
Secretariat memorandum

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LTW383

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Report on transport user event in Stratford

1 Purpose of report

- 1.1 To report on the passenger engagement event (transport user 'surgery') held in Stratford and to report the findings of the travel surveys given out on the day.

2 Recommendation

- 2.1 That the report be received for information.

3 Information

- 3.1 Following events in Romford and Croydon, London TravelWatch held a passenger engagement event in Stratford, in the borough of Newham, parking a bus outside the rail/underground station, which is next to the bus station and opposite a shopping centre.
- 3.2 Newham is a large, inner-London borough, with a young and growing, ethnically diverse population. Stratford has a shopping centre which incorporates a market. It is adjacent to the Olympic Park, an 80,000-seater stadium to be used for the London 2012 Olympic Games. It is also the heart of new development, Stratford City, comprising 4,500 new homes, office space, hotels, schools and a big shopping centre. There is also a university situated nearby.
- 3.3 At the event, we handed out branded items, our annual review, a leaflet detailing how passengers can complain effectively, accessibility information and local bus maps. We also handed out travel surveys about transport behaviour to help us learn more about how people travel in the area.
- 3.4 London TravelWatch was joined by representatives from Transport for London, London Borough of Newham, local rail companies, Transport for All and Bus Users UK, who listened to complaints and suggestions and spoke to passengers about concerns over specific routes and problems with particular local and general knowledge. Problems and complaints that came up were recorded during the day, and passed on to the relevant transport provider if appropriate.

- 3.5 At both locations, we found many wheelchair users or mobility impaired people who were not aware that all buses in London were now accessible, or how to use the ramps on buses. We were able to give advice and practical demonstrations (along with the local bus operators) on how to use the buses, especially the ramps. In some cases, people who did not use buses said they would in future.
- 3.6 It was very useful for London TravelWatch to speak to people 'on the ground', including many people who have never complained or discussed their transport provision to anyone previously. These people do not necessarily fit the demographic of people who appeal to London TravelWatch, and so it is very valuable to be able to hear what the travelling public have to say about transport in their area.
- 3.7 On the day, we gave out travel surveys, with the prize draw incentive for returning it. The prize was an Oystercard with £50 on it. The findings can be found in the attached report.

4 Equalities and inclusion implications

- 4.1 Public transport is used by a significant number of people who are on lower incomes, older people, people with disabilities and by minority ethnic and faith communities. Therefore any measures which would significantly benefit public transport are likely to benefit these disadvantaged groups of people.

5 Legal powers

- 5.1 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).

7 Financial implications

- 7.1 There is a cost implication for holding events, including staff and board time, travel and sustenance. There is also a cost implication for the design and print of the travel surveys.

Report of Transport User Surgery Held in Newham

June 2011

Report on Transport User Surgery held by London TravelWatch



London TravelWatch is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media
- Consult with the transport industry, its regulators and funders on matters affecting users
- Investigate complaints users have been unable to resolve with service providers, and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience all those living, working or visiting London and its surrounding region.

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1 Newham Transport Users Surgery

The Newham Transport Surgery took place on 24 March 2011. A bus, kindly provided by Go-Ahead, was parked in a lay-by by Stratford bus station (outside the rail and underground station), between 10am and 4pm. This is a central location within the town centre.

Stratford bus and train station was very busy throughout the time that London TravelWatch was there. We spoke to over a thousand people on the day, including a wide range of the travelling public – mainly bus users, but also rail, tube, pedestrians, motorists, cyclist and DLR users. The public were generally positive about transport in their area and the complaints and concerns were usually about specific problems, rather than any over-arching pattern.



2 Travel Survey findings

At the transport surgery, London TravelWatch handed out surveys to transport users. The aims of the survey were to establish the travel patterns of transport users in Newham. As an inner London borough and with the 2012 Olympics approaching, London TravelWatch wanted to understand the usage of the transport network in order to be able to better represent specific needs. The numbers of surveys handed out and returned were as follows:

Newham bus surgery – 1000 surveys handed out, 111 returned, a response rate of 11%

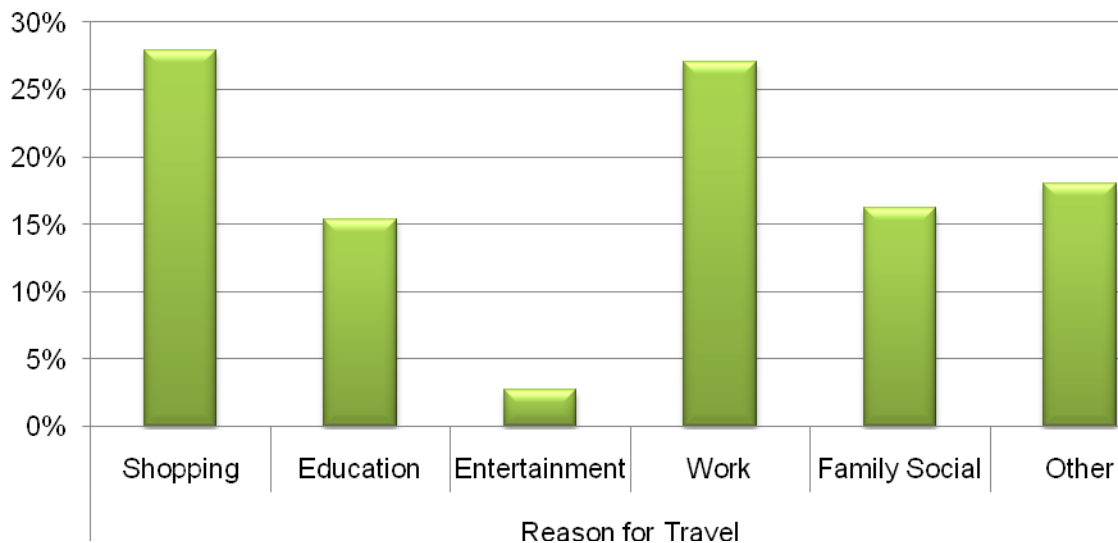
The survey provides a snapshot of transport users in London. The findings of the survey are not statistically significant but provide an interesting insight into the travel patterns and needs of transport users in Newham.

There was a prize draw to incentivise participants to return the survey of a £50 Oyster card.

Journey purpose, frequency and modes of transport

The first section looks at the reasons for travelling, how frequently people travel and the mode of transport they use and why. The majority of respondents' reason for travel was work and leisure activities. This comprised either shopping, entertainment or family and social activities. A minority of respondents were travelling for education.

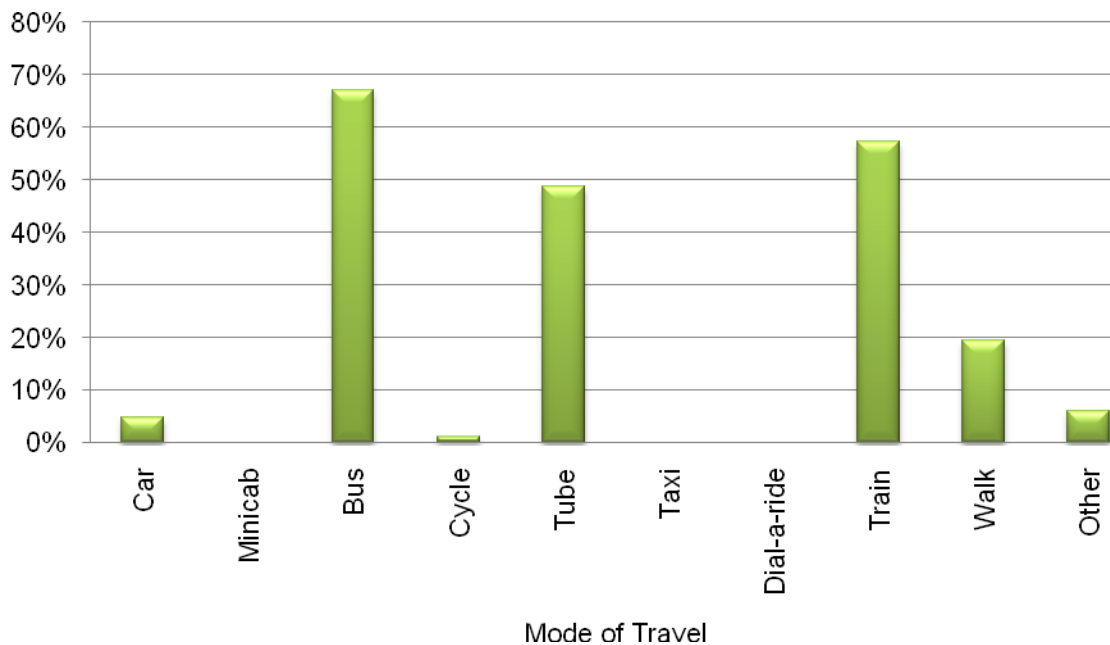
Graph 1 – Respondents reason for travel on the day of the survey¹



¹ 111 responses of 1000 distributed

The majority of survey respondents had travelled by bus on the day of the survey. The next most popular modes of public transport were the train and tube.

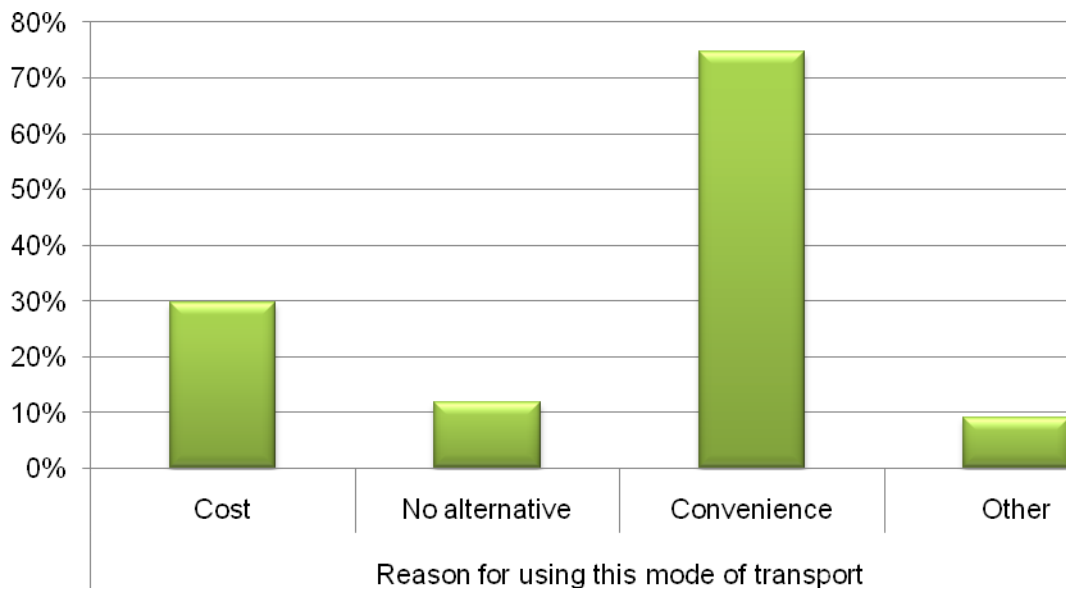
Graph 2 – Modes of travel used by respondents on day of the survey²



² 111 responses of 1000 distributed

The reason given by over 75% of respondents for choosing their mode of transport was convenience. Costs was a factor, but not a major one. The absence of alternative transport did not score highly in peoples choices, suggesting that for the majority of those surveyed, the bus represented the most convenient mode of transport for their journey.

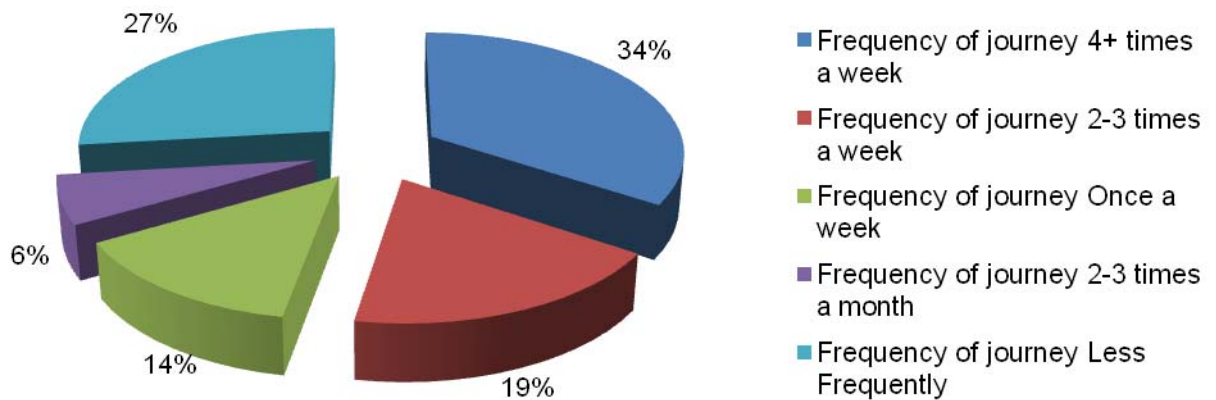
Graph 3 – Reason for choosing these modes of travel by survey respondents³



³ 111 responses of 1000 surveys distributed

The majority of peoples' journeys were more frequent than two to three times per week. This may reflect the higher numbers of people responding that the purpose was for work or leisure activities.

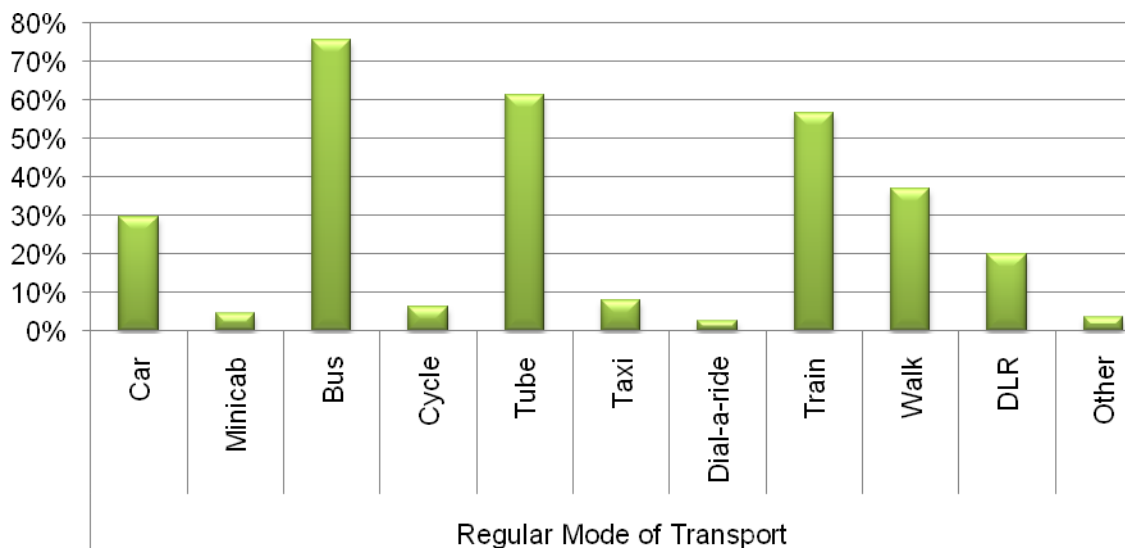
Graph 4 – Frequency of travel by survey respondents⁴



⁴ 111 of 1000 surveys distributed

The answers to the question about regular mode of transport of respondents were similar to that of Graph 2. The bus represented the main form of transport followed by tube and train. This largely reflects the range of public transport available for passengers travelling into and out of Stratford/Newham and shows that Newham is one of London's most connected boroughs. All pedestrians combined their journey with at least one other mode of transport.

Graph 5 – Regular mode of transport used by respondents to the survey⁵

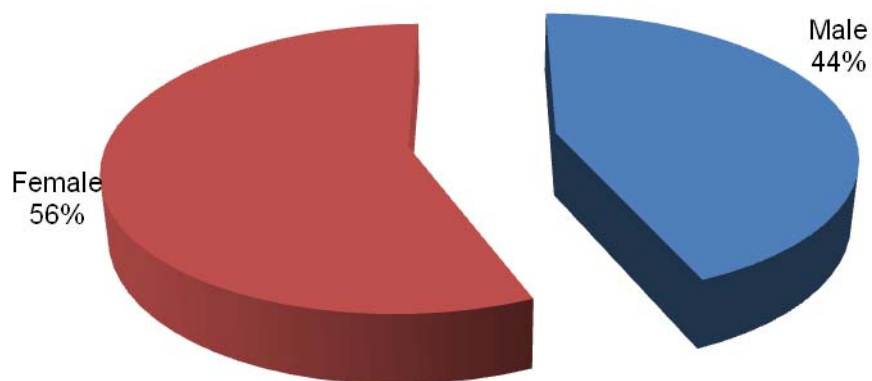


⁵ 111 responses of 1000 surveys distributed

Profile of respondents to the survey

The gender profile highlighted a majority of female respondents. This result may be affected by the time of day that the surveys were undertaken.

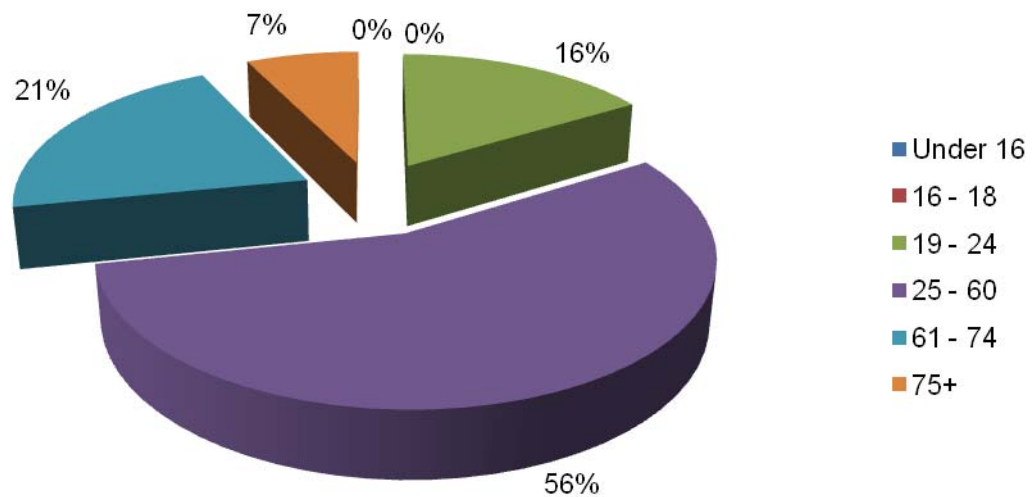
Graph 6 – Gender of respondents⁶



⁶ 111 responses of 1000 surveys distributed

Graph 7 – Age profile of survey respondents⁷

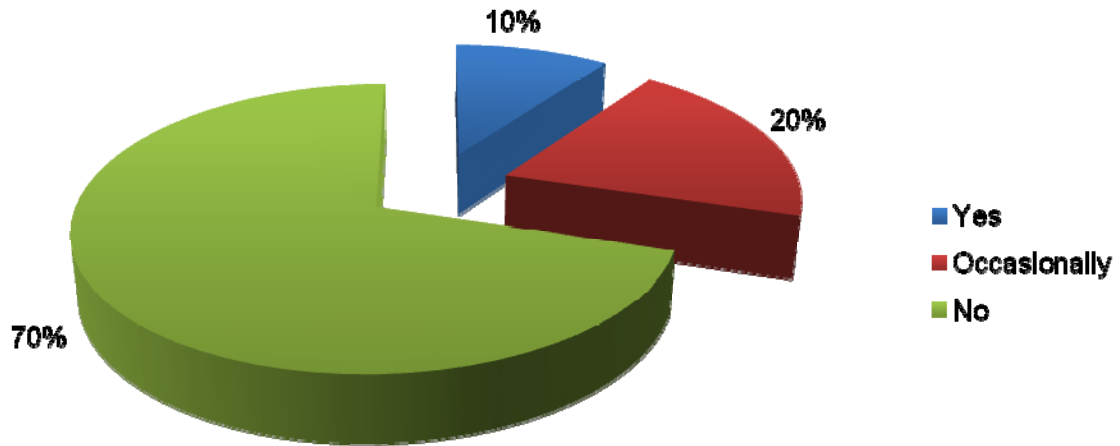
Most respondents were aged between 25-60 and this reflected the responses about journey purposes relating to mainly work and leisure activities.



⁷ 111 responses of 1000 surveys distributed

The percentage of respondents travelling without children also reflected the responses about journey purposes relating to work and leisure activities.

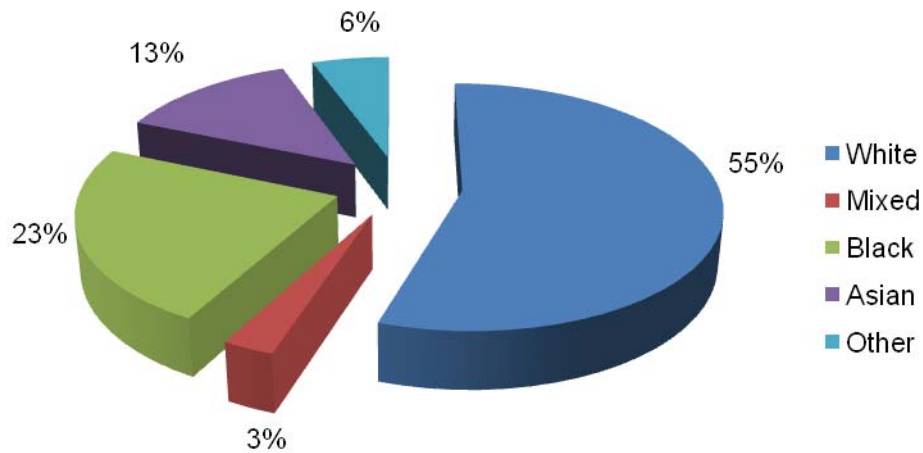
Graph 8 – Respondents travelling with or without children⁸



⁸ 111 responses of 1000 surveys distributed

The responses received underline Newham as one of the most ethnically diverse London boroughs.

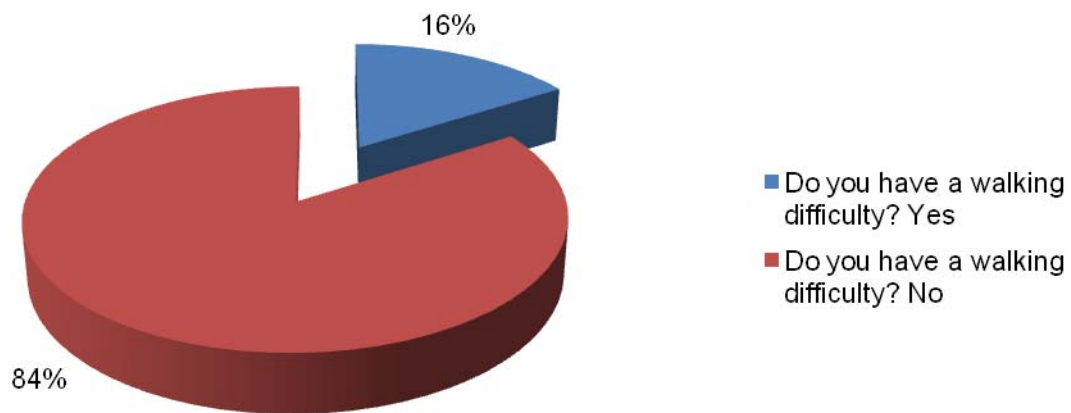
Graph 9 – Percentage of survey respondents by ethnic group⁹



⁹ 111 responses of 1000 surveys distributed

The percentage of people who did not have difficulty walking further highlights the borough as a young and growing population, with the majority of survey respondents (72%) in Graph 7 under 60. However, the fact that 16% of respondents had difficulty walking reinforces the importance of accessible transport.

Graph 10 – Percentage of survey respondents who do or do not have difficulty walking¹⁰

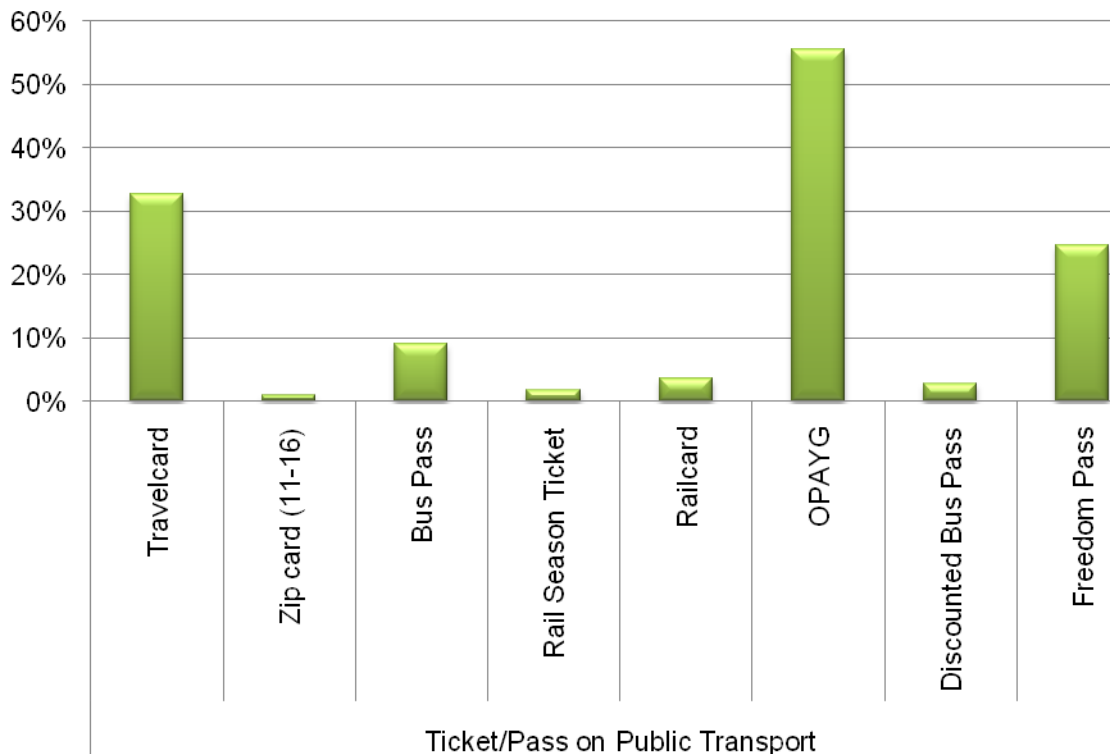


¹⁰ 111 responses of 1000 surveys distributed

Ticket types used by respondents

There was a far greater use of Oyster Pay As You Go (OPAYG) and Travelcards than any other ticket types. This may be reflected in the fact that a greater number of respondents stated that their journey purpose was work. Workers are more likely to purchase products such as OPAYG and Travelcards, cheaper for regular use.

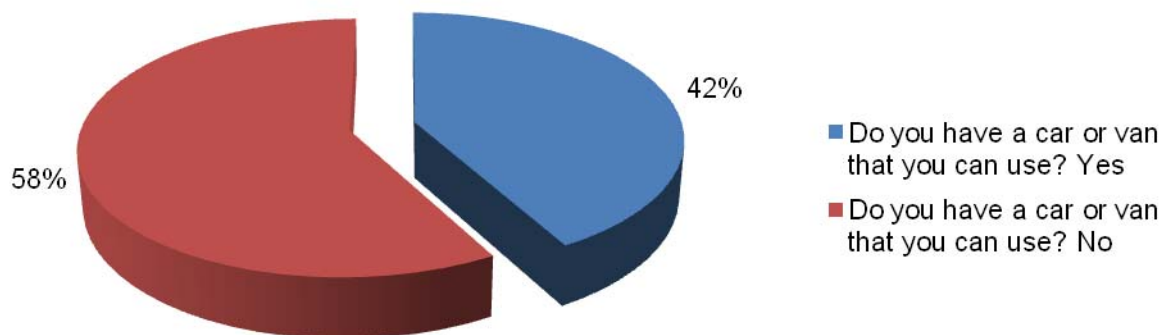
Graph 11 – Ticket types used by survey respondents¹¹



¹¹ 111 responses of 1000 surveys distributed

The majority of respondents questioned do not have access to a car. This may be because of the wide variety of transport links available to the area as well as the social make-up of the borough.

Graph 12 – Survey respondents travelling who do or do not have access to a car or van¹²



¹² 111 responses of 1000 surveys distributed

3 Conclusions

The passenger events give London TravelWatch a chance to speak to transport users directly giving them an opportunity to tell us any everyday concerns, as well as telling us when things are working well, which we can feedback to transport providers to resolve or use as a best practice example. We manage to reach people we do not often speak to directly.

The events are also a way of raising London TravelWatch's profile, explaining what we do and what we can do for the travelling public within specific areas, especially amongst people who may not fit the profile of our usual complainants.

While the surveys are not necessarily statistically significant, they do provide an interesting snapshot of travel patterns on two days in outer London town centres.

Appendix A: Selection of comments

- Announcement on buses/DLR too loud
- Priority seats not used
- Bus services have improved
- More choice, more flexible
- Busis brilliant! Always on time
- Fares very expensive. Always delays.
- Can't open summer/winter.
- Poor ventilation on tube
- Bus drivers extremely rude, no sympathy, rushes off
- Station have no staff, especially at night
- Oystersis incorrect. E.g. One day travelcard, zone 1-4, anytime, but oyster works only off peak. £6.30 to work on off peak without restricted time on
- Oyster and travelcard work the same
- Overground is packed but Jubilee line ok
- Happy with the Overground service
- Hammersmith and City line very slow – took 90mins instead of 30mins.
- Problems at Barbican, train are stacked
- No info provided at Royal Oak Station to inform you when you get on. Ticket office opens 1hour a day. Station is unmanned. No other option available to travel from Royal Oak to Stratford.
- Have problems taking bikes on trains. Only allowed on Overground and National Express
- Customer has health problems – find the announcements on buses annoying and is not restful. All stops and destination announced, approx every 5mins. It's repetitive, loud and is unnecessary and is a constant noise. Why is it necessary since stops are so close?
- Announcements on tube is not as bad, apart from the northern line e.g. Bank to Tooting Bec. Complained at station, but no change to date.
- DLR – no gates to touch in oyster and is therefore charged a great deal of money. People are being charged and it is

- not deliberate
- Lee station, Lewisham – no gates, so difficult to notice where to touch in oyster and is charged for not touching in
 - Lewisham DLR – one of the oyster machines not working properly. When you touch twice to make sure, money is deducted twice from your oyster card.
 - Too expensive to call the oyster help line (has tried calling before)
 - Overground – delays on the trains
 - Central line is good
 - Lewisham/Catford – all trains are better because of the East London Line
 - Metropolitan line – between Paddington and Edgware Road; lots of delays that station
 - Underground – general overcrowding, rude drivers on buses
 - Engineering works – always disrupts people going to work on weekends. Works in Marylebone to Plaistow.
 - North London Line - delays
 - Air condition on London Underground
 - More security on platforms against robbery
 - Countdown to Plaistow Grove. Countdown towards Stratford.

Route	Issues
86(worse route), 257, 158	<ul style="list-style-type: none"> • Stratford: Buses are held at stop before final destination of Stratford Bus Station. No benefit. Service should be regulated further down the route
238	<ul style="list-style-type: none"> • 30 minutes wait in between buses during the rush hour
252, 86	<ul style="list-style-type: none"> • Buses are very busy. Routes are very frequent but packed. Push chairs are unable to get on. Good service otherwise. Northern and Central line ok
205, W5	<ul style="list-style-type: none"> • These routes and district line are ok
25	<ul style="list-style-type: none"> • (Bendy bus) closing doors are very loud. When doors are closing, there is a sharp sound, which is unpleasant.

69, 257	<ul style="list-style-type: none"> Display screen on bus – unable to see through the glass/perspex screen, to see your oyster card details, therefore unable to note the balance. The display is much better in the newer buses.
69	<ul style="list-style-type: none"> Pole for passengers to hold on to is filthy, but is quicker, easy access, and not a long wait.
204	<ul style="list-style-type: none"> Doesn't come on time, not consistent, makes customers late
25, 86	<ul style="list-style-type: none"> Too crowded, too many passengers. Buses on Romford Road are filthy, seats are in bad condition. Service isn't bad, quite frequent, but have seen deterioration over years
147, 25, 86, 330, 58	<ul style="list-style-type: none"> Bus services are very good. These services are all ok. District line – dissatisfied with weekend closures.
W15, W14, W19	<ul style="list-style-type: none"> All late running. Never on time between Walthamstow and Leytonstone, through Whipps Cross hospital.
69	<ul style="list-style-type: none"> Problems recently on the road, which means, you need to walk up the Hermit Road to Barking Road.
387, 296	<ul style="list-style-type: none"> At King George Hospital, Little Heath stand; drivers smoking on the bus at stand
69, 257	<ul style="list-style-type: none"> Bus stop, Leytonstone Road/Buxton –Stratford bound, vehicle parked at stop (MEA 701). Drivers not lowering buses. Too many suitcases on buses.
72	<ul style="list-style-type: none"> UCL hospital – passenger wanted to pay after trip, but driver refused
104, 238	<ul style="list-style-type: none"> Far too many bus stops
145, 366	<ul style="list-style-type: none"> Both meet at Redbridge, always come along together. Two buses but always together
25, D3, 388	<ul style="list-style-type: none"> Very overcrowded. Also very unreliable. Also runs late
25: Wheelchair user & carer – partially sighted.	<ul style="list-style-type: none"> Waited for bus 23/3/2011 Stratford – London hospital. First bus totally ignored her. Pressed bell by door, driver ignored her and drove off (13:00-13:30) <p>Second bus – too full</p> <p>Third bus – could board, but ramp was broke – so had</p>

257	<p>to get off</p> <p>Fourth bus – ramp would not move</p> <p>Fifth bus – finally got on. Total of 15-20mins</p> <ul style="list-style-type: none"> • Going home – same problem. Four buses did not take her from London hospital back to Stratford (18:00-18:30) <p>First – driver refused</p> <p>Second and Third – too full</p> <p>Fourth – totally ignored, even though she pressed the bell.</p> <p>Fifth– very helpful</p> <p>24/3/2011 took bus at Thatched House stop. Driver was very helpful. He let passengers off first and allowed me to get off in peace. Like to commend the driver</p>
308	<ul style="list-style-type: none"> • Unreliable, especially after 13:00 at Wansted
276	<ul style="list-style-type: none"> • There is only one bus in her area. She raised the issue of not enough 276 buses and that it is the only route to and from the station. When the bus is at Newham Hospital, they sometimes have to wait for 40mins before the bus leaves. Driver on this route do not wait for passengers to sit down before driving off. There is a problem of drivers talking to themselves. She felt that drivers needed to be spoken to about it and would appreciate it, if all drivers were reminded of their responsibility to the passenger.
473	<ul style="list-style-type: none"> • Only one bus from Manor Park
104, 238	<ul style="list-style-type: none"> • Too many buses stop at the stop that serve these services • There's suppose to be a 5mins gap between services but the buses leave together • Packed buses • bunching