Appendix 7:

All Change at Bank consultation survey (2021).

(Text only - web version contained images)

Introduction to the survey:

We are keen to understand what people think about the proposed changes at Bank Junction before any final decisions are made. A summary of thepotential changes, who they would affect, and the anticipated benefits is provided in this survey. More detailed information is available in the plans and the presentation that support this consultation exercise. These can be downloaded using the links above. We encourage you to read through these before taking this consultation, also do not use Internet Explorer when taking this survey, please use an alternative internet browser.

We are then keen to know whether you support or oppose the proposals as outlined.

The survey is split into 5 sections:

- Section 1 covers the key proposed traffic changes. These have been developed as one package that aims to offer the greatest benefits withminimised impacts.
- Section 2 outlines the concept proposals for enhancing the new spaces if the proposals in Section 1 were to be approved.
- Section 3 seeks feedback on the proposals for changing a number of bus routes. (Transport for London will undertake a further consultation beforethese changes would be confirmed)
- Section 4 seeks views on, if it were possible and appropriate, changes to the timings of the restrictions and/or the mix of traffic allowed during thoserestricted times (on the approach arms of Cornhill, King William/Lombard Street and Poultry).
- Section 5 seeks a few details about you and your relationship with the Square Mile to help us better understand any specific impacts on particular groups, etc.

Key assumptions:

A number of temporary changes to the City's streets have been delivered by the City of London Corporation and Transport for London in response to Covid-19. The long-term status of these projects has not yet been determined, but some may be retained in their current or modified form. Any proposals for permanent changes will take account of the proposals for All Change at Bank and will be subject to the usual decision making and consultation processes.

* Required

Section 1 The key traffic changes

This section asks whether you support or oppose the proposals to reduce the number of approach arms into the junction for motor vehicles. This would singly the layout of the junction and offer the opportunity to:

- · Provide more space for people walking
- · Make travel safer for all people passing through the area
- Improve air quality and reduce noise
- Provide more seating, greening and improve the quality of place (detailed in section 2)
- Across the area, pavements will be widened, making it more comfortable to walk by allowing space for people to pass each other more freely.
- Pedestrian crossings will be wider and shorter making it easier, quicker and safer to cross. Signalised crossings are retained.

Next, there will be a short summary of proposals and you will be asked whether overall you support or oppose those measures. At each stage you willhave the opportunity to provide comments.

Section 1.1: Threadneedle Street

It is proposed to close Threadneedle Street to motor vehicles between the Bank Junction and the junction with Bartholomew Lane. This area would befor people walking and cycling only.

The proposals include:

- Clear separation between people walking and cycling, this would not be a shared space.
- Priority to cyclists in an eastbound direction at the junction with Bartholomew Lane as the cycle only facility ends.
- A raised crossing across the cycle facility, outside the main entrance to the Bank of England, to provide a step free access route to the Royal Exchangepublic space and to Cornhill for pick up and drop off.
- The signalised crossing where Threadneedle Street enters Bank Junction
- Widened pavements
- For resilience purposes, the carriageway for cycles will be wide enough to accommodate a motor vehicle lane if necessary, for agreed temporaryperiods of time.

1	
Overall – do you support or oppose the proposal to remove motor vehicles on Threadneedle Street between Bank Junctionand Bartholomew Lane to create a walking and cycling only area?	
Strongly support	
○ Support	
Neutral - I have no view either way	
Oppose	
Strongly oppose	
2	
Do you have any specific comments on the detail of this proposed change?	

Section 1.2 Queen Victoria Street

It is proposed to only allow people cycling and walking to use the section of Queen Victoria Street between Bucklersbury and the Bank Junction. The proposals include:

Motor vehicles servicing Bucklersbury or Walbrook would still be able to access via Bucklersbury and exit in a westbound direction on Queen Victoria Street.

Bus services would no longer serve Queen Victoria Street in either direction between Queen Street and the Bank junction.

Moving the taxi rank, currently outside the Magistrates Court, further south- west (approximately 65 M) to where the existing bus stop is currently located.

A raised area of carriageway on the approach to the junction with Poultry, Walbrook and Mansion House Street to improve the ease of crossing this section for those who walk.

The formal pedestrian crossing alignment will be moved between the Manion House and the corner of Poultry

These changes would apply 24 hours a day, 7 days a week

'	riese changes would apply 24 hours a day, r days a week	
	3	
C d	Overall, do you support or oppose the proposal to make Queen Victoria Street between Bucklersbury and the Bank junction cycle only (a lescribed above)?	s
\bigcirc	Strongly support	
	Support	
	Neutral - I have no view either way	
	Oppose	
\bigcirc	Strongly oppose	
	4	
D	Oo you have any specific comments on the detail of this proposed change?	
		1

Section 1.3 Princes Street

It is proposed to widen the pavement on Princes Street at the approach to the junction to provide more space for people exiting/entering the underground station and waiting at the crossing. This will reduce the carriageway to one lane. However two-way traffic movement will be retained and controlled by traffic lights. This change would require the number of motor vehicles using this section to be reduced 24 hours a day, 7 days a week.

lt	is	pro	pos	ed	that:
		P. 0	700	u	uiu.

- Only buses and cycles are allowed in a northbound direction.
- Buses, cycles and vehicles servicing Cornhill are allowed in a southbound direction
- Access for properties on Princes Street is retained from the north end of Princes Street, but unless accessing Cornhill, traffic must exit in a northbound direction at all times of day.
- It is proposed to keep the taxi rank currently at the north end of Princes Street where it is.
- These changes would apply 24 hours a day, 7 days a week

5

Overall, do you support or oppose the proposed changes to the operation of Princes Street?
Strongly support
○ Support
Neutral - I have no view either way
Oppose
○ Strongly oppose
6
Do you have any specific comments on the detail of this proposed change?

Section 1.4 The remaining arms of the junction -

King William Street/Lombard Street, Cornhill and Poultry.

The proposals for these streets is to retain the Monday to Friday, 7am to 7pm timed restrictions and only allows buses and cycles during those hours.

In section 4 we are seeking views on some alternative options for the timing of restrictions on these arms and the mix of traffic allowed during these times. We will also ask if your answers in section 1 would change if any of these alternatives were subsequently proposed.

At this stage we cannot confirm whether it would be possible or appropriate to implement these alternatives. They are dependent on several other factors that may affect streets that surround Bank but are not yet finalised. The physical changes proposed do not prevent a later change to the timing of restrictions on these arms or the mix of traffic allowed during these times on these three approach arms.

Therefore, the current proposal for the King William Street/Lombard Street, Cornhill and Poultry arms of the junction is to retain the existing Monday to Friday, 7am to 7pm, bus and cycle only restrictions.

	7
I	Overall, Do you support or oppose the proposals for retaining the existing timed restrictions of Monday to Friday 7am to 7pm for buses and cycles only on King William/Lombard Street, Cornhill and Poultry as described above?
\bigcirc	Strongly support
\bigcirc	Support
\bigcirc	Neutral - I have no view either way
\bigcirc	Oppose
\bigcirc	Strongly oppose
	8
l	Do you have any specific comments on the detail of this proposed change?

Section 1.5

IF you have indicated that you oppose or are neutral to some elements described in the previous four questions then please answer the following question.

IF you have consistently supported or strongly supported the elements described in the previous four questions then please move to the next section

	9
	If the proposals can only be delivered as a complete package as described above, overall, would you support or oppose the proposals.
	Strongly support
	Support
	Neutral - I have no view either way
	Oppose
\bigcirc	Strongly oppose

Section 2: Enhancing the area

This section looks at what further improvements could be achieved if the proposals outlined in section 1 are implemented. Existing materials will be reused wherever possible, and new york stone is intended to be used where pavements are widened.

There will be a need to provide some street furniture to protect the spaces, such as bollards and/or planters. These will be placed to avoid obstructing people walking.

The questions below seek feedback on proposals for three areas of change and some overall design principles. Please note that it may not be possible to deliver all the enhancements outlined below within the existing budget. Technical constraints are also still being investigated and may influence the final design. Feedback from the survey will help inform which elements should be prioritised.

Next there will be a short summary of proposals and you will be asked how far you agree or disagree with those measures. At each stage you will have the opportunity to provide comments

A larger version of the plan detailing the proposed changes can be found here: https://city-of-london.citizenlab.co/en/projects/all-change-at-bank (https://city-of-london.citizenlab.co/en/projects/all-change-at-bank)

Section 2.1 - Queen Victoria Street

Removing the majority of motor vehicle movements between Bucklersbury and the junction offers the opportunity to widen the pavement. This area is less heavily used by people walking and so offers the opportunity to incorporate greening and seating that could provide a quiet space for people to stop and rest.

10						
How far do you agree	or disagree with imple	menting each of the e	nhancements below i	f nossible in	relation to Queen \	/ictoria Street

	Strongly agree	Agree	Disagree	Strongly disagree	Neutral
New street trees	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Ground level planting on the south side of the street					
Seating on both sidesof the street					
Increase the number of cycle racks outside the Magistrates Court on Queen Victoria Street					
Provide a charging point for electric Vehicles					
11 Please provide any comi	ments you might have	on the detail of these	e proposed enhancemer	nts	

Section 2.2 - Threadneedle Street

more space for people walking and a dedicated route for people cycling. This would not be a shared space. There would be a pedestrian crossing point across the cycle facility linking to the Royal Exchange space. Wider pavements offer the opportunity for some greening, street trees and seating 12 How far do you agree or disagree with implementing each of the enhancements below, if possible, in relation to Threadneedle Street?					
, -	Strongly agree	Agree	Disagree	Strongly disagree	Neutral
New street trees	()	0	()	()	\bigcirc
Seating near Bartholomew Lane					
Using large plant potsto provide additional greening where spaceallows					
Using the wider pavement outside the Royal Exchange building (north face) near Bartholomew Laneto provide space for moveable tables and chairs					
13 Please provide any com	ments you might have o	on the detail of these	proposed enhancem	ents	

With the proposed complete removal of motor vehicles from this section of Threadneedle Street, it offers the opportunity for:

Section 2.3 - Royal Exchange

It is proposed to enhance the area in front of the Royal Exchange,	including making it more accessible for people with mobility issues,
including wheelchair users and people with prams or pushchairs.	

New planting, and refurbished and additional seating is proposed to provide an area where people can stop and rest, and be able to expect the seating is proposed to provide an area where people can stop and rest, and be able to expect the seating is proposed to provide an area where people can stop and rest, and be able to expect the seating is proposed to provide an area where people can stop and rest, and be able to expect the seating is proposed to provide an area where people can stop and rest, and be able to expect the seating is proposed to provide an area where people can stop and rest, and be able to expect the seating is proposed to provide an area where people can stop and rest, and be able to expect the seating is proposed to provide an area where people can stop and rest, and the seating is proposed to provide an area where people can stop and rest, and the seating is proposed to provide an area where people can be also be able to expect the seating is proposed to provide an area where people can be also be able to be	enjoy
the historic surroundings.	

1	1
- 1	4

The enhancements proposed are listed below. How far do you agree or disagree with implementing each of these, if possible, in relation to the Royal Exchange area?

	Strongly agree	Agree	Disagree	Strongly disagree	Neutral
Make the raised platform accessible by replacing the existing steps on the east side with a gentle slope					
Opening up the raised platform by removing two of the planter wallson the west side and replacing these with continuous steps that can also double as informal seating					
Retain and refurbish the existing timber benches					
Provide more seating	\bigcirc	\bigcirc	\bigcirc		\bigcirc
Replant the existingwalled planters					
15 Please provide any com	ments you might have o	on the detail of these	proposed enhanceme	ents	

Section 2.4 - Other Areas

In addition to the three spaces above the focus of providing wider pavements is to facilitate the movement of people. However, there may be room to provide some seating and to extend the greening across the junction in some sections. The greening is likely to be in the form of large plant pots, but would need to be balanced with the need for people to walk comfortably and the provision of other necessary street furniture.

16	
How far do you agree or disagree that this approach above for the areas that link the three spaces is appropri	ate?

	Strongly agree	Agree	Disagree	Strongly disagree	Neutral
Using large plant potsto provide additional greening where spaceallows					
Using individual seatswhere space allows					
Using benches wherespace allows					
17 Please provide any col	mments you might have	on the detail of these	e proposed enhanceme	nts	

Section 3 - Bus routes

The proposals to change the way traffic moves through Bank, does mean that some bus routes would need to be changed. We would try to keep routes running as close to Bank and their original routes as possible.

There are four-day bus routes that would need to be changed if the proposals went ahead -routes 8, 11, 26 and 133. Also, there are five-night routes that would need to be changed – N8, N11, N26, N133 and N242

Routes 8 and N242 (https://city-of-london.citizenlab.co/en/projects/all-change-at-bank (https://city-of-london.citizenlab.co/en/projects/all-change-at-bank)) are proposed to run east and westbound along Cornhill rather than Threadneedle Street. They would then join Bishopsgate at the junction with Cornhill/Leadenhall Street and re-join their current routing. The 8 and N242 would continue to serve Cheapside and Poultry as they currently do.

Routes 11, N11, 26 and N26 (https://city-of-london.citizenlab.co/en/projects/all-change-at-bank (https://city-of-

london.citizenlab.co/en/projects/all- c hang e-at-bank)) currently travel along Queen Victoria Street between Cannon Street and Bank junction. With the proposal to close the top end of

Queen Victoria Street to motor vehicles, these routes would instead use Queen Street and Poultry. They would then pass across the junction and travel along Cornhill and join Bishopsgate to resume the current routing.

[Note that TfL have previously made changes to Route 11 so that it no longer uses Old Broad Street between Threadneedle Street and London Wall and instead uses Bishopsgate and Wormwood Street towards/From Liverpool Street Station.]

Route 133 and N133 (https://city-of-london.citizenlab.co/en/projects/all-change-at-bank (https://city-of-london.citizenlab.co/en/projects/all-change-at-bank) is the only route that is not proposed to continue through Bank Junction. Instead of using Old Broad Street, Threadneedle Street and King William Street to/from London Bridge, the route would travel along Wormwood Street, Bishopsgate and Gracechurch Street to/from London Bridge.

All other bus services that cross Bank junction are not proposed to be modified as part of this proposal.

Further detail on these proposed changes including maps and diagrams, can be found on the consultation homepage.

18

Negative

Do you use any of these services that are proposed to be changed?

	Yes, regularly (at least once a `week)	Yes, occasionally (at least once a month)	Yes, though not very often than once a month) service	(less No, I do not use the bus
8		\bigcirc	\bigcirc	\bigcirc
11		\bigcirc		
26		\bigcirc		
133		\bigcirc		
N11		\bigcirc		
N26		\bigcirc		
N133		\bigcirc		
N242		\bigcirc		
N8				
19				
Do you think these	changes as outlined would hav	e a positive, negative or neutr	ral impact on your journey?	
Positive				
Neutral				

Do you have any specific comments on the detail of the proposed route changes?

Section 4 - Timing and traffic mix restrictions

At this time, we are proposing to retain the 7am-7pm, Monday to Friday, bus and cycle only restriction on Cornhill westbound, King William /Lombard Street, and Poultry as part of the All Change at Bank proposals.

However, we know that some street users would like to see alternative options for the timing of restrictions on these arms or the mix of traffic allowed during these times. Whilst, at this stage, we cannot confirm whether it would be possible, or appropriate, to implement these alternatives, we are keen to understand more about what alternatives people might like to see. Whether any of these alternatives could be developed further is dependent on several other factors that may affect streets that surround Bank, but are not yet finalised.

Responses to the questions below will help us understand if there is an appetite for change in either extending the timing of the restrictions or the types of vehicles that are restricted. The physical changes proposed do not prevent a later change to the timing of restrictions on these three arms, or the altering of the traffic mix during these times.

21

Options, including keeping it as it is, for the timing and traffic mix restrictions on Cornhill westbound, King William/Lombard Street and Poultry are listed below. How far do you agree or disagree with each of these?

	Strongly agree	Agree	Disagree	Strongly disagree	Neutral
Extend the operating hours of the restrictions to include Saturday and Sunday, and remain bus and cycle only					
Extend the operating hours to the restrictions to include Saturday and Sunday but permit Licensed London taxis too					
Extend the operating hours to the restriction to include Saturday and Sunday but permit an alternative vehicle along with the busesand cycles					
Extend the operatinghours to later in the evening on a weekday but remain bus and cycle only					
Extend the operatinghours to later in the evening on a weekday but permit Licensed London taxis too					
Extend the operating hours to later in the evening on a weekday but permit an alternative vehicle withbuses and cycles					
Permit Licensed Londontaxis during the proposed restricted times on the Cornhill (westbound), King William Street andPoultry arms					
Keep the timing and traffic mix as					\bigcirc

If you selected "permit an alternative vehicle" to question 21, please specify which vehicle type(s), you would permit
○ Licensed London Taxis
O Private Cars and vans
○ Motorcycles
Other
23
Do you have any other specific comments regarding the above suggestions or any other options you think we should consider?

As we have outlined, we are not currently proposing a different timing or traffic mix at this stage and the proposal is to retain the Monday to Friday 7amto 7pm buses and cycles restriction on King William street/Poultry and Cornhill (westbound).

However, given your answers in question 21 it would be useful to understand whether a subsequent change to the timing or traffic mix would change your support or opposition to the proposals outlined in section 1 (to further restrict motor vehicle traffic movement on Queen Victoria Street, Princes Street and Threadneedle Street).

	24
	Would your level of support/opposition for the proposals set out in Section 1 change if later it was proposed to change the traffic mix allowed during the restricted hours from only buses and cycles?
\Box	Yes
\subset	No
	25 What would your level of support be?
	Strongly support
\sim	
	Support
C	Neutral - I have no view either way
\Box	Oppose
\Box	Strongly oppose
	Would your level of support/opposition for the proposals set out in Section 1 change if the hours of operation were later to be extended in some way?
\bigcirc	Yes
	No No
	27
	What would your level of support be?
	Strongly support
	Support
\Box	Neutral - I have no view either way
\subset	Oppose
\subset	Strongly oppose

Section 5 - About you

So that we can understand trends within responses we would like to ask you a few questions about you, the way you travel to and within the City and the main purpose of your visits.

,	28 What is your primary mode of travel to/from the City? (please select one answer only)
\bigcirc	Walk
\bigcirc	Taxi or private hire vehicle driver
\bigcirc	Rail or underground
\bigcirc	Taxi or private hire vehicle passenger
\bigcirc	Bus
\bigcirc	Car
\bigcirc	Cycle
\bigcirc	Motorcycle
\bigcirc	Van
\bigcirc	Not applicable / other
\bigcirc	River
	29 Once in the City, how do you normally travel around? (choose as many as you like)
	Once in the City, how do you normally travel around? (choose as many as you like)
	Once in the City, how do you normally travel around? (choose as many as you like) Walk
	Once in the City, how do you normally travel around? (choose as many as you like) Walk Taxi or private hire vehicle driver
	Once in the City, how do you normally travel around? (choose as many as you like) Walk Taxi or private hire vehicle driver Rail or underground
	Once in the City, how do you normally travel around? (choose as many as you like) Walk Taxi or private hire vehicle driver Rail or underground Taxi or private hire vehicle passenger
	Once in the City, how do you normally travel around? (choose as many as you like) Walk Taxi or private hire vehicle driver Rail or underground Taxi or private hire vehicle passenger Bus
	Once in the City, how do you normally travel around? (choose as many as you like) Walk Taxi or private hire vehicle driver Rail or underground Taxi or private hire vehicle passenger Bus Car
	Once in the City, how do you normally travel around? (choose as many as you like) Walk Taxi or private hire vehicle driver Rail or underground Taxi or private hire vehicle passenger Bus Car Cycle
	Once in the City, how do you normally travel around? (choose as many as you like) Walk Taxi or private hire vehicle driver Rail or underground Taxi or private hire vehicle passenger Bus Car Cycle Motorcycle

	30
	Do you usually travel with dependents into/around the city?
\bigcirc	Yes
\bigcirc	No
	31
	Please state the category of the dependents.
\bigcirc	Children under 5
\bigcirc	Children between 6 and 10
\bigcirc	Children between 11 and 16
\bigcirc	Adult requiring care or assistance
	Other
	32
	Prior to the Covid-19 pandemic, how often did you pass through / go close to the Bank Junction area?
\bigcirc	Daily (7 days)
\bigcirc	Weekdays only, 1-3 days
\bigcirc	Weekday only, 4-5 days
\bigcirc	Weekends only
\bigcirc	1-5 times a month
\bigcirc	1-5 times a quarter
\bigcirc	1-5 times a year
\bigcirc	I've never been to Bank Junction

١	When rules allow, how often do you anticipate passing through/close to the Bank Junction Area?
\bigcirc	Daily (7 days)
\bigcirc	Weekdays only, 1-3 days
\bigcirc	Weekday only, 4-5 days
\bigcirc	Weekends only
\bigcirc	1-5 times a month
\bigcirc	1-5 times a quarter
\bigcirc	1-5 times a year
\bigcirc	
	Other
	34
١	What is your relationship to the Square Mile?
\bigcirc	I live in the Square Mile
\bigcirc	I'm a worker in the Square Mile
\bigcirc	I'm a visitor for the business
\bigcirc	I'm a visitor for leisure
\bigcirc	I'm a student
\bigcirc	I'm in a Livery Company
\bigcirc	I'm a business owner in the Square Mile
\bigcirc	
	Other
	35
,	Are your responses to this survey your own views, or are you responding on behalf of an organisation or group?
\bigcirc	Individual (please answer Q36)
\bigcirc	Organisation (please answer Q37)
	36
F	Please would you provide an email address for us to confirm the submission of this survey.

Please provide your name, the organisation's name, your position within the organisation and any contact details below. *
38
What is your age?
<u> </u>
O 19-29
O 30-44
<u>45-60</u>
O 61-74
O 75+
O Prefer not to say
39
Do you have a disability? Under the Equality Act 2010, a person is considered to have a disability if she/he has a physical or mental impairment which has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities.
○ Yes
○ No
O Prefer not to say

L	Do you have any of the following conditions which
\bigcirc	Hearing loss or deafness
\bigcirc	Vision loss or blindness
\bigcirc	Learning difficulties
\bigcirc	Developmental disorder
\bigcirc	Mental ill health
\bigcirc	Long term illness
\bigcirc	Physical disability
	Speech or language disability
\bigcirc	Prefer not to say
	Other
	41
	Ethnicity
\bigcirc	White - British
\bigcirc	White - Irish
\bigcirc	White - Irish Traveller/Gyspy/Roma
\bigcirc	White - European
\bigcirc	Black - British
\bigcirc	Black - African
\bigcirc	Black - Caribbean
\bigcirc	Asian - British
\bigcirc	Asian - Indian
\bigcirc	Asian - Pakistani
	Asian - Bangladeshi
\bigcirc	Chinese
\bigcirc	White and Black African
\bigcirc	White and Black Caribbean
	White and Asian
	Prefer not to say

Other

42	
Are you pregnant?	
○ Yes	
○ No	
Prefer not to say	
40	
43	
Have you had a baby in the last 12 months?	
Yes	
○ No	
Prefer not to say	
44	
How did you hear about the consultation?	
○ Email	
○ Instagram	
Twitter	
LinkedIn	
Other	

Thank you for taking the time to complete this survey. Your feedback is appreciated.

If you would like to keep updated with information on the progress of this project, then please email the project team and we will add you to the contacts list – allchang e@cityoflondon.gov.uk (mailto:allchange@cityoflondon.gov.uk).