.g. airplane noise)	1	1	0	1	0
Nothing in need of improvement	14	16	22 <sup>↑</sup>	13	22 <sup>↑</sup>
Don't know	9	9	11	9	13
<sup>↑</sup> Denotes significant difference Inner London vs. Outer London <sup>↑</sup> Denotes significant difference Camden vs. Inner London / Hillingdon vs. Outer London					

Improvements to the level of traffic congestion and availability of parking spaces were mentioned more by Inner London residents than Outer London residents. Residents in Camden were less likely (than residents in Inner London boroughs overall) to mention public transport (18%), clean streets (9%) and shopping facilities (2%) as needing improving. Residents in Hillingdon were less likely (than residents in Outer London boroughs overall) to mention public transport (21%) as needing improving.

Of the transport-related areas most likely to be mentioned as most in need of improvement, notable differences were:

- **Public transport** was more likely to be mentioned by...
  - Residents in Inner and Outer South London boroughs (33% and 36% respectively);
  - Younger Londoners (aged 16-49) (32%);
  - Residents in the borough for (relatively) less time (<10 years) (35%).
- **Road and pavement repairs** was more likely to be mentioned by...
  - Those dissatisfied with how their borough run things (15%)
- **Levels of traffic congestion** was more likely to be mentioned by...
  - Those living in Inner London boroughs (7%).

## 4.2 To what extent were freight-related issues considered a problem?

### 4.2.1 Overview

As seen in section 4.1, freight-related issues did not have top of mind importance for most residents. However, when prompted, a number of freight-related issues are regarded as being a problem, although most only by a minority. The biggest problem amongst these was the amount of traffic on the roads (mentioned by almost six out of ten – 58%).

#### **4.2.2 Which freight-related issues were considered a problem?**

The amount of traffic on the roads was most widely considered to be a very or fairly big problem (mentioned by almost six out of ten – 58%). All other issues were only considered to be a problem by a minority of residents, and by no more than four out of ten – maximum 42%.

Other issues more likely to be considered a problem were: the amount of time to make a journey by car (42%), the ability to park your car (40%) and the quality of air / the level of air pollution (38%). While these issues are partly influenced by freight movements and by the LFP, they are not immediately obvious to the general public as freight-related issues.

No more than one third of residents considered issues obviously involving freight / goods vehicles to be a problem: the amount of lorries and other heavy goods vehicles on the roads (34%), the amount of construction and building works taking place (28%), vans or lorries parking on the roads where you live (a problem for 24%). Disturbances and deliveries due to goods vehicles were considered a problem by less than two in ten (18% each).

Inner London residents were more likely than Outer London residents to mention the quality of air / level of air pollution (45%) and the amount of construction and building works taking place (35%) as problems in their area. Camden residents were less likely than Inner London residents overall to mention the amount of time to make a journey by car (35%) and fly tipping (16%) as problems in their area. Hillingdon residents had similar levels of concerns as Outer London residents overall.

**Extent to which transport / freight-related issues are a very / fairly big problem in local area:**

	Total	Inner London	Camden	Outer London	Hillingdon
<i>Base – All Londoners (1005)</i>	%	%	%	%	%
The amount of traffic on the roads	58	57	59	59	57
The amount of time it takes to make a journey by car <sup>1</sup>	42	43	35 <sup>↓</sup>	42	42
The ability to park your car <sup>1</sup>	40	44	48	38	31
The quality of air / level of air pollution	38	45 <sup>↑</sup>	39	33	35
The amount of lorries / heavy goods vehicles on the roads	34	35	34	34	32
Fly tipping	29	29	16 <sup>↓</sup>	28	23
The amount of construction and building works taking place	28	35 <sup>↑</sup>	33	23	26
Vans or lorries parking on the roads where you live	24	21	22	26	21
Disturbances caused by vans / lorries outside of peak hours	18	20	20	17	17
Vans or lorries making deliveries on the roads where you live	18	19	18	17	15
<sup>1</sup> Only asked of car drivers					
↑ Denotes significant difference Inner London vs. Outer London					
↑ Denotes significant difference Camden vs. Inner London / Hillingdon vs. Outer London					

Of the transport-related areas most likely to be mentioned as most in need of improvement, notable differences were:

- **Amount of traffic on the roads** was more likely to be considered a problem by...  
Residents in the borough for a longer time (10+ years) (62% considered this to be a problem)  
Older residents (ages 35+) (64%).
- **Amount of time it takes to make a journey by car** was more likely to be considered a problem by...  
Older residents (ages 35+) (48%)
- **Ability to park your car / van** was more likely to be considered a problem by...  
Those in Inner London (44%).

- **Quality of air / air pollution** was more likely to be considered a problem by...  
Those in Inner London (45%);  
Those aged over 25 (only 27% of those aged 16-24 agreed).
- **Amount of lorries and other heavy goods vehicles on the roads** was more likely to be considered a problem by...  
Those dissatisfied with how their borough runs things (44%);  
Older residents (aged 35+) (41%)
- **Amount of construction and building works taking place** was more likely to be considered a problem by...  
Those living in Inner London compared with Outer London (35% vs. 23%)
- **Vans or lorries parking on the roads where you live** was more likely to be considered a problem by...  
Those in Outer London (26%)
- **Disturbance caused by vans or lorries made outside of peak hours** was more likely to be considered a problem by...  
Those dissatisfied with how their borough runs things (30%)

### **4.3 What were residents' issues in relation to freight vehicles in their local areas?**

#### **4.3.1 Overview**

When prompted, just under half of residents agreed that lorries were a problem on the roads. Vans were considered to be less of a problem than lorries. However, more were in favour of a single delivery trip being made by a large vehicle than many trips made by smaller vehicles. Most Londoners were in favour of measures that limit or control the activities of goods vehicles away from peak hours.

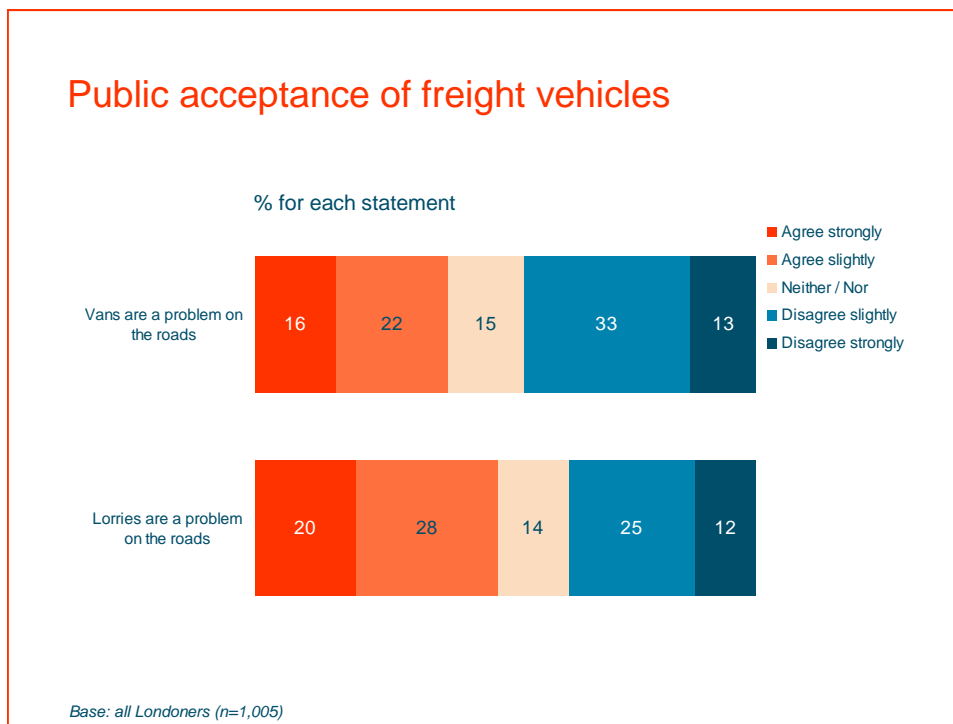
Thus TfL and boroughs could expect a reasonable degree of support from residents if they were to address issues in this area. However, the link between actions in this

regard, and the knock-on effects of these actions (less traffic congestion, less pollution) would need to be clearly stated.

#### 4.3.2 To what extent were lorries and vans considered to be a problem?

Lorries were considered a problem by half (48%) of Londoners. Vans were considered a problem by two fifths (38%). A significantly higher proportion considered lorries to be a problem than considered vans to be a problem. These perceptions did not differ significantly by residents of Inner and Outer London, nor by residents of Camden and Hillingdon specifically.

#### Agreement with statements about types of freight vehicles in local area:



Both lorries and vans were more likely to be considered a problem by those living in their boroughs for longer. Older Londoners were also more likely to consider these a problem.

#### 4.3.3 Were fewer lorry trips preferred to more van trips?

Nearly six in ten Londoners (58%) agreed that it would be better to use one large goods vehicle to make a trip, rather than many small ones (35% agreed strongly and 23% agreed slightly). Older Londoners were less likely to agree with this (remembering that they were more likely to consider lorries to be a problem).

#### 4.3.4 Should goods vehicle activities be controlled?

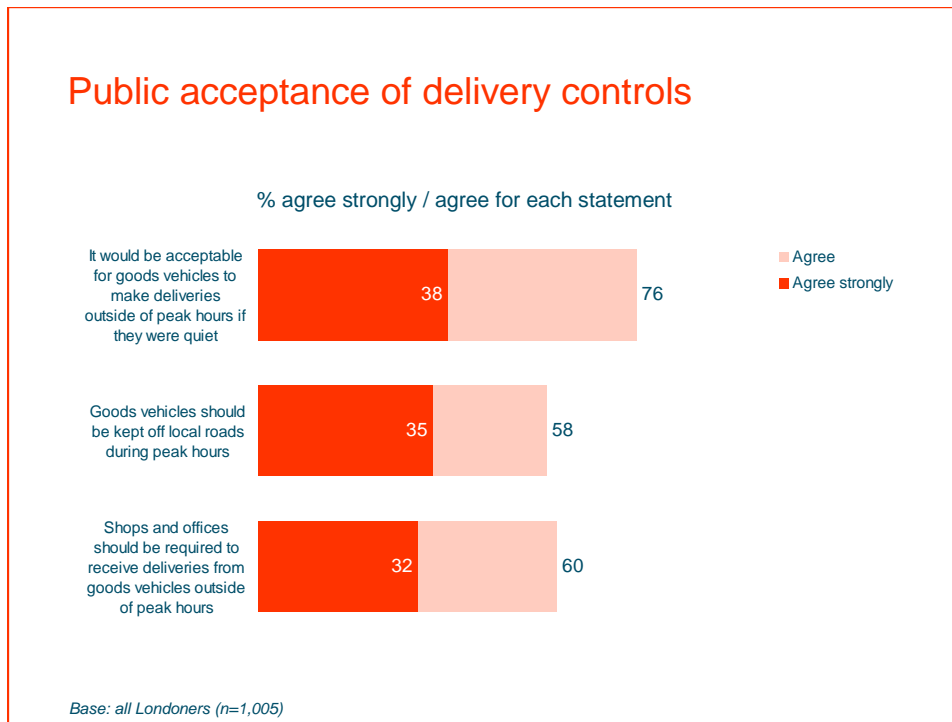
Overall, higher proportions of Londoners agree (rather than disagree) that:

- It would be acceptable for goods vehicles to make deliveries outside of peak hours if they were quiet (76% agreed);
- Goods vehicles should be kept off local roads during peak hours (58%) (and Outer Londoners were more likely to agree with this);
- That shops and offices should be required to receive deliveries from good vehicles outside of peak hours (60%) (and older people and those who did not work in the borough were more likely to agree).

Hillingdon residents were less tolerant of goods vehicle activities than Outer London residents overall. Hillingdon residents were...

- More likely to agree that goods vehicles should be kept off local roads during peak hours (66% Hillingdon residents vs. 58% Outer London residents agreed)
- More likely to disagree that it is acceptable for deliveries to be made outside of peak hours (21% vs. 14% disagreed).

## Agreement with statements about activities of freight vehicles in local area:



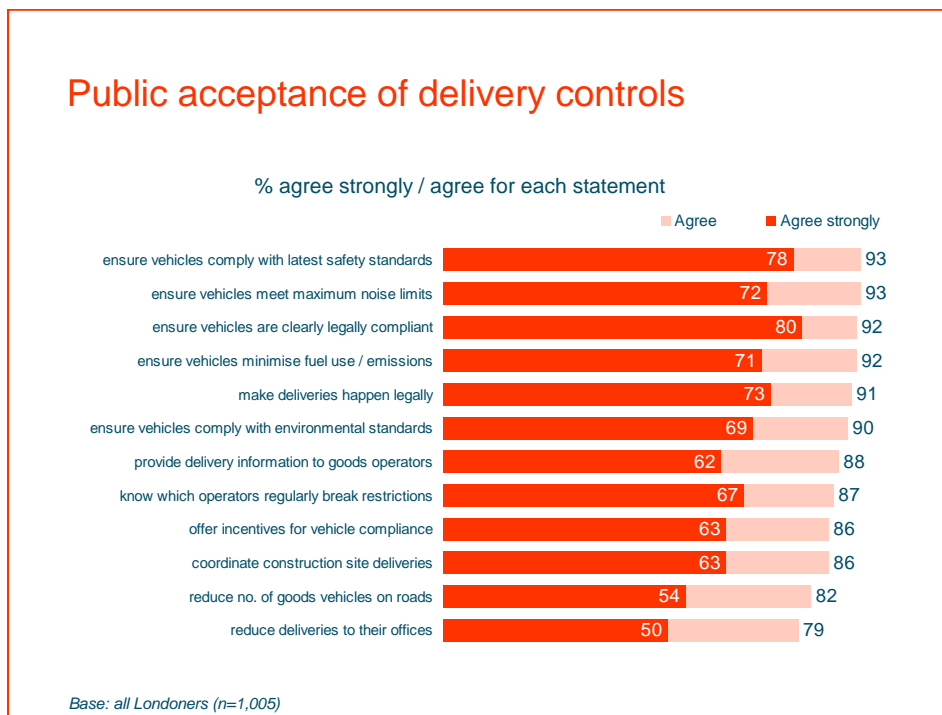
## 4.4 What actions would ‘authorities’ be expected to take?

### 4.4.1 Overview

There is much stronger support for and expectation of action by ‘authorities’ on freight-related issues and goods vehicle activity when discussed in relation to environmental impact and safety. The great majority – typically nine out of ten – of London residents agreed with measures that ensure goods vehicle activities are controlled with these aims in mind (and most strongly agreed). There was strongest agreement that ‘authorities’ should: ensure vehicles comply with latest safety standards; ensure vehicles meet maximum noise limits ; ensure vehicles are clearly legally compliant; ensure vehicles minimise fuel use / emissions; make deliveries happen legally. (NB. From the understanding gained in the qualitative pilot interview, it is reasonable to assume that many residents assumed that these controls were in place already.)

TfL and the boroughs should expect to get the greatest levels of public acceptance if freight-related issues are discussed and reported in relation to environmental impact and safety, even if these issues were not necessarily top of mind of priorities for improvement in their local area overall.

### Agreement with statements about authorities' actions on goods vehicles:



Residents in Outer London were even more likely (than Inner London residents) to agree that 'authorities' should know where companies break parking / loading restrictions, and provide information to companies who use goods vehicles to avoid sensitive areas. Residents in Hillingdon were more likely to agree more strongly (than Outer London residents overall) that 'authorities' should ensure their own / suppliers' vehicles minimise fuel use / emissions, and work with companies who use goods vehicles to make deliveries happen legally.



**Agreement with statements about authorities' actions on goods vehicles:**

	Total	Inner London	Camden	Outer London	Hillingdon
<i>Base – All Londoners (1005)</i>	%	%	%	%	%
<b>'Authorities' such as Transport for London and your local Borough Council should...</b>					
<i>Base – All Londoners (1005)</i>	% agree % agree strongly				
ensure their own and their suppliers' vehicles comply with the latest safety standards	<b>93</b> 76	<b>93</b> 74	<b>91</b> 74	<b>94</b> 77	<b>95</b> 88 <sup>↑</sup>
ensure their own and their suppliers' vehicles meet maximum noise limits	<b>93</b> 71	<b>93</b> 70	<b>88</b> 75	<b>93</b> 72	<b>92</b> 76
ensure their own and their suppliers' vehicles are clearly legally compliant	<b>92</b> 79	<b>92</b> 79	<b>90</b> 79	<b>92</b> 79	<b>91</b> 86 <sup>↑</sup>
ensure their own and their suppliers' vehicles minimise fuel use and fuel emissions	<b>92</b> 71	<b>91</b> 68	<b>87</b> 66	<b>91</b> 72	<b>93</b> 80 <sup>↑</sup>
work with companies who use goods vehicles to make deliveries happen legally	<b>91</b> 72	<b>91</b> 70	<b>87</b> 69	<b>91</b> 73	<b>93</b> 81 <sup>↑</sup>
ensure their own and their suppliers' vehicles comply with latest environmental standards	<b>90</b> 68	<b>90</b> 66	<b>88</b> 67	<b>90</b> 69	<b>91</b> 75
provide information to companies who use good vehicles, to avoid restrictions and sensitive areas	<b>88</b> 61	<b>85</b> 57	<b>87</b> 63	<b>90<sup>↑</sup></b> 64 <sup>↑</sup>	<b>87</b> 67
know where goods vehicles regularly break parking and loading regulations	<b>87</b> 66	<b>86</b> 61	<b>86</b> 67	<b>87</b> 69 <sup>↑</sup>	<b>87</b> 69
offer incentives to companies whose goods vehicles comply with highest environmental / safety standards	<b>86</b> 62	<b>86</b> 60	<b>87</b> 63	<b>86</b> 63	<b>86</b> 67
coordinate deliveries to construction sites to reduce the number of vehicles	<b>86</b> 61	<b>84</b> 59	<b>86</b> 68 <sup>↑</sup>	<b>87</b> 63	<b>87</b> 67
be working to reduce the number of goods vehicles using the roads	<b>82</b> 53	<b>82</b> 52	<b>82</b> 56	<b>82</b> 54	<b>79</b> 56
be actively trying to reduce the number of deliveries made to their offices	<b>79</b> 50	<b>78</b> 49	<b>79</b> 49	<b>79</b> 51	<b>78</b> 53
<sup>↑</sup> Denotes significant difference Inner London vs. Outer London <sup>↑</sup> Denotes significant difference Camden vs. Inner London / Hillingdon vs. Outer London					

#### **4.4.2 What should be done to make goods vehicles cleaner, greener and safer?**

Nine out of ten Londoners agreed that authorities such as TfL and their local borough councils should...

- ensure their own and their suppliers' vehicles comply with the latest environmental standards, such as limits on CO<sub>2</sub> emissions (90% agreed) (and younger people – ages 16-24 – were even more likely to agree);
- ensure their own and their suppliers' vehicles comply with the latest safety standards (93%);
- ensure their own and their suppliers' vehicles are clearly legally compliant (92%).

#### **4.4.3 What should be done about goods vehicle noise?**

When specifically prompted, nine out of ten Londoners (93%) agreed that authorities should ensure their own and their supplier's vehicles meet maximum noise levels. Older residents were more likely to strongly agree with this.

#### **4.4.4 What should be done to minimise fuel use and fuel emissions?**

Nine out of ten Londoners (92%) agreed that authorities should ensure their own and their suppliers' vehicles minimise fuel use and fuel emissions.

#### **4.4.5 What should be done to make deliveries happen legally?**

Nine out of ten Londoners (91%) agreed that authorities should work with companies who use goods vehicles to make deliveries happen legally. Most (72%) strongly agreed. Those who have lived in their borough for a very short time (<1 year) were less likely to agree (but eight out ten still agreed). Younger residents were more likely to agree than older residents.

#### **4.4.6 What should be done about providing information to goods vehicle operators?**

Almost nine in ten Londoners (88%) agreed that authorities should provide information to companies who use goods vehicles, to avoid restrictions and sensitive areas. Most (61%) strongly agreed. Outer Londoners were significantly more likely to agree than Inner London residents (90% v 85%).

#### **4.4.7 What should be done about goods vehicles regularly breaking parking and loading regulations?**

Just under nine out of ten (87%) agreed that authorities should know where goods vehicles regularly break parking and loading regulations. A large proportion (66%) strongly agreed. Outer Londoners were more likely to agree than Inner Londoners (69% vs. 61%).

#### **4.4.8 Should incentives be offered to highly compliant goods vehicle operators?**

Most (86%) agreed that authorities should offer incentives to companies whose goods vehicles comply with the highest environmental and safety standards. Over six in ten (62%) strongly agreed. Older Londoners were more likely to agree strongly.

#### **4.4.9 Should deliveries to construction sites be coordinated?**

More than eight out of ten (86%) London residents agreed that authorities should coordinate deliveries to construction sites to reduce the number of vehicles used.

#### **4.4.10 Should anything be done to reduce the number of goods vehicles on the roads?**

Eight out of ten (82%) agreed that authorities should be working to reduce the number of goods vehicles using the roads.

#### 4.4.11 Reducing the number of deliveries made to their offices

Just under eight out of ten (79%) agreed that authorities should be actively trying to reduce the number of deliveries made to their offices. Older residents were more likely to agree strongly.

### 4.5 Who is responsible for these freight-related issues?

#### 4.5.1 Responsibility for freight-related issues

Overall, just over half of London residents (52%) considered local boroughs / authorities to be responsible for these issues, and three out of ten (30%) considered local boroughs / authorities to be most responsible. Just over four in ten (42%) said TfL was responsible for the types of freight-related issues covered in this report. One quarter (24%) said TfL were mainly responsible. This clearly highlights the requirement for a partnership approach between TfL and the boroughs in tackling freight-related issues in the local area.

#### Who is responsible for transport / freight-related issues:

	Any responsible	Mainly responsible
<i>Base: All respondents (1,005)</i>	%	%
Your council or local authority / boroughs / local government	52	30
Transport for London	42	24
The Mayor	19	12
Central Government	17	10
Everybody / the public / road users	6	2
Businesses / private companies	5	2
Department of Transport	4	2
The freight operators	3	2
The Greater London Authority	3	1
Police	2	<1
Others	each <1	each <1
Don't know	8	13

Residents in Hillingdon were significantly less likely to consider Transport for London to be responsible for these issues (27% did vs. 41% Outer London residents overall).

Residents in Camden were significantly more likely to consider the freight operators to be responsible for these issues (7% did vs. 3% Inner London residents overall).

## 5. Appendix

### 5.1 Questionnaire

**ASK ALL**  
SAY I would now like to ask you some questions about where you live and the services that are provided to you as a local resident.

**ASK ALL**  
Q1 You told me that you live in the London borough of [BOROUGH]. How long have you lived in this borough? Is it...

**READ OUT**  
**SINGLE CODE**

All your life	1
Up to 1 year	2
Over 1 year up to 2 years	3
Over 2 years up to 5 years	4
Over 5 years up to 10 years	5
Over 10 years up to 15 years	6
Over 15 years up to 20 years	7
Over 20 years or more	8
(Don't know/can't remember)	9

**ASK ALL**  
Q2 Overall, how satisfied are you with your local area as a place to live? Are you...

**READ OUT**  
**SINGLE CODE**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
(Don't know)	6

**ASK ALL**  
Q3 Do you also work in [BOROUGH]?

**SINGLE CODE**

Yes	1	<b>ASK Q4</b>
No	2	<b>GO TO Q6</b>
(Don't know)	3	



**ASK IF WORK IN BOROUGH (CODE 1 @ Q3)**  
Q4 You say that you also work in the borough you live, do you run your own business?  
**SINGLE CODE**

Yes – i.e. own business or self employed	1	<b>ASK Q5</b>
No	2	<b>GO TO Q6</b>
(Don't know)	3	

**ASK IF OWN BUSINESS / SELF-EMPLOYED (CODE 1 @ Q4)**  
Q5 Is your business address the same as your home address?  
**SINGLE CODE**

Yes- business address is the same as home address	1
No- business address is different from home address	2
(Don't know)	3

**ASK ALL**  
Q6 And thinking about your local area and the facilities and services provided, what do you think most need improving?  
**DO NOT PROMPT**  
**MULTICODE**

Access to nature	1
Activities for teenagers	2
Clean streets	3
Community activities	4
Crime / safety & security	5
Cultural facilities (e.g. libraries, museums)	6
Education provision	7
Facilities for young children	8
Health services	9
Housing provision	10
Job prospects	11
The level of pollution	12
The level of traffic congestion	13
Parking for cars / parking spaces / permits	14
Parks and open spaces	15
Public transport	16
Race relations	17
Road and pavement repairs	18
Road safety	19
Shopping facilities	20
Sports and leisure facilities	21
Wage levels and local cost of living	22
Other(s) [PLEASE SPECIFY]	23
Nothing needs to be improved	98
(Don't know)	99



**ASK ALL**

Q7a I am going to read out some things that people have said about their local public services. To what extent do you think your local public services are working to make the area safer? Would you say...

**SINGLE CODE**

**READ OUT**

To a great deal	1
To some extent	2
Not very much	3
Or not at all	5
(Don't know)	6

**ASK ALL**

Q7b And to what extent do you think your local public services are working to make the area cleaner and greener?

**REMINDE OF SCALE AS NECESSARY**

**SINGLE CODE**

To a great deal	1
To some extent	2
Not very much	3
Or not at all	5
(Don't know)	6

**ASK ALL**

Q8 Taking everything into account, how satisfied or dissatisfied are you with the way [BOROUGH] Borough Council run things? Would you say you are...

**READ OUT**

**SINGLE CODE**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
(Don't know)	6

**ASK ALL**

Q9 I would now like to ask a little bit more about where you live. Which of the following best describe where you live? Do you live...

**READ OUT**

**SINGLE CODE**

...on a busy main road	1
...on a reasonably busy suburban or side road	2
...on a quiet side road	3
...on a private road	4
...or, away from any road	5
(Don't know)	6



**ASK ALL**  
Q10 Do you have access to off-street parking, such as a private car park, garage or driveway?  
**SINGLE CODE**

Yes	1
No	2
(Don't know)	3

**ASK IF USE A CAR / VAN (CODES 1-6 @ QFREQ\_CAR)**  
Q11 If you work, do you drive TO OR FROM WORK?  
**PROMPT**  
**SINGLE CODE**

Yes – all the time	1	
Yes – sometimes	2	
Occasionally / Depends	3	
Never	4	
Do not work	5	<b>GO TO Q15</b>
(Don't know)	6	

**ASK IF USE A CAR / VAN AND WORK IN THE BOROUGH (CODES 1-6 @ QFREQ\_CAR AND CODE 1 @ Q3 AND NOT CODE 5 @Q11)**  
Q12 Do you ever drive in [BOROUGH] AS PART OF YOUR WORK?  
**INTERVIEWER NOTE:** This is not travelling to or from work. It doesn't have to be their car or van – it could be a company or pool vehicle.  
**PROMPT**  
**SINGLE CODE**

Yes – all the time	1	
Yes – sometimes	2	<b>ASK Q13</b>
Occasionally / Depends	3	
Never	4	<b>GO TO Q15</b>
(Don't know)	5	

**ASK IF DRIVE AS PART OF WORK (CODES 1-3 @ Q12)**  
Q13 Do you drive a light goods vehicle such as a van, or heavy goods vehicle such as a lorry, as part of your work?  
**PROBE AS PER PRE-CODES**  
**SINGLE CODE**

Drive light goods vehicle (e.g. van)	1	<b>ASK Q14</b>
Drive heavy goods vehicle (e.g. lorry)	2	
No / Neither	3	<b>GO TO Q15</b>
(Don't know)	4	



**ASK IF DRIVE LGV OR HGV (CODES 1-2 @ Q13)**

Q14 Is this vehicle usually kept at or near your business premises, or at your home?

**SINGLE CODE**

At / near business premises	1
At your home	2
Elsewhere	3
Business and home address is the same	4
(Don't know)	5

**ASK ALL**

Q15 Now, thinking about your local area, how much of a problem do you think each of the following are.

**READ OUT STATEMENT AT**

Firstly **XXX**? Would you say this is 'a very big problem', 'a fairly big problem', 'not a very big problem' or 'not a problem at all'?

**SINGLE CODE**

And **XXX**? (Is this a...)

**REMIND OF SCALE AS NECESSARY**

**SINGLE CODE**

**RANDOMISE STATEMENTS**

		A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	(Don't know)
a	rubbish or litter lying around	1	2	3	4	5
b	the amount of traffic on the roads	1	2	3	4	5
c	the amount of construction and building works taking place	1	2	3	4	5
d	the amount of lorries and other heavy goods vehicles on the roads	1	2	3	4	5
e	the quality of the air / the level of air pollution	1	2	3	4	5
f	<b>ONLY ASK IF USE A CAR / VAN (CODES 1-6 @ QFREQ_CAR)</b> the amount of time it takes to make a journey by car	1	2	3	4	5
g	<b>ONLY ASK IF USE A CAR / VAN (CODES 1-6 @ QFREQ_CAR)</b> the ability to park your car	1	2	3	4	5
h	disturbance caused by vans or lorries made outside of peak hours (e.g. early mornings or late evenings / night)	1	2	3	4	5
i	fly-tipping	1	2	3	4	5
j	vans or lorries making deliveries on the roads where you live	1	2	3	4	5
k	vans or lorries parking in the roads where you live	1	2	3	4	5



**ASK ALL**

Q16 I am now going to read out some things that people have said when talking about transport related issues in their local area. Please can you tell me how strongly you agree or disagree with each one, there is no right or wrong answer, it is your opinion about your local area that we are interested in.

So firstly, would you say you 'agree strongly', 'agree slightly', 'disagree strongly', 'disagree slightly' or 'neither agree nor disagree' with the statement '**XXX**'?

**SINGLE CODE**

And what about '**XXX**'? (how strongly would you agree or disagree that statement?)

**REMINDE OF SCALE AS NECESSARY**

**SINGLE CODE**

**RANDOMISE STATEMENTS**

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly	(Don't know)	
a	it would be better to use one large goods vehicle to make a trip, rather than many small ones	1	2	3	4	5	6
b	it would be acceptable for goods vehicles to make deliveries outside of peak hours if they were quiet	1	2	3	4	5	6
c	vans are a problem on the road	1	2	3	4	5	6
d	lorries are a problem on the road	1	2	3	4	5	6
e	goods vehicles should be kept off local roads during peak hours	1	2	3	4	5	6
f	shops and offices should be required to receive deliveries from good vehicles outside of peak hours	1	2	3	4	5	6



**ASK ALL**

Q17 And can you tell me how strongly you agree or disagree with the following statements in relation to your local area, and what should be done about these transport related issues

So firstly, how strongly would you agree or disagree that authorities such as Transport for London and your local Borough Council...? Would you ....

**READ OUT  
SINGLE CODE**

And they...? (Authorities such as Transport for London and your local Borough Council should ...)

**REMINDE OF SCALE AS NECESSARY  
SINGLE CODE**

**DO NOT RANDOMISE STATEMENTS Q17a-Q17c**

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly	(Don't know)
a	1	2	3	4	5	6
b	1	2	3	4	5	6
c	1	2	3	4	5	6

**RANDOMISE STATEMENTS Q17d-Q17i**

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly	(Don't know)
d	1	2	3	4	5	6
e	1	2	3	4	5	6
f	1	2	3	4	5	6
g	1	2	3	4	5	6
h	1	2	3	4	5	6
i	1	2	3	4	5	6



	vehicles, to avoid restrictions and sensitive areas						
j	should coordinate deliveries to construction sites to reduce the number of vehicles	1	2	3	4	5	6
k	should be actively trying to reduce the number of deliveries made to their offices	1	2	3	4	5	6
l	should know where goods vehicles regularly break parking and loading regulations	1	2	3	4	5	6

**ASK ALL**

Q18. And who do you feel is responsible for the transport related issues we have just talked about?

**DO NOT PROMPT**

**MULTICODE**

Your council or local authority	1
Transport for London	2
Local boroughs	3
The freight operators	4
Department for Transport	5
The Mayor	6
The Highways Agency	7
Central Government	8
The Greater London Authority / GLA	9
Other specify	10
(Don't know)	29

**ASK IF MORE THAN ONE CODE @ Q17**

Q19. And who do you feel has the MAIN responsibility?

**DO NOT PROMPT**

**MULTICODE**

**CATI TO ONLY DISPLAY CODES MENTIONED @ Q17**

Your council or local authority	1
Transport for London	2
Local boroughs	3
The freight operators	4
Department for Transport	5
The Mayor	6
The Highways Agency	7
Central Government	8
The Greater London Authority / GLA	9
Other specify	10
(Don't know)	29

**NOW GO TO NEXT SECTION OF TfL RRS**

## 5.2 Profile of the sample

The tables in this section show the profile of the Londoners interviewed. .

### Age

	All Londoners
Base	1004
	%
16-24	15
25-34	24
35-49	27
50+	33

### Gender

	All Londoners
Base	1004
	%
Male	49
Female	51

### Time in borough

	All Londoners
Base	1004
	%
All your life	16
Up to 1 year	7
Over one year and up to 2 years	7
Over 2 years and up to 5 years	14
Over 5 years and up to 10 years	13
Over 10 years and up to 15 years	9
Over 15 years and up to 20 years	7
Over 20 years	27

### Satisfaction with the local area as a place to live

	All Londoners
Base	1004
	%
Very satisfied	43
Fairly satisfied	44
Neither satisfied nor dissatisfied	4
Fairly dissatisfied	7
Very dissatisfied	2
Don't know	-

### Proportion of Londoners who work in their local borough

	All Londoners
Base	1004
	%
Work in borough	21
Do not work in borough	79
Don't know	*

### Place of residence

	All Londoners
Base	1004
	%
...on a busy main road	17
...on a reasonably busy suburban or side road	34
...on a quiet side street	42
...on a private road	4
...away from any road	3
Don't know	*

### Access to off street parking

	All Londoners
Base	1004
	%
Have access	61
Do not have access	38
Don't know	1

**Driving to and from work and as part of work**

	All Londoners
Base	1004
	%
Drive all the time	14
Drive some of the time	6
Drive occasionally	6
Never drive	27
Drive as part of work	7