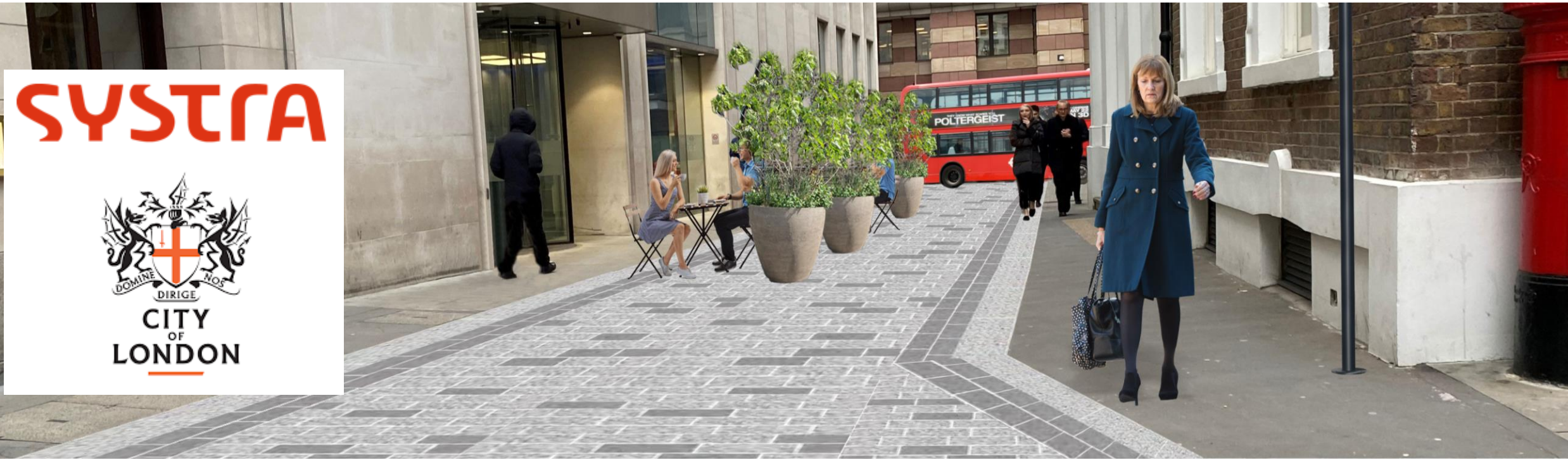


# Pedestrian Priority Streets

## Consultation Findings Draft Report

February 2023



**SYSTRA**



**CITY  
OF  
LONDON**



# Pedestrian Priority Streets

## Consultation Findings

SYSTRA



This report presents the findings of a consultation on City of London's Pedestrian Priority Streets Programme, focusing on five different pedestrian priority schemes on Cheapside, Old Broad Street (south) and Threadneedle Street, King Street, Old Jewry and King William Street. The consultation was live between 17th October - 12th December 2022, and a total of 305 responses were received.



### Main benefits:



Space for people walking and cycling; improved road safety; improved public realm

### Concerns:



Increased journey time; impacts on taxi operation; access for the elderly and people with disabilities; displaced congestion

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- Old Broad Street (south) and Threadneedle Street
- Conclusions

**1**

## **Introduction**

# Introduction

## Background to the consultation

The City of London Corporation (“the City”) is working to enhance the comfort and safety of people walking in the Square Mile.

In the Summer of 2020, the City temporarily provided more space for people walking through the **Pedestrian Priority Streets Programme**, to improve social distancing in light of the Covid-19 pandemic. Temporary pedestrian priority schemes were delivered across different streets, including the following five:

- Old Jewry;
- King Street;
- King William Street;
- Cheapside; and
- Old Broad Street (south) and Threadneedle Street.

To make pavements wider, provide more space for people walking and reduce crowding, the City restricted access for motorised traffic on some of these streets.

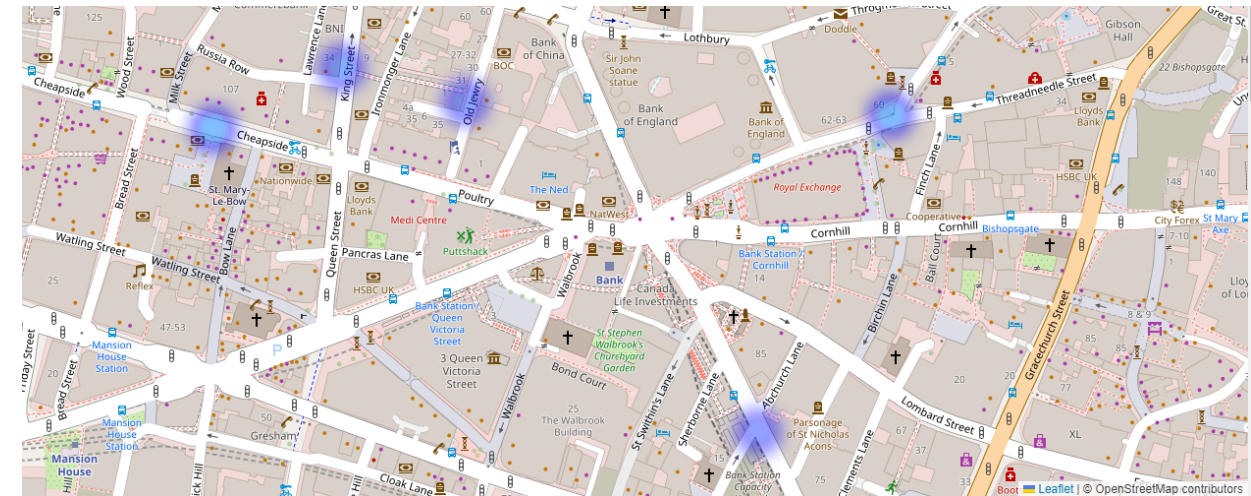
When people started returning to the City in greater numbers, the City kept some of these schemes in place as traffic experiments, to test their effectiveness and gather feedback from residents, businesses and the wider public.

The City commissioned SYSTRA to design, host, analyse and report on a consultation survey assessing impacts and level of support for the five schemes.

The findings from the consultation will be used by the City to inform the decision on whether to make the pedestrian priority schemes permanent, make amendments or remove the schemes.

This report outlines the responses received during the consultation period, which ran between 17<sup>th</sup> October – 12<sup>th</sup> December 2022, totalling 305 responses.

It should be noted that a platform update on the 9<sup>th</sup> December 2022 introduced a bug which prevented some respondents from saving and submitting part of their consultation responses, up to the closure of the consultation survey. This impacted a total of 26 responses for which only partially completed data has been analysed and reported on for the purposes of this report.





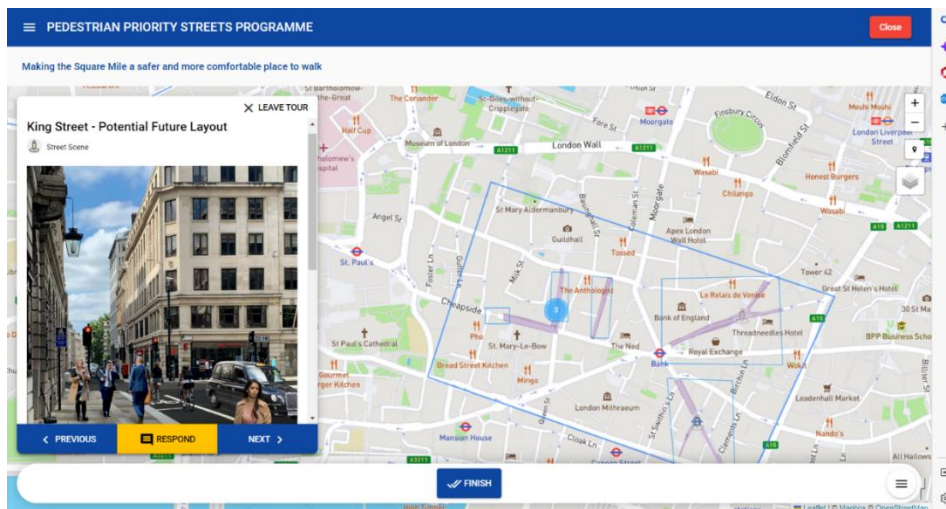
# Introduction

## The consultation survey

The consultation was delivered using **PlaceChangers**, an interactive map-based online consultation tool. An interactive map showed the five streets of interest and used guided tour functionality to toggle between the streets.

For each street, there were three 'stops' on the Guided Tour.

1. Information on the changes to traffic movements;
2. The proposed on-street changes, including in relation to pavement width, pavement materials, seating and planting; and
3. What the street could look like in the future, should the measure be implemented permanently.



After reviewing all information, respondents were provided with the option to leave **feedback** on the street by completing a short survey that captured:

- Usual travel along the street;
- Frequency of using the street with current temporary measures in place;
- Views on the impacts of the current temporary measures;
- Level of support for making changes permanent; and
- An opportunity to provide any other comments.

At the end of the guided tour, respondents were asked to complete a number of demographic questions.

As well as the PlaceChangers online consultation tool, the City welcomed longer form open text responses from local interest groups.

# Introduction

## Analysis and Reporting approach

All survey data was cleaned and analysed using SPSS. All **closed questions** within the consultation survey were tabulated and chi-square statistical tests were run to assess whether there were variations in survey answers by different respondent types. In reporting the closed questions, differences between different groups of respondent have only been outlined where chi-square statistical tests were statistically significant. These findings are provided in **light blue** call-out boxes.

The consultation survey included two **open text** questions, per street:

- Please provide any further comments on the impacts the current changes have had on you.
- Please provide any other comments you have regarding the proposals.

Each response provided to these questions was read and analysed in detail, with each sentiment allocated to a code. These codes (and their relationships) are known as the 'coding framework'. The coding framework typically fell into three themes: positive impacts; negative impacts; and suggested improvements. Coding ensures all ideas and points raised by respondents to the open-ended questions are captured and reported on. **Three longer form open text responses** were also analysed in this way.

Throughout this report, responses to the open text questions are reported alongside the relevant closed question data, with findings

outlined in order of prevalence. Anonymised verbatim quotes are used to illustrate the points made.

As with all analysis of consultation data, it should be noted that:

- The sample of respondents is self-selecting and therefore the findings do not aim to be representative of the City population or road user groups;
- The base sizes for each question vary, as not all questions were compulsory to answer;
- The views and opinions reported are the views and perceptions of respondents and are not necessarily factually correct;
- The consultation process cannot be seen as a 'vote' and we do not attempt to draw conclusions, based on the number of people offering positive or negative comments toward the schemes; and
- The open text data provided by respondents was self-selecting, meaning respondents could choose whether or not to provide a more detailed comment. Whilst this approach ensures the views and opinions of different types of people are heard, the detail provided cannot be taken to be representative of the respondent sample, the City population or road user groups.

**2**

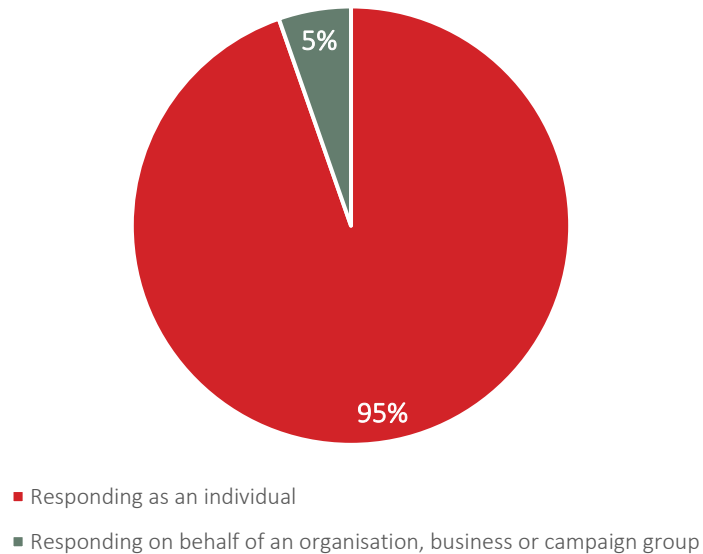
**Respondent  
Profile**



# Overall response

## Respondent type

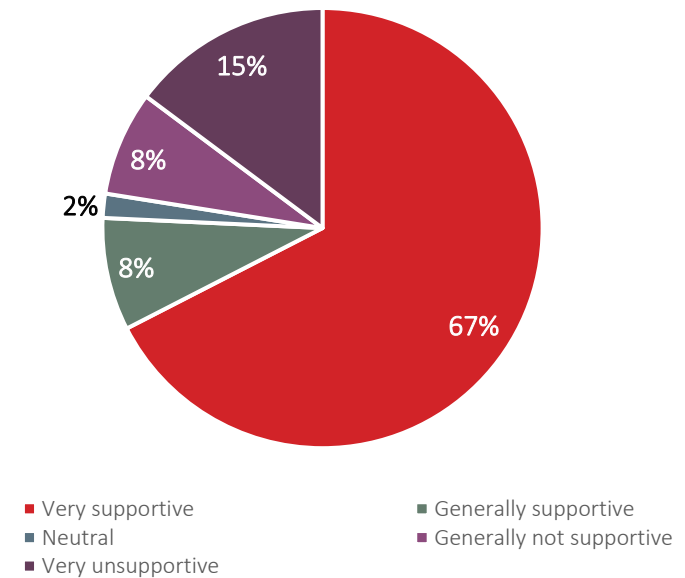
Of those respondents providing detail on respondent type, the majority reported that they were responding to the consultation survey as an individual, with only 5% responding on behalf of an organisation, business or campaign group.



Are you responding on behalf of an organisation, business or campaign group, or as an individual? (Base: 131)<sup>1</sup>

## Support for schemes in principle

Overall, there was support for introducing traffic and loading restrictions to make more space for people walking and cycling. Specifically, three quarters of respondents expressed support for this principle, while only just over a fifth were unsupportive (75% compared to 23%).



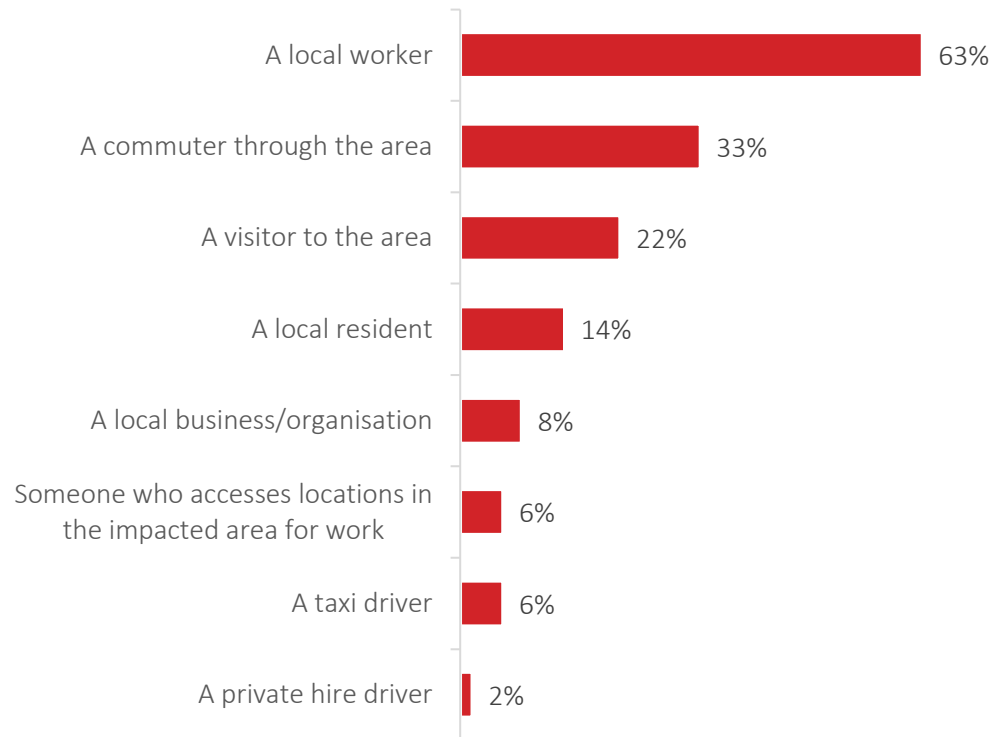
Overall, to what extent do you support the principle of making more space for people walking and cycling by introducing traffic restrictions and loading restrictions? (Base: 169)

<sup>1</sup> Please note that base sizes vary throughout charts and also from the total respondent number (n=305)

# Individual Respondents

## Relationship to the City

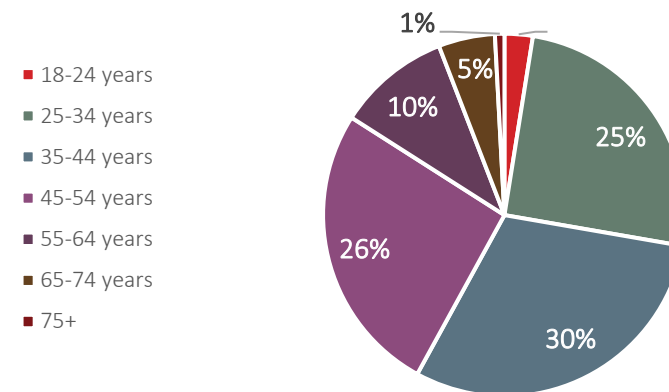
Of those responding to the consultation as an individual, two thirds identified themselves as 'a local worker' (63%), a third identified themselves as 'a commuter through the area' (33%), and a fifth as a visitor (22%). Just over a tenth of individuals responding to the consultation identified as 'a local resident' (14%).



How would you describe your relationship to the City? (Base: 119)

## Demographics

A large proportion of those responded to the consultation as an individual and fell within the 34 to 65 age category (66%), while just over a quarter of respondents fell within the 18 to 34 age category (28%).



If you are responding as an individual, which of the following age groups do you fall within? (Base: 119)

Other demographic characteristics of individual respondents were:

- Just over a tenth of respondents reported having a health problem or disability (13%); and
- Only 1% of individual respondents reported being pregnant.

# Organisation Respondents

## Organisations responding to the Consultation

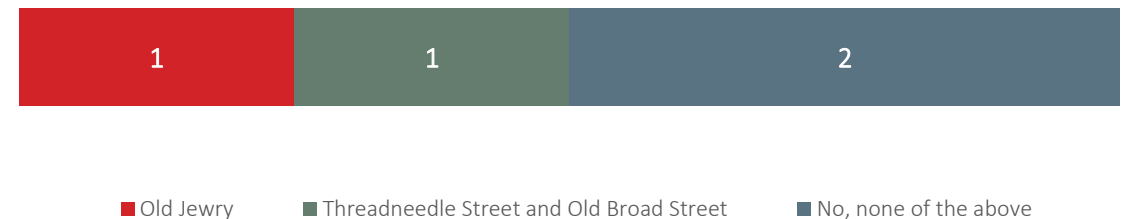
Of those respondents providing detail on respondent type, only 5% stated that they were responding on behalf of an organisation, business or campaign group.

Organisation respondents who consented to being named in this report were:

- St Bartholomew's Hospital;
- Montagu Evans; and
- The Licensed Taxis Drivers Association (LTDA).

## Organisation location

Only four of those responding on behalf of an organisation, business or campaign group provided detail on their organisation location. Of these, only one reported being located on Old Jewry on a permanent basis and one reported being located on Threadneedle Street and Old Broad Street.



If you are an organisation, business or campaign group, are you located on any of the following streets on a permanent basis? (Base: 4)

# Response per street

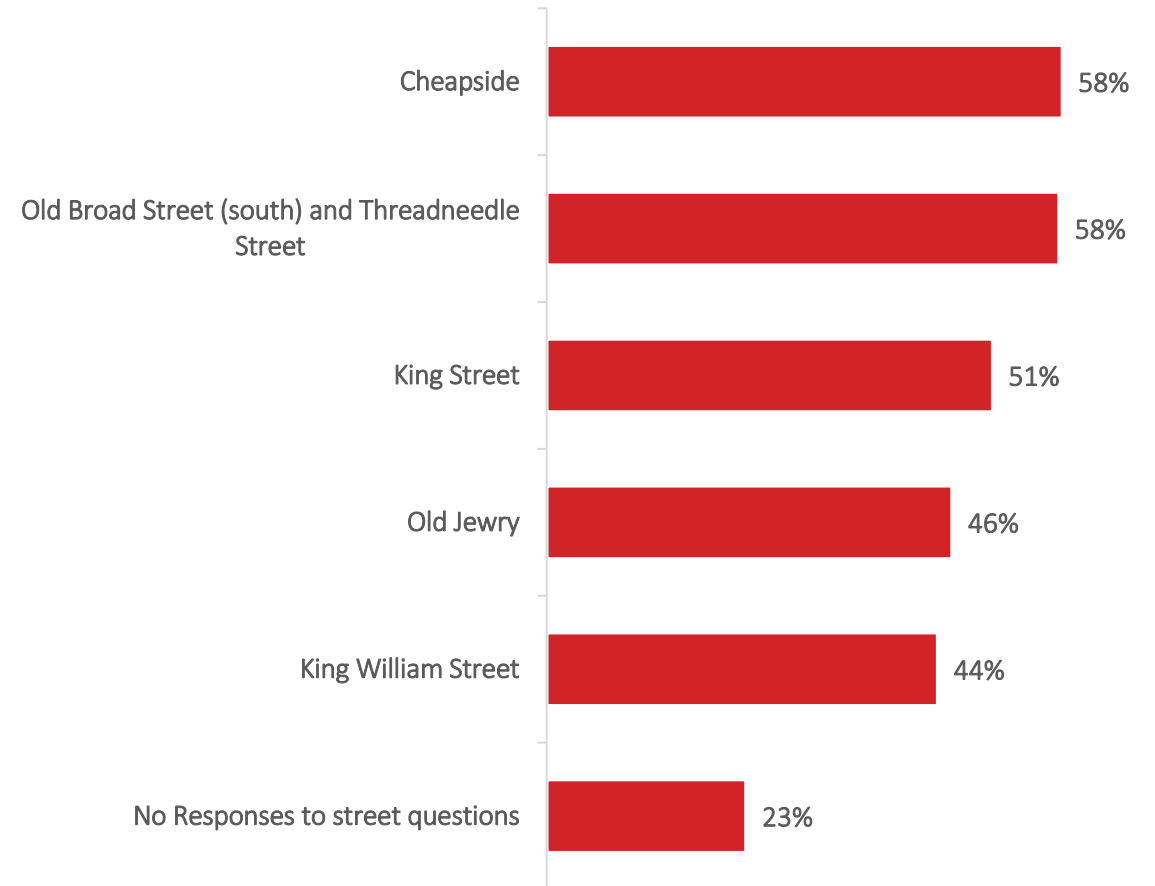
Respondents were given the option to provide feedback on as many or few of the five streets of interest as they liked, including not providing any street-specific feedback and just answering the general consultation questions.

The chart to the right shows the responses received per street.

Just over half of respondents provided a response on Cheapside (58%), Old Broad Street (south) and Threadneedle Street (58%), or King Street (51%) and around two fifths provided a response on Old Jewry (46%) or King William Street (44%).

Roughly a quarter of respondents did not provide any street-specific feedback, instead only completing the general demographic and support questions within the consultation (23%).

The remainder of this report outlines the feedback provided for the different streets of interest.



Responses per street (Base: 305)



**3**

**Old Jewry**

# What are the changes on Old Jewry?

## Traffic Changes

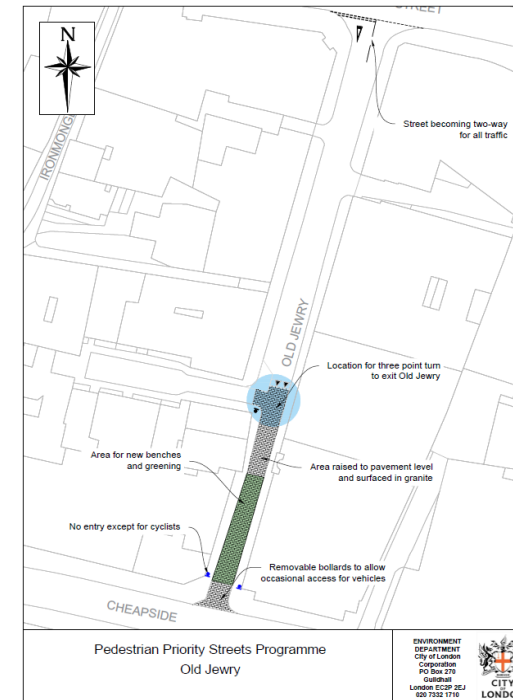
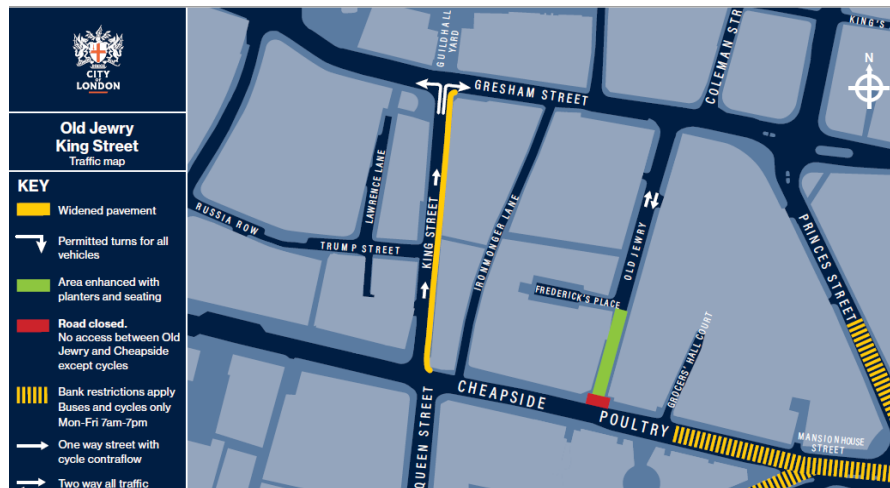
The changes to traffic on Old Jewry are:

- Full closure (except for cycles) on Old Jewry between Cheapside and Frederick's Place
- Remainder of Old Jewry from Frederick's Place to Gresham Street converted to two-way for all traffic
- Vehicles accessing parking and properties on Old Jewry will need to perform a three-point turn at Frederick's Place to exit Old Jewry

## On-street Changes

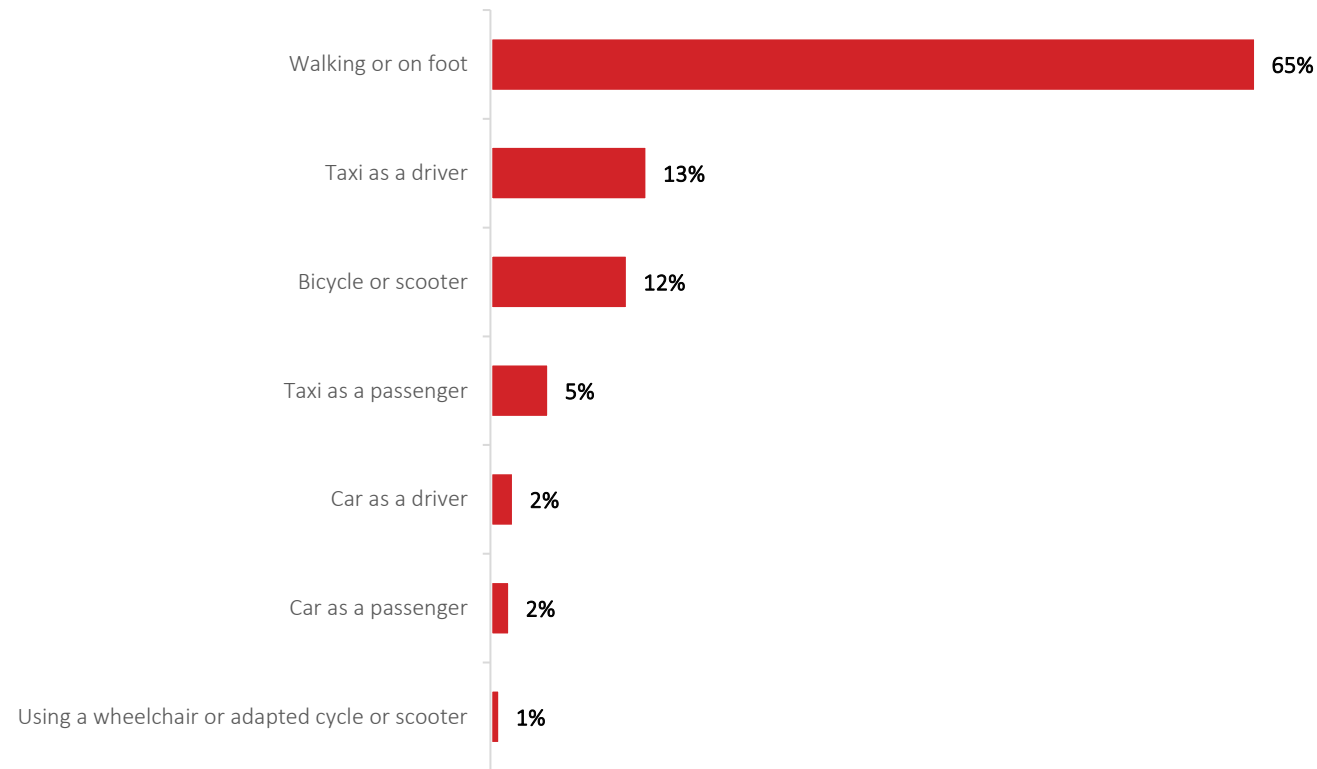
The on-street changes to Old Jewry are:

- Raising the carriageway in the area closed to traffic to pavement level and paving in granite
- A new public space created with seating and planters
- The pavement on Cheapside to be extended across the mouth of Old Jewry. A dropped kerb for cycle and occasional vehicle access to be provided



# How do people currently travel on Old Jewry?

Overall, two thirds of the respondents providing feedback on Old Jewry reported walking or travelling on foot on this street (65%), followed by travelling by taxi as a driver (13%), on a bicycle or scooter (12%), and by taxi as a passenger (5%).

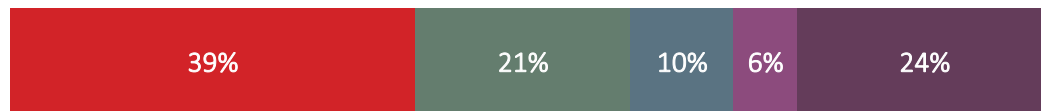


How do you usually travel along this street? (Base: 121)

# What are the impacts of the current changes?

## Overall impacts

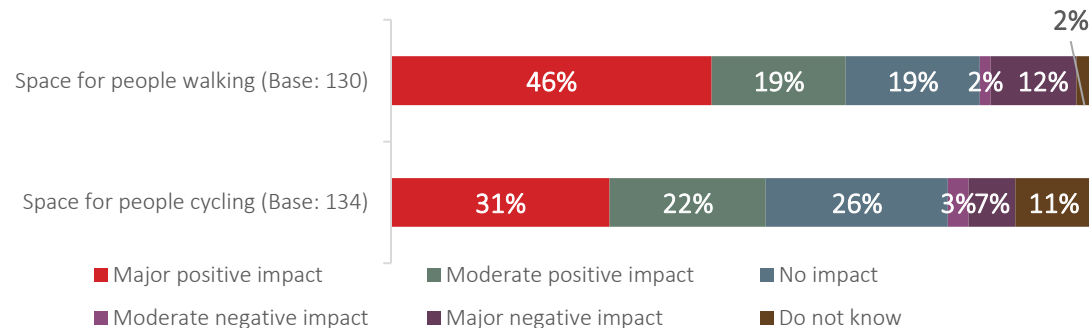
The changes already in place on Old Jewry were perceived to have an overall positive impact, with three fifths of respondents providing feedback on Old Jewry reporting this (60%).



■ Major positive impact   
 ■ Moderate positive impact   
 ■ No impact  
■ Moderate negative impact   
 ■ Major negative impact

Overall, what type of impact have the changes already in place had on you? (Base: 131)

Up to two thirds of respondents providing feedback on Old Jewry felt that the changes already in place on Old Jewry had a positive impact on space for people walking (65%) and cycling (54%).



■ Major positive impact   
 ■ Moderate positive impact   
 ■ No impact  
■ Moderate negative impact   
 ■ Major negative impact   
■ Do not know

To what extent have the changes already in place impacted...?

## Use of street

Two fifths of the respondents providing feedback on Old Jewry reported using Old Jewry more often with the changes in place, compared to before they were introduced (39%). This compares to a fifth who reported using the street less often (22%).



■ Yes - I use the street more often  
■ No - I use the street the same as before the changes  
■ Yes - I use the street less often

Have the changes already in place changed how often you use this street? (Base: 124)



# What are the impacts of the current changes?

Of the 305 respondents to the consultation, 45 provided a response to the following question for Old Jewry: “Please provide any further comments on the impacts the current changes have had on you.” Responses were mainly related to negative impacts, followed by positive impacts, and suggested improvements.

In terms of **negative impacts**, the main comments related to:

- Road safety;
- Taxi operation;
- Displaced congestion; and
- Displaced pollution.

Other negative impact comments related to cyclist access, increased journey times, and access for people with disabilities.

*“You are encouraging conflict by requiring the few vehicles who need access to enter, do a three point turn and exit...”*

In turn, a number of **positive impact** comments highlighted the improvements made to pedestrian access on the street.

Other positive comments related to improvements made regarding road safety, public realm, and cyclist access, as well as the introduction of planters and greenery.

*“It's nice to have a pedestrianised area and an outside space with benches and planters.”*

Comments on **suggested improvements** mainly related to improving general traffic management. Other suggested improvements included:

- Improving cycle lanes;
- Improving disabled access;
- Introducing enforcement in relation to cycling speed; and
- Pedestrianisation.

*“Making this street for pedestrians and cycles only would be a good improvement. The only vehicular traffic that should be permitted here is for deliveries to businesses.”*

# Is there support for making the changes permanent?

Respondents were shown a visualisation depicting what Old Jewry could look like if the experimental traffic changes are successful and they are implemented permanently (see image to right).

Overall, two thirds of respondents expressed support for making the traffic changes permanent (66%).



Overall, to what extent do you support the traffic changes on this street being made permanent? (Base: 130)

Similarly, just over two thirds of respondents expressed support for making the other changes on this street permanent (69%).



Overall, to what extent do you support the other changes on this street being made permanent? (Base: 126)

■ Fully support ■ Partially support ■ Do not support ■ Do not know



# Other feedback

Of the 305 respondents to the consultation, 45 provided a response to the following question for Old Jewry: “Please provide any other comments you have regarding the proposals.” Responses were similar to those provided on the current changes (see slide 33) and were mainly divided between suggested improvements and negative impacts, followed by positive impacts.

The main **suggested improvements** were related to:

- General traffic management;
- Planters and greenery;
- Street seating; and
- Taxi operation.

Other suggested improvement related to maintenance, pedestrianisation, improving cycle lanes and introducing enforcement.

*“It is important that it is easy for three point turns to be made for vehicles wishing to exit Old Jewry at the designated point so that Frederick's Place isn't used as a turning space.”*

In terms of **negative impacts**, a number of issues were raised in relation to access for people with disabilities.

Other issues raised related to:

- Congestion;
- Increased journey times;
- Taxi operation; and
- Visual appearance of the street.

*“Unfair on those that do not cycle and those that cannot walk far as extra journey times and costs.”*

Comments on **positive impacts** focused on the improvements made to public realm and the addition of planters and greenery.

*“I think the visualisation looks fantastic. I like that the street is for people and the planting and seating is great.”*

**4**

**King Street**

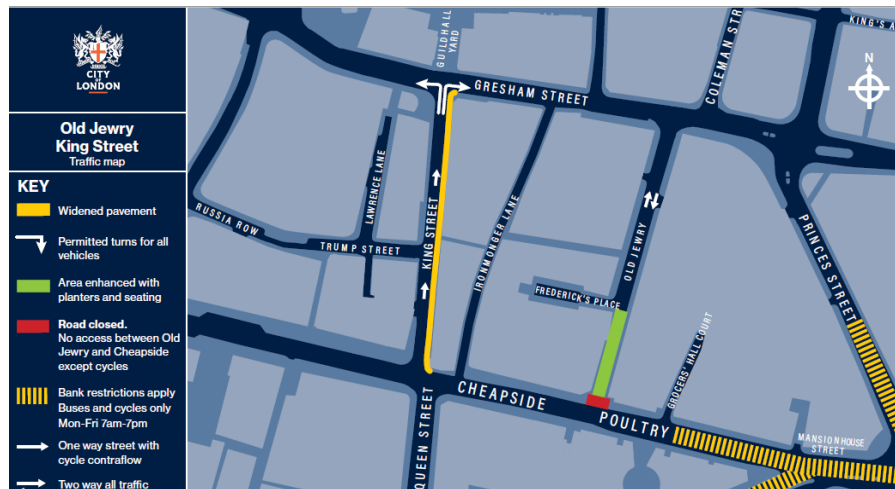


# What are the changes on King Street?

## Traffic Changes

The changes to traffic on King Street are:

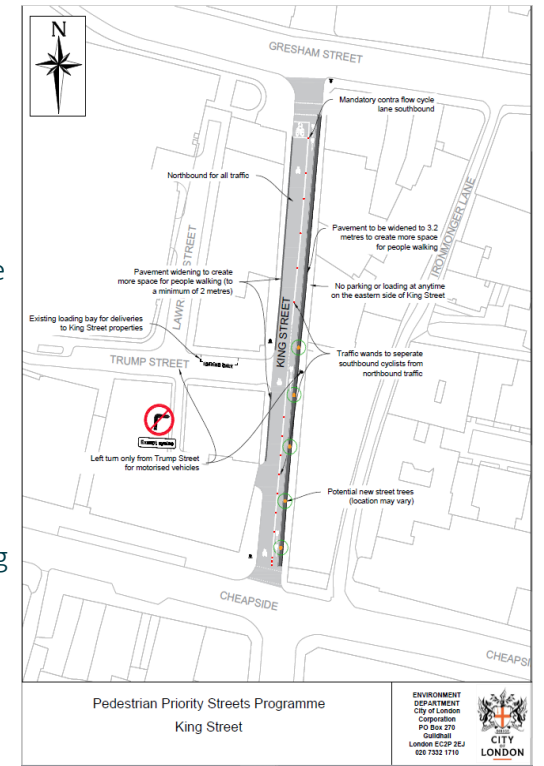
- Making the street one-way northbound from Cheapside to Gresham Street.
- People cycling will still be able to use King Street in both directions using the general traffic lane northbound and a mandatory cycle lane southbound, separated from vehicles by traffic wands
- Traffic from Trump Street can only turn left onto King Street (except cycles)
- Some journeys may need to use alternative routes and may take longer as a result of making the street one-way



## On-street Changes

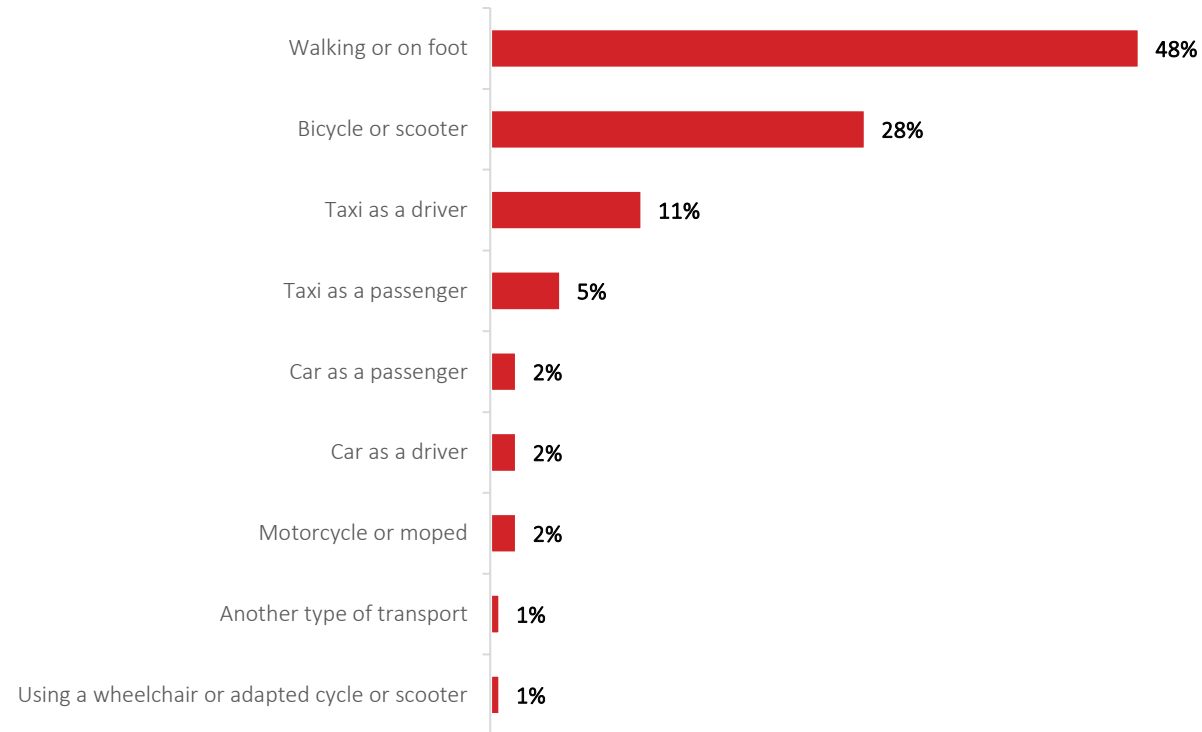
The on-street changes to King Street are:

- Widening pavements at various locations to create more space for people walking
- At some locations the pavements are as narrow as 1.5m, these will become at least 2m wide
- A 1.7m wide mandatory contra-flow cycle lane
- Traffic wands will be placed on the white line of the cycle lane to separate southbound cyclists from northbound traffic
- If possible, new street trees will be introduced in the area
- There will continue to be no parking or loading activity, or the drop off of passengers on King Street as part of this proposal
- Vehicles delivering to businesses on King Street that rely on on-street loading will need to use the loading bay on Trump Street
- People who need to get dropped off from a vehicle can do so from Trump Street, Gresham Street or Cheapside, the furthest walking distance to a building entrance on King Street is 35m



# How do people currently travel on King Street?

Overall, just under half of the respondents providing feedback on King Street reported walking or travelling on foot on this street (48%), followed by travelling on a bicycle or scooter (28%), by taxi as a driver (11%), and by taxi as a passenger (5%).

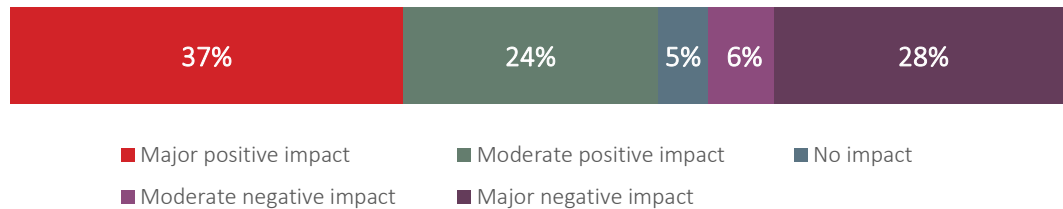


How do you usually travel along this street? (Base: 133)

# What are the impacts of the current changes?

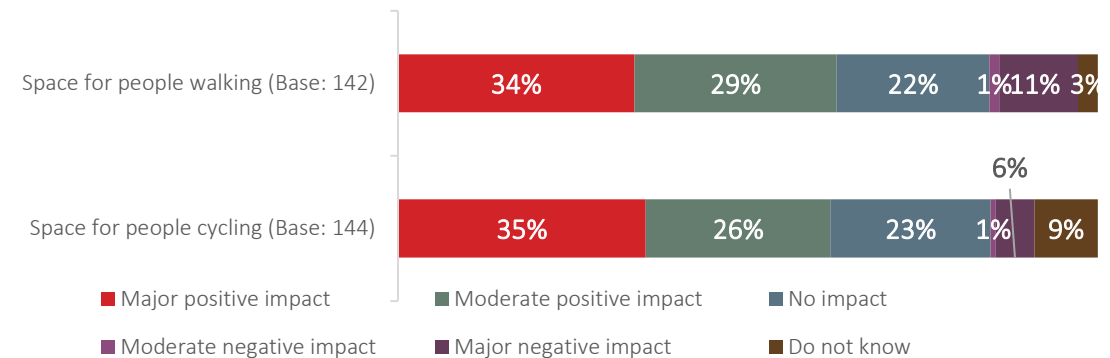
## Overall impacts

The changes already in place on King Street were perceived to have an overall positive impact, with almost two thirds of respondents providing feedback on King Street reporting this (61%).



Overall, what type of impact have the changes already in place had on you? (Base: 146)

Around two thirds of respondents providing feedback on King Street felt that the changes already in place had a positive impact on space for people walking (63%) and cycling (61%).



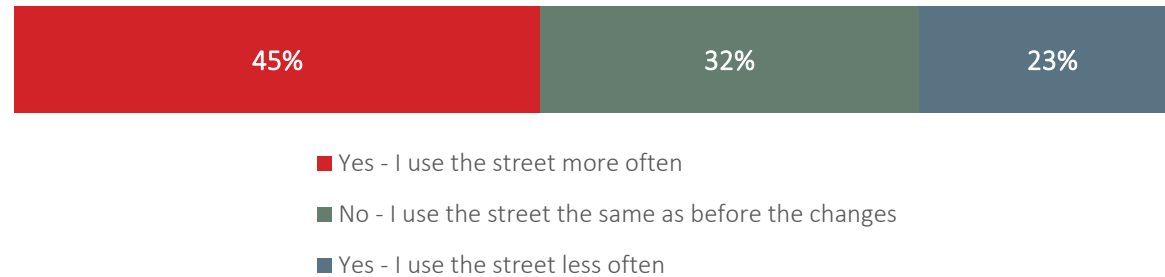
To what extent have the changes already in place impacted...?

Findings differed significantly by **frequency of street use**. The more respondents used King Street the more likely they were to report that the current changes had a positive impact on space for people walking (95% of those who used King Street more often reported a positive impact, compared to 7% who used King Street less often). Similarly, the more respondents used King Street the less likely they were to report that the changes had a negative impact on space for people walking (2% compared to 43%).

# What are the impacts of the current changes?

## Use of street

Just under half of the respondents providing feedback on King Street reported using King Street more often with the changes in place, compared to before they were introduced (45%). This compares to almost a quarter who reported using the street less often (23%)



Have the changes already in place changed how often you use this street? (Base: 136)

# What are the impacts of the current changes?

Of the 305 respondents to the consultation, 60 provided a response to the following question for King Street: “Please provide any further comments on the impacts the current changes have had on you.” Responses were mainly related to negative impacts, followed by positive impacts, and suggested improvements.

In terms of **negative impacts**, a number of issues were raised in relation to displaced congestion and taxi operation. Other issues raised related to:

- Increased journey times;
- Access for people with disabilities;
- Confusion from road users; and
- Cyclist access.

*“Overall, the new arrangements have made taxi journeys longer and more expensive. Traffic congestion is greater not reduced.”*

Views on **positive impacts** divided into three main themes:

- Pedestrian access;
- Cyclist access; and
- Road safety.

Other positive impact comments related to reduced traffic, improved public realm, and noise reduction.

*“Great changes to take back the streets for pedestrians and cyclists.”*

Specifically focused on **suggested improvements**, the main comments related to improving cycle lanes and general traffic management. Other suggested improvement comments related to:

- Improving taxi access;
- Improving disabled access;
- Introducing enforcement to ensure that the new traffic changes and restrictions are followed by all road users; and
- Pedestrianisation.

*“Cycle lane needs to be segregated - and wider.”*

# Is there support for making the changes permanent?

Respondents were shown a visualisation depicting what King Street could look like if the experimental traffic changes are successful and they are implemented permanently (see image to right).

Overall, two thirds of respondents expressed support for making the traffic changes permanent (67%).



Overall, to what extent do you support the traffic changes on this street being made permanent? (Base: 142)

Similarly, just under three quarters of respondents expressed support for making the other changes on this street permanent (71%).



Overall, to what extent do you support the other changes on this street being made permanent? (Base: 135)

■ Fully support ■ Partially support ■ Do not support ■ Do not know





# Other feedback

Of the 305 respondents to the consultation, 40 provided a response to the following question for King Street: **“Please provide any other comments you have regarding the proposals.”** Responses were similar to those provided on the current changes (see slide 33) and were mainly divided between suggested improvements and negative impacts, followed by positive impacts.

The main comments for **suggested improvements** highlighted the value of improving cycle lanes and general traffic management. Other suggested improvement comments related to improving planters and greenery and improving taxi access.

*“I'd like to see the wands replaced by a stepped cycle track. It'll look nicer to have a more permanent-feeling protection for cycles.”*

In terms of **negative impacts**, the main comments related to:

- Congestion;
- Access for people with disabilities;
- Taxi operation; and
- Cyclist access.

Other negative impact comments related to confusion from road users, pollution, access for the elderly, and impacts on businesses.

*“You have made surrounding areas almost a standstill.”*

Comments on **positive impacts** focused on pedestrian and cyclist access.

*“More space for people on foot and to travel by bike. Great for workers, commuters and tourists. Really positive.”*

**5**

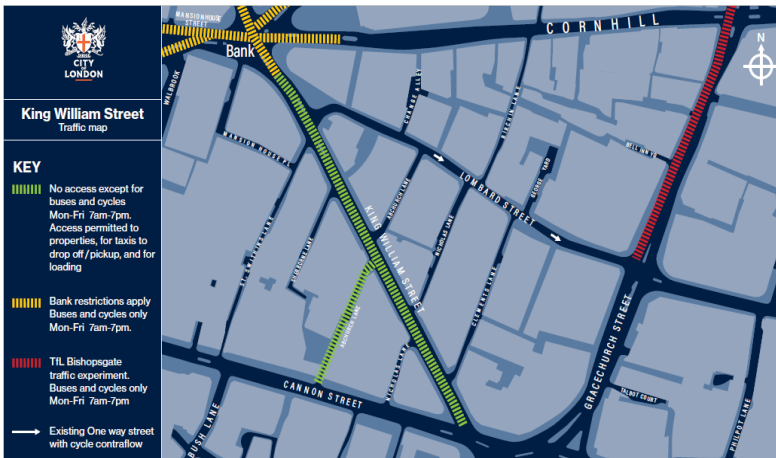
**King William  
Street**

# What are the changes on King William Street?

## Traffic Changes

The changes to traffic on King William Street are:

- Restricting access to motor vehicles on King William Street and Abchurch lane Monday to Friday between 7am – 7pm, except for buses, taxi and private vehicle drop off/pick up and vehicles accessing off-street premises these times match the Bank Junction restriction timings
- Timing of restrictions matching the Bank junction traffic restrictions
- Access outside of timed restrictions unchanged
- Removal of advisory cycle lanes in both directions



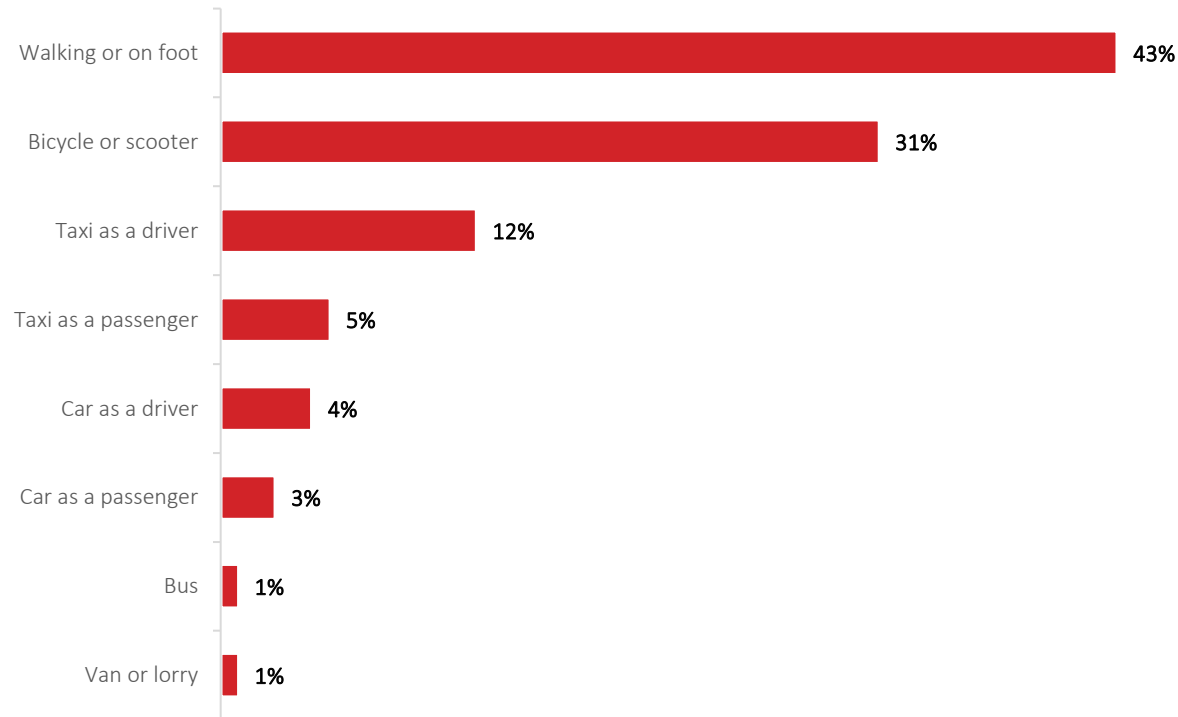
## On-street Changes

The on-street changes to King Street are:

- The pavements along King William Street widened on both sides of the street between Monument junction and Bank junction to create more space for people walking
- The carriageway to be reduced to 6.5m wide and pavements widened by 1.2m – 2.6m
- Changes to waiting and loading restrictions outside of the restricted hours that continue to meet the needs of business requiring servicing activity from the street.
- Reduced traffic volumes on King William Street (between the Bank Junction restrictions and the proposed access restriction) allow for the removal of the advisory cycle lanes and for people cycling to use the main traffic lane
- New dropped kerb on the eastern side King William Street at the Cannon Street junction to improve accessibility
- Crossings improved across side streets with the Lombard Street junction with King William Street narrowed, creating shorter crossing distance for people walking
- If possible, new street trees will be introduced in the area

# How do people currently travel on King William Street?

Overall, just over two fifths of the respondents providing feedback on King William Street reported walking or travelling on foot on the street (43%), followed by travelling on a bicycle or scooter (31%), by taxi as a driver (12%), and by taxi as a passenger (5%).

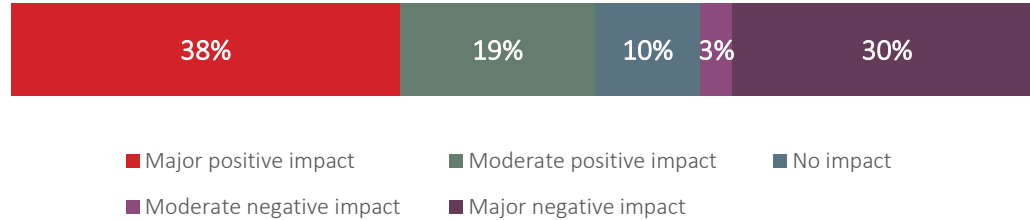


How do you usually travel along this street? (Base: 115)

# What are the impacts of the current changes?

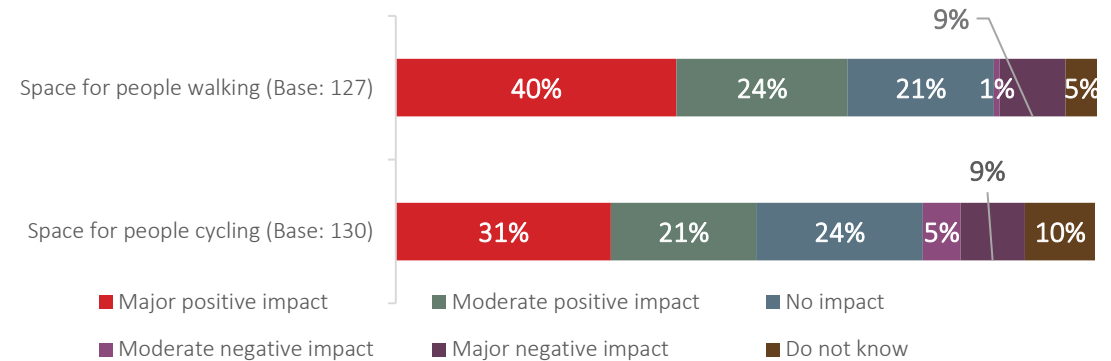
## Overall impacts

The changes already in place on King William Street were perceived to have an overall positive impact, with almost two thirds of respondents providing feedback on King William Street reporting this (61%).



Overall, what type of impact have the changes already in place had on you? (Base: 127)

Over half of respondents providing feedback on King William Street felt that the changes already in place on King William Street had a positive impact on space for people walking (65%) and cycling (52%).



### To what extent have the changes already in place impacted...?

Findings differed significantly by **frequency of street use**. The more respondents used King William Street, the more likely they were to report that the current changes had a positive impact on space for people cycling (88% compared to 14%) and the less likely they were to report that the changes had a neutral impact on space for people cycling (6% compared to 50%).

# What are the impacts of the current changes?

## Use of street

Just over two fifths of the respondents providing feedback on King William Street reported using King William Street more often with the changes in place, compared to before they were introduced (43%). This compares to a fifth who reported using the street less often (22%).



Have the changes already in place changed how often you use this street? (Base: 120)

Findings differed significantly by:

- **Support for making the traffic changes on King William Street permanent:** Supportive respondents were more likely than unsupportive respondents to report using the street more often due to the changes (62% compared to 8%) and less likely to report using the street less often (1% compared to 60%).
- **Support for making other changes on King William Street permanent:** Supportive respondents were more likely than unsupportive respondents to report using the street more often due to the changes (63% compared to 12%) and less likely to report using the street less often (1% compared to 58%).



# What are the impacts of the current changes?

Of the 305 respondents to the consultation, 52 provided a response to the following question for King William Street: “Please provide any further comments on the impacts the current changes have had on you.” Responses were mainly related to negative impacts, followed by suggested improvements and positive impacts.

In terms of **negative impacts**, the main comments related to:

- Displaced congestion;
- Cyclist access;
- Road safety; and
- Taxi operation.

Other negative impacts related to increased journey times, impacts on businesses, pedestrian access, and access for people with disabilities.

*“High number of buses and taxis still creates difficult conditions for people on bikes.”*

Views on **suggested improvements** divided into three main themes:

- Improving cycle lanes;
- Improving general traffic management; and
- Improving taxi access.

Other suggested improvement related to improving the time restrictions and introducing enforcement.

*“The best approach would be to make this road one way, so there would be plenty of space for a dedicated cycle lane.”*

Comments on **positive impacts** mainly focused on road safety and pedestrian access.

Other positive impact comments related to cyclist access, public realm, and traffic reduction.

*“I feel safer in this street.”*

# Is there support for making the changes permanent?

Respondents were shown a visualisation depicting what King William Street could look like if the experimental traffic changes are successful and they are implemented permanently (see image to right).

Overall, just over two thirds of respondents expressed support making the traffic changes permanent (68%).



■ Fully support ■ Partially support ■ Do not support ■ Do not know

Overall, to what extent do you support the traffic changes on this street being made permanent? (Base: 131)

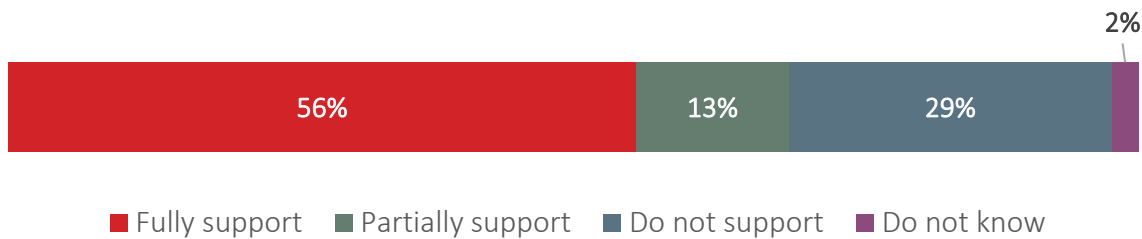
Findings differed significantly by:

- **Frequency of street use:** The more respondents used King William Street the more likely they were to be supportive of the traffic changes being made permanent (94% compared to 4%) and the less likely they were to be unsupportive (6% compared to 96%).
- **Support for making other changes permanent:** Respondents who were supportive of the making the other changes on the street permanent were more likely than unsupportive respondents to be supportive of also making the traffic changes permanent (99% compared to 3%).



# Is there support for making the changes permanent?

Similarly, just over two thirds of respondents expressed support for making the other changes on this street permanent (69%).



Overall, to what extent do you support the other changes on this street being made permanent? (Base: 126)

Findings differed significantly by:

- **Frequency of street use:** The more respondents used King William Street the more likely they were to be supportive of the other changes being made permanent (92% compared to 5%) and the less likely they were to be unsupportive (8% compared to 95%).
- **Support for making traffic changes permanent:** Respondents who were supportive of the making the traffic changes permanent were more likely than unsupportive respondents to be supportive of also making the other changes permanent (99% compared to 3%).





# Other feedback

Of the 305 respondents to the consultation, 47 provided a response to the following question for King William Street: **“Please provide any other comments you have regarding the proposals.”** Responses were similar to those provided on the current changes (see slide 33) and were mainly divided between negative impacts and suggested improvements, followed by positive impacts.

**Negative impacts** mostly related to cyclist access. Other negative impacts raised were in relation to:

- Road safety;
- Access for people with disabilities;
- Taxi operation;
- Congestion.

*“Cyclists mixed with any motor traffic increases road danger and, outside the restricted times, could increase cycling casualties here.”*

The main comments for **suggested improvements** focused on improving cycle lanes and taxi access.

Other suggested improvement comments related to improving:

- Planters and greenery;
- Time restrictions; and
- General traffic management.

*“Keep cycle lanes and make them properly segregated i.e. not wands. Cycling an important part of the desired traffic mix.”*

**Positive impact** comments mainly focused on traffic reduction and pedestrian access.

Other positive impact comments related to cyclist access and improved public realm.

*“The proposed arrangements are good for pedestrians and will provide a more pleasant environment for people walking.”*

**6**

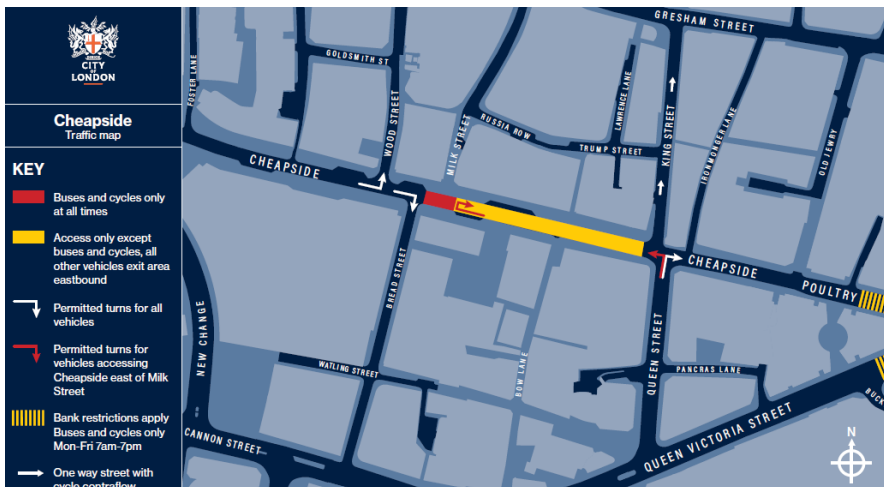
**Cheapside**

# What are the changes on Cheapside?

## Traffic Changes

The changes to traffic on Cheapside are:

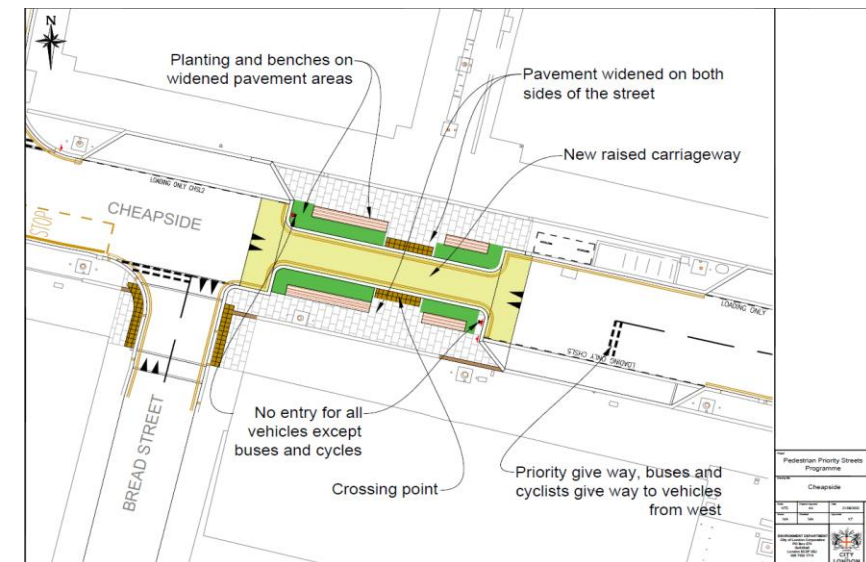
- “No entry” point closure (both directions) except for buses and cycles located east of Bread Street
- “Priority give-way” arrangement with priority for eastbound buses and cycles
- Eastbound traffic can turn onto Wood Street or Bread Street to avoid driving through the point closure
- Traffic can access Cheapside to access properties east of the point closure via Queen Street. Vehicles then need to turn around and exit the area via Queen Street, King Street or Bank (after 7pm Mon-Fri)
- Some journeys may need to use alternative routes and take longer as a result of the point closure



## On-street Changes

The on-street changes to Cheapside are:

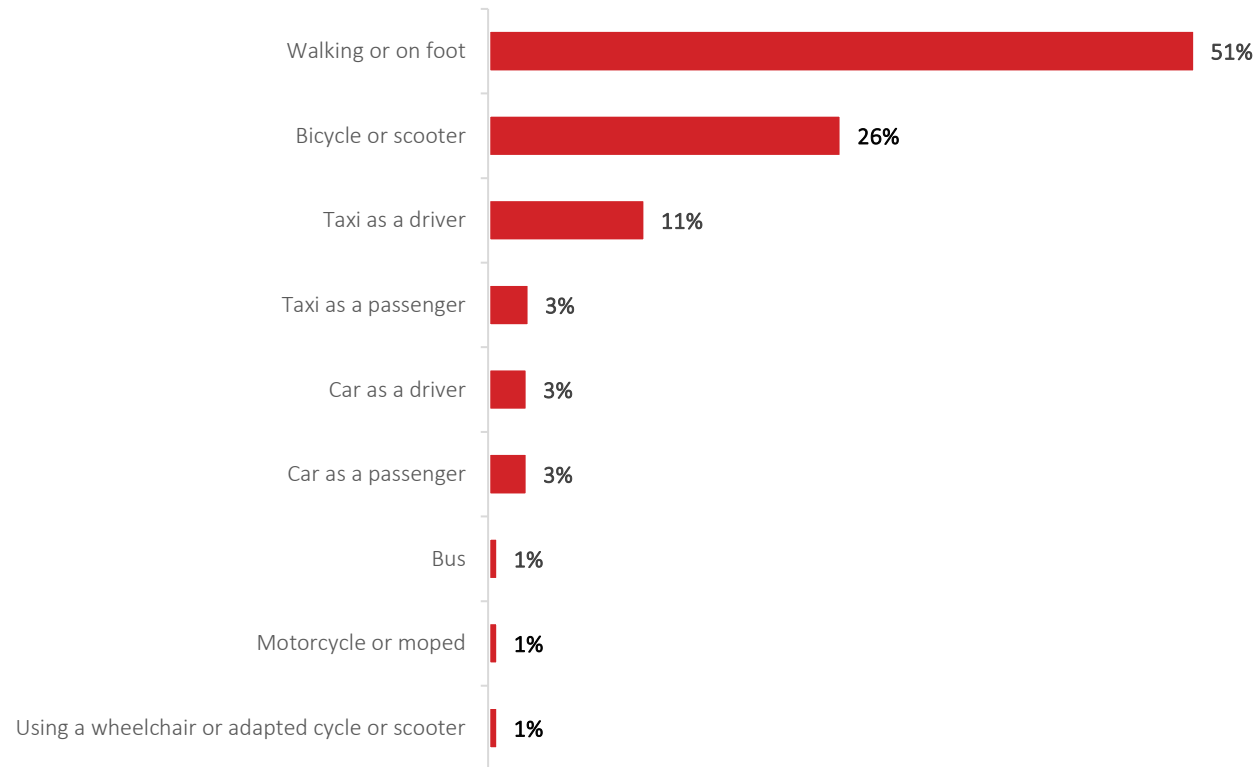
- Raising the carriageway to pavement level at the point closure to slow down traffic
- The pavements at the point closure widened by 1.5m on each side, with the carriageway narrowed to 3.5m
- Planters containing flowers and shrubbery
- Seating and benches on both sides of the street
- Minor adjustments to the loading bays adjacent to the point closure





# How do people currently travel on Cheapside?

Overall, half of the respondents providing feedback on Cheapside reported walking or travelling on foot on Cheapside (51%), followed by travelling on a bicycle or scooter (26%), by taxi as a driver (11%), and by taxi as a passenger (3%).

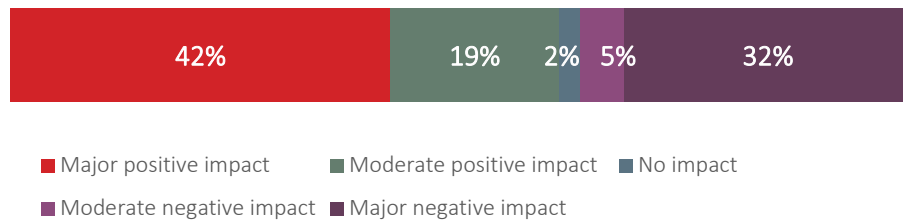


How do you usually travel along this street? (Base: 140)

# What are the impacts of the current changes?

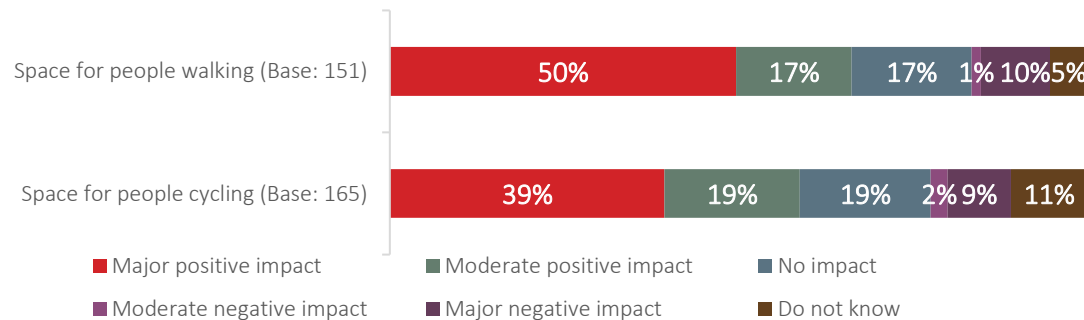
## Overall impacts

The changes already in place on Cheapside were perceived to have an overall positive impact, with almost two thirds of respondents providing feedback on Cheapside reporting this (61%).



Overall, what type of impact have the changes already in place had on you? (Base: 166)

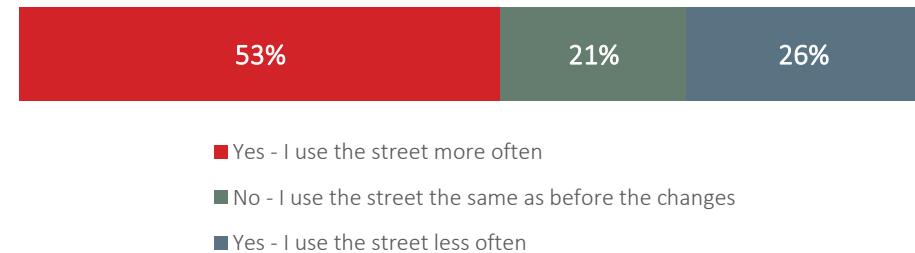
Up to two thirds of respondents providing feedback on Cheapside felt that the changes already in place on Cheapside had a positive impact on space for people walking (66%) and cycling (59%).



To what extent have the changes already in place impacted...?

## Use of street

Just over half of the respondents providing feedback on Cheapside reported using Cheapside more often with the changes in place, compared to before they were introduced (53%). This compares to a quarter who reported using the street less often (26%).



Have the changes already in place changed how often you use this street? (Base: 146)

# What are the impacts of the current changes?

Of the 305 respondents to the consultation, 82 provided a response to the following question for Cheapside: “Please provide any further comments on the impacts the current changes have had on you.” Responses were mainly related to negative impacts, followed by positive impacts, and suggested improvements.

In terms of **negative impacts**, the main comments related to:

- Taxi operation;
- Road safety;
- Displaced congestion; and
- Increased journey times.

Other negative impact comments related to access for people with disabilities, confusion from road users, impacts on businesses, and displaced congestion.

*“Ludicrous decisions that cause gridlock and as a disabled person find it hard to find a taxi.”*

Specifically focused on **positive impacts**, the main comments related to:

- Reduced traffic;
- Pedestrian access;
- Improved public realm; and
- Cyclist access.

Other positive impact comments related to improved road safety, noise reduction, improved air quality, and the addition of planters and greenery.

*“A Cheapside with low/no traffic is a joy as it's a shopping street attracting much footfall. Less noise, better air quality, less car horn tooting.”*

The **suggested improvements** raised mainly concerned improving taxi access to the street. Other suggested improvement comments related to:

- Improving cycle lanes;
- Improving general traffic management;
- Improving planters and greenery;
- Introducing enforcement to ensure that the new traffic changes and restrictions are followed by all road users; and
- Pedestrianisation.

*“Make Cheapside pedestrian only and create a dedicated cycle lane.”*

# Is there support for making the changes permanent?

Respondents were shown a visualisation depicting what Cheapside could look like if the experimental traffic changes are successful and they are implemented permanently (see image to right).

Overall, two thirds of respondents expressed support for making the traffic changes permanent (63%).



Overall, to what extent do you support the traffic changes on this street being made permanent? (Base: 159)

Similarly, just over two thirds of respondents expressed support for making the other changes on this street permanent (68%).



Overall, to what extent do you support the other changes on this street being made permanent? (Base: 155)

■ Fully support   ■ Partially support   ■ Do not support



# Other feedback

Of the 305 respondents to the consultation, 53 provided a response to the following question for Cheapside: “Please provide any other comments you have regarding the proposals.” Responses were similar to those provided on the current changes (see slide 41) and were mainly divided between suggested improvements and negative impacts, followed by positive impacts.

Views on **suggested improvements** divided into three main themes:

- Improving taxi access;
- Improving general traffic management; and
- Improving planters and greenery.

Other suggested improvement comments included improving cycle lanes, pedestrianising the street, improving street seating, and introducing traffic calming measures.

*“I believe taxis should have access! It would mean shorter journey times for the passengers, less pollution for the city.”*

In terms of **negative impacts**, issues were raised in relation to:

- Increased journey times;
- Taxi operation;
- Congestion; and
- Pollution.

Other comments on negative impacts included impacts on businesses, access for the elderly and people with disabilities, and confusion from road users.

*“Pollution is horrible and idling traffic causes it utter madness.”*

**Positive impact** comments focused on the improvements to public realm and the introduction of planters and greenery.

*“It makes the street somewhere you can stop and be, I see people sitting on the benches when it is sunny and makes the street more of a destination which supports the surrounding shops..”*

**7**

**Old Broad Street  
(south) and  
Threadneedle  
Street**

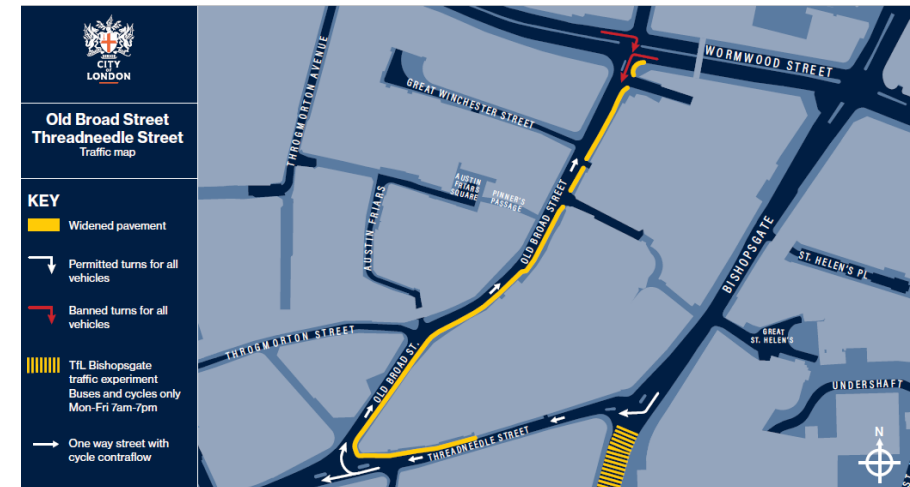


# What are the changes on Old Broad Street (south) and Threadneedle Street?

## Traffic Changes

The changes to traffic on Old Broad Street (south) and Threadneedle Street are:

- Making Old Broad Street one-way northbound from Threadneedle Street to London Wall
- Making Threadneedle Street one-way westbound from Bishopsgate to Old Broad Street
- People cycling will be able to continue to use Old Broad Street and Threadneedle Street in both directions, in one direction a mandatory contraflow cycle lane separated from vehicles by traffic wands will be provided, and in the other people cycling will use the general traffic lane
- Some journeys will need to use alternative routes and therefore take longer as a result of making these streets one-way

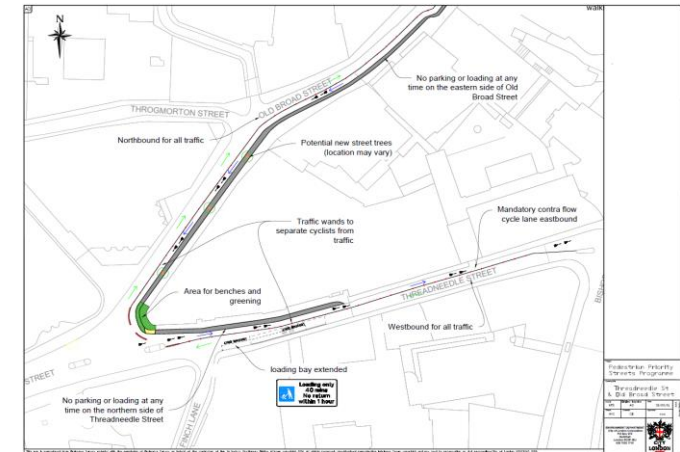
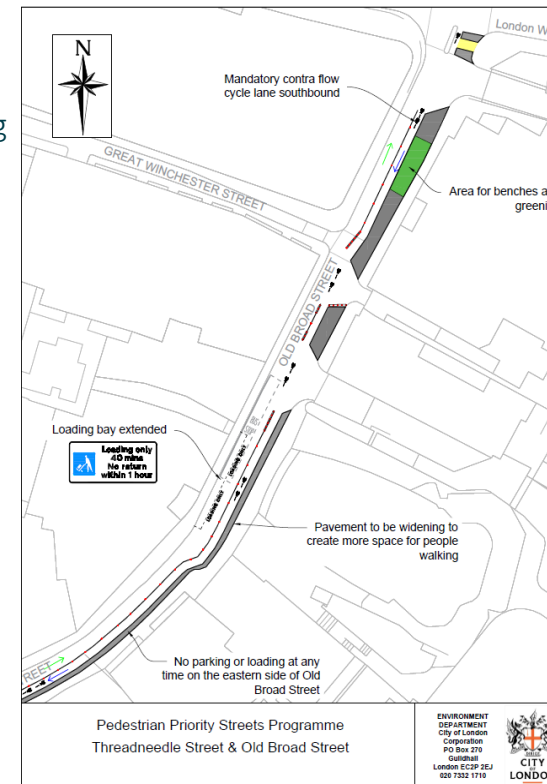


# What are the changes on Old Broad Street (south) and Threadneedle Street?

## On-street Changes

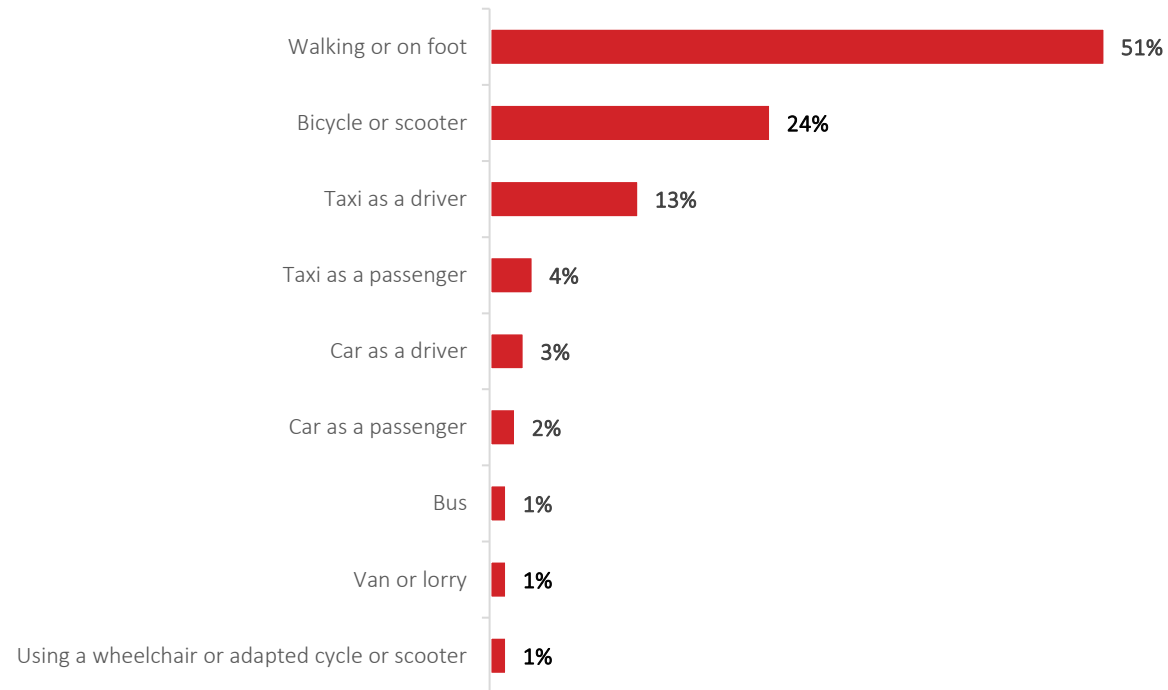
The on-street changes to Old Broad Street (south) and Threadneedle Street are:

- Widening pavements at various locations along Old Broad Street (between London Wall and Threadneedle Street) to create more space for people walking
- Widening pavements on the north side of Threadneedle Street (between Old Broad Street and Bishopsgate) to create more space for people walking
- The pavement widened outside no.33 Old Broad Street (at the junction with Threadneedle Street) to create a new public space with seating and planting
- The contra-flow cycle lanes will be 1.7m-2.0m wide
- Traffic wands will be placed on the white line of the cycle lane to separate people cycling from traffic
- Where possible, new street trees will be introduced in the area
- The length of the current loading bays on Old Broad Street and Threadneedle Street will be made longer
- All loading activity will be concentrated from the on-street loading bays
- Taxis and private vehicles will not be able to drop off and pick up directly to some buildings and some people may need to walk further (~ maximum distance 170m)



# How do people currently travel on Old Broad Street (south) and Threadneedle Street?

Overall, half of the respondents providing feedback on Old Broad Street (south) and Threadneedle Street reported walking or travelling on foot on the street (51%), followed by travelling on a bicycle or scooter (24%), by taxi as a driver (13%), and by taxi as a passenger (4%).

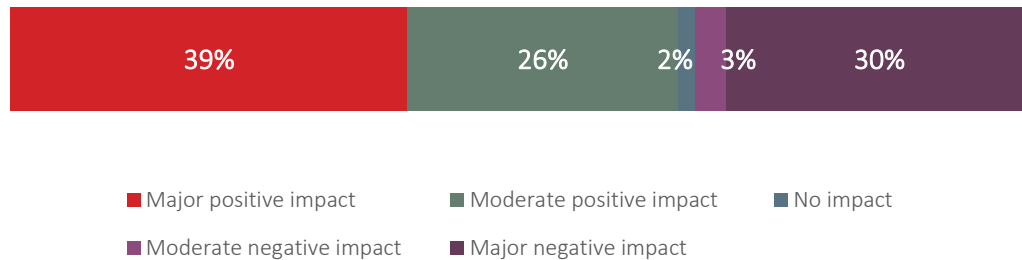


How do you usually travel along this street? (Base: 137)

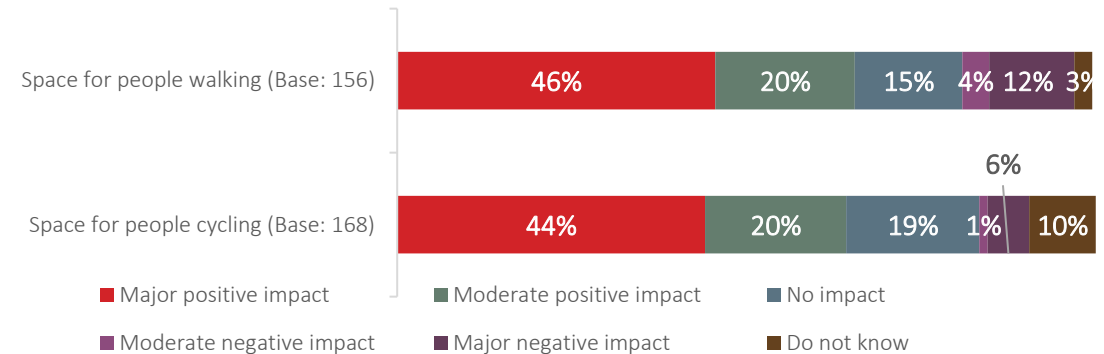
# What are the impacts of the current changes?

## Overall impacts

The changes already in place on Old Broad Street (south) and Threadneedle Street were perceived to have an overall positive impact, with almost two thirds of respondents providing feedback on Old Broad Street and Threadneedle Street reporting this (61%).



Around two thirds of respondents providing feedback on Old Broad Street and Threadneedle Street felt that the changes already in place on Old Broad Street (south) and Threadneedle Street had a positive impact on space for people walking (66%) and cycling (64%).



Overall, what type of impact have the changes already in place had on you? (Base: 170)

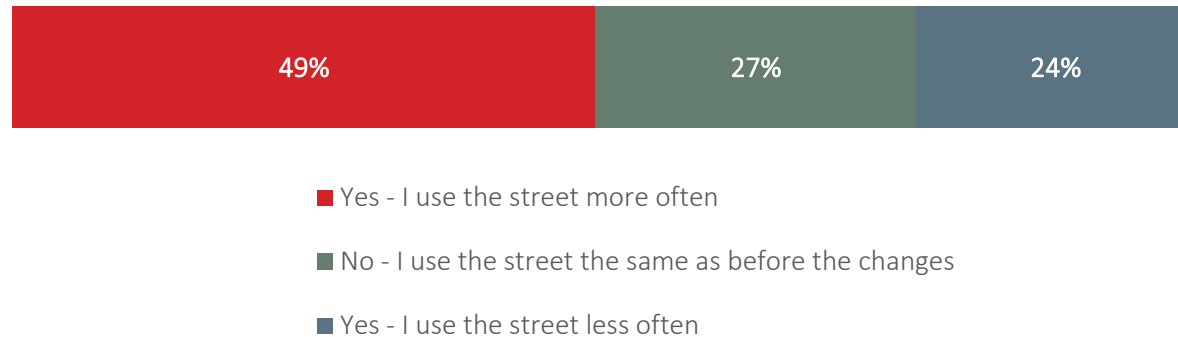
To what extent have the changes already in place impacted...?

Findings differed significantly by **frequency of street use**. The more respondents used Old Broad Street and Threadneedle Street, the more likely they were to report that the current changes had a positive impact on space for people walking (99% compared to 3%) and the less likely they were to report that the changes had a negative impact on space for people walking (1% compared to 45%).

# What are the impacts of the current changes?

## Use of street

Half of the respondents providing feedback on Old Broad Street and Threadneedle Street reported using Old Broad Street and Threadneedle Street more often with the changes in place, compared to before they were introduced (49%). This compares to a quarter who reported using the street less often (24%).



Have the changes already in place changed how often you use this street? (Base: 144)

# What are the impacts of the current changes?

Of the 305 respondents to the consultation, 70 provided a response to the following question for Old Broad Street: “Please provide any further comments on the impacts the current changes have had on you.” Responses were mainly related to negative impacts, followed by positive impacts, and suggested improvements.

In terms of **negative impacts**, the main comments raised were in relation to taxi operation and displaced congestion. Other issues raised related to:

- Increased journey times;
- Impacts on bus users;
- Pedestrian access; and
- Access for the elderly and people with disabilities.

*“Losing work & unable to get customers to destination, often stuck in traffic on surrounding roads...City becoming unworkable due to road closure & causing more congestion.”*

Specifically focused on **positive impacts**, the main comments related to:

- Pedestrian access;
- Cyclist access;
- Road safety; and
- Improved public realm.

Other positive impact comments related to reduced traffic and improved air quality.

*“Prioritising pedestrian and cycling has greatly improved experience and safety.”*

In terms of **suggested improvements**, views divided into four main themes:

- Improving cycle lanes;
- Improving general traffic management;
- Improving taxi access; and
- Widening pavements.

Other suggested improvement comments related to access for disabled people, traffic calming measures, safer crossings, and pedestrianisation.

*“It is vital to retain physical separation for contra-flow cycling here at least.”*



# Is there support for making the changes permanent?

Respondents were shown a visualisation depicting what Old Broad Street (south) and Threadneedle Street could look like if the experimental traffic changes are successful and they are implemented permanently (see image to right).

Overall, two thirds of respondents expressed support for making the traffic changes permanent (67%).



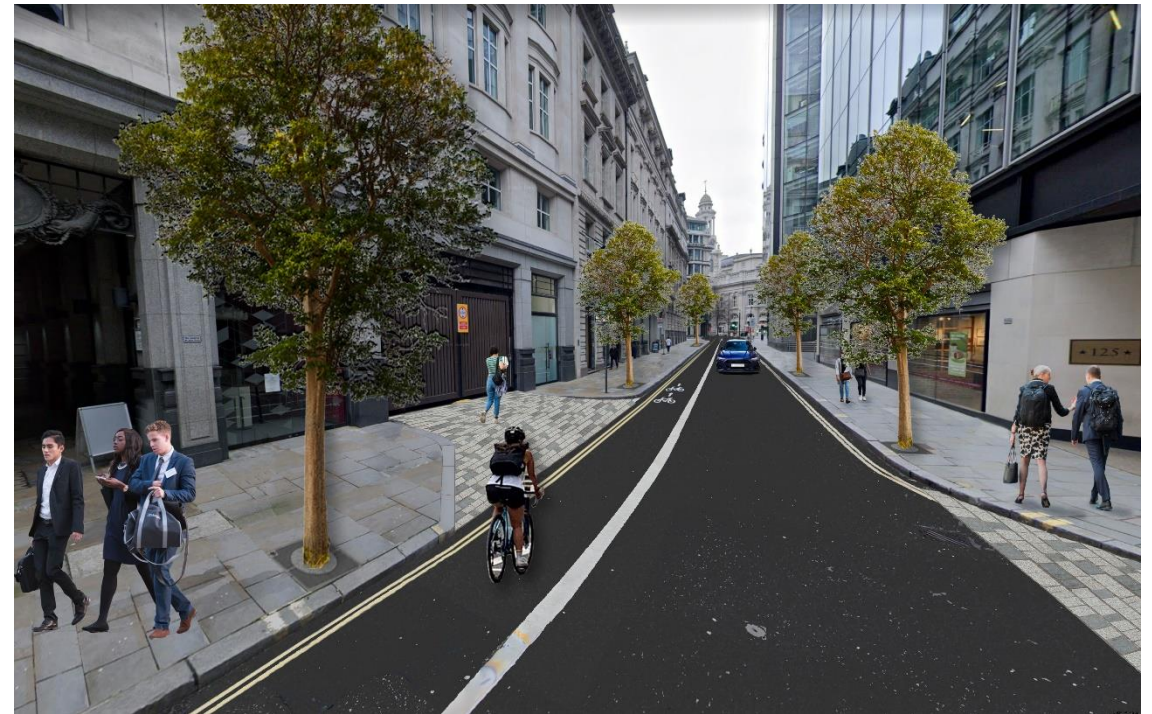
Overall, to what extent do you support the traffic changes on this street being made permanent? (Base: 163)

Similarly, two thirds of respondents expressed support for making the other changes on this street permanent (67%).



Overall, to what extent do you support the other changes on this street being made permanent? (Base: 160)

■ Fully support ■ Partially support ■ Do not support ■ Do not know



# Other feedback

Of the 305 respondents to the consultation, 55 provided a response to the following question for Old Broad Street: **“Please provide any other comments you have regarding the proposals.”** Responses were similar to those provided on the current changes (see slide 50) and were mainly divided between negative impacts and suggested improvements, followed by positive impacts.

In terms of **negative impacts**, the main comments related to:

- Access for people with disabilities;
- Congestion; and
- Road safety.

Other comments included increased journey times, pollution, visual appearance of the street, pedestrian access, and access for the elderly.

*“It is unacceptable (and maybe not DDA compliant) to prohibit drop offs of disabled people outside buildings. 170m may be too much to walk for some people.”*

Specifically focused on **suggested improvements**, the main comments related to improving:

- General traffic management;
- Planters and greenery;
- Taxi access; and
- Cycle lanes.

Other suggested improvements related to pedestrianising the street, improving street seating, and introducing traffic calming measures.

*“Taxis should have access to the whole city.”*

Comments on **positive impacts** mainly focused on the public realm.

Other positive impact comments related to traffic reduction, pedestrian access, planters and greenery, and road safety.

*“Very pleased to see the City taking steps to move away from car dependency and to improve the physical environment.”*

8

## Conclusions

# Conclusions

## This report

This report presents the findings of a consultation on City of London's Pedestrian Priority Streets Programme, outlining perceived impacts and level of support for five different pedestrian priority schemes on Cheapside, Old Broad Street (south) and Threadneedle Street, King Street, Old Jewry and King William Street.

## Level of support for the schemes

In summary, three quarters of respondents were **supportive** of introducing traffic and loading restrictions to make more space for people walking and cycling.

Across all pedestrian priority schemes, more than 60% of respondents were supportive of the **traffic changes** resulting from the schemes, as well as the **on-street changes** (e.g. changes to public realm, road and pavement width, greenery and seating, cycle lanes and servicing and loading restrictions).

# Conclusions

## Perceived impacts

Across all pedestrian priority schemes, around 6 in ten respondents felt that the scheme had a **positive impact** on them overall, with a similar proportion of respondents reporting that the schemes had a positive impact on **space for people walking and cycling**.

Furthermore, between a third and half of respondents reported **using the streets more** since the pedestrian priority schemes had been in place, and most journeys were either currently made by **walking or cycling**.

For some schemes, increased use of the street was associated with high levels of support for the scheme and a greater likelihood to report it having a positive impact. This suggests that those who use the streets regularly are satisfied with the schemes as designed now, and as proposed for the future.

# Conclusions

## Benefits and concerns

The following common **benefits** were reported across all pedestrian priority schemes:

- Improved pedestrian access;
- Improved access for people cycling;
- Improved road safety; and
- Improved public realm.

The following common **concerns** were raised across most pedestrian priority schemes:

- Increased journey times;
- Access for pedestrians, people cycling, the elderly and those with disabilities;
- Impacts on taxi operation;
- Negative road safety impacts; and
- Displaced congestion.



# Street scheme summaries

A summary of the response per street can be found in the table below:

STREET SCHEME	OVERALL IMPACT OF CURRENT CHANGES	CONCERNS RAISED	BENEFITS RAISED	CHANGES IN USE OF STREET	SUPPORT FOR MAKING TRAFFIC CHANGES PERMANENT	SUPPORT FOR MAKING ON-STREET CHANGES PERMANENT
Old Jewry	60% positive impact	<ul style="list-style-type: none"> <li>Road safety</li> <li>Taxi operation</li> <li>Congestion</li> </ul>	<ul style="list-style-type: none"> <li>Pedestrian access</li> <li>Road safety</li> <li>Improved public realm</li> </ul>	39% use the street more	66% supportive	69% supportive
King Street	61% positive impact	<ul style="list-style-type: none"> <li>Increased journey times</li> <li>Access for people cycling, the elderly and those with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Pedestrian and cyclist access</li> <li>Road safety</li> </ul>	45% use the street more	67% supportive	71% supportive
King William Street	61% positive impact	<ul style="list-style-type: none"> <li>Congestion</li> <li>Access for people cycling</li> <li>Road safety</li> </ul>	<ul style="list-style-type: none"> <li>Road safety</li> <li>Pedestrian access</li> </ul>	43% use the street more	68% supportive	69% supportive
Cheapside	61% positive impact	<ul style="list-style-type: none"> <li>Taxi operation</li> <li>Road safety</li> <li>Congestion</li> </ul>	<ul style="list-style-type: none"> <li>Reduced traffic</li> <li>Pedestrian and cyclist access</li> <li>Improved public realm</li> </ul>	53% use the street more	63% supportive	68% supportive
Old Broad Street (south) and Threadneedle Street	61% positive impact	<ul style="list-style-type: none"> <li>Increased journey times</li> <li>Access for pedestrians, the elderly and those with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Pedestrian and cyclist access</li> <li>Road safety</li> <li>Improved public realm</li> </ul>	49% use the street more	67% supportive	64% supportive

**SYSTRA**  
S Y S T R A . C O . U K