



LONDON YOUTH

STORIES ON TRANSIT



Table of Contents

Intro



- 1 Title Page
- 2 Table of Contents
- 3 Executive Summary
- 4 Project Charter
- 5 The Method

Table of Contents

Report



- 6 Crowding, Scheduling, and Coverage
- 7 Fares and Affordability
- 8 Safety and Security
- 9 Information and Growth
- 10 Drivers and Overall Experience
- 11 Conclusion
- 12 Contributors



Appendix

13-14

Appendix 1.0



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Executive Summary

This report is the compilation of feedback obtained from over 100 youth through 14 focus groups, a series of written submissions, and online surveys. Throughout this process we heard from a range of ethnic, cultural, religious, and socioeconomic backgrounds.

Focus group conversations on Shift showed that there was no singular preference between LRT (Light Rail Transit) and BRT (Bus Rapid Transit). While both were explained as potential developments to the transit system, participants preferred to discuss desirable improvements to whatever mechanism of transportation emerges in the city. Hence, there was a focused on the overall experience of using the public transit system and what aspects they would like Shift to incorporate.

While much was covered, safety and security when riding the LTC emerged as a common theme across all focus groups; especially when riding the bus downtown or at night. The logistics of public transportation also proved to be important to youth. This included a consistent interests on the topics of scheduling, frequency, and coverage. Significantly, customer service, the current payment process and the affordability of fares were also given a lot of speaking time (specifically as it pertains to their socio-economic standing as youth).

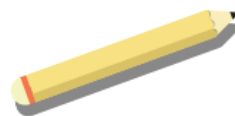
Overall, youth were eager to engage and provide feedback towards future investments and development of public transportation in London. (See appendix 1.1) They mentioned a number of areas of improvement that they would like to have included in a new transportation system in London. The emergent recommendations of this report are listed below:

The emergent recommendations for the Shift plan included:



Greater coverage of transit service including a greater geographic area as well as for extended periods of time.

Coverage



Bus passes for high school students similar to those provided to Western and Fanshawe students that would allow for daily affordable utilization

Bus Passes



More bus shelters with better protection from the rain and cold

Shelters



Facilitate opportunities for passengers to engage with drivers and transit for more positive experiences

Engagement



Provide Wi-Fi access for passengers throughout their commute

Wi-Fi



Provide social services frequented by immigrants and newcomers with accessible, multi-lingual, information on how to use the public transportation system

Information



Improve information dissemination on how to use the transit. (Potentially) through the school system and social media.

Communications

Team Principles

In order to gather authentic information from participants and ensure their comfort in sharing their experiences with the facilitators, questions were left open ended and allowed for differing interpretations. While the facilitators guided the conversations, each had space for flexibility so that participants could highlight areas of particular strength or concern when sharing their stories. Each conversation was guided by the same questions, but no two conversations were exactly the same.

The use of the word 'stories' in the project title was a deliberate one. Storytelling and story sharing are important parts of the LYAC's approach to engaging young people and amplifying their voices. The information gathered throughout this project comes from a series of personal stories; each piece of data is rooted in someone's life and, quite often, is part of a shared story of their community. Thus, when we ask people about transit, about where they're going and why they do or do not choose to alternative transit, their answers are rooted in larger stories of their lives in London.

Scope

At the LYAC, we recognize that a homogeneous youth voice does not exist. Because of this, the LYAC cast a wide net when reaching out to existing youth organizations in the city. In doing so, we were able to talk to a wide range of groups that we feel are as diverse as London's youth population.

When selecting host organizations, the LYAC had an internal quota of voices we wanted to hear from around the city. The primary goal was to have representation based on geographic areas:



In addition to geographical diversity, our secondary goal was to hear from male and females who were:

- At their place of work.
- Attendees of Western University.
- Attendees of Fanshawe College.
- High School Students.
- Elementary School Students.
- Persons with a disability.
- Persons of different cultures.
- Recent Immigrants.
- Aboriginal and First Nations Persons.

Fortunately, many youth groups were diverse in and of themselves. Thus, our method made it very easy to capture such a diverse sample. Whether on the topic of the environment, racism, cycling, or rapid transit, the difference in youth perspectives was significant. As you can see, culture, geography, and education impact how youth see and interact with their worlds. Understanding, translating, and amplifying this difference is key when making policy and investment decisions in London.

The Method

Find. Translate. Amp
the process and the intended outcome

Find.



Find voices.

Voices are not heard if conversations do not occur! This report reflects the voices of hundreds of young Londoners. We went to their youth groups, and learned...a lot!

Build trust.

The style of our focus groups is an organically evolving conversation. "Facilitated" didn't mean 'dominated.' We first built trust, and then let the conversations go where they needed to. Capturing honest opinions, not forced ones.

Record.

We captured the facilitated conversation in a report that remain true to what was actually said and communicated. Recorders were at every session to ensure all voices were translated and amplified fairly.

Translate.



Quantitative Research.

Once qualitative reports are edited by participants, common themes and topics were compiled to develop succinct surveys. These were sent to focus group participants, as well as broader segments of the target demographic (latter data not included).

Send Report back.

We sent most of the reports back to attendees to get their feedback and additions. We want to make sure we captured everything and made any necessary corrections to ensure the reports were accurate.

Add Context and Expand.

A secondary research report is good. A first hand account is better. Using our experiences, we translated the youth voice and all its nuances. This revealed context to ensure that not just a token voice, but a citizen was heard.

Amp.



Comprehensive Reports.

Qualitative and quantitative analysis were combined with context to develop comprehensive and actionable reports for multiple audiences.

Amplify.

It's our job to make sure that reports are amplified to current and future decision makers. Throughout the process, social media and content marketing ensured that voices are sustained.

Follow Up.

The conversation never stops. Building trust requires that we follow up to ensure that youth perspectives are heard and thoroughly considered. How we measure success is a long term investment.

Limitations of Method

The LYAC cast a wide net in reaching out to existing youth organizations to schedule meetings and conduct conversations. However, in limiting our outreach to existing youth organizations, we missed out on the young people in the city who don't have access to or are otherwise not involved with youth based organizations. In addition, because the consultations covered the environment, cycling and transit in London, our conversations were perhaps less detailed than they might have been. However, the repetition of certain themes across conversations and in different geographical locations throughout the city strongly suggests that there are certain experiences that we can safely assume are shared by many young people throughout London.

On the whole, participants linked their understanding of public transportation with stories of the London Transit Commission (LTC). Recognizing this link, our conversations often began with the LTC, later evolving into what they would like to see in the future to improve their overall likelihood of using public transportation. The purpose of this approach was to understand the challenges, barriers, and possible improvements as they relate to transportation in London. This was done knowingly in order to explore the experiences of youth in the city as they pertain to transportation. As a result, much of the discussion focused around the LTC to understand what would create a better transportation experience for this specific demographic. The conversation then evolved into the Shift plan and what aspects youth in the City of London would like incorporated in any future public transportation system.

Crowding

Participants had a range of experiences when riding the LTC in London. However there was consensus across the focus groups in a few key areas. Individuals across all the focus groups had buses pass them at a stop as a result of overcrowding. This was a common experience particularly during peak rush hour times. This was a heightened source of frustration for individuals that used bus routes that were scheduled at a low frequency.

Youth understood that increased service was not necessary throughout the day but only during times of high demand. Scheduling overall was viewed as problematic with buses regularly being late. However, participants did not try to presume why the buses were consistently late, but only noted that it affected their ability to arrive on time. Issues regarding scheduling and crowding added complexity to transportation planning for those that systematically used the bus for work or school.

Scheduling

Work schedules also informed the discussion with regards to how early/late the buses offered service. Participants indicated that many routes ended after 11pm and did not start again until 7am. This hindered an individual's ability to use the buses for late night/early morning shifts. Furthermore, participants commented on the use of public transportation for social outings that included alcohol consumption. Public transportation could and should be viewed as an alternative to driving intoxicated. However the buses did not offer service long enough to make this an option for many youth. Weekend scheduling was also portrayed as insufficient, not meeting the needs of this demographic. The restricted nature of weekend scheduling limited participation in activities across the city as well as access to employment.

Coverage

Coverage across the city appeared generally sufficient with some areas noted for improvement. Although most of the city could be accessed using the bus system, many individuals required multiple bus routes in order to reach their destination. This provoked a discussion on convenience and efficiency of the public system. Participants indicated that it was faster and more convenient to drive rather than take the bus. By some estimates, it is 4 to 8 times faster to drive than to use the bus system. Furthermore, London's landscape is that of a sprawling suburb, making it difficult to establish an efficient transportation structure.

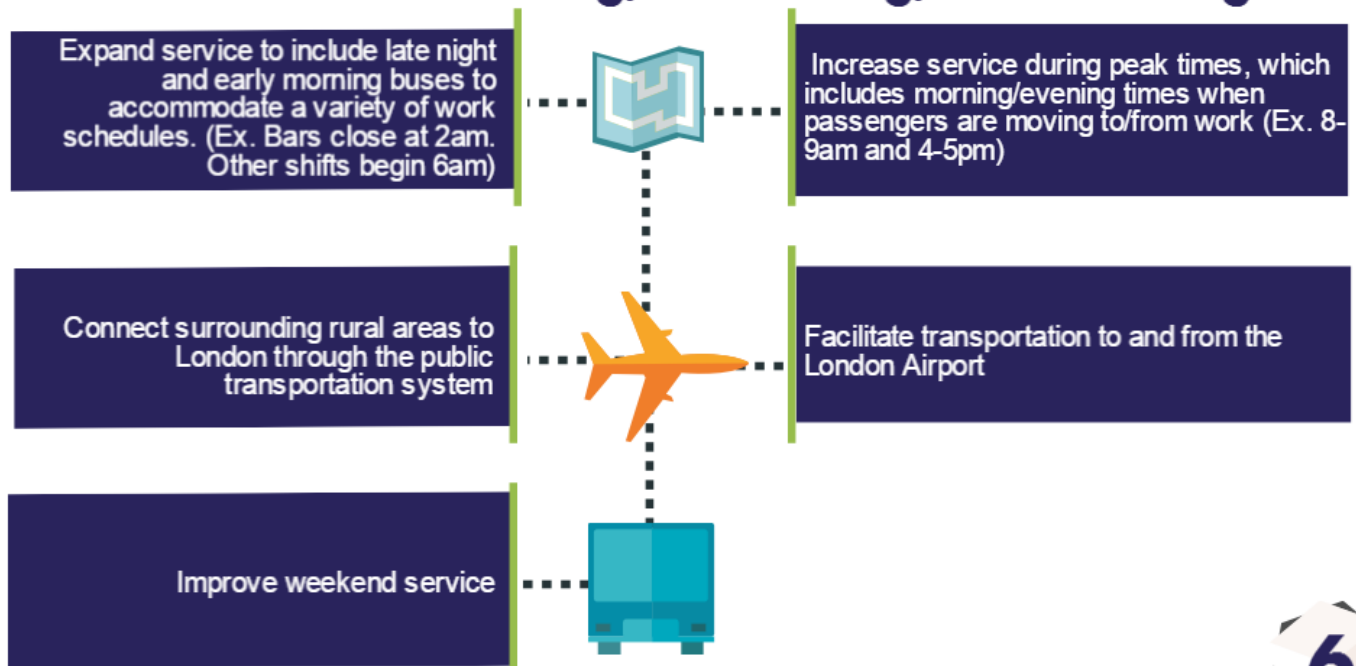
"By some estimates, it is 4 to 8 times faster to drive than to use the bus system."

A few of the areas that were noted as underserved included Byron and the areas surrounding the city limits. Individuals that lived outside of London suggested that the public system should facilitate transportation to and from London. This could potentially also increase employment opportunities for youth living in surrounding rural areas.

Transportation to and from the London Airport was also depicted as a potential area of improvement. This suggestion emerged from individuals that had visited other Canadian cities, such as Vancouver, that had a transportation system that connected to the airport. The London Airport was described as far removed from the city and requiring individual arrangement or a taxi service. This, for the focus group participants, was at best inconvenient and at worst, unaffordable.



Recommendations Crowding, Scheduling, and Coverage



Fares

The mean age of the participants in the focus groups was in the high school range. As a result, many of the conversations focused on the daily activities of that demographic. Not many of the participants indicated that they used the bus to go to and from school every day, although a few did. Many of the participants commented that they find the fares to be unaffordable. Participants also spoke anecdotally of other students that missed school because they could not afford transit fares. The monthly tickets were viewed as much too expensive for youth who would need to regularly use the transit system.

"Participants also spoke anecdotally of other students that missed school because they could not afford transit fares."

The suggestion arose to provide specific pricing for high school students that use the public transportation system to attend school every day. Although current student fares exist, they still were not affordable for this age group. This suggestion also emerged in comparison to the bus passes that Western students receive. Participants indicated that high school students should also receive a yearly bus pass to facilitate school attendance.

Affordability

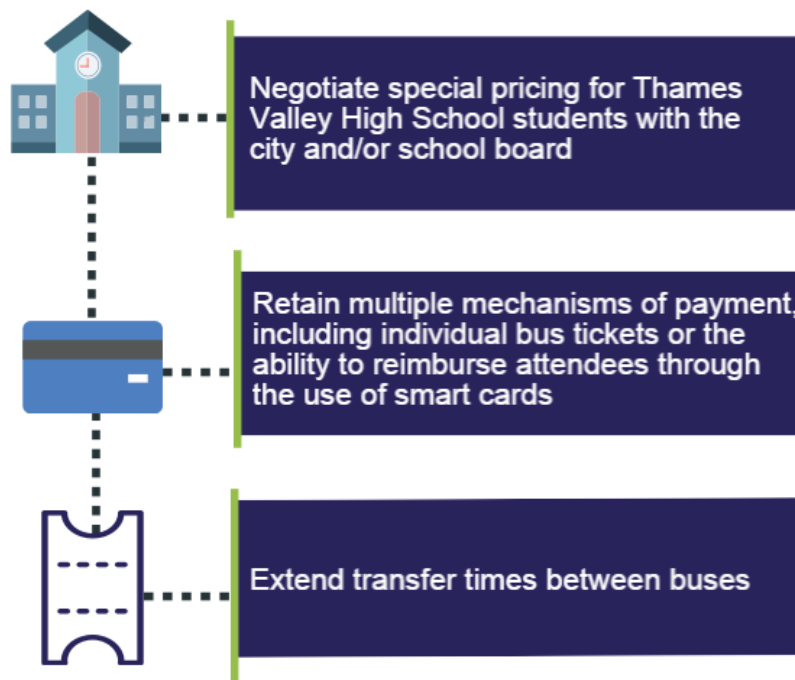
Conversations on affordability also extended into the transfer system of 90 minutes. This was not viewed as a sufficient period of time, leaving passengers paying for multiple trips throughout the day. One example that was provided was of grocery shopping:



A 90 minute transfer was not a sufficient amount of time for a passenger to reach their destination, buy groceries, and wait for the next bus to arrive. As a result, this simple errand would cost the price of two tickets. Insufficient transfer time was a common sentiment throughout the focus groups.

Currently, the LTC bus system uses tickets and focus group participants noted that the LTC is transitioning to smart cards. This was indicated as potentially problematic since a number of social services in the city reimburse program attendees with bus tickets instead of cash. The concern arose that services will no longer be able to reimburse attendees with the transition to smart cards. As a result, the public transportation system should include multiple payment mechanisms or enable a manner in which services can still reimburse attendees through the use of smart cards and without exchanging cash.

Recommendations Fares and Affordability



Safety

One of the most common discussions that emerged during the focus groups was that of safety and security (See appendix 1.4). Many participants commented that they did not feel safe using the bus especially at night and in specific areas of London. The focus group participants perceived the downtown as 'scary' or 'sketchy.' The Dundas and Richmond intersection was most commonly described in this manner. This was a result of unpleasant experiences in the area in which participants felt their personal safety was threatened. This was a particularly common experience for young women. One individual specifically mentioned that she used the bus in the downtown area during peak times, which made her feel safer as a result of the high number of passersby but would be more scared if her schedule did not align in same way. Others stated that they take the bus as a group when going downtown as a result of their feeling of insecurity in the area.

Youth participants also recounted specific experiences in which they were made to feel unsafe while using public transportation. Although this was a perspective shared by many participants, it was also highlighted specifically by visible minorities who noted that they often felt unsafe in public spaces as a result of their ethnic or religious identities. Youth participants also discussed carding, policing, and racism; further emphasizing experiences that had made them feel unsafe not only using the public transit system, but through their general interactions in the city. Participants also noted that the drivers were either unwilling or incapable to interfere in the event of an incident or altercation between passengers.

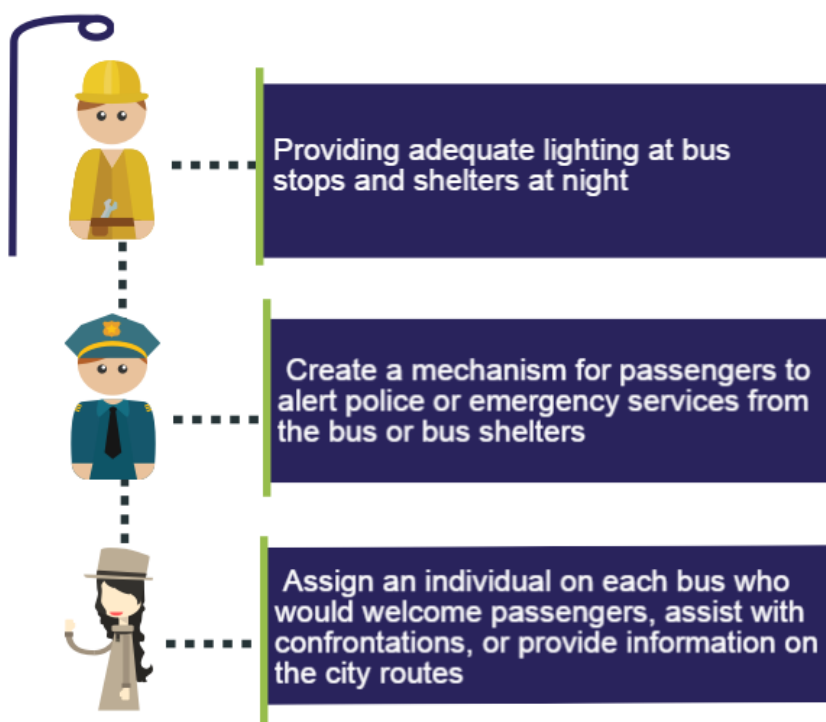
Security

The inability to get help when feeling threatened appeared to contribute to the feeling of insecurity. A focus group conducted with younger (elementary school aged) participants included a large number of comments on safety and wanting more security measures on buses. This group relayed that they were not allowed by their parents to use the bus system without an accompanying adult. As a result, buses were an unknown entity for the younger participants, perhaps contributing to their feelings of insecurity.



The discussion on safety and security led to a conversation on how to make passengers feel more comfortable and safe while using public transportation. The idea emerged of assigning an individual on each bus or vehicle whose role it would be to welcome passengers, assist with any confrontations, or direct individuals in need of information on the various routes. The purpose of such a role would be to help everyone feel more comfortable and provide additional help to the driver, who is preoccupied and often unable to assist with the various needs of the passengers. This role is different from a security guard in the multifaceted nature of the responsibilities. This individual would assuage the overall anxieties that passengers may have about using the public transit system.

Recommendations Safety and Security



Information Sharing

Although participants generally knew how to use the public transportation system, they did suggest better information dissemination measures in order to better inform the public on how to use the buses/LRT. They suggested information sessions in their schools and as a part of the Welcome Weeks at Western and Fanshawe. This would help familiarize youth with simple rules such as how to pay for the bus or how to signal to the driver to stop, as well as explain how to find information on bus routes around the city.

Youth Barrier

The lack of information on how to use the buses was described as a barrier for a variety of people in the city, not only youth. Information on the norms and rules of public transportation was not only described as inaccessible to youth but also newcomers and immigrants to the City of London. In the case of immigrants, language abilities was perceived as another barrier that prevented individuals from using the bus system.

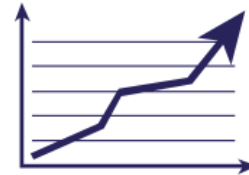
Newcomers or individuals with weak English-speaking abilities were described as feeling unsafe and insecure in public spaces in general where they were unacquainted with social norms. Furthermore, if such an individual were to use the bus system and get lost, they might not have an ability to find their way home or even ask for help.

Participants stated that they could find bus route information on Google Maps, which was helpful and innovative but thought more should be done to disseminate information about the bus routes in the city.

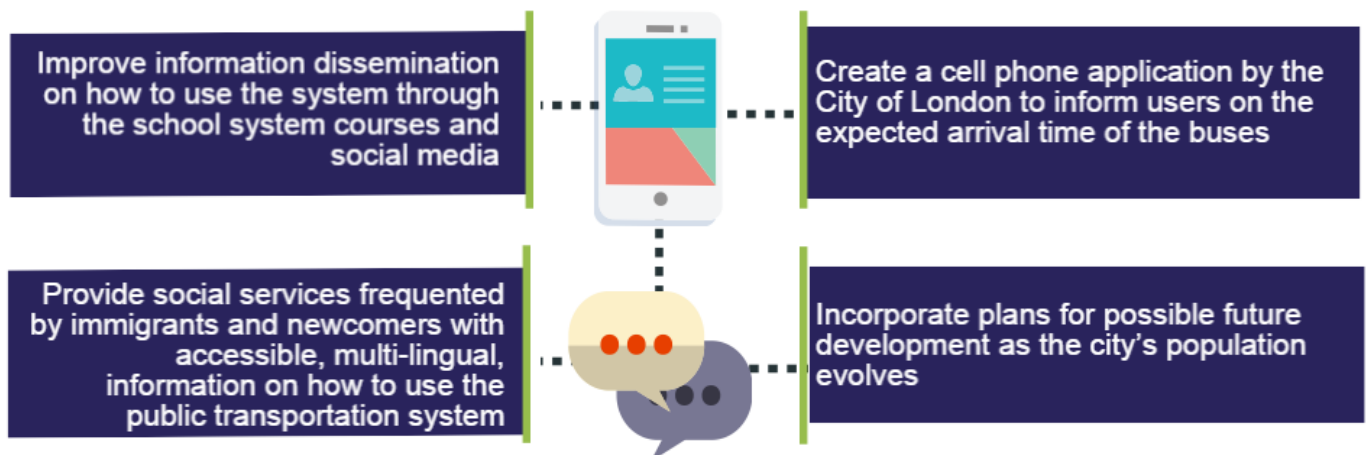
Various participants knew of LTC cell phone applications but none of them were owned by the city or the LTC, having been made by independent users. Focus group participants thought that an app developed by the LTC with routes, schedules, and anticipated arrival times would be highly utilized. It would also make individuals that live in London more likely to use the bus routes if they knew how to reach their destinations.

Growth

Information sharing practices and further creating opportunities to interact with the public was presented as a means of rebuilding a trusting relationship with the city's ridership. Focus group participants perceived that this trust no longer existed through the consistency of negative experiences with the LTC. By further reaching out to residents, using social media or a general public service information campaign, the Shift system will be rebranded as trustworthy, reliable, and a preferable means of transportation. It was also suggested as part of the rebranding to market the new transit plan as adaptable to the city's needs and future changes (See appendix 1.5). Just as the city has overgrown the current public transit system, the population and landscape may further change over the years. By demonstrating that the city anticipates such changes and is prepared to respond will further re-establish a trusting relationship with the public.



Recommendations Information Sharing and Growth



Drivers and Overall Experience

Drivers

While describing their use of the LTC, participants described the overall experience of using public transportation and what they viewed would improve that experience. This included comments related to comfort as well as their interactions with the bus drivers.

Different participants relayed different experiences with bus drivers. Some were described as friendly, going out of their way to be of assistance to passengers, while others were perceived as mean or antagonistic. Focus group participants' interactions with the drivers greatly impacted their overall experience. One commonly mentioned issue was the break times for the bus drivers. Participants acknowledged that bus drivers needed breaks but would like to know ahead of time so as to be aware that at a particular time interval, the bus will be stopped for a longer period of time than usual. As a result, it was not the breaks themselves that were a source of inconvenience but rather that passengers had not been previously informed.

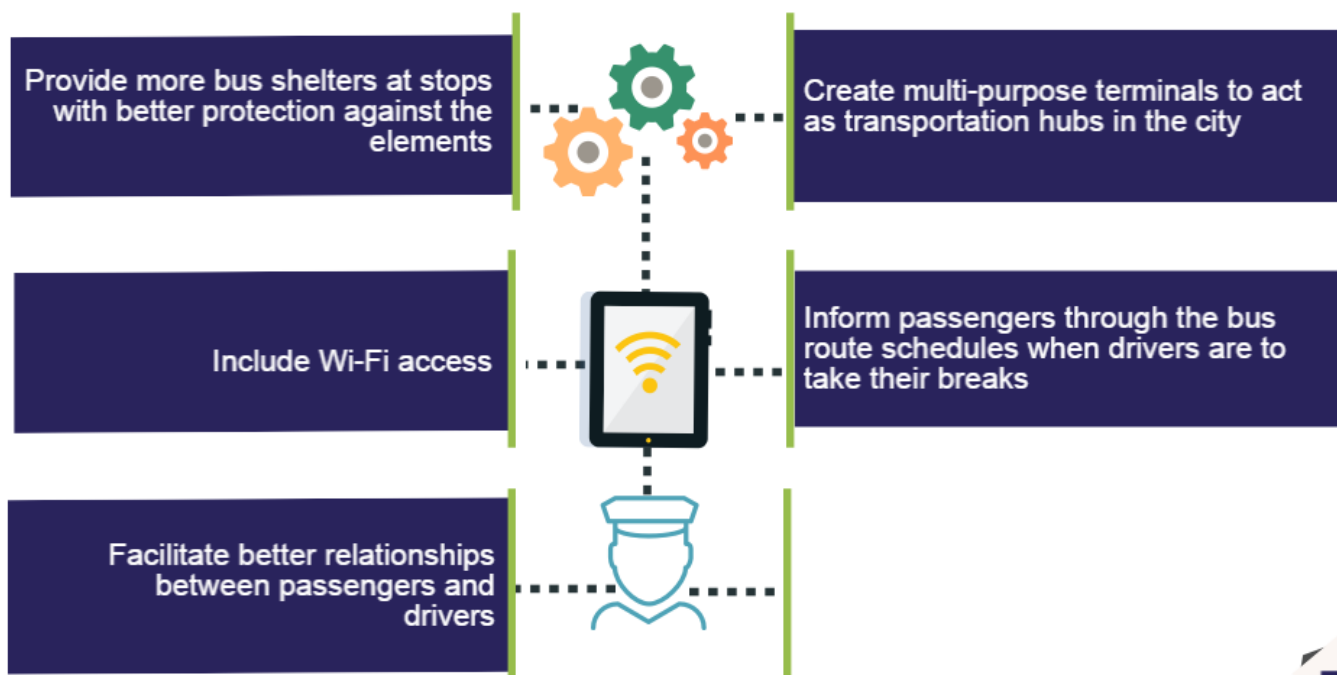


Overall Experience

The buses with moderate crowding were considered relatively comfortable without major complaints or changes. The suggestion of introducing Wifi on the buses was mentioned in multiple focus groups. This was mentioned as a method of improving the overall passenger experience as well as helping passengers bypass the time on long rides. Focus group participants however, did suggest changes to the bus stops and shelters. Most bus stops only include a bus stop sign without a shelter and the stops with bus shelters were described as too small or insufficient for the crowding at those stops. This was described as particularly problematic during rain or extreme windy and cold temperatures. Participants suggested having heating systems within the shelters to increase comfort during the winter. Overall, the quality and the quantity of the current shelters were not perceived as sufficient for the current level of use.

A number of focus groups also suggested transit terminals in different areas of the city. Ideally, these terminals would be located in the north, south, east, west, and downtown locations. The purpose of these terminals would not only be to decentralize major transit connecting points of the city but also provide shelter, tickets, information, and transfers to other types of transportation that might connect outside of the city. As known public transit locations, the terminals would serve as hubs for individuals to connect with the public transportation system. This could also improve the ridership experience as the terminals would provide additional shelters but also more clearly establish areas to learn and understand the overall system in London.

Recommendations Drivers and Overall Experience



This report includes the feedback obtained through the various focus groups in the city as they pertain to transportation. A diverse demographic participated in this public consultation exercise, providing insight from a range of ethnic, cultural, religious, and socioeconomic backgrounds. Although participants were engaged in the topic of discussion, it is important to note that not all the participants agreed that transportation was a priority for the city, although most believed that change was necessary. These participants understood that an overhaul of the public transportation system would be costly and considered other areas in greater need of city funding. This included youth and family friendly recreation centers specifically in the eastern end of the city, as well as parks, and affordable housing for low-income families.

The comments in the provided report thus describe how the participating youth relate to transportation with the understanding that this is not necessarily a primary concern; although it does significantly impact their lives. One focus group, for example, discussed at length issues related to racism, policing and the carding of minorities in London. Although seemingly irrelevant to a discussion on the transit system, a conversation on racism established the experiential realities of the participating youth. While the youth groups were willing and eager to engage in the focus groups, it is crucial to the understanding of this report that a number of intersectional issues impact the lives of youth in different capacities. Many of which influence how the participating youth engage with the public transit system.

Perhaps one of the most central findings as a result of this process is the understanding that youth are willing and eager to engage in public consultation forums about policy decisions. The focus group discussions elicited a range of recommendations as they pertain to the lives of youth, many of which provided insight into the behaviors, concerns, and decisions made by youth in London. This process of youth engagement is not only important but necessary for future planning as it brings forward a number of unique ideas but also builds a closer attachment between youth and key decision makers.

Continue Asking Youth

After every focus group, participants were given a feedback sheet. Much like this report's structure, contributors were asked what we should 'Start, Stop, and Continue.' For what to 'Continue,' we received a large amount of support of this public participation process. It was clear that youth benefited and were proud that their City had an interest in them. Hence, no matter the topic, these types of engagements should continue! Some of the feedback included:

- Speaking to this group (as in Youth Action Centre)
- Awesome Contract!
- Having a good format and talking about things that matter and affect our lives.
- Continue with the idea of open discussion.
- Actually asking for the youth's opinion and not discarding it!
- Listening to everyone and valuing difference in opinion.
- Talking with each other, expressing our ideas and opinions to everyone!
- Asking good, easy, answerable questions.
- Great topic and discussion!
- It's good to see people are interested in youth's opinions and ideas :)
- Having short sessions, valuing the perspectives of us--the future of the city.

Thank You to Host Organizations



Contributors.



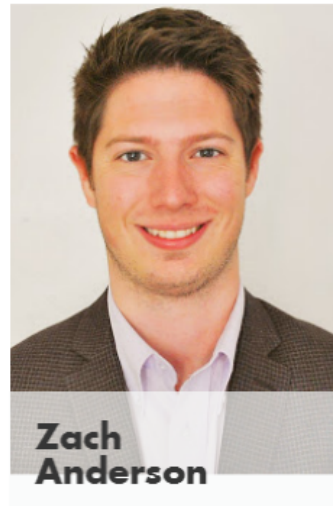
Adam works with the LYAC as Director of Programs. He has a degree from Huron University College in English and Political Science and a Masters of Public Administration from Western University. He was also the President of the Western University Students' Council.



Selma works with the LYAC as a focus group facilitator. She has a Masters in Health Information Science from Western and a Bachelor of Arts in Globalization Studies at Huron University College. She also works as a research associate at Western University in the Faculty of Health Sciences.



Melissa has been involved with the LYAC in some way since May 2014, and currently leads our team of report writers. She holds a bachelor's degree in political science from King's University College, an MA in political science from the University of Alberta, and is a Certified Human Resources Professional (CHRP).



Zach has served as the LYAC's Director of Consultation Services for the past 5 months. He holds a bachelor's degree in Political Science (Minor in Philosophy) from King's University College, and is a recent graduate of Western's Professional Communication and Management Program.

Special thanks also goes out to Sammy Roach (LYAC Volunteer), Emma Blue (LYAC Director of Advocacy Services) and Matt Ross (LYAC Executive Director) for their contributions to this project.



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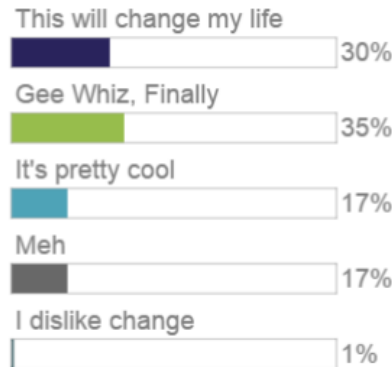


Appendix 1.0

Once qualitative reports were edited by participants, common themes and topics were compiled to develop succinct surveys. These were sent to focus group participants, as well as broader segments of the target demographic (latter data not included). Below are the quantitative results collected from the 26 focus group participants who wanted to further impact their city!

1.1 Rate how you feel about London investing in Rapid Transit

If your not sure read this! (http://www.shiftlondon.ca/whats_rt)



Optional Comments

- Please please please ensure that London will have enough growth to justify this. I do not believe it does. Do not go for the most expensive option. Keep ticket fares LOW for people working in low income jobs, or just want to spend money on other things.
- Great idea. Lets move right away! Rapid transit Robo lets Go!
- This will change everyone's life (for the better) if done properly. I hope that Shift is a project separate from the LTC, as their dismal bus service is a serious issue that's completely separate from the need for further transportation options.
- I actually walk 90% of the time but still see this provides real value to the city. Far overdue in my opinion.
- There are routes that still need to be fixed.
- We need better transit so more youth want to use it and stay in the city, and to decrease congestion on roads and pollution from cars.
- I currently have no other means of transportation other than car because of our outdated bus system (no route is anywhere near my home).
- I'm still not entirely sure it's the best option when we could be investing in the transit system that currently exists.

1.2 Of the options below, what is the most important feature of a new transit system?



- Availability (58%) ■ Speed (19%)
- Affordability (19%) ■ Frequency (0%)
- Customer Service (4%) ■ Reliability (0%)

Definitions Used

- Availability:** Routes that cover all parts of the city.
- Speed:** You get where you want to go fast
- Frequency:** Transit comes to stops enough times to be convenient
- Affordability:** Fares are affordable.
- Customer service:** Transit staff are friendly and vehicles are clean and comfortable.
- Reliability:** Transit comes on time.

Why is this important to you?

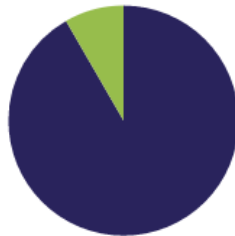
- So I don't have to spend as much time commuting. To make sure that I don't miss the bus I need to leave the house early in case the bus schedule is different in real life. Plus the many stops the bus makes, and the long break the bus driver takes, it takes an hour for a 10 mins car ride.
- Everyone should be able to access good transit, so more people use it, so there's more money in the transit system, so they can keep spending money to improve it.
- So that I can feel free to do what I want in my city. Traffic times, fewer (and often off-schedule) buses make the LTC unreliable & slow. Speed w reliability most important.
- Many people cannot afford it. A new transit system will only increase prices.
- Biggest reason I don't use public transit more is the opportunity cost of not using using my vehicle and taking public transit is too great. I would waste hours of my day trying to get the same amount of tasks done because transit is so slow and the routes are poorly designed.
- There are enough society barriers as there is - less not geography be another one if it can be prevented.

- I currently have no other means of transportation other than car because of our outdated bus system (no route is anywhere near my home).
- I cannot get to my school using city transit.
- This question gets more annoying each time I answer it. We shouldn't have to prioritize these functions - they are interconnected. I chose speed because people will not choose transit over vehicles until their speed is near equal.
- Must be dependable
- There's no purpose in having a transit system that isn't accessible by all London citizens.
- There are a lot of under-served communities in London and surely some of them need public transit.
- If the service is poor, no matter how fast, people will avoid it.
- Current city transit takes a long time to get anywhere while in my experience people are understanding that buses aren't reliable, if you are late for most workplaces or for an exam, you get docked pay or lose valuable time on an exam.
- Because different populations, ie factory workers, aren't be served very well by London right now.
- I work across town and it takes up to 1 hour and a half, which is ridiculous because London is not that big.

1.3 Can public transit ever be as fast and efficient as travel by car? Please Explain.

- No. lack of independent choice.
- Yes, travel by car is affected a lot by traffic, which is something that rapid transit can sometimes bypass, but not sure about public transit. It's definitely more efficient in the environmental sense because more people on transit = less individuals using cars = less pollution.
- Yes, if they have their own lanes/express routes.
- not at all because by car there are no stops till you get where your going and if you want to go faster there is a highway
- 200%. Look at Paris, amazing transit and its horrible to be in a car because the roads are too congested.
- It already is so many places. And not just the great metropolis's, cities our size.
- Yes. It is important we put out more stops to help convenience customers PLEASE.
- Yes, you will reduce the time by not having to find parking.
- No. Even as a driver, roads in London are increasingly becoming more and more congested. There is a huge issue in London regarding the roads.
- It will become slower to drive a car. Eventually, they will meet in the middle.
- Faster. Above ground/underground transportation is faster than travelling by car because it avoids traffic etc.
- I don't think so, but I don't think it needs to. It should be reliable and available over all the city, but I don't think it needs to be faster to be a good service.
- Yes, if separate lanes and lights were dedicated to public transit.
- Yes, if it's fast and efficient enough
- No, no group of people is going directly to the same point
- Probably not, seeing as there are so many stops and not enough buses.
- Right now? Of course not but that should be the goal.
- Public transit eliminates parking issues
- If a lot of people stopped driving and took buses, buses could run much faster than 40 individual's cars on the same road. Is that realistic, i don't know.
- This isn't a subjective question, it has a factual answer. In many large cities, public transit is faster and more efficient than travelling by car. Parts of London are horrendously inefficient to drive through as it is. If the transit system is prioritized, it will certainly offer faster and more efficient travel in core areas of the city.

1.4 Do you feel safe taking public transit in London?



■ Yes (92%) ■ No (8%)

1.5 What does the future of London transit look like to you?



8



3



6



3



4