



City of London Authority

City of London Noise Attitude Survey

“The Sounds of the City”

Research Report



January 2019



Contents

	Page
Introduction	3
Executive summary	8
Data summary	13
Main report	28
Profile of interviews	28
1. Location of interview	
2. Day of interview	
3. Time of shift	
4. Weather on day of interview	
Profile of visitor	33
1. Gender of visitor	
2. Age of visitor	
Profile of visit	35
1. Type of visitor to City of London	
2. Reason for visiting	
3. Length of stay	
4. Frequency of visit	
5. Time/s of visit	
The environment	53
1. Notice taken of the environment	
2. Sounds liked and noises disliked	
3. Groups of sounds liked and noises disliked	
4. Specific sounds liked and noises disliked	
5. Visitor views on sounds and noises	
6. Description of present surrounding sound environment	
7. Expectations of sound and noise	
Sounds of the City	90
1. Level of noise in the City of London	
2. Views on action to reduce noise levels	
3. Views on whether more should be done to protect quieter areas of City of London	
4. Iconic sounds and sounds to protect	
5. Interviewer observations	
Annex 1: Questionnaire	109
Annex 2: Survey locations	117
Annex 3: Analysis of sound environment by location	119
Annex 4: Other responses	121



Introduction

Context

Located at the heart of London, the City of London experiences relatively high levels of noise. Whilst managing the **noise** is a considerable challenge, at the same time the **sounds** of the City can be regarded as a vibrant and exciting reflection of a thriving urban centre.

The main noise sources of concern in the City are from:

- Building works – construction and demolition
- Street works
- Traffic
- Leisure activities
- Other commercial activities.

High levels of noise can cause disturbance to:

- Residents in their homes
- Business activity
- The visitor experience.

The other area of consideration is the positive impact which certain sounds can have:

- Birdsong
- Movement of water
- The buzz from cafes
- Church bells
- Hubbub of people outdoors.

Often overlooked, the positive influence of sound can enhance:

- Residents' and employees' well being
- The visitor experience
- The overall attractiveness, appeal and impact of the area.

The City of London undertook a survey of attitudes towards noise in 2010. The results from the research were used to help inform the City of London Noise Strategy.

A revised Noise Strategy was developed in 2016 which provides a framework for noise management in the City over the 10 years.

The **City of London Noise Strategy 2016-2026** brings together and updates policies and programmes that were already in place to manage and mitigate noise.

It includes new measures which will work alongside existing approaches to improve the management of the acoustic environment in the City. This considers the focus both of:

- Minimising the negative impacts from noise
- Enhancing the positive benefits from sound.

A key element of the Noise Strategy is to review the evidence base which underpins the policies and actions, with an important element of this being the evidence base. This will improve the understanding of the impacts and effects of the acoustic environment and soundscape of the City on residents, workers and visitors.

The City of London Authority therefore wished to commission a small attitude survey to include residents, workers and visitors. This took place in the open spaces in the Square Mile.

Research methodology

City of London sought to commission a survey to enhance their understanding of views, perceptions and experience of noise and sound in the City of London. The aim of the research is to enhance understanding and inform relevant strategy and direction.

The survey was based on a comprehensive questionnaire of a maximum duration of 10 minutes. It addressed the negative elements and impacts of noise and the positive elements and impacts of sound for:

- Residents
- Workers
- Visitors.

A copy of the questionnaire is attached at Annex 1.

A comprehensive face-to-face survey was proposed as the most effective method to generate quality survey data from a defined and robust sample size and sample profile.

The location, day and time of day was seen to be likely to influence the levels/types of noise/sound and the resulting respondents' views and experience, and the interview shifts were therefore planned to ensure consideration of:

- Time of day (morning, day, evening)
- Type of day (weekday, weekend).

It was also proposed that the interview locations should provide a robust approach to effectively establish both the negative elements of noise and the positive elements of sound:

- Noisy locations
- Standard locations
- Quiet locations.

The 10 different site locations recommended by City of London were viewed as being likely to attract a suitable mix of residents, workers and visitors:

- Whittington Garden
- St Dunstan in the East Church Garden
- New Change/Cheapside open space
- Festival Gardens
- Smithfield Rotunda Garden
- Bank Junction
- Riverside Walk
- Beech Street
- Eastern Cluster St Mary space outside Gherkin / Cheesegrater / Aviva Tower
- Barbican Lakeside Terraces.

Details of these locations and maps highlighting the area included for each location are detailed at Annex 2.

A detailed interview schedule was developed covering location, day and time of day to ensure that a selection of days, times and locations would work to generate a good cross-section of respondents and sufficient footfall to achieve the required sample size at each location.

The in-street interviews were conducted by Qa, our fieldwork associate. CAPI (Computer Assisted Personal Interviewing) was used which allows for the electronic collation of data at the point of interview. The in-street interviewers had an ID card and a letter of authority from City of London to assure respondents of the validity of the research. All interviewers were fully briefed, worked to MRS standards and adhered to ISO20252. Completed interviews were back checked to industry recommended standards.

The first 2 shifts were treated as pilot shifts (approximately 40 interviews) to provide anecdotal feedback from interviewers on how respondents found the survey and any suggestions for improvement. The 2 pilot shifts illustrated the overall effectiveness of the questionnaire and its timing. There was therefore no need to amend the questionnaire or the survey approach.

The size of the sample determines the level of confidence within the data generated. It was decided to generate a sample size of 1000 completed interviews (100 interviews at each of the 10 locations). These were to be conducted over 50 interview shifts (5 shifts at each of the 10 locations).

The completed sample of 1082 interviews provides a standard error of +/-3.0 with a confidence level of 95% and a 50% response to a question.

It was decided to undertake the interviewing when the weather was anticipated to be supportive of a face-to-face survey that was reliant on people being in outdoor areas. The interviewing schedule was therefore planned to run from Spring Bank Holiday to the end of June 2018.

Illustrating the influence of footfall on interview numbers, 134 interviews were conducted in 5 interview shifts at St Dunstan in the East Church Garden. Some of the locations however had lower footfall, and it was necessary to run an additional 4 interview shifts in order to achieve the required sample of a minimum of 100 interviews at each location.

The resulting respondent profile is detailed within the main body of the report.

All frequency data has been rounded to the nearest whole percentage point. Combined percentages have been calculated on summing the absolute data and then calculating the percentages. Mean ratings have been calculated using the absolute data. As such, totals may not always appear to sum.

The cross-tabulations have been based on:

- Location (sample bases between 100 and 134 for each of the 10 locations)
- Type of visitor (86 residents, 449 visitors 547 workers).

Statistically significant differences based on location and visitor type have been tested based on a confidence level of 95%. These have been tested on rounded whole percentages where the total rounded response is 3% or higher (responses for sub samples below 0.5 per cent that have been tested against a total response of 3% or greater have been tested to 1 decimal place). Where significant differences are not apparent, it does not mean that they would not be apparent for findings if tested on larger sub sample sizes.

The lower sample base for sub samples, for example, residents, means there has to be a larger percentage point difference between residents and the total sample in order for a significant difference to be concluded than between workers and the total sample and visitors/tourists and the total sample.

This report is supported by:

- Excel document of cross-tabulated data
- Excel document of raw survey data
- SPSS document of raw survey data.

The list of 22 pre-coded sounds/noises surveyed has been analysed individually within the report. In addition, these have been grouped into five distinct groups (natural, human, manmade, building and traffic) in order to provide a further level of analysis as follows:

Natural

- Birdsong
- Animals (wild and domestic)
- Weather (e.g. rain, wind, water in the gutters, breeze in the trees)
- Water (river/streams)

Human

- Distinct voices
- Noises from people outdoors (conversation, laughter, shouting, children playing, “hubbub”)
- The buzz from coffee houses/pubs/restaurants

Manmade

- Church/cathedral bells
- Water features (such as fountains, waterfalls)
- Artistic features (such as sound sculptures, wind chimes)

Building

- Above ground level building work/building construction/demolition
- Below ground building work/construction/demolition
- Air conditioning/heating & ventilation equipment
- Building alarms/sirens
- Road works/road construction (including laying maintaining pipes/cables)
- Other machinery/equipment

Traffic

- General traffic/engine noise (cars, buses, taxis, motorbikes)
- Alarms/sirens/reversing alarms/horns/bicycle bells
- Boat/river traffic
- Trains/railway/tube
- Airplanes
- Helicopters.

Ask for Research gratefully acknowledge the role, contribution and support of Colin Grimwood of CJG Environmental Management in the design of the survey questionnaire and in the review of the project methodology and final report.

Executive summary

Influence of context

The City of London Noise Strategy 2016-2026 brings together and updates policies and programmes in place to manage and mitigate noise.

The new measures introduced are to work alongside the existing approaches to improve the management of the acoustic environment in the City with this aim supported by the approach of minimising the negative impacts from noise whilst enhancing the positive benefits from sound.

This survey has been conducted to review the evidence base to improve the understanding of the impacts and effects of the acoustic environment and soundscape of the City on residents, workers and visitors.

The range of profile of visitor, profile of visit and profile of physical environment surveyed provides a comprehensive range of variables to consider in the development of responses to the acoustic environment.

Influence of visitor profile

Personal assessment of the acoustic environment is not a static measure, as a range of factors will influence audience perception. For example; personal preference, resilience/acceptance to noise, sensitivity, mood and expectations are personal attributes which can influence the interpretation of, and response to, the acoustic environment.

A further consideration is the profile of visitors and the potential impact this could have on their perception of noise and sound. For example, it could be asked whether younger people are more resilient to noise and whether older people are more appreciative of sound. Within this context, it can be noted that around half of visitors surveyed are aged between 25 and 44 years old and are split virtually evenly between males and females.

Influence of physical environment

The transient physical environment, such as; weather, time of day and time of year, is also a factor which can influence perception, experience and impact of the acoustic environment. For example, the sound from a water feature will be different on a dry, sunny day than it would be on a cold, windy and rainy day.

The survey was conducted in the summer, with over four fifths of interviews undertaken when the temperature was recorded as being either warm or hot. Virtually all interviews were conducted in dry weather with no wind or only light wind, and half were conducted in sunny conditions.

The summer interviewing schedule means that all interviews were conducted in daylight (between 8am and 8pm).

Influence of visit profile

The profile of the visit itself can also influence experience and perception of the acoustic environment.

For example, a person who is visiting the grounds of a church for quiet contemplation could be likely to interpret a noisy and chaotic acoustic environment differently to someone who has come to an area to attend an outside concert.

The context of visits to the City of London is therefore one within which the sound landscape can be considered. Reflecting the established profile of the area, people working/studying in the area and visitors/tourists together comprise over nine tenths of people in the locations.

This is further supported by the reason people had for being in the exact location of interview. Leisure/rest/relaxation was significantly the main purpose, with eating/drinking outside being significantly the second main purpose.

A further consideration within the scope of the acoustic environment is the length of time spent at the location. For example, people's resilience to noise could be higher the shorter the period of time a person is exposed to it, and the enhancement of sound could be greater the longer the time of exposure.

The duration of visits is therefore a key consideration, with over half of visitors spending at least half an hour at the specific location.

Duration of exposure is caused by the length of time a person is in the location and also by the duration of the noise/sound itself; for example a short horn beep compared to a constant drill from a construction site and a short burst of birdsong compared to the constant sound of a water feature.

Knowledge of the time of visits to locations can also help with managing the acoustic environment. For example, building work could be planned when visitors are less likely to be at the location and manmade sounds enhanced for when footfall is likely to be higher.

Noon to 2pm and 2pm to 6pm are significantly the two main times when people are visiting the locations. Significantly night time (8pm onwards) is the least likely time of visit.

Frequency of visit is a further factor that would influence experience and perception of the acoustic environment. It is therefore interesting to note that over half of those surveyed visit the specific locations on at least a weekly basis.

Influence of noticing the environment

In order to generate a recorded and noted view on their experience or perception, visitors to a location need to actually take note of their physical environment.

The extent of which notice is taken of the external environment is then likely to influence a person's notice of, and therefore response to, the acoustic environment.

Over half of visitors had noticed an element of the environment, with unprompted, both visual and auditory elements of the environment being recorded.

To note however, is that over two fifths of visitors significantly did not notice anything unprompted regarding that specific location.

Consideration of the profile of visitors, visits and locations where the external environment is more or less likely to be noticed therefore provides a significant insight to this area of analysis.

Influence of noises disliked and sounds liked

Exactly half of visitors surveyed when asked unprompted stated there was a noise at that specific location which they disliked. Location surveyed has a significant impact on the likelihood of hearing a noise which is disliked.

Significantly, the one main noise heard which visitors disliked is general traffic/engine noise, noted by nearly two fifths of all visitors. This is influenced significantly, as would be expected, by location.

Whilst two fifths of visitors unprompted noticed a sound which they liked, this is significantly less likely than it is for visitors to hear a noise which they disliked.

Birdsong is the sound visitors are significantly most likely to notice that they liked, however this is significantly lower than the proportion of visitors who highlighted general traffic/engine as a noise they disliked.

In consideration of the profile of visitors, visit and location, the analysis provides significant insight into the experience, expectation and perception of noise and sound. For example, visitors/tourists are significantly less likely to notice a traffic noise they disliked whilst workers are significantly more likely to do so. Visitors to St Dunstan in the East Church Garden are significantly more likely to notice the sound of birdsong which they liked, with visitors to Bank Junction significantly less likely to do so.

Influence of the perception of the acoustic environment

It is interesting to note the findings of asking visitors to describe the present surrounding sound environment, when considering that they were significantly more likely to identify a noise they disliked over a sound which they liked.

Visitors are over three times more likely to provide a positive description of the present sound environment of pleasant, calm and vibrant over a negative description of chaotic, monotonous and annoying.

They are over twice as likely to describe it as eventful than they are as uneventful.

Again, the analysis of these findings by location, profile of visitor and profile of visit provides significant insight into the influence of these variables on experience and perception. For example, visitors to Bank are more likely to view the acoustic environment as chaotic, visitors to Dunstan in the East Church Garden are more likely to view this as calm and visitors to Whittington Garden are more likely to view this as annoying.

Following on from the overall more positive than negative view of the acoustic environment, visitors are five times more likely to describe their present sound environment as good as they are to describe it as bad.

Influence of expectation

Expectation is a key factor which can influence a person's experience, perception and response. It is interesting to note therefore that when asked, over nine tenths of visitors were able to rate the sound of their location against their expectation for that location.

A further note of interest is the extent to which visitors both had an expectation of the noise of the environment and then the extent to which this expectation was accurate. This illustrates the extent of expectation regarding the sounds of the environment along with the accuracy of the expectation compared to actual experience.

Influence of views on the wider City of London

Visitors are over twelve times more likely to view the level of noise in the City of London as loud as they are to view it as quiet.

Perhaps reflecting expectations and/or acceptance of noise in the City of London, three fifths of visitors would not like to see action taken to reduce noise levels. Whilst this is considering the City as a whole, the view could have some reflection on the earlier finding, that visitors are five times more likely to describe the sound environment at their specific location as good as they are to describe it as bad.

This still means however, that nearly two fifths of visitors would like to see action taken to reduce noise levels.

Supporting the earlier findings within the survey, traffic noise is significantly the main type of noise level which visitors would like to see reduced.

Further supporting the earlier findings, is the influence of profile on this view. Visitors to Whittington Garden and St Dunstan in the East Church Garden are significantly more likely to want to see action taken to reduce noise levels, as are residents and workers. Visitors to Riverside Walk and Beech Street are significantly less likely to have this view, as are visitors/tourists.

Whilst visitors are less likely to want action to reduce noise levels overall in the City of London, they are more likely than not to want to see action done to protect those areas that are quieter and more tranquil.

Interestingly, just over three fifths of visitors would like more done to protect the quiet areas of the City of London; virtually the same percentage as those who would not like to see action taken to reduce the noise levels overall in the City of London.

This could indicate that, whilst overall visitors accept the noise levels in the City of London as a whole, they do feel that those specific places which are quieter and more tranquil within the City itself should be protected.

This provides a potential indication for an initial focus of protection of the sound environment in the City of London to be on maintaining those specific tranquil areas over a focus on addressing the noise level in the City as a whole. Consideration however should still be retained for the proportions of visitors who identify traffic as a noise they dislike and who would like to see action taken to reduce the level of traffic noise.

Further supporting visitors' views on the value of localised acoustic environments, is the view of the presence and protection of iconic sounds in the City of London. Over four fifths of visitors feel that the City of London has at least one special or iconic sound, with a very similar proportion feeling that there is at least one sound in the City of London which should be protected.

Significantly St. Paul's Bells is the main sound both noted as being iconic and which should be protected. This is followed by other church bells, which are second most likely to be thought of as iconic and which should be protected. In addition, around one third of visitors feel the general bustle of activity and the buzz from coffee houses/pubs are iconic and around one quarter feel these should be protected.

Consideration of the findings of the views of the wider City of London suggest an acoustic environment which people accept overall to be loud. Within this overall noise level however, the tranquility and peace of specific places should be protected, along with a range of specific sounds which it is felt are iconic to the City of London. Attention should also be considered within the context of the view of traffic as a noise which visitors dislike and the focus for traffic as an area of noise reduction within the overall City of London.

Data summary

Profile of interviews

It was planned for the survey to comprise a minimum of 1000 interviews, a minimum of 100 interviews at each of 10 locations. A total of 1082 interviews was achieved, ranging from 100 at Whittington Garden to 134 at St Dunstan in the East.

Chart 1: Number of interviews at each survey location



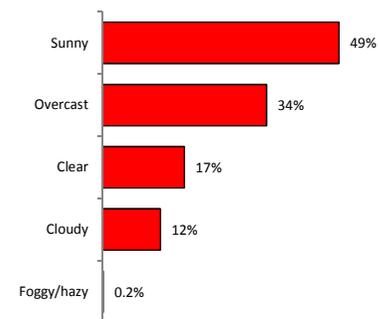
The interview schedule is reflected in the profile of day of interview, with 91% of interviews conducted on weekdays and 9% of interviews conducted at weekends.

The interview schedule is also reflected in the times of the interviews, with 79% of interviews conducted 12pm-6pm, 11% of interviews conducted 8am-2pm and 10% of interviews conducted 2pm-8pm.

The vast majority of interviews (96%) were conducted during dry weather conditions.

Virtually half of the interviews (49%) experienced sunny conditions, with just over one third (34%) experiencing overcast conditions.

Chart 2: State of sky during interview



Virtually two thirds of interviews (64%) were conducted during warm temperatures, with 20% conducted in hot temperatures.

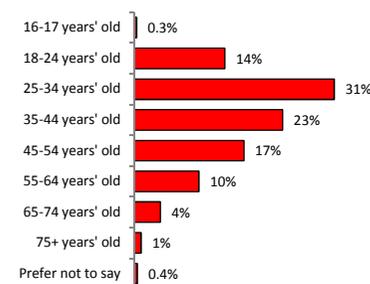
No wind was experienced on over half (55%) of the interviews, with light wind experienced for nearly two fifths (38%) of interviews.

Profile of visitor

The profile of visitors was evenly split between males (51%) and females (49%).

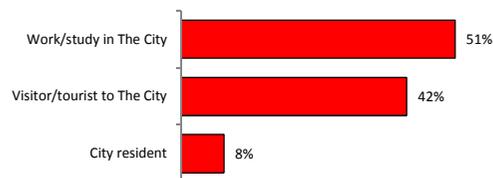
31% of visitors were aged 25-34 years' old and nearly one quarter of visitors (23%) were aged 35-44 years' old.

Chart 3: Age of visitor



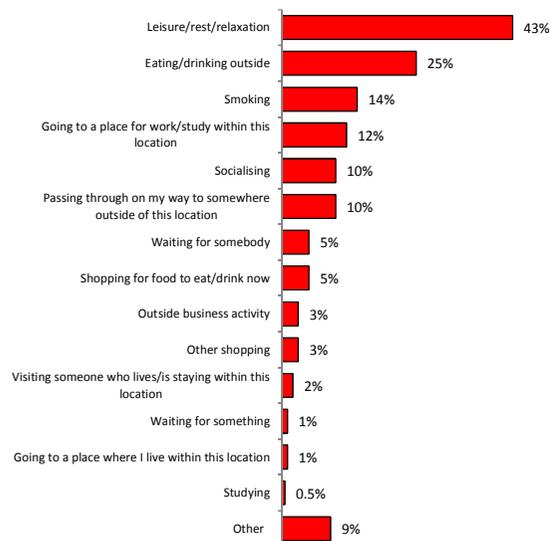
Profile of visit

Chart 4: Type of visitor to City of London



Just over half of visitors to the City of London were there in order to work or study in the City (51%), just over two fifths (42%) were there as a visitor/tourist to the City and just under one tenth (8%) were residents in the City.

Chart 5: Reason for visiting specific location



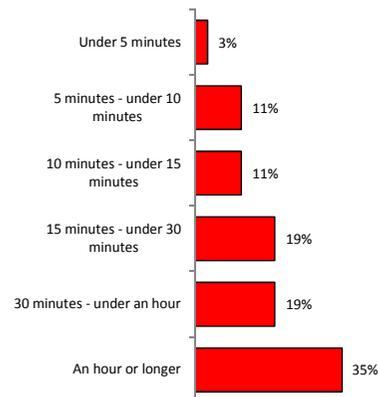
By far the most significant reason for visitors being in the specific location of interview is for leisure, rest and/or relaxation, with just over two fifths of visitors (43%) stating this reason.

To eat or drink outside is significantly the second main reason for visitors being in their specific location, specified by one quarter of visitors (25%).

One tenth or more of visitors were in the location; in order to smoke (14%), as they were going to a place of work/study within the location (12%), socialising (10%) and passing through on their way to somewhere else outside of the location (10%).

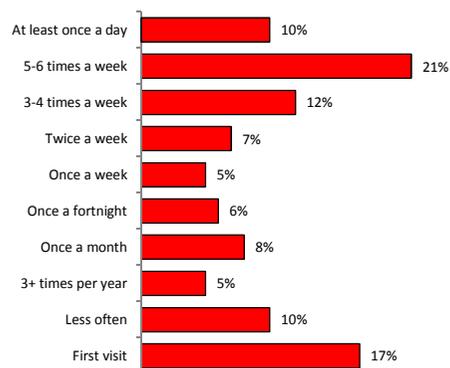
Virtually three quarters of visitors (74%) planned to stay 15 minutes or longer at the specific location, with over half of visitors (55%) planning to stay for half an hour or longer. Over one third of visitors (35%) planned to stay for an hour or more.

Chart 6: Length of time visitor plans to stay at the specific location



Over half of visitors (54%) visit the specific location on average at least weekly, with just over two fifths (42%) visiting the location at least three times a week. Significantly the main frequency of visit is 5-6 times a week (21%).

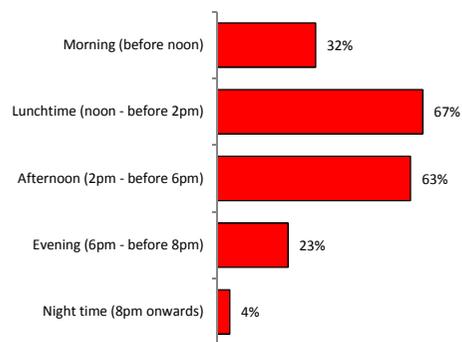
Chart 7: Frequency of visit to specific location



The times of visit are naturally influenced by the interview shifts which were planned to maximise on footfall. The question however does allow visitors to provide all times of days when they visit the location, and not just the time at which they were interviewed.

Significantly the two main periods of time when the specific locations are visited are lunchtime (noon to before 2pm) (67%) and in the afternoon (2pm to before 6pm) (63%).

Chart 8: Time/s of day which visitors visit the specific location



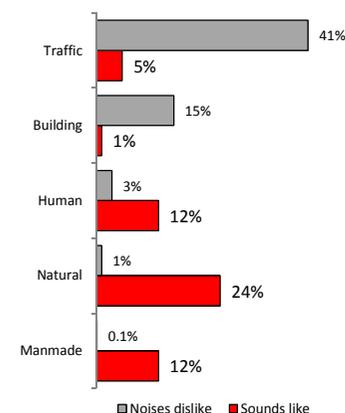
The environment

Over half of visitors (55%) had noticed something about the environment in the specific location on that day before their conversation with the interviewer. Significantly lower is the 45% of visitors who had not noticed anything about the environment.

Visitors were asked unprompted whether they had noticed any particular sounds which they liked at that location and whether there were any noises they had noticed which they disliked.

Half of visitors (50%) could identify a noise in the specific location which they disliked; this is significantly higher than the 41% of visitors who identified a sound which they liked.

Chart 9: Whether visitor has identified a sound they liked or a noise they disliked (grouped)



The sounds which visitors liked and the noises which they disliked were grouped into 5 key groups; natural, human, manmade, building and traffic sound/noise.

Visitors are significantly more likely to state there is a sound they liked over a noise they disliked for the **groups** of:

- Human sounds
- Natural sounds
- Manmade sounds.

Visitors are significantly more likely to state there is a noise they disliked over a sound they liked for the **groups** of:

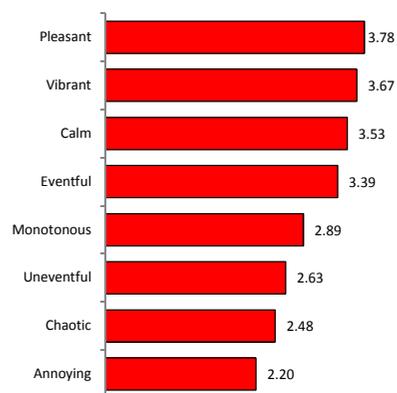
- Traffic noise
- Building noise.

Significantly the main **individual noise** or sound noticed is the general traffic/engine noise, with 37% of visitors stating this as a noise they disliked and had noticed at that location. 12% of people noticed above ground building work/building construction/ demolition as an **individual noise** which they did not liked.

14% of visitors noticed birdsong as an **individual sound** in the specific location which they liked, 9% identified water (river/streams) and 9% identified noises from people outside as an **individual sound** which they liked.

Visitors were asked for the extent to which they agreed or disagreed with descriptions of their present surrounding environment. The mean ratings are provided on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree. The midway point of rating is 3.0.

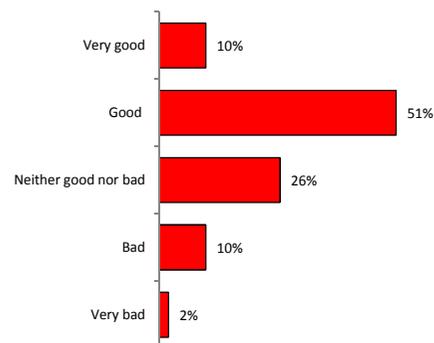
Chart 10: Mean rating for level of agreement with the present surrounding sound environment



Just over three fifths of visitors (61%) described the present surrounding sound environment as good or very good, with 12% rating this as bad or very bad.

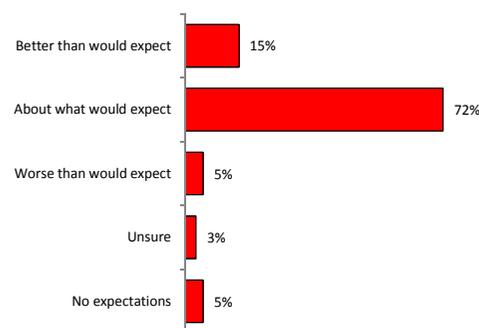
The mean rating generated for the present surrounding sound environment is 3.58.

Chart 11: Description of present sounding environment



92% of visitors were able to rate how they found the sounds of the location compared to their expectations.

Chart 12: Sounds of location compared to expectations



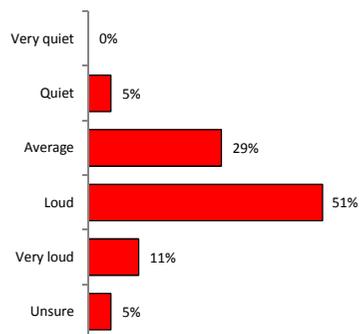
72% of all visitors stated they think the location sounds about the same as they would expect, 15% think the location sounds better than they would expect and 5% of all visitors stated they think the location sounds to be worse than they would expect.

Visitors are just over three times (3.2) more likely to state that the sounds of the location to be better than expected than to state them to be worse than expected.

Sounds of the City

This section of the survey asked visitors to consider the wider area of the City of London and not just to consider their current location which they had been asked to focus solely on in the previous questions.

Chart 13: The level of noisiness which visitors find the City of London as a place in general



Just 5% of all visitors state the City of London to be quiet or very quiet and 62% of all visitors state the City to be a loud or very loud place in general. 29% of all visitors rate the noise of the City of London to be average.

Visitors are over twelve times (12.6) more likely to state the City of London is loud or very loud as to state it to be quiet or very quiet.

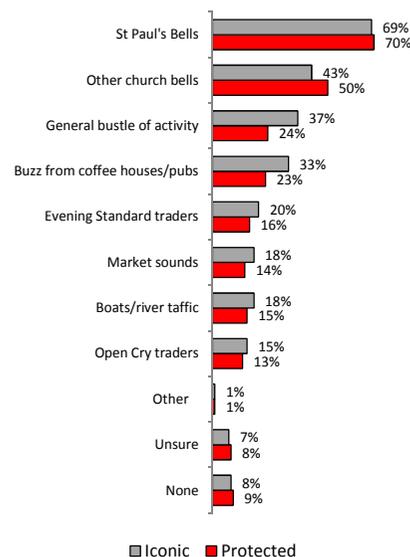
62% of visitors to City of London state they would not like to see action to reduce noise levels in the City of London. This is over one and a half times (1.6) more likely than the proportion of visitors who would like to see action to reduce noise levels (38%).

The response to this question varies significantly when considering the location of interview.

For example, 68% of visitors to Whittington Garden and 56% of visitors to St Dunstan in the East Church Garden would like action taken to reduce noise levels in the City of London. This compares with 15% of visitors to Riverside Walk and 20% of visitors to Beech Street who would like to see action taken to reduce noise levels in the City of London.

61% of visitors to the City of London would like more to be done to protect the quieter, more tranquil areas of the City of London. This is over one and a half times (1.6) more likely than the proportion of visitors who state they would not like more to be done to protect the quieter, more tranquil, areas of the City of London (39%).

Chart 14: Sounds of the City of London which are iconic and sounds which should be protected



85% of all visitors identified at least one City of London sound that they think is special and/or iconic, 8% stated that none of the City of London sounds was special or iconic and 7% were unsure.

St Paul's Bells (69%) are the sound of the City which all visitors are most likely to think of as special and/or iconic, with other church bells (43%) being the sound of the City which all visitors are second most likely to think of as special or iconic.

37% of all visitors think the general bustle of activity is a special and/or iconic sound and 33% of all visitors think that the buzz from coffee houses/pubs/restaurants to be special and/or iconic.

Over four fifths of visitors (83%) think there are sounds of the City of London which should be protected, 9% state there aren't any sounds which should be protected and 8% of visitors are unsure.

St Paul's Bells (70%) is the main sound which visitors think should be protected, followed by 50% who think the sound of other church bells should be protected.

Approximately one quarter of visitors think the sound of the general bustle of activity (24%) and the buzz from coffee houses/pubs/restaurants (23%) should be protected.

At the end of each interview, interviewers were asked to record all of the sounds and noises which they had heard during the interview.

Sounds and noises noted by interviewers in over one tenth of interviews conducted were; traffic/engine noise (71%), noises from people outdoors (38%), birdsong (18%), above ground building work (15%), alarms/sirens/horns (14%), distinct voices (12%), water features (12%) and airplanes (11%).

Acoustic environment of individual locations

- **Whittington Garden**

Visitors to Whittington Garden are significantly less likely to notice a sound they liked (24%) than the total sample, they are significantly more likely than the total sample to notice a noise they disliked (79%).

They are significantly less likely than the total sample to notice sounds they liked within the groups of; natural (15%), human (4%) and manmade (5%). Significantly they are more likely to state noises from the traffic groups which they disliked (77%).

There are no individual sounds which they liked and are more likely to notice than the total sample; they are however significantly more likely to dislike the noise of general traffic (75%).

Regarding the overall sound environment, visitors are more likely than the total sample to describe it as chaotic and annoying.

Overall they are more likely to think the location sounds worse than they expected.

- **St Dunstan in the East Church Garden**

Visitors to St Dunstan in the East are significantly more likely to notice a sound which they liked (54%) than the total sample. They are not significantly more or less likely to notice a noise they disliked.

They are significantly more likely than the total sample to notice a sound they liked in the group of nature (46%) and significantly less likely to notice a sound they liked in the groups of human (2%) and traffic (1%).

They are significantly more likely to notice noise they disliked in the group of traffic (51%) and significantly less likely to state a noise in the group of building (4%) which they disliked.

Regarding individual sounds, visitors are significantly more likely than the total sample to notice the sounds of birdsong (45%) and water features (15%) which they liked. They are significantly more likely to notice the noise of general traffic which they disliked (47%).

Regarding the overall sound environment, visitors are more likely than the total sample to describe it as uneventful and calm.

Overall visitors are significantly more likely to think the location sounds better than expected.

- **New Change/Cheapside open space**

Visitors to New Change/Cheapside are significantly more likely to notice a sound which they liked (52%) than the total sample. They are not significantly more or less likely to notice a noise which they disliked.

Visitors are significantly more likely than the total sample to notice sounds they liked in the groups of human (21%) and traffic (11%). They are significantly less likely to state a noise in the building group which they disliked (8%).

Regarding individual sounds, visitors are significantly more likely than the total population to notice the sounds they liked of; weather (9%), noises from people outdoors (18%), church/cathedral bells (16%) and general traffic noise (6%).

They are significantly more likely to notice the noise of alarms/sirens/reversing alarms/horns/bicycle bells which they disliked (13%).

Regarding the overall sound environment, visitors are more likely than the total sample to describe it as chaotic and annoying.

- **Festival Gardens**

Visitors to Festival Gardens are neither more nor less significantly likely to notice either a sound they liked or a noise they disliked compared to the total sample.

They are significantly less likely than the total sample to notice sounds they liked in the group of traffic (1%) and are significantly more likely to state there is a noise in the traffic group which they disliked (50%). They are significantly less likely than the total sample to notice a noise in the building group they disliked (8%).

Regarding individual sounds, visitors are significantly more likely than the total population to notice and like the sound of church/cathedral bells (9%). They are significantly more likely to notice the noise of general traffic which they disliked (46%). Overall, visitors are significantly more likely to think that the location sounds better than expected.

- **Smithfield Rotunda Garden**

Visitors to Smithfield Rotunda Garden are significantly more likely to notice a noise they disliked (64%) than the total sample. They are not significantly more or less likely than the total sample to notice a sound which they liked.

They are significantly more likely than the total sample to notice the sounds they liked in the groups of; human (20%), building (5%) and traffic (12%). They are significantly more likely to notice a noise in the group of building (41%) which they disliked.

Regarding individual sounds, visitors are significantly more likely than the total sample to notice and like sounds regarding; weather (9%), buzz from coffee houses/pubs/restaurants (8%) and general traffic noise (5%). They are significantly more likely to notice and dislike the noises of; above ground building work/construction (29%) and roadworks/road construction (13%).

Overall, visitors are significantly more likely to think the location sounds worse than expected.

- **Bank Junction**

Visitors to Bank Junction are significantly less likely to notice a sound which they liked (26%) than the total sample and they are significantly more likely than the total sample to notice a noise which they disliked (73%).

They are significantly more likely than the total sample to notice a sound they liked in the group of human (20%) and are significantly less likely to notice a sound they liked in the group of natural (9%).

They are significantly more likely to notice noise in the groups of traffic (62%) and building (34%) which they disliked.

Regarding individual sounds, visitors are significantly more likely than the total population to notice sounds they liked regarding noises from people outdoors (17%) and general traffic noise (5%).

They are significantly more likely to notice and dislike the noises of; above ground building work/construction (22%), roadworks/road construction (24%), general traffic noise (52%) and alarms/sirens/reversing alarms/horns/bicycle bells (14%).

Regarding the overall sound environment, visitors are more likely than the total sample to describe it as chaotic.

- **Riverside Walk**

Visitors to Riverside Walk are significantly more likely to notice a sound which they liked (79%) than the total sample, and they are significantly less likely than the total sample to notice a noise which they disliked (25%).

Visitors to Riverside Walk are significantly more likely than the total sample to notice sounds they liked in the groups of; natural (61%), human (21%) and traffic (16%).

They are significantly less likely to notice a sound they liked in the group of manmade (4%). They are significantly less likely than the total sample to state there is noise they dislike in the groups of building (3%) and traffic (17%).

Regarding individual sounds, visitors are significantly more likely than the total population to notice sounds they liked regarding; water (59%) and the buzz from coffee shops/pubs/restaurants (7%). There are no individual noises which they disliked and are more likely to notice than the total sample.

- **Beech Street**

Visitors to Beech Street are significantly less likely to notice a sound which they liked (29%) than the total sample, they are also significantly less likely than the total sample to notice a noise which they disliked (27%).

They are significantly less likely than the total sample to notice sounds they liked in the group of natural (12%). They are significantly less likely to state noises in the groups of building (2%) and traffic (25%) that they disliked.

Regarding individual sounds, visitors are significantly more likely to notice the sound they liked being the buzz from coffee houses/pubs/restaurants (10%) than the total sample. There are no individual noises which they disliked and are more likely to notice than the total sample.

- **Eastern Cluster St Mary space outside Gherkin / Cheesegrater / Aviva Tower**

Visitors to Eastern Cluster are significantly less likely to notice a sound which they liked (13%) than the total sample. They are not either more or less likely than the total sample to notice a noise which they disliked.

They are significantly less likely than the total sample to notice sounds they liked in the groups of natural (2%) and manmade (3%), and are significantly more likely to notice a noise in the building group which they disliked (34%).

There are no individual sounds which they liked and are more likely to notice than the total sample.

Regarding individual sounds, there is no sound which visitors are significantly more likely than the total population to notice and like. They are however significantly more likely to notice and disliked the noise of above ground building work/construction (32%).

- **Barbican Lakeside Terraces**

Visitors to Barbican Lakeside Terraces are significantly more likely to notice a sound which they liked (57%) than the total sample, and they are significantly less likely than the total sample to notice a noise which they disliked (14%).

They are significantly more likely than the total sample to notice sounds they liked in the group of manmade (40%) and significantly less likely to notice sounds they liked from the human group (4%). They are significantly less likely to notice noises in the groups of building (5%) and traffic (96%) which they disliked.

Regarding individual sounds, visitors are significantly more likely than the total sample, to notice and like the sound of water features (39%). There are no individual noises which they disliked and are more likely to notice than the total sample.

Regarding the overall sound environment, visitors are more likely than the total sample to describe it as pleasant and calm.

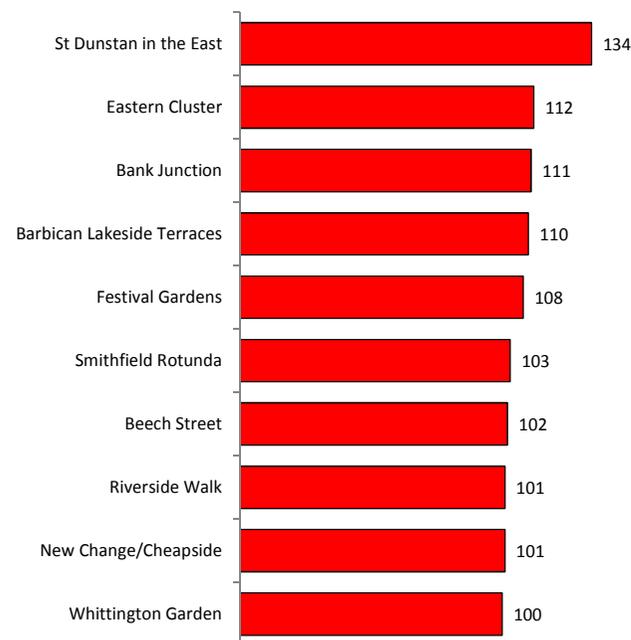
Main report

Profile of interviews

1. Location of interview

It was planned for the survey to comprise a minimum of 1000 interviews, a minimum of 100 interviews at each of 10 locations. A total of 1082 interviews was achieved, ranging from 100 at Whittington Garden to 134 at St Dunstan in the East.

Chart 1: Number of interviews at each survey location



Sample base = 1082 interviews, absolute number of interviews

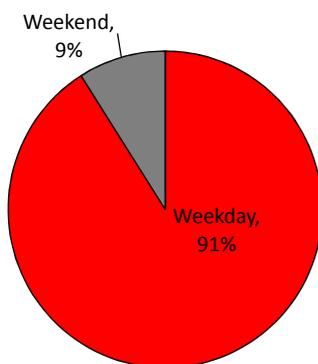
2. Day of interview

To maximize on the potential footfall for interviewing:

- 45 of the planned 50 shifts were conducted on weekdays
- 5 of the planned shifts were booked for weekends where footfall was felt to be sufficient to support an interviewing shift (traditionally City of London is significantly quieter at weekends).

This interview schedule is therefore reflected in the profile of day of interview, with 91% of interviews conducted on weekdays and 9% of interviews conducted at weekends.

Chart 2: Day of interview



Sample base = 1082 interviews, single response

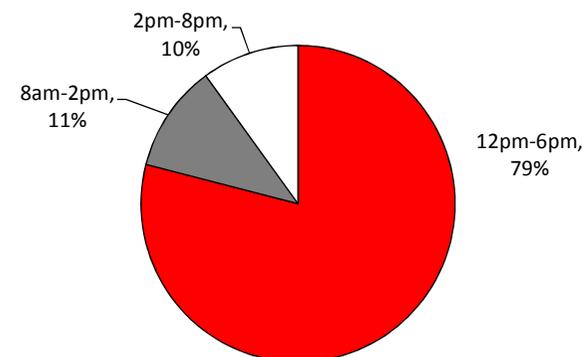
3. Time of shift

The times for the interview shifts were planned to maximize on footfall, with:

- 38 shifts 12pm-6pm
- 6 shifts 8am-2pm
- 6 shifts 2pm-8pm.

This interview schedule is reflected in the times of the interviews, with 79% of interviews conducted 12pm-6pm, 11% of interviews conducted 8am-2pm and 10% of interviews conducted 2pm-8pm.

Chart 3: Time of shift

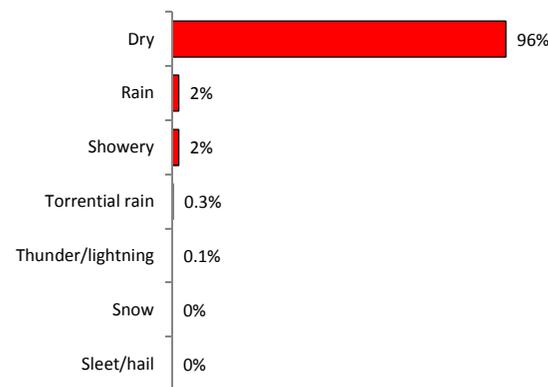


Sample base = 1082 interviews, single response

4. Weather on day of interview

The vast majority of interviews (96%) were conducted during dry weather conditions.

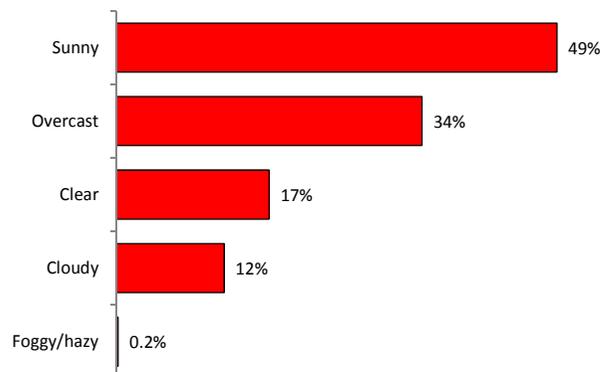
Chart 4.1: State of precipitation during interview



Sample base = 1082 interview shifts, multiple response

Virtually half of the interviews (49%) experienced sunny conditions, with just over one third (34%) experiencing overcast conditions. 17% of interviews experienced clear skies and 12% cloudy skies. Just 0.2% of interviews were conducted under foggy/hazy conditions.

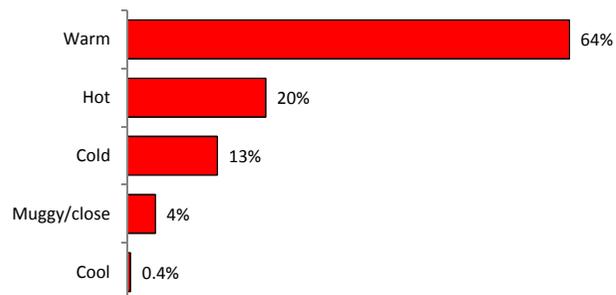
Chart 4.2: State of sky during interview



Sample base = 1082 interview shifts, multiple response

Virtually two thirds of interviews (64%) were conducted during warm temperatures, with 20% conducted in hot temperatures. 13% of interviews were conducted in cold temperatures, 4% when it was muggy/close and 0.4% when the temperature was cool.

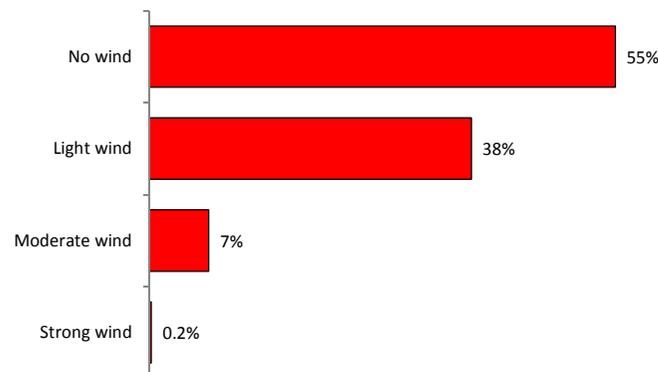
Chart 4.3: Level of heat during interview



Sample base = 1082 interview shifts, multiple response

No wind was experienced on over half (55%) of the interviews. Light wind was experienced for nearly two fifths (38%) of interviews, 7% experienced moderate wind and strong wind was experienced on just 0.2% of interviews conducted.

Chart 4.4: State of wind during interview



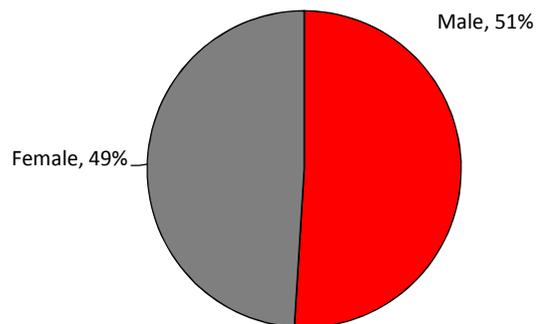
Sample base = 1082 interviews, multiple response

Profile of visitor

1. Gender of visitor

The profile of visitors was evenly split between males (51%) and females (49%).

Chart 1: Gender of visitor



Sample base = 1082, single response

Analysis by location:

- The only significant difference regarding location is at Bank Junction, where visitors are significantly less likely to be male (41%) and significantly more likely to be female (59%) than the total sample.

Analysis by visitor type:

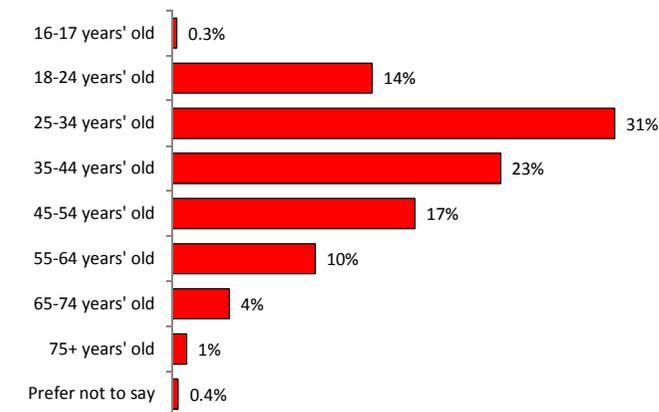
- Residents are significantly more likely to be female (69%) and less likely to be male (31%) than for the total survey sample.
- There was no significant difference regarding workers and visitors/tourists and gender for the total sample.

2. Age of visitor

14% of visitors were aged 16-24 years' old and 31% were aged 25-34 years' old. Nearly one quarter of visitors (23%) were aged 35-44 years' old and 17% were aged 45-54 years' old. One tenth of visitors (10%) were aged 55-64 years' old, 4% 65-74 years' old and 1% were aged 75+ years old.

The age categories were grouped (16-34 years old (45%), 35-54 years old (40%) and 55+ years old (15%)) in order to consider significant differences.

Chart 2: Age of visitor



Sample base = 1082, all respondents, single response

Analysis by location:

The only significant differences regarding location and age groupings are:

- Visitors to Bank Junction are more likely to be aged 16-34 years (54%) and less likely to be aged 30-54 years (31%) than the total sample.
- Visitors to Beech Street (35%) are less likely to be aged 16-34 years than the total sample.

Analysis by visitor type:

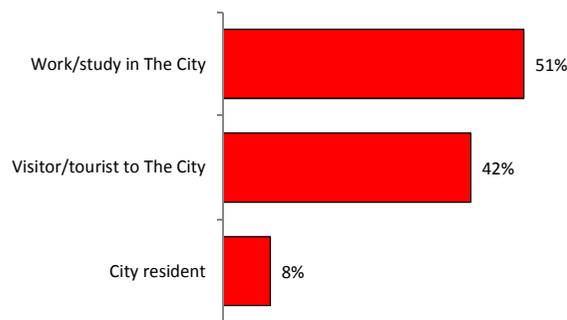
- Residents are significantly less likely to be aged 16-34 years (18%) and significantly more likely to be aged 55+ years (34%) than the total sample.
- Workers are significantly more likely to be aged 16-34 years (52%) and significantly less likely to be aged 55+ years (10%).
- Visitors/tourists are significantly less likely to be aged 16-34 years (41%) than the total sample.

Profile of visit

1. Type of visitor to City of London

Just over half of visitors to the City of London are there in order to work or study in the City (51%), just over two fifths (42%) are there as a visitor/tourist to the City and just under one tenth (8%) are resident in the City.

Chart 1: Type of visitor to City of London



Sample base = 1082, multiple response, all visitors

NB: For the purposes of cross-tabulations by type of visitor, a single response was applied based on the primary type of visitor (6 respondents who were both a resident and a worker were classified as a resident and 2 respondents who were both a worker and a visitor were classified as a worker).

Analysis by location:

Whittington Garden

- Visitors to Whittington Garden (72%) are significantly more likely to be workers than total sample.
- Visitors to Whittington Garden (23%) are significantly less likely to be a visitor/tourist.

St Dunstan in the East Church Garden

- Visitors to St Dunstan in the East Church Garden (4%) are significantly less likely to be residents

New Change/Cheapside

- There are no significant differences between visitors to New Change/Cheapside and the total sample.

Festival Gardens

- Visitors to Festival Gardens (54%) are significantly more likely to be a visitor/tourist than the total sample.

Smithfield Rotunda Garden

- There are no significant differences between visitor profile to Smithfield Rotunda Garden and the total visitor sample.

Bank Junction

- Visitors to Bank Junction (3%) are significantly less likely to be residents.

Riverside Walk

- There are no significant differences between the profile of visitors to Riverside Walk and the total sample.

Beech Street

- Visitors to Beech Street (17%) are significantly more likely to be a resident.

Eastern Cluster

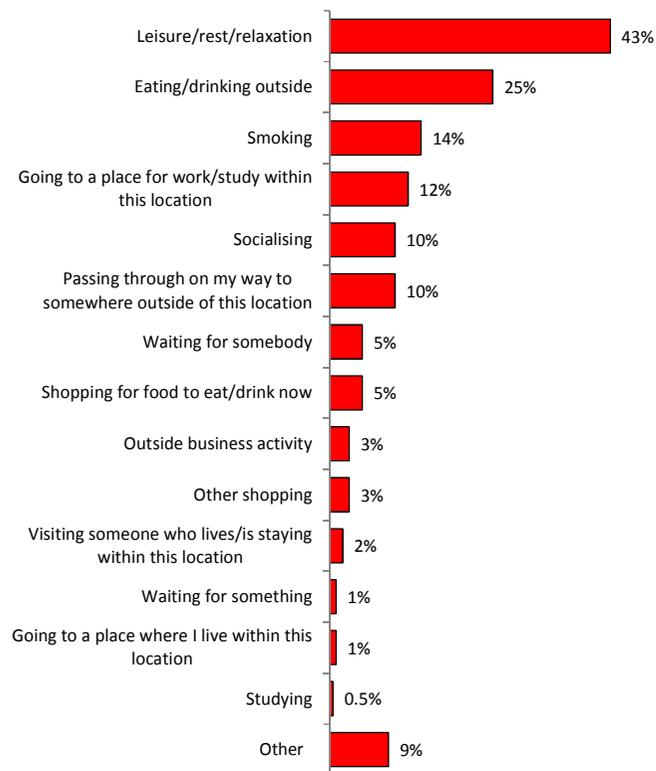
- Visitors to Eastern Cluster (65%) are significantly more likely to be workers than the total sample.
- Visitors to Eastern Cluster (2%) are significantly less likely to be residents compared to the total sample.

Barbican Lakeside Terraces

- Visitors to Barbican Lakeside Terraces (19%) are significantly more likely to be a resident.
- Visitors to Barbican Lakeside Terraces (35%) are significantly less likely to be workers.

2. Reason for visiting

Chart 2: Reason for visiting specific location



Sample base = 1082, multiple response, all visitors
 The other reasons are detailed in List 1 in Annex 4.
 4% of visitors stated sightseeing as another reason for visiting.

By far the most significant reason for visitors being in the specific location of interview is for leisure, rest and/or relaxation, with just over two fifths of visitors (43%) stating this reason.

To eat or drink outside is significantly the second main reason for visitors being in their specific location, specified by one quarter of visitors (25%).

One tenth or more of visitors were in the location; in order to smoke (14%), as they were going to a place of work/study within the location (12%), socialising (10%) and passing through on their way to somewhere else outside of the location (10%).

Just 5% or less of visitors cited any other reason for being in that location.

Analysis by location:

Whittington Garden

Visitors to Whittington Garden are significantly more likely than the total sample to be in the location for:

- (38%) eating and drinking outside.

Visitors to Whittington Garden are significantly less likely than the total sample to be in the location for:

- (32%) leisure, rest and/or relaxation.

St Dunstan in the East Church garden

Visitors to St Dunstan in the East Church Garden are significantly more likely to be in the area than the total sample for:

- (69%) leisure, rest and/or relaxation.

Visitors to St Dunstan in the East Church Garden are significantly less likely to be in the area than the total sample for:

- (4%) smoking.
- (0%) work/study.
- (4%) socialising.
- (5%) passing on their way to somewhere outside of the black highlighted area.
- (0%) shopping for food and/or drink to be consumed at the time.
- (0%) for other shopping.

New Change/Cheapside

Visitors to New Change/Cheapside are significantly more likely than the total sample to be in the area for:

- (11%) shopping for food or drink to be consumed at the time
- (8%) other shopping.

Visitors to New Change/Cheapside are significantly less likely than the total sample to be in the area for:

- (25%) leisure, rest and/or relaxation.

Festival Gardens

Visitors to Festival Gardens are significantly more likely to be in the area compared to the total sample for:

- (59%) leisure, rest and/or relaxation.

Visitors to Festival Gardens are significantly less likely than the total sample to be in the area for:

- (4%) socialising
- (1%) shopping for food and/or drink to be consumed at the time.

Smithfield Rotunda Garden

There are no significant differences regarding the reasons for visitors being in Smithfield Rotunda Garden and the reasons for the total sample for their visit.

Bank Junction

Visitors to Bank Junction are significantly more likely than the total sample to be in the area for:

- (22%) smoking purposes
- (23%) working/studying there
- (14%) waiting for somebody.

Visitors to Bank Junction are significantly less likely than the total sample to be in the area for:

- (27%) leisure, rest and/or relaxation.

Riverside Walk

Visitors to Riverside Walk are significantly more likely than the total sample to be in the area for:

- (20%) socialising.

Visitors to Riverside Walk are significantly less likely than the total sample to be in the area for:

- (3%) work/study
- (0%) waiting for somebody.

Beech Street

Visitors to Beech Street are significantly more likely than the total sample to be in the area for:

- (21%) shopping for food or drink to be consumed at the time
- (15%) for other shopping.

(NB: Whilst only 2% of the total sample, it is interesting to note that 13% of visitors to Beech Street were there in order to visit someone who lives/staying there).

Visitors to Beech Street are significantly less likely to be in the location than the total sample for:

- (19%) Leisure, rest and/or relaxation.

Eastern Cluster

Visitors to Eastern Cluster are significantly more likely than the total sample to be in the location for:

- (26%) smoking
- (25%) working/studying
- (12%) waiting for somebody.

Visitors to Eastern Cluster are significantly less likely to be in the area compared to the total sample for:

- (0%) other shopping

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly more likely than the total sample to state:

- (53%) leisure, rest and/or relaxation.

Visitors to Barbican lakeside Terraces are significantly less likely than the total sample to be in the location for:

- (0%) shopping for food and/or drink to be consumed at the time.

Analysis by visitor type:

Workers

Workers are significantly more likely than the total sample to be at the location as a result of:

- Going to a place of work/study within the black highlighted area (23%)
- Eating and/or drinking outside (35%)
- Smoking (23%)
- Shopping for food/drink to eat now (7%).

Workers are significantly less likely to be in the location compared to the total sample for:

- Leisure, rest and/or relaxation (37%)
- Passing to somewhere outside of the black highlighted area (6%)
- Socialising (4%)
- Waiting for somebody (2%).

Visitors/tourists

Visitors/tourists are significantly more likely to be in the area than the total sample for:

- For leisure, rest and/or relaxation (51%)
- Socialising (17%)
- Waiting for somebody (10%)
- Waiting for something (2%)
- Another reason (19%).

Visitors/tourists are significantly less likely to be in the area compared to the total sample for:

- Going to a place where they work/study (0%)
- Eating and/or drinking outside (16%)
- Smoking (5%)
- Shopping for food/drink to consume now (3%).

Residents

Residents are significantly more likely than the total sample to be in the area for:

- Other shopping (21%).

(NB: Whilst only 1% of the total sample, it is interesting to note that 15% of residents state going to a place where they live within the black highlighted area as a reason for being in the location.)

Residents are significantly less likely than the total sample to be in the location for going to

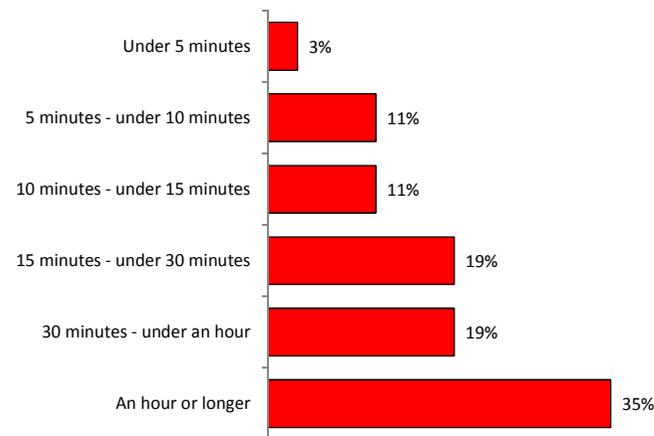
- Work/study (1%)
- Smoking (5%).

3. Length of stay

Virtually three quarters of visitors (74%) planned to stay 15 minutes or longer at the specific location, with over half of visitors (55%) planning to stay for half an hour or longer. Over one third of visitors (35%) planned to stay for an hour or more.

Nearly one quarter of visitors (23%) planned to stay between 5 minutes and less than 15 minutes, with just 3% of visitors planning to spend under 5 minutes at the specific location.

Chart 3: Length of time visitor plans to stay at the specific location



Sample base = 1082, single response, all visitors

Analysis by location:

Whittington Garden

Visitors to Whittington Garden are significantly more likely than the total sample to spend:

- Under 5 minutes (12%)
- 5 to under 10 minutes (22%)
- 15 minutes to under 30 minutes (29%).

Visitors to Whittington Garden are significantly less likely than the total sample to spend:

- 30 minutes to under an hour (6%)
- An hour or longer (15%).

St Dunstan in the East Church Garden

Visitors to St Dunstan in the East Church Garden are significantly more likely than the total sample to spend:

- 15 minutes to under 30 minutes (45%).

Visitors to St Dunstan in the East Church Garden are significant less likely than the total sample to spend:

- An hour or longer (7%) compared to the total sample.

New Change/Cheapside

Visitors to New Change/Cheapside are significantly more likely than the total sample to spend:

- An hour or longer (51%).

Visitors to New Change/Cheapside are significantly less likely than the total sample to spend:

- 15 minutes to under 30 minutes (8%) than the total sample.

Festival Gardens

Visitors to Festival Gardens are significantly more likely than the total sample to stay:

- 15 minutes to under 30 minutes (27%)
- 30 minutes to under an hour (28%).

Visitors to Festival Gardens are significantly less likely than the total sample to spend:

- An hour or longer (23%).

Smithfield Rotunda Garden

There are no significant differences regarding the proportion of visitors spending the specified times at Smithfield Rotunda Garden and the total sample.

Bank Junction

Visitors to Bank Junction are significantly more likely than the total sample to spend:

- An hour or longer at that location (64%).

Visitors to Bank Junction are significantly less likely than the total sample to spend:

- 5 minutes up to 10 minutes (5%)
- 15 minutes to under 30 minutes (10%)
- 30 minutes to under an hour (10%).

Riverside Walk

Visitors to Riverside Walk are significantly more likely than the total sample to spend:

- 10 minutes to under 15 minutes (18%)
- 30 minutes to under an hour (31%).

Visitors to Riverside Walk are significantly less likely than the total sample to spend:

- 5 minutes to under 10 minutes (3%).

Beech Street

Visitors to Beech Street are significantly more likely than the total sample to spend:

- 5 minutes to under 10 minutes (18%)
- 30 minutes to under an hour (27%).

Visitors to Beech Street are significantly less likely than the total sample to spend:

- 10 minutes to under 15 minutes (2%).

Eastern Cluster

Visitors to Eastern Cluster are significantly more likely than the total sample to spend:

- 10 minutes up to 15 minutes (17%).

Visitors to Eastern Cluster are significantly less likely than the total sample to spend:

- 15 minutes to under 30 minutes (12%).

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly more likely than the total sample to spend:

- An hour or longer (52%).

Visitors to Barbican Lakeside Terraces are significantly less likely than the total sample to spend:

- 15 minutes to under 30 minutes in the location (7%).

Analysis by visitor type:

The only significant differences are that:

- Workers are less likely to spend 30 minutes to under an hour at a location (16%) and are more likely to spend an hour or longer (38%).
- Visitors/tourists are more likely to spend 10 minutes to under 15 minutes (14%).
- Residents are more likely to spend 30 minutes to under an hour at the location (35%).

4. Frequency of visit

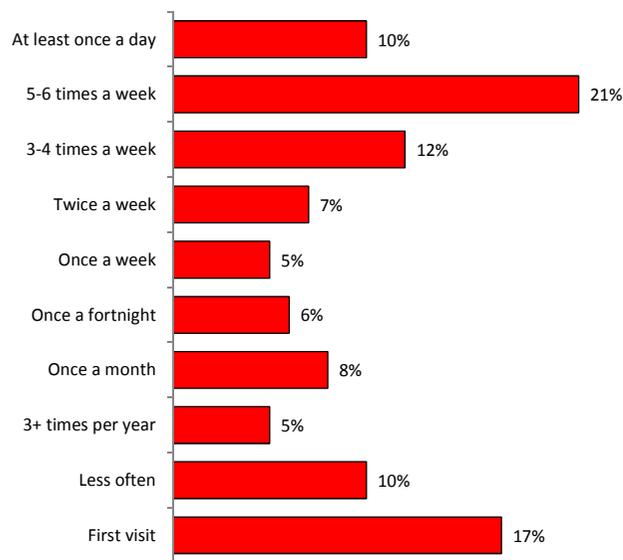
Over half of visitors (54%) visit the specific location on average at least weekly, with just over two fifths (42%) visiting the location at least three times a week.

Significantly the main frequency of visit is 5-6 times a week (21%).

15% of visitors visit the location on average less often than monthly.

For nearly one fifth of visitors (17%) the day of the interview was the first time they had visited the specific location.

Chart 4: Frequency of visit to specific location



Sample base = 1082, single response

Analysis by location:

Whittington Garden

Visitors to Whittington Garden are significantly more likely than the total sample to:

- Visit twice a week (13%).

St Dunstan in the East Church Garden

Visitors to St Dunstan in the East Church Garden are significantly more likely than the total sample to visit:

- Once a week (9%)
- First visit (40%).

Visitors to St Dunstan in the East Church Garden are significantly less likely than the total sample to visit:

- 5-6 times a week (1%)
- 3 or more times a year (1%).

New Change/Cheapside

There are no significant differences regarding visitors' frequency of visits to New Change/Cheapside and the total sample.

Festival Gardens

Visitors to Festival Gardens are significantly more likely than the total sample to visit:

- Less often (16%)
- First visit (28%).

Visitors to Festival Gardens are significantly less likely than the total sample to visit:

- 3-4 times a week (4%).

Smithfield Rotunda Garden

Visitors to Smithfield Rotunda Garden are significantly less likely than the total sample to visit:

- At least once a day (4%).

Bank Junction

Visitors to Bank Junction are significantly more likely than the total sample to visit:

- 5-6 times a week (31%).

Riverside Walk

Visitors to Riverside Walk are significantly more likely than the total sample to visit:

- 5-6 times a week (30%).

Visitors to Riverside Walk are significantly less likely than the total sample to visit:

- First visit (8%).

Beech Street

Visitors to Beech Street are significantly more likely than the total sample to visit:

- At least once a day (20%)
- 3-4 times a week (22%).

Visitors to Beech Street are significantly less likely than the total sample to visit:

- First visit (7%).

Eastern Cluster

Visitors to Eastern Cluster are significantly more likely than the total sample to visit:

- 5-6 times a week (39%).

Visitors to Eastern Cluster are significantly less likely than the total sample to visit:

- First visit (5%).

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly more likely than the total sample to visit:

- Less often (17%).

Visitors to Barbican Lakeside Terraces are significantly less likely than the total sample to visit:

- First visit (9%).

Analysis by visitor type:

Workers

Workers are significantly more likely than the total sample to visit:

- At least once a day (12%)
- 5-6 times a week (38%)
- 3-4 times a week (20%)
- Twice a week (9%).

Workers are significantly less likely than the total sample to visit:

- Once a month (4%)
- 3 or more times a year (2%)
- Less often (1%)
- First visit (4%).

Visitors/tourists

Visitors/tourists are significantly more likely than the total sample to visit:

- Once a month (14%)
- 3 or more times a year (9%)
- Less often (23%)
- First visit (36%).

Visitors/tourists are significantly less likely than the total sample to visit:

- At least once a day (0.2%)
- 5-6 times a week (1%)
- 3-4 times a week (1%)
- Twice a week (4%).

Residents

Residents are significantly more likely than the total sample to visit:

- At least once a day (45%)
- 3-4 times a week (19%).

Residents are significantly less likely than the total sample to visit:

- Once a month (2%)
- 3 or more times a year (0%)
- Less often (0%)
- First visit (1%).

5. Time/s of visit

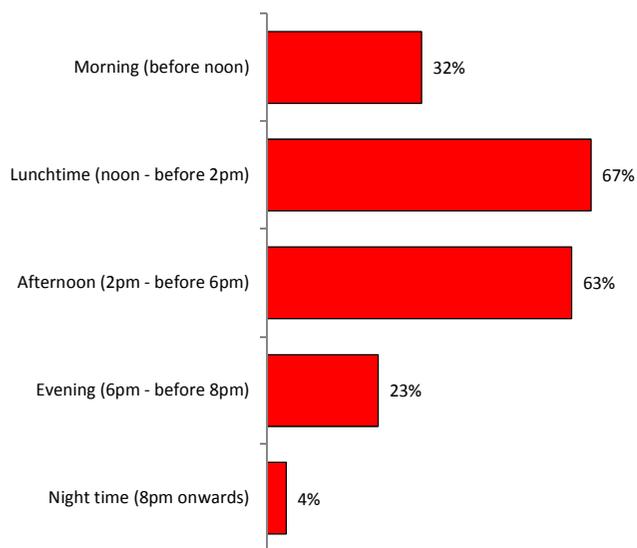
The times of visit are naturally influenced by the interview shifts which were planned to maximise on footfall. The question however does allow visitors to provide all times of days when they visit the location, and not just the time at which they were interviewed.

Significantly the two main periods of time when the specific locations are visited are lunchtime (noon to before 2pm) (67%) and in the afternoon (2pm to before 6pm) (63%).

Nearly one third of visitors (32%) visit the specific location in the morning, before noon, with nearly one quarter (23%) visiting in the evening (6pm to before 8pm).

Just 4% of visitors visit the location at night time, from 8pm onwards.

Chart 5: Time/s of day which visitors visit the specific location



Sample base = 1082, multiple response, all visitors

Analysis by location:

Whittington Garden

Visitors to Whittington Garden are significantly less likely than the total sample to visit:

- Afternoon (34%)
- Evening (4%)
- Night time (0%).

St Dunstan in the East Church Garden

Visitors to St Dunstan in the East Church Garden are significantly more likely than the total sample to visit:

- Morning (51%).

Visitors to St Dunstan in the East Church Garden are significantly less likely than the total sample to visit:

- Afternoon (43%)
- Evening (0%)
- Night time (0%).

New Change/Cheapside

Visitors to New Change/Cheapside are significantly more likely than the total sample to visit:

- Morning (47%).

Visitors to New Change/Cheapside are significantly less likely than the total sample to visit:

- Lunchtime (54%).

Festival Gardens

Visitors to Festival Gardens are significantly less likely than the total sample to visit:

- Lunchtime (57%)
- Afternoon (54%)
- Evening (9%).

Smithfield Rotunda Garden

Visitors to Smithfield Rotunda Garden are significantly less likely than the total sample to visit:

- Morning (21%).

Bank Junction

Visitors to Bank Junction are significantly more likely than the total sample to visit:

- Morning (46%).

Riverside Walk

Visitors to Riverside Walk are significantly more likely than the total sample to visit:

- Lunchtime (79%)
- Afternoon (83%).

Beech Street

Visitors to Beech Street are significantly more likely than the total sample to visit:

- Lunchtime (81%)
- Afternoon (77%)
- Evening (58%).

Visitors to Beech Street are significantly less likely than the total sample to visit:

- Morning (22%).

Eastern Cluster

Visitors to Eastern Cluster are significantly more likely than the total sample to visit:

- Morning (47%)
- Lunchtime (78%)
- Afternoon (85%)
- Evening (33%).

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly more likely than the total sample to visit:

- Morning (42%)
- Afternoon (76%)
- Evening (48%)
- Night time (12%).

Visitors/tourists to Barbican Lakeside Terraces are significantly less likely than the total sample to visit:

- Lunchtime (58%).

Analysis by visitor type:

Workers

Workers are significantly more likely than the total sample to visit:

- Morning (40%)
- Lunchtime (83%).

Workers are significantly less likely than the total sample to visit:

- Afternoon (60%)
- Night time (2%).

Visitors/tourists

Visitors/tourists are significantly less likely than the total sample to visit:

- Morning (16%)
- Lunchtime (46%)
- Evening (17%).

Residents

Residents are significantly more likely than the total sample to visit:

- Morning (63%)
- Afternoon (85%)
- Evening (59%)
- Night time (20%).

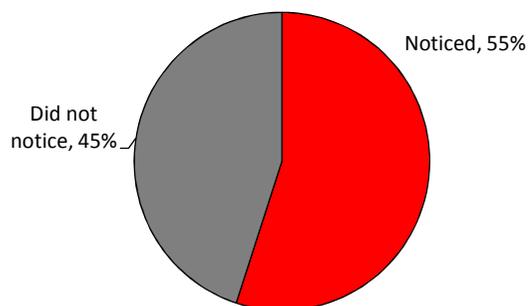
The environment

1. Notice taken of the environment

Over half of visitors (55%) had noticed something about the environment in the specific location on that day before their conversation with the interviewer.

Significantly lower is the 45% of visitors who had not noticed anything about the environment.

Chart 1: Whether visitor had noticed anything about the environment in the specific location prior to the interview



Sample base = 1082, single response

Analysis by location:

Visitors at the following locations are significantly more likely than the total sample to have noticed something about the environment:

- Festival Gardens (75%)
- Bank Junction (66%)
- Riverside Walk (68%)
- Eastern Cluster (67%).

Visitors at the following locations are significantly less likely than the total sample to have noticed something about the environment:

- New Change/Cheapside (41%)
- Beech Street (18%).

There is no significant difference between visitors to the following locations and the total sample for noticing anything about the environment:

- Whittington Garden (46%)
- St Dunstan in the East Church garden (57%)
- Smithfield Rotunda Garden (49%)
- Barbican Lakeside Terraces (55%).

Analysis by visitor type:

Workers (52%) are significantly less likely than the total sample to have noticed anything about the environment.

Visitors/tourists (58%) are significantly more likely than the total sample to have noticed anything about the environment.

There is no significant difference for residents (49%) and the total sample when comparing the likelihood of having noticed something about the environment.

The details of the environment noticed by visitors are detailed in List 2 in Annex 4.

List 3 in Annex 4 provides the findings by each of the 10 locations.

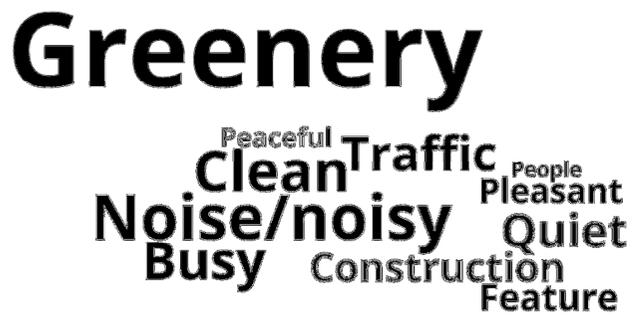
The key areas identified through this coding are:

- Greenery (117)
- Noise/noisy (70)
- Clean (64)
- Busy (59)
- Traffic (55)
- Quiet (52)
- Construction (45)
- Feature (41)
- Pleasant (38)
- Peaceful (30)
- People (24).

The key areas above are illustrated in Word Cloud 1.

All words from the list have been coded and are illustrated in Word Cloud 2. This is based on 843 words coded from responses from 589 visitors.

Word Cloud 1: What visitors noticed unprompted about the environment – words grouped into key themes



Wordle.net
Sample base = 595 key themes grouped from open responses

Word Cloud 2: What visitors noticed unprompted about the environment – individual words/phrases



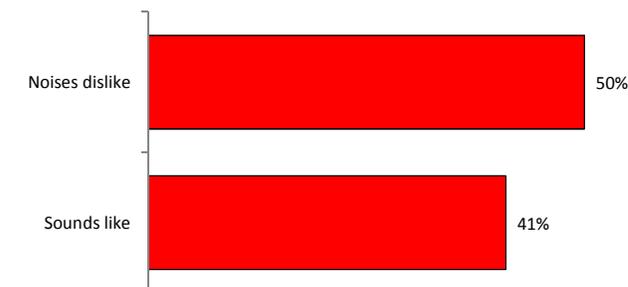
Wordle.net
Sample base = 589 visitors, 843 coded words

2. Sounds liked and noises disliked

Visitors were asked unprompted whether they had noticed any particular sounds which they liked at that location and whether there were any noises they had noticed which they disliked.

Half of visitors (50%) could identify a noise in the specific location which they disliked; this is significantly higher than the 41% of visitors who identified a sound which they liked.

Chart 2: Sounds noticed that visitors liked and noises visitors disliked



Sample base = 1086 for each question, percentage of sample responding "yes"

Table 2 Noise visitors disliked and sound visitors liked by location

Location	Sample base	Noises disliked	Sounds liked	Significant Difference between liked & disliked
Whittington Garden	100	79%	24%	Yes
St Dunstan	134	54%	54%	No
New Change/Cheapside	101	55%	52%	No
Festival Gardens	108	56%	38%	Yes
Smithfield Rotunda	103	64%	40%	Yes
Bank Junction	111	73%	26%	Yes
Riverside Walk	101	25%	79%	Yes
Beech Street	102	27%	29%	No
Eastern Cluster	112	54%	13%	Yes
Barbican Lakeside	110	14%	57%	Yes

Sounds liked by location:

Visitors to the following locations are significantly more likely than the total sample to identify at least one sound that they liked:

- St Dunstan in the East Church Garden (54%)
- New Change/Cheapside (52%)
- Riverside Walk (79%)
- Barbican Lakeside Terraces (57%).

Visitors to the following locations are significantly less likely than the total sample to identify at least one sound that they liked:

- Whittington Garden (24%)
- Bank Junction (26%)
- Beech Street (29%)
- Eastern Cluster (13%).

There are no significant differences between visitors to the following locations and the total sample and the likelihood of identifying at least one sound they liked:

- Festival Gardens (38%)
- Smithfield Rotunda Garden (40%).

Sounds liked by visitor type:

Workers (37%) are significantly less likely to identify a noise they liked than the total sample, with visitors/tourists (45%) significantly more likely to do so.

There is not a significant difference between the proportion of residents who identify at least one sound they liked (50%) and the total sample (41%).

Noises disliked by location:

Visitors to the following locations are significantly more likely than the total sample to identify at least one noise they disliked:

- Whittington Garden (79%)
- Smithfield Rotunda Garden (64%)
- Bank Junction (73%).

Visitors to the following locations are significantly less likely than the total sample to identify at least one noise they disliked:

- Riverside Walk (25%)
- Beech Street (27%)
- Barbican Lakeside Terraces (14%).

There is no significant difference between visitors to the following location, the likelihood of identifying a noise they disliked and the total sample:

- St Dunstan in the East Church Garden (54%)
- New Change/Cheapside (55%)
- Festival Gardens (56%)
- Eastern Cluster (54%).

Noises disliked by type of visitor:

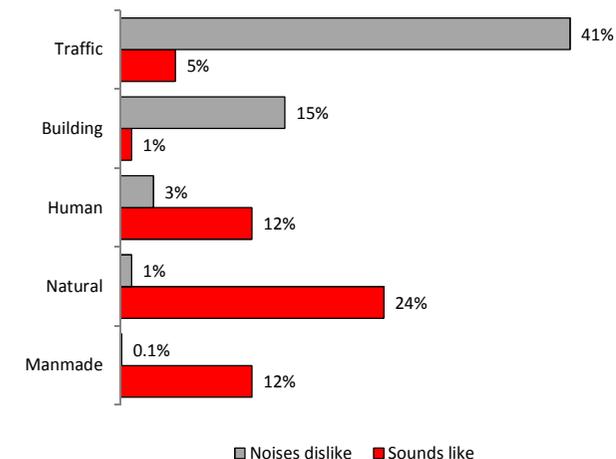
Workers (54%) are significantly more likely to identify a noise they disliked than the total sample; whilst visitors/tourists (45%) are significantly less likely to identify a noise they disliked.

There is no significant difference between the proportion of residents (52%) and the total sample (50%) and the likelihood of identifying a noise they disliked at the location.

3. Groups of sounds liked and noises disliked

The sounds which visitors liked and the noises which they disliked were grouped into 5 key groups; natural, human, manmade, building and traffic sound/noise.

Chart 3: Whether visitor has identified a sound they liked or a noise they disliked in the 5 groups



Sample base = 1082, percentage responding to at least one noise or sound in each grouping, multiple response, all visitors

Visitors are significantly more likely to state there is a sound they liked over a noise they disliked for:

- Human sounds
- Natural sounds
- Manmade sounds.

Visitors are significantly more likely to state there is a noise they disliked over a sound they liked for:

- Traffic noise
- Building noise.

Table 3.1 Groups of sounds liked by location

Location	Sample base	Natural	Human	Man	Building (*)	Traffic
Whittington Garden	100	15%	4%	5%	-	3%
St Dunstan	134	46%	2%	16%	-	1%
New Change/Cheapside	101	27%	21%	16%	-	11%
Festival Gardens	108	22%	10%	9%	-	1%
Smithfield Rotunda	103	21%	20%	8%	-	12%
Bank Junction	111	9%	20%	8%	-	5%
Riverside Walk	101	61%	21%	4%	-	16%
Beech Street	102	12%	16%	12%	-	3%
Eastern Cluster	112	2%	10%	3%	-	2%
Barbican Lakeside	110	24%	4%	40%	-	2%
TOTAL	1082	24%	12%	12%	-	5%

(*) Total survey response is under 3%.

Analysis of groups of sound by location:

Whittington Garden

Visitors to Whittington Garden are significantly less likely than the total sample to notice sounds that they liked regarding:

- Natural (15%)
- Human (4%)
- Manmade (5%).

St Dunstan in the East Church Garden

Visitors to St Dunstan in the East Church Garden are significantly more likely than the total sample to notice sounds that they liked regarding:

- Natural (46%).

Visitors to St Dunstan in the East Church Garden are significantly less likely than the total sample to notice sounds they liked regarding:

- Human (2%)
- Traffic (1%).

New Change/Cheapside

Visitors to New Change/Cheapside are significantly more likely than the total sample to notice sounds they liked regarding:

- Human (21%)
- Traffic (11%).

Festival Gardens

Visitors to Festival Gardens are significantly less likely than the total sample to notice sounds they liked regarding:

- Traffic (1%).

Smithfield Rotunda Garden

Visitors to Smithfield Rotunda Garden are significantly more likely than the total sample to notice sounds they liked regarding:

- Human (20%)
- Building (5%)
- Traffic (12%).

Bank Junction

Visitors to Bank Junction are significantly more likely than the total sample to notice sounds they liked regarding:

- Human (20%).

Visitors to Bank Junction are significantly less likely than the total sample to notice sounds they liked regarding:

- Natural (9%).

Riverside Walk

Visitors to Riverside Walk are significantly more likely than the total sample to notice sounds they liked regarding:

- Natural (61%)
- Human (21%)
- Traffic (16%).

Visitors to Riverside Walk are significantly less likely than the total sample to notice sounds they liked regarding:

- Manmade (4%).

Beech Street

Visitors to Beech Street are significantly less likely than the total sample to notice sounds that they liked regarding:

- Natural (12%).

Eastern Cluster

Visitors to Eastern Cluster are significantly less likely than the total sample to notice sounds they liked regarding:

- Natural (2%)
- Manmade (3%).

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly more likely than the total sample to notice sounds they liked regarding:

- Manmade (40%).

Visitors to Barbican Lakeside Terraces are significantly less likely than the total sample to notice sounds they liked regarding:

- Human (4%).

Table 3.2 Groups of sounds liked by visitor type

Location	Sample base	Natural	Human	Man	Building (*)	Traffic
Worker	547	22%	12%	11%	-	4%
Visitor/tourist	449	26%	13%	13%	-	7%
Resident	86	29%	14%	19%	-	5%
TOTAL	1082	24%	12%	12%	-	5%

(*) Total survey response is under 3%.

Analysis of groups of sound by visitor type:

The only two significant differences when comparing sounds which visitors liked by visitor type and the total sample are:

- Visitors/tourists are more likely to notice a traffic sound which they liked (7%).
- Residents are more likely to notice a manmade sound which they liked (19%)

Table 3.3 Groups of noises disliked by location

Location	Sample base	Natural (*)	Human	Man (*)	Building	Traffic
Whittington Garden	100	-	0%	-	11%	77%
St Dunstan	134	-	3%	-	4%	51%
New Change/Cheapside	101	-	3%	-	8%	46%
Festival Gardens	108	-	6%	-	8%	50%
Smithfield Rotunda	103	-	4%	-	41%	38%
Bank Junction	111	-	5%	-	34%	62%
Riverside Walk	101	-	2%	-	3%	17%
Beech Street	102	-	3%	-	2%	25%
Eastern Cluster	111	-	4%	-	34%	37%
Barbican Lakeside	110	-	3%	-	5%	6%
TOTAL	1082	-	3%	-	15%	41%

(*) Total survey response is under 3%.

Traffic noise and building noise are the only two groups of noise where there are significant differences in visitors' views on noise they disliked by location.

Whittington Garden

Visitors to Whittington Garden are significantly more likely than the total sample to state they disliked:

- Traffic noise (77%).

St Dunstan in the East Church Garden

Visitors to St Dunstan in the East Church Garden are significantly more likely than the total sample to state they disliked:

- Traffic noise (51%).

Visitors to St Dunstan in the East Church Garden are significantly less likely than the total sample to state they disliked:

- Building noise (4%).

New Change/Cheapside

Visitors to New Change/Cheapside are significantly less likely than the total sample to state they disliked:

- Building noise (8%).

Festival Gardens

Visitors to Festival Gardens are significantly more likely than the total sample to state they disliked:

- Traffic noise (50%).

Visitors to Festival Gardens are significantly less likely than the total sample to state they disliked:

- Building noise (8%).

Smithfield Rotunda Garden

Visitors to Smithfield Rotunda Garden are significantly more likely than the total sample to state they disliked:

- Building noise (41%).

Bank Junction

Visitors to Bank Junction are significantly more likely than the total sample to state they disliked:

- Traffic noise (62%)
- Building noise (34%).

Riverside Walk

Visitors to Riverside Walk are significantly less likely than the total sample to state they disliked:

- Building noise (3%)
- Traffic noise (17%).

Beech Street

Visitors to Beech Street are significantly less likely than the total sample to state they disliked:

- Building noise (2%)
- Traffic noise (25%).

Eastern Cluster

Visitors to Eastern Cluster are significantly more likely than the total sample to state they disliked:

- Building noise (34%).

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly less likely than the total sample to state they disliked:

- Building noise (5%)
- Traffic noise (6%).

Table 3.4 Groups of noises disliked by visitor type

Location	Sample base	Natural (*)	Human	Man (*)	Building	Traffic
Worker	547	-	4%	-	17%	45%
Visitor/tourist	449	-	2%	-	12%	37%
Resident	86	-	5%	-	17%	42%
TOTAL	1082	-	3%	-	15%	41%

(*) Total survey response is under 3%.

Analysis of noises disliked by visitor type:

The only significant differences regarding noises disliked and visitor type compared with the total sample are:

- Workers are more likely to identify a traffic noise they disliked (45%)
- Visitors/tourists are less likely to identify a building noise they disliked (12%) and are less likely to identify a traffic noise they disliked (37%).

4. Specific sounds liked and noises disliked

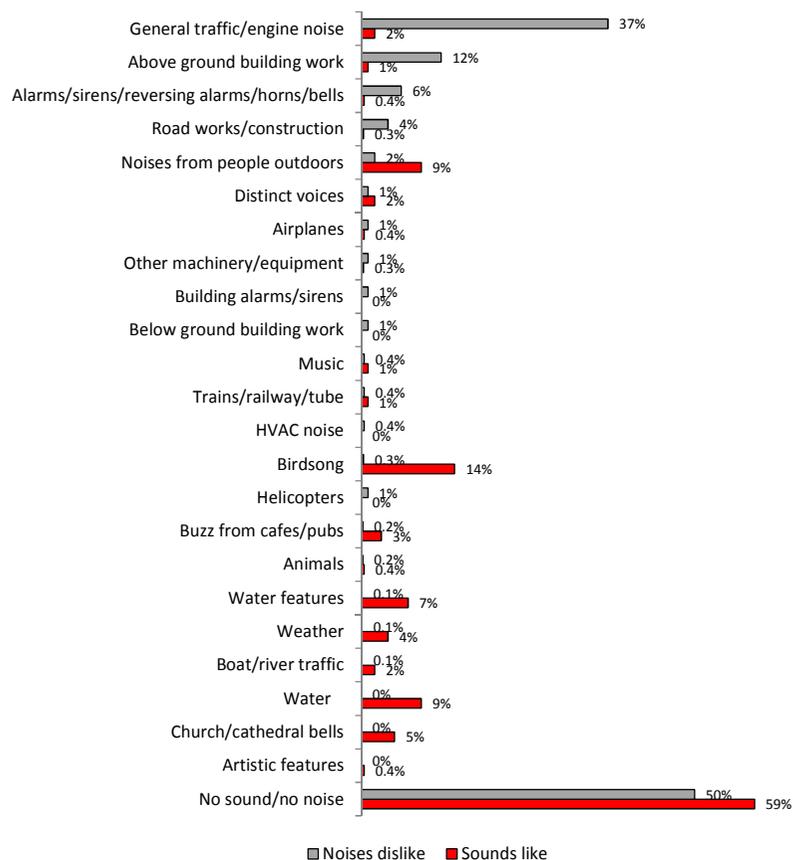
Visitors were asked unprompted whether they had noticed any particular sounds which they liked at that location and whether there were any noises they had noticed which they disliked.

Significantly the main noise or sound noticed is the general traffic/engine noise, with 37% of visitors stating this as a noise they disliked and which they had noticed at that location.

12% of people noticed above ground building work/building construction/demolition as a noise which they did not liked.

14% of visitors noticed birdsong as a sound in the specific location which they liked, 9% identified water (river/streams) and 9% identified noises from people outside as a sound which they liked.

Chart 4: Specific sounds liked and noises disliked



Sample base = 1086 for each, multiple response, all visitors
 Other sounds and noises noted are detailed in List 5 in Annex 4.

• Sounds liked

Analysis by location:

Whittington Garden

Visitors to Whittington Garden are significantly less likely than the total sample to notice the sound they liked of:

- Water (2%).

St Dunstan in the East Church Garden

Visitors to St Dunstan in the East Church Garden are significantly more likely than the total sample to notice the sound they liked of:

- Birdsong (45%)
- Water features (15%).

Visitors to St Dunstan in the East Church Garden are significantly less likely than the total sample to notice the sound they liked of:

- Water (0%)
- Noises from people outdoors (2%)
- Buzz from coffee houses/pubs/restaurants (0%)
- Church/cathedral bells (1%).

New Change/Cheapside

Visitors to New Change/Cheapside are significantly more likely than the total sample to notice the sound they liked of:

- Weather (9%)
- Noises from people outdoors (18%)
- Church/cathedral bells (16%)
- General traffic noise (6%).

Visitors to New Change/Cheapside are significantly less likely than the total sample to notice the sound they liked of:

- Water features (1%).

Festival Gardens

Visitors to Festival Gardens are significantly more likely than the total sample to notice the sound they liked of:

- Church/cathedral bells (9%).

Visitors to Festival Gardens are significantly less likely than the total sample to notice the sound they liked of:

- Water features (0%).

Smithfield Rotunda Garden

Visitors to Smithfield Rotunda Garden are significantly more likely than the total sample to notice the sound they liked of:

- Weather (9%)
- Buzz from coffee houses/pubs/restaurants (8%)
- General traffic noise (5%).

Visitors to Smithfield Rotunda Garden are significantly less likely than the total sample to notice the sound they liked of:

- Water (0%).

Bank Junction

Visitors to Bank Junction are significantly more likely than the total sample to notice the sound they liked of:

- Noises from people outdoors (17%)
- General traffic noise (5%).

Visitors to Bank Junction are significantly less likely than the total sample to notice the sound they liked of:

- Birdsong (3%)
- Water (0%)
- Water features (0%).

Riverside Walk

Visitors to Riverside Walk are significantly more likely than the total sample to notice the sound they liked of:

- Water (59%)
- Buzz from coffee shops/pubs/restaurants (7%)

(NB: Whilst only 2% of the total sample, it is interesting to note that 14% of visitors to Riverside Walk noticed the sound of boat/river traffic which they liked.)

Beech Street

Visitors to Beech Street are significantly more likely than the total sample to notice the sound they liked of:

- Buzz from coffee houses/pubs/restaurants (10%).

Visitors to Beech Street are significantly less likely than the total sample to notice the sound they liked of:

- Birdsong (2%).

Eastern Cluster

Visitors to Eastern Cluster are significantly less likely than the total sample to notice the sound they liked of:

- Birdsong (2%)
- Weather (0%)
- Water (1%)
- Water features (0%).

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly more likely than the total sample to notice the sound they liked of:

- Water features (39%).

Visitors to Barbican Lakeside Terraces are significantly less likely than the total sample to notice the sound they liked of:

- Church/cathedral bells (1%).

Analysis of sounds liked by type of visitor:

There are no significant differences regarding the likelihood of hearing the different sounds visitors liked and visitor type with the total sample.

• Noises disliked

Analysis of noises disliked by location:

Whittington Garden

Visitors to Whittington Garden are significantly more likely than the total sample to notice the noise they disliked of:

- General traffic (75%).

St Dunstan in the East Church Garden

Visitors to St Dunstan in the East Church Garden are significantly more likely than the total sample to notice the noise they disliked of:

- General traffic (47%).

Visitors to St Dunstan in the East Church Garden are significantly less likely than the total sample to notice the noise they disliked of:

- Above ground building work (4%)
- Roadworks/construction (0%)
- Alarms/sirens/reversing alarms (2%).

New Change/Cheapside

Visitors to New Change/Cheapside are significantly more likely than the total sample to notice the noise they disliked of:

- Alarms/sirens/reversing alarms/horns/bicycle bells (13%).

Festival Gardens

Visitors to Festival Gardens are significantly more likely than the total sample to notice the noise they disliked of:

- General traffic noise (46%).

Visitors to Festival Gardens are significantly less likely than the total sample to notice the noise they disliked of:

- Roadworks/road construction (0%).

Smithfield Rotunda Garden

Visitors to Smithfield Rotunda Garden are significantly more likely than the total sample to notice the noise they disliked of:

- Above ground building work/construction (29%)
- Roadworks/road construction (13%).

Bank Junction

Visitors to Bank Junction are significantly more likely than the total sample to notice the noise they disliked of:

- Above ground building work/construction (22%)
- Roadworks/road construction (24%)
- General traffic noise (52%)
- Alarms/sirens/reversing alarms/horns/bicycle bells (14%).

Riverside Walk

Visitors to Riverside Walk are significantly less likely than the total sample to notice the noise they disliked of:

- Above ground building work/construction (2%)
- Roadwork/road construction (0%)
- General traffic noise (12%).

Beech Street

Visitors to Beech Street are significantly less likely than the total sample to notice the noise they disliked of:

- Above ground building work/construction (1%)
- Roadworks/road construction (0%)
- General traffic noise (24%).

Eastern Cluster

Visitors to Eastern Cluster are significantly more likely than the total sample to notice the noise they disliked of:

- Above ground building work/construction (32%).

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly less likely than the total sample to notice the noise they disliked of:

- Above ground building work/construction (3%)
- Roadworks/road construction (0%)
- General traffic noise (3%)
- Alarms/sirens/reversing alarms/horns/bicycle bells (1%).

Analysis of noises disliked by type of visitor:

Workers

Workers are significantly more likely than the total sample to notice the noise they disliked of:

- Above ground level building work (14%)
- General traffic noise (41%).

Visitors/tourists

Visitors/tourists are less likely than the total sample to notice the noise they disliked of:

- General traffic/engine noise (31%)
- Alarms/sirens/reversing alarms/horns/bicycle bells (4%).

Residents

Residents are significantly more likely than the total sample to notice the noise they disliked of:

- Alarms/sirens/reversing alarms/horns/bicycle bells (12%).

5. Visitor views on sounds and noises

Visitors were asked for the extent to which they agreed or disagreed with descriptions of their present surrounding environment. The mean ratings are provided on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree. The midway point of rating is 3.0.

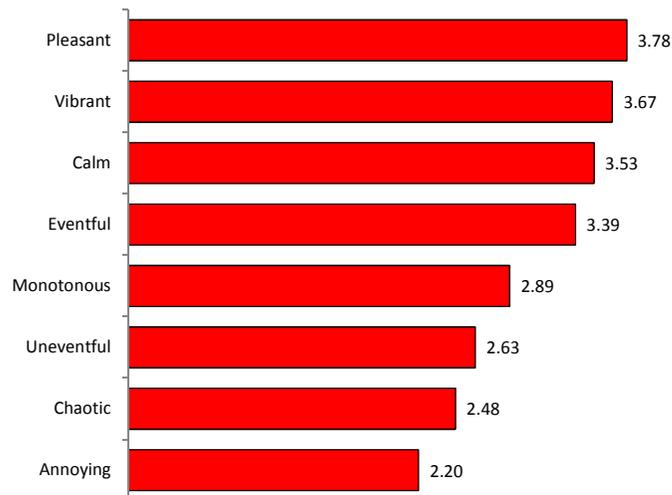
Visitors provided a level of agreement above the midway point of 3.0 for:

- Pleasant (3.78)
- Vibrant (3.67)
- Calm (3.53)
- Eventful (3.39).

Visitors provided a level of agreement below the midway point of 3.0 for:

- Monotonous (2.89)
- Uneventful (2.63)
- Chaotic (2.48)
- Annoying (2.20).

Chart 5.1: Mean rating for level of agreement with the present surrounding sound environment

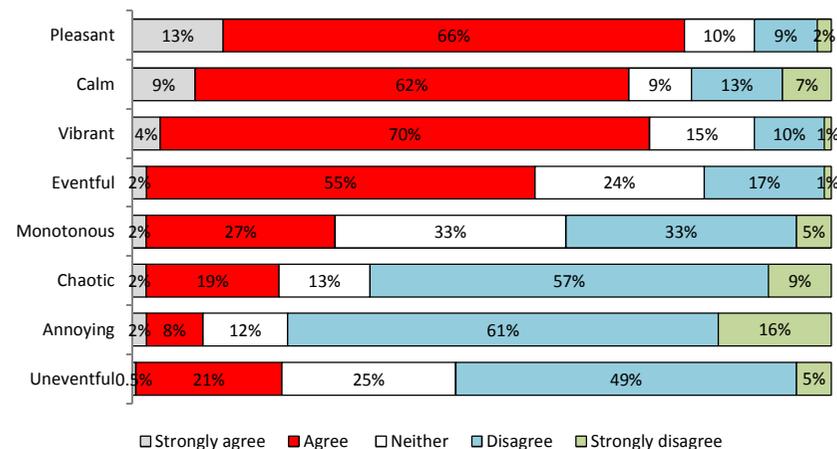


Sample base = 1082 for each description

Mean ratings calculated on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Chart 5.2 details the actual percentage responses provided for each description.

Chart 5.2: Rating of the present surrounding sound environment



Sample base = 1082 for each description, single response for each description

Table 5.1 Mean rating of descriptions of the sound environment by location

Location	Sample base	Pleasant	Chaotic	Vibrant	Un eventful	Calm	Annoying	Eventful	Monotonous
Whittington Garden	100	3.0	3.3	3.2	2.9	2.8	2.9	3.0	2.9
St Dunstan	134	4.0	2.2	3.4	3.1	4.0	1.9	2.6	2.3
New Change	101	3.6	3.2	3.8	2.3	3.0	2.7	3.7	3.2
Festival Gardens	108	3.9	2.5	3.8	2.6	3.6	2.2	3.2	2.6
Smithfield Rotunda	103	3.8	2.4	3.6	2.9	3.7	2.3	3.3	3.0
Bank Junction	111	3.4	3.0	3.8	2.6	2.8	2.4	3.5	3.2
Riverside Walk	101	4.0	2.2	3.9	2.3	3.9	1.9	3.7	3.0
Beech Street	102	4.0	2.1	3.9	2.4	3.9	2.1	3.8	3.2
Eastern Cluster	112	3.7	2.6	3.8	2.6	3.4	2.2	3.6	3.3
Barbican Lakeside	110	4.3	1.8	3.8	2.6	4.2	1.7	3.6	2.4
TOTAL	1082	3.8	2.5	3.7	2.6	3.5	2.2	3.4	2.9

Mean ratings calculated on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Provided to 1 decimal place due to lower sample sizes than for total mean rating calculations

Mean ratings for locations in bold and underlined illustrate where a mean rating is 0.5 or greater in difference than the mean rating for the total sample

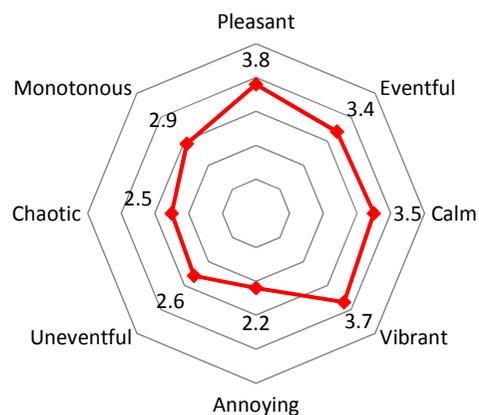
These findings are illustrated in the following set of spider graphs for the total sample and each of the 10 locations. Two further spider graphs detailing all of the data are detailed in Annex 3.

The descriptors are paired based on opposing descriptions. The descriptor from each pair has been placed opposite to each other in the diagrams as follows:

- Pleasant : Annoying
- Eventful : Uneventful
- Calm : Chaotic
- Vibrant : Monotonous

Spider graph 1: Mean rating for description of sound environment, total sample, on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Total



Sample base = 1082

Analysis of views by location:

Differences have been reported where a mean rating provided for a location is 0.5 or more in difference from the mean rating provided for that description for the total sample.

Whittington Garden

Visitors to Whittington Garden have rated a mean difference of 0.5 or more higher compared to the mean rating for the total sample for their level of agreement with:

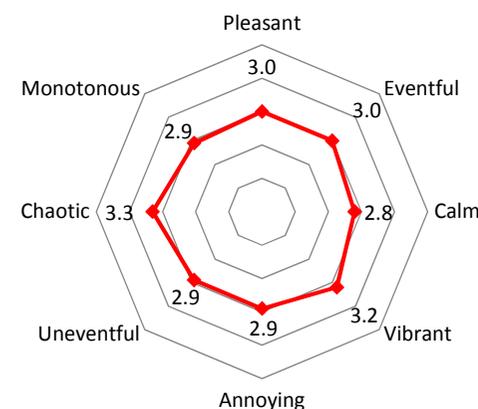
- Chaotic (3.3)
- Annoying (2.9)

Visitors to Whittington Garden have rated a mean difference of 0.5 or more lower compared to the mean rating for the total sample for their level of agreement with:

- Pleasant (3.0)
- Vibrant (3.2)
- Calm (2.8)

Spider graph 2: Mean rating for description of sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Whittington Garden



Sample base = 100

• **St Dunstan in the East Church Garden**

Visitors to St Dunstan in the East Church Garden have rated a mean difference of 0.5 or more higher compared to the mean rating for the total sample for their level of agreement with:

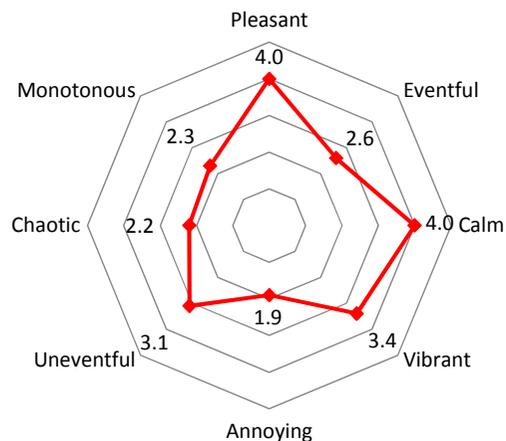
- Uneventful (3.1)
- Calm (4.0).

Visitors to St Dunstan in the East Church Garden have rated a mean difference of 0.5 or more lower compared to the mean rating for the total sample for their level of agreement with:

- Eventful (2.6)
- Monotonous (2.3)

Spider graph 3: Mean rating for description of sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

St Dunstan



Sample base = 134

• **New Change/Cheapside**

Visitors to New Change/Cheapside have rated a mean difference of 0.5 or more higher compared to the mean rating for the total sample for their level of agreement with:

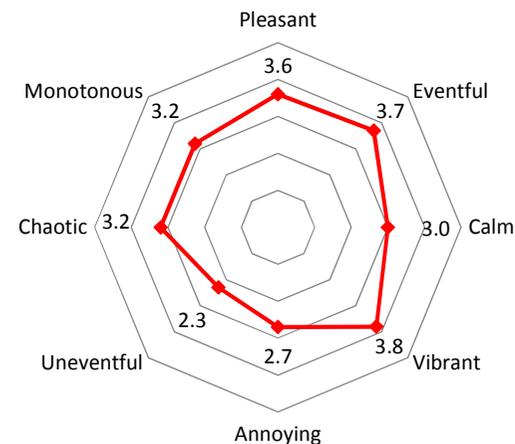
- Chaotic (3.2)
- Annoying (2.7).

Visitors to New Change/Cheapside have rated a mean difference of 0.5 or more lower compared to the mean rating for the total sample for their level of agreement with:

- Calm (3.0).

Spider graph 4: Mean rating for description of sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

New Change



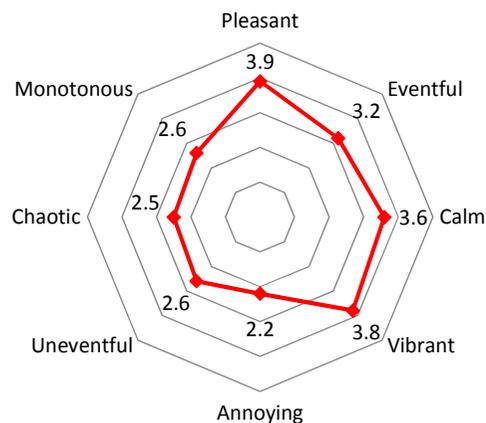
Sample base = 101

• **Festival Gardens**

Visitors have not provided a mean rating of 0.5 or more difference for any of the descriptions compared to the mean rating for the total sample for their level of agreement.

Spider graph 5: Mean rating for description of sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Festival Gardens



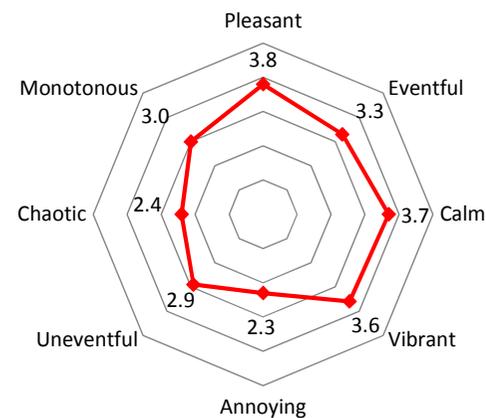
Sample base = 108

• **Smithfield Rotunda Garden**

Visitors have not provided a rating of 0.5 or more difference for any of the descriptions compared to the mean rating for the total sample for their level of agreement.

Spider graph 6: Mean rating for description of sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Smithfield Rotunda



Sample base = 103

Bank Junction

Visitors to Bank Junction have rated 0.5 or more higher compared to the mean rating for the total sample for their level of agreement with:

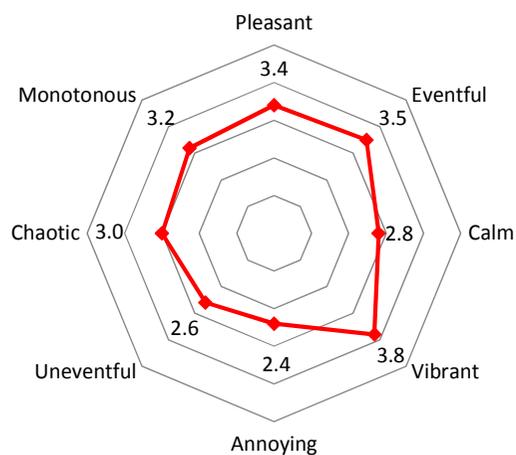
- Chaotic (3.0).

Visitors to Bank Junction have rated 0.5 or more lower compared to the mean rating for the total sample for their level of agreement with:

- Calm (2.8).

Spider graph 7: Mean rating for description of sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Bank Junction



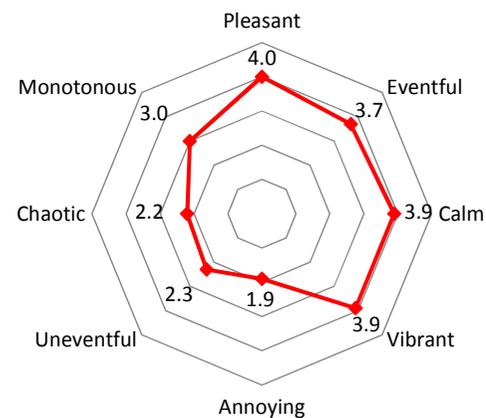
Sample base = 111

Riverside Walk

Visitors to Riverside Walk have not provided a rating of 0.5 or more difference for any of the descriptions compared to the mean rating for the total sample for their level of agreement.

Spider graph 8: Mean rating for description of sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Riverside Walk



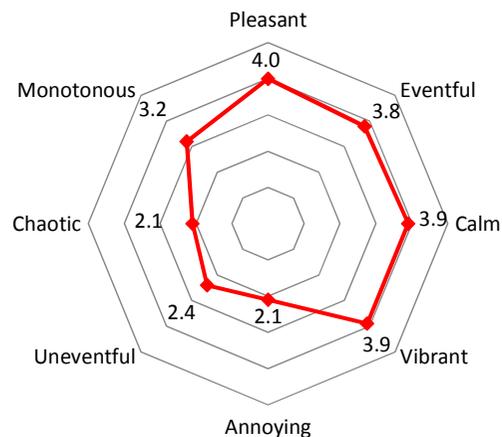
Sample base = 101

• **Beech Street**

Visitors to Beech Street have not provided a rating of 0.5 or more difference for any of the descriptions compared to the mean rating for the total sample for their level of agreement.

Spider graph 9: Mean rating for description of sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Beech Street



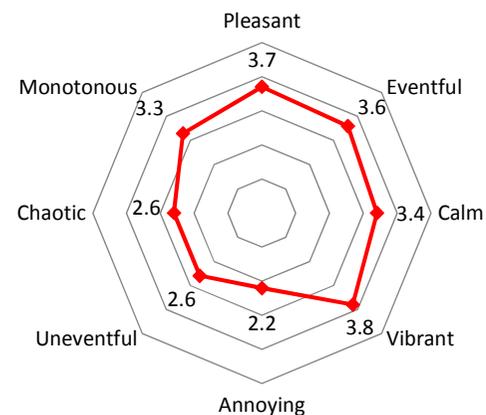
Sample base = 102

• **Eastern Cluster**

Visitors to Eastern Cluster have not provided a rating of 0.5 or more difference for any of the descriptions compared to the mean rating for the total sample for their level of agreement.

Spider graph 10: Mean rating for description of sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Eastern Cluster



Sample base = 112

Barbican Lakeside Terraces

Visitors to Barbican Lakeside have rated 0.5 or more higher compared to the mean rating for the total sample for their level of agreement with:

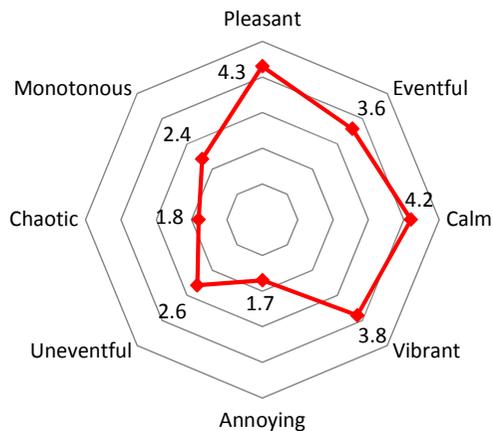
- Pleasant (4.3)
- Calm (4.2).

Visitors to Barbican Lakeside have rated 0.5 or more lower compared to the mean rating for the total sample for their level of agreement with:

- Chaotic (1.8)
- Annoying (1.7)
- Monotonous (2.4).

Spider graph 11: Mean rating for description of sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

Barbican Lakeside



Sample base = 110

Table 5.2 Rating of descriptions of the sound environment by type of visitor

Location	Sample base	Pleasant	Chaotic	Vibrant	Un eventful	Calm	Annoying	Eventful	Monotonous
Worker	547	3.7	2.6	3.6	2.7	3.4	2.3	3.3	3.0
Visitor/tourist	449	3.9	2.3	3.7	2.7	3.7	2.1	3.4	2.8
Resident	86	4.0	2.3	3.9	2.4	3.7	2.2	3.6	2.8
TOTAL	1082	3.8	2.5	3.7	2.6	3.5	2.0	3.4	2.9

Mean ratings calculated on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree. Provided to 1 decimal place due to lower sample sizes than for total mean rating calculations

Analysis of views by type of visitor:

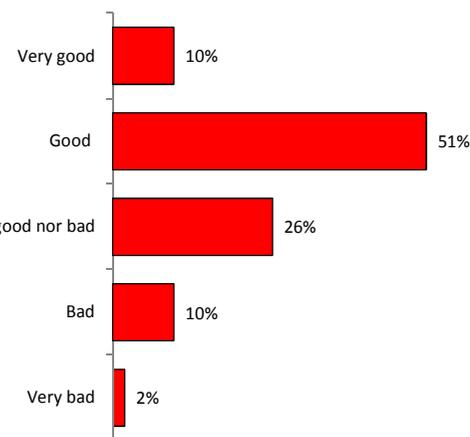
There are no descriptions of the sound environment where a mean rating for a description provided by a type of visitor is 0.5 or more in difference from the mean rating provided for that description by the total sample.

6. Description of present surrounding sound environment

Just over three fifths of visitors (61%) described the present surrounding sound environment as good or very good, with 12% rating this as bad or very bad.

The mean rating generated for the present surrounding sound environment is 3.58.

Chart 6: Description of present sounding environment



Sample base = 1082, single response, all visitors

Table 6.1 Mean rating for the sound environment by location

Location	Sample base	Mean rating for sound environment
Whittington Garden	100	<u>2.7</u>
St Dunstan	134	3.9
New Change	101	3.3
Festival Gardens	108	3.6
Smithfield Rotunda	103	3.5
Bank Junction	111	<u>3.1</u>
Riverside Walk	101	3.9
Beech Street	102	3.8
Eastern Cluster	112	3.5
Barbican Lakeside	110	<u>4.2</u>
TOTAL	1082	3.6

Mean rating provided on a scale of 1-5, where 1 = very bad and 5 = very good
 Provided to 1 decimal place due to lower sample sizes than for total mean rating calculations
 Mean ratings for locations in bold and underlined illustrate where a mean rating is 0.5 or greater in difference than the mean rating for the total sample

Analysis of views by location:

Differences have been reported where a mean rating provided for a location is 0.5 or more in difference from the mean rating provided for that description for the total sample.

Whittington Garden

Visitors to Whittington Garden have provided a mean rating of 2.7 for describing the present sound environment.

Bank Junction

Visitors to Bank Junction have provided a mean rating of 3.1 for describing the present sound environment.

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces have provided a mean rating of 4.2 for describing the present sound environment.

Table 6.2 Mean rating for the sound environment by type of visitor

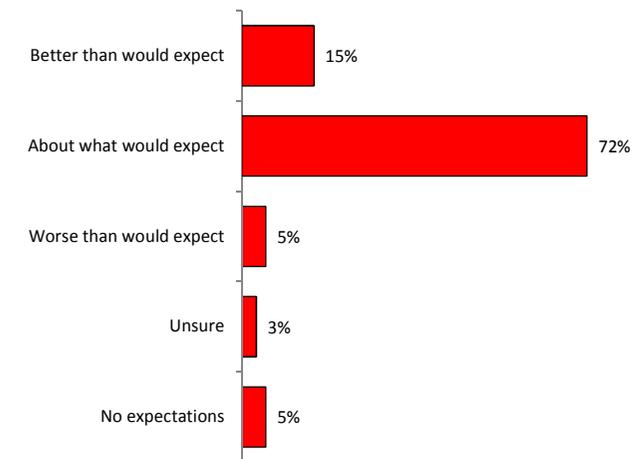
Location	Sample base	Mean rating for sound environment
Workers	547	3.4
Visitors/tourists	449	3.7
Residents	86	3.8
TOTAL	1082	3.6

Analysis of views by type of visitor:

There are no differences where a mean rating for the sound environment provided by a type of visitor is 0.5 or more in difference from the mean rating provided by the total sample.

7. Expectations of sound and noise

Chart 7: Sounds of location compared to expectations



Sample base = 1082, all visitors, single response

92% of visitors were able to rate how they found the sounds of the location compared to how they would expect the location to sound.

72% of all visitors (78% of those who were able to compare) stated they think the location sounds about the same as they would expect.

15% of all visitors (17% of those who were able to compare) stated they think the location sounds better than they would expect.

5% of all visitors (also 5% of those who were able to compare) stated they think the location sounds to be worse than they would expect.

Visitors are just over three times (3.2) more likely to state that the sounds of the location to be better than expected than to state them to be worse than expected.

Analysis by location:

Whittington Garden

Visitors to Whittington Garden are significantly more likely than the total sample to think the location sounds:

- Worse than expected (13%).

Visitors to Whittington Garden are significantly less likely than the total sample to:

- Not have any expectations (0%).

St Dunstan in the East Church Garden

Visitors to St Dunstan in the East Church Garden are significantly more likely than the total sample to think the location sounds:

- Better than would be expected (37%).

Visitors to St Dunstan in the East Church Garden are significantly less likely than the total sample to think the location sounds:

- About what would expect (51%).

New Change/Cheapside

There are no significant differences in the expectations of sound from visitors to New Change/Cheapside and the total sample.

Festival Gardens

Visitors to Festival Gardens are significantly more likely than the total sample to think the sound of the location is:

- Better than would expect (23%).

Visitors to Festival Gardens are significantly less likely than the total sample to think the sound of the location is:

- About what they would expect (62%).

Smithfield Rotunda Garden

Visitors to Smithfield Rotunda Garden are significantly more likely than the total sample to think the sound of the location is:

- Worse than would expect (10%)
- Not have any expectations (10%).

Bank Junction

Visitors to Bank Junction are significantly more likely than the total sample to:

- Not have any expectations for the sound of the location (13%).

Visitors to Bank Junction are significantly less likely than the total sample to think the sound of the location is:

- Better than would expect (8%).

Riverside Walk

Visitors to Riverside Walk are significantly more likely than the total sample to think the noise of the location is:

- About what they would expect (84%).

Visitors to Riverside Walk are significantly less likely than the total sample to think the sound of the location is:

- Better than they would expect (8%).

Beech Street

Visitors to Beech Street are significantly more likely than the total sample to think the noise of the location is:

- What they would expect (90%).

Visitors to Beech Street are significantly less likely than the total sample to think the noise of the location is:

- Better than they would expect (6%).

Eastern Cluster

There are no significant differences in the expectations of sound from visitors to Eastern Cluster and the total sample.

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly less likely than the total sample to think the noise of the location is:

- Worse than they would expect (0%).

Analysis by type of visitor:

Workers

Workers are significantly more likely than the total sample to think the noise of the location is:

- About what they would expect (76%)

Workers are less likely think the noise of the locations to be:

- Better than they would expect (12%)
- Unsure (1%).

Visitors/tourists

Visitors/tourists are significantly more likely than the total sample to think the noise of the location is:

- Better than would be expected (20%)
- Would not have any expectations (7%)
- To be unsure (5%).

Visitors/tourists are significantly less likely to state that the noise of the location is:

- About what they would expect (65%).

Residents

There are no significant differences regarding the views held by residents and those provided by the total sample.

Sounds of the City

This section of the survey asked visitors to consider the wider area of the City of London and not just to consider their current location which they had been asked to focus solely on in the previous questions.

1. Level of noise in the City of London

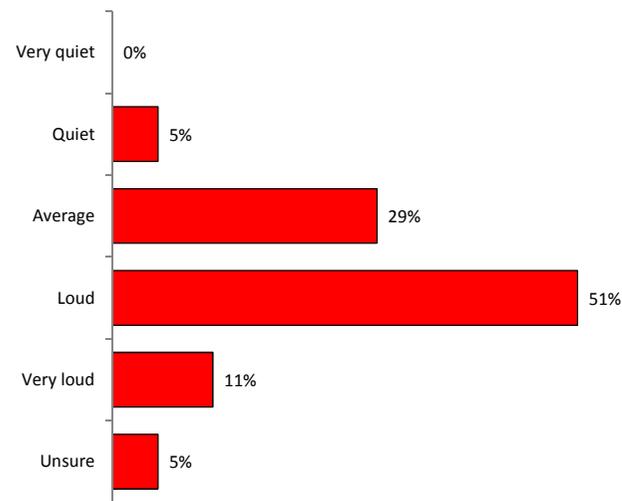
95% of visitors were able to state how noisy they find the City of London as a place in general to be. Just 5% of visitors (5% of visitors who could provide a view) state it to be quiet or very quiet.

62% of all visitors (65% of those who could provide an opinion) state City of London to be a loud or very loud place in general.

29% of all visitors (30% of all of those who provided an opinion) state the noise of the City of London to be average.

Visitors are over twelve times (12.6) more likely to state the City of London is loud or very loud as to state it to be quiet or very quiet.

Chart 1: The level of noisiness which visitors find the City of London as a place in general



Sample base = 1082, single response, all visitors

Analysis by location:

- Visitors to St Dunstan in the East Church Garden are significantly more likely to think City of London is a very loud place (20%). They are less likely to think of it as loud (41%) or average (18%).
- Visitors to New Change/Cheapside are significantly more likely to think the City of London as a place in general to be quiet (16%) and less likely to think of it as being loud (41%).
- Visitors to Festival Gardens are significantly more likely to think of City of London in general as average (38%) and less likely to think of it as loud (41%).
- Visitors to Riverside Walk are significantly less likely to think of City of London generally as very loud (5%).
- Visitors to Beech Street are significantly more likely to think of City of London generally as loud (77%) and less likely to think of it as quiet (0%) or average (13%).
- Visitors to Eastern Cluster are significantly less likely to think of the City of London as quiet (0%) and to think of it as very loud (5%).
- Visitors to Barbican Lakeside Terraces are significantly more likely to think of the City of London generally as very noisy (20%) compared to the total sample.

Analysis by type of visitor:

- Visitors/tourists are significantly less likely to think the City of London as a loud place in general (47%) compared to the total sample. They were also more likely to be unsure (9%).
- Workers (2%) are significantly less likely to be unsure compared to the total sample.

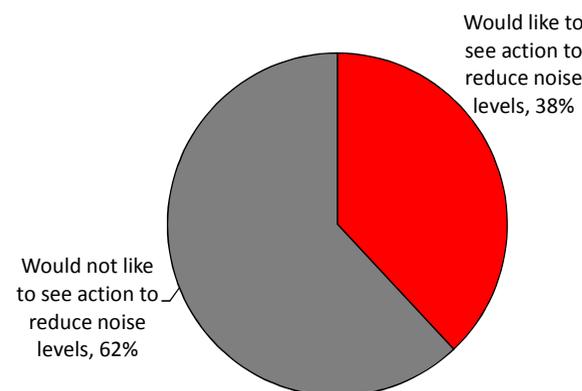
2. Views on action to reduce noise levels

62% of visitors to City of London state they would not like to see action to reduce noise levels in the City of London. This is over one and a half times (1.6) more likely than the proportion of visitors who would like to see action to reduce noise levels (38%).

The response to this question varies significantly when considering the location of interview.

For example, 68% of visitors to Whittington Garden and 56% of visitors to St Dunstan in the East Church Garden would like action taken to reduce noise levels in the City of London. This compares with 15% of visitors to Riverside Walk and 20% of visitors to Beech Street who would like to see action taken to reduce noise levels in the City of London.

Chart 2: Views on action to reduce noise levels in the City of London



Sample base = 1082, all visitors, single response

Analysis by location:

- Visitors to Whittington Garden (68%) and St Dunstan in the East Church Garden (56%) are significantly more likely to want to see action taken to reduce the noise levels in the City of London compared to the total sample of 38%.
- Visitors to Riverside Walk (15%) and Beech Street (20%) are significantly less likely than the total sample to want to see action taken.

Analysis by visitor type:

- Residents (49%) and workers (43%) are significantly more likely to want to see action taken to reduce the noise levels in the City of London compared to the total sample, whilst visitors/tourists (31%) are less likely to want to see such action.

The activities which visitors would like to be taken are detailed in List 4 in Annex 4.

Word Cloud 3 illustrates the coding of the key words from the list which is based on 395 coded words generated from the responses of 316 visitors.

The key coded word is associated with traffic, mainly traffic reduction. The comments in the main relate to reducing noise as opposed to positive action to enhance sound, although reference has been made to the creation of quiet areas and introduction of greenery.

The key coded words are as follows:

- Traffic (218)
- Construction (36)
- Electric Vehicles (EVs) (23)
- Pedestrianise (21)
- Cycle (13)
- Quiet space (11)
- Greenery (11)
- Sirens (11).

Word Cloud 3: Ways visitors would like to see noise levels reduced

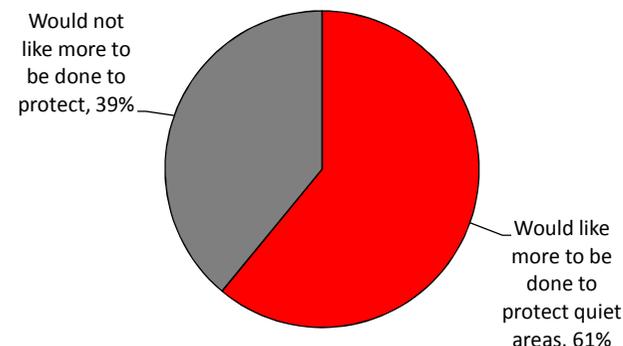


Wordle.net
Sample base = 316 visitors, 395 coded words

3. Views on whether more should be done to protect quieter areas of City of London

61% of visitors to the City of London would like more to be done to protect the quieter, more tranquil areas of the City of London. This is over one and a half times (1.6) more likely than the proportion of visitors who state they would not like more to be done to protect the quieter, more tranquil, areas of the City of London (39%).

Chart 3: Views on whether more should be done to protect quieter, more tranquil areas of the City of London



Sample base = 1082, all visitors, single response

Analysis by location:

Visitors to the following locations are significantly more likely than the total sample to want more to be done to protect the quieter, more tranquil areas of the City of London:

- Whittington Garden (89%)
- St Dunstan in the East Church Garden (87%)
- Beech Street (89%).

Visitors to the following locations are significantly less likely than the total sample to want to see more done to protect the quieter, more tranquil areas of the City of London:

- New Change/Cheapside (51%)
- Festival Gardens (48%)
- Smithfield Rotunda Garden (38%)
- Bank Junction (42%)

- Riverside Walk (32%).
- There is no significant difference in visitors to the following locations and the likelihood of them liking more to do be done:
- Easter Cluster (63%)
 - Barbican Lakeside Terraces (65%).

Analysis by type of visitor:

Residents (77%) are significantly more likely to want to see more done to protect the quieter, more tranquil areas of the City of London compared to the total sample, with visitors/tourists (56%) less likely.

There is no significant difference regarding workers (63%) and the total sample of 61%.

4. Iconic sounds and sounds to protect

• **Special and/or iconic sounds**

85% of all visitors identified at least one City of London sound that they think is special and/or iconic, 8% stated that none of the City of London sounds was special or iconic and 7% were unsure.

Of those visitors who could state either way, 91% think that at least one of the sounds is special and/or iconic and 9% think that none of the noises are iconic or special.

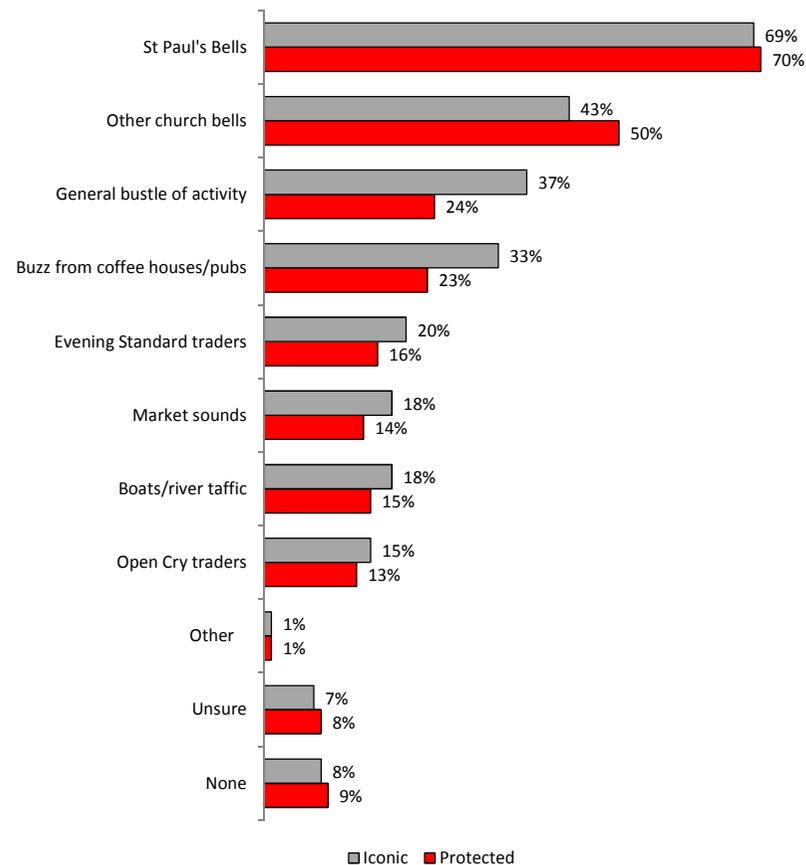
St Paul's Bells (69%) are the sound of the City which visitors are most likely to think of as special and/or iconic (74% of visitors who could provide a response).

Other church bells (43%) are the sound of the City which visitors are second most likely to think of as special or iconic (47% of visitors who could provide a response).

37% of all visitors (40% of visitors who could provide a response) think the general bustle of activity is a special and/or iconic sound and 33% of all visitors (35% of visitors who could provide a response) think that the buzz from coffee houses/pubs/restaurants to be special and/or iconic.

One fifth of all visitors (20%) think the sound of the Evening Standard traders to be special and/or iconic (22% of visitors who could provide a response), 18% market sounds (20% of visitors who could provide a response), 18% boats/river traffic (19% of visitors who could provide a response) and 15% think Open Cry traders (17% of those who could provide a response) are special and/or iconic sounds.

Chart 4: Sounds of the City of London which are iconic and sounds which should be protected



Sample base = 1082 for iconic, 1082 for protected, all visitors, multiple response for each

Analysis of iconic sounds by location:

Visitors to the following area are significantly more likely than the total sample to think that at least one of the City of London sounds is iconic:

- Festival Gardens (95%)
- Riverside Walk (95%).

Visitors to the following locations are significantly less likely than the total sample to think that at least one of the sounds is iconic to the City of London:

- New Change/Cheapside (77%)
- Barbican Lakeside Terraces (76%).

Whittington Garden

Visitors to Whittington Garden are significantly less likely than the total sample to think of the following as being iconic sounds:

- St Pauls' Bells (55%)
- Open Cry traders (4%)
- The buzz from coffee houses/pubs/restaurants (21%)
- Market sounds (10%).

St Dunstan in the East Church Garden

Visitors to St Dunstan in the East Church Garden are significantly more likely than the total sample to think of the following as being iconic sounds:

- Boats/river traffic (31%).

Visitors to St Dunstan in the East Church Garden are significantly less likely than the total sample to think of the following as being iconic sounds:

- Evening Standard traders (10%)
- Open Cry traders (9%)

New Change/Cheapside

Visitors to New Change/Cheapside are significantly less likely than the total sample to think of the following as being iconic sounds:

- Other church bells (22%)
- Evening Standard traders (4%)
- Open Cry traders (3%)
- The buzz from coffee houses/pubs/restaurants (23%)
- Boats/river traffic (7%)
- Market sounds (6%).

Festival Gardens

Visitors to Festival Gardens are significantly more likely than the total sample to think of the following as being iconic sounds:

- St Paul's Bells (84%)

Visitors to Festival Gardens are significantly less likely than the total sample to think of the following as being iconic sounds:

- Evening Standard traders (7%)
- Market sounds (10%).

Smithfield Rotunda Garden

Visitors to Smithfield Rotunda Garden are significantly more likely than the total sample to think of the following as being iconic sounds:

- Market sounds (29%).

Visitors to Smithfield Rotunda Garden are significantly less likely than the total sample to think of the following as being iconic sounds:

- St Paul's Bells (58%)
- Evening Standard traders (8%)
- Open Cry traders (5%).

Bank Junction

Visitors to Bank Junction are significantly less likely than the total sample to think of the following as being iconic sounds:

- Evening Standard traders (8%)
- Open Cry traders (4%)
- Boats/river traffic (5%)
- Market sounds (9%).

Riverside Walk

Visitors to Riverside Walk are significantly more likely than the total sample to think of the following as being iconic sounds:

- St Paul's Bells (88%)
- Other church bells (63%)
- Open Cry traders (25%)
- Boats/river traffic (33%).

Beech Street

Visitors to Beech Street are significantly more likely than the total sample to think of the following as being iconic sounds:

- Other church bells (69%)
- Evening Standard traders (58%)
- Open Cry traders (45%)
- Buzz from coffee houses/pubs/restaurants (42%)
- Market sounds (32%).

Eastern Cluster

Visitors to Eastern Cluster are significantly more likely than the total sample to think of the following as being iconic sounds:

- Evening Standard traders (43%)
- Open Cry traders (29%)
- Buzz from coffee houses/pubs/restaurants (44%).

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly more likely than the total sample to think of the following as being iconic sounds:

- Evening Standard traders (29%).

Analysis by visitor type:

Residents (98%) are significantly more likely to identify at least one of the sounds as iconic to the City of London when compared to the total sample.

Visitors/tourists (80%) are less likely compared to the total sample to think at least one sound as iconic.

Workers

Workers are significantly more likely than the total sample to think of the following as being iconic sounds:

- General bustle of activity (40%).

Workers are significantly less likely than the total sample to be:

- Unsure (5%).

Visitors/tourists

Visitors/tourists are significantly more likely than the total sample to be:

- Unsure (11%).

Visitors/tourists are significantly less likely than the total sample to think of the following sounds as iconic:

- St Paul's Bells (64%)
- Other church bells (39%)
- Evening Standard traders (17%)
- Buzz from coffee houses/pubs/restaurants (29%)
- General bustle of activity (33%)
- Boats/river traffic (15%).

Residents

Residents are significantly more likely than the total sample to think of the following as being iconic sounds:

- Other church bells (67%)
- Evening Standard traders (31%)
- Buzz from coffee houses/pubs/restaurants (44%)
- Market sounds (38%).

Residents are significantly less likely than the total sample to be:

- Unsure (0%).

Protection of sounds

Over four fifths of visitors (83%) think there are sounds of the City of London which should be protected, 9% state there aren't any sounds which should be protected and 8% of visitors are unsure.

Of visitors who could provide a response either way, 90% of visitors think there are sounds of the City of London which should be protected and 10% think there aren't.

St Paul's Bells (70%) is the main sound which visitors think should be protected (77% of visitors who could provide a response), followed by 50% who think the sound of other church bells should be protected (55% of visitors who could provide a response).

Approximately one quarter of visitors think the sound of the general bustle of activity (24%) (26% of visitors who could provide a response) and the buzz from coffee houses/pubs/restaurants (23%) (25% of visitors who could provide a response) should be protected.

16% of visitors think the sound of Evening Standard traders should be protected (18% of visitors who could provide a response) and 15% that boats/river traffic sounds should be protected (16% of visitors who could provide a response).

14% of visitors think market sounds should be protected (15% of visitors who could provide a response) and 13% that the sounds of Open Cry traders should be protected (14% of visitors who could provide a response).

Analysis of protection of sounds by location:

Visitors to the following locations are significantly more likely than the total sample to identify at least one sound they feel should be protected:

- Festival Gardens (95%)
- Riverside Walk (94%).

Visitors to the following locations are significantly more likely than the total sample to not identify any sound which they think should be protected:

- Whittington Garden (74%)
- New Change/Cheapside (75%)
- Barbican Lakeside Terraces (74%).

Whittington Garden

Visitors to Whittington Garden are significantly less likely than the total sample to think that the following sounds should be protected:

- St Paul's Bells (59%)
- Other church bells (35%)
- Evening Standard traders (6%)
- Open Cry traders (2%)
- Buzz from coffee houses/pubs/restaurants (12%)
- Boats/river traffic (7%)
- Market sounds (7%).

St Dunstan in the East Church Garden

Visitors to St Dunstan in the East Church Garden are significantly more likely than the total sample to think the following sounds should be protected:

- Other church bells (61%)
- Boats/river traffic (26%)
- Market sounds (22%).

Visitors to St Dunstan in the East Church Garden are significantly less likely than the total sample to think that the following sounds should be protected:

- Evening Standard traders (10%)
- Open Cry traders (6%)
- Buzz from coffee houses/pubs/restaurants (13%)
- General bustle of activity (11%).

New Change/Cheapside

Visitors to New Change/Cheapside are significantly less likely than the total sample to think the following sounds should be protected:

- St Paul's Bells (61%)
- Other church bells (27%)
- Evening Standard traders (3%)
- Open Cry traders (1%)
- Boats/river traffic (8%)
- Market sounds (3%).

Festival Gardens

Visitors to Festival Gardens are significantly more likely than the total sample to think the following sounds should be protected:

- St Paul's Bells (90%)
- Boats/river traffic (23%).

Visitors to Festival Gardens are significantly less likely than the total sample to think that the following sounds should be protected:

- Evening Standard traders (6%).

Smithfield Rotunda Garden

Visitors to Smithfield Rotunda Garden are significantly more likely than the total sample to think the following sounds should be protected:

- Market sounds (27%).

Visitors to Smithfield Rotunda Garden are significantly less likely than the total sample to think that the following sounds should be protected:

- Evening Standard traders (7%)
- Open Cry traders (5%).

Bank Junction

Visitors to Bank Junction are significantly more likely than the total sample to think the following sounds should be protected:

- Buzz from coffee houses/pubs/restaurants (42%)
- General bustle of activity (40%)

Visitors to Bank Junction are significantly less likely than the total sample to think that the following sounds should be protected:

- Evening Standard traders (5%)
- Open Cry traders (4%)
- Boats/river traffic (4%).

Riverside Walk

Visitors to Riverside Walk are significantly more likely than the total sample to think the following sounds should be protected:

- St Paul's Bells (90%)
- Other church bells (67%)
- Evening Standard traders (25%)
- Open Cry traders (26%)
- Buzz from coffee houses/pubs/restaurants (36%)
- General bustle of activity (49%)
- Boats/river traffic (36%)
- Market sounds (23%).

Beech Street

Visitors to Beech Street are significantly more likely than the total sample to think the following sounds should be protected:

- Other church bells (69%)
- Evening Standard traders (38%)
- Open Cry traders (24%).

Visitors to Beech Street are significantly less likely than the total sample to think that the following sounds should be protected:

- General bustle of activity (8%)
- Boats/river traffic (4%).

Eastern Cluster

Visitors to Eastern Cluster are significantly more likely than the total sample to think the following sounds should be protected:

- Evening Standard traders (34%)
- Open Cry traders (31%).

Visitors to Eastern Cluster are significantly less likely than the total sample to think that the following sounds should be protected:

- Boats/river traffic (6%).

Barbican Lakeside Terraces

Visitors to Barbican Lakeside Terraces are significantly more likely than the total sample to think the following sounds should be protected:

- Evening Standard traders (28%).

Analysis of sounds to protect by type of visitor:

Residents (95%) are significantly more likely to identify at least one sound which should be protected compared to the total sample, with visitors/tourists (79%) significantly less likely to do so.

Workers

Workers are significantly less likely than the total sample to want to see the following sounds protected:

- Market sounds (11%).

Visitors/tourists

Visitors/tourists are significantly more likely than the total sample to want to be:

- Unsure (12%).

Visitors/tourists are significantly less likely than the total sample to want to see the following sounds protected:

- Buzz from coffee houses/pubs/restaurants (19%).

Residents

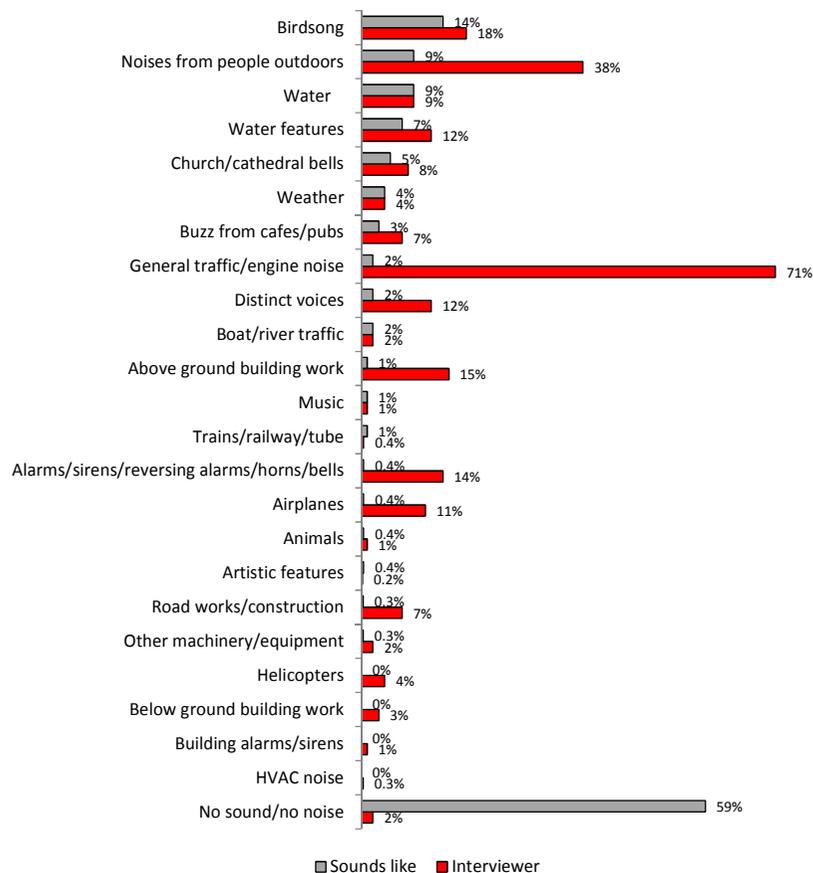
Residents are significantly more likely than the total sample to think the following sounds should be protected:

- St Paul's Bells (80%)
- Other church bells (72%)
- Evening Standard traders (26%)
- Market sounds (33%).

5. Interviewer observations

At the end of each interview, interviewers were asked to record all of the sounds and noises which they had heard during the interview.

Chart 1: Sounds and noises noticed by interviewer and sounds liked by visitor



Sample base = 1082 visitors, 1082 interviewers, multiple response

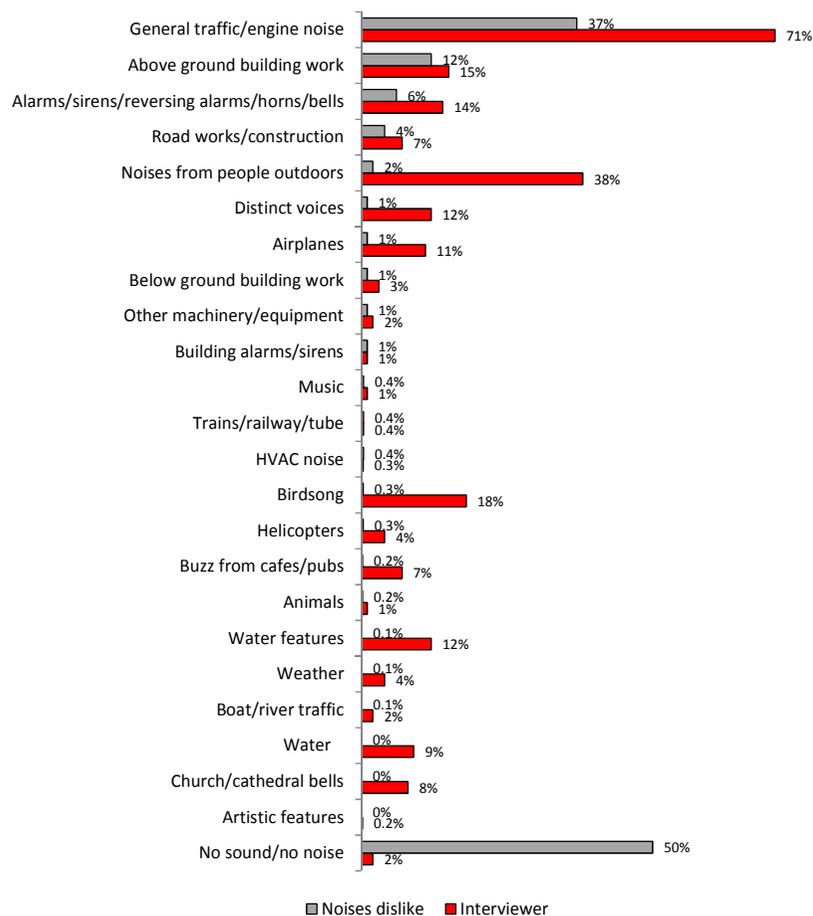
Interviewers heard at least one noise or sound on 98% of interviews.

The records provide a baseline for the extent to which people notice and liked sounds that are in the environment and the extent to which people notice and disliked the noises in the environment.

The key findings for sounds which people both notice and liked are:

- Interviewers heard birdsong in 18% of interviews, with 14% of visitors stating they heard birdsong and liked it.
- Interviewers heard noises from people outdoors in 38% of interviews and 9% of visitors stated they noticed noises from people outdoors and liked it.
- Interviewers heard water in 9% of interviews and 9% of visitors stated they heard water and liked it.
- Interviewers noticed water features in 12% of interviews and 7% of visitors noticed water features and said they liked the sound.
- Interviewers heard church/cathedral bells in 8% of interviews and 5% of visitors stated they heard church/cathedral bells and liked the sound.
- Interviewers heard the buzz from coffee houses/pubs/restaurants in 7% of interviews and 3% of visitors stated they heard this sound and liked it.
- Interviewers heard traffic noise in 71% of interviews and just 2% of visitors stated they noticed and liked this sound.
- Interviewers heard distinct voices in 12% of interviews and 2% of visitors stated they heard and liked this sound.
- Interviewers noticed boat/river traffic in 2% of interviews and 2% of visitors noticed and liked this sound.
- Interviewers noticed above ground building work in 15% of interviews and 1% of visitors noticed and liked this sound.
- Interviewers noticed alarms/sirens/reversing alarms in 14% of interviews and 0.4% of visitors noticed and liked this sound.
- Interviewers noticed airplane sounds in 11% of interviews and 0.4% visitors noted and liked this sound.
- Interviewers noticed road works/construction in 7% of interviews and 0.3% of visitors noted and liked this noise.
- Interviewers noticed helicopters in 4% of interviews and none of the visitors noted and liked this sound.
- Interviewers noticed below ground building work in 3% of interviews and no visitors both noted and liked this sound.

Chart 2: Sounds and noises noticed by interviewer and noises disliked by visitors



Sample base = 1082 visitors, 1082 interviewers, multiple response

The key findings for noises which people both notice and disliked are as follows:

- Interviewers in 71% of interviews noticed general traffic noise whilst 37% of visitors noticed and disliked this noise.
- Interviewers in 15% of interviews noticed above ground building work and 12% of visitors noted and disliked this noise.
- Interviewers noticed alarms/sirens/reversing alarms in 14% of interviews and 6% of visitors noticed and disliked this noise.
- Interviewers noticed road works/construction in 7% of interviews and 4% of visitors noted and disliked this noise.
- Interviewers noticed the noise from people outdoors in 38% of interviews and just 2% of visitors noted and disliked this noise.
- Interviewers noticed distinct voices in 12% of interviews and just 1% of visitors noted and disliked this noise.
- Interviewers noticed airplane noise in 11% of interviews and 1% of visitors noted and disliked this noise.
- Interviewers noticed below ground building work in 3% of interviews and 1% of visitors noted and disliked this noise.

Annex 1: Questionnaire

Environment of the City Survey -The City of London Corporation is carrying out this survey. They would like to find out what people think of the environment in this particular area in the City. **The City of London itself is shown circled by the RED line. The area that we are talking about here is shown circled by the BLACK line.** The interview will take about 10 minutes and is being undertaken by QA Research according to the Market Research Society Code of Conduct. All of your answers and information you provide will be treated as anonymous.

1. Firstly could I ask which of the following applies to you? CODE FOR ALL THAT APPLY

- I am resident in the City of London (within the RED line)
- I work/study in the City of London (within the RED line)
- I am a visitor/tourist to the City of London (within the RED line)

2. For the first section of the questionnaire, we are talking ONLY about the area highlighted here on the map IN BLACK.

What are the reasons for you being here now in this outside location? CODE FOR ALL THAT APPLY

- Passing through on my way to somewhere outside of the BLACK highlighted area
- Going to a place where I live within the BLACK highlighted area
- Going to a place for work/study within the BLACK highlighted area
- Visiting someone who lives/is staying within the BLACK highlighted area
- Leisure, rest and/or relaxation (including reading for pleasure)
- Eating and/or drinking outside
- Smoking
- Shopping for food/drink for eating/drinking now (e.g. for lunch, morning/afternoon snack)
- Other shopping
- Socialising
- Outside business activity (making a phone call, outdoor meeting, doing admin, etc.)
- Studying
- Waiting for somebody
- Waiting for something (bus, taxi, lift, etc.)
- Other (please write in.....)

3. How long do you plan to stay within this area highlighted in BLACK? SINGLE CODE

- Under 5 minutes
- 5 minutes up to under 10 minutes
- 10 minutes up to under 15 minutes
- 15 minutes up to under 30 minutes
- 30 minutes up to under an hour
- An hour or longer

**4. How often on average do you visit this location here highlighted in BLACK? SINGLE CODE
Please select your closest response.**

- At least once a day
- 5-6 times a week
- 3-4 times a week
- Twice a week
- Once a week
- Once a fortnight
- Once a month
- 3 or more times a year (less often than monthly)
- Less often
- This is the first visit

5. What time/s of day do you visit this area? CODE FOR ALL THAT APPLY

- Morning (before noon)
- Lunchtime (noon up to before 2pm)
- Afternoon (2pm up to before 6pm)
- Evening (6pm up to before 8pm)
- Night time (8pm onwards)

6. Before our conversation, was there anything you noticed about the environment here in this location today (highlighted in BLACK)?

Yes: What was it you noticed?
 Please probe in full

.....

.....

No

7. Have you noticed any particular sounds that you LIKED at this location (highlighted in BLACK)?

DO NOT PROMPT OR READ OUT – TOTALLY UNPROMPTED.
PLEASE CLARIFY HOWEVER IF NECESSARY TO ENSURE THE APPROPRIATE SOUND/S IS/ARE RECORDED
CODE FOR ALL THAT APPLY UNDER “LIKED” BELOW
PLEASE PROVIDE RESPONDENT WITH SUFFICIENT TIME TO CONSIDER
PLEASE CODE “NO SOUNDS” IF THERE ARE NO SOUNDS THAT THE RESPONDENT LIKEDS

Q7. Liked

Natural

- Birdsong
- Animals (wild and domestic)
- Weather (e.g. rain, wind, water in the gutters, breeze in the trees)
- Water (river/streams)

Human

- Distinct voices
- Noises from people outdoors (conversation, laughter, shouting, children playing, "hubbub")
- The buzz from coffee houses/pubs/restaurants

Manmade

- Church/cathedral bells
- Water features (such as fountains, waterfalls)
- Artistic features (such as sound sculptures, wind chimes)

Building

- Above ground level building work/building construction/demolition
- Below ground building work/construction/demolition
- Air conditioning/heating & ventilation equipment
- Building alarms/sirens
- Road works/road construction (including laying maintaining pipes/cables)
- Other machinery/equipment

Traffic

- General traffic/engine noise (cars, buses, taxis, motorbikes)
- Alarms/sirens/reversing alarms/horns/bicycle bells
- Boat/river traffic
- Trains/railway/tube
- Airplanes
- Helicopters
- No sounds • No noises

Other:

Please write in any other sound identified (i.e. LIKED)

Please write in any other noise identified (i.e. DISLIKED).....

8. Have you noticed any particular noises that you DISLIKED at this location (highlighted in BLACK)?

DO NOT PROMPT OR READ OUT – TOTALLY UMPROMPTED

PLEASE CLARIFY HOWEVER IF NECESSARY TO ENSURE THE APPROPRIATE NOISE/S IS/ARE RECORDED

CODE FOR ALL THAT APPLY UNDER "DISLIKED" ABOVE

PLEASE PROVIDE RESPONDENT WITH SUFFICIENT TIME TO CONSIDER

PLEASE CODE "NO NOISES" IF THERE ARE NO NOISES THAT THE RESPONDENT DISLIKEDS

Q8. Disliked

9. To what extent do you agree or disagree that the present surrounding sound environment is...

Please record one response for each scale.

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
Pleasant					
Chaotic					
Vibrant					
Uneventful					
Calm					
Annoying					
Eventful					
Monotonous					

10. Overall, how would you describe the present surrounding sound environment? SINGLE CODE

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad

11. Do you think this location sounds better, about the same or worse than you would expect? (highlighted in BLACK)? SINGLE CODE

- Better than would expect
- About what would expect
- Worse than would expect
- Unsure
- Would not have any expectations

12. For the rest of the interview we are now moving on to consider the wider area of the City of London as highlighted within the THICK RED LINE ON THE MAP

How noisy do you find the City of London as a place in general (not just thinking about here and now)? (Refer to wider City of London area covered by THICK RED line)

SINGLE CODE

- Very quiet
- Quiet
- Average
- Loud
- Very loud
- Unsure

13. Would you like to see action to reduce noise levels in the City of London (highlighted by the THICK RED LINE)? SINGLE CODE

Yes

No

If Yes: What would you like to be done?
.....

14. Would you like more to be done to protect the quieter, more tranquil, areas of the City of London (highlighted by the THICK RED LINE)? SINGLE CODE

Yes

No

15. Which, if any, of the following sounds of the City of London (highlighted by the THICK RED LINE) are special and/or iconic? SHOW CARD AND CODE FOR ALL THAT APPLY UNDER ICONIC BELOW

PLEASE CODE "NONE" IF RESPONDENT DOES NOT THINK ANY SOUNDS ARE SPECIAL/ICONIC CODE FOR ALL THAT APPLY

Q15. ICONIC

- St Paul's Bells
- Other church bells
- Evening Standard Traders
- Open Cry Traders
- The buzz from coffee houses/pubs
- General bustle of activity
- Boats/river traffic
- Market sounds
- Other (please write in
- Unsure
- None

Q16. PROTECTED

16. Which, if any, of the following sounds of the City of London (highlighted by the THICK RED LINE) should be protected?

SHOW CARD AND CODE FOR ALL THAT APPLY UNDER PROTECTED ABOVE
PLEASE CODE "NONE" IF RESPONDENT DOES NOT THINK ANY SHOULD BE PROTECTED

17. Which age category are you in? SINGLE CODE

- | | |
|-------------------|------------------|
| 16-17 years' old | 18-24 years' old |
| 25-34 years' old | 35-44 years' old |
| 45-54 years' old | 55-64 years' old |
| 65-74 years' old | 75+ years' old |
| Prefer not to say | |

18. Interviewer to code gender SINGLE CODE

Male Female

19. Finally, in this work to consider how the City of London Corporation can improve how the City Sounds, they would like the option to talk to some people again, especially if you have any ideas for what they could be doing. If you are willing to help, please may I have your name and phone number and/or email address?

These details will only be used by the City of London Corporation for the purposes of following up this survey and for no other purposes.

Name:

Phone number:

Email:

Conclusion

20. Are you happy with the way this interview was conducted? Yes No

21. As part of our quality control procedures we routinely check 10% of our work. May I confirm your name and telephone number for this purpose please?

Yes Name and contact number:

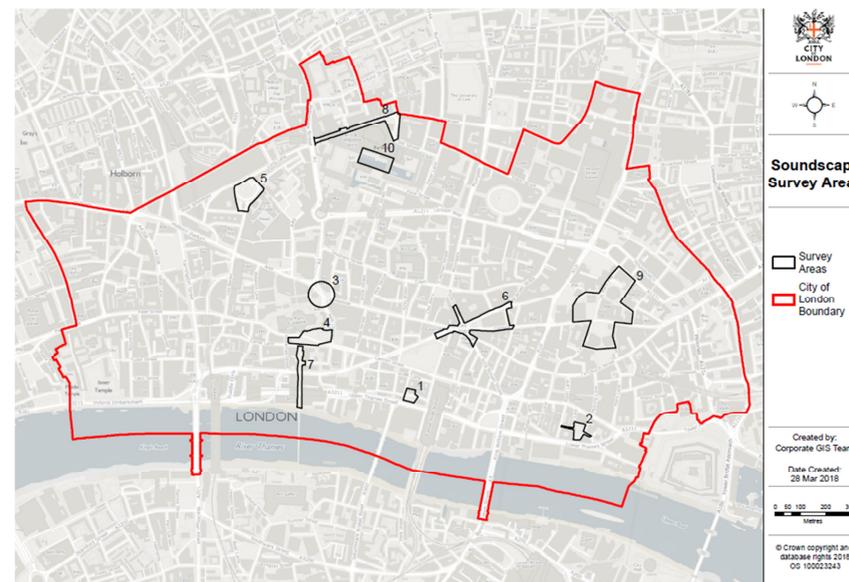
.....

No

Name of interviewer: Date of interview:

Annex 2: Survey locations

1. Whittington Garden (A site we perceive as most affected by traffic noise adjacent to Upper Thames Street, workers on lunch very busy 1200 - 1400)
2. St Dunstan in the East Church Garden (Popular, well used site near Lower Thames Street but partly enclosed within the remaining church walls) perceived as tranquil
3. New Change/Cheapside open space (Noisy junction but planting may mitigate the effects of this for users). Visitors and workers, always busy.
4. Festival Gardens (High profile site used by both workers and visitors at the busy junction of New Change & Cannon St) always busy but more so lunchtimes.
5. Smithfield Rotunda Garden (In the Low Emission Neighbourhood and Culture Mile footprint so survey data will be of value more widely). Adjacent to Meat Market that works through the night.
6. Bank Junction Decreasing amounts of traffic noise, workers in the am / pm peaks and visitors throughout the day.
7. Riverside Walk (Pauls Walk adjacent to Millennium Bridge) river site used by workers and visitors, people noise, river noise.
8. Beech Street (junctions with Silk Street and Aldersgate Street) These are potential locations for art installations that could include sound, so data of the present situation can be very helpful. Culture Mile location. Traffic noise, adjacent to residential estate with lots of visitors.
9. Eastern Cluster St Mary Axe space outside Gherkin / Cheesegrater / Aviva Tower. Busy AM/PM peak and lunchtimes.
10. Barbican Lakeside Terraces. Visitor and resident population's, considered tranquil. People noise and noise from fountains dominate. Always busy.



Annex 3: Analysis of sound environment by location

Chart 1: Locations by description of their sound environment on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree

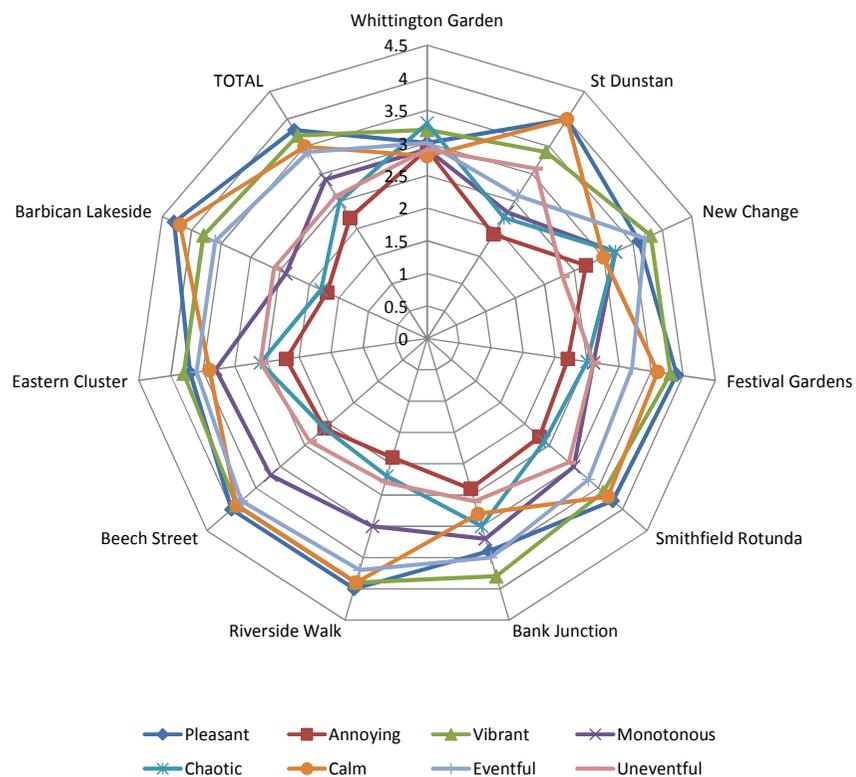
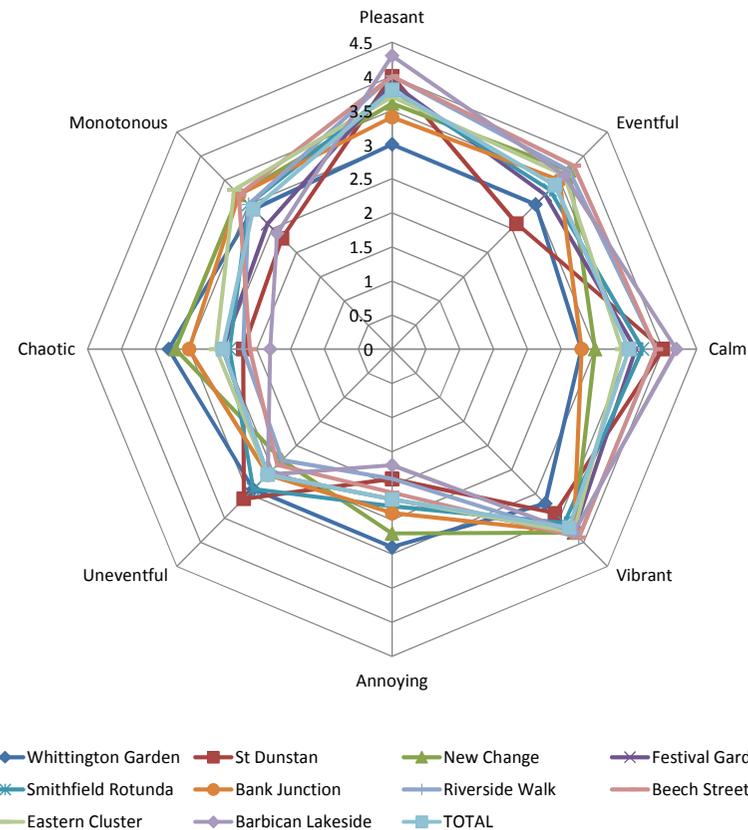


Chart 2: Descriptions of sound environment by location on a scale of 1-5, where 1 = strongly disagree and 5 = strongly agree



Annex 4: Other responses

List 1: Other reasons for being in the area

- Architecture
- Attending an office event
- Business
- Business conference (6)
- Business meeting
- Business meetings in the guildhall nearby
- Conference
- Conference at The Barbican Centre
- Dog walking
- Enjoying the sunshine
- Exhibition
- Found it on a website
- Found on internet
- Gym
- Heard about it and wanted to visit
- I love parks and flowers
- I'd read about it
- In the guide. Recommended
- It's a nice garden
- Library too and take photos
- Meeting for business at guildhall
- Photography
- Recommended (4)
- Running
- Saw it in a guide book
- Saw it on line
- Saw it online and thought it looked good
- Sightseeing (45)
- Specifically visiting this location
- Supporting husband doing run
- Supporting run
- Taking photographs
- Taking photos
- Test
- Time to kill
- To see St Pauls
- To take photographs (2)
- Training course
- Visiting library
- Visiting
- Museum of London

- Visiting St Pauls
- Walking the dog (2)
- Way back from meeting
- Work here
- Work here finished now catching a train.

List 2: What visitors noticed about the environment – all responses

- 7am 7 pm delivery truck ban
- A few bugs around
- A lot of cigarette butts. And the fountain isn't on
- A lot of construction
- A lot of construction work
- A lot of movement
- A lot of movements
- A lot of people (x2)
- A lot of rubbish
- A lots of building work and green area
- A lots of people
- Air quality is good clean
- All OK
- Always bustling with activities and traffic
- Always clean and interesting
- Always noisy
- Always vibrant/full of activities
- An oasis
- Attractive and relaxing
- Background noise of traffic but not disturbing nice water by fountains and rustle of the trees
- Beautiful area different to other parts of the City
- Beautiful area unique environment
- Beautiful but busy people rushing to work
- Beautiful flowers sculptures clean
- Beautiful water green areas
- Beautiful. Dry green. No rubbish
- Beautiful. Safe. Welcoming
- Being redone
- Better since congestion charge reduced traffic but noise and pollution still prevalent
- Better since Cornhill traffic closed less traffic air slightly better less pollution
- Big buildings good atmosphere
- Bird feeder. No drunks
- Birds
- Bit grim built in 1970s dated greenery nice
- Bit grubby spruced up a bit building works noisy
- Bit of rubbish round the bin
- Building and construction work
- Building work
- Building work always going on too many buses red buses line up along Threadneedle Street
- Buildings (x2)

- Buildings style heritage nice opportunities employment
- Buildings trees and construction work
- Buildings work
- Built up busy
- Buses (x2)
- Busy (x17)
- Busy and buses and traffic nice can sit as well pollution however both sides of you because of the traffic
- Busy and calm area
- Busy and quiet
- Busy and traffic noise and construction noise
- Busy area (x6)
- Busy clean
- Busy crowded full of people lots of buses and pedestrians lots of construction
- Busy noisy
- Busy noisy construction
- Busy road (x4)
- Busy roads
- Busy with noise positive noise
- Busy. Can hear the birds. Well maintained
- Calm
- Calm and green
- Calm clean and quiet
- Calm. Flowers are blooming
- Calmer and peaceful and space to sit
- Character area feels liked a neighbourhood cultural too not too industrial or residential
- Children noises screaming etc.
- City busy noisy
- City quiet area cosmopolitan
- Clean (x9)
- Clean and busy
- Clean and flowers
- Clean and green
- Clean and open
- Clean and quiet
- Clean and quiet and fast
- Clean and serene
- Clean and tidy noise necessity to improve London
- Clean but busy
- Clean but noisy area liked the park amazing new renovated and relax
- Clean environment
- Clean good view quiet
- Clean nice buildings

- Clean nice flowers
- Clean nice views
- Clean no litter
- Clean overcrowded due to rush hour
- Clean pleasant peaceful
- Clean quiet
- Clean tidy
- Clean visitors
- Clean well maintained
- Clean, busy but music noise
- Clean. Tidy. Relaxing
- Cleaned up often liked greenery
- Cleaner picking up rubbish
- Cleanliness and pleasantness
- Congested at times
- Congestion, noise from the traffic
- Constantly changing new building
- Construction (x6)
- Construction and building work
- Construction men
- construction work
- Construction work (x5)
- Crowded
- Debris in water
- Diversions (x2)
- Diversions, Road work
- Doing work here
- Easy to get round pleasant lots of trees
- Extremely busy v corporate not v attractive
- Extremely historic built up area over 2000 years few nice gardens
- Extremely loud traffic pneumatic drills building work
- Extremely pleasant
- Fading grandeur very relaxing ponds are filthy and need of attention asap
- Fairly crowded few seating options not impact others
- Fairly noisy at times sirens constantly going off heavy traffic especially rush hour times
- Fairly quiet pleasant not too congested
- Flowers (x2)
- Flowers and the sprinklers
- Fountain (x2)
- Fountains and greenery
- Fresh

- Fresh air comfortable
- Friendly and clean
- Friendly and pleasant environment cafes are good
- Friendly. Colourful
- Fun area lively historic
- Gardens are nice
- Generally peaceful
- Good architecture
- Good greenery pleasing on the eye
- Good view and is quiet
- Good. Green. Great to see
- Gorgeous park and trees and noisy construction
- Grass is looking good
- Grass re-laid
- Great buildings very clean however busy with traffic congestion and noise
- Great history lovely buildings architecture
- Green (x7)
- Green and birds
- Green area (x3)
- Green flowers
- Green quiet
- Green river and people
- Green space
- Green. The trees
- Green. Well protected
- Greener than it was
- Greener than the rest of London
- Greenery (x2)
- Greenery. Very calm
- Haunting and beautiful
- Highly populated in daytime
- How busy but pleasant
- How fabulous it is
- I can see the river
- I can see the river and the green area
- I liked the water sounds
- Industrial quieter by market noisy compared other places
- Interesting but messy greenery not kept well rubbish too
- Is busy
- Is full of parked vehicles
- Is peaceful

- It is totally changed as compared to 2 years ago
- It's a strange mixture plus the bustle of a city
- It's all very good
- It's always nice
- It's beautiful
- It's green
- It's lovely
- It's nice
- It's quite busy
- It's quite nice
- Kept clean, but air pollution quite bad
- Lack of bins
- Lakes looking very nice
- Lawn
- Less noisy
- Liked peaceful architecture area works residential too
- Lively
- Lively due to run
- Looks beautiful
- Lot of traffic
- Lots of buildings busy pretty clean, lots of construction
- Lots of buildings work sirens
- Lots of cars and people, quite hectic
- Lots of construction work
- Lots of development going on
- Lots of different people scenery good
- Lots of flies
- Lots of flies
- Lots of flowers
- Lots of foreigners
- Lots of green space
- Lots of greenery
- Lots of movement
- Lots of parked cars
- Lots of people (x2)
- Lots of pigeons and buses
- Lots of plant life
- Lots of rubbish
- Lots of traffic
- Lots of traffic generally and more people generally
- Love buildings historic places vibrant atmosphere

- Love noise and hassle and bustle architecture beautiful
- Love the grass
- Lovely (x2)
- Lovely an oasis nice private secret area
- Lovely environment
- Lovely generally quiet very regularly road works nearby un- coordinated
- Lovely greenery relaxed atmosphere
- Market building character
- Modern
- Modern and old architecture
- More pleasant than other places round here
- More rubbish bins
- Motorcycle noise heavy traffic
- New flowers
- New grass statue revamped
- New plants growing
- New thing with false grass
- Nice and green (x2)
- Nice and peaceful
- Nice architecture tall buildings environment generally good
- Nice area
- Nice buildings
- Nice environment
- Nice flowers
- Nice lively place bright in the summer
- Nice plants and trees
- Nice scenery
- Nice, quiet and pleasant
- Nice. Lots of flowers. Nice smell
- Nice. Pleasant
- Nice. Quiet
- No noise
- Noise from traffic
- Noise just got used to it
- Noise pollution
- Noisy roadworks
- Noisy (x4)
- Noisy and too many cyclists
- Noisy building work
- Noisy busy crowded and construction congested and traffic
- Noisy construction happening a lot

- Noisy construction park good peaceful and relaxing
- Noisy especially construction
- Noisy irritating
- Noisy lots of construction noisy all the time
- Noisy on main roads
- Noisy traffic congestion sirens
- Noisy traffic, etc.
- Noisy traffic, sirens going off constantly
- Noisy with the road
- Not many bins
- Not much traffic coming through
- Not too noisy especially this time of day eve late bars noisy
- Not too raucous fairly quiet
- Not very clean today
- Off Main Street water and trees pedestrian area
- Offices
- OK
- Old heritage buildings are demolished and replaced by new sky scrapers
- Open
- Open, quiet area
- Parked cars
- Parked vehicles and cigarettes on the floor
- Peaceful (x5)
- Peaceful and cool
- Peaceful and green area
- Peaceful and quiet
- Peaceful beautiful calm
- Peaceful for a major city especially compared to the states
- Peaceful lots of green open space
- Peaceful quiet
- Peaceful quiet buildings nearby
- Peaceful shady
- Peaceful. Liked an oasis
- Peaceful. Not dirty
- People (x2)
- People eating
- People seated in the park
- People seating around the area
- People walking around (x3)
- People, pleasant and clean
- Pigeons

- Pleasant (x2)
- Pleasant and clean
- Pleasant and tranquil good sunshine too
- Pleasant clean and open
- Pleasant environment
- Pleasant green and beautiful
- Pleasant lots of amenities pavements quite clear and clean
- Pleasant to walk away from cars and traffic, nice views and air from the river feels fresh
- Pleasant with the flowers and vines
- Pleasant. Nice bit of green
- Pleasant; green and busy
- Polluted noisy crowded
- Pretty clean
- Pretty good
- Pretty grim, noise terrible, road crossing precarious unpleasant especially bike lane unclear signage
- Pretty liked the architecture nice and peaceful until alarm went off
- Pretty noisy. Not much space
- Pretty tulips
- Pretty unLondon like
- Quiet (x6)
- Quiet and clean
- Quiet and tranquil lots of greenery
- Quiet area clean
- Quiet clean
- Quiet clean and open
- Quiet clean architecture great
- Quiet for the City not too busy however traffic can be noisy and construction noise too
- Quiet full greenery
- Quiet park
- Quiet peaceful
- Quieter
- Quieter than usual
- Quite a lot of green (x2)
- Quite a lot of traffic
- Quite busy
- Quite busy lot of construction
- Quite clean
- Quite clean. Well maintained
- Quite comfortable quiet
- Quite nice
- Quite nice seating area buildings hectic but peaceful quite tranquil and nice

- Quite noisy dusty
- Quite noisy traffic and tube noise
- Quite noisy with cars pedestrian flow greater
- Quite open even though in the city
- Quite pleasant
- Quite pleasant combination of social and work open spaces and shops
- Quite secluded
- Quite smart, air smells polluted, always building work going on
- Quite tranquil bar the traffic nearby
- Really clean
- Really clean. Better than Toronto
- Really clean. No rubbish
- Really clean. Very well maintained
- Really good
- Really great. Different types of plans. Looks very nice
- Really green
- Really nice
- Reconfigure and trees and greenery good
- Recycling bins
- Relaxed area nice open space
- Relaxing - Weird 'cos it's close to the centre
- Relaxing can't see the Barbican
- Renovations and a new cafe
- Replanting
- Restaurants
- River (x4)
- River clean and green
- River clean area
- River view
- Road maintenance
- Road traffic (x2)
- Road work (x9)
- Run
- Seating area and river
- Seating area, river and people
- Seems to have improved. But smarter
- Shade
- Small
- Some greenery has disappeared.
- Sound of the river
- Sprinkler keeping grass green, leafy shade

- St. Paul's flowers
- Statues
- Stuffy air pollution
- Sunshine
- Surrounding area building works noisy gardens relaxed area
- Tall buildings very noisy construction
- The amount of water being used on the grass
- The area was very well kept. There are pieces of equipment around the gardens, and I was unaware what they are for, aesthetic or practical?
- The cigarette mess on the floor and lots of cars around here
- The flowers
- The flowers and can hear the birds
- The flowers growing
- The fountains not on
- The general ambiance of the garden
- The grass. It's luxurious
- The green area and the river
- The green area for people to sit in
- The history of it
- The nicest area nearby. Liked the water feature. Very pretty
- The palm tree
- The river
- The river and the calmness of the area
- The traffic
- The weather's different. Air quality is affected by the road
- There are different types of restaurants
- There's a ruin
- This little area. Protected by the hedging from the traffic. Greenery is very welcome
- Tolerable quiet in terms of sound uncrowded
- Tractor in gardens
- Traffic (x12)
- Traffic and people
- Traffic noise (x5)
- Traffic noisy
- Traffic planes
- Traffic very noisy
- Traffic, witnessed a fight
- Train the tracker dogs
- Tranquil peaceful greenery good environment
- Trees (x2)

- Trees and buildings
- Trees and busy road
- Trees and construction work
- Trees; construction work
- Tulips
- Tulips trees away from street
- Typical London hard crossing by Bartholomew lane
- Under reconstruction
- Very attractive
- Very busy and polluted and congested in early hours
- Very calm and peaceful. Not too busy
- Very calming, very beautiful
- Very city garden orientated nice pretty garden area amongst high rises
- Very clean
- Very clean just city noises not too loud not too much honking compared to New York
- Very clean lots of green open space
- Very clean no complaints
- Very congested lots of traffic and bikes good waste bins
- Very corporate and pollution and noisy
- Very different to surround stands out goes against modern architecture
- Very good historic green
- Very good park nice area overall
- Very green (x3)
- Very hectic
- Very loud construction drilling traffic noise
- Very natural. Well kept. Organic
- Very nice and quiet lots of workers around
- Very nice green calming relaxing
- Very nice greenery almost elevated
- Very nice quiet and open
- Very nice. Very clean
- Very noisy (x2)
- Very noisy but it's expected I guess it's pretty busy
- Very noisy construction noise constantly going on whilst trying to relax in park
- Very noisy not particularly clean looks liked work in progress
- Very peaceful
- Very peaceful compared with roads around the estate however aircrafts can be heard however Beech Street nearby very noisy
- Very peaceful nice in the City and safe and quiet relaxing water

- Very pleasant (x2)
- Very pleasant great open space very tranquil
- Very pleasant place to sit
- Very pleasant. Little oasis
- Very quiet and peaceful especially for London
- Very quiet apart from music vibrating nearby
- Very quiet clean
- Very quiet liked St. Paul's cathedral bells very clean and quiet generally
- Very quiet peaceful area
- Very quiet pleasant
- Very quiet pretty area lots of trees and greenery looking good for the area
- Very relaxing
- Very relaxing area
- Very relaxing when fountains on very good nice place to relax close to work
- Very serene quite green with plants around relaxing
- Very stress free hazardous free more greenery
- Very today and new plants
- Very vibrant noisy and eventful
- Wasps
- Water and footfall
- Water feature good
- Water sprinklers
- Waterfall (x3)
- Watering going on
- Well conserved
- Well maintained
- Well-kept (x2)
- Well-kept and the grass is green
- Well-kept clean
- Work environment lots of construction going on
- Works men
- Yes it's green.

List 3: What visitors noticed about the environment – by location

Whittington Garden:

- A lot of cigarette butts. And the fountain isn't on
- Birds
- Bit of rubbish round the bin
- Busy
- Clean
- Extremely loud traffic pneumatic drills building work
- Fairly crowded few seating options not impact others
- Green. The trees
- Highly populated in daytime
- It's green
- It's quite nice
- Kept clean, but air pollution quite bad
- Looks beautiful
- Lots of buildings busy pretty clean, lots of construction
- Lots of rubbish
- Lots of traffic
- Love the grass
- Motorcycle noise heavy traffic
- Nice and green
- Nice. Quiet
- Noise just got used to it
- Noisy with the road
- Not very clean today
- OK
- Pleasant lots of amenities pavements quite clear and clean
- Pretty good
- Pretty grim, noise terrible, road crossing precarious unpleasant especially bike lane unclear signage
- Pretty noisy. Not much space
- Quite a lot of traffic
- Quite noisy with cars pedestrian flow greater
- Quite smart, air smells polluted, always building work going on
- Really clean. Better than Toronto
- Stuffy air pollution
- The fountains not on
- The grass. It's luxurious
- The traffic
- The weather's different. Air quality is affected by the road
- Traffic

- Traffic noise
- Traffic noisy
- Train the tracker dogs
- Very noisy
- Wasps
- Water and footfall
- Water feature good
- Well-kept and the grass is green.

St Dunstan in the East Church Garden:

- Very calm and peaceful. Not too busy
- A few bugs around
- A lot of construction
- Attractive and relaxing
- Beautiful. Dry green. No rubbish
- Busy x2
- Busy. Can hear the birds. Well maintained
- Calm
- Clean quiet
- Cleaner picking up rubbish
- Cleanliness and pleasantness
- Doing work here
- Extremely pleasant
- Good. Green. Great to see
- Green x2
- Green. Well protected
- Greenery Very calm
- Haunting and beautiful
- It's a strange mixture plus the bustle of a city
- It's always nice
- It's lovely
- It's nice
- Less noisy
- Lots of flies (X2)
- Lots of flowers
- Lots of plant life
- More pleasant than other places round here
- Nice flowers
- Nice. Lots of flowers. Nice smell
- Nice. Pleasant

- Peaceful (x4)
- Peaceful and cool
- Peaceful. Liked an oasis
- Peaceful. Not dirty
- Pigeons
- Pleasant green and beautiful
- Pleasant with the flowers and vines
- Pleasant. Nice bit of green
- Quiet (x2)
- Quieter
- Quieter than usual
- Quite a lot of green
- Quite clean. Well maintained
- Quite nice
- Quite pleasant
- Quite secluded
- Really clean. No rubbish
- Really clean. Very well maintained
- Really great. Different types of plans. Looks very nice
- Really green
- Really nice
- Relaxing. Weird cos it's close to the centre
- Sunshine
- The flowers and can hear the birds
- The history of it
- The nicest area nearby. Liked the water feature. Very pretty
- The palm tree
- There's a ruin
- Very green (x2)
- Very natural. Well kept. Organic
- Very nice. Very clean
- Very peaceful.
- Very pleasant
- Very pleasant place to sit
- Very pleasant. Little oasis
- Very today and new plants
- Watering going on
- Well conserved
- Well maintained.

New Change/Cheapside:

- Always clean and interesting
- Beautiful area unique environment
- Beautiful flowers sculptures clean
- Busy
- Children noises screaming etc.
- Clean
- Clean and quiet
- Cleaned up often liked greenery
- Congestion, noise from the traffic
- Extremely historic built up area over 2000 years few nice gardens
- Friendly and pleasant environment cafes are good
- It is totally changed as compared to 2 years ago
- It's all very good
- Lively due to run
- Lots of greenery
- Lots of traffic generally and more people generally
- Nice ,quiet and pleasant
- Nice and green
- Nice and peaceful
- Noisy
- Noisy on main roads
- Noisy traffic etc.
- Old heritage buildings are demolished and replaced by new sky scrapers
- Peaceful beautiful calm
- Peaceful for a major city especially compared to the states
- Quite a lot of green
- Quite comfortable quiet
- Quite open even though in the city
- Really clean
- Run
- This little area. Protected by the hedging from the traffic. Greenery is very welcome
- Tractor in gardens
- Traffic and people
- Traffic noise
- Traffic planes
- Traffic very noisy
- Tranquil peaceful greenery good environment
- Very congested lots of traffic and bikes good waste bins
- Very good historic green
- Very green
- Very noisy.

Festival Gardens:

- Nice scenery
- A lot of people
- Lots of people
- Beautiful but busy people rushing to work
- Better since congestion charge reduced traffic but noise and pollution still prevalent
- Buses
- Busy
- Busy and quiet
- Busy and traffic noise and construction noise
- Busy area
- Busy clean
- Calm. Flowers are blooming
- Clean
- Clean and flowers
- Clean and quiet and fast
- Clean and serene
- Clean but busy
- Clean nice buildings
- Clean nice flowers
- Clean tidy
- Clean. Tidy. Relaxing
- Crowded
- Easy to get round pleasant lots of trees
- Flowers
- Flowers and the sprinklers
- Fresh
- Fresh air comfortable
- Friendly. Colourful
- Gardens are nice
- Green
- Green and birds
- Green area
- Greener than the rest of London
- Greenery
- How fabulous it is
- It's beautiful
- Lots of green space
- Lots of movement
- Lovely greenery relaxed atmosphere
- New flowers

- New plants growing
- Nice lively place bright in the summer
- Nice plants and trees
- No noise
- Noise pollution
- Not too noisy especially this time of day eve late bars noisy
- Pleasant
- Pretty clean
- Pretty tulips
- Quiet
- Quiet full greenery
- Quiet peaceful
- Quite busy
- Quite clean
- Quite pleasant combination of social and work open spaces and shops
- Really good
- Reconfigure and trees and greenery good
- Recycling bins
- Replanting
- Seems to have improved. But smarter
- St. Paul's Flowers
- The amount of water being used on the grass
- The flowers
- The flowers growing
- Traffic
- Traffic noise
- Tulips
- Tulips trees away from street
- Under reconstruction
- Very clean lots of green open space
- Very pleasant
- Very quiet and peaceful especially for London
- Very quiet liked St. Paul's cathedral bells very clean and quiet generally
- Very quiet pleasant
- Very quiet pretty area lots of trees and greenery looking good for the area
- Well-kept clean.

Smithfield Rotunda Garden:

- An oasis
- Being redone
- Bird feeder. No drunks
- Busy area
- Busy road
- City quiet area cosmopolitan
- Clean and tidy noise necessity to improve London
- Clean but noisy area liked the park amazing new renovated and relax
- Clean no litter
- Clean well maintained
- Gorgeous park and trees and noisy construction
- Grass is looking good
- Grass re-laid
- Green
- Industrial quieter by market noisy compared other places
- Is full of parked vehicles
- It's quite busy
- Lots of development going on
- Lots of parked cars
- Lovely generally quiet, very regular road works nearby un-coordinated
- Market building character
- New grass statue revamped
- Nice area
- Noisy roadworks
- Noisy construction park good peaceful and relaxing
- Parked cars
- Parked vehicles and cigarettes on the floor
- Peaceful shady
- People seated in the park
- People walking around (x2)
- Quiet area clean
- Quiet park
- Road work
- Shade
- Small
- Sprinkler keeping grass green, leafy shade
- Statues
- Surrounding area building works noisy gardens relaxed area
- The area was very well kept. There are pieces of equipment around the gardens, and I was unaware what they are for, aesthetic or practical?

- The cigarette mess on the floor and lots of cars around here
- Very attractive
- Very busy and polluted and congested in early hours
- Very good park nice area overall
- Very loud construction drilling traffic noise
- Very noisy construction noise constantly going on whilst trying to relax in park
- Very noisy not particularly clean looks liked work in progress
- Very quiet clean
- Water sprinklers
- Well kept.

Bank Junction:

- 7am 7 pm delivery truck ban
- All OK
- Always bustling with activities and traffic
- Always noisy
- Always vibrant/full of activities
- Better since Cornhill traffic closed less traffic air slightly better less pollution
- Building work always going on too many buses red buses line up along Threadneedle street
- Buildings style heritage nice opportunities employment
- Buses
- Busy x4
- Busy and buses and traffic nice can sit as well pollution however both sides of you because of the traffic
- Busy crowded full of people lots of buses and pedestrians lots of construction
- Busy noisy
- Busy road x2
- Busy roads
- Character area feels liked a neighbourhood cultural too not too industrial or residential
- Clean and busy
- Congested at times
- Construction work
- Diversions x2
- Diversions, Road work
- Extremely busy v corporate not v attractive
- Fairly noisy at times sirens constantly going off heavy traffic especially rush hour times
- Good architecture
- Great buildings very clean however busy with traffic congestion and noise
- Great history lovely buildings architecture
- Lots of buildings work sirens
- Lots of cars and people, quite hectic
- Lots of different people scenery good

- Lots of pigeon and buses
- Love buildings historic places vibrant atmosphere
- Love noise and hassle and bustle architecture beautiful
- Modern and old architecture
- More rubbish bins
- Noisy x3
- Noisy and too many cyclists
- Noisy traffic sirens going off constantly
- Not much traffic coming through
- People walking around
- Polluted noisy crowded
- Quiet clean architecture great
- Restaurants
- Road maintenance
- Road traffic x2
- Road work x8
- Traffic x7
- Typical London hard crossing by Bartholomew lane
- Very clean just city noises not too loud not too much honking compared to New York
- Very clean no complaints
- Very hectic
- Very noisy but it's expected I guess it's pretty busy
- Very vibrant noisy and eventful.

Riverside Walk:

- Calm and green
- Pleasant to walk away from cars and traffic, nice views and air from the river feels fresh
- A lot of movement
- A lot of movements
- A lot of people
- Air quality is good clean
- Busy x4
- Busy area x3
- Busy with noise positive noise
- Calm clean and quiet
- Clean x4
- Clean and green
- Clean and open
- Clean environment
- Clean nice views
- Clean visitors
- Clean, busy but music noise
- Debris in water
- Fairly quiet pleasant not too congested
- Friendly and clean

- Fun area lively historic
- Good view and is quiet
- Green
- Green quiet
- Green river and people
- I can see the river
- I can see the river and the green area
- I liked the water sounds
- Lack of bins
- Lots of foreigners
- Lots of people
- Open
- Peaceful
- Peaceful and quiet
- Peaceful quiet
- People seating around the area
- Pleasant and clean
- Pleasant clean and open
- Pleasant; green and busy
- Quiet
- Quiet and clean
- Quiet clean
- River x4
- River clean and green
- River clean area
- River view
- Seating area and river
- Seating area, river and people
- Some greenery has disappeared.
- Sound of the river
- The green area and the river
- The River
- The river and the calmness of the area
- Traffic
- Traffic witnessed a fight
- Very quiet apart from music vibrating nearby
- Very quiet peaceful area
- Well kept.

Beech Street:

- Background noise of traffic but not disturbing nice water by fountains and rustle of the trees
- Calmer and peaceful and space to sit
- Generally peaceful
- Interesting but messy greenery not kept well rubbish too
- Noisy traffic congestion sirens
- Quiet for the City not too busy however traffic can be noisy and construction noise too
- Quite noisy traffic and tube noise
- Quite tranquil bar the traffic nearby
- Tolerable quiet in terms of sound uncrowded
- Traffic noise x2
- Very different to surround stands out goes against modern architecture
- Very nice greenery almost elevated
- Very peaceful nice in the City and safe and quiet relaxing water
- Very relaxing area
- Very serene quite green with plants around relaxing
- Very noisy
- Very stress free hazardous free more greenery.

Eastern Cluster:

- A lot of construction work
- A lot of rubbish
- A lots of building work and green area
- Big buildings good atmosphere
- Bit grubby spruced up a bit building works noisy
- Building and construction work
- Building work
- Buildings x2
- Buildings trees and construction work
- buildings work
- Built up busy
- Busy
- Busy and calm area
- Busy noisy construction
- City busy noisy
- Clean x2
- Clean overcrowded due to rush hour
- Constantly changing new building
- Construction x6
- Construction and building work

- Construction men
- Construction work x4
- Green
- Green area x2
- Green flowers
- How busy but pleasant
- Lively
- Lot of traffic
- Lots of construction work
- Lovely environment
- Modern
- Nice architecture tall buildings environment generally good
- Nice buildings
- Nice environment
- Noisy building work
- Noisy busy crowded and construction congested and traffic
- Noisy construction happening a lot
- Noisy especially construction
- Noisy irritating
- Noisy lots of construction noisy all the time
- Not many bins
- Not too raucous fairly quiet
- Offices
- Peaceful and green area
- Q busy lot of construction
- Q noisy dusty
- Quite nice seating area buildings hectic but peaceful quite tranquil and nice
- Relaxed area nice open space
- Renovations and a new cafe
- Tall buildings very noisy construction
- The general ambience of the garden
- The green area for people to sit in
- Traffic
- Trees x2
- Trees and buildings
- Trees and busy road
- Trees and construction work
- Trees; construction work
- Very corporate and pollution and noisy
- Very nice and quiet lots of workers around
- Work environment lots of construction going on
- Works men
- Yes it's green.

Barbican Lakeside Terraces:

- Beautiful area different to other parts of the City
- Beautiful water green areas
- Beautiful. Safe. Welcoming
- Bit grim built in 1970s dated greenery nice
- Busy x2
- Busy road
- Clean good view quiet
- Clean pleasant peaceful
- Construction work
- Fading grandeur v relaxing ponds are filthy and need of attention asap
- Fountain x2
- Fountains and greenery
- Good greenery pleasing on the eye
- Green space
- Greener than it was
- Greenery
- Is busy
- Is peaceful
- Lakes looking very nice
- Lawn
- Liked peaceful architecture area works residential too
- Lots of people
- Lovely x2
- Lovely an oasis nice private secret area
- New thing with false grass
- Noise from traffic
- Off Main Street water and trees pedestrian area
- Open, quiet area
- Peaceful lots of green open space
- Peaceful quiet buildings nearby
- People x2
- People eating
- People pleasant and clean
- Pleasant
- Pleasant and tranquil good sunshine too
- Pleasant environment
- Pretty liked the architecture nice and peaceful until alarm went off
- Pretty unLondon liked
- Quiet x2
- Quiet and tranquil lots of greenery
- Quiet clean and open
- Relaxing can't see the barbican
- There are different types of restaurants
- Very calming, very beautiful

- Very nice green calming relaxing
- Very nice quiet and open
- Very peaceful compared with roads around the estate however aircrafts can be heard however beech street nearby v noisy
- Very relaxing when fountains on v good nice place to relax close to work
- Very city garden orientated nice pretty garden area amongst high rises
- Very clean
- Very pleasant great open space v tranquil
- Very relaxing
- Waterfall x3.

List 4: Other sounds and noises noticed

Other sounds noticed that liked:

- Busy life and greenery
- I liked the green area
- Lawn-mower
- Leaves
- Leaves rustling
- Music (8)
- Music in the background
- Music trumpet in background
- Piano playing
- Quietness
- Silence
- Sound of music from the other side.

Other noises noticed which don't liked:

- Creamy bridge
- Bridge noise
- Cleaner hosing water
- Disrepair
- Music x 4
- Music banging
- Pigeon deterrent from Chinese restaurant
- Roadsweeper
- Skateboarding
- Sounds of the city
- Street sweeper.

List 5: Actions visitors would like to be seen taken to reduce noise levels in the City of London

- Create some quiet area
- Abandon traffic
- Advise people to cycle more
- Alarm building alarms clamp down on
- All the sounds is what makes the city
- Allow more electric cars
- Ambulance to avoid this area. Less traffic
- Areas by bars area licensing or noise pollution
- As long doesn't affect shops unsure how
- Attempts to reduce congestion in certain areas at specific times
- Ban on drilling in office hours
- Ban traffic
- Banning traffic
- Better public transport
- Bike lanes
- Bring in electric vehicles
- Building works are noisy
- Building works evening time
- Buses and building noise
- Buses only
- Calming traffic measures
- Can't be reduced
- Car free days, electric vehicles only to reduce noise and pollution. More bikes
- Cars x2
- Cars. Reducing traffic hgv's
- Close Beech Street tunnel
- Close some streets so cars can't pass through
- Congestion charge increased reduce emissions
- Construction noise been limited
- Construction noise reduced night time option
- Construction noises. Trucks
- Construction reduction take time off on some areas
- Construction work on a Saturday
- Controls on heavier goods vehicles
- Cut out traffic
- Deal with moped riders
- Difficult to say. Reduce traffic
- Traffic

- Do road works in the night
- Don't know how you would. Cars
- Don't know. Very hard
- Don't know. Just the traffic
- Don't know. Less traffic
- Don't know. Reduce the noise in restaurants
- Electric buses
- Electric buses. Fewer exceptionally loud cars and motor bikes
- Electric cars
- Electric cars
- Electrify buses and black cabs. Improve the underground to get more traffic
- Eliminate traffic
- Encourage more cycling x2
- Encourage people to cycle more
- Everyone should wear noise reducing headphones
- Fewer cars x 2
- Fewer cars and lorries and motorbikes
- Fewer vehicles
- General noise reduction/traffic noise from buses
- Get people to cycle and walk
- Get rid of buses and lorries. Introduce trams
- Get rid of traffic noise
- Horns and traffic
- If it can be done
- Improve pedestrianised areas and make more areas liked this
- In areas where there are parks to be a bit quieter
- Is the city not sure anything can be done to reduce the noise
- Is the same type of noise everywhere, building and road works. Nothing can be done
- Less alcohol
- Less alcohol in the evenings. More traffic calming measures
- Less ambulance
- Less big trucks
- Less building work
- Less building work less traffic limiting amount of cars on the road
- Less building works on weekdays more on the weekend when this area closed or less active
- Less car
- Less car noise
- Less car noise
- Less cars x7
- Less cars and less ASBO
- Less cars around area people noise vibrant can stay
- Less cars in the city

- Less cars more cycles
- Less cars more pedestrian areas
- Less cars on the roads
- Less cars or electric cars
- Less continuous noise
- Less events
- Less heavy goods vehicles
- Less heavy lorries
- Less hgv and trucks
- Less hgv's during 9-5
- Less mopeds
- Less motorists
- Less noise from motor cyclists
- Less planes flying over
- Less sirens
- Less sirens or reduce noise
- Less traffic x30
- Less traffic building at less busy times maybe evenings weekends etc.
- Less traffic higher congestion charge for polluting vehicles more electric public transport
- Less traffic in general
- Less traffic more cycling
- Less traffic noise x7
- Less traffic noises
- Less traffic pedestrianised more areas
- Less traffic sirens too loud
- Less traffic warning signs if vans or trucks
- Less traffic. x3
- Less traffic. Special sound barriers
- Less traffic. And large vehicles
- Less urban traffic
- Liked around Bank. Car restrictions during the day
- Limit sirens
- Limit the construction noise
- Limit traffic more publicity c transport and easier walking cycling
- Limit vehicle access
- Make it more quieter
- Make pedestrianised or more electric cars
- Make some areas no noise zone
- Make some quiet areas around London
- Make the buses quieter
- Making more quiet spaces
- Meat market to be converted into shops and restaurants as it is noisy and traffic is terrible
- Merging amount of traffic

- Mess car traffic
- Moderating construction sites reducing vehicle traffic controlling licensed premises
- Mopeds exhaust control and Citroen noise reduction
- More bikes x2
- More buses and less cars
- More control construction sites technology to reduce noise
- More cycling
- More electric buses and cars
- More electric cars x2
- More green spaces
- More green spaces and reduce traffic
- More pedestrian areas
- More pedestrian areas promote electric vehicles more
- More pedestrian areas reduce bus rattle vibrations
- More Pedestrianized areas
- More pedestrians street
- More public transport
- More quiet areas
- More quiet areas liked this
- More quiet out of the way places liked this
- More quiet spaces liked this
- More trees x3
- More trees generally
- Motor cycling at night
- Motorbike acceleration reduction
- Move companies to other zones outside benefit tourists and residents
- Move forward all the electricals
- Move to electric more quickly
- No cars
- No idea. Have electric cars
- No idea. Limit unnecessary traffic
- No vendors
- Not much you can do
- Not practical
- Not sure how. Loud motorbikes and unnecessary use of alarms and horns.
- Not sure what can be done
- Not sure what could be done
- Not sure what could be done. Encourage cycling. Reduce cars
- Nothing
- Only have electric vehicles
- Open up more parks. More pedestrianised areas.
- Pedestrian areas where traffic can only go at certain times and more green areas

- Pedestrianise more of it
- Pedestrianisation
- Pedestrianisation removing cars
- Pedestrianised area more in the City of London limiting traffic
- Pedestrianised the area
- Prevent lorries
- Promote more electric vehicles
- Promoting public transport over private transportation
- Promotion of natural soundscapes
- Put a limit to how much noise power bike riders can make
- Put limit to all sounds
- Quiet vehicles
- Quiet zone
- Really don't know
- Reduce Aircraft
- Reduce cars x2
- Reduce cars congestion
- Reduce congestion
- Reduce constant roadworks and construction
- Reduce construction
- Reduce construction enlarging hours so not as hectic
- Reduce construction work or extend hours so longer gaps in between, use more electric building lorries too
- Reduce engine noise of motor cycles
- Reduce exhaust noises
- Reduce limit construction work not on Sundays
- Reduce lorries
- Reduce pollution lorries after 9.30 am once workers in their office and leave at 6.30 pm
- Reduce road traffic sightseeing tours tourist buses
- Reduce sirens and buses. Building work
- Reduce sirens loudness less building work constant liked living on a building site
- Reduce sounds of sirens
- Reduce the level of siren
- Reduce the noise of mopeds and power bikes
- Reduce the noise of sirens
- Reduce the number of cars
- Reduce traffic x13
- Reduce traffic and no building works on the weekend
- Reduce traffic building works too
- Reduce traffic congestion, more of a flow more trees plants etc. improve greenery and block out the noise partially maybe

- Reduce traffic especially lorries convert to electric vehicles reduce pollution and noise levels improve bicycle routes more walking and bicycle riding exercise generally
- Reduce traffic flow more bicycles more electric cars to make noise level far less
- Reduce traffic noise
- Reduce traffic noise of sirens loudness too much
- Reduce traffic noise. Tighter regulations
- Reduce traffic only make for public transport
- Reduce traffic pedestrian areas
- Reduce traffic redirection
- Reduce traffic use bikes more
- Reduce traffic where possible
- Reduce trucks and big trailers
- Reduce vehicle traffic
- Reduce vehicles entering public transport more accessible
- Reduced the speed limit
- Reduced traffic
- Reducing traffic and building work
- Reducing traffic building work restriction on times
- Reducing traffic generally
- Reducing traffic. Cutting off streets
- Reduction of traffic
- Regulation for insulation between properties reducing amount of London traffic sound proof windows
- Restrict construction times
- Restrict non-essential traffic
- Restrict the traffic
- Restrict traffic
- Restriction on construction hours
- Restriction on motorised traffic
- Restrictions of certain vehicles at certain times of the day
- Restrictions on activities. Bars and clubs
- Restrictions on certain vehicles
- Ridiculously loud motorbikes
- Road planning times of building activities
- Road work noise
- Roadworks and maintenance and traffic reduced
- Separate areas for pedestrians
- Set up traffic free zones
- Sirens. Vehicle noise
- Slower traffic
- Some quiet areas for people to relax
- Some sort of insulation between roads and parks
- Sort out bank junction area dangerous

- Sort out the traffic
- Sound screens more trees
- Soundproof buildings
- Stop building works
- Stop buildings
- Stop cars
- Stop construction pedestrianisation
- Stop construction work.
- Stop traffic congestion
- Stop traffic passing
- Stricter enforcement of noise reduction in residential areas after hours. Reduce noise of helicopters
- Swap cars for electric cars
- Take cars away
- Take traffic away reduce building works hours machinery
- The noise is important
- There should be a limit to noises
- Too much traffic
- Traffic x16
- Traffic calming
- Traffic calming Particularly big lorries
- Traffic construction
- Traffic control x2
- Traffic free area
- Traffic noise reduction
- Traffic noise unsure how apart from new n public transportation
- Traffic noises
- Traffic on silk street and beach street is too loud
- Traffic reduction
- Traffic. And balance the noise. Maybe people could work from home once a week. And growing so much
- Try to pedestrianise some areas
- Unsure as busy always
- Unsure but reduce pollution somehow in the City
- Unsure how
- Unsure how to more parking spaces maybe
- Vehicle reduction
- Whatever they can think of
- Would want more natural areas around the city
- Yes but don't know how to.



Ask for Research Ltd

Pell Wall Court
Market Drayton
TF9 2AD

Tel: 01630 658000

Website: www.askforresearch.co.uk

Email: info@askforresearch.co.uk