

East-West Cycle Superhighway

Tower Hill to Acton

Response to Consultation

January 2015

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Executive summary

Between 3 September 2014 and 9 November 2014*, Transport for London consulted on proposals for an East-West Cycle Superhighway between Tower Hill and Acton. This document explains the processes, responses and outcomes of the recent consultation, and sets out our response to issues commonly raised.

** The original closing date was 19 October, but the deadline was extended owing to the large degree of interest generated by the proposals. We also accepted requests from key stakeholders to submit later responses*

Context and summary of the proposals

The consultation material outlined how cycling in London has more than doubled in the last decade, but that there are few special routes or facilities for cyclists. The East-West Cycle Superhighway was one of the measures outlined in the [Mayor's Vision for Cycling in London](#), which outlines the Mayor's plans to make cycling an integral part of the city's transport network.

We consulted on a continuous, largely segregated cycle route between Tower Hill and Acton. We consulted on high-level principles for the route between Paddington and Acton and in Hyde Park, and on detailed proposals for the rest of the route (except St James's Park). Future consultation is planned for those parts of the route for which detailed proposals were not included in the September 2014 consultation.

Proposals included:

- A wide, two-way kerb-segregated cycle track in the road, meaning a reduction in traffic lanes along most sections of the proposed route
- New segregated cycle tracks replacing a traffic lane in both directions on Westbourne Terrace
- Redesigned junctions, including a segregated route for cyclists through Parliament Square and the partial removal of the Lancaster Gate one-way system
- Banned turns or other restrictions for motorists at various locations
- Changes to parking and loading arrangements
- Changes to bus and coach stops
- Changes to footways and pedestrian crossings
- Segregated cycle tracks on the traffic roads in Hyde Park

More information on the proposals put out for consultation is available in [Chapter 1](#) of this report.

About the consultation

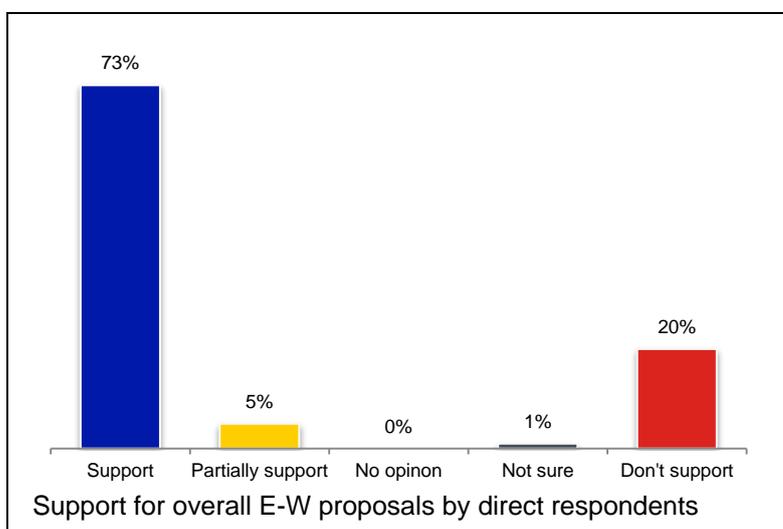
We undertook wide-ranging activity to raise awareness of the consultation, including:

- Leaflets to 230,000 addresses in postcode sectors touching a 0.5 mile radius of the route
- Letters to around 80,000 properties directly affected by changes to parking and loading arrangements
- Emails to over 2 million registered transport users on the TfL database (including Oyster, Congestion Charge, Barclays Cycle Hire)
- Emails to around 700 stakeholder organisations
- Meetings with over 100 stakeholders prior to and during the consultation
- 22 public events during consultation
- Press release and social media activity
- Marketing activities including press adverts, Google text ads, mobile and desktop (including Facebook) display banners, postcode-targeted MMS messaging and face-to-face leafleting to promote consultation drop-in events.

More information about the consultation process is available in [Chapter 2](#) of this report.

Overall responses

TfL received a total of 8,847 direct responses to the East-West Cycle Superhighway consultation. The majority of respondents supported the overall proposals, with 73% fully supporting and 5% partially supporting the scheme. 20% of respondents did not support the proposed scheme. We also received 5,650** emails submitted using a template on the London Cycling Campaign website,



supporting both these proposals and those for the North-South Cycle Superhighway. With these, the overall full support rate is 84% (14,497 responses).

*** Not including duplicate submissions or people who had already responded to the consultation directly to TfL*

The responses included submissions from 341 stakeholder groups and individual businesses and employers, representing a broad range of interests. These included local authorities; road user groups (bus, coach, cycle, freight, motor, motorcycle, taxi); business groups and individual businesses; emergency services; healthcare providers; universities

and colleges; property developers; venues; and a wide range of other organisations and employers across London and beyond. Of these responses from stakeholders and businesses, 65% indicated full support for the proposals. 7% indicated partial support and 20% indicated opposition to the proposals. An overview of stakeholder responses is available in [Chapter 3.5](#) of this report. [Appendix B](#) contains a summary of each stakeholder response.

Some of the main themes arising from comments on the overall proposals included:

<p>General support: From 38% of comments. Themes include gratitude and excitement; suggestions that proposals would improve safety, encourage more to cycle, improve health, reduce congestion and enhance London more generally; requests for it to be delivered quickly</p>
<p>Design comments from supporters: Including support for segregation, requests for track width to be maximised, concerns about number of signalised crossings, requests for zebra crossings on the cycle track, scepticism towards cycle early-start junctions</p>
<p>Concerns about impact on traffic: Raised by 11% of respondents. Concerns include congestion; journey times; banned turns; impact on public transport, freight, taxis; economic and environmental impact of more congestion</p> <p>Concerns about cyclist behaviour: Running red lights, erratic behaviour on roads, riding on pavements</p> <p>Concerns about kerbside access: Loading, parking, coach parking and stopping; impact on business and tourism</p> <p>Allocation of spending: Cyclists “don’t pay” and shouldn’t be rewarded</p> <p>Impact on pedestrians: Pedestrian conflict at shared space, longer and more complicated crossings, bus stop bypass concerns, but also support for footway extensions and new crossings</p> <p>Requests for additional information from stakeholders: Such as more traffic modelling or environmental and economic information</p>

Concerns raised at specific local sections of route included:

- Traffic restrictions, including those proposed at Shorter Street, Trinity Square, Westminster Bridge, Horse Guards Road
- Cyclist access to the route at several locations, particularly Tower Hill, Southwark Bridge and Hyde Park Corner
- Route alignment in Hyde Park
- Both southbound options at Lancaster Gate, due to impact on local stables, parking and the perceived detour for cyclists
- Junction design for cyclists on Westbourne Terrace
- Cycling conditions on the Westway

Please see Chapter 3 and Appendices A and B for further details of responses to consultation.

TfL's response to consultation

Having considered responses received in consultation, Transport for London intends to recommend to its Board that the Tower Hill – Paddington section of the East-West Cycle Superhighway progresses to construction, although with some changes to the proposals set out for consultation (some of which will be subject to further consultation). These changes retain the proposed kerb-segregated cycle track and cycle-separated junctions throughout the route, but reduce the most significant delays to traffic and the scheme's impact on other road users. The changes are described in detail in Chapter 4 of this report and include:

- Changes to reduce the journey time impacts of the proposals for general traffic, including the retention of two westbound traffic lanes between Tower Hill and Northumberland Avenue. Space would be created in various ways, including some reductions in pavement, cycle track and traffic island widths. The changes reduce many of the expected traffic delays, with the previously-predicted 16 minutes delay on journeys from the Limehouse Link to Hyde Park Corner reduced to around 6 minutes.
- Lifting some of the previously-proposed traffic restrictions at Fish Street Hill, Horse Guards Road and Storey's Gate
- New banned turns at Northumberland Avenue and Storey's Gate (subject to further consultation)
- Removal or relocation of a bus/coach stop and removal of one of the three pedestrian crossings near the Victoria Embankment/Northumberland Avenue junction to aid general traffic flow in the area
- Providing more loading, disabled and motorcycle parking on Victoria Embankment and allowing more time for loading
- New design at Lancaster Gate with a more direct route for southbound cyclists (subject to further consultation)
- There will also be consultation on detailed proposals for St James's Park and Hyde Park, which did not form part of the September 2014 consultation.

These and other changes to our original proposals are described in [Chapter 4](#) of this report.

Next steps

TfL Board will meet on 4 February 2015 to decide whether the East-West Cycle Superhighway should proceed to construction between Paddington and Tower Hill.

Subject to Board approval, further consultation would start in February 2015 on new designs at Lancaster Gate, Hyde Park, St James's Park, Northumberland Avenue and local changes to kerbside arrangements. TfL will recommend for its Board to grant approval for TfL management to take the final decisions on these sections of route following consultation.

Subject to approval by TfL Board and approvals by other Highway Authorities where required, we plan to start constructing some sections of the route in spring 2015, with completion planned for spring 2016. Works would be phased to minimise impact on the traffic network and would cater for pedestrians, cyclists and other road users as much as possible.

Construction would cause some disruption, although we would work to minimise the impact as much as possible. We would keep those customers and road users potentially impacted by the construction activity informed of our plans and progress, including writing to local residents and businesses before undertaking work in their area. We would also provide road traffic information to help them better plan their journeys and make informed choices about how, where and when they travel and help to reduce the possible impact to their journeys.

1. Introduction

The Mayor of London's [Vision for Cycling](#), launched in March 2013, contains an ambitious target to double the number of people cycling in Greater London over the next decade. To achieve this growth Transport for London (TfL) is planning a far-reaching programme of cycling provision to make the capital's streets more attractive for cycling to more people, especially those groups currently under-represented among cyclists, including women, young people and older people.

Cycle Superhighways are TfL's flagship cycling programme and aim to provide a London-wide network of direct and high-capacity cycle routes, mostly along main roads. The Superhighways provide safe, comfortable and convenient journeys for anyone on a bicycle and essential links between London's suburbs and the city centre, and for shorter journeys in between.

In close consultation with partners City of Westminster, we proposed a continuous, largely segregated cycle route between Tower Hill and Acton. The East-West Cycle Superhighway would provide a clear and convenient route for cyclists, physically separated from other vehicles. We would create space for the new cycle route by reallocating road space from other traffic and changing the operation of some junctions.

We consulted on proposals for the East-West Cycle Superhighway between 3 September 2014 and 9 November 2014*. This document explains the processes, responses and outcomes of the recent consultation, and sets out our response to issues commonly raised.

** The original closing date was 19 October, but the deadline was extended owing to the large degree of interest generated by the proposals*

1.1 Purpose of the scheme

Cycling in London has more than doubled in the last decade. Bikes now make up around a quarter of rush hour traffic in central London* - but there are few special routes or facilities for them. We are determined to ensure London's roads are as safe as they can be for cyclists. The proposed Superhighway would create a separated cycle corridor to improve safety and reduce conflict between motor vehicles and cyclists. It has been designed to encourage the large numbers of people who would like to cycle, but currently feel unable to. Data from existing Barclays Cycle Superhighways suggests the new routes would also draw cyclists away from other routes in central London which are less suitable for them.

** Source: TfL Cycle Census 2013*

1.2 Description of the proposals

The new Superhighway would start at Tower Hill, where it would connect to the existing Barclays Cycle Superhighway Route 3 (CS3), which runs east to Canary Wharf and Barking. From Tower Hill, the new route would run along Lower and Upper Thames Street, Victoria Embankment, across Parliament Square, through St James's Park, Green Park and Hyde Park, and over the Westway flyover from Westbourne Bridge to Wood Lane. From there, it would continue along the A40 Western Avenue as far as Horn Lane, Acton (planned for consultation late 2015).

There would also be connections to other existing and proposed cycle routes, including the proposed North-South Cycle Superhighway from Elephant & Castle to King's Cross, and potential 'Quietway' backstreet routes to other parts of the City, the West End, Paddington, Maida Vale, Notting Hill and many other places.

The proposals put out for consultation included:

- A wide, two-way kerb-segregated cycle track in the road, meaning a reduction in traffic lanes along most sections of the proposed route. The segregation would be removable in certain areas for ceremonial and state occasions and other major events
- New segregated cycle tracks replacing a traffic lane in both directions on Westbourne Terrace
- Redesigned junctions, including a segregated route for cyclists through Parliament Square and the partial removal of the Lancaster Gate one-way system
- Banned turns or other restrictions for motorists at various locations. Proposals included the closure of Horse Guards Road at its junction with Birdcage Walk and Great George Street to general traffic (except cyclists and official vehicles), and the closure of Shorter Street to general traffic (except buses and cyclists)
- Changes to parking and loading arrangements, including a reduction in motorcycle and car parking and the relocation of some coach parking on Victoria Embankment
- Changes to bus and coach stops, including new bypasses for cyclists at Tower Hill, Lower Thames Street (beneath Cannon Street station) and Victoria Embankment
- Changes to footways and pedestrian crossings. There would be footway extensions in some areas, including Parliament Square and Hyde Park Corner. However, there are also areas where we would need to reduce the footway width to make room for the cycle track
- Segregated cycle tracks would be created on the traffic roads in Hyde Park. The consultation explained that there would be a future consultation on detailed proposals here, but that comments were welcome on the initial proposals

2. The consultation

2.1. Consultation structure and duration

Duration:

This East-West Cycle Superhighway consultation ran from 03 September to 09 November 2014. The original closing date was 19 October, but the deadline was extended owing to the large degree of interest generated by the proposals.

We also accepted requests from key stakeholders for later submissions up until 30 November. Responses from two key stakeholders were received after this date and were also considered by TfL and included in this report.

Consultation structure

Information on the consultation, including the full detail of the proposals consulted on, was available online at tfl.gov.uk/cycle-east-west from 3 September. The proposals were broken down into 18 sections:

- Section 1 - Tower Hill gyratory
- Section 2 - Lower Thames Street - Thames Street
- Section 3 - Upper Thames Street (Lambeth Hill - Arthur Street)
- Section 4 - Upper Thames Street / Puddle Dock / Castle Baynard Street
- Section 5 - Victoria Embankment (Temple Avenue - Blackfriars)
- Section 6 - Victoria Embankment / Temple Place (east)
- Section 7 - Victoria Embankment / Temple Place (west)
- Section 8 - Victoria Embankment / Savoy Place / Savoy Hill / Savoy Street
- Section 9 - Victoria Embankment / Northumberland Avenue
- Section 10 - Victoria Embankment / Horse Guards Avenue
- Section 11 - Victoria Embankment / Westminster Bridge
- Section 12 - Parliament Square / Great George Street
- Section 13 - St James's Park (for information only, consultation at a later date)
- Section 14 - Hyde Park Corner
- Section 15 - Hyde Park
- Section 16 - Lancaster Gate
- Section 17 - Westbourne Terrace
- Section 18 - Westway - Acton

For each section and the overall scheme, respondents were asked about their level of support for the proposals ('support', 'partially support', 'don't support', 'not sure', 'no opinion'). Respondents were also given an opportunity to provide comments on each section of the proposal and the overall scheme. Respondents on Section 16

(Lancaster Gate) were also asked their views on two potential route options for southbound cyclists.

Respondents were also asked to submit their name, email address, postcode, along with information about their cycling and other travel habits. All questions were optional, apart from the question asking for overall views on the proposal. Other information, such as the respondent's IP address and the date and time of responding, was recorded automatically. All data is held under conditions that conform to the requirements of the Data Protection Act 1998.

Publication of traffic modelling data:

Additional information summarising benefits and impacts for other road users was added to the consultation website on 25 September 2014. This included a summary of predicted journey time impacts through the scheme area and complemented the summary of the potential traffic impacts already contained in the consultation leaflets, letters and website. We alerted people to this additional information by including a prominently-placed note on the website and by emailing stakeholders and consultation respondents who had provided email addresses. We also provided a website which allowed anyone who had responded to consultation to change their support level or leave additional comments based on having considered the additional information.

2.2. Consultation material, distribution and publicity

2.2.1 Consultation website

On 3 September 2014, detailed information on the proposals was published at **tfl.gov.uk/cycle-east-west**. This consultation information included overview route maps, detailed design drawings of each section, visualisations of Tower Hill, Victoria Embankment, Parliament Square and descriptions of the proposals.

2.2.2 Non-web formats

Printed plans, accompanying descriptions and response forms were available on request by telephone, email or writing to FREEPOST TFL CONSULTATIONS. The printed material was also available at the 22 public events held during the consultation period.

A small number of respondents chose to comment on the proposals by telephone. Their views were captured by TfL's Customer Services agents and added to the consultation responses.

2.2.3 Consultation publicity

The consultation information was publicised via the following channels:

Leaflet to households: We sent a multi-page colour A5 leaflet outlining the proposals to 230,000 addresses in postcode sectors touching a 0.5 mile radius of the proposed route alignment. A copy of the leaflet can be found [here](#). The mailing area is shown in [Appendix D](#). The leaflets summarised the proposals and gave a link to the online consultation information and survey. There was a 16 page leaflet outlining the proposals for the East-West route and a 28 page leaflet which also summarised the proposals for the North-South Cycle Superhighway. The latter was sent to addresses which fell in postcode sectors touching a 0.5 mile radius of both East-West and North-South routes (including the entire City of London).

Leaflet distribution to members of public: Staff distributed over 14,000 leaflets to members of the public to coincide with some of the public events.

Letters and visits to properties directly affected by changes to parking and loading arrangements: We sent a letter and a map detailing specific local proposed changes to parking and loading to 80,000 addresses in the immediate vicinity of local sections of route where parking or loading changes were proposed. The letter also included a summary of the wider proposals based on the material on the consultation website. We also visited businesses along Victoria Embankment to advise them of proposed changes to loading arrangements.

Emails to individuals: We emailed over 2 million people on the TfL database who are known to cycle, drive or use public transport in the area (see the email in [Appendix E](#)). The email briefly described the proposed scheme, and invited recipients to find out more and respond via the consultation website.

Emails to stakeholders: We emailed around 700 different stakeholder organisations to let them know about the consultation. Please see [Appendix F](#) for the email and [Appendix G](#) for the list of recipients. The email contained a brief summary of the proposals and a link to the consultation website.

Meetings with stakeholders: We met over 100 stakeholders prior to and during the consultation. Please see [Chapter 2.3](#) for further details.

Press and media: The Mayor of London issued press releases on 3 September and 25 September 2014, announcing the start of consultation and publication of traffic modelling data respectively. The East-West route was also discussed in the Mayor's 23 September press release announcing the start of consultation on the upgrade to Cycle Superhighway Route 2 between Bow and Aldgate. The consultation was also advertised in the London Evening Standard on the 1st, 8th and 9th of September, the 6th and 20th of October, and the 3rd November.

The East-West Cycle Superhighway received widespread coverage in national, pan-London and local media throughout the consultation period. This included at least 26 features on broadcast media, 42 articles in newspapers and magazines and 70 online articles.

Links to press releases and stories are available in [Appendix J](#).

Social media: TfL tweeted on various occasions throughout the consultation period to highlight the consultation to its 420,000 Twitter followers, as well as highlighting the consultation on Facebook.

Digital marketing: Activities included Google text ads, mobile and desktop (including Facebook) display banners, and postcode-targeted MMS.

2.3. Stakeholder meetings

We met over 100 stakeholder groups before, during and after the consultation to discuss our proposals. These included:

Local Authorities, The Royal Parks

- Borough Cycling Officers Group
- City of London Corporation
- London Borough of Hammersmith & Fulham
- London Borough of Tower Hamlets
- Royal Borough of Kensington and Chelsea
- The Royal Parks
- Westminster City Council

Government, Parliament, politicians

- All Party Parliamentary Cycling Group
- Department For Transport
- House of Lords
- Parliamentary Estates

Greater London Authority

- Greater London Authority
- Mayor's Design Advisory Group

Emergency services

- City of London Police
- London Ambulance Service
- London Fire Brigade
- Metropolitan Police Service
- RNLI

Accessibility Groups

- City of London Access Forum
- London Visual Impaired Forum
- Guide Dogs

Transport and road user groups

- Brewery Logistics Group
- British Beer & Pub Association
- City Cruises
- Confederation of Passenger Transport
- Crossrail
- Crown Equerry
- CTC
- DHL
- Express Networks Forum
- Freight Transport Association
- Go Ahead Buses
- Household Cavalry
- Household Cavalry Mounted Regiment
- Hyde Park Stables
- John Lewis Partnership
- King's Troop
- Licensed Taxi Drivers Association (LTDA)
- Living Streets
- London Cab Drivers Club
- London Cycling Campaign
- London River Services Boat Operators Forum
- London TravelWatch
- Lord Chamberlain's Office (Royal Household)
- Network Rail
- RAC
- Ross Nye Stables
- Royal Mail
- Royal Mews
- Sainsbury's
- Sustrans
- TNT Express

- Transport and road user groups (cont)
- London Tourist Coach Operators Association

Business groups

- CBI
- Federation of Small Businesses
- London Chamber of Commerce and Industry
- London First
- Northbank BID
- Paddington BID
- Parliament Square Business Security Zone
- Property developers
- British Land
- Canary Wharf Group
- Reignwood Investments

Individual businesses, employers and venues

- British Legion
- BT
- Garden Bridge
- Historic Royal Palaces
- HM Treasury
- HMS President
- HQS Wellington
- Imperial West
- Inner and Middle Temple
- Institution of Civil Engineers
- Institution of Mechanical Engineers
- Lancaster London Hotel
- Mermaid Centre
- Ministry of Defence
- Savoy Hotel
- Silver Sturgeon
- Somerset House
- Supreme Court
- The Double Tree by Hilton

- The Novotel, City
- The Treasury
- Trinity House
- Wellington Barracks
- Westminster Abbey

Local interest groups

- Hyde Park Estate Association
- Paddington Residents Active Concern on Transport (PRACT)
- South East Bayswater Residents' Association (SEBRA)
- Friends of Hyde Park & Kensington Gardens

Event managers

- Human Race
- IMG
- Jack Morton Events
- Limelight Sports
- London Marathon
- Sweetspot
- Tour of Britain

Other

- English Heritage
- Thames Tideway

Hyde Park Corner working group

TfL established a working group to help develop the proposals for the East-West Cycle Superhighway at Hyde Park Corner. Attendees included CTC, English Heritage, Living Streets, London Cycling Campaign, Westminster City Council.

Design workshop and route ride – November 2013

We invited road user stakeholders to discuss the elements of the emerging designs for the East-West Cycle Superhighway and ride the proposed route alignment. This took place on 25 November 2013. Attendees included City of London, City of London Police, CTC, Living Streets, London Cycling Campaign, Metropolitan Police and The Royal Parks

Stakeholder update on the Mayor's Vision for Cycling – November 2013

An event was held at City Hall on 12 November 2013 updating a wide range of stakeholders on TfL's progress at delivering the Mayor's Vision for Cycling, including the East-West and North-South Cycle Superhighways. This included a discussion on the most important things for TfL to consider when designing new Cycle Superhighways.

Post-consultation stakeholder forum

We also invited key stakeholders to take part in a discussion on 13 November 2014 to discuss some of the views that had been raised during the consultation process. Attendees included Canary Wharf Group, City of London, CyclingWorks campaign, Deloitte, Licensed Taxi Drivers Association, Living Streets, London Cycling Campaign, London First, London TravelWatch, Sustrans, Westminster City Council. Discussions included design principles, route alignment, the proposals' benefits and the impacts on other road users.

2.4 Public consultation events

We held or attended 22 public events on or near the proposed route so that people could discuss proposals with the project team and provide feedback. These included:

'Access All Areas' Accessibility roadshow, Excel centre, E16 1XL

Thursday 2 October, 1000 - 1600

Walbrook Wharf, 78-83 Upper Thames Street, EC4R 3TD

Thursday 11 September, 1600 - 2000

Thursday 25 September, 1600 – 2000

Dowgate Fire Station, EC4R 3UE

Thursday 25 September, 0800 - 1000

Golden Lane Community Centre, EC1Y 0RN

Saturday 20 September, 1000 - 1500

Guildhall, Gresham Street, EC2V 7HH

Wednesday 17 September, 0700 - 1000, 1200 - 1400, 1600 - 2000

Queen Street Place, EC4

Tuesday 9 September, 0745 - 1000

Blackfriars Bridge, EC4

Tuesday 16 September, 0745 - 1000

Blackfriars Underground station concourse, EC4V 4DY

Wednesday 10 September, 1600 - 2000

Thursday 18 September, 1600 - 2000

Thursday 2 October, 1600 - 2000

Palestra, 197 Blackfriars Rd, SE1 8NJ - CR1 Ground floor

Monday 22 September, 1600 - 2000

Friday 10 October, 1600 - 1800

Victoria Embankment Gardens, Victoria Embankment, WC2N 6PB

Wednesday 24 September, 0800 - 1100

Thursday 9 October, 1200 - 1800

Institution of Mechanical Engineers, 1 Birdcage Walk, SW1H 9JJ

Friday 19 September, 1600 - 2000

Monday 29 September, 1600 - 2000

Wellington Arch, W1J 7JZ

Tuesday 23 September, 0730 - 1030

Hyde Park, Joy of Life fountain, W2 1TS

Tuesday 30 September, 1600 - 1900

Marble Arch, W1H

Tuesday 7 October, 0730 - 1030

Paddington Central, Unit 3A Sheldon Square, W2 6PY

Tuesday 16 September, 1600 - 2000

Wednesday 8 October, 0700 - 1000

Individuals and stakeholders were invited to respond by either using the online survey on our website, by emailing TfL at consultations@tfl.gov.uk, or by filling in a paper feedback form (available at events or by post on request).

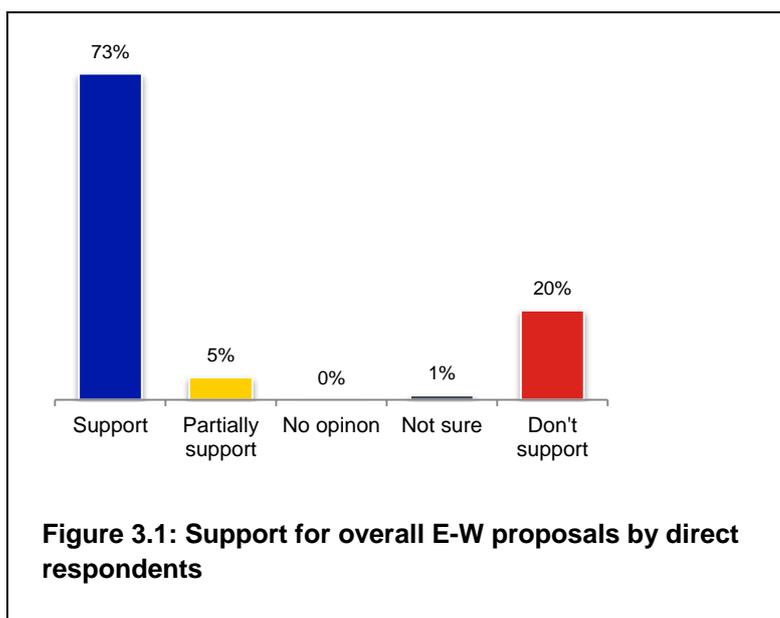
3. Responses to consultation

TfL commissioned JMP Consultants to analyse responses to the East-West Cycle Superhighway consultation.

3.1. Overview of consultation responses

3.1.1 Overview of overall support

TfL received a total of 8,847 direct responses to the East-West Cycle Superhighway consultation. The majority of respondents supported the overall proposals, with 73% fully supporting and 5% partially supporting the scheme. 20% of respondents did not support the proposed scheme. We also received 5,650* emails submitted using a template on the London Cycling Campaign website, supporting both these proposals and those for the North-South Cycle Superhighway. With these, the overall full support rate is 84% (14,497 responses).



The responses included submissions from 341 stakeholder groups and individual businesses and employers, representing a broad range of interests. These included local authorities, road user groups (bus, coach, cycle, freight, motor, motorcycle, taxi), business groups and individual businesses, emergency services, healthcare providers, universities and colleges, property developers, venues, and a wide range of other organisations and employers across London and beyond. Of these responses from stakeholders and businesses, 65% indicated full support for the proposals. 8% indicated partial support and 21% indicated opposition to the proposals. An overview of stakeholder responses is available in Chapter 3.5 of this report. Appendix B contains a summary of each stakeholder response.

3.1.2 Overview of support for each section

Individual sections of the consultation were completed by between 43% to 50% of the overall pool of respondents, with Section 1 (Tower Hill) receiving the most feedback and Section 17 (Westbourne Terrace) receiving the least feedback. Support for each section is shown overleaf in Figure 3.2.

Figure 3.2 Summary of responses to East-West Superhighway consultation by section

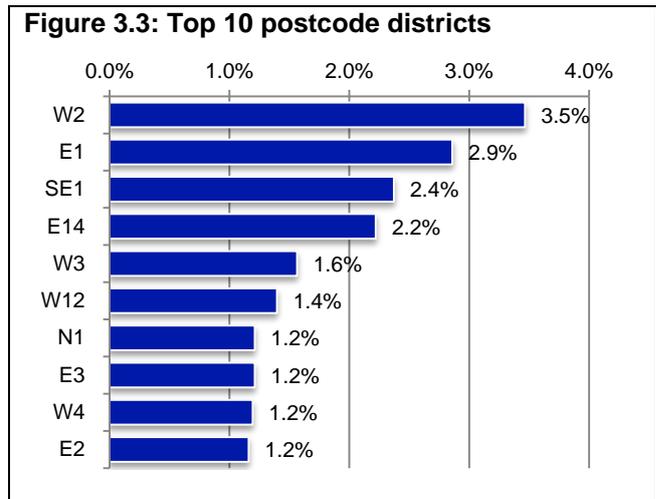
	Fully support		Partially support		Full + partial		Not sure		No opinion		Do not support	
	#	%	#	%	#	%	#	%	#	%	#	%
All	6,501	73%	464	5%	6,965	79%	65	1%	40	0%	1,777	20%
S1	3,329	75%	117	3%	3,446	78%	25	1%	38	1%	933	21%
S2	3,160	75%	76	2%	3,236	77%	21	0%	28	1%	927	22%
S3	3,018	75%	81	2%	3,099	77%	25	1%	37	1%	867	22%
S4	2,927	74%	93	2%	3,020	76%	38	1%	38	1%	861	22%
S5	2,981	75%	85	2%	3,066	77%	19	0%	25	1%	891	22%
S6	2,960	75%	52	1%	3,012	77%	15	0%	30	1%	867	22%
S7	2,920	75%	49	1%	2,969	77%	20	1%	32	1%	858	22%
S8	2,899	75%	70	2%	2,969	77%	23	1%	26	1%	853	22%
S9	2,886	75%	56	1%	2,942	77%	24	1%	25	1%	851	22%
S10	2,868	75%	71	2%	2,939	77%	26	1%	24	1%	852	22%
S11	2,873	74%	88	2%	2,961	76%	22	1%	21	1%	873	23%
S12	2,857	73%	143	4%	3,000	77%	30	1%	28	1%	837	21%
S14	2,880	74%	142	4%	3,022	77%	45	1%	41	1%	797	20%
S15	2,785	71%	191	5%	2,976	76%	89	2%	56	1%	792	20%
S16	2,741	70%	195	5%	2,936	75%	72	2%	77	2%	846	22%
S17	2,753	72%	132	3%	2,885	76%	52	1%	68	2%	808	21%
S18	2,791	70%	138	3%	2,929	74%	80	2%	76	2%	877	22%

3.2 About the respondents

Responses by postcode

The majority of consultation respondents were located within greater London. The top 10 postcode districts as shown in Figure 1 comprised 19% of respondent postcodes, with the remaining 81% located in other parts of London and the UK.

Postcodes with high proportions of respondents tend to be those located along or very near to the proposed route.



Stated cycling habits

Of respondents who provided information on their cycling habits, half (3,209) said they cycled most days. A further 16% (1,027) said they cycled weekly, and around 18% (1,178) less frequently. 15% (987) of respondents reported that they never cycle.

Respondents who cycle most days were very likely to fully or partially support the proposals, with 92% fully and 4% partially supporting the scheme. Among respondents who cycle less frequently, support for the scheme was still fairly strong, with 78% fully or partially in support. Respondents who never cycle were largely opposed to the scheme. 64% of this group did not support the overall proposals.

Figure 3.4 On average, how often do you cycle?

Most days	3209 (50%)
About once a week	1027 (16%)
About 1–3 times a month	585 (9%)
Less often	593 (9%)
Never	987 (15%)
Total answered (of 8,847)	6401 (72.5%)
Not answered (of 8,847)	2437 (27.5%)

Figure 3.5 Cycle most days and...

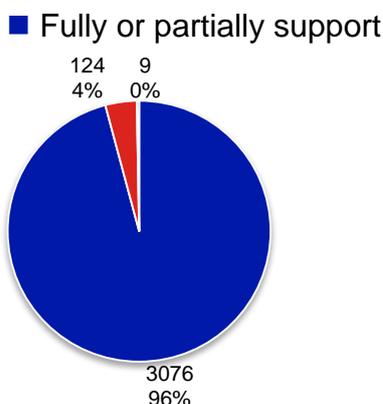


Figure 1.6 Occasionally cycle and...

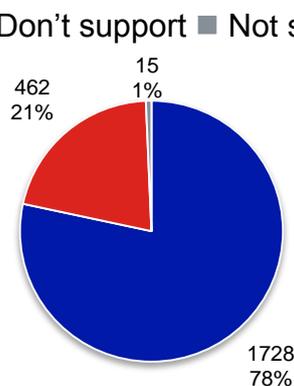
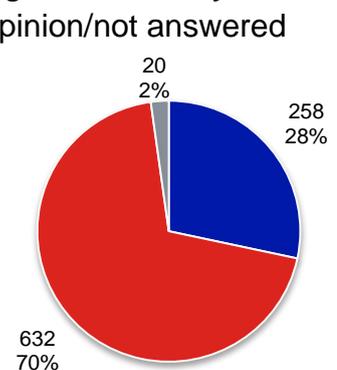


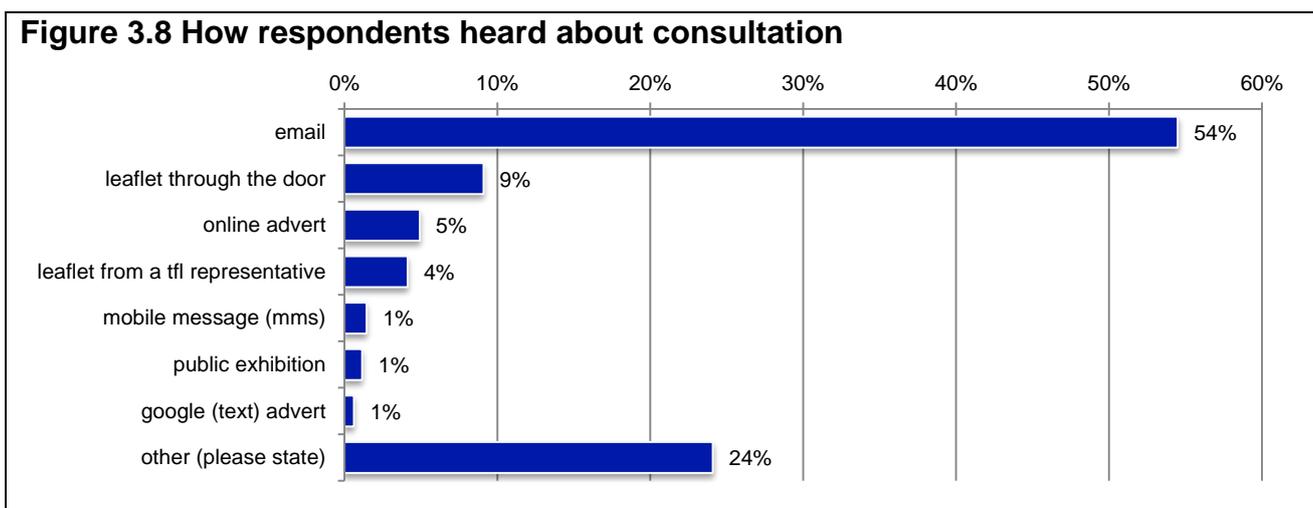
Figure 3.7 Never cycle and...



How respondents heard about consultation:

Over half of respondents heard about the consultation by email (54%, 3,481). This was followed by a leaflet posted through the door (9%, 581). Online advertising was the source for 5% (315) of respondents and leaflet from a TfL representative 4% (264).

Nearly 1/4 of respondents heard about the consultation through some other source, particularly traditional media sources such as TV, newspapers, and radio (7%, 446). 5% (294) heard about the consultation through social media and 4% (280) by word of mouth. Other sources included TfL website, cycling blogs and groups, and other websites.



3.3 Comments on the consultation process and materials

1,479 respondents answered the question asking for any comments on the consultation process (for example, printed materials, website, events, etc). 908 (61%) of these respondents left irrelevant comments (“no”, “no comment”, “N/A” or were unrelated to the question). A further 152 respondents commented on the consultation process when answering the question relating to the overall proposals. Their comments are included in the analysis below)

The main themes arising included:

- General praise for the material and website/leaflet content and design of consultation (301 respondents, 20%)
- Suggestions that the consultation should have been better publicised (214 respondents, 14% - plus a further 3 respondents in the question about the overall proposals), including in local papers, more events, emails and along the proposed cycle routes.
- Feedback that the consultation was too time-consuming or had a poor structure and design which made it difficult to complete (166 respondents, 11% - plus a further 7 respondents in the question about the overall proposals)
- Suggestions that additional information should have been provided, such as greater impact on journey times, impact on local residents, and visualisations (71 respondents, 5% - plus a further 88 respondents to the question about the overall proposals). These comments are summarised more fully in Appendix A (page 75).
- Feedback that certain parts of the consultation were unclear, in particular the details of some maps and images (45 respondents, 3% - plus a further 4 respondents in the question about the overall proposals)
- Questioning if the consultation responses would be taken into account or expressing concern that the decision to construct the East-West route has already been made regardless of the consultation outcome (38 respondents, 3% - plus a further 16 respondents in the question about the overall proposals)
- Concern that computer-generated visualisations and/or data accompanying the consultation were misleading or biased in favour of cycling (24 respondents, 1% - plus a further 32 respondents to the question about the overall proposals).
- Concern that not enough time was provided for the consultation or that the project is being ‘rushed’ (12 respondents, 1% - plus a further 10 respondents in the question about the overall proposals. This included Canary Wharf Group, London Chamber of Commerce and Industry, Freight Transport Association, Motorcycle Action Group, CBI, Federation of Small Businesses, SEBRA)
- Concern that traffic modelling information was not published at the start of consultation (7 respondents, <1%, including London Chamber of Commerce and Industry, LTCOA, Canary Wharf Group)
- Other on-topic feedback and suggestions (86 respondents, 6%)

- Canary Wharf Group expressed concern that consultation appeared to be focused on the route alignment at the expense of areas potentially impacted by increased journey times and congestion

3.4 Overview of overall comments

3.4.1.1 General comments

This is a very brief overview of some of the main issues raised in consultation. Please see [Appendix A1](#) for a more detailed summary of responses to the overall proposals and [Appendix A2](#) for a more detailed summary of responses for individual sections of route.

Support/positive comments

Of the 8,847 direct respondents to the consultation, 3,362 respondents (38%) offered positive comments.

- 1,169 respondents (19%) felt the upgrades would improve safety for cyclists
- 898 respondents (10%) provided generic positive/supportive comments (e.g. “Excellent”)
- 588 respondents (7%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)
- 231 respondents (3%) felt the scheme would improve London as a city

Impact on traffic and congestion

Concern at traffic impacts: 989 respondents (11%) expressed concern about the scheme’s impact on non-cyclist traffic; in particular, 639 respondents (7%) were concerned that congestion, delays, and journey times would worsen both through the scheme and across a wider area. Other areas of concern included:

- General impact of proposed traffic restrictions (see response to specific locations in the relevant section)
- Perceived lack of detail in traffic modelling data

Suggestions scheme would improve congestion: 143 respondents (2%) felt congestion/delays/journey times could be improved as a result of the proposals removing cycling traffic from the main road and encouraging users of other modes to take up cycling.

Acceptable consequence: 57 respondents (<1%) said some traffic impact would be an acceptable consequence of making necessary changes to improve cycling safety and encourage new cyclists. This sentiment was also expressed in nearly 2,000 of campaign email submissions received via the London Cycling Campaign website.

Impact on health and wellbeing

361 respondents (4%) suggested that the scheme would positively impact the fitness of the population as an uptake in cycling would reduce health-related issues.

Impact on environment/air quality

290 respondents (3%) felt the scheme would improve the environment in central London, largely by reducing the number of people travelling by motor vehicle. 206 respondents (2%) expressed concern that the scheme could result in more pollution, largely as a result of slower moving, congested motor vehicles.

Impact on business/economy/tourism

- 285 respondents (3%) were concerned that implementing the scheme would have an adverse effect on London's businesses and economy, mainly due to the impact of congestion.
- 222 respondents (2%) considered that the Superhighway would have a positive effect on the economy/business for attracting employees and allowing cyclists to reach work safely.
- 59 respondents (1%), including coach operators/associations, felt tourism in particular would be heavily impacted, largely due to changes to coach parking and the lane reduction along the Embankment
- 52 respondents (1%) felt the scheme would improve London for tourists by upgrading the public realm and making cycling safer.

Concerns about cyclist behaviour

259 respondents (3%) expressed concern about cyclist behaviour, such as riding through red lights and crossings, riding on pavements, or making dangerous manoeuvres.

Cost/funding of scheme

233 respondents (3%) questioned how the scheme would be paid for or expressed concern about the amount of money being spent on the scheme. 158 respondents (2%) expressed frustration over the perception that cyclists are not financially contributing to these upgrades/do not pay to use the roads or frustration about paying 'road tax'/vehicle excise duty which is (in some cases) perceived to fund cycling schemes and road infrastructure.

Implementation of scheme

211 respondents (2%) commented on implementation timescales. 186 (2%) requested that East-West route is built 'as soon as possible'. Other feedback included:

- Concerns that/request to ensure the route is constructed with consideration of other infrastructure schemes, such as the Thames Tideway project or other cycling projects
- Concern that the scheme is being rushed through
- Request to construct a temporary, removable track for a trial period before full construction (6, <1% incl. Canary Wharf Group)
- Request to construct the route in phases (3, <1% incl. London TravelWatch, Federation of Small Businesses, Canary Wharf Group)

Alternative route alignments

104 respondents (1%) gave suggestions for alternative preferred route alignments for sections of the East-West Cycle Superhighway. These included

- Alternatives to City of London and Embankment: Suggestions included Fleet Street/Ludgate Hill, South Bank, and the south side of the Embankment.
- Alternatives to Parliament Square: 14 respondents (<1%) commented on alternatives for the route east of and around Parliament Square, including The Strand (7) and The Mall/Trafalgar Square (7 incl. City of Westminster, who suggested using this route via Northumberland Avenue).
- Alternatives to Lancaster Gate and the Westway: 35 respondents (<1%) suggested alternatives to the westernmost end of the East-West route, including Bayswater Road/Holland Park Avenue and Uxbridge Road
- Tunnels, elevated cycle tracks, or suspended cycle tracks (24)
- Unspecified quiet roads/back roads rather than main thoroughfares (14)

Requests for further assessment/more information: 88 respondents (1%) requested additional data or assessment relating to the impact of the East-West route. This included traffic modelling data, cost-benefit analysis, assessments of the effects on the environment and economy and safety assessments

Mandatory use of track: 19 respondents (<1%) commented on mandatory use of the cycle track once in place. 14 respondents favoured restricting cyclists to the track and five expressed concern about whether cyclists may be forced to use the track.

3.4.1.2 Impact on provision for specific modes

Pedestrians

- 307 respondents (3%) commented on pedestrian impacts. 207 respondents (2%) expressed concern that the scheme would have a negative impact on pedestrians, such as by creating longer waiting times at crossings; putting pedestrians into

conflict with cyclists at crossings and bus stop bypasses; exposing pedestrians to poor cyclist behaviour; and reducing footway space in some areas

- 100 respondents (1%) felt the scheme would benefit pedestrians, such as by providing more crossings, removing conflict with cyclists on pavements by providing safe segregated cycling spaces, and offering more footway space for pedestrians in some areas.
- Living Streets supported measures to improve pedestrian experience, such as new crossings, but were concerned about increases to pedestrian wait times at crossings, conflict at bus stop bypasses, and ensuring preservation of pedestrian enjoyment of the Royal Parks.

Buses

160 respondents (2%) discussed the scheme's impact on London buses. 135 respondents (1%) expressed concern about changes that would bring about increased journey times for bus passengers or reductions to the efficiency of bus services. This included three bus operators, City of Westminster, Royal Borough of Kensington & Chelsea, PRACT, CILT, RAC, and London TravelWatch. Concerns were also expressed about the use of bus stop bypasses

Taxis and private hire

146 respondents (1%) commented on impacts to taxi services. Of these, 132 (1%) expressed concern about negative impacts and delays to taxis and private hire vehicles through the loss of traffic lanes, loss of pick up/set down areas, and banned turns throughout the scheme. This included LTDA, LCRC, RMT Taxi Branch, London Cab Drivers Club, GMB, and numerous taxi drivers. Concern was also expressed about potential difficulties using wheelchair ramps.

Freight and deliveries

138 respondents (1%), including business and freight groups, discussed the scheme in relation to freight and delivery vehicles, with 94 (1%) concerned about the impact on delivery times/logistics as a result of the scheme. Issues raised included:

- Loss of loading bays and kerbside access making deliveries more difficult
- Longer journey times would mean freight operators would need to use more vehicles, which would increase costs, congestion and emissions.
- Suggestions for limiting freight movements at the busiest times

Coaches

79 respondents (1%) discussed the possible impact of the scheme on coach services, including commuter and tourist coaches. 44 respondents (<1%) opposed changes that would result in negative impacts to coach services, particularly in terms of journey times

and tourism. 29 respondents (<1%) opposed changes, especially reductions, to coach parking.

Accessibility

49 respondents (<1%) commented on the potential impact on disabled road users. 41 expressed concern that the scheme was either unfair in that it excluded some disabled people, or impacted them through longer journeys, loss of parking, difficulties using taxis/coaches or put them at risk of conflict with cyclists.

Emergency services

27 respondents (<1%) expressed concern that road layout changes would restrict movement of emergency service vehicles, including London Ambulance Service, Metropolitan Police, and Canary Wharf Group.

Powered two wheelers

35 respondents (<1%) commented on the scheme in relation to motorcycles/mopeds. The main concerns were:

- Loss of carriageway space and lane width
- A sense that impact on p2ws had not been considered
- Loss of parking

3.4.1.3 Design feedback

Segregation

523 respondents (6%) commented on the use of kerb/full segregation for the track

- 462 of these (5%) were supportive of segregation, often for safety reasons
- 53 respondents (<1%) expressed concerns about using full segregation. Recurring reasons for this included difficulties for kerb access for delivery and emergency vehicles, conflict between cyclists moving at different speeds and inability for faster cyclists to filter between the track and the main road, and preference for integration of road users.
- Some suggested lighter forms of segregation which would provide more flexibility

Width of track

146 respondents (1%) provided feedback on the width of the cycle track throughout the scheme:

- Requests to design the track 'as wide as possible'/to a minimum of four metres and/or concern about some sections of the track which narrow below this width (103, 1%)

- Request for angled/sloped kerbs along the track to maximise the useable width of the track (32, <1%)
- Concern that the proposed width would not be sufficient for the number of cyclists using the track (28, <1%)
- Positive feedback about track width (15, <1%)

Junction design

115 respondents (1%) used this section to comment generally on various aspects of junction design throughout the scheme. This included:

- Support or requests for safer junctions, particularly to continue segregation throughout junctions (34)
- Requests specifically for 'junctions that design out the possibility of cyclists being hit by turning motor traffic' (15)
- Appreciation of junction designs (11)
- General concern about cycle early-starts (9)

Two-way cycling

58 respondents (1%) commented on the use of two-way tracks throughout most of the route:

- 42 respondents (<1%) expressed concern about two-way tracks, largely due to difficulties exiting/entering the track at junctions, conflicts with motor vehicles at junctions, potential for collisions with oncoming/overtaking cyclists, and difficulties for pedestrians to cross the track
- Five respondents (<1%) were favourable towards the general principle of two-way tracks

Surfacing

27 respondents (<1%) commented on surfacing of the cycle track. Comments included requests for coloured/non-coloured/non-slip/smooth surfacing.

Pedestrian crossings

- 24 respondents (<1%) commented generally on the design of pedestrian crossings throughout the scheme, including requests for fewer signalised crossings across the cycle track or more 'straight-across' crossings.
- More respondents discussed the design of crossings in specific locations on the route. These comments are summarised in the relevant section.

Bus/coach stop bypasses

45 respondents (<1%) discussed the general use of bus and coach stop bypasses when commenting on the overall proposals. A summary of comments relating to their use at specific locations can be found in the relevant sections.

- 38 respondents expressed concern about using bypasses, particularly due to potential conflicts between pedestrians and cyclists at the bypasses, especially for visually or mobility impaired pedestrians.
- Seven respondents appreciated the bypass facilities, including Cycling Embassy of GB, LB Newham, and London Cycling Campaign.

Drainage and maintenance

19 respondents noted the importance of drainage and maintenance of the track.

3.4.2 Comments on individual sections of route

A detailed summary of comments relating to individual sections of route is available in [Appendix A2](#). Some of the main issues raised were:

Recurring issues raised across all sections

- General support
- Concern at traffic impact
- Concern at cyclist behaviour
- Concern at economic and environmental impacts

Sections 1 – 2 (Tower Hill / Byward Street / Lower Thames Street)

- Concern at proposal to restrict Shorter Street to buses and cyclists due to lack of alternative options and potential for congestion on other local roads
- Cyclist access to route, especially from the south over Tower Bridge
- Access to Trinity Square: objections to proposed banned turns and concern for local and business access and extra traffic on smaller local roads
- Banned turn at Fish Street Hill due to restricted access to London Bridge and potential for congestion on other routes

Sections 3-4 (Lower and Upper Thames Street, Castle Baynard Street)

- Southwark Bridge access: Concern for cycle early-start arrangements and requests for alternatives
- Concern about use of Castle Baynard Street – mainly due to potential for interaction with traffic

Sections 5-11 (Victoria Embankment)

- Blackfriars Junction: concern at number of signals and complexity of junction
- Kerbside access: concern at reductions in loading, coach facilities, car/bus/motorcycle parking
- Pedestrian crossings: requests from cyclists for fewer signalised crossings, requests for straight-across crossings
- Concern at banned turns to and from Westminster Bridge due to longer journeys and likely increase in traffic using Parliament Square

Section 12 (Parliament Square / Great George Street)

- Support for Parliament Square cycle gyratory but concerns regarding access and requests for provision on St Margaret Street
- Pedestrians – support for new crossings but request more space
- General requests for a more transformative scheme, including gyratory removal
- Concern at traffic restrictions at Horse Guards Road and Storey's Gate due to impact on journey times and local congestion

Section 14 (Hyde Park Corner)

- Concern at shared space and potential for cycle / pedestrian conflict
- Requests for traffic light phasing to aid quicker cycle and pedestrian journeys
- Requests for alternative schemes

Section 15 (Hyde Park)

- Requests for alternative or additional routes, often due to perceived lack of directness
- Concern at cyclists behaviour and impact on pedestrians

Section 16 (Lancaster Gate)

- Concerns with both options for southbound cyclists, due to conflict with horses (Option 1), loss of parking (Option 2) or lack of directness for cyclists (both); suggestions for alternative routes and designs
- Concern at traffic impacts

Section 17 (Westbourne Terrace)

- Concern at junction arrangements and need for cyclists to mix with traffic
- Concern at traffic impacts, including on nearby roads

Section 18 (Westway)

- Concern about the cycling environment (wind, weather, air, noise)
- Lack of access on and off the route
- Suggestions for alternatives, including Bayswater Road, Uxbridge Road

3.5 Stakeholder responses

The responses included submissions from 341 stakeholder groups and individual businesses and employers, representing a broad range of interests. These included local authorities, road user groups (bus, coach, cycle, freight, motor, motorcycle, taxi), business groups and individual businesses, emergency services, healthcare providers, universities and colleges, property developers, venues, and a wide range of other organisations and employers across London and beyond. Of these responses from stakeholders and businesses, 65% indicated full support for the proposals. 7% indicated partial support and 20% indicated opposition to the proposals.

This section is a brief summary of some of the main issues raised by stakeholder groups in different sectors. A summary of responses by each individual stakeholder or organisation is available in [Appendix B](#).

3.5.1 Overview of key stakeholder issues

General support: Exciting proposals; will encourage more cycling; improve health; address safety concerns; improve London as a place to live and work

From: cycling groups, some businesses, Living Streets, GLA, Jim Fitzpatrick MP, universities and colleges, healthcare providers,

Traffic impact: Concern at reallocation of road space and banned turns and their impact on journey times, congestion, local access, surrounding roads, east/outer London. Related concerns regarding potential knock-on impacts on:

- Network resilience
- Freight, business and the wider economy
- Environment
- Bus, coach and taxi passengers

From: boroughs, police, business groups, freight, coaches, buses, taxis, motoring, taxis, John Biggs AM, others

Request more information prior to decision: Including wider and more detailed traffic information, analysis of economic and environmental impacts, demand analysis, cost-benefit analysis

From: boroughs, business groups, freight, bus, coach, taxi groups and operators, RAC, CiLT, Jim Fitzpatrick MP, others

Loading: Reduction in provision; issues with loading across track; issues with side-loading; request longer loading times; extra costs incurred and vehicles needed; knock-on impact on traffic, environment, economy

From: business and freight groups, freight operators, some frontagers

Coach parking and stopping: Reduction in provision; increased costs and fares; impact on tourism; access to specific locations

From: coach and tourism operators and groups

Taxi pick up and set down: Passenger/cycle conflict; reduction in opportunity to hail and alights taxis; use of wheelchair ramp

From: business, taxis

Bus/coach stop bypasses: potential for cycle/pedestrian conflict

From: London TravelWatch, coach, bus, pedestrian, accessibility groups

Pedestrian crossings: concern at crossing times, staggered crossings

From: City of London, London TravelWatch pedestrian, accessibility

Alternative suggestions: Semi-segregation, routes on quieter roads, retention of four traffic lanes, redesign including changes to kerbs and footway provision to increase traffic capacity

From: business groups, freight

Request for staged implementation of schemes: to better understand impacts

From: London TravelWatch, some business and freight groups

Request for rapid implementation: to deliver safety benefits as soon as possible

From: cycling groups, GLA

3.5.2 Responses from boroughs and The Royal Parks

City of London Corporation: Supports principle of the Cycle Superhighways, but has reservations about current proposals and submitted 13 specific requests, including:

- No increased pedestrian wait times; no cycle times over 88 seconds (including existing)
- Access maintained at Trinity Square, Shorter Street and Fish Street Hill
- Straight pedestrian crossings at Ludgate Circus; new crossing at Puddle Dock
- Resilient road network; no extra traffic on City streets
- TfL agree measures with City before implementation

The City's response can be read [here](#) (see Annex 2, page 31).

City of Westminster: Supports in principle but has various concerns and suggestions, including:

- Impact of traffic capacity reduction and increased journey times at various locations, including Parliament Square and Lancaster Gate; concerns re modelling data
- Impact of proposed traffic restrictions at Savoy Hill, Westminster Bridge, Horse Guards Road, Storey's Gate on surrounding roads and road users
- Route alignment and design through Parliament Square; suggests alternative route via Northumberland Avenue and Trafalgar Square
- Public realm impacts
- Design comments, including cycle track widths, junction arrangements
- Local design comments, including for the Victoria Embankment, Parliament Square, Hyde Park Corner, Lancaster Gate and Westbourne Terrace areas
- Requested further information relating to traffic, pedestrians, road safety and the environment

The full response is available [here](#).

London Borough of Enfield: No detailed comments on the proposal, but is supportive of schemes that help improve safety and encourage more people to cycle.

London Borough of Havering: Request extension to CS3 to serve Havering

London Borough of Hillingdon: Questioned why route doesn't continue to Hillingdon

London Borough of Newham: Comments the proposal improves the safety, directness, coherence, comfort, and attractiveness of cycling between central London and Newham and could reduce crowding on public transport. Notes the design connects well with CS3 (which it recommends is upgraded). Submitted various design comments and suggestions.

London Borough of Tower Hamlets: Supports proposals in principle but concerned at traffic impacts, the potential effects on journey times, the local and wider road network, road safety, communities east of Tower Hill. Also concerned at impact of traffic restrictions at Shorter Street and Tower Hill and at footway reduction and potential for cycle/pedestrian conflict at Tower Hill. Requests and suggestions include:

- A more strategic approach to reducing traffic demand in order to mitigate traffic impacts, including 'gating' traffic outside inner London
- The remaining lane on Shorter Street is opened to general traffic rather than just buses
- Enhanced pedestrian and cycle crossing facilities along The Highway
- Improvements to CS3 along Cable Street; rerouting CS3 away from St James Gardens and Horseferry Road
- Traffic management to restrict the potential for rat-running through Wapping and Cable Street
- Additional road safety education training support

Royal Borough of Kensington & Chelsea: Noted ambition and potentially transformative nature of proposals, but concerned at:

- Potential impact on journey times, congestion on roads not on the route (including bus corridors on High Street Kensington and Bayswater Road as well as quieter residential roads)
- Future opportunities to improve pedestrian movement may be affected
- Modal shift unlikely to alleviate congestion
- Westway section should consider connectivity with streets below

It requested a detailed plan of mitigation measures before it could offer its support.

The Royal Parks: Listed detailed requirements, including:

- Superhighway routes must be entirely road based as they pass through Hyde Park.
- Consider de-designation of certain existing Hyde Park cycle routes
- Designs need approval from key stakeholders including emergency services, Army and Royal Parks Friends groups
- TfL will fully fund the costs of removal and return of segregation removal in perpetuity
- Require safety audits, feasibility studies and impact studies on pedestrians (inc. crossing times) environment and wildlife
- Support Constitution Hill proposals “in principle” but need clarity on route through St James’s Park (for which they support use of existing cycle route along the Mall North Horseride/Admiralty Arch/Horse Guards Road)

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.3 Responses from emergency services

Metropolitan Police Service: overall support for proposals, recognising “significant” safety improvements for cyclists. However, raise various detailed concerns and requests, including:

Longer journey times – impact on movement of staff and emergency response

Reduction in carriageway space – potentially meaning more chance of road closures for special escorts or investigations; implications for abnormal loads; less resilience and flexibility

Removable infrastructure requiring extra police time for road closures

Junctions – concern at potential for conflict at unsignalised ‘priority’ junctions; relocated infrastructure to affect sightlines at other junctions; conflict at two stage right-turns

Faster cyclists conflicting with slower cyclists or surprising motorists by using traffic lanes

Bus stop bypasses – concern at risk of pedestrian/cycle conflict and that not tested at busier stops

Pedestrian crossings – request more formal crossings across cycle tracks, raised tables at loading/parking bays; guard rail and bigger islands at some locations

Coach Parking – general concern re left-hand drive coaches and pedestrians crossing track

Banned turns – displaced traffic and potential non-compliance

Site-specific concerns at Tower Hill area, Westbourne Terrace. Also request signal stage which could be activated to permit left turn onto Westminster Bridge when Parliament Sq closed

City of London Police: supportive due to pedestrian and cycle safety improvements

London Fire Brigade: supports measures that will provide for safer cycling conditions on the road for its staff and drivers but has several requests:

- Detailed modelling relating to the scheme’s impact and any associated mitigation – for construction and final scheme
- Construction programme and mitigation arrangements (inc. lessons from ORN)
- TMOs and other regulations do not impact the brigade’s core service delivery
- Education and enforcement to ensure emergency access to all sites and properties affected by the scheme during construction and for the final solution

London Ambulance Service: request:

- Consideration of how the reduction in available road widths would affect ambulances from reaching destinations
- Single lane carriageways are free of dividing obstacles to segregate the opposing traffic flows (CS2 was cited)
- Ambulances facilitated through or around any works during the construction

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.4 Responses from cycling groups

London Cycling Campaign (LCC): Detailed supportive response. Requests include:

- Connectivity to other routes particularly at Tower Hill and Bayswater Road)
- Wider cycle tracks in places
- ‘Hold the left’ protected turns replace ‘early-start’ junctions
- Direct pedestrian crossings; zebra crossings on cycle track

You can also read the full LCC response [here](#)

LCC website campaign: attracted 5,650 template supportive responses

Sustrans: strong support, with some detailed technical suggestions for improvements to the design. Also organised supportive letter co-signed by major architects

CTC: strongly supportive of EW route. Some reservations with two-way track on NS

Wheels for Wellbeing: strong support. Request track useable by non-standard bikes

Others: local LCC groups, Cambridge and Nottingham campaign groups, others

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.5 Responses from businesses and property developers

Inc. CBI, London Chamber of Commerce and Industry, London First, Federation of Small Businesses, Canary Wharf Group

All the main business groups who responded expressed concerns. Common themes included:

Request for more evidence and data prior to a decision being taken: including:

- Cost-benefit and demand analysis, environmental and economic impact assessments
- Forecast changes in traffic flow around the routes and across London rather than generalised or averaged effects on the routes themselves

Traffic impact: object to longer journey times on already-congested strategic roads, including impact of banned turns and 'gating' traffic in outer London

Kerbside changes: concern at loading across cycle lanes, reduction in parking and loading

Economic impact: traffic and kerbside impacts reduce London's attractiveness to investors

Alternative suggestions for peak-only cycle lanes, semi-segregation, alternative routes, redesign including changes to kerbs and footway provision to increase traffic capacity

Timing: concern at short duration of consultation and timetable for implementation

Canary Wharf Group: Submitted a highly detailed response expressing the above concerns as well as further concerns which included: the consultation process; co-ordination with other Mayoral and Government policies; impact on emergency services; impact on pedestrians; and safety on roads not on the route.

Northbank BID: Support route, saying it would improve identity and pedestrian experience of Embankment. However, request traffic concerns are addressed (esp. around the Strand).

CyclingWorks: [campaign website](#) encouraged employers to support the proposals and provided template email responses. 147 responses referred to CyclingWorks, with 124 of

these clearly based on the template emails. Respondents included RBS, Deloitte, Argent LLP, Orange, Ipsos MORI, DLA Piper, Knight Frank, Financial Times, Coca-Cola.

The key points were:

- A growing number of employees/customers cycle; more would start if they felt safer
- We value their safety and we want to promote active lifestyles
- Evidence that more cycling increases spending in local business and less pollution
- Proposals will help us attract and retain employees
- Please ensure the plans are delivered without delay

Other supportive businesses included: Microsoft, PwC, Royal Opera House, Lend Lease
Other objecting businesses included: Aveva, The O2, London City Airport, Land Securities

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.6 Responses from freight groups and operators

Including Freight Transport Association, Road Haulage Association, AICES, brewery trade, Express Networks Forum, Federation of Small Businesses, DHS, UPS, John Lewis

Longer journey times: impact on costs, time-sensitive deliveries, working time regulations

Kerbside access: many deliveries need to take place adjacent to place of receipt, some due to unavoidable health and safety reasons (e.g. beer deliveries)

Potential for conflict between cyclists and delivery staff crossing track

Side-loading: segregating island not wide enough for this delivery method

Reduction in loading bays and single red lines limits options and increases risks for deliveries and servicing

Loading times: Federation of Small Businesses and Road Haulage Association request delivery times increased from 20 minutes

Shared loading bays: opposition to prospect of dual-use disabled parking and loading bays

Scheme information and timing: FTA and FSB request more time to consider impact of this alongside other schemes. Other requests for more information on traffic, environmental and operational impacts

Royal Mail: welcomes proposals; some site-specific concerns; further engagement planned

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.7 Responses from coach and tourism groups

Including Confederation of Passenger Transport, London Tourist Coach Operators Association, Ukinbound, London TravelWatch, Association of Professional Tourist Guides, individual operators

Traffic impact: of reduced road space, banned turns, gating. Request more info on impacts on surrounding routes

Longer journey times: impact on passengers, tourism and economy, coach fares, operational costs, environment

Coach parking: alternatives need to be finalised before scheme decision; request for dual-use coach/loading bays

Impact on tourism: of longer journey times and reduction in coach parking

Bus/coach stop bypasses: concern at potential for pedestrian/cycle conflict

Access to specific venues: e.g. Savoy, Somerset House, Mermaid Centre

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.8 Responses from bus operators and passenger groups

Including Go Ahead, Stagecoach, Tower Transit, London TravelWatch

Traffic impact: concerned that longer bus journey times would disadvantage large numbers of passengers and make bus travel less attractive. Also concerned that longer journey times would require more vehicles and result in extra costs to TfL and environmental impacts.

London TravelWatch: noted exciting nature of proposals but concerned at potential bus journey time impacts and pedestrian conflict at bus stop bypasses. Suggest staged introduction of CS2U, EW and NS routes

Go-Ahead: submitted a detailed response which also raised concerns about modelling, construction phasing, bus stop bypasses

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.9 Responses from taxi operators and unions

Including LTDA, Unite, LCDC, RMT, GMB, Mountview House Group, Dial-a-Cab

Responses vary, but all objected. Common themes included:

Traffic: concerned that banned turns and reduction in lanes would mean longer journeys and higher fares. LTDA said TfL's figures show a growth in bus, freight and taxi traffic in next 20 years and that no case has been made to reallocate space

Boarding/alighting taxis: concerned passenger safety could be compromised by crossing cycle track. Concern at potential issues using wheelchair ramps (LTDA request safety audit)

Environment: suggest traffic impacts will increase air and noise pollution (LTDA request environmental assessment)

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.10 Responses from motoring groups

Including the AA, RAC, RAC Foundation, Alliance of British Drivers

AA: understands need for segregated cycle routes but concerned at increased journey times and suggests proposals should be progressed in conjunction with extra road capacity (e.g. tunnelling)

RAC: request more detailed information on benefits, disbenefits and other impacts. Noted that impacts on other road users appear substantial and that appraisal of other major TfL schemes was normally based on more detailed information. Also suggested that a reduction in general traffic capacity caused by other schemes in last 18 years means limited scope for further reduction, and that private car use is already at an irreducible minimum.

Alliance of British Drivers: Opposed due to traffic impact and lack of supporting information

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.11 Responses from motorcycling groups

British Motorcyclists Federation, Motorcycle Action Group

Impact on Powered Two-Wheelers (P2Ws): both groups request assessment of the scheme's impact on powered 2-wheelers and assurance that appropriate lane widths would be provided.

British Motorcyclists Federation: requested reassurance that a 20mph speed limit would not be introduced.

Motorcycle Action Group's other concerns include the general impact on traffic and coaches, the perceived short timescales for consultation and delivery, and lack of consideration of links between cycling and prostate cancer.

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.12 Responses from pedestrian and accessibility groups

Including Living Streets, Guide Dogs, Wheels for Wellbeing, Age UK, Thomas Pocklington Trust, Disabled Motoring UK

Bus stop bypasses: concerned about potential for pedestrian/cycle conflict; stress need for sufficiently wide islands, pedestrian priority and measures to slow cyclists.

Non-standard bikes: track should be useable by trikes, handcycles etc.

Living Streets: supportive, but requests shorter pedestrian wait times, straight crossings in key locations, redesign Parliament Sq, work with access groups on bus stop bypasses.

Guide Dogs: additional comments include opposition to shared space and requests for more tactile paving.

Disabled Motoring UK: concerned re journey times, loss of parking.

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.13 Responses from groups covering multiple road users

London TravelWatch: noted exciting nature of proposals, but concerned at potential bus impacts and bus stop bypasses. Suggest staged introduction of CS2U, EW and NS routes.

Chartered Institute of Logistics and Transport: reservations over traffic impacts and request a full cost/benefit analysis is published for comment before a decision is taken.

Chartered Institution of Highways and Transportation: generally supportive

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.14 Responses from politicians

Jim Fitzpatrick MP: supports proposals but requests publication of assessments of the environmental and economic impact (especially for Wapping)

GLA Transport Committee: strong support for reallocation of road space to cycling. Requests for proposals to not be watered down and to be delivered quickly.

GLA Liberal Democrats: strong support for reallocation of road space. Noted pedestrian benefits and suggested some objections may be over-stated.

John Biggs AM: strong support but some concerns – particularly impact on traffic in East London

Others: Deputy Catherine McGuinness (City) – partial; Cllr Dave Chesterton (LBTH) – supports; Cllr Tony Owen (Bromley) - objects

Please see [Appendix B](#) for a more detailed summary of each response.

3.5.15 Responses from others

Heritage groups:

ICOMOS UK requested no adverse impact on the Westminster World Heritage Site, expressing concern at the potential for additional kerbs, road markings, traffic signals and signage, as well as for conflict between cyclists and other visitors.

Venues and trip attractors:

Supporters include St Paul's Cathedral, Royal Opera House, Shakespeare's Globe, British Library

Objections include the Historic Royal Palaces (unless requests for wider footways and a new pedestrian crossing outside Tower of London can be met. Other objections include the O2, London City Airport, QEII Conference Centre, Lancaster London Hotel, HQS Wellington

Universities and colleges: Support from at least 11 institutions, including:

- University College London
- London Metropolitan University
- London School of Economics & Political Science

- Queen Mary University London
- University of Westminster
- London School of Hygiene & Tropical Medicine
- Students Union University of the Arts London

Healthcare providers and professionals: Support from 10 bodies, including NHS England, Imperial College Healthcare NHS Trust, St. George's Healthcare NHS Trust, King's College Hospital NHS Foundation Trust, Royal College of Nursing London

Utilities: Thames Water supportive of EW and NS alignments but with some concerns regarding overlapping construction dates, highway interfaces at the Thames Tideway construction sites on Victoria Embankment and the effects on highway capacity. Committed to continuing to work with TfL to co-ordinate arrangements.

Developers and housing providers:

Support from Argent LLP, Lend Lease, Peabody

Concerns from Canary Wharf Group, Land Securities, JLL

Local interest groups:

Trinity Square banned turn: concern from Hilton Hotel, Pepys St RTM Company

Storey's Gate banned turn: concern from QEII Conference Centre

Royal Parks Foundation: concerned Hyde Park proposals impact on their Half Marathon

PRACT: Detailed concerns re proposals north of Hyde Park, including:

- Traffic impacts: request more information
- Westway/Westbourne Terrace: request no changes to Westbourne Terrace until Westway plans confirmed
- Cyclist/Horse conflict at Lancaster Gate: also an issue for Hyde Park Stables, Hyde Park Riding for the Disabled Group, British Horse Society, others

Access to cycle route from Middle Temple: request for crossing by Honourable Society of the Middle Temple

General objections from Marylebone Society, North-East Westbourne Residents Association (NEWT), West London Residents Association

General support from Paddington Waterways & Maida Vale Society

Professional bodies (non-transport)

Support from Chartered Institution of Water and Environmental Management

Consultants:

Support or partial support from GVA, John Forbes Consulting LLP, Publica Associates

Please see [Appendix B](#) for a more detailed summary of each response.

3.6 Campaigns and petitions

3.6.1 Template emails received from London Cycling Campaign website

The London Cycling Campaign (LCC) provided a template email on its website supporting the North-South and East-West Cycle Superhighways proposals. Visitors to the site were able to send the edit the template to include their own comments or send it unmodified. They were also asked to include their email address and postcode.

After the removal of 330 duplicates and 2 spam emails, we received 5,981 responses. We then removed a further 331 responses from people who had already responded directly to TfL. This left 5,650 responses, of which 5,647 were supportive.

The LCC template email offered broad support for the proposals, while requesting additional provision for cyclists in some areas. The main points raised were:

- Tens of thousands of Londoners want to use their bikes to get around, yet many won't do so as they find streets too dangerous to cycle
- Support for wide, segregated cycle tracks on roads with high volume or speeds of motor traffic, and the reallocation of road space to enable this
- Support for junctions that design out the possibility of cyclists being hit by turning motor traffic
- Support for routes that are direct and convenient

Approximately two weeks into the consultation, the template email changed to include a further paragraph which stated:

- I am aware that TfL has modelled the impact of the proposals on motor traffic, and understand that there will be traffic delays to some in the short term. However, making cycling through central London safe will bring immense long term benefits – including reduced congestion, improved air quality, and a healthier workforce.

The full text of the latter email with the paragraph above is shown as [Appendix H](#).

Of the 5,650 emails, 5113 (90%) consisted of the unchanged template email text. The remaining 537 (10%) emails were altered and 376 (7%) contained significant changes or additions compared with the template email shown in Appendix x.

Additional issues raised in the altered emails included:

Support safety improvements

- Support the general safety improvements the scheme would mean for other cyclists/road users: 211(56%)

Encouraging cycling

- I currently cycle: 125 (33%)
- Proposals would encourage more cyclists and cycle journeys, either self or others: 46 (12%)
- Proposals are relevant for visitors to London: 23 (6%)
- Could encourage cycling to be more inclusive/diverse: 16 (4%)
- Lapsed cyclist or won't cycle currently: 14 (4%)
- A family member has stopped cycling: 3 (1%)
- Forbidden a child from cycling or unwilling to see a child cycling: 3 (1%)

Impacts on other modes of transport and environment

- Will improve the air quality/the environment: 65 (17%)
- Traffic is bad/will reduce traffic/congestion: 34 (9%)
- Relieves pressure on other modes of transport/helps to 'keep London moving': 20 (5%)

Design and purpose

- Specific suggestion or request concerning the proposals or cycling in London in general (such as ideas about how junctions on the proposed route should be designed, and suggestions concerning road user education and rule enforcement): 68 (18%).
- Examples of good cycling facilities elsewhere (frequently cited examples include Copenhagen and Amsterdam): 32 (9%)
- Request to take account of feedback from other organisations and experienced cyclists (examples include Sustrans and Living Streets): 6 (2%)

Other personal benefits/advantages

- Cycling brings physical or unspecified health benefits: 58 (15%)
- Cycling brings miscellaneous benefits relating to mental health/quality of life: 24 (6%)
- Cycling is cost effective: 7 (2%)
- Cycling is quick: 7 (2%)

Other overall benefits

- Good for business/economy: 16 (4%)
- Chance for London to be a leader/set an example for others to follow: 12 (3%)
- Reduces burden on NHS: 7 (2%)
- Good for pedestrians: 4 (1%)

Other comments

- Comments about cycling policy/state of affairs (includes beliefs that facilities aren't what they should be due to prioritisation of other forms of transport, and desires that policy will allow more improvements in the future) : 44 (12%)
- A request to implement similar schemes/cycling improvements elsewhere: 16 (4%)
- Other evidence or reasons given to support the proposals: 12 (3%)
- Other positive comment about the proposals: 12 (3%)
- A request to not delay the implementation of the proposal: 9 (2%)
- Blue paint cycle lanes with no segregation are inadequate: 5 (1%)
- Any downsides of the scheme are outweighed by the benefits: 4 (1%)
- Cost of scheme is modest: 4 (1%)

Opposition to proposals

Three respondents used the template email as a basis to state overall opposition to the proposals. Reasons given included the perceived impact on other road users and the economy and the rationale of allocating money and space to cycling.

3.6.2 'CyclingWorks' campaign

The 'CyclingWorks' [campaign website](#) encouraged employers to support the proposals and provided suggested template email responses for general business, retail and healthcare. Copies of the template emails are shown in [Appendix I](#). The template suggested for respondents to include information about their business and how the proposals would help them.

The key points were:

- A growing number of employees/customers cycle; more would start if they felt safer
- We value their safety and we want to promote active lifestyles
- Evidence that more cycling increases spending in local business and less pollution
- Proposals will help us attract and retain employees
- Please ensure the plans are delivered without delay

147 responses referred to CyclingWorks, with 124 of these clearly based on the template emails. However, many of these provided additional information or used only part of the template or caveated their response in some way. An overview of the responses is shown in Section 3.5 of this report. Responses from individual organisations are summarised in Appendix B, along with other responses from stakeholder groups and organisations.

4. Conclusion and next steps

4.1 TfL's response to consultation

TfL received a total of 8,847 direct responses to the East-West Cycle Superhighway consultation. The majority of these supported the overall proposals, with 73% fully supporting and 5% partially supporting the scheme. 20% of direct respondents did not support the proposed scheme and 1% were not sure or had no opinion. We also received 5,650* emails submitted using a template on the London Cycling Campaign website, supporting both these proposals and those for the North-South Cycle Superhighway. With these, the overall full support rate is 84% (14,497 responses).

Having considered issues raised in consultation, TfL will recommend to its Board that the Tower Hill – Paddington section of the East-West Cycle Superhighway proceeds to construction, although with some changes to the proposals consulted on in September 2014. These changes retain the proposed kerb-segregated cycle track and cycle-separated junctions along the route, but reduce predicted delays to general traffic and the scheme's impact on other road users, including through the provision of two westbound traffic lanes between Tower Hill and Northumberland Avenue. The expected delays to many journeys are now reduced, with the previously-predicted 16 minutes delay on journeys from the Limehouse Link to Hyde Park Corner reduced to around 6 minutes.

Other changes include a more direct route for southbound cyclists under revised proposals at Lancaster Gate and more loading and disabled and motorcycle parking on Victoria Embankment compared to the previous proposals. Please see Chapter 4.2 for a summary and Chapter 4.6 for a more detailed description of the main changes to the proposals.

Some of these changes will be subject to further consultation which would start in February 2015, subject to approval by TfL Board. We would also consult for the first time on detailed proposals for the route in Hyde Park and St James's Park. Consultation on the Paddington – Acton section of the route is planned for late 2015. Proposals relating to roads not controlled by TfL will also be subject to formal approval from the relevant Highway Authority.

Our response to issues commonly raised in consultation can be found in [Appendix C](#) of this report.

** not including duplicate submissions or people who had already responded to the East-West Cycle Superhighway consultation directly to TfL*

4.2 Summary of design changes following consultation

Our planned changes are summarised below and described in more detail in Section 4.6.

They include:

- Changes to reduce the journey time impacts of the proposals for general traffic, whilst retaining the proposed kerb-segregated cycle track and cycle-separated junctions along the route. The changes include provision of two westbound traffic lanes between Tower Hill and Northumberland Avenue. Space would be created in various ways, including reductions in pavement, cycle track and traffic island widths and relocation of some kerbside activity
- Allowing the previously-proposed banned left turn from Lower Thames Street into Fish Street Hill
- Changes at Northumberland Avenue to improve traffic flow, including: New banned right turn from Northumberland Avenue onto Victoria Embankment; removal of a signalised pedestrian crossing; removal or relocation of a bus and coach set down and pick up stop on Victoria Embankment opposite Embankment Underground station (subject to further consultation)
- Provision of more loading, disabled and motorcycle parking on Victoria Embankment compared to original proposals
- Time allowed for loading on Victoria Embankment extended from 20 minutes to 40 minutes
- Red route operating hours on Victoria Embankment extended from 8am – 7pm Monday to Saturday to 7am – 7pm Monday to Sunday
- Removing the previously-proposed early start facility on Parliament Street
- New signalised junction at Horse Guards Road, allowing the lifting of some of the previously-proposed traffic restrictions at Horse Guards Road / Storey's Gate and the introduction of two new signalised pedestrian crossings. The northern section of Storey's Gate would become one-way southbound (Storey's Gate becomes entry only) in order to make the new junction design operate more efficiently (subject to further consultation)
- New design at Lancaster Gate with a more direct route for southbound cyclists (subject to further consultation)
- There will also be consultation on detailed proposals for St James's Park and Hyde Park, which did not form part of the last consultation. This would start on 9 February 2015, subject to TfL Board approval.

4.3 Construction of the East-West Cycle Superhighway between Paddington and Tower Hill

TfL Board will meet on 4 February 2015 to decide whether the East-West Cycle Superhighway should proceed to construction between Paddington and Tower Hill. There would be further consultation on new designs at Lancaster Gate, Hyde Park, St James's Park, Northumberland Avenue and local changes to kerbside arrangements. TfL will recommend for its Board to grant approval for TfL management to take the final decision on these sections of route following consultation.

Subject to approval by TfL Board and approvals by other Highway Authorities where required, we plan to start constructing some sections of the route in spring 2015, with completion planned for spring 2016. Works would be phased to minimise impact on the traffic network and would cater for pedestrians, cyclists and other road users as much as possible.

Construction would cause some disruption, although we would work to minimise the impact as much as possible. We would keep those customers and road users potentially impacted by the construction activity informed of our plans and progress, including writing to local residents and businesses before undertaking work in their area. We would also provide road traffic information to help them better plan their journeys and make informed choices about how, where and when they travel and help to reduce the possible impact to their journeys.

4.4 Proposals for the East-West Cycle Superhighway between Paddington and Acton

The second phase of the East-West Cycle Superhighway – to extend the route over the A40 Westway flyover – is planned for consultation in late 2015, subject to sufficient progress with designs for this complex structure. Our response to issues raised about this section of route in the September 2014 consultation can be found in Appendix C of this report.

4.5 Public consultation on proposals for the East-West Cycle Superhighway in Hyde Park and St James's Park

Subject to approval by TFL Board, consultation on detailed proposals for Hyde Park and St James's Park will begin from 9 February 2015. Please visit tfl.gov.uk/cycle-east-west for more information. Our response to issues raised about Hyde Park in the September 2014 consultation can be found in Appendix C of this report.

4.6 Changes to the proposals consulted on in September 2014

Section 1 (Tower Hill gyratory)

Following concerns raised in consultation we have made changes to the design of this section of the East-West Cycle Superhighway. These include:

Changes to the junction of Tower Hill/ Minories/ Shorter Street to provide two westbound traffic lanes:

In response to concerns about the traffic impact of the proposals, we have made changes to the design to retain two westbound traffic lanes from the Minories slip road and along Tower Hill to improve traffic flow. These, along with other design changes elsewhere on the route, retain the proposed kerb-segregated cycle track and cycle-separated junctions, but reduce the most significant delays to general traffic and the scheme's impact on other road users. The changes are:

- Removal of the previously-proposed footway widening on the Minories slip road
- Reduction of the footway on the south western corner at the bus/ coach stop by up to 1.7 metres. We will redesign the existing grassed area to ensure the existing footway width of 2.9 metres is maintained
- Reduction of the footway on the northern kerb at the bus/ coach stop bypass by up to 1.4 metres to provide two westbound traffic lanes and reduce the impact on journey times for general traffic. The new footway will be a minimum of 3 metres wide
- Changes to the proposed staggered pedestrian crossing alignment over Tower Hill. The pedestrian crossing will be simplified from the existing four crossing movements to three movements (as opposed to the two crossing movements originally proposed)

Other design changes include:

- New kerbed island within the Shorter Street/ Mansell Street/ Royal Mint Street junction to protect cyclists as vehicles enter Royal Mint Street
- Simpler 'straight across' pedestrian crossing at the western end of Shorter Street, allowing pedestrians to cross the cycle track and bus lane in one movement (the

previous proposals included a pedestrian island between the bus lane and cycle track)

- We are reviewing the layout at the exit of Shorter Street/ Minories to try to retain the tree on the north eastern corner
- We are investigating the use of blue or light grey surfacing and on-carriageway markings across Minories and Mansell Street. Light grey surfacing is also being considered at other locations where there is no segregation in order to clearly indicate the route for cyclists
- Other minor design changes

Please click [here](#) for a diagram showing the changes to Tower Hill

Apart from the above changes, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to roads not controlled by TfL will also be subject to formal approval from the relevant Highway Authority.

Section 2 (Lower Thames Street - Thames Street)

Following concerns raised in consultation we have made changes to the design of this section of the East-West Cycle Superhighway. These include:

Tower Hill

- We have reviewed the original footway reduction proposals at Tower Hill in order to provide as much footway space as possible. The minimum footway will increase from 2 metres to 2.4 metres
- We have widened the pedestrian crossing over Tower Hill at the junction with Trinity Square from 8 metres to 10 metres
- We also continue to consider stakeholder requests for an additional pedestrian crossing opposite the Tower of London
- Please click [here](#) for a diagram showing the changes to Tower Hill

Byward Street/ Great Tower Street/ Lower Thames Street

- We are investigating a trial removal of the existing bus gate on Great Tower Street. This would allow cyclists to turn into Great Tower Street from the cycle track on Lower Thames Street rather than from the footway, reducing interaction with pedestrians.
- We are investigating whether the existing pedestrian crossing on Lower Thames Street could be realigned to better cater for the pedestrian desire line

Fish Street Hill

- We have reintroduced the previously banned left turn from Upper Thames Street into Fish Street Hill. However, we need to retain the banned right turn from Fish Street Hill into Lower Thames Street. Please see below for further details.

Apart from the above changes, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to City of London highway will also be subject to its formal approval.

Section 3 (Upper Thames Street (Lambeth Hill - Arthur Street))

We will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material except for minor design changes. Proposals relating to City of London highway will also be subject to its formal approval.

Section 4 (Upper Thames Street / Puddle Dock / Castle Baynard Street)

Following concerns raised in consultation we have made changes to the design of this section of the East-West Cycle Superhighway. These, along with other design changes elsewhere on the route, would retain the proposed kerb-segregated cycle track and cycle-separated junctions, but are expected to reduce the most significant delays to general traffic and the scheme's impact on other road users. The changes include:

Possible changes to the Puddle Dock junction to provide two westbound traffic lanes through Blackfriars Underpass:

In response to concerns about the traffic impact of the proposals, we are undertaking design and traffic modelling work with the intention of retaining two westbound traffic lanes through the Blackfriars Underpass. This would likely require the following changes to the previous proposals:

- Removal of the short left turn lane from Upper Thames Street into Puddle Dock; vehicles to proceed left and ahead from a single eastbound traffic lane
- Retention of two ahead westbound traffic lanes from the exit of Upper Thames Street tunnel, through the Puddle Dock junction into the Blackfriars Underpass
- Cycle track widened from 3 metres to 3.5 metres from the exit of the Underpass to Puddle Dock
- Reduction of traffic island widths throughout the junction

Other possible design changes include:

- We are reviewing emergency service access to Castle Baynard Street, which may include providing an appropriate gap in the cycle segregation

Apart from the possible changes above and other minor design amendments, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to City of London highway will also be subject to its formal approval.

Section 5 (Victoria Embankment, Temple Avenue – Blackfriars)

Retention of two westbound traffic lanes through Blackfriars Underpass:

In response to concerns about the traffic impact of the proposals, we are undertaking design and traffic modelling work with the intention of retaining two westbound traffic lanes through the Blackfriars Underpass. This, along with other design changes elsewhere on the route, would retain the proposed kerb-segregated cycle track and cycle-separated junctions, but is expected to reduce the most significant delays to general traffic and the scheme's impact on other road users. It would likely require the following changes to the previous proposals:

- Removal of the eastbound dedicated left turn lane from Victoria Embankment onto the Blackfriars slip road, allowing vehicles to proceed left and ahead from a single eastbound traffic lane
- Reduction of the two way cycle track width within Blackfriars Underpass from 4 metres to 3 metres (narrowing to a minimum of 2.6 metres at the traffic signals)
- Reduction of island widths throughout the junction

Changes to kerbside provision and red route operating hours:

We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the possible changes above, and other minor design amendments, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to roads not controlled by TfL will also be subject to formal approvals from the relevant Highway Authority.

Section 6 – Victoria Embankment/ Temple Place (east)

Changes to kerbside provision and red route operating hours:

We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

Section 7 – Victoria Embankment/ Temple Place (west)

Possible changes to the junction of Temple Place (west) to provide two westbound ahead traffic lanes:

In response to concerns about the traffic impact of the proposals, we intend to change the design here to provide two westbound ahead traffic lanes. This, along with other design changes elsewhere on the route, would retain the proposed kerb-segregated cycle track and cycle-separated junctions, but reduce the most significant delays to general traffic and the scheme's impact on other road users.

The design is currently being reviewed but likely changes include:

- Relocate the loading bay on the northern side of the carriageway to between two trees on the footway as a loading pad with angled kerbs
- Leave bus/coach stop W in a similar location to where it is currently, instead of relocating it as previously-proposed
- Relocate the night time taxi rank outside the Walkabout bar. It is proposed the inset loading bay could become mixed use, to allow taxis to use this space during the night time
- Possible removal of up to two trees to accommodate the new mixed use loading bay. We continue to investigate the requirement to remove these trees and hope to retain them if at all possible.
- All options under consideration are likely to require the cycle track to narrow to about 2.8 metres over approximately 60 metres. There would also be some narrowing of the northern footway and pedestrian islands. We will continue to review proposals to ensure the final design provides the best balance for all users.

We will consult locally and with any other affected parties before confirming proposals here.

Changes to kerbside provision and red route operating hours:

- We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.
- We have been able to retain the existing coach set down/ pick up and disabled parking outside Somerset House.
- We will outline final proposals in early 2015, consulting locally and with affected parties.
- Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route

operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

Section 8 – Victoria Embankment/ Savoy Place

Savoy Hill area:

We are currently reviewing arrangements in the Savoy Hill area following concerns raised in consultation, including by Westminster City Council, the Confederation of Passenger Transport and The Queens Chapel of the Savoy - particularly around the proposed one-way system and the impact on coach access. Further consultation will take place if significant changes are proposed to the designs consulted on in September 2014.

Changes to kerbside provision and red route operating hours:

We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time We will consult locally and with affected parties before confirming these changes.

Review of conversion of zebra crossing:

Following comments received in consultation, we are reviewing our proposal to signalise the zebra crossing outside Victoria Embankment Gardens (see below).

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

Section 9 – Victoria Embankment/Northumberland Avenue

In response to concerns about the traffic impact of the proposals, we have made changes to the Northumberland Avenue junction to improve its operation and reduce the impact on general traffic. These, along with other changes to the design, would retain the proposed kerb-segregated cycle track and cycle-separated junctions, but reduce the most significant delays to general traffic and the scheme's impact on other road users. The changes are:

New proposal to ban the right turn from Northumberland Avenue into Victoria Embankment and remove a pedestrian crossing:

We are proposing to ban this turn and remove one of the three existing signalised pedestrian crossings across Victoria Embankment in this section in order to make the junction work more efficiently and reduce journey times for the dominant traffic flows in other directions. Our latest counts show a maximum of 101 vehicles per hour turning right from Northumberland Avenue into Victoria Embankment, compared to a maximum of 603 vehicles per hour making the retained right turn from Victoria Embankment into Northumberland Avenue (both excluding cycles).

Pedestrians would be able to use nearby alternative signalised crossings in either direction, with one crossing 40 metres to the south (on the other side of the junction) and another 70 metres to the north (directly outside Embankment station).

Removal or relocation of westbound bus and coach stop Y:

- Buses and coaches servicing this stop must wait in the nearside ahead traffic lane, blocking the ahead traffic flow at this busy location. Relocating the bus and coach stop away from the approach to the junction will help traffic to flow more freely.
- Bus and coach stop Y is currently used by TfL bus routes N550 to Trafalgar Square, Big Bus Tours, The Original Tour and coach routes 771,772 to Dunstable, Leighton Buzzard and Linslade, and any coaches which terminate at Victoria or Vauxhall.
- We are investigating alternative locations for these bus and coach services, and will work with Westminster City Council and coach operators and representatives to agree any new locations.

We will undertake separate consultation for these revised proposals in February 2015, once TfL Board has decided whether to go ahead with the East-West Cycle Superhighway.

Changes to kerbside provision and red route operating hours:

We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, subject to the further consultation outlined above. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

Section 10 - Victoria Embankment / Horse Guards Avenue

Changes to kerbside provision and red route operating hours:

We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Changes to coach parking operating hours:

Currently the coach parking operates 8.30am-6.30pm Monday to Friday, 8.30am-1.30pm Saturday. We are proposing to extend this to at any time coach parking Monday to Sunday, maximum stay 4 hours no return within 1 hour. We will continue discussions with Westminster City Council and coach operators to finalise these proposals.

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, subject to the further consultation outlined above. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

Section 11 - Victoria Embankment / Westminster Bridge

In response to concerns about the traffic impact of the proposals, we have made changes to the Westminster Bridge junction to improve its operation and reduce the impact on general traffic. These are:

New proposal to release vehicles from Victoria Embankment into Bridge Street at the same time as cyclists travelling into and out of Victoria Embankment

- An over-runnable island and carriageway markings will be provided to create additional space between cyclists and vehicles
- The banned left turn for motorists from Victoria Embankment into Westminster Bridge will prevent conflict between cyclists and turning motorists

Changes to coach parking operating hours:

Currently the coach parking operates 8.30am-6.30pm Monday to Friday, 8.30am-1.30pm Saturday. We are proposing to extend this to at any time coach parking Monday to Sunday, maximum stay 4 hours no return within 1 hour. We will continue discussions with Westminster City Council and coach operators to finalise these proposals.

Changes to time allowed for loading and red route operating hours:

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, subject to the further consultation outlined above. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

Section 12 - Parliament Square / Great George Street

Following concerns raised in consultation we have made changes to the design of this section of the East-West Cycle Superhighway. These, along with other design changes elsewhere on the route, retain the proposed kerb-segregated cycle track and cycle-separated junctions along the Superhighway, but reduce the impacts for other road users. Changes include:

Cycle 'early-start' facility and widened footway no longer planned on Parliament Street:

We have decided not to implement the proposed early-start facility and wider footway in order to reduce the journey time impacts of the scheme for other road users. We are currently finalising the design for this junction, which is likely to include retaining the existing Advanced Stop Line (ASL) to allow cyclists to wait ahead of queuing traffic.

New signalised junction to allow motorist access to and from Horse Guards Road (subject to further consultation):

We are proposing a new signalised junction which would allow traffic to turn right into Horse Guards Road from Great George Street and turn left and right out of Horse Guards Road. The junction was closed to general traffic under our previous proposals. We plan to proceed with the banned left turn into Horse Guards Road from Birdcage Walk (except cycles) in order to make the junction operate more efficiently and reduce the impact on general traffic. Our latest traffic counts show a maximum of 10 vehicles per hour turning left onto Horse Guards Road in the morning and evening peaks (excluding cycles).

Revised traffic restrictions at Storey's Gate (subject to further consultation):

We are also proposing to make the northern section of Storey's Gate one-way southbound (Storey's Gate becomes entry only) in order to make the new junction design at Horse Guards Road operate more efficiently. Vehicles would be able to enter Storey's Gate from any direction but would exit via Victoria Street or Tothill Street (this means the removal of the previous proposal to ban the right turn into Storey's Gate from Birdcage Walk) Our latest traffic counts show a maximum of 42 vehicles per hour turning right onto Great George Street, 48 vehicles per hour turning left onto Birdcage Walk and 157 vehicles per hour proceeding ahead into Horse Guards Road in the morning and evening peaks (excluding cycles)

Dedicated signals for cyclists:

The new signalised junction would allow cycle and vehicle movements to be separated. Right turning traffic from Great George Street into Horse Guards Road would be held on a red light whilst cyclists proceed through the junction.

Cyclists exiting both Horse Guards Road and Storey's Gate would do so on a cycle specific green light, whilst other traffic is held on red.

Widening of segregated cycle track on Great George Street

By changing the layout of the junction of Horse Guards Road/ Birdcage Walk/ Great George Street we have been able to create additional space and widen the cycle track from a minimum of 2.7 metres to a minimum of 3 metres.

New pedestrian crossings:

By introducing a new signalised junction, we would also be able to provide two new signal controlled pedestrian crossings; one on Birdcage Walk and one on Horse Guards Road.

Further consultation:

The revised designs for the Horse Guards Road and Storey's Gate junctions will be subject to further consultation, which is planned to start on 9 February, subject to TfL Board approving the progression of the East-West Cycle Superhighway.

Next steps for Section 12:

Apart from the above changes, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, subject to further consultation on the new proposals at Horse Guard's Road and Storey's Gate. Proposals relating to Westminster City Council and The Royal Parks highway will also be subject to their formal approval.

Section 13 (St James's Park)

Proposals for cycle facilities in St James's Park will be consulted on in February 2015, subject to TfL Board approval. Please visit tfl.gov.uk/cycle-east-west for more information.

Section 14 – Hyde Park Corner

We will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, except for minor design modifications. Proposals relating to Westminster City Council and The Royal Parks highway will also be subject to their formal approval.

Section 15 – Hyde Park

Subject to TfL Board approval, consultation on detailed proposals for Hyde Park will begin in February 2015, based on the route alignment proposed in the September 2014 consultation. Please visit tfl.gov.uk/cycle-east-west on or after 9 February for more information.

Section 16 – Lancaster Gate

Having reviewed issues raised in consultation, we have made substantial changes to the design of this section of the East-West Cycle Superhighway. Consultation on revised proposals will begin on 9 February 2015, subject to TfL Board approval. Please visit tfl.gov.uk/cycle-east-west on or after 9 February for further information.

The new proposals include:

Two-way cycle track along the eastern side of Westbourne Street:

This would address concerns about proposed route Options 1 and 2 for southbound cyclists. It would also address concerns regarding kerbside access outside the Lancaster London Hotel. We are no longer proposing changes to Bathurst Street, Stanhope Terrace, Sussex Square or Brook Street.

Cyclists would be split from the two way track at the junction with Sussex Gardens (south) using cycle specific traffic signals. North of Sussex Gardens, two one-way cycle tracks will be provided on Westbourne Terrace, in line with the previous proposals.

Eastbound cycle track on Bayswater Road:

Southbound cyclists travelling on to Hyde Park from Westbourne Street would be routed along Bayswater Road. We are no longer proposing changes to Bathurst Street, Stanhope Terrace, Sussex Square or Brook Street.

New pedestrian crossing on Westbourne Street:

A new signal controlled pedestrian crossing would be provided on Westbourne Street at the junction with Stanhope Terrace.

Other design changes include:

- Removal of 13 parking bays on Westbourne Street
- Removal of up to 7 trees and reduction of the footway near Brook Street, on Bayswater Road and Westbourne Street to create space for the new cycle track. Further investigation is required, but we hope to be able to avoid removing up to 3 of these trees. We will also provide suitable replacements at sites agreed with Westminster City Council.

Section 17 – Westbourne Terrace

We will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, except for some possible minor design updates. Proposals on Westminster City Council highway will also be subject to its final approval.

Section 18 – Paddington - Acton

We will be consulting on proposals for Section 18 (Westway – Horn Lane) in 2015, including details of the likely traffic impact. We will consider any comments that have been submitted as part of this consultation as we continue the design process here.

Appendix A1 – Summary of overall responses (overall scheme)

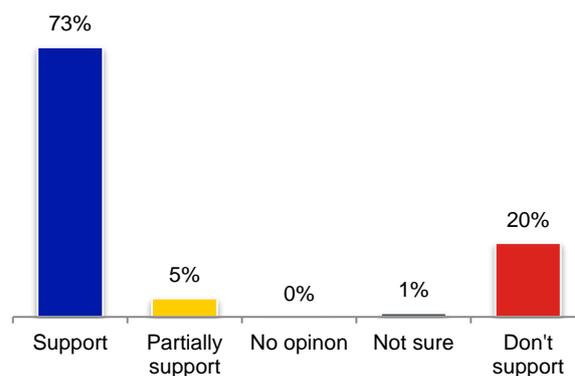
Overview

Key proposals:

- Two-way segregated cycle track replacing some traffic lanes
- Redesigned junctions with updated pedestrian facilities, including Parliament Square, Trinity Square, and the Lancaster Gate one-way system
- Banned turns for motorists
- Changes to parking and loading arrangements with a reduction in motorcycle and car parking
- Changes to footpaths and pedestrian crossings, with extensions in some areas and reductions in others
- Links to CS7 and the North-South route

Number of respondents: 8,847

Scheme support:



A1.1 Details of open-ended responses

Of the 8,847 responses to the consultation, 4,797 (54%) provided additional feedback through the open-ended comment box. Furthermore, following the release of additional traffic/modelling data, TfL invited respondents to adjust their consultation feedback. 30 respondents did so, with their updated/amended comments considered within the analysis below.

A1.2 General issues

Support/positive comments

3,362 respondents (38%) offered positive comments.

- 1,169 respondents (19%) felt the upgrades would improve safety for cyclists
- 898 respondents (10%) provided generic positive/supportive comments (e.g. “Excellent”)

- 588 respondents (7%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)
- 231 respondents (3%) felt the scheme would improve London as a city

Impact on traffic and congestion

989 respondents (11%) expressed concern about the scheme's impact on non-cyclist traffic; in particular, 639 respondents (7%) were concerned that congestion, delays, and journey times would worsen both through the scheme and across a wider area. Those concerned included a range of stakeholders, including local authorities and those in the business, motoring, freight, taxi and bus and coach sectors.

Concern at traffic impact over a wider area: 105 respondents (1%) expressed concern that the scheme would increase congestion and journey times on roads outside the scheme area as a result of the reduction in traffic capacity along the proposed route, changes to traffic signal timings over a wider area and/or traffic reallocation to other roads. Particular concern was expressed about the impact on east London. Those concerned included London Borough of Tower Hamlets, Royal Borough of Kensington and Chelsea as well as a range of stakeholders representing road users, businesses and residents. A small number of stakeholders including, LB Tower Hamlets, RB Kensington & Chelsea, and Canary Wharf Group, suggested that any diversion of traffic to nearby roads could negatively impact cycling safety by putting cyclists alongside higher volumes of vehicles.

Concern at information provided: 46 respondents (<1%) expressed concern that modelling was not detailed enough, said it was not presented accurately, or requested that further modelling is undertaken to better understand the impacts of the scheme (see 'Requests for further assessment/more information' below).

Suggestions impacts will be less than expected: 143 respondents (2%) felt congestion/delays/journey times could be improved as a result of the proposals removing cycling traffic from the main road and encouraging users of other modes to take up cycling, including London Cycling Campaign and London Assembly Liberal Democrats. An additional 48 respondents (<1%) suggested in general terms that the scheme could result in improvements to congestion. Furthermore, 12 respondents (<1%), including London Cycling Campaign, said that the consultation documents overstated the likely impact of the proposals by not accounting for likely modal shift.

Suggestions traffic impact is acceptable: 57 respondents (<1%) said some traffic impact would be an acceptable consequence of making necessary changes to improve cycling safety and encourage new cyclists. This sentiment was also expressed in nearly 2,000 of campaign email submissions received via the London Cycling Campaign website (see Section 3.6).

Banned turns: 40 respondents (<1%) used this section to comment on proposals to ban various right and left turns along the route. 36 respondents expressed concern about these

banned turns with the main reasons being that they will divert traffic and bring congestion to other routes and make it difficult for residents and servicing vehicles to access some areas. This included Guild of British Coach Operators, London Chamber Of Commerce and Industry, GMB, John Lewis Partnership, CILT, City of Westminster, and City of London. Metropolitan Police expressed concern about non-compliance with banned turns.

Three respondents offered general approval of the banned turns, including LB Newham, and London Cycling Campaign and Sustrans requested that cyclists are exempt from these restrictions.

Impact on health and wellbeing

361 respondents (4%) suggested that the scheme would positively impact the fitness of the population as an uptake in cycling would reduce health-related issues. This included numerous healthcare organisations as well as RSPB, Sustrans, CIWEM, and The Prince's Foundation.

Impact on environment/air quality

290 respondents (3%) felt the scheme would improve the environment in central London, largely by reducing the number of people travelling by motor vehicle. 206 respondents (2%) expressed concern that the scheme could result in more pollution, largely as a result of slower moving, congested motor vehicles.

Impact on business/economy/tourism

285 respondents (3%) were concerned that implementing CSEW would have an adverse effect on London's businesses and economy. Where specified, the main reason for this was due to congestion/delays resulting from the scheme that could prevent timely movement of people and goods or make London unattractive to businesses. This included stakeholders in the business, freight and coach sectors.

222 respondents (2%) considered that CSEW would have a positive effect on the economy/business for attracting employees and allowing cyclists to reach work safely. This included 123 businesses who responded through the CyclingWorks campaign as well as others including DTZ, Deloitte, and Microsoft.

59 respondents (1%), including coach operators/associations, felt tourism in particular would be heavily impacted, largely due to changes to coach parking and the lane reduction along the Embankment. 52 respondents (1%) felt the scheme would improve London for tourists by upgrading the public realm and making cycling safer.

Concerns about cyclist behaviour

259 respondents (3%) expressed concern about cyclist behaviour, such as riding through red lights and crossings, riding on pavements, or making dangerous manoeuvres. Some said that any infrastructure improvements should be accompanied by initiatives to improve cycle behaviour.

Mandatory use of track: 19 respondents (<1%) commented on mandatory use of the cycle track once in place. 14 respondents favoured restricting cyclists to the track and five expressed concern about whether cyclists may be forced to use the track.

Cost/funding of scheme

233 respondents (3%) questioned how the scheme would be paid for or expressed concern about the amount of money being spent on the scheme. 158 respondents (2%) expressed frustration over the perception that cyclists are not financially contributing to these upgrades/do not pay to use the roads or frustration about paying 'road tax'/vehicle excise duty which is (in some cases) perceived to fund cycling schemes and road infrastructure. Others felt that the expenditure was unfair as some people were not able to cycle.

Implementation of scheme

211 respondents (2%) commented on implementation timescales, with 186 (2%) of these asking that the route is built 'as soon as possible'.

Other feedback included:

- Concerns that/request to ensure the route is constructed with consideration of other infrastructure schemes, such as the Thames Tideway project or other cycling projects (16, <1%, incl. City of Westminster, LB Tower Hamlets, Northbank BID, AA, Go-Ahead, Land Securities, Peabody, South Bank Employers' Group, Canary Wharf Group)
- Concern that the scheme is being rushed through (16, <1%, incl. SEBRA, freight and business groups, Canary Wharf Group)
- Requests that businesses and road users are kept updated during construction (various businesses, including PwC and Microsoft)
- Request to construct a temporary, removable track for a trial period before full construction (6, <1% incl. Canary Wharf Group)
- Request to construct the route in phases (3, <1% incl. London TravelWatch, Federation of Small Businesses, Canary Wharf Group)
- Request to ensure emergency vehicles can retain movement and access during construction (London Fire Brigade and London Ambulance Service)
- Request to carry out construction in a way that does not prevent kerbside access for coaches and accounts for turning angles (London Tourist Coach Operators' Association)

Alternative route alignments

104 respondents (1%) gave suggestions for alternative preferred route alignments for sections of the East-West Cycle Superhighway.

Alternatives to City of London and Embankment: 24 respondents (<1%) commented on alternatives for the eastern side of the East-West route, including Fleet Street/Ludgate Hill (9), South Bank (7), and the south side of the Embankment throughout Sections 1-5 (3). Individual suggestions included Cornhill/Holborn, Liverpool Street area, and Cannon Street/Queen Victoria Street.

Canary Wharf Group suggested using a section of Queen Victoria Street rather than the tunnel of Castle Baynard Street with a further alternative suggestion to use a route via Blackfriars Passage and Castle Baynard Street, noting that this would reduce traffic impacts, reduce the length of cycle infrastructure needed and provide a simpler connection to the North-South route at Blackfriars. However, London Cycling Campaign noted that suggested alternative roads through the City generally had less carriageway space and more bus traffic.

Alternatives to Parliament Square: 14 respondents (<1%) commented on alternatives for the route east of and around Parliament Square, including The Strand (7) and The Mall/Trafalgar Square (7 incl. City of Westminster, who suggested using this route via Northumberland Avenue). Individual suggestions included Horse Guards Avenue and Holborn/Oxford Street.

Westminster City Council Officers provided TfL with an alternative suggested design for the East-West route via Northumberland Avenue/ Trafalgar Square and The Mall. The suggested option aligned the two-way cycle track in the centre of Northumberland Avenue, through the roundabout at Trafalgar Square and along The Mall (North Horse Ride). The Council argued this alignment would provide a shorter and more direct connection to The Mall and would mean the banned turns at Westminster Bridge would no longer be required. It said its design would also provide additional cycle capacity, have less public realm impact and remove less existing coach parking.

Two respondents, including London Cycling Campaign, expressed preference for maintaining the route through Parliament Square due to providing good linkages to cycle routes across Westminster Bridge and Cycle Superhighway 8 from Millbank.

Alternatives to Lancaster Gate and the Westway: 35 respondents (<1%) suggested alternatives to the westernmost end of the East-West route, including Bayswater Road/Holland Park Avenue (11), via Hammersmith (9), Uxbridge Road (8), Chiswick High Road (4), and Grand Union Canal (3). Seven respondents provided other suggestions.

Other alternatives (<1% each):

- Tunnels, elevated cycle tracks, or suspended cycle tracks (24). A small number of respondents also requested these sorts of alternatives throughout many of the individual sections of the consultation
- Unspecified quiet roads/back roads rather than main thoroughfares (14)
- Unspecified 'more direct' routes (3)
- All other suggestions (7)

Requests for further assessment / more information

88 respondents (1%) requested additional data or assessment relating to the impact of the East-West route.

Modelling data: 46 respondents (1%) requested that further modelling is undertaken to better understand the impacts of the scheme, expressed concern that modelling was not detailed enough, or said it was not presented accurately. 24 respondents requested more information about the potential impact on roads not directly on the route alignment, including as a result of traffic reallocating to other routes or changes to traffic signal timings over a wider area. Commentators included a wide range of stakeholders, including London Borough of Tower Hamlets, City of London, City of Westminster, RB Kensington & Chelsea and organisations in the freight, business, motoring, bus, coach and taxi sectors. Stakeholder comments are summarised in more detail in [Appendix B](#) of this report.

Environmental assessments: 25 respondents requested air quality or environmental impact assessments, including local authorities, transport operators and freight and business groups

Cost/benefit analysis: 23 respondents (<1%) requested that TfL provide more information about any cost/benefit analyses that have taken place in support of the proposals. This included London First, Alliance of British Drivers, PRACT, RAC, CILT, and Canary Wharf Group.

Economic impact assessment: Nine respondents (<1% incl. CBI, Canary Wharf Group, London Chamber Of Commerce and Industry, London City Airport, and London Tourist Coach Operators' Association) requested economic or business impact assessments.

Road Safety Audits: 12 respondents (<1%) requested road safety audits/safety assessments to support the East-West proposal. This included City of Westminster, Canary Wharf Group, LTDA, London Chamber of Commerce and Industry, LB Tower Hamlets, RAC, The Royal Parks, and Confederation of Passenger Transport UK.

Other data requests: 42 respondents (<1%) expressed concern about a lack of data or requested various data relating to the scheme, including:

- General impact assessments/data on traffic and affected areas of Central London (13 incl. London Chamber of Commerce and Industry, Canary Wharf Group)

- Impact assessment/data on non-cycling modes of transport (8 incl. Guild of British Coach Operators, Kings Ferry, British Motorcyclists Federation, Motorcycle Action Group, London First)
- Information about mitigation/travel demand strategy (6 incl. London Fire Brigade, Canary Wharf Group, PRACT, LB Tower Hamlets, RB Kensington & Chelsea)
- Full costing of the scheme (7 incl. London City Airport and Alliance of British Drivers)
- Business case (5, incl. Canary Wharf Group, RAC, CiLT)
- Infrastructure demand study (3 incl. Canary Wharf Group, London Chamber of Commerce and Industry)
- Equalities impact assessment (2 incl. The Royal Parks and LB Tower Hamlets)
- Details of construction coordination with CS2 upgrades (LB Tower Hamlets)
- Details of analysis on impacts to building access, servicing and loading, and car parking (FTA, Land Securities. London First,)
- Impact assessment on Nine Elms development/vice versa (1)
- Assessment of efficacy of existing cycling facilities along the Thames (1)

A1.3 Impact on provision for specific modes

Pedestrians

307 respondents (3%) commented on pedestrian impacts. 207 respondents (2%), including Canary Wharf Group and City of Westminster, expressed concern about the scheme's possible impact on pedestrians, such as causing longer journey times or waiting times at crossings (60, <1%), conflicts at bus stop bypasses (38, <1%), exposing pedestrians to poor cyclist behaviour (27, <1%), reducing footway space in some areas (18, <1%), and general pedestrian/cyclist conflicts (19, <1%).

100 respondents (1%) felt the scheme would benefit pedestrians, such as by providing more crossings, removing conflict with cyclists on pavements by providing safe segregated cycling spaces, and offering more footway space for pedestrians in some areas. Living Streets supported measures to improve pedestrian experience, such as new crossings, but were concerned about increases to pedestrian wait times at crossings, conflict at bus stop bypasses, and ensuring preservation of pedestrian enjoyment of the Royal Parks. Some, including the Northbank BID, noted that moving traffic further away from the riverside footway would improve the pedestrian experience on Victoria Embankment.

Pedestrian crossings: 24 respondents (<1%) commented on the design of pedestrian crossings throughout the scheme.

- 14 respondents (<1%) expressed preference for zebra crossings (or informal or faux zebra crossings) along the cycle track, including Cycling Embassy of GB and Brent Cyclists. One respondent would prefer signalised crossings to lessen flow disruptions for cyclists.

- 12 respondents (<1%) would prefer more straight instead of staggered crossings, including Cycling Embassy of GB, Brent Cyclists, Living Streets, London Cycling Campaign, Metropolitan Police, and City of London.
- City of Westminster expressed concern that staggered crossings would have poor compliance. One respondent requested 'marked pedestrian crossings', one respondent suggested providing multiple pedestrian phases per signal circuit, and one respondent requested more junctions where all road lights are held red while pedestrians cross.

More respondents discussed the design of crossings in specific locations on the route. These comments are summarised in the relevant section.

Buses

160 respondents (2%) discussed the scheme's impact on London buses.

- 135 respondents (1%) expressed concern about changes that would bring about increased journey times for bus passengers or reductions to the efficiency of bus services. This included three bus operators, City of Westminster, Royal Borough of Kensington & Chelsea, PRACT, CILT, RAC, and London TravelWatch.
- Five respondents (<1%) considered any negative impacts on buses essential to achieving safety for cycling or considered that the scheme would improve bus journeys.

19 respondents (<1%) provided other feedback relating to bus services.

- Support for the scheme with requests/preferences to minimise the impact on buses (6)
- Better cycling provision will allow people to cycle instead of use the bus (4)
- Preference to convert general traffic lanes to bus lanes instead of losing bus lanes to cycling space (1); preference to remove bus lanes and footpaths only as a last resort (Sustrans)
- Request to use implementation of the route as an opportunity to also improve networks for motor vehicles and buses (Land Securities)
- Request to deliver bus priority schemes to mitigate impact of the proposals (London TravelWatch)

Taxis and private hire

146 respondents (1%) commented on impacts to taxi services. Of these, 132 (1%) expressed concern about negative impacts and delays to taxis and private hire vehicles through the loss of traffic lanes, loss of pick up/set down areas, and banned turns throughout the scheme. This included LTDA, LCDC, RMT Taxi Branch, London Cab Drivers Club, GMB, and numerous taxi drivers. Six respondents (<1%) were favourable towards measures to decrease the need for taxi journeys.

Eight respondents provided other feedback, such as requesting consideration/evaluation of the impact for people who need to use taxis and suggesting that the cycle track could

reduce pressure on taxi journeys by removing cyclists from the road. LTDA and others expressed concern about difficulties loading/unloading wheelchair users due to a loss of space to safely put down ramps.

Freight and deliveries

138 respondents (2%), including business and freight groups, discussed the scheme in relation to freight and delivery vehicles.

General impact: 104 respondents (1%) mentioned the impact on delivery times/logistics as a result of the scheme. Of these, 94 respondents (1%) expressed concern about changes that would result in negative impacts to freight/deliveries, particularly in terms of journey times. Respondents expressing concern about impacts to delivery services included a large number of national and global delivery companies and associations, CBI London, RAC, CILT, London Chamber Of Commerce and Industry, Metropolitan Police, QEII Centre, and Canary Wharf Group.

Another concern present among some respondents in both of these groups was the possibility of freight vehicles avoiding the roads used by the East-West route, thereby pushing more traffic onto other roads. Some of the business and freight groups who responded, as well as Westminster City Council, expressed concern that longer journey times would mean freight operators would need to use more vehicles, which would increase costs, congestion and emissions.

Restricting freight/HGVs: 27 respondents (<1%) favoured some form of restrictions on freight/HGVs in central London, such as disallowing access during peak times, requiring deliveries overnight only, or banning freight/HGVs outright.

Loading bays: 26 respondents (<1%) discussed changes to loading bays in general terms. 22 expressed concern about these changes citing the negative impact on delivery times and businesses. Some freight stakeholders requested for loading bay operating hours to be extended. Other comments about specific bays are summarised in the relevant section.

Other feedback included:

- Request for additional information about changes to loading areas (James Oliver's Fabulous Feast)
- Request that easy access is maintained to any postboxes situated along the CSEW route (Royal Mail)
- Request for more insight to the impact on deliveries (London First)
- Concern about lack of segregation strip near loading bays which could lead to cyclists being doored (City of Westminster)
- Feeling the proposals gave sufficient consideration to deliveries (1)
- Request to retain kerbside deliveries (1)

- Metropolitan Police also expressed concern that the costs of escorting/accommodating abnormal loads could increase due to reduced road widths, which could result in some hauliers failing to report abnormal loads to MPS.

Coaches

79 respondents (1%) discussed the possible impact of the scheme on coach services, including commuter and tourist coaches.

General impact: 46 respondents (<1%) opposed changes that would result in negative impacts to coach services, particularly in terms of journey times and tourism.

Coach parking: 36 respondents (<1%) mentioned the changes to coach parking throughout the scheme.

- 30 respondents (<1%) opposed changes, especially reductions, to coach parking. The main reasons for this were the negative impact it would have on tourism and the consideration that the number of coach parking spaces is already limited, particularly along the Embankment
- There were also some concerns around conflict between coach passengers and cyclists. The Confederation of Passenger Transport and London Tourist Coach Operators Association were both concerned that large groups of people unfamiliar with the arrangements would be put at risk
- Five respondents (<1%) were favourable towards reducing and removing coach parking, including the Northbank BID, who said this would improve river views

Comments relating to coach parking and operations at specific locations are included in the relevant section of this analysis.

Accessibility

49 respondents (<1%) commented on the potential impact on disabled road users. 41 expressed concern that the scheme would negatively impact disabled people. Reasons for concern included:

- Scheme unfair in that it excluded disabled people who had no option but to drive (17)
- Increased difficulty and longer journeys when travelling around the city (9)
- Reductions to disabled parking areas (5)
- Greater risk of conflict with cyclists (4)

Use of wheelchair lifts and ramps from taxis and coaches: Confederation of Passenger Transport, London Tourist Coach Operator's Association, London Chamber of Commerce and Industry and LTDA were amongst 11 who expressed concern about a lack of space for using coach and taxi wheelchair lifts and ramps along the route.

Accessibility of cycle track: Nine respondents commented on use of the track by disabled cyclists:

- Six respondents requested that the track is designed to allow for disabled cyclists and the use of large cycles. This included Wheels for Wellbeing, London Assembly Liberal Democrats, Age UK, and London Cycling Campaign.
- Three respondents felt the scheme could positively impact disabled people by providing a safe, segregated cycling space to accommodate adapted cycles

Emergency services

27 respondents (<1%) expressed concern that road layout changes would restrict movement of emergency service vehicles, including London Ambulance Service, Metropolitan Police, and Canary Wharf Group.

Powered two wheelers

35 respondents (<1%) commented on the scheme in relation to motorcycles/mopeds. Unlike other modes of travel, where the main concerns were around constricting movements, among these respondents the overriding issues was feeling that the proposals did not give enough consideration to powered two-wheeler (PTW) users (30 respondents). This included British Motorcyclists Federation and the Motorcycle Action Group. Issues raised included

- Reduction in carriageway space and lane widths causing risk and inconvenience to PTW users (18, including Westminster City Council, British Motorcyclists Federation and Motorcycle Action Group)
- Requests for PTWs to be able to use the cycle track (4) or bus/taxi lanes (3)
- Requests for PTWs not to be allowed to use the cycle track (4)

A1.4 Design feedback

Segregation

523 respondents (6%) commented on the use of kerb/full segregation for the track. 462 of these (5%) were supportive of segregation, often due to its actual and perceived safety benefits, which would encourage more people to cycle.

53 respondents (<1%) expressed concerns about using full segregation. Recurring reasons for this included:

- Difficulties for kerb access for delivery and emergency vehicles
- Conflict between cyclists moving at different speeds and inability for faster cyclists to filter between the track and the main road
- Preference for integration of road users.

Semi-segregation and other methods of separation

Various business and freight stakeholders suggested different forms of separation which would require less space and allow more kerbside access and flexibility of use.

Suggestions included 'armadillos' and traffic 'wands'.

Width of track

146 respondents (1%) provided feedback on the width of the cycle track throughout the scheme. Most (103, 1%) requested that the track be designed to be as wide as possible / to a minimum of four metres (1% incl. London Cycling Campaign, London Assembly Liberal Democrats, City of Westminster). Others (28) expressed concern about some sections of the track which narrow below this width. Some, including Westminster City Council, were concerned that some sections of track would not provide adequate capacity for expected usage. Others left positive feedback about track width (15, <1%)

Angled kerbs

Some respondents requested for angled/sloped kerbs along the track to maximise the useable width of the track (32, <1% incl. Cycling Embassy of GB, Brent Cyclists, Publica, London Cycling Campaign)

Junction design

115 respondents (1%) commented on various aspects of junction design throughout the scheme.

General sentiment towards junction design: 66 respondents (1%) provided general feedback as follows.

- Support or requests for safer junctions, particularly to continue segregation throughout junctions (34)
- Requests specifically for 'junctions that design out the possibility of cyclists being hit by turning motor traffic' (15)
- Appreciation of junction designs (11)
- Dislike of junction design or feeling that junctions require more work/consideration (6)

Early start: 17 respondents (<1%) gave feedback on the use of early start signals for cyclists. Nine respondents disliked the early start signals with the main reasons being the requirement for cyclists to 'always stop' and for not providing full protection from motorised traffic. Three respondents approved of the early start signals. Some requested clarification on how the design would operate. . More respondents commented on specific junctions; their comments are analysed in the relevant sections.

Priority at junctions: 13 respondents (<1%) commented on this.

- Request for cyclist right of way over junctions (1) and suggestions for give way signage/markings, traffic calming, and improved visibility for motorists (5 incl. Sustrans, London Cycling Campaign)
- Concern about how cyclists manoeuvre to/from side roads not adjoining the cycle track (5 incl. London Cycling Campaign)
- Appreciation of having priority over motorised traffic at minor junctions (1) and support for raised tables and tighter corners to slow motor traffic (Living Streets)
- Request to limit the number of access points from side roads to avoid conflict with motorists (1)
- Questioning if cyclists will have priority and how motorists will be assisted in moving across the track (1)

Two-stage turns: Six respondents (<1%) gave feedback on using two stage turns. Four respondents opposed this due to finding it inconvenient or dangerous. One respondent approved of two stage turns and one suggested that cyclists will ignore them unless signal times are sufficient enough to move cyclists through junctions.

Other suggestions/requests: 27 respondents (<1%) provided other suggestions for junctions.

- Use of simultaneous green (6), other non-specified signal phases for cyclists (3), and appropriate signal timings for cyclists (1)
- Allowing left turning cyclists to bypass signals (4 incl. Cycling Embassy of GB and Brent Cyclists)

- Reducing signals for cyclist-cyclist or cyclist-pedestrian interactions (3)
- Wider implementation of stop lines (3) and larger cycle boxes (1); by contrast, request to reduce use of ASLs and require cyclists to queue rather than ride to the front and hold up motor vehicles (1)
- Use of 'held left turn' system (2 incl. London Cycling Campaign)
- Requesting segregated feeder lanes of at least 1.5 metres to allow access by non-standard bikes (Wheels for Wellbeing)
- Smart signal systems to not hold traffic at red during quiet times (1)
- Reduce speed limit at junctions (2)
- Provide signals at an appropriate level and placement for cyclists (1)
- Provide a kerb near junctions for cyclists to rest a food while waiting at signals (1)
- Use of 'green wave' system (1)

Two-way cycling

58 respondents (1%) commented on the use of two-way tracks throughout most of the route.

- 42 respondents (<1%) expressed concern about two-way tracks, largely due to difficulties exiting/entering the track at junctions, conflicts with motor vehicles at junctions, potential for collisions with oncoming/overtaking cyclists, and difficulties for pedestrians to cross the track. This included Kensington & Chelsea Cyclists, Metropolitan Police, and Sustrans.
- Five respondents (<1%) were favourable towards two-way tracks. CTC suggested the two-way track would feel safer and encourage more inexperienced cyclists.

Other feedback included (<1% each):

- Request for additional gaps to allow cyclists to access junctions on the opposite side of the road (4 incl. Sustrans)
- Request for a line between tracks (5 incl. CTC); one respondent stated a dividing line would not be sufficient to prevent collisions
- Generally not favouring two way tracks but finding them applicable for the route along Embankment (1)
- Stating that effective operation of two way tracks will depend on cyclist behaviour (1)

Bus/coach stop bypasses

- 45 respondents (<1%) discussed the general use of bus and coach stop bypasses when commenting on the overall proposals. A summary of comments relating to their use at specific locations can be found in the relevant sections.
- 38 respondents expressed various concerns about using bypasses, particularly due to the need for pedestrians to cross a wide, busy cycle track and potential conflicts between pedestrians and cyclists at the bypasses, especially for visually or mobility impaired pedestrians. This included Guide Dogs, Thomas Pocklington Trust, London Tourist Coach Operators' Association, Age UK, Guild of British Coach Operators, London TravelWatch, Metropolitan Police, and CILT.
- Some respondents requested that the bypass design considers visually/mobility impaired users or requested provision of traffic calming measures, barriers, pedestrian priority, crossings, and other measures to aid pedestrians to bus stops.
- Seven respondents appreciated the bypass facilities, including Cycling Embassy of GB, LB Newham, and London Cycling Campaign.

Surfacing

27 respondents (<1%) commented on surfacing of the cycle track:

- Preference for coloured surfacing to provide clear visual separation between the cycle track and the pavement/pedestrian areas (16)
- Request that surfacing is non-slip (e.g. coloured asphalt) due to concerns about the existing cycle superhighway paint becoming slippery when wet (4)
- Preference for no colour on the track (3), including a request from Historic Royal Palaces (Tower of London) not to use colouring that will detract from the Heritage status of the local area
- Request for a 'smooth surface' for cycling (3 incl. London Cycling Campaign)
- Suggestion that building the track is an 'opportunity to use a softer colour palette' (Northbank BID)
- Request that the track has visual contrast from the footpath (Wheels for Wellbeing)

Drainage and maintenance: 19 respondents (<1%) commented on drainage and maintenance along the cycle track. 12 respondents, including London Cycling Campaign, requested consideration of how to facilitate drainage and placement of drains that will not obstruct the cycle track. Nine respondents questioned how maintenance and cleaning of the track would be carried out or requested that this is considered to enable safe cycling.

Appendix A2 – Summary of overall responses (individual sections of route)

Section 1: Tower Hill gyratory

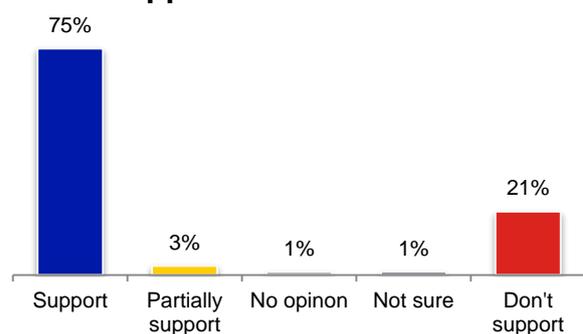


Key proposals:

- Segregated two-way cycle track replaces one traffic lane on Shorter Street and Tower Hill
- Shorter Street to be closed to all vehicles except buses and bicycles
- Improvements to CS3 at Royal Mint Street
- New northbound mandatory cycle lane on Mansell Street
- Bus/coach stop bypass for cyclists
- Dedicated traffic lights for cyclists crossing Minories

Number of respondents: 4,442

Section support:



Details of comments on Section 1

Of 4,442 respondents to this section, 925 (21%) provided comments. This section contained 191 repeat comments (21% of total). 32 respondents also commented on the proposals for this section in the 'overall' commenting area; their responses are included in the analysis below.

Traffic/congestion

253 respondents (9%) expressed concern about the impact on traffic (96/38% repeat comments), in particular the impact of the proposals on congestion or delays (160 respondents, 4%; 54/34% repeat comments). Some respondents expressed particular concern that the removal of a traffic lane and banned turns at Shorter Street would result in driving traffic to alternative routes and increasing congestion throughout Tower Hill; others were concerned at the reduction in traffic lanes through the area.

Support/positive comments

179 respondents (4%) offered positive comments (22/13% repeat comments).

- 105 respondents (2%) provided generic positive/supportive comments (e.g. "Excellent")
- 56 respondents (1%) felt the upgrades would improve safety for cyclists.
- 15 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)
- 11 respondents (<1%) felt the scheme would improve London as a city

Closure of Shorter Street/banned right turn onto Shorter Street

60 respondents (1%) discussed the proposal to ban turns from Mansell Street to Shorter Street and to close the latter to all but bus and cycle traffic.

- 35 (1%) opposed the proposed changes, including Alliance of British Drivers, All Hallows by the Tower, GMB Professional Drivers Branch, and London Borough of Tower Hamlets. The main reason for opposition is the perception that closing Shorter Street will remove westbound access for motorists and may cause congestion along other routes such as Royal Mint Street, Dock Street, and East Smithfield.
- 12 respondents (<1%) were favourable towards the proposed changes
- The remaining 15 (<1%) respondents did not clearly oppose/approve of the changes but either expressed concern about the impact of redirecting motorists, questioned where motorists would go, or noted Shorter Street is not overly busy and may not need closing. LTDA requested the street remain open to taxis.

Suggested alternatives included:

- Instead of closing Shorter street, make Mansell Street one way with a right turn to Tower Hill westbound or put traffic along Leman Street to East Smithfield
- Banning U-turns for northbound vehicles on Mansell street to turn southbound to access East Smithfield and diverting eastbound traffic via Royal Mint Street and Dock Street (Metropolitan Police Service)

Environmental impact

- 57 respondents (<1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (29/51% repeat comments).
- 16 (<1%) felt that the proposals will have a positive impact on the environment (6/38% repeat comments).

Cycle access to and from southern routes

51 respondents (1%) commented on cycle access between the East-West route and roads to the south, including to/from Tower Bridge Approach, Tower Hill, Mansell Street, East Smithfield and Minories. Generally, respondents indicated they do not know how access to/from the Superhighway works at these points, felt that such access was not considered enough, or requested additional information to better understand how interchange is facilitated here. Commentators on these issues included London Borough of Newham, CTC, Brent Cyclists, and Cycling Embassy of Great Britain.

Suggestions to improve access included (<1% of responses each):

- Adding cycle lanes to Tower Bridge Approach/Tower Bridge (4) or Tower Hill (7)
- Providing cycle lanes/updated infrastructure to the entire gyratory at the same time (3)
- Providing signage for cyclists travelling west from Tower Bridge Approach (1)
- Adding a yellow hatched box to the junction of Tower Hill/Minories to prevent vehicles from blocking the junction (1)
- Providing an early start facility from Tower Bridge Approach to Mansell Street (1)
- Providing a cycle lane on Tower Hill in place of the extended footway (1)

Cyclist behaviour: 50 respondents (1%) expressed concern about cyclist behaviour (16/32% repeat comments).

Bus stop bypasses

34 respondents (1%) commented on the use of a bus/coach stop bypass in this section. 17 (<1%) neither clearly approved of nor opposed the bypasses, but expressed concern about the facility. Nine opposed the use of the proposed bus/coach stop bypasses, including Historic Royal Palaces, Guide Dogs, and Thomas Pocklington Trust (the latter

two expressing concern about using bus stop bypasses in all other sections with this feature). Eight were positive towards the bypass proposal. Concerns relating to bypasses included (<1% each):

- Potential for conflict between cyclists and pedestrians without adequate signage/crossings
- Whether the capacity of the passenger waiting area will be sufficient in peak times
- Need to prevent passengers from stepping into the cycle track
- Access for mobility and visually-impaired users
- Need for enough width along the cycle track to bypass the bus/coach stop without causing cyclist congestion

Connection with CS3

37 respondents (1%) commented on the interchange between CS3 and the East-West route as follows (<1% of responses each):

- Appreciation for the connectivity between the routes
- Requests for the two routes to be properly/seamlessly connected
- Concern about the cyclist/pedestrian shared space at Royal Mint Street and requests for better segregation of space in this area
- Concern that the connection is 'confusing'

Economic impact

27 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (13/50% repeat comments).

Widened footways

26 respondents (<1%) noted the widened footways throughout Section 1:

- 19 respondents expressed preference for using the space for motor vehicles (Canary Wharf Group), cycle lanes, or further reducing existing footway spaces to provide room for the cycle track
- Seven were positive towards the increased pedestrian space, citing a more pleasant environment for pedestrians and tourists.

Removal of trees

15 (<1%) respondents expressed concern about the removal of trees and questioned if the cycle track could bypass the trees or if the trees could be relocated elsewhere. One respondent approved of removing the trees.

Mansell Street mandatory cycle lane

15 respondents (<1%) gave feedback on the mandatory cycle lane. 14 of these expressed concern about the use of a mandatory cycle lane along Mansell Street, generally citing an

insufficient level of protection which could cause conflict with motor vehicles. Suggested interventions here included:

- A kerb for segregation
- Extension of the mandatory land to the end of Mansell Street (south)
- Removing a southbound traffic lane along Mansell Street to accommodate cycle lanes
- Incorporating the cycle lane into the East-West route more continuously

One respondent approved of the mandatory cycle lane.

Restricted access to Trinity Square

Although not part of this section's proposals, 18 respondents (<1%) commented on the removal of access to Trinity Square. Their comments are included in the analysis of Section 2.

Impact on taxis

18 respondents (<1%) opposed the proposals for this section all or in part due to the potential negative impact on taxis in terms of the impact on business travellers, other taxi users, and taxi drivers. Four respondents stated that 'no thought' has been given to taxis or that taxi needs have not been fully considered.

Cycle crossings at Mansell Street and Minories

14 respondents (<1%) commented on these crossing points as follows:

- Requests for additional interventions to delineate the cycle track in these areas, including separate road surfacing, cats eyes, raising the cycle track, and continued segregation
- Backed-up vehicles tend to block the Mansell Street crossing/junction needs to be kept clear to prevent blocking
- Disliking the curve/kink in the cycle track across Minories
- Concern about the cycle track narrowing as it goes across junctions
- Mansell Street crossing may be 'intimidating'
- Concern about conflict with pedestrians at these crossing points
- Concern that the pedestrian crossing on Tower Hill may cause cyclists to block access to Minories if lights are not correctly timed
- Requesting that the simplified crossing at Minories is moved closer to the pedestrian desire line at the junction
- Disagreeing with the simplified crossing at Minories as removing a turn will add difficulties for heavier vehicles and create congestion
- Support for a dedicated cyclist light at Minories on condition of keeping Shorter Street accessible

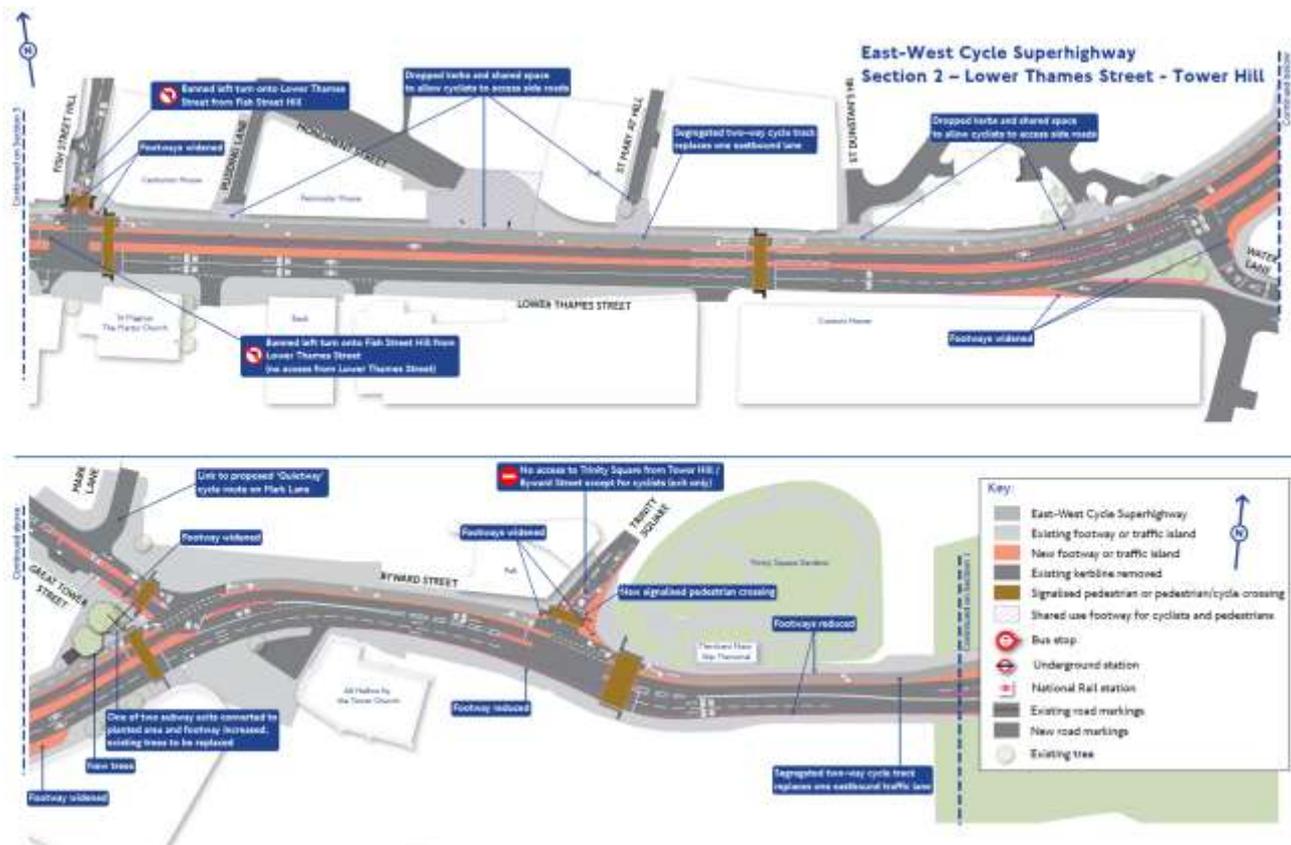
Pedestrian crossings: 11 respondents (<1%) commented:

- Request for additional pedestrian crossings to move people across the track and the roads around Tower Hill
- Request for zebra crossings over the cycle track
- Request to align existing crossings with view of the Tower of London (Historic Royal Palaces)
- Request for wide crossings
- Concern that the pedestrian crossing on Tower Hill north of the gyratory could be blocked by cyclists
- Request for straight rather than staggered crossings
- Request for Minorities crossing to be located nearer to pedestrian desire lines
- Feeling new Minorities crossing is unnecessary as current facility is not unsafe
- Appreciation of simpler crossings

Impact on emergency services

Eight respondents expressed concern about delays to emergency vehicles resulting from the proposals.

Section 2: Byward Street / Lower Thames Street

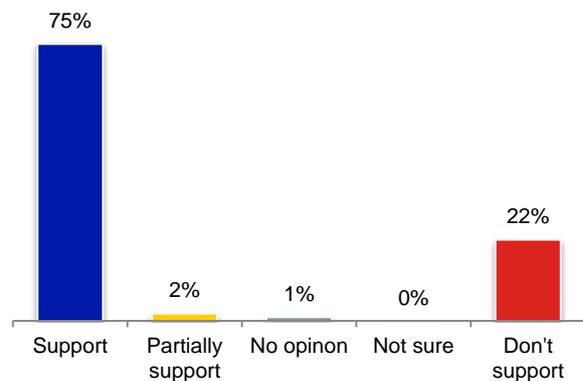


Key proposals:

- Segregated two-way cycle track replaces one eastbound traffic lane
- Exit only from Trinity Square to Tower Hill/Byward Street
- Junction improvements at Byward Street/Trinity Square
- No left turn from Fish Hill Street to Lower Thames Street and vice versa

Number of respondents: 4,212

Section support:



Details of responses to Section 2

Of 4,212 respondents to this section, 678 (16%) provided comments. This section contained 213 repeat comments (31% of total). 18 respondents also commented on the proposals for this section in the response to overall proposals (specifically those relating to Trinity Square access); their responses are included in the analysis below.

Traffic/congestion

217 respondents (4%) expressed concern about the impact on traffic (64/29% repeat comments), in particular the impact of the proposals on congestion or delays (133 respondents, 3%; 56/42% repeat comments). Some respondents expressed particular concern that the removal of a traffic lane and closure of access to Trinity Square would result in driving traffic to alternative routes and increasing congestion throughout the area. A small number of these respondents offered suggestions to mitigate this impact, including:

- Retaining shared lanes for motorists and cyclists
- Improving signalling to keep cyclists safe and retain access to Trinity Square
- Using a variable flow lane that could switch direction to accommodate peak flows
- Reducing the number of westbound instead of eastbound lanes
- Using the footway or central reservation space for the cycle track instead of road space

Support/positive comments

95 respondents (2%) offered positive comments (28/59% repeat comments).

- 53 respondents (1%) provided generic positive/supportive comments (e.g. “Excellent”)
- 33 respondents (1%) felt the upgrades would improve safety for cyclists.
- 7 respondents (<1%) felt the scheme would improve London as a city
- 4 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)

Trinity Square access

60 respondents (1%), including City of London, DoubleTree by Hilton, London Borough of Tower Hamlets, LTDA, All Hallows by the Tower, and Pepys Street TRM Company Limited, expressed concern about the proposal to restrict access to Trinity Square. Additionally, 19 respondents commented on this issue in Section 1; their concerns are also considered below.

The main concern regarding the change of access is its potential impact on other local roads as motorists are diverted to alternative routes. In particular, respondents expressed concern about the impact on residents, visitors, and businesses along Cooper’s Row and

Pepys Street, anticipating that increased volumes of motor vehicles in these areas will create an unpleasant environment for residents and visitors, particularly those travelling on foot through these areas.

Three respondents favoured this change to reduce Trinity Square being used as a 'rat run' by taxis.

Cyclist behaviour

50 respondents (1%) expressed concern about cyclist behaviour (13/26% repeat comments).

Banned left turns at Fish Street Hill

40 (1%) respondents discussed the banned left turns at Fish Street Hill. 20 respondents (<1%) opposed banning left turns here, including LTDA, City of London, GMB Professional Drivers Branch, and Skanska's project manager at The Monument Building development, with the key reasons being that it will restrict access to London Bridge and increase congestion on other routes.

One respondent would like to retain the turning allowance for taxis and one would like the same for cyclists. Living Streets expressed concern that cyclists turning left into Fish Street Hill would ignore the traffic light and ride through the crossing during the pedestrian phase and suggested using a 'no left turn' red light for cyclists to emphasis the pedestrian phase.

Four respondents (<1%) agreed with the proposal, including Sustrans.

Economic impact: 37 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (16/43% repeat comments).

Access to side streets: 30 respondents (<1%) commented on access to side streets, with a variety of issues:

- Use of shared space and the need for further segregation measures to prevent cyclist/pedestrian conflict
- How priority is determined at junctions intersecting with the East-West route and measures to raise awareness among motorists of cyclist presence
- Suggested implementation of a cyclist slip road/signal exemption for westbound cyclists to access Great Tower Street without holding up other cyclists
- Concern about the potential for conflict with buses at Great Tower Street
- Creating a hybrid or stepped track at Great Tower Street to offer greater protection for cyclists (Sustrans)
- How access to streets on the south side of Lower Thames Street is facilitated

- How motor vehicles will be kept out of ASLs (1); ensuring ASLs are accessible to 'larger cycles' (Wheels for Wellbeing)
- Comment that accessing side streets is key to permeability
- Suggestions of 'give way' signage (1), raised tables at junction approaches
- Seemingly tight turns required for cyclists turning to/from Fish Street Hill, Great Tower Street, and Trinity Square, which could cause cyclists to 'swing out' into oncoming cyclists to widen their turning angles
- The cycle track appearing to narrow at Great Tower Street
- Whether or not signals will be provided for cyclists at Fish Street Hill
- Suggested use of simultaneous green signal at junctions

Footways and shared space

Footway reductions: 16 respondents discussed this. Five opposed reductions to footways. Other feedback included:

- Suggestion/support for taking space from existing footways for the track instead of the road (6)
- Request to widen footways and further reduce traffic lanes (1)
- Concern that reducing footway could provide insufficient capacity during peak tourist seasons (1)
- Supporting 'the extension of footways' in this area (1)
- Concern about accessibility issues arising through footway reduction (1)
- Stating that narrowing the footway is not 'a bad thing' (1)

Shared space: 12 respondents discussed this. Eight opposed using shared space due to potential for conflict between pedestrians and cyclists and preferring to retain separate infrastructure for each type of road user. Two supported using shared space. Two requested that sufficient signage is provided to indicate the shared use area.

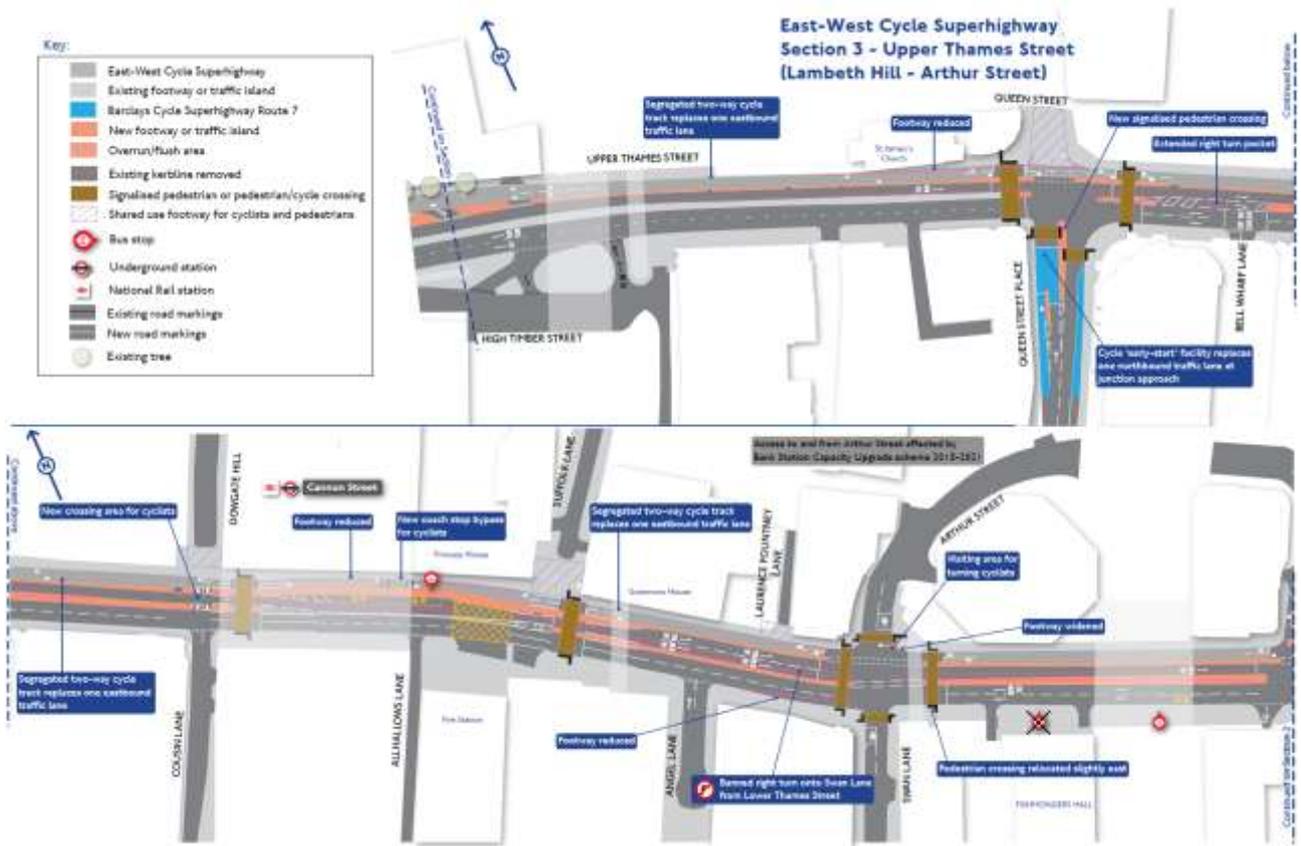
Environmental impact

16 respondents (<1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (8/50% repeat comments). 8 (<1%) felt that the proposals will have a positive impact on the environment (6/75% repeat comments).

Water Lane area

Eight respondents commented on the proposals in relation to Water Lane. Four respondents were grateful that the proposals will reduce conflict with vehicles using this road and two asked about access from the East-West route to Water Lane. CPT asked for clarification about whether coaches of up to 15 metres would continue to have access to Water Lane to use its coach parking facilities. CTC asked if crossings at Water Lane could also be used by cyclists.

Section 3: Upper Thames Street and Lambeth Hill/Arthur Street

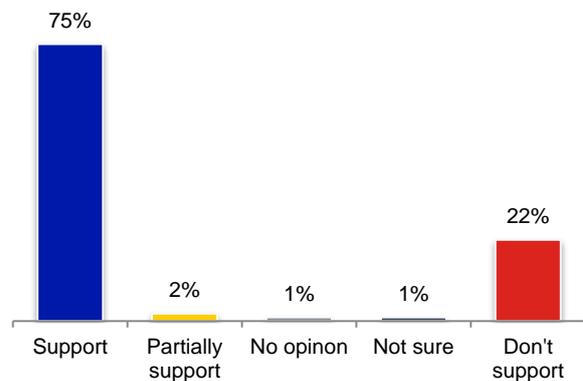


Key proposals:

- Segregated two-way cycle track replaces one eastbound traffic lane
- No right turn from Upper Thames Street to Swan Street, except cycles
- Dedicated traffic lights for cyclists travelling along Upper Thames Street at Arthur Street
- Coach stop bypass for cyclists
- Early start facility for cyclists on Queen Street Place with new signalised pedestrian crossing

Number of respondents: 4,028

Section support:



Details of responses to Section 3

Of 4,028 respondents to this section, 541 (13%) provided comments. This section contained 222 repeat comments (41% of total).

Traffic/congestion

161 respondents (4%) expressed concern about the impact on traffic (88/55% repeat comments), in particular the impact of the proposals on congestion or delays (100 respondents, 3%; 56/56% repeat comments). Some respondents noted that the removal of a lane of traffic in particular could have a negative impact on the volume of traffic redirected elsewhere and on congestion along the route.

Support/positive comments

63 respondents (1%) offered positive comments (27/43% repeat comments).

- 42 respondents (1%) provided generic positive/supportive comments (e.g. “Excellent”)
- 17 respondents (<0%) felt the upgrades would improve safety for cyclists.
- 5 respondents (<0%) felt the scheme would improve London as a city
- 3 respondents (<0%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)

Junction with Southwark Bridge/CS7: 62 respondents (2%) commented on the interchange between the two Cycle Superhighways in this section.

‘Early-start’ signals for cyclists: 25 respondents (1%) commented on the use of ‘early-start’ signals for cyclists at this junction

- 22 (1%) expressed concerns about the arrangements, including London Cycling Campaign. Concerns were largely due to early start systems requiring cyclists to ‘always stop’, not giving cyclists enough time to proceed, being an unknown system to many cyclists, and the possibility of motorists waiting in the blue/cyclist early start area.
- CPT requested clarification of how the early start arrangement would work. Wheels for Wellbeing requested that the early start system is tested with users of larger cycles.
- Three respondents (<1%) approved of early start.

Alternative signalling systems: 19 respondents (1%) requested alternative systems to early start such as separate cyclist light phase (10), simultaneous green (4), and ‘fully segregated Dutch style’ junction treatment (2).

Two respondents felt that the East-West route could operate outside of signal control via 'give way' marking and informal zebra crossings. One respondent requested that the signals give enough time for vehicles to turn to reduce the number of motorists turning on red.

Interchange with CS7: 18 respondents (<1%) questioned how cyclists move between the two superhighways or indicated that this interchange is unclear, including CTC, Cycling Embassy of Great Britain, and Sustrans. One respondent asked if cyclist access along Queen Street to Cannon Street will be improved.

Other comments/feedback: Other comments included (<1% of responses each):

- Requests for additional segregation/signage within the shared cyclist/pedestrian area along Queen Street
- Praise for the junction design with no further requests/suggestions
- Request to allow cyclists to travel straight on across Queen Street as they do not intercept any motorised traffic here
- Objections to removing the northbound traffic lane (2 incl. LTDA)
- Preference to use a signal separated junction with held left turns (London Cycling Campaign)
- Preference for a straight crossing over Queen Street Place instead of staggered
- Concern that cyclists queuing in CSEW may block cyclists from CS7 on Queen Street

Environmental impact

36 respondents (<1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (23/64% repeat comments). 6 (<1%) felt that the proposals will have a positive impact on the environment (4/67% repeat comments).

Economic impact

25 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (16/64% repeat comments).

Cyclist behaviour

23 respondents (1%) expressed concern about cyclist behaviour (13/57% repeat comments).

Bus/coach stop bypass

17 respondents (<1%) commented on the bypass in this section. Six respondents (<1%) supported this feature. Four respondents (<1%) opposed using bypasses, citing concerns about conflict between pedestrian and cyclists and lack of provision for visually/mobility impaired pedestrians. Six respondents provided other feedback on the bypasses (<1% each), including:

- Request for measures to slow cyclists when passing bus stops (1)
- Bypass may not be necessary if coach frequencies are low (1)
- Concern that track may not be wide enough around bus stops (1)
- Questioning if the passenger waiting area will be large enough to accommodate coach/bus users, (1), including wheelchair users (Wheels for Wellbeing)
- Inability to comment due to lack of information about bypass operation (CPT)

Arthur Street/Swan Lane junction: 13 respondents (<1%) commented on the treatments at this junction:

- Concern that the two stage turn is awkward/confusing (4) and not large enough to accommodate high volumes of cyclists (2)
- Request for simultaneous green (2)
- Suggesting Arthur Street is upgraded and used to allow access to the City (2)
- Appreciating the dedicated signals for cyclists to proceed ahead of left turning traffic (1); by contrast, opposing the signals due to feeling that cyclists should not be using this route (1)
- Asking if ASLs can accommodate larger cycles (Wheels for Wellbeing)
- Disliking that left turning cyclists are held at a light and preferring to allow cyclists to bypass this (1)
- Request to prevent access from Arthur Street to Upper Thames Street during peak times (1)
- Concern that cyclists turning from CSEW will come into conflict with motor vehicles (1)

Banned right turn to Swan Lane

13 respondents (<1%) mentioned the banned right into Swan Lane, almost all opposing the banned turn due to its potential impact on reduced access for emergency vehicles, delivery vehicles, taxis, and local workers with no alternative route identified. This included LTDA and Nomura.

One respondent who appeared neutral on this issue requested that if cyclists are also banned from turning right, signage directing them to an alternative route should be provided. CPT asked what alternative routes would be available for coaches in light of this restriction.

Cousin Lane/Dowgate Hill junction: Nine varying comments were provided on this junction:

- Appreciating the new crossing area for cyclists (2)
- Requesting a yellow hatched area/no stopping box/'keep clear' marking at this junction to prevent it being blocked during busy times (2 incl. Sustrans)
- Requesting bollards between the cycle lanes to prevent motorists from using this area (1)
- Requesting that the pedestrian crossing is truncated before the cycle track to allow cyclists to carry through if there are no pedestrians (1)
- Concern that the waiting areas are not wide enough to accommodate a cyclist waiting to cross (1)
- Uncertainty over the necessity of the change and concern about its impact on motorists (1)
- Questioning if the cyclist crossing is large enough to accommodate larger cycles (Wheels for Wellbeing, 1)

Impact on High Timber Street

Four respondents opposed the proposals due to the impact on High Timber Street, feeling the changes to the road layout will cause them to be cut off from their residences and potentially adding more traffic on other roads. This issue was also raised by five respondents in Section 4.

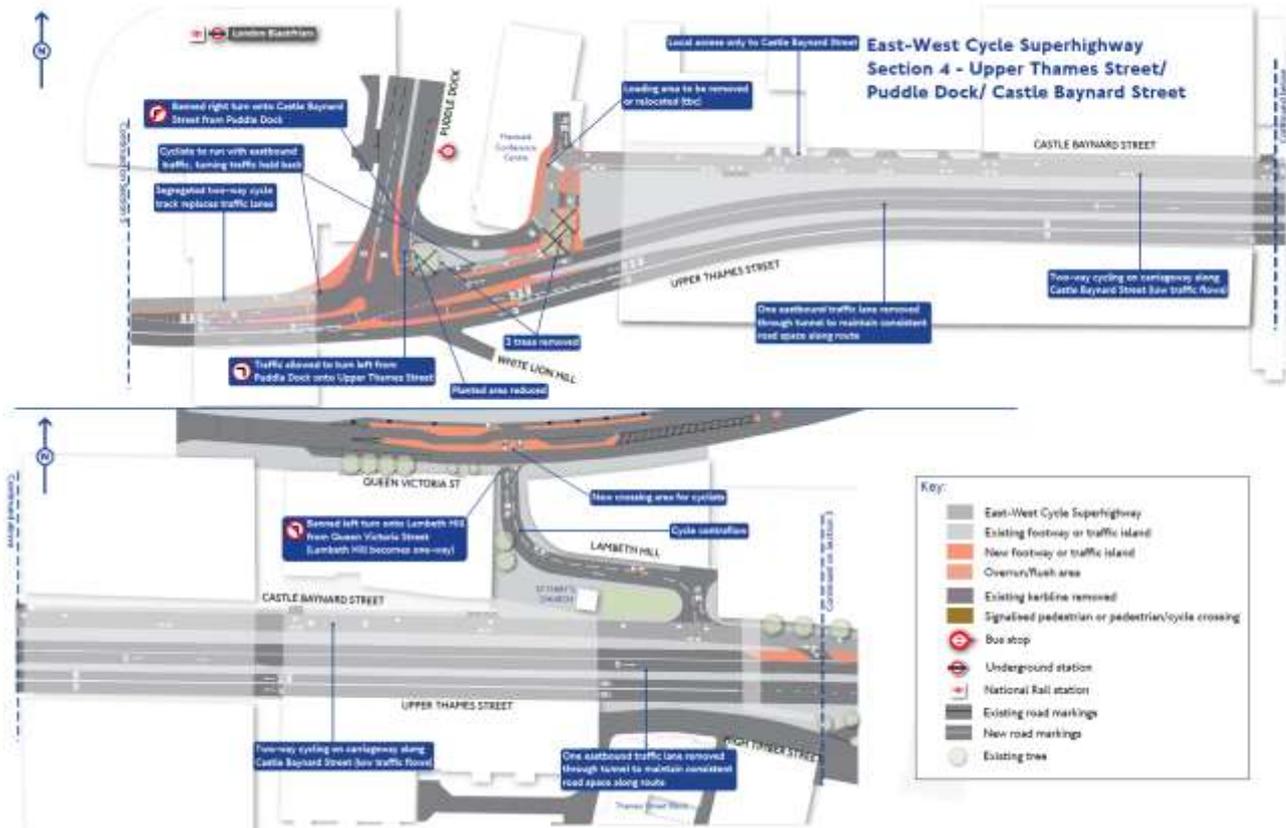
London Bridge as an alternative southern route

Three respondents would like to see cycling encouraged on London Bridge.

Banned turns at Fish Street Hill

Two respondents cited the banned turns at Fish Street Hill, expressing concern about the impact of these bans on other roads and restricting access to London Bridge. Their comments are included in the summary of comments relating to Section 2.

Section 4: Upper Thames Street and Puddle Dock/Castle Baynard Street

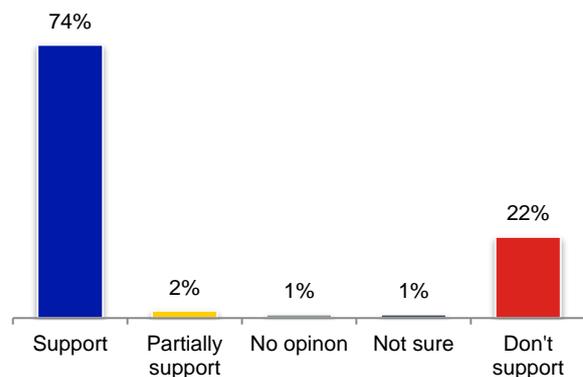


Key proposals:

- Two-way cycling along Castle Baynard Street
- No left turn from Queen Victoria Street to Lambeth Hill, except cyclists
- Lambeth Hill is one-way (contraflow) for cyclists
- No right turn from Puddle Dock to Castle Baynard Street
- Dedicated traffic lights for cyclists travelling along Upper Thames Street at Puddle Dock
- One eastbound traffic lane removed within Upper Thames Street tunnel
- Segregated two-way cycle track replaces one traffic lane under Blackfriars Underpass
- No segregation on Castle Baynard Street due to low traffic volumes

Number of respondents: 3,957

Section support:



Details of responses to Section 4

Of 3,957 respondents to this section, 536 (14%) provided comments. This section contained 223 repeat comments (42% of total).

Traffic/congestion

155 respondents (4%) expressed concern about the impact on traffic (87/56% repeat comments), in particular the impact of the proposals on congestion or delays (94 respondents, 3%; 55/59% repeat comments). Concerns about redirected traffic and increased congestion often stemmed from the proposals to ban left turns to Lambeth Hill and right turns onto Castle Baynard Street (see below for further analysis). Some respondents were also concerned about the proposal to remove a lane through the tunnel to maintain consistent road space throughout the route. Suggestions to reduce the impact of the proposals included removing the dual carriageway to maintain two vehicle lanes and avoid the need to restrict eastbound traffic in the tunnel as well as using Castle Baynard Street exclusively for cycling and keeping all vehicle traffic on Upper Thames Street.

Cyclist provision on Castle Baynard Street

74 respondents (2%) commented on the use of Castle Baynard Street for CSEW. 21 (1%) of these respondents stated their appreciation towards the proposed use of Castle Baynard Street. The remaining 53 respondents (1%) expressed concerns and feedback as follows (<1% of responses each):

- Traffic speeds along this route being unsuitable when mixed with cyclists and requests to implement traffic calming measures/speed limits (12)
- Preferring increased segregation/protection for cyclists rather than sharing with motorists (8)
- The sharpness of the angles/bends near Puddle Dock (4)
- Suggestions that cyclists may ignore the track and continue along Upper Thames Street (4 incl. LTDA)
- Whether lighting and ventilation will be improved (4 incl. Sustrans)
- The possibility of conflict with vehicles turning from side streets along Castle Baynard Street (3 incl. Gnewt Cargo)
- Four respondents (<1%) suggested that one or both of the lanes could/should continue along the removed eastbound traffic lane along Upper Thames Street.

Support/positive comments: 64 respondents (1%) offered positive comments (29/45% repeat comments):

- 39 respondents (1%) provided generic positive/supportive comments (e.g. “Excellent”)
- 21 respondents (1%) felt the upgrades would improve safety for cyclists.
- 3 respondents (<0%) felt the scheme would improve London as a city
- 2 respondents (<0%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)

Environmental impact

35 respondents (<1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (23/68% repeat comments). 4 (<1%) felt that the proposals will have a positive impact on the environment (4/100% repeat comments).

Puddle Dock junction

28 respondents (1%) discussed the interchange at Castle Baynard Street/Puddle Dock/Upper Thames Street and highlighted various issues as follows (<1% of responses each):

- The junction with Puddle Dock, which some respondents consider ‘complex’ or ‘confusing’ (9 incl. London Cycling Campaign)
- The possibility of cyclists ignoring the Castle Baynard Street route to avoid using the Puddle Dock crossing area (6)
- Concerns about conflict with vehicles at the junction (2)
- Concerns about narrowness of track around the bends and request for cycle lanes to be at least 1.5m around here with improve sight lines for eastbound cyclists (2)
- The lengthy discontinuation of the cycle track across Puddle Dock which could be improved by ‘give way’ markings or moving the stop line forward (2 incl. Sustrans)
- Requests for treatments around the bends at Puddle Dock to slow traffic here and give cyclists a primary position (Sustrans)
- How cyclists will access Puddle Dock (1)
- Concern that there will not be enough space for cyclists waiting to cross the junction, which could be amended by extending the cycle track (1)
- Whether westbound cyclists will have a signal to cross Puddle Dock (1)

Economic impact

25 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (15/60% repeat comments).

Cyclist behaviour

21 respondents (1%) expressed concern about cyclist behaviour (12/57% repeat comments).

Changes to Lambeth Hill

14 respondents (<1%) commented on the banned left and one-way treatment at Lambeth Hill. Eight (<1%) of these, including GMB Professional Drivers Branch, opposed the changes largely due to the impact and possible congestion on other roads as vehicles are redirected. Six (<1%) provided other feedback (<1% of comments each):

- Stating that Lambeth Hill should not exit onto the East-West route unless absolutely necessary (2)
- Requests for signage to warn motorists of the cycle track when turning from Castle Baynard Street to Lambeth Hill (1)
- Approving of the changes but asking how the 'local only' access to Castle Baynard Street will be enforced (1)
- Asking why the turn is banned (1)
- Concern that island width/waiting area for cyclists on Lambeth Hill does not have enough capacity (1)

Treatment of trees

12 respondents (<1%) mentioned trees; most of these would like to see the removed trees relocated elsewhere, with two respondents suggesting replanting these in existing verges/islands along this section and one agreeing to opening Puddle Dock by moving a tree and reducing the planted area.

Banned right from turn Puddle Dock into Castle Baynard Street

- Five opposed banning turns due to concerns about restricting access and increased congestion
- CPT asked how coaches would be able to serve the Mermaid Conference Centre as a result of the banned turn

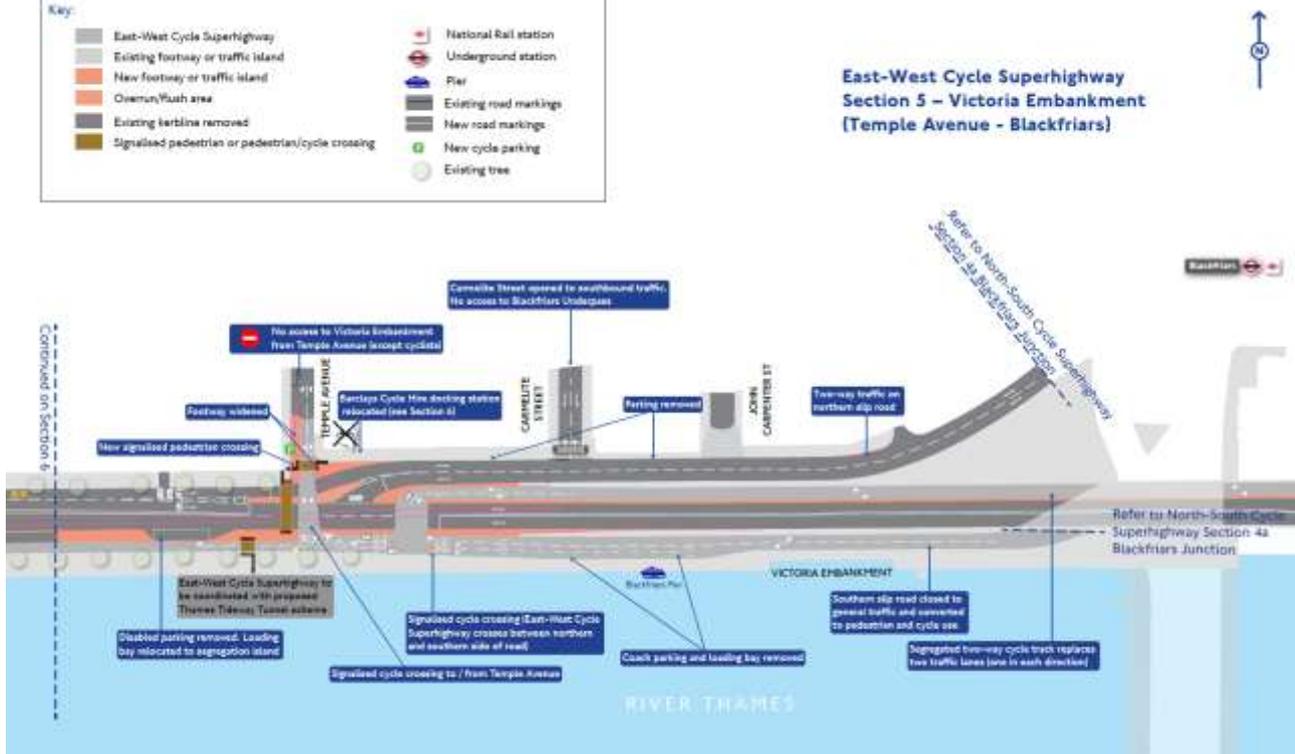
High Timber Street access

Five respondents were concerned about the impact of the proposals on residential access to High Timber Street, particularly those restricting access to Lambeth Hill and Castle Baynard Street, which are access points for residences around this area. This issue and concerns were also raised by four respondents in Section 3. An additional respondent who lives on Trig Street had similar concerns to the above of not being able to access their residence due to the changes to the road layout here.

Section 5: Victoria Embankment and Temple Avenue/Blackfriars

Key:

East-West Cycle Superhighway	National Rail station
Existing footway or traffic island	Underground station
New footway or traffic island	Pier
Overrun/flush area	Existing road markings
Existing kerbline removed	New road markings
Signalised pedestrian or pedestrian/cycle crossing	New cycle parking
	Existing tree

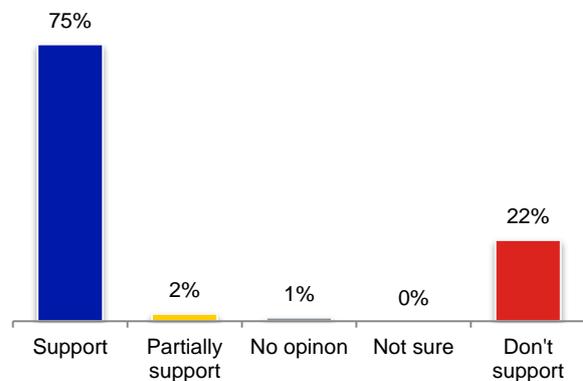


Key proposals:

- Segregated two-way cycle track replaces one traffic lane in each direction under Blackfriars Underpass
- Southern slip road from Blackfriars Bridge converted to pedestrian and cycle use
- Northern slip road onto Blackfriars Bridge converted to two-way operation for general traffic
- No access from Temple Avenue to Victoria Embankment, except cyclists
- Carmelite Street opened to southbound traffic
- Segregated two-way cycle track replaces one traffic lane on Victoria Embankment

Number of respondents: 4,001

Section support:



Details of responses to Section 5

Of 4,001 respondents to this section, 656 (16%) provided comments. This section contained 251 repeat comments (38% of total).

Traffic/congestion

176 respondents (4%) expressed concern about the impact on traffic (102/58% repeat comments), in particular the impact of the proposals on congestion or delays (110 respondents, 3%; 66/60% repeat comments). Concerns about traffic and congestion related to a number of proposals in this section, including the removal of traffic lanes to accommodate the cycle track, the closure of Temple Avenue, the new cyclist crossing for interchange between the East-West and North-South routes, and the changes to the slip roads at Blackfriars junction.

A small number of respondents offered suggestions for other road designs to lessen traffic impact, including using footway/segregating island space for the cycle track, keeping Carmelite Street closed and/or Temple Avenue open, not converting the slip roads, and using the riverside of Embankment for the entirety of the East-West route to avoid the changes and cycling crossover required in this area.

Support/positive comments

- 122 respondents (3%) offered positive comments (34/28% repeat comments).
- 76 respondents (2%) provided generic positive/supportive comments (e.g. “Excellent”)
- 33 respondents (1%) felt the upgrades would improve safety for cyclists.
- 10 respondents (<0%) felt the scheme would improve London as a city
- 3 respondents (<0%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)

Cyclist crossing between north and south sides of the road

The Embankment crossing facilitating access between the two Superhighways generated comments from 81 respondents (2%) as follows:

- Feeling that the number of signals is excessive or suggest that signals are only needed for cyclists needing to turn at the crossing (that is, straight-on cyclists can negotiate their own paths without requiring signals, or ‘give way’ markings could be used instead) (33, 1%, incl. Wheels for Wellbeing, Cycling Embassy of Great Britain, Brent Cyclists)
- Feeling that the crossing appears confusing or complex (15, <1%, incl. Wheels for Wellbeing)
- General supportive comments about the design with no suggestions/concerns (9, <1%)
- Concern that the turning angles are sharp and undesirable (8 <1%)
- Concern about the positioning/alignment of the signals (5, <1%, incl. Sustrans)

- Request to ensure the lights are prioritised for cyclists (4, <1% incl. London Cycling Campaign)
- Concern that the crossing will not be wide enough for the number of cyclists using it (2, <1%)

Environmental impact

38 respondents (<1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (74/68% repeat comments). 9 (<1%) felt that the proposals will have a positive impact on the environment (5/56% repeat comments).

Temple Avenue junction

35 respondents (1%) discussed the changes at Temple Avenue as follows (<1% of respondents each).

- Preference for a zebra crossing instead of a signalised crossing over the cycle track (12, incl. Cycling Embassy of Great Britain, Brent Cyclists, and Publica)
- Opposing the restriction of vehicle access to Temple Avenue (8) due to concerns that it would increase congestion/traffic on other roads/areas (7), such as Blackfriars, The Strand, Fleet Street and side roads. This included LTDA, GMB Professional Drivers Branch. Gibson, Dunn and Crutcher expressed concern that the closure would inhibit access to their office on Temple Avenue. By contrast, Sustrans supported the closure.
- General positivity towards the redesign without suggestions/requests (3)
- Suggestions to connect/integrate the junction with the north/south crossing and the slip road junctions to reduce the number of crossings for cyclists (4); similarly, concern that accessing CSEW from Temple Avenue requires 'torturous' interchange of crossing twice in quick succession (1)
- Preference for straight rather than staggered pedestrian crossings (5, incl. Sustrans)
- Concern that the waiting areas for cyclists and stop line positions do not provide enough space for cyclists (4, incl. Sustrans)
- Uncertainty of the purpose for the white triangle mark (Sustrans)
- Suggestions to redesign the junction to create room for two westbound traffic lanes (Canary Wharf Group) or to retain access to Temple Avenue

Impact on coach parking/loading bay

32 respondents (1%) commented on the impact of removing the coach parking and loading bay near Blackfriars Pier:

- 18 (<1%) were against changes that could impact coaches and delivery vehicles, citing their importance for tourism/business and commuters and disliking the possibility of delays to coach users. This included UKInbound, a representative with

Coach Driver Forum, CPT, GMB Professional Drivers Branch, and The Road Haulage Association.

- 10 (<1%) were positive towards the proposals largely due to reducing conflict between cyclists and large vehicles.
- The remainder requested further considerations (e.g. ensuring coach/bus stop bypasses do not cause conflict between pedestrians and cyclists, ensuring traffic can flow enough to 'avoid a coach and bus war') or asked how the proposals will impact coaches.

Changes to slip roads

30 respondents (1%) commented on the proposals to close the southern slip road to general traffic and turn the northern slip road into a two-way traffic route:

- 14 respondents (<1%) expressed concern about this, including Alliance of British Drivers, CPT, and West London Residents Association. Reasons for opposition included feeling that it would cause congestion in the area and make it difficult for motorists to access Embankment.
- 10 respondents (<1%) were positive towards the proposals, including London Cycling Campaign.
- The remainder were more neutral responses, for example asking how motorists using the northern slip road will negotiate the cycle track and conflicts arising at the points where the road and track meet. John Biggs AM questioned how capacity of the northern slip road will be managed, particularly at times when Blackfriars underpass/tunnel are closed and queues can form in this area.

Economic impact

29 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (18/62% repeat comments).

Cyclist behaviour

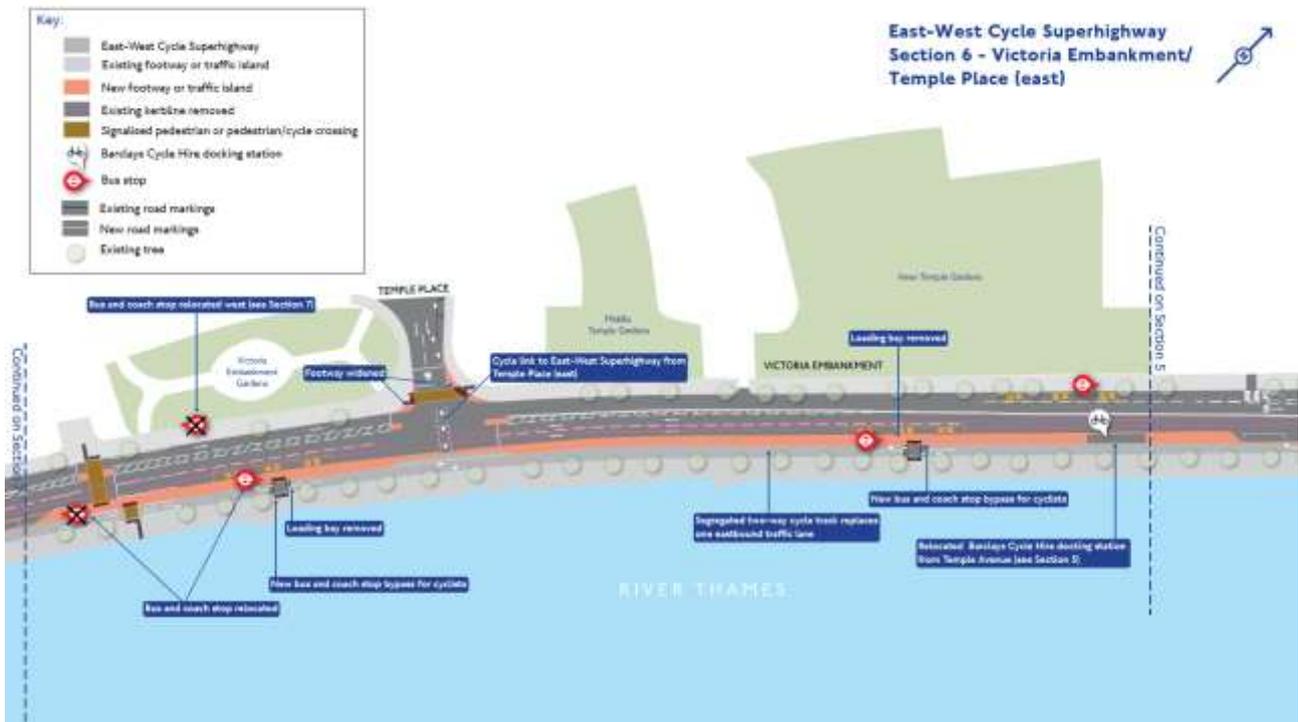
27 respondents (1%) expressed concern about cyclist behaviour (14/52% repeat comments).

Disabled parking

Six respondents (<1%) commented on the removal of disabled parking in this section:

- Three respondents (<1%) oppose the removal of disabled parking, including Gibson, Dunn & Crutcher LLP and Northbank BID
- Three respondents (<1%), who otherwise support the scheme, do not think disabled parking should be removed for the sake of the cycle track or that disabled parking should be relocated as much as possible.

Section 6: Victoria Embankment and Temple Place (east)

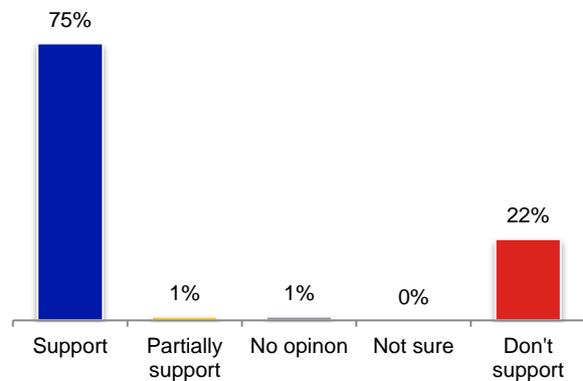


Key proposals:

- Segregated two-way cycle track replaces one eastbound lane of traffic
- Signalised cycle link to Temple Place
- Bus/coach stop bypasses for cyclists and relocation of bus/coach stops
- Removal of loading bays

Number of respondents: 3,924

Section support:



Details of responses to Section 6

Of 3,924 respondents to this section, 489 (12%) provided comments. This section contained 251 repeat comments (51% of total).

Traffic/congestion

99 respondents (3%) expressed concern about the impact on traffic (71/72% repeat comments), in particular the impact of the proposals on congestion or delays (82 respondents, 2%; 60/73% repeat comments). Where stated, most traffic concerns related to the removal of an eastbound traffic lane to accommodate the cycle track. A small number of suggestions for alternative road designs included narrowing the segregating island to retain traffic lanes (Canary Wharf Group), removing loading bays to accommodate uninterrupted on-road cycling, keeping westward traffic on Embankment two lanes to retain consistency and avoid congestion, and using alternative routes for cycling through the City.

Support/positive comments

81 respondents (2%) offered positive comments (34/42% repeat comments).

- 51 respondents (1%) provided generic positive/supportive comments (e.g. “Excellent”)
- 22 respondents (1%) felt the upgrades would improve safety for cyclists.
- 10 respondents (<1%) felt the scheme would improve London as a city
- 1 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)

General bus/coach comments

38 respondents (<1%) discussed the impact of the proposals on buses and coaches, 17 (<1%) of whom were positive towards the relocation of stops and measures to reduce conflict with coaches in particular in this section.

Nine respondents (<1%) expressed concern about negative impacts to coach services and passengers as a result of potential delays on the route and reductions/relocations of coach parking.

Other feedback and concerns included (<1% of responses each):

- Relocating coach parking to avoid European passengers alighting on the road or amending the design to accommodate coaches with doors on either side (2)
- Request that coach drivers and tour guides are given instructions to keep tourists safe when in proximity to the cycle track or request to provide barriers/markings to prevent coach passengers from walking onto the cycle track (2)

- Concern that moving the bus stops will cause confusion for tourists and coach providers and request to provide clear signage to communicate changes (UKInbound)
- Not feeling coach bypasses will make a difference (1)
- Uncertainty of the impact of the scheme, particularly the removal of the traffic lane, on coaches (1)
- Asking if coach/bus stops are for drop off or waiting only, if bus stops may end up blocked, and how many buses/coaches are capable of pulling over at the same time (1)
- Concern (from a tourist industry employee) that changes to coach/bus stops will reduce convenient access to public toilets (1)
- Preference for banning buses and coaches along this route entirely (1)

Economic impact

34 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (24/71% repeat comments).

Environmental impact

33 respondents (<1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (27/82% repeat comments). 6 (<1%) felt that the proposals will have a positive impact on the environment (6/100% repeat comments).

Bus/coach bypasses

26 respondents (1%) commented on the use of bypasses to avoid coach/bus conflict.

- 16 (<1%) of these were positive about the bypass proposals, including UKInbound.
- Six respondents (<1%) opposed the bypasses, including Guide Dogs, Thomas Pocklington Trust, and GMB Professional Drivers Branch.
- Three respondents (<1%) stated that they were 'unconvinced by the case for raised tables at bus stop bypasses' and would prefer to keep the cycle track at the same height throughout.
- CPT requested clarification of the bypass design.

Cyclist behaviour

20 respondents (1%) expressed concern about cyclist behaviour (14/70% repeat comments).

Removal of loading bays

15 respondents (<1%) commented on the removal of loading bays in this section:

- 13 (<1%) expressed concern about changes to loading areas citing the impact on local businesses as deliveries and other services would be affected. This included The Wellington Trust, and the Road Haulage Association.
- One respondent approved of removing the loading bays to accommodate the cycle track.
- One respondent questioned if monitoring took place to verify usage of the existing loading bays.

Pedestrian crossings

10 (<1%) respondents commented:

- Six respondents (<1%) requested that zebra crossings are used along the cycle track instead of signalised, including London Cycling Campaign.
- Five respondents (<1%) would prefer that the staggered crossing near Victoria Embankment Gardens is altered to be straight across.

Temple Place junction: Nine respondents (<1%) provided various comments:

- Concern about left hook possibilities and request for a separate signal phase, cycle lane, and/or mirrors at the crossing to minimise risk of conflict (3, incl. Wheels for Wellbeing)
- Request for a deeper or part width Advanced Stop Line (ASL) at Temple Place (2 incl. CTC) and asking if ASL will be able to accommodate larger cycles (Wheels for Wellbeing)
- Redesign to Dutch standard with more separation of vehicles (1)
- Concern that the turns required between Temple Place and the East-West route are too sharp (1)
- Appreciation of junction design but requesting the same green time for motorists and cyclists (London Cycling Campaign)
- Request to tighten the east-side corner radius from Embankment to Temple Place to restrict sweeping turns, concern that the location of cycle stencils implies a secondary riding position, request to widen the entry gap and provide anti-skid treatments for CSEW to facilitate easier turning, and request for contraflow provision on Temple Place (Sustrans)

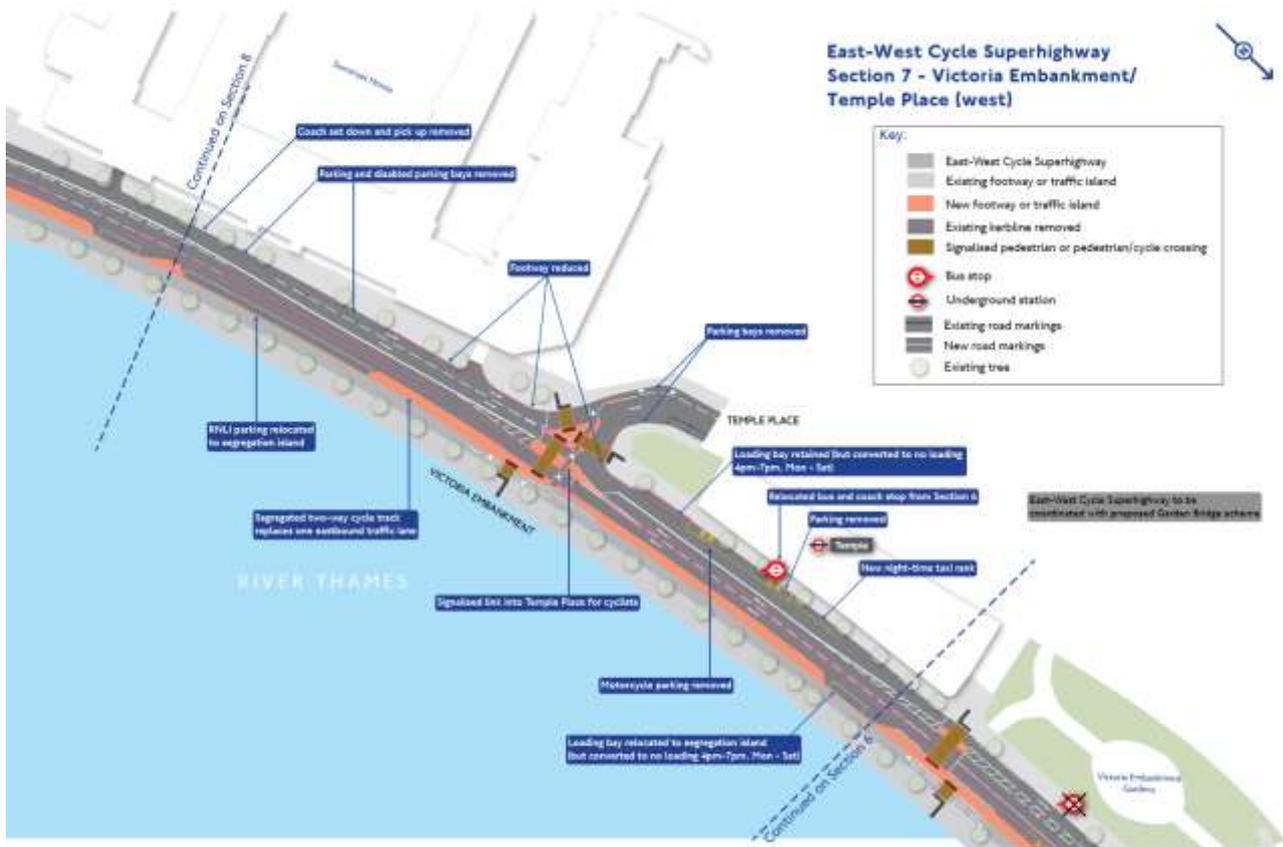
Relocation of Barclays Cycle Hire docking station

Five respondents (<1%) commented on this. One opposed the relocation and three supported it, with one of these requesting additional docking stations. One respondent questioned how Cycle Hire users would cross the track to reach the docking station.

Access from Middle Temple Lane

The Honourable Society of the Middle Temple expressed concern that the scheme makes no provision for cyclists exiting Middle Temple Lane to join the new track and requests this is addressed as it is considered a main exit route in the area.

Section 7: Victoria Embankment and Temple Place (west)

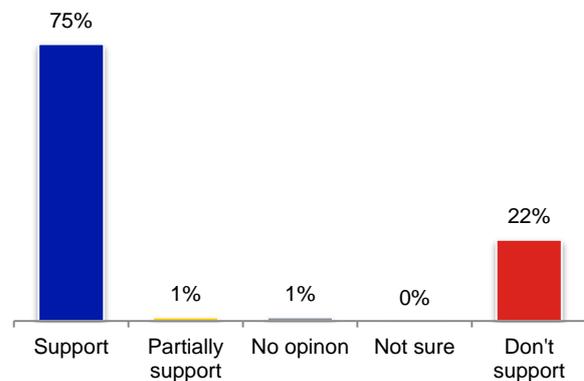


Key proposals:

- Segregated two-way cycle track replaces one lane of eastbound traffic
- Signalised cycle link to Temple Place
- Night-time taxi rank
- Relocation of bus/coach stops from Section 6
- Changes to parking and loading with removal of Pay & Display and disabled parking from Victoria Embankment and removal of motorcycle parking near Temple underground

Number of respondents: 3,879

Section support:



Details of responses to Section 7

Of 3,879 respondents to this section, 451 (12%) provided comments. This section contained 249 repeat comments (55% of total).

Traffic/congestion

138 respondents (4%) expressed concern about the impact on traffic (98/72% repeat comments), in particular the impact of the proposals on congestion or delays (87 respondents, 2%; 61/73% repeat comments). Where stated, most traffic concerns related to the removal of an eastbound traffic lane to accommodate the cycle track.

Support/positive comments

63 respondents (2%) offered positive comments (31/49% repeat comments).

- 46 respondents (1%) provided generic positive/supportive comments (e.g. “Excellent”)
- 13 respondents (<1%) felt the upgrades would improve safety for cyclists.
- 5 respondents (<1%) felt the scheme would improve London as a city
- 4 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)

Changes to parking and loading

50 respondents (1%) commented on changes to kerbside activity in this section, including loading and coach, disabled, motorcycle, taxi, and general parking.

Coach parking: 25 respondents (<1%) discussed the proposals relating to coaches in this section.

- 13 respondents (<1%) expressed concern about changes to coach areas on the basis that it will cause delays for coach users and negatively impact tourism and the economy, including Local Knowledge Tours, CPT and a representative from Coach Driver Forum.
- Nine (<1%) approved of the changes and three (<1%) wanted to see further measures to remove all coach parking along this area.

Delivery/loading bays: Nine respondents (<1%) commented on changes to loading in this section. Five respondents expressed concern about reducing loading spaces, including the Road Haulage Association and the Northbank BID. Other comments included:

- Questioning the 20 minute loading time restriction (2, incl. Road Haulage Association)
- Request to convert existing loading bay at Temple Station to a mixed-use bay that coaches could use (CPT)
- Request to allow for kerbside deliveries without penalty

- Concern that the loading bays are too close to the track which could put cyclists at risk of being hit by opening doors (1)

Disabled parking: Eight respondents (<1%) opposed the removal of disabled parking bays; three of these were concerned that the proposals do not suggest a suitable replacement/alternative to this parking. Opponents included GMB Professional Drivers Branch.

Motorcycle parking: Seven respondents (<1%) commented on the removal of motorcycle parking areas. Six opposed removing this parking. Two of these respondents pointed out that it is difficult to find available motorcycle parking and one would like to see it relocated elsewhere. Sustrans approved of removing the motorcycle parking.

General parking changes: Six respondents (<1%) commented generally on changes to parking in this section (that is, referring to 'parking' only rather than a specific vehicular parking). Two respondents approved of changes to parking, including Sustrans. Two opposed any changes to parking, and one requested clarification about the proposed changes and whether it would impact general parking or delivery vehicles only. The last respondent suggested making more use of the segregation island to retain parking if necessary.

New taxi rank: Five respondents (<1%) noted the proposals for a new taxi rank. Three were positive towards this, including LTDA, and one opposed it for adding to congestion and delays. GMB Professional Drivers Branch questioned why no Private Hire parking was allocated.

Environmental impact

33 respondents (<1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (25/82% repeat comments). 6 (<1%) felt that the proposals will have a positive impact on the environment (6/100% repeat comments).

Economic impact

23 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (24/71% repeat comments).

Cyclist behaviour

19 respondents (1%) expressed concern about cyclist behaviour (12/70% repeat comments).

Pedestrian crossings

19 respondents (1%) commented on pedestrian crossings with the following concerns/requests highlighted (<1% of responses each):

- Preference for zebra crossings over the cycle track (9 incl. London Cycling Campaign)
- Preference for straight rather than staggered crossings (6 incl. Sustrans)
- Suggestion that 'staggered crossings for pedestrians between main carriageway and cycle track are unnecessary if the cycle track is bent away from the carriageway a bit to provide a larger waiting space in between for pedestrians.' (1)
- The need to do up to three crossings around Temple Place (1)
- Concern that pedestrians will forget to look for cycle traffic in both directions when crossing the track (1)
- Request for an additional pedestrian crossing in front of Somerset House, possibly instead of the one at Temple Place (1)
- Concern that reduction in footway space will leave inadequate pedestrian crossing provision should the Garden Bridge be constructed (1)

Temple Place junction

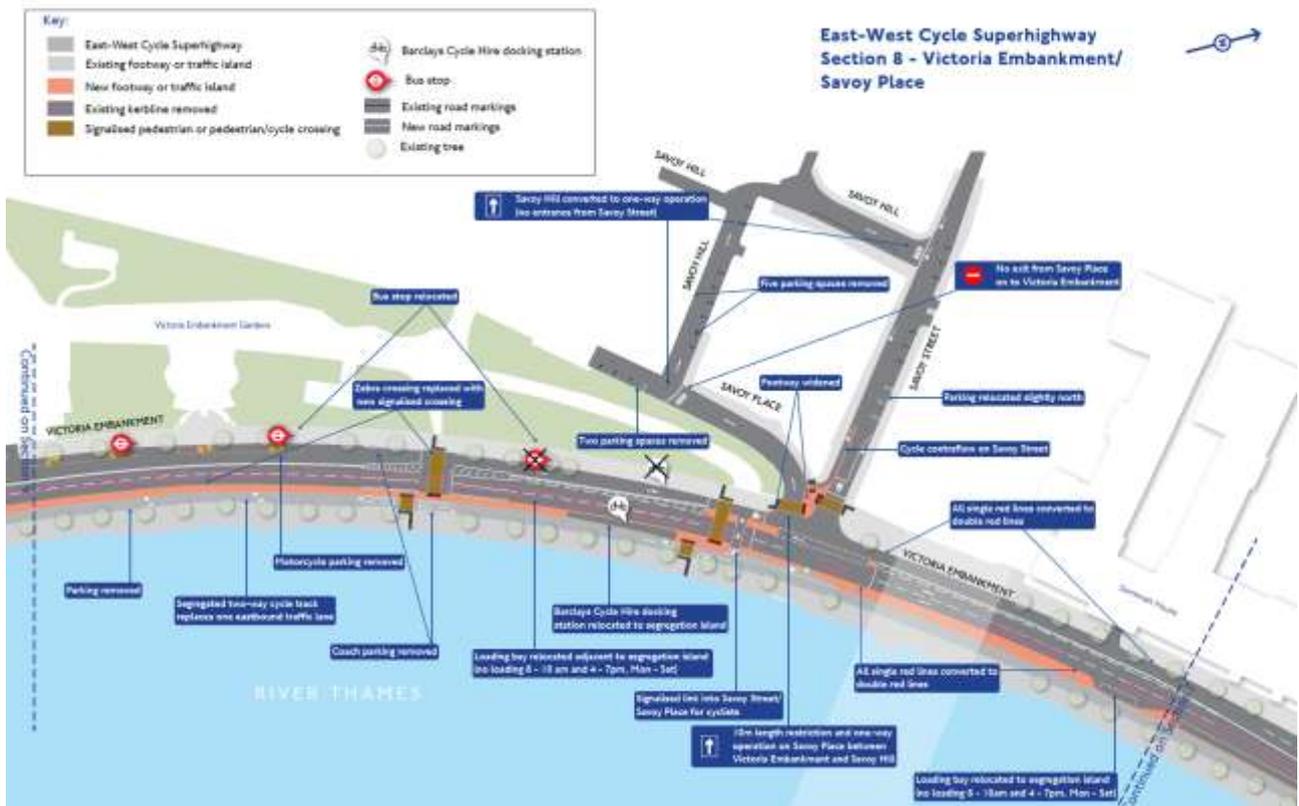
14 respondents (<1%) discussed the junction of Temple Place and Embankment. Four (<1%) liked the design and the rest gave various feedback (<1% of responses each):

- Concern about changes to the footway around the junction (3). The Northbank BID questioned whether enough pedestrian space would remain considering the junction's proximity to the Garden Bridge. Guide Dogs and Thomas Pocklington Trust noted that the changes could impact visually impaired pedestrians
- Request for contraflow cycling on Temple Place to connect to Surrey Street (Publica)
- Appreciation of junction design but requesting the same green time for motorists and cyclists (London Cycling Campaign)
- Suggestion to redesign the junction to make room for two westbound traffic lanes (Canary Wharf Group)
- Request to provide a long enough green signal to allow large volumes of traffic to turn right from Embankment to Temple Place during peak times (1)
- Concern about lack of a buffer/waiting area for cyclists turning left from Embankment to Temple Place (1)
- Expressing preference for a mandatory, rather than an advisory, cycle lane along Temple Place (1)
- Concern about the need for pedestrians to use up to three crossings to get across Embankment (1)
- Asking how cyclists enter (and exit, possibly misreading the plans) Temple Place (1)
- Suggestion to improve the junction with 'streamlined cycle path routes going north from the traffic island into Temple Place' (1)

Cycling provision along Garden Bridge

Seven respondents (<1%) mentioned the Garden Bridge scheme, four of whom would like to see cycling allowed on this upon completion. One respondent disliked the Garden Bridge proposal, one asked how road capacity will work with the bridge and if the new cycle route would be blocked for long periods, and one approved of the planned restrictions to keep cyclists off the Garden Bridge.

Section 8: Victoria Embankment and the Savoys

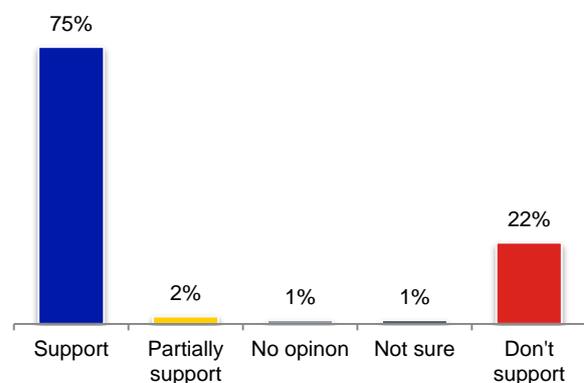


Key proposals:

- Segregated two-way cycle track replaces one lane of eastbound traffic
- No exit from Savoy Place to Victoria Embankment
- Savoy Place and Savoy Hill converted to one-way operation
- Cycle contraflow lane on Savoy Street
- Signalised cycle crossing at Savoy Street/Victoria Embankment
- Zebra crossing replaced with signalised crossing

Number of respondents: 3,872

Section support:



Details of responses to Section 8

Of 3,872 respondents to this section, 466 (12%) provided comments. This section contained 247 repeat comments (53% of total).

Traffic/congestion

96 respondents (3%) expressed concern about the impact on traffic (69/72% repeat comments), in particular the impact of the proposals on congestion or delays (83 respondents, 2%; 63/76% repeat comments). Where stated, most traffic concerns related to the removal of an eastbound traffic lane to accommodate the cycle track.

Support/positive comments

66 respondents (2%) offered positive comments (32/48% repeat comments).

- 47 respondents (2%) provided generic positive/supportive comments (e.g. “Excellent”)
- 16 respondents (<1%) felt the upgrades would improve safety for cyclists.
- 6 respondents (<1%) felt the scheme would improve London as a city
- 4 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)

Savoy Place/Savoy Hill/Savoy Street changes

53 respondents (1%) commented on changes along these streets and at the junction of Embankment/Savoy Street/Savoy Place.

Embankment/Savoy Street/Savoy Place junction: 25 respondents (1%) expressed various concerns and requests relating to the junction at Savoy Street/Savoy Place:

- Questioning how cyclists interchange between Savoy Street and the East-West route and expressing concern that this interchange is complicated (14 incl. Wheels for Wellbeing, Cycling Embassy of Great Britain, and Publica), particularly when accessing the Superhighway from Savoy Street
- Suggestion that the Advanced Stop Line (ASL) could be deeper (1); concern that the ASL may be ignored by motorists, impacting cyclists accessing the East-West route from Savoy Street (1); request to enforce ASL (1)
- Suggestion to move the turning area into the Savoy back to allow cyclists more direct access (2)
- Concern about conflict with left-turning vehicles when leaving Savoy Street for CSEW (1)
- Request to use simultaneous green (1)
- Supporting the ‘no exit’ measure to simplify the junction (1) and requesting enforcement of the banned exit (1)

- Asking what measures will be in place to prevent left hooks for cyclists accessing the East-West route (1)
- Concern about the uneven waiting area provision with more space allocated for westbound cyclists turning into Savoy Street than for eastbound cyclists (1); feeling that the gaps in the segregated track are small (1); concern that there will not be enough space for all cyclists waiting to turn from the East-West route to the Savoys (1)
- In contrast to the above, concern that narrowing the track to provide a turning pocket for cyclists is too severe as the junction will have fewer cycle turning movements than others due to the gradient on Savoy Street (1)
- Preferring to limit the use of two stage turns at the junction (1)

Contraflow cycle lanes: 15 respondents (<1%) commented on the provision of contraflow cycling:

- Eight respondents (<1%) approved of the contraflow provision on Savoy Street, including Sustrans. One respondent cautioned that no loading/double red lines along the contraflow lane must be enforced.
- Three respondents (<1%) disliked the contraflow proposal due to motorists not expecting cyclists coming from the oncoming direction and concerns about motorists accidentally driving in the lane.
- Three respondents did not comment on the Savoy Street contraflow but requested similar contraflow provision for Savoy Hill and/or Savoy Place.

Impact on local access and congestion: 14 respondents (<1%) were concerned about how changes to the Savoys would impact vehicles travelling from the Strand and Aldwych to Embankment, particularly when needing to avoid congestion along the Strand. Similarly, four respondents were concerned that changes to the Savoys will cause more congestion locally. In particular, Westminster City Council objected to the proposed one-way system on Savoy Hill, saying it would remove access to the Savoys from the Strand, thereby forcing traffic along the Embankment or to carry out banned u-turns. Other concerns included:

- Opposing the 10 metre vehicle length restriction due to concerns about coach access and impact on businesses (3 incl. Queen's Chapel of the Savoy and CPT). Respondents noted that very few coaches are shorter than 10 metres
- Wanting to retain current access/usage of the Savoys as current traffic levels are low (1)
- Wanting to allow cyclists to exit from Savoy Place (1)
- Feeling that the changes are not necessary to implement CSEW (1)
- Removing access from Savoy Place will be 'inconvenient' (1)
- Concern that not enough consideration is given to how cyclists access the Strand (1)
- Concern about impact of proposals for these streets on planning permission related to the Adelphi Building (1)

Changes to parking and loading

32 respondents (1%) discussed changes to parking/loading along this section:

Coach parking: 20 respondents (1%) mentioned coach parking:

- Nine (<1%) expressed concern about changes to coach parking, including UKInbound, CPT, and GMB Professional Drivers Branch.
- Five respondents (<1%) approved of changes to coach parking due to improved safety for cyclists.
- Other comments on coach parking included requesting clear signage and communication to ensure coach providers are aware of the relocation of coach/bus stops in this area (UKInbound); cautioning that areas where coaches can no longer park will need to be enforced; requesting to ban tour buses and coach parking entirely along this route

Standard parking: Four respondents opposed removing standard parking; one approved of it.

Loading bays: Three respondents opposed changes to loading bays and one approved of the changes. One requested a larger segregation space to prevent dooring, two cautioned that 'no loading' times need to be enforced, and the Road Haulage Association felt the 20 minute delivery time would be insufficient. Somerset House Trust expressed concern about how the changes would impact deliveries to its West Service Yard.

Motorcycle parking: Three respondents objected to removing motorcycle parking; one respondent approved of moving motorcycle parking.

Pedestrian crossings

32 respondents (1%) discussed pedestrian crossings in this section.

Signalised crossing at Victoria Embankment Gardens: 14 respondents (<1%) commented on the proposal to replace the zebra crossing here with a signalised crossing:

- Nine of these, including Sustrans and Westminster City Council, opposed the change, largely on the basis that signalised crossings will cause delays and provide a lower service level for pedestrians
- Five respondents, including Guide Dogs and Thomas Pocklington Trust, were positive towards this change

Crossings along cycle track: Nine respondents (<1%), including London Cycling Campaign, expressed preference for using zebra crossings along the cycle track instead of signalised crossings.

Staggered crossings: Seven respondents (<1%) opposed using staggered crossings, often stating that pedestrians will try to ignore them and cut straight across. This included Wheels for Wellbeing.

Other comments:

- Concern about the number of crossings along the cycle track
- Concern about pedestrians having to use up to three crossings to cross the road
- Approving of signalised crossings in this area due to high pedestrian volumes

Environmental impact

30 respondents (1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (24/80% repeat comments). 5 (<1%) felt that the proposals will have a positive impact on the environment (5/100% repeat comments).

Economic impact

25 respondents (1%) expressed concern about the impact of the proposals on local business/the economy (17/68% repeat comments).

Cyclist behaviour

19 respondents (1%) expressed concern about cyclist behaviour (11/56% repeat comments).

Section 9: Victoria Embankment and Northumberland Avenue

Key:

- East-West Cycle Superhighway
- Existing footway or traffic island
- New footway or traffic island
- Existing kerblines removed
- Signalled pedestrian or pedestrian/cycle crossing
- Bus stop
- Underground station
- Pier
- Existing road markings
- New road markings
- Existing tree

East-West Cycle Superhighway Section 9 - Victoria Embankment/ Northumberland Avenue

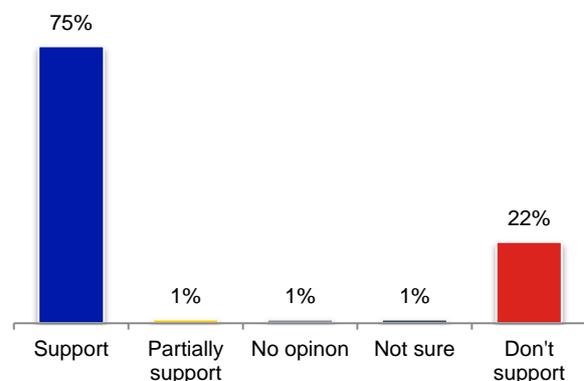


Key proposals:

- Segregated two-way cycle track replaces one eastbound traffic lane on Victoria Embankment
- Advisory cycle lane replaces one southbound traffic lane at Northumberland Avenue junction
- Bus/coach stop bypass for cyclists
- Relocated parking/loading bays

Number of respondents: 3,842

Section support:



Details of responses to Section 9

Of 3,842 respondents to this section, 472 (12%) provided comments. This section contained 240 repeat comments (51% of total).

Traffic/congestion

144 respondents (4%) expressed concern about the impact on traffic (90/63% repeat comments), in particular the impact of the proposals on congestion or delays (90 respondents, 3%; 56/62% repeat comments). Where stated, most traffic concerns related to the removal of an eastbound traffic lane to accommodate the cycle track. A small number of respondents also expressed concern that changes to the Northumberland Avenue/Embankment junction could result in congestion in this area (see below for further analysis).

Support/positive comments

69 respondents (2%) offered positive comments (33/48% repeat comments).

- 48 respondents (1%) provided generic positive/supportive comments (e.g. “Excellent”)
- 14 respondents (<1%) felt the upgrades would improve safety for cyclists.
- 6 respondents (<1%) felt the scheme would improve London as a city
- 3 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)

Northumberland Avenue/Embankment junction

36 respondents (1%) mentioned this junction:

Access between the East-West route and Northumberland Avenue: 21 respondents (1%) provided a range of comments about access between these two routes (<1% each):

- Concerns about the size of cyclist waiting areas and the potentially high numbers of cyclists interchanging here, who may struggle to find a gap/waiting area while turning or end up blocking the track or road (10, incl. Publica)
- Concern that interchange is unclear/insufficient/inadequate to enable smooth movement between the East-West route and Northumberland Avenue (5, incl. Publica and CTA); similarly,
- Right-turning traffic onto Northumberland Avenue is slow and backed up or has not been considered in the proposals (3); this could be improved through changing the timing of lights or banning the right turn (2)
- Concern that the cyclist crossing area between the East-West route and Northumberland Avenue will be obstructed by waiting vehicles (Sustrans)
- ASL would be sufficient in lieu of separate cycle signals from Northumberland Avenue (1)
- Turning angles too sharp for cyclists (1)

General changes to junction: 15 respondents (<1%) provided more general feedback (not about accessibility). Nine respondents approved of the proposed changes to the junction. Two respondents opposed the updated junction for adding to congestion and motorist delays, including LTDA. Four provided other feedback, including:

- Requesting further considerations for pedestrians
- Requesting removal of the left turn slip road to eliminate the need for another pedestrian crossing and to allow a cycle lane on westbound Northumberland Avenue
- Simpler design could be facilitated through using with-flow cycle tracks

Impact on coach services

33 respondents (1%) commented on the proposals as they relate to coach services in this area

- 16 of these were positive towards changes to coach services for removing potential for cyclist/coach conflict.
- 14 respondents expressed concern about impacts to coach services, citing the impact on tourists seeking to access Parliament Square and delays. This included the owners of the Hispaniola restaurant boat, The Original London Sightseeing Tour, UKInbound, Coach Driver Forum, and CPT.
- Two respondents suggested removing all coach parking.

Environmental impact

32 respondents (1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (21/66% repeat comments). 7 (<1%) felt that the proposals will have a positive impact on the environment (5/74% repeat comments).

Pedestrian crossings

29 respondents (1%) mentioned pedestrian crossings in their comments.

Number of crossings: Nine respondents (<1%) expressed concern about the number of pedestrian crossings proposed across the cycle track in this section. Four of these respondents suggested that pedestrians will cross the cycle track where it is convenient for them rather than use the provided crossings.

Signalisation of crossings: 10 respondents (<1%) would prefer not to use signalised crossings on the track, including London Cycling Campaign; one supported signalised crossings.

Staggered crossings: Nine respondents (<1%) preferred straight crossings, including Sustrans, and one liked the staggered crossings.

Other comments: Other individual issues raised about pedestrian crossings in this section included (<1% each):

- Concern about how visually impaired pedestrians will find the crossings and cross safely (Guide Dogs and Thomas Pocklington Trust)
- Concern about riverboat users impacting the cycle track
- Concern that cyclists will ignore pedestrian crossings
- Request for a better and more direct crossing across Northumberland Avenue near Whitehall Place
- Request to provide signage/markings along the track to inform pedestrians and cyclists of crossing areas
- Request to guide pedestrians to the crossings to avoid jaywalking across Northumberland Avenue

Economic impact

24 respondents (1%) expressed concern about the impact of the proposals on local business/the economy (17/71% repeat comments).

Cyclist behaviour

21 respondents (1%) expressed concern about cyclist behaviour (13/62% repeat comments).

Changes to Northumberland Avenue

14 respondents (<1%) provided feedback on the changes to this road, including the new southbound cycle lane at the junction exit (<1% each):

- Concern that the changes will increase congestion, particularly towards and around Trafalgar Square (8)
- Appreciation of a cycle lane on this street (3)
- Request to improve the level of segregation (1)
- Request to add a lane on the northbound side of the road (3, incl. Sustrans), possibly by removing the proposed left turn slip at the junction (1)
- Request to ensure restrictions against parking in the cycle lane are enforced (1)

Changes to loading bays

11 respondents (<1%) commented on changes to loading bays:

- Seven opposed reductions to loading areas due to the impact on businesses in the area, including the owners of the Hispaniola
- Four provided other feedback, including requests to allow kerbside deliveries, enforce 'no loading' times (1), and ensure cyclists cannot be hit by opening doors from parked vehicles (2).

Bus/coach bypasses

10 respondents (<1%) commented on the use of the bypass:

- Five were positive towards the bypass feature
- Two (Guide Dogs and Thomas Pocklington Trust) opposed the proposals.
- One respondent pointed out that other European cycling cities do not use separate islands/footways for bypasses and preferred to remove the separate footway to save space on the road.
- Another felt that if the bus/coach bypasses proved to work they would support further bypasses elsewhere.
- Wheels for Wellbeing asked to consider the type of crossing disabled pedestrians would prefer to reach the bus stops.

Provision for motorcycles

Nine respondents were concerned about the impact of the proposals on motorcycle journeys and parking. Five of these preferred to maintain or relocate the existing motorcycle parking and three of these wanted more consideration of road space for motorcycles as sustainable road users.

Suggestions for East-West route to use Northumberland Avenue

Five respondents (<1%), including Westminster City Council, suggested that the East-West route should go through Northumberland Avenue, Trafalgar Square and the Mall, instead of continuing along Victoria Embankment and through Parliament Square. One respondent requested a connection to Trafalgar Square via Northumberland Avenue.

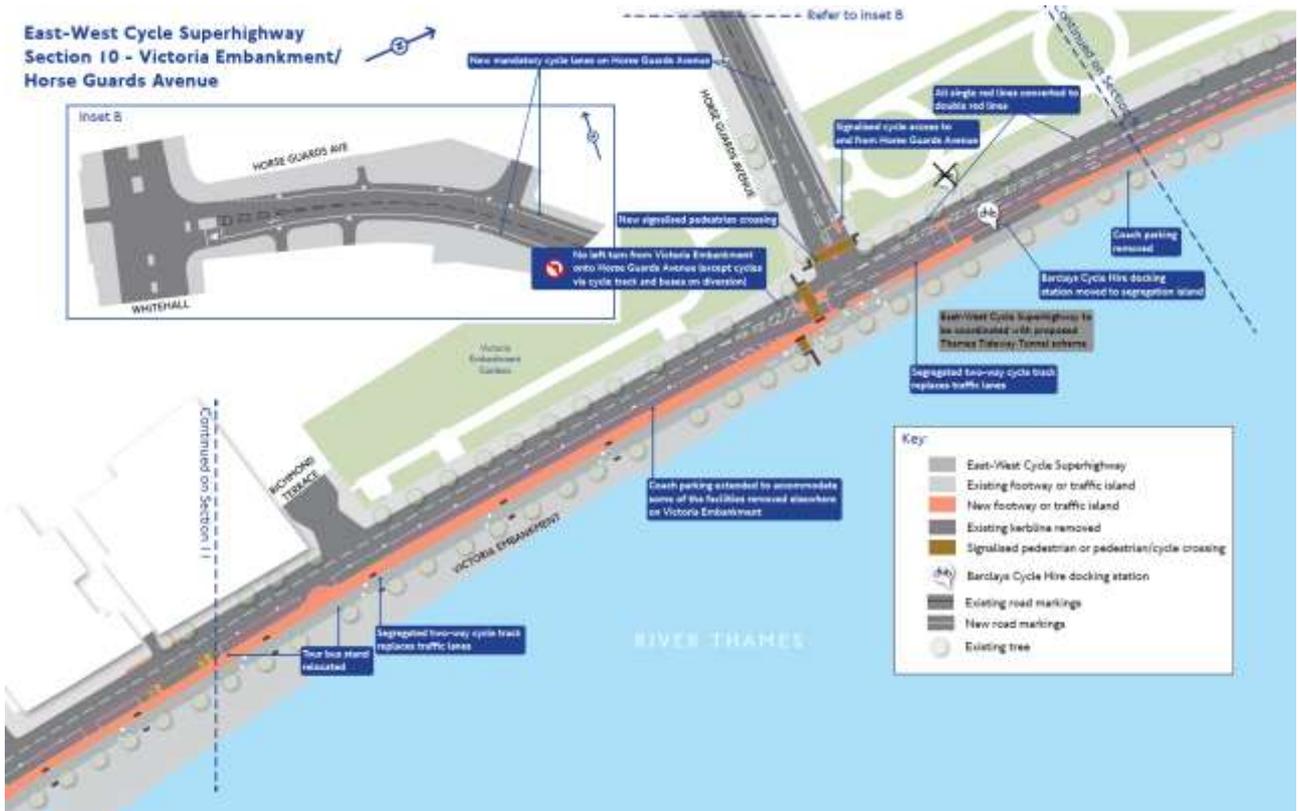
Westminster City Council Officers provided TfL with an alternative suggested design for the East-West route via Northumberland Avenue/ Trafalgar Square and The Mall. The suggested option aligned the two-way cycle track in the centre of Northumberland Avenue, through the roundabout at Trafalgar Square and along The Mall (North Horse Ride). The Council argued this alignment would provide a shorter and more direct connection to The Mall and would mean the banned turns at Westminster Bridge would no longer be required. It said its design would also provide additional cycle capacity, have less public realm impact and remove less existing coach parking.

Requests to use Northumberland Avenue for the East-West route were also present in the 'overall' comments detailed at the beginning of the report as well as in Section 12.

Access to other routes

Three respondents questioned how cyclists could access Charing Cross, Waterloo (and then Vauxhall), and Villiers Street.

Section 10: Victoria Embankment and Horse Guards Road

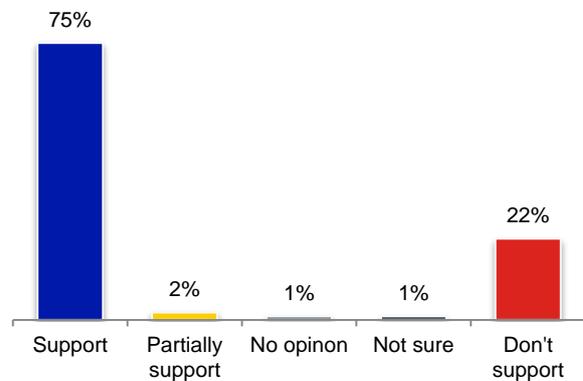


Key proposals:

- Segregated two-way cycle track replaces traffic lanes on Victoria Embankment
- Mandatory cycle lanes on Horse Guards Avenue replace one southbound traffic lane
- New signalised crossing and Horse Guards Avenue
- Bus/coach stop bypasses for cyclists
- No left turn from Victoria Embankment to Horse Guards Avenue, except bicycles

Number of respondents: 3,841

Section support:



Details of responses to Section 10

Of 3,841 respondents to this section, 479 (12%) provided comments. This section contained 230 repeat comments (48% of total).

Traffic/congestion

135 respondents (4%) expressed concern about the impact on traffic (81/60% repeat comments), in particular the impact of the proposals on congestion or delays (82 respondents, 3%; 49/60% repeat comments). The main causes of concern relating to traffic and congestion was the proposal to remove traffic lanes to accommodate the cycle track and the banned left turn to Horse Guards Avenue (see below for more detail).

Support/positive comments

75 respondents (2%) offered positive comments (32/43% repeat comments).

- 61 respondents (2%) provided generic positive/supportive comments (e.g. “Excellent”)
- 11 respondents (<1%) felt the upgrades would improve safety for cyclists.
- 7 respondents (<1%) felt the scheme would improve London as a city
- 3 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)

Changes to Horse Guards Avenue

40 respondents (1%) commented on changes to Horse Guards Avenue and the junction at Horse Guards Avenue and Embankment.

New cycle lanes on Horse Guards Avenue: 28 respondents (1%) mentioned the mandatory lanes on Horse Guards Avenue (<1% each).

- Request for more protection for cyclists (10 incl. Sustrans)
- Dislike for mandatory lanes for a range of reasons, including concerns about motorists ignoring the lanes, difficulties enforcing them, or considering the road suitable for mixed traffic (7)
- Extending the mandatory lane along the full length of Horse Guards Avenue (7)
- Concern that motorists will ignore the mandatory cycle lanes (5) and request for enforcement (1)
- Opposing lanes here as road is considered wide enough to accommodate cyclists (West London Residents’ Association and Alliance of British Drivers)
- Appreciation of mandatory lanes (2)
- Asking for a definition of ‘mandatory cycle lanes’ (1)

Horse Guards Avenue/Embankment junction: 13 respondents (<1%) commented on this junction as follows:

- Requesting sufficient signal phasing at this junction (3 incl. London Cycling Campaign)
- Positivity towards the junction design (3)
- Concerns that the junction is inadequate/difficult for cyclists (3 incl. CTC)
- Uncertainty if the right turn area for cyclists is large enough (2)
- Request to bring forward the stop line for cyclists from Horse Guards Avenue to allow space for queuing, for a yellow hatched box at the junction to prevent the cycle crossing from being blocked by motor vehicles, and request to ensure cycle track exit gap is wide enough remove conflict between cyclists (Sustrans)
- Concern that vehicles turning right may cause traffic to back up along Embankment

Changes to coach services

30 respondents (1%) discussed the proposals in relation to coach services (<1% each).

- Opposition to changes to coaches that may disrupt their services (9 incl. CPT)
- Positivity towards the changes (7)
- How this will be used by European coaches which load/unload on the other side of the vehicle (5)
- Support for increases to coach parking in this area but disappointment of overall coach parking reductions throughout the Embankment (3 incl. UKInbound)
- Asking how coach/tour bus passengers will be prevented from wandering onto the cycle track (3)
- The impact of these changes on local businesses and the economy (3)
- Preference to remove coaches/tour buses/parking from this area altogether (2)
- Asking if coach parking will cause an obstruction for cyclists (1)
- Concern that relocation of coach bays removes passengers from easily accessing the tube (GMB)

Cyclist behaviour

25 respondents (1%) expressed concern about cyclist behaviour (13/52% repeat comments).

Environmental impact

24 respondents (<1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (19/79% repeat comments). 4 (<1%) felt that the proposals will have a positive impact on the environment (3/75% repeat comments).

Banned left turn into Horse Guards Avenue

18 respondents (1%) opposed the banned left turn, feeling it will divert traffic and cause congestion along other local roads, particularly in tandem with other access restrictions

throughout the proposals. This included GMB, LTDA, Non-Standard Finance plc. One respondent (<1%) favoured the banned turn here.

Economic impact

15 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (12/80% repeat comments).

Pedestrian crossings

12 respondents (<1%) provided feedback about pedestrian crossings in this section.

- Preference for zebra crossings across the cycle track (6 incl. London Cycling Campaign)
- Concern that cyclists will not give way to pedestrians crossing the track or conflict at these crossing points (4)
- Disliking staggered crossings/preference for straight crossings (3)
- Request for well-placed tactile paving to aid pedestrians in crossing the track (Guide Dogs and Thomas Pocklington Trust)
- Preference for signalised crossings across the cycle track (1)

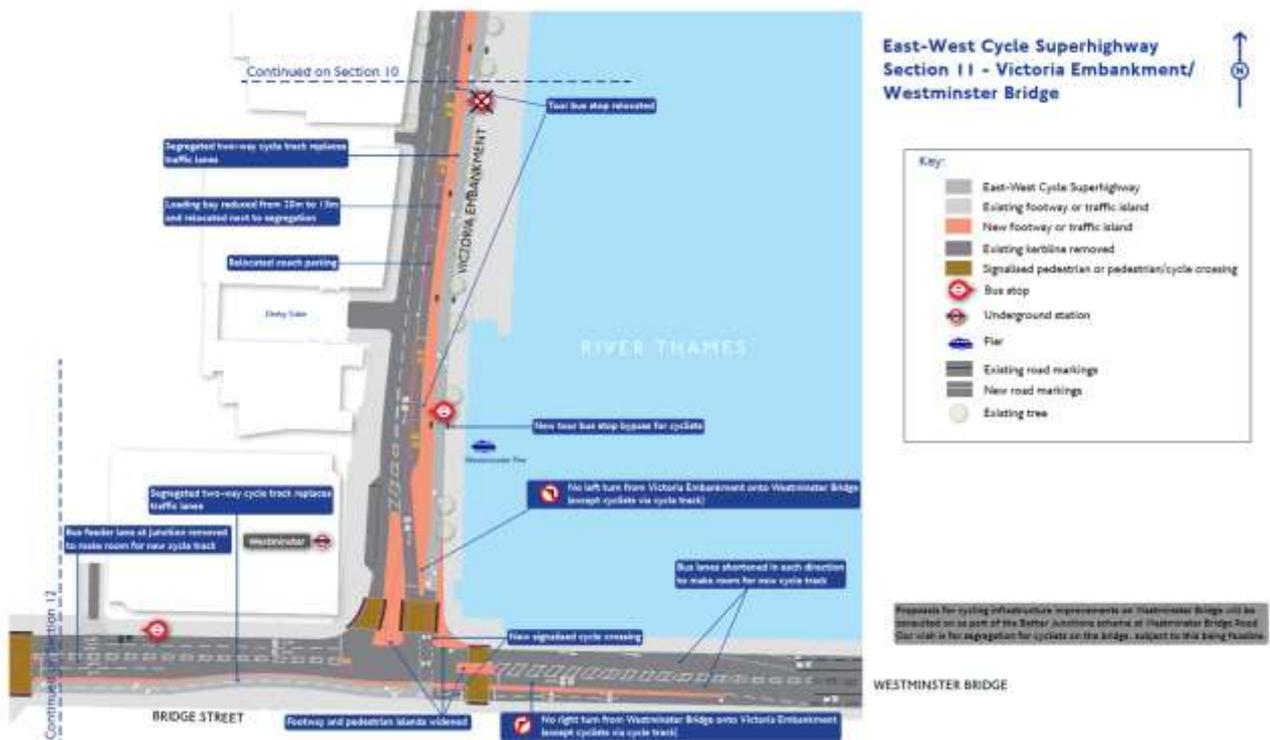
Closure of Horse Guards Road

Although not part of the proposals for this section (see Section 12), seven respondents (<1%) commented on the proposed closure of this road. Their comments are included in the analysis of comments for Section 12.

Width of on-road traffic island/footway

Five respondents (<1%) questioned why the traffic island is as wide as it is along this section, with two suggesting some of the space is used to widen the cycle track, two suggesting it is used to retain a traffic lane, and one suggesting that if it remains this wide to add grass/planting.

Section 11: Victoria Embankment and Westminster Bridge

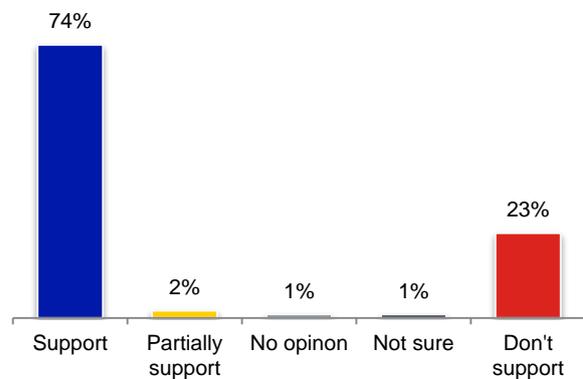


Key proposals:

- Segregated two-way cycle track replaces two southbound and one northbound traffic lanes on Victoria Embankment
- Segregated two-way cycle track replaces traffic lanes and bus feeder lane on Bridge Street
- Segregated one-way cycle feeder lane replaces one westbound traffic lane and some bus lane in both directions on Westminster Bridge
- Dedicated crossings and traffic light phases for cyclists
- No left turn from Victoria Embankment to Westminster Bridge
- No right turn from Westminster Bridge to Victoria Embankment
- Tour bus stop bypass for cyclists

Number of respondents: 3,878

Section support:



Details of responses to Section 11

Of 3,878 respondents to this section, 534 (14%) provided comments. This section contained 220 repeat comments (41% of total).

Traffic/congestion

161 respondents (4%) expressed concern about the impact on traffic (87/54% repeat comments), in particular the impact of the proposals on congestion or delays (101 respondents, 3%; 56/55% repeat comments). Where specified, many concerns about negative traffic impacts and congestion stemmed from the proposed banned turns at Westminster Bridge, which respondents worried would redirect traffic through Parliament Square (see below for further analysis). There were also some concerns about the proposal to remove traffic lanes for the cycle track. Suggestions to reduce the impact on traffic included:

- Retaining turning access, such as by adjusting signal phasing
- Using alternative routes for the cycle track
- Creating an overpass or underpass for cyclists
- Streamlining the 'defences' along Parliament to provide more road space
- Using footway space for the cycle track

Support/positive comments

86 respondents (2%) offered positive comments (30/35% repeat comments).

- 64 respondents (2%) provided generic positive/supportive comments (e.g. "Excellent")
- 15 respondents (<1%) felt the upgrades would improve safety for cyclists
- 7 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)
- 6 respondents (<1%) felt the scheme would improve London as a city

Banned turns

71 respondents (2%) highlighted the banning of turns in their comments, 53 (2%) of whom were opposed to banning turns here. The main reason for their opposition is that it may cause more traffic and congestion along other routes. A further 12 respondents did not oppose the scheme but also expressed concerns about the impact of traffic on surrounding roads. In particular, 47 respondents (1%) were concerned that most traffic would be redirected around Parliament Square. Respondents opposing the bans included Northbank BID, British Motorcyclists Federation, GMB, LTDA, Local Knowledge Tours and Westminster City Council (who suggested a new design at the junction and a new route alignment through Trafalgar Square which would both avoid the need to ban the turns).

Five respondents (<1%) approved of the banned turns, including Sustrans.

Westminster Bridge/Embankment junction

39 respondents (1%) provided feedback on the proposals for this junction:

Continuation along Westminster Bridge: Eight respondents (<1%) questioned how the manoeuvre from Bridge Street to Westminster Bridge is done, and one suggested road makings and signals to properly direct cyclists here.

Capacity of cycle track: Seven respondents (<1%) felt that the width and capacity of the cycle track will not be sufficient for the number of cyclists expected to use it, which could cause conflict between cyclists and blockages of the cycle track.

Other comments: Other comments about this junction included:

- Ensuring there is enough footway space and/or markings/signage to prevent high volumes of pedestrians and cyclists from coming into conflict (6)
- Wanting a more fluid left turn from the East-West route to Westminster Bridge, such as by bypassing the traffic signal (2)
- Uncertainty about how southbound cyclists will cross the junction to re-join the East-West route (1)
- Appreciation of the new junction (2)
- Request for appropriate signal phasing and request for a cycle-separated signal controlled junction similar to the one requested for Queen Street Place (London Cycling Campaign)
- Concern that left turning cyclists are not provided with any protection along Westminster Bridge and suggestion to bring the westbound lane closer to the junction for cyclists (Sustrans)
- Concern about pedestrian/cyclist conflict at the right turn onto Embankment (1)
- Sharp turns for cyclists (1)

Environmental impact

33 respondents (<1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (23/70% repeat comments). 3 (<1%) felt that the proposals will have a positive impact on the environment (3/100% repeat comments).

Cyclist behaviour

25 respondents (1%) expressed concern about cyclist behaviour (11/44% repeat comments).

Cycling along Westminster Bridge

24 respondents (1%) would like to see segregation/protection measures installed along Westminster Bridge, including Brent Cyclists and Wheels for Wellbeing.

Impact on pedestrians

23 respondents (1%) provided feedback about the proposals as they relate to pedestrians:

- Appreciating the widening of pedestrian areas and/or stating that the proposals will improve the pedestrian experience in this area (9)
- Concern that pedestrians will come into conflict at the junction in this section due to high volumes of both users and both users being prone to crossing on red lights (5)
- Similar to the above, concern about conflict along other parts of the cycle track where high volumes of pedestrians may attempt to move across the high volumes of cyclists on the track (5)
- Preference for even wider footpaths or 'maximum space' in this area for pedestrians (4)
- Feeling that the proposals are 'detrimental' and 'unacceptable' for pedestrian access and safety (2)
- Feeling that new footway/traffic island space is too generous/large (2)
- General concern about the volume of pedestrians in this area (2)

Economic impact

18 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (12/67% repeat comments).

Impact on coach services

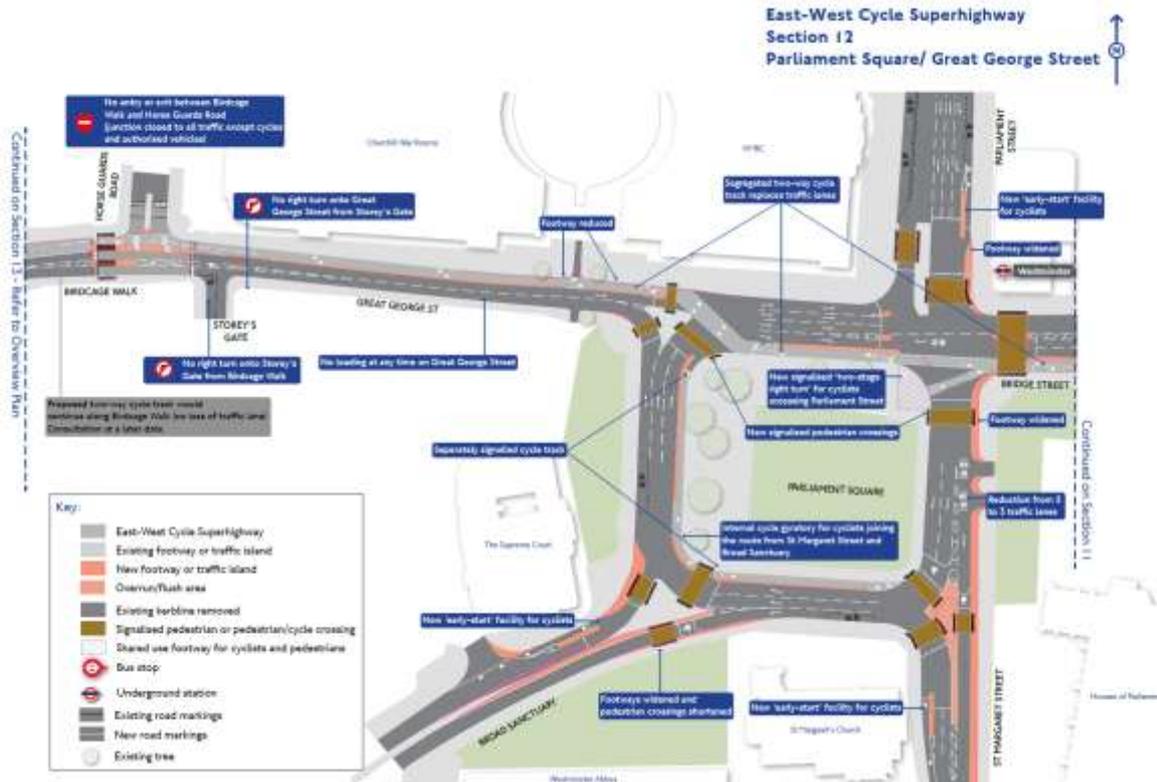
Seven respondents (<1%) commented.

- Concern that the relocated tour bus parking will see high demand which may drive out operators (UKInbound)
- Concern about changes that will negatively impact coach services (2)
- Asking if coaches will be able to use the tour bus stop as well but concern that this will cause increased congestion (CPT)
- Concern that the proposals in this section are too biased towards tour buses and coaches (1)
- Opposition to relocation of tour bus parking due to taking away road capacity (1)

Tour bus stop bypass

Seven respondents (<1%) commented. Three respondents approved of the bypass. Guide Dogs and Thomas Pocklington Trust expressed concerns about the bypasses as noted previously. Wheels for Wellbeing asked for consideration of disabled people's crossing preference for the bypass. One respondent was uncertain about whether the bypass would work in a busy area.

Section 12: Parliament Square

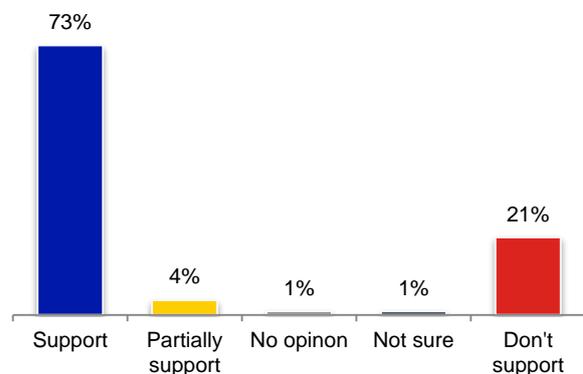


Key proposals:

- Segregated two-way cycle track replaces traffic lanes
- Segregated and separately signalled one-way cycle track around the inside of Parliament Square roundabout
- Early start signals for cyclists approaching from Broad Sanctuary, St Margaret Street, and Parliament Street
- New pedestrian crossings and wider footpaths
- Segregated two-way cycle track on Great George Street
- Horse Guards Road closed at junction with Birdcage Walk, except cycles and authorised vehicles
- No right turn from Storey's Gate to Great George Street
- No right turn from Birdcage Walk to Storey's Gate

Number of respondents: 3,896

Section support:



Details of responses to Section 12

Of 3,896 respondents to this section, 686 (18%) provided comments. This section contained 169 repeat comments (25% of total). 61 respondents also commented on the proposals for this section in the 'overall' commenting area; their responses are included in the analysis below.

Traffic/congestion: 156 respondents (4%) expressed concern about the impact on traffic (61/39% repeat comments), in particular the impact of the proposals on congestion or delays (101 respondents, 2%; 39/39% repeat comments). The main proposals causing this concern were the banned turns at Westminster Bridge and the Embankment as detailed in Section 11, replacing traffic lanes with the cycle track, banned turns at Storey's Gate, and the closure of the junction at Horse Guards Road and Birdcage Walk. A small number of respondents suggested different designs to lessen the traffic impact, most notably to route the cycle track along an alternative route (see below for more details).

Support/positive comments

145 respondents (4%) offered positive comments (25/17% repeat comments).

- 99 respondents (3%) provided generic positive/supportive comments (e.g. "Excellent")
- 41 respondents (1%) felt the upgrades would improve safety for cyclists.
- 4 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)
- 3 respondents (<1%) felt the scheme would improve London as a city

Parliament Square cycling gyratory

118 respondents (3%) commented on the proposals for cycling facilities around the Parliament Square gyratory. Of these, 55 (1%) were supportive of the proposals, generally stating that the scheme would improve safety for cyclists and reduce the need to cross multiple lanes of motor vehicle traffic. Others raised a wide range of issues.

Access to/from cycling gyratory: 27 respondents (1%) expressed concern about how various manoeuvres would be facilitated in relation to the gyratory, largely due to the need to cross multiple lanes of traffic and uncertainty about signalling provisions:

- From Bridge Street (10) or Great George Street (5) to Broad Sanctuary or St Margaret Street
- From Broad Sanctuary/St Margaret Street to the gyratory (12)
- From the gyratory to Parliament Street or vice versa (5; see below for additional comments on the Parliament Street junction)
- From Broad Sanctuary to St Margaret Street (2)
- From St Margaret Street to Parliament Street (1)

- From Parliament Street to Broad Sanctuary (1)
- From Parliament Square to go left to Great George Street (1)
- From the gyratory 'westbound entry onto the cycleway' (1) and how they gyratory 'links with east and west travelling cyclists' (1)

Concern about mixing with/crossing general traffic: 23 respondents (1%) expressed concern about the possibility of cyclists having to mix with general traffic when joining or leaving the East-West route.

Other comments: 33 respondents (1%) provided other feedback and comments (<1% each):

- Finding the proposals complex or confusing (17)
- Concern that some routes (e.g. St Margaret Street to Bridge Street, Great George Street to Broad Sanctuary) are circuitous/indirect (6)
- Concern that some cyclists will ignore the gyratory route and remain with general traffic if the layout is seen as too complex or the signal phasing does not favour cyclists (5)
- Requesting signage or markings to aid cyclists along the route and prevent pedestrians from walking onto the track (4)
- Suggestion that the cycling gyratory is not needed (3) due to installation of early start signals, manageable volumes of general traffic, or ability to use signal phases to move cyclists and motorists through the gyratory separately
- Questioning if the gyratory track would have enough capacity to accommodate high volumes of cyclists (2) and requesting additional space for cyclists here (1)
- Concern that the gyratory will require redesign/future intervention to connect to other routes around Parliament Square (1)
- Suggestion to alternate signalling to allow cyclist-only phases through the gyratory (1)
- Concern that installing the cycle track will make it difficult to remove the gyratory in the future (1)
- Request to provide a long cyclist signal phase to allow cyclists to exit the gyratory (1)

Impact on pedestrians

92 respondents (2%) discussed the proposals in relation to pedestrians as follows.

Pedestrian crossings/access to Parliament Square: 24 respondents (1%) appreciated the new crossings and accessibility to Parliament Square for pedestrians. Westminster City Council noted the benefit of new pedestrian crossings but expressed concern at the potential for longer wait times at this busy location.

Pedestrianisation: 23 respondents (<1%) requested more pedestrianisation, such as by closing one side of the gyratory to motor vehicles, extending Parliament Square, or removing the gyratory (see below for additional comments on gyratory changes/removal).

General positive comments: 16 respondents (1%) provided general positivity towards the scheme's impact on pedestrians (e.g. 'the proposals are good, especially for pedestrians', 'this is an improvement for pedestrians').

Cyclist/pedestrian conflict: 16 respondents (<1%) expressed concern about the potential for conflict due to high volumes of pedestrians/tourists. Five respondents, including ICOMOS UK and Sustrans, were particularly concerned about the shared area as part of the two-stage right turn at the Bridge Street junction (see separate analysis below).

Changes to footway widths: 12 respondents (<1%) commented on this. Nine respondents appreciated wider footways in this area, particularly near Parliament. One respondent felt reducing footway space on Great George Street would be problematic due to large numbers of tourists; one respondent would like to see further reductions in road space for footways; one respondent objected to any reductions to footway space.

Other pedestrian crossings: Seven respondents (<1%) commented on crossings aside from those at the north ends of Parliament Square.

- Request for consideration of pedestrian movements/crossings around Birdcage Walk/Horse Guards Road (3)
- Preference for straight crossing on Parliament Street (3)
- Concern that the crossing at St Margaret Street/Parliament Square is dangerous due to pedestrians not observing signals (1)

Other comments: Respondents provided other feedback on pedestrian impact as follows.

- Concern about increased journey times for pedestrians (3 incl. City of Westminster)
- Stating that 'pedestrian numbers are very high here, so the arrangements need to work for them too' (1), that the existing poor provision for pedestrians needs to be addressed 'urgently' (1), or that it is 'vital that pedestrians ... feel safe' (1)
- Suggestion to remove motor vehicles from Horse Guards Avenue due to high pedestrian volumes (1)
- Preference for the East-West route to completely avoid areas such as Parliament Square and The Mall where there are high volumes of pedestrians (1)
- Objecting to 'adverse impact on other road users including pedestrians' (1)

- Request to introduce 20mph speed limit (1)

Requests for gyratory removal and/or alternative design

63 respondents (2%), including Living Streets, expressed concern that the proposals do not do enough for pedestrians/cyclists and/or suggested a more transformative scheme, with suggestions as follows.

- Pedestrianisation of all or part of Parliament Square (23, 1%)
- Removal of gyratory (15, <1%) or closure of one or more arms of the gyratory (16, <1%)
- Provide segregation around the entirety of Parliament Square to include St Margaret Street (11)
- General statements that the gyratory is inappropriate, particularly for cycling, and/or requests for redesign of this area without suggesting alternatives (10)
- Place the cycle track along the outside of the gyratory (2)
- Westminster City Council's Officers provided TfL with an alternative suggested proposal for the East-West route through Parliament Square. This suggestion included aligning the segregated cycle track in the centre of Victoria Embankment, close to its junction with Bridge Street and Westminster Bridge, so that cyclists could turn right from Victoria Embankment into Bridge Street without conflicting with traffic that would be allowed to turn left and right from Victoria Embankment. The cycle track would run against the northern kerb of Bridge Street and Parliament Square, and remain on the north side of Great George Street. The suggestion would reinstate the proposed banned turns at Westminster Bridge and require the relocation of the bus stop outside Westminster station to the western side of Parliament Square.
- Use Dutch-style roundabout (1)
- Use with-flow segregation throughout (1)
- Suggestion of widening the cycle track to three lanes near the gyratory to have one lane for cyclists from Great George Street to Bridge Street, one for a right turning area to St Margaret Street/Broad Sanctuary, and one for Bridge Street to Great George Street (1)

Restricted access to Horse Guards Road

46 respondents (1%) discussed this closure:

- 32 respondents (1%) oppose closing Horse Guards Road, citing the impact on traffic and congestion on other streets as vehicles are redirected. This included Westminster City Council, Alliance of British Drivers, West London Residents' Association, LTDA, and GMB.
- Seven respondents (<1%) approved of the closure, including London Cycling Campaign, and four (<1%) were uncertain/neutral about it.
- Two respondents would like to see either taxis or all motor traffic restricted from Horse Guards Road.

- CPT questioned how coaches will be able to serve the Churchill War Rooms following this closure as it is a popular destination particularly for school groups.
- Furthermore, seven respondents in Section 10 commented on the proposed closure of this road. All but one of these respondents expressed concern about this closure, as they anticipate seeing more traffic and congestion on surrounding/side roads as a result.

‘Early-start’ signals for cyclists

44 respondents (1%) commented on the ‘early-start’ facilities proposed for Parliament Street, Broad Sanctuary, and St Margaret Street. 16 respondents (<1%) opposed early start, including London Cycling Campaign. 13 respondents (<1%) supported it, and 16 respondents (<1%) were uncertain or neutral about these. Feedback and concerns included (<1% each):

- Request for long enough early start times to allow cyclists to put enough space between themselves and vehicles as well as to reduce cyclists using the main road (5)
- The ‘always stop’ aspect of the facility whereby cyclists who are not present for the early start light, arriving after motorists have started moving, are faced with a ‘guaranteed red’ (4 incl. Cycling Embassy of GB and City of Westminster)
- Potential for confusion and the need for clear signage/education (3)
- Limited safety benefits compared to the delay to cyclists (3)
- Questioning the purpose behind the large amount of space between the cyclist stop lines and pedestrian crossings where early start facilities are used and concern about conflict arising in these areas (Sustrans and City of Westminster)
- Questioning if early start has been trialled with large cycles (Wheels for Wellbeing)
- Concern that early start will not cope with the number of cyclists using it (Brent Cyclists)
- Questioning if Bridge Street will have an early start to accommodate cyclists whose routes are not along Great George Street (1)
- The requirement to merge back into moving traffic after the early start period (1)
- Providing a ‘false sense of security’ (1)
- Concern that “early start needs no queuing traffic from pedestrian crossing for full safety” (1)

A small number of respondents suggest measures such as early release signals, ASLs, and separate signals in lieu of early start, including Brent Cyclists and London Cycling Campaign.

Cycling provision along St Margaret Street

37 respondents (1%) commented. 30 (<1%) of these would like to see cycling provision along this road, particularly to provide segregation around the entirety of Parliament

Square and to provide a protected cycling link to CS8. Other comments included (<1% each):

- Concern about narrow lanes on St Margaret Street (2) which may cause cyclist/motorist conflict (1)
- Request to widen St Margaret Street or provide 'fast cycle routes' to accommodate increased cycling along this road (2)
- Suggestion that moving the cycle lane to the outside of the gyratory would add segregation to St Margaret Street (1)
- Expressing interest in seeing 'how far the cycle track goes down St Margaret Street' (1)

Access to Cycle Superhighway 8

27 respondents (1%), including Sustrans, either questioned how the East-West route will link to Cycle Superhighway Route 8 or encouraged consideration of a link with this route.

Parliament Street/Bridge Street/St Margaret Street junction

27 respondents (<1%) commented on this junction.

Two-stage turn: 16 respondents (<1%) commented on the proposal for a two stage turning area as follows:

- Concern about using a two stage turn here due to high volumes of cyclists and pedestrians and general dislike of such facilities (4)
- Concern that two stage turn lacks clarity or simplicity (3 incl. Sustrans, CTC)
- Stating that right turn to Parliament Street is unclear (3)
- Concern about the waiting area being able to accommodate high volumes of cyclists (2)
- Feeling facility could be 'improved' (1)
- Uncertainty/neutrality about two stage turns (1)
- Support for the facility (1)
- Preference for a marked turning area on the main road (1)
- Preference for simultaneous green (1)
- Concern that cyclists will ignore the two-stage turn unless signals are timed in their favour (1)

Other feedback: Other feedback on this junction included (<1% each):

- Questioning how movement between Parliament Street and the East-West route or Broad Street is facilitated (7)
- Concerns about pedestrian/cyclists conflict in the shared area (5 incl. Sustrans and ICOMOS UK)
- Asking if the crossing from the northeast side of Parliament Square to Bridge Street is signalised (1)

- Concern about mixing motorists and cyclists at the exit to Parliament Street and disliking that it will 'force people riding bicycles to always wait here' while motorists have green lights (1)
- Concern that southbound facility for cyclists on Parliament Street will not accommodate high volumes of cyclists (1)
- Concern about conflict with the bus stop on southbound Parliament Street (1)
- Concern at the width of the eastbound cycle route here and the lack of a storage area for cyclists to turn right across oncoming cyclists to access St Margaret Street (City of Westminster)

Environmental impact

25 respondents (<1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (15/60% repeat comments). 5 (<1%) felt that the proposals will have a positive impact on the environment (0 repeat comments).

Cycle track crossover at Great George Street

23 respondents (1%) provided feedback and concerns about the junction near HMRC as follows (<1% each).

- Concern about the number of times the track crosses to the other side of the road/disruption to cyclist flow (6), with requests to keep it entirely on the north (5 incl. Publica) or south (2) side of the road or to split it into two (1)
- Concern about vehicles blocking the crossing (3) and requests for a hatched area/box junction to prevent stopping here (2)
- Concern that the track is not wide enough where it crosses (2, incl. Westminster City Council)
- How cyclist left turns from Parliament Square to the East-West route will be facilitated (2)
- Concern that cyclists will ignore the crossing and continue with motor vehicles (1)
- Request to shorten the kerb (presumably at the northwest corner of Parliament Square) to make it easier/less tight for cyclists to join the East-West route at the crossing point (1)
- Concern about the potential for conflict at the crossing unless sufficient green phases are provided for pedestrians and cyclists (1)
- Request for a dedicated cyclist signal phase to avoid conflict with motor vehicles (1)

Banned right turns to and from Storey's Gate

- 23 respondents (1%) discussed the banned turns at Storey's Gate
- 18 respondents (<1%) expressed concern about banning these turns due to making access to these areas more difficult and increasing traffic and congestion on other roads. This included LTDA, GMB, Road Haulage Association, and City of

Westminster. The QEII Conference Centre expressed concern that the restrictions would inhibit its servicing operations.

- Four respondents (<1%), including Sustrans, would prefer if cyclists would be exempt from these bans.
- City of Westminster expressed concern that cyclists turning right into Storey's Gate would have to give way to opposing cyclists and traffic and could block other cyclists.

Cyclist behaviour

21 respondents (1%) expressed concern about cyclist behaviour (6/29% repeat comments).

Economic impact

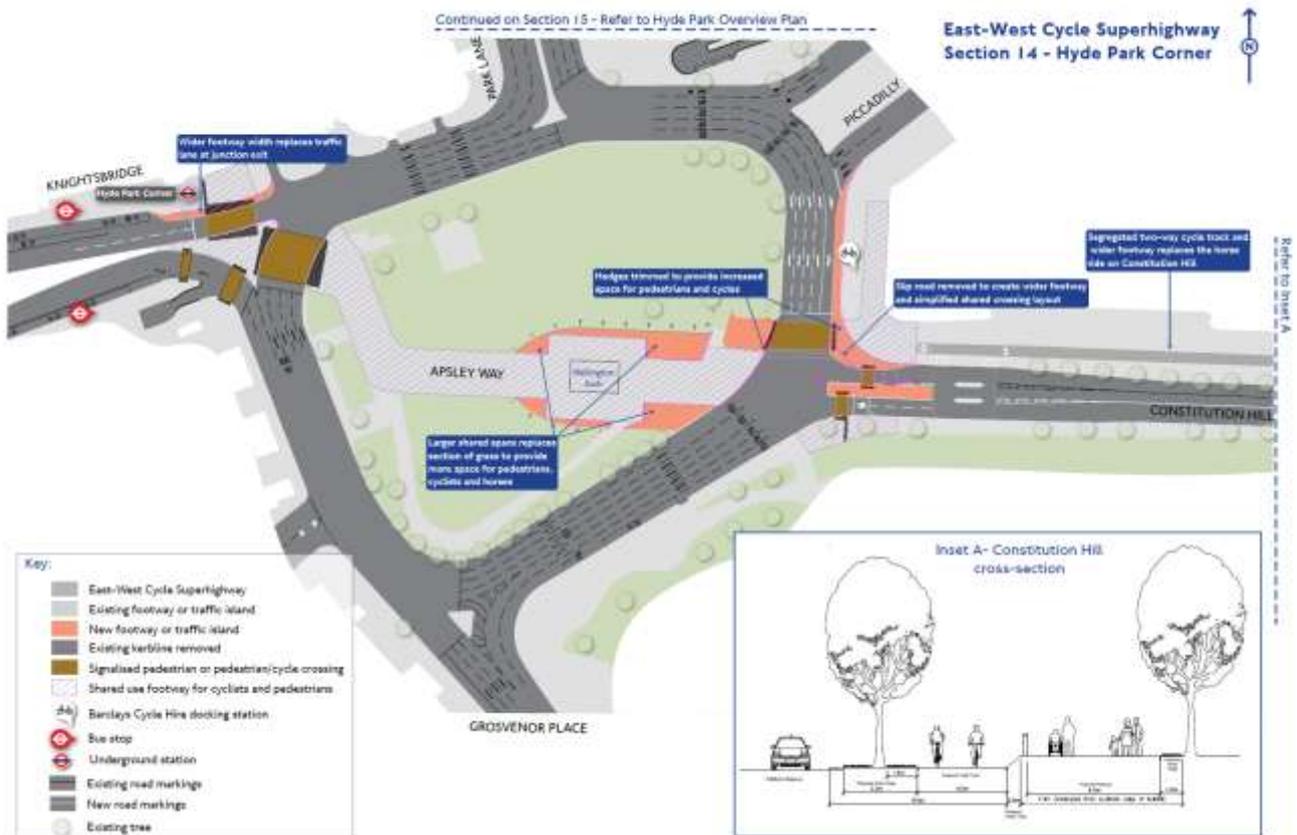
14 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (10/71% repeat comments).

- Requests for Trafalgar Square/The Mall routing
- Nine respondents (<1%) suggested routing the East-West track along Trafalgar Square and The Mall instead of Parliament Square:
- Four of these respondents, including Westminster City Council, specified preference for this to travel via Northumberland Avenue. Westminster City Council Officers provided TfL with an alternative suggested design for the East-West route via Northumberland Avenue/ Trafalgar Square and The Mall. The suggested option aligned the two-way cycle track in the centre of Northumberland Avenue, through the roundabout at Trafalgar Square and along The Mall (North Horse Ride). The Council argued this alignment would provide a shorter and more direct connection to The Mall and would mean the banned turns at Westminster Bridge would no longer be required. It said its design would also provide additional cycle capacity, have less public realm impact and remove less existing coach parking.
- Two respondents, including London Cycling Campaign, expressed preference for maintaining the route through Parliament Square due to providing good linkages to cycle routes across Westminster Bridge and Cycle Superhighway 8 from Millbank.
- One respondent stated that using The Mall or encroaching on London parks would be inappropriate for the cycle track due to high volumes of pedestrians.
- Requests for the alternative Northumberland Avenue/Trafalgar Square/The Mall route were also present in the 'overall' comments detailed at the beginning of the report as well as in Section 9.

Request for consideration of heritage site status: Five respondents (<1%) commented on the proposals in relation to the Westminster World Heritage Site:

- Request to see no adverse impact on the heritage site as well as concerns that cycle track design features and conflicts between road users may pose an issue in the management of the heritage site (ICOMOS UK)
- Requests that the designs consider the visual and public realm impact of adding cycling infrastructure to the heritage site and concern about pedestrian comfort levels being reduced here as a result of the East-West route (Westminster City Council)
- Request that blue paint is not used for this area (1)
- Stating 'this heritage site is already congested without adding more problems' (1)
- Stating that the proposals could be blocked by UNESCO (1)

Section 14: Hyde Park Corner

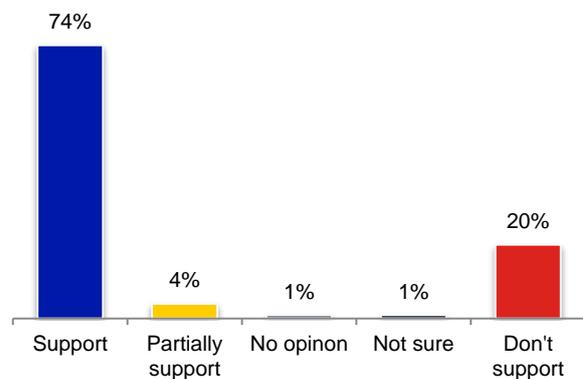


Key proposals:

- Segregated two-way cycle track replaces horse ride on Constitution Hill
- Shared crossing replaces slip road and traffic lanes on approaches to Hyde Park Corner/Constitution Hill junction
- Shared footpath on Hyde Park Corner roundabout island

Number of respondents: 3,906

Section support:



Details of responses to Section 14

Of 3,906 respondents to this section, 592 (15%) provided comments. This section contained 171 repeat comments (29% of total).

Traffic/congestion

101 respondents (3%) expressed concern about the impact on traffic (56/55% repeat comments), in particular the impact of the proposals on congestion or delays (57 respondents, 2%; 35/61% repeat comments). Some of these concerns were related to the reduction of a traffic lane along Knightsbridge and the closure of the slip road at Constitution Hill. Some respondents suggested alternative designs to reduce the impact to traffic, for example using a tunnel for cyclists though this area (see 'requests for alternative schemes' below for more detail).

Support/positive comments

86 respondents (2%) offered positive comments (23/27% repeat comments).

- 68 respondents (2%) provided generic positive/supportive comments (e.g. "Excellent")
- 14 respondents (<1%) felt the upgrades would improve safety for cyclists.
- 4 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)
- 3 respondents (<1%) felt the scheme would improve London as a city

Shared space areas

- 83 respondents (2%) commented on the shared areas throughout this section. The majority of these, 80 respondents (2%), expressed concern about mixing pedestrians and cyclists in this area due to high volumes of each user and the likelihood of conflict. This included Guide Dogs, Thomas Pocklington Trust, and Westminster City Council.
- 61 respondents (2%) asked if measures would be considered to reduce cyclist/pedestrian conflict and/or suggested segregation or signage to facilitate amicable use of the shared areas, including Cycling Embassy of Great Britain.
- Three respondents (<1%) liked the shared space areas.

Traffic light phasing

46 respondents (1%) considered the current signal phasing at the Constitution Hill and Knightsbridge junctions to be inadequate and highlighted the following issues:

- The signals at these junctions do not align to allow cyclists to travel from Hyde Park to Constitution Hill without having to stop (25, 1%)

- Traversing the proposed route takes a long time due to the signal alignment and/or short signal phases and long wait times for pedestrians and cyclists (20, 1% incl. Living Streets and Sustrans)
- Cyclists using the main roundabout to bypass the signal phasing and concern that if phasing is not addressed cyclists will continue to do this (9, <1%)
- Overall, these respondents would like to see improvements to signal phasing at these junctions to allow for more seamless cycling from Constitution Hill to Hyde Park and longer crossing times for both pedestrians and cyclists.

Changes to Constitution Hill junction

46 respondents (1%) discussed the changes proposed to this junction. 16 (<1%) were supportive of the changes. Nine respondents (<1%) disliked the changes.

Feedback on this junction included (<1% each):

- Support for removing the slip road (13 incl. Sustrans)
- Concern about a reduction in the number of lanes from Constitution Hill to Hyde Park which could increase congestion along Constitution Hill (9 incl. Alliance of British Drivers, LTDA); agreeing to the overall changes in principle but opposing the lane reduction (1)
- Concern about potential for pedestrian/cycle/horse conflict (6 incl. City of Westminster) and suggestions for some level of segregation of users (3)
- Concern about removing the slip road, feeling it is inconvenient, there is no reason for it, or it makes it difficult for coaches/buses to make the sharp turn (4 incl. CPT, Alliance of British Drivers, West London Residents' Association)
- Request to improve signal phasing to allow more pedestrians and cyclists to cross and align with other signals in the area (5)
- Concerns about the capacity of the crossing/requests to ensuring the shared crossing is as wide as possible or provides more space than proposed (5)
- Request for red light cameras at this junction to catch motorists going through red lights (1)
- Addressing motorists' 'lack of visibility' at the gyratory segment between Knightsbridge and Apsley Way, where it is difficult for motorists to see around the bend which can cause conflict with pedestrians and cyclists (1)

Requests for alternative schemes

39 respondents (1%) suggested or requested alternative schemes as follows:

- Use of tunnels/underpasses or flyovers (15 incl. GMB Professional Drivers Branch)
- Use of road for cycle track (10) or concern that a large number of general traffic lanes are retained in this area (2 incl. Sustrans)
- Removal or reduction of gyratory (7)
- Requests for alternatives without providing suggestions/details (4)
- Request to redesign the proposals to reduce the potential for pedestrian/cycle conflict and/or reduce congestion (Westminster City Council)

Changes to Knightsbridge junction

38 respondents (1%) discussed the junction/crossing at Knightsbridge near Hyde Park Corner tube station. Eight respondents (<1%) felt the proposals do not go far enough to improve this location. One respondent was positive towards the changes here. The remaining 24 respondents (1%) offered suggestions or other opinions on the junction, including (<1% each):

- Concern that the capacity of the island in the junction is insufficient (12) and suggestions to enlarge the central island and waiting areas (4)
- Request to separate pedestrians and cyclists (10)
- Request to facilitate crossing from Knightsbridge to Apsley Way in a single phase (10), either through providing a straight crossing or adjusting the signals here
- Concern about footway widening/road reduction (8 incl. LTDA, City of Westminster), which some felt could increase congestion and affect bus journey times whilst also forcing cyclists using the bus lane to merge with moving traffic
- Request to realign the signal phasing at the junction to allow more cyclists and pedestrians through (5)
- Request to add traffic signals to the right of the junction to aid cyclists who travel from Hyde Park to Park Lane or Piccadilly (1)
- Request for signage within the shared areas to notify pedestrians of the shared space (1)
- Concern about motorists' 'lack of visibility' at the gyratory segment between Knightsbridge and Apsley Way, where it is difficult for motorists to see around the bend which can cause conflict with pedestrians and cyclists (1)
- Suggestion to add red light cameras (1)
- Feeling that access in this area is unclear (1)

Wellington Arch area

35 respondents (1%) commented on proposals relating to Wellington Arch.

Larger shared space: 18 respondents (1%) commented:

- 11 respondents (<1%) were positive towards widening this area.
- Three respondents (<1%) opposed widening this area with reasons given that cycling through the arch is not acceptable, current space is sufficient, and using shared space is a poor solution for cycling in the area.
- Two respondents (<1%) expressed concern that there will still not be enough space to accommodate the volumes of cyclists and pedestrians here and two (<1%) requested even more footway/cycling space.

Cyclist/pedestrian conflict: 19 respondents (1%) expressed concern about conflict between cyclists and pedestrians in this area.

Segregation: 15 respondents (<1%) requested segregation of cyclists and pedestrians in this area, including Wheels for Wellbeing and Westminster City Council.

Other comments: Other comments included (<1% each):

- Request for other measures to safely manage the high volume of cyclists here such as signage and track colouring (4 incl. Brent Cyclists)
- Preference for segregated lane on the road (1)
- Suggestion to remove the gyratory entirely in the long term accommodate cycling on the roads instead of through shared areas (1)

Access for Grosvenor Place, Park Lane, and Piccadilly

30 (1%) respondents would like to see more provision for access to/from other arms of the gyratory, including Westminster City Council, Sustrans, and CTC. London Cycling Campaign requested links to quiet routes along Grosvenor Crescent.

Impact on horse ride

26 respondents (1%) noted the replacement of the horse ride with the cycle track. 16 (<1%) were positive towards this proposal, including Brent Cyclists. Six (<1%) would prefer to retain it. Four questioned whether the removal was necessary or felt it would be a shame to lose the horse ride, without supporting or opposing its removal entirely.

Cyclist behaviour

26 respondents (1%) expressed concern about cyclist behaviour (10/38% repeat comments).

Environmental impact

21 respondents (1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (16/76% repeat comments). 4 (<1%) felt that the proposals will have a positive impact on the environment (3/75% repeat comments).

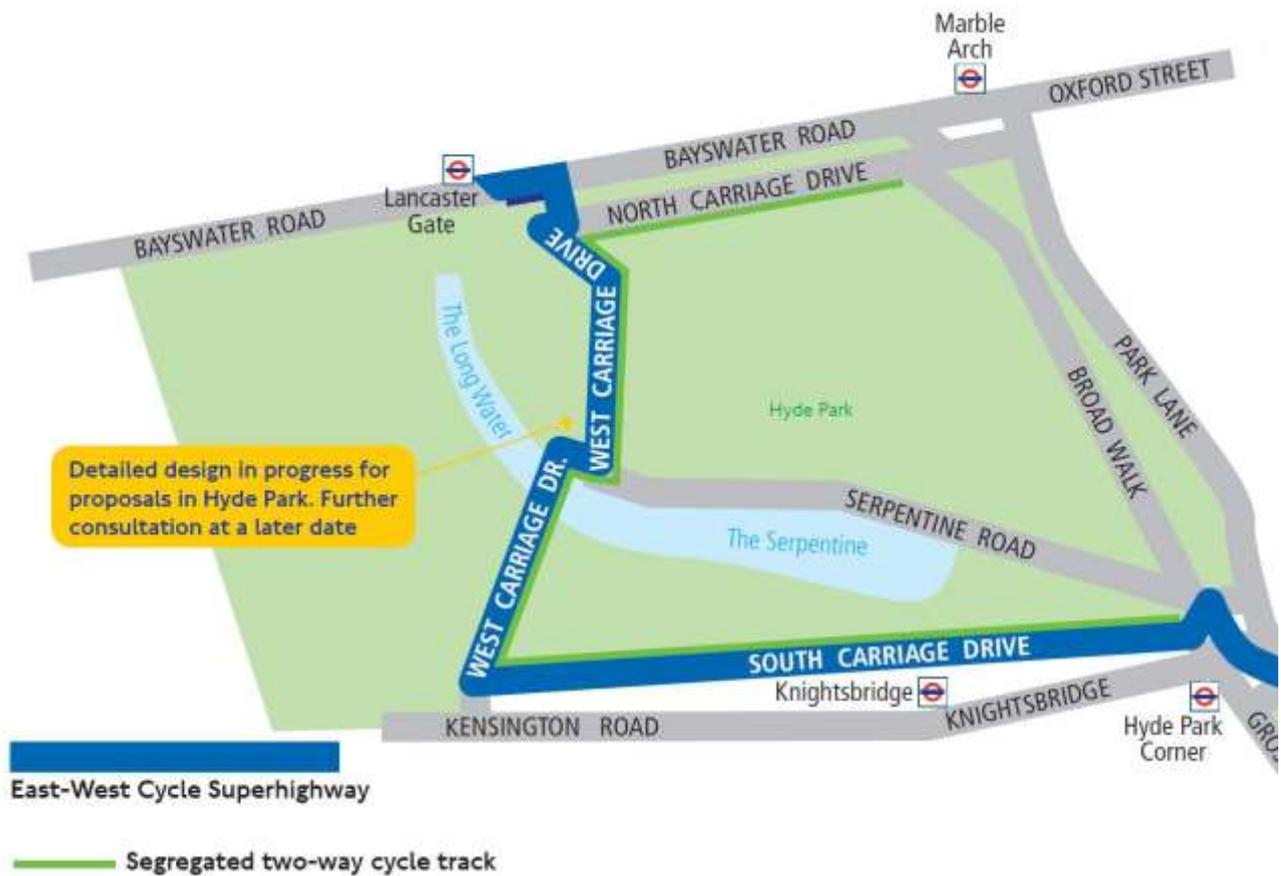
Economic impact

13 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (11/85% repeat comments).

Cycle track width on Constitution Hill

10 respondents (<1%) commented. Seven respondents felt the sections of the track which narrow to 2.7 metres would be insufficient. Two respondents would like the track to be 'of suitable width' or 'as wide as possible'. One approved of the proposed width.

Section 15: Hyde Park

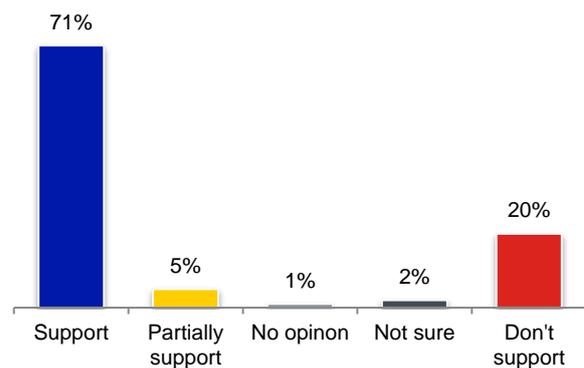


Key proposals:

- Segregated two-way cycle track along South and West Carriage Drives
- Upgrades to junctions on these roads
- Segregated cycle track for North Carriage Drive

Number of respondents: 3,913

Section support:



Details of responses to Section 15

Of 3,913 respondents to this section, 625 (16%) provided comments. This section contained 154 repeat comments (25% of total). 38 respondents also commented on the proposals for this section in the 'overall' commenting area; their responses are included in the analysis below.

Support for alternative/additional routes through Hyde Park

200 respondents (5%) would like to have cycling facilities along other routes in Hyde Park, either in lieu of or addition to the proposed route along South/West Carriage Drives.

London Cycling Campaign in particular favoured multiple routes through the park instead of a single high volume route. Suggestions included:

- Serpentine Road and West Carriage Drive (82, 2%)
- Broad Walk and North Carriage Drive (70, 2%)
- A 'more direct' but unspecified route (37, 1%)
- Other routes through Hyde Park (18, <1%)
- Park Lane (14, <1%)

The Royal Parks (TRP) noted that Broad Walk, North Carriage Drive, Serpentine Road, and Rotten Row would not be suitable for the East-West routing due to reduced amenity for pedestrians and difficulties/conflicts with events in Hyde Park that may require closure of the above roads. TRP therefore insisted that the route through Hyde Park must be road-based, with South and West Carriage Drives remaining the most suitable options for continuing feasibility studies and design improvements.

By contrast, London Cycling Campaign requested that "The whole of Hyde Park should allow cyclists several different route choices to link between the Cycle Superhighways, Quietway and Central London Grid routes as well as accessing the Park itself. The most effective way to do this would be to remove through motor traffic to allow safe routes for fast commuter cyclists on the carriageways and also permit slower cycling on Serpentine road and several other cross routes in the park."

Traffic/congestion

71 respondents (2%) expressed concern about the impact on traffic (51/72% repeat comments), in particular the impact of the proposals on congestion or delays (42 respondents, 1%; 30/71% repeat comments). A couple of these respondents suggested using alternative, lower-traffic routes through Hyde Park to reduce the impact on South/West Carriage Drives.

Support/positive comments

67 respondents (2%) offered positive comments (22/33% repeat comments).

- 47 respondents (1%) provided generic positive/supportive comments (e.g. “Excellent”)
- 15 respondents (<1%) felt the upgrades would improve safety for cyclists.
- 8 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)
- 3 respondents (<1%) felt the scheme would improve London as a city

Cyclist behaviour

55 respondents (1%) expressed concern about cyclist behaviour (15/27% repeat comments).

Impact on pedestrians

54 respondents (1%) expressed concern that amenity and/or safety for pedestrians could be reduced in Hyde Park with more cyclists present or requested that priority for pedestrians is maintained alongside cycling infrastructure. The Royal Parks noted that space and amenity for pedestrians must be safeguarded in Hyde Park.

Requests for more detail

36 respondents (1%) would prefer to see more detail on the proposals, with some stating they were unable to give an informed response to the proposals without more detail. This included Alliance of British Drivers and West London Residents’ Association.

Route not needed

34 respondents (1%) felt the existing cyclist facilities in Hyde Park are sufficient and new lanes are not necessarily warranted.

Preference for alternative routes for the Superhighway

22 respondents (1%) suggested alternative routes for the East-West route from this point onwards, with popular locations including Kensington Gardens, Bayswater Road, Exhibition Road, and/or Kensington High Street. Regarding the route through St James’ Park (to be consulted on at a later date), The Royal Parks stated a preference for using the horse ride on The Mall.

24 hour access

21 respondents (<1%) noted that the routes need to be accessible at all hours of the day or questioned if 24h access would be possible. This included The Royal Parks who stated that alternative routes outside Hyde Park would be necessary to accommodate park closing hours and events that may disrupt use of the track.

Preference for traffic-free Hyde Park

15 respondents (<1%) favoured banning motor vehicles from all or some roads in Hyde Park. One of these respondents also favoured banning cyclists.

Park signage

11 respondents (<1%) would like to see improved signage throughout the park, either to direct cyclists to appropriate routes and destinations, or to delineate cycling paths from walking paths.

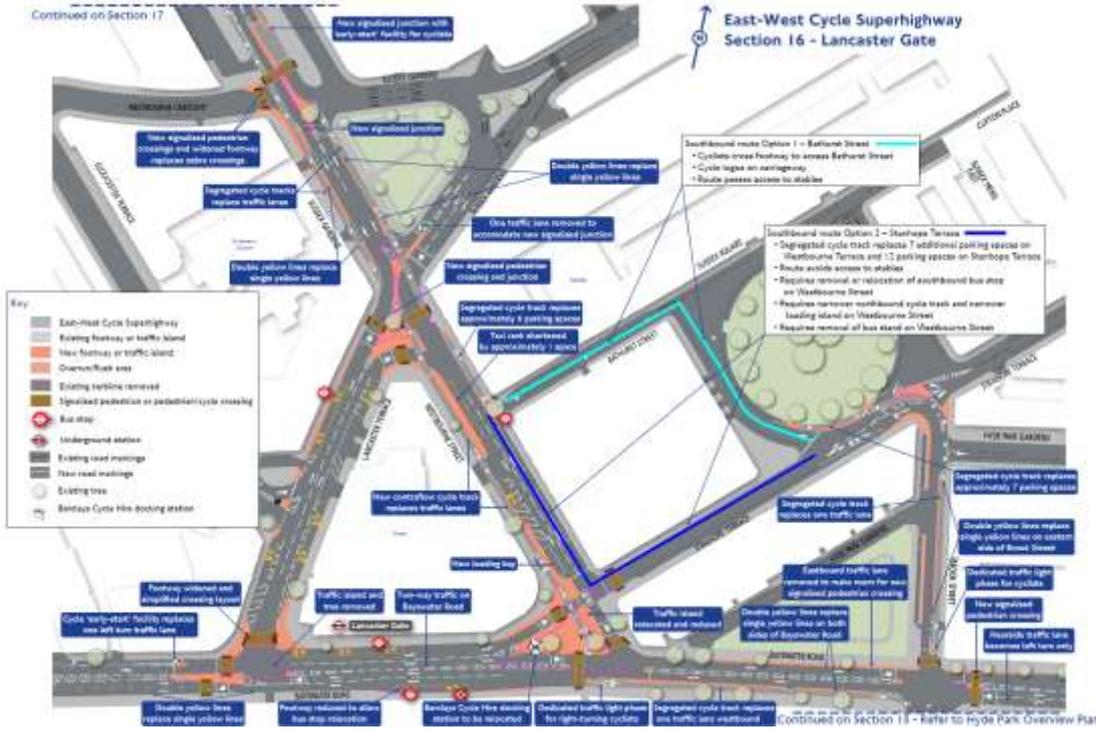
Cycle lanes on Broad Walk

Eight respondents (<1%) asked if the existing cycle lanes on Broad Walk would remain in place.

Serpentine Bridge 'pinch point'

Four respondents expressed concern that the proposals do not address the 'pinch point' at Serpentine Bridge. The Royal Parks expressed concern about potential increases to pedestrian crossing times in this area.

Section 16: Lancaster Gate

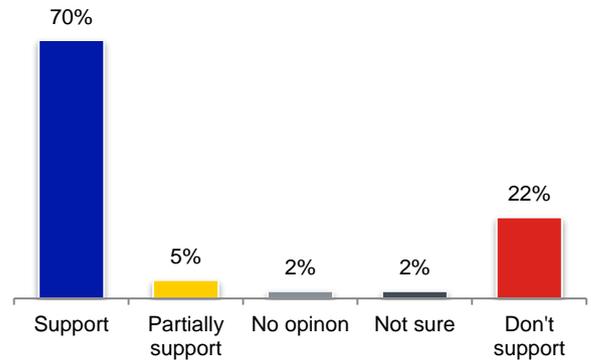


Key proposals:

- Removal of forced left turn from Bayswater Road to Lancaster Terrace
- Segregated westbound cycle track replaces one westbound traffic lane between Victoria Gate and Westbourne Street
- New pedestrian crossing at Bayswater Road/Brook Street with widened footpath replacing one eastbound traffic lane
- Dedicated traffic lights for westbound cyclists at Bayswater Road/Westbourne Street
- Early start signals for eastbound cyclists at Bayswater Road/Lancaster Terrace
- Staggered crossing replaced with straight crossing at Lancaster Terrace
- Segregated northbound contraflow cycle track replaces traffic lane on Westbourne Street
- Two different options for the southbound cycle route from Westbourne Street to Brook Street

Number of respondents: 3,970

Section support:



Details of responses to Section 16

Of 3,970 respondents to this section, 984 (25%) provided comments. This section contained 151 repeat comments (15% of total). 34 respondents also commented on the proposals for this section in the 'overall' commenting area; their responses are included in the analysis below.

Responses to southbound route options

Quantitative responses

Overall, 1,511 respondents (38%) favoured Option 1 and 1,276 respondents (32%) favoured Option 2. 1,183 (30%) did not select a route preference.

Some respondents who indicated a preference for Option 1 or 2 did not support the overall proposals. This includes 194 non-supporters who chose Option 1 and 107 who chose Option 2.

ALL RESPONSES TO SECTION 16	Total
Option 1 support	1,511 (38%)
Option 2 support	1,276 (32%)
No preference	1,183 (30%)

Qualitative responses

Support for either option: 10 respondents (<1%) said they would support either option. This included five who ticked the box for Option 1, three who selected Option 2, and two who did not select an option.

Support for neither option: 83 respondents (2%) said they were opposed to both route options. This included 18 who selected a preference for Option 1, 16 who selected Option 2, and 48 who did not select an option.

Support for one of the proposed options with suggested alternatives: 10 respondents (<1%) stated that they would support a particular option but expressed a preference for alternative routes.

No preference stated: 288 of respondents (7%) to Section 16 did not select a preference for either Option 1 or 2.

Comments relating to southbound route options

Reasons for Option 1 support

Main reasons cited for supporting Option 1 included (<1% each):

- It is quieter as it does not continue along Westbourne Street with pedestrians and vehicles (14)
- It has less impact on motorists, buses, and parking (11)
- It is simpler/clearer/more intuitive (8)
- It is safer (4)
- It is direct (2)
- It passes by the green space at Sussex Square (2)

Reasons for Option 1 opposition

Main reasons cited for opposing Option 1 included:

- It puts cyclists into conflict with horses (78, 2% incl. Hyde Park Stables, the British Horse Association, residents of Sussex Mews West, Sussex Square Residents Association)
- It puts cyclists into conflict with pedestrians (42, 1% incl. Residents of Sussex Mews West, Sussex Square Residents Association)
- It is disruptive to the restaurants on Bathurst Street (26, 1% incl. Residents of Sussex Mews West,)
- It is indirect (10, <1%)
- It requires cyclists to cross a pedestrian footpath at the entrance of Bathurst Street (5, <1%)

Reasons for Option 2 support

Main reasons cited for supporting Option 2 included:

- It provides segregated cycling (36, 1% incl. Sussex Square Residents' Association)
- It avoids conflict with horses and activity at the stables on Bathurst Street (26, 1% incl. Hyde Park Stables, Hyde Park Riding for the Disabled, British Horse Society, Sussex Square Residents' Association)
- It avoids causing disruption to local restaurants/businesses along Bathurst Street and their patrons/deliveries (12, <1%)
- It is considered more intuitive (12, <1%), more direct (10, <1%), and safer (10, <1%)

Reasons for Option 2 opposition

Main reasons cited for opposing Option 2 included (<1% each):

- It is indirect (11)
- It reduces parking (8)
- It places cyclists along the busier roads of Westbourne Street and Stanhope Terrace (5)

Comments relating to overall proposals for Section 16

Support/positive comments

136 respondents (4%) offered positive comments (20/15% repeat comments):

- 115 respondents (3%) provided generic positive/supportive comments (e.g. “Excellent”)
- 13 respondents (<1%) felt the upgrades would improve safety for cyclists.
- 9 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)
- 4 respondents (<1%) felt the scheme would improve London as a city

Traffic/congestion

157 respondents (4%) expressed concern about the impact on traffic (51/32% repeat comments), in particular the impact of the proposals on congestion or delays (84 respondents, 2%; 29/35% repeat comments). Some of these concerns related to the proposals to replace traffic lane with the cycle track and the changes to Bayswater Road.

City of Westminster and PRACT expressed concern that the East-West scheme could result in traffic diverting to other local roads and noted that bus services could also suffer delays as a result of changes to this area. City of Westminster also expressed disappointment that the proposals did not explore the opportunity to remove the Lancaster Gate gyratory and simplify the road layout in this area to clarify and usability for all road users.

Some respondents offered suggestions to reduce the traffic impact of the scheme. This included an ‘Option 3’ route and other routes (see ‘alternative routes’ below for more detail) and removing the ‘pinch point’ at the Lancaster Terrace/Bayswater Road junction.

Alternative routes

95 respondents (3%) suggested alternative routes for the Superhighway:

- Continuing the southbound track along Westbourne Street to Bayswater Road (37, 1% incl. Sustrans, Wheels for Wellbeing, Cycling Embassy of GB, Brent Cyclists)
- Implementing a cycle track on Bayswater Road (16, <1%)
- ‘Option 3’ which would continue the two-way track along the centre of Brook Street/Stanhope Terrace and along the eastern side of Westbourne Street up to Sussex Gardens; the forced left turn into Lancaster Terrace from Bayswater Road would be removed and traffic lanes on Bayswater Road maintained to provide a more direct route for motor vehicles (10, <1% incl. residents of Stanhope Terrace and Lancaster London Hotel)

- Routing via Albion Street, Southwick Place, Praed Street, and Paddington (7, <1%) or along Albion Street, Gloucester Square, and Sussex Place/London Street (2, <1%)
- Opposition to Option 3 (5, <1%)
- Routing towards Shepherd's Bush (6, <1%), Hammersmith (4, <1%), and/or Uxbridge (3, <1%)
- All other routes (31, 1%)

Cyclist behaviour

42 respondents (1%) expressed concern about cyclist behaviour (9/21% repeat comments).

Junctions throughout scheme

38 respondents (1%) commented on changes to various junctions throughout this section:

Westbourne Crescent / Sussex Gardens:

- Traffic emerging from Westbourne Crescent to Sussex Gardens appears 'unresolved' (1)
- Questioning why the track breaks across Westbourne Crescent (1)
- Preference to retain zebra crossings here (1)
- Left hook concerns (1)

Sussex Gardens/Lancaster Terrace:

- Request for better protection for cyclists moving from Lancaster Terrace to the East-West route at Westbourne St (2)
- Request for clear signage/markings for cyclists who need to join/leave the route here (1)
- Request for adequate cyclist signalling (London Cycling Campaign)

Lancaster Terrace / Bayswater Road:

- Concern about pinch point where the number of road lanes decreases (5 incl. City of Westminster)
- Concern about left hook (2)
- Appreciation of facilities for right turning cyclists (1)
- Support for simplified crossing and traffic island removal (1)
- Request to allow left turning cyclists to bypass signals (1)

Westbourne Street / Bayswater Road:

- Right turn lane for cyclists appears too short (2)
- Right turn provision/signal for cyclists is a good idea (2)
- Concern that this junction will be a choke point during peak inbound traffic flow (PRACT)

- Request that cyclists heading west along Bayswater Road are not required to stop (1)
- Request to leave ASLs in place at this junction to aid cyclists who dislike the Option 1/Option 2 routes and prefer to continue with motor traffic (1)
- Concern about left hook risk for eastbound cyclists trying to join the Superhighway here (1)

Stanhope Terrace / Brook Street:

- Concern about danger and complexity at this junction (3 incl. Sustrans) and requests to make it safer and simpler, such as by tightening motor vehicle turning angles to reduce speed and widening footpaths (1) or introducing a roundabout style junction (Sustrans); City of Westminster indicated this junction would 'require further detailed rationalisation'
- Concern about how cyclists turning to Brook Street and motorists heading straight will negotiate space (2)
- Concern about fast-moving motor vehicles along Stanhope Terrace (2)
- Concern about cyclist/motorist conflict where motor vehicles cross over the cycle track (1)

Hyde Park Gardens east / Brook Street:

- Concern about left hook risk (4)
- Concern about cyclist/motorist conflict at the entrance to Hyde Park Gardens (1)
- Request that motor vehicle access to Hyde Park Gardens is retained (1)

Brook Street / Bayswater Road:

- Request for motorists and/or cyclists to be able to turn right from Bayswater Road to Hyde Park (13, (<1%), including the 10 supporters of Option 3 as this is an element of the Option 3 route)
- Request to consider good access/signalling for cyclists going into Hyde Park (2)
- Request to remove the left turn from Bayswater Road to Hyde Park and close West Carriage Drive to motor vehicles (1)
- Concern that the 'mix of right of way' will be obstructive to pedestrians going to Hyde Park (1)
- Support for new pedestrian crossing but opposing loss of general traffic lanes to footpath (1)
- Request for a right turn for cyclists from Bayswater Road to Hyde Park (2)

General comments about junctions:

- Concern that junctions are 'dangerous' and lack protection when going past side roads (1) and request to ensure priority is clearly established through signage/markings (2)
- Request for tactile paving throughout all crossings and traffic islands (Guide Dogs and Thomas Pocklington Trust)

- Creation of traffic islands is 'wasteful' (1) and not suitable for pedestrian use (City of Westminster)
- Proposal would reduce provision for pedestrians crossing at various points throughout this area (City of Westminster)
- Suggestion that main junctions would benefit from more work (2), including to move cyclists in all directions (1)
- Request to ensure ASLs are accessible for large cycles (Wheels for Wellbeing)
- Request to carry out the plans for challenging junctions around Lancaster Gate, 'as it will make or break the route's chance of success' (1)

Changes to parking spaces

35 respondents (1%) commented on changes to car parking:

- 25 respondents (1%) including City of Westminster expressed concern about removing parking spaces, generally feeling that it will negatively impact residents and that it is difficult to find parking in the area.
- Five respondents (<1%) were favourable towards removing parking spaces, feeling that cyclists need to be prioritised over parking, the parking spaces are not heavily used, sufficient parking exists elsewhere locally, and many residents have drivers.
-
- Four respondents (<1%) provided other feedback.
- Request for more single yellow parking areas (1)
- Concern about provision of alternative parking areas to replace those lost for the cycle track (1)
- Acknowledging that removing parking bays will be annoying for residents unless the bays are currently underused (1)
- Suggestion that blocking motor vehicle access to Stanhope Terrace would allow parking along that road to be retained (1)

Changes to Bayswater Road

- 44 respondents (1%) commented. 12 respondents (<1%) approved of the changes, particularly switching the road to two-way operation. An additional five respondents (<1%) agreed with making Bayswater Road two-way but were concerned about increased congestion or disagreed with other proposals for this section. This included SEBRA and PRACT.
- 12 respondents (<1%) expressed concern about the changes here, largely feeling that the removal of a lane would increase congestion and delays. This included Westminster City Council, GMB, LTDA/LCDC, West London Residents Association, and Alliance of British Drivers.

Other feedback included (<1% each):

- Request for provision for cyclists needing to travel farther east or west along Bayswater Road (13 incl. Sustrans, London Cycling Campaign)

- Request to have two-way travel on two lanes each way (1); by contrast, request to have two-way travel but remove a general traffic lane each way for a bus/cycle lane (1) Concern that double yellow lines would adversely affect exhibitors at the Sunday art fair on Bayswater Road, noting that exhibitors need kerbside access for loading and to quickly store artworks in case of rain (Bayswater Artists)
- Request for a right turn for cyclists from Bayswater Road to Hyde Park (1)
- Concern that Bayswater Road will be too narrow for cyclists and motorists without dedicated cycle lanes (1)
- Request for clear lane marking along Bayswater Road to reduce conflict (1)
- Concern about cyclist/pedestrian conflict near Lancaster Gate tube station (1)
- Concern that removing footpath to accommodate the relocated bus stop will cause pedestrian congestion (1)

Environmental impact

27 respondents (1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (10/37% repeat comments). 3 (<1%) felt that the proposals will have a positive impact on the environment (2/67% repeat comments).

Economic impact

24 respondents (1%) expressed concern about the impact of the proposals on local business/the economy (8/33% repeat comments).

Complexity of proposals

19 respondents (<1%) commented that they found the proposals for this section complex or confusing.

Lancaster London Hotel

14 respondents (<1%) commented on the proposals in relation to the hotel.

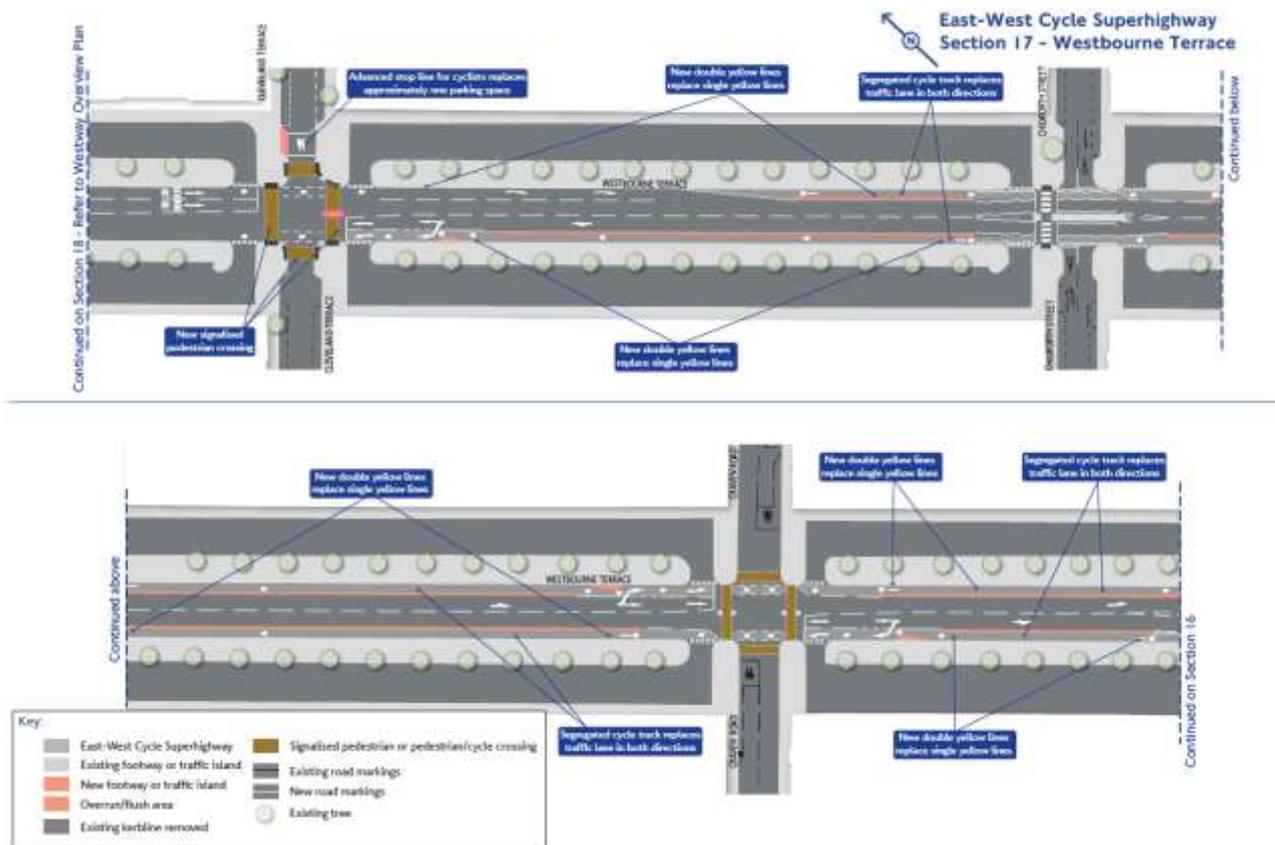
- Concern about taxi and coach passengers and deliveries coming into conflict with cyclists or having difficulty crossing the track (4 incl. Lancaster London Hotel, PRACT)
- Concern that the cycle lane alongside the hotel will cause disruption to the hotel, its guests, and/or the taxi rank (4 incl. PRACT, SEBRA)
- Concern that the cycle lane passes the hotel's main entrance, which will result in motor vehicles crossing the cycle track during busy times at the hotel (2 incl. Lancaster London Hotel)
- Request that consideration is given to coach pick up/drop off (2, incl. CPT)
- Preference to have a taxi rank feeder lane (1)

- Concern about emergency vehicle access to the hotel, particularly during hotel events when the area can become congested (1)
- Concern about missing bus/taxi/car parking outside the hotel (1)
- Support for new loading bay outside the hotel (1)

‘Early-start’ signals for cyclists at Bayswater Road / Lancaster Terrace

- 11 respondents (<1%) discussed the proposed ‘early-start’ signals for cyclists:
- Seven disliked early start, considering it to not work without enforcement, to privilege motorists over cyclists as they receive more green time, to reduce space on the road, and dangerous for cyclists. London Cycling Campaign opposed early start on Bayswater Road specifically due to high motorist demand for the left turn there.
- Two respondents liked the early start.
- One requested adequate time for cyclists at this facility and one expressed concern about left hook risks after the early start.

Section 17: Westbourne Terrace

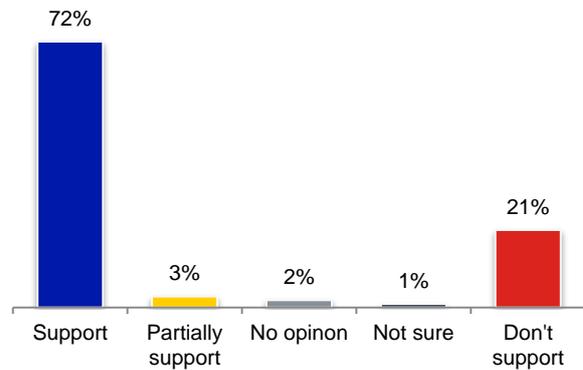


Key proposals:

- Segregated cycle track replaces traffic lane in both directions
- Three new signalised pedestrian crossings at Cleveland Terrace junction
- ASL for cyclists and wider footpath replaces one parking space on Cleveland Terrace

Number of respondents: 3,814

Section support:



Details of responses to Section 17

Of 3,814 respondents to this section, 490 (13%) provided comments. This section contained 151 repeat comments (31% of total).

Traffic/congestion

116 respondents (3%) expressed concern about the impact on traffic (37/32% repeat comments), in particular the impact of the proposals on congestion or delays (71 respondents, 2%; 31/44% repeat comments). Specifically, 20 respondents (1%) were concerned that removing general traffic lanes on Westbourne Terrace for the East-West route will result in more vehicles along Gloucester Terrace.

Paddington Residents' Active Concern on Transport (PRACT) and Westminster City Council reported on their analysis of traffic modelling that they had received from TfL and expressed concern that traffic would increase along roads near Westbourne Terrace/East-West route, particularly Gloucester Terrace but also Westbourne Crescent and Eastbourne Terrace (post-2018).

Support/positive comments

61 respondents (2%) offered positive comments (22/36% repeat comments).

- 52 respondents (1%) provided generic positive/supportive comments (e.g. "Excellent")
- 7 respondents (<1%) felt the upgrades would improve safety for cyclists.
- 4 respondents (<1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)
- 2 respondents (<1%) felt the scheme would improve London as a city

Treatment of junctions

68 respondents (2%) discussed the junctions along this route and express various concerns about the proposed designs. Key issues included:

- Sharing cycle lanes with motor vehicles at junctions which could lead to conflict/left hooks and ambiguity about right of way (47, 1% incl. London Cycling Campaign, LB Newham, City of Westminster)
- The pinch points/narrowing of the cycle lanes on approach to the junctions, which respondents either did not understand or opposed (16, <1%)
- Potential difficulties/conflicts arising from the service road access points located near the junctions, which require vehicles to cross the cycle lanes (5, <1%)
- How cyclists perform right turns (3, <1%)
- Whether the removal of road space will provide enough of a turning area for buses, which could block the road at the junctions due to their need for a wider turning axis which can take up two lanes (1, <1%)

In response to these issues, respondents offered the following suggestions (<1% each):

- Separated signal phases for cyclists and motorists (15 incl. Brent Cyclists, Cycling Embassy of GB, Sustrans)
- Maintaining segregation of the cycle lanes (13 incl. Brent Cyclists, Cycling Embassy of GB, Sustrans)
- Providing ASLs at more/each of the junctions (3 incl. CTC)
- Routing the track along the service roads (8)
- Removing/amending pinch points (5), perhaps by keeping the lane straight and providing an opening for vehicles which cross a raised platform before entering the cycle lane (1)
- Request to implement low speeds in this area if segregation is not provided (LB Newham)
- Signage or coloured surfacing for the track (1)

Advance stop lines: 12 respondents (<1%) also mentioned ASLs at the junctions in this section as follows.

- Requests for ASLs at each junction (6)
- Concern that ASLs need better enforcement (2)
- Request to ensure ASLs can be accessed by large cycles (Wheels for Wellbeing); by contrast, suggestion that ASLs do not need to be large (1)
- Suggestion that ASL with early start may be an improvement to these junction (1)
- Request to remove ASLs to reduce risks and confusion for motorists/cyclists (1)
- Concern that ASLs will not be useful without clear unimpeded paths to them (1)

Impact on parking/loading

26 respondents (1%) commented on changes to parking/loading in this area:

- 18 (<1%) expressed concern about restrictions to parking/loading, including Northeast Westbourne Residents' Association, West London Residents' Association, and Alliance of British Drivers.
- Two (<1%) were positive towards using double yellow lines to prevent motorists from blocking the tracks.

Eight (<1%) provided other feedback.

- Concern that double yellow lines will not be sufficient (2)
- Support for double yellow lines but not the proposals in general (1)
- Support for the scheme only if residential parking is not reduced (1)
- Questioning the need for double yellow lines if the cycle lane is already segregated (1)
- Request for replacement parking spaces created elsewhere (1)
- Stating that few vehicles park along the main road here (1)
- Concern about loss of parking along Gloucester Terrace (1)

Environmental impact

26 respondents (1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (14/54% repeat comments). 4 (<1%) felt that the proposals will have a positive impact on the environment (2/50% repeat comments).

Cyclist behaviour

21 respondents (1%) expressed concern about cyclist behaviour (10/48% repeat comments).

Access to Paddington station and other local routes

21 respondents (1%) asked how access to Paddington station will be facilitated or request consideration is given to providing a clear route to Paddington from the East-West route. Three respondents (<1%), including City of Westminster, also highlighted the importance of connectivity to the Quietway/Cycle Grid route along Craven Hill. SEBRA requested a direct cyclist connection between the northern end of Westbourne Bridge and areas north of Harrow Road such as Little Venice and Maida Vale to be incorporated in the Westway/Section 18 proposals.

Phasing of construction and impact of Crossrail

21 respondents (1%), including PRACT, mentioned the impact of Crossrail development and completion on Westbourne Terrace. Respondents highlighted the closure of Eastbourne Terrace to accommodate Crossrail construction, feeling that this, combined with a reduction in motor vehicle space on Westbourne Terrace, will cause more traffic and congestion on the latter road. Many requested that any Cycle Superhighway implementation takes place only after the completion of Crossrail.

Eight respondents (<1%) also requested that no Cycle Superhighway construction work takes place on Westbourne Terrace until a final decision has been made on a scheme for the Westway. This included SEBRA and PRACT, who argued that the rationale for a cycle route on Westbourne Terrace would need to be re-examined if the Westway section was delayed or cancelled.

End of route near Cleveland Terrace

19 respondents (1%) expressed concern that the protected cycle lanes do not extend beyond Cleveland Terrace.

Economic impact

16 respondents (<1%) expressed concern about the impact of the proposals on local business/the economy (9/56% repeat comments).

Alternative routes

16 respondents (<1%) expressed preferences for different routings for the Superhighway:

- Bayswater Road (10)
- Gloucester Terrace (8)
- Uxbridge Road (2)
- Hammersmith (2)
- Eastbourne Terrace (1)
- Shepherd's Bush (1)
- Paddington station (1)

Section 18: Westway to Acton

East-West Cycle Superhighway

Initial outline proposals for route between Paddington and Acton.
 Consultation on detailed proposals at a later date.

- █ East-West Cycle Superhighway
- █ Segregated two-way cycle track replaces traffic lane
- █ Upgrade to existing off-carriageway cycling facilities

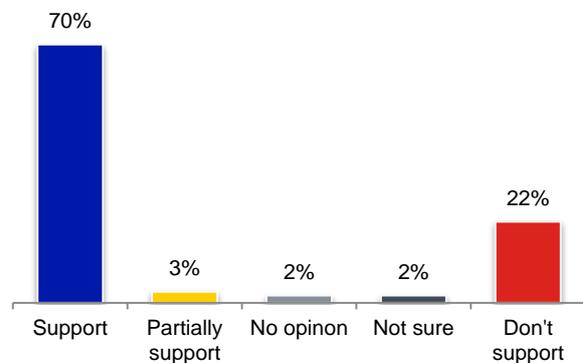


Key proposals:

- Segregated two-way cycle track replaces one eastbound traffic lane on the northern side of the Westway
- Access to the Westway via the 'off' slip road to Westbourne Terrace
- Access to Wood Lane via the 'on' slip road to the Westway
- Upgrade to shared use footpath and cycle track on southern side of A40

Number of respondents: 3,962

Section support:



Details of responses to Section 18

Of 3,962 respondents to this section, 752 (19%) provided comments. This section contained 158 repeat comments (21% of total). 63 respondents also commented on the proposals for this section in the 'overall' commenting area; their responses are included in the analysis below.

Traffic/congestion

204 respondents (5%) expressed concern about the impact on traffic (61/30% repeat comments), in particular the impact of the proposals on congestion or delays (120 respondents, 3%; 36/30% repeat comments). Many of these concerns related to the proposal to replace an eastbound traffic lane on the Westway with the cycle track. Some of these respondents provided suggestions to reduce the potential impact to traffic, with the most frequent suggestion being to route the cycle track at street level (see 'alternative routes' below for more detail).

Support/positive comments

170 respondents (4%) offered positive comments (23/16% repeat comments).

- 118 respondents (3%) provided generic positive/supportive comments (e.g. "Excellent")
- 37 respondents (1%) suggested that the upgrades would encourage more cycling (either from themselves, friends/family members, or people in general)
- 24 respondents (<1%) felt the upgrades would improve safety for cyclists.
- 16 respondents (<1%) felt the scheme would improve London as a city

Cycling environment

111 respondents (3%) expressed concerns about the cycling environment on the Westway.

- Exposure to the elements (e.g. wind, poor weather) (56, 1% incl. Sustrans)
- Exposure to vehicle exhaust/fumes and polluted air (49, 1%)
- It could be an unpleasant or isolating cycling experience (35, 1%)
- High levels of noise from the volume of traffic (32, 1%)
- Lack of lighting (10, <1%)

60 respondents (1%) favoured installing a barrier, or questioned if a barrier will be provided, between vehicles and cyclists along this route to provide greater protection and reduce the impact of vehicle exhaust, noise, and wind gusts. This included CTC, Ealing Cyclists, and Kensington and Chelsea Cyclists.

Alternative routes

91 respondents (2%) would like to have other routes developed in addition to or as an alternative to the Westway. Suggested routes included:

- 'Street' or 'ground' level without identifying a specific route (56, 1% incl. Paddington Waterways & Maida Vale Society)
- Uxbridge Road (25, 1%)
- Bayswater Road (17, <1%)
- Holland Park (12, <1%)
- Hammersmith (9, <1%)
- Grand Union Canal (8, <1%)
- All other route suggestions (11, <1%)

Number of on/off points to the East-West route

- 55 respondents (1%) discussed access points for cyclists to the Westway:
- 34 (1%) of these, including PRACT, were concerned that there are not enough access points provided, which respondents suggest will 'trap' cyclists along the route and/or prevent residents nearby from easily accessing it.
- 24 respondents (1%) would like to see additional access points to neighbourhoods along the Westway, including CTC, Ealing Cyclists, Brent Cyclists, and Kensington and Chelsea Cyclists.

Accessing the Westway

28 respondents (1%) commented on ramp access the Westway:

- 19 (<1%) were concerned that the current on/off ramps are too steep for most cyclists and/or that it may be difficult to keep a manageable speed on the way down.
- Five respondents suggested alternatives to the existing ramps or questioned how alternatives could work, including spiral ramps, lifts (Wheels for Wellbeing), and staircases with rails to guide bikes up/down
- Two respondents would like to see a barrier on the ramps to separate motorists and cyclists.

Continuation of route

27 respondents (1%) suggested how they would like the route to continue. Choices included (<1% each): Ealing (7); Acton (3); King's Cross/Euston (3); Uxbridge Road, Northolt, Greenford, and Shepherd's Bus (2 each); and Hammersmith, Edgware Road, Hillingdon, and Chiswick (1 each).

Environmental impact

23 respondents (1%) expressed concern about the impact of the proposals on the environment due to increased pollution and lower air quality (10/45% repeat comments).

Cyclist behaviour

21 respondents (1%) expressed concern about cyclist behaviour (11/52% repeat comments).

Economic impact

16 respondents (1%) expressed concern about the impact of the proposals on local business/the economy (10/67% repeat comments).

Appendix B – Summary of stakeholder responses

Responses from local authorities and The Royal Parks

City of London Corporation: Said it agrees and supports the principle of the Cycle Superhighways, it has considerable reservations about them as they currently stand. Concerns include road safety, pedestrian convenience, local access, network resilience and knock-on effects on City roads.

The City has requested consideration and a response to 13 specific issues:

1. Pedestrian wait times should not be made worse at key locations
2. The maximum cycle time at traffic signals should be no more than 88 seconds
3. Pedestrian crossings should be simple, straightforward and useable, ideally single stage.
4. Local access (or convenient and appropriate diversions) should be provided at a number of locations
5. A pedestrian link should be provided along Puddle Dock to the new river pier at Blackfriars
6. Blackfriars junction should be redesigned to improve streetscape, remove confusion and improve safety for all road users
7. Alternative design measures should be considered to ensure a resilient road network and demonstrate how the network will accommodate planned and unplanned road works
8. Any traffic management measure should not increase traffic on the City's streets
9. The pavements at Tower Hill are already too narrow to accommodate major events and cannot be reduced
10. The proposal should not prejudice the City's ability to implement its current projects
11. A process needs to be agreed to manage traffic flows into and out of the City
12. TfL and City officers should work together to achieve an acceptable outcome, which may require changes in the process and governance that has applied to the scheme.
13. Material changes should be subjected to further public consultation

The City added that it would only support the use of Castle Baynard Street for the East-West route on the condition that both Cycle Superhighway proposals are agreed with the City prior to implementation.

Read the full City of London response (see Annex 2, page 31) [here](#).

For the response from *Deputy Catherine McGuinness*, see the [Responses from politicians](#) section. For the response from City of London Police, see the [Responses from emergency services](#) section.

City of Westminster: Supportive of the principle of improving cycling but expressed reservations over some aspects of the proposals and said it could therefore offer only “qualified support” for the scheme consulted on. Key concerns included:

Traffic impacts: The City Council was concerned the proposal would reduce in road link and junction capacity and increase journey times, congestion and queuing in some areas, both on the route itself and roads elsewhere in the City of Westminster. It felt gating would lead to increased traffic on other routes through the City. It was also concerned at the potential impact on bus journey times and questioned how traffic reductions would be achieved in certain areas to avoid congestion.

Traffic restrictions, particularly at Savoy Hill, Horse Guards Road and Westminster Bridge. The City Council expressed significant concern at the potential for traffic displaced by the latter to increase congestion on Parliament Square, which it said would increase risks to powered two-wheelers. It suggested an alternative design which it felt could allow the turns to remain open.

Overall scheme design: Concerned at the complexity, legibility and unfamiliarity of some arrangements and said there was risk of conflict between pedestrians and cyclists and non-compliance at some junctions. Also concerned at potential public realm impact of features such as additional signal equipment, kerbing and road markings.

Pedestrian amenity and safety could be adversely affected by increased wait times and staggered crossings leading to poor compliance. The City Council said lack of data meant it could not assess the impact on pedestrians away from the East-West route. Welcomed new pedestrian crossings, but not the replacement of zebra crossings with signalised crossings, which it said would increase pedestrian wait times.

Cyclist issues: Concerned the route would not offer sufficient capacity to meet demand, adding that the capacity of cycle links had not been modelled accurately. It also felt that the proposed route is not the most direct available option for cyclists, particularly through Parliament Square and Hyde Park; that the track should be wider in places; better access was needed for cyclists from other directions at Hyde Park Corner.

Kerbside activity: Taxi set-down and pick-up would be limited in many locations and the impact of these needed to be considered in traffic capacity analysis. It noted that loading space would be reduced by approximately 785m along the route.

Data: Concerns with the timing and detail of traffic modelling and the methodology behind it, although acknowledged continuing useful dialogue with TfL. Also requested assessments of the proposals impact on pedestrians, the environment and road safety.

Implementation: Concerns re interface with other construction schemes such as the Thames Tideway tunnel and Crossrail.

Detailed site-specific comments were provided for various locations including:

- Westbourne Terrace (junction design; whether segregated route is needed)
- Lancaster Gate (missed opportunity to remove gyratory; traffic impact on Gloucester Terrace; concern at traffic merges on Bayswater Rd; kerbside)
- Hyde Park Corner (missed opportunity to redesign; access for cyclists)
- Parliament Square (congestion; alternative design to remove need for banned turns at Bridge; cycle capacity; public realm impact; support for new pedestrian crossings but not extended wait times)
- Victoria Embankment (cycle turning arrangements at junctions; cycle track widths; redundant space on segregating island; arrangements for side loading)

Suggested alternative alignment via Northumberland Avenue and the Mall: The City Council said this would reduce traffic impact; provide cycle capacity for 2016 and beyond; reduce distance by over 400m; provide a 4m wide two-way cycle track; have less public realm impact; remove less existing coach parking; reduce the impact of banned turns.

The Council's full response is available [here](#).

London Borough of Enfield: No detailed comments on the proposal, but is supportive of schemes that help improve safety and encourage more people to cycle.

London Borough of Havering: No specific comments on the proposal, but did want to reiterate its support for an extension of the original CS3 scheme.

London Borough of Hillingdon: Requested extension of the A40 section beyond Acton.

London Borough of Newham: Comments the proposal improves the safety, directness, coherence, comfort, and attractiveness of cycling between central London and Newham and could reduce crowding on public transport. Notes the design connects well with CS3 (which it recommends is upgraded). Specific comments included:

- Track should be as wide as possible; drainage and on-going cleansing and maintenance addressed; and shallow kerbs used to maximise effective width
- Shared sections should be low traffic speed and volume environments

- Separation of cycles from buses with bus stop bypasses should improve bus journey reliability. Accessible and comfortable waiting areas are needed
- The use of banned and separated movements between cyclists and motor vehicles at junctions improves safety for both cyclists and pedestrians and significantly reduces risk for vulnerable road users
- Signal timing for pedestrians and cyclists should be monitored
- Need further detail on proposed locations of 'early start' or 'early release' facilities along the route, which may not address turning conflicts at junctions
- Welcomes the significant net gain in footway space and improved experience for pedestrians

London Borough of Tower Hamlets: Supports proposals in principle but concerned at traffic impacts, and the potential effects on journey times, the local and wider road network, road safety and communities east of Tower Hill. Also concerned at impact of traffic restrictions at Shorter Street and Tower Hill and at footway reduction and potential for cycle/pedestrian conflict at Tower Hill.

Requests and suggestions include:

- A more strategic approach to reducing traffic demand in order to mitigate traffic impacts, including 'gating' traffic outside inner London
- The remaining lane on Shorter Street is opened to general traffic rather than just buses
- Wider pedestrian crossing
- Enhanced pedestrian and cycle crossing facilities along The Highway
- Improvements to CS3 along Cable Street; rerouting CS3 away from St James Gardens and Horseferry Road
- Traffic management to restrict the potential for rat-running through Wapping and Cable Street
- Additional road safety education training support

For the response from *Councillor Dave Chesterton*, see the [Responses from politicians](#) section.

Royal Borough of Kensington & Chelsea (RBKC): Noted ambition and potentially transformative nature of proposals, but expressed concern at the scheme's potential impact on journey times and congestion on roads not on the route (particularly those approaching from the west, such as Kensington High Street/Kensington Road and Bayswater Road, which it noted were important bus corridors). It also said that displaced traffic could affect other road users, including cyclists, on what are currently quieter roads.

Other issues raised included:

- Unable to gauge impacts on air quality
- Future opportunities to improve pedestrian movement may be affected

- Westway section should consider connectivity with streets below

It accepted these figures combine impact from 20 other major road schemes, but noted that none of these are in the borough. It also accepted that some modal shift might occur, but said this would be unlikely to address congestion resulting from the proposals and said it needed a detailed plan of mitigation measures before it could offer its support.

The Royal Parks: The Royal Parks (TRP) noted that consultation will be needed on the detailed design for Hyde Park and that no consultation has occurred on proposals for St James's Park.

Core principles for any cycle track development:

- Parks have a primary role of relaxation and recreation
- Frequently host very important national ceremonial activity and events
- Environment and heritage must be respected
- They are not transport corridors and should remain pedestrian priority areas
- They are not open 24 hours a day
- No blue coloured surface treatment can be allowed

Hyde Park section:

- Concerned about key junctions and transition areas
- Road-based route only, with design to ensure cyclists remain on it
- Existing quieter cycle routes are not suitable for high volumes
- Events close some parks roads for several months
- Some existing cycle routes will need to be removed
- Impact on routes within Kensington Gardens need to be considered
- Holistic approach to cycling movements
- Risk assessments, safety audits and Equalities Impact Assessment needed
- More information on pedestrian impacts, including access and crossing times
- Clarify signage and way finding
- Clarify TfL's plans to respond if routes become congested
- Consider impact upon animals and wildlife
- High quality design solutions and materials required
- Design may be amended to facilitate event operations

St James's and Green Park sections:

- Unable to comment further on use of Constitution Hill
- An option that makes use of the existing cycle route is preferred

All sections:

- TRP indemnified against any personal accident claims
- TfL to fully fund removal and return of cycling infrastructure
- Consider all stakeholder feedback on routes and key intersections

- TRP will not sign-off the route until evidence-based feasibility studies, including safety audits, are completed

Responses from London Assembly and Assembly members

London Assembly, Transport Committee: Offered overall support for the proposal, endorsing the reallocation of road space to create segregated cycle routes. Points raised included:

- Route will lead to improved safety perceptions amongst cyclists
- Recognises the consultation process offers an opportunity to improve the proposal by working with concerned organisations and individuals, but stresses the benefits for cyclists should not be significantly reduced
- TfL should ensure it learns from situations where its modelling techniques did not accurately reflect the final outcomes.
Improvements should be delivered by 2015 where possible

** Comments relating to the proposed North-South Cycle Superhighway have not been included in the summary.*

London Assembly members

Caroline Pidgeon AM, Leader, London Assembly Liberal Democrat Group: Strongly supports the proposal, noting:

- Improved safety perceptions will encourage cycling, reducing congestion
- Pedestrians are not penalised and gain more footway space and new crossings
- Review widening track where it is around 3m wide
- Cycling facilities need to be properly integrated
- Opportunities to improve public space by installing planters and trees

John Biggs AM: Supports the scheme and made some comments on specific aspects:

- Both routes should be “overwhelmingly segregated”
- Review proposal for delays to traffic from the east. Impact on businesses, air quality and ‘severing’ Wapping are concerns
- Provide vehicle numbers for Shorter Street and the proposed alternative route
- Needs more detail on the Blackfriars junction, especially the slip roads
- Consider pedestrian safety on the Embankment, west of Blackfriars, and ensure crossing opportunities are unchanged or improved

** Comments relating to the proposed North-South Cycle Superhighway have not been included in the summary.*

Responses from politicians

City of London deputies and borough councillors

City of London Corporation - Deputy Catherine McGuinness (*Castle Baynard*): As a cyclist, Deputy McGuinness is very supportive of the concept, but has three concerns with the present proposal:

- Pedestrian issues should be properly considered as there is already a conflict between cyclists and pedestrians in this area: sufficient crossing points and long enough timing need to be allocated; holding periods between light changes need to be short enough to avoid pedestrians becoming impatient and crossing the road
- Longer journey times impacting on air quality: if air quality is worsened, the proposed route needs to be reconsidered, as it passes through some areas that have the worst air quality in the City
- Access to the river bank should be reconsidered: goods access must be maintained, particularly once this area has been enhanced in the course of the building of the Thames Tunnel

London Borough of Bromley - Councillor Tony Owen (*Conservative, Petts Wood and Knoll*): Opposes as it would delay traffic, increase commercial costs and increase pollution. Suggest moving the scheme to quieter roads further north.

London Borough of Tower Hamlets - Councillor Dave Chesterton (*Labour, Blackwall & Cubitt Town*): Supports as it is an improvement over current cycle arrangements. He suggested widening the cycle track at junctions to increase queuing space and adding zebra crossings over the cycle track on Victoria Embankment.

Members of Parliament

Jim Fitzpatrick MP: Supported the proposals but requested publication of assessments of the environmental and economic impact (especially for Wapping).

Responses from groups covering multiple road users

20's Plenty For Us: Supports, noting that:

- A game changing approach
- Pedestrian improvements are also welcome
- A 20mph speed limits along the route and surrounding roads would further improve safety

Chartered Institute of Logistics and Transport: Welcomes efforts to make cycling safer and more attractive and agrees segregated cycle tracks improve actual and perceived safety, thereby encouraging greater use. It also welcomes separate crossing facilities for pedestrians and cyclists. However, it has a number of concerns with the proposal:

- Road space reallocation should be based on a thorough analysis of the potential impacts, including costs/benefits for all affected groups
- Information provided is not sufficient for full assessment of all impacts; particular concerns with modelling extents/methodology and lack of cost-benefit analysis
- Impact on buses and delivery and service vehicles, parking and loading. Requests further details
- Journey time increases arising from ‘gating’ traffic away from the route and traffic restrictions/road layout changes on the route
- Access between the segregated cycle track and side streets
- Pedestrian safety at the proposed “floating” bus stops; request design is trialled

Read the Institute’s full response [here](#).

Chartered Institution of Highways and Transportation (CIHT): Supports the proposal, citing a range of factors:

- Recognises cycling’s capacity to reduce pressure on road space, improve health and make city environments better places to live
- Generates further evidence on the role cycling plays in transport, health and urban planning policy
- Acknowledges the increasing importance of the needs of cyclists
- Supports further development of standards and guidance
- Identifies and resolves issues at the heart of allowing road users to make more effective and safer travel choices

Said the needs of all users, including pedestrians, vulnerable road users, public transport passengers and motor vehicle users should be clearly identified and incorporated into the design solution.

London TravelWatch: Said that the proposals for lengthy separated cycle tracks were innovative, exciting and potentially far reaching. However, they said it was essential that a careful balance is struck between the interests of cyclists and bus passengers and pedestrians. Specific concerns and requests included:

- Impact on bus services – especially route 453 at Parliament Square
- Impact of bus stop bypasses on bus passengers
- Concerned at scale of works to be undertaken in just over a year – suggest staging construction timetable, starting with the North-South route and reviewing its operation before introducing the East-West route (and CS2 Upgrade)
- Suggest trialling traffic gating prior to implementation of schemes to allow analysis of impact

Read the full London TravelWatch response [here](#).

Responses from emergency services

City of London Police: Supports the proposal due to the improved safety it offers for cyclists and pedestrians.

London Ambulance Service: Made the following comments:

- The proposal needs to assess how the reduction in available road widths would affect London's Ambulances from reaching their destinations when on a time critical, lifesaving journeys
- Where routes are narrowed to a single lane, dividing obstacles to segregate the opposing traffic flows should to allow ambulances to move as freely as possible
- Requests that ambulances are facilitated through or around any works during construction

London Fire Brigade: Supports measures that will provide for safer cycling conditions on the road for its staff and drivers, but has several requests:

- Detailed modelling relating to the scheme's impact and any associated mitigation – for construction and final scheme
- Construction programme and mitigation arrangements (inc. lessons from ORN)
- TMOs and other regulations do not impede on the brigade's core service delivery functions.
- Education and enforcement to ensure emergency access to all sites and properties affected by the scheme during construction and for the final solution

Metropolitan Police Service: overall support for proposals, recognising "significant" safety improvements for cyclists. However, raise various detailed concerns and requests, including:

- Longer journey times – impact on movement of staff and emergency response
- Reduction in carriageway space – potentially meaning more chance of road closures for special escorts or investigations; implications for abnormal loads; less resilience and flexibility
- Removable infrastructure requiring extra police time for road closures
- Junctions – concern at potential for conflict at unsignalised 'priority' junctions; relocated infrastructure to affect sightlines at other junctions; conflict at two stage right-turns
- Faster cyclists conflicting with slower cyclists or surprising motorists by using traffic lanes
- Bus stop bypasses – concern at risk of pedestrian/cycle conflict and that not tested at busier stops
- Pedestrian crossings – request more formal crossings across cycle tracks, raised tables at loading/parking bays; guard rail and bigger islands at some locations

- Coach Parking –general concern re left-hand drive coaches and pedestrians crossing track
- Banned turns – displaced traffic and potential non-compliance
- Site-specific concerns at Tower Hill area, Westbourne Terrace. Also request signal stage which could be activated to permit left turn onto Westminster Bridge when Parliament Sq closed

Responses from cycling groups

Brent Cyclists: Supports the proposal and suggests improvements:

- Fewer signals for cyclists (zebra crossings, unsignalised left turns / cycle-only junctions)
- Maximise cycle track width by using sloping, low kerbs
- Direct single-stage crossings for pedestrians
- Better or clearer cycle connections with Tower Bridge, Westminster Bridge, Broad Walk, and to/from the Westway
- Separation of cyclists and pedestrians at Hyde Park Corner
- More direct southbound route at Lancaster Gate and segregation at junctions on Westbourne Terrace
- Measures to enhance cycling environment on Westway

Cambridge Cycling Campaign: Supports the proposal. Both routes are of national importance as they would show local decision makers how high quality cycling infrastructure can be built in a busy UK city. Said it fully supported the detailed submission from the London Cycling Campaign, highlighting:

- Reallocation of road space to create wide, segregated cycle tracks
- Junction design to prevent cyclists being hit by turning vehicles
- Direct and convenient routes

CTC - the national cycling charity (London): Supports the proposal. The group provided feedback on a number of aspects:

- Many cyclists would bypass 'kink' at South Carriage Drive
- Safety of the segregated track should encourage novice cyclists
- Route capacity may be a problem and needs to be assessed
- Long cycle times at signals could encourage red-light jumping and affect stacking space and route capacity
- Centreline markings and cycle symbols needed
- Pedestrian/Toucan crossings should be clearly identified
- Access concerns on Victoria Embankment side roads and at Hyde Park Corner
- Measures to enhance cycling environment on Westway

Read the CTC London response [here](#).

CTC - the national cycling charity (*National*): Supported the proposal, saying it would create an iconic cycle facility, attracting recreational cyclists and tourists, and providing a great benefit for commuters and other 'utility' cyclists. Notes that some details remain to be clarified, notably the alignment through the Royal Parks, and suggest it may be better for the route to run along the north side of Bridge Street. It also has concerns about the junctions at Tower Hill and Lancaster Gate.

** Comments relating to the proposed North-South Cycle Superhighway have not been included in the summary.*

Cycling Embassy of Great Britain: The group supported the proposal and listed many benefits, including making cycling journeys safer, opening up cycling to more users and improving the physical environment.

The group had some suggestions on how the design could be improved:

- Zebra crossings preferred to signalised pedestrian crossings
- 'Give Way' signs rather than signals for cyclist interactions
- Provision for people to join (or cross) the route at major junctions
- Reduce the number of two-stage pedestrian crossings
- Zebra crossings, with sinusoidal humps, should be used at bus stops
- Maximise effective kerb width with the use of shallow height kerbing (45° chamfer)
- Left turns, on and off the route, should be exempted from signals, with zebra crossings for pedestrians

Cycling Instructor Ltd: Submitted a supportive response based on the CyclingWorks template.

Dulwich Paragon Cycling Club: Supports.

Ealing Cycling Campaign: Supports the proposal and commented on the Paddington to Action section:

- Quality of ride will determine whether cyclists choose to use the Cycle Superhighway in preference to the A4020 Uxbridge Road route
- Separation between the cycle route and the A40 will be the key issue. Barriers should provide acoustic and visual separation, and sufficient wind protection
- The A40 concept could fit well with the Ealing mini-Holland bid proposal and the possible HS2 cycle route – make clear in the consultation how these different routes interact
- Make provision for cyclists from the area beneath Westway to access the new Cycle Superhighway

Kensington and Chelsea Cyclists: Supports the scheme, but requested:

- With-flow rather than two-way cycle tracks due to concerns about potential for head-on conflict
- Routes should be direct (concern expressed in Hyde Park)
- Connections to a future CS9 to achieve a better east-west axis (Notting Hill Gate and Kensington High Street suggested)
- 20mph speed limits for traffic adjacent to the superhighway
- Entry/exit points and measures to reduce effects of bad weather on the Westway

London Cycling Campaign (LCC): Supported the proposals, saying they represented a major step forward in creating streets that were safe and inviting for cycling. The LCC believed the modelling overstated the likely traffic impact as it did not account for behaviour change or journey time improvements caused by a reduction in cycling collisions. It also noted that modelled base times were ‘best-case’ scenarios which rarely occur in practice. The LCC also felt the likely impacts were minimal and should be balanced against its benefits for safety, health, environment and cycle journey times

The LCC requested the scheme include:

- Connectivity to other routes, particularly at Tower Hill, Westminster Bridge, Hyde Park Corner and Bayswater Road)
- Choice of routes for cyclists in Hyde Park
- Cyclist exemption from banned turns
- General minimum width of 3.5 metres for two-way tracks and 2 metres for one way tracks; angled kerbs to increase effective width; wider track at bus stop bypasses
- Consideration of drainage and maintenance
- Accessibility for non-standard bikes such as trikes
- ‘Hold the left’ protected turns replace ‘early-start’ junctions
- Signal phasing that doesn’t unduly delay cyclists (particularly at Blackfriars)
- Direct pedestrian crossings; zebra crossings on cycle track and signalised crossings on carriageway
- Smooth ‘sinusoidal’ profiles for speed reduction measures.

Detailed requests and suggestions at specific locations are summarised in the relevant section of Appendix A. You can also read the full LCC response [here](#).

Nottingham Pedals: Supports, drawing on the London Cycling Campaign’s (LCC) submission: segregated cycle tracks, reallocation of road space, improved junction design, and direct and convenient routes. Said it shared the concerns of the LCC on design and supports its suggestion of a peak hour ban for large construction lorries.

Sustrans: Supports the proposal. A more attractive and safer environment will increase cycling and benefit all Londoners. General points raised included:

- More cycling will improve health and make roads safer and less congested
- ‘With flow’ cycle tracks – rather than bi-directional – would be preferred
- Regular access and egress gaps in the segregation should be provided

- Junction treatments should provide the same level of service (and safety) for cyclists making all possible movements
- Cyclists should be exempt from banned turns
- Pedestrian crossings should be one-stage
- Chambered kerbing should be used to maximise effective width
- Standardised treatments should be used for differing types of side roads to improve legibility for all road users
- Cycle lanes at junctions should have dashed lines or elephants' feet
- Minimal bus lane and footway removal to accommodate cycle lanes

The submission included detailed comments and suggestions for each individual section of the route. These are summarised in the relevant section in Appendix A. Points included:

- Request for access from other directions at Tower Hill
- Concern regarding lighting and general feel of Castle Baynard Street
- Support for reallocation of kerbside provision to make room for segregated cycle tracks
- Request gyratory removal and clear CS8 link at Parliament Square
- Better cycle connections and more reallocation of road space at Hyde Park Corner
- Prefer Option 2 in Section 16, but suggest direct route along Westbourne Street and Bayswater Road
- Concern at Westbourne Terrace junction arrangements and cycling environment on the Westway

The submission also included a letter signed by the CEO of Sustrans and 10 architects and developers. Read the full Sustrans response [here](#).

Wheels for Wellbeing: Supports segregated cycle superhighways as they will improve access for disabled and older people to transport options. It stressed the need to ensure the route will accommodate all types of cycles (trikes, handbikes, tandems, tag-alongs etc.), offer easy access on and off, and link seamlessly with other cycle routes and other modes of transport. It submitted various detailed design comments, including:

- Widths, lengths and turning circles need to accommodate all types of bicycles
- Disabled cyclists need dropped kerbs of suitable width and step-free access along the route
- Surface quality is a particular issue for disabled cyclists. Cobbled surfaces should be avoided and, where used, raised surfaces should have full width sinusoidal profiles with a smooth surface
- Gradients should be minimised and the route should have the gentlest camber possible
- Sharing space with pedestrians should be avoided, unless it adequately caters for the safety of vulnerable pedestrians
- Sharing bus lanes is not acceptable. Bus stop by-passes are key to cyclists' safety, but must adequately cater for the needs of vulnerable passengers

- Advanced Stop Lines should be trialled with disabled cyclists and entries no narrower than 1.5 metres
- Visually impaired cyclists need route signs and ground markings with good visual contrast

A supportive letter was also submitted, co-signed by representatives of: Inclusive Cycling Forum for London; Inclusion London; Disability Advice Service Lambeth; Bikeworks; Pedal Power Cycling Club; EcoLocal; We Are 336; and, in addition, academics from the University of Westminster, Oxford Brookes University and the University of Cardiff. It can be read [here](#).

Responses from freight groups and operators

AICES (The Association of International Courier and Express Services): Supported the scheme's objectives to encourage cycling and improve safety, but concerned the relocation of road space would lead to added congestion and make journey times less predictable, and that junction changes would add to delays. AICES felt the impact on the operation of its members would be significant:

- Reduced journey time reliability and predictability would adversely impact on 'just-in-time' and time-critical deliveries
- Restricted access would lengthen delivery times, especially on Victoria Embankment due to the removal of loading bays

It argued the proposals would result in greater congestion and make access for delivery and collection even more difficult for express companies attempting to service London business.

Brewery Logistics Group and British Beer & Pub Association: Submitted a joint response. Issues raised include:

- Concern at the potential loss of kerbside access and removal or relocation of loading bays along the route – both during construction and in the final scheme. They noted Health and Safety Executive guidance which recommends beer deliveries are made adjacent to the point of delivery
- Concern that loading provision does not allow side loading/unloading.
- Concern at potential for conflict between cyclists and delivery staff crossing the track and between delivery staff and pedestrians caused by
- Concern at logistical challenge of moving barrels across raised kerbs
- Concern at prospect of longer journey times meaning reduced delivery times and increased costs. Suggested TfL's London Lorry Control Scheme would need to change to allow greater flexibility for logistics companies to spread deliveries throughout the day
- Suggested TfL's traffic model should allow for traffic growth as BLG member data suggests movement of goods has increased in recent years

You can read the full response [here](#).

DHL: Noted their position as a major fleet operator in London, performing a range of delivery and servicing activities. Concerns with both routes included:

- Specific concerns with beer deliveries to the Albion on New Bridge St
- Designs only seem to account for unloading from rear of vehicles, whereas much unloading takes place from the side
- Concerns regarding shared bays due to disabled parking removing loading capacity
- Provision of dropped kerbs along the route (not just at loading bays)
- Impact of lane removal on premises where loading takes place on nearside of a two lane road
- Traffic impacts and its commercial implications

DHL requested:

- More done to encourage night time deliveries
- Retention of existing MOUs
- Further exploration of consolidation centres

Express Networks Forum (Triangle Management Services Ltd): Responded on behalf of forum members APC Overnight, City Link, Hermes, GeoPost (DPD & Interlink), Parcelforce Worldwide and TNT Express. It is concerned at the potential impact on collection and delivery of goods to premises along the route, particularly express or timed deliveries or collections. The forum is also concerned at the cumulative effect of the cycle schemes proposed for delivery by early 2016.

Specific issues included:

- The apparent loss of loading bays or relocation to less convenient locations; loss of single red line
- Impact of 'gating'. Requested broader traffic data
- Likelihood of some cyclists remaining in the roadway
- Deliveries across the segregation islands and/or the Cycle Superhighways could pose hazards for both cyclists and pedestrians
- The mixed use of some loading bays between commercial activity and 'blue badge' holders would need to be discontinued
- Concerned about the proliferation of street furniture such as cycle hire stands, normal cycle stands, electric vehicle charge points, etc.

Freight Transport Association (FTA): Supports in principle, but stresses the need for a balance in the use of road space. Their concerns included:

- Consultation period too short

- Traffic modelling data insufficient and no environmental impact assessment provided
- Increased journey times will put more freight vehicles on the roads, adding to congestion, pollution and business costs
- Fully segregated cycle tracks can impede kerbside delivery and servicing; supports partial segregation using 'armadillos' or giant cat's eyes
- Shared loading and disabled bays may be impractical
- Reduction in the number of loading bays
- East-West route should be moved to north side of Embankment to allow deliveries to moored party boats, and inset or semi-inset loading bays investigated
- Delivery of beer kegs, pallets and roll cages across cycle lanes
- Counting vehicles is not an accurate measure

The FTA requests a further 12 week consultation period once better traffic modelling data, an environmental impact assessment and an assessment of the impact of delivering across the cycle superhighway are available.

You can read the full Freight Transport Association response [here](#).

Gnewt Cargo Ltd: Said it was working with City of London on the use of under-utilised car park spaces in Castle Baynard public car park. This would include re-opening disused access points between the car park and Castle Baynard Street and using the street for loading and unloading. It also noted that the route may be unattractive to cyclists owing to its indirect and dark nature.

Jamie Oliver's Fabulous Feast – caterer for the Silver Sturgeon boat: No indication of support or opposition but concerned at the impact on the loading bay, parking and coach parking next to its pier.

John Lewis Partnership: Concerned the proposal is not balanced between the needs of cyclists and the freight industry and other road users. Its issues were:

- Increased journey times would mean additional vehicles would have to be used, adding to congestion, air pollution and business costs
- Full evaluation hampered by lack of data on journey times or the volume of traffic diverting onto other routes
- Reasons for two westbound lanes and one eastbound lane unclear
- Duration, efficiency and safety of kerbside deliveries would be adversely affected - particularly affecting time-sensitive deliveries, like fresh food, and the delivery of large household items
- Shorter Street changed to buses and cycles only could force southbound traffic, including large vehicles, onto unsuitable streets

- Removing access from Byward Street/Tower Hill to Trinity Square could put eastbound traffic on narrow streets like Cooper's Row
- No left turn onto Fish Street Hill would close one route for vehicles to cross the Thames, diverting vehicles to Puddle Dock
- Construction would most likely require extensive lane closures and contra-flow, and road closures leading to congestion, delays and pollution

** Comments relating to the proposed North-South Cycle Superhighway have not been included in the summary.*

Kent Frozen Foods: Opposes as it is heavily biased in favour of cyclists. Said the scheme would add to journey times, and likely lead to additional delivery vehicles being needed, which would add to congestion. Risks to pedestrians and motorcyclists may increase, as they could become impatient during longer wait times at pedestrian crossings.

The Road Haulage Association: Generally supports the proposal, but does not feel the needs of the road haulage industry have been adequately addressed. Concerns included:

- HGVs delayed by congestion will provide a less efficient service to business and will generate more CO2 emissions and air pollution.
- 20 minutes is not sufficient time undertake many loading/unloading activities
- A lack of adequate loading facilities increases the risk of theft if goods have to be left at the roadside some distance from the delivery destination (specific concern raised at Great George Street)

Royal Mail: Acknowledges proposed changes could delay their vehicles on some routes, but feels the proposal would deliver an overall benefit to London. Noted its exemption from all Loading and Waiting restrictions, but said its vehicles need to stop adjacent or near post boxes and Post Offices for safety and security reasons. Raised concerns about access to specific post boxes at points along the route.

** Comments relating to the proposed North-South Cycle Superhighway have not been included in the summary*

UPS: raised four main concerns: Longer journey times; restricted access leading to longer delivery times; shorter time windows for deliveries; and less efficient operations. The business noted the particular impact of longer journey times on its express service. It had specific concerns with changes proposed for Victoria Embankment:

- Removing loading bays would make deliveries harder and result in more vehicles on the road
- Drivers may have to park further from customers, increasing delivery times and impacting schedules

These changes, along with plans to introduce further traffic lights and pedestrian areas, would add to congestion.

** Comments relating to the proposed North-South Cycle Superhighway have not been included in the summary.*

Utobeer Ltd: Opposes due to concerns over loss of loading bays.

Responses from coach and tourism groups

Coach Driver Forum: The Forum represents around 1000 coach drivers. It is concerned at the reduction/relocation of coach parking, believing there will be an overall reduction of 50%.

This would have an effect on the mobility of visiting coaches and the ability of drivers to take their legally required breaks.

Coach Logistics, Wye Valley Engineering Ltd: Welcomed the separation of cyclists and vehicles but concerned at the reduction in carriageway space.

Road restrictions, designed to remove 'rat runs', have forced traffic onto limited road space. With roads already under pressure, reducing road space further would have a major impact and risks a small problem leading to gridlock.

Slower journey times would make air quality worse.

Confederation of Passenger Transport UK: Concerned at the reduction in road capacity and coach parking and stressed the role the coach can play in reducing congestion. Issues included:

- Impact of restricting coach activity on tourism and the wider economy
- Alternative coach parking locations should have been identified prior to consultation
- Impact of longer journey times on operational costs and the environment
- Risk of conflict between cyclists and coach passengers – particularly at bus/coach stop bypasses and when large parties boarding/alighting coaches
- Ability for coaches to use wheelchair lifts and side luggage lockers on new layouts
- Request for new coach bays at Temple Place, Embankment station and Lancaster Gate
- Request for dual use loading bays which also accommodate coaches

- Congestion at consolidated coach parking
- Access to specific visitor attractions such as the Savoy Hotel and Mermaid Centre
- Suitability of some new junction layouts for 15 metre coaches, including at Water Lane, Blackfriars and Hyde Park Corner
- Concern at operation of cycle early-start junctions

Guild of British Coach Operators Ltd: Opposes the proposal, with the following specific concerns:

- Impact on journey times and road capacity
- Cyclists will still be able use the main carriageway
- Lack of enforcement to ensure cyclists observe road rules, including riding on the pavement at floating bus stops
- Delays exacerbated by some of the right-turn bans, especially from Westminster Bridge onto the Embankment
- Loss of coach pick-up/set down and parking facilities and insufficient detail on replacement facilities. Passengers, especially the elderly or school children, need to pick up and set down near their intended destination
- No assessment on the impact on journey times, stopping and parking facilities on coaches and buses, particularly commuter coaches

The Kings Ferry Ltd: Support physical separation of bikes and motorists and acknowledge that modal shift to cycling could address congestion. Concerned at impact of longer journey times on its business and on coach patronage generally, but said more information was needed to make an accurate assessment. Noted that reduction in traffic lanes and additional traffic signals would slow journeys and reduce resilience and also that the wider road network would be affected by displaced traffic.

Local Knowledge Tours: Opposes the scheme, saying:

- Reducing capacity on the Embankment will cause severe delays to traffic
- Reduction and fragmentation of coach stopping facilities will further aggravate problems already suffered
- There are other options to improve the cycling environment
- No mention of facilities for disabled boarding of coaches
- How are foreign operators being alerted to these proposals?
- The Cycle Superhighway would not attract foreign visitors

London Tourist Coach Operators' Association: Raised a number of issues, including:

- Impact of longer journey times and restricted coach activity on tourism and the wider economy

- Congestion around and approaching the route caused by reallocated or 'gated' traffic and banned turns
- Risk of conflict between cyclists and coach passengers
- Ability for coaches to pick up and set down at certain venues such as Somerset House and the Mermaid Centre
- Operational impact of coach drivers needing to travel further to park and take legally-required breaks
- Request for new coach parking arrangements to be confirmed before the proposals are finalised and for coach requirements to be considered in the construction phase
- Request for dual use loading bays which also accommodate coaches
- Request for bus and tour bus stops to permit picking up and setting down by all coaches
- Request for cyclist behaviour to be addressed at the same time as infrastructure

Read the full Association response [here](#).

Oxford Bus Company: Concerned at increased journey times, particularly at Hyde Park Corner and Lancaster Gate and on the Westway. However, it acknowledged that a largely segregated route for cyclists could reduce conflict with other road users, remove cyclists from less suitable routes and could reduce congestion by encouraging more cycling.

Southernguide: Opposes, as the proposal will have a significant adverse impact on tourism and the entertainment industry. The business is concerned at the affect on coach parking and drop off/pick up, noting coach parking seems to be halved with no alternative locations provided.

The Original London Sightseeing Tour Ltd: Supportive of the principle of segregated cycle tracks as would remove cyclists from the carriageway. However, raised the following specific concerns:

- Proposals appear to remove well-used tour bus stand opposite Embankment station
- Banned turns at Westminster Bridge would cause congestion, delay, pollution
- Reduction in coach parking damages tourism and economy. Requests equivalent replacements

UKinbound: UKinbound represents the inbound tourism sector. It expressed concern at the proposal to reduce coach parking along Victoria Embankment, saying it could have a detrimental impact on tourism in London and encourage visitors and tour operators to look elsewhere, noting the economic importance of tourism. It added that construction of the Thames Tideway tunnel could exacerbate the impact. It also suggested reduced coach parking could lead visitors to use alternative means of transport, putting more pressure on them.

www.silvercanetours.com: Supports safer cycling, but is concerned at reduction in coach parking on Victoria Embankment, suggesting this could affect West End tourism. Requested convenient alternative provision.

Responses from bus operators and passenger groups

Go-Ahead London: Opposed the proposal, saying it reduced road space while population growth puts the transport network under greater pressure. It urged that no existing bus priority measures be removed, and said passengers should not be disadvantaged with longer journeys.

It said a meaningful response was difficult, given the lack of traffic management plans, traffic impact data and economic analysis. Questions were asked regarding:

- Rationale and criteria behind only undertaking traffic modelling on four bus routes
- Lack of a cost-benefit analysis
- Predicted cost of scheme and accuracy of this cost
- Feasibility of the planned 12 month phased construction
- Potential conflict of proposal and Thames Tideway works
- Details of safety considerations behind proposals
- Whether mitigation will be provided for bus operators
- Whether junction improvements for cyclists would continue
- How TfL will keep traffic moving during construction and other planned works
- How 'gating' of traffic would work in practice
- Policing cyclist behaviour at cycle track/roadway junctions

Associated roadworks: Concerned the combined effect of this and other planned road schemes could impact on bus reliability, disadvantage passengers, and reduce the attractiveness of bus travel.

Bus priority and journey times: Asked if TfL was prepared to accept longer journey times for bus passengers. Requested:

- Evidence to show re-phasing traffic signals will reduce the journey time impact
- Compensation for bus operators (new schedules)
- Communication with users
- Expected delays and how they are determined
- Plans for relocating bus stand on Westbourne Street

Modelling data: Said traffic delays would cause vehicle to seek alternatives routes; more detail is needed on likely impacts, proposals to reduce them and further consultation.

Safety and environment: Concerned about passenger access to bus stop bypasses. Said the environmental impact of the scheme needs to be considered.

London-wide impacts: Requested traffic studies on the London-wide impact, the scheme's impact on the total number of roadworks allowed, and the congestion-related impact on the national economy.

Alternative measures: Suggestions included: improving junctions for cyclists; educating all drivers; continuing the excellent work on commercial vehicle design; committing to funding cycle detection on buses.

Stagecoach: Concerned the proposals would mean longer journey times along most of the route and surrounding roads during and after construction, which could reduce patronage and financially impact the business. They noted particular concerns at Tower Hill given existing congestion. They were also concerned that banned turns at Fish Street Hill and Arthur Street (the latter as part of the Bank Station Upgrade project) would impact on bus route 15 and noted the financial and environmental implications of providing more buses to maintain frequencies.

Tower Transit Operations Ltd: The operator supports the concept of separating cyclists and general traffic, provided there is no overall detriment to bus speeds by the removal of bus priority measures or through a reduction in road widths leading to traffic disruption. It has no specific concerns with the East-West route but listed a number of issues with the North-South route.

Responses from taxi operators and unions

Dial-a-Cab: Opposes the proposal. London has too much traffic and lessening road space and lengthening journey times is not an option. Longer journey times will also increase pollution.

GMB Professional Drivers Branch: Opposed the proposal. Concerns included:

- Traffic sharing one lane would be impeded when a bus or taxi stops to pick up or set down passengers. Traffic would be further disrupted by specific crossing periods for cyclists
- Traffic restrictions would cause delays and congestion on and off the route alignment and inhibit access to key destinations
- Passenger access to and from taxis difficult where the cycle track runs along the kerbside
- Reduction of parking, loading, coach parking
- Pedestrian/cycle conflict at bus stop bypasses
- Pedestrian safety affected by the removal of the central reservation

- Congestion will impact health and business costs and increase accidents
- Suggest limiting cyclists to the cycle track and enforcing this and other regulations

Licensed Taxi Drivers Association: Submitted a response on behalf of the London Cab Ranks Committee, which also includes Unite the union and the London Cab Drivers Club. It objected to the proposals on the following grounds:

- Traffic: Concerned that reduction in traffic capacity and the banning of turns would be extremely detrimental to taxi passengers due to increased journey time and fares. Particular concerns at roadspace reduction at Upper/Lower Thames Street, Victoria Embankment and Hyde Park Corner. Objected to all proposed traffic restrictions, saying that they would result in congestion on nearby roads, restricted access and higher fares and journey times.
- Boarding/alighting taxis: Concerned that taxi passengers' safety could be compromised as their movements would conflict with cyclists when boarding or alighting from taxis which would have to stop alongside the segregated cycle lanes
- Taxi accessibility: Concerned passengers in wheelchairs and others with poor eyesight or other infirmities would be particularly disadvantaged. It suggested that it would be difficult to load/unload people in wheelchairs along most of the route due to taxis having few spaces where they would be able to stop and safely put down loading ramps and asked if a safety audit had assessed these issues.
- Reallocation of roadspace: Noted that TfL's own figures show bus, taxi and freight traffic is likely to grow considerably over the next twenty years. Said it does not accept that a case has been made to take road capacity away from these modes.
- Air quality: Requested an air quality assessment covering the route itself and the wider area where displaced traffic would divert to. Said that this should have been provided as part of consultation.

The full response can be read [here](#).

London Cab Drivers Club: Opposed the proposal, saying it would cause traffic congestion

Mountview House Group (Radio Taxis & One Transport): Concerned at reallocation of roadspace, saying this would lead to congestion and longer journey times, which would have economic and environmental implications. Other concerns include:

- Journey time impacts for disabled travellers – both drivers and taxi passengers
- Modelling assumes co-operation of boroughs in improving traffic flow on adjacent roads
- Loading across cycle lanes

Suggests a reduction in cycling casualties could instead be achieved by a road safety publicity campaign aimed at cyclists and motorists.

Rail Maritime & Transport Union: The union feels efforts to develop a safe, segregated cycle network should not be detrimental to other road users or pedestrians. It has concerns relating to:

- Passenger safety when crossing cycle lanes to board or alight from taxis
- Safety concerns for wheelchair users facing raised kerbs
- Relocating taxi ranks diminishes their availability to passengers
- Estimated journey times changes do not take into account the working methods of taxis – examples are passenger hot spots such as Farringdon Road/New Bridge Street

TaxiLeaks blog: Opposes the proposal on the grounds it will cause congestion and poorer air quality in central London. It will also adversely impact on the taxi drop up/pick up of wheelchair users. Also opposes a cycle lane on the Westway.

Responses from motoring groups

Alliance of British Drivers: Opposes to the proposal and objects to the reallocation of road space, arguing:

- The reduction in road capacity would lead to delays, which would add to business costs
- The route would mix cyclists with heavy traffic on a polluted road. Other roads are better suited
- Road space should not be reallocated from vehicles to cyclists, which represent a very small proportion of the road using public
- Visual images produced for the consultation are misleading
- Longer journey times are unacceptable, citing the 16 minute predicted increase between Limehouse Link and Hyde Park
- No sensible justification is given for these proposals
- No cost/benefit analysis has been provided. There is no estimate of the additional costs that will be incurred from delays due to congestion

Read the Alliance's response [here](#).

Automobile Association: Recognised the value of the proposal in encouraging cycling and making it safer but concerned at the reallocation of road space leading to longer journey times for other road users, including public transport and pedestrians. It was also concerned at the economic impact. It noted that journey time modelling does not take into account road works and incidents, which would be harder to manage with less capacity. It also questioned the need to extend the route onto the Westway. It would see Cycle

Superhighway plans progressed in conjunction with more radical road tunnel plans to provide benefits for cyclists, pedestrians and all motorised road users.

RAC: Advised the response of the RAC Foundation reflected the views of the RAC.

RAC Foundation: The Foundation said there is insufficient evidence to form a view, but believes many road users face a substantial adverse impact. It asked TfL to provide the following:

- Business case quantifying benefits/disbenefits, which costs realistic mitigation measures for commercial traffic and general traffic control
- Analysis of the costs to the London economy due to adverse effects to buses and commercial traffic
- A properly articulated safety case
- Analysis of the environmental implications
- Comprehensive modelling of the impacts on traffic, applying the same standard that has been used for other major road scheme and developments
- Forecasts of the number of users
- Bus mitigation costs should be included as a cost for the proposal

Read the full RAC Foundation response [here](#).

Responses from motorcycling groups

British Motorcyclists Federation: Expressed disappointment the proposal does not consider the impact on motorcyclists and requested detail on lane widths and speed limits. Questioned the need for Tower Hill footway widening and wide segregating island on Victoria Embankment. Expressed concern at impact banned turns at Westminster Bridge on Parliament Square.

Motorcycle Action Group: Opposes, with concerns including:

- Speed and scale of proposals, including short consultation timeframe
- Impact of reduced road space on the safety and the efficiency of powered two-wheeler (PTW) use
- Lack of evidence of due consideration of the impact of the proposal on the safety of PTW users
- Increased congestion / journey times and reduced road network efficiency
- Loss of bus and coach parking and resulting economic impacts
- Inadequate consideration of the impact of a possible link between cycling and prostate cancer on the proposal's costs and benefits

The full response can be read [here](#).

Responses from equestrian groups

British Horse Society: supports the submission from Hyde Park Stables. It opposes the route following Bathurst Street in Section 16 as this would restrict access for Hyde Park Stables and create a potentially dangerous conflict between horses and cyclists. Also noted the proposal could impact on the safety of clients attending Hyde Park Stables and other stables and adversely affect insurance premiums.

Hyde Park Riding for the Disabled Group: The group is concerned at the potential conflict between cyclists and horses in Section 16 and would prefer the route use Stanhope Place instead of Bathurst Street. It notes:

- Many cyclists are unaware it is dangerous to ride too fast and too close to horses. Cyclists can also become impatient and ride between horses to split the ride up
- Crossing the cycle route at Bathurst Street to get onto Sussex Square in peak morning and evening periods would be difficult
- Bathurst Street is narrow and horses will need to pass alongside a large volume of cyclists with pedestrians present as well

Hyde Park Stables: Said Section 16 route Option 1 along Bathurst Street is unsuitable due to the potential for conflict between cyclists and horses. The business also noted that large vehicles need to turn across the cycle lane and children use the street.

Responses from pedestrian and accessibility groups

Age UK London: Offers in-principle support, but has concerns with the impact of some of its aspects on older and disabled pedestrians and bus passengers. In particular, it is not convinced bus stop cycle bypasses would be safe for passengers who are mobility or visually impaired, or have other disabilities.

Age UK London identified potential problems, including:

- Collisions where disabled passengers were unable to avoid cyclists
- Safety concerns deterring disabled passengers from using the bus stop
- Overcrowding on the bus stop island, creating particular difficulties for disabled or older people
- Poor cyclist behaviour exacerbating concerns

It said Cycle Superhighways need to accommodate all types of cycles, including trikes, handbikes, tandems and tag-alongs, offer easy access on and off and link seamlessly with

other cycle routes and other modes of transport. This is especially important for those older and disabled cyclists for whom their cycle is also a mobility aid and who are not able to walk it.

Disabled Motoring UK (DMUK): DMUK is a national charity which promotes access for disabled people. It opposes the proposal, arguing it would be detrimental to members who cannot use the Tube or cycle, and who therefore drive or use taxis or buses. It expressed concern at the prospect of longer journey times and reduced parking. You can read more [here](#).

Guide Dogs: Submitted a detailed response expressing concern with aspects of the proposals – particularly those which involve space shared between cyclists and pedestrians - that it said can be unnerving and potentially dangerous for blind and partially sighted pedestrians. Specific requests and concerns included:

- Safe and convenient routes should be provided for cyclists on the carriageway. Where this is not possible, off-carriageway routes for cyclists should be separated or clearly segregated from pedestrian routes
- Well designed and carefully located cycle parking should be provided at key points such as the approach to shopping areas
- Shared pedestrian/cycle facilities should have a appropriate tactile paving
- Concerned about 'floating bus stops' and what it felt was insufficient tactile paving (which should continue once the vision impaired person has crossed on to the island).

Living Streets: Welcomed the ambition of proposals but said pedestrian safety and amenity must not be compromised. Supported safer cycling and reallocation of road space and said this should have a positive impact on pedestrians. It had particular comments relating to:

- Pedestrian wait times - concerned at increases in some locations – noting that some waits are already long
- “Staggered” type crossings - request straight crossings in key locations and single stage crossings over the track and carriageway
- Bus stop bypasses – request measures to slow cyclists down and give priority to pedestrians accessing the bus stop and for TfL to consult pedestrian and disability groups in the design process.
- Footway and crossing widths – noted overall increase in net space but said much is inbetween cycle track and road and expressed concern about widths around Tower Hill
- Side roads - supportive of proposed raised tables and tighter corners
- 20 mph speed limits – requested for Byward Street and Upper and Lower Thames Street in particular

- Urban realm – generally supportive of improvements but request redesign of Parliament Square to make it more inviting for pedestrians
- Parks - request any changes to pedestrian or cycle use ensures that the primary use of parks remains recreational space and pedestrians and cyclists are not put into conflict with one another.

Read the full Living Streets response [here](#).

Thomas Pocklington Trust: Fully supports Guide Dogs submission and urges TfL to meet with them. The Trust's submission repeats many of the issues raised by Guide Dogs:

- Shared space proposals are potentially dangerous for people with sight loss
- Cycle routes should be clearly segregated from pedestrian routes

Responses from business groups, businesses and employers

Business groups

CBI London: Said it supported measures to further improve the cycling network, but that proposals must be balanced with the needs of businesses. Said London's roads should therefore support both motorists and cyclists. Concerns included:

- Impact of full segregation on existing congestion and future growth
- Traffic impact of proposals on east London
- Deliveries and kerbside access, including feasibility of loading across cycle routes and impact of congestion on companies who need to adhere to EU driving time rules
- Timescales for consultation and project

It requested:

- Additional data relating to traffic and environmental impacts
- Investigation of alternative proposals such as peak period only cycle lanes or a revised route

Federation of Small Businesses: Supportive of the principle of Cycle Superhighways, but concerned that the speed and scale of these and other proposals is too great, and requested more time and information to understand the impact on small businesses. Particular concerns include the impact of longer journey times and restricted kerbside access on small businesses. Requests included:

- London-wide traffic modelling (including impact of roadworks) and assessment on economic and environmental effects

- Longer timetable for implementation to allow full assessment and consideration of the complete package of Cycle Superhighways
- No loading bays shared with disabled parking and time allowed for deliveries increased to 40 minutes minimum
- Consideration of semi-segregation to allow kerbside deliveries
- Further details of relocated parking spaces, loading bays and coach bays
- A phased approach for the implementation of significant changes to kerbside arrangements to allow businesses time to make adjustment to their business practices
- A Forum for Business to feed in ideas for preventing traffic problems, with a commitment to clear and transparent lines of communications to and from the highest level at TfL and the GLA

The full response can be read [here](#).

London Chamber of Commerce and Industry (LCCI): Noted the collective concern of its 3,000-plus member businesses over the proposals and requested a comprehensive redesign of the scheme. Reasons given included:

- Traffic impacts on already-congested strategic roads, including impact of banned turns and 'gating' traffic in outer London
- Economic impacts of longer journey times and reduced road capacity
- Lack of flexibility offered by full segregation in terms of kerbside access, resilience and off-peak usage
- Safety concerns for cyclists at Blackfriars
- Potential for pedestrian/cycle conflict and difficulties for taxi passengers
- Concerns over the consultation duration and lack of additional traffic, economic, environmental and other background data

It suggested:

- A redesigned scheme with four lanes of traffic, a safe cycleway and safe pedestrian access, involving redesign of carriageway and footway
- Consideration of alternative routes, including economic, traffic and environmental impact assessments of various options
- Peak-only cycle lanes and/or semi-segregation to allow kerbside access
- It would like to work with TfL to explore how the road network can be practically shared in the future

London First: Said it was committed to making cycling in London safer and easier, but that evidence to support changes has not been rigorously assessed or fully understood. It requested:

- Thorough cost-benefit analysis, environmental impact assessment, forecast changes in traffic flow around the routes and across London rather than generalised or averaged effects on the routes themselves
- Clearer evaluation of the impact on buses and taxis, the reliability and cost of deliveries and the free and safe movement of pedestrians and cyclists elsewhere in central London
- Assurance that any substantial and strategic change such as this would be part of an integrated programme to minimise any negative effects
- Timetable (by the end of the year) for incorporating responses to proposals, along with scale of redesign and funding needed

Northbank BID: Supports the proposal, which it said would improve the pedestrian experience along Victoria Embankment and help it become “perhaps the greatest urban promenade in the world”. It noted particular benefits, including:

- Increase in distance between pedestrians and vehicles
- Chance to redress the existing materials on the Embankment, with the opportunity to use a softer colour palette
- May improve the air quality and reduce noise for pedestrians walking along the Victoria Embankment
- Safe and direct cycle route to the benefit of the attractions, institutions and businesses in the Northbank
- Changes to coach parking would give clearer access from the park and better river views

However, it had some concerns and requests, including:

- Concern at traffic impact on The Strand; request consideration of measures to reduce any further congestion, including possible diversion of some bus routes to Victoria Embankment. It said traffic management/pedestrian links for the Strand and Aldwych should be reviewed in the context of the scheme
- Traffic impacts of banned turns at Westminster Bridge
- Reduction in loading bays and motorcycle, disabled and car parking
- Request details of relocated coach parking
- Loading bays - Relocation of loading bay opposite Temple Ave and removal of bay east of Temple Place
- Request co-ordination with Thames Tideway project and ask whether it is accounted for in traffic modelling of impacts
- Reduction of footway width at Embankment/Temple Place (West)

South Bank Employers' Group: The group had concerns with the potential impact of the East-West route on servicing arrangements for the planned Garden Bridge, especially coach parking and drop off. Its aim is to avoid excessive pressure on the streets at the

southern end of the bridge. The group also noted a need for cycle parking at the north end of the bridge.

** Comments relating to the proposed North-South Cycle Superhighway have not been included in the summary.*

‘CyclingWorks’ campaign group: The CyclingWorks website encouraged employers to support the proposals and provided template emails. 147 responses were received which referred to CyclingWorks, with 124 of these based on the template emails. The key points were:

- A growing number of our employees/customers cycle, and more would do so if they felt safer
- We value their safety and we want to promote active lifestyles
- Noted evidence that more cycling increases spending in local retail businesses and lowers air pollution levels.
- Proposals will help us attract and retain employees
- Please ensure the plans are delivered without delay

The template responses can be viewed [here](#). We have indicated where submissions appear to have been based on these templates.

Individual businesses and employers

336 (Lambeth Accord): Submitted a supportive response based on the CyclingWorks template, adding that disabled cyclists and pedestrians should be involved in final design.

38 Degrees: Submitted a supportive response based on the CyclingWorks template.

ActionAid: Supports, noting the proposal would encourage more staff to cycle to work and help their businesses becomes a ‘Great Place to Work’. Listed the benefits of increased cycling:

- Reduced crowding on public transport
- A healthier, more productive workforce
- Improved air quality
- Addresses climate change

Action on Smoking and Health: Supports the proposal:

- Segregated cycle track will encourage more people to cycle
- Cycling offers health benefits and reduces public transport demand
- Makes London a more attractive place to live and work.

AIG: Supports. No comments provided.

Allen & Overy: Supports. Benefits of increased cycling are extensive: less pollution; healthier lifestyles; reduced public transport congestion; a more attract city. The business notes some employees who cycle to work have been in accidents and there has been one recent fatality; argues the roads must be made safer for cyclists and segregated cycle tracks are the most effective and efficient way to do this.

Aravis Partners LLP: Submitted a supportive response based on the CyclingWorks template.

Athlete Lab Ltd: Submitted a supportive response based on the CyclingWorks template.

Autonomy for All Limited: Supports the proposal, but not the planned Westway section.

AVEVA: Opposed due to reduction in traffic capacity, arguing anything that slows traffic is damaging to business and bad for London's reputation. Improved safety could be achieved with better road surfaces and be educating cyclists on road safety.

Bail for Immigration Detainees: Submitted a supportive response based on the CyclingWorks template.

Baker Tilly: Submitted a supportive response based on the CyclingWorks template.

Balloon One: Submitted a supportive response based on the CyclingWorks template.

BCS Consulting: Submitted a supportive response based on the CyclingWorks template.

Bevan Brittan LLP: Submitted a supportive response based on the CyclingWorks template.

Big Society Capital: Submitted a supportive response based on the CyclingWorks template.

Big Sofa: Submitted a supportive response based on the CyclingWorks template.

Black Swan Data Limited: Submitted a supportive response based on the CyclingWorks template.

Blewett Consulting Limited: Had two questions: plans for existing utility infrastructure; how will utilities have access.

British Military Fitness: Supports the proposal. Understands the benefits of a fit and active workforce, and the new cycle lanes would encourage more people to cycle.

buffalozoomedia: Supports, arguing cycling provides a clean and efficient means of transport and supports the economy. Staff who cycle to work have a better work ethic and are more punctual.

Caissa Ltd: Submitted a supportive response based on the CyclingWorks template.

Cannon & Cannon Fine Foods: Submitted a supportive response based on the CyclingWorks template. The business added that it needs to receive and dispatch deliveries quickly and efficiently and does not believe the proposal will have a significant negative impact. It may help the business make trade deliveries by (cargo) bike.

Carnstone Partners LLP: Submitted a supportive response based on the CyclingWorks template. The business added staff that cycle to work arrive brighter, more creative and energetic. Cycling makes it a better business.

Caro Garden Design: Supports. No comments provided.

Cartwright Pickard: Supports. No comments provided.

Center for Global Development: Submitted a supportive response based on the CyclingWorks template. It had considered more cycling-friendly cities for its European office. New cycle lanes will help improve the quality of life in London and attract internationally-mobile organisations.

Charcoalblue: Submitted a supportive response based on the CyclingWorks template.

China Daily UK Co Ltd: Submitted a supportive response based on the CyclingWorks template. It added that many overseas investors, especially those from China, would also want to encourage cycling and would agree more people would cycle to work if they felt safer.

Civil Aviation Authority: Submitted a supportive response based on the CyclingWorks template, adding these further comments:

- More people are cycling to work for reasons of cost-effectiveness, speed, convenience and health
- Cycling reduces costs to the public health system
- As a transport regulator it understands the tradeoffs necessary in reallocating capacity. However, the proposal would have significant benefits for all of London

Coca-Cola Europe: Submitted a supportive response based on the CyclingWorks template.

Collegiate Management Services Ltd: Submitted a supportive response based on the CyclingWorks template.

Colliers International: Supports. No comments provided.

Collins Builders: Opposes. Most traffic on the route is commercial; the economy would suffer to benefit 'summer' cyclists. This business would be delayed travelling into London. TfL treats one bike the same as a bus with 50 passengers.

Confirmit Ltd: Submitted a supportive response based on the CyclingWorks template.

Cordium: Supports. No comments provided.

Creditflux Limited: Supports. No comments provided, other than to note strong support for the proposal.

Cube City Properties Ltd: Supports this and all proposals to give priority to cyclists and pedestrians in central London.

Cyclehoop Ltd: Supports. No comments provided.

David Morley Architects: Submitted a supportive response based on the CyclingWorks template, adding some further comments relating to the North-South route (not included here).

David Morley Architects Green Group: Submitted a supportive response based on the CyclingWorks template.

Deloitte: Supports the proposal. Said it has almost 10,000 partners and employees based in London and feels the growing number of its staff who cycle would benefit from the proposals, which would help London to attract and retain the people the business needs. It added that there would be some short-term construction disruption and logistical challenges, which would need to be managed.

Dialogue by Design: Submitted a supportive response based on the CyclingWorks template, adding some further comments relating to the North-South route (not included here).

Digital Craftsmen Ltd: Submitted a supportive response based on the CyclingWorks template.

DK: Submitted a supportive response based on the CyclingWorks template.

DLA Piper: Submitted a supportive response based on the CyclingWorks template, but added it shared some of London First concerns: public transport and business deliveries, loading and servicing should not be unduly impacted.

Dot Dot Dot Property: Submitted a supportive response based on the CyclingWorks template. As a further comment the group added that cycling is crucial to making London a safer, friendlier and greener place. A second submission added the proposal would help to make London cleaner, safer and more liveable for everyone.

EasyMix Concrete UK LTD: Submitted a supportive response based on the CyclingWorks template.

Ebcobuild: Submitted a supportive response based on the CyclingWorks template.

EC Harris: Based in Kings Cross, with many employees who cycle to work and often find it stressful and dangerous. It believes the proposal would encourage more people to cycle, and benefit its employees, residents and other road users. It would also allow it to attract and retain employees and support London in its role as leading global city. The firm had some suggestions and concerns:

- Consistency in design solutions proposed in the consultation and across London's Cycling Design Standards
- Lack of sufficient detail, including traffic impact on surrounding roads
- Need an initiative to change the behaviour of all road users

EdComs: Submitted a supportive response based on the CyclingWorks template.

Elfrida Rathbone Camden: Submitted a supportive response based on the CyclingWorks template.

Energy Saving Trust: Submitted a supportive response based on the CyclingWorks template.

Epsilon Management Services Ltd: Supports, noting that separate kerbed cycle lanes are essential for safety. Vehicles parked in them should face heavy fines.

EQ Planning Ltd: Supports.

Equisys Ltd: Submitted a supportive response based on the CyclingWorks template. It also asked that TfL promote safe cycling as a priority across London.

etcurban ltd: Supports the proposal. Added the following comments:

- Crossing at the top of Constitution Hill should be widened
- Proposed route along South Carriageway Drive will not work – the majority of cyclists will continue to use routes within the park
- Hyde Park and Kensington Gardens - inadequate provision for the through cycle traffic; need an off-road route around the whole park to provide a training route for novice cyclists

Ethical Property Company: Submitted a supportive response based on the CyclingWorks template.

Euromoney Institutional Investor PLC: Supports the proposal, noting it offers major benefits for the company's staff and would encourage more of them to adopt healthier lifestyles and active travel.

Euromonitor International: Supports. Many staff already cycle to work and the firm would like to encourage more to do so by supporting safer cycling.

European Policy Forum: Opposes the closure of Horse Guards Road at the junction with Birdcage Walk and Great George Street, arguing this would worsen congestion in The Mall.

Everybody's Management LTD: Submitted a supportive response based on the CyclingWorks template.

Exaro: Submitted a supportive response based on the CyclingWorks template.

Experience: Supports plans to improve London for pedestrians and cyclists. Most of its employees already cycle, but customers and other staff working on events would like the comfort of separated cycle lanes.

Factory Settings Ltd: Supports, stating the proposal will help its business. Understands the need for an efficient road network for deliveries and servicing, but believes vehicle journey times can decrease with segregated cycle tracks.

Farm Africa: Submitted a supportive response based on the CyclingWorks template.

Ferguson Snell & Associates: Submitted a supportive response based on the CyclingWorks template.

Financial Times: Submitted a supportive response based on the CyclingWorks template.

Flexioffices: Supports the proposal.

Gibson, Dunn & Crutcher LLP: Opposes the proposal to close the Temple Avenue/Embankment junction to traffic, saying:

- The closure would prevent the firm's staff, clients and other visitors from direct access to taxis and other vehicles from the main entrance
- It would also impact on deliveries to the business
- Removal of the nearby disabled parking bay on Victoria Embankment would impact on staff and visitors who are disabled
- The closure would increase traffic in nearby streets that already busy and narrow

Forster Communications: Submitted a supportive response based on the CyclingWorks template. The business noted that it actively encourages cycling to achieve environmental goals, promote staff health, and save time and money. Adds the most effective way to get more to cycle is to provide better infrastructure.

Forum for the Future: Submitted a supportive response based on the CyclingWorks template.

Fresh Egg Digital Marketing Agency: Submitted a supportive response based on the CyclingWorks template, adding that some staff would choose to cycle rather than use the Tube, which would reduce overcrowding.

** Comments relating to the proposed North-South Cycle Superhighway have not been included in this summary.*

FXpansion Audio UK Ltd: Submitted a supportive response based on the CyclingWorks template, adding that the tech sector is sedentary, so access to active travel modes is vital for employee health.

Global Witness: Supports, listing the reduction in air pollution and climate changes and improve safety as key issues; urges the comments of the London Cycling Campaign be acted upon.

Good Measures Limited: Supports due to improved road safety for all users.

Gravitystorm Limited: Supports the proposal. Requested better access from Tower Bridge and other side streets and more roadspace reallocation at Parliament Square.

GVA: Supports the proposal as increased cycling can improve health, reduce congestion and support the move away from fossil-fuel-powered modes of transport. Said new measures designed to encourage cycling must be properly planned and implemented, with the requisite level of public consultation. GVA repeated points from the London Cycle Campaign email template:

- Reallocation of road space to create wide, segregated cycle tracks
- Junction design to prevent cyclists being hit by turning vehicles
- Direct and convenient routes

Hammond Partners: Opposes, arguing it will cause substantial disruption during construction, and then delay traffic and add to congestion once operational. It will also increase air pollution.

Happy Ltd: Submitted a supportive response based on the CyclingWorks template, noting a desire to reduce traffic and pollution and create a better environment.

havebike: Submitted a supportive response based on the CyclingWorks template.

Haworth Tompkins: Supports, highlighting the following issues:

- Cycling is a healthy, cost-effective travel option
- Safety concerns deter many people from cycling
- Proposal would bring long-term benefits – healthier workforce, improved air quality

Henderson Global Investors: Supports on the basis more of its employees would cycle if it was safer.

Hotblack Desiato: Submitted a supportive response based on the CyclingWorks template.

Hovis: Supports, as cycling is an increasingly popular activity with environmental and health benefits.

i am acrylic: Supports, arguing the proposal will make cycling safer and easier. It will directly benefit the business, which delivers its products by cycle. Adds that it will also benefit other businesses that trade in the local area.

ICM Group: Submitted a supportive response based on the CyclingWorks template.

Ignitr: Submitted a supportive response based on the CyclingWorks template. Segregated cycling tracks will make cycling safer and support its continued growth. Cycling contributes to a more attractive and liveable city.

Ipsos MORI: Submitted a supportive response based on the CyclingWorks template.

John Forbes Consulting LLP: Supports, giving the following reasons in a detailed submission:

- Potential to improve London's air quality and reduce its carbon footprint
- Improved cycling will help to attract young, talented people to work in London
- Many employees across a wide range of businesses already cycle to work
- Supports the North Bank Business Improvement District
- Significant health benefits
- Cycling is a more efficient use of road space

John Thompson & Partners: Submitted a supportive response based on the CyclingWorks template.

KBC Bank, London branch: Supports, calling for the route to be extended all the Thames to Putney Bridge.

Keep Britain Tidy: Supports as many of its staff already cycle and more would be willing to if they felt safer. The proposal would help to improve staff wellbeing, safety and productivity, and reduce the time and costs associated with travel across the city.

Keystone Law: Submitted a supportive response based on the CyclingWorks template.

Lancea Partners: Supports, arguing that more people will choose to cycle if they feel they can do so safely and quickly. This will relieve congestion and reduce pressure on public transport.

London Environmental Services Ltd: Opposed the proposal. Suggested TfL have provision to move broken-down vehicles at rush hour at Tower Hill to improve resilience

London International Development Centre: Submitted a supportive response based on the CyclingWorks template, stressing that the public health and climate change advantages of cycling means it can benefit everyone.

Man Group: Submitted a supportive response based on the CyclingWorks template.

Marmalade Technologies Ltd: Submitted a supportive response based on the CyclingWorks template.

Massive Interactive: Submitted a supportive response based on the CyclingWorks template.

Maxus: Submitted a supportive response based on the CyclingWorks template.

McCormack & Morrison: Submitted a supportive response based on the CyclingWorks template.

MediaCom: Submitted a supportive response based on the CyclingWorks template.

Microsoft Ltd: Supports the proposal, stating the Cycle Superhighways are a step toward a safer and healthier city. The business believes more of its employees would cycle to work if they felt comfortable and safe on the roads. It feels the proximity of its three central London offices to the routes will help it attract and retain staff. It notes that the construction will cause short-term disruption and requests communication in advance on any changes.

Millnet Limited: Submitted a supportive response based on the CyclingWorks template.

Momentum: Submitted a supportive response based on the CyclingWorks template.

Nabarro LLP: Submitted a supportive response based on the CyclingWorks template.

National Council for Voluntary Organisations: Supports the proposal, to provide safer, easier and more pleasant journeys for employees and visitors who cycle to their premises. More staff would cycle if they had a good route to follow. This will further help the Council reduce its environmental impact.

Newforma: Supports. No comments.

Nomura International plc: Supports the principle of creating a segregated track to provide a safer cycle route on Upper Thames Street, noting that cyclists have been injured on this stretch of road. However, the business is concerned the removal of the right into Swan Lane from the eastbound carriageway would impede access to their location on Angel Lane.

Non-Standard Finance PLC: Opposes due to the impact on the economy through increased time spent waiting in traffic.

O'Melveny & Myers LLP: Submitted a supportive response based on the CyclingWorks template.

OCN London: Submitted a supportive response based on the CyclingWorks template.

Ogilvy & Mather UK: Supports the proposal.

Olswang LLP: Submitted a supportive response based on the CyclingWorks template.

OnePlusOne: Submitted a supportive response based on the CyclingWorks template.

Orange Corporate Services Limited: Submitted a supportive response based on the CyclingWorks template.

Pace Jefford Moore Architects LLP: Supports as the proposal will make it safer to cycle in the city and could help to reduce air pollution.

PearsonLloyd: Submitted a supportive response based on the CyclingWorks template.

Penguin Random House: Submitted a supportive response based on the CyclingWorks template.

Personal and RTRWorldwide Ltd: Opposes, arguing the benefits are far outweighed by the disruption and costs. Added the following points:

- Delays to travel across London would adversely affect this business
- Cyclist only use roads travelling in and out; the proposal would delay other traffic at all times. Cyclists make no direct contribution to financing the road network
- In addition to delays, the proposal would increase pollution and business costs, and damage inward investment and tourism
- Mixed use, like Exhibition Road, should be implemented

Possible: Submitted a supportive response based on the CyclingWorks template.

Potato: Submitted a supportive response based on the CyclingWorks template.

PRICE & MYERS: Submitted a supportive response based on the CyclingWorks template.

Progressive Media Group: Supports due to improved safety, which would encourage more of its employees to adopt a healthier lifestyle and active travel.

Project Native Informant: Supports. No comments provided.

Publica: Offered detailed comments on the proposal, suggesting consideration should be given to:

- The height/angling of kerbs flanking cycle lanes to maximise usable space, while safely delineating the cycleway
- The materials, finishes, borders and distinction between the footway, cycleway and carriageway
- Creating better public spaces along the route for all users. Avoid unnecessary street furniture, visual clutter and objects
- The overall look and feel of the route should not look 'over-engineered', which could encourage aggressive cycling. Colours should reflect streetscape
- Ensure Victoria Embankment section is suited to the riverside setting, and the surrounding historic buildings and gardens
- The relationship between the footway, cycleway and carriageway should maximise the amenity of the riverside setting and experience for pedestrians

PwC: Supports the proposal, highlighting the investment it has made to support its employees who choose to cycle to work. In this context, it notes its willingness to support proposals to improve mobility, reduce traffic congestion, promote cyclist and pedestrian safety and encourage regular exercise. It requests:

- Promotion of cycle safety and encouraging responsible behaviour by cyclists towards other road users and pedestrians
- Regular and detailed engagement and communication to mitigate any impact from construction

Randolph Mews Ltd: Support or opposition is unclear. The firm questioned compensation for affected motorists and financing for the scheme. One comment was not completed in the response.

Reach Seven Ltd: Submitted a supportive response based on the CyclingWorks template.

Red Line Plans: Supports the proposal

Rodney Black Design Studios: Supports and asks that civic spaces also be improved.

Rothschild: Submitted a supportive response based on the CyclingWorks template.

Rowman & Littlefield International: Submitted a supportive response based on the CyclingWorks template.

Royal Bank of Scotland (RBS): Submitted a supportive response based on the CyclingWorks template.

Royal Society for the Protection of Birds (RSPB): Supports the proposal, listing the following reasons:

- More staff would cycle
- Proposal would make London are more attractive city
- Create jobs, improve green infrastructure for wildlife, reduce air pollution and greenhouse emissions
- Public health benefits

It asked for the project to adopt wildlife-friendly features and design. In a second submission, the RSPB reiterated points made by CyclingWorks.

Saffron Digital: Submitted a supportive response based on the CyclingWorks template.

Scarpetta Ltd: Submitted a supportive response based on the CyclingWorks template.

Scenario Films Ltd: Supports. Segregating cycles from motorized transport benefits both through safer, more civilised travel.

Seetec: Opposes, saying there is no justification on congestion, costs to business and safety grounds. It said current arrangements are excessive and under-utilised. It suggests cyclists should pay the congestion charge and be insured if the proposal goes ahead. They should face enforcement action to ensure they abide by traffic regulations.

SEGRO: Submitted a supportive response based on the CyclingWorks template, but added the proposal needs to be part an integrated transport plan, taking into account the needs of all users. The business is also concerned about possible traffic congestion.

Sense International: Submitted a supportive response based on the CyclingWorks template.

Shepherd Technologies Ltd: Submitted a supportive response based on the CyclingWorks template.

Ship Shape Resources: Supports but suggested widening the tow path along the Grand Union Canal to avoid restricting traffic.

Sign Salad: Supports. No comments provided.

Simon & Schuster UK: Submitted a supportive response based on the CyclingWorks template.

Single Speed Components: Supports as this will increase safety for cyclists, and more cycling saves people money, improves their health, improves local environmental quality, reduces greenhouse gas emissions, and can facilitate positive social interactions. The company asks that a cost/benefit analysis be published.

Skrill Ltd: Submitted a supportive response based on the CyclingWorks template.

Southern Housing Group: Submitted a supportive response based on the CyclingWorks template.

Strutt & Parker LLP: Submitted a supportive response based on the CyclingWorks template.

Sumitomo Mitsui Trust Fund Administration Services Ltd: Supports the proposal. Cycling has steadily increased in London and the volume warrants the creation of segregated cycle lanes. Improved safety would encourage more cycling, easing congestion on other transport modes.

Summit Events Ltd: Submitted a supportive response based on the CyclingWorks template.

Ten4 Design Ltd: Submitted a supportive response based on the CyclingWorks template.

The Gores Group: Submitted a supportive response based on the CyclingWorks template.

The Health Foundation: Submitted a supportive response based on the CyclingWorks template, adding that safety implications for pedestrians will need to be addressed.

The Institute of Physics: Submitted a supportive response based on the CyclingWorks template.

The Prince's Foundation: Supports the proposal. This would be an important first step for London and would help people to lead healthier lives. Cycle tracks need to be harmonious with the surrounding streetscape.

Tibbalds Planning and Urban Design: Submitted a supportive response based on the CyclingWorks template.

Tiger Highways: Supports, asking the scheme caters for both slow and fast cyclists.

TIM Group: Supports. No comments provided.

Towers Watson: Submitted a supportive response based on the CyclingWorks template.

Travers Smith LLP: Submitted a supportive response based on the CyclingWorks template.

twentytwentyone: Submitted a supportive response based on the CyclingWorks template.

UBM Property Services: Submitted a supportive response based on the CyclingWorks template.

UHY Hacker Young: Opposes as the scheme would increase congestion. Motorists should have priority over cyclists in these instances. Cycle track space should be taken from pavements not roadway.

Unilever U.K: Submitted a supportive response based on the CyclingWorks template, adding that it had previously lost employees who had been killed cycling to or from work.

Universal Music UK: Submitted a supportive response based on the CyclingWorks template.

User Experience Design Limited: Submitted a supportive response based on the CyclingWorks template.

Visible Futures Ltd: Opposes due to reduction in capacity and traffic restrictions for motorists.

WATG: Submitted a supportive response based on the CyclingWorks template.

We Are Friday Limited: Submitted a supportive response based on the CyclingWorks template.

WHEB: Submitted a supportive response based on the CyclingWorks template.

Wildfowl & Wetlands Trust (WWT): Submitted a supportive response based on the CyclingWorks template, adding the proposal could also encourage people to get outside more and feel a greater sense of connection with the environment and the seasons.

Willingale Associates: Supports, with a request the cycle track be broad, straight and free of clutter.

Workday: Submitted a supportive response based on the CyclingWorks template.

Xenapto: Supports with no specific issues were raised.

ZOPA: Submitted a supportive response based on the CyclingWorks template.

Responses from property managers and developers

Argent Services LLP: Submitted a supportive response based on the CyclingWorks template. It added that, as the lead developer for the King's Cross site, the company is aware that access to safe cycle routes to and from work are of great importance to the staff and businesses that will call Kings' Cross NIC home.

** Comments relating to the proposed North-South Cycle Superhighway have not been included in the summary.*

Canary Wharf Group Ltd: Supportive of the principle of an East-West Cycle Superhighway, but expressed major concerns about various aspects of the proposals in a highly detailed response:

Traffic delays and congestion: The response outlined detailed concerns about the traffic impact, including:

- Chosen route affects a “uniquely important” arterial road, on which Canary Wharf and other key central and east London businesses rely
- Reduced road capacity and longer journey times would have a disproportionate and detrimental impact on regenerated and regenerating parts of east London. It said commercial vehicles make up much of the traffic entering central London
- Increased congestion would have a substantial economic impact (which it evidenced in an analysis specific to the East-West route and in a [more general study](#), both prepared by the Centre for Economics and Business Research (Cebr) consultancy and included with the submission as an appendix)
- Knock-on effects of ‘gating’ traffic flowing into London, also noting that there is no indication how traffic would be controlled on its way out
- Effect on network resilience
- Environmental effects of congestion, with particular concern expressed about the impact on east London
- Concerns about TfL’s modelling techniques, saying that its ‘before’ and ‘after’ results were not directly comparable

Policy: Argued that the proposal undermines:

- Existing policy Mayoral priorities such as the London Plan, 2020 Vision, and the Mayor’s Roads Taskforce (for which Canary Wharf Group’s consultation submission was attached as an appendix to this submission)
- National Government policies, particularly the National Planning Policy Framework).

Consultation process: Expressed various concerns, including:

- Late provision of traffic impact data and inadequate nature of this data once supplied; lack of information about plans for 'gating' traffic
- No stakeholders involved during development of proposals and said some key stakeholders had not been directly consulted at all
- Consultation timeframe; argues it should have run for at least 12 weeks
- Promotion and consultation events limited to the route itself
- Use of certain statistics (e.g. traffic compositions being described in terms of vehicles rather than passengers)

Data: Argued that the additional data and analysis should have been provided, including:

- Environmental, health and economic impact assessments
- Business Case
- Demand study – will cyclists actually use the segregated cycle track
- Traffic impact studies for outer London and affected London Boroughs
- Road Safety Audit - in particular looking at the road safety impact of displacing traffic onto smaller roads
- Full details of mitigation proposals

Emergency services & utilities: Concerned that the proposals would mean:

- Slower response times
- Difficult access for utility companies (e.g. gas, water, electricity and telecoms)
- Superhighway disrupted by construction of the Thames Tideway Tunnel shortly after its completion

Pedestrians: Argued:

- Pedestrians could face greater risks due to increased interactions with cyclists, displaced traffic on surrounding roads, longer delays at crossings
- Design removes opportunities for informal crossing

Safety: Concerns here included:

- Displaced traffic creates added risks for cyclists
- Cyclists taking risks at signalised junctions due to wait times
- No evidence the proposed scheme would result in fewer accidents

Alternative suggestions included:

- A redesigned route along a similar alignment, providing a 3-4 metre segregated two-way cycle lane, two, 3 metre wide general traffic lanes in each direction and footway width of at least 2 metres in all location where footways are currently provided. This alternative design would use the north side of Victoria Embankment before leaving at the Blackfriars northern slip and using a section of Queen Victoria Street rather than the Blackfriars Underpass and Castle Baynard Street.
- A route via Blackfriars Passage and Castle Baynard Street to avoid lane removal in Blackfriars Underpass and connect with the North-South route at Blackfriars

- Changes to the TfL proposals to retain more traffic capacity, including removing footway buildouts and redesigning junctions to provide two westbound traffic lanes
- Alternative methods of segregation
- Schemes to reduce traffic – such as freight consolidation
- It expressed disappointment that it had not been able to access TfL’s modelling to test alternative designs
- Said data outlined above (e.g. road safety audits) should accompany any alternative proposals

Implementation:

- Suggested phased and trialled implementation – initially with temporary segregation – to assess traffic impacts and cyclist demand
- Section interfacing with the Thames Tideway tunnel should not be implemented in any early phase
- Offered to assist with implementation over a change of Mayoral term if it was assured about the traffic impacts

DTZ: Supports and made the following points in its submission:

- Many of its employees cycle to work
- Safety concerns and lack of cycle routes are main deterrents to cycling
- London is falling behind other world cities
- Proposal would increase safety and cycling accessibility, bring London up to continental standards and may have long term environmental benefits
- It would reduce crowding on public transport and may cut vehicle emissions
- Cycling projects can increase retail sales by 30%

Greycoat: Submitted a supportive response based on the CyclingWorks template, adding that many of its staff already cycle and there is increasing demand from office occupiers for cycling facilities. The business stressed that cycling offers health and environmental benefits and helps ensure the sustainability of London’s transport.

JLL: Opposes as it feels the removal of some vehicular lanes will result in a pinch point from the City. Also feels the argument for limited impact on the Embankment is overly optimistic.

Knight Frank: Submitted a supportive response based on the CyclingWorks template.

Land Securities: Said it welcomed cycling and other transport improvements, but not if they have unacceptable impacts elsewhere. Said there was insufficient information to

allow understanding of impacts on access, servicing, loading and parking. Suggested proposals should be developed in tandem with public transport and road network improvements.

Lend Lease: Supports the proposal and the submission made by the London Cycling Campaign. Added that many staff currently cycle to its London headquarters, offices and construction sites and more would do so if they felt cycling was safer. Said safety perceptions prevent more people from cycling, leading to more car use and air pollution, exacerbating climate change.

Peabody: Submitted a supportive response based on the CyclingWorks template. It raised additional requests, including:

- Safe crossings of the cycle track, particularly for vulnerable people and children
- Enforcing responsible behaviour from cyclists
- Preventing misuse of the highway
- Minimising of disruption during the works
- Consider impact of traffic diversions during works
- Timing needs to be assessed against works on the new sewer system
- Make available full information on the impact on other road users

Pepys Street RTM Company Limited: Representing 90 leaseholders at 1 Pepys Street, the company advised it was most concerned about the proposal to stop access from Byward Street into Trinity Square, arguing other road users, businesses and residents should not be ignored. It was also concerned about the impact of traffic noise and pollution resulting from traffic diverting to Cooper's Row if Trinity Square was blocked. In a separate submission, the company agree there was a need the project, but could not support the detail.

Reignwood Investments UK Ltd: Opposes the proposal, saying removing access to Trinity Square from Byward Street would force guests arriving at Ten Trinity Square to come in via the northern backstreets and encounter congestion and increased travel time. Argued that servicing would create congestion in small streets, such as Crutched Friars and Cooper's Row.

Skanska Construction Ltd: Strongly objects to the planned left-turn ban into Fish Street Hill from Lower Thames Street, as this would prevent construction vehicles having access to the dedicated loading bay at the upper end of Fish Street Hill. This serves its construction site at the corner of Monument Street and Fish Street Hill.

The project - a nine-storey building – started in November 2013 and is due to be completed in June 2016. The planned restriction would prevent the project from concluding.

Responses from venues and trip attractors

All Hallows by the Tower: Supported the principle of the proposal but concerned at the local impact of traffic restrictions at Shorter Street / Trinity Square and the reduction in traffic lanes on Byward Street. Also concerned at the potential for pedestrian/cycle conflict – especially at the bus stop bypass at Tower Hill. Requested for more design work to be done in consultation with local residents and business in order to achieve a better balance of benefits vs. inconvenience for all.

Association of Professional Tourist Guides: Opposes the proposal, which does not take into account its affect on tourist coaches and London's tourism industry. The Association argues the loss of tourist coach parking spaces will lead to longer driving times and increased emissions and air pollution.

Bayswater Artists: Opposes, believing it will have a highly adverse affect on the Sunday Art Market. The group commented:

- Relocating exhibitors is not suitable. Marlborough Gate as a focal point to bring visitors
- Car parking for exhibitors needs to be resolved
- Businesses have been developed over many years based on being in the same location each Sunday

British Library: Supports the proposal believing it will help it attract and retain the employees it needs. Asks how the Cycle Superhighway proposals will impact on the Central London Cycling Grid.

** Comments relating to the proposed North-South Cycle Superhighway have not been included in the summary.*

Equity (West and South West London Branch): Supports, as a growing number of its 25,000 members in London cycle to work – and more would if they felt comfortable and safe on the roads. Said the proposal would create a safe and much needed link in and out of the West End. Its members often return home late at night, when poor light, bad weather and the general road conditions add to hazards for cyclists.

DoubleTree by Hilton London – Tower of London: Although supporting, in general, plans to provide a safer environment for cyclists, the business is concerned to ensure accessibility for all forms of transport - cars, bicycles, taxis and delivery vehicles – is assured. It has some specific concerns and questions:

- Why wasn't the south side of the roadway used for the route? This would reduce the impact of access restrictions.
- Trinity Square would become 'exit only' under the proposal. This is a crucial access point for this business, with most suppliers using this route. Existing restrictions would mean all traffic heading into Trinity Square could only do so via Cooper's Row.
- An alternative delivery route could use Mark Lane, but this is marked on the plan as 'Link to proposed Quietway cycle route'. The current layout of this roadway may make it unsuitable for increased delivery traffic.
- What alternative routes are proposed for vehicles accessing the Trinity Square area, particularly Pepys Street?
- Two additional hotels are due to open in 2015 and 2016 in the area. What impact would this have on traffic volumes?

Hawksmoor No 6: Supports. No comments provided.

Historic Royal Palaces – Tower of London: Noted its status as a World Heritage Site and one of London's top tourist attractions with 2.8 million visitors per year. It said its main visitor access point is to the north across the A100. HRP already has concerns regarding pedestrian access from the north, which is its main visitor access route.

Concerns

- Reducing the width of the already narrow footpaths to the north and south of the A100 would exacerbate congestion
- Bus and coach passengers would alight onto a traffic 'island', and would most likely head directly towards the Tower, unaided by a crossing
- Potential for conflict between pedestrians and cyclists
- Visual impact of blue surfacing
- The coach park access along Water Lane leading into Lower Thames Street must not be compromised

Recommendations

- Realign and widen crossings at Great Tower Street and Trinity Square Gardens
- New crossing aligned with path between Trinity Square Gardens and Wakefield Gardens (i.e. linking to the western exit of the Tube station)
- Coordinate the design of the scheme as part of a coherent streetscape

- The Cycle Superhighway should accommodate family cycling and cycle tours. Cyclists should be instructed to travel at reduced speed and watch for pedestrians, but signage must not create a 'cluttered' environment

Lancaster London Hotel: Strongly opposes a cycling route on the west side of Westbourne Street, directly past the hotel's main entrance. The hotel is concerned the proposal would create a safety hazard for its guests and cyclists and noted high visitor and vehicle flows. Further concerns included

- Large number of guests who do not speak English and would be unfamiliar with a contra-flow cycle lane
- Coaches with up to 40 passengers plus baggage disembarking on the far side of the cycle lane
- High numbers of vehicles seeking to cross the cycle lane – especially in the morning.
- Smokers during functions – often 100-200 people - will congregate outside the hotel adjacent to the cycle track
- The east side of the hotel, on Westbourne Street, has a busy taxi rank and loading bay.

The hotel supports 'alternative option 3' developed by residents of Stanhope Terrace: two way cycle route along Brook Street and the south side of Stanhope Terrace and a two way cycle facility on the east side of Westbourne Street between its junctions with Stanhope Terrace and Sussex Gardens. It also suggests another option: a two way segregated cycle track along the full length of the east side of Westbourne Street, then along the north side of Bayswater Road between Westbourne Street and Brook Street to enter Hyde Park at Victoria Gate.

London City Airport (LCY): Opposes the proposal, concerned the reduction in road space could increase congestion. Plans for the Cycle Superhighway should be considered alongside plans to build new river crossings in East London, and business informed of the implications. LCY requested full costs for the proposal and the costs of any alternatives. It noted that businesses need to understand the economic, traffic and environmental impacts of the proposal.

Specific concerns were:

- Increased journey times for LCY passengers
- Added pressure on already congested, strategically-important roads, such as the A3211
- Disruption to travel flow in adjacent areas, including Royal Docks
- Increased journey times for freight deliveries impacting on business competitiveness

LCY suggested TfL and East London businesses work together to:

- Identify alternative E-W routes
- Consider peak-period only cycle lanes
- Determine whether segregated cycle lanes are necessary or desirable

London Clubs International: Opposes as the impact on commuters greater than benefits for cyclists.

The QEII Centre: Concerned at the impact that traffic restrictions at Storey's Gate would have on its operations:

- Impeding loading bay access which is in constant use seven days a week
- Traffic congestion would delay deliveries for events and exhibitions

The Queen's Chapel of the Savoy: Concerned at the proposed 10m length restriction on vehicles in Savoy Place, as weddings and other groups often use coaches and buses. The restriction would impede large groups from using the Chapel. It also asks that the access needs of elderly or disabled people be properly considered.

Royal Opera House: Supports the proposal, with comments drawn from the CyclingWorks template. It added that an increasing number of visitors cycle to performances and to the Covent Garden area and said the proposal is good for its operations and London's creative economy, and will save lives.

RS Hispaniola: Concerned the proposals would:

- Reduce access to the river for the public (including by tourists affected by the loss of coach parking)
- Affect deliveries to riverside businesses
- Cause congestion elsewhere in London as coaches seek alternative parking facilities

Shakespeare's Globe: Strongly supports the proposal which will allow its staff, and domestic and international audiences to visit safely by bike. The venue is also pleased with the proposed improvements for pedestrians, as many visitors arrive on foot.

Somerset House Trust: The Trust is concerned about access to the Estate's service entrance (West Service Yard), which is the only point of entry for all services and deliveries to the entire Somerset House Estate (with over 100 businesses, including five restaurants, shops, exhibitions and public entertainment spaces). It notes several issues:

- Somerset House is a grade 1 listed building and there is no option to relocate the service yard
- The entry to the service yard is narrow and can only accommodate one vehicle entering/exiting at time. This can lead to a queue of vehicles waiting to enter the site
- Large vehicles already have trouble tuning into the yard, removing the eastbound lane will compound this problem and impact on eastbound traffic
- The current plans include a new loading bay directly opposite the yard. This would not be suitable, as goods would need to be moved across a busy road
- Unclear if westbound traffic will be able to turn into the West Service Yard

St Paul's Cathedral: Supports cycling, but has some concerns with the proposal:

- The interface between cyclists and pedestrians. This could be addressed by junction and traffic flow design
- The potentially dangerous mix of high-speed cycle commuters and recreational cyclists – may need education and segregated cycle traffic
- The need for more cycle parking and enforcement to reduce cycles being chained to road signs and railings. This can affect the movement of pedestrians, especially disabled people

The O2: Supports and actively promotes sustainable travel, but cannot support the proposal until the full impact is quantified and mitigated as necessary. Its main concerns are:

- Journey times: The A102/Blackwall Tunnel is a critical access route for the venue. Journey times will be longer for vehicles on the A1203 and A13 and the venue is concerned this will have a knock-on effect on the A102/Blackwall Tunnel. This would be exacerbated by traffic gating
- Lack of detail: The venue is concerned at the lack of detail on traffic impacts in east London. In the absence of any detailed modelling methodologies, it does not accept TfL's advice that the proposal would have a neutral impact on the A102

The Place: Submitted a supportive response based on the CyclingWorks template, adding that London is a world leader within the arts and creative industries and should match that status in becoming a world leader in safe metropolitan cycling.

The Wellington Trust: Has two concerns with the proposal: relocated loading bay on Victoria Embankment (Section 6) would be too far away and on the other side of the road; rubbish collection from their premises would not be possible.

Responses from environmental groups

Friends of the Earth: Supports the proposal, both as an environmental campaigning organisation and as an employer. It said many people drive instead of cycling because they find the streets too dangerous, which adds to air pollution and contributes to climate change. It added that air pollution is linked to one in 12 deaths in London.

It said more of its own employees and volunteers would cycle to work if they felt it was safer and said it supported the detailed feedback from London Cycling Campaign: reallocation of road space and segregated cycle tracks; safer junction design; direct and convenient routes.

Chartered Institution of Water and Environmental Management (CIWEM): Supports the proposal. CIWEM, the leading professional and qualifying body for those who manage environmental assets, is a founding partner in the Active Transport for Healthy Living coalition, which supports greater priority for active modes of transport to achieve:

- A healthier population
- Less congested, more attractive and safer urban environments
- Stronger local economies
- Cost effective investment for society

Modal shift offers diverse benefits and is underpinned by a powerful economic rationale.

Responses from universities, colleges and academics

Academic staff working in relevant fields of research: An academic expert asked that a letter from 24 eminent professors be treated as a submission. The letter, which was published in the Evening Standard, made the following points:

- Provision for cycling is currently often highly inadequate
- Evidence shows the benefits of providing well designed space for cycle traffic segregated from motor traffic on busy roads
- Ensures people of all ages and abilities can cycle in safety and comfort
- Reallocating road space is a welcome commitment to London's sustainability
- Proposal should not be delayed, cancelled, or diluted

Read the letter [here](#).

King's College London Bicycle Users Group: Submitted a supportive response based on the CyclingWorks template.

London School of Economics and Political Science: Supports the proposal as it would improve cycle safety. By encouraging cycling, the proposal could support a healthier, more liveable and more environmentally sustainable city.

London School of Hygiene & Tropical Medicine: Supports the proposal, which would encourage more of its employees to cycle by improving perceptions of safety. Research at the institution has found many benefits to cycling and encouraging cycling will help to improve the health of Londoners.

Queen Mary University of London: Support, as it would provide a safer route for students and staff who cycle and reduce the risk of accidents. The proposal would make the university more competitive globally. It argues increased cycle-to-work rates have been linked with lower absenteeism, better employee health, well-being and productivity, reduced journey times and lower commuting costs.

St. Charles Sixth Form College: Supports, as it make cycling safer for staff and students.

Students Union University of the Arts London: Said many students would like to cycle, but do not as they feel the roads are too dangerous. In addition to health benefits, this would help students financially. The Union believes the benefits of the proposal outweigh its impact on journey times. It supported the London Cycling Campaign position: Reallocation of road space; segregated cycle tracks; safer junction; direct routes.

University College London: Supports the proposal on many grounds:

- Reallocating road space represents a commitment to London's sustainability
- Opportunity to encourage more staff and students to cycle
- Internal survey shows safety is the main concern for potential cyclists
- Financial benefits of cycling
- Health benefits
- More cycling supports business continuity and resilience by offer an alternative mode to travel to work

University of London (Sustainability): Supports. No further comments.

University of Westminster: Submitted a supportive response based on the CyclingWorks template.

Responses from the healthcare sector

Association of Anaesthetists of Great Britain & Ireland: Supports the proposal on the grounds it will improve safety for cyclists and reduce accidents, while encouraging more people to cycle to work.

CEDAR, MRC Epidemiology Unit, University of Cambridge: Noted its position as a UK Clinical Research Collaboration Centre of Excellence, which has published extensively on cycling. It said:

- Research indicates that increasing high quality segregated infrastructure can lead to sustainable long term increases in cycling, with widespread health benefits.
- Cycling has the potential to appeal across population groups and be maintained across the life course. Population level benefits are greatest if activity can be maintained at older ages when disease risks are highest. Unfortunately cycling in the central London area comes with avoidably high risk of serious injury and death.
- Requests a full evaluation of the behaviour change and public health impacts resulting from the scheme.

Read the full CEDAR response [here](#).

Faculty of Public Health: Supports the proposal as it will facilitate active travel and improve health. It will also help to improve air quality and safety for cyclists. Noted that measures to improve cycling should also enhance walking.

Imperial College Healthcare NHS Trust: Supports the proposal as it would help to encourage more staff to cycle to work, improving their health and wellbeing. It would also improve cycle safety.

King's College Hospital NHS Foundation Trust: Supports the proposal on the basis it will help to make cycling safer and reduce the number of serious and sometimes fatal injuries people sustain whilst riding their bikes in the capital.

National Institute for Health and Care Excellence: Supports on the grounds the proposal would help people to develop and maintain healthy, active lifestyles. It also wants to support employees wishing to cycle safely to work.

NHS Clinical Commissioning Groups (CCGs): Supports as the proposal will help to make cycling safer and more viable option for travel:

- Segregated lanes will reduce near-misses, casualties and fatalities
- More active travel will help to tackle London's obesity epidemic

- Sets a positive precedent for investment elsewhere in the UK

The proposal is beneficial for the CCGs and its health partners, for London's status as a dynamic and global city, and for all Londoners.

The group represents North West London's eight CCGs, providing primary care to a residential population of over 2 million.

NHS England: Fully supports the proposal, as a way to encourage people to live healthier and more active lives. It notes research being done by the London Health Commission, examining how public services, such as transport and planning, can support better health by making physical activity easy and removing barriers to activity. The NHS also stressed the importance of improving safety for cyclists through the creation of new highways.

Royal College of Nursing London: Supports the proposal as it offers two benefits:

- By providing improved cycling infrastructure it would encourage more people to take up cycling
- By helping to reduce trips by motor vehicles it would reduce air pollution and deliver public health benefits

Responses from heritage groups

ICOMOS UK: Requested no adverse impact on the Westminster World Heritage Site, expressing concern at the potential for additional kerbs, road markings, traffic signals and signage, as well as for conflict between cyclists and other visitors (especially in the NE corner of the central area of Parliament Square).

Responses from local interest groups

The Honourable Society of the Middle Temple: Not opposed to the proposal, but concerned that:

- Construction works could cause disruption to tenants and visitors
- Traffic delays could lead to tailbacks and increased air pollution
- No provision for cyclists to join the cycle track from Middle Temple Lane

Marylebone Society: Opposes as it does not believe new cycle routes should be created in Hyde Park. It argues changes to existing roads to provide improved facilities for cyclists should be done with extreme care. The society also opposes the reduction of road space on the Westway.

Mayfair Residents Group: Enforcement should ensure cyclists use the route and do not take short cuts. Cyclists in other areas should also be kept to designated paths.

North-East Westbourne Residents Association (NEWT): Opposes the creation of one-way segregated cycle tracks on Westbourne Terrace, arguing that:

- The existing layout is suitable and there are no recorded cycle accidents since August 2003
- Traffic volumes could not be accommodated with just one lane each way (noted the closure of Eastbourne Terrace for the Crossrail project)
- Air pollution levels could also be expected to rise
- Loss of around evening and Sunday would impact residents as there is no other parking currently available in the area

Paddington Residents' Active Concern on Transport (PRACT): Believes the proposal will result in longer journey times and local environmental damage. A detailed submission highlighted local impacts, technical issues and project timing. Issues raised included:

Construction phasing

- No construction until Crossrail-related bus diversions on Westbourne Terrace end
- No construction decisions are taken on the A40 (Westway) extension and other direct local links

Westbourne Terrace/Lancaster Gate

- Cycle track on Westbourne Street conflicts with Lancaster London Hotel
- Option 1 (Bathurst Street) deemed unworkable due to conflict between cyclists and horse riders. Option 2 (Stanhope Terrace) results in loss of parking.
- Suggests a segregated two-way cycle lane on the east side of Westbourne Street, possibly between Westbourne Street and Victoria Gate (Hyde Park, North Carriage Drive)
- The concept of a cycle track on Stanhope Terrace and Brook Street proposed by residents may alleviate some of the challenges in ensuring general traffic continues to move freely, although concerned at loss of parking and cycle connections. Said this and other alternative options would provide necessary capacity at the Westbourne Street/Lancaster Gate junction
- Risk of collision between vehicles and cyclists at the entrances to/exits from the service roads in Westbourne Terrace
- Concerned at the impact of proposals on the Westbourne Street/Bayswater Road junction causing congestion and traffic delays
- Mitigation measures would be needed in Gloucester Terrace and Westbourne Crescent if traffic diverts onto them

Bayswater Road

- Westbound traffic flows between Victoria Gate and Westbourne Street are higher than eastbound flows, so two lanes westbound needed
- Insufficient capacity on the Marylebone Road/Old Marylebone Road to Notting Hill Gate route
- Study on improving cycle routes along Bayswater Road, westbound through to Shepherds Bush

Data requested

- Environmental and pollution impacts of traffic changes
- Local traffic impacts
- Changes in westbound journey times to Bayswater Road/Lancaster Terrace: From Marble Arch; From Kensington Gore, via West Carriage Drive
- If westbound data shows material increase, similar data requested diversion routes: Strathearn Place, Hyde Park Street, Connaught Street
- Cost/benefit analysis
- Clarity in data presented on traffic vs. journeys

New pedestrian crossings

- Westbourne Street, north of Stanhope Terrace
- Gloucester Terrace and Bishop's Bridge Road
- Gloucester Terrace and Cleveland Terrace
- Design to accommodate risk some cyclists will ignore pedestrian lights
- Concerned at longer waiting times to activate 'green man' phases

Bus services

- Concerned at impact on bus services, with increased journey times
- Specific information on mitigation proposed

Consultation

- Further consultation on sections 15/16; re-consultation on section 17 with section 18; consultation on phasing of traffic signals

The full response can be read [here](#).

Paddington Waterways & Maida Vale Society (PW&MVS): Acknowledges the benefits of the overall support, but requests:

- No route along the Westway due to congestion encouraging motorists to 'rat run' through their area
- Clear signage for regular users and visitors
- Adequate and clear separation between cyclists, pedestrians and traffic
- Any potential adverse impact on areas bordering PW&MVS neighbourhoods is assessed and the views of local interest groups considered

South East Bayswater Residents' Association (SEBRA): Said it supported PRACT's submission and that more work needs to be done on traffic delays (especially to bus journeys), impact on pedestrians and pollution.

Comments regarding Lancaster Gate

- Support making Bayswater Road two-way outside Lancaster Gate Station
- Proposed northbound route - Westbourne Street, west side - is dangerous and impractical due to conflicts with the Lancaster London Hotel
- Southbound option1 (Bathurst Street) would create a dangerous conflict with stables in Bathurst Mews, and traffic associated with businesses
- Southbound option 2 (Stanhope Terrace) conflicts with high traffic levels
- A more practical and safer solution is needed for cyclists and other road users

Comments regarding Westbourne Terrace

- Proposal for segregated cycle tracks is 'premature'
- Need to see expected usage for Westway route and to be consulted on entire route to Acton. Unable to support until Westway section is confirmed
- Cycle tracks in Westbourne Terrace cannot be implemented until Crossrail's works at Paddington Station have been completed (late 2018)
- If proposal goes ahead, need assurances traffic delays in Gloucester Terrace and in other local roads will be addressed
- Delays would occur if large delivery/construction vehicles were unable to enter service road – possibly avoid by narrowing underused footways
- Improved pedestrian facilities are required on Gloucester Terrace and at the southern end of Westbourne Street
- A direct cyclists-only connection is needed between the northern end of Westbourne Bridge and areas north of Harrow Road
- If Westway sections does not proceed: install conventional cycle lanes, both sides of Westbourne Terrace, operating Monday- Friday, 07.00-19.00

The full response can be read [here](#).

Children of Stanhope Terrace: Support 'Option 3' for the route. The children live on Stanhope Terrace and are concerned about increased traffic and air pollution.

Stanhope Terrace residents: Supports Option 3 as it is a much simpler solution which would considerably improve the safety of cyclists, traffic flows and the environment for local businesses, residents and pedestrians.

Sussex Mews West residents (off Bathurst Street): Support the proposals on Bayswater Road and Westbourne Street (northbound), and prefers option 2, via Stanhope Terrace, for the southbound route.

Sussex Square Residents Association: Supports option 2 through Stanhope Terrace. The association believes this would lead to the least disruption and be safer for cyclists and other road users.

The Royal Parks Foundation: Concerned at the potential impact on the Royal Parks Foundation Half Marathon. Specific concerns include:

- Permanent segregation would decrease road space for runners
- Removable segregation would increase event costs
- The event may need to close Hyde Park Corner for longer or seek an alternative, less satisfactory route
- Removing capacity to accommodate events would have an economic impact and may diminish London's international profile

West London Residents Association: Said much of the road network is already congested, including the essential east-west traffic route covered by this proposal. The reduction in road capacity, road layout changes and banned turns would result in increased congestion, slower journey times and increased pollution. It raised specific concerns at various locations along the route, including Upper and Lower Thames Street, Blackfriars, Victoria Embankment, Horse Guards Road, Hyde Park Corner and Bayswater. The association also commented:

- Increasing congestion and associated costs will damage London's economy
- The majority should not face extra costs due to delays to benefit a minority
- To make it more equitable, cyclists should pay an annual yearly fee
- The current proposal does not include construction costs, journey times for other users, costs of delays or estimated air pollution increases
- The proposal should be dropped and an alternative developed on quieter roads

Responses from utility companies

Thames Water: Supports the proposal, whilst noting the need for overlapping construction programmes to be co-ordinated. Also concerned about the reduction in road capacity. Said it was committed to maintaining its dialogue with TfL in order to collaborate on arrangements that avoid, minimise and manage potential highway conflicts, and ensure both projects meet their objectives. Stated need for vehicular access to foreshores at Blackfriars Bridge and Victoria Embankment.

Appendix C1 – TfL response to issues commonly raised (overall proposals)

Impact on other road users

Impact on traffic

Concerns proposals would increase general congestion and journey times

Reducing the impact on journey times:

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impact of these proposals. We have therefore made changes to the scheme in order to provide extra capacity for general traffic in key areas whilst retaining a high-quality segregated cycle route suitable for use by large numbers of cyclists. The planned design changes provide two westbound traffic lanes between Tower Hill and Northumberland Avenue, while retaining the segregated cycle facilities and cycle-separated junctions proposed throughout the route. A summary of the changes we have made is available in Chapter 4 of this report. Some of the main changes include:

- Removing planned footway build-outs at Tower Hill and some additional, carefully-considered footway reduction to create space for two westbound traffic lanes whilst retaining a two-way segregated cycle track (see Section 1 for further details)
- Lifting the previously-proposed banned left turn from Upper Thames Street into Fish Street Hill to help traffic movement in the area
- Providing two westbound traffic lanes through Blackfriars Underpass by adjusting the overall profile of traffic islands, lanes and cycle track widths, making reductions in some cases (dependent on further design work – see Section 5 for further details)
- Creating space for two westbound traffic lanes at Temple Place by making changes to kerbside activity (see Section 7 for further details)
- Banning the right turn out of Northumberland Avenue into Victoria Embankment, removing a pedestrian crossing and removing or relocating a bus/coach stop on Victoria Embankment (subject to consultation – see Section 9 for further details)
- Removing the previously-proposed cycle ‘early-start’ facility at Parliament Street to improve traffic flow (see Section 12 for further details)
- Lifting most previously-proposed traffic restrictions at Horse Guard’s Road to help traffic movement in the area (subject to consultation - see Section 12 for further details)

Remaining impact on general traffic and buses:

Compared to the proposals consulted on in September 2014, the above changes are expected to have an overall beneficial impact on traffic, including buses, as the new

designs enable more traffic to use the route. Modelling results that were reported in the consultation material will change and delays to journey times will be less than predicted in many cases. For example:

- A westbound journey at the busiest time in the morning between Limehouse Tunnel and Hyde Park Corner was previously expected to increase by just under 16 minutes. With the new designs, the journey time is expected to increase by just over 6 minutes
- A journey from Hyde Park Corner to Westminster Bridge in the morning rush hour was previously expected to take nearly 9 minutes longer. With the new route designs, this same journey is expected to take just under 5 minutes longer.
- We also expect the revised proposals to generally result in improvements to the previously-reported delays to buses.

A table of expected impacts of the revised proposals on traffic, buses, pedestrians and cyclists will be published with the next phase of scheme consultation on 9 February 2015.

We acknowledge that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Mitigating the remaining impact:

Our modelling includes planned changes to traffic light timings which will help keep traffic moving. However, it does not include our other planned measures to manage traffic in London, including increased enforcement in areas at risk of congestion, influencing freight and servicing activity to reduce traffic volumes at busy times and locations, and improved driver information to enable more accurate journey planning. We expect that these measures will collectively have a positive impact on predicted journey time changes. We are also investing further in advanced traffic signal technology to allow us to better manage traffic depending on differing conditions at any given time.

We will also provide signage in advance of junctions with new traffic restrictions and work with satellite navigation companies to help drivers plan the most appropriate route for their journey.

Bus journey time mitigation:

TfL has a £200m Bus Priority programme, which will support London's economy by reducing the impact from expected increases in traffic levels and congestion on bus journey times and reliability, by the easing of movement through key junctions along identified bus routes. It will also unlock Opportunity Areas identified in the London Plan, increasing the mode share of the bus at these locations. Achieving these aims will protect the bus passenger experience at designated locations throughout London; and enable London to continue moving, growing and working.

Funding from the Bus Priority programme has been ring-fenced to target improvements on those bus routes potentially impacted by new cycling infrastructure, in order to rebalance time lost and improve reliability. Proposals will help to safeguard bus journey times and reliability by easing traffic and movement at key junctions.

Traffic impact on roads not on the route

The design changes described above will allow more traffic to pass through the scheme area from the east, reducing the impact on traffic over a wider area. A westbound journey at the busiest time in the morning between Limehouse Tunnel and Hyde Park Corner was previously expected to increase by just under 16 minutes. With the new designs, the journey time is expected to increase by just over 6 minutes with just over 4 minutes extra journey time experienced from East Smithfield to Parliament Square, meaning under two minutes delay is expected for existing journeys from Limehouse Link to East Smithfield.

TfL will be implementing a traffic management strategy which takes advantage of recent and on-going investment in London's sophisticated traffic signal system. The strategy will manage traffic around the 21 major road schemes planned to be delivered by December 2016 in central and inner London including the East-West Cycle Superhighway.

The objective of this strategy will be to protect the bus network, prevent the blocking of exits at junctions and ensure that key intersections do not become gridlocked. The approach will be flexible and we will need to respond to the daily demands of traffic on London's road network. Signal timings at certain key junctions will be adjusted to manage the flow of traffic into and around central London to ensure traffic keeps moving and we will actively manage traffic flows away from and around locations where construction is taking place.

This strategy is still being defined in the light of proposed changes to the designs of this and other schemes, and will be adapted through different construction phases and when schemes are completed.

Impact on emergency services

As outlined above, we have revised our proposals in order to reduce the impact on journey times for general traffic. The provision of an additional westbound traffic lane on some sections of route will also increase the amount of carriageway space available for vehicles to use. We will continue discussions with the emergency services as we finalise our designs.

Concerns regarding the traffic modelling process and requests for more modelling information

Our traffic modelling methodology takes account of the combined impact of 21 transformational road schemes expected to be delivered by December 2016, in order to present an accurate picture of the expected effect on traffic across central and inner London. The model uses a technique called “traffic reassignment” which determines where traffic will go if road capacity is altered, if turns are banned or if changes are made to traffic signal timings.

Our Traffic Assignment model is one of the largest and most detailed models of its kind for an urban road network in the world and has been in development for 7 years. We continue to expand its coverage and have carried out the current modelling work for this and other major road schemes using the full geographic extent of the model to ensure we consider the widest possible impacts. We have used smaller scale, high resolution models which cover each scheme area to identify detailed changes in journey times through the scheme area.

Through the consultation process, we invited people to contact our Traffic Modelling team if they had further questions about the modelling, or wished to access more technical data and information from the traffic models. TfL’s approach was to share as much data as was technically feasible, in line with our commitment to Open Data and transparency. Much of the information requested required accompanying explanation, which was achieved through individual meetings and explanatory reports. At the end of this process, over 70 separate items of data and information were issued to those who made specific requests.

Impact of banned turns and other traffic restrictions

We do not develop proposals to introduce traffic restrictions without carefully considering the potential impacts and exploring alternative solutions. Generally, new restrictions are proposed to either address a safety issue or physical constraint, or to help a signalised junction operate more efficiently. We acknowledge that restrictions will inconvenience some motorists. However, we need to balance this inconvenience against the wider benefits that schemes such as the East-West Cycle Superhighway can deliver.

We have carefully considered submissions received regarding each of the proposed new traffic restrictions on the East-West Cycle Superhighway. Our response is summarised below, with each restriction then covered in more detail in our response to issues raised for the relevant section of the route.

We have made some changes to the traffic restrictions we put out for consultation:

Removal of proposed banned turns at Horse Guards Road and Fish Street Hill

Following concerns raised in consultation, we have changed our designs to permit some movements that were banned in the original proposals. These are:

- Left turn permitted into Fish Street Hill from Lower Thames Street: We have revised our designs to allow the left turn to be retained. However, we need to retain the banned left turn out of Fish Street Hill into Lower Thames Street. Please see our response to issues raised in Section 2 for further details.
- Savoy Hill: Following concerns raised in consultation, we are reviewing proposals at Savoy Hill, including the proposed one way system between Savoy Place and Savoy Street. We will publish any changes to proposals at tfl.gov.uk/cycle-east-west and consult locally and with affected parties if new designs are proposed. See the response to issues for Section 8 for further details.
- Most traffic restrictions lifted at Horse Guards Road: We have changed our design to introduce a new signalised junction at Horse Guards Road. This allows us to protect cycle movements whilst retaining the key traffic movements at this junction (right turn in and left turn out of Horse Guards Road). The left turn in from Birdcage Walk is still banned (except cycles). Please see our response to issues raised in Section 12 for further details.
- Storey's Gate: The changes to the Horse Guards Road junction mean we need to make Storey's Gate entry only except cycles (no left or right turn from Storey's Gate into Great George Street/Birdcage Walk). However, we are now able to accommodate the right turn into Storey's Gate from Birdcage Walk, which was previously proposed to be banned. Please see our response to issues raised in Section 12 for further details.

New proposed banned turns

Our latest proposals mean two additional traffic restrictions compared to the designs we consulted on. They are:

- Banned right turn from Northumberland Avenue into Victoria Embankment (except cycles): We are proposing to ban this turn in order to make the junction work more efficiently and reduce journey times for the dominant traffic flows in other directions.
- No exit from Storey's Gate to Great George Street / Storey's Gate (except cycles): We are proposing to make the northern section of Storey's Gate one-way southbound in order to make the new junction design at Horse Guards Road operate more efficiently. Vehicles would need to exit Storey's Gate via Victoria Street or Tothill Street.

We will undertake separate consultation for these proposals in February 2015, subject to approval by TfL Board.

Recommendation to proceed with other proposed traffic restrictions

With the exception of the changes outlined above, we will be recommending that TfL Board approves designs including the other traffic restrictions consulted on in September 2014. In each case, we have reviewed concerns raised in consultation but have been unable to identify a feasible way of lifting the proposed restriction. Please see the relevant section for our response to specific restrictions.

We will use targeted email and publicity campaigns to provide drivers with information about new traffic restrictions in advance of their implementation. These will include details of the banned turns and information about alternative routes. We will also install appropriate signage and mitigation measures to ensure drivers are aware of the banned turns.

Concerns about cyclist behaviour

TfL acknowledges concerns raised about cyclist behaviour, although our research shows that most cyclists ride responsibly, and that cyclists are no more likely to disobey road rules than other road users. Statistics on road traffic collisions in Greater London show the number of injuries and fatalities for pedestrians in collisions involving cyclists are many times fewer than those involving motor vehicles.

TfL promotes adherence to the Highway Code by all road users and encourages 'responsible cycling' and mutual respect between cyclists and other road users. We work to eliminate offences such as jumping red lights, cycling on the pavement and cycling at night without lights. We do this using police enforcement and education programmes, as well as through marketing and engagement campaigns.

We recognise that some pavement cyclists break the law to avoid the dangers of motor traffic. However, we anticipate that providing dedicated and safe space for cyclists will discourage people from riding on pavements. Providing dedicated space for cyclists can also help other road users by letting them know where to expect high volumes of cyclists.

TfL contributes funding towards the Metropolitan Police's Cycle Safety Team and are working on a strategic enforcement plan, taking into account all activities. As promised in the [Mayor's Vision for Cycling in London](#), the team expanded by a quarter in 2014, with thirty three officers dedicated to road safety and another 16 tackling cycle theft. Deployment is evidence-driven.

The Cycle Safety Team will patrol all new Cycle Superhighways when they open, encouraging appropriate behaviour by all road users and enforcing compliance. The team engages in enforcement of all road users. Approximately 50 per cent of offences reported are committed by car drivers and motorcycle riders, 26 per cent by commercial vehicle drivers and 24 per cent by cyclists.

Operation Safeway

TfL also works with the Metropolitan Police on Operation Safeway, which sees up to 1,000 officers deployed at around 100 junctions, at least two days every month. High visibility officers use a combination of both enforcement and engagement to tackle dangerous illegal behaviour by all road users, including motorists and non-motorists. Locations are chosen by analysing collision data to determine those most at risk of killed and serious injured collisions (KSIs).

The results from Operation Safeway show that significantly more motorists are enforced against than cyclists. Since it was launched in November 2013, over 16,000 Fixed Penalty Notices (FPNs) have been given to motorists and 5,000 to cyclists. The most common offences where motorists were issued FPNs are contravening traffic signals (this would include crossing an advanced stop line), using a phone while driving, and failing to wear a seatbelt. The majority of cycling FPNs were issued for contravening traffic signals, cycling on the footway, and using a pedal cycle without lights.

Operation Atrium

City of London Police also undertakes a range of activity to address road user behaviour, with a particular focus on ASL education and enforcement. Operation Atrium is an initiative aimed at cyclists, which includes education and enforcement, and focuses on offences and antisocial behaviour. All activity is aimed to reduce the risk of collision.

Requests to restrict cyclists to cycle lanes/enforce usage of track

The 'Mayor's Vision for Cycling in London' sets out a commitment that *'nothing I do will affect cyclists' freedom to use any road they choose'*. The majority of cyclists are however expected to use the high quality infrastructure proposed, which provides protection from motorised traffic and enables them to connect seamlessly with other cycle routes. Data recently collected from the fully segregated CS2 between Bow and Stratford showed 95 per cent of cyclists in the pm peak used the segregated facilities.

Concerns about impact on freight, deliveries and servicing

The Freight and Fleet industry provides a vital role in London and they are an important stakeholder for Transport for London. We have worked with them throughout this consultation and continue to discuss outstanding issues with them.

TfL's Freight and Fleet team have an on-going programme to work with the industry and others to ensure deliveries across London can be made safely and efficiently. We are also developing a new Freight Strategy for London, due to be published later this year.

Traffic impact of these and other highway proposals on the freight industry

As outlined [above](#), we have revised our proposals in order to reduce the impact on journey times for general traffic. We are also working in other ways to help the freight industry adapt to pressures on London's limited road space. This includes:

Re-timing:

Re-timing deliveries and collections to less busy times of the day reduces the number of vehicles travelling in the congested morning peak. We have produced step-by-step guidance with the industry and London's boroughs on how to make re-timing deliveries work which can be found here: <http://www.tfl.gov.uk/cdn/static/cms/documents/getting-the-timing-right.pdf>

Consolidation:

Freight consolidation combines goods from multiple suppliers into larger loads and delivers them using a single vehicle. Consolidation can reduce congestion, improved safety, make journey times more reliable, and delivery and servicing activity more sustainable. More details are available here: <http://www.tfl.gov.uk/info-for/freight/moving-freight-efficiently/reducing-journeys?intcmp=8008>

Changes to loading bays and single red lines

We are reviewing the designs to ensure adequate loading facilities are provided for local businesses and address some concerns raised in consultation. Any changes to the layout of parking and loading provision will be subject to further local consultation in early 2015. Please see our response to specific sections of the route for further details.

Side loading

TfL is working with the freight industry and local businesses to ensure critical servicing activity can be accommodated, and understand the challenges created by vehicles that load at the side rather than the rear. We are currently reviewing proposed loading provision following comments received in consultation and will outline final proposals in early 2015.

Loading across the cycle track

We are satisfied that it will be possible to safely load across the cycle track whilst keeping cyclists and delivery staff safe. However, we will continue to work with the freight industry and local businesses to confirm the precise arrangements for loading facilities, including access across the cycle track. We are aware of the particular concerns and requirements of some stakeholders, including the brewery delivery industry, and will continue to work closely with relevant organisations to agree mutually satisfactory arrangements. All Cycle Superhighways undergo a rigorous multi-stage Road Safety Audit process, which assesses the layout both during design and after implementation.

Time allowed for loading / red route operating hours on Victoria Embankment

- Following requests from stakeholders, we are proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes
- We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time.

We will consult locally and with affected parties before confirming these changes.

Concerns about impact on coaches and tourism

Journey times

As outlined [above](#), we have revised the design to reduce the impact on traffic.

Coach parking and stopping arrangements

Coach parking:

We are relocating approximately 50% of existing coach parking along Victoria Embankment, with the remainder consolidated to a single location between Horse Guards Avenue and Westminster Pier.

We are working with Westminster City Council and coach organisations to confirm new locations within central London for displaced coach parking. We intend to have completed this process prior to the permanent removal of bays on Victoria Embankment.

Coach picking up and setting down:

The proposals retain the majority of existing coach picking up and setting down provision on Victoria Embankment. However, in order to improve traffic flow, we are proposing to remove the riverside (westbound) bus and coach stop opposite Embankment station. This will be subject to further consultation, which is planned to start on 9 February 2015. See Chapter 4 of the main report or Section 9 of this Appendix for further details.

Please see individual sections for our response to concerns regarding coach access to specific locations such as the Mermaid Centre (Section 4), Somerset House (Section 7) and Horse Guards Road (Section 12).

Concerns about impact on bus passengers

Bus journey times

As outlined [above](#), we have revised the design to reduce the impact on journey times and will work to mitigate the remaining increases as much as is possible. Please see our response to concerns about the impact on traffic at the start of this appendix.

Bus stop bypasses

The need to overtake stationary buses at bus stops can be an uncomfortable and potentially risky manoeuvre for cyclists, especially where they must leave a bus lane or a nearside lane on busy roads to do so. This can be a significant disincentive to cycle.

There are a variety of techniques that designers can consider to mitigate this risk, the most attractive solution for cyclists being to provide a cycle track enabling them to by-pass the bus stop on the footway side. Where cycle provision is segregated from motor traffic (whether 1 or 2-way) a bus stop by-pass is the only realistic option because to return cyclists to the carriageway would be an unacceptable reduction in level of service and would usually be technically unviable for two-way tracks.

Bus stop bypasses are used across Europe and there are a number of examples in operation or planned across the UK, including in Brighton, Manchester and Cambridge, as well as in London. We introduced bus stop bypasses on the Cycle Superhighway 2 (CS2) extension between Bow and Stratford in autumn 2013. There have been no recorded collisions at these bypasses to date.

Between May and July 2014, we conducted research along the CS2 extension to find out road users' attitudes towards the bus stop bypasses that operate there. The survey showed 89% support from cyclists and 70% support from bus passengers and pedestrians. The vast majority of cyclists on Stratford High Street use the bus stop bypasses when there is a bus at the stop (92%) and also when there is no bus (86%). The main concern for cyclists was sharing space with bus stop users, but there was evidence that cyclists and bus passengers are looking out for each other to help prevent incidents. 77% of cyclists said that they slowed down and are aware of pedestrians crossing to/from the bus stop, and a further 15% of cyclists stop completely to allow pedestrians to cross. 91% of bus users wait for cyclists to pass before crossing.

Based on our research, off-street trials, the experience of other countries (International Cycling Best Practice Study) and our own experience to date, we consider bus stop bypasses to be a viable design option, and we support their use on the East-West Cycle Superhighway. We will closely monitor bus stop bypasses following construction to ensure that they are operating as planned and so we can identify and address any issues that arise. We will also continue dialogue with other UK highway authorities who are implementing similar measures.

Operation of bus stop bypasses:

Cyclists will be directed behind the bus stop on a cycle track. Bus passengers can access a waiting area by crossing the cycle track using a marked crossing point in order to indicate the likely presence of pedestrians to cyclists.

- **Crossing the cycle track:** Marked crossing points will be fully raised to footway height to provide a level crossing point for pedestrians and highlight the crossing location. Tactile paving will be provided to help visually-impaired people locate the crossing. Ramps will be provided on the cycle track with triangle markings and using contrasting colour or material to help further highlight crossing locations. We are also in discussion with the Department for Transport (DfT) on potential options for a variation on a zebra crossing that is more suitable for cycle tracks (without zig-zags and flashing orange lights). These designs have been informed by our discussions with accessibility groups and off-street trials.
- **Potential for conflict between pedestrians and cyclists:** We have monitored bus stop bypasses on the CS2 extension between Bow roundabout and Stratford. Even when a bus was not at a stop, most cyclists used the bus stop bypass rather than move into the traffic lane. Pedestrians and cyclists also looked for each other to stop incidents occurring. There have been no recorded collisions at the bypasses since they were implemented. We design bus stop bypasses to encourage considerate cycling (through measures such as raised crossing points) and to ensure good visibility (through measures such as appropriate positioning of bus infrastructure on the island).
- **Capacity in the bus waiting areas:** We are satisfied that the segregating island is wide enough to safely and comfortably accommodate passengers

More information on TfL's approach to bus stop bypasses is available in our [London Cycling Design Standards](#) (Chapter 4, pages 45-46). Further guidance on the design and implementation of bus stop bypasses is also included in our forthcoming Accessible Bus Stop and Pedestrian Design Guidance.

Accessible bus stops:

Under the 2010 Equality Act, Transport for London has a responsibility as a highway authority to provide a transport service that is accessible to everyone and make reasonable adjustments to remove barriers for disabled people. This applies to the street environment and to public transport services and covers disabled bus passengers, cyclists and pedestrians. Any change to the street environment, including those intended to make streets safer and more attractive for cyclists, must take into account the accessibility needs of all users. To help boost accessibility to transport for all Londoners, TfL has committed to making 95% of all bus stops accessible by the end of 2016.

Concerns about impact on motorcycles and other powered two-wheelers

Journey times and congestion

As outlined above, we have made changes to our proposals to reduce the traffic impact of the East-West Cycle Superhighway.

Lane widths

We have generally designed traffic lanes so they do not encourage unsafe overtaking by motorcyclists and cyclists. Most lanes are either wide enough for safe overtaking (over 3.9 metres) or narrow enough to be clear that overtaking is not safe (under 3.2 metres). This is in accordance with our London Cycling Design Standards. There are some exceptions for this – for instance on sections of Upper and Lower Thames Street, where we have provided extra space for vehicles where there are kerbs on either side of a single traffic lane.

Double white lines will be introduced between opposing traffic lanes along Victoria Embankment to discourage vehicles, including powered two-wheelers, from entering the opposing traffic lane.

Motorbike parking

We are currently reviewing proposed motorcycle parking provision on Victoria Embankment following comments received in consultation and hope to provide equivalent spaces to replace any bays we had proposed to remove. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Concerns about impacts on taxi operators and passengers

Traffic impact resulting in longer journeys and higher fares

As outlined above, we have made changes to our proposals to reduce the traffic impact of the East-West Cycle Superhighway. We have also changed our designs to accommodate key turning movements previously proposed to be banned, for instance at Fish Street Hill and Horse Guards Road.

Boarding/alighting taxis

Pedestrian access to the kerbside:

- The route was chosen to be located on the northern side of Upper and Lower Thames Street as there is limited pedestrian demand here owing to the layout of the buildings in this area, where access is located on parallel or side streets. If passengers wish to access the northern side, where the segregation island is

relatively narrow, taxis can use side roads to drop off or pick up. On the southern side of the road, where demand is higher owing to building frontages, taxis can access the kerbside as they do at present

- On Victoria Embankment, most of the segregation between the cycle track and road is provided in the form of a wide platform, from which passengers can hail and board/alight taxis. This can be accessed from the numerous signalised and unsignalised crossings of the cycle track along the footway
- Westbourne Terrace has service roads, which can be used for dropping off and picking up passengers

Accessibility and taxi use of wheelchair ramps:

Much of the usable segregation island (i.e. not at junctions) along the southern side of Victoria Embankment will be wide enough to accommodate a ramp for wheelchair users. Numerous step-free crossing points will be provided between the segregating island and main footway.

As outlined above, the route alignment and design both serve to limit the impact on kerbside access. One of the benefits of using a two-way cycle track is that access to the kerbside on the opposite side of the road is not affected

Concerns taxi passenger safety could be compromised by crossing the cycle track:

The cycle track is at carriageway level to provide clear distinction between cycle track and footway and alert pedestrians to the likely presence of cyclists. Numerous marked crossing points are also provided. All Cycle Superhighways undergo a rigorous multi-stage Road Safety Audit process which assesses the scheme both during design and after implementation.

Concerns about impacts on pedestrians

This is our response to comments relating to the design across the whole route. Please see individual sections for our response to concerns relating to specific locations.

There would be a net increase of over 1,890 square metres of new footway along the route (not including the segregating island).

There are substantial improvements for pedestrians at various locations along the route, including:

- A wide dividing island between the road and the cycle track on Victoria Embankment, creating a more pleasant environment by moving motor traffic further from pedestrians and the river
- 16 new signalised pedestrian crossings, including two long-demanded crossings into the middle of Parliament Square, realising more of its potential as a pedestrian space. This includes new crossings at Lancaster Gate, Hyde Park and St James's Park which were not included in the original proposals.

- 4 crossings, which are currently two-stage (requiring pedestrians to wait in the middle of the road), would become one-stage to allow pedestrians to cross entirely in one movement.
- Some 29 crossings would be shortened
- Pedestrian countdown installed at up to 28 signalised crossings along the route
- New or wider footway and pedestrian islands at various points, including at Hyde Park Corner and the Westminster end of Westminster Bridge to better cope with the high numbers of pedestrians here
- Dedicated separated routes for pedestrians and cyclists on Constitution Hill and West Carriage Drive (subject to consultation), replacing the existing tracks on the footway

Collectively, these changes would offer significant safety improvements for pedestrians crossing at those points.

Changes to footways

In the main, we are accommodating the Superhighway by reallocating space from motor traffic. As outlined above, there would be a net increase of over 1,890 square metres of new footway along the route (not including the segregating island on Victoria Embankment).

However, in a small number of locations, we have had to narrow the existing footway. Whilst we regret the loss of footway space, it is necessary in order to make room for the cycle track whilst retaining enough space for other traffic. We have carefully reviewed the designs and are satisfied that enough space is retained for pedestrians (always at least 2 metres – the minimum standard required to allow two wheelchairs to pass each other). Please see our response to issues raised about specific sections of the route for more information.

Pedestrian wait times

When making changes to junctions, we assess the flows and demands of all road users and balance the signal timings accordingly. We have tried to limit increases to pedestrian wait times wherever possible. However, in some locations where we are introducing new cycle movements into the junction, some increases are unavoidable, although we have kept these as small as possible.

Design and layout of pedestrian crossings

Signalised crossings:

Where there is a signalised pedestrian crossing over the carriageway, we will also provide a signalised crossing over the cycle track to give pedestrians a consistent facility. The pedestrian crossings will be demand dependent, so cyclists will only be given a red light if a pedestrian is waiting to cross. At other times, cyclists will be able to bypass the junction whilst general traffic is held on a red light.

TfL is trialling the use of equipment that senses when a waiting pedestrian crosses before being given a pedestrian green light. If the outcome of this trial is successful we will consider using the sensors on the cycle track crossings, so when a pedestrian has crossed in a gap, cyclists will not be held at a red light unnecessarily.

Unsignalised crossings:

- We will provide a raised crossing point for pedestrians at bus stop bypasses in order to provide a convenient crossing facility and indicate the likely presence of pedestrians to cyclists
- Dropped kerb crossings will be used for coach parking and loading facilities owing to their respective high number of crossings in quick succession and low expected usage
- We are also in discussion with the Department for Transport (DfT) on potential options for a variation on a zebra crossing that is more suitable for cycle tracks (without zig-zags and flashing orange lights)

Number of pedestrian crossings:

We have generally provided a pedestrian crossing over the cycle track in order to connect with a crossing over the main carriageway or to provide access to a bus/coach stop. There are also dropped kerbs to connect to loading bays and coach parking facilities where there are only a low number of pedestrians requiring access at one time. We are satisfied that this is an appropriate approach for accommodating the needs of pedestrians.

Staggered crossings:

Some respondents requested that pedestrian crossings were made one-stage rather than two-stage to better serve the pedestrian desire line and allow pedestrians to cross the road in a single movement. We have thoroughly investigated and evaluated each crossing; however, it is not always possible to provide straight across crossings without reducing the efficiency of the junctions and increasing waiting times for all road users, including pedestrians.

Along Victoria Embankment we have retained the existing staggered pedestrian crossing arrangements. Currently, the central reservation provides the pedestrian island. We will effectively move the reservation south to form the cycle segregation, and this will continue to act as the pedestrian island.

Our response to concerns about specific pedestrian crossings is shown under the relevant section elsewhere in this Appendix.

Concerns about equalities impacts

How TfL fulfils its obligations under the Equality Act 2010

Transport for London is subject to the general public sector equality duty set out in section 149 of the Equality Act 2010, which requires it to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations by reference to people with protected characteristics. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. As part of its decision-making process on the proposals for Cycle Superhighways, Transport for London has had due regard to any impacts on those with protected characteristics and the need to ensure that their interests are taken into account.

In considering the design of our streets, we closely consider the needs of all users throughout the design process. On significant infrastructure projects, such as Cycle Superhighways, we:

- Complete Equality Impact Assessments (EQIA) at the outset of the project, to review potential impacts on equality target groups, including disabled people
- Carry out public consultations, including targeted engagement with specific users such as (amongst many others): Royal National Institute of Blind People, Guide Dogs for the Blind, Age Concern, Transport for All, and the National Autistic Society
- Carry out PERS surveys at potential problem locations. PERS - or 'Pedestrian Environment Review System' - is a walking audit tool used to assess the level of service and quality provided for pedestrians across a range of pedestrian environments, with specific consideration of mobility impaired users
- Ensure we comply with established guidance – such as the Design Manual for Roads and Bridges – which includes detailed requirements for disabled people

Following scheme implementation we monitor infrastructure 'on the ground' to ensure we capture customer feedback. For example, video monitoring and customer surveys were recently completed on Cycle Superhighway Route 2 (CS2) to get feedback from all customers – including mobility and visually impaired users - regarding the new bus stop bypasses introduced on this route. Click [here](#) for our response to concerns about bus stop bypasses

The EQIA completed for the East West Cycle Superhighway shows positive impacts for black and ethnic minority groups, females, disabled cyclists, and cyclists under 25 and over 65 years of age. Positive impacts have also been identified for disabled pedestrians, as the scheme involves a number of improvements to pedestrian facilities including enhanced crossing facilities, increased footway widths and new pedestrian crossings. Some negative impacts have been identified where footways are cut back. However the

minimum 2 metre standard for footway widths has been maintained to allow two wheelchairs to pass safely. Some negative impacts were also identified owing to the loss of some disabled parking bays. We have reviewed this following consultation and hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove (see below).

Disabled parking

We are currently reviewing proposed disabled parking provision following comments received in consultation and hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Tactile paving

We will be using tactile paving on all crossings and traffic islands throughout the East-West route. On the TLRN, tactile paving will be designed according to DfT guidance on tactile paving. Where the route is on Borough highway, paving will be designed according to the relevant Borough guidance

Bus stop bypasses

Click [here](#) for our response to concerns about bus stop bypasses

Accessibility for cyclists with disabilities

The East-West Cycle Superhighway will be suitable for use by disabled cyclists using adapted bicycles, such as hand cycles and tricycles. The designs adhere as closely as possible to the principles set out in TfL's London Cycling Design Standards, which suggests guidelines to ensure suitability all cyclists. The East-West cycle route will be as wide as possible and a smooth riding surface will be provided, with all of the cycle route to be resurfaced. Following comments received in consultation, we are currently considering the use of smooth 'sinusoidal' profiles on raised crossing points. We will continue to consider the suggestions made by Wheels for Wellbeing and others as we finalise the designs.

Concerns regarding strategic rationale for proposals

Value for money of proposals

Some respondents questioned expenditure on this and other cycling schemes. TfL has identified a range of positive and negative impacts that would result from delivering the Cycling Vision portfolio, of which the Cycle Superhighways (including the East-West Cycle Superhighway) are a central component. These include substantial benefits relating to transport capacity, safety, journey time savings, health, journey cost savings, the environment, public realm, and gains to businesses. These benefits were presented alongside traffic impacts and other identified disbenefits to the TfL Board on 5 February 2014, when the Cycling Vision portfolio was discussed and approved. More information is available in the corresponding [TfL Board paper](#).

The costs and benefits of the East-West Cycle Superhighway proposals will be discussed at the [TfL Board in February 2015](#), when a final decision on the scheme will be taken.

Health and economy

Increasing the level of cycling in London to the Mayor's target of 1.5 million journeys per day by 2026 is expected to generate over £183m of benefits per year as a result of reduced mortality (early death) alone. Reaching this target level would benefit London businesses by around £30m a year as a result of reduced absenteeism. A London School of Economics/British Cycling report in 2011 estimated that the cycling sector contributes around £2.9bn to the UK economy, equating to £230 per cyclist per year.

There is also a strong safety case for making these changes. Our collision data shows that there were 203 collisions involving injury to cyclists on the East West route - 33% of total collisions along the route between July 2011 and February 2014.

Through use of segregation kerbs, and by physically separating cyclists in space and time along links and at junctions, the proposed route would substantially reduce the interactions between cyclists and motor traffic and is planned to substantially reduce the existing numbers of collisions. International experience has shown that modern segregated cycle tracks are strongly associated with a substantial objective decrease in the number of cyclist injuries. This type of infrastructure is attractive to cyclists and generally leads to increased usage. The decrease in injury volume is therefore almost always set against a background of greatly increased usage, thus substantially improving the cyclist injury rate in these locations. For example, the decreased injury volumes and increase usage mean that overall injury rate of cycle tracks in Vancouver and Toronto is around one-tenth (11%) that of comparable roads without cycling facilities.

Transport

Cycling can help relieve pressure on the public transport system when implemented as part of an integrated transport strategy, for example, where capacity is limited (e.g. some bus routes), or where additional capacity programmes would be extremely expensive

(Underground, rail). In particular, the East-West and North-South routes can play a particularly important role in catering for significant numbers of commuters during the peak hours.

Cycle Superhighways can substantially increase overall capacity and flow rate on busier roads. Cycling is substantially more efficient at transporting individuals within the same road space than any other surface transport mode except buses, particularly as the average speeds by mode during peak travel times are similar.

Measuring benefits

Should TfL Board decide to proceed with the scheme, specific monitoring and data-gathering activities will be undertaken to establish whether the East-West route is delivering the expected benefits. This activity would include quantitative assessment of cycle and traffic flows and journey times, as well as casualty figures. Qualitative assessment of customer attitudes, behaviour change and satisfaction would also be undertaken.

The success of the Cycle Superhighway would be primarily reflected by a decrease in casualties and an increase in cycling trips along the routes. The existing target of all Cycle Superhighway routes is to achieve a 400% increase from the 2001 baseline in the number of cycling trips in London by 2025.

Other measurable benefits include:

- Journey time reductions
- Journey time reliability
- Improved on route journey ambience (e.g. ease of navigation)
- Health benefits
- Environmental benefits
- Modal shift from crowded public transport modes

Concerns proposals would adversely impact businesses and the economy

The changes to the scheme will mean less of a traffic impact compared to the original and therefore address some of the concerns raised about the impact that longer journey times might mean for businesses and the wider economy. As outlined above, we will continue our work with the freight industry and businesses to ensure deliveries across London can be made safely and efficiently, including aiding the re-timing and consolidation of deliveries.

Whilst some businesses and business groups expressed concerns about the proposals, a large number of businesses expressed support for the East-West Cycle Superhighway, noting the benefits that it would bring to its staff, customers and to London more generally.

The East-West route will enhance the attractiveness of the urban realm for walking and cycling which is likely to strengthen the economic vitality of commercial streets, and is seen as an important means of sustaining London's competitiveness as a place to do business.

Request for economic impact assessment: TfL has not produced an economic impact assessment for the East-West route, as this assessment is usually only completed if a project requires planning permission. Canary Wharf Group submitted its own assessment of the economic impact of the proposals. Their report highlights negative economic impacts, mostly of increased congestion. Many of the points arising from this assessment have been addressed following the design changes set out in this response to consultation.

Concerns about environmental effects of proposals:

Environmental evaluation

An environmental evaluation has been completed for the East-West route, incorporating independent advice on anticipated air quality and noise effects, based upon the initial traffic modelling results. The environmental evaluations follow TfL Surface Transport's Project Environmental Evaluation procedure, part of its Environmental Management System. Where applicable, the environmental evaluations are guided by the Department for Transport's Analysis Guidance (TAG) and Design Manual for Roads and Bridges (DMRB).

The environmental evaluation concludes that the proposals support a number of local, regional and national policies which aim to encourage cycling and the use of more sustainable modes of transport. The project is also likely to result in localised benefits, particularly in terms of improved noise and air quality conditions as a result of improved traffic flows at certain locations.

There are no route-wide environmental disbenefits; where disbenefits are likely to arise, these tend to be of a localised nature. For instance there will be localised disbenefits to biodiversity where a limited number of trees and green estate will need to be removed. However, this small loss of trees and green estate is not likely to lead to disbenefits to Cultural Heritage or Townscape. Townscape may be slightly impacted in The Royal Parks or along Victoria Embankment where, although not very visually intrusive, the project may impact on certain views into and across the area.

Air and noise:

The traffic data used in the assessment covered a large part of London so that the effect of traffic diverting onto an alternative route could be considered. Total London-Wide emissions are negligible for the East-West (and North-South) routes.

Some localised noise and air quality disbenefits may be realised as a result of changes to traffic flows at certain locations. However, the changes in traffic flows will redistribute air quality and noise emissions across the study area but will not increase overall emission levels. On the East-West route, the NO_x, PM₁₀ and CO₂ emissions are in fact expected to experience a net decrease across the overall study area - albeit by a negligible amount.

As outlined above, we have revised our proposals to improve traffic flow on the route. The assessment does not take account of these revisions. However, improvements to traffic flow are not expected to result in detrimental impacts to air and noise.

More information on our evaluation of the environmental effects of the proposals is available as part of the [submission to the TfL Board meeting on 4 February 2015](#).

Tree removal

We have carefully investigated how to avoid removing trees and will avoid doing so wherever possible. However, in four sections of the route, including the new proposals at Lancaster Gate, it has not been possible to provide enough space for road users without the loss of some trees. Our revised designs at Temple could also include the loss of up to 2 trees. We continue to investigate ways of avoiding this and other tree loss.

Of the 11km route we consulted on, up to 18 trees could be removed. Of these, 9 are mature trees. We are carrying out further investigations on 10 of these trees and hope to avoid their removal. Although regrettable, we consider that the substantial safety improvements for cyclists justify the loss of these trees. We will replace as many as possible and we are currently investigating new locations nearby. We will also investigate other methods of restoring the overall habitat balance along the route.

Further information on our position on tree removal can be found in our response to issues raised for individual sections of route.

New parkland

Our proposals for Hyde Park also include up to 1,600 square metre extension in parkland. Consultation on this will start on 9 February 2015, subject to TfL Board deciding to proceed with the proposed route.

Requests for more evidence of need for the East-West Cycle Superhighway

The corridor covered by the proposed route combines an existing lack of facilities for cyclists with some of the highest cycle flows in Central London. The busiest areas of the route currently see a cyclist pass every 2 seconds in (peak hour, both directions) – 2,270 cyclists in the AM peak have been counted at Parliament Square (eastbound).

The route connects with the proposed North-South route at Blackfriars, providing important connections to south London and King's Cross. The route passes through the London Borough of Tower Hamlets, the City of London, the City of Westminster, and The Royal Parks, passing key destinations such as the Tower of London, Parliament Square and Buckingham Palace. Without the Cycle Superhighway network, of which the East-West route would be a significant part, the cycling network in London would effectively remain a network of low capacity 'B' roads with wildly variable infrastructure provision, unconnected and unsupported by high-quality, high-capacity cycle routes.

According to TfL's ['Analysis of Cycling Potential'](#), 4.3 million trips currently made by mechanised modes could be cycled. Over a quarter (26 per cent, over 1.1 million) of these potentially cyclable trips are in London's central sub-region. Moreover, nearly half (47 per cent) of all current cycling trips in Greater London have an origin and/or destination in the central sub-region, making this the region with the highest proportion of unrealised potential. The analysis of cyclable trips includes London residents only, but in addition, the central sub-region attracts a high number of commuters and visitors from outside London who also either cycle or offer potential for increased cycle travel.

The proposed route plays a central role in realising the benefits of the [Mayor's Cycling Vision](#) portfolio both geographically and also in terms of potential. Of the 1.1 million potentially cyclable trips in the central sub-region, 70 per cent of these could be made by people in market segments with the greatest propensity to cycle¹. Therefore there is a higher likelihood of actually achieving a mode shift to bike for these trips compared with other areas.

Bicycles currently account for 16 per cent of traffic across the Central London area, rising up to 24 per cent in the morning peak. Given the predicted population growth, the number of trips made by bike will also rise. Without providing infrastructure to specifically accommodate cyclists on the Transport for London Road Network and other main roads, this increase will have a negative impact on general traffic flow and bus journey times.

In order to convert potentially cycled trips to actual trips, known barriers to cycling need to be overcome. The proposed route will provide an easy to navigate, high volume cycle route in Central London which will contribute towards overcoming most of the key barriers and tackle all three of the most important barriers to cycling faced by non-cyclists, therefore improving the likelihood of converting the potentially cyclable trips to trips actually cycled.

¹ Analysis of cycling potential by scheme, TfL Policy Analysis, October 2013

Delivery schedule of Cycle Superhighway programme

Concerns the consultation period was too short

A public consultation was held on the proposals for over 9 weeks from 3 September to 9 November 2014. The original closing date was 19 October, but the deadline was extended owing to the large degree of interest generated by the proposals. A September start was chosen as schools had returned from the summer holiday, and the majority of people had settled back into their working routine. TfL also agreed to requests from some key stakeholders to submit responses after the 9 November closing date.

We also met a large number of stakeholders in the period between the announcement of the proposed route in March 2013 and the public consultation in September 2014. These included local authorities, businesses and road user groups.

The consultation was publicised widely, with over 2 million emails sent, 230,000 leaflets delivered and extensive press coverage and marketing support. Please see Chapter 2 of this report for further details of the consultation process and the stakeholders we met throughout the development of the scheme to date.

Additional public consultations are planned in February 2015 on significant design changes arising from the first consultation, as well as detailed proposals for Hyde Park and St James's Park, to ensure that the public and our stakeholders have a further opportunity to comment on these proposals.

Concerns the construction timeframes are too short;

Requests for East-West Cycle Superhighway to be delivered as quickly as possible:

TfL needs to balance views that cycle safety improvements should be delivered as quickly as possible, with the need to deliver the routes at a pace acceptable to London's residents and businesses. We are currently finalising our construction plans which, subject to TfL Board approval, would enable us to start work in spring 2015 and complete the section between Tower Hill and Westbourne Terrace in 2016. Works across multiple construction sites - including construction led by other utility companies and private developers - will be coordinated in order to minimise traffic disruption as far as possible. Disruption to major events – such as the London Marathon and Trooping the Colour – will be avoided.

Suggestions the Cycle Superhighway programme should be introduced in stages; concerns that construction will be disruptive:

Some stakeholders suggested that the Cycle Superhighways consulted on in 2014 (CS2U, CS5, East-West and North-South) should be constructed in stages to reduce the impact of construction and allow lessons to be learned from routes as they are implemented.

TfL is committed to building as much of the core central London cycling network in 2015/16 as is possible. This will maximise the potential for modal shift, and provide

connections that are as safe as possible between the routes themselves and key destinations.

We have already learned lessons from the implementation of the substantially segregated Cycle Superhighway between Bow and Stratford, and these lessons have helped inform our designs and construction plans for future routes.

The East-West Cycle Superhighway is itself planned to be introduced in stages. The first phase – between Westbourne Terrace and Tower Hill – will start construction in 2015, subject to TfL Board approval. The second phase – to extend the route over the A40 Westway flyover – is planned for consultation in late 2015, subject to sufficient progress with designs for this complex structure.

Construction will cause some disruption, although we will work to minimise the impact as much as possible. We will keep those customers and road users potentially impacted by the construction activity informed of our plans and progress, including writing to local residents and businesses before undertaking work in their area. We will provide road traffic information to help them better plan their journeys and make informed choices about how, where and when they travel and help to reduce the possible impact to their journeys.

Co-ordination with other construction projects:

We are collaborating with a number of third party developers and projects to ensure that construction works are fully coordinated, and that travel disruption is kept to a minimum as far as possible. For example, we meet frequently with developers such as Thames Tideway Tunnels Ltd to develop mutually compatible construction programmes, and explore opportunities for ‘piggy backing’ temporary road closures to avoid multiple traffic diversions.

Construction timing of Westbourne Terrace

Following concerns raised by Westminster City Council Officers and local residents, TfL is currently discussing the construction timing of the East-West Cycle Superhighway on Westbourne Terrace with Westminster City Council. These discussions include consideration of the impact Crossrail works will have on local roads.

Comments on the route alignment

Suggestions for alternative routes

Tower Hill – Paddington section:

During the feasibility stage, a number of route options were considered incorporating the Victoria Embankment area, a key requirement set out in the ‘Mayor’s Vision for Cycling’. These included:

Eastern section (from Tower Gateway/CS3 to Victoria Embankment)

- Option E1 via Queen Victoria Street and Cannon Street in City of London
- Option E2 via Upper and Lower Thames Street on TLRN

Western section (from Victoria Embankment to Constitution Hill)

- Option W1 via Northumberland Avenue, Trafalgar Square, The Mall
- Option W1A via Whitehall Place, Whitehall, Trafalgar Square, The Mall
- Option W2 via Bridge Street, Parliament Square, Birdcage Walk
- Option W2A via Horse Guards Ave, Whitehall, Parliament Square, Birdcage Walk

The options were considered against the TfL Surface Transport Outcomes and Cycle Superhighways programme objectives, including consideration of deliverability risks. Key stakeholders in the affected areas were informally consulted during this process to help inform the choice, including City of London and Westminster City Council, where the routes included sections on borough highway.

Data from the TfL [‘Cycle Census’](#) was analysed to help identify cyclist desire lines along the route, and key collision data was overlaid to target areas for improved cycling infrastructure. The potential wider traffic impacts were also considered, with assumptions made about traffic lane removal and junction capacity along each route ahead of detailed traffic modelling at concept design stage.

Options E2 and W2 were ultimately taken forward to concept design stage for the following reasons:

Eastern section – E2 (Upper and Lower Thames Street)

- Strong preference from the City of London Corporation to avoid using the E1 alignment.
- Width constraints on Queen Victoria Street and Cannon Street– including areas with one narrow traffic lane in each direction, and narrow footways.
- The higher number of bus services on route E1 compared to E2.
- Higher volume of frontage activity on route E1 compared to E2; limited parking and loading provision on E2 compared to E1.

Western section – W2 (Bridge Street, Parliament Square, Birdcage Walk)

- W2 was judged to provide better connectivity for cyclists using popular cycle routes such as Westminster Bridge and Millbank, compared to W1.
- W1 provided less opportunity for the high standards of cycling infrastructure set out in the Mayor's ['Vision for Cycling'](#)
- The significantly higher number of bus stands and stops on route W1 compared to W2, with provision of bus stop bypasses or re-routing of bus operations not feasible owing to the limited alternative locations and high pedestrian numbers, predominantly tourists
- W1 required the use of Trafalgar Square – one of the busiest junctions in London and a key network constraint

Westminster City Council Officers provided TfL with an alternative suggested design for the East-West route via Northumberland Avenue/ Trafalgar Square and The Mall (which aligns to the original W1 option TfL considered). The suggested option aligned the two-way cycle track in the centre of Northumberland Avenue, through the roundabout at Trafalgar Square and along The Mall (North Horse Ride). The Council argued this alignment would provide a shorter and more direct connection to The Mall.

TfL acknowledges the merits of this proposal and the considerable thought that has gone in to its development. However, it has concerns over potential issues with the public realm at Trafalgar Square and Admiralty Arch. Furthermore, the traffic operation of Trafalgar Square is a key network constraint and sensitive to small changes, and so wider traffic management issues would require further investigation.

TfL also considers the existing alignment of Victoria Embankment/ Bridge Street/ Parliament Square provides better connectivity for cyclists using existing popular routes such as Westminster Bridge and Millbank.

Westway section:

The East-West route is proposed to use the Westway flyover in order to provide a direct, uninterrupted, segregated route for cyclists between west and east London, as outlined in the Mayor's Vision for Cycling.

Comments on the design

Segregation

In his Vision for Cycling in London, the Mayor outlined his intention to increase the use of segregation in order to deliver safe and attractive cycle routes. TfL's London Cycling Design Standards also highlights the case for physical separation on street types such as the roads on the route alignment. The East-West route has been designed in accordance with the principles of both documents.

Safety:

We consider that the type of full segregation provided on the East-West route is appropriate and necessary considering the characteristics of the roads used. Physically separating cyclists from motorists would address one of the main barriers to cycling by removing the fear of interaction with traffic.

There are also safety issues around providing a two-way cycle track on one side of the road that is not segregated from motor traffic. Cyclists next to the traffic lane would have no protection from often large and fast-moving motor vehicles heading in the opposite direction. If a motorist was to overrun a painted line, it would come into direct conflict with an oncoming cyclist. The kerbed segregation acts as a barrier between the cyclist and traffic, significantly reducing any conflict.

There is a strong safety case for the use of segregation on this route. Our collision data shows that there were 203 collisions involving injury to cyclists on the East West route - 33% of total collisions along the route between July 2011 and February 2014. Through use of physical segregation and allocation of time at junctions, the proposed route aims to substantially reduce the interactions between cyclists and motor traffic and so substantially reduce the existing numbers of collisions.

International experience has shown that modern segregated cycle tracks are strongly associated with a substantial objective decrease in the number of cyclist injuries. This type of infrastructure is attractive to cyclists and generally leads to increased usage. The decrease in injury volume is therefore almost always set against a background of greatly increased usage, thus substantially improving the cyclist injury rate in these locations. For example, the decreased injury volumes and increase usage mean that overall injury rate of cycle tracks in Vancouver and Toronto is around one-tenth (11%) that of comparable roads without cycling facilities.

Encouraging new cyclists:

The proposals are also designed to provide a cycling environment that is welcoming to people who do not currently cycle, as well as making existing cyclists safer. Women, children and the elderly are currently under-represented among those who cycle in London because they are often discouraged from cycling by the need to ride in close proximity to fast-moving motor traffic and heavy goods vehicles. There is strong evidence that providing segregated cycling facilities on key roads will give a wider demographic the choice to cycle these routes.

Safety, or the perception of safety, is often the main reason both would-be and existing cyclists give about why they do not cycle, or do not cycle more². The segregated nature of the majority of the proposed route – with separation from other road users in time and space on both links and at junctions – breaks down these significant barriers: the

² Identified through various research including annual Attitudes to Cycling surveys; Cycling in London (2008) and Cycling behavioural survey (2010)

perception that cycling is unsafe, and that there is a lack of specific infrastructure for cyclists.

Functional segregation:

Segregation is also used on the East-West route to provide a functional space for other street activity such as parking or loading.

Concern at impact on kerbside access (see [above](#))

We are undertaking a review of the space available for parking and loading on Victoria Embankment, with the aim of addressing some of the concerns raised by local businesses and freight operators during consultation. We will consult locally and with affected parties on any revised proposals here in early 2015.

Cyclist access to carriageway

Dedicated signalised cycle crossings have been provided at every signalised junction along Victoria Embankment, except for the exits of Temple Place (east) and Savoy Street, to assist cyclists joining and leaving the East-West route. It is not possible to provide dedicated cycle access from every uncontrolled side road owing to the increased delay introducing new signalised junctions would cause to all road users.

Owing to the width of the cycle segregation, the central reservation and level differences along Upper and Lower Thames Street, it is not possible to provide dedicated cycle access to all of the side roads on the southern side. A waiting area has been provided at Upper Thames Street/ Cousin Lane to allow cyclists to leave the cycle track and access the southern side of Upper Thames Street.

Requests for semi-segregation or mandatory cycle lanes

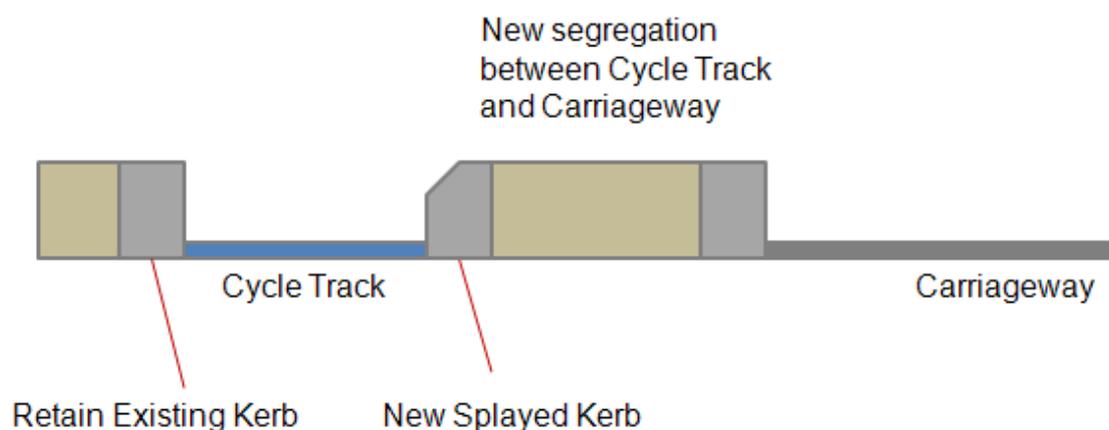
During design development, a number of stakeholders queried whether lighter infrastructure – for example, mandatory cycle lanes – would alleviate impacts on traffic. In the majority of cases a similar reduction in capacity would be required for dedicated mandatory cycle lanes (which comprise only coloured surfacing and lines) as for segregated infrastructure, with the latter offering substantially greater benefits, particularly for the “near market” (those with high potential to start cycling, but do not yet do so). Data recently collected from the fully segregated CS2 between Bow and Stratford showed 95 per cent of cyclists in the PM peak used the segregated facilities.

As outlined above, we believe full segregation is the most appropriate way of ensuring cycle safety and encouraging new cyclists on this route given the nature of the roads it would serve. The route would also form the backbone of the Cycle Superhighway network and arguably become the UK’s flagship cycle route. Semi-segregation would provide less physical protection, and would increase the chances of the route being blocked by parked vehicles.

Angled kerbs:

We will use angled/splayed kerbs wherever we are laying new kerblines - generally on one side of the track - thereby providing additional effective width for cyclists. We will also install angled kerbs at some existing kerblines – for instance where cycle track width is constrained.

Angled kerbs (see diagram below) provide a sloped rather than a perpendicular edge between the cycle track and footway or segregating island. This enables cyclists to safely cycle closer to the kerb edge, maximising the effective width of the cycle track



Requests for peak-only cycle lanes

As outlined above, we believe segregation is the most appropriate way of ensuring cycle safety and encouraging new cyclists on this route. Peak-only cycle lanes would not be possible on a segregated route.

Furthermore, the possibility of sharing the route with motorists at certain times could deter potential cyclists, as well as detracting from TfL and the Mayor's aim of making cycling a normal part of everyday life, undertaken by a broad range of people at different times of the day.

We are satisfied the proposals strike an appropriate balance between the needs of cyclists and other road users

Width of cycle tracks

Overall widths:

We have generally designed the two-way cycle track to be between 3 and 4 metres wide. The track has been designed to allow cyclists to overtake one another wherever possible. The nature of the two-way track also offers a degree of flexibility in allowing cyclists to use the other side of the track to overtake when there are no oncoming cyclists.

One-way tracks on the route are generally 2 metres wide, which also provides enough space for cyclists to overtake one another.

Pinchpoints at start of segregation on one-way cycle tracks:

The London Cycling Campaign (LCC) and others expressed concern at sections of one-way track narrowing at the start of segregated stretches in order to accommodate traffic bollards. The bollards are present to alert road users to the beginning of the segregated stretch. We are exploring other ways of achieving this which would allow a wider cycle track.

As outlined above, we will use angled kerbs wherever we are laying new kerblines - generally on one side of the track - thereby providing additional effective width for cyclists.

Two-way cycling

Two-way cycle tracks operate successfully elsewhere in London (including on Cycle Superhighway Route 3), the UK and worldwide. They have been chosen for the East-West Cycle Superhighway for the following reasons:

Use of space:

Introducing a two-way track on one side of the road allows for a more efficient use of space compared to introducing two single direction cycle tracks on either side of the road.

If two one-way tracks were introduced on either side of the road, these would require twice the amount of segregation and would result in additional reduction in road space or footway.

The two-way track also provides space for a wide segregating island on parts of the route, which allows us to incorporate kerbside activity such as parking and loading (including cycle parking).

Less impact on kerbside and side roads:

A two-way track means we often only need to affect kerbside access on one side of the road. As above, it also gives space for a wider segregating island on which kerbside activity can take place.

Operation of junctions:

It is more efficient to manage cycle movements through junctions with a two-way cycle track. The two-way track contains cyclists in one area, making it easier to hold turning traffic back. Cyclists will run with ahead traffic which will increase the green light time for cyclists, as the ahead traffic is generally the larger flow.

Flexibility to accommodate 'tidal' flows of cyclists:

Cyclist flows can be tidal - in peak hours, there is often a dominant movement either entering or leaving central London. Cyclists going in the 'peak' direction would have more available space compared to if a one-way track was used. A two-way track allows cyclists to overtake, which is important when providing for different types of cyclists (i.e. the faster commuter and the slower tourist cyclists).

Risk of 'dooring' where cycle track passes parking and loading provision:

Along Victoria Embankment we will remove the existing paid parking to reduce the interaction with parked vehicles and passing cyclists.

Where we have considered it necessary to retain parking and loading, we have taken one of two approaches.

1. Inset the parking or loading into the cycle segregation island: This will only be done where the island is at least 3 metres wide, allowing for an adequate 'buffer' between the edge of the parking/ loading bay and the cycle track.
2. Provide an 'on-carriageway' parking or loading bay: This will be done where the segregation is not wide enough to accommodate an inset bay, or where there is coach provision and passengers require a waiting area to board and alight from.

We are satisfied that our design minimises the risk of 'dooring'. However, as an additional measure in response to concerns raised in consultation, we are investigating use of markings or contrasting surfacing at parking and loading bays to remind drivers, passengers and cyclists to look out for one another.

Pedestrian crossings

Please [click](#) here for our approach to the provision of pedestrian crossings on the East-West Cycle Superhighway.

Surfacing

Colour:

The East-West Cycle Superhighway will generally be surfaced with the same black asphalt used for the general carriageway. This will provide a high quality surface for cycling in keeping with the heritage and conservation status of much of the route. It will also provide a clear distinction between the footway and carriageway (as will the standard height kerbs). The perceived and actual safety benefit of coloured surfacing is significantly reduced where cyclists are separated from motor traffic by physical measures and/or signal control, and coloured surfacing is therefore not deemed necessary for most of the East-West Cycle Superhighway.

We are investigating the use of light grey surfacing and on-carriageway markings at certain junctions in order to clearly indicate the route for cyclists.

Smoothness:

Asphalt will provide a smooth surface for cyclists. We are also resurfacing many sections of the cycle route, as well as some sections of the whole carriageway (e.g. Victoria Embankment). Following comments received in consultation, we are currently considering the use of smooth 'sinusoidal' profiles on raised crossing points. We will continue to consider the suggestions made by Wheels for Wellbeing and others as we finalise the designs.

Skid resistance:

All surface materials used on the routes will meet the appropriate standards for skid resistance. High Friction Surfacing will be used at all high risk sites – for example, approaches to pedestrian crossings, roundabouts and major junctions.

Junction designs for cyclists

Cycle 'early-start' signals:

The design of cycle early-start signals allows cyclists to wait ahead of other traffic before proceeding through the junction before motorists are given a green light. A dedicated light in the cycle feeder lane holds cyclists at red when other traffic is moving through the junction, thereby eliminating the potential for conflict with turning vehicles. Monitoring of 'early-start' signals at Bow roundabout has shown them to be effective at addressing the left turn conflict that they were designed to address.

Cyclists will be allowed enough time to safely move away from the signals before other traffic is given a green light. The exact amount of time given will depend on the specific circumstances of each junction, and can be altered by TfL to ensure safe and effective operation.

All feeder lanes into early-start junctions are at least 1.5 metres wide, with the majority wider than this. This makes them suitable for the majority of non-standard bikes such as trikes and cargo bikes. We will use angled kerbs to increase the effective width of cycle lanes.

Requests for alternative junction designs to 'early-start' facilities:

We are satisfied that the cycle early start provides the most appropriate solution to separating cycle and traffic movements at the locations where they are planned on the East-West route. Cyclists are able to fill the large waiting areas ahead of other traffic, allowing them to clear the junction more quickly than if they were queuing in a single file signalised cycle track.

Requests for wider use of 'hold-the-left' junctions

Each junction is designed according to its relative traffic movements and flows. On the East-West Cycle Superhighway we have proposed 'hold-the-left'-style arrangements at a number of signalised junctions, including Fish Street Hill, Arthur Street and Puddle Dock, where turning traffic is held back whilst cyclists progress through the junction. However, it is not the most appropriate solution for all junctions. Please see the relevant section of this appendix for our response to comments about specific junctions.

Requests for 'simultaneous green'

Some respondents requested 'simultaneous green' signalised junctions, where cyclists are given a dedicated green signal to move in all directions across the junction whilst other traffic is held at red. This design is not permitted by Department for Transport regulations. TfL would also have concerns about the traffic impacts of such junctions, and they are not planned for introduction on the East-West Cycle Superhighway.

Requests for 20mph speed limits

We are considering a 20mph speed limit on Castle Baynard Street (Section 4) and are in discussions with the City of London, the highway authority for this road. Any change to the speed limit would be subject to further consultation.

20mph speed limits are not currently planned for other sections of the East-West route. TfL is currently trialling 20mph speed limits on two north-south routes on the TLRN through the City of London (including Blackfriars Bridge and London Bridge). These trials will help identify other parts of our network where speed limits could be changed in the future as we continue to support the Mayor's aim to grow cycling and reduce casualties while keeping London moving.

Appendix C2 – TfL response to issues commonly raised (issues relating to individual sections of route)

Section 1: Tower Hill gyratory

Changes to the proposals for Section 1:

Following concerns raised in consultation we have made changes to the design of this section of the East-West Cycle Superhighway. These include:

Changes to the junction of Tower Hill/ Minories/ Shorter Street to provide two westbound traffic lanes:

In response to concerns about the traffic impact of the proposals, we have made changes to the design to retain two westbound traffic lanes from the Minories slip road and along Tower Hill to improve traffic flow. These, along with other design changes elsewhere on the route, retain the proposed kerb-segregated cycle track and cycle-separated junctions, but reduce the most significant delays to general traffic and the scheme's impact on other road users. The changes are:

- Removal of the previously-proposed footway widening on the Minories slip road
- Reduction of the footway on the south western corner at the bus/ coach stop by up to 1.7 metres. We will redesign the existing grassed area to ensure the existing footway width of 2.9 metres is maintained
- Reduction of the footway on the northern kerb at the bus/ coach stop bypass by up to 1.4 metres to provide two westbound traffic lanes and reduce the impact on journey times for general traffic. The new footway will be a minimum of 3 metres wide
- Changes to the proposed staggered pedestrian crossing alignment over Tower Hill. The pedestrian crossing will be simplified from the existing four crossing movements to three movements (as opposed to the two crossing movements originally proposed)

Other design changes include:

- New kerbed island within the Shorter Street/ Mansell Street/ Royal Mint Street junction to protect cyclists as vehicles enter Royal Mint Street
- Simpler 'straight across' pedestrian crossing at the western end of Shorter Street, allowing pedestrians to cross the cycle track and bus lane in one movement (the previous proposals included a pedestrian island between the bus lane and cycle track)
- We are reviewing the layout at the exit of Shorter Street/ Minories to try to retain the tree on the north eastern corner

- We are investigating the use of blue or light grey surfacing and on-carriageway markings across Minories and Mansell Street. Light grey surfacing is also being considered at other locations where there is no segregation in order to clearly indicate the route for cyclists
- Other minor design changes

Please click [here](#) for a diagram showing the changes to Tower Hill

These, along with other design changes elsewhere on the route, retain the proposed kerb-segregated cycle track and cycle-separated junctions, but reduce the most significant delays to general traffic and the scheme's impact on other road users.

Apart from the above changes, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to roads not controlled by TfL will also be subject to formal approval from the relevant Highway Authority.

This chapter sets out our response to issues commonly raised in consultation relating to Section 1 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals.

Response to issues commonly raised for Section 1

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Closure of Shorter Street to general traffic

We intend to proceed with the closure of Shorter Street to general traffic.

The East-West Cycle Superhighway uses Shorter Street to connect to the existing and well-used Barclays Cycle Superhighway Route 3 (CS3) on Royal Mint Street. The design provides a segregated two way cycle track and dedicated cycle phases along Shorter Street and at the junctions with Minories and Mansell Street.

There is not enough space on Shorter Street to provide two traffic lanes and a segregated cycle track, so one traffic lane must be reallocated to introduce the cycle track.

If general traffic were permitted to use the single bus lane on Shorter Street, more green light time would need to be given to the Shorter Street exit into Minories to ensure queuing vehicles could clear the junction. As a consequence, less green time would be permitted for other key movements of the gyratory and its efficiency and resilience would be reduced. There would be considerable risk of queuing traffic blocking the exit on the Mansell Street southbound approach, affecting the operation of the Tower Hill gyratory and resulting in greater holding of traffic on approach corridors on the TLRN and borough road network. Banning the right turn from Mansell Street into Shorter Street therefore allows for the efficient operation of the Tower Hill gyratory and reduced local and wider queuing.

Westbound motorists who currently turn right into Shorter Street would need to approach the Tower Hill junction from East Smithfield or use a different route.

Bus stop bypass

Based on our research and the experience of other countries (International Cycling Best Practice Study), we consider bus stop bypasses to be a viable design option and we support their use at appropriate locations throughout London. Please click [here](#) for our position on the general use and design of bus stop bypasses.

We have carried out pedestrian modelling on these changes, which has shown there is no expected pedestrian crowding issues at any of the crossing facilities, on the bus stop island or where the footway will be narrowed. The bus stop bypass should provide a clearer path for pedestrians on the main footway by providing a dedicated waiting area for bus and coach passengers.

Access between the East-West Cycle Superhighway and other routes (including Tower Bridge, CS2 and CS3)

We have provided a new 2 metre mandatory cycle lane for cyclists travelling north from Tower Bridge and joining either CS3 or the East-West route at the junction with Shorter Street/ Royal Mint Street. A new traffic island has been provided to separate cyclists from right turning exiting vehicles from Mansell Street into Royal Mint Street. Following consultation, we have also provided a new kerbed island within the junction to protect cyclists as vehicles enter Royal Mint Street.

Cyclists travelling south from Royal Mint Street and Shorter Street will be released in their own traffic phase, separate from general traffic.

New Advanced Stop Lines (ASLs) for cyclists have been provided on the northbound Minories to assist cyclists wanting to travel north within the carriageway.

Some respondents requested further cycling provision on the approaches to Tower Hill gyratory, particularly coming from the south on Tower Bridge Road. We plan to improve cycle provision in the area around Tower Gateway, north of Tower Bridge. A range of options are being considered to link existing cycle routes in the area, including Cycle Superhighway Route 3 and the East-West Cycle Superhighway.

Footway space and pedestrian crossings

As outlined above, we have made changes to our original proposals in order to create space for two westbound traffic lanes:

- The footway on the south western corner at the bus/ coach stop will be reduced by up to 1.7 metres. We will redesign the existing grassed area to ensure the existing footway width of 2.9 metres is maintained.
- The footway on the northern kerb at the bus/ coach stop bypass will be reduced by up to 1.4 metres. The new footway will be a minimum of 3 metres wide. The introduction of a 2.5 metre bus/ coach platform should help to relieve some pedestrian congestion in this area by providing a dedicated space away from the footway for coach and bus passengers to wait.

We have carried out pedestrian modelling on these changes, which has shown there is no expected pedestrian crowding issues at any of the crossing facilities, on the bus stop island or where the footway will be narrowed. The bus stop bypass should provide a clearer path for pedestrians on the main footway by providing a dedicated waiting area for bus and coach passengers.

The pedestrian crossing over Tower Hill at the junction with Minories will be simplified from the existing four crossing movements to three movements (as opposed to the two crossing movements originally proposed).

We have changed the design to provide a 'straight-across' pedestrian crossing at the western end of Shorter Street, allowing pedestrians to cross the cycle track and bus lane in one movement (the previous proposals included a pedestrian island between bus lane and cycle track)

The design at Royal Mint Street should mean less interaction between pedestrians and cyclists on the footway, owing to the provision of a segregated two-way cycle track and dedicated cycle phases along Shorter Street and at the junctions with Minories and Mansell Street. Cyclists leaving CS3 on Royal Mint Street will now be held at a cycle

specific traffic light within the cycle track on the carriageway (as opposed to on the footway as currently exists).

Removal of trees

Two trees will need to be removed at the Tower Hill gyratory:

- Two small trees will need to be removed at the exit of Tower Hill. These trees are currently located on a pedestrian refuge island that will be removed in order to introduce the cycle track
- Following consultation, the cycle track has been re-aligned between Tower Hill and Shorter Street to avoid the mature trees on the footway on Shorter Street. It is proposed the cycle track will be raised for a short length to ensure tree roots are not damaged during construction. Further investigation is required, but we hope to be able to avoid removing the one tree we would have removed here.

We are working to identify potential locations for planting new trees and improvements to existing planted areas in the locality.

Cycle crossings across Mansell Street and Minories

We are investigating the use of contrasting surfacing and on-carriageway markings across Minories and Mansell Street and other locations where there is no segregation in order to clearly indicate the route for cyclists.

There is a slight kink in the cycle track across Minories to avoid the need to cut down additional trees and divert millions of pounds worth of underground utility cables.

We are maintaining the yellow box at the junction of Shorter Street/ Mansell Street/ Royal Mint Street to help avoid vehicles blocking across the junction.

Section 2: Lower Thames Street - Tower Hill

Changes to the proposals for Section 2

Following concerns raised in consultation we have made changes to the design of this section of the East-West Cycle Superhighway. These include:

Tower Hill

- We have reviewed the original footway reduction proposals at Tower Hill in order to provide as much footway space as possible. The minimum footway will increase from 2 metres to 2.4 metres

- We have widened the pedestrian crossing over Tower Hill at the junction with Trinity Square from 8 metres to 10 metres
- We also continue to consider stakeholder requests for an additional pedestrian crossing opposite the Tower of London.

Byward Street/ Great Tower Street/ Lower Thames Street

- We are investigating a trial removal of the existing bus gate on Great Tower Street. This would allow cyclists to turn into Great Tower Street from the cycle track on Lower Thames Street rather than from the footway, reducing interaction with pedestrians.
- We are investigating whether the existing pedestrian crossing on Lower Thames Street could be realigned to better cater for the pedestrian desire line

Fish Street Hill

- We have reintroduced the previously banned left turn from Upper Thames Street into Fish Street Hill. However, we need to retain the banned right turn from Fish Street Hill into Lower Thames Street. Please see below for further details.

Please click [here](#) for a diagram showing the changes to Tower Hill

Apart from the above changes, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to City of London highway will also be subject to its formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 2 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals.

Response to issues commonly raised for Section 2

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the

likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Banned turns at Trinity Square

We intend to proceed with the banned turns at Trinity Square (except cycles).

We need to ban the left turn from Byward Street and the right turn from Tower Hill into Trinity Square (making Trinity Square exit only) in order to maximise green light time for the heaviest flow of traffic moving along Tower Hill-Byward Street.

If either one of these turns were reinstated, an additional traffic light stage would be needed, reducing the available green time for all road users – general traffic, pedestrians and cyclists, which would result in increased queuing at this location.

In addition, reinstating either of these turns would likely result in one westbound ahead traffic lane being removed, as additional space would be required for a turning lane. This would reduce the traffic capacity and result in significant increased queuing in the local and wider area.

The proximity to the Tower Hill gyratory means we need to ensure westbound traffic can flow through the Trinity Square and Great Tower Street junctions. If additional traffic stages were introduced it would create queuing into the Tower Hill gyratory and delay traffic from The Highway and the 'Inner Ring Road' (Tower Bridge Road and Mansell Street). This in turn would affect the wider network towards east London and on the Inner Ring Road.

We are continuing discussions with key stakeholders including the City of London to investigate supporting measures for the Trinity Square area to help address concerns expressed in consultation relating to safety, extra traffic on local roads, resilience and the pedestrian environment.

Pedestrian crossings and footway

Footway widths:

The existing carriageway on Tower Hill is not wide enough to accommodate a cycle track, two westbound traffic lanes and an eastbound traffic lane. We therefore need to narrow the footway in places on both sides of Tower Hill to make room for the new cycle track. A minimum width of 2.4 metres on the northern footway and 2.7 metres on the southern footway would be retained. We are also reviewing the existing street furniture in this area and will look to de-clutter the footway to maximise the space available for pedestrians.

We have carried out pedestrian modelling on these changes, which has shown there is no expected pedestrian crowding issues at any of the crossing facilities, on the bus stop island or where the footway will be narrowed.

Pedestrian crossings:

We have so far been unable to identify a way of introducing a new pedestrian crossing across Tower Hill owing to the limited space available. We are continuing to discuss possible opportunities for pedestrian improvements with key stakeholders, including Historic Royal Palaces.

We have been able to widen the existing pedestrian crossing across Tower Hill at the junction with Trinity Square and we are investigating whether the pedestrian crossing at Great Tower Street can be realigned to better cater for the pedestrian desire line.

Shared space:

The footway on the western side of Great Tower Street / Byward Street junction is currently shared between pedestrians and cyclists and will continue to be so. However, we are extending the footway and replacing a subway exit with a planter to create more space available to all users. The shared space will help cyclists to travel to and from the planned Quietway cycle route on Mark Lane, which is being developed by the City of London Corporation. Signage and tactile paving will alert pedestrians to the shared use area.

Shared space is provided at other smaller side roads (Cross Lane, St Dunstan's Hill, St Mary at Hill, Monument Street, Pudding Lane, Laurence Pountney Lane, Suffolk Lane, Dowgate Hill) along Upper Thames St and Lower Thames St is to provide access to / from closed side roads from / into the cycle track. These will only be for short sections of the footway where the side roads meet, and tactile paving and signage will be implemented to alert pedestrians to the potential presence of cyclists crossing their path.

Banned turns at Fish Street Hill

We have been able to reintroduce the previously-proposed banned left turn from Upper Thames Street into Fish Street Hill. This has been done by narrowing the central reservation from 3 metres to 1.3 metres, the cycle segregation from 1.5 metres to 1 metre, the cycle track from 3.7 metres to 3 metres and the general traffic lanes (which will be between 3 metres and 3.2 metres).

Left-turning traffic will be held on red when cyclists have a green light. When left-turning traffic is given a green light, cyclists will be held on red. Separating cycle movements from left-turning traffic is necessary to ensure cyclists are protected from vehicles whilst travelling through the junction. Reintroducing the left turn will however result in increased waiting times for cyclists and/ or pedestrians compared to the previous proposals.

We intend to proceed with the banned left turn from Fish Street Hill into Lower Thames Street (except cycles). The introduction of the cycle track will reduce the available carriageway space, meaning the turning circle of left-turning vehicles out of Fish Street Hill can no longer be accommodated. Our latest traffic counts show a maximum of 23 vehicles per hour undertaking this movement.

Access to side streets

Owing to the width of the cycle segregation, the central reservation and level differences along Upper and Lower Thames Street, it is not possible to provide dedicated cycle access to all of the side roads on the southern side. A waiting area has been provided at Upper Thames Street/ Cousin Lane to allow cyclists to leave the cycle track and access the southern side of Upper Thames Street.

It is not possible to provide a waiting area from the cycle track into Water Lane owing to limited space available. However, TfL is investigating whether cycle access to Tower Hill can be provided via the crossing at Great Tower Street and through the passage adjacent to the All Hallows Church.

As described above, shared space and dropped kerbs are provided to help cyclists access small side roads on the north side of the road.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Section 3: Upper Thames Street (Lambeth Hill - Arthur Street)

We will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material except for minor design changes. Proposals relating to City of London highway will also be subject to its formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 3 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals.

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Our analysis shows

that the revised scheme will have less of an impact than the previous proposals. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Queen Street Place and connections with CS7

Cycle early-start:

A cycle early-start facility will be introduced on Queen Street Place (Southwark Bridge) to assist cyclists accessing the East-West route and to continue north towards Queen Street.

Monitoring of 'early-start' signals at Bow roundabout has shown them to be effective at addressing the left turn conflict that they were designed to address. The design allows cyclists to wait ahead of other traffic before proceeding through the junction before motorists are given a green light. A dedicated light in the cycle feeder lanes holds cyclists at red when other traffic is moving through the junction, thereby significantly reducing the potential for conflict with turning vehicles.

Cyclists will be allowed enough time to safely move away from the signals before other traffic is given a green light. The exact amount of time given will depend on the specific circumstances of each junction, and can be altered by TfL to ensure safe and effective operation.

All feeder lanes into early-start junctions are at least 1.5 metres wide, with the majority wider than this. This makes them suitable for the majority of non-standard bikes such as trikes and cargo bikes. At Queen Street Place the feeder lane will be 2.5 metres wide. We will use angled kerbs to increase the effective width of cycle lanes.

Request for signal-separated / 'hold the left' junction:

A cycle early start provides the most efficient solution to separating cycle and traffic movements at this location. Cyclists are able to fill the 15 metre cycle 'reservoir' ahead of traffic, allowing them to clear the reservoir more quickly than if they were queued in a single file within a signalised cycle track.

It is not possible to provide a signal separated junction (hold the left turn) at this location without significantly reducing the already narrow footways, owing to the limited carriageway space available.

The existing layout on Queen Street Place has two northbound traffic lanes. A wide (5.8m) southbound traffic lane is required at this junction to accommodate the turning circle of large vehicles turning left from Upper Thames Street. A signal separated junction would require a segregated cycle track in addition to these two northbound traffic lanes, meaning an additional 1.1 metres would need to be created.

The existing footway on the western side of Queen Street Place is 2.7 metres wide. This footway would need to be reduced to 1.6 metres to accommodate a signal separated junction.

An additional traffic light stage would also be needed, reducing the available green time for all road users – general traffic, pedestrians and cyclists - which would result in increased queuing at this location

The additional space gained from introducing a cycle early start and reallocating one northbound traffic lane allows us to introduce a new signalised pedestrian crossing over Queen Street Place.

Access between the East-West route and Queen Street:

Cyclists will be able to join Queen Street from the East-West route using a wide dropped kerb. This movement will not be signalised.

Concerns regarding use of shared space at Queen Street and other side roads:

The shared space at side roads (St Dunstan's Hill, St Mary at Hill, Monument Street, Pudding Lane, Queen St Place, Laurence Pountney Lane, Suffolk Lane) along Upper Thames St and Lower Thames St provide access to / from closed side roads from / into the cycle track. These will exist for short sections of the footway where the side roads meet, and tactile paving and signage will be implemented to alert pedestrians to the potential presence of cyclists crossing their path.

Queen Street is an existing shared use facility where cyclists can continue northbound into the City from Cycle Superhighway Route 7 on Southwark Bridge / Queen Street Place. It operates satisfactorily, aided by the positioning of the planters to separate pedestrian and cycle paths. Some respondents requested the use of segregation at this location. However this would not be appropriate owing to the number of different movements made by both pedestrians and cyclists here.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Cyclist behaviour

Please click [here](#) for our response to concerns raised about cyclist behaviour.

Bus/coach stop bypass

Please click [here](#) for our response to general concerns about the use of bus/ coach stop bypasses.

At the bus/coach stop bypass on Upper Thames Street under Cannon Street rail bridge, the cycle track needs to narrow to 2.7 metres around the stop, owing to the limited space available (which is constrained by the bridge structure).

Arthur Street/Swan Lane junction

Banned right turn to Swan Lane:

We intend to proceed with the banned right turn into Swan Lane (except cycles). At present both east and westbound movements run together while motorists turning right into Swan Lane wait in a turning pocket in the middle of the junction before completing the turn. The segregated cycle track reduces the available carriageway space, meaning a wide enough turning pocket cannot be accommodated. Without an adequate waiting area, turning vehicles would block the main eastbound traffic movement, resulting in increased queuing.

We acknowledge that banning the turn will inconvenience some motorists. However, the numbers of vehicles making the turn is low and we have to balance this inconvenience against the need to provide safe dedicated cycling provision whilst keeping traffic moving.

Eastbound motorists who currently turn right into Swan Lane would need to approach this junction from the east. Motorists will also be able to access Swan Lane from Arthur Street following the completion of the Bank Station Capacity Upgrade scheme in 2021.

Cycle access to Swan Lane:

Cyclists turning right or left from Upper Thames Street into Swan Lane would wait at a signalised turning area on Arthur Street. We are satisfied that the waiting area is big enough for the number of cycles expected to make this movement.

Bank Station Capacity Upgrade and East-West Cycle Superhighway interim scheme:

Arthur Street will be closed to vehicles to facilitate the Bank Station Capacity Upgrade from February 2015 until 2021. This proposal has been the subject of four public consultations between 2011 and 2014, leading to TfL applying for a Transport & Works Act Order. Please visit www.tfl.gov.uk/bank-upgrade for more information.

During this time, limited access to Arthur Street from Upper Thames Street will be maintained for construction traffic. Routes for construction traffic have been agreed with the City of London Corporation, to minimise impacts and keep heavy vehicles to appropriate roads. Construction traffic will approach Arthur Street from the westbound carriageway of Upper Thames Street, and will be marshalled into the construction site by a Banksman. The Banksman will operate an on-demand right turn phase at the traffic signals, during which the Cycle Superhighway will have red signals.

Access to High Timber Street and other local roads

We acknowledge proposals to introduce traffic restrictions will inconvenience some motorists. However, we need to balance this inconvenience against the wider benefits that schemes such as the East-West Cycle Superhighway can deliver.

Motorists will be able to access High Timber Street from westbound Upper Thames Street and exit into westbound Upper Thames Street as they do at present. Motorists will not be able to turn right into Castle Baynard Street, but can turn right into Puddle Dock to continue into the City or travel east. Please see Section 4 for further details.

Section 4 - Upper Thames Street / Puddle Dock / Castle Baynard Street

Changes to the proposals for Section 4

Following concerns raised in consultation we have made changes to the design of this section of the East-West Cycle Superhighway. These, along with other design changes elsewhere on the route, would retain the proposed kerb-segregated cycle track and cycle-separated junctions, but are expected to reduce the most significant delays to general traffic and the scheme's impact on other road users. The changes include:

Possible changes to the Puddle Dock junction to provide two westbound traffic lanes through Blackfriars Underpass:

In response to concerns about the traffic impact of the proposals, we are undertaking design and traffic modelling work with the intention of retaining two westbound traffic lanes through the Blackfriars Underpass. This would likely require the following changes to the previous proposals:

- Removal of the short left turn lane from Upper Thames Street into Puddle Dock; vehicles to proceed left and ahead from a single eastbound traffic lane
- Retention of two ahead westbound traffic lanes from the exit of Upper Thames Street tunnel, through the Puddle Dock junction into the Blackfriars Underpass
- Cycle track widened from 3 metres to 3.5 metres from the exit of the Underpass to Puddle Dock
- Reduction of traffic island widths throughout the junction

Other possible design changes include:

- We are reviewing emergency service access to Castle Baynard Street, which may include providing an appropriate gap in the cycle segregation

Apart from the possible changes above and other minor design amendments, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to City of London highway will also be subject to its formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 4 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals.

Response to issues commonly raised for Section 4

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Cyclist provision on Castle Baynard Street

Castle Baynard Street has low traffic volumes, which we will reduce further by making the road local access only and prohibiting vehicle access from Upper Thames Street and Lambeth Hill.

Cyclists will be physically protected from vehicles at the entrance to Castle Baynard Street by a segregating island, which requires the removal of two trees. The single direction cycle track will be between 2 – 2.5 metres wide, meaning plenty of room for cyclists to follow the bend in the road.

Cyclists will not be physically separated within Castle Baynard Street itself owing to the low traffic flows. We are considering a 20mph speed limit on Castle Baynard Street (Section 4) and are in discussions with the City of London, the highway authority for this road. A change to the speed limit would be subject to further consultation. On-carriageway cycle logos will indicate two-way cycling, as is common on most one way streets within the City of London.

Signage and direct communication with local businesses will help to raise awareness of the presence of cyclists on Castle Baynard Street. We will also improve the lighting and urban realm to make this an attractive route for cyclists.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Puddle Dock junction

Use by cyclists:

Cyclists will access and exit Castle Baynard Street via the Puddle Dock junction, progressing through the junction whilst turning vehicles are held on a red light.

Vehicles turning left into Castle Baynard Street from the Puddle Dock slip road will give way to eastbound cyclists joining the carriageway from the cycle track. The tight radii on the slip road that leads in to Castle Baynard Street will help to slow vehicles as they enter the shared use carriageway.

We are considering whether road markings or contrasting surfacing could be used to show the continuation of the cycle route across the junction.

Puddle Dock banned turns

We intend to proceed with the banned right turn at Puddle Dock into Castle Baynard Street (except cycles).

Prohibiting this turn will help to reduce the traffic flow on Castle Baynard Street where the East-West Cycle Superhighway is routed. Our latest traffic counts show a maximum of 30 vehicles per hour making the right turn (excluding cycles).

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Cyclist behaviour:

Please click [here](#) for our response to concerns raised about cyclist behaviour.

Changes to Lambeth Hill

We intend to proceed with the banned left turn at Queen Victoria Street into Lambeth Hill (except cycles).

Lambeth Hill would be made one-way northbound to reduce the number of vehicles entering Castle Baynard Street. Our latest traffic counts show a maximum of 96 vehicles making the left turn (excluding cycles). A short two-way section would allow vehicles to turn left out of Lambeth Hill into Castle Baynard Street from service areas.

A cycle crossing area and contraflow lane would be provided on Queen Victoria Street to enable cyclists to access the East-West route from Queen Victoria Street

Removal of trees

We need to remove three trees at Puddle Dock in order to accommodate the new junction layout and cycle track:

- One tree will need to be removed at the mouth of the Puddle Dock junction. This tree is currently located within a planter on a traffic island that will be shortened in order to provide a southbound traffic lane at the junction with Upper Thames Street.
- Two small trees will need to be removed at the entrance of Castle Baynard Street. A segregating cycle island will replace these trees to provide protection to cyclists from turning traffic.

We are working to identify potential locations for planting new trees and improvements to green estate in the local area.

Access to High Timber Street and other local roads:

We acknowledge proposals to introduce traffic restrictions will inconvenience some motorists. However, we need to balance this inconvenience against the wider benefits that schemes such as the East-West Cycle Superhighway can deliver.

Motorists will be able to access High Timber Street from westbound Upper Thames Street and exit into westbound Upper Thames Street as they do at present. Motorists will not be able to turn right into Castle Baynard Street, but can turn right into Puddle Dock to continue into the City or travel east.

Section 5 – Victoria Embankment (Temple Avenue – Blackfriars)

Changes to the proposals for Section 5

Retention of two westbound traffic lanes through Blackfriars Underpass:

In response to concerns about the traffic impact of the proposals, we are undertaking design and traffic modelling work with the intention of retaining two westbound traffic lanes through the Blackfriars Underpass. This, along with other design changes elsewhere on the route, would retain the proposed kerb-segregated cycle track and cycle-separated junctions, but is expected to reduce the most significant delays to general traffic and the scheme's impact on other road users. It would likely require the following changes to the previous proposals:

- Removal of the eastbound dedicated left turn lane from Victoria Embankment onto the Blackfriars slip road, allowing vehicles to proceed left and ahead from a single eastbound traffic lane
- Reduction of the two way cycle track width within Blackfriars Underpass from 4 metres to 3 metres (narrowing to a minimum of 2.6 metres at the traffic signals)
- Reduction of island widths throughout the junction

Changes to kerbside provision and red route operating hours:

We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be

used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the possible changes above, and other minor design amendments, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to roads not controlled by TfL will also be subject to formal approvals from the relevant Highway Authority.

This chapter sets out our response to issues commonly raised in consultation relating to Section 5 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals.

Response to issues commonly raised for Section 5

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Concerns regarding the complexity of Temple Avenue and Blackfriars Bridge slip road junction and the number of traffic lights

Some respondents said the junction at Temple Avenue/ Blackfriars slip road is too complex and requires too many traffic signals.

This junction is used to cross cyclists from the southern side of Victoria Embankment onto the northern side of Upper Thames Street, and provide cycle connectivity to the North-South Cycle Superhighway via the Blackfriars southern slip road.

The junction needs to be signalised to ensure the safe movement of cyclists through the junction and across multiple lanes of traffic. The cycle track through the junction will be wide enough to ensure cyclists have adequate space to turn and exit/enter the track safely.

The traffic signals will be positioned according to TfL's Design of Signalised Junctions guidance to ensure they are clearly visible to users. TfL is in discussions with the Department for Transport regarding the use of low level cycle-specific traffic lights throughout the East-West route, including at this junction.

We will work to ensure that the junction operates as efficiently as possible, minimising delays for all users as far as is possible.

Rationale for crossing cyclists from one side of the road to the other

The East-West route runs along the southern side of Victoria Embankment and the northern side of Upper and Lower Thames Street for the following reasons:

Southern side of Victoria Embankment

- No signalised side roads: This allows us to manage cyclists separately from general traffic, meaning cyclists will often be given a green light whilst other traffic is held at red. Cyclists travelling ahead will effectively bypass many junctions, maximising the amount of cycle green time, and will only be held at red lights for pedestrian crossings. In addition, if the track was on the northern side, turning traffic would need to be held back when cyclists are given a green light, which would increase delay to vehicles and cyclists
- No unsignalised side roads or accesses: The southern side has no unsignalised roads where vehicles would turn across the path of cyclists. There are 8 unsignalised accesses on the northern side
- Pedestrian benefits: Replacing the nearside westbound traffic lane next to the river with a two way cycle track will create a more pleasant environment for pedestrians as it moves vehicles further away from the footway

Northern side of Upper and Lower Thames Street

- Few frontages on the northern side: There are few building frontages and trip attractors on the northern side, compared to multiple frontages on the southern side. This significantly limits the demand for set down and pick up, which will be impacted at this location by the single eastbound traffic lane and relatively narrow cycle segregation. This issue does not exist on Victoria Embankment where there is more carriageway space available and a wider platform is provided for set down and pick up
- Only two unsignalised side road on the northern side: This significantly reduces the need for vehicles to turn across the path of cyclists. There are 7 side roads and 11 access roads on the southern side

- **Better connectivity with the City:** We are able to provide better connectivity for cyclists to the north (the City) where multiple destinations and attractors exist. If the cycle track was on the southern side, we would need to signalise these cycle turning movements, reducing the efficiency of junctions and increasing delay for all road users

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Removal of coach parking

We are relocating approximately 50% of existing coach parking along Victoria Embankment, with the remainder consolidated to a single location near Westminster Pier.

We are working with Westminster City Council and coach organisations to confirm new locations within central London for displaced coach parking. We intend to have completed this process prior to the permanent removal of bays on Victoria Embankment.

Removal of loading bay

We are undertaking a review of the provision of parking and loading on Victoria Embankment, with the aim of addressing some of the concerns raised by local businesses and freight operators during consultation. We will consult locally and with affected parties on any revised proposals in early 2015.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Cyclist behaviour

Please click [here](#) for our response to concerns about cyclist behaviour

Concerns around changes to Blackfriars slip roads and Temple Avenue junction

Blackfriars slip roads:

Some respondents raised concerns about the closure of the southern Blackfriars slip road, saying it would make it difficult for motorists to access Victoria Embankment and could increase congestion in the area.

The Blackfriars junction will be changed as part of the North-South Cycle Superhighway, which will be constructed at the same time as the East-West route. The new design of the Blackfriars junction will allow vehicles to access Victoria Embankment using the northern slip road. The new signalised junction at Temple Avenue and the Blackfriars slip road will separate traffic and cycle movements, ensuring all users can proceed safely through the junction. These changes allow the closure of the southern slip road to traffic, which will become a cycle and pedestrian only road, providing dedicated cycle access between the East-West and North-South routes.

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impact of the proposals. The junction and approaches have been designed to accommodate expected usage. We have also made changes to the wider scheme in order to provide extra traffic capacity in key areas whilst retaining a high-quality segregated cycle route suitable for use by large numbers of cyclists. A summary of the changes we have made is available in Chapter 4 of this report

Temple Avenue:

Some respondents raised concerns about the closure of Temple Avenue, saying it would restrict local access and divert traffic on to other local streets.

The proposals involve opening up the currently-closed Carmelite Street in order to maintain access between the Temple Avenue area and Victoria Embankment/ Blackfriars Bridge. It is about 160 metres (via Tallis Street) from the exit of Temple Avenue to the exit of Carmelite Street, meaning the extra distance incurred by motorists will be very small.

Pedestrian crossings:

Closing Temple Avenue to traffic enables us to provide a new signalised cycle crossing, a new signalised pedestrian crossing, wider footway on Temple Avenue and improve the existing pedestrian crossing on Victoria Embankment. It is not possible to provide a straight across pedestrian crossing over Victoria Embankment owing to the increased delay this would cause to all road users.

We will provide a signalised pedestrian crossing over the cycle track at this junction to give pedestrians a consistent crossing facility over both the carriageway and cycle track. The pedestrian crossing will be demand dependent, so cyclists will only be given a red light if a pedestrian is waiting to cross. At other times, cyclists will be able to bypass the junction whilst general traffic is held on a red light.

TfL is trialling the use of equipment that senses when a waiting pedestrian crosses before being given a pedestrian green signal. Depending on the outcome of this trial, we will consider using the sensors on the cycle track crossings so that cyclists are not held at red lights unnecessarily.

Cyclists wanting to turn into Temple Avenue will use a dedicated signalised cycle crossing, which will be given a green light at the same time as the pedestrian crossing over Victoria

Embankment. Cyclists will wait in a cycle turning pocket, separate from the East-West cycle track. There is a limited amount of space available at this junction and we have designed the waiting pocket to be as large as possible within the space available. We feel the size of the waiting pocket is adequate for the expected number of cyclists wanting to make this movement.

Disabled parking

We are currently reviewing proposed disabled parking provision following comments received in consultation and hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Section 6 – Victoria Embankment/ Temple Place (east)

Changes to Section 6

Changes to kerbside provision and red route operating hours:

We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 6 of the proposals. Please see the first part of this Appendix for our response to issues relating to the overall proposals.

Response to issues commonly raised for Section 6

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Changes to bus and coach stops

To introduce a new segregated cycle facility along Victoria Embankment, we have had to make changes to the existing kerbside provision, including parking, loading and bus/coach stops. In this section, this includes relocating the westbound bus and coach stop W that serves Temple station about 60 metres to the east of its existing location to make room for a relocated loading bay within the segregation island.

We are currently reviewing the proposal to relocate the eastbound bus and coach stop N that serves Temple station by about 100 metres to the west (to Section 7) as part of the change to retain two westbound traffic lanes through Temple Place (west).

We would consult locally and with affected parties on any revised plans here.

Please click [here](#) for our response to general concerns about the potential effects of the proposals on coaches.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Cyclist behaviour

Please click [here](#) for our response to concerns about cyclist behaviour.

Changes to loading bays

We are undertaking a review of the space available for parking and loading on Victoria Embankment, with the aim of addressing some of the concerns raised by local businesses and freight operators during consultation. We will consult locally and with affected parties on any revised proposals here in early 2015.

As outlined at the start of this section, we are also proposing to increase the time available for loading on Victoria Embankment from 20 minutes to 40 minutes.

Pedestrian crossings

We will provide a signalised pedestrian crossing over the cycle track at this junction to give pedestrians a consistent crossing facility over both the carriageway and cycle track. The pedestrian crossing will be demand dependent, so cyclists will only be given a red light if a pedestrian is waiting to cross. At other times, cyclists will be able to bypass the junction whilst general traffic is held on a red light.

TfL is trialling the use of equipment that senses when a waiting pedestrian crosses before being given a pedestrian green signal. Depending on the outcome of this trial, we will consider using the sensors on the cycle track crossings so that cyclists are not held at red lights unnecessarily.

Please click [here](#) for an explanation of our overall approach to pedestrian crossings on the East-West Cycle Superhighway.

Temple Place junction

We will provide a new Advanced Stop Line (ASL) for cyclists and carriageway markings to help direct cyclists leaving Temple Place and joining the East-West cycle route. Following comments received in consultation we have changed the location of the carriageway cycle logos on Temple Avenue to encourage a more primary riding position into the ASL.

The width of the entry gap in the cycle segregation is 3 metres, which we feel is adequate to enable safe entry into the East-West cycle track whilst discouraging the entry of motorised traffic. We have also provided a waiting pocket to assist cyclists merging into the main track.

We will also widen the footways on Temple Place to provide more space for pedestrians and tighten the radius of the left turn into Victoria Embankment. The radius has been designed to ensure the turning circle of large vehicles is still accommodated.

Relocation of Barclays Cycle Hire docking station

The docking station from Temple Avenue (Section 5) has already been relocated as part of the ongoing works at Audit House.

Access from Middle Temple Lane

Some respondents requested access for cyclists joining and leaving the scheme from Middle Temple Lane. Cycle connections have been provided at every signalised junction along Victoria Embankment, to assist cyclists joining and leaving the East-West route. It is not possible to provide dedicated cycle access from every uncontrolled side road owing to the increased delay introducing new signalised junctions would cause to all road users. Cyclists from the Middle Temple area will be able to access the East-West route from Temple Avenue and Temple Place.

Section 7 – Victoria Embankment/ Temple Place (west)

Changes to the proposals for Section 7

Following concerns raised in consultation we have made changes to the design of this section of the East-West Cycle Superhighway. These include:

Possible changes to the junction of Temple Place (west) to provide two westbound ahead traffic lanes:

In response to concerns about the traffic impact of the proposals, we intend to change the design here to provide two westbound ahead traffic lanes. This, along with other design changes elsewhere on the route, would retain the proposed kerb-segregated cycle track and cycle-separated junctions, but reduce the most significant delays to general traffic and the scheme's impact on other road users. The design is currently being reviewed, but likely changes include:

- Relocate the loading bay on the northern side of the carriageway to between two trees on the footway as a loading pad with angled kerbs
- Leave bus/coach stop W in a similar location to where it is currently, instead of relocating it as previously-proposed
- Relocate the night time taxi rank outside the Walkabout bar. It is proposed the inset loading bay could become mixed use, to allow taxis to use this space during the night time

- Possible removal of up to two trees to accommodate the new mixed use loading bay. We continue to investigate the requirement to remove these trees and hope to retain them if at all possible.
- All options under consideration are likely to require the cycle track to narrow to about 2.8 metres over approximately 60 metres. There would also be some narrowing of the northern footway and pedestrian islands. We will continue to review proposals to ensure the final design provides the best balance for all users.

We will consult locally and with any other affected parties before confirming proposals here.

Changes to kerbside provision and red route operating hours:

- We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.
- We have been able to retain the existing coach set down/ pick up and disabled parking outside Somerset House.
- We will outline final proposals in early 2015, consulting locally and with affected parties.
- Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 7 of the proposals. Please see the first part of this Appendix for our response to issues relating to the overall proposals

Response to issues commonly raised for Section 7

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Changes to parking and loading

Coach parking, loading and disabled parking at Somerset House:

As outlined above, we have been able to retain the existing coach set down/ pick up and disabled parking outside Somerset House. We will outline final proposals in early 2015, consulting locally and with affected parties.

Delivery/loading bays:

We are undertaking a review of the provision of parking and loading on Victoria Embankment, with the aim of addressing some of the concerns raised by local businesses and freight operators during consultation. We will outline final proposals in early 2015 and will consult locally and with affected parties.

As outlined at the start of this section, we are also proposing to increase the time available for loading on Victoria Embankment from 20 minutes to 40 minutes.

Disabled parking:

We are currently reviewing proposed disabled parking provision following comments received in consultation, and hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will outline final proposals in early 2015, consulting locally and with affected parties.

Motorcycle parking:

We are currently reviewing proposed motorcycle parking provision following comments received in consultation and hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will outline final proposals in early 2015 and will consult locally and with affected parties.

General parking:

We acknowledge that removing parking will inconvenience some motorists. However, in order to provide safe, segregated space for cyclists, we need to reallocate road space on Victoria Embankment whilst keeping traffic moving. This in turn requires a reduction in kerbside provision. The need to retain loading and bus and coach facilities means we have so far been unable to identify any remaining space for displaced car parking. Users of these facilities will need to find alternative parking spaces on other roads.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Pedestrian crossings

We will provide a signalised pedestrian crossing over the cycle track at this junction to give pedestrians a consistent crossing facility over both the carriageway and cycle track. The pedestrian crossing will be demand dependent, so cyclists will only be given a red light if a pedestrian is waiting to cross. At other times, cyclists will be able to bypass the junction whilst general traffic is held on a red signal.

TfL is trialling the use of equipment that senses when a waiting pedestrian crosses before being given a pedestrian green signal. Depending on the outcome of this trial, we will consider using the sensors on the cycle track crossings so that cyclists are not held at red lights unnecessarily.

Please click [here](#) for an explanation of our overall approach to pedestrian crossings on the East-West Cycle Superhighway.

Cycling provision along Garden Bridge

The Garden Bridge is being promoted by the Garden Bridge Trust, which says:

The Garden Bridge is designed to be used by everyone. Cyclists would be able to push their bikes over the bridge. However the Garden Bridge Trust want this to be a safe and pedestrian friendly environment. The concept of the bridge includes a garden; to provide a green space in the centre of London. The remaining area of the bridge deck includes

'balconies' to enjoy unique views of London and paths to cross the bridge. To provide a safe pedestrian environment it would be necessary to incorporate segregated cycle lanes or wider shared paths. This would result in a much reduced planted area and erode the benefits of the bridge as a green space.

For more information, please visit <http://www.gardenbridgetrust.org/>

Section 8 – Victoria Embankment/ Savoy Place

Changes to the proposals for Section 8

Savoy Hill area:

We are currently reviewing arrangements in the Savoy Hill area following concerns raised in consultation, including by Westminster City Council, the Confederation of Passenger Transport and The Queens Chapel of the Savoy - particularly around the proposed one-way system and the impact on coach access. Further consultation will take place if significant changes are proposed to the designs consulted on in September 2014.

Changes to kerbside provision and red route operating hours:

We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Review of conversion of zebra crossing:

Following comments received in consultation, we are reviewing our proposal to signalise the zebra crossing outside Victoria Embankment Gardens (see below).

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 8 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals.

Response to issues commonly raised for Section 8

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Savoy Place/Savoy Hill/Savoy Street changes

As outlined above, we are currently reviewing the proposals for Savoy Place, Savoy Hill and Savoy Street, including the introduction of a one way system.

Embankment/Savoy Street/Savoy Place junction

In response to stakeholder concerns over the proposed one way operation of Savoy Hill we are currently reviewing the design in this location.

Coach parking

We are relocating approximately 50% of existing coach parking along Victoria Embankment, with the remainder consolidated to a single location near Westminster Pier.

We are working with the Westminster City Council and coach organisations to confirm new locations within central London for displaced coach parking. We intend to have completed this process prior to the permanent removal of bays on Victoria Embankment.

Loading bays

We are undertaking a review of the provision of parking and loading on Victoria Embankment, with the aim of addressing some of the concerns raised by local businesses and freight operators during consultation. We will outline final proposals in early 2015 and will consult locally and with affected parties.

As outlined at the start of this section, we are also proposing to increase the time available for loading on Victoria Embankment from 20 minutes to 40 minutes.

Pedestrian crossings

We will provide a signalised pedestrian crossing over the cycle track at this junction to give pedestrians a consistent crossing facility over both the carriageway and cycle track. The pedestrian crossing will be demand dependent, so cyclists will only be given a red light if a pedestrian is waiting to cross. At other times, cyclists will be able to bypass the junction whilst general traffic is held on a red signal.

TfL is trialling the use of equipment that senses when a waiting pedestrian crosses before being given a pedestrian green signal. Depending on the outcome of this trial, we will consider using the sensors on the cycle track crossings so that cyclists are not held at red lights unnecessarily.

Along Victoria Embankment we have retained the existing staggered pedestrian crossing arrangements. Currently, the central reservation provides the pedestrian island. We will effectively move the reservation south to form the cycle segregation, and this will continue to act as the pedestrian island.

We have thoroughly investigated and evaluated each crossing. However, it is not possible to provide straight across crossings as this would reduce the efficiency of the junctions and network so staggered crossings are required at these locations

Conversion of zebra crossing to a signalised crossing:

We proposed to convert the zebra crossing into a signal controlled crossing to provide additional reassurance to pedestrians with visibility and/ or mobility impairments. However, some respondents, including Westminster City Council, requested for this to be retained as a zebra crossing, which we are currently reviewing. Regardless of the crossing type, we will proceed with our proposals to relocate it to the entrance of the Victoria Embankment Gardens, 70 metres east of its current location, to better align with the main pedestrian movements in this area.

Please click [here](#) for an explanation of our overall approach to pedestrian crossings on the East-West Cycle Superhighway.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Section 9 – Victoria Embankment/Northumberland Avenue

Changes to the proposals for Section 9

In response to concerns about the traffic impact of the proposals, we have made changes to the Northumberland Avenue junction to improve its operation and reduce the impact on general traffic. These, along with other changes to the design, would retain the proposed kerb-segregated cycle track and cycle-separated junctions, but reduce the most significant delays to general traffic and the scheme's impact on other road users. The changes are:

New proposal to ban the right turn from Northumberland Avenue into Victoria Embankment and remove a pedestrian crossing:

We are proposing to ban this turn and remove one of the three existing signalised pedestrian crossings across Victoria Embankment in this section in order to make the junction work more efficiently and reduce journey times for the dominant traffic flows in other directions. Our latest counts show a maximum of 101 vehicles per hour turning right from Northumberland Avenue into Victoria Embankment, compared to a maximum of 603 vehicles per hour making the retained right turn from Victoria Embankment into Northumberland Avenue (both excluding cycles).

Pedestrians would be able to use nearby alternative signalised crossings in either direction, with one crossing 40 metres to the south (on the other side of the junction) and another 70 metres to the north (directly outside Embankment station).

Removal or relocation of westbound bus and coach stop Y:

- Buses and coaches servicing this stop must wait in the nearside ahead traffic lane, blocking the ahead traffic flow at this busy location. Relocating the bus and coach stop away from the approach to the junction will help traffic to flow more freely.
- Bus and coach stop Y is currently used by TfL bus routes N550 to Trafalgar Square, Big Bus Tours, The Original Tour and coach routes 771,772 to Dunstable, Leighton Buzzard and Linslade, and any coaches which terminate at Victoria or Vauxhall.

- We are investigating alternative locations for these bus and coach services, and will work with Westminster City Council and coach operators and representatives to agree any new locations.

We will undertake separate consultation for these revised proposals in February 2015, once TfL Board has decided whether to go ahead with the East-West Cycle Superhighway.

Changes to kerbside provision and red route operating hours:

We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, subject to the further consultation outlined above. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 9 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals

Response to issues commonly raised for Section 9

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, including the changes at the junction with Northumberland Avenue as outlined above and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Northumberland Avenue / Embankment junction

Cyclists wanting to turn into and out of Northumberland Avenue will use a dedicated signalised cycle crossing, which will be given a green light at the same time as the pedestrian crossing over Victoria Embankment. Cyclists will wait in a cycle pocket, separate from the East-West cycle track to turn into Northumberland Avenue, and wait in a segregated cycle track next to the traffic lane to exit Northumberland Avenue. There is a limited amount of space available at this junction, and we have designed the waiting pocket to be as large as possible given this constraint.

The width of the entry and exit gaps in the cycle segregation are 3 metres, which we consider adequate to enable safe entry and exit from the East-West cycle track whilst discouraging the entry of motorised traffic. We have also provided a waiting pocket to assist cyclists merging into the main track.

A dedicated signalised cycle crossing has been provided instead of an Advanced Stop Line (ASL) for cyclists on Northumberland Avenue to ensure cyclists who proceed ahead through the junction to join the East-West route will not conflict with left-turning vehicles leaving Northumberland Avenue.

Signage will be provided to ensure cyclists are directed to use this facility prior to joining or leaving the East-West route.

Impact on coach parking and stopping

Coach parking:

We are relocating approximately 50% of existing coach parking along Victoria Embankment, with the remainder consolidated to a single location near Westminster Pier.

We are working with Westminster City Council and coach organisations and to confirm new locations within central London for displaced coach parking. We intend to have completed this process prior to the permanent removal of bays on Victoria Embankment.

Coach picking up and setting down:

The proposals retain the majority of existing coach picking up and setting down provision on Victoria Embankment. However, as outlined above, we are proposing to remove the riverside (southbound) bus and coach stop Y opposite Embankment station. This will be subject to further consultation, planned to start on 9 February 2015.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Pedestrian crossings

We will provide a signalised pedestrian crossing over the cycle track at this junction to give pedestrians a consistent crossing facility over both the carriageway and cycle track. The pedestrian crossing will be demand dependent, so cyclists will only be given a red light if a pedestrian is waiting to cross. At other times, cyclists will be able to bypass the junction whilst general traffic is held on a red signal.

TfL is trialling the use of equipment that senses when a waiting pedestrian crosses before being given a pedestrian green signal. Depending on the outcome of this trial, we will consider using the sensors on the cycle track crossings so that cyclists are not held at red lights unnecessarily.

As outlined above, we are proposing to remove one of the two existing signalised pedestrian crossings across Victoria Embankment at this junction in order to make the junction work more efficiently and reduce journey times for the dominant traffic flows in other directions. Pedestrians would be able to use nearby alternative crossings in either direction, including directly outside Embankment station.

Please click [here](#) for an explanation of our overall approach to pedestrian crossings on the East-West Cycle Superhighway.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Cyclist behaviour

Please click [here](#) for our response to concerns about cyclist behaviour

Changes to loading bays

We are undertaking a review of the provision of parking and loading on Victoria Embankment, with the aim of addressing some of the concerns raised by local businesses and freight operators during consultation. We will outline final proposals in early 2015 and will consult locally and with affected parties.

As outlined at the start of this section, we are also proposing to increase the time available for loading on Victoria Embankment from 20 minutes to 40 minutes.

Bus/coach bypasses

Please click [here](#) for our position on bus stop bypasses.

Motorcycle parking

We are currently reviewing proposed motorcycle parking provision following comments received in consultation and hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will outline final proposals in early 2015 through local consultation with affected parties.

Section 10 - Victoria Embankment / Horse Guards Avenue

Changes to the proposals for Section 10

Changes to kerbside provision and red route operating hours:

We are currently reviewing proposed kerbside provision on the Victoria Embankment. Following comments received in consultation relating to disabled parking, motorcycle parking and loading, we hope to provide equivalent spaces along Victoria Embankment to replace any bays we had proposed to remove. We will also do as much as possible to ensure loading bays are conveniently located for the businesses using them. We will outline final proposals in early 2015 and will consult locally and with affected parties.

Changes to coach parking operating hours:

Currently the coach parking operates 8.30am-6.30pm Monday to Friday, 8.30am-1.30pm Saturday. We are proposing to extend this to at any time coach parking Monday to Sunday, maximum stay 4 hours no return within 1 hour. We will continue discussions with Westminster City Council and coach operators to finalise these proposals.

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are

proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, subject to the further consultation outlined above. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 10 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals

Response to issues commonly raised for Section 10

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, including the changes outlined elsewhere in this Appendix and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Cycle lanes on Horse Guards Avenue

We intend to provide mandatory cycle lanes along Horse Guards Avenue and a new Advanced Stop Line (ASL) at the junction with Whitehall. We consider that the provision of a 2 metre mandatory cycle lane and 4 metre general traffic lane is appropriate provision for this particular road.

Horse Guards Avenue is the responsibility of the Westminster City Council, and we will continue to work with the Council to finalise the detailed design here. There may be a need

for short lengths of advisory cycle lanes to allow passengers to board and alight vehicles at entrances to buildings.

Changes to coach services

Coach parking:

We are relocating approximately 50% of existing coach parking along Victoria Embankment, with the remainder consolidated to a single location between Horse Guards Avenue and Westminster Pier.

We are working with Westminster City Council and coach organisations and to confirm new locations within central London for displaced coach parking. We intend to have completed this process prior to the permanent removal of bays on Victoria Embankment.

Coach picking up and setting down:

The proposals retain the majority of existing coach picking up and setting down provision on Victoria Embankment. However, in order to improve traffic flow, we are proposing to remove the riverside (southbound) bus and coach stop Y opposite Embankment station (see Section 9). This will be subject to further consultation, planned to start on 9 February 2015.

Please click [here](#) for an explanation of our position on bus and coach stop bypasses.

Cyclist behaviour

Please click [here](#) for our response to concerns about cyclist behaviour

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Banned left turn to Horse Guards Avenue

We intend to proceed with the banned left turn into Horse Guards Avenue from Victoria Embankment. The introduction of the cycle track reduces the available carriageway space, meaning the turning circle of left turning vehicles from Victoria Embankment can no longer be accommodated. We therefore need to ban the turn in order to introduce the cycle track. Our latest traffic counts show a maximum of 24 vehicles per hour making the left turn (excluding cycles). Banning the left turn also allows the introduction of a new signalised pedestrian crossing on Horse Guards Avenue.

Horse Guards Avenue / Embankment junction

Cyclists wanting to turn into and out of Horse Guards Avenue will use a dedicated signalised cycle crossing, which will be given a green light at the same time as the pedestrian crossing over Victoria Embankment. Cyclists waiting to turn into Horse Guards Avenue will wait in a cycle turning pocket, separate from the East-West cycle track. There is a limited amount of space available at this junction and we have designed the waiting pocket to be as large as possible given this constraint. Cyclists exiting Horse Guards Avenue will use a mandatory cycle lane, segregated at the stop line, next to the traffic lane.

The width of the entry and exit gaps in the cycle segregation are 3 metres, which we feel is adequate to enable safe entry and exit from the East-West cycle track whilst discouraging the entry of motorised traffic. We have also provided a waiting pocket to assist cyclists merging into the main track.

A dedicated signalised cycle crossing has been provided instead of an Advanced Stop Line (ASL) for cyclists on Horse Guards Avenue to ensure cyclists who proceed ahead through the junction to join the East-West route will not conflict with left turning vehicles leaving Horse Guards Avenue.

Signage will be provided to ensure cyclists are directed to use this facility prior to joining or leaving the East-West route.

Pedestrian crossings

We will provide a signalised pedestrian crossing over the cycle track at this junction to give pedestrians a consistent crossing facility over both the carriageway and cycle track. The pedestrian crossing will be demand dependent, so cyclists will only be given a red light if a pedestrian is waiting to cross. At other times, cyclists will be able to bypass the junction whilst general traffic is held on a red signal.

TfL is trialling the use of equipment that senses when a waiting pedestrian crosses before being given a pedestrian green signal. Depending on the outcome of this trial, we will consider using the sensors on the cycle track crossings so that cyclists are not held at red lights unnecessarily.

Please click [here](#) for an explanation of our overall approach to pedestrian crossings on the East-West Cycle Superhighway.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Section 11 - Victoria Embankment / Westminster Bridge

Changes to the proposals for Section 11

In response to concerns about the traffic impact of the proposals, we have made changes to the Westminster Bridge junction to improve its operation and reduce the impact on general traffic. These are:

New proposal to release vehicles from Victoria Embankment into Bridge Street at the same time as cyclists travelling into and out of Victoria Embankment

- An over-runnable island and carriageway markings will be provided to create additional space between cyclists and vehicles
- The banned left turn for motorists from Victoria Embankment into Westminster Bridge will prevent conflict between cyclists and turning motorists

Changes to coach parking operating hours:

Currently the coach parking operates 8.30am-6.30pm Monday to Friday, 8.30am-1.30pm Saturday. We are proposing to extend this to at any time coach parking Monday to Sunday, maximum stay 4 hours no return within 1 hour. We will continue discussions with Westminster City Council and coach operators to finalise these proposals.

Changes to time allowed for loading and red route operating hours:

Following requests from stakeholders, we are also proposing to increase the maximum time permitted for loading and unloading on Victoria Embankment from 20 minutes to 40 minutes. We are also proposing to increase the red route operating hours along Victoria Embankment. Currently the restrictions apply 8am – 7pm Monday to Saturday. We are proposing to extend this to apply 7am – 7pm Monday to Sunday. Loading bays cannot be used by other vehicles at any time. We will consult locally and with affected parties before confirming these changes.

Apart from the changes described above and some other minor design alterations, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, subject to the further consultation outlined above. Proposals relating to Westminster City Council highway will also be subject to its formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 11 of the proposals. Please see the first part of this Appendix for our response to issues relating to the overall proposals

Response to issues commonly raised for Section 11

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined elsewhere in this Appendix and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Banned left turn from Victoria Embankment onto Westminster Bridge; banned right turn from Westminster Bridge into Victoria Embankment

We intend to proceed with the banned left turn from Victoria Embankment onto Westminster Bridge and the banned right turn from Westminster Bridge into Victoria Embankment.

We acknowledge concerns that banning these turns would inconvenience some motorists and mean some additional vehicles using Parliament Square. We therefore looked carefully again at the designs to see if there is any way that the turns could be retained. However, we concluded that the impact on traffic flow would be too great as additional traffic light stages would be needed at the junction.

The East-West Cycle Superhighway will be accompanied by a comprehensive traffic management plan, which will allow traffic to keep flowing at key locations such as Parliament Square. We will also provide signage in advance of this location and work with satellite navigation companies to help drivers plan the most appropriate route for their journey.

Please click [here](#) for details of our response to concerns about the overall traffic impact of these proposals and our plans to mitigate any impact.

As well as allowing the introduction of a segregated and separately-signalled cycle track, banning the turns also allows us to widen the footway on the eastern side of Victoria Embankment by up to 5.7 metres to provide much-needed extra space for pedestrians at

this busy location. The pedestrian island on Victoria Embankment would be extended from between 5.6 and 7.2 metres to between 7 and 8.6 metres wide.

Cycle provision on Westminster Bridge and at junction

Junction of Westminster Bridge / Victoria Embankment / Bridge Street:

A dedicated signalled cycle crossing will be provided for all cycle movements at the junction. A dedicated signal phase will allow cyclists to exit Bridge Street, where they can either turn into Victoria Embankment or towards the existing eastbound advisory cycle lane on Westminster Bridge.

The two-way cycle tracks on Victoria Embankment and Bridge Street will be up to 4 metres wide. A 4 metre wide track will provide an adequate width for 4 abreast cycling, allowing for overtaking in both directions with oncoming cycle traffic. The East-West route has been designed to accommodate up to 3,000 cyclists an hour.

Westminster Bridge:

Proposals for cycling infrastructure improvements on Westminster Bridge will be consulted on as part of the Better Junctions scheme at Westminster Bridge Road. Our wish is for segregation for cyclists on the bridge, subject to this being feasible. Consultation on this scheme is due to take place in summer 2015.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Cyclist behaviour

Please click [here](#) for our response to concerns about cyclist behaviour

Provision for pedestrians

Footway widening:

We will widen the footway on the eastern side of Victoria Embankment by up to 5.7 metres to provide much-needed extra space for pedestrians at this busy location. The pedestrian island on Victoria Embankment would be extended from between 5.6 and 7.2 metres to between 7 and 8.6 metres wide. We will also widen the pedestrian refuge island on Westminster Bridge from 1.8 metres to 3.4 metres to provide more space for pedestrians.

Distinction between cycle track and footway:

The East-West Cycle Superhighway will generally be surfaced with the same black asphalt used for the general carriageway. This, together with standard height kerbs, will provide a clear distinction between the footway and carriageway, meaning pedestrians will need to make a conscious decision to step from the footway and into the cycle track.

Pedestrian crossings:

Some respondents requested a new signalised pedestrian crossing across the cycle track for coach passengers in this area. Our general approach is to provide marked crossing points for pedestrians at bus stop bypasses in order to indicate the likely presence of pedestrians to cyclists. Where there is a long stretch of coach bays, dropped kerb crossings will be provided to allow for a high number of crossings in quick succession. We are also in discussion with the Department for Transport (DfT) on potential options for a variation on a zebra crossing that is more suitable for cycle tracks (without zig-zags and flashing orange lights).

A signalised crossing over the cycle track is available at the junction with Horse Guards Avenue, allowing passengers to make their way along the segregation platform, which will be designed to be clear of obstructions for this purpose.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Impact on coach and tour bus services

We are relocating approximately 50% of existing coach parking along Victoria Embankment, with the remainder consolidated to a single location between Horse Guards Avenue and Westminster Pier. We are working with Westminster City Council and coach organisations and to confirm new locations within central London for displaced coach parking. We intend to have completed this process prior to the permanent removal of bays on Victoria Embankment.

A tour bus stop will also be located on Victoria Embankment near to Westminster Pier. Crossing points will be provided over the cycle track to allow bus passengers to conveniently access the wide waiting area (between 3.5 and 4.3 metres wide) next to the carriageway.

Please click [here](#) for our response to general concerns about the potential effects of the proposals on coaches.

Alternative design proposals and routings

Suggested alternative Parliament Square proposal

Westminster City Council's Officers provided TfL with an alternative suggested proposal for the East-West route through Parliament Square. This suggestion included aligning the segregated cycle track in the centre of Victoria Embankment, close to its junction with Bridge Street and Westminster Bridge, so that cyclists could turn right from Victoria Embankment into Bridge Street without conflicting with traffic that would be allowed to turn left and right from Victoria Embankment. The cycle track would run against the northern kerb of Bridge Street and Parliament Square, and remain on the north side of Great George Street. The suggestion would reinstate the proposed banned turns at Westminster Bridge and require the relocation of the bus stop outside Westminster station to the western side of Parliament Square.

The East-West Cycle Superhighway approaches Parliament Square on the southern side of Bridge Street. This allows for a more intuitive turning movement into Victoria Embankment for cyclists, and avoids interaction with a busy bus stop and footway outside Westminster station and with loading facilities on Bridge Street

TfL will continue to discuss the proposed design on Bridge Street and Parliament Square with Westminster City Council Officers to ensure the final design provides the best balance to all users.

Alternative suggested alignment for the East-West route via Northumberland Avenue/ Trafalgar Square and The Mall

Westminster City Council Officers provided TfL with an alternative suggested design for the East-West route via Northumberland Avenue/ Trafalgar Square and The Mall.

Please click [here](#) for our response to this and other suggestions for alternative routes.

As noted above, we acknowledge the particular concerns of Westminster City Council and others relating to the potential for increased congestion on Parliament Square resulting from the banned turns at Westminster Bridge and reduction in traffic lanes on the Square itself. Whilst we are satisfied that the planned scheme would operate effectively, we will continue to work with the Westminster City Council to address its concerns here and on other roads for which it is Highway Authority.

Section 12 - Parliament Square / Great George Street

Changes to proposals for Section 12

Following concerns raised in consultation we have made changes to the design of this section of the East-West Cycle Superhighway. These, along with other design changes elsewhere on the route, would retain the proposed kerb-segregated cycle track and cycle-separated junctions along the Superhighway, but reduce the impacts for other road users. Changes include:

Cycle 'early-start' facility and widened footway no longer planned on Parliament Street:

We have decided not to implement the proposed early-start facility and wider footway in order to reduce the journey time impacts of the scheme for other road users. We are currently finalising the design for this junction, which is likely to include retaining the existing Advanced Stop Line (ASL) to allow cyclists to wait ahead of queuing traffic.

New signalised junction to allow motorist access to and from Horse Guards Road (subject to further consultation):

We are proposing a new signalised junction which would allow traffic to turn right into Horse Guards Road from Great George Street and turn left and right out of Horse Guards Road. The junction was closed to general traffic under our previous proposals. We plan to proceed with the banned left turn into Horse Guards Road from Birdcage Walk (except cycles) in order to make the junction operate more efficiently and reduce the impact on general traffic. Our latest traffic counts show a maximum of 10 vehicles per hour turning left onto Horse Guards Road in the morning and evening peaks (excluding cycles).

Revised traffic restrictions at Storey's Gate (subject to further consultation):

We are also proposing to make the northern section of Storey's Gate one-way southbound (Storey's Gate becomes entry only) in order to make the new junction design at Horse Guards Road operate more efficiently. Vehicles would be able to enter Storey's Gate from any direction but would exit via Victoria Street or Tothill Street (this means the removal of the previous proposal to ban the right turn into Storey's Gate from Birdcage Walk) Our latest traffic counts show a maximum of 42 vehicles per hour turning right onto Great George Street, 48 vehicles per hour turning left onto Birdcage Walk and 157 vehicles per hour proceeding ahead into Horse Guards Road in the morning and evening peaks (excluding cycles)

Dedicated signals for cyclists:

The new signalised junction would allow cycle and vehicle movements to be separated. Right turning traffic from Great George Street into Horse Guards Road would be held on a red light whilst cyclists proceed through the junction.

Cyclists exiting both Horse Guards Road and Storey's Gate would do so on a cycle specific green light, whilst other traffic is held on red.

Widening of segregated cycle track on Great George Street

By changing the layout of the junction of Horse Guards Road/ Birdcage Walk/ Great George Street we have been able to create additional space and widen the cycle track from a minimum of 2.7 metres to a minimum of 3 metres.

New pedestrian crossings:

By introducing a new signalised junction, we would also be able to provide two new signal controlled pedestrian crossings; one on Birdcage Walk and one on Horse Guards Road.

Further consultation:

The revised designs for the Horse Guards Road and Storey's Gate junctions will be subject to further consultation, which is planned to start on 9 February, subject to TfL Board approving the progression of the East-West Cycle Superhighway.

Next steps for Section 12:

Apart from the above changes, we will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, subject to further consultation on the new proposals at Horse Guard's Road and Storey's Gate. Proposals relating to Westminster City Council and The Royal Parks highway will also be subject to their formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 12 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals.

Response to issues commonly raised for Section 12

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

We acknowledge the particular concerns of Westminster City Council and others relating to the potential for increased congestion on Parliament Square resulting from the banned

turns at Westminster Bridge and reduction in traffic lanes on the Square itself. Whilst we are satisfied that the planned scheme would operate effectively, we will continue to work with the Westminster City Council to address its concerns here and on other roads for which it is Highway Authority.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

Comments relating to the Parliament Square cyclist gyratory and access to it

Cycle 'early-start' facilities:

Some respondents expressed concern about the need for cyclists to cross multiple lanes of traffic from Broad Sanctuary and St Margaret Street to access the cycle gyratory on Parliament Square. We are providing cycle 'early-start' facilities on both these streets to assist cyclists accessing the internal gyratory and provide signage to help cyclists navigate through the junction. The cycle reservoir will be set back 1.7 metres from the pedestrian crossing.

The design allows cyclists to wait ahead of other traffic before proceeding through the junction before motorists are given a green light. A dedicated light in the cycle feeder lane holds cyclists at red when other traffic is moving through the junction, thereby significantly reducing the potential for conflict with turning vehicles. Monitoring of 'early-start' signals at Bow roundabout has shown them to be effective at addressing the left turn conflict that they were designed to address

Cyclists will be allowed enough time to safely move away from the signals before other traffic is given a green light. The exact amount of time given will depend on the specific circumstances of each junction, and can be altered by TfL to ensure safe and effective operation.

Requests for alternative junction designs:

A small number of respondents suggested measures such as early release signals, Advanced Stop Lines and separate signals instead of an early start facility. We are satisfied a cycle early start provides the most efficient solution to separating cycle and traffic movements at these locations. Cyclists are able to fill the 15 metre cycle 'reservoir' ahead of traffic, allowing them to clear the reservoir more quickly than if they were queued in a single file signalised cycle track.

Impact on pedestrians

The design at Parliament Square provides much-desired new pedestrian crossings and footway space in this busy location.

New pedestrian crossings:

We will introduce two new signalised pedestrian crossings; one crossing on the north eastern corner and one crossing on the north western corner of the Square. These will provide dedicated, protected crossing points for pedestrians in locations where there is a known desire to cross.

The new proposals described above at Horse Guards Road would also mean we would be able to provide two new signal controlled pedestrian crossings; one on Birdcage Walk and one on Horse Guards Road. These proposals are subject to further consultation, which is planned to start in February 2015.

Pedestrian crossing times:

The changes to Parliament Square will mean that at times pedestrian waiting times will increase, although by no more than 9 seconds. We are satisfied that the impact on pedestrian waiting times is reasonable when balanced against the substantial cycle and pedestrian improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Alignment of cycle track / crossover at Great George Street

The East-West Cycle Superhighway approaches Parliament Square on the southern side of Bridge Street. This allows for a more intuitive turning movement into Victoria Embankment for cyclists, and avoids interaction with a busy bus stop and footway outside Westminster station and with loading facilities on Bridge Street.

Positioning cyclists on the northern side of Great George Street allows for a more efficient operation of the Horse Guards Road junction, enabling cyclists to continue on the East-West route by turning into Horse Guards Road in one movement.

Cyclists are moved to the northern side of Great George Street at Parliament Square. The crossing is located to ensure there is no impact or reduction to the existing pedestrian island at the Great George Street junction. The design also allows for a new signalised pedestrian crossing to be introduced onto Parliament Square itself. We intend to use a light grey carriageway surfacing on the crossing to clearly indicate the route for cyclists.

Restricted access to Horse Guards Road and Storey's Gate

As outlined above, we have revised our proposals to allow vehicle access into and out of Horse Guards Road. The revised designs also permit the previously-banned right turn into

Storey's Gate from Birdcage Walk but prohibit motorists from exiting Storey's Gate into Birdcage Walk or Great George Street. These proposals will be subject to further consultation, starting in February 2015.

Access to Cycle Superhighway Route 8 (CS8)

Some respondents have requested consideration of a cycle route between the existing Barclays Cycle Superhighway 8, which terminates at Lambeth roundabout, and the East-West Cycle Superhighway at Parliament Square. There were also requests for further protection for cyclists approaching Parliament Square from St Margaret Street.

The East-West route is aligned through Parliament Square between Bridge Street and Great George Street, therefore new cycle facilities on Millbank and St Margaret Street have not been considered as part of this scheme.

St Margaret Street and Millbank are the responsibility of Westminster City Council, and we will share with them any comments relating to their roads which do not directly relate to the East-West Cycle Superhighway proposals.

Cyclist behaviour

Please click [here](#) for our response to concerns about cyclist behaviour.

Economic impact

We have engaged with local businesses throughout the development of these proposals and are satisfied that the plans will not have an adverse impact on their operations. Please click [here](#) for our response to general concerns about the potential economic effects of the proposals.

Parliament Street/Bridge Street/St Margaret Street junction (including two-stage right turn)

The junction of Parliament Street, Bridge Street and St Margaret Street is an extremely busy one for vehicles, cycles and pedestrians.

Two-stage right turn into Parliament Street:

The physical layout of the junction constrains the amount of space available for the new segregated cycle track and we would not consider reducing footway at this location. As such there is not enough space to provide a right turning pocket within the cycle track for cyclists wanting to turn into Parliament Street from Bridge Street. Instead, we will provide a two stage right turn on the north eastern corner of Parliament Square.

Right turning cyclists will be signed to use this facility, and we intend to use light grey carriageway surfacing to help direct cyclists to the waiting area. The cycle waiting area on

the Square will be discreetly marked and the existing traffic light signal pole will be replaced by a cycle traffic light signal pole. Cyclists will be given a green light when east and westbound traffic is held on red to ensure they are unopposed as they proceed ahead into Parliament Street. We will monitor this facility after implementation.

Cyclists turning left into Parliament Street will do so from the carriageway. Cyclists approaching from the cycle tracks on Great George Street and from around the gyratory will be given a dedicated green light at the junction of Parliament Square/ Great George Street to allow them to proceed through the junction separately from other traffic and position themselves to make the left turn.

Cycle 'early-start' facility and widened footway no longer planned on Parliament Street:

As outlined above, we have decided not to implement the proposed early-start facility and wider footway in order to reduce the traffic impact of the scheme. We are currently finalising the design for this junction, which is likely to include retaining the existing Advanced Stop Line (ASL) to allow cyclists to wait ahead of queuing traffic.

Cyclists leaving the East-West route and turning into St Margaret Street:

Cyclists travelling east and west through the junction of Bridge Street/ Parliament Square/ St Margaret Street will do so separately from turning motorists. Cyclists turning left or right into St Margaret Street will do so in this traffic stage.

Impact on Westminster World Heritage site

The detailed design and material choice will be developed in close coordination with the Westminster City Council and English Heritage. New infrastructure will be minimised and high quality materials will be used to reflect the heritage status of the area.

Alternative design proposals and routings

Requests to remove gyratory:

Some respondents suggested the gyratory should be closed on one side to motorists or that the gyratory system should be completely removed. We are satisfied that the planned scheme provides significant benefits to both cyclists and pedestrians, and incorporates some of the recommendations from previously-proposed public realm schemes, such as new signal controlled pedestrian crossings. Once delivered, the changes made to Parliament Square would not preclude any future aspirations for the area.

Alternative suggested alignment for the East-West route via Northumberland Avenue/ Trafalgar Square and The Mall

Westminster City Council Officers provided TfL with an alternative suggested design for the East-West route via Northumberland Avenue/ Trafalgar Square and The Mall.

Please click [here](#) for our response to this and other suggestions for alternative routes for the East-West Cycle Superhighway.

Suggested alternative Parliament Square proposal from Westminster City Council

Westminster City Council's Officers provided TfL with an alternative suggested proposal for the East-West route through Parliament Square. This suggestion included aligning the segregated cycle track in the centre of Victoria Embankment, close to its junction with Bridge Street and Westminster Bridge, so that cyclists could turn right from Victoria Embankment into Bridge Street without conflicting with traffic that would be allowed to turn left and right from Victoria Embankment. The cycle track would run against the northern kerb of Bridge Street and Parliament Square, and remain on the north side of Great George Street. The suggestion would reinstate the proposed banned turns at Westminster Bridge and require the relocation of the bus stop outside Westminster station to the western side of Parliament Square.

The East-West Cycle Superhighway approaches Parliament Square on the southern side of Bridge Street. This allows for a more intuitive turning movement into Victoria Embankment for cyclists, and avoids interaction with a busy bus stop and footway outside Westminster station and with loading facilities on Bridge Street

TfL will continue to discuss the proposed design on Bridge Street and Parliament Square with Westminster City Council Officers to ensure the final design provides the best balance for all users.

As noted above, we acknowledge the particular concerns of Westminster City Council and others relating to the potential for increased congestion on Parliament Square resulting from the banned turns at Westminster Bridge and reduction in traffic lanes on the Square itself. Whilst we are satisfied that the planned scheme would operate effectively, we will continue to work with the Westminster City Council to address its concerns here and on other roads for which it is Highway Authority.

Section 13 – St James's Park

Consultation on proposals for cycle facilities in St James's Park will start on 9 February 2015, subject to TfL Board approval. Please visit tfl.gov.uk/cycle-east-west on or after this date for more information.

Section 14 – Hyde Park Corner

We will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, except for minor design modifications. Proposals relating to Westminster City Council and The Royal Parks highway will also be subject to their formal approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 14 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals.

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the proposals consulted on in September 2014. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts

Shared space areas

Some respondents raised concerns about the use of shared areas owing to the high volumes of both pedestrians and cyclists. At present, pedestrians and cyclists travel through Hyde Park Corner using shared crossings to access the central roundabout island, which is also a shared use space. We propose to keep this arrangement, but widen some footways to reduce pedestrian and cycle congestion and make the shared crossings simpler and wider. A wider footway would replace one of the existing 3 traffic lanes on Knightsbridge's eastbound approach to the junction.

We will also widen the footway around Wellington Arch to 6 metres to provide more space and better cater for pedestrian and cycle movements in this area. The wider footway would mean a section of the existing grassy area would be paved over.

We will also vastly improve provision for cyclists on Constitution Hill by replacing the existing horse ride with a segregated two-way cycle track, which will also create more space for pedestrians.

Wellington Arch area

The Wellington Arch area is a busy, well-used existing shared area, where our design will provide more space for all users. In order to develop proposals for this location we set up a working group consisting of the Westminster City Council, The Royal Parks, English Heritage, cycling and walking groups.

We considered physically separating pedestrians and cyclists here, but concluded it would have too great an impact on the look and feel of the area, and would require a significant amount of the grassed area to be removed. It would be extremely difficult to force pedestrians or cycles to only use their designated area, therefore marking out separate facilities could give some users a false sense of security and actually increase the potential for conflict to a greater extent than a shared area.

The proposal put out for consultation was the group's preferred option. The design opens up the area around Wellington Arch by widening the footway and encouraging cycle movement away from the existing pinch point under the Arch. The larger footway area will help to reduce the potential for conflict between cyclists and pedestrians.

Changes to Constitution Hill junction

We are removing the existing left turn slip road from Hyde Park Corner into Constitution Hill in order to create more space for pedestrians and cyclists. The design also allows them to cross in one movement between Constitution Hill and Hyde Park Corner (instead of having to break their crossing at the traffic island as at present).

This also allows us to move the crossing on Hyde Park Corner 8 metres north of its current location to better align with the new footway layout around Wellington Arch. It also lets us widen the crossing by 4.1 metres to 8.1 metres to better cater for pedestrian and cycle movements.

Traffic would still be able to turn left from Hyde Park Corner onto Constitution Hill, and would do so at the same time that other traffic on Hyde Park Corner is given a green light to continue straight ahead

Changes to Knightsbridge junction

Some respondents have raised concerns that the size of the pedestrian/ cycle island is insufficient at the junction with Knightsbridge and that the crossing should be 'straight across'. Increasing the island would require additional traffic lanes to be removed from Hyde Park Corner and the Inner Ring Road, whilst providing a straight across crossing

would take a large amount of time out of the junction for general traffic. Both of these options would have a significant impact on general traffic at this strategically-important location, and would result in increased local and wider queuing.

Some respondents requested pedestrian and cycle movements are separated at this junction. There are a number of physical and other constraints that limit the design and alignment options here. The central gate into Hyde Park is used by The Royal Family and Military for ceremonial occasions and cannot be opened for day to day use. The eastern gate is too great a distance from the junction and crossing cyclists into this gate would result in a significant delay to all road users and increased queuing.

Traffic light phasing

Some respondents requested for the traffic light phasing be adjusted to allow cyclists to travel between Hyde Park and Constitution Hill without having to stop. The traffic signals at Hyde Park Corner are finely-balanced to accommodate the high flows of multiple types of road users. Cyclists travel at different speeds across the island, and it would not be possible for the phasing to allow a continuous journey without running the risk of encouraging high speeds from some cyclists aiming to catch a green light.

Connections with Grosvenor Place, Park Lane and Piccadilly

Some respondents requested cycle facilities on the other approaches to the Hyde Park Corner junction. The East-West route is aligned through Hyde Park Corner between Constitution Hill and Hyde Park. New cycle facilities on Grosvenor Place, Park Lane and Piccadilly are therefore not planned as part of this scheme.

Some of the other roads suggested are the responsibility of Westminster City Council, and we will share with them any comments relating to their roads which do not directly relate to the East-West Cycle Superhighway proposals.

TfL and Borough partners will also be delivering a number of cycle schemes across London as part of the Mayor's Cycling Vision, including Quietways, the Central London Grid, additional Cycle Superhighways and the Mini Hollands programme.

Impact on horse ride and footway on Constitution Hill

We have worked closely with a number of stakeholders including The Royal Parks and users of the horse ride to agree these changes. Our investigations found the horse ride is not well-used and re-allocating this space will better cater for the needs of both cyclists and pedestrians in this area.

We will remove the existing cycle track on the footpath and widen the footway from around 3.2 metres to between 5.5 and 6.9 metres. The footway would be converted into shared use for pedestrians and cyclists. Cyclists would only be signed to use the footway when

the new cycle track is closed on occasion during events. We will also provide up to 410 square metres of new grass around the existing trees.

Track width of Constitution Hill

For the majority of Constitution Hill the cycle track will be about 4 metres wide. As the track approaches Hyde Park Corner it must pass through the Memorial Gates, where it narrows to between 3.3 - 2.7 metres over about 35 metres. It is not possible to widen the cycle track at this point as it is physically constrained between the Memorial.

Cyclist behaviour

Please click [here](#) for our response to concerns about cyclist behaviour

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Section 15 – Hyde Park

Subject to TfL Board approval, consultation on detailed proposals for Hyde Park will begin on 9 February 2015, based on the route alignment proposed in the September 2014 consultation. Please visit tfl.gov.uk/cycle-east-west on or after 9 February for more information.

Support for alternative/additional routes through Hyde Park

The East-West route is proposed to run through Hyde Park as it provides an attractive route between Hyde Park Corner and Lancaster Gate, with space to physically separate cyclists from other road users.

Hyde Park already has a number of cycle routes which are very popular including the Broadwalk, Serpentine Road and Rotten Row; however they're shared with a large number of pedestrians and are subject to disruption during the many events within the park.

To provide a high quality, dedicated facility for cyclists the Cycle Superhighway would follow South Carriage Drive and West Carriage Drive between Hyde Park Corner and

Lancaster Gate, providing a two-way fully separated track for cycles. This would also connect with proposed Quietway routes to Kensington and Exhibition Road.

An improved cycle track would be provided on North Carriage Drive to provide a connection between West Carriage Drive and Speakers' Corner.

Cyclists will still be able to enjoy riding on existing cycle routes within the park following the introduction of the East-West Cycle Superhighway.

Concerns proposals would increase general congestion and journey times

Subject to TfL Board approval, consultation on detailed proposals for Hyde Park will begin on 9 February 2015, based on the route alignment proposed in the September 2014 consultation. Please visit tfl.gov.uk/cycle-east-west on or after 9 February for more information.

Cyclist behaviour

TfL is working with The Royal Parks, The Royal Parks Police, Westminster City Council and park user groups to review cycling as a whole in Hyde Park, with a view to encouraging appropriate cycle speeds and behaviour in shared areas.

Please click [here](#) for TfL's response to general concerns about cyclist behaviour.

Impact on pedestrians

The proposals provide segregated space for cyclists on the traffic roads in the park and would provide an attractive alternative to other existing routes through the park which are shared with pedestrians.

On West Carriage Drive, the existing cycle tracks on the footway would be removed and replaced with a segregated two way cycle track on the carriageway, reducing the potential interaction between pedestrians and cyclists.

Suggestions that the route is not needed

The proposals for new segregated space for cyclists on the traffic roads in the park would help to improve the safety, and perception of safety, on this alignment. It would also provide an attractive alternative to the existing routes through the park which are shared with pedestrians.

Cycling is already a well-established mode of transport in the capital, and has doubled over the last decade. It currently accounts for nearly 600,000 trips a day in London. This is almost as high as the daily trips made by London Overground and the DLR combined, with cyclists now making up around a quarter of rush hour traffic in central London.

Safety, or the perception of safety, is often the main reason both would-be and existing cyclists give about why they do not cycle, or do not cycle more³. The segregated nature on the majority of the East-West route – with separation from other road users in time and space on both links and at junctions - breaks down these significant barriers: the perception that cycling is unsafe, and that there is a lack of specific infrastructure for cyclists.

Preference for alternative routes not using Hyde Park

The East-West route is proposed to run through Hyde Park as it provides an attractive route between Hyde Park Corner and Lancaster Gate, with space to physically separate cyclists from other road users. TfL acknowledges there is a demand for dedicated cycle facilities along a number of popular roads in this area. However, such routes are not within the scope of this scheme.

Some of the roads suggested by respondents are the responsibility of Westminster City Council and the Royal Borough of Kensington and Chelsea, and we will share with them any comments relating to their roads which do not directly relate to the East-West Cycle Superhighway proposals.

TfL and Borough partners will also be delivering a number of cycle schemes across London as part of the Mayor's Cycling Vision, including Quietways, the central London Grid, additional Cycle Superhighways and the Mini Hollands programme.

24 hour access

The proposed East-West Cycle Superhighway would be available for cyclists from 05:00-00:00 daily.

There is limited data on cycling demand during 00:00 and 05:00 but estimates from Cycle Hire usage data suggest that a small number of trips take place in London during that five hour period, though this is slightly higher in the summer months.

TfL and Westminster City Council are also developing 24 hour alternative routes in the area as part of the Central London Grid, for example on Quietway routes through Mayfair and Marylebone.

³ Identified through various research including annual Attitudes to Cycling surveys; Cycling in London (2008) and Cycling behavioural survey (2010)

Preference for traffic-free Hyde Park

It is The Royal Parks' aspiration to reduce the number of motor vehicles in the Royal Parks. It does not feel an immediate ban on cars in Hyde Park is considered feasible given the impact that this would have on those who currently visit by car and taxi. The implications on traffic outside the park would also need to be taken into account.

TfL would not seek to remove traffic from Hyde Park completely. The roads within the Park provide connection between Bayswater and Paddington to the north and Knightsbridge/Kensington to the south. Removing traffic would have a significant impact on the traffic network, increasing local and wider queuing.

Park signage

TfL would work with The Royal Parks to provide new signage that would help cyclists to navigate through Hyde Park.

Requests for more detail on proposals

Subject to TfL Board approval, consultation on detailed proposals for Hyde Park will begin on 9 February 2015, based on the route alignment proposed in the September 2014 consultation. Please visit tfl.gov.uk/cycle-east-west on or after 9 February for more information.

Section 16 – Lancaster Gate

Changes to proposals for Section 16

Having reviewed issues raised in consultation, we have made substantial changes to the design of this section of the East-West Cycle Superhighway to provide a more direct route for southbound cyclists. Consultation on revised proposals will begin on 9 February 2015, subject to TfL Board approval. Please visit tfl.gov.uk/cycle-east-west on or after 9 February for further information.

The new proposals include:

Two-way cycle track along the eastern side of Westbourne Street:

This would address concerns about proposed route Options 1 and 2 for southbound cyclists. It would also address concerns regarding kerbside access outside the Lancaster London Hotel. We are no longer proposing changes to Bathurst Street, Stanhope Terrace, Sussex Square or Brook Street.

Cyclists would be split from the two way track at the junction with Sussex Gardens (south) using cycle specific traffic signals. North of Sussex Gardens, two one-way cycle tracks will be provided on Westbourne Terrace, in line with the previous proposals.

Eastbound cycle track on Bayswater Road:

Southbound cyclists travelling on to Hyde Park from Westbourne Street would be routed along Bayswater Road. We are no longer proposing changes to Bathurst Street, Stanhope Terrace, Sussex Square or Brook Street.

New pedestrian crossing on Westbourne Street:

A new signal controlled pedestrian crossing would be provided on Westbourne Street at the junction with Stanhope Terrace.

Other design changes include:

- Removal of 13 parking bays on Westbourne Street
- Removal of up to 7 trees and reduction of the footway near Brook Street, on Bayswater Road and Westbourne Street to create space for the new cycle track. Further investigation is required, but we hope to be able to avoid removing up to 3 of these trees. We will also provide suitable replacements at sites agreed with Westminster City Council.

Response to issues commonly raised for Section 16

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the proposals and have made changes to the design as a result, as outlined above and in Chapter 4 of this report. Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts.

As outlined above, we will be consulting on revised proposals for Lancaster Gate in February 2015, subject to TfL Board approval. This consultation will include updated traffic modelling information reflecting the revised proposals.

Suggestions for alternative routes

Southbound cyclists continue along Westbourne Street and Bayswater Road

Our revised design includes a direct route along Westbourne Street to Bayswater Road for southbound cyclists.

Additional cycle provision along Bayswater Road

The proposals for this section include a cycle early-start facility at the junction of Bayswater Road/ Lancaster Terrace and an ASL in the eastbound traffic lane at the

junction of Bayswater Road/ Westbourne Street to assist eastbound cyclists on Bayswater Road.

The East-West route will provide segregated one-way cycle tracks on both sides of Bayswater Road between Brook Street and Westbourne Street. We will provide a segregated advanced stop line and advisory cycle lane for cyclists continuing eastbound from the Brook Street junction. We will provide a segregated advanced stop line for cyclists continuing westbound from the Westbourne Street junction.

Bayswater Road is the responsibility of Westminster City Council, and we will share with them any comments relating to their roads which do not directly relate to the East-West Cycle Superhighway proposals.

TfL and Borough partners will also be delivering a number of cycle schemes across London as part of the Mayor's Cycling Vision, including Quietways, the Central London Grid, additional Cycle Superhighways and the Mini Hollands programme.

A number of Quietway cycle routes are being planned in the City of Westminster as part of the Central London Cycle Grid to be delivered by 2016. These will use London's network of quieter streets as well as routes through parks and on canal towpaths, which will be shared with pedestrians.

The level of interventions along Quietways are expected to be lower than on the East-West Cycle Superhighway, as Quietways are not expected to be high capacity cycling routes.

Two Quietway routes are being developed in the area north of Hyde Park, connecting from the Royal Borough of Kensington to the London Borough of Camden. In the area around Lancaster Gate it is likely that these two routes will follow a shared alignment along Craven Hill, Craven Road and Sussex Gardens, via Westbourne Terrace.

'Option 3' via Stanhope Terrace: Some respondents suggested that southbound cyclists could use a largely-traffic-free Stanhope Terrace, which would be facilitated by closing Stanhope Terrace at the junction with Westbourne Street and allowing the right turn for general traffic from Bayswater Road into Hyde Park.

This option would reduce local access and permeability, particularly to Hyde Park Gardens and would require up to 42 parking bays removed: approximately 13 on Westbourne Street, approximately 18 on Stanhope Terrace, approximately 2 on Sussex Square and approximately 9 on Brook Street.

Introducing a right turn for general traffic on Bayswater Road would require an additional traffic stage at the junction with Brook Street and Victoria Gate. This would increase the delay to vehicles and increase local queuing. A relatively large number of vehicles turn into

Hyde Park at this junction, and there is a risk vehicles waiting to turn would block back into the Lancaster Gate gyratory.

Whilst traffic would be able to turn right from Bayswater Road into Hyde Park, this option would route cyclists via Stanhope Terrace and Brook Street. The cycle alignment would be less direct than the alignment for general traffic and there is a risk cyclists might choose to cycle the more direct route within the carriageway.

Cyclist behaviour

Please click [here](#) for our response to concerns about cyclist behaviour.

Cycle signals at junctions

Some respondents have requested cyclists are allowed to continue ahead or turn left at junctions without having to stop at traffic lights. Where it is possible to continue cycle movements that are not impeded by traffic we will do so through traffic light phasing. However, at most junctions there will be a signalised pedestrian crossing. When the pedestrian crossing is given a green light, it is a legal requirement that all traffic must stop to give pedestrians priority, therefore it is not possible to allow cyclists to always progress through junctions without having to stop.

Tactile paving

We will be using tactile paving on all crossings and traffic islands throughout the East-West route. On the TLRN, tactile paving will be designed according to DfT guidance on tactile paving but where the route is on Borough highway, this will be designed according to the relevant Borough guidance.

Changes to kerbside arrangements

Introducing a new segregated cycle facility through the Lancaster Gate gyratory will affect some existing kerbside facilities. Following concerns raised during public consultation, we have made substantial changes to the proposals to minimise the impact on the kerbside facilities on the western side of Westbourne Street, including loading and the taxi rank.

We have also been able to minimise the impact on parking, limiting those affected in the new proposal to Westbourne Street. The new proposals require the removal of 13 parking spaces on Westbourne Street (the same for this street as proposed in 'Option 2' in the original consultation). Our latest parking surveys suggest there is sufficient parking elsewhere locally to accommodate this removal. We are no longer proposing to remove any parking on Stanhope Terrace or Sussex Square.

TfL will continue to work alongside the Westminster City Council to investigate options to address the concerns of the Bayswater Artists regarding access to their Sunday exhibition on Bayswater Road.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Early start signals

The design of cycle early-start signals allows cyclists to wait ahead of other traffic before proceeding through the junction before motorists are given a green light. A dedicated light in the cycle feeder lane holds cyclists at red when other traffic is moving through the junction, thereby significantly reducing the potential for conflict with left-turning vehicles. Monitoring of 'early-start' signals at Bow roundabout has shown them to be effective at addressing the left turn conflict that they were designed to address.

Cyclists will be allowed enough time to safely move away from the signals before other traffic is given a green light. The exact amount of time given will depend on the specific circumstances of each junction, and can be altered by TfL to ensure safe and effective operation.

The feeder lanes are at least 1.5 metres wide, making them suitable for the majority of non-standard bikes such as trikes and cargo bikes. We will also use angled kerbs to increase the effective width of cycle lanes.

Section 17 – Westbourne Terrace

We will be recommending to TfL Board that this section of the East-West Cycle Superhighway proceeds to construction as set out in the consultation material, except for some possible minor design updates. Proposals on Westminster City Council highway will also be subject to its final approval.

This chapter sets out our response to issues commonly raised in consultation relating to Section 17 of the proposals. Please see the first part of this appendix for our response to issues relating to the overall proposals.

Concerns proposals would increase general congestion and journey times

TfL acknowledges the concerns that some organisations and individuals have expressed regarding the potential traffic impacts of the overall proposals and have made changes to the design as a result, as outlined elsewhere in this Appendix and in Chapter 4 of this report. Our analysis shows that the revised scheme will have less of an impact than the previous proposals. Please click [here](#) for more information on the traffic impact of the revised scheme.

We understand that some people will remain concerned about the potential traffic impacts of this scheme, despite the changes described above. However, we are satisfied that the impact on traffic is reasonable when balanced against the substantial safety improvements the East-West Cycle Superhighway would mean for thousands of existing cyclists and the likely growth in cycling along this route, including people who would cycle if they felt it to be safer.

Please click [here](#) for our response to overall concerns about the traffic impacts of the proposals, including how we will work to mitigate any traffic impacts

Impact on surrounding roads, including Gloucester Terrace

Traffic modelling is being revised to reflect the new proposals at Lancaster Gate and elsewhere on the route. A table of expected impacts of the revised proposals on traffic, buses, pedestrians and cyclists will be published along with the next phase of scheme consultation on 9 February 2015, subject to approval from TfL Board.

Treatment of junctions:

Westbourne Terrace has a number of unusual junction arrangements involving private service roads. The private service roads prevent us introducing Advanced Stop Lines (ASLs), as vehicles exiting the service roads would be forced to enter the ASL in front of the vehicle stop line, which is not permitted. They also prevent the cycle track segregation from continuing up to the junction as this would prevent vehicles from accessing Westbourne Terrace from the service roads.

We investigated relocating the entrance and exit points of the private service roads away from the junctions. However, this would have required applying for permission from the multiple freeholders, which was not feasible within the timescale of the East-West scheme.

The East-West route will introduce give way markings at the private service roads to clearly indicate the priority of traffic on Westbourne Terrace. The kerbed cycle track segregation will end 30 metres from the service road. A mandatory cycle lane will continue for 10 metres before the general left turn traffic lane starts 20 metres before the stop line. This distance was recommended following off street trials. Cyclists will be encouraged to take a primary position in the nearside traffic lane approaching the junction by a small kerb buildout within the mandatory lane. Road markings and a light grey surfacing is proposed through the junctions to direct cyclists and to highlight their presence to motorists.

Impact on parking/loading

The segregated cycle tracks will replace a traffic lane in both directions. If a vehicle parked within the single lane, this could block ahead traffic. Therefore, we will replace single yellow lines on Westbourne Terrace with double yellow lines and no loading. Parking and loading will need to take place in the private service roads or other local streets.

Environmental impact

Please click [here](#) for our response to concerns about the potential environmental effects of the proposals.

Cyclist behaviour

Please click [here](#) for our response to concerns about cyclist behaviour.

Construction timing

Following concerns raised by Westminster City Council and local residents, TfL is currently discussing the construction timing of the East-West Cycle Superhighway on Westbourne Terrace with the City Council. These discussions include consideration of the impact Crossrail works will have on local roads.

Continuation of route beyond Cleveland Terrace

The extent of this public consultation finished at the junction of Cleveland Terrace. We will consult on proposals north of Cleveland Terrace, including the Westway, in 2015.

Alternative routes and connections with Paddington station

TfL acknowledges there is a demand for dedicated cycle facilities along a number of popular roads in this locality. The East-West route is aligned on Westbourne Terrace in order to connect to the Westway and to provide a direct, uninterrupted, segregated route for cyclists to and from west London, as outlined in the Mayor's Vision for Cycling.

Some of the suggested roads are the responsibility of Westminster City Council and we will share with them any comments relating to their roads which do not directly relate to the East-West Cycle Superhighway proposals.

TfL and Borough partners will also be delivering a number of cycle schemes across London as part of the Mayor's Cycling Vision, including Quietways, the Central London Grid, additional Cycle Superhighways and the Mini Hollands programme.

A number of Quietway cycle routes are being planned in the City of Westminster as part of the Central London Cycle Grid to be delivered in 2016. These will use London's network of quieter streets as well as routes through parks and on canal towpaths, which will be shared with pedestrians.

The level of interventions along Quietways are expected to be lower than on the East West Cycle Superhighway, as Quietways are not expected to be high capacity cycling routes.

Two Quietway routes are being developed in the area north of Hyde Park, connecting from the Royal Borough of Kensington to the London Borough of Camden. In the area around Lancaster Gate it is likely that these two routes will follow a shared alignment along Craven Hill, Craven Road and Sussex Gardens, via Westbourne Terrace.

As part of design development of feasibility of the Central London Cycle Grid, Westminster City Council will be considering linkage of the East-West route and Quietway routes to local destinations in the area including Paddington Station.

Economic impact

Please click [here](#) for our response to concerns raised about the economic impact of these proposals.

Section 18 – Paddington - Acton

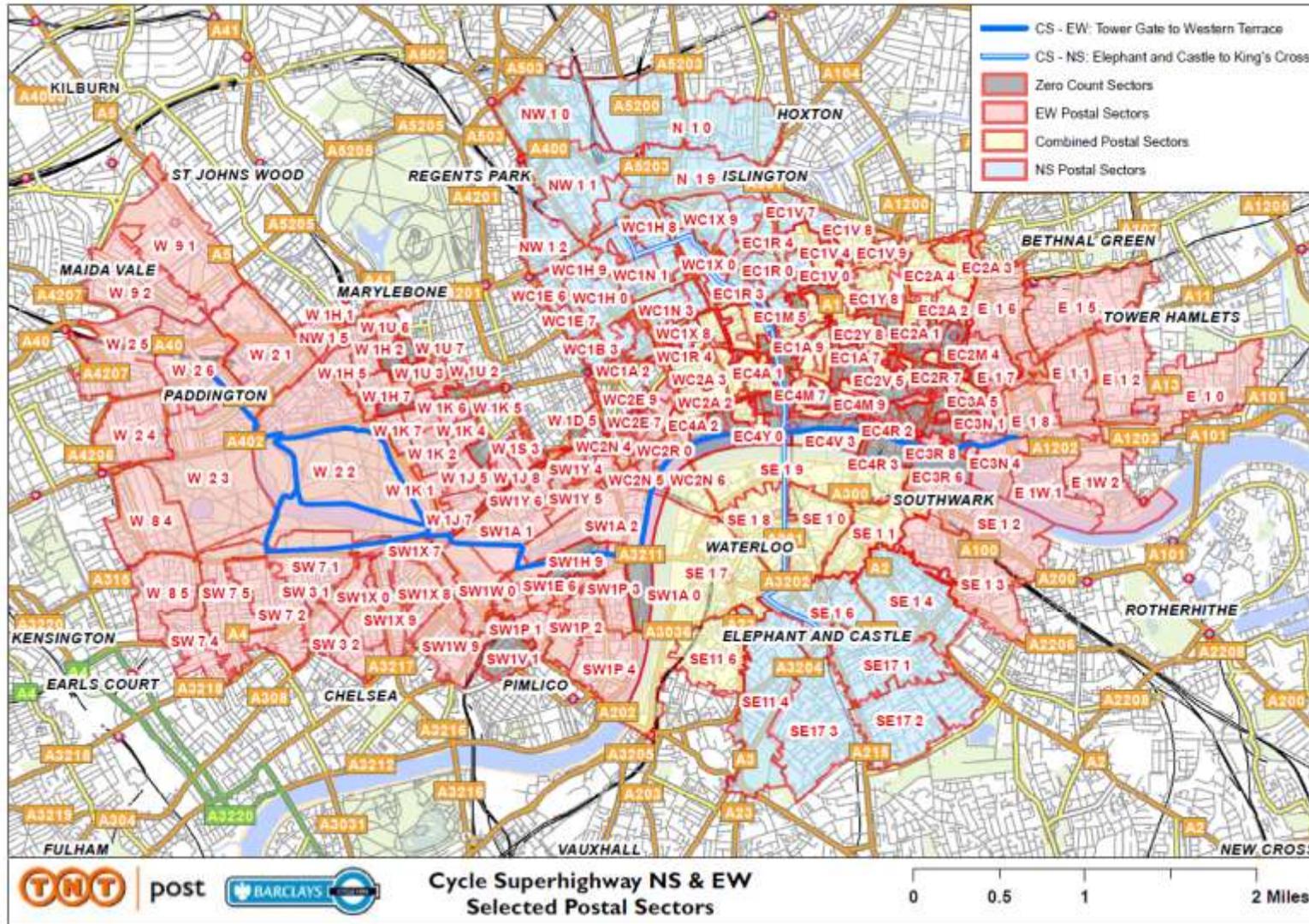
We will be consulting on proposals for Section 18 (Westway – Horn Lane) in 2015, including details of the likely traffic impact. We will consider any comments that have been submitted as part of this consultation as we continue the design process here.

Requests for alternative routes

TfL acknowledges there is a demand for dedicated cycle facilities along a number of popular roads in this locality. The East-West route is proposed to use the Westway flyover in order, to provide a direct, uninterrupted, segregated route for cyclists between west and central London, as outlined in the Mayor's Vision for Cycling.

Appendix D – Map of leaflet mailing area; link to leaflet

The consultation leaflet can be downloaded [here](#)



Appendix E – Email to people on the TfL database

[Home](#) [Plan journey](#) [Status update](#) [Cycling](#)



CYCLING



Dear,

I am writing to let you know that Transport for London would like your views on proposals for two new Cycle Superhighways through central London.

The proposed routes are as follows:

- East-West Cycle Superhighway between Tower Hill and Acton
- North-South Cycle Superhighway between Farringdon station and Elephant & Castle. North of Farringdon station, the route is planned to connect to a new 'Quietway' back-street cycle route to King's Cross. This will be consulted on at a later date

Both routes would mean changes to the road layout to create a largely segregated two-way cycle track, designed to improve safety for cyclists. We would create space for the new Superhighway by reallocating road space from other traffic and changing the operation of some junctions, including banning some turns for motorists.

For further details and to have your say, please visit tfl.gov.uk/cycle-consultations

The consultations close on Sunday 19 October 2014.

Yours sincerely,



Nigel Hardy
Road Space Management Sponsorship

Appendix F – Copy of stakeholder email

Dear stakeholder

Transport for London (TfL) is proposing two continuous, largely segregated cycle routes through central London. Our proposals have been designed to provide clear and convenient routes for cyclists, physically separated from other vehicles. We would create space for the new Superhighways by reallocating road space from other traffic and changing the operation of some junctions.

The **East-West Cycle Superhighway** would run between Tower Hill and Acton. It would start at Tower Hill, where it would connect to the existing Barclays Cycle Superhighway Route 3 (CS3), which runs east to Canary Wharf and Barking. From Tower Hill, the new route would run along Lower and Upper Thames Street, Victoria Embankment, across Parliament Square, through St James's Park, Green Park and Hyde Park, and over the Westway flyover from Westbourne Bridge to Wood Lane. From there, it would continue along the A40 Western Avenue as far as Horn Lane, Acton*. Please visit tfl.gov.uk/cycle-east-west for further details and to have your say.

**Consultation on Westway to Acton section to start at a later date*

The **North-South Cycle Superhighway** would run between Elephant & Castle and King's Cross. It would start at Elephant & Castle, where it would connect to the existing Barclays Cycle Superhighway Route 7 (CS7) at Princess Street. From Elephant & Castle the route would run along St. George's Road, through St. George's Circus, along Blackfriars Road and cross Blackfriars Bridge before connecting to the proposed East-West Cycle Superhighway on the north bank of the River Thames. It is planned to then continue to King's Cross using New Bridge Street, Farringdon Street, Farringdon Road and quieter backstreet roads. North of Farringdon station, the route is planned to connect to a new 'Quietway' back-street cycle route to King's Cross, which will be consulted on at a later date. Please visit tfl.gov.uk/cycle-north-south for further details and to have your say.

The consultations close on **Sunday 19 October 2014**.

Yours sincerely



Peter Bradley
Head of Consultation
Surface Transport
Transport for London

Appendix G – List of stakeholders emailed

3663 First for Foodservice
A.S. Watson
AA Motoring Trust
Abellio West London Ltd t/a Abellio Surrey,
ABSOLUTE PARTY CRUISES LTD
Action Disability Kensington & Chelsea
Action for Blind People
Action on Hearing Loss (formerly RNID)
Addison Lee
AECOM
Age Concern London
Age UK London
Alive in Space Landscape and Urban Design Studio
All Hallows by the Tower church
All Party Parliamentary Cycling Group
Anderson Travel Ltd,
Angel BID
Apex Hotel and Addendum Restaurant
Argall BID
Arriva Kent Thameside/Kent & Sussex, Arriva Guildford & W Sussex,
Arriva London North Ltd,
Arriva The Shires/ E Herts and Essex,
Asian Peoples Disabilities Alliance
Association of British Drivers
Association of Car Fleet Operators
Association of Guide Dogs for the Blind
Association of Town Centre Management
Association of British Drivers
AT Coaches t/a Abbey Travel,
Automobile Association
Baker Street Quarter
Barking & Dagenham Cycling Campaign
Barking & Dagenham Safer Transport Team
Barking and Dagenham
Barnet Cyclists
Barnet Safer Transport Team
Baroness Flather
BATEAUX LONDON
Bayliss Executive Travel
Baynard House Car Park
Bayswater BID
Bayswater Residents Association

BBC
Belgravia Residents Association
Best Bike Training / Cycletastic
Best Bike Training/ Cycletastic
Better Bankside
Bexley Accessible Transport Scheme,
Bexley Council
Bexley Cyclists
Bexleyheath BID
bhs bikeability
Bidvest Logistics
Big Bus
bikeworks
bikeXcite
Birmingham City Council
Blue Triangle Buses Ltd,
Borough Cycling Officers Group
Borough Cycling Officers Group (BCOG)
Brasserie Blanc
Breakspears Road Project
Brent Cyclists
Brent Safer Transport Team
Brentwood Community Transport,
Brewery Logistics Group
British American Tobacco
British Cycling
British Land
British Medical Association
British Motorcyclists Federation
British Retail Association
British School of Cycling
Bromley Cyclists
Bromley Safer Transport Team
Brookline
BT
Bucks Cycle Training
Business B Ltd t/a The Expeditional,
Buzzlines,
CABE
CABE - Design Council
Cabinet Office:
Camden Council
Camden Cyclists
Camden mobility forum
Camden Safer Transport Team
Camden Town Unlimited

Campaign for Better Transport
Campbell's
Canary Wharf Management Ltd
CAPE CUVIER LTD
Capital City School Sport Partnership
CAPITAL PLEASURE BOATS
Carlton Motors Ltd
Carousel Buses Ltd
CBI-London
CCG Central London (WESTMINSTER)
CCG City and Hackney
Centaur Overland Travel Ltd,
Central London Cab Trade Section
Central London CTC
Central London Forward
Central London Freight Quality Partnership
Central London NHS Trust
Centre for Accessible Environments
Chalkwell
Chalkwell Garage & Coach Hire Ltd,
Chartered Institute of Logistics and Transport
CHAS NEWENS MARINE
Chauffeur & Executive Assn
Chauffeur and Executive Association
Chelsea Society
Children's Society
Christopher Stephen Hunn t/a Travel with Hunny/TWH,
City Bikes (Vauxhall Walk)
CITY CRUISES PLC
City Cyclists
City of London
City of London Access Forum
City of London Police
City of Westminster
Clarkes
Cobra Corporate Services Ltd,
CoL School
Colas Volker Highways URS
COLLIERS LAUNCHES
Community Transport Association
Computer Cab
Confederation of British Industry (CBI)
Confederation of Passenger Transport
Conway AECOM
Covent Garden Market Authority

Cross River Partnership
Crown Equerry
CROWN RIVER CRUISES
Croydon
Croydon Coaches (UK) Ltd t/a Coaches Excetera,
Croydon Council
Croydon Cycling Campaign
Croydon mobility forum
Croydon North
Croydon Safer Transport Team
CRUISE LONDON
CSC
CT Plus Ltd t/a Hackney Community Transport,
CTC
CTC 'Right to Ride' Network
Cycle Confidence
Cycle Confident
Cycle Experience
Cycle Newham
Cycle Systems
Cycle Training East
Cycle Training UK (CTUK)
Cyclelyn
Cycle-wise Thames Valley
Cycling Embassy of Great Britain
Cycling Tuition
cycling4all
Cyclists in the City
Daily Express
Department for Transport
Design for London
DHL
DHL Express
DHL UK and Ireland
Dial-a-Cab
Disability Alliance
Disabled Persons Transport Advisory Committee
DNB Bank
Downing Street
E Clarke & Son (Coaches) Ltd, t/a Clarkes of London,
E J LANGLEY
E11 BID (Leytonstone)
Ealing Broadway BID
Ealing Council

Ealing Cycling Campaign
Ealing Passenger Transport Users' Group
Ealing Safer Transport Team
East and South East London Thames Gateway Transport Partnership
East End Express (X1)
East Surrey Rural Transport Partnership t/a Polestar Travel,
EDF Energy
Edgware Road Partnership
Enfield Council
Enfield Cycling Campaign
Enfield Safer Transport Team
English Heritage
English Heritage - London
Ensign Bus Company Ltd,
Enterprise Mouchel
ETOA
Evolution Cycle Training
Express Networks Forum
Express Newspapers
Federation of Small Businesses
First Beeline
First Beeline Buses Ltd,
First Group
Fitzrovia Neighbourhood Association
Fitzrovia Partnership
Freight Transport Association
Friends of the Earth
Future Inclusion
Future Inclusion/IDAG
G4S
Garratt Business Park (Earlsfield)
Gatwick Flyer Ltd,
Get Sutton Cycling
Gibson Dunn and Crutcher
GLA (Planning)
GMB
Go-Coach Hire Ltd
Golden Tours
Golden Tours (Transport) Ltd,
Greater London Authority
Greater London Forum for Older People
Greater London Forum for the Elderly
Green Flag Group
Green Line (Arriva)
Green Urban Transport Ltd,

Greenwich Cyclists
Greenwich Safer Transport Team
Guide Dogs
Guide Dogs Association
Guide Dogs for the Blind - Inner London District team
Guide Dogs for the Blind Association
Hackney Cycling Campaign
Hackney Safer Transport Team
Hainault Business Park
Hamilton-Baillie Associates Ltd.,
Hammersmith & Fulham Action on Disability
Hammersmith & Fulham Cyclists
Hammersmith & Fulham Safer Transport Team
HammersmithLondon
Haringey Cyclists
Haringey mobility forum
Haringey Safer Transport Team
Harrow Cycling Campaign
Harrow Safer Transport Team
Harrowby and District Residents Association
Hartnell Taylor Cook
Havering
Havering Safer Transport Team
Health Poverty Action
Heart of London Business Alliance
Heathrow Airport
Heritage London
hertfordshire County Council
HF Cyclists
Hillingdon Council
Hillingdon Cycling Campaign
Hillingdon mobility forum
Hillingdon Safer Transport Team
Historic Royal Palaces (HM Tower of London)
HMRC
HMS President
Honourable Artillery Company, Army Ceremonial requirements
Hounslow Cycling Campaign
Hounslow Safer Transport Team
Household Cavalry Mounted Regiment
HQS Wellington
HR Richmond Ltd t/a Quality Line,
Hyde Park Estate Association
Hyde Park Stables
IBM

ICOMOS UK
Ifs learning
Ilford Town BID
In & Around Covent Garden
In Holborn
Inclusion London
Independent Disability Advisory Group
Independent Shoreditch
Inmidtown
Inner and Middle Temple
Inner Temple institution
Institute for Sustainability
Institute of Advanced Motorists
Institution of Civil Engineers
inStreatham
Islington Cycle Action Group
Islington mobility forum
Islington Safer Transport Team
IT Skillfinder
J Brierley & E Barvela t/a Snowdrop Coaches
James Bikeability
Jeremy Reese t/a The Little Bus Company,
John Lewis Partnership
Joint Committee on Mobility for Disabled People (JCMD)
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)
Joint Mobility Unit
Keith Gould
Keltbray Limited
Keltbray Ltd (construction)
Kensington & Chelsea Safer Transport Team
Kensington and Chelsea Cyclists
Kimpton Industrial Park (Sutton)
KING CRUISES
Kings Troop
Kingston Cyclists
Kingston First
Kingston mobility forum
Kingston Safer Transport Team
Laing O'Rourke
Lambert Council
Lambeth Cyclists
Lambeth Safer Transport Team
Lancaster London Hotel

Land Securities
LCC Enfield
Leonard Cheshire Disability
Lewisham Council
Lewisham Cyclists
Lewisham Safer Transport Team
Liam O'Connor Architects
Liberal Democrats
Licensed Private Hire Car Association
Licensed Private Hire Car Association (LPHCA)
Licensed Taxi Drivers Assoc (LTDA)
Licensed Taxi Drivers Association
Line Line Coaches (TGM),
Living Streets
Living Streets - Brentwood
Living Streets - Hackney
Living Streets - Islington
Living Streets - Kings Cross (Camden)
Living Streets - Merton
Living Streets - Sutton
Living Streets - Tower Hamlets
Living Streets - Wandsworth
Living Streets Action Group
Living Streets London
Living Streets Southwark
Living Streets
Local Government Ombudsman
London ambulance Service
London Bike Hub
London Borough Hammersmith & Fulham
London Borough of Barking & Dagenham
London Borough of Barnet
London Borough of Bexley
London Borough of Brent
London Borough of Bromley
London Borough of Bromley
London Borough of Camden
London borough of Croydon
London Borough of Ealing
London Borough of Enfield
London Borough of Greenwich
London Borough of Hackney
London Borough of Hammersmith
London Borough of Hammersmith & Fulham
London Borough of Hammersmith and Fulham
London Borough of Haringey

London Borough of Harrow
London Borough of Havering
London Borough of Hillingdon
London Borough of Hounslow
London Borough of Islington
London Borough of Kingston Upon Thames
London Borough of Lambeth
London Borough of Lewisham
London Borough of Merton
London Borough of Newham
London Borough of Redbridge
London Borough of Richmond Upon Thames
London Borough of Southwark
London Borough of Sutton
London Borough of Tower Hamlets
London Borough of Waltham Forest
London Borough of Wandsworth
London Cab Drivers' Club
London Central Cab Section
London Chamber of Commerce
London Chamber of Commerce and Industry (LCCI)
London City Airport
London Civic Forum
London Climate Change Partnership
London Councils
London Cycling Campaign
London Cycling Campaign (Ealing)
London Cycling Campaign (Hammersmith and Fulham)
London Cycling Campaign (Kensington and Chelsea)
London Cycling Campaign (Lewisham)
London Cycling Campaign (Tower Hamlets)
London Cycling Campaign (Westminster)
London Duck Tours Ltd
London European Partnership for Transport
London Fire
London Fire and Emergency Planning Authority
London Fire Brigade
London First
London General
London Mencap
London Older People's Strategy Group
LONDON PARTY BOATS
London Private Hire Board
LONDON RIB VOYAGES
LONDON RIVER CRUISES LTD.
London Riverside (Rainham)

London Strategic Health Authority
London Suburban Taxi Drivers' Coalition
London Tourist Coach Operators Association (LTCOA)
London Transport Users' Committee
London TravelWatch
London Underground
London United Busways Ltd,
London Visual Impairment Forum
Lonon borough of lambeth
LoTAG
LoveWimbledon BID
LOWER THAMES & MEDWAY
LPHCA
LTCOA
M Moser associates
Marshalls
Marshalls Coaches,
Marylebone Association
MAYNARD LAUNCHES
Medway Estate Residents' Forum
Megabus/Stagecoach
Merton Council
Merton Cycling Campaign
Merton Metropolitan Police Service
Merton Safer Transport Team
Met Police
Metrobus Ltd,
Metroline Ltd
Metropolitan / City Police
Metropolitan Police
Metropolitan Police - Community Police
Metropolitan Police Service
Middle Temple institution
MIND
Ministry of Defence
Mobile Cycle Training Service
Mode Transport
Motorcycle Action Group
Motorcycle Action Group (MAG)
Motorcycle Industry Association
MP
Mullany's Coaches,
National Autistic Society
National Children's Bureau
National Express Ltd
National Grid

National Motorcycle Council
National Trust
National Trust - London
Neighbourcare St John's Wood & Maida Vale
New Addington BID
New West End Company (NWEC)
Newham Cyclists
Newham Safer Transport Team
NHS London
NHS Tower Hamlets CCG
Northbank BID
Northbank Business Improvement District (BID)
Northbank Guild
Norwood Green Residents' Association
Ocean Leisure
Ocean Youth Connexions
Olympian
Olympus Bus & Coach Company t/a Olympian Coaches,
On Demand PR & Marketing Ltd.,
On Your Bike Cycle Training
One Events
Original Tour
Orpington 1st
Oxford Tube (Stagecoach)
Oxford Tube (Thames Transit),
Paddington BID
Paddington Residents Active Concern On Transport (PRACT)
Parliament Security
Parliamentary Advisory Council for Transport Safety (PACTS)
Parliamentary Estates
Passenger Focus
Pedal4Health
Permium Tours
Phil Jones Associates
philip kemp cycle training
Pimlico FREDA
Planning Design
Porcellio Ltd t/a Meridian Duck Tours,
Port of London Authority
Premium Coaches Ltd,
Private Hire Board
Purple Parking Ltd,
Puzzle Focus Ltd
Queen Mary University of London
Queensbridge House Hotel

R Hearn t/a Hearn's Coaches,
Rabobank
RAC
RAC Foundation for Motoring
RADAR London Access Forum
Radio Taxis
Rank and Highways Representative for Unite
RB Kingston
RBKC Cycling
Red Rose Travel
Redbridge Cycling Campaign
Redbridge Cycling Centre
Redbridge Safer Transport Team
Redwing (Evan Evans)
Redwing Coaches (Pullmanor Ltd),
REEDS RIVER CRUISES
Reliance
Reliance Travel,
Residents Society of Mayfair and St James's
Reynolds Diplomat Coaches
RIB TOURS LONDON
Richmond Cycling Campaign
Richmond Safer Transport Team
RICS / Roux Restaurant
Ringway Jacobs
RIVER THAMES BOAT HIRE
RMT
RMT London Taxi branch
RNIB
RNID (Royal National Institute for Deaf People)
Road Danger Reduction Forum
Road Haulage Association
Roadpeace
Royal Borough of Greenwich
Royal Borough of Kensington & Chelsea
Royal Borough of Kensington and Chelsea
Royal Borough of Kingston Upon Thames
Royal Greenwich Cycle Training
Royal Horse Artillery
Royal Household
Royal Institute of British Architects
Royal Institute of Chartered Surveyors
Royal London Society for Blind People
Royal Mail
Royal Mews
Royal Parks

Royal Town Planning Institute (RTPI)
RS Hispaniola
Sainsbury's Supermarkets
Sardar Ali Khan t/a Red Eagle,
SCOPE
SEBRA
Sense
Sixty Plus
Sloane Robson Investment securities
Soho Society
Somerset House
South Bucks Cycle Training
South East Bayswater Residents Association
South East London PCT
South Herts Plus Cycle Training
South London Business Forum
South London Partnership
Southbank Employers Group
Southdown PSV Ltd,
Southgate & Finchley Coaches Ltd
Southwark Cyclists
Southwark Safer Transport Team
Space Syntax
Spokes Cycling Instruction
St Helen's Residents' Association
St John's Wood Society
STA Bikes Ltd.
Steer Davies Gleave
Stratford Renaissance Partnership
Stroke Association
Successful Sutton
Sullivan Bus and Coach Ltd
Supreme Court
Sussex Square Residents Association
Sustrans
Sutton Centre for Voluntary Sector
Sutton mobility forum
Sutton Safer Transport Team
Tattershall Castle
Taxi and Private hire
Team London Bridge
Technicolour Tyre Company
Terravision Transport Ltd / Stansted Transport Ltd,
Tesco
TGM Group Ltd

THAMES & ORWELL MARINE SERVICES
THAMES CLIPPERS
THAMES CRUISES
THAMES EXECUTIVE CHARTERS
THAMES LEISURE
THAMES LIMO LTD
THAMES LUXURY CHARTERS
THAMES RIB EXPERIENCE
THAMES RIVER SERVICES
Thames Tideway project
Thames Water
The Association of Guide Dogs for the Blind
The Automobile Association
The Big Bus Company Ltd,
The British Dyslexia Association
The British Motorcyclists' Federation
The Cabinet Office
The Canal & River Trust
The City of Oxford Motor Services Ltd,
The company of watermen and lightermen
The Excel Centre
The fishmongers company
The Ghost Bus Tours Ltd
The Grange City Hotel
The hung drawn and quartered
The Kings Ferry
The Licensed Taxi Drivers' Association
The Mermaid Centre
The Novotel, City
The O2
The Original London Sightseeing Tour /London Pride Sightseeing Ltd,
The Road Haulage Assoc. Ltd.
The Southwark Cyclists
The Supreme Court
The Wellington Trust
The Yacht London (Temple Pier)
Thomas's London Day Schools (Transport) Ltd
Thorney Island Society
Time for Twickenham
TNT
TOPSAIL CHARTERS
Tower Hamlets mobility forum
Tower Hamlets Safer Transport Team
Tower Hamlets Wheelers
Tower Place West Facilities Manager

Tower RNLI
Tower Transit Operations Ltd,
Traffic Police
Trailblazers, Muscular Dystrophy UK
Transport for All
Transport for Greater Manchester
Transport Initiatives
TURK LAUNCHES
Tyssen Community School Cycle Training
UK Power Networks
UK Supreme Courts
Unite
Unite The Union
Unite the Union (taxis)
University College London
University of Westminster
Universitybus Ltd t/a uno,
UPS
Urban Movement
Vandome Cycles
Vauxhall One BID
Victoria BID
VISCOUNT CRUISES/CAMPION LAUNCHES
Vision Impairment Forum
Vogt and Maguire shipbroking Ltd
Walk England
Walk London
Waltham Forest Cycling Campaign
Waltham Forest Safer Transport Team
Wandsworth - London Cycling Campaign
Wandsworth Cycling Campaign
Wandsworth mobility forum
Wandsworth Safer Transport Team
Waterloo Quarter
West London
West London Alliance
West Twyford Residents' Association
Westfield London
Westfield Shepherds Bush
Westminster Abbey
Westminster City Council Conservation Officer
Westminster Cycling Campaign
WESTMINSTER PARTY BOATS
Westminster Safer Transport Team
Westminster School

Westminster Special Events
Westway Development Trust
Wheels for Wellbeing
Whizz-Kidz
Willow Lane Trading Estate (Merton)
Wilson's Cycles
Wincanton
Woodfines
WOODS RIVER CRUISES
www.cyclinginstructor.com
X90 (Oxford Bus Co)
Young Lewisham and Greenwich Cyclists

Appendix H – Copy of LCC campaign email

TfL Consultations

Dear Transport for London

Re: Proposals for the new North-South and East-West Cycle Superhighways

I am writing in support of the above proposals.

Tens of thousands of Londoners want to use their bikes to get around. Yet many won't do so because they find our streets too dangerous to cycle. Our streets should be safe and inviting enough for Londoners of all ages and abilities to choose to cycle for everyday journeys.

While important design issues need to be addressed, and I urge you to take on board the detailed feedback from London Cycling Campaign and other cycling groups, I am in full support of:

- wide, segregated cycle tracks on roads with high volume or speeds of motor traffic, and the reallocation of road space to enable this;
- junctions that design out the possibility of cyclists being hit by turning motor traffic;
- routes that are direct and convenient, so that they are attractive to the huge number of cyclists who want to cycle.

I am aware that TfL has modelled the impact of the proposals on motor traffic, and understand that there will be traffic delays to some in the short term. However, making cycling through central London safe will bring immense long term benefits - including reduced congestion, improved air quality, and a healthier workforce.

Please make sure these plans are delivered, without delay, and make London more liveable for everyone by transforming our streets into spaces that are safe and inviting for cycling.

Kind regards

Appendix I – Cycling Works suggested template emails

1. Standard Template

([Click here](#) to open in your email client.)

To: consultations@tfl.gov.uk

CC: Andrew.Gilligan@london.gov.uk, info@cyclingworks.london

Subject: FOR CONSIDERATION – Proposals for the new North-South and East-West Cycle Superhighways

Body: Dear Transport for London,

[INSERT business name] is a leading [INSERT type of business] based in [INSERT area of London]. We provide [INSERT service] and have been based in London for over [INSERT age] years.

Like many businesses in London, a growing number of our [INSERT headcount] employees cycle to work. An even larger proportion of our team would cycle to the office if they felt comfortable and safe on the roads.

We value their safety and we want to promote active lifestyles for all our employees. We support their freedom to choose how they get to work. We also note strong evidence that more cycling increases spending in local retail businesses and lowers air pollution levels.

The kerb protected cycle lanes along the north–south and east–west routes will help us attract and retain the employees our business needs to continue to thrive. They will also make London a more attractive city in which to build and run our business.

‘Crossrail for Bikes’ is, on balance, great for our business and for London. Please make sure these plans are delivered, without delay.

Kind regards,

[Name]

[Title]

[Company]

[Postcode]

2. Retail Template

([Click here](#) to open in your email client.)

To: consultations@tfl.gov.uk

CC: Andrew.Gilligan@london.gov.uk, info@cyclingsworks.london

Subject: FOR CONSIDERATION – Proposals for the new North–South and East-West Cycle Superhighways

Body: Dear Transport for London,

As the [CEO / Partner / Sales Director] of [My Company, Inc.], I am proud of our role in the the economy of London and our local community. We sell [INSERT product] at over [INSERT store count] locations across the capital.

Like many businesses in London, a growing number of our [INSERT headcount] employees cycle to work. An even larger proportion of our team would cycle if they felt comfortable and safe on the roads.

It is also clear that more and more of our customers cycle to us. Evidence globally is overwhelming that cyclists and pedestrians spend more with local retailers and businesses than car drivers. We want to see this part of our trade grow.

We value employee satisfaction, health, and freedom and that's why we endorse the plans outlined by TfL to create new segregated routes through the heart of the city.

The kerb protected cycle lanes along the north–south and east–west routes will help us attract and retain the employees our business needs to continue to thrive. They will make London a more attractive city in which we can build and run our business.

'Crossrail for Bikes' is, on balance good, for our business and for London. Please make sure these plans are delivered without delay.

Kind regards,

[Name]

[Title]

[Company]

[Postcode]

3. Healthcare Template

([Click here](#) to open in your email client.)

To: consultations@tfl.gov.uk

CC: Andrew.Gilligan@london.gov.uk, info@cyclingsworks.london

Subject: FOR CONSIDERATION – Proposals for the new North–South and East-West Cycle Superhighways

Body: Dear Transport for London,

As the [CEO / Partner / Clinical Director] of [Bunbury Hospital], I am proud of our role in the life of London and our local community.

We employ over [100 staff and physicians], many of whom choose to cycle to work. An even larger proportion of our team would cycle if they felt comfortable and safe on the roads.

We value employee satisfaction, health, and freedom and that's why we proudly endorse the plans outlined by TfL to create two new segregated routes through the heart of the city.

As an organisation involved in healthcare, we are excited about this opportunity to tackle London's obesity epidemic head-on. The kerb protected cycle lanes along the north–south and east–west routes will make active travel a real option for everyone, not just the young and fit.

These plans are good for our organisation, for London's health, and for all Londoners whether they cycle or not.

We support the plans and hope they they can be delivered as soon as possible.

Kind regards,

[Name]

[Title]

[Organisation]

[Postcode]

Appendix J – Links to selected media coverage

['Crossrail For Bikes' To Be Built For 2016](#)

LBC 97.3-3 Sep 2014

[Boris Johnson unveils £913m plan to protect London cyclists with ...](#)

CITY A.M.-3 Sep 2014

[World-leading cycle route for London is unveiled: 18-mile east-west ...](#)

Evening Standard-3 Sep 2014

[Mayor of London unveils segregated urban cycleways](#)

BBC News-3 Sep 2014

[Motorists may have to adapt to new cycle super highway](#)

ITV News-3 Sep 2014

["Crossrail for the bike" to open in London by 2016](#)

Daily Mail-3 Sep 2014

[Routes Announced For East-West And North-South Segregated ...](#)

Londonist-3 Sep 2014

[£900m 'Crossrail for bikes' unveiled with two Dutch-style cycle ...](#)

London24-3 Sep 2014

[Segregated cycle track on Blackfriars Road: consultation launched](#)

London SE1-3 Sep 2014

[Routes Announced For East-West And North-South Segregated ...](#)

Londonist-3 Sep 2014

[Boris unveils "Crossrail for bikes"](#)

Construction Enquirer-3 Sep 2014

[North-South Cycle super highway Elephant to Kings Cross – the ...](#)

Kings Cross Environment-3 Sep 2014

[Boris unveils £65m of cycle paths for Londoners](#)

The Times-4 Sep 2014

[Has cycling overtaken golf as the way to get a promotion?](#)

Telegraph.co.uk-4 Sep 2014

[Why we should give the new Cycle Superhighways our ...](#)

Cycling Weekly-4 Sep 2014

[Mixed views on Boris cyclists' Crossrail plan](#)

New Civil Engineer-9 Sep 2014

[Business leaders in revolt over Boris Johnson's cycle superhighway ...](#)

Evening Standard-11 Sep 2014

[Andrew Neather: London as a city state? Only in our dreams](#)

Evening Standard-12 Sep 2014

['Crossrail for bikes' in London at political crossroad](#)

BBC News-13 Sep 2014

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