



BANK ON SAFETY

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Summary of Community & Stakeholder Consultation

26th March 2018

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01: INTRODUCTION

- Until the City of London intervened in mid-2017 Bank Junction held the unenviable reputation as being the worst location for road traffic casualties within the Square Mile.
 - The junction, used by approximately 25,000 pedestrians who pass across the junction in the peak hour, not only failed to cater for the large numbers of people moving through, but also did not do justice to the iconic setting for the heart of the City.
 - As a response, and as part of its commitment to improving safety and reducing casualties, in December 2016 the City of London Corporation approved the introduction of an 18 month experimental scheme to limit vehicle journeys through the junction to buses and cyclists only (Monday – Friday, 7am- 7pm) .
 - At present the scheme is only an experimental one and as part of the City of London Corporation’s commitment to engaging with local businesses, residents, road users, cyclists, pedestrians, passengers and the taxi trade a sixth-month consultation exercise has been undertaken
- A public consultation online survey was conducted to obtain the opinions of those physically in the vicinity and others who identified themselves as passing through the junction. Respondents had the opportunity to respond via the online survey and/or email. In total, n=3,730 individuals participated in the research and n=507 emails were received. In this report we have provided the research results collected, and broken the respondents down by the mode of transport they most normally use in the vicinity, near or through bank junction (Note: They could select more than one mode of transport).
- The findings from this, along with other metrics, will be used to measure the effectiveness of the restriction in advance of a decision in the Summer 2018 as to whether the experiment should be made permanent.

02: THE BANK JUNCTION

Figure 1 and 2 show the Bank Junction from an aerial view and in the approach from Queen Victoria Street.

Figure 3 shows Bank Junction before the scheme and Figure 4 shows Bank Junction during the scheme.

Figure 1: Bank Junction: Aerial View



Figure 2: Bank Junction: Approach from Queen Victoria Street



Figure 3: Bank Junction: Before the Scheme



Figure 4: Bank Junction: During the Scheme



03: EXPERIMENTAL OBJECTIVES

The Bank on Safety: Experimental Safety Scheme was led by the following objectives:

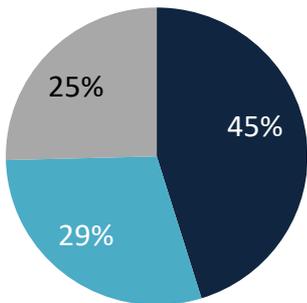
- A significant safety improvement at Bank.
- Maintain access for deliveries.
- Improve air quality at Bank.
- Not unreasonably impact on traffic flow, whilst preferably improving Bus Journey times.

04: CONSULTATION FINDINGS: EXECUTIVE SUMMARY

SUMMARY

Overall, 3 in 4 (75%) of the 3,730 people participating in the online survey support the scheme. Of this, 45% support the scheme without any further changes being made to it, whilst the remaining 29% have offered suggested changes. 1 in 4 (25%) who participated in the research do not support the scheme.

3 IN 4 ARE SUPPORTIVE OF THE SCHEME

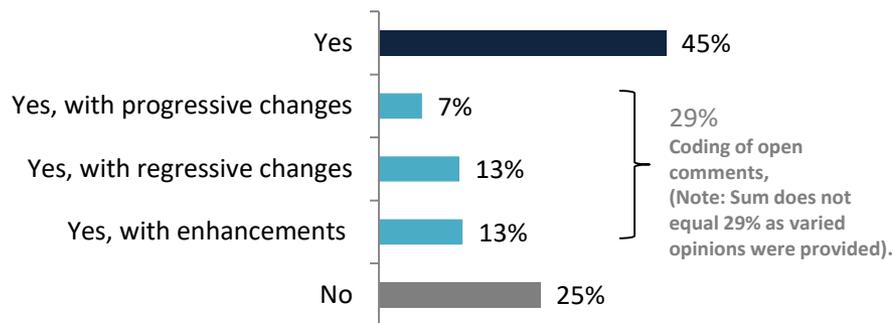


Base: (All respondents) n=3,730

Q4: Given your experiences, since the Bank on Safety scheme became operational, do you support these changes to becoming permanent?

- Yes
- Generally support the scheme but would like to see changes
- No

BREAKDOWN OF CATEGORIES



PROGRESSIVE CHANGES

- Extend to 24/7 (no. of comments coded: n=151)
- Walking & cycling only (n=64)
- Pedestrian only (n=18)
- Extend the scheme to other/nearby areas (n=15)
- Extend to weekends (n=14)

REGRESSIVE CHANGES

- Allow black cabs (no. of comments coded: n=451)
- Allow motorcycles (n=35)

ENHANCEMENTS

- Better signposting/enforcement of the rules (no. of comments coded: n=158)
- Wider pavements (n=111)
- Improve traffic flow in surrounding streets (n=78)
- More pedestrian crossings (n=60)
- Provision for the disabled (n=60)

04: CONSULTATION FINDINGS: EXECUTIVE SUMMARY

The survey responses outlined the top five areas that are working well, not working well, and the changes people would like to see made to the scheme. Note: The percentages are based on the total number of people providing a comment at that particular question.

WHAT'S WORKING WELL

- Less traffic/congestion
- Safety for cyclists
- Safety for pedestrians
- Less pollution
- Safety overall

WHAT'S NOT WORKING WELL

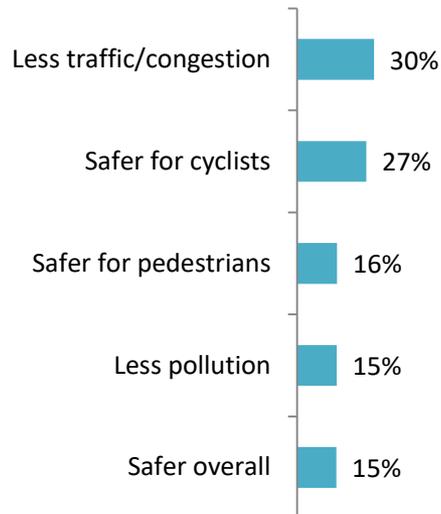
- Traffic has worsened
- Banned vehicles are still going through the junction
- Need for improved signage
- More dangerous for pedestrians
- Pollution in surrounding areas

CHANGES PEOPLE WOULD LIKE TO SEE

- Allow black cabs
- Better signposting & enforcement of the rules
- Extending the scheme to 24/7
- Wider pavements
- Improving the traffic flow in the surrounding streets

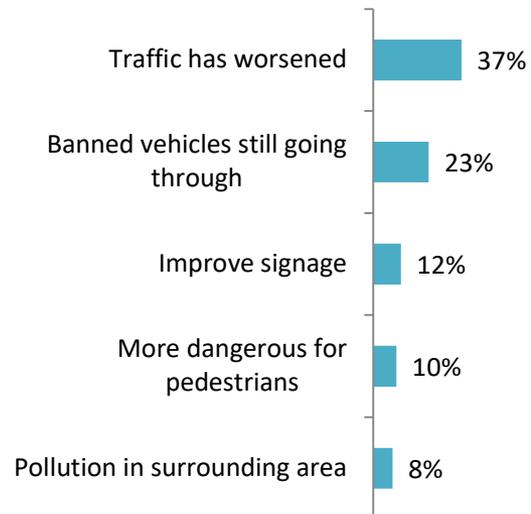
Q2: What do you think is working well since Bank on Safety became operational?

Base: Q2 (n=3,692) providing a comment



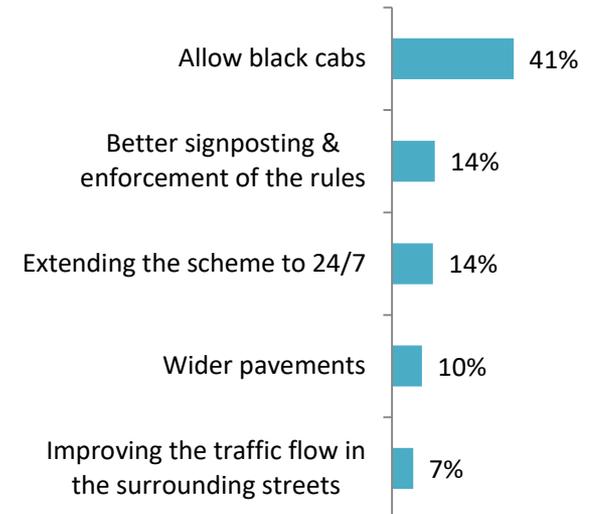
Q3: What do you think is not working well since Bank on Safety became operational?

Base: Q3 (n=3,684) providing a comment



Q4: Generally support the scheme but would like to see changes...

Base: Q4 (n=1,096) who would like changes

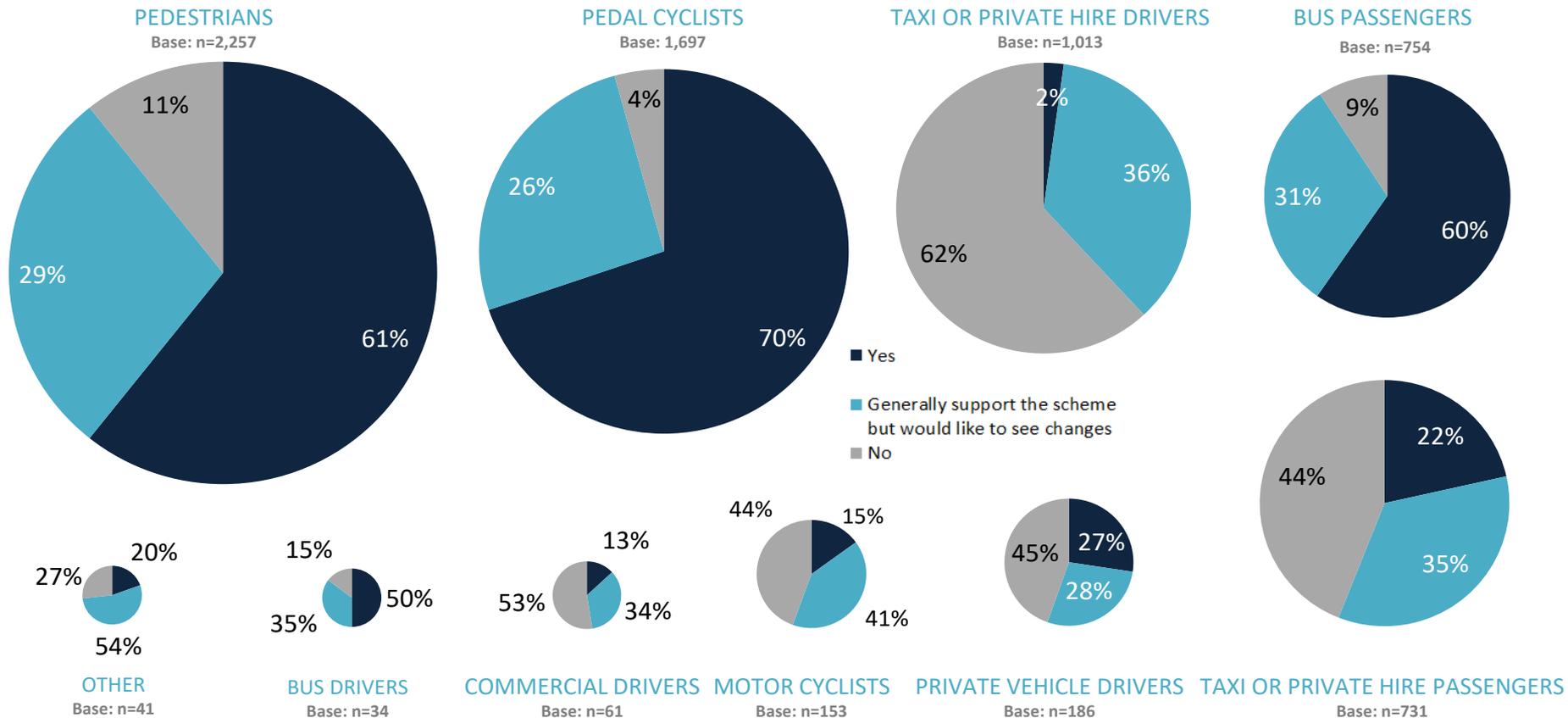


05: CONSULTATION FINDINGS: TRANSPORTATION MODE SUMMARY

Pedestrians, pedal cyclists, bus passengers, taxi or private hire passengers, private vehicle drivers motorcyclists, and bus drivers on balance support the scheme (i.e. Rating 'Yes' or 'Generally support the scheme but would like to see changes'). Conversely, taxi or private hire drivers and commercial drivers on balance do not support the scheme (i.e. Rating 'No').

The size of the pie chart proportionally represent the number of respondents for that mode of transport. (Note: They could select more than one mode of transport, so there is some overlap of respondents).

Q4: Given your experiences, since the Bank on Safety scheme became operational, do you support these changes to becoming permanent?



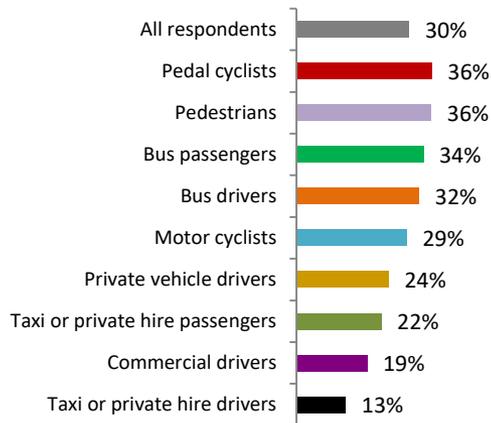
05: CONSULTATION FINDINGS: TRANSPORTATION MODE SUMMARY

5 KEY THEMES THAT ARE WORKING WELL FROM A TRANSPORTATION MODE PERSPECTIVE

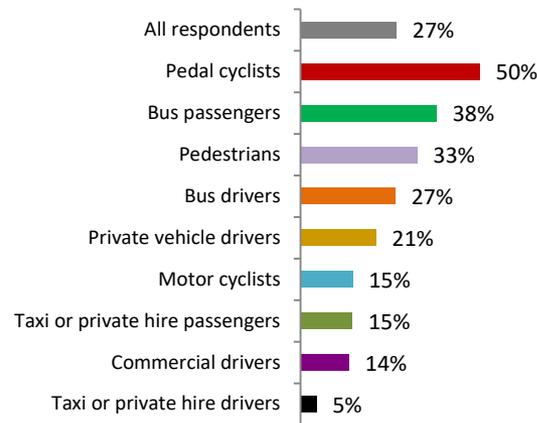
The graphs below highlight the opinions of those using the 9 different modes of transport. These are the top 5 coded responses based on their comments. Note: The percentages are based on the total number of people providing a comment at that particular question.

Q2: What do you think is working well since Bank on Safety became operational?

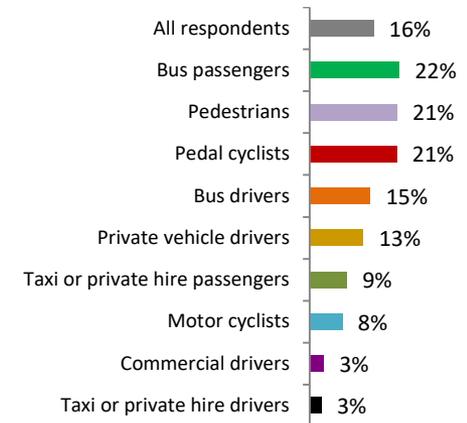
1. LESS TRAFFIC/CONGESTION



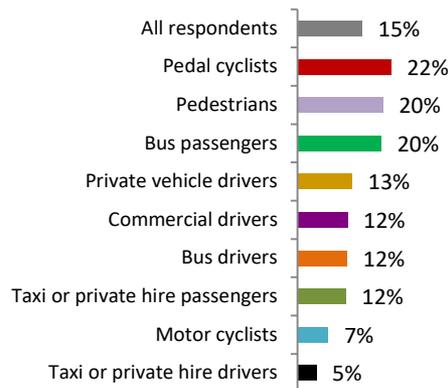
2. SAFETY FOR CYCLISTS



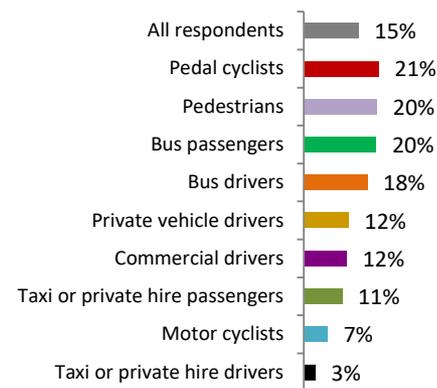
3. SAFETY FOR PEDESTRIANS



4. LESS POLLUTION



5. SAFETY OVERALL



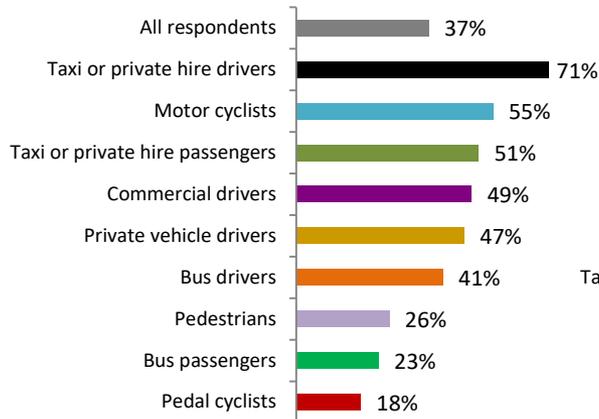
05: CONSULTATION FINDINGS: TRANSPORTATION MODE SUMMARY

5 KEY THEMES THAT ARE **NOT** WORKING WELL FROM A TRANSPORTATION MODE PERSPECTIVE

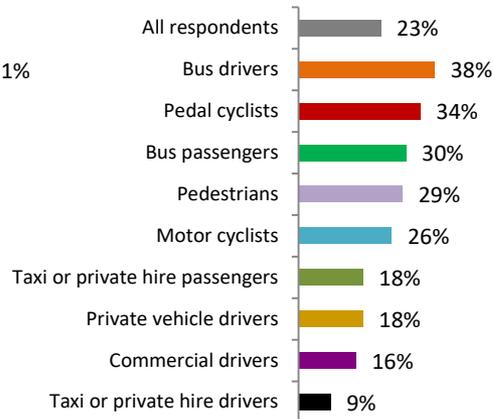
The graphs below highlight the opinions of those using the 9 different modes of transport. These are the top 5 coded responses based on their comments. Note: The percentages are based on the total number of people providing a comment at that particular question.

Q3: What do you think is not working well since Bank on Safety became operational?

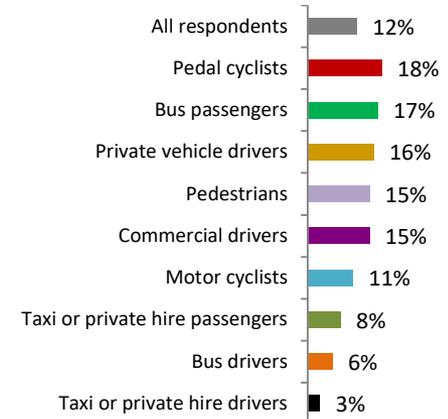
1. TRAFFIC HAS WORSENERD



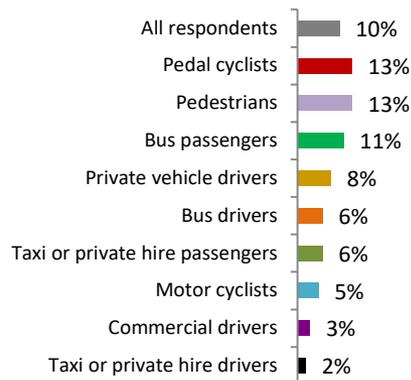
2. BANNED VEHICLES STILL GOING THROUGH



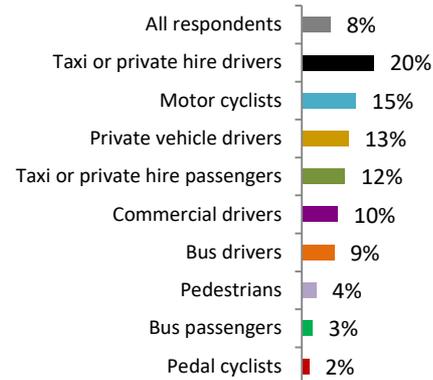
3. IMPROVE SIGNAGE



4. MORE DANGEROUS FOR PEDESTRIANS



5. POLLUTION IN SURROUNDING AREAS



06: CONSULTATION FINDINGS: EMAIL ANALYSIS

EMAIL ANALYSIS

Further to the public consultation online survey, n=507 emails were received by the City of London from stakeholders who were keen to share their opinion and feedback on the scheme.

Figure 1 shows the overall sentiment coded from these emails.

Figure 2 shows the coded theme of these emails. The themes in dark blue are related to the consultation, while the themes in orange are not related to the consultation.

Figure 1: Summary of email sentiment received

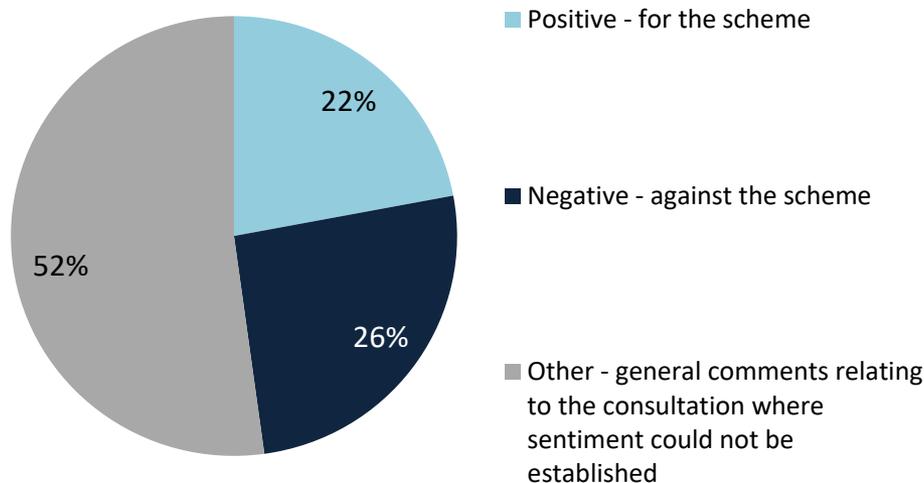
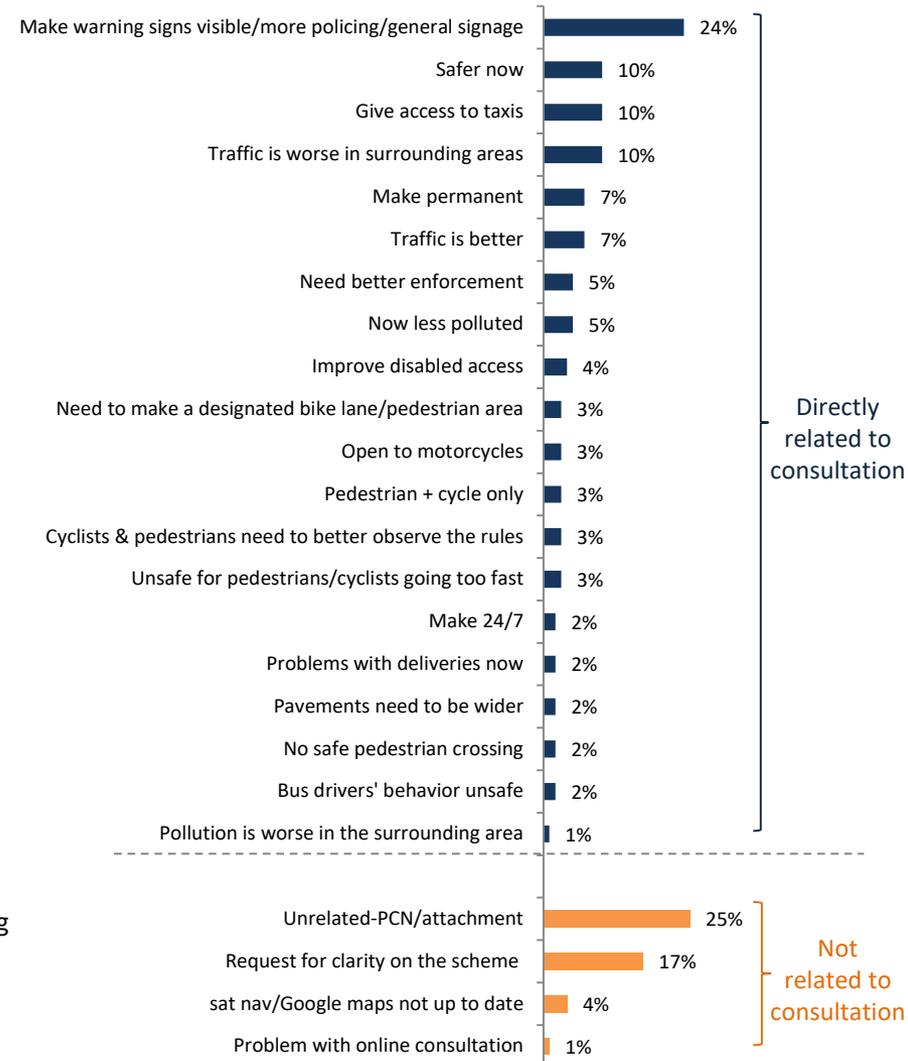


Figure 2: Summary of all themes received by email that could be coded.



07: CONCLUSIONS

The feedback gathered from the online consultation survey with these nine transportation mode groups has provided a degree of clarity for the effectiveness and levels of support for the scheme.

SUPPORT BY TRANSPORTATION MODE

The transportation mode groups have been divided into three distinct sub-groups based on their level of support for the scheme.

- **Group 1:** Those with more than 50% supporting the scheme fully as it currently is: Pedal cyclists, pedestrians, bus passengers and bus drivers.
- **Group 2:** Those who have offered suggested changes that would see their level of support rise to >50%: Private vehicle drivers, taxi or private hire passengers, motorcyclists.
- **Group 3:** Those with less than 50% supporting the scheme: commercial drivers and taxi or private hire drivers.

WORKING WELL

Viewing the points of the scheme that are working well: there is a recurrence that the traffic/congestion issues around the junction have improved, with the area seemingly more pleasant and less polluted. There is a general consensus that the scheme has made the junction safer for cyclists, pedestrians and overall.

NOT WORKING WELL

Looking at what has not gone well since the scheme began operation: negative comments vary from the continued usage of the junction from banned vehicles, traffic worsening in the area, concerns over pollution levels and the need for more enforcement of the scheme with improved signage.

SUGGESTIONS OFFERED TO IMPROVE THE SCHEME

Each group had their own views on what they feel is important in relation to the junction and what they feel could be improved. From an overall perspective, respondents would like to see black cabs provided with access to the junction, better signposting/enforcement of the rules and extending the scheme to 24/7.

SUMMARY

There is overall support for the scheme (75%), with those who generally support the scheme offering suggestions to increase support.

08: APPENDICES: CONSULTATION OVERVIEW

CONSULTATION OVERVIEW

Following approval by the City of London Corporation in December 2016 to implement the experimental scheme at Bank Junction a number of statutory and public consultation exercises have been conducted. These exercises help to inform key decision makers as to the impact and effectiveness of the scheme after the consultation and monitoring data has been collated for them to decide whether the experiment should be made permanent or not.

The City Corporation implemented the scheme on Monday 22nd May 2017, under two experimental traffic orders under section 9 of the Road Traffic Regulation Act 1984. Experimental orders provide more flexibility to make modifications more quickly, or remove if necessary, than if the scheme had been implemented using a permanent traffic order to begin with.

Following the implementation of the Orders and the commencement of the experiment scheme the City Corporation commenced with a broad programme of public engagement which sought to capture the feedback and opinions of a diverse range of audiences covering a variety of different transport modes. This consultation was undertaken over a period of 6 months following the commencement of the pilot.

STATUTORY CONSULTATION PROCEDURE & TIMELINE

The statutory consultation process is specific to the detail and content of the experimental traffic orders themselves.

- April 2017: Fifteen letters concerning the experimental traffic order consultation were sent directly to: City of London Police, Freight Transport Association, Road Haulage Association, London Transport Buses, Dowgate Fire Station, London Ambulance Service, London Cycling Campaign, London Cab Ranks Committee, London Taxi Drivers Association, City Property Association, Radio Taxis, Cyclist Tourist Club, London Tourist Coach Operators Association and RMT Taxis.
- May 2017: Notice of the experimental traffic order was published in CityAM and London Gazette. City of London website for experimental traffic order goes live.
- July 2017: City of London Police consulted on loading modification to experimental traffic order.
- August 2017: Loading modification was published in CityAM, London Gazette and City of London website.
- November 2017: The experimental traffic order consultation for the main restriction closes with 25 formal responses.
- February 2018: the experimental traffic order for the loading changes consultation closes with zero responses.

09: APPENDICES: PUBLICISING THE CONSULTATION PERIOD

PUBLIC CONSULTATION

Prior to the beginning of the scheme it was publicised that there would be a sixth-month consultation period. The actions that the City of London used to publicise the consultation period are detailed below:

- May 2017: Awareness Towers were placed in two locations immediately at Bank for eight weeks. Over 600 emails were sent to members of the public wishing to be contacted when the consultation went live, as well as City of London Members. Frequently asked questions regarding the consultation are drafted and distributed to the Parking Ticket Office, City of London website and Call Centre.
- May 2017 – November 2017: Local businesses who were engaged with prior to Bank on Safety going live receive a follow up email/letter inviting them to meet with the Project Team on how they were operating since implementation, 24 businesses were individually met with. Direct meetings were also taken with taxi, cyclist and pedestrian interest groups. In total, 507 emails were received and responded to regarding the scheme and/or consultation. The consultation was advertised in CityAM, City Matters and City Resident Magazine. Twitter was also utilised with tweets from highly followed accounts: the City of London, Square Highways, interest groups and high-profile accounts (Val Shawcross and Will Norman).
- July 2017 – November 2017: Public consultation survey went live, 2000 cards advertising the consultation were distributed to visitors, businesses, local workers, churches and residents. Several specific sessions were held to hand out consultation cards to pedestrians at peak traffic times.
- September 2017: A letter detailing the consultation and consultation sessions was mailed and couriered to 3000 businesses and residents, area below.
- September 2017 – November 2017: Several consultation events were held at locations including: One New Change, St Stephen's Walbrook Church and the Bank of England.
- November 2017: Public consultation survey closes with a total of 3,730 responses.



Figure 1: Consultation

10: APPENDICES: TRANSPORTATION MODE ANALYSIS

PEDESTRIANS

Pedestrians, (n=2,258) at and in the vicinity of the 'Bank' location were consulted on the Bank on Safety Scheme and invited to participate in the online survey. Their feedback is summarised below:

WORKING WELL

90% of pedestrians left positive feedback.

36% say the scheme has improved the traffic congestion, 33% think the scheme has made the area safer for cyclists, safer for pedestrians (21%) and safer overall (20%). 20% say the area is more pleasant, has less pollution (20%) and less noise (13%).

NOT WORKING WELL

64% of pedestrians left negative feedback.

29% say banned vehicles are still going through the junction, 26% think the traffic has worsened and that signage needs to be improved (15%). 13% say the scheme has made the area more dangerous for pedestrians.

SCHEME SUPPORT

61% of pedestrians support the scheme with 11% unsupportive of the scheme. 29% generally support the scheme but would like to see changes. Responses included: allowing black cabs (22%), better signposting/enforcement of the rules (19%), extending the scheme to 24/7 (18%) and creating wider pavements (15%).

When this feedback is amalgamated: 7% are in favour of regressive changes, 9% are in favour of progressive changes and 16% are in favour of enhancements.

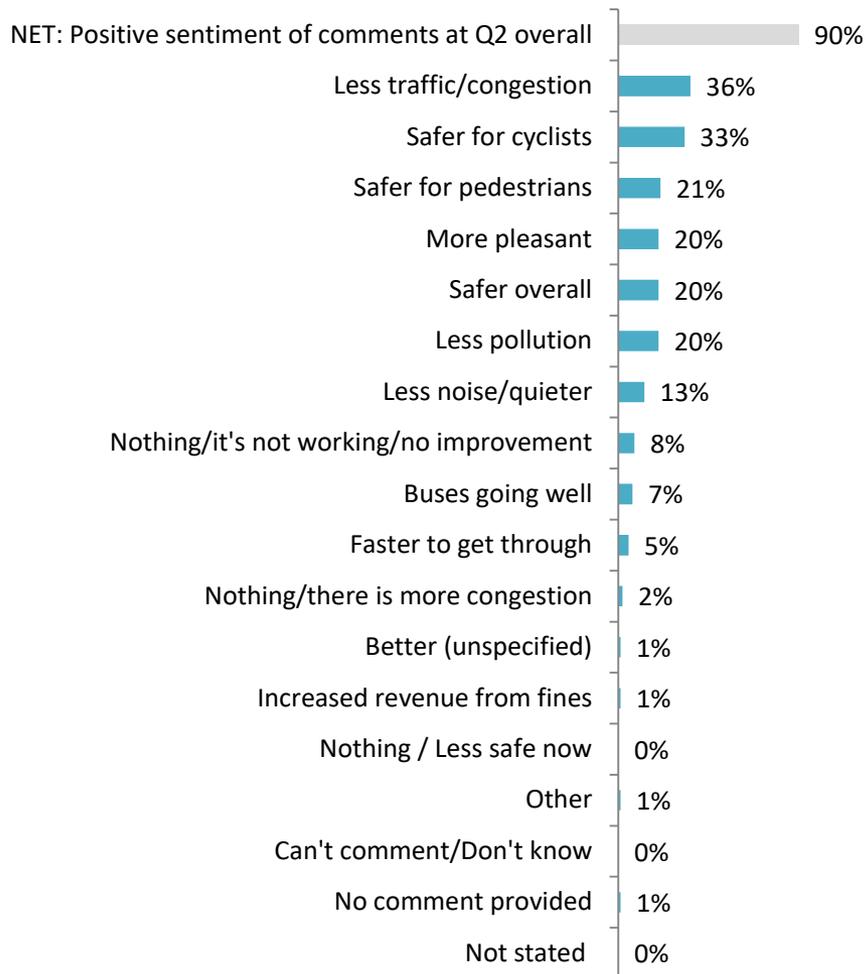
ADDITIONAL COMMENTS

Of the additional comments received at the end of the survey, 60% were positive, 15% were negative and 2% were neutral or a constructive comment.

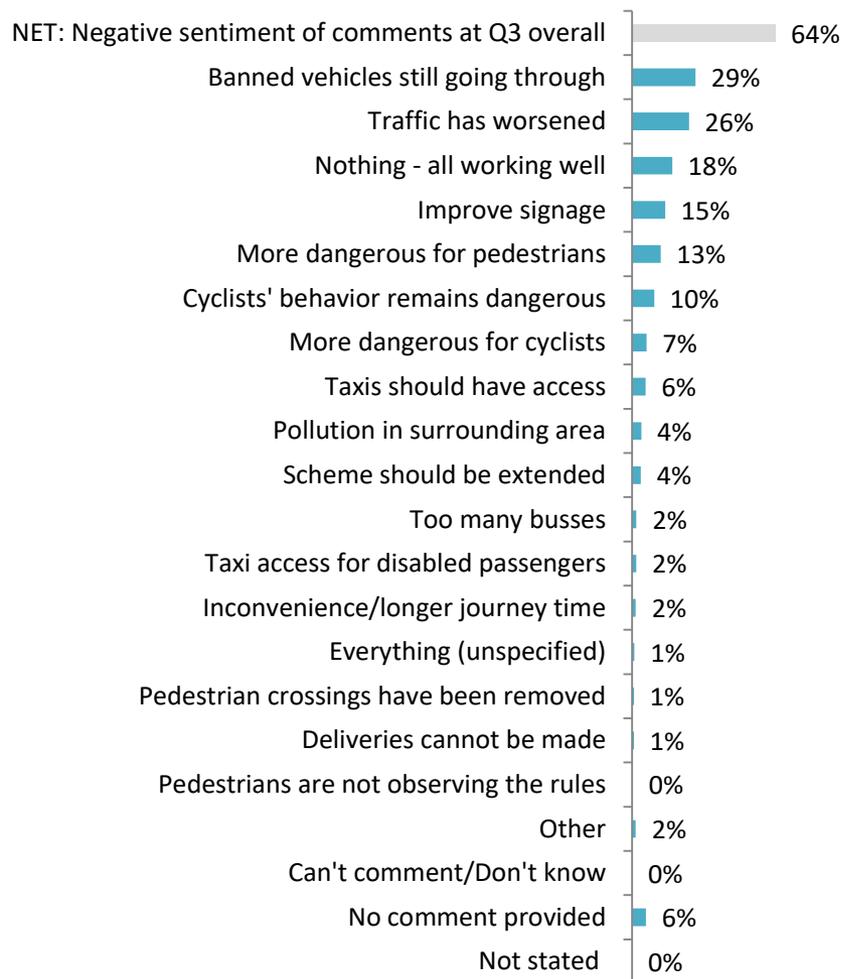
The most recurrent additional comments that were left were: extending the duration of the scheme (21%) and permitting black cabs (15%).

PEDESTRIANS

Q2: What do you think is working well since Bank on Safety became operational?



Q3: What do you think is not working well since Bank on Safety became operational?



PEDAL CYCLISTS

Pedal cyclists, (n=1,699) at and in the vicinity of the 'Bank' location were consulted on the Bank on Safety Scheme and invited to participate in the online survey. Their feedback is summarised below:

WORKING WELL

96% of pedal cyclists left positive feedback.

50% say the scheme has made it safer for cyclists, safer for pedestrians and safer overall (21%). 36% say the traffic has improved, it is more pleasant (24%) and there is less pollution (22%).

NOT WORKING WELL

61% of pedal cyclists left negative feedback.

34% banned vehicles are still going through the junction, traffic has worsened (18%), signage should be improved 18% and that it has become more dangerous for pedestrians (13%).

SCHEME SUPPORT

70% of pedal cyclists support the scheme (the highest of all the groups consulted in the online survey). 4% are unsupportive of the scheme. 26% generally support the scheme but would like to see changes. Responses included: extending the scheme to 24/7 (29%), better signposting/enforcement of the rules (24%), creating wider pavements (20%) and making the junction walking & cycling only (11%).

When this feedback is amalgamated: 2% are in favour of regressive changes, 12% are in favour of progressive changes and 16% are in favour of enhancements.

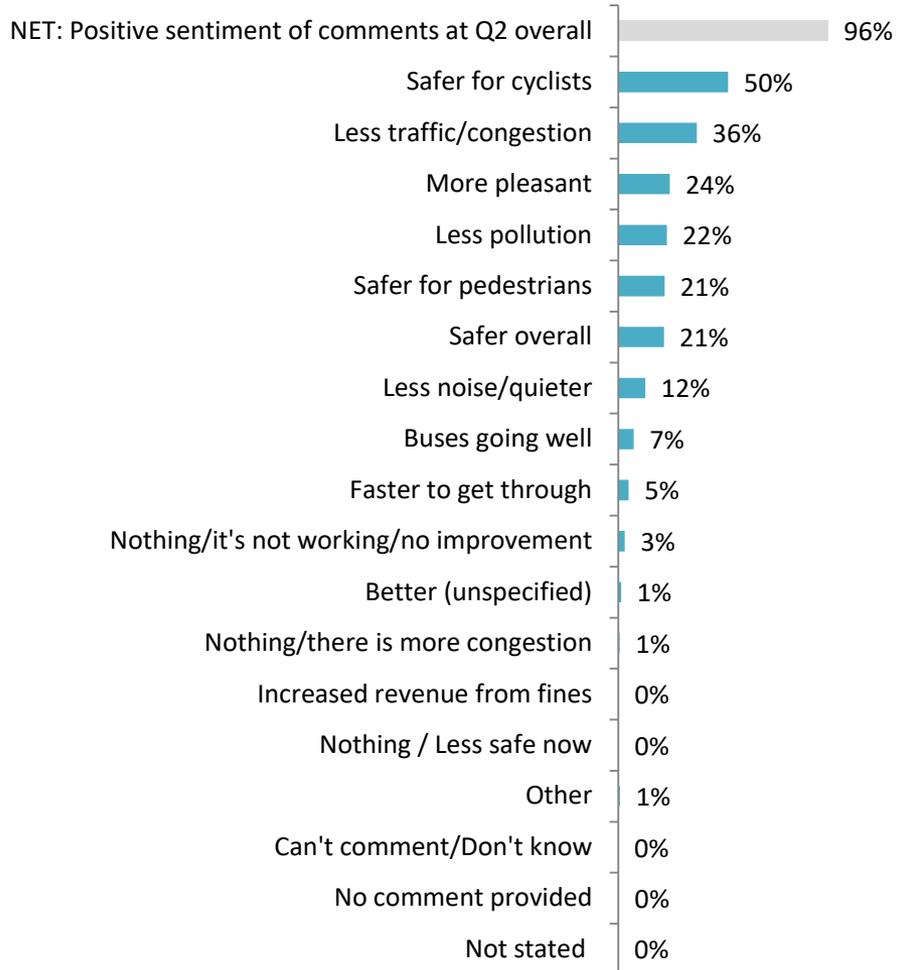
ADDITIONAL COMMENTS

Of the additional comments received at the end of the survey, 73% were positive, 9% were negative and 2% were neutral or a constructive comment.

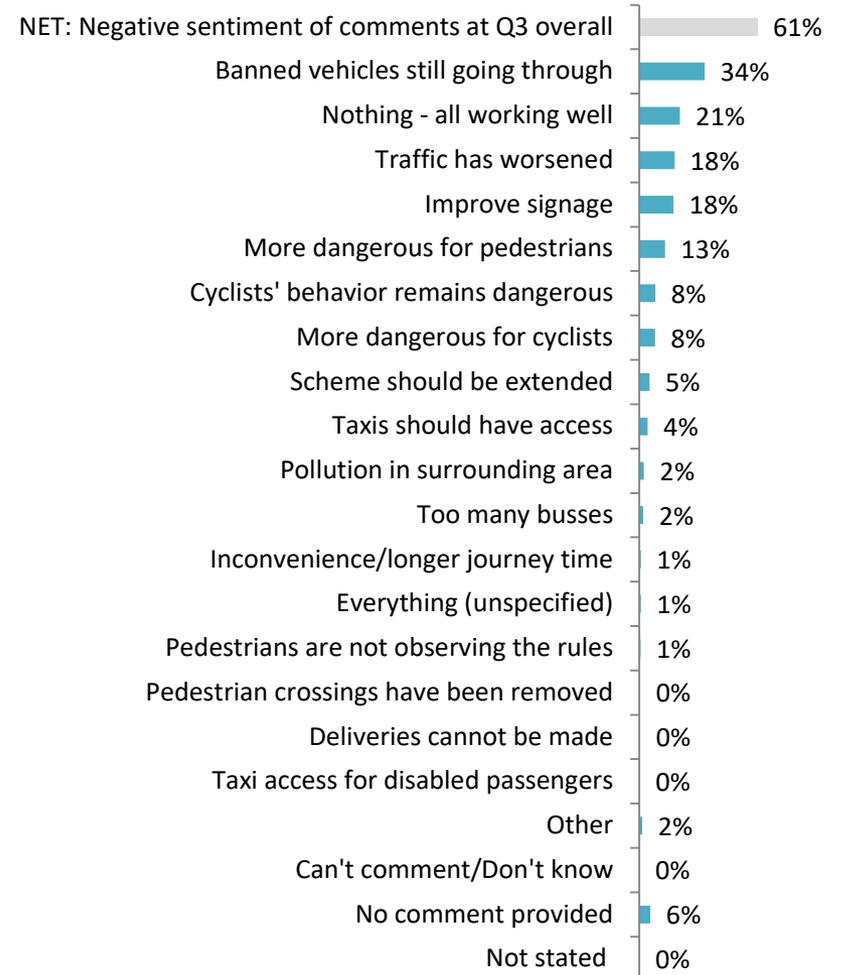
The most recurrent additional comments that were left were: extending the duration of the scheme (25%) and calls for greater clarity (e.g. better signage/traffic lights / delineation) (11%).

PEDAL CYCLISTS

Q2: What do you think is working well since Bank on Safety became operational?



Q3: What do you think is not working well since Bank on Safety became operational?



TAXI OR PRIVATE HIRE DRIVERS

Taxi or private hire drivers, (n=1,013) at and in the vicinity of the 'Bank' location were consulted on the Bank on Safety Scheme and invited to participate in the online survey. Their feedback is summarised below:

WORKING WELL

28% of taxi or private hire drivers left positive feedback.

13% say there's been an improvement in the traffic/congestion and 5% say the buses are going well and it is safer for cyclists.

NOT WORKING WELL

90% of taxi or private hire drivers left negative feedback.

53% say the scheme isn't working. 71% believe that the traffic in the area has worsened. 20% say pollution has increased in the surrounding area. 13% believe there should be a provision for taxi access for disabled passengers.

SCHEME SUPPORT

2% of taxi or private hire drivers support the scheme. 62% are unsupportive of the scheme (the highest of all the groups consulted in the online survey). 36% generally support the scheme but would like to see three changes: allow black cabs (86%), provisions for the disabled (11%) and to improve the traffic flow in surrounding streets (7%).

When this feedback is amalgamated: 31% are in favour of regressive changes, 2% are in favour of progressive changes and 7% are in favour of enhancements.

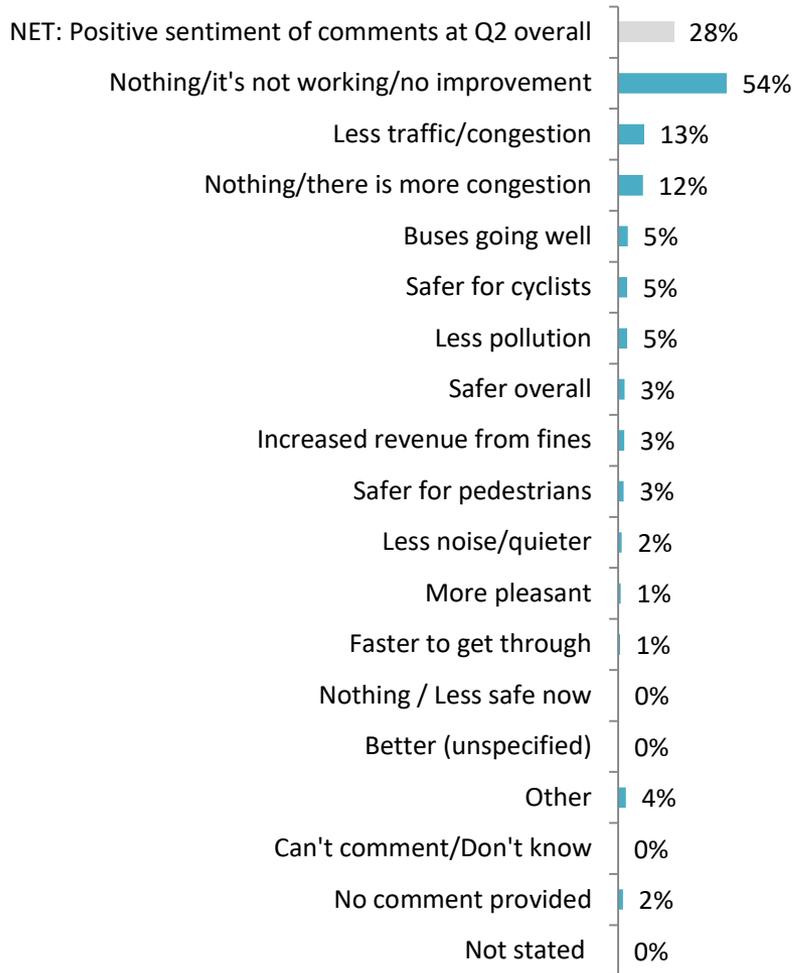
ADDITIONAL COMMENTS

Of the additional comments received at the end of the survey, 17% were positive, 43% were negative and 2% were neutral or a constructive comment.

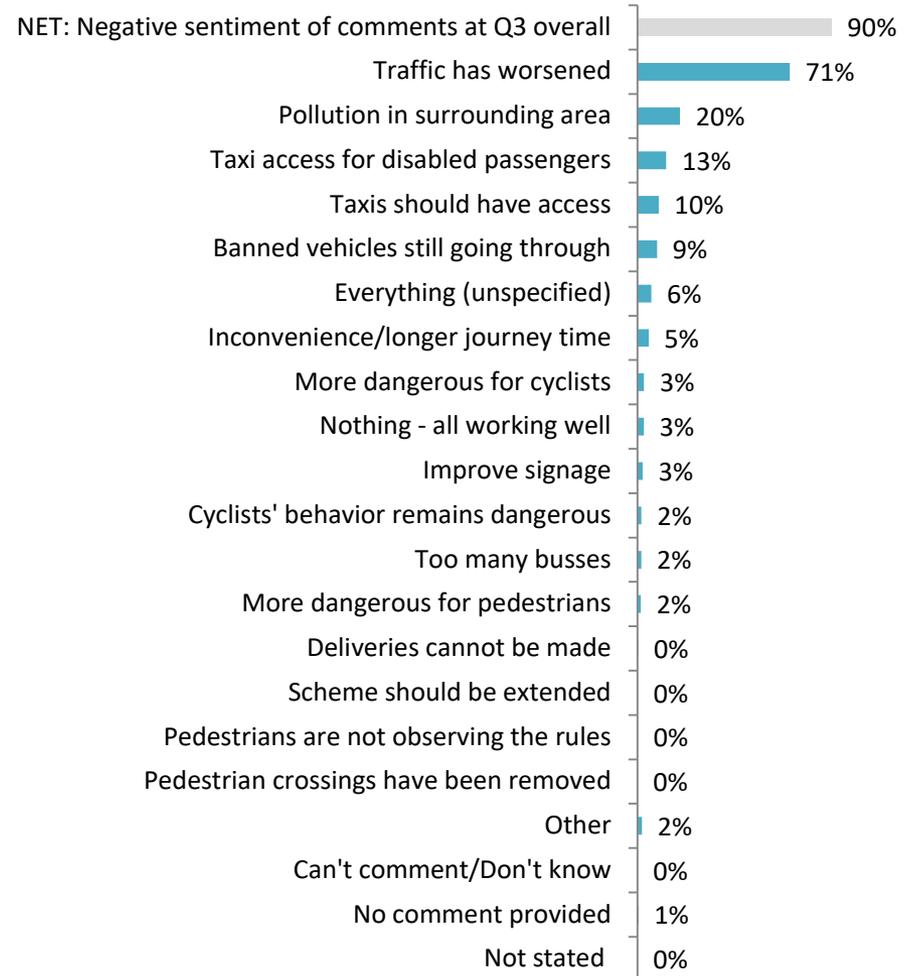
The most recurrent additional comments that were left were: black cabs should be permitted (45%) and the negative effect on traffic in surrounding areas (15%).

TAXI OR PRIVATE HIRE DRIVERS

Q2: What do you think is working well since Bank on Safety became operational?



Q3: What do you think is not working well since Bank on Safety became operational?



BUS PASSENGERS

Bus passengers, (n=754) at and in the vicinity of the 'Bank' location were consulted on the Bank on Safety Scheme and invited to participate in the online survey. Their feedback is summarised below:

WORKING WELL

91% of bus passengers left positive feedback.

38% say cyclist safety has improved, there is less traffic congestion (34%), pedestrian safety has improved (22%) and safety overall (20%). 21% say it is more pleasant, there is less pollution (20%) and the performance of their buses are going well (17%).

NOT WORKING WELL

64% of bus passengers left negative feedback.

30% say banned vehicles are still going through the junction and that traffic had worsened (23%). Signage (17%) also is highlighted as an area of improvement. 11% say the junction had become more dangerous for pedestrians.

SCHEME SUPPORT

60% of bus passengers support the scheme. 9% are unsupportive of the scheme. 31% generally support the scheme but would like to see changes. Responses included: extending the scheme to 24/7 (25%), better signposting/enforcement of the rules (22%), wider pavements (16%) and to allow black cabs (15%).

When this feedback is amalgamated: 5% are in favour of regressive changes, 12% are in favour of more progressive changes and 18% are in favour of enhancements.

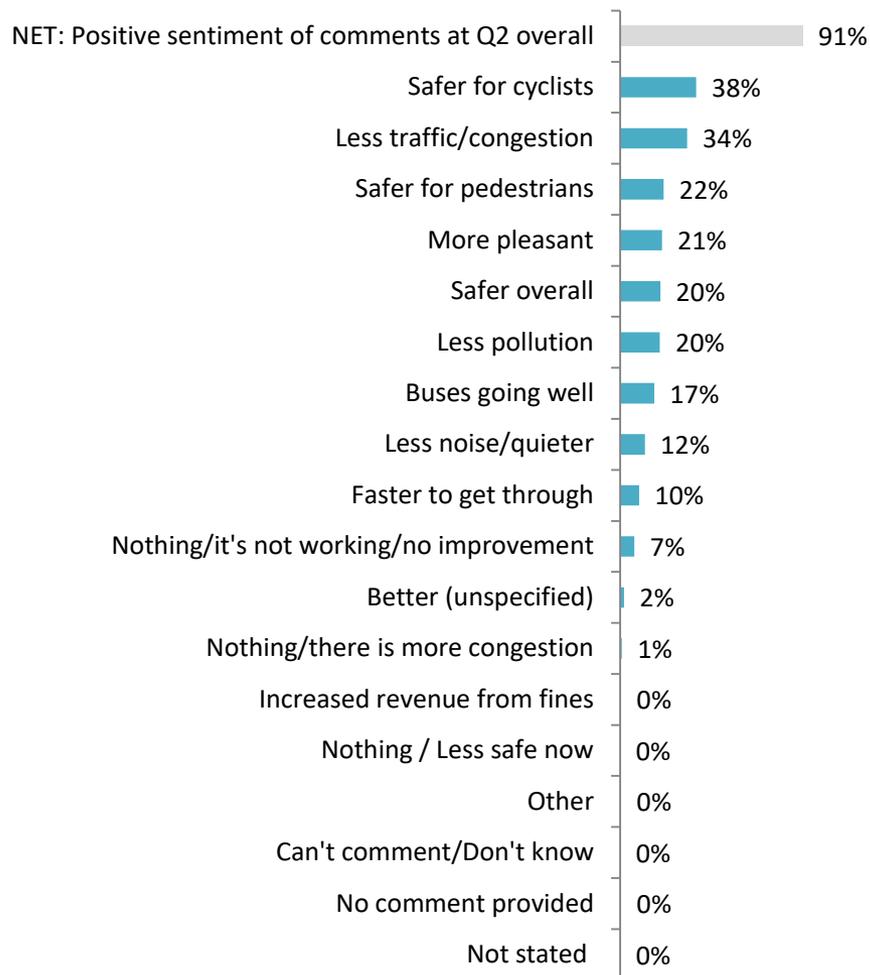
ADDITIONAL COMMENTS

Of the additional comments received at the end of the survey, 69% were positive, 12% were negative and 2% were neutral or a constructive comment.

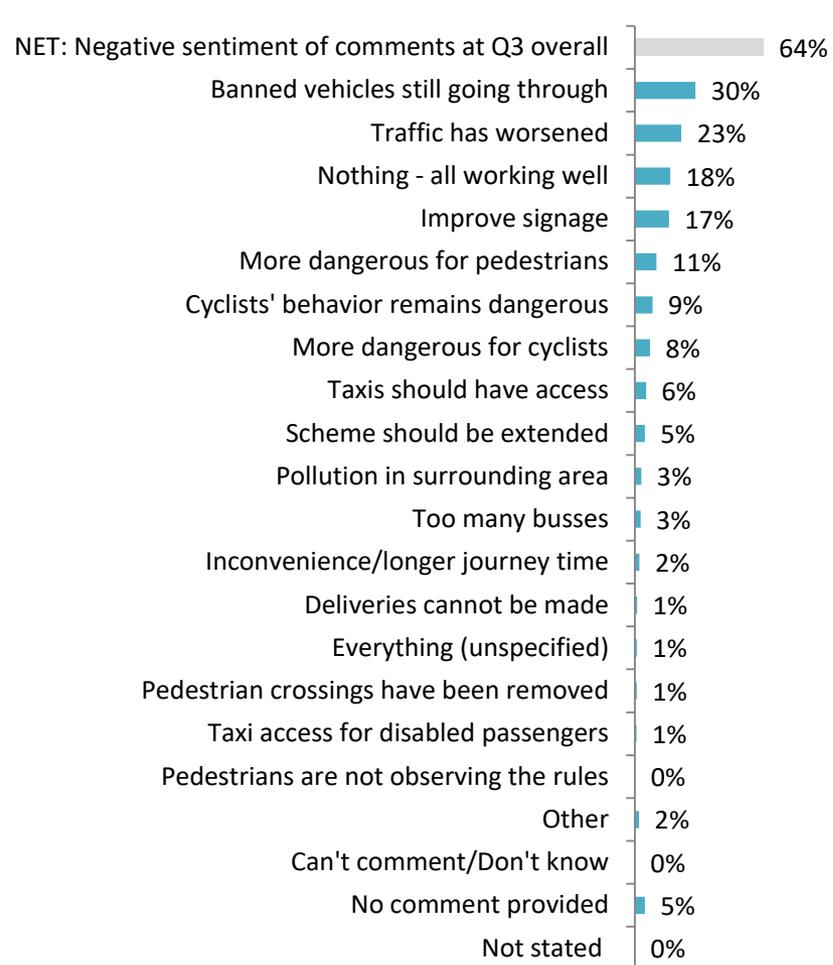
The most recurrent additional comments that were left were: extending the duration of the scheme (28%) and black cabs should be permitted (12%).

BUS PASSENGERS

Q2: What do you think is working well since Bank on Safety became operational?



Q3: What do you think is not working well since Bank on Safety became operational?



TAXI OR PRIVATE HIRE PASSENGERS

Taxi or private hire passengers, (n=731) at and in the vicinity of the 'Bank' location were consulted on the Bank on Safety Scheme and invited to participate in the online survey. Their feedback is summarised below:

WORKING WELL

51% of taxi or private hire passengers left positive feedback.

22% say traffic/congestion has improved, the area is safer for cyclists (15%) and there is less pollution (12%).

NOT WORKING WELL

80% of taxi or private hire passengers left negative feedback.

36% say the scheme isn't working. 51% say the traffic has worsened, banned vehicles are still using the junction (18%), taxis should have access (13%) and that there is pollution in surrounding areas of the junction (12%).

SCHEME SUPPORT

22% of taxi or private hire passengers support the scheme. 44% are unsupportive of the scheme. 35% generally support the scheme but would like to see changes to the scheme. Responses included: allowing black cabs (67%), provisions for the disabled (10%), better signposting/enforcement of rules (9%), improving the traffic in surrounding streets (9%) and extending the scheme to 24/7 (8%).

When this feedback is amalgamated: 23% are in favour of regressive changes, 5% are in favour of progressive changes and 12% are in favour of enhancements.

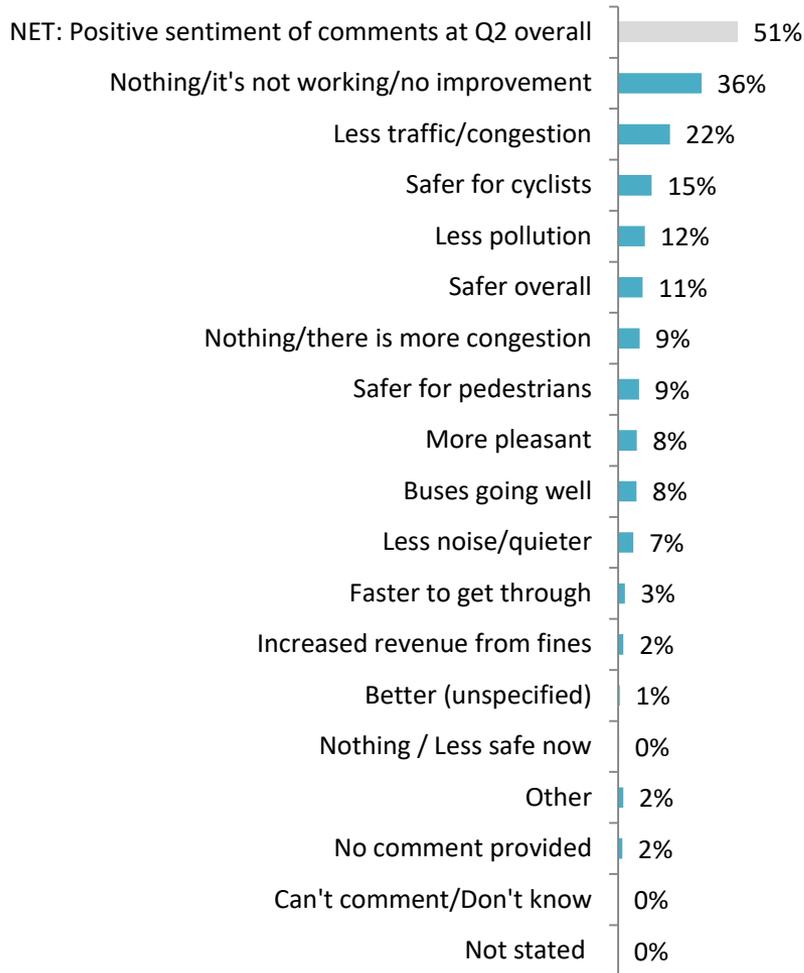
ADDITIONAL COMMENTS

Of the additional comments received at the end of the survey, 27% were positive, 40% were negative and 2% were neutral or a constructive comment.

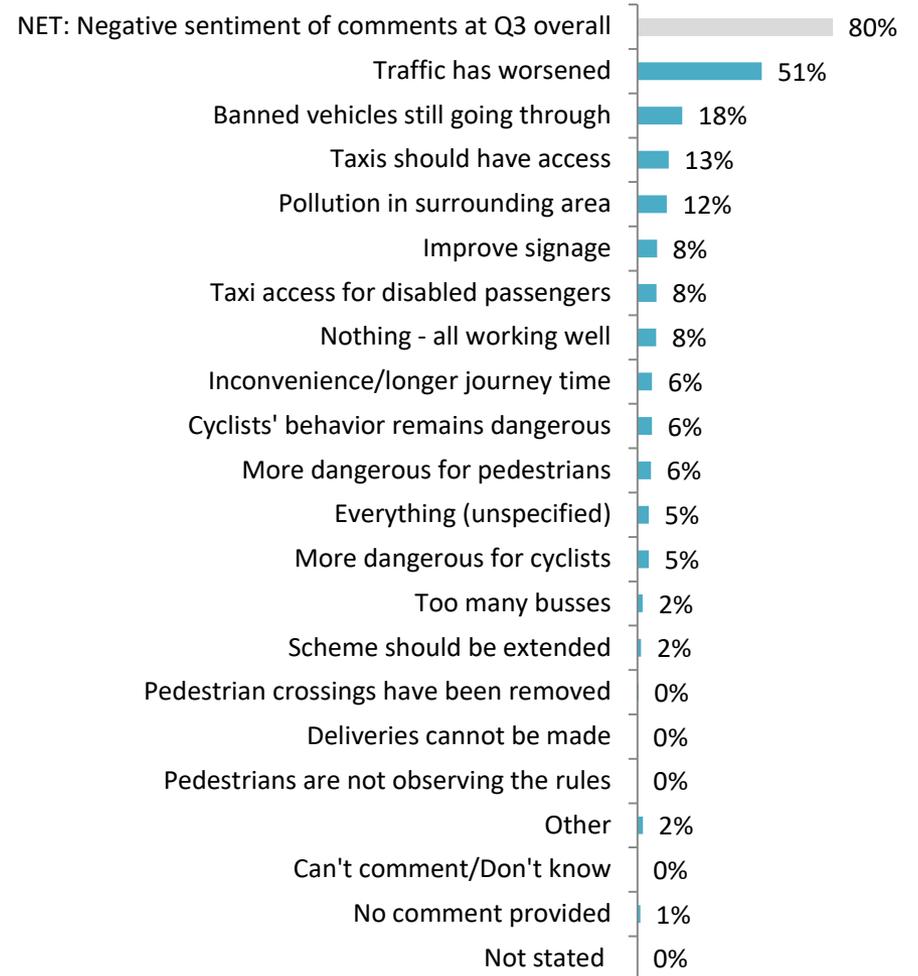
The most recurrent additional comments that were left were: black cabs should be permitted (38%) and the negative effect on traffic in surrounding areas (13%).

TAXI OR PRIVATE HIRE PASSENGERS

Q2: What do you think is working well since Bank on Safety became operational?



Q3: What do you think is not working well since Bank on Safety became operational?



PRIVATE VEHICLE DRIVERS

Private vehicle drivers, (n=186) at and in the vicinity of the 'Bank' location were consulted on the Bank on Safety Scheme and invited to participate in the online survey. Their feedback is summarised below:

WORKING WELL

64% of private vehicle drivers left positive feedback.

24% say traffic/congestion has improved during the scheme and that it is safer for cyclists (21%), for pedestrians (13%) and overall (12%). 13% say less pollution and 12% say that the area is more pleasant.

NOT WORKING WELL

74% of private vehicle drivers left negative feedback.

28% claiming the scheme isn't working. 47% believe that the traffic in the area has worsened, banned vehicles are using the junction (18%) and that the signage should be improved (16%).

SCHEME SUPPORT

27% of private vehicle drivers support the scheme. 45% are unsupportive of the scheme. 28% generally support the scheme but would like to see changes to the scheme. Responses included: allowing black cabs (37%), better signposting/enforcement of rules (21%), wider pavements (12%), making the junction walking & cycling only (12%), extending the scheme to 24/7 (10%) and allowing motorcyclists (8%).

When this feedback is amalgamated: 12% are in favour of regressive changes, 6% are in favour of progressive changes and 15% are in favour of enhancements.

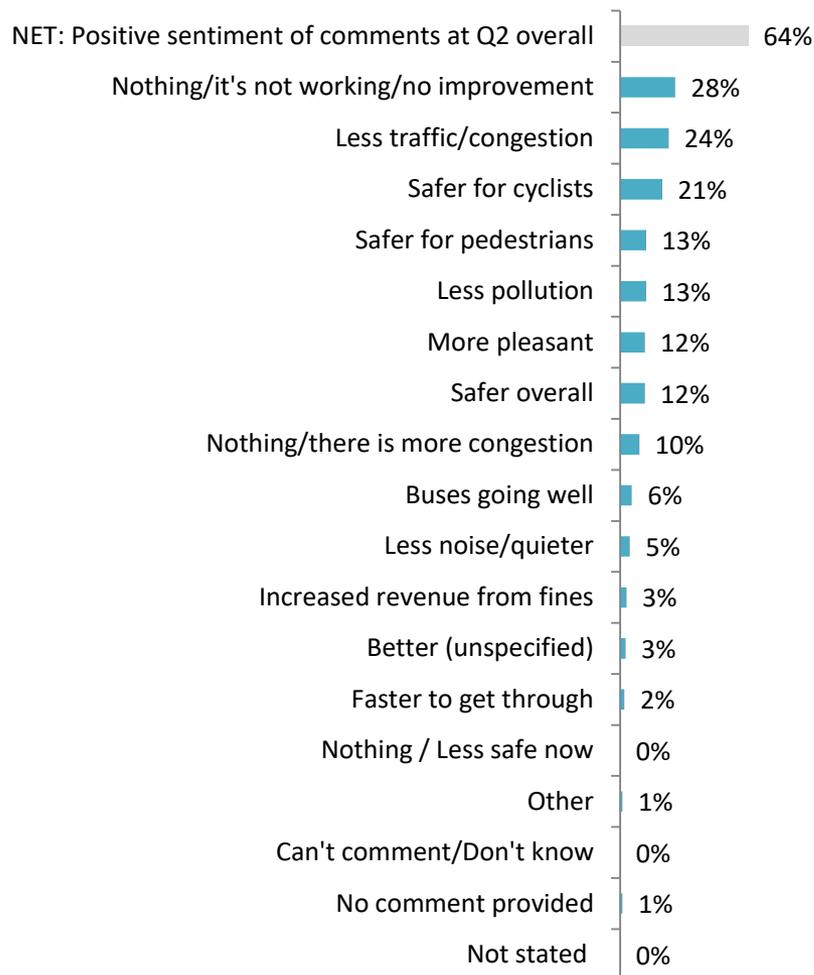
ADDITIONAL COMMENTS

Of the additional comments received at the end of the survey, 40% were positive, 34% were negative and 1% were neutral or a constructive comment.

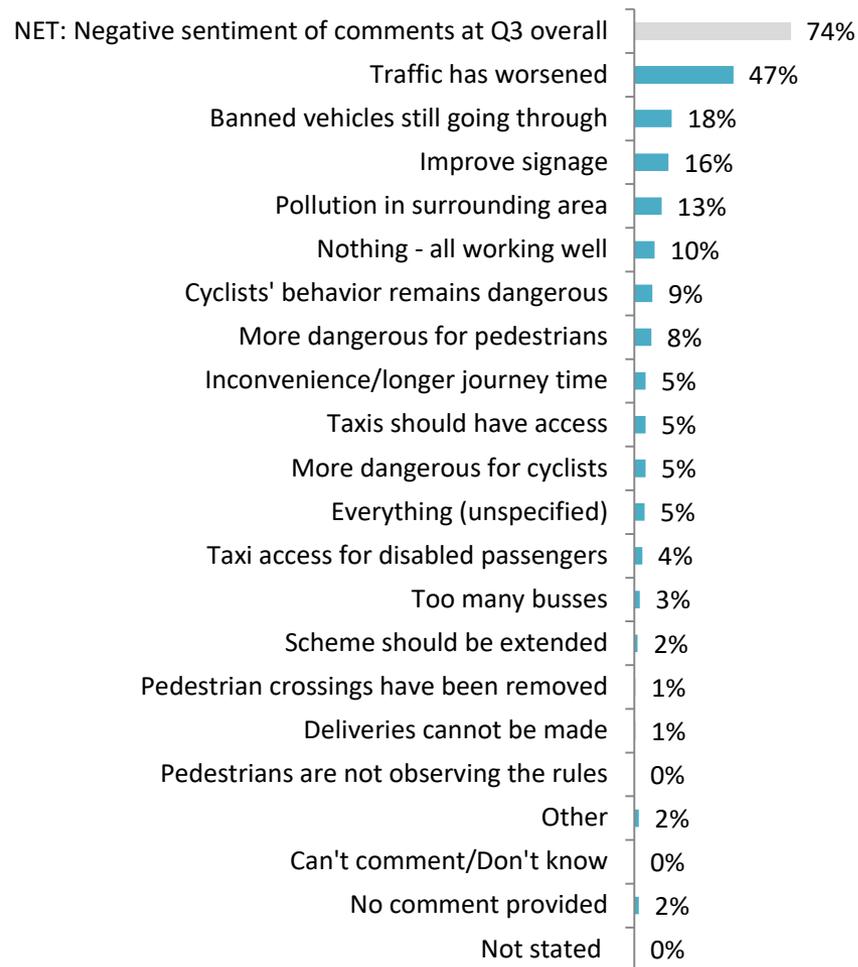
The most recurrent additional comments that were left were: to extend the duration of the scheme (15%) and calls for greater clarity (e.g. better signage/traffic lights / delineation) (15%).

PRIVATE VEHICLE DRIVERS

Q2: What do you think is working well since Bank on Safety became operational?



Q3: What do you think is not working well since Bank on Safety became operational?



MOTOR CYCLISTS

Motor cyclists, (n=153) at and in the vicinity of the 'Bank' location were consulted on the Bank on Safety Scheme and invited to participate in the online survey. Their feedback is summarised below:

WORKING WELL

56% of motor cyclists left positive feedback.

29% say that traffic/congestion has improved and that the area is safer for cyclists (15%) , pedestrians (8%) and overall (7%)

NOT WORKING WELL

84% of motor cyclists left negative feedback.

28% say the scheme isn't working. 55% say the traffic in the area has worsened, banned vehicles are still using the junction (26%) and that there is pollution in surrounding areas of the junction (15%). 12% say taxis should have access (12%) and that the signage should be improved (11%).

SCHEME SUPPORT

15% of motor cyclists support the scheme. 44% are unsupportive of the scheme. 41% generally support the scheme but would like to see changes to the scheme. Responses included: allowing black cabs (45%), allowing motorcyclists (32%), better signposting/enforcement of rules (10%), improving the traffic in surrounding streets (10%), adjusting traffic light changes/timings (5%) and provisions for the disabled (5%).

When this feedback is amalgamated: 28% are in favour of regressive changes, 2% are in favour of progressive changes and 13% are in favour of enhancements.

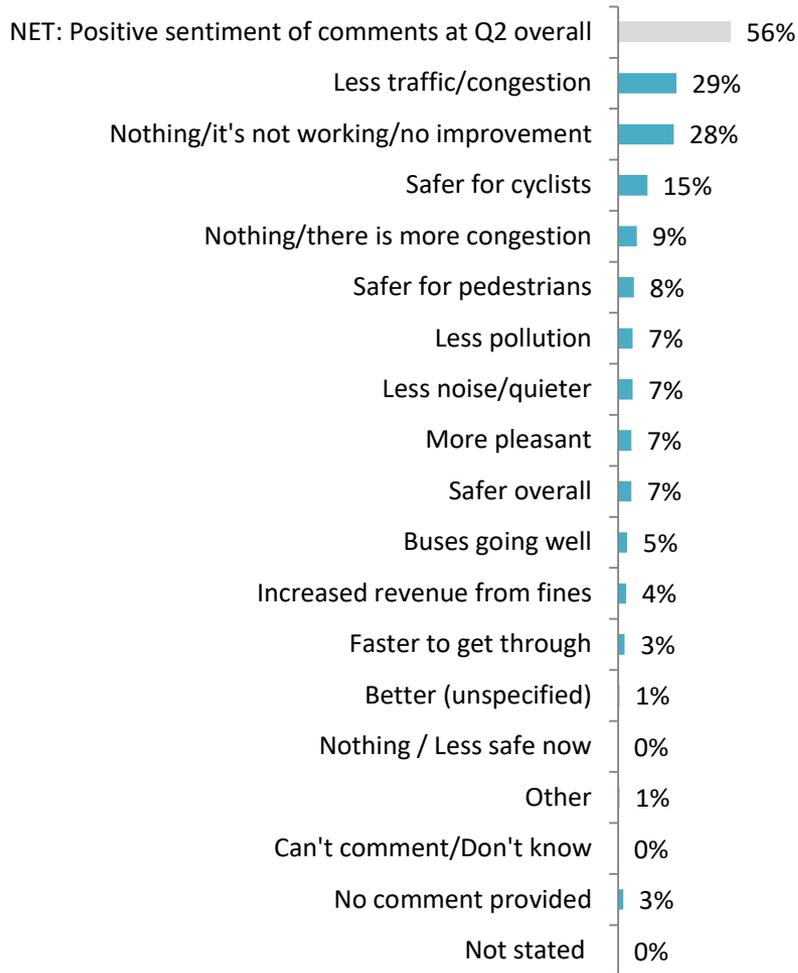
ADDITIONAL COMMENTS

Of the additional comments received at the end of the survey, 33% were positive, 33% were negative and 5% were neutral or a constructive comment.

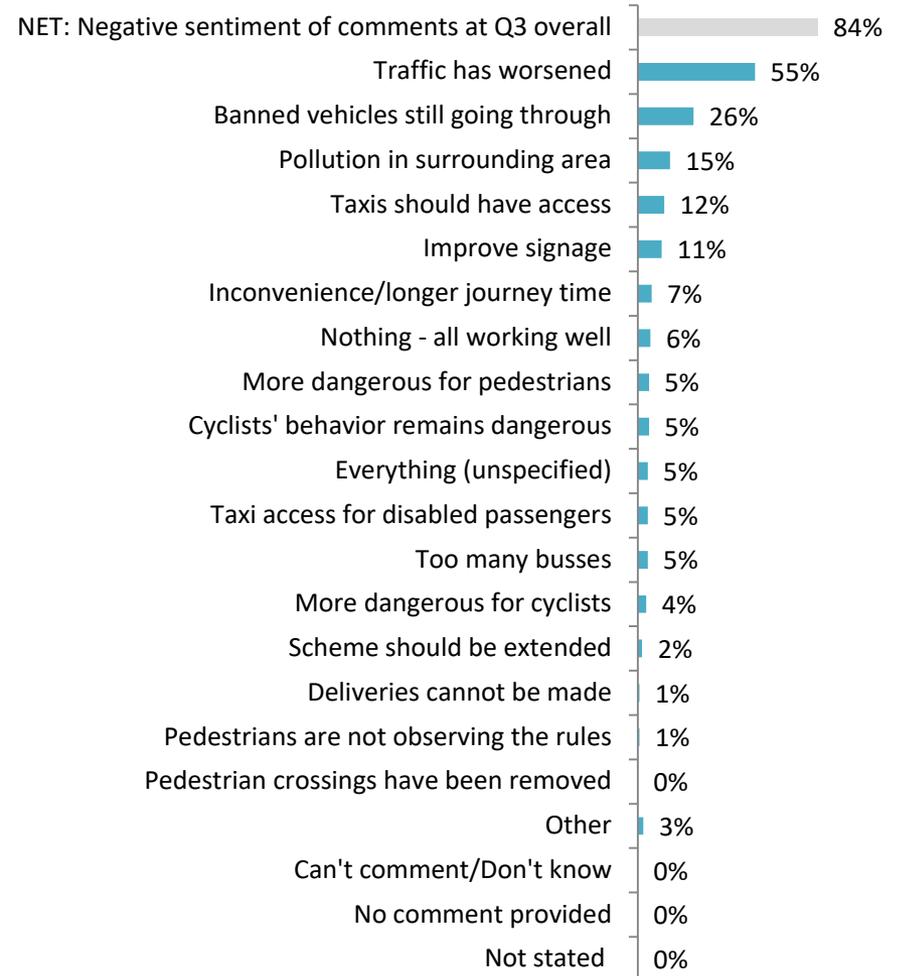
The most recurrent additional comments that were left were: black cabs should be permitted (20%) and the negative effect on traffic in surrounding areas (13%).

MOTOR CYCLISTS

Q2: What do you think is working well since Bank on Safety became operational?



Q3: What do you think is not working well since Bank on Safety became operational?



COMMERCIAL DRIVERS

Commercial drivers, (n=61) at and in the vicinity of the 'Bank' location were consulted on the Bank on Safety Scheme and invited to participate in the online survey. Their feedback is summarised below:

WORKING WELL

44% of commercial drivers left positive feedback.

19% say the traffic/congestion has improved during the scheme and that it is safer overall (12%) and for cyclists in particular (14%). 12% say the area is less polluted and more pleasant.

NOT WORKING WELL

77% of commercial drivers left negative feedback.

36% claiming the scheme isn't working. 49% believe that the traffic in the area has worsened, banned vehicles are still using the junction (16%) and that the signage should be improved (15%). 10% say cyclist behaviour remains dangerous.

SCHEME SUPPORT

13% of commercial drivers support the scheme. 53% are unsupportive of the scheme. 34% generally support the scheme but would like to see changes to the scheme. Responses included: allowing black cabs (48%), better signposting/enforcement of rules (14%), the need for cyclists to be slowed down (10%) and that the scheme is extended to 24/7 (10%).

When this feedback is amalgamated: 16% are in favour of regressive changes, 5% are in favour of progressive changes and 13% are in favour of enhancements.

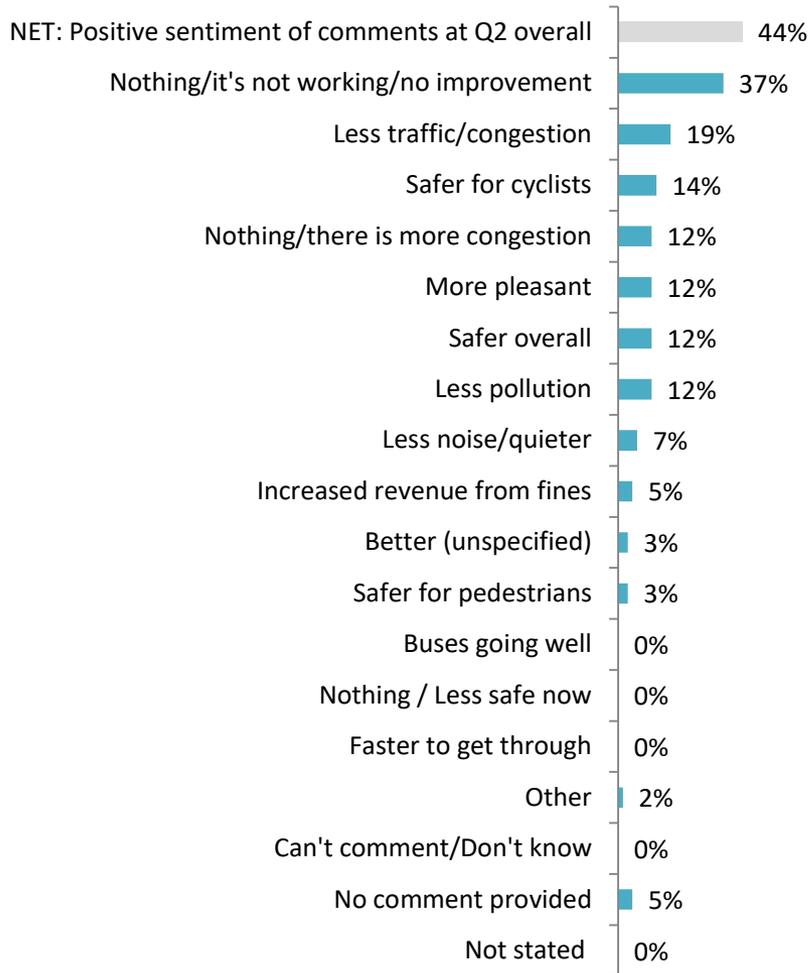
ADDITIONAL COMMENTS

Of the additional comments received at the end of the survey, 31% were positive, 44% were negative and no neutral or a constructive comments were left.

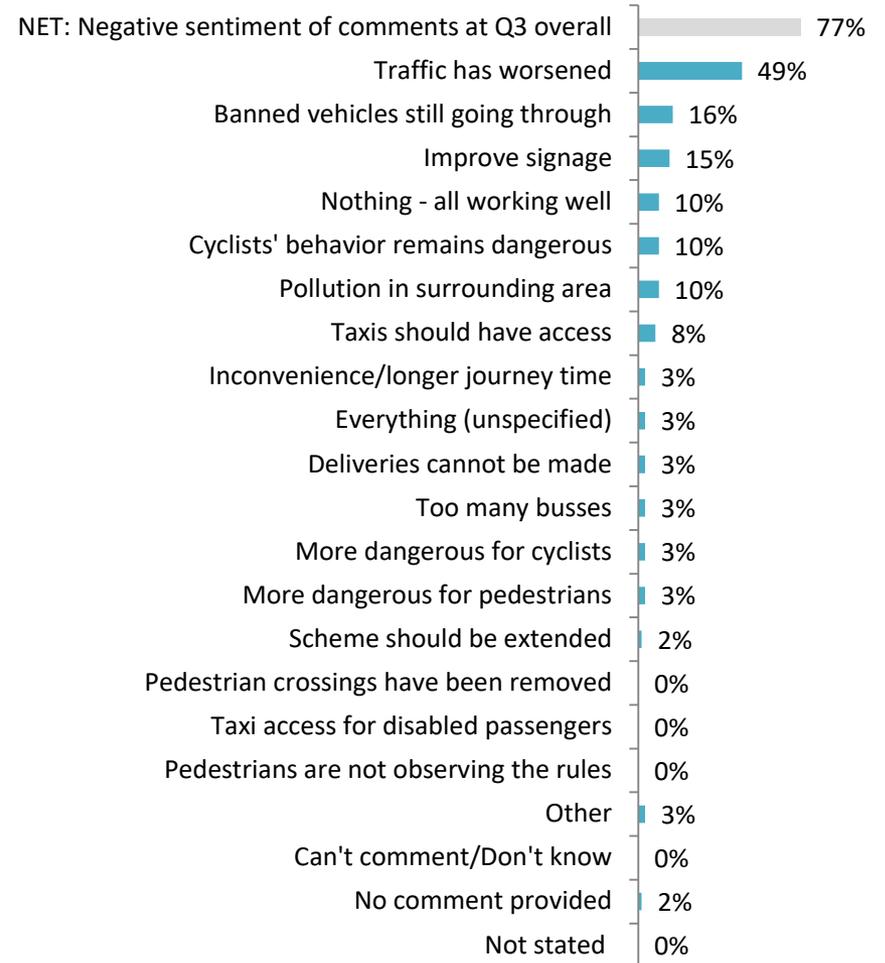
The most recurrent additional comments that were left were: black cabs should be permitted (19%) and to extend the duration of the scheme (16%).

COMMERCIAL DRIVERS

Q2: What do you think is working well since Bank on Safety became operational?



Q3: What do you think is not working well since Bank on Safety became operational?



BUS DRIVERS*

Bus drivers, (n=34)* at and in the vicinity of the 'Bank' location were consulted on the Bank on Safety Scheme and invited to participate in the online survey. Their feedback is summarised below:

WORKING WELL

82% of bus drivers left positive feedback.

32% say there is less traffic/congestion, 27% say safety for cyclists has improved, pedestrians (15%) and safety overall (18%).

NOT WORKING WELL

82% of bus drivers left negative feedback.

41% say traffic has worsened and banned vehicles continue to use the junction (38%).

SCHEME SUPPORT

50% of bus drivers support the scheme. 15% are unsupportive of the scheme. 35% generally support the scheme but would like to see changes the following four changes: allowing black cabs (50%), better signposting/enforcement of the rules (33%), cyclists need to be slowed down (8%) and extending the scheme to 24/7 (8%).

When this feedback is amalgamated: 18% are in favour of regressive changes, 3% are in favour of progressive changes and 15% are in favour of enhancements.

ADDITIONAL COMMENTS

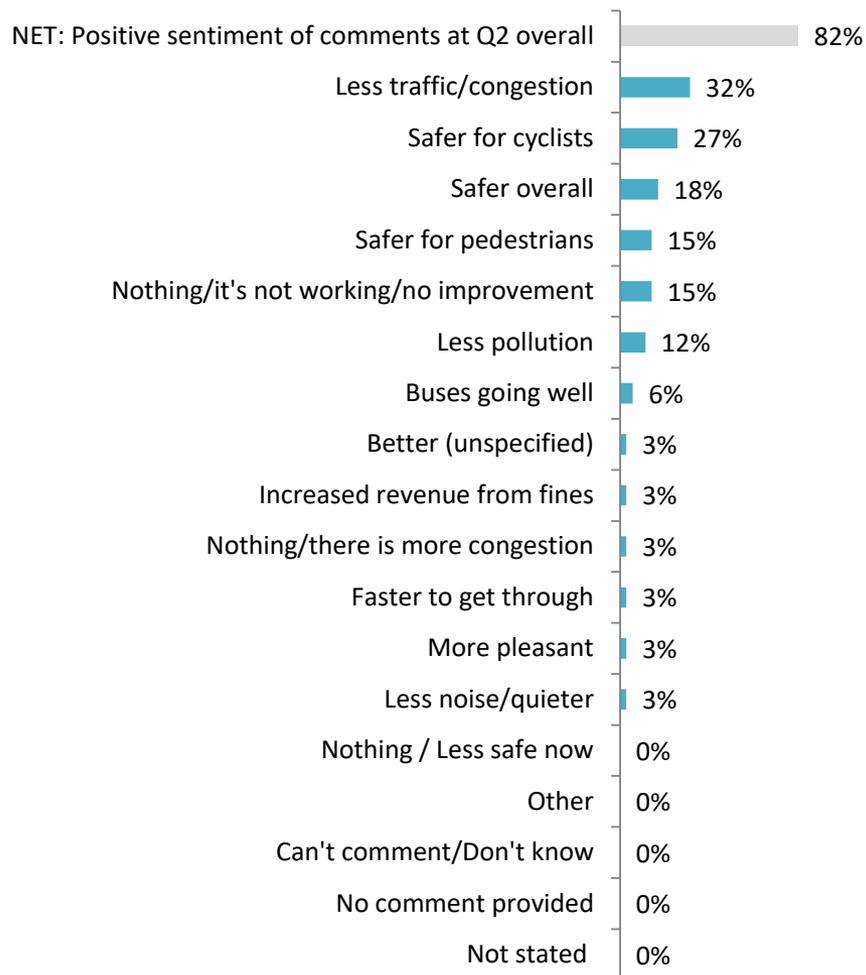
Of the additional comments received at the end of the survey, 33% were positive, 33% were negative and 7% were neutral or a constructive comment.

The most recurrent additional comments that were left were: extending the duration of the scheme (20%) and the negative effect on traffic in surrounding areas (13%).

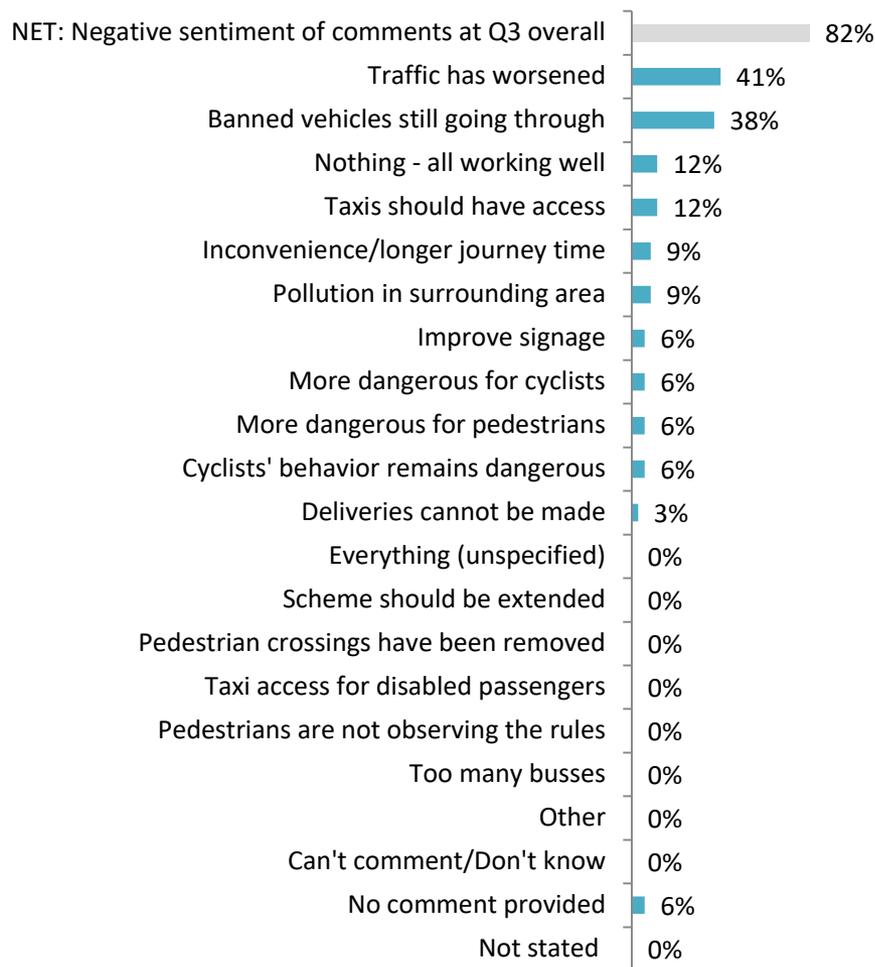
* Low statistical base (<50 respondents)

BUS DRIVERS*

Q2: What do you think is working well since Bank on Safety became operational?



Q3: What do you think is not working well since Bank on Safety became operational?



*Low statistical base (<50 respondents) Base: Q2 (n=34) Q3 (n=34) providing a comment

11: APPENDICES: METHODOLOGY

PUBLIC CONSULTATION ONLINE SURVEY

In this section, we detail how the research was conducted.

- Respondents could participate in the public consultation via three methods:
 1. Online survey: Quantitative and qualitative styled questions
 2. Email to bankonsafety@cityoflondon.gov.uk
 3. Written responses

These qualitative comments were analysed and coded based on recurrence of verbatim and sentiment to create a quantitative percentage score.

- The public consultation online survey was conducted between: 22nd May - 30th November 2017
- A total of n=3,730 individual respondents completed the research, where they identified themselves by the mode of transport they used when passing through the area:

The following self identified groups researched via online consultation survey										
Overall	Pedestrians	Pedal cyclists	Taxi or private hire drivers	Bus passengers	Taxi or private hire passengers	Private vehicle drivers	Motor cyclists	Commercial drivers	Bus drivers	Other
3730	2258	1699	1013	754	731	186	153	61	34	41

- Note: As a consequence of rounding up percentage results, the answers to some questions might not always add up to 100%.
- This research was conducted by the City of London. The analysis was conducted independently by FTI Consulting.

11: APPENDICES: METHODOLOGY

PUBLIC CONSULTATION ONLINE SURVEY

Figure 1 shows the number of people who use multiple forms of transport in the vicinity and through or near the Bank Junction.

Figure 1: Number of respondents selecting different modes of transport

Question wording	Q1. How do you normally travel in the vicinity (i.e. streets that bypass Bank Junction - Cannon Street, Bishopsgate, etc) and through or near (i.e. on the approach arms) Bank Junction?										
	Overall	Pedestrians	Pedal cyclists	Taxi or private hire drivers	Bus passengers	Taxi or private hire passengers	Private vehicle drivers	Motor cyclists	Commercial drivers	Bus drivers	Other
Raw Numbers											
Sample Base	3730	2258	1699	1013	754	731	186	153	61	34	41
Pedestrians	2258	2258	1300	183	693	409	129	84	31	29	28
Pedal cyclists	1699	1300	1699	55	514	217	85	49	23	24	19
Taxi or private hire drivers	1013	183	55	1013	48	258	49	52	28	14	7
Bus passengers	754	693	514	48	754	220	70	28	17	15	20
Taxi or private hire passengers	731	409	217	258	220	731	82	50	22	15	14
Private vehicle drivers	186	129	85	49	70	82	186	26	18	12	4
Motor cyclists	153	84	49	52	28	50	26	153	16	11	3
Commercial drivers	61	31	23	28	17	22	18	16	61	9	5
Bus drivers	34	29	24	14	15	15	12	11	9	34	3
Other	41	28	19	7	20	14	4	3	5	3	41

11: APPENDICES: METHODOLOGY

PUBLIC CONSULTATION ONLINE SURVEY

Figure 2 shows the percentage of people who take different forms of transport in the vicinity and through or near the Bank Junction.

Figure 2. Percentage of those selecting different modes of transport

Question wording	Q1. How do you normally travel in the vicinity (i.e. streets that bypass Bank Junction - Cannon Street, Bishopsgate, etc) and through or near (i.e. on the approach arms) Bank Junction?										
Column %	Overall	Pedestrians	Pedal cyclists	Taxi or private hire drivers	Bus passengers	Taxi or private hire passengers	Private vehicle drivers	Motor cyclists	Commercial drivers	Bus drivers	Other
Sample Base	3730	2258	1699	1013	754	731	186	153	61	34	41
Pedestrians	61	100	77	18	92	56	69	55	51	85	68
Pedal cyclists	46	58	100	5	68	30	46	32	38	71	46
Taxi or private hire drivers	27	8	3	100	6	35	26	34	46	41	17
Bus passengers	20	31	30	5	100	30	38	18	28	44	49
Taxi or private hire passengers	20	18	13	26	29	100	44	33	36	44	34
Private vehicle drivers	5	6	5	5	9	11	100	17	30	35	10
Motor cyclists	4	4	3	5	4	7	14	100	26	32	7
Commercial drivers	2	1	1	3	2	3	10	11	100	27	12
Bus drivers	1	1	1	1	2	2	7	7	15	100	7
Other	1	1	1	1	3	2	2	2	8	9	100

11: APPENDICES: METHODOLOGY

PUBLIC CONSULTATION ONLINE SURVEY

Summary of the questions that were included in the public consultation online survey. This is how the questionnaire would look when taken on a desktop device.

*** How do you normally travel in the vicinity (i.e. streets that bypass Bank Junction - Cannon Street, Bishopsgate, etc) and through or near (i.e. on the approach arms) Bank Junction?**

	through or near Bank Junction	in the vicinity of Bank Junction
Walk	<input type="checkbox"/>	<input type="checkbox"/>
Pedal cycle	<input type="checkbox"/>	<input type="checkbox"/>
Bus driver	<input type="checkbox"/>	<input type="checkbox"/>
Bus passenger	<input type="checkbox"/>	<input type="checkbox"/>
Taxi or private hire driver	<input type="checkbox"/>	<input type="checkbox"/>
Taxi or private hire passenger	<input type="checkbox"/>	<input type="checkbox"/>
Motorcycle	<input type="checkbox"/>	<input type="checkbox"/>
Commercial driver	<input type="checkbox"/>	<input type="checkbox"/>
Private vehicle driver	<input type="checkbox"/>	<input type="checkbox"/>
I do not travel in this area	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

*** What do you think is working well since Bank on Safety became operational?**

*** What do you think is not working well since Bank on Safety became operational?**

The idea of experimenting with this scheme is to see how it works in practice before making a decision on whether it should be made permanent. The monitoring work combined with this consultation and feedback will be presented to Members at the City of London prior to any decision being taken on the permanency of this experiment.

*** Given your experiences, since the Bank on Safety scheme became operational, do you support these changes to becoming permanent?**

- Yes, I support the Bank on Safety scheme as implemented
- No, I do not support the Bank on Safety scheme and would want it to return to its previous operation
- Yes, I generally support the Bank on Safety scheme but would like to see the following variations:

Any additional comments that you would like to make:

11: APPENDICES: METHODOLOGY

SURVEY USABILITY

We investigated the usability of the survey design for respondents participating in the online survey.

For one question, respondents were asked to select whether they support, or do not support the Bank on Safety scheme. There was also an option for respondents to 'generally support the scheme', but where they could enter any variations they'd like to see made to the scheme in a comment box under the statement (Figure 1).

Scenario 1: Screen Navigation

Issue: For those on small screen devices, the main form of navigation would have been to use their fingers to select responses and scroll up and down by flicking the screen. Consequently, those respondents who selected 'Yes' or 'No' (Figure 1) and inadvertently placed their finger in the comment box had their response changed to 'Yes, I generally support'.

Investigation: 3 people left no comment in the box provided, inferring they may have inadvertently selected this option when scrolling.

Scenario 2: Open Comment Box

Issue: The purpose of the box under the response 'Yes, I generally support the Bank on Safety scheme but would like to see the following variations' was to allow respondents to type their suggested variations to the scheme. However, some may have used it to elaborate as to why they made their selection (i.e. Yes & No in Figure 1). This would have inadvertently changed their response to 'generally support'.

Investigation: 23 people made comments that they did not support the scheme, which infers they may have originally selected 'No' and used the comment box to elaborate on this.

There were also 12 respondents who selected 'Yes, I generally support', but their open comments were fully supportive of the scheme as it is. This infers they had originally selected 'Yes'.

We therefore decided not to remove these responses as they had no statistical significance on the levels of support.

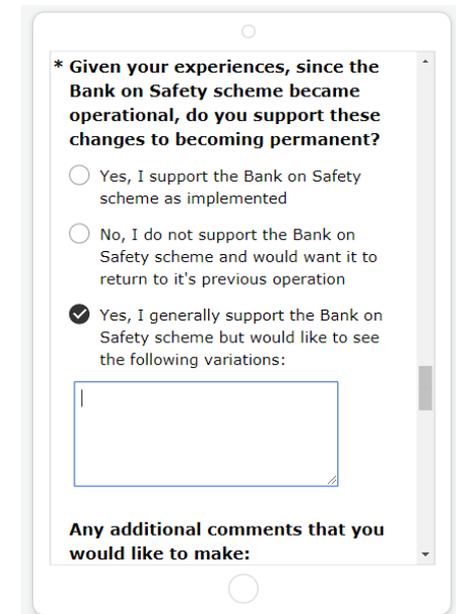


Figure 1: Example of question on a small screen device

ABOUT FTI CONSULTING



FTI Consulting is an independent global business advisory firm dedicated to helping organisations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. Individually, each practice is a leader in its specific field, staffed with experts recognized for the depth of their knowledge and a track record of making an impact.

Collectively, FTI Consulting offers a comprehensive suite of services designed to assist clients across the business cycle – from proactive risk management to the ability to respond rapidly to unexpected events and dynamic environments.

For further enquiries, please contact:

Dan Healy
Managing Director
Strategy Consulting & Research
FTI Consulting

dan.healy@fticonsulting.com

www.fticonsulting.com



BANK ON SAFETY

BANK ON SAFETY

Summary of Community & Stakeholder Consultation