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## Secretariat memorandum

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Agenda item: 10

LTW460

Drafted: 08.01.14

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### London travelling environment: what consumers think

#### 1 Purpose of report

- 1.1. To note the publication of the research on the London travelling environment.

#### 2 Recommendation

- 2.1. That members note the report.

#### 3 Information

- 3.1. in July 2013, London TravelWatch commissioned AECOM to conduct qualitative research to understand passenger perceptions of the travelling environment for journeys made in and around London by public transport. The research was conducted using focus groups of passengers with regular experience of making journeys either as a commuter or for leisure on National Rail, London Underground, DLR, buses and London Tramlink services.
- 3.2. This research explored the factors that exerted a positive or negative impact on journeys made by public transport in London. It established a broad hierarchy of importance from a consumer perspective and explored the impact that the travel environment has on value for money perceptions.
- 3.3. The specific research objectives of the project were:
  - to identify the travel environment factors passengers felt impacted on their journeys
  - to understand what influence these factors have on attitudes to modal choice
  - to identify passenger priorities in relation to environmental factors
  - to evaluate the impact of passenger environment issues on perceptions of journey quality and value for money
  - to identify priorities for future improvement.
- 3.4. The research found that anti-social behaviour on public transport was consistently identified as a driver of dissatisfaction among regular users and an important barrier amongst infrequent users.

- 3.5. The continued existence of large steps/gaps on the rail network between trains and platforms was a particular area of concern that passengers believed the industry should address urgently.
- 3.6. Overcrowding at peak times was an element of the travelling environment that was identified as having deteriorated in the past and was likely to get worse in the future. This represented a major barrier to using public transport more frequently among those who are infrequent and non-users.
- 3.7. Passengers believed that the travelling environment would be significantly enhanced if more attention was paid by operators to the cleanliness of vehicles especially and stations and stops to a lesser extent. In contrast to anti-social behaviour and overcrowding, this was an issue that was considered to be the clear responsibility of service providers to address.
- 3.8. Members have previously considered the report in confidential session and the report has been updated to include their feedback.
- 3.9. The full report will be available in hard copy at the meeting. A link to the document can be found here: <http://www.londontravelwatch.org.uk/document/14439>

#### **4 London TravelWatch priority**

- 4.1. The items and issues raised in this report fall within the remit of London TravelWatch and they meet the criteria for relevance and impact on transport users in the London TravelWatch area. In particular, it is consistent with our 2013-14 business plan strategic objectives of “travel by public transport represents good value for money” and “All decisions about transport in London take account of transport users’ needs and priorities”.

#### **5 Equalities and inclusion implications**

- 5.1. None – report is for information only.

#### **6 Financial implications**

- 6.1. None – report is for information only.

#### **7 Legal powers**

- 7.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.