

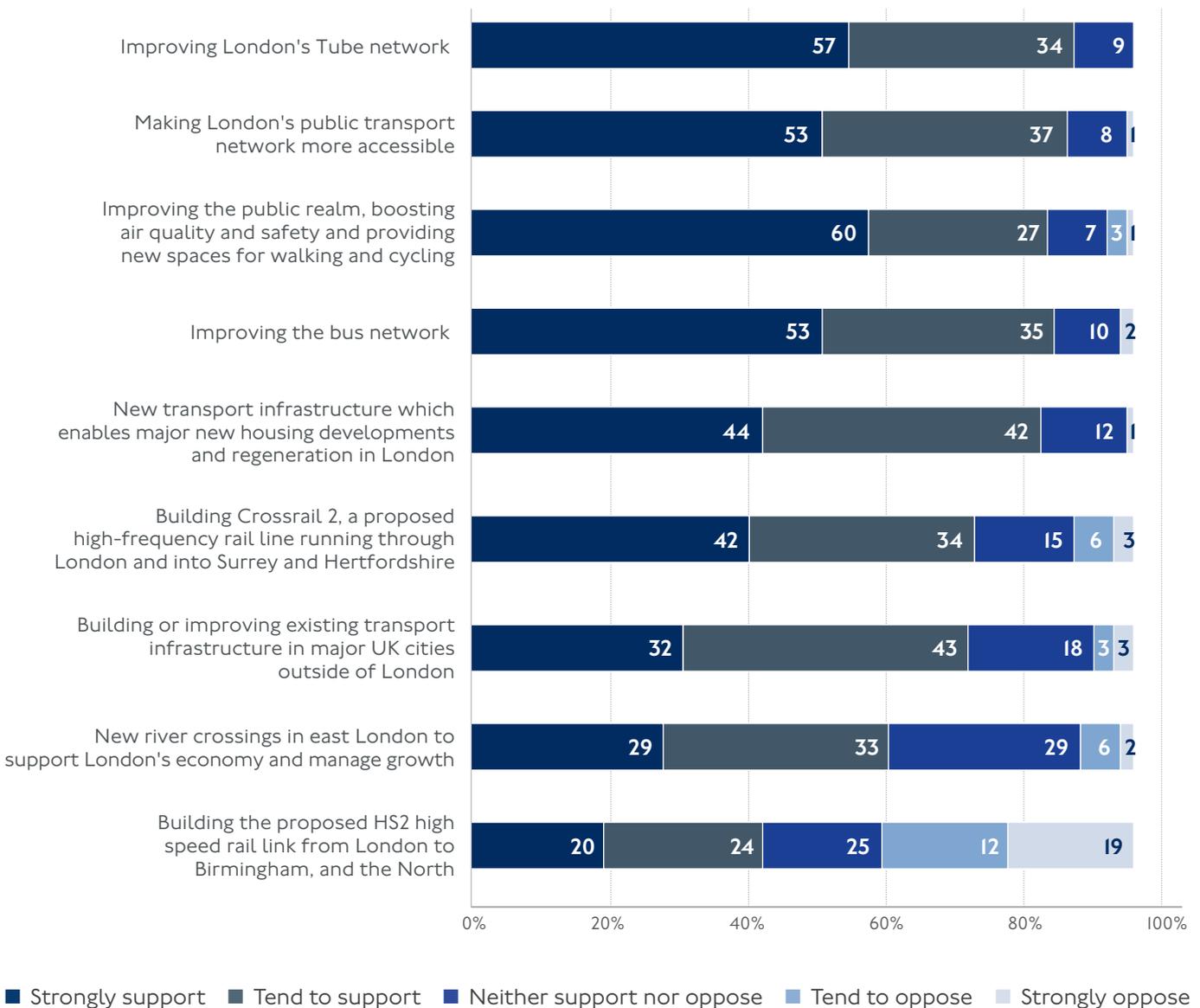
# Borough Survey 2017

## Progress report

Earlier this year, we asked 3,600 elected representatives and non-elected officers at the London boroughs and neighbouring local authorities to give us your views. Thank you to everyone who responded to our survey. This is what you told us:

### Your transport priorities

We asked you how you feel about the following priorities for investment



## Air quality matters

Boosting air quality and creating a better environment for walking and cycling are seen as priorities for investment, with a majority (60 per cent) of respondents putting the reduction of air pollution from road traffic in their list of top three priorities for us. Your number one investment priority remains our work to upgrade the Tube network.

# 60%

said reducing air pollution from road traffic is in their top three priorities for TfL



## Inner and Outer London

Some of you feel there is a disparity in investment and provision between outer and inner London. You told us that more focus and investment is needed in outer London areas to improve the quality and uptake of public transport. You also told us we need to collaborate better with areas outside London where we run services.



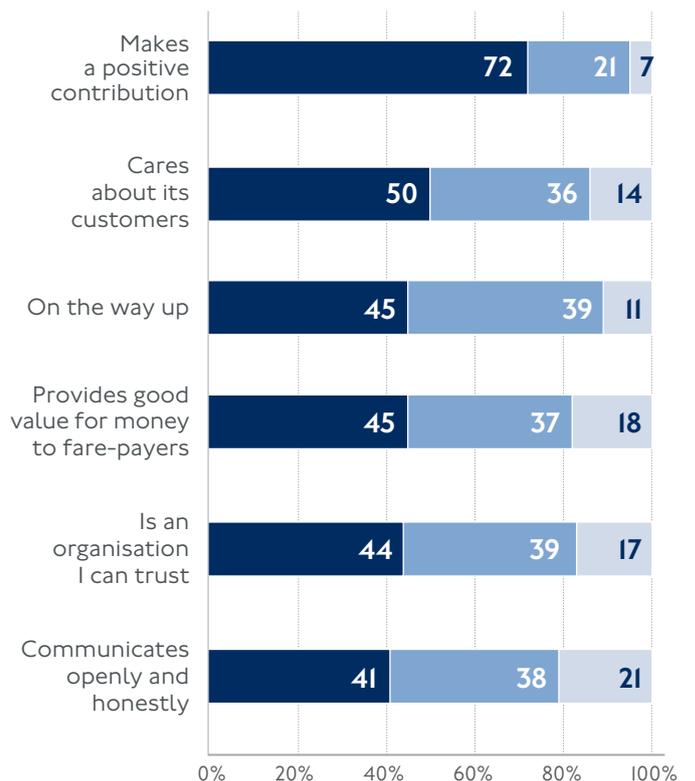
## Good connections



You were positive about projects such as Crossrail 2 and new rail projects that will increase capacity and reduce congestion. However, you suggested there should be great focus on interchange planning so that it is easy for people to move from one service to another.

## Getting the message through

We asked you about your perceptions of TfL

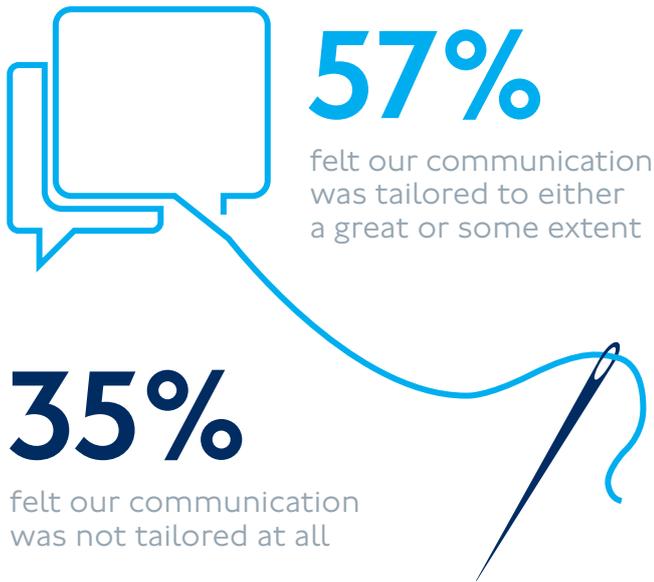


■ To a great extent (7-10) ■ To some extent (4-6) ■ To no extent (3-0)

**TfL makes a positive contribution but needs to be more open and honest**

## A more tailored service

One of our main priorities is to make our communications more tailored to your needs. The majority (57 per cent) felt that our communication was tailored to either a great or some extent, but more than a third (35 per cent) felt it wasn't tailored at all. Some of you would prefer us to communicate with you based on your geographical area rather than the service we run.



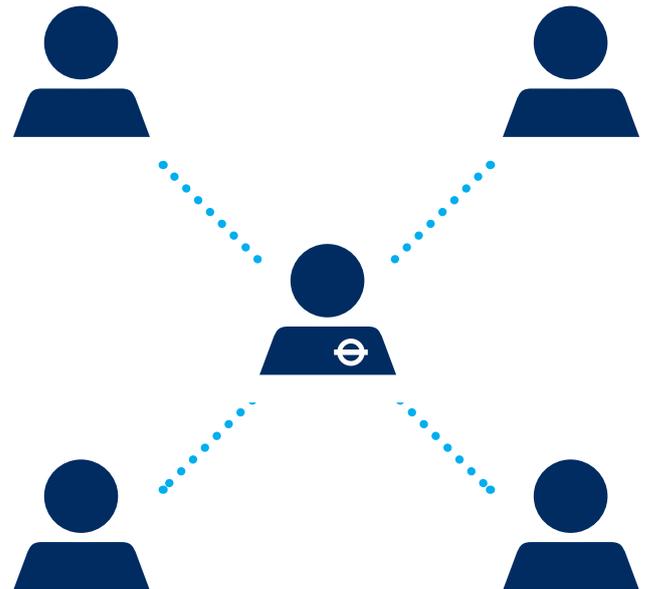
### London Councils Summit

Visit our stand at the London Councils Summit on Saturday 18 November.

You can meet some of our team and find out what we are doing to improve our partnerships with London's boroughs.

## Single point of contact

When it comes to communicating with us, only 23 per cent of you have a main contact within our organisation. And only 44 per cent of you know how to approach us when you have an issue. But those of you with a main point of contact feel notably more positive about the quality of our communication.



## Listening and collaborating

Nearly half of you felt that you were invited to take part in consultations on the future of the transport network, but less than a third felt that TfL takes your views into account or actively looks for ways to collaborate with you. Over a third of you feel like you're not well informed about TfL's future strategy.



## You said, we did ...

You would prefer us to communicate with you based on geographical area rather than by the service and transport modes we operate.

We are launching a new Local Communities and Partnerships team, arranged on a sub-regional basis which will allow us to build up a much clearer picture of local needs and aspirations.

You feel our communications are often not always relevant to you and that you would prefer to receive tailored information by email

We have started communicating with you with bespoke emails about projects, policies and programmes. You will always be able to find out more if you need to by phone or at meetings.

You want a clearer understanding of TfL's strategic ambitions

As part of the consultation on the draft Mayor's Transport Strategy, we are hosting a series of workshops, briefings and panel discussions for borough politicians and officers to give more details about how we will deliver transport in the next 25 years.

Councillors are more likely than officers to engage with TfL via social media.

We are looking at ways to help you get the best out of our social media channels. We are also looking at ways that we can boost community engagement by linking into your social media channels.

You sometimes feel you don't know where turn when they want to find out information or get a problem resolved on behalf of a constituent.

We are currently looking at our processes at our customer contact centre to make sure that your questions are handled more quickly and efficiently.

The Commissioner is seen as a driving force in stakeholder relations with the boroughs

The Commissioner has pledged to continue his programme of high level meetings as a vital task. In addition, the Commissioner restated to the TfL Board recently our commitment to building partnership working with both elected members and borough officers.

## About these results

This research was carried out between 3 March and 13 April 2017 by ComRes, an independent research agency, on behalf of TfL. 401 borough officers and councillors across London and South East responded to an online survey and 20 stakeholders then took part in in-depth telephone interviews.